



Board Report  
July 27, 2023

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Sean Wooding)
2. **Awards and Commendation** (Presenter – Inez Evans)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Lise Pace, Greg Hahn)
  1. Finance Committee – Richard Wilson
  2. Service Committee – Lise Pace
  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 June 22, 2023
  2. A-2: Consideration and approval of Flowbird contract amendment (Presenter – Brooke Thomas)
  3. A-3: Consideration and approval of 2027 Transit Network Service Equity Analysis – Update (Presenter – Ryan Wilhite)
  4. A-4: Consideration and approval of Cultural Trail shelter construction (Presenter – Jennifer Pyrz)
  5. A-6: Consideration and approval of consultant selection for on-call architectural and engineering contracts (Presenter – Matt Duffy)
  6. A-7: Consideration and approval of Bus Rapid Transit Review (Presenter – Brian Atkinson & Amy Summers)
  7. A-8: Consideration and approval of Ridership Experience Assessment (Presenter – Brian Atkinson & Corey Saunders)
  8. A-9: Consideration and approval of Flowbird System & MyKey Application Review (Presenter – Brian Atkinson & Amy Summers)
  9. A-10: Consideration and approval of Transit Asset Management Review (Presenter – Brian Atkinson)
  10. A-11: Consideration and approval of janitorial cleaning service (Presenter – Paul Williams)
  11. A-12: Consideration and approval of 2023 Non-Revenue vehicle purchases (Presenter – Cheryl Purefoy)
  12. A-13: Consideration and approval of CTC handrails contractor (Presenter – Sarah Stentz)
5. **Regular Agenda** (Presenter – Greg Hahn)
  1. A-5: Consideration and approval of Resolution 2023-04 to support the Blue Line Bus Rapid Transit Project (Presenter – Jennifer Pyrz)
6. **Information Items** (Presenter – Greg Hahn)
  1. I-1: Receipt of the Finance Report for June 2023 (Presenter – Bart Brown)
  2. I-2: 2024 Budget Proposal (Presenter – Bart Brown)
  3. I-3: Governance & Audit Workplan State update
  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)}

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Our next Board Meeting will be Wednesday, August 23, 2023; 5pm

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## Awards & Commendation Recognition for June 2023

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

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### June 2023 Awards & Commendations

Employee	Position	Recognition
Dexter Davis	Coach Operator – Fixed Route	21 Years of Safe Driving
Vernessa Foster	Coach Operator – Fixed Route	June Operations Employee of the Month
Stephen Thein	Coach Operator – Fixed Route	35 Years of Service

## June 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 May 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>
Dexter Davis	1417	21	28
Shawn Clark	8091	13	16
Byron Reed	5094	13	24
Melvin Wright	8117	12	15
Ricky Robinson	8972	5	6
David Hopson	9448	4	4
LaShonta Matthews	8600	4	7
Kim Byrd	9410	3	4
Clywone Boutte-Williams	9072	2	6
Razheana Frierson	9436	2	4
Michael Harrison	9575	2	4
Anthjuan Rayner	9687	2	4
Marion Evans	10174	1	1



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!***



## Finance Committee Chairperson Report – July 2023

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

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson’s Report**  
July 20, 2023

The Finance Committee met on July 20, 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-2, A-4, A-11, A-12, & A-13.

An item from the committee meeting I would like to highlight is Action Item A-13, approval of CTC handrails contractor. Project Manager – Capital Facilities Projects Sarah Stentz presented this action item to the Finance Committee.

This project will include the fabrication and installation of handrails and gates around the rain gardens to limit public access to the areas. Completion of this work will ensure continued protection to the public from the potential hazard the rain gardens could pose. This project was released for an open public bid, which received three competitive bids from contractors. Upon receipt of proposals, Advanced Restoration Contractors Inc. was selected as the apparent low bidder. Project completion is expected by December 2023.

Mr. Chairman, that concludes my report.

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## Service Committee Chairperson Report – July 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Lise Pace (Acting Chair for July meeting)  
**Date:** July 27, 2023

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**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Lise Pace**  
**Service Committee Chairperson’s Report**  
July 20, 2023

The Service Committee met on July 20, 2023, at 10:00am. In attendance was Lise Pace, Acting Chair of the Service Committee in the absence of Adairius Gardner, as well as Finance Committee Chair Richard Wilson sitting in place for Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Items A-1, A-2, A-3, & A-6 and Regular Agenda item A-5.

An item from the committee meeting I would like to highlight is Action Item A-2, approval revised 2027 Transit Network Service Equity Analysis. Manager of Special Projects and Regional Mobility Integration Ryan Wilhite presented this action item to the Service Committee.

A service equity analysis is required when service changes trigger IPTC’s Major Service Change policy and last longer than 12 months; these system-wide service changes meet or exceed thresholds established by the Major Service Change policy. The 2027 Transit Network alters the future transit network that IPTC was building towards.

The revised version corrects minor errors in the original 2027 Transit Network, which were discovered by IPTC staff after the IPTC Board of Directors approved the analysis. Prior to presenting the revised version, IPTC staff conferred with RLS and Nelson Nygaard to confirm the errors and take action to correct them. Full details on the differences between the original 2027 Transit Network SEA and the revised version can be found in a separate memorandum.

The revised 2027 Transit Network service changes resulted in a finding of no DI/DB. Full implementation of IPTC’s network redesign, as illustrated by the 2027 Transit Network map, will produce a 26 percent increase in the number of weekly transit trips provided to Marion County residents.

Mr. Chairman, that concludes my report.

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## Governance and Audit Committee Chairperson Report – July 2023

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Governance and Audit Committee Chair Greg Hahn  
**Date:** July 27, 2023

**ISSUE:**

A report of IndyGo July 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**  
July 20, 2023

The Governance and Audit Committee met on July 20, 2023, at 1:00PM. In attendance was, myself, Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Member Rick Wilson.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Item A-7, A-8, A-9, & A-10.

An item from the committee meeting I would like to highlight is Action Item A-8, approval of Ridership Experience Assessment. Director of Governance & Audit Brian Atkinson presented this action item to the Governance & Audit Committee.

The objective and scope of this assessment was to:

- Obtain an understanding of the programs, processes and policies related to IPTC transit rider experience and satisfaction.
- Review any surveys or feedback tools.
- Assess the customer comment and complaint process.
- Assess key factors impacting transit usage and rider perception, such as safety, cleanliness, on time performance, station amenities, rider communications and route updates, and fare card usage.
- Review the adoption and usage of the MyKey and MyStop applications.
- Consider on-time performance and the impact of schedule management (skipping of stops, bus dwell time, etc.)
- Identify opportunities for process and control improvements or revenue enhancement.

The overall report rating was considered medium based on seven observations from this review which include:

- Ridership Survey
- Customer Comments / Complaints
- Customer Care Center Service
- Fare Card Retail Network
- Rider Satisfaction and Retention Factors
- Dashboard Performance Reporting
- Operator Training Refresh

Madam President, that concludes my report.

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# June Board of Directors Minutes

IndyGo

Jun 22, 2023 at 5:00 PM EDT

@ Virtual & 1501 W. Washington St - IndyGo HQ

## ACTION ITEM A – 1

### Attendance

#### Present:

Members: Hydre Abdullah, Bart Brown, Marcus Burnside (remote), Charlie Carlino, Matt Duffy (remote), Mary Ann Fagan, Adairius Gardner, Greg Hahn, Morgan Johnson, Richard Wilson, Jr., Lise Pace, Jill Russell, Taylor Schaffer, Sean Wooding, Inez Evans

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

-  [board cover 2023 Jun22.docx](#)
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-  [A AGENDA for June 22, 2023 Board Meeting.docx](#)
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Chairman Greg Hahn called the meeting to order at 5:02pm. Chief Legal Officer Jill Russell called the roll. 7 members present in person. There was a quorum.

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

-  [A1 Awards & Commendation June.docx](#)
-  [A1 Risk and Safety Safe Drivers Report June 2023.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for May 2023. Recognized were safe drivers for May 2023, one employee for 17 years of safe driving, the May Operations Employee of the month, and one employee retirement after 43 1/2 years of service.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

-  [A Finance Committee Chair Report June.docx](#)
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-  [A Service Committee Chair Report June.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 May 25, 2023
  -  [A-1 May Board of Directors Minutes.docx](#)
  -  [page intentionally left blank.pdf](#)
2. A-2: Consideration and approval to enter into contract negotiations for on-call construction engineering and inspection services (Presenters: Matt Duffy)
  -  [A-2 Consideration and approval of on-call construction engineering contract negotiations.docx](#)
3. A-3: Consideration and approval of Verizon cellular services contract (Presenters: Marcus Burnside)
  -  [A-3 Consideration and Approval of Verizon Cellular Services Contract.docx](#)

4. A-4: Consideration and approval of 1501 W. Washington St (West Campus) concrete replacement contractor (Presenters: Sarah Stentz)  
 [A-4 East Campus B Building Contractor.docx](#)

**Motion:**

Approval of Consent Agenda

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

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

1. NONE

There were no items on the Regular Agenda.

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

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

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

2. I-2: Mobility Advisory Committee (MAC) update (Presenters: Eddie Rickenbach)  
 [I-2 May.2023.pdf](#)  
 [I-2 MAC Voting.pdf](#)  
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The Board received a Mobility Advisory Committee (MAC) update.

3. I-3: Department Reports  
 [I-3b PLANNING AND CAPITAL PROJECTS REPORT for 2023-06.docx](#)  
 [I-3a Risk and Safety Board Report June 2023.docx](#)  
 [page intentionally left blank.pdf](#)  
 [I-3c PA May Board Report.pdf](#)  
 [I-3e June Board Report.docx](#)

The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, 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 5:21pm.

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Sean Wooding



Date of Memo: July 06, 2023  
Current Meeting: July 27, 2023  
Board Meeting: July 27, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director of Strategic Planning Brooke Thomas  
**SUBJECT:** Consideration and approval of Flowbird contract amendment

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**ACTION ITEM A – 2**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with Parkeon (dba Flowbird) and, upon successful negotiations, execute a contract amendment not to exceed \$240,000, which is the amount remaining for IPTC’s 2020 FTA Accelerating Innovative Mobility (AIM) Project discretionary grant award. This contract amendment represents a one-time capital investment in our existing MyKey/Flowbird system.

**BACKGROUND:**

The AIM grant request centered on IPTC’s desire to develop and perform a demonstration project where IPTC customers could use a single form of fare payment, specifically IPTC’s MyKey smart card system, to take a trip on any number of public transportation systems within the Central Indiana Region. The hand-held, mobile devices that IPTC would purchase with these funds are similar to the devices that IPTC uses to inspect whether someone validated their fare to ride the Red Line except that these new hand-held, mobile devices can also validate a person’s bus fare. In fact, should IPTC need to replace one or more of our fare inspection devices, we would need to purchase these newer devices because the lead time to get more fare inspection devices like the ones we already have is a year or more.

**DISCUSSION:**

Part of this investment will go towards updating or upgrading IPTC’s existing MyKey/Flowbird hub software platform, the backend system, to support these new hand-held devices. Unlike the larger fare validators that are onboard each one of IPTC’s fixed-route buses, these hand-held devices do not have to be hard-wired or mounted to the front dash of the vehicle. This makes these devices much more suitable for smaller vehicles such as those that are used for IPTC’s paratransit services, CIRTAs workforce connector services, and Access Johnson County’s fixed-route bus service. These devices make it much more feasible to have fare validators onboard leased vehicles because hard-wire installations tend to be cost-prohibitive in these situations.

**ALTERNATIVES:**

The Board could choose to not amend the Flowbird Contract for the purposes of performing such a demonstration project. Were that the case, IPTC would be at risk of having to return the funding that the agency has already drawn down.

**FISCAL IMPACT:**

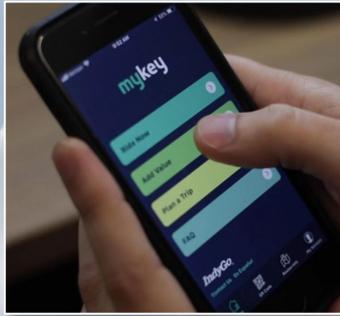
While the grant project is to develop and then perform a demonstration project, should IPTC purchase and accept the new hand-held devices and should IPTC cause the MyKey/Flowbird Hub system to be upgraded or updated to support those devices, IPTC will own the devices and the platform will have been improved. Therefore, this one-time capital investment won't be without on-going operations and maintenance costs. However, only some of these on-going operations and maintenance costs will be new costs.

**DBE/XBE DECLARATION:**

Due to the complexity and the limited Disadvantaged Business certified in this type of work, it was determined that there would be no DBE participation goal for the Flowbird contract agreement overall (RFP 18-02-286).

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



- Reloadable Card
- Mobile payment app
- Ticket vending machines
- Web portal
- Customer Service point -of-sale
- Retail network ( *coming soon* )



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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Manager of Special Projects and Regional Mobility Integration Ryan Wilhite  
**SUBJECT:** Consideration and approval of revised 2027 Transit Network Service Equity Analysis

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**ACTION ITEM A – 3**

**RECOMMENDATION:**

In accordance with FTA Requirements and IPTC Board-adopted Title VI policies, IPTC staff is recommending approval of the revised analysis and its findings.

**BACKGROUND:**

The IPTC Board of Directors approved the 2027 Transit Network Service Equity Analysis on January 26, 2023. The document provided is a revision to that analysis.

A service equity analysis is required when service changes trigger IPTC’s Major Service Change policy and last longer than 12 months; these system-wide service changes meet or exceed thresholds established by the Major Service Change policy. The 2027 Transit Network alters the future transit network that IPTC was building towards. The equity analysis, however, must compare the existing network (in this case October 2021) to the future network and will not compare future to future; that work was conducted, to some degree, as part of the planning work. Equity analyses are intended to evaluate the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Any changes that do not provide similar benefits to minority or low-income populations, as defined by IPTC’s established Title VI policy,<sup>1</sup> are considered a disparate impact (DI) or disproportionate burden (DB), respectively.<sup>2</sup>

**DISCUSSION:**

The revised version corrects minor errors in the original 2027 Transit Network, which were discovered by IPTC staff after the IPTC Board of Directors approved the analysis. Prior to presenting the revised version, IPTC staff conferred with RLS and Nelson Nygaard to confirm the errors and take action to correct them. Full details on the differences between the original 2027 Transit Network SEA and the revised version can be found in a separate memorandum.

The revised 2027 Transit Network service changes resulted in a finding of no DI/DB. This service equity analysis compared the existing transit network (as of October 2021) to the proposed 2027 network, evaluating the impacts of significant policy changes upon minority and low-income populations relative to non-minority and non-low-income populations pursuant to Title VI of the 1964 Civil Rights Act and federal guidance. Full implementation of IPTC’s network redesign, as illustrated by the 2027 Transit Network map, will produce a 26 percent increase in the number of weekly

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<sup>1</sup> Available from <https://www.indygo.net/about-indygo/title-vi/>

<sup>2</sup> A finding of a potential disparate impact and/or disproportionate burden requires transit agencies to modify the original proposal and re-analyze. If the modification does not resolve the DI/DB, then alternatives must be presented to the public for comment. The original proposal (or modification) can only be implemented if there is a substantial legitimate justification made and none of the proposed alternatives would have a less disparate impact, assuming all proposed alternatives can accomplish the program’s goals.

transit trips provided to Marion County residents. Additional information about the results of the analysis can be found in the analysis itself, which is attached to the agenda.

**ALTERNATIVES:**

After reviewing, the Board of Directors could choose to not approve. Major service changes, however, cannot take effect until a service equity analysis has been reviewed and approved by the board. IPTC could continue to implement future service changes but only those as previously approved by the IPTC Board of Directors, specifically the System-wide Service Changes approved by the IPTC Board of Directors on April 23, 2020. Any major service changes differences between the 2027 Transit Network and the network adopted on April 23, 2020 may likely need to be rolled back to comply with Title VI regulations.

**FISCAL IMPACT:**

The current findings of the 2027 Transit Network Service Equity Analysis (SEA) requires no additional IPTC financial resources beyond those already committed to the system-wide service changes.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

## INDYGO 2027 TRANSIT NETWORK TITLE VI SERVICE EQUITY ANALYSIS VERSION 2 MEMO

As a result of a review of Version 1, it was noted that blocks from the current route structure were missing from the analysis. Because of this, Version 2, has been created to update the analysis to include the blocks in the current route structure and those in the 2027 recommendations. Version 2 has revised the below tables and figures.

### Revisions

- ◆ Updated ES-2: High Minority and High Poverty Blocks Receiving Reduced Trips.
  - Areas that will have no service with the proposed 2027 recommendations were added to the map.
    - Blocks along the existing Route 10 along Rockville Rd/US Route 36 in the Tremont and Keystone Manor areas were added to the analysis. Those minority and poverty blocks will see a reduction of 310 trips per week.
    - Blocks along the existing Route 19 along Allisonville Rd were added to the analysis. Those poverty blocks will see a reduction of 387 trips per week.
    - Blocks along the existing Route 4 along N Shadeland Ave were added to the analysis. Those minority blocks will see a reduction of 31 trips per week.
    - The minority blocks along the existing Route 26, Route 12, and Route 13 near E Raymond St, S Keystone Ave, and Perkins Ave were added to the analysis. Those blocks will not receive service with the new routing of Route 13 and will see a reduction of 377 trips per week.
    - The minority blocks along the existing Route 10 on Cunningham Rd in the Speedway area were added to the analysis and will not receive service with the new routing of Route 10. Those blocks will see a reduction of 310 trips per week.
    - Blocks north of Route 86 in the northwest portion of Marion County. The area north of W 86<sup>th</sup> St has high minority blocks and will see a reduction of 220 trips per week.
    - Blocks along the existing Route 11 along E 16<sup>th</sup> St and N Franklin Rd were added to the analysis. Those minority blocks will see a reduction of 219 trips per week.
- ◆ Figure 5: Change in Weekly Trips to Blocks and Recommended 2027 Transit Network was updated to include those blocks that will no longer receive service due to the proposed 2027 recommendations. A few blocks were added to the analysis that will receive more trips due to including proposed bus stops in those areas.
  - Blocks along the existing Route 10 along Rockville Rd/US Route 36 in the Tremont and Keystone Manor areas were added to the analysis. Those blocks will see a reduction of 310 trips per week.
  - Blocks along the existing Route 10 on Cunningham Rd in the Speedway area were added to the analysis and will not receive service with the new routing of Route 10. Those blocks will see a reduction of 310 trips per week.
  - Blocks along the existing Route 25 on Meadowood Dr and Moller Rd in the Speedway area will see a reduction of 249 trips per week.
  - Blocks along the existing Route 26, Route 12, and Route 13 near E Raymond St, S Keystone Ave, and Perkins Ave were added to the analysis. Those blocks will not receive

service with the new routing of Route 13 and will see reductions between 242 and 377 trips per week.

- Blocks along the existing Route 19 along E 56<sup>th</sup> St were added to the analysis. Those blocks will see a reduction of 387 trips per week.
- Blocks along the existing Route 19 along Allisonville Rd were added to the analysis. Those blocks will see a reduction of 387 trips per week.
- Blocks along the existing Route 4 along N Shadeland Ave were added to the analysis. Those blocks will see a reduction of 31 trips per week.
- Blocks along the existing Route 4 along E 46<sup>th</sup> St and N Arlington Ave were added to the analysis. Those blocks will see an additional 556 trips per week.
- Blocks north of Route 86 and W 86<sup>th</sup> St in the northwest portion of Marion County will see a reduction of 220 trips per week.
- Blocks along the existing Route 11 along E 16<sup>th</sup> St and N Franklin Rd were added to the analysis. Those blocks will see reductions between 184 and 449 trips per week.
- ◆ Table 6 was updated to include those blocks that will no longer receive service due to the proposed 2027 recommendations.
  - Due to the addition of blocks to the analysis, the existing and proposed trips to blocks increase for each demographic (High Minority, Non-High Minority, High Poverty, Non-High Poverty, and All Habitable Blocks).
  - This caused a change from Version 1 to Version 2 in the amount of change from the existing route structure and the 2027 recommendations. High Minority blocks saw a 48% increase in trips compared to 49% in Version 1. High Poverty blocks still saw a 47% increase in trips in Version 2.
  - The acceptable ranges for disparate impact and disproportionate burden also slightly changed. The acceptable range for minority populations increased to 34% - 51% while the range for poverty populations increased to 35% - 52%. While the ranges and total trips changed, the overall impacts stayed within the acceptable ranges and thus do not show a disparate impact or disproportionate burden.
- ◆ Table 7 was updated to include those blocks that will no longer receive service due to the proposed 2027 recommendations.
  - Due to the addition of blocks to the analysis, the existing and proposed average trips to blocks decrease for each demographic (High Minority, Non-High Minority, High Poverty, Non-High Poverty, and All Habitable Blocks).
  - This caused a change from Version 1 to Version 2 in the amount of change from the existing route structure and the 2027 recommendations. High Minority blocks saw a 48% increase in trips compared to 49% in Version 1. High Poverty blocks still saw a 47% increase in trips in Version 2.
  - The acceptable ranges for disparate impact and disproportionate burden also slightly changed. The acceptable range for minority and poverty populations decreased to 32% - 48%. While the ranges and average total trips changed, the overall impacts stayed within the acceptable ranges and thus do not show a disparate impact or disproportionate burden.
- ◆ Table 8 was updated to include those blocks that will no longer receive service due to the proposed 2027 recommendations.
  - Due to the addition of blocks to the analysis, the existing and proposed trips to blocks weighted by population increased for High Minority and High Poverty populations but decreased for Non-High Minority, Non-High Poverty, and All Habitable Blocks).

- This caused a change from Version 1 to Version 2 in the amount of change from the existing route structure and the 2027 recommendations. High Minority blocks stayed the same at a 46% increase in trips while High Poverty blocks decreased to a 46% increase in trips in Version 2.
- The acceptable ranges for disparate impact and disproportionate burden also slightly changed. The acceptable range for minority populations decreased to 30% - 46% while the range for poverty populations decrease to 30% - 46%. While the ranges and total trips changed, the overall impacts stayed within the acceptable ranges and thus do not show a disparate impact or disproportionate burden.
- ◆ Updated Figure 6: High Minority and High Poverty Blocks Receiving Reduced Trips.
  - Same changes as ES-2

The following tables are the difference between Version 2 (Revised) and Version 1 (Original). As shown in the updated tables (captured in the report), the percent change was minimal but significant enough for staff to ensure a revised analysis.

Change

**Table 6: Results of Total Transit Vehicle Trips to Blocks Analysis**

Census Block	(A) Existing Trips to Blocks	(B) Proposed Trips to Blocks	(C) Change in Trips to Blocks	(D) Percent Change	(E) Acceptable Range of Change in +/- 20% of (D)	Disparate Impact or Disproportionate Burden
High Minority	23,640	23,513	-127	-1%		
Non-High Minority	65,883	18,024	-47,859	-2%		
High Poverty	15,129	17,521	2,392	0%		
Non-High Poverty	74,394	24,016	-50,378	-3%		
All Habitable	89,523	41,537	-47,986	-1%		

**Table 7: Results of Average Transit Vehicle Trips to Blocks Analysis**

Census Block	(A) Average Existing Trips to Blocks Served	(B) Average Proposed Trips to Blocks Served	(C) Average Change in Trips to Blocks Served	(D) Percent Change in Average Trips to Blocks	(E) Acceptable Range +/- 20% of (D)	Disparate Impact or Disproportionate Burden
High Minority	-10	-17	-7	-1%		
Non-High Minority	-26	-57	-31	-2%		
High Poverty	-7	-12	-5	0%		
Non-High Poverty	-28	-63	-35	-3%		
All Habitable	-18	-37	-19	-1%		

**Table 8: Analysis of Transit Vehicle Trips Weighted by Population**

Census Block	(A) Existing TVTWxP	(B) Proposed TVTWxP	(C) Change in TVTWxP	(D) Percent Change in TVTWxP	(E) Threshold for DI/DB +/- 20% of (D)	Disparate Impact or Disproportionate Burden
High Minority	2,451,150	3,414,447	963,297	0%		
Non-High Minority	6,132,192	2,222,770	-3,909,422	-3%		
High Poverty	1,755,310	2,277,487	522,177	-1%		
Non-High Poverty	6,828,032	3,359,730	-3,468,302	-3%		
All Habitable	8,583,342	5,637,217	-2,946,125	-1%		

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**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief Development Officer Jennifer Pyrz, PE  
**SUBJECT:** Consideration and approval of Indianapolis Cultural Trail (ICT) Bus Stop Construction

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**ACTION ITEM A – 4**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize IPTC’s President/CEO to enter into an agreement with Shuck Corporation to construct two local bus stops and install shelters along the Indianapolis Cultural Trail (ICT) for an amount not to exceed \$190,923.

**BACKGROUND:**

IPTC and the ICT entered into a Memorandum of Agreement (MOA) in January 2019 that outlined how the two parties would address impacts to the ICT from the Red Line Bus Rapid Transit Construction. Among the ICT assets being impacted by Red Line construction were two “Moving Forward” bus shelters and the bus stop infrastructure supporting them.

The “Moving Forward” bus shelters are works of art that were commissioned by the ICT and incorporate poetry onto a glass structure. There are seven “Moving Forward” shelters at various locations along the ICT. The two shelters that were impacted by the Red Line construction were located along Virginia Avenue; one near the intersection of Merrill Street and the other near the Woodlawn Avenue intersection. The “Moving Forward” shelters at these two locations were removed during Red Line construction and have since been in storage. The physical infrastructure where the shelters were once placed no longer exists, as those local route stops were replaced with Red Line service and stations.

**DISCUSSION:**

The IPTC-ICT MOA commits IPTC to relocating the two “Moving Forward” shelters from their impacted locations to new sites on Virginia Avenue near Louisiana Street, one in the northbound direction and one southbound. The requisite ADA-compliant infrastructure would need to be constructed to accommodate the shelters.

In the time since the MOA was executed and the shelters removed, IPTC determined that the originally identified sites near Virginia Avenue and Louisiana Street are not feasible for the relocations. IPTC and ICT have since been working together to identify two new sites that meet the various criteria for successful installation. The new sites must be along, or immediately adjacent to, the ICT. They must be local bus stops. They must have adequate existing right-of-way and infrastructure available to meet Americans with Disabilities Act (ADA) requirements. And they must have a reasonably accessible electrical source for lighting of the shelters. IPTC and ICT evaluated many sites before agreeing on the final two: southbound Dr. Martin Luther King Jr. Street at West St. Clair Street and Northbound Massachusetts Avenue at Davidson Street.

IPTC’s design consultant, Lochmueller Group, prepared design plans for each site. The sites are being improved to achieve ADA compliance and provide the needed electrical service for lighting the shelters. This includes construct

concrete pads on which the shelters will be placed, segments of sidewalk, curb, curb ramp, electrical conduit, and bus stop signs. The contractor will be responsible for transporting the shelters from storage and reassembling and securing them at the site.

Design plans and specifications were provided to nine qualified contractors on June 27, 2023, as part of IFB 23-04-477. Two quotes were received and opened on July 14, 2023. Shuck Corporation was deemed to be the lowest responsive and responsible bidder.

**ALTERNATIVES:**

IPTC is responsible for replacing the shelters per our MOA with the ICT. As such, the only feasible alternative to awarding the work to this contractor would be to re-advertise the project and seek new bids.

**FISCAL IMPACT:**

This work will be funded from Red Line BRT grant funds that have been set aside for this specific purpose.

**DBE/XBE DECLARATION:**

The Red Line is a Federally funded project and is thus subject to DBE goals. The DBE goal was set at 10%. Shuck Corporation has committed to 7.6% DBE participation.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Project Manager Matthew Duffy, PE  
**SUBJECT:** Consideration and approval of consultant selection for 2023 architectural and engineering (A&E) on-call contracts

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**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner, consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with HDR Engineering Inc., Woolpert Inc., Lochmuller Group, Inc., Kimley-Horn and Associates, Inc. and American Structurepoint, Inc., and, upon successful negotiations, enter into on-call contracts for A&E consulting services for a three-year period. Per standing IPTC procedures, any individual task orders that exceed \$100,000 will require a separate board approval.

**BACKGROUND:**

IPTC frequently has need for design and construction administration services on facility and infrastructure projects which are small enough in scale to not justify a separate procurement. Vendors selected under this solicitation will be engaged in on-call contracts that then allow IPTC to use their services on a task order basis. IPTC has been using this method of assigning A&E contracts for more than a dozen years, with contract terms of three to five years. A variety of local and national consultants have assisted IPTC with design assignments under this contracting method. Design services for very large projects, such as BRT corridor, will still be procured via a standalone RFQ.

**DISCUSSION:**

RFQ 23-03-475 was advertised in May 2023, requesting firms to submit qualifications in three disciplines: Facility Architecture and Engineering, Street Design and Civil Engineering, and Traffic Engineering. The evaluation committee evaluated written proposals based on professional qualifications and team structure, team qualifications and project experience. It was determined that interviews of the firms would not be necessary for the first two disciplines. Interviews of three firms were held on July 14, 2023 for the Traffic Engineering discipline.

HDR and Woolpert were selected to receive Facility Architecture & Engineering contracts. The Lochmueller Group and Kimley-Horn were selected to receive Street Design and Civil Engineering contracts. American Structurepoint was selected to receive a Traffic Engineering contract.

Past experience has shown a benefit to IPTC by selecting two teams in the disciplines with the most anticipated upcoming work. This increases the likelihood of adequate capacity to complete assignments, especially when short turnarounds are required. For work assigned under the multi-contract disciplines, IPTC will enact an internal evaluation of team qualifications to determine which consultant should receive each individual assignment. Scopes and fees will be negotiated for each individual task order assigned.

**ALTERNATIVES:**

The board could choose not to award these contracts at this time and instead extend the contracts for the existing on-call A&E consultants.

**FISCAL IMPACT:**

There is no fiscal impact until Task Orders are issued for work. Task orders will only be issued for work that has been previously budgeted and approved.

**DBE/XBE DECLARATION:**

Each selected firm has committed to meeting XBE and DBE goals on individual task orders and has included qualified XBE and DBE firms on their teams.

Exact percentages and dollar amounts assigned to the team subconsultants will be determined on a task order basis when the prime contractor is utilized. DBE goals will be set for all Federally funded projects based on standard IPTC procedures. XBE goals for locally funded projects have been set at 15% MBE, 8% WBE, 3% VBE, and 1% DOBE.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and approval of Bus Rapid Transit (BRT) review

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**ACTION ITEM A – 7**

**RECOMMENDATION:**

Review and receive Governance & Audit Bus Rapid Transit Review Audit Report  
See Reference Item 2023-2

**BACKGROUND:**

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Bus Rapid Transit (BRT) Review.

Various aspects specific to BRT have been reviewed on IPTC’s Red Line to best prepare for opening two additional BRT routes the Purple Line and Blue Line. The Red Line has now been in operation for over three years. This purpose of this review is to make note of what is working well and where improvements could be made before opening additional BRT lines.

**DISCUSSION:**

The objective and scope of this review was to examine the current process and controls related to IPTC’s Red Line BRT and provide improvements and considerations to be updated prior to the Purple and Blue Line openings.

- On board announcements at stops
- Video at stations and on-board bus
- Bus location and mobile app updates
- Integrity of data published at stations
- Fare collection system
- Station cleanliness and amenities

The overall report rating was considered high based on four observations from this review which include:

- Fare Evasion
- On Board Buses
- Fare Collection Equipment
- Stations

**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 July 20, 2023 and will be placed on the Consent Agenda.



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## **Bus Rapid Transit (BRT) Review**

**Governance & Audit Report No. 2023-2**

Issued on April 3, 2023

## EXECUTIVE SUMMARY

### Background

In May 2018, the Indianapolis Public Transportation Corporation (IndyGo) began construction of the Red Line, the first Bus Rapid Transit (BRT) line in Indianapolis. The Red Line, being the first phase of what is to become a three-line BRT system, opened on September 1, 2019. Two additional BRT Lines (Purple Line and Blue Line) are currently being planned.

The 13-mile route provides service to more than 50,000 residents and nearly 150,000 jobs.

The Redline is serviced by a fleet of articulated battery electric buses that have right and left door side boarding, serving a total of 34 stations.

The Indianapolis system includes the following Federal Transit Authority recognized BRT main features: Dedicated Lanes and Alignment, Off-Board Fare Collection – Pre-Ticketing, Intersection – Signal Priority, Platform Level Boarding, High-Capacity Vehicles and Quality Stations.

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

Examine the current process and controls related to IndyGo’s Red Line BRT and provide improvements and considerations to be updated prior to the Purple and Blue Line openings.

- On board announcements at stops.
- Video at stations and on-board bus.
- Bus location and mobile app updates
- Integrity of data published at stations.
- Fare collection system
- Station cleanliness and amenities

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
<b>BRT Review</b>	<b>High</b>	<b>3</b>	<b>0</b>	<b>1</b>

### Overall Summary and Review Highlights

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Bus Rapid Transit (BRT) Review.

Various aspects specific to BRT have been reviewed on IndyGo’s Red Line to best prepare for opening two additional BRT routes the Purple Line and Blue Line. The Red Line has now been in operation for over three years. This purpose of this review is to make note of what is working well and where improvements could be made before opening additional BRT lines.

Multiple rides were performed to review systems, buses, stations and offboard fare collection.

Four observations come from this review which include:

- Fare Evasion
- On Board Buses
- Fare Collection Equipment
- Stations

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](mailto: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. Fare Evasion	High
2. On Board Buses	High
3. Fare Collection Equipment	High
4. Red Line Stations	Low

**1. Fare Evasion**

**Observation:**  
 During three days of Red Line rides, it was observed that most riders do not validate a card/ticket or pay at the station ticket vending machines.

**Recommendation:**  
 Management should consider taking a fresh look at the BRT fare collection processes to determine ways to prevent fare evasion and educate the ridership on fare payment processes.

**Observation Rating: High**

During one afternoon of riding the Red Line, it was observed that only two riders validated a pass at the MyKey validator.

Two new BRT riders were observed trying to pay the driver after boarding the bus. There was a misunderstanding of the payment process which is to take place at the BRT station.

It was clearly observed that most riders board the bus with no intention of paying at the station.

Observed over twenty Charter School students boarding a Red Line bus at one stop. No students validated a card at the station. A student shared that free bus rides are part of an agreement with the school and only a student ID is required. On investigation with IndyGo, it was determined that the Charter School does not have an agreement for students to use IndyGo services at no cost.

During two morning and one afternoon ride on the Red Line stopping at all stations and transferring buses, no fare inspectors were seen working. Contact was made with security to learn that there is budget for two fare inspectors but only one fare inspector position is currently filled. This position of fare inspector is contracted through the IndyGo security vendor.

Consider working with the security vendor to ensure they are meeting contractual requirements to provide the necessary agreed number of fare inspectors. Increase the number of fare inspectors as additional BRT lines are opened as well as covering all hours of operations.

Increase rider awareness of how to pay to ride the BRT lines. This could include additional signage at the stations explaining where and how to pay. Fare inspectors spend time explaining the fare validation process to riders when fare evasion is observed. Issue a citation for a repeat offender.

Management may consider contacting the Charter School to work out a payment arrangement for students to ride or increase fare inspection at the station near the school.

Consider a method to prevent a rider from entering the BRT station without first validating a card or paying the fare. This may involve reworking the station design or placement of fare collection equipment for future BRT lines.

**Management Action Plans:**

*Security Response*  
 Due to the larger-than-expected hourly rate increase for all parts of the security contract, security services had to be modified to meet the approved 2023 budget. Part of the modification was moving from two fare inspectors per shift to one per shift. This new contract started on March 05, 2023, and will continue in its current form until the start of the new budget for 2024. With that budget, the amounts that the Board approved will allow the security vendor to bring on four more fare inspectors. It will be the decision of the Executive Team if those four new positions will be used on the Red Line or be used on the Purple Line. It will also be discussed if they want to have a total of 16 inspectors, which would allow eight inspectors on each BRT Line.

The Security Department does cover all hours of service on the Red Line. IndyGo has the inspectors do random checks on random sections of the line during the service day. Fare inspectors cannot issue citations at this time as it would require a change to the City Code and a process for passengers to be able to pay the fine, ask for a reduction of the fine, or contest the fine.

*Public Affairs Response*

IndyGo has developed a comprehensive plan to better educate the public about how to pay to ride at BRT stations. That campaign started last year with a series of announcements that play on the public address systems on all buses, at the Transit Center and specifically at each BRT station.

IndyGo is in the process of installing new signage at each BRT station on the platforms and around the ticket vending machines that call attention to where and how to pay before boarding the BRT bus.

**Responsible Parties:**

Security

Public Affairs

**Due Dates:**

Security – January 1, 2024

Public Affairs – August 31, 2024

**2. On Board Buses**

<p><b><u>Observation:</u></b></p> <p>Twenty-three BRT buses were ridden over a three-day period. Observations were made regarding on board announcements, signage, video monitors, door opening and station pull ups.</p>	<p><b><u>Recommendation:</u></b></p> <p>Provide expectations of coach operators to pay attention to what is going on with the bus and systems and log any issues for maintenance. Improving method of interacting with riders regarding stops and location.</p>	
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**Observation Rating: High**

<p>During the Red Line ride along, it was noted that station announcements could not be heard on most of the buses. Those that did have station announcements, the volume was very low and could not be heard while the bus was in motion. The coach operators did not announce the stops on buses when the automated station announcement was not working.</p> <p>After meeting with Maintenance, it was determined that the coach operators did not list the station announcement issue on the daily log for the bus, therefore the issue was not reported to Maintenance for investigation.</p> <p>The only way to know the next stop was to stand to look out of the bus window or windshield. This would not be helpful for someone traveling from out of town who is not familiar with Indianapolis roadways or in the case of being visually or physically impaired.</p> <p>Only a small number of the buses have a diagram on board displaying the Red Line route. A diagram would be helpful for riders to know the next stations coming up.</p> <p>There are on board video screens to display various IndyGo events and announcements. This video system is currently turned off on all Red Line buses.</p>	<p>After meeting with Maintenance and the Connected Vehicle Team, it was discovered that there were speaker problems with 21 of 22 buses during first round of checking. The speakers were failing, not the announcement system. Maintenance has placed necessary orders for parts and are scheduling the buses for service as soon as parts are available. In some cases, as many as 7 speakers were not working on a single bus. Eventual speaker failure seems to be a manufacturing defect.</p> <p>Management could consider utilizing the on-board video screens to display a diagram of the BRT route as well as the next station information. This would be most useful for hearing impaired riders. If buses are shared by future BRT lines, the diagrams for each route could be displayed electronically rather than switching out posters on the buses.</p> <p>Verify there is a route diagram located on each BRT bus either electronically or by poster. This would be helpful for riders to determine when their stop is coming up.</p> <p>Consider training operators to be consistent with the door opening procedure to avoid confusion if the door will automatically open or if the rider must open the door. Opening the door is difficult for a rider using a mobility device.</p>	<p><b><u>Management Action Plans:</u></b></p> <p>Upon receipt of the initial findings from G&amp;A’s BRT Review, the Connected Vehicle Technology team and maintenance department quickly got together to develop a plan to remediate the reported issues. Both teams immediately began a campaign which involved working together on third shift to identify, troubleshoot, and repair all ADA related issues. The bulk of the issues found were related to defective or disconnected speakers, but all issues impacting ADA systems were identified and repaired. Additional actions were taken including setting the default volume of the Avail system’s annunciations at a higher level. This will help ensure that even when the system is functioning properly, the system minimum level is at an appropriate level to be useful to all riders. As of April 5, 2023, CVT and maintenance have completed a final inspection and verified that all ADA systems are working as intended across the BRT fleet. Moving forward, CVT and maintenance have committed to working together to identify ADA related issues through a new collaborative preventative maintenance schedule so that these issues are not allowed to become as impactful as was found by the G&amp;A team.</p> <p>The on-board video screens referenced by G&amp;A are an Infotainment system which is deployed across the entire BRT fleet. Recently, in response to long standing supply chain and</p>
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Some of the buses do not automatically open all doors at the station. There is a green light and message for the rider to open the door. This created confusion as to when a rider must open the door themselves.

Bus parking distance from the station platform is not consistent. Crossing from the bus to the station is difficult for riders with mobility devices. G & A witnessed a rider jump off the platform between the station and the bus at the Fountain Square north bound station. Fortunately, the driver noticed the person in the mirror as well as another rider yelling out to the driver. This rider created a very dangerous safety concern which could have been avoided if the bus was closer to the platform.

Consider re-training or testing the coach operator's ability to park the bus an acceptable distance from the platform with consistency. This would help our riders who are dependent on a mobility device as well as prevent someone from jumping down between the station and the bus.

vendor support issues, the decision was made by operations to have this system turned off. This was determined to be the best course of action in response to a rising number of screens failing while the vendor has been unable to provide spare equipment or provide adequate support. A path forward for a reintroduction of the system is currently being investigated by CVT and operations. The vendor has proposed a meeting where they hope to outline a plan to get the system operational. Pending the outcome of this meeting, the vendor has committed to an onsite visit to begin replacing defective units as well as providing training and documentation on the system itself.

**Responsible Parties:**

Connected Vehicle Team/Maintenance

**Due Dates:**

On Board Announcements/ADA Compliance - Completed

**3. Fare Collection Equipment**

<p><b><u>Observation:</u></b>                  During the three-day ride along, fare collection equipment was observed and tested. A total of 20 ticket vending machines and fare validators were checked.</p>	<p><b><u>Recommendation:</u></b>                  Management should review the processes of checking the fare collection equipment on a regular basis and see that the vendor is meeting IndyGo’s needs.</p>	
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**Observation Rating: High**

<p>During the three-day ride along and stopping at nearly all Red Line stations, it was observed that basically no Ticket Vending Machines (TVMs) were working. Station TVMs are connected by an internal cellular device.</p> <p>Following the second ride along, it was determined that no stations south of the transit center had working TVMs. On return to IndyGo, the TVM vendor hub was checked by staff which showed all TVMs online and in working order. An additional ride along was done on March 29 after reviewing the hub showing all TVMs were online and working. It was determined that the TVMs were still not working and the vendor hub software was not displaying an error. Over the 3 days of observations, it was noted that 17 of 20 machines checked were not working. The machines that did work were those at the CTC which are directly connected to the network.</p> <p>The eFare solutions manager determined there to be a cellular connectivity error with the cellular provider for the TVMs. The TVM vendor software was not capturing the connectivity problem and was falsely reporting to IndyGo staff that the machines were in service. The manager also stated that the vendor has not updated IndyGo TVMs with the most up to date software version.</p> <p>There were 5 of 14 fare validators at the station platforms not in working order. They also have a cellular connection.</p> <p>Both the TVMs and the fare validators have dirty screens and exterior cabinets. This makes the fare collection equipment to look out of service.</p>	<p>Management should consider holding the fare equipment vendor responsible for reimbursing IndyGo for estimated lost revenue based on the number of days the TVMs were out of service. IndyGo should receive credit from the cellular provider for all days out of service. IndyGo did not have valid information as to TVM operation due to the online status reporting error with the hub software.</p> <p>Management should consider developing a regular preventative maintenance plan for all fare collection equipment at the BRT stations. Part of the preventative maintenance should include verifying the equipment is in working order and cleaned on a regular basis. A regular station inspection schedule should be developed rather than depend on the system hub which proved to fail in this instance.</p> <p>The eFare management should insist that the current vendor is performing in agreement with the contract and providing software updates as they are released.</p>	<p><b><u>Management Action Plans:</u></b>                  We agree to implement a regular preventative maintenance and cleaning schedule for all fare collection equipment at the BRT stations. We will continue to monitor the fare collection alarms and transactions in the Flowbird Hub on a daily basis and address the issues as needed. We will also clean and test equipment functionality when we visit the machines. Treasury staff has been visiting BRT stations every other day to perform a reboot of TVM’s nor working, vendor is working on software update to eliminate functionality issues.</p> <p><b><u>Responsible Parties:</u></b>                  Treasury Manager/eFare Manager</p> <p><b><u>Due Dates:</u></b>                  Cleaning schedule started 04/03/2023 and it will continue every other week or as needed.</p>
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**4. Red Line Stations**

<p><b><u>Observation:</u></b> G &amp; A visited 14 station to observe cleanliness, signage and amenities.</p>	<p><b><u>Recommendation:</u></b> It is recommended that IndyGo continue efforts to make the Red Line stations as comfortable, clean and safe for riders.</p>	
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**Observation Rating: Low**

<p>It was observed that all overhead video displays for bus arrival times at the individual Red Line stations were working correctly. The time display for the bus arrival proved to be very accurate. If there was a delay occur for a particular bus, the monitor updated as well. The video display also showed issued like detours that may affect a rider’s trip.</p> <p>Station announcements were working correctly reminding riders of IndyGo rules.</p> <p>Each Red Line station visited over a three-day period was in clean order. There was an occasional cup thrown down or forgotten item but in general they were in satisfactory condition.</p> <p>In visiting the Red Line stations both directions from the Carson Transit Center it was observed that there is old signage relative to the frequency of service on the route. The large sign at each station lists bus arrival times as every 10 minutes. Due to driver availability the Red Line is experiencing the same issues as fixed routes. Route times had to be adjusted to run every 15 minutes to provide adequate coverage for the riders.</p>	<p>Management could consider replacing the large information signs at each station if the current 15-minute bus frequency is planned to remain in place.</p> <p>Management may consider having staff regularly checking the stations for any condition that would interfere with rider access or safety.</p> <p>It is noted that an IndyGo employee corrected the barrier and sign at the 14<sup>th</sup> street station after being notified.</p>	<p><b><u>Management Action Plans:</u></b> IndyGo is in the process of update the large information signs at each of the stations. This design will also be used at the new Purple Line stations when they come online in late 2024. As we work to update the design and replace the Red Line signage, all schedule frequency will be included on the real time screens.</p> <p><b><u>Responsible Parties:</u></b> Public Affairs</p> <p><b><u>Due Dates:</u></b> Red line sign updates 12/31/2023 Purple line at start of revenue service.</p>
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IndyGo has a no smoking policy for stations. There were multiple observations of individuals smoking at the station.

It was noticed at the 14<sup>th</sup> Street north bound station the bollards were damaged from a vehicle strike. IndyGo is aware of the situation and repairs are expected. It was noticed that someone from the public moved the sign and barrier from the bollard area into the sidewalk ramp access to the station.

## APPENDIX A – RATINGS DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
<b>Low</b>	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	<b>Low</b>	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.
<b>Medium</b>	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.	<b>Medium</b>	Certain internal controls are either: <ul style="list-style-type: none"> <li>• 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.</li> <li>• Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.</li> </ul>
<b>High</b>	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.	<b>High</b>	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"> <li>• Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed.</li> <li>• Significant non-compliance with laws and regulations.</li> <li>• Observations which are pervasive in nature.</li> </ul>
<b>Not Rated</b>	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.	<b>Not Rated</b>	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 Governance & Audit Ridership Experience Assessment

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**ACTION ITEM A – 8**

**RECOMMENDATION:**

Review and receive Governance & Audit Ridership Experience Assessment  
See Reference Item 2023-3

**BACKGROUND:**

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Ridership Experience Assessment.

IPTC’s mission is to “connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences”. The Marion County Transit Plan also recognized the increased demand for frequent, reliable, and safe transit.

IPTC provided over 5.1 million passenger trips in fiscal year 2022. IPTC maintains 211 shelters, 34 stations (for BRT routes), and over 2,800 bus stops.

**DISCUSSION:**

The objective and scope of this assessment was to:

- Obtain an understanding of the programs, processes and policies related to IPTC transit rider experience and satisfaction.
- Review any surveys or feedback tools.
- Assess the customer comment and complaint process.
- Assess key factors impacting transit usage and rider perception, such as safety, cleanliness, on time performance, station amenities, rider communications and route updates, and fare card usage.
- Review the adoption and usage of the MyKey and MyStop applications.
- Consider on-time performance and the impact of schedule management (skipping of stops, bus dwell time, etc.)
- Identify opportunities for process and control improvements or revenue enhancement.

The overall report rating was considered medium based on seven observations from this review which include:

- Ridership Survey
- Customer Comments / Complaints
- Customer Care Center Service
- Fare Card Retail Network

- Rider Satisfaction and Retention Factors
- Dashboard Performance Reporting
- Operator Training Refresh

**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 July 20, 2023 and will be placed on the Consent Agenda.



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## **Ridership Experience Assessment**

**Governance & Audit Report No. 2023-3**

Issued on July 14, 2023

## EXECUTIVE SUMMARY

### Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2023 included a Ridership Experience assessment.

IndyGo’s mission is to “connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences”. The Marion County Transit Plan also recognized the increased demand for frequent, reliable, and safe transit.

IndyGo provided over 5.1 million passenger trips in fiscal year 2022. To support a robust system for its riders, IndyGo maintains 211 bus shelters, 34 stations (for BRT routes), and over 2,800 bus stops.

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 the programs, processes and policies related to IndyGo transit rider experience and satisfaction.
- Review any surveys or feedback tools carried out or relied upon by IndyGo.
- Assess the customer comment and complaint process.
- Assess key factors impacting transit usage and rider perception, such as safety, cleanliness, on time performance, station amenities, rider communications and route updates, and fare card usage.
- Review the adoption and usage of the MyKey and MyStop applications.
- Consider on-time performance and the impact of schedule management (skipping of stops, bus dwell time, etc.)
- 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
<b>Ridership Experience</b>	<b>Medium</b>	<b>0</b>	<b>4</b>	<b>3</b>

### Overall Summary and Review Highlights

We observed that IndyGo has a strong focus on the riders and customer service. IndyGo offers several innovative programs to its riders and the broader Indianapolis community. These amenities include a free mobile wellness center, Adopt-A-Stop, award-winning Music in Transit concert series, Transit Ambassadors, several free fare days, and free unlimited Wi-Fi aboard the bus fleet.

Our review identified observations which may further enhance the overall rider experience, continue to attract riders, and prepare for the bus rapid transit (BRT) line expansion. Our seven observations related to the following areas:

- Ridership Survey
- Customer Comments / Complaints
- Customer Care Center Service
- Fare Card Retail Network
- Rider Satisfaction and Retention Factors
- Dashboard Performance Reporting
- Operator Training Refresh

The observations and management’s responses are presented in our accompanying report. Our overall report rating for this Ridership Experience assessment 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](mailto:batkinson@indygo.net).

**1. Ridership Survey**

<p><b><u>Observation:</u></b>          IndyGo surveys rider demographic information and travel patterns every five years. There is no rider satisfaction or perception survey conducted.</p>	<p><b><u>Recommendation:</u></b>          Conduct a rider perception survey. Measure key attributes such as safety, on-time performance, comfort, amenities, courtesy, and value. Then revise programs to reflect rider initiatives.</p>	
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Observation Rating: Medium

<p>IndyGo receives input and feedback about its riders and from its riders through various methods, including the following:</p> <ul style="list-style-type: none"> <li><b>On-Board Transit Survey</b> – Conducted every five years by a consultant. Required by FTA. Examines the demographic and travel behavior characteristics of IndyGo riders. 2,711 surveys were collected.</li> <li><b>Voice of the Customer Report</b> – Prepared in 2021 by the Mobility Solutions group. Based upon rider comments and complaints. Summarized from the HASTUS system. Intended to identify trends and potential customer-focused projects. 5,082 comments were analyzed, from fixed route and paratransit service.</li> <li><b>Social media</b> input and other ad-hoc methods – monitored primarily by the Public Affairs Department.</li> </ul> <p>Past service planning efforts have included certain perception topics. However, IndyGo does not regularly solicit feedback about rider satisfaction or perceptions, through a survey or questionnaire. Customer surveys are a common national best practice. The Transportation Secure Data Center (TSDC) provides free access to hundreds of transit systems surveys and questionnaires. See <a href="#">TSDC Transit Data and Surveys</a>.</p>	<p>Conduct a recurring rider perception survey. Collaborate across the Public Affairs, Strategic Planning and Mobility Solutions departments.</p> <p>The survey could:</p> <ul style="list-style-type: none"> <li>Identify riders’ needs, expectations, and delivery gaps</li> <li>Enhance IndyGo’s relationship with the community</li> <li>Support service planning and route re-alignments</li> <li>Establish baseline program performance measures</li> </ul> <p>Survey instruments can take various forms, and can be administered in multiple ways. Options include:</p> <ul style="list-style-type: none"> <li>In-person or on-line (via email to MyKey account holders, social media platforms, or QR codes on buses and signs)</li> <li>Annual surveys with recurring questions, to allow year over year analysis</li> <li>“Flash” surveys for feedback on specific limited topics (such as BRT, new programs, etc.)</li> <li>Support from the Transit Ambassadors (after additional hiring and mentoring of more Ambassadors)</li> </ul> <p><b>The IndyGo Foundation</b> could also support this effort:</p> <ul style="list-style-type: none"> <li>Survey a selection of the 140+ non-profit and social service agencies with which the Foundation has a relationship.</li> <li>Seek funding from foundations or other non-profits that may not be able to fund IndyGo directly.</li> </ul>	<p><b><u>Management Action Plans:</u></b>          Strategic Planning is actively facilitating a pilot of the perception survey with a target date of September 2023. Once complete, IndyGo staff will work to establish a quarterly rhythm for the survey.</p> <p>Our intent would be to share the results, both externally and internally, and then communicate different programs occurring between updates or as a result of the input derived. This process could also lead to focus groups. Or it may be the start of a broader customer satisfaction and perception effort.</p> <p><b><u>Responsible Parties:</u></b>          Manager of Special Projects and Regional Mobility Integration, in conjunction with Strategic Planning, Mobility Solutions, and Public Affairs.</p> <p><b><u>Due Dates:</u></b>          Pilot survey by end of September 2023. Full roll-out by end of December 2024. This allows us an opportunity to cycle through the full year to understand pros and cons.</p>
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## 2. Customer Comments / Complaints

<b>Observation:</b> Rider comments are received in various ways. The process to compile, assess and follow-up on comments can be enhanced.	<b>Recommendation:</b> Review the customer comment collection and assessment processes. Follow-up with riders within 10 business days.	
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Observation Rating: Medium

<p><b>Comments Process</b> - IndyGo riders may provide comments or complaints through a call to the Customer Care Center, an on-line form, or social media accounts.</p> <p>The Customer Care Center enters rider or citizen comments during a call onto a SharePoint form. Comments are then individually copied and pasted into the HASTUS system by a Customer Service team member. When a department closes out a comment, the responses are also individually copied and pasted into HASTUS.</p> <p>This duplication of effort results in additional staff time and could increase errors. The SharePoint process was created in 2021 to decrease agency-wide demands on the HASTUS system, as well as reduce HASTUS licensing costs (\$10 per user per month).</p> <p><b>Comments Follow-up</b> - IndyGo's <i>Rider Guidelines (August 2019)</i> states that "comments will be investigated by the appropriate IndyGo department. For all comments, if a response is requested, staff will follow up within 10 business days".</p> <p>We noted that over 21% of comments were "open" over 10 business days (as of March 6, 2023). Therefore, those riders were not contacted within the timeframe required by the <i>Rider Guidelines</i>. The number of days outstanding is calculated manually, not by HASTUS.</p> <p>Also, most comments recorded in HASTUS have evidence of research, video playback to validate complaints, or operator follow-up. However, reports exported from HASTUS do not clearly show many comments' ultimate resolution. The report looks to be incomplete, but the detail does appear to reside fully within the HASTUS system.</p>	<p><b>Comments Process</b> – To strengthen the comments gathering, analysis and resolution process, IndyGo should:</p> <ul style="list-style-type: none"> <li>• Finalize any internal analysis of the process.</li> <li>• Select a primary CRM (Customer Relationship Management) tool for comments. IndyGo owns multiple systems:             <ul style="list-style-type: none"> <li>○ HASTUS – current system of record for comments. Used extensively for operator bids, scheduling, payroll.</li> <li>○ Talkdesk – IVR system used by the Customer Care Center. IndyGo would need to purchase their CRM module.</li> <li>○ Ecolane – used for Paratransit scheduling and reporting.</li> <li>○ Salesforce – previously used from about 2019 to 2021 for customer comments.</li> </ul> </li> </ul> <p><b>Comments Follow-up</b> - To ensure appropriate and timely follow-up with riders, IndyGo should:</p> <ul style="list-style-type: none"> <li>• Enhance the internal email follow-up with individual departments on "open" comments over 10 days.</li> <li>• Utilize Excel-automated calculations to determine the number of days each comment has been outstanding, and implement automated notification of overdue complaints.</li> <li>• Research automated method to ensure that HASTUS reports fully reflect departmental efforts and the ultimate resolution of comments, and can correctly be marked "closed".</li> </ul>	<p><b>Management Action Plans:</b></p> <p><b>Comments Process</b> - The Service Planning Operations Performance team is building a Power App comment form with all the required fields, more dropdowns, and other features so the data is collected more cleanly for reporting. This system will become the system of record. Some of the data from this system will be imported into HASTUS for the Transportation Department's use for Employee Records only.</p> <p><b>Responsible Parties:</b> The Operations Performance Manager and the Data Analyst are building the new format and platform.</p> <p><b>Due Dates:</b> New comment form in use in Q3 2023.</p> <p><b>Management Action Plans:</b></p> <p><b>Comments Follow-up – G &amp; A To Follow-up</b></p> <p><b>Responsible Parties:</b> Manager – Service Quality</p> <p><b>Due Dates:</b> TBD</p>
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### 3. Customer Care Center Service

**Observation:**  
 74% of customer comments are provided by phone. The service level for calls received by the Care Center is below IndyGo’s targets.

**Recommendation:**  
 Continue to enhance Customer Care Center service levels. Issue the FY 2022 *Voice of the Customer* report.

Observation Rating: Medium

**Service Levels** – IndyGo receives 74% of its customer comments and complaints via phone, according to the *Voice of the Customer* Report. The Care Center is a key touch point with IndyGo’s riders. It is staffed primarily by a contracted firm. The Care Center receives an average of 76,000 total calls per month. About 25% of calls are answered by live agents, while 75% are handled by IVR (interactive voice response).

Call Center statistics are as follows:

Service Level	Target	Actual (1)
Calls Answered in < 20 Seconds	85%	58%
Average Wait Time	< 60 seconds	69 seconds
Abandonment Rate	< 5%	17%
Average Call Duration	3 to 5 minutes	3.2 minutes

(1) Average for 12 months ended Feb 28, 2023. From Operations Reports to Board.

**Voice of the Customer Report** - comments were summarized and analyzed in this initial report prepared for FY 2021. The report’s goal was to “identify trends and potential customer-focused projects to better understand what our customers think, feel, and expect of us”.

The most common rider comments related to:

- Schedule Adherence 24%
- Safety Concerns 12%
- Pass By (bus not stopping for riders) 11%

The FY 2022 report has not been issued as of the date of our review.

**Service Levels** - The Customer Care Center is a key touch point for IndyGo’s riders. A high volume of calls are answered live (over 225,000 annually). The external contractor’s performance has been improving. However, service levels do not currently meet IndyGo’s targets for several key metrics. IndyGo should consider the following to enhance its service to riders:

- Determine a breakdown of reasons for live calls. About 10% are related to paratransit scheduling. The reason for the remaining live calls is not captured by the Talkdesk system.
- Develop strategies or outreach programs to help educate riders and reduce the volume of phone calls and questions.
- Encourage customers to utilize other methods of communication, such as the online Comment Form. Responses and follow-up should still be provided, while the burden on the Customer Care Center might be reduced.
- Consider adding internal employee resources to supplement the contracted vendor’s staff.

**Voice of the Customer Report** – IndyGo should:

- Compile and issue the FY 2022 report.
- Analyze changes from FY 2021 and consider rider program enhancements.
- Consider adding a summary and analysis of the Customer Call Center metrics vs. IndyGo’s goals, to continue to focus on improvement.

**Management Action Plans:**  
**Service Levels - G & A To Follow-up**  
**Responsible Parties:**  
 Manager – Service Quality  
**Due Dates:**  
 TBD

**Management Action Plans:**  
**Voice of the Customer Report - G & A To Follow-up**  
**Responsible Parties:**  
 Manager – Service Quality  
**Due Dates:**  
 TBD

**4. Fare Card Retail Network**

<p><b><u>Observation:</u></b>          The retail card network contract was awarded over three years ago. However, no activity has begun, and the network is not operational.</p>	<p><b><u>Recommendation:</u></b>          Reexamine and restart the retail network. Amend the existing vendor contract if necessary.</p>	
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**Observation Rating: Medium**

<p>IndyGo executed a contract dated April 15, 2020 to establish a fare card retail network. The purposes were to:</p> <ul style="list-style-type: none"> <li>Expand access to fare media cards, including reloading of funds.</li> <li>Increase fare equity, relating to the geographic distribution of ticket vending machines (TVMs).</li> <li>Allow riders to utilize the updated fare policies that were approved in 2019, including free transfers, and fare capping.</li> <li>Integrate real-time into the Flowbird system and reporting.</li> </ul> <p>Dates specified in the existing vendor contract are as follows:</p> <ul style="list-style-type: none"> <li>Business Requirements completed                      May 15, 2020</li> <li>Fare card media available in store #1                      September 15, 2020</li> <li>Retail network operational for card sales                      January 31, 2020</li> </ul> <p>The contract stated that unforeseeable delays caused by any third-party vendor not directly controlled by the awarded vendor due to the COVID-19 pandemic may require a contract amendment.</p> <p>However, no work has begun by the vendor, and none of the stated milestones have been met. The targeted operational date was almost 2.5 years ago. No amendments have been executed with the vendor.</p>	<p>There has been no progress on the fare card retail network. The vendor’s contract and pricing have not been amended and remain in effect.</p> <p>IndyGo should:</p> <ul style="list-style-type: none"> <li>Review and confirm that the fare card retail network still fits into the long-term vision of the agency.</li> <li>Redevelop the plans for the retail card network.</li> <li>Begin new discussions with the vendor and execute any necessary contract amendments.</li> <li>Investigate alternative ways to manage costs. Options could include utilizing a State of Indiana master contract to purchase card stock.</li> <li>Consider whether the initial scope should be revised, given that IndyGo is rolling out new fare validators with the capacity to accept debit and credit cards.</li> </ul>	<p><b><u>Management Action Plans:</u></b></p> <p>We have placed the retail network on hold to validate its necessity, the costs of maintaining it as an amenity, and the logistics surrounding its operation (i.e., the retailers can arbitrarily remove our cards from stock at any time if they do not sell). The vendor contract ends in May 2024.</p> <p>As a result, Strategic Planning is performing a fare equity analysis to replace the 2017 and 2019 (updated) reports to incorporate the effects of COVID and answer the question “Do we need a retail network?”</p> <p><b><u>Responsible Parties:</u></b></p> <p>Chief Information Officer and Senior Director of Strategic Planning</p> <p><b><u>Due Dates:</u></b></p> <p>Updated equity analysis by March 31, 2024.</p>
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**5. Rider Satisfaction and Retention Factors**

<p><b>Observation:</b>          Areas such as ADA compliance, on-time performance, rider applications and information screens may be enhanced for increased rider satisfaction and public perception of IndyGo.</p>	<p><b>Recommendation:</b>          Consider the cost, benefit, and timetable for enhancing the identified areas.</p>	
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**Observation Rating: Medium**

<p>Multiple factors may affect rider satisfaction and perception of the IndyGo system. We recommended that a survey be conducted to directly ascertain rider issues, and consider program initiatives and budgets to address them. (See Observation # 1).</p> <p>We observed areas that may be priorities with riders, including:</p> <p><b>ADA Compliance</b> – The ADA mandates that bus boarding areas must comply with surface, dimension, connection, slope, signage, and public address requirements. IndyGo assesses its current ADA compliance at 25% of number of bus stops as of 2023.</p> <p>Any bus stop installed before the ADA law was passed in 1990 is considered grandfathered and can be updated as changes or improvements occur at the stop. Any new bus stop installed after 1990 must meet full ADA requirements. IndyGo’s facilities are within the City of Indianapolis, Marion County and other unigov municipalities.</p> <p><b>On-Time Performance</b> – IndyGo’s average OTP for FY 2022 did not meet its Board approved and publicly available <i>Service Standards</i>:</p> <ul style="list-style-type: none"> <li>• Fixed route: Actual was 81%. Service standard is 85%.</li> <li>• BRT: Actual was 64%. Service standard is 90%. Rider perception of BRT as rapid transit will be important for the planned additional two lines.</li> </ul>	<p>To help retain existing riders, and attract additional “choice” or “discretionary” riders, IndyGo should proactively address the following areas. These topics could also be measured in the recommended dashboard of performance metrics, if deemed by riders as key expectations. (See Observation #6).</p> <p><b>ADA Compliance</b> – The cost to remedy over 80% of IndyGo’s 211 bus shelters and over 2,800 bus stops is over \$40 million. To increase the ADA-mandated accessibility, IndyGo should:</p> <ul style="list-style-type: none"> <li>• Establish an achievable schedule and capital budget.</li> <li>• Collaboratively seek funding for infrastructure and signage with the City- County and other unigov municipalities.</li> </ul> <p><b>On-Time Performance</b> – The lack of operators continues to significantly impact OTP. IndyGo should:</p> <ul style="list-style-type: none"> <li>• Continue the collaboration between the Operations and People departments to secure more drivers.</li> <li>• Redirect operators to the BRT routes, as they generally are longer trips and have higher vehicle occupancy rates.</li> <li>• Continue to communicate delays and detours to riders.</li> </ul>	<p><b>Management Action Plans:</b></p> <p><b>ADA Compliance</b> – In 2019, IndyGo completed an inventory looking at the accessibility of all bus stops. IndyGo has improved 213 bus stops to full ADA compliance since 2018 and implemented a bus stop balancing project, which removed over 500 bus stops. 60% of bus stops are now accessible via a sidewalk. There are now 251 benches, 209 shelters, and 31 bike racks at bus stops.</p> <p>In 2021, IndyGo created an ADA Transition Plan to prioritize improvements for future bus stop construction projects. IndyGo staff will reference this plan in future decision-making for local bus stop improvement projects. IndyGo continues to partner with the Indianapolis Department of Public Works (DPW) and developers to review proposed IndyGo bus stop construction projects and to incorporate bus stops into DPW’s street reconstruction and redesign projects. This allows IndyGo to extend our projects beyond our limited budget.</p> <p><b>Responsible Parties:</b>          The Service Planning and Infrastructure, Strategy, and Innovation Departments.</p> <p><b>Due Dates:</b>          Projects are ongoing.</p>
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**Multiple Applications** – IndyGo offers several mobile applications. One combined app may be more convenient to riders and visitors. Knowledgeable riders may choose between:

- MyStop – Real time bus information. Powered by Avail.
- MyKey – Fare stored value. Powered by Flowbird. “Plan a Trip” button for bus real time information redirects to IndyGo website.
- IndyGo Mobility – For Access paratransit riders.
- IndyConnect – Free micro transit pickup pilot program, for a limited service area. Trial ended May 31.

**Multiple Applications** – IndyGo’s four apps were developed by different vendors. We did not detect major inconsistencies between the data provided to riders by the separate apps or Google Maps.

However, most agencies have a single combined fare and route application, which is supported by a single vendor. IndyGo should study the cost and benefit of having the two primary apps (MyStop and MyKey) combined or consolidated, for rider ease. Having one primary app may also encourage more riders to establish accounts and use the fare card system, vs. paying by cash.

**Management Action Plans:**

**On-Time Performance** -BRT on-time performance has improved from the 2022 percentage. Numerous system and process enhancements have been implemented to increase this metric. Currently the OTP is at 77% for the first half of 2023. Some factors that impact this include the operator shortage, leaving open routes which effect OTP, as well as extensive detours impacting the BRT corridor. Operations has worked collaboratively with the Department of People to establish more aggressive recruitment and retention methods. We are beginning to see the improvement with these efforts as evidenced by the climbing OTP. This area will continue to be monitored closely and processes and systems assessed for continued progress towards the *Service Standards*.

**Responsible Parties:**

Chief Operating Officer

**Due Dates:**

September 30, 2023.

**Management Action Plans:**

**Multiple Applications** – Operations is working collaboratively with the IT and Finance departments to determine the best methods and tools to utilize to streamline the customer experience with accessing our systems with accuracy.

**Responsible Parties:**

Chief Operating Officer

**Due Dates:**

December 31, 2023 for application assessment and recommendations.

**Information Screens** – Information regarding routes and schedules is presented in differing formats to riders across the IndyGo system:

- Carson Transit Center (CTC) – Signs in the bus bays were not consistently working. They may crash and need to be rebooted. These screens are based upon older technology, which is nearing the end of its useful life.
- Fixed route buses – External headers on the vehicles were observed to be generally functional. Internal screens display ADA stop announcements. Route data is based upon the Avail system.
- BRT vehicles – Screens at BRT stations have a unique display format. They were observed to be working. Route and schedule data is fed by GPS data from combined Swiftly and Avail data. However, interior screens are turned off on all BRT vehicles.

**Information Screens** – To provide consistent information and “look and feel” for riders, IndyGo should:

- Complete the budget and vendor solicitation process for new screens at the Carson Transit Center.
- Consider activating the interior Luminator screens on the BRT buses. These could be used to provide passenger updates, detour or cancellation information, and advertising.

**Management Action Plans:**

**Information Screens** – IndyGo is open to technology that will enhance the customer experience. Upgrades are being made to the Luminator system which will support this effort.

**Responsible Parties:**

Chief Operating Officer

**Due Dates:**

September 30, 2023

**6. Dashboard Performance Reporting**

<p><b>Observation:</b>          IndyGo Departments prepare detailed monthly Board reports. However, there is no summary dashboard or Board discussion of key operating metrics or trends related to rider perceptions or concerns.</p>	<p><b>Recommendation:</b>          Develop a summary dashboard or report that would monitor key metrics related to identified rider expectations.</p>	
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**Observation Rating: Low**

<p>The publicly available monthly Board of Director packets contain Department Reports, which summarize key measures and updates from six major departments.</p> <p>The comprehensive monthly information typically exceeds 45 pages. It is presented in varying formats, graphics, charts, and/or narratives.</p> <p>These detailed reports and metrics are not discussed during Board meetings. They also are not likely to be easily understood if viewed by members of the public. The Board does discuss and approve other critical items, such as fare changes, service equity analyses, and Bus Rapid Transit plans.</p> <p>There is also no summary or dashboard of the most significant metrics or trends affecting ridership.</p> <p>Therefore, key operating metrics, transit trends, or ridership perceptions or concerns are not discussed. Since there is no annual rider survey conducted, aggregated customer perceptions are also not able to be prioritized or assessed.</p> <p>Some agencies have determined key customer expectations, then measured relevant metrics to manage performance. For example, a recent Chicago Transit Authority monthly report is publicly available at <a href="#">CTA Performance Report March 2023</a>.</p>	<p>IndyGo should develop a summary dashboard or report of key metrics and rider-related data. This dashboard could be:</p> <ul style="list-style-type: none"> <li>• A minimal number of key attributes related to customer needs and expectations.</li> <li>• Based upon the existing measures and information, as currently provided in the monthly Board packets.</li> <li>• Updated as an annual Rider Survey is implemented.</li> <li>• Be sorted by potential expectations, such as:             <ul style="list-style-type: none"> <li>○ Ridership totals</li> <li>○ On-time performance</li> <li>○ Efficiency</li> <li>○ Safety</li> <li>○ Cleanliness</li> <li>○ Courteous</li> <li>○ Hiring</li> </ul> </li> </ul>	<p><b>Management Action Plans:</b>          IndyGo Operations leadership is open to assessing the viability of creating a summary of key performance indicators for the Board report summary, from the detail reports currently provided monthly.</p> <p><b>Responsible Parties:</b>          Chief Operating Officer</p> <p><b>Due Dates:</b>          September 30, 2023</p>
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**7. Operator Training Refresh**

<p><b>Observation:</b>          G&amp;A staff rode on various fixed route buses over multiple days. We noted various quality-of-ride issues, including on-board announcements, passenger fare payments and stop cleanliness.</p>	<p><b>Recommendation:</b>          Reinforce the established procedures for the observed conditions, including during the annual operator refresh training.</p>	
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**Observation Rating: Low**

<p>During the rides on various routes, we noted that, in certain limited cases:</p> <ul style="list-style-type: none"> <li>• Some on-board audio announcements of stops were not audible. Also, the operators did not announce the stops.</li> <li>• Some riders did not have correct fare payment. Also, some operators allowed passengers to board without paying or with partial payment.</li> <li>• Some vehicles arrive into the garage at the end of a shift with maintenance or cleanliness issues. However, operators did not consistently log all issues for Maintenance follow-up.</li> <li>• Fare Inspector reports noted that some garbage bins were overflowing, or stations were not clean. We did not observe this on our ride along.</li> </ul>	<p>Rider perceptions and system usage may be impacted by these issues, related to vehicle performance, comfort, convenience, cleanliness, or ease of fare payment.</p> <p>IndyGo has established procedures in place to address each of the observed conditions.</p> <p>IndyGo should:</p> <ul style="list-style-type: none"> <li>• Ensure that daily coach logs are correctly completed by operators, to allow for follow-up.</li> <li>• Reinforce the correct procedures and reporting of the observed conditions.</li> <li>• Add these topics to the operators’ annually required refresher training, or provide more frequent touch points to address current issues.</li> </ul>	<p><b>Management Action Plans:</b>          PA systems on the entire fleet have been assessed and repaired as needed.</p> <p>IndyGo will be providing additional annual refresher training for ongoing operator awareness.</p> <p><b>Responsible Parties:</b>          Director of Transportation Training</p> <p><b>Due Dates:</b>          Training will be conducted annually.</p>
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## 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"> <li>• 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.</li> <li>• Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.</li> </ul>
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"> <li>• Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed.</li> <li>• Significant non-compliance with laws and regulations.</li> <li>• Observations which are pervasive in nature.</li> </ul>
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 Flowbird System & MyKey application audit report

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

Review and receive Governance & Audit Flowbird System and MyKey Application Audit Report  
See Reference Item 2023-4

**BACKGROUND:**

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Flowbird System and MyKey Application Audit Review.

The Flowbird System and MyKey Application was launched in conjunction with the opening of the Red Line. The purpose of the MyKey Application is to allow riders to pay fares via media cards and scanning the MyKey smartphone app. Riders can also load fares into their MyKey account by the smart phone app, Ticket Vending Machines (TVMs), online webpage or the Retail Desk at the Carson Transit Center.

**DISCUSSION:**

The objective and scope of this review was to examine the current process and controls related to the Flowbird system and MyKey app. Considerations included:

- Product expectations vs. delivery
- Point of sale results and reconciliations
- Partner portal usage
- Technology – vendor support and access controls
- Retail Network

The overall report rating was considered High based on five observations from this review which include:

- AXIOS (Fare Validators)
- Ticket Vending Machines (TVMs)
- Flowbird Portal
- Partner Portal
- Retail Network

**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 July 20, 2023 and will be placed on the Consent Agenda.



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# Flowbird System & MyKey Application Audit Report

Governance & Audit Report No. 2023-4

Issued on June 14, 2023

## EXECUTIVE SUMMARY

### Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2023 included a Flowbird System and MyKey Application Audit Review.

The Flowbird System and MyKey Application was launched in conjunction with the opening of the Red Line. The purpose of the MyKey Application is to allow riders to pay fares via media cards and scanning the MyKey smartphone app. Riders can also load fares into their MyKey account by the smart phone app, Ticket Vending Machines (TVMs), online webpage or the Retail Desk at the Carson Transit Center.

To ensure MyKey media card availability across the IndyGo network, a retail network vendor was selected.

Our audits 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

Examine the current process and controls related to the Flowbird system and MyKey app. Considerations included:

- Product expectations vs. delivery
- Point of sale results and reconciliations
- Partner portal usage
- Technology – vendor support and access controls
- Retail Network

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
<b>Flowbird System &amp; MyKey Application</b>	<b>High</b>	<b>4</b>	<b>1</b>	<b>0</b>

### Overall Summary and Review Highlights

We observed that IndyGo’s expectations with the Flowbird System and MyKey Application was to provide multiple avenues for riders to pay fares onboard the fixed route buses as well as paying fares at stations for the Bus Rapid Transit (BRT) lines. In addition, a new retail desk Point of Sale System was included as part of the Flowbird System which has been recently updated.

Our review identified observations which may enhance the overall Flowbird System and MyKey application, improve functionality of systems and applications, and assist in increasing fare revenue. Our five observations related to the following areas:

- AXIOS (Fare Validators)
- Ticket Vending Machines (TVMs)
- Flowbird Portal
- Partner Portal
- Retail Network

The observations and management’s responses are presented in our accompanying report.

Our overall report rating for this Flowbird System & MyKey Application audit is “High” 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](mailto:batkinson@indygo.net).

**1. AXIOS (Fare Validators)**

<p><b>Observation:</b>          Axios are the fare validators used onboard all IndyGo buses as well as the BRT stations. The purpose is to collect the fares from the MyKey media cards or smartphone app by using a tap process or optical scanner.</p>	<p><b>Recommendation:</b>          Develop a process and route to check the function of each Axio on a regular preventive maintenance schedule.</p>	
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**Observation Rating: Medium**

<p>Optical scanning with use of the mobile app was not always reading the QR code to pull the fare from the rider’s MyKey account. The problem was determined to be the distance and angle between the rider’s smartphone and the optical scanner. This problem was not evident on the newer model Axios which have the optical scanners built in at a different angle.</p> <p>During BRT station visits to check the functionality of the Axios, it was determined that some Axios were not working and offline. The Axios at the BRT stations are connected to the Flowbird System by a cellular modem. G&amp;A reported the non-functioning Axios to IndyGo’s Treasury Department for repair.</p>	<p>During discussion with the eFare manager, we were informed that the Treasury Department is adjusting the location and angle of each Axio onboard the buses. Our recommendation is to continue adjusting the older model Axios’ location and angle on all buses until the entire fleet updated and tested.</p> <p>The Treasury Department should develop a routine preventive maintenance plan that includes a schedule to check function and connectivity of Axios at the BRT stations</p>	<p><b><u>Management Action Plans:</u></b>          Treasury team will be moving the location of the AXIO’s to the middle of the dash within the Coach then raising the AXIO up 1 ½ inches in height with a slight rotation to the door. This will ensure that there is additional space for scanning threshold and making it more natural for riders to scan. After all AXIOs have been moved, a communication on ensuring that riders need to not be so close to the device when scanning and placing the device further toward the AXIO.</p> <p><b><u>Responsible Parties:</u></b>          Treasury &amp; eFares Product Manager</p> <p><b><u>Due Dates:</u></b>          August 18<sup>th</sup>, 2023</p>
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## 2. Ticket Vending Machines (TVMs)

<p><b><u>Observation:</u></b>          Over three days of observations, it was noted that 17 of 20 TVMs checked at the BRT stations were not working. All TVMs at the Carson Transit Center (CTC) were working correctly. TVMs at the BRT stations are connected to the Flowbird System by a cellular modem and those at the CTC are directly connected to the IndyGo network.</p>	<p><b><u>Recommendation:</u></b>          It is recommended that IndyGo insist on receiving more robust support from the Flowbird vendor.</p>	
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**Observation Rating: High**

<p>There are forty TVM machines currently on the IndyGo network.</p> <ul style="list-style-type: none"> <li>4 at CTC</li> <li>34 at BRT Stations</li> <li>2 at Super Stops</li> </ul> <p>After meeting with the eFare solutions manager, it was determined the heartbeat of the equipment was malfunctioning. The heartbeat is the system to maintain connectivity to the network by a cellular connection. The TVM operating system regularly pings the network to continue the connection by cellular modem. It was determined that the Flowbird Hub was not detecting when the heartbeat process was not working causing the machines not to be connected. Despite the Flowbird Hub showing the machines in operation. The vendor told IndyGo that despite the heartbeat issue, the machines should work. IndyGo determined that was not the case.</p> <p>Due to the Flowbird Hub displaying the TVMs were connected and in operation, it is unknown when the problem originally occurred causing an unknown timeframe of lost fare revenue.</p> <p>As a temporary work around, the Treasury Department was traveling to all the machines daily to reboot the operating system until an upgraded version of the system software could be provided. It was determined that IndyGo was utilizing version 37 out of 52 versions of software.</p>	<p>The vendor needs to provide a way for the IndyGo eFare Solutions Manager and the Treasury Department to monitor the heartbeat of the TVM machines cellular connection online through the Flowbird Hub.</p> <p>IndyGo should insist that the Flowbird vendor provide notification when software updates are released. As all TVMs should be connected to the Flowbird system, development of a method to push updates through the system rather than manually updating each machine in person.</p>	<p><b><u>Management Action Plans:</u></b>          Treasury will continue working with Flowbird on receiving a permanent fix for the TVM modem issue. After this issue has been resolved, to work on an enhancement for notifications on lost heartbeat for the TVMs. The second enhancement is to request that devices can be updated via Flowbird HUB to reduce the effort for updates. Will also request newer versions of TVM versions quarterly or bi-annually to keep up on software versions.</p> <p><b><u>Responsible Parties:</u></b>          Flowbird, Treasury, &amp; eFares Product Manager</p> <p><b><u>Due Dates:</u></b>          July 31st, 2023</p>
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TVM software upgrades were not being provided by the vendor for IndyGo to install. IndyGo TVMs were running an older version of software without knowledge of upgraded versions. When released, software updates do not automatically occur and IndyGo was not notified. For updates, the vendor must contact IndyGo and send a copy of the software program. The update is a manual process with each machine being updated with a flash drive. There is not a process to push the upgrade to the machines through the system connection.

### 3. Flowbird Hub

<p><b>Observation:</b>          The Flowbird Hub is a web-based program to capture data from the various Flowbird components and report the data in corresponding modules. There are ten modules making up the Hub.</p>	<p><b>Recommendation:</b>          It is necessary for the vendor to have all parts of the Flowbird Hub working as expected at the time the service was contracted by IndyGo.</p>	
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Observation Rating: High

<p><b>Customer Relationship Management</b> – This module stores all Patron account information with their email, name, phone, last activity, # of media, and statuses. Each individual account can be managed and modified as needed and a history of the account.</p> <p><b>Devices</b> – This module allows the management of TVMs and AXIOs. There is information about the devices along with settings for hours of operations of the device.</p> <p><b>Fares</b> – This module allows for the setup and configuration of different fare media, discounted programs or additional fare functionality.</p> <p><b>Front Desk</b> – This module manages the Point-of-Sale stations, types of products, customer representative accounts, sales analytics and Hawkeye.</p> <p><b>Hawkeye</b> – Intended to be used by the Security Department to manage fare inspection employees and equipment.</p> <p><i>This portion of the HUB is not working because of the setup of the fare inspection hand-held devices. The hand-held devices were originally set up to use Wi-Fi for connection. Because of intermittent Wi-Fi availability, sim cards were added for use on a cellular network. Because of Wi-Fi availability on buses and at the stations and the proximity of each, the device is always searching for Wi-Fi signals or a cellular connection. When the devices are trying to connect, it cannot be used for checking MyKey cards for fare payments. This module is no</i></p>	<p><b>Hawkeye</b> – Fare enforcement is currently a problem with the Redline and the Hawkeye fare inspection equipment not working only adds to the issues. The settings of the fare inspection equipment need to be reviewed to sort out the problems with Wi-Fi and cellular functionality. The Security Department cannot check the MyKey cards for payments or issue warnings.</p> <p><b>Monitoring</b> – It is recommended that the monitoring module be reviewed for correct reporting. During this review, it was determined that the TVMs were all reporting as working and online but were not. Any functionality not reporting on the Monitoring Module should be added and the newest version of software included by the vendor.</p> <p><b>Partners &amp; Programs</b> – This function is not set up and usable. A separate observation for the Partner Portal is included with this review.</p>	<p><b>Management Action Plans:</b>          eFares Product Manager will work on the outstanding issue areas of the Flowbird HUB with Flowbird. Outline the exact issues for what issues and missing functionality that need to be resolved.</p> <p><b>Responsible Parties:</b>          Vendor Flowbird &amp; eFares Product Manager</p> <p><b>Due Dates:</b>          Q1 2024</p>
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*longer being used because it is not functioning for fare inspection.*

**Jobs** – Manages and history of bulk operations media.

**Media** – Manages different types of fare media, media lookup, history of transaction to individual media and view of fare caps.

**Monitoring** – Manages real time information of the TVMs and AXIOs. This will show the active alerts of issues and heartbeats that need to be monitored. Media validations can also be tracked in this module.

*This section of the Hub is what was reporting the TVMs as up and functioning when they were not working due to the heartbeat and cellular connection.*

**Partners & Programs** – Module allows setting up different third-party locations of fares such as free or reduced fares.

*It was determined that this module is not set up and functional for use.*

**Revenue** – Revenue is reported by various payment locations: TVMs, Retail Desk Point of Sale, Mobile App, Webpage and Retail Network. After a recent update to the Point-of-Sale system, the revenue module is correctly reporting for each revenue section being used.

**4. Partner Portal**

<p><b><u>Observation:</u></b>          The purpose of the Partner Portal was to manage large groups of MyKey cards issued by one card purchaser.</p>	<p><b><u>Recommendation:</u></b>          Insist the vendor complete the Partner Portal programming and release the update to IndyGo.</p>	
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**Observation Rating: High**

<p>The design of the Partner Portal was for managing a group of MyKey cards. Examples would be community outreach programs or schools. An account balance could be distributed by the partner to the various cards in their program. Community outreach programs and schools could assign cards and manage the balances assigned to their individual clients.</p> <p>This module has never been completed by the vendor and is not available for IndyGo partner use. This product would have been very useful for the IndyGo Foundation who partners with many community services organizations which provide transportation to their clients. This would also eliminate the need to purchase the large volume and denominations of paper passes which are currently being used.</p>	<p>It is recommended that IndyGo hold the vendor responsible for the completion of this proposed function.</p> <p>The Partner Portal was an expected function that would have replaced the large paper pass purchases by IndyGo large volume customers.</p>	<p><b><u>Management Action Plans:</u></b>          eFares Product Manager will work on the outstanding issue areas of the Flowbird HUB with Flowbird. Outline the exact issues for what issues and missing functionality that need to be resolved.</p> <p><b><u>Responsible Parties:</u></b>          Vendor Flowbird &amp; eFares Product Manager</p> <p><b><u>Due Dates:</u></b>          Q1           2024</p>
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**5. Retail Network**

<p><b>Observation:</b>          IndyGo contracted a vendor to establish a retail network for MyKey fare media sales, including reloading of funds on fare media cards, that will be implemented in geographic areas identified by IndyGo as disproportionately impacted by new fare policies requiring the use of Ticket Vending Machines (TVMs) and/or wireless mobile applications to purchase certain bus fares.</p>	<p><b>Recommendation:</b>          Establish a retail network in geographic areas disproportionately impacted by the currently IndyGo fare policy.</p>	
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**Observation Rating: High**

<p>The RFP for the retail card network was issued in April 2019 with a five-year contract initiated in April 2020.</p> <p>Various milestones within the scope of work have not been met. Initially there was a delay in product availability due to the national chip shortage.</p> <p>As of this time, the retail network has not been set up and no products or retail providers are available to the IndyGo ridership as required by the Fare Equity Study completed by IndyGo.</p>	<p>IndyGo should insist that the vendor start the fare media production and established a retail network as listed in the scope of work expected by this contract.</p> <p>If the scope of work cannot be met by the current retail network vendor, the selection of a new vendor should be completed to ensure the retail network concept is put into place.</p>	<p><b>Management Action Plans:</b>          The retail network has been placed on hold to validate its necessity along with the costs and logistics. The vendor contract ends May 2024.</p> <p>Strategic Planning is performing a fare equity analysis to replace to 2017 and 2019 reports to determine if a retail network is needed.</p> <p><b>Responsible Parties:</b>          Strategic Planning</p> <p><b>Due Dates:</b>          12/31/2023</p>
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## APPENDIX A – RATINGS DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
<b>Low</b>	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	<b>Low</b>	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.
<b>Medium</b>	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.	<b>Medium</b>	Certain internal controls are either: <ul style="list-style-type: none"> <li>• 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.</li> <li>• Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.</li> </ul>
<b>High</b>	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.	<b>High</b>	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"> <li>• Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed.</li> <li>• Significant non-compliance with laws and regulations.</li> <li>• Observations which are pervasive in nature.</li> </ul>
<b>Not Rated</b>	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the Board, as appropriate.	<b>Not Rated</b>	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.



Date of Memo: June 14, 2023  
Current Meeting: July 27, 2023  
Board Meeting: July 27, 2023

**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 Transit Asset Management Review Report

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**ACTION ITEM A – 10**

**RECOMMENDATION:**

Review and receive Governance & Audit Transit Asset Management Review Report  
See Reference Item 2023-5

**BACKGROUND:**

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Transit Asset Management Review Report

Every agency must develop a transit asset management (TAM) plan if it owns, operates or manages capital assets used to provide public transportation and received federal assistance as a recipient or subrecipient. Each transit provider must designate an Accountable Executive to ensure appropriate resources for implementing the agency’s TAM plan.

**DISCUSSION:**

The objective and scope of this review was to examine the policies, procedures, and controls in place for the federally mandated program Transit Asset Management (TAM) Plan. Considerations included:

- Asset replacement cost data, condition assessments, performance measures and risk evaluations
- State of Good Repair (SGR) estimates
- Compliance with regulatory requirements (FTA Circular 5300, etc.)
- Enterprise Asset Management (EAM) system or tools
- Reconciliation of cost and classifications to D365 general

The overall report rating was considered medium based on two observations from this review which include:

- Software Solution
- Transit Asset Management Coordinator

**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 July 20, 2023 and will be placed on the Consent Agenda.



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# Transit Asset Management Review Report

Governance & Audit Report No. 2023-5

Issued on June 14, 2023

## EXECUTIVE SUMMARY

### Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2023 included a Transit Asset Management Review.

Every agency must develop a transit asset management (TAM) plan if it owns, operates or manages capital assets used to provide public transportation and received federal assistance as a recipient or subrecipient. Each transit provider must designate an Accountable Executive to ensure appropriate resources for implementing the agency’s TAM plan.

Agencies must complete an updated plan every four years beginning in October 2022.

Our audits 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

Examine the policies, procedures, and controls in place for the federally mandated program Transit Asset Management (TAM) Plan. Considerations included:

- Asset replacement cost data, condition assessments, performance measures and risk evaluations
- State of Good Repair (SGR) estimates
- Compliance with regulatory requirements (FTA Circular 5300, etc.)
- Enterprise Asset Management (EAM) system or tools
- Reconciliation of cost and classifications to D365 general

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
<b>Transit Asset Management Review</b>	<b>Medium</b>	<b>0</b>	<b>2</b>	<b>0</b>

### Overall Summary and Review Highlights

IndyGo issued a Transit Asset Management Plan on September 26, 2022, for the period of 2022-2026. This report was very detailed and met all the requirements of TAM plan as outlined by the Federal Transit Administration (FTA).

It is noted that producing this report was a difficult to manage task as IndyGo currently does not have a database or software solution to maintain the information or publish a TAM plan report as required by the FTA. Information was collected on spreadsheets and then a manual report was developed by the Manager of Special Projects and Regional Mobility Integration at IndyGo.

Our review identified observations which may enhance the overall Transit Asset Management (TAM) Plan, improve functionality of systems and applications, and assist in increasing fare revenue. Our two observations related to the following areas:

- Software Solution
- Transit Asset Management Coordinator

The observations and management’s responses are presented in our accompanying report.

Our overall report rating for this Transit Asset Management (TAM) Plan 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](mailto:batkinson@indygo.net).

**1. Software Solutions**

<p><b><u>Observation:</u></b>          The current TAM plan development is very manual with no automated process or software solution to assist in the requirements.</p>	<p><b><u>Recommendation:</u></b>          Complete a detailed review of the current D365 Asset Management Module and compare to standalone Asset Management Software systems to determine the best solution for the TAM plan requirements and value to the agency.</p>	
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**Observation Rating: Medium**

<p>Accessibility – IndyGo’s TAM inventory is accessible via a OneDrive link and currently does not have a software program or location that is accessible to everyone who would be a part of the TAM plan. Currently the Fixed Asset Inventory and the TAM inventory are separate. The Fixed Asset Inventory is maintained in Microsoft D365 but is not kept at the detail required by the TAM plan. All the inventory detail for the TAM plan is maintained on separate spreadsheets.</p> <p>Microsoft D365 – IndyGo currently used Microsoft D365 for Fixed Asset Accounting through the D365 Fixed Asset Module. It is noted that D365 also has an Asset Management Module available that is currently not used by IndyGo. In reviewing the Asset Management Module, it was determined that the two modules can be linked. It is possible to identify and include the asset in the Asset Management Module from the Fixed Asset Module if it is determined to meet the requirements to manage for TAM. The current Asset Management Module is not formatted or designed for the requirements of the TAM plan.</p> <p>Standalone Asset Management Software – Upon review it is determined that there are various standalone transit asset management software solutions. The agency should consider the total cost of the ownership to ensure an affordable approach that can be maintained and represents a good business choice.</p>	<p>It is recommended that IndyGo contact the consultant used for the development and install of D365 as currently used. Management should request a demonstration of the Asset Management Module and what formats can be changed or customized to meet the TAM plan requirements. The D365 solution is a web-based program with levels of authority for designated users. If this module would be configurable to meet the TAM plan solution, it would address the accessibility issue as well as be the most cost effective for the agency.</p> <p>In the event the only solution would be a separate standalone asset management software IndyGo should consider:</p> <ul style="list-style-type: none"> <li>Analysis - assessment of potential software solutions should include a fit-gap analysis.</li> <li>Configurable – configuration should result in functionality that is forward-compatible with future releases.</li> <li>Customizable – customization raises the risk of being costly to maintain over time and is likely to require reworking to ensure forward-compatibility.</li> <li>Reporting – ensure that any solution contains reporting tools that suits the needs of the TAM plan reporting requirements.</li> </ul>	<p><b><u>Management Action Plans:</u></b>          Management is currently working on the solution in 2023 with hopefully a better idea of the resolution in 2024. The software solutions memo developed by Cambridge Systematics will be reviewed by management in the immediate future. They will need to meet with staff, then conduct meetings with Dynaway to figure out implementation timeline. Most of this process should take place at the end of 2023 and into 2024, depending on the demand of staff resources.</p> <p><b><u>Responsible Parties:</u></b>          Manager of Special Projects and Regional Mobility Integration</p> <p><b><u>Due Dates:</u></b>          EOY 2024</p>
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**2. Transit Asset Management Coordinator**

<p><b><u>Observation:</u></b>                  The 2022 TAM plan produced by IndyGo was completed by the Manager of Special Projects and Regional Mobility Integration. It was necessary to seek assistance of a consultant as there is not an internal position designated to maintain and report the TAM plan.</p>	<p><b><u>Recommendation:</u></b>                  It is recommended that a staff member be added to provide development, support and management oversight to the TAM plan.</p>	
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**Observation Rating: Medium**

<p>In the completion of the TAM Plan for IndyGo, additional resources had to be sought out. The Manager of Special Projects and Regional Mobility Integration from the IndyGo Strategic Planning Group had to be assigned the task of developing the TAM plan. In addition, a consultant firm was hired to assist in the development of the plan.</p> <p>Part of the TAM Plan requirements include:</p> <ul style="list-style-type: none"> <li>Update the Asset Inventory</li> <li>Collect Asset Condition and Performance Data</li> <li>Update Asset Management Plans</li> </ul> <p>IndyGo does not have a staff member whose main responsibility is managing the TAM plan.</p>	<p>The FTA requirement is to maintain and report a TAM Plan every four years. As this is an ongoing requirement, it would be beneficial for IndyGo to have a dedicated member of staff to manage and oversee the plan. The data for the plan could be kept up to date on an ongoing basis and could eliminate the need for a consultant to help pull the TAM Plan report together.</p> <p>It is recommended that IndyGo add a Transit Asset Management Coordinator to the Strategic Planning Group to be assigned the management of the TAM Plan. This could be a full-time job or in addition to other strategic planning initiatives assessed by management.</p>	<p><b><u>Management Action Plans:</u></b>                  There has been a position created in Strategic Planning that is specific to capital assets and the TAM; it is a Strategic Planner level. This TAM Coordinator will oversee the day-to-day with support from the Manager of Special Projects and Regional Mobility Integration. This position will also assist with the regular activities, such as inventory management and fleet forecasting. The position may have the capacity to take on other projects, such as capital projects.</p> <p><b><u>Responsible Parties:</u></b>                  Manager of Special Projects and Regional Mobility Integration</p> <p><b><u>Due Dates:</u></b>                  EOY 2023</p>
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## APPENDIX A – RATINGS DEFINITIONS

Observation Rating Definitions		Report Rating Definitions	
Rating	Definition	Rating	Explanation
<b>Low</b>	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.	<b>Low</b>	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.
<b>Medium</b>	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.	<b>Medium</b>	Certain internal controls are either: <ul style="list-style-type: none"> <li>• 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.</li> <li>• Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.</li> </ul>
<b>High</b>	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.	<b>High</b>	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"> <li>• Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed.</li> <li>• Significant non-compliance with laws and regulations.</li> <li>• Observations which are pervasive in nature.</li> </ul>
<b>Not Rated</b>	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the Board, as appropriate.	<b>Not Rated</b>	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.

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Date of Memo: July 19, 2023  
 Current Meeting: July 27, 2023  
 Board Meeting: July 27, 2023

**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 for contract 19-07-327 deep cleaning janitorial services

**ACTION ITEM A – 11**

**RECOMMENDATION:**

In a manner consistent with IPTC contract award standards, we request that the Board authorize the President/CEO to amend and enter into the final option year of the contract with Pristine Image International, LLC for an amount not to exceed a total of \$790,000.

**BACKGROUND:**

The Deep Cleaning Janitorial Service contract provides the following:

- Cleaning and polishing of all hard surface flooring throughout the building. Areas included are the lobby, hallway, restrooms, and breakroom.
- Sanitizing all restrooms, including walls, toilets, urinals, partition walls, and sinks.
- Stocking all restrooms with paper and soap supplies.
- Floor mopping and carpet cleaning of office and board room areas.
- Operate walk-behind scrubbers for floor cleaning at CTC for inside and outside walkways and driveway.
- Emptying all trash receptacles in offices, breakrooms, and common areas.
- Trash pick-up and removal around the outside of buildings.

**DISCUSSION:**

Pristine Image International, LLC is the current contractor providing deep cleaning and janitorial services for IPTC buildings. The contract has been amended to include all East Campus, North College, and Madison charging layover locations. This will be the last option year on the contract.

2023 - \$523,000  
 2024 - \$267,000

**ALTERNATIVES:**

Janitorial and cleaning services are required for clean and safe operations. Unfortunately, IPTC does not have the manpower to provide these services.

**FISCAL IMPACT:**

This contract is funded from the Operating budget.

**DBE/XBE DECLARATION:**

Pristine Image International, LLC is certified as an MBE/WBE with the City of Indianapolis and will self-perform 100% of the total project.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date of Memo: July 19, 2023  
Current Meeting: July 27, 2023  
Board Meeting: July 27, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Deputy Chief Operating Officer Cheryl Purefoy  
**SUBJECT:** Consideration and approval of non-revenue vehicle purchase

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**ACTION ITEM A – 12**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement standards, we ask the Board to authorize the President/CEO Evans to approve the purchase of eight 2023 Hybrid Ford Escape SUVs for non-revenue service. The purchase of these vehicles is for an amount not to exceed \$314,737.

**BACKGROUND:**

IPTC Fleet Services Department is responsible for providing vehicles from the Motor Pool for staff use to perform various off-site work-related tasks. With the expansion of IPTC’s new facilities, motor pool vehicle requests have increased, requiring a need for additional vehicles for staff use. Additionally, vehicles are aging and have reached the end of useful life and require replacement to maintain a safe and reliable fleet with vehicles in a state of good repair.

**DISCUSSION:**

IPTC will purchase the vehicles using the competitive bid process, through direct dealer solicitation. The solicitation was run at standard retail and not leveraging any state QPA due to stock shortages and lead time challenges.

Vehicles to be purchased:

- a. Ford Escape Hybrid SUV – 8 @ 35,350.25 total \$282,002
- b. Chevy Bolt EV – 1 @ \$32,735

**ALTERNATIVES:**

The Board could choose not to approve the purchase of vehicles, requiring the continued extension of the useful life of the vehicles being replaced, as well as increased maintenance costs.

**FISCAL IMPACT:**

The funding source for this procurement is provided by IPTC local capital funds.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date of Memo: July 13, 2023  
 Current Meeting: July 27, 2023  
 Board Meeting: July 27, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Project Manager – Capital Facilities Projects Sarah Stentz  
**SUBJECT:** Consideration and approval of Julia Carson Transit Center (CTC) handrails contractor

**ACTION ITEM A – 13**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Inez Evans to award a contract to Advanced Restoration Contractors Inc., of a price not to exceed \$354,000 for the installation of handrails around the rain gardens at the CTC.

**BACKGROUND:**

The CTC was designed with several rain garden features that are home to many native Indiana plants. These locations vary throughout the property and are at different elevations to the walk paths that surround them.

**DISCUSSION:**

This project will include the fabrication and installation of handrails and gates around the rain gardens to limit public access to the areas. Completion of this work will ensure continued protection to the public from the potential hazard the rain gardens could pose. This project was released for an open public bid, which received three competitive bids from contractors. Upon receipt of proposals, Advanced Restoration Contractors Inc. was selected as the apparent low bidder. Project completion is expected by December 2023.

**ALTERNATIVES:**

The Board could choose not to contract as recommended, however, continued delay of the installation of handrails will likely cause increase to the total cost of work.

**FISCAL IMPACT:**

Funding for this procurement is IPTC local Capital funds.

**DBE/XBE DECLARATION:**

The project is locally funded, so no DBE goal is set, however XBE participation goals were set at 15% MBE, 8% WBE, 3% VBE and 1% DOBE participation. It has been noted that due to the nature of this work that subcontracting opportunities are limited. Advanced Restoration Contractors completed their due diligence to engage XBE subcontractors, however they were unable to get participation for this project.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date of Memo: July 13, 2023  
 Current Meeting: July 27, 2023  
 Board Meeting: July 27, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief Development Officer Jennifer Pyrz, PE  
**SUBJECT:** Consideration and approval of Resolution 2023-04 to support the Blue Line Bus Rapid Transit (BRT) project

**ACTION ITEM A – 5**

**RECOMMENDATION:**

The Indianapolis Public Transportation Corporation (IPTC) requests the Board of Directors approve a resolution in support of the Blue Line Bus Rapid Transit Project, submission to the Federal Transit Administration of a Small Starts grant application to fund the capital investment of this third BRT service, and a commitment to provide the local funding required to progress the project.

**BACKGROUND:**

The Blue Line Bus Rapid Transit (BRT) Project was granted entry into Small Starts Project Development in April 2018. Several key milestones have since been achieved and design has progressed beyond 60%. NEPA documentation is being reviewed by FTA with the expectation that an approval will be received later this year.

IPTC submitted an initial Small Starts rating package to FTA in September 2019. Due to the change in Segment 1 project alignment earlier this year, and as design progress has refined the project scope, IPTC will resubmit an application for ratings in August 2023.

The Blue Line will be the third rapid transit service in the Indianapolis Metropolitan Area. It will provide BRT service along a 24-mile corridor between the Town of Cumberland, through the Indianapolis Central Business District, to the Indianapolis International Airport. The Blue Line will be a direct replacement for the current IPTC Route 8 when it begins operations (anticipated early 2027).

IPTC will be submitting a request to FTA for Small Starts rating update in August 2023 and will request a grant be executed in 2024 to fund the capital investment required for the Blue Line BRT.

**DISCUSSION:**

Not applicable

**ALTERNATIVES:**

This resolution is intended to show support for the project and will be included in the August ratings submittal.

**FISCAL IMPACT:**

None

**DBE/XBE DECLARATION:**

Not applicable

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

**RESOLUTION 2023-04**

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)**

**A RESOLUTION  
SUPPORTING THE BLUE LINE BUS RAPID TRANSIT PROJECT AND SUBMISSION FOR FEDERAL  
TRANSIT ADMINISTRATION SMALL STARTS RATINGS**

WITNESS THAT:

WHEREAS, the Indianapolis Public Transportation Corporation is a municipal corporation and public transportation corporation providing public transit services within the city of Indianapolis and Marion County; and,

WHEREAS, the Indianapolis Public Transportation Corporation supports the vision of a regional transportation network that includes bus, bus rapid transit, express bus, bike and pedestrian paths, and road, sidewalk and highway improvements; and,

WHEREAS, the Blue Line Bus Rapid Transit (BRT) Project will be the third BRT service in the Indianapolis Metropolitan Area and will provide service along a 24 mile corridor between the town of Cumberland, through the Indianapolis Central Business District, to the Indianapolis International Airport, replacing the current Route 8 when it begins operations (anticipated early 2027); and,

WHEREAS, the Indianapolis Public Transportation Corporation was granted entry into Small Starts Project development in April 2018 and submitted to the Federal Transit Administration (FTA) for initial Small Starts rating in September 2019; and,

WHEREAS, multiple development and design milestones have been reached and are progressing, and

WHEREAS, the Indianapolis Public Transportation Corporation will be submitting to the FTA a Small Starts ratings request in August 2023 and will request a grant be executed to fund the capital investment required for the Blue Line BRT Project in 2024.

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

The Indianapolis Public Transportation Corporation supports the Blue Line Bus Rapid Transit Project, approves submission to the Federal Transit Administration of a Small Starts grant application to fund the capital investment of this third BRT service, and commits to provide the local funding required.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 27 day of July 2023.

**Indianapolis Public Transportation Corporation**

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**Greg Hahn – Chairman**  
**Indianapolis Public Transportation Corporation**

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**Attest**  
**Sean Wooding**  
**Acting General Counsel**

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## Information Update – June 2023 Financials Summary

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Financial Officer Bart Brown and Director of Budget Justin Burcope  
**Date:** July 13, 2023

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### JUNE 2023 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$254,661 (21.2%) for the month of June. For the year it is over budget by \$777,562 (10.8%).
- Other Operating revenue category is over budget by \$72,217 (110.6%) for the month. YTD this revenue is over budget by \$2,866,687 (731.5%).
- The passengers service revenue is over budget by \$71,675 (16.6%) for the month. For the year passenger service revenue collected is \$2,972,687 and over budget by \$427,848 (16.8%). YTD June 2022 collected was \$2,808,257.
- PMTF Grant has been received for the year. \$11,369,828 was received in June.
- YTD Property Tax Revenue received is \$20,845,750, which is \$1,426,114 (7.3%) over budget.
- Income Tax came in over budget by \$836,818 (22.0%) for June due to a one-time special supplemental distribution. YTD it is over \$12,393,662 (54.2%)
- The Service Reimbursement Program revenue is under budget by \$1,185 (-3.4%) for the month. For the year it is under budget by \$20,519 (-9.9%).

*The Total Revenue for the agency is over budget by \$2,660,301 (21.1%) for the month of June. YTD Total Revenue is over budget by \$17,871,355 (35.6%).*

#### Expenditures

##### I) Personal Services

- Fringe benefits are over budget for the month by \$77,744 (-4.0%). YTD it is under budget by \$866,284 (-8.5%).
- Overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$439,975 (145.1%) 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 \$1,991,340 (126.2%).
- Salary expenses are under budget by \$1,225,585 (-24.8%) for the month of June. YTD it is under budget by \$4,625,816 (-18.0%)

*The Personal Services category is under budget by \$707,865 (-9.9%) for the month of June. It is under budget for the year by \$3,500,759 (-9.42%)*

II) Other Services and Charges

- Claims were over budget by \$11,861 (3.3%) for the month due to end of year settlements. For the year this category is under budget by \$266,647 (-11.3%).
- For the month of June, the Miscellaneous Expense category is over budget by \$28,963 (36.4%). YTD is under budget by \$116,868 (-23.6%).
- In June, the Purchased Transportation category is over budget by \$89,994 (9.5%). For the year it is over budget by \$64,250 (1.1%).
- For the month the “Services” expense category is under budget by \$1,058,120 (-53.0%). YTD this category is under budget by \$5,669,942 (-34.8%).
- For the month, utilities expenses are under budget by \$62,623 (-32.9%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are under budget by \$31,602 (-2.7%).

*Overall, the Other Services & Charges category is under budget by \$989,924 (-27.7%) for the month. YTD this category is under budget by \$6,020,809 (-23.2%).*

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$155,530 (-35.9%). YTD it is under budget by \$498,606 (-19.2%).
- For the month of June, the maintenance materials category is over budget by \$17,401 (-4.0%). It is under budget for the year by \$113,342 (-3.6%).
- Other materials and supplies category is under budget by \$40,659 (-42.8%) for the month. For the year it is under budget by \$150,691 (-25.5%).
- Tires & Tubes category is under budget in June by \$6,276 (-12.3%). YTD it is under budget by \$31,241 (-12.0%).

*For the month, the Total Materials and Supplies category is under budget by \$185,854 (-18.2%). For the year it is under budget by \$793,882 (-12.0%).*

*In June, the overall, total expenditures came under budget by \$1,882,854 (-16.0%). Year to date expenditures are under budget by \$10,315,451 (-14.7%).*

**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
5/18/2023	Red Line Station Surface Application	Services	Operating	\$87,000

**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.

<b>Federal Stimulus Grants</b>	<b>CARES Act</b>	<b>CRRSAA</b>	<b>ARP I</b>	<b>ARP II</b>
Total Draws to date	\$44,160,609	\$21,170,527	\$45,288,823	\$27,948,425

**RECOMMENDATION:**

Receive the report.

Chief Financial Officer Bart Brown and Director of Budget Justin Burcope



Indianapolis Public Transportation Corporation

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Budget to Actuals (Comparative Statement) - IndyGo

Period Selected: 6

For the Six Months Ending Friday, June 30, 2023

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
			\$	%			\$	%	
<b>Operating Revenue</b>									
Federal Assistance	1,454,890.00	1,200,228.66	254,661.34	21.22	7,978,934.00	7,201,371.96	777,562.04	10.80	7,245,056.00
Other Operating Income	137,528.68	65,311.67	72,217.01	110.57	3,258,557.47	391,870.02	2,866,687.45	731.54	444,528.25
Passenger Service Revenue	503,840.44	432,165.00	71,675.44	16.59	2,972,687.29	2,544,839.00	427,848.29	16.81	2,808,257.04
PMTF Revenue	6,632,399.65	947,485.67	5,684,913.98	600.00	11,369,828.00	5,684,914.02	5,684,913.98	100.00	5,619,996.00
Local Property & Excise Tax Revenue	4,662,720.06	3,236,606.00	1,426,114.06	44.06	20,845,750.06	19,419,636.00	1,426,114.06	7.34	20,630,361.87
Local Transit Income Tax Revenue	4,648,994.58	3,812,176.24	836,818.34	21.95	35,266,720.20	22,873,057.44	12,393,662.76	54.18	24,652,769.09
Service Reimbursement Program	33,398.00	34,583.33	(1,185.33)	(3.43)	186,981.00	207,499.98	(20,518.98)	(9.89)	141,658.00
<b>Total Operating Revenues</b>	<b>18,073,771.41</b>	<b>9,728,556.57</b>	<b>8,345,214.84</b>	<b>85.78</b>	<b>81,879,458.02</b>	<b>58,323,188.42</b>	<b>23,556,269.60</b>	<b>40.39</b>	<b>61,542,626.25</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	2,019,470.89	1,941,726.16	77,744.73	4.00	9,266,378.57	10,132,662.52	(866,283.95)	(8.55)	8,898,416.66
Overtime	743,289.11	303,313.48	439,975.63	145.06	3,568,570.24	1,577,230.08	1,991,340.16	126.26	2,462,128.11
Salary	3,704,426.18	4,930,011.85	(1,225,585.67)	(24.86)	21,010,245.83	25,636,061.66	(4,625,815.83)	(18.04)	20,584,541.16
<b>Total Wages and Benefits</b>	<b>6,467,186.18</b>	<b>7,175,051.49</b>	<b>(707,865.31)</b>	<b>(9.87)</b>	<b>33,845,194.64</b>	<b>37,345,954.26</b>	<b>(3,500,759.62)</b>	<b>(9.37)</b>	<b>31,945,085.93</b>
<b>Other Services &amp; Charges</b>									
Claims	366,120.68	354,259.18	11,861.50	3.35	2,078,908.07	2,345,555.08	(266,647.01)	(11.37)	1,699,935.76
Miscellaneous Expenses	108,557.41	79,593.75	28,963.66	36.39	379,044.45	495,912.52	(116,868.07)	(23.57)	272,566.67
Purchased Transportation	1,040,014.68	950,020.11	89,994.57	9.47	5,764,371.21	5,700,120.66	64,250.55	1.13	4,997,114.99
Services	937,963.37	1,996,083.74	(1,058,120.37)	(53.01)	10,593,157.63	16,263,100.20	(5,669,942.57)	(34.86)	7,144,627.95
Total Utilities	127,876.68	190,500.01	(62,623.33)	(32.87)	1,111,397.81	1,143,000.06	(31,602.25)	(2.76)	999,960.09
<b>Total Other Services &amp; Charges</b>	<b>2,580,532.82</b>	<b>3,570,456.79</b>	<b>(989,923.97)</b>	<b>(27.73)</b>	<b>19,926,879.17</b>	<b>25,947,688.52</b>	<b>(6,020,809.35)</b>	<b>(23.20)</b>	<b>15,114,205.46</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	277,363.78	432,894.46	(155,530.68)	(35.93)	2,098,760.24	2,597,366.76	(498,606.52)	(19.20)	1,908,928.06
Maintenance Materials	454,678.06	437,277.07	17,400.99	3.98	2,994,554.61	3,107,897.33	(113,342.72)	(3.65)	2,350,569.37
Other Materials & Supplies	56,639.37	97,298.23	(40,658.86)	(41.79)	440,050.22	590,741.38	(150,691.16)	(25.51)	368,119.56
Tires & Tubes	44,711.73	50,987.94	(6,276.21)	(12.31)	274,685.86	305,927.64	(31,241.78)	(10.21)	269,975.68
<b>Total Materials &amp; Supplies</b>	<b>833,392.94</b>	<b>1,018,457.70</b>	<b>(185,064.76)</b>	<b>(18.17)</b>	<b>5,808,050.93</b>	<b>6,601,933.11</b>	<b>(793,882.18)</b>	<b>(12.02)</b>	<b>4,897,592.67</b>
<b>Total Operating Expenses</b>	<b>9,881,111.94</b>	<b>11,763,965.98</b>	<b>(1,882,854.04)</b>	<b>(16.01)</b>	<b>59,580,124.74</b>	<b>69,895,575.89</b>	<b>(10,315,451.15)</b>	<b>(14.76)</b>	<b>51,956,884.06</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>8,192,659.47</b>	<b>(2,035,409.41)</b>	<b>10,228,068.88</b>		<b>22,299,333.28</b>	<b>(11,572,387.47)</b>	<b>33,871,720.75</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00	196,629.17		196,629.17	0.00	(34,910.00)
<b>NET INCOME/(LOSS)</b>	<b>8,192,659.47</b>	<b>(2,035,409.41)</b>	<b>10,228,068.88</b>	<b>(502.51)</b>	<b>22,102,704.11</b>	<b>(11,572,387.47)</b>	<b>33,675,091.58</b>	<b>(291.00)</b>	<b>9,620,652.19</b>



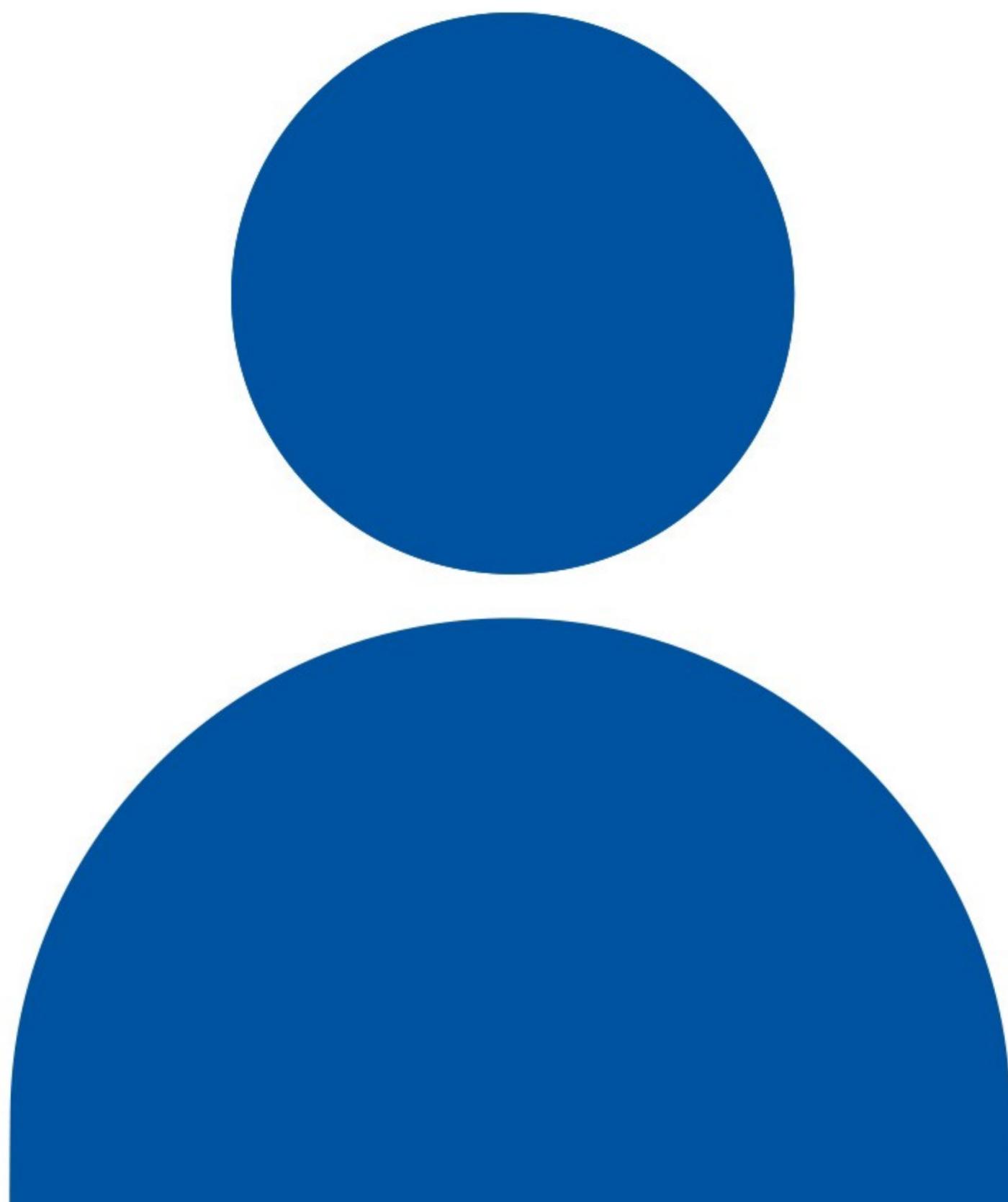
# FY2024 Proposed Budget

Budget Introduction: July 27, 2023

Budget Hearing: August 10, 2023

Budget Adoption: August 23, 2023





**BART BROWN**

CFO

**JUSTIN BURCOPE**

BUDGET DIRECTOR

**ANDREA CARROCCIA**

BUDGET MANAGER

**CASSIE BURMEISTER**

GRANTS MANAGER



## FY2024 Proposed Budget

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Total - \$265.9M

- Operating - \$138.6M
- Capital - \$112.1M
- Debt Service - \$15.2M



# FY2024 Operating Expense Budget

\$138.6M Total

- 6.8% total increase over FY2023 adopted budget
- \$4.4M increase in personnel costs over FY2023
- Salary adjustments - \$2.6M
- Medical insurance increase - \$1.4M
- Increased costs for diesel fuel and fleet parts - \$1.7M
- Increased security (facilities and on-board vehicles), IT software, and professional and contracted service agreements
- Increased O&M costs related to new, existing facilities as well as BRT infrastructure



# Adopted FY23 VS. Proposed FY24 Budget

Expense Category	Adopted 2023 Budget	Proposed 2024 Budget	Variance	% Variance
Personnel Services	74,688	79,132	4,443	5.9%
Materials and Supplies	12,353	15,097	2,744	22.2%
Other Services and Charges	42,716	44,332	1,616	3.8%
<b>TOTAL</b>	<b>129,757</b>	<b>138,561</b>	<b>8,803</b>	<b>6.8%</b>

Amounts in \$Thousands



# 5-Year Operating Budget Outlook

Expense Category	Adopted 2023 Budget	Proposed 2024 Budget	Projected 2025 Budget	Projected 2026 Budget	Projected 2027 Budget	Projected 2028 Budget
Personnel Services	74,688	79,132	82,280	85,571	88,994	92,553
Materials and Supplies	12,353	15,097	15,550	16,016	16,497	16,992
Other Services and Charge	42,716	44,332	45,921	47,528	49,192	50,913
<b>TOTAL</b>	<b>129,757</b>	<b>138,561</b>	<b>143,750</b>	<b>149,115</b>	<b>154,682</b>	<b>160,458</b>

Amounts in \$Thousands



*IndyGo*

# Operating Revenue 5-Year Outlook

Sources	2023 Adopted	2024 Proposed	2025 Projected	2026 Projected	2027 Projected	2028 Projected
Passenger Service	5,190	5,925	6,221	6,532	6,859	7,202
Property Tax	39,333	39,885	41,281	42,726	44,221	45,769
State Funds/Grants	11,240	11,370	11,370	11,370	11,370	11,370
Federal Assistance	11,201	14,416	14,416	14,416	14,416	14,416
Stimulus Funds	17,979	22,705	24,467	26,809	29,249	31,790
Income Tax	43,766	41,000	42,230	43,497	44,802	46,146
Advertising	670	800	800	800	800	800
Other – to include Earned Interest	113	2,194	2,700	2,700	2,700	2,700
Service Reimbursement	265	265	265	265	265	265
TOTAL	129,757	138,561	143,750	149,115	154,682	160,458

Amounts in \$Thousands

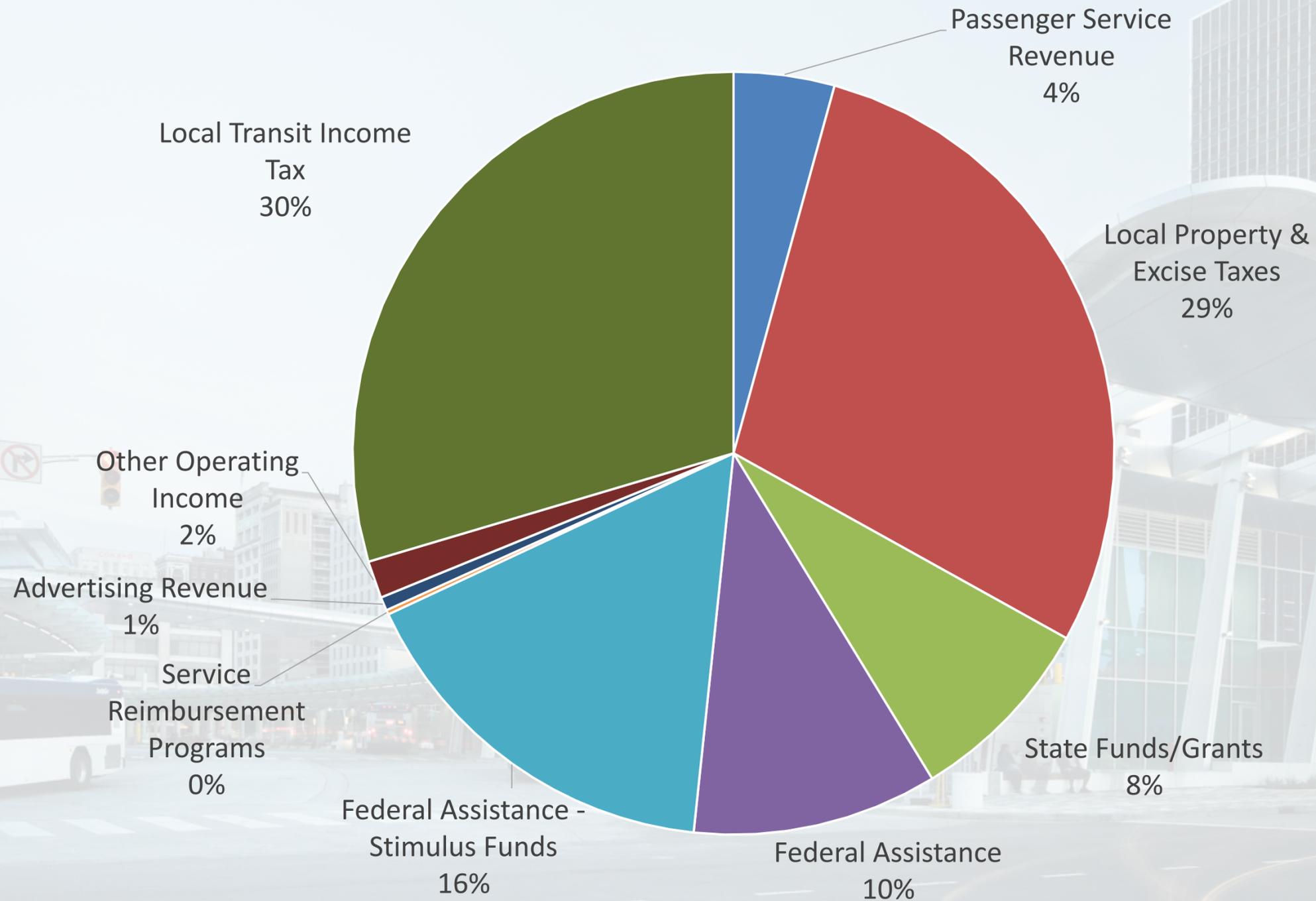
# Operating Revenue - Local

- Net property & excise taxes: \$39.9M
  - Inclusive of \$14.8M Special Property Tax
  - Accounts for property tax caps \$5.6M revenue reduction
- Transit income tax revenue: \$41M
- Fares: \$5.9M (13% increase over 2023)
- Other operating revenue: \$2.2M

# Operating Revenue – State and Federal

- State - \$11.4M from Public Mass Transit Fund (PMTF)
- Federal - \$14.4M
  - \$4.3M for ADA
  - 1% formula for Safety and Security
  - \$10M for preventive maintenance
- Federal (Stimulus Funds) - \$22.7M

# 2024 Operating Revenue



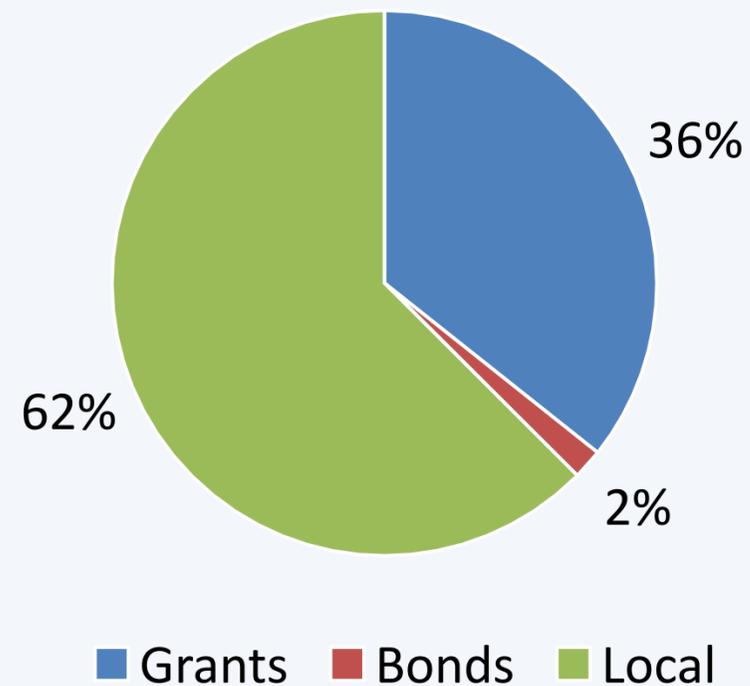
# 2024 Capital Budget

Capital Budget Project Category	FY2024 Budget
BRT & On-Street Infrastructure	63,712,589
Facilities	19,685,000
Finance	673,000
Fleet	25,521,496
Information Technology	1,732,000
Safety & Security	760,000
<b>Total</b>	<b>112,084,085</b>

# FY2024 Capital Budget

## Funding Sources

- \$40M in capital grants
- \$70.1M cash from local capital projects funds
- \$2M in bond proceeds



# 2024 Debt Service Fund

- Budgeted \$15.2M in debt service to be paid in FY2024
  - 2018A - \$3.5M
  - 2021A - \$2.3M
  - 2022D - \$5M
  - 2024 new issuance - Blue Line - \$4.4M

*IndyGo*<sup>SM</sup>

THANK  
YOU

QUESTIONS?



# Information Update – Governance & Audit Workplan Status Report

**To:** Chair and Board of Directors  
**Through:** President & CEO Inez Evans  
**From:** Director of Governance & Audit Brian Atkinson  
**Date:** July 20, 2023

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

### Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY22		FY2023			
	Oct-22	Jan-23	Apr-23	Jul-23	Oct-23	Jan-24
FORVIS Financial Audit Review	█					
Covid and Pandemic Recovery	█					
Employee Share of Health Insurance Premiums	█					
Retail Center Audit	█					
Annual Risk Refresh 2023	█	█				
Paratransit Review	█	█	█			
Maintenance/Storeroom Workflow Review	█	█	█			
Policies		█	█			
Bus Rapid Transit Lines		█	█	█		
Ridership Experience			█	█		
Flowbird/MyKey System			█	█		
Transit Asset Management			█	█		
Staffing, Hiring & Recruiting				█	█	★
Decentralized Operations				█	█	★
Retail Desk Transfer to Finance				█	█	★
Annual Risk Refresh 2024					█	★

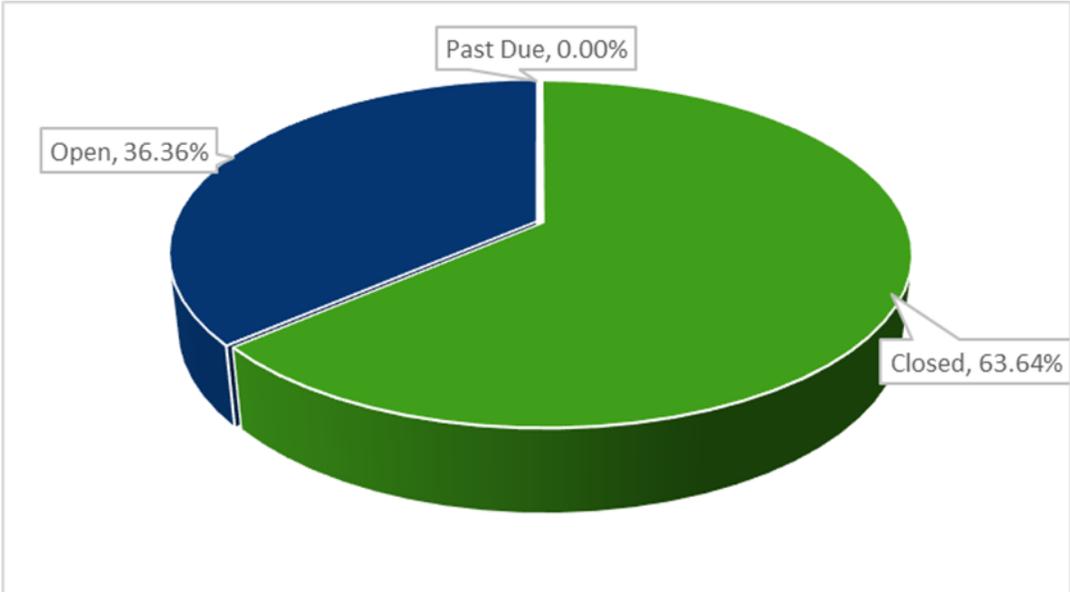
█ Complete   
 █ In-Process   
 █ Planned

★ 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.

# 2020-23 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	5	2	0
Fare Collections Review	2021-02	06/10/21	4	2	2	0
Physical and Facility Security	2022-03	07/12/22	8	3	5	0
Cyber Security Readiness	2022-04	07/07/22	3	2	1	0
Pandemic Recovery Review	2022-05	09/22/22	2	1	1	0
Employee Share of Healthcare Insurance Premiums Review	2022-06	09/26/22	1	1	0	0
Retail Center Audit	2022-07	10/03/22	4	4	0	0
Paratransit Program Assessment	2022-09	02/01/23	5	4	1	0
Audit Maintenance & Stockroom Review	2022-10	01/06/23	5	2	3	0
		<b>Total</b>	<b>44</b>	<b>28</b>	<b>16</b>	<b>0</b>
		<b>Percentage</b>		63.64%	36.36%	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.



Brian Atkinson  
Deputy of Governance & Audit

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## Information Update – Governance & Audit Ethics Hotline Summary Report

**To:** Chair and Board of Directors  
**Through:** President & CEO Inez Evans  
**From:** Director of Governance & Audit Brian Atkinson  
**Date:** July 20, 2023

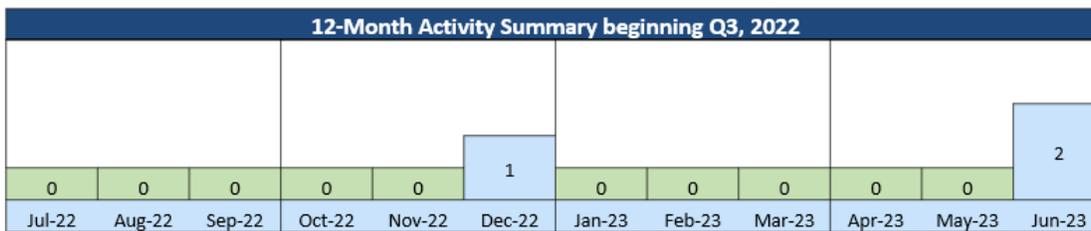
# Ethics Hotline Summary Report

Quarterly Activity Summary: 04/01/23 through 06/30/23

Method of Submission	Number of Reports
Website	2
Phone call	0
Other	0
<b>Total</b>	<b>0</b>

Current Period Potential Reported Issues	Number
Ethics Violations	0
<b>Other Issues</b>	
Waste or Inefficiency	0
Fraud	0
Policy Violation	0
Employee Conduct/Abuse	0
Theft	0
Customer Service	0
HR Issues	2
<b>Total</b>	<b>0</b>

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0	0		
Investigation	0	0		
Completed	2	2		
<b>Total Claims</b>	<b>2</b>	<b>2</b>		



## GOVERNANCE & AUDIT ETHICS HOTLINE SUMMARY REPORT

**RECOMMENDATION:**  
 Receive the report.

Brian Atkinson  
 Deputy of Governance & Audit

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## Risk and Safety Division Report – June 2023

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

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### Risk and Safety

- On June 6<sup>th</sup>, IndyGo leadership from Safety, Security, and Operations participated in a tabletop exercise with the Marion County Emergency Operations Center (EOC) and the National Weather Service (NWS). The event involved warning, imminent, and post-event communication, and how to communicate with outside agencies and our employees. Many representatives of an Emergency Support Function (EFS) attended. The objective was to review multiple styles of reporting and to give feedback back to the NWS. Information from the exercise is to help create clear, understandable, and timely information to prepare for future weather events. Information taken away will help IndyGo build automated communication through our Aleartus system shortly.
- During June, the IndyGo Risk and Safety team worked with multiple vendors to provide a quote for services needed for the MRO and LAB services for the drug and alcohol testing program. Five vendors provided a quote for services that were all very similar to meet our immediate needs with the loss of the IU health business solutions agreement. After an in-depth review, Concentra's CMCA group was selected to provide these services. There is already a multiple-year contract with Concentra Health Care to provide drug and alcohol testing services approved by the board earlier this year. IndyGo has chosen to execute our option for the use of MRO /Lab services under the existing scope of work and contract. The agreement has advantages that will save money on each drug and alcohol test performed over previously agreed-upon rates. The CMCA group will also be able to perform the management of drug and alcohol programs for surrounding counties transitioning to IndyGo from INDOT by the end of this year.
- On June 26<sup>th</sup>-30<sup>th</sup>, IndyGo Director of Risk and Safety, Brian Clem attended the Transportation Safety Institut training for Drug and Alcohol program management held in Kalamazoo Mi. The training involved regulations with DOT testing, the collection, auditing contractors, and policy language and creation. Information learned about the ever-evolving language and practices keeps up to date on trends, and changes seen in society, to help keep employees and riders using public transportation safely.
- During June, the Risk and Safety team continued to perform OSHA and safety inspections within all of our facilities. These inspections are performed each month. Any findings are communicated back to department heads to resolve. Risk and Safety work with each department on solutions and look to find preventative measures or engineering solutions to prevent or eliminate risk and safety hazards. The approach has been to educate and promote health conversation. Many times the solutions come directly from the employees performing the work. Having engagement and participation in all of our work is to build a positive, healthy-safety culture. This is a process that is cyclical and will always continue.

## *June 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 June 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>
Dexter Davis	1417	21	28
Shawn Clark	8091	13	16
Byron Reed	5094	13	24
Melvin Wright	8117	12	15
Ricky Robinson	8972	5	6
David Hopson	9448	4	4
LaShonta Matthews	8600	4	7
Kim Byrd	9410	3	4
Clywone Boutte-Williams	9072	2	6
Razheana Frierson	9436	2	4
Michael Harrison	9575	2	4
Anthjuan Rayner	9687	2	4
Marion Evans	10174	1	1

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):**

**June 2023**

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	0.73	1.09	0.18	2.72	0.00	0.96	
Bus Rapid Transit (BRT)	0.00	0.00	5.55	0.00	5.55	0.00	0.00	
Para Transit	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
<b>All Modes of Service</b>	<b>0.00</b>	<b>0.56</b>	<b>1.25</b>	<b>0.14</b>	<b>2.51</b>	<b>0.00</b>	<b>1.04</b>	<b>2.00</b>
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
<b>2023 Risk and Safety Goals</b>	<i>Eliminate vehicle and employee fatalities</i>	<i>Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, &lt;0.34.</i>	<i>Reduce NTD Safety Events. 5% decrease from the prior year, &lt;0.73.</i>	<i>Target is ZERO Operator assaults. Have 5% decrease from the prior year, &lt;0.10.</i>	<i>Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, &lt;2.41.</i>	<i>Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, &lt;0.10.</i>	<i>Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, &lt;0.06.</i>	<i>Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, &gt;20.</i>

SPT = Safety Performance Target  
VRM= Vehicle Revenue Mile

**2nd Quarter 2023**

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	0.36	0.65	0.54	1.88	0.18	3.38	
Bus Rapid Transit (BRT)	0.00	0.56	5.83	1.67	7.58	1.67	0	
Para Transit	0.00	0.00	0.00	0.00	0.82	0.00	0	
<b>All Modes of Service</b>	<b>0.00</b>	<b>0.32</b>	<b>0.95</b>	<b>0.18</b>	<b>2.24</b>	<b>0.09</b>	<b>1.12</b>	<b>4.00</b>
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
<b>2023 Risk and Safety Goals</b>	<i>Eliminate vehicle and employee fatalities</i>	<i>Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, &lt;0.34.</i>	<i>Reduce NTD Safety Events. 5% decrease from the prior year, &lt;0.73.</i>	<i>Target is ZERO Operator assaults. Have 5% decrease from the prior year, &lt;0.10.</i>	<i>Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, &lt;2.41.</i>	<i>Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, &lt;0.10.</i>	<i>Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, &lt;0.06.</i>	<i>Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, &gt;20.</i>

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.”

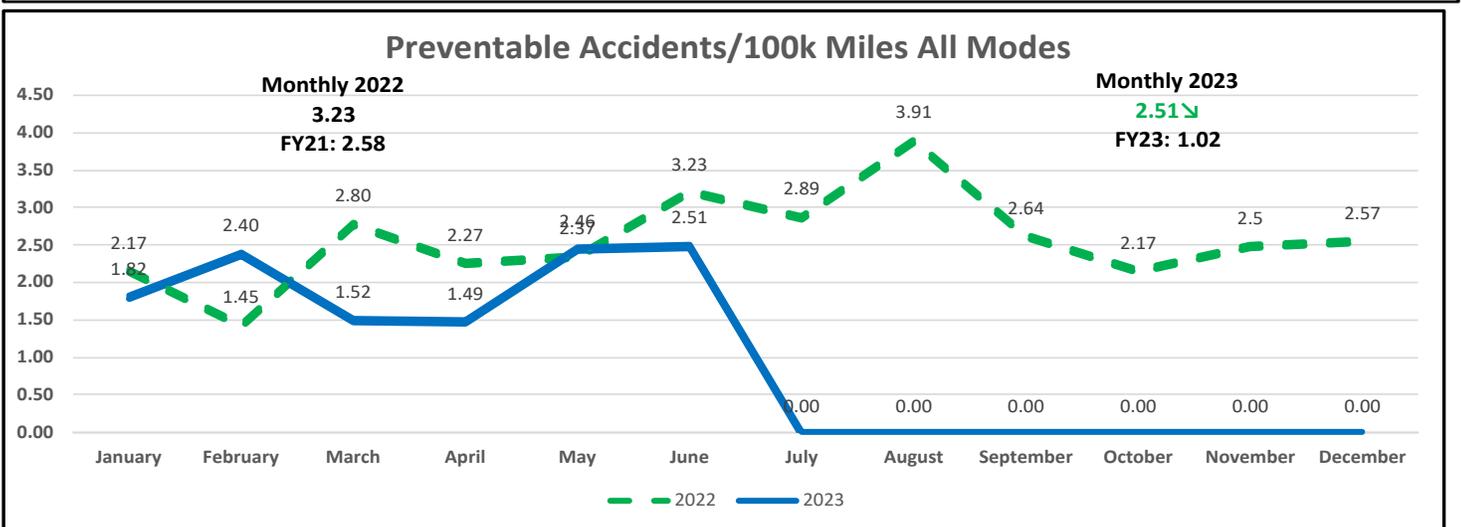
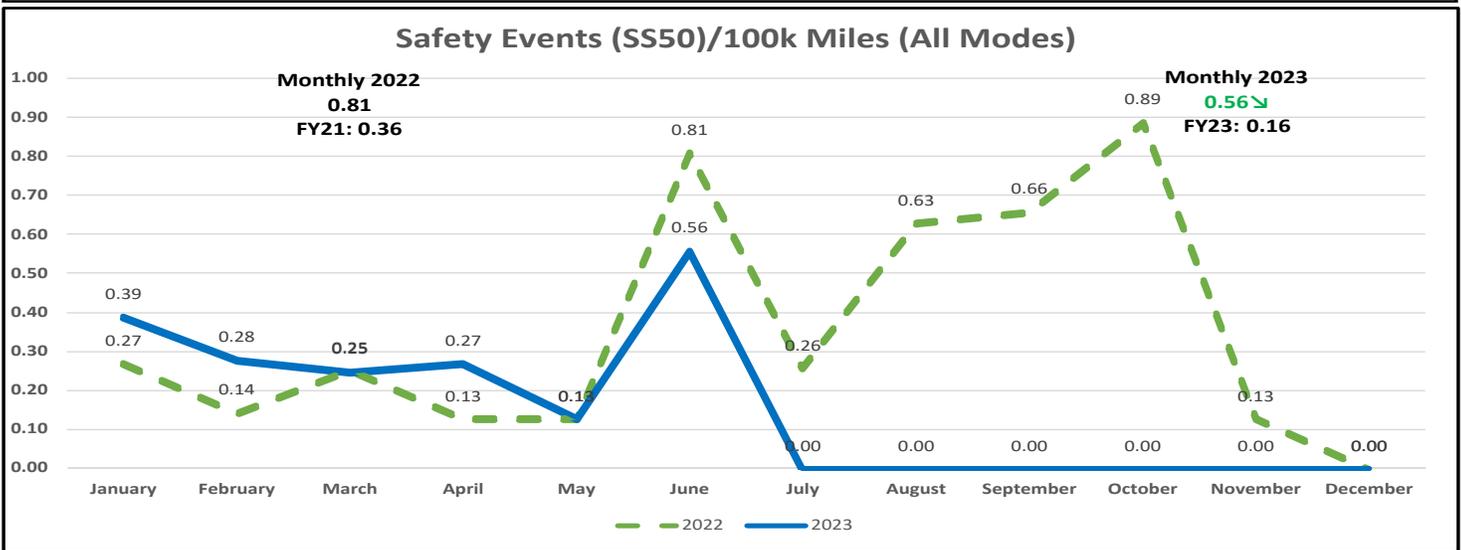
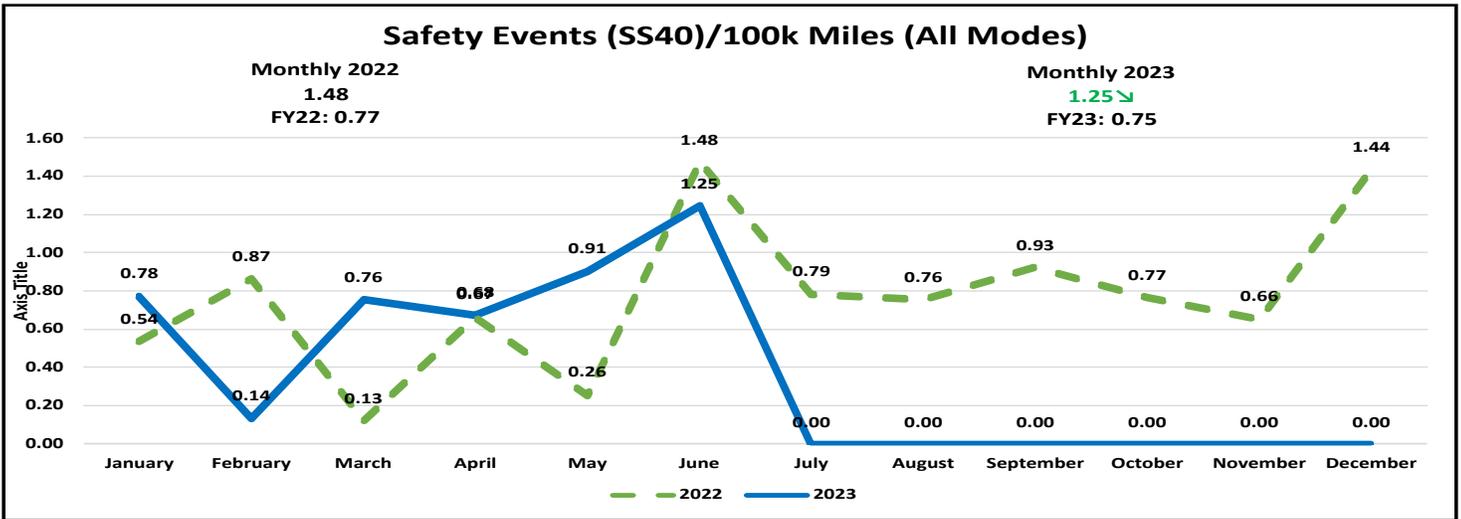
*Pedestrian Strikes:* The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

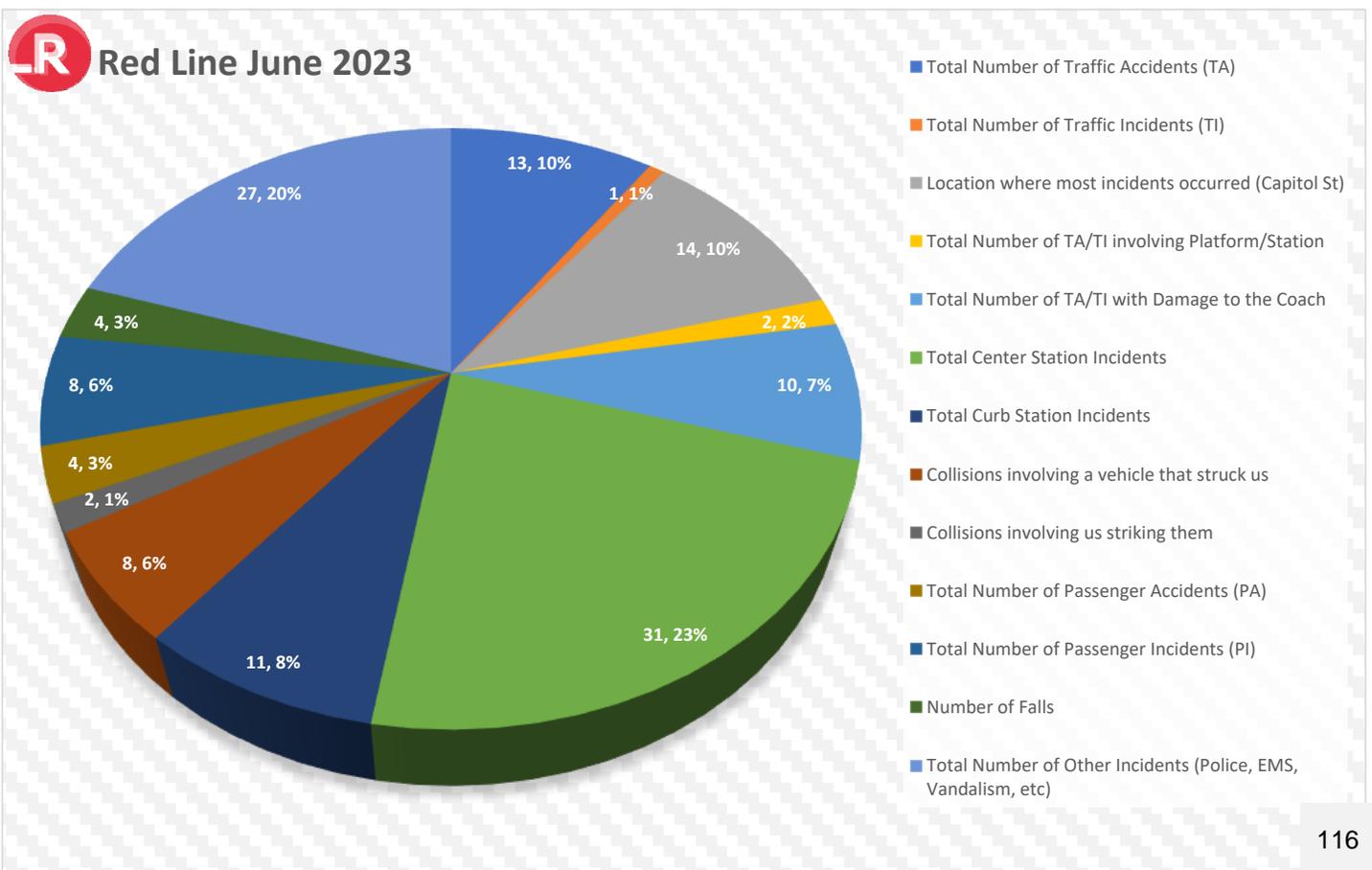
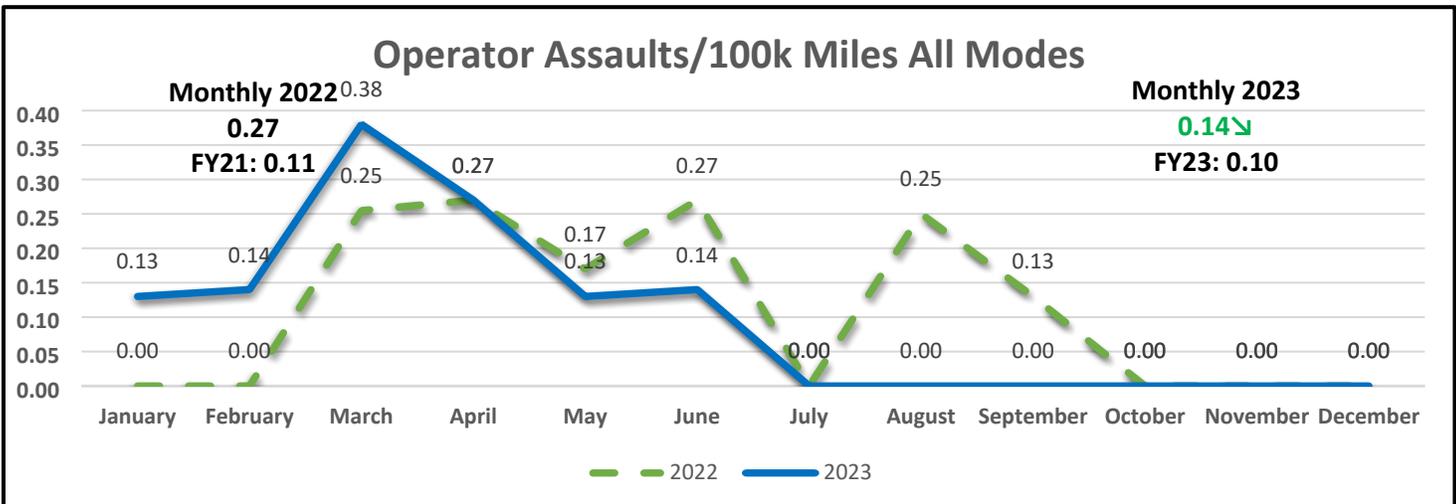
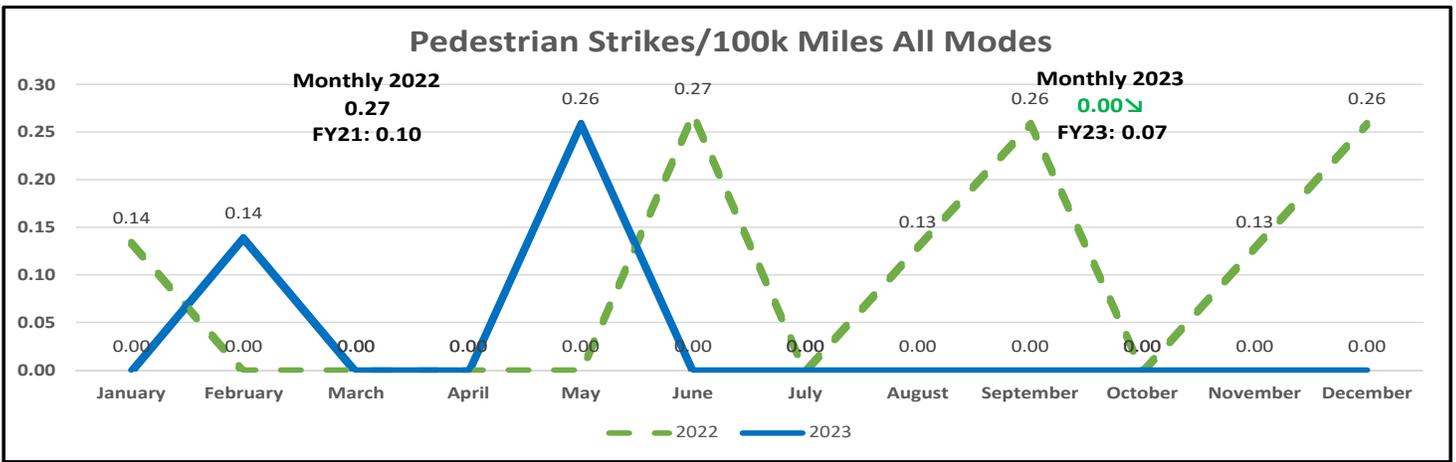
*Average Operator Injury Rate:* Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

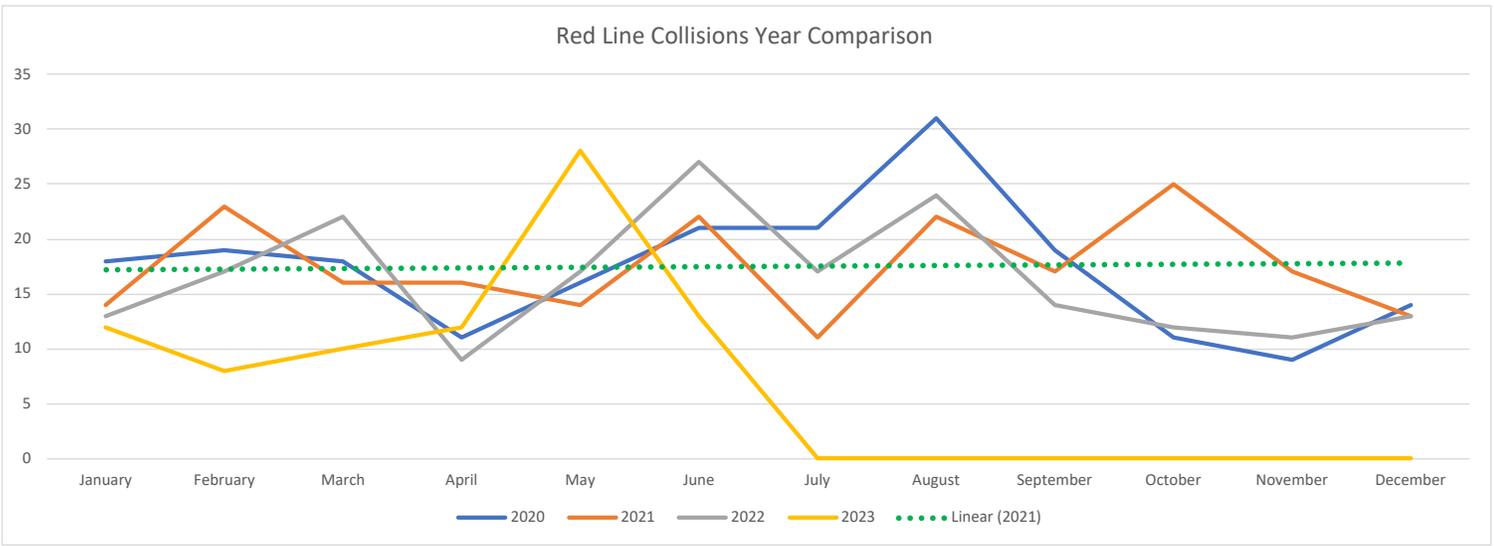
*Near Miss Safety Events:* A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase the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

## Safety and Accident Data

### June 2023 Compared to June 2022 Data All Modes:







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## Planning & Capital Projects Division Report – June 2023

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

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### **STRATEGIC PLANNING**

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

Using the data and information collected by the consultants and the interim deliverables developed by consultants and staff to-date, an internal working group will participate in a scenario planning workshop. Staff continue to develop the framework for evaluating each scenario once completed. Decisions that remain include 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.

As a reminder, this plan is a requirement of the FTA. 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, and will further inform IndyGo’s fleet replacement program.

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

Staff commented on the Maturity Assessment and those comments will be returned to the consultant for review. Dye Management presented their final recommendation to staff in early July. Staff will evaluate its existing software and what its preferred state for Transit Asset Management Plan (TAM). As a reminder, IndyGo is required by the FTA to develop and maintain a TAM Plan. The necessary update to the plan was completed in time for the October 2022 deadline.

#### **On-Call Grant Writing & Coordination, Capital Projects**

Strategic Planning staff continue to familiarize themselves with information and guidance coming from the FTA and others with respect to grant opportunities. A five-year outlook calendar is being maintained, meaning that staff and consultants continue to match capital projects with one or more future funding opportunities. Through this process, it has been determined that there are several projects that lack enough information to prepare a competitive grant application. The framework that staff can use to turn what are currently project ideas into well-defined project descriptions is substantially complete.

It is anticipated that the bulk of the remaining on-call grant writing contract dollars (RFQ 22-05-448) will go towards preparing a competitive grant application for the Federal Highway Administration’s *Promoting Resilient Operations for Transformative, Efficient, and Cost-saving Transportation Program*, also known as PROTECT, on behalf of the City of Indianapolis, Department of Public Works. More on this funding opportunity under the heading that reads, “Future Funding Opportunities” below.

#### **Grant Awards!**

*Bus and Bus Facilities and Low/No* -- On June 26, 2023, it was announced that the FTA has awarded IndyGo \$19M from the USDOT to purchase up to 20 40-foot vehicles, which will replace older buses within its fleet. Manufactured by Gillig, these vehicles are powered by Allison Transmission’s eGen Flex™ electric hybrid propulsion system that allows the vehicles to operate in an all-electric mode for up to 10 consecutive miles or 50 minutes before converting back to hybrid propulsion. This electric-only mode can be utilized multiple times per route and per day.

## **Future Funding Opportunities**

PROTECT – Under the BIL, the Promoting Resilient Operations for Transformative, Efficient, and Cost-saving Transportation Program grant program provides funding to ensure surface transportation resilience to natural hazards including climate change, flooding, extreme weather events, and other natural disasters through support of planning activities. IndyGo, on behalf of the City of Indianapolis, DPW is preparing a grant request to find alternative or supplemental federal funding for the stormwater improvements that are needed along the Washington Street corridor.

Building Pathways to Infrastructure Jobs – The Department of Labor, Building Pathways to Infrastructure Jobs grant program invests in public-private partnerships that develop, implement, and scale worker-centered sector strategy training programs that train and prepare the skilled workforce needed to meet the demands of the investments made through the BIL. Fathers and Family, a local non-profit that offers life-skill development, job-readiness training, education, counseling, and assistance finding gainful employment to fathers, reached out to IndyGo about the potential for them to provide pre-training to participants of their program with the goal of IndyGo recruiting operators and/or mechanics from the above-mentioned pre-training program. IndyGo’s Grants Team used the project description and budget established largely by Fathers and Family to submit a funding request on behalf of Fathers and Family and several other community partners.

## **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 as required by federal regulations. It was submitted to FTA staff for review in late 2022. As of the date of this report, IndyGo has not received a response from the FTA. The PMP update includes language on operating / mobility management projects for the region that weren’t needed until now. Staff expects that there will be at least one round of reviews and updates before FTA will approve the PMP. It is for these reasons that IndyGo will continue to delay the issuance of its CY2023 Call for Projects. As a reminder, the CY2022 CFP was cancelled. Therefore, 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. Each agreement will reflect higher grant amounts than would otherwise be expected. This is due to the introduction of the BIL funding. Compliance reviews will begin this year, likely starting in the fourth quarter. RLS & Associates continue to provide on-call support; primarily with tasks related to Drug and Alcohol testing, training, and review of IndyGo’s oversight program. IndyGo’s Grants Coordinator position was recently posted. Once filled, staff will be able to spend more time on administering this program on behalf of the Central Indiana region.

Section 5339, 2023 Call for Projects - As part of the rural to urban transition, Section 5339 monies will now include a discretionary portion for the subrecipients. The amount is anticipated to be \$400,000 per year and can only be used to cover capital expenses. 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 working on gathering information to update FTA’s project rating and submit for inclusion in the federal budget. Public outreach is planned over the next several months.

### **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. In the meantime, pavement and drainage improvements continue along 38th Street and Post Road. The first seven stations are complete from finish grade and below, with another five station foundations to begin construction by the end of July. 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 38<sup>th</sup> Street between Emerson Avenue and Shadeland Avenue.

### **Red Line BRT**

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

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

Once installed, the traffic control modifications 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 was originally set to begin in June 2023 and be completed in September 2023; however, the start of construction will be delayed by a couple months due to long material shipping times, and yet staff anticipates that this project will finish ahead of schedule.

### **Rural Street Bridge Project**

Design consultant Lochmueller Group completed drainage coordination with CEG and submitted 60% plans at the end of May 2023 minus the drainage design details. The 60% drainage design details will be submitted in late July and coordinated with DPW and CEG. 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 September.

TSP for the Purple Line will proceed on a separate timeline, with implementation planned to align with that project's anticipated revenue start date. Contract negotiations and task order discussions are underway with the selected vendor, Kimley Horn & Associates.

### **Super Stops Phase II**

IndyGo was able to leverage local dollars to obtain an FTA Bus and Bus Facilities Grant dollars to fund this final phase of Super Stop improvements. The total grant award is \$2,933,322, of which IndyGo is responsible for paying less than \$590,000. Notice-to-proceed for the construction of six additional Super Stops locations on Alabama, Fort Wayne, and Vermont streets has been issued, and work began this month. The project is expected to achieve the December 2023 contract completion date.

### **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 Road between 16<sup>th</sup> Street and 30<sup>th</sup> Street. 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. There are several tasks with the design teams that will be extended to complete open projects; however, no new tasks will be issued under these contracts.

A new On-Call Services RFQ was recently released for three disciplines: Roadway Engineering, Facility Architecture and Engineering, and Traffic Engineering. Selection of consultants for that 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 mid-July 2023. Following is a schedule of remaining departments to move at East Campus:

**A Building:** Finance/Accounting Week of July 10<sup>th</sup>

**B Building:** IT, Safety, Training, Purple Line CM Week of July 31<sup>st</sup>

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
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

Master Planning is underway to coordinate expansion of the East Campus location in relation to all other IndyGo facilities and needs. The Master Plan 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 August 2023 with final report in September 2023.

### Upcoming Facility Projects

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. This project will be a collaboration of Capital Project and Facility Maintenance teams.
- 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 (2024 project)
- Add public restrooms and minor renovations in the interior of Julia M Carson Transit Center (2024 project)
- BRT Bus docking on W Washington Street at the Julia M Carson Transit Center
- Parking lot improvements at W Michigan Steet Mobility Solutions Center

Respectfully submitted,

**Jennifer Pyrz**

Chief Development Officer



## Public Affairs Division Report – June 2023

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

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### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR June 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

# June 2023 *Board Report*



## INDYGO.NET WEBSITE STATISTICS:

# 06/1/2023-06/31/2023

Page Views	219,898
Bounce Rate	46.62%
New Users	32,085
Returning Users	62,768
Total Sessions	94,871
Total Monthly Sessions Comparison to Previous Year	5.56%

## Mobile Share

Date	Mobile	Desktop	Tablet
June-23	83.3%	15.4%	1.3%
May-23	83.1%	15.9%	1.00%
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%

# Media Mention Highlights

IndyStar

News North Sports Indy 600 Things To Do Advertise Obituaries eNewspaper Legals 78°F Refer Now Hi, IndyGo

PAICERS

## Indy's 2024 NBA All-Star Game buildup moving to Lucas Oil Stadium to allow for more fans

Indianapolis Star  
Published 5:09 p.m. ET June 21, 2023 | Updated 12:28 p.m. ET June 22, 2023

View Comments



0:43 | 2:08

Pacers Sports & Entertainment CEO Rick Fuson speaks to the media. Rick Fuson speaks to the media about All-Star Saturday Night. Indianapolis Star

More Stories

WATCH: Pat McAfee's full opening monologue at 2023 ESPYs

Holcomb and Hogsett were on hand in part to discuss ways the city and the state will add to the level of accessibility. **IndyGo** will make bus rides free from Feb. 15-18 throughout All-Star weekend. Hogsett also noted the bike share access that should make it easier for fans to come downtown for all the festivities.

"Sport is a great unifying force and it's a force for good," Holcomb said. "For us to be able to export our hospitality and all these venues, bring people together, few states can do it. We prove time and time again, we can do it differently. We can do it and take it to the next level. Being inclusive, being accessible, going out of your way to leave legacy projects in neighborhoods long after the game has moved on to the next city, this is what differentiates the state of Indiana and our capital city from the competition."

View Comments

LOCAL NEWS

## IndyGo Riders To Be Impacted By Work On The Red Line Stations

Written by John Herrick  
Published on June 14, 2023

Share



Source: (Photo provided by IndyGo)

INDIANAPOLIS — IndyGo riders should expect Red Line closures on the north side of the city. Workers will be working on Red Line stations along College Avenue between 42nd and 52nd streets on or after Wednesday.

The work will cause traffic on College Avenue to close from 38th Street to Kessler Boulevard and lasting for two

trtl

Sleep Better While Traveling

trtl Travel Pillow for Neck Support- Super Soft Neck Pillow with Shoulder Support an...  
\$59.99

trtl

Sleep Better While Traveling

## IndyGo kicks off annual Food in Transit program



FOOD IN TRANSIT GIVES FOOD TO INDYGO RIDERS

49 Shares

Facebook 49 Twitter Email YouTube LinkedIn

by: Kaylee Johnson-Bradley  
Posted: Jun 2, 2023 / 06:34 PM EST / Updated: Jun 2, 2023 / 08:02 PM EST

INDIANAPOLIS (WISH) — An annual effort is underway to expand food access to IndyGo riders. It's the sixth year of the Food in Transit program, which kicked off Friday at the Julia M. Carson Transit Center. The program will provide free fresh produce to transit riders from 2-5 p.m. through Sept. 29.

## Topics Include:

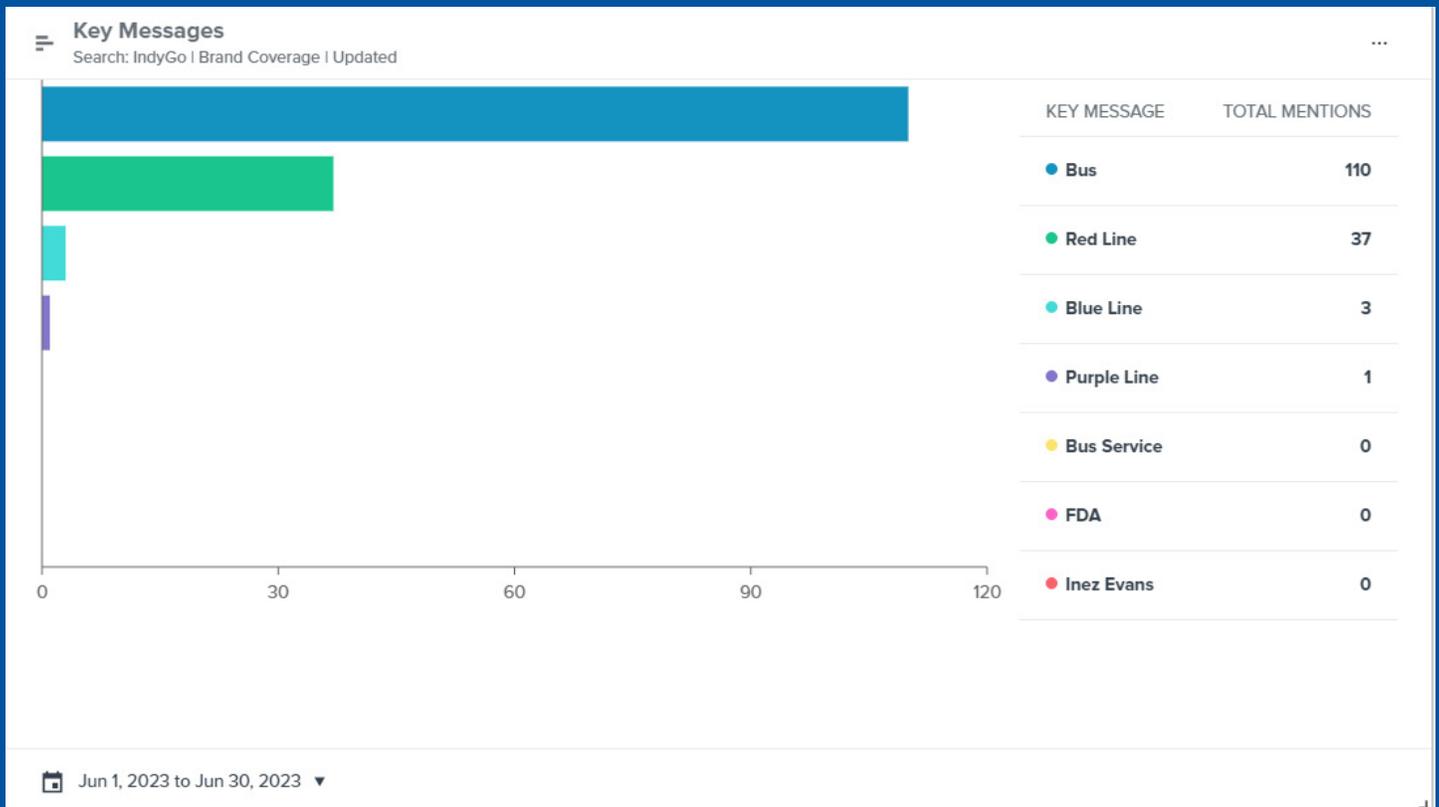
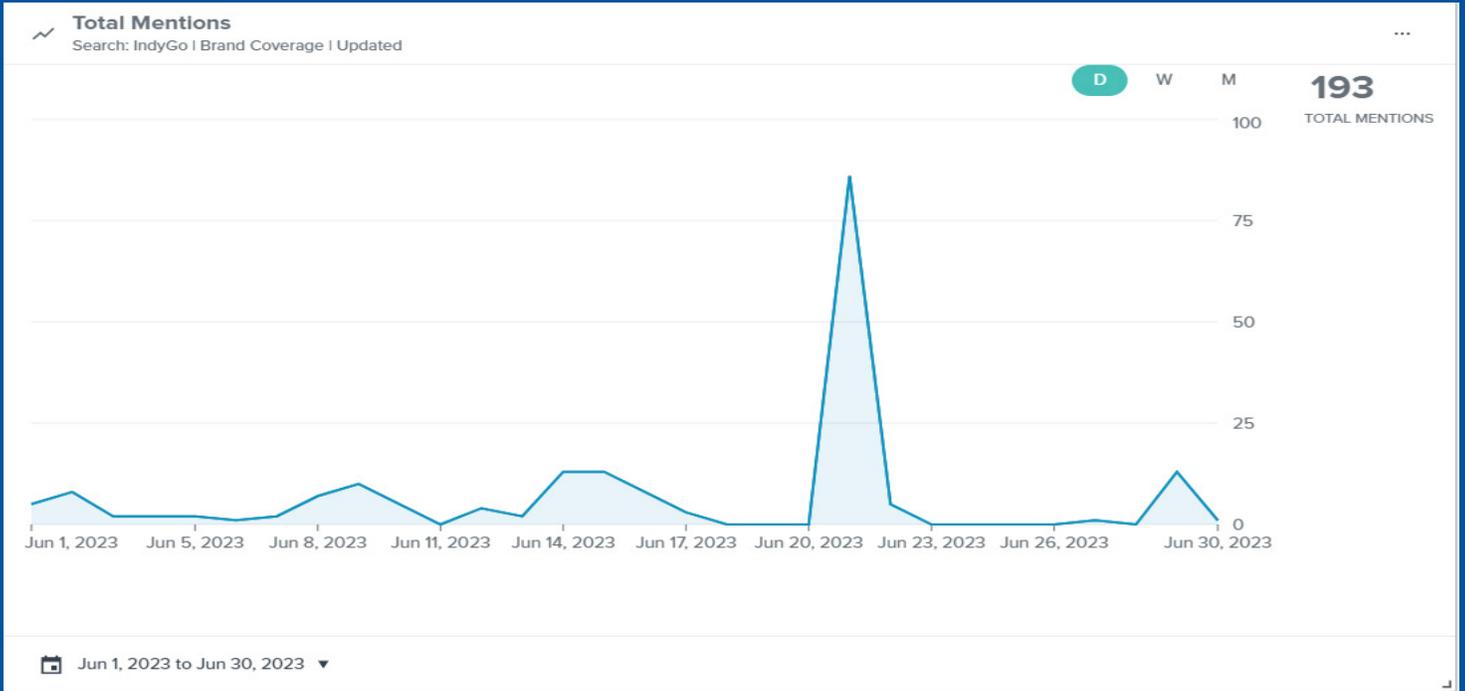
Media coverage for June 2023 was extensive. The largest number of mentions was received from the NBA All-Star 2024 Host Committee announcing that IndyGo will offer fare-free service from Feb. 15-18, 2024, to celebrate festivities surrounding the 73rd NBA All-Star Game, which will be held Sunday, Feb. 18, at Gainbridge Fieldhouse. The free bus service will be available thanks to support from IndyGo, the Indianapolis Foundation and donors to the Indy Championship Fund. This topic garnered at least 90 media mentions in June. Another major topic was Red Line enhancement work beginning along College Avenue. The agency received more than 35 mentions through online and broadcast media.

The Public Affairs team's efforts with Food in Transit's sixth year also gained the agency seven media mentions. This year, all produce is free, which allows community members to access these healthy food options regardless of economic status. However, donations are being accepted. Programming also expanded to include the Office of Public Health and Safety's Division of Community Nutrition and Food Policy. Cooking demonstrations, recipes and free, prepackaged ingredients are being provided by OPHS's food team.

Altogether, IndyGo was mentioned more than 190 times in the media in June.

Here's a brief coverage summary:

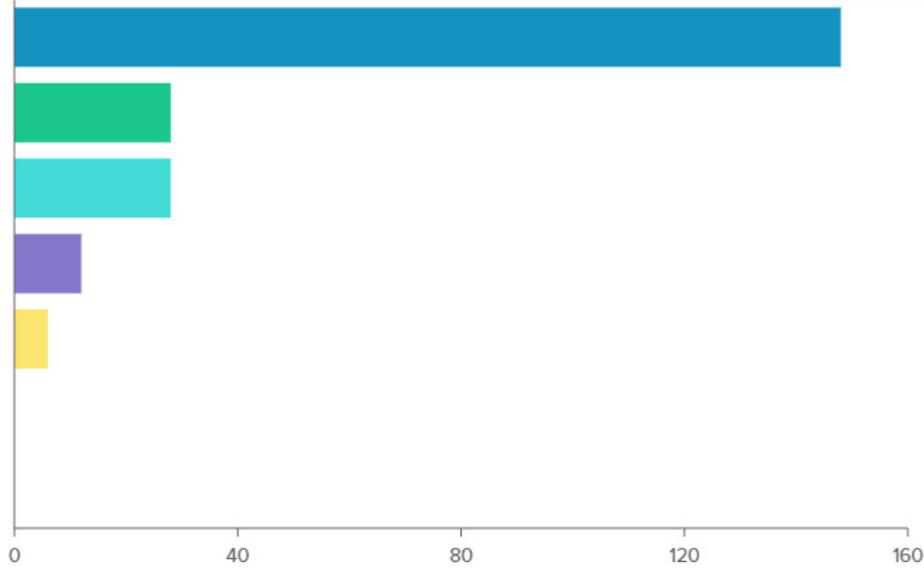
# Here's a brief coverage summary:





## News Coverage

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

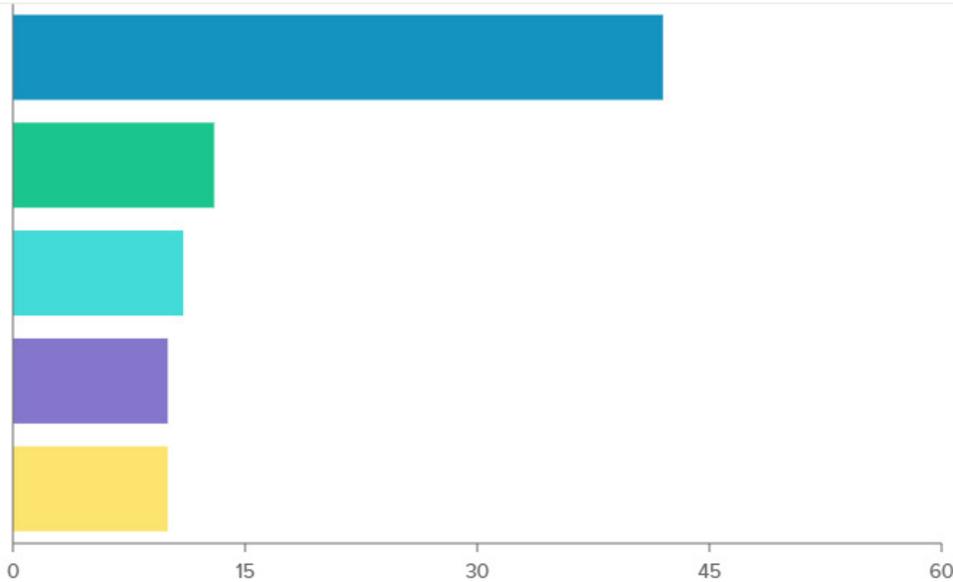
Media: Online News	148
Media: TV & Radio	28
Media: TV Only	28
Media: Licensed Print	12
Media: Blogs	6
Media: Non-Licensed Print	0
Media: Radio Only	0

Jun 1, 2023 to Jun 30, 2023



## Media Performance Metrics

Search: IndyGo | Brand Coverage | Updated



KEY MESSAGE

TOTAL MENTIONS

Feature Mentions	42
Target Publications	13
Headline Mentions	11
High Performing Articles	10
Top Tier Readership	10

Jun 1, 2023 to Jun 30, 2023

## Social Performance:

### Facebook

- Had a total of 95,100 organic impressions (44,200 more than in May)
- 10,900 post engagements (4,720 more than in May)
- 11,607 page likes (36 more than in May)
- 12,612 current followers (58 more than in May)

**IndyGo** is at Julia M. Carson Transit Center. Published by Instagram · June 29 at 3:42 PM · Indianapolis ·

43 years in the books! Congratulations to Andy Carpenter on his well deserved retirement! We'll miss you, Andy!



See insights and ads Boost post

184 11 comments 15 shares

**IndyGo** Published by Ari Kasle · June 29 at 9:22 AM ·

After 43 years driving for IndyGo, today is coach operator Andy Carpenter's last day. He was greeted by colleagues and riders at the CTC this morning before his shift began. Thank you Andy for 43 years of professionalism and outstanding service!



See insights and ads Boost post

122 26 comments 21 shares

**IndyGo** Published by Ari Kasle · June 27 at 1:02 PM ·

You don't climb into a bus to be a driver. You do it because you're driven. Do you have the drive in you? Find out at <https://indygo.net/employment/>



See insights and ads Boost post

22 17 shares

**IndyGo** Published by Ari Kasle · June 21 at 2:00 PM ·

Stopped by Lucas Oil Stadium today for a BIG announcement. All IndyGo buses will be FARE FREE for NBA All-Star Weekend in Indy. See you February 2024!

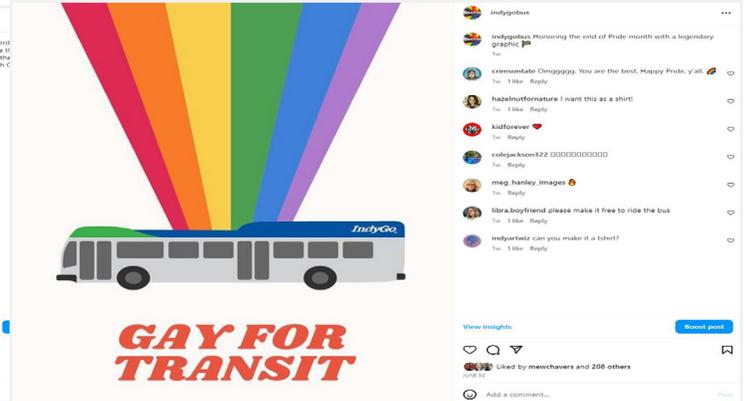


See insights and ads Boost post

You and 24 others 11 shares

# Instagram

- Generated 23,300 impressions (3,200 more than in May)
- 1,640 total engagements (525 more than in May)
- 7% engagement rate
- 3,790 current followers (47 more than in April)



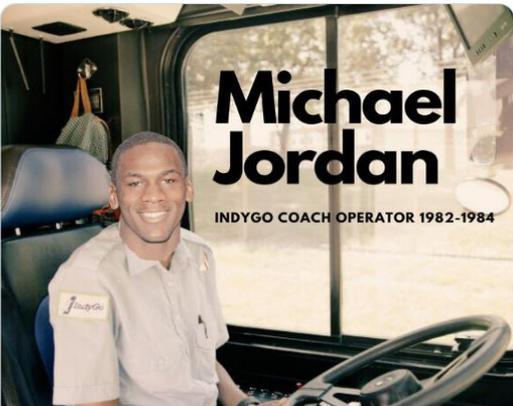
## Twitter

- Had a total of 142,000 organic impressions (10,000 more than in May)
- Earned an average of 4,700 impressions per day (300 more per day than in May)
- 215 Retweets, 1,700 likes, 68 replies, 282 link clicks, 4.2% engagement rate
- 6,620 current followers (18 more than in May)

You Retweeted

**IndyGo** @IndyGoBus · Jun 6

Before he played in the NBA, Michael Jordan used to drive for IndyGo. You're probably thinking we made that up, and we did. But here you are reading this tweet, so now that we have you, we're pulling a bait and switch. We need Coach Operators! Apply here- [indygo.net/employment/](https://indygo.net/employment/)



**Michael Jordan**  
INDYGO COACH OPERATOR 1982-1984

**IndyGo** @IndyGoBus · Jun 21

Stopped by Lucas Oil Stadium today for a BIG announcement. All IndyGo buses will be FARE FREE for NBA All-Star Weekend in Indy. See you February 2024!



Promote

2 8 22 9,049

You Retweeted

**IndyGo** @IndyGoBus · Jun 18

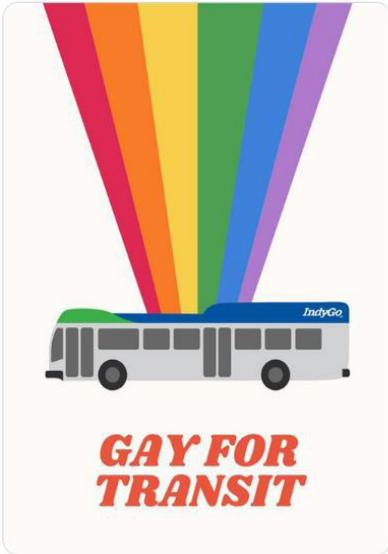
As 50 Cent once poetically said,  
"I'll take you to the candy shop."  
We at IndyGo are honored to adhere to his message of using public transit to go get candy. Thanks for riding with us!

**Michelle Pleasant** @mypleasantchaos · Jun 18  
This kids #1 summer request was riding @IndyGoBus to the candy shop 🍬  
"Best day ever!"



**IndyGo** @IndyGoBus · Jun 30

Honoring the end of Pride month with a legendary graphic 🇺🇸



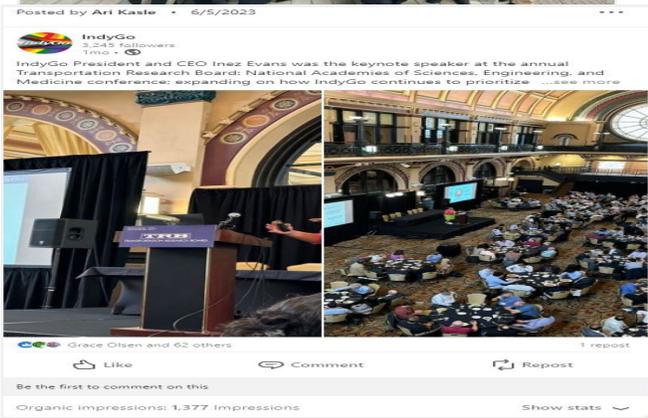
**GAY FOR TRANSIT**

Promote

22 183 7,278

# LinkedIn

- Generated 14,128 impressions
- 530 total engagements; 6.4% engagement rate
- 37 new followers; 3226 total followers

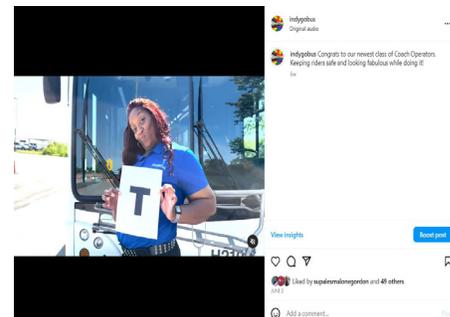
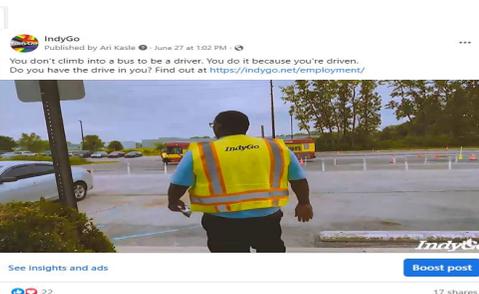
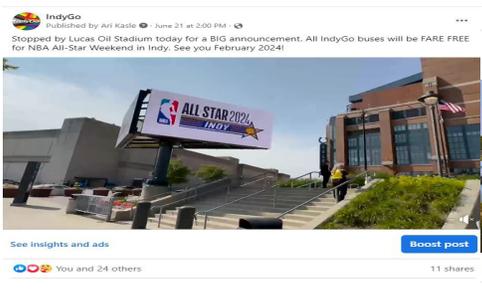


# Video Data

Total Views in June: 37,734

# Top 3 June Videos

- Graduation (Safety)- 5,808 total views
- All Star Game Far Free- 11,695 total views
- Training Pump-Up- 5,964 total views



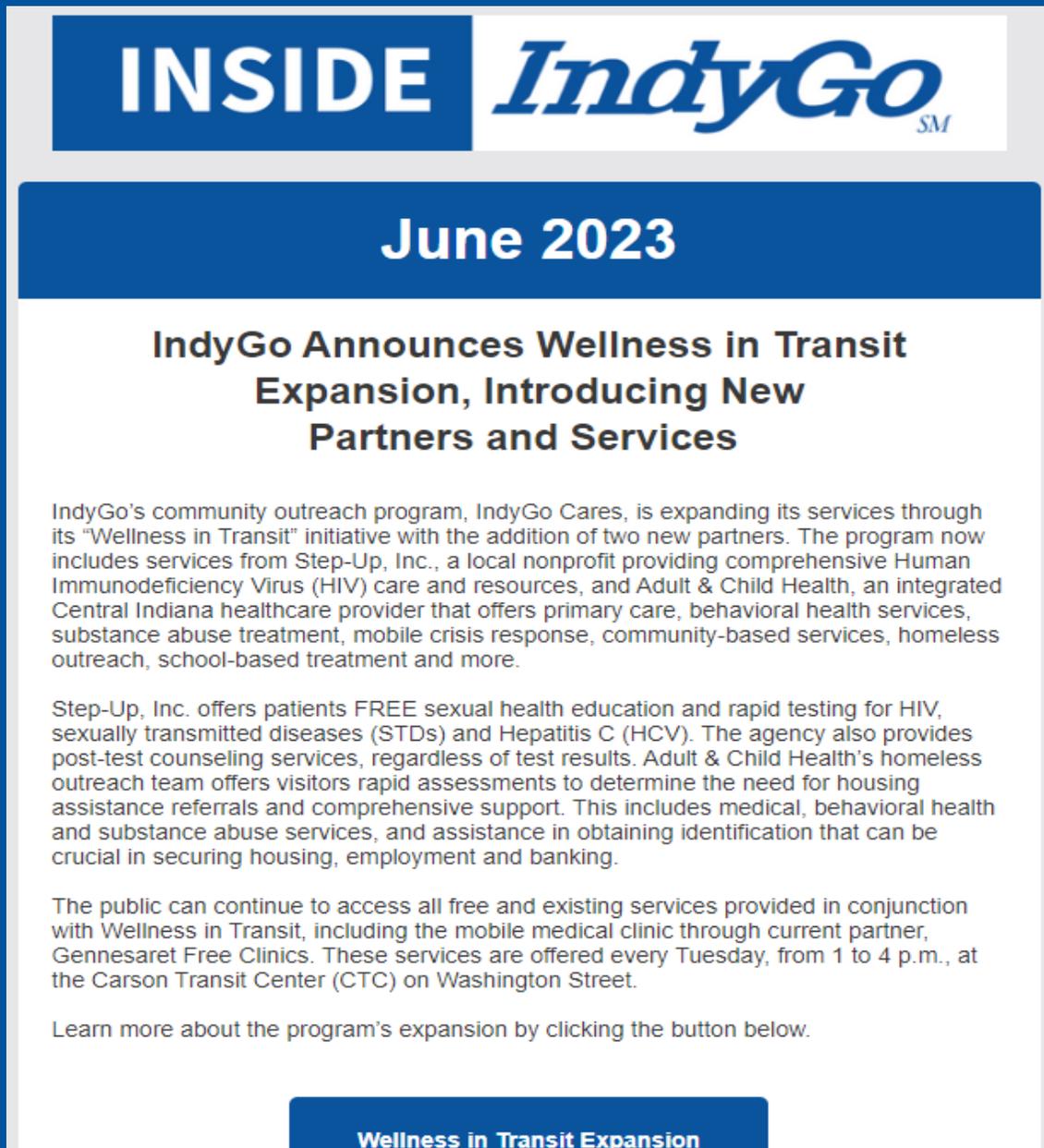
## Email Marketing:

### NEWSLETTER

- **10,199 Recipients (Up 14 recipients)**
- **2.07% CTR**
- **8.06% Open rate (Up 0.1%)**

### CREATIVE PROJECTS

- 62 requests completed via SysAid & email in May.



The image shows a screenshot of an email newsletter. At the top, there is a header with the word "INSIDE" in white on a blue background, followed by the "IndyGo" logo in blue script with a small "SM" trademark symbol. Below this is a dark blue bar with the text "June 2023" in white. The main content area has a white background with a dark blue title: "IndyGo Announces Wellness in Transit Expansion, Introducing New Partners and Services". The text below the title describes the expansion of the "IndyGo Cares" program, mentioning new partners like Step-Up, Inc. and Adult & Child Health. It details the services provided, such as HIV testing, counseling, and housing assistance. A call to action at the bottom of the content area says "Learn more about the program's expansion by clicking the button below." Below the text is a dark blue button with the text "Wellness in Transit Expansion" in white.

# Outreach Summary: June 2023

In June, IndyGo hosted or attended 22 events and reached over 53,002 people through in-person and digital engagement. Outreach focused on sharing general updates at community festivals and cultural celebrations as well as providing travel assistance to youth.

IndyGo participated in several block parties and community festivals, including the Madam Walker Legacy Center's Legacy Fest, Alliance for Northeast Unification's Love Fest, the Center Township Trustee's Fun Fest and IMPD North's Community Day. Cultural celebrations included a presence at the Indy Pride parade and the Juneteenth Midtown Celebration.

Travel assistance to youth included the outreach team conducting travel trainings for the Reset Center, CAFE Patachou Foundation summer program and CAFE Indy's Summer Youth Employment program. The outreach team also provided travel assistance information to young professionals at the Indy Chamber Fast Forward event.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community, engaging approximately 415 community members at the Carson Transit Center to prepare riders for route modifications to take place in June 2023. Ambassadors were also located at station platforms to prepare riders for service impacts with Red Line enhancements construction and at community events.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In June, IndyGo received 48,120 impressions and created seven posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In May, IndyGo received 65,349 impressions and created seven posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



## OUTREACH PROJECTS

Date:	Event:
6/1/2023	Fort Ben Farmer's Market
6/3/2023	IMPD North District Community Day
6/4/2023	Travel Training: Patachou Foundation
6/6/2023	Avondale Meadows YMCA Transit Talk
6/9/2023	Food in Transit
6/10/2023	Center Township Fun Fest
6/10/2023	ANU Dustbowl and Community Love Fest
6/10/2023	Indy Pride Festival
6/13/2023	Hope Team Meeting
6/14/2023	CAFE QOL Meeting
6/16/2023	Food in Transit
6/17/2023	Midtown Indy- Juneteenth Celebration
6/17/2023	Legacy Fest Block Party
6/18/2023	Legacy Fest Block Party
6/20/2023	Avondale Meadows YMCA Transit Talk
6/20/2023	Wellness in Transit
6/20/2023	Indy Chamber Fast Forward Event
6/23/2023	Food in Transit
6/27/2023	Wellness in Transit

## Operations Division Report – June 2023

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

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### OPERATIONS DIVISION REPORT – June 2023

#### SERVICE PLANNING

##### SCHEDULING:

Bid 2310 takes effect October 8, 2023. Changes planned for the Bid are for some routes in the downtown area to be realigned to the new Super Stops on Vermont Street should construction be complete by then. From then until the Purple Line opens, service changes will be minimal and tied to timing adjustments as needed. The next Holiday Bid is Labor Day and will take place in August over three days.

##### PLANNING:

The service planning team finalized the 2306 IndyGo service adjustments, impacting over 300 bus stops across the service area. Additionally, IndyGo made physical improvements to a handful of bus stops around the IndyGo East Campus with ADA boarding pads and Simme Seats.

Construction of the Vermont Street Super Stops (#7 & #8) is underway and scheduled to be complete this fall, improving service for Routes 3, 6, 10, 15, 34, & 37 on the near west side of downtown.

Bus Stop Improvement Packages "2021-C" & "2022-A" are in the final stages of design and are scheduled to be ready for Bid this season, resulting in over 40 bus stops being improved.

Staff is updating the 2021 IndyGo ADA-Transition Plan, which observes the previous plan and re-articulates it for Long-Range development.

The bus stop improvements made possible by the Areas of Persistent Poverty (AOPP) grant are entering the design phase and will improve over 70 bus stops in coordination with city agencies and area non-profit organizations.

The Red Line pavement enhancement project is nearing completion. Regular Red Line service should resume by Fall 2023. Purple Line detour and bus stop coordination continues through construction and is scheduled to be open to two-way traffic by mid-August.

Staff continues to coordinate improvements with the Department of Public Works that will result in bus stop improvements on Morris Street (Route 24), South Emerson Avenue (Route 56), East & West Michigan Streets (Route 3), South Meridian Street (Routes 16 & 31), and 30<sup>th</sup> Street (Routes 6, 15, 30, & 34).

FIXED ROUTE RIDERSHIP:

Jun-22	Jun-23	% Change	IndyGo Fixed Route Ridership	2022	2023	% Change
5,645	7,065	25.2%	<b>2 E. 34th St.</b>	30,032	42,852	42.7%
19,303	21,483	11.3%	<b>3 Michigan St.</b>	104,986	129,291	23.2%
5,488	6,212	13.2%	<b>4 Fort Harrison</b>	29,469	40,098	36.1%
9,496	10,058	5.9%	<b>5 E. 25th</b>	56,828	54,106	-4.8%
6,198	5,276	-14.9%	<b>6 N. Harding</b>	33,223	33,150	-0.2%
77,610	79,906	3.0%	<b>8 Washington St.</b>	418,649	471,674	12.7%
53,277	56,138	5.4%	<b>10 10th St.</b>	293,436	333,075	13.5%
2,827	3,030	7.2%	<b>11 E. 16th St.</b>	14,782	19,135	29.4%
1,883	1,191	-36.7%	<b>12 Minnesota</b>	10,694	13,866	29.7%
1,589	3,677	131.4%	<b>13 Raymond</b>	8,677	14,784	70.4%
4,575	1,912	-58.2%	<b>14 Prospect</b>	20,670	31,124	50.6%
7,288	8,245	13.1%	<b>15 Riverside</b>	43,543	52,120	19.7%
7,593	6,614	-12.9%	<b>16 Beech Grove</b>	41,501	43,569	5.0%
2,833	3,486	23.0%	<b>18 Broad Ripple</b>	16,670	21,321	27.9%
14,925	14,803	-0.8%	<b>19 Castleton</b>	74,731	88,875	18.9%
8,545	8,599	0.6%	<b>21 East 21st St.</b>	50,714	50,982	0.5%
6,118	6,215	1.6%	<b>24 Mars Hill</b>	35,209	36,162	2.7%
7,290	8,327	14.2%	<b>25 W. 16th St.</b>	36,263	42,782	18.0%
9,023	13,834	53.3%	<b>26 Keystone</b>	48,853	67,702	38.6%
5,863	6,345	8.2%	<b>28 St. Vincent</b>	31,809	36,496	14.7%
4,740	5,112	7.8%	<b>30 30th St.</b>	24,114	29,184	21.0%
6,402	6,534	2.1%	<b>31 US 31</b>	34,063	38,628	13.4%
16,268	16,627	2.2%	<b>34 Michigan Rd.</b>	84,341	97,843	16.0%
21,623	21,791	0.8%	<b>37 Park 100</b>	117,150	129,966	10.9%
12,758	9,816	-23.1%	<b>38 Lafayette Square</b>	65,977	70,127	6.3%
48,812	48,057	-1.5%	<b>39 E. 38th St.</b>	261,961	288,646	10.2%
2,792	1,241	-55.6%	<b>55 English</b>	14,764	18,311	24.0%
	2,955		<b>56 Emerson</b>		2,955	
5,171	4,881	-5.6%	<b>86 86th Street Crosstown</b>	26,686	29,352	10.0%
7,808	7,080	-9.3%	<b>87 Eastside Circulator</b>	40,095	42,050	4.9%
108,571	86,998	-19.9%	<b>90 Red Line - BRT</b>	525,346	527,645	0.4%
847	687	-18.9%	<b>901 College - Local</b>	5,084	4,110	-19.2%
4,606	5,908	28.3%	<b>902 County Line - Local</b>	21,577	33,986	57.5%
59	3,328	5540.7%	<b>Others</b>	887	15,767	1677.6%
<b>497,826</b>	<b>493,431</b>	<b>-0.9%</b>	<b>Total</b>	<b>2,622,784</b>	<b>2,951,734</b>	<b>12.5%</b>

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

## TRANSPORTATION SERVICES

### EMPLOYEE OF THE MONTH APRIL:

Vernessa Foster #1975

Mrs. Foster is truly an outstanding operator - she serves as a role model for others by demonstrating politeness, kindness, and courtesy. She is deeply committed to her passengers, always showing up on time and never requiring someone to find her for relief. Additionally, she arrives early to read and prepare her mind for the day ahead. Recently, during an incident on Washington Street where a woman was trapped under her bus, Vernessa displayed exceptional professionalism. She remained calm and collected under pressure, handling the situation with poise. Despite any challenges she may face, Mrs. Foster never complains and is always willing to go above and beyond to help and take on extra work.

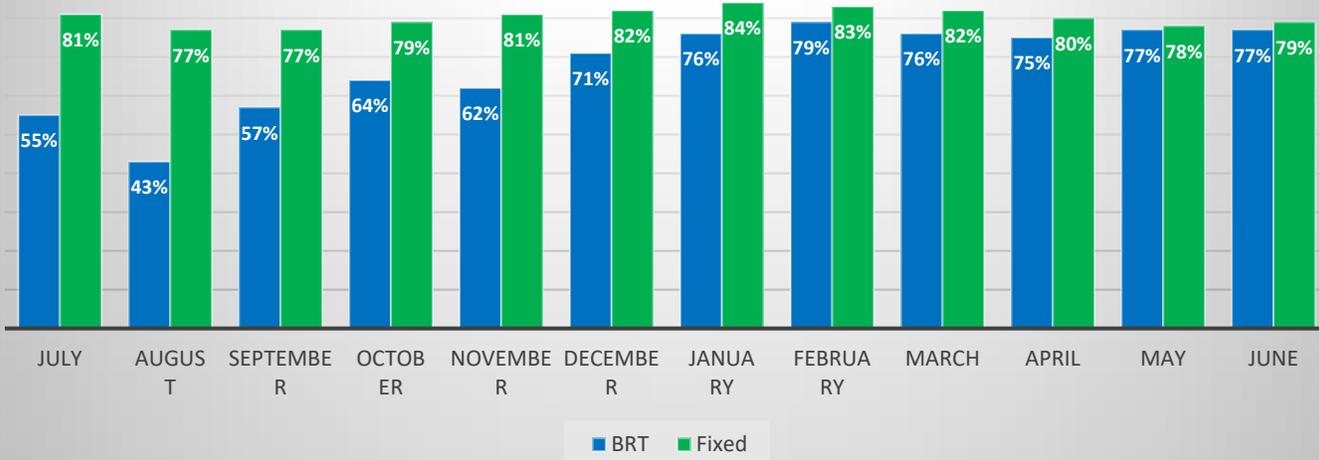
### 90% CLUB:

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

The winner for June: Efrain Amaya #0224

Hicks, Mikia	Dowdell, Sherri	Davis, Juanita	Mallory, Kevin
Starkey, Catherine	Boston, Joel	Carroll, Lashona	Simmons, Bonnie
Gardner, Onesha	Gray, Patrick	Arnold, Mikiaiah	Baine, Tenisha
Hazen, William	McLeod, Timothy	McGhee, Lashanda	Rainey, Mckensey
Houston, Floyd	Mason, Rodney	Wilson, James	Lewis, Adrian
Johnson, Jarvis	Birdsong, Edgar	Chest, Mornice	Abebe, Samuel
Hicks, Mikia	Howard, Jeffrey	Bradford, Keary	Rucker, Tevante
Starkey, Catherine	Reed, Byron	Reintjes, Peter	Wyatt, Darren
Gardner, Onesha	Kingra, Jaswaran	Passley, Timothy	Cox, Sean
Hazen, William	Corbin, Laniesha	Sanchez, Tina	Garrett, Victor
Houston, Floyd	Feiock, Robert	Carpenter Williams,	Lloyd, Ashley
Wilson, Patricia	Ellis, Aaron	Lakisha	Walker, Akamil
Badiane, Ngary	Cawthon, Marion	Young, Samuel	
Thein, Stephen	Green, Cierre	Langford, Donna	
Amaya, Efrain	Murray, Beth	Harrison, Michael	

## On Time Performance Last 12 Months



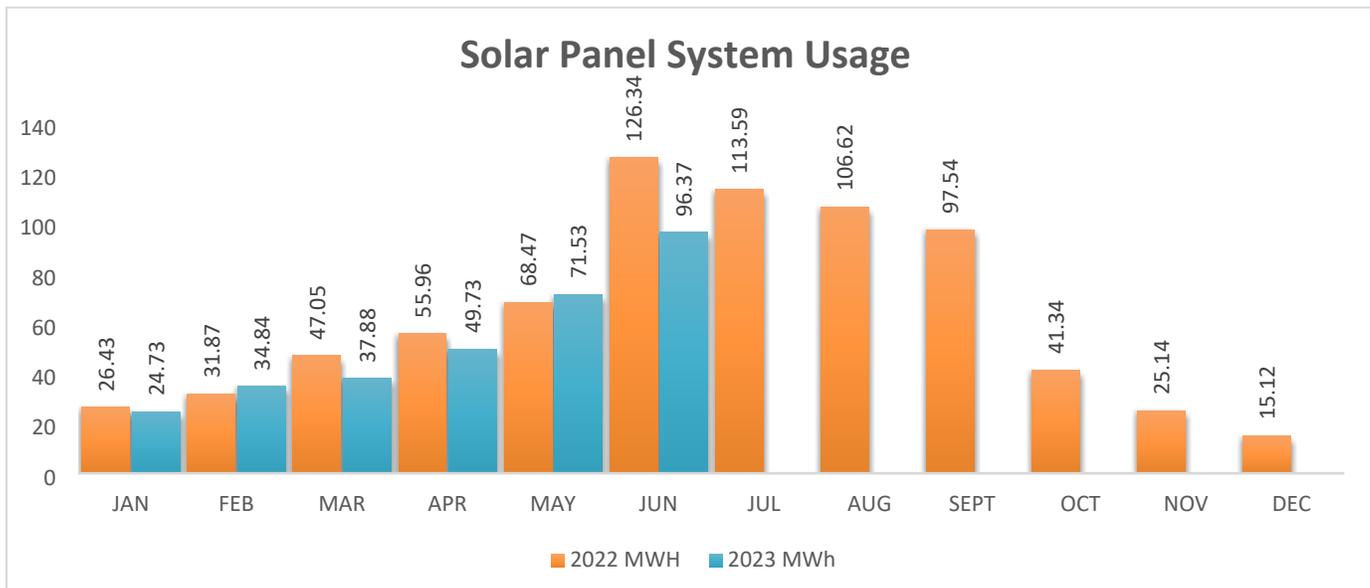
### VEHICLE MAINTENANCE AND FACILITIES SERVICES

#### FACILITIES:

#### **SOLAR PANEL**

For the month of June 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 \$29,932.



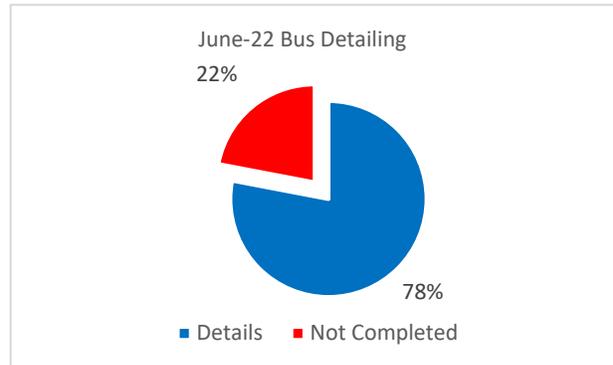
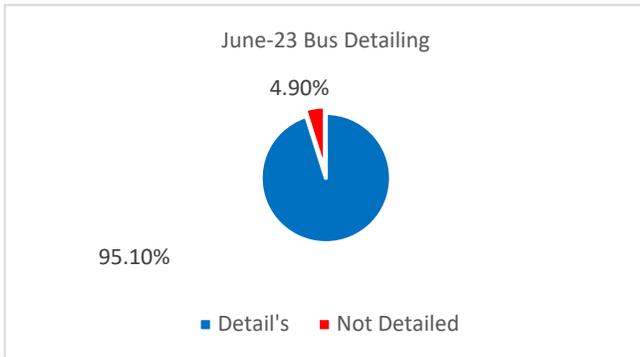
#### **RECYCLE**

During the Q2, the Facility Department collected 13,900 pounds or 6.95 tons of scrap metal for recycling, totaling \$1,818.00.

#### FLEET SERVICES:

There were 33 vehicle requests in June for the motor pool.

There were 173 buses detailed in June. The goal is to detail every bus at least once per month.



IPTC has logged 4,046,743 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2023</b>	698,209	622,160	710,622	669,945	691,684	654,123							<b>4,046,743</b>
<b>2022</b>	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728	701,692	713,636	<b>8,530,890</b>
<b>2021</b>	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	<b>9,141,583</b>

Fluid Usage Summary:

FLUID TYPE	JUNE 2023	JUNE 2022	JUNE 2021
ATF (qt)	63	58	54
COOLANT (qt)	1,363	1,645	1,464
ENGINE OIL (qt)	383	378	297
DIESEL (gal)	129,833	138,369	144,345

**MB (A/B PM) Compliance 98%**  
**BRT (A/B PM) Compliance 99%**

**Mean Distance**

**Mean Distance Major Systems Failures**

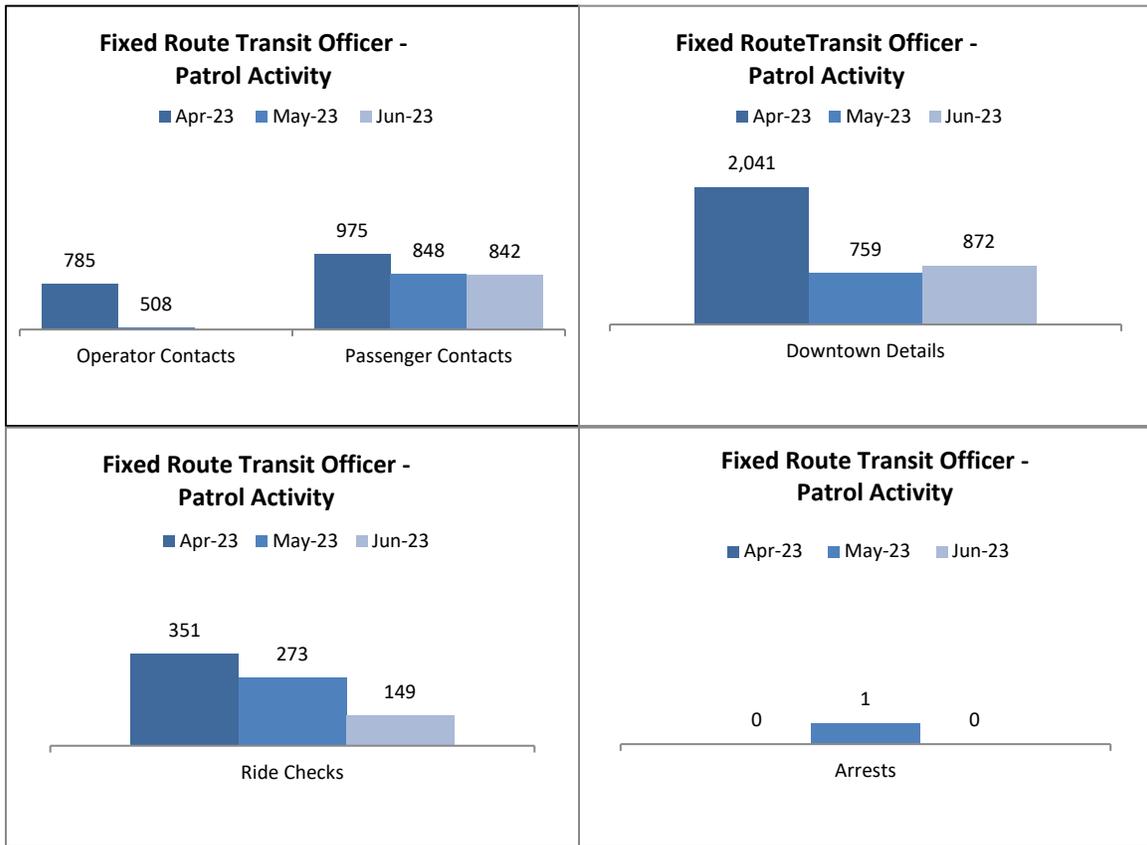
**Mean Distance Between All Systems Failures**

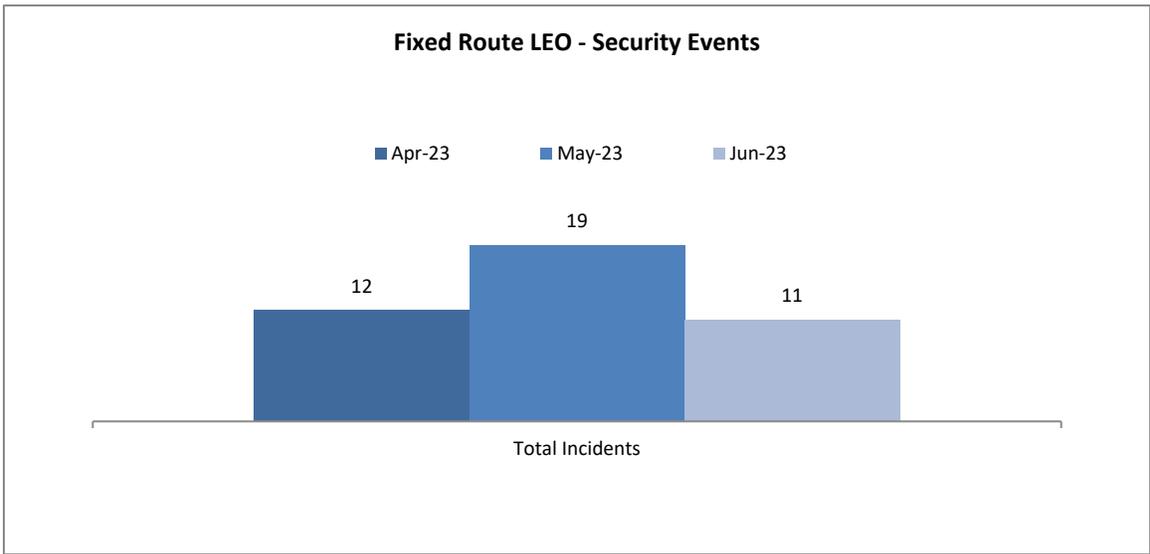
	2023/1	2023/2	2023/3	2023/4	2023/5	2023/6	2023/7	2023/8	2023/9	2023/10	2023/11	2023/12
<b>MAJOR</b>	8491	8192	6065	7643	8189	9823						
<b>ALL</b>	6892	7436	6313	7743	8168	8581						
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
<b>MAJOR</b>	4848	4388	4436	3918	3107	3594	3495	3963	5029	7685	7170	8596
<b>ALL</b>	4377	3920	3911	3753	2984	3151	3064	3238	4373	6367	6765	6299
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
<b>MAJOR</b>	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
<b>ALL</b>	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038

**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.

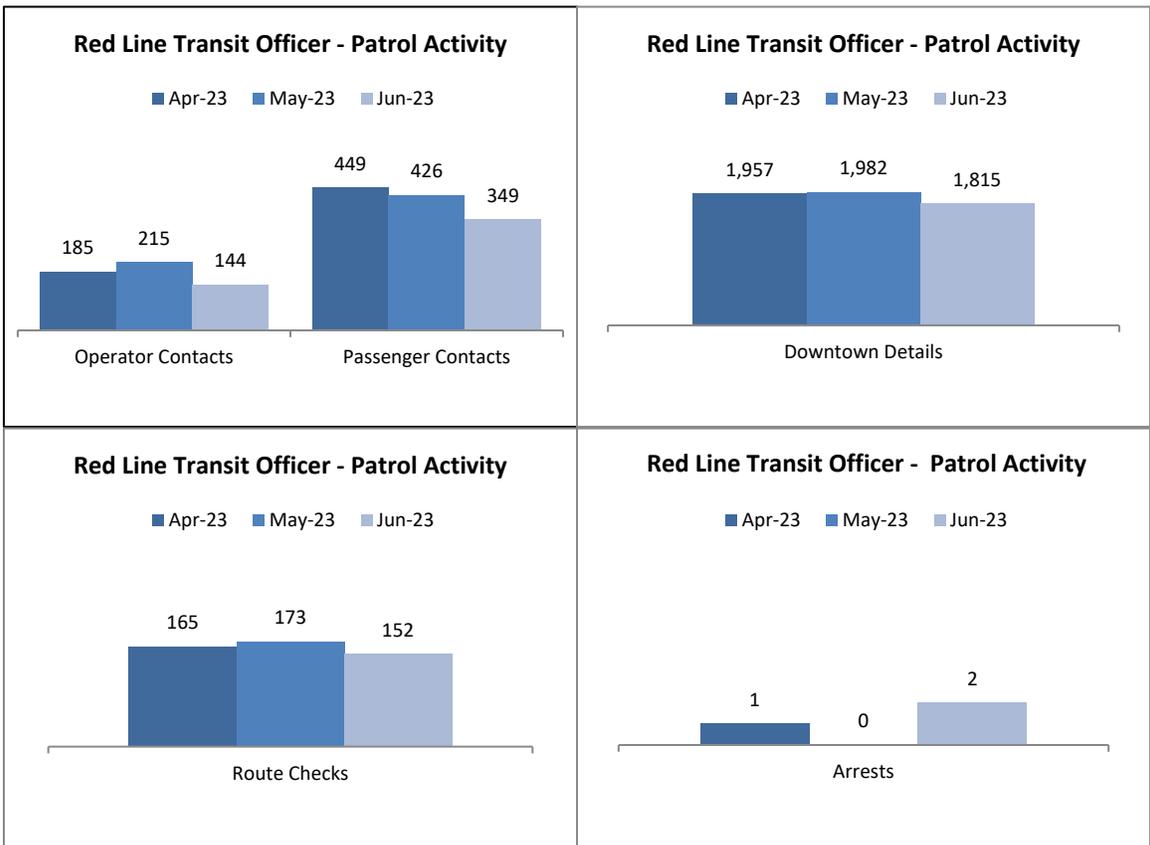
FIXED ROUTE SECURITY:

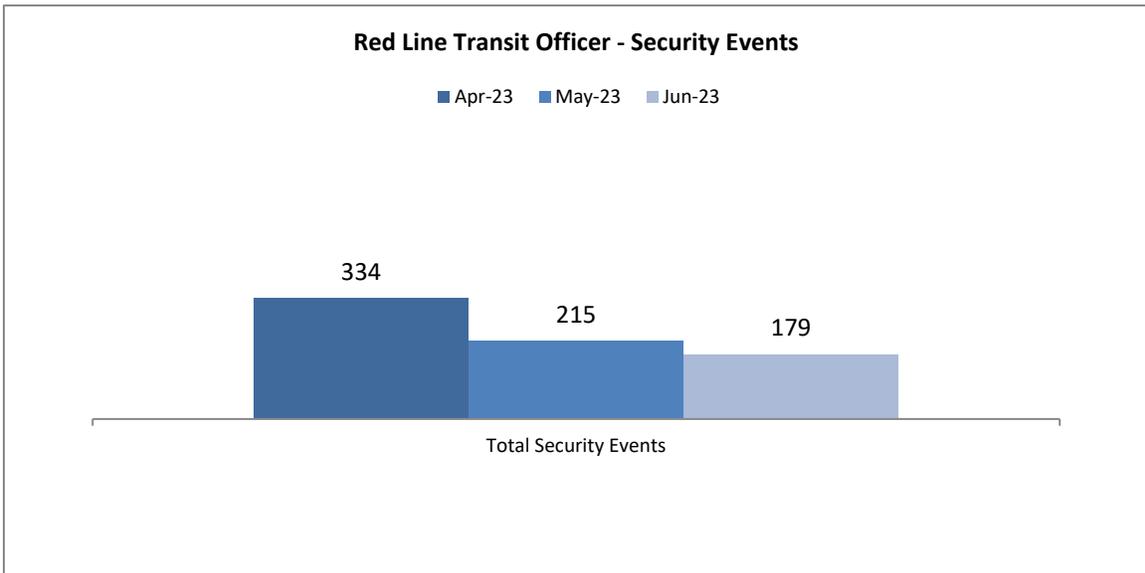




**RED LINE SECURITY:**

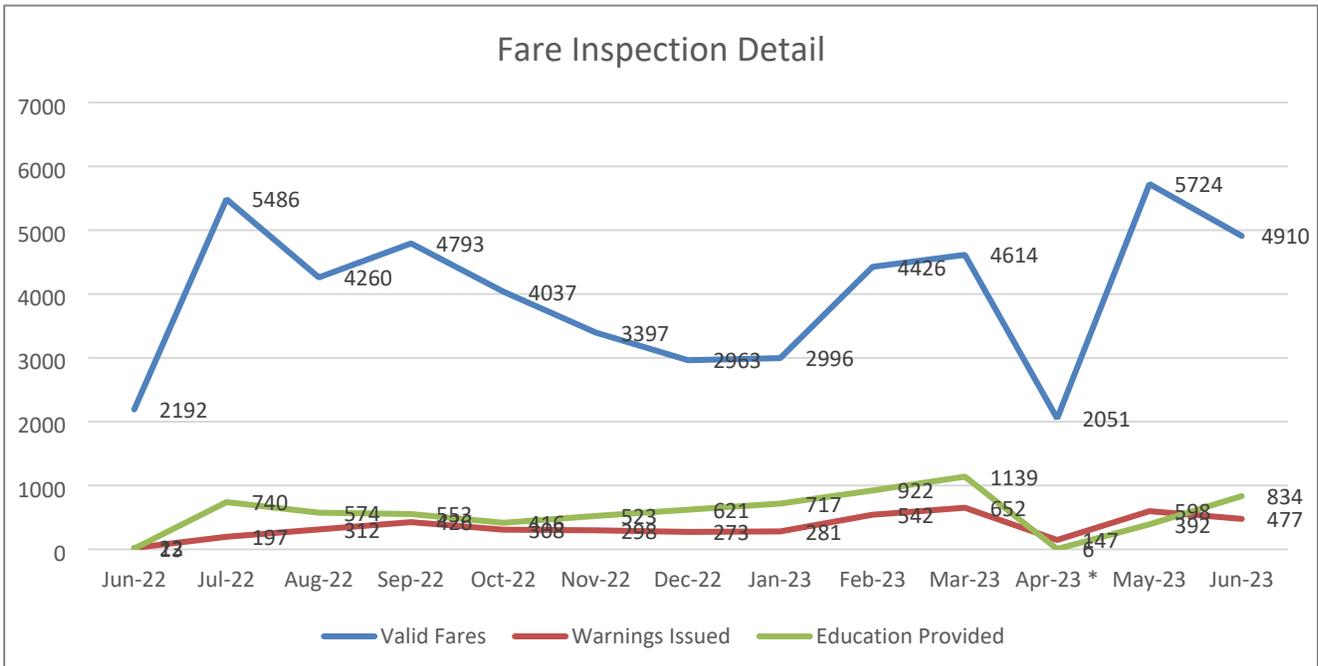
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.





**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 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.



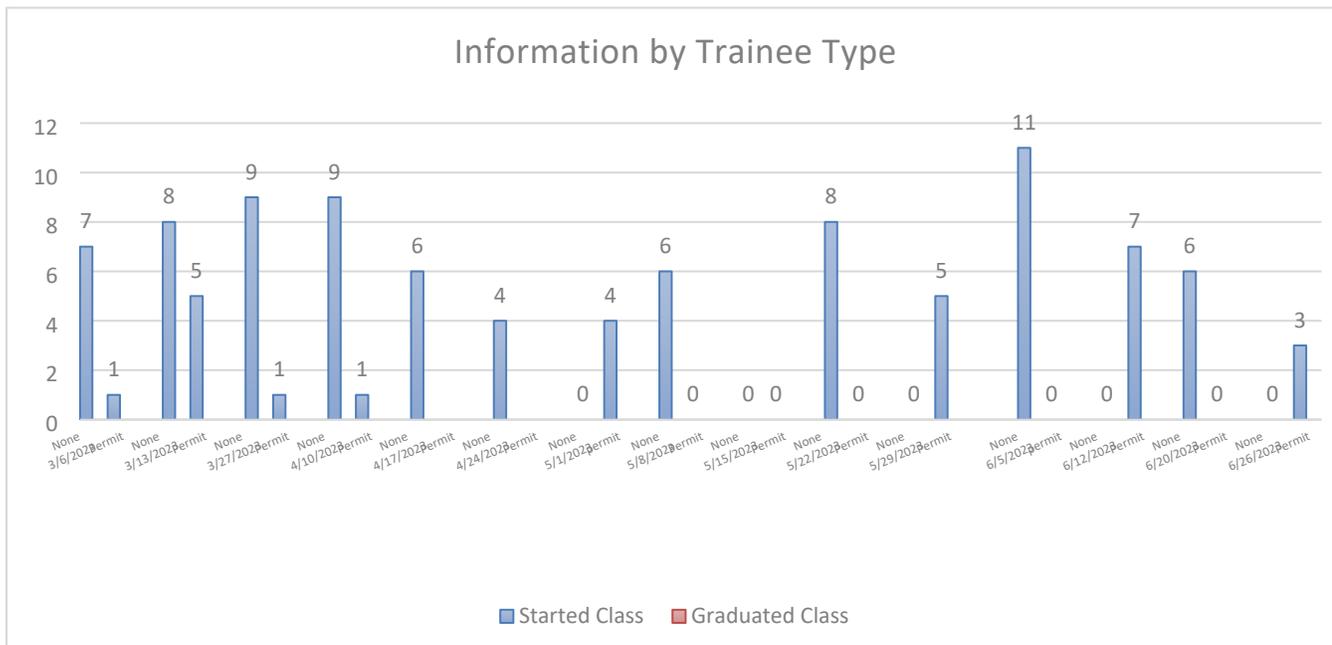
JUNE	Passenger Contact	Notifications	Educations
------	-------------------	---------------	------------

<b>Monthly</b>	4910	477	834
<b>Weekday</b>	4529	475	794
<b>Saturday</b>	381	2	40
<b>Sunday</b>	0	0	0

2023 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	24721	2697	4010
<b>Weekday</b>	21840	2479	3693
<b>Saturday</b>	1780	116	204
<b>Sunday</b>	1101	102	80

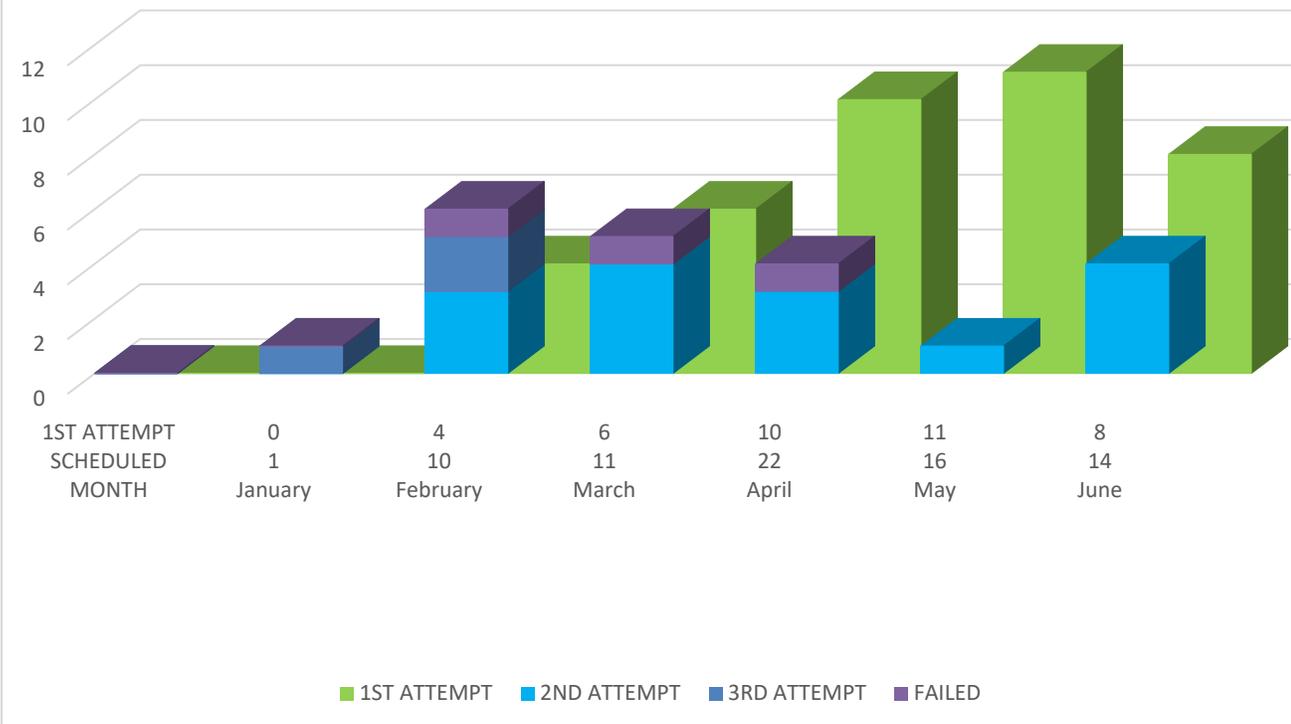
## TRAINING

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.



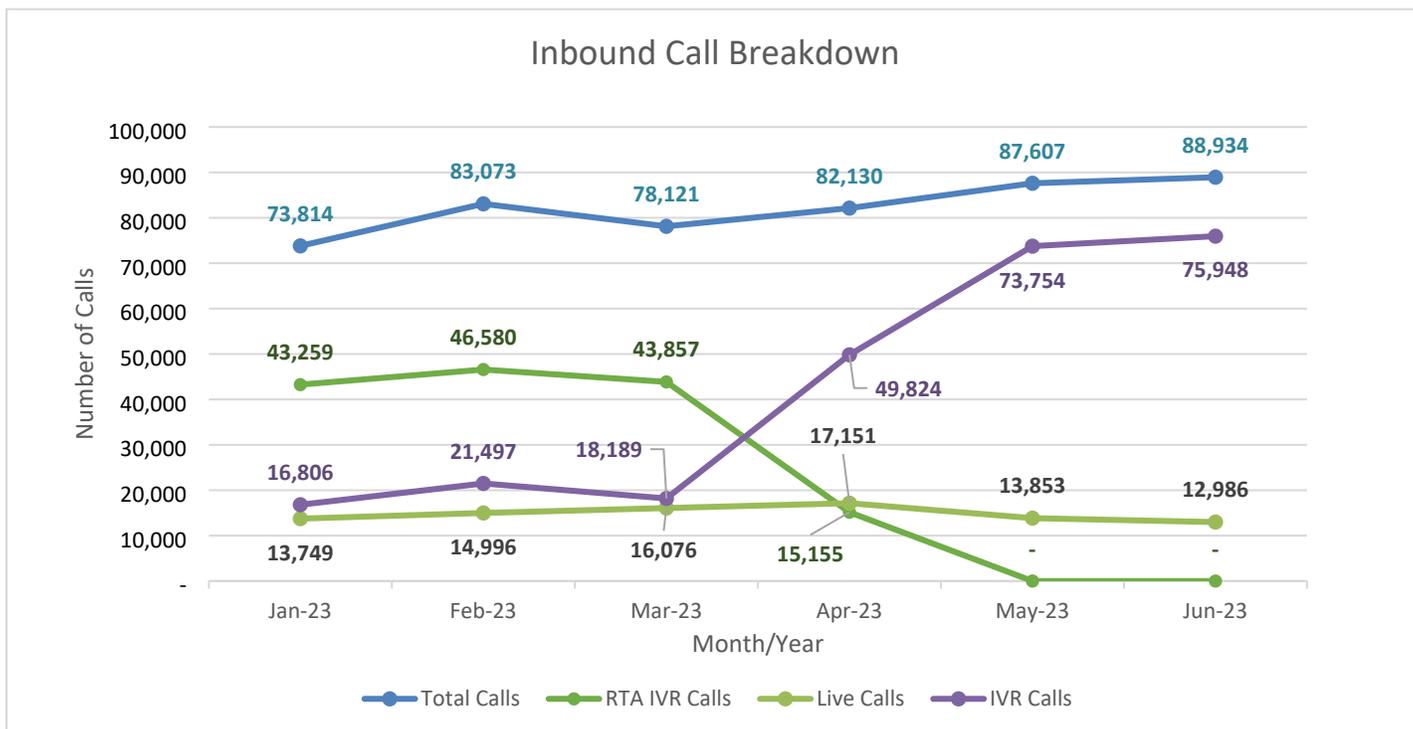
The IndyGo Training Department trains new employees that are hired without a CDL license. The charts below will show the current year's results to date. They also show the number of students who passed on their first, second, or third attempt and the number of students who could not pass it after three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

### CDL Testing Statistics

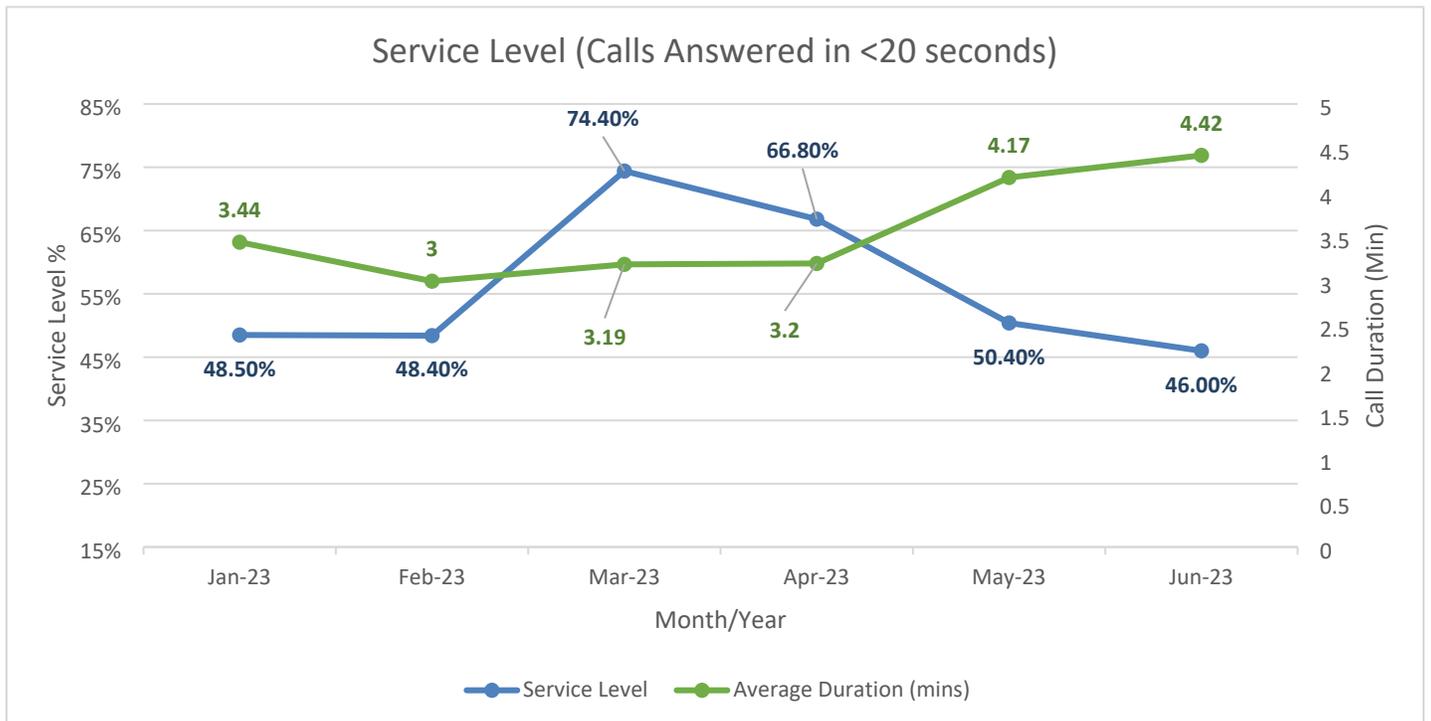


### MOBILITY CARE CENTER AND PARATRANSIT REPORT:

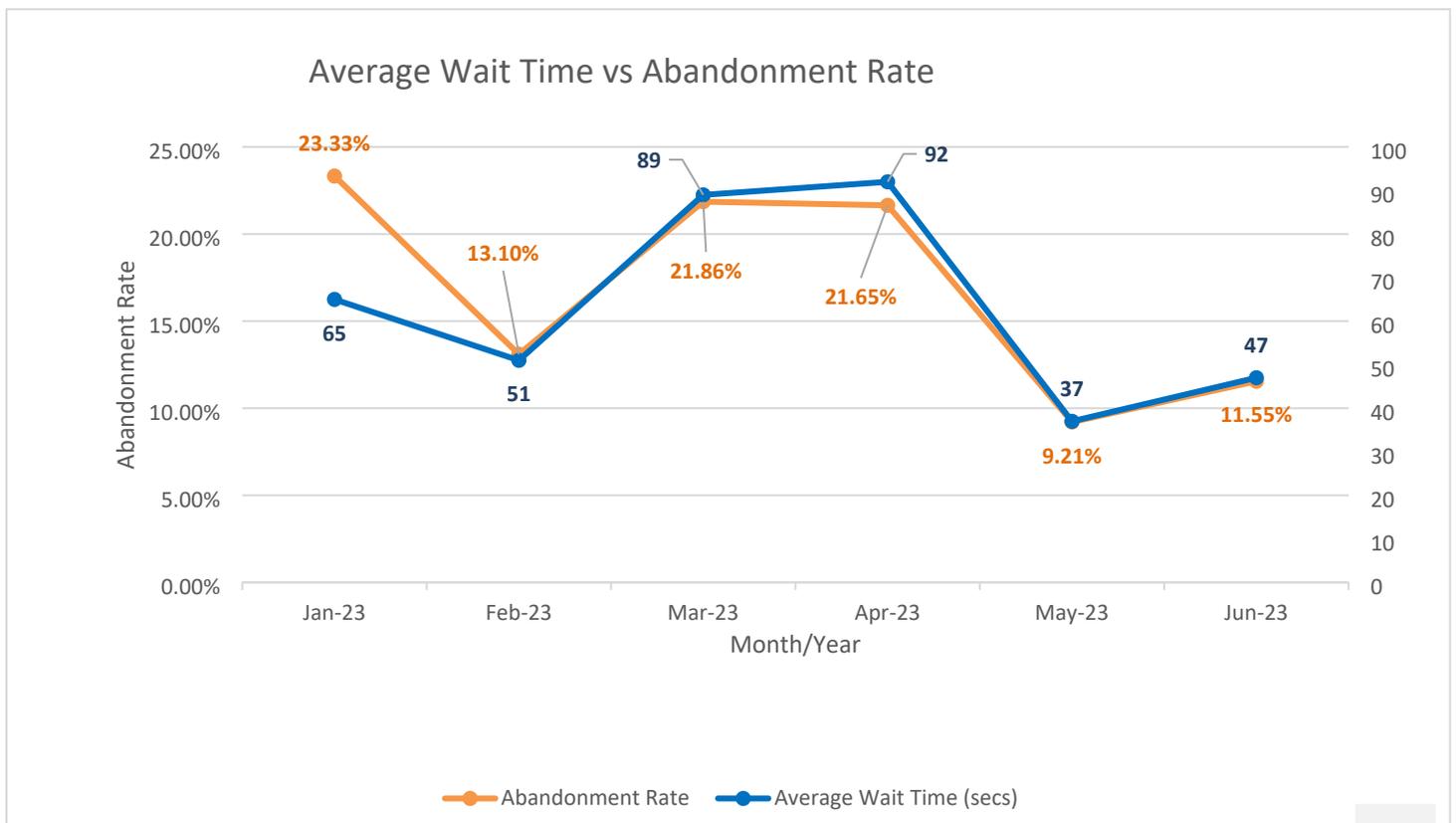
Between May and June, total call volume increased by 1.52%.



Between May and June, the average call duration experienced an increase of about 6.00%, with the service level seeing a decrease of 8.73%. IndyGo Care Center Leadership will continue to monitor as the Care Center attempts to stay within the goal range of 3-5 minutes per call and 80% service level.



During June, the Care Center saw an increase in both Abandonment Rate and Average Wait Time. Abandonment Rate experienced a 2.34% increase, with Average Wait Time increasing by 10 seconds. IndyGo Care Center Leadership will continue to monitor and work to lower these metrics.



**Received Comment Report:**

During June 2023, a total of 418 comments were received. The total increase in comments from May to June was 43.15%.

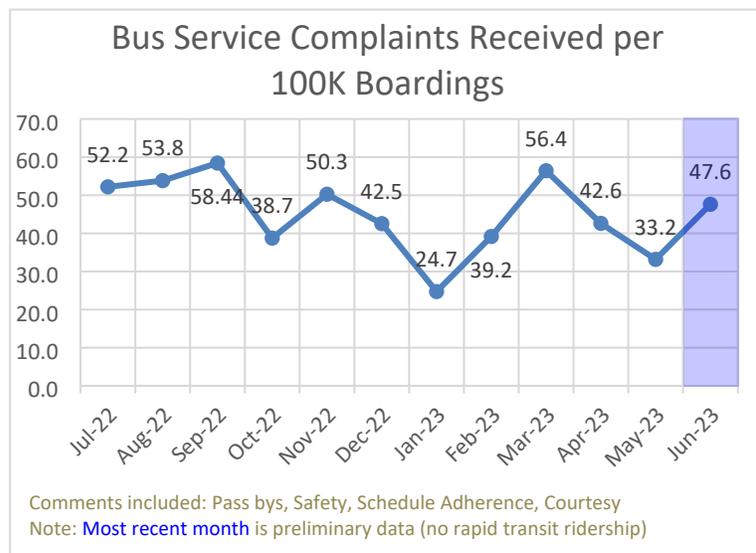
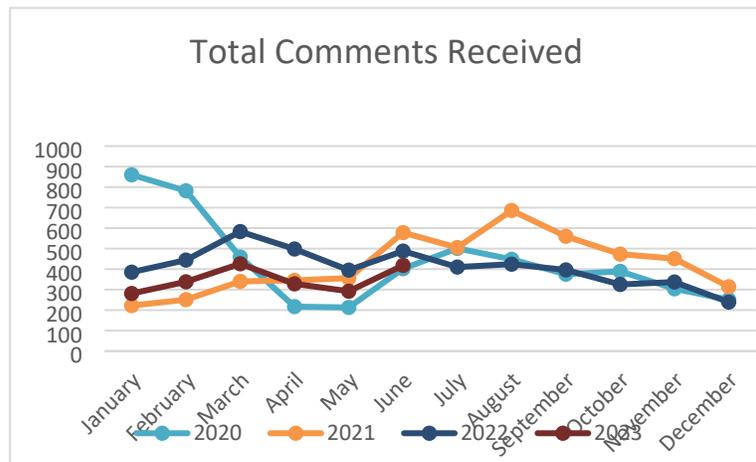
Schedule Adherence remains the top category for complaints. This category contributed to 19.62% of comments received during June.

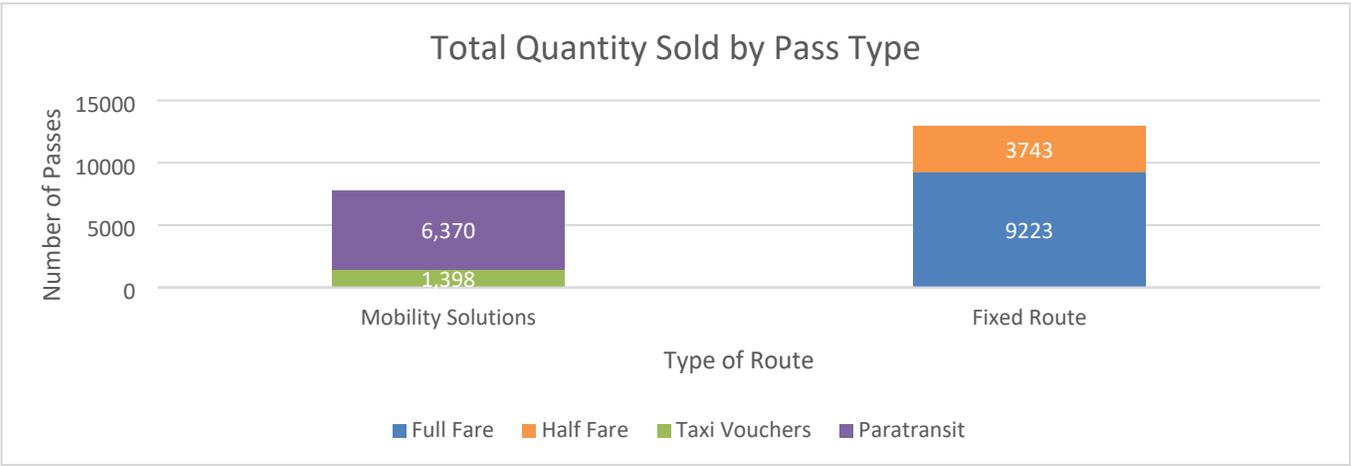
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count of Comment
Schedule Adherence	82
Fares	66
Courtesy	37
Safety	59
Pass By	57
Rules	2
Request	25
Route	4
Customer Care Center	4
Compliment	11
Facility Maintenance	9
Vehicle Maintenance	0
Bus Stop	12
Denial	5
Security	6
ADA	19
Detour	0
Wrong Information Given	2
Fulfillment	4
Suggestion	5
Do Not Use	0
Indy Connect	0
UZURV	0
<b>Grand Total</b>	<b>418</b>

### Care Center Desk and Sales Report:

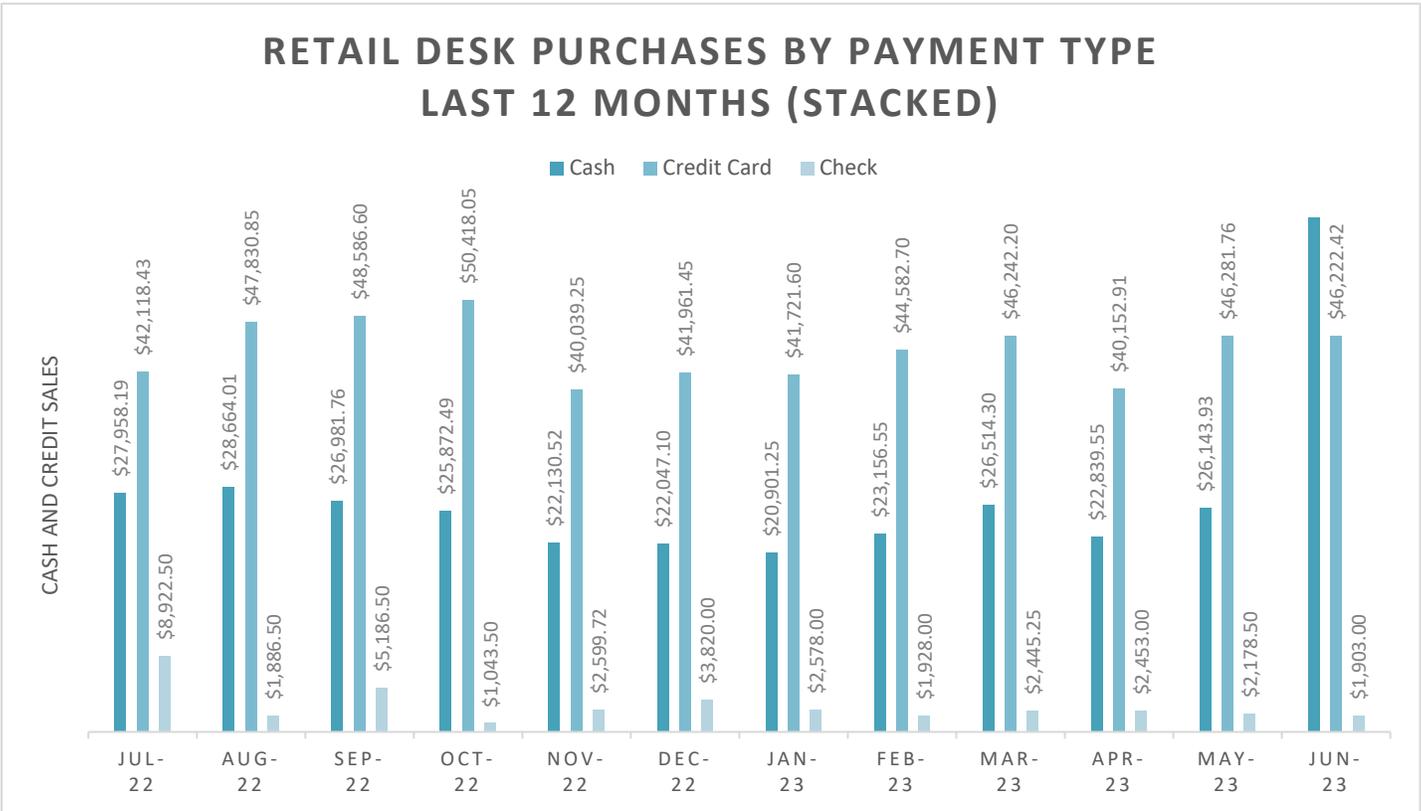
Total Quantity of Passes Sold: 20,734





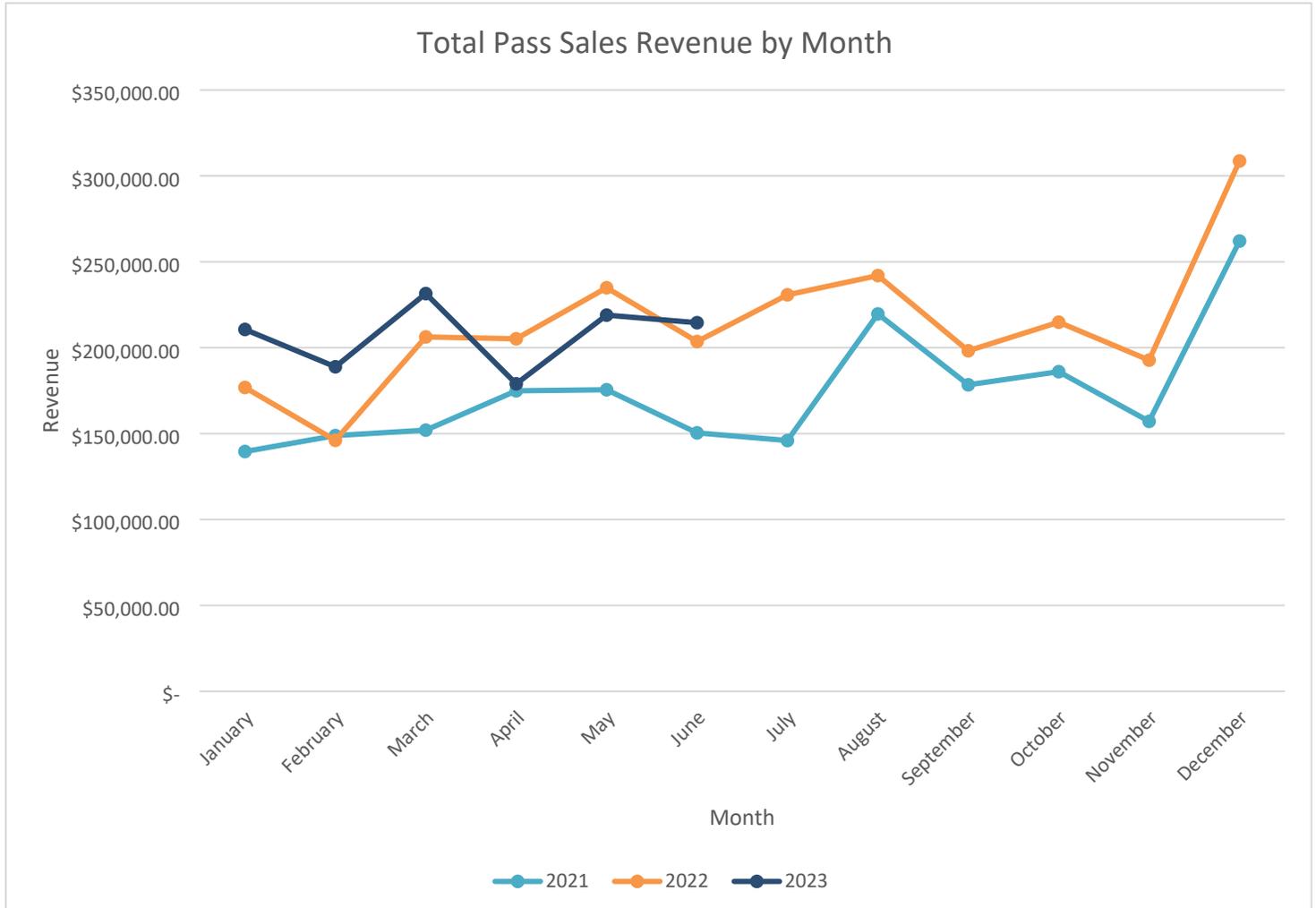
**Payment Breakdown:**

The Customer Care Center Desk saw a slight decrease in Cash sales during June. Cash was decreased by just over 4.00%. Check sales decreased by 12.65%, while Card sales saw a minimal increase of 0.13%.



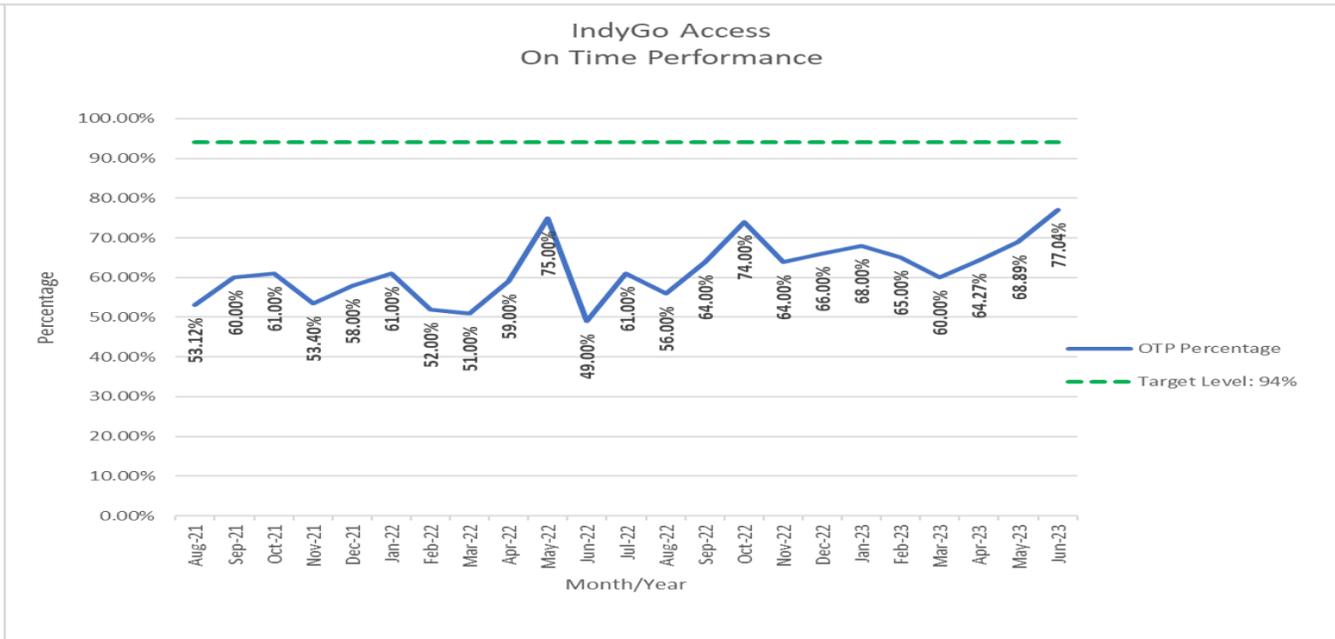
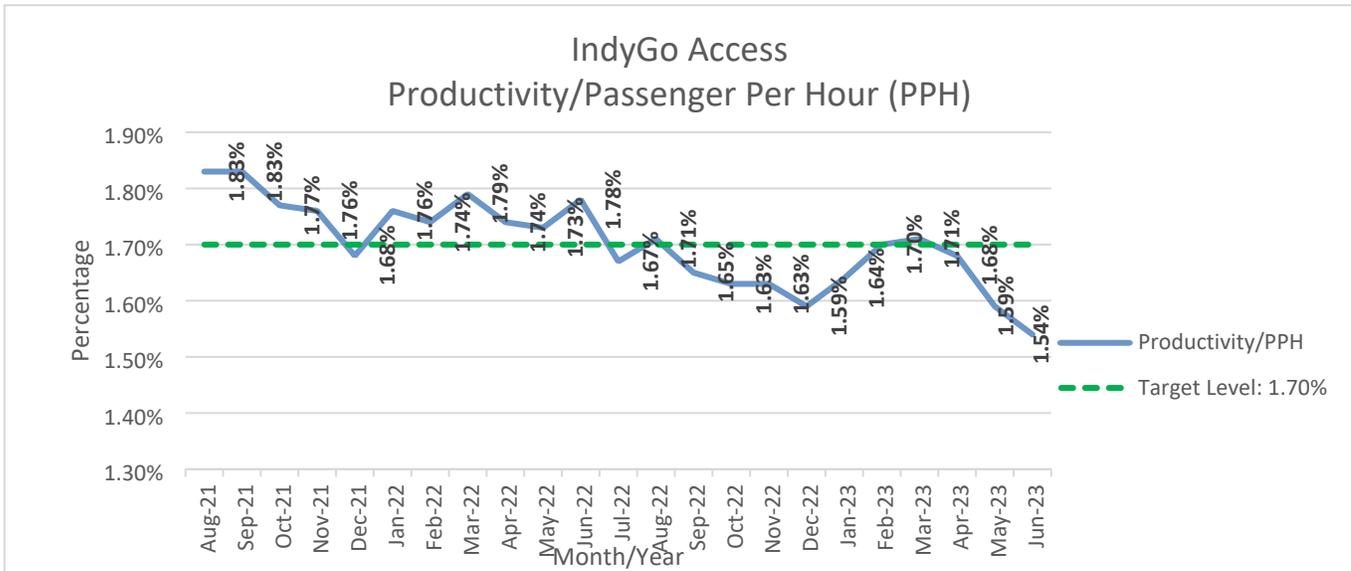
Total Pass Revenue (Including eCommerce, Retail, and Invoice):

Total pass revenue experienced a 2.02% decrease between May and June.



**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-Jun	23-Jun	% Change	Mobility Solutions	YOY 2022	YOY 2023	% Change
9,846	10,810	9.79%	IndyGo Access Ridership	73,722	67,281	-8.74%
48.73%	77.04%	58.1%	IndyGo Access On Time Performance	62.21%	67.28%	8.15%
1.78%	1.54%	-13.48%	IndyGo Access Productivity	1.66%	1.64%	-1.2%



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	Categories		
	Valid	Invalid	Grand Total
Schedule Adherence	18	5	23

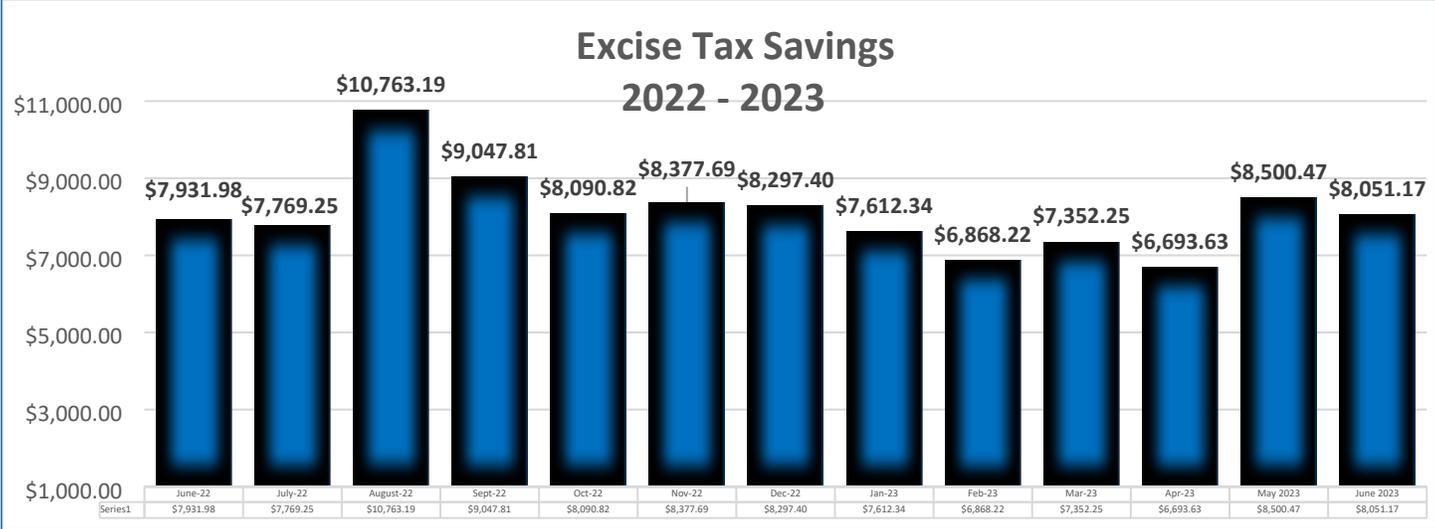
Fares	9	8	17
Courtesy	8	1	9
Safety	5	1	6
Request	3		3
Compliments	2		2
Suggestions	1		1
Rules	1		1
Customer Service		1	1
<b>Grand Total</b>	<b>47</b>	<b>16</b>	<b>63</b>

Number of Comments			
Schedule Adherence Type	Valid	Invalid	Grand Total
Schedule Adherence Other	7	2	9
Bus Late	6	1	7
Bus no-show	2	1	3
Extended Ride	1	1	2
USURV No-Show	1		1
Drive disregards To Schedule	1		1
<b>Grand Total</b>	<b>18</b>	<b>5</b>	<b>23</b>

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

June 2023 savings from fuel excise taxes were \$8,051.17.

Total 2023 annual savings is \$41,036.43.



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

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

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### Chief of People

- Indiana Tech—free tuition for their certificate program. I will send the flyer out today.
- ADP Compressive Benefits Plan is currently on hold.
- Updated Tuition Reimbursement should be finalized by Friday.
- Three new positions will be posted:
  - Onboarding Coordinator
  - HR Specialist for East Campus
  - Learning & Organizational Development Specialist

### Assistant Chief of People

- Jamela Winborn – H Support Specialist
- Ashlee Boruff – HR Benefits Coord
- Clarissa Hernandez Romeo – Recruiter
- Austin Podelsak – Recruiter
- Union Negotiations
- 2024 Benefit Review
- Handbook, Policy Review (Dress Code, Confidentiality, New Parent Leave), Communication Review and Process Improvement Updates

### Wellness and Teammate Engagement:

- **Summer Sweet Treats on Friday, July 28, 2023.** An Ice Cream Truck will be at the locations listed below during the designated times, and an Ice Cream Cart will be available ALL WEEKEND at 1501 starting Friday morning, 7/28, in the South Lounge.
  - East Campus: 10:30 am-11:30 am (truck)
  - 2425 W Michigan St: Noon-12:30 pm (truck)
  - CTC: 1:00 pm-2:00 pm (truck)
  - 1501: Available ALL WEEKEND starting Friday morning, 7/28, in South Lounge (cart)
- **Tobacco Cessation Lunch-n-Learn from Marathon Health**
  - Tuesday, July 25, 2023, Noon-1:00 pm.
- Ribbon Cutting for East Campus Friday, August 11<sup>th</sup>
- Summer Food Truck Tuesday August 8<sup>th</sup> & Thursday August 10<sup>th</sup> Chef Dan's

### Workforce Development:

- Working on the partnership with INDIANA TECH allowing teammates to take certificate programs free of charge. Details are coming soon.
- Mental Health First Aid training first cohort 08/17-09/07
- INDIANA TECH & WRG 09/05
- Office 107

- MAP: recruiting 5 apprentices –Interview questions form
- Looking for volunteers for the HOST program

### **Diversity & Inclusion:**

- Gender and Sexual Identity at Work
  - Lunch-n-Learn Thursday, July 27, 2023, Noon-1 pm.
- Inclusive Workplace Seminar (7/26)
- DEI Strategic Plan
  - Climate survey/Focus Group Report/Presentation (August)
  - Plan Development Underway (4 goals/3 years)
- Progress Report
- Deadline: Tuesday, August 1 at Noon

### **Learning Management System:**

- A new course titled **IndyGo's Health Benefits –2023** is now available in the IndyGo learning portal. In this course, teammates will be presented with an overview of IndyGo’s employee benefits, including types of wellness benefits, payroll breakdown, paid time off, leave programs, other health benefits, and related policies.
- Information about this year's In-service will go out at the end of the month. Some training will take place at the East campus in building B. Details to come.

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

- **Apprenticeship Program**
  - Recruitment has started for the next Transit Bus Technician cohort.
  - Coach Operator Apprenticeship program was approved by the Department of Labor
- Coach operator Apprenticeship
- Peer to peer mentoring
- Incentives for mentors
- Mechanic helper’s program
- Study guides/help with obtaining higher education.
- Partnering with the Excel center for teammates to earn their HS diplomas.
- Programs for all departments
- Department mentors

### **Onboarding/Recruitment:**

- We launched a new 3K Sign-on bonus program for new coach operators and mechanics.
- We launched a new teammate referral bonus program of \$1,500.
- Getting Union involvement for NHO
- Continue working on getting 30-60-90-day feedback.
- Updating Coach Operator Guides that new hires receive prior to first day.
- Updating new hire packet with FAQs for non- coach operator roles
- Set standard meetings for second chance committee.
- Reach out to Second Chance organizations.
- Look for educational opportunities regarding Second Chance Programs

### **Tammy Black**

- Recruiting for Coach Operators
- Recruiting for Admin Roles
- Communicate with Ops Team and Hiring Managers
- Fill Hiring Events
- 20 Attendees
- 17 Offers

Respectfully submitted,

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

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## Supplier Diversity Division Report – June 2023

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Compliance and Civil Rights Latosha N. Higgins  
**Date:** July 27, 2023

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### DISCUSSION:

IndyGo recently hired two new Supplier Diversity Department team members. Carri Burke is the new Senior Supplier Diversity Officer. Tierra Radford is the new Supplier Diversity Specialist.

Supplier Diversity is in the process of implementing a supplier diversity management software system. The new system will assist the Supplier Diversity Department with performing more comprehensive data analysis, tracking subcontractor payments, and reporting participation goals on federally and locally funded projects.

### UPDATES/UPCOMING ITEMS:

The Supplier Diversity Department will attend the Great Lakes Small Business Administration Leadership panel discussion on July 25, 2023. The event is a gathering of all Great Lakes SBA Leadership, including the Associate Administrator for Field Operations, Regional Administrator, District Directors, and Deputies that will include a discussion about how to find diverse vendors, upcoming events, and how to help small businesses.

### RECOMMENDATION:

Receive the report.

Latosha N. Higgins  
Director of Compliance and Civil Rights

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