



Board Report
May 25, 2023

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Jill Russell)
2. **Awards and Commendation** (Presenter – Inez Evans)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner, Greg Hahn)
 1. Service Committee – Adairius Gardner
 2. Finance Committee – Richard Wilson
 3. Governance & Audit Committee – Greg Hahn
4. **Consent Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on April 27, 2023
 2. A-2: Consideration and approval of revisions to the IPTC Anti-Drug & Alcohol Misuse Policy (Presenter – Brian Clem)
 3. A-4: Consideration and approval of Super Stops 2.0 amenity procurement (Presenter – Rachel Wilson)
 4. A-5: Consideration and approval of bus stop design engineering task order (Presenter – Rachel Wilson)
 5. A-6: Consideration and approval of paratransit program assessment (Presenter – Brian Atkinson)
 6. A-7: Consideration and approval of maintenance & stockroom review (Presenter – Brian Atkinson)
 7. A-8: Consideration and approval of policy review (Presenter – Brian Atkinson)
 8. A-9: Consideration and approval of ADP Comprehensive Benefits Services (Presenter – Denise Jenkins-Agurs)
 9. A-10: Consideration and approval of fleet fluids and lubricants (Presenter – Paul Williams)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-3: Consideration and approval of Resolution 2023-03 expressing intent to reimburse prior expenditures with Bond Proceeds (Presenter – Bart Brown)
6. **Information Items** (Presenter – Greg Hahn)
 1. I-1: Receipt of the Finance Report for April 2023 (Presenter – Bart Brown)
 2. I-2: General Assembly update (Presenter – Cam Radford)
 3. I-3: Governance & Audit workplan status report
 4. I-4: Ethics Hotline summary report
 5. I-5: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

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

Our next Board Meeting will be Thursday, June 22, 2023; 5pm

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Awards & Commendation Recognition for April 2023

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: May 25, 2023

April 2023 Awards & Commendations

Employee	Position	Recognition
Calvin Cargile	Coach Operator – Fixed Route	19 Years of Safe Driving
Duane Bean	Coach Operator – Fixed Route	April Operations Employee of the Month
Douglas Creed	Mechanic – HVAC	40 Years of Service

April 2023 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for April and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Calvin Cargile	869	19	29
Myron Cornett	1146	18	20
Treva Anderson	8935	6	6
Christopher Fletcher	8701	6	9
Juanita Davis	8576	5	10
David Clay	9082	3	5
Onesha Gardner	9567	3	4
Tanya Johnson	9570	3	4
Aaron Sanders	9759	2	3
Donnisha Taylor	9960	2	2
Akamii Walker	9387	2	4
Najieb Murphy	9908	1	2

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

Congratulations and Thank You!



Service Committee Chairperson Report – May 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Service Committee Chairperson Adairius Gardner
Date: May 25, 2023

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
May 16, 2023

The Service Committee met on May 16, 2023, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Members Lise Pace and Hyde Abdullah.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-2, A-4, A-5, & A-9.

An item from the committee meeting I would like to highlight is Action Item A-9, approval of adding ADP Comprehensive Benefits Services. Assistant Chief of People Danaí Bracey presented this action item to the Service Committee.

IPTC People Department has experienced turnover in key functional areas that support the overall employee experience in 2022 and 2023. One key role that experienced a loss of talent is the Sr. Director of Benefits and HRIS. The role had key responsibility for the provision of benefits administration including plan design, data collection, regulatory compliance, contract management, and benefit education.

A review of the overall strategic allocation of HR resources found that the People Department could absorb management of the latter position duties, but benefit administration and management could not be leveraged comprehensively and could be more effectively administered by the vendor that facilitates our current benefit, payroll, and data engagement.

Currently, ADP provides our Workforce Now data management, recruitment, and payroll system support. Adding the ADP management of the benefits administration would provide service continuity. Adding these services would lessen the tactical requirement of additional staff to effectively address daily tasks and direct engagement required with eligibility determination, open enrollment, carrier and plan management, employee communication/marketing, new hire onboarding, reporting, compliance, premium administration, and service delivery.

Mr. Chairman, that concludes my report.

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Finance Committee Chairperson Report – May 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Finance Committee Chairperson Richard Wilson
Date: May 25, 2023

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
May 19, 2023

The Finance Committee met on May 19, 2023, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mary Ann Fagan and Taylor Schaffer.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-4, A-5, A-9, & A-10 and Regular Agenda Item A-3.

An item from the committee meeting I would like to highlight is Action Item A-10, approval of fleet fluids and lubricants. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Finance Committee.

IPTC is seeking to establish a multi-year contract to supply lubricants in bulk to IPTC's maintenance garage. IPTC currently purchases engine oil, antifreeze, Automatic Transmission Fluid (ATF), Diesel Exhaust Fluid and grease in bulk. The quantities of each product will vary over the term of the agreement and will depend upon such factors as equipment usage, type of equipment and overall size of the IPTC's fleet.

Brown's Oil Service is the incumbent contractor providing fleet oil and lubricants to IPTC. The current contract expires in May 2023. Procurement released an Invitation For Bid (IFB) seeking a two-year contract for a vehicle oil and lubricant supplier and after consideration Jackson Oil was selected for an amount not to exceed a total of \$1,263,252 for the two-year contract.

Mr. Chairman, that concludes my report.

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Governance and Audit Committee Chairperson Report – May 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Governance and Audit Committee Chair Greg Hahn
Date: May 25, 2023

ISSUE:

A report of IndyGo May 2023 Governance & Audit Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson's Report
May 19, 2023

The Governance and Audit Committee met on May 19, 2023, at 9:30AM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Members Adairius Gardner and Rick Wilson.

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

An item from the committee meeting I would like to highlight is Action Item A-7, approval of Maintenance & Stockroom Review. Director of Governance & Audit Brian Atkinson presented this action item to the Governance & Audit Committee.

IPTC is preparing to move to a multi-site structure and the Maintenance and Stockroom function will be, to some extent, duplicated at the new facility. IPTC recently updated the D365 and Dynaway systems for the Stockroom inventory and Maintenance processes.

As a result of the review, five opportunities have been noted for process improvement. Three observations have been rated high and two observations have been rated medium, therefore making the overall rating of the review as high. Observations are:

- Dynaway Utilization
- Work Order Process
- Inventory Levels
- Staff Concerns
- Core Process

Madam President, that concludes my report.

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April Board of Directors Minutes

IndyGo

Apr 27, 2023 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:

Members: Hydre Abdullah, Bart Brown, Charlie Carlino, Inez Evans, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Morgan Johnson, Richard Wilson, Jr., Cheryl Purefoy, Jill Russell, Sean Wooding

Staff: Brian Atkinson (remote), Justin Burcope (remote), Marcus Burnside (remote), Matt Duffy (remote), Lesley Gordon (remote), Latosha Higgins (remote), Denise Jenkins-Agurs (remote), Toni Johnson (remote), Emily Meaux (remote), Jennifer Pyrz (remote)

Absent:

Members: Lise Pace, Taylor Schaffer

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

 [board cover 2023 Apr27.docx](#)

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 [A AGENDA for April 27, 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 April.docx](#)

 [A1 March Safe Drivers 2023.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for March 2023. Recognized were safe drivers for March 2023, one employee for 15 years of safe driving, the March Operations Employee of the month, and IndyGo for receiving over \$4.6 million from the Indianapolis MPO for Blue Line buses.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

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 [A Service Committee Chair Report April.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 March 23, 2023

 [A-1 March Board of Directors Minutes.docx](#)

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2. A-3: Consideration and approval of Purple Line TSP – contract negotiations (Presenters: Matt Duffy, ^)

 [A-3 Purple Line TSP Contract Negotiations.docx](#)

3. A-4: Consideration and approval of furniture purchase for IPTC East Campus facility (Presenters: Charlie Carlino)

 [A-4 New Furniture.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-2: Consideration and approval of a new Mobility Advisory Committee (MAC) Committee Member (Presenters: Cheryl Purefoy)

 [A-2 MAC - New Member - April 2023.docx](#)

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The bylaws of the Mobility Advisory Committee (MAC) require staggering members' terms to ensure representation and new membership continuity. Each appointed MAC member shall serve a term of two years and no more than two consecutive terms. The MAC submitted the nomination to the Service Committee on April 20, 2023, with a recommendation for approval by the IPTC Board of Directors.

Kendel Tilton

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

Motion:

approval of a new Mobility Advisory Committee (MAC) Committee Member

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

2. A-5: Consideration and approval of procurement of 40-foot hybrid bus (Presenters: Cheryl Purefoy)

 [A-5 Procurement of Gillig 40ft Hybrid Bus 2023 4-25-23.docx](#)

In May 2020, IPTC Board of Directors approved the purchase of twenty-seven (27) 40' Gillig Hybrid buses via a purchase order using options from the Commonwealth of Virginia State Contract. This contract was competitively procured through Request for Proposal (RFP) #E194-193 dated May 31, 2016, for CNG, Diesel & Hybrids Transit buses.

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

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

Motion:

Approval of procurement of 40-foot hybrid bus

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


6. Information Items (Presenters: Greg Hahn)

1. I-1: Receipt of the Finance Report for March 2023 (Presenters: Bart Brown)

 [I-1 March 2023 Financials Summary.pdf](#)

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

2. I-2: On-Board Survey (OBS) (Presenters: Ryan Wilhite)

 [I-2 IndyGo combined FINAL 03162023.pdf](#)

 [I-2 OBS Infoltem 2022 V1.docx](#)

 [I-2 OBS 2022 Board.pptx](#)

The Board received an update on an On-Board Survey (OBS).

3. I-3: Mobility Advisory Committee (MAC) update (Presenters: Chris Hollingsworth)

 [I-3 MAC Meeting - 3.15.23.pdf](#)

 [I-3 MAC Meeting Minutes March 15, 2023.pdf](#)

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

4. I-4: Department Reports


 [I-4a Risk and Safety Board Report March 2023.docx](#)

 [I-4b PLANNING AND CAPITAL PROJECTS REPORT for 2023-04.docx](#)

 [I-4c March Board Report.pdf](#)

 [I-4d Mar OPERATIONS DIV BOARD REPORT -3.2023.docx](#)

 [I-4e Department of People & Teammate Experience Board Report.docx](#)

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

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 5:19pm.

Jill D. Russell
Chief Legal Officer

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Brian Clem, Director of Risk and Safety (CSO)
SUBJECT: Consideration and approval of revisions to the IPTC Anti-Drug & Alcohol Misuse Policy

ACTION ITEM A – 2

RECOMMENDATION:

Per the U.S. Department of Transportation (USDOT), as published 49 CFR Part 655 and Part 40, it is requested that the Board of Directors accept and endorse the IPTC Anti-Drug and Alcohol Misuse Policy as amended.

BACKGROUND:

The current policy was approved by the Board in 2018 with a policy effective date of July 1st. As required by the Federal Transit Administration, (FTA) The local governing Board of the employer shall adopt an anti-drug and alcohol misuse policy statement. The statement must be made available to each covered employee. Below are items required to be included.

- (a) *The identity of the person (DER) or office to answer employee questions about the employer's program.*
- (b) *The categories of employees who are subject to the provisions of the program.*
- (c) *Specific information concerning the behavior and conduct prohibited.*
- (d) *Specific circumstances in which a covered employee will be tested for prohibited drugs or alcohol misuse.*
- (e) *Procedures for testing for the presence of illegal drugs or alcohol misuse, protect the employee and the integrity of the testing process, safeguard the validity of test results, and ensure test results are attributed to the correct employee.*
- (f) *The requirement that a covered employee submits to testing administered under Part 655.*
- (g) *A description of behavior that constitutes a refusal to submit to testing administered according to this part.*
- (h) *The consequences for a covered employee who has a verified positive drug or a confirmed alcohol test result with an alcohol concentration of 0.04 or greater, or who refuses including the mandatory requirements that the covered employee be removed immediately from his or her safety-sensitive function and be evaluated by a substance abuse professional, as required by 49 CFR Part 40.*
- (i) *Consequences outlined in 655.35 of subpart D. Covered employee who is found to have an alcohol concentration of 0.02 or greater but less than 0.04.*
- (j) *The employer shall inform each covered employee if it implements elements of an anti-drug use or alcohol misuse program that are not required by this part.*

DISCUSSION:

IPTC will provide written notice to all employees and representatives of employee organizations before the changes are to take effect. The program and changes when approved will also be covered during yearly in-service training in 2023. All IPTC employees are required to attend their specific curriculum which may include on-line and or in person training.

ALTERNATIVES:

The Board could choose not to approve the policy as amended. This would lead to a compliance issue with 49 CFR part 655 and impact the results of the 2023 DTA Drug and Alcohol audit and jeopardize future federal funding.

FISCAL IMPACT:

No fiscal impact

DBE/XBE DECLARATION:

Non-Applicable

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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



Date of Memo: May 11, 2023
Current Meeting: May 25, 2023
Board Meeting: May 25, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Project Manager Rachel Wilson
SUBJECT: Consideration and approval of the procurement of Super Stops 2.0 amenities

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to proceed with the purchase of shelters and benches from the Tolar Manufacturing Company for an amount not to exceed \$149,686.

BACKGROUND:

IPTC entered into a five-year master services agreement with Tolar Manufacturing Company, Inc. in November 2018 (RFQ 18-06-299) for the procurement of as needed local bus stop amenity assets including shelters, lighting, benches, and trash receptacles. This purchase will be made in accordance with the terms and conditions of the current master services agreement.

DISCUSSION:

Tolar will be responsible for delivering shelters, solar lighting, and benches for the Super Stops 2.0 project, which includes six enhanced bus stops to serve local routes in downtown Indianapolis. Delivery is expected by October 2023.

ALTERNATIVES:

No other vendor can provide bus stop amenities that are consistent with IndyGo's existing assets.

FISCAL IMPACT:

This expenditure was anticipated and is covered in the Capital Budget using local funds.

DBE/XBE DECLARATION:

The original master contract with Tolar had a DBE goal of 8%. The items to be procured through this action are not provided by a DBE.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on May 16, 2023 and the Finance Committee on May 19, 2023 and will be placed on the Consent Agenda.

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BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Project Manager Rachel Wilson

SUBJECT: Consideration and approval of the Near Eastside Bus Stop Design Engineering Task Order

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to execute a task order with Lochmueller Group, Inc to assist IPTC with engineering, design, and construction administration services for the Near Eastside Bus Stop Improvements project for an amount not to exceed \$396,400.

BACKGROUND:

IPTC entered into a three-year Architectural & Engineering Services Agreement with Lochmueller Group, Inc. in September 2020 (RFQ 20-02-344) for on-call street design and civil engineering services. This purchase will be made in accordance with the terms and conditions of the current professional services agreement.

DISCUSSION:

Lochmueller Group will be responsible for design services for the Near Eastside Bus Stop Improvements projects, which includes survey, plan preparation, accessibility guideline compliance, cost estimates, bidding and construction support for improvements to 51 local bus stops on the near eastside of Indianapolis. It is anticipated that these services will be completed by Q4 2024.

ALTERNATIVES:

No other vendor was considered. Lochmueller is the only firm under contract for on-call street design and civil engineering services. This work is a continuation of similar design packages being designed by Lochmueller Group.

FISCAL IMPACT:

This expenditure was anticipated and is covered in the Capital Budget with grant funding from an FTA Areas of Persistent Poverty (AOPP) Grant.

DBE/XBE DECLARATION:

The task order proposes 15% of the work being completed by VS Engineering (MBE) and 38% being completed by Resolution Group, Inc. (WBE), which exceeds IndyGo's overall DBE goal of 12%.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on May 16, 2023 and Finance Committee on May 19, 2023 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Director of Governance & Audit Brian Atkinson

SUBJECT: Consideration and approval of paratransit program assessment

ACTION ITEM A – 6

RECOMMENDATION:

Review and receive Governance & Audit Paratransit Program Assessment

- See Reference Item 2022-9

BACKGROUND:

The Internal Audit Work Plan approved by the Governance and Audit Committee included a Paratransit Program assessment.

The Federal Transit Administration (FTA) requires transit agencies that operate fixed route services to provide complementary paratransit service for persons who are unable to use the fixed route system, because of their disability, as defined under the Americans with Disabilities Act (ADA).

IPTC contracts out its paratransit ride, reservation, dispatch, vehicle maintenance and other functions to a firm with national experience.

DISCUSSION:

In reviewing the IndyGo Access paratransit program, operations and contracted services identified five observations, related to the following areas:

- Contracted Paratransit Provider Performance
- Eligibility Assessments
- Operator and Mechanic Files
- IndyGo Access Rider Guidelines
- Customer Care Center

The observations and management's responses are presented in the accompanying report. The overall report rating for this Paratransit Program review is "Medium" risk.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No fiscal impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on May 19, 2023 and will be placed on the Consent Agenda.



Paratransit Program Assessment

Governance & Audit Report No. 2022-9

Issued on February 1, 2023

EXECUTIVE SUMMARY

Background

The Internal Audit Work Plan approved by the Governance and Audit Committee included a Paratransit Program assessment.

The IndyGo Access paratransit program provides demand-response transportation services to eligible individuals with disabilities. IndyGo contracts with a paratransit provider and an eligibility assessment provider. FY 2022 purchased transportation expenditures exceeded \$10.1 million. IndyGo provided over 170,000 paratransit trips to over 2,100 active clients in FY 2022. The paratransit fare is \$3.50. The total cost per trip was \$61.10, according to IndyGo's 2021 National Transit Database report.

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

Objective and Scope

- Obtain an understanding of IndyGo's paratransit program operations.
- Review key areas and processes:
 - Paratransit service comparable to fixed route.
 - Eligibility and recertification process
 - Origin-to-destination service
 - Service criteria, area served, response time, and trips.
 - Subscription service
 - Policies for riders missing scheduled trips.
 - Complaints and resolution
 - Nondiscrimination
 - Training requirements
 - Private provider contract service and compliance
 - Operators pay, background checks, driver's licenses, and training.
- Assess the effectiveness of the design and operation of internal controls.
- Identify opportunities for process and control improvements or revenue enhancement.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Paratransit Program	Medium	1	1	3

Overall Summary and Review Highlights

The Federal Transit Administration (FTA) requires transit agencies that operate fixed route services to provide complementary paratransit service for persons who are unable to use the fixed route system, because of their disability, as defined under the Americans with Disabilities Act (ADA).

The FTA has established several regulations and service criteria that must be met by IndyGo's Access paratransit program. IndyGo contracts out its paratransit ride, reservation, dispatch, vehicle maintenance and other functions to a firm with national experience.

Our review of the IndyGo Access paratransit program, operations and contracted services identified five observations, related to the following areas:

- Contracted Paratransit Provider Performance
- Eligibility Assessments
- Operator and Mechanic Files
- IndyGo Access Rider Guidelines
- Customer Care Center

The observations and management's responses are presented in our accompanying report. Our overall report rating for this Paratransit Program review is "Medium" risk.

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

Questions should be addressed to the IndyGo Department of Governance and Audit at batkinson@indygo.net.

1. Contracted Paratransit Provider Performance

Observation:

IndyGo's contracted paratransit provider has not met several FTA or contractual performance standards since their selection in September 2021.

Recommendation:

Revise metrics to minimally acceptable levels and limit the waiver of liquidated damages.

Observation Rating: High

IndyGo contracts out its Access paratransit program operations. The current paratransit provider was selected based on a competitive procurement and began providing paratransit operations and services on September 1, 2021.

Performance Summary - The paratransit provider's contract contains 26 comprehensive performance measures that reflect FTA regulations, ADA requirements and IndyGo policies. IndyGo has a comprehensive monitoring process and communicates regularly with its contracted provider.

Due to 32% staffing shortages, the paratransit provider has not been able to meet several of the Access program's performance goals since the inception of the contract 16 months ago.

IndyGo's required metrics and the contracted provider's actual performance are summarized below, for selected key metrics:

Metric / Category	Performance Requirement	Actual Result (1)
On Time Performance	94%	60% average
Trip Length	1.5 hours	2.0 hours
Missed Trips	none	246 / month avg
Excessively Late Trips	.1%	11.6% average
Driver and Service Availability	Enough for service	30% vacancy

(1) Actual based on reported operational statistics and/or provider invoices. Average is for the six months from April through September 2022.

IndyGo had experienced declining paratransit performance prior to 2019. The Board commissioned an external consulting study to identify challenges and make recommendations to improve the service. The comprehensive study's report was issued in June 2020.

IndyGo then issued a Request for Proposal for paratransit services in May 2021. The RFP emphasized that "Customer service is an essential part of this service".

While management and the current paratransit provider have worked collaboratively for more than a year to improve performance, there has been a sustained decline in rider service. We recommend that IndyGo management continue to collaborate with its provider to explore ways to alleviate the root causes of the performance issues.

We also recognize that among the root causes thus far identified is the challenge in hiring enough operators and Care Center agents. The operator labor shortage is a national issue that transcends the transit industry, and one which IndyGo itself is struggling with, with respect to its fixed route service.

To help improve passenger service, IndyGo may consider a combination of shorter-term and longer-term:

- Research and obtain data from IndyGo's Access paratransit program to identify individuals willing or interested in a travel training program. This training program is a short-term, intensive, individualized course of instruction

Management Action Plans:

The current IndyGo Access service area is approximately 400 square miles and includes all of Marion County, Indiana. In some cases (where fixed route borders the county line), pick-up/drop-off locations may be just over the county line of a contiguous county. In 2020 the IPTC Board of Directors approved the Beyond ADA. Effective January 1, 2023, Beyond the ADA service profile will apply to any trip where the origin or destination is more than ¼-mile from a fixed route bus service, as revised from time to time. Clients residing and traveling within the ¾-mile ADA area will continue to receive the ADA-mandated service level once this new service profile becomes effective. By providing the mandated ADA area and the Beyond the ADA service area, IndyGo, and its contractor can focus on providing services to the mandated ADA area and provide services in the non-ADA area with service hours restrictions and premium fares. RATP Dev will continue to use the Transportation Network Companies (TNCs) in the Non-ADA area while utilizing the IndyGo Access vehicles in the ADA service area. Customers will begin to see service improvements with the zone changes. RATP Dev is currently working on additional DBE providers to assist with the transportation needs of our customers.

As IndyGo and RATP Dev work collaboratively, RATP Dev understands the importance of providing excellent customer service. As a result, RATP Dev is working on acquiring

Waiver of Liquidated Damages - The paratransit provider's contract contains performance standards, liquidated damages, and potential incentive payments for each operational performance category.

IndyGo has waived various penalties each month since contract inception. Some amounts have been waived by contract provision, and additional amounts have been waived by mutual agreement on a monthly basis. The performance standards have also been adjusted downward for several metrics.

The liquidated damages calculated based upon actual performance assessed have exceeded \$121,000 per month recently. The net liquidated damages paid by the contracted provider, after the waived amounts, have averaged \$11,500 per month.

Had IndyGo not waived the liquidated damages as they have since contract inception, the grand total would by now have exceeded the actual contract value, rendering it untenable. This further highlights the need for IndyGo and their provider to work together to revise the liquidated damages stipulations so that they more closely reflect the current ecosystem challenges.

Capacity Constraint - FTA regulations require that transit agencies not limit the availability of paratransit service. One factor that may indicate "capacity constraints" is "any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments".

IndyGo does not deny trips or restrict the number of trips an individual may be provided. Also, the most recent FTA Triennial Review report, issued in August 2021 did not disclose any paratransit deficiencies.

designed to promote independent travel using IndyGo's fixed route system.

- Revising certain metrics to more reasonably acceptable levels. For example, a performance requirement of zero missed trips is realistically unattainable.
- Reviewing the contractual liquidated damages provisions to better correlate with revisions to the performance metrics. This will help ensure mutual fairness and equity for both IndyGo and its provider, while also providing sufficient ongoing incentive for the provider to actively pursue performance improvement opportunities.
- Analyzing existing missed trip data and consider if it would be valuable to shift the scheduled pickup window to improve on time performance.
- Continue existing efforts to fully utilize the effectiveness of the new Ecolane paratransit management system.
- Increasing coordination with social service agencies to identify alternative transportation options offered to Paratransit riders by those agencies.
- Continue existing processes that provide insurance of accurate eligibility determinations and timely eligibility updates. This review did not find any instances of inaccurate eligibility determinations. An eligible determination focuses solely on the applicant's functional ability to independently use IndyGo's fixed route system.
- IndyGo should continue to work with the City of Indianapolis to improve street/sidewalk infrastructure allowing assessments to determine trip by trip eligibility. This should allow for more reliability on the fixed route system and decrease capacity demands on the paratransit

additional Transportation Network companies and minority-owned transportation provider participation to assist with the shortage of employees. RATP Dev and TNC providers are also experiencing a shortage of Operators and return passenger trips to IndyGo Access, as we do not deny customer trips.

RATP Dev employs 56.5 FTE and 11 PTE operators and has weekly training classes. Since COVID 2020, staffing for the service industry continues to be a barrier for IndyGo's fixed route and IndyGo Access. There has been a decline in OTP since COVID 2020. In 2019, we provided 282,281 passenger trips. In 2020 we provided 122,372 passenger trips with a reduction of 56.6% YTD, and in 2021 we provided 134,731, which is approximately a 10% increase. In 2022, we provided 136,731 passenger trips (through November 2022, December numbers are not ready). We estimate that we will see an increase in passenger trips for 2022 of 15%-18% over 2021. As our customers return to IndyGo Access, we are not seeing the same growth in hiring operators and other employees. On-time performance (OTP) in 2019 was 90.27%, OTP in 2020 was 88.22%, OTP in 2021 was 67%, and the estimated OTP for 2022 was 60%. There is a correlation between the past few years' ridership and OTP post-COVID 2020. In 2020 and 2021, strong OTP was maintained due to a decline in ridership due to all taking place post-COVID.

At this time, any waivers mutually agreed upon by IndyGo, and RATP Dev has expired; IndyGo processed a modification/amendment of the contract that stated, so long as RATP Dev continuously makes good-faith efforts to improve, IPTC will waive through September 30, 2022, the following performance metrics, including liquidated damages, and incentives: On time performance, Drop off or

Due to continuing challenges with maintaining needed staffing levels, there is a risk that the IndyGo Access program could be characterized as having capacity constraints. The FTA could impose time-bound performance improvement mandates or may go so far as to potentially assess penalties if the perceived constraints are not alleviated.

Beginning January 2023, IndyGo is recognizing two service areas for paratransit. Currently IndyGo operates ADA-level service countywide which is beyond what is federally mandated. With the roll out of the new changes, there will be one service area that includes the ADA-mandated area (3/4 of a mile on either side of existing bus routes) and the new area known as IndyGo Access Premium (countywide service area). With two service areas, IndyGo should realize improved performance in the ADA-mandated zone by shortening the trips of these riders due to the difference in coverage area.

Invoice Submission - The paratransit provider's contract requires invoices to be submitted to IndyGo within 7 business days after month-end for fixed costs, and 15 calendar days after year-end for variable costs. Invoice drafts are typically discussed between the contracted provider and IndyGo before submission.

We noted that 9 of 24 invoices reviewed were submitted late. The average was over 4 days late.

system.

- Continue to explore feasible partnerships with FTA approved Transportation Network Companies (TNCs) along with minority-owned resources which have the capacity and are in Indianapolis.
- Continue to use data from the paratransit management system to improve service reliability in further planning and improvements to IndyGo Access within the two new ADA and Non-ADA service areas. This data along with customer service survey results will allow budgeting assumptions and zone creation based on ridership needs within the two areas.

Invoices – If late invoices become a contract management issue for IndyGo Mobility Solutions or Finance, follow-up with the contracted provider to receive invoices on a timely basis. IndyGo does not realize a financial difficulty from a late submitted invoice as payment terms are 30 days from invoice receipt and approval.

By continuing its ongoing efforts to drive improvement into its Paratransit system, IndyGo can help support a sustainable solution for its Paratransit community for years to come.

time performance, Excessively late trips, Missed trips, driver availability and on-board time. In addition, as outlined, all other performance guarantees became effective on April 1, 2022, and will be assessed per the Services Agreement. Internal meetings will continue to transpire to discuss revising the metrics to acceptable levels and reducing liquidated damage values.

Responsible Parties:

Mike Roth, Senior Director of Mobility Services

Due Dates:

On Going

2. Eligibility Assessments

Observation:

The eligibility assessment process includes manual processes, and we observed minor errors. Also, the assessment process is conducted on public streets or in IndyGo's operating bus facility.

Recommendation:

More fully utilize the existing Ecolane system for paratransit eligibility documentation and reporting. Complete the build-out of the planned assessment center in the new paratransit facility.

Observation Rating: Low

Eligibility for IndyGo's Access paratransit program is based on an individual's functional ability and capacity to use the fixed route bus system independently. IndyGo contracts with an eligibility assessment company to evaluate applicants' disability and mobility needs, conduct in-person interviews and review medical records.

We observed that the contracted eligibility provider utilizes paper-based applications and Excel spreadsheets to receive, track and report eligibility data. This information is summarized for monthly Board reports. This information is then re-entered manually into IndyGo's paratransit scheduling and reporting application (Ecolane).

Ecolane's reporting module has not been fully developed or integrated by IndyGo to facilitate ease of eligibility reporting. The resulting manual processes currently used are more susceptible to errors. Our testing of 15 eligibility files disclosed one individual whose eligibility determination date was incorrectly entered, and another applicant whose record was not included in the monthly summary report.

In-person eligibility assessment interviews are conducted on-site for new applicants as well as re-certification purposes. This is a best practice. However, IndyGo currently assesses applicants on the public streets or inside IndyGo's operating bus facilities, which while less than optimal are the only options available. IndyGo has planned for a dedicated assessment center in the new Paratransit office location, which will enhance the safety of its riders and allow for more varied boarding scenario testing.

The contracted eligibility assessment provider has worked with IndyGo for over 13 years. The current contracted paratransit provider and IndyGo's paratransit scheduling and reporting application have been in place for less than two years.

Since the installation of the Ecolane system, IndyGo has focused efforts on determining functionality and ways to reduce manual processes. Additional user training and familiarization maybe helpful with contract staff if deemed necessary.

Management Action Plans:

The Mobility Solutions department will continue to have conversations with Ecolane to assist with enhancing the software to encompass and reduce manual redundancy. Every month, monthly reports provided by Hawkeye Health are reviewed and compared to an Ecolane report. The Assessment and Eligibility center is expected to open in late 2023. Hawkeye Health is currently doing assessments at 2425 W. Michigan. By performing the assessments at our new location, our customers are informed that a new Assessment and Eligibility center is coming soon.

Responsible Parties:

Mike Roth, Senior Director of Mobility Services

Due Dates:

Evaluations and working with Assessment Provider – On Going

Assessment Eligibility Center – January, 2024

IndyGo’s Special Program Manager does travel planning for groups of individuals to encourage independence through travel using IndyGo’s fixed route system, including Bus Rapid Transit routes.

IndyGo intends to develop communications plans, to notify riders of the new facility’s opening, as well as the in-person eligibility interview location (when ready). These plans could also describe the benefits of the new location, and how its use will positively impact the riders’ overall paratransit experience.

3. Operator and Mechanic Files

Observation:

Paratransit operators and mechanics had a high vacancy rate and various file deficiencies.

Recommendation:

Enhance the focus on hiring drivers. Document the approval of any employees hired under the Second Chance program.

Observation Rating: Medium

The contracted paratransit provider hires, trains and supervises the vehicle operators and mechanics. Our review of operator and mechanic oversight and files disclosed:

- A 32% vacancy rate for operators. 24 of the 74 budgeted full-time positions have not been filled. The lack of available operators is a significant impediment to providing timely service. The driver shortage also has a cascading impact on various performance metrics, such as on-time performance and untimely drop off and pick-ups.
- The four mechanics have not received the required annual refresher training or obtained ASE (Automotive Service Excellence) re-certification.
- Two employee files reflected felony criminal convictions. IndyGo's paratransit RFP states that "IPTC must approve conviction of any felony criminal offense. Offenses such as violent crime against others, etc., are disqualifiers". There was no documented waiver of this provision or approval under the Second Chance program for one currently employed individual with such background.
- Training documentation was not available for two incumbent operators (hired by the previous paratransit provider).

Addressing these risks will improve the safety of vehicles and paratransit riders.

Operator Shortage - The contracted provider has offered signing bonuses and implemented a hiring plan. However, a long-term shortage of operators continues to exist.

IndyGo and its contracted paratransit provider should enhance their collective focus on hiring and retaining drivers. Options may include:

- Increase the use of FTA approved Transportation Network Companies (TNCs) and minority-owned resources if available and have the capacity.
- Increasing minority-owned transportation company participation

Training and Documentation – IndyGo should require the paratransit provider to provide the contractually-required training and maintain any required documentation in the files.

Second Chance Program - IndyGo should:

- Work with the People and Security Departments to clarify the applicability of the Second Chance hiring initiative for contracted services.
- Resolve the apparent conflict with the stated RFP provisions regarding the hiring of individuals with violent crime felony convictions.
- Ensure that a proper review process is in place such that all instances of paratransit employment applications which may be subject to these provisions are reviewed appropriately and timely.
- Document the conclusion reached by Mobility Services, Human Resources and/or Legal staff.

Management Action Plans:

RATP Dev is working on acquiring additional Transportation Network companies and minority-owned transportation provider participation to assist with the shortage of employees. As a part of compliance, the Mobility Solutions team will perform employee file reviews, including Drug and Alcohol audits. As for the mechanics that have not been ASE certified, RATP Dev is working on completing contract adherence. ASE certification courses are offered two times a year. RATP Dev follows IndyGo's second chance program.

Responsible Parties:

Mike Roth, Senior Director of Mobility Services

Due Dates:

Additional Transportation Network Companies – On Going

Recruitment and Training – On Going

ASE Certifications – On Going

4. IndyGo Access Rider Guidelines

Observation:

The *Rider Guidelines* contain valuable information for current or prospective paratransit riders. However, the Guidelines were not available on the IndyGo Access website.

Recommendation:

The *Rider Guidelines* should be posted to the Access program site, for ready access.

Observation Rating: Low

The *IndyGo Access Rider Guidelines* publication summarizes the ADA requirements and provides valuable information for current or prospective paratransit riders.

The *Rider Guidelines* were updated effective June 1, 2022, to reflect the program’s name change (from “Open Door”), and provide guidance for rider eligibility, the program service area, reservation process and more. They are produced in English and Spanish.

We noted that the *Rider Guidelines* were not available on the IndyGo primary website or the Access program page.

In addition, there are certain eligibility-related areas that could be updated to reflect the program rules or aid rider understanding. The *Rider Guidelines* do not include:

- The FTA requirement that applicants be considered presumptively eligible if a determination has not been made within 21 days of submission of an application.
- The FTA requirement that there is appeals process for individuals who are denied eligibility.
- IndyGo’s policy that paratransit riders’ eligibility must be recertified at periodic intervals.

The *IndyGo Access Rider Guidelines* should be posted to the Access program webpage, for easier availability. Hard copies should be made available to those that request them.

The *Rider Guidelines* should also be updated an at appropriate time, for the eligibility-related areas noted, to better inform riders of their rights and responsibilities.

The *Rider Guidelines* should also be updated to reflect the new paratransit fare structure that will go into effect on January 1, 2023. These policy changes are already described on the Access webpages. They include:

- IndyGo Access Premium – for rides beyond the ADA-mandated service area, but still within IndyGo’s county-wide service borders.
- Fixed Route travel for paratransit riders – fares will be 50% of the general fixed route fare, instead of being free.

Management Action Plans:

The rider guidelines have been posted and will be updated to reflect eligibility-related requirements and enhance the language in the rider guidelines regarding Beyond ADA. The rider guidelines are currently posted on the IndyGo Access webpage.

Responsible Parties:

Mike Roth, Senior Director of Mobility Services

Due Dates:

IndyGo Access Rider Guidelines – Completed January 2023 and Continuously Monitored

5. Customer Care Center

Observation:

The paratransit provider has a 30% vacancy rate for Customer Care Center staff. Call service level statistics are low. Costs for paratransit and overall IndyGo staff are comingled.

Recommendation:

Staff vacancies should be address through contractor transfers, IndyGo loans of staff, or temp firms. Purchased transportation and other operating costs should be segregated.

Observation Rating: Low

The contracted paratransit company provides staffing for the paratransit reservations center, as well as IndyGo’s overall Customer Care Center lines for fixed route questions, ticket information, route delays, and complaints. Our review noted:

- **Staff Vacancies** – 30% of the budgeted Care Center positions are vacant (6 of 20). These are positions for both paratransit and fixed route support. This has been a long-standing issue.
- **Call Service Levels and Abandonment Times** – Statistics from a selected month (October 2022) showed a low 49% service level. This means that 51% of inbound calls were abandoned by the customer or terminated by the call center. Calls were abandoned by the customer after an average wait time of 3 minutes and 16 seconds.

Therefore, IndyGo paratransit riders and fixed route riders both appear to have difficulty reaching the call center. However, the call center statistics are not broken out between paratransit and fixed route calls, in in the monthly paratransit Board reports.

- **Cost Reporting** – The invoices from the contracted paratransit provider do not break out or differentiate the cost of the overall IndyGo Customer Care staff vs. paratransit reservations staff. The total costs are reported as “purchased transportation”. This practice overstates the paratransit cost reported in the general ledger and the National Transit Database (NTD) reports, and the average cost of a ride on the internal paratransit operations reports.

Staff Vacancies and Call Center Service Levels – Due to the national employment trends, staff vacancies impact both paratransit and fixed route riders. IndyGo should consider:

- Continue to support the contracted paratransit provider in efforts to improve recruitment, hiring, and retention.
- Temporarily filling positions from internal resources, or temp staffing if availability exists and is union approved.

Cost Reporting – IndyGo should consider requiring the contracted paratransit provider to break out the paratransit staffing costs vs. overall Care Center costs. At a minimum, estimates should be made to state more accurately the “purchased transportation” costs on the general ledger, in NTD reports, and on the internal operations report.

Management Action Plans:

The Mobility Solutions department will continue to work with the RATP Dev contractor, IndyGo Finance, and IndyGo Procurement to develop a better format for estimating the direct costs for fixed route calls and paratransit calls. We are reviewing our current phone reporting abilities to report both types of calls to establish a percentage of calls per service mode. RATP Dev is currently working on acquiring additional Care Center support from existing divisions that RATP Dev manages and researching minority-owned staffing agencies for other staffing participation to assist with the shortage of employees. RATP Dev and TNC providers are also experiencing a shortage of Operators and return passenger trips to IndyGo Access, as we do not deny customer trips.

Responsible Parties:

Mike Roth, Senior Director of Mobility Services

Due Dates:

Monthly

Continuous monitoring of the contract to ensure performance guarantees.

APPENDIX A – RATINGS DEFINITIONS

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

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BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Director of Governance & Audit Brian Atkinson

SUBJECT: Consideration and approval of maintenance & stockroom review

ACTION ITEM A – 7

RECOMMENDATION:

Review and receive Governance & Audit Maintenance & Stockroom Review

- See Reference Item 2022-10

BACKGROUND:

Procurement and Operations requested Governance and to perform a review of IPTC's Maintenance & Stockroom Management Process.

IPTC is preparing to move to a multi-site structure and the Maintenance and Stockroom function will be, to some extent, duplicated at the new facility. IPTC recently updated the D365 and Dynaway systems for the Stockroom inventory and Maintenance processes.

DISCUSSION:

The objective was to obtain an understanding of key processes supporting IPTC's Maintenance and Stockroom functionality and assess the effective use of the system supplied processes. In addition, as with all reviews, the aim was to also identify any potential opportunities for improvement and automation.

The scope of the audit was to review the work order process, staffing/training, CORE item processing, inventory levels as well as the utilization of D365/Dynaway system.

As a result of the review, five opportunities have been noted for process improvement. Three observations have been rated high and two observations have been rated medium, therefore making the overall rating of the review as high. Observations are:

- Dynaway Utilization
- Work Order Process
- Inventory Levels
- Staff Concerns
- Core Process

ALTERNATIVES:

N/A

FISCAL IMPACT:

No fiscal impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on May 19, 2023 and will be placed on the Consent Agenda.

Maintenance & Stockroom Review

Governance & Audit Report No. 2022-10

Issued on January 06, 2023

EXECUTIVE SUMMARY

Background

Procurement and Operations requested Governance and to perform a review of IndyGo’s Maintenance & Stockroom Management Process.

IndyGo is preparing to move to a multi-site structure and the Maintenance and Stockroom function will be, to some extent, duplicated at the new facility. IndyGo recently updated the D365 and Dynaway systems for the Stockroom inventory and Maintenance processes.

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

Objective and Scope

The objective was to obtain an understanding of key processes supporting IndyGo’s Maintenance and Stockroom functionality and assess the effective use of the system supplied processes. In addition, as with all our reviews, we aimed to also identify any potential opportunities for improvement and automation.

The scope of the audit was to review the work order process, staffing/training, CORE item processing, inventory levels as well as the utilization of D365/Dynaway system.

Overall Report Rating & Observations (See Appendix A for definitions)				
	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Maintenance & Stockroom Review	Medium	3	2	0

Overall Summary and Review Highlights

Governance and Audit was contacted by Operations as well as Procurement to perform a review of the processes and interaction between the Stock Room and Maintenance groups since the recent upgrade of the new Dynaway/D365 inventory system. As the Stock Room and Maintenance groups move toward a multi-site operation, management wants to ensure a full utilization of the inventory/maintenance system and efficiency in processes.

As a result of our review, we have noted five opportunities for process improvement. Three observations have been rated high and two observations have been rated medium, therefore making the overall rating of the review as high.

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

OBSERVATIONS SUMMARY

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

Governance and Audit Observations	
Recommendation Title	Rating
1. Dynaway Utilization	Medium
2. Work Order Process	High
3. Inventory Levels	High
4. Training & Staff Development	High
5. CORE Process	Medium

1. Dynaway Utilization

Observation:

IndyGo’s D365/Dynaway system used for the inventory and work order process in the Stockroom is not being fully utilized.

Recommendation:

Management should consider taking a fresh look at the functionality of the Dynaway product and solicit any assistance from a Subject Matter Expert. Additional training and communication are deemed necessary so that both the Maintenance and Stockroom understand the system and its capabilities.

Observation Rating: Medium

IndyGo implemented Dynaway/D365 in May 2022. For the first month or so, the Stockroom was still performing inventory adjustments manually and were not informed about work orders being updated with parts pulled that were already being reflected in the stockroom inventory.

Dynaway has the functionality to track all maintenance costs on the buses, forecast repair costs for budget and end of life cycles. Dynaway contains an entire Warehouse Management System that could streamline IndyGo’s inventory processes more efficiently and effectively. However, the system is not being utilized to perform such functions.

It was noted that the kitting process can be done by the technician for each job. Kits do not have to be designed for only standard processes. Kit is a term for pulling parts or parts needed. Item forecast lists can be assigned to a kit through Dynaway. The work order kit can be used as a pick list for the Stockroom. The work order list can then be marked "ready for pickup". Mechanics do not have to wait at a window for parts to be picked. Through discussion with Maintenance and Stockroom personnel, the Stockroom is no longer preparing kits. Kits did move over from prior version of Dynaway; however, the Stockroom employees do not appear to understand how to find the kits in the system or use this system functionality to

Management should review inventory to ensure it is accurately stated within the Dynaway system.

It is recommended that Dynaway functionality be communicated and trained to the Maintenance and Stockroom groups with regards to the tracking of all maintenance costs by bus/mile, forecasting and budgeting and the warehouse management system.

Management should consider soliciting the help of a Subject Matter Expert (SME) to obtain a standard chart of typical specifications for each vehicle type, fluid types and quantities, wheel torques, etc. so that the mechanics nor stockroom must go searching for these and spend additional time when it could be at their immediate disposal.

The Dynaway product is owned by the Maintenance division but collaboration is needed with the Stockroom division for success in achieving full functionality.

Management should consider purchasing company tablets that have the Dynaway mobile app installed to be issued and used by each department for the purposes of generating a work order. Also, the handheld devices for

Management Action Plans:

Inventory Review

Inventory is cycle counted on a regular basis to ensure accuracy. Finance also solicits and completes a full year-end inventory to verify it is balanced before transitioning into a new Fiscal year.

Responsible Parties:

Stockroom

Due Dates:

December 31, 2023

Dynaway Functionality

The Stockroom Team was not included in Dynaway training/on-boarding. The Stockroom staff would welcome start-up training, as well as refresher training scheduled at regular intervals.

The Maintenance Manager has taken the ownership/lead for the Maintenance department. The manager will help staff navigate and utilize Dynaway for operational needs.

prepare kitting. This lack of knowledge seems to be going backwards in this process.

The Dynaway product offers a mobile app option that can be used on the mechanic’s cell phones. Per discussion with the mechanics, there is a concern with using the mobile app and the optics of how this would look to management. The mechanics do not want to appear to be inappropriately using their mobile devices for personal use. Company provided tablets was a prior recommendation as a solution but was not approved by senior management due to the costs involved.

Finally, it is felt that there was no direct ownership of the Dynaway product within either of these groups. Governance & Audit believe that the lack of ownership leads to no one fully understanding its capabilities and functionalities; thereby not capitalizing on the expense of this product and utilizing this system in its entirety.

inventory scanning could also be used to update the work orders with parts. It appears management would only need to increase the function on two (2) licenses and utilization of a bar code process.

Responsible Parties:

Stockroom and Maintenance

Due Dates:

Start-Up training – by End of Q2/2023

Refresher training is ongoing quarterly.

Dynaway Ownership

James Moore, from Maintenance has taken the ownership/lead.

Responsible Parties:

Maintenance and Stockroom

Due dates:

Completed

Company Tablets

Workstation /laptops are set up and ready for use.

Responsible Parties:

Maintenance

Due Dates:

Completed

2. Work Order Process		
<p>Observation:</p> <p>After meeting with multiple staff members and reviewing the Dynaway System capabilities through the Dynaway website and instructional videos, it has been determined that the work order process is not being used to full capability which would streamline parts distribution and improve inventory accuracy.</p>	<p>Recommendation:</p> <p>Use the Dynaway work order and kitting processes to full capability routing the parts requests to the stockroom electronically.</p>	
Observation Rating: High		
<p>After interviewing multiple maintenance staff members, it has been determined and observed that the parts distribution process has not improved since the installation of Dynaway. G & A witnessed that manual processes for providing parts lists and pulling inventory has not changed. Maintenance staff members are still being required to list parts requests on manually written white cards. The cards are then used to pull parts and inventory is updated after the parts are distributed. The white card process was verified with stockroom management.</p> <p>The Dynaway work order process is designed to build a parts list in the system. A kit listing all the needed parts for a repair can also be developed in Dynaway by the mechanic. The online work order parts list can then be reviewed in the stockroom and the parts pulled for the job. As parts are pulled from the electronic work order list, inventory can be updated real time using the Dynaway mobile app, a tablet or computer.</p> <p>Maintenance is reporting that mechanics are standing waiting on parts for an extended period of time at the stockroom counter as witnessed by G & A. Using the online work order parts list would eliminate the need to go to the counter to order parts. The list would already be online for the stockroom staff. The mechanic would only be required to go to the parts window to pick up the completed order. G & A has verified the online parts list process with</p>	<p>System access should be reviewed to ensure that maintenance staff has the ability to update parts lists and create kits directly in Dynaway.</p> <p>Management should retrain maintenance and stockroom staff on the workorder process and how the system is meant to work.</p> <p>It is recommended that the Stockroom cease in using the manual white cards and begin relying on the work order process as it was designed to work. Staff must be willing to change from outdated processes and utilize functionality that has been purchased to streamline operations.</p> <p>Ensure that maintenance staff members have access to the mobile app, tablets, or convenient computer workstations to create the work order parts list from their workstation and not at the stockroom window.</p> <p>A one-day demonstration or overview of the complete system capabilities shared with maintenance and stockroom staff by the IndyGo Operations Performance Manager would be helpful with getting everyone up to speed and on board. It is noted that part of the unwillingness to change is lack of understanding of the big picture.</p>	<p>Management Action Plans:</p> <p><u>Parts Kitting</u></p> <p>Kitting is now in place starting with preventative maintenance parts. Additional kitting for some known repairs which need multiple parts will also be created.</p> <p><u>Responsible Parties:</u></p> <p>Maintenance</p> <p><u>Due Dates:</u></p> <p>Completed</p> <p><u>Maintenance and Stockroom Process</u></p> <p>Automated requisitions instead of white cards will help efficiency of manpower. This process will start at the Supervisor level and employees will be trained going forward. The implementation of automated requisitions will need to be a collaboration between the Maintenance ss well as the Stockroom teams.</p> <p><u>Responsible Parties:</u></p> <p>Maintenance and Stockroom</p> <p><u>Due Dates:</u></p> <p>Start training – by End of Q2/2023</p> <p>Refresher training – ongoing quarterly</p>

maintenance, IT PMO as well as the Dynaway website and YouTube demonstration videos.

Work orders for accident repairs are currently not separated for tracking costs for the accident separately from the regular maintenance costs of the bus. If there is a large expense due to an accident, the cost is included in the lifetime maintenance cost of the bus and per mile cost over the life of the bus. This was verified by the IndyGo Operations Performance Manager.

The Dynaway system also has the capability to have work orders automated and tied to a maintenance calendar for preventive maintenance processes.

Currently, the work order parts lists and inventory are updated from the white cards by stockroom management after the fact. There could be a day or more delay in completing the update causing the inventory listed in the system to not be correct at any given point.

At this time, the Dynaway system is only formatted to allow stockroom management to add parts to the online workorder. In the event an item is not in the inventory stockroom, a purchase order can be created from the Dynaway workorder. Access would need to be reviewed and allowances made to make use of the full Dynaway capabilities that have been purchased.

Management should develop an automated coding system for the work order numbers or title identifying the work order as an accident repair. This would allow cost for accident costs not to inflate the overall maintenance cost for regular operation of the bus.

Mobile App

Addressed by the addition of new computer workstations.

Responsible Parties:

Maintenance

Due Dates:

Completed

One-Day Demo

A One-Day Demonstration will be provided.

Responsible Parties:

Maintenance and Stockroom

Due Dates:

End of Q2/2023

3. Inventory Levels

Observation:

During this review of the inventory levels in the stockroom, it is noted that the inventory physical count is often off from what the system shows.

It is observed that there are buses waiting in the maintenance area for repairs to be completed because of not having the necessary parts in inventory. Maintenance staff is questioning is there an ordering issue or budget constraint?

It is determined that the Min-Max on part inventory need to be reviewed for correctness.

Recommendation:

Management should review the processes in the stockroom relative to inventory ordering, Min-Max settings and utilize automation that is provided in the Dynaway system.

Observation Rating: High

It is determined that the stockroom regularly runs out of preventive maintenance parts that are in high demand. The physical inventory count does not always agree with the system count. The stockroom is not using the work order parts list to pull inventory and update in the system real time. A white card is written listing the work order parts list. The inventory is pulled based on the manual white card. The inventory is then updated in the system from the white cards when time allows. If updates are done the following day or days, the actual inventory is not correct in the system. The parts list on the system work order could show the mechanic a part is available, but it may not be due to timing differences on entering the data from the white card. White card updates to the system are only done by the stockroom management.

Daily buses are parked waiting for inventory parts. It was reported that some of the wait times are weeks to months. The body shop had resorted to making panels because they are not being maintained in the stockroom. Lack of windows and body panels seem to be always short stocked. IndyGo has around 200 buses most of which have

The Stockroom should stop using the manual white cards immediately. The work order process in Dynaway has a part list and the mechanic can develop a kit that the stockroom can use to pull parts. As parts are pulled for the work order, the inventory can be updated at the same time using a computer, tablet, or mobile device. This will ensure inventory is always updated real time.

For parts such as tubing and hoses, management could research the cost of procuring hose making equipment. This would eliminate the need for many different sizes to be maintained in stock. The exact size part could be made on site for each purpose.

Management should consider increasing the number of body panels and windows on hand for buses that have interchangeable parts.

Historical parts, that use data available in Dynaway, can be used to help with adjusting the Min-Max amounts in the

Management Action Plans:

White Cards

Addressed in Work Order Process section.

Panels and Windows

Procurement has seen significant lead time on both items in the supply chain. Procurement will work with Maintenance on determining appropriate inventory levels on hand. Bulk ordering may be required and narrowing window part numbers could help alleviate some supply chain issues.

Review with Maintenance to determine window and panel stock items and set inventory quantities.

Responsible Parties:

Stockroom and Maintenance

Due Dates:

End of Q2/2023

interchangeable parts. It is reported that only one or two of some parts are stocked. G & A witnessed a bus out of service waiting for a small window to be received.

Basic regularly used parts are not being kept in stock. G & A was shown the brake part bin that holds various springs and clips. This bin is supposed to be monitored and kept stocked by the vendor. A view of the cabinet showed empty sections that should have parts. A mechanic shared that sometimes a wrong part/spring is suggested in place of the correct item which is not in stock. This mechanic will not risk this when it comes to certain safety issues.

With BYD buses, there is a lot of aluminum welding being done because of damaged body parts. Something simple like welding wire and hinges are regularly out of stock.

Regularly basic parts are not kept on hand like a gasket. A gasket is regularly taken from a part that is in stock to be used. Leaving this new part without the provided pieces for future.

system to be updated more accurately. Reports can be pulled to assist with correcting on hand inventory as well as assisting in developing future fiscal year inventory budget. The report availability was demonstrated by the IndyGo Operation Performance Manager.

Stockroom management should set up a regular schedule with vendors who supply small part bin inventory (springs, clips, nuts, and bolts). Stockroom management should verify the vendors are meeting expectations. Purchasing could assist with vendor replacement if the vendor is not meeting contractual agreements.

Inventory Levels (Min/Max)

A Top 150 Min/Max review was completed quarterly for the past two years. Maintenance was in attendance allowing for input on Min/Max needs and adjustments. Min-Max levels will be reviewed with Maintenance management team on a regular basis.

Review parts and usable items that are not a regular stock item but are used frequently and include these parts for normal reorder in the system.

Review the Monthly Out of Stock Report for adjustments to the preset inventory levels.

Responsible Parties:

Stockroom and Maintenance

Due Dates:

Ongoing

Small Parts Vendors Schedule

A regular schedule with small parts vendors is already being done. IndyGo partners with three separate companies and will continue monitoring these firms.

Responsible Parties:

Stockroom

Due Dates:

Completed

4. Training & Staff Development		
<p>Observation:</p> <p>After meeting with several members operations, stockroom staff and system project management, it is a concern of the stockroom staff knowledge of the inventory as well as the Dynaway system. There appears to be concerns around stockroom management not including all staff members in the training sessions for the Dynaway system.</p> <p>There were multiple reports and concerns regarding stockroom staff not finding inventory and knowledge of part locations.</p>	<p>Recommendation:</p> <p>It is recommended that overnight and weekend supervision be increased and expectations for staff behavior, knowledge and quality of service be stressed to stockroom management.</p>	
Observation Rating: High		
<p>It was reported that stockroom staff night shift and weekend shift are not pulling the parts. They will ask the mechanic to help pull the parts or they may say, “it isn’t in stock”. When the day shift staff starts, the parts seem to be found.</p> <p>Multiple staff members expressed concern that parts are pulled wrong or not found more often during the night shift. Items can be shown in stock in the system but can’t be found at night. This causes delay on repairs as mechanics must wait and creates a delay on getting buses repaired timely.</p> <p>It is felt that additional training needs to be done with stockroom parts locations. This is not a problem during the day shift.</p> <p>Work Orders and parts list can be seen on the computer and mobile app but are no longer on the video screen at the parts counter.</p>	<p>A review of inventory locations with all stockroom staff members and developing testing for familiarity of parts and locations should be performed.</p> <p>It was determined that additional training hours are available with the Crowe implementation consultant. It is recommended that a system refresher training be held with all stockroom employees participating. Training could be completed by Crowe staff or IndyGo Dynaway experts who have been identified by G & A as well as the IT PMO.</p> <p>Management should ensure that the system is formatted to include work order parts listings to display on video by parts counter including the ability to display standard kits as well as individual work order kits. G & A verified that kitting is available and was demonstrated on Dynaway system YouTube videos.</p> <p>Management should require cross training of positions in the stockroom and assign staff to cover vacations.</p>	<p>Management Action Plans:</p> <p><u>Inventory Review and Training</u></p> <p>Currently training in addition to cross training for Maintenance and Stockroom staff is underway for part identification and locations.</p> <p><u>Responsible Parties:</u></p> <p>Stockroom</p> <p><u>Due Dates:</u></p> <p>Ongoing</p> <p><u>Crowe Refresher Training</u></p> <p>Management agrees that a system refresher training completed by Crowe staff or IndyGo Dynaway experts be held with all stockroom employees participating.</p> <p><u>Responsible Parties:</u></p> <p>Stockroom</p>

The IndyGo PMO (Project Manager Office) believes that system training would resolve this issue if there would be willingness to change.

Training did not go well as not all stockroom employees were included in the training sessions provided by the consultant. G & A verified through the IT PMO that the stockroom was an issue from the beginning due to lack of attendance and participation. The first multiple day training by Dynaway only had one stockroom supervisor attend. The first training provided by the consultant Crowe only had day shift employees attend. The second training provided by the consultant Crowe only had one stockroom supervisor and the stockroom manager attend. The manager stated they would train the rest of the staff.

When day shift parts receiver is on vacation, the work piles up. No one covers vacations or appears to be cross trained.

The stockroom is no longer doing kits as done with the previous version of Dynaway. It was observed that kits did move over during the Dynaway upgrade. Stockroom employees need to be retrained on finding the kits in the system. A mechanic was able to find and demonstrate that the previously designed kits are in the system since the upgrade. The Dynaway training and demonstration material states that projected parts lists can be developed for specific regular maintenance jobs.

A meeting was held with maintenance and stockroom to develop a plan. G & A was provided a copy of the SOP dated August 22, 2022, which is not being followed at this time. This was verified by a stockroom staff member.

Due Dates:

May 31, 2023

Parts Counter Display

The parts counter video screen is again being utilized to display the work order and parts listing.

Responsible Parties:

Stockroom

Due Dates:

Completed

5. CORE Processing		
<p><u>Observation:</u></p> <p>The administration of CORE products through the Dynaway system as well as being processed by the Stockroom is lacking. The CORE items are not being managed correctly and many CORE credits are being missed</p>	<p><u>Recommendation:</u></p> <p>IndyGo management should implement a more formal process surrounding CORE items to ensure these items are being accurately labeled on the CORE item and noted in the system.</p>	
Observation Rating: Medium		
<p>Through our interviews with various Stockroom and Maintenance personnel along with the CORE Administrator, it was noted that not all the parts are being labeled as CORE with the green label when received. Also, CORE and warranty items appear to sit on the shelf for up to 3 months at time before being returned to the vendor for credit. The perception is the Stockroom is not assisting in the compliance of CORE processing procedures and when the Stockroom met with CORE/Warranty, they were disinterested in understanding their role in the processing of CORE items. Additionally, when the seasoned receiver goes on vacation, CORE receiving, and CORE paperwork stops until their return. It was stated that there is a lack of understanding by management as to why the CORE items cannot be updated when there are 6-7 people in the Stockroom but only see 2 actively involved and working.</p> <p>Through review of the Dynaway system and CORE spreadsheets prepared by the CORE Administrator, it was noted that there were only 18 items listed as CORE in Dynaway. This is incorrect and there are many more CORE items (i.e., no turbos were not included in the system as CORE however have a CORE credit price of \$700). The CORE/ Warranty Administrator found two engine CORE credits for approximately \$9k - \$11K that had left IndyGo property with no paperwork. Fortunately, this was found when the credit was received back from the vendor. If there is no</p>	<p>Management should create a formal process to handle all CORE items. Once created, this should be communicated to the Stockroom and Maintenance groups to ensure all personnel are well versed on the CORE processing procedures.</p> <p>A thorough review of all items that are eligible for receipt of CORE credit should be performed. This should include review of the system to guarantee all items are marked as CORE in Dynaway. Also review should include going to CORE item location in the Stockroom and checking to make sure an item is accurately labeled as such so that Maintenance and Stockroom know that it needs to be returned for CORE credit to vendor.</p> <p>The CORE/Warranty Administrator, to do their job duties and recover as many CORE credits as possible that are available to IndyGo, require management’s involvement and buy-in to this process. Governance & Audit recommends management’s participation in these efforts to communicate the importance financially to the organization for receipt of CORE credits.</p>	<p><u>Management Action Plans:</u></p> <p><u>CORE Process</u></p> <p>There is a dedicated Operations employee assigned to this role. Stockroom staff’s role in the CORE process is to label received parts accordingly. Maintenance staff needs to treat all parts as CORE. Stockroom has started using a neon green CORE label to help maintenance identify CORE parts.</p> <p>Dynaway is set to automatically flag at the work order level COREs that need to be returned.</p> <p><u>Responsible Parties:</u></p> <p>Stockroom and Maintenance</p> <p><u>Due Dates:</u></p> <p>Ongoing</p>

paperwork maintained by IndyGo and nothing recorded in the Dynaway system. The reliance on the vendor to issue the credit is the only way IndyGo has to be notified a CORE was processed and received. There seems to be a breakdown in accurately recording CORE items in Dynaway and a lack of confidence that IndyGo is receiving all the credits available.

Governance & Audit met with the CORE Administrator during the review and noted that CORE/Warranty recovered (September through December 2021) approximately \$177k for CORE credits. It is expected that for EOY 2022, recoveries will exceed \$250k. It is trending upward; however, it could be substantially higher with accurate record-keeping and processing of CORE items.

APPENDIX A – RATINGS DEFINITIONS

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

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Director of Governance & Audit Brian Atkinson

SUBJECT: Consideration and approval of policy review

ACTION ITEM A – 8

RECOMMENDATION:

Review and receive Governance Policy Review

- See Reference Item 2023-1

BACKGROUND:

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Policy Review.

DISCUSSION:

The primary objective in performing this process review was to examine the processes and controls in place related to IPTC policies. The review included the following categories:

- Management, update, publication, expiration and approval process.
- Ownership, oversight, monitoring and enforcement practices.
- Housing, storage and filing practices.
- Board-level vs. management-level policies

The review approach included performing interviews with members of IPTC policy owners and Department heads.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No fiscal impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on May 19, 2023 and will be placed on the Consent Agenda.

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Policies Review

Governance & Audit Report No. 2023-1

Report Issued April 5, 2023

EXECUTIVE SUMMARY

Background

During late 2022 the Governance & Audit team, with input from management and its subject matter advisors, compiled a heat map to identify and illustrate the agency's risk universe. Perspectives were sought on agency-wide risks, external risks, and threats to IndyGo's mission and objectives.

The FY2023 Internal Audit Work Plan was approved In January 2023 by the Governance & Audit Committee. Included in this approved work plan was the Policies Review.

Objective and Scope

The primary objective in performing this process review was to examine the processes and controls in place related to IndyGo policies. Review will include the following:

- Management, update, publication, expiration and approval processes.
- Ownership, oversight, monitoring and enforcement practices.
- Housing, storage and filing practices.
- Board-level vs. management-level policies.

Our approach included performing interviews with members of IndyGo policy owners and Department heads.

Overall Summary and Review Highlights

Developing Agencywide and Departmental policies and consistently reviewing these policies should be at the top of IndyGo's strategy. Identifying the current policies in place is the first step for moving towards a solid policy framework for the organization. From the creation of the inventory listing of current existing policies, subsequent identification of gaps in policies still needed should be determined.

Policies should be categorized by Agencywide or Departmental. A policy owner should be assigned to each policy within IndyGo and policies should be retained in a central repository. Housing all Departmental and Agencywide policies on the IndyGo SharePoint hub is being recommended.

An approval process needs to be defined for both Agencywide and Departmental policies. Expiration, review and reissue parameters need to also be defined for these policies as well. Management should determine what format or consistent language should be included In Agencywide and Departmental policies.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance & Audit at: batkinson@indygo.net.

SUMMARY OF SELECTED POLICY CATEGORIES

Area Title	Categories
1. Inventory	<ul style="list-style-type: none"> Assign overall Policy Owner for oversight of all Departmental and Agencywide Policies. Create complete inventory listing of all IndyGo policies. Categorize policies as Agencywide Policies and Departmental Policies. Create a central repository as public record for all policies that will be visible by all teammates utilizing such policies.
2. Agencywide Policies	<ul style="list-style-type: none"> Issuer should be assigned for each Agencywide policy. Determine approval required for each Agencywide policy (i.e., CEO, Board Action, etc.) Agencywide policies to be retained in a central location (in main menu on the IndyGo SharePoint hub, searchable by key word) Ensure Agencywide policies include an Expiration date to force mandatory review process and approval. Ensure parameters are set so that Agencywide policies are reissued and redistributed to staff. Develop a standard template format to be used for all agencywide policies.
3. Departmental Policies	<ul style="list-style-type: none"> Issuer should be assigned for each Departmental Policy Determine approval required for each departmental policy (i.e., division/VP level) Departmental policies assigned to a location (IndyGo SharePoint hub main menu, Departmental or division level roll up to main policy header, searchable by key word) Ensure Departmental policies include an Expiration date to force mandatory review process and approval. Develop a standard template/format or standard language to be used for all departmental policies (NOTE: SOPs should be embedded in a policy, and a policy can reference an SOP and the SOP can be edited and changes occur in method of accomplishing a policy requirement)

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BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Chief of People Denise Jenkins-Agurs

SUBJECT: Consideration and approval of adding ADP Comprehensive Benefits Services

ACTION ITEM A – 9

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC's President/CEO to enter into a contract amendment with ADP to provide a Comprehensive Benefits solution for an added amount not to exceed \$341,434. The current contract with ADP will expire on May 31, 2025.

BACKGROUND:

IPTC People Department has experienced turnover in key functional areas that support the overall employee experience in 2022 and 2023. One key role that experienced a loss of talent is the Sr. Director of Benefits and HRIS. The role had key responsibility for the provision of benefits administration including plan design, data collection, regulatory compliance, contract management, and benefit education. In addition, the role was charged with compensation administration, disability, and human resource information system management.

A review of the overall strategic allocation of HR resources found that the People Department could absorb management of the latter position duties, but benefit administration and management could not be leveraged comprehensively and could be more effectively administered by the vendor that facilitates our current benefit, payroll, and data engagement. Further, it would be difficult to expeditiously identify talent in the current competitive job market at the senior level through our recruitment efforts, that could perform and have an immediate impact with a combination of data management, benefits administration, and institutional knowledge and skills.

DISCUSSION:

Currently, ADP provides our Workforce Now data management, recruitment, and payroll system support. Adding the ADP management of the benefits administration would provide service continuity. Adding these services would lessen the tactical requirement of additional staff to effectively address daily tasks and direct engagement required with eligibility determination, open enrollment, carrier and plan management, employee communication/marketing, new hire onboarding, reporting, compliance, premium administration, and service delivery. Further, we would have a consistent model of service delivery that would help drive effective benefits management engagement.

ALTERNATIVES:

This is an added service to the ADP Workforce Now platform that we are already using. If the Board doesn't approve this request, we will have to hire additional staff to manage our benefits program.

FISCAL IMPACT:

Funding for this action item will come from a combination of planned underspending and a realignment of existing appropriations within the 2023 operating budget.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on May 16, 2023 and Finance Committee on May 19, 2023 and will be placed on the Consent Agenda.

Benefits Administration | In-House



ELIGIBILITY AND OPEN ENROLLMENT	CARRIER AND PLAN MANAGEMENT	EMPLOYEE COMMUNICATION	REPORTING AND COMPLIANCE	PAYROLL ADMINISTRATION	SERVICE DELIVERY
Eligibility determination	Plan design	Provide plan comparison tools	Produce scheduled reports	Process benefit deduction changes	Designated benefits specialist who serves as an extension of your in-house benefits team
New hire open enrollment processing	Rate negotiations	Produce election confirmations	Provide management reports and ad hoc reporting assistance	Calculate employee and employer cost of coverage	Provide benefits operating procedures to streamline benefits processing
Employee, family status and demographic change events	Plan fiduciary responsibility	Provide notification to employees of opportunities to enroll	Auto-populate information and IRS codes onto Forms 1094-C and 1095-C for ACA reporting	Calculate chargebacks	Supply online employee and manager self-service tools including access to benefits information
Administrative events	Project manage open enrollment	Produce enrollment materials, guides and communications campaign	Provide best practice guidance for utilizing technology to support ACA compliance	Calculate imputed income for life insurance and domestic partner coverage	Respond to employee, manager and practitioner inquiries
Identification of COBRA notices	Send electronic data interface (EDI) enrollments to carriers where supported	Case management for employee interactions	Produce Form 5500	Benefits direct billing for retirees or employees on leave without pay	Run scheduled processes
Maintain election and dependent/beneficiary data	Make premium payments to carrier	English and Spanish support and language line for employees	Non-discrimination testing		Monitor scheduled processes for completion
Collect PCP data	Process evidence of Insurability	Warm transfer to other vendors or carriers	Maintain Section 125 compliance		Update benefits configuration as required
Process dependent changes due to qualified life event changes	Process emergency enrollments	Guide employees to plan materials	Maintain HIPAA compliance		Periodic system enhancements
Track student/disabled status	Maintain HR data	Respond to inquiries about benefit plan offerings, enrollments and online navigations	Produce SOC 1 and Medicare Part D reports		
Process Qualified Medical Child Support Orders and domestic partner affidavits	Receive and resolve connection discrepancy and error reports				
Calculate Medicare eligibility	Identify and resolve discrepancies identified between carrier invoices and benefits solution				
	Prepare consolidated vendor invoice				

Task key

Managed by client

Managed by ADP

Benefits Administration | ADP Comprehensive Benefits



ELIGIBILITY AND OPEN ENROLLMENT	CARRIER AND PLAN MANAGEMENT	EMPLOYEE COMMUNICATION	REPORTING AND COMPLIANCE	PAYROLL ADMINISTRATION	SERVICE DELIVERY
Eligibility determination	Plan design	Provide plan comparison tools	Produce scheduled reports	Process benefit deduction changes	Designated benefits specialist who serves as an extension of your in-house benefits team
New hire open enrollment processing	Rate negotiations	Produce election confirmations	Provide management reports and ad hoc reporting assistance	Calculate employee and employer cost of coverage	Provide benefits operating procedures to streamline benefits processing
Employee, family status and demographic change events	Plan fiduciary responsibility	Provide notification to employees of opportunities to enroll	Auto-populate information and IRS codes onto Forms 1094-C and 1095-C for ACA reporting	Calculate chargebacks	Supply online employee and manager self-service tools including access to benefits information
Administrative events	Project manage open enrollment	Produce enrollment materials, guides and communications campaign	Provide best practice guidance for utilizing technology to support ACA compliance	Calculate imputed income for life insurance and domestic partner coverage	Respond to employee, manager and practitioner inquiries
Identification of COBRA notices	Send electronic data interface (EDI) enrollments to carriers where supported	Case management for employee interactions	Produce Form 5500	Benefits direct billing for retirees or employees on leave without pay	Run scheduled processes
Maintain election and dependent/beneficiary data	Make premium payments to carrier	English and Spanish support and language line for employees	Non-discrimination testing		Monitor scheduled processes for completion
Collect PCP data	Process evidence of Insurability	Warm transfer to other vendors or carriers	Maintain Section 125 compliance		Update benefits configuration as required
Process dependent changes due to qualified life event changes	Process emergency enrollments	Guide employees to plan materials	Maintain HIPAA compliance		Periodic system enhancements
Track student/disabled status	Maintain HR data	Respond to inquiries about benefit plan offerings, enrollments and online navigations	Produce SOC 1 and Medicare Part D reports		
Process Qualified Medical Child Support Orders and domestic partner affidavits	Receive and resolve connection discrepancy and error reports				
Calculate Medicare eligibility	Identify and resolve discrepancies identified between carrier invoices and benefits solution				
	Prepare consolidated vendor invoice				

Task key

Managed by client

Managed by ADP

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Senior Director of Facility Services and Preventative Maintenance Paul Williams

SUBJECT: Consideration and approval of new contract for fleet oil and lubricants

ACTION ITEM A – 10

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we request that the Board authorize the President/CEO to enter a two-year contract with Jackson Oil for an amount not to exceed a total of \$1,263,252 for the two-year contract.

BACKGROUND:

Brown's Oil Service is the incumbent contractor providing fleet oil and lubricants to IPTC. The current contract expires in May 2023. Procurement released an Invitation For Bid (IFB) seeking a two-year contract for a vehicle oil and lubricant supplier.

DISCUSSION:

IPTC is seeking to establish a multi-year contract to supply lubricants in bulk to IPTC's maintenance garage. IPTC currently purchases engine oil, antifreeze, Automatic Transmission Fluid (ATF), Diesel Exhaust Fluid and grease in bulk. The quantities of each product will vary over the term of the agreement and will depend upon such factors as equipment usage, type of equipment and overall size of the IPTC's fleet. IPTC would reserve the right to negotiate with the awarded vendor to supply additional lubricant requirements that may arise during the term of the contract. Prices bid shall reflect the full scope of work as defined per the IFB document, inclusive of all associated costs for insurance, taxes, overhead, profit and bonding, if required and so identified.

ALTERNATIVES:

The Board could choose not to award the contract and procurement, IPTC would then purchase oils and fluids at market cost. This could lead to increased costs and negativity impact the budget.

FISCAL IMPACT:

This contract is funded from the Operating budget.

DBE/XBE DECLARATION:

Supplier Diversity set a 0% participation goal for this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on May 19, 2023 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Chief Financial Officer Bart Brown

SUBJECT: Consideration and approval of Resolution 2023-03 of reimbursement for anticipated debt issuance for Blue Line construction

ACTION ITEM A – 3

RECOMMENDATION:

Request Board to approve Resolution that allows IPTC to reimburse for certain preliminary expenditures related to the construction of the Blue Rapid Transit Line prior to the issuance of debt not to exceed \$100 million.

BACKGROUND:

The Blue Line is the third BRT infrastructure project, with more than half of the budget addressing the condition of the roadway, pedestrian facilities, and drainage. The Blue Line will follow IPTC's current Route 8, along Washington Street from Cumberland west to the Airport. With the Blue Line, local route improvements, and the density of the corridor, the Blue Line will extend the rapid-transit benefits to communities and neighborhoods all along its path. Staff is recommending borrowing to pay for the majority of IPTC's share of Blue Line infrastructure, rather than use on-hand tax collections and savings. The Blue Line will be used for decades but requires large upfront costs; borrowing enables IPTC to spread out those costs. As a result, taxpayers who will use the Blue Line in the future help pay for it. Borrowing also makes infrastructure projects more affordable by reducing the pressure on IPTC's budget in any given year.

DISCUSSION:

If the Board approves the construction of the Blue Line upon the approval of the Small Starts Grant from the FTA, this Resolution will allow IPTC to reimburse any expenditures from bond proceeds that are related to the design, construction, or the issuance of debt. The estimated amount of the bond issuance is \$100 million. Sale of bonds are anticipated for Fourth Quarter 2024. A Bond Ordinance will be presented to the Board either in Second or Third Quarter of 2024. The City-County Council would also need to approve an ordinance authorizing the sale.

ALTERNATIVES:

Reimbursement Resolution is not required but if not adopted then any eligible expenditures prior to issuance could not be reimbursed, thus reducing IPTC fund balances.

FISCAL IMPACT:

There is not a fiscal impact associated with this resolution.

DBE/XBE DECLARATION:

Any expenditures that are eligible for reimbursement are subject to DBE goals set for Blue Line.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on May 19, 2023 and will be placed on the Regular Agenda.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
RESOLUTION NO. 2023-03**

A resolution of the Indianapolis Public Transportation Corporation expressing the intent of the Corporation to reimburse prior expenditures with bond proceeds.

WHEREAS, the Board of Directors (the "Board") of the Indianapolis Public Transportation Corporation (the "IPTC") intends to cause to be issued bonds and/or loans of the IPTC, in one or more series, in a combined aggregate principal amount not expected to exceed One Hundred Million Dollars (\$100,000,000) (together the "Bonds"), for the purpose of procuring funds to pay all or a portion of the costs of the following capital project: Blue Line Bus Rapid Transit Line (the "Project"); and

WHEREAS, the IPTC reasonably expects to incur certain preliminary expenditures related to the Project (the "Expenditures") prior to the issuance of the Bonds, and to reimburse the Expenditures (or cause the Expenditures to be reimbursed) with proceeds of the Bonds; and

WHEREAS, the Board desires to declare its intent to reimburse the Expenditures (or cause the Expenditures to be reimbursed) pursuant to and in compliance with Indiana Code 5-1-14-6(c) and Section 1.150-2 of the U.S. Treasury Regulations promulgated by the Internal Revenue Service (the "Treasury Regulations");

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

SECTION 1. The Board hereby declares its intent to cause to be issued by the IPTC the bonds and/or loans in one or more series in a combined aggregate principal amount not expected to exceed One Hundred Million Dollars (\$100,000,000) and to reimburse or cause to be reimbursed costs of the Project consisting of the expenditures from the bonds and/or loans.

SECTION 2. This Resolution constitutes a declaration of an intent to reimburse from the proceeds of bonds under Indiana Code 5-1-14-6(c) and Section 1.150-2 of the Treasury Regulations.

SECTION 3. This Resolution shall be in full force and effect upon adoption and compliance with procedures required by law.

Passed and adopted this 25th day of May, 2023, by the Board of Directors of the Indianapolis Public Transportation Corporation.

INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

Gregory F. Hahn
Chair, Board of Directors

Attest:

Lise Pace
Secretary, Board of Directors

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Information Update – April 2023 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Financial Officer Bart Brown and Budget Director Justin Burcope
Date: May 11, 2023

APRIL 2023 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$222,608 (18.5%) for the month of April. For the year it is over budget by \$589,134 (12.3%).
- Other Operating revenue category is over budget by \$246,049 (376.7%) for the month. YTD this revenue is over budget by \$1,455,431 (557.1%).
- The passengers service revenue is over budget by \$31,380 (8.0%) for the month. For the year passenger service revenue is over budget by \$177,163 (10.6%).
- PMTF Grant application was filed this month and we anticipate we will draw the entire year's distribution in June.
- YTD Property Tax Revenue received is \$12,946,424 which matches our budgeted target.
- Income Tax came in over budget by \$836,818 (21.9%) for April. YTD it is over \$3,347,273 (22%)
- The Service Reimbursement Program revenue is under budget by \$4,696 (-13.6%) for the month. For the year it is under budget by \$17,897 (-12.9%).

The Total Revenue for the agency is over budget by \$ 1,332,159 (13.7%) for the month of April. YTD Total Revenue is over budget by \$5,551,105 (14.3%).

Expenditures

I) Personal Services

- Fringe benefits are over budget for the month by \$80,400 (5.1%). YTD it is under budget by \$552,755 (-8.3%).
- Overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$271,669 (111.9%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$1,031,265 (123.2%).
- Salary expenses are under budget by \$357,972 (-9.5%) for the month of April. YTD it is under budget by \$2,593,474 (-7.7%)

The Personal Services category is under budget by \$23,903 (-0.4%) for the month of April. It is under budget for the year by \$1,875,950 (-7.7%)

II) Other Services and Charges

- Claims were under budget by \$52,078 (-14.7%) for the month due to end of year settlements. For the year this category is under budget by \$1,296 (-0.1%).
- For the month of April, the Miscellaneous Expense category is under budget by \$16,055 (-20.1%). YTD is under budget by \$156,915 (-46.6%).
- In April, the Purchased Transportation category is over budget by \$29,147 (3.1%). For the year it is under \$7,903 (-0.2%).
- For the month the "Services" expense category is under budget by \$342,573 (-17.1%). YTD this category is under budget by \$5,606,005 (-45.7%).
- For the month, utilities expenses are over budget by \$7,900 (4.1%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are over budget by \$23,039 (3.0%).

Overall, the Other Services & Charges category is under budget by \$373,658 (-10.5%) for the month. YTD this category is under budget by \$5,749,081 (-30.5%).

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$2,713 (-0.6%). YTD it is under budget by \$267,438 (-15.4%).
- For the month of April, the maintenance materials category is under budget by \$73,506 (16.8%). It is under budget for the year by \$129,407 (-5.8%).
- Other materials and supplies category is under budget by \$36,540 (-37.5%) for the month. For the year it is under budget by \$53,026 (-13.4%).
- Tires & Tubes category is under budget in April by \$14,547 (-28.5%). YTD it is under budget by \$18,096 (-8.9%).

For the month, the Total Materials and Supplies category is over budget by \$19,705 (1.9%). For the year it is under budget by \$467,967 (-10.2%).

In April, the overall, total expenditures came under budget by \$377,855 (-3.6%). Year to date expenditures are under budget by \$8,092,998 (-16.9%).

FY 2023 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
2/15/2023	Production Studio equipment	Capital	Capital	\$30,000
3/23/2023	CTC Raingarden Safety Guardrail	Services	Operating	\$396,204

Update on the Stimulus Draws

Below is the summary of the Federal Stimulus Funds drawdowns/reimbursements. These funds are deposited into a stimulus investment fund.

Federal Stimulus Grants	CARES Act	CRRSAA	ARP
IndyGo Award	44,200,516	21,105,476	49,584,275
Total Draws	42,624,649	21,105,476	45,198,211

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - IndyGo
For the Four Months Ending Sunday, April 30, 2023

4/10/2023 3:21 PM
Period Selected: 4

	Current Month				YTD				PRIOR
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	YTD Actual
Operating Revenue									
Federal Assistance	1,422,837.00	1,200,228.66	222,608.34	18.55	5,390,049.00	4,800,914.64	589,134.36	12.27	4,676,326.00
Other Operating Income	311,361.14	65,311.67	246,049.47	376.73	1,716,677.75	261,246.68	1,455,431.07	557.11	287,060.88
Passenger Service Revenue	422,074.93	390,695.00	31,379.93	8.03	1,844,996.64	1,667,833.00	177,163.64	10.62	1,663,001.93
PMTF Revenue	947,485.67	947,485.67		0.00	3,789,942.68	3,789,942.68		0.00	3,746,664.00
Local Property & Excise Tax Revenue	3,236,606.00	3,236,606.00		0.00	12,946,424.00	12,946,424.00		0.00	12,483,624.00
Local Transit Income Tax Revenue	4,648,994.58	3,812,176.24	836,818.34	21.95	18,595,978.32	15,248,704.96	3,347,273.36	21.95	13,562,952.00
Service Reimbursement Program	29,887.00	34,583.33	(4,696.33)	(13.58)	120,436.00	138,333.32	(17,897.32)	(12.94)	97,492.00
Total Operating Revenues	11,019,246.32	9,687,086.57	1,332,159.75	13.75	44,404,504.39	38,853,399.28	5,551,105.11	14.29	36,517,120.81
Operating Expenses									
Personal Services									
Fringe Benefits	1,642,703.30	1,562,302.55	80,400.75	5.15	6,075,878.00	6,628,633.81	(552,755.81)	(8.34)	5,802,863.86
Overtime	514,319.79	242,650.78	271,669.01	111.96	2,301,546.33	1,031,265.82	1,270,280.51	123.18	1,504,397.33
Salary	3,568,036.87	3,944,009.49	(375,972.62)	(9.53)	14,168,565.74	16,762,040.32	(2,593,474.58)	(15.47)	13,828,123.40
Total Wages and Benefits	5,725,059.96	5,748,962.82	(23,902.86)	(0.42)	22,545,990.07	24,421,939.95	(1,875,949.88)	(7.68)	21,135,384.59
Other Services & Charges									
Claims	302,180.88	354,259.18	(52,078.30)	(14.70)	1,635,739.88	1,637,036.72	(1,296.84)	(0.08)	1,355,751.91
Miscellaneous Expenses	63,538.84	79,593.75	(16,054.91)	(20.17)	179,809.55	336,725.02	(156,915.47)	(46.60)	202,149.49
Purchased Transportation	979,167.73	950,020.11	29,147.62	3.07	3,792,177.53	3,800,080.44	(7,902.91)	(0.21)	3,565,141.26
Services	1,653,509.93	1,996,083.74	(342,573.81)	(17.16)	6,664,927.11	12,270,932.72	(5,606,005.61)	(45.69)	5,060,670.22
Total Utilities	198,400.86	190,500.01	7,900.85	4.15	785,039.61	762,000.04	23,039.57	3.02	651,060.53
Total Other Services & Charges	3,196,798.24	3,570,456.79	(373,658.55)	(10.47)	13,057,693.68	18,806,774.94	(5,749,081.26)	(30.57)	10,834,773.41
Materials & Supplies									
Fuel & Lubricants	430,181.45	432,894.46	(2,713.01)	(0.63)	1,464,140.05	1,731,577.84	(267,437.79)	(15.44)	1,284,519.14
Maintenance Materials	510,783.51	437,277.07	73,506.44	16.81	2,103,936.02	2,233,343.19	(129,407.17)	(5.79)	1,538,807.60
Other Materials & Supplies	60,757.48	97,298.23	(36,540.75)	(37.56)	343,118.49	396,144.92	(53,026.43)	(13.39)	232,708.74
Tires & Tubes	36,440.97	50,987.94	(14,546.97)	(28.53)	185,855.70	203,951.76	(18,096.06)	(8.87)	178,398.49
Total Materials & Supplies	1,038,163.41	1,018,457.70	19,705.71	1.93	4,097,050.26	4,565,017.71	(467,967.45)	(10.25)	3,234,433.97
Total Operating Expenses	9,960,021.61	10,337,877.31	(377,855.70)	(3.66)	39,700,734.01	47,793,732.60	(8,092,998.59)	(16.93)	35,204,591.97
OPERATING INCOME/(LOSS)	1,059,224.71	(650,790.74)	1,710,015.45		4,703,770.38	(8,940,333.32)	13,644,103.70		
GAIN/LOSS ON ASSET DISPOSAL	210,332.67		210,332.67	0.00	196,629.17		196,629.17	0.00	(4,810.00)
NET INCOME/(LOSS)	848,892.04	(650,790.74)	1,499,682.78	(230.44)	4,507,141.21	(8,940,333.32)	13,447,474.53	(150.41)	1,317,338.84

Information Update – Government Affairs Update

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Government Affairs Officer Cameron Radford
Date: May 25, 2023

STATE, LOCAL AND FEDERAL GOVERNMENT UPDATES

Overview:

The 2023 session of the Indiana General Assembly concluded on Thursday, April 27th. While there were multiple bills filed during this session with language which specifically targeted IndyGo and would have had a detrimental impact to public transportation in Marion County, I am happy to report that none of those bills were passed. For 4 consecutive sessions, certain legislators have publicly stated that they support public transportation in Indianapolis while simultaneously filing bills and amendments which aim to cripple IndyGo's ability to provide adequate service to the community. As we have Stated at the conclusion of every session since 2020, we welcome dialogue, in-person or virtual visits with IndyGo staff, and any other method of communication with any elected officials who wish to work with us and learn how they can be supportive of public transit. With more than 7 months before the 2024 Indiana General Assembly Legislative session begins, we'd appreciate any opportunities to have discussions between now and then as opposed to reading about IndyGo related bills that are filed during the session, without prior notice or any opportunity to share any thoughts or concerns ahead of time.

A special thank you to Senators JD Ford and Andrea Hunley for their active engagement with us throughout the session. Also, I'd like to give a shoutout to AARP Indiana, and the Transit Drives Indy advocacy group for their continued vocal support of public transportation during the legislative session. Additionally, thank you to the IndyGo public affairs team for creating the 2023 edition of the IndyGo "Pocket Guide" which was created to allow our elected representatives as well as the general public to have a comprehensive look at IndyGo as an organization in an easy-to-read format.

On Wednesday, March 8th and again on Wednesday, April 5th, IndyGo President & CEO Inez Evans provided a general update to the Municipal Corporations Committee of the Indianapolis-Marion County City-County Council. A couple of council members requested that IndyGo provide information regarding ridership numbers and development projects occurring along Bus Rapid Transit corridors. In addition to IndyGo staffers, staff from the Indy Chamber, Indy Metropolitan Planning Organization, AARP attended the meeting and provided confirmation of multiple statements which President & CEO Evans had made, which is that ridership numbers are solid and continue to grow, with nearly 1 million trips on the Red Line in 2022, and that the Red Line has played a significant role in spurring more than half a billion dollars in development along the corridor. Additionally, there are \$83 Million worth of planned developments along the Purple Line, and \$1.8 Billion planned along the Blue Line.

The APTA Legislative Conference took place in March. IndyGo representatives had the opportunity to visit the offices and meet with staff and legislators who represent Indiana's federal delegation in Washington, D.C. as well as staff at the U.S. Department of Transportation. We provided an overview of public transit projects which are planned or currently happening in Marion County, including status updates on the Purple Line and East Campus. Additionally, invitation-

we're extended to members of congress as well as staff working within President Biden's administration to attend the East Campus ribbon cutting ceremony which will take place in August. I'd like to extend a special thank you to Chairman Hahn, and Directors Abdullah and Fagan for attending the conference this year. Every federal official we met with, including U.S. Senator Todd Young, expressed excitement about the projects IndyGo has been working on.

RECOMMENDATION:

Receive the report.

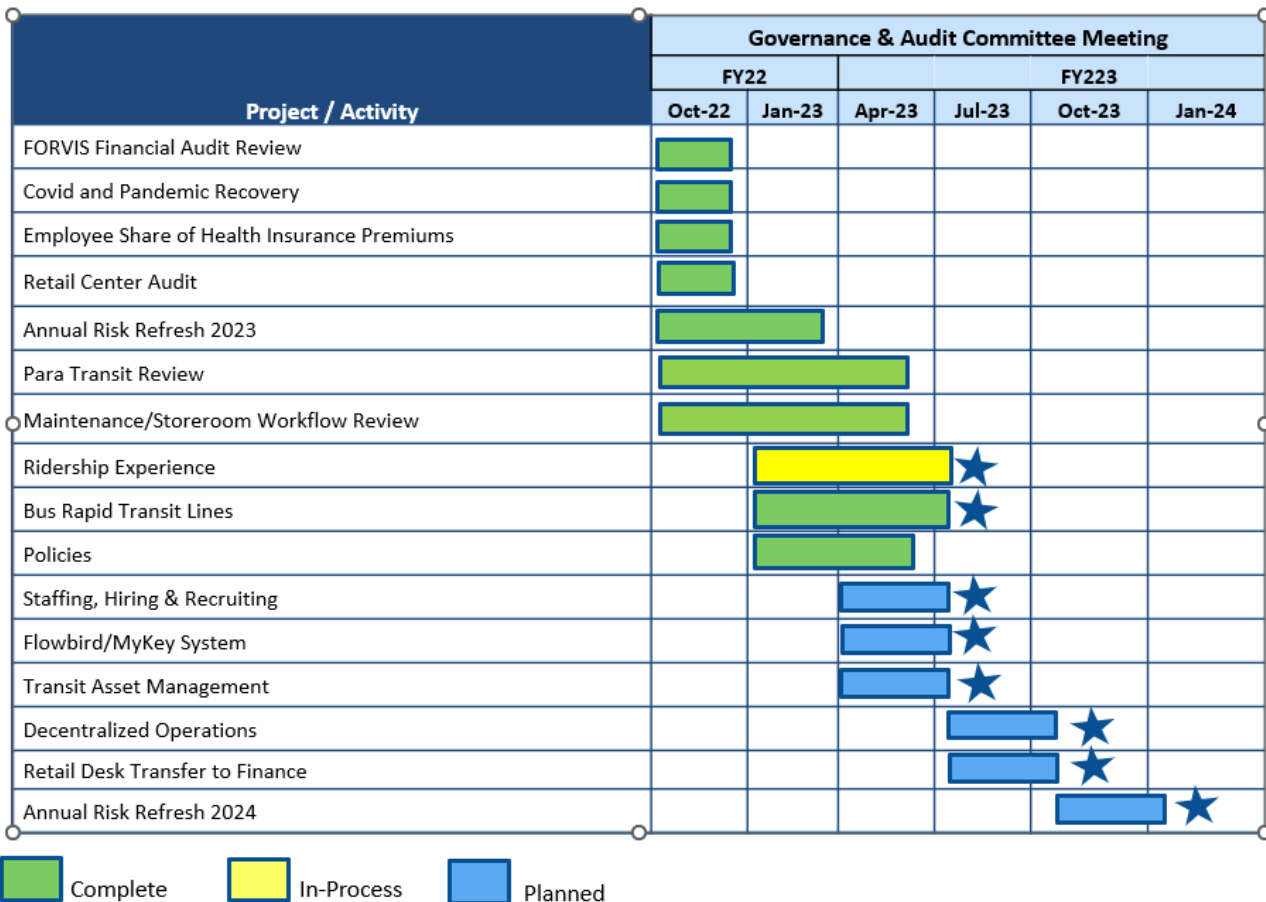
Cameron Radford
Chief Government Affairs Officer

Information Update – Governance & Audit Workplan Status Report

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: April 27, 2023

GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-23 PRIOR AUDIT FINDING STATUS PRESENTATION

Governance & Audit Work Plan Status Report

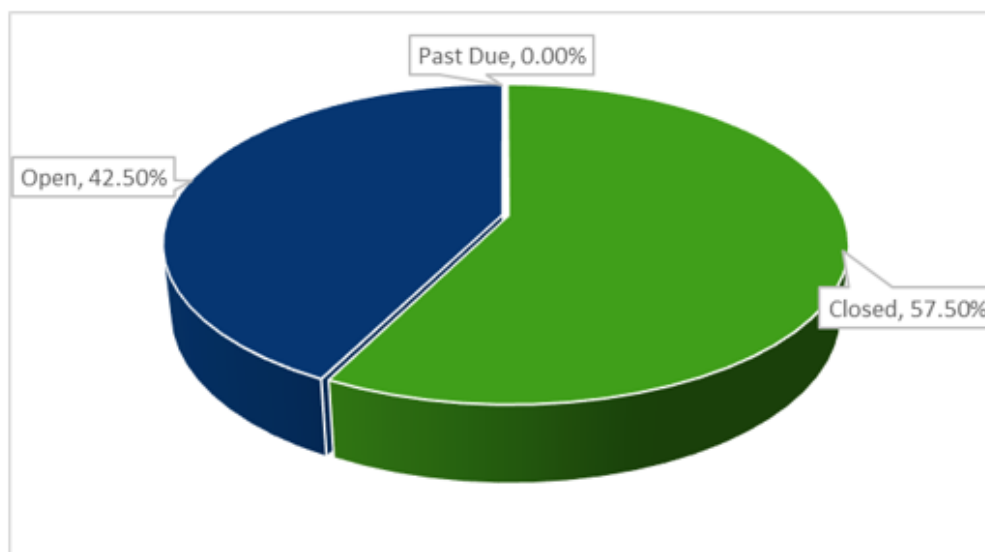


★ Report targeted to be presented at G&A meeting.

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

2020-22 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
BCP Progress Assessment	2020-06	08/31/20	5	4	1	0
Strategic & Capital Planning/Grant Management Review	2020-10	08/31/20	7	4	3	0
Fare Collections Review	2021-02	06/10/21	4	2	2	0
Capital Projects	2021-03	09/01/21	4	3	1	0
Major Service Contracts/Memorandums of Understanding	2021-04	09/10/21	2	0	2	0
Healthcare Costs Review	2021-05	01/07/22	4	3	1	0
Training	2022-01	04/12/22	4	3	1	0
Physical and Facility Security	2022-03	07/12/22	8	3	5	0
Pandemic Recovery Review	2022-05	07/12/22	2	1	1	0
Total			40	23	17	0
Percentage				57.50%	42.50%	0.00%



Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2020-1	Employee Terminations Timely Update in ADP	2/27/2020
2020-2	Transdev Fuel Purchase Reporting	6/16/2020
2020-3	Lost and Found Policy Addressing Found Cash	6/16/2020
2020-4	Lost Revenue - Online Credit Card Error	6/16/2020
2020-5	Payments Against Expired Agreement-Non-Order Invoices	6/16/2020
2020-6	BCP Progress Assessment	9/17/2020
2020-7	Red Line Lessons Learned	9/17/2020
2020-8	Annual Risk Refresh & Proposed Audit Plan 2021	1/21/2021
2020-9	Procurement Process Review	1/21/2021
2020-10	Strategic & Capital Planning/Grant Management Review	1/21/2021
2020-11	Compliance Mapping Exercise	1/21/2021
2020-12	Comprehensive IT Risk Assessment	3/18/2021
2021-1	Fare Collection Audit	6/16/2021
2021-2	Storeroom and Materials Management Audit	6/16/2021
2021-3	Capital Project Management	9/16/2021
2021-4	Memorandums of Understanding Review	9/16/2021
2021-5	Annual Risk Refresh & Proposed Audit Plan 2022	1/20/2022
2021-6	Healthcare Costs Review	1/20/2022
2022-1	Training	4/21/2022
2022-2	Microsoft D365 Implementation	7/21/2022
2022-3	Physical and Facility Security	7/21/2022
2022-4	Cyber Security Readiness	7/21/2022
2022-5	Covid and Pandemic Recovery	10/20/2022
2022-6	Employee Share of Health Insurance Premium	10/20/2022
2022-7	Retail Center Audit	10/20/2022
2022-8	Annual Risk Refresh & Proposed Audit Plan 2023	1/19/2023
2022-9	Paratransit Program Assessment	4/27/2023
2022-10	Stockroom & Maintenance Review	4/27/2023
2023-1	Policy Review	4/27/2023
2023-2	Bus Rapid Transit (BRT) Review	4/27/2023

RECOMMENDATION:

Receive the report.

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Information Update – Governance & Audit Ethics Hotline Summary Report

To: Chair and Board of Directors
Through: President/CEO Inez Evans
From: Deputy of Governance & Audit Brian Atkinson
Date: April 27, 2023

GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

Ethics Hotline Summary Report

Quarterly Activity Summary: 01/01/23 through 03/31/23

Method of Submission	Number of Reports
Website	0
Phone call	0
Other	0
Total	0

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

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

12-Month Activity Summary beginning Q2, 2022											
0	0	1	0	0	0	0	0	1	0	0	0
Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23

RECOMMENDATION:

Receive the report.

Brian Atkinson
Deputy of Governance & Audit

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Risk and Safety Division Report – April 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: May 25, 2023

Risk and Safety

- On April 6th, Brian Clem, Director of Risk and Safety attended training with the Marion County Emergency Management Division. The training tabletop exercise was centered around a recent tornadic event recently in central Indiana. IndyGo is classified as the Emergency Support Function for Transportation in Marion County (ESF-1). The exercise had many different jurisdictions of first responders, law enforcement, community aid partners, health and hospital, and utility services involved. The goal was to connect and understand the needs of each of these disciplines working to save lives, keep people safe, and provide aid when a disaster strikes. The benefits of information learned gives us a different perspective on what our normal day-to-day activities usually look like. When the next training opportunity is available, we are looking to rotate front-line employees to participate in the activities for preparedness. The bad days or events usually happen outside of normal business hours and days. IPTC and staff continue to build on our emergency response preparedness.
- On April 7th, members of the IndyGo Risk and Safety department and team members from RLS and Associates conducted a drug and alcohol program audit with Access Johnson County. Records over the last year were reviewed as well as a mock collection of one of their testing facilities. Team members from Access Johnson County were very knowledgeable and performed well. IndyGo will be responsible for the future monitoring and auditing of this program for Johnson, Hancock, Hamilton, and Hendricks counties.
- Throughout April, risk and safety team members worked on the safety and emergency preparedness items for the occupancy of staff moving into the new east campus location. Some items included planning and design of evacuation routes, fire extinguishers, AED, first aid kits, safety bulletin board placement, engraving safety signs, ordering additional safety equipment, performing building safety audits, and preparing information for a smooth safe transition into the new property. As building A is well underway, the shift has already taken place for the expansion of the B building.

April 2023 Safe Drivers Recognition



National Safety Council Safe Driver awards are the recognized trademark of professional drivers who have proven their skill in avoiding traffic collisions. They are the highest honor for professional safe driving performance. The following Operators are recognized for their safe driving for April and received the National Safety Council recognition patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Calvin Cargile	869	19	29
Myron Cornett	1146	18	20
Treva Anderson	8935	6	6
Christopher Fletcher	8701	6	9
Juanita Davis	8576	5	10
David Clay	9082	3	5
Onesha Gardner	9567	3	4
Tanya Johnson	9570	3	4
Aaron Sanders	9759	2	3
Donnisha Taylor	9960	2	2
Akamii Walker	9387	2	4
Najieb Murphy	9908	1	2

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

Congratulations and Thank You!

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

April 2023

Apr-23								
Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.35	0.53	0.35	1.06	0.00	0.89	1
Bus Rapid Transit (BRT)	0.00	0.00	3.59	0.00	7.18	0.00	0.00	
Para Transit	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
All Modes of Service	0.00	0.27	0.68	0.27	1.63	0.00	0.68	4.00
2022 IndyGo Reported Data (All Modes)	0.00	0.36	0.77	0.10	2.54	0.10	0.06	19
2022 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.11	0.19	No Data	No Data	0.01	0.05	No Data
2023 Objective Targets (SPT)	0.00	0.34	0.73	0.10	2.41	0.10	0.06	20
2023 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.34.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.73.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.10.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.41.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.10.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <0.06.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >20.
SPT = Safety Performance Target								
VRM= Vehicle Revenue Mile								

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

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

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

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

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

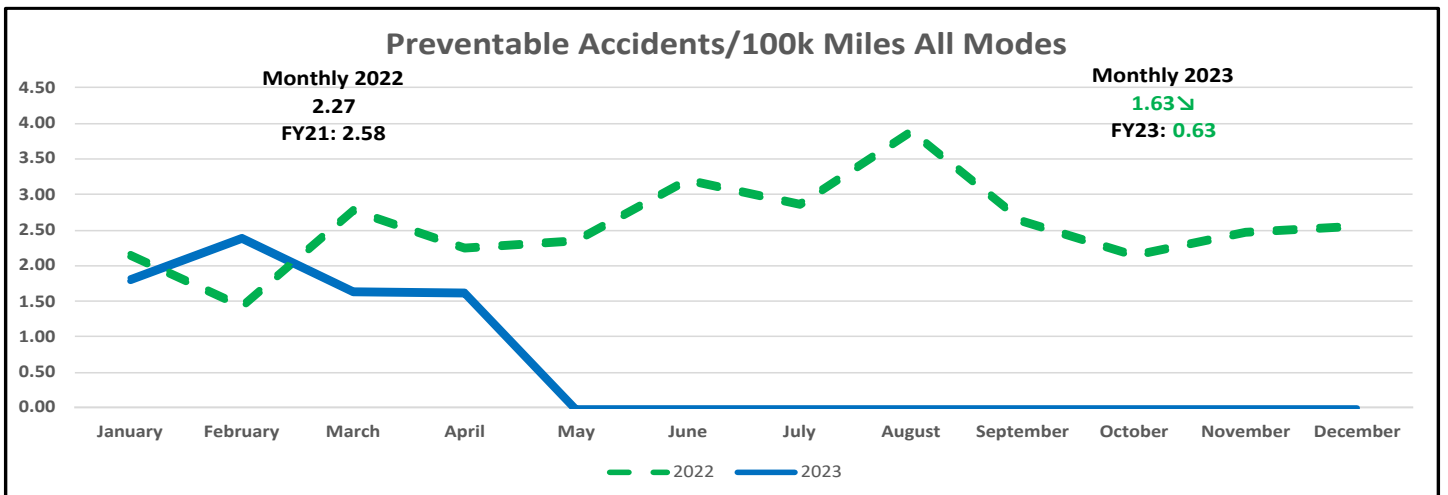
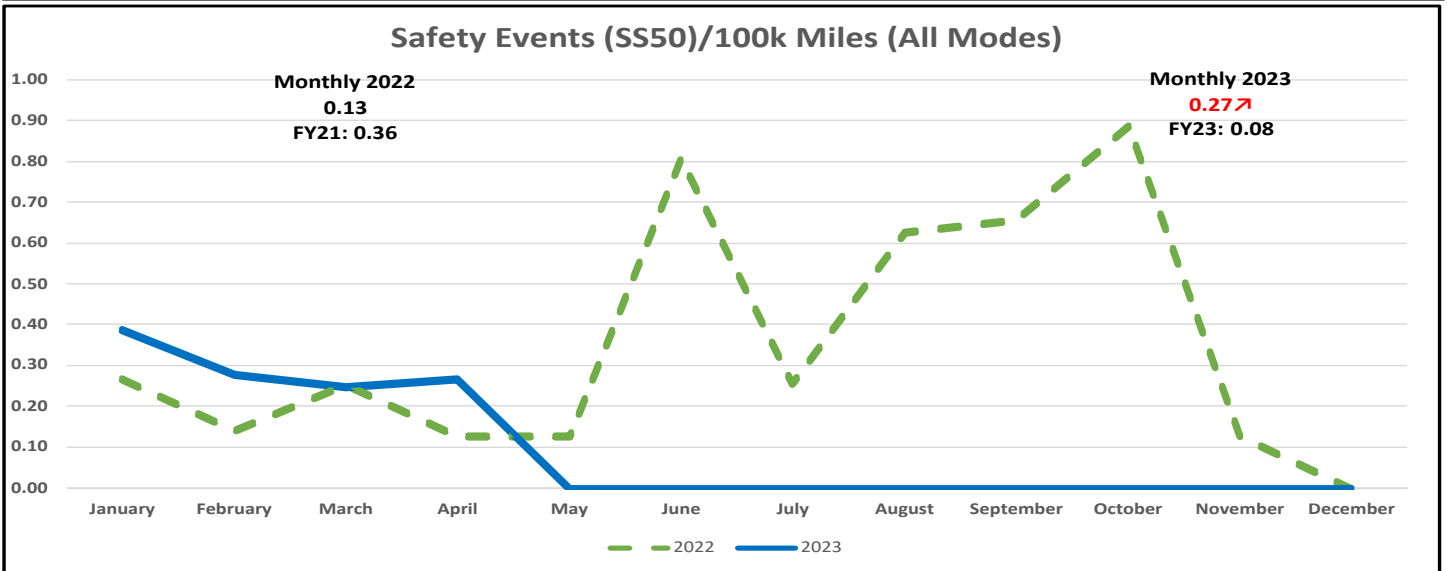
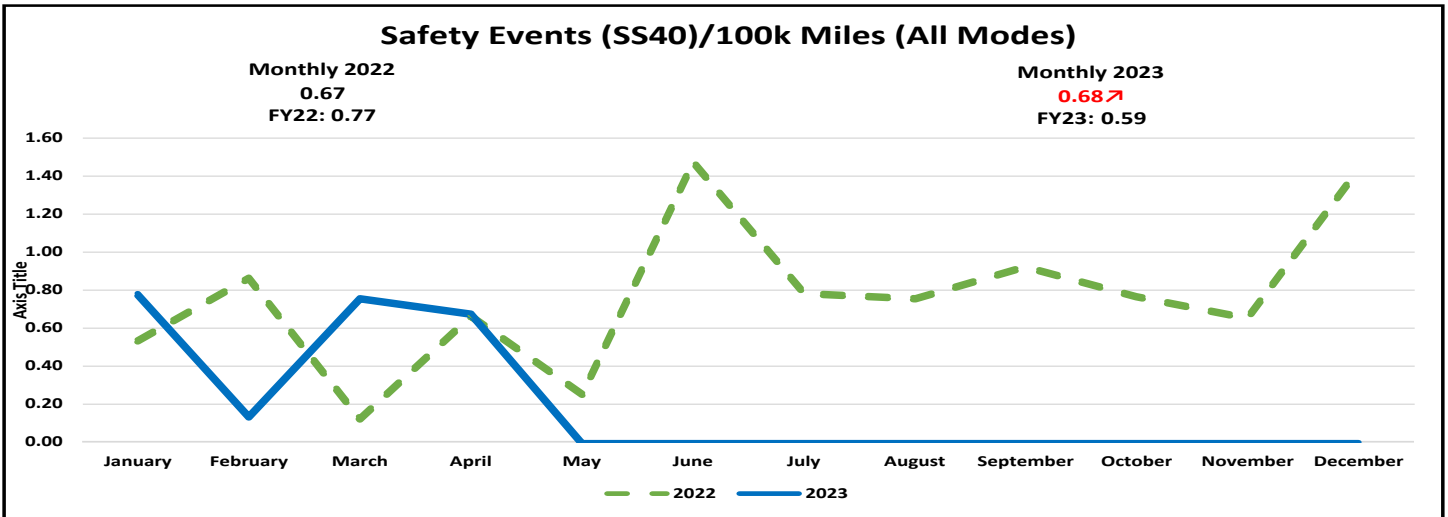
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

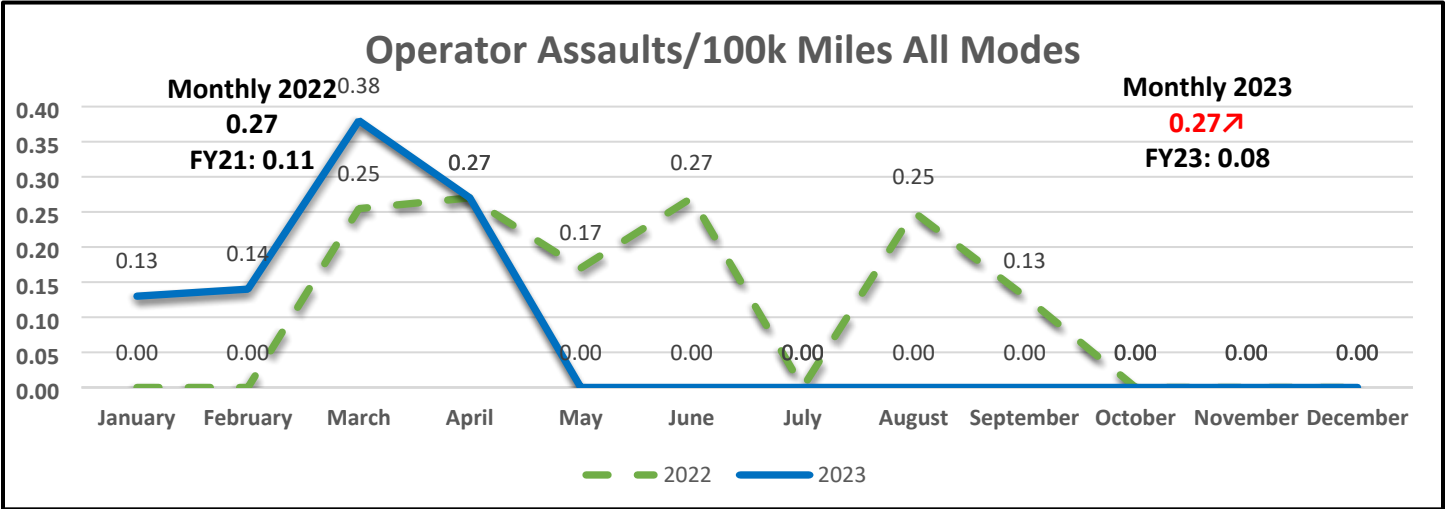
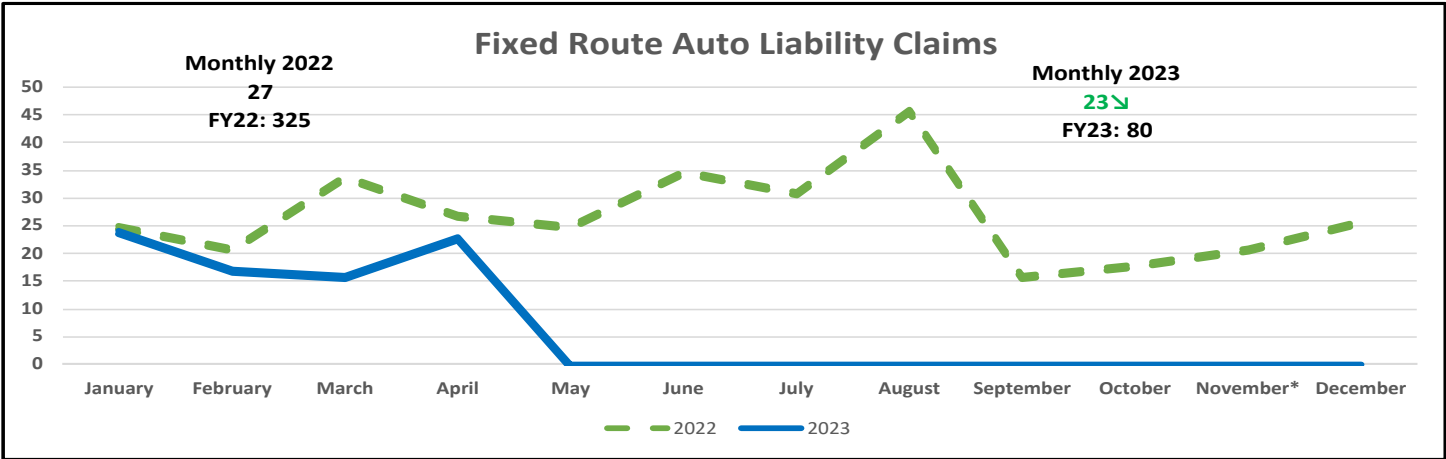
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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

Safety and Accident Data

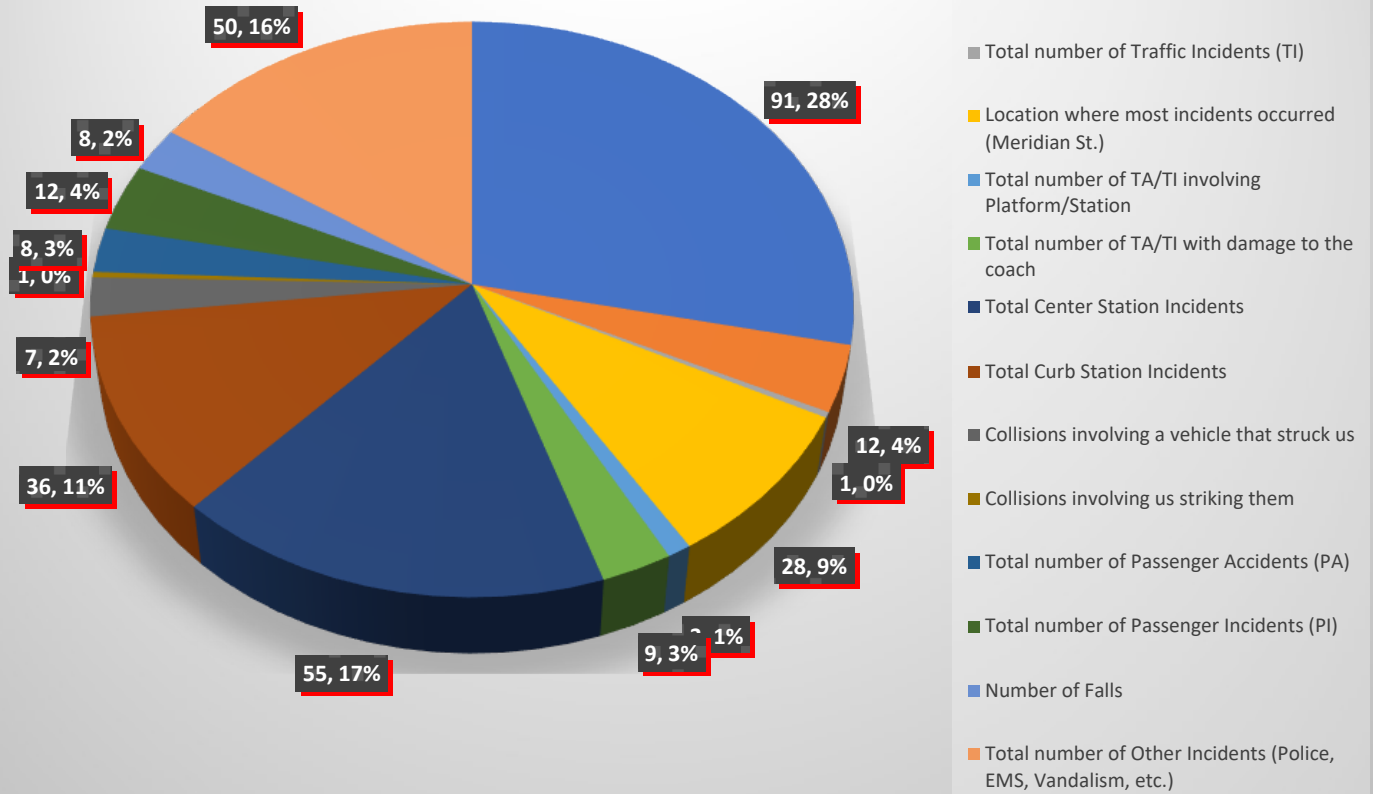
April 2023 Compared to April 2022 Data All Modes:



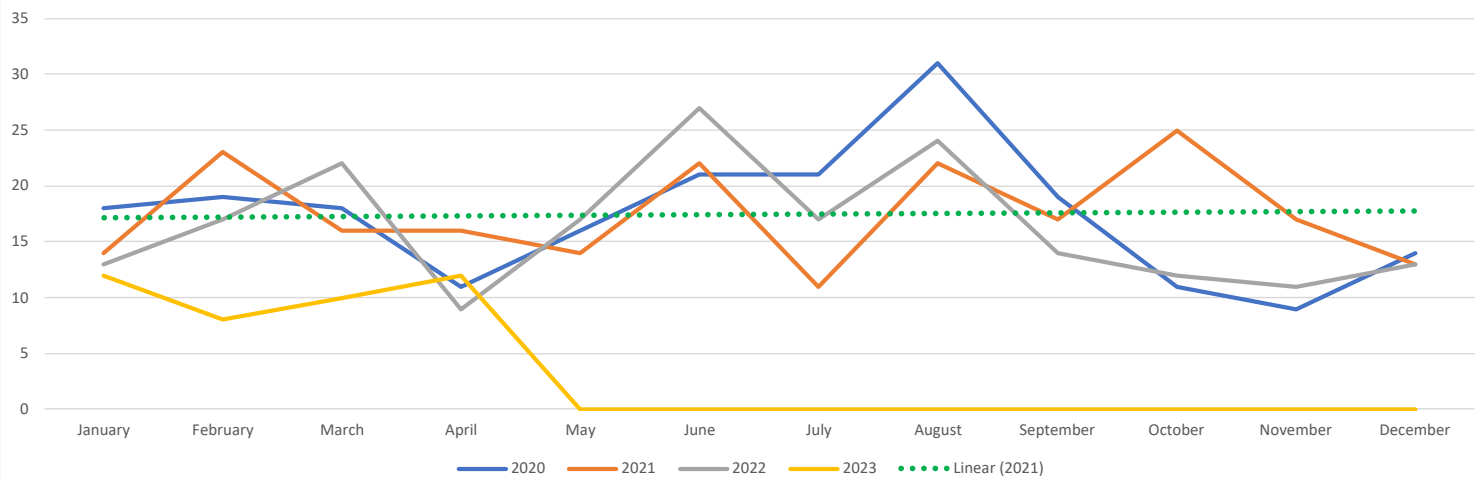




Red Line April 2023



Red Line Collisions Year Comparison



End of Report

Planning & Capital Projects Division Report – April 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Development Officer Jennifer Pyrz
Date: May 25, 2023

STRATEGIC PLANNING

Zero-Emission Transition Plan

Using the data and information collected by the consultants, and the methodology for evaluating different ZEV technologies that was developed by consultants and staff, a working group will undergo a series of scenario planning workshops. Also at the team's disposal will be lifecycle cost and emission analyses and a lifecycle cost model spreadsheet. In the meantime, IndyGo staff are developing the framework for evaluating scenarios. The decisions that will have to be made in the coming weeks and months range from what types of ZEV technologies are adequate to meet IndyGo's future fleet needs, what facility investments might be needed to support the chosen technologies, how long (or short) the timeline is for transitioning, and what criteria we need to develop to make decisions going forward.

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

Transit Asset Management Plan – Maturity Assessment & Software Solution

A draft of the Software Solution and the Maturity Assessment have been presented to IndyGo staff, but neither will be finalized until more data can be collected and analyzed. Once completed, staff will present the findings to the internal working group. In the meantime, IndyGo staff continue to work with Cambridge Systematics and Dye Consulting to evaluate the agency's processes, offer recommendations for how to improve the maturity assessment process, and evaluate IndyGo's current software solution(s) against the agency's needs.

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

Carson Transit Center Study

The consulting team has submitted a draft of the final report to staff for their review and acceptance. The final report includes detailed information and professional recommendations that IndyGo policy and decision-makers can use going forward. Two key findings are the growing need to repurpose the E Washington Street frontage for BRT operations, and the community benefits that could be realized through a joint-development agreement as part of the redevelopment of the former jail property.

On-Call Planning Services: Implementation of the 2027 Transit Network

Strategic Planning staff continue to support IndyGo's Service Planning staff who are responsible for preparing each set of major service changes in accordance with the newly adopted future service plan. In addition to preparing for the service changes that will go into effect on June 11, Strategic Planning staff are finalizing the remaining deliverables of the comprehensive operational analysis and subsequent review of IndyGo's network redesign that took place between 2020 and 2022. An assessment of the mobility-on-demand pilot will be complete by the end of this month, as will a summary of staff's more recent community outreach efforts.

On-Call Grant Writing & Coordination

IndyGo staff continue to familiarize themselves with information and guidance coming from the FTA and others. The 5-year outlook calendar of grant opportunities is substantially complete. What was originally envisioned as a report that would offer a one-for-one, project-to-funding opportunity match description, the deliverable is likely to be a framework that IndyGo staff can use to prepare project descriptions that are proving difficult to put together with the information we have today. Both the 5-year outlook calendar and the framework will still be updated and maintained throughout the year as planned. IndyGo continues to work with DPW to assist with a grant application(s) for funding of stormwater improvements that are needed along the Washington Street corridor with or without a major transit investment along the same corridor.

Future Funding Opportunities

Safe Streets for All (SS4A) – IndyGo anticipates submitting for this grant again this year and is exploring two options. The first is a “near-miss” video analysis near high boarding bus stops and a data analysis of pedestrian / bicycle injuries / fatalities near IndyGo bus stops. Applications are due by July 10. Established by the Bipartisan Infrastructure Law (BIL), this is another opportunity to seek funding for bus stop improvements. The purpose of this Federal Highway Administration grant program is to fund initiatives that prevent roadway deaths and serious injuries. In 2022, IndyGo submitted a competitive grant application seeking \$20 million in federal funding for bus stop improvements but was not awarded funding. During a debrief meeting, the grant administrator shared with IndyGo that our request was viewed as competitive and was recommended for funding; however, the funding level for the entire program fell far short of the requests that were received. IndyGo was encouraged to apply again this year.

Transit Security Grant Program – On May 9, 2023, IndyGo staff submitted an application for more than \$700,000 in funding to purchase and install bomb resistant trash cans for existing bus rapid transit stations. It is unclear when award notices for this grant program will be published. Administered by the Federal Environmental Management Administration’s Department of Homeland Security, there is \$93 Million available to eligible public transit systems to promote sustainable, risk-based efforts to protect critical transportation infrastructure and the traveling public from acts of terrorism.

Regional Initiatives & Discussions

Section 5310, 2021 Call for Projects – Ordered in the fourth quarter of 2022, staff anticipates delivery of minivans later this year and cutaways sometime in 2024, per a communication with Midwest Transit Equipment (MTE). Once delivered, each vehicle will be inspected by staff and then handoffs will be coordinated with each subrecipient.

Section 5310, Program Management Plan and CY2023 Call for Projects - The Program Management Plan (PMP) for the Indianapolis urbanized area is due for an update. IndyGo staff completed a review and updated the PMP (which is required by federal regulations), submitting it to FTA staff for review in late 2022. As of the date of this report, IndyGo has not received a response from the FTA. Staff expects that there will be at least one round of reviews and updates before FTA will approve the PMP. Therefore, IndyGo will wait to deploy the CY2023 Call for Projects (CFP) until the PMP is approved, as the PMP includes language on operating / mobility management projects for the region that the previous PMP did not include. As the CY2022 CFP was cancelled, the CY2023 CFP will include the CY2022 allocation; the CY2023 total is anticipated to be in the range of \$800,000 to \$1.1 Million.

Section 5307 - The Section 5307 program continues to mature, with all subrecipients having submitted reimbursements for operations to this point. New grant agreements for CY2024 service will be distributed later this year for signature; these reflect higher grant amounts due to BIL funding. Compliance reviews will begin this year, likely starting in the fourth quarter. RLS & Associates continue to provide on-call support, with tasks to include Drug and Alcohol, training, and review of IndyGo’s oversight program. IndyGo’s Grants Coordinator position remains vacant, which continues to restrict the amount of staff time spent on the program.

Section 5339, 2023 Call for Projects - As part of the rural to urban transition, Section 5339 monies, which are for capital expenses only, will now include a discretionary portion for the subrecipients. The amount is anticipated to be \$400,000 per year. A CY2022 Call for Projects (CFP) was cancelled but the CY2023 CFP will move forward with monies from both years; the anticipated amount for award is \$800,000.

ENGINEERING & CONSTRUCTION

Blue Line BRT

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

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor began in January 2022 and is on track to be completed in fall of 2024. The construction management team and IndyGo staff continue to meet weekly with contractors and stakeholders to monitor, communicate, and manage the overall project. Pavement and drainage improvements are underway along 38th Street and along Post Road, and the first six stations of 18 total are complete from finish grade and below. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. The next major closure is underway (130 days total) to reconstruct the westbound lanes of 38th Street between Emerson to Shadeland Avenue.

Red Line BRT

Pavement maintenance (asphalt patching and concrete bus pad repair) and rub-rail installation was completed on Capitol Ave., Shelby St., and at the Broad Ripple station in 2022. Virginia Avenue work was completed this Spring. Work along College Ave. and Meridian St. is currently underway for 2023. The entire project is expected to be completed by the end of summer 2023.

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

Once installed, the traffic control modifications being implemented along the Red Line BRT corridor will provide audible messages to pedestrians needing assistance in knowing when to cross the street. This project also includes the installation of new traffic warning signs along Capitol Avenue. The construction contract has been awarded, and notice-to-proceed has been issued to our contractor, Midwestern Electric. Construction is set to begin in June 2023 and be completed in September 2023.

Rural Street Bridge Project

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

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

Transit Signal Priority (TSP)

IndyGo is currently working with the Burgess & Niple, Inc. team to identify priority locations for implementation of the desired TSP solution throughout the local route network. This planning effort is anticipated to finish in August.

TSP for the Purple Line will proceed on a separate timeline, with implementation planned to align with that project's anticipated revenue start date.

Super Stops Phase II

Notice-to-proceed for the construction of six additional Super Stops locations on Alabama, Fort Wayne, and Vermont streets has been issued, however work has been delayed due to unresolved utility relocation scopes and timelines. Work is set to begin in June, and the project is still expected to achieve the December 2023 contract completion date. IndyGo was able to leverage local dollars to obtain an FTA Bus and Bus Facilities Grant dollars to fund these Super Stop locations. The total grant award is \$2,933,322, of which IndyGo is responsible for paying less than \$590,000.

Lafayette Road Local Stop Improvements

IndyGo applied for and was awarded up to \$500,000 through the City of Indianapolis Indy Neighborhood Infrastructure Partnership (INIP) to design and construct ADA-compliant bus stops and pedestrian crossings along Lafayette Rd

between 16th St. and 30th St. Lochmueller Group is the lead designer through an on-call engineering design contract. Construction is anticipated to begin as early as Q4 2023 and is anticipated to be completed in 2024.

FACILITY PROJECTS

On-Call A & E Services

On-Call Architectural and Engineering (A&E) Services contracts for facility capital projects were awarded in June 2020 to The Etica Group, Woolpert, and HDR. The On-Call A&E firms are designing renovations and preparing for construction at our new facilities. The current On-Call A&E Service contracts are scheduled to expire August 2023. New On-Call Service RFQ has been released for multiple disciplines for consideration. Selection of consultants for the current On-Call A&E RFQ will be presented at the July Board Meeting.

IndyGo staff have begun to move from 1501 W. Washington Street and various satellite locations to the East Campus location. The plan is to have staff fully occupying the East Campus buildings by July 2023. Following is a schedule of moves for departments.

A Building

- Capital Projects: June 1st – 2nd
- Public Affairs: June 6th- 8th
- Finance: June 13th- 15th
- Security & HR: will have staff at East Campus as needed, starting week of May 19th

B Building

- Training: June 19th -23rd
- IT & Safety: June 26th -30th

The table below lists the design teams working on projects and includes a summary of key milestones for each.

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

East Campus Master Plan

IndyGo hired CDM Smith to develop a master plan for the expansion of East Campus location and provide design services for the maintenance garage facility and operations center. The master plan, once completed, will coordinate expansion of the East Campus location in relation to all other IndyGo facilities and needs. It will include information about how to phase individual projects, coordinate utility needs, maintain and improve traffic flow to and from the site and around the property, and coordinate with the Business Park regarding road repairs, etc. The project officially kicked off in March 2023. The goal is to have a draft master plan by July 2023 with and final report September 2023.

Other upcoming facility projects include:

- An assessment and design for needed repairs to the historic Duesenberg building is planned, as well other necessary repairs in the garage at the 1501 W Washington St location.
- Concrete Repair for ADA compliance and upgrades on ramps, sidewalks, handrails, loading dock area repair at 1501 W. Washington St are underway. This is a collaboration between the Capital Projects and Facility Maintenance teams.
- Handrails installed along the edges of the rain gardens at the Julia M. Carson Transit Center for increased safety. This project will be a collaboration of Capital Project and Facility Maintenance teams.

- Installation of additional electric vehicle chargers for Purple Line vehicles will take place at 1501 W. Washington in 2023.
- Crack repairs and wall demolition in the garage at 1501 W. Washington is being evaluated and scheduled.
- Restrooms, Locker rooms and office refresh in Maintenance Garage Area
- Add public restrooms and minor renovations in the interior of Julia Carson Center

Respectfully submitted,

Jennifer Pyrz

Chief Development Officer

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

Public Affairs Division Report – April 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Public Affairs Officer Lesley Gordon
Date: May 25, 2023

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR April 2023

ISSUE:

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

RECOMMENDATION:

Receive the report.

Lesley Gordon
Chief Public Affairs Officer

Attachments

Contributing Staff includes:

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

April 2023 Board Report



IndyGo SM

INDYGO.NET WEBSITE STATISTICS:

04/1/2023-04/30/2023

Page Views	186,317
Bounce Rate	48.06%
New Users	28,063
Returning Users	13,542
Total Sessions	84,783
Total Monthly Sessions Comparison to Previous Year	-0.86%

Mobile Share

Date	Mobile	Desktop	Tablet
April-23	82.92%	15.92%	1.16%
Mar-23	81.41%	17.47%	1.00%
Feb-23	82.06%	19.15%	1.00%
Jan-23	82.35%	16.65%	1.00%
Dec-22	84.16%	19.15%	1.00%
Nov-22	83.32%	15.60%	1.08%
Oct-22	82.56%	16.06%	0.84%
Sept-22	82.31%	16.76%	0.93%
Aug-22	83.15%	15.96%	0.89%
July-22	83.75%	15.37%	.88%
June-22	81.68%	17.42%	.89%
May-22	82.02%	17.01%	.96%
April-22	80.38%	18.62%	1.00%
Mar-22	79.82%	18.70%	1.48%
Feb-22	77.05%	21.07%	1.88%
Jan-22	79.30%	19.49%	1.20%

Media Mention Highlights



CHICAGO POLICY REVIEW

Electric Vehicles Are Not the Solution. Sustainable Transit Is.

Tuesday, April 4th, 2023 - MEHUL GUPTA



Source: Getty Images

In the past two years, the [Biden Administration](#) has enacted major policies to increase the adoption of electric vehicles (EVs) in the United States. The Bipartisan Infrastructure Law allocates \$7.5 billion to develop and improve domestic EV charging infrastructure and the Inflation Reduction Act (IRA) updates existing EV subsidies and manufacturing requirements. While these initiatives are a step in the right direction to combat climate change, they are not a one-size-fits-all solution. Instead, sustainable mass transit should be the central U.S. transportation policy

Topics Include:

Media coverage for April 2023 featured a variety of positive media mentions. The story with the most mentions, nearly 25, was the newest 130-day Purple Line closure at Emerson and Shadeland avenues. These mentions trailed multiple weeks of community outreach, sharing with the public about the upcoming construction and its travel impacts. Another popular story involved IndyGo enhancing its website accessibility through the addition of accessibility settings. These settings feature a range of profiles to cater to different accessibility needs for website visitors. Other articles throughout the month shared the positive impacts of IndyGo's Bus Rapid Transit lines, mentioning the economic development and the sustainability benefits of electric vehicles.

Altogether, IndyGo was mentioned nearly 75 times in the media in April.

Here's a brief coverage summary:

Intelligent
Transport

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MAAS & SERVICE INTEGRATION

SMART CITIES & CONNECTIVITY

THE PASSENGER

SAFETY & SECURITY

WORKFORCE



NEWS

IndyGo enhances website accessibility with customisable profiles

By Intelligent Transport

12 April 2023

No comments yet

SHARES



RELATED MODES

Bus & Coach

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Indianapolis



Local governments should also invest in electric buses and create designated bus lanes within existing roads to improve service. Transit agencies can interlink bus systems with rail systems to make transferring easier, making public transit a more viable and appealing alternative for riders. Both options carry more riders per vehicle, reducing vehicle congestion and overall emissions, while also requiring less funding than new infrastructure. Jakarta, Indonesia provides an excellent model of the effects of a well-designed BRT system. The [Transjakarta system](#), at over 250 kilometers, is the world's longest and links to local buses and minibuses to serve more residential areas. Similar initiatives around the world have proven successful, with the annual CO2 reduction from a city investing in BRT equivalent to taking 20,000 – 40,000 cars off the road.

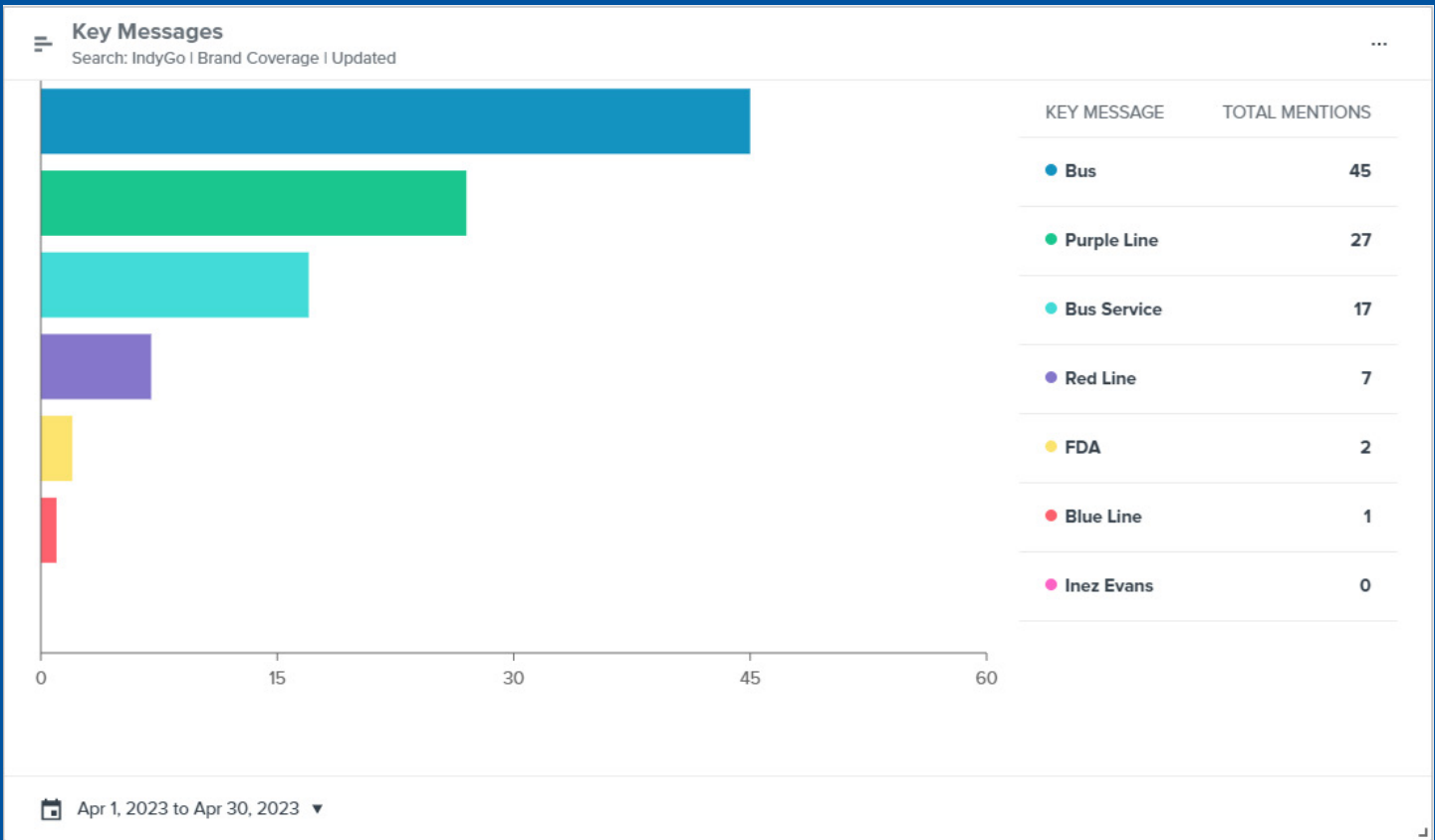
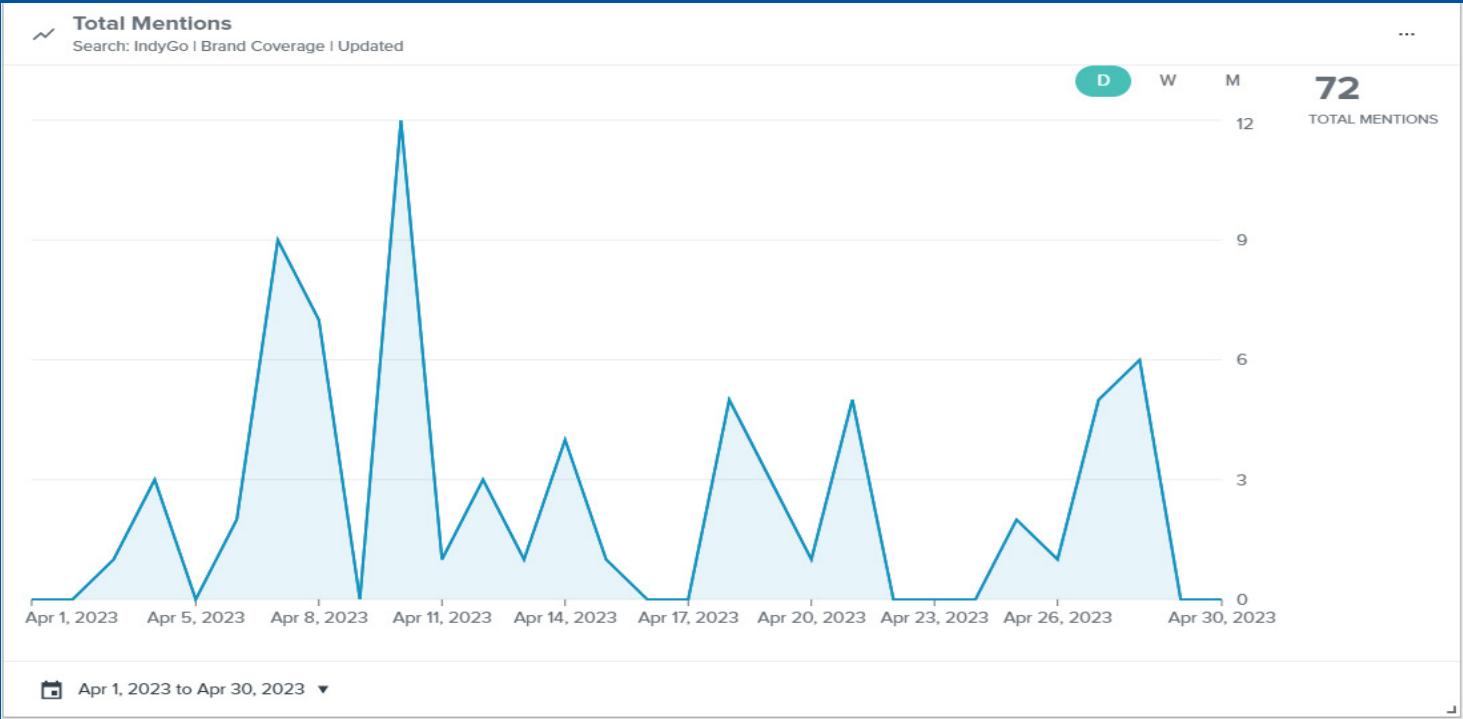
In the U.S., low-density, car-centric cities should follow the lead of Indianapolis' [IndyGo](#) service, one of the country's first all-electric BRT systems. The buses run frequently, particularly during peak commuting hours, reducing overall traffic congestion. Indianapolis accomplished this through minor tax increases to generate just over \$50 million per year, a small price to pay for reducing emissions and decreasing residents' reliance on driving. Similar systems like Cleveland's Healthline and Pittsburgh's Busways have also [proven successful](#).

The U.S. needs to ditch the idea of relying on EVs to mitigate transportation emissions

access for Americans.

The U.S. needs to ditch the idea of relying on EVs to mitigate transportation emissions. Instead, the Biden Administration should focus its efforts and investments on light rail and BRT. By pairing public transit routes with new business and housing developments, cities can become more dense, vibrant, and livable. These changes will reduce the overall number of cars on the road, mitigating transportation-related emissions and creating better transit

Here's a brief coverage summary:

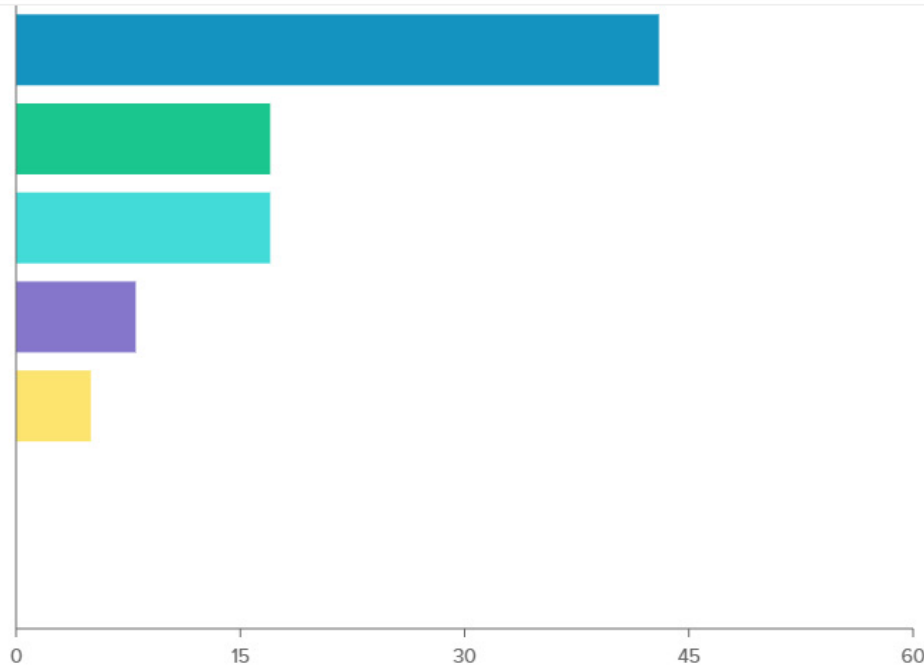




News Coverage

Search: IndyGo | Brand Coverage | Updated

...



KEY MESSAGE	TOTAL MENTIONS
Media: Online News	43
Media: TV & Radio	17
Media: TV Only	17
Media: Licensed Print	8
Media: Blogs	5
Media: Non-Licensed Print	0
Media: Radio Only	0

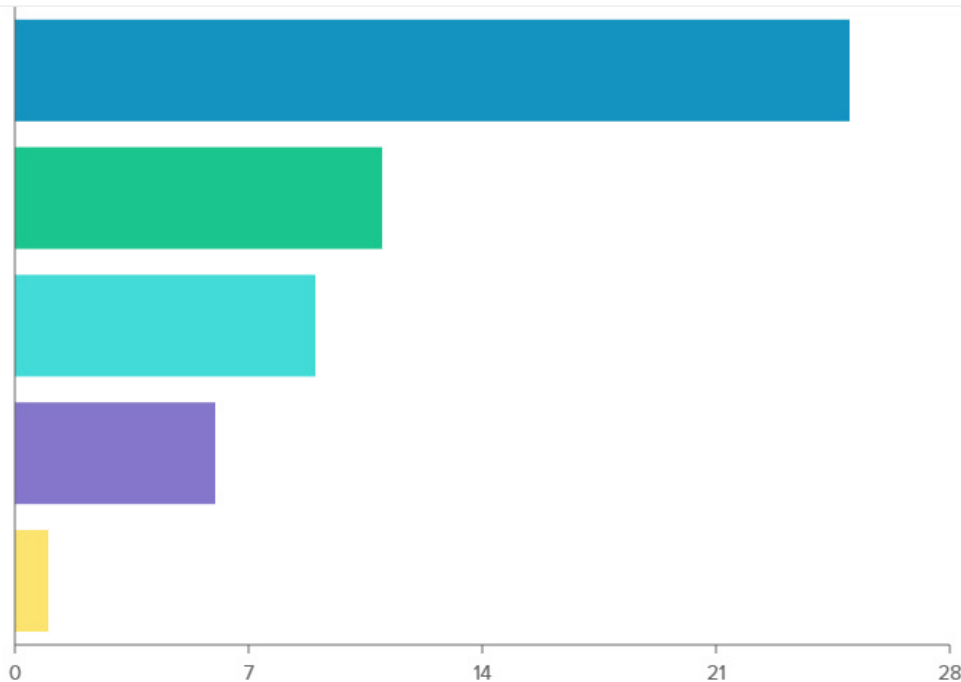
Apr 1, 2023 to Apr 30, 2023



Media Performance Metrics

Search: IndyGo | Brand Coverage | Updated

...



KEY MESSAGE	TOTAL MENTIONS
Feature Mentions	25
Target Publications	11
Headline Mentions	9
High Performing Articles	6
Top Tier Readership	1

Apr 1, 2023 to Apr 30, 2023

Social Performance:

Facebook

- 58,900 organic impressions
- 8,420 post engagements
- 11,575 page likes (38 more than in March)
- 12,945 current followers (39 more than in March)

IndyGo
Published by Ari Kasle · April 8 ·

Internet trolls told me that "nobody rides the Red Line." 🤔

Red Line	Ridership
2019	763,382
2020	916,409
2021	866,400
2022	978,340

11,719 People reached 2,357 Engagements - Distribution score [Boost post](#)

👍❤️🔥 191 76 comments 25 shares

Like Comment Share

The IndyGo BRT experience tour continues! We hosted our friends from @viatransit as they prepare for their own BRT line by studying ours!

2,036 People reached 372 Engagements [Boost post](#)

IndyGo
Published by Ari Kasle · April 18 at 9:51 AM ·

Show some LOVE to our newest class of coach operators as they hit the roads this week! Your spot in the driver's seat is waiting for you! We offer paid training, great benefits, and upward mobility. Apply here! <https://indygo.net/employment/>

7,270 People reached 590 Engagements - Distribution score [Boost post](#)

👍❤️ 77 11 comments 3 shares

IndyGo
Published by Ari Kasle · April 14 at 3:48 PM ·

14 bus drivers are celebrating graduation as they prepare to hit the road! You could be next! Join the fun! Join the team at [IndyGo.net/employment](https://indygo.net/employment)

3,821 People reached 1,357 Engagements [Boost post](#)

👍❤️ 56 20 comments 28 shares

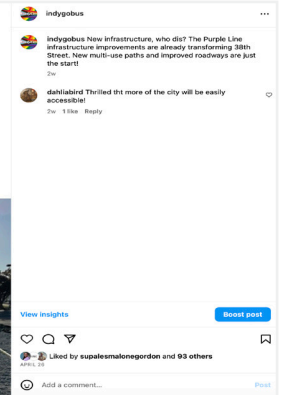
Instagram

- Generated 24,500 impressions
- 1,410 total engagements
- 5.7% engagement rate
- 3,708 current followers (27 more than in March)

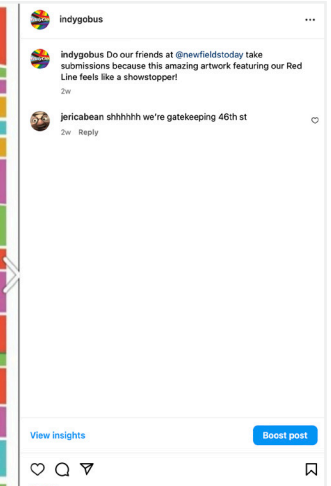
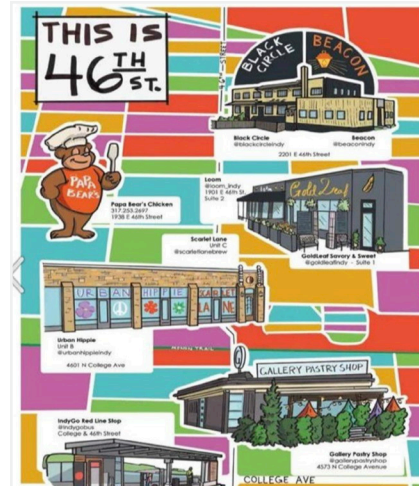
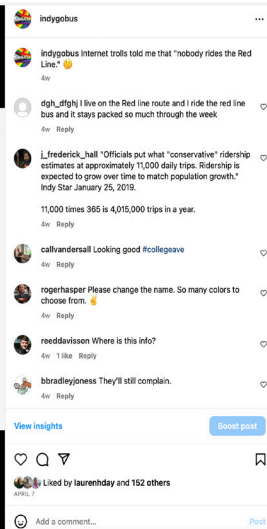
**I've got 99
problems, but
having to pay
for parking**



**Nov
2022**

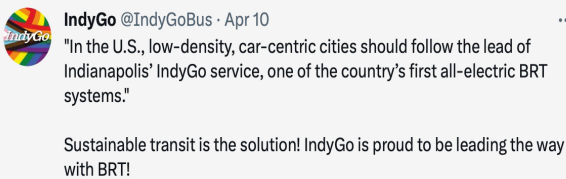


Red Line	Ridership
2019	763,382
2020	916,409
2021	866,400
2022	978,340



Twitter

- 71,700 organic impressions
- Earned an average of 2,390 impressions per day
- 122 Retweets, 863 likes, 51 replies, 175 link clicks, 4.9% engagement rate (0.9% higher than in March)
- 6,560 current followers (25 more than in March)



chicagopolicyreview.org
Electric Vehicles Are Not the Solution. Sustainable Transit Is. | Chica...
In the past two years, the Biden Administration has enacted major policies to increase the adoption of electric vehicles (EVs) in the ...

Promote



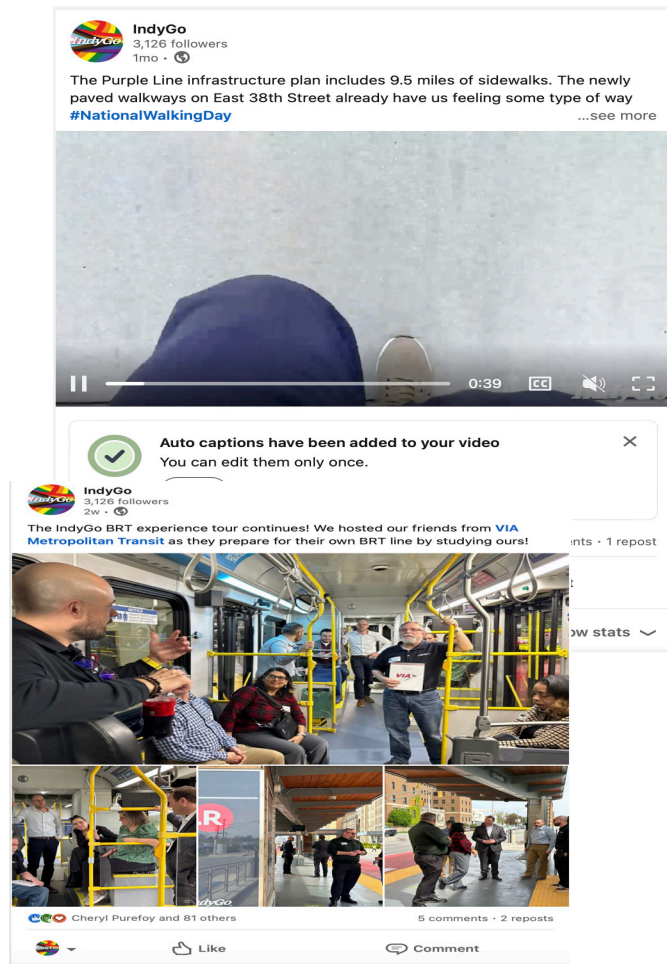
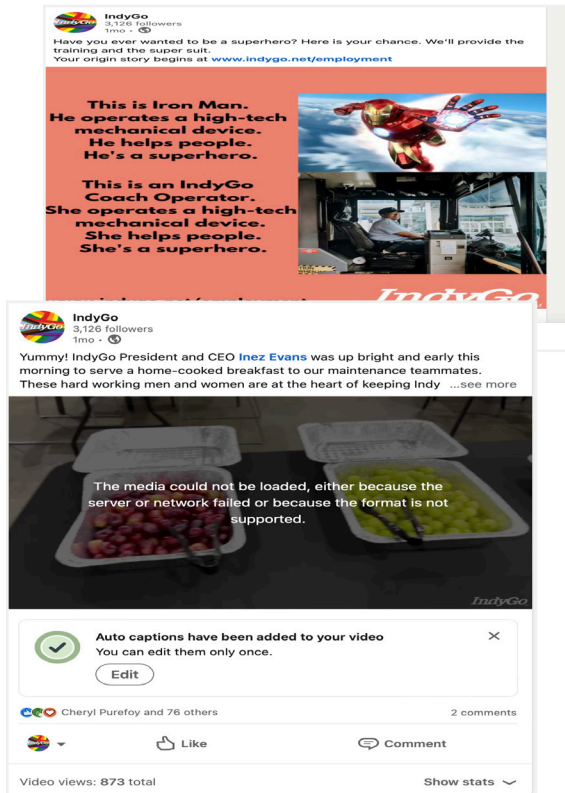
Red Line	Ridership
2019	763,382
2020	916,409
2021	866,400
2022	978,340

Promote

17 30 196 12.3K

LinkedIn

- Generated 13,600 impressions
- 1,444 total engagements
- 9.9% engagement rate
- 48 new followers; 3,113 total followers

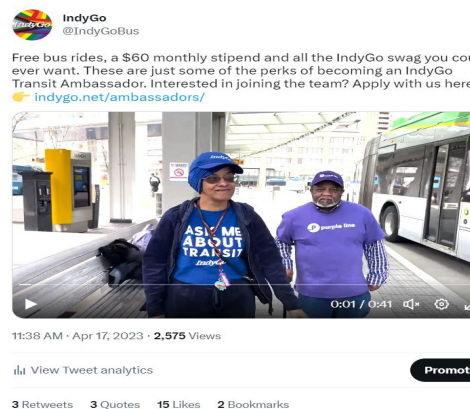
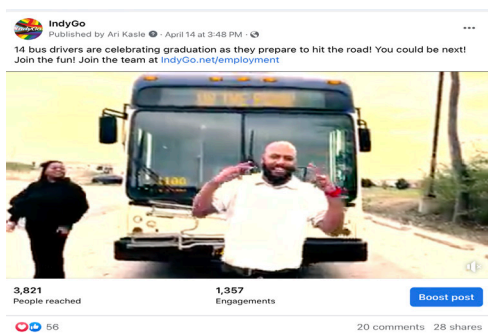


Video Data

Total Views in April: 34,645

Top 3 February Videos

- Graduation (Fancy)- 6,525 total views
- Transit Ambassador Appreciation- 4,467 total views
- BRT Before and After- 3,928 total views



Email Marketing:

NEWSLETTER

- 10,240 Recipients
- 3.14% CTR
- 7.15% Open rate

CREATIVE PROJECTS

- 54 requests completed via SysAid & email in March.

INSIDE *IndyGo*SM

April 2023

IndyGo Announces Public Outreach Ahead of Super Stops Construction

IndyGo would like to inform riders and motorists that work on Super Stops is expected to resume as early as April. This work involves upgrading some of Indianapolis' busiest downtown bus stops to include ticket vending machines, real-time screens, near-level boarding, bus shelters and longer platforms to serve more buses at once.

IndyGo representatives will share upcoming construction impacts and tools available to the community to help them thrive during construction at the following event:

- Virtual Town Hall | Thursday, April 20, at 5:30 p.m. | Register [here](#).

Learn more about the project by visiting IndyGo's website at the button below:

Super Stops Website



IndyGo prepares the downtown community for the next phase of Super Stops construction.

VIRTUAL TOWN HALL MEETING

Outreach Summary: March 2023

In April, IndyGo hosted or attended 17 events and reached more than 58,000 people through in-person and digital engagement. Outreach focused on preparing the community for the next phases of Purple Line construction on 38th Street and the downtown Super Stops project.

IndyGo offered several opportunities to prepare the community for the next major phase of Purple Line construction that went into effect mid-April. An IndyGo representative shared updates at the Sheridan Heights, Far Eastside Community Council, H.O.P.E and C.A.F.E. Quality of Life meetings. IndyGo representatives also attended community events along the corridor, including the New Direction Church Extravaganza, Laundry & More Food Distribution and the Far Eastside Clean Up.

IndyGo also educated the community on Super

Stops, which are enhanced transit stops in the downtown area. As part of this outreach campaign, IndyGo staff canvassed impacted downtown businesses and hosted a public meeting.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community, engaging approximately 487 community members at events at the Carson Transit Center and on buses or stations impacted by Red Line enhancement and Purple Line construction.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In April, IndyGo received 56,370 impressions and created seven posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



OUTREACH PROJECTS

April 2023 Events:

Date:	May Events:
4/1/2023	New Direction Church Extravaganza
4/10/2023	Mayor's Neighborhood Advocates
4/11/2023	Canvassing: Super Stops
4/11/2023	H.O.P.E Team Meeting
4/11/2023	Sheridan Heights Association for Neighborhood Enhancement (SHANE)
4/12/2023	CAFÉ QOL Meeting
4/12/2023	Laundry & More Food Distribution
4/15/2023	Far East side Cleanup
4/20/2023	Canvassing: Super Stops
4/20/2023	Public Meeting: Super Stops
4/24/2023	Ivy Tech Transit Ambassador Recruitment
4/25/2023	Far East Community Council
4/26/2023	Making Lawrence Bloom
4/26/2023	Travel Training: Indiana for the Deaf
4/28/2023	Indy Parks Alliance Fun Lunch
4/28/2023	Step Up Health Fair
4/29/2023	Travel Training: Metropolitan Youth Orchestra
4/29/2023	CAFE Community Day



Operations Division Report – April 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Operating Officer Aaron Vogel
Date: May 25, 2023

OPERATIONS DIVISION REPORT – April 2023

SERVICE PLANNING

SCHEDULING:

Bid 2306 takes effect June 11, 2023. As outlined in the Marion County Transit Plan and the current COA, we are looking at changing routes 2, 11, 12, 13, 14, 16, 26, 28, 31, 38, 55, and 902, adding a new Route 56. For these changes, there are route realignments and new schedules. There will also be minor schedule timing adjustments for additional routes. BidWeb is underway. There are an average of 25 operators picking each day. Each operator gets 24 hours to see the choices in their Bid window before submitting. This allows more time than ever to make their picks. The Bid is scheduled to run through May 26.

PLANNING:

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

Service Planning coordinated with the Capital Projects team to review Bus Stop Improvement Packages being designed and continues to track several Indianapolis DPW roadway improvement projects beginning this spring that committed to adding bus stop improvements as part of their scopes of work.

The service planning team is also working on updating the IndyGo system maps and individual route maps that are changing as part of the route changes scheduled for the 2306 Operator Service Bid. Service Planning also identified stops that will be reassigned to new routes or removed due to the service changes for the 2306 Operator Service Bid.

FIXED ROUTE RIDERSHIP:

Apr-22	Apr-23	% Change	IndyGo Fixed Route Ridership	2022	2023	% Change
5,237	6,180	18.0%	2 E. 34th St.	19,883	28,933	45.5%
18,289	22,709	24.2%	3 Michigan St.	68,899	86,098	25.0%
5,115	6,271	22.6%	4 Fort Harrison	19,213	27,193	41.5%
10,142	8,949	-11.8%	5 E. 25th	38,440	33,996	-11.6%
4,994	4,489	-10.1%	6 N. Harding	21,590	22,738	5.3%
72,507	76,580	5.6%	8 Washington St.	276,957	306,473	10.7%
51,802	54,682	5.6%	10 10th St.	194,039	218,719	12.7%
2,390	3,197	33.8%	11 E. 16th St.	9,727	12,072	24.1%
1,608	2,115	31.5%	12 Minnesota	6,951	10,499	51.0%
1,634	2,068	26.6%	13 Raymond	5,903	8,676	47.0%
3,408	5,482	60.9%	14 Prospect	12,445	22,709	82.5%
7,996	8,557	7.0%	15 Riverside	28,871	35,034	21.3%
7,204	7,205	0.0%	16 Beech Grove	27,315	29,200	6.9%
2,798	3,443	23.1%	18 Broad Ripple	11,239	14,272	27.0%
12,042	14,076	16.9%	19 Castleton	47,711	58,885	23.4%
8,055	8,189	1.7%	21 East 21st St.	35,373	33,757	-4.6%
6,004	6,148	2.4%	24 Mars Hill	23,891	23,813	-0.3%
6,330	6,167	-2.6%	25 W. 16th St.	23,218	26,749	15.2%
8,579	10,799	25.9%	26 Keystone	31,903	41,461	30.0%
5,063	6,069	19.9%	28 St. Vincent	21,194	23,375	10.3%
4,023	4,844	20.4%	30 30th St.	15,482	18,493	19.4%
6,279	6,591	5.0%	31 Greenwood	22,368	24,389	9.0%
14,914	15,989	7.2%	34 Michigan Rd.	54,867	64,055	16.7%
20,273	20,824	2.7%	37 Park 100	76,914	85,155	10.7%
11,491	12,467	8.5%	38 Lafayette Square	42,550	46,547	9.4%
46,807	46,642	-0.4%	39 E. 38th St.	172,379	190,404	10.5%
2,645	3,480	31.6%	55 English	9,799	13,438	37.1%
4,844	5,155	6.4%	86 86th Street Crosstown	17,373	19,056	9.7%
6,989	6,362	-9.0%	87 Eastside Circulator	26,097	26,970	3.3%
88,903	88,932	0.0%	90 Red Line - BRT	317,271	339,783	7.1%
856	562	-34.3%	901 College - Local	3,422	2,721	-20.5%
2,851	5,170	81.3%	902 County Line - Local	10,503	21,450	104.2%
37	7,715	20751.4%	Others	760	10,237	1247.0%
452,109	488,108	8.0%	Total	1,694,547	1,927,350	13.7%

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

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH APRIL:

Duane Bean #9096

Professional Coach Operator Duane Bean is willing to go out of his way to assist at any time he is needed, especially during crucial times when there are staffing deficits. He is willing to run any route, perform drop-offs, and even run multiple routes at once. Duane comes to work ready and motivated to help whenever needed. Whenever I have multiple routes that need to be run at once, he's willing to share ideas of how he could run them to get the passengers where they need to be. Duane was nominated by Supervisor Jessica Hoffman.

90% CLUB:

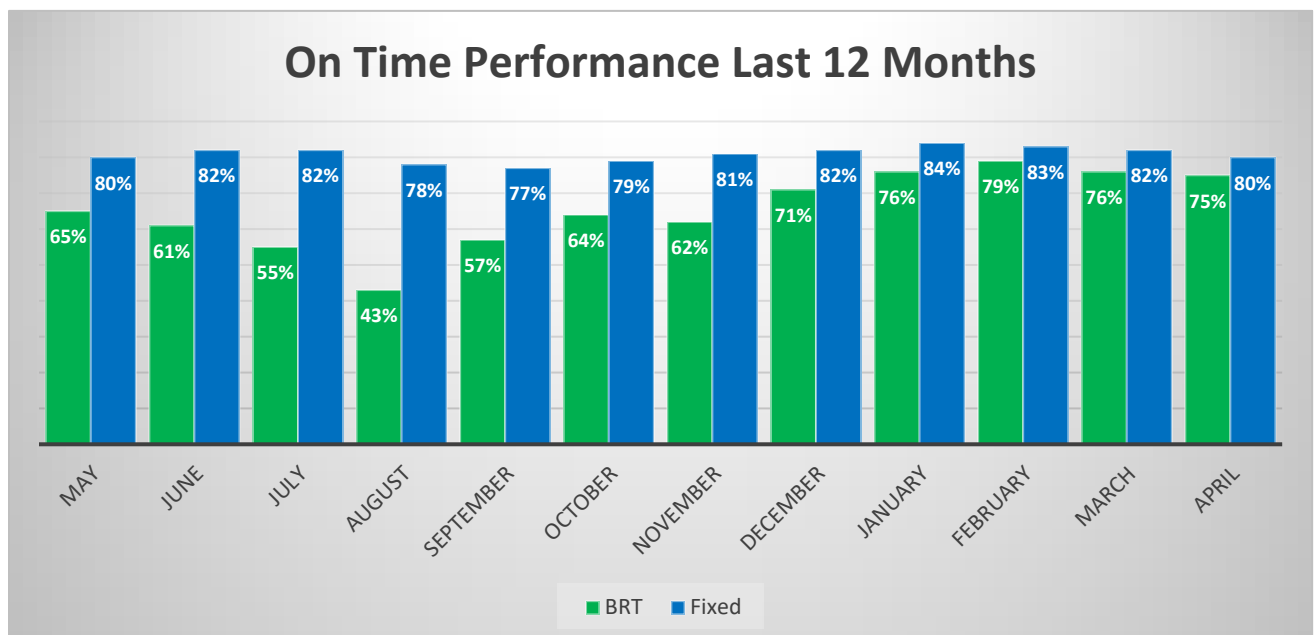
The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month from this group of Operators. The winner receives an extra personal day.

The winner for April: THOMAS MYRON #1001

Green, Cierre
Starkey, Catherine
Hazen, William
Dowdell, Sherri
Mason, Rodney
Hook, Sandra
McLeod, Timothy
Thomas, Myron
Young, Samuel
Bradford, Keary

Badiane, Ngary
Vinson, Cherika
Rowe, Patrick
Gardner, Onesha
Carter, Deborah
Harrison, Michael
Baine, Tenisha
Davis, Juanita
Amaya, Efrain
Ellis, Aaron

Turner, Jerry
Chest, Mornice
Clark, Keana
Duncan, Scott
Anderson, Rose
Overton, Tamika
Thomas, Mariquette
Rucker, Tevante
Wilson, James



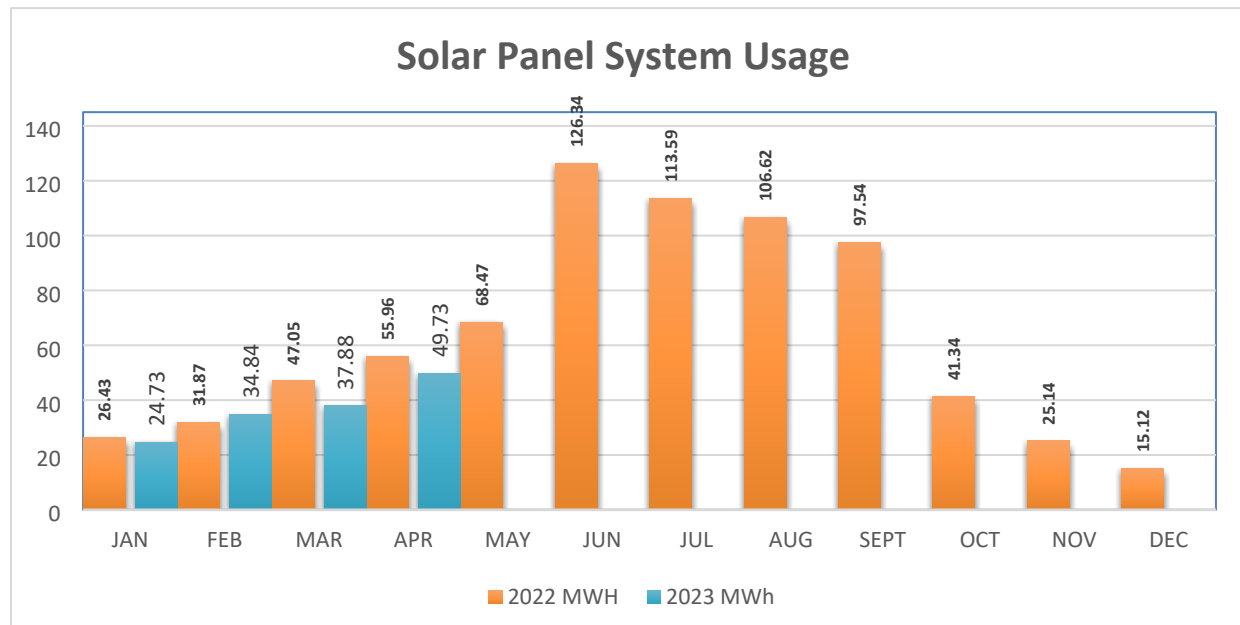
VEHICLE MAINTENANCE AND FACILITIES SERVICES

FACILITIES:

SOLAR PANEL

For the month of April there was an increase in daylight saving hours, but weather impacted the 4,300 solar panel arrays on the roof at the 1501 main office building. The panels produced a slightly lower KWH output versus prior year.

The solar energy savings for YTD are \$13,982



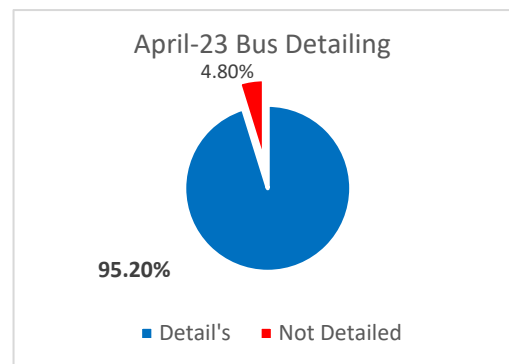
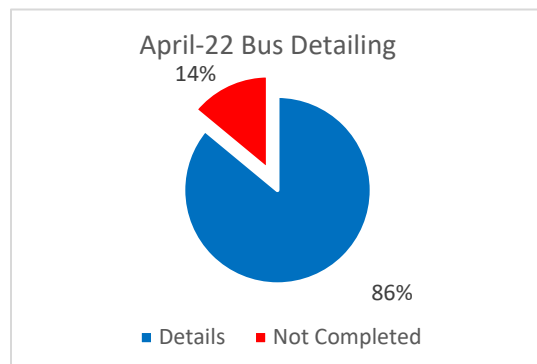
RECYCLE

During the 1st Quarter of 2023, the Facility Department collected 36,560 pounds or 18.28 tons of scrap metal for recycling.

FLEET SERVICES:

There were 31 vehicle requests in April for the motor pool.

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



IPTC has logged 2,700,936 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	698,209	622,160	710,622	669,945									2,700,936
2022	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728	701,692	713,636	8,530,890
2021	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	9,141,583

Fluid Usage Summary:

FLUID TYPE	APRIL 2023	APRIL 2022	APRIL 2021
ATF (qt)	48	66	40
COOLANT (qt)	1,564	1,540	1,103
ENGINE OIL (qt)	232	254	169
DIESEL (gal)	126,447	126,756	136,630

MB (A/B PM) Compliance 97%
BRT (A/B PM) Compliance 100%

Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

	2023/1	2023/2	2023/3	2023/4	2023/5	2023/6	2023/7	2023/8	2023/9	2023/10	2023/11	2023/12
MAJOR	8491	8192	6065	7643								
ALL	6892	7436	6313	7743								
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
MAJOR	4848	4388	4436	3918	3107	3594	3495	3963	5029	7685	7170	8596
ALL	4377	3920	3911	3753	2984	3151	3064	3238	4373	6367	6765	6299
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
ALL	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038

SECURITY

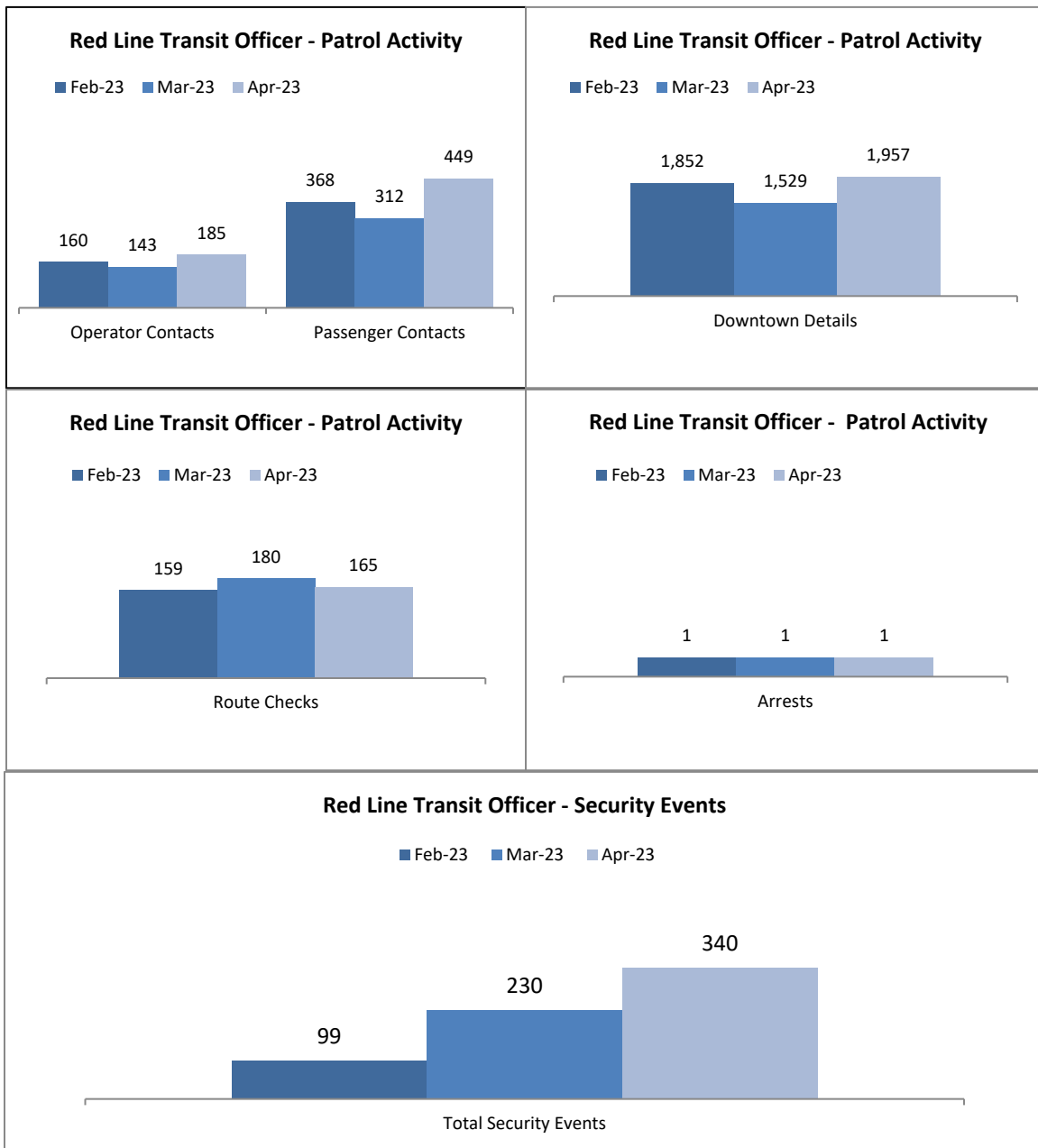
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



RED LINE SECURITY:

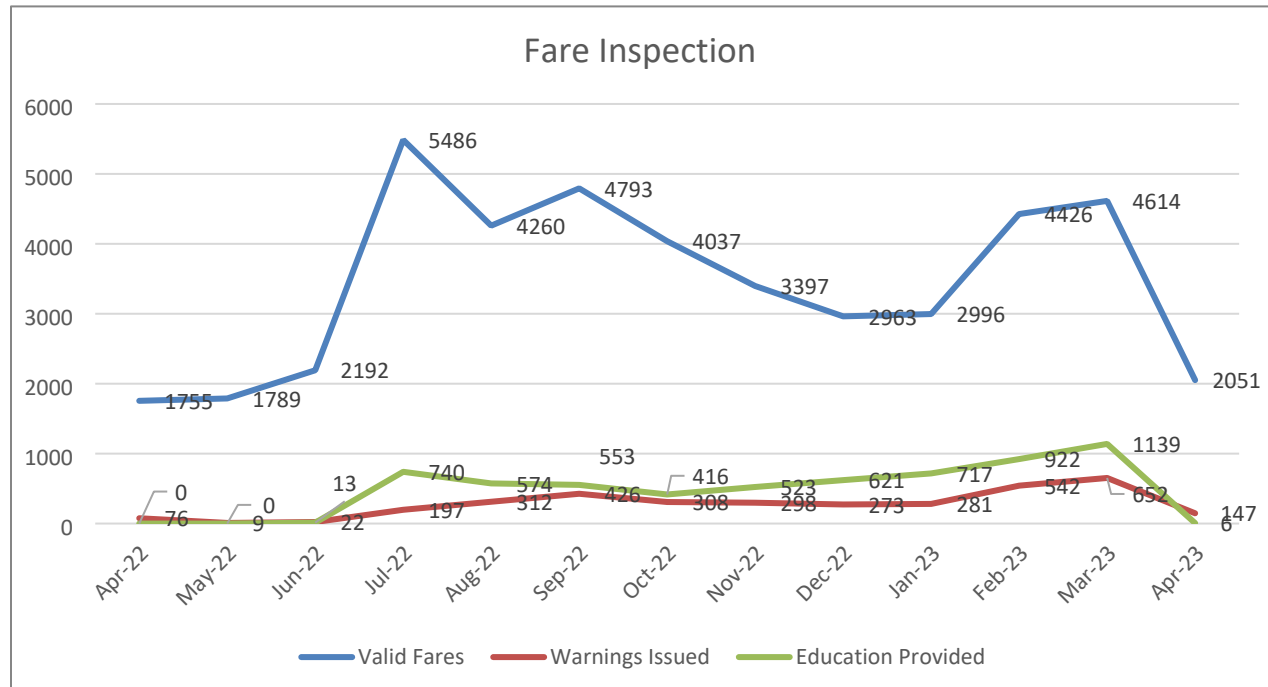
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.



FARE INSPECTION REPORT:

The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare when checked. 111

and did not/would not purchase a valid fare. Lastly, it shows education representing passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.

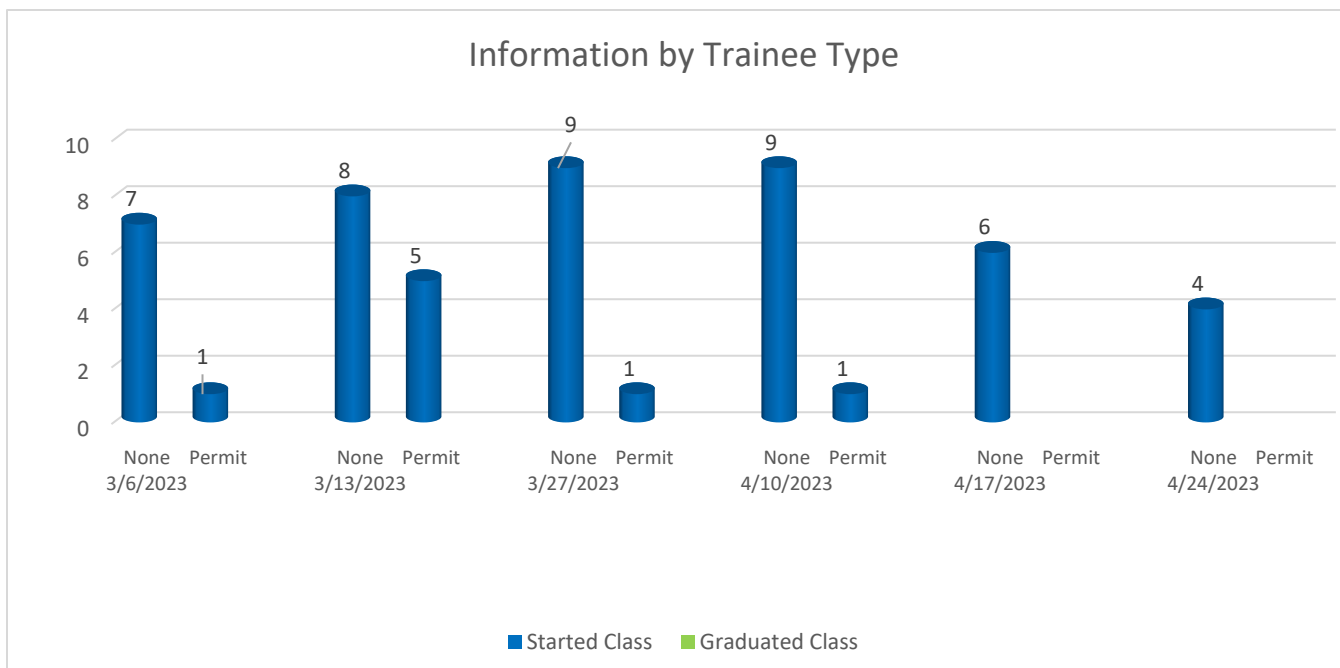


APRIL	Passenger Contact	Notifications	Educations
Monthly	2051	147	6
Weekday	1233	93	2
Saturday	431	33	2
Sunday	387	21	2

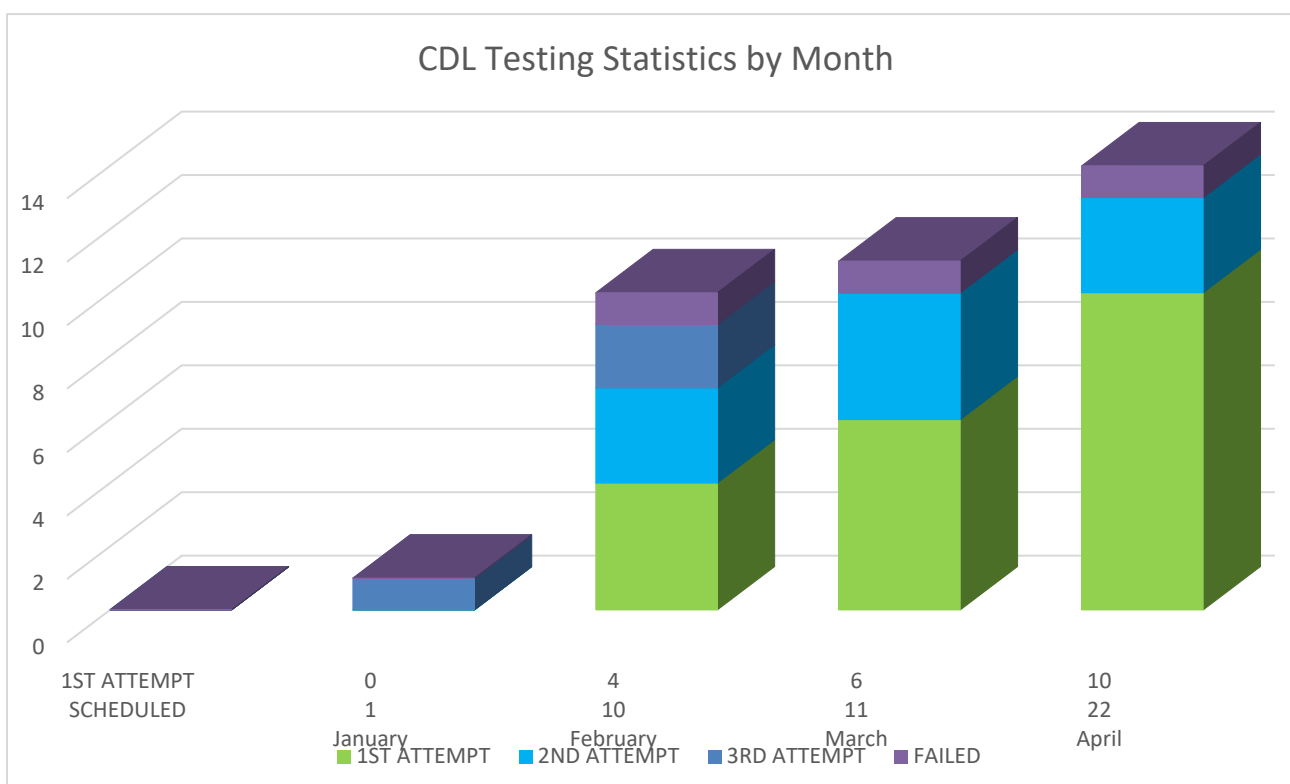
2023 YTD	Passenger Contact	Notifications	Educations
Monthly	14087	1622	2784
Weekday	12087	1456	2534
Saturday	1184	96	155
Sunday	816	70	62

Training

There are two class types of trainees hired to be Professional Coach Operators. Those who have the required licensing when hired and those who need to obtain their permit and CDL.

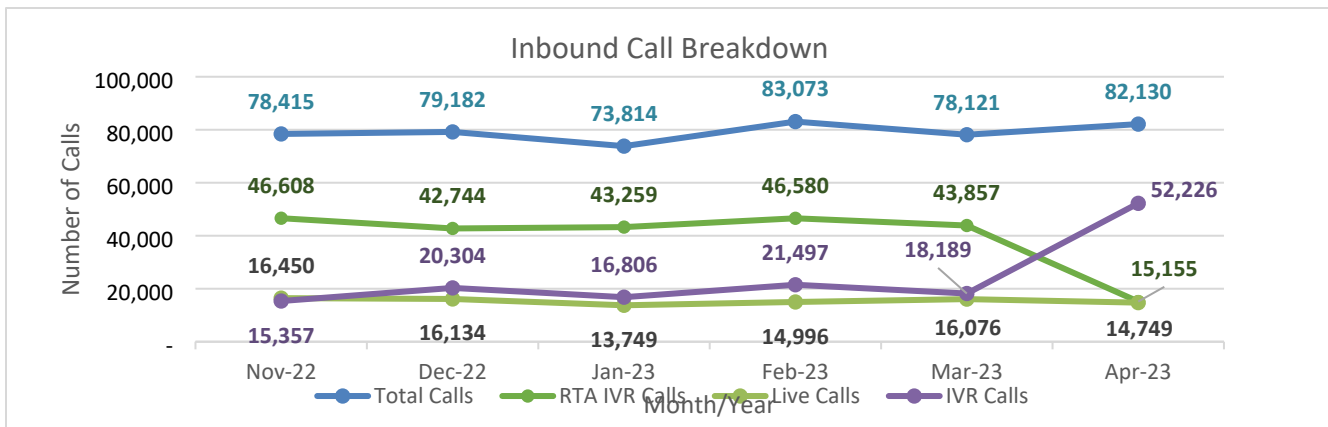


The IndyGo Training Department trains new employees that are hired without a CDL license. The charts below will show the current year's results to date. They also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three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

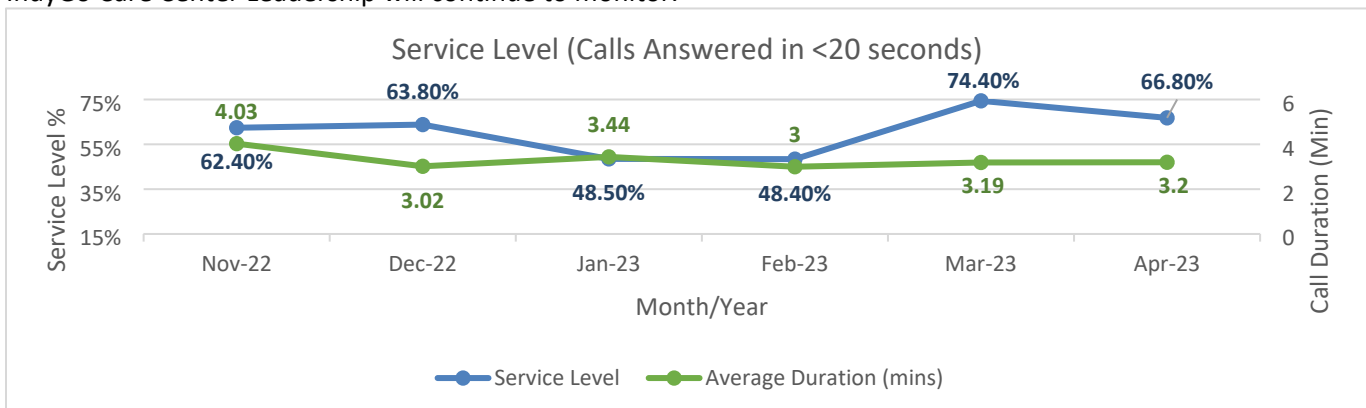


MOBILITY CARE CENTER AND PARATRANSIT REPORT:

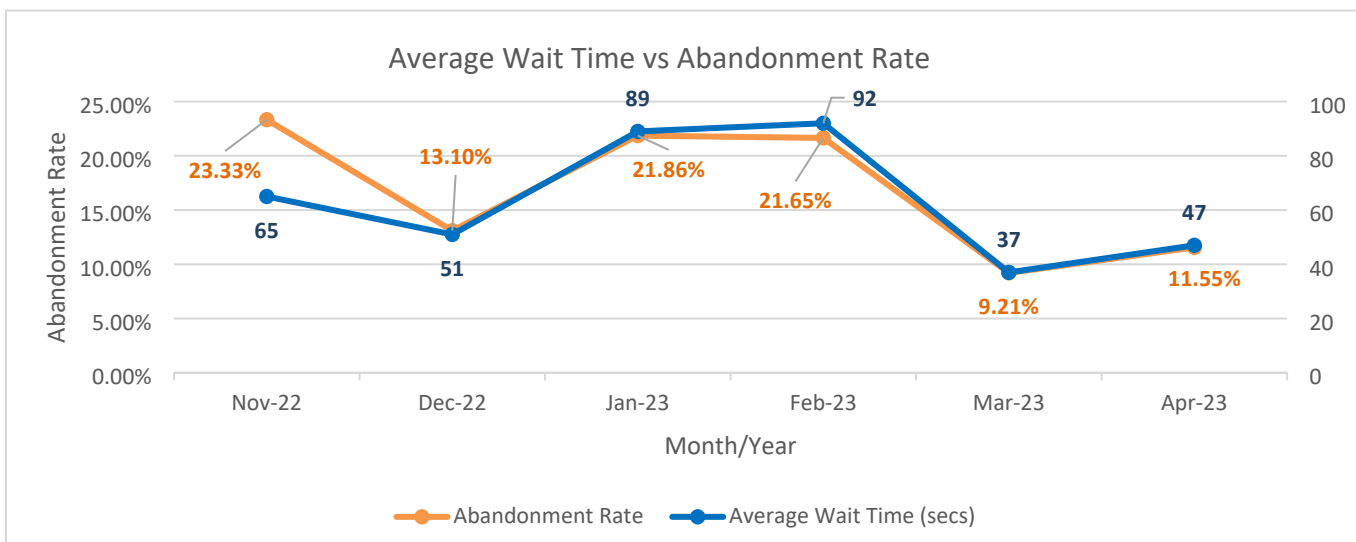
Total call volume from March 2023 to April 2023 slightly increased at just over 5%.



The average call duration experienced a minimal decrease during April 2023 but continues to remain within the goal range of 3-5 minutes. Our service level metric decreased by 7.6%. This moves us further away from the goal of 80%. IndyGo Care Center Leadership will continue to monitor.



Between March 2023 and April 2023, there was an increase in both the average wait time and the abandonment rate. The abandonment rate increased by 2.34%, pulling us further from our goal of less than 5%. The average wait time increased by 10 seconds but continues to remain within the goal of less than one minute. Care center leadership will continue to work towards improving staffing, which affected the care center metrics for April.



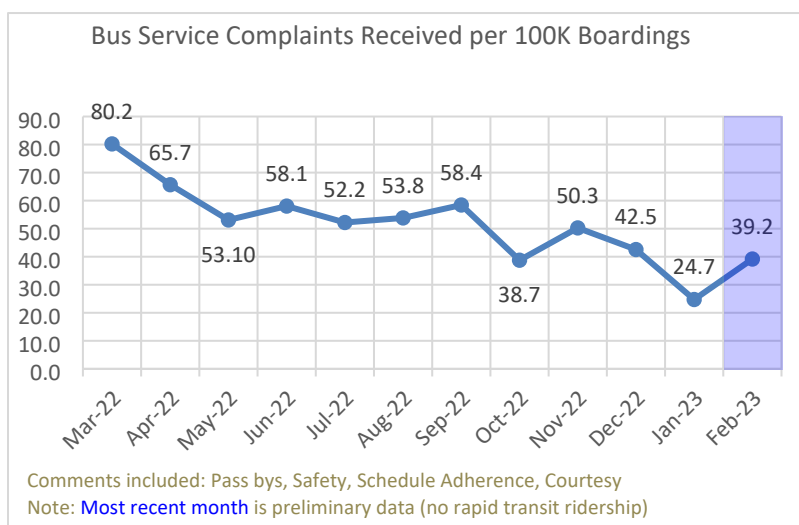
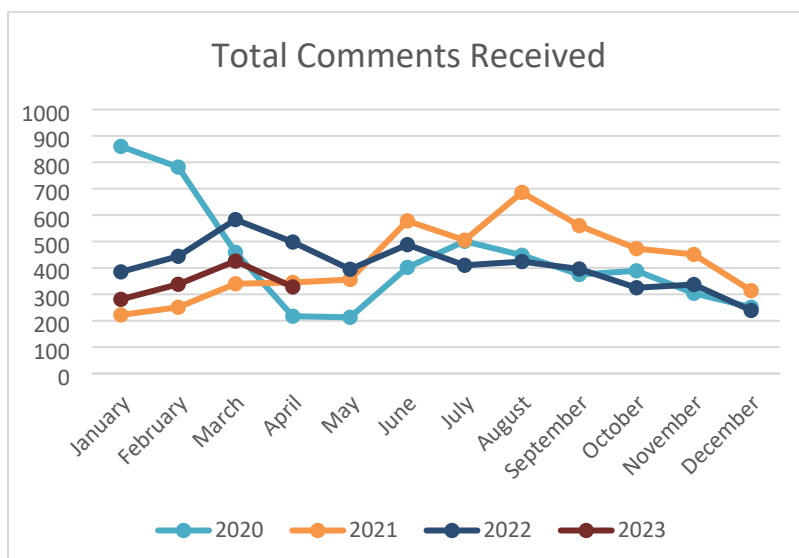
Received Comment Report:

With 328 comments received during April 2023, the total comments experienced a 23% decrease from 426 comments received in March 2023. Within the comments received, Schedule Adherence remains the largest category. This

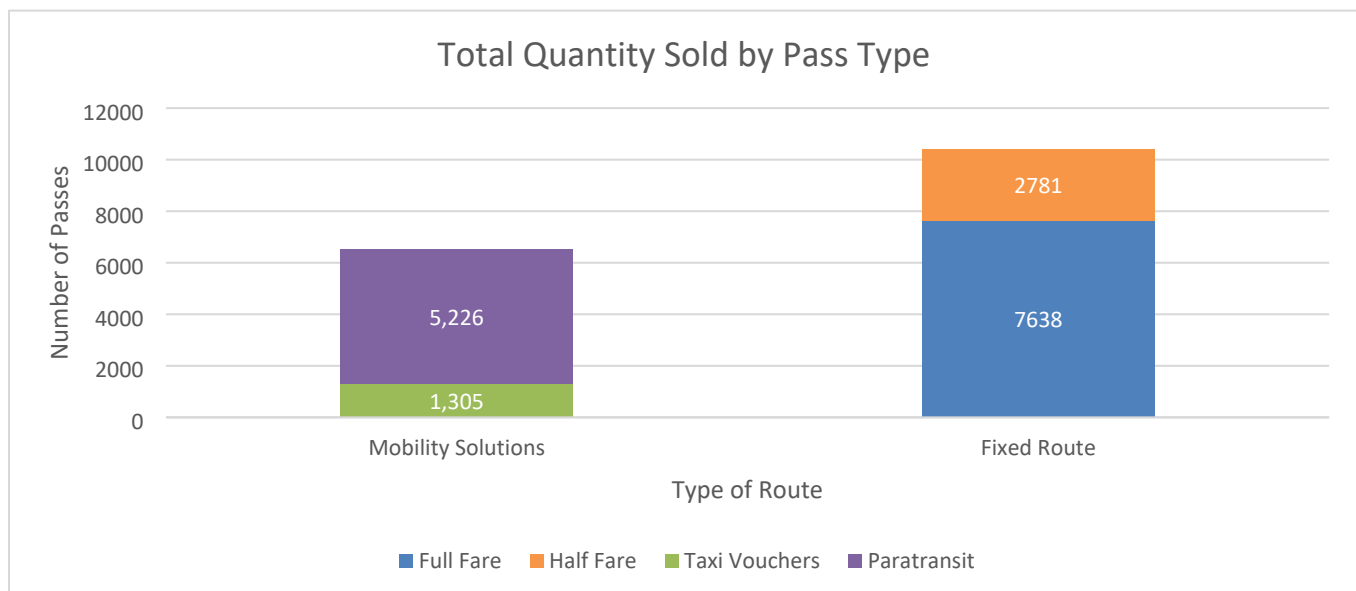
contributed to 24.4% of the total comments for April 2023. Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count of Comment
Schedule Adherence	80
Fares	45
Courtesy	48
Safety	42
Pass By	38
Rules	3
Request	10
Route	4
Customer Care Center	6
Compliment	10
Facility Maintenance	11
Vehicle Maintenance	4
Bus Stop	6
Denial	4
Security	4
ADA	3
Detour	3
Wrong Information Given	0
Fulfillment	0
Suggestion	2
Do Not Use	0
Indy Connect	0
UZURV	0
Grand Total	328

Care Center Desk and Sales Report:

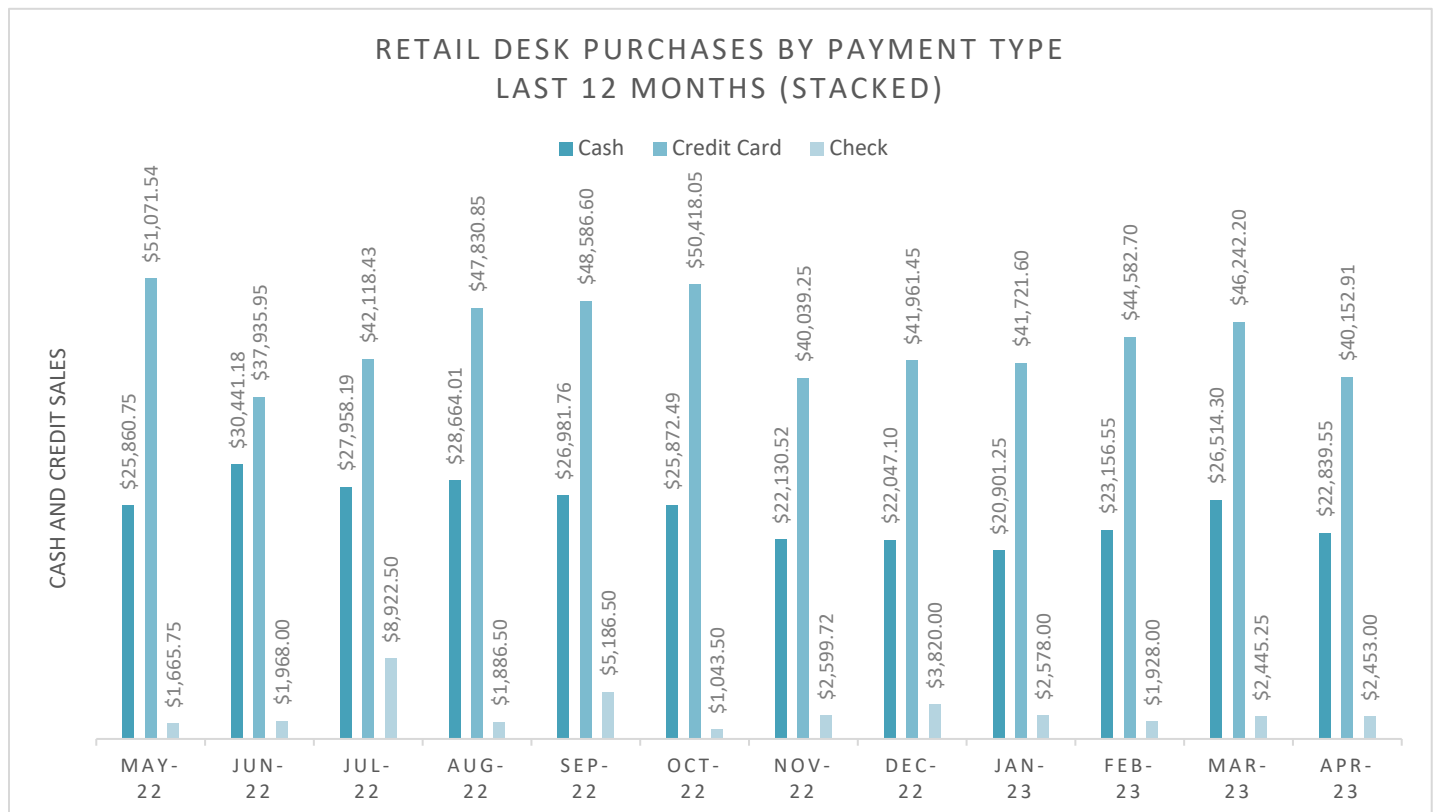


TOTAL QUANTITY OF PASSES SOLD: 16,950



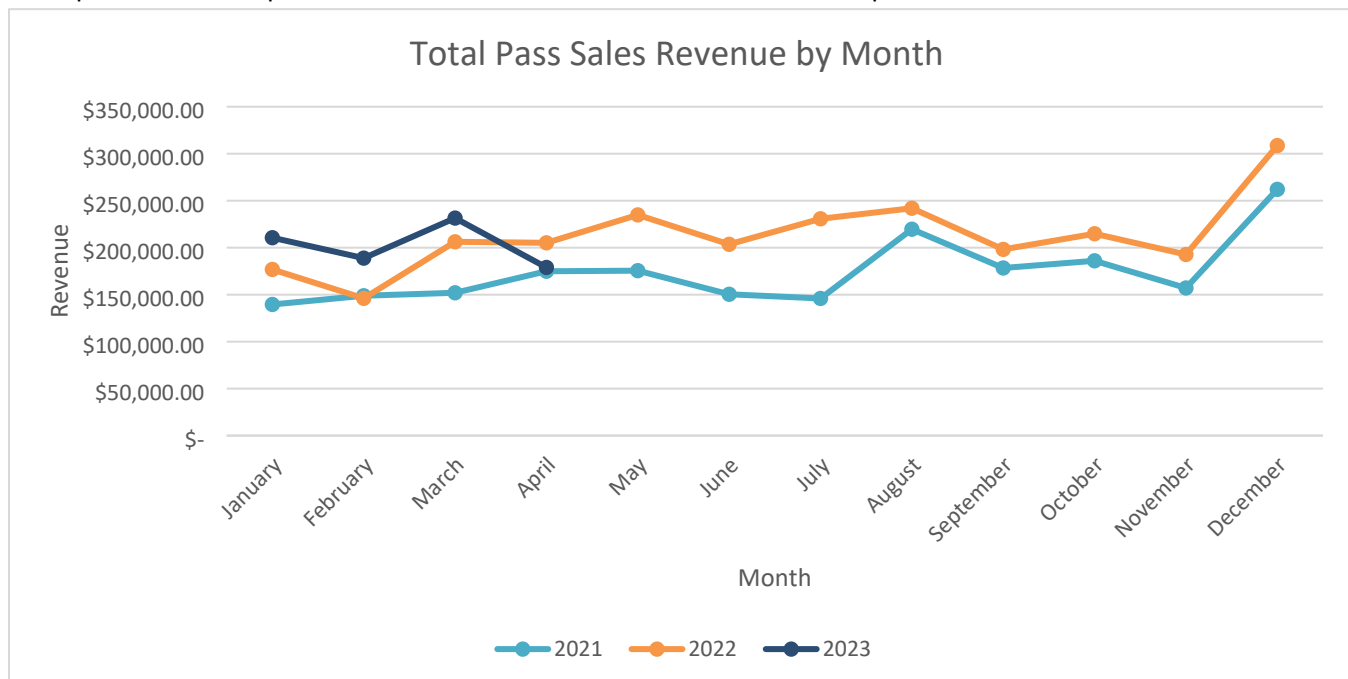
PAYMENT BREAKDOWN:

The Customer Care Center Desk experienced a decrease across all types of sales, totaling 13%. Check sales decreased by 0.32%, with cash sales decreasing by 13.86%. Credit card sales decreased by 13.19%. IndyGo Care Center Leadership will continue to monitor.



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

Total pass revenue experienced a 22.7% decrease between March and April.

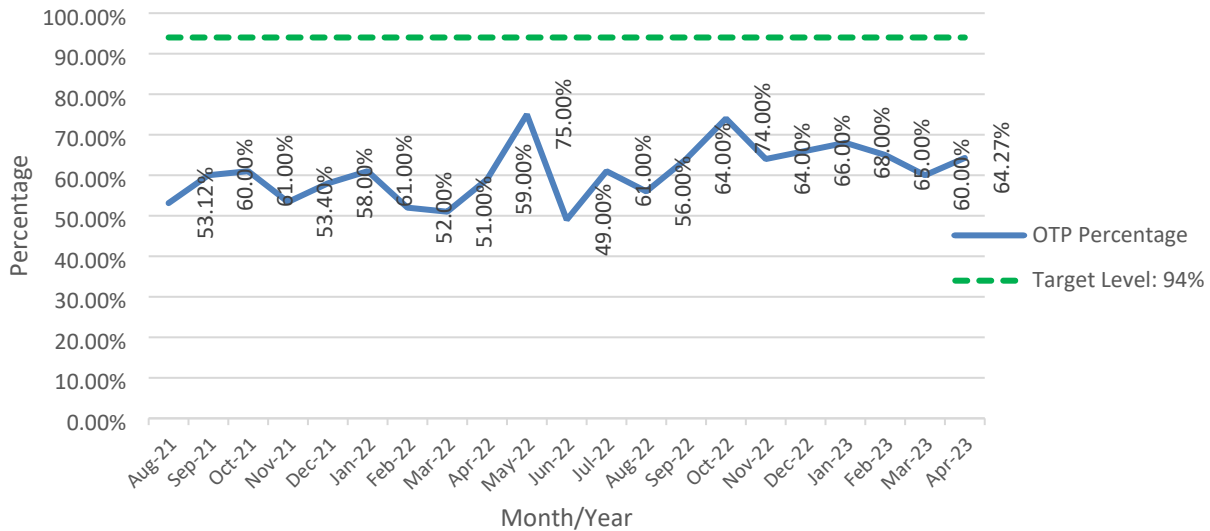


IndyGo Access Operating Statistics:

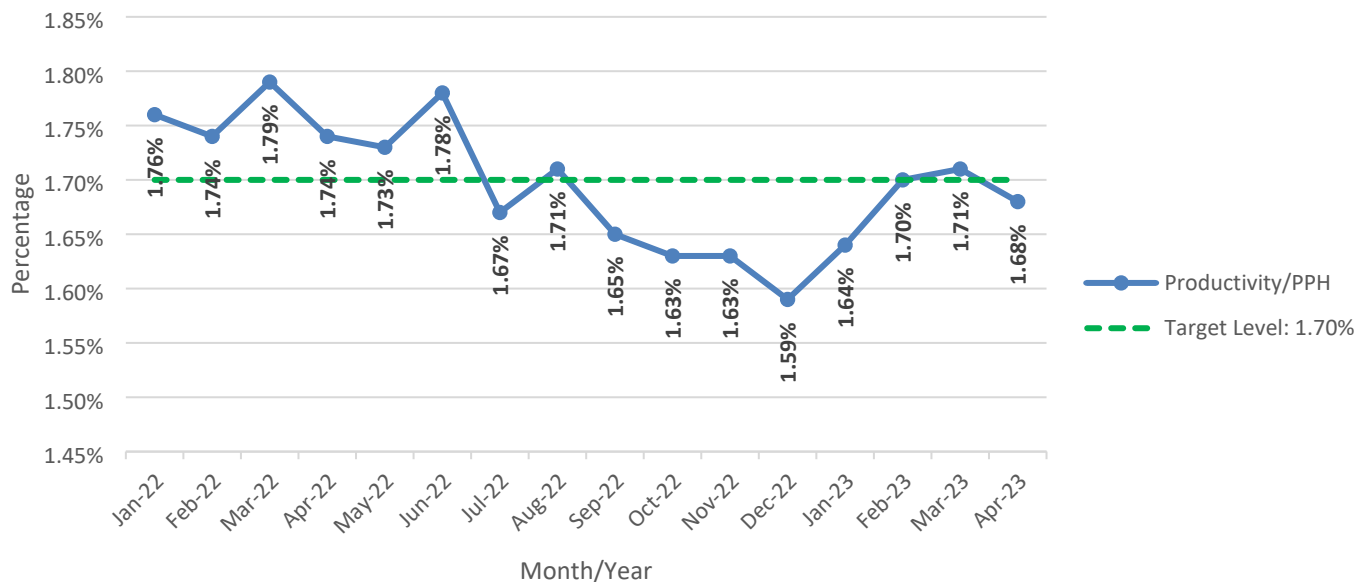
FTA mandates that transportation agencies report data through the National Transit Database (NTD). The following metrics are measured for our paratransit program. The data also provides valuable information to determine the number of paratransit vehicles to operate this service. In addition, trends are monitored and measured YOY to discuss abnormalities that occurred in the previous year.

22-April	23-April	% Change	Mobility Solutions	YOY 2022	YOY 2023	% Change
10,387	11,064	6.52%	IndyGo Access Ridership	39,220	44,720	14.02%
57.69%	64.27%	11.41%	IndyGo Access On-Time Performance	55.19%	64.46%	64.46%
1.74%	1.68%	-3.45%	IndyGo Access Productivity	1.76%	1.68%	-4.55%

IndyGo Access On Time Performance



IndyGo Access Productivity/Passenger Per Hour (PPH)



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

IndyGo Access Customer Comments:

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

Number of Comment	Validity		
Comment Categories	Valid	Invalid	Grand Total
Schedule Adherence	34	7	41
Fares	11	11	22
Compliments	4		4
Courtesy	3	1	4
Rules	1	1	2
Suggestions	1		1
Customer Care Center	1		1
Request	1		1
Discrimination - Title VI		1	1
Grand Total	56	21	77

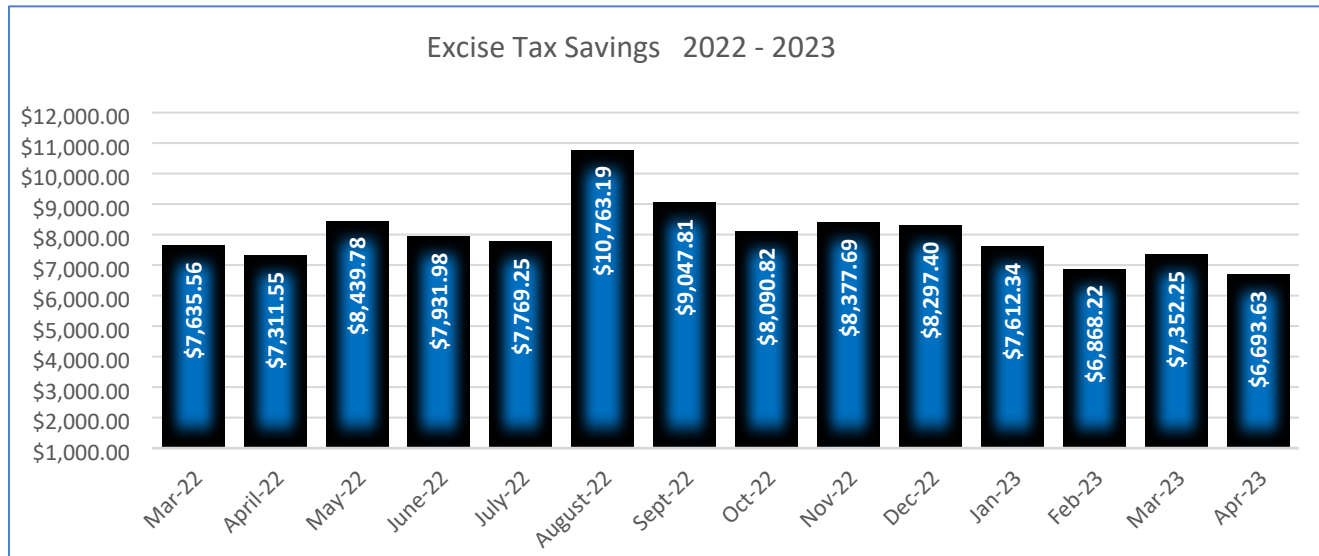
Number of Comment	Validity		
Schedule Adherence Type	Valid	Invalid	Grand Total
Bus Late	24	3	27
Extended Ride	3		3
Schedule Adherence Other	3	1	4
USURV Schedule Adherence	2		2
USURV No Show	1	1	2
No Show	1	1	2
Driver Disregard to Schedule		1	1
Grand Total	34	7	41

WEX Fuel Card Program:

The WEX Tax Exemption and Reporting Program have significantly reduced accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes at Federal, state, county, or local levels.

Total 2023 YTD savings is \$28,526.

April 2023 savings from fuel excise taxes were \$6,693





Department of People & Teammate Experience Division Report – April 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.
Date: May 25, 2023

Talent Acquisition:

- 4/13/2023 Reoccurring internal hiring event, 18 attended with 18 offers
- The onboarding process is being reimagined and streamlined to create a better experience for our new hires and to encourage more engagement and retention from day one.

Diversity, Equity, and Inclusion:

- The Employee Climate Survey ended as of 4/15. We have received around 330 responses, which is approximately 45% of our population and that response rate is amazing!
- Employee Climate Focus Groups are being organized to gain more qualitative feedback to inform the DEI Strategic Plan.
- IndyGo Pride parade participation and shirts are available for all to request here: <https://forms.office.com/r/u8KP82i27V> We would love participation from the Board!

Learning & Development:

- Met with Jeff Hayes to work on the Transportation Supervisor Training Manual
- Finished New Hire Orientation Presentation
- Contacted Carrie Black about Safe Place Training for all IndyGo teammates
- Working with Latosha Higgins on Compliance Education

Wellness and Teammate Engagement:

- Conducted our quarterly Blood Drive

Mentorship & Apprenticeship Program (MAP):

- Fort Wayne Citilink is visiting IndyGo on 4/27/23 to learn about the apprenticeship program.

Workforce Development:

- Seven teammates successfully completed the Lean Six Sigma certificate class

Benefits & Leave Administration:

- Reviewing the current leave process to identify efficiencies

Respectfully submitted,

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

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