



Board Report
November 16, 2023

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Sean Wooding)
2. **Awards and Commendation** (Presenter – Inez Evans)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on October 26, 2023
 2. A-2: Consideration and approval of the monthly amendment of the diesel fuel contract (Presenter – Cheryl Purefoy)
 3. A-3: Consideration and approval of RFP 23-07-483 Canopy & Window Cleaning Contract (Presenter – Paul Williams)
 4. A-4: Consideration and approval of the procurement of the InductEV charging system (Presenter – Jeff Keirn)
 5. A-5: Consideration and approval of IFB 23-08-48-484: Bus Stop Improvements 2024 Construction (Presenter- Rachel Wilson)
 6. A-6: Consideration and approval of the Near Eastside Bus Stop Improvements: Phase 2 Design Engineering Task Order (Presenter – Rachel Wilson)
 7. A-7: Consideration and approval of Red Line transit signal priority (TSP) task order (Presenter – Matt Duffy)
 8. A-8: Consideration and approval of contract with Anthem for group Health, Dental, and Stop-Loss Insurance (Presenter- Bart Brown)
 9. A-9: Consideration and approval of Sole Source - Annual Renewal for GIRO, HASTUS (Presenter- Annette Darrow)
 10. A-11: Consideration and approval of MOA with IndyGo Foundation (Presenter – Emily Meaux)
 11. A-12: Consideration and approval of new Foundation Board Member (Presenter- Emily Meaux)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-10: Consideration and approval of Resolution 2022-07 free days for 2023 Holiday Season (Presenter – Carrie Black)
6. **Information Items** (Presenter – Greg Hahn)
 1. I-1: Receipt of the Finance Report for October 2023 (Presenter – Bart Brown)
 2. I-2: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

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

Our next Board Meeting will be Thursday, December 14, 2023; 5pm

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Awards & Commendation Recognition for October 2023

To: Chair and Board of Directors
From: President/CEO Inez P. Evans
Date: November 16, 2023

October 2023 Awards & Commendations

Employee	Position	Recognition
Michael Flowers	Coach Operator – Fixed Route	32 Years of Safe Driving
Jerry Atkinson	Coach Operator – Fixed Route	October Operations Employee of the Month
Darrell McCullum	Coach Operator – Fixed Route	Coin of Excellence for Quick Action Responding to an Incident
IndyGo		National Air Filtration Association (NAFA) Clean Air Award Recipient for 2023

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October 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 October 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>
Michael Flowers	1963	32	37
Phillip Boicourt	580	26	39
Gerry Poindexter	9631	25	34
Joe Monaghan	4142	17	20
Daryl Passwater	8517	9	10
William Hazen	9613	4	4
Jonathan Lewis	9442	4	4
Richard Taylor	9205	4	5
Jerry Turner	9291	3	5
Jeffery Greene	9104	2	5
Fernelis Soriano Peralta	9742	2	3
Brittany Buford	9901	1	2
Ebony Porter	9708	1	4
Anne Waxingmoon	10201	1	1

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

Congratulations and Thank You!

National Air Filtration Association (NAFA) Clean Air award recipient for 2023



IndyGo leadership was informed that IndyGo was selected as one of the clean air award recipients by the National Air Filtration Association (NAFA) for 2023. The NAFA Clean Air Award is awarded to organizations for their innovation, commitment, and execution toward efficiency in air quality. IndyGo is believed to be the first Public Transportation system to install these solutions on their entire fleet for all modes of public transportation in the US.

IndyGo has installed and converted all revenue service buses for all modes, (BRT, Fixed Route, and Paratransit) to a UV-C light disinfecting and using high efficiency, positively charged filtration. This combination not only provides some of the cleanest air that can be found in public transportation vehicles but also provides extended service times between preventative HVAC maintenance for the vehicles. In addition to the safety aspects, the project cuts in half, the amount of OEM filters to be purchased each year saving money, labor cost, and reducing waste generated and landfill space.

The NAFA Clean Air Award is a distinguished commendation in the air filtration industry and an opportunity for members to recognize champions of clean air in our community. The purpose of the award is to recognize leadership and excellence in air filtration by selected air filter users, and to promote the National Air Filtration Association and its member companies. More information on this recognition can be found at the following link.
<https://www.nafahq.org/clean-air-awards/>

“IndyGo is humbled by the nomination for recognizing leadership and excellence in air filtration. IndyGo is committed to investing in public transportation safety for our employees, passengers, and community. Clean air is not just a want but a necessity for the safety and confidence of public transportation. The impact of installing air filtration and UV-C has increased our employees' and passengers' confidence in air quality with a chemical-free solution.”

IndyGo Director of Risk and Safety, Brian Clem



Finance Committee Chairperson Report – November 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Finance Committee Chairperson Richard Wilson
Date: November 16, 2023

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
November 9, 2023

The Finance Committee met on November 9, 2023, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Member Mary Ann Fagan.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-2, A-3, A-4, A-5, A-6, A-7, A-8, A-9, and A-11.

An item from the committee meeting I would like to highlight is Action Item A-3, approval of RFP 23-07-483 Canopy & Window Cleaning Contract. Senior Director of Facilities and Preventative Maintenance Paul Williams presented this action item to the Finance Committee.

The canopy and window cleaning contract provides the following services at the Carson Transit Center and East Campus:
East Campus:

- Washing and cleaning the main entryway windows, door frames, and windbreaks (monthly service).
- Washing and cleaning the vestibule and secondary entryways (monthly service).
- Interior window and frame cleaning (annual service).

Carson Transit Center:

- Cleaning all ground floor windows, entryway doors, and frames, internal and external (six times per year).
- Washing all interior and exterior metal panels and wipe dry (monthly).
- Canopy bus loading areas, cleaning top and underside glass and frames from the ground up (six times per year).

Cost breakdown per location:

Carson Transit Center

Year 1 \$49,140

Year 2 \$51,597

Option Year 1 \$54,176

Option Year 2 \$56,886

East Campus

Year 1 \$8,650

Year 2 \$9,083

Option Year 1 \$9,537

Option Year 2 \$10,013

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – November 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Service Committee Chairperson Adairius Gardner
Date: November 16, 2023

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
November 9, 2023

The Service Committee met on November 9, 2023, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Lise Pace.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-5, A-6, A-7, A-9, A-11, & A-12 and Regular Agenda item A-10.

An item from the committee meeting I would like to highlight is Action Item A-9, approval of Sole Source - Annual Renewal for GIRO, HASTUS. Senior Director of Service Planning Annette Darrow presented this action item to the Service Committee.

IndyGo has used HASTUS by GIRO since 2005 and moved to version 2021 in the cloud in 2022. The platform includes modules for Planning, Scheduling, Operator Bid, Bid Web, Daily Operations, Customer Service, and web-based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules, operator work schedules, and bidding. Customer service manages comments and trip planning via the website and other real-time platforms.

HASTUS software designed for public transit is a tool that ties together many operational functions. From planning and building service, distribution of work, and daily operations management, HASTUS has helped IndyGo achieve efficient run cuts/staffing levels, Operator Bidding, and vehicle requirements. It also allows IndyGo to share schedule information with the public through multiple platforms such as Google, 3rd party apps, Avail, Swiftly, and signage at the CTC.

Mr. Chairman, that concludes my report.

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October Board of Directors Minutes

IndyGo

Oct 26, 2023 at 5:00 PM EDT

@ 9503 E. 33rd St. - IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:





Members: Hydre Abdullah, Brian Atkinson, Bart Brown, Charlie Carlino, Matt Duffy (remote), Mary Ann Fagan, Adairius Gardner, Greg Hahn, Morgan Johnson, Richard Wilson, Jr., Lise Pace, Cheryl Purefoy (remote), Aaron Vogel, Sean Wooding

Guests: Emily Tursi

Absent:

Members: Inez Evans, Taylor Schaffer

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

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Chairman Gregory Hahn called the meeting to order at 5:00pm. Acting Chief Legal Officer Sean Wooding called the roll. 6 members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Aaron Vogel)

-  [A1 Awards & Commendation September.docx](#)
-  [A1 OCT Safe Drivers Report Sept 2023.docx](#)

Chief Operating Officer Aaron Vogel gave an update on the Awards and Commendations for September 2023. Recognized were safe drivers for September 2023, one employee for 31years of safe driving, the September Operations Employee of the month, and IndyGo Board Member Lise Pace for IBJ Women of Influence Award winner.

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

Finance Committee - Richard Wilson














Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

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-  [A Service Committee Chair Report October.docx](#)
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-  [A G&A Committee Chair Report October.docx](#)
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The reports were received and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)





1. A-1: Consideration and approval of minutes from Board meeting held on September 27, 2023
 [A-1 September Board of Directors Minutes.docx](#)
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2. A-2: Consideration and approval of Begin Blue Line ROW Acquisitions (Presenters: Matt Duffy)
 [A-2 Approval to Purchase Real Estate for the Blue Line.docx](#)
3. A-4: Consideration and approval of Decentralized Operations Review (Presenters: Brian Atkinson)
 [A-4 Decentralized Operations Review Report x2.docx](#)
 [A-4 Decentralized-Ops-REPORT-09-30-23 Final 10-05-23.docx](#)
4. A-5: Consideration and approval of Coach Operator Scheduling Review (Presenters: Brian Atkinson)
 [A-5 New Coach Operator Scheduling Review Report.docx](#)
 [A-5 Operator Scheduling Report Final .docx](#)
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5. A-6: Consideration and approval of Board of Directors meeting dates for 2024 (Presenters: Inez Evans)
 [A-6 Consideration and Approval of 2024 Board Meeting Dates.docx](#)
6. A-7: Consideration and approval of Genfare farebox purchase (Presenters: Jon Mann)
 [A-7 Genfare Farebox Purchase Action Item.docx](#)
7. A-8: Consideration and approval of Premium Diesel Fuel Contract (Presenters: Cheryl Purefoy)
 [A-8 Premium Diesel Fuel Contract 10.4.2024.docx](#)
8. A-9: Consideration and approval of Premium Diesel Fuel Contract Amendment (Presenters: Cheryl Purefoy)
 [A-9 Premium Diesel Fuel Contract Amendment.docx](#)
9. A-10: Consideration and approval of New Mobility Advisory Committee (MAC) Committee Members (Presenters: Teisha Belton)
 [A-10 new Mobility Advisory Committee \(MAC\) Committee Members.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-3: Consideration and approval of 2022 Annual Financial External Audit Report (Presenters: Brian Atkinson, Guests: Emily Tursi)
 [A-3-GA 2023 FORVIS, LLP.docx](#)
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 [A-3 FORVIS Final Audit Report 2022 \(1\).pdf](#)
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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. The purpose of Action Item A-3 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>

Motion:

Approval of 2022 Annual Financial External Audit Report

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

6. Information Items (Presenters: Greg Hahn)

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

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

 [I-1 Budget to Actuals \(Comparative Statement\) - IndyGo - 9.30.23.pdf](#)

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

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

2. I-2: Mobility Advisory Committee (MAC) update

 [I-2 Sept.2023 - MAC Minutes.pdf](#)

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 [I-2 MAC Meeting 9.20.23.pdf](#)

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

3. I-3: Governance & Audit workplan status update

 [I-3- Oct 2023 GA - Workplan Status.docx](#)

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The Board received a Governance & Audit workplan status update.

4. I-4: Ethics Hotline summary report

 [I-4- Oct 2023 Ethics Hotline Summary.docx](#)

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The Board received an Ethics Hotline summary report.

5. I-5: Purple Line Change Order 8

 [I-5 - Purple Line Change order 8 \(edits jb\).docx](#)

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The Board received a Purple Line Change Order 8 update.


6. I-6: Department Reports

 [I-6a 10 Oct Board Report Risk and Safety 2023 Final.docx](#)


 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for 2023-10.docx](#)

 [I-6c Oct Board.pdf](#)

 [I-6d SEPT OPERATIONS DIV BOARD REPORT -10.2023.docx](#)

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 [I-6e October Board Report.docx](#)

 [I-6f Supplier Diversity Division Report October 2023.docx](#)

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

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 5:22pm.

Sean Wooding
Interim Chief Legal Officer



Date of Memo: October 31, 2023
Current Meeting: November 16, 2023
Board Meeting: November 16, 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 – 2

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 15,000 gallons of diesel fuel, for the month of November 2023, at a current average market price of \$3.1773/per gallon as of the date of this action item. The not to exceed amount for November 2023 will be \$47,660.

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. The projected 2023 supply was depleted in 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 November 09, 2023 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Senior Director of Preventative Maintenance and Facilities Paul Williams
SUBJECT: Consideration and approval of RFP 23-07-483 Canopy & Window Cleaning Contract

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, we ask the Board to authorize the President / CEO to enter a contract with S&K Building Services, Inc. for two years with two one-year options for the canopy and window cleaning for an amount not to exceed \$662,402 for the life of the contract including the options.

BACKGROUND:

The canopy and window cleaning contract provides the following services at the Carson Transit Center and East Campus:

East Campus:

- Washing and cleaning the main entryway windows, door frames, and windbreaks (monthly service).
- Washing and cleaning the vestibule and secondary entryways (monthly service).
- Interior window and frame cleaning (annual service).

Carson Transit Center:

- Cleaning all ground floor windows, entryway doors, and frames, internal and external (six times per year).
- Washing all interior and exterior metal panels and wipe dry (monthly).
- Canopy bus loading areas, cleaning top and underside glass and frames from the ground up (six times per year).

DISCUSSION:

IPTC procurement department advertised and released an RFP document in July with proposals due on August 25th. S&K Building Services, Inc. was the only bid received within the cost estimate and met all requirements of the evaluation committee.

Cost breakdown per location:

Carson Transit Center

Year 1 \$49,140
Year 2 \$51,597
Option Year 1 \$54,176
Option Year 2 \$56,886

East Campus

Year 1 \$8,650
Year 2 \$9,083
Option Year 1 \$9,537
Option Year 2 \$10,013

S&K Building Services has been providing these cleaning services for the Carson Transit Center, and we expanded the cleaning service contract to include the East Campus.

ALTERNATIVES:

The board could choose not to approve the item, and procurement would restart the RFP process.

FISCAL IMPACT:

This contract is funded from the Operating budget.

DBE/XBE DECLARATION:

Nishida Services, Inc. certified MBE will perform 20% of total contract work as a subcontractor.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on November 09, 2023 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Project Manager Jeff Keirn

SUBJECT: Consideration and approval of the procurement of the InductEV charging system

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to proceed with the purchase of an electric vehicle charging system from the InductEV Corporation for an amount not to exceed \$392,400.

BACKGROUND:

With the opening of the Purple Line next year, in-route charging will be needed to enhance and extend the use and range of the battery electric buses. In-route wireless EV charging can occur in small increments whenever the bus stops. IPTC is currently using in-route charging at or near the termini of its BRT routes.

There is currently one in-route charging system in place at the north end of the Red Line and an additional one that is being designed for its south end. There is one in-route charging location under construction that will serve the Purple Line at its north termini.

DISCUSSION:

This additional charging system is anticipated to be installed at the Carson Transit Center to serve Purple Line buses. Early procurement of the charging system is requested due to the eight-to-ten month lead time to obtain it from the manufacturer.

This procurement includes one InductEV charging system, commissioning and support on the installation of the charging system, access to a software to monitor the status of the charging system by subscription for two years, and a two-year warranty. Site preparation will be provided by a competitively procured vendor following the completion of design plans.

InductEV is the only equipment at this time that is compatible with the BYD electric fleet and will work in conjunction with the three other in-route charging sites that will be in place.

ALTERNATIVES:

No other manufacturer is able to provide the compatible charging system.

FISCAL IMPACT:

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

DBE/XBE DECLARATION:

No XBE goal was required for this procurement. The compatible equipment required by IPTC is available from only one manufacturer and there are no subcontracting opportunities.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on November 9, 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: Rachel Wilson, Project Manager

SUBJECT: Consideration and approval of IFB 23-08-48-484: Bus Stop Improvements 2024 Construction

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC's President/CEO to enter into an agreement with Shuck Corporation to construct local bus stop improvements in 56 locations and install pedestrian traffic signal improvements along Lafayette Road for \$1,945,236.00.

BACKGROUND:

IPTC is continuously working toward enhancing local bus stops throughout the city to be ADA accessible and more comfortable for riders. Improvements include adding bus pads, seating, ADA compliant curb ramps, sidewalk connections, and improved crosswalks and traffic signals in select locations. Three separate design packages were consolidated into a single construction bid for administrative efficiency. \$500,000 of this construction cost will be covered by an INIP (Indy Neighborhood Infrastructure Partnership) Grant from Indianapolis DPW.

DISCUSSION:

Solicitation IFB 23-08-484 was released on September 18, 2023. Two bids were received on October 17, 2023. Both bids were under the engineer's estimate and were found to be responsive and responsible. The low bid was from Shuck Corporation in the amount of \$1,945,236. Construction is anticipated to begin in Q1 2024 and be completed in Q4 2024.

ALTERNATIVES:

IPTC is recommending the lowest, responsive and responsible bidder for award in accordance with state statute. The only alternative would be to reject all bids and re-bid the project at a later date.

FISCAL IMPACT:

This project is budgeted in 2023 and 2024 through local grant funding and the Capital Budget.

DBE/XBE DECLARATION:

Shuck Corporation's bid consisted of an 8.6% XBE commitment. This commitment was reviewed and approved by Supplier Diversity.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 9, 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: Rachel Wilson, Project Manager

SUBJECT: Consideration and approval of the Near Eastside Bus Stop Improvements: Phase 2 Design Engineering Task Order

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to proceed with the approval of the design and engineering task order with Kimley-Horn and Associates, Inc. for the Near Eastside Bus Stop Improvements Project: Phase 2 for an amount not to exceed \$348,000.

BACKGROUND:

IPTC awarded a three-year on-call Architectural & Engineering Services Agreement with Kimley-Horn and Associates Inc. in July 2023 (RFQ 23-03-475) for street design and civil engineering services. This task order will be made in accordance with the terms and conditions of this professional services master agreement.

DISCUSSION:

IPTC has a long-range plan to improve local bus stops throughout the city, and this design project is the next package of improvements. Kimley-Horn will be responsible for design services for the Near Eastside Bus Stop Improvements Project: Phase 2, which includes survey, plan preparation, compliance with ADA guidelines, cost estimating, bidding and construction support for improvements to 40 local bus stops on the near eastside of Indianapolis.

ALTERNATIVES:

The Board could choose not to approve, but this would result in returning Federal funding.

FISCAL IMPACT:

This expenditure was anticipated, and 90% of the cost is covered in the Capital Budget with the remaining grant funding available from an FTA 2022 Areas of Persistent Poverty Grant (AoPP).

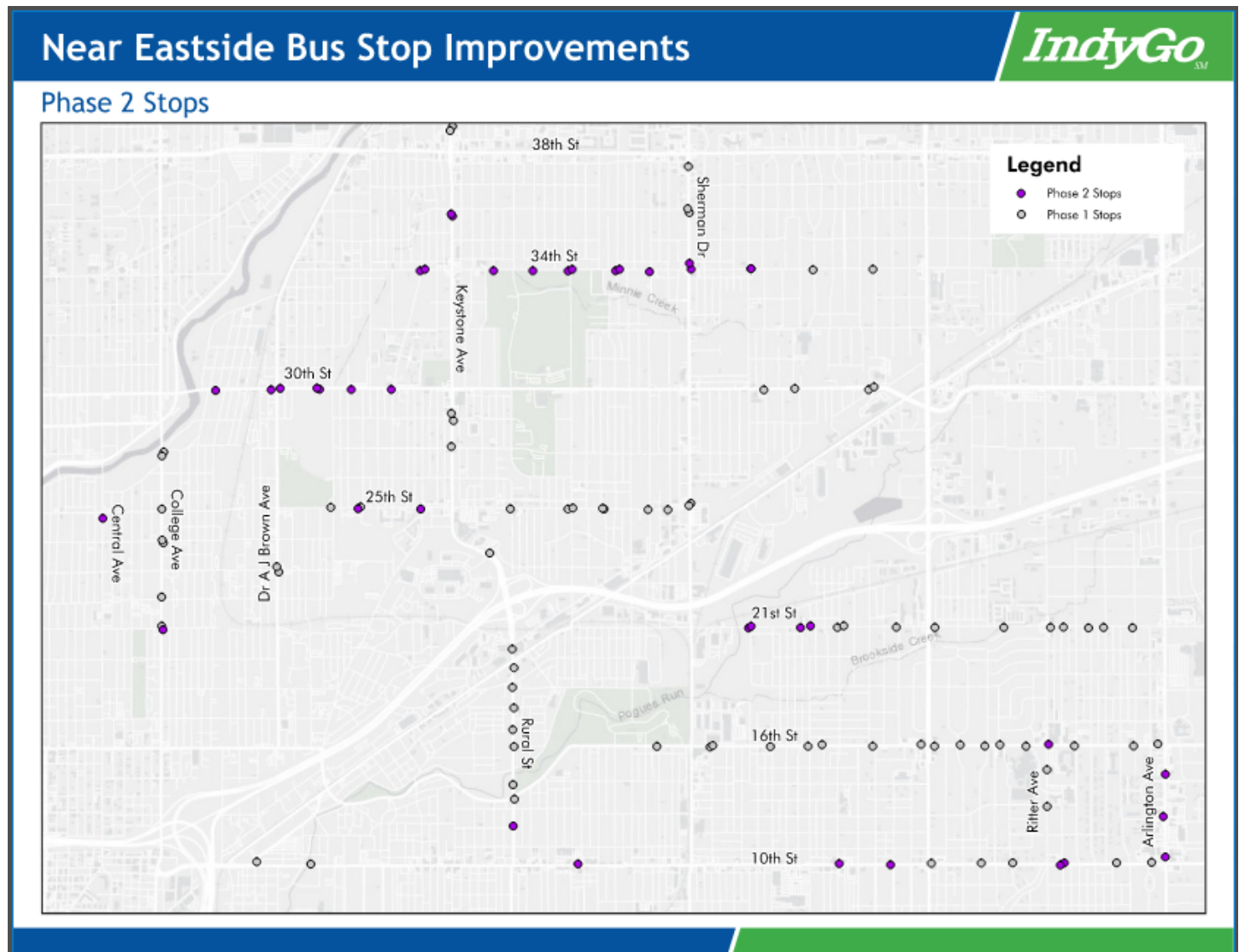
DBE/XBE DECLARATION:

The task order proposes 20% of the work be completed by SJCA (MBE) and 20% by Resolution Group, Inc. (WBE), which are both state certified DBE firms. This commitment exceeds the goals for projects of this type.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 9, 2023 and will be placed on the Consent Agenda.

PROJECT MAP:



BOARD MEMORANDUM

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

THROUGH: President/CEO Inez P. Evans

FROM: Project Manager Matt Duffy

SUBJECT: Consideration and approval of Red Line transit signal priority (TSP) task order

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC's President/CEO to execute a task order with Kimley-Horn & Associates to assist IPTC with upgrading the Red Line TSP systems at key intersections along the Red Line for an amount not to exceed \$455,000.

BACKGROUND:

TSP is a technology that improves transit performance and reliability by prioritizing transit vehicles at traffic signals to reduce the amount of time that they spend stopped at them. This project will implement upgraded TSP technology at key intersections along the Red Line, targeting intersections that interline with the Purple Line to increase effectiveness.

DISCUSSION:

Kimley-Horn & Associates was selected to implement the Purple Line TSP system under RFP 23-01-465 in April 2023. The Contract was setup in a way to add additional services across IPTC's network, if desired. This task order includes the same capabilities and technology that will be included for the Purple Line implementation such as estimated time of arrival (ETA) prediction and live performance dashboard at each intersection.

ALTERNATIVES:

The Board could choose not to authorize the President/CEO to execute this task order with Kimley-Horn & Associates however, IPTC would need to investigate how to realize improvements along the Red Line.

FISCAL IMPACT:

This project is budgeted in 2023 through the Operating Budget.

DBE/XBE DECLARATION:

This task order includes participation from:

- Infrastructure Engineering Inc (MBE) at 5%

This task order has a total of 5% XBE participation.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 9, 2023 and will be placed on the Consent Agenda.



Date of Memo: November 02, 2023
Current Meeting: November 16, 2023
Board Meeting: November 16, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Financial Officer Bart Brown
SUBJECT: Consideration and approval of contract with Anthem for group Health, Dental, and Stop-Loss Insurance

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President/CEO to enter into a contract with Anthem for Group Health, Dental, Vision Insurance premiums and Stop-Loss Insurance coverage for current member enrollment at an annual estimated cost of \$12,077,500, \$325,788, and \$1,565,536 respectively subject to increase based on future enrollment.

BACKGROUND:

IPTC takes a progressive approach to create a healthier workforce and as such provides a comprehensive benefits package to our workforce. As part of this benefits package, IPTC provides its workforce with insurance coverage to help employees offset the cost of health care and to help the employee maintain good overall well-being.

DISCUSSION:

Anthem is the incumbent vendor providing group health insurance premiums and coverage and will now offer dental as well. The current contracts expire at the end of 2023, and to that end, IPTC engaged LHD Benefit Advisors to serve as its broker and procure services for group insurance using the following criteria for a recommendation: total cost of services, contractual benefits, provider network strength, and rate guarantees. Based on these guidelines, Anthem is the suggested successful bidder for the following reasons:

- Anthem was the only bidder that met all the required benefits and networks required by IPTC.
- Anthem offered the lowest dental premiums.
- There will be no network disruption.

The following are the total monthly premium cost to employee under the new plans:

Health Insurance

PPO plan (assuming wellness discount)

- | | |
|-------------------------|--------------------|
| • Employee Only | \$151.75 per month |
| • Employee + Spouse | \$366.93 per month |
| • Employee + Child(ren) | \$290.38 per month |
| • Employee + Family | \$523.96 per month |

HDHP (assuming wellness discount)

- Employee Only \$135.21 per month
- Employee + Spouse \$333.19 per month
- Employee + Child(ren) \$263.96 per month
- Employee + Family \$476.06 per month

Dental

- Employee Only \$4.84 per month
- Employee + Spouse \$9.29 per month
- Employee + Child(ren) \$13.01 per month
- Employee + Family \$19.24 per month

In summary, IPTC believes that Anthem is the best overall value for the quality and level of services for IPTC employees and families.

ALTERNATIVES:

The Board could choose not to award this contract to the recommended vendor and direct the CEO to negotiate with another responding vendor.

FISCAL IMPACT:

The total cost of this procurement for the insurance premiums and coverage are within the approved budgeted amounts in the 2024 budget.

DBE/XBE DECLARATION:

This contract will be funded by the Operations budget, and therefore, it does not require an established Disadvantaged Business Enterprise Program (“DBE”) participation goal. Given the complexity and nature of this opportunity subcontracting possibilities were limited.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on November 9, 2023 and will be placed on the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Director of Service Planning, Annette Darrow

SUBJECT: Consideration and approval of Sole Source - Annual Renewal for GIRO, HASTUS

ACTION ITEM A – 9

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter a sole source contract with Giro Inc. to provide the required Licensing, Maintenance, Cloud Hosting, and Support of HASTUS-related software in the amount not to exceed \$339,382 for one year.

BACKGROUND:

IndyGo has used HASTUS by GIRO since 2005 and moved to version 2021 in the cloud in 2022. The platform includes modules for Planning, Scheduling, Operator Bid, Bid Web, Daily Operations, Customer Service, and web-based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules, operator work schedules, and bidding. Customer service manages comments and trip planning via the website and other real-time platforms.

DISCUSSION:

HASTUS software designed for public transit is a tool that ties together many operational functions. From planning and building service, distribution of work, and daily operations management, HASTUS has helped IndyGo achieve efficient run cuts/staffing levels, Operator Bidding, and vehicle requirements. It also allows IndyGo to share schedule information with the public through multiple platforms such as Google, 3rd party apps, Avail, Swiftly, and signage at the CTC.

ALTERNATIVES:

The Board could choose not to award. If not awarded, IndyGo could not create public schedules, operator schedules, operator bids, operator payroll, operate Avail, Google, or other public-facing services that share our route and schedule information.

DBE/XBE DECLARATION:

This procurement is a sole source; therefore, no goals apply to this opportunity.

FISCAL IMPACT:

The total cost of this procurement is \$339,382. The funding for this project will come out of the Operating Budget.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 9, 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: IndyGo Foundation Executive Director Emily Meaux

SUBJECT: Consideration and approval of MOA with IndyGo Foundation

ACTION ITEM A – 11

RECOMMENDATION:

Approval of Memorandum of Agreement with IndyGo Foundation.

BACKGROUND:

The purpose of this agreement is to outline components of the relationship between IndyGo and the IndyGo Foundation within the structure set forward in Indiana Code 8-25-7. The primary impact the agreement will have is that after December 31, 2023, IndyGo will no longer employ Foundation staff and the Foundation will assume that responsibility. The agreement clarifies and memorializes the responsibilities of both parties for the term of the agreement. The agreement before you expires at the end of 2027 with discussion to renew the partnership taking place earlier that year.

DISCUSSION:

The agreement is presented for your consideration and approval.

ALTERNATIVES:

The Board could choose not to approve the agreement and continue to employ Foundation staff.

FISCAL IMPACT:

- Currently IPTC spends approximately \$330,000 on salaries and benefits to employ Foundation staff. Once the agreement is in place, IPTC will give \$330,000 annually to the Foundation for the next 4 years. Foundation will reimburse IndyGo for the cost of health insurance for its employees.
- The agreement formalizes the existing discounts the Foundation receives on transit fare purchases.
- The agreement formalizes the percentage of sponsorship fees that IPTC will receive.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee and November 9, 2023 and will be placed on the Consent Agenda.

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Date: November 01, 2023
Current Meeting: November 16, 2023
Board Meeting: November 16, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: IndyGo Foundation Executive Director Emily Meaux
SUBJECT: Consideration and approval of new Foundation Board Member

ACTION ITEM A – 12

RECOMMENDATION:

Approval of reappointing Rick Wilson and appointing Lisa Bentley to the IndyGo Foundation Board.

BACKGROUND:

The bylaws of the Indianapolis Public Transportation Foundation (dba IndyGo Foundation) require the approval of the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) to approve Board Members for the Foundation. The Foundation Board currently consists of eleven members and Bylaws allow the Board to grow to 19.

Rick Wilson is a founding member of the Foundation Board and currently serves on the IndyGo Board. Rick took a year off from the Foundation Board but there is interest to once again have a shared member with the IndyGo Board to enhance communication between the Boards.

Lisa Bentley has served as the Executive Director of Indy Gateway Inc., which is a 501(c)(3) community and economic development organization on the west side of Indianapolis since August of 2015. Her focus is working with the City of Indianapolis to implement the redevelopment and workforce development projects identified in the Westside Strategic Revitalization Plan and Airport TIF Implementation Plan. Lisa has been involved with Transit Drives Indy for years, is an advocate for transit, and a volunteer for the IndyGo Foundation Golf Outing.

DISCUSSION:

The prospective Foundation Board Member presented for your consideration are Rick Wilson and Lisa Bentley.

ALTERNATIVES:

The Board could choose not to add to the Foundation Board of Directors at this time.

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on November 9, 2023 and will be placed on the Consent Agenda.



Date of Memo: October 31, 2023
Current Meeting: November 16, 2023
Board Meeting: November 16, 2023

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Communications Carrie Black
SUBJECT: Consideration and approval of Resolution 2022-07 free days for 2023 Holiday Season

ACTION ITEM A – 10

RECOMMENDATION:

Approve Resolution authorizing IPTC to offer free rides on Thanksgiving Day (November 23, 2023), Christmas Day (December 25, 2023), and beginning at 8 p.m. on New Year's Eve (December 31, 2023) for both fixed route and IndyGo Access service.

BACKGROUND:

IPTC has supported free fares during the holiday season for the past four years and would like to continue this tradition in 2023. The agency places top priority on removing the barrier of transportation costs, promoting safe travel alternatives during the holiday season and continuing our 365-day-a-year mission of providing safe, reliable and equitable transportation. Through this promotion, we can help support and attract new riders to our service.

DISCUSSION:

N/A

ALTERNATIVES:

N/A

FISCAL IMPACT:

The average revenue is approximately \$10,000 for all 3 days for the fixed route and IndyGo Access.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on November 9, 2023 and will be placed on the Regular Agenda.

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RESOLUTION 2023-07

RESOLUTION STATEMENT OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

A RESOLUTION establishing that the Board of Directors of the Indianapolis of the Indianapolis Public Transportation Corporation, is interested in providing free fare during the 2023 holiday season on November 23, 2023, December 25, 2023, and beginning at 8 p.m. on December 31, 2023.

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is a municipal corporation pursuant to Indiana Code 36-9-4-10; and

WHEREAS, Indiana Code 36-19-4-14 establishes management of the Corporation by a Board of Directors; and

WHEREAS, November 23, 2023, December 25, 2023, and December 31, 2023 are the upcoming observed holidays; and

WHEREAS, supporting free fare would remove the barrier of transportation cost for our riders during the holiday season; and

WHEREAS, the Board of Directors, having considered and being duly advised, finds that the Board of Directors has an interest in promoting the use of safe transit for commuting during the holiday season.

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

Section 1. The Board of Directors desires to exercise its authority under Indiana Code 36-9-4-14 to direct the operations of the Corporation for the benefit of the public good.

Section 2. The board hereby authorizes the President/CEO, on behalf of the Indianapolis Public Transportation Corporation, to offer free public transit fares November 23, 2023, December 25, 2023, and beginning at 8 p.m. on December 31, 2023, on both fixed route and IndyGo Access services.

Section 3. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Adopted this 16th day of November 2023.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Gregory F. Hahn
Chairman of the Board of Directors

Attest: _____

Sean Wooding, Interim Chief Legal Officer
Indianapolis Public Transportation Corporation

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Information Update – October 2023 Financials Summary

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

OCTOBER 2023 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget by \$466,821 (38.9%) for the month of October. For the year it is over budget by \$1,221,717 (10.2%).
- Other Operating revenue category is over budget by \$275,730 (422.2%) for the month due to Purple Line betterment reimbursements from Citizens Energy and Indianapolis DPW. YTD this revenue is over budget by \$3,805,792 (582.7%).
- The passenger service revenue is over budget by \$73,252 (16.5%) for the month. For the year passenger service revenue is over budget by \$662,299 (15.4%).
- PMTF Grant has been received for the year. \$11,369,828 was received in June.
- YTD Property Tax Revenue received \$33,792,174, which is \$1,426,114 (5%) over budget.
- Income Tax came in over budget for October by \$836,818 (22%). YTD collected is over budget \$14,904,118.
- The Service Reimbursement Program revenue is under budget by \$3,636 (-10.5%) for the month. For the year it is under budget by \$26,014 (-7.5%).

The Total Revenue for the agency is over budget by \$701,500 (7.2%) for the month of October. YTD Total Revenue is over budget by \$24,725,815 (25.4%).

Expenditures

I) Personal Services

- Fringe benefits are under budget for the month by \$149,991 (-9.6%). YTD it is under budget by \$1,395,268 (-8.3%).
- Overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were over budget by \$197,195 (81.3%) 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 \$3,165,937 (121.4%).
- Salary expenses are under budget by \$237,615 (-3.9%) for the month of October. YTD it is under budget by \$6,609,031 (-16%)

The Personal Services category is under budget by \$226,615 (3.9%) for the month of October. It is under budget for the year by \$4,838,363 (-7.8%)

II) Other Services and Charges

- Claims were over budget by \$188,405 (53.2%) for the month. For the year this category is under budget by \$544,582 (-14.5%).
- For the month of October, the Miscellaneous Expense category is over budget by \$19,635 (24.7%). YTD is under budget by \$177,163 (-21.8%).
- In October, the Purchased Transportation category is over budget by \$41,728 (4.4%). For the year it is over budget by \$172,831 (1.8%).
- For the month the "Services" expense category is under budget by \$527,926 (-26.4%). YTD this category is under budget by \$8,408,085 (-34.7%).
- For the month, utilities expenses are under budget by \$53,908 (-28.3%). 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 \$258,970 (-13.6%).

Overall, the Other Services & Charges category is under budget by \$332,066 (-9.3%) for the month. YTD this category is under budget by \$9,215,970 (-23%).

III) Materials & Supplies

- The fuel and lubricant category is over budget by \$28,830 (6.7%). YTD it is under budget by \$233,415 (-5.4%).
- For the month of October, the maintenance materials category is over budget by \$258,161 (59%), the majority of it caused by one-time \$255,592 for obsolete parts. It is over budget for the year by \$133,063 (2.7%).
- Other materials and supplies category is under budget by \$7,047 (-7.2%) for the month. For the year it is under budget by \$108,379 (-11%).
- Tires & Tubes category is under budget in October by \$21,434 (-42%). 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 \$58,531 (-11.8%).

For the month, the Total Materials and Supplies category is over budget by \$258,510 (25.4%). For the year it is under budget by \$267,262 (-2.5%).

In October, the overall, total expenditures came under budget by \$300,171 (-2.9%). Year to date expenditures are under budget by \$14,321,596 (-12.7%).

FY 2023 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
2/15/2023	Production Studio equipment	Capital	Capital	\$30,000
3/23/2023	CTC Raingarden Safety Guardrail	Services	Operating	\$396,204
5/18/2023	Red Line Station Surface Application	Services	Operating	\$87,000
7/19/2023	AC for Simulator Trainers	Capital	Capital	\$79,200
8/30/2023	East Campus Courtyard Fencing	Capital	Capital	\$26,164

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. There were no draws in the month of October.

Federal Stimulus Grants	CARES Act	CRRSAA	ARP I	ARP II
Total Draws to date	\$44,160,609	\$21,170,527	\$45,288,823	\$49,023,803

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope

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Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - IndyGo
For the Ten Months Ending Tuesday, October 31, 2023

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance	Budget Variance	Actual	Budget	Budget Variance	Budget Variance	
			\$	%			\$	%	
Operating Revenue									
Federal Assistance	\$1,667,050.00	\$1,200,228.66	\$466,821.34	38.89	\$13,224,004.00	\$12,002,286.60	\$1,221,717.40	10.18	\$11,203,614.00
Other Operating Income	341,041.81	65,311.67	275,730.14	422.18	4,458,908.80	653,116.70	3,805,792.10	582.71	2,029,761.51
Passenger Service Revenue	517,262.21	444,010.00	73,252.21	16.50	4,961,833.86	4,299,535.00	662,298.86	15.40	4,865,352.14
PMTF Revenue		947,485.67	(947,485.67)	(100.00)	11,369,828.00	9,474,856.70	1,894,971.30	20.00	11,240,036.00
Local Property & Excise Tax Revenue	3,236,606.00	3,236,606.00		0.00	33,792,174.06	32,366,060.00	1,426,114.06	4.41	32,922,619.04
Local Transit Income Tax Revenue	4,648,994.58	3,812,176.24	836,818.34	21.95	53,862,698.52	38,121,762.40	15,740,936.12	41.29	38,374,763.94
Service Reimbursement Program	30,947.00	34,583.33	(3,636.33)	(10.51)	319,819.00	345,833.30	(26,014.30)	(7.52)	358,238.00
Total Operating Revenues	10,441,901.60	9,740,401.57	701,500.03	7.20	121,989,266.24	97,263,450.70	24,725,815.54	25.42	100,994,384.63
Operating Expenses									
Personal Services									
Fringe Benefits	1,412,311.39	1,562,302.55	(149,991.16)	(9.60)	15,366,027.70	16,761,296.33	(1,395,268.63)	(8.32)	14,085,099.64
Overtime	439,846.59	242,650.78	197,195.81	81.27	5,774,432.78	2,608,495.90	3,165,936.88	121.37	4,392,552.59
Salary	3,670,189.38	3,944,009.49	(273,820.11)	(6.94)	35,789,070.51	42,398,101.98	(6,609,031.47)	(15.59)	33,911,056.61
Total Wages and Benefits	5,522,347.36	5,748,962.82	(226,615.46)	(3.94)	56,929,530.99	61,767,894.21	(4,838,363.22)	(7.83)	52,388,708.84
Other Services & Charges									
Claims	542,664.34	354,259.18	188,405.16	53.18	3,218,009.73	3,762,591.80	(544,582.07)	(14.47)	2,456,703.24
Miscellaneous Expenses	99,228.80	79,593.75	19,635.05	24.67	637,124.68	814,287.52	(177,162.84)	(21.76)	641,051.81
Purchased Transportation	991,748.19	950,020.11	41,728.08	4.39	9,673,032.27	9,500,201.10	172,831.17	1.82	8,149,764.45
Services	1,468,157.91	1,996,083.74	(527,925.83)	(26.45)	15,839,349.17	24,247,435.16	(8,408,085.99)	(34.68)	12,381,416.34
Total Utilities	136,591.68	190,500.01	(53,908.33)	(28.30)	1,646,029.45	1,905,000.10	(258,970.65)	(13.59)	1,655,190.41
Total Other Services & Charges	3,238,390.92	3,570,456.79	(332,065.87)	(9.30)	31,013,545.30	40,229,515.68	(9,215,970.38)	(22.91)	25,284,126.25
Materials & Supplies									
Fuel & Lubricants	461,724.33	432,894.46	28,829.87	6.66	4,095,529.41	4,328,944.60	(233,415.19)	(5.39)	3,304,044.04
Maintenance Materials	695,438.08	437,277.07	258,161.01	59.04	4,990,068.86	4,857,005.61	133,063.25	2.74	4,325,246.89
Other Materials & Supplies	90,251.23	97,298.23	(7,047.00)	(7.24)	871,554.95	979,934.30	(108,379.35)	(11.06)	580,835.36
Tires & Tubes	29,553.89	50,987.94	(21,434.05)	(42.04)	451,348.34	509,879.40	(58,531.06)	(11.48)	437,292.78
Total Materials & Supplies	1,276,967.53	1,018,457.70	258,509.83	25.38	10,408,501.56	10,675,763.91	(267,262.35)	(2.50)	8,647,419.07
Total Operating Expenses	10,037,705.81	10,337,877.31	(300,171.50)	(2.90)	98,351,577.85	112,673,173.80	(14,321,595.95)	(12.71)	86,320,254.16
OPERATING INCOME/(LOSS)	404,195.79	(597,475.74)	1,001,671.53		23,637,688.39	(15,409,723.10)	39,047,411.49		
GAIN/LOSS ON ASSET DISPOSAL				0.00	196,272.77		196,272.77	0.00	152,184.05
NET INCOME/(LOSS)	404,195.79	(597,475.74)	1,001,671.53	(167.65)	23,441,415.62	(15,409,723.10)	38,851,138.72	(252.12)	14,521,946.42



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - IndyGo
For the Ten Months Ending Tuesday, October 31, 2023

Current Month				YTD				PRIOR YTD Actual
Actual	Budget	Budget Variance	Budget Variance	Actual	Budget	Budget Variance	Budget Variance	
		\$	%			\$	%	

Capital Project Group	Capital Project	2023 Budget	2022 Budget Carried into 2023	Total 2023 Appropriation	YTD Expenses	YTD Encumbrances	YTD Expenses and Encumbrances	Remaining 2023 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	-	5,079,945	5,079,945	1,480,818	4,570,904	6,051,722	(971,777)
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	35,412	153,768	189,179	235,821
BRT & On-Street Infrastructure	East Washington Mobility Hub	-	-	-	-	-	-	-
BRT & On-Street Infrastructure	Purple Line BRT	50,971,100	90,215,563	141,186,663	41,513,859	73,067,808	114,581,667	26,604,996
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	-	-	-	680,419	680,419	(680,419)
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	3,237,780	3,237,780	3,157,040	792,844	3,949,884	(712,104)
BRT & On-Street Infrastructure	Red Line Phase I Closeout	289,390	11,621,328	11,910,718	28,986	11,810,710	11,839,696	71,022
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	300,000	533,188	833,188	293,256	301,331	594,587	238,601
BRT & On-Street Infrastructure	Super Stops 1.0 Delaware Street & 2-way conversion of Ft Wayne (Delaware to Alabama)	-	89,002	89,002	833,484	139,831	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	1,255,327	3,406,023	4,661,351	978,968
BRT & On-Street Infrastructure	Transit Signal Priority	549,980	299,431	849,411	176,314	144,736	321,050	528,361
BRT & On-Street Infrastructure	Transit Stop Amenities	2,000,000	633,107	2,633,107	106,983	911,001	1,017,984	1,615,123
BRT & On-Street Infrastructure Total		61,152,792	114,732,341	175,885,133	48,881,478	95,979,375	144,860,853	31,024,280
Facilities	1501 - HVAC VRF System Replacement	70,000	-	70,000	60,306	20,203	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	81,468	15,898	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	10,207	6,093	16,300	-
Facilities	Depot Charging - Equipment Installation	1,620,000	394,678	2,014,678	-	401,363	401,363	1,613,315
Facilities	East Campus - Facilities	4,000,000	3,732,838	7,732,838	1,774,980	1,698,218	3,473,198	4,259,640
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	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	-	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	64,184	232,306	296,490	200,000
Facilities	West Michigan Street - Exterior Improvements, Vehicle Wash, & Solar Array Installation	6,750,000	73,312	6,823,312	10,635	32,338	42,972	6,780,340
Facilities	South Madison Facilities	-	40,336	40,336	12,852	29,930	42,782	(2,446)
Facilities	UV Filtration - Facilities	-	23,871	23,871	-	13,251	13,251	10,620
Facilities	Veeder Root	-	63,502	63,502	63,502	-	63,502	-
Facilities	Miscellaneous Capital Purchase	-	-	-	6,468	-	6,468	(6,468)
Facilities Total		30,220,000	5,063,363	35,283,363	2,164,211	2,857,675	5,021,886	30,261,477
Finance	Farebox Maintenance / Replacement	397,800	21,710	419,510	21,397	312	21,709	397,801
Finance	ERP	-	-	-	4,838	4,309	9,146	(9,146)
Finance Total		397,800	21,710	419,510	26,235	4,621	30,855	388,655

Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line	26,037,200	54,699,594	80,736,794	-	54,699,594	54,699,594	26,037,200
Fleet	Paratransit Bus Replacement	1,500,000	117,300	1,617,300	13,097	61,110	74,207	1,543,093
Fleet	Support Vehicle Replacement	315,000	282,000	597,000	596,737	282,002	878,739	(281,739)
Fleet	UV Filtration	-	12,162	12,162	3,329	8,833	12,162	(0)
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	-	-	-	-	970,624	970,624	(970,624)
Fleet	Bike Rack Modification	-	141,290	141,290	-	76,864	76,864	64,426
Fleet Total		27,852,200	55,252,346	83,104,546	613,163	56,099,027	56,712,190	26,392,356
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	13,600	686,400
Information Technology	Mobility- or Software-as-a-Service	240,000	172,167	412,167	47,017	125,151	172,167	240,000
Information Technology	Miscellaneous Capital Purchase for IT	-	62,690	62,690	86,541	-	86,541	(23,851)
Information Technology	Wireless Vehicle Communications Replacement	-	-	-	1,023,850	914,600	1,938,450	(1,938,450)
Information Technology	Disaster Recover and Business Continuity Plan	-	-	-	22,898	-	22,898	(22,898)
Information Technology	CTC - Real Time Passenger Information System	-	-	-	-	30,865	30,865	(30,865)
Information Technology Total		3,000,000	234,857	3,234,857	1,180,305	1,084,216	2,264,521	970,336
Safety & Security	1501 - West Gates Upgrade	-	-	-	55,108	19,634	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	65,470	423,721	489,191	(479,762)
Safety & Security	Training Simulators	-	7,500	7,500	-	7,500	7,500	-
Safety & Security Total		30,000	16,929	46,929	120,578	450,855	571,433	(524,504)
Grand Total		122,652,792	175,321,546	297,974,338	52,985,970	156,475,769	209,461,739	88,512,599

Risk and Safety Division Report – October 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Director of Risk and Safety Brian Clem
Date: November 16, 2023

Risk and Safety

- During the month of October, Risk & Safety continues to partner with JWF Specialty [our third-party claims adjuster] for the purpose of processing and finalizing thirty accident claims. In addition, we continue to assist the IndyGo Transportation Department, RATP Dev and Training Department with reducing the number of preventable accidents each month. There's been an increase of nine preventable accidents from September to October, but through October 2023 shows a 10.2% decrease in preventable accidents in all modes.
- IndyGo's Risk and Safety team member, TaMicheal Jackson performed the October 2023 monthly IndyGo "Safety Blitz". The Safety Blitz program identifies risk and safety items to educate and communicate to all our employees 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.
- On October 27th, IndyGo risk and safety team member Michael Bunnell and Brian Clem participated in the annual drug and alcohol review for Janius transportation services in Hamilton County. In preparation for the Jan 1st, 2024, change, IndyGo staff is preparing for auditing responsibilities for sub-recipients of 5307 formula funding. Other counties including Johnson, Hancock, and Hendricks have also been completed this year.
- During October risk and safety staff continue to meet with contracted insurance broker "Aon" on a strategy for insurance renewals. IndyGo has asked Aon for conventional modeling for full replacement market price for vehicles and options for a captive amount to cover the current market values of assets. Both models when received will be presented to the IndyGo board of directors through the finance committee for a vote before actions are finalized before the renewals at the end of 2023. Current market conditions are not favorable for insurance renewals and alternative solutions are actively being pursued to drive down yearly premiums.
- During the month of October, IndyGo was approached by current contractor (Lumin-air) that provides the UV-C lighting air purification systems on the buses. Leadership was informed that IndyGo was awarded a National Air Filtration Association (NAFA) award for 2023 for our innovation, commitment, and execution for converting our entire fleet to UV-C light disinfecting and using high efficiency filtration on all our buses. IndyGo is believed to be the first Public Transportation system to install these solutions on their entire fleet and within their buildings. This combination not only provides some of the cleanest air that can be found in public transportation vehicles for safety but also provides extended service times between preventative HVAC maintenance for the vehicles. In addition, the project cuts in half on the amount of filters that are to be purchased within the year saving money, labor cost, and reduces waste generated for disposal. The NAFA Clean Air Award is a distinguished commendation in the air filtration industry and an opportunity for our members to recognize champions of clean air in our community. The purpose of the Award is to recognize leadership and excellence in air filtration by selected air filter users, and to promote the National Air Filtration Association and its member companies.

"We are humbled by the nomination for Recognizing Leadership and Excellence in Air Filtration. IndyGo is committed to investing in public transportation safety for our employees, passengers, and community. Clean air is not just a want but a necessity for the safety and confidence of public transportation. The impact of installing air filtration and UV-C has increased our employees' and passengers' confidence in air quality with a chemical-free solution."

October 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 October 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>
Michael Flowers	1963	32	37
Phillip Boicourt	580	26	39
Gerry Poindexter	9631	25	34
Joe Monaghan	4142	17	20
Daryl Passwater	8517	9	10
William Hazen	9613	4	4
Jonathan Lewis	9442	4	4
Richard Taylor	9205	4	5
Jerry Turner	9291	3	5
Jeffery Greene	9104	2	5
Fernelis Soriano Peralta	9742	2	3
Brittany Buford	9901	1	2
Ebony Porter	9708	1	4
Anne Waxingmoon	10201	1	1

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

Congratulations and Thank You!

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

October 2023

Oct-23								
Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.85	0.51	0.00	2.04	0.00	5	5
Bus Rapid Transit (BRT)	0.00	1.72	6.89	0.00	17.21	0.00	0	
Para Transit	0.00	1.01	0.00	0.00	3.03	0.00	0	
All Modes of Service	0.00	0.94	0.94	0.00	3.36	0.00	0.67	5.00
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.”

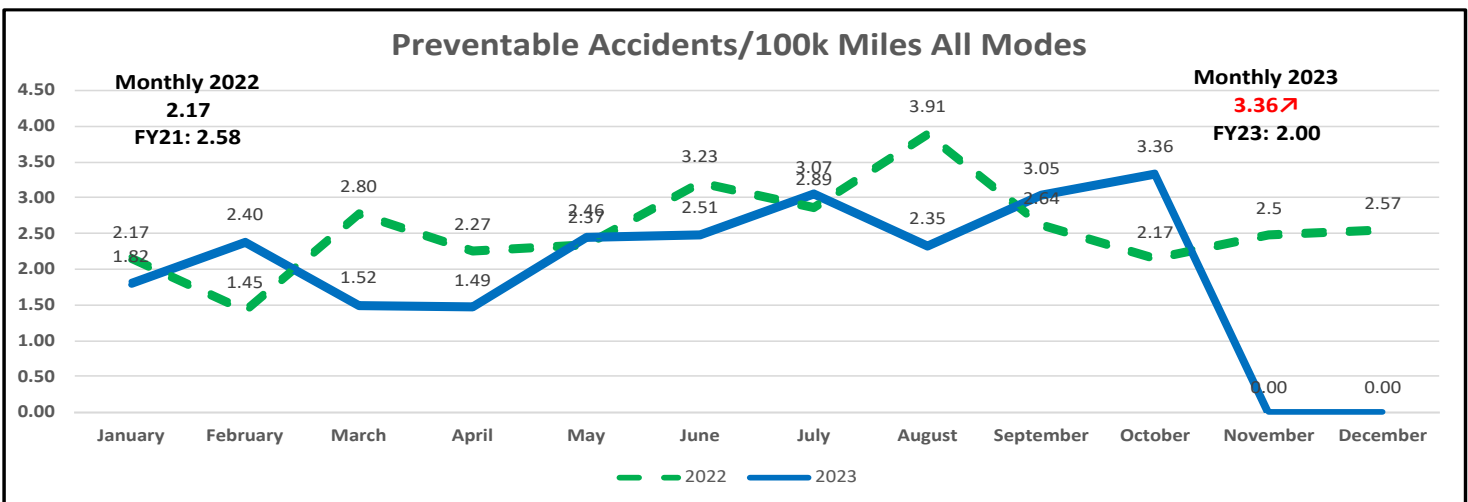
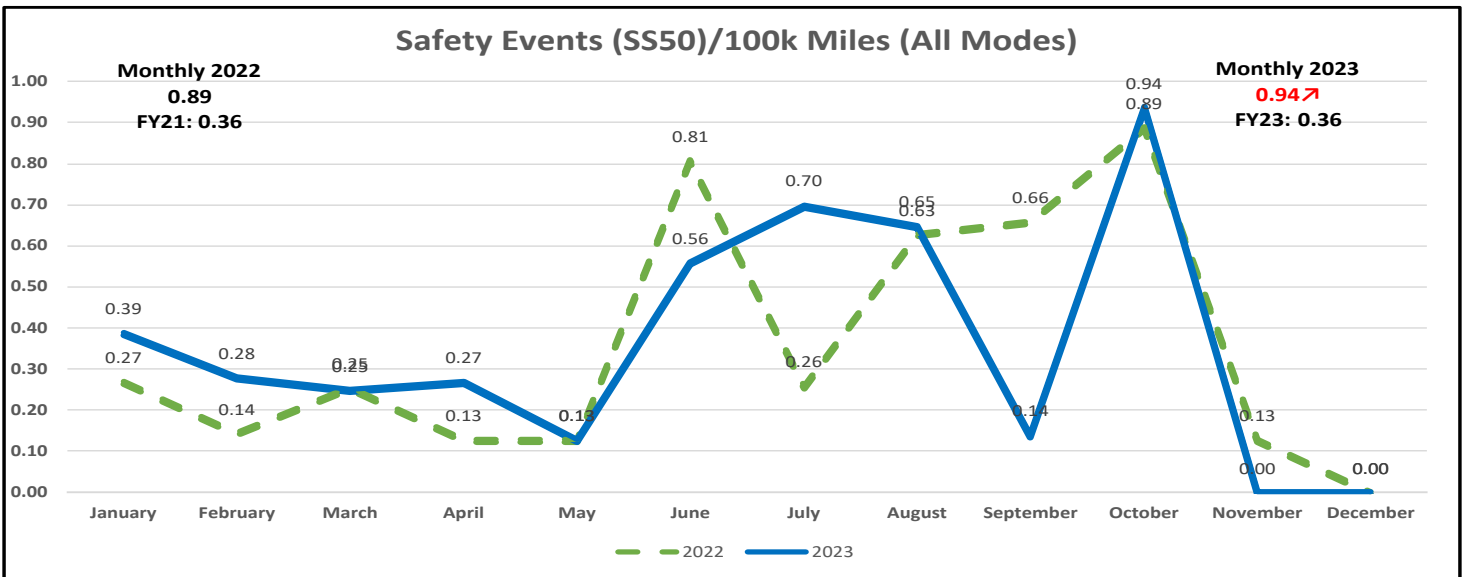
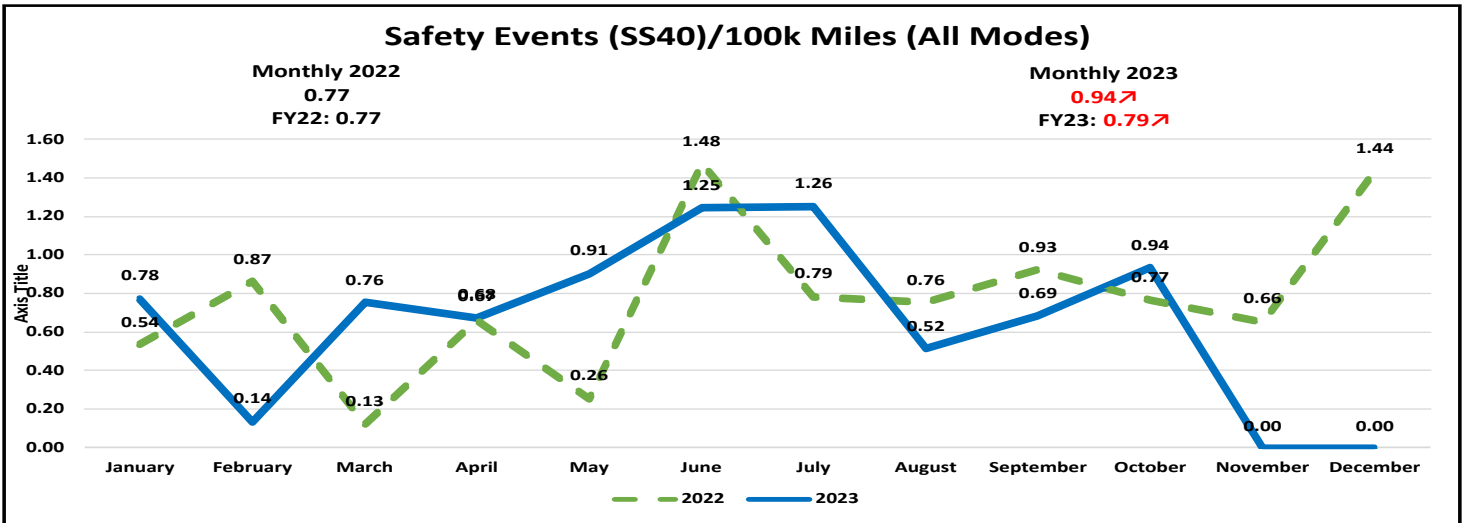
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

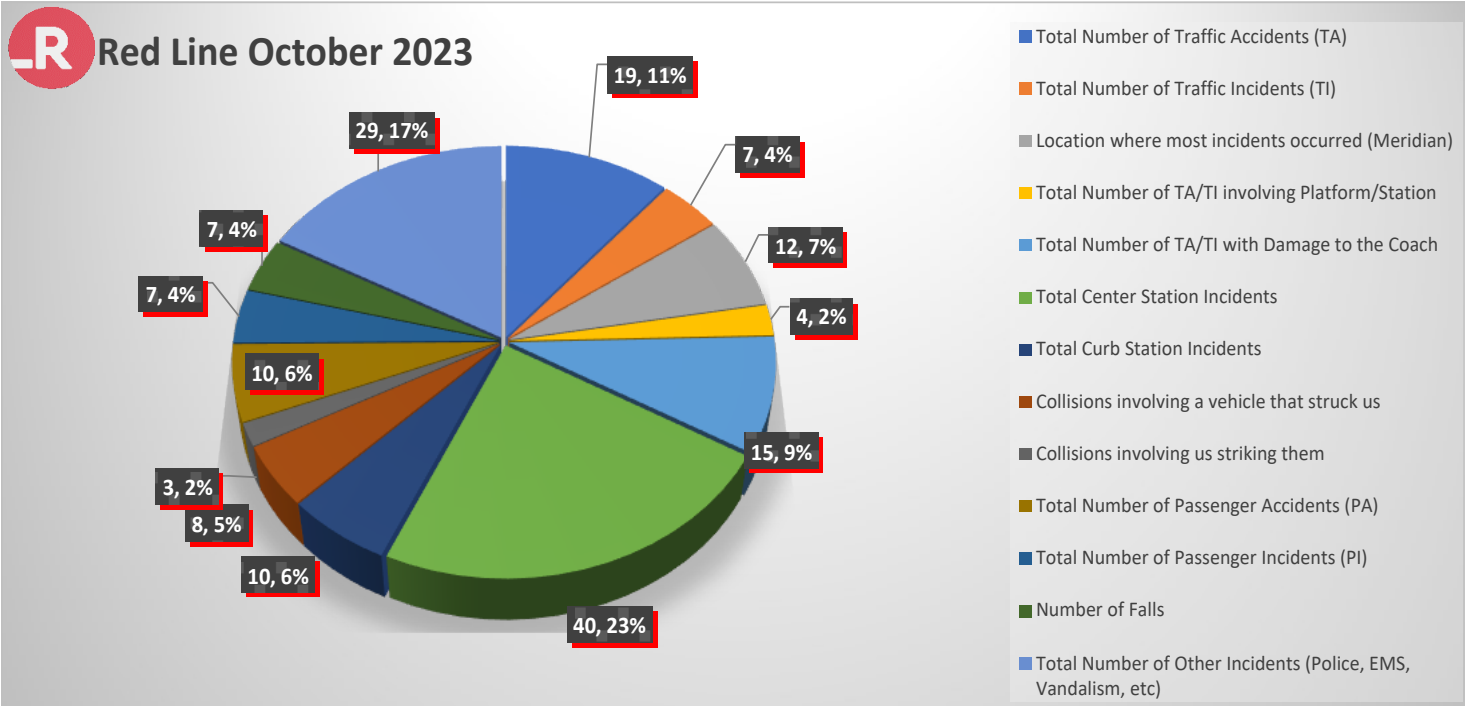
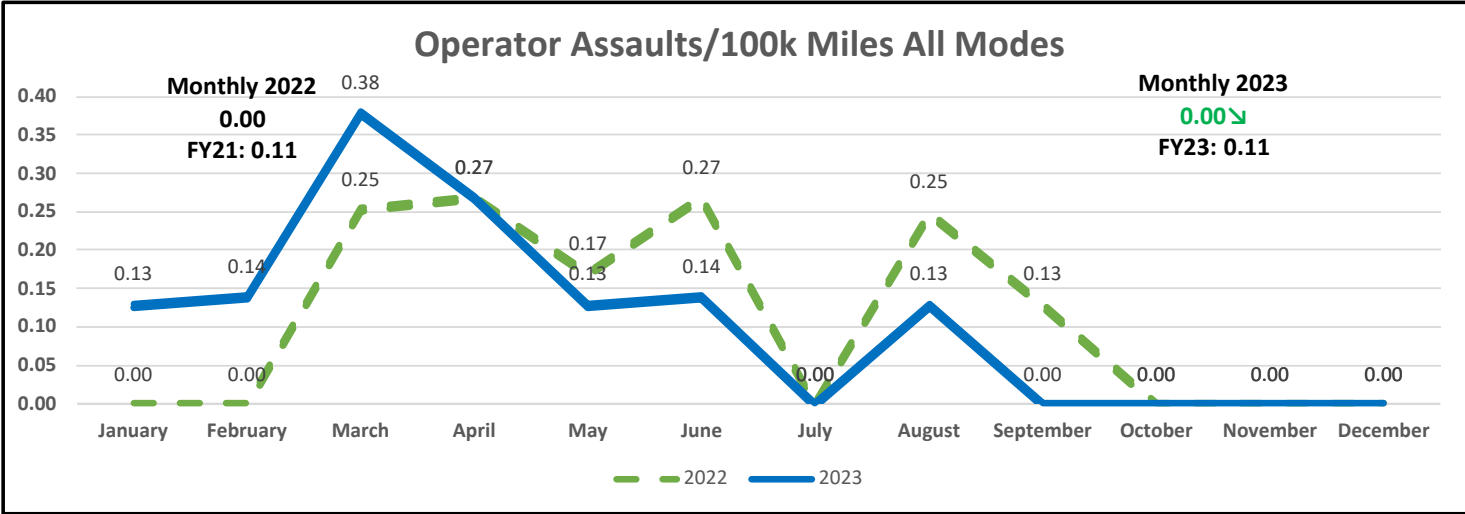
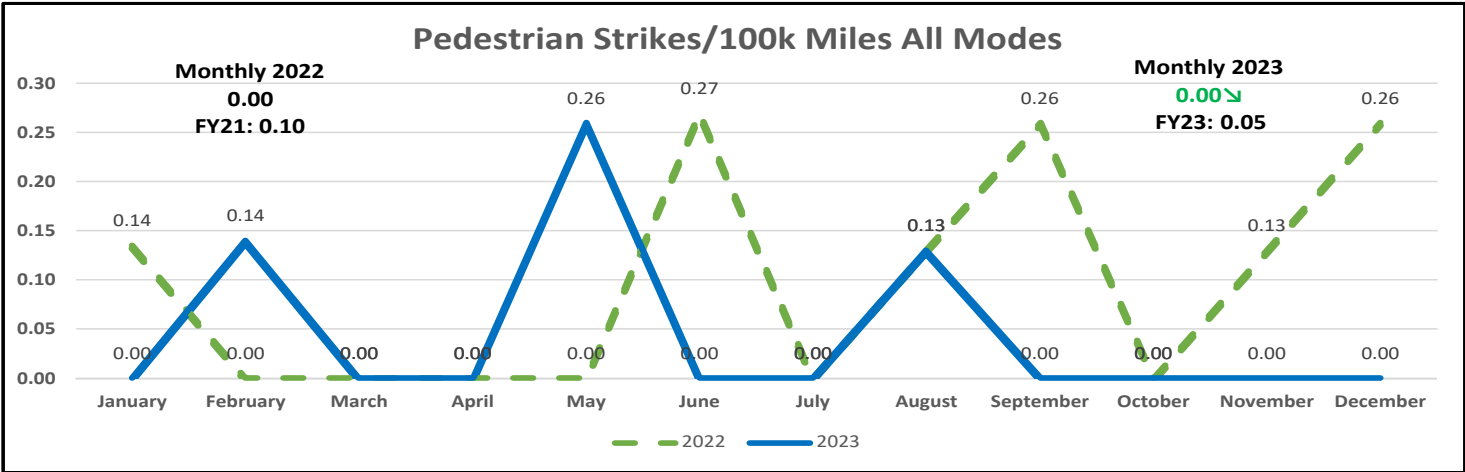
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

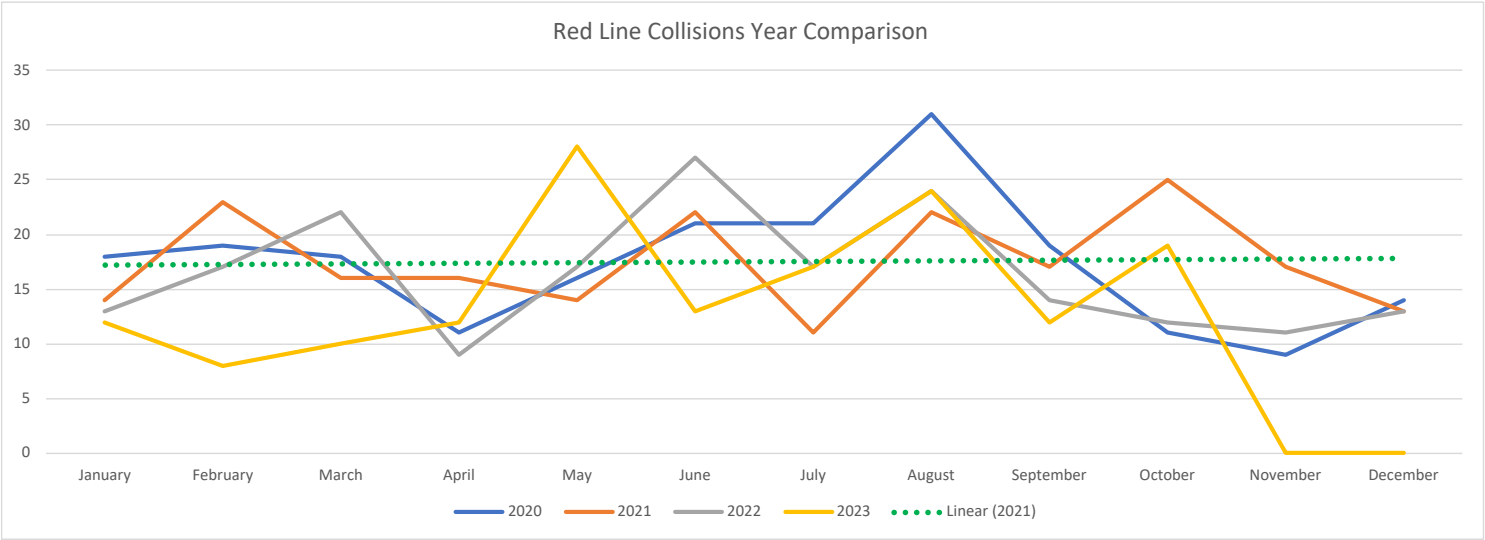
Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase the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

Safety and Accident Data

October 2023 Compared to October 2022 Data All Modes:







End of Report

Planning & Capital Projects Division Report – October 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Development Officer Jennifer Pyrz
Date: November 16, 2023

STRATEGIC PLANNING

Zero-Emission Vehicle (ZEV) Transition Plan

A requirement of the FTA, IndyGo's ZEVTP is intended to inform capital planning and fleet replacement program over the next several years. The scenario planning phase is complete. The team is now working to produce lifecycle costs and a greenhouse gas emissions analysis for the different scenarios. Once completed, these analyses will aid in the selection of a preferred scenario for the next steps of the planning process. The project is now expected to finish in March 2024 due to some delays in the early phases of the 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 as well as a benefit cost analysis and corresponding narrative document for the *Rebuilding American Infrastructure with Sustainability and Equity* (RAISE). More on these future funding opportunities on the following pages.

Capital Plan Narrative Update

Strategic Planning staff continue to work on the update to IndyGo's 5-yr Capital Plan. Staff had anticipated being able to bring the updated plan to the IPTC Board of Directors for their consideration at their regularly scheduled meeting in November. Staff now anticipate bringing this action item before the Board during their regularly scheduled December board meeting.

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 proposed Madison Avenue park-n-ride facility, or both. Staff anticipate bringing an information item before the IPTC Board of Directors at one of their upcoming regularly scheduled meetings. Both studies should be finalized this year.

Customer Perception Survey Pilot

IndyGo surveys its customers on a regular basis. The primary tool to survey customers is the onboard survey, which fulfills a federal requirement. The onboard survey's primary objective is to understand who is using the service and how they are using it; this survey is not intended to measure customer approval or satisfaction.

Beginning in the spring of 2023, IndyGo leveraged its IUPUI Peterson Fellows program to research, create, and deploy a Customer Perception Survey pilot. This survey was designed to capture the perception of IndyGo customers on a variety of topics including safety, security, timeliness, reliability, and cleanliness. The purpose of the pilot was to determine: 1) if such a survey could be useful for IndyGo, 2) how well the survey questions work, and 3) other logistical questions for conducting this new survey.

The pilot launched on September 17, 2023. The survey was available in-person, online, and at the CTC via kiosk for approximately a week. A transit ambassador was hired to administer the survey in-person, using an iPad, at the CTC. The ambassador worked eight-hour shifts; some days 6 am to 2 pm and some days 2 pm to 10 pm. Our current IUPUI Peterson Fellow also surveyed customers. The survey tool was created using Microsoft Forms. To incentivize riders to take the survey, IndyGo added \$4 in transit value to MyKey media, which were then distributed to participants. Nearly 700 customers responded to the survey, with a split between in-person and online submissions. The results of the pilot were presented to staff throughout the agency. Having deemed the pilot a success, staff anticipates issuing a customer perception survey every year, perhaps as frequently as twice a year, beginning in 2024.

Future Funding Opportunities

TOD Pilot Planning Grant (submitted) – To recap last month’s update, 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 route as well as three other local bus routes. IndyGo, on behalf of IndyGo and the Town of Cumberland, submitted the request on October 9, 2023. Staff anticipates notifications of awards by end of January 2024. If awarded, this would be IndyGo’s second grant award 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 (submitting in 2024) – Part of the Bipartisan Infrastructure Law (BIL), the *Strengthening Mobility and Revolutionizing Transportation* (SMART) discretionary grant program was established to provide resources to eligible public sector agencies capable of conducting a demonstration project focused on advanced smart community technologies and systems capable of improving transportation efficiency. Applications were due on October 10th. IndyGo staff are currently working with city staff to prepare a project description and grant request with the hopes of applying in FY2024.

READI 2.0 (submitting in 2024)— 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 route. Formal applications are due to the Indiana Economic Development Corporation (IEDC) in February 2024 but must be submitted by CIRDA. Award announcements are anticipated to be released in April 2024.

To recap, READI 2.0 was announced by Governor Holcomb on September 5, 2023, 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 [its] 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 in need of 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.

RAISE -- The *Rebuilding American Infrastructure with Sustainability and Equity* (RAISE) discretionary grant program, was authorized under the Local and Regional Assistance Program in the Infrastructure Investment and Jobs Act, also referred to as the Bipartisan Infrastructure Law and formerly referred to as the *Better Utilizing Investments to Leverage Development* (BUILD) and *Transportation Investment Generating Economic Recovery* (TIGER) discretionary grants. RAISE grant requests must include a detailed benefit cost analysis, which IndyGo will complete under its on-call grant writing support contract with HNTB. IndyGo anticipates that the notice of funding opportunity will be announced before the end of the year. IndyGo’s request will be a funding request in support of the Blue Line BRT capital investment project.

Regional Mobility Integration

Section 5310, 2021 Call for Projects – No cutaways have been delivered yet, but they are anticipated in 2024.

Section 5310, Program Management Plan Update and CY2023 Call for Projects – To recap last month’s update, 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. The CFP is anticipated for December 2024.

Section 5339, 2023 Call for Projects - As part of the rural to urban transition, Section 5339 monies will now include a discretionary portion for 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 was cancelled but the CY2023 Call for Projects will move forward with monies from CY2022, CY2023, and CY2024; the anticipated amount for award is \$1.2 million. The Call for Projects is anticipated for December 2024.

ENGINEERING & CONSTRUCTION

Blue Line BRT

The design team, led by WSP, submitted 90% design on November 1, 2023. NEPA documentation is currently being reviewed by FTA and the Indiana State Historic Preservation Office (SHPO). NEPA approval, which was anticipated in Q4 2023, is now anticipated in January 2024.

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, with follow-up meetings planned over the next couple of months. Contractor outreach is planned in January 2024.

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 pedestrian accessibility improvements continue along 38th Street and Post Road. The first ten stations are complete from finish grade and below. The contractor has also mounted steel structures and has begun roof installation at the Terminus, Orchard, State Fair, and Richardt 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 to our contractor, Midwestern Electric. Work began in mid-August and will be completed by mid-2024.

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. Plans are underway to improve the TSP system along the Red Line over the next 6-12 months using Kimley Horn's software.

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 downtown began in June and is on schedule to be completed and operational by the end of 2023.

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 16th Street and 30th Street. Lochmueller Group is the lead designer through an on-call engineering design contract. This project along with two other local bus stop improvement design packages were consolidated and bid as a single project in October. Shuck Corporation was the low bidder and will be awarded the construction contract in November. Construction is anticipated to be completed by late 2024.

BRT docking on W. Washington Street at CTC

IndyGo desires to add two 60' bus bays on the north side of the CTC along W. Washington Street. The Capital Projects team is currently working with one of their on-call A&E consultants to scope design and traffic engineering services for this project.

FACILITY PROJECTS

CTC Raingarden Handrails

Shop drawings and fabrication are underway for installation of handrails around the rain gardens at the CTC. Site work is set to begin in January 2024, and be completed by March 2024.

East Campus Master Plan

Staff anticipates that the East Campus 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 recently submitted a draft Waters of the U.S. report to FTA in satisfaction of NEPA requirements. FTA has provided comments, and the team is now finalizing the report for submittal, as required, to the U.S. Army Corps of Engineers (USACE).

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. The 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.
- Design and Engineering activities for crack repairs and wall demolition in the garage at 1501 W. Washington are scheduled to kick off in January 2024, lasting approximately 6 months before putting projects out for public bid.
- New public restrooms and minor renovations inside the Julia M Carson Transit Center

Respectfully submitted,

Jennifer Pyrz

Chief Development Officer

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Public Affairs Division Report – October 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Public Affairs Officer Lesley Gordon
Date: November 16, 2023

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR October 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

October 2023 Board Report



IndyGo
SM

INDYGO.NET WEBSITE STATISTICS:

10/1/2023-10/31/2023

Page Views	202,709
Bounce Rate	41.73%
New Users	35,721
Returning Users	60,663
Total Sessions	93,222
Total Monthly Sessions Comparison to Previous Year	(Up) 2.7%

Mobile Share

Date	Mobile	Desktop	Tablet
Oct-23	72%	26%	1.00%
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



Dionna McCane – Mentoring with Heart

Wearing a dress in the same shade of green as the outfits of her Amalgamated Transit Union (ATU) Local 1070 counterparts who have gathered at the new, gleaming IndyGo (Indianapolis) headquarters for its recent bus operator graduation, Dionna McCane exudes a palpable energy: bright, strong, and not to be ignored.

Dionna's deep understanding of a bus operator's daily experience is rooted in her 16 years as an operator, both with paratransit and fixed route transportation. Her career journey began in the Air Force Reserve and with the U.S. Postal Service, followed by time as a job coach working with people with developmental disabilities. After her mother convinced her to apply to IndyGo, Dionna began as an operator with IndyGo's Open Door paratransit service. She found the career very rewarding, partly because it connected to her prior work with people with developmental disabilities.

For the past two years, Dionna has been the ATU Mentorship and Apprenticeship Coordinator for IndyGo, a position that perfectly fits her empathetic and people-focused persona. When IndyGo partnered with ATU Local 1070 in March 2021 to kickstart a mentoring program, Dionna was selected as one of three operators trained as mentors under ATU International's Director of Workforce Development and Apprenticeships Jamarie Gibson. This new career opportunity prompted Dionna to examine what she needed to do to mentor and inspire others. "I thought, in order for me to do that, I have to be better. For me to want somebody else to be better, I have to be better," she says.



Bus line brings business to east side

James Briggs



Indy Fresh Market opened in an area lacking another nearby grocery store. Photo: Asha Herron/Kotex

A public transit project maligned as anti-business might be creating business opportunities.

Topics Include:

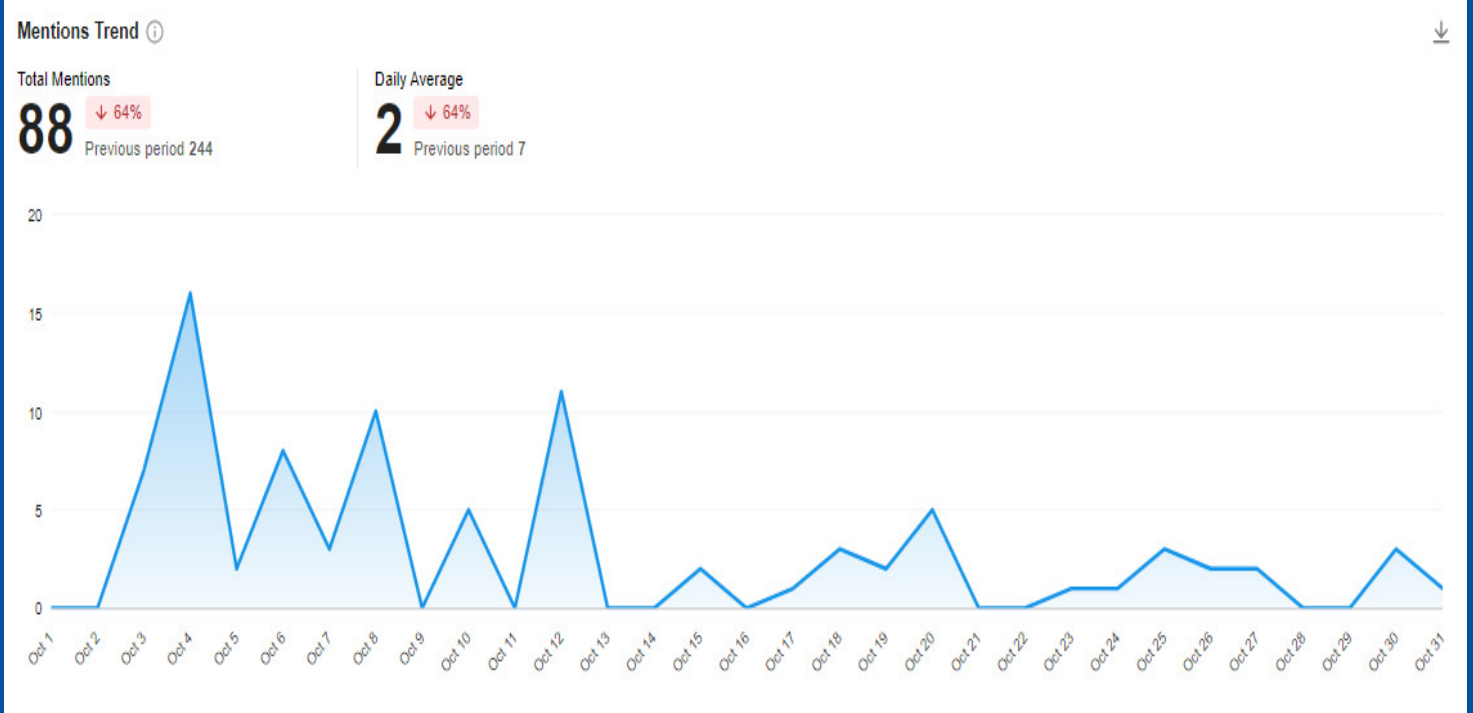
Media coverage for October 2023 included a variety of topics. Like last month, one of the subjects mentioned multiple times in broadcast media was IndyGo's October service changes. This round of routine service changes adjusted bus route schedules to improve on-time performance and implemented several route shifts to service the agency's upgraded, downtown Super Stops. Additionally, the Blue Line Bus Rapid Transit (BRT) project was discussed, as IndyGo met with members of the Irvington community to combat concerns and share with them the many benefits of the upcoming system. These benefits include reduced speed limits, increased traffic and pedestrian safety infrastructure, boosted transit service and more.

IndyGo also received positive media attention involving its Purple Line BRT project. Multiple articles shared the future improved connectivity between Lawrence and Indianapolis and the current and future economic developments and infrastructure enhancements uplifting the East 38th Street community.

Finally, Amalgamated Transit Union (ATU) Mentorship and Apprenticeship (MAP) Coordinator Dionna McCane was featured in the Transit Workforce Center's newsletter and website blog last month. The resources shared information about the mentorship program's purpose and accomplishments, including how the initiative has positively impacted those involved and increased bus driver retention and job satisfaction.

Altogether, IndyGo was mentioned more than 85 times in the media in October.

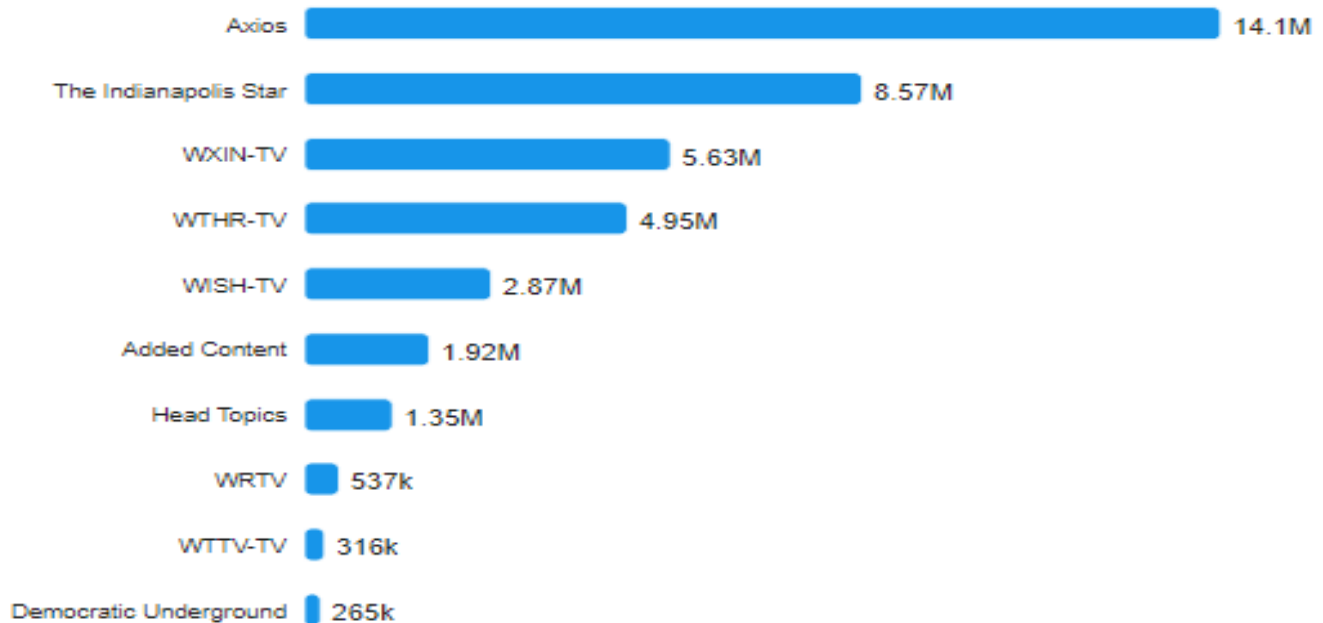
Here's a brief coverage summary:



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.

Top Publications by Editorial Reach

Oct 1 - Oct 31



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

Top Publications by Volume

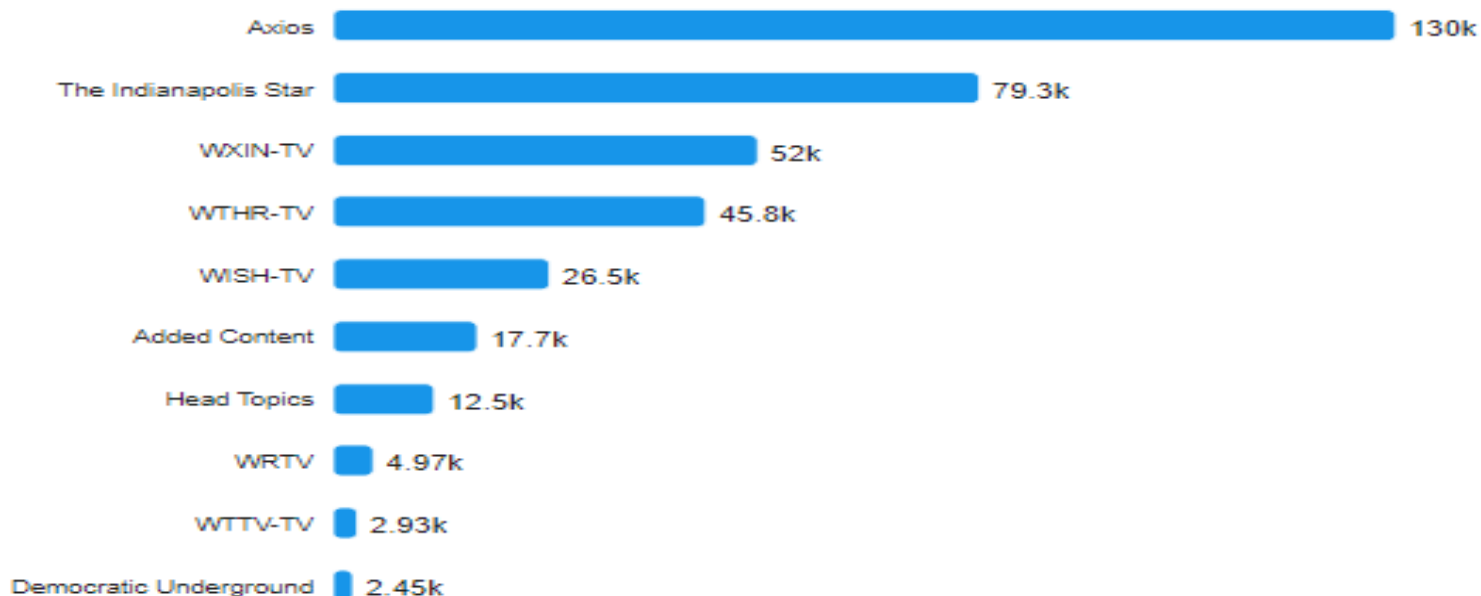
Oct 1 - Oct 31



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 \$374,150.

Top Publications by AVE

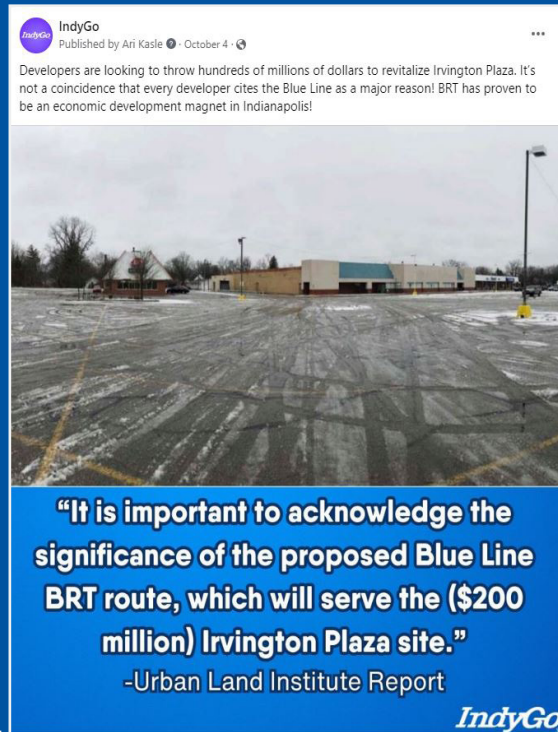
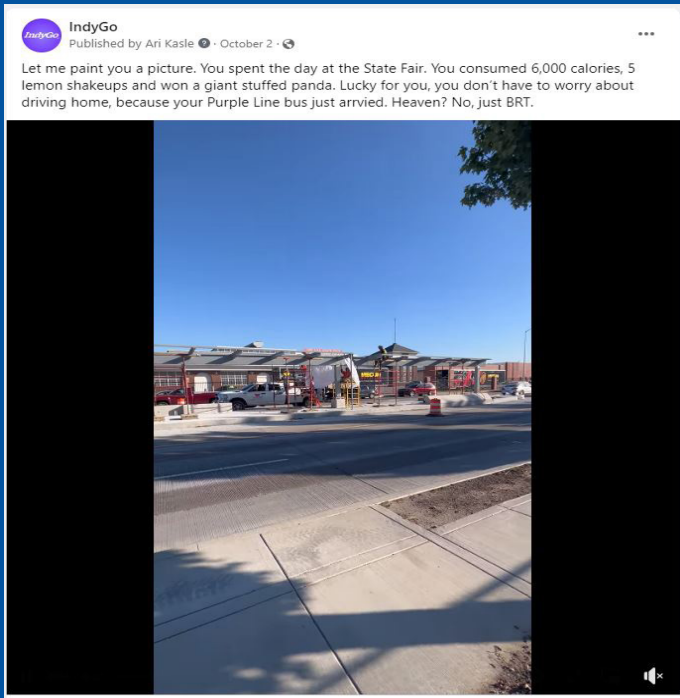
Oct 1 - Oct 31



Social Performance:

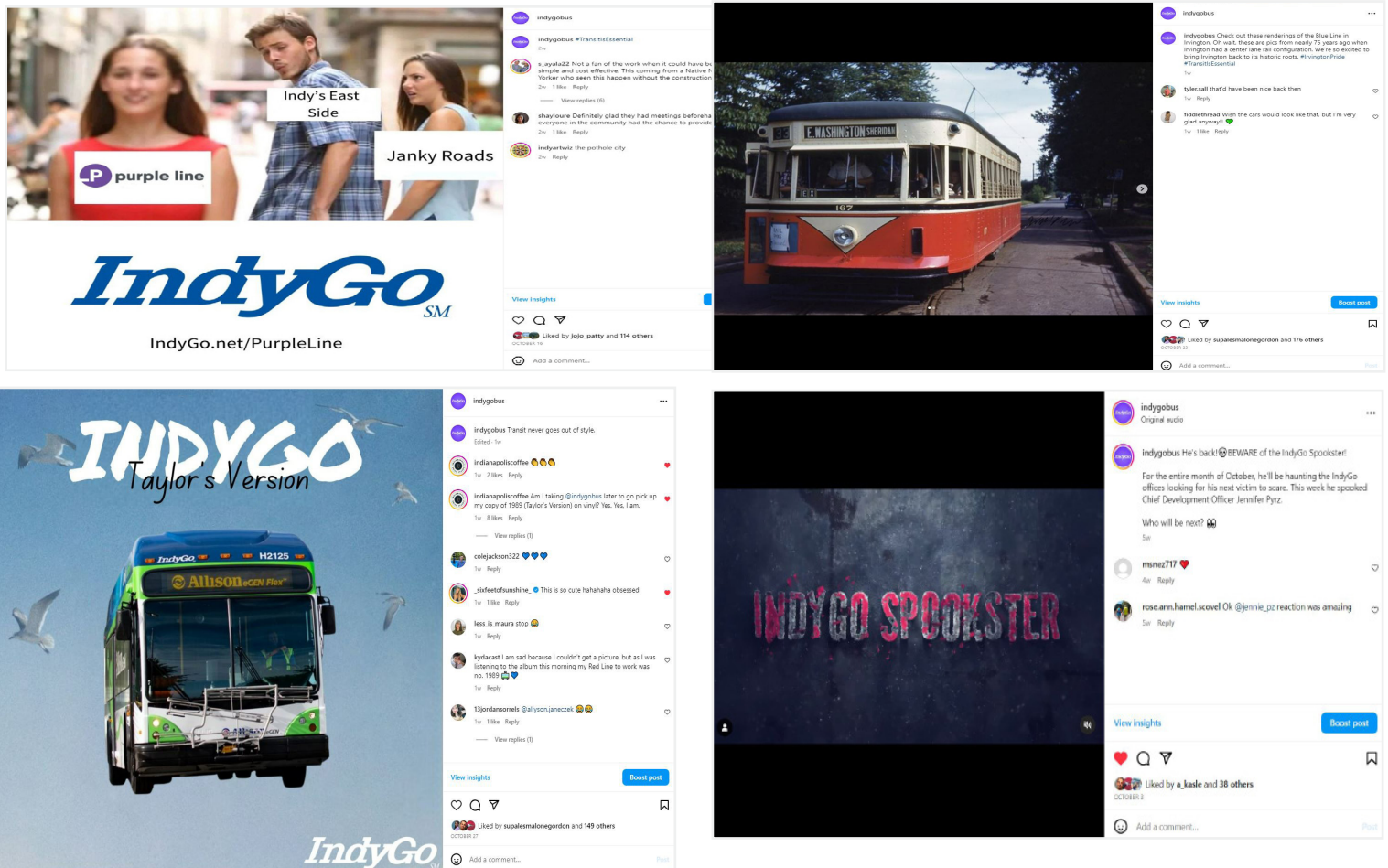
Facebook

- Had a total of 72,400
- 8,190 post engagements (2,310 more than in September)
- 11,784 page likes
- 12,772 current followers (25 more than in September)



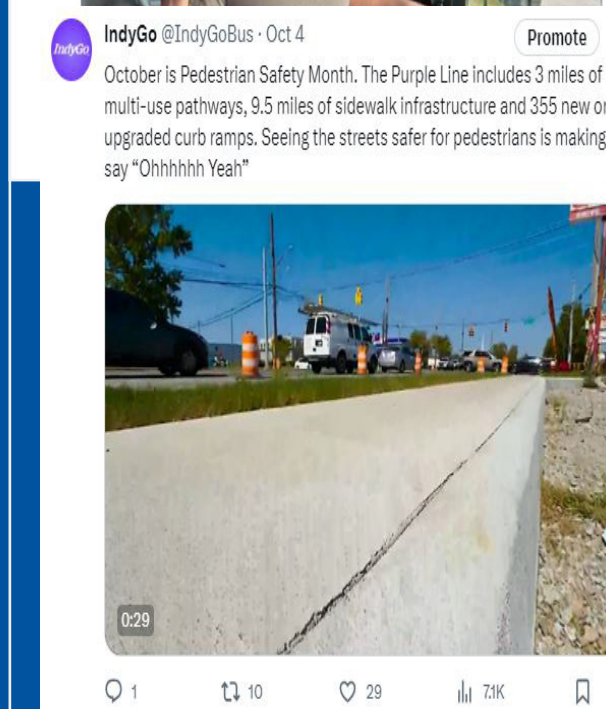
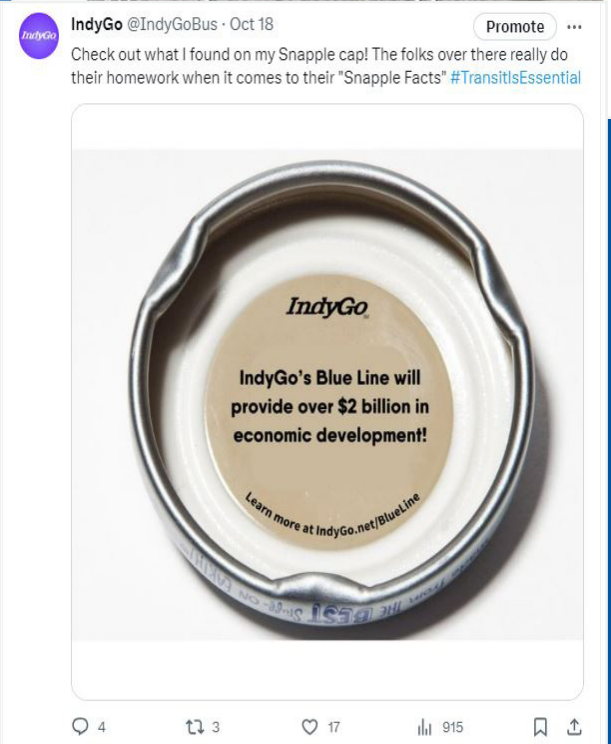
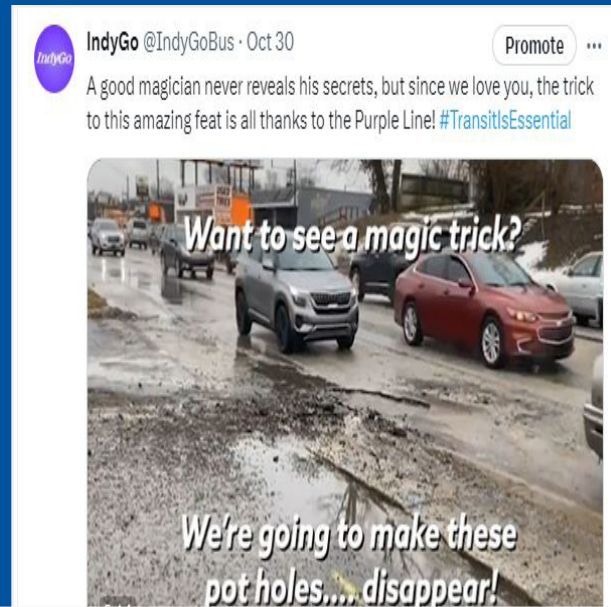
Instagram

- Generated 22,600 impressions (7,200 more than in September)
- 1,270 total engagements; 5.69% engagement rate
- 78 new followers; 3,559 total followers
-



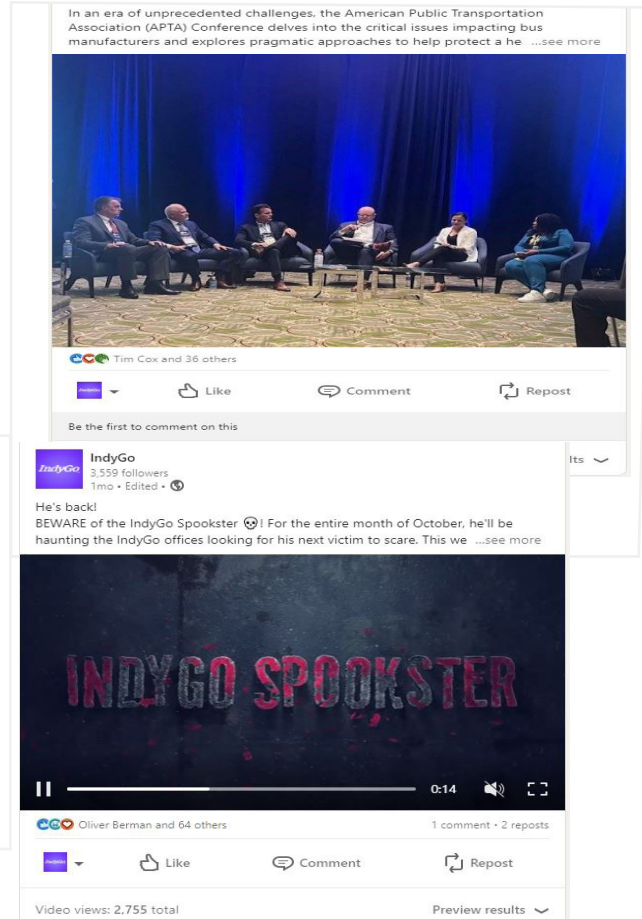
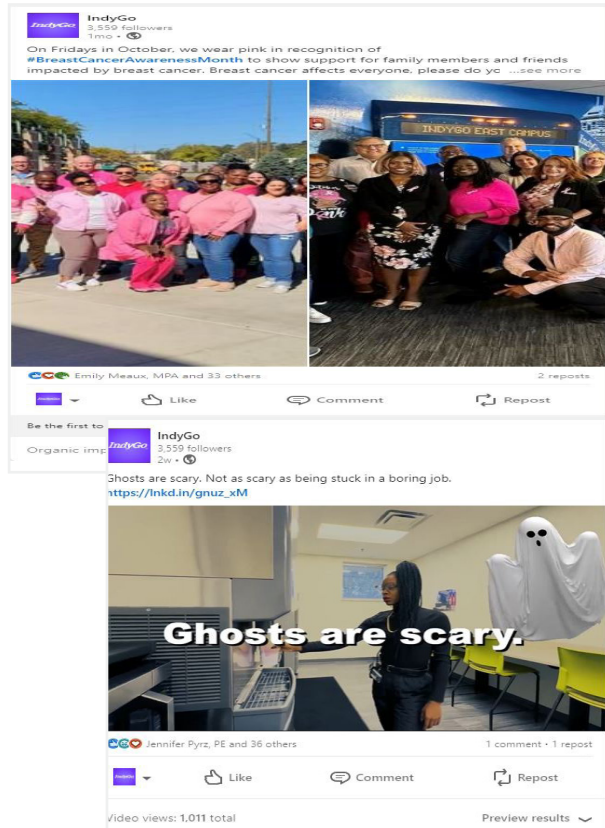
Twitter

- Had a total of 65,700 organic impressions
- Earned an average of 937 impressions per day
- 118 retweets, 677 likes, 37 replies, 70 link clicks, 3.7% engagement rate
- 6,661 current followers



LinkedIn

- Generated 15,400 impressions
- 1,590 total engagements; 10.32% engagement rate
- 104 new followers; 3,544 total followers

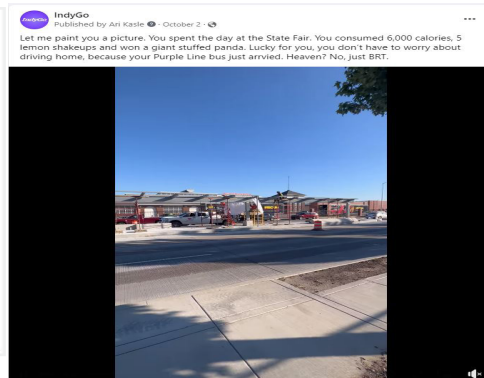


Video Data

Total Views in October: 40,037

Top 3 October Videos

- Pedestrian Safety- 9,146 total views
- Fairgrounds Purple Line 4,030 total views
- Magic Trick – 3,016 total views



Email Marketing:

NEWSLETTER

- 10,374 recipients (217 more than September)
- 8.13% CTR (3.3% more than September)
- 5.57% open rate



CREATIVE PROJECTS

- 67 requests completed via SysAid & email in October

Outreach Summary: October 2023

In October, IndyGo hosted or attended 10 events and reached more than 1,900 people through in-person engagements. Outreach focused on continued education around the Purple Line construction project and Blue Line stakeholder engagement.

The agency participated in community meetings and events along the Purple Line corridor. This included Purple Line Transit Talks at Avondale Meadows YMCA and East 38th Street Public Library. It also included providing project updates at a Community Alliance of the Far Eastside (CAFE) Quality of Life Economic Development Meeting and a Helping Others Prosper Economically (HOPE) Team meeting. The agency also participated in a community fall festival at Tarkington Park that featured women's basketball Hall of Famer Tamika Catchings to promote the upcoming BRT line and other initiatives.

IndyGo also worked closely with Lisa Bennett, owner of Black Sheep Gifts, and a coalition of business stakeholders in Irvington to provide accurate information about the Blue Line rapid transit project. The agency reached out to

attend a meeting, where IndyGo shared a presentation, addressed questions and offered to meet one-on-one with concerned businesses. A follow-up email was provided to the group afterward that included responses to each question the individuals wanted addressed. You can find the responses linked here.

Transit Ambassadors continued to extend IndyGo's outreach efforts in the community last month, engaging more than 330 community members during 11 volunteer shifts at various events located throughout the city.



OUTREACH PROJECTS

October 2023 Outreach Events:

Date:	Event:
10/3/2023	Purple Line Transit Talk: Avondale Meadows YMCA
10/10/2023	H.O.P.E. Team Meeting
10/10/2023	Blue Line: Concerned Irvington Businesses Meeting
10/11/2023	CAFE QOL Economic Development Meeting
10/12/2023	YMCA Toy Drive Registration Event at CTC
10/14/2023	Celebrate Science Indiana
10/17/2023	Purple Line Transit Talk: Avondale Meadows YMCA
10/25/2023	Purple Line Transit Talk: 38th Street Library
10/28/2023	Tarkington Park Fall Festival
10/31/2023	Purple Line Transit Talk: Avondale Meadows YMCA



Operations Division Report – October 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief Operating Officer Aaron Vogel
Date: November 16, 2023

OPERATIONS DIVISION REPORT – October 2023

SERVICE PLANNING

SCHEDULING:

The Thanksgiving and annual vacation bid were completed in BidWeb for the first time including the vacation extra-board selections. Additionally, the Christmas, New Year's, and Martin Luther King Jr Day bids will be completed in BidWeb, fully transitioning IndyGo from the manual paper bid process to electronic. BidWeb enables coach operators to a variety of electronic devices to make their bid selections. The system has reduced errors and improved efficiency in staff resources.

PLANNING:

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

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, and 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", "2022-A", and "2022-B" were bid last month as a single package. This work will result in infrastructural and pedestrian improvements at 42 bus stops throughout the IndyGo service area. Planning staff are 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.

Staff continues to coordinate improvements with the City of Indianapolis that will result in bus stop improvements on East 10th Street (Route 10), Morris Street (Route 24), South Emerson Avenue (Route 56), East and West Michigan Streets (Route 3), South Meridian Street (Routes 16 & 31), Hanna Avenue (Route 16), 22nd Street (Route 39), and 30th Street (Routes 6, 15, 30, & 34).

FIXED ROUTE RIDERSHIP:

Oct-22	Oct-23	% Change	IndyGo Fixed Route Ridership	2022	2023	% Change
6197	7,009	13.1%	2 E. 34th St.	55,782	74,362	33.3%
20737	26,518	27.9%	3 Michigan St.	193,014	248,766	28.9%
6726	7,751	15.2%	4 Fort Harrison	56,424	77,044	36.5%
9288	11,841	27.5%	5 E. 25th	97,501	109,164	12.0%
6921	6,060	-12.4%	6 N. Harding	60,021	61,321	2.2%
81270	92,493	13.8%	8 Washington St.	765,132	899,170	17.5%
60057	65,155	8.5%	10 10th St.	537,186	646,108	20.3%
2904	3,171	9.2%	11 E. 16th St.	27,892	34,537	23.8%
2682			12 Minnesota	21,161	15,628	
1877	6,222	231.5%	13 Raymond	16,684	41,890	151.1%
5259			14 Prospect	42,578	34,612	
8744	11,811	35.1%	15 Riverside	79,054	101,070	27.8%
7794	7,253	-6.9%	16 Beech Grove	74,595	76,312	2.3%
4164	4,784	14.9%	18 Broad Ripple	33,123	45,849	38.4%
16349	18,093	10.7%	19 Castleton	140,031	176,046	25.7%
9993	11,028	10.4%	21 East 21st St.	94,586	99,648	5.4%
7388	8,132	10.1%	24 Mars Hill	66,528	75,631	13.7%
7341	9,452	28.8%	25 W. 16th St.	67,505	84,596	25.3%
11513	20,406	77.2%	26 Keystone	96,965	156,599	61.5%
6483	8,272	27.6%	28 St. Vincent	59,404	73,217	23.3%
5295	6,810	28.6%	30 30th St.	45,068	59,588	32.2%
6643	8,971	35.0%	31 US 31	65,092	78,011	19.8%
17842	19,850	11.3%	34 Michigan Rd.	159,157	193,213	21.4%
23430	27,590	17.8%	37 Park 100	215,876	256,214	18.7%
13527	8,931	-34.0%	38 Lafayette Square	121,989	118,494	-2.9%
53368	60,608	13.6%	39 E. 38th St.	487,395	559,379	14.8%
3022			55 English	27,320	20,719	-24.2%
	5,899		56 Emerson		23,854	
5906	6,192	4.8%	86 86th Street Crosstown	51,112	57,959	13.4%
8227	8,245	0.2%	87 Eastside Circulator	74,852	78,359	4.7%
72430	97,326	34.4%	90 Red Line - BRT	847,206	844,603	-0.3%
784	998	27.3%	901 College - Local	8,462	10,958	29.5%
6083	6,700	10.1%	902 County Line - Local	41,375	66,916	61.7%
1,216	7,081	482.3%	Others	3,527	88,951	2422.0%
501,460	590,652	17.8%	Total	4,733,597	5,588,788	18.1%

YTD ridership updated from prior periods due to the addition of MyKey fare data.

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH AUGUST:

Jerry Atkinson - Operator #8444



Jerry Atkinson, professional coach operator #8444, is an intelligent, articulate, and hardworking individual. He consistently arrives on time and greets his passengers with a warm and friendly smile. His positive attitude makes him a pleasure to work with, and he always treats his passengers with respect. His outstanding work ethic and professionalism is exhibited daily. Jerry is well-liked by his co-workers, and he is a valuable asset to our company. He has been serving the company and the public for the past ten years.

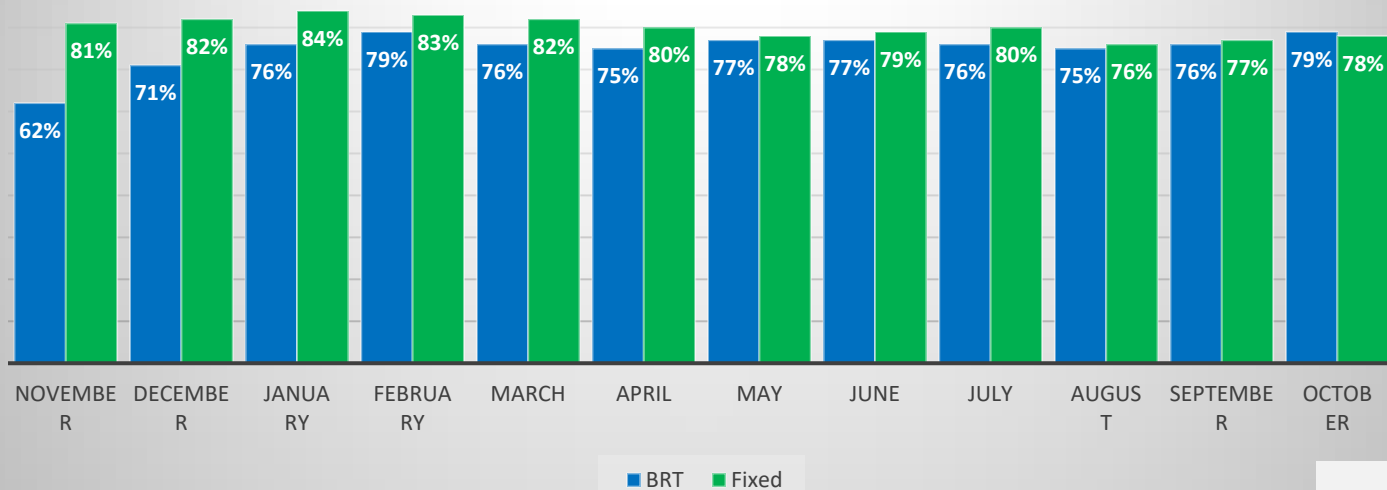
90% CLUB:

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 October: Patrick Rowe #9566

Hazen, William	McGhee, Lashanda	Rosario Gonzalez, Dilexi	Goudiaby, Mamadou
Birdsong, Edgar	Clark, Keana	Cawthon, Marion	Arnold, Mikaiah
Reed, Byron	Wyatt, Darren	Carroll, Lashona	Hartwell, Geneva
Ellis, Aaron	Fletcher, Christopher	White, Anthony	Passley, Shamika
Gardner, Onesha	Chest, Mornice	Carroll, Lashanda	Taylor, Reginald
Wilson, Patricia	Rowe, Patrick	Wills, Mark	Wright, Ray
Gray, Patrick	Smith, Tamara	Duncan, Scott	Mitchell, Anthony
Mallory, Kevin	Ibrahim, John	Carpenter Williams,	Brooks, Ronnie
Mason, Rodney	Abebe, Samuel	Lakisha	Corbin, Laniesha
Murray, Beth	Lloyd, Ashley	Feiock, Robert	Gray, Bryan
Howard, Jeffrey	Rowie, Robert	Boston, Joel	Byrd, Nicole
Irwin, Cameron	Devers, Irvin	Starkey, Catherine	
Young, Samuel	Jackson, Calvin	Wilson, James	
Johnson, Jarvis	Thompson, Josh	Cox, Sean	

On Time Performance Last 12 Months



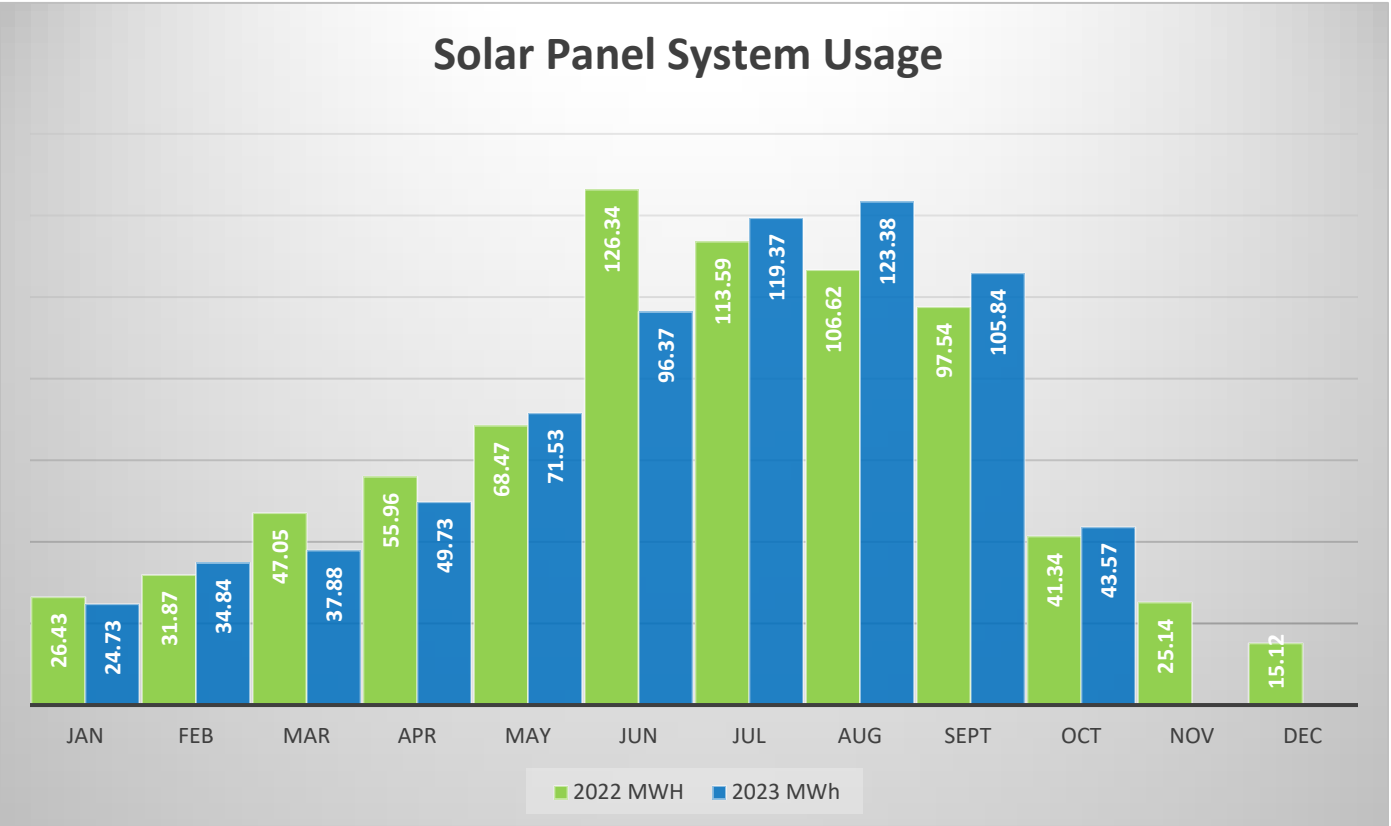
FACILITIES SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

SOLAR PANEL

The solar panel array at the 1501 main building produced 43.57 MWH in October. This was a significant drop from last month as the daylight hours decreased.

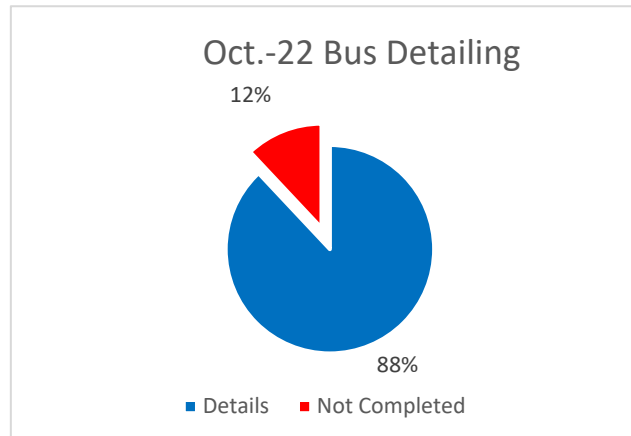
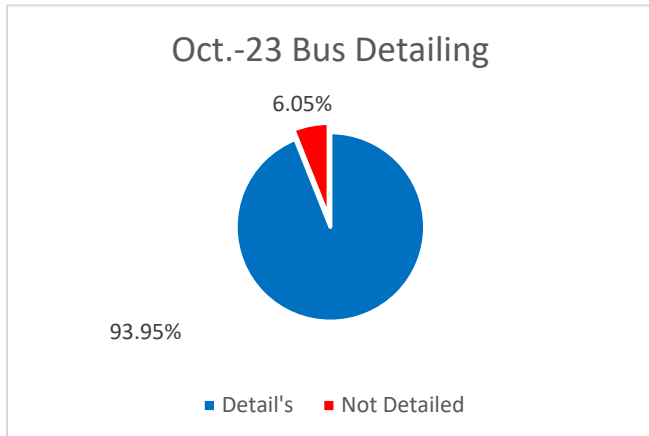
The year-to-date savings is \$67,188.



FLEET SERVICES:

There were 47 vehicle requests in October for the motor pool. These are non-revenue vehicles available for business use.

There were 177 buses detailed of the 182 available in October. This gives the detail team a 93.95% completion rate. The goal is to detail every bus at least once per month.



IPTC has logged 6,804,813 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044			6,104,769
2022	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728	701,692	713,636	8,530,890
2021	796,966	755,260	830,606	785,602	789,833	767,140	791,044	762,229	731,641	738,072	700,370	722,820	9,141,583

Fluid Usage Summary

FLUID TYPE	OCT 2023	OCT 2022	OCT 2021
ATF (qt)	87	65	75
COOLANT (qt)	2,253	1,661	1,753
ENGINE OIL (qt)	368	489	448
DIESEL (gal)	130,259	133,302	132,682

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	95	83	93	48	45	63	29	30	54	87			534
COOLANT	1,639	1,429	1,670	1,564	1,935	1,363	1,796	1,371	1,647	2,253			14,997
ENGINE OIL	311	408	370	232	268	383	417	392	677	368			2,779
DIESEL	124,904	115,251	129,383	126,447	135,903	129,833	131,923	141,289	130,667	130,259			1,166,476

Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

	2023/1	2023/2	2023/3	2023/4	2023/5	2023/6	2023/7	2023/8	2023/9	2023/10	2023/11	2023/12
MAJOR	8491	8192	6065	7643	8189	9823	5970	5247	9522	8751		
ALL	6892	7436	6313	7743	8168	8581	5532	5073	9524	8558		
	2022/1	2022/2	2022/3	2022/4	2022/5	2022/6	2022/7	2022/8	2022/9	2022/10	2022/11	2022/12
MAJOR	4848	4388	4436	3918	3107	3594	3495	3963	5029	7685	7170	8596
ALL	4377	3920	3911	3753	2984	3151	3064	3238	4373	6367	6765	6299
	2021/1	2021/2	2021/3	2021/4	2021/5	2021/6	2021/7	2021/8	2021/9	2021/10	2021/11	2021/12
MAJOR	4,229	3,479	4959	5715	4919	3478	3574	3387	5455	4498	4430	4998
ALL	3,878	3,193	4314	4594	4340	3161	2854	2689	4111	4033	4322	5038

Preventive Maintenance Compliance- October 2023	
PM A/B Compliance MB	99%
PM Compliance BRT	99%

SECURITY

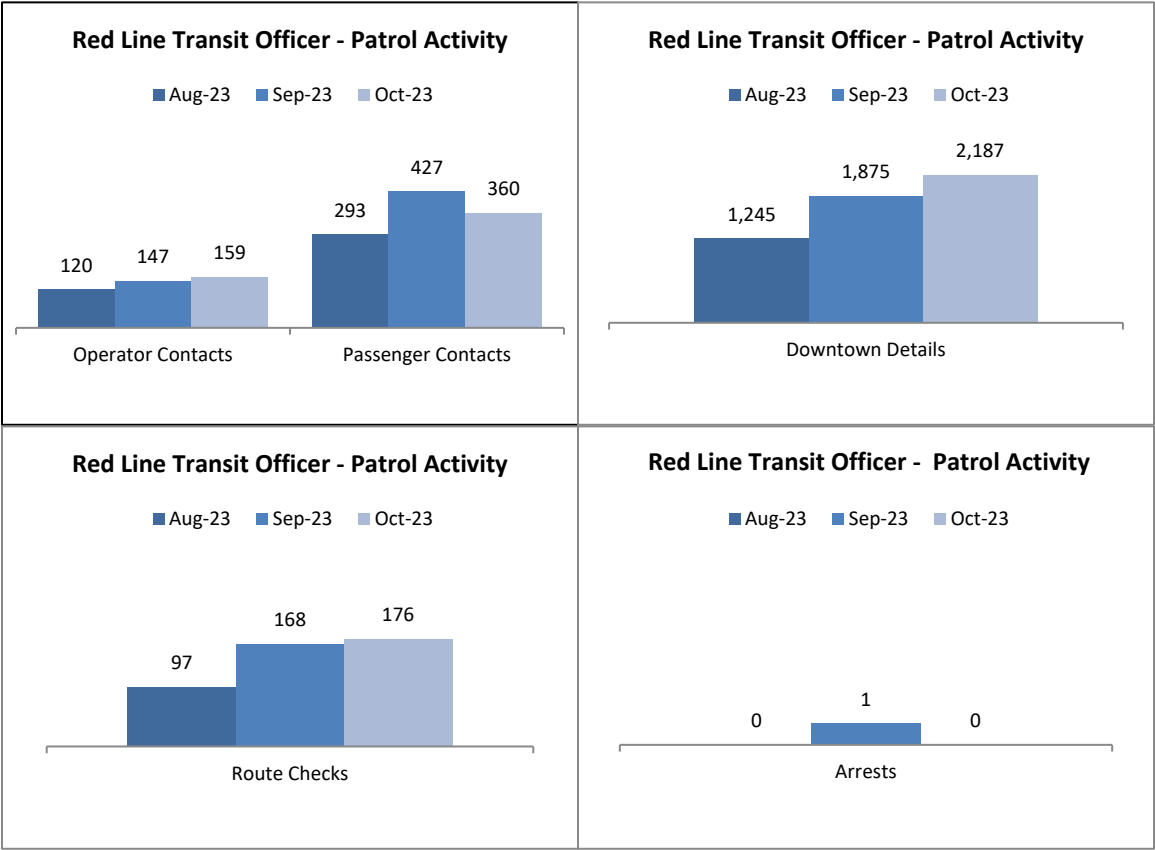
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

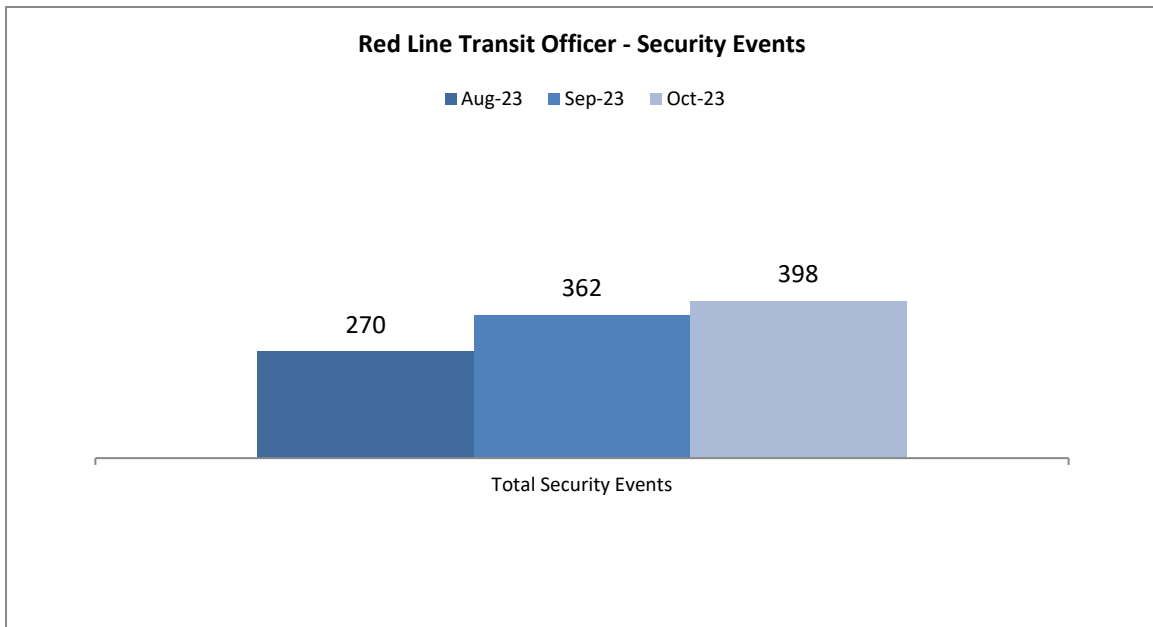
FIXED ROUTE SECURITY:



RED LINE SECURITY:

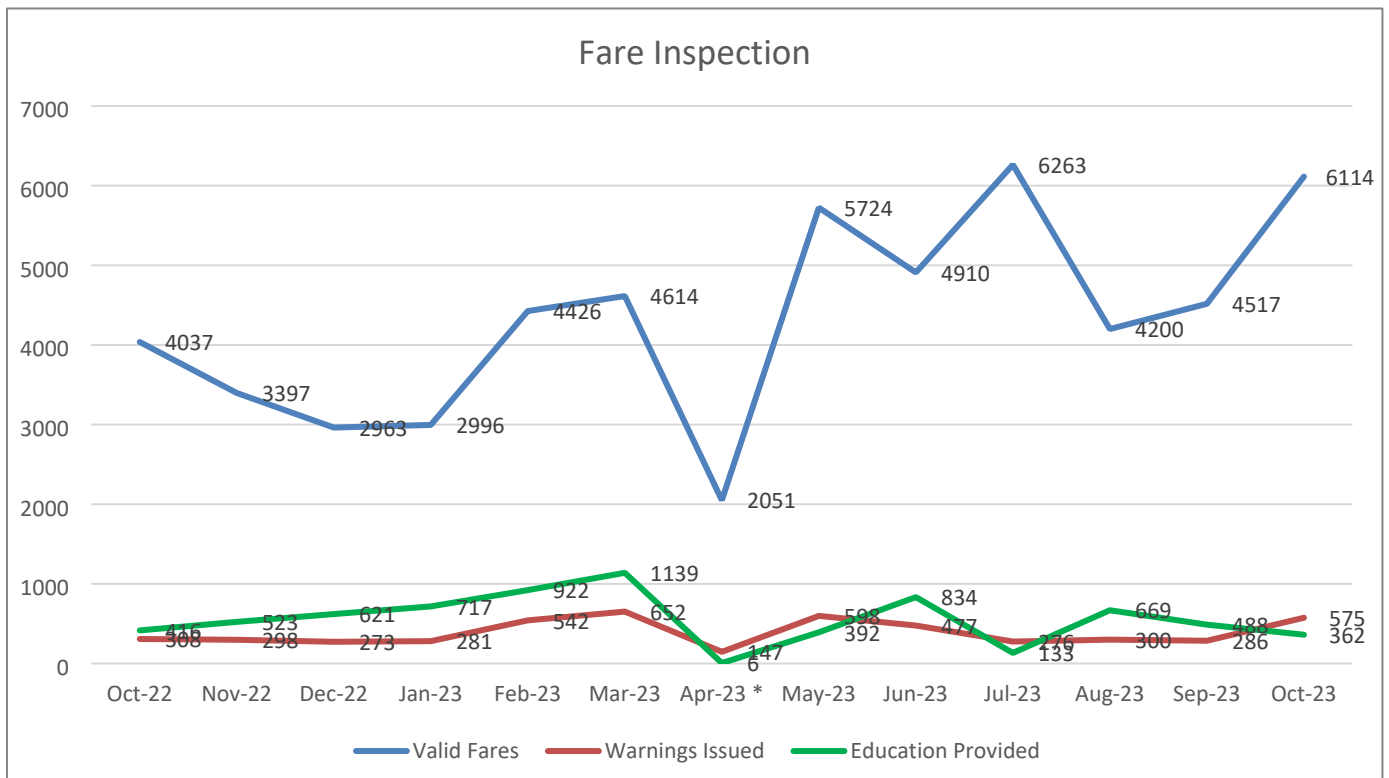
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.





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.



October	Passenger Contact	Notifications	Educations
Monthly	6114	575	362
Weekday	5524	525	330
Saturday	232	18	17
Sunday	296	28	14

2023 YTD	Passenger Contact	Notifications	Educations
Monthly	45815	4134	5662
Weekday	40277	3699	5077
Saturday	3734	229	375
Sunday	1742	202	176

TRAINING

There are two class types for 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.

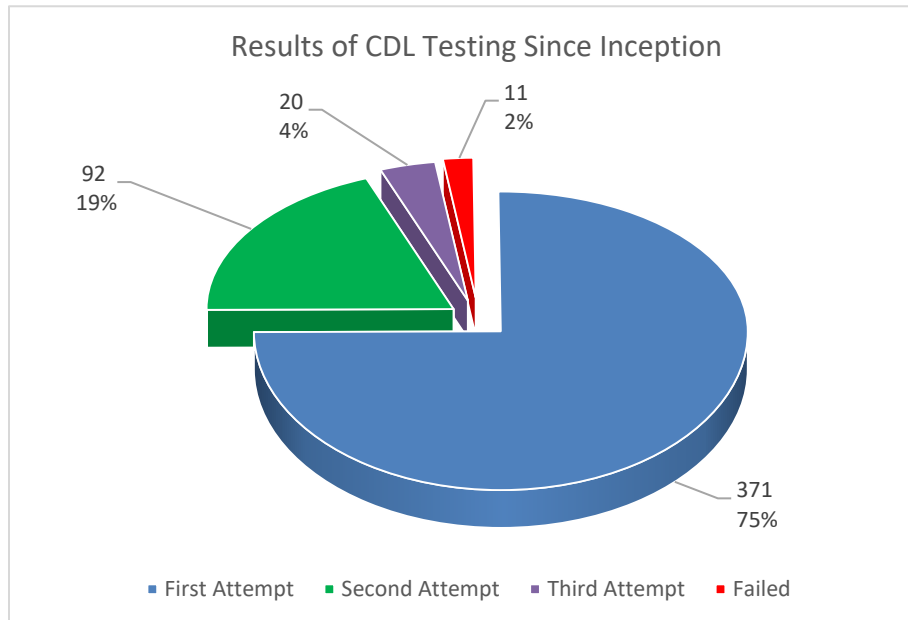
October 2023 Classes:

Trainee with No Permit – 13

Trainees with Permit -16

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.

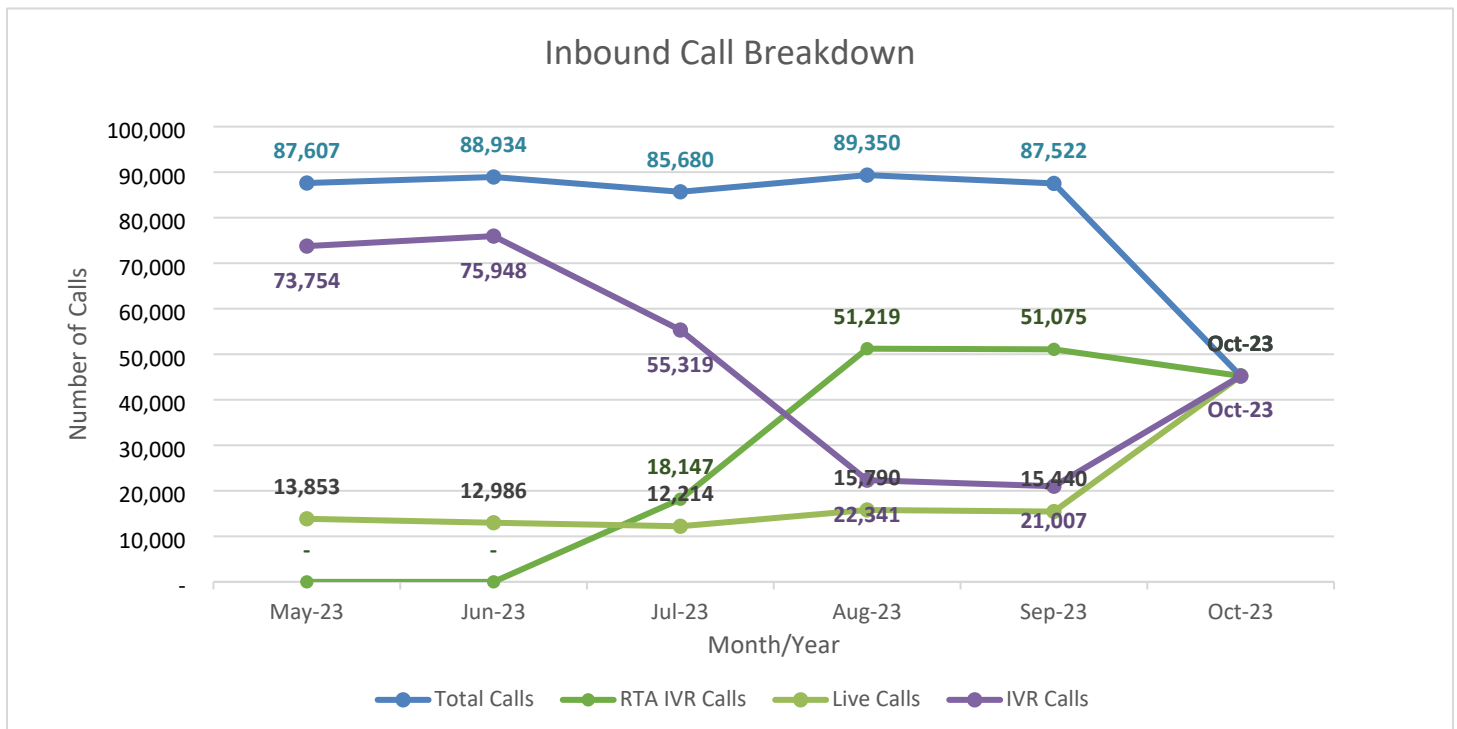
MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	1	0	0	1	0
February	10	4	3	2	1
March	11	6	4	0	1
April	22	10	3	0	1
May	16	11	1	0	0
June	14	8	4	0	0
July	17	12	1	1	0
August	14	6	7	0	1
September	18	13	4	1	0



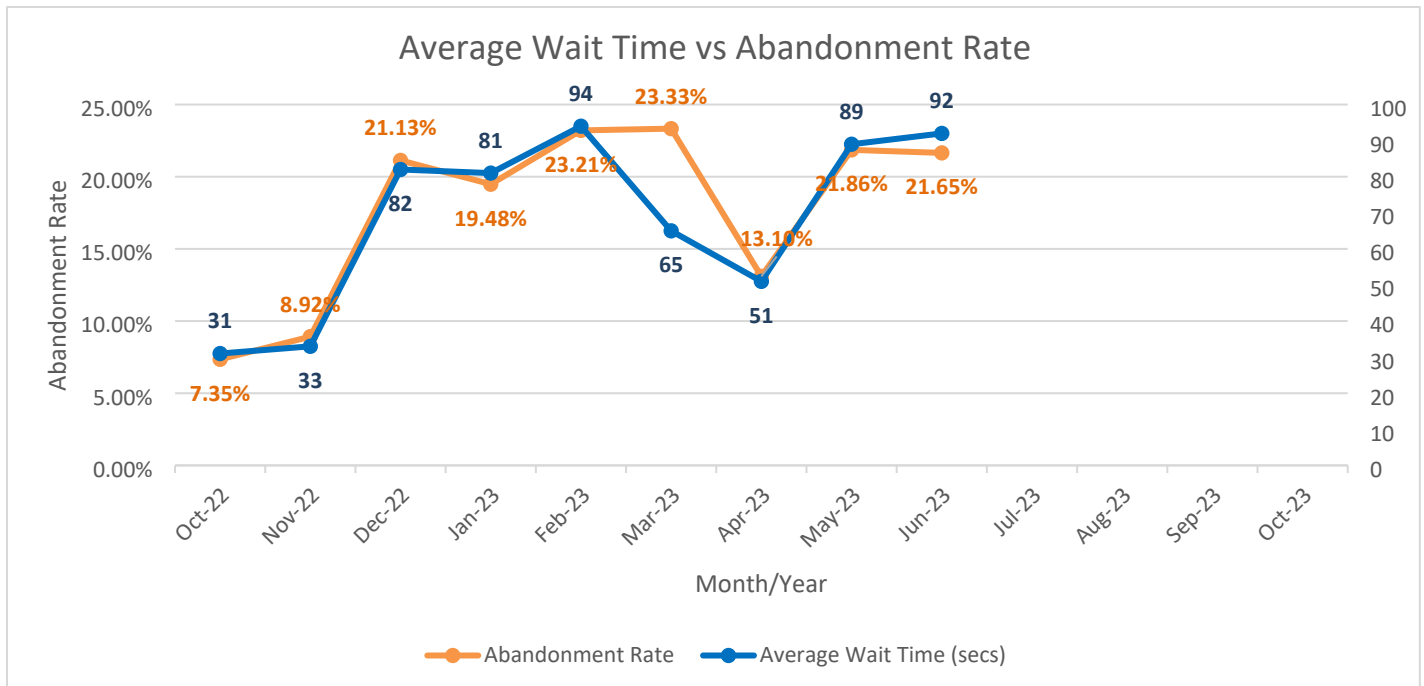
MOBILITY SOLUTIONS

MOBILITY CARE CENTER AND PARATRANSIT REPORT:

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



The abandonment rate during October continued to decline by 27.59%. Average wait time decreased by 27 seconds. IndyGo Care Center Leadership will continue to monitor and work to lower these metrics.



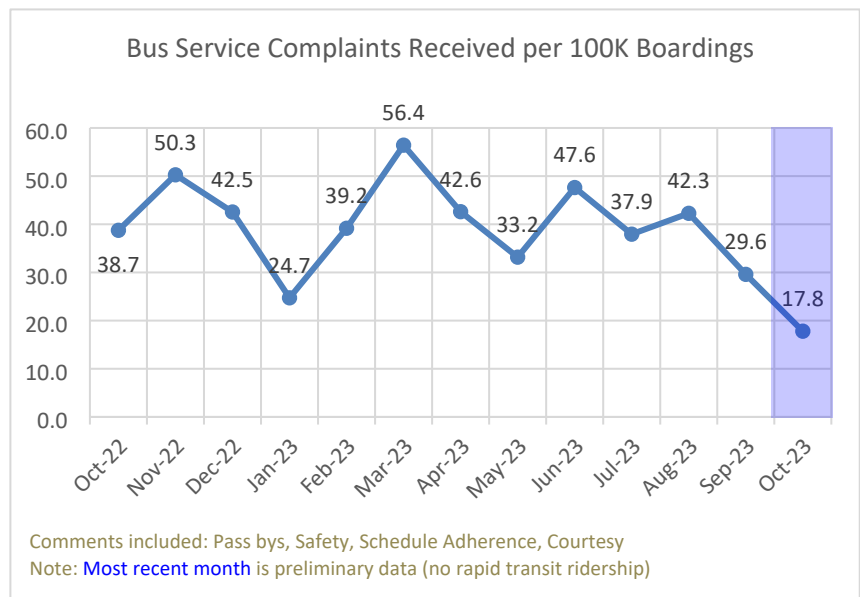
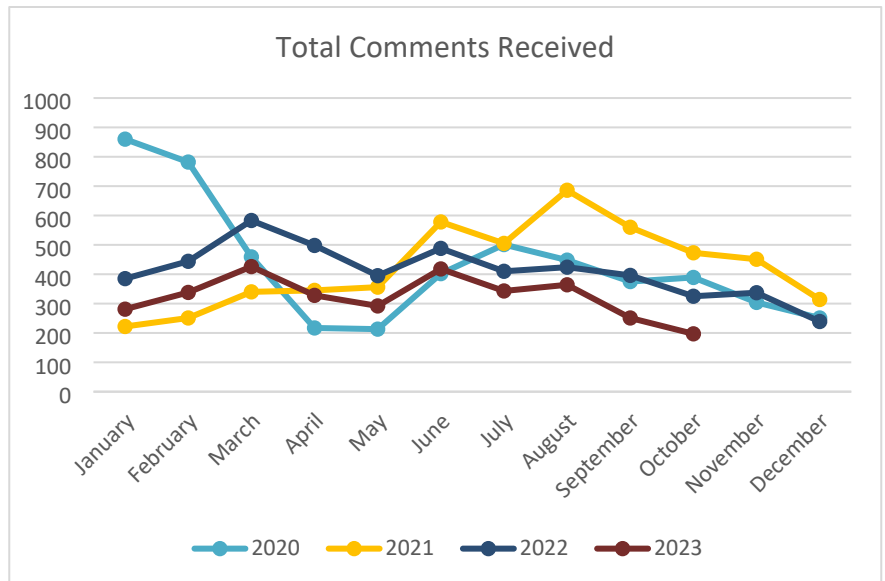
Received Comment Report:

During October, a total of 188 comments were received. Schedule adherence is currently the most common comment type.

Comment trends will continue to be monitored by IndyGo care center leadership.

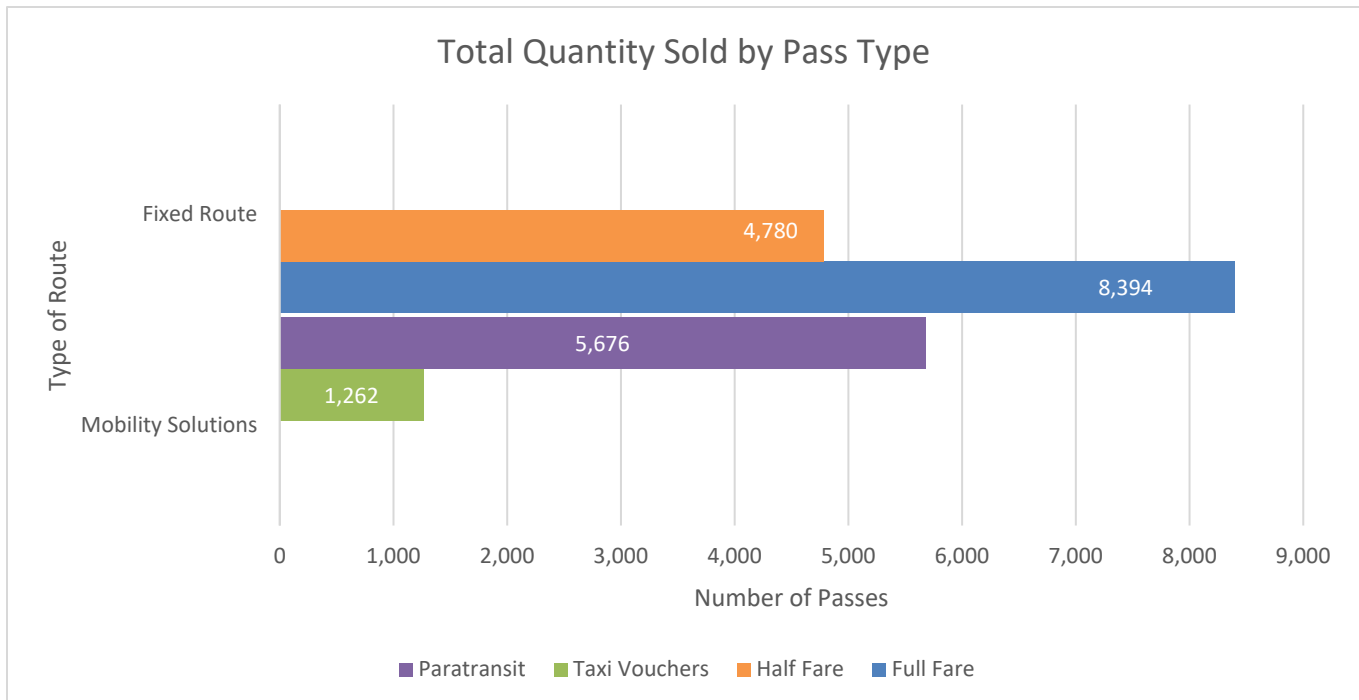
Comment Category	Count of Comment
Schedule Adherence	32
Safety	26
Courtesy	33
Pass By	38
Request	5
Fares	4
ADA	13
Rules	3
Compliment	10

Denial	1
Detour	3
Route	8
Discrimination	1
Security	1
Wrong Information	2
Rules	3
Harassment	1
Fares	4
Grand Total	188



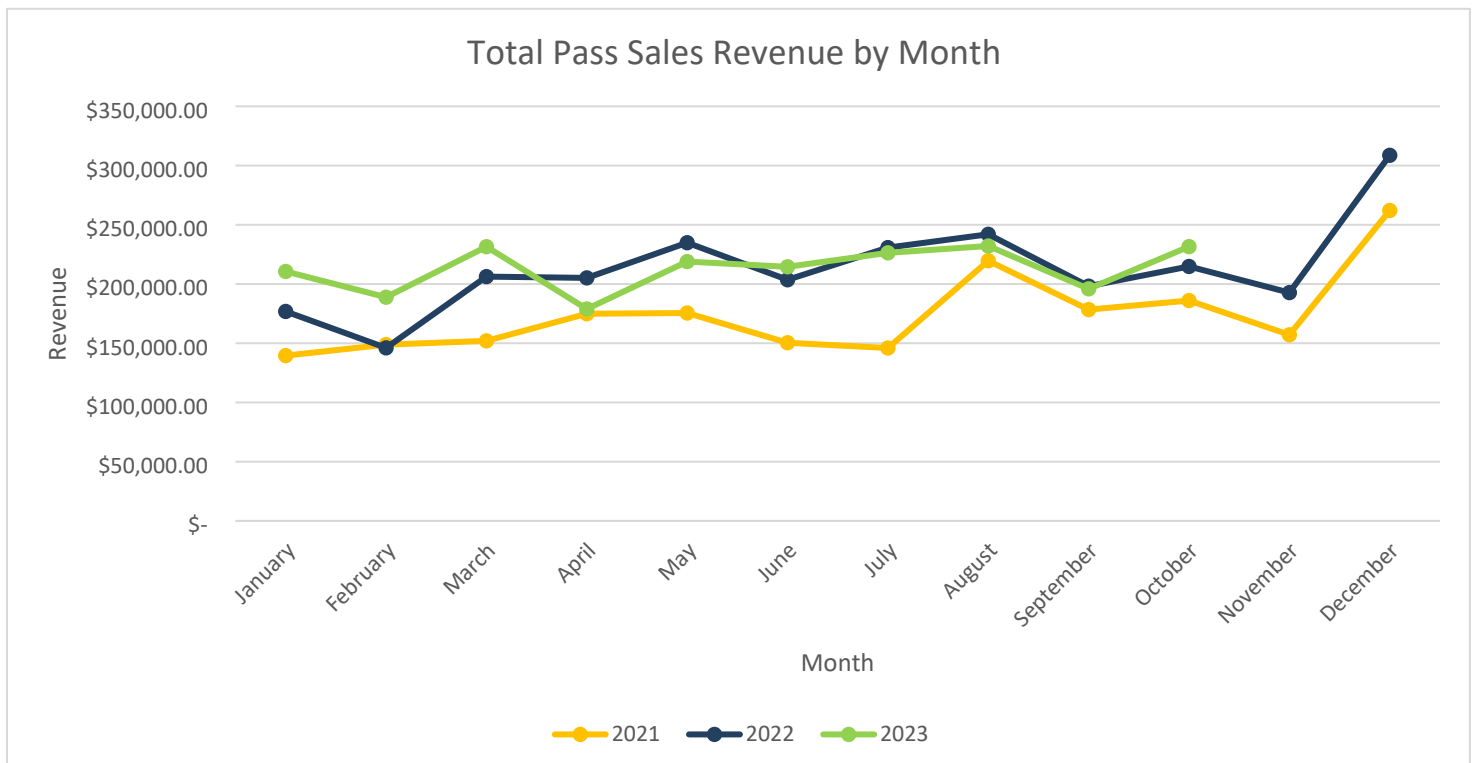
Care Center Desk and Sales Report:

Total Quantity of Passes Sold: 20,112



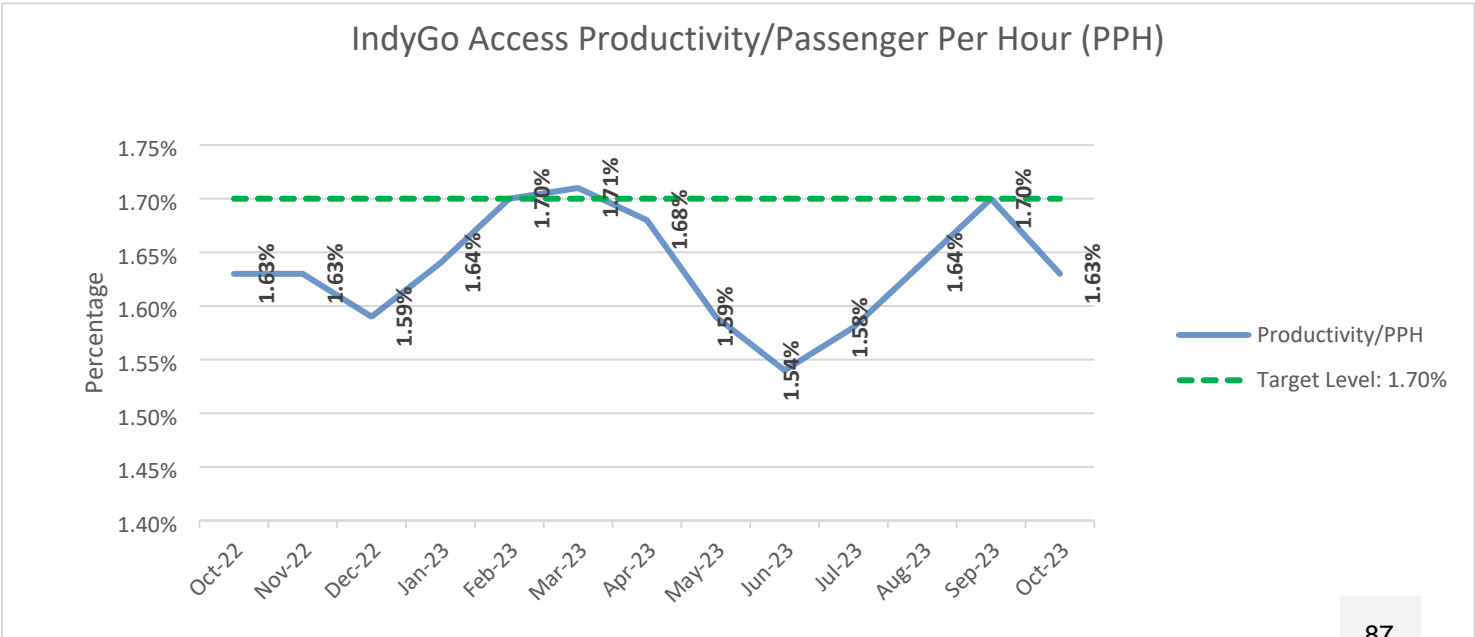
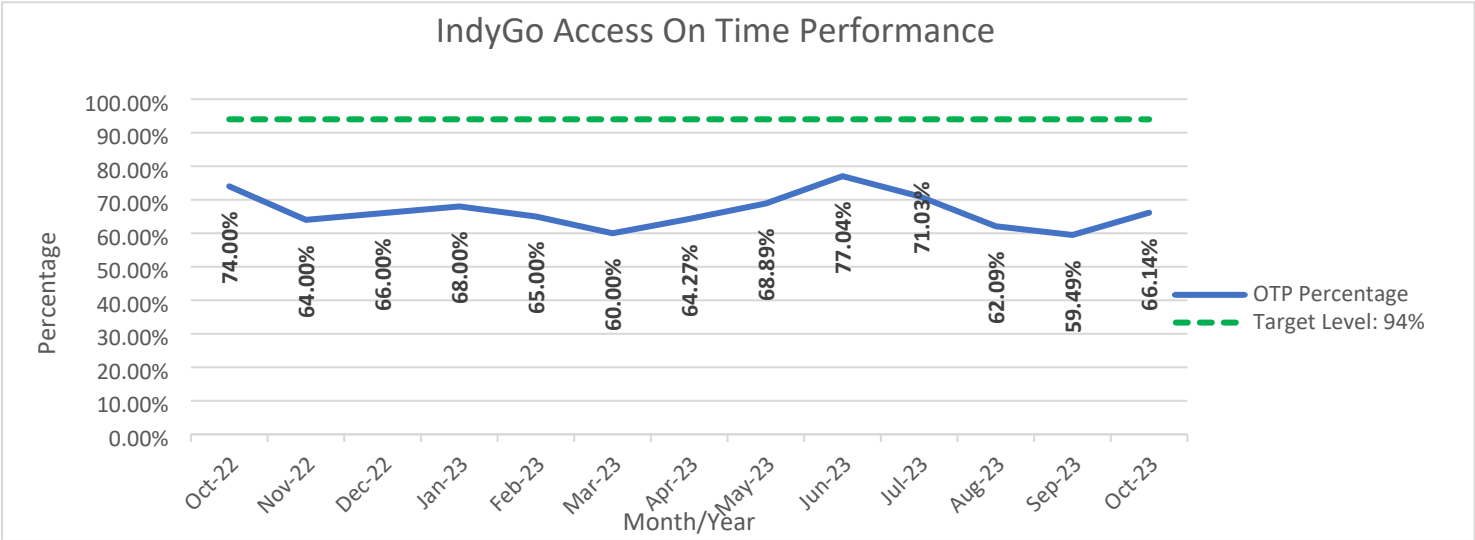
Total Pass Revenue (Including eCommerce, Retail, and Invoice):

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



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-Oct	23-Oct	% Change	Mobility Solutions	YOY 2022	YOY 2023	% Change
10,952	9,981	-8.87%	IndyGo Access Ridership	102,143	109,049	6.76%
73.62%	66.14%	-10.16%	IndyGo Access On Time Performance	58.36%	66.25%	13.57%
1.64%	1.63%	-0.61%	IndyGo Access Productivity	1.72%	1.64%	--4.65%



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:

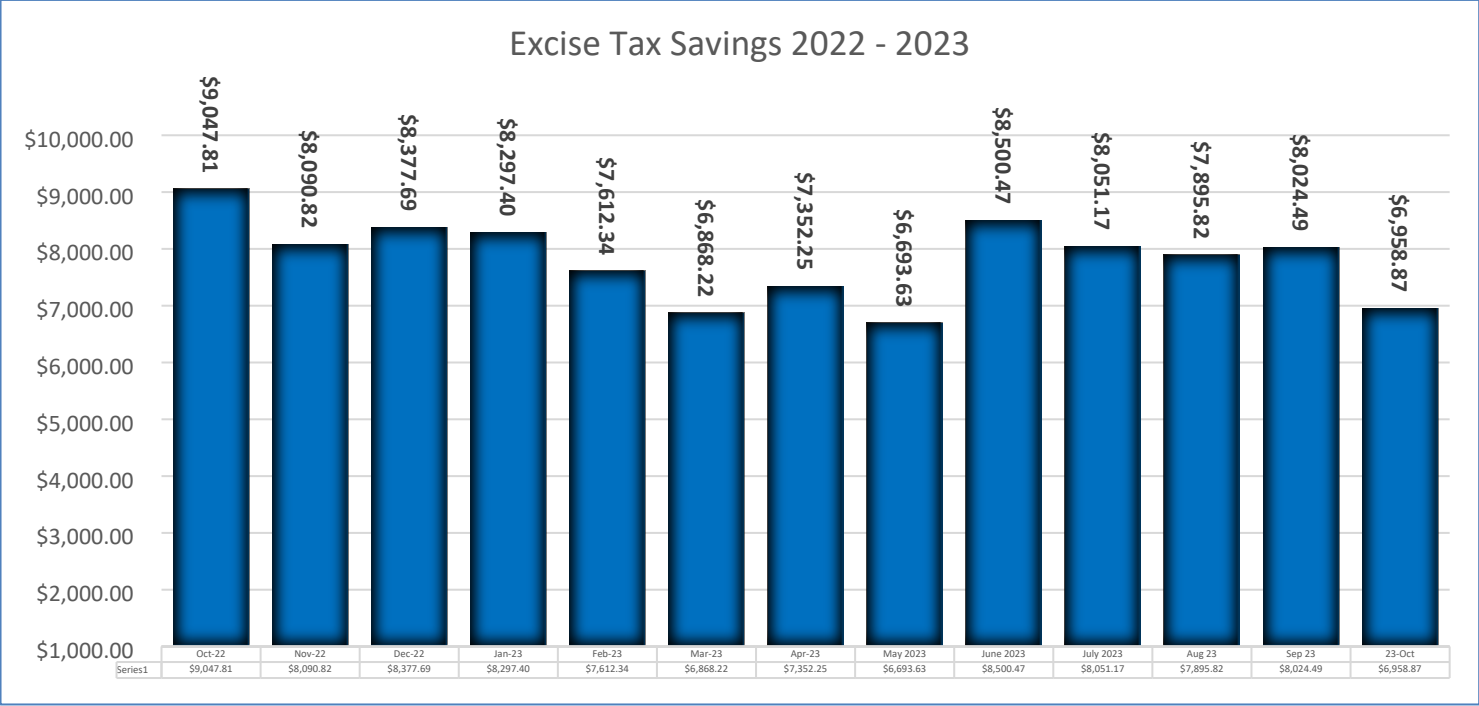
IndyGo Access customers are encouraged to contact the customer care center to voice a comment. All comments are investigated and provided to our paratransit contractor to coach employees—the goal is to improve service while delivering safe, reliable, and courteous transportation.

Number of Comments	Validity		
Categories	Validity	Valid	Grand Total
Schedule Adherence	32	2	34
Courtesy	4	3	7
ADA	5	1	6
Rules	2	1	3
Compliment	3		3
Fares	3		3
Safety	2		2
Requests	2		2
Trip Denials	1		1
USURV	1		1
Security	1		1
Grand Total	56	7	63

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 are \$71,020.

October 2023 savings from fuel excise taxes were \$6,959.



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Department of People & Teammate Experience Division Report – October 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Chief People Officer Denise E. Jenkins-Agurs, MS.Ed.
Date: November 16, 2023

Wellness and Teammate Engagement:

- IndyGo 2023 Health Fair 11/1 (72 attendees) and 11/3 (104 attendees)
- Excellence Award Nominations closed on 11/10
- Winter Decorating/Ugly Sweater Contests to begin soon (deadline 12/8)
- Toy/Coat Drive ends 12/8
- November is American Diabetes Month
 - Diabetes lunch-n-learn took place on 11/8
- Elements Financial lunch-n-learn took place on 11/9 @ East Campus
- Health Coaching at East Campus took place on 11/16

Diversity, Equity, and Inclusion:

- Presenting DEI Strategic Plan to Board 11/16
- Think Tanks for DEI Strategic Plan -11/14, 15, & 16
 - 8 to 10 people will gather to discuss one pillar of the plan.

Mentorship and Apprenticeship Program (MAP) updates:

- MAP Apprenticeship second cohort 5-hired

Workforce Development:

- Eight employees are enrolled in INDIANA TECH – through the NextLevel Job grant

Onboarding/Recruitment:

- Onboarding:
 - 46 New Hires in October
 - 33 Coach Operators, 3 Transit Bus Tech. Apprentices, 1 Facility Tech., 1 Defect Mechanic, 6 Admin, 2 Service Center Clerks
 - 57 Candidates sent onboarding activity with November start dates
- Operations Recruitment:
 - 69 attended hiring events
 - 59 offers
 - Filled: Facility Maintenance Tech (2/2), Apprentice (5/5)
 - Open Positions: 4

- **Admin. Recruitment:**
 - 20 open requisitions
 - ten applicants are currently going through the interviewing process
 - 12 admin. positions filled:
 - Manager-Service Quality
 - Deputy Chief Transportation Officer
 - Corporation Policy and Procedure Specialist
 - Sr. Director of Capital Assets & Facility Mod
 - Payroll
 - 2-Storeroom Supervisor
 - 2-Transportation Supervisor
 - 2-Service Clerks
 - Onboarding & Development Specialist
 - Learning & Development Specialist
 - Data Business Analyst

Community Recruitment:

- Attended nine events in October for Coach Operator and Mechanic recruitment/community partnerships (including an appearance on WISH-TV and a radio segment for Rigg Works Radio)
- 19/20 community job developer partners secured
- 5/6 second chance recruitment partners secured (6th is still in process)
- Seven new hires for Coach Operators met the grant specifications (goal is 150 by 04/30/25)
- No candidates yet that meet grant specifications for the Mechanic-Defect position (goal is 100 by 04/30/25)

Learning & Organizational Development:

- Inservice:
 - Everyone who has not yet completed the training should be getting an email reminder every three days
 - A new reminder flyer will go out in the Newsletter next week
- Directors and supervisors can contact Ashia Williams to get a list of direct reports/people in their department who have not completed the training
 - Here are the completion rates of In-Service 2023 as of today (11.3.23):
 - Admin: 144/203
 - Execs & Managers: 71/94
 - Operators: 234/255
 - Transportation Supervisors: 37/38
- A total of 486 teammates have completed In-Service, and 104 still need to complete the training.
 - A Feedback Survey will go out to all IndyGo staff after Thanksgiving.

Respectfully submitted,

Denise E. Jenkins-Agurs, MS.Ed.

Chief People Officer

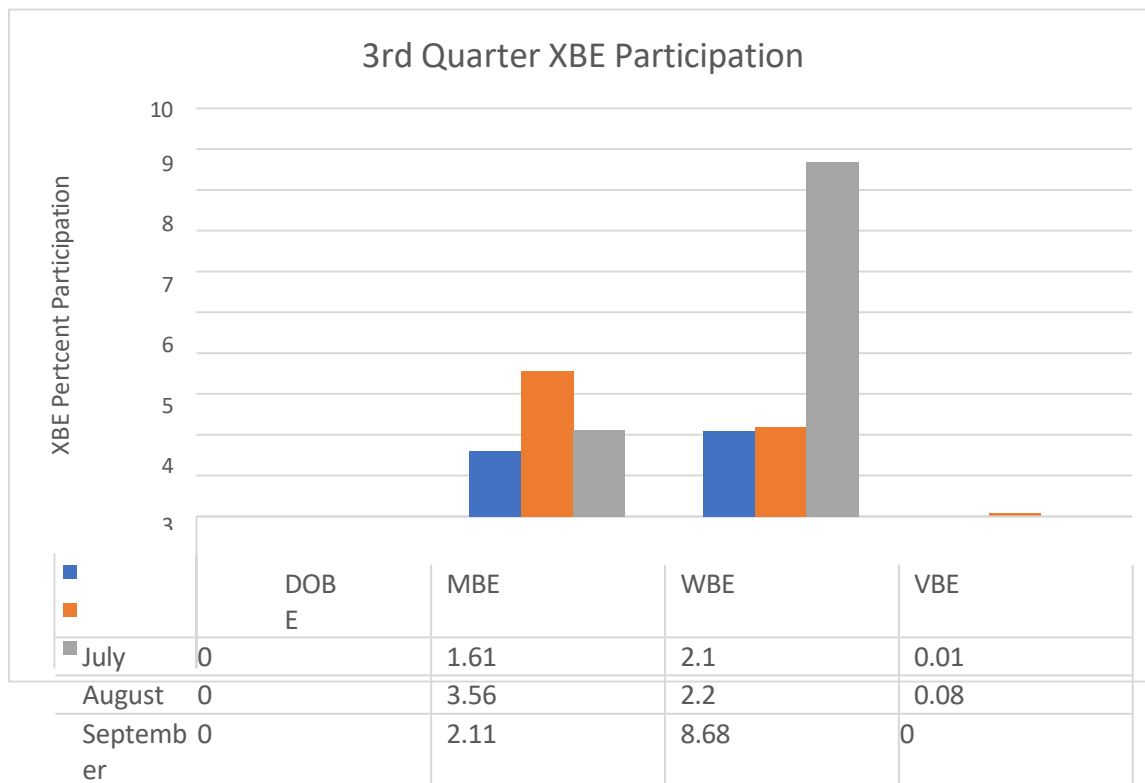
Supplier Diversity Division Report – October 2023

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Supplier Diversity Officer Carri Burke
Date: November 16, 2023

DISCUSSION ITEMS:

XBE Participation

For the third quarter, IndyGo obtained 20.27% utilization with XBE businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indiana Department of Administration's, Division of Supplier Diversity Office.



Outreach

On November 1, 2023, Supplier Diversity attended the Indy Chamber's Central Indiana Women's Business Center Women in Business (CIWBC) Breakfast presented by Hirons at Franklin College. The CIWBC is a cooperative program, funded in part through a Cooperative Agreement with the U.S. Small Business Administration, under the umbrella of the Business

Ownership Initiative of Indiana and a program of the Indy Chamber; designed to promote the creation and growth of businesses by women entrepreneurs by empowering them towards successful entrepreneurship and economic self-sufficiency.

On The Horizon

Supplier Diversity is in the process of implementing a supplier diversity management software system. The new system will assist the Supplier Diversity Department with performing more comprehensive data analysis, tracking subcontractor payments, and reporting participation goals on federally and locally funded projects. The pilot will run from October 9- November 10, 2023.

- The semi-annual report is due to the Federal Transit Administration on December 1, 2023.

RECOMMENDATION:

Receive the report.



Carri Burke
Senior Supplier Diversity Officer