



Board Report  
October 26, 2023

[www.IndyGo.net](http://www.IndyGo.net)  
317.635.3344

Page  
Intentionally  
Left  
Blank

1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Sean Wooding)
2. **Awards and Commendation** (Presenter – Aaron Vogel)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner, Greg Hahn)
  1. Finance Committee – Richard Wilson
  2. Service Committee – Adairius Gardner
  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 September 27, 2023
  2. A-2: Consideration and approval of Begin Blue Line ROW Acquisitions (Presenter- Matt Duffy)
  3. A-4: Consideration and approval of Decentralized Operations Review (Presenter- Brian Atkinson, Patrick Hagan)
  4. A-5: Consideration and approval of Coach Operator Scheduling Review (Presenter- Brian Atkinson)
  5. A-6: Consideration and approval of Board of Directors meeting dates for 2024 (Presenter- Inez Evans)
  6. A-7: Consideration and approval of Genfare farebox purchase (Presenter- Jon Mann)
  7. A-8: Consideration and approval of Premium Diesel Fuel Contract (Presenter- Cheryl Purefoy)
  8. A-9: Consideration and approval of Premium Diesel Fuel Contract Amendment (Presenter- Cheryl Purefoy)
  9. A-10: Consideration and approval of New Mobility Advisory Committee (MAC) Committee Members (Presenter- Teisha Belton)
5. **Regular Agenda** (Presenter – Greg Hahn)
  1. A-3: Consideration and approval of 2022 Annual Financial External Audit Report (Presenter- Brian Atkinson, Emily Balbach Tursi, CPA)
6. **Information Items** (Presenter – Greg Hahn)
  1. I-1: Receipt of the Finance Report for September 2023 (Presenter – Bart Brown)
  2. I-2: Mobility Advisory Committee (MAC) update
  3. I-3: Governance & Audit workplan status update
  4. I-4: Ethics Hotline summary report
  5. I-5: Purple Line Change Order 8
  6. I-6: Departments Reports
7. **Adjourn** (Presenter – Greg Hahn)

Executive session may occur immediately prior or after scheduled meetings.  
[Per IC 5-14- 1.5.6.l(bl) {21 (Al and (Bl & IC 5-14-1.5.6.1 (bl) (9))

---

Our next Board Meeting will be Thursday, November 16, 2023; 5pm

Page  
Intentionally  
Left  
Blank



## Awards & Commendation Recognition for September 2023

---

**To:** Chair and Board of Directors  
**From:** President/CEO Inez P. Evans  
**Date:** October 26, 2023

---

### September 2023 Awards & Commendations

Employee	Position	Recognition
Stephen Thein	Coach Operator – Fixed Route	31 Years of Safe Driving
Laura Beck	Coach Operator – Fixed Route	September Operations Employee of the Month
Lise Pace	IPTC Board Member	IBJ Women of Influence Award Recipient

## September 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 September 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>
Stephen Thein	5963	31	35
Ray Wright	6979	22	33
Donald Ellison	1739	19	25
Leo Scott	5447	19	21
Alvin Knox	8191	14	14
Bevelyn Robinson	8194	12	14
Micheal Williams	6710	12	20
Mamadou Goudiaby	8185	11	14
Gregory Scott	8719	6	9
Toccarra Isabell	9075	5	6
Salaha Keita	9041	5	6
Nakia Davies-Dada	9372	4	4
Steven Goodrich	9695	2	4
James Miller	9581	2	4
Krystal Robinson	9692	2	3
Trisha Dunlap	9988	1	2
Mark Wills	9710	1	3

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 – October 2023

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Finance Committee Chairperson Richard Wilson  
**Date:** October 26, 2023

---

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Richard Wilson**  
**Finance Committee Chairperson's Report**  
October 23, 2023

The Finance Committee met on October 23, 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-6, A-7, A-8, and A-9.

An item from the committee meeting I would like to highlight is Action Item A-9, approval of the monthly amendment of the diesel fuel contract. Deputy Chief Operating Officer, Cheryl Purefoy presented this action item to the Finance Committee.

IPTC's annual fuel consumption was projected as 1,260,000 gallons for the 2023 fiscal year. The contract will cover approximately 98% of that consumption as a guarantee. Actual consumption has been higher than projections which is attributed to the anticipated fuel reduction assumption of 25% for hybrids being spread across the entire fleet vs. the hybrid vehicles only. At the current consumption rate, the total 2023 supply will be depleted by mid-September.

Co-Alliance is the current contract awardee. If IPTC, requires more fuel above 105,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at the market rate from Co-Alliance. NOTE: Fuel consumption for 2024 was budgeted at current rates with a 5% increase from current actual consumption.

Mr. Chairman, that concludes my report.

---

Page  
Intentionally  
Left  
Blank



## Service Committee Chairperson Report – October 2023

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Service Committee Chairperson Adairius Gardner  
**Date:** October 26, 2023

---

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

**Adairius Gardner**  
**Service Committee Chairperson’s Report**  
October 19, 2023

The Service Committee met on October 19, 2023, at 11:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Hydre Abdullah.

We reviewed and recommended Board approval for the following items on tonight’s agenda: Consent Agenda Items A-1, A-2, A-6, A-7, & A-10.

An item from the committee meeting I would like to highlight is Action Item A-10, approval of new Mobility Advisory Committee (MAC) Committee Members. Interim Director of Mobility Solutions Teisha Belton presented this action item to the Service Committee.

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

The MAC submitted the nominations to the Service Committee on October 19, 2023, with a recommendation for approval by the IPTC Board of Directors.

**Greg Meyer**

As a returning committee member to the Mobility Advisory Committee, serving four years prior, I will represent and be a voice and advocate for the visually impaired and others with disabilities related to Transportation services.

**Bernadine Wilmer**

As a returning Mobility Advisory Committee member serving two years before, I am employed at Bosma and a current IndyGo Access rider. I can be a strong voice and connection for existing riders.

Mr. Chairman, that concludes my report.

Page  
Intentionally  
Left  
Blank



## Governance and Audit Committee Chairperson Report – October 2023

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Governance and Audit Committee Chair Greg Hahn  
**Date:** October 26, 2023

**ISSUE:**

A report of IndyGo October 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**  
October 19, 2023

The Governance and Audit Committee met on October 19, 2023, at 1:00PM. In attendance was Committee Members Adairius Gardner and Rick Wilson.

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

An item from the committee meeting I would like to highlight is Action Item A-5, approval of Coach Operator Scheduling Review Report. Director of Governance & Audit Brian Atkinson presented this action item to the Governance & Audit Committee.

The primary objective in performing this process review was to evaluate the overall effectiveness of IndyGo’s operator scheduling processes and protocols.

Accordingly, the scope included reviewing:

- Payroll processing related to operator scheduling.
- Contractual requirements relating to operator scheduling aligning with work rules.
- Concerns encompassing shortage of drivers as it pertains to operator scheduling, overtime, missed runs and reduced service.
- Fairness and equality of processes connected to operator scheduling, Extra Board assignments and operator availability.
- System effectiveness, support and upgrades.

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

- Payroll Processing
- Contractual Requirements
- Operator Shortage
- Fairness/Equality of Scheduling Process
- Operator Bid Process

Madam President, that concludes my report.

Page  
Intentionally  
Left  
Blank

# September Board of Directors Minutes

IndyGo

Sep 27, 2023 at 11:00 AM EDT

@ Virtual & 9503 E. 33rd St. - IndyGo HQ

## ACTION ITEM A – 1

### Attendance

#### Present:

Members: Hydre Abdullah, Bart Brown, Charlie Carlino, Inez Evans, Mary Ann Fagan, Adairius Gardner, Lesley Gordon, Greg Hahn, Richard Wilson, Jr., Lise Pace, Aaron Vogel, Sean Wooding

#### Absent:

Members: Taylor Schaffer

#### 1. Call to Order and Roll Call (Presenters: Greg Hahn, Sean Wooding)

-  [board cover 2023\\_Sep27.docx](#)
-  [page intentionally left blank.pdf](#)
-  [A AGENDA for September 27, 2023 Board Meeting.docx](#)
-  [page intentionally left blank.pdf](#)

Chairman Gregory Hahn called the meeting to order at 11:00am. Acting Chief Legal Officer Sean Wooding called the roll. 6 members present in person. There was a quorum.

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

-  [A1 Awards & Commendation August.docx](#)
-  [A1 Safe Drivers Report Aug 2023.docx](#)

President/CEO Inez Evans gave an update on the Awards and Commendations for August 2023. Recognized were safe drivers for August 2023, one employee for 18 years of safe driving, the August Operations Employee of the month, 2 employee promotions, one employee selected to the APTA Leadership Program, and the winners of the 2023 Bus/Mechanic Rodeo.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

The reports were received and entered into the record.

#### 4. Public Hearing (Presenters: Greg Hahn)

1. A-2: Consideration and approval of Ordinance 2023-01 bond issuance (Presenters: Bart Brown)
  -  [A-2 Bond Issue for \\$125 million introduce - Copy.docx](#)
  -  [A-2 Bond Ordinance, IndyGo 2023.DOCX](#)

The bond proceeds of no more than \$125,000,000 are part of IPTC's local share of a Small Starts Grant and will support the construction costs of the Blue Line. The ordinance allows for the early issuance of Bond Anticipation Notes to fund early construction expenditures. It also allows to take advantage of

Federal and State loan programs that can offer lower interest rates. It is anticipated that no debt will be issued until 2024 or later.

**Motion:**

Approval of Ordinance 2023-01 bond issuance

Motion moved by Richard Wilson, Jr. and motion seconded by Adairius Gardner. Adairius Gardner - AYE; Mary Ann Fagan - AYE; Hyde Abdullah - AYE; Richard Wilson, Jr. - AYE; Lise Pace - AYE; Motion passed 5-0

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

1. A-1: Consideration and approval of minutes from Board meeting held on August 23, 2023  
 [A-1 August Board of Directors - 2024 Budget Final Adoption Minutes.docx](#)
2. A-3: Consideration and approval of the monthly amendment of the diesel fuel contract (Presenters: Cheryl Purefoy)  
 [A-3 BAI - Premium Diesel Fuel Contract Amendment 09.21.2023.docx](#)
3. A-5: Consideration and approval for contract RFP 23-05-479 Tire Lease & Services (Presenters: Paul Williams)  
 [A-5 Tire lease Service 2023 \(002\) \(AutoRecovered\).docx](#)
4. A-6: Consideration and approval of Task Order #2 for a Phase II Environmental Assessment at the East Campus (Presenters: Brooke Thomas)  
 [A-6 - Task Order X for CDM - Master Planning.docx](#)
5. A-7: Consideration and approval of replacement Paratransit vehicles (Presenters: Mike Roth)  
 [A-7 Bus Procurement - Action Item.docx](#)

**Motion:**

Approval of Consent Agenda

Motion moved by Richard Wilson, Jr. and motion seconded by Adairius Gardner. Adairius Gardner - AYE; Mary Ann Fagan - AYE; Hyde Abdullah - AYE; Richard Wilson, Jr. - AYE; Lise Pace - AYE; Motion passed 5-0

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

1. A-4: Consideration and approval of Resolution 2023-06 free fare on Election Day (Presenters: Lesley Gordon)  
 [A-4 Election Day 2023.docx](#)  
 [page intentionally left blank.pdf](#)  
 [A-4 Resolution 2023-06.docx](#)  
 [page intentionally left blank.pdf](#)

In accordance with its mission, the IndyGo Foundation secures sponsorships and donations to increase access to IPTC. This includes free fare days such as Transit Equity Day and Election Day. To encourage civic participation, the IndyGo Foundation has secured a sponsorship with AARP Indiana to provide free fares on Election Day. The Foundation will pay \$20,000 of the sponsorship to IPTC to cover lost revenue. The same sponsorship took place in 2022. The average revenue for a Tuesday in November is approximately \$19,644. The sponsorship portion to be paid to IPTC is \$20,000. The Foundation purchased AARP branded bags to cover the fare boxes last year that can be reused this year.

**Motion:**

Approval of Resolution 2023-06 free fares on Election Day

Motion moved by Adairius Gardner and motion seconded by Lise Pace. Adairius Gardner - AYE; Mary Ann Fagan - AYE; Hyde Abdullah - AYE; Richard Wilson, Jr. - AYE; Lise Pace - AYE; Motion passed 5-0

## 7. Information Items (Presenters: Greg Hahn)

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

 [I-1 August 2023 Financials Summary - Copy - Copy.docx](#)

 [I-1 Capital Project Spending August 2023.pdf](#)

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

2. I-2: Swiftly data update (Presenters: Annette Darrow)

 [I-2 Swiftly IndyGo Board Presentation 2023 final.pdf](#)

The Board received a Swiftly data update.

3. I-3: Department Reports

 [I-3a Board Report Risk and Safety #24 September2023.docx](#)

 [I-3b PLANNING AND CAPITAL PROJECTS REPORT for 2023-09.docx](#)

 [page intentionally left blank.pdf](#)

 [I-3c September Board Report.pdf](#)

 [I-3d AUG OPERATIONS DIV BOARD REPORT -9.2023.docx](#)

 [I-3e Department of People September Board Report.docx](#)

 [I-3f Supplier Diversity Division Report September 2023 Final.docx](#)

 [page intentionally left blank.pdf](#)

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

## 8. Adjourn (Presenters: Greg Hahn)

On order of Chairman Greg Hahn and there being no objection, the meeting was adjourned at 11:25am.

---

Sean Wooding  
Acting Chief Legal Officer

Page  
Intentionally  
Left  
Blank



Date of Memo: October 10, 2023  
Current Meeting: October 26, 2023  
Board Meeting: October 26, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Capital Projects Matt Duffy, PE, PTOE  
**SUBJECT:** Consideration and approval to purchase real estate for the Blue Line Bus Rapid Transit (BRT) project

---

**ACTION ITEM A – 2**

**RECOMMENDATION:**

The Indianapolis Public Transportation Corporation (IPTC) requests that the Board of Directors authorize IPTC’s President/CEO to acquire property necessary to construct the Blue Line Rapid Bus Rapid Transit project.

**BACKGROUND:**

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 largely be a direct replacement of the current IPTC Route 8 when it begins operations (anticipated early 2027). The project is anticipated to begin construction in Q1 2025. Property will need to be acquired by IPTC in order to construct the project as designed.

**DISCUSSION:**

The Blue Line will include partial property acquisition, temporary easements, rights of entry, signal and utility relocations. At this time, it is not anticipated that there will be full property acquisitions or acquisitions that involve building relocations. IPTC will comply with federal (specifically Federal Transit Administration) and state requirements for right-of-way (ROW), appraisal/appraisal review, land acquisition, condemnation and relocation activities for all construction activities as a part of the project.

There are 144 parcels along the project that require some sort of acquisition (temporary or permanent). Many of the acquisitions consist of small areas of the property that front Washington Street where the street is being widened, usually at station locations. Offer letters are anticipated to be distributed in December 2023 or January 2024 to property owners once environmental documents have been approved (per federal guidelines). All permanent ROW acquired as a part of the project will be transferred to the City of Indianapolis Department of Public Works (DPW) following completion of the project.

**ALTERNATIVES:**

The Board could choose not to approve ROW acquisition at this time. Delaying approval may result in construction delays.

**FISCAL IMPACT:**

There is no fiscal impact associated with this action item. Property acquisitions and professional services associated are funded through the Blue Line project.

**DBE/XBE DECLARATION:**

Not applicable.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Director of Governance & Audit Brian Atkinson  
**SUBJECT:** Consideration and approval of Decentralized Operations Review Report

---

**ACTION ITEM A – 4**

**RECOMMENDATION:**

Review and receive Governance & Audit Decentralized Operations Review Report

- See Reference Item 2023-6

**BACKGROUND:**

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

IPTC celebrated the opening of its new East Campus headquarters in August 2023. Also, the new Mobility Solutions and Customer Care Center on W. Michigan Street began operations in the first quarter 2023. IPTC continues to operate the West Campus on W. Washington Street, The Carson Transit Center, and a charging station.

**DISCUSSION:**

This assessment included IPTC’s planning and preparation around its expansion activities and operation of up to six different physical locations.

Due to the multi-year nature of this transition, and potential future build outs or facility acquisitions, we will update our procedures at periodic intervals.

The procedures for this or future periods will focus on critical areas, including:

- Ability to operate multiple facilities simultaneously.
- Impacts upon staffing.
- Consistency of agency policies across facilities.
- Change management processes to ensure smooth continuity of operations.
- Budgeted operating and capital costs for collective facilities.
- Security considerations (including land and/or vacant properties).
- Evaluation of risks to achieving the overall transition and expansion.
- Identification of opportunities to enhance performance.

The overall report rating was considered low based on six observations from this review which include:

1. East Campus Move Schedule
2. East Campus Master Planning
3. Operating Budget
4. Facility Maintenance Plans
5. Property Management
6. Change Management

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

---

## **Decentralized Operations**

**Status Assessment as of September 30, 2023**

**Governance & Audit Report 2023-6**

Issued on October 5, 2023

## EXECUTIVE SUMMARY

### Background

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included an assessment of decentralized operations. This assessment was initially approved in FY 2022; however, our procedures were deferred until FY 2023.

IndyGo celebrated the opening of its new East Campus headquarters in August 2023. Also, the new Mobility Solutions and Customer Care Center on W. Michigan Street began operations in the first quarter 2023. IndyGo continues to operate the West Campus on W. Washington Street, The Carson Transit Center, and a charging station.

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

Our assessment included IndyGo’s planning and preparation around its expansion activities and operation of up to six different physical locations.

Due to the multi-year nature of this transition, and potential future build outs or facility acquisitions, we will update our procedures at periodic intervals.

Our procedures for this or future periods will focus on critical areas, including:

- Ability to operate multiple facilities simultaneously
- Impacts upon staffing
- Consistency of agency policies across facilities
- Change management processes to ensure smooth continuity of operations
- Budgeted operating and capital costs for collective facilities
- Security considerations (including land and/or vacant properties)
- Evaluation of risks to achieving the overall transition and expansion
- Identification of opportunities to enhance performance

### Overall Report Rating & Observations

*(See Appendix A for definitions)*

Decentralized Operations	Project Rating	Risk Ratings		
		High	Medium	Low
As of September 30, 2023	Low	0	3	3

### Overall Summary and Review Highlights

This report covers project activity for the period from January 1 through September 30, 2023.

While there have some initial delays in the move to the East Campus, our risk rating is “Low”. This aggregate rating is based upon our discussions of current and potential future changes with management and staff, review of relevant plans and vendor contracts, and tours of various facilities.

Our report for this period includes six observations and recommendations, on the following pages. The following are designed to support an effective transition to increased decentralized operations:

1. East Campus Move Schedule
2. East Campus Master Planning
3. Operating Budget
4. Facility Maintenance Plans
5. Property Management
6. Change Management

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

The following are our observations and recommended actions, if any. Definitions of the observation rating scale are included in Appendix A.

Area	Risk Rating		Observation	Recommendation
	Sept 30, 2023	Future Date TBD		
1. East Campus Move Schedule	Medium	TBD	<p>A. IndyGo engaged an Office Relocation consultant in May 2022 to provide full-service, turnkey move coordination and oversight from three locations to the new East Campus, buildings A and B. This included physical packing and movement, determination of an efficient timeline, and coordination with new furniture delivery and installation. The consultant’s contract was amended three times as the timetable, IndyGo project manager, and scope were changed.</p> <p>The initial targeted timeframe for the move was summer/autumn 2022. This date was subsequently moved back. Schedule changes were caused by furniture issues, build out delays, and planning for the East Campus grand opening.</p> <p>The office relocation moves were substantially complete by August 31, 2023. This is approximately one year after the targeted timeframe. The delay has potentially impacted other activities and the overall move timeline.</p>	<p>A. None. Future activities and deadlines have been revised, or are currently being updated.</p>
2. East Campus Master Planning	Low	TBD	<p>A. IndyGo engaged a Master Planning and Design consultant in March 2023 for the future East Campus operations center, maintenance garage, and other tasks. Final Master Plan deliverables are expected by the end of calendar 2023. They include program development, site planning, estimated construction costs and more.</p> <p>IndyGo has created a project management plan, budget and project schedule aligned with the consultant tasks.</p> <p>Design and construction is planned to extend into 2024 and 2025, depending on final decisions made, potential property acquisitions, and available resources. IndyGo has received a \$33 million FTA grant, which can be used only for construction.</p>	<p>A. Continue the consultant oversight to support timely vendor project deliverables and IndyGo executive decision making.</p> <p>Seek additional grant funding to support the existing \$33 million FTA grant award.</p>

Area	Risk Rating		Observation	Recommendation
	Sept 30, 2023	Future Date TBD		
<b>3. Operating Budget</b>	<b>Low</b>	<b>TBD</b>	<p>A. The Budget office has received input on potential operating expense increases from the operating departments. The FY 2024 Proposed Budget approved by the Board in August 2023 includes a reference to “increased O&amp;M (Operations and Maintenance) costs related to new and existing facilities”. Cost line items addressed included security, maintenance, contracted services, utilities, copier leases, insurance, and fuel.</p> <p>The approved FY 2024 budget also includes a five-year outlook for expenses and operating revenue. A balanced budget is projected through FY 2028. IndyGo is applying the remainder of its COVID 19 federal stimulus funds during this period. This results in the deferral of a potential “fiscal cliff” for a period longer than many other transit providers.</p>	<p>A. Finance and the departments should continue to work collaboratively on future potential expense increases due to IndyGo’s expanded facilities ownership and related costs. This includes refining inflationary estimates, and preparing to issue Request for Proposals (RFPs), as needed.</p> <p>We understand that Finance management is considering a future fiscal analysis, partially to examine operating and capital costs associated with the new facilities and expanded operations.</p>
<b>4. Facility Maintenance Plans</b>	<b>Medium</b>	<b>TBD</b>	<p>A. IndyGo has existing Facility Maintenance plans for the existing West Campus (revised 2019), and the Carson Transit Center and BRT lines (revised 2020). These include references to several outside contractors used for preventative maintenance, landscaping, shelter cleaning, snow and ice removal, and building maintenance.</p> <p>However, Facility Maintenance plans have not yet been fully developed for the East Campus, Michigan Street Mobility Center, or the charging stations. Management intends to update all maintenance plans, which also will reflect the new maintenance software system which was recently implemented.</p>	<p>A. Update the existing Maintenance Plans for IndyGo’s revised operations at the West Campus and CTC (if needed).</p> <p>Develop Maintenance Plans and related procedures for the East Campus and other facilities, recognizing that updates and revisions may be required as the campus is fully built out. Consider staffing needs as well as other operating expenses.</p>

Area	Risk Rating		Observation	Recommendation
	Sept 30, 2023	Future Date TBD		
<b>5. Property Management</b>	Low	TBD	<p>A. IndyGo has an expanding portfolio of diversified real estate assets. These now include two headquarters locations, the Carson Transit Center, a mobility center, charging stations, and various leased or owned parcels that may be used for future charging stations. Future acquisitions may include a garage and/or land parcel adjacent to the East Campus, and property near the Carson Transit Center. IndyGo has also begun to consider Transit Oriented Development (TOD) projects, which can support economic development and mixed-income housing goals near major facilities or Bus Rapid Transit (BRT) stations.</p> <p>However, IndyGo does not currently have a dedicated property manager. Typical real estate functions have been handled by various personnel in the Legal, Strategic Planning, Operations, and Finance departments. A property manager’s responsibilities could include real property acquisitions, disposals, leasing, property management, right of way negotiations, eminent domain activities, transit oriented communities, and relationships with private developers.</p>	<p>A. Consider hiring a property manager. IndyGo continues to expand its real property holdings (land and buildings) and BRT stations, and management of existing facilities. The number and complex nature of these properties may warrant dedicated personnel with specialized expertise.</p>
<b>6. Change Management</b>	Medium	TBD	<p>A. IndyGo has developed a strong culture, and has a core value of Teamwork, to promote communication and collaboration.</p> <p>IndyGo’s operations, BRT route and facility expansions have resulted in change:</p> <ul style="list-style-type: none"> <li>• New customer interaction on BRT routes and in Mobility Services</li> <li>• Employee office relocation</li> <li>• Potential revised policies and procedures</li> <li>• Changing internal communications due to new office locations</li> <li>• Employee turnover in management, administrative, and operator positions</li> </ul> <p>Communications and the agency’s customer service attitude has been strong. However, not everyone reacts similarly or welcomes change. IndyGo does not have one central communications plan or change management plan to anticipate and address the myriad factors that may arise from these changes.</p> <p>IndyGo also has various policies that reflect the current single headquarters organization structure, and will require updating.</p>	<p>A. Create one overall timeline, which incorporates major milestones and summary status. Review this periodically with executive management and the Board.</p> <p>Consider whether change management processes or plans may be warranted to retain and build upon its existing strong culture. The purposes of a systematic approach to transition are to support an organization’s overall strategies, communicate new operations and policies clearly, and support its existing and new personnel adapt to change.</p> <p>Update relevant policies and procedures, to reflect the revised operations, and store in a centralized location on the IndyGo intranet. We understand that IndyGo has posted a new Policy Coordinator position to support this effort.</p>

## APPENDIX A — RATINGS AND DEFINITIONS

Observation Risk Rating Definitions	
Rating	Definition
Low	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or best practices, is low.</li> <li>Meeting these areas represents best practice for IndyGo.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or best practices, is moderate.</li> <li>Opportunity exists for improvement.</li> <li>Risk should be addressed in the near term.</li> </ul>
High	<ul style="list-style-type: none"> <li>Risk to achieving stated objective, or best practices, is high.</li> <li>Improvements are needed to help IndyGo meet its goals, improve its processes or internal control structure, and further protect its brand.</li> <li>Risk should be addressed immediately.</li> </ul>

Report Risk Rating Definitions	
Rating	Explanation
Low	<ul style="list-style-type: none"> <li>The status is adequate.</li> <li>Controls are in place and operating effectively.</li> <li>Minimal improvements are required.</li> <li>Observations are limited to low risk areas or are not pervasive in nature.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>The status is potentially off-track.</li> <li>Certain controls are either not in place or are not operating effectively.</li> <li>Improvements are required.</li> <li>Observations were noted in several areas or are pervasive to one area.</li> </ul>
High	<ul style="list-style-type: none"> <li>The status is off-track (as of this reporting date).</li> <li>Several controls were not in place or were not operating effectively for substantial areas.</li> <li>Significant improvements are required.</li> <li>Observations were noted in multiple areas and/or were pervasive.</li> </ul>

**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 Coach Operator Scheduling Review Report

---

**ACTION ITEM A – 5**

**RECOMMENDATION:**

Review and receive Governance & Audit Coach Operator Scheduling Review Report

- See Reference Item 2023-7

**BACKGROUND:**

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

Governance and Audit deemed the Operator Scheduling Review as an elevated importance due to the global shortage of personnel in the transit industry following the pandemic as currently experienced by IndyGo.

**DISCUSSION:**

The primary objective in performing this process review was to evaluate the overall effectiveness of IndyGo’s operator scheduling processes and protocols.

Accordingly, the scope included reviewing:

- Payroll processing related to operator scheduling.
- Contractual requirements relating to operator scheduling aligning with work rules.
- Concerns encompassing shortage of drivers as it pertains to operator scheduling, overtime, missed runs and reduced service.
- Fairness and equality of processes connected to operator scheduling, Extra Board assignments and operator availability.
- System effectiveness, support and upgrades.

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

- Payroll Processing
- Contractual Requirements
- Operator Shortage
- Fairness/Equality of Scheduling Process
- Operator Bid Process

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

No Fiscal Impact

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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

---

## **Operator Scheduling Review**

**Governance & Audit Report No. 2023-7**

Report Issued September 29, 2023

## EXECUTIVE SUMMARY

### Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2023 included a Operator Scheduling Review as part of the Potential Future Audits section of the Annual Risk Refresh.

G & A deemed the Operator Scheduling Review as an elevated importance due to the global shortage of personnel in the transit industry following the pandemic as currently experienced by IndyGo.

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, Scope, and Approach

Our primary objective in performing this process review was to evaluate the overall effectiveness of IndyGo’s operator scheduling processes and protocols.

Accordingly, our scope included reviewing:

- Payroll processing related to operator scheduling.
- Contractual requirements relating to operator scheduling aligning with work rules.
- Concerns encompassing shortage of drivers as it pertains to operator scheduling, overtime, missed runs and reduced service.
- Fairness and equality of processes connected to operator scheduling, Extra Board assignments and operator availability.
- System effectiveness, support and upgrades.

Our approach included performing interviews with members of IndyGo Operations management and the Service Center, performing process walkthroughs and physical observations, and comparing current procedures to leading practices.

### Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
<b>Operator Scheduling</b>	<b>Medium</b>	<b>0</b>	<b>2</b>	<b>2</b>

### Overall Summary and Highlights

Deploying an effective and efficient operator scheduling process across an organization with such intricate scheduling needs and requirements as are apparent across IndyGo is always challenging.

Our review identified observations which demonstrate IndyGo’s challenges with the operator scheduling process along with current strains tied to workforce shortages.

Our five observations related to the following areas:

- Payroll Processing
- Contractual Requirements
- Operator Shortage
- Fairness/Equality of Scheduling Process
- Operator Bid Process

Our conclusion is that while IndyGo has done a fine job in scheduling its operators, there are still a couple of areas for opportunities in the body of this report.

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

[batkinson@indygo.net](mailto:batkinson@indygo.net).

## EXECUTIVE SUMMARY *(CONTINUED)*

### OBSERVATIONS SUMMARY

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

Governance and Audit Observations	
Recommendation Title	Rating
1. Payroll Processing	Medium
2. Contractual Requirements	Low
3. Operator Shortage	Medium
4. Fairness/Equality of Scheduling Process	Low
5. Operator Bid Process	Not Rated

## 1. Payroll Processing

**Observation:**

Instances of incorrectness of hour calculations provided to Payroll through the Driver Scheduling System (HASTUS).

**Recommendation:**

Work with the developers of HASTUS to format work rules in system to reduce the percentage of errors.

**Management's Response:**

**Observation Rating: Medium**

G & A requested a 7-month report of overtime worked by operators since January 1, 2023. The expectation was this group would have a greater chance of errors made in work schedule rules, hours worked each day and week.

During the review period there was a total of 371 coach operators who worked some amount of overtime amounting to over 59,000 hours presenting 15% of the total hours worked.

A sample of three pay periods was pulled from this time frame including one with a holiday. Forty individual timesheets were reviewed for Operators who worked the highest amount of overtime in the sample.

The normal work week for coach operators is either four ten-hour days or five eight-hour days. Based on the timesheets selected we have determined; overtime was correctly calculated and paid.

It is noted that the Payroll Department must review all timesheets for operators as the total hours are received in an electronic file from the HASTUS operator scheduling system. They are then verified

Each time there is a contractual change in work rules a new set of parameters must be developed and programmed into the HASTUS system. This is done when the Senior Director of Service Planning is notified of a needed change.

Due to the complexity, number of rules and exceptions there is difficulty in programing the system to accommodate then all. The difficulty is that changes/problems are not routinely communicated to the Senior Director of Service Planning.

When change requests are initiated, it is recommended that IndyGo work with the HASTUS developer to review and strengthen the system formatting to reduce the opportunity for errors when processing unusual work schedules.

It is suggested when negotiating new Collective Bargaining Agreements (CBA), the work rules regarding overtime, time off, breaks and split shifts be more normalized to help minimize the manual review and correction of work exceptions.

It is noted as IndyGo ramps up the needed number of Coach Operators, the manual review process by the

**Action Plan:**

When the Service Planning Department is notified of the need for changes in Hastus for payroll software, they will continue to request and implement change requests.

Train all Service Center Clerks, Supervisors, and Managers on the rules in the CBA regarding payroll. The turnover in the department has been great, and the institutional knowledge is minimal.

**Responsible Parties:**

Senior Director of Service Planning  
Manager of Payroll

**Due Date:**

Ongoing

for correctness and loaded into ADP for payroll processing. Coach operator timesheet review is a very manual process for Payroll but is necessary for correct payment of hours regarding overtime and work rules.

Payroll Department will increase along with the potential of payment errors.

## 2. Contractual Requirements

**Observation:**

Only two isolated instances in working Coach Operators outside the parameters set by the CBA (Collective Bargaining Agreement) were found.

**Recommendation:**

Management should continue the practice of scheduling nine hours off between shifts.

**Management’s Response:**

**Observation Rating: Low**

From the sample, a review of the actual start and stop times of each shift worked by Coach Operators who had the longest hours each day and the most overtime earned.

Rosters selected at BID are designed to allow Coach Operators to have nine hours off before the start of the next shift to ensure that the required CBA eight-hour time off is met. Further the rosters allow for all operators to have consecutive days off. Previously with cafeteria bidding this was not guaranteed.

During the review, a selection was made of all Coach Operators who worked more than 14 hours in a day. The next day start time was checked to verify there were eight hours off. The review showed only two instances where the Coach Operator reported for the next shift in fewer than eight hours. Both instances were isolated incidents and were in error by only minutes. The software is programmed to schedule Extraboard operators with 8-hours off between shifts. After the Extraboard is rotated for the day then it becomes the responsibility of the Service Clerk assigning daily work to ensure that the 8-hour rule is applied.

The process of designing Roster schedules for nine hours off between has proven to be effective for meeting the eight hours off requirement. This allows for an hour cushion in the event of an unexpected delay in returning to the garage or transit center.

It is recommended that management continue this Roster scheduling method. This review has demonstrated that this practice is working with a rare chance for error.

**Action Plan:**

The Service Planning Department will continue to follow the CBA rules in scheduling duties and rosters. It will further continue to exceed the contract minimum of 8 hours off between scheduled runs in rosters.

The Transportation Department is responsible for managing the daily payroll by exception, and assignments will need to ensure that once the Extraboard is rotated, any work given out after does not violate the 8-hour rule.

**Responsible Party:**

Senior Director of Service Planning  
 Director of Transportation

**Due Date:**

Q4 2023 and as needed.

### 3. Shortage of Coach Operators

<p><b>Observation:</b>          IndyGo has been unable to schedule full service since the pandemic because of a Coach Operator shortage.</p>	<p><b>Recommendation:</b>          Continue to explore additional recruiting and hiring efforts.</p>	<p><b>Management's Response:</b></p>
--	--	--------------------------------------

**Observation Rating: Medium**

<p>IndyGo has worked continuously on trying to increase the needed level of Coach Operators to meet service level needs by:</p> <p>Addition of training classes without the previous requirement of having a CDL permit.          Referral bonuses to staff recommending new hires.          Sign on bonuses in the amount of \$3,000.          Increased advertisement and visibility.</p> <p>IndyGo is not immune to the hiring challenges the transit industry is facing across the nation. This is making it difficult to raise staff levels to meet current and future staffing requirements to meet service expectations.</p> <p>Overtime worked by current employees during the sample period Jan-Jul 2023 indicates that 49 additional Coach Operators working 40-hour work weeks would have been necessary. This does not include staffing requirements to cover missed routes or reduced services.</p> <p>In addition to overtime, IndyGo offers incentive bonuses to Operators to cover Friday – Monday evening routes not currently staffed.</p>	<p>Continue efforts with the Department of People to explore additional market/industry recruiting methods and job fairs.</p> <p>Analyze current recruiting efforts (referral bonus, incentive &amp; sign on bonus) to determine if these programs have had an impact on hiring and retention.</p> <p>Reach out to Indiana Workforce Development Dislocated Workers Unit for inquiry of potential candidates with recent trucking industry closures in Indianapolis.</p>	<p><b>Action Plan:</b>          In order to increase our recruitment strategy for hiring Professional Coach Operators and Mechanics, we partnered with the IndyGo Foundation. We were awarded a \$240K two-year grant from the International Urban League. The grant allowed us to hire a Community Recruitment Manager. Her role is to partner with community and second chance agencies for on-site job fairs recruiting for professional coach operators and mechanics.</p> <p>We are also offering a \$1,500 referral bonus to IndyGo teammates and \$3,500 sign-on bonuses to all new hires who are hired to be professional coach operators and mechanics.</p> <p>We were approved through the Department of Labor to host two apprenticeship programs. The Maintenance Apprenticeship is a partnership with IvyTech, and the Coach Operator Apprenticeship program allows new operators to be placed with a mentor for one year.</p>
--	--	---

Transportation staff reports to return to full service as currently designed, IndyGo would need about 500 operators. This would be an increase of over 100 operators compared to current staffing levels.

**Responsible Parties:**

Chief People Officer

**Due Date:**

Current

#### 4. Fairness/Equality of Scheduling Process

<p><b>Observation:</b> The timesheet review caused concern regarding the consistency of pay codes applied to standby and travel time by the Service Center.</p>	<p><b>Recommendation:</b> Management should consider additional training with clerks applying pay codes.</p>	<p><b>Management's Response:</b></p>
---	--	--------------------------------------

**Observation Rating: Medium**

<p>During the review of timesheets, there were differences in pay codes applied regarding standby and travel time to and from the garage and transit center. In some instances, time was paid between runs during travel, other instances, this was non-paid travel time.</p> <p>Recent modifications to the scheduling and run process have been made to improve fairness and work/life balance. This includes Rostered Runs and consecutive day off guarantees.</p> <p>Review was done on standby/travel time, straight runs, split runs and swing runs, extra board assignments, and the 13.5-hour work rule.</p> <p>The 13.5-hour work rule is coded in the HASTUS system for employees who do not want to work more than 13.5 hours/day. Employees may change this option with the Service Center and sign up for greater than 13.5 hours if desired. IndyGo does not require working more than 13.5 hours in a shift. Fifteen hours is the maximum hours allowed.</p>	<p>It is recommended that the clerks in the Service Center have additional training on the rules regarding pay for standby time and travel time regarding which is paid and which is not. A refresher of the corresponding pay codes would assist in improving the consistency of how the pay codes are applied to individual coach operators. Uniformly applying the pay codes would improve fairness to staff as well as reduce payroll corrections.</p> <p>This review has shown that IndyGo has made major improvements in scheduling when it comes to Coach Operator work/life balance with rosters. 4-hour split shifts are nearly eliminated, employees are equally able to apply for overtime if desired, and Extra Board shift rotation improves the fairness of work distribution.</p> <p>It is recommended that IndyGo continue the process of improving the work/life balance which may lead to better success in recruiting and retaining Coach Operators.</p>	<p><b>Action Plan:</b> Payroll for rosters is determined at BID when all scheduled work is chosen. The main responsibility of the Service Center is to manage this payroll by exception. The clerks need to know the rules and their responsibility to apply them. Supervisors and managers need to know the rules to review them daily for corrections. If this is done daily, the weekly export for the Payroll Department to process should be with minimal issues. Due to the turnover in the Service Center during Covid, the overall team is new. The Service Scheduling Department will work with new and existing Service Center Clerks, Supervisors, and Managers to properly use Hastus and comply with the CBA.</p> <p><b>Responsible Parties:</b> <b>Senior Director of Service Planning</b> <b>Manager of Payroll</b> <b>Director of Transportation</b></p> <p><b>Due Date:</b> <b>Ongoing</b></p>
---	---	---

IndyGo rotates the Extra Board assignments on a 5-day rotation. This allows for fair and consistent work assignments, eliminating fatigue risk for one group of people. As part of this review, we noticed that some transit agencies do not rotate the extra board, leaving some employees with less desirable shifts.

Overtime has been reviewed for a seven-month period. It is noted that because of the volume of overtime available, no employee group was overloaded or shorted with overtime hours based on their length of service with IndyGo.

Both 8-hour and 10-hour day rosters are available for operators to select during the Bid process. The scheduling department creates the number of 10-hour days based on the service level. The coach operators can select options based on availability during their turn to bid.

## 5. Operator Bid Process

**Observation:**

IndyGo has successfully instituted the use of Hastus BidWeb, an online tool for operator picks of run selections.

**Recommendation:**

G & A has no recommendation as this process has worked well.

**Management’s Response:**

**Observation Rating: Not Rated**

This is IndyGo’s third bid using BidWeb. The first of the three, paper backup, was used. It was determined that backup is not needed, and that process has been removed.

A three-week selection process is available to operators; however, the resources to execute the bid were dramatically reduced.

All paper and ink resources were eliminated with the elimination of the “Pick Sheet.”

Previously, eight employees were allocated to the pre-bid and bid, which is now reduced to one.

Two years ago, labor resources and the cost of completing the manually processed bid were approximately \$15,700. The latest completed bid using BidWeb the cost was reduced to \$2,300.

Additionally, the two hours per day used for ten business days to reconcile the paper sheets has been eliminated.

BidWeb allows selections to be made via computer or any mobile device with an internet connection.

**Action Plan:**

IndyGo will continue to use Hastus BidWeb for all Bidding. This includes the three major service Bids, all holidays, and vacations. They are further investigating the possibility of using the software for Vacation Board Bidding.

**Responsible Parties:**

Senior Director of Service Planning

**Due Date:**

Ongoing

While the application has the ability for mobile devices, it is not yet optimized for them, so operators are steered to make selections on a laptop or PC as the application is a more user-friendly view on a laptop or PC.

IndyGo deploys six laptops for making selections during the bid in the south lounge. Work Instructions for the application were developed, and a training video is in development.

Operators know what they were awarded instantly once automatic distribution is completed, as opposed to up to a week after their bid selections were made.

Previously the number of manual mistakes was high. BidWeb has all but eliminated it thanks to it all being managed in the software.

## APPENDIX A – RATING 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: <ol 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> </ol>
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. <ol 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>High observations which are pervasive in nature.</li> </ol>
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.

Page  
Intentionally  
Left  
Blank



Date of Memo: October 12, 2023  
 Current Meeting: October 26, 2023  
 Board Meeting: October 26, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** President/CEO Inez P. Evans  
**SUBJECT:** Consideration and approval of Board of Directors meeting dates for 2024

**ACTION ITEM A – 6**

**RECOMMENDATION:**

Approval of the proposed dates for 2024 IPTC Board meetings.

**BACKGROUND:**

IPTC holds their Board meetings on the fourth Thursday of each month. Board meetings are scheduled for 11:00am in the IPTC East Campus Board Room located at 9503 E. 33<sup>rd</sup> St.

Finance Committee and Service Committee meetings occur on the third Thursday of each month, a week before the Board meeting, at 8:30am and 10:00am respectively and will have the option for Committee Members to attend in person in the IPTC East Campus Boardroom or virtually via Zoom. The Governance & Audit Committee will meet quarterly starting in January 2024 at 1pm with the same parameters as Finance and Service. All meetings are streamed live via the IndyGo Facebook page.

**DISCUSSION:**

In prior years, IPTC would hold their monthly Board meetings at 5:00pm. After discussions with the Board, it was decided that starting in January 2024, the monthly Board meetings would be moved to during the day, starting at 11:00am. Due to IPTC prior commitments, the August and September Board meetings will be held on the fourth Wednesday instead of the fourth Thursday. Also, due to the holidays in the months of November and December, those meetings will be held on the third Thursday with the Finance Committee and Service Committee subsequently being held on the second Thursdays. An Executive session may occur immediately prior or after scheduled meetings. The following dates are proposed for Board meetings during 2024.

<b>Board Meeting Dates YEAR 2024</b>
Thursday, January 25 <sup>th</sup>
Thursday, February 22 <sup>nd</sup>
Thursday, March 28 <sup>th</sup>
Thursday, April 25 <sup>th</sup>
Thursday, May 23 <sup>rd</sup>
Thursday, June 27 <sup>th</sup>
Thursday, July 25 <sup>th</sup> <b>Budget 2025 Introduced</b>
Thursday, August 8 <sup>th</sup> <b>Public Hearing for Budget 2025</b>
Wednesday, August 21 <sup>st</sup> <b>Final Adoption of Budget 2025</b>

Wednesday, September 25 <sup>th</sup>
Thursday, October 24 <sup>th</sup>
Thursday, November 21 <sup>st</sup>
Thursday, December 19 <sup>th</sup>

**ALTERNATIVES:**

The Board could choose to reject these dates and ask that IPTC staff propose a new set of meeting dates for 2024.

**FISCAL IMPACT:**

None

**DBE/XBE DECLARATION:**

None

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on October 19, 2023 and Finance Committee on October 23, 2023 and will be placed on the Consent Agenda.



Date of Memo: August 28, 2023  
Current Meeting: October 26, 2023  
Board Meeting: October 26, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Treasury Manager, Jon Mann  
**SUBJECT:** Consideration and approval of the purchase of 23 new Genfare fareboxes

---

**ACTION ITEM A – 7**

**RECOMMENDATION:**

Authorize IPTC CEO to enter into a purchase agreement for 23 new Fast Fare fareboxes for a total cost of \$381,409.

**BACKGROUND:**

Our current fleet consists of approximately 200 Genfare Odyssey fareboxes that were installed in 2007. According to our current vendor, Genfare, production of the Odyssey fareboxes ceased in 12/2022. Genfare will continue to offer spare and repairs parts for the Odyssey farebox, as long as, those parts are available. Periodic software releases and updates for major software bugs will continue to through 2025. This purchase will be the second purchase of our annual partial replacement of fareboxes, which is included in the five-year Capital Plan.

**DISCUSSION:**

IPTC will operate with both Odyssey and Fast Fare fareboxes for the next several years. The current infrastructure will support both farebox models, so there will not be a significant investment in the transition. Many key processes will remain the same that will require minimal adjustments for Coach Operators, Garage Personnel, and Riders. These upgraded fareboxes come with enhancements, such as mobile payment. The replaced Odyssey fareboxes from the Fixed Route vehicles will be installed on Purple Line vehicles until new Fast Fare boxes can be purchased for the entire BRT fleet.

**ALTERNATIVES:**

Continue Operations with our current Odyssey fareboxes, which will lose vendor support after 2025.

**FISCAL IMPACT:**

The cost for replacement of fareboxes was included in the 2023 capital budget.

**DBE/XBE DECLARATION:**

No goals were set for this procurement since there are no XBE's that provide this product.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Service Committee on October 19, 2023 and Finance Committee on October 23, 2023 and will be placed on the Consent Agenda.



Date of Memo: October 04, 2023  
Current Meeting: October 26, 2023  
Board Meeting: October 26, 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:** IFB 23-08-485 2024 Premium Diesel Fuel Supplier

---

**ACTION ITEM A – 8**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize the President / CEO Evans to enter into a contract with Co-Alliance for a minimum of 1,620,000 gallons of premium ultra-low sulfur (ULS) diesel fuel at a price of \$2.97 per gallon to be delivered over a twelve-month period starting January 1, 2024, through December 31, 2024, for an amount of \$4,811,400 annually.

**BACKGROUND:**

CO-Alliance is the incumbent contractor for diesel fuel. IPTC’s fuel consumption is expected to be approximately 1,620,000 in the 2024 fiscal year. The contract will cover roughly 98% of that consumption as a guarantee. Committing now to the fuel buy allows IPTC to lock the price of fuel below the current market value. As a historical picture, IPTC procured fuel in 2022 pricing of \$3.50 per gallon. The current fuel market cost has significantly increased and is constantly fluctuating, locking in the fuel purchase at \$2.97 per gallon has a projected savings of \$858,600 for the year.

This strategy meets FTA requirements for full and open competition.

**DISCUSSION:**

IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts. IPTC sent an IFB to the qualified vendors, Co-Alliance and CERES Solutions. These bids were opened on August 20, 2023, both were found to be responsive and responsible and were qualified as suppliers by IPTC for two years. On September 29, 2023, IPTC selected the lowest-priced qualified bidder.

IPTC agreed to enter into an order commitment with Co-Alliance of 1,620,000 gallons of ULS premium diesel fuel for consumption through December 31, 2024, at a contracted price of \$2.97 per gallon. This requires IPTC to order a minimum of 135,000 gallons per month at this price. If IPTC requires more fuel above 135,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at the market rate from Co-Alliance and other qualified bidders.

**ALTERNATIVES:**

The IPTC Board of Directors could elect not to enter into this contract, however, the uncertainty of economic factors surrounding this volatile market could be present in a new procurement. Additionally, the current trends are moving rapidly and delaying further could significantly impact the IPTC budget if required to purchase fuel at rack pricing.

**FISCAL IMPACT:**

The funding source for this procurement is provided by Operating Budget

**DBE/XBE DECLARATION:**

Due to a lack of opportunity and qualified vendors the goals set may not be reached. The established goals for this procurement are 15% MBE, 8% WBE, 3% VBE, and 1% DOBE.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on October 23, 2023 and will be placed on the Consent Agenda.



Date of Memo: October 04, 2023  
Current Meeting: October 26, 2023  
Board Meeting: October 26, 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 the monthly amendment of the diesel fuel contract

---

**ACTION ITEM A – 9**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement standards, it is requested that the Board authorize President/CEO Evans to allow for the purchase, from Co-Alliance LLC, an additional 32,000 gallons of diesel fuel, for the month of October 2023, at a current average market price of \$3.3806/per gallon as of the date of this action item. The not to exceed amount for October 2023 will be \$108,179.

**BACKGROUND:**

IPTC’s annual fuel consumption was projected as 1,260,000 gallons for the 2023 fiscal year. The contract will cover approximately 98% of that consumption as a guarantee. Actual consumption has been higher than projections which is attributed to the anticipated fuel reduction assumption of 25% for hybrids being spread across the entire fleet vs. the hybrid vehicles only. At the current consumption rate, the total 2023 supply will be depleted by mid-September.

**DISCUSSION:**

Co-Alliance is the current contract awardee. If IPTC, requires more fuel above 105,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at the market rate from Co-Alliance. NOTE: Fuel consumption for 2024 was budgeted at current rates with a 5% increase from current actual consumption.

**ALTERNATIVES:**

The IPTC Board of Directors could elect to not amend this contract, however, we risk running out of fuel and having limited options for fueling the coaches for service for Q4 of 2023. Additionally, the current trends are moving rapidly and could significantly impact the IPTC budget if required to purchase fuel at rack pricing.

**FISCAL IMPACT:**

The funding source for this procurement is provided by Operating Budget

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was reviewed by the Finance Committee on October 23, 2023 and will be placed on the Consent Agenda.



Date of Memo: October 16, 2023  
Current Meeting: October 26, 2023  
Board Meeting: October 26, 2022

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Interim Director of Mobility Solutions Teisha Belton  
**SUBJECT:** Consideration and approval of new Mobility Advisory Committee (MAC) Committee Members

---

**ACTION ITEM A – 10**

**RECOMMENDATION:**

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

**BACKGROUND:**

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

**DISCUSSION:**

The MAC submitted the nominations to the Service Committee on October 19, 2023, with a recommendation for approval by the IPTC Board of Directors.

**Greg Meyer**

As a returning committee member to the Mobility Advisory Committee, serving four years prior, I will represent and be a voice and advocate for the visually impaired and others with disabilities related to Transportation services.

**Bernadine Wilmer**

As a returning Mobility Advisory Committee member serving two years before, I am employed at Bosma and a current IndyGo Access rider. I can be a strong voice and connection for existing riders.

**ALTERNATIVES:**

The Board could choose not to approve the appointment.

**FISCAL IMPACT:**

No Fiscal Impact.

**DBE/XBE DECLARATION:**

No DBE/XBE Declaration.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

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



Date of Memo: September 29, 2023  
Current Meeting: October 26, 2023  
Board Meeting: October 26, 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 2022 Annual Financial External Audit Report

---

**ACTION ITEM A – 3**

**RECOMMENDATION:**

Review and receive the 2022 Annual Financial External Audit Report.

**BACKGROUND:**

On June 27, 2023, FORVIS, LLP Certified Public Accountants issued 2022 audits of the financial statements and compliance of IPTC as of and for the year ended December 31, 2022.

**DISCUSSION:**

The purpose of Action Item A-4 is to review and receive the 2023 Audit Report of the financial statements and compliance of IPTC as presented by FORVIS, LLP Certified Public Accountants. Representing FORVIS is Emily Balbach Tursi, Director/Nonprofit and Public Sector

The complete 2023 Annual Comprehensive Financial Report can be found at <https://www.indygo.net/wp-content/uploads/2023/07/2022-ACFR.pdf>

**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 October 19, 2023 and will be placed on the Regular Agenda.

Page  
Intentionally  
Left  
Blank

## Information Update – September 2023 Financials Summary

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Bart Brown, CFO and Justin Burcope, Budget Director  
**Date:** September 16, 2023

### SEPTEMBER 2023 FINANCIAL SUMMARY

#### Revenue

- Federal Assistance Revenue is over budget by \$173,993 (14.5%) for the month of September. For the year it is over budget by \$754,896 (7%).
- Other Operating revenue category is over budget by \$178,211 (273%) for the month. YTD this revenue is over budget by \$3,504,493 (596%).
- The passenger service revenue is over budget by \$62,878 (16%) for the month. For the year passenger service revenue is over budget by \$589,047 (15%).
- PMTF Grant has been received for the year. \$11,369,828 was received in June.
- YTD Property Tax Revenue received for first six months is \$30,555,568, which is \$1,426,114 (5%) over budget.
- Income Tax came in over budget for September by \$836,818 (22%). YTD collected is over budget \$14,904,118.
- The Service Reimbursement Program revenue is under budget by \$3,199 (-9%) for the month. For the year it is under budget by \$22,378 (-7%).

*The Total Revenue for the agency is over budget by \$301,215 (3%) for the month of September. YTD Total Revenue is over budget by \$23,998,746.27 (27%).*

#### Expenditures

##### I) Personal Services

- Fringe benefits are over budget for the month by \$25,887 (1.7%). YTD it is under budget by \$1,245,277 (-8%).
- Overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$321,910 (133%) 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 \$2,968,741 (125%).
- Salary expenses are under budget by \$646,256 (-16%) for the month of September. YTD it is under budget by \$6,335,211 (-16%)

*The Personal Services category is under budget by \$298,459 (5%) for the month of September. It is under budget for the year by \$4,611,748 (-8%)*

##### II) Other Services and Charges

- Claims were under budget by \$68,211 (19%) for the month. For the year this category is under budget by \$732,987 (-22%).

- For the month of September, the Miscellaneous Expense category is under budget by \$49,987 (-63%). YTD is under budget by \$196,798 (-27%).
- In September, the Purchased Transportation category is under budget by \$5,020 (-1%). For the year it is over budget by \$131,103 (2%).
- For the month the “Services” expense category is under budget by \$1,118,840 (-56%). YTD this category is under budget by \$7,880,160 (-35%).
- For the month, utilities expenses are under budget by \$111,115 (-58%). 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 \$205,062 (-12%).

*Overall, the Other Services & Charges category is under budget by \$1,353,174 (-38%) for the month. YTD this category is under budget by \$8,883,905 (-24%).*

### III) Materials & Supplies

- The fuel and lubricant category is over budget by \$73,410 (17%). YTD it is under budget by \$309,887 (-8%).
- For the month of September, the maintenance materials category is under budget by \$720 (-0.2%). It is under budget for the year by \$79,885 (-2%).
- Other materials and supplies category is under budget by \$19,396 (20%) for the month. For the year it is under budget by \$98,993 (-11%).
- Tires & Tubes category is reported at budget in September. 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. YTD it is under budget by \$37,097 (-8%).

*For the month, the Total Materials and Supplies category is over budget by \$53,294 (5%). For the year it is under budget by \$525,853 (-5%).*

*In September, the overall, total expenditures came under budget by \$1,598,338 (-15%). Year to date expenditures are under budget by \$14,021,505 (-14%).*

## 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
7/19/2023	AC for Simulator Trainers	Capital	Capital	\$79,200
8/30/2023	East Campus Courtyard Fencing	Capital	Capital	\$26,164
8/23/2023	East Campus Additional Security Badge Readers	Capital	Capital	\$26,222

## 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. For September we will be reimbursed \$3,698,602 in ARP II.

<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	\$49,023,803

### **RECOMMENDATION:**

Receive the report.

Bart Brown, Vice President of Finance and CFO and Justin Burcope, Budget Director



Indianapolis Public Transportation Corporation  
 Budget to Actuals (Comparative Statement) - IndyGo  
 For the Nine Months Ending Saturday, September 30, 2023

/11/2023 3:57 PM  
 Period Selected: 9

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
<b>Operating Revenue</b>									
Federal Assistance	1,374,222.00	1,200,228.66	173,993.34	14.50	11,556,954.00	10,802,057.94	754,896.06	6.99	10,867,166.00
Other Operating Income	243,522.25	65,311.67	178,210.58	272.86	4,092,297.75	587,805.03	3,504,492.72	596.20	1,658,316.34
Passenger Service Revenue	459,301.17	396,423.00	62,878.17	15.86	4,444,571.65	3,855,525.00	589,046.65	15.28	4,379,810.89
PMTF Revenue		947,485.67	(947,485.67)	(100.00)	11,369,828.00	8,527,371.03	2,842,456.97	33.33	11,240,036.00
Local Property & Excise Tax Revenue	3,236,606.00	3,236,606.00		0.00	30,555,568.06	29,129,454.00	1,426,114.06	4.90	29,993,079.87
Local Transit Income Tax Revenue	4,648,994.58	3,812,176.24	836,818.34	21.95	49,213,703.94	34,309,586.16	14,904,117.78	43.44	34,808,821.10
Service Reimbursement Program	31,384.00	34,583.33	(3,199.33)	(9.25)	288,872.00	311,249.97	(22,377.97)	(7.19)	320,414.00
<b>Total Operating Revenues</b>	<b>9,994,030.00</b>	<b>9,692,814.57</b>	<b>301,215.43</b>	<b>3.11</b>	<b>111,521,795.40</b>	<b>87,523,049.13</b>	<b>23,998,746.27</b>	<b>27.42</b>	<b>93,267,644.20</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,588,189.20	1,562,302.55	25,886.65	1.66	13,953,716.31	15,198,993.78	(1,245,277.47)	(8.19)	12,721,488.42
Overtime	564,561.25	242,650.78	321,910.47	132.66	5,334,586.19	2,365,845.12	2,968,741.07	125.48	3,978,388.31
Salary	3,297,753.45	3,944,009.49	(646,256.04)	(16.39)	32,118,881.13	38,454,092.49	(6,335,211.36)	(16.47)	30,884,432.18
<b>Total Wages and Benefits</b>	<b>5,450,503.90</b>	<b>5,748,962.82</b>	<b>(298,458.92)</b>	<b>(5.19)</b>	<b>51,407,183.63</b>	<b>56,018,931.39</b>	<b>(4,611,747.76)</b>	<b>(8.23)</b>	<b>47,584,308.91</b>
<b>Other Services &amp; Charges</b>									
Claims	286,047.86	354,259.18	(68,211.32)	(19.25)	2,675,345.39	3,408,332.62	(732,987.23)	(21.51)	2,163,982.50
Miscellaneous Expenses	29,606.80	79,593.75	(49,986.95)	(62.80)	537,895.88	734,693.77	(196,797.89)	(26.79)	565,549.57
Purchased Transportation	944,999.29	950,020.11	(5,020.82)	(0.53)	8,681,284.08	8,550,180.99	131,103.09	1.53	7,358,781.55
Services	877,243.68	1,996,083.74	(1,118,840.06)	(56.05)	14,371,191.26	22,251,351.42	(7,880,160.16)	(35.41)	11,242,414.26
Total Utilities	79,385.46	190,500.01	(111,114.55)	(58.33)	1,509,437.77	1,714,500.09	(205,062.32)	(11.96)	1,479,284.34
<b>Total Other Services &amp; Charges</b>	<b>2,217,283.09</b>	<b>3,570,456.79</b>	<b>(1,353,173.70)</b>	<b>(37.90)</b>	<b>27,775,154.38</b>	<b>36,659,058.89</b>	<b>(8,883,904.51)</b>	<b>(24.23)</b>	<b>22,810,012.22</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	506,304.16	432,894.46	73,409.70	16.96	3,586,172.86	3,896,050.14	(309,877.28)	(7.95)	2,944,137.25
Maintenance Materials	436,557.45	437,277.07	(719.62)	(0.16)	4,339,843.38	4,419,728.54	(79,885.16)	(1.81)	3,781,763.30
Other Materials & Supplies	77,902.50	97,298.23	(19,395.73)	(19.93)	783,642.71	882,636.07	(98,993.36)	(11.22)	549,119.93
Tires & Tubes	50,987.94	50,987.94		0.00	421,794.45	458,891.46	(37,097.01)	(8.08)	396,347.74
<b>Total Materials &amp; Supplies</b>	<b>1,071,752.05</b>	<b>1,018,457.70</b>	<b>53,294.35</b>	<b>5.23</b>	<b>9,131,453.40</b>	<b>9,657,306.21</b>	<b>(525,852.81)</b>	<b>(5.45)</b>	<b>7,671,368.22</b>
<b>Total Operating Expenses</b>	<b>8,739,539.04</b>	<b>10,337,877.31</b>	<b>(1,598,338.27)</b>	<b>(15.46)</b>	<b>88,313,791.41</b>	<b>102,335,296.49</b>	<b>(14,021,505.08)</b>	<b>(13.70)</b>	<b>78,065,689.35</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>1,254,490.96</b>	<b>(645,062.74)</b>	<b>1,899,553.70</b>		<b>23,208,003.99</b>	<b>(14,812,247.36)</b>	<b>38,020,251.35</b>		
GAIN/LOSS ON ASSET DISPOSAL				0.00	196,272.77		196,272.77	0.00	164,784.05
<b>NET INCOME/(LOSS)</b>	<b>1,254,490.96</b>	<b>(645,062.74)</b>	<b>1,899,553.70</b>	<b>(294.48)</b>	<b>23,011,731.22</b>	<b>(14,812,247.36)</b>	<b>37,823,978.58</b>	<b>(255.36)</b>	<b>15,037,170.80</b>

Capital Project Group	Capital Project	2023 Budget	2022 Budget Carried into 2023	Total 2023 Appropriation	YTD Expenses and Encumbrances	Remaining 2023 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	-	5,079,945	5,079,945	5,635,013	(555,068)
BRT & On-Street Infrastructure	CTC - BRT Docking Solution	4,000,000	-	4,000,000	-	4,000,000
BRT & On-Street Infrastructure	CTC - Purple Line Inductive Charging	425,000	-	425,000	188,963	236,037
BRT & On-Street Infrastructure	East Washington Mobility Hub	-	-	-	-	-
BRT & On-Street Infrastructure	Purple Line BRT	50,971,100	90,215,563	141,186,663	106,027,069	35,159,594
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	-	-	680,419	(680,419)
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	3,237,780	3,237,780	3,247,702	(9,922)
BRT & On-Street Infrastructure	Red Line Phase I Closeout	289,390	11,621,328	11,910,718	11,839,178	71,539
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	300,000	533,188	833,188	533,188	300,000
BRT & On-Street Infrastructure	Super Stops 1.0 Delaware Street & 2-way conversion of Ft Wayne (Delaware to Alabama)	-	89,002	89,002	973,315	(884,313)
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft. Wayne and Vermont Stations	2,617,322	3,022,997	5,640,319	4,658,768	981,551
BRT & On-Street Infrastructure	Transit Signal Priority	549,980	299,431	849,411	299,431	549,980
BRT & On-Street Infrastructure	Transit Stop Amenities	2,000,000	633,107	2,633,107	940,149	1,692,958
<b>BRT &amp; On-Street Infrastructure Total</b>		<b>61,152,792</b>	<b>114,732,341</b>	<b>175,885,133</b>	<b>135,023,197</b>	<b>40,861,936</b>
Facilities	1501 - HVAC VRF System Replacement	70,000	-	70,000	80,509	(10,509)
Facilities	1501 - Parking Lot Fence & Gate Replacement	500,000	-	500,000	-	500,000
Facilities	1501 - Security Door Upgrades	200,000	-	200,000	97,366	102,634
Facilities	Battery Electric Bus Charging Software Management System	75,000	-	75,000	-	75,000
Facilities	CTC - Lounge / Office Renovations	215,000	-	215,000	-	215,000
Facilities	CTC - Rain Garden Handrail Installation	-	16,300	16,300	16,300	-
Facilities	Depot Charging - Equipment Installation	1,620,000	394,678	2,014,678	401,363	1,613,315
Facilities	East Campus - Facilities	4,000,000	3,732,838	7,732,838	3,348,088	4,384,750
Facilities	East Campus - New Garage Construction	15,040,000	-	15,040,000	-	15,040,000
Facilities	Facilities Fencing	460,000	-	460,000	-	460,000
Facilities	Facilities Signage	50,000	-	50,000	-	50,000
Facilities	Fuel Island Exhaust Reels	90,000	-	90,000	-	90,000
Facilities	Fuel Management System Upgrade	-	401,755	401,755	408,075	(6,320)
Facilities	Fuel Piping & Pump System	400,000	-	400,000	-	400,000
Facilities	Maintenance Heavy Equipment Replacement	300,000	20,281	320,281	79,610	240,671
Facilities	Tire Bay Demolition	250,000	-	250,000	-	250,000
Facilities	West Michigan Street - Assessment Center Facility Renovation	200,000	296,490	496,490	296,490	200,000
Facilities	West Michigan Street - Exterior Improvements, Vehicle Wash, & Solar Array Installation	6,750,000	73,312	6,823,312	42,972	6,780,340
Facilities	South Madison Facilities	-	40,336	40,336	39,022	1,314
Facilities	UV Filtration - Facilities	-	23,871	23,871	13,251	10,620
Facilities	Veeder Root	-	63,502	63,502	63,502	-
<b>Facilities Total</b>		<b>30,220,000</b>	<b>5,063,363</b>	<b>35,283,363</b>	<b>4,886,548</b>	<b>30,396,815</b>
Finance	Farebox Maintenance / Replacement	397,800	21,710	419,510	21,709	397,801
Finance	ERP	-	-	-	9,146	(9,146)
<b>Finance Total</b>		<b>397,800</b>	<b>21,710</b>	<b>419,510</b>	<b>30,855</b>	<b>388,655</b>

Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line	26,037,200	54,699,594	80,736,794	54,699,594	26,037,200
Fleet	Paratransit Bus Replacement	1,500,000	117,300	1,617,300	74,207	1,543,093
Fleet	Support Vehicle Replacement	315,000	282,000	597,000	596,737	263
Fleet	UV Filtration	-	12,162	12,162	12,162	(0)
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	-	-	-	970,624	(970,624)
Fleet	Bike Rack Modification	-	141,290	141,290	76,864	64,426
<b>Fleet Total</b>		<b>27,852,200</b>	<b>55,252,346</b>	<b>83,104,546</b>	<b>56,430,188</b>	<b>26,674,358</b>
Information Technology	BRT Station Signage Upgrade	1,705,000	-	1,705,000	-	1,705,000
Information Technology	Distributed Antenna System	355,000	-	355,000	-	355,000
Information Technology	Fare Validator Replacement	700,000	-	700,000	13,600	686,400
Information Technology	Mobility- or Software-as-a-Service	240,000	172,167	412,167	172,167	240,000
Information Technology	Miscellaneous Capital Purchase for IT	-	62,690	62,690	86,541	(23,851)
Information Technology	Wireless Vehicle Communications Replacement	-	-	-	1,733,490	(1,733,490)
Information Technology	Disaster Recover and Business Continuity Plan	-	-	-	22,898	(22,898)
Information Technology	CTC - Real Time Passenger Information System	-	-	-	30,865	(30,865)
<b>Information Technology Total</b>		<b>3,000,000</b>	<b>234,857</b>	<b>3,234,857</b>	<b>2,059,561</b>	<b>1,175,296</b>
Safety & Security	1501 - West Gates Upgrade	-	-	-	74,742	(74,742)
Safety & Security	1501 - South Vehicle Gate	30,000	-	30,000	-	30,000
Safety & Security	Vehicle CCTV Replacement	-	9,429	9,429	489,191	(479,762)
Safety & Security	Training Simulators	-	7,500	7,500	7,500	-
<b>Safety &amp; Security Total</b>		<b>30,000</b>	<b>16,929</b>	<b>46,929</b>	<b>571,433</b>	<b>(524,504)</b>
<b>Grand Total</b>		<b>122,652,792</b>	<b>175,321,546</b>	<b>297,974,338</b>	<b>199,001,782</b>	<b>98,972,556</b>

# Mobility Advisory Committee (MAC)

## Meeting Minutes

September 20, 2023

### Attendees:

Eddie Richenbach-MAC

Kristina Hornaday-Alberts-MAC

Wilma Simmons-MAC

Greg Meyers-MAC

Teisha Belton-INDYGO

Ryan Wilhite-INDYGO

Mike Roth-INDYGO

Angela Milroy-RATP DEV

Amanda Bagwell-MAC

Linda Gosnell-MAC

Chris Hollingsworth-MAC

Bernadine Wilmer-MAC

Aaron Vogel-INDYGO

Matt Duffy-INDYGO

Will Hazen-INDYGO

Mike Roth-INDYGO

Attendance of members by Mike Roth

### Agenda Items:

- Approval of July 2023 Minutes-Approved
- Installations of new members-Approved
  - Greg Meyers
  - Bernadine Wilmer
- **Aaron Vogel**
  - IndyGo's East Campus ribbon cutting with guest FTA Administrator Nuria Fernandez
  - US Department of Transportation, Pete Buttigieg was here for a grant discussion for safer streets in downtown Indianapolis for pedestrian accessibility.
  - IndyGo won ARTI award for the Music in Transit program.
  - Superstops on Vermont Street are currently being built.
- **Matt Duffy**
  - Red Line
    - Traffic Modification Project
      - Installation of pedestrian signals

- ❖ The project is near completion; testing and evaluation are being conducted.
    - Installation of warning signs for motorists along Capitol Ave.
      - ❖ Installation is to begin in the next couple of months.
  - Purple Line
    - Approximately 20 months into construction
    - Plan to open October 2024
  - Blue Line
    - About 90% of the project design is complete
    - Working towards a grant around Fall 2024
    - With approval, we will start construction in 2025
- **Will Hazen**
  - Signage for the visually impaired on Fixed Routes
    - Provide braille information for stop changes.
    - Bus stop signs have braille.
    - Smartphone App that assists with bus stops
- **Ryan Wilhite**
  - Expiration to the new Beyond ADA policy
    - Expires January 1, 2025
    - Creating communication in 2024 for notifications
- **Angela Milroy**
  - Driver Shortages
    - Six drivers in class currently
  - Staffing Opportunities
    - Currently at 41 drivers and needing more.
    - Anyone looking for a job, refer to RATP Dev
  - INCare Update
    - Able to provide 20-25 trips per day.
  - A-Tin
    - We are waiting for them to finalize so that we can pilot our vehicles.
- **Teisha Belton**
  - Oversight observation of RATP Dev Operations
    - Monitoring phone etiquette with dispatch

- Monitoring subscriptions and their accuracy
- Monitoring Late Pull-Outs and Reasons Why
  - Late Pull Out-Vehicle leaves the yard after the scheduled time.
  - Ensure DVIR (Driver Vehicle Inspection Report) is filled out if necessary.
- IndyGo Mobility App
  - Storage of payment information is on hold due to finance.
- Fare Charging
  - Ensures daily that riders are charged accurately.
  - Mobility Solutions has created a funding source change form.
    - Riders who are grandfathered into Beyond ADA and have changed addresses since October 1.
    - If a rider's address changes, they will be charged Beyond ADA rate if appropriate.

### **Additional Questions/Concerns**

- **MAC Bylaws Update**
  - Lengthy process for legal to review, approve, and then present to the IndyGo Board of Directors.
  - Aiming to present to the Board the approved changes in October.
- **Increase Productivity**
  - Being advocates for transportation.
  - Spread the word of hiring.
  - Include MAC members in Client Centers meetings.
  - If there are any issues/questions, please reach out and say something, even if it is between MAC meetings.
- **Information regarding fixed route changes**
  - Public meetings are held for anyone to attend to express their concerns regarding fixed route changes.
  - Visit [www.indygo.net](http://www.indygo.net) and click on IndyGo News for more information.

Page  
Intentionally  
Left  
Blank

## Mobility Advisory Committee

September 20, 2023

Name	Present		July Meeting Minutes		Voting New Members				<i>Greg Meyer</i>		<i>Bernadine Wilmer</i>	
	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay
Chris Hollingsworth	✓		✓				✓			✓		
Eddie Richenbach	✓		✓				✓			✓		
Amanda Bagwell	✓		✓				✓			✓		
Linda Gosnell	✓		✓				✓			✓		
Kristina Hornaday-Alberts	✓		✓				✓			✓		
Wilma Simmons	✓		✓				✓			✓		
Kendel Tilton		✓										

*Michael Roth*  
 \_\_\_\_\_  
 Michael Roth

*9.20.23*  
 \_\_\_\_\_  
 Date

Expected:

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

Unacceptable:

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

~~Mike Roth~~ – IndyGo *Aaron*

- IndyGo's East campus ribbon cutting with special guest FTA Administrator Nuria Fernandez at the opening.
- Secretary Pete Buttigieg's visit to Indianapolis.
- IndyGo won the ARTI award for Music in Transit series from the Arts Council.

~~Cheryl Purefoy~~ – IndyGo

- Transportation Operations Update

Ryan Wilhite – IndyGo

- Beyond ADA – Grandfathering reminder

William Hazen – IndyGo

- Bus stop signage – visually impaired

Angela Milroy – RATP Dev

- IndyGo Access Paratransit updates
- Staffing opportunities
- InCare – updates

Teisha Belton – IndyGo

- Oversight observation for RATP Dev Operations, my findings.
- Update: payment information for the app.
- Fare charging, Beyond ADA Funding Source Form, Funding Source once a rider changes their address.

*Matt Duffy*

- *Red Line, Purple Line, and Blue Line updates.*

## 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:** October 19, 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
Covid and Pandemic Recovery	█					
Employee Share of Health Insurance Premiums	█					
Retail Center Audit	█					
Annual Risk Refresh 2023	█					
Paratransit Review	█					
Maintenance/Storeroom Workflow Reivew	█					
Policies	█					
Bus Rapid Transit Lines		█				
Ridership Experience		█				
Flowbird/MyKey System			█			
Transit Asset Management			█			
FORVIS Financial Audit Review (2022)					█	
Decentralized Operations				█		
Coach Operator Scheduling Review				█		
Staffing, Hiring & Recruiting					█	★
Retail Desk Transfer to Finance					█	★
Annual Risk Refresh 2024					█	★

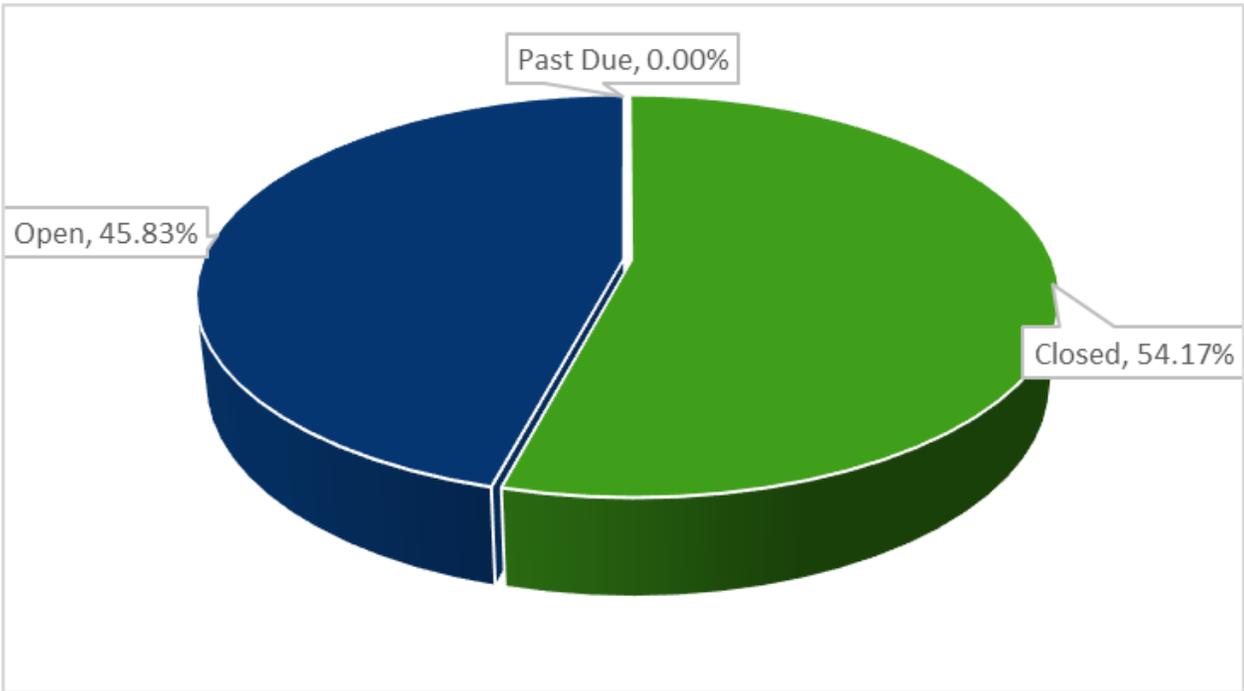
Complete   
 In-Process   
 Planned

★ 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
Physical and Facility Security	2022-03	07/12/22	8	4	4	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
Bus Rapid Transit (BRT) Review	2023-02	04/03/23	4	2	2	0
Ridership Experience Assessment	2023-03	07/14/23	7	3	4	0
Flowbird MyKey Review	2023-04	06/04/23	5	2	3	0
Transit Asset Management Review	2023-05	06/14/23	2	0	2	0
<b>Total</b>			<b>48</b>	<b>26</b>	<b>22</b>	<b>0</b>
<b>Percentage</b>				54.17%	45.83%	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	7/20/2023
2023-3	Ridership Experience Review	7/20/2023
2023-4	Transit Asset Management Review	7/20/2023
2023-5	Flowbird/Mykey Review	7/20/2023
2023-6	Decentralized Operations Review Report	10/19/2023
2023-7	Operator Scheduling Review Report	10/19/2023

**RECOMMENDATION:**

Receive the report.



Brian Atkinson  
Deputy of Governance & Audit

Page  
Intentionally  
Left  
Blank

## 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:** Oct 19, 2023

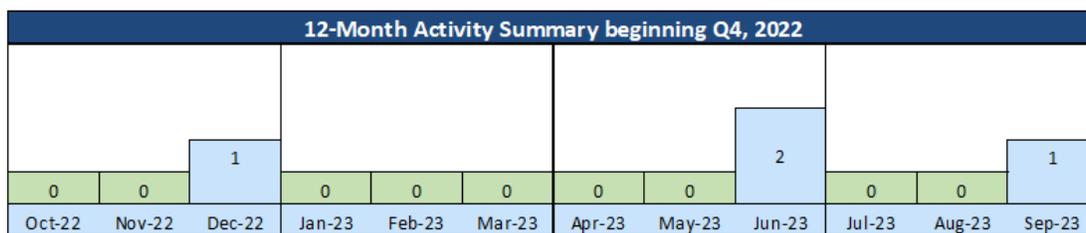
# Ethics Hotline Summary Report

Quarterly Activity Summary: 07/01/23 through 09/30/23

Method of Submission	Number of Reports
Website	0
Phone call	1
Other	0
<b>Total</b>	<b>0</b>

Current Period Potential Reported Issues	Number
Ethics Violations	1
<b>Other Issues</b>	
Waste or Inefficiency	0
Fraud	0
Policy Violation	0
Employee Conduct/Abuse	0
Theft	0
Customer Service	0
HR Issues	0
<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	1	1		
<b>Total Claims</b>	<b>1</b>	<b>1</b>		



**RECOMMENDATION:**

Receive the report.

Brian Atkinson  
 Director of Governance & Audit

Page  
Intentionally  
Left  
Blank



## Information Update – Purple Line Construction Change Orders

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Development Officer Jennifer Pyrz, PE  
**Date:** October 4, 2023

---

### PURPLE LINE CONSTRUCTION CHANGE ORDER 8 – PACKAGE A

#### **BACKGROUND:**

IPTC entered into contract in December 2021 with Crider and Crider, Inc. to construct Package A of the Purple Line Bus Rapid Transit Project and with F.A. Wilhelm Construction Co., Inc. to construct Package B. Original contract award amounts were \$95,662,258.74 for Package A and \$18,187,000.00 for Package B for a combined total of \$113,849,258.74. Construction started in Spring 2022 and will be completed in Summer 2024. Construction is approximately 60% complete.

In December 2021, the Board authorized President/CEO Inez Evans to approve change orders of \$250,000 or less through construction of the Purple Line BRT project. Change orders greater than \$250,000 require board approval. Change orders under the \$250,000 threshold would be brought to the Board as information items.

Change Order #8 for Purple Line Package A was executed this month to cover a variety of small changes that were required for construction including adjusting storm casting elevations, adding riprap around ends of box culverts, capping an existing inlet, and adding manholes to accommodate an unforeseen buried utility, among other items. Twenty-four change items are included in this change order. None of the individual changes exceeds \$16,000. The total value of Change Order #8 is \$98,162.78.

The sum of all change orders executed to date for both Packages A and B remain negative, meaning the project holds increased contingency relative to the original construction contract award amounts.

#### **RECOMMENDATION:**

Receive the report.

Jennifer Pyrz  
Chief Development Officer

Page  
Intentionally  
Left  
Blank

## Risk and Safety Division Report – September 2023

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Director of Risk and Safety Brian Clem  
**Date:** October 26, 2023

---

### Risk and Safety

#### Risk:

- During the month of September, Risk & Safety team member Dwight Benjamin, Facility Maintenance team member Tyrone Rowan, and team members from the Transportation Operation Division took the IndyGo Emergency Response Mobile Command Bus out to 9503 East 33<sup>rd</sup> Street to test the Avail Radio Dispatching and Hastus Service Center applications for radio room dispatching and service center clerk task assignments. In addition, the IndyGo Emergency Response Mobile Command Bus was activated at the 2023 IndyGo Bus Rodeo.
- During the month of September, Risk & Safety partnered with JWF Specialty [IndyGo’s third-party claims adjuster] for the purpose of processing and finalizing twenty-one claims made in September of 2023. The risk and safety team members continue to assist the IndyGo Transportation Department, RATP Dev, and Training Department with reducing the number of preventable accidents each month. There’s been a small increase in preventable accidents from August to September, but we are seeing a downtrend of approximately 60%.
- IndyGo risk and Safety team members continue to work with the Operations division on testing the Track-it computer system Event Logger (dispatch incident log) to further combine all accident and incident reporting within the Operations Department. This will streamline notification from dispatch to the road supervisors, managers, etc. to receive real-time data of an accident and complete the required accident reports before the end of their shifts.

#### Safety:

- Risk and Safety team member, TaMicheal Jackson performed the October 2023 IndyGo “Safety Blitz”. The Safety Blitz program identifies risk and safety items to educate and communicate to operators on a specified topic. In October, the Blitz was performed to educate about “Safety Vest”. The information is placed on the IndyGo internal web page, newsletter, safety communication bulletin boards, bus driver CAD screens, big screen TVs, and bus steering wheels the night before the event. Leadership and staff meet with drivers throughout the day of the blitz to be informative and engaging for IndyGo employees. This is another example of how IndyGo is educating and communicating for continuous improvement to safety culture.
- Risk and Safety Team members, Dwight Benjamin, Michael Jackson, and Kevin Neumann worked with members of the parts storage and storeroom on a new process and system to identify and label hazardous chemicals and products. IndyGo has adopted the Hazardous Materials Identification System (HMIS) for labeling all products when received. The new project creates a custom label for purchased products that identify the hazard class for Health, Flammability, Reactivity, and Personal Protection required. With this new project, goods are entered into a computer, identified, and the appropriate label is generated and placed on the products. This project will cut down on the amount of time taken to make labels by hand and have a uniform system to increase accuracy and productivity in a uniform process saving money.

- Staff conducted an internal Environmental/OSHA Assessment at each of the IndyGo properties for the month of September. The assessments are to educate and correct any hazards or work practices found to set norms for working safely. A report is sent out to the accountable departments for follow-up and correction if items and practices are identified. The safety team follows up and ensures items or practices are corrected before the end of each month. Employees from their respective departments accompany the team to learn to help promote a safety culture within their departments or divisions.

#### Drug and Alcohol Program:

- Risk and Safety added a new team member, Michael Bunnell, Drug and Alcohol Program Administrator to the team in September. Michael will administer the IndyGo Drug and Alcohol program, complete the day-to-day tasks, as well as support many other safety tasks as needed. September test included.
  - o Random Test Scheduled - 45
  - o Pre-Employments – 56
  - o Post-Accidents – 5
  - o Reasonable Suspicion – 1

#### Insurance:

- The IndyGo Risk and Safety Manager, Kevin Neumann completed all insurance renewal applications 2024-2025.
- Director of Risk and Safety, Brian Clem and Risk and Safety Manager, Kevin Neumann met with the contracted insurance broker Aon to review the strategy for 2024 insurance renewals. Conversations were held to discuss the current insurance market for property coverage, D&O, cyber, and crime. IndyGo is preparing data for Aon to provide both replacement and fair market value modeling to protect investments. With the property underwriting market changes and IndyGo expanding to multiple locations around the city, the risk and safety team will be evaluating the risk and loss of assets that are no longer at one property. This information will help us prepare to make future decisions if a change would be to our benefit. Decisions will continue to be made at the executive level with board or director approval.

## September 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 September 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>
<b>Stephen Thein</b>	5963	31	35
<b>Ray Wright</b>	6979	22	33
<b>Donald Ellison</b>	1739	19	25
<b>Leo Scott</b>	5447	19	21
<b>Alvin Knox</b>	8191	14	14
<b>Bevelyn Robinson</b>	8194	12	14
<b>Micheal Williams</b>	6710	12	20
<b>Mamadou Goudiaby</b>	8185	11	14
<b>Gregory Scott</b>	8719	6	9
<b>Toccarra Isabell</b>	9075	5	6
<b>Salaha Keita</b>	9041	5	6
<b>Nakia Davies-Dada</b>	9372	4	4
<b>Steven Goodrich</b>	9695	2	4
<b>James Miller</b>	9581	2	4
<b>Krystal Robinson</b>	9692	2	3
<b>Trisha Dunlap</b>	9988	1	2
<b>Mark Wills</b>	9710	1	3

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):**

**September 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	0.18	0.71	0.00	2.67	0.00	12	
Bus Rapid Transit (BRT)	0.00	0.00	1.76	0.00	8.78	0.00	0	
Para Transit	0.00	0.00	0.00	0.00	1.98	0.00	0	
<b>All Modes of Service</b>	<b>0.00</b>	<b>0.14</b>	<b>0.69</b>	<b>0.00</b>	<b>3.05</b>	<b>0.00</b>	<b>1.67</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
2023 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.34.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.73.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.10.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.41.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.10.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <0.06.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >20.
SPT = Safety Performance Target								
VRM= Vehicle Revenue Mile								

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

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

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

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

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

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

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

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

### 3<sup>rd</sup> Quarter 2023

3rd Quarter								
Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.35	0.60	0.00	2.07	0.00	31	7
Bus Rapid Transit (BRT)	0.00	2.95	4.71	0.13	9.86	0.13	0	
Para Transit	0.00	0.00	0.00	0.00	2.45	0.00	0	
All Modes of Service	0.00	0.5	0.82	0.04	2.82	0.04	1.42	7.00
2022 IndyGo Reported Data (All Modes)	0.00	0.36	0.77	0.10	2.54	0.10	0.06	19
2022 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.11	0.19	No Data	No Data	0.01	0.05	No Data
2023 Objective Targets (SPT)	0.00	0.34	0.73	0.10	2.41	0.10	0.06	20
2023 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.34.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.73.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.10.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.41.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.10.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <0.06.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >20.
SPT = Safety Performance Target								
VRM= Vehicle Revenue Mile								

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

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

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

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

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

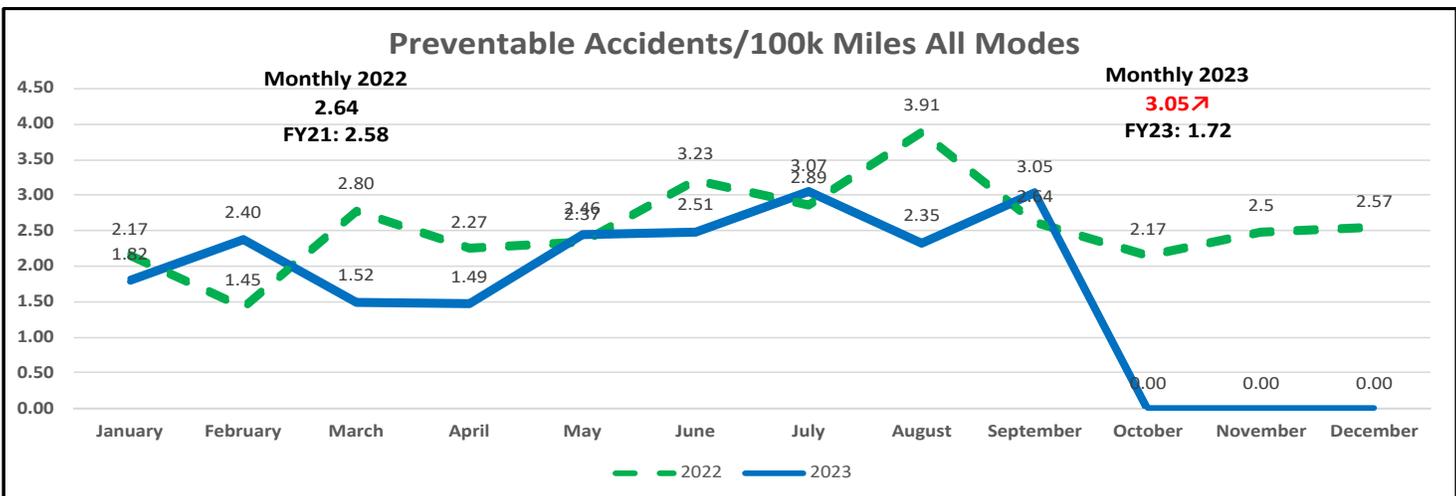
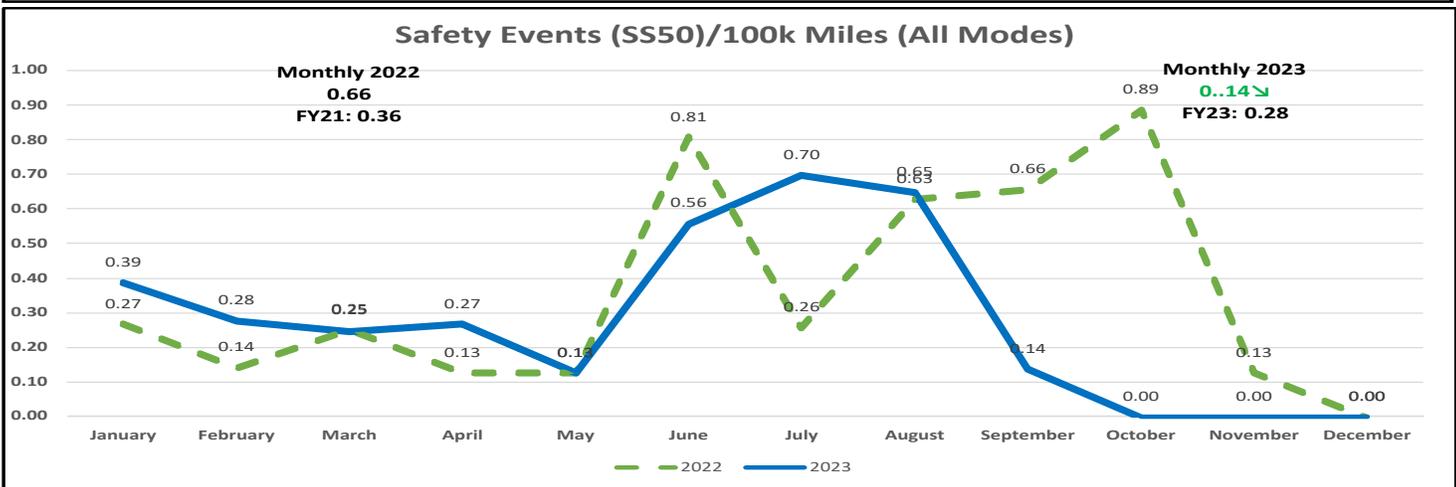
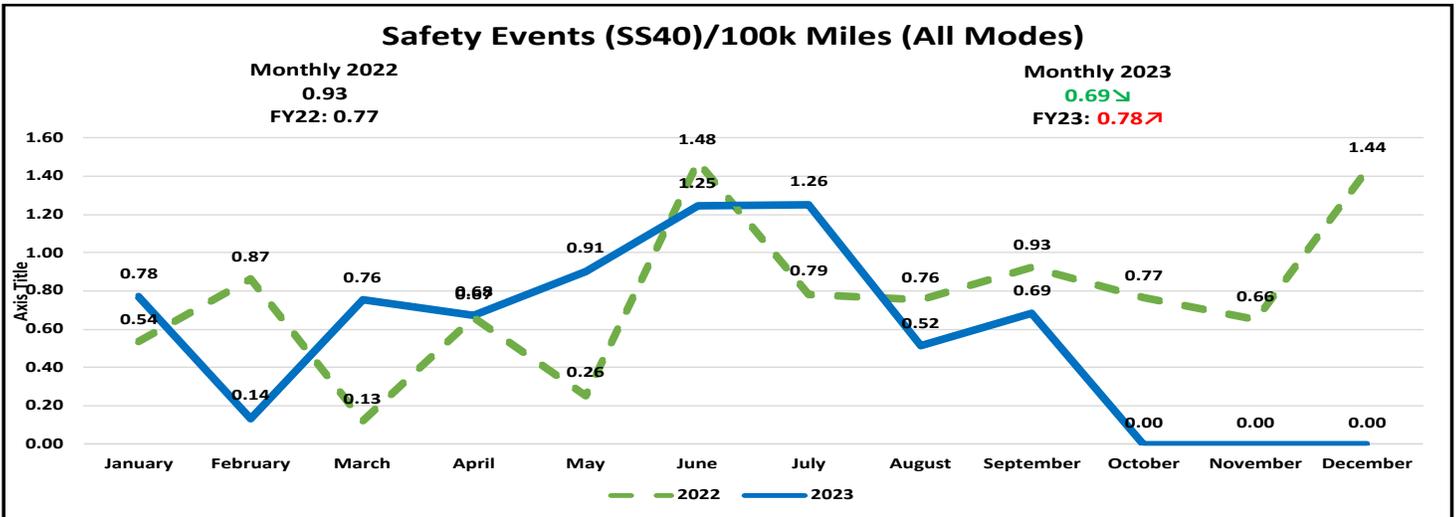
**Pedestrian Strikes:** The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

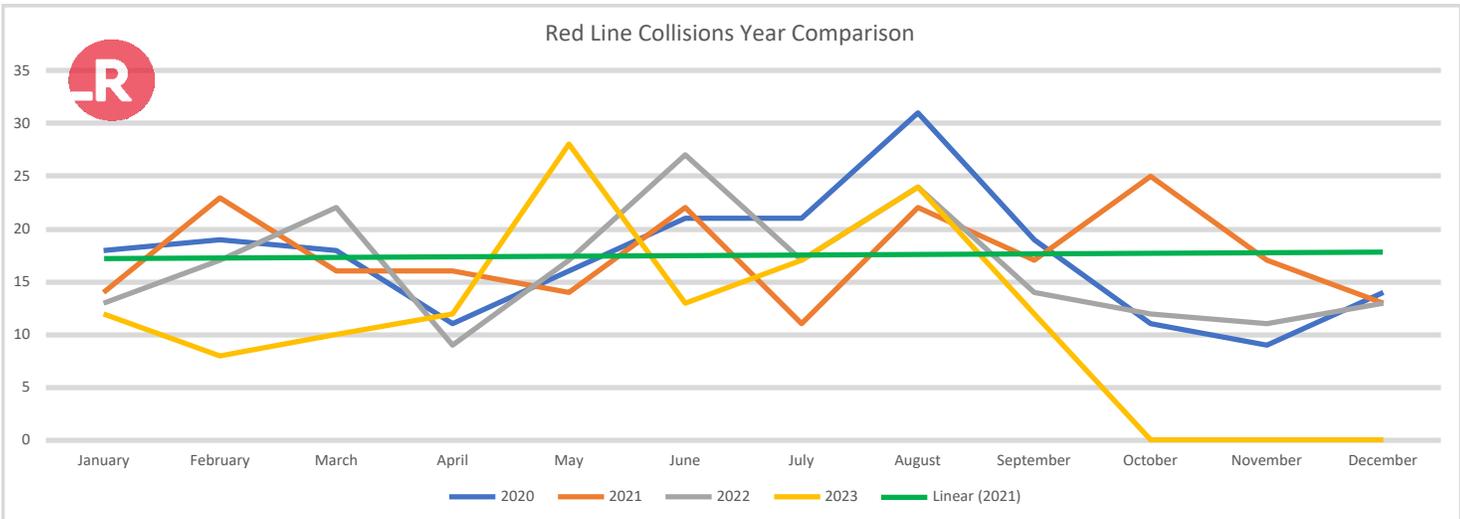
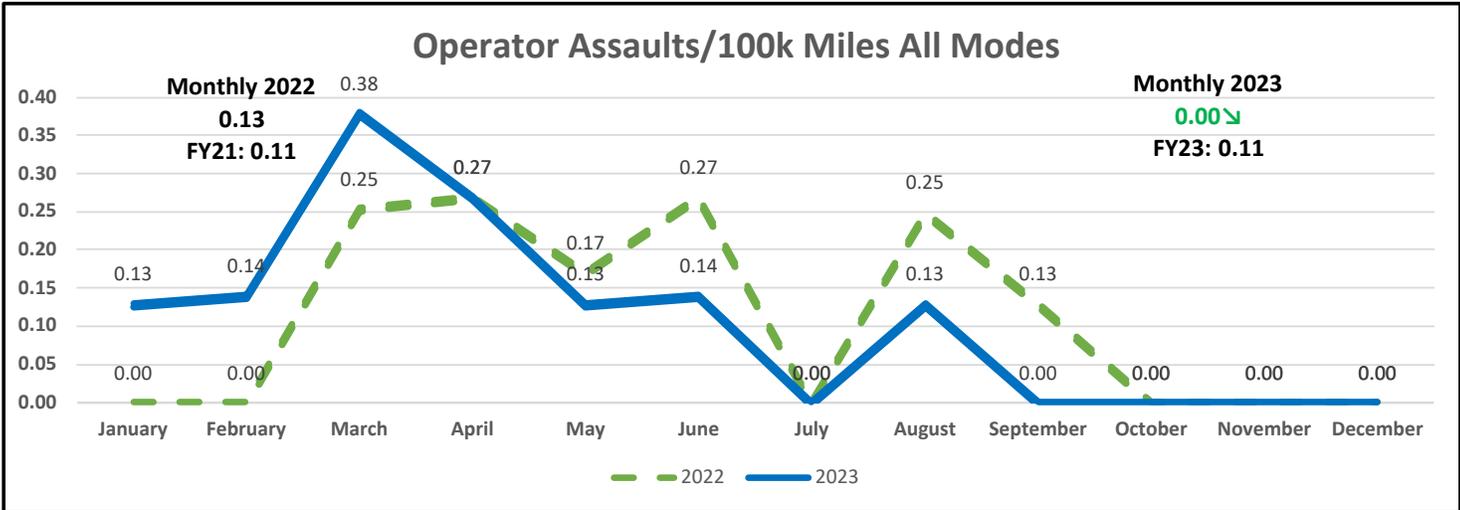
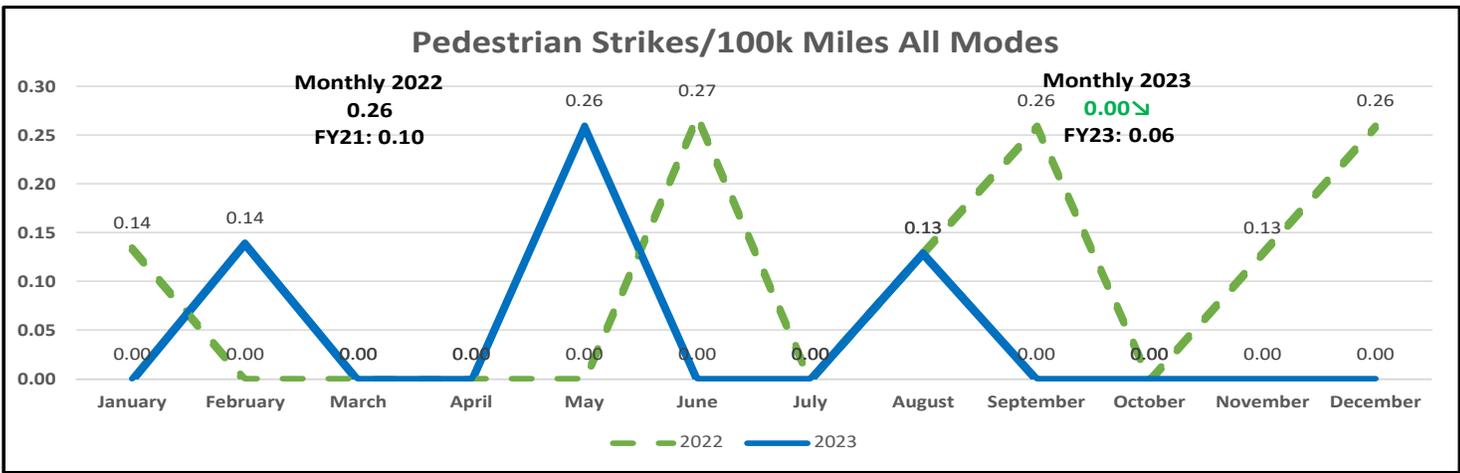
**Average Operator Injury Rate:** Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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

## Safety and Accident Data

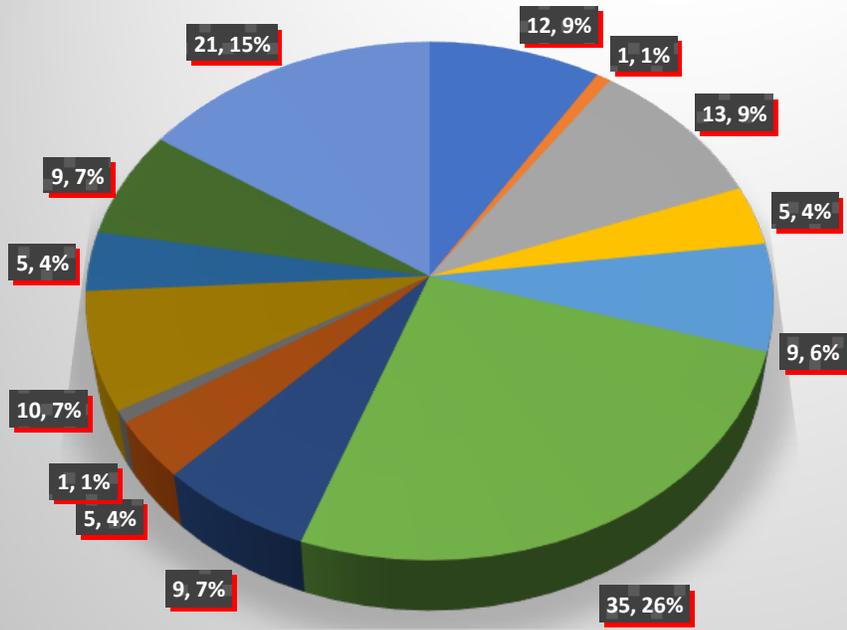
### September 2023 Compared to September 2022 Data All Modes:







# Red Line September 2023



- Total Number of Traffic Accidents (TA)
- Total Number of Traffic Incidents (TI)
- Location where most incidents occurred (Capitol)
- Total Number of TA/TI involving Platform/Station
- Total Number of TA/TI with Damage to the Coach
- Total Center Station Incidents
- Total Curb Station Incidents
- Collisions involving a vehicle that struck us
- Collisions involving us striking them
- Total Number of Passenger Accidents (PA)
- Total Number of Passenger Incidents (PI)
- Number of Falls
- Total Number of Other Incidents (Police, EMS, Vandalism, etc)

## End of Report

## Planning & Capital Projects Division Report – September 2023

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Development Officer Jennifer Pyrz  
**Date:** October 26, 2023

---

### **STRATEGIC PLANNING**

#### **Zero-Emission Vehicle (ZEV) Transition Plan**

A requirement of the FTA, IndyGo’s ZEVTP is intended to inform capital planning/procurement over the next several years. This update will also inform IndyGo’s fleet replacement program by helping to determine which vehicles to procure in the future. The scenario planning phase is complete. The team is now working to produce lifecycle costs as well as a greenhouse gas emissions analysis for the different scenarios. Once completed, these analyses will aid in the selection of the scenario for the next steps of the planning process.

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

Staff anticipates using the bulk of the remaining on-call grant writing contract dollars (RFQ 22-05-448) for grant writing, this time in support of a *Strengthening Mobility and Revolutionizing Transportation* (SMART) stage one competitive grant application. More on this funding opportunity under the heading that reads, “Future Funding Opportunities” below.

#### **Capital Plan Narrative Update**

In anticipation of the adoption of the 5-yr Capital Budget Summary, Strategic Planning staff have been preparing an update to IndyGo’s 5-yr Capital Plan. Staff anticipates being able to bring the updated plan to the IPTC Board of Directors for their consideration at their regularly scheduled meeting in November.

#### **Housing Feasibility Studies**

Work is nearing completion to determine what, if any, opportunities exist to attract private development and construct affordable/workforce housing on the undeveloped/underutilized portions of the W. Michigan Street Mobility Solutions Center property, the Madison Avenue park-n-ride facility (proposed), or both. Staff have begun to prepare an information item for the IPTC Board of Directors for one of their upcoming regularly scheduled meetings. Both studies should be finalized this year.

#### **Future Funding Opportunities**

*TOD Pilot Planning Grant (applied)* – On August 8, 2023, the FTA authorized another \$13.4 million in competitive grant dollars under their Pilot Program for Transit-Oriented Development (TOD) planning grant program for FY2023. This program focuses on the integration of land use and transportation planning for new fixed guideway or core capacity transit project corridors, like IndyGo’s Blue Line bus rapid transit project, through a comprehensive or site-specific planning study. Planning studies funded through this program examine ways to develop affordable housing near transit, improve economic development and ridership potential, foster multimodal connectivity and accessibility, improve transit access for pedestrian and bicycle traffic, engage the private sector, identify infrastructure needs, and enable mixed-use development near transit stations.

IndyGo staff worked with decision-makers for the Town of Cumberland to submit a request for funding to produce a mixed-use, mixed-income, TOD station area plan for the area surrounding IndyGo’s Eastside Mobility Hub. As a reminder, the mobility hub would serve as the eastern terminus of existing Route 8/future Blue Line BRT corridor a

as three other local bus routes. This most recent grant request was submitted on October 9, 2023, by IndyGo on behalf of IndyGo and the Town of Cumberland. Staff anticipates notifications of awards by end of January 2024. If awarded, this would be IndyGo's second grant from this program. The first was awarded in 2018 and was used to assist the city in the creation of the TOD zoning district overlay that went into effect in November 2021.

SMART —Part of the Bipartisan Infrastructure Law (BIL), the Strengthening Mobility and Revolutionizing Transportation (SMART) discretionary grant program was established to provide grants to eligible public sector agencies to conduct demonstration projects focused on advanced smart community technologies and systems capable of improving transportation efficiency. Applications were due on October 10<sup>th</sup>. After reviewing the NOFO and considering the deadline, IndyGo is not submitting for FY2023 but will work to build a FY2024 application.

READI 2.0 — IndyGo submitted a pre-application request to the Central Indiana Regional Development Authority (CIRDA) for the stormwater improvements along Segments 2 and 3 of the Blue Line Bus Rapid Transit corridor. Formal applications are due to the IEDC in February 2024 but must go through CIRDA. Award announcements are anticipated to be released in April 2024.

As a reminder, READI 2.0 was announced by Governor Holcomb on September 5<sup>th</sup> as an opportunity for some of the newly established 15 regions to generate stronger returns for Indiana and our individual community partners through greater alignment between the IEDC and our partner regions in goal and project identification and financial support. As of this year, CIRDA has assumed the role of Central Indiana's regional organization. CIRDA will coordinate and submit a single application on behalf of all Central Indiana's stakeholders. In anticipation of needing to prioritize the requests of 33 urban and rural communities to only put forward brick and mortar projects that are "going to have the maximum amount of impact," CIRDA is currently accepting pre-applications to understand and ultimately determine which projects to include in a READI 2.0 application.

## **Regional Mobility Integration**

Section 5310, 2021 Call for Projects – All five minivans have been delivered to IndyGo and all five have been picked up. No cutaways have been delivered yet.

Section 5310, Program Management Plan Update and CY2023 Call for Projects – Prior to issuing this update, IndyGo had delayed the issuance of its CY2023 Call for Projects because we have not yet received FTA's approval for IndyGo's Program Management Plan (PMP) update, which was submitted to Region V in late 2022. Without this update, IndyGo is limited to accepting requests for vehicle purchases only. However, because it has been more than a year since IndyGo submitted its updated PMP to the FTA for their review and approval and because the need for vehicle funding and other project funding persists, IndyGo staff have decided to issue the CY2023 Call for Projects in December of this year; taking exception to the limitations of the approved PMP as needed.

The CY2023 Call for Projects will include the CY2022 allocation as well as the CY2024 application. The CY2023 total is anticipated to be between \$1.6 million and \$1.8 million. Once approved by the FTA, the updated PMP will include language on operating / mobility management projects for the region. Staff still anticipates that there will be at least one round of reviews and updates before FTA will approve the PMP.

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. The increase is due to the infusion of BIL funding. Compliance reviews for this year are currently underway. Consultant RLS & Associates continues 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 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 CY2022, CY2023, and CY2024; the anticipated amount for award is \$1.2 million.

## **ENGINEERING & CONSTRUCTION**

### **Blue Line BRT**

The design team, led by WSP, is progressing towards 90% design submittal. NEPA documentation is currently being reviewed by FTA and the Indiana State Historic Preservation Office, both targeting completion in Q4 2023. IndyGo continues public outreach and conversations with the public, businesses, residents, and neighborhood organizations. A recent meeting was held with Irvington residents at their request. IndyGo submitted to FTA an updated project for scoring and evaluation in August. FTA is reviewing and will make funding recommendations over the next few 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 nine stations are complete from finish grade and below. The contractor has also mounted steel structures at the Terminus, Orchard, and State Fair stations. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. The major closure to reconstruct the westbound lanes of 38th Street between Emerson Avenue and Shadeland Avenue has been opened to allow for two-way traffic, work in this corridor has been shifted to the eastbound lanes.

### **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. Work began in mid-August and will be completed by mid-November 2023.

### **Rural Street Bridge Project**

Design consultant Lochmueller Group continues drainage coordination with DPW and CEG and has submitted 60% design plans for review. Coordination will continue with CSX and utilities on design submittals. Design is expected to be finalized in Q1 2024.

### **Transit Signal Priority (TSP)**

IndyGo is currently working with the Burgess & Niple, Inc. team to identify priority locations for implementation of the desired TSP solution throughout the local route network. A draft report has been submitted and is being reviewed by the IndyGo team. This report will guide implementations over the next several years.

IndyGo is working with Kimley Horn & Associates to implement the Purple Line TSP. Implementation is planned to align with the Purple Line revenue start date. The project includes innovative and cutting-edge approaches to quantify benefits of the TSP system and began this month. IndyGo is coordinating with DPW regularly on this project.

### **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. Construction of six additional Super Stops locations on Alabama, Fort Wayne, and Vermont streets began in June. The first four stops are completed, and 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. A contractor for this project along with other local stops in various locations around the city will be selected in November 2023, and construction is anticipated to be completed by late 2024.

## **FACILITY PROJECTS**

### **CTC Raingarden Handrails**

Site measurements are underway to begin installation of handrails around the raingardens at the CTC. Work is expected to begin in November with all work being completed December 2023.

### **East Campus Master Plan**

Staff continue to work towards expansion of the East Campus location in relation to all other IndyGo facilities and needs. Staff anticipates that the master plan will be substantially complete before the end of the year. Most recently, the consulting team performed the on-site work needed to prepare a Phase II environmental assessment of site to satisfy NEPA commitments and provide information to support its eventual acquisition. Another team of consultants is currently preparing a report of their findings as it relates to wetland conditions.

### **W. Michigan Steet Mobility Solutions Center Parking Improvements**

Parking for employees and paratransit vehicles is currently limited at the Mobility Solutions Center. Staff is actively working on solutions to better accommodate vehicles on site. Design consultant Woolpert is working to determine costs and timeline for making the desired improvements. Current timeline for design completion is December 2023. IndyGo's capital planning and projects team continues to work with the Public Affairs team to ensure that we adhere to our commitment to commission artwork for the outside dumpster enclosure prior to making these improvements to the property.

### **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.
- 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 Projects and Facility Maintenance teams.
- Crack repairs and wall demolition in the garage at 1501 W. Washington is being evaluated and scheduled.
- Public restrooms addition 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 (2024 project)

Respectfully submitted,

**Jennifer Pyrz**

Chief Development Officer



## Public Affairs Division Report – September 2023

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Public Affairs Officer Lesley Gordon  
**Date:** October 26, 2023

---

### CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR September 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

# September 2023 Board Report



INDYGO.NET WEBSITE STATISTICS:

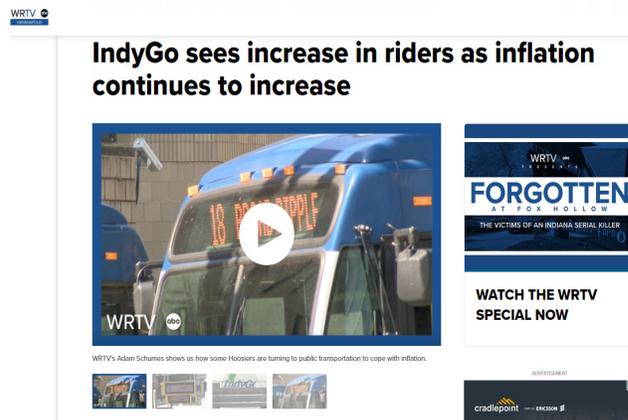
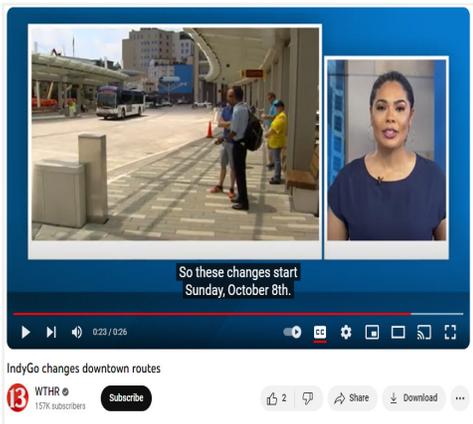
09/1/2023-09/30/2023

Page Views	207,916
Bounce Rate	47.31%
New Users	30,549
Returning Users	60,663
Total Sessions	91,212
Total Monthly Sessions Comparison to Previous Year	(Down) 2%

Mobile Share

Date	Mobile	Desktop	Tablet
Sept-23	83%	16%	1%
Aug-23	83%	16%	1%
July-23	83.1%	15.8%	1.1%
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%

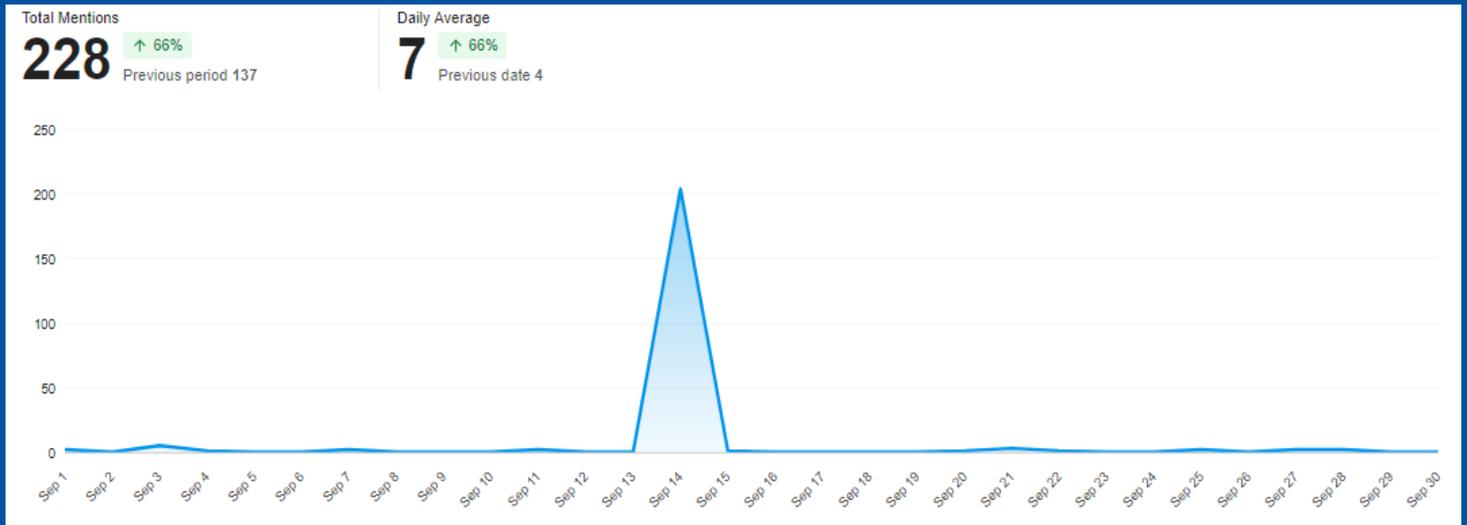
## Media Mention Highlights



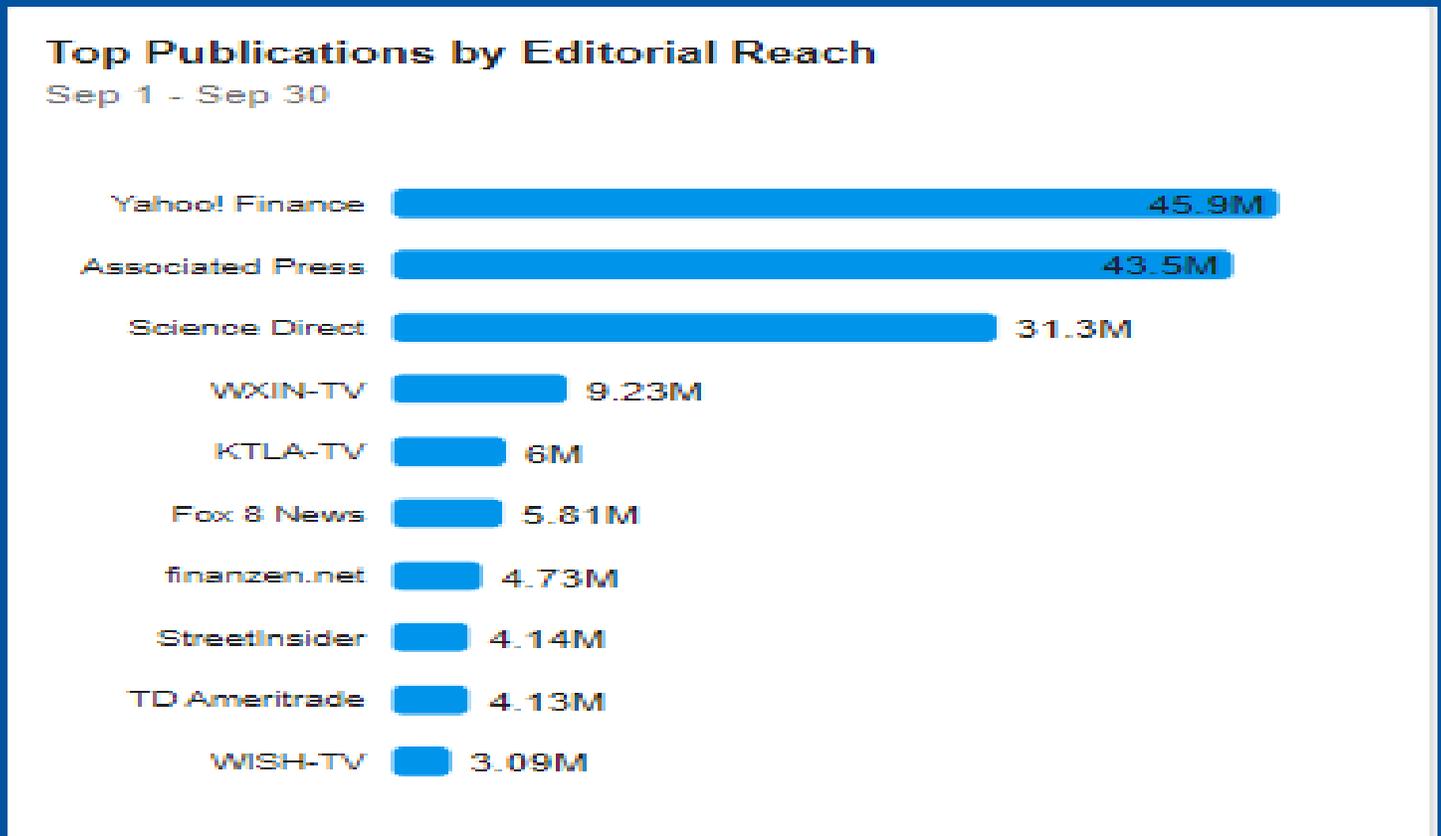
### Topics Include:

Media coverage for September 2023 included a variety of topics. One of the major subjects last month was IndyGo's October service changes. This round of routine service changes adjusted bus route schedules to improve on-time performance and implemented several route shifts to service the agency's upgraded, downtown Super Stops. IndyGo also received positive media attention for an increase in ridership as inflation continues to rise. Many Marion County residents have turned to riding the bus to make up for the rising costs of items, including gas prices. IndyGo's Music in Transit was also featured positively on FOX59's entertainment program, Indy Now, where Special Programs Manager Jordan Patterson and program partner Jake Huber shared information about the concert web series. One of the musical artists from this year's season, Robin Raps, performed a song with members of the Indianapolis Children's Choir, celebrating Indianapolis' Near Eastside. Altogether, IndyGo was mentioned more than 225 times in the media in September.

Here's a brief coverage summary:



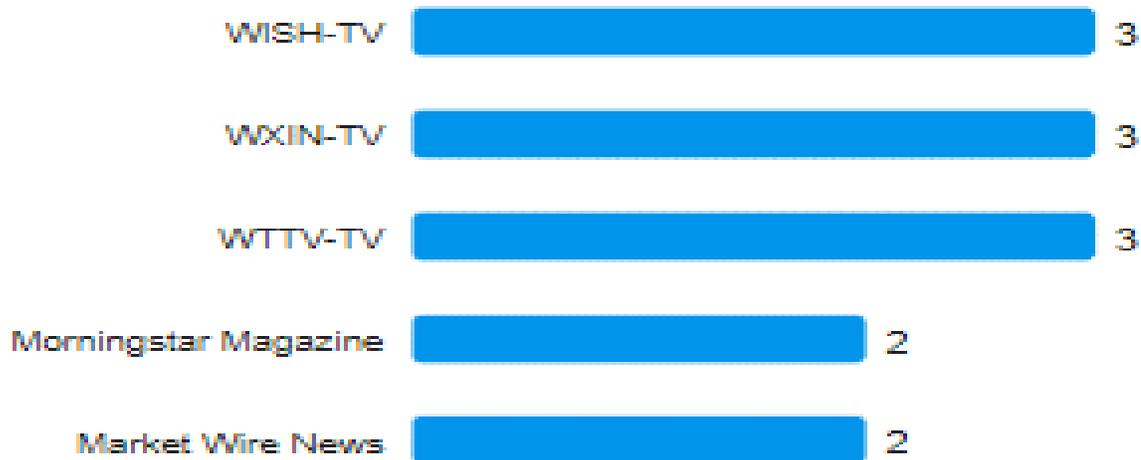
The graph below shows the top media outlets that published stories about IndyGo in August and the total potential viewership for each station or publication.



The graph below shows the media outlets that mentioned IndyGo the most during September.

## Top Publications by Volume

Sep 1 - Sep 30



The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure, if the agency were to pay for it, would approximately be \$211,840.

## Top Publications by AVE

Sep 1 - Sep 30



## Social Performance:

### Facebook

- Had a total of 76,800
- 5,880 post engagements
- 11,791 page likes (17 more than in August)
- 12,747 current followers (21 more than in August)

IndyGo Published by Ari Kasle • September 25 at 8:08 AM

Happy National Lobster Day! An IndyGo Red Line bus could hold 26,514 lobsters. The average car could only hold 1,621 lobsters. Next time someone tells you that transit isn't essential, remind them of this fact. 🦞

**How many lobsters can fit inside these vehicles?**

26,514 1,621

**IndyGo** SM

See insights and ads [Boost post](#)

44 0 comments 5 shares

IndyGo Published by Ari Kasle • September 23 at 11:09 AM

You can feel the public transportation love at the Circle City Classic Parade!

[Boost post](#)

IndyGo Published by Ari Kasle • September 27 at 11:18 AM

A food desert no more! The Indy Fresh Market opened its doors today to finally give equitable food access to the Far Eastside community. This project, along with others located along the Purple Line, is going to revolutionize life on Indy's East Side! The best is yet to come! #TransitIsEssential

See insights and ads [Boost post](#)

12 10 shares

IndyGo Published by Ari Kasle • September 27 at 11:18 AM

Every parent's dream is to see their kids be successful after they leave the comfort of the nest. We're so proud of our former bus who went from transporting people to feeding them! Have you checked out the Eskenazi Health Fresh For You Market Bus yet?

See insights and ads [Boost post](#)

49 5 comments 8 shares

# Instagram

- Generated 25,900 impressions
- 1,610 total engagements
- 6.2% engagement rate (0.9% higher than in August)
- 3,935 current followers (38 more than in August)

**Would a bus wear pants like this or like this?**

IndyGoBus

IndyGoBus These are the questions that keep me up at night

cincinnatiMetro yes

mobility4 Each pair of wheels would have their own pants

thamesgharan I am just here to say whomever does too much at IndyGo needs a raise

thepalmerway But those look more like shorts

ridecate Can't stop thinking about this

ross\_sucrovet\_altp Buses wear skirts and only between wheels

IndyGo

IndyGoBus Original audio

IndyGoBus You see a sidewalk, I see Purple Line infrastructure that created room for pedestrians to walk, bike, skateboard and etc. #stayhippoch. #transitessential

cincinnatiMetro this rocks

ratherbetthan01 So cute

IndyGoBus

IndyGoBus Was driving by Ioy Tech when I spotted the structure going up for the Purple Line Terminus station. Spent the next 40 minutes crying tears of joy because it's so beautiful

shayloare I just hope that the investment into mass transit in Central Indiana continues beyond the Red, Purple and Blue lines

heytower I just hope to be a driver for the purple line

IndyGoBus

IndyGoBus A food desert no more! The Indy Fresh Market opened its doors today to finally give equitable food access to the Fair Castside community. This project, along with others located along the Purple Line, is going to revolutionize life on Indy's East Side! The best is yet to come! #TransitEssential

indyart2z This is so amazing and makes me overwhelmed with pride for my city!!

jalyxa\_delyn I couldn't love this more

baccarajohany Love mass transit and all the good it brings

IndyGo

# Twitter

- Had a total of 203,000 organic impressions (90,000 more than in August)
- Earned an average of 6,766 impressions per day (3,066 more than in August)
- 130 retweets, 771 likes, 37 replies, 141 link clicks, 3.8% engagement rate
- 6,661 current followers (44 more than in August)

**IndyGo** @IndyGoBus · Sep 27 Promote ...

A food desert no more! The Indy Fresh Market opened its doors today to finally give equitable food access to the Far Eastside community. This project, along with others located along the Purple Line, is going to revolutionize life on Indy's East Side! The best is yet to come!



0:25 / 0:41

**IndyGo** @IndyGoBus · Sep 7 Promote ...

Prior to the Purple Line infrastructure improvements, residents on Post Road had to walk in the street. Seeing people actively using the new sidewalk and multi-use paths is proof positive that transit is more than just buses and the impact is being felt!



1 7 38 2,144

**IndyGo** @IndyGoBus · Sep 15 Promote ...

Celebrity sighting on the bus this morning! It's crazy, because we saw famous billionaire, playboy, Bruce Wayne riding the bus a couple of hours ago. What are the odds?! #NationalBatmanDay



You reposted

**IndyGo** @IndyGoBus · Sep 19 Promote ...

Finding out that Car Free Day is happening on September 22 has been known to cause spontaneous dancing on buses.



10 13 2,475



## Email Marketing:

### NEWSLETTER

- 10,157 recipients (94 more than August)
- 4.83% CTR
- 7.75% open rate

# INSIDE *IndyGo*<sup>SM</sup>

## September 2023

### United States Secretary of Transportation Pete Buttigieg Visits Indianapolis!

United States Secretary of Transportation Pete Buttigieg visited Indianapolis this week to discuss the significant federal commitment, investment and impact of local transportation projects. This included the work IndyGo is doing to advance safety and accessibility in transit. IndyGo President and CEO Inez Evans was honored to personally greet Secretary Buttigieg and thank him for the department's dedication to the critical work IndyGo is doing.

See the video and photo below for a recap of the visit.



### CREATIVE PROJECTS

- 48 requests completed via SysAid & email in September

# Outreach Summary: September 2023

In September, IndyGo hosted or attended 18 events and reached more than 6,100 people through in-person engagements. Outreach focused on continued education around the Purple Line construction project, hiring and attracting ridership.

IndyGo participated in community meetings and events along the Purple Line corridor. This included the Indianapolis Metropolitan Police Department (IMPD) East District Community Day, Community Alliance of the Far Eastside (CAFE) Quality of Life meeting, Laundry & More Community Day and a Transit Talk at YMCA Avondale Meadows.

Beyond Purple Line outreach, IndyGo also participated in community events to promote public transportation use and hiring. The outreach team had a presence at Car Free Day, an international event that encourages people to leave their cars at home and use a more sustainable mode

of transportation, including the bus. The team engaged with young professionals at IndyVolved to recruit for the Transit Ambassador volunteer program, give tutorials on the trip planner tool and highlight the Music in Transit collaboration with the Indianapolis Symphony Orchestra. The agency was also represented at the Circle City Classic parade, where team members chanted about riding the bus and promoted hiring efforts.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community, engaging more than 1,000 community members during 25 volunteer shifts at community events and the Carson Transit Center.

IndyGo continues its digital neighborhood outreach through the Nextdoor platform. In September, IndyGo received 27,792 impressions and created two posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



## OUTREACH PROJECTS

Date:	Event:
9/8/2023	IMPD East District Community Day
9/9/2023	Arsenal Park Food Distribution
9/8/2023	HealthNet Healthy Families Fall Fest
9/12/2023	Road to Resources
9/12/2023	Wellness in Transit
9/13/2023	IMPD East Task Force Meeting
9/14/2023	IndyVolved
9/16/2023	Food in Transit
9/19/2023	Wellness in Transit
9/20/2023	CAFÉ QOL
9/21/2023	YMCA Avondale Meadows
9/22/2023	Car Free Day Indy-Morning Session
9/22/2023	Car Free Day Indy-Morning Session
9/23/2023	Circle City Classic Parade
9/25/2023	Invent Learning Hub
9/26/2023	Wellness in Transit
9/26/2023	Laundry & More Community Day
9/29/2023	Food in Transit





## Operations Division Report – September 2023

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Chief Operating Officer Aaron Vogel  
**Date:** October 26, 2023

### OPERATIONS DIVISION REPORT – September 2023

#### SERVICE PLANNING

##### SCHEDULING:

The team continues to work on the East and West Campus projects and prepare for upcoming service changes in 2024 to coincide with the Purple Line launch. Bid 2310 took effect on October 8, 2023. This year’s three primary and holiday bids were completed using BidWeb. We are currently working with Giro to set up our annual vacation bid in BidWeb. The new Super Stops on Vermont and Alabama Streets are open for service.

##### PLANNING:

Service planning staff is finalizing the coordination of the bus stop changes necessary to implement the 2310 service changes. The team assisted with the operational and infrastructural needs to implement the improvements made by the realignments to Super Stops # 7 and #8 at Vermont and Capitol, as well as the four new Super Stops on Alabama Street and Fort Wayne Avenue.

Construction of the final six Super Stops is complete; they are in operation, and installation of the final amenities is forthcoming. Routes 3, 6, 10, 15, 34, & 37 on the near west side of downtown are aligned to the new bus stops, and the ability to transfer to BRT service has been improved.

Bus Stop Improvement Packages "2021-C" and "2022-A" were bid last week. IndyGo is awaiting bidder response. This package will result in infrastructural & pedestrian improvements at 42 bus stops.

IndyGo planning staff is finalizing the updates to the 2021 IndyGo ADA-Transition Plan, which adheres to the previous plan while re-focusing efforts for long-range development. This is in the final review, and the staff is aiming for early 2024 for final adoption.

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

Purple Line detours have been lifted for the remainder of the year. Bus stop improvements are in use and will be operational until the Purple Line opens in late 2024. Only changes in lane configuration will impact service until Spring of 2024.

IndyGo Service and Strategic Planning staff are coordinating the 2410 bus stop and pedestrian improvements needed, as well as the scheduling and staffing needs required to implement the service changes that will accompany the Purple Line and the Blue Line after that, ahead of full completion of the Future Service Plan (FSP).

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 and 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:

Sep-22	Sep-23	% Change	IndyGo Fixed Route Ridership	2022	2023	% Change
6,226	5,363	-13.9%	<b>2 E. 34th St.</b>	49,585	60,493	22.0%
21,306	22,536	5.8%	<b>3 Michigan St.</b>	172,277	193,796	12.5%
6,201	6,025	-2.8%	<b>4 Fort Harrison</b>	49,698	58,549	17.8%
9,277	9,301	0.3%	<b>5 E. 25th</b>	88,213	83,100	-5.8%
6,247	6,087	-2.6%	<b>6 N. Harding</b>	53,100	48,823	-8.1%
81,065	77,754	-4.1%	<b>8 Washington St.</b>	683,862	699,185	2.2%
57,989	56,558	-2.5%	<b>10 10th St.</b>	477,129	498,598	4.5%
3,479	2,677	-23.1%	<b>11 E. 16th St.</b>	24,988	27,685	10.8%
2,664			<b>12 Minnesota</b>	18,479	13,802	
1,901	6,058	218.7%	<b>13 Raymond</b>	14,807	30,975	109.2%
5,407			<b>14 Prospect</b>	37,319	30,619	
8,461	10,385	22.7%	<b>15 Riverside</b>	70,310	80,816	14.9%
7,727	6,483	-16.1%	<b>16 Beech Grove</b>	66,801	61,499	-7.9%
3,620	3,642	0.6%	<b>18 Broad Ripple</b>	28,959	32,584	12.5%
14,848	15,670	5.5%	<b>19 Castleton</b>	123,682	134,673	8.9%
10,750	9,368	-12.9%	<b>21 East 21st St.</b>	84,593	78,496	-7.2%
7,808	6,777	-13.2%	<b>24 Mars Hill</b>	59,140	56,516	-4.4%
7,288	8,423	15.6%	<b>25 W. 16th St.</b>	60,164	67,652	12.4%
12,109	17,964	48.4%	<b>26 Keystone</b>	85,452	118,594	38.8%
6,779	5,781	-14.7%	<b>28 St. Vincent</b>	52,921	53,942	1.9%
5,090	6,819	34.0%	<b>30 30th St.</b>	39,773	46,595	17.2%
7,770	7,272	-6.4%	<b>31 US 31</b>	58,449	59,306	1.5%
17,594	17,537	-0.3%	<b>34 Michigan Rd.</b>	141,315	147,629	4.5%
22,981	22,394	-2.6%	<b>37 Park 100</b>	192,446	196,860	2.3%
12,693	7,769	-38.8%	<b>38 Lafayette Square</b>	108,462	93,510	-13.8%
52,342	49,271	-5.9%	<b>39 E. 38th St.</b>	434,027	432,839	-0.3%
2,824			<b>55 English</b>	24,298	18,070	-25.6%
	4,497		<b>56 Emerson</b>		16,573	
5,839	4,936	-15.5%	<b>86 86th Street Crosstown</b>	45,206	44,345	-1.9%
8,238	7,117	-13.6%	<b>87 Eastside Circulator</b>	66,625	63,244	-5.1%
95,954	94,805	-1.2%	<b>90 Red Line - BRT</b>	774,776	818,292	5.6%
873	973	11.5%	<b>901 College - Local</b>	7,678	6,282	-18.2%
5,268	6,257	18.8%	<b>902 County Line - Local</b>	35,292	51,738	46.6%
1,049	256	-75.6%	<b>Others</b>	2,311	7,915	242.5%
<b>519,667</b>	<b>506,755</b>	<b>-2.5%</b>	<b>Total</b>	<b>4,232,137</b>	<b>4,433,595</b>	<b>4.8%</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 AUGUST:

Laura Beck - Operator #8445



Laura is an exceptional operator. Laura is always punctual, respectful, and kind towards her passengers. Her positive attitude is contagious, and it brightens up everyone's day. Even when faced with personal challenges, Laura showed up with a smile each day, her dedication to the communities we serve is admirable.

Laura's calm mannerisms and tone help her to resolve any issues with the coach and de-escalate any conflicts with ease. She is always professionally dressed and presents herself in a way that leaves a positive lasting impression on her passengers. Laura is a humble employee who is constantly striving to do her best and improve herself professionally. We are fortunate to have Laura an operator, and she sets an excellent example for others to follow. Wherever she goes, Laura makes IndyGo proud. She loves her job.

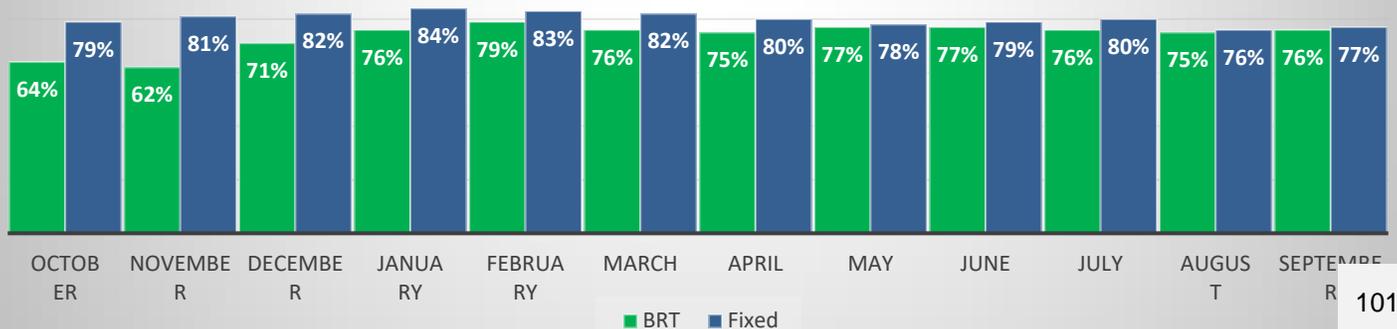
### 90% CLUB:

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 by this group of Operators. The winner receives an extra personal day.

The winner for September: Irvin Devers #9433

Hicks, Mikia	McGhee, Lashanda	Devers, Irvin	Williams, Diana
Howard, Jeffrey	Carroll, Lashanda	Carpenter Williams, Lakisha	Carter, Deborah
Wilson, Eric	Burke, Tamanika	Baine, Tenisha	Langford, Donna
Hazen, William	Fletcher, Christopher	Feiock, Robert	Corbin, Laniesha
Wilson, James	White, Anthony	Brooks, Ronnie	Tolver, Joseph
Mason, Rodney	Gardner, Onesha	Boston, Joel	Abebe, Samuel
Brent, Shanta	Reed, Byron	Young, Samuel	Kimbrough, Earl
Gray, Patrick	Mallory, Kevin	Clark, Keana	Wright, Ray
Spence, Mary	Jackson, Calvin	Wyatt, Darren	Thein, Stephen
Wilson, Patricia	Rosario Gonzalez, Dilexi	Carroll, Lashona	Hopson, David
Bradford, Keary	Hartwell, Geneva	Arnold, Mikiaiah	Murray, Beth
Johnson, Jarvis	Lloyd, Ashley	Smith, Antonyai	Norfolk, Terry
Starkey, Catherine	Mitchell-Grant, Mary	Wills, Mark	Rowie, Robert
Garrett, Victor	Williams, Janice	Ellis, Aaron	
Birdsong, Edgar	Gray, Bryan		

### On Time Performance Last 12 Months



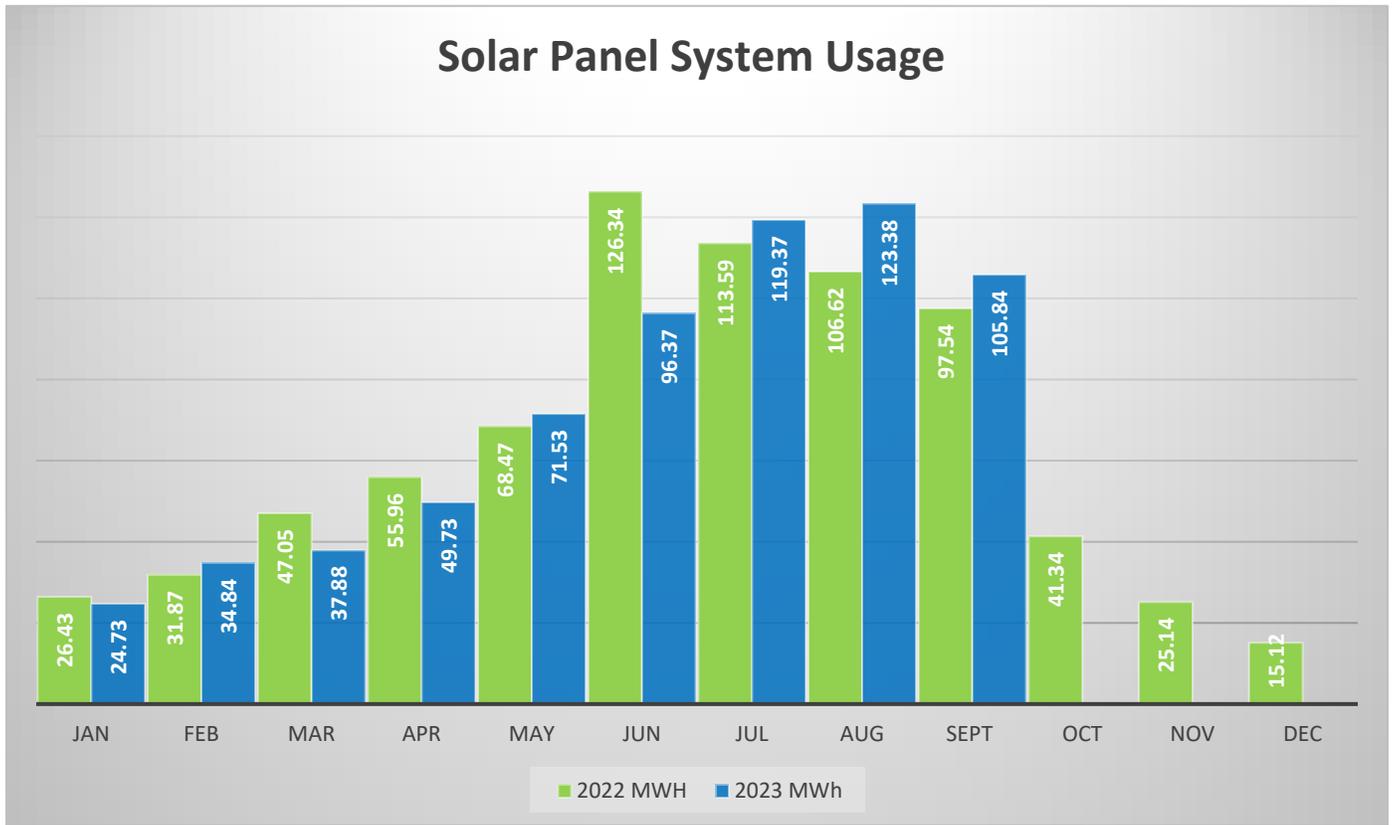
## FACILITIES SERVICES AND VEHICLE MAINTENANCE

### FACILITIES:

#### **SOLAR PANEL**

During the month of September our 4,300 solar panel array produced a higher KWH output total than the prior year.

The year-to-date savings is \$63,049



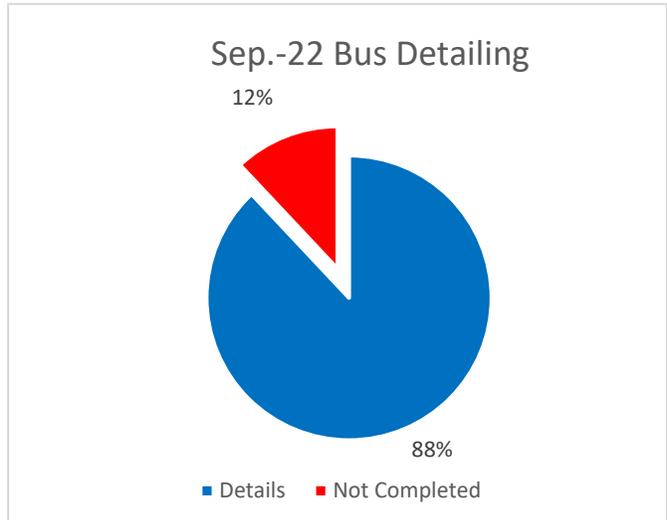
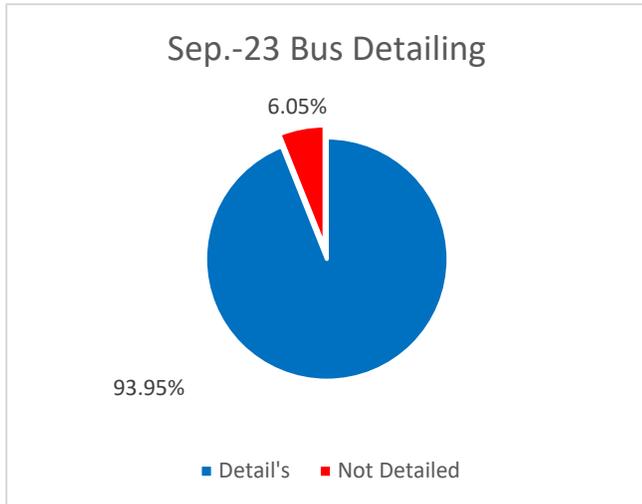
All 34 Red Line Stations polyastric epoxy flooring has been completed.

The new concrete work and repairs to the front of the main building at 1501 W Washington St. including the front entryway, curbs, sidewalks, deck, railings, and dock area which is expected to be completed by the end of this month.

**FLEET SERVICES:**

There were 40 vehicle requests in September for the motor pool. These are non-revenue vehicles available for business use.

There were 171 buses detailed of the 182 available in September. This gives the detail team a 93.9% completion rate. The goal is to detail every bus at least once per month.



IPTC has logged 6,104,769 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	676,722	705,206	676,098				<b>6,104,769</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	SEP 2023	SEP 2022	SEP 2021
ATF (qt)	54	34	62
COOLANT (qt)	1,647	1,828	1,294
ENGINE OIL (qt)	677	387	478
DIESEL (gal)	130,667	134,587	135,550

## Mean Distance

<b>Mean Distance Major Systems Failures</b>
---

<b>Mean Distance Between All Systems Failures</b>
---

	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	5970	5247	9522			
<b>ALL</b>	6892	7436	6313	7743	8168	8581	5532	5073	9524			
	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

<b>Preventive Maintenance Compliance- August 2023</b>	
---	--

<b>PM A/B Compliance MB</b>	<b>99%</b>
-----------------------------	------------

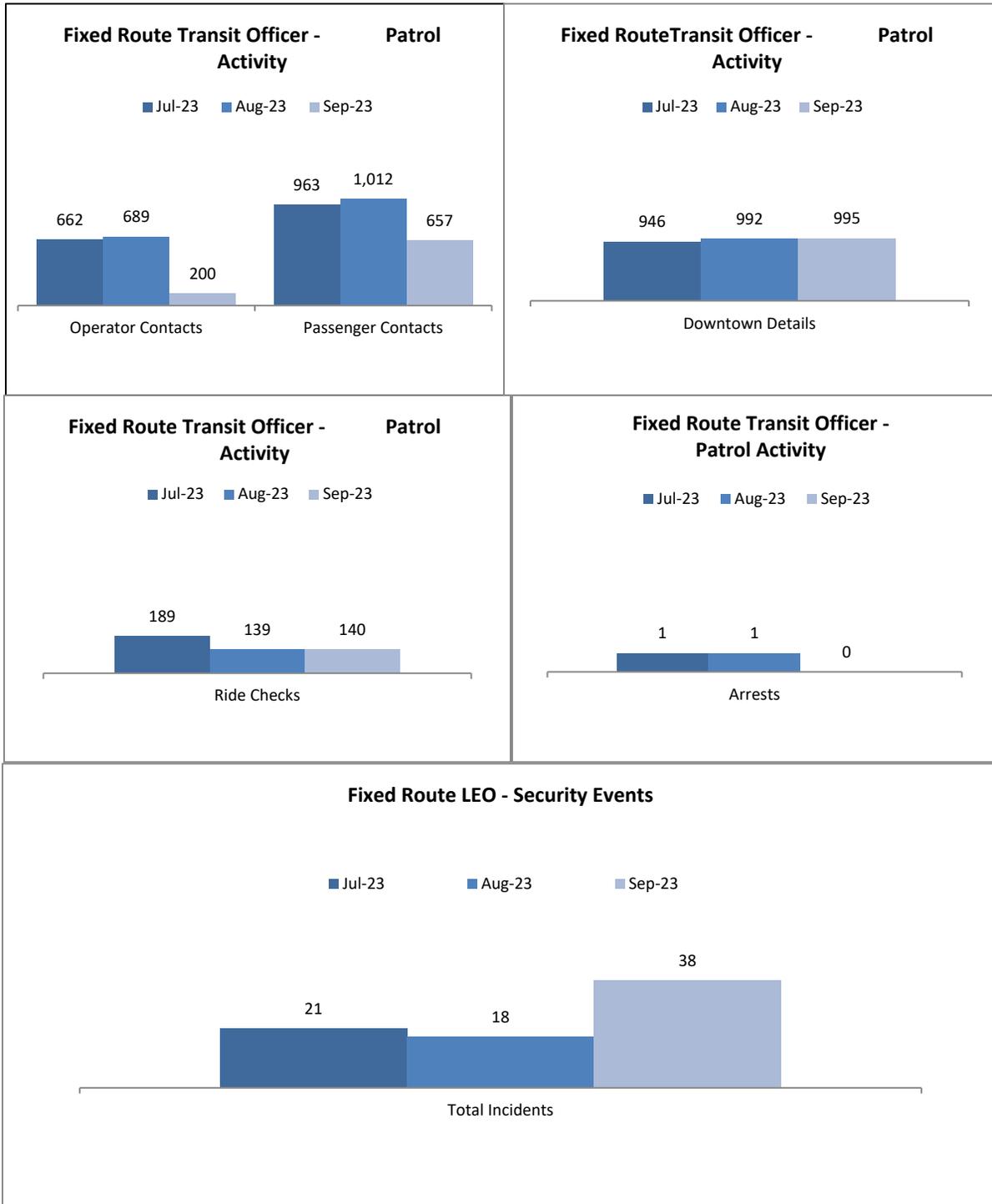
<b>PM C Compliance MB</b>	<b>100%</b>
---------------------------	-------------

<b>PM Compliance BRT</b>	<b>99%</b>
--------------------------	------------

# SECURITY

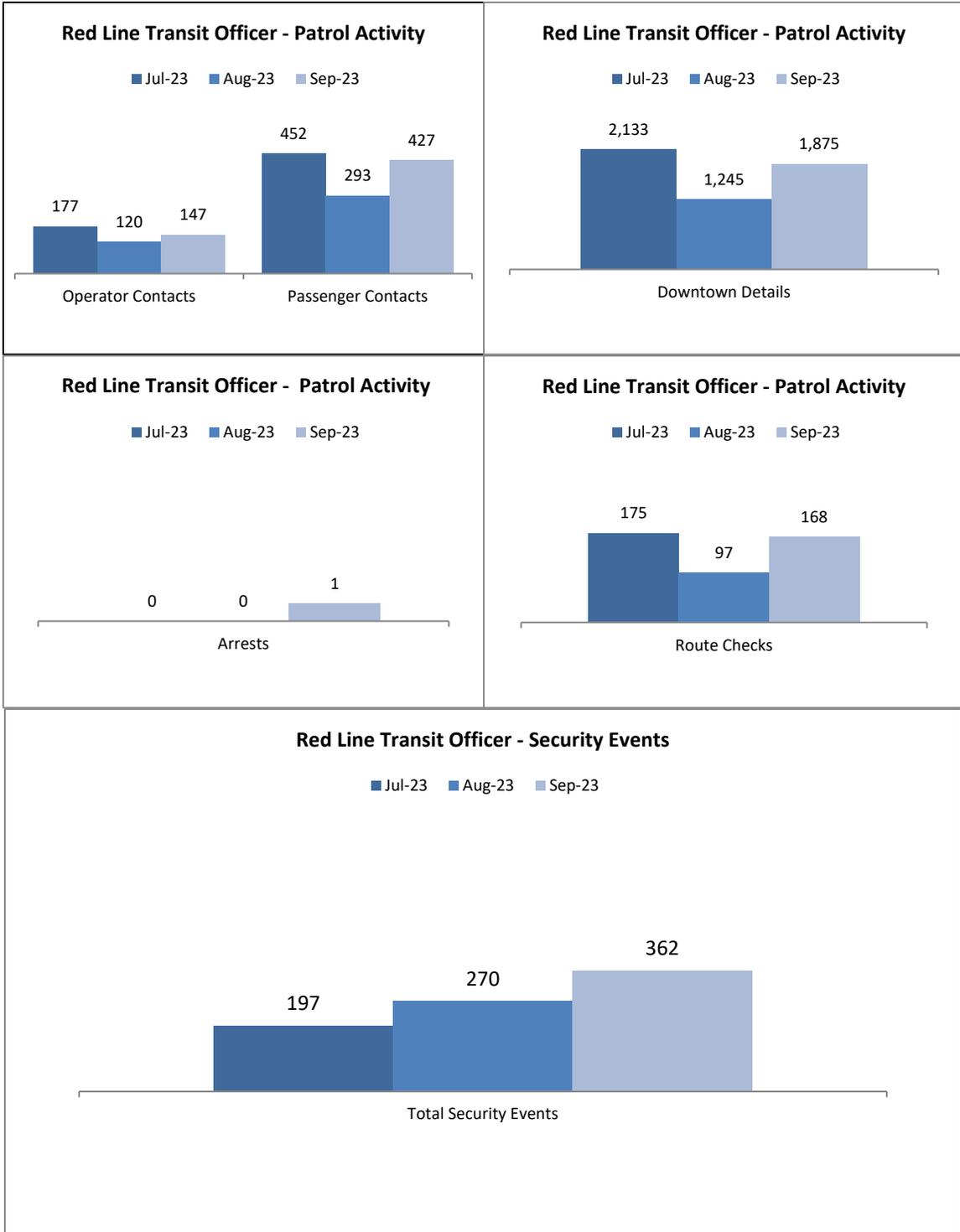
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

## FIXED ROUTE SECURITY:



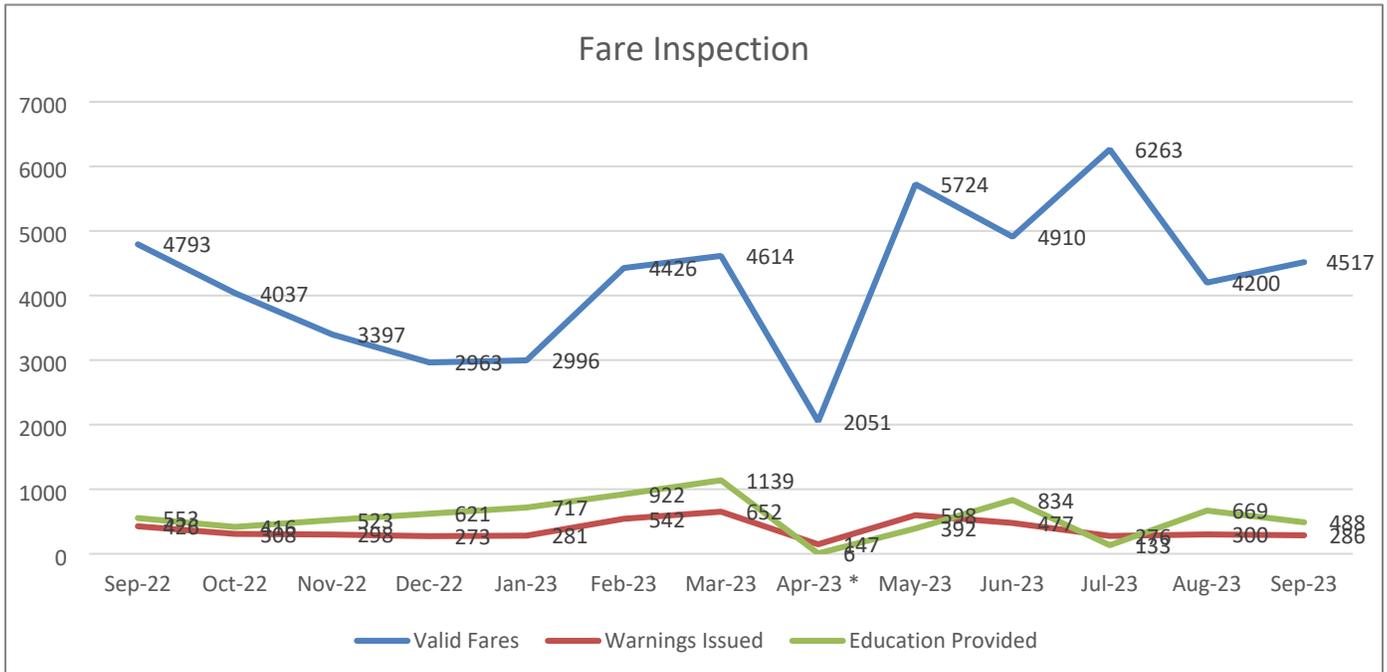
**RED LINE SECURITY:**

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.



September	Passenger Contact	Notifications	Educations
<b>Monthly</b>	4517	286	488
<b>Weekday</b>	3857	209	382
<b>Saturday</b>	488	40	62
<b>Sunday</b>	172	37	44

2023 YTD	Passenger Contact	Notifications	Educations
<b>Monthly</b>	39701	3559	5300
<b>Weekday</b>	34753	3174	4747
<b>Saturday</b>	3502	211	358
<b>Sunday</b>	1446	174	162

Mark Emmons and Aletra Edison, Manager of Security, met with the Transportation Security Administration (TSA) to perform Security Enhancement Through Assessment (SETA) exercises for IndyGo. These exercises will review how IndyGo is performing in different security aspects including forced entry, challenging individuals without a building pass/Id, suspicious persons

taking pictures, walking around, asking security-type/safety sensitive questions, etc. There will be two phases of the test and a review of the results.

**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.

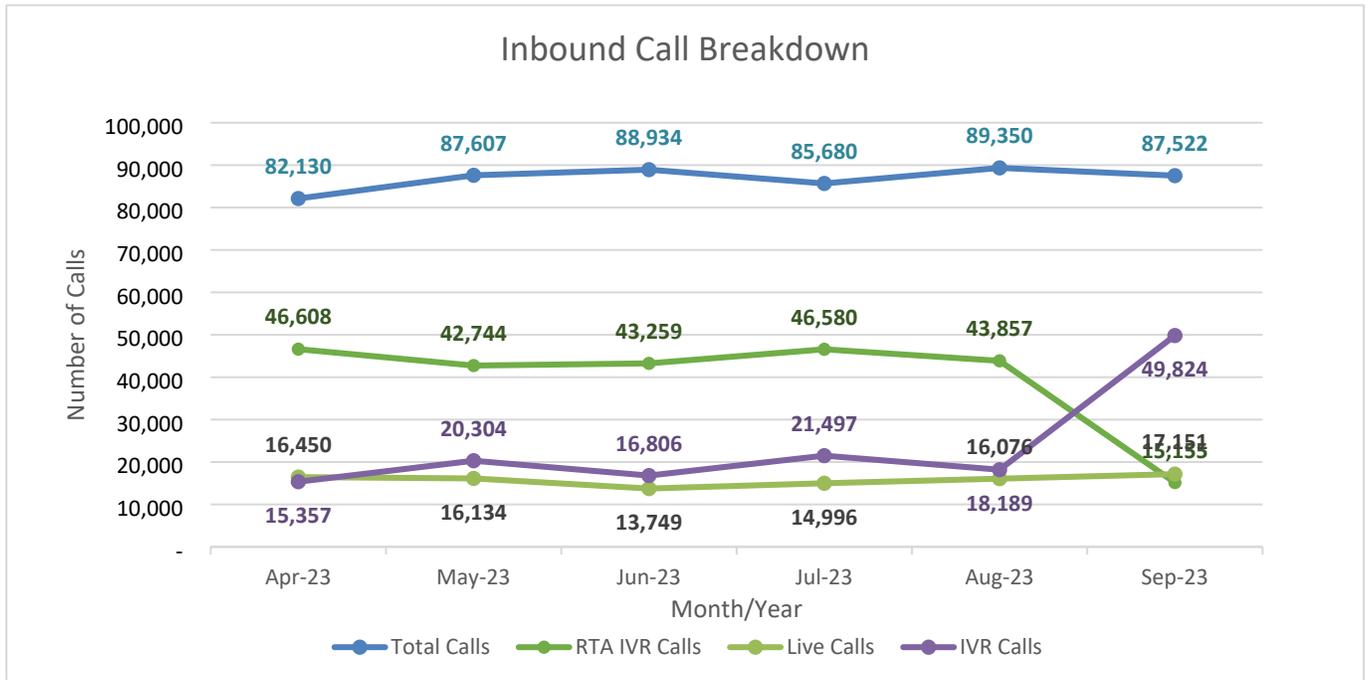
Trainee with No Permit – 6

Trainees with Permit -10

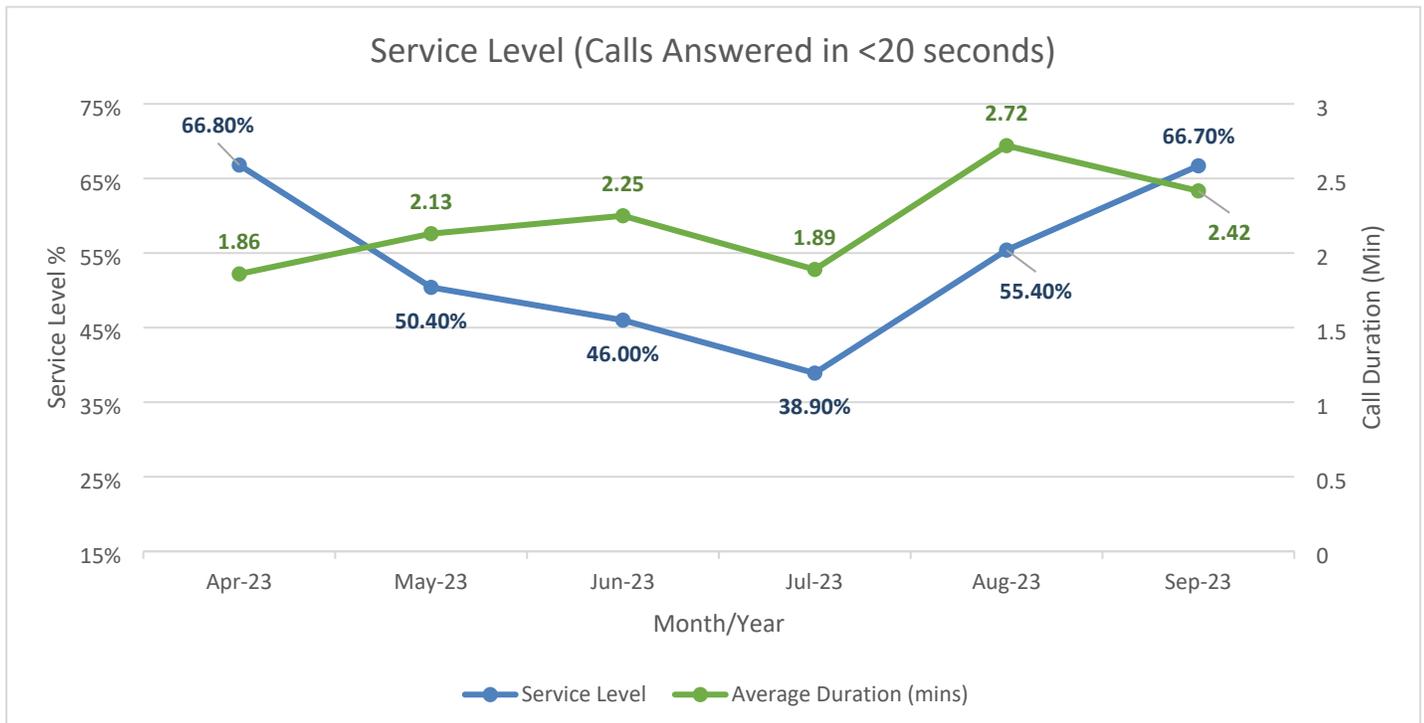
The IndyGo Academy trains new employees that are hired without a CDL license. The table below will show the current year's results to date and the results since the inception of the program. They will also show the number of students who passed on their first, second, or third attempt and the number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

<b>MONTH</b>	<b>SCHEDULED</b>	<b>1ST ATTEMPT</b>	<b>2ND ATTEMPT</b>	<b>3RD ATTEMPT</b>	<b>FAILED</b>
<b>January</b>	1	0	0	1	0
<b>February</b>	10	4	3	2	1
<b>March</b>	11	6	4	0	1
<b>April</b>	22	10	3	0	1
<b>May</b>	16	11	1	0	0
<b>June</b>	14	8	4	0	0
<b>July</b>	17	12	1	1	0
<b>August</b>	14	6	7	0	1
<b>September</b>	18	13	4	1-(retake in Oct.)	0

Total Call Volume increased by 4.28% between August 2023 and September 2023.



Between August and September, the Average Call Duration experienced a slight increase of 24 seconds. The Service Level saw a jump of 20.4%. 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.

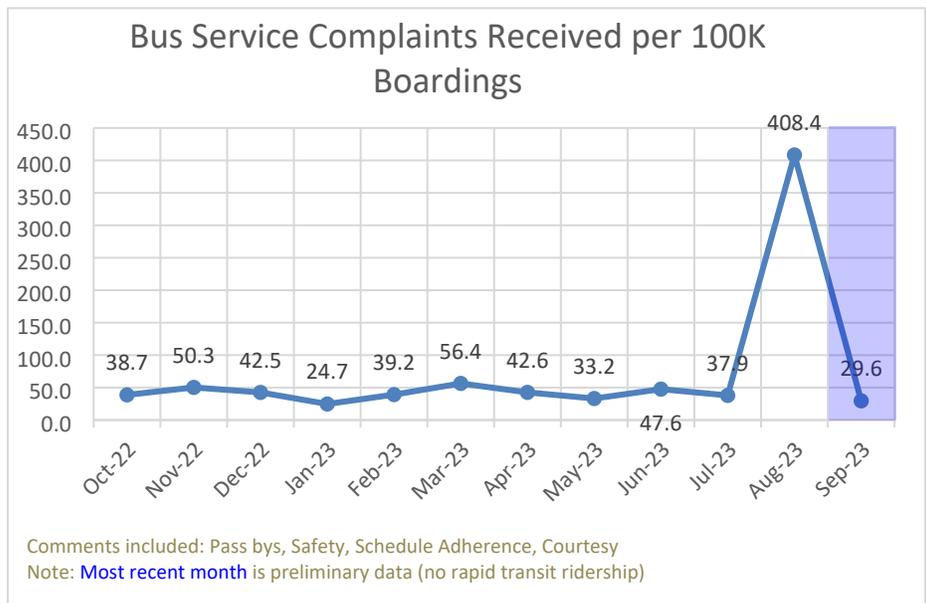
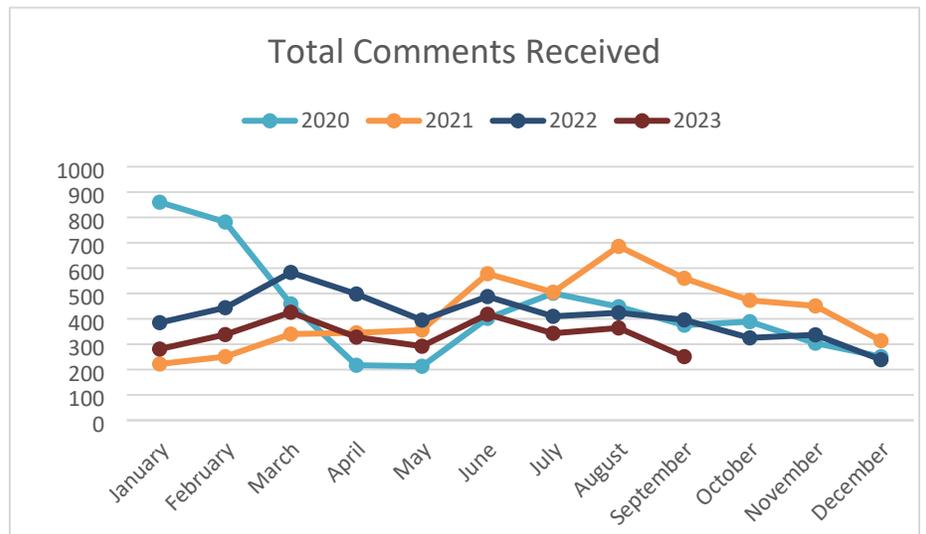


RECEIVED COMMENT REPORT:

During September, a total of 251 comments were received. The total decrease in comments between August and September was -31.04%.

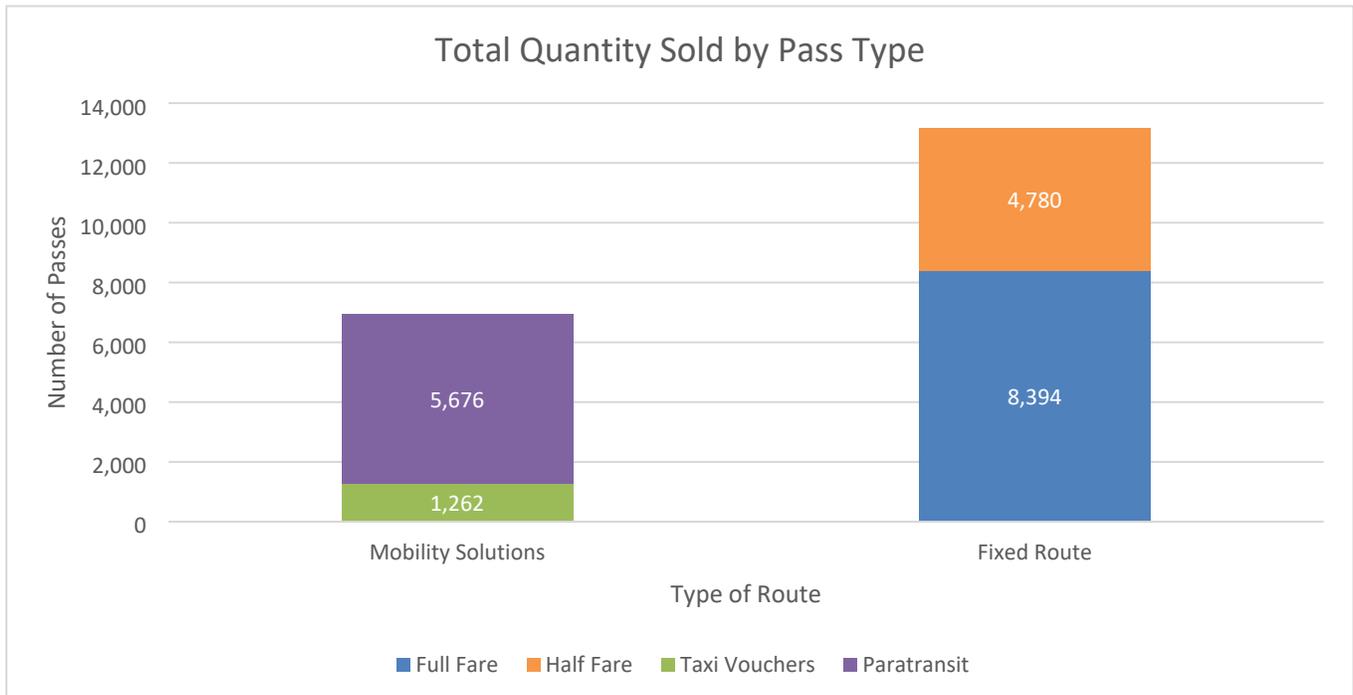
Schedule Adherence is currently the most common comment type. Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Category	Count
Schedule Adherence	50
Safety	36
Courtesy	33
Pass By	31
Request	27
Fares	14
ADA	9
Rules	9
Facility Maintenance	7
Customer Service CTR	6
Compliment	5
Denial	5
Bust Stop	4
Detour	3
Route	3
Vehicle Maintenance	2
Discrimination	1
Marketing	1
Public Hearing Comments	1
Red Line	1
Security	1
Wrong Information	1
<b>Grand Total</b>	<b>251</b>



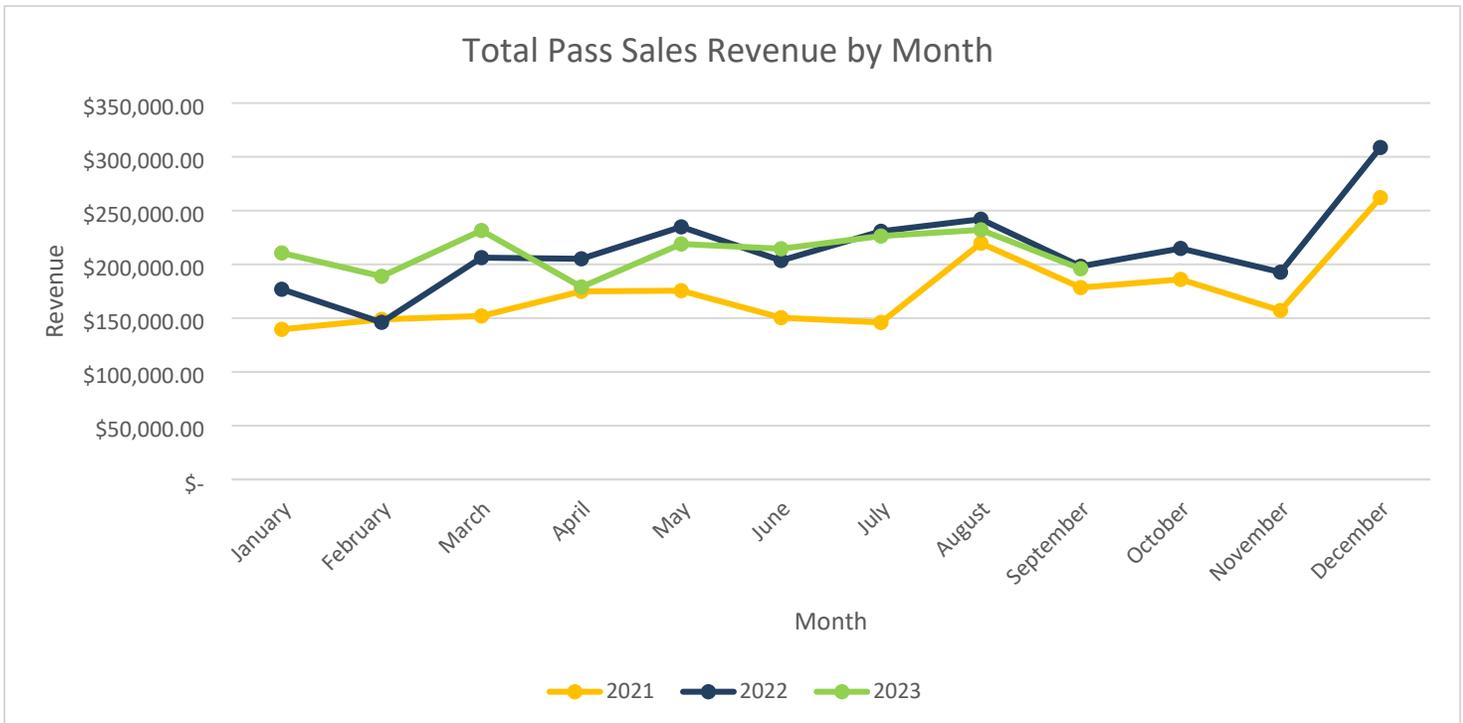
CARE CENTER DESK AND SALES REPORT:

Total Quantity of Passes Sold: 20,112



TOTAL PASS REVENUE (INCLUDING ECOMMERCE, RETAIL, AND INVOICE):

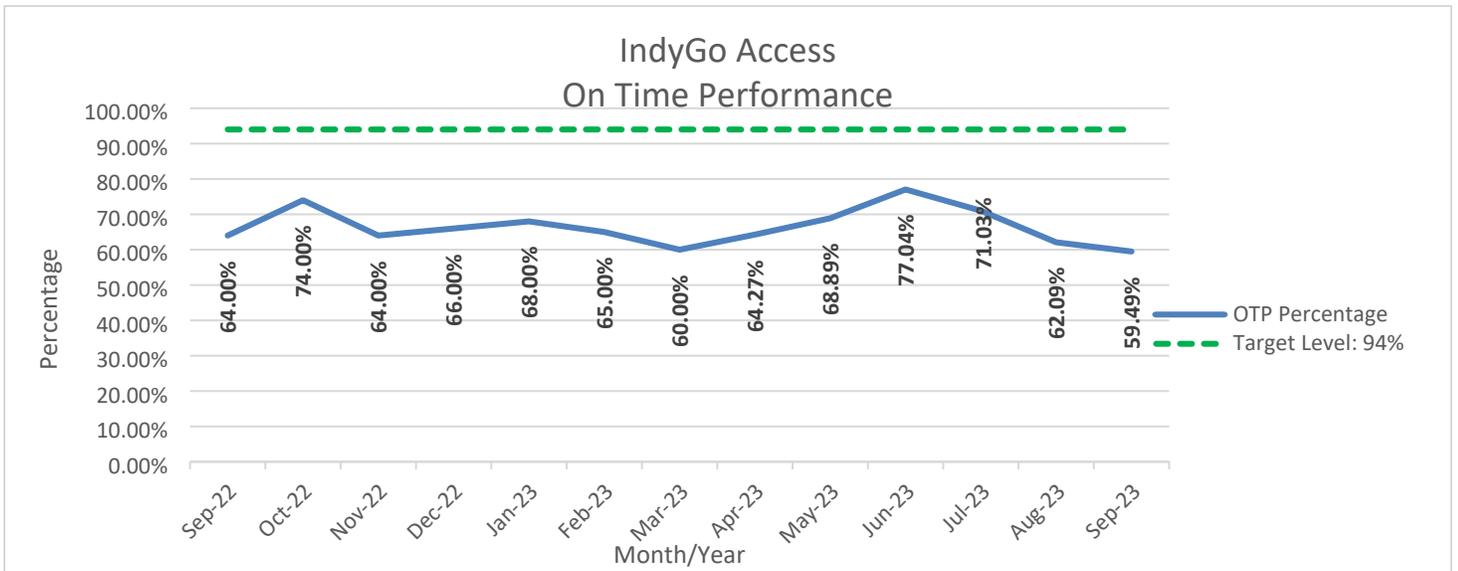
Total pass revenue decreased by 15.58% between August and September.



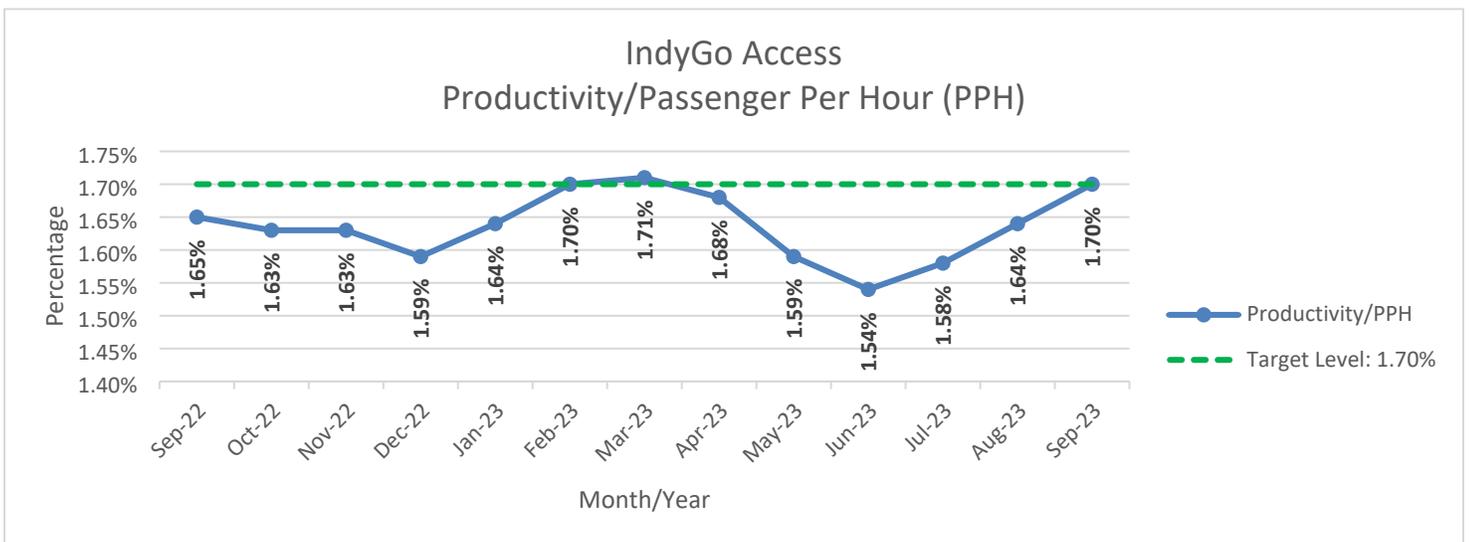
**INDYGO ACCESS OPERATING STATISTICS:**

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-Sep	23-Sep	% Change	Mobility Solutions	YOY 2022	YOY 2023	% Change
10,494	10,328	-1.58%	IndyGo Access Ridership	91,191	99,069	8.64%
56.58%	59.49%	5.14%	IndyGo Access On-Time Performance	56.58%	66.27%	17.13%
1.65%	1.70%	3.03%	IndyGo Access Productivity	1.73%	1.64%	-5.2%



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 Comments	Validity		Grand Total
	Valid	Invalid	
Compliments	1		1
Courtesy	4	2	6

Customer Service	1		1
Fares	4		4
Requests	1		1
Rules	4		4
Safety	4	2	6
Schedule Adherence	28	3	31
<b>Grand Total</b>	<b>47</b>	<b>7</b>	<b>54</b>

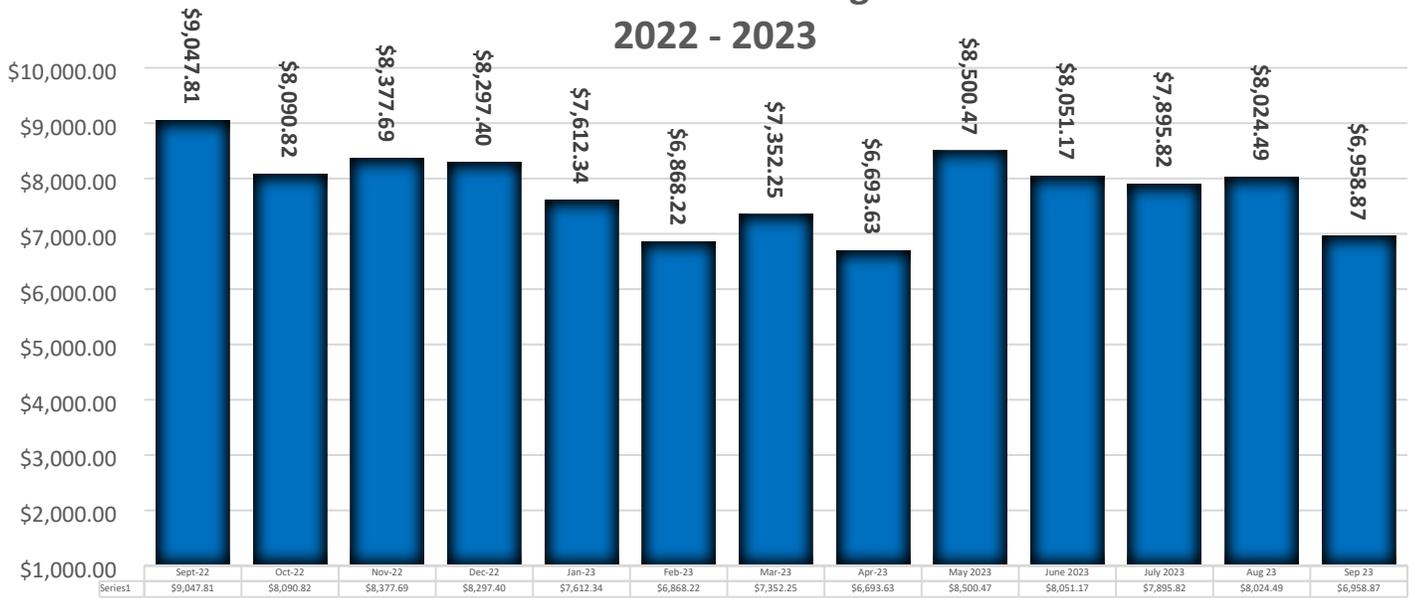
<b>Number of Comments</b>	<b>Validity</b>		
<b>Schedule Adherence Type</b>	<b>Valid</b>	<b>Invalid</b>	<b>Grand Total</b>
Schedule Extended	3	1	4
Bus Late	11	2	13
Bus No-Show	1		1
Schedule Adherence Other	9		9
Driver Disregard to Schedule	1		1
USURV No-Show	1		1
WellTrans No Show	1		1
Ztrip Scheduled	1		1
<b>Grand Total</b>	<b>28</b>	<b>3</b>	<b>31</b>

WEX FUEL CARD PROGRAM:

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

Total 2023 annual savings is \$63,916

## Excise Tax Savings 2022 - 2023



Page  
Intentionally  
Left  
Blank

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

---

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

---

### Wellness and Teammate Engagement:

- October is Breast Cancer Awareness Month. Teammates are encouraged to wear pink every Friday in October. Pink Breast Cancer Ribbons are provided for the Operations, Fleet, and Mechanic departments.
- Sam's Club is offering membership discounts for all IndyGo teammates. **Now through Tuesday, October 31, 2023.**
- New Communication Initiative: Wellness and Teammate Engagement Updates will be sent to department leadership monthly.

### Diversity, Equity, and Inclusion:

- The 2024-2026 Workplace DEI Strategic Plan Draft was presented to the company on Monday, 10/16. Stakeholders have the opportunity to give feedback through a virtual form and three think tanks that will take place in mid-November.

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

- Recruitment in progress:
  - 3 hired.
  - Recruiting 2
  - In the process of developing High Voltage curriculum
- Currently, there are 174 mentees, 55 coach operator mentors, eight mechanic mentors, and 36 coach operator apprentices to date.
- Transit Workforce Center recognized MAP and Coordinator Dionna McCane.
  - Click the link to view [Dionna McCane - Mentoring with Heart - Transit Workforce Center](#)
- MAP 1<sup>st</sup> annual Fall Festival celebrating all mentors, mentees, and apprentices was successful.

### Workforce Development:

- **INDIANA TECH**
  - 8 participants
- **MIT/Mineta Transportation Institution**
  - MTI/SJSU Master's Program and Certificates Lunch and Learn confirmed 10/25/23

### Onboarding/Recruitment:

- Onboarding:
  - 76 New hires sent onboarding activity with October Start Dates
    - 26 hires so far in October
      - 1 Facility Maintenance, 1 Bus Technician Apprentice, 2 Finance, 22 Coach Operator Trainee

- 4 Second Chance Candidates reviewed by Second Chance Committee
  - 5 Rehire Consideration Candidates reviewed by Second Chance Committee
- Operations Recruitment:
  - 68 coach operators offered position
  - Facility Maintenance positions filled: 1
  - Defect Mechanics offered: 4
- **Admin Recruitment:**
  - 7 positions filled:
    - Accountant -Fixed Asset
    - Payroll associate
    - Data Analyst
    - Corporation Policy and Procedure Specialist
    - Service Quality Manager
    - Learning and Development Specialist
    - 2 Service Clerk Center
    - Sr. Director of Capital Assets
  - Preparing for five offers

### **Community Recruitment:**

- Seven recruitment events currently scheduled for the month of October
- 388 community connections made since August 2023
- 18 of 20 Community Job Developer Partnerships secured
- 6 of 5 Second Chance Program partnerships secured
- 11 of 29 New Hires were eligible for the Signing Bonus; first payout 10/12/23; next payout 11/09/23
- Tracking for the Referral Bonus is in the process; approximately 82 employees have referred an applicant for Coach Operator or Defect Mechanic positions

### **Learning & Organizational Development:**

- *\*Reminder\** In-Service for Administration teammates has started!
  - Everyone should have received an enrollment email.
    - Please note there are four types of In-Service groups (**only take 1**)
      - Admins
      - Execs & Managers
      - Transportation Supervisors
      - Operations
  - The due date for completion is **Friday, Nov. 17th.**
- New Learning & Development Specialist – Micheal Swinea
  - Start date Oct. 23rd, 2023
- There is a new “How-To” video and LMS course for Bidweb.
- Absorb re-enrollments
  - IndyGo teammates have or will begin to see re-enrollment emails for any annual training

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

## Supplier Diversity Division Report – September 2023

---

**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Senior Supplier Diversity Officer Carri Burke  
**Date:** October 26, 2023

---

### DISCUSSION:

On October 13, 2023, Supplier Diversity attended the Indiana Department of Administration Division of Supplier Diversity 15<sup>th</sup> Annual Business Conference at the Indiana Government Center, South.

- Supplier Diversity is in the process of implementing a supplier diversity monitoring 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. Currently, Supplier Diversity is piloting the monitoring software with a small sample of vendors.

### RECOMMENDATION:

Receive the report.

A handwritten signature in black ink that reads "Carri Burke".

Carri Burke  
Senior Supplier Diversity Officer

Page  
Intentionally  
Left  
Blank