

2023 Title VI Program Update

Approved by the IPTC Board of Directors on February 23, 2023

January 2023

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TITLE VI PROGRAM

This document is being submitted by the Indianapolis Public Transportation Corporation (dba IndyGo) to the Federal Transit Administration (FTA) in compliance with the requirements of FTA Circular 4702.1B “Title VI Requirement and Guidelines for Federal Transit Administration Recipients.” This document specifically meets the requirements of Chapter III, Part 4 “Requirement to Prepare and Submit a Title VI Program.” The necessary contents of each Title VI program, as outlined in Chapter III, are shown below with responses detailing how IndyGo has met each requirement.

1) A copy of the recipient’s Title VI notice to the public that indicates the recipient complies with Title VI and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.

IndyGo’s Title VI notice is included in APPENDIX A. The text reads as follows:

In accordance with Title VI of the Civil Rights Act of 1964, IndyGo operates its programs without regard to race, color or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on IndyGo’s Title VI Policy and the procedures to file a complaint, contact:

Care Center Desk
Julia M. Carson Transit Center
201 E. Washington St.
Indianapolis, IN 46204
317.635.3344
Monday-Friday: 8am. – 6 p.m.
Saturday: 9 a.m. –12 p.m.
www.IndyGo.net

The notice is posted in the following places:

- All revenue fixed route vehicles
- All revenue ADA complementary paratransit vehicles
- IndyGo website: <https://www.indygo.net/about-indygo/title-vi-and-ada/>
- IndyGo Fixed Route guidelines
- IndyGo Access [ADA Complementary paratransit service] guidelines
- IndyGo reception desk at 1501 W. Washington Street
- IndyGo reception desk at 9503 E. 33rd Street
- Reception desk at the Julia M. Carson Transit Center (CTC)
- IndyGo lobby and Assessment lobby at 2425 W. Michigan Street

A copy of the Title VI notice to beneficiaries, screen capture of the IndyGo Title VI website, and system map have been included as part of APPENDIX A.

2) A copy of the recipient’s instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Customers who believe they have been subjected to discrimination based on race, color, or national origin by an IndyGo employee can file a complaint with IndyGo. The Title VI / ADA Complaint form can be found on IndyGo's website at the following address: <https://www.indygo.net/about-indygo/title-vi-and-ada/>. A copy of the complaint form is provided in APPENDIX B. Complainants are instructed to fill out the form and mail the form to the IndyGo Director of Compliance and Civil Rights, at 1501 W. Washington Street, Indianapolis, IN 46222. Complainants can also call 317-614-9272 if they have questions.

The form was last updated in 2022.

3) A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.

A list of any public transportation-related Title VI investigations, complaints or lawsuits filed since the last submission (February 2020) is included in APPENDIX B. Since the last Title VI Program Update, there have been fifty-eight Title VI complaints, no lawsuits, and no investigations.

4) A public participation plan that includes an outreach plan to engage minority and Limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission.

IndyGo's public outreach efforts are informed and guided by the adopted Public Involvement Program (Updated March 2020). The program outlines stakeholders, engagement and education techniques, notification procedures, and how public input is considered.

Since the previous Title VI submittal, IndyGo has conducted several focused public outreach efforts. These include:

- Public outreach related to the Purple Line;
- Public outreach related to the Blue Line;
- Public outreach related to Red Line improvements;
- Public outreach related to local route improvements;
- Public outreach for the Paratransit Operational Analysis;
- Public outreach for the Comprehensive Operational Analysis;
- Public outreach for new facility acquisitions;

In addition to these targeted efforts, IndyGo continues to engage the public via social media, posting information about route detours and public meetings. A complete summary of IndyGo public outreach efforts since the previous Title VI program submission is included in APPENDIX C. and covers the period from August 2019 to October 2022 (most current data at the time of Title VI Program Update collection).

5) A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP guidance.

A copy of the Language Assistance Plan is found in APPENDIX C.

6) Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must

provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.

The IPTC Board of Directors is the governing body for IndyGo. Comprised of seven members, these members are appointed by the Mayor of the City of Indianapolis and the Indianapolis-Marion County City-County Council; the Mayor appoints three while the Council appoints four members. As these board members are not selected by the recipient, no racial breakdown is provided.

The IPTC Board of Directors created a council to inform the board members of the concerns of individuals with disabilities; the Mobility Advisory Committee (MAC). The MAC provides a forum for riders, employers, elected representatives, and organizations to raise concerns, ideas, and propose solutions to improve transportation service and mobility options for individuals with disabilities. Individuals wishing to serve on the MAC submit an application to the Director of Mobility Services. Applications are considered and either approved or denied by the Chairman of the IPTC Board of Directors.

At present, the MAC is comprised of 11 members; eight are White and three are Black; see Table A-1 . The responses are based on a survey distributed to MAC members on March 16, 2022. Recruitment for MAC members is based on a number of factors, including what interested parties the member is representing.

Table A-1. Hispanic Ethnicity of Mobility Advisory Committee Members¹

	Service Area ²		Mobility Advisory Committee	
Hispanic or Latino or Spanish Origin	110,159	57%	0	0%
Not Hispanic or Latino or Spanish Origin	860,943	10%	7	64%

¹ Individuals were allowed to answer “Prefer not to Say” and five individuals selected that option.

² Table B03002, “Hispanic or Latino Origin by Race”, 2021 ACS 1 Year Estimates Detailed Tables.

Table A-2. Racial Breakdown of Mobility Advisory Committee Members³

Service Area ⁴			Mobility Advisory Committee	
American Indian and Alaska Native	3,239	0%	0	0%
Asian	37,647	4%	1	9%
Black or African American	267,313	28%	3	27%
Native Hawaiian and Other Pacific Islander	0	0%	0	0%
White	523,776	54%	4	36%
Other	54,104	6%	0	0%
Two or More Races	85,023	9%	0	0%

7) Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.

IndyGo is the designated recipient for Section 5307 (Urbanized Area Formula Grant) and Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) formula funding in the Indianapolis Urbanized Area. IndyGo has no subrecipients for Section 5307 funds but does have subrecipients for the Section 5310 program.

Title VI Compliance for Section 5310 subrecipients is handled by the Director of Compliance and Civil Rights, who conducts periodic reviews of IndyGo’s subrecipients. . IndyGo ensures that all subrecipients are provided with a summary and checklist of Title VI program requirements, a sample notice to the public, sample complaint form and sample complaint procedures to all subrecipients. IndyGo also provides Title VI training to all potential subrecipients during the annual Section 5310 “call for projects” meeting. Subrecipients are also provided either a copy of or link to the IndyGo Title VI Program Plan, which includes the IndyGo notice to the public, complaint form, and complaint procedures for their reference.

Subrecipients are required to submit their Title VI Program documentation to IndyGo every three (3) years. The Director of Compliance and Civil Rights completes a compliance review of each

³ Three MAC members selected “Prefer Not to Answer”.

⁴ Table B02001, “Race”, 2021 ACS 1 Year Estimates Detailed Tables.

subrecipient and issues a review letter advising the subrecipient that they are either in compliance or that follow up is needed. Subrecipients are also monitored for Title VI compliance during site visits. All subrecipients also annually complete the FTA-required Title VI certifications and assurances. IndyGo monitors subrecipients by requiring Title VI complaint reports and a summary of public outreach and involvement activities on an annual basis.

8) If the recipient has constructed or acquired a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Facilities not considered a transit amenity, such as a bus stop, or those not evaluated during project development as part of a National Environmental Policy Act (NEPA) review, must adhere to the requirements of site equity analysis as required by Title 49 CFR Section 21.9(b)(3) and outlined in FTA Circular 4702.1B, specifically Chapter III-11 and 12.

IndyGo has acquired the following facilities since its last Title VI submission:

- Paratransit operations and call center facility at 2425 West Michigan Street, Indianapolis, IN
 - East Campus administrative and operations center, 9503 and 9050 East 33rd Street, Indianapolis, IN⁵
 - Red Line on-route bus charging facility at 6410 North College Avenue, Indianapolis, IN*
 - Red Line on-route bus charging facility at 8925 Madison Avenue, Indianapolis, IN*
 - Blue Line east termini mobility hub, 11135 East Washington Street, Indianapolis, IN*
- *Facilities marked with an asterisk did not require a site equity analysis, as those were evaluated during project development and the NEPA process.⁶

Facilities not evaluated during NEPA were evaluated using a site equity analysis. The following site equity analyses are included in Appendix J.

- Paratransit operations and call center facility at 2425 West Michigan Street, Indianapolis, IN
- East Campus administrative and operations center, 9503 and 9050 East 33rd Street, Indianapolis, IN
- Southside mobility hub, 8905 S. Madison Avenue, Indianapolis, IN⁷

9) Additional information as specified in Chapters IV, V, and VI, depending on whether the recipient is a fixed route transit provider, a State or an metropolitan planning organization (MPO).

IndyGo is a fixed-route transit provider in the Indianapolis urbanized area, which as of the 2010 decennial census, had 1,487,483 persons, which exceeds the threshold of 200,000 persons.

⁵ At the time of purchase, staff determined that a NEPA review was not required as local funding was used for procurement. At a later time, IndyGo staff and FTA staff determined that NEPA would be needed for the entire property. The property with an address of 9050 East 33rd Street was transferred to another party and is longer owned by IndyGo.

⁶ This exception is noted in Chapter III-11 of the FTA C 4702.1B.

⁷ This purchase was a separate parcel north of the existing property owned by IndyGo and not part of a NEPA planning process.

a. System-wide service standards and system-wide service policies, whether existing or new (i.e., adopted by the transit provider since the last submission).

IndyGo adopted new Service Standards in 2018 and amended it in 2019. A copy of both meeting minutes are included in **Error! Reference source not found.** A copy of the Service Standards, as amended, can be found on the IndyGo website (www.indygo.net) The most significant change from the 2007 Service Standards is the categorization of routes into four different types: Rapid, Frequent, Basic, and Coverage. Rapid service is provided by the bus rapid transit routes included in the Comprehensive Operational Analysis (COA) and the Marion County Transit Plan (MCTP).

IndyGo uses the following system-wide service standards and policies to evaluate transit service:

- **Vehicle Load:** Vehicle load is also known as passenger load and it is defined as the percentage above seated capacity of a vehicle. Overcrowded vehicles can lead to safety hazards and are uncomfortable for passengers. Rapid service has a higher threshold for passenger load because passenger trips are intended to be shorter; therefore a rider will tolerate more crowding than if the trip is longer.

Table A-3. Passenger Load by Service Category

Category	Passenger Load
Rapid	150%
Frequent	120%
Basic	120%
Coverage	120%

Vehicle Headway: Frequency is the number of buses that operate per hour along a route for a majority of the day. Frequency is expressed by the number of minutes between bus arrivals. Service during the periods in the early morning and late evening are often less frequent than peak hour service due to reduced demand.

Table A-4. Frequency by Service Category

Service Category	Frequency
Rapid	10 min.
Frequent	15 min. or better
Basic	30 min. or better

Coverage	60 min. or better
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- **On-Time Performance:** On-time performance measures how often a bus adheres to its scheduled time. The better the on-time performance, the more reliable a system can feel. IndyGo's current measurement of on-time performance is as follows: if a bus is less than one minute early or less than five minutes late at a time point, it is considered on-time.

Table A-5. Service Reliability (OTP) Standards

Service Category	2018 Reliability Standard	2021 Reliability Standard
Rapid	90%	90%
Frequent	75%	85%
Basic	75%	85%
Coverage	75%	85%

- **Service Availability:** Service availability is determined by stop spacing. Service standards at IndyGo are intended to focus on providing rapid and efficient service where it can be most utilized by the most people. However, some routes are designed to provide coverage where there are fewer people but potentially important destinations.

Table A-6. Stop Spacing by Service Category.

Service Category	Stops per mile	Ideal distance between stops
Rapid	2 stops	½ mile
Frequent	4 stops	¼ mile
Basic	4 to 6 stops	Varies based on context
Coverage	4 to 6 stops	Varies based on context

- **Distribution of Transit Amenities:** The distribution of transit amenities is based on several factors, but a primary consideration is daily boardings at a stop. Other considerations include the availability of public right-of-way, access to popular destinations, ADA accessibility, and proximity to key transfer locations.

Table A-7. Amenities by Bus Stop Type

	Amenities	Typical Ridership
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	Basic Bus Stop Amenities and: Seating (Bench or Simme-Seat)	10-20 Boardings Per Day
Sheltered Bus Stop	Basic Bus Stop Amenities and: Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	Sheltered Bus Stop Amenities and: Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras Off-Board Fare Payment	Based on Route Service Category
Rapid Transit Station	All Super Stop Amenities and: Station Signage Level Boarding Fully Covered Platform WiFi	Determined by Planning Effort
Transit Center	All Rapid Transit Station Amenities and: Public Restrooms On-Site Security Staffed information desk	Determined by Planning Effort

- **Vehicle Assignment:** IndyGo policy is to distribute vehicles equitably amongst its routes based on the age of the vehicle. High ridership routes are more likely to be assigned vehicles with higher capacity. Rapid routes are only assigned 60' articulated vehicles. Vehicles may also be assigned to routes based on other factors beyond age or route ridership.

b. A demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI Program that contains demographic information and service profiles.

Demographic maps are contained in APPENDIX F. and additional tables discussing demographics are contained in the Service Monitoring Report, found in APPENDIX H.

c. Data regarding customer demographics and travel patterns, collected from passenger surveys.

The most recent on-board passenger survey was conducted in 2022. A draft report summarizing this information is provided in APPENDIX F.

d. Results of the monitoring program of service standards and policies and any action taken, including documentation (e.g., a resolution, copy of meeting minutes, or

similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results.

The most recent IndyGo Service Monitoring Report, as well as a resolution documenting the IPTC Board of Director's review and approval of the 2023 Title VI Program Report, which included the 2023 Service Monitoring Report, are included in APPENDIX H.

e. A description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy.

IndyGo conducted a public engagement process in June 2013 to solicit feedback from the public on its proposed Title VI policies for "major service change," "disparate impact," and "Disproportionate burden".

f. A copy of board meeting minutes or a resolution demonstrating the board's or governing entity or official(s) consideration, awareness, and approval of the major service change policy and disparate impact policy.

A copy of the board meeting (See APPENDIX I.) resolution from August 26, 2013 demonstrates the board's consideration, awareness, and approval of the major service change policy and disparate impact policy.

g. Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission.

IndyGo conducted the following major service change/fare change since the last Title VI Program submission:

- System-wide Service Changes (April 2020)
- Route 901 Service Change (March 2022)
- Future Service Plan (January 2023)
- October 2021 Service Changes (January 2023)

Each equity analysis conducted since the last Title VI Program submission can be found in APPENDIX J.

h. A copy of board meeting minutes or a resolution demonstrating the board's or a governing entity or official(s)'s considerations, awareness, and approval of the equity analysis for any service or fare changes required by this [FTA C4701.2B] circular.

The System-wide Service Changes was reviewed and approved by the IPTC Board of Directors in April 2020; a copy of the meeting minutes for April 23, 2020 IPTC Board of Directors meeting is included in APPENDIX J. The Route 901 Service Change was reviewed and approved by the IPTC Board of Directors on March 24, 2022; a copy of the meeting minutes is included in APPENDIX J. The Future Service Plan was reviewed and approved by the IPTC Board of Directors in January 2023; a copy of the meeting minutes for January 26, 2023 is included in APPENDIX J. The October 2021 Service Changes was reviewed and approved by the IPTC Board of Directors in January 2023; a copy of the meeting minutes for January 26, 2023 is included in APPENDIX J.

APPENDIX A. TITLE VI NOTICES

Title VI Notice to the Public

The Title VI Policy Notice is prominently displayed in all IndyGo revenue vehicles, including ADA paratransit vehicles (operated by a contractor). The notice was reviewed and updated in 2022.

NOTICE:

INDYGO TITLE VI POLICY

In accordance with Title VI of the Civil Rights Act of 1964, IndyGo operates its programs without regard to race, color, or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on IndyGo's Title VI Policy and the procedure to file a complaint, contact:

INDYGO CUSTOMER CARE CENTER

(317) 635-3344

Monday – Friday: 6 a.m. – 7 p.m.

Saturday – Sunday: 7 a.m. – 4 p.m.

www.IndyGo.net

AVISO:

POLÍTICA DEL TÍTULO VI DE INDYGO

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, IndyGo opera sus programas sin importar raza, color, o origen nacional. Si considera que ha sido víctima de una práctica discriminatoria, puede presentar una queja oficial. Para mas informacion sobre la política Titulo VI de IndyGo y los precadimientos para presentar una queja, comuniquese con:

CENTRO DE ATENCIÓN AL CLIENTE INDYGO

(317) 635-3344

Lunes – Viernes: 6 a. m. – 7 p. m.

Sábado – Domingo: 7 a. m. – 4 p. m.

www.IndyGo.net



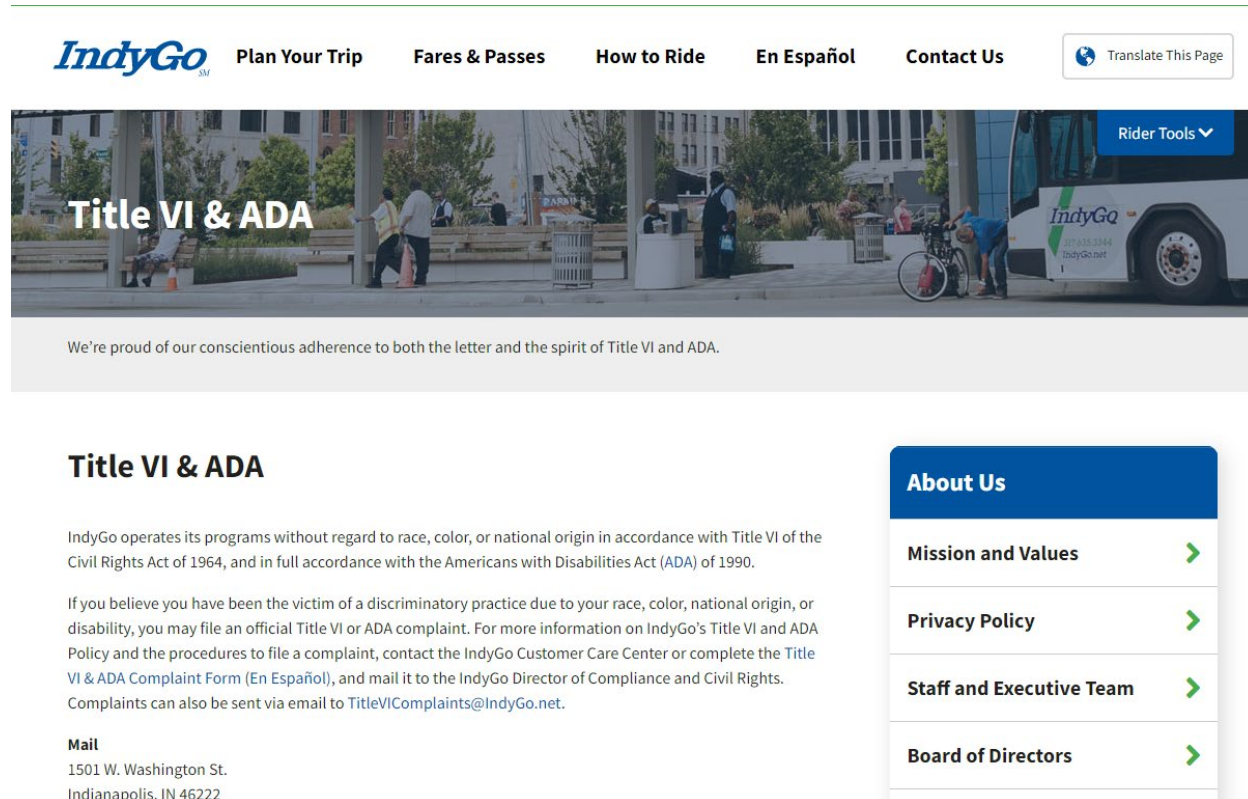
TITLE VI NOTICE TO THE PUBLIC

Title VI Website Screenshot

The following is a screenshot of the IndyGo Title VI webpage, accessed November 23, 2022. A link to the American with Disabilities Act and the Title VI & ADA Complaint Form (in both English and Spanish) is available. In 2022, IndyGo updated the website to include the Civil Rights complaint form as an online form that can filled out on this webpage.

<https://www.indygo.net/about-indygo/title-vi-and-ada/>

Appendix Figure A-1. Screenshot of Title VI & ADA Page on IndyGo Website



IndyGo Plan Your Trip Fares & Passes How to Ride En Español Contact Us [Translate This Page](#)

Title VI & ADA

We're proud of our conscientious adherence to both the letter and the spirit of Title VI and ADA.

Title VI & ADA

IndyGo operates its programs without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, and in full accordance with the Americans with Disabilities Act (ADA) of 1990.

If you believe you have been the victim of a discriminatory practice due to your race, color, national origin, or disability, you may file an official Title VI or ADA complaint. For more information on IndyGo's Title VI and ADA Policy and the procedures to file a complaint, contact the IndyGo Customer Care Center or complete the [Title VI & ADA Complaint Form \(En Español\)](#), and mail it to the IndyGo Director of Compliance and Civil Rights. Complaints can also be sent via email to TitleVIComplaints@IndyGo.net.

Mail
1501 W. Washington St.
Indianapolis, IN 46222

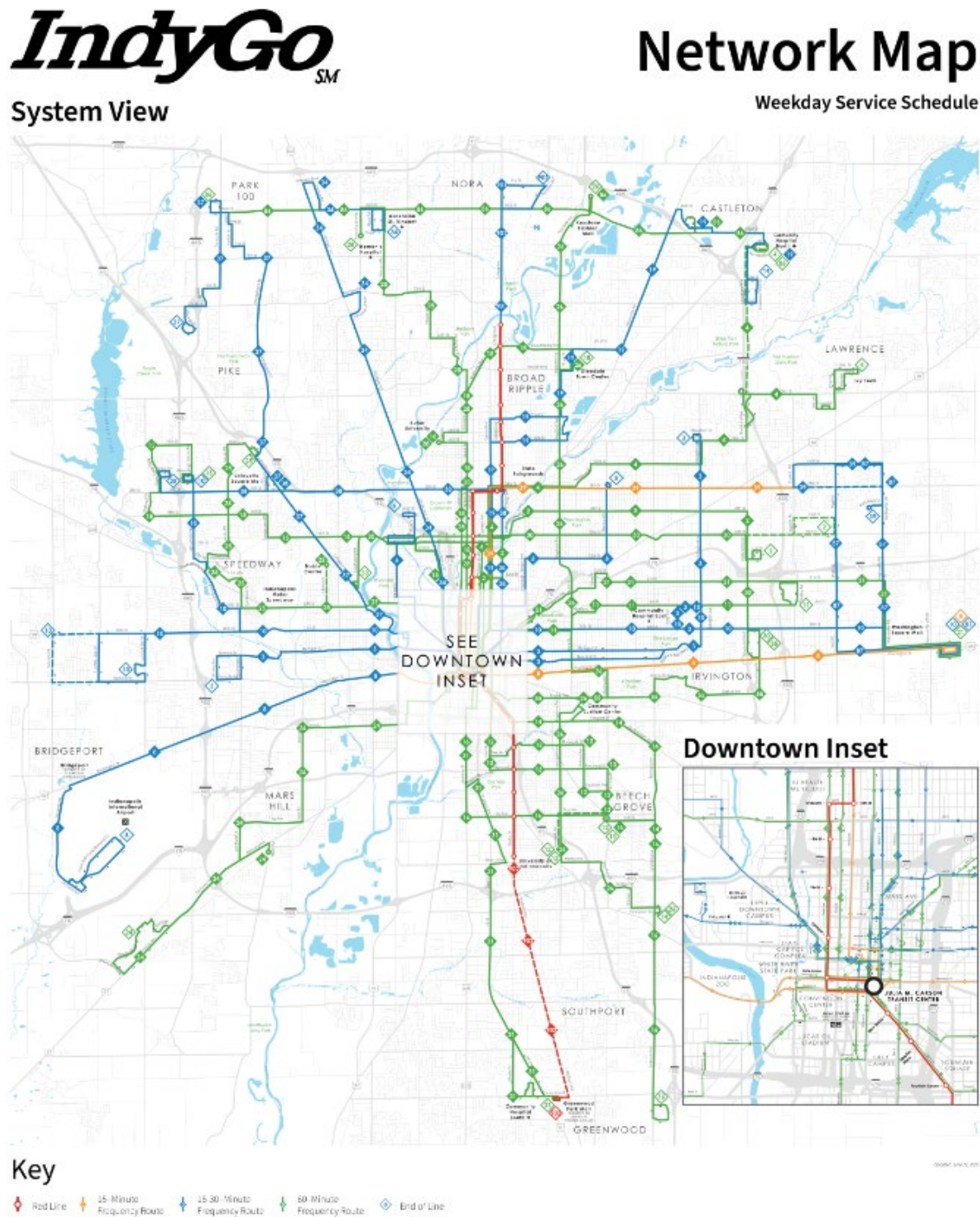
About Us

- [Mission and Values](#)
- [Privacy Policy](#)
- [Staff and Executive Team](#)
- [Board of Directors](#)

IndyGo Network Map

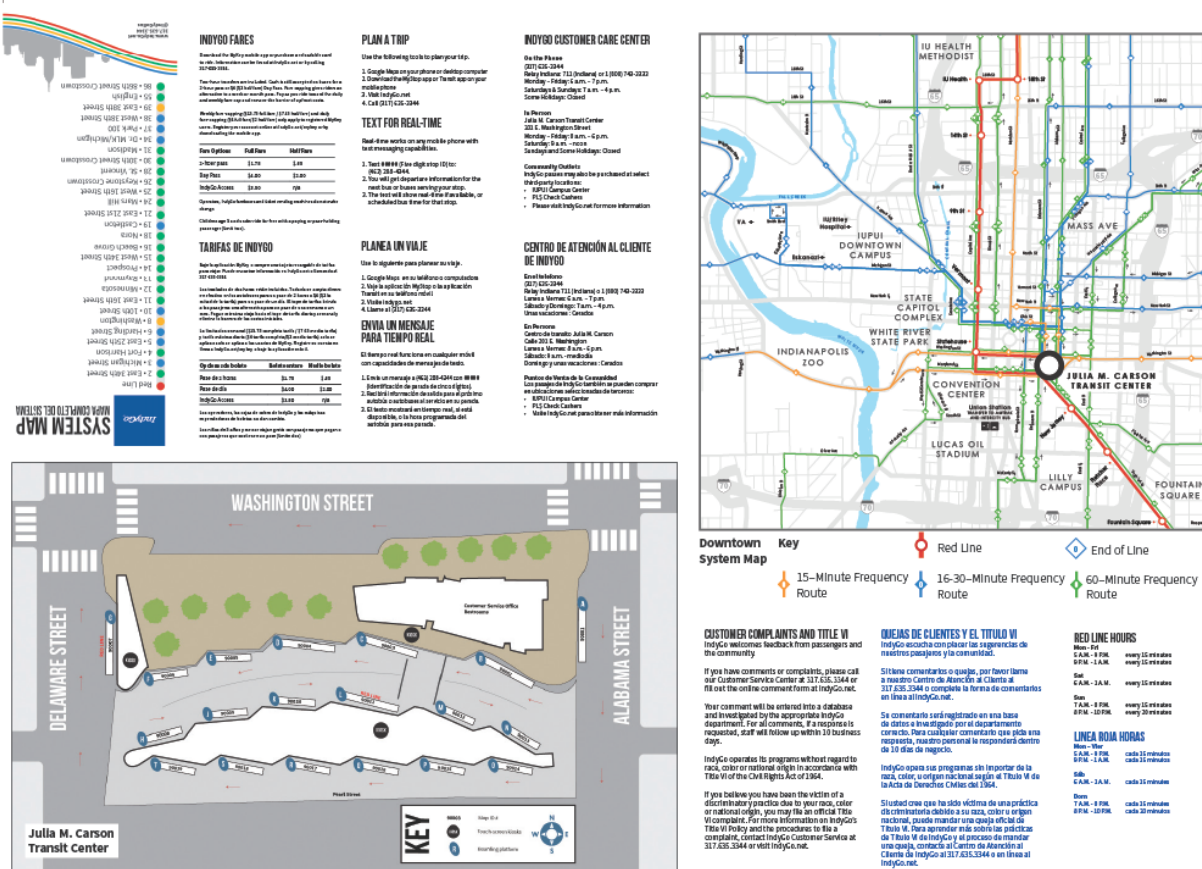
The following network map is for the IndyGo system service for service started in June 2022. The image was pulled from the IndyGo website on November 23, 2022.

Appendix Figure A-2. IndyGo Network Map (June 12, 2022)



IndyGo System Map

Appendix Figure A-1. IndyGo System Map (Front)



Appendix Figure A-2. IndyGo System Map (Back)

BUS SERVICES

IndyGo operates 31 bus routes in Marion County, with 26 routes stopping at the Julia M. Carson Transit Center in Downtown Indianapolis. The Red Line is a rapid transit line that provides 15-30 minute frequency along a fixed route serving 21 stations from the University of Indianapolis to Broad Ripple. IndyGo operates transit service 7 days a week.

RAILROAD RULES

Passengers are not allowed to "jogride" or stay on the bus for multiple stops. The majority of routes are complete roundtrips. If you exit the bus, you may be asked to pay an additional fare or swipe your pass to re-enter.

Passengers must refrain from disruptive behavior including talking loudly on cell phones, shouting profanity or rude remarks, solicitation of services or favors, threatening or hostile remarks and disturbing to loud music with or without headphones. Throwing objects from the bus, sticking anything out of the bus windows or loading anything on the bus when you depart is strictly prohibited.

Passengers must wear a shirt and shoes to be allowed on board. Smokers must be empty and collapsed before boarding the bus. Inhalers and needles must be removed and carried onto the bus. Bicycles are not allowed on board; they must be stored on the bike racks on the front of the bus.

The following items are not permitted on IndyGo buses, mopeds, knives, cutting tools required for work are permitted, car batteries, compressed gas bottles and fuel storage containers. Smoking is prohibited in IndyGo bus shelters and on buses. Food and drinks are not allowed on IndyGo buses unless they are sealed.

Animals are only allowed on an IndyGo bus if they are in a backpack carrier or are service animals. Under the Americans with Disabilities Act of 1990, a service animal is defined as "any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability." 49 CFR 37.3.

IndyGo Supervisors or any responding Law Enforcement Agency may remove passengers for not following the IndyGo procedures or policies. Riding privileges may also be revoked.

SAFETY

All IndyGo vehicles are equipped with audio and video surveillance equipment. IndyGo also contracts armed security, and full-time, dedicated police officers to help ensure the safety of all passengers.

LOST & FOUND

IndyGo assumes no responsibility for items that are left on board. When items are found, they are typically available the next business day at the IndyGo Retail Center inside the Julia M. Carson Transit Center, located at 201 East Washington Street. Customer Service does not contact bus operators regarding lost items; you must wait for them to be taken to the Retail Center. To claim your property, you must appear in person between 11:30 a.m. and 5:30 p.m., provide an accurate description of the item, show your photo ID and sign a company claim tag with your name, address and phone number. Found items will not be held indefinitely. Please visit the Retail Center within a week of losing your item.

SERVICIOS DE AUTOBÚS

IndyGo opera 31 rutas de autobuses en el condado de Marion, con 26 rutas que paran en el Centro de Tránsito Julia M. Carson en el centro de Indianapolis. La Línea Roja es una línea de tránsito rápido que brinda una frecuencia de 15 a 30 minutos a lo largo de una ruta fija que presta servicio a 21 estaciones desde la Universidad de Indianapolis hasta Broad Ripple. IndyGo opera el servicio de tránsito los 7 días de la semana.

REGLAS DE INDYGO

No se permite montar el autobús por varios viajes "jogride". Soloamente puede hacer un viaje completo de ida y regreso. Si sale del autobús, puede que le pidan que pague una tarifa adicional o usar su boleto para volver a entrar.

Pasajeros no deben comportarse en forma disruptiva, esto incluye hablar por el celular en voz alta, gritar, gestos o insultos, solicitar servicios o favores, amenazas y comentarios condescendientes, y escuchar música a alto volumen, con o sin audífonos. Los conductores tienen cosas desde el autobús, pagar cosas en las ventanillas o dejar propiedades personales dentro del autobús al desembarcar.

Pasajeros deben tener franja y zapatos puestos para montar el autobús. Cártrigs deben estar vacíos. Caudales deben quitarse antes de montar. No puede meter bicicletas dentro del autobús, hay que montarlas en las portadoras al frente del autobús.

Los siguientes productos no se pueden traer dentro de los autobuses de IndyGo: autobuses, cuchillos, herramientas necesarias para cortar se pueden traer; baterías de carro, botellas con gas, compromisos y contravenciones de gasolina o combustible. Fumar está prohibido en los autobuses y maniquises. Comida y bebidas también están prohibidos a menos de que estén sellados.

Animales están prohibidos con la excepción de animales de servicio o animales dentro de un portador aprobado y resistentes a aperturas. Según la Acta de Estadísticas con Discapacidades del 1990, un animal de servicio se define como "cualquier perro guía, perro señalador, u otro animal que haya sido entrenado individualmente para trabajar o llevar a cabo funciones para un individuo con discapacidad." 49 CFR 37.3.

Supervisores de IndyGo o cualquier otra agencia de fuerza pública puede remover cualquier pasajero que no cumpla con las reglas de IndyGo. Privilegios de viajar tendrán que ser revocados.

SEGURIDAD

Todos los vehículos de IndyGo vienen instalados con equipo de vigilancia audiovisual. IndyGo contrata a policías oficiales a tiempo completo para asegurar a todos los pasajeros.

PERDIDO E CONSEGUIMIENTO

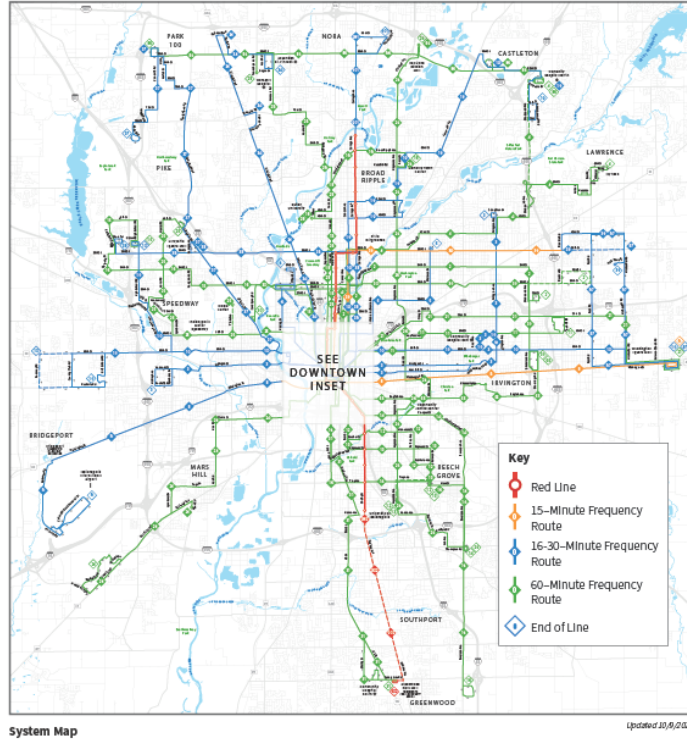
IndyGo no asume ninguna responsabilidad por cualquier propiedad abandonada o perdida. Cuando los artículos son encontrados, generalmente estarán disponibles para recoger en nuestro centro de Atención al Cliente por correo, situado en 201 East Washington Street, el próximo día de negocio. El Centro no contacta a conductores acerca de propiedades perdidas. Para reclamar su propiedad, debe venir en persona entre las 11:30 am y las 5:30 pm, describir la propiedad correctamente, mostrar su identidad y firmar una etiqueta de reclamo con su nombre, dirección y número telefónico. Propiedad encomendada no será almacenada como depósito. Por favor visite el Centro de Atención al Cliente por correo dentro de una semana de la pérdida.

DETOURS

Detours are common due to special events and construction. General detour information can be found on board, on yellow service alert cards located near the roof of the bus. To receive real-time updates about detours, follow your Twitter account @indyGoAlerts. For more detailed detour information, use the IndyGo mobile app, visit indyGo.net or call 317-435-3344.

DESVIACIONES

Debido a eventos especiales y construcción, desviaciones ocurren a menudo. Información general sobre desviaciones está puesta a bordo, en tarjetas amarillas de alertas cerca del techo del autobús. Para recibir actualizaciones en tiempo real sobre los desvíos, siga nuestra cuenta de Twitter @indyGoAlerts. Para obtener información más detallada sobre los desvíos, use la aplicación móvil IndyGo, visite indyGo.net o llame al 317-435-3344.



IndyGo Rider Guidelines

The following is IndyGo's Rider Guidelines, last updated August 2019. The guidelines provide riders with tips and tools to help facilitate a safe and enjoyable ride.

IndyGo RIDER GUIDELINES

Tips & tools to help you, your fellow riders, and Operators have a safe and enjoyable ride.

UPDATED AUGUST 2019



317.635.3344
WWW.INDYGO.NET

IndyGo provides public transit service throughout Indianapolis. Our transit operates throughout Marion County, providing nearly 10 million passenger trips a year with fixed route, rapid, and paratransit. The Julia M. Carson Transit Center serves as the downtown hub for public transit.

HOW TO RIDE LOCAL & BRT

Plan Your Trip

- Use Google Maps or the IndyGo Trip planner at IndyGo.net to get step-by-step directions including which route to take, what bus to board, where to board, and what time the bus is departing.
- The myStop mobile app can be downloaded on any smartphone device for real-time tracking.
- You can also call 317.635.3344 to get trip planning assistance, or plan by hand with printed route maps.



Find Your Stop

- Arrive at your stop at least five minutes before it is scheduled to depart.
- Make sure you are visible to the Operator and stand near the bus stop sign.
- Check the destination sign on the bus to make sure it is the correct bus and route before you board.

Pay for Your Trip

Be ready to board with exact change, MyKey mobile app, or with the MyKey reloadable card. A fare is required every time you board.

TICKETS & FARE

The following passes may be purchased by three different methods. You can physically acquire your pass in person at IndyGo's Retail Center (located in the Transit Center at 201 E. Washington St.), or ticket Vending Machine (TVM). Your MyKey card can also be purchased online with the MyKey Mobile App or at Indygo.net.

PASS TYPES	COST	HALF FARE
One Trip	\$1.75	\$0.85
One Day Pass	\$4.00	\$2.00
Open Door One Trip	\$3.50	\$1.75
Summer Youth Pass	\$30.00	N/A
College 5-Pass	\$30.00	N/A

**Only one trip and one day passes can be purchased on-board with exact change. No change or refunds will be given. Only one trip and one day passes can be purchased on-board with exact change. No change or refunds will be given. Online and phone orders may take up to 10 days to arrive in the mail. Children age 5 and under ride free with a fare paying rider, limit two. Certified Open Door riders may ride the local service buses for half fare. These riders must show valid Open Door ID when boarding.*

If your pass does not work at the farebox, please give the pass to the Operator to verify validity. If the Operator determines the pass is valid, the Operator will provide a yellow defect card to redeem a replacement pass at the IndyGo Retail Center. Replacement passes will only be issued if defective pass is recovered and still holds value. IndyGo may issue complimentary passes commensurate with remaining value of defective pass.

Fare passes are non-refundable and

nontransferable; they cannot be sold to other riders. Riders found re-selling passes on or around IndyGo properties and facilities including but not limited to bus stops, shelters, temporary stops, temporary shelters, or any temporary vehicle used to transport riders will be prosecuted.

Half Fare

IndyGo offers Half Fare pricing to:

- 65 and older
- Youth 18 and younger
- Individuals with qualifying disabilities
- Open Door Passengers

To ride IndyGo using a Half Fare pass, individuals must show a valid form of ID to prove eligibility to the Operator when boarding the bus:

- IndyGo Half Fare ID Card (cost is \$2.00 and an application must be completed and submitted at the IndyGo Retail Center)
- K-12 Student ID if 18 or younger
- Government-issued Medicare Card

Additional Half Fare information, including the application can be found at [IndyGo.net](https://www.indygo.net).

MyKey Fare Pass

- Pay as you ride with the MyKey mobile application or reloadable card
- Daily Cap is \$4 (\$2 half fare) and Weekly Cap is \$15.75 (\$7.75 half fare)
- Two-Hour Ticket (1 trip + 2 hr unlimited transfers) gives riders 2-hour access to the full IndyGo system
 - Once this pass has been stamped, swipe it in the farebox.
- MyKey Card: Tap or Scan MyKey Card or App on board, located next to the Operator.

Fare Capping

Fare capping will be applied to registered or unregistered accounts and will apply on Bus Rapid Transit and local service. Riders will receive free rides after the daily and weekly caps are met. The daily fare cap is \$4.00 (3 trips), and the weekly fare cap is \$15.75 (9 trips). Trips made will be administered within the account-based system and will not be possible to track trips being made with mag-stripe passes or cash.

Fare capping is a pay-as-you-go system that gives riders a better value rather than having to pay an upfront cost.

**Cash transactions do not count towards fare caps, but they will receive a day pass or a 2-hour unlimited transfer pass from their driver.*

**Fare Capping does not apply to Paratransit.*

Free Transfers

Using cash, a fare media card, or via the mobile app, free 2-hour transfers will be initiated. Once the fare card is validated, every rider will have the opportunity to transfer an unlimited amount of times during a 2-hour period. This applies to both local buses and BRT.

TRANSFER EXAMPLE							
	M	T	W	R	F	S	S
BASE	\$1.75	\$1.75	\$1.75	\$1.75	\$0	\$0	\$0
2 HR TRANSFER	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Exit at Your Destination

- Once you hear your stop announced or see it on the reader board, pull the signal cord near the windows to indicate to the Operator to stop.

- Operators only stop at bus stops if they are signaled by the rider or if riders are waiting to board at a bus stop.
- Operators will only pick-up and drop-off riders at designated IndyGo stops, including end-of-the-line bus stops. Operators will make reasonable modifications if barriers exist.
- Gather all your personal items and leave through the rear exit door.
- Note that BRT buses will always stop at all stations.



ACCESSIBILITY

IndyGo buses are equipped with wheelchair lifts or ramps, and securement devices. All buses have “kneeling” capability, which lowers the height of the first step onto the bus. Any rider may request the use of the ramps or kneeling function, regardless of ability. All Bus Rapid Transit Lines feature level boarding allowing riders to board step free.

Boarding with a Mobility Device

All IndyGo buses are equipped with rider lifts that meet ADA specifications, which means any mobility aid, including any class of 3 or more wheeled devices, usable indoors, designed or modified for, and used by individuals with mobility impairments, whether operated manually or powered. Riders must be able to maneuver their mobility aid onto the bus and wheelchair securement area, but an Operator must ensure the device is secure before moving the bus. If additional assistance is necessary, the Operator will make every effort to accommodate any reasonable request.

RIDER RULES OF CONDUCT

Transit Center/Bus Rapid Transit Station Specific Conduct

Free public WIFI is available to IndyGo riders at the Transit Center, local buses, BRT stations and on BRT buses. Only IndyGo buses and vehicles are permitted at the Transit Center. Consult the Transit Center bus bay signs and departure signs for Real Time departure information, bus stop locations at the Transit Center, and emergency security messages.

At BRT stations please stand behind the yellow platform edge strip until the vehicle has come to a complete stop. Only use designated entrance/exit ramps and crosswalks to access station platforms.

Length of Trip

Riders are not allowed to loiter, gamble, panhandle, or solicit at IndyGo facilities or properties. Riders may conduct lawful business in a reasonable time frame. Riders may take 1 complete round trip cycle. If a rider refuses to leave an IndyGo facility or property after a reasonable time, (s)he may be removed and placed on a trespass list, may be arrested for disruptive behavior, and/or riding privileges may be suspended. Riders are not required to exit the bus during Operator breaks at the end of line or at the Transit Center. Once you exit the bus, you may be asked to pay an additional fare or use your fare pass for re-entry.



Bike & Bus

All local buses hold 3 bicycles and all BRT vehicles have space for 2 bicycles inside. If traveling on the bus with a bike, you must

load and unload your bike on the rack on the front of the bus. When riding BRT, bicyclists will board at a designated door nearest the space for bicycle storage; platform-level boarding will enable bicyclist to conveniently and easily roll their bikes on and off the bus.

It is your responsibility to unfold the bike rack, load, and secure the bicycle, as well as return the bicycle rack to the stowed position (if removing the last bicycle from the rack).

For safety reasons, riders are encouraged to notify the Operator that they will be loading/unloading their bike on/off the bike rack. If the rack is full, you will not be allowed to bring the bike on-board. The Transit Center does not offer overnight or long-term bike storage. Bikes are not permitted in the Transit Center.

Standing, Sitting, & Personal Belongings

Federal regulations prohibit the operation of any bus with riders standing ahead of the yellow or white line, located near the Operators seat. If a seat is available, please utilize it. If a seat is not available, please hold onto the rails.

Seats in the front of the bus are reserved for persons with disabilities, mobility aids, expectant mothers, and the elderly. While riders may be asked to relocate to other seats to make these accommodations, they are not required to move.

Personal Belongings

Riders are discouraged from occupying more than one seat or a large amount of space. Personal belongings should fit on a rider's lap, in or under a seat, or immediately in front of riders on the bus and inside the Transit Center.

No large carts or large amount of baggage

are allowed in the Transit Center or on buses. All packages are subject to search. Strollers and small carts are allowed but should be emptied and collapsed before boarding.

Conduct & Noise

Riders are prohibited from disruptive behavior including talking loudly on cell phones, playing excessively loud ring tones, listening to loud music or electronic devices with or without earphones, shouting profanity or insults, soliciting services or favors, and making threatening or hostile remarks. Riders are prohibited from throwing objects from the bus.

Body limbs must always stay inside the bus. Spitting inside the Transit Center, at stations, on buses, or around areas where there will be heavy foot traffic is prohibited. Appropriate attire of a shirt, pants, and shoes are required for service on and around all IndyGo properties and facilities. Rollerblades/ skates/ skateboards must be removed and carried onto the bus, at stations or into the Transit Center. Skating, skateboarding, and rollerblading are not allowed in or around the Transit Center property or stations.



Smoking

In compliance with city ordinances, Smoke Free Air Act 1149, smoking, which includes e-cigarettes and vapors is prohibited in IndyGo bus shelters, on the buses, at stations and in and around the Transit Center. Reports for smoking in the shelter may be made to the Marion County Public Health Department at 317.221.2000.



Food & Beverages

Eating is not allowed on IndyGo buses, and

in or around stations or the Transit Center. Drinks in closed containers are permitted on IndyGo buses, stations, and Transit Center. Open drinks are not permitted. If you have a medical condition, please inform the Operator or IndyGo staff for an exclusion. Sealed and wrapped food and beverages may be transported, but not consumed on buses.

Please do not leave trash in your seat or the aisle way. Buses are equipped with trash bags near the Operator for your convenience and waste receptacles are located at most shelters, bus stops, as well as in and around stations and the Transit Center. Please do not leave children unsupervised.



Service Animals

Service animals and animals in a pet carrier are allowed on buses, at stations as well as in and around the Transit Center. Under the Americans with Disabilities Act of 1990, a service animal is defined as “any guide dog, signal dog, or other animal that is individually trained to do work or perform tasks for an individual with a disability” 49 CFR 37.3. Any animal used as a crime deterrent, or to provide emotional support, well-being, comfort, or companionship is not a service animal. Service animals must be properly trained, groomed, and maintained. Control of a service animal’s behavior is the responsibility of the animal’s owner. Service animals are discouraged from riding on lifts. An exception would be a standee with a service animal. Non-service animals are only allowed on IndyGo buses, at stations and in or around the Transit Center if they are in a pet carrier specifically designed to transport animals. Carriers may not be opened on the bus. They must be leak-proof, well-ventilated, and free of any strong odors and transmittable pests. Pet carriers must be small enough to fit on the owner’s lap or on the floor space in

the immediate area of the owner without infringing the walkway.

Prohibited Items on IndyGo Property:

- Explosives
- Knives (Cutting tools required for work are permitted)
- Car Batteries (ADA-approved equipment is allowed)
- Compressed Gas Bottles (ADA-approved equipment is permitted)
- Fuel Storage Containers

Removal of Riders

IndyGo Supervisors, security staff, or any responding Law Enforcement Agency may remove riders and/or their animals for not adhering to IndyGo policies. You may be removed from the property or facility if you are taking part in lewd or illegal activity, if your behavior is loud, boisterous, or otherwise detrimental or disruptive to other riders.

INDYGO OPERATOR RULES OF CONDUCT

All IndyGo Operators possess a Commercial Driver's License (CDL) and abide by all IndyGo company procedures and work rules while on duty. Operators are expected to:

- Call out bus stops (including major intersections) when the auto-announce system is not in operation.
- Inform riders of delays and detours.
- Not pick-up or drop-off riders inside construction zones.
- Instruct riders during an evacuation/emergency.
- All riders are expected to follow instructions from the Operator, especially

during an emergency.

- Report farebox and maintenance issues to IndyGo for follow-up.
- Stop at all railroad crossings before proceeding.

SAFETY, SECURITY, & LOST & FOUND



Police & Security

IndyGo partners with Indianapolis Metropolitan Police Department (IMPD), public safety agencies, and hires its own Security force. Uniformed and undercover Police officers ride IndyGo buses, monitor bus stops, stations and are present in and around the Transit Center to ensure the safety of all riders.

If you see suspicious or illegal behavior or notice unattended items, please immediately report it to IndyGo staff, call 317.635.3344, or the law enforcement agency responsible for that jurisdiction. In case of an emergency, please dial 911 for an immediate response. All IndyGo properties and facilities are part of the Indianapolis Safe Place program. All IndyGo buses as well as in and around stations and the Transit Center are equipped with audio and video surveillance equipment. IndyGo riders are subject to screening by local, state, and federal law enforcement.



Lost & Found

IndyGo assumes no responsibility for lost items on the buses, at stations or in and around the Transit Center. Found items are typically available the next business day after noon at the IndyGo Retail Center. Customer Service does not contact Operators regarding

lost items; riders must wait for lost items to be taken to the IndyGo Retail Center.

To claim your property, you must appear in person between 8:00 AM - 6:00 PM, Monday - Friday, provide an accurate description of the item, show your photo ID, and sign a property claim tag with your name, address, and phone number. Found items will only be held for 1 week. Please visit the IndyGo Retail Center as soon as possible after losing your item.



Customer Comments, Title VI Complaints, & Special Services

IndyGo welcomes feedback from riders and the community. If you have comments, complaints, or believe you have been denied the benefits of IndyGo's services based on age, sex, or disability/handicap please call our Customer Service at 317.635.3344 or fill out the online comment form at [IndyGo.net](https://www.indygo.net).

Your comment will be entered into a database and investigated by the appropriate IndyGo department. For all comments, if a response is requested, staff will follow up within 10 business days. IndyGo operates its programs without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been the victim of a discriminatory practice due to your race, color, or national origin, you may file an official Title VI complaint. For more information on IndyGo's Title VI Policy and the procedures to file a complaint, contact IndyGo Customer Service at 317.635.3344 or visit [IndyGo.net](https://www.indygo.net). IndyGo offers the following special services:

- Route System Maps and How to Ride

information in English and Spanish on IndyGo.net and in print.

- Screen reader-compatible online schedules are available for accessibility at IndyGo.net.
- Relay Indiana: 711.

The additional services can be made available within 10 business days of request:

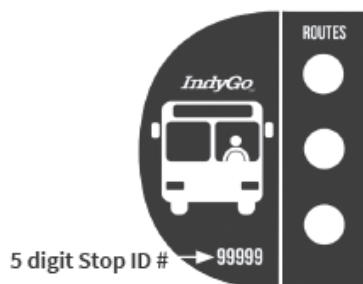
- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American, Sign Language, and non-English.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).
- Any reasonable request to make information accessible for all individuals. IndyGo will make reasonable accommodations in policies, practices, and procedures when such accommodations are necessary.

If any special modifications or accommodations are needed while scheduling a ride, boarding a bus, while on board a bus, or while disembarking a bus that have not been already listed in this document, please let Customer Service know by calling 317.635.3344, filling out a form online at IndyGo.net, or by speaking to an IndyGo staff member.

REAL TIME INFORMATION

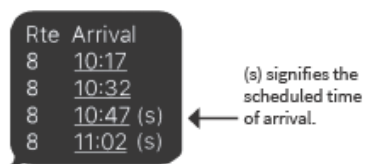
A step-by-step guide to receive estimated time of arrival information.

Your 5 digit Stop ID # can be found on all bus stop signs, route maps, and by calling customer service.



Text/Texto:

- Text 321123
- In the message, type “IND” and the stop ID # (Example: IND 99999).



Email/Correo electrónico:

- Email: arrivals@indygo.net.
- In the subject line, type the stop ID # (Example: 99999).

Call/Llamada:

- Call 317-635-3344.
- Select the first menu option.
- Enter the stop ID #.

Google Maps/myStop app

- Download the myStop app on your smartphone
- Select your route to view departure time

OBSERVED HOLIDAYS

IndyGo operates 365 days a year. On observed holidays, please refer to Sunday schedules unless otherwise indicated. Routes without Sunday service will not operate on observed holidays. Customer Service may be closed or operate on a shortened schedule for holidays.

New Year's Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

Martin Luther King, Jr. Day (Saturday Schedule)

- Fixed Routes operating Saturday schedules
- Open Door operating on a regular schedule
- Customer Service Call Center open regular business hours
- Customer Service Center open regular business hours
- Administrative offices closed

Memorial Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

Independence Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

Labor Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

Thanksgiving Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

Christmas Day

- Fixed Routes operating Sunday schedules
- Open Door operating on a Sunday schedule
- Customer Service Call Center closed
- Customer Service Center closed
- Administrative offices closed

[illegible]

Handwriting practice lines consisting of 28 horizontal dashed lines.

INDYGO CONTACT INFORMATION

IndyGo Customer Call Center:

317.635.3344

IndyGo Julia M. Carson Transit Center

(includes Retail Center):

201 E. Washington St. Indianapolis, IN 46204

Monday – Saturday

Sunday

5:00 AM – 12:00 AM

6:00 AM – 9:00 PM

IndyGo Administrative Offices:

1501 W. Washington St.

Indianapolis, IN 46222

317.635.2100

(Fare passes are not sold at the
Administrative Office)*Information subject to change.**Contact Customer Service for the most
up-to-date information.*

FOLLOW US ON SOCIAL MEDIA

Instagram: @IndyGoBus

Facebook: IndyGo

APPENDIX B. TITLE VI COMPLAINT PROCEDURES

Title VI Complaint Procedure - English

IndyGo's complaint procedure document is also its Title VI/ADA Complaint Procedure form. The form was updated in June 2022. The complaint form is available both in English and Spanish and can be downloaded from the IndyGo website: <https://www.indygo.net/about-indygo/title-vi-and-ada/>



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

Title VI and ADA Complaint Form

The Indianapolis Public Transportation Corporation (IPTC) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in the IPTC's programs or activities based on race, color, national origin, or disability as protected under Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA).

Individuals who believe that they have been subjected to discrimination may file a complaint by submitting the following Title VI and ADA complaint form. If you need assistance completing this form, you may contact the IndyGo Care Center at (317) 635-3344. Please return your completed form to the Director of Compliance and Civil Rights.

Director of Compliance and Civil Rights
Indianapolis Public Transportation Corporation
1501 W. Washington Street
Indianapolis, IN 46222
TitleVIComplaints@Indygo.net

Individuals may also file their complaints directly with the Federal Transit Authority (FTA). The FTA complaint form and information about transit-related civil rights may be downloaded from the FTA website at www.fta.dot.gov. Complaints filed directly with the FTA should be mailed to:

Director, FTA Office of Civil Rights
Federal Transit Administration
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Title VI complaints must be filed within 180 days from the date of the alleged discrimination. Failure to file the complaint within this period may result in the dismissal of the complaint.

If information is needed in another language, contact the IndyGo Care Center at (317) 635-3344. Si se necesita información en otro idioma, llame al 317-635-3344.



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www.IndyGo.net

Please type or print legibly and provide all the information requested. Attach copies of all documents that you think will help support your complaint. Please do not send your original documents. Documents will not be returned.

Section I: Customer Information (Complainant)

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number (Home): _____ Cell: _____ Business: _____

Email Address: _____ TDD/Other: _____

Section II: Person Alleging Discrimination on Behalf of Complainant

Are you filing this complaint on your behalf? (check the appropriate box)

☐ Yes (go to question Section III) ☐ No

If no, please provide the following information for the person for whom you are filing the complaint:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Email Address: _____

Relationship: _____



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Please explain why you have filed for a third party.

Do you have the permission of the aggrieved party? ☐ Yes ☐ No

SECTION III: Complaint Information

Which of the following best describe why you think the discrimination took place? Was it because of:

- ☐ Race ☐ National Origin
☐ Color ☐ Disability

When did the alleged discrimination take place?

Please explain what happened and why you believe you were discriminated against. Provide as many specific details about the incident as possible, including names, badge numbers of IPTC personnel, time, location (route), and the contact information for any witnesses. You may attach any additional information that is relevant to your complaint.



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www.IndyGo.net

Section IV: Additional Information

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? (Check the appropriate box) ☐ Yes ☐ No

If yes, check each box that applies:

- ☐ Federal Agency
☐ Federal Court
☐ State Agency
☐ Local Agency
☐ State Court
☐ Other: _____

Please provide contact person information for the agency or court where you also filed the complaint. Attach more sheets if necessary.

Name/Agency: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ Date Filed: _____

Section V: Signature

I affirm that the information I have provided regarding this complaint is complete and accurate to the best of my knowledge.

Signed: _____ Date: _____

Title VI and ADA Complaint Form – Spanish



Corporación de Transporte Público de Indianápolis
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Formulario de reclamación del Título VI y de la ADA

La Corporación de Transporte Público de Indianápolis (Indianapolis Public Transportation Corporation, IPTC) se compromete a garantizar que no se excluya a ninguna persona de la participación en los programas o actividades de la IPTC, ni se le nieguen los beneficios de los mismos, ni sea objeto de discriminación por motivos de raza, color, origen nacional o discapacidad, tal como se protege en el Título VI de la Ley de Derechos Civiles de 1964 y en la Ley de Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA) de 1990.

Las personas que consideren que han sido objeto de discriminación pueden presentar una reclamación al presentar el siguiente formulario del Título VI y de la ADA. Si necesita ayuda para rellenar este formulario, puede ponerse en contacto con el Centro de Atención de IndyGo en el teléfono (317) 635-3344. Devuelva el formulario completo al director de Cumplimiento y Derechos Civiles.

Director de Cumplimiento y Derechos Civiles
Corporación de Transporte Público de Indianápolis
1501 W. Washington Street
Indianapolis, IN 46222
TitleVIComplaints@Indygo.net

Los particulares también pueden presentar sus reclamaciones directamente a la Autoridad Federal de Tránsito (Federal Transit Authority, FTA). El formulario de reclamaciones de la FTA y la información sobre los derechos civiles relacionados con el tránsito pueden descargarse del sitio web de la FTA en www.fta.dot.gov. Las reclamaciones presentadas directamente a la FTA deben enviarse por correo a:

Director de la Oficina de Derechos Civiles de la FTA
Administración Federal de Tránsito
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Las reclamaciones relacionadas con el Título VI deben presentarse en un plazo de 180 días a partir de la fecha de la presunta discriminación. No presentar la reclamación en este plazo puede dar lugar a la desestimación de la misma.

Si necesita información en otro idioma, póngase en contacto con el Centro de Atención de IndyGo en el (317) 635-3344. Si necesita información en otro idioma, llame al 317-635-3344.



Corporación de Transporte Público de Indianápolis
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www.IndyGo.net

Escriba a máquina o con letra de imprenta legible y proporcione toda la información solicitada.
Adjunte copias de todos los documentos que crea que pueden ayudar a respaldar su reclamación.
No envíe los documentos originales. Los documentos no serán devueltos.

Sección I: Información del cliente (demandante)

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono (del hogar): _____ Celular: _____ Comercio: _____

Dirección de correo electrónico: _____ TDD/Otros: _____

Sección II: Persona que denuncia la discriminación en nombre del demandante

¿Presenta usted esta reclamación en su nombre? (Marque la casilla correspondiente)

☐ Sí (pase a la pregunta de la sección III) ☐ No

En caso negativo, facilite los siguientes datos de la persona por quien presenta la reclamación:

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____ Dirección de correo electrónico: _____

Parentesco: _____



Corporación de Transporte Público de Indianápolis
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www.IndyGo.net

Explique el motivo por el que ha solicitado a una tercera persona.

¿Cuenta con la autorización de la parte agraviada? ☐ Sí ☐ No

SECCIÓN III: Información sobre la reclamación

¿Cuál de las siguientes opciones describe mejor la razón por la que cree que se produjo la discriminación? Se presentó debido a:

- ☐ Raza ☐ Nacionalidad de origen
☐ Color ☐ Discapacidad

¿Cuándo se produjo la presunta discriminación?

Explique lo sucedido y por qué cree que fue discriminado. Proporcione tantos detalles específicos sobre el incidente como sea posible, incluidos nombres, números de placa del personal de la IPTC, hora, ubicación (ruta) y la información de contacto de cualquier testigo. Puede adjuntar cualquier información adicional que sea relevante para su reclamación.



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www.IndyGo.net

Sección IV: Información adicional

¿Ha presentado esta queja ante algún otro organismo federal, estatal o local, o ante algún tribunal federal o estatal? (Marque la casilla correspondiente) ☐ Sí ☐ No

En caso afirmativo, marque cada casilla que corresponda:

☐ Agencia federal

☐ Tribunal federal

☐ Agencia estatal

☐ Agencia local

☐ Tribunal estatal

☐ Otro: _____

Indique los datos de la persona de contacto de la agencia o tribunal donde también presentó la reclamación. Adjunte más hojas si es necesario.

Nombre/agencia: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Número de teléfono: _____ Fecha de presentación: _____

Sección V: Firma

Afirmo que la información que he proporcionado en relación con esta reclamación está completa y es precisa a mi leal saber y entender.

Firma: _____ Fecha: _____

Title VI Investigations, Complaints, and Lawsuits Summary Table

The table covers the period between October 2019 and October 2022.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 74004	2/24/2020	Race	The individual alleged that the operator did not ask anyone for their fare cards or to see proof of payment. She openly was aggressive towards a black rider and asked for proof of her ticket. A white gentleman walked right past the operator and the black rider without having to show proof of purchasing fare.	Closed	Unsubstantiated. Reviewed video.
Comment # 75301	6/18/2020	Race	The individual reported that she boarded the bus and was getting her bus pass out of her pocket to show the operator when the operator said, "Just sit down" with an attitude. The individual reported that the operator didn't seem to believe that she had a bus pass and wouldn't let the individual show her bus pass. The individual reported that the operator was very rude and had a horrible attitude. The individual also reported that the operator did not acknowledge her when she exited the coach.	Closed	Inconclusive. The video error prevented review of the video.
Comment # 75389	6/25/2020	Race	The individual reported that he was on the platform and the fare inspector wouldn't let him ride and told him that he was banned for the day. The individual also reported that the fare inspector called him a white boy.	Closed	Unsubstantiated. Reviewed video. Sent supervisor to the location.
Comment # 75457	6/30/2020	Race	The individual reported that she boarded and a black female passenger started speaking about the individual being white and that she was a racist. The individual reported that the female passenger and a black male started saying that all white people should be cut up like "Jeffrey Dahmer" and the operator didn't stop the situation from escalating even though the operator could hear what was going on. The individual reported that she got off the coach because she did not feel safe.	Closed	Unsubstantiated. Reviewed video.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 76759	9/28/2020	Race	The individual reported that the operator did not look at her when she boarded. The individual reported that the operator continued to look forward despite her having a weekly bus pass from the red line platform that she cannot swipe, so they have to look at it. The individual reported that she believed that the operator behaved this way because she is a white women, and the bus operator always is always black.	Closed	Unsubstantiated. Reviewed video.
Comment # 76920	10/13/2020	Race	The individual reported that an operator inquired in a loud voice, as to which country the individual was from, and then further added, "Are you Bangladeshi or Indian?" The individual reported that it appeared that the operator was under the influence of drugs/alcohol/other substances, etc. Additionally, the individual reported cutting their trip short and changing buses at random until they made it to a safer location." The individual report that it was not the first time they encountered an IndyGo bus operator under the influence (alcohol/drugs/illicit substances), or intoxicated, esp. at nighttime. The individual also reported, being subject to harassment at the IndyGo bus terminal (200 E. Washington St., Indianapolis, IN 46204, USA), by fellow bus passengers on the bus. So much so the individual had to press the Emergency Button, but the problem continues to persist.	Closed	Inconclusive. The video was unavailable.
Comment # 77253	11/6/2020	Race	Supervisor alleged passenger discriminated against an operator based on race.	Closed	Substantiated. Reviewed video.
Comment # 77897	1/22/2021	Race	The individual reported that she was going to the 8E bus and the bus pulled off without her about 5 mins earlier than it should. She reported that a supervisor stopped the operator from leaving, but she did not get on the bus because she believed the operator discriminated against her for being white and The individual with a disability that used a wheelchair. The individual reported that she believed that she was being humiliated and discriminated against purposely.	Closed	Unsubstantiated. Reviewed video.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 78170	2/24/2021	Race	The individual reported that an operator got on the bus and pulled off without him. The individual reported that he was tired of all these "African operators" and how they treat people and how he's had issues with this particular woman for months. The individual stated he reported many incidents and never heard back. He believes the woman is discriminating against him.	Closed	Unsubstantiated. Reviewed video.
Comment # 78186	2/25/2021	Race	The individual reported that another rider boarded after him and proceeded to sit in the seat immediately in front of him, even though there were lots of other seats available. The individual reported that he had his hands on the seat back, which were touched by the back of the other rider. The other rider asked him to move his hands, and he did not. The individual said the operator sided with the other passenger. The individual alleged that the other rider and operator's actions were racially-motivated.	Closed	Unsubstantiated. Reviewed video.
Comment # 78218	3/1/2021	Race	The individual reported that he is an older white male who did not cross at the crosswalk. Two black men wearing yellow jackets ran up to him, told him he must use the crosswalk, and banned him from the CTC for the day. He said they refused to give their names, or show any identification that they were with IndyGo. He is accusing them of being racially motivated for the way they ran up to him. He believes they should be required to show ID if asked.	Closed	Substantiated. Reviewed video.
Comment # 78767	4/19/2021	Race	The individual reported that she was trying to board the bus, and the operator did not open her front doors, only the back. The individual went to board the back of the bus after the operator customer let on a black female. Then, the operator pulled off without letting her on.	Closed	Unsubstantiated. Reviewed video.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 78829	4/23/2021	Race	The individual reported that he was trying to take a seat on a coach when the operator stopped him due to supposedly not wearing a mask. The individual reported that he told the operator that he was wearing one. He explained that the operator had let the rider sitting next to him onto the bus, even though he wasn't wearing a mask. The individual reported that he felt that was being discriminated against due to being white. The maskless rider next to him was black.	Closed	Unsubstantiated. Reviewed video.
Comment # 78870	4/28/2021	Race	The individual reported that exiting the Route 55 at the transit center beings truck by someone riding fast on their bike was riding. The individual reported that complained to a supervisor, who spoke to the individual that struck her. The individual reported that the apologized but that she felt she was not taken seriously because she is Hispanic and "they don't care."	Closed	Unsubstantiated. Contacted the transit center supervisor.
Comment # 78966	5/7/2021	Race	The individual reported when he boarded the coach and proceeded to pay the fare he was informed that he would have to buy a LUM card instead to ride. States when he got off the bus before the operator called him a "white cracker" and drove off.	Closed	Unsubstantiated. Reviewed video.
Comment # 79266	5/28/2021	Race	The individual reported that while she was at the retail desk to add money to her MyKey, the customer service representative was talking to security and did not see the transaction complete. The individual reported that she was asked to swipe her payment again. The individual reported that security came out to ask her to leave before she could see if the second transaction went through. Then a manager told her the first transaction went through. The individual reported that she does not see anybody else being treated like that and that it was racial. All she "was trying to do was to get to work without a bullet in her" or police coming.	Closed	Inconclusive. The individual did not recall the incident and gave approval to close the comment.
Comment # 79862	6/30/2021	Race	The individual reported boarding without their mask all the way up and the operator asking them to exit the coach and wait for the next coach.	Closed	Unsubstantiated. Reviewed video.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 79997	7/8/2021	Race	The individual reported that an operator (a black female) told him to put his mask on but did not say anything to a black couple watching videos on their phone without earbuds while not wearing masks either. The individual reported being the only white passenger. The individual also reported that on any other occasion, an operator would have said something to the individuals listening to music or watching videos without earbuds.	Closed	Unsubstantiated
Comment # 80416	8/3/2021	Race	The individual alleged that the operator drove past his stop, dropped him off at the next stop and alleged said it was because the individual pulled the cord too late for a safe stop. The individual alleged the operator did the action because he was black and alleged the operator endangered his life.	Closed	Unsubstantiated. Reviewed video and provided the individual with a Title VI Complaint Form.
Comment # 80593	8/7/2021	Race	The individual reported that an operator allegedly stated that IndyGo was racist during a trip.	Closed	Inconclusive. No video available.
Comment # 80677	8/13/2021	Race	The individual alleged race based discrimination when advised that he a bandana was not an acceptable face covering.	Closed	Not substantiated. Video reviewed
Comment # 80724	8/17/2021	Race	The individual reported that he board with cast on his foot and the operator told him he could not prop his foot on a seat. The individual reported that although he asked to be notified of his stop, the speakers did not announce the stops and he did not pull the cord. The individual noticed that operator passed his stop when they got to the end of the line. The individual reported that the operator told him he couldn't stay on the bus for a layover. He feels he's being racially discriminated against because he had seen other operators let black customers stay on the bus even during a layover.	Closed	Substantiated. Reviewed video. The operator was counseled.
Comment # 80887	8/24/2021	Race	The individual alleged that the operator drove past him while he was at the bus stop.	Closed	Not substantiated. Video reviewed.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 80915	8/25/2021	Race	The individual alleged racial discrimination after his wheelchair became stuck at the top of the ramp of the coach. He alleged that the operator did not position the ramp correctly.	Closed	Not substantiated. Video reviewed.
Comment # 81124	9/2/2021	Race	The individual alleged that the operator kept asking her and her husband to pull up their masks but not the black passengers.	Closed	Not substantiated. Video reviewed and sent Title VI Complaint form.
Comment # 81393	9/16/2021	Race	The individual reported that a coach operator opens the door for all passengers, but as soon as he gets to the door, shuts it in his face, looks at him like he did something wrong, and drives off. The individual reported that he had to wait for about 30 mins for the next one. The individual reported feeling discriminated against because the operator has done this to him before. He feels he experiences this kind of discrimination in other places.	Closed	Substantiated. Reviewed video and offered a Title VI Complaint Form.
Comment #81791	10/11/2021	Race	The individual (a white male) reported that he was kicked off the coach for eating food, although he did not eat his food while on the coach. He reported that he did not know if he was removed because of his race. The operator was a black female.	Closed	Substantiated. Reviewed video and counseled the coach operator.
Comment # 82501	11/22/2021	Race	The individual reported boarded on the transit center and being asked to show her half-price card. The individual reported feeling singled out. The individual reported she was the only Caucasian person on the coach and that the operator had an attitude and delayed providing her badge number when requested.	Closed	Unsubstantiated. Video reviewed. Operator counseled about tone and attitude.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 82501	11/22/2021	Race	The individual reported that the operator singled her out to show her half-price ID and was rude when she requested her badge number.	Closed	Reviewed video. Comment not substantiated for discrimination; but substantiated on customer courtesy. The coach operator received counseling on her attitude and tone.
Comment # 82548	11/29/2021	Race	The Individual reported that an operator initially declined to allow her to board.	Closed	Substantiated. Reviewed video and counseled the coach operator.
Comment # 82607	12/3/2021	National Origin	A Spanish-speaking individual with limited English proficiency reported on ongoing issue with the operator of Route 90 telling him he must get off at Broad Ripple Station. He stated that the operator refuses to take him telling him that he's going to the garage and that he must deboard at the Broad Ripple Station. The individual reported the felt it was due to him not speaking the language well.	Closed	Unsubstantiated. Reviewed video and explained miscommunication to individual and provided guidance on which route to take.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 82755	12/15/2021	Race	The individual reported that a coach operator must hate white people because she is rude and yells.	Closed	Inconclusive. Reporter was nonresponsive to attempts to contact to get additional information to pull the video to review the complaint.
Comment # 82997	1/12/2022	Race	The individual reported operator making discriminatory comments when they asked for directions.	Closed	Inconclusive. Tried locating the video footage and following up with the reporter. No video could be located and the reporter was unresponsive.
Comment # 83235	1/27/2022	Race	The individual reported that the operator allowed him to board but talked about the type of masks he was wearing and was extremely rude.	Closed	Unsubstantiated. Reviewed video
Comment # 83478	2/12/2022	Race	The individual reported that operator uttered a racial slur.	Closed	Unsubstantiated. Reviewed the video
Comment # 84186	3/23/2022	Race	The individual reported being denied a ride because other individuals were on the platform drinking and he felt as if he was being racially profiled.	Closed	Inconclusive. Reviewed video. Requested additional information from the individual.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 84530	4/9/2022	Race	The individual reported that it appeared that the operator was stopping for Caucasian people but not African American people. The individual reported the operator slowed down enough but did not stop and that there are drunk and disorderly people at the stop.	Closed	Substantiated. Reviewed video.
Comment # 84833	4/28/2022	Race	The individual reported that an operator kept telling her to turn her phone down she did not have her phone on. The individual believed that it was because she was the only white person on the bus.	Closed	Inconclusive. Incorrect information provided and the individual was nonresponsive to requests for additional information.
Comment # 85373	6/7/2022	Race	The individual reported waiting for the number 4B bus when the Operator (a black male) "seemed to have an attitude" with the individual. The individual reported that the operator would not allow her to board.	Closed	Inconclusive. Reviewed video.
Comment # 85487	6/13/2022	Race	The individual reported that as he boarded the coach another passenger started to harass him and the operator did not do anything except. The individual reported the operator told him to lower his voice or he would be kicked off the coach. The individual believed it was because he is a white homosexual male.	Closed	Inconclusive. The individual did not respond to attempts to contact him to get clarification regarding the date, time, and incident/boarding location.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 85484	6/14/2022	Race	The individual reported waiting for 10 minutes to board the coach. He reported that when he was finally allowed to board, he noticed that there was an African American on the coach and that the operator was also African American and he is Caucasian.	Closed	Substantiated. Reviewed video. The operator was counseled about keeping an eye out for passengers.
Comment # 85525	6/16/2022	Race	The individual reported that he asked an operator if he heard a conversation where passengers were talking about Caucasians. He reported that operator and supervisor were aware and were not any help.	Closed	Unsubstantiated. Reviewed video.
Comment # 85721	6/17/2022	Race	The individual reported that the operator told him to be quiet when he had his phone on speaker but did not tell another passenger to be quiet when that passenger boarded with music playing.	Closed	Inconclusive. Researched and reviewed video for two coaches because of conflicting information provided by the individual reporting the issue. The individual was nonresponsive.
Comment # 85721	6/29/2022	Race	The individual reported that the coach drove past. When he boarded the coach the operator told him to "Be quiet!" The individual reported that the operator was rude. The individual felt discriminated against because another passenger (a female) boarded with loud music and the operator did not say anything.	Closed	Unsubstantiated. Reviewed video and contacted the individual for additional information.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 86067	7/21/2022	Race	The individual reported that while he was on the coach an African American male made statements about white people and other racially motivated comments. The individual reported the passenger following him. The individual felt the operator, a black female, agreed with the sentiment of the passenger.	Closed	Inconclusive. Reviewed video.
Comment # 86111	7/26/2022	Race	The individual reported that he has been threatened by other patrons on the coach for being a "Caucasian homosexual male." The patron alleged that the other patrons put a gun to his head.	Closed	Unsubstantiated. Reviewed video.
Comment # 86123	7/27/2022	Race	The individual reported that the operator does not acknowledge him when he boards.	Closed	Unsubstantiated. Reviewed video.
Comment # 86125	7/27/2022	National Origin	The individual reported that he tried getting off the 90 Redline at the Broad Ripple Northbound station but the operator would not stop. The individual reported feeling the operator was racist toward him because he is a Hispanic male.	Closed	Inconclusive. The anonymous comment did not provide sufficient information regarding the time of the incident to locate a video to review.
Comment # 80619	8/13/2022	Race	The individual reported that during a heat advisory and operator argued with her saying she was knocking on the door while she was eating. The operator told the individual she wasn't ready to let her on the bus yet. The individual reported that the operator finished lunch and stepped off, not letting the individual board.	Closed	Inconclusive. The individual refused to provide the route or location.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 86587	8/30/2022	Race	The individual reported having an employee that was being harassed by individuals at the bus stop. The individual's employees reported individuals at the bus stop using the N-word.	Closed	Title VI Complaint form filed, but not a complaint regarding matters within the organization's purview.
Comment # 86598	8/30/2022	National Origin	The individual reported that their friend of Chinese descent was removed from the coach for not wearing a mask.	Closed.	Unsubstantiated. Reviewed video.
Comment # 86773	9/16/2022	Race	A supervisor reported an operator for referring to a passenger using racially charged language.	Closed	Substantiated. Reviewed video.
Comment # 86834	9/16/2022	Race	The individual reported that her husband was discriminated against because he had a wound on his face and its white.	Closed	Unsubstantiated. Reviewed video and offered the individual a Title VI Complaint Form.
Comment # 86983	9/23/2022	Race	The individual reported that two coaches turned off their service lights while he was standing at the bus stop and that the third coach was running late. The individual reported that the two operators told him that they were going out of service and not taking passengers. The individual reported that this has happened multiple times.	Closed	Unsubstantiated. Reviewed video.
Comment # 87002	10/1/2022	Race	The individual reported that the operator questioned him about boarding before a female passenger and called him boy.	Closed	Substantiated. Reviewed video.
Comment # 87019	10/2/2022	Race	The individual reported feeling discriminated against because he was refused service and because of a prior incident where he felt the operator was trying to run him over.	Open	Requested video.

COMPLAINTS	DATE REPORTED	BASIS	SUMMARY	STATUS	ACTION
Comment # 87012	10/3/2022	Race Color	The individual reported that while trying to board the operator closed the door in his face and would not open it even after he knocked.	Closed	Substantiated. Reviewed video. The operator's supervisor reviewed the video with her and counseled her for eating in her seat, which was the reason she reported for not opening the door for the individual.
Comment # 87166	10/18/2022	Race Color	The individual reported she has arthritis and that she asked operator to let her off the coach closest to her home. She stated that the operator let her off at a stop not close to her home and then turn and stopped at a location that would have been closer to her home.	Closed	Inconclusive. Reviewed video.
LAWSUITS			There were no lawsuits filed during this reporting period		
INVESTIGATIONS			There were no investigations of the agency during this reporting period.		

APPENDIX C. PUBLIC OUTREACH

Language Assistance Plan (LAP)

The purpose of this Language Assistance Plan (LAP) is to provide guidance on the strategies used to provide language assistance to IndyGo customers who are not proficient in the English language. While the majority of the population within the IndyGo service area speaks English as their primary language, there are still many who struggle with language barriers preventing them from fully utilizing the transportation services that are available to them.

IndyGo is committed to providing language services to allow all residents the ability to easily utilize its services; the LAP is a key tool in communicating what strategies IndyGo use. The LAP is also a requirement of Title VI of the Civil Rights Act of 1964, which states that recipients of Federal financial assistance may not discriminate with regard to race, color, or national origin. Additionally, Executive Order 13166, “Improving Access to Service for Person with Limited English Proficiency” requires recipients of Federal financial assistance to “examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency.”

FOUR FACTOR ANALYSIS

A Four Factor Analysis is the first step in understanding the appropriate services IndyGo should offer to provide access. The analysis provides IndyGo with an understanding of what languages are prevalent in its service area, which is the entirety of Marion County, Indiana.

1) Number or proportion of LEP persons eligible to be served or likely to be encountered by the program or recipient.

The five-year American Community Survey (ACS) population estimates were used to determine the number of LEP persons eligible to be served. Data from the ACS (2020) were pulled from table C16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”, and aggregated to the top 5 languages, as shown in Table 0-7. The figures presented are for individuals who speak English less than “very well”, as self-reported by the individual. B16001 is used but only by aggregating the Public Use Microdata Area (PUMA).

The total population above 5 years old in Marion County was 887,866. Of those individuals, over 55,000 reported not speaking English very well; the total percent of people within Marion County not speaking English well was 6.2%.

Figure C-1. Top 5 Languages Spoken at Home (2020) ⁸

Total Population (5 years or older)	887,866	
Limited English Proficiency (LEP)	55,544	
Percent LEP	6.3%	

⁸ Table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over”. American Community Survey, 2016-2020. Data are a combination of all PUMA datasets in Marion County, Indiana.

Top 5 Languages Spoken at Home	Total LEP	% of Total
Spanish	33,121	3.7%
Other Languages of Asia	8,115	0.9%
Chinese	1,859	0.2%
French (incl. Cajun)	1,763	0.2%
Yoruba, Twi, Igbo, or other languages of West Africa	1,555	0.2%

Of those 55,544 individuals, the top 5 languages are Spanish, Other Languages of Asia, Chinese, French (including Cajun) and Yoruba, Twi, Igbo, or other languages of West Africa. Arabic was another language with greater than 1,000 persons.⁹

The U.S. Department of Transportation (USDOT) has adopted the U.S. Department of Justice's (USDOJ) Safe Harbor Provision. This provision requires that any eligible LEP language group that constitutes 5% or 1,000 persons merits consideration for written language services. Written language differs from interpretation in that interpretation is listening and orally translating. Translation, or written language services, requires text in one language to be translated to another. A summary of the Safe Harbor rules is in Table 8.

Figure C-2. Summary of Safe Harbor Standards and Provision of Written Language Assistance

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notice of right to receive free oral interpretation of documents
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required.

In Table 9, the listing of languages in B16001 which are potential safe harbor languages is presented. Only one language, Spanish, exceeds 5% and 1,000 persons. All other languages only exceed 1,000 persons.

⁹ Table B16001, "Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over". American Community Survey, 2016-2020. Data are a combination of all PUMA datasets in Marion County, Indiana.

Figure C-3. Number and Percentage of Persons who are Limited English Proficiency in Marion County

Language Spoken at Home	LEP Population	% of All Persons
Spanish	33,121	3.7%
Other languages of Asia	8,115	0.9%
Chinese	1,859	0.2%
French (including Cajun)	1,763	0.2%
Yoruba, Twi, Igbo, or other languages of West Africa	1,555	0.2%
Arabic	1,276	0.1%

2) The frequency with which LEP persons come into contact with the program.

The LEP analysis should also include an analysis of the likelihood that these LEP populations interact with IndyGo, the public transportation provider for Marion County. In examining the ACS 2020 5-year data (Table B08113) on the means of transportation for workers, only 7,095 of 461,418 workers use public transportation. Of those 7,095 workers, only 752 reported speaking English less than “very well”. The small number of commuters who use public transportation limits the likelihood that individuals other than the largest LEP group would need to access IndyGo services. The largest LEP group speaks Spanish at home, accounting for 585 of the 752 LEP reported in B08113.

Requests for translation/interpretative language services are sent to Customer Care Center. Specific projects may also provide translation / interpretative language services.

Using 2022 on-board survey data, a higher percentage of individuals report as LEP than the 2021 ACS data; 17% compared to 14%.

IndyGo’s Customer Care Center data can be used to understand the frequency with which LEP persons interact with IndyGo. The Care Center, currently outsourced, seeks to employ bilingual (English/Spanish) speaker. All other individuals needing translation can use the Language Line, which supports the translation of 240 languages. From January – September 2022, 43 calls were made to the Language Line; all were for Spanish interpretation assistance. Call center employees assisted the following individuals with Spanish translation:

Appendix Table C-1. Number of Spanish-Speaking Individuals Assisted by the IndyGo Care Center

Year	Spanish-Speaking Callers**
2020	*
2021	469
2022*	1,117

* Data cannot be accessed for the time period beyond 13 months from the date requested. Therefore, no 2020 data was available.

** January to October, 2022. Data from the IndyGo Call Center. This represents the number of individuals who press the button for Spanish.

From September 2019 to October 2022, there were over 1.1 million users on the IndyGo website. IndyGo is able to extract the preferred language used by a visitor as their default setting. The following are the top five non-English languages used to translate IndyGo's website in that time frame:

Figure C-4. Top 5 Non-English Languages Used to Translate IndyGo's Website

Language	User / % of Total
Spanish (US)	6,357 (0.55%)
Spanish (Latin America)	5,858 (0.51%)
Chinese	1,982 (0.17%)
Spanish (Spain)	1,677 (0.15%)
French (France)	1,285 (0.11%)

3) The nature and importance of the program, activity, or service provided by the program to people's lives.

IndyGo provides fixed-route and paratransit service to residents of Marion County, Indiana. The service connects residents to employment opportunities, cultural and social engagements, and civic institutions. For many residents who are unable to own or operate an automobile, IndyGo's service is a lifeline.

4) The resources available to the recipient for LEP outreach, as well as the costs associated with the outreach.

Based on the previous three factors, IndyGo will commit resources to implement the strategies in the LAP for, primarily, Spanish-speaking individuals. IndyGo will also continue to support its existing strategies while evaluating the effectiveness of the existing strategies. Deficient strategies or new strategies that will enhance the customer accessibility for LEP individuals will be evaluated based on its resource-intensity and available budget.

From September 2019 to October 2022, IndyGo spent approximately \$7,452 on LUNA Language Services. LUNA Language Services is primarily written translation but also provides interpretative services. RATP Dev, an IndyGo vendor, is now responsible for the Language Line contract as part of their responsibilities Customer Care Center.

LANGUAGE ASSISTANCE STRATEGIES

Based on the Four Factor analysis above, the most predominant language spoken by LEP persons is Spanish. Because of this, IndyGo focuses the majority of its language assistance on Spanish-speaking customers. Language assistance for other languages is typically provided on an as-needed basis.

IndyGo employs a variety of strategies to provide language assistance to LEP persons:

1. Translation of Vital Documents

IndyGo will continue translating its identified vital documents into Spanish and providing those documents on the website and available on request. IndyGo requests a ten-day notice for requests for written translation services for any IndyGo document, not just the vital documents identified below.

IndyGo's vital documents are identified as the following:

- Title VI Public Notice
- Title VI / ADA Complaint Form
- Access (ADA Paratransit) Application
- Eligibility Determinations for Access¹⁰
- Fixed Route Rider's Guide
- Access Rider's Guide
- Route Maps
- Notice of Public Meetings with Public Comments Requested
- Employment Applications (including Access)

IndyGo provides a Spanish translation of its website, including a translation of the online comment form. IndyGo service and schedule information is available on Google Transit, which supports the translation of information into many non-English languages. Additionally, IndyGo also provides instructions in Spanish on how to use Google Transit.

¹⁰ As needed based on the potential client's preferred language.

2. Translation for Other Documents and On Transit Property

All other documents can be made available within ten business days of request:¹¹

- Braille information and bus route cards for the visually impaired.
- Interpreters for public meetings, including American Sign Language, and non-English speakers.
- Audio transcribing.
- Travel trainings (for groups of 15 or more).

Before project-specific public meetings and hearings, IndyGo posts advertisements in both English and Spanish to encourage LEP participation. Advertisements are also placed in a local Spanish-language publication, La Voz de Indiana.

Special on-board audio and print announcements are utilized to alert customers of upcoming service changes, important safety messages and opportunities for public input. Announcements are recorded in both English and Spanish.

3. Employee Training and Monitoring

According to LEP guidance provided by the USDOT, “Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly training.”

For IndyGo employees who are likely to encounter LEP persons during the course of their work, education about IndyGo’s LEP policies are included as part of their new employee orientation. All employees are made aware of the LAP document and their responsibilities to ensuring that the requirements set forth in this plan are met. Employees are also encouraged to review the FTA PowerPoint presentation titled, “Providing Language Access to Persons with Limited English Proficiency and Low Literacy.” Additional LEP training is given to employees on a case-by-case basis based on employee, supervisor, and customer feedback.

IndyGo will seek to establish monitoring of and improve staff interactions with LEP persons in order to identify potential areas of need for language assistance.

4. Employment of Multilingual Customer Service Staff

IndyGo outsourced employment of Customer Care Center to a vendor. The vendor has access to the Language Line.

UPDATING AND MONITORING THE LAP

¹¹ Per our Fixed Route Rider’s Guide (Updated August 2019).

IndyGo conducts ongoing internal monitoring of its language assistance practices to ensure that the strategies employed remain effective. This is accomplished partially through feedback from customers and IndyGo staff who are in frequent contact with LEP persons. If any aspects of the current plan are found to be ineffective, they will be revised or replaced with more suitable strategies.

Additionally, as new technologies and strategies for language assistance become available, IndyGo will assess the viability and cost-effectiveness of implementing such measures.

Public Outreach Efforts

The following table is a list of public outreach meetings or engagements conducted or attended by IndyGo staff from August 2019 to October 2022.

Date of event/meeting	Name of event/meeting	Meeting/event address	Type of Event	Approximate Number of People Reached	Approximate Number of People Engaged	Major Stakeholders Included	Estimated Public Engagement Time	Meeting/event focus	Major questions/concerns raised	Notes
10/12/2019	Resource Fair at Douglas Park	1618 E. 25th Street, 46218	Booth - A table at a fair, festival, expo, etc.	100		40 Fair attendees	120 min	General, Red Line, Purple Line, Blue Line	Questions about when Purple and Blue lines coming what's next, issues with Operator schedules	did a lot for IndyGo's internal culture
10/29/2019	Town Halls & Listening Sessions	1501 W Washington St & Julia M Carson Transit Center	Internal - Tabling for IndyGo employees	250+		all IndyGo employees and 250 union	900 min	General		
11/9/2019	The Monumental Marathon support @ CTC	201 E Washington St, 46204	Street Team - Small group (1-3 people) go to a place or public event to educate, typically mobile	100		20 Couch riders	120 min	General, Red Line	Most questions how detours affected individual routes	
11/21/2019	Veterans passes upgrades	Transit Center	Information - Brochure/etc.; no attendance	15		55	0 120 min	General, Red Line, Veterans Passes	Is there an expiration date? How do I use the pass? How to use pass, when does pass expire	Possible return for first of the year to help with customer service team.
11/22/2019	Veterans Pass Exchange	CTC 201 E Washington St 46204	Information - Brochure/etc.; no attendance			20 Veterans	120 min	General		
11/23/2019	Education on the Bays	201 E Washington St	Street Team - Small group (1-3 people) go to a place or public event to educate, typically mobile			15 Riders	120 min	General, Red Line	Where and when my bus arriving. Can veterans get new passes now	
12/3/2019	Temporary Fare 411	Transit Center/On Red Line Bus	Information - Brochure/etc.; no attendance	30		30	0 120 min	General, Red Line	When will Mykey start? How do I swipe a 31 day pass? Can I pay cash on red line bus? drivers need to be communicated more about red line changes/some are still letting people board for free.	
12/4/2019	Temp Fare Solution on Red Line	Red Line County Line Road 46200	Street Team - Small group (1-3 people) go to a place or public event to educate, typically mobile	40		15 Riders	150 min	General, Red Line	What's an honor system. What will Fare Inspectors do	

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12/11/2019	Temporary Fare Solution Education on Red	Redline to 96th street	Training - Travel trainings, etc. Public Meeting - Open house or created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	40	30	Riders	120 min	General, Red Line	Will Fare Inspectors be on every Redline coach? How will \$40 ticket for not having fare be enforced? Why do some Redline operators ask to see tickets and either not issuing passes or freezing others don't?	
1/7/2020	Route Change Listening Session	Riverside Recreation, 2420 East Riverside Drive Indianapolis, IN 46208	Public Meeting - Open house or created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	14	14	Newfields, INWQOL, Residents, Crown Hill NA, Library, DMD, IndyParks	120 min	General IndyGo Updates, MCTP	Stop being removed on 38th Street at Newfields	
1/8/2020	Route Change Listening Session	East Washington Library, 2822 East Washington Street Indianapolis, IN 46201	Public Meeting - Open house or created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	10	10	Riders	150 min	General IndyGo Updates, MCTP, Upcoming Local Route Changes	Route 55 and Brookville Rd.	
1/9/2020	Route Change Listening Session	Wayne Township Government Center, 5401 West Washington Street Indianapolis, IN 46241	Public Meeting - Open house or created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	38	38	Residents, Pike Gov, Funeral Home, Subway, small businesses	120 min	General IndyGo Updates, MCTP, Blue Line, Upcoming Route Change	Blue Line questions	
1/13/2020	Route Change Listening Session at East 38th Street Library	5420 East 38th Street Indianapolis IN 46218	Public Meeting - Open house or created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	19	19	38th Street Residents, councilor Keith Graves	150 min	General IndyGo Updates, MCTP, Purple Line, Proposed 2020 Route Changes	sidewalk safety concerns	
1/14/2020	Springdale Neighborhood Association	2428 East 10th Street Indianapolis, IN 46201	Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	20	20	Springdale Neighborhood 20 residents	45 min	General IndyGo Updates, Proposed 2020 Route Changes	Is the new route for 11 going to be in front of the park?	

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1/15/2020	Public Listening Session	Central Library	Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	40	40	Yes-Newfields	120 min	General, MCTP	Rte. 38 wants route to continue to bring in guests to Newfields, no flow, the start time, location of event low for the south side bus	
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization						Length of walking for those that are single parents, seniors, access to the already limited grocery stores on the Far East side. How will Purple Line Improve these spaced out stops?	
1/15/2020	Listening Session- June 2020 Meeting	CAFE Center (E. 38th Street)	Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	15	8		2 40 min	General, Purple Line, June 2020 Route Changes	sidewalk access, removal of portion on 38th Street from Post to Mithoeffer	
1/15/2020	Route Change Listening Session at 8902 East 38th Street CAFE INDY	Indianapolis, IN 46226	Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	12		38th Street 12 neighborhood	150 min	General IndyGo Updates, MCTP, Purple Line, Proposed 2020 Route Changes		
1/16/2020	Route Change Listening Session at 40 E. St. Claire Indianapolis, IN Central Library	46202	Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	39		Downtown riders, Fay Biccard Glick, 39 Veterans	150 min	General IndyGo Updates, MCTP, Proposed 2020 Route Changes	YMCA access on Lafayette Rd. I accepted feedback from the public on proposed June 2020 route changes as a changes as a	
1/19/2020	CTC Route Change Comment Collection	Julia Carson Transit Center	I accepted feedback from the public on proposed June 2020 route changes as a Indy Go Ambassador.	30	20	N/A	120 min	Red Line	Indy Go Ambassador.	
1/23/2020	Travel Training: Employ Indy & Work One	2525 N Shadeland Ave, Indianapolis, IN 46219	Travel Training	60		Employ Indy, Work One, Staff that work with job seekers	30 min	General IndyGo Updates, How To Ride	MyKey, Paratransit	

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1/24/2020	Internal listening sessions for operators	1501 West Washington Street Indianapolis 46222	Internal - Tabling for IndyGo employees	200	160 - 200	planning and public affairs	480 min	June 2020 proposed route changes	how will this info be shared with riders? what is going to happen to my 3:30 pm - wouldn't recommend on a friday, otherwise great times!	tuesday - 9:30 am - 11:30 am - 1501 south lounge, wednesday - ctc lounge - 9 am - 11 am, thursday 2 pm - 4 pm - ctc lounge, Friday - 1:30 pm - 3:30 pm - wouldn't recommend on a friday, otherwise great times!
1/26/2020	Gathering Feedback for Upcoming Route changes.	Red Line Route North	Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	20	15	Bus riders	180 min	General IndyGo Updates, MCTP, Red Line	major concerns about how bus stops have already been removed from major landmarks such as grocery stores and places of employment. Some elderly believe that services are being made more inaccessible to them by making	
1/26/2020	CTC Route Change Comment Collection	Julia Carson Transit Center	I accepted feedback from the public on proposed June 2020 route changes as a Indy Go Ambassador.	30	20	N/A	120 min	Red Line	I accepted feedback from the public on proposed June 2020 route changes as a Indy Go Ambassador.	
1/27/2020	Veterans Day at the Statehouse	Indiana Statehouse	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	1000	89	Veterans	135 min	Exchange Veteran Passes	How do I apply for an IndyGo Veterans Pass?	
1/27/2020	Hoosiers and Veterans Event	200 W Washington St, Indianapolis, IN 46204	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	200	Indiana Veterans and Veteran 50 organizations		240 min	General IndyGo Updates, Veterans pass program	Specific questions on land use and what they could do as a community member to help?	
1/28/2020	BKD Public Sector Seminar	Indiana Landmarks, 1201 Central Avenue	Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	60	60	Yes	30 min	General IndyGo Updates, MCTP, Red Line, Purple Line, Blue Line, Mobility Hubs		

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2/4/2020	South Village Neighborhood Meeting	101 E Raymond St, Indianapolis, IN 46225	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	25		Residence of South Village Neighborhood, Jason Fletcher representing for Kristen Jones, Justin Moad	20 min	General IndyGo Updates, June 2020 Route Changes	Southside not represented in upcoming changes.	
2/6/2020	Downtown Indy Board Meeting	Indiana State Museum, 650 W Washington St., 46204	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	30		Downtown Indy, Indy Chamber, IRT, IMPD, Indiana State Museum,	20 min	General IndyGo Updates, Red Line, Purple Line, June 2020 Route Changes	Where to learn more about the changes? As stakeholders they will continue to be positive and share positive stories	
2/7/2020	KIP Neighborhood Meeting	East 38th Street Library 5420 East 38th Street Indianapolis IN 46226	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	15		Residence & businesses along the Purple Line	5 min	General IndyGo Updates, Purple Line, June 2020 Route Changes	Mina Jung with ABC Beauty Supply had concerns about lack of business outreach.	
2/9/2020	Red Line Sentiment Survey Shift	Red Line	Red Line Sentiment Survey Shift	30		None	120 min	Red Line	1 collected surveys about the Red Line from bus riders.	
2/9/2020	CTC Route Change Comment Collection	Julia Carson Transit Center	Collecting feedback from bus riders about upcoming changes for 2020.	40		N/A	120 min	General IndyGo Updates, Red Line	CTC Route Change Comment Collection	
2/11/2020	Purple Line CAC: Thriving during construction	3908 Meadows Drive Indianapolis, IN 46205	Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	12		Keith Graves (City County Council), 12 ANU/UNECC	90 min	Purple Line, Small business Toolkit	How design differs from Red Line, Crossing safely, When is formal outreach to businesses, Timeline for Construction, How will construction be segmented	
2/12/2020	Travel Training: Georgetown Station	6702 Georgetown Road, Indianapolis, IN 46268	Training	10		Senior residence at Georgetown 10 Station	30 min	Half-fare, Paratransit	N/A	

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2/12/2020	Travel Training: Parent Life	3808 Shelby St, Indianapolis, IN 46227	Training	10	10	Young mothers and children	90 min	Travel Training	N/A	
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization			Carriage House East, Reset Center, CAFE Laundry and More, AARP, 21 Health By Design	120 min	General IndyGo Updates, MCTP, Red Line, Purple Line, Property Acquisition from WSP, 2020 Proposed Route Changes	Comments for proposed route changes, Purple Line questions about route and safety	
2/13/2020	Purple Line Open House	8902 East 38th Street Indianapolis, IN 46226		21		Students at Arsenal Tech's				
2/14/2020	Travel Training: Arsenal Technical High School	1500 E Michigan St, Indianapolis, IN 46201	Training	40	40	Future Center	45 min	Training	Trip planning	
									Many are somewhat concerned about vagrancy on some routes and platforms. Also concerns about lack of bus stops especially on main streets like Meridian	
2/15/2020	Northbound Survey Collection	Red Line Rapid Transit	Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	60	18		60 180 min	Red Line	CTC Route Change	
2/16/2020	CTC Route Change Comment Collection	Julia Carson Transit Center/Red Line	Collecting feedback from riders about proposed June 2020 route changes.	40	20	N/A	120 min	General IndyGo Updates	Comment Collection	
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization							
2/18/2020	Transit Meeting at IndyGo Main Offices	1501 West Washington Street		35	20	?	90 min	General IndyGo Updates, Red Line	Route changes June 2020	
2/19/2020	Travel Training: Arsenal Tech	1500 E Michigan St, Indianapolis, IN 46201	Training	40	40	Students at Arsenal Tech's Future Center	90 min	Travel Training	N/A	
									Fare pricing, will real time arrival screens be posted at the stations?	
2/20/2020	Northbound Survey	Red Line Route	Outreach	90	40		0 120 min	General IndyGo Updates, Red Line		

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2/20/2020	Northbound Survey	Red Line Route	Outreach	90	40		0 120 min	General IndyGo Updates, Red Line	Fare pricing, arrival screens be posted at the stations?	
2/20/2020	Trusted Mentors- How We Move	546 E. 17th Street Indianapolis, IN	Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	21	21	Mentor and Mentees of Trusted Mentors, Pacers Bikeshare, Uber, Commuter Connect	90 min	General IndyGo Updates, Red Line, Purple Line, Blue Line, How to use IndyGo bus system and what sets it apart	How to use bus system	
2/20/2020	UNC Clean Tech Summit		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	65	65	No one from Indianapolis or Indiana	30 min	Not specifically about IndyGo but transit overall.	Future of Bus Rapid Transit, The Future of Mobility	This was an event in a different state and presented not to an Indianapolis specific audience.
2/21/2020	Survey Collection for Red Line	Carson Transit Center	Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	25	20		0 120 min	General IndyGo Updates, Red Line	Announcer sounds muffled on one Red Line bus announcing end of route, windows need cleaned, screens need to show map - connecting routes, some mykey stations have blank screens, more security at stations, more info about June changes	

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2/21/2020	Survey Collection for Red Line	Carson Transit Center	Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	25	20		0 120 min	General IndyGo Updates, Red Line	Announcer sounds muffled on one Red Line bus announcing end of route, windows need cleaned, screens need to show map - connecting routes, some myKey stations have blank screens, more security at stations, more info about June changes	
2/21/2020	Foster For Success	1501 West Washington Street Indianapolis, IN 46222	Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	1		Youth coming out 1. of Foster Care	60 min	Travel Training and Job Shadow Possibility	Forming Travel Training	
2/25/2020	Far Eastside Community Council Asking about MyKey Validator notices & IndyGo Next signage	8902 East 38th Street Indianapolis, IN 46222	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	40		CAFE Indy, IMPD District Commander, 0 Hannah Harper	5 min	Neighborhood updates	N/A	
2/27/2020	IndyGo Board Of Directors Meeting	1501 West Washington Street Indianapolis 46222	Internal - Tabling for IndyGo employees	11		11 operators	45 min	IndyGo Next & MyKey	why can't operators see the validators on the buses?	
2/27/2020	IndyGo Board Of Directors Meeting	1501 West Washington Street Indianapolis 46222	Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	1010			101 60 min	General, Red Line, Purple Line, Local Routes	June 2020 Route changes	
2/28/2020	Open House at Purdue Polytechnic High School	1405 Broad Ripple Avenue Indianapolis, IN 46220	Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	45		Parents and students of those attending Purdue Polytechnic High School	9 min	Red Line, Trip Planning, Travel Training	Trip Planning	IndyGo is collecting information from Red Line riders on their experience
3/1/2020	Southbound Survey Collection For Red Line	Red Line/Julia Carson Center	As a IndyGo Ambassador, I'm collecting information from Red Line riders on their experience.	25		20 N/A	120 min	Red Line		

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										Mostly continued concern about how upcoming changes are going to be for the better when many have difficulty navigating the routing right now
3/1/2020	Collecting feedback on the Northbound Red Line	Red Line Northbound	Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	21	15	Diverse group, mostly male under 50.	5 min	General IndyGo Updates, Red Line		
										IndyGo is collecting information from Red Line riders on their experience. As an IndyGo Ambassador, I collected surveys.
3/2/2020	Northbound Red Line Survey Collection	Red Line/Julia Carson Center	As a IndyGo Ambassador, I collected information from Red Line riders on their experience riding the Red Line.	30	20	None	120 min	Red Line		
3/2/2020	Provide feedback for bus stop signs	Providing feedback	Information - Brochure/etc.; no attendance	0	0	0	0	providing feedback for bus stop signs	na	
3/2/2020	Provide feedback for bus stop signs	Provide feedback	Information - Brochure/etc.; no attendance	0	0	na	na	Provide feedback for bus stop signs	na	
3/4/2020	Hendricks County Veterans Council	7508 Beechwood Center Rd. Avon, IN 46123	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20	20	Organizations that work with Veterans	20 min	IndyGo program for Vets	None	
3/5/2020	Indiana Safe Place Legislation	Indiana State House								
3/7/2020	Neighbor Power Indy	Marion University	Community Meeting	200	20					
										As a IndyGo Ambassador, I'm collecting surveys to get a sense of riders' experience on the Red Line.
3/8/2020	Southbound Survey Collection	Red Line/Julia Carson Center	As a IndyGo Ambassador, I'm collecting surveys to get a sense of riders' experience on the Red Line.	40	20	N/A	120 min	Red Line		

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3/9/2020	CTC Route Change Awareness Education	Julia Carson Center/Red Line	As a Transit Ambassador, I let people know about the process of the proposed route changes for June 2020.	50	25	None	120 min	General IndyGo Updates, Red Line, Julia Carson Center	As a Transit Ambassador, I let people know about the process of the proposed route changes for June 2020.	
3/10/2020	Southbound Red Line Survey Tracking	Southbound Red Line	Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	12	12	About 20	120 min	Red Line	Still much concern about changes to the bus route layout	
3/10/2020 & More	Purple Line Outreach: Laundry	4212 N Post Rd, Indianapolis, IN 46226	Booth	30	80					
3/11/2020	Swiftly: State of Public Transit Webinar		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	100	100			This webinar was not about IndyGo Ridership trends, real time data, transit performance metrics		
3/12/2020	MKNA Board Meeting	Meeting did not take place	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	0	0	0	0	General IndyGo Updates	na	
3/12/2020	MKNA Board Meeting	Meeting did not take place	Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	0	0	0	0	General IndyGo Updates	na	
3/18/2020	IndyGo Ambassador Transit Meeting	Phone Call Meeting	IndyGo Transit Ambassador meeting to keep us informed about transit updates during pandemic.	10	10	None	120 min	General IndyGo Updates	IndyGo Transit Ambassador meeting to keep us informed about transit updates during pandemic.	
3/24/2020	Virtual: IndyGo Service Committee Meeting	1501 W. Washington & Facebook LIVE	Service Committee Meeting	3636	303					

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3/24/2020	Sharing IndyGo Update Video To Audiences	Sharing IndyGo Video With Social Media	Information - Brochure/etc.; no attendance	10	10	None	None, they just watched the video.	General IndyGo Updates, IndyGo video keeps riders informed about transit updates during pandemic.	IndyGo video keeps riders informed about transit updates during pandemic.	
4/1/2020	IndyGo Now: April 2020	Video Presentation - Video content shared via online or email for the purpose of outreach.	Video Presentation - Video content shared via online or email for the purpose of outreach.	128	128	0	0	General IndyGo Updates	N/A	
4/15/2020	Transit Ambassador Meeting	At home via live call.	This was a live transit ambassador meeting to discuss transit updates during coronavirus era.	6	6	0	0	General IndyGo Updates	This was a live transit ambassador meeting to discuss transit updates during coronavirus era.	
4/16/2020	Service Committee: Finance Committee: April 2020		Virtual Meeting - Public or community meetings hosted/attended online.	2310	736	N/A		General IndyGo Updates	N/A	
4/16/2020	Board Meeting: Indianapolis Recorder Feat. Inez Evans		Virtual Meeting - Public or community meetings hosted/attended online.	1503	517	N/A		General IndyGo Updates	N/A	
4/23/2020	Board Meeting: Indianapolis Recorder Feat. Inez Evans		Virtual Meeting - Public or community meetings hosted/attended online.	1476	533	n/a		General IndyGo Updates	n/a	
4/23/2020	Indy Hub "Straight Up" Feat. Jordan		Virtual Meeting - Public or community meetings hosted/attended online.	2683	7137	N/A		COVID-19	N/A	
5/6/2020	Shared Use Mobility Summit - Innovative Transit Agencies Panel INRC: Connecting to Resources & Each Other Feat. Jordan Patterson		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	100	100	100	20 min	General IndyGo Updates, Red Line, COVID-19	Talked about everything we had been working on at IndyGo pre COVID-19	
5/6/2020	IndyGo Now: April 2020		Virtual Meeting - Public or community meetings hosted/attended online.	2683	7137	N/A		General IndyGo Updates	N/A	

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5/16/2020	Forwarding Purple Line Updates to Constituents	N/A	Information - Brochure/etc.; no attendance	40	40	N/A	Just sent information. No public speaking	General IndyGo Updates, Purple Line	No feedback given at this time	
5/19/2020	Councillor Jackson & Graves		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public							Discussion about micro mobility options. IndyGo encouraged Councillor Jackson to identify need and potential partners. IndyGo leadership (Inez, Jennifer, Cam, and Bryan) also attended.
5/21/2020	Service Committee: Finance		Virtual Meeting - Public or community meetings hosted/attended online.	1862	737			General IndyGo Updates	n/a	
5/21/2020	Committee: May		Virtual Meeting - Public or community meetings hosted/attended online.	1368	423			General IndyGo Updates	n/a	
5/22/2020	Purple Line Corridor Advisory Committee Meeting		Virtual Meeting - Public or community meetings hosted/attended online.	372				Purple Line	See Report	
5/28/2020	Board Meeting:		Virtual Meeting - Public or community meetings hosted/attended online.	1211	175			General IndyGo Updates	n/a	
6/1/2020	IndyGo Now: May		Video Presentation - Video content shared via online or email for the purpose of outreach.	1452	406			General IndyGo Updates	n/a	
6/3/2020	IndyGo Internal Townhall Virtual Q&A		Internal - Tabling for IndyGo employees	900	212			General IndyGo Updates	n/a	
6/4/2020	REACH Health by Design Meeting		Virtual Meeting - Public or community meetings hosted/attended online.					Purple Line	n/a	Group received Purple Line CAC presentation from Austin.

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6/5/2020	Sharing June Presentations!	Sharing Presentations On Social Media.	Information - Brochure/etc.; no attendance	20	20	N/A		In the June 2020 edition of the IndyGo Now video presentation, topics include an update to IndyGo service schedules, PPE donations to the Indianapolis Public Transportation Foundation, and an important development in the Purple Line project.	In the June 2020 edition of the IndyGo Now video presentation, topics include an update to IndyGo service schedules, PPE donations to the Indianapolis Public Transportation Foundation, and an important development in the Purple Line project.	
6/14/2020	Sharing IndyGo Now On Social Media	Sharing IndyGo Now presentation on social media.	In the June 2020 edition of the IndyGo Now video presentation, topics include an update to IndyGo service schedules, PPE donations to the Indianapolis Public Transportation Foundation, and an important development in the Purple Line project.	20	20	N/A		In the June 2020 edition of the IndyGo Now video presentation, topics include an update to IndyGo service schedules, PPE donations to the Indianapolis Public Transportation Foundation, and an important development in the Purple Line project.	In the June 2020 edition of the IndyGo Now video presentation, topics include an update to IndyGo service schedules, PPE donations to the Indianapolis Public Transportation Foundation, and an important development in the Purple Line project.	
6/14/2020	IndyGo Now: June 2020	IndyGo Now: June content shared via online or email for the purpose of outreach.	Video Presentation - Video content shared via online or email for the purpose of outreach.	1000	621			General IndyGo Updates	n/a	Challenges faced when planning, constructing, and launching the Red Line BRT.
6/16/2020	Red Line Virtual Tour for Lexington		Virtual Meeting - Public or community meetings hosted/attended online.	20		Lexington area planners and consultants	90 min	Red Line		
6/18/2020	Service Committee: June 2020		Virtual Meeting - Public or community meetings hosted/attended online.	2467	164			General IndyGo Updates	n/a	

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6/18/2020	Finance Committee: June 2020		Virtual Meeting - Public or community meetings hosted/attended online.	826	77			General IndyGo Updates	n/a	
6/19/2020	Purple Line: Outbound Calls		Outbound Calls					Purple Line	n/a	
6/20/2020	Sending out Purple Line Video	N/A	Information - Brochure/etc.; no attendance	24	24	N/A	N/A	General IndyGo Updates, Purple Line	None presented	
6/21/2020	Mobility On-Demand Lessons Learned Webinar		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	60		Shared Use Mobility Center	30 min	Mobility On-RAMP Program	NA	
6/22/2020	Purple Line Stakeholder Meeting: New Direction		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	1				Purple Line	n/a	Supportive of project. Offered space for future meeting.
6/23/2020	Purple Line Stakeholder Meeting: Resurrection Community Church		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	2				Purple Line		Concerns about dedicated lane, side street infrastructure
6/25/2020	Board Meeting: June 2020		Virtual Meeting - Public or community meetings hosted/attended online.	3880	155			General IndyGo Updates	n/a	
6/30/2020	IndyGo Now: July		Virtual Meeting - Public or community meetings hosted/attended online.					General IndyGo Updates, Red Line	n/a	
7/1/2020	Purple Line Business Outbound Calls		Video Presentation - Video content shared via online or email for the purpose of outreach.	997				General IndyGo Updates		Topics include a new face-covering requirement for riders, fresh food at the Carson Transit Center, and new options for IndyGo paratransit service.
7/1/2020	Purple Line Business Outbound Calls		Outbound Calls	1800				Purple Line	n/a	

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7/12/2020	IndyGo Purple Line: Faith Leader Meeting - Mount Carmel Baptist Church		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public		2			Purple Line		Tanya Johnson of Mt. Carmel was very supportive of the project. She would like to help educate their members on the project.
	July 2020 IndyGo Service Committee Meeting		Virtual Meeting - Public or community meetings hosted/or attended online.	3666		151		General IndyGo Updates	n/a	
7/15/2020	IndyGo Purple Line: Emergency Services Update, IMPD		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	1				Purple Line		Prefer not to have full closures, but understands why. Communicate closer to when closures happen. Preferred rubber median over concrete. Asked for concrete mean to be more rounded.
	Sharing Online Presentation	Online.	Information - Brochure/etc.; no attendance	20		20 N/A	120 min	General IndyGo Updates		I shared a presentation with topics including a new face-covering requirement for riders beginning July 9, fresh food at the Carson Transit Center, and new options for IndyGo paratransit service. https://youtu.be/y3NUJf-YSD

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7/16/2020	IndyGo Finance Committee Meeting		Virtual Meeting - Public or community meetings hosted/or attended online.	2003	80			General IndyGo Updates	n/a	questioned why we were continuing with the Purple Line when the Red Line is not "profitable." "Call ed IndyGo's rapid transit projects fiscal insanity and demanded to speak with COO.
7/18/2020	Earth Day Indiana Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	300			360 min	General IndyGo Updates, IndyGo Next, Purple Line	Mentioned he had tried to get in touch with Bryan but never received.	Work, live, play exercise was well received.
7/18/2020	Geo Next Generation H.S./Community		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	50			120 min	General IndyGo Updates, Purple Line	n/a	School leaders are excited about partnering with IndyGo on MyKey passes for students.
7/27/2020	IndyGo Board of Directors Meeting		Virtual Meeting - Public or community meetings hosted/or attended online.	3808	233			General IndyGo Updates	n/a	to mark Inez' 1-year anniversary on the job: her thoughts on Indy (why she wanted to come, what has surprised her, what she likes best), changes she's made at IndyGo, how IndyGo has responded to COVID safety procedures, importance of
7/30/2020	IBJ Virtual Town Hall featuring Inez Evans		Virtual Meeting - Public or community meetings hosted/or attended online.	1286	114			General IndyGo Updates		

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8/11/2020	Riding While Black Webinar		Virtual Meeting - Public or community meetings hosted/attended online.	100	100			Not focused specifically on IndyGo. More about the experience of Black people on transit overall.	Transportation and Racism	
									https://indigo.ansportation-my.sharepoint.com/:x/g/personal/patterson_j_indigo_net/E57sJV4D0vMNVZKC8SYNSD-8B-QCKH5Prd6h0EoDKPJ_Cg2e--Rv9U6	
8/12/2020	Internal Purple Line Engagement		Internal - Tabling for IndyGo employees Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization			Coach Operators	420 min	Purple Line		
8/18/2020	Purple Line Public Meeting (Virtual)		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	1630	245		60 min	Purple Line	See Engagement Report	
8/19/2020	Purple Line Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	6			180 min	Purple Line	See August 2020 Purple Line Outreach Report	
8/19/2020	Purple Line Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	6			180 min	Purple Line	See August 2020 Outreach Report	
8/20/2020	Purple Party		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	150			180 min	Purple Line	See August 2020 Engagement Report	

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8/25/2020	Far East Side Community Council		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20	20			Purple Line	Service gap between Mithoefer and Post on 38th Street was a major concern.	
9/1/2020	IndyGo Now: September 2020		Video Presentation - Video content shared via online or email for the purpose of outreach.	396	37			Purple Line, Bus Stop Balancing	n/a	
9/9/2020	Northeast Indy Briometrix Training: Purple Line Accessibility Data Mapping		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	10		Indianapolis Northeast Rotary	30 min	Purple Line	Can we provide service to Lawrence?	
9/15/2020	IndyVolved15: Uncover the Good		Training on how to map the accessibility of the existing pathways near future Purple Line stations	10		City Strategists; Briometrix	480 min	Purple Line	n/a	
9/15/2020	IndyVolved15: Uncover the Good		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	3493				Lesley Gordon, moderated a conversation with local non-profit leaders on ways to enhance community development in Indianapolis.	n/a	IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase: • 9503 E 33rd Street, Indianapolis, IN • 2900 Shadeland Avenue, Indianapolis, IN • 6550 E 30th Street, Indianapolis, IN The meeting was led by Jordan Patterson, Engagement Specialist, Comment about and Lateeka Washington, Senior Director of Capital Assets and Increased traffic Facilities Management. The entire meeting can be viewed here: https://youtu.be/2Ew3Cw4Rnk Question about Two members of the public if traffic lights would be attended. Over 200 mailers to surrounding addresses were sent
9/16/2020	Expand IndyGo: Property Outreach		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	200				Property Outreach		

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9/17/2020	Service Committee Meeting:		Virtual Meeting - Public or community meetings hosted/attended online.	785	75			General IndyGo Updates	n/a	
9/17/2020	Finance Committee Meeting:		Virtual Meeting - Public or community meetings hosted/attended online.	542	59			General IndyGo Updates	n/a	Letter notified surrounding residence of a temporary Red Line northern extension charging station.
9/24/2020	Notice: Temporary Charging Station at 91st & Evergreen		Mail		70			Red Line		
9/24/2020	Board of Directors Meeting:		Virtual Meeting - Public or community meetings hosted/attended online.	1,735	115			General IndyGo Updates	n/a	
9/25/2020	Notice: Purple Line Utility Relocation		Email Engagement	608				Purple Line	n/a	Notice was sent out to the Purple Line Corridor Advisory Committee and Business Establishments summarizing the August Purple Line campaign and gave notice about utility relocation as early as October. potential purchase of property at 2425 W. Michigan Street, IndyGo met with the overseers of the Near West Community Garden, Ben Rose and Matt Negron. The conversation was centered around how IndyGo wishes to accommodate a garden should it purchase the site. However, the garden would need to be relocated as to not impede our operations and still maintain access to the community. Questions were about anticipated activity at the site, the paratransit service area, available footprint of a relocated garden, availability of parking to garden volunteers, and the potential height and shadow of a building that
10/8/2020	Near Northwest Community Gardens Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	2				Property: 2425 Michigan St	See Notes	

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10/12/2020	West Side Community Development Corporation		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	3	1			Property: 2425 Michigan St	See Notes	potential purchase of property at 2425 W. Michigan Street, IndyGo had an introductory conversation with Robert Hawthorne, Executive Director at Westside Community Development Corporation (WCDC). The purpose of the meeting was to help IndyGo understand what WCDD sees the vision to be for the corridor and the surrounding community. Robert emphasized the Michigan Street corridor as a main thoroughfare and destination spot. IndyGo was given insight on upcoming developments in the area including a four-story development planned adjacent to the Family Dollar and an affordable income
										discuss purchasing 2425 W. Michigan St. to support primary functions of our paratransit operations. The site would offer a turnkey facility that would house under one roof a one-stop solution to create a seamless experience for our paratransit customer and transportation needs. This facility would house Care Center staff, assessment and administrative staff, drivers and dispatchers, and would need covered storage for approximately 84 vehicles used by Open Door. IndyGo shared its intent to purchase adjacent parcels for ease of access to the property and impacts that would include increased vehicular traffic and the relocation of
10/12/2020	Expand IndyGo: 2425 W. Michigan St.		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	145	145			Property: 2425 Michigan St	See Notes	

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10/13/2020 Meeting	Haughville Strong Neighborhood Association		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	15						feedback to the Haughville community about the potential purchase of 2425 W. Michigan St. Comments received were about employment opportunities including a question about second chance employment at IndyGo, diversity participation in project bidding, and consideration of public art. Robert Hawthorne, Executive Director at Westside Community Development Corporation, stressed again the desire that any development in the corridor enhance the area and contribute to the corridor as a community destination spot. The overall sentiment was welcoming to IndyGo purchasing the site.
10/15/2020 Meeting	IndyGo October Service Committee		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	468				General IndyGo Updates	n/a	
10/15/2020 Meeting	IndyGo October Finance Committee		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	381				General IndyGo Updates	n/a	
10/16/2020 Discussion	ARCH 350 Class		Virtual Meeting - Public or community meetings hosted/or attended online.	10	10			Transit Planning, Bus Rapid Transit, Community Engagement, Bus Network Redesign	101	

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10/20/2020	Public Meeting: IndyGo Northern Red Line Charging Facility		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	3900	20			Red Line	See Notes	educate and receive input about IndyGo's new charging facility located at 6410 N College Ave, and seek out a possible tenant, or tenants, for the building. On October 20, IndyGo hosted a virtual public meeting that included a presentation and Q&A forum. The recording of the presentation and FAQs were made available that day. On October 27, IndyGo hosted drop-by office hours where staff were available to discuss the charging facility and commercial space available to a partnering organization or entity. A comment form was available online at indygo.net/charge through Tuesday, November 3.
10/20/2020	Norwood Neighborhood Association Meeting		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	12				General IndyGo Updates	See Notes	Norwood Neighborhood Association Meeting on October 20. Residents were interested in learning about changes coming to Route 14 with the implementation of the new grid-based network previously planned for June. With the approved system route proposal, Route 14 will be discontinued. Service along Virginia and Shelly Streets will be provided by the Red Line. The new Route 26 will cover Prospect to Keystone Avenue. There will be no service between Keystone Avenue and Sherman on Prospect. Service from Sherman along Prospect / Emerson will be covered by the new Route 56. There will be service on Virginia.
10/22/2020	Expand IndyGo: 3555 Madison Ave & 4090 Lafayette Rd.		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	170	12			Property: 3555 Madison Ave & 4090 Lafayette Rd.	See Notes	3555 Madison Ave & 4090 Lafayette Rd.
10/22/2020	United Way: Understanding the Roots of Racism		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	540				General IndyGo Updates	n/a	Last night our CEO, along with other civic leaders, had conversations about the importance of transportation and why it remains a civil rights issue in many neighborhoods.

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10/22/2020	IndyGo October Board of Directors Meeting		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo. IndyGo attends a public meeting or open house created/advised/hosted by another organization	478				General IndyGo Updates	n/a	educate and receive input about IndyGo's new charging facility located at 6410 N College Ave, and seek out a possible tenant, or tenants, for the building. On October 20, IndyGo hosted a virtual public meeting that included a presentation and Q&A forum. The recording of the presentation and FAQs were made available that day. On October 27, IndyGo hosted drop-by office hours where staff were available to discuss the charging facility and commercial space available to a partnering organization or entity. A comment form was available online at indygo.net/charge through Tuesday, November 3.
10/27/2020	Drop-by Office Hours: IndyGo Red Line Northern End Charging Facility		Office Hours	2				Red Line	See Notes	
10/28/2020	Rail-Volition Virtual Conference		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	90				E-TOD	Equitable transit-oriented development	
10/29/2020	Rail-Volition Virtual Conference		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	100				Mobility Hubs	You don't need a train to have a mobility hub.	
11/5/2020	MNA MyKey Presentation		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	10	10			MyKey	n/a	
11/6/2020	Majority Leader Lewis + DMD + IndyGo Regarding TOD		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	6	1			MyKey, TOD	n/a	
11/11/2020	Shelby Street/Connectivity Action Team		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	15	15			Red Line, MyKey	n/a	

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11/16/2020	Connect with SEND/Englewood CDCs re upcoming TANC meeting and CIC Transit Access		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public					CIC Campus Transit Access	See board report	
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization							
11/19/2020	Finance Committee Meeting		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	299	57			General IndyGo Updates	n/a	
11/19/2020	Service Committee Meeting		Public Meeting - Open house or public meeting created/advised/hosted by another organization	1505	100			General IndyGo Updates	n/a	
11/19/2020	TANC Meeting		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20				Transit Access to CIC Campus	See Board Report	
11/24/2020	Far Eastside Community Council		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20				MyKey	n/a	
12/3/2020	IndyGo December Board Meeting		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	707				General IndyGo Updates	n/a	
12/3/2020	IndyGo + President Osili (TOD & MyKey)		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	1				MyKey, TOD	n/a	
12/7/2020	Super-Stops/Delaware Street Outreach		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	804	173			Super Stops	n/a	

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12/8/2020	Purple Line Coordination at Fairgrounds		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	1		Michael Berkery		Purple Line	n/a	
12/8/2020	IndyGo Now - December		Video Presentation - Video content shared via online or email for the purpose of outreach.	530	56			General IndyGo Updates	n/a	
12/9/2020	Shelby Street/Connectivity Action Team		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	40				Red Line	TOD	
12/11/2020	Transit Access to CJC		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	11		Councillor Jason Larrison, Structure Points, Jennifer Tillman, Andre Sonera, Isaac McCoy		Transit Access to CJC Campus	n/a	
12/14/2020	MyKey University LIVE		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	625	153			MyKey	n/a	
12/17/2020	Transit Access to CJC: IndyGo & SEMHC Team		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	8		SEMHC, Eskenazi Health		Transit Access to CJC	n/a	
12/17/2020	IndyGo Purple Line & IBCC Introduction		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	5				Purple Line	Biggest concern is black participation in opportunities for construction work. No penalties when goals are not met.	
1/11/2021	Super Stops: IHPC Notice Mailers		Mailers		180 addresses			Super Stops	n/a	
1/11/2021			Virtual Meeting - Public or community meetings hosted/or attended online.					MyKey		
2/3/2021	IndyGo Now: Feb		Video Presentation - Video content shared via online or email for the purpose of outreach.	627	104			General IndyGo Updates	n/a	

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2/9/2021	Haughville Strong Neighborhood Association		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		25			2425 W Michigan Property Updates	Continued support of project	
2/10/2021	Shelby Street/Connectivity Action Team		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	10				Red Line, TOD	n/a	
2/10/2021	Mayors Neighborhood Advocates		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	10				General IndyGo Updates, Purple Line, MyKey, Paratransit: Beyond ADA	Joel advised me to get in touch with MAC-D to loop in about paratransit outreach	
2/16/2021	Purple Line GC Focused Outreach Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	50				Purple Line	n/a	
2/16/2021	Purple Line GC Focused Outreach Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	50				Purple Line	n/a	
2/17/2021	Task Force Meeting - ADA Paratransit Next Steps		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	10				Open Door Paratransit	n/a	
2/18/2021	IPTC Service Committee Meeting		Public Meeting - Open house or created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	453	73			General IndyGo Updates	n/a	
2/23/2021	Purple Line GC Focused Outreach Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	50				Purple Line	n/a	
2/23/2021	Far Eastside Community Council		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)					General IndyGo Updates, Purple Line	n/a	
2/24/2021	ANU Community Partner Collective		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	25				General IndyGo Updates, Purple Line	n/a	

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2/25/2021	Purple Line Subcontractor Focused Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	50				Purple Line	n/a	
2/25/2021	IPTC Board of Directors Meeting		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	870	201			General IndyGo Updates	n/a	
2/27/2021	Jennifer Pyrz at American Society of Civil Engineers		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	47				General IndyGo Updates	n/a	
3/2/2021	Purple Line Subcontractor Meeting #2		Virtual Meeting - Public or community meetings hosted/or attended online.	30				Purple Line	Purple Line Construction Expectations.	six sessions were held in total. Only one, in march.
3/25/2021	Indiana Contractors Roundtable		Virtual Meeting - Public or community meetings hosted/or attended online.	29	24		90 min	Purple Line	Purple Line Procurement - Contractors	
5/17/2021	Indianapolis Public Library CEO Tour		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	3				Purple Line	There was a discussion about a new library being built in Lawrence and discussion on potential ways to coordinate outreach.	
5/25/2021	IndyGo Booth at ISP		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	10	ISP		120 min	MyKey, Student Summer Passes	How to get to school, learning how to plan a Summer Passes trip.	
5/25/2021	IndyGo Booth at IPS		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	15	ISP Students and Staff		120 min	MyKey, Student Passes	Planning to ride	
5/26/2021	Teen Training and Employment Fair		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	65	Youth and Families		120 min	MyKey, Student Passes	Trip Planning, Student Rates	Booked a Travel Training opportunity
6/1/2021	Travel Training University High School		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	17	no		120 min	MyKey, How to ride		

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6/2/2021	Food in Transit Farm Stand		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	100	no		120 min	General IndyGo Updates, MyKey, Food in Transit		
6/5/2021	Earth Day Indiana Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	500	no		240 min	General IndyGo Updates, Red Line, Purple Line, Blue Line, MyKey	Lots of interest in Purple Line	
6/9/2021	Food in Transit Farm Stand		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	10			180 min	MyKey		
6/10/2021	Bridgeport Rd and Washington Stop Unveiling		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	35	10		120 min	New Stop opening		
6/15/2021	Walk Bike Places Conference Welcome Day		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	25				MyKey		
6/16/2021	Food in Transit Farm Stand		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	100				MyKey		
6/16/2021	Walk Bike Places Mobile Workshop		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	25				MyKey		
6/17/2021	Walk Bike Places Walking Tour- CTC		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	12	REA Architect		30 min	General IndyGo Updates, Purple Line	n/a	n/a
6/18/2021	Cafe Indy Youth Group Travel Training		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	45				Student Passes		
6/23/2021	Food in Transit		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	100			180 min	MyKey, Veggie Sale		
6/24/2021	May Board Meeting		Virtual Meeting - Public or community meetings hosted/or attended online.	226	226		180 min	General IndyGo Updates		

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6/25/2021	Music in Transit		Music in Transit					Music in transit		
6/26/2021	June teenth		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	200	65		360 min	General IndyGo Updates, Purple Line, MyKey	Purple Line, Purple Line, How to use MyKey	
7/6/2021	Food in Transit		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	100	75		180 min	MyKey		
7/7/2021	Indianapolis Ambassadors Visit		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	30	30		120 min	General IndyGo Updates, Red Line, MyKey		
7/9/2021	Safe Summer		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	45	45		120 min	Youth Passes		
7/10/2021	Peace Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	1500	650		390 min	General IndyGo Updates, Purple Line, MyKey	Purple Line	Lots of questions about Open Door
12/1/2021	Public Meeting: Section 5310 Grant Program		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization		14			Section 5310 Grant Program		
12/1/2021	IndyGo Now: Blue Line + Englewood Community Development Corporation		Video Presentation - Video content shared via online or email for the purpose of outreach.	150				General IndyGo Updates		
12/6/2021			Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public	6	2			Blue Line		https://youtu.be/ODMxAK_Ldo
12/8/2021	Indianapolis East Redevelopment Committee		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	30				Purple Line		
12/9/2021	December 2021: Board of Directors Meeting		Virtual Meeting - Public or community meetings hosted/or attended online.	309	106			General IndyGo Updates		

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12/9/2021	IndyGo Now: Special Edition		Video Presentation - Video content shared via online or email for the purpose of outreach.	104				Purple Line		
12/11/2021	Purple Line + Concerned Clergy		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	30				Purple Line		Group was not interested in learning about the project at large. Took issue with project DBE participation. Rude and ruthless group.
12/16/2021	Travel Training: Individual		Travel Training	1	1		120 min	How-to-ride		
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization							
12/28/2021	Public Meeting: Blue Line segment 1 Analysis			175	70			Blue Line		https://youtu.be/MbMIMaUfAfc
1/7/2022	Blue Line + Town of Cumberland		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	6				Blue Line		https://youtu.be/7717YQ4QZQ
1/19/2022	IndyGo Purple Line + Lawrence MSD Coordination		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	9				Purple Line		
									Will the Purple Line affect the cost of housing? Concerns about gap in service between Post Road and Mitthoeffer on 38th St. Concerns about local service routing.	
1/20/2022	Far Eastside Resident Council of Experts		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20				Purple Line, Paratransit		
1/20/2022	IndyGo Purple Line + IPS Coordination		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	5				Purple Line		IndyGo staff went over Purple Line MOT.
1/24/2022	Purple Line + St. Andrew the Apostle Catholic Church		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	3				Purple Line		Met with Dcn. Kerry Blandford ahead of Purple Line construction.

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1/25/2022	IndyGo Purple Line + Lawrence Police Dept.		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public		5			Purple Line		IndyGo staff (Jarvis J. Jordan P, Deon S, and Gary P) met with Tracey Cantrell ahead of PL construction. Covered MOT and PL design in the Lawrence segment.
1/25/2022	Arlington Wood Neighborhood Association Meeting		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		30			Purple Line		
1/25/2022	Far Eastside Community Council		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		30			Purple Line		
1/26/2022	ANU Community Partner Collective		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		30			Purple Line		
1/28/2022	IndyGo + USPS Coordination		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public		7			Purple Line	Purple Line MOT, Mail Delivery	USPS attendee reps included Sherrie Cooper, Jamalyn Zore, David Riley, Keith Blane
2/1/2022	Devington Neighborhood Association TIM Talks - Purple Line Information		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		10			Purple Line		
2/2/2022	Session		Internal Training		30			Purple Line		
2/3/2022	Blue Line Update - Indiana Restaurant and Lodging Association		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		20	Tamm Capital Group		Blue Line		
2/8/2022	Purple Line Public Meeting		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization		384			Purple Line		

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2/9/2022	Purple Line Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	15				Purple Line, MyKey		
2/9/2022	Purple Line Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	15				Purple Line, MyKey		
2/10/2022	Purple Line Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	15				Purple Line, MyKey		
2/10/2022	Purple Line Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	15				Purple Line, MyKey		
2/15/2022	KIPP Indy Community Council Meeting		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	15				Purple Line		
2/17/2022	Transit Talk: East 38th Street Library		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	10				Purple Line, MyKey		
2/17/2022	38th St. Library Transit talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	10				Purple Line		
2/23/2022	ANU Community Partner Collective		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	30				Purple Line		

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2/25/2022	Purple Line Groundbreaking		Ground breaking ceremony	100		IndyGo President and CEO • Vap Osili, Indianapolis City-County Council President • Mayor Joe Hogsett, City of Indianapolis • Mayor Steve Collier, City of Lawrence • Congressman André Carson, U.S. Representative • Kelley Brookins, Federal Transit Administration		Purple Line		
	Internal Tabling at South Lounge		Internal - Tabling for IndyGo employees	30			120 min	Purple Line		
3/5/2022	Micro Transit Open House and Community Event		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	150		Pathway Resource Center		4 Micro Transit		
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	15			120 min	Purple Line, MyKey		
3/9/2022	Tabling Cafe Indy		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	55	70			Purple Line		
	Avondale meadows YMCA Internal Tabling		Internal - Tabling for IndyGo employees	30			120 min	Purple Line		
3/11/2022	Cafe Indy Transit Talk Drive up		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30				Purple Line		
			Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	30	50			Purple Line		
3/15/2022	Purple Line Transit Talk • Benjamin Harrison YMCA						180 min	Purple Line, MyKey		

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3/15/2022	Tabling: YMCA Avondale Meadows		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	55			120 min	Purple Line, MyKey		
3/15/2022	Benjamin Harrison YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile					Purple Line		
3/17/2022	Lawrence Purple Line Pop-Up		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	40			120 min	Purple Line		
3/21/2022	Purple Line Open House: Lawrence		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	14		Fox 59, Lawrence Chamber of Commerce	120 min	Purple Line, MyKey		
3/22/2022	38th St. Library + Purple Line Tabling		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization				180 min	Purple Line, MyKey		
3/22/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	81				Purple Line		
4/5/2022	Transit Talk: 38th St Library		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30			180 min	General IndyGo Updates, Purple Line, MyKey		
4/5/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	85				Purple Line		
4/12/2022	Expand IndyGo: New Property Outreach		Virtual Meeting - Public or community meetings hosted/or attended online.					Property Expansion		

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4/14/2022	Avondale Meadows YMCA + Purple Line Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	50			180 min	General IndyGo Updates, Purple Line, MyKey, Paratransit		
4/14/2022	Avondale Meadows YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile					Purple Line		
4/21/2022	Lawrence Employment and Resource Fair		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	50			120 min	General IndyGo Updates, Purple Line, MyKey, Paratransit		
4/21/2022	Far Eastside Resident Council		Virtual Meeting - Public or community meetings hosted/attended online.					General IndyGo Updates, Local Route Network, Purple Line, Local Route Paratransit		
4/23/2022	C.A.F.E. Indy Community Day + Purple Line		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	150		CAFE Indy, Renew Indianapolis		General IndyGo Updates, Purple Line, MyKey		
4/26/2022	Laundry & More + Purple Line Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30			180 min	General IndyGo Updates, Local Route Network, Purple Line, MyKey		
4/26/2022	Laundry & More Transit talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	400		150		Purple Line		
4/29/2022	INTERNATIONAL SCHOOL TRAVEL TRAINING		Travel Training	50				Local Route Network, Red Line, MyKey		
5/2/2022	Purple Line Transit Talk + Benjamin Harrison YMCA		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30			180 min	General IndyGo Updates, Purple Line, MyKey		

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5/2/2022	Benjamin Harrison YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	250	50			Purple Line		
5/3/2022	38th St Library + Purple Line tabling		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30			180 min	General IndyGo Updates, Purple Line, MyKey		
5/6/2022	Arsenal Tech Field Day		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	14			120 min	General IndyGo Updates, Local Route Network, Purple Line, MyKey		
5/10/2022	Excel Center + Purple Line Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	15			180 min	General IndyGo Updates, Local Route Network, Purple Line, MyKey, Paratransit		
5/10/2022	Monthly meeting of The Forest Manor Community Association		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20		Forest Manor Community Association	180 min	General IndyGo Updates, Local Route Network, Red Line, Purple Line, Blue Line		
5/10/2022	SHANE Neighborhood Association meeting		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	20		SHANE Community Association	180 min	General IndyGo Updates, Local Route Network, Red Line, Purple Line, Blue Line		
5/10/2022	Excel Center Meadows Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	50	30			Purple Line		
5/13/2022	Wayne Schools Travel Training		Travel Training	40		Wayne Schools	240 min	General IndyGo Updates, Local Route Network, Red Line, MyKey		

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5/17/2022	Wellness in Transit		Wellness in Transit	100		City of Indianapolis	300 min	General IndyGo Updates, Local Route Network, Red Line, Purple Line, Blue Line, MyKey, Paratransit		
5/19/2022	Avondale Meadows YMCA + Purple Line Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	15			180 min	General IndyGo Updates, Local Route Network, Purple Line, MyKey		
5/19/2022	Avondale Meadows YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	50	30			Purple Line		
5/21/2022	IndyGo Now		Information - Brochure/etc.; no attendance					General IndyGo Updates, Local Route Network, Red Line, Purple Line, Paratransit		
5/22/2022	Music in Transit S4 Block Party		Music in Transit	100			180 min	General IndyGo Updates, Local Route Network, Red Line, Purple Line		
5/24/2022	Wellness in Transit		Wellness in Transit	100			300 min	General IndyGo Updates, Local Route Network, Red Line, Purple Line, Blue Line, MyKey, Paratransit		
5/26/2022	Benjamin Harrison YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30	14			Purple Line		

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5/31/2022	Wellness and Food in Transit		Wellness and Food in Transit		100		300 min			General IndyGo Updates, Local Route Network, Red Line, Purple Line, Blue Line, MyKey, Paratransit
5/31/2022	38th St Library Transit talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	50	30			Purple Line		
6/4/2022	Community Empowerment Conference "22 - "It Takes A Village"		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	200			360 min	Purple Line		
6/7/2022	Kipp-Indy Community Council Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	12		Mayor Joe Hogsett, Victoria Beaty, Executive Director of Growing Places Indy		Purple Line		
6/7/2022	Food in Transit Media Event		Media Briefing - Press briefings and conferences	25				Food in Transit		
6/9/2022	Avondale Meadows YMCA transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	35	15			Purple Line		
6/11/2022	Indy Pride Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.					General IndyGo Updates		
6/12/2022	Patachou Foundation Travel Training		Travel Training	10			120 min	Travel Training		
6/14/2022	HOPE Team meeting		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	50		Senator JD Ford, Marion County Prosecutor Ryan Mears		Purple Line		No chance to speak but left IndyGo handouts
6/14/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	30	20			Purple Line		

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6/18/2022	Juneteenth at Tarlington Park		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	300				General IndyGo Updates, Purple Line		
6/21/2022	Options Women Group		Travel Training Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	15		OPTIONS Women's Group	180 min	General IndyGo Updates		
6/23/2022	Avondale Meadows YMCA Transit Talk			30	20			Purple Line		
6/25/2022	Garfield Park Art and Music Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	500				General IndyGo Updates, Red Line, MyKey, IndyGo Connect		
6/28/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	80	40			Purple Line		
7/5/2022	Avondale Meadows YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	500	100			Purple Line		
7/5/2022	Neighborhood Canvassing - 38th Street: Keystone to Emerson Avenues		Canvassing	500	100	residences		Purple Line		Canvassed homes one block north and south of 38th street from keystone to emerson
7/6/2022	Purple Line Information Meeting (Virtual) presented by ANU		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	500	100			Purple Line		

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7/6/2022	Purple Line Information Meeting (Virtual) presented by ANU		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	200	30			Purple Line		This virtual information went over the next phases of construction updates along East 38th Street, particularly between Keystone Avenue to Emerson Avenue (effective July 11th).
7/8/2022	CAFE Indy Travel Training		Travel Training	12	12		240 min	How to Ride IndyGo		11:00 – 11:15 am: Training at Community Alliance of Far East Side (CAFE) 11:22 am – 12:14 pm: Take Route 39 to the Carson Transit Center 12:14 – 12:22 pm: Walk to the City Market 12:22 - 1:00 pm: Enjoy lunch at the City Market 1:00 - 1:10 pm: Walk to Monument Circle and enjoy 1:25 - 1:35 am: Walk from Monument Circle to the Carson Transit Center 1:43 – 2:09 pm: Take Route 90 (Red Line) to 38th and Meridian 2:14 – 2:41 pm: Take Route 39 to CAFE
7/12/2022	Avondale Meadows YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	35	15			Purple Line		
7/19/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile					Purple Line		
7/23/2022	New Direction Back to School Block Party		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	300	50			Purple Line		
7/23/2022	Shalom's Annual Dr. Darnell Neal Back-to-School Health Fair		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	50				General IndyGo Updates		

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7/24/2022	Breaking Down Barriers & Building Opportunities for Far Eastside Residents		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	15	15			Purple Line, Hiring		
7/26/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	500	100			Purple Line		
7/27/2022	ANU Community Partner Collective		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)	10	10			Purple Line		
7/28/2022	Indiana Fashion Week & IndyGo: Fashionable Travel Downtown Tour		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	500	30			IndyGo Cares		During Indiana Fashion Week 22', IndyGo partnered with Indiana Fashion Foundation on a mobile fashion experience at our Carson Transit Center. This included a runway show and photoshoot.
7/29/2022	Brightwood Community Center Summer Block Party		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	30				Purple Line		
8/1/2022	Avondale meadows YMCA tabling		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	15	15			Purple Line		
8/9/2022	38th Street Library Transit talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	70	70			General IndyGo Updates, Purple Line		
8/16/2022	Avondale Meadows Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	35	35			Purple Line		
8/18/2022	Opportunity Indianapolis Panel Discussion		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	30		Leadership Indianapolis, Growing Places Indy, Genesaret	90 min	General IndyGo Updates, Purple Line		
8/23/2022	Avondale Meadows YMCA Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile	15	15	30 Free Clinics		General IndyGo Updates, Purple Line		

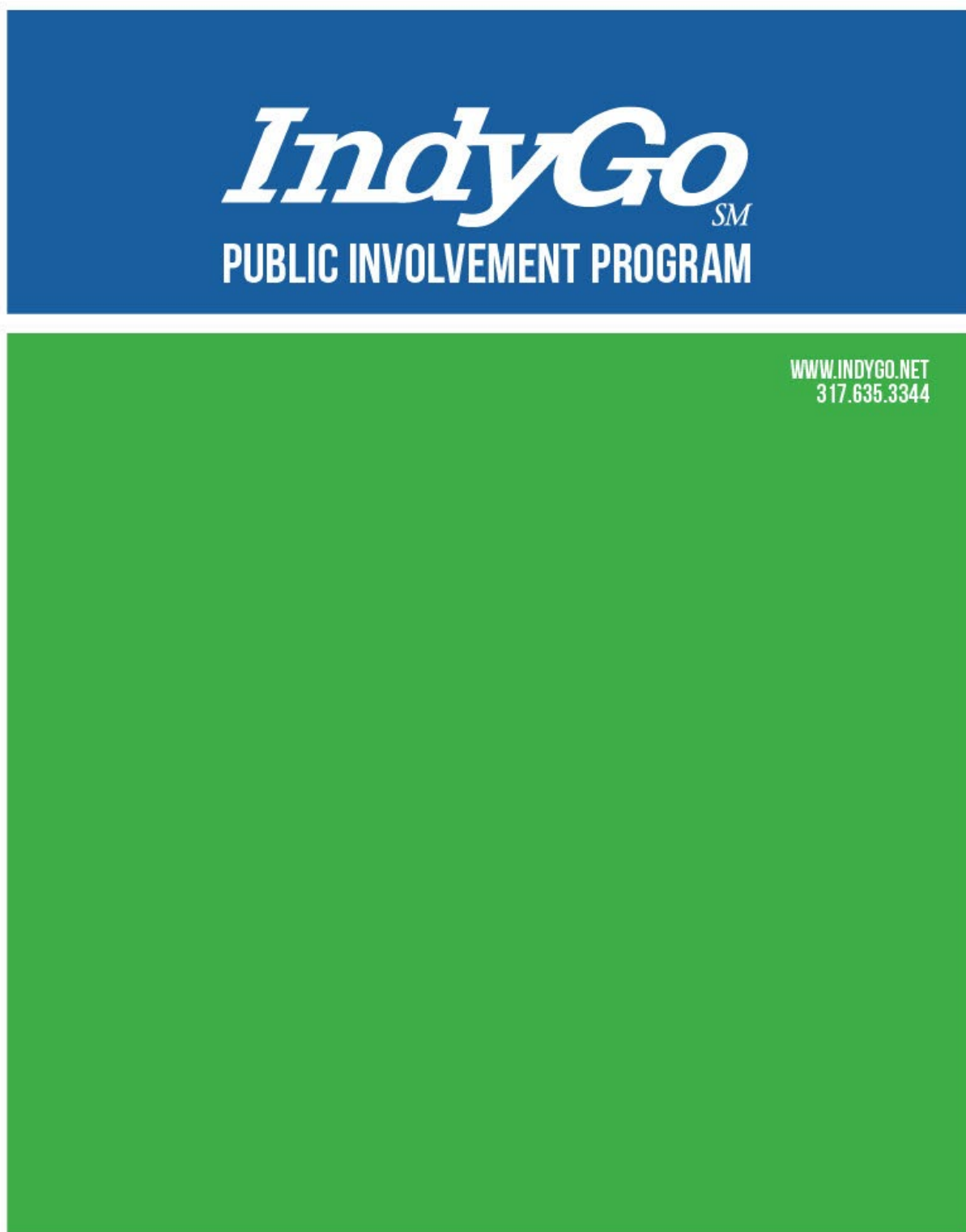
Date of event/meeting	Name of event/meeting	Meeting/event address	Type of Event	Approximate Number of People Reached	Approximate Number of People Engaged	Major Stakeholders Included	Estimated Public Engagement Time	Meeting/event focus	Major questions/concerns raised	Notes
8/26/2022	2022 Indiana Black & Minority Health Fair		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	25	25		240 min	General IndyGo Updates, Purple Line, MyKey, Paratransit		
9/3/2022	Indy Labor Fest		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.		15		420 min	General IndyGo Updates		
9/6/2022	Avondale Meadows YMCA transit talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile		30			Purple Line	Concerns with Customer Care Center not being able to register a MyKey card	
9/7/2022	Travel Training: Public Action in Correctional Effort (PACE)		Transit Training - Small group (1-3 people) go to a place or public event to educate, typically mobile		20		120 min	How-to-ride		
9/13/2022	38th Street Library Transit Talk		Community Meeting - Invited to speak at a community event (neighborhood association, Rotary, organization, etc.)		15			Purple Line		
9/13/2022	HOPE Community Meeting		Stakeholder Meeting - Small group or individual meeting on certain topic areas, non-public		15		30 min	General IndyGo Updates		
9/14/2022	CAFE QOL Economic Development Meeting		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.		15		30 min	General IndyGo Updates, Local Route Network, Purple Line		Pastor just moved his church to far eastside and is a member of the concerned clergy. Looks forward to IndyGo being an asset to the surrounding neighborhoods as it moves to East campus.
9/17/2022	Community Day: New Liberty Missionary Baptist Church		Travel Training: Homeschooled Teens		25		120 min	General IndyGo Updates, How-to-ride		The travel training was a special request of Cameron Radford.
9/22/2022	Car Free Day Indiana		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.		15			General IndyGo Updates		

Date of event/meeting	Name of event/meeting	Meeting/event address	Type of Event	Approximate Number of People Reached	Approximate Number of People Engaged	Major Stakeholders Included	Estimated Public Engagement Time	Meeting/event focus	Major questions/concerns raised	Notes
9/22/2022	Purple Line Town Hall: New Direction Church + Christian Unity Missionary Baptist Church		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience			Congregants of New Direction and Christian Unity. The Pastor of Christian Unity 10 also attended.	60 min	Purple Line		
9/27/2022	38th St Library Transit Talk		Transit Talk - Small group (1-3 people) go to a place or public event to educate, typically mobile		10			Purple Line		
9/28/2022	UNEC: Community Partner Collective		Stakeholder Meeting - Small group or individual meeting on certain topic areas; non-public	30	30			General IndyGo Updates, Purple Line		
9/29/2022	IndyVolved 2022		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	1500	1500	101 Non profits		General IndyGo Updates, IndyGo Cares		
9/30/2022	Travel Training: Eskenazi Health		Travel Training	15	15	Weavers Community	120 min	How-to-ride		
10/3/2022	Superstop Unveiling		Special Presentation - Lectures, guest speakers, panels, dinners, etc. that are not typical public input opportunities; often limited public audience	30	10		15 min	Ribbon Cutting for Superstop		
10/5/2022	CAFE Job Fair		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	60	15		300 min	General IndyGo Updates		
10/7/2022	Healthy Families Fall Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	50	23		180 min	General IndyGo Updates		
10/8/2022	The Great Cleanup at CAFE		Picking up litter, pulling weeds and painting planters	12	4			Volunteering		
10/11/2022	Public Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	16	16		180 min	General IndyGo Updates		
10/12/2022	Public Open House		Public Meeting - Open house or public meeting created/advised/hosted by IndyGo; IndyGo attends a public meeting or open house created/advised/hosted by another organization	25	7		180 min	General IndyGo Updates		

Date of event/meeting	Name of event/meeting	Meeting/event address	Type of Event	Approximate Number of People Reached	Approximate Number of People Engaged	Major Stakeholders Included	Estimated Public Engagement Time	Meeting/event focus	Major questions/concerns raised	Notes
10/18/2022	Westside Town Council Townhall		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	20	11	Vop Oslil	90 min	General IndyGo Updates, Local Route Network		Positive feedback from attendees regarding IndyGo
10/22/2022	IndyGo Access Trunk or Treat		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	60	20		300 min	To answer questions regarding IndyGo		
10/22/2022	EV Showcase		Answer questions regarding the Electric Buses	40	25		300 min	Electric bus		We need to request that Driver stays with Bus. A few people wanted to board the bus but wasn't able to do so because the door was locked.
10/22/2022	YMCA Toy Drive		Directing Passengers to visit YMCA registration inside CTC for Toy Drive	20	10		300 min	Local Route Network		I suggested that the Toy Drive be moved to a Friday going forward. There was not a lot of people at the CTC on a Saturday.
10/27/2022	CAFE's Inaugural Ball			500	500			Community Event		IndyGo was a sponsor and was a feature in the awards video.
10/28/2022	Edna Martin Center Trunk or Treat		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	30	30			General IndyGo Updates, Local Route Network, Purple Line		
10/29/2022	IMPD East and JD Products Trunk or Treat		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.					General IndyGo Updates, Local Route Network, Purple Line		
10/31/2022	CAFE Trunk or Treat and Fall Festival		Booth - A table at a fair, festival, expo, etc. May include bringing a BYD bus on-site.	75	40		180 min	General IndyGo Updates, Local Route Network, Purple Line		

Public Involvement Program

IndyGo's Public Involvement Program was updated in 2020; a full copy is provided herein.



PURPOSE AND OBJECTIVES

An effective public involvement program provides for an open exchange of information and ideas between the public and transportation decision makers. The objective of IndyGo's public involvement process is to support proactive public involvement at all stages of planning and project development.

IndyGo seeks public feedback on a variety of decisions, including:

- Service and Fare Changes
- Annual Operating Budget
- Title VI related policy development

Each time decisions need to be made on one of these items, IndyGo will utilize its public involvement program to ensure it is meeting these performance objectives, especially in consideration of low income and minority populations:

- Early and continuous involvement
- Reasonable public availability of technical information
- Collaborative input on alternatives, evaluation criteria and mitigation needs
- Open public meetings
- Access to the decision-making process prior to closure

AFFECTED PUBLIC AND STAKEHOLDERS

IndyGo strives to reach many audiences in its public outreach and engagement strategies. For each individual plan, project or program that calls for public involvement, IndyGo will identify the stakeholders who are either directly or indirectly affected. Those who may be adversely affected or who may be denied benefit of a plan, project or program are of particular interest in the identification of stakeholders. IndyGo's stakeholders include, but are not limited to:

- IndyGo Riders
- Minority Populations
- Limited English Proficiency (LEP) Populations
- Low-Income Populations
- Those with Disabilities
- Neighborhood Associations
- The City of Indianapolis Leadership
- Indianapolis City-County Council
- Other regional and municipal transit providers including: Commuter Connect, IUPUI Shuttle Services, Ivy Tech Shuttle Services, Access Johnson County, Central Indiana Regional Transit Authority, Janus Developmental Services, Hamilton County Express
- Hamilton and Johnson Counties
- IndyGo Board of Directors
- IndyGo Open Door Service
- Major Employers
- Major Colleges, Universities and School Districts
- Non-profits and private businesses

ENGAGEMENT TECHNIQUES

To ensure that all segments of the community are included in the process, IndyGo will use some or all of the following techniques to engage with the public. The public outreach strategies used in any particular instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

Public Meetings

- *Community Organizations* - IndyGo will arrange to speak at Community Development Corporations, Neighborhood Associations and other community meetings that will be affected by impending plans or service changes. At each meeting IndyGo will present information on the purpose, need, background and milestones of IndyGo services and updates being discussed, engage in dialogue about how each population is affected and take comment on the plans.
- *Public Open Houses* - IndyGo may host a public open house to engage with the public on how changes to service, fares or other projects could affect them. Open houses are an informal meeting at an easily accessible, public space where information on the purpose, need, background and milestones of IndyGo services and updates being discussed are displayed for the public to view. IndyGo staff will be available to interact with the public in attendance, answer questions and take comments on any of the plans. Comment cards will also be available for those who do not wish to speak with an IndyGo staff member.
- *Public Hearings* - IndyGo hosts public hearings to present its annual budget among other plans. In the case of a public hearing, IndyGo will give information on the purpose, need, background and milestones of IndyGo services and updates being discussed and take either verbal or written public comment at the conclusion. No dialogue will be had at a public hearing. It is a forum for voicing opinions only.

Social Media: Twitter/ Facebook

IndyGo will utilize its social media presence to engage in dialogue with the public. All upcoming projects and plans will be posted to IndyGo's Twitter and Facebook accounts for followers to leave comment. Where appropriate, IndyGo staff will follow-up with each on an individual basis.

Surveys

IndyGo creates a variety of surveys to engage with the public and learn more about its constituents. When appropriate in the planning process, IndyGo will make a survey available to the public to gauge public opinion and respond accordingly.

Call Center

IndyGo will utilize its Customer Service Call Center as a two-way engagement tool to communication upcoming projects and plans. Call Center staff are informed of all major projects underway, public meetings as well as impending service or fare changes to answer any questions callers may have. If a caller would like someone from IndyGo's staff to return their call, the Call Center will log their comment and assign it to the correct department for follow-up.

CODE OF CONDUCT PUBLIC POLICY

This Code of Conduct is intended to promote open meetings that welcome debate of issues considered by Indianapolis Public Transportation Corporation in an atmosphere of fairness, courtesy, and respect for differing points of view.

1. Public Meeting Decorum
 - a. Persons in the audience will refrain from behavior which disrupts a public meeting of Indianapolis Public Transportation Corporation. This will include making loud noises, clapping, shouting, booing, hissing, interrupting Board members or other members of the public, or engaging in any other activity that disturbs, disrupts or impedes the orderly conduct of the meeting.
 - b. Persons in the audience will refrain from creating, provoking or participating in any type of disturbance involving unwelcome physical contact or verbal abuse.
 - c. Persons in the audience will silence and refrain from using mobile phones and/or pagers while the meeting is in session.
2. Addressing Indianapolis Public Transportation Corporation Representatives
 - a. Persons wishing to address Indianapolis Public Transportation Corporation Representatives on any item other than a matter on the agenda as included in the Notice of Public Meeting may do so by submitting proposed questions or comments to the Indianapolis Public Transportation staff on a comment card. Upon review of proposed comments, the Indianapolis Public Transportation Corporation representative may, at his or her discretion, add such public comment item to the agenda.
 - b. In exercising his or her discretion to permit public comment, the Indianapolis Public Transportation Corporation representative shall consider relevant factors, including without limitation the expected duration of the meeting; number of agenda items to be addressed; the number of speaker requests received; relevance of the proposed subject matter to the subject matter; timeliness of the subject matter of the request; and whether the subject matter of the request is within Indianapolis Public Transportation Corporation authority to address.
 - c. If the Board determines to permit public comment on an issue, and there are requests to speak on opposing viewpoints on the same issue, the Board shall permit at least one speaker from each side to speak.
 - d. Each speaker should provide his or her name at the beginning of his or her remarks for the formal record. If a speaker represents an association or group, he or she should identify the entity he or she represents.
 - e. Groups of attendees are encouraged to designate a single member to speak on behalf of the group.
 - f. Each speaker will be given two (2) minutes to speak on an agenda item, subject to extension at the discretion of the Indianapolis Public Transportation Corporation representative.
 - g. Speakers should discuss only those topics for which they have requested to speak.
 - h. Speakers' comments should be directed to Indianapolis Public Transportation Corporation representative.
 - i. If an individual wishes to submit written comments, he or she may submit it to an Indianapolis Public Transportation Corporation representative through comment cards at meetings, or online at IndyGo.net
 - j. Failure to comply with this Code of Conduct, use of inappropriate or abusive language toward members of Indianapolis Public Transportation Corporation or other attendees, and any conduct which will disturb, disrupt or impede the orderly conduct of Indianapolis Public Transportation meetings shall result in comments not being recorded, and asked to leave meeting.

NOTIFICATION PROCEDURES

IndyGo uses a variety of outlets to notify affected groups including current riders of IndyGo, transit stakeholders, Marion County taxpayers with special consideration of low income and minority populations, about upcoming public meetings and transportation plans, programs, and projects. The notification procedures used in any particular instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

On-Board Notifications

IndyGo will notify current riders of any public meetings or plans that may affect them with on-board announcements and service alert cards. On-board announcements are created on a case by case basis to announce potential impacts to riders. They are pre-recorded and set to play at a set interval between stop announcements and general messages to insure those riding the bus will hear about potential impacts to their travel. IndyGo also creates a monthly service alert card that is posted on the interior of the bus with construction and event detours as well as any upcoming public meeting dates and the phone number to IndyGo's Customer Service Call Center for those seeking more information.

Web Content and Monthly E-Newsletter

IndyGo will notify anyone who visits IndyGo.net or subscribes to IndyGo's e-newsletter, of public meetings and upcoming transportation plans, programs, and projects. Large scale projects will be given their own web page, while smaller scale projects will be presented in a blog post or e-newsletter highlighting key initiatives.

Social Media: Twitter/ Facebook

IndyGo will notify those that follow IndyGo on Twitter or Facebook of all upcoming public meetings and plans with several posts leading up to the event.

Media

IndyGo will issue a press release and be available for interview about any scheduled public hearings or proposed changes to IndyGo service to the media to reach those that do not regularly interact with IndyGo.

Local Media includes, but is not limited to:

- Indianapolis Associated Press (AP)
- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz
- Local Network Television: 4, 6, 8, 13, 59
- Radio One
- WFYI
- WIBC
- WTTS

Legal Notices

IndyGo will purchase advertisements in one or more of the following publications to announce public meeting dates and times in attempt to reach as many Marion County residents as possible:

- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal

EDUCATION AND ASSISTANCE TECHNIQUES

IndyGo offers a variety of education and assistance techniques to help its constituents get an accurate and full public understanding of the transportation problem, potential solutions and obstacles, and opportunities within various solutions to the problem. To educate its constituents, IndyGo holds public meetings to engage with attendees and help them understand impending plans. In the event of a public meeting, IndyGo will ensure:

Dates and times are released well in advance.

- It is held at convenient and accessible locations and times.
- Visualization techniques are employed to more clearly show plans.
- Information is available via print and electronically accessible formats, on the IndyGo web site.
- The public review and comment period last well beyond the meeting to garner the most input.
- All reasonable requests for access to large print, Braille and other special services for non-English speakers or people with disabilities with at least three days' notice.

IndyGo is committed to providing language services to allow all residents the ability to easily utilize its services; the LAP (Language Assistance Plan) is a key tool in communicating what strategies IndyGo use. The LAP is also a requirement of Title VI of the Civil Rights Act of 1964, which states that recipients of Federal financial assistance may not discriminate with regard to race, color, or national origin. Additionally, Executive Order 13166, "Improving Access to Service for Person with Limited English Proficiency" requires recipients of Federal financial assistance to "examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency."

1. Translation of Vital Documents
2. Translation for Other Documents and On Transit Property
3. Employee Training and Monitoring
4. Employment of Multilingual Customer Service Staff

CONSIDERATION OF PUBLIC INPUT

IndyGo takes public comment and suggestions very seriously and will revise plans if there is a large public consensus against proposals. When plans are updated, IndyGo will notify the public of the changes through all the same avenues they were originally broadcast. Once a comment period is closed, IndyGo will publish a summary of all public engagement efforts and public comment.

The summary will be available in IndyGo's board packet for the month it was submitted to the IndyGo Board of Directors for approval. Board packets are available on IndyGo.net for the public to download after each meeting date. It can also be obtained by calling the IndyGo Customer Service Call Center at 635.3344 or submitting a comment online at IndyGo.net.

EVALUATION OF PUBLIC INVOLVEMENT

IndyGo will debrief internally after each public outreach and engagement campaign to identify what strategies did or didn't work well. The evaluation will allow IndyGo to adjust its next public involvement plan to better suit the needs of the community and IndyGo passengers.

To help with our program evaluation, IndyGo will use some or all of these measurable performance objectives as they specifically related to the proposed project, plan or activity:

- Website traffic
- Number of e-newsletters distributed and opened
- Social Media reach
- Media coverage
- Number of contacts made with community organizations, specifically in low income and minority neighborhoods
- Number of comments received by IndyGo Customer Service Call Center
- Number of participants who attended public open houses, public hearings or community meetings
- Percentage of public open house or public hearing attendees who heard about meeting from each outreach effort
- Number of survey responses received

IndyGo's Public Involvement Program will be reviewed in its entirety every three years at a minimum to ensure the core principles and best practices are up to date. The evaluation process will require IndyGo staff to track the effectiveness of public participation activities and techniques and make recommendations for adjustments.

LEGAL AUTHORITY & COMPLIANCE

The IPTC Public Involvement Program was developed in accordance with applicable federal law and the following federal circulars:

- FTA C 4702.1B – Title VI Requirements and Guidelines for Federal Transit Administration Recipients
- FTA C 4703.1 – Environmental Justice Policy Guidance for Federal Transit Administration Recipients

In accordance with 49 U.S.C. 5307 and by resolution of the IPTC Board of Directors, IndyGo relies on the public participation process of the Indianapolis Metropolitan Planning Organization (MPO) for the Program of Projects (POP).

In establishing an overall Disadvantaged Business Enterprise goal for the corporation, IPTC provides for public participation in accordance with 49 CFR Part 26.

APPENDIX D. SUBRECIPIENT COMPLIANCE

Subrecipient Compliance

Site Visit Checklist



IPTC SECTION 5310 PROGRAM REVIEW

Subrecipient _____

On-site Review Date: _____

Reviewer(s): _____

1. VEHICLE/ACCESSIBILITY EQUIPMENT MAINTENANCE AND REPAIR

- | | | |
|-----|----|---|
| Yes | No | Agency has a written preventive maintenance program. |
| Yes | No | Agency maintenance records reflect compliance with manufacturer's recommended preventative maintenance schedules. |
| Yes | No | Agency pre-trip inspection records are available for inspection (pre-trip form). |
| Yes | No | Does the agency perform pre-trip inspection of lift/ramp equipment? |
| Yes | No | Does the agency have a regular maintenance schedule for lift/ramp equipment? |

Purpose: To examine the grantee's vehicle maintenance record and ensure that vehicles are being properly maintained.

Explanation: Subrecipients are required to develop preventive maintenance program to properly maintain the vehicles. Qualified personnel should perform all necessary maintenance. See "Maintenance" section on Page 24-25 of the Indianapolis Urbanized Area Program Management Plan (11/14).

2. INSURANCE

- | | | |
|-----|----|---|
| Yes | No | Grantee has valid Certificate of Insurance on file. |
| Yes | No | Insurance meets Indiana minimums. |
| Yes | No | Federal share (80%) is protected. |

Purpose: To determine whether the vehicles used by the grantee are insured, that amounts listed will meet Indiana minimums, and that the insurance will reimburse IndyGo/grantee for the market value of the vehicle in case of an accident.

Explanation: Subrecipients are required to maintain adequate insurance coverage. Until the useful life of the vehicle is met, federal interest must be continued. The subrecipient is to safeguard against loss, damage or theft of equipment. See "Satisfactory Continuing Control" section on Page 31-32 of the Indianapolis Urbanized Area Program Management Plan (11/14).



3. VEHICLE USE

- | | | |
|-----|----|---|
| Yes | No | Monthly reports are on file at IndyGo and are complete and current. |
| Yes | No | Vehicle is used as described in the project application and incidental use is minimal and does not affect intended operation. |

Purpose: To determine that the grantee is using the vehicle to primarily transport the elderly and disabled, that the grantee is filing monthly reports in a timely manner, and that the grantee has sufficiently explained gaps in use of the vehicle.

Explanation: Subrecipients are required to submit monthly reports to IndyGo that detail operating statistics and provide information on any challenges presented to the subrecipient that month.

4. COORDINATION

- | | | |
|-----|----|--|
| Yes | No | Documented participation in four (4) Transportation Advisory Committee meetings in the past year. |
| Yes | No | Participation in the development of the Human Services Coordinated Plan (if planning ongoing this year). |

Purpose: To determine whether the grantee is continuing - after receiving the grant award - to participate in efforts to coordinate transportation services.

Explanation: Subrecipients are required to attend quarterly meetings of their local Transportation Advisory Committee.

5. PROPERTY RECORDS

- | | | |
|-----|----|---|
| Yes | No | Grantee vehicle records are consistent with IndyGo vehicle inventory records. |
| Yes | No | Sample records meet IndyGo standards. |
| Yes | No | Titles are on file with IndyGo. |
| Yes | No | Grant contract(s) are on file with Grantee. |

Purpose: To determine that the grantee's vehicle records are the same as IndyGo's, that the titles are on file with IndyGo, and that the grantee has an executed copy of the grant contract.

Explanation: "Satisfactory Continuing Control" requires that subrecipients maintain management records of all vehicles and equipment (page 31). In addition, subrecipients should maintain drivers' daily records, passenger trip records, operating expense information, inventory control and maintenance records. IndyGo and FTA reserve the right to inspect records for completeness and accuracy at any time.



6. CONTROL OF EQUIPMENT

- | | | |
|-----|----|--|
| Yes | No | Grantee maintains control of and responsibility for vehicle(s). |
| Yes | No | Copy of applicable sub-lease and/or vehicle-sharing agreements are on file with agency and IndyGo. |
| Yes | No | Grantee has a disposition plan for all vehicles. |

Purpose: To determine whether a grantee retains control and responsibility for the vehicle (s) and that IndyGo/grantee has a copy of any vehicle lease/sharing agreement.

Explanation: "Vehicles and Equipment Use" (page 23) allows subrecipients to transfer vehicles to another subrecipient. IPTC must be notified of the intent to transfer and approve the transfer.

7. INCIDENTAL USE

- | | | |
|-----|----|---|
| Yes | No | Vehicle(s) is used for non-passenger transportation trips (meals, equipment, supplies, etc.). Percentage of time: _____ |
| Yes | No | Vehicle(s) is used for exclusive school bus service. Percentage of time: _____ |

Purpose: To determine whether grantee uses the vehicle for any non-passenger transportation or exclusive school bus service.

Explanation: "Vehicle and Equipment Use" (Page 23-24) allows subrecipients to use a vehicle for another purpose than transportation of individuals with disabilities or seniors as long as the work does not interfere with the work on the program or project for which it was originally acquired.

8. ADA and SECTION 504 COMPLIANCE (Required by FTA Master Agreement, Section 12)

- | | | |
|-----|----|--|
| Yes | No | Does Grantee provide equivalent transportation service to persons with disabilities (response time, fares, geographic service area, hours and days of service, restrictions on trip purpose, availability of information and reservation capability, constraints on capacity or service availability)? |
| Yes | No | Any ADA-related complaints or lawsuits filed against the grantee (in the past three years)? |
| Yes | No | Does the Grantee have procedures for investigating and tracking ADA complaints filed against them? |
| Yes | No | Does Grantee retain detailed records of complaints for one (1) year and summary of all ADA complaints for five (5) years in accordance with 49 CFR Part 27.121? |
| Yes | No | Does Grantee have written policies regarding transporting of service animals, personal care attendants and portable oxygen? Provide a copy. |



Yes	No	Does Grantee provide ADA training to personnel (including maintenance staff, customer service personnel, dispatchers, managers, and supervisors) as appropriate to their duties and offer refresher training? Date of last training:
Yes	No	Does Grantee ensure its ADA complaint procedures are accessible for people with disabilities and disseminated to the public (such as on the grantee website)? Where are procedures posted?
Yes	No	Does Grantee have a designated person responsible for ADA compliance? Name:
Yes	No	Does Grantee have a process for accepting and considering requests for reasonable modification to policies and practices that is accessible and advertised to the public and allows requests to be made and determined in advance? Where is it posted?
Yes	No	Does Grantee provide fixed route service?
Yes	No	If yes to fixed route service, does the Grantee provide complementary paratransit service as required by FTA? Specifically, the Grantee must meet the following criteria: operating within ¼ mile of fixed route; operating the same hours as fixed route; no capacity constraints (e.g. no denials); fare that is no more than twice the base fixed route fare; no trip purpose restrictions; and comparable response time.

Purpose: To determine if the grantee is complying with provisions of the American with Disabilities Act (ADA).

Explanation: The Americans with Disabilities Act (ADA) prohibits discrimination against persons with disabilities. The grantee cannot prohibit an individual with a disability from traveling with a service animal, personal care attendant, or portable oxygen. The grantee cannot charge for transporting a personal care attendant. Also referenced in "Section 504 and ADA Reporting" (page 18) of the Indianapolis Urbanized Area Program Management Plan).

9. CIVIL RIGHTS-INCLUDING TITLE VI (FTA Master Agreement, Section 12)

Yes	No	Does Grantee have a Title VI contact person that accepts complaints from the public? If not, who does? Please include title, email and telephone number for each person listed.
Yes	No	Does Grantee provide notice to the public regarding its obligations under Title VI and notify the public of the protections against discrimination afforded to them by Title VI in public areas, including the grantee website and transit vehicles? Provide a copy.
Yes	No	Does the Grantee have procedures for investigating and tracking Title VI complaints filed against them? Provide a copy.
Yes	No	Does Grantee ensure its complaint procedures are accessible and advertised to the public (such as on the agency website)? How are procedures advertised? Provide a copy. Does Grantee have any complaints or pending lawsuits (in the past three years) which allege discrimination on the basis of race, color, or national origin with respect to service or other transportation benefit? (Title VI).
Yes	No	Does Grantee provide training regarding Title VI to its personnel?
Yes	No	Does your agency provide free interpreter and translation services for persons with Limited English Proficiency (LEP)? Explain.

Updated June 17, 2021

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In the past twelve months, what has Grantee done to receive and consider input from all citizen groups, especially minority, low income, individuals with disabilities and those that are transit-dependent? Provide attachment, if applicable.

Yes No

Has Grantee participated in a Title VI compliance review within the past three years?

Yes No Date: _____

Purpose: To determine if the grantee is complying with provisions of Title VI of the Civil Rights Act of 1964, as required by the FTA Master Agreement).

Explanation: Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin. Also referenced in "Civil Rights" (page 18) in the Indianapolis Urbanized Area Program Management Plan).

10. EQUAL EMPLOYMENT OPPORTUNITY (EEO) (FTA Master Agreement, Section 12)

Yes No Does Grantee have a designated person responsible for EEO compliance? Please include title, email and telephone number.

Yes No Has Grantee had any complaints or pending lawsuits in the past three years that alleged discrimination on the basis of race, color, religion, sex (including pregnancy, gender identify, and sexual orientation), national origin, age (40 or older) , disability or genetic information against any employee or applicant for employment? Complaints from clients?

Yes No Does Grantee have a nondiscrimination and antiharassment policy? How is the policy disseminated?

Yes No Does Grantee provide Title VII training to personnel and offer refresher training? Date of last training:

Yes No Does the Grantee have procedures for investigating and tracking EEO complaints filed against them?

Yes No Does Grantee disseminate its procedures and complaint form for filing an EEO complaint to applicants and employees? When and how?

Yes No Has Grantee participated in an EEO review within the past three years?

Purpose: To determine if the grantee is complying with provisions of Title VII of the Civil Rights Act of 1964 and Federal Transit Administration EEO guidelines.

Explanation: The grantee agrees to comply, and assures the compliance of each third-party contractor, and each subrecipient at any tier of the Project, with all equal employment opportunity EEO requirements of Title VII of the Civil Rights Act of 1964, as amended (42 U.S.C. 2000e), and 49 U.S.C. 5332 and any implementing requirements FTA may issue. Also referenced in "Civil Rights" (page 18) in the Indianapolis Urbanized Area Program Management Plan). **Note: this is not a construction project.**



11. AGENCY FISCAL AND ADMINISTRATIVE RESPONSIBILITY

- Yes No Does the Grantee continue to be eligible to receive federal assistance (no debarment, suspension, bankruptcy, lawsuits, Section 5307/5309/5311/5316/5317 compliance issues, etc.)
- Yes No Any unresolved findings in most recent agency audit related to the Section 5310 program? Grantee should provide reviewer with most recent copy of agency audit. If grantee provides Waiver of Audit Requirement from State Board of Accounts, then it should instead provide IRS Form 990, or an Auditor's Review/Compilation Statement.

Purpose: To determine if the grantee continues to be eligible to receive federal assistance.

Explanation: As required by USDOT Regulations on Governmentwide Debarment and Suspension (Nonprocurement) at 49 CFR 29.510.

GENERAL COMMENTS:

RECOMMENDATIONS/REMEDIAL ACTIONS

DATE COMPLETED

Based on the above desk audit, site visit and follow-up activity (if required), I hereby certify that the above grantee complies with applicable requirements of the federal Section 5310 Capital Assistance Program.

Reviewer: _____ Date: _____

Subrecipient Compliance Schedule

Table D-1. Subrecipient Compliance Schedule

Subrecipient	2020 Review	2021 Review	2022 Review	2023 Review
Access Johnson County	10/7/2020	12/20/2021	Updates only; email sent 10/26/2022	3 rd Quarter
Boner Center	10/7/2020	10/22/2021	Updates only	3 rd Quarter
Bosma Enterprises	10/16/2020	12/7/2021	Updates only	3 rd Quarter
Catholic Charities	1/29/2021	10/18/2021	Updates only	3 rd Quarter
CICOA Aging and In-Home Solutions	10/9/2020	10/18/2021	Updates only	3 rd Quarter
Health and Hospital Corp.	10/14/2020	10/20/2021	Updates only	3 rd Quarter
Janus Development Services	10/8/2020	10/29/2021	Updates only	3 rd Quarter
Johnson County Senior Services	N/A; Review in 2021 covered 2020	11/19/2021	Updates only	3 rd Quarter
Noble	10/16/2020	10/26/2021	Updates only	3 rd Quarter
PrimeLife Enrichment	10/8/2020	10/29/2021	Updates only	3 rd Quarter
Sycamore Services	12/10/2020	10/28/2021	Updates only	3 rd Quarter
Tangram	10/16/2020	10/20/2021	Updates only	3 rd Quarter

APPENDIX E. SERVICE STANDARDS

Service Standards

Service Standards



Board Adopted: October 25, 2018

Board Amended: October 24, 2019

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WHAT ARE SERVICE STANDARDS?

Transit agencies set goals for transit services provided, which are called Service Standards. These standards enable a transit agency and its partners to monitor transit performance. IndyGo's service standards are organized within three overarching categories: Defining Features, Service Targets, and Outputs.

DEFINING FEATURES

Service features necessary for a route to be designated as either Rapid, Frequent, Basic, or Coverage.

FREQUENCY



How often a bus arrives at a stop

DAILY & WEEKLY SPAN



The hours of the day and days of the week that service operates

STOP SPACING



The average distance between bus stops

SERVICE TARGETS

Desired outcomes for service categories. These four targets often have a significant impact on whether or not someone chooses to ride transit.

TRAVEL SPEED



The average travel speed of buses along a route or route segment

RELIABILITY



The percentage of on-time bus arrivals

STOP AMENITIES



The type of amenities available at a bus stop, including shelters, seating, trash cans, etc.

PASSENGER LOAD



The maximum load of passengers on a bus, in proportion to the number of seats

OUTPUTS

Metrics that IndyGo uses to understand how a route is performing.

PRODUCTIVITY



The number of boardings per hour of revenue service; a measure of cost-efficiency

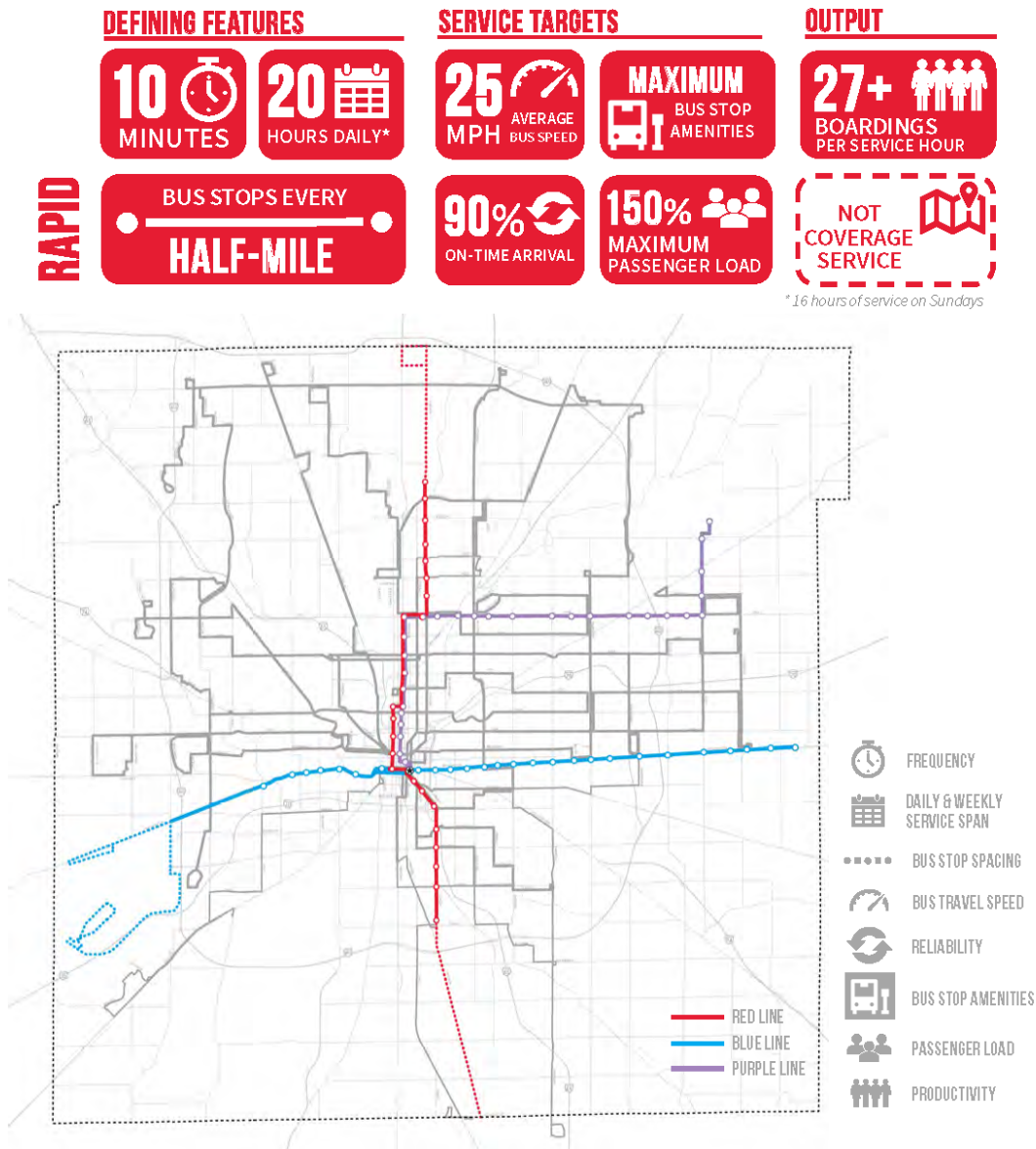
COVERAGE



Service that is provided without the expectation of a high level of ridership

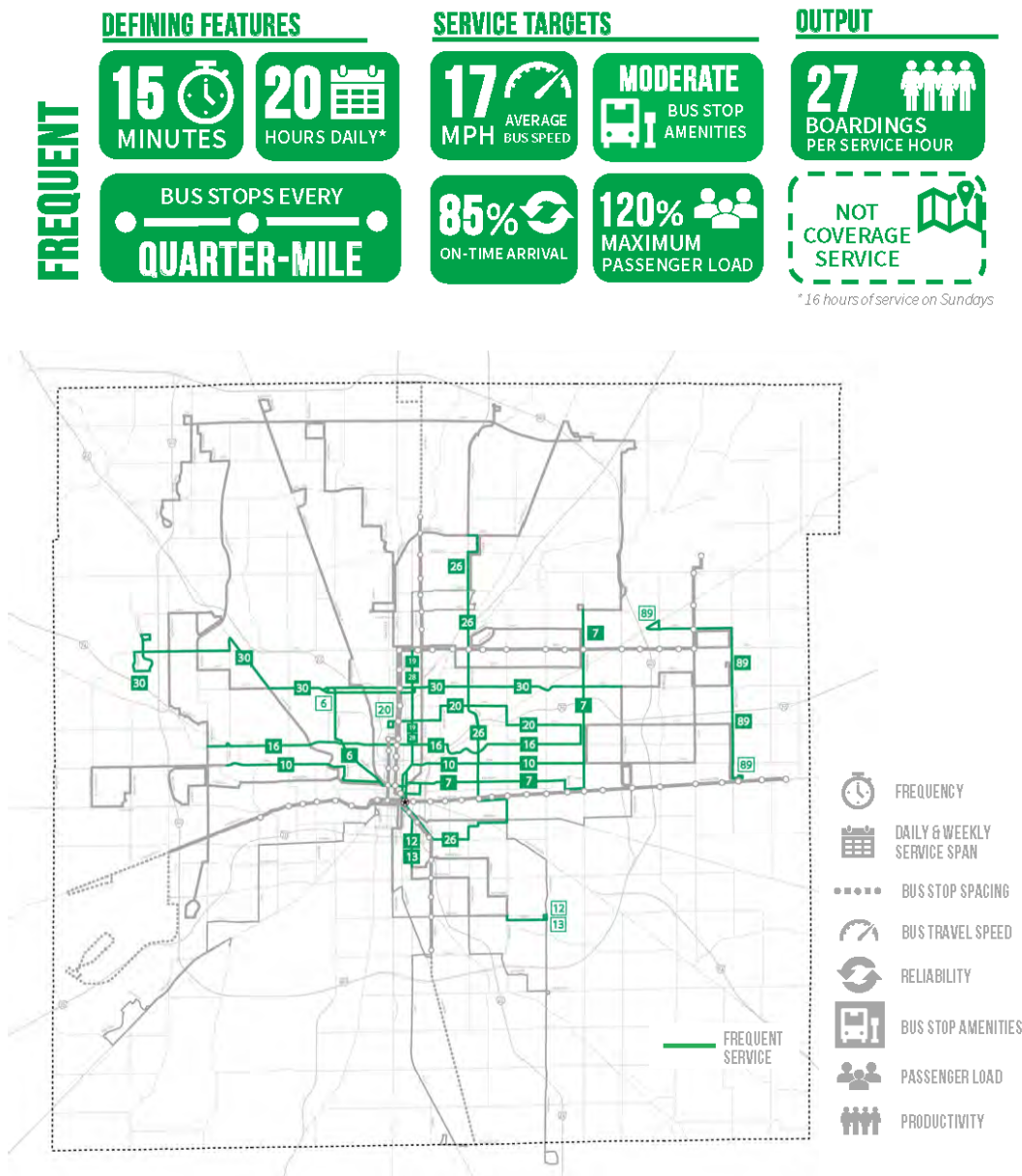
SERVICE CATEGORY: RAPID

IndyGo's bus service consists of four service categories: Rapid, Frequent, Basic, and Coverage. Service standards for **Rapid** service (including the Red Line, Purple Line, and Blue Line) and a map of **Rapid** service are shown below:



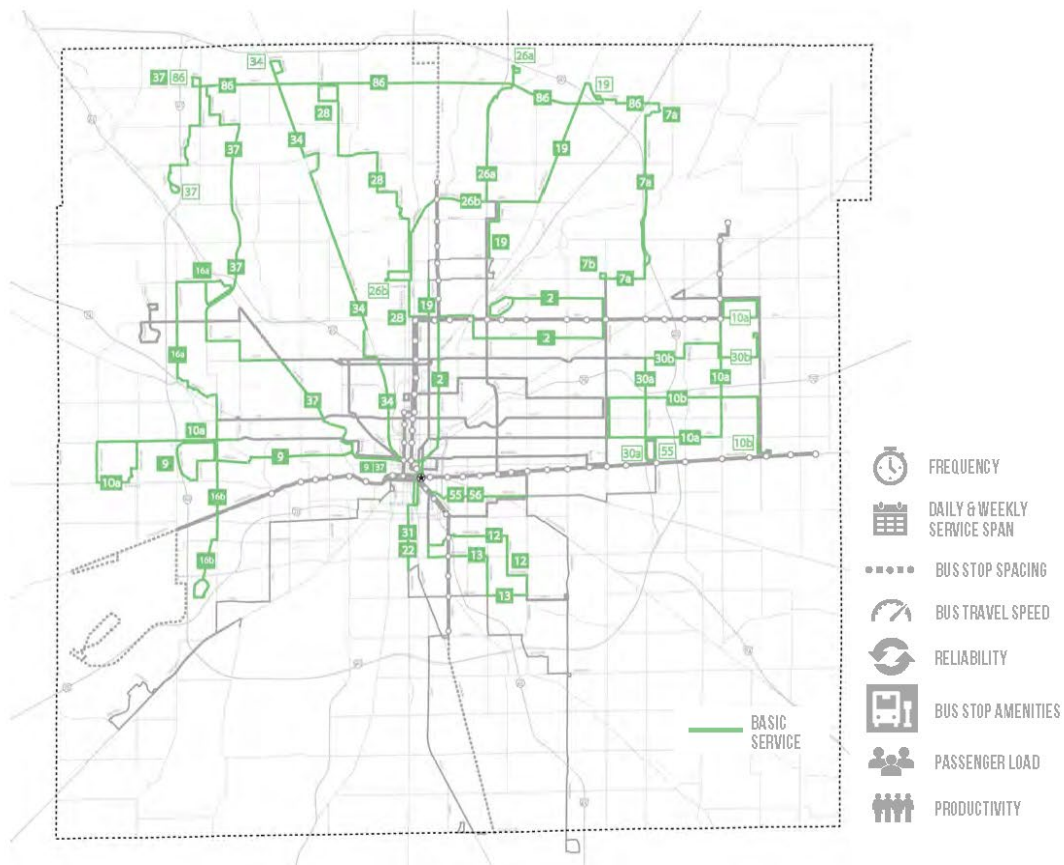
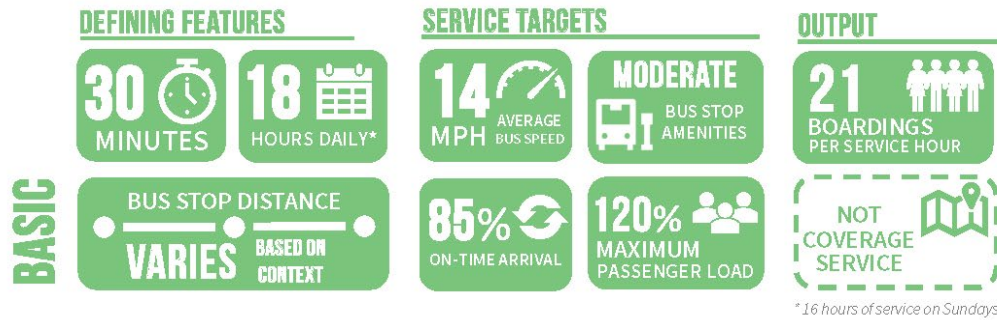
SERVICE CATEGORY: FREQUENT

Service standards for **Frequent** service and a map of **Frequent** route segments are shown below:



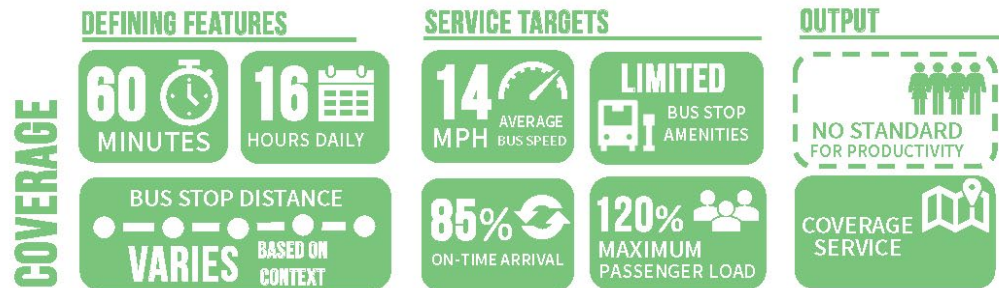
SERVICE CATEGORY: BASIC

Service standards for **Basic** service and a map of **Basic** route segments are shown below:



SERVICE CATEGORY: COVERAGE

Service standards for **Coverage** service and a map of **Coverage** route segments are shown below:



FREQUENTLY ASKED QUESTIONS



Why can't a bus stop be located closer to my home or workplace?

Bus stops are located strategically along routes. More bus stops located along a route mean the bus has to stop more frequently. This slows the overall bus travel speed and makes bus trips longer for all passengers. IndyGo must balance bus stop access and passenger convenience with the desire to keep the bus in motion. *See page 11 for more information.*



Why can't my bus route be changed to be closer to my home or workplace?

For transit to be useful and efficient for the greatest number of people, bus routes need to be linear, with a straight direction of travel and limited turning movements. IndyGo is not able to make major bus route adjustments based on individual rider requests. Door-to-door local bus service is neither financially efficient nor operationally possible for IndyGo to provide. *See page 8 for more information.*



Why is my bus running late?

Traffic delays along a bus route, the number of times a bus needs to stop to pick up passengers, and the length of time a bus spends at each stop are the most common reasons why a bus may be running late. IndyGo has several options available to improve reliability, including traffic signal timing adjustments, dedicated bus lanes in congested areas, addressing bus stop spacing, adding more off-board fare collection options, and more. *See pages 14-15 for more information.*



Why is my bus full or over capacity?

High demand for bus service along a route can be a reason for a full bus. IndyGo monitors how full a bus is in order to make informed decisions on whether or not larger capacity buses are needed, or if additional buses need to be added along a route. *See page 17 for more information.*



Why does my bus stop not have a shelter or bench?

Shelters and benches require significant capital and operating expense. This means that IndyGo must be selective about where shelters or benches are placed. Stops with higher ridership are more likely to have amenities. Additionally, in many locations there is not enough space for shelters or benches within the public right-of-way (the street space owned by the City). IndyGo is constantly evaluating its existing bus stops in order to identify opportunities to add seating and shelters. *See page 16 for more information.*



Why don't buses run 24 hours per day, 7 days per week?

IndyGo is limited to its available resources, so 24/7 service is not an option at this time. However, IndyGo is increasing the hours of service for many routes on weekdays and weekends. Bus service will also run 7 days per week on all bus routes. If additional funding becomes available, or if ridership increases, individual routes will be evaluated for possible service improvements. *See page 26 for more information.*

FREQUENTLY ASKED QUESTIONS



Why does my bus only arrive every hour?

IndyGo weighs a number of factors when determining how frequently a bus travels on a route. These factors include existing ridership, proximity to jobs, available resources, adjacent land use and development characteristics, and other factors. See *page 9 for more information*.



Why is the bus so slow?

With the exception of IndyGo's Rapid transit services, buses are often affected by the same traffic congestion as all other vehicles, plus the added time needed to let riders on and off. IndyGo and the City of Indianapolis can collaborate to increase bus speeds by prioritizing buses using dedicated transit lanes or traffic signal controls. See *page 13 for more information*.



Why is the bus empty?

IndyGo buses may have fewer passengers on them when they are just starting or completing a trip, or when they are heading to and from the garage.



Why are there only three rapid transit lines?

As part of the Marion County Transit Plan, resources were identified for three rapid transit lines. Frequent transit routes also provide high-quality transit service and serve many areas of Marion County. Frequent routes will be individually evaluated to better understand if an upgrade to Rapid transit service is warranted. See *page 8 for more information*.



How does IndyGo evaluate its own performance?

IndyGo has access to many data points to understand and evaluate how each bus route is performing. However, the primary way is to calculate the number of riders per revenue service hour, also known as Productivity. If a route is performing well, then Productivity will meet the established standard for its service category. If not, IndyGo staff will review to better understand why it is not meeting the standard. See *page 20 for more information*.

Why can't I ride the bus to Plainfield or other cities and towns outside of Marion County?

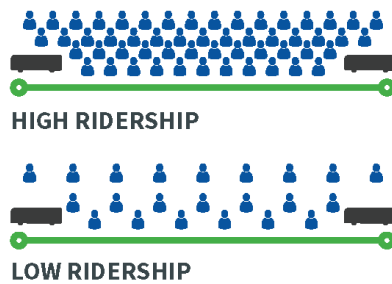
IndyGo only operates bus service in Marion County, with some limited exceptions. For IndyGo to run in other areas, those areas will need to either contract with IndyGo for service or identify a funding source to cover the capital and operating expenses required for new connecting transit service.

MARION COUNTY TRANSIT PLAN NETWORK DESIGN PRINCIPLES

THE ROUTES IDENTIFIED IN THE MCTP
WILL BEST SERVE CURRENT AND FUTURE RIDERS
BY OPERATING IN AREAS OF:

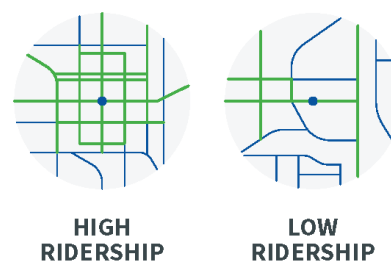
DENSITY

Areas with more people going to and coming from destinations located near stops.



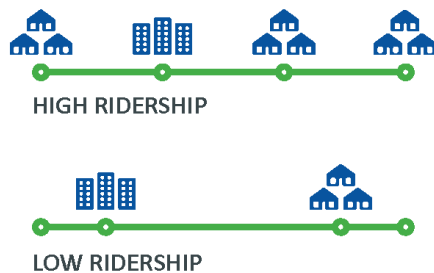
WALKABILITY

Areas with more sidewalks, safer street crossings, and a connected street grid.



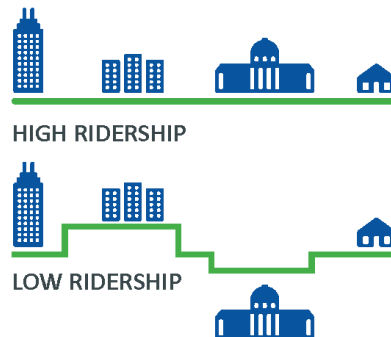
CONTINUITY

Routes that avoid traveling through long gaps of low-density development.



LINEARITY

Routes that run frequently and in straight lines with few deviations.



Definitions

Comprehensive Operational Analysis – Commonly referred to as the COA, this analysis examines existing conditions and routes future service plans. Typically updated every five years.

Coverage service – Transit service that has a purpose of providing geographic coverage of an area in order to provide transit access to as many people and jobs as possible.

Farebox recovery – Fare revenue from a service relative to the cost to operate a service; calculated by dividing fare revenue by the operating cost.

Frequency – the number of buses that operate per hour along a route for a majority of the day, which is expressed by the number of minutes between bus arrivals.

Key Transfer Locations – Scheduled connections between routes to allow individuals to transfer from one route to another. These are key components of a grid-based system as the transfers allow the system to maintain frequency and riders to move easily from one part of town to another.

Marion County Transit Plan (MCTP) – The transit plan for Indianapolis through 2021, which includes a 70% increase in local route service and the construction of 3 rapid transit routes.

Paratransit – Paratransit is federally-required door-to-door service for qualified individuals; in Indianapolis in accordance with the Americans with Disabilities Act (ADA) and IndyGo policy; the service is called Open Door and is operated by a contractor managed by IndyGo.

Passenger Load – The number of passengers on a bus relative to the number of seats on a bus; presented as a percentage.

Peak – The time of greatest demand for transportation, there are usually two peak periods: morning and evening. Morning peak is from 6 a.m. to 9 a.m. and evening period is from 3p.m. to 6 p.m.

Productivity – Productivity measures the ridership on a service relative to the cost of providing that service.

Reliability – A measurement of on-time performance, or how often a bus adheres to its scheduled time; calculated as a percentage of time points on a route when a vehicle arrived on time.

Revenue hour – One transit vehicle and its driver operating in revenue service for one hour.

Ridership service – Transit service with the purpose of attracting high ridership numbers.

Route – A specific and fixed path of travel of a transit vehicle.

Route segment – A portion of a transit route.

Service Area – The area served by public transit, typically a measure of a distance from a fixed route. In Indianapolis, the Service Area is the entirety of Indianapolis, with some service provided by contract to excluded cities.

Service category – A sub-type of transit service, based on the frequency of service; for IndyGo service categories include Rapid, Frequent, Basic, and Coverage.

Service span – The hours of the day and the days of the week that a transit service operates.

Service Standards – Measurable benchmarks for key areas of transit service performance.

Stop Amenity – An object located at a bus stop that improves the rider experience, including seating, shelters, boarding pads, lighting, waste receptacles, bike racks, real-time arrival information, wi-fi, and more.

Stop Spacing – The distance between bus stops.

Time Point – A specified location along a route assigned a time of arrival for vehicles.

Travel Speed – The average speed of a bus from the beginning of a route (or route segment) to the end of the route (or route segment).

Purpose

Service standards are intended to provide measurables for a transit system that can then be monitored. The standards provide clear indicators when performance falls below the benchmark. The indicators will trigger a service evaluation and action plan to resolve identified performance issues. In addition to transit service performance reviews, the service standards will also be used to support service evaluation as part of IndyGo's Title VI reporting process.

The Service Standards presented in this document are a direct result of significant public involvement as part of the 2015 *Comprehensive Operational Analysis* (COA) and the **Marion County Transit Plan**.

The benchmarks expressed in the Service Standards are related to two kinds of goals:

- Ridership goals, which are met through transit being used by more people.
- Coverage goals, which are met through transit being available regardless of how much it is used.

[Marion County Transit Plan: Outlines significant service improvements to local routes and the construction of 3 rapid transit routes.](#)

IndyGo seeks to spend 80 percent of its budget pursuing the highest possible ridership per unit of cost and 20 percent of its budget providing coverage service.

Principles Governing these Standards

There are several principles that are being used to govern the standards identified in this document. First, the performance of services is best measured against their intended purposes. Since not all transit services are designed to achieve the same goals, the service standards will differ for each service category based on the intended service goals.

Second, while service standards are conventionally applied to entire transit routes, there are instances where the application of some standards will be different along certain segments of a route. A route may comprise multiple segments that differ in purpose. Therefore, each route segment should be assigned a service category and should be evaluated based on the service standard assigned to that service category.

Third, while communication of these standards is important for transparency, staff discretion is an important part of any policy document. Therefore, in an evaluation, staff may recommend no changes because of factors outside the control of IndyGo.

Network Design Principles

The real benefits of transit present themselves at the systemwide level. This is especially true of high-frequency services, where the interdependence between routes is key to the system design.

Service Area

IndyGo's service area is defined as Indianapolis which is approximately 370 square miles; by special arrangement, IndyGo provides service to jurisdictions that do not contribute to its local funding.

Directness

IndyGo bus routes are designed for travel along paths that can be perceived as reasonably linear, providing efficient service to passengers while controlling operating costs. More information about how IndyGo weighs route deviations against route directness is provided below.

Simplicity

IndyGo will design and maintain a network of routes that are simple to learn, navigate, and remember for new passengers. Simplicity must be emphasized and safeguarded by IndyGo, as many service requests fielded can introduce increased and unnecessary network complexity. More considerations of simplicity vs. complexity are discussed below.

Service Categories

Service Category	Map Representation	Predominant Frequency*	Purpose
Rapid	Color reflecting name of route (e.g. red for Red Line)	10 minutes or better	Ridership
Frequent	Thick dark green line	15 minutes or better	Ridership
Basic	Medium light green line	30 minutes	Mix of ridership and coverage
Coverage	Thin light green line	60-120 minutes	Coverage

Table 1: Service Categories and their associated map colors, predominant frequencies and purposes. * The "predominant frequency" is the frequency that is sustained throughout the weekday morning, midday, and evening, and in the daytime on weekends.

Rapid

Rapid services (10 to 15-minute frequency) must be ridership-justified. The concentration of resources on these corridors is essential for achieving the higher ridership and productivity expected of these corridors. In IndyGo's current service, the Rapid category applies only to bus rapid transit lines.

While Rapid service almost always runs frequently, it differs from Frequent service due to its speed. The higher speeds of rapid transit are achieved through wider stop spacing, dedicated lanes, transit

signal priority (TSP), level boarding, and off-board fare collection. Rapid service is generally perceived by transit riders as being more useful than other service categories because it has a faster average vehicle speed.

Frequent

Frequent services (≤ 15 -minute frequency) must also be ridership-justified. Generally, Frequent service has high ridership, but not high enough to warrant the resources committed to Rapid transit. Top performers in this category will be reviewed for potential upgrade to Rapid service as soon as a full analysis can be completed and as resources become available.

Basic

Basic Services can be categorized as either ridership or coverage. Basic services that are considered ridership-justified are high performance routes (or route segments) which may be upgraded to frequent service if/when resources permit. Basic services that are coverage-justified generally have high enough ridership to justify frequency greater than one trip every hour. Because conditions for very high ridership are not present, these routes are unlikely to be upgraded into the Frequent service category. Generally, coverage-justified Basic services are more productive at their greater frequencies than they would be if the service were cut to hourly.

Coverage

Coverage services are intended to provide transit in places that are harder to serve due to lower population density. In some places equity considerations drive the need for some level of service. Coverage services achieve low levels of ridership relative to service cost, but that is accepted as ridership is not the purpose of providing Coverage service.

Paratransit

The services described above are complemented with paratransit service, called Open Door, throughout the service area. These services are required by the Americans with Disabilities Act (ADA) and are operated in accordance with federal statutes and regulations. IndyGo is required to provide door-to-door services for individuals who qualify within $\frac{3}{4}$ miles of fixed route service. IndyGo serves all of Marion County, which exceeds the federal ADA mandate. The service is required to operate the same hours as fixed route service. Standards for Paratransit are not included in this document but are included in other IndyGo planning documents.

Elements for Service Categories

Defining Features

These describe features that must be present for the service to be in the given category. If a service does not have these features, it should not be in this category. These features include:

- Frequency
- Daily and Weekly Span
- Stop Spacing

The following section describes each Defining Feature, with the characterization required for a route to be considered in a service category.

Frequency

Frequency is the number of buses that operate per hour along a route for a majority of the day, which is expressed by the number of minutes between bus arrivals. Service during the periods in the early morning and late evening are often less frequent than peak hour service due to reduced demand.

Service Category	Frequency
Rapid	10 min.
Frequent	15 min. or better
Basic	30 min. or better
Coverage	60 min. or better

Table 2. Frequency by Service Category

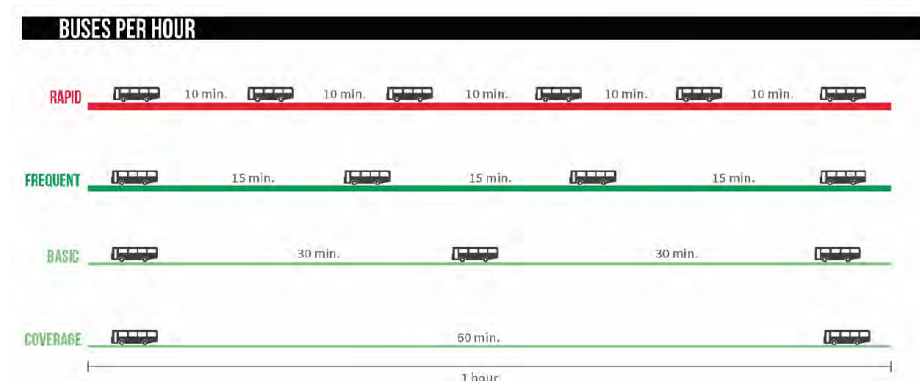


Figure 1: Graphic representing the frequency presented by the different Service Categories.

Daily and Weekly Span

Span refers to the hours of day and the days in the week that a service operates, and the hours that it runs at its defining frequency. Routes meant to drive ridership should have longer spans of service because the service is more useful, providing trips for work and entertainment.

Service Category	Weekdays			Saturdays		Sundays & Holidays	
	Total Hours	Service Hours at defining frequency	Service Hours at lower frequency	Service Hours at defining frequency	Service Hours at lower frequency	Service Hours at defining frequency	Service Hours at lower frequency
Rapid	20	14	6	14	6	0	16
Frequent	20	14	6	14	6	0	16
Basic	18	16	2	16	2	0	16
Coverage	16	16	0	16	0	0	16

Table 3. Service span by service category.

Stop Spacing

Stop Spacing is the distance between bus stops. Stop spacing is a key contributor to the operational efficiency and productivity of a transit route.

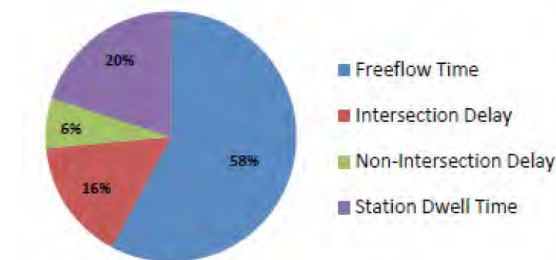


Figure 2. How buses on Route 8, on Washington Street, spend their time.

Serving a stop takes time, regardless of the number of people boarding or alighting. The more stops a bus makes, the slower its average operating speed is, the less useful it is to passengers, and the costlier it is to operate. To achieve higher travel speeds and ridership, IndyGo encourages its customers to gather at fewer stops. Although fewer stops can be inconvenient, the increased frequency and speed of routes is intended to mitigate it.

Stop spacing standards are mostly motivated by the need to reduce delay, as delay can discourage ridership and make service more expensive to operate. However, wider stop spacing has other advantages:

- **Safer pedestrian environment.** Wider stop spacing increases the likelihood that every stop can be located at a place where it is safe to cross the street. IndyGo resists placing stops on two-way routes where it is not possible to cross the street safely. Any round trip will require using stops on both sides of the street, but stops are not useful if crossing the street is difficult, dangerous, or impossible for most customers.
- **Better stop amenities.** Wider stop spacing increases the percentage of customers who will have access to higher quality bus stop amenities at their typical bus stop locations. These amenities may include benches, shelters, real-time bus arrival information, off-board fare collection, and other amenities. The fewer stops there are, the greater the proportion of stops that will have these amenities.

Stop spacing for Rapid and Frequent routes must be managed carefully to ensure that stops are not too close, resulting in the bus stopping too frequently. The Marion County Transit Plan recommended Rapid service stopping, on average, twice per mile (approximate distance of a half-mile between stops). The expectation is that Rapid service will be fast and frequent enough that riders will be willing to walk further to access it. An emerging industry standard for Frequent service is to space stops approximately four times per mile (approximate distance of a quarter-mile between stops). Basic and Coverage route stop spacing varies based on the physical context of an area and whether the pedestrian infrastructure provides a safe walking environment. Often times, additional stops need to be provided due to unsafe or non-existent pedestrian infrastructure or a disconnected street network.

Factors staff consider when evaluating stop spacing include:

- Land use and zoning
- Presence and condition of pedestrian infrastructure
- Geographic and right of way considerations
- Connecting routes
- Ridership of the stop

Service Category	Stops per mile	Ideal distance between stops
Rapid	2 stops	½ mile
Frequent	4 stops	¼ mile
Basic	4 to 6 stops	Varies based on context
Coverage	4 to 6 stops	Varies based on context

Table 4 Stop spacing by service category

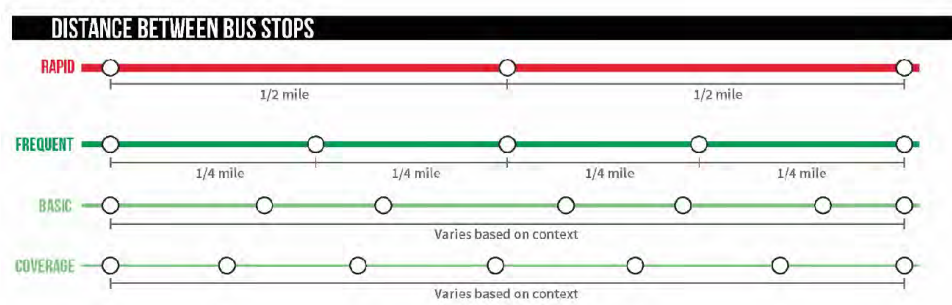


Figure 3. Stop spacing by service category.

The service standards in the table refer to averages, with an understanding that actual stop spacing will reflect local challenges and needs. The average for each category should be within the stops spacing range from that category.

Flexibility is key for the low-ridership coverage services. Coverage routes may change over time and experiences may vary across different urban forms, too frequent stop spacing may result in issues associated with travel speed and reliability. Such situations require flexibility in determining stop spacing.

Service Quality Targets

These describe outcomes that result from other features, but they are inputs into peoples' decisions to use transit. These include:

- Travel Speed
- Reliability
- Stop Amenities
- Passenger Load

- Vehicle Assignment

The following section describes each Service Quality Target and the target anticipated for each route in any given service category.

Travel speed

The travel speed of a bus route has a direct impact on its usefulness and its operating cost: slower service requires more buses to deliver a given frequency. Maximizing ridership requires services that maintain high average operating speeds relative to alternative options.

Service Category	Scheduled Speed
Rapid	20 to 22 mph
Frequent	13 to 17 mph
Basic	13 to 17 mph
Coverage	14 to 18 mph

Table 5. Scheduled speed by Service Category

Travel speed standards determine scheduled speed, which is in turn used to build route schedules. When actual speeds do not adhere to scheduled speeds, schedule adherence, as measured through on-time performance, will suffer.

Routes often have varying service categories along different segments of the route. Because of this, scheduled speed should be evaluated for each unique route segment.

Operating speeds are affected by:

- **Ridership-related delays.** These types of delays result from increased ridership and therefore slower boarding and alighting times. A transit agency has tools to improve travel speeds despite high ridership, including reducing the number of stops per mile. Other tools available to improve travel speed include all-door boarding, off-board fare collection, or upgrading to digital fare payment systems (which process payments more quickly than cash payment methods).
- **Traffic congestion and signals.** Transit agencies often collaborate with City engineering departments on transit signal priority systems that reduce the amount of time buses spend at red lights and/or provide infrastructure (such as dedicated transit-only lanes) that allows transit vehicles to “queue jump” cars waiting at congested intersections. Transit-only lanes can also be incorporated along longer sections of congested roadways.

On-Time Performance

On-time performance measures how often the bus adheres to its scheduled time. The better the on-time performance, the more reliable a system can feel for riders. This reliability provides confidence and comfort to transit riders that the bus will arrive on time and take them to their destination as intended.

IndyGo's current standard for on-time performance is as follows: if a bus is less than one minute early or less than five minutes late at a time point, it is considered on-time. The table below outlines the 2017 Reliability standard and the 2021 Reliability standard, which are both expressed as the percentage of buses that arrive on-time.

Service Category	2018 Reliability Standard	2021 Reliability Standard
Rapid	90%	90%
Frequent	75%	85%
Basic	75%	85%
Coverage	75%	85%

Table 6. Reliability by Service Category. Reliability is measured as percentage of buses that arrive on-time.

There are two reliability standards to reflect the resource reality of today versus the planned investments for the 2021 system. The resource-constrained reality of today requires a lower-reliability standard. IndyGo, however, will work to improve the on-time performance as more buses and drivers are added.

Under normal conditions Rapid and Frequent services are likely to experience the greatest delays (because of their high ridership and more congested operating environments), and it can be tempting to set lower standards for them. However, Rapid and Frequent services also carry the most people and are meant to maximize the number of riders they attract, so their delay has a greater influence on the overall percentage of IndyGo's riders who experience delays.

Because routes often have varying service categories along different segments of the route, reliability should be evaluated for each unique route segment as opposed to being evaluated as full routes.

It is impossible to achieve and maintain 100 percent on-time performance due to varying traffic and weather conditions, construction activity, detours, collisions, and other service interruptions. Nevertheless, every effort should be made to ensure that all IndyGo buses operate safely and arrive "on-time".

Key Transfer Locations

One of the benefits of a grid-based transit network is the increased ability to get to and from many destinations more directly without always having to transfer at one central transit hub. Because of the

increased likelihood of transfers within a grid-based network, higher reliability standards should be set for on-time performance at key transfer locations where a high number of riders will transfer between routes. IndyGo has identified two key transfer locations: Downtown Transit Center and Washington Square Mall. IndyGo will monitor the on-time performance of transfers at these locations, but at this time will not set a standard or require recommendations based on any transfer performance at these transfers.

Stop Amenities

IndyGo considers multiple factors when determining what amenities to place at bus stops. Often these factors, many of which are outside of IndyGo's control, limit what types of amenities can be included at a bus stop. The factors IndyGo considers during stop amenity improvement decisions include:

- Existing ridership numbers
- Availability of public right-of-way (ROW)
- Adjacent and nearby property zoning and land use
- Access to popular destinations
- Proximity to stops with existing amenities
- Pedestrian infrastructure (connecting sidewalks, curb-ramps, crosswalks, etc.)
- ADA accessibility
- Proximity to key transfer locations and where routes connect

Not all amenities listed in the following table will be present at every stop type.

	Amenities	Typical Ridership
Basic Bus Stop	Bus Stop Sign Boarding Pad (if possible)	Default
Bus Stop with Bench	Basic Bus Stop Amenities and: Seating (Bench or Simme-Seat)	10-20 Boardings Per Day
Sheltered Bus Stop	Basic Bus Stop Amenities and: Shelter Lighting Waste Receptacle Seating Bike Racks	20+ Boardings Daily
Super Stop	Sheltered Bus Stop Amenities and: Larger Shelter Near-Level Boarding Real-Time Information Display Security Cameras Off-Board Fare Payment	Based on Route Service Category
Rapid Transit Station	All Super Stop Amenities and: Station Signage	Determined by Planning Effort

	Level Boarding Fully Covered Platform WiFi	
Transit Center	All Rapid Transit Station Amenities and: Public Restrooms On-Site Security Staffed information desk	Determined by Planning Effort

Table 7. Stop Amenities by Boardings.

Passenger Load

In managing bus crowding, there is a balance between maximizing passengers on a bus and providing a comfortable passenger experience. The intent of passenger load standards, then, is to identify a quantifiable balance between passenger comfort (and safety) and operating efficiency. These standards define maximum passenger loads to ensure acceptable levels of rider comfort and safety while promoting efficiency.

Passenger load is defined as the percentage above seated capacity of a vehicle. Passenger load is measured by evaluating average ridership per trip against vehicle capacity. A passenger load of 120 percent (which means there are 20 percent more passengers than the number of seats on the bus) generally reflects a comfortable standing load and is recommended as a balance point between maximizing passenger comfort and productivity. However, for Rapid service, a passenger load of 150 percent is set, as it is expected that riders will be more accepting of increased passenger loads due to increased service speed, shorter trip times, and overall service efficiency.

Category	Passenger Load
Rapid	150%
Frequent	120%
Basic	120%
Coverage	120%

Table 8. Passenger load by Service Category.

If the load standard is exceeded, IndyGo should evaluate the potential for improving service frequency.

Vehicle Assignment

IndyGo policy is to distribute vehicles equitably amongst its routes based on the age of the vehicle. High ridership routes are more likely to be assigned vehicles with higher capacity. Rapid routes are only assigned 60' articulated vehicles. Vehicles may also be assigned to routes based on other factors beyond age.

Outputs

Outputs measure achievement towards the highest-level goals of the IndyGo network, productivity (ridership per unit of cost) and coverage (provision of service to socially important places and people).

Output: Productivity

Productivity measures the ridership on a service relative to the cost of providing that service.

Productivity is measured as boardings per service revenue hour. A *revenue hour* represents one transit vehicle and its driver operating in service for one hour.

Service Category	Minimum Productivity	Productivity Threshold
Rapid	> 27*	18
Frequent	27	18
Basic	21	14
Coverage	None	N/A
System-wide	23	15

Table 9. Productivity by Service Category. *Rapid routes should have a productivity that exceeds Frequent routes.

Productivity tracks generally with farebox recovery (fare revenue / operating cost). Farebox revenue is based on productivity, but also on average fare per boarding. Productivity will be measured as an annual average that includes a complete cycle of seasons and school years.

Because routes often have varying service categories along different segments of the route, productivity will be evaluated for each segment of a route based on its service category; these are called major segments.

Output: Coverage

The goal of a coverage service is to provide transit access to as many people and jobs as possible, acknowledging that the purpose of the route is to provide geographic coverage. While IndyGo has set a long-term goal of 20 percent of its operating budget to go towards coverage services, that percentage will be higher in the short-term. IndyGo will work towards achieving 80 percent ridership and 20 percent coverage levels by adding additional ridership-based service in the future, not necessarily by cutting coverage service.

Category	Minimum Coverage
Rapid	None
Frequent	None
Basic	None
Coverage	Maximize residents and jobs near coverage services

Table 10. Coverage by Service Category.

One measure of the outcome of both decisions - to dedicate up to 20 percent of the transit budget to providing coverage and to run those coverage services as close to as many people and jobs as possible - is the percentage of Marion County residents and jobs that are within a half-mile of service.

Using and Updating these Standards

Monitoring the Standards

Service standards provide measurable benchmarks from which performance can be monitored and evaluated. The standards indicate when an aspect of performance is not what the agency or its partners intended. Such indication should trigger an evaluation of the problem and a plan of action for resolving it. Table 11 identifies the review process for a service standard and when staff will recommend modifications based on the review; these are all subject to the professional discretion of IndyGo staff.

Title VI Service Monitoring Report

IndyGo is required to evaluate its service using these service standards to determine if the service delivered has a disparate impact and/or disproportionate burden on minority and/or low-income individuals in its service area. The Service Monitoring Report is required as part of a Title VI Program Update that is completed every three years by IndyGo.

Analysis of IndyGo's service for the purpose of the Title VI Program Update will not consider the following parts of these defined Service Standards:

- **Route segments.** Routes will be analyzed at the route level, not the segment level as outlined in these standards.
- **Outputs.** These standards and policies are designed to document the planning process required for the network. The standards define Output metrics: Productivity and Coverage. These outputs are relevant only to the network planning and not to the Title VI analysis.

	Standard	Review Process	Modifications Recommended
DESIGN FEATURE	Frequency	<ul style="list-style-type: none"> Corridor Planning COA 	Plan recommendations*
	Daily and Weekly Span	<ul style="list-style-type: none"> Corridor Planning COA 	Plan recommendations
	Stop Spacing	<ul style="list-style-type: none"> Corridor Planning COA Productivity Review 	Plan recommendations**
SERVICE TARGETS	Travel Speed	<ul style="list-style-type: none"> Productivity Review COA 	Below standard
	Reliability	<ul style="list-style-type: none"> Productivity Review COA 	Below standard
	Stop Amenities	<ul style="list-style-type: none"> Staff discretion 	Increase in boardings, or street redesign process
	Passenger Load	<ul style="list-style-type: none"> Productivity Review COA Staff discretion 	Exceeding maximum load for a Service Category
OUTPUTS	Productivity	<ul style="list-style-type: none"> Productivity Review 	< 2/3 of Service Category Productivity
	Coverage	<ul style="list-style-type: none"> COA Staff discretion ** 	***

Table 11. Standard timing and change table. *Frequency changes should be done only during a rigorous and comprehensive transit planning process. The process for evaluating frequency is identified in the Appendix.

**Stop spacing may change as a result of the annual review of network and route productivity.

***New service requests are likely to be for Coverage routes. There are steps outlined in these Service Standards to evaluate whether additional Coverage is justified.

Review Process

Frequency, span, and stop spacing are all outcomes of service planning activities. They can be measured and checked against the standards at the time any plan (corridor or short-range network plan) is proposed and adopted. The Service Quality Targets (Travel speed, reliability, stop amenities, passenger load) may be evaluated on a more regular basis, as part of the Productivity Review. Table 12 provides an overview of different IndyGo service review processes, including the frequency of the process. The Productivity Review is described in additional detail further in this section.

Review Process	Process Frequency	General Process Purpose
Comprehensive Operational Analysis (COA)	Four to five years.	A comprehensive review of existing operations and suggestions for service changes.
Corridor Planning	As Needed	Typically prompted by a COA, corridor planning evaluates transit demand for a particular corridor, analyzing demand and providing a recommendation for service.
Productivity Review	Annually	Review of Service Standards for the existing network and modification recommendations for any substandard routes.
Staff Discretion	By discretion	Staff continually reviews service data and customer and employee feedback. Staff may decide to make minor changes to a route based on their information-gathering.

Table 12 Service review processes

Productivity Review

IndyGo should evaluate its network and route performance according to these Service Standards on at least an annual basis. This process is defined as the “Productivity Review”. This review encompasses evaluation at the route (and segment) level of productivity of the network. Any new service or network element should be allowed to run an entire year before judgements are made about its productivity.

The process is outlined as follows:

1. Review services relative to associated service standards
2. Identify underperforming services,
3. Evaluate deficiencies causing performance issues,
4. Recommend modifications,
5. Obtain approval from appropriate decision-makers,
6. Implement the modifications, and
7. Monitor route performance.

Review services relative to associated service standards

The productivity of each major segment in each route will be determined. Staff decide what major segments are and their defining characteristic is their Service Category. As Figure 4 conveys, a route may have several major segments.

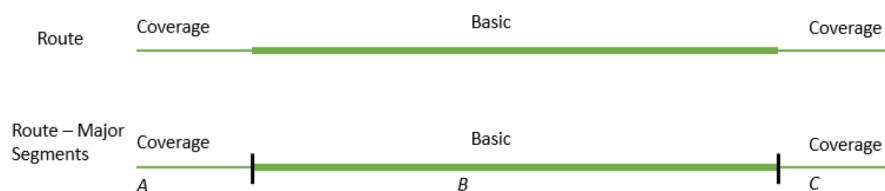


Figure 4. Example of Major Segment determination process.

Identify underperforming services

Productivity outcomes are the result of an entire network layer of a given frequency. Thus, the standard presented in Table 9 is for the *average across the entire category*. A deficiency occurs when a single major segment for a route drops below 2/3 of the standard outlined in Table 9. This recognizes the interdependence found in a public transit network. The entire route is then analyzed, with particular focus paid to the major segment considered deficient.

Evaluate deficiencies causing performance issues

Once a deficiency is identified, the Service Quality Targets and underlying metrics should be evaluated. On-time performance data is available to IndyGo daily, though the most advanced transit information systems allow for it to be monitored in real time. Automatic Vehicle Location data should be queried to diagnose potential problems. Through a detailed analysis it may be possible to determine whether a delay problem correlates with a particular route segment or a particular time of day, or other factors.

Other Targets, including speed, stop amenities, and passenger load should be investigated equally.

Recommend modifications

The application of productivity standards to existing routes is a flexible process. The purpose of the standards is to help identify routes that are most in need of service modifications, such as restructuring to eliminate lower-productivity segments or branches, adjusting service frequency to better reflect the demand for service, or providing additional promotion of low ridership routes. Elimination of routes is only intended as a last resort, when it has been determined that no cost-effective actions are able to improve the productivity of the route.

Potential solutions to resolve performance issues include, but are not limited to:

- Alter bus stop spacing or bus stop locations (far side or nearside of intersection)
- Install signal priority
- Implement off-board fare collection and all door boarding
- Add dedicated transit lanes or intersection queue jumps
- Create public campaigns about helpful passenger practices for fast operation

- Adjust bus schedule
- Add additional buses to improve frequency
- Improve bus stop amenities
- Simplify bus routing

Table 13. Identified deficiencies and possible actions to resolve issues.

Obtain Approval from Appropriate Decision Makers

Present recommendations to internal IndyGo staff and adjust as needed. The changes should then be presented to any appropriate stakeholders (such as the City of Indianapolis' Department of Public Works) and IndyGo subcommittee(s), and then to the Board of Directors for approval.

Implement the Modifications

Modifications should be implemented once the Board of Directors has approved and as soon as resources are available. If resources are unavailable, the most critical improvements, as determined by staff, should be prioritized.

Monitor route performance

Modified routes should be monitored but not analyzed until a year after changes occur. The same approach should be taken for COA, Corridor Planning, and any other comprehensive transit planning implementation. Route performance monitoring should follow the Productivity Review or other process as approved by the Board of Directors and deemed appropriate by staff.

Responding to Service Requests

IndyGo routinely receive requests to operate new service, typically out of their existing operating budget. The majority of these requests will be for low-ridership services which, if provided, would reduce the overall productivity of the transit network.

IndyGo must balance the need to serve every resident within its service area against the public demand for a highly productive, efficient, and useful transit service, given a limited budget. Service requests are evaluated to balance these demands. Details on how IndyGo staff will respond to service requests is found in the Appendix.

Updating the Service Standards

These standards should be evaluated and modified only after a Comprehensive Operational Analysis or other significant, comprehensive transit planning effort. While corridor plans may affect a single or multiple routes, they will not provide a comprehensive picture of standards for all service categories.

APPENDIX A: Additional Considerations

Frequency Changes Due to Low Productivity

Productivity standards are segment-based, so they will require segment-level assessment of boardings and revenue hours. Once a route is divided into meaningful segments, automated queries of Automated Passenger Count (APC) data can be developed for ease of reporting.

Rapid and frequent routes are strongly interdependent (because their higher frequencies increase the number of available transfer opportunities). Any low-performing frequent route should be analyzed as follows before considering reducing its frequency:

- Does the route have an inner segment that connects with other frequent routes, and outer segments that do not? If so, look at the productivity of these outer segments in isolation to see if they have markedly lower productivities than the inner segment. If they do, the segmentation of the route can be revised; the outer segment can be considered for demotion to the basic or coverage service categories.
- Does the route show evidence of high transfer volumes at key network intersections? If so, assume that any service reduction will cause ridership drops not just on the route in question but also on the intersecting route(s).

APPENDIX B: Responding to Service Requests

Step 1. Will the requested service increase productivity in the near term?

Does meeting this request achieve ridership comparable to that of the ridership network? This can be assessed by asking if the request improves or worsens the following features of the high-ridership network:

- **Density.** The network's stops are surrounded by a high density of residents, jobs, or other trip-generating land uses.
- **Walkability.** The network is focused on areas where it is easy and safe to walk between bus stops and the surrounding development.
- **Linearity.** The network's routes are as straight as possible, so that they are perceived as a reasonably direct path between any two points on the route.
- **Continuity.** Service does not need to cross areas with long spans of undeveloped or underdeveloped land.
- **Uniqueness.** Parallel routes are far enough apart that they do not compete for the same riders.

If a service request would not be a clear net improvement in the feature of the ridership network, then it is a coverage request. Meeting a coverage request will predictably lead to lower ridership (shifting resources anyway from higher productivity routes), so coverage requests must be met out of the portion of the budget assigned to coverage.

Step 2. Will the requested service increase productivity in the long term?

Sometimes, developers or advocates ask transit agencies to fund a service because they believe it will help a community develop in a certain way, leading to a long-term ridership outcome. Transit agencies must view these arguments with caution, because it puts the transit agency in the position of gambling on the land use outcome using its operating budget. There is almost always a way to invest service toward a shorter-term ridership outcome, one that depends on fewer uncertain factors, so investing in these possible futures comes at a cost to potential riders in the present.

The actual policy toward a developing area must reflect the degree of likelihood that the development will occur as planned. Fully financed development on the verge of construction must be treated as existing land use, but development in earlier planning stages requires the cautions outlined above.

Step 3. Will the requested service increase the number of people or jobs near service?

If the request substantially improves the system's performance on the coverage output target, and does so at a modest cost, it should be identified as a possible coverage improvement. Possible coverage improvements should be prioritized for allocation from the portion of the operating budget that is dedicated to the coverage goal. Coverage improvements on this list can be implemented if and when:

- The budget grows to the point that more total funding can be devoted to coverage.
- The Board elects to shift the policy split of the budget between ridership and coverage purposes.
- Other coverage services are deleted, possibly those that provide coverage less efficiently.

Step 4. If the answer to the above questions is "no"

IndyGo should be very reluctant to introduce services that do not satisfy one of the above tests. If there is a strong desire on the part of the Board to add the service for other reasons, options can include:

- Seeking external funding for the service, ideally from the parties most likely to benefit from it.
- As a last resort, creating a third slice of the budget, distinct from the ridership and cover slices, called "discretionary." This slice could be devoted to any services the Board desires regardless of objective policy justification.

Short term solutions when everything is no: Alternative forms of mobility, such as ride-matching, vanpools, and subsidized taxis.

Long term solutions: Coordinate with businesses, the City of Indianapolis Department of Metropolitan Development, and others to encourage people, businesses and institutions to locate along existing transit service.

APPENDIX C: Updating Service Purposes

Individual routes are assigned a category based on its purpose; either to maximize ridership or provide transit access to as many jobs and residents as possible. IndyGo may wish to revise the purpose of each route; this process of this determination is outlined below:

Route Purpose

Rapid and frequent services are all ridership-justified. Coverage services are all, by definition, coverage-justified. The primary challenge is the basic category.

In certain cases:

- If there are clear reasons to expect ridership to dramatically improve soon, such as imminent development or redevelopment, provisionally assign the route to the ridership purpose. Any such imminent improvement should be an improvement in one or more of the necessary features for ridership that arise from the built form: density, walkability, linearity, and continuity.
- If the built environment is mostly unfavorable to transit (in terms of generally low density, walkability, linearity, and continuity) and shows little signs of changing for the better, assign the route to the coverage purpose.
- In a small number of cases, a route may be running at 30-minute frequency its purpose is ideally just coverage or just ridership, yet some constraint prevents it from running at higher or lower frequency.

Segment Purpose

One challenge of using frequency-based or purpose-based standards is that part of a route may be in one category and part in another.

Many routes in the recommended networks have an inner frequent segment which is clearly ridership-seeking and less frequency tails or branches which are meant to provide coverage.

In these cases, we recommend that:

- If the low-frequency portion of a route is less than 10 percent of the total revenue hours, the entire route can be analyzed in the higher-frequency category.
- Otherwise, the frequent and infrequent segments should be separated and assigned to separate categories.
- If a low frequency segment is part of a short mid-route split or minor variation in route, the route should be identified in the higher-frequency category.

Measuring Productivity of Outer Segments

Separately analyzing the productivity of inner and outer route segments (where the inner segment has higher frequency) requires an extra step. One analytical method is as follows:

- Ridership: Using APC data, identify the total inbound boardings and outbound alightings that occur on the *outer* segment. Add these two numbers together to get the total ridership that makes some use of the outer segment (This method counts each trip once and does not double-count trips that are entirely within the outer segment. If there are difficulties with counting alightings, simply count the total inbound boardings and double, presuming most trips are round trips, to capture the trips alighting in the segment.)
- Subtract that number from the total route ridership to get boardings assignable entirely to the inner segment.
- Cost (revenue hours): Using a costing tools to estimate the revenue hours required to operate the frequent inner segment, as if the outer segment did not exist. Assign those revenue hours to the inner segment.
- Assign the difference between the inner segment's revenue hours and the route's full cost to the outer segment.
- Calculate productivity of the outer segment by dividing its boardings by its revenue hours.

When evaluating the purpose of a Basic service's segments, consider the following:

- If the segment's productivity is in the range of rapid or frequent services, then it is probably a ridership segment.
- If the segment's productivity is within the range of the other coverage routes or segments, then it is probably a coverage segment.
- If ridership is clearly very different on one part of a segment than another, divide it into smaller pieces and think about them separately. (Sometimes this process inspires the redesign of a route, so that high-ridership segments can be served by a more frequent route.)

When a 30-minute segment is assigned to a ridership or coverage purpose, it should be reviewed in the following terms:

- Half-hourly segments categorized as ridership may be in route for promotion to the Frequent network as resources permit.
- There may be cases—such as segments driven by a strongly day-time-only or peak demand – where a 30-minute base frequency may yield very high productivity, and productivity would fall if they were promoted.
- There may be extenuating circumstances that argue against increasing or decreasing the frequency of a basic route. For example, reducing the frequency might save no money, due to the route's cycle time; or the frequency may be created by hourly branches at the end of the segment whose frequency should not be reduced to bi-hourly.

APPENDIX D: Assessing Compliance with the Ridership/Coverage Split

1. Segmenting routes into pieces that are 100 percent dedicated to ridership, and 100 percent dedicated to coverage. This would be done according to the segmentation of routes above, but it can be a complex and time-consuming task.
2. Adhering rigorously to the service standards, and using route assignments to service categories to estimate the budget split.
 - a. Revenue hours of the frequency category, plus 80 percent of the revenue hours of the basic category, add up to 80 percent of total revenue hours.
 - b. Revenue hours of the coverage category, plus 20 percent of the revenue hours of the basic category, add up to 20 percent of the budget.

A word of caution: there is no way to completely remove professional judgement and experience from the process of identifying transit services' purposes, no matter how many factors and numbers in the spreadsheet. Therefore, all estimates of the percentage split are rounded to the nearly 10 percentage points. Further precision is misleading the public about the degree of objectivity that is possible in transit planning.

APPENDIX E: Modifications to these Standards

This is a summary of modifications to these standards.

Version	Notes
October 2018 Version	Board approved.
October 2019 Version (Draft)	<ul style="list-style-type: none">• Minor grammatical changes• Added “Vehicle Assignment” section• Added section on the “Title VI Service Monitoring Report”• Retroactive to February 1, 2018
October 2019 Version (Final)	Amended version approved on October 24, 2019.

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019



1. CALL TO ORDER AND ROLL CALL

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:03 pm, Thursday October 24, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

1.1 ROLL CALL

Attendee Name	Title	Status
Juan Gonzalez	Chair	Present
Mark Fisher	Vice Chair	Present
Tommie Jones	Secretary	Present
Gregory Hahn	Treasurer	Absent
Adairius Gardner	Board Member	Present
Richard Wilson	Board Member	Present
Danny Crenshaw	Board Member	Absent

A quorum was present.

1.2 ORDERS OF THE DAY

President/CEO Inez Evans request to move Agenda Item A-1 – A-8, to the Consent Agenda from the Regular Agenda, Chair Juan Gonzalez, to accept the Order of the Day:

RESULT: ACCEPED-Agenda Item A-1 – A-8
 MOVER: Richard Wilson
 SECONDER: Everyone
 AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
 NOES: None
 ABSENT: Danny Crenshaw, Gregory Hahn

2. AWARDS AND COMMENDATION

NONE

3. PUBLIC HEARINGS

There were no Public Hearings

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

4. COMMITTEE REPORTS

- I.1. Financial report for September 2019 - Nancy Manley
- I.2. Service Committee – Roscoe Brown

5. CONSENT AGENDA

Upon staff recommendation motion for consent approval by Chair Juan Gonzalez for Agenda Items A 1-8 the following:

- A.1. ACTION ITEM – APPROVE THE Board of Directors Regular Meeting Minutes of September 26, 2019.
- A.2. ACTION ITEM – Approval of Facility Cameras Replacement.
- A.3. ACTION ITEM – Approval of Vendor for DTC Deep Cleaning Janitorial Service.
- A.4. ACTION ITEM – Approval of Vendor for IPTC Headquarters Deep Cleaning Janitorial Service.
- A.5. ACTION ITEM – Approval of Data Analytics and Real Time Information Software.
- A.6. ACTION ITEM – Approval of Task Order for Training & Contingency Operations Facility Additional Design.
- A.7. ACTION ITEM –Approval of Retroactive Adoption of Service Standards.
- A.8. ACTION ITEM – Approval of Addition to Printing Budget.

RESULT: ACCEPED-Agenda Item A-1 – A-8
MOVER: Richard Wilson
SECONDER: Adairius Gardner
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw, Gregory Hahn

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

6. REGULAR AGENDA

- A.9. ACTION ITEM – Approval of Contract with Anthem Blue Cross and Blue shield for Medical Coverage.

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-9 we request that the Board authorize the President and CEO to negotiate and enter into a one (1) year contract with Anthem Blue Cross Blue Shield under a Partially Self-Funded contract for group health premiums and insurance coverage for current member enrollment of 851 employees with a projected annual cost of \$10,414,786, subject to increase or decrease based on future enrollments and claims experience.

- A.-10. ACTION ITEM – Approval of Contract with Delta Dental for Dental Coverage

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-10 we request that the Board authorize the President and CEO to negotiate and enter into a two (2) year contract with Delta Dental for group dental premiums and coverage for current member enrollment at a projected annual cost of \$339,607.92 subject to increase or decrease based on future enrollments and claims experience.

- A.11. ACTION ITEM – Approval of Contract with Cigna for Group Life, Long-Term & Short-Term Disability Coverage

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-11 we request that the Board authorize the President and CEO to negotiate and enter into a three (3) year contract with Cigna for Group Short/Long-term Disability and Life and Accidental Death and Dismemberment premiums and coverage for current member enrollment at a cost of \$525,732, subject to increase based on future enrollment.

RESULT: APPROVED-Agenda Items A.9 – A.11
MOVER: Richard Wilson
SECONDER: Mark Fisher
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw, Gregory Hahn

- A.12. ACTION ITEM – Retroactive Adoption of Service Standards

Justin Stuehrenberg, VP of Planning and Capital Projects referenced Agenda Item A-12
IndyGo staff shall have the authority to extend free rides on the Red Line up to the 9th

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

of December 2019, based on vendor completion of project milestones plus adequate time for public education.

RESULT: APPROVED -Agenda Item A-12
MOVER: Adairius Gardner
SECONDER: Mark Fisher
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES: None
ABSENT: Danny Crenshaw, Gregory Hahn

- I.1 INFORMATION ITEM – Receive a Mobility Advisory Committee (MAC) Update.
Greg Meyer, Chair Mobility Advisory Committee

- I.3. INFORMATION ITEM – Receive a Paratransit Update.

Mike Roth, Director of Mobility Services, paratransit seeing a renewed committed relationship from Transdev with immediately improvements in customer service. There has been a 90% On Time Performance for 13 days last month and 3 days at 95%. These achievements have become possible due to the new technology updates, a new dispatch counsel which has real time activity board, also a working action plan. The customer complaints have decreased.

- I.4. INFORMATION ITEM – Receive an CEO Update.

Inez Evan, President/ CEO, For the month the Red Line had 246,000 riders which was 25% of our total ridership. Ridership is up 30% from last year at this time.
Inez Evans, President/CEO was appointed to APTA Board of Directors and the APTA Leadership Committee.

7. OTHER ITEMS

None

8. CLOSED SESSION

None

9. ADJOURNMENT

AGENDA
BOARD OF DIRECTORS
Thursday, October 24, 2019

On order of Chairperson Gonzalez and there being no objection, the meeting was adjourned at 5:40 p.m.



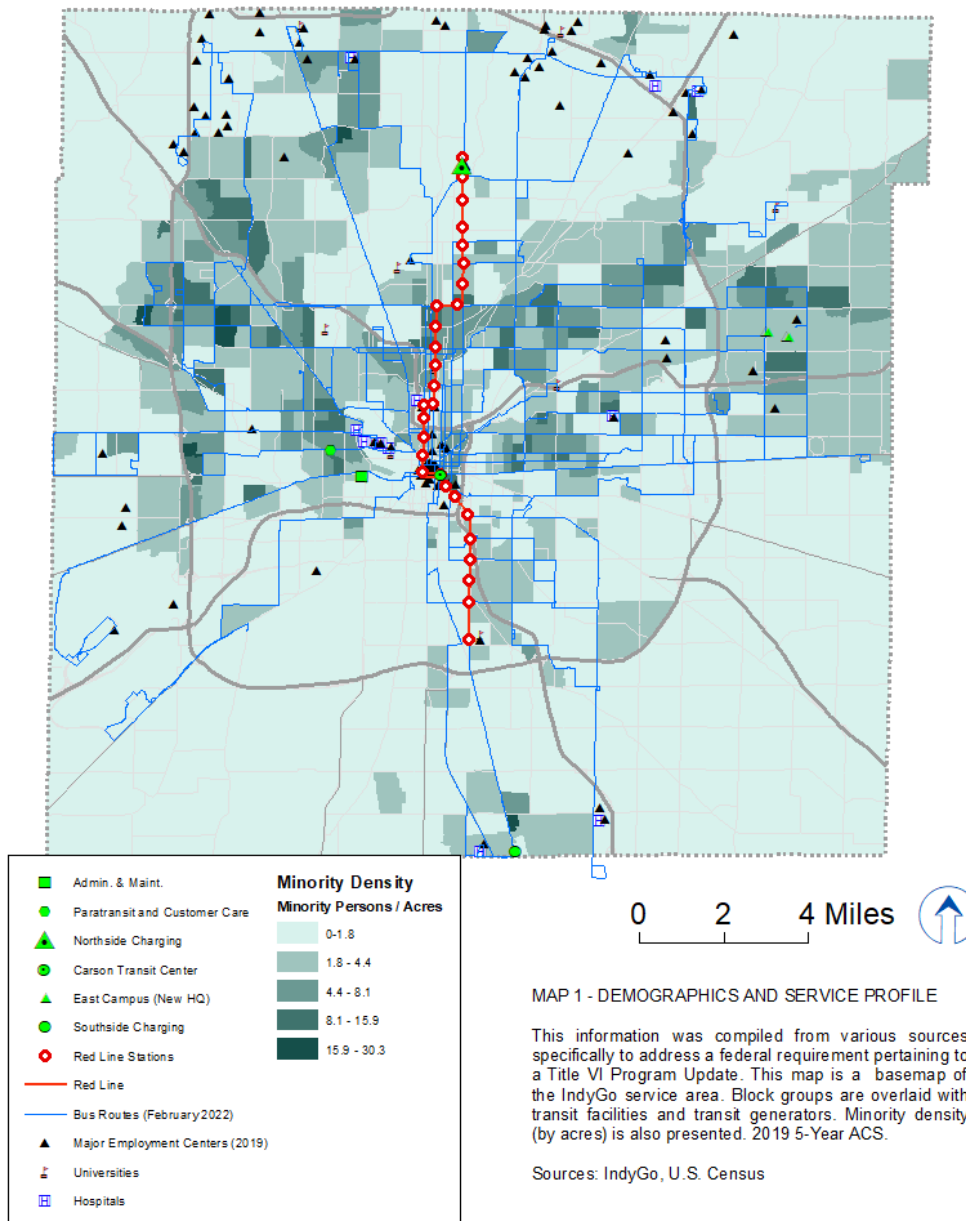
Jill D. Russell
General Counsel

APPENDIX F. DEMOGRAPHIC ANALYSIS

The following maps were generated to meet the requirement to collect and report demographic data, as outlined in FTA Circular C 4702.1B, specifically Chapter IV-7.

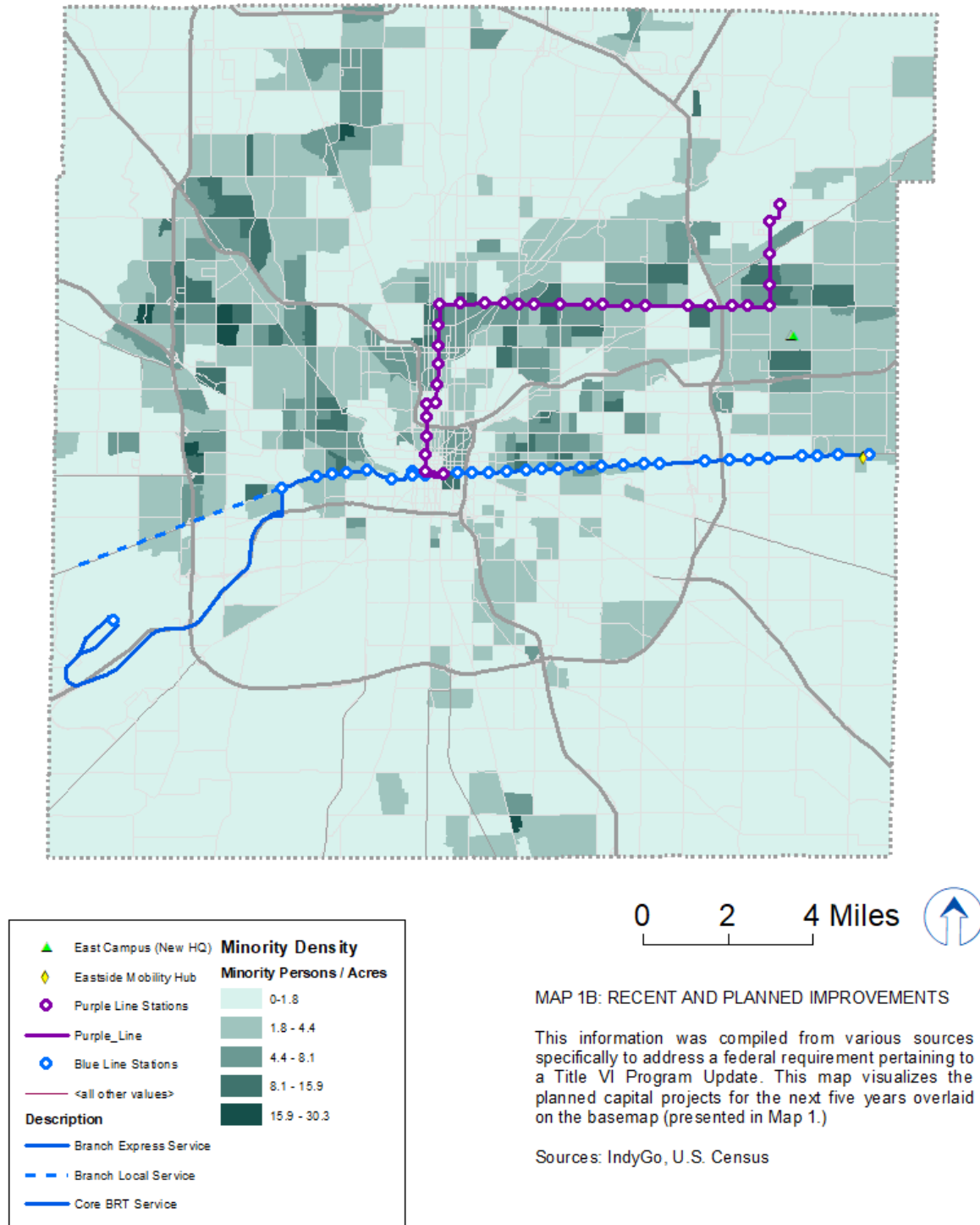
Map 1 – Base Map with Minority Population

The following is a base map of IndyGo’s service area, overlaid Census block groups with transit facilities. Local bus stops are excluded from this map, with the except of stops with shelters, to preserve the visualization literacy of the map.



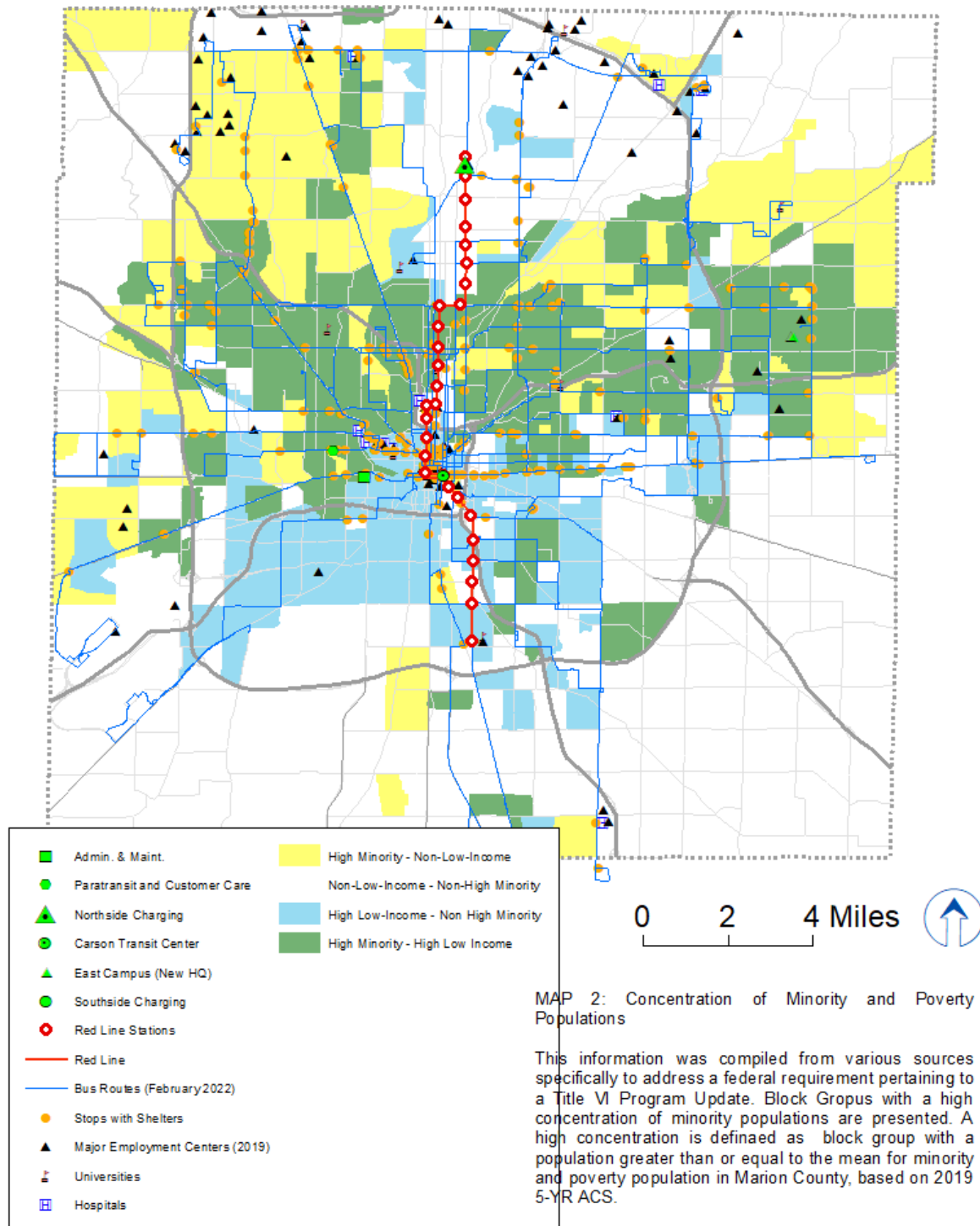
Map 1B – Recent and Planned Transit Facilities

The following is a map of the recently constructed transit facilities and transit facilities planned to be constructed within the next five years.



Map 2 – Concentration of Minority and Poverty Populations

The following map visualizes those block groups with a minority population and poverty population greater than the average for the service area.



APPENDIX G. ON-BOARD SURVEY

Survey Analysis Report

In 2022, ETC Institute conducted an on-board passenger survey on behalf of Indianapolis Public Transportation Corporation (IndyGo). A total of 2,711 passenger surveys were collected between September 6, 2022 and October 3, 2022. The surveys were collected and analyzed to determine demographic characteristics and travel patterns of IndyGo riders. A summary of the analysis and findings from the passenger survey are detailed in this report.

Key Findings from Passenger Survey

Analysis of the passenger survey attempted to identify key travel patterns among IndyGo transit riders, determine the demographic characteristics of a typical IndyGo rider, and compare findings to general population trends within the IndyGo service area. Key findings from the on-board passenger survey are as follows:

Demographics

- 57% are female, 40% are male, and the remainder are either other or non-binary/non-conforming (~2%).
- More than 34 percent of riders are between the age of 19 and 34, with nearly 49% between 35 and 64.
- 27% of riders would not have made the trip without transit; 50% would have taken either a taxi/Uber/Lyft or ridden with someone else.
- The majority of riders, about 72 percent, are employed either full-time or part-time.
- More than 57 percent of riders have a household income that is less than \$25,000. About 92 percent of riders have household incomes less than \$60,000. About 2 percent of transit riders have household incomes greater than \$100,000.

Travel Patterns

- Home and work are the most common origin and destination points.
 - 48 percent of trips originate at the rider's home while 36 percent end at their home.
 - 22 percent of trips originate at work and 24 percent end at work.
- Walking is the primary mode of first and last mile mobility.
 - 94 percent of riders walk to the bus stop to access transit.
 - 94 percent of riders walk the last mile of their trips.
- In the absence of IndyGo transit services, 27 percent of riders would not have made their trip, highlighting the importance of transit.
 - Without transit, the remaining passengers would have turned to the following alternatives:
 - 22 percent would have ridden with someone else;
 - 11 percent would have walked to their destination;
 - 29 percent would have taken a taxi, Uber, or Lyft;
 - 5 percent would have driven themselves;
 - 5 percent would have bicycled;
 - The remaining would have used car share, taken a shuttle, taken transit to a different location, or found some other form of transportation.

Fares

- The most popular method of fare types are: 1 trip (cash on bus), 1 day pass, and MyKey (Tap card). These three fare types account for 75 percent of trips.
 - Nearly 72 percent of passengers pay full fare. About 8 percent pay the disabled fare and 4.5 percent pay the senior rate.

Typical Rider

In 2022, IndyGo's typical weekday passenger is a Black/African American female between the ages of 35 and 49. The typical passenger is employed with a household income under \$25,000 per year. The current IndyGo rider is transit dependent with limited access to a vehicle. The rider uses transit to travel to and from home and work. They start their transit trip by walking to their stop and end their trip by walking to their destination. If IndyGo services are not available, the rider completes their journey by riding with a friend, walking, or skipping the trip. She uses cash on the bus and walks less than ¼ mile to and from the bus stop. She only takes one stop to arrive at her destination.

Demographic Comparison

For a demographic comparison, please refer to the final 2022 On-Board Survey, which can be found on IndyGo's website.

Passenger Survey

2022 IndyGo Transit On Board Survey

Please take a few minutes to answer a few questions to help us plan for your transit needs.

What is your **HOME ADDRESS** (please be specific, ex: 123 W. Main St):
(If you are visiting the Indianapolis area, please list the **hotel name** or address where you are staying)

Street Address

City

State

Zip Code

COMING FROM?

1. What type of place are you COMING FROM NOW?

(the starting place for your one-way trip)

- ☐ Work
- ☐ Work related
- ☐ College / University (students only)
- ☐ School K-12 (students only)
- ☐ Doctor / Clinic / Hospital (non-work)
- ☐ Shopping
- ☐ Restaurant
- ☐ Personal Business
- ☐ Recreation / Social Visit
- ☐ Church / Religious Activity
- ☐ Airport (passengers only)
- ☐ Your HOME → Go to Question #4

☐ Non-destination trip

☐ Other: _____

2. What is the **NAME** of the place you are coming from now?

3. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

4. How did you **GET FROM** your origin (the place in Question #1) TO THE VERY **FIRST** bus you used for this one-way trip?

- ☐ Walk
- ☐ Personal Bike
- ☐ E-Bike
- ☐ Was dropped off by someone (answer 4a)
- ☐ Drove alone and parked (answer 4a)
- ☐ Drove or rode with others and parked (answer 4a)
- ☐ Car share (e.g. ZipCar, etc.)
- ☐ Uber, Lyft, etc.
- ☐ Workforce Connector / Shuttle / School service
- ☐ Taxi
- ☐ Wheelchair
- ☐ Bike share
- ☐ E scooter (Lime, Bird, etc.)
- ☐ Paratransit (e.g. IndyGo Access)
- ☐ Other _____

4a. Where did you board the **first** bus you used for this one-way trip? (Nearest intersection / Transit Center / Station Name):

5. Where did you get **ON this bus**? Please provide the nearest intersection / transit center / Station Name:

11a. Did you transfer FROM another bus/train **BEFORE** getting on this bus?

☐ Yes ☐ No

11b. Will you transfer TO another bus/train **AFTER** getting off this bus?

☐ Yes ☐ No

11c. Please list the **BUS ROUTES** in the exact order you use them for this one-way trip

START → → → → → **END**

1st Route 2nd Route 3rd Route 4th Route **Continue**

GOING TO?

6. What type of place are you GOING TO NOW?

(the ending place for your one-way trip)

- ☐ Work
- ☐ Work related
- ☐ College / University (students only)
- ☐ School K-12 (students only)
- ☐ Doctor / Clinic / Hospital (non-work)
- ☐ Shopping
- ☐ Restaurant
- ☐ Personal Business
- ☐ Recreation / Social Visit
- ☐ Church / Religious Activity
- ☐ Airport (passengers only)
- ☐ Your HOME → Go to Question #9

☐ Other: _____

7. What is the **NAME** of the place you are going to now?

8. What is the **EXACT ADDRESS** of this place? (OR Intersection if you do not know the exact address:)

City: _____ State: _____ Zip: _____

9. How will you **GET TO** your destination (listed in Question #6) after you get off the **LAST** bus you will use for this one-way trip?

- ☐ Walk
- ☐ Personal Bike
- ☐ E-Bike
- ☐ Be picked up by someone (answer 9a)
- ☐ Get in a parked vehicle & drive alone (answer 9a)
- ☐ Get in a parked vehicle & drive/ride w/others (answer 9a)
- ☐ Car share (e.g. ZipCar, etc.)
- ☐ Uber, Lyft, etc.
- ☐ Workforce Connector / Shuttle / School service
- ☐ Taxi
- ☐ Wheelchair
- ☐ Bike share
- ☐ E scooter (Lime, Bird, etc.)
- ☐ Paratransit (e.g. IndyGo Access)
- ☐ Other _____

9a. Where will you get off the **last** bus you are using for this one-way trip? (Nearest intersection / Transit Center / Station Name):

10. Where will you get **OFF this bus**? Please provide the nearest intersection / Transit Center / Station Name:

OTHER INFORMATION ABOUT THIS TRIP

12. What time did you BOARD this bus? _____ : _____ am / pm (circle one)
13. Will you (or did you) make this same trip in exactly the opposite direction today?
☐ No ☐ Yes- At what time did / will you leave for this trip in the opposite direction? _____: _____ am/pm (circle one)
14. What fare payment methods did you use for this one-way trip? (select all that apply)
☐ 1 Trip (Cash on bus) ☐ 1 Day Pass ☐ 31 Day Pass (Monthly) ☐ 10 Trip Pass
☐ 1 Trip Ticket ☐ Access Paratransit Free Fare (Skip to Q15) ☐ S Pass (If Student Pass skip to Q15)
☐ MyKey (Tap card) ☐ MyKey (QR phone app) ☐ Other _____
- 14a. (If Q14 is either MyKey option) How do you reload your MyKey account? ☐ Cash
☐ Credit/Debit Card ☐ I don't, get a new one each time ☐ Provided by work, school, social service
- 14b. What type of fare was this?
☐ Regular ☐ Youth (6-18) ☐ Senior (65 and older) ☐ Disabled ☐ Veteran
15. If bus services were not available, how would you have made this trip?
☐ Would have walked ☐ Would have driven myself ☐ Car Share (e.g. ZipCar, etc.)
☐ Would have bicycled ☐ Would have taken a taxi, Uber, Lyft, etc.
☐ Would have ridden with someone else ☐ Would have taken transit to a different location
☐ Would not have made this trip ☐ Would have taken E-Scooter (e.g. Line, Bird, etc.)
16. How many days a week do you usually ride IndyGo?
☐ 1 day a week ☐ 3 days a week ☐ 5 days a week ☐ 7 days a week ☐ Once a month ☐ First time riding
☐ 2 days a week ☐ 4 days a week ☐ 6 days a week ☐ Twice a month ☐ Less than once a month
17. Do you have any of the following: (check all that apply) ☐ Smart phone with data plan
☐ Tablet with data plan ☐ Tablet WITHOUT Data Plan ☐ Smart phone WITHOUT data plan
☐ Checking account ☐ Debit card ☐ Credit card

ABOUT YOU AND YOUR HOUSEHOLD

18. Are you a visitor to the Indianapolis area? ☐ Yes ☐ No
19. How many vehicles (cars, trucks, or motorcycles) are available to your household? _____ vehicles
19a. [If #19 is more than NONE] Could you have used one of these vehicles for this trip? ☐ Yes ☐ No
20. Including YOU, how many people live in your household? _____ people
21. Including YOU, how many people (over age 15) in your household are employed full/part-time? _____ people
22. What is your employment status? (check the one response that BEST describes you)
☐ Employed full-time (paid, working 30 or more hours per week) ☐ Primarily self-employed
☐ Employed part-time (paid, working less than 30 hours per week) ☐ Unpaid volunteer or intern
☐ Not currently employed, and looking for work ☐ Stay at home parent or caregiver
☐ Not currently employed, and not looking for work ☐ Retired
- 23a. Did you make a trip to work since you left home? ☐ Yes ☐ No
23b. Will you make a trip to work before you will arrive home? ☐ Yes ☐ No
23c. [If #23a or #23b is YES] Provide work name /address _____
24. What is your student status? (check the one response that BEST describes you)
☐ Not a student ☐ Yes - College / University / Community College
☐ Yes - K - 12th grade ☐ Yes - Vocational / Technical / Trade School ☐ Other _____
- 25a. Did you make a trip to school since you left home? ☐ Yes ☐ No
25b. Will you make a trip to school before you will arrive home? ☐ Yes ☐ No
25c. [If #25a or #25b is YES] Provide school name _____
26. Do you have a valid driver's license? ☐ Yes ☐ No
26. What is your AGE? ☐ Under 16 ☐ 19-24 ☐ 35-49 ☐ 65 and over
☐ 16-18 ☐ 25-34 ☐ 50-64
27. Are you Hispanic, Latino, Latina, or of Spanish origin? ☐ Yes ☐ No
28. What is your race / ethnicity? (check all that apply)
☐ American Indian or Alaska Native ☐ Asian ☐ Black/African/African American
☐ Native Hawaiian or Pacific Islander ☐ White/Caucasian ☐ Other: _____
29. Do you speak a language other than English at home? ☐ No ☐ Yes - Which language? _____
29a. [If #29 is Yes] How well do you speak English? ☐ Very Well ☐ Well ☐ Less than well ☐ Not at all
30. What is your gender? ☐ Woman ☐ Man ☐ Transgender ☐ Non-binary/non-conforming
☐ Prefer not to answer ☐ Prefer to self-describe
31. Which of the following BEST describes your TOTAL ANNUAL HOUSEHOLD INCOME in 2021 before taxes?
☐ Less than \$10,000 ☐ \$25,000 - \$34,999 ☐ \$50,000 - \$59,999 ☐ \$100,000 - \$149,999
☐ \$10,000 - \$14,999 ☐ \$35,000 - \$39,999 ☐ \$60,000 - \$83,999 ☐ \$150,000 or more
☐ \$15,000 - \$24,999 ☐ \$40,000 - \$49,999 ☐ \$84,000 - \$99,999

REGISTER TO WIN 1 of 3 31 Day Passes

People who submit a fully completed survey will be entered in a random drawing for one of three 31-Day Passes. You must provide your home address at the beginning of the survey and answer all questions to be eligible. More information regarding the project and drawing can be found at: indympo.org/onboardsurvey.

Your Name: _____

Phone Number: (____) _____

Thank you for your help!

1. Promoter is ETC Institute and the sponsor is IndyGo.

2. Retail value is \$60.

3. The odds of being selected is dependent on the number of entries received.

4. **Eligibility:** This sweepstakes is open to legal residents living and working within Marion County who are at least eighteen (18) years old at the time of entry. Employees of the Indianapolis Public Transportation Corporation (IndyGo) and other companies associated with the promotion of this sweepstakes and their respective parents, subsidiaries, affiliates and advertising and promotion agencies as well as the immediate family (spouse, parents, siblings, and children) and household members of each such employee are not eligible. Former IndyGo employees are eligible so long as they have not been employed by, or within the employment of IndyGo for at least twelve (12) calendar months before the commencement of the sweepstakes.

APPENDIX H. SERVICE MONITORING REPORT

Service Monitoring Report



Service Monitoring Report – 2023 Title VI Program Update

Service Monitoring Report

Title VI Program Update - 2023

January 2023

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SECTION I. INTRODUCTION

Per Title VI regulations, transit agencies providing more than 50 or more vehicles in peak service and are located in an urbanized area of 200,000 or more in population are required to perform, every three years, an analysis of existing service in relation to existing system-wide service standards and service policies. The last time IndyGo evaluated its service was in 2016, with submission of the Title VI Program Update in 2017.

Title VI Background¹

Title VI of the Civil Rights Act of 1964, Section 601 states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT’s Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service and that are located in an urbanized area (UZA) of 200,000 or more persons must monitor their service according to the standards established in the service standards. IndyGo meets these criteria and therefore must monitor its transit service accordingly.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.² Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a “Disproportionate Burden” of the changes. Under this requirement, transit providers must also establish the threshold for determining when a change has caused a “Disproportionate Burden” as a result of a major service change.

In a case where there is no disparate impact or disproportionate burden when monitoring service, but IndyGo does not meet its service standards, FTA requires that agencies “analyze why the discrepancies exist and take steps to reduce the potential effect.”³

IndyGo’s Title VI Policy

IndyGo’s Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo’s

¹ FTA Circular C4702.1B, Chapter IV-15-18.

² FTA Circular C4702.1B, Chapter IV-16-17.

³ FTA Circular C4702.1B, Chapter IV-10.

Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations outside that range may be categorized as a disparate impact or disproportionate burden.

The IndyGo DI/DB policies consider a beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find a beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not having a DI and/or DB. IndyGo will acknowledge when beneficial effects occur but will not consider them a finding of DI and/or DB.

Route 90 (Red Line)

The Red Line (designated as Route 90) is IndyGo's first Bus Rapid Transit line and is designated as a "Rapid" service. Because it is the only Rapid route, and thus there is no other mode to compare it against, there is no way to determine whether there was a disparate impact or disproportionate burden compared to other Rapid routes. However, for comparison purposes, IndyGo will evaluate the performance of the Red Line using the "Rapid" category in the 2019 Service Standards.

SECTION II. DATA USED IN ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting service monitoring reports in Federal Circular 4702.1B. This section is intended to convey the datasets used, geography of analysis and accessible population for the purpose of this report.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive and precise dataset with all the information needed for this examination. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2015-2019 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Minority Population

An individual is considered minority if they are non-white and/or Hispanic. An individual is considered non-minority if they self-reported as white and not Hispanic.

Low-Income Population

An individual is considered low-income if they self-reported as having an income at or below the poverty line.

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. Service analyzed was from February 14 to June 12, 2022, and the feature class was created from a General Transit Feed Service (GTFS) file. IndyGo used time point level AVL datasets for all the chapters except for vehicle age and passenger load. Vehicle age and passenger load were calculated by trip-level AVL datasets provided by IndyGo.

Transit Trip Generators

Transit trip generators are defined into two categories:

- **Significant Job Centers.** Job centers were determined from Longitudinal Employment Household Dynamics (LEHD) Origin-Destination Employment Statistics (LODES). A job is counted if a worker is employed with positive earnings during the reference quarter. LODES data was exported from OnTheMap, a website hosted by the Census Bureau. The vintage of

the data is 2019. These data were exported and any point with more than two (2) standard deviations from the mean were considered a significant job center.

- **Higher Education Facilities.** Universities in Marion County were identified from the SAVI database. These data were downloaded on October 28, 2019 and geocoded and then updated in December 2022.
- **Hospitals.** To visualize the location of hospitals in Marion County, hospital addresses were downloaded from the SAVI database and geocoded.

Transit Amenities

IndyGo maintains a record of amenities at all IndyGo bus stops in its Hastus software. Amenities tracked include the following:

- Shelters (including size)
- Benches
- Bike Racks

Information signage and trash cans are not tracked within the dataset but were added later manually. All shelters have trash cans but some stops without shelters have trash cans; those were added manually to the dataset. Information signage was also added manually to the dataset. In reviewing the dataset, some amenities were not appropriately coded in the dataset, which is noted in the individual amenity analysis.

Any amenities not maintained or installed by IndyGo were not analyzed as IndyGo does not control the placement of those amenities. These include privately-purchased, installed, and maintained benches and other amenities.

For this analysis, amenities present for the 2202 pick (February 2022) were exported from Hastus and analyzed.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies. From largest to smallest, these include tracts, block groups, and blocks. Data from the ACS is not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as preferred geography of analysis.

Determining Access

Access to transit and transit amenities can be determined by measuring the estimated distance a rider would walk to the route or amenity. For local bus routes, IndyGo uses a ¼ mile buffer; for rapid transit lines, a ½ mile buffer is used.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. Any population within a census block within the 1/4-mile buffer are used as population with access to transit.

Minority and Poverty Populations

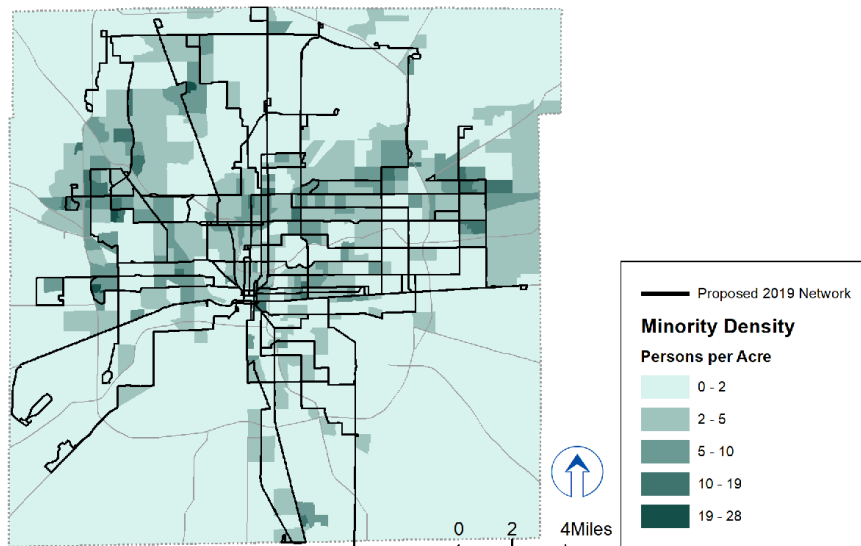
Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was equal to or greater than the service area as a whole (44.75%). The same approach was used to identify areas in poverty (17.79%). See Table II-1 for additional details.

Table II-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	426,003	44.75%
Population in Poverty	165,969	17.79% ⁴
Total Population	951,869	100%

Besides Table II-1, the following maps were developed to visualize the minority and poverty population densities within Marion County.

Figure II-1. Minority Density and February 2022 Network



⁴ The total population used for the percent of population in poverty removes children under 15, people that are institutionalized, college students living in dorms, and military populations living in barracks because they cannot determine their income and thus poverty status. Therefore, the percent is slightly different than if the entire population was used. The total number of persons used for poverty is 932,652.

Figure II-2. Poverty Density and February 2022 Network

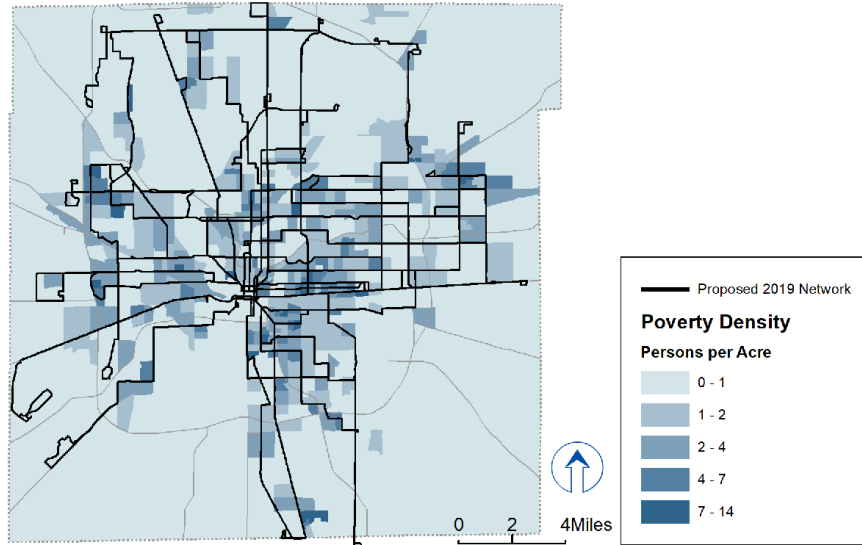
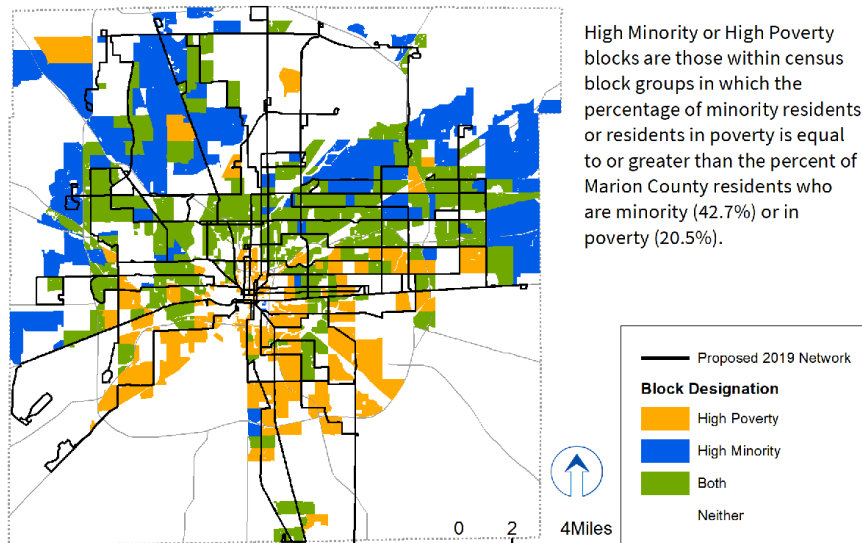


Figure II-3. High Poverty and High Minority Blocks and February 2022 Network



SECTION III. SERVICE ANALYSIS

Using the definition of minority and low-income routes, and the accessible population, Table III-1 presents each route in the February 2022 GTFS and labels whether it is a minority/non-minority and/or a low-income/non-low-income route. These designations will be used to perform the Title VI analysis.

Route Designation

Table III-1. Route Designation

Route Number	Percent Minority	Percent Low-Income	Minority Route Designation	Income Route Designation
2	51.2%	68.9%	Minority	Low-Income
3	45.3%	77.2%	Minority	Low-Income
4	52.7%	70.1%	Minority	Low-Income
5	45.6%	84.4%	Minority	Low-Income
6	39.6%	88.3%	Minority	Low-Income
8	24.8%	66.4%	Non-Minority	Low-Income
10	44.1%	69.4%	Minority	Low-Income
11	42.0%	78.1%	Minority	Low-Income
12	17.0%	70.4%	Non-Minority	Low-Income
13	19.8%	74.8%	Non-Minority	Low-Income
14	9.6%	66.5%	Non-Minority	Low-Income
15	64.8%	82.4%	Minority	Low-Income
16	12.1%	61.8%	Non-Minority	Low-Income
17	37.3%	16.3%	Non-Minority	Non- Low-Income
18	21.4%	61.1%	Non-Minority	Low-Income
19	30.1%	52.8%	Non-Minority	Low-Income
21	47.0%	79.9%	Minority	Low-Income
22	30.8%	23.8%	Non-Minority	Low-Income
24	4.0%	87.7%	Non-Minority	Low-Income
25	44.6%	78.4%	Minority	Low-Income
26	50.9%	68.5%	Minority	Low-Income
26N	15.3%	10.2%	Non-Minority	Non-Low-Income
28	35.1%	66.4%	Minority	Low-Income
30	84.8%	78.6%	Minority	Low-Income
31	12.0%	68.5%	Non-Minority	Low-Income
34	48.3%	75.0%	Minority	Low-Income
37	49.7%	85.1%	Minority	Low-Income
38	57.4%	77.8%	Minority	Low-Income
39	60.9%	74.1%	Minority	Low-Income

Route Number	Percent Minority	Percent Low-Income	Minority Route Designation	Income Route Designation
55	3.7%	65.9%	Non-Minority	Low-Income
86	25.0%	12.2%	Non-Minority	Non- Low-Income
87	71.5%	57.9%	Minority	Low-Income
901	15.1%	15.1%	Non-Minority	Non-Low-Income
902	16.0%	33.9%	Non-Minority	Low-Income

Figure III-1 Map of IndyGo Route Designation

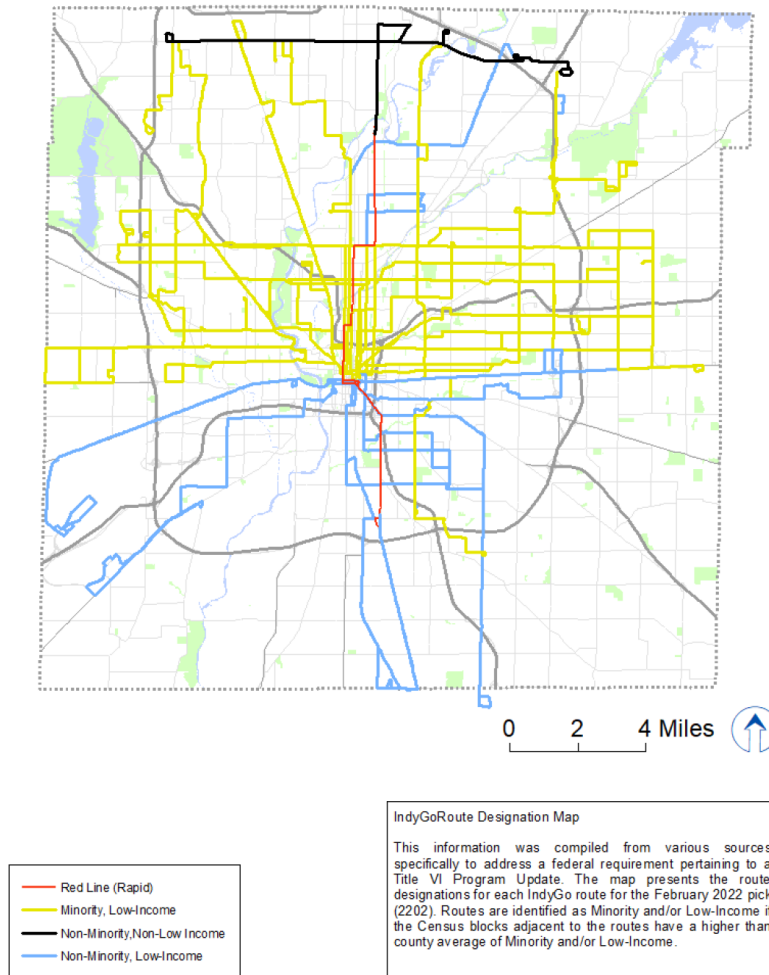


Figure III-2

Determination of Disparate Impact / Disproportionate Burden

IndyGo uses its policies on disparate impact and disproportionate burden to evaluate its service. In both cases, the policy requires IndyGo to compare service provided to Title VI populations and compare it to the service provided to non-Title VI populations.⁵ An “acceptable range” is established using the IndyGo DI/DB policy of a 20% change. The range is 80% to 120% of the metric used for evaluation and the non-Title VI population percentage. IndyGo then compares the Title VI population percentage to the acceptable range; if the Title VI population percentage is outside the range and considered a negative effect, then there is a DI/DB finding. There are instances in which the Title VI populations may receive a benefit; this is not considered a DI/DB finding.

The metric and acceptable range may vary depending on the analysis; it may be the percent change or it may be the percent of amenity/service provided; the metric used will be explained for each area of analysis.

Using the analysis for Frequency provided in this Service Monitoring Report as an example may be helpful.

The minority routes experienced an average headway of 39.3 minutes while non-minority routes experienced a headway of 44.1. Better headway is preferred; a DI would be found if the headway falls on the upper end of the acceptable range. The acceptable range is the non-minority route headway; 80% is 35.3 (44.1 x 80%) and 120% is 52.9 (44.1 x 120%). The minority route average headway is 39.3 which is below the upper end of the acceptable range; 39.3 < 52.9; therefore, no DI is found.

Frequency

IndyGo's Service Standards define designed frequency (also known as headways) for respective service categories. For example, "Frequent" service is intended to have headways of fifteen minutes or better; "Basic" routes are designed to have headways of thirty minutes; "Coverage" routes are designed to have headways between 60 and 120 minutes. For the Title VI Service Monitoring Report, staff compared the headways of minority routes to non-minority routes and low-income routes to non-low-income routes. Headways are calculated by dividing the total span in minutes by the number of recorded timepoint departures per unique timepoint per route. As shown in Table III-2, no disparate impact nor disproportionate burden for frequency.

Table III-2. Frequency

<i>Route Type</i>	<i>Average Headways in Minutes</i>	<i>Acceptable Range</i>	<i>Result</i>
Minority	39.3	35.3 - 52.9	No Disparate Impact
Non-Minority	44.1		
Low-Income	40.6	42.4 - 63.6	No Disproportionate Burden

⁵ What is considered a Title VI population is defined within the SMR; low-income populations are also considered even though the metric is technically not a Title VI-protected population.

Non-Low-Income

53

The Red Line provided an average headway of 17.96 during the same time period. Although the 2019 Service Standards outlined headway of 10 minutes for Rapid transit routes, that is only for the peak period; for weekends / off-peak, the headway could be between 15-20 minutes. During this time period, the Red Line service was 15 minutes all day, due to operator challenges.

Daily and Weekly Span

IndyGo's 2019 Service Standards define span as the hours of day and days per week that a service operates and the hours that runs at its defining frequency. IndyGo applies different span standards depending upon service category. The daily and weekly span was compared between minority and non-minority routes as well as low-income and non-low-income routes. Daily span was calculated by multiplying total service hours by days in service for each route during the study period; average weekly span was calculated by dividing days in service for each route by the number of weeks in the study period. As shown in Table III-3 and Table III-4, there is no disparate impact or disproportionate burden associated with daily or weekly span.

Table III-3. Daily Span

<i>Route Type</i>	<i>Average Daily Span in Hours</i>	<i>Acceptable Range</i>	<i>Result</i>
Minority	16.9	13.2 - 19.9	No Disparate Impact
Non-Minority	16.6		
Low-Income	16.8	13.1 - 19.7	No Disproportionate Burden
Non-Low-Income	16.4		

Table III-4. Weekly Span

<i>Route Type</i>	<i>Average Weekly Span in Days</i>	<i>Acceptable Range</i>	<i>Result</i>
Minority	7	5.6 - 7	No Disparate Impact
Non-Minority	7		
Low-Income	7	5.6 - 7	No Disproportionate Burden
Non-Low-Income	7		

The Red Line average daily span in hours was 18.46, with an average weekly span of 7 days. The span for Rapid service is 20 hours for weekdays and 16 for weekends; 18.46 falls within that range. Similarly, the number of days in a week service meets the expectations for span.

Stop Spacing

IndyGo sets standards for stops per mile that depend on service categories defined in its 2019 Service Standards. For example, "Rapid" service is designed to have about two stops per mile (every ½ mile), whereas "Frequent" service is designed to have about four stops per mile (every ¼ mile). For IndyGo's

Title VI Service Monitoring Report, staff compared the stops per mile for minority / non-minority routes and low-income / non-low-income routes. As shown in Table III-5, no disparate impact or disproportionate burden was associated with stop spacing.

Table III-5. Stop Spacing

Route Type	Stops per Mile	Acceptable Range	Result
Minority	4.6	3.2 - 4.8	No Disparate Impact
Non-Minority	4		
Low-Income	4.4	2.5 - 3.7	No Disproportionate Burden*
Non-Low-Income	3.1		

*Although the number of stops per mile for a low-income route is outside the accepted range, the number of stops is higher than the acceptable range, and thus considered a benefit for riders because the intent of the standard is to ensure equal access. Based on this reasoning, no disproportionate burden was determined.

The Red Line stops per mile was 2.08. To reduce dwell time, stations for Rapid Transit service are spread farther apart but provide riders with better amenities. Rapid stations are intended to be spaced at approximately ½ mile between each station.

Travel Speed

IndyGo's 2019 Service Standards allow the evaluation of different standards of vehicle speed depending on defined service categories. For example, "Rapid" service is expected to operate between 20 to 22 miles per hour, whereas "Coverage" routes are expected to operate between 14 to 18 miles per hour. For IndyGo's Title VI Service Monitoring Report, staff compared the service speed of minority / non-minority routes and low-income / non-low-income routes. Service speed was calculated by dividing revenue miles by revenue hours. As shown in

Table III-6, there was a finding of no disparate impact or disproportionate burden for this service standard.

Table III-6. Travel Speed

Route Type	Speed	Acceptable Range	Result
Minority	15.2 miles per hour	12.9 - 19.4 miles per hour	No Disparate Impact
Non-Minority	16.1 miles per hour		
Low-Income	15.5 miles per hour	12.6 – 18.8 miles per hour	No Disproportionate Burden
Non-Low-Income	15.7 miles per hour		

The Red Line is intended to perform better in travel speed. In the analysis, the speed of the Red Line was 14.84 miles per hour (mph), below the scheduled speed range of 20 to 22 mph and below the average speed for other routes. Speed for the Red Line may have been impacted by the multitude of construction projects ongoing along the corridor, which caused many detours. There may be other factors but IndyGo will continue to monitor travel speed of the Red Line.

On-Time Performance

IndyGo assesses service reliability by measuring each route's on-time performance. IndyGo's current standard for "on-time" allows buses to be up to one minute early and as long as five minutes late. The better the on-time performance, the more reliable a service can feel for riders.

IndyGo compared the on-time performance of minority routes to non-minority routes and low-income routes to non-low-income routes and found no disparate impacts nor disproportionate burdens, as shown in Table III-7.

Table III-7. On-Time Performance

Route Type	On-time Performance	Acceptable Range	Result
Minority	72 %	57.2 % - 85.8 %	No Disparate Impact
Non-Minority	71.5 %		
Low-Income	71.8 %	57.2 % - 85.8 %	No Disproportionate Burden
Non-Low-Income	71.5 %		

The Red Line's on-time performance was measured at 55.9%, well below the standard of 90%. On-time performance for Rapid services may require a different standard; measuring the headway gap, for instance. The OTP as analyzed here, and combined with the travel speed analysis, may reflect the many construction detours the Red Line experienced, along with IndyGo's continuing maturation as an agency providing bus rapid transit service.

Passenger Load

IndyGo's 2019 Service Standards measure passenger load to ensure that using the bus is comfortable and service frequencies are adequately meeting demand. This standard is evaluated using average ridership per trip compared to the vehicle's sitting and standing capacity (total vehicle capacity). No route has an average ridership above the lowest capacity vehicle in IndyGo's fixed-route fleet, and

thus all routes meet IndyGo's standard for passenger load. As shown in Table III-8, and there is no disparate impact or disproportionate burden for this standard.

Table III-8. Passenger Load

<i>Route Type</i>	Percent of routes that meet Load Standard	Acceptable Range	Result
Minority	100 %	80 % - 100 %	No Disparate Impact
Non-Minority	100 %		
Low-Income	100 %	80 % - 100 %	No Disproportionate Burden
Non-Low-Income	100 %		

Vehicle Assignments

IndyGo's Vehicle Assignment Policy prevents discrimination based on the age of vehicles assigned to routes throughout the network. The age of the vehicles was calculated using trip-level data. As shown in Table III-9, the age of vehicles assigned to routes and found no disparate impact. However, based on the acceptable range, a disproportionate burden was determined. While this is something to monitor closely, IndyGo considers the disproportionate burden to be minimal since their fleet is very new (an average of just 4 years old) and vehicles purchased within a 2-3 year timeframe have very similar characteristics.

Table III-9. Vehicle Assignment

<i>Route Type</i>	Average Age of Vehicle in Years	Acceptable Range	Result
Minority	4.3	3.2 – 4.8	No Disparate Impact
Non-Minority	4		
Low-Income	4.3	1.9 – 2.8	Disproportionate Burden
Non-Low-Income	2.3		

Distribution of Transit Amenities

IndyGo's policy for transit amenity distribution is outlined in its Service Standards and based on the actual or planned ridership levels of a specific service. Transit amenities include shelters, benches, informational displays, and trash cans. IndyGo's current policy states the following:

- Basic bus stop – No ridership criteria
- Bus stop with bench (bench or simme-seat) – 10-20 boards per day
- Sheltered bus stop (lighting, waste receptacle, etc.)– 20+ boardings per day
- Super Stop (larger shelter, near-level boarding, real-time information display) – based on route service category
- Rapid Transit Station (All Super Stop Amenities and Station Signage) - Determined by planning effort
- Transit Center (All Rapid Transit Station Amenities, plus public restrooms and on-site security) – Determined by planning effort

This report analyzed the distribution of amenities at the bus stop level, except for Rapid Transit Stations.⁶ A bus stop was classified as a minority or non-minority stop based on the type of route (s) that served the stop. However, a bus stop could be both a minority and non-minority bus stop if it was served by minority and non-minority routes.⁷ This methodology was also used for classifying low-income and non-low-income bus stops. The full distribution of transit stop amenities is shown in Figure III-5.

Summary of Amenity Analysis

Table III-10 provides a summary of the amenity analysis conducted for the Service Monitoring Report. A finding is when the percent of stops with a particular amenity falls outside the acceptable range.

Table III-10 Summary of Amenity Analysis DI/DB Finding

<i>Amenity</i>	<i>Acceptable Range - Disparate Impact</i>	<i>Acceptable Range - Disproportionate Burden</i>
<i>Shelters</i>	Within	Within
<i>Benches</i>	Within	Without*
<i>Bike Racks</i>	Within	Within
<i>Information Signage</i>	Within	Within
<i>Trash Cans</i>	Within	Within

Each amenity's analysis is presented in detail in the sections following.

Shelters

Shelters are located at high activity bus stops. In 2022, there were a total of 229 shelters. Minority routes had 8.2% of stops with shelters, as compared to non-minority stops, which had 5.0% of stops with shelters. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-11. Stops with Shelters

<i>Stop Type</i>	<i>Stops with Shelter</i>	<i>Stops with No Shelter</i>	<i>Total Stops</i>	<i>Percent of Stops with Shelter</i>	<i>IndyGo Acceptable Range</i>
<i>Both Minority and Non-Minority Stop</i>	45	192	237		
<i>Minority Stop</i>	141	1583	1724	8.2%	4.0% to 6.0%
<i>Non-Minority Stop</i>	43	822	865	5.0%	
<i>Both Low-Income and Non-Low-Income Stop</i>	7	30	37		

⁶ Rapid Transit stations serve a different mode, bus rapid transit. As IndyGo currently only has one rapid transit line (Red Line/Route 90), there are no other lines to compare it against and therefore no Title VI analysis was conducted as part of the separate mode.

⁷ Stops that serve both a minority and non-minority route are not utilized in determining disparate impact or disproportionate burden.

<i>Stop Type</i>	Stops with Shelter	Stops with No Shelter	Total Stops	Percent of Stops with Shelter	IndyGo Acceptable Range
<i>Low-Income Stop</i>	220	2502	2722	8.1%	2.4% to 3.6%
<i>Non-Low-Income Stop</i>	2	65	67	3.0%	

Benches

Benches are located at bus stops with moderate activity. In 2022, there were a total of 233 benches. Minority routes had 7.8% of stops with benches, as compared to non-minority stops, which had 5.7% of stops with benches. After applying the disparate impact threshold, there is a determination of no disparate impact. Low-income stops experienced a disproportionate burden (8.1% compared to low threshold of 8.4%); however there were only 67 total non-low-income stops compared to 2,649 low-income stops. And low-income routes had 215 stops with benches; a rate of 8.1%. IndyGo will continue to review its placement policy for benches.

In reviewing stop data, 78 stops were found without data on benches; those stops were excluded from analysis. These stops will be reviewed and updated.

Table III-12. Stops with Benches

<i>Stop Type</i>	Stops with Benches	Stops with No Benches	Total Stops	Percent of Stops with Benches	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	55	180	235		
<i>Minority Stop</i>	129	1527	1656	7.8%	4.5% to 6.8%
<i>Non-Minority Stop</i>	49	813	862	5.7%	
<i>Both Low-Income and Non-Low-Income Stop</i>	11	26	37		
<i>Low-Income Stop</i>	215	2434	2649	8.1%	8.4% to 12.5%
<i>Non-Low-Income Stop</i>	7	60	67	10.4%	

Bike Racks

Bike racks are located at bus stops with high activity and proximity to bicycle infrastructure. In 2022, there were a total of 52 bike racks. Minority routes had 1.7% of stops with bike racks, as compared to non-minority stops, which had 0.6% of stops with bike racks. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar result was seen with low-income routes; no disproportionate burden was found.

In reviewing stop data, 113 stops were found without data on bike racks; those stops were excluded from analysis. These stops will be reviewed and updated.

Table III-13. Stops with Bike Racks

<i>Stop Type</i>	Stops with Bike Racks	Stops with No Bike Racks	Total Stops	Percent of Stops with Bike Racks	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	19	218	237		
<i>Minority Stop</i>	28	1636	1664	1.7%	1.1% to 1.7%
<i>Non-Minority Stop</i>	5	812	817	0.6%	
<i>Both Low-Income and Non-Low-Income Stop</i>	0	37	37		
<i>Low-Income Stop</i>	52	2562	2614	2.0%	1.2% to 1.8%
<i>Non-Low-Income Stop</i>	0	67	67	0.0%	

In reviewing stop data, 78 stops were found without data on benches; those stops were excluded from analysis. These stops will be reviewed and updated.

Information Signage

Information signage are located at high activity bus stops. In 2022, there were a total of five stops with information signage, not including the Julia Carson Transit Center (CTC) stops. Of those five stops, three were both minority/non-minority and two were minority alone. There is a finding of no disparate impact or disproportionate burden.

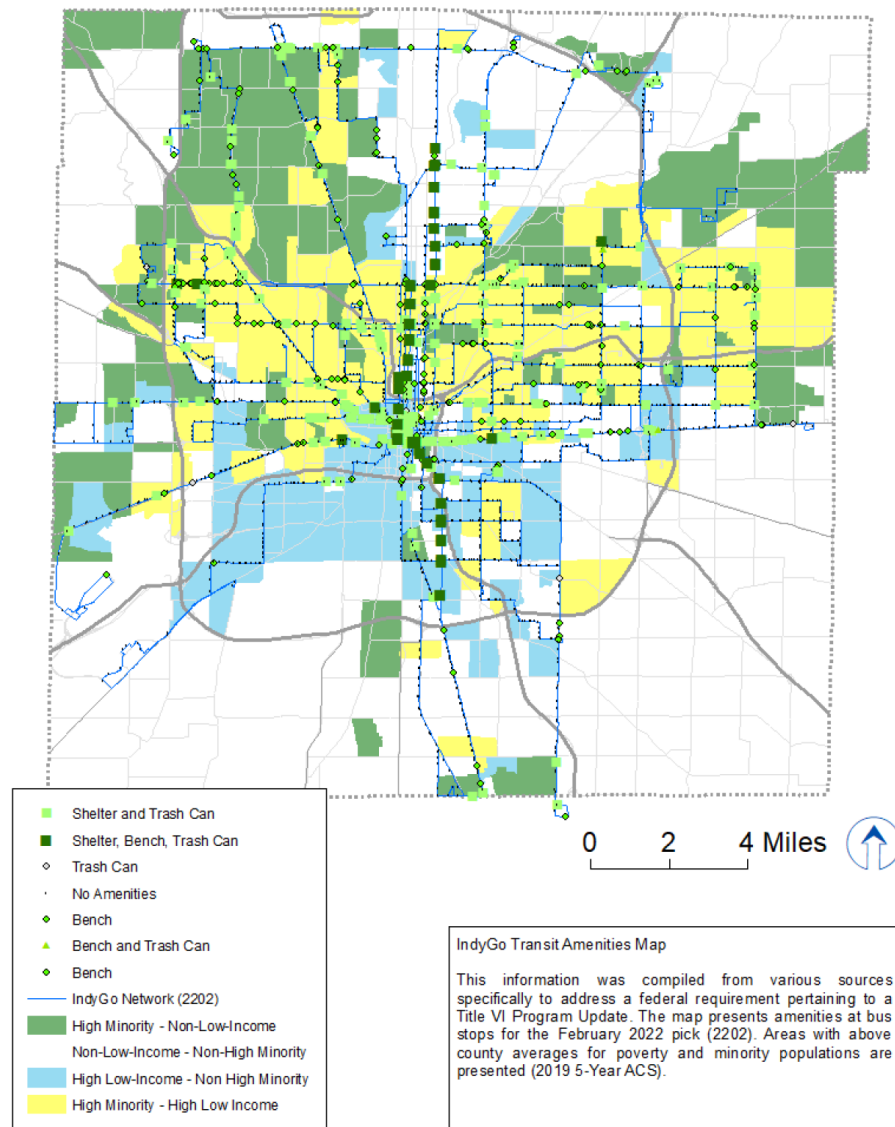
Trash Cans

Trash cans are located at stops with shelters and stops without shelters that have moderate activity. In 2022, there were a total of 239 trash cans. Minority stops had 8.5% of stops with trash cans, as compared to non-minority stops, which had 5.3% of stops with trash cans. After applying the disparate impact threshold, there is a determination of no disparate impact. A similar finding was determined for the low-income stops.

Table III-14. Stops with Trash Cans

<i>Stop Type</i>	Stops with Trash Cans	Stops without Trash Cans	Total Stops	Percent of Stops with Trash Cans	IndyGo Acceptable Range
<i>Both Minority and Non-Minority Stop</i>	46	191	237		
<i>Minority Stop</i>	147	1577	1724	8.5%	4.3% to 6.4%
<i>Non-Minority Stop</i>	46	819	865	5.3%	
<i>Both Low-Income and Non-Low-Income Stop</i>	7	30	37		
<i>Low-Income Stop</i>	230	2492	2722	8.4%	2.4% to 3.6%
<i>Non-Low-Income Stop</i>	2	65	67	3.0%	

Figure III-3. Map of Transit Amenities



Conclusion

After evaluating each service standard established by the IPTC Board of Directors, IndyGo found that none of the existing service standards or policies were found to have a disparate impact. While there was a disproportionate burden found related to vehicle assignments, IndyGo considers the impact minimal and will continue to monitor this standard closely. The agency did not find a disproportionate burden in any other existing service standards or policies. IndyGo staff will continue to implement its service standards and policies and explore opportunities to improve the standards or match the standards to service delivery.

Service Monitoring Board Action Item



February Board of Directors Minutes

IndyGo
Feb 23, 2023 at 5:00 PM EST
@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:

Members: Sarah Stentz (remote), Bart Brown, Marcus Burnside (remote), Charlie Carlino, Inez Evans, Adairius Gardner, Richard Wilson, Jr., Lise Pace, Jill Russell, Taylor Schaffer, LaTeeka Washington (remote), Ryan Wilhite (remote)
Staff: Cesar Bermudez (remote), Justin Burcope (remote), Justin Fulford (remote), Greg Garrett (remote), Lesley Gordon (remote), Latosha Higgins (remote), Denise Jenkins-Agurs (remote), Cheryl Purefoy (remote), Jennifer Pyrz (remote), Cam Radford (remote), Mike Roth (remote), Brooke Thomas (remote), Aaron Vogel

Absent:

Members: Hydre Abdullah, Mary Ann Fagan, Greg Hahn

1. Call to Order and Roll Call (Presenters: Adairius Gardner, Jill Russell)

- [board cover 2023_Feb23.docx](#)
- [page intentionally left blank.pdf](#)
- [A AGENDA for February 23, 2023 Board Meeting.docx](#)
- [page intentionally left blank.pdf](#)

Vice Chairman Adairius Gardner called the meeting to order at 5:00pm. Chief Legal Officer Jill Russell called the roll. 4 members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Inez Evans)

- [A1 Awards & Commendation February.docx](#)
- [A1 Board report Safe Drivers Jan 2023 .docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for January 2023. Recognized were safe drivers for January 2023, one employee for 33 years of safe driving, the January Operations Employee of the month, one employee promotion, one employee retiring after 22 years of service, and new Board Member appointment.

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





Finance Committee - Richard Wilson
Service Committee - Adairius Gardner

- [A Finance Committee Chair Report February.docx](#)
- [page intentionally left blank.pdf](#)
- [A Service Committee Chair Report February.docx](#)
- [page intentionally left blank.pdf](#)

The reports were received and entered into the record.

4. Consent Agenda (Presenters: Adairius Gardner)

1. A-1: Consideration and approval of minutes from Board meeting held on January 26, 2023
 - [A-1 January Board of Directors & Annual Board of Finance Meeting Minutes.docx](#)
 - [page intentionally left blank.pdf](#)


2. A-3: Consideration and approval of East Campus Master Plan (Presenters: LaTeeka Washington)
 [A-3 East Campus Master Plan & Design.docx](#)
3. A-5: Consideration and approval of Section 5310 CFP vehicle approval – updated (Presenters: Ryan Wilhite)
 [A-5 5310 BoardActionItem Amended2021CFP V1.docx](#)
4. A-6: Consideration and approval of Microsoft licensing renewal (Presenters: Marcus Burnside)
 [A-6 Consideration and Approval of Microsoft Licensing Renewal.docx](#)
5. A-7: Consideration and approval of license renewal for construction program and project management software e-Builder (APS, BRT, Contraflow) (Presenters: Sarah Stentz)
 [A-7 e-Builder Construction Management Software.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Adairius Gardner)





1. A-2: Consideration and approval of 2023 Board of Directors Officer elections (Presenters: Jill Russell)
 [A-2 Consideration of Board Officer Elections.docx](#)

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2023 Board meeting through the January 2024 Board meeting. The nomination and selection of the Board Officers was completed via survey through our Board governance software, OnBoard. After receiving the results from the survey, the following officers were selected: Chair – Greg Hahn, Vice Chair – Adairius Gardner, Secretary – Lise Pace, Treasurer – Rick Wilson.

Motion:

Approval of 2023 Board of Directors Officer elections

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

2. A-4: Consideration and approval of Resolution 2023-02 Title VI program update (Presenters: Ryan Wilhite)
 [A-4 2023 TVI PU BoardAction v1.docx](#)
 [A-4 2023 TitleVI ProgramUpdate v3 1\(compressed\).pdf](#)
 [A-4 Resolution 2023 TitleVIProgramUpdate v1.docx](#)
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An updated Title VI Program is due to the FTA. Under the FTA guidelines, IPTC is required to seek review and approval of its Title VI Program Update. Some Title VI required documents do require approval outside the Title VI Program Update. Those documents include, but are not limited to, the service and fare equity analyses and adoption of the Service Standards.

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

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

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



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

Motion:

Approval of Resolution 2023-02 Title VI program update

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

6. Information Items (Presenters: Adairius Gardner)

1. I-1: Mobility Advisory Committee (MAC) update (Presenters: Eddie Rickenbach)
 -  [I-1 MAC.Meeting.Jan.2023.pdf](#)
 -  [page intentionally left blank.pdf](#)

The Board received a Mobility Advisory Committee (MAC) update.

2. I-2: Receipt of the Finance Report for January 2023 (Presenters: Bart Brown)
 -  [I-2 January 2023 Financials Summary.pdf](#)
 -  [page intentionally left blank.pdf](#)

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

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

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

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

4. I-4: Task Orders executed under contracts during FY2022 (Presenters: Brooke Thomas)

 [I-4 Task Order Executions February 2023.docx](#)

The Board received a Task Orders executed under contracts during FY2022 update.

5. I-5: Department Reports

 [I-5a Board Report, Risk and Safety, Jan 2023.docx](#)

 [I-5b PLANNING AND CAPITAL PROJECTS REPORT for 2023-02.docx](#)

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 [I-5c Jan Board Report.pdf](#)

 [I-5d Jan OPERATIONS DIV BOARD REPORT -1.2023.docx](#)

 [I-5e Feb Board Report.docx](#)

 [I-5f Supplier Diversity - February 2023.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: Adairius Gardner)

On order of Vice Chairman Adairius Gardner and there being no objection, the meeting was adjourned at 5:29pm.



Jill Russell
04/03/2023 12:18 EDT
Jill D. Russell
Chief Legal Officer

APPENDIX I. POLICY ADOPTION

Adoption of Major Service Change, Disproportionate Burden, and Disparate Impact Policies

IPTC Agenda
08-26-13
Item No. A - 4

TO: Chair and Board of Directors

FROM: Annette Darrow
Director of Planning

REQUEST FOR ADOPTION OF TITLE VI POLICIES AND PROGRAM - RESOLUTIONS 2013-03 AND 2013-04

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

An updated IndyGo Title VI Program is due to the FTA on October 1, 2013. Under the FTA guidelines, IndyGo is required to seek review and approval of key components of its Title VI program by the IndyGo Board of Directors. This includes the following:

- **Approval of the “Major Service Change” and “Disparate Impact” policies:** Under the new FTA requirements, IndyGo is required to establish a threshold for determining when a service change is considered “major,” thus requiring a Service Equity Analysis before implementation. The setting of these policies included public engagement meetings to educate the public on Title VI and solicit feedback on the proposed policies.
- **Approval of the Service Monitoring Evaluation:** IndyGo is required to set system-wide service standards and policies for vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignment. The Service Monitoring Evaluation is an assessment of how closely IndyGo is meeting those standards for minority, non-minority, low-income, and non-low-income populations. The evaluation found that the rates of compliance with IndyGo’s standards and policies for each population group are within acceptable ranges.
- **Approval of the 2013 Service Improvements Service Equity Analysis:** The two phases of service improvements implemented by IndyGo in 2013 meet the criteria for a “major service change.” A Service Equity Analysis was completed

to ensure a fair and equitable distribution of service changes throughout the IndyGo service area. The analysis found no disparate impacts to minority populations and no disproportionate burdens to low-income populations as a result of the 2013 service improvements.

The Title VI Program follows and has no appendices attached, but the full report is on file at IndyGo.

If approved IndyGo will submit the final board adopted program and policies to the Federal Transit Administration by October 1, 2013.

Recommendation: Adopt policies and program for IndyGo 2013 Title VI Program.

Annette Darrow
Director of Planning

**Title VI Policies for Adoption
By
The IndyGo Board of Directors**

Resolution 2013-03

The following policies are included in the IndyGo 2013 Title VI Program Update.

Major Service Change Policy

A major service change shall be defined as any proposed change that meets one or more of the following criteria:

1. An increase or decrease in fare.
2. A service change that will impact 25 percent or more of the transit route miles on an existing route.
3. A service change that will impact 25 percent or more of the total passengers on an existing route.
4. An implementation of a new route.

Disparate Impact Policy

Disparate Impact:

"A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin."

Policy - A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

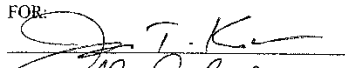
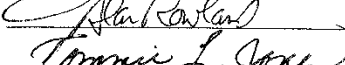
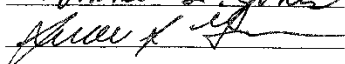

Disproportionate Burden Policy

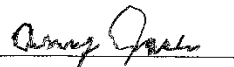
Disproportionate Burden:

"A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations."

A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

These policies were adopted by the I.P.T.C. Board of Directors **Resolution No. 2013-03**. Board approval date 08-26-2013

FOR:	AGAINST:
	
	
	
	

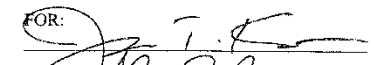
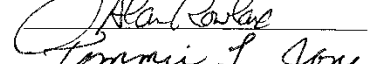
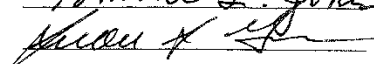

ATTEST: 

**2013 Title VI Program Update
for Adoption by
The IndyGo Board of Directors**

Resolution 2013-04

The following attachment is a The Title VI Program and has no appendices attached, but the full report is on file at IndyGo. Approval by the IndyGo Board of Directors will be noted as Appendix G of the Title VI report that will be submitted to the Federal Transit administration no later than October 1, 2013.

This program was adopted by the I.P.T.C. Board of Directors **Resolution No. 2013-04**. Board approval date 08-26-2013

FOR:	AGAINST:
	
	
	
	

ATTEST: 

APPENDIX J. EQUITY ANALYSES

IndyGo completed several equity analysis, as required, for a variety of projects.

Service and Fare Equity Analyses:

- System-wide Service Changes (April 2020)
- Route 901 Service Change (March 2022)
- Future Service Plan (January 2023)
- October 2021 Service Changes (January 2023)

Site Equity Analyses:

- Paratransit operations and call center facility at 2425 West Michigan Street, Indianapolis, IN
- East Campus administrative and operations center, 9503 and 9050 East 33rd Street, Indianapolis, IN
- Southside mobility hub, 8905 S. Madison Avenue, Indianapolis, IN¹²

Major service changes and fare equity analyses require the IPTC Board of Directors to review and adopt the analysis. Meeting minutes for those IPTC Board of Directors' meetings are included in this appendix. Site equity analysis do not have to be reviewed and approved by the IPTC Board of Directors.

¹² This purchase was a separate parcel north of the existing property owned by IndyGo and not part of a NEPA planning process.

System-wide Service Changes



System-wide Service Changes – Service Equity Analysis

System-wide Service Changes

Service Equity Analysis

Approved by IndyGo Board of Directors on April 23, 2020

April 2020

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EXECUTIVE SUMMARY

The system-wide service changes are the next major milestone in the implementation of the Marion County Transit Plan (MCTP); these changes would be introduced as early as June 2020.¹ The system-wide service changes will modify the design of the existing service from a traditional hub and spoke route system to a more grid-like route system. As part of the service changes, nearly all routes will be modified in some fashion. IndyGo is introducing new routes to better serve the overall network; most of the new routes will be created from the pieces of existing routes in the network. System-wide service changes also include added trips to the network, allowing for easier transfers from route to route, a key component of a grid-based design. The Red Line, IndyGo's first bus rapid transit system, serves as the spine of the network, providing riders an opportunity to transfer to a fast, efficient, and comfortable trip through designated bus lanes into downtown Indianapolis or another route in the network.

A service equity analysis is required when service changes trigger IndyGo's Major Service Change policy; these system-wide service changes meet or exceed thresholds established by the Major Service Change policy. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy,² are considered a disparate impact (DI) or disproportionate burden (DB), respectively.³

The system-wide service changes will continue IndyGo's commitment to building out the MCTP. When the MCTP was originally approved by the IndyGo Board of Directors, the initial analysis found no DI/DB. Almost the entire network was also analyzed through a service equity analysis prior to the launch of the Red Line; there was no finding of a DI/DB there, either.

The updated system-wide service changes resulted in a finding of no DI/DB. The current iteration of the system-wide service changes was affected by public input sessions conducted by IndyGo in early 2020. Considering those changes, despite the results of the previous service equity analyses conducted prior and given IndyGo's Title VI policies, IndyGo performed a new service equity analysis. IndyGo compared the Existing 2020 network to the Proposed 2020 network, analyzing the difference through a Title VI lens. The expansion of transit service via the system-wide service changes provides a 20 percent increase in the number of weekly transit trips provided to Marion County, allowing IndyGo to increase the average number of trips to census blocks by nearly 18 percent.

¹ More information at <https://www.indygo.net/transitplan/>

² Available from <https://www.indygo.net/about-indygo/title-vi/>

³ A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program's goals.



SECTION I. INTRODUCTION

The services being analyzed are the proposed system-wide service changes that are anticipated to take place as early as June 2020. The main feature of this service change is the modification of the network from a hub-and-spoke route system to a grid-based route system, particularly on the east side of Indianapolis. The modified services were planned during the Marion County Transit Plan (MCTP). The modifications focused additional service in areas with high population densities, transit-supportive infrastructure, and in areas where transit is most needed. The transition requires the revision of several routes. The revisions include adding trips to existing routes, renumbering existing routes to align with the network, and the elimination of previous routes that are replaced by new routes with new route numbers.

The system-wide major service changes are a significant step towards completing the service improvements identified in the MCTP. The MCTP was designed following extensive discussions on Indianapolis' desire to balance transit service coverage and transit service frequency. The MCTP involved significant public outreach and involvement in 2014 and 2015. Adoption of the plan required passage of a transit referendum, which was successfully passed in 2016.⁴ System-wide major service changes were informed by additional public outreach in early 2020. More coverage means less frequency, while greater frequency creates a more useful system. These considerations required

⁴ Per Indiana statute, the fiscal body of the county needed to approve the dedicated income tax for transit prior to its implementation. The Indianapolis Marion County City-County Council approved a resolution with the income tax increase in February 2017.

IndyGo and its consultant, Jarret Walker and Associates (JWA), to design a more frequent system. JWA's network design also considered potential impacts on minority and low-income individuals. Since 2017, IndyGo has been improving service to build towards fully implementing the MCTP. All routes now run every day of the week; the Red Line rapid transit line was constructed and is operational as of September 1, 2019.

Due to the changes in trip assumptions and routes based on feedback in 2020, IndyGo determined that a new service equity analysis needed to be completed. This service equity analysis compares the existing 2020 transit service to the proposed system-wide major service changes full build-out scenario.

Title VI Background

Title VI of the Civil Rights Act of 1964, Section 601, states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations.⁵ Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate service and fare changes to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service must develop written procedures to conduct an Equity Analysis through which they evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, and to determine whether those changes would have a discriminatory impact based on race, color, or national origin.

Low-income individuals are not specifically a protected class under Title VI; however, the FTA recognizes an "inherent overlap of environmental justice principles" with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁶ Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a "Disproportionate Burden" of those changes. Under this requirement, transit providers must also establish the threshold for determining when a change may cause a "Disproportionate Burden" as a result of a major service change.

⁵ FTA Circular C4702.1B, Chapter IV-15-18.

⁶ FTA Circular C4702.1B, Chapter IV-16-17.

Any change that exceeds the major service change definition of a transit provider requires a service equity analysis. IndyGo's major service change policy triggers an examination if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.⁷ The system-wide major service changes include the addition of new routes, although these routes do not cover service area not previously served by IndyGo's fixed-route.

IndyGo's Title VI Policy

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that for a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations in excess of that range may be categorized as a disparate impact or disproportionate burden.

There are two distinctive points of clarification concerning the IndyGo Title VI policies. First, the IndyGo DI/DB policies consider an excessive beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find an overly-beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not resulting in finding of DI and/or DB. IndyGo will acknowledge where beneficial effects occur but will not consider them a finding of DI and/or DB.

Second, IndyGo's Major Service Change policy does not specify whether system-wide service changes should be reviewed in totality or at the individual route level. Individual routing changes have been documented; however, because individual route changes would alter the usefulness of the entire network, this Service Equity Analysis analyzes the cumulative changes associated with the proposed network.

In the event that a potential disparate impact and/or disproportionate burden is found, IndyGo staff would attempt to modify the original proposal and re-analyze the network. If the modified proposal continued to demonstrate a potential disparate impact and/or disproportionate burden, IndyGo staff

⁷ See [IndyGo's 2020 Title VI Program Update](#).

would propose alternatives, analyze those alternatives compared to the original / modified proposal, and conduct public involvement regarding the alternatives. If none of the alternatives would have less a disparate impact and/or disproportionate burden and IndyGo has made a substantial legitimate justification, the original / modified proposal could be enacted.



SECTION II. SERVICE EQUITY ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting a service equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed service changes result in disparate impacts or disproportionate burdens to Title VI protected populations. At a minimum, the FTA requires transit agencies to define the geography of analysis, datasets used for the analysis, and evaluate whether there is an adverse effect for minority and/or low-income populations compared to the service levels received by non-minority or non-low-income populations.

Definitions

The following definitions will apply to the service equity analysis:

Average Transit Vehicle Trips per Block: This measure is based on Transit Vehicle Trips to Census Blocks, but the number of weekly transit trips is averaged over the number of blocks past which the trips were made. This reduces a distortion in the analysis that suggests more service is being provided to people of interest when in fact service may simply be passing more census blocks.

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-minority population. This policy was established in IndyGo Board Resolution

2013-03. *For the purposes of this analyses, any beneficial DI finding beneficial to minority populations is not considered a DI.*

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DI finding beneficial to low-income populations is not considered a DI.*

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is greater than the percent of Marion County residents who are minority or in poverty. Census blocks fall within census block groups.

High Minority or High Poverty Census Blocks: These census blocks are those which fall within an identified High Minority or High Poverty Census Block Group. US Census American Community Survey data are not available at the block level. To calculate the number of individuals in each block, the proportion of the population from the 2010 Decennial Census for each block will be calculated and then multiplied by the total block group population estimated in the 2014-2018 ACS. Only total population will be calculated for each census block for the purposes of determining access.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update. Because Department of Transportation (DOT) and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update.

Service Area: IndyGo's service area is defined as the entirety of Marion County, including excluded cities. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program update.

Service Buffer: The service buffer established for this analysis was ½ mile wide for local routes (1/4 mile buffer) and 1 mile wide for bus rapid transit lines (½ mile buffer). The buffer was defined by individual transit stops. Specifically, buffers were created around each stop from the GTFS (General Transit Feed Specification) files for the respective service networks. The assumption that anyone in a census block that is touched by the buffer can access transit is obviously not true, nor is it the case that anyone in a census block outside that buffer *cannot* access transit, but these standards are applied for analytical consistency.

Total Transit Vehicle Trips to Blocks: This is the number of transit vehicle trips that occur within one week that pass within the service buffer of any part of the census blocks in question.

Existing 2020 and Proposed 2020 trips to census blocks were estimated using GTFS data exported from HASTUS scheduling software by IndyGo. For each route, weekday trips were multiplied by 5 and Saturday and/or Sunday services were added to obtain a weekly total. Those trips were then multiplied by the number of designated blocks they passed.

For example, if 100 trips pass by 10 blocks, this equals 1,000 Transit Vehicle Trips to Blocks. This accounts for all trips that may be realized for all blocks served and represents how much transit service is provided to how many census blocks.

Transit Vehicle Trips x Population: This measure estimates the usefulness of the service. It further reduces the distortion of Total Transit Vehicle Trips to Blocks (TTVTB), which can suggest that more service is being provided to populations within Title VI areas, when service is just passing more blocks but with potentially fewer people in them. In this measure, weekly transit trips on a route are weighted by the calculated total population within each census block.

For example, if 100 trips pass by a block that has 10 people living in it, that would equal 1,000 trips x population; if the next census block it passes has 50 people living in it, that would equal 5,000 trips x population, representing more access to service by more people.

This measure considers that census blocks are not home to equal numbers of people and estimates the level of service access provided to *people* rather than to geographic zones.

Project Outline

The system-wide service changes include new routes, new route names, the elimination of route segments, and the elimination of existing route names. Maps of the proposed changes are included in APPENDIX C.

Table II-1. Change Classification for Routes.

Change Classification	General Description	Example Routes in Existing Network
No Change	No change to the route segments.	Route 86
Minor	Small deviations to few segments.	Route 24
Moderate	An added/removed extension or other deviations.	Route 2
Significant	Addition/deletion of an entire route, creation of multiple branches, or complete revision of a route.	Route 4

Due to the significant number of individual route changes, the complete list of changes is included as APPENDIX B. Changes to each route are outlined in a narrative form and system-wide weekly trip changes to blocks are visualized via maps for each route in APPENDIX C.

Table II-2. Summary of Route Changes.

Route	Route Name	Change Classification	Route	Route Name	Change Classification
2	East 34 th Street	Moderate	23	South Emerson	Major
3**	Michigan Street	Significant	24	Mars Hill	Minor
4**	Fort Harrison	Significant	25**	West 16 th Street	Significant
5	North Sherman	Moderate	26	Keystone	Major
6	Harding	Minor	28	St. Vincent	Moderate
7*	Arlington	Major	30	30 th Street	Major
8	Washington	Minor	31	U.S. 31	Minor
9*	W. Michigan Street	Major	34	ML King/Michigan Road	Moderate
10	10 th Street	Moderate	37	Georgetown	Minor
11	East 16 th Street	Moderate	38**	West 38 th Street	Significant
12	Minnesota	Minor	39	East 38 th Street	Minor
13	Raymond Street	Moderate	55	English	Moderate
14**	Prospect Street	Significant	56	Beech Grove	Major
15	Riverside	Significant	86	86 th Street Crosstown	No Changes
16**	Beech Grove	Significant	87	Eastside Circulator	Significant
16	West 16 th Street	Major	89*	Mitthoefer	Significant
18	Nora	Significant	90	Red Line	No Changes
19	Castleton	Major	901	Red Line – 91 st Street	No Changes
21	East 21 st Street	Major	902	Red Line – County Line Road	No Changes

* Denotes New Route Number

** Eliminated in Proposed Network

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the intervening years and are the most comprehensive and precise datasets with all the information needed for this examination. At the time of writing this Service Equity Analysis, the most recent version of the dataset is the ACS 2014-2018 5-year estimates. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2014-2018 5-year file by block group
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement
- Decennial Census 2010, SF 100% by block and block group
 - Table P1 – Total Population

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. The data used for transit trips was provided from a HASTUS export, in the form of a General Transit Feed Service (GTFS) file. The GTFS file was then visualized using a toolbox for ArcMap, a geographic information systems software. Existing 2020 Network segments no longer served in the Proposed 2020 Network are visualized in Figure II-1. New segments added in the Proposed 2020 Network are displayed in Figure II-2. The two networks were:

- Existing Transit Network: 2020 Network (February)
 - Service provided from February 9 – June 13, 2020
- Proposed Transit Network :2020 Network (June)
 - Service proposed to begin on June 14, 2020

Figure II-1. Existing 2020 Network Segments Removed in Proposed 2020 Network.

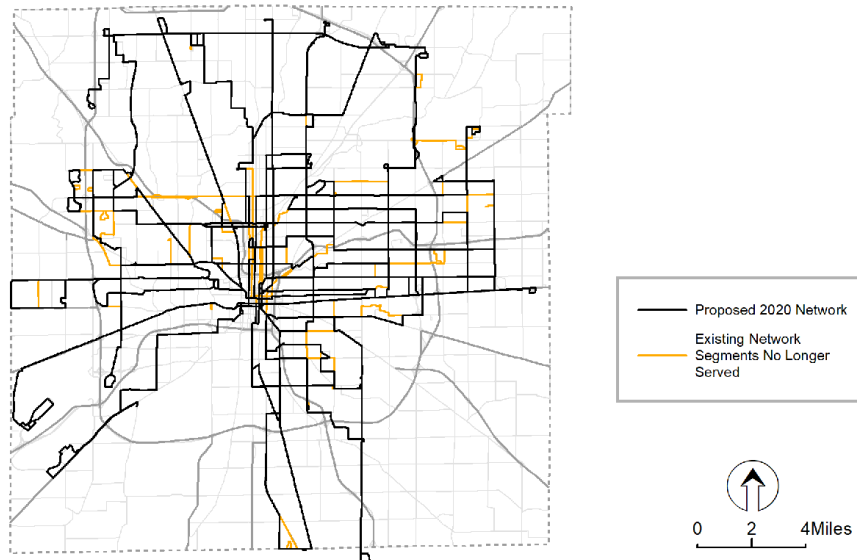
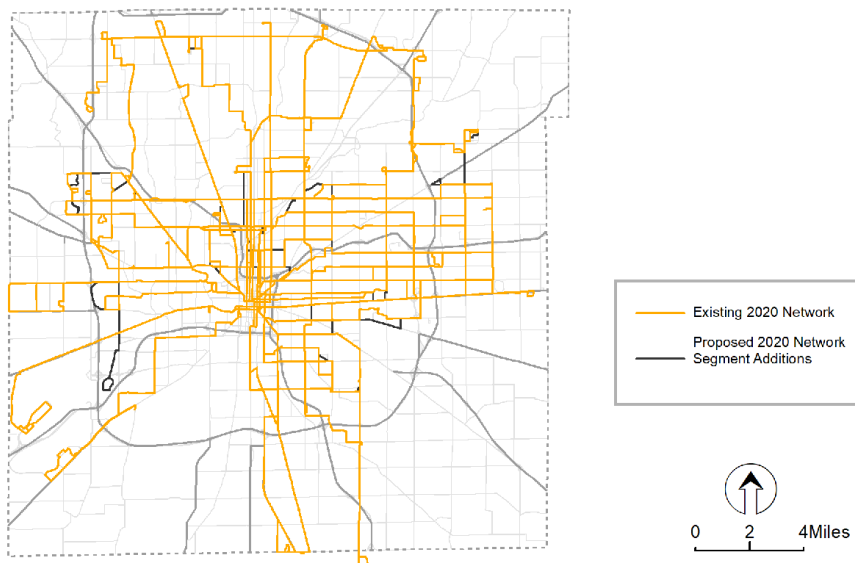


Figure II-2. Proposed 2020 Network Segment Additions Compared to Existing 2020 Network



Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. Data from the ACS are not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as the geography of analysis for determining High Minority and High Low-Income designations for blocks, while census blocks were used to determine the population with access.

Determining High Minority and High Poverty Blocks

The use of census block groups for transit access, in combination with using the population of an entire block group, can result in disingenuous access data. Specifically, using census block groups could count a person as having access who may be a mile away from the transit route due to the size of the census geography. To address this potential issue, IndyGo staff used census block data to identify populations who have access but used census block group data to determine and assign the High Minority or High Poverty designation. If a census block fell within a High Minority or High Poverty census block group, it was presumed that each census block within that census block group shared that designation. See Table II-3 for an example of this process.

Table II-3. Example of Attributing Census Block Group Designation for High Minority to Census Blocks

	2018 Minority Population as a Percent of Block Group	Percent of Minority Population in Marion County	Does the BG % Exceed Marion County %?	Block Assignment
Block Group 1	46%	44%	Yes	
Block 1A				High Minority
Block 1B				High Minority
Block 1C				High Minority
Block 1D				High Minority
Block Group2	35%	44%	No	
Block 2A				Non-Minority
Block 2B				Non-Minority
Block 2C				Non-Minority
Block 2D				Non-Minority

Calculating Population Data for Census Blocks

ACS data is not available at the block level; therefore, the population of each block from the 2010 Decennial Census altered proportionate to the population change the block had experience given the 2014-2018 ACS population data. See Table II-4 for an example of this process.

Table II-4. Example of Calculation Population for Blocks Using 2010 Population Proportions and 2014-2018 ACS Population.

	2010 Population	% of 2010 Population	2018 Estimate	2018 Calculated Population
Block Group 1	1,000		1,800	
Block 1A	300	30%		540
Block 1B	200	20%		360
Block 1C	400	40%		720
Block 1D	100	10%		180

Determining Access

Access to transit and transit amenities can be estimated by measuring the estimated distance a rider could walk to a stop. In previous Title VI analyses, IndyGo used ½ mile for all routes, regardless of route service levels. For this analysis and analyses moving forward, IndyGo will use ¼ mile for stops for non-rapid transit service and ½ mile for stations for rapid transit service.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. For the purposes of this analysis, census block groups were deemed too large to appropriately capture the accessibility of a transit line. Instead, census blocks, and the total calculated population within, are used as geographies for accessible population. Any

population within a census block within the buffer, regardless of the percentage of the census block within the buffer, are used as population with access to transit.

Service Equity Analysis Methodology

IndyGo used a Geographic Information System (GIS)-based approach to compare the distribution of impacts and benefits to all residents and to individuals residing in high minority and high poverty areas.

The analysis involved the following steps:

1. Determine which blocks were habitable.
2. Determine High Minority and/or High Low-Income block groups.
3. Develop map with current and proposed service routes, stops, and numbers of trips.
4. Determine which blocks were within access of a stop.
5. Allocate current and proposed transit trips to habitable census blocks based on whether any part of each census block falls within the stop-based service buffer.
6. Using Excel, determine the difference between the two scenarios for each census block and for the system in terms of: Total Transit Vehicle Trips to Blocks, Average Transit Vehicle Trips per Block, and Transit Vehicles Trips x Population. Join those data to the original block shapefiles containing census data.
7. Using a separate table, compare percent of change experienced by each group to the thresholds established in IndyGo's Title VI Policy to determine if the proposed changes could result in discriminatory impacts.

The basis of this analysis, common to all three service-access measures used, is the number of weekly trips made by each route. Changes to transit frequency or span are captured in this way; in fact, even the addition or subtraction of one single vehicle trip on a route is captured by this method.

Total Transit Vehicle Trips to Blocks

Staff analyzed whether the change in Total Transit Vehicle Trips to Blocks for minority and poverty populations would be within 20 percent of the change for non-minority and non-poverty populations. The formula can be expressed as:

% Change in Transit Vehicle Trips to Blocks for a population of interest, if n is the number of blocks in the service area =

$$\frac{\text{Total Proposed 2020 Transit Vehicle Trips to Blocks} - \text{Total Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Total Existing 2020 Transit Vehicle Trips to Blocks}} =$$

$$\frac{\sum_{i=1}^n (\text{Proposed 2020 Transit Vehicle Trips to Block } i) - \sum_{i=1}^n (\text{Existing 2020 Transit Vehicle Trips to Block } i)}{\sum_{i=1}^n (\text{Existing 2020 Transit Vehicle Trips to Block } i)}$$

Average Transit Vehicle Trips per Block

The Average Trips per Blocks analysis reduces the positive effect of hypothetically drawing a route to simply touch more census blocks of unspecified population (and thus gaming the results). The formula can be expressed as:

% Change in Average Transit Vehicle Trips per Block for a population of interest =

$$\frac{(\text{Proposed 2020 Avg. Transit Vehicle Trips per Block} - \text{Existing 2020 Avg. Transit Vehicle Trips per Block})}{\text{Existing 2020 Avg. Transit Vehicle Trips per Block}} =$$

$$\left(\frac{\text{Total Proposed 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Proposed 2020 Network for pop. of interest}} - \frac{\text{Total Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2020 Network for pop. of interest}} \right) \frac{\text{Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2020 Network for pop. of interest}}$$

Transit Vehicle Trips Weighted by Population

In this measure, weekly transit trips on a route are weighted by the estimated population of interest within each census block that is passed. If population were equal across all census blocks, this additional method would mirror other analyses. Because total population and demographics can vary widely among census blocks, this is the only measure that captures how many people can access transit service today relative to the Proposed 2020 changes.

This formula can be expressed as:

% Change in Weighted Transit Vehicle Trips for a population of interest =

$$\frac{\text{Total Proposed 2020 Weighted Transit Vehicle Trips} - \text{Total Existing 2020 Weighted Transit Vehicle Trips}}{\text{Total Existing 2020 Weighted Transit Vehicle Trips}}$$

$$\frac{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Proposed 2020 Transit Vehicle Trips to Block } i - \text{Existing 2020 Transit Vehicle Trips to Block } i)]}{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Existing 2020 Transit Vehicle Trips to Block } i)]}$$

Service Equity Analysis Results

IndyGo staff performed the analysis as described in the methodologies above. The results are summarized per metric with additional, supporting tables. A map of the change in weekly trips to blocks is provided with Figure II-6.

Minority and Poverty Populations

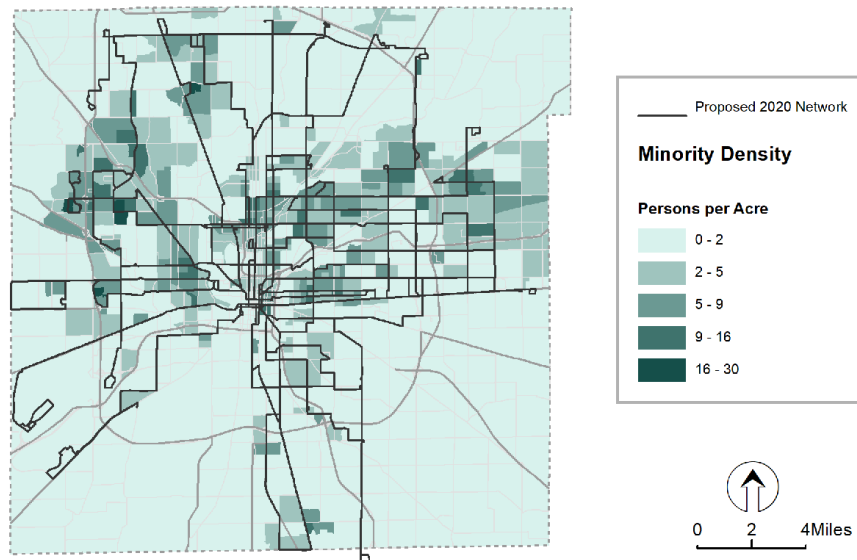
Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was greater than the service area as a whole (44.0%). The same approach was used to identify areas in poverty (18.9%). See Table II-5 for additional details.

Table II-5. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	415,819	44.0%
Population in Poverty⁸	175,330	18.9%
Total Population	944,523	100%

The following maps were developed to visualize the minority and poverty population densities within Marion County. Additional demographic maps can be found in APPENDIX A. The Proposed 2020 network and the High Minority and High Poverty census blocks are mapped in Figure II-5. High Minority and High Poverty Blocks.

Figure II-3. Minority Density and Proposed 2020 Network



⁸ The percent of low-income population is based off the estimate for total population with income data (925,168).

Figure II-4. Poverty Density and Proposed 2020 Network

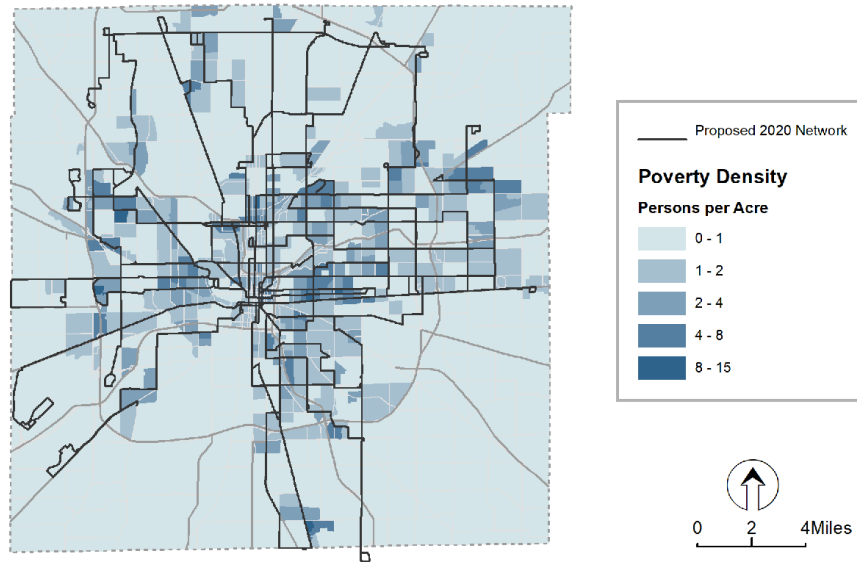


Figure II-5. High Minority and High Poverty Blocks

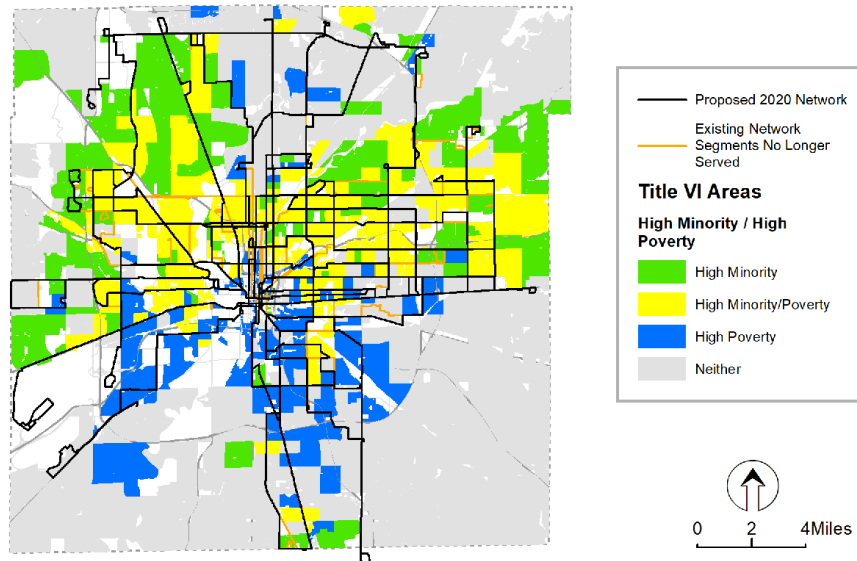
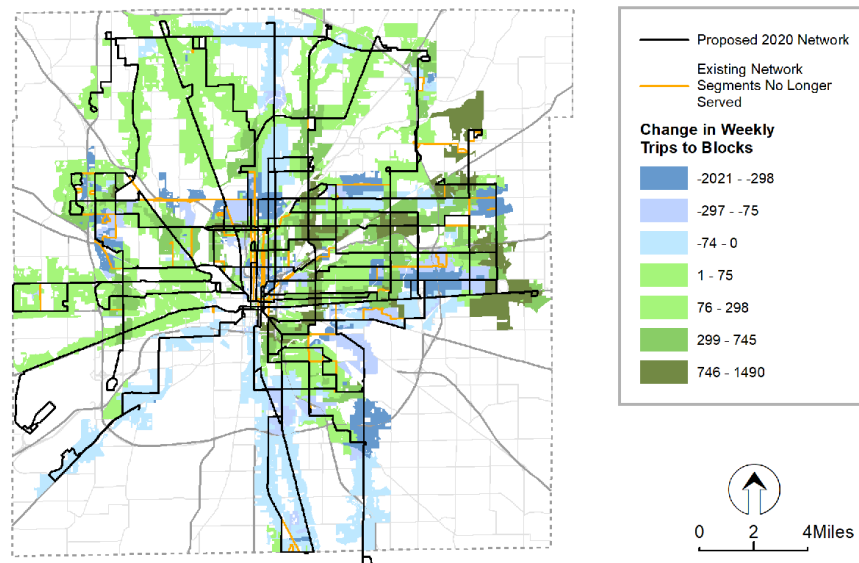


Figure II-6. Change in Weekly Trips to Blocks



Total Transit Vehicle Trips to Blocks

The system-wide service change represents a significant step in building out the MCTP. The analysis identifies an overall increase of 14.0 percent in trips to blocks. Non-High-Minority blocks experience an increase of 8.5 percent. The resulting Title VI Acceptable Range of Change is 6.8 to 10.2 percent for High Minority blocks. The percent change for High Minority blocks is 21.6 percent, falling outside the Title VI acceptable range, technically a disparate impact. However, as explained in the definition section, IndyGo has determined that an overly positive benefit for High Minority or High Poverty blocks is not a DI/DB. The analysis, as a result, finds no disparate impact.

Non-High-Poverty blocks experience a 10.1 percent increase, resulting in a range of 8.1 to 12.2 percent. The High-Poverty blocks experience a 16.5 percent increase in trips to blocks. Consistent with IndyGo definitions and policies, there is no finding of disproportionate burden. See Table II-6 for additional details.

Table II-6. Results of Transit Vehicle Trips to Blocks Analysis

Census Blocks	Existing Transit Vehicle Trips to Blocks	Proposed Transit Vehicle Trips to Blocks	Change in Trips to Blocks	Percent Change	Acceptable Range of Change	DI/DB?
High Minority	3,085,016	3,751,276	666,260	21.6%	10.2%	NO
Non-High Minority	4,190,799	4,546,029	355,230	8.5%	6.8%	
High Poverty	4,468,992	5,205,986	736,994	16.5%	12.2%	NO
Non-High Poverty	2,806,823	3,091,319	284,496	10.1%	8.1%	
All habitable blocks	7,275,815	8,297,305	1,021,490	14.0%		

Average Transit Vehicle Trips per Block

Similar to the analysis for the Total Transit Vehicle Trips to Blocks, the trip increases for the system-wide service additions are shown in the Average Transit Vehicle Trips per Block. A comparison of minority and non-minority populations reveal a finding of no disparate impact, as the provision of service to High Minority Blocks (28.1 percent) falls outside the Title VI Acceptable Range (14.0 to 9.4 percent), to the benefit of High Minority populations. The analysis determines a finding of no disproportionate burden. High Poverty Blocks experience an increase of service of 19.1 percent, well within the range of 17.4 to 20.9 percent. See Table II-7 for additional details.

Table II-7. Results of Average Transit Vehicle Trips per Block Analysis

Census Blocks	Existing 2020 Blocks	Average Existing Trips to Blocks Served	Proposed 2020 Blocks	Average Proposed Trips to Blocks Served	Change in Average Trips to Blocks	Percent Change in Average Trips per Block	Acceptable Range	DI/DB ?
High Minority	3,602	856	3,420	1,097	240	28.1%	14.0%	NO
Non-High Minority	3,822	1,096	3,712	1,225	128	11.7%	9.4%	
High Poverty	4,219	1,059	4,125	1,262	203	19.1%	20.9%	NO
Non-High Poverty	3,205	876	3,007	1,028	152	17.4%	13.9%	
All habitable blocks	7,424	980	7,132	1,163	183	18.7%		

Transit Vehicle Trips Weighted by Population

The final metric follows a similar pattern as the first two. Transit Vehicle Trips Weighted by Population (TVTWxP) results in a beneficial DI/DB. Because both High Minority and High Poverty blocks see more than a 20 percent gain in access compared to Non-High Minority and Non-High-Poverty blocks, respectively, there is no finding of a disparate impact or disproportionate burden. Results can be found in Table II-8.

Table II-8. Analysis of Transit Vehicle Trips Weighted by Population

	Existing TVTWxP	Proposed TVTWxP	Change in TVTWxP	% Change	Acceptable Range of % Change	DI/DB?
High Minority	270,746,880	325,125,822	54,378,942	20.1%	9.0%	NO
Non-High Minority	272,177,185	292,646,188	20,469,003	7.5%	6.0%	
High Poverty	328,772,966	381,616,849	52,843,883	16.1%	12.3%	NO
Non-High Poverty	214,151,099	236,155,161	22,004,062	10.3%	8.2%	
All Habitable Blocks	542,924,065	617,772,010	74,847,945	13.8%		

Summary

Based on the information provided in the tables above, Table II-9 summarizes the results of the Service Equity Analysis.

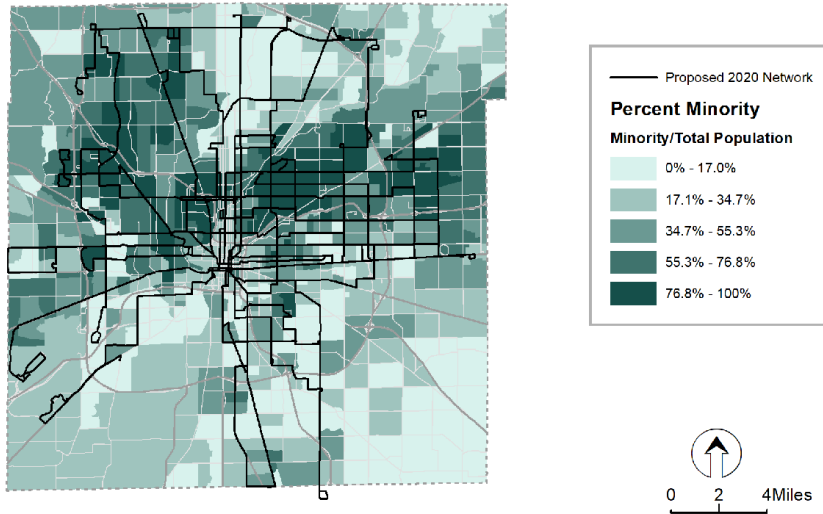
As explained above, while five of the six results technically fall outside IndyGo’s adopted Title VI range, all five are to the benefit of High Minority or High Poverty populations. As such, there is no finding of a disparate impact or disproportionate burden for any of the metrics and, therefore, no finding of a disparate impact or disproportionate burden for the system-wide Service Equity Analysis.

Table II-9. Summary of Service Equity Analysis

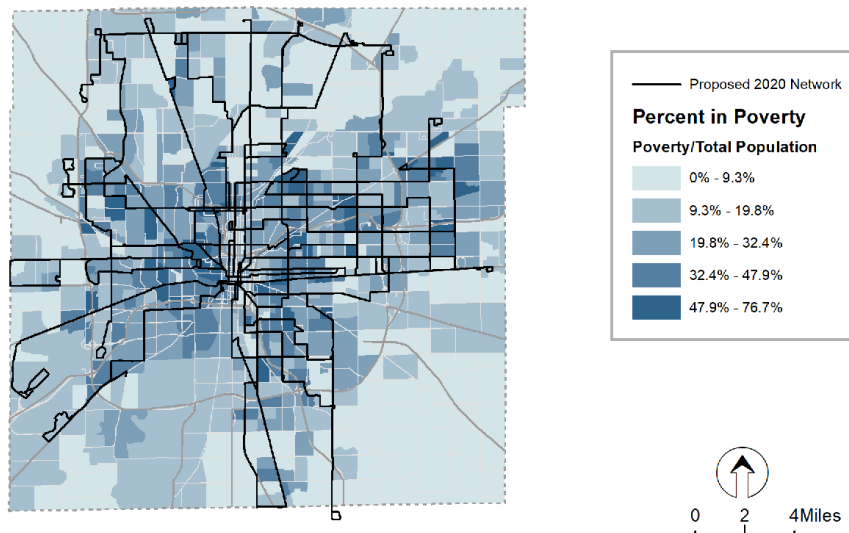
Title VI Metric	Disparate Impact	Disproportionate Burden
Total Transit Vehicle Trips to Blocks	Without/Benefit	Without/Benefit
Average Transit Vehicle Trips to Blocks	Without/Benefit	Within
Transit Vehicle Trips Weighted by Population	Without/Benefit	Without/Benefit

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

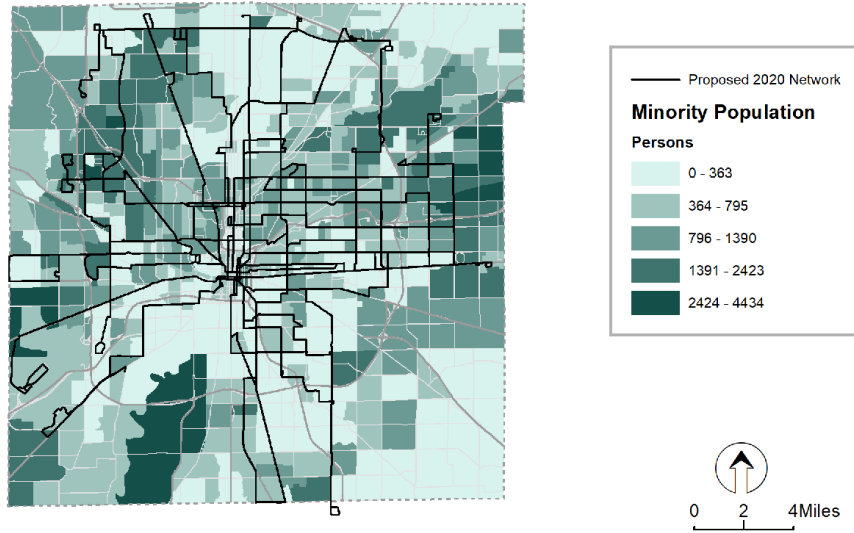


Appendix Figure A-2. Percent in Poverty per Block Group

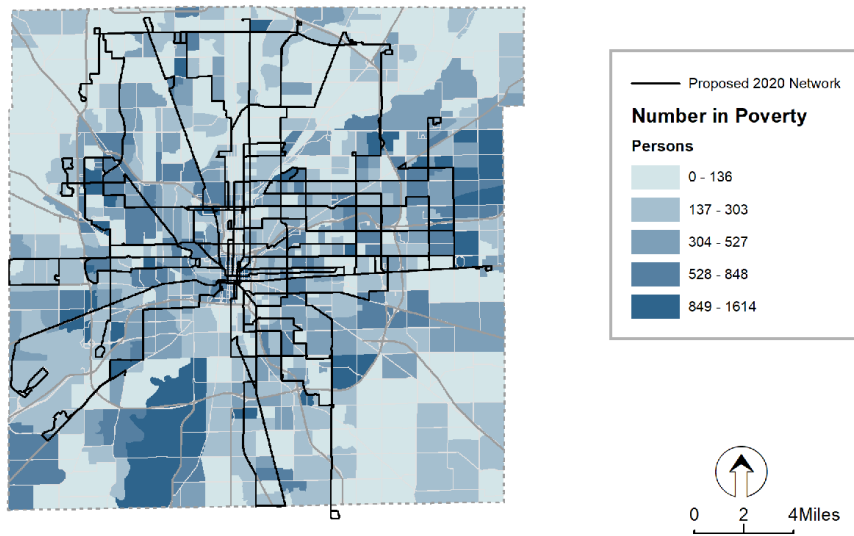


A-1

Appendix Figure A-3. Number of Minority Persons per Block Group



Appendix Figure A-4. Number in Poverty per Block Group



A-2

APPENDIX B. CHANGES BY ROUTE

A narrative representation of changes to routes. Eliminated routes (Routes 3, 4, 14, 16, 25, 38, and 87) are not detailed below. If a proposed route assumed a segment of service from an existing route, the segment is noted in the descriptions below. The narrative was provided by Public Affairs on March 3, 2020 and was created in collaboration with Service Planning.

Route 2

The new Route 2 will provide service from the Transit Center to Western Select on Shadeland Ave. The main north-south corridor of Route 2 will be College Ave between Massachusetts and 38th St. Service has been eliminated on 22nd St., as well as on Fall Creek and Sutherland Ave to 34th St. and Orchard St. Route 2 will continue north on College Ave. up to 38th St. and then travel east to Sutherland. Route 2 will then travel on 34th St. to Shadeland Ave. before terminating at Western Select. Route 2 will no longer service Crossroads; trips east of Shadeland Ave will be eliminated. Riders wanting to reach 30th and Post can transfer to Route 30 at 30th and Shadeland.

Route 2 will provide service every 30 minutes.

The new Route 2 will serve:

- Carson Transit Center, via Delaware (OB) and Alabama (IB)
- Mass Ave, between Alabama St and College Ave
- College Ave, between Mass Ave and 38th St
- 38th St, between College Ave and Orchard Ave
- Sutherland Ave, between 38th St and 34th St
- 34th St, between Orchard Ave and Shadeland Ave
- Shadeland Ave, to Western Select (end of line)

From the new Route 2, riders can transfer to: 5, 7, 10, 11, 21, 26, 30, 39, Red Line.

Route 5

Route 5 will no longer serve the Carson Transit Center, and the new West/South end of the line will be the Meridian & 22nd St Red Line station. The new northern end of the line will be at Meadows & 38th St. Riders wanting to reach the Carson Transit Center can transfer to the Red Line or Route 39 at the 22nd St Station. Service between the Carson Transit Center and 16th Street will be provided on Central Avenue by Routes 19 and 28. Service along 16th Street will be provided by a modified Route 11.

Route 5 will provide service every 30 minutes. The portion of the route from the 22nd St Station to Sherman will overlap with a modified Route 21. Riders may travel on either the Route 5 or 21 within this section with service to Sherman every 15 minutes.

The new Route 5 will serve:

B-3

- Illinois St, from 22nd St to 25th St
- 25th St, from Illinois St to Capitol Ave
- Capitol Ave, from 25th St to 22nd St
- 22nd St, between Capitol Ave and Dr Andrew J Brown
- Dr Andrew J Brown, between 22nd St and 25th St
- 25th St, between Dr Andrew J Brown and Sherman Dr
- Sherman Dr, between 25th St and 42nd St
- 42nd St, between Sherman Dr and Millersville Rd
- Meadows Dr, from 42nd St to 38th St
- 38th St, from Meadows Dr to Keystone Ave
- Keystone Ave, from 38th St to Millersville Rd
- Millersville Rd, from Keystone Ave to 42nd St

There will be service removals along the following streets:

- Dr Andrew J Brown Dr, between 16th St and 22nd St

From the new Route 5, riders can transfer to: 5, 19, 21, 26, 28, 30, 39, Red Line

Route 6

The new Route 6 will no longer serve north of 30th St, and this service area will be picked up by the new Route 34. The modified Route 6 will follow the same route as the existing Route 6, until Clifton & 30th St. Route 6 will continue west on 30th St to Riverside Dr. The route will then loop back down to 29th St and continue back downtown. Route 6 will no longer serve Clifton north of 30th St, 36th St, Elmira, and 35th St. Riders who need to travel north of 30th St should see the new Route 34 map. A modified route 34 will service the portion of Clifton from 30th St to 36th St.

The Route 6 will operate with 15-minute frequency (improved from 30-minute frequency).

The new Route 6 will serve:

- Carson Transit Center
- Ohio St, between Delaware St and Senate Ave
- Senate Ave, between Ohio St and Indiana Ave
- Indiana Ave, between Senate Ave and 16th St
- 16th St, between Indiana Ave and Harding St
- Harding St, between 16th St and 29th St
- 29th St, from Riverside Dr to Clifton St
- Clifton St, from 29th St to 30th St
- 30th St, from Clifton St to Riverside Dr
- Riverside Dr, from 30th St to 29th St

There will be service removals on:

- Montcalm & 18th St

From the new Route 6, riders can transfer to: 9, 10, 16, 30, 34, 37

Route 7

The Route 3 East will be renamed the Route 7. Route 7A will end at Arlington & 46th St, and Route 7B will end at Community North. Riders looking to travel west of downtown on Michigan St will need to transfer to the new Route 9 (formerly Route 3 West) at the Carson Transit Center.

The areas served by the new Route 7 will have service frequency improved to every 15 minutes between the Carson Transit Center and Arlington & 46th St. Currently, the frequency is 30 minutes.

The new Routes 7A and 7B will serve:

- Carson Transit Center
- Pleasant Run Pkwy, from Alabama St to Michigan St (OB)
- Michigan St, from Ritter Ave to Alabama St (IB)
- Ritter Ave, between Michigan St and Washington St
- Washington St, between Ritter Ave and Arlington Ave
- Arlington Ave, between Washington St and 46th St

The new Route 7A will serve:

- Arlington Ave, between 46th St and Bolton Ave
- 46th St, from Arlington Ave to Bolton Ave
- Bolton Ave, from 46th St to Staughton Dr
- Staughton Dr, from Bolton Ave to 46th St
- End of line: Arlington & 46th St

The new Route 7B will serve:

- 46th St, between Arlington Ave and Shadeland Ave
- End of line: Community North

From the new Route 7, riders can transfer to: 2, 8, 10, 11, 21, 26, 30, 39, 86

Route 8

The routing of Route 8 will not change. There will no longer be an Indianapolis Zoo bus making a turn at Harding St, except in the early morning and late at night.

Frequency to the airport will be increased to 15 minutes until 7 p.m.

From Route 8, riders can transfer to: 7, 10, 16, 21, 26, 30, 55, 89

Route 9

The Route 3 West will be renamed the Route 9. The new Route 9 will travel from the Carson Transit Center to Lynhurst Dr for its turnaround. There will be added service on the turnaround to Beachway Dr and 10th St, but the new Route 9 will no longer serve the Rockville Rd and Lynhurst Dr intersection. Riders looking to travel east of downtown on Michigan St will need to transfer to the new Route 7 (formerly Route 3 East) at the Carson Transit Center.

The new Route 9 will serve:

- Carson Transit Center
- Ohio St, between Delaware St and Senate Ave
- Senate Ave, between Ohio St and Indiana Ave
- Indiana Ave, between Senate Ave and Michigan St
- Michigan St, between Indiana Ave and Grande St
- Grande St, between Michigan St and Vermont St
- Vermont St, between Grande St and Mickley Ave
- Mickley Ave, from Vermont St to Beachway Dr
- Beachway Dr, from Mickley Ave to 10th St
- 10th St, from Beachway Dr to Lynhurst Dr
- Lynhurst Dr, from 10th St to Vermont St

From the new Route 9, riders can transfer to: 6, 10, 16, 34, 37

Route 10

The modified Route 10 will largely follow the existing route, providing 15-minute service between Lynhurst to the west and Arlington to the east. Direct service to Community East via Ritter will be eliminated. Community East will be served by the Route 11. However, the east end will now have two branches with 30-minute service. The new Route 10 will have two ends of the line on both the east and west sides.

Route 10A will travel from Washington & German Church Rd on the east side on 10th St to Fort Wayne Ave, then to North St, to Alabama St, then to the Carson Transit Center. Route 10A will continue on Senate Ave, Michigan St, Smith Blvd, and 10th St until Lynhurst Dr. Route 10A will

then travel on 22nd St, to Woolco Ln, to 25th St, to High School Rd, across 46th St, to the end of the line at Georgetown Rd & Lafayette Rd on the west side.

Route 10B will travel from 16th & Arlington Ave on the east side to 10th St, then to the Carson Transit Center. Route 10B will share its route with Route 10A, but will not turn onto Lynhurst Dr. Route 10B will continue on 10th St until Girls School Rd, and it will turn around via Rockville Rd and Raceway Rd on the west side.

The new Route 10 will operate with 15-minute frequency between Lynhurst and Arlington.

There will be service removals along the following streets:

- Ritter Ave
- Rockleigh Rd at Girls School Rd
- Country Club Rd

From the new Route 10, riders can transfer to: 7, 9, 11, 16, 21, 26, 30, 89

Route 11

The modified Route 11 will provide service from the Carson Transit Center to Arlington and 16th. Route 11 will now run from the Carson Transit Center to 16th St via Meridian St. The route will then continue on E 16th St via Brookside Parkway to Arlington and 16th St where it will terminate. Service further east to Franklin and 21st will be eliminated. Riders wanting to reach Arlington and 21st can transfer to Route 7 at Arlington and 16th St.

The new Route 11 will operate with 30-minute frequency.

The new Route 11 will serve:

- Carson Transit Center, via Delaware
- Ohio St, between Delaware St and Meridian St
- Meridian St, between Ohio St and 16th St
- 16th St, between Meridian St and Commerce Ave
- Commerce Ave, between 16th St and Mass Ave
- Mass Ave, between Commerce Ave and Hamilton Ave
- Hamilton Ave, between Mass Ave and Brookside Ave
- Brookside Ave, between Hamilton Ave and Rural St
- Rural St, between Brookside Ave and Brookside Pkwy S Dr
- Brookside Pkwy S Dr, between Rural St and Parker Ave
- Parker Ave, between Brookside Pkwy S Dr and Nowland
- Nowland, between Parker Ave and Olney St
- Olney St, between Nowland and 16th St
- 16th St, between Olney St and Arlington Ave

From the new Route 11, riders can transfer to: 2, 6, 7, 10, 16, 19, 26, 28



Route 12

Route 12 will largely follow the current route until 17th and Main where it will continue east on Main until Emerson Ave in Beech Grove. The new Route 12 will no longer serve Keystone Ave & National Ave. Riders wanting to reach destinations on Troy and Keystone/National can take the new Route 23 or Route 13 from the Carson Transit Center.

Route 12 will have its frequency improved to 30 minutes.

The new Route 12 will serve:

- Carson Transit Center
- Virginia Ave, between Delaware St and East St
- East St, between Virginia Ave and Beecher St
- Beecher St, between East St and Pleasant Run Pkwy S Dr
- Pleasant Run Pkwy S Dr, between Beecher St and Linden St
- Linden St, between Pleasant Run Pkwy S Dr and Minnesota St
- Minnesota St, between Linden St and Perkins Ave
- Perkins Ave, between Minnesota St and Bethel
- Bethel, between Perkins Ave and Wagner
- Wagner, between Bethel and Raymond
- Raymond, between Wagner and Bethel
- Perkins Ave, between Raymond and Southern Ave
- Southern Ave, between Perkins Ave and 17th Ave / Sherman Dr
- 17th Ave / Sherman Dr, between Southern Ave and Main St
- Main St, between 17th Ave and Emerson Ave
- 2nd Ave, between Main St and Albany St
- Albany St, between 2nd Ave and Emerson Ave
- Emerson Ave, between Albany St and Main St

From the new Route 12, riders can transfer to: 26, 13, 55, 56, Red Line

Route 13

Route 13 will have improved frequency, with service every 30 minutes. Leaving the Transit Center, the route will take Virginia Ave to East St and head south. The route will then continue on East St. The modified route will follow the same route as the existing Route 13 to Raymond & Keystone. There will be new service on Keystone and Troy Avenue and the route will continue east on Main until Emerson Ave in Beech Grove. The route will then head east on Troy to Main Street and will pick up the old Route 16. The route will then continue to 2nd Ave / Albany Street where it will terminate. The Route 13 no longer services Raymond St, between Keystone and Sherman, or Sherman, between Raymond and Southern.

The new Route 13 will serve:

- Carson Transit Center

- Virginia Ave, between Delaware St and East St
- East St, between Virginia Ave and Raymond St
- Raymond St, between East St and Keystone Ave
- Keystone Ave, between Raymond St and Troy Ave / Albany St
- Troy Ave / Albany St, between Keystone Ave and 17th Ave
- 17th Ave, between Troy Ave / Albany St and Main St
- Main St, between 17th Ave and Emerson Ave
- Emerson Ave, from Main St to Albany St
- Albany St, from Emerson Ave to 2nd Ave
- 2nd Ave, from Albany St to Main St

There will be service removals along the following streets:

- Raymond St, between Keystone Ave and Sherman Dr
- Sherman Dr, between Raymond St and Southern Ave

From the new Route 13, riders can transfer to: 12, 23, 55, 56, Red Line

For more information about the existing Route 16, please see ‘Route 16’ below.

Route 16

The new Route 16 will serve portions of the existing Route 25. The new Route 16 will serve Park Fletcher via 16th St, Lynhurst Dr, and Executive Dr. It will also serve a portion of the existing Route 25, along 16th St from Lynhurst Dr to Illinois St. The new Route 16 will use Meridian St inbound and outbound of Downtown.

The new Route 16 will serve:

- Carson Transit Center
- Delaware St, between Carson Transit Center and Ohio St
- Ohio St, between Delaware St and Meridian St
- Meridian St, between Ohio St and 16th St
- 16th St, between Meridian St and Lynhurst Dr
- Lynhurst Dr, between 16th St and Minnesota St
- Minnesota St, between Lynhurst Dr and Executive Dr
- Executive Dr, between Minnesota St and Fortune Circle
- Fortune Circle

From the new Route 16, riders can transfer to: 6, 8, 9, 10, 11 37

Route 19

Route 19 will no longer serve Shadeland Ave between Clearvista and 71st. There are no other proposed service changes. Every other bus will continue north on Central and use 52nd St to reach Keystone Ave, while the other bus will use 46th St. Route 19 will serve Castleton Corner



Dr via Central Ave, Keystone Ave, and Allisonville Rd. The new end of the line is Community North Hospital.

From the new Route 19, riders can transfer to: 26, 28, 30, 86, Red Line

Route 21

Route 21 will no longer serve the Carson Transit Center, Olney St, 20th St, Brookside Ave / Mass Ave, or 10th St and Bellefontaine St. The west end of line will be the Meridian & 22nd St Red Line station. The east end of line will continue to be Washington & German Church Rd (Walmart).

The new Route 21 will serve:

- Illinois St, between 22nd St and Fall Creek Pkwy S Dr
- Fall Creek Pkwy S Dr, between Illinois St and Capitol Ave
- Capitol Ave, between Fall Creek Pkwy S Dr and 22nd St
- 22nd St, between Capitol Ave and Dr Andrew J Brown
- Dr Andrew J Brown, between 22nd St and 25th St
- 25th St, between Dr Andrew J Brown and Sherman Dr
- Sherman Dr, between 25th St and 21st St
- 21st St, between Sherman Dr and Mitthoefer
- Mitthoefer, between 21st St and Washington St
- Washington St, between Mitthoefer and Walmart / German Church Rd

From the new Route 21, riders can transfer to: 5, 7, 10, 19, 26, 28, 30, 89, Red Line

Route 23

The new Route 23 will serve portions of the existing Route 16 and existing Route 26 (on the southside). The end of the line will be County Line Rd (Wilson & Greenwood Springs Blvd).

The new Route 23 will serve:

- McCarty St, between Delaware St and Meridian St
- Meridian St, between McCarty St and Troy Ave
- Troy Ave, between Meridian St and Keystone Ave
- Keystone Ave, between Troy Ave and Hanna Ave
- Hanna Ave, between Keystone Ave and Sherman Dr
- Sherman Dr, between Hanna Ave and Redfern Dr
- Redfern Dr, between Sherman Dr and 9th St
- 9th St, between Redfern Dr and Thompson Rd
- Thompson Rd, between 9th St and Emerson Ave
- Emerson Ave, between Thompson Rd and Greenwood Springs Blvd
- Wilson Dr, between Emerson Ave and Greenwood Springs Dr
- Greenwood Springs Dr, between Wilson Dr and Greenwood Springs Blvd

- Greenwood Springs Blvd, between Greenwood Springs Dr and Emerson Ave

From the new Route 23, riders can transfer to: 13, 31, 56, Red Line

Route 24

The new Route 24 will continue to serve Mann Rd, but there will be no other changes to the existing route.

The new Route 24 will serve:

- Washington St / Maryland St, between Delaware St and West St
- West St, between Washington St and Kentucky Ave
- Kentucky Ave, between West St and Oliver Ave
- Oliver Ave, between Kentucky Ave and Division St
- Division St, between Oliver Ave and Morris St
- Morris St, between Division St and Holt Rd
- Holt Rd, between Morris St and Troy Ave
- Troy Ave, between Holt Rd and Lynhurst Dr
- Lynhurst Dr, between Troy Ave and Kentucky Ave
- Kentucky Ave, between Lynhurst Ave and Mann Rd
- Kentucky Ave, between Mann Rd and Gatwick
- Gatwick, between Kentucky Ave and Decatur Blvd
- Decatur Blvd, between Gatwick and Ameriplex Pkwy
- Ameriplex Pkwy, between Decatur Blvd and Kentucky Ave
- Kentucky Ave, between Ameriplex Pkwy and Gatwick

From the new Route 24, riders can transfer to: 8

Route 26

The new Route 26 will have its frequency improved to every 15 minutes south of 62nd St. The southern end of the line will now be the Carson Transit Center. There will be two variations of the Route 26 with two northern ends of the line. Route 26B will end at Butler University, via Broad Ripple Ave (30 minute service) and Route 26A will end at Keystone at the Crossing (30 minute service). The new Route 26 will not serve Emerson & Thompson on the Southside – see maps for the new Route 23 and Route 13.

The new Route 26A and Route 26B will serve:

- Virginia Ave, between Alabama St and Prospect St
- Prospect St, between Virginia Ave and Keystone Ave
- Keystone Ave, between Prospect St and Hoyt Ave
- Hoyt Ave, between Keystone Ave and Rural St
- Rural St, between Hoyt Ave and Keystone Ave
- Keystone Ave, between Rural St and Kessler Blvd

The new Route 26A will serve:

- Kessler Blvd, between Keystone Ave and Rural St
- Rural St, between Kessler Blvd and 62nd St
- 62nd St, between Rural St and Keystone Ave
- Keystone Ave, between 62nd St and Keystone Crossing
- Keystone Crossing, between Keystone Ave and River Crossing Blvd
- River Crossing Blvd, between Keystone Crossing and 90th St
- 90th St, between River Crossing Blvd and Keystone Crossing

The new Route 26B will serve:

- Broad Ripple Ave, between Keystone Ave and College Ave
- Westfield Blvd, between College Ave and Illinois St
- Illinois St, between Westfield Blvd and 49th St
- 49th St, between Illinois St and Sunset
- Sunset, between 49th and 46th
- 46th to Butler University

From the new Route 26, riders can transfer to: 2, 5, 7, 8, 10, 11, 12, 13, 19, 21, 28, 30, 39, 55, 56, 86, Red Line

Route 28

The new Route 28 will still serve St. Vincent at 86th St, as well as the Carson Transit Center, with some route modifications. The new Route 28 will use Boulevard Pl and Capitol Ave south of 46th St. It will no longer serve Illinois St and Capitol Ave south of 30th St. South of 30th St, the new Route 28 will use 30th St / 29th St, to Central Ave, to Ft Wayne, to Alabama / Delaware inbound and outbound from downtown.

The new Route 28 will serve:

- Carson Transit Center
- Alabama St / Delaware St, between Washington and North St
- North St, from Delaware St to Alabama St
- Alabama St, between North St to Fort Wayne Ave
- Fort Wayne Ave, between Alabama Ave and Central Ave
- Central Ave, between Fort Wayne Ave and 30th St
- 29th St, from Capitol Ave to Central Ave
- 30th St, from Central Ave to Boulevard Pl
- Boulevard Pl, from 30th St to 46th St
- Capitol Ave, from 38th to 29th St
- 38th St, from Boulevard Place to Capitol Ave
- 46th St, between Boulevard Pl and Sunset Ave
- Sunset Ave, between 46th St and 49th St
- 49th St, between Sunset Ave and Illinois St

- Illinois St, between 49th St and Kessler Blvd
- Kessler Blvd, between Illinois St to Spring Mill
- Spring Mill, between Kessler Blvd and 64th St
- 64th St, between Spring Mill and Hoover Rd
- Hoover Rd, between 64th St and 73rd St
- 73rd St, between Hoover Rd and Harcourt Rd
- Harcourt Rd, between 73rd St and Dugan Dr
- Dugan Dr, from Harcourt Rd to Township Line
- Township Line, from Dugan Dr to 86th St
- 86th St, from Township Line to Harcourt Rd
- Harcourt Rd, from 86th St to Dugan Dr

From the new Route 28, riders can transfer to: 5, 7, 10, 11, 19, 21, 26, 30, 86, Red Line

Route 30

The frequency of the Route 30 will be improved to 15 minutes west of Shadeland. The west end of the line will be extended to the Eagle Creek area, and there will be two branches of the Route 30, ending at Washington & Shortridge (Route 30A) and Washington & German Church (Route 30B).

Route 30A and Route 30B will serve:

- 46th St, between Inland Dr and Eagle Creek Pkwy
- Eagle Creek Parkway, between 46th St and 38th St
- 38th St, between Eagle Creek Parkway and Bayhead Dr
- Bayhead Dr, between 34th St and 38th St
- 34th St, between Eagle Creek Pkwy and Bayhead Dr
- Eagle Creek Parkway, between 34th St and 38th St
- 38th St, between Eagle Creek Pkwy and Georgetown Rd
- Georgetown Rd, between 38th St and Lafayette Rd
- Lafayette Rd, between Georgetown Rd and 30th St
- 30th St / 29th St, between Lafayette Rd and Shadeland Ave

Route 30A will serve:

- 30th St, between Shadeland Ave and Franklin Rd
- Franklin Rd, between 30th St and 33rd St
- 33rd St, between Franklin Rd and Post Rd
- Post Rd, between 33rd St and Washington St
- Washington St, between Post Rd and Walmart / German Church Rd

Route 30B will serve:

- Shadeland Ave, between 30th St and 10th St
- 10th St, from Shadeland Ave to Shortridge Rd

- Shortridge Rd, from 10th St to Washington St
- Washington St, from Shortridge Rd to Shadeland Ave
- Shadeland Ave, from Washington St to 10th St

From the new Route 30, riders can transfer to: 2, 5, 6, 7, 8, 10, 21, 26, 28, 34, 37, 55, 89, Red Line

Route 31

Route 31 will not have any route changes besides the removal of service along U.S. 31 between Shelby St and County Line Rd.

The new Route 31 will serve:

- Washington St, Pennsylvania St, and Delaware St downtown
- McCarty St, between Delaware St and Meridian St
- Meridian St, between McCarty St and Pleasant Run Pkwy N Dr
- Pleasant Run Pkwy N Dr, between Meridian St and Madison Ave
- Madison Ave, between Pleasant Run Pkwy N Dr and Hanna Ave
- Hanna Ave, between Madison Ave and U.S. 31
- U.S. 31, between Hanna Ave and Shelby St
- Shelby St, between U.S. 31 and County Line Rd
- County Line Rd, between Shelby St and Greenwood Park Mall

From the new Route 31, riders can transfer to: 23, Red Line

Route 34

The new Route 34 will have service modified between 30th St and Clifton St, using Clifton St instead of Dr Martin Luther King Jr Dr, which will cover a service change proposed to the existing Route 6. The Route 34 will terminate at St. Vincent Hospital.

The new Route 34 will serve:

- Harcourt, between 86th St and Dugan
- Dugan, between Harcourt and Township Line Rd
- Township Line Rd, between Dugan and 86th St
- 86th St, between Township Line Rd and Purdue Rd
- Purdue Rd, from 86th St to Depauw Blvd
- Depauw Blvd, from Purdue Rd to Michigan Rd
- Michigan Rd, between Depauw Blvd and Westlane Rd
- Westland Rd, between Michigan Rd and Township Line Rd
- Township Line Rd, between Westlane Rd and Michigan Rd
- Michigan Rd / Dr Martin Luther King Jr Dr, between Township Line Rd and Clifton St
- Clifton St, between Dr Martin Luther King Jr Dr and 29th St
- 29th St, from Clifton St to Dr Martin Luther King Jr Dr

- 30th St, from Dr Martin Luther King Jr Dr to Clifton St
- Dr Martin Luther King Jr Dr / West St, between 30th St and Indiana Ave
- Indiana Ave, between West St and Senate Ave
- Senate Ave, between Indiana Ave and Ohio St
- Ohio St, between Alabama / Delaware and Senate Ave
- Alabama / Delaware, between Ohio St and Carson Transit Center

From the new Route 34, riders can transfer to: 6, 9, 10, 16, 30, 37, 86

Route 37

Route 37 will continue to serve Intech Park. Route 37 will use current routing north of Lafayette Rd.

The new Route 37 will serve:

- Intech
- 71st St, between Intech and Woodland
- Woodland, between 71st St and 74th
- 74th, between Woodland and Zionsville
- Zionsville, between 79th and Traders Point
- 86th, between Traders Point and Moller
- Moller, between 86th St and 84th St
- 84th St, between Moller and Norfolk
- Norfolk, between 84th St and 81st St
- 81st St, between Norfolk and Allison Ave
- Allison Ave, between 81st St and 79th St
- 79th St, between Allison Ave and Georgetown Rd
- Georgetown Rd, between 79th St and Lafayette
- Pike Plaza, between Lafayette Rd and Moller Rd
- Moller Rd, between Pike Plaza and 34th St
- 34th St, between Moller Rd and Georgetown Rd
- Georgetown Rd, between 34th St and 30th St
- 30th St, between Georgetown Rd and Lafayette Rd
- Lafayette Rd, between 30th St and White River Pkwy
- White River Pkwy, between Lafayette Rd and 10th St
- 10th St, between White River Pkwy and St Margaret's Dr
- St Margaret's Dr, between 10th St and Michigan St
- Michigan St, between St Margaret's Dr and Indiana Ave
- Indiana Ave, between Michigan St and Senate Ave
- Senate Ave, between Indiana Ave and Ohio St
- Ohio St, between Senate Ave and Alabama / Delaware
- Alabama / Delaware, between Ohio and Carson Transit Center

From the new Route 37, riders can transfer to: 6, 9, 10, 16, 30, 34, 86

Route 39

The new Route 39 will end at Ivy Tech Lawrence (Ft. Harrison), and serve Post Rd north of 38th St. There will no longer be service on the Route 39 east of Post Rd (riders should see the new Route 89 map) or Franklin Rd between 38th St and 42nd. The Route 39 will continue to serve the Carson Transit Center using the current routing south of 38th St: Central Ave, 22nd St, Meridian St, Ohio St, and Alabama/Delaware. Most of the service will run along the existing Route 39, except that service will now run along Post Road instead of looping at Franklin and going to Mitthoefer.

The new Route 39 will serve:

- Carson Transit Center
- Ohio St, between Alabama St and Meridian St
- Meridian St, between Ohio St and 22nd St
- 22nd St, between Meridian St and Central Ave
- Central Ave, between 22nd St and 38th St
- 38th St, between Central Ave and Post Rd
- Post Rd, between 38th St and 59th St
- 59th St, at Post Rd

From the new Route 39, riders can transfer to: 5, 7, 10, 11, 19, 26, 28, 89, Red Line

Route 55

The modified Route 55 will travel from the Transit Center to Virginia Avenue, then resume regular routing to Emerson Avenue. Route 55 will now use English Ave to Brookville Rd, to Kitley Ave, to English Ave. The new Route 55 will no longer serve Emerson Ave, University Ave, Audobon Rd, Beechwood Ave, or Arlington Ave.

The new Route 55 will serve:

- Carson Transit Center
- Virginia Ave, between Carson Transit Center and Fletcher Ave
- Fletcher Ave, between Virginia Ave and Calvary
- Calvary, between Fletcher Ave and English Ave
- English Ave / Brookville Rd, between Calvary Ave and Kitley Ave
- Kitley Ave, between Brookville Rd and English Ave
- English Ave, between Kitley Ave and Shortridge Rd
- Shortridge Rd, between English Ave and Washington St
- Washington St, from Shortridge Rd to Shadeland Ave
- Shadeland Ave, from Washington St to 10th St
- 10th St, from Shadeland Ave to Shortridge Rd
- Shortridge Rd, from 10th St to Washington St

From the new Route 55, riders can transfer to: 8, 26, 30, 56, Red Line

Route 56

The new Route 56 serves portions of the former Route 14, and there will be some route realignments, including using English Ave to Sherman Dr to Southeastern Ave, instead of Prospect St to Southeastern Ave.

The new Route 56 will serve:

- Carson Transit Center
- Virginia Ave, between Carson Transit Center and Fletcher Ave
- Fletcher Ave, between Virginia Ave and Calvary
- Calvary / English Ave, between Fletcher Ave and Sherman Dr
- Sherman Dr, between English Ave and Prospect St
- Prospect St, between Sherman Dr and Southeastern Ave
- Southeastern Ave, between Prospect St and Emerson Ave
- Emerson Ave, between Southeastern Ave and Thompson Rd
- Thompson Rd – turnaround point

From the new Route 56, riders can transfer to: 12, 13, 23, 26, 55, Red Line

Route 86

There are no service changes proposed for the Route 86.

From the Route 86, riders can transfer to: 7, 19, 26, 28, 34, 37, 90

Route 89

The new Route 89 will be the former Route 87, with frequency improved to 15 minutes. The new Route 89 will no longer use Post Rd for northbound service; instead there will be north and southbound service on Mitthoefer Rd. The southern end of line will remain at the Walmart on Washington St, while the northern end of line will be Franklin Rd & 42nd St.

Frequency on the Route 89 will be every 15 minutes.

The new Route 89 will serve:

- 42nd St, from Franklin Rd to Pendleton Pike
- Pendleton Pike, from 42nd St to Franklin Rd
- Franklin Rd, from Pendleton Pike to 42nd St
- 42nd St, between Franklin Rd and Mitthoefer Rd
- Mitthoefer Rd, between 42nd St and Washington St
- Washington St, from Mitthoefer Rd to Walmart

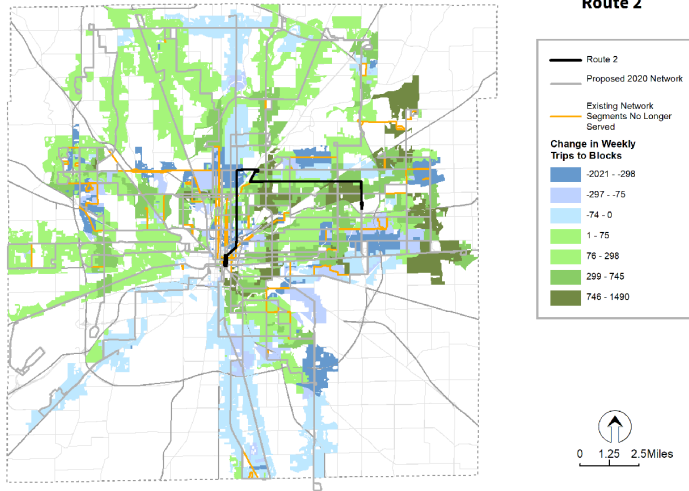
From the new Route 89, riders can transfer to: 8, 10, 21, 30, 39

Route 90 / Red Line

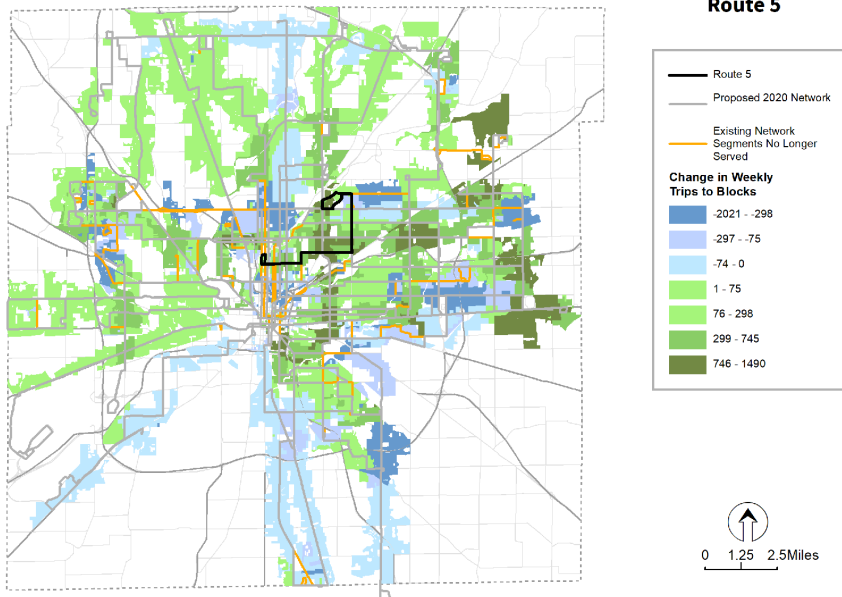
There are no proposed changes to the Red Line / Route 90.

APPENDIX C. ROUTE MAPS

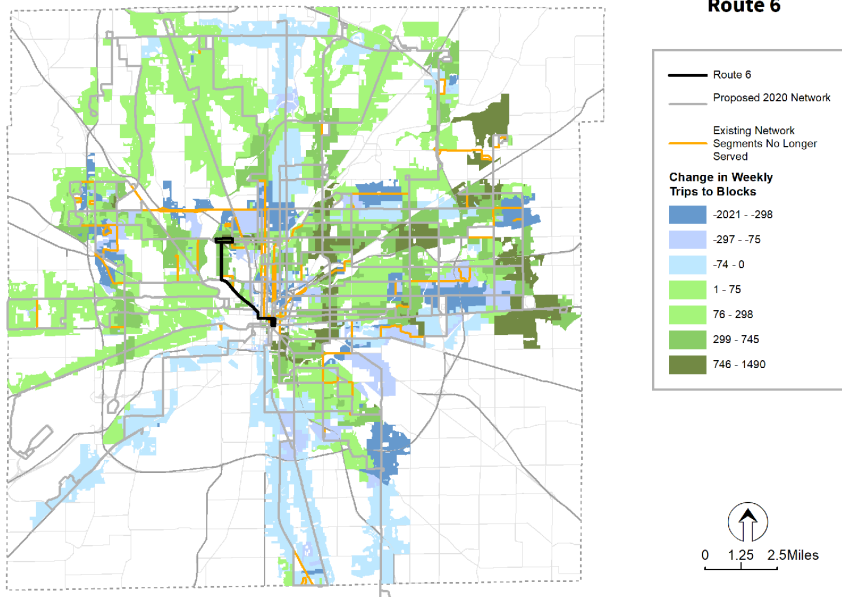
A visual representation of changes to routes. Eliminated routes (Routes 3, 4, 14, 16, 25, 38, and 87) are not presented below. The GTFS data were provided by Service Planning.



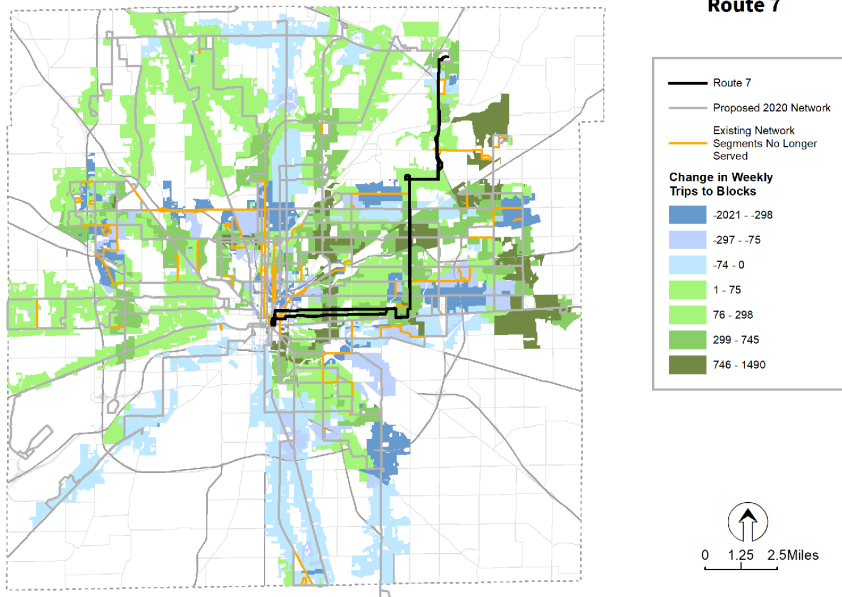
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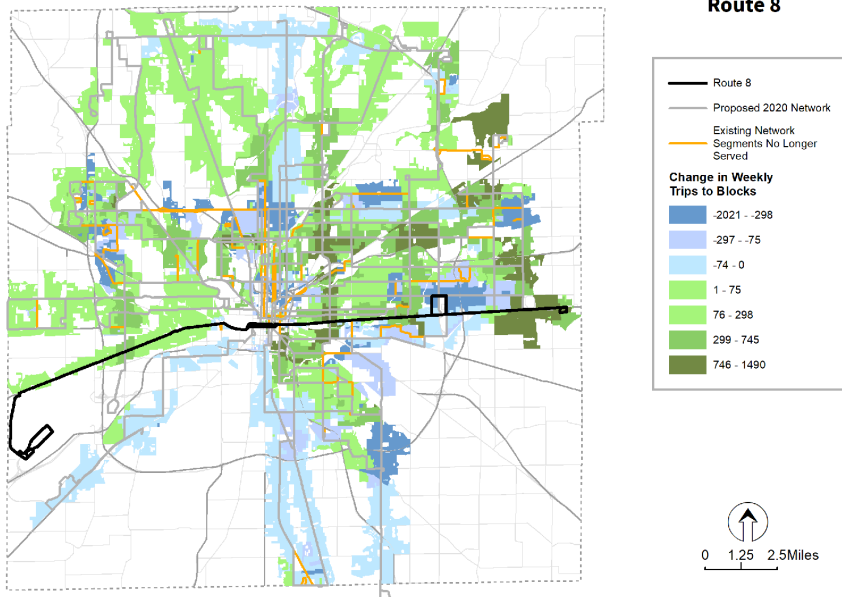
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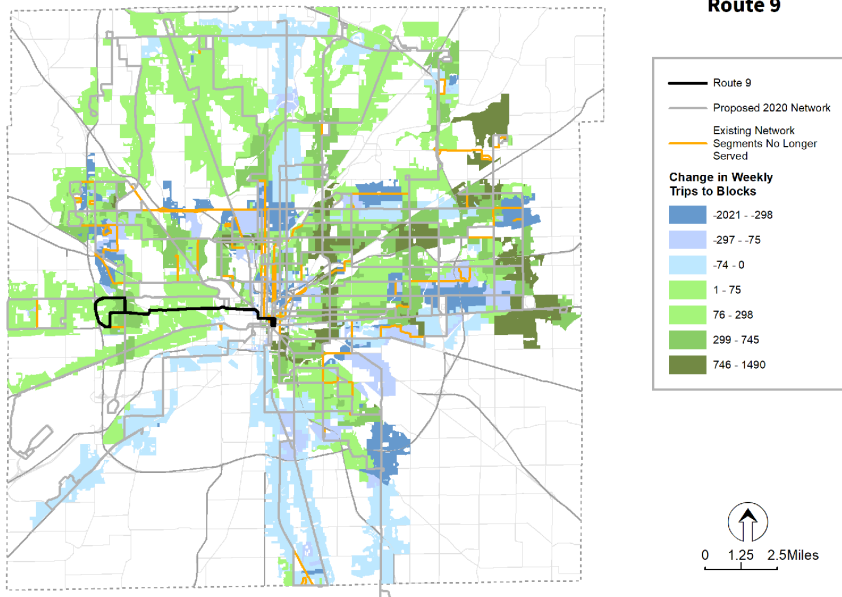
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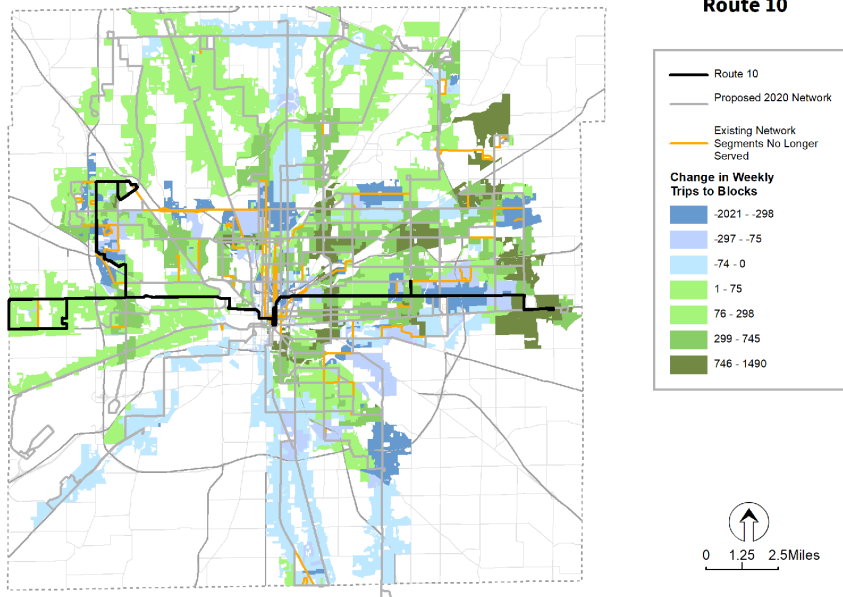
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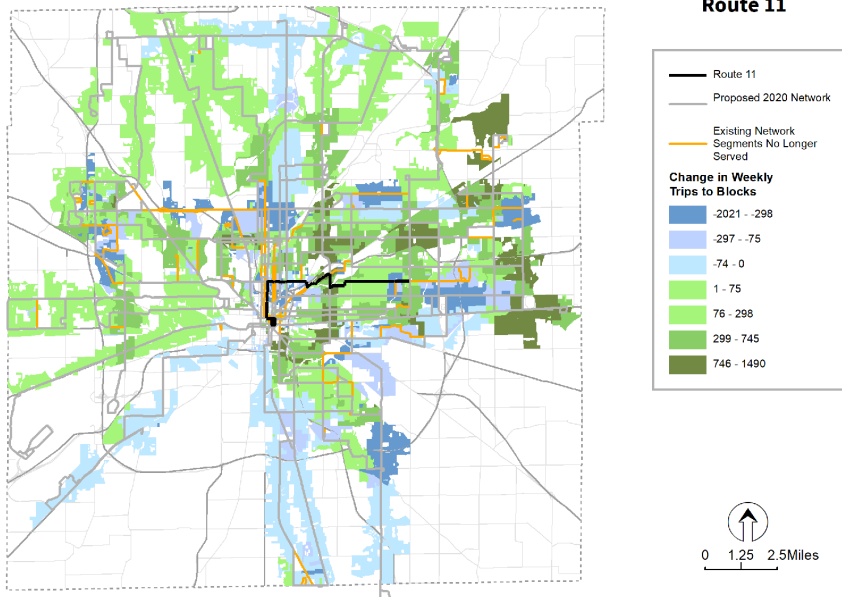
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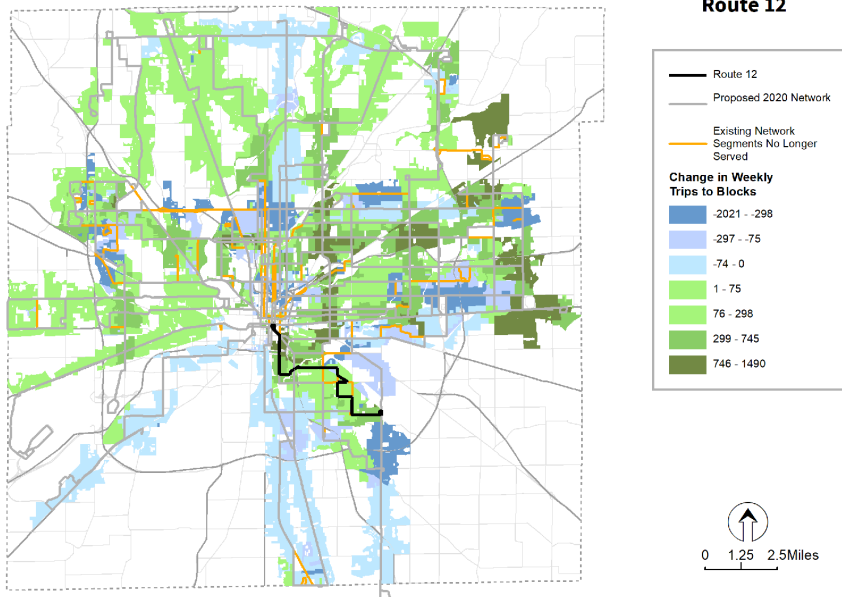
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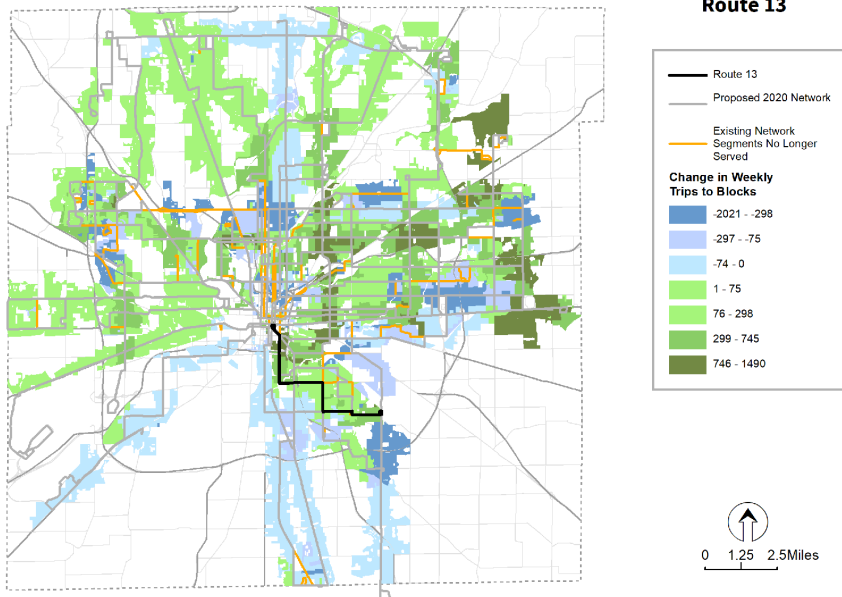
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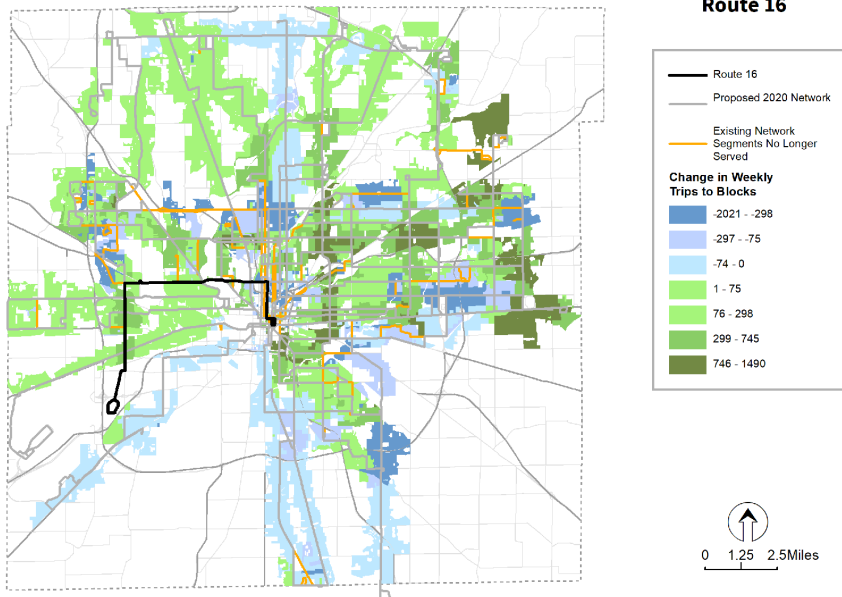
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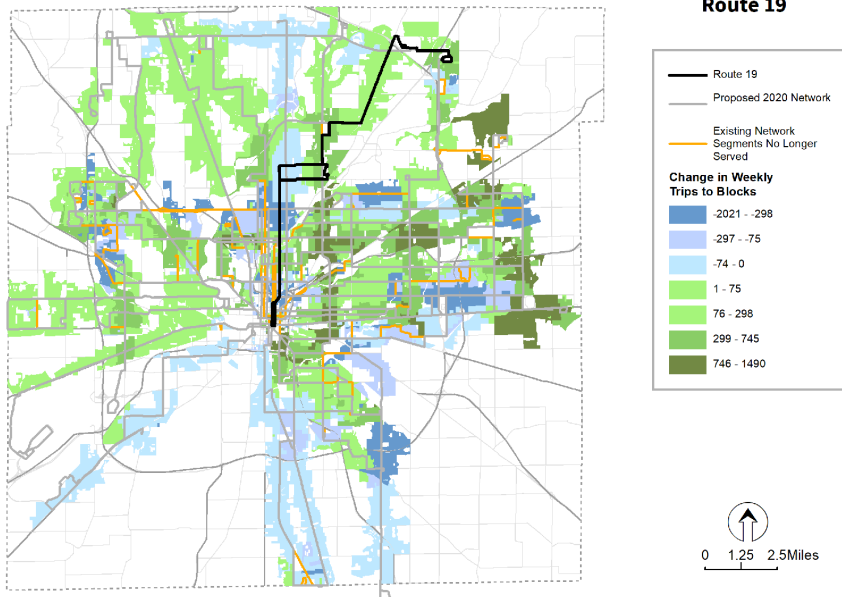
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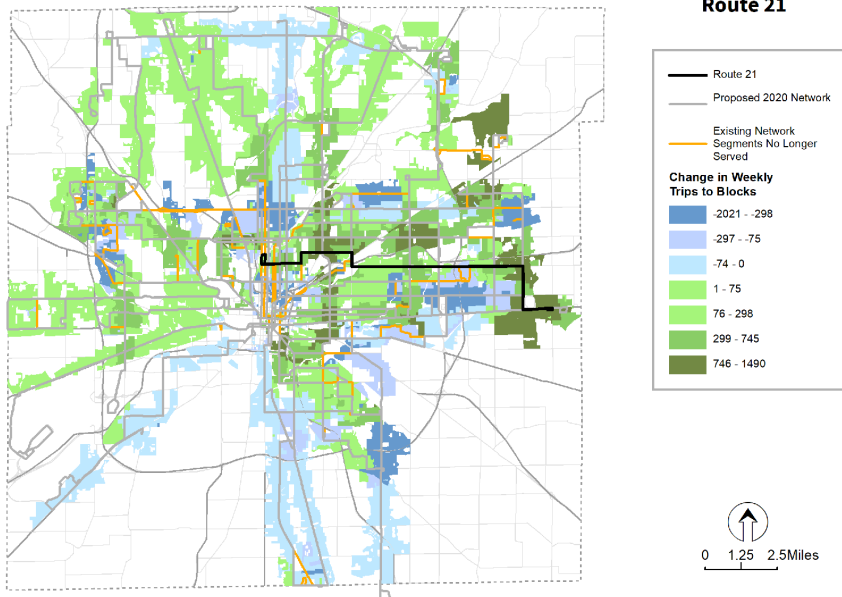
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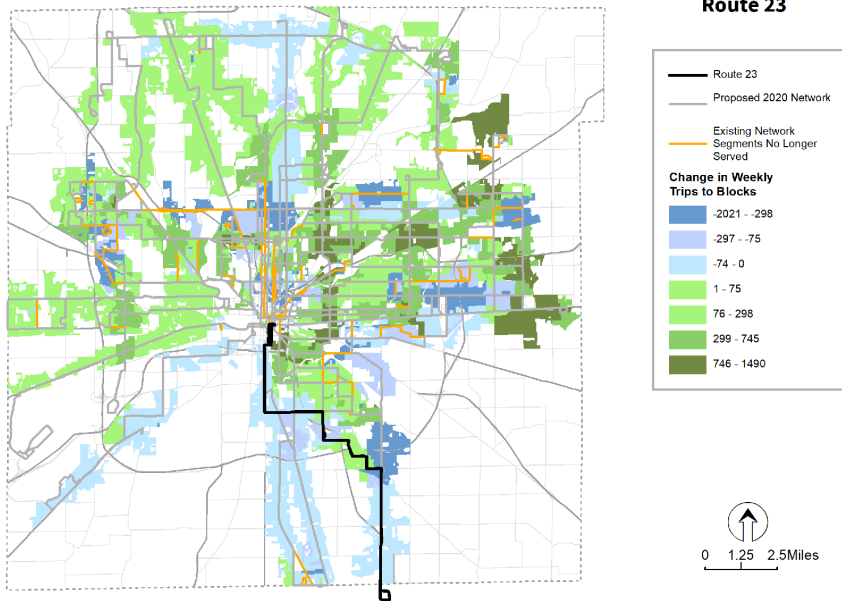
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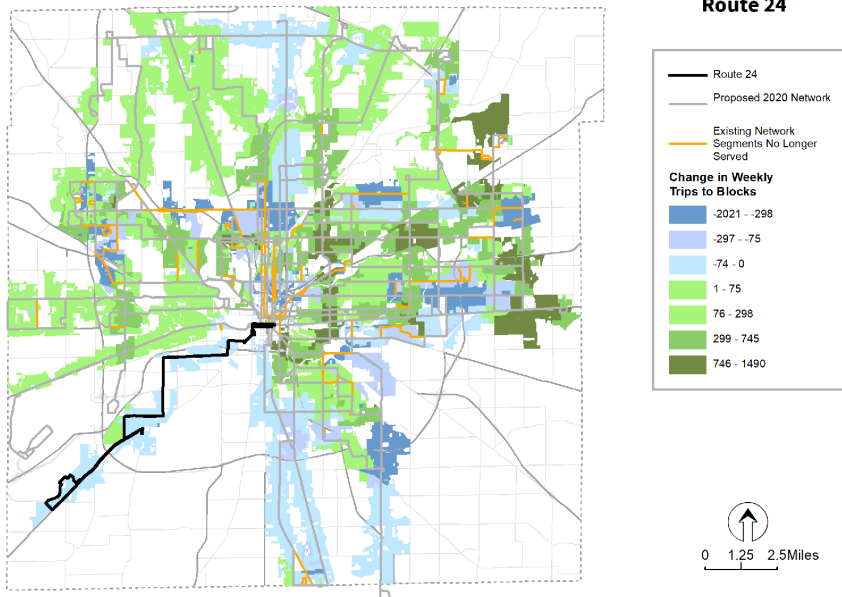
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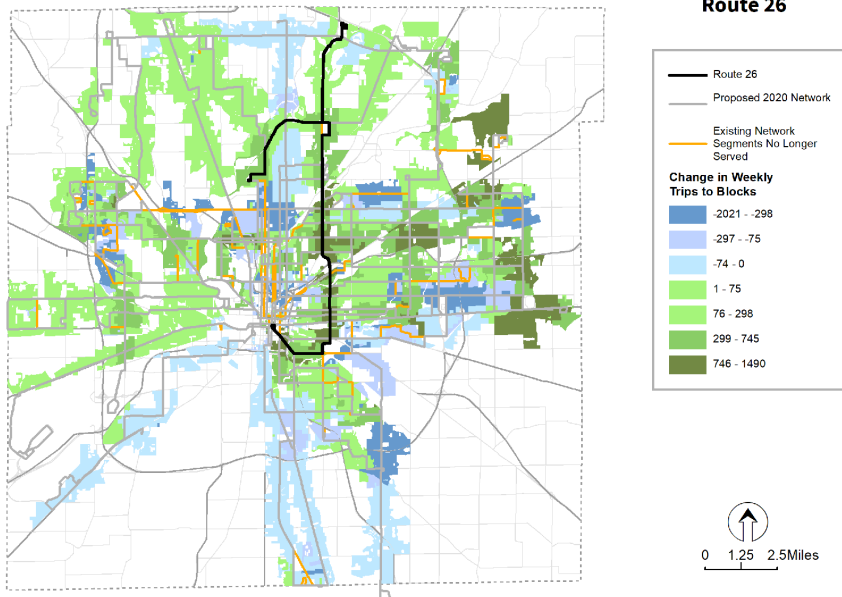
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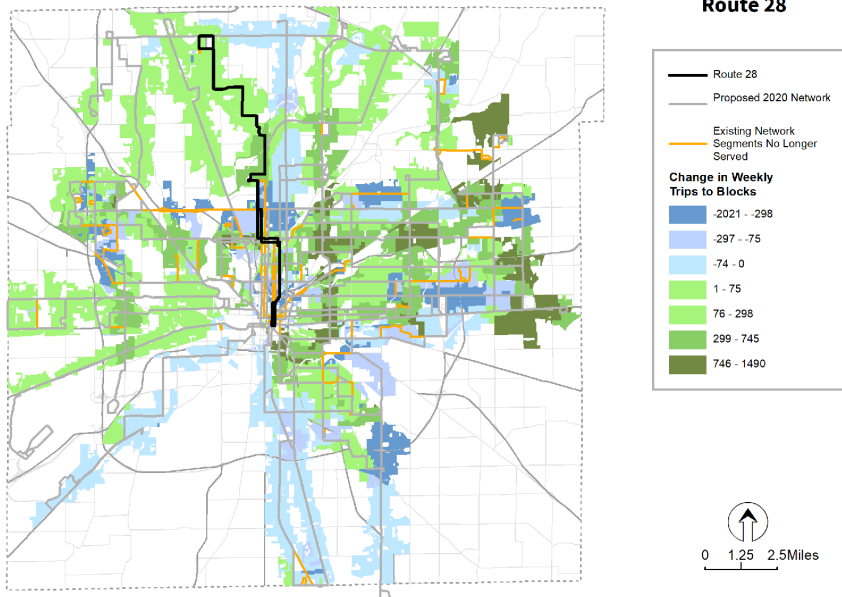
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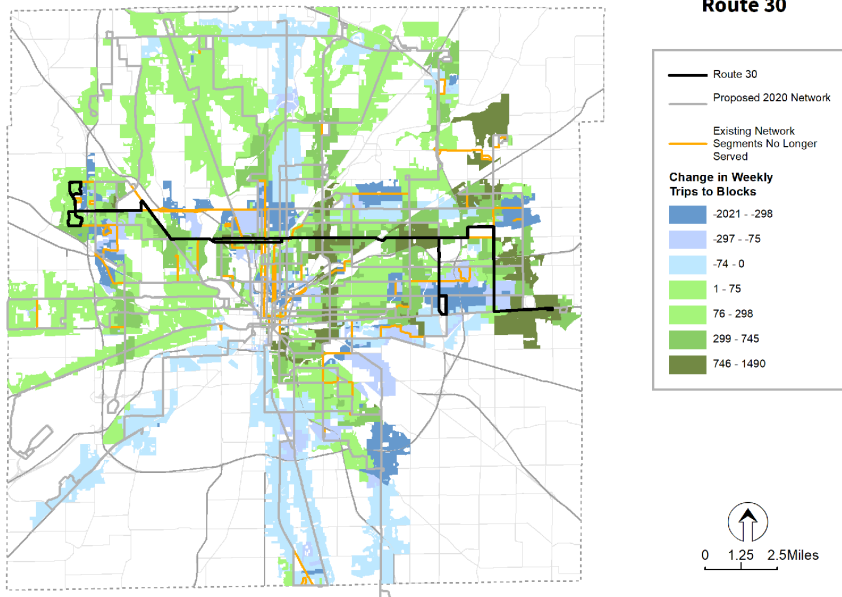
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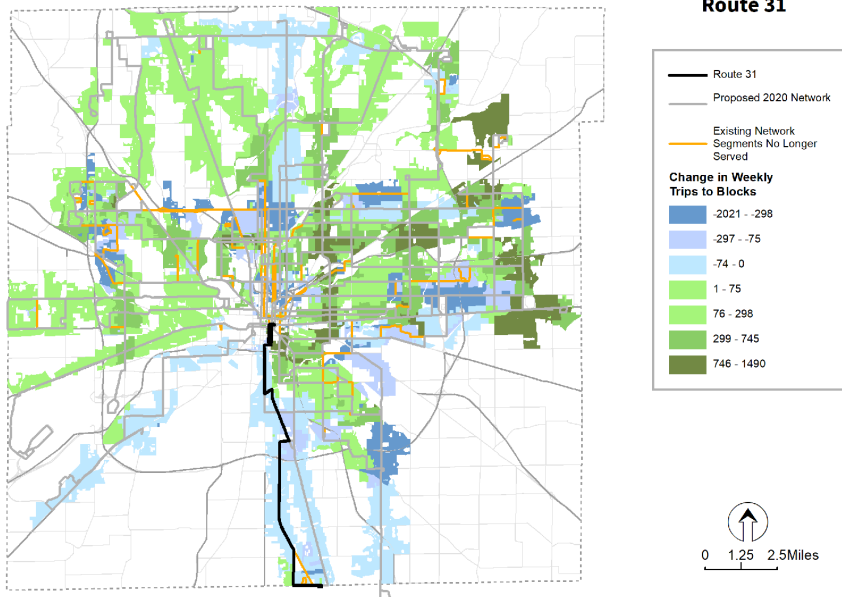
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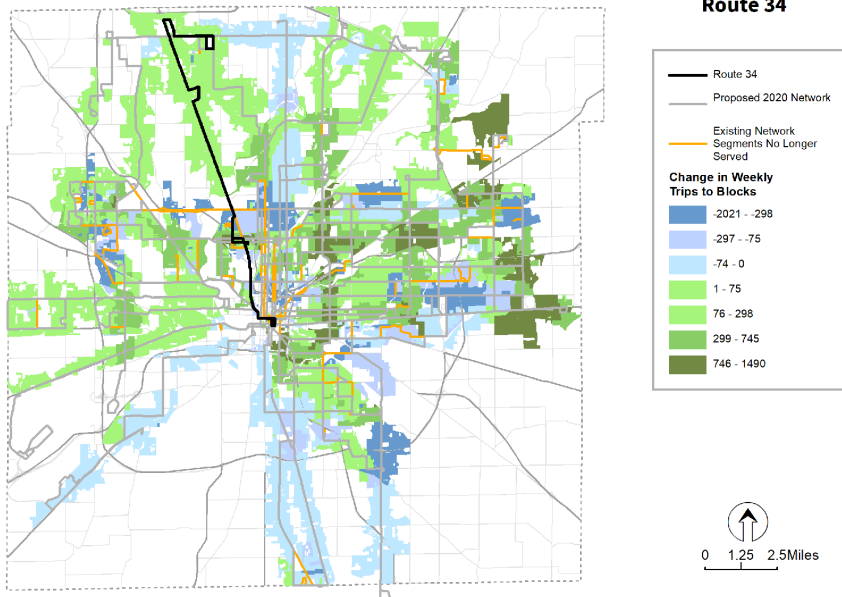
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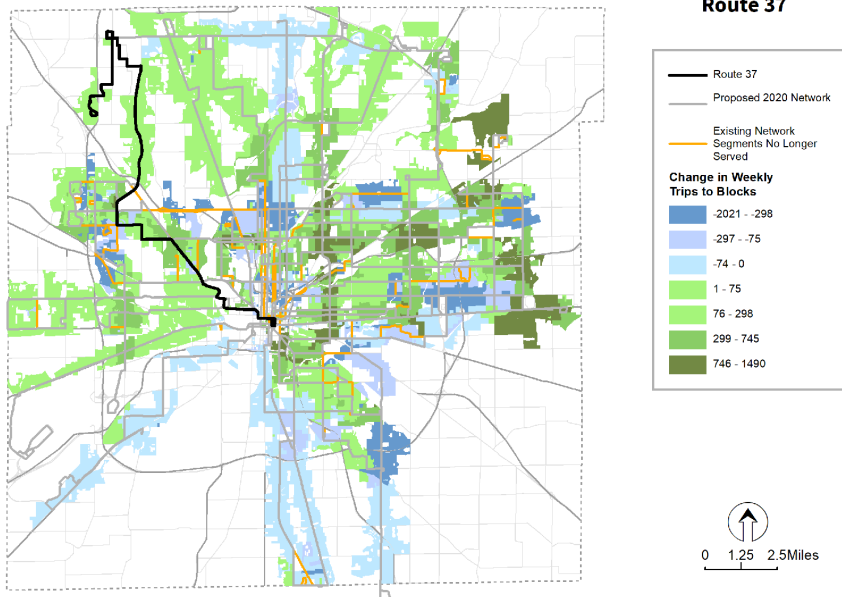
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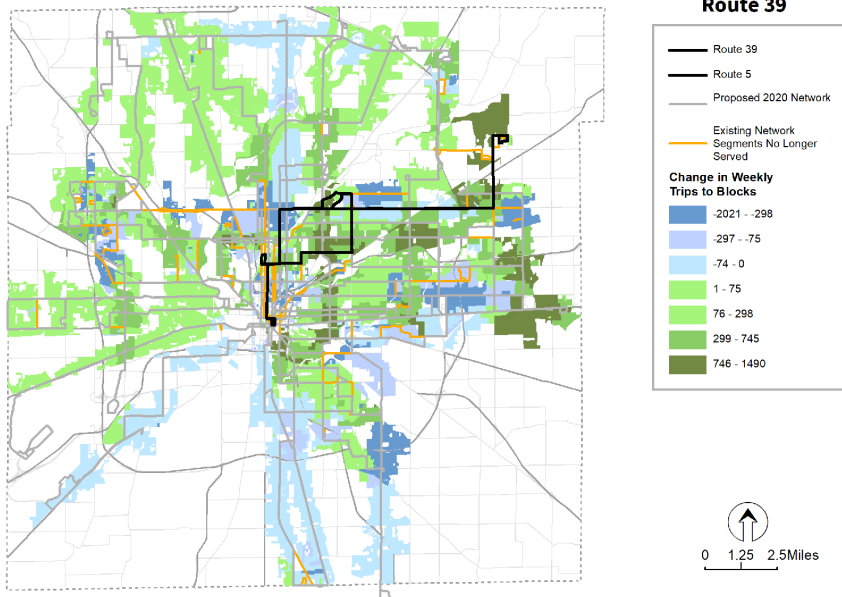
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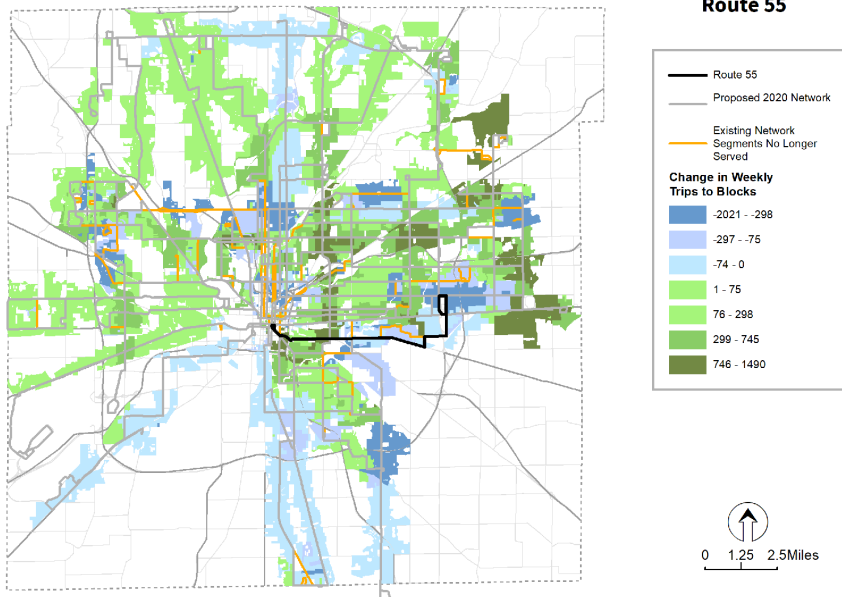
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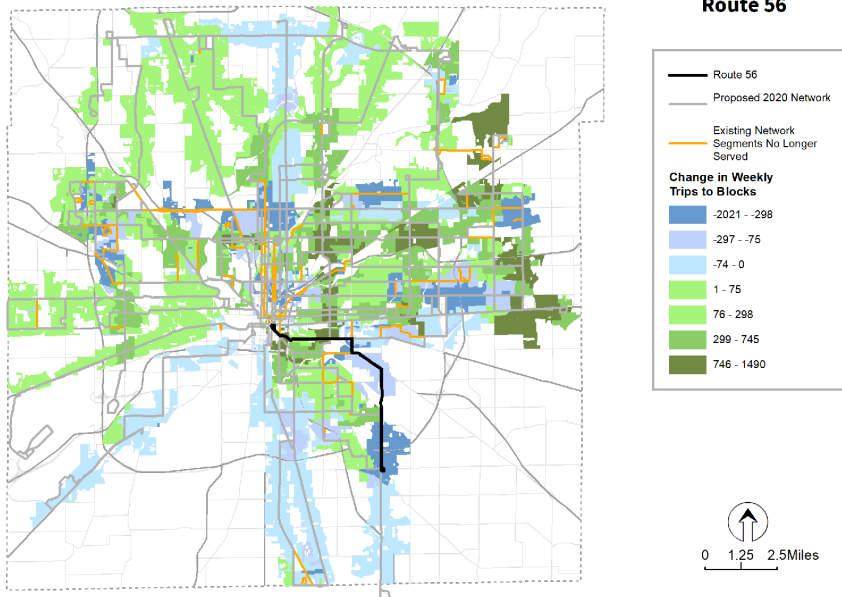
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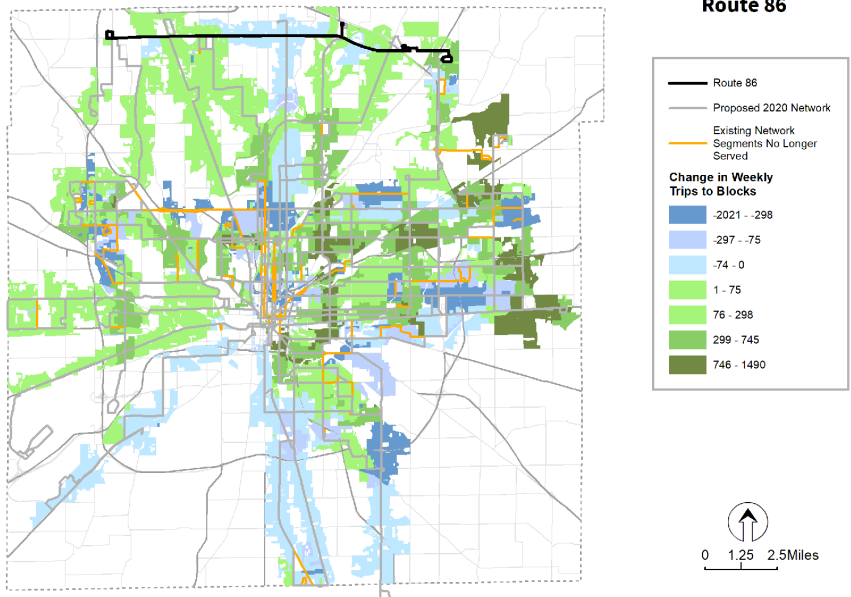
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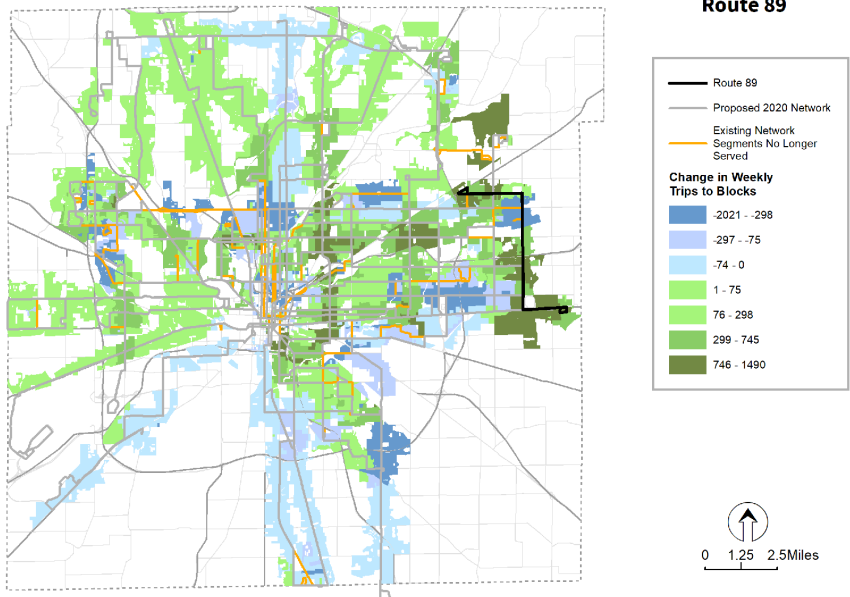
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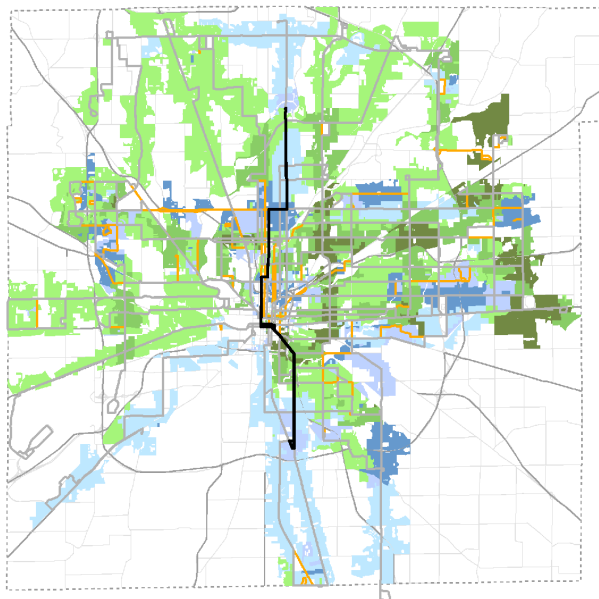
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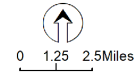
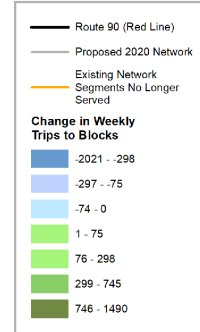
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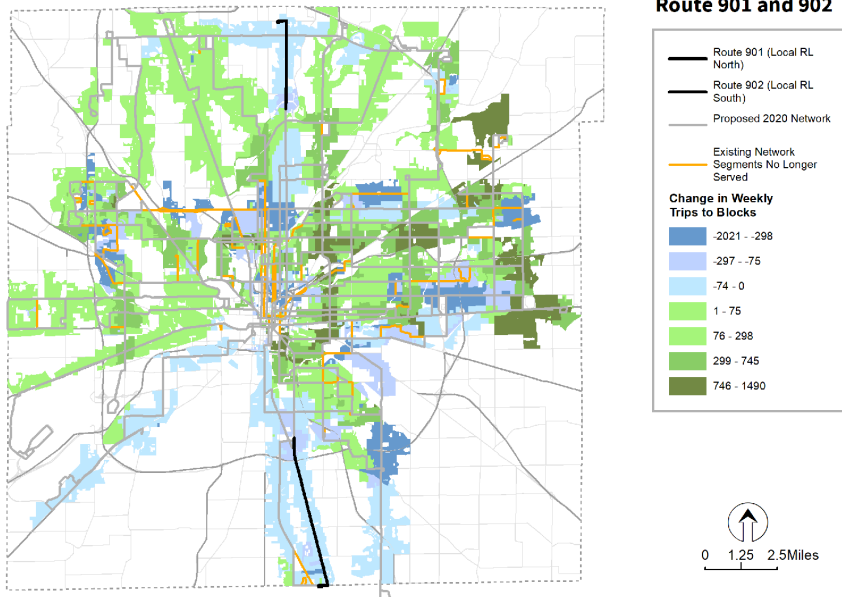
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Route 90 (Red Line)



C-27



C-28

System-wide Service Changes Minutes

BOARD MINUTES
BOARD OF DIRECTORS
Thursday, April 23, 2020



AGENDA ITEM A – 1

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION BOARD OF DIRECTORS MEETING MINUTES

THURSDAY, April 23, 2020

1. CALL TO ORDER AND ROLL CALL

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chairman Greg Hahn at 5:08pm, Thursday, April 23, 2020. This meeting was held remotely with all seven (7) Board Members attending remotely via Microsoft Teams, pursuant to Executive Order 20-09 relating to the continuity of operations of Government issued by Governor Eric Holcomb subsequent to Executive Order 20-02, which declared that a public health disaster emergency exists in the State of Indiana as a result of the Coronavirus disease “COVID-19”.

1.1 ROLL CALL

Attendee Name	Title	Status
Greg Hahn	Chair	Present
Adairius Gardner	Vice Chair	Present
Mark Fisher	Secretary	Present
Richard Wilson	Treasurer	Present
Juan Gonzalez	Board Member	Present
Tommie Jones	Board Member	Present
Lise Pace	Board Member	Present

A quorum was present.

2. AWARDS AND COMMENDATION

President/CEO, Inez Evans, presented the awards and commendations. Recognized were safe drivers for March 2020, 1 employee for 45 years of service, 3 employees for receiving 1st, 2nd, & 3rd place at the Bus Rodeo, and the April Employee of the Month.

3. COMMITTEE CHAIRPERSON REPORTS

- I.1. Service Committee – Adairius Gardner, Service Committee Chairperson
- I.2. Finance Committee – Richard Wilson, Finance Committee Chairperson

BOARD MINUTES
BOARD OF DIRECTORS
Thursday, April 23, 2020

4. CONSENT AGENDA

Upon staff recommendation, motion for consent approval by Chairman Greg Hahn for Agenda Items A-1, A-2, & A-3 are as follows:

- ACTION ITEM A – 1 – Consideration and Approval of Minutes from March 26, 2020 Board Meeting
- ACTION ITEM A – 2 – Consideration and Approval of System-wide Service Changes – Service Equity Analysis
- ACTION ITEM A – 3 – Consideration and Approval of The Etica Group Task Order – Additional Design Maintenance Area Renovations

RESULT: Accepted - Agenda Items A-1, A-2, & A-3

MOVER: Juan Gonzalez

SECONDER: Mark Fisher

AYES: Greg Hahn, Adairius Gardner, Mark Fisher, Richard Wilson, Tommie Jones, Juan Gonzalez, Lise Pace

NOES: None

ABSENT: None

5. REGULAR AGENDA

None

6. INFORMATION ITEMS

I – 1 INFORMATION ITEM – Consideration of Receipt of Finance Report for March 2020

Bart Brown, VP of Finance/CFO presented on behalf of this information item.

I – 2 INFORMATION ITEM – BRT Project Updates April 2020


Paul Spragg – Project Manager and Jennifer Pyrz – VP of Infrastructure, Strategy and Innovation presented on behalf of this information item.

I – 3 INFORMATION ITEM – CARES/Families First Act Update

Aaron Vogel, VP of Operations/COO; Bart Brown, VP of Finance/CFO; and Jeff Brown, VP of Human Resources presented on behalf of this information item.

7. ADJOURNMENT

On order of Chairman Greg Hahn, and there being no objection, the meeting was adjourned at 5:52 p.m.


Jill D. Russell
General Counsel

Route 901 Service Changes



Route 901 Service Change – Service Equity Analysis

Route 901 Service Change

Service Equity Analysis

Approved by the IPTC Board of Directors on March 24, 2022

March 2022

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EXECUTIVE SUMMARY

IndyGo, the public transportation provider for the City of Indianapolis and Marion County, did not escape the service impacts experienced by other transit agencies as a result of COVID-19. Initial emergency reductions in March 2020 were removed several weeks later. Closed businesses and work from home, among other factors, likely led to ridership declines for key IndyGo routes. In response, IndyGo enacted service modifications to better align service to demand. These modifications took effect in October 2020 and were considered temporary. As the pandemic reached a second year in 2021, IndyGo made the difficult decision to continue the service modifications. One of the routes, Route 901, was reduced from 20 minute service to 30 minute service and this modification resulted in a Major Service Change.

A service equity analysis is required when service changes trigger IndyGo's Major Service Change policy. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy,¹ are considered a disparate impact (DI) or disproportionate burden (DB), respectively.²

The Route 901 service changes resulted in a finding of no DI/DB. IndyGo compared the Existing 2020 network to the Proposed 2020 network, analyzing the difference through a Title VI lens. The reduction decreases weekly trips to blocks by 18 percent. The Route 901 changes were made to best align service demand with service provision.

¹ Available from <https://www.indygo.net/about-indygo/title-vi/>

² A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program's goals.



SECTION I. INTRODUCTION

The coronavirus has presented health and staffing challenges for transit agencies nationally; IndyGo has not been immune from its effects. On March 30, 2020, IndyGo reduced service for its routes to adjust to lower demand and concerns about driver safety. The service was restored by June 1, 2020. As COVID-19 continued to affect broader community mobility, IndyGo instituted changes in October 2020. The October 2020 service changes took effect on October 11, 2020.

These service changes are a result of the loss of ridership experienced by IndyGo due to economic shutdowns and workplace modifications as a result of COVID-19. IndyGo is also anticipating a significant local funding decrease as a result of COVID-19's impact on the local economy. Reducing frequency on these routes balances the need to provide service with the reality of lower ridership experienced by these routes. Also, Routes 8 and 10 service frequencies were new additions in early 2020 and the productivity of the routes were significantly affected by the local adjustment to COVID-19. The reduction in frequency on the Red Line is considered to be temporary; the Red Line has experienced a significant drop in ridership, at first due to local and state mandated business closures and now continued by a significant and, for some, possible permanent move of offices to a work-from-home strategy.

Title VI Background

Title VI of the Civil Rights Act of 1964, Section 601, states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits

of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations.³ Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate service and fare changes to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service must develop written procedures to conduct an Equity Analysis through which they evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, and to determine whether those changes would have a discriminatory impact based on race, color, or national origin.

Low-income individuals are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁴ Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a “Disproportionate Burden” of those changes. Under this requirement, transit providers must also establish the threshold for determining when a change may cause a “Disproportionate Burden” as a result of a major service change.

IndyGo's Title VI Policy

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

³ FTA Circular C4702.1B, Chapter IV-15-18.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.

In practice, this means that for a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations in excess of that range may be categorized as a disparate impact or disproportionate burden.

Any change that exceeds the major service change definition of a transit provider requires a service equity analysis. IndyGo's major service change policy triggers an examination if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.⁵

In the event that a potential disparate impact and/or disproportionate burden is found, IndyGo staff would attempt to modify the original proposal and re-analyze. If the modified proposal continued to demonstrate a potential disparate impact and/or disproportionate burden, IndyGo staff would propose alternatives, analyze those alternatives compared to the original / modified proposal, and conduct public involvement regarding the alternatives. If none of the alternatives would have less a disparate impact and/or disproportionate burden and IndyGo has made a substantial legitimate justification, the original / modified proposal could be enacted.

Clarification of IndyGo Title VI Policy

There are two distinctive points of clarification concerning the IndyGo Title VI policies. First, the IndyGo DI/DB policies consider an excessive beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find an overly-beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not resulting in finding of DI and/or DB. IndyGo will acknowledge where beneficial effects occur but will not consider them a finding of DI and/or DB.

IndyGo's Major Service Change policy does not specify whether system-wide service changes should be reviewed in totality or at the individual route level. For network-wide service changes, such as a major redesign or a review of a comprehensive operational analysis, cumulative changes associated with the proposed network will be reviewed.

COVID-19, Title VI, and Temporary Service Changes

The coronavirus has presented health and staffing challenges for transit agencies nationally; IndyGo has not been immune from its effects.

On March 30, 2020, IndyGo reduced service for its routes to adjust to lower demand and concerns about driver safety. The service was restored by June 1, 2020. On October 11, 2020 the Red Line was reduced to a frequency of 15 minutes all days of the week.

⁵ See [IndyGo's 2020 Title VI Program Update](#).

As communicated on FTA’s webpage and in the FTA Title VI Circular 4702.1B, such service changes do not require a service equity analysis unless the change lasts longer than 12 months.⁶ As the October 2020 service changes appeared to last longer than 12 months, an analysis was started in late 2021. A memorandum was compiled but two routes, the 901 and the 902, were accidentally excluded. After reviewing the changes for those routes, this analysis was conducted.

October 2020 Service Changes

The October 2020 service changes took effect on October 11, 2020 and changed the frequency of five routes:

- A. Route 8 – Reduction in frequency from 15 minutes to 20 minutes for a portion of the route
- B. Route 10 – Reduction in frequency from 15 minutes to 30 minutes for a portion of the route
- C. Route 90 (Red Line) – Reduction in frequency from 10 minutes to 15 minutes for the entire route.
- D. Route 901 – Reduction in frequency from 20 minutes to 30 minutes for the entire route.
- E. Route 902 – Reduction in frequency from 20 minutes to 30 minutes for the entire route.

These service changes are a result of the loss of ridership experienced due to economic shutdowns and workplace modifications as a result of COVID-19. Reducing frequency on these routes balances the need to provide service for the network with the difficult reality of the low ridership experienced by these routes. Also, Routes 8 and 10 service frequencies were new additions in early 2020 and the productivity of the routes were significantly affected by the local adjustment to COVID-19. The reduction in frequency on the Red Line is considered to be temporary; the Red Line has experienced a significant drop in ridership, at first due to local and state mandated business closures and now continued by a significant and, for some, possible permanent move of offices to a work-from-home strategy.

Major Service Change Determination

A service equity analysis is required if a Major Service Change is proposed. IndyGo defines a Major Service Change as:

- 1. Any route has a change of 25% of its route miles;
- 2. Any route change affects 25% of its passengers; or
- 3. The addition of a route.

Major Service Change reasons two and three do not apply for October 2020 service changes based on the project outline. None of the changes will result in the removal of service from an area or the addition of a new route. The final reason to analyze is whether the changes modify 25% or more of a route’s miles.

⁶ “Frequently Asked Questions from FTA Grantees Regarding Coronavirus Disease 2019 (COVID-19), Updated 7/27/2021, <https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19#COVID-19Civil>, Accessed October 22, 2021.

To determine if the changes meet the Major Service Change threshold for route miles, the run-cut for 2010 (the name of the October 2020 service) was completed. The total annual mileage for 2010 was compared to the total annual mileage for the current service provided, last updated in June 2020 and therefore named 2006.

Table 1. Major Service Change Determination for October 2020 Changes

Route	2006 Route Miles	2010 Route Miles	Total Change in Route Miles	% Change	Major Service Change?
8	1,115,694	893,007	(222,687)	-20.0%	No
10	988,435	750,217	(238,218)	-24.1%	No
90	1,247,550	1,008,844	(238,707)	-19.1%	No
901	148,107	100,611	(47,496)	-32.1%	Yes
902	191,551	155,422	(36,129)	-18.9%	No

Modifications to routes 8,10,90, and 902 do not rise to the level of a Major Service Change; however, Route 901 modifications exceed the threshold for a Major Service Change. Therefore, an analysis of Route 901 will need to be completed.



SECTION II. SERVICE EQUITY ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting a service equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed service changes result in disparate impacts or disproportionate burdens to Title VI protected populations. At a minimum, the FTA requires transit agencies to define the geography of analysis, datasets used for the analysis, and evaluate whether there is an adverse effect for minority and/or low-income populations compared to the service levels received by non-minority or non-low-income populations.

Definitions

The following definitions will apply to the service equity analysis:

Average Transit Vehicle Trips per Block: This measure is based on Transit Vehicle Trips to Census Blocks, but the number of weekly transit trips is averaged over the number of blocks past which the trips were made. This reduces a distortion in the analysis that suggests more service is being provided to people of interest when in fact service may simply be passing more census blocks.

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse or beneficial, are not within 20 percent of the

effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DI finding beneficial to minority populations is not considered a DI.*

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DB finding beneficial to low-income populations is not considered a DB.*

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is greater than the percent of Marion County residents who are minority or in poverty. Census block groups are comprised of groups of census blocks.

High Minority or High Poverty Census Blocks: These census blocks are those which fall within an identified High Minority or High Poverty Census Block Group. US Census American Community Survey data are not available at the block level. To calculate the number of individuals in each block, the proportion of the population from the 2010 Decennial Census for each block will be calculated and then multiplied by the total block group population estimated in the 2014-2018 ACS. Only total population will be calculated for each census block for the purposes of determining access.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update. Because Department of Transportation (DOT) and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably. IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update.

Service Area: IndyGo's service area is defined as the entirety of Marion County, including excluded cities. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program update.

Service Buffer: The service buffer established for this analysis was ½ mile wide for local routes (1/4 mile buffer) and 1 mile wide for bus rapid transit lines (½ mile buffer). The buffer was defined by individual transit stops. Specifically, buffers were created around each stop from the GTFS (General Transit Feed Specification) files for the respective service networks. The assumption that anyone in a census block that is touched by the buffer can access transit is obviously not true, nor is it the case

that anyone in a census block outside that buffer *cannot* access transit, but these standards are applied for analytical consistency.

Total Transit Vehicle Trips to Blocks: This is the number of transit vehicle trips that occur within one week that pass within the service buffer of any part of the census blocks in question.

Existing 2020 and Proposed 2020 trips to census blocks were estimated using information provided by IndyGo Service Planning to present the number of weekly trips in a non-holiday transit week. Previous equity analyses may have used GTFS data exported from HASTUS scheduling software by IndyGo. For each route, weekday trips were multiplied by 5 and Saturday and/or Sunday services were added to obtain a weekly total. Those trips were then multiplied by the number of designated blocks they passed.

For example, if 100 trips pass by 10 blocks, this equals 1,000 Transit Vehicle Trips to Blocks. This accounts for all trips that may be realized for all blocks served and represents how much transit service is provided to how many census blocks.

Transit Vehicle Trips x Population: This measure estimates the usefulness of the service. It further reduces the distortion of Total Transit Vehicle Trips to Blocks (TTVTB), which can suggest that more service is being provided to populations within Title VI areas, when service is just passing more blocks but with potentially fewer people in them. In this measure, weekly transit trips on a route are weighted by the calculated total population within each census block.

For example, if 100 trips pass by a block that has 10 people living in it, that would equal 1,000 trips x population; if the next census block it passes has 50 people living in it, that would equal 5,000 trips x population, representing more access to service by more people.

This measure considers that census blocks are not home to equal numbers of people and estimates the level of service access provided to *people* rather than to geographic zones.

Project Outline

The project under analysis is the change to Route 901. Other changes did occur but as they do not rise to the level of a Major Service Change, and this is not a system-wide redesign, those changes will not be analyzed. Refer to the section on October 2020 Service Changes to understand the other changes.

Table II-1. Change Classification for Routes.

Change Classification	General Description
No Change	No change to the route segments.
Minor	Small deviations to few segments.
Moderate	An added/removed extension or other deviations.
Significant	Addition/deletion of an entire route, creation of multiple branches, or complete revision of a route.

For this analysis, only the changes for the Route 901 are considered.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the intervening years and are the most comprehensive and precise datasets containing the information needed for this analysis. The most current version of the dataset is 2015-2019 5-year estimates; this analysis uses ACS 2014-2018 5-year estimates. The 2014-2018 5-year estimates is used for consistency between equity analyses. Decennial Census 2020 total population was not used, similarly for consistency between analyses. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2014-2018 5-year file by block group
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement
- Decennial Census 2010, SF 100% by block and block group
 - Table P1 – Total Population

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. The data used for transit trips was provided from a HASTUS export, in the form of a General Transit Feed Service (GTFS) file. The GTFS file was then visualized using a toolbox for ArcMap, a geographic information systems software.

The two networks were:

- Existing Transit Network: 2020 Network (June)
 - Service provided from June 14 to October 10, 2020
- Proposed Transit Network :2020 Network (October)
 - Service provided beginning on October 11, 2020

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. Data from the ACS are not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as the geography of analysis for determining High Minority and High Low-Income designations for blocks, while census blocks were used to determine the population with access.

Determining High Minority and High Poverty Blocks

The use of census block groups for transit access, in combination with using the population of an entire block group, can result in disingenuous access data. Specifically, using census block groups could count a person as having access who may be a mile away from the transit route due to the size of the census geography. To address this potential issue, IndyGo staff used census block data to

identify populations who have access but used census block group data to determine and assign the High Minority or High Poverty designation. If a census block was part of a block group designated as High Minority or High Poverty, it was presumed that each census block within that census block group shared that designation. See Table II-2 for an example of this process.

Table II-2. Example of Attributing Census Block Group Designation for High Minority to Census Blocks

	2018 Minority Population as a Percent of Block Group	Percent of Minority Population in Marion County	Does the BG % Exceed Marion County %?	Block Assignment
Block Group 1	46%	44%	Yes	
Block 1A				High Minority
Block 1B				High Minority
Block 1C				High Minority
Block 1D				High Minority
Block Group2	35%	44%	No	
Block 2A				Non-Minority
Block 2B				Non-Minority
Block 2C				Non-Minority
Block 2D				Non-Minority

Calculating Population Data for Census Blocks

The Census only provides Decennial Census population at the block level; the more recent ACS data is not available at the block level. To utilize ACS population data at the block level, population data was calculated. To determine the calculated ACS population for each block, each block's share of the 2010 Decennial Census population data was calculated. This share was then multiplied by the block group's total population of the ACS data. See Table II-3 for an example of this process.

Table II-3. Example of Calculation Population for Blocks Using 2010 Population Proportions and 2014-2018 ACS Population.

	2010 Population	% of 2010 Population	2018 Estimate	2018 Calculated Population
Block Group 1	1,000		1,800	
Block 1A	300	30%		540
Block 1B	200	20%		360
Block 1C	400	40%		720
Block 1D	100	10%		180

Determining Access

Access to transit and transit amenities can be estimated by measuring the estimated distance a rider could walk to a stop. For this analysis and analyses moving forward, IndyGo will use ¼ mile for stops for non-rapid transit service and ½ mile for stations for rapid transit service.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. For the purposes of this analysis, census block groups were deemed too large to appropriately capture the accessibility of a transit route. Instead, census blocks, and the total calculated population within, are used as geographies for accessible population. Any population within a census block within the buffer, regardless of the percentage of the census block within the buffer, are considered population with access to transit.

Service Equity Analysis Methodology

IndyGo used a Geographic Information System (GIS)-based approach to compare the distribution of impacts and benefits to all residents and to individuals residing in high minority and high poverty areas.

The analysis involved the following steps:

1. Determine which blocks were habitable.
2. Determine High Minority and/or High Low-Income block groups.
3. Develop map with current and proposed service routes, stops, and numbers of trips.
4. Determine which blocks were within access of a stop.
5. Allocate current and proposed transit trips to habitable census blocks based on whether any part of each census block falls within the stop-based service buffer.
6. Using Excel, determine the difference between the two scenarios for each census block and for the system in terms of: Total Transit Vehicle Trips to Blocks, Average Transit Vehicle Trips per Block, and Transit Vehicles Trips x Population. Join those data to the original block shapefiles containing census data.
7. Using a separate table, compare percent of change experienced by each group to the thresholds established in IndyGo's Title VI Policy to determine if the proposed changes could result in discriminatory impacts.

The basis of this analysis, common to all three service-access measures used, is the number of weekly trips made by each route. Changes to transit frequency or span are captured in this way; in fact, even the addition or subtraction of one single vehicle trip on a route is captured by this method.

Total Transit Vehicle Trips to Blocks

Staff analyzed whether the change in Total Transit Vehicle Trips to Blocks for minority and poverty populations would be within 20 percent of the change for non-minority and non-poverty populations. The formula can be expressed as:

% Change in Transit Vehicle Trips to Blocks for a population of interest, if n is the number of blocks in the service area =

$$\frac{\text{Total Proposed 2020 Transit Vehicle Trips to Blocks} - \text{Total Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Total Existing 2020 Transit Vehicle Trips to Blocks}} =$$

$$\frac{\sum_{i=1}^n (\text{Proposed 2020 Transit Vehicle Trips to Block } i) - \sum_{i=1}^n (\text{Existing 2020 Transit Vehicle Trips to Block } i)}{\sum_{i=1}^n (\text{Existing 2020 Transit Vehicle Trips to Block } i)}$$

Average Transit Vehicle Trips per Block

The Average Trips per Blocks analysis reduces the positive effect of hypothetically drawing a route to simply touch more census blocks of unspecified population (and thus gaming the results). The formula can be expressed as:

% Change in Average Transit Vehicle Trips per Block for a population of interest =

$$\frac{(\text{Proposed 2020 Avg. Transit Vehicle Trips per Block} - \text{Existing 2020 Avg. Transit Vehicle Trips per Block})}{\text{Existing 2020 Avg. Transit Vehicle Trips per Block}} =$$

$$\left(\frac{\text{Total Proposed 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Proposed 2020 Network for pop. of interest}} - \frac{\text{Total Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2020 Network for pop. of interest}} \right) \frac{\text{Existing 2020 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2020 Network for pop. of interest}}$$

Transit Vehicle Trips Weighted by Population

In this measure, weekly transit trips on a route are weighted by the estimated population of interest within each census block that is passed. If population were equal across all census blocks, this additional method would mirror other analyses. Because total population and demographics can vary widely among census blocks, this is the only measure that captures how many people can access transit service today relative to the Proposed 2020 changes.

This formula can be expressed as:

% Change in Weighted Transit Vehicle Trips for a population of interest =

$$\frac{\text{Total Proposed 2020 Weighted Transit Vehicle Trips} - \text{Total Existing 2020 Weighted Transit Vehicle Trips}}{\text{Total Existing 2020 Weighted Transit Vehicle Trips}}$$

$$\frac{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Proposed 2020 Transit Vehicle Trips to Block } i - \text{Existing 2020 Transit Vehicle Trips to Block } i)]}{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Existing 2020 Transit Vehicle Trips to Block } i)]}$$

Service Equity Analysis Results

IndyGo staff performed the analysis as described in the methodologies above. The results are summarized per metric with additional, supporting tables. Because the change in trips is equal for each block for this analysis, no supporting map was created.

Minority and Poverty Populations

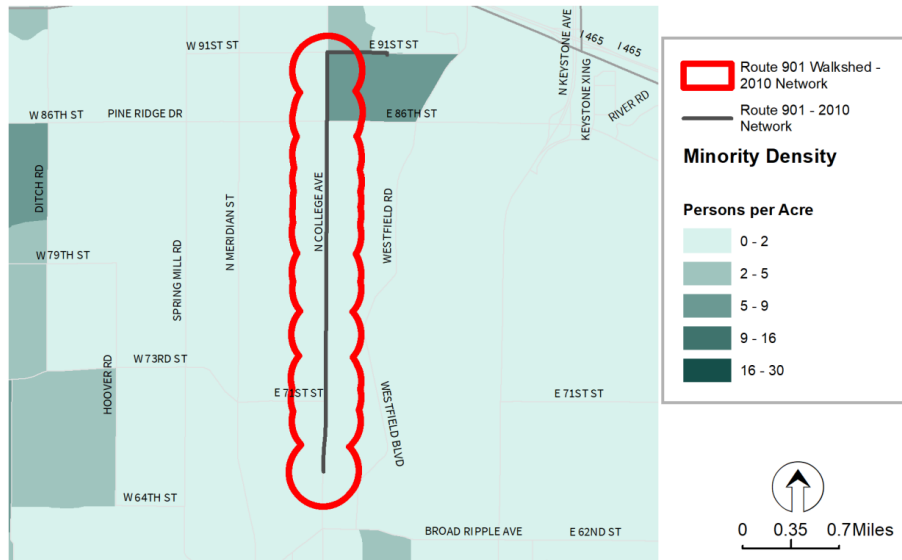
Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was greater than the service area as a whole (44.0%). The same approach was used to identify areas in poverty (18.9%). See Table II-4 for additional details.

Table II-4. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	415,819	44.0%
Population in Poverty⁷	175,330	18.9%
Total Population	944,523	100%

The following maps were developed to visualize the minority and poverty population densities within Marion County. Additional demographic maps can be found in APPENDIX A. The Proposed 2020 network and the High Minority and High Poverty census blocks are mapped in Figure II-3. High Minority and High Poverty Blocks.

Figure II-1. Minority Density and Proposed 2020 Network



⁷ The percent of low-income population is based off the estimate for total population with income data (925,168).

Figure II-2. Poverty Density and Proposed 2020 Network

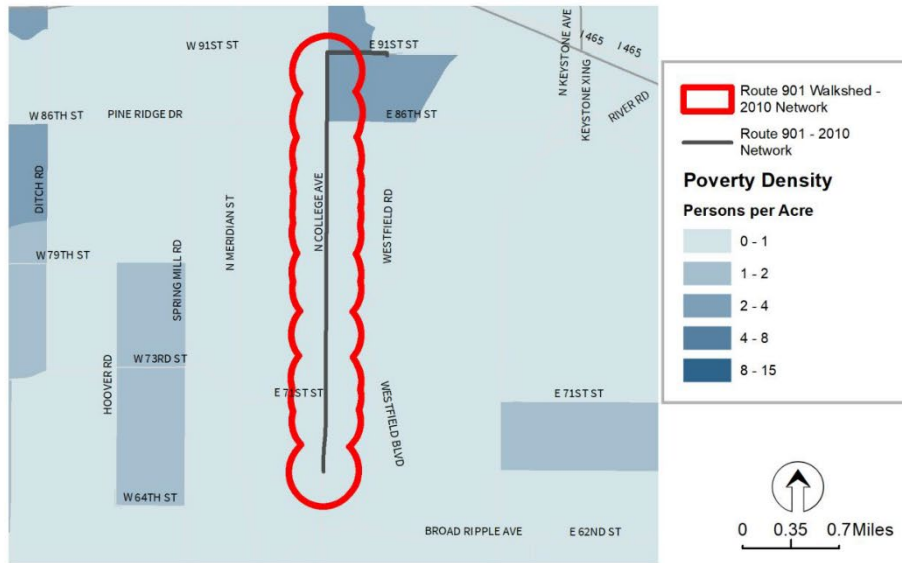


Figure II-3. High Minority and High Poverty Blocks

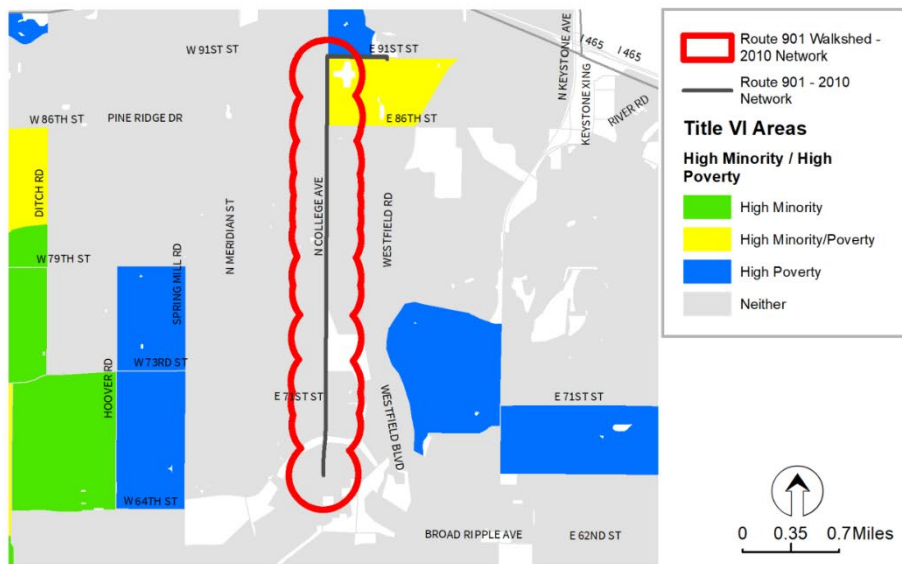


Figure II-4. Change in Weekly Trips to Blocks



Total Transit Vehicle Trips to Blocks

The Route 901 adjustments result in consistent declines for blocks with access. The analysis identifies a decrease of 18.2 percent in trips to blocks. Non-High-Minority blocks experience a decrease of -18.2%. The resulting Title VI Acceptable Range of Change is -14.6 percent to -21.9 percent High Minority blocks. The percent change for High Minority blocks is -18.2 percent, falling within the Title VI acceptable range. The analysis, as a result, finds no disparate impact.

Non-High-Poverty blocks experience a 18.2 percent decrease, resulting in a similar range as minority populations. The High-Poverty blocks experience a 18.2 percent decrease in trips to blocks. Consistent with IndyGo definitions and policies, there is no finding of disproportionate burden. See Table II-5 for additional details.

Table II-5. Results of Transit Vehicle Trips to Blocks Analysis

Census Blocks	Existing Transit Vehicle Trips to Blocks	Proposed Transit Vehicle Trips to Blocks	Change in Trips to Blocks	Percent Change	Acceptable Range of Change	DI/DB?
High Minority	5,679	4,644	(1,035)	-18.2%	-21.9%	NO
Non-High Minority	53,004	43,344	(9,660)	-18.2%	-14.6%	
High Poverty	6,310	5,160	(1,150)	-18.2%	-21.9%	NO
Non-High Poverty	52,373	42,828	(9,545)	-18.2%	-14.6%	
All habitable blocks	58,683	47,988	(10,695)	-18.2%		

Average Transit Vehicle Trips per Block

Similar to the analysis for the Total Transit Vehicle Trips to Blocks, the trip decreases for the Route 901 frequency adjustments are shown in the Average Transit Vehicle Trips per Block. A comparison of minority and non-minority populations reveal a finding of no disparate impact, as the provision of service to High Minority Blocks (-18.2 percent) falls within the Title VI Acceptable Range (-21.9 percent to -14.6 percent). The analysis determines a finding of no disproportionate burden. High Poverty Blocks experience a similar decrease within a similar range. See Table II-6 for additional details.

Table II-6. Results of Average Transit Vehicle Trips per Block Analysis

Census Blocks	Existing 2020 Blocks	Average Existing Trips to Blocks Served	Proposed 2020 Blocks	Average Proposed Trips to Blocks Served	Change in Average Trips to Blocks	Percent Change in Average Trips per Block	Acceptable Range	DI/DB ?
High Minority	9	631	9	516	-115	-18.2%	-21.9%	NO
Non-High Minority	84	631	84	516	-115	-18.2%	-14.6%	
High Poverty	10	631	10	516	-115	-18.2%	-21.9%	NO
Non-High Poverty	83	631	83	516	-115	-18.2%	-14.6%	
All habitable blocks	93	631	93	516	-115	-18.2%		

Transit Vehicle Trips Weighted by Population

The final metric follows a similar pattern as the first two. Transit Vehicle Trips Weighted by Population (TVTWxP) fall within the DI/DB. Because of this, there is no finding of a disparate impact or disproportionate burden. Results can be found in Table II-7.

Table II-7. Analysis of Transit Vehicle Trips Weighted by Population

	Existing TVTWxP	Proposed TVTWxP	Change in TVTWxP	% Change	Acceptable Range of % Change	DI/DB?
High Minority	1,212,151	991,236	(220,915)	-18.2%	-21.9%	NO
Non-High Minority	2,352,368	1,923,648	(428,720)	-18.2%	-14.6%	
High Poverty	1,242,439	1,016,004	(226,435)	-18.2%	-21.9%	NO
Non-High Poverty	2,322,080	1,898,880	(423,200)	-18.2%	-14.6%	
All Habitable Blocks	3,564,519	2,914,884	(649,635)	-18.2%		

Summary

Based on the information provided in the tables above, Table II-8 summarizes the results of the Service Equity Analysis.

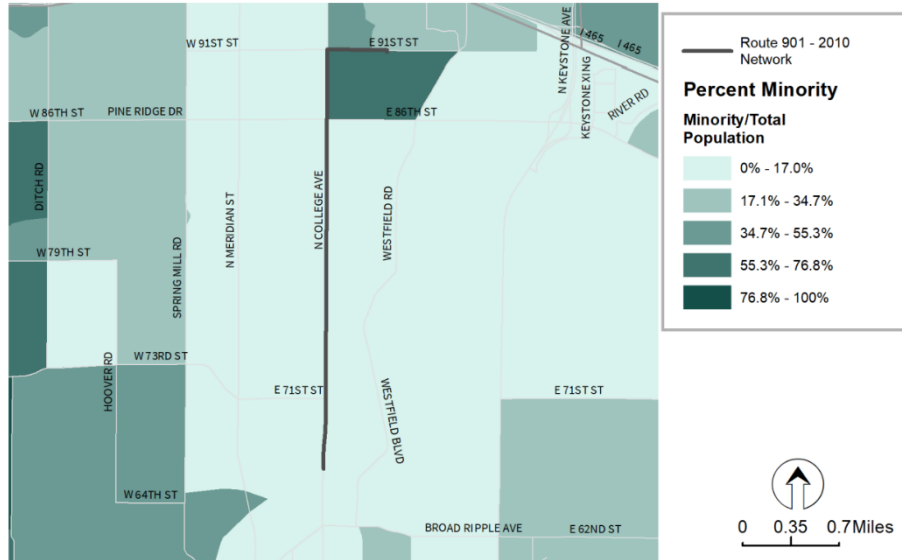
All six results fall within IndyGo's adopted Title VI range. As such, there is no finding of a disparate impact or disproportionate burden for any of the metrics and, therefore, no finding of a disparate impact or disproportionate burden for the Route 901 Service Equity Analysis.

Table II-8. Summary of Service Equity Analysis

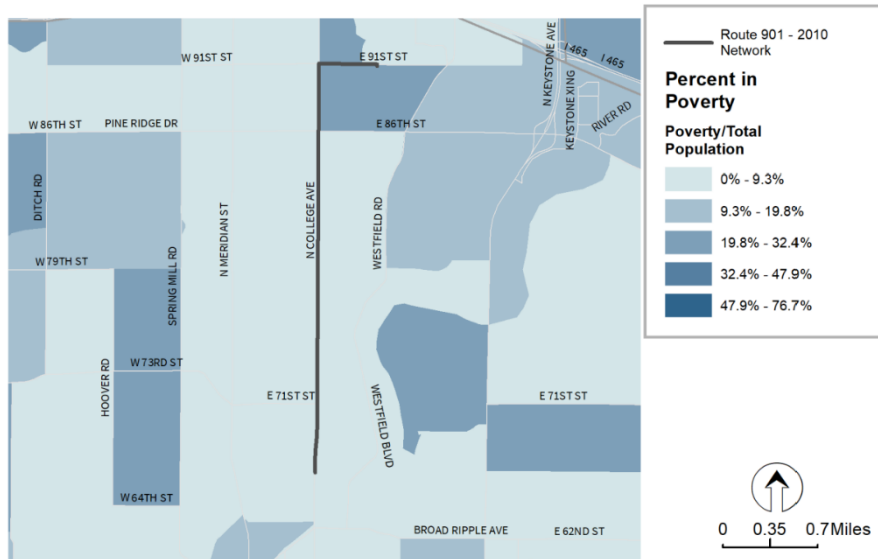
Title VI Metric	Disparate Impact	Disproportionate Burden
Total Transit Vehicle Trips to Blocks	Within	Within
Average Transit Vehicle Trips to Blocks	Within	Within
Transit Vehicle Trips Weighted by Population	Within	Within

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

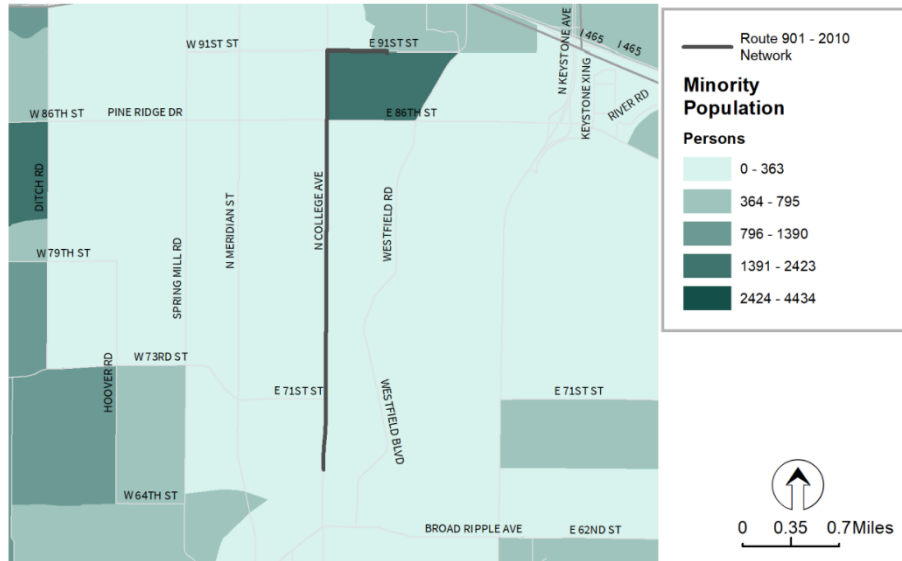


Appendix Figure A-2. Percent in Poverty per Block Group

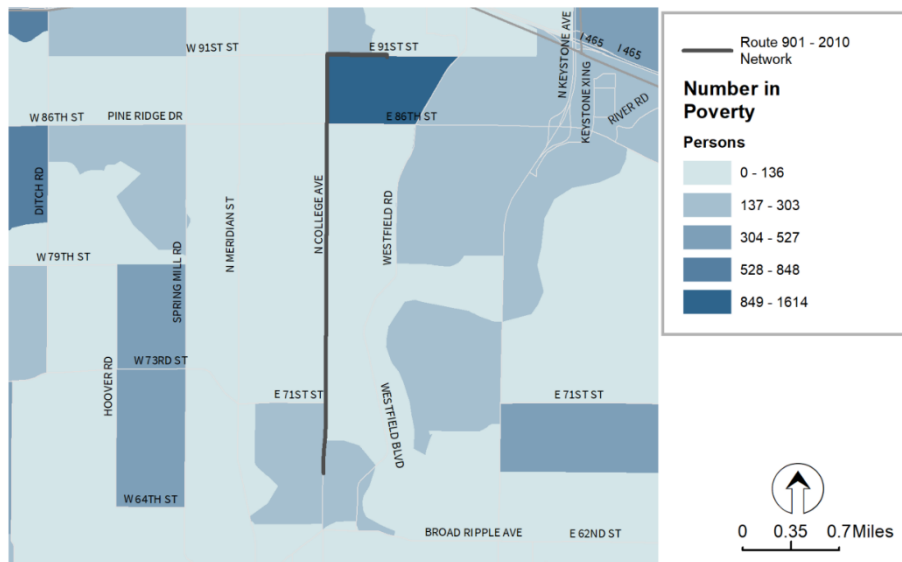


A-1

Appendix Figure A-3. Number of Minority Persons per Block Group



Appendix Figure A-4. Number in Poverty per Block Group



APPENDIX B. Route 901 Change

A narrative representation of changes to Route 901.

Route 901

Route 901 runs from the northern terminus of the Red Line to just north of 86th Street, along College Avenue. The Route 901 will provide service every 30 minutes, adjusted from the June service level of 20 minutes. No stops will be added or remove.

Route 901 Service Changes Minutes



March Board of Directors Minutes

IndyGo
Mar 24, 2022 at 5:00 PM EDT
@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Members Present:

Hydre Abdullah, Bart Brown, Charlie Carlino, Inez Evans, Mary Ann Fagan, Adairius Gardner, Lesley Gordon, Greg Hahn, Richard Wilson, Jr., Lise Pace, Jennifer Pyrz, Jill Russell

Members Present (Remote):

Marcus Burnside, Mark Emmons, LaTeeka Washington, Ryan Wilhite, Rachel Wilson

Guests Present (Remote):

David Goldwater

Staff Present (Remote):

Brian Clem, Latosha Higgins, Chelci Hunter, Denise Jenkins-Agurs, Toni Johnson, Emily Lovison, Michael Roth, Hardi Shah, Aaron Vogel

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

- [board cover 2022 Mar24.docx](#)
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- [A AGENDA for March 24, 2022 Board Meeting.docx](#)
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Chairman Greg Hahn called the meeting to order at 5:00pm. General Counsel Jill Russell called the roll. Five members present in person. There was a quorum. Director Abdullah arrived at the conclusion of the Awards and Commendations.

2. Awards and Commendation (Presenters: Inez Evans)

- [A1 Awards & Commendation March.docx](#)
- [Safe Drivers Report March 2022.pdf](#)
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President/CEO Inez Evans gave an update on the Awards and Commendations for February 2022. Recognized were safe drivers for February 2022, one Employee with 19 years of safe driving, February Operations Employee of the month, one Employee retirement after 22 1/2 years of service, one Coin of Excellence recipient, Six Sigma Green Belt participants, and Aspiring Leaders participants.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner









- [A Finance Committee Chair Report March.docx](#)
- [page intentionally left blank.pdf](#)
- [A Service Committee Chair Report March.docx](#)
- [page intentionally left blank.pdf](#)

The reports were read and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on February 24, 2022

[A-1 February Board of Directors Minutes.docx](#)


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2. A-2: Consideration and approval of IndyGo East Campus Fleet Terminal additional design fees– The Etica Group (Presenters: LaTeeka Washington)
 [A-2 East Campus design construction services B Bldg C Bldg Demo New Garage- Etica Group addtl design fees 2-2022.docx](#)
 3. A-5: Consideration and approval of Route 901 Service Changes Service Equity Analysis (Presenters: Ryan Wilhite)
 [A-5 BOD Action Oct2020 v1 SEA.docx](#)
 [A-5 ServiceEquityAnalysis October2020 SEA v1.pdf](#)
 4. A-6: Consideration and approval of Microsoft Dynamics licensing (Presenters: Marcus Burnside)
 [A-6 Consideration and Approval of Microsoft Dynamics Licensing.docx](#)
 5. A-7: Consideration and approval of East Campus security services with Sangar Cargo Security, Inc. (Presenters: Mark Emmons)
 [A-7 East Campus Security.docx](#)
 6. A-8: Consideration and approval of Mobility Solutions and Customer Care Center security services with Sangar Cargo Security, Inc. (Presenters: Mark Emmons)
 [A-8 Michigan Campus Security.docx](#)
 7. A-10: Consideration and approval of On-Call Construction Engineering Task Order #6 for The Etica Group (Presenters: Rachel Wilson)
 [A-10 On Call Construction Engineering TO#6 for Etica.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-3: Consideration and approval of Construction Management Task Order #1 for the Blue Line Bus Rapid Transit project (Presenters: Jennifer Pyrz)
 [A-3 Consideration and Approval of Blue Line CM TO#1 for Stantec.docx](#)
 The Blue Line Bus Rapid Transit (BRT) project will be the third and largest of three rapid transit lines in the City of Indianapolis/Marion County. It will connect the Indianapolis International Airport to the Town of Cumberland via downtown Indianapolis along Washington Street. Task Order #1 will cover CM services beginning with review of 60% design plans and continuing through construction contractor selection. The work in this task order will span approximately 30 months, from April 2022 to late 2024 when the project is bid. Through their design and other technical reviews, the CM team will confirm constructability of the design and evaluate its readiness to bid. The CM team will also prepare independent cost estimates, create an overall project schedule and risk register, prepare a Risk and Contingency Management Plan for FTA review and approval, assist in utility coordination, other third party coordination and stakeholder outreach activities, participate in team coordination meetings, assist IPTC in preparation of procurement and bidding documents, and be responsible for other activities that prepare IPTC and the Blue Line for successful construction.

Motion:

Approval of Construction Management Task Order #1 for the Blue Line Bus Rapid Transit project

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

2. A-4: Consideration and approval of Finline Printing three-year contract (Presenters: Lesley Gordon)
 [A-4 Finline Printing.docx](#)


The Public Affairs Department is responsible for printing all marketing collaterals, route and system maps, riders alert information, promotional pieces, and other communications tools for the internal and external messaging. Finline was awarded the 2016 printing contract and is our current printing vendor. IPTC received two printing bids on the RFP. After a thorough scoring process and interviews with both vendors Finline proved to be the best vendor for this contract by the selection committee. Over the years and through the pandemic Finline has kept pricing the same and continued to provide consistent and reliable service. They have been transparent about any issues that arise with deadlines and staffing. Finline had a very strong presentation and came in with a best and final four percent across the board pricing discount from the initial RFP submission. With the addition of key performance metrics to the contract that ensure quality, response time and on-time delivery Finline continues to be a good partner for IPTC.

Motion:

Approval of Finline Printing three-year contract

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

3. A-9: Consideration and approval of IFB 22-02-437 construction contract for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project (Presenters: Jennifer Pyrz)

 [A-9 Consideration and approval of IFB 21-09-421 construction contract for Red Line HMA Maintenance.docx](#)

Construction of the Red Line Bus Rapid Transit project was substantially complete on September 1, 2019. In Spring 2020, after approximately six months of Red Line operation, IPTC identified areas of pavement distress in the Capitol Avenue bus and Bus Access Transit (BAT) lanes. The cause was assumed to be poor subgrade that was not able to support the heavy loading of the BRT vehicles. Full-depth HMA patching was conducted at these locations, including pavement markings, in May 2020. Those patches were re-examined in 2021 and are performing well. IFB 22-02-437, Red Line 2022 HMA & PCCP Maintenance Project, was advertised on February 17, 2022. The project includes the full-depth asphalt pavement patching that was previously advertised in Fall 2021 and adds concrete bus pad replacement at Red Line stations, and installation of rub rail on the Red Line bus station platforms. The need for concrete bus pad replacement was identified in 2021, after inspection revealed mid-panel cracks at multiple bus pads. The rub rail installation is being added into this project to minimize impacts to Red Line operations from multiple, separate, construction projects. Work is expected to begin in April 2022 and be completed by July 2023.


Motion:

Approval of IFB 22-02-437 construction contract for IndyGo Red Line Hot Mix Asphalt (HMA) and Portland Cement Concrete Pavement (PCCP) Maintenance Project

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

6. Information Items (Presenters: Greg Hahn)

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

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

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

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

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

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

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

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President/CEO Inez Evans gave an update to the Board. Included in the update was Ganggang Culture Partnership, Pathway Resource Center Driven 2 Success Partnership, Purple Line Groundbreaking, TSA Mask Mandate Extension, and Transit Appreciation Day.

3. I-3: Department Reports

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

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

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

 [I-3d FEB OPERATIONS DIV BOARD REPORT - March 2022.docx](#)

 [I-3e HR Board Report \(March 2022\).docx](#)

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 [I-3f March 2022 Diversity & Inclusion and Workforce Development Board Report - Copy.docx](#)

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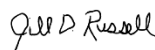
 [I-3g Supplier Diversity - March 2022..docx](#)

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

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

On order of Chairman Hahn and there being no objection, the meeting was adjourned at 6:00pm.



Jill Russell
04/29/2022 14:02 EDT

Jill D. Russell
General Counsel

Future Service Plan



2027 Transit Network Title VI Service Equity Analysis

Approved by IndyGo Board of Directors on January 26, 2023

January 2023
Prepared by RLS & Associates, Inc. and Nelson Nygaard
Consulting Associates, Inc.

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SERVICE EQUITY ANALYSIS: EXECUTIVE SUMMARY

BACKGROUND AND PAST PLANNING EFFORTS

Completed over a two-year period in 2015 and 2016, IndyGo Forward, the future transit plan for Marion County, Indiana, redesigned IndyGo's bus network by shifting from a largely coverage-designed system to a system that focused on generating more ridership.

While significant progress has already been made towards fulfilling the vision of IndyGo Forward, including the launch of the Red Line, service seven days a week, improved frequency on some routes, and new buses, the COVID-19 pandemic has had a significant impact on IndyGo ridership, revenue projections, and availability of operators – causing IndyGo to pause its implementation of IndyGo Forward. Now, as the region recovers from the COVID-19 pandemic, IndyGo has been updating its network redesign plan. Referred to as IndyGo's **2027 Transit Network**, this updated plan adheres to the vision developed in IndyGo Forward and reflects the changes in how people travel as well as IndyGo's future revenue projections. The 2027 Transit Network will phase in improvements over the next five years.

SERVICE EQUITY ANALYSIS KEY FINDINGS

The 2027 Transit Network reflects what has already been accomplished based on the IndyGo Forward Plan and re-establishes what IndyGo's future service plan will be. For the purposes of this analysis, existing service means IndyGo's bus service as of October 2021, as opposed to the bus service that existed in 2015 when the IndyGo Forward plan was established. Compared to the existing service (assumed for the purposes of this analysis to be October 2021), the 2027 Transit Network increases service by about 26%. Most parts of the service area will see an increase in service, but a few areas will see a decrease in the geographic coverage and service levels. As a result of this redesign, nearly all routes have changes, ranging from entire routes being modified to route segment changes and route extensions.

To assess the impact of re-establishing IndyGo's network redesign, per FTA's Title VI requirements and IndyGo's major service change policy, a service equity analysis (SEA) has been conducted. The SEA evaluates the proposed future route changes in terms of the impacts on minority and high-poverty populations in the service area compared to those areas that are non-minority and not high-poverty. Ultimately, the goal of the SEA is to ensure that IndyGo continues to provide the best and most equitable transit service by not having a disparate impact (DI) on minority populations or a disproportionate burden (DB) on high poverty areas.

Based on this analysis, there was a finding of no disparate impact (DI) or disproportionate burden (DB) associated with the 2027 Transit Network.

As noted above, most parts of IndyGo's service area will see an increase in service levels in 2027 compared to existing service levels (October 2021). Areas that are identified as high minority or high poverty, on average, will see more weekly trips added than all other areas. Figures ES-1 and ES-2 illustrate the census blocks where high minority, high poverty residents experience weekly trip increases or decreases.

Figure ES-1: High Minority and High Poverty Blocks Receiving Added Trips

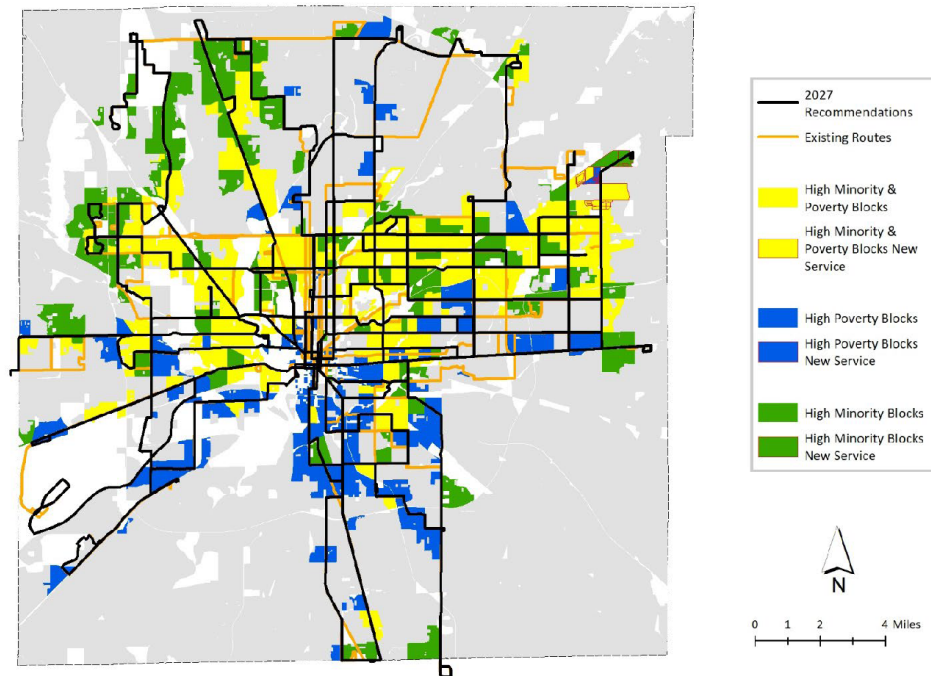
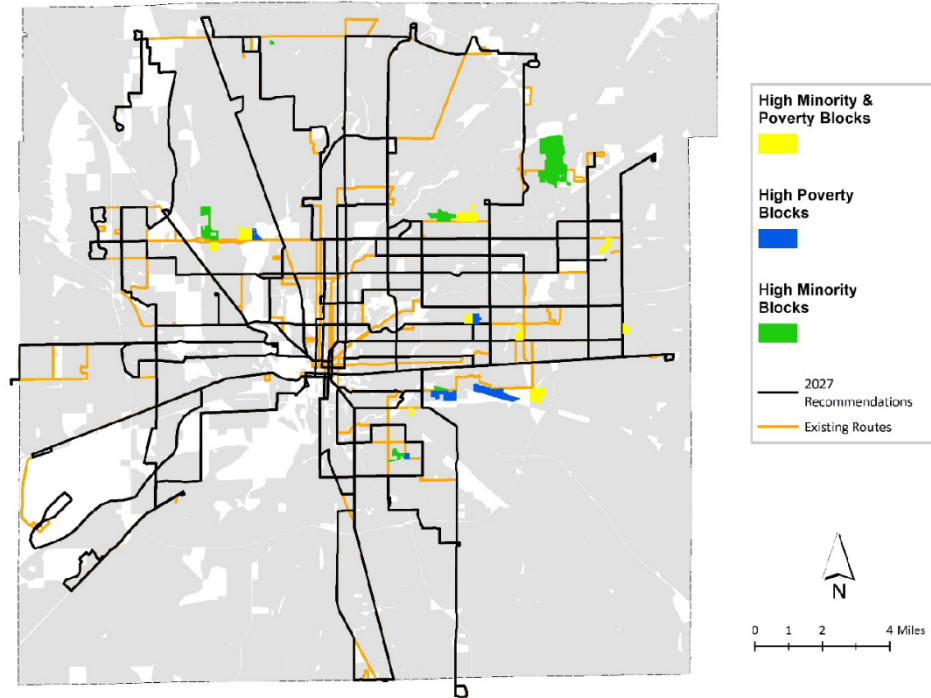


Figure ES-2: High Minority and High Poverty Blocks Receiving Reduced Trips



The following section provides technical documentation of the SEA evaluation that led to a finding of no disparate impact (DI) or disproportionate burden (DB) associated with the establishment of 2027 Transit Network as a replacement for the IndyGo Forward plan.

SERVICE EQUITY ANALYSIS: TECHNICAL DOCUMENTATION

The Federal Transit Administration (FTA) provides guidance for conducting a service equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed service changes result in disparate impacts or disproportionate burdens to Title VI protected populations. At a minimum, the FTA requires transit agencies to define the geography of the analysis, datasets used for the analysis, and evaluate whether there is an adverse effect for minority and/or low-income populations compared to the service levels received by non-minority or non-low-income populations. The following section provides more information about Title IV, IndyGo's Title VI policies, and the methodology used for this Service Equity Analysis.

TITLE IV OF THE CIVIL RIGHTS ACT OVERVIEW

The Federal Transit Administration (FTA) guidance indicates that a Title VI equity analysis must be performed for major service changes implemented by transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population. To ensure compliance with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7), and Appendix C of 49 CFR part 21, IndyGo must evaluate, or in this case re-evaluate, all service changes that exceed its major service change threshold to determine if those changes will have a discriminatory impact based on race, color, or national origin.

The purpose of conducting a Service Equity Analysis before implementing major service changes is to determine whether the planned changes will have a disparate impact based on race, color, or national origin.

Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service changes to determine whether low-income populations will bear a disproportionate burden of the changes.

The measure of disparate impact and disproportionate burden involves a comparison between the proportion of persons in the protected class who are adversely affected by the service change and the proportion of persons not in the protected class who are adversely affected. The comparison population for a statistical measure of disparate impact or disproportionate burden is all persons who are either affected by the service changes or who could be affected by the service change (e.g., potential passengers). This analysis is the focus of the SEA.

INDYGO'S TITLE VI POLICY

IndyGo's Major Service Change Policy triggers an analysis if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.

IndyGo's Title VI program was first adopted in 2013 after the FTA's most recent update to the Circular. The transit system's programs and policies assess the disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

IndyGo's Major Service Change policy does not specify whether systemwide service changes should be reviewed in totality or at the individual route level. Individual routing changes have been documented; however, because individual route changes would alter the usefulness of the entire network, this Service Equity Analysis analyzes the individual and cumulative changes associated with the proposed route network.

Although no disparate impact or disproportionate burden was found as part of this analysis, if a potential disparate impact and/or disproportionate burden is found, IndyGo's policy is to first attempt to modify the original proposal and re-analyze the network. If the modified proposal continued to demonstrate a potential disparate impact and/or disproportionate burden, IndyGo staff would propose alternatives, analyze those alternatives compared to the original/modified proposal, and conduct public involvement regarding the alternatives. If none of the alternatives would have a less disparate impact and/or disproportionate burden and IndyGo has made a substantial legitimate justification, the original / modified proposal could be implemented.

DEFINITIONS

The following definitions will apply to the service equity analysis:

Average Transit Vehicle Trips per Block: This measure is based on Transit Vehicle Trips to Census Blocks, but the number of weekly transit trips is averaged over the number of blocks past which the trips were made. This reduces distortion in the analysis that suggests more service is being provided to people of interest when in fact service may simply be passing more Census blocks.

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03.

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03.

High Minority or High Poverty Census Block Groups: These Census block groups are those in which the percentage of minority residents or residents in poverty is greater than the percentage of Marion County residents who are minority or in poverty. Census blocks fall within Census block groups.

High Minority or High Poverty Census Blocks: These Census blocks are those which fall within an identified High Minority or High Poverty Census Block Group. US Census American Community Survey (ACS) data that is used to assess minority and poverty populations are not available at the block level. To calculate the number of individuals in each block, the proportion of the population from the 2010 Decennial Census for each block will be calculated and then multiplied by the total minority and poverty block group populations estimated in the 2014-2018 ACS. Only the total population will be calculated for each Census block to determine access.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update. Because the Department of Transportation (DOT) and FTA regulations and guidance refers to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update.

Service Area: IndyGo's service area is defined as the entirety of Marion County, including excluded cities.¹

Service Buffer: The service buffer established for this analysis was ½-mile wide for local routes (1/4-mile buffer) and 1 mile wide for bus rapid transit lines (½ mile buffer). The buffer was defined by individual transit stops or bus rapid transit stations. Specifically, buffers were created around each stop from the GTFS (General Transit Feed Specification) files for the respective service networks. A limited number of changes are associated with routes that do not yet have stops. Route segments were used for new routes that do not have stops. The assumption that anyone in a Census block that is touched by the buffer can access transit is not true, nor is it the case that anyone in a Census block outside that buffer *cannot* access transit, but these standards are applied for analytical consistency.

Total Transit Vehicle Trips to Blocks: This is the number of transit vehicle trips that occur within one week that pass within the service buffer of any part of the Census blocks in question.

Existing (October 2021) and Proposed 2027 Transit Network trips to Census blocks were estimated using GTFS data exported provided by IndyGo. For each route, weekday trips were multiplied by 5, and Saturday and/or Sunday services were added to obtain a weekly total. Those trips were then multiplied by the number of designated blocks they passed.

For example, if 100 trips pass by 10 blocks, this equals 1,000 Transit Vehicle Trips to Blocks. This accounts for all trips that may be realized for all blocks served and represents how much transit service is provided to how many Census blocks.

Transit Vehicle Trips x Population: This measure estimates the usefulness of the service. It further reduces the distortion of Total Transit Vehicle Trips to Blocks (TTVTB), which can suggest that more service is being provided to populations within Title VI areas, when service is just passing more blocks but with potentially fewer people in them. In this measure, weekly transit trips on a route are weighted by the calculated total population within each Census block.

For example, if 100 trips pass by a block that has 10 people living in it, that would equal 1,000 trips x population; if the next Census block it passes has 50 people living in it, that would equal 5,000 trips x population, representing more access to service by more people.

This measure considers that Census blocks are not home to equal numbers of people and estimates the level of service access provided to *people* rather than to geographic zones.

¹ Marion County has a consolidated city-county government in which four municipalities retain full government autonomy (including a mayor and city council). Those four municipalities are called excluded cities. The remaining municipalities in the county are "included towns" and exercise very limited authority of their own municipal and town services and town identities.

OUTLINE OF PROPOSED SERVICE CHANGES

The service changes include small route deviations, added or removed segments, and complete route modifications. For analysis purposes, the types of route changes are classified into four categories. The following table outlines the classifications for each type of route change being proposed.

Table 1: Change Classification Definitions

Change Classification	General Description	Example Routes in Existing Network
No Change	No change to the route segments.	Route 37
Minor Change	Small deviations to a few segments.	Route 6
Moderate Change	An added/removed extension or other deviations.	Route 21
Significant Change	Addition/deletion of an entire route, creation of multiple branches, or complete revision of a route.	Route 13

Table 2 lists all route changes being proposed.

Table 2: Summary of Route Changes

Route #	Route Name	Change Classification
Route 2	East 34th St	Moderate
Route 3	E. Michigan/Arlington	Significant
Route 4 **	Fort Harrison	Significant
Route 5	East 25th St	Moderate
Route 6	Harding	Minor
Route 8 **	Washington	Significant
Route 9 *	W. Michigan	Significant
Route 10	10th Street	Moderate
Route 11	East 16th St	Moderate
Route 12 **	Minnesota/Raymond	Significant
Route 13	Raymond St	Moderate
Route 14 **	Prospect	Significant
Route 15 **	West 34th	Significant
Route 16	Troy	Moderate
Route 18 **	Broad Ripple	Significant
Route 19	Glendale Towne Ctr	Significant
Route 21	East 21st St	Moderate
Route 24	Mars Hill	No Change
Route 25	W. 16th Street/Lynhurst Crosstown	Significant
Route 26	Keystone Crosstown	Significant
Route 28	St. Vincent	Moderate
Route 30	30th St. Crosstown	Significant
Route 31	US 31	Minor
Route 34	ML King/Michigan Rd	Minor

Route #	Route Name	Change Classification
Route 37	Park 100	No Change
Route 38 **	West 38th St	Significant
Route 39 **	E. 38th St	Significant
Route 55 **	English	Significant
Route 56 *	English/Emerson	Significant
Route 86 **	86th St Crosstown	Significant
Route 87	Eastside Circulator	No Change
Route 901	College/86th Street/Castleton/Comm. North	Significant
Route 902	Red Line - County Line Rd	No Change
Blue Line *		Significant
Purple Line *		Significant
Red Line		No Change

* Denotes New Route Number

** Route Replaced or Retired in the 2027 Transit Network

Data Sources

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS datasets are estimated based on 1-year and 5-year samples. The 5-year datasets are averages of the intervening years and are the most comprehensive and precise datasets with all the information needed for this examination. At the time of writing this Service Equity Analysis, the most recent version of the dataset is the 2020 ACS 5-Year Estimates. Census geographies are those developed as a result of the 2020 Census.

- ◆ 2020 ACS 5-Year Estimates file by block group
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement
- ◆ Decennial Census 2020, SF 100% by block
 - Table P1 – Total Population

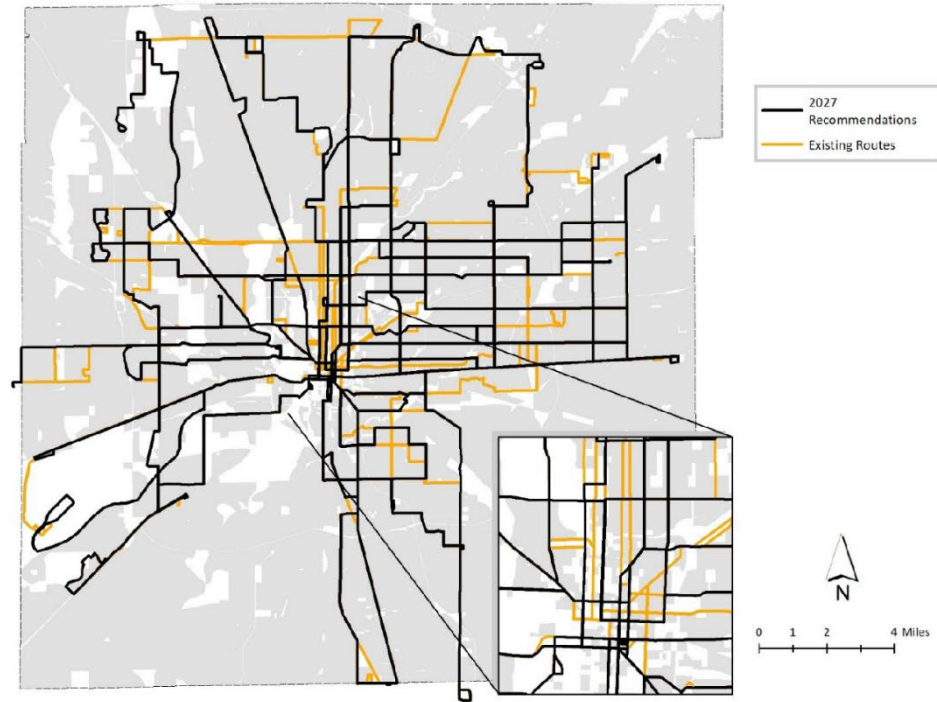
Transit Service Data

IndyGo designs routes in HASTUS, a transit scheduling software. The data used for transit trips were provided from a HASTUS export, in the form of a General Transit Feed Service (GTFS) file. The GTFS file was then visualized using a toolbox for ArcMap, a geographic information systems software. The two networks were as follows:

- ◆ Existing Transit Network: 2110 Network (October 2021)
- ◆ Proposed 2027 Transit Network

Figure 1 illustrates the comparison of the existing routes and the recommendations proposed in the 2027 Transit Network. The black lines represent the proposed routes and the orange lines represent existing routes. The visible segments of the existing routes (depicted in orange) will change with the implementation of recommended routes.

Figure 1: Existing and Recommended 2027 Transit Network



GEOGRAPHIC ANALYSIS

Census data is the primary source for demographic data in this analysis. The American Community Survey (ACS) 5-year dataset is the most accurate available data. It can be explored in different geographies, including block groups. Data from the ACS are not available at the smallest Census geography, the Census block. Based on the availability of current demographic data, Census block groups were used as the geography of analysis for determining High Minority and High Low-Income designations for blocks, while Census blocks were used to determine the population with access.

DETERMINING HIGH MINORITY AND HIGH POVERTY CENSUS BLOCKS

Population data for an entire Census block group that is touched by public transit routes can result in the portrayal of misleading data regarding a person's access to transit. Specifically, using Census block groups could count a person as having access who may be a mile or more away from the transit route due to the size of the Census geography. To address this potential issue, this analysis utilizes Census block data (the smallest geographic Census unit) to identify populations who have access but used Census block group data to determine and assign the High Minority or High Poverty designation. If a Census block fell within a High Minority or High Poverty Census block group, it was presumed that each Census block within that Census block group shared that designation. Table 3 illustrates this process.

Table 3: Example of Attributing Census Block Designation for High Minority to Census Blocks

Block and Block Group Name	2020 ACS 5-Year Minority Population as a percent of Block Group	Percent of Minority Population in Marion County	Does the Block Group Percent Exceed Marion County's Percentage?	Block Designation
Block Group 1	47%	45.19%	Yes	
Block 1A	Not Available			High Minority
Block 1B	Not Available			High Minority
Block 1C	Not Available			High Minority
Block 1D	Not Available			High Minority

Determining Transit Accessibility by Population

Population data are attributed geographically to Census block groups, which are represented in the spatial software. For this analysis, Census block groups were deemed too large to appropriately capture the accessibility of a transit line or the impact a change would have on access to the transit line or stop. Instead, IndyGo used minority and poverty population densities of Census blocks to analyze the impact on accessibility for each geographic area. Any population within a Census block of a stop or the buffer area around a route, regardless of the percentage of the Census block within the buffer, is considered as

a population with access to transit. IndyGo uses a ¼ mile buffer area around local route bus stops and a ½ mile buffer around bus rapid transit stations.

SERVICE EQUITY ANALYSIS METHODOLOGY

The equity analysis involved the following steps:

1. Identify minority and poverty population characteristics of blocks in Marion County.
2. Develop a map of current and proposed routes.
3. Determine High Minority and High Low-Income block groups.
4. Determine which blocks are within access of stops and segments of the proposed and existing routes.
5. Allocate the projected change in weekly trips to blocks after proposed changes are implemented.
6. Determine the difference between the two scenarios for each block and the system in terms of Total Transit Vehicle Trips to Blocks, Average Transit Vehicle Trips per block, and Transit Vehicle Trips by population.
7. Compare the percentage change experienced by each group to the thresholds established in IndyGo's Title VI Policy to determine if the proposed changes could result in discriminatory impacts.

Changes to frequency, geography or span of service are made through an analysis of the number of weekly trips by the route.

Total Transit Vehicle Trips to Blocks

Any change in Total Transit Vehicle Trips to Blocks for minority and low-income populations that constituted a major service change was calculated as follows²:

The percent change in Transit Vehicle Trips to Blocks for minority and low-income populations =

$$\frac{\text{Recommended Transit Vehicle Trips to Block} - \text{Existing Transit Vehicle Trips to Block}}{\text{Existing Transit Vehicle Trips to Block}}$$

² IndyGo's major service change policy triggers an examination if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.

Average Transit Vehicle Trips per Block

The Average Transit Vehicle Trips per Block model is also applied because it reduces the positive effect of drawing a route to simply touch more Census blocks of unspecified population. The formula can be expressed as follows:

Percent change in Average Transit Vehicle Trips per Block for minority and low-income populations =

$$\frac{\text{Recommended Average Transit Vehicle Trips per Block} - \text{Existing Average Transit Vehicle Trips per Block}}{\text{Existing Average Transit Vehicle Trips per Block}}$$

$$\left(\frac{\frac{\text{Recommended Transit Vehicle Trips to Block}}{\text{Served Blocks in Recommended Network for Population of Interest}} - \frac{\text{Existing Transit Vehicle Trips to Block}}{\text{Served Blocks in Existing Network for Population of Interest}} \right) \div \frac{\text{Existing Transit Vehicle Trips to Block}}{\text{Served Blocks in Existing Network for Population of Interest}}$$

Transit Vehicle Trips Weighted by Population

Weekly transit trips on a route were weighted by the estimated population of interest within each block that is touched by a route. If the population were equal across all blocks, this additional method would mirror other analyses. Because total population and demographics vary among Census blocks, this is the only measure that captures how many people can access transit service today relative to recommended changes.

The formula is expressed as follows:

Percent change in Weighted Transit Vehicle Trips for minority or low-income populations =

$$\frac{\text{Total Recommended Weighted Transit Vehicle Trips} - \text{Total Existing Weighted Transit Vehicle Trips}}{\text{Total Existing Weighted Transit Vehicle Trips}}$$

$$\frac{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Recommended Transit Vehicle Trips to Block } i - \text{Existing Transit Vehicle Trips to Block } i)]}{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Existing Transit Vehicle Trips to Block } i)]}$$

SERVICE EQUITY ANALYSIS: RESULTS

The results of the methodology described above are summarized in the following paragraphs, tables, and maps.

MINORITY AND POPULATIONS BELOW POVERTY

Title VI regulations require that IndyGo compare its service for areas with minority and non-minority populations and areas with populations below the poverty level. For this analysis, geographic areas were classified as a “Minority Area” if the block group had a percentage of minority population that was greater than the minority population of the entire service area (45.73%). The same approach was used to identify areas where the percent of the population living below poverty was higher than that of the entire service area (16.42%). Table 4 summarizes the number and percent of the population that classified as minority areas or areas living below poverty³.

Table 4: Number and Percent of Minority Population in Marion County

Category	Total Number	Service Area Percent
Minority Population	437,761	45.73%
Population in Poverty	154,027	16.42%
Total Population	957,337	100%

The maps presented below were developed to offer a visualization of the Minority and Poverty population densities within the service area (Marion County). Figures 2 and 3 illustrate the subject population densities by acre compared and include the recommended 2027 Transit Network route structure for context, whereas Figures 5 and 6 provide densities per block as described in the methodology.

³ The total population used for the percent of population in poverty removes children under 15, people that are institutionalized, college students living in dorms, and military populations living in barracks because they cannot determine their income, and thus poverty status. Therefore, the percent is slightly different than if the entire population was used.

Figure 2: Minority Population Density and Recommended 2027 Transit Network

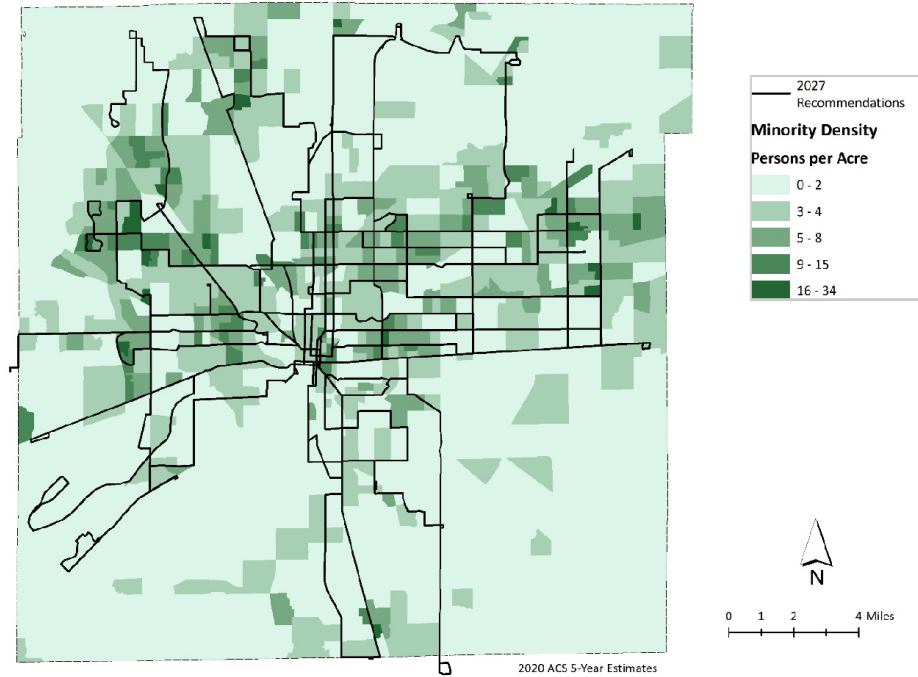
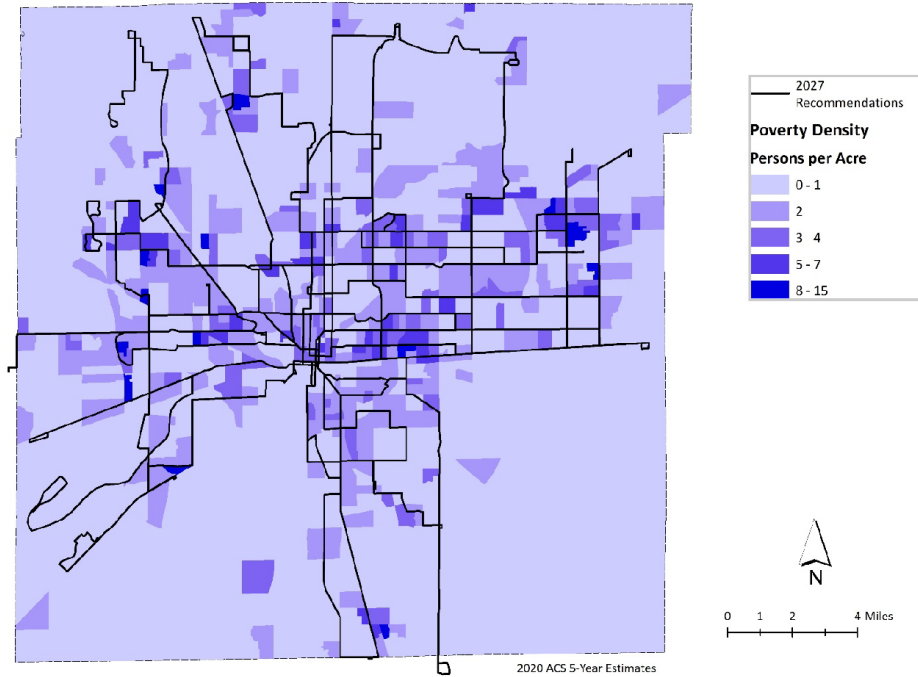


Figure 3: Density of Population Below Poverty and Recommended 2027 Transit Network

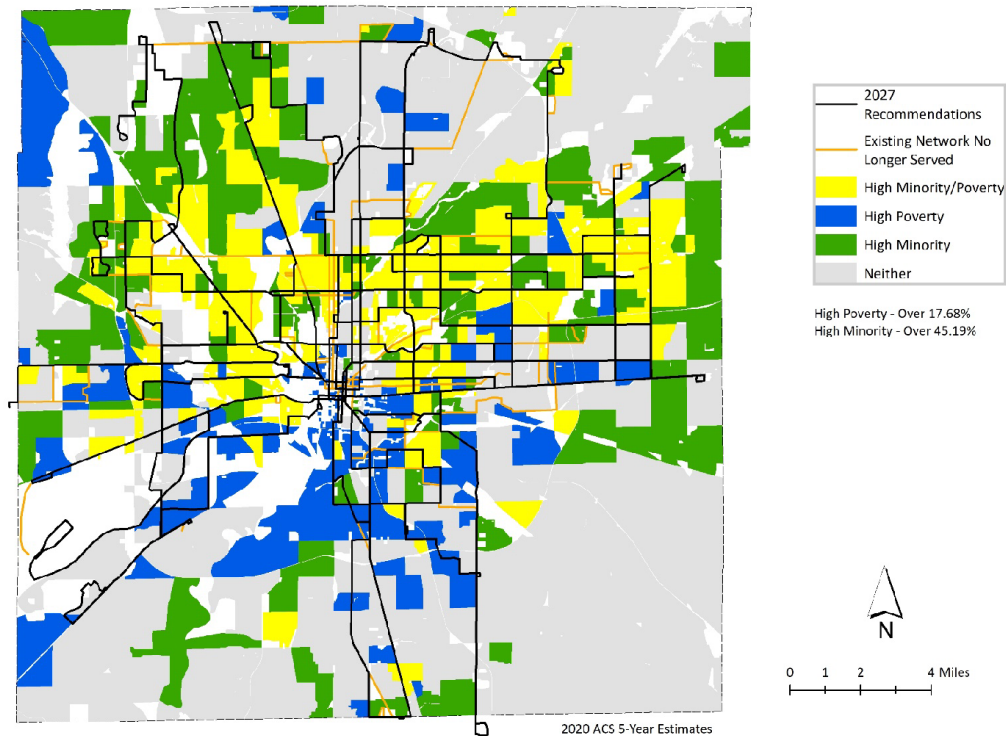


HIGH MINORITY AND HIGH POVERTY BLOCKS

The following exhibits illustrate the same demographic factors distributed by blocks. Figure 4 compares the recommended 2027 Transit Network with the existing route network with blocks that have a higher than average minority population (High Minority), higher than average population density below poverty (High Poverty), and both High Minority and High Poverty. Blocks shaded in gray have lower than average densities of the subject population groups. Blocks that do not have a color are blocks that do not have any population (non-habitable).

Blocks with higher-than-average densities of minority and/or low-income populations are scattered throughout the service area but are most prevalent north of Washington Street. Areas with higher-than-average poverty but not higher than average minority population are located in pockets throughout the service area but most frequently appear in the central Indianapolis area and south and southeast of downtown Indianapolis.

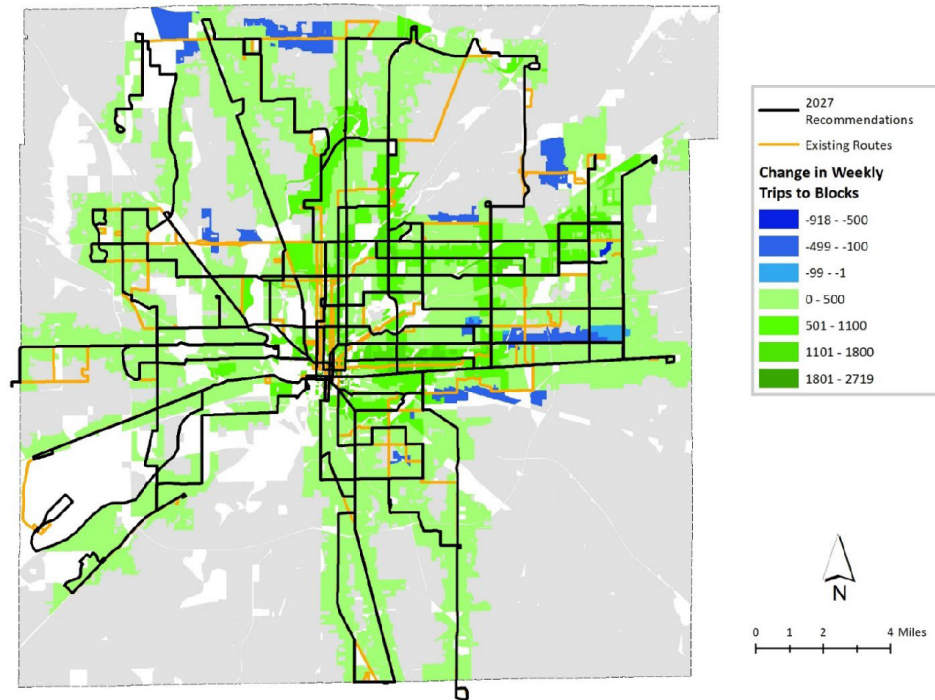
Figure 4: High Minority and High Poverty Blocks and Recommended 2027 Transit Network



CHANGE IN WEEKLY TRIPS TO BLOCKS

Figure 5 illustrates the change in weekly trips if the recommended 2027 Transit Network were to be implemented. Blocks with the darkest blue shading have the most significant reduction in weekly trips. In other words, these blocks will receive less service after the recommended changes are implemented. Most of the service area is shaded light green to dark green indicating that those blocks will receive equal or more service with the recommended 2027 Transit Network.

Figure 5: Change in Weekly Trips to Blocks and Recommended 2027 Transit Network



Total Transit Vehicle Trips

When combined, all recommended route changes will result in an overall increase of 26 percent in total transit vehicle trips per week, as shown in Table 5. This is roughly equivalent to the increase in service between the existing (October 2021) network and the 2027 Transit Network. The percent change in total transit vehicle trips to blocks presented in the next section is a specific measure for this SEA and does not represent the percent change in service levels. Weekly trips are a representation of service provided in a typical transit week, which does not include holiday service on a weekday.

Table 5: Change in Total Weekly Transit Vehicle Trips

Existing Weekly Trips (October 2021)	Proposed Weekly Trips (2027 Transit Network)	Change in Weekly Trips (#)	Change in Weekly Trips (%)
11,195	14,141	2,946	26%

Total Transit Vehicle Trips to Blocks

Table 6 provides a comparison of the change in the number of total weekly transit vehicle trips to blocks when the recommended 2027 Transit Network is implemented. There is an increase in trips to all High and Non-High Minority and Poverty categories of Census blocks. The increase is slightly more significant for the High Minority and High Poverty blocks.

Table 6: Results of Total Transit Vehicle Trips to Blocks Analysis

Census Blocks	(A) Existing Trips to Blocks	(B) Proposed Trips to Blocks	(C) Change in Trips to Blocks	(D) Percent Change	(E) Acceptable Range of Change +/- 20% of (D)	Disparate Impact or Disproportionate Burden
High Minority	2,364,040	3,517,051	1,153,011	49%	34% - 51%	No
Non-High Minority	3,064,065	4,364,136	1,300,071	42%		No
High Poverty	2,818,422	4,137,604	1,319,182	47%	35% - 52%	No
Non-High Poverty	2,609,683	3,743,583	1,133,900	43%		No
All Habitable Blocks	5,428,105	7,881,187	2,453,082	45%		

Average Transit Vehicle Trips per Block

Table 7 presents the Average Transit Vehicle Trips per Block analysis, which compares average trips to High Minority and High Poverty blocks to Non-High Minority and Non-High Poverty blocks. For all areas, there is an increase of 351 trips to blocks, which is comparable to the change to High Minority blocks (347) but lower than the change to High Poverty blocks (364).

Based on this analysis, High Minority and High Poverty blocks will see a greater overall increase in service compared to entire service area, resulting a finding of no disparate impact and no disproportionate burden.

Table 7: Results of Average Transit Vehicle Trips to Blocks Analysis

Census Blocks	(A) Average Existing Trips to Blocks Served	(B) Average Proposed Trips to Blocks Served	(C) Average Change in Trips to Blocks Served	(D) Percent Change in Average Trips to Blocks	(E) Acceptable Range +/- 20% of (D)	Disparate Impact or Disproportionate Burden
High Minority	712	1,059	347	49%	34% - 51%	No
Non-High Minority	836	1,191	355	42%		No
High Poverty	777	1,141	364	47%	35% - 52%	No
Non-High Poverty	777	1,114	337	43%		No
All Habitable Blocks	777	1,128	351	45%		

Transit Vehicle Trips Weighted by Population

The following metric follows a similar pattern as the first two. Transit Vehicle Trips Weighted by Population (TVTWxP) result in a beneficial measure for Disparate Impact (DI) or Disproportionate Burden (DB). Because total population and demographics vary among Census blocks, this is the only measure that captures how many people can access transit service under the current route structure compared to the proposed changes.

The typical measure of DI and DB that results from a service change is a comparison between the proportion of persons in the protected class who are adversely affected by the service and the proportion of persons not in the protected class that are adversely affected. The comparison population is all persons who are either affected by the service or who could be affected (i.e., potential passengers or total population).

The change in transit vehicle trips in all habitable blocks is positive. That is to say that there will be more trips provided by population in the proposed service structure compared to the existing level of service. When analyzing the percent change in trips weighted by the population of blocks, the results indicate that the percent change is consistently between 41 percent and 46 percent for blocks of high and non-high minority and high and non-high poverty. Furthermore, there is a stronger positive percent change for areas of high minority and high poverty than for the non-high minority/poverty blocks.

Table 8: Analysis of Transit Vehicle Trips Weighted by Population

	(A) Existing TVTWxP	(B) Proposed TVTWxP	(C) Change in TVTWxP	(D) % Change	(E) Threshold for DI/DB +/- 20% of (D)	DI/DB?
High Minority	190,501,436	277,680,274	87,178,838	46%	33% - 49%	No
Non-High Minority	215,394,993	304,201,178	88,806,185	41%		No
High Poverty	213,129,165	310,295,489	97,166,324	46%	33% - 49%	No
Non-High Poverty	192,767,264	271,585,963	78,818,699	41%		No
All Habitable Blocks	405,896,429	581,881,452	175,985,023	43%		

Route-by-Route Analysis

Figure 6 illustrates the route-by-route analysis that more precisely reveals the impact of recommended route changes. The map illustrates the high minority and high poverty blocks that will receive no or reduced service when the recommended service changes are implemented. IndyGo recognizes that increasing frequency and decreasing coverage means that some areas will experience an impact of less service. IndyGo will continue to understand how best to serve individuals who no longer receive service due to the redesign.

Figure 6: High Minority and High Poverty Blocks Receiving Reduced Trips

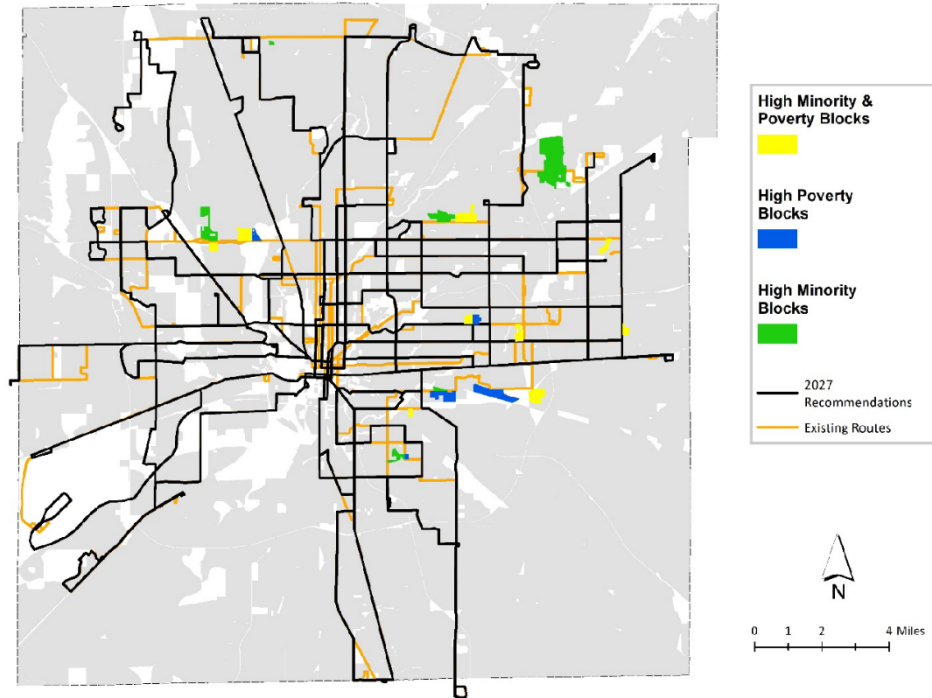
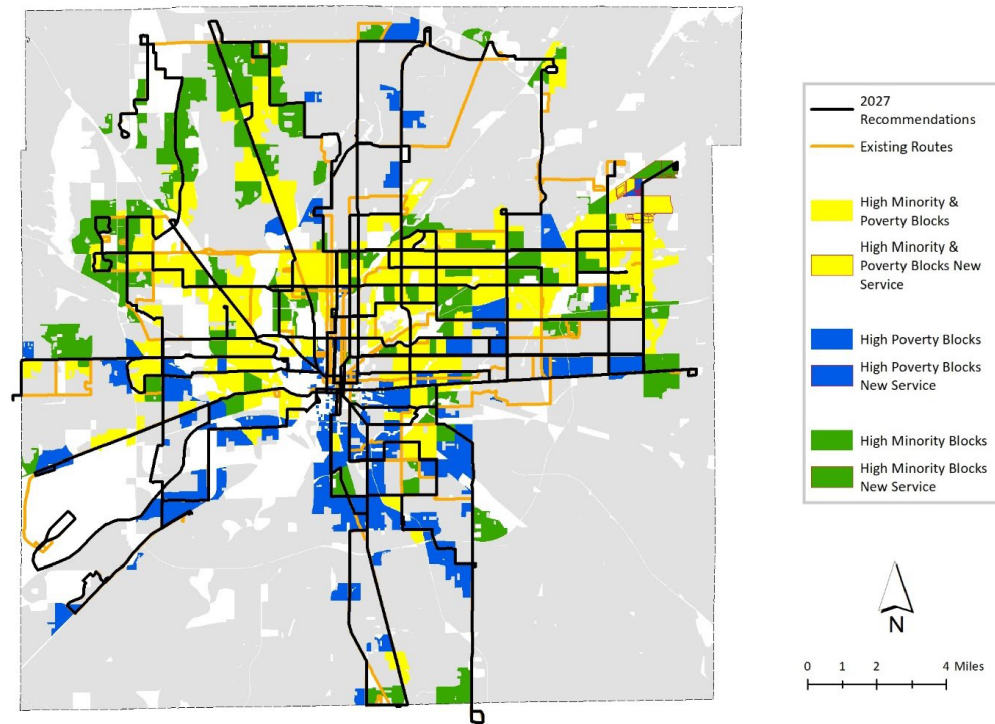


Figure 7 illustrates the route-by-route analysis that more precisely reveals the impact of recommended route changes. The map illustrates the high minority and high poverty blocks that will receive added service when the recommended service changes are implemented.

Figure 7: High Minority and High Poverty Blocks Receiving Added Trips



CONCLUSIONS

At the systemwide level, the recommended route changes will result in additional trips to the high-minority and high-poverty blocks and the non-high-minority and non-high-poverty blocks. The positive percent change in the total number of trips to blocks across all habitable blocks is 45 percent. The positive impact on high-minority and high-poverty blocks is within one percent of the overall impact. Therefore, there is a finding of no disproportionate burden or disparate impact.

IndyGo also analyzed the trips to blocks before and after changes are implemented based on the population of the block. The additional analysis by person is the only measure that captures how many people in each block can access transit service. That deeper analysis resulted in an overall positive change of 43 percent for all habitable blocks. The positive impact on high-minority and high-poverty blocks when weighted by the person is 46 percent and 46 percent, respectively. This conclusion further supports that the proposed changes pose no disproportionate burden or disparate impact.

Future Service Plan Minutes



January Board of Directors & Annual Board of Finance Meeting Minutes

IndyGo

Jan 26, 2023 at 5:00 PM EST

@ 1501 W Washington St Indianapolis IN 46222

ACTION ITEM A – 1

Attendance

Present:

Members: Hydre Abdullah, Brian Atkinson (remote), Bart Brown, Marcus Burnside (remote), Charlie Carlino, Matt Duffy (remote), Mark Emmons (remote), Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Richard Wilson, Jr., Jennifer Pyrz, Cam Radford (remote), Jill Russell, Ryan Wilhite
Staff: Cesar Bermedez (remote), Carrie Black, Danai Bracey (remote), Justin Burcope (remote), Brian Clem, Lesley Gordon (remote), Denise Jenkins-Agurs (remote), Cheryl Purefoy (remote), Brooke Thomas, Aaron Vogel (remote), LaTeeka Washington (remote)

Absent:

Members: Lise Pace

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

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

2. Awards and Commendation (Presenters: Inez Evans)

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

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


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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner


Governance & Audit Committee - Greg Hahn

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

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The reports were received and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)




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

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

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

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

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

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

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

Motion:

Approval of 2027 transit network service equity analysis

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

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

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

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

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

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

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

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

Motion:

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

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

6. Information Items (Presenters: Greg Hahn)

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

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


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

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

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

The Board received an insurance renewals update.

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

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

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

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

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

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

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The Board received a Governance & Audit workplan status update.

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

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

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The Board received an Ethics Hotline summary report.

6. I-6: Department Reports

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

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

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

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

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

 [I-6f Supplier Diversity - December2022.docx](#)

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

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:38pm.

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

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

9. Regular Agenda (Presenters: Greg Hahn)

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

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

 [InvestIntEarn2022.xlsx](#)

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

Motion:

Approval of Board of Finance Recommendation

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

10. Adjourn (Presenters: Greg Hahn)

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

Jill D. Russell
Chief Legal Officer

October 2021 Service Changes



October 2021 Service Changes – Service Equity Analysis

October 2021 Service Changes

Approved by IndyGo Board of Directors on January 26, 2023

January 2023

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EXECUTIVE SUMMARY

The services being analyzed are the emergency service reductions that occurred in October 2021; these were intended to be temporary service reductions. The service changes were the result of operator shortages that were causing IndyGo to perform poorly in the months prior. The service change resulted in significant modifications to nearly a third of IndyGo routes, while the remainder were unaffected.

The change were intended to be temporary; to continue until IndyGo could increase its total operator numbers. The changes, however, lasted beyond October 2022. The FTA allows a service provider to effect temporary service modifications (that trigger the major service change) without a service equity analysis as long as the modifications do not last longer than twelve months. With the twelve months elapsed, IndyGo staff analyzed the changes to understand if there was a disparate impact and/or disproportionate burden.

A service equity analysis is required when service changes trigger IndyGo's Major Service Change policy; these October 2021 emergency changes meet or exceed thresholds established by the Major Service Change policy. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IndyGo's established Title VI policy,¹ are considered a disparate impact (DI) or disproportionate burden (DB), respectively.²

The October 2021 changes include minor, moderate, and significant changes. No routes were eliminated or added but some routes experienced a right-sizing of their frequency. These changes are a direct result of operator shortages which negatively affected on-time performance. The major service change was considered at the time temporary but lasted longer than twelve months.

The October 2021 emergency service changes resulted in a finding of no DI/DB. The service modification was intended to be temporary but lasted longer than twelve months, which required the service equity analysis. The emergency service cuts resulted in an overall loss of trips of 9 percent, largely affected by reducing peak trips for multiple routes. A summary of the service equity analysis is presented in Table I-1. A map of the block-level weekly trip changes between June 2021 and October 2021 is also presented in **Error! Reference source not found..**

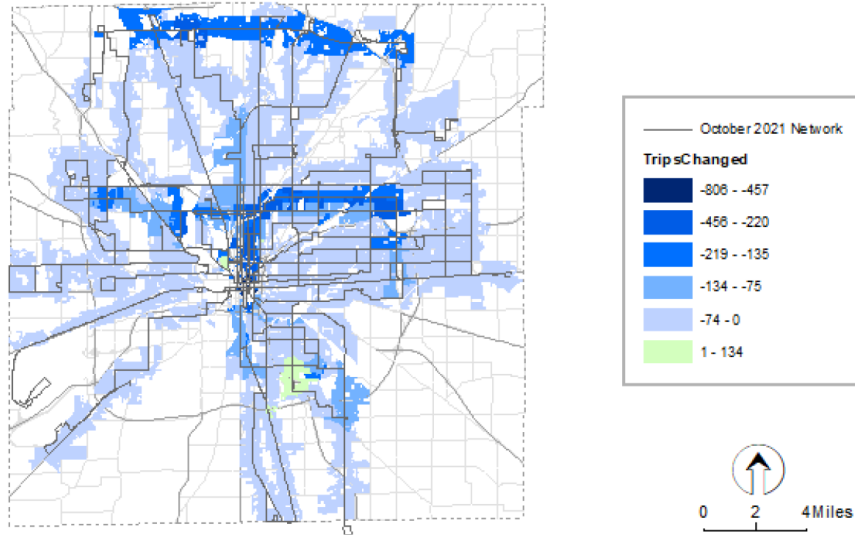
¹ Available from <https://www.indygo.net/about-indygo/title-vi/>

² A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program's goals.

Table I-1 Summary of Service Equity Analysis

Title VI Metric	Disparate Impact	Disproportionate Burden
Total Transit Vehicle Trips to Blocks	Within	Within
Average Transit Vehicle Trips to Blocks	Within	Within
Transit Vehicle Trips Weighted by Population	Within	Within

Figure I-1 Map of Weekly Trips Changed for October 2021 Service Equity Analysis





SECTION I. INTRODUCTION

The services being analyzed are the emergency service reductions that occurred in October 2021; these were intended to be temporary service reductions. The service changes were the result of operator shortages that were causing IndyGo to perform poorly in the months prior. The service change resulted in significant modifications to nearly a third of IndyGo routes, while the remainder were unaffected.

The change were intended to be temporary; to continue until IndyGo could increase its total operator numbers. The changes, however, lasted beyond October 2022. The FTA allows a service provider to effect temporary service modifications (that trigger the major service change) without a service equity analysis as long as the modifications do not last longer than twelve months. With the twelve months elapsed, IndyGo staff analyzed the changes to understand if there was a disparate impact and/or disproportionate burden.

Title VI Background

Title VI of the Civil Rights Act of 1964, Section 601, states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations.³ Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate service and fare changes to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the US DOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.

Per C4702.1B, all transit operators with 50 or more fixed route vehicles in peak service must develop written procedures to conduct an Equity Analysis through which they evaluate, prior to implementation, any and all service changes that exceed the transit provider's major service change threshold, and to determine whether those changes would have a discriminatory impact based on race, color, or national origin.

Low-income individuals are not specifically a protected class under Title VI; however, the FTA recognizes an "inherent overlap of environmental justice principles" with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁴ Consequently, FTA requires transit providers to also evaluate proposed service and fare changes to determine whether low-income populations will bear a "Disproportionate Burden" of those changes. Under this requirement, transit providers must also establish the threshold for determining when a change may cause a "Disproportionate Burden" as a result of a major service change.

Any change that exceeds the major service change definition of a transit provider requires a service equity analysis. IndyGo's major service change policy triggers an examination if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.⁵ The system-wide major service changes include the addition of new routes, although these routes do not cover service area not previously served by IndyGo's fixed-route.

IndyGo's Title VI Policy

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that service (and any service changes) are provided to riders in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, states how IndyGo assesses disparate impact and disproportionate burden that could potentially result from a major service change. The policies currently in effect are defined in IndyGo Board Resolution 2013-03:

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-minority population.

³ FTA Circular C4702.1B, Chapter IV-15-18.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.

⁵ See [IndyGo's 2020 Title VI Program Update](#).

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse and beneficial, are not within 20 percent of the effects borne by the non-low-income population.

In practice, this means that for a change that creates a benefit/burden of ten times (10x) for the non-minority or non-low-income population, the benefit/burden for minority or low-income populations must be between eight and twelve times (8x to 12x). Any benefit or burden for the minority or low-income populations in excess of that range may be categorized as a disparate impact or disproportionate burden.

Any change that exceeds the major service change definition of a transit provider requires a service equity analysis. IndyGo's major service change policy triggers an examination if any route has a change of 25 percent of its route miles, a change impacting 25 percent of its passengers, or the route is new.⁶

In the event that a potential disparate impact and/or disproportionate burden is found, IndyGo staff would attempt to modify the original proposal and re-analyze the network. If the modified proposal continued to demonstrate a potential disparate impact and/or disproportionate burden, IndyGo staff would propose alternatives, analyze those alternatives compared to the original / modified proposal, and conduct public involvement regarding the alternatives. If none of the alternatives would have less a disparate impact and/or disproportionate burden and IndyGo has made a substantial legitimate justification, the original / modified proposal could be enacted.

Clarification of IndyGo Title VI Policy

There are two distinctive points of clarification concerning the IndyGo Title VI policies. First, the IndyGo DI/DB policies consider an excessive beneficial effect to a minority or low-income population to be considered a finding of DI/DB. However, the intent of Title VI is to prohibit federal recipients from adversely impacting minority populations. Therefore, if an analysis were to find an overly-beneficial effect for minority and/or low-income populations, IndyGo staff would consider the analysis as not resulting in finding of DI and/or DB. IndyGo will acknowledge where beneficial effects occur but will not consider them a finding of DI and/or DB.

IndyGo's Major Service Change policy does not specify whether system-wide service changes should be reviewed in totality or at the individual route level. For network-wide service changes, such as a major redesign or a review of a comprehensive operational analysis, cumulative changes associated with the proposed network will be reviewed.

October 2021 Service Changes

The October 2021 changes include minor, moderate, and significant changes. No routes were eliminated or added but some routes experienced a right-sizing of their frequency. These changes are a direct result of operator shortages which negatively affected on-time performance. The major service change was considered at the time temporary but lasted longer than twelve months.

⁶ See [IndyGo's 2020 Title VI Program Update](#).

Due to the significant number of individual route changes, the complete list of routes and the weekly trips changes is included as SECTION II. APPENDIX B.

- Routes 2 and 86 will transition from a 30-minute frequency to an one-hour frequency, Monday thru Saturday.
- Routes 12 and 13 will transition from a one-hour to two-hour frequency Monday thru Friday.
- All other routes listed above will maintain their current frequency throughout the day with no high frequency service during rush hour windows between 6-9 am and 3-6 pm. This includes Routes 4, 14, 15, 16, 18, 21, 24, 25, 28, 30, 31.

Major Service Change Determination

A service equity analysis is required if a Major Service Change is proposed. IndyGo defines a Major Service Change as:

1. Any route has a change of 25% of its route miles;
2. Any route change affects 25% of its passengers; or
3. The addition of a route.

Major Service Change reasons two and three do not apply for October 2020 service changes based on the project outline. None of the changes will result in the removal of service from an area or the addition of a new route. The final reason to analyze is whether the changes modify 25% or more of a route's miles.

In reviewing the changes to the existing routes, IndyGo staff determined that enough routes were significantly affected, including a few that exceeded the Major Service Change, that a service equity analysis would be completed.



SECTION II. SERVICE EQUITY ANALYSIS

The Federal Transit Administration (FTA) provides guidance for conducting a service equity analysis in Federal Circular 4702.1B. The guidance describes subjects of analysis and procedures to be used if proposed service changes result in disparate impacts or disproportionate burdens to Title VI protected populations. At a minimum, the FTA requires transit agencies to define the geography of analysis, datasets used for the analysis, and evaluate whether there is an adverse effect for minority and/or low-income populations compared to the service levels received by non-minority or non-low-income populations.

Definitions

The following definitions will apply to the service equity analysis:

Average Transit Vehicle Trips per Block: This measure is based on Transit Vehicle Trips to Census Blocks, but the number of weekly transit trips is averaged over the number of blocks past which the trips were made. This reduces a distortion in the analysis that suggests more service is being provided to people of interest when in fact service may simply be passing more census blocks.

Disparate Impact: A determination of disparate impact shall be made if the effects of a major service change borne by the minority population, both adverse or beneficial, are not within 20 percent of the

effects borne by the non-minority population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DI finding beneficial to minority populations is not considered a DI.*

Disproportionate Burden: A determination of disproportionate burden shall be made if the effects of a major service change borne by the low-income population, both adverse or beneficial, are not within 20 percent of the effects borne by the non-low-income population. This policy was established in IndyGo Board Resolution 2013-03. *For the purposes of this analyses, any beneficial DI finding beneficial to low-income populations is not considered a DI.*

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is greater than the percent of Marion County residents who are minority or in poverty. Census blocks fall within census block groups.

High Minority or High Poverty Census Blocks: These census blocks are those which fall within an identified High Minority or High Poverty Census Block Group. US Census American Community Survey data are not available at the block level. To calculate the number of individuals in each block, the proportion of the population from the 2010 Decennial Census for each block will be calculated and then multiplied by the total block group population estimated in the 2014-2018 ACS. Only total population will be calculated for each census block for the purposes of determining access.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update. Because Department of Transportation (DOT) and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program update.

Service Area: IndyGo's service area is defined as the entirety of Marion County, including excluded cities. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program update.

Service Buffer: The service buffer established for this analysis was ½ mile wide for local routes (1/4 mile buffer) and 1 mile wide for bus rapid transit lines (½ mile buffer). The buffer was defined by individual transit stops. Specifically, buffers were created around each stop from the GTFS (General Transit Feed Specification) files for the respective service networks. The assumption that anyone in a census block that is touched by the buffer can access transit is obviously not true, nor is it the case that anyone in a census block outside that buffer *cannot* access transit, but these standards are applied for analytical consistency.

Total Transit Vehicle Trips to Blocks: This is the number of transit vehicle trips that occur within one week that pass within the service buffer of any part of the census blocks in question.

Existing 2021 and Proposed 2021 trips to census blocks were estimated using GTFS data exported from HASTUS scheduling software by IndyGo. For each route, weekday trips were multiplied by 5 and Saturday and/or Sunday services were added to obtain a weekly total. Those trips were then multiplied by the number of designated blocks they passed.

For example, if 100 trips pass by 10 blocks, this equals 1,000 Transit Vehicle Trips to Blocks. This accounts for all trips that may be realized for all blocks served and represents how much transit service is provided to how many census blocks.

Transit Vehicle Trips x Population: This measure estimates the usefulness of the service. It further reduces the distortion of Total Transit Vehicle Trips to Blocks (TTVTB), which can suggest that more service is being provided to populations within Title VI areas, when service is just passing more blocks but with potentially fewer people in them. In this measure, weekly transit trips on a route are weighted by the calculated total population within each census block.

For example, if 100 trips pass by a block that has 10 people living in it, that would equal 1,000 trips x population; if the next census block it passes has 50 people living in it, that would equal 5,000 trips x population, representing more access to service by more people.

This measure considers that census blocks are not home to equal numbers of people and estimates the level of service access provided to *people* rather than to geographic zones.

Project Outline

The October 2021 changes include minor, moderate, and significant changes. No routes were eliminated or added but some routes experienced a right-sizing of their frequency. These changes are a direct result of operator shortages which negatively affected on-time performance. The major service change was considered at the time temporary but lasted longer than twelve months.

Table II-1. Change Classification for Routes.

Change Classification	General Description	Example Routes in Existing Network
No Change	No change to the route segments.	
Minor	Small deviations to a few segments.	
Moderate	An added/removed extension or other deviations; small change to span / frequency.	
Significant	Addition/deletion of an entire route, creation of multiple branches, or complete revision of a route; significant change to span/frequency.	

Due to the significant number of individual route changes, the complete list of routes and the weekly trips changes is included as APPENDIX B.

- Routes 2 and 86 will transition from a 30-minute frequency to an one-hour frequency, Monday thru Saturday.
- Routes 12 and 13 will transition from a one-hour to two-hour frequency Monday thru Friday.
- All other routes listed above will maintain their current frequency throughout the day with no high frequency service during rush hour windows between 6-9 am and 3-6 pm. This includes Routes 4, 14, 15, 16, 18, 21, 24, 25, 28, 30, 31.

Table II-2. Summary of Route Changes.

Route	Route Name	Change Classification	Route	Route Name	Change Classification
2	East 34 th Street	Significant	18	South Emerson	Minor
4	Fort Harrison	Minor	21	Mars Hill	Minor
12		Significant	24	West 16 th Street	Minor
13		Significant	25		Minor
14		Minor	28	St. Vincent	Minor
15		Minor	30	30 th Street	Minor
16		Minor	31	U.S. 31	Minor
86	86 th Street	Significant			

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the intervening years and are the most comprehensive and precise datasets with all the information needed for this examination. The SEA uses the ACS 2015-2019 5-year estimates. Although a newer dataset is available, the data integrity challenges of the 2016-2020 5-year estimates warranted using the previous dataset. In future SEAs, IndyGo will likely note the challenges noted by the Census Bureau about the 2020 data collection. Census geographies are those developed as a result of the 2010 census.

- ACS Summarized Data 2015-2019 5-year file by block group
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement
- Decennial Census 2010, SF 100% by block and block group
 - Table P1 – Total Population

Transit Service Data

IndyGo designs its routes in HASTUS, a transit scheduling software. The data used for transit trips was provided from a HASTUS export, in the form of a General Transit Feed Service (GTFS) file. The GTFS file was then visualized using a toolbox for ArcMap, a geographic information systems software. The two networks were:

- Existing Transit Network: 2021 Network (June)
 - Service provided from June 27, 2021 – October 9, 2021
- Proposed Transit Network :2021 Network (October)
 - Service proposed to begin on October 10, 2021

Transit Service – Route Segment Eliminations or Additions

The service modification for October 2021 did not include significant segment eliminations or additions. Therefore, no visualizations are provided.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. Data from the ACS are not available at the smallest Census geography, the census block. Based on the availability of data, census block groups were used as the geography of analysis for determining High Minority and High Low-Income designations for blocks, while census blocks were used to determine the population with access.

Determining High Minority and High Poverty Blocks

The use of census block groups for transit access, in combination with using the population of an entire block group, can result in disingenuous access data. Specifically, using census block groups could count a person as having access who may be a mile away from the transit route due to the size of the census geography. To address this potential issue, IndyGo staff used census block data to identify populations who have access but used census block group data to determine and assign the High Minority or High Poverty designation. If a census block fell within a High Minority or High Poverty census block group, it was presumed that each census block within that census block group shared that designation. See Table II-3 for an example of this process.

Table II-3. Example of Attributing Census Block Group Designation for High Minority to Census Blocks

	2019 Minority Population as a Percent of Block Group	Percent of Minority Population in Marion County	Does the BG % Exceed Marion County %?	Block Assignment
Block Group 1	46%	44%	Yes	
Block 1A				High Minority
Block 1B				High Minority
Block 1C				High Minority
Block 1D				High Minority
Block Group2	35%	44%	No	
Block 2A				Non-Minority
Block 2B				Non-Minority
Block 2C				Non-Minority
Block 2D				Non-Minority

Calculating Population Data for Census Blocks

ACS data is not available at the block level; therefore, the population of each block from the 2010 Decennial Census altered proportionate to the population change the block had experience given the 2015-2019 ACS population data. See Table II-4 for an example of this process.

Table II-4. Example of Calculation Population for Blocks Using 2010 Population Proportions and 2015-2019 ACS Population.

	2010 Population	% of 2010 Population	2019 Estimate	2019 Calculated Population
Block Group 1	1,000		1,800	
Block 1A	300	30%		540
Block 1B	200	20%		360
Block 1C	400	40%		720
Block 1D	100	10%		180

Determining Access

Access to transit and transit amenities can be estimated by measuring the estimated distance a rider could walk to a stop. In previous Title VI analyses, IndyGo used ½ mile for all routes, regardless of route service levels. For this analysis and analyses moving forward, IndyGo will use ¼ mile for stops for non-rapid transit service and ½ mile for stations for rapid transit service.

Determining Accessible Population

Population data are attributed geographically to census block groups evenly, which are represented by polygons in the spatial software. For the purposes of this analysis, census block groups were deemed too large to appropriately capture the accessibility of a transit line. Instead, census blocks, and the total calculated population within, are used as geographies for accessible population. Any population within a census block within the buffer, regardless of the percentage of the census block within the buffer, are used as population with access to transit.

Service Equity Analysis Methodology

IndyGo used a Geographic Information System (GIS)-based approach to compare the distribution of impacts and benefits to all residents and to individuals residing in high minority and high poverty areas.

The analysis involved the following steps:

1. Determine which blocks were habitable.
2. Determine High Minority and/or High Low-Income block groups.
3. Develop map with current and proposed service routes, stops, and numbers of trips.
4. Determine which blocks were within access of a stop.
5. Allocate current and proposed transit trips to habitable census blocks based on whether any part of each census block falls within the stop-based service buffer.

6. Using Excel, determine the difference between the two scenarios for each census block and for the system in terms of: Total Transit Vehicle Trips to Blocks, Average Transit Vehicle Trips per Block, and Transit Vehicles Trips x Population. Join those data to the original block shapefiles containing census data.
7. Using a separate table, compare percent of change experienced by each group to the thresholds established in IndyGo's Title VI Policy to determine if the proposed changes could result in discriminatory impacts.

The basis of this analysis, common to all three service-access measures used, is the number of weekly trips made by each route. Changes to transit frequency or span are captured in this way; in fact, even the addition or subtraction of one single vehicle trip on a route is captured by this method.

Total Transit Trips for Analysis

For the purposes of this analysis, weekly trips are used to compare the differences in provided service from the existing to the proposed network (see Table II-5.) As this analysis used information calculated by a consulting firm (Nelson Nygaard) as a result of a data quality discrepancy found in the initial export of the 2106 GTFS, the change between the existing and proposed is not entirely accurate; some of the routes experience a minimal trip decrease. This issue should not significantly affect the analysis.

Table II-5 Total Weekly Transit Trips by Network

2106 Weekly Trips	2110 Weekly Trips	Change in Trips	Percent Change
12,146	11,066	1,080	-9%

Total Transit Vehicle Trips to Blocks

Staff analyzed whether the change in Total Transit Vehicle Trips to Blocks for minority and poverty populations would be within 20 percent of the change for non-minority and non-poverty populations. The formula can be expressed as:

% Change in Transit Vehicle Trips to Blocks for a population of interest, if n is the number of blocks in the service area =

$$\frac{\text{Total Proposed 2021 Transit Vehicle Trips to Blocks} - \text{Total Existing 2021 Transit Vehicle Trips to Blocks}}{\text{Total Existing 2021 Transit Vehicle Trips to Blocks}} =$$

$$\frac{\sum_{i=1}^n (\text{Proposed 2021 Transit Vehicle Trips to Block } i) - \sum_{i=1}^n (\text{Existing 2021 Transit Vehicle Trips to Block } i)}{\sum_{i=1}^n (\text{Existing 2021 Transit Vehicle Trips to Block } i)}$$

Average Transit Vehicle Trips per Block

The Average Trips per Blocks analysis reduces the positive effect of hypothetically drawing a route to simply touch more census blocks of unspecified population (and thus gaming the results). The formula can be expressed as:

% Change in Average Transit Vehicle Trips per Block for a population of interest =

$$\frac{(\text{Proposed 2021 Avg. Transit Vehicle Trips per Block} - \text{Existing 2021 Avg. Transit Vehicle Trips per Block})}{\text{Existing 2021 Avg. Transit Vehicle Trips per Block}} =$$

$$\left(\frac{\text{Total Proposed 2021 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Proposed 2021 Network for pop. of interest}} - \frac{\text{Total Existing 2021 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2021 Network for pop. of interest}} \right) \frac{\text{Existing 2021 Transit Vehicle Trips to Blocks}}{\text{Served Blocks in Existing 2021 Network for pop. of interest}}$$

Transit Vehicle Trips Weighted by Population

In this measure, weekly transit trips on a route are weighted by the estimated population of interest within each census block that is passed. If population were equal across all census blocks, this additional method would mirror other analyses. Because total population and demographics can vary widely among census blocks, this is the only measure that captures how many people can access transit service today relative to the Proposed 2020 changes.

This formula can be expressed as:

% Change in Weighted Transit Vehicle Trips for a population of interest =

$$\frac{\text{Total Proposed 2021 Weighted Transit Vehicle Trips} - \text{Total Existing 2021 Weighted Transit Vehicle Trips}}{\text{Total Existing 2021 Weighted Transit Vehicle Trips}}$$

$$\frac{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Proposed 2021 Transit Vehicle Trips to Block } i - \text{Existing 2021 Transit Vehicle Trips to Block } i)]}{\sum_{i=1}^n [(\text{residents of Block } i)(\text{Existing 2021 Transit Vehicle Trips to Block } i)]}$$

Service Equity Analysis Results

IndyGo staff performed the analysis as described in the methodologies above. The results are summarized per metric with additional, supporting tables. A map of the change in weekly trips to blocks is provided with Figure II-4.

Minority and Poverty Populations

Title VI regulations require that IndyGo examine its service by comparing minority and non-minority populations. For this analysis, areas were classified as a Minority area if the census block group possessed a percentage of minority population that was greater than the service area as a whole (44.75%). The same approach was used to identify areas in poverty (17.79%). See Table II-6 for additional details.

Table II-6. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	426,003	44.75%
Population in Poverty⁷	165,969	17.79%
Total Population	951,869	100%

⁷ The percent of low-income population is based off the estimate for total population with income data (932,652).

The following maps were developed to visualize the minority and poverty population densities within Marion County. Additional demographic maps can be found in 0The Proposed 2021 network and the High Minority and High Poverty census blocks are mapped in Figure II-3. High Minority and High Poverty Blocks.

Figure II-1. Minority Density and Proposed 2021 Network

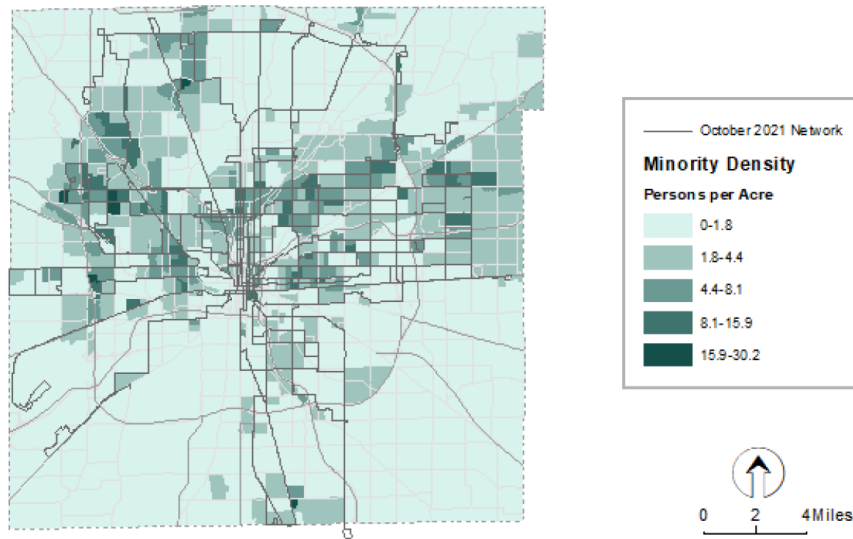


Figure II-2. Poverty Density and Proposed 2021 Network

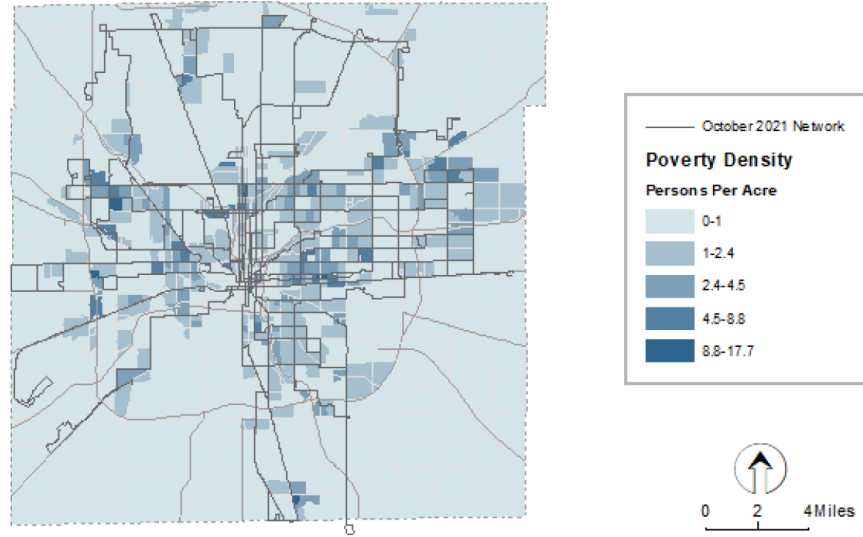


Figure II-3. High Minority and High Poverty Blocks

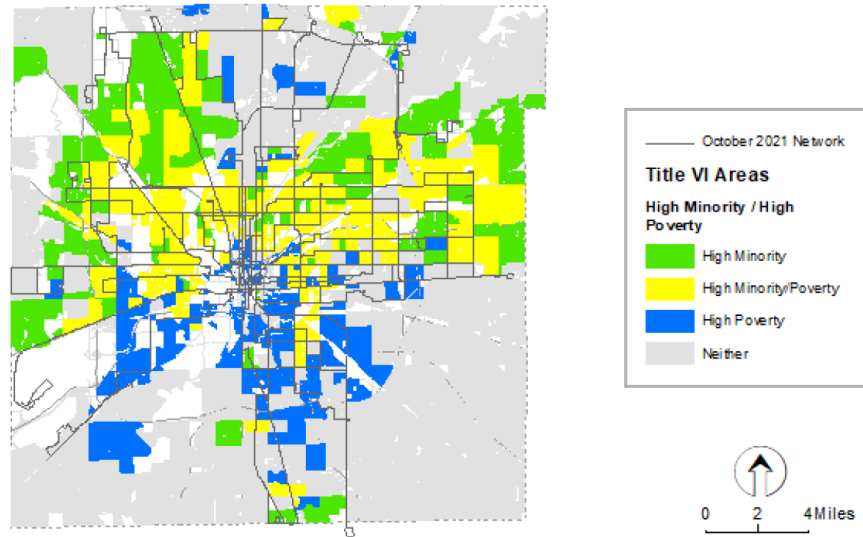
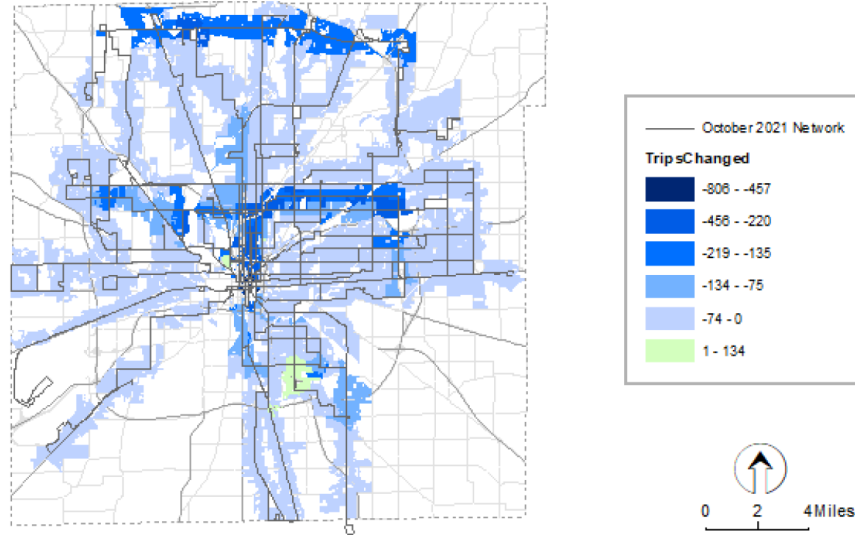


Figure II-4. Change in Weekly Trips to Blocks



Total Transit Vehicle Trips to Blocks

The analysis identifies an overall decrease of 6.4 percent in trips to blocks. Non-High-Minority blocks experience a decrease of 5.8 percent. The resulting Title VI Acceptable Range of Change is -4.7 percent to -7.0 percent for High Minority blocks. The percent change for High Minority blocks is -7.0 percent, falling within the Title VI acceptable range.

Non-High-Poverty blocks experience a 6.5 percent decrease, resulting in a range of -5.2 percent to -7.8 percent. The High-Poverty blocks experience a 6.3 percent decrease in trips to blocks. Consistent with IndyGo definitions and policies, there is no finding of disproportionate burden. See Table II-7 for additional details.

Table II-7. Results of Transit Vehicle Trips to Blocks Analysis

Census Blocks	Existing Transit Vehicle Trips to Blocks	Proposed Transit Vehicle Trips to Blocks	Change in Trips to Blocks	Percent Change	Acceptable Range of Change	DI/DB?
High Minority	2,827,119	2,629,538	(197,581)	-7.0%	-7.0%	NO
Non-High Minority	3,254,425	3,064,122	(190,303)	-5.8%	-4.7%	
High Poverty	3,731,172	3,495,706	(235,466)	-6.3%	-7.8%	NO
Non-High Poverty	2,350,372	2,197,954	(152,418)	-6.5%	-5.2%	
All habitable blocks	6,081,544	5,693,660	(387,884)	-6.4%		

Average Transit Vehicle Trips per Block

Similar to the analysis for the Total Transit Vehicle Trips to Blocks, the trip decreases for the October 2021 emergency service change are shown in the Average Transit Vehicle Trips per Block. A comparison of minority and non-minority populations reveal a finding of no disparate impact, as the provision of service to High Minority Blocks (-7.0 percent) falls within the Title VI Acceptable Range (-4.7 percent to -7.0 percent). The analysis determines a finding of no disproportionate burden. High Poverty Blocks experience a decrease of service of -6.3 percent, within the range of -5.2 to -7.8 percent. See Table II-8 for additional details.

Table II-8. Results of Average Transit Vehicle Trips per Block Analysis

Census Blocks	Existing 2020 Blocks	Average Existing Trips to Blocks Served	Proposed 2020 Blocks	Average Proposed Trips to Blocks Served	Change in Average Trips to Blocks	Percent Change in Average Trips per Block	Acceptable Range	DI/DB ?
High Minority	3904	724	3904	674	(51)	-7.0%	-7.0%	NO
Non-High Minority	3763	865	3763	814	(51)	-5.8%	-4.7%	
High Poverty	4334	861	4334	807	(54)	-6.3%	-7.8%	NO
Non-High Poverty	3333	705	3333	659	(46)	-6.5%	-5.2%	
All habitable blocks	7,667	793	7,667	743	-51	-6.4%		

Transit Vehicle Trips Weighted by Population

The final metric follows a similar pattern as the first two metrics. Transit Vehicle Trips Weighted by Population (TVTWxP) results in a finding of no DI/DB. Results can be found in Table II-9.

Table II-9. Analysis of Transit Vehicle Trips Weighted by Population

	Existing TVTWxP	Proposed TVTWxP	Change in TVTWxP	% Change	Acceptable Range of % Change	DI/DB?
High Minority	243,724,726	226,283,303	(17,441,423)	-7.2%	-7.6%	NO
Non-High Minority	221,321,932	207,395,630	(13,926,302)	-6.3%	-5.0%	
High Poverty	273,592,388	256,582,538	(17,009,850)	-6.2%	-9.0%	NO
Non-High Poverty	191,454,270	177,096,395	(14,357,875)	-7.5%	-6.0%	
All Habitable Blocks	465,046,658	433,678,933	(31,367,725)	-6.7%		

Summary

Based on the information provided in the tables above, Table II-10 summarizes the results of the Service Equity Analysis.

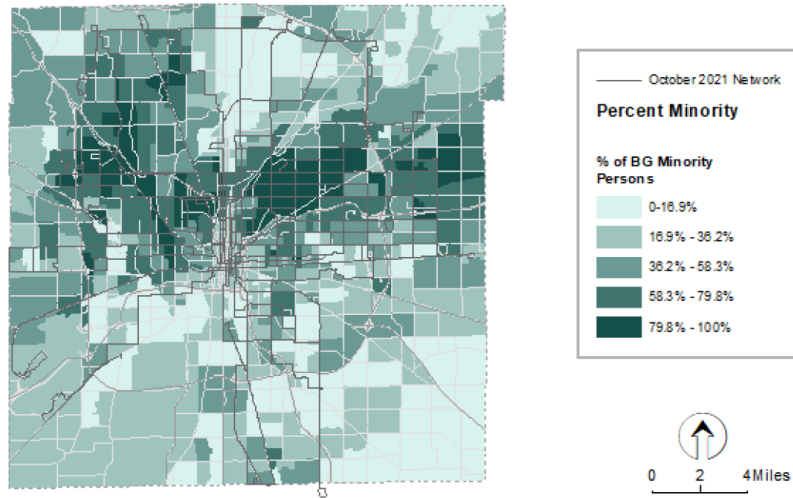
As explained above, while five of the six results technically fall outside IndyGo’s adopted Title VI range, all five are to the benefit of High Minority or High Poverty populations. As such, there is no finding of a disparate impact or disproportionate burden for any of the metrics and, therefore, no finding of a disparate impact or disproportionate burden for the system-wide Service Equity Analysis.

Table II-10. Summary of Service Equity Analysis

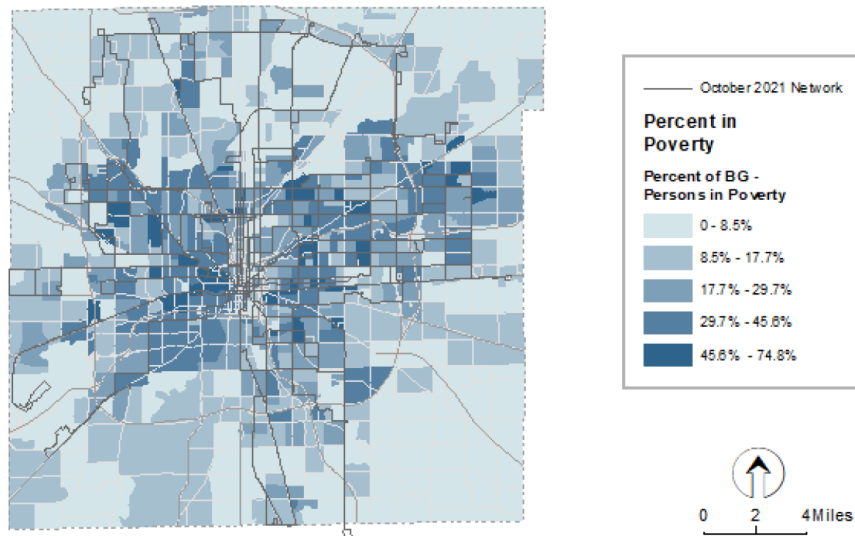
Title VI Metric	Disparate Impact	Disproportionate Burden
Total Transit Vehicle Trips to Blocks	Within	Within
Average Transit Vehicle Trips to Blocks	Within	Within
Transit Vehicle Trips Weighted by Population	Within	Within

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

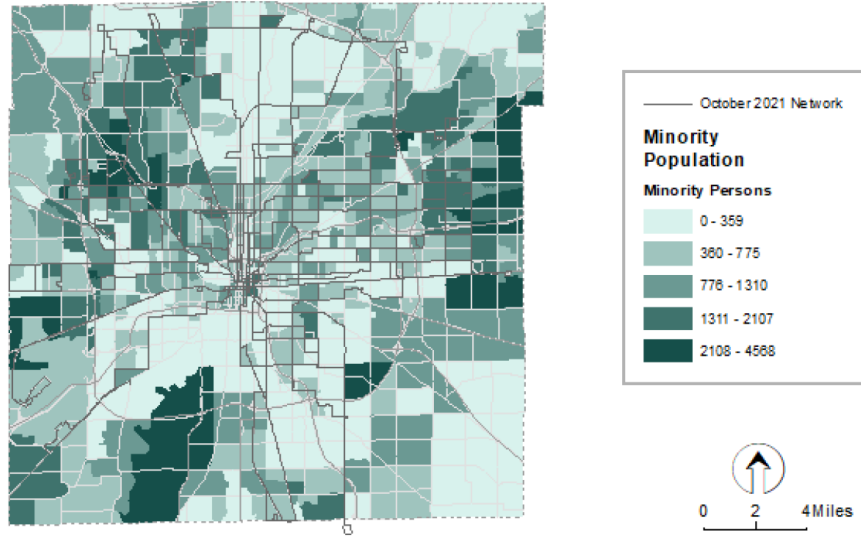


Appendix Figure A-2. Percent in Poverty per Block Group

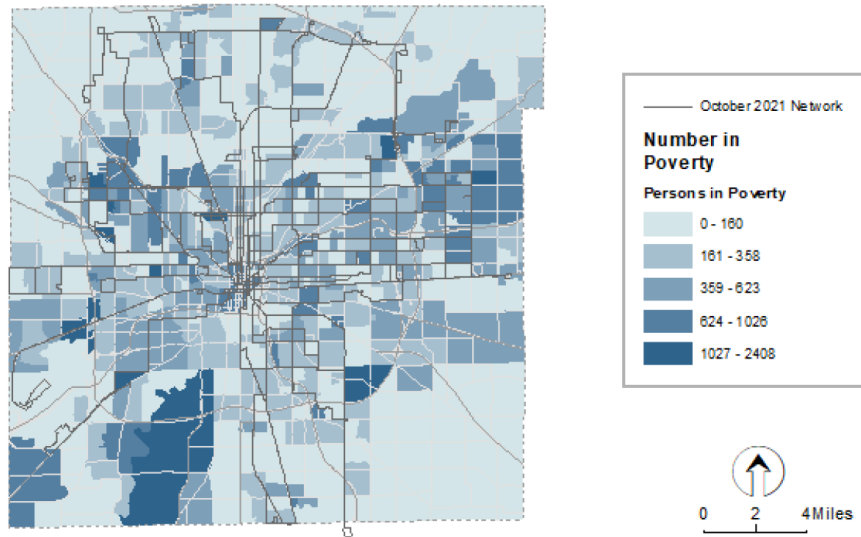


A-1

Appendix Figure A-3. Number of Minority Persons per Block Group



Appendix Figure A-4. Number in Poverty per Block Group



A-2

APPENDIX B. CHANGES BY ROUTE

The following table presents the change in weekly transit trips by network and by route. Weekly transit trips represent the trips provided in a normal transit week; five weekdays, a Saturday, and a Sunday. No holidays are represented with these trips.

Route ID	June 2021	October 2021	Trips Changed	% Change
10-97	663	662	-1	0%
11-97	219	218	0	0%
12-97	158	128	-30	-19%
13-97	159	135	-25	-16%
14-97	291	236	-55	-19%
15-97	313	234	-79	-25%
16-97	285	230	-55	-19%
18-97	263	228	-35	-13%
19-97	385	383	-2	0%
21-97	281	216	-65	-23%
24-97	281	216	-65	-23%
25-97	277	217	-60	-22%
26-97	241	240	-1	0%
28-97	273	228	-45	-16%
2-97	388	224	-163	-42%
30-97	309	229	-79	-26%
31-97	277	222	-55	-20%
34-97	377	375	-2	0%
37-97	376	374	-2	0%
38-97	447	446	-1	0%
3-97	363	361	-2	0%
4-97	284	229	-55	-19%
55-97	222	221	0	0%
5-97	388	386	-2	-1%
6-97	391	389	-2	-1%
86-97	408	219	-188	-46%
87-97	184	183	-1	0%
8-97	861	859	-2	0%
901-97	266	265	-1	0%
902-97	527	525	-2	0%
90-97	1,076	1,073	-3	0%
Grand Total	12,146	11,066	-1,080	-9%

October 2021 Service Changes Minutes



January Board of Directors & Annual Board of Finance Meeting Minutes

IndyGo

Jan 26, 2023 at 5:00 PM EST

@ 1501 W Washington St Indianapolis IN 46222

ACTION ITEM A – 1

Attendance

Present:

Members: Hydre Abdullah, Brian Atkinson (remote), Bart Brown, Marcus Burnside (remote), Charlie Carlino, Matt Duffy (remote), Mark Emmons (remote), Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Richard Wilson, Jr., Jennifer Pyrz, Cam Radford (remote), Jill Russell, Ryan Wilhite
Staff: Cesar Bermedez (remote), Carrie Black, Danai Bracey (remote), Justin Burcope (remote), Brian Clem, Lesley Gordon (remote), Denise Jenkins-Agurs (remote), Cheryl Purefoy (remote), Brooke Thomas, Aaron Vogel (remote), LaTeeka Washington (remote)

Absent:

Members: Lise Pace

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

- [board cover 2023 Jan26.docx](#)
- [page intentionally left blank.pdf](#)
- [A AGENDA for January 26, 2023 Board Meeting.docx](#)
- [page intentionally left blank.pdf](#)

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

2. Awards and Commendation (Presenters: Inez Evans)

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

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


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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

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

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The reports were received and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)




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

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

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

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

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

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

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

Motion:

Approval of 2027 transit network service equity analysis

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

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

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

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

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

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

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

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

Motion:

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

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

6. Information Items (Presenters: Greg Hahn)

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

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


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

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

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

The Board received an insurance renewals update.

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

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

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

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

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

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

 [page intentionally left blank.pdf](#)

The Board received a Governance & Audit workplan status update.

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

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

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The Board received an Ethics Hotline summary report.

6. I-6: Department Reports

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

 [page intentionally left blank.pdf](#)

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

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

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

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

 [I-6f Supplier Diversity - December2022.docx](#)

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

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:38pm.

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

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

9. Regular Agenda (Presenters: Greg Hahn)

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

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

 [InvestIntEarn2022.xlsx](#)

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

Motion:

Approval of Board of Finance Recommendation

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

10. Adjourn (Presenters: Greg Hahn)

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

Jill D. Russell
Chief Legal Officer

Paratransit Operations and Call Center Facility



Mobility Solutions and Operations Facility – Site Equity Analysis

Mobility Solutions and Operations Facility

Site Equity Analysis

FINAL

November 9, 2020

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SECTION I. INTRODUCTION

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan requires a significant expansion of staffing, including the hiring and training of hundreds of new operators, and the purchase of sixty-foot and forty-foot vehicles.

The Plan and the Center for Disease Control (CDC) workplace safety recommendations IndyGo to evaluate its space and facility needs, specifically for its Mobility Services Department. The new site will allow IndyGo to transition its ADA complementary paratransit contractor from its leased space to an IndyGo-owned facility. New construction on the site will allow the storage and maintenance of IndyGo's ADA complementary paratransit fleet and offices for the Mobility Solutions Department. Other departments may utilize the facility for a temporary home, depending on IndyGo needs.

IndyGo's decision to acquire a site to house these functions was the result of a thoughtful, measured process that involved departments across the entire organization. A new facility requires capital funding for acquisition, construction and equipment, collaborative design to ensure the end space is useful, legal agreements, and budgeting to ensure the organization's ability to absorb the operating costs following construction.

Title VI Background and Facility Evaluation¹

Title VI of the Civil Rights Act of 1964, Section 601 states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate facility and site locations to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the USDOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.²

As outlined, “the location of projects requiring land acquisition and displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.”³ Facilities that serve passengers, especially bus shelters, are excluded. Most other facilities, however, require an agency to perform a Title VI analysis, including IndyGo for the current facility.

Complying with the regulations requires the following:

- Complete a Title VI equity analysis during the planning stages.
 - Outline the site selection process to understand what criteria the agency used to select its preferred site.
 - Identify facilities with similar impacts in the area to understand the potential cumulative impacts.
 - Ensure the location is selected without regard to race, color, or national origin.
 - Conduct outreach at each potential site to engage persons potentially impacted by the selection of the preferred site.
 - Compare the equity impacts of various siting alternatives; the analysis must occur before the selection of the preferred site.
- If the preferred site has a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent,

¹ FTA Circular C4702.1B, Chapter IV-15-18; Title 49 CFR Section 21.9 (b) (3).

² FTA Circular C4702.1B, Chapter III-11.

³ Title 49 CFR part 21, Appendix C, Section (3) (iv).

including low-income populations.⁴ Therefore, IndyGo will also examine the impact of the facility on the low-income population.

Title VI and IndyGo

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that any program or projects are provided in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, is available [online](#) within the Title VI Program Update report. The 2017 Title VI Program Update is under review by the FTA; the 2020 Title VI Program Update was approved by the board in 2020 and submitted to the FTA for its review.

Mobility Solutions and Operations Facility Preferred Site Process

IndyGo followed the following methodology in choosing its preferred site:

1. Identified the project need;
2. Outlined the site selection criteria;
3. Detailed the process followed to select sites for additional consideration;
4. Conducted public outreach for each selected site;
5. Compared the Title VI equity impacts of each site, including the preferred site;
6. Determined if there was a disparate impact on the basis of race, color, or national origin.
7. Identified a preferred site.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.



SECTION II. SITE NEED AND ANALYSIS

IndyGo's decision to acquire a site for a new Mobility Solutions and Operations Facility was the result of a thoughtful, measured process that involved departments across the organization. New sites, whether constructing a new building or remodeling an existing building, requires capital funding for acquisition, construction and equipment; collaborative design to ensure the end space is useful; legal agreements; and proper budgeting to ensure the organization's ability to absorb the operating costs following construction.

This section will explain the site need, the site selection characteristics, and outline the initial site analysis. The site equity analysis is included in the following section.

Project Need

IndyGo is required by the American with Disabilities Act (ADA) to provide transportation services for eligible individuals with disabilities; the service is called complementary paratransit. IndyGo contracts this service to a vendor. The vendor is required to supply a suitable facility. The facility should be large enough to accommodate the entire operation, including covered vehicle storage and vehicle maintenance.

Other transit agencies own the facility and house the vendor in this space; this decreases the cost of the contract while providing the vendor with a suitable facility to operate from. The provision of an agency-owned facility to a vendor increases the attractiveness of the contract to a potential vendor

and allows the transit agency to control the location and condition for the facility. Finally, IndyGo wants this facility to be large enough to accommodate not just the vendor but the entire department of Mobility Solutions; such co-habitation of the vendor and the staff overseeing the operation has provided benefits for other agencies.

The site will be used as the primary site for IndyGo's ADA complementary paratransit service, which is currently operated by a vendor. The vendor will store vehicles, perform routine vehicle maintenance, and administrative functions on the site. The site will also house IndyGo's in-house call center and individuals responsible for overseeing the paratransit services. The existing building will need modifications to accommodate these new uses; a new building or two will need to be constructed to provide cover for the vehicles (estimate on site – 90).

Figure II-1. Photograph of Existing Paratransit Facility



Site Selection Criteria

IndyGo identified the following criteria as guidelines for its site selection process. These criteria were developed as part of discussions held by executives responsible for the decision-making; primarily, these included the President/CEO, Chief Operations Officer (COO), Chief Financial Officer (CFO), and the Senior Director of Mobility Solutions.

- **Existing Building with Minimal Needed Rehabilitation.** IndyGo desired a site with an existing building, to allow its Mobility Services and contract staff to move into the facility as soon as possible.
- **Site Large Enough for the ADA Paratransit Fleet and Staff Parking.** The site needs to be large enough to accommodate at least 90 twenty-five-foot buses, plus approximately 120 vehicles for staff.

- **Proximity to Existing Bus Stop and With Connecting Walkways.** When possible, IndyGo seeks to procure facilities on an existing bus route and near a bus stop, with connecting walkways to the facility. As the site could host the ADA Paratransit evaluation center, this criterion is particularly important.
- **Proximity to Interstate Access.** ADA Paratransit serves the entire area of Marion County and may have different routes every day. Interstate access allows for IndyGo’s paratransit fleet to quickly access nearly all corners of Marion County, reducing operational costs.

These criteria were used as guiding principles for the identification of potential sites and selection of a preferred sites.

Project Needed Zoning

The development and use of land in the City of Indianapolis is regulated by the city’s zoning ordinance. As currently envisioned, the Mobility Solutions and Operations Facility will be considered a Fleet Terminal.⁵ The definition of a Fleet Terminal is:

A central facility for the distribution, storage, loading and repair of fleet, vehicles, with or without associated dispatch services and offices. This definitions includes uses such as ambulance services; courier, delivery, and express services; cleaning services; key and lock services; security services; motor truck terminals; limousine services; armored car services; and taxi services..An inherent characteristics of this use is the parking of operable vehicles which is considered a primary facet of the use; as a primary use, this area is not construed as outside storage.⁶

As outlined in the ordinance, the terminal “shall be no larger than 10 acres”, except in I-4 districts. Fleet Terminal uses are permitted only in I-3 and I-4 zones. Any acquisition that involves a parcel that is not zoned properly will require IndyGo rezone the property.

Screening Sites for Further Analysis

Following IndyGo’s determination of the need for the facility and the identification of site selection criteria, staff worked with a commercial real estate broker to assist in finding available sites. Beyond the real estate broker, IndyGo staff also conducted online site searches.

Sites Selected for Further Analysis

The full list of sites was screened based on the criteria above. The following three sites were toured and considered through an additional analysis. Table II-1 below outlines the sites identified for additional analysis through the site selection process, including basic site characteristics. These sites were selected by applying the site selection criteria as defined earlier (See Figure II-5 for a map of the sites).

⁵ Chapter 742, Article III – Use-Specific Standards, Section 05, P, *Zoning Ordinance – Indianapolis – Marion County*, Effective August 12, 2019, p. 429.

⁶ Chapter 740, Article II – Definitions and Construction of Language, *Zoning Ordinance – Indianapolis – Marion County*, Effective August 12, 2019, p. 30.

Table II-1. Site Characteristics

Site Address	Site Name	Acres	Occupancy
4090 Lafayette Rd	Lafayette	13.4	Existing Buildings, Vacant
3555 Madison Ave	Madison	3.57	Existing Buildings, Vacant
2425 Michigan St	Michigan	2.97	Existing Buildings, Occupied

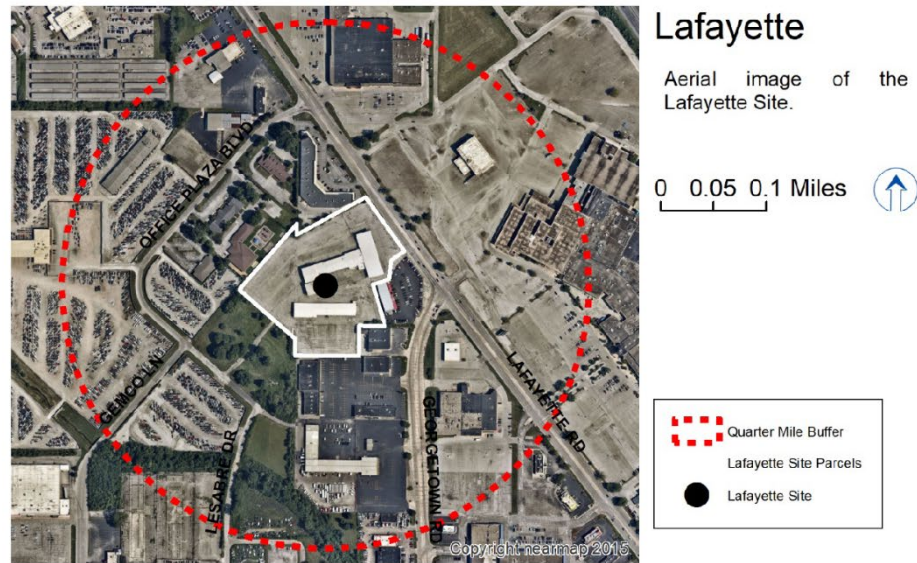
Lafayette

Brookside is located in the Eagledale neighborhood. The site's northern and western boundaries are occupied by commercial properties; to the east is Lafayette Road; Georgetown Road is on the east, and commercial development is directly to the south (See Figure II-2.). The site is within close proximity of two ramps to Interstate 65, although the site lacks direct interstate access. The surrounding area is largely comprised of commercial properties, most notably Lafayette Square Mall. IndyGo's Route 37 runs in front of this property, with an inbound stop approximately 400 feet from the property entrance off Lafayette Road. Lafayette Road lacks connecting sidewalks to the site, however.

Madison

The Madison site is located along Madison Avenue on the southside of Indianapolis (See Figure II-3.). The site is bordered to the south and east by existing commercial development; to the west is Madison Avenue; and to the north is Sumner Avenue. The single-parcel site is situated in the middle of a commercial/light-industrial area. Multiple commercial establishments exist along Madison Avenue. Just across from the site is a small neighborhood, comprised of several houses; this is the exception in the area. IndyGo's Route 31 runs along Madison Avenue, with a stop 200 feet from the property, although Madison Avenue lacks sidewalks along that segment.

Figure II-2. Aerial Photograph of Lafayette Site



Michigan

The Michigan site is located on the Near Westside of Indianapolis. The site is bounded by small commercial development to the west, Michigan Street to the north, Tremont Street to the east, and an operational commercial business to the south. The site sits in the middle of a neighborhood commercial node, with a small health clinic, grocery store, smaller businesses, and a police station in the immediate area; the site is just south of a park and the Christamore House. The site is comprised of multiple parcels. IndyGo's Route 3 operates along Michigan Road, with two stops within 500 feet of the location. These stops can be accessed by a sidewalk; Michigan Road in this area has sidewalks on both sides of the street.

Figure II-3. Aerial Photograph of Madison Site

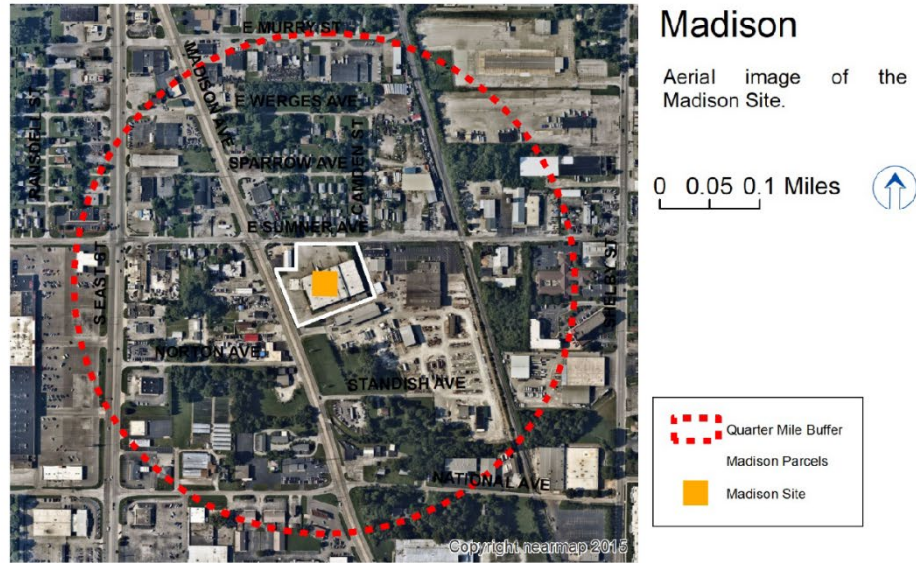


Figure II-4. Aerial Photograph of Michigan Site

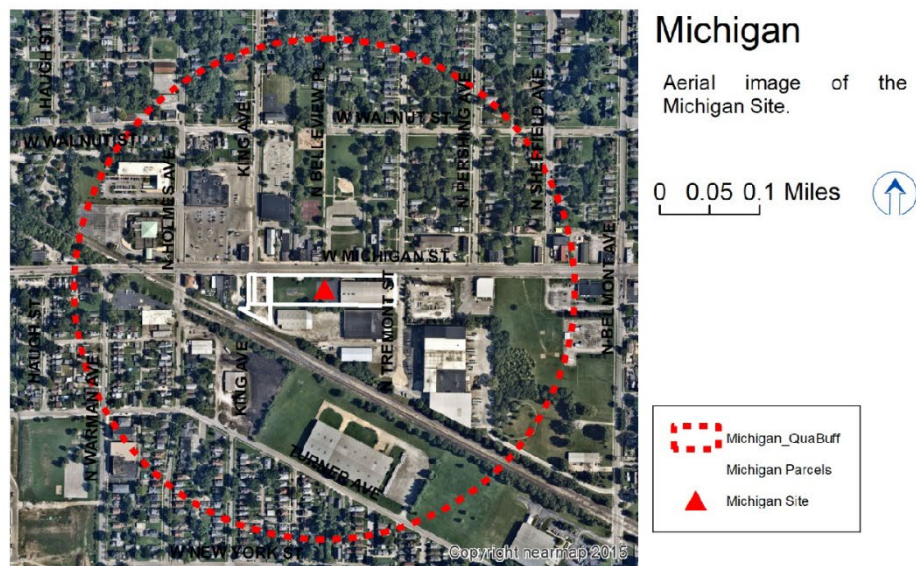
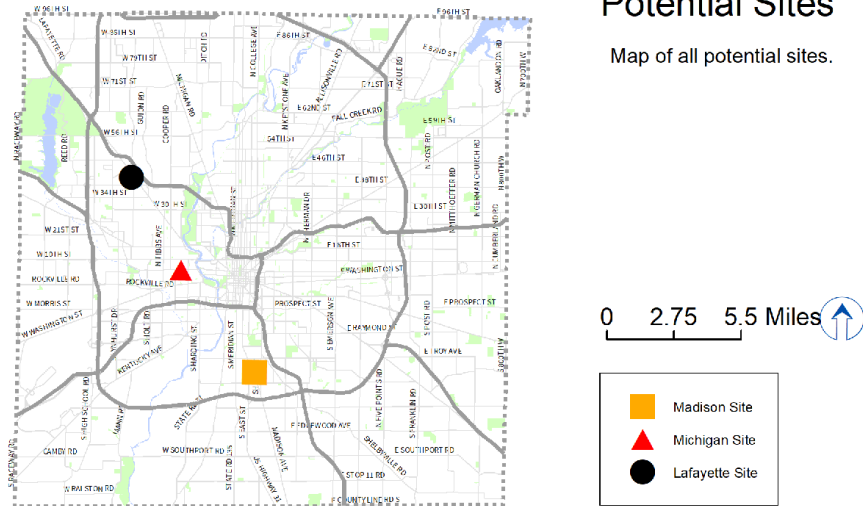


Figure II-5. Potential Sites for Mobility Solutions and Operations Facility



Site Characteristics

To assist in selecting the preferred site, data for each site were gathered. The following is a brief discussion of each site's characteristics, including potential strengths and challenges. Following this discussion, a site equity analysis is presented, and a preferred site is identified.

Table II-2. Sites and Selection Criteria

Site Name	Lafayette	Madison	Michigan
Site Size	13.4 acres	3.57 acres	2.97 acres ⁷
Distance from Interstate Access ⁸	~ 1 mile	~1.1 miles	~2 miles
Number of Buildings on Site	Two, vacant	One, vacant	One, occupied
Accessible IndyGo Stop Nearby	No	No	Yes
Site Zoning	General Commercial District (C-5)	Medium Industrial District (I-3)	Special Commercial District (CS), Medium Industrial District (I-3), Neighborhood Commercial District (C-3)

⁷ Includes acreage for three full parcels and the calculated size for a new parcel, split from a larger parcel. Parcels: 9018946; 9022557; 9018949; 9021172.

⁸ As measured in Google Maps.

Overlay Zoning	None	None	Wellfield Protection Area (W-5)
Compact Center Designation	No	Yes	Yes
Adopted Plan	International Market Place ⁹	None	Near West Neighborhood Land Use Plan ¹⁰

Lafayette and Madison both have good connectivity to an interstate and are located in areas that would be expected to see significant truck traffic (i.e. significant commercial/industrial acreage). Michigan is located on a significant east-west corridor (Michigan Street) with proximity to both IndyGo headquarters and Interstate 70.

Michigan site is located in a Critical Area, identified in the Near West Neighborhood Land Use Plan (2014).¹¹ The justification for the designation was that it “is the historic industrial and commercial core of Haughville.” The plan recommends that the area maintain the qualities of a mixed-use, traditional neighborhood center and expressly recommends against large-scale or heavy industrial development. The Michigan site is comprised of several parcels, which are all zoned differently. The main parcel, with the existing facility, is zoned Special Commercial District (C-S). The CS designation is the result of a rezoning; the rezoning application and approval allows medium industrial uses.¹² The Michigan site is well served by accessible IndyGo bus stops.

The Lafayette site is part of a Community Revitalization Enhancement District (CRED). An adopted subarea plan, “An International Market Place: The Lafayette Square Area Plan”, provides a vision for the area. At the time the plan was adopted (2010), the plan identified the parcel as a potential transit hub for the near-west area. Lafayette is significantly larger than the minimum required acreage, which would allow IndyGo to expand its facility in the future if additional facility space would be needed.

Michigan is in a Wellfield-5 overlay zone, which is a wellfield protection area. Activities at the site may include fueling or storage of chemicals, which will require design modifications to siting the facility in a Wellfield Protection Area. Neither Madison nor Lafayette have overlay concerns.

⁹ Adopted by the Metropolitan Development Commission on July 7, 2010. Accessed 10/22/2020.

¹⁰ Adopted by the Metropolitan Development Commission on April 2, 2014 (2014-CPS-R-001) as part of the Comprehensive Plan of the City of Indianapolis.

¹¹ See page 40. Accessed on 10/22/2020. <https://citybase-cms-prod.s3.amazonaws.com/1d819058dcfd4a96b37637ff9561ba61.pdf>

¹² 2012-ZON-018.



SECTION III. SITE EQUITY ANALYSIS

Site Equity Analysis

A Title VI equity analysis is required prior to selection of a preferred site.¹³ This section defines key terms and explains the results of the analysis.

Definitions

The following definitions apply to the site equity analysis:

Area of Potential Impact: The block group in which the site is located in as well as any additional block groups that include residential land uses immediately adjacent to the site. For the purposes of evaluating similar sites, any parcels within ¼ mile of the facility are considered within the Area of Potential Impact.

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is equal to or greater than the percent of Marion County residents who are minority or in poverty measured within the same data source.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program. Because USDOT and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to

¹³ FTA Circular 4702.1 B, p. III-11.

determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms “low-income” and “poverty” can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau’s definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo’s 2020 Title VI Program.

Service Area: IndyGo’s service area is defined as the entirety of Marion County. This definition is consistent with the service area defined in IndyGo’s 2020 Title VI Program.

Project Outline

The site will be used as the primary site for IndyGo’s ADA complementary paratransit service, which is currently operated by a vendor. The vendor will store vehicles, perform routine vehicle maintenance, and administrative functions on the site. The site will also house IndyGo’s in-house call center and individuals responsible for overseeing the paratransit services. The existing building will need modifications to accommodate these new uses; a new building or two will need to be constructed to provide cover for the vehicles (estimate on site – 90).

Potential impacts include traffic and noise and exhaust from IndyGo vehicles. The Mobility Solutions and Operations Facility will be used Sunday thru Monday, with individuals arriving and vehicle noise occurring as early as 3:00 am from Monday thru Friday. Vehicles will be arriving at the site as late as 1:00 am.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive dataset with all the data needed for this examination. For the purposes of consistency with the Title VI Red Line Service and Fare Equity Analyses, completed in April 2020, ACS 2014-2018 5-year estimates at the block group level were used for this analysis.

- ACS Summarized Data 2014-2018 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Site Data

Data about each site were collected from Open Indy, an open data portal hosted and maintained by the City of Indianapolis; data obtained directly from the City of Indianapolis; and data provided via Map Indy. These include:

- **Zoning.** Source: City of Indianapolis.
- **Current Land Use Classification.** Source: City of Indianapolis.
- **Land Use Plan.** Source: City of Indianapolis.
- **Centerline.** Source: City of Indianapolis. Dataset includes the Thoroughfare Plan classification for all streets in the City of Indianapolis.
- **Aerials.** Source: NearMap. IndyGo subscribes to the NearMap service which provides aerial photographs that are regularly updated.
- **Parcels.** Source: City of Indianapolis.
- **Site.** Provided by commercial real estate broker, as advertised by the owners.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. The block group the site is within, in addition to any block groups adjacent to the site with residential land uses bordering the site, is considered to be within the area of potential impact. Demographic data, including total population, is identified for an entire block group with the area of impact.

In identifying similar sites, all parcels within ¼ mile of the site were analyzed. Any sites with similar land uses as the site proposed were then subjected to an analysis through aerials. If the site appeared, through recent aerials, to be primarily used as the proposed project, it was considered a similar site.

Determining High Minority and High Poverty Block Groups

Block groups were determined to be High Minority or High Poverty if the percentage met or exceeded the service area (Marion County) average. See Table III-1 for additional details.

Table III-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	415,819	44.0%
Population in Poverty	175,330	18.9% ¹⁴
Total Population	944,523	100%

Additional demographic maps can be found in APPENDIX A.

¹⁴ The percent of low-income population is based off the estimate for total population with income data (925,168).

Similar Facilities

For each proposed site, similar facilities surrounding the site were identified and documented. The Mobility Solutions and Operations facility will include a mix of office activities, vehicle maintenance, and vehicle storage. The *Consolidated Zoning Ordinance* includes definitions for land uses. After review, the most similar land use type was Fleet Terminal. Fleet Terminals include uses where fleet storage and activities are a primary use of the land. Similar facilities were identified through a geospatial analysis of the City of Indianapolis' land use shapefiles and uses were confirmed by examining aerial photographs of the area of potential impact. Facilities that were coded as Industrial were examined; any that appeared to be primarily used for fleet storage and activities were identified.

Site Equity Analysis

Area of Potential Impact

The area of potential impact determines what populations may potentially be affected by the redevelopment and subsequent operations upon the site. Table III-2 includes each block group identification number that the potential site is within and within the area of potential impact.

Table III-2. Area of Potential Impact – Block Groups

Site Name	Lafayette	Madison	Michigan
Block Group (s) Site is Located In	180973103062	180973802003	180973416001
Block Group (s) Within Area of Potential Impact	180973103062	180973802003	180973416001

Site Equity Analysis Results

Site demographics were identified for each site based on the area of potential impact. These data are identified in Table III-3. Lafayette and Michigan sites met or exceeded the percentage of minority population for Marion County (43.3%). Lafayette area had the highest number of minority population. All sites are located in High Low-Income Areas; Lafayette had the highest number of low-income populations. Although Lafayette and Michigan sites are located in High-Minority areas, the equity impact for the sites is considered similar, if not more positive for the High Minority areas. The facility will employ individuals in the surrounding neighborhood, as the vendor and IndyGo are always seeking employees. The most prevalent job is a vehicle operator, which is a union position.

Table III-3. Site Equity Analysis Demographic Data

	Lafayette	Madison	Michigan
Total Population (Poverty)¹⁵	2,543	1,068 (966)	1,010
Minority Population (%) <i>Service area average – 44.0%</i>	2,361 (92.8%)	166 (15.5%)	962 (95.2%)
Non-Minority Population	182	902	48
Location in a High Minority Area?	Yes	No	Yes
Low-Income Population¹⁶ (%) <i>Service area average – 18.9%</i>	711 (27.9%)	185 (19.2%)	420 (41.6%)
Non-Low-Income Population	1,832	781 (966)	590 (1010)
Location in a High-Low-Income Area?	Yes	Yes	Yes

For the purposes of conducting Title VI analysis, the next thing we sought to understand was the potential adverse effects by analyzing the sites through the following factors: 1) potential facility impacts on Area of Potential Impact; 2) whether any location would require displacement; and 3) any cumulative impacts from the presence of similar facilities in the area.

The facility may have a minimal impact on the surrounding community. The facility's primary use will be vehicle maintenance and storage, as well as offices. Vehicles will need to be prepared to provide service as early as 3:00 am and will arrive in the site throughout the day, with the last vehicle arriving at 1:00 am. Vehicles will need to be idling as the drivers prepare the vehicles for service. The vehicles utilized for complementary paratransit range from a modified minivan to a large transit shuttle, which measure approximately 20 feet long. Traffic may be slightly noticeably higher, especially in the morning and evening peak, but should not be substantially noticeable.

The primary factor in the determination of minimal impact is that each site is located in areas with conforming local land use regulations. These regulations separate incompatible uses and also require the mitigation of impacts through the application of development standards. All three sites are in areas with a mixture of land uses, including land that is currently vacant but once was industrial or commercial (See Table III-4 for additional information regarding the land use mix within the area of potential impact).

¹⁵ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. A number is provided in parentheses only if the total population is different.

¹⁶ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. Due to this, the percentage is based off the total population reported for each Block Group in B17021.

Table III-4. Site Land Use Mix and Similar Sites

	Lafayette	Madison	Michigan
Number of Parcels in Impact Area	43	189	393
Percent Commercial Acres of Total	83.7%	44.4%	13.1%
Percent Industrial Acres of Total	0.0%	8.5%	20.6%
Percent Residential Acres of Total	0.0%	37.6%	27.1%
Special Use and Parks	2.3%	1.6%	17.7%
Other and Vacant	14.0%	7.9%	21.4%
Number of Similar Sites	0	1 ¹⁷	0
Will displacement occur?	No, vacant	No, vacant	No, occupied with seller planning to move

None of the sites will require involuntary displacement. The Michigan site is currently occupied but the seller is actively looking to move.

Based on the identification of the facility type and use, and subsequent identification of similar facilities, there are no similar facilities within the area of potential impact for the Michigan and Lafayette sites. Madison is located in an area with a single site that could be considered similar. The site, however, is not located along the same thoroughfare.

Outreach at Proposed Sites

Prior to selection of the preferred site, IndyGo staff conducted public outreach at all three proposed sites. Due to COVID-19, some outreach was conducted using a virtual meeting format.

To educate and solicit comments from constituents, IndyGo held virtual public meetings on October 12 and October 22, 2020. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. In addition, neighborhood representatives and MNAs received email communication that included a social media toolkit to help promote the engagement opportunities within neighborhood groups.

For additional details on these and other public meetings, please refer to APPENDIX B.

Site Equity Analysis Results and Selection of Preferred Site

In reviewing the three areas of potential impact, the analysis helped to determine that, while the facility may have minor impacts to the surrounding community, any construction and operations of the facility will conform to existing ordinances. At none of the sites will the facility's activities result in

¹⁷ Parcel 5013931.

a cumulative effect due to similarly situated sites. The locations fit the basic needs for the site selection criteria. Therefore, IndyGo finds no potential disparate impact with the sites selected for further analysis.

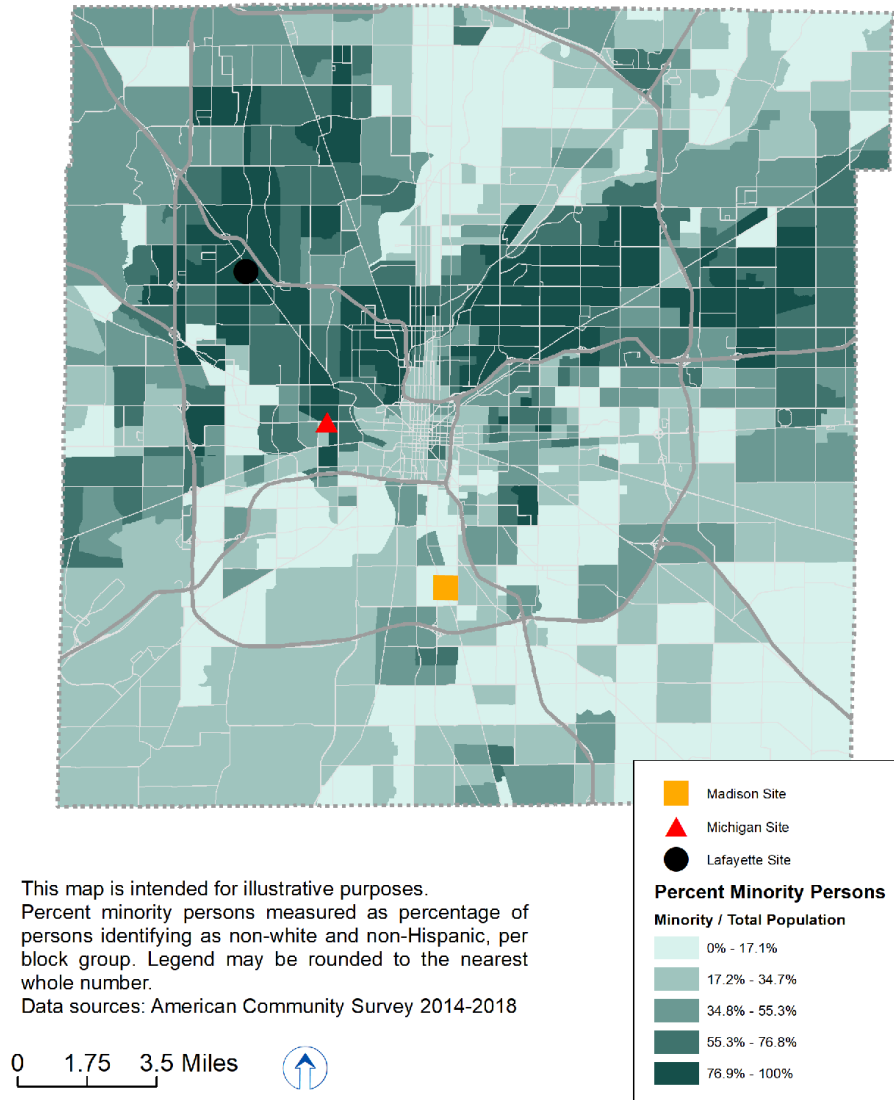
Through the site selection process, IndyGo selected Michigan as its preferred site. The additional analysis of Lafayette and Michigan resulted in identification of weaknesses in both sites. Lafayette's existing buildings are in poor shape and would require complete teardowns. Madison has a similar issue and is not located near any existing accessible bus stops.

As documented in this Site Equity Analysis, the selection of the preferred site was not chosen in regard to race, color, or national origin; therefore the facility will not have a potential disparate impact.

APPENDIX A. DEMOGRAPHIC MAPS

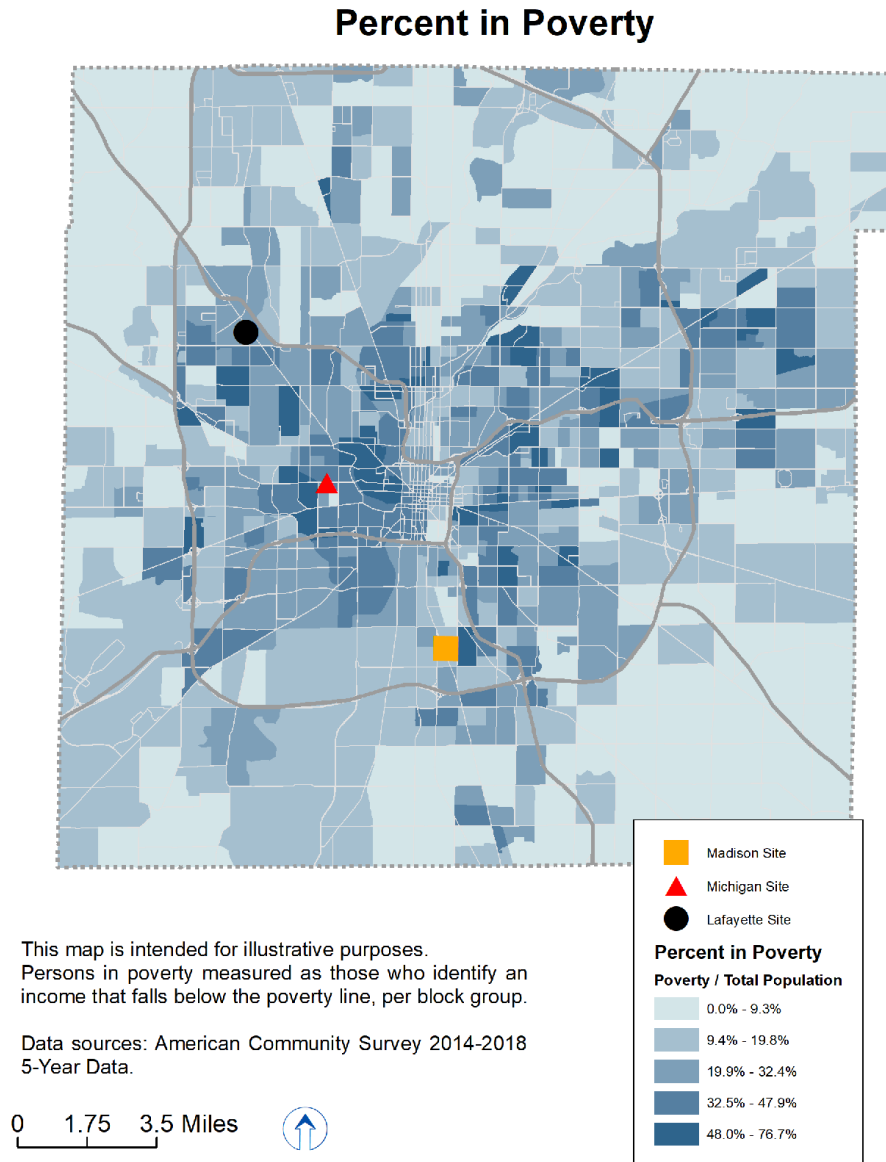
Appendix Figure A-1. Percent Minority Population per Block Group

Percent Minority Persons



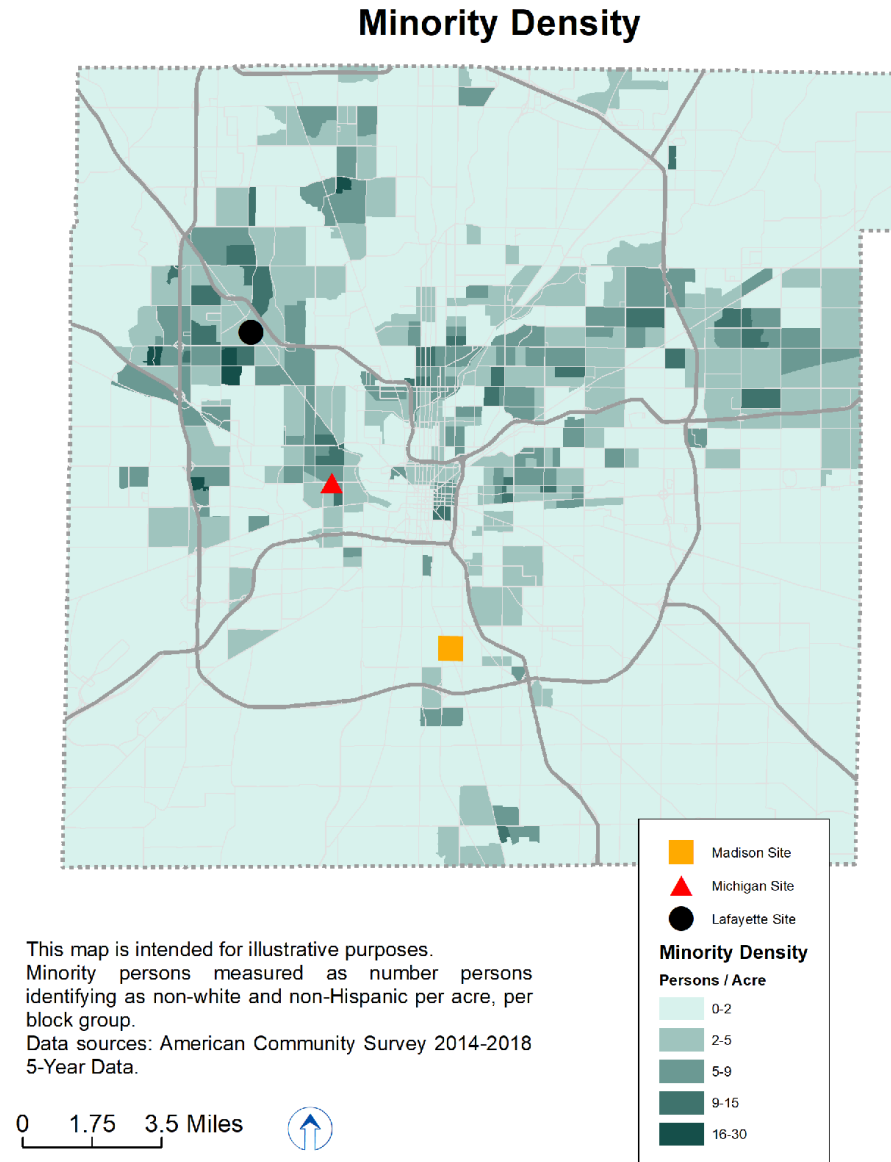
A-1

Appendix Figure A-2. Percent in Poverty per Block Group



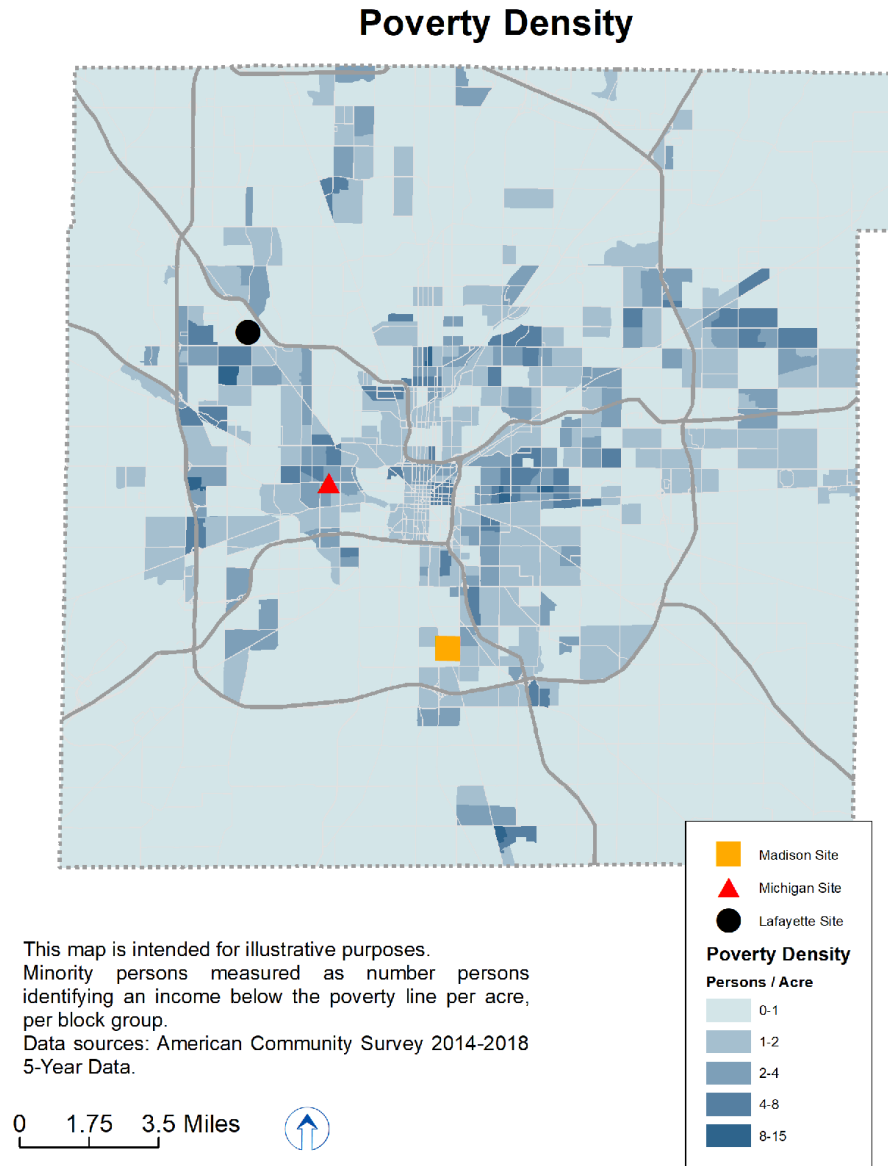
A-2

Appendix Figure A-3. Density of Minority Persons per Block Group



A-3

Appendix Figure A-4. Poverty Density by Block Group



A-4

APPENDIX B. PUBLIC OUTREACH SUMMARY AND MATERIALS

Methodology

IndyGo offered a variety of techniques to engage with identified stakeholders about property that could potentially be purchased to support our paratransit operations. To educate and solicit comments from constituents, IndyGo held virtual public meetings on October 12 and October 22, 2020. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. In addition, neighborhood representatives and MNAs received email communication that included a social media toolkit to help promote the engagement opportunities within neighborhood groups.

Near West Community Gardens – Thursday, 10/8/2020 3:00 PM - 3:30 PM

IndyGo staff present: Jordan Patterson, LaTeeka Washington

Before a public meeting about the potential purchase of property at 2425 W. Michigan Street, IndyGo met with the individuals who tend the Near West Community Garden, Ben Rose and Matt Negron. The conversation was centered around how IndyGo wishes to accommodate a garden should it purchase the site. However, the garden would need to be relocated as to not impede our operations and still maintain access to the community. Questions were about anticipated activity at the site, the paratransit service area, available footprint of a relocated garden, availability of parking to garden volunteers, and the potential height and shadow of a building that would be constructed behind the garden. It was requested that IndyGo would consider added irrigation to a relocated garden, fencing, a shipping container for supply storage, and a volunteer service day. Individuals stressed the desire for partnership above coexisting.

West Side Community Development Corporation – Monday, 10/12/2020 10:30 AM - 11:00 AM

IndyGo staff present: Jordan Patterson, LaTeeka Washington

Before a public meeting about the potential purchase of property at 2425 W. Michigan Street, IndyGo had an introductory conversation with Robert Hawthorne, Executive Director of Westside Community Development Corporation (WCDC). The purpose of the meeting was to help IndyGo understand what WCDD sees the vision to be for the corridor and the surrounding community. Hawthorne emphasized the Michigan Street corridor as a main thoroughfare and destination. IndyGo was given insight on upcoming developments in the area including a four-story development planned adjacent to the Family Dollar and an affordable income housing unit along Michigan Street. The City of Indianapolis' Department of Public Works (DPW) is in the design and community engagement phase for redevelopment of the corridor with anticipated construction as early as 2023. There will be a bike lane

that will connect the Baltimore & Ohio (B&O) Trail to the Cultural Trail that IndyGo should take into consideration in our planning.

Expand IndyGo Public Meeting (2425 W. Michigan St.) – Monday, 10/12/2020 12:00 PM

IndyGo Staff present: Jordan Patterson, Ryan Wilhite, Michael Roth, LaTeeka Washington

IndyGo held a public meeting to discuss purchasing 2425 W. Michigan St. to support the primary functions of our paratransit operations. The site offers a turnkey facility that would house a one-stop solution to create a seamless experience for IndyGo's paratransit customer and transportation needs. This facility would house Care Center staff, assessment and administrative staff, drivers and dispatchers, and covered storage for approximately 80 vehicles used by Open Door. IndyGo shared its intent to purchase adjacent parcels for ease of access to the property, as well as impacts including increased vehicular traffic and the relocation of the community garden to a different spot on the site. IndyGo would be able to occupy the facility with few renovations needed and construction work would be phased.

There were approximately eight attendees at the virtual public meeting. Comments received were about employment opportunities, garden placement, current paratransit fleet storage, community access to facility for meetings/events, and when a decision will be made.

Haughville Strong Neighborhood Association Meeting - Tuesday 10/13/2020 6:00PM

IndyGo staff present: Jordan Patterson, LaTeeka Washington

IndyGo presented and solicited feedback to the Haughville community about the potential purchase of 2425 W. Michigan St. Comments received were about employment opportunities including a question about second chance employment at IndyGo, diversity participation in project bidding, and consideration of public art. Robert Hawthorne, Executive Director at Westside Community Development Corporation, stressed again the desire that any development in the corridor enhance the area and contribute to the corridor as a community destination spot. The overall sentiment was welcoming to IndyGo purchasing the site.

Expand IndyGo Public Meeting (3555 Madison Ave & 4090 Lafayette Rd.) - Mon 10/22/2020 12:00 PM

IndyGo staff present: Jordan Patterson, Ryan Wilhite, Michael Roth, LaTeeka Washington

IndyGo presented and solicited feedback on the potential purchase of property located at 3555 Madison Avenue & 4090 Lafayette Road. IndyGo explained that the property options could accommodate Mobility Solutions administration and operations as well as temporarily house other departments for social distancing. Both properties would require expansion and construction to house approximately 80 paratransit buses and additional staff.

There were approximately nine attendees during the meeting. IndyGo received general comments about hours of facility operations, employment opportunities, noise level impacts during operating hours, and a timeline for a decision. Specific comments about Madison Avenue property included a recommendation for considering security on site and questions about IndyGo's plans for façade improvements. There was a concern from a representative of the adjacent manufacturing facility

about traffic with a shared drive and requested coordination. There was a comment that the project fits the South Indy Quality of Life Plan.

DRAFT



Letter sent to parcel owners potentially impacted by the site acquisition. A similar letter was sent to all parcels within the area identified in the methodology for 2425 Michigan Street.



Indianapolis Public Transportation Corporation
1501 W. Washington Street
Indianapolis, IN 46222
317.635.3344
www.IndyGo.net
[@IndyGoBus](https://twitter.com/IndyGoBus)

Won't you be our neighbor?

IndyGo is considering purchasing property in this area to meet the needs of our growing organization. The primary function of this property will be to support our paratransit operations.

Please consider joining us on **Thursday, October 22 at noon** for a virtual public meeting to learn more and give feedback on the following sites under consideration:

- 3555 Madison Avenue, Indianapolis, IN 46227
- 4090 Lafayette Road, Indianapolis, IN 46254

To preregister for the virtual meeting or to submit public comment, visit indygo.net/expand.

Sincerely,

Jordan Patterson

Engagement Specialist

jpatterson@indygo.net

Slides for Presentations Delivered at Public Meetings



ABOUT INDYGO

- Indianapolis/Marion County municipal corporation
- Largest public transportation provider in the state of Indiana
- Mission: to connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences.



2

OUR STAFF

- Over 850 employees (Over half are Professional Coach Operators)
- Over 160 employees have been with IndyGo for 10+ years.
- Over 130 employees have been with IndyGo for 20+ years.



5

HISTORY

- 2014 – Development of the Marion County Transit Plan.
- 2016 – 0.25% income tax dedicated to expanding service approved by voters.
- 2017 – Income tax approved by the City-County Council.
- 2018 – Local route improvements and construction of the Red Line
- 2019 – Red Line opens for service; every route every day



6

PARATRANSIT

- Turnkey Facility & Care Center



7

EXPAND INDYGO

- Additional operational and administrative staff is required for MCTP.
- Additional covered parking needed for expanded fleet.
- Unable to provide enough safe working space for employees in current facility.
- Expansion of paratransit fleet



8

B-12

PROPERTY SEARCH



3555 Madison Ave



4090 Lafayette Rd



2425 W Michigan St

9

3555 MADISON AVENUE

- Specs:
 - 56,190 sq. ft.
 - 3.57 acres
- Use:
 - Former distribution/manufacturing facility
 - Mobility Solutions administration and operations
 - Temporarily house other departments for social distancing
 - Covered paratransit fleet storage



1
0

B-13

IMPACTS

- More buses in the area
- Hours of operation: 3am – 1am
- More vehicle traffic from IndyGo



1
1

4090 LAFAYETTE ROAD

- Specs:
 - 56,190 sq. ft. 4090 Lafayette Road
 - 13.4 acres
- Use:
 - Former auto building
 - Mobility solutions administration and operations
 - Temporarily house other departments for social distancing
 - Covered paratransit fleet storage



1
2

IMPACTS

- More buses in the area
- Hours of operation: 3am – 1am
- More vehicle traffic from IndyGo



1
3

WILL YOU BE OUR NEIGHBOR?



14

B-15



CONNECT WITH US

Question or comments | <https://www.indygo.net/expand/>
LaTeeka Washington, Senior Director of Projects | lwashington@indygo.net
Mike Roth, Senior Director of Mobility Solutions | mroth@indygo.net
Jordan Patterson, Engagement Specialist | jpatterson@indygo.net
Submit a comment at [Indygo.net/expand](https://www.indygo.net/expand/)
 | @indygobus

The following slides replaced the property-specific slides included in the presentation for the Madison and Lafayette sites.

2425 WEST MICHIGAN STREET

- Specs:
 - 27,600 sq. ft.
 - 2.45 acres
- Use:
 - Mobility Solutions Administration and Operations
 - Temporarily house other departments for social distancing
 - Covered Paratransit Fleet Storage



1
0

EXPANSION



1
1

IMPACTS

- More buses in the area
- Hours of operation: 3am – 1am
- More vehicle traffic from IndyGo
- Relocation of garden



1
2

DRAFT

East Campus



Second Administrative and Operations/Maintenance Facility – Site Equity Analysis

Second Administrative and Operations/Maintenance Facility

Site Equity Analysis

FINAL

December 15, 2020

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SECTION I. INTRODUCTION

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan requires a significant expansion of staffing, including the hiring and training of hundreds of new operators, and the purchase of sixty-foot and forty-foot vehicles.

The Plan and the Center for Disease Control (CDC) workplace safety recommendations IndyGo to evaluate its space and facility needs, in addition to IndyGo's own facility evaluation. The new site will allow IndyGo to expand its workforce, maintenance, and storage facilities to accommodate the growth required as part of the plan. The facility could also host public meetings and be a site for fixed-route training.

IndyGo's decision to acquire a site to house these functions was the result of a thoughtful, measured process that involved departments across the entire organization. A new facility requires capital funding for acquisition, construction and equipment, collaborative design to ensure the end space is useful, legal agreements, and budgeting to ensure the organization's ability to absorb the operating costs following construction.

Title VI Background and Facility Evaluation¹

Title VI of the Civil Rights Act of 1964, Section 601 states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

In October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate facility and site locations to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the USDOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.²

As outlined, “the location of projects requiring land acquisition and displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.”³ Facilities that serve passengers, especially bus shelters, are excluded. Most other facilities, however, require an agency to perform a Title VI analysis, including IndyGo for the current facility.

Complying with the regulations requires the following:

- Complete a Title VI equity analysis during the planning stages.
 - Outline the site selection process to understand what criteria the agency used to select its preferred site.
 - Identify facilities with similar impacts in the area to understand the potential cumulative impacts.
 - Ensure the location is selected without regard to race, color, or national origin.
 - Conduct outreach at each potential site to engage persons potentially impacted by the selection of the preferred site.
 - Compare the equity impacts of various siting alternatives; the analysis must occur before the selection of the preferred site.
- If the preferred site has a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the importance of evaluating the impacts of service changes on those who are transit-dependent,

¹ FTA Circular C4702.1B, Chapter IV-15-18; Title 49 CFR Section 21.9 (b) (3).

² FTA Circular C4702.1B, Chapter III-11.

³ Title 49 CFR part 21, Appendix C, Section (3) (iv).

including low-income populations.⁴ Therefore, IndyGo will also examine the impact of the facility on the low-income population.

Title VI and IndyGo

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that any program or projects are provided in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, is available [online](#) within the Title VI Program Update report. The 2017 Title VI Program Update is under review by the FTA; the 2020 Title VI Program Update was approved by the IPTC Board of Directors in 2020 and submitted to the FTA for review.

Second Administrative and Operations/Maintenance Facility Preferred Site Process

IndyGo followed the following methodology in choosing its preferred site:

1. Identified the project need;
2. Outlined the site selection criteria;
3. Detailed the process followed to select sites for additional consideration;
4. Conducted public outreach for each selected site;
5. Compared the Title VI equity impacts of each site, including the preferred site;
6. Determined if there was a disparate impact on the basis of race, color, or national origin.
7. Identified a preferred site.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.



SECTION II. SITE NEED AND ANALYSIS

IndyGo's decision to acquire a site for a new Administrative and Operations/Maintenance Facility was the result of a thoughtful, measured process that involved departments across the organization. New sites, whether constructing a new building or remodeling an existing building, requires capital funding for acquisition, construction and equipment; collaborative design to ensure the end space is useful; legal agreements; and proper budgeting to ensure the organization's ability to absorb the operating costs following construction.

This section will explain the site need, the site selection characteristics, and outline the initial site analysis. The site equity analysis is included in the following section.

Project Need

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan requires a significant expansion of staffing, including the hiring and training of hundreds of new operators, and the purchase of sixty-foot and forty-foot vehicles.

The current main facility for IndyGo is inadequate for its near future needs. A review of the existing facility plans, and IndyGo's experience with a growing fleet in the current footprint, provided the basis for this conclusion. IndyGo's fleet will continue to grow and the current facility does not provide adequate room to safely maneuver the fleet. The existing administrative space restricts the number of

employees that can be socially distanced, as currently recommended by the Center for Disease Control (CDC).

The site will serve many functions for IndyGo. The site will serve as a second maintenance and vehicle storage shed, providing needed space for vehicles to safely maneuver. The second space also provides a working contingency facility in the event the current facility is unable to maintain all functions. Many administrative staff will move their offices to the new location. The site may also host public meetings and could serve as IndyGo's dedicated training facility. Finally, the site may also serve as IndyGo's new training site. Regardless of the site chosen, IndyGo staff anticipates significant renovation and construction to tailor the site to its needs, with the exception of administrative space.

Figure II-1. Photograph of Storage of Vehicles



Site Selection Criteria

IndyGo identified the following criteria as guidelines for its site selection process. These criteria were developed as part of discussions held by executives responsible for the decision-making; primarily, these included the President/CEO, Chief Operations Officer (COO), and the Chief Financial Officer (CFO).

- **Large Site (>10 acres).** The site needs to be large enough to accommodate administrative and maintenance staff, as well as any maintenance activities and bus storage; training for fixed-route drivers could also occur at the site.
- **Existing Buildings with Minimal Needed Rehabilitation.** IndyGo desired a site with an existing building, to allow its staff to move into the facility as soon as possible.

- **Proximity to Interstate Access and Major Arterials.** Access to major thoroughfares allows IndyGo’s fleet to quickly move its vehicles to the beginning of its routes; IndyGo should experience operational savings.
- **East-side Location.** IndyGo’s current, and proposed, network provides a significant number of service to the east side of Marion County. A significant number of IndyGo staff, both administrative and union, reside on the east side as well. With its existing facility on the west side, the east side was the next logical cardinal location for a second administrative and operations facility.

These criteria were used as guiding principles for the identification of potential sites and selection of a preferred sites.

Project Needed Zoning

The development and use of land in the City of Indianapolis/Marion County is regulated by the city’s zoning ordinance. As currently envisioned, the Second Administrative and Operations/Maintenance Facility will be considered a Fleet Terminal.⁵ The definition of a Fleet Terminal is:

A central facility for the distribution, storage, loading and repair of fleet, vehicles, with or without associated dispatch services and offices. This definitions includes uses such as ambulance services; courier, delivery, and express services; cleaning services; key and lock services; security services; motor truck terminals; limousine services; armored car services; and taxi services..An inherent characteristics of this use is the parking of operable vehicles which is considered a primary facet of the use; as a primary use, this area is not construed as outside storage.⁶

As outlined in the ordinance, the terminal “shall be no larger than 10 acres”, except in I-4 districts. Fleet Terminal uses are permitted only in I-3 and I-4 zones. Any acquisition that involves a parcel that is not zoned properly will require IndyGo rezone the property.

Screening Sites for Further Analysis

Following IndyGo’s determination of the need for the facility and the identification of site selection criteria, staff worked with a commercial real estate broker to assist in finding available sites. Beyond the real estate broker, IndyGo staff also conducted online site searches.

Sites Selected for Further Analysis

The full list of sites was screened based on the criteria above. The following three sites were toured and considered through an additional analysis. Table II-1 below outlines the sites identified for additional analysis through the site selection process, including basic site characteristics. These sites

⁵ Chapter 742, Article III – Use-Specific Standards, Section 05, P, *Zoning Ordinance – Indianapolis – Marion County*, Effective August 12, 2019, p. 429.

⁶ Chapter 740, Article II – Definitions and Construction of Language, *Zoning Ordinance – Indianapolis – Marion County*, Effective August 12, 2019, p. 30.

were selected by applying the site selection criteria as defined earlier (See Figure II-5 for a map of the sites).

Table II-1. Site Characteristics

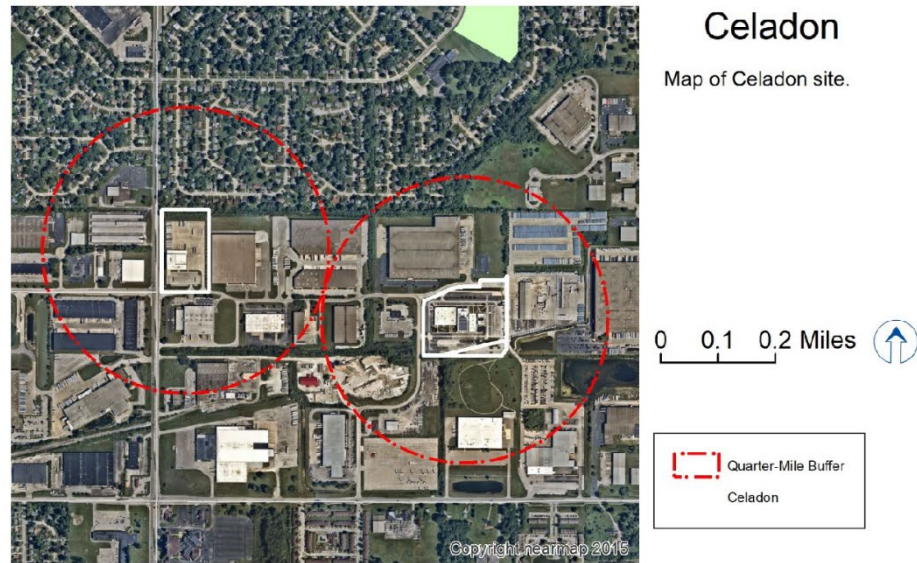
Site Address	Site Name	Acres	Occupancy
9503 E. 33 rd Street; 9050 E. 33 rd Street	Celadon	18.6	Existing Buildings, Vacant
2900 Shadeland Avenue	Shadeland	45.1	Existing Buildings, Vacant
6550 E. 30 th Street	Arlington	34.2	Existing Buildings, Partially Occupied

Celadon

Celadon is located in the Far Eastside neighborhood. The site is entirely surrounded by other industrial properties in an industrial park (See Figure II-2.). The third parcel as part of the site, 9050 E. 33rd Street, is adjacent to Post Road and just south of a residential neighborhood. The industrial properties appear to be serving the transportation sector, with numerous warehousing or flex warehousing sites. The site is in close proximity to Interstate 70. IndyGo Route 2 and Route 87 serve Post Road. The site, however, lacks sidewalks, which is likely due to its location in an industrial park.

Shadeland

Shadeland is located in the xxx neighborhood. The site is entirely surrounded by other industrial properties. This area just west of I-465 and east of Arlington Avenue is comprised of a significant size and number of industrial properties, likely due to the area's proximity to both I-70 and I-465. The site has direct access to Shadeland Avenue which allows for access to I-70. The site also has access to 30th Street, which provides connectivity across the county. Both thoroughfares are classified as arterials, which are designed to emphasize mobility (speed) over access to adjacent land uses. The site is served by IndyGo, with Routes 2 and 30 with stops at the corner of Shadeland and 30th Street.

Figure II-2. Aerial Photograph of Celadon Site

Arlington

Arlington is located on the near eastside of Indianapolis. The site is bounded by industrial properties; most appear to be warehouses. The site has direct access to 30th Street on its east side. The site has near direct access to I-70, by connecting from East 30th Street to Shadeland Avenue. The site has access to IndyGo Route 30; however, the site has no direct connection to the sidewalk that provides access to the bus stop.

Figure II-3. Aerial Photograph of Shadeland Site

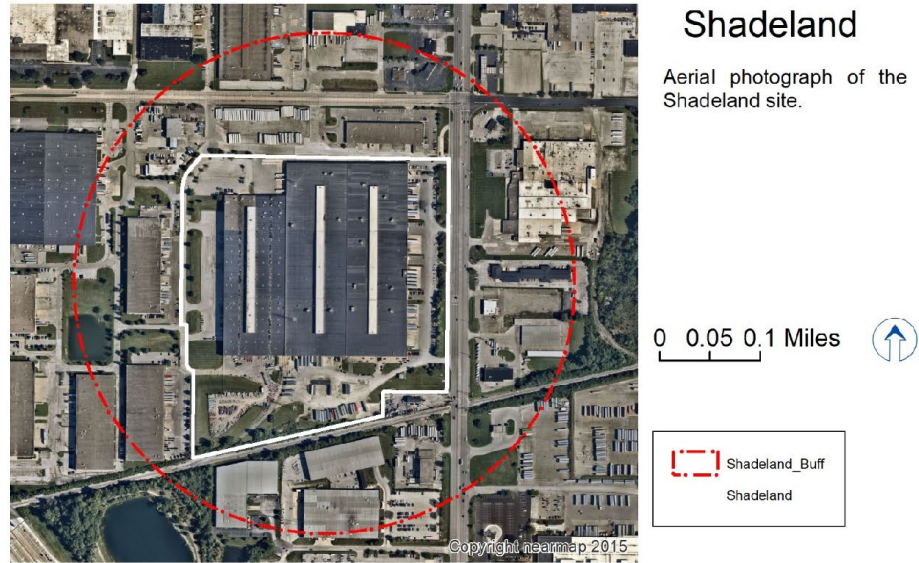


Figure II-4. Aerial Photograph of Arlington Site

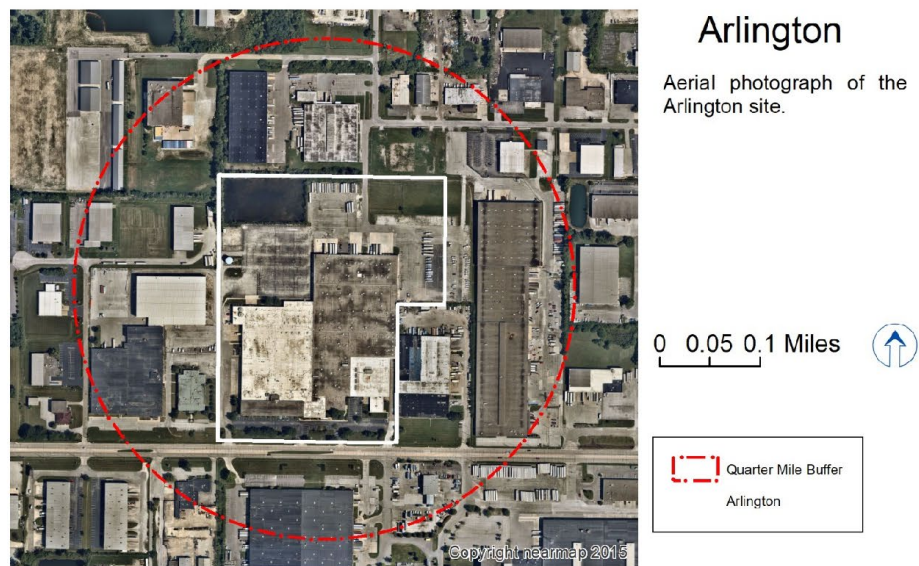
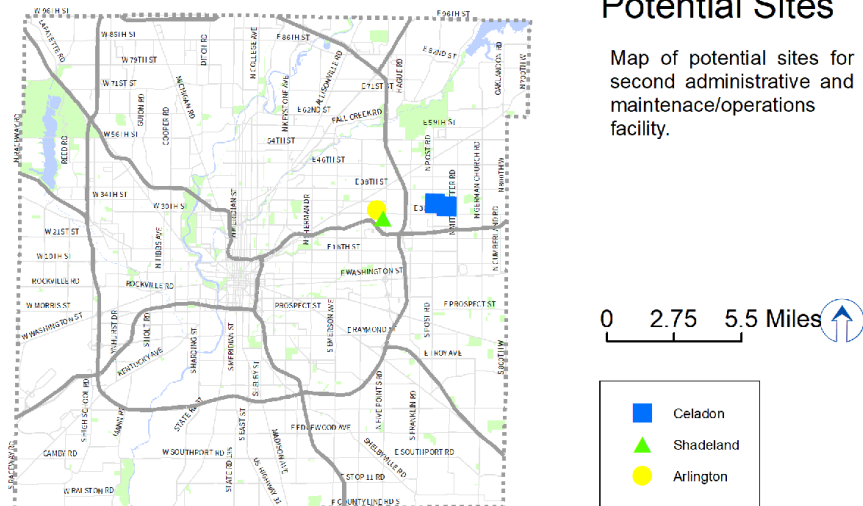


Figure II-5. Potential Sites for Second Administration and Operations/Maintenance Facility



Site Characteristics

To assist in selecting the preferred site, data for each site were gathered. The following is a brief discussion of each site's characteristics, including potential strengths and challenges. Following this discussion, a site equity analysis is presented, and a preferred site is identified.

Table II-2. Sites and Selection Criteria

Site Name	Celadon	Shadeland	Arlington
Site Size	18.6 acres	45.1 acres	34.2 acres ⁷
Distance from Interstate Access ⁸	1.5 miles	.5 mile	1.1 miles
Number of Buildings on Site	Six, vacant	One, vacant	One, partially occupied
IndyGo Stop Nearby	Yes	Yes	Yes
Site Zoning	Light Industrial District (I-2); Heavy Industrial District (I-4), Medium Industrial District (I-3)	Medium Industrial District (I-3)	Medium Industrial District (I-3)
Overlay Zoning	500 Year Flood Plain	None	None

⁷ Includes acreage for three full parcels. Parcels for 9503 E. 33rd Street: 7039898 and 7046998. Parcels for 9050 E. 33rd Street: 7042429.

⁸ As measured in Google Maps.

Compact Center Designation	No	Yes	Yes
Adopted Special Area Plan	None	None	None

All three sites have good connectivity to the rest of the local street network and direct access to an interstate. All roads serving the sites are appropriately sized to handle buses and intersections are capable of handling any turns buses would need to make. The three areas are either in an industrial park or in an industrial node; these areas are planned to experience high levels of large vehicle volumes. All three parcels are also appropriately zoned for industrial purposes.

Celadon is in a 500-year flood plain, which will require IndyGo to ensure that all appropriate mitigation steps are taken, in the event of flooding. Activities at the site will include fueling and vehicle storage; these valuable assets should be protected in the event of a flood.



SECTION III. SITE EQUITY ANALYSIS

Site Equity Analysis

A Title VI equity analysis is required prior to selection of a preferred site.⁹ This section defines key terms and explains the results of the analysis.

Definitions

The following definitions apply to the site equity analysis:

Area of Potential Impact: The block group in which the site is located in as well as any additional block groups that include residential land uses immediately adjacent to the site. For the purposes of evaluating similar sites, any parcels within ¼ mile of the facility are considered within the Area of Potential Impact.

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is equal to or greater than the percent of Marion County residents who are minority or in poverty measured within the same data source.

⁹ FTA Circular 4702.1 B, p. III-11.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program. Because USDOT and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program.

Service Area: IndyGo's service area is defined as the entirety of Marion County. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program.

Project Outline

The site will serve many functions for IndyGo. The site will serve as a second maintenance and vehicle storage shed, providing needed space for vehicles to safely maneuver. The second space also provides a working contingency facility in the event the current facility is unable to maintain all functions. Many administrative staff will move their offices to the new location. The site may also host public meetings and could serve as IndyGo's dedicated training facility. Regardless of the site chosen, IndyGo staff anticipates significant renovation and construction to tailor the site to its needs, with the exception of administrative space.

Potential impacts include traffic and noise and exhaust from IndyGo vehicles. The Second Administrative and Operations/Maintenance Facility will be used Sunday thru Monday, with individuals arriving and vehicle noise occurring as early as 3:00 am from Monday thru Friday. Vehicles will be arriving at the site as late as 1:00 am. The number of revenue vehicles has not been determined at this point. The entire fixed-route fleet is currently approximately 200 vehicles. Due to the amount of electrical infrastructure at 1501 W. Washington Street, electric vehicles will be stored and maintained at that site. At present, IndyGo has approximately 50 electric vehicles in its fleet. The number of IndyGo staff that will be operating out of this site is unknown; the current IndyGo staff is approximately 900.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive dataset with all the data needed for this examination. For the purposes of consistency with the Title VI Red

Line Service and Fare Equity Analyses, completed in April 2020, ACS 2014-2018 5-year estimates at the block group level were used for this analysis.

- ACS Summarized Data 2014-2018 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Site Data

Data about each site were collected from Open Indy, an open data portal hosted and maintained by the City of Indianapolis; data obtained directly from the City of Indianapolis; and data provided via Map Indy. These include:

- **Zoning.** Source: City of Indianapolis.
- **Current Land Use Classification.** Source: City of Indianapolis.
- **Land Use Plan.** Source: City of Indianapolis.
- **Centerline.** Source: City of Indianapolis. Dataset includes the Thoroughfare Plan classification for all streets in the City of Indianapolis.
- **Aerials.** Source: NearMap. IndyGo subscribes to the NearMap service which provides aerial photographs that are regularly updated.
- **Parcels.** Source: City of Indianapolis.
- **Site.** Provided by commercial real estate broker, as advertised by the owners.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. The block group the site is within, in addition to any block groups adjacent to the site with residential land uses bordering the site, is considered to be within the area of potential impact. Demographic data, including total population, is identified for an entire block group with the area of impact.

In identifying similar sites, all parcels within ¼ mile of the site were analyzed. Any sites with similar land uses as the site proposed were then subjected to an analysis through aerials. If the site appeared, through recent aerials, to be primarily used as the proposed project, it was considered a similar site.

Determining High Minority and High Poverty Block Groups

Block groups were determined to be High Minority or High Poverty if the percentage met or exceeded the service area (Marion County) average. See Table III-1 for additional details.

Table III-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	415,819	44.0%
Population in Poverty	175,330	18.9% ¹⁰
Total Population	944,523	100%

Additional demographic maps can be found in APPENDIX A.

Similar Facilities

For each proposed site, similar facilities surrounding the site were identified and documented. The Second Administrative and Operations/Maintenance facility will include a mix of office activities, vehicle maintenance, and vehicle storage. The *Consolidated Zoning Ordinance* includes definitions for land uses. After review, the most similar land use type was Fleet Terminal. Fleet Terminals include uses where fleet storage and activities are a primary use of the land. Similar facilities were identified through a geospatial analysis of the City of Indianapolis' land use shapefiles and uses were confirmed by examining aerial photographs of the area of potential impact. Facilities that were coded as Industrial were examined; any that appeared to be primarily used for fleet storage and activities were identified.

Site Equity Analysis

Area of Potential Impact

The area of potential impact determines what populations may potentially be affected by the redevelopment and subsequent operations upon the site. Table III-2 includes each block group identification number that the potential site is within and within the area of potential impact.

Table III-2. Area of Potential Impact – Block Groups

Site Name	Celadon	Shadeland	Arlington
Block Group (s) Site is Located In	180973604021	180973603022	180973602012
Block Group (s) Within Area of Potential Impact	180973602021, 180973604021	180973603022	180973602012

Site Equity Analysis Results

Site demographics were identified for each site based on the area of potential impact. These data are identified in Table III-3. Celadon and Shadeland sites met or exceeded the percentage of minority population for Marion County (43.3%). Celadon's area had the highest number of minority population, partially due to the Celadon area of potential impact including two block groups instead of one. Celadon and Shadeland were both in block groups identified as High Low-Income Areas; Celadon had

¹⁰ The percent of low-income population is based off the estimate for total population with income data (925,168).

the highest number of low-income populations. Although Celadon and Shadeland sites are located in High-Minority areas, the equity impact for the sites is considered similar, if not more positive for the High Minority areas. The facility will employ individuals in the surrounding neighborhood, as the vendor and IndyGo are always seeking employees. The most prevalent job is a vehicle operator, which is a union position that pays competitive wages and benefits.

Table III-3. Site Equity Analysis Demographic Data

	Celadon	Shadeland	Arlington
Total Population (Poverty)¹¹	4,523 (4,489)	1,344	1,094
Minority Population (%) <i>Service area average – 44.0%</i>	3,577 (79.7%)	995 (74.0%)	385 (35.2%)
Non-Minority Population	946 (20.3%)	349 (26.0%)	709 (64.8%)
Location in a High Minority Area?	Yes	Yes	No
Low-Income Population¹² (%) <i>Service area average – 18.9%</i>	975 (21.7%)	349 (26.3%)	152 (13.9%)
Non-Low-Income Population	3,514	990	942
Location in a High-Low-Income Area?	Yes	Yes	No

For the purposes of conducting Title VI analysis, the next thing we sought to understand was the potential adverse effects by analyzing the sites through the following factors: 1) potential facility impacts on Area of Potential Impact; 2) whether any location would require displacement; and 3) any cumulative impacts from the presence of similar facilities in the area.

The facility may have minimal impact on the surrounding community. The facility's primary use will be vehicle maintenance and storage, as well as offices. Until vehicle storage and maintenance is constructed, vehicle traffic generated by administrative staff will be the most significant impact. Once vehicle storage and maintenance is constructed, vehicles will need to be prepared to provide service as early as 3:00 am and will arrive in the site throughout the day, with the last vehicle arriving at 1:00 am. Vehicles will need to be idling as the drivers prepare the vehicles for service. Transit vehicles maintained and stored at the facility will likely be forty-foot (40') vehicles. Traffic may be slightly noticeably higher, especially in the morning and evening peak, but should not be substantially noticeable.

The primary factor in the determination of minimal impact is that each site is located in areas with conforming local land use regulations. These regulations separate incompatible uses and also require the mitigation of impacts through the application of development standards. All three sites are in areas with a mixture of land uses, including land that is currently vacant but once was industrial or commercial (See Table III-4 for additional information regarding the land use mix within the area of potential impact).

¹¹ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. A number is provided in parentheses only if the total population is different.

¹² Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. Due to this, the percentage is based off the total population reported for each Block Group in B17021.

Table III-4. Site Land Use Mix and Similar Sites

	Celadon	Shadeland	Arlington
Number of Parcels in Impact Area	220	28	40
Percent Commercial Acres of Total	13.0%	49.1%	27.3%
Percent Industrial Acres of Total	70.5%	35.5%	67.1%
Percent Residential Acres of Total	9.3%	3.0%	0.0%
Special Use and Parks	1.6%	11.7%	5.6%
Other and Vacant	0%	0.7%	0.0%
Number of Similar Sites	1 ¹³	0	0
Will displacement occur?	No, vacant	Yes; If a lease, IndyGo would wait until lease ends	No, vacant

None of the sites will require involuntary displacement. The Shadeland site is partially occupied; if it is a lease, IndyGo will wait until the lease expires if needing the entire facility.

Based on the identification of the facility type and use, and subsequent identification of similar facilities, there are no similar facilities within the area of potential impact for the Shadeland and Arlington. Celadon is located in an area with a single site that could be considered similar.

Outreach at Proposed Sites

Prior to selection of the preferred site, IndyGo staff conducted public outreach at all three proposed sites. Due to COVID-19, some outreach was conducted using a virtual meeting format.

To educate and solicit comments from constituents, IndyGo held virtual public meetings on September 16 and November 17, 2020. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. In addition, neighborhood representatives and MNAs received email communication that included a social media toolkit to help promote the engagement opportunities within neighborhood groups.

For additional details on these and other public meetings, please refer to APPENDIX B.

Site Equity Analysis Results and Selection of Preferred Site

In reviewing the three areas of potential impact, the analysis helped to determine that, while the facility may have minor impacts to the surrounding community, any construction and operations of the facility will conform to existing ordinances. At none of the sites will the facility's activities result in a cumulative effect due to similarly situated sites. The locations fit the basic needs for the site

¹³ Parcel 7030636.

selection criteria. Therefore, IndyGo finds no potential disparate impact with the sites selected for further analysis.

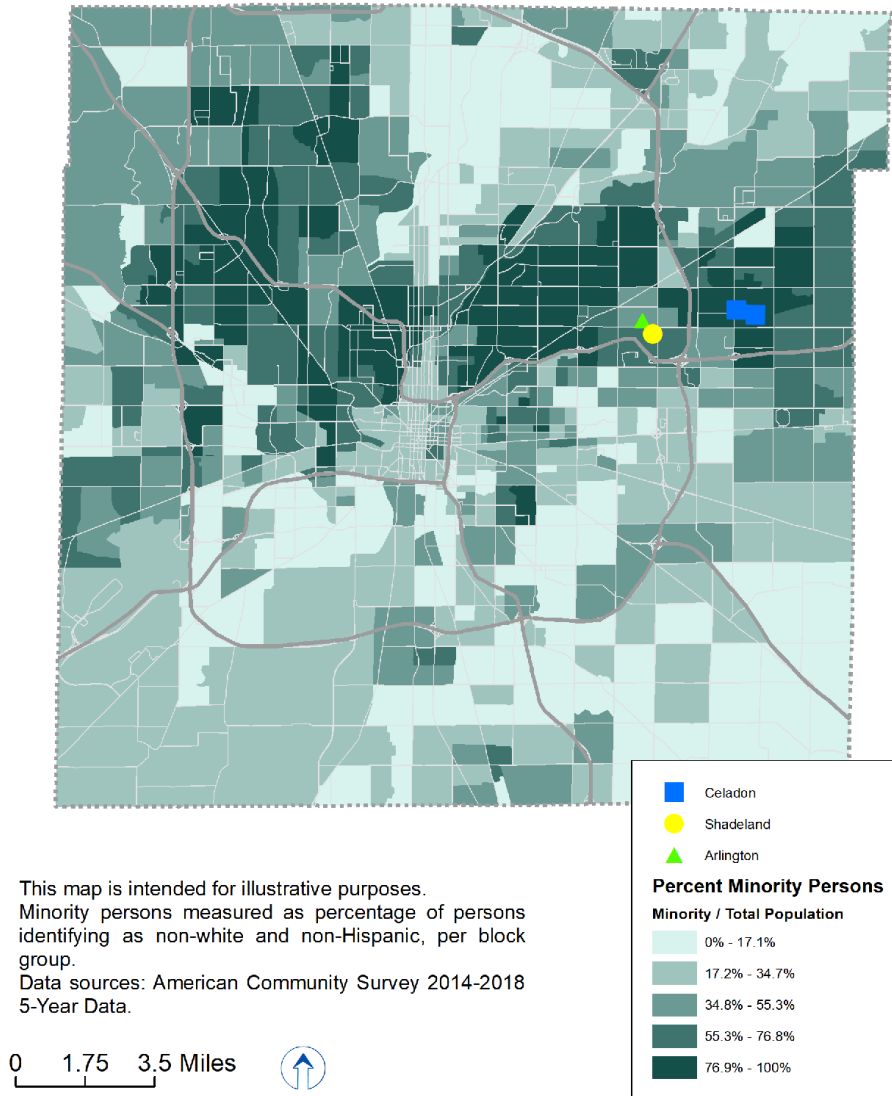
Through the site selection process, IndyGo selected Celadon as its preferred site. The additional analysis of Shadeland and Arlington resulted in identification of weaknesses in both sites. Shadeland is partially leased and Arlington has little room for a training area; also, both sites do not have significant administrative space available.

As documented in this Site Equity Analysis, the selection of the preferred site was not chosen in regard to race, color, or national origin; therefore the facility will not have a potential disparate impact.

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

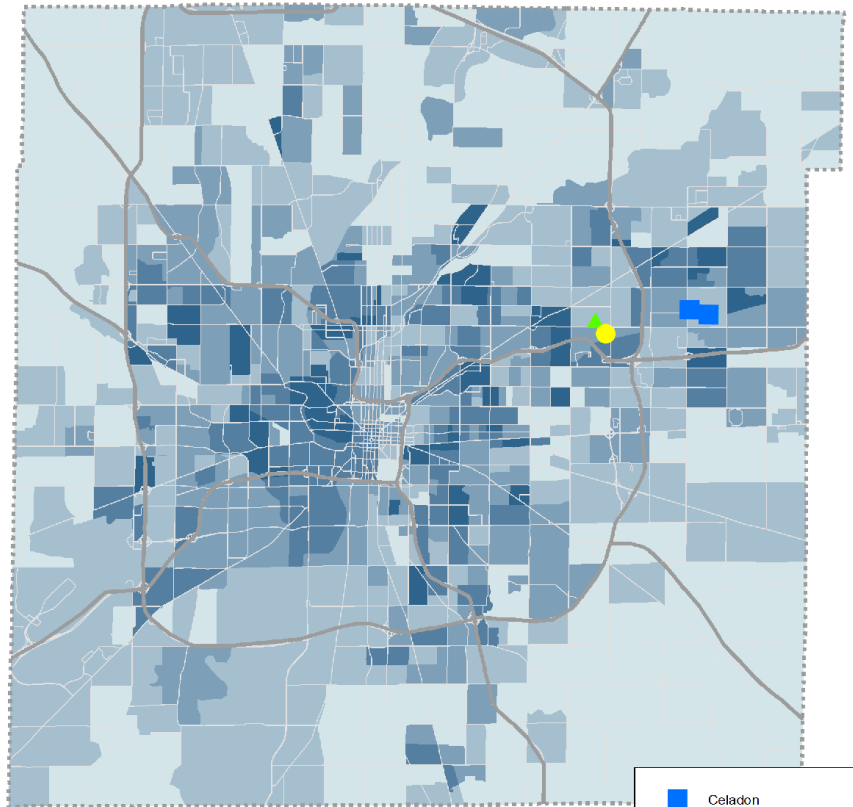
Percent Minority Persons



A-1

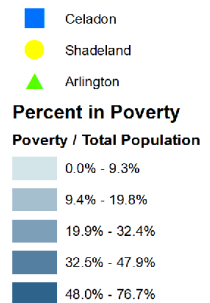
Appendix Figure A-2. Percent in Poverty per Block Group

Percent in Poverty



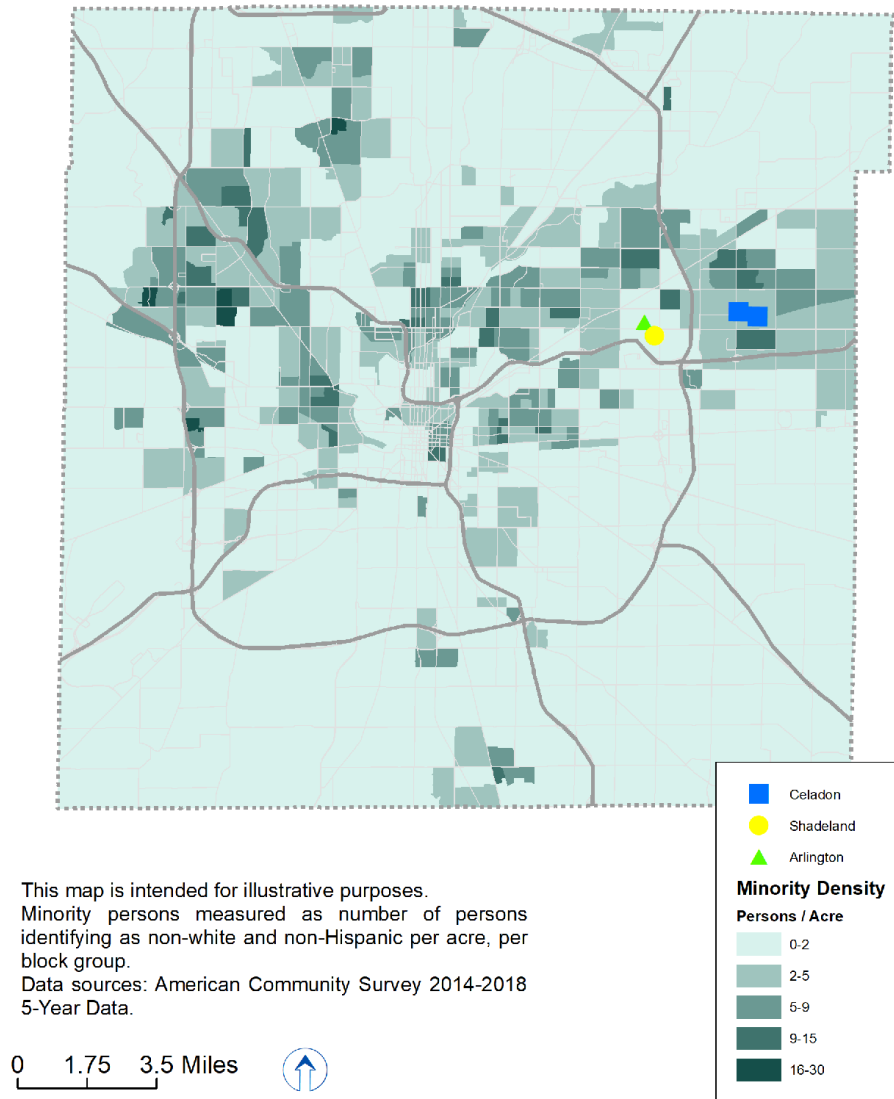
This map is intended for illustrative purposes.
Persons in poverty measured as number of persons in a household who provided an income that was below the poverty line, per block group.
Data sources: American Community Survey 2014-2018 5-Year Data.

0 1.75 3.5 Miles



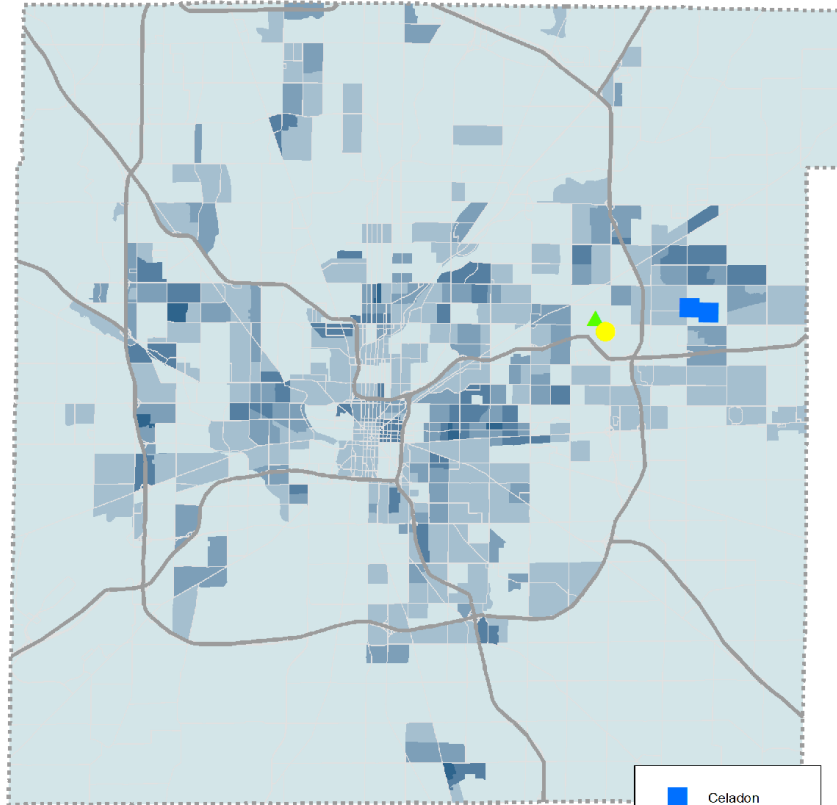
Appendix Figure A-3. Density of Minority Persons per Block Group

Minority Density



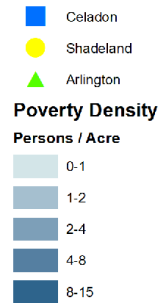
Appendix Figure A-4. Poverty Density by Block Group

Poverty Density



This map is intended for illustrative purposes.
 Poverty density measured as number of persons in a household who provided an income that was below the poverty line per acre, per block group.
 Data sources: American Community Survey 2014-2018 5-Year Data.

0 1.75 3.5 Miles



APPENDIX B. PUBLIC OUTREACH SUMMARY AND MATERIALS

Methodology

IndyGo offered a variety of techniques to engage with identified stakeholders about property that could potentially be purchased to support our paratransit operations. To educate and solicit comments from constituents, IndyGo held virtual public meetings on September 16 and November 17, 2020. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. In addition, neighborhood representatives and MNAs received email communication that included a social media toolkit to help promote the engagement opportunities within neighborhood groups.

Summary of Public Meeting – Site Equity Analysis – September 16

See summary below:

On Wednesday, September 16, IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase:

- 9503 E 33rd Street, Indianapolis, IN
- 2900 Shadeland Avenue, Indianapolis, IN
- 6550 E 30th Street, Indianapolis, IN

The meeting was led by Jordan Patterson, Engagement Specialist, and Lateeka Washington, Senior Director of Capital Assets and Facilities Management. The entire meeting can be viewed here: <https://youtu.be/2Ew3CNw4Rnk>

Two members of the public attended. Over 200 mailers to surrounding addresses were sent and a legal notice was published in the Indianapolis Star prior to the meeting.

During the virtual meeting, IndyGo shared that with expansion to our staff and fleet size to implement the Marion County Transit Plan, three sites are under consideration to accommodate multiple uses. The site would need to accommodate additional administrative and operational staff, fleet storage including mobility services, and space for training needs.

IndyGo is currently in the appraisal process which requires a public agency to obtain two appraisals per property and not pay more than the average of the appraisals. As a property has not been selected, construction is not anticipated to begin for another 30 to 60 days on any property.

Surrounding areas could expect increased traffic with additional buses. However, these site areas are zoned for industrial use and already experience similar traffic providing minimum impact to surrounding areas.

IndyGo received a question about the addition of traffic lights. Once a property is selected for purchase, IndyGo will conduct a traffic study that would determine if traffic signals will be added. There was also a comment about increased traffic on Post and Shadeland stating that if traffic patterns are managed well, the project could work.

Expand IndyGo -- Public Meeting -- Site Equity Analysis -- November 17, 2020

See summary below:

On Tuesday, November 17, IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase:

- 9050 E 33rd Street, Indianapolis, IN

The meeting was led by Jordan Patterson, Engagement Specialist, and Lateeka Washington, Senior Director of Capital Assets and Facilities Management. The entire meeting can be viewed here: <https://www.youtube.com/watch?v=zqzSFdwnZ80&feature=youtu.be>

Two members of the public attended. Mailers to surrounding addresses were sent (113 in total).

During the virtual meeting, IndyGo shared that with expansion to our staff and fleet size to implement the Marion County Transit Plan, three sites are under consideration to accommodate multiple uses. The presentation focused on 9050 E. 33rd Street, which is being considered in conjunction with 9503 E. 33rd Street; both sites were part of Celadon's operations. The site would need to accommodate additional administrative and operational staff, fleet storage including mobility services, and space for training needs.

IndyGo is currently in the appraisal process which requires a public agency to obtain two appraisals per property and not pay more than the average of the appraisals. As a property has not been selected, construction is not anticipated to begin for another 30 to 60 days on any property.

Surrounding areas could expect increased traffic with additional buses. However, these site areas are zoned for industrial use and already experience similar traffic providing minimum impact to surrounding areas.

IndyGo received a question about local jobs. IndyGo always has job opportunities available. IndyGo was asked about other properties on that corner. IndyGo is not aware of other proposed developments on the corner. CAFÉ is supportive of the development. Another attendee mentioned a diesel station at 30th and Post Road and a developer is looking to develop a mobile home factory at the same corner; is IndyGo aware of similar developments? IndyGo was not but will look into it.

Letter sent to parcel owners potentially impacted by the site acquisition. A similar letter was sent to all parcels within the area identified in the methodology for 9050 E. 33rd Street.

Won't you be our neighbor?

IndyGo is considering purchasing property in this area to meet the needs of our growing organization.

Join us on **Thursday, September 17 at 5:00 PM** for a virtual public meeting to learn more and give feedback on the following sites under consideration:

- 9503 E 33rd Street, Indianapolis, IN
- 2900 Shadeland Avenue, Indianapolis, IN
- 6550 E 30th Street, Indianapolis, IN

IndyGo is committed to providing increased service as part of the Marion County Transit Plan (MCTP), which means we need more space for increased operational and administrative functions.

To preregister for the virtual meeting or to submit public comment, visit indygo.net/expand.

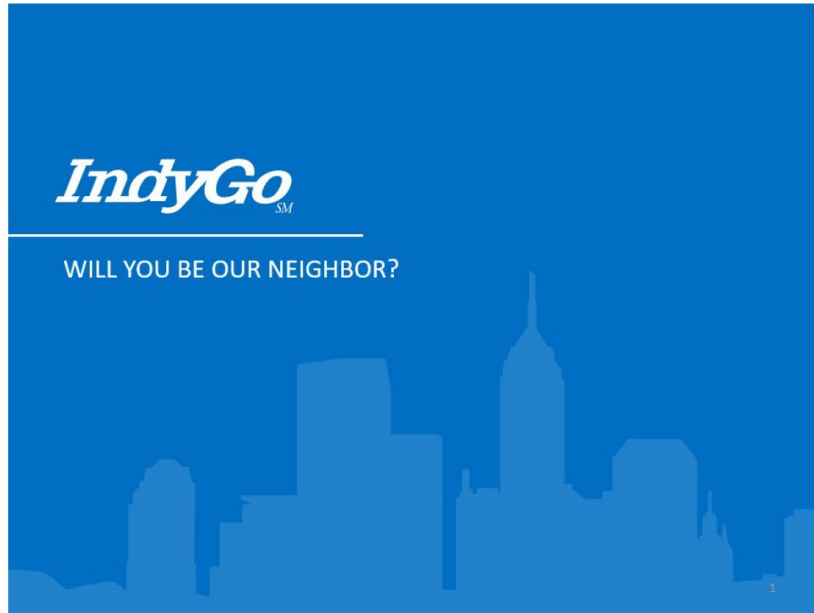
Sincerely,

Jordan Patterson

Engagement Specialist

jpatterson@indygo.net

Slides for Presentations Delivered at Public Meetings



ABOUT INDYGO

- Indianapolis/Marion County municipal corporation
- Largest public transportation provider in the state of Indiana
- Mission: to connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences.



2

OUR STAFF

- Over 850 employees (Over half are Professional Coach Operators)
- Over 160 employees have been with IndyGo for 10+ years.
- Over 130 employees have been with IndyGo for 20+ years.



5

HISTORY

- 2014 – Development of the Marion County Transit Plan.
- 2016 – 0.25% income tax dedicated to expanding service approved by voters.
- 2017 – Income tax approved by the City-County Council.
- 2018 – Local route improvements and construction of the Red Line
- 2019 – Red Line opens for service; every route every day



6

PARATRANSIT

- Turnkey Facility & Care Center



7

EXPAND INDYGO

- Additional operational and administrative staff is required for MCTP.
- Additional covered parking needed for expanded fleet.
- Unable to provide enough safe working space for employees in current facility.
- Expansion of paratransit fleet



8

B-11

PROPERTY SEARCH



9503 E 33rd Street



6550 E 30th Street



2900 Shadeland Avenue

8

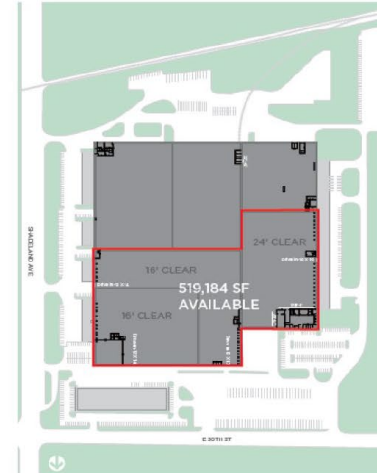
Property 1: 2900 Shadeland Avenue

- 519,184 SF
- Impacts:
 - More buses in the area
 - More vehicle traffic from IndyGo employees



Property 1: 2900 Shadeland Avenue

SITE PLAN



Property 2: 6550 E 30th Street

- 519,184 SF
- Impacts:
 - More buses in the area
 - More vehicle traffic from IndyGo employees



Property 3: 9503 E 33rd Street

- 110,000 SF
- Impacts:
 - More buses in the area
 - More vehicle traffic from IndyGo employees



WILL YOU BE OUR NEIGHBOR?



14

CONNECT WITH US

Question or comments | <https://www.indygo.net/expand/>
 LaTeeka Washington, Senior Director of Projects | lwashington@indygo.net
 Mike Roth, Senior Director of Mobility Solutions | mroth@indygo.net
 Jordan Patterson, Engagement Specialist | jpatterson@indygo.net
 Submit a comment at [Indygo.net/expand](https://www.indygo.net/expand/)
 | @indygobus



Southside Mobility Hub



Southside Mobility Hub – Site Equity Analysis

Southside Mobility Hub

Site Equity Analysis

FINAL

September 3, 2021

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SECTION I. INTRODUCTION

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) provides public transportation services to residents of Marion County, Indiana. IPTC is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan requires a significant expansion of staffing, including the hiring and training of hundreds of new operators and the purchase of sixty-foot and forty-foot vehicles.

The Plan includes the construction of the Red Line, completed in September 2019. The Red Line operates 20 hours a day, with 10-minute headways in the peak hours (pre-COVID service level reductions). The line is served by battery-electric buses; these 60-foot, articulated buses provide ample capacity for the line. Maintaining adequate service levels required the acquisition of a charging station at the southern portion of the Red Line. The property is near the political boundary between Marion and Johnson Counties. IndyGo staff had been exploring the idea of a mobility hub in the area, to accommodate park and ride, kiss and ride, and micromobility to allow for easy access to the Red Line.

IndyGo's decision to acquire a site to house these functions was the result of a thoughtful, measured process that involved departments across the entire organization. A new facility requires capital funding for acquisition, construction and equipment, collaborative design to ensure the end space is useful, legal agreements, and budgeting to ensure the organization's ability to absorb the operating costs following construction.

Title VI Background and Facility Evaluation¹

Title VI of the Civil Rights Act of 1964, Section 601 states: “No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

On October 2012, the Federal Transit Administration issued Circular 4702.1B, providing guidance and instructions on compliance with Title VI regulations. Combined with Executive Order 12898, which requires agencies to develop and implement an integrated approach to achieving Environmental Justice for minority and low-income populations, the Circular outlined requirements for transit operators to evaluate facility and site locations to determine potentially discriminatory impacts. Facially neutral policies or practices that result in disproportionate effects or disparate impacts violate the USDOT's Title VI regulations, unless the recipient can show the policies or practices are substantially justified and there is no less-discriminatory alternative.²

As outlined, “the location of projects requiring land acquisition and displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.”³ Facilities that serve passengers, especially bus shelters, are excluded. Most other facilities, however, require an agency to perform a Title VI analysis, including IndyGo for the current facility.

Complying with the regulations requires the following:

- Complete a Title VI equity analysis during the planning stages.
 - Outline the site selection process to understand what criteria the agency used to select its preferred site.
 - Identify facilities with similar impacts in the area to understand the potential cumulative impacts.
 - Ensure the location is selected without regard to race, color, or national origin.
 - Conduct outreach at each potential site to engage persons potentially impacted by the selection of the preferred site.
 - Compare the equity impacts of various siting alternatives; the analysis must occur before the selection of the preferred site.
- If the preferred site has a disparate impact, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

Low-income people are not specifically a protected class under Title VI; however, the FTA recognizes an “inherent overlap of environmental justice principles” with a Title VI analysis, and also stresses the

¹ FTA Circular C4702.1B, Chapter IV-15-18; Title 49 CFR Section 21.9 (b) (3).

² FTA Circular C4702.1B, Chapter III-11.

³ Title 49 CFR part 21, Appendix C, Section (3) (iv). The language in the regulation indicates that such site equity analyses are required when land is purchase *and* [emphasis added] persons are displaced. However, in communicating with FTA staff in Region V about the distinction, there was a determination that regardless of whether persons are displaced, a site equity analysis must be conducted. Therefore, and until this guidance is changed, IndyGo will continue to perform site equity analyses on properties it is acquiring, even if individuals are not being displaced.

importance of evaluating the impacts of service changes on those who are transit-dependent, including low-income populations.⁴ Therefore, IndyGo will also examine the impact of the facility on the low-income population.

Title VI and IndyGo

IndyGo's Title VI program and policies work to meet both federal and local expectations to ensure that any program or projects are provided in a non-discriminatory manner. IndyGo's Title VI policy, first adopted in 2013, is available [online](#) within the Title VI Program Update report. The 2020 Title VI Program Update was approved by the IPTC Board of Directors in 2020 and is currently under review by the FTA.

Southside Mobility Hub Preferred Site Process

IndyGo followed the following methodology in choosing its preferred site:

1. Identified the project need;
2. Outlined the site selection criteria;
3. Detailed the process followed to select sites for additional consideration;
4. Conducted public outreach for each selected site;
5. Compared the Title VI equity impacts of each site, including the preferred site;
6. Determined if there was a disparate impact on the basis of race, color, or national origin.
7. Identified a preferred site.

⁴ FTA Circular C4702.1B, Chapter IV-16-17.



SECTION II. SITE NEED AND ANALYSIS

IndyGo's decision to acquire a site for a Southside Mobility Hub was the result of a thoughtful, measured process that involved departments across the organization. New sites, whether constructing a new building or remodeling an existing building, requires capital funding for acquisition, construction, and equipment; collaborative design to ensure the end space is useful; legal agreements; and proper budgeting to ensure the organization's ability to absorb the operating costs following construction.

This section will explain the site need, the site selection characteristics, and outline the initial site analysis. The site equity analysis is included in the following section.

Project Need

The Indianapolis Public Transportation Corporation (IPTC, dba IndyGo) is adding new service, including the construction of three new bus rapid transit (BRT) lines, as part of the Marion County Transit Plan (The Plan). The Plan includes the construction of a new rapid transit line, the Red Line, and potential expansions to the county line. The IndyGo Strategic Plan includes discussions on mobility hubs, locations where different mobility offerings converge, allowing users to choose the best mode for the current leg of the trip and offering them multiple modes to choose from. These hubs range from simple natural congregations of transit, bikeshare, and scooters, to more deliberate and complex offerings that may include passenger amenities such as restrooms, kiosks, and retail offerings.

IndyGo's Red Line was completed in September 2019. In reviewing charging needs for the battery-electric buses that service the Red Line, IndyGo purchase a facility at the intersection of County Line Road and Madison Avenue. This facility provides restrooms for drivers and an IndyGo-owned charging station. As this facility is at the terminus of the local extension of the Red Line (i.e. Route 902), IndyGo

II-1

is exploring the possibility of constructing a mobility hub in the area. The hub should serve, at the very least, to allow for transfers between individuals in vehicles to its Route 902. However, the hub could also include other mobility choices, including scooters, as well as connections to Access Johnson County, the public transportation provider in Johnson County to the south, and any future IndyGo routes. This facility would be the first hub IndyGo would build. At present, it's likely the hub will take the form of what's traditionally called a park and ride facility. As explained earlier, this facility would allow for users in private vehicles to park and transfer modes to rapid transit.

Figure II-1. Example of Park and Ride⁵



Site Selection Criteria

IndyGo identified the following criteria as guidelines for its site selection process. These criteria were developed as part of discussions held by executives responsible for the decision-making; primarily, these included the President/CEO, Chief Operations Officer (COO), and the Chief Financial Officer (CFO).

- **Small Site (< 3 acres).** The proposed project does not need to be large to be impactful. The site should provide enough parking to satisfy rider demands but not too much to remain largely empty throughout the day.
- **Proximity to the South Madison Charging Site.** To facilitate transfer with Route 902, also known as the Red Line southern local extension, the site needs to be in close proximity to the route. This will allow IndyGo's Department of Service Planning to schedule the route to access the site.
- **Vacant.** IndyGo desires a site that does not have an existing facility. As the site is largely to serve as temporary parking for IndyGo riders, IndyGo would prefer to not demolish an existing building.

⁵ Source: Pace Suburban Bus.

- **Proximity to Interstate Access and Major Arterials.** Access to major thoroughfares will permit easy access for commuters looking to connect directly to the Route 902.

These criteria were used as guiding principles for the identification of potential sites and selection of a preferred sites.

Project Needed Zoning

The development and use of land in the City of Indianapolis/Marion County is regulated by the city's zoning ordinance; land in the City of Greenwood is regulated by the city's zoning ordinance. As currently envisioned, the Southside Mobility Hub will be considered a Transit Center in Marion County. The definition of a Transit Center is "A single facility designed to facilitate transfers between multiple transfer routes. Transit centers vary in size and service characteristics."⁶ A Transit Center is permissible in all commercial zones.⁷

For the City of Greenwood, Chapter 10 of the Common Council Ordinance, Zoning, Planning and Development, was reviewed.⁸ Section 10-02-11, Master List of Uses by Zone and District provides a list of the uses and the permissibility of the use by zone. A glossary of the master uses is available in Division VII. In reviewing the glossary, this facility would fall under Institutional - Community Facility – Public Health and Safety or Retail Services – Storage – Vehicular and Boat. In the case of the former, the use is permitted in CM and CL. In the case of the latter, a zoning amendment would be required and the parcel would need to be split to allow sale.

Screening Sites for Further Analysis

Following IndyGo's determination of the need for the facility and the identification of site selection criteria, staff worked with a commercial real estate broker to assist in finding available sites. Beyond the real estate broker, IndyGo staff also conducted online site searches.

Sites Selected for Further Analysis

The full list of sites was screened based on the criteria above. The following three sites were toured and considered through an additional analysis. Table II-1 below outlines the sites identified for additional analysis through the site selection process, including basic site characteristics. These sites were selected by applying the site selection criteria as defined earlier (See Figure II-5 for a map of the sites).

⁶ Chapter 740, Article II – Definitions and Construction of Language, Section 02, Definitions, *Zoning Ordinance – Indianapolis – Marion County*, Effective August 12, 2019, p. 72.

⁷ See Table 743-1, Land Use Category - Transit Center. Chapter 743, Article II – Use Table, Section 02, Definitions, *Zoning Ordinance – Indianapolis – Marion County*, Effective August 12, 2019, p. 403.

⁸ Greenwood Common Council, Chapter 10: Zoning, Planning and Development. Adopted October 5, 2020. Accessed August 29, 2021.

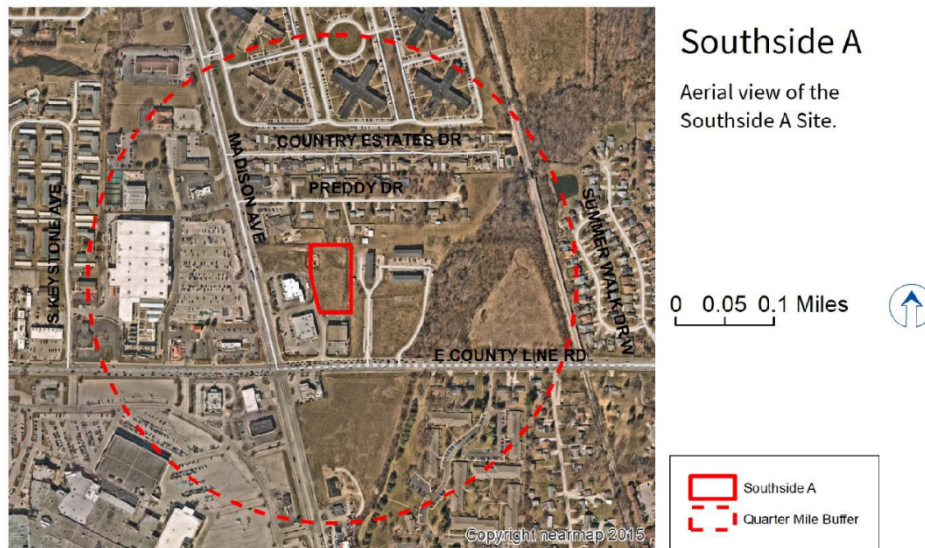
Table II-1. Site Characteristics

Site Address	Site Name	Acres	Occupancy
8915 S. Madison Ave, Indianapolis, IN	Southside A	1.71	Vacant
8905 S. Madison Ave, Indianapolis, IN	Southside B	0.96	Vacant
713 E. County Line Rd, Greenwood, IN	Southside C	1.18	Vacant

Southside A

Southside A is located in the South Perry neighborhood. The site is located at the intersection of two major thoroughfares in Marion County, nearly surrounded by commercial development. The lone exception is the northeast of the site, which is residential. All the development in this area is auto-oriented. Commercial development is served by large parking lots on their frontage and residential uses are setback from the street with connected garages. To the southwest of the property is Greenwood Park Mall, a significant regional shopping destination. The site is in close proximity to Interstate 65, which provides north-south transportation for the Central Indiana region. Route 902, the local extension of the Red Line, provides service near the site. The site is accessible via sidewalks. The pedestrian environment is poor, with wide arterials and large building setbacks.

Figure II-2. Aerial Photograph of Southside A Site



Southside B

As Southside B is adjacent to Southside A, the description is the same. Southside B is located in the South Perry neighborhood. The site is located at the intersection of two major thoroughfares in Marion County, nearly surrounded by commercial development. The lone exception is the northeast of the site, which is residential. All the development in this area is auto-oriented. Commercial development is served by large parking lots on their frontage and residential uses are setback from the street with connected garages. To the southwest of the property is Greenwood Park Mall, a significant regional shopping destination. The site is in close proximity to Interstate 65, which provides north-south transportation for the Central Indiana region. Route 902, the local extension of the Red Line, provides service near the site. The site is accessible via sidewalks. The pedestrian environment is poor, with wide arterials and large building setbacks.

Southside C

Southside C is located on the northside of Johnson County. The site is the northern part of the Greenwood Park Mall. Across the street are additional parcels of commercial development, designed to serve customers arriving in automobiles. The site has direct access to County Line Road, a major east-west thoroughfare along the county boundary of Marion and Johnson counties. To the east, the site has direct access to Interstate 65, a major north-south connection for the Central Indiana region. The site has access to Route 31 and Route 902, the local extension of the Red Line, and Access Johnson County fixed routes. The site does not have sidewalk access. The site is part of a larger parcel that includes Greenwood Park Mall.

Figure II-3. Aerial Photograph of Southside B Site

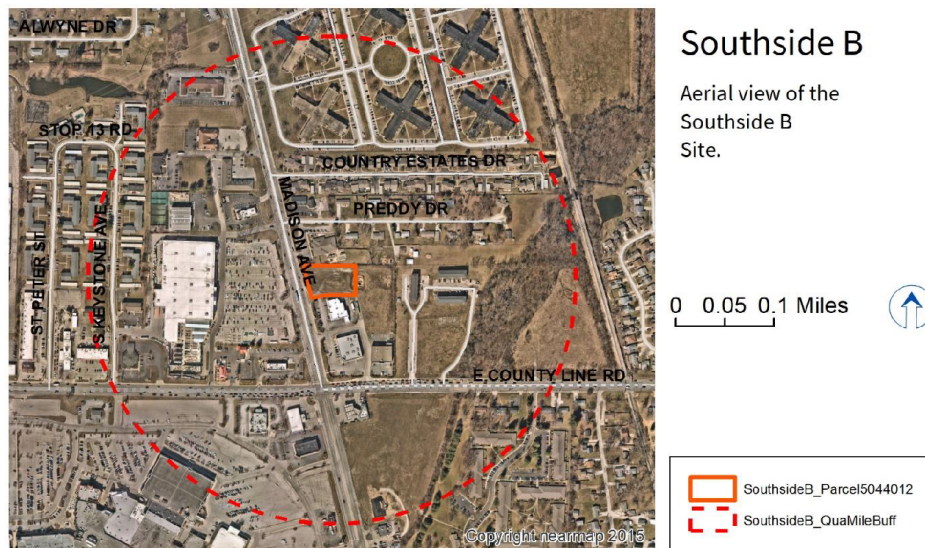


Figure II-4. Aerial Photograph of Southside C Site

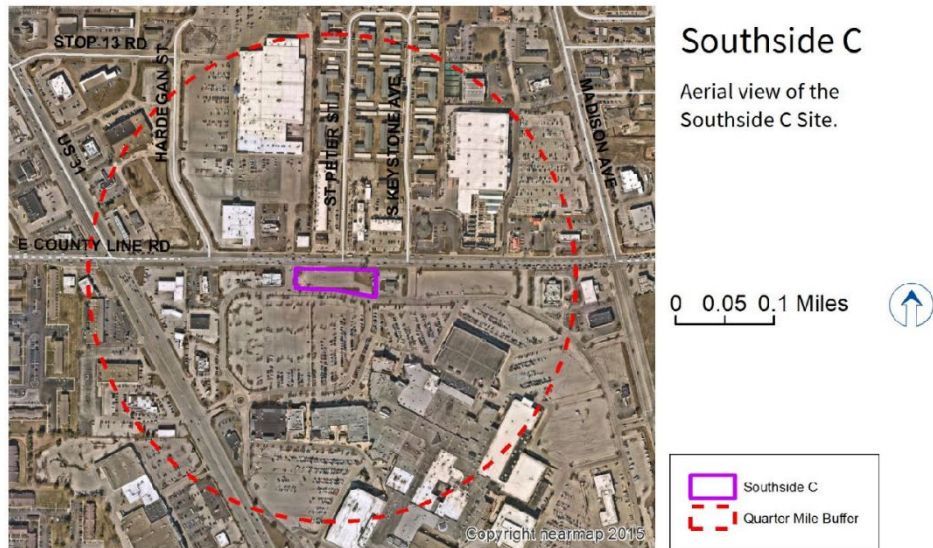
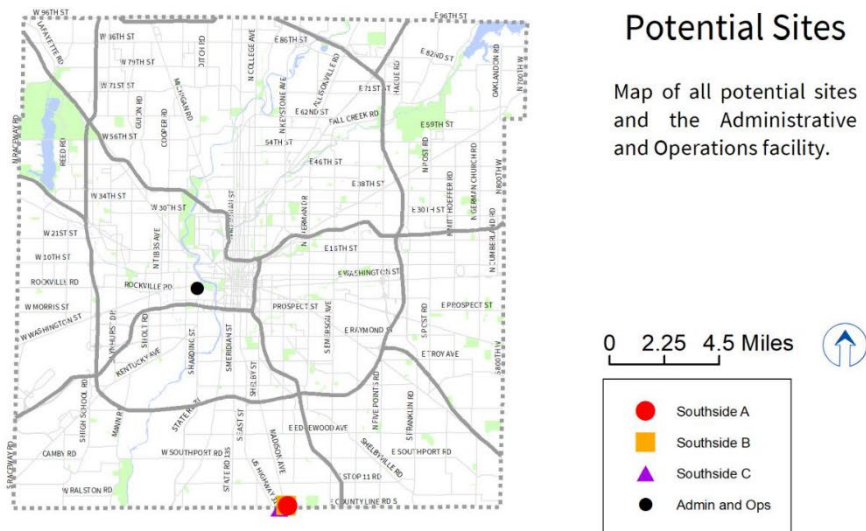


Figure II-5. Potential Sites for Southside Mobility Hub



Site Characteristics

To assist in selecting the preferred site, data for each site were gathered. The following is a brief discussion of each site's characteristics, including potential strengths and challenges. Following this discussion, a site equity analysis is presented, and a preferred site is identified.

Table II-2. Sites and Selection Criteria

Site Name	Southside A	Southside B	Southside C
Site Size	1.71 acres	0.96 acres	1.18 acres ⁹
Distance from Interstate Access ¹⁰	2.05 miles	2.05 miles	2.29 miles
Number of Buildings on Site	Zero	Zero	Zero
IndyGo Stop Nearby	Yes	Yes	Yes
Site Zoning	Office-Buffer District (C-1); Neighborhood Commercial District (C-3)	Office-Buffer District (C-1); Community-Regional District (C-4)	Commercial Large (CL)
Overlay Zoning	Specific Area	Specific Area	None
Compact Center Designation	No	No	No
Adopted Special Area Plan	Policy Plan	Policy Plan	None

All three sites have good connectivity to the rest of the local street network and direct access to an interstate. All roads serving the sites are appropriately sized to handle buses and intersections are capable of handling any turns buses would need to make. The three areas are located in areas accustomed to handling large volumes of automobile traffic. Southside C is not its own parcel and would require IndyGo to split the larger parcel. Southside C is not located adjacent to the South Madison Charging Station.

⁹ Estimated acreage based on ideal parcel size.

¹⁰ As measured in Google Maps.



SECTION III. SITE EQUITY ANALYSIS

Site Equity Analysis

A Title VI equity analysis is required prior to selection of a preferred site.¹¹ This section defines key terms and explains the results of the analysis.

Definitions

The following definitions apply to the site equity analysis:

Area of Potential Impact: The block group in which the site is located in as well as any additional block groups that include residential land uses immediately adjacent to the site. For the purposes of evaluating similar sites, any parcels within ¼ mile of the facility are considered within the Area of Potential Impact.

High Minority or High Poverty Census Block Groups: These census block groups are those in which the percentage of minority residents or residents in poverty is equal to or greater than the percent of Marion County residents who are minority or in poverty measured within the same data source.

Low-Income: Low-income individuals are individuals within a household below the Department of Health and Human Services (DHHS) poverty guidelines; the definition is consistent with the FTA

¹¹ FTA Circular 4702.1 B, p. III-11.

definition. This definition is consistent with the definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program. Because USDOT and FTA regulations and guidance refer to "low-income" individuals, that language is used here. However, data used are collected to determine poverty levels, which is why both terms may be used interchangeably when IndyGo staff recognizes that the terms "low-income" and "poverty" can refer to different definitions and categorizations of the economic condition of populations within the U.S. *Note: Spatial data uses the US Census Bureau's definition of poverty, which is more inclusive than the DHHS poverty guidelines.*

Minority: Minorities are defined as those individuals who identify themselves as non-white and/or Hispanic. This definition is consistent with definition applied in the Service Monitoring Report completed for IndyGo's 2020 Title VI Program.

Service Area: IndyGo's service area is defined as the entirety of Marion County. This definition is consistent with the service area defined in IndyGo's 2020 Title VI Program.

Project Outline

The site will primarily serve as a transfer hub for IndyGo riders. The hub should serve, at the very least, to allow for transfers between individuals in vehicles to its Route 902. However, the hub could also include other mobility choices, including scooters, as well as connections to Access Johnson County, the public transportation provider in Johnson County to the south, and any future IndyGo routes. This facility would be the first hub IndyGo would build. At present, it's likely the hub will take the form of what's traditionally called a park and ride facility. As explained earlier, this facility would allow for users in private vehicles to park and transfer modes to rapid transit.

Potential impacts include traffic for individuals accessing the site and any other mobility options that are able to utilize the facility. It's also possible that lighting will be needed for the site, depending on operating hours, but the lights would be similar to lights used to illuminate parking lots.

Datasets Used

Population, Minority, and Low-Income Data

The US Census American Community Survey (ACS) surveys a sample of the population, gathering valuable information on characteristics including income and race. The ACS is provided in 1-year and 5-year ranges. The 5-year datasets are averages of the years and is the most comprehensive dataset with all the data needed for this examination. For the purposes of consistency with the Title VI Red Line Service and Fare Equity Analyses, completed in April 2020, ACS 2014-2018 5-year estimates at the block group level were used for this analysis.

- ACS Summarized Data 2014-2018 5-year file by block group
 - Table B01003 – Total Population
 - Table B03002 – Hispanic or Latino Origin by Race
 - Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement

Site Data

Data about each site were collected from Open Indy, an open data portal hosted and maintained by the City of Indianapolis; data obtained directly from the City of Indianapolis; data provided via Map Indy; data available on the City of Greenwood GIS website; Johnson County GIS; and the City of Greenwood Comprehensive Plan. These include:

- **Zoning.** Source: City of Indianapolis, City of Greenwood.
- **Current Land Use Classification.** Source: City of Indianapolis, City of Greenwood.
- **Land Use Plan.** Source: City of Indianapolis.
- **Centerline.** Source: City of Indianapolis. Dataset includes the Thoroughfare Plan classification for all streets in the City of Indianapolis; City of Greenwood, as available on the City of Greenwood Open Data portal.
- **Aerials.** Source: NearMap. IndyGo subscribes to the NearMap service which provides aerial photographs that are regularly updated.
- **Parcels.** Source: City of Indianapolis, City of Greenwood.
- **Site.** Provided by IndyGo staff.

Geography of Analysis

The ACS 5-year dataset can be explored at different geographies, including block groups. The block group the site is within, in addition to any block groups adjacent to the site with residential land uses bordering the site, is considered to be within the area of potential impact. Demographic data, including total population, is identified for an entire block group with the area of impact.

In identifying similar sites, all parcels within ¼ mile of the site were analyzed. Any sites with a similar land use as the site proposed were then subjected to an analysis through aerials. If the site appeared to be primarily used as the proposed project, it was considered a similar site.

Determining High Minority and High Poverty Block Groups

Block groups were determined to be High Minority or High Poverty if the percentage met or exceeded the service area (Marion County) average. See Table III-1 for additional details.

Table III-1. Number and Percent of Minority and Populations in Poverty in Marion County

	Total Number	Service Area %
Minority Population	415,819	44.0%
Population in Poverty	175,330	18.9% ¹²
Total Population	944,523	100%

Additional demographic maps can be found in APPENDIX A.

¹² The percent of low-income population is based off the estimate for total population with income data (925,168).

Similar Facilities

For each proposed site, similar facilities surrounding the site were identified and documented. The Southside Mobility Hub will largely serve as vehicle storage for individuals seeking to transfer to the Red Line. The *Consolidated Zoning Ordinance* includes definitions for land uses. After review, the most similar land use type was Transit Center. Transit Centers are where multiple routes converge for transfer. Similar facilities were identified through a geospatial analysis of the City of Indianapolis' land use shapefiles and uses were confirmed by examining aerial photographs of the area of potential impact.

For the City of Greenwood, Chapter 10 of the Common Council Ordinance, Zoning, Planning and Development, was reviewed.¹³ Section 10-02-11, Master List of Uses by Zone and District provides a list of the uses and the permissibility of the use by zone. A glossary of the master uses is available in Division VII. In reviewing the glossary, this facility would fall under Institutional - Community Facility – Public Health and Safety or Retail Services – Storage – Vehicular and Boat. In the case of the former, the use is permitted in CM and CL. In the case of the latter, a zoning amendment would be required.

Although no other facilities in the areas exactly fit the description, a review of aerial photography was conducted to understand potential traffic and other impacts of related facilities.

Site Equity Analysis

Area of Potential Impact

The area of potential impact determines what populations may potentially be affected by the redevelopment and subsequent operations upon the site. Table III-2 includes each block group identification number that the potential site is within and within the area of potential impact.

Table III-2. Area of Potential Impact – Block Groups

Site Name	Southside A	Southside B	Southside C
Block Group (s) Site is Located In	180973812041	180973812041	180816103001
Block Group (s) Within Area of Potential Impact¹⁴	180816103001	180816103001	180973812042
	180973812041	180973812041	180816104011
	180973812042	180973812042	180816103001
	180973812043	180973812043	

Site Equity Analysis Results

Site demographics were collected for each site's area of potential impact. If there is more than one block group in the area of potential impact, the data presented below are the sum of the demographics in the identified block groups. These data are identified in Table III-3.

¹³ Greenwood Common Council, Chapter 10: Zoning, Planning and Development. Adopted October 5, 2020. Accessed August 29, 2021.

¹⁴ Includes block group the site is located in.

All three sites have one or more block groups that met or exceeded the percentage of minority population for Marion County (44.0%). Southside C has the higher number of minority population, despite fewer block groups in its area of potential impact.

Southside A and B both include block groups identified as high-low-income. Although Southside A and B have block groups identified as High Minority, the equity impact for the sites is considered similar, if not more positive for the High Minority areas. The facility will improve the accessibility of individuals in the area and could employ individuals, depending on the amenities that are constructed.

Table III-3. Site Equity Analysis Demographic Data

	Southside A	Southside B	Southside C
Total Population (Poverty)¹⁵	5,686 (5,352)	5,686 (5,352)	5,523 (5,230)
Minority Population (%) <i>Service area average – 44.0%</i>	1,459 (25.7%)	1,459 (25.7%)	1,641 (29.7%)
Non-Minority Population	4,227	4,227	3,882
Location in a High Minority Area?¹⁶	Yes	Yes	Yes
Low-Income Population¹⁷ (%) <i>Service area average – 18.9%</i>	892 (16.7%)	892 (16.7%)	669 (12.8%)
Non-Low-Income Population	4,460	4,460	4,561
Location in a High-Low-Income Area?	Yes	Yes	No

For the purposes of conducting Title VI analysis, the next thing we sought to understand was the potential adverse effects by analyzing the sites through the following factors: 1) potential facility impacts on Area of Potential Impact; 2) whether any location would require displacement; and 3) any cumulative impacts from the presence of similar facilities in the area.

The facility may have minimal impact on the surrounding community. The facility's primary use will be access to multiple routes and temporary vehicle storage. The greatest impact will be vehicle traffic generated by the site. At this time, the number of vehicle parking spots is unknown; also unknown is whether additional mobility solutions will be available at the site (e.g. micromobility).

None of the sites have buildings on site. Therefore, the facility will not require any displacement.

The primary factor in the determination of minimal impact is that each site is located in areas with conforming local land use regulations. These regulations separate incompatible uses and also require the mitigation of impacts through the application of development standards. All three sites are in areas with a mixture of land uses (See Table III-4 for additional information regarding the land use mix within the area of potential impact).

¹⁵ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. A number is provided in parentheses only if the total population is different.

¹⁶ Determined if one of the block groups in the area of impact meets or exceeds the average for Marion County.

¹⁷ Total population for Table B17021 – Poverty Status of Individuals in the Past 12 Months by Living Arrangement differs from the Total Population due to reporting issues. Due to this, the percentage is based off the total population reported for each Block Group in B17021.

Table III-4. Site Land Use Mix and Similar Sites

	Southside A	Southside B	Southside C ¹⁸
Number of Parcels in Impact Area	133	122	55
Percent Commercial Acres of Total	21.3%	27.8%	90.2%
Percent Industrial Acres of Total	0%	0.8%	0.5%
Percent Residential Acres of Total	55.9%	65.1%	9.4%
Special Use and Parks	20.1%	6.2%	0%
Other and Vacant	2.8%	0%	0%
Number of Similar Sites	0	0	0
Will displacement occur?	No, vacant	No, vacant	No, vacant

All of the sites are vacant. Based on the identification of the facility type and use, and subsequent identification of similar facilities, there are no similar facilities within the area of potential impact for all of the sites.

Outreach at Proposed Sites

Prior to selection of the preferred site, IndyGo staff conducted public outreach at all three proposed sites. Due to COVID-19, outreach was conducted using a virtual meeting format.

To educate and solicit comments from constituents, IndyGo held a virtual public meeting on June 29, 2021. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. In addition, neighborhood representatives and MNAs received email communication that included a social media toolkit to help promote the engagement opportunities within neighborhood groups.

For additional details on these and other public meetings, please refer to APPENDIX B.

Site Equity Analysis Results and Selection of Preferred Site

In reviewing the three areas of potential impact, the analysis helped to determine that, while the facility may have minor impacts to the surrounding community, any construction and operations of the facility will conform to existing ordinances. At none of the sites will the facility's activities result in a cumulative effect due to similarly situated sites. The locations fit the basic needs for the site selection criteria. Therefore, IndyGo finds no potential disparate impact with the sites selected for further analysis.

¹⁸ Data for Southside C includes parcels in the City of Greenwood, Indiana. The city does not have a publicly-available land use map. However, the *Comprehensive Plan* (2007) provides an Existing Land Use Map on page 47. The information is dated but given the static nature of the area under consideration and the zoning remaining the same, the land use attributed to the parcels are used in this analysis.

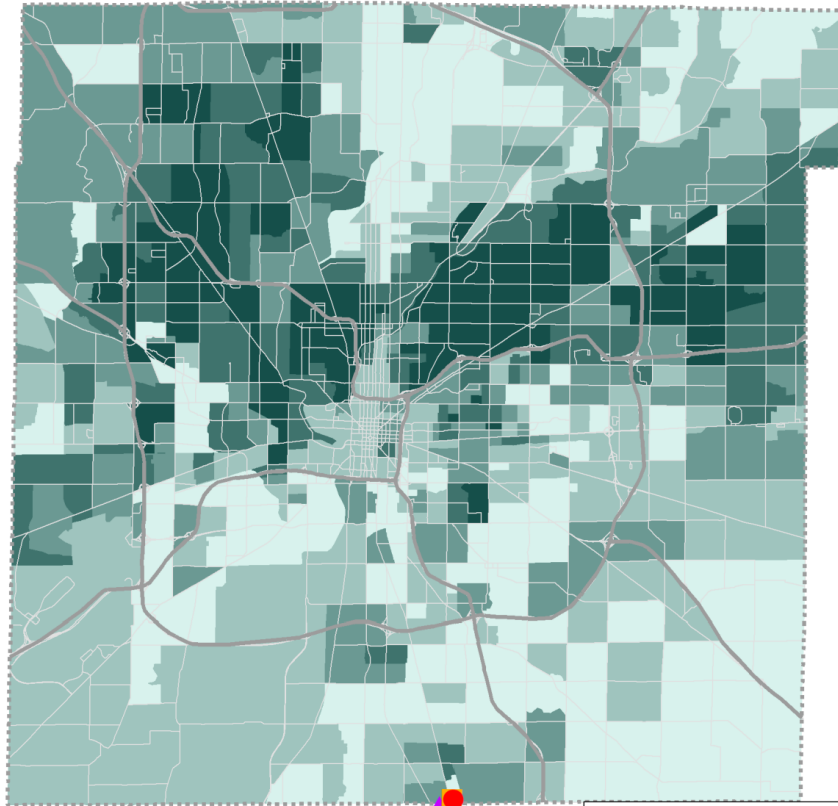
Through the site selection process, IndyGo chose to combine Southside A and Southside B into its preferred site. Southside C, although in proximity to existing IndyGo stops and located on the Greenwood Park Mall, lacks the adjacency that Southside A and B provides. Southside C also would require additional planning work to prepare the site for sale, including splitting a larger parcel.

As documented in this Site Equity Analysis, the selection of the preferred site was not chosen in regard to race, color, or national origin; therefore the facility will not have a potential disparate impact.

APPENDIX A. DEMOGRAPHIC MAPS

Appendix Figure A-1. Percent Minority Population per Block Group

Percent Minority Persons



This map is intended for illustrative purposes. Minority persons measured as percentage of persons identifying as non-white or white and Hispanic, per block group.

Data sources: American Community Survey 2014-2018 5-Year Data.

0 1.75 3.5 Miles



- Southside A
- Southside B
- ▲ Southside C

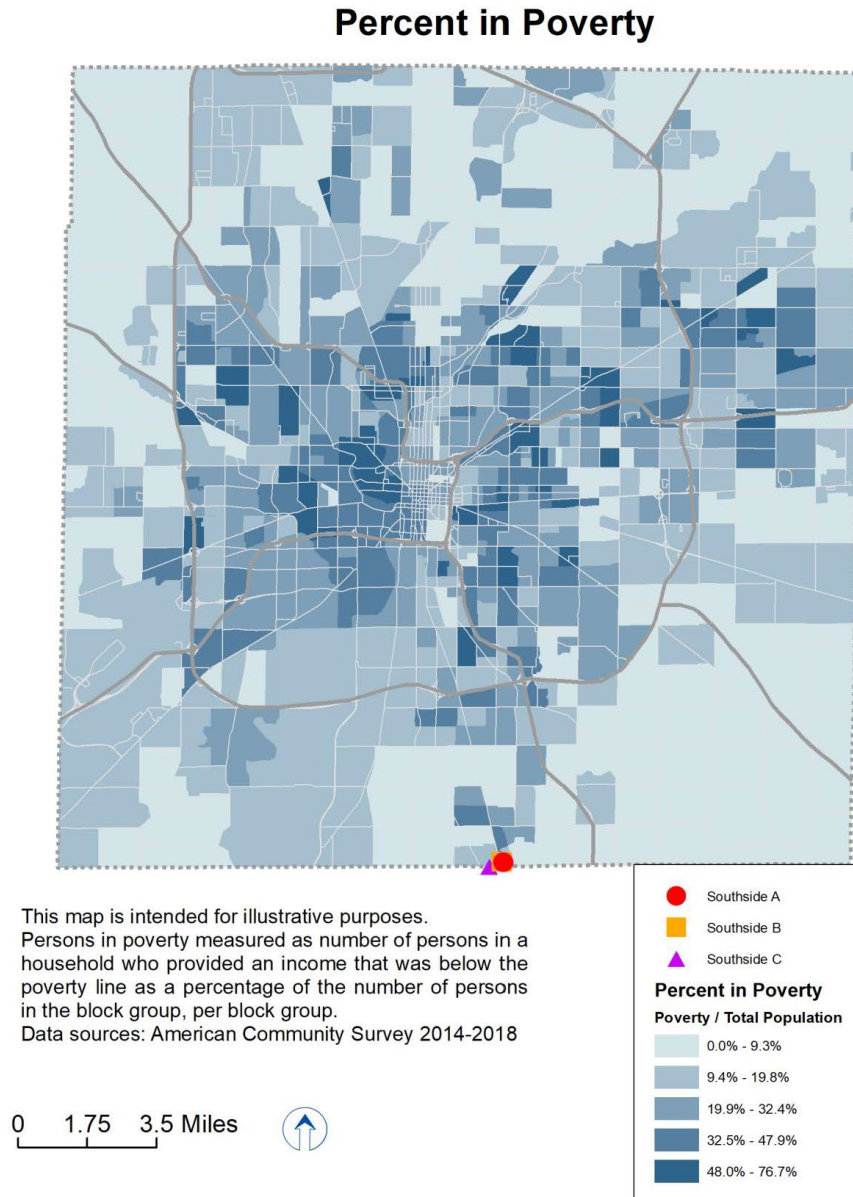
Percent Minority Persons

Minority / Total Population

- 0% - 17.1%
- 17.2% - 34.7%
- 34.8% - 55.3%
- 55.3% - 76.8%
- 76.9% - 100%

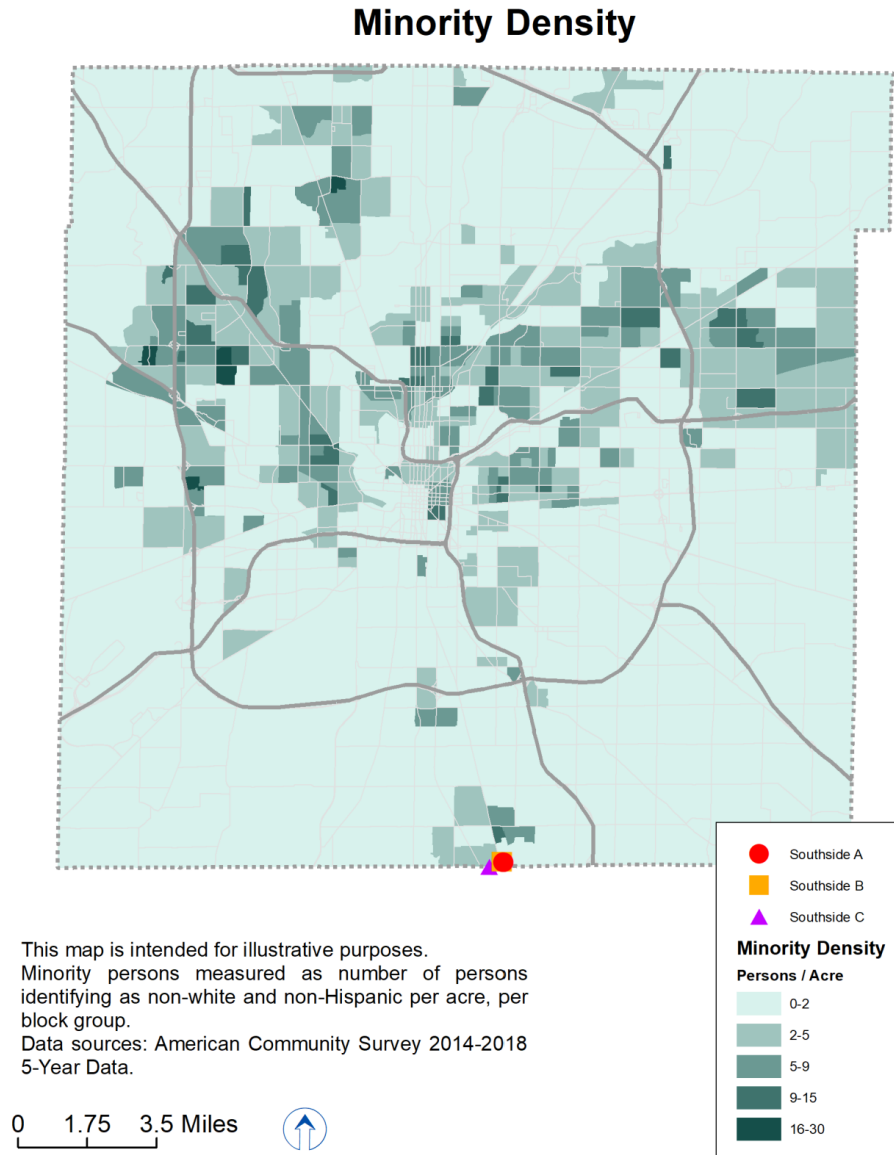
A-1

Appendix Figure A-2. Percent in Poverty per Block Group

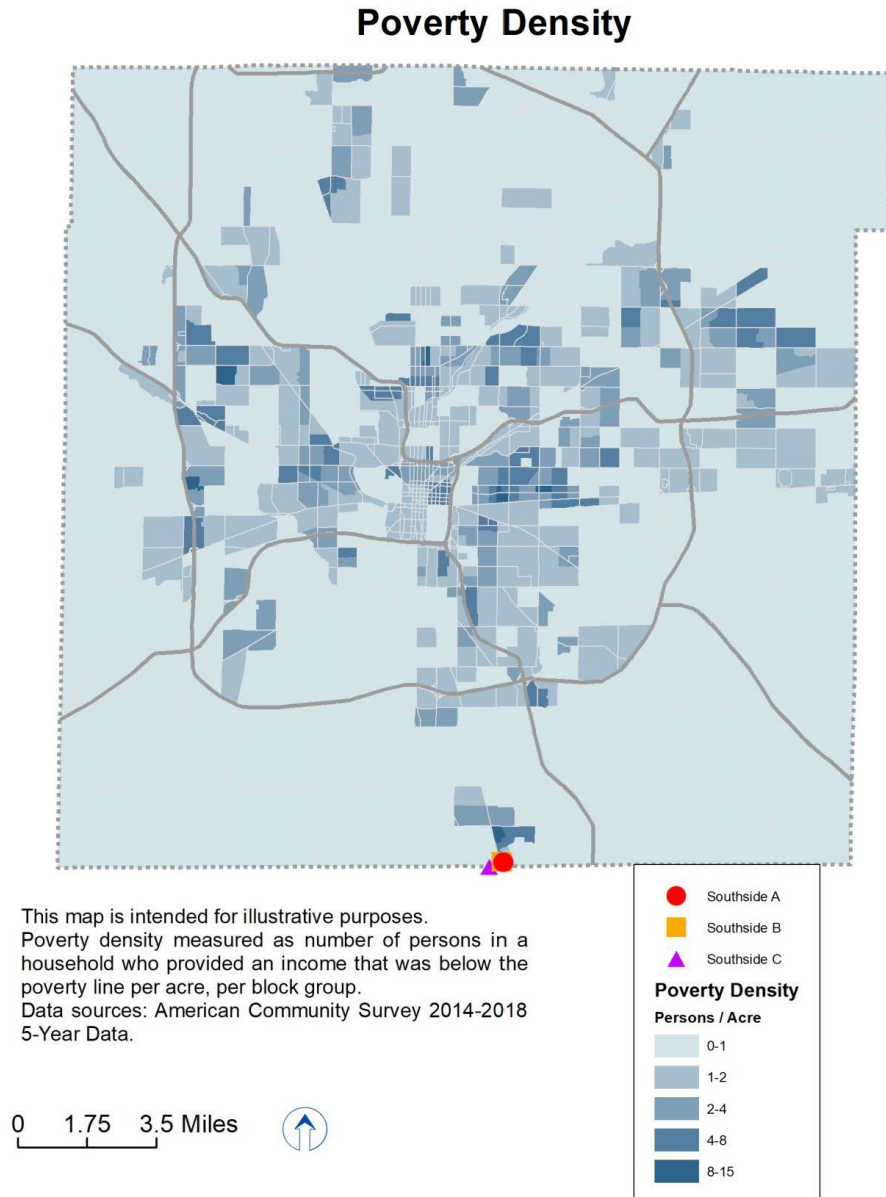


A-2

Appendix Figure A-3. Density of Minority Persons per Block Group



Appendix Figure A-4. Poverty Density per Block Group



A-4

APPENDIX B. PUBLIC OUTREACH SUMMARY AND MATERIALS

Methodology

IndyGo offered a variety of techniques to engage with identified stakeholders about property that could potentially be purchased to support our paratransit operations. To educate and solicit comments from constituents, IndyGo held virtual public meetings on June 29, 2021. After the virtual public meetings, presentations were uploaded to indygo.net/expand. An online form was made available for comment submission. Before the public meetings, IndyGo coordinated with Mayor's Neighborhood Advocates (MNA) to identify stakeholders directly or indirectly affected by the project. Notice letters were sent to property owners within a minimum of 660 feet of the property in consideration, as well as to neighborhood representatives and City-County Councilors in the respective areas. In addition, neighborhood representatives and MNAs received email communication that included a social media toolkit to help promote the engagement opportunities within neighborhood groups.

Summary of Public Meeting – Site Equity Analysis – June 29

See summary below:

On Wednesday, September 16, IndyGo hosted a virtual public meeting to inform and solicit feedback from the public on the following sites under consideration for purchase:

- 8905 S. Madison Avenue, Indianapolis, IN
- 8915 S. Madison Avenue, Indianapolis, IN
- 713 E. County Line Road, Greenwood, IN

The meeting was led by Jordan Patterson, Special Program Manager, and Lateeka Washington, Senior Director of Capital Assets and Facilities Management.

Four members of the public registered with two members attending. Approximately 90 mailers to surrounding addresses were sent and a legal notice was published in the Indianapolis Star prior to the meeting. The contacted stakeholders include 22 neighborhood organizations and one (1) city-county councillor.

During the virtual meeting, IndyGo shared the plans for the hub and the potential impact to the neighborhood.

Residents asked the following questions:

- Approximately how many cars it would accommodate – All in planning stage; probably parking lot, lighting, widening access drive
- Have there been requests for park and ride? – Some comments to adding a parking and ride; this location became an excellent opportunity to pursue
- Is IndyGo aware of increasing crime in the area? What security will be provided for people parking? Not aware; would provide some security; lighting, cameras, and would look at fencing around the property as well
- (IndyGo asks) Are there amenities besides the security features? Concerns about the facility?

- Electric vehicle chargers
 - Very good possibility of something we could put in
- Is it possible to block the lighting?
 - We could put motion lights so that lights would only go on when there's movement
 - We can look at the cone of lighting to make sure it's not too bright so it won't impact residential neighbors
- Would people be willing to pay a premium for vehicle charging?
 - I think it would be a possibility
- Is there any interest for potential docking / parking for micromobility?
 - Decent number of scooter users from the facilities

IndyGo is currently in the appraisal process which requires a public agency to obtain two appraisals per property and not pay more than the average of the appraisals. As a property has not been selected, construction is not anticipated to begin for another 30 to 60 days on any property.

Surrounding areas could expect increased traffic with additional buses. However, these site areas are zoned for commercial use and already experience similar traffic providing minimum impact to surrounding areas.

Letter sent to parcel owners potentially impacted by the site acquisition. A similar letter was sent to all parcels within the area identified in the methodology for the Southside Mobility Hub

Greetings,

IndyGo is considering purchasing property to operate as a park & ride facility on the south end of the Red Line. The properties under consideration are near a site IndyGo has purchased to provide permanent charging infrastructure for Red Line vehicles and a driver layover location.

The following sites are under consideration:

8915 S. Madison Ave., Indianapolis, Ind.
8905 S. Madison Ave., Indianapolis, Ind.
713 W. County Line Rd., Indianapolis, Ind.

Community Meeting

Please consider joining us **Tuesday, June 29, at noon**, for a virtual public meeting to learn more and give feedback on the purchase of a parking property to facilitate transit use. To preregister for the virtual meeting, visit this link www.indygo.net/expand.

Sincerely,

Jordan Patterson
Special Programs Manager
jpatterson@indygo.net

Slides for Presentations Delivered at Public Meetings



ABOUT THE RED LINE

- Indianapolis' first bus rapid transit line
- Uses fully battery-electric buses from BYD
- Hours of operation:

Weekday: 5 AM – 1 AM
Saturday: 6 AM – 1 AM
Sunday: 7 AM – 10 PM





The map shows the Red Line route from the University station in the south to the 46th St station in the north. It includes various transfer points and connecting roads. A legend indicates:

- Connecting Route (dashed line)
- Local Route 10-30 min. frequency (blue line)
- Local Route 40-60 min. frequency (orange line)
- Rapid Station (red circle)

B-8

Northend Charging Site

- Provide additional on-route charging for bus batteries
- Layover location with facilities for Professional Coach Operators



6410 N. College Avenue Site

3

South end Charging Site

- Provide additional on-route charging for bus batteries
- Layover location with facilities for Professional Coach Operators

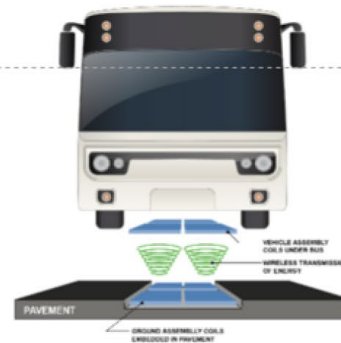
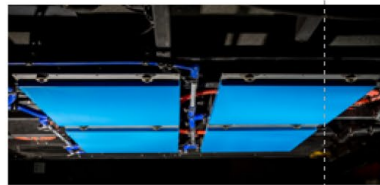
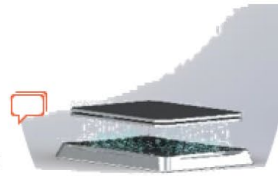


9825 Madison S. Avenue Site

4

WIRELESS CHARGING

- Wireless pad is buried in the pavement
- Pad is inactive until the bus aligns
- Charging occurs between the ground and pad
- Pad is again inactive once the bus departs
- Charging is invisible and silent



5

SOUTHERN END RED LINE PARK & RIDE

Properties for consideration:

- 8915 S. Madison Ave., Indianapolis, Ind.
- 8905 S. Madison Ave., Indianapolis, Ind.



6

SOUTHERN END RED LINE PARK & RIDE

Properties for consideration:

- 8915 S. Madison Ave., Indianapolis, Ind.
- 8905 S. Madison Ave., Indianapolis, Ind.



7

SOUTHERN END RED LINE PARK & RIDE

Properties for consideration:

- 713 W. County Line Rd., Indianapolis, Ind.



8

B-11

QUESTIONS?



9

