



Board Report
February 22, 2024

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
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 January 25, 2024
 2. A-2: Consideration and approval of Renewal Of The eBuilder Contract (Presenter- Sarah Stentz)
 3. A-4: Consideration and approval of Blue Line Task Order (Presenter- Matt Duffy)
 4. A-5: Consideration and Approval of Microsoft Office 365 Licensing (Dell) (Presenter- Marcus Burnside)
 5. A-6: Consideration and Approval of Microsoft Dynamics 365 Licensing (Crowe) (Presenter- Marcus Burnside)
 6. A-7: Consideration and Approval of Avail Annual Maintenance and Cloud Services (Presenter- Marcus Burnside)
 7. A-8: Consideration and Approval of Amendment to Exercise Option Year One of In Plant Pre-Build Bus Inspections (Fixed Route and Paratransit) (Presenter- Cheryl Purefoy)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-3: Consideration and approval of 2024 Board of Directors Officer Elections (presenter- Robert Frye)
6. **Information Items** (Presenter- Greg Hahn)
 1. I-1: Receipt of Finance Report (Presenter – Bart Brown)
 2. I-2: ZEVTP – Existing Condition (Presenter- Ryan Wilhite)
 3. I-3: IndyGo 2024 PTASP Updates (Presenter- Brian Clem)
 4. I-4: Mobility Advisory Committee (MAC) update (Presenter – MAC Member)
 5. I-5: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

Our next Board Meeting will be Thursday, March 28, 2024; 11am

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

Awards & Commendation Recognition for January 2024

To: Chair and Board of Directors
From: Interim President/CEO Jennifer Pyrz
Date: February 22, 2024

January 2024 Awards & Commendations

Employee	Position	Recognition
James Wilson	Coach Operator – Fixed Route	34 Years of Safe Driving
Shanta Brent	Coach Operator – Fixed Route	January Operations Employee of the Month
IndyGo	Whole Agency	TSA Gold Standard Award

IPTC Recognition for Safe Driving

January 2024 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 January 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>
James Wilson	6780	34	45
Cameron Irwin	2877	22	27
Quinton Davis	1411	16	24
Lakisha Carpenter	8174	13	15
Jack Wallace	6306	12	19
Lisa Walker	6300	11	24
McKensey Rainey	8547	9	11
Onee Freeman	9165	5	6
DaRell French	9719	4	4
Terrill Lewis	8968	4	7
Eric Roberts	8832	4	8
Destiny Steele	9432	4	5
Brandon Freeman	9175	3	6
Patrick Rowe	9566	3	5
Sheanta Fields	10036	2	2
Aaron Ellis	10259	1	2
Shamika Harris	9604	1	5
Darryl Rogers	10222	1	2
Antwon Spain	10083	1	2
Kona Steele	9537	1	5

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, Job well Done!



Finance Committee Chairperson Report – February 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson
Date: February 22, 2024

ISSUE:

A report of IndyGo February 2024 Finance Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
February 15, 2024

The Finance Committee met on February 15, 2024, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mary Ann Fagan and Taylor Schaffer.

We reviewed and recommended Board approval for the following items on tonight's Consent Agenda:

1. A-1: Consideration and approval of minutes from Board meeting held on January 25, 2024
2. A-2: Consideration and approval of Renewal Of The eBuilder Contract (Presenter- Sarah Stentz)
3. A-4: Consideration and approval of Blue Line Task Order (Presenter- Matt Duffy)
4. A-5: Consideration and Approval of Microsoft Office 365 Licensing (Dell) (Presenter- Marcus Burnside)
5. A-6: Consideration and Approval of Microsoft Dynamics 365 Licensing (Crowe) (Presenter- Marcus Burnside)
6. A-7: Consideration and Approval of Avail Annual Maintenance and Cloud Services (Presenter- Marcus Burnside)

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – February 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: February 22, 2024

ISSUE:

A report of IndyGo February 2024 Service Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
February 15, 2024

The Service Committee met on February 15, 2024, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Lise Pace. Director Hydre Abdullah was absent.

We reviewed and recommended Board approval for the following items on tonight's Consent Agenda.

1. A-1: Consideration and approval of minutes from Board meeting held on January 25th, 2024.
2. A-4: Consideration and approval of Blue Line Task Order (Presenter – Brooke Thomas)
3. A-8: Consideration and approval of In Plant Bus Inspections Contract Extension (Presenter- Cheryl Purefoy)

Mr. Chairman, that concludes my report.

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January Board of Directors & Annual Board of Finance Meeting Minutes

IndyGo

Jan 25, 2024 at 11:00 AM EST

@ 9503 E. 33rd St Indianapolis, IN 46235 - IndyGo HQ

ACTION ITEM A – 1

Attendance





Present:

Members: Hydre Abdullah, Emily Meaux, Brian Atkinson, Bart Brown, Charlie Carlino, Mary Ann Fagan, Bob Frye, Adairius Gardner, Lesley Gordon, Greg Hahn, Morgan Johnson, Richard Wilson, Jr., Jennifer Pyrz, Taylor Schaffer, Brooke Thomas, Sean Wooding

Absent:


Members: Lise Pace

1. Call to Order and Roll Call (Presenters: Greg Hahn, Bob Frye)

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-  [Agenda January 24.docx](#)
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Chairman Gregory Hahn called the meeting to order at 11:01am. Chief Legal Officer Robert Frye called the roll. 6 members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Jennifer Pyrz)

-  [A1 Awards & Commendation January.docx](#)
-  [A1 January 2024 Safe Driving Awards.docx](#)

Interim President/CEO Jennifer Pyrz gave an update on the Awards and Commendations for December 2023. Recognized were safe drivers for December 2023, one employee for 26 years of safe driving, the December Operations Employee of the month, IndyGo Finance Department, IndyGo MAP Program, and 17 individual employee recognitions.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

Governance & Audit Committee - Greg Hahn

-  [A Finance Committee Chair Report January.docx](#)
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-  [A Service Committee Chair Report January.docx](#)
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-  [A G&A Committee Chair Report January.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 Consideration & Approval of minutes from Board meeting held on December 14, 2023
 [A-1 December Board of Directors Minutes.docx](#)
2. A-2: Consideration and approval of Consideration & Approval of parental leave policy (Presenters: Bart Brown)
 [A-2 Parental Leave 2024 - jp comments to Final - LNH Comments -final20240115.docx](#)
 [A-2 POLICY Parental Leave Policy_v6.0 DRAFT 1.16.24.docx](#)
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3. A-3: Consideration and approval of Jennifer Pyrz's Contract as Interim President & CEO (Presenters: Mary Ann Fagan)
 [A-3 Employment Agreement.docx](#)
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4. A-6: Consideration and approval of Amendment for RFP 21-02-382 Bus/BRT Cleaning & Maintenance (Presenters: Paul Williams)
 [A-6 IFB 21-02-382 Shelter cleaning & Maintenance amendment 2024.docx](#)
5. A-7: Consideration and approval of Staffing, Hiring & Recruiting Review Report (Presenters: Brian Atkinson)
 [A-7 Jan GA 2024 Staffing Hiring Recruiting Review Report.docx](#)
 [A-7 Staffing-Hiring-and-Recruiting-GA-Report-FINAL-01-08-24.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-4: Consideration and approval of Free Fares for 2024 holidays (Presenters: Lesley Gordon)
 [A-4 Free Fare Days 2024.docx](#)
 [A-4 Free fare RESOLUTION 2024.docx](#)

For the IPTC Board of Directors to approve resolution 2024-01 authorizing IPTC to offer free rides for the below listed days during the 2024 calendar year consistent with previous year's free fare days for fixed routes and open door services.

- Transit Equity Day (Sunday, Feb. 4)
- NBA All-Star Game (Feb. 15-18, 2024 only)
- Election Day (Tuesday, Nov. 5)
- Thanksgiving Day (Thursday, Nov. 28)
- Christmas Day (Wednesday, Dec. 25)
- New Year's Eve after 8 p.m. (Tuesday, Dec. 31)

Motion:

Approval of Resolution 2024-01 Free Fare days for 2024

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

2. A-5: Consideration and approval of Pension Plan and 401A Plan Tentative Agreement with ATU Local 1070 (Presenters: Sean Wooding)

 [A-5 Pension Plan x2.docx](#)

ATU, Local 1070 represents over approximately five hundred (500) employees, both Union and non-union. IPTC and the ATU, Local 1070 negotiated and reached a resolution on funding and plan language for a successor pension plan agreement for the period of January 1, 2024, through December 31, 2028. Below are the agreed upon changes submitted for authorization:

- Effective 7/1/2024, and going forward, if the Pension Plan's Funded Ratio on the prior January 1 valuation date meets or exceeds 110%, then effective July 1, all retirement benefits shall be increased by an amount that would result in a Funded Ratio of 100% as of the prior January 1 valuation date. All calculations shall be performed by the Pension Plan's actuary. An increase to the retirement benefits will occur each July 1 after the Pension Plan's Funded Ratio meets or exceeds 110% on a January 1 valuation date. If retirement benefits are restored to 100%, then there will be no additional increases.
- Effective 7/1/2024, if the Pension Plan's Funded Ratio in any year is less than 90%, then the Employer Contribution made on behalf of all Union Employees in the 401A Plan will be reduced by 0.5% as of the July 1 following the date that the Pension Plan's actuarial valuation indicates a Funded Ratio of less than 90% and the 0.5% will be restored if the Funded Ratio in any year meets or exceeds 110%.
- No later than 7/1/2024, and each July 1 thereafter through 2028, the Corporation shall make additional annual contributions to the Pension Plan of \$225,000.
- The Pension Plan and the 401A Plan shall be effective until 12/31/2028.

Motion:

Approval of Pension Plan and 401A Plan Tentative Agreement with ATU Local 1070

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

3. A-8: Consideration and approval of Governance and Audit Risk Universe/Heat Map (Presenters: Brian Atkinson)

 [A-8- Jan GA 2024 Risk Review.docx](#)

 [A-8 Risk Refresh Audit Plan 2024 FINAL.docx](#)

A "heat map" is a way to capture the risks relevant to an entity (also referred to as the entity's "risk universe"), measured by a combination of how likely each risk is to occur, and how severe the impact would be should the risk occur. The heat map was compiled after a series of conversations with 20 members of IndyGo management and four Board Members. The heat map is intended to serve as a basis for design of the workplan going forward and has thus informed the workplan presented to the Committee separately. Additionally, going forward the heat map will be refreshed annually, with adjustments made to the ongoing workplan accordingly.

Fourteen reviews are recommended for 2024 that come from the Risk Universe Heat Map.

- Retail Desk Transfer to Finance
- Decentralized Operations (Update)
- Fluid Inventory Review
- Quarterly Customer Complaints Review
- Collision Review
- Policies Review (Update)
- Fare Pass Inventory Audit

- Para Transit Fare Collection Audit
- Succession Planning Review
- Compensation Review
- Security/Life Safety Review
- Maintenance Review
- Procurement & Storeroom Follow-up Review
- Annual Risk Refresh and Internal Audit Workplan

Motion:

Approval of Governance and Audit Risk Universe/Heat Map


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

6. Information Items (Presenters: Greg Hahn)

1. I-1: Receipt of Finance Report for December 2023 and January 2024 (Presenters: Bart Brown)

There was no Finance update due to close out of end of year still be conducted.

2. I-2: CTC Planning Study (Presenters: Brooke Thomas)

 [I-2 BRT Docking Study Board Update Jan 2024.pdf](#)

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The Board heard an update on the CTC Planning Study from Interim Chief Development Officer Brooke Thomas.

3. I-3: Workplan Status Update (Presenters: Brian Atkinson)

 [I-3- Jan 2024 GA - Workplan Status.docx](#)

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The Board received a Governance & Audit Workplan Status update.


4. I-4: Ethics Hotline summary report (Presenters: Brian Atkinson)

 [I-4-Jan 2024 GA Ethics Hotline Summary.docx](#)

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The Board received an Ethics Hotline summary report.

5. I-5: Foundation 2023 Final Report (Presenters: Emily Meaux)

 [I-5 1.25.24 Foundation Report to Board Presentation.pdf](#)

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The Board heard an IndyGo Foundation 2023 Final Report update from Foundation Executive Director Emily Meaux.

6. I-6: Department Reports

 [I-6a Jan 2024 Risk and Safety Board Report.docx](#)

 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for 2024-01.docx](#)

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

 [I-6d DEC 23 EOY -OPERATIONS DIV BOARD REPORT -1.2024.docx](#)

 [I-6e January Board Report 2024 .docx](#)

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 [I-6f Supplier Diversity Division Report January 2024.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 12:01pm.

8. Call to Order and Roll Call (Presenters: Greg Hahn, Bob Frye)

Chairman Gregory Hahn called the meeting to order at 12:02pm. Chief Legal Officer Robert Frye called the roll. 6 members present in person. There was a quorum.

9. Regular Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of Board of Finance recommendation (Presenters: Bart Brown)

 [2023 Board of Finance report letter.docx](#)

 [InvestIntEarn2023.xlsx](#)

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Chief Financial Officer Bart Brown and Senior Director of Accounting Cesar Bermudez gave an update to the Board regarding our annual Board of Finance recommendations, which were no changes. The Board accepted the report. No vote needed.

10. Adjourn (Presenters: Greg Hahn)

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 12:09pm.

Robert Frye
Chief Legal Officer

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BOARD MEMORANDUM

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

THROUGH: Interim President/CEO Jennifer Pyrz

FROM: Senior Project Manager – Capital Facilities Projects Sarah Stentz

SUBJECT: Consideration and approval of License Renewal for Construction Program and Project Management Software e-Builder

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the Interim President/CEO Jennifer Pyrz, to renew an annual license with e-Builder to provide Construction Program and Project Management Software for an amount of \$130,854.05. The term of the new one-year license will begin on April 1, 2024.

BACKGROUND:

IPTC selected e-Builder as its construction program and project management software through its standard procurement process. That process began in December 2016 with the issuance of RFP 16-12-247. e-Builder was selected as the preferred vendor and approved by the Board in February 2017.

The original master services agreement with e-Builder included costs for initial software setup and provided an option for annual renewals with associated licensing fees. A long-term agreement was not required for the service. IPTC considers this renewal each year.

e-Builder is currently being used to manage documents and processes on all BRT projects and the majority of our roadway and capital facility projects. e-Builder's software license allows unlimited users across unlimited organizations. In addition to IPTC, our consultants and contractors use the software for document submittals and approvals, and for accessing all critical project documentation for our projects. The software has become a keystone of our project management practices.

DISCUSSION:

e-Builder was selected as IPTC's preferred construction program and project management software based on cost, global system and software capabilities, implementation timeline, and maintenance requirements. As a cloud-based software, e-Builder is meeting IPTC's needs for use across multiple projects and team structures. It was developed for and is used throughout the construction industry and, as such, has been well-suited for our agency's project documentation and control needs. This is especially true for our BRT projects, where all change management, invoice and pay application review/approval, and reporting processes are handled. e-Builder additionally acts as the repository for all field inspection reports, contracts, and other critical documents. These functions will continue to require such a software solution through, at a minimum, final construction, and close-out of the Blue Line.

ALTERNATIVES:

IPTC could choose to initiate a new procurement for construction program and project management software, however it would require relocation of all project information currently housed within the program to a new platform.

FISCAL IMPACT:

This is funded with operating funds, budgeted, and approved for 2024.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 15, 2024 and will be recommended to the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: Interim President/CEO Jennifer Pyrz

FROM: Director of Capital Projects Matt Duffy

SUBJECT: Consideration and approval of Task Order #13 for 100% design of the Blue Line Bus Rapid Transit Project

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the Interim President/CEO to execute Task Order #13 with WSP USA to progress design from 90% to 100% and provide design services during construction bid phase on the Blue Line Bus Rapid Transit project for an amount not to exceed \$2,985,000.

BACKGROUND:

IPTC Board of Directors awarded a design and engineering contract to WSP in 2018. This is a task-order based contract with specific scope and fee for each new task order negotiated individually. To date, there have been twelve task orders with fees totaling \$15,405,163 issued. WSP's current task orders cover their work through 90% design. If executed, this task order will progress the design to 100% for the entire project and provide design services during the project bid phase. It is anticipated that work associated with this task order will conclude in Q2 2025. The IPTC Board of Directors can expect a future task order to cover design services through the construction phase of the project.

DISCUSSION:

Services included in this task order continue the surveying, roadway design, geotechnical engineering, utility coordination, cost estimating, right-of-way engineering, and assistance during the construction bidding phase of the project. This task order also ensures that the WSP team can support IPTC in preparation of the Federal Transit Administration Small Starts Grant Agreement.

ALTERNATIVES:

These services are required to complete design of the Blue Line.

FISCAL IMPACT:

Funding for the Blue Line project is provided from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and local funds, as documented in the Capital Plan.

DBE/XBE DECLARATION:

This task order includes an 11.6% DBE participation, which has been allocated as follows:

- Stephen J Christian and Associates at 0.67%

- Shrewsberry and Associates at 10.2%
- ASC Group at 0.73%

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on February 15, 2024 and will be recommended to the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: Interim President/CEO Jennifer Pyrz

FROM: Chief Information Officer Marcus Burnside

SUBJECT: Consideration and approval of Microsoft Office 365 licensing

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the Interim President/CEO to renew our annual Microsoft Office 365 Licensing for the final year of our three-year Microsoft Enterprise Agreement (EA) with Dell Marketing, LLC in an amount not to exceed \$119,690.

BACKGROUND:

IPTC utilizes a Microsoft EA for Microsoft products, including Microsoft Office (Word, Excel, PowerPoint, etc.), Visio, Project, SharePoint, Office 365 cloud-based email, Windows Server, and Azure Cloud Instance. The purpose of establishing a Microsoft EA for software licensing is to lock in the cost of subscription licenses over three years without inflation. The benefits are that IPTC would not pay for any license listed in the Microsoft EA for more than the stated price, and IPTC would benefit from decreases in subscription licenses during the term. If the costs decrease, so will our annual renewal.

DISCUSSION:

In January 2022, IPTC leveraged the State of Indiana Quantity Purchasing Agreement (QPA) pricing for a new 3-year EA contract with Dell Marketing, LLC. The purchase allowed IPTC to maintain fixed pricing through March 31, 2025. This Microsoft licensing renewal does not include Microsoft Dynamics 365 (D365). This is the final year of our current Microsoft EA. IPTC will enter into a new three-year Microsoft EA contract with the awarded Microsoft Licensing vendor through the State of Indiana QPA pricing incorporating the D365 licensing to leverage the least costs.

ALTERNATIVES:

The Board could choose not to renew the current Microsoft EA. However, IPTC will no longer have Microsoft-licensed products, including corporate email and Intranet, severely impacting the agency's operations.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. Microsoft Office 365 licensing cost \$117,741 in FY2022 and \$118,095 in FY2023. The Microsoft licensing price for FY2024 is \$119,690 based on the fixed pricing negotiated in the current Microsoft EA. The reduction in costs for FY2024 is due to decreased licensing needs.

DBE/XBE DECLARATION:

There is no DBE goal associated with this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 15, 2024 and will be recommended for the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: Interim President/CEO Jennifer Pyrz

FROM: Chief Information Officer Marcus Burnside

SUBJECT: Consideration and approval of Microsoft Dynamics 365 (D365) Licensing

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the Interim President/CEO to enter into a purchase agreement with Crowe Horwath LLP to provide D365 licensing in an amount not to exceed \$165,691.

BACKGROUND:

In May 2022, IPTC migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premises) to Microsoft Dynamics 365 (cloud-based). An ERP environment manages day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations. Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform allows IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity, and reduced cybersecurity threats to the ERP platform.

DISCUSSION:

The Microsoft Dynamics 365 (D365) environment is licensed for production use through March 31, 2024. This procurement will allow IPTC to license its production environment from April 1, 2024, to March 31, 2025. As with all Microsoft cloud products, D365 licenses are purchased annually, and the cost and quantity may change due to additional license usage or costs.

ALTERNATIVES:

The Board could choose not to purchase the D365 licensing renewal. However, IPTC will no longer be able to use its ERP environment, severely impacting the agency's operations.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. Our D365 licensing was \$134,393 for FY2022 and \$150,018 in FY2023. IPTC will explore the cost variance between pricing with our Microsoft Enterprise Agreement (EA) and the selected D365 CSP, Crowe Horwath LLP, for 2025. If the EA pricing is discounted more than our CSP pricing, we will incorporate the D365 licensing with our EA vendor, Dell Marketing, LLC.

DBE/XBE DECLARATION:

There is no DBE goal associated with this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 15, 2024 and will be recommended for the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: Interim President/CEO Jennifer Pyrz

FROM: Chief Information Officer Marcus Burnside

SUBJECT: Consideration and approval of Avail annual maintenance and cloud hosting services

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the Interim President/CEO to enter into a purchase agreement with Avail Technologies, Inc., for cloud hosting and maintenance in an amount not to exceed \$203,308.

BACKGROUND:

In February 2018, IPTC awarded Avail Technologies to replace the then-end-of-life CAD/AVL (Computer-Aided Dispatch / Automatic Vehicle Location) platform. Avail Technologies CAD/AVL system connects vehicles with their back-office scheduling and dispatching software. It automatically collects vital data dispatchers use, such as bus GPS locations, schedule adherence status, breakdowns, and emergencies. It also integrates with our system to pass essential information to in-vehicle peripherals (head signs, annunciators, etc.) and passenger information systems (website and mobile applications.)

DISCUSSION:

The Avail Technologies CAD/AVL contract continues through February 28, 2026. In August 2023, IPTC migrated its Avail production environment from on-premises to a cloud hosting service as well as implementing a yard management module for fleet location within our garage. This procurement will allow IPTC to purchase licensing, maintenance, support, and cloud hosting services for its production environment from March 1, 2024, to February 28, 2025. The annual maintenance and cloud hosting services may incrementally increase as IPTC leverages additional enhancements to the Avail platform.

ALTERNATIVES:

The Board could choose not to purchase the Avail annual maintenance. However, IPTC will no longer be able to receive hardware, licensing, and software support and cloud hosting services for its CAD/AVL platform, severely impacting the agency's operations.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. The Avail maintenance for FY2021 through FY2023 was \$137,683 annually. The cost for Avail cloud hosting and maintenance for FY2024 is \$203,308, which includes cloud hosting services for Q4 2023; however, the cost is expected to be \$181,433 in FY2025 and FY2026 barring any future change orders through the remaining contract term.

DBE/XBE DECLARATION:

There is no DBE goal associated with this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on February 15, 2024 and will be recommended for the Consent Agenda.

BOARD MEMORANDUM

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

THROUGH: Interim President/CEO Jennifer Pryz

FROM: Deputy Chief Operating Officer Cheryl Purefoy

SUBJECT: Consideration and approval of In-Plant Bus Inspections Contract Extension

ACTION ITEM A – 8

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the IPTC Board of Directors authorize the Interim President/CEO to exercise the extension option for one year with TRC Engineering Services, LLC (TRC), for in-plant bus prebuild inspection of a total of 30 fixed route buses and 10 paratransit, for an amount not to exceed \$255,410, the amount previously approved by the Board.

BACKGROUND:

TRC was awarded a three-year contract with two option years. The Board originally approved the three-year contract in the amount of \$255,410. This request is for authorization to exercise the one-year extension option offered during the original contract negotiations – no additional funding is required for this request. IPTC obtained an electronic quote (EQ) to acquire high quality and professional bus line inspection/resident engineering services, to ensure that the buses for both fixed route and paratransit BOC obtained by IPTC, when built, are top quality equipment which can deliver maximum performance with high reliability and meet federal regulation standards.

DISCUSSION:

TRC shall represent IPTC at the manufacturing plant and shall monitor the manufacturing and installation processes for IPTC's buses including drawings, material standards, parts lists, inspection processing and reports, records of defects, and packing slips and bills of lading of components. TRC may be required to represent IPTC at multiple locations and manufacturing sites in Indiana and California.

ALTERNATIVES:

The IPTC Board of Directors could elect not to extend this contract, if this alternative is selected the implications of this decision are as follows:

- Potentially the vehicles delivered could not be in compliance with federal standards.
- The agency could be exposed to receiving vehicles not spec-conforming.

FISCAL IMPACT:

The funding source for this procurement is provided from Operating Budget.

DBE/XBE DECLARATION:

This project is locally funded, therefore, XBE goals are established.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on February 15, 2024 and will be recommended to the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Chief Legal Officer Robert Frye
SUBJECT: Consideration and approval of Board of Directors' election of Officers for 2024

ACTION ITEM A – 3

RECOMMENDATION:

It is requested that the Board approve the nominations for officer positions of the IPTC Board of Directors.

BACKGROUND:

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve from the February 2024 Board meeting through the January 2025 Board meeting.

DISCUSSION:

The nomination and selection of the Board Officers was completed via survey through our Board governance software, OnBoard.

After receiving the results from the survey, the following officers were selected:

OFFICERS

Chair	Greg Hahn
Vice-Chair	Adairius Gardner
Treasurer	Richard Wilson
Secretary	Mary Ann Fagan

ALTERNATIVES:

The Board could choose to not approve these nominations thus resulting in the need to go back through the nominating and voting process.

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was not reviewed by the Finance Committee or Service Committee on February 15, 2024 and will be placed on the Regular Agenda.

Information Update – December 2023 Financials Summary

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Chief Financial Officer Bart Brown and Director of Budgets Justin Burcope
Date: January 12, 2024

DECEMBER 2023 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is under budget by \$877,845 (-73.14%) for the month of December. For the year we received the exact anticipated distribution of \$14,402,744.
- Other Operating revenue category is over budget by \$311,967 (377.6%) for the month mainly due to interest from investments. YTD this revenue is over budget by \$4,913,155 (626.9%).
- The passenger service revenue is under budget by \$4,051 (-0.8%) for the month. For the year passenger service revenue is over budget by \$738,408 (14.2%).
- PMTF Grant has been received for the year. \$11,369,828 was received in June.
- YTD Property Tax Revenue received is \$38,839,272, which is \$405,878 (1.05%) over budget.
- Income Tax came in over budget for December by \$836,818 (22.0%). YTD collected is over budget \$7,296,392 (13.1%).
- The Service Reimbursement Program revenue is under budget by \$12,500 (-36.1%) for the month. For the year it is under budget by \$14,141 (-3.4%).

The Total Revenue for the agency is under budget by \$831,160 (-9.4%) for the month of December. YTD Total Revenue is over budget by \$13,339,693 (11.5%).

Expenditures

I) Personal Services

- Fringe benefits are over budget for the month by \$325,623 (21.8%). YTD it is under budget by \$1,266,877 (-6.2%).
- Overtime expenses continue to trend higher as we experience with labor shortage especially for operators. The expenses were under budget by \$20,877 (-8.6%) 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 \$3,382,712 (107.2%).
- Salary expenses are under budget by \$538,085 (-22.0%) for the month of December. YTD it is under budget by \$8,170,293 (-16.4%)

The Personal Services category is under budget by \$233,339 (-5.6%) for the month of December. It is under budget for the year by \$6,054,457 (-8.3%)

II) Other Services and Charges

- Claims were over budget by \$16,695 (4.7%) for the month. For the year this category is under budget by \$737,653 (-16.5%).
- For the month of December, the Miscellaneous Expense category is over budget by \$3,287 (4.6%). YTD is under budget by \$167,804 (-17.4%).
- In December, the Purchased Transportation category is over budget by \$1,193,125 (125.6%). Overage is due to RAPT-Dev submitting three months of invoices in December. For the year it is over budget by \$1,429,506 (12.5%).
- For the month the "Services" expense category is over budget by \$3,071,329 (341.9%). Similar to Purchased Transportation explanation, RAPT-Dev submitted three months of invoices in December. YTD this category is under budget by \$6,053,209 (-22.3%).
- For the month, utilities expenses are under budget by \$90,689 (-47.6%). 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 \$465,127 (-19.9%).

Overall, the Other Services & Charges category is over budget by \$4,193,747 (170.2%) for the month. YTD this category is under budget by \$5,985,289 (-12.9%).

III) Materials & Supplies

- The fuel and lubricant category is over budget by \$137,631 (9.6%). YTD it is under budget by \$102,196 (-1.6%).
- For the month of December, the maintenance materials category is under budget by \$200,018 (-25.3%). It is under budget for the year by \$74,172 (-1.2%).
- Other materials and supplies category is over budget by \$104,877 (220.2%) for the month. For the year it is under budget by \$47,175 (-4.2%).
- Tires & Tubes category is over budget in December by \$48,512 (108.7%). 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 \$16,110 (-2.6%).

For the month, the Total Materials and Supplies category is over budget by \$91,002 (3.9%). For the year it is under budget by \$239,654 (-1.7%).

In December, the overall, total expenditures were over budget by \$4,051,411 (45.2%). Year to date expenditures are under budget by \$12,279,400 (-9.2%).

FY 2023 NON-BUDGETED REQUESTS

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

8/30/2023	East Campus Courtyard Fencing	Capital	Capital	\$26,164
8/23/2023	East Campus Additional Security Badge Readers	Capital	Capital	\$26,222
12/18/2023	Supplier Diversity software B2Gnow	Software	Operating	\$11,800

Update on the Stimulus Draws

Below is the summary of the Federal Stimulus Funds drawdowns/reimbursements. These funds are deposited into a stimulus investment fund. For December Grants staff drew down the last of ARP II funds of \$2,005,377.

Federal Stimulus Grants	CARES Act	CRRSAA	ARP I	ARP II
Total Draws to date	\$44,160,609	\$21,170,527	\$45,288,823	\$51,029,180

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Director of Budgets Justin Burcope

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Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - IndyGo

For the Twelve Months Ending Sunday, December 31, 2023

Current Month

YTD

	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %
Operating Revenue								
Federal Assistance	322,383.00	1,200,228.66	(877,845.66)	(73.14)	14,402,744.00	14,402,744.00	0.00	(0.00)
Other Operating Income	311,966.99	65,311.67	246,655.32	377.66	5,696,895.13	783,740.04	4,913,155.09	626.89
Passenger Service Revenue	483,105.30	487,157.00	(4,051.70)	(0.83)	5,929,237.95	5,190,830.00	738,407.95	14.23
PMTF Revenue		947,485.67	(947,485.67)	(100.00)	11,369,828.00	11,369,828.04	(0.04)	(0.00)
Local Property & Excise Tax Revenue	2,216,370.43	3,236,606.00	(1,020,235.57)	(31.52)	39,245,150.49	38,839,272.00	405,878.49	1.05
Local Transit Income Tax Revenue	4,648,994.62	3,812,176.24	836,818.38	21.95	63,160,687.72	55,864,295.00	7,296,392.72	13.06
Service Reimbursement Program	22,083.00	34,583.33	(12,500.33)	(36.15)	400,859.00	414,999.96	(14,140.96)	(3.41)
Total Operating Revenues	8,004,903.34	8,836,062.90	(831,159.56)	(9.40)	128,835,574.29	115,495,881.00	13,339,693.29	11.50
Operating Expenses								
Personal Services								
Fringe Benefits	1,819,575.57	1,493,951.88	325,623.69	21.80	18,930,097.53	20,196,974.37	(1,266,876.84)	(6.27)
Overtime	221,773.64	242,650.78	(20,877.14)	(8.60)	6,537,173.04	3,154,460.16	3,382,712.88	107.24
Salary	1,905,923.91	2,444,009.49	(538,085.58)	(22.02)	41,601,830.31	49,772,123.32	(8,170,293.01)	(16.42)
Total Wages and Benefits	3,947,273.12	4,180,612.15	(233,339.03)	(5.58)	67,069,100.88	73,123,557.85	(6,054,456.97)	(8.28)
Other Services & Charges								
Claims	370,954.16	354,259.18	16,694.98	4.71	3,733,456.83	4,471,110.16	(737,653.33)	(16.50)
Miscellaneous Expenses	74,631.17	71,343.75	3,287.42	4.61	797,421.22	965,225.02	(167,803.80)	(17.38)
Purchased Transportation	2,143,145.62	950,020.11	1,193,125.51	125.59	12,829,746.41	11,400,241.32	1,429,505.09	12.54
Services	3,969,517.86	898,188.54	3,071,329.32	341.95	21,088,497.86	27,141,707.44	(6,053,209.58)	(22.30)
Total Utilities	99,810.41	190,500.01	(90,689.60)	(47.61)	1,829,872.41	2,286,000.12	(456,127.71)	(19.95)
Total Other Services & Charges	6,658,059.22	2,464,311.59	4,193,747.63	170.18	40,278,994.73	46,264,284.06	(5,985,289.33)	(12.94)
Materials & Supplies								
Fuel & Lubricants	1,570,526.01	1,432,894.46	137,631.55	9.61	6,092,536.88	6,194,733.52	(102,196.64)	(1.65)
Maintenance Materials	589,740.51	789,759.29	(200,018.78)	(25.33)	6,009,870.12	6,084,041.97	(74,171.85)	(1.22)
Other Materials & Supplies	152,504.84	47,627.23	104,877.61	220.21	1,077,684.75	1,124,859.76	(47,175.01)	(4.19)
Tires & Tubes	93,134.58	44,622.52	48,512.06	108.72	589,379.16	605,489.86	(16,110.70)	(2.66)

	Current Month				YTD			
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget
			Variance	Variance			Variance	Variance
			\$	%			\$	%
Total Materials & Supplies	2,405,905.94	2,314,903.50	91,002.44	3.93	13,769,470.91	14,009,125.11	(239,654.20)	(1.71)
Total Operating Expenses	13,011,238.28	8,959,827.24	4,051,411.04	45.22	121,117,566.52	133,396,967.02	(12,279,400.50)	(9.21)

Information Update – Zero Emission Vehicle Transition Plan

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: February 2, 2024

ZERO EMISSION VEHICLE TRANSITION PLAN

BACKGROUND:

The Federal Transit Administration (FTA) requires that agencies submitting an application to the discretionary Bus and Bus Facilities / Low/No grant application include a zero emission transition plan. IndyGo created a ZETP in 2022. In 2022, IndyGo staff wanted a robust update and contracted with Sam Schwartz and its subcontractors to complete an updated Zero Emission Vehicle Transition Plan (ZEVTP). The ZEVTP includes understanding the feasibility to transition the entire fleet, including paratransit and non-revenue vehicles.

The ZEVTP work began in 2023 and continued throughout 2023 with extensive existing conditions work, definition of scenarios, and lifecycle costs and emissions. The existing conditions work included an analysis of the existing facilities and likely upgrades needed as IndyGo approaches its 2027 Transit Network fleet size. An analysis of the current roster, benefits and drawbacks of zero emission vehicle technology assisted IndyGo in understanding the landscape of vehicle technology. Sam Schwartz also modeled the 2027 and current transit schedules to understand compatibility of the different vehicle technologies and IndyGo's current block lengths.

The next steps for IndyGo staff is to convene a larger group of IndyGo staff to present the project team's preferred scenario. Following this workshop, a blueprint for IndyGo's zero emission technology transition will be presented for consideration and acceptance.

RECOMMENDATION:

Receive the report.

Ryan Wilhite
Manager of Special Projects and Regional Mobility Integration
Department of Strategic Planning

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IndyGo ZEV Transition Plan – Existing Conditions

February 22, 2024



Agenda

1. Project Overview
2. Key Takeaways from Existing Conditions
 - Technology Review
 - Schedule Compatibility Analysis
 - Facility Review
3. Next Steps

Project Overview

Project Overview

- **Zero-emission vehicle** transition plan that sets **strategic direction** for the agency to identify near-term implementation projects and to incorporate future learning and trends over time.
- Analysis and planning for **all revenue and non-revenue vehicles**
- Explore feasibility of **battery-electric and hydrogen fuel cell technologies**
 - Trolleybuses with catenary wires not studied, as they would be considerably more expensive to construct.
 - RNG buses not considered due to limited fuel supply.

Project Guiding Principles

From Project Framing Workshop

What do you see as the top three purposes for a ZEV transition?

Mentimeter



Improved local air quality and public health



Potential operating cost savings



Federal funding to support transition



Reduce greenhouse gas emissions



Keep up with industry technology trends



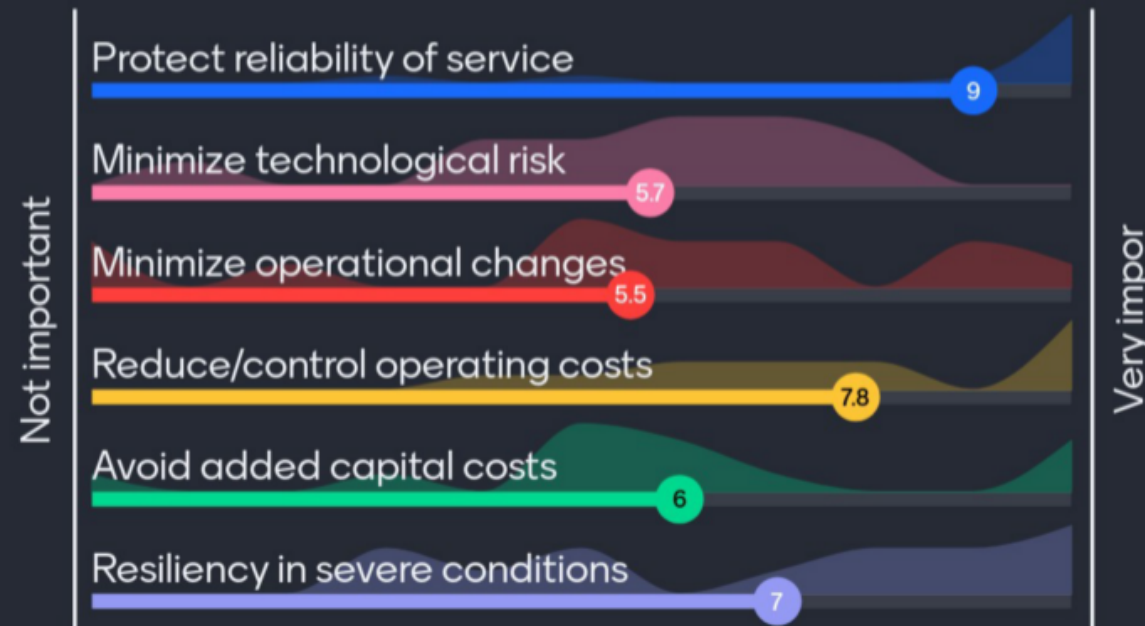
May not be needed, but worth studying

Project Guiding Principles

From Project Framing Workshop

Which of these factors are the most important as guardrails in a transition?

Mentimeter



Project Guiding Principles

From Framing Workshop

How would you define success for this project?

- Clarity, Consensus and direction
- A clear and definitive direction
- North Star defined for staff
- A smart plan
- The success of this project is to provide a clear understanding of the company path to full ZEV fleet with all the cost related to the transition and the technology that best fit our goal.
- An actionable plan that makes sense and is attainable financially. Scalability
- Must work for the corporation as a whole
- Consensus on what we want to achieve and by when
- A plan that doesn't hinder our ability to put service on the road.
- A product that is reliable.
- Realistic
- Viable, actionable, data driven plan with realistic proposals for implementation.
- A practical plan to reduce emissions in a way that is cost effective long term.
- Meet service needs for customers without adding more money, buses, facilities and drivers
- Doesn't cost more
- The potential plan/path to successfully obtain and sustain ZE fleet/facilities.
- Plan that doesn't have to be amended in one year
- A national example
- No explosions
- No opinion at present

Project Direction

➔ As conditions on **cost effectiveness, risk and reliability** are met, agency will transition to zero-emission vehicles.



Project Overview

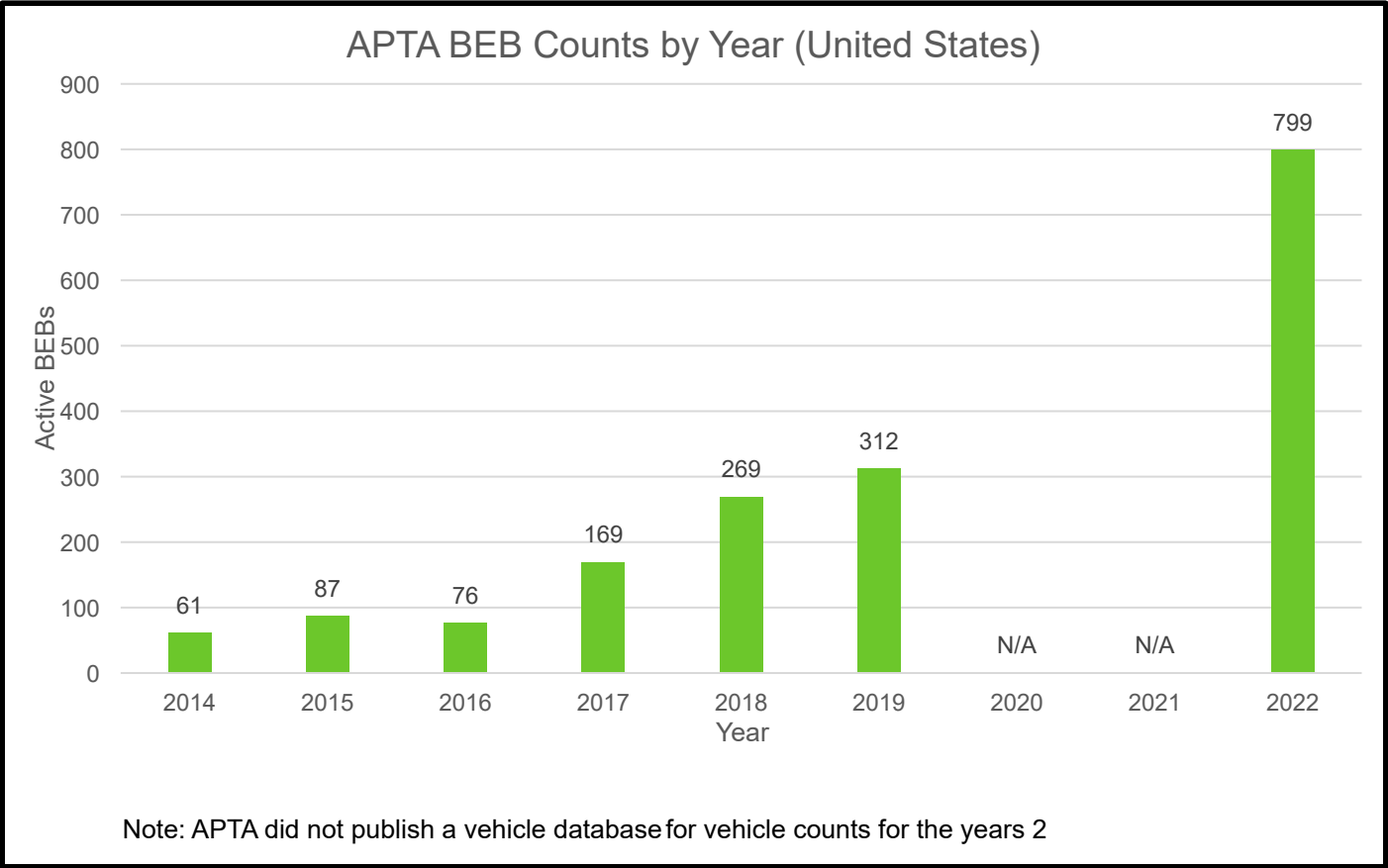
**Subject of
this update**



Technology Review

Zero-Emission Buses in the United States

BEB Growth in the US



As of 2022, there were only **211 FCEBs** in the US on order or delivered.

Only **4 BEB** manufacturers and **2 FCEB** manufacturers that are both Altoona tested and Buy America compliant.

ZEB Battery Capacity/Range

ZEB range is an important operational consideration.

- When the range is insufficient, agencies may apply strategies like schedule modifications or on-route charging.
- Expected range improvements over time have been factored into this study.

ZEB range varies based on:

- Ambient temperature
- Operator driving behavior
- Speed, passenger load and topography

Range comparison:

- BEBs: 125-200 miles on a single charge
- FCEBs: 200-300 miles per tank
- Diesel buses: 400-525 miles per tank

Paratransit/Cutaway Vehicles

- Several battery-electric models, no off-the-shelf fuel cell models
- Battery range of up to ~150 miles

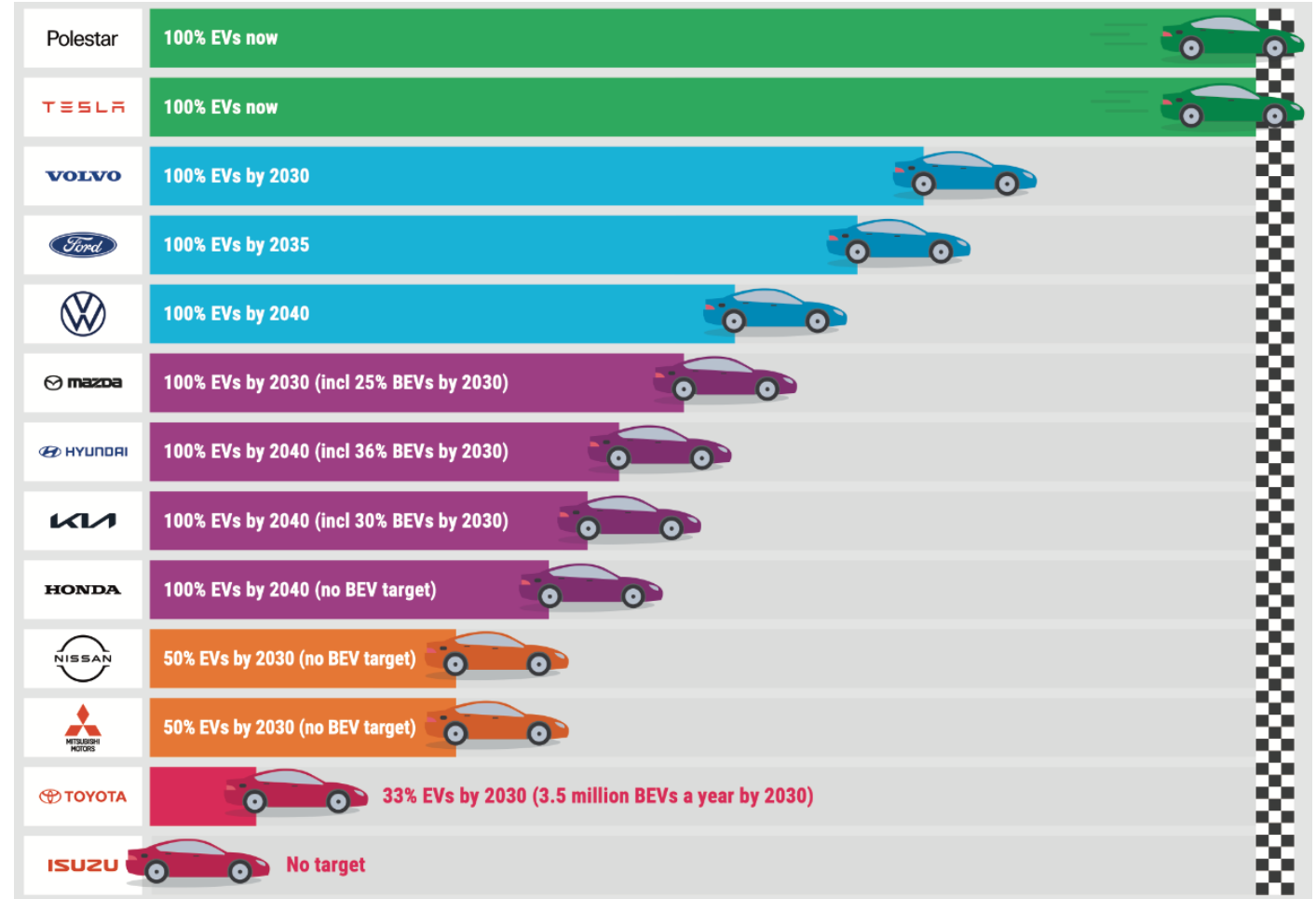


Source: <https://californiahvip.org/vehicles/greenpower-ev-star-plus/>

Non-Revenue Vehicles

- **163 battery-electric** sedan, wagon, pickup, SUV, and van models.
- Many with comparable range to ICE vehicles, fast recharging times.
- **5 fuel cell vehicle models**

EVs for Sale in the US (hybrid and battery electric)



Battery Charging

Battery Charging

- Several fast and slow charging options
- Charging at the depot takes several hours before a bus can return to service
- Fast charging on route can extend battery range



Plug-in Charging for a BEB (source: heraldnet.com)



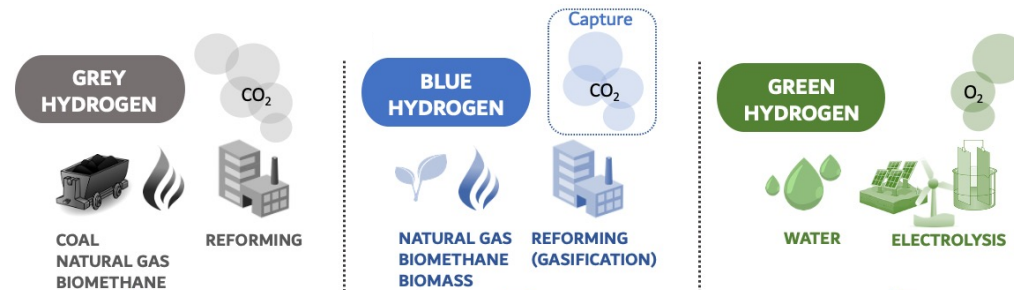
Overhead Pantograph Charging (source: metrostlouis.org)



An IndyGo Rapid transit bus approaches a wireless charging pad (source: chargedevs.com)

Hydrogen Fueling

- Similar to diesel fueling
- Different classifications of hydrogen based on carbon generated to produce it.

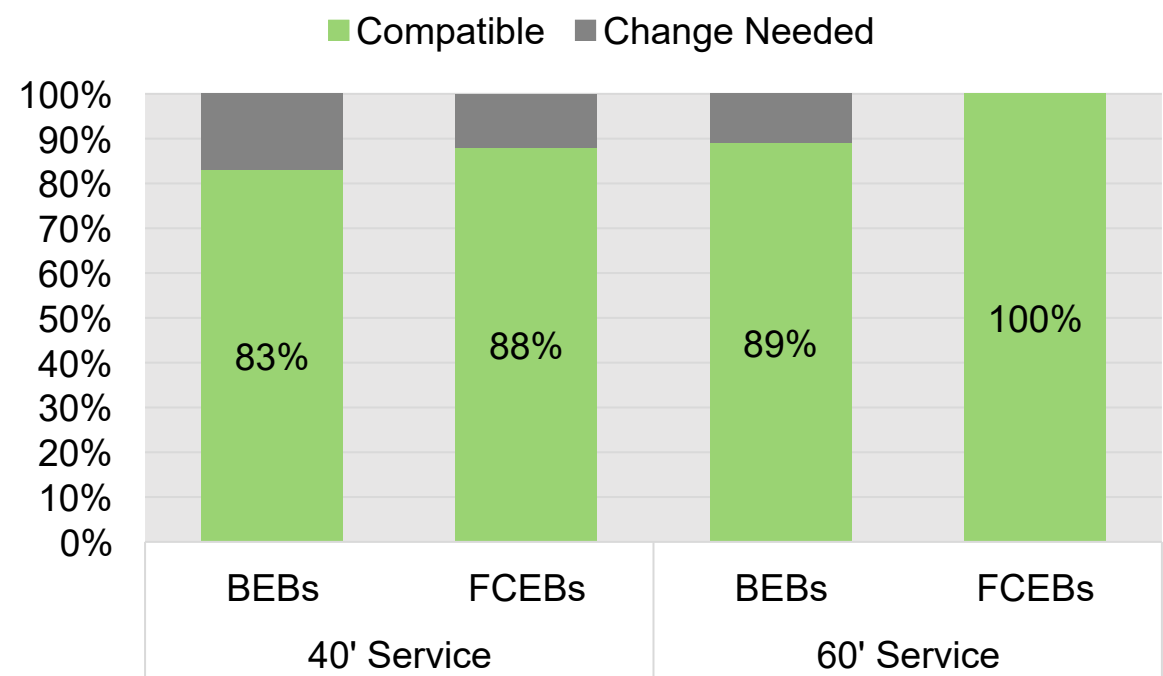


A SunLine Transit hydrogen bus at a hydrogen fueling station (source: sunline.org)

Schedule Compatibility with ZEB Technology

Transit Bus Schedule Compatibility

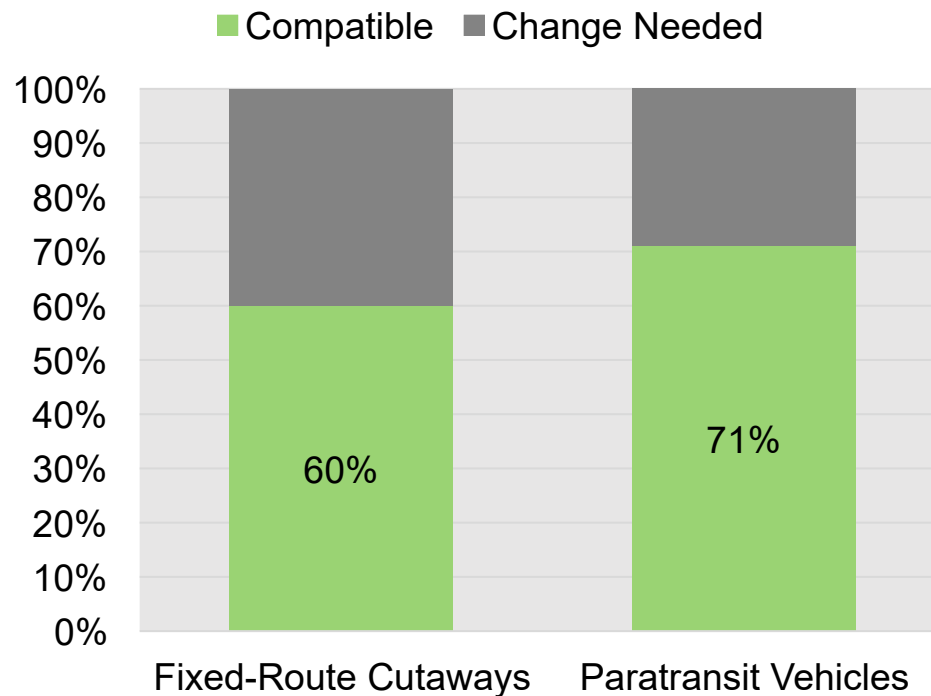
Bus schedule compatibility with existing/anticipated battery capacities in winter conditions



- BEB analysis assumes moderate technology improvement, use fuel-fired heaters to reduce energy usage in winter, and use on-route charging where planned.
- FCEBs analysis assumes improved technology.
- For incompatible service, solutions may include waiting for further technology improvement or schedule modifications.

Paratransit and Non-Revenue Schedule Compatibility

Bus schedule compatibility with existing/anticipated battery capacities in winter conditions



- Analysis assumed significant technology improvement as the market matures and use of fuel-fired heaters to reduce energy usage in winter.
- For incompatible service, ICE vehicles would be retained.
- For non-revenue vehicles, we estimate that current EV technologies can complete required duty cycles.

Facility Review

Facility Upgrade Requirements for BEBs

Facility upgrade requirements

- BEBs could be accommodated at each facility based on existing electrical infrastructure and available power. However, the facilities' electrical infrastructure will need to be upgraded to host the BEB fleet.
- Where space is limited, electric charging stations and its associated components should be placed strategically.
 - E.g. Drop-down cable reels attached to an overhead structure can optimize space.
- Existing electrical lines run through or adjacent to each site. New transformers could be placed along these electrical lines.
- Incorporating battery storage at one or more facilities should be considered to provide a temporary, reliable back-up power source in the event of a power outage or a grid failure.
- Overall, BEBs would be better suited than FCEBs at the IndyGo facilities.

Facility Upgrade Requirements for FCEBs

Facility upgrade requirements

- The facilities' infrastructure and structures will need to be extensively upgraded to host FCEBs.
- Facilities storing and maintaining buses operating hydrogen fuel would likely require an occupancy change from the current S-2 to H-2 or H-3 occupancy. This change in occupancy would require the facility to be upgraded to comply with current code requirements.
- Maintenance of FCEBs typically require access to the vehicle's roof. The facilities' ceiling heights would need to be tall enough to perform maintenance properly.
- Outdoor liquid hydrogen fueling stations setback requires 50 or 75 feet (based on separate regulations) of space between structures and fueling stations.

Facility Upgrade Requirements for FCEBs (Continued)

Facility upgrade requirements

- Setback requirements hinder FCEB operations at the IndyGo Corporate Office because of the facilities' proximity to residential neighborhoods and active railroads.
- Due to the amount of space available at the East Campus compared to the other IndyGo locations, Hydrogen fueling may have to occur only at the East Campus facility.
 - The East Campus facility is located at the extreme eastern edge of IndyGo's service area. This distance may negatively impact IndyGo operations by increasing service costs.
- Overall, BEBs would be better suited than FCEBs at the IndyGo facilities.

Next Steps

Next Steps (Nearing Completion)

1. Lifecycle Cost Analysis of potential ZEV transition scenarios compared to baseline (ICE vehicles).
2. Evaluation of transition scenarios to select a preferred technology and estimated transition timeline.
3. Identify conditions for proceeding with transition and re-evaluation of technology direction over time.
4. Implementation plan for preferred scenario to be completed in March, 2024.

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Information Update – Public Transportation Agency Safety Plan (PTASP)

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Director of Risk and Safety (CSO) Brian Clem
Date: February 22, 2024

INDYGO 2024 PTASP UPDATES

IndyGo annually updates the Public Transportation Agency Safety Plan (PTASP) to meet all the requirements set forth by the Federal Transit Administration under 49 CFR Part 673, as amended, and to self-certify this plan as compliant. The goal is to provide a safe transportation service to our customers, the citizens of our service area, and the employees of IndyGo.

IndyGo and the FTA have adopted the principles and methods of System Safety and Safety Management Systems (SMS) as the basis for enhancing the safety of public transportation. All rules, regulations, policies, guidance, best practices, and technical assistance administered will, to the extent practical and consistent with legal and other applicable requirements, follow the principles and methods of SMS.

The PTASP provides a systematic, initiative-taking approach to guide our organization during periods of emergency, whether natural or manufactured disasters, as well as when disasters are forecasted or imminent. The coordination of emergency response activities mirrors the National Incident Management System (NIMS) to ensure that tasks are organized, communicated, and accomplished with little or no duplication of effort. This plan was designed to guide IndyGo in:

- Promoting safety to the highest level for all our functions and processes.
- A top-down and bottom-up approach to addressing safety performance at the same time.
- Providing a superior level of safety in our transit operations.
- Identifying succession plans and responsibilities for emergency preparedness within IndyGo.
- Efficiently maximizing resources for safety and during emergency response or crisis.
- Managing continuity of operations during incidents.
- Complying with all regulations and agencies at the Federal, State, Tribal, and Local levels to work together to prepare for, prevent, and respond to safety concerns and challenges.

IndyGo self-certifies its compliance with 49 CFR Part 673 and sends a copy of the updated PTASP to the Indianapolis Metropolitan Planning Organization (MPO) on an annual basis. The IndyGo PTASP as updated for 2024 can be found in its entirety at <https://indygotransportation.sharepoint.com/sites/RiskandSafety>.

IndyGo's Board of Directors, Accountable Executive (CEO), and its entire leadership team are committed to safety by implementing, supporting, and achieving safety performance goals outlined in the PTASP under the direction of the Federal Transportation Administration.

The IndyGo 2024 PTASP plan is presented for your information and acceptance.

Brian Clem
Director of Risk and Safety (CSO)

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Mobility Advisory Committee (MAC)

Meeting Minutes

January 17, 2024

Attendees:

Chris Hollingsworth-MAC	Eddie Rickenbach-MAC
Greg Meyers-MAC	Linda Gosnell-MAC
Kristina Hornaday-Alberts-MAC	Bernadine Wilmer-MAC
Kendell Tilton-MAC	Wilma Simmons-MAC
Teisha Belton-IndyGo	Mike Roth-IndyGo
Ryan Wilhite-IndyGo	Jennifer Pyrz-IndyGo
Angela Milroy-RATP Dev	

Attendance of members by Teisha Belton

Agenda Items:

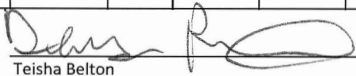
- Approval of November 2023 Minutes-Approved
- Installation of new members-Approved
 - Erin White
 - Mark Early
- Request to extend Eddie Rickenbach's term
- MAC Committee Elections
 - Chairperson nominations: Chris Hollingsworth
 - Vice Chairperson nominations: Greg Meyer
- **Jennifer Pyrz**
 - Interim President & CEO as of 1/1/2024
 - IndyGo employee for 4 years
- **Mike Roth**
 - Staffing Changes
 - Mike is Deputy Chief Transportation Officer
 - Teisha is Director of Mobility Solutions
 - Fixed Route Updates
 - Staffing:
 - Currently 405 operators
 - With Purple Line, will increase to approx. 500 operators

- Hosting Bi-weekly hiring events
 - Offering retention and sign-on bonuses
 - Purple Line beginning November 2024
- **Ryan Wilhite**
 - Beyond ADA Updates
 - Creating communication plan advising riders of removal of exception area beginning January 1, 2025
 - Beginning January 1st, everyone will fall under the premium or ADA zones
 - Plan to send communication to all clients
- **Angela Milroy**
 - On Time Performance (OTP) has increased
 - Staffing currently around 50 operators
 - Continue to offer referral and sign on bonuses
 - 80% of drivers complete new hire orientation
 - Holiday Schedules are posted on IndyGo website
 - 10 new buses will start production around spring 2024
- **Teisha Belton**
 - Continuing onsite observation of RATP operations
 - Creating action plans for Customer Care Center/Operations to ensure milestone completion
 - Increase in usage for Mobility App
 - New Service Quality Specialist: Brittany Graves-Herring
- **Additional Questions/Concerns**
 - Would like to start MAC/Director Workshops
 - Bylaw Updates: Waiting on Board to meet to discuss
 - Status on Free Rides for election in November: Bill has not passed yet
 - Submit request on what IndyGo's view as comparable service
 - Possibly start In Person/Hybrid Meetings
 - No discussion of Green Vouchers stopping
 - MAC Applicants will have to reside in Marion County; possibly update to reside or working in Marion County.

Mobility Advisory Committee
January 17, 2024

*Eddie Richenbach
Extension*

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


Teisha Belton

1/17/2024
Date

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Risk and Safety Division Report – January 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: February 22, 2024

Risk and Safety

- The Risk and Safety Department continues to assist other divisions with the investigation and discovery of accidents and events resulting in damage to a vehicle and injury. The information is shared with the IPTC training department and discussed with the operators of vehicle accidents during their retraining as scheduled. For the year of 2023, preventable accidents decreased by 8.72% within all modes.
- IndyGo's Risk and Safety team member, TaMicheal Jackson performed the January 2024 IndyGo "Safety Blitz". The Safety Blitz program identifies risk and safety items to educate and communicate to all our employees about a specified topic. In January, the Blitz was performed to educate about being "Building Relationships with our Passengers." The information is placed on the IndyGo internal web page, newsletter, safety communication bulletin boards, bus driver CAD screens, big screen TVs, and bus steering wheels the night before the event. Leadership and staff meet with drivers throughout the day of the blitz to be informative and engaging for IndyGo employees.
- IndyGo's Risk and Safety team members, Michael Bunnell and Brian Clem performed training in the Anti-Drug and Alcohol Misuse Policy for IndyGo employees during orientation three times in January.

January 2024 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 January 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>
James Wilson	6780	34	45
Cameron Irwin	2877	22	27
Quinton Davis	1411	16	24
Lakisha Carpenter	8174	13	15
Jack Wallace	6306	12	19
Lisa Walker	6300	11	24
McKensey Rainey	8547	9	11
Onee Freeman	9165	5	6
DaReil French	9719	4	4
Terrill Lewis	8968	4	7
Eric Roberts	8832	4	8
Destiny Steele	9432	4	5
Brandon Freeman	9175	3	6
Patrick Rowe	9566	3	5
Sheanta Fields	10036	2	2
Aaron Ellis	10259	1	2
Shamika Harris	9604	1	5
Darryl Rogers	10222	1	2
Antwon Spain	10083	1	2
Kona Steele	9537	1	5

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):

January 2024

Jan-24								
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	0.68	1.54	0.17	2.39	0.00	1.54	3
Bus Rapid Transit (BRT)	0.00	3.00	1.73	0.00	10.37	0.00	0	
Para Transit	0.00	0.00	0.74	0.00	0.74	0.00	0	
All Modes of Service	0.00	0.77	1.41	0.13	2.69	0.00	1.15	3.00
<i>2023 IndyGo Reported Data (All Modes)</i>	0.00	0.45	0.80	0.16	2.44	0.04	1.19	26
<i>2023 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States</i>	0.04	0.25	0.24	0.18	No Data	0.01	0.06	No Data
<i>2024 Objective Targets (SPT)</i>	0.00	0.43	0.76	0.15	2.32	0.04	1.13	27
2024 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.15.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.32.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <1.13.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >27.
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.”

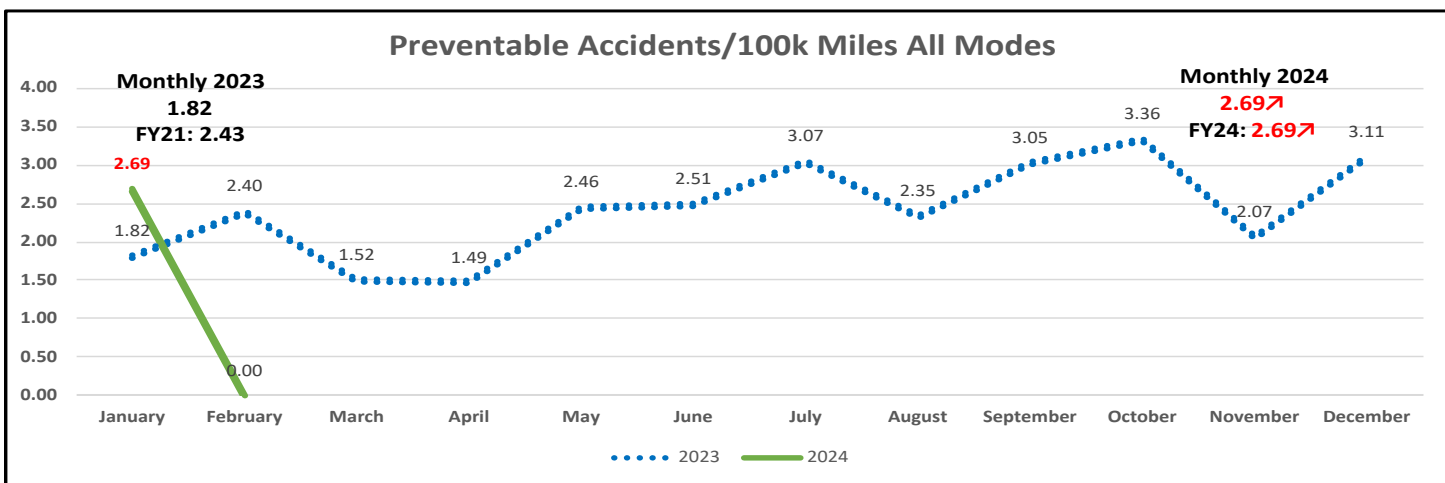
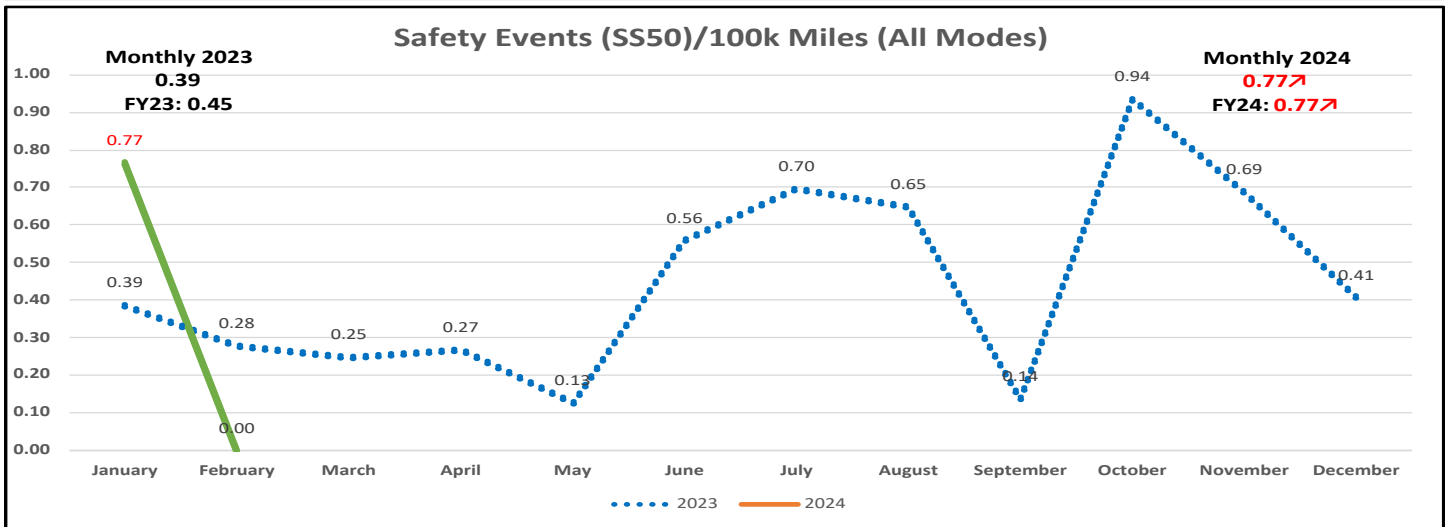
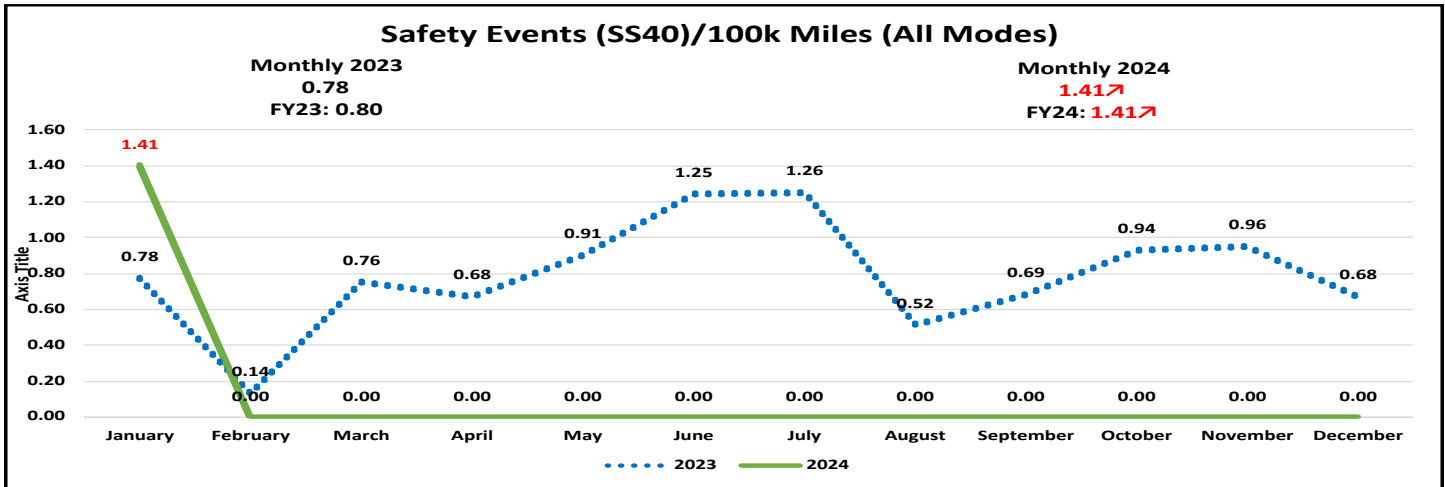
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

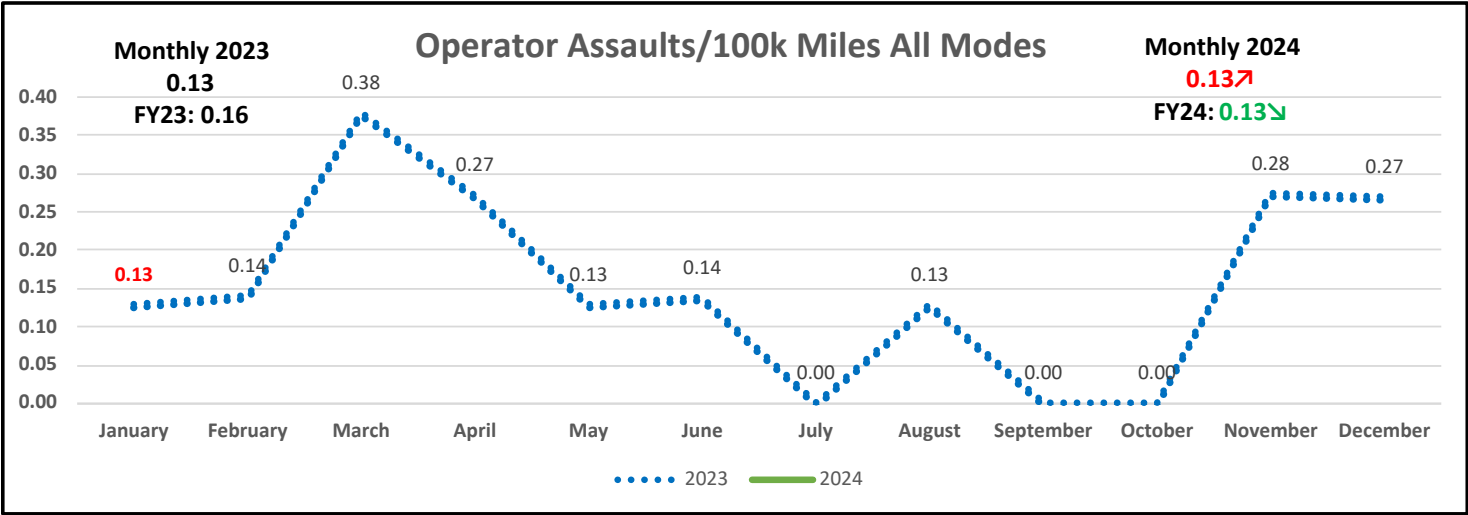
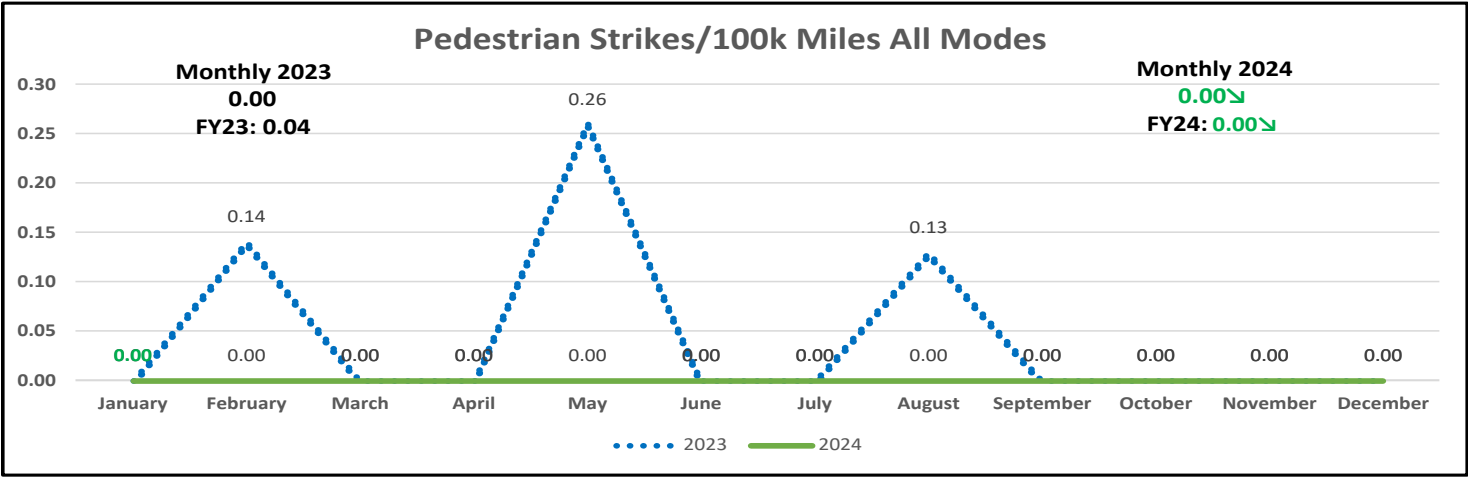
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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

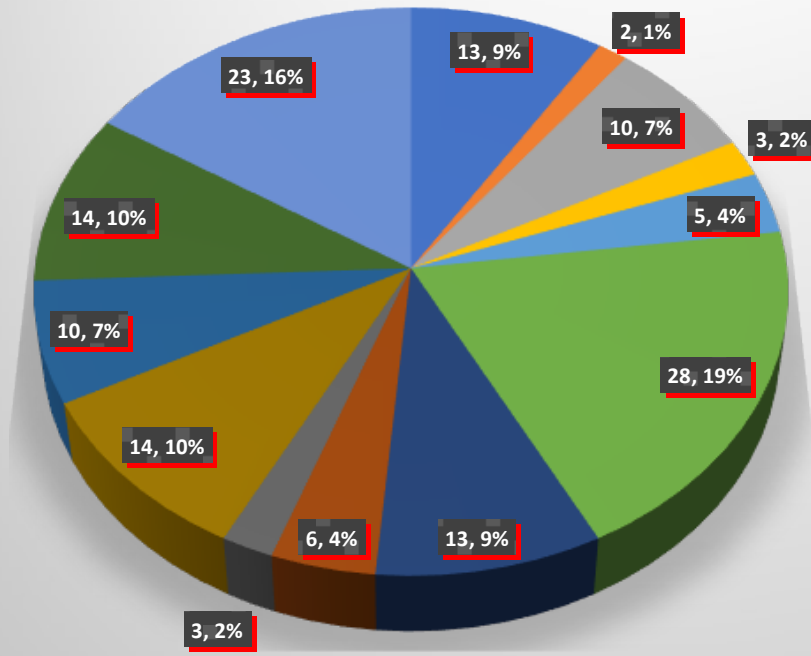
January 2024 Compared to January 2023 Data All Modes:





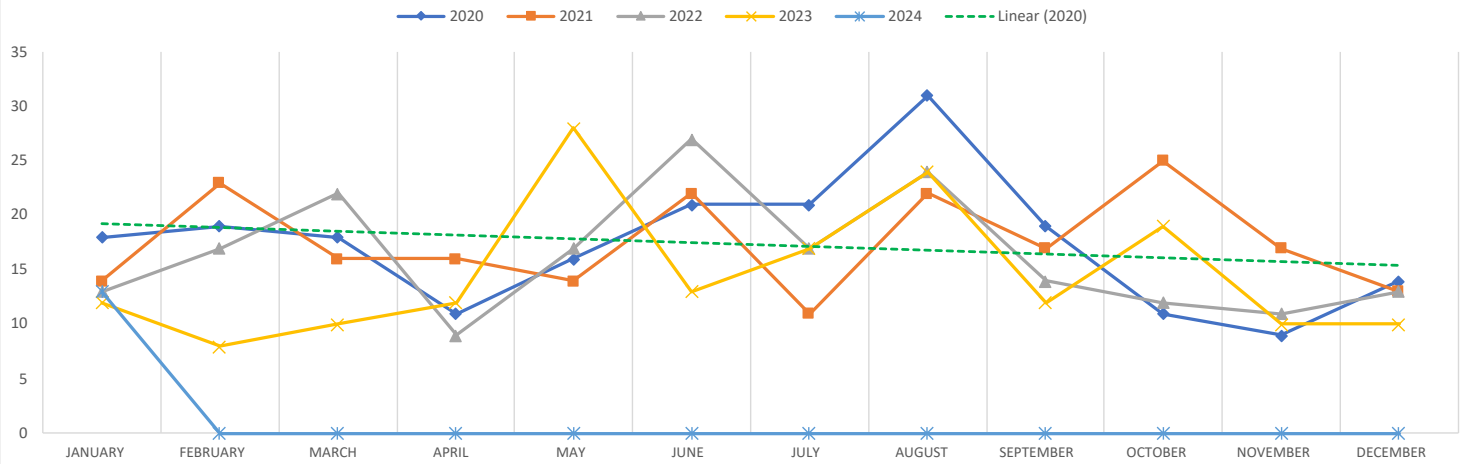


Red Line January 2024



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

RED LINE COLLISIONS YEAR COMPARISON



End of Report

Planning & Capital Projects Division Report – January 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Senior Director of Strategic Planning Brooke Thomas
Date: February 22, 2024

STRATEGIC PLANNING

Zero-Emission Vehicle Transition Plan

A requirement of the FTA, IndyGo's ZEVTP will inform capital planning and the agency's fleet replacement program over the next several years. The scenario planning phase is complete. The team has produced lifecycle costs and a greenhouse gas emissions analysis for various scenarios. The project team conducted a stakeholder workshop on February 13, which will be summarized as an information item at the February 22 Board meeting. Staff will ask the IPTC Board of Directors to accept the final plan at their regularly scheduled meeting on March 28, 2024.

Service Planning

Supported by on-call consulting teams, Strategic Planning and Service Planning continue to work together to create and refine several service plan scenarios to aid in: 1) the development of the East Campus Master Plan; 2) 2024 picks, including the October 2024 pick which is when the Purple Line is expected to launch, and 3) the full implementation of IndyGo's 2027 Transit Network.

On-Call Grant Writing & Coordination, Capital Projects

Staff is using the remaining on-call grant writing contract dollars (RFQ 22-05-448) to support grant submissions for both the *Rebuilding American Infrastructure with Sustainability and Equity* (RAISE) and the *Advanced Transportation Technology and Innovative* (ATTAIN) grant programs. More on these future funding opportunities below. RFQ 22-05-448 expires on February 28, 2024. Staff anticipates issuing a new RFQ for on-call grant writing services for the remainder of 2024.

Future Funding Opportunities

RAISE - The notice of funding opportunity was announced on November 30th. The RAISE grant program is a discretionary grant program authorized under the Local and Regional Assistance Program in the Infrastructure Investment and Jobs Act, also referred to as the Bipartisan Infrastructure. RAISE grant requests must include a detailed benefit cost analysis, which IndyGo will complete under its on-call grant writing support contract with HNTB. Due at the end of February, IndyGo's request will support the Blue Line BRT capital investment project.

ATTAIN - ATTAIN is designed to support projects that improve the efficiency and mobility experience of the transportation network through advanced technology. On February 1, 2024, IndyGo applied for funding to support the multi-year deployment of transit signal prioritization equipment at priority intersections. These intersections were identified through a recent study, *IndyGo Local Routes Transit Signal Priority Study*, which was finalized in January 2024.

Regional Mobility Integration

Section 5307 - The Section 5307 program continues to mature, with all subrecipients having submitted reimbursements for operations to this point. All grant agreements for CY2024 have been executed. Each agreement will reflect higher grant amounts than previously estimated because of the increase in formula funding due to BIL. Onsite visits were completed and the IndyGo staff are working to finish the compliance reviews.

Section 5310, Call for Projects - The Section 5310 formula funding program supports projects that serve individuals with disabilities and seniors. IndyGo is the designated recipient in the Indianapolis urban area, with responsibilities of distribution of funds and oversight. In December 2023, funds intended for the CY2022, 2023, and 2024 call for projects

were combined into one large CFP. This most recent call for projects opened on December 15, 2023, and closed on February 9, 2024. Staff are currently reviewing proposals. The anticipated amount of federal funding to award is \$1.8 million; however, this is more than the total amount of funds requested by potential recipients.

Section 5339, 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 CFP was cancelled but the CY2023 CFP will move forward with monies from CY2022, CY2023, and CY2024. The anticipated amount to award is \$1.2 million. IndyGo issued formal notice of the Section 5339 CFP in December 2023. It also closed on February 9, 2024. Staff are currently reviewing proposals. Like the Section 5310 CFP, the amount of funding included in the requests is likely less than what is available to distribute.

ENGINEERING & CONSTRUCTION

Blue Line BRT

In August, IndyGo submitted to FTA an updated project for scoring and evaluation. FTA is still reviewing IndyGo's submission but is expected to issue an updated score and make funding recommendations over the next few months.

The design team, led by WSP, submitted 90% design drawings on November 1, 2023. Review of these drawings concluded on January 31, 2024. NEPA documentation is being reviewed by FTA and approval is expected in early March 2024.

Community outreach continues 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.

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor began in January 2022 and is on track to be completed in the 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 fifteen 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, Franklin, Alsace, Sherman, Arthington, Emerson, Richardt, and Meadows 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

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 so that motorists know to look left for northbound buses in the contraflow lane. The construction contract was awarded to Midwestern Electric. Work began in mid-August 2023 and will be completed by mid-2024.

Rural Street Bridge Project

Design consultant Lochmueller Group continues drainage coordination with DPW and Citizens Energy Group and is addressing 60% design plans review comments and will submit 95% plans in Q2 2024. IndyGo will continue to coordinate with CSX and local utility companies on design submittals. Design is expected to be finalized in late Q2 2024.

Transit Signal Prioritization (TSP)

IndyGo is currently working with Burgess & Niple, Inc. to finalize a study that was designed to identify priority intersections for Transit Signal Prioritization, or TSP, for the local route network. The final report will guide implementations over the next several years and should be completed this month. An informational item summarizing the implementation plan and proposed build out on the local route network is planned for the regularly scheduled March 2024 board meeting.

IndyGo is also working with Kimley Horn & Associates to implement the Purple Line TSP prior to the routes launch this fall. The project includes innovative approaches to quantify the benefits of the TSP system. IndyGo is coordinating with

DPW regularly on this project. Plans are underway to further 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 FTA Bus & Bus Facilities Grant dollars to construct six additional Super Stops locations on Alabama, Fort Wayne, and Vermont streets downtown. Construction began in June 2023 and was substantially completed in Q4 2023. Administrative closeout is underway in early 2024 with our contractor, OLCO. A separate contractor, Shuck Corporation, still needs to complete installation of the shelters on each new platform. All stops are operational in the meantime.

Lafayette Road Local Stop Improvements

IndyGo applied for and was awarded up to \$500,000 through the 2022 City of Indianapolis' Indy Neighborhood Infrastructure Partnership (INIP) to construct ADA-compliant bus stops and pedestrian crossings along Lafayette Road between 16th Street and 30th Street. Lochmueller Group is the lead designer through IndyGo's existing 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 renamed "Local Bus Stop Improvements 2024 Construction" and includes a total of 56 bus stops to be improved in addition to pedestrian traffic signal improvements. Shuck Corporation was the low bidder and was awarded the construction contract in November 2023. Construction is anticipated to begin in early 2024 and be completed by late 2024.

CTC Inductive Charging for Purple Line

WSP submitted 60% design plans for review in January 2024 for inductive charging to be installed at the CTC. Approval to acquire a panel board and inductive charger was authorized in 2023 and should be delivered this summer. Construction is expected to begin in late summer 2024 and be completed in fall 2024 ahead of the Purple Line BRT route launch.

CTC Washington Street BRT Docking

IndyGo is seeking to add two 60' bus bays on the E Washington Street frontage of the Julia M. Carson Transit Center facility location. Design began in January and is anticipated to be completed in August 2024. Construction could take place as early as 2025.

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 January 2024 and be completed by April 2024.

East Campus Master Plan

Staff still anticipates that the East Campus Master Plan will be substantially complete before the end of the first quarter. A cross-divisional, cross-functional team is working with the consulting team to finalize the programming elements; prepare a rough order of magnitude cost estimate; and define the value that a new garage at the East Campus would deliver to the agency and its customers.

Mobility Solutions Center Fleet Parking

On-site parking for employees, visitors and vendor staff is currently limited at the Mobility Solutions Center, and IndyGo is unable to move its fleet parking to this location. Woolpert, the engineering and design consultant, completed the site survey in January 2024 and delivered recommendations for the next steps in developing the project. Staff are reviewing and considering their recommendations as part of its evaluation of development options for this site and in the context of all its facility space needs. In the meantime, IndyGo's capital planning and projects team continues to work with the public affairs team to ensure that IndyGo adheres to our commitment to commission artwork for the outside dumpster enclosure prior to making any further improvements to the property.

West Campus Electric Charging Stations for Purple Line

This project [Phase 1] is for the installation of 12 new electric charging stations at the West Campus garage, to serve BRT Purple Line electric buses. In November 2023, WSP completed final plans and specifications for this project. In December 2023, the Board approved a contract with Miller-Eads for installation of these chargers. Installation is anticipated to begin this month (February 2024).

West Campus Garage Repairs and Renovations Project

This project will address several of the recommendations that resulted from a recently completed building condition assessment. This project is needed to create more functional workspaces and to accommodate 60' buses within three of the existing maintenance bays. The project is also needed to repair several walls with visible stair step cracking resulting from settlement overtime. The Project will also evaluate replacement of the existing underground fuel line and other fueling equipment that has reached or exceeded its useful life. IndyGo has acquired engineering and design services using an existing on-call A&E contract. A public bid for the demolition and renovation work needed could be released as early as June 2024.

Julia M. Carson Transit Center Camera Upgrade Project

Infrastructure, Strategy & Innovation staff are working with Safety, Security, and Training staff to replace and upgrade security cameras at the Julia Carson Transit Center. Single-point camera coverage is limited, with security monitoring identifying multiple blind spots at CTC. This project will replace 65 existing single-point cameras with new 180° and 360° cameras, complete with today's technology, which will improve security monitoring coverage at CTC. The scope, schedule, and cost estimates for this project are being developed by Capital Projects staff.

Upcoming Facility Projects

Other upcoming facility projects include:

- Evaluating masonry, windows, and door repairs for W. Campus, specifically historic Duesenberg building, and permitting requirements.
- Evaluating interior renovations for Julia Carson Center, including new public restrooms and other improvements, informed by the recently completed BRT Docking Study.

Respectfully submitted,

Brooke Thomas, AICP

Interim Chief Development Officer & Senior Director of Strategic Planning



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

Public Affairs Division Report – January 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Chief Public Affairs Officer Lesley Gordon
Date: February 22, 2024

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR January 2024

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
Ashlynn Neumeyer, Communications Specialist
Ashley Wright, Creative Design Specialist
Ari Kasle, Head of Digital Media

January 2024 *Board Report*



INDYGO.NET WEBSITE STATISTICS:

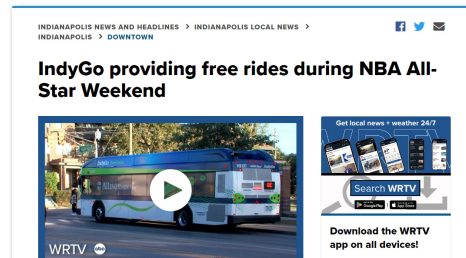
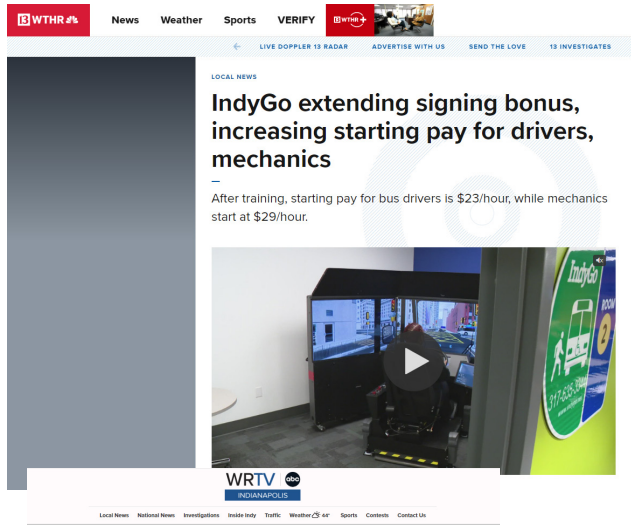
1/1/2024-1/31/2024

Page Views	186,033
Bounce Rate	43%
New Users	36,256
Average Pa-geviews Per User	1.4
Total Sessions	89,745
Total Monthly Sessions Comparison to Previous Year	(Up) 1%

Mobile Share

Date	Mobile	Desktop	Tablet
Jan-24	70%	28%	2%
Dec-23	68%	30%	2%
Nov-23	70%	29%	1%
Oct-23	72%	26%	2%
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%

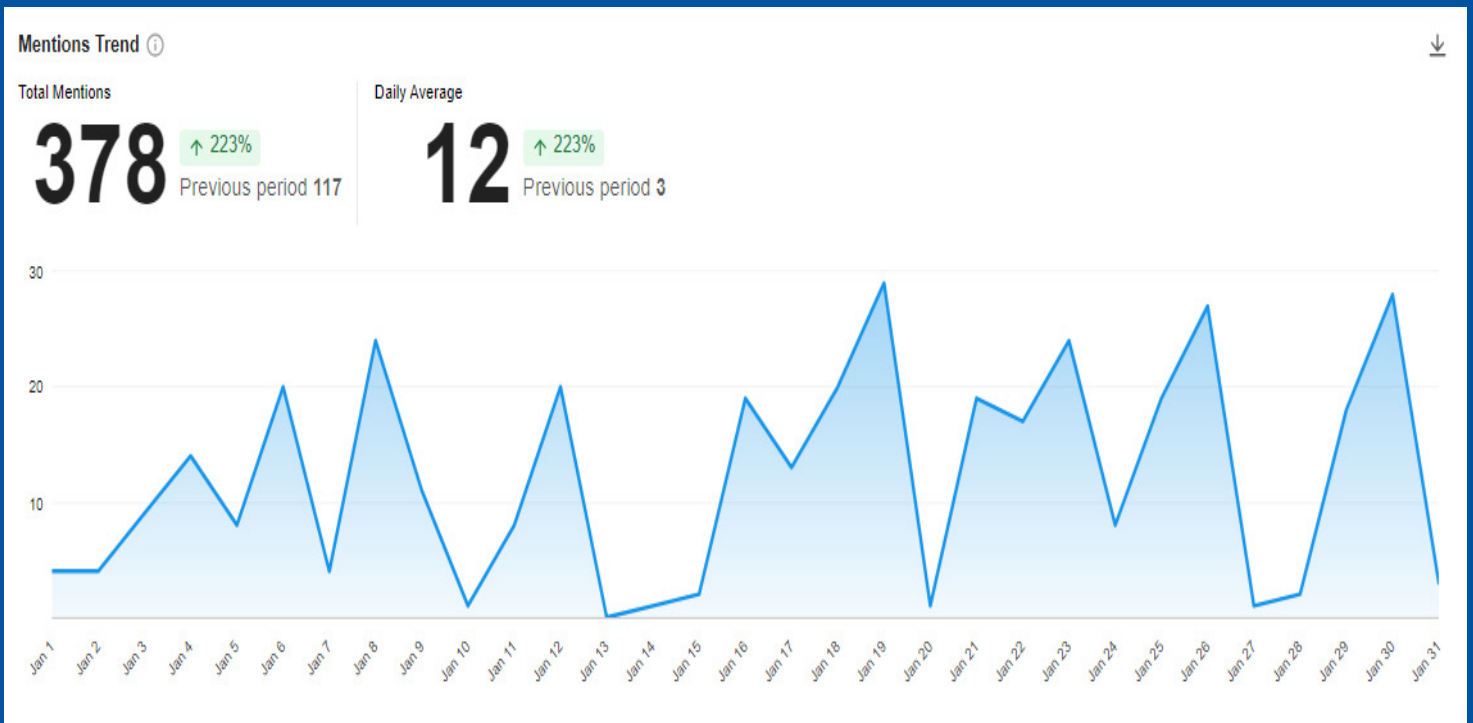
Media Mention Highlights



Topics Include:

Media coverage for 2024 ramped up immediately, as IndyGo entered the Indiana legislative session with Senate Bill 52 (SB 52) in play. The SB 52 debate has been mentioned in the media more than 50 times throughout January, with broadcast outlets sharing it the most. Another topic frequently discussed in the media was IndyGo extending its \$3,000 signing bonus and increasing its starting pay for bus drivers and mechanics. Many articles mentioned IndyGo's efforts to right size its workforce over the last year with this incentive. At least 16 broadcast segments and articles shared the update in January. Yet another story of interest was the IndyGo Foundation, in partnership with IU Health and the IU Health Foundation, awarding 100 local nonprofit organizations bus passes from the Mobility Access Fund. This year, it presented the largest number of passes given since the program started, which totaled more than 50,000 days of transportation and resulted in even greater transit opportunities for recipients. The topic received at least nine mentions in the media, with broadcast media sharing it the most. Finally, NBA All-Star 2024 is coming up quickly, and IndyGo was mentioned in the media at least eight times in January regarding the agency offering free rides from Feb. 15 - 18 and extended service on high-frequency routes from Feb. 16 - 18.

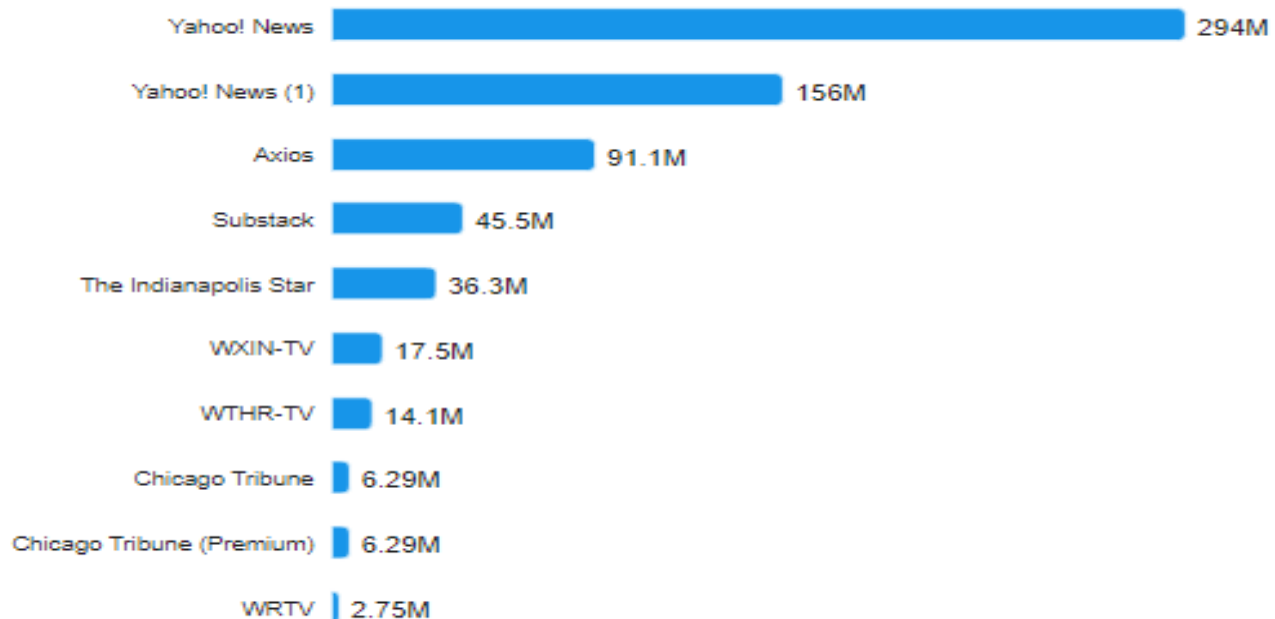
Here's a brief coverage summary:



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

Top Publications by Editorial Reach

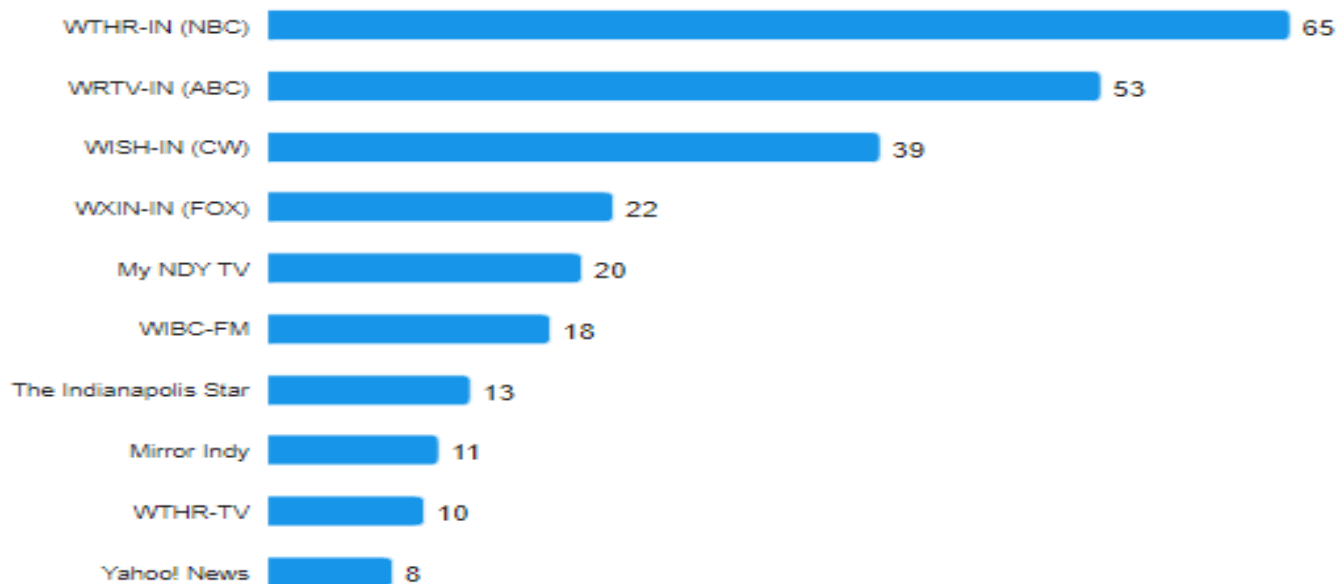
Jan 1 - Jan 31



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

Top Publications by Volume

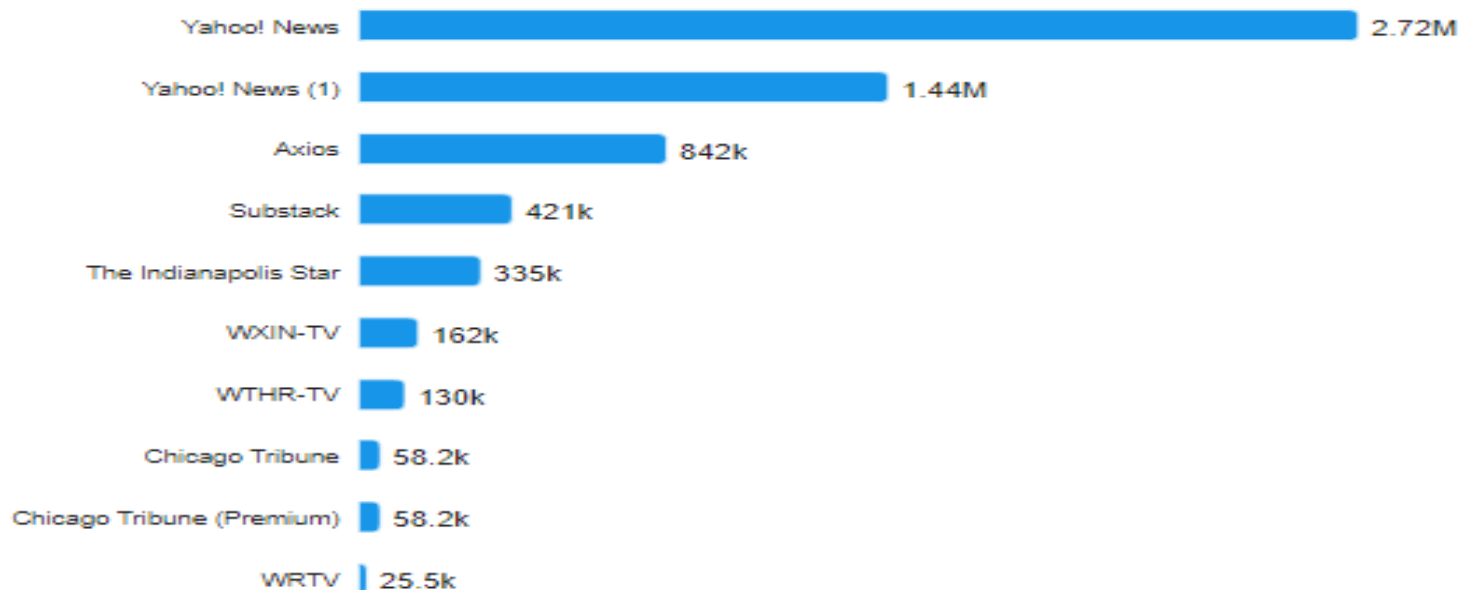
Jan 1 - Jan 31



The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$6,191,900. This is a \$4,944,560 increase from December. (This increase is likely due to revised search results in IndyGo's media tracking software.)

Top Publications by AVE

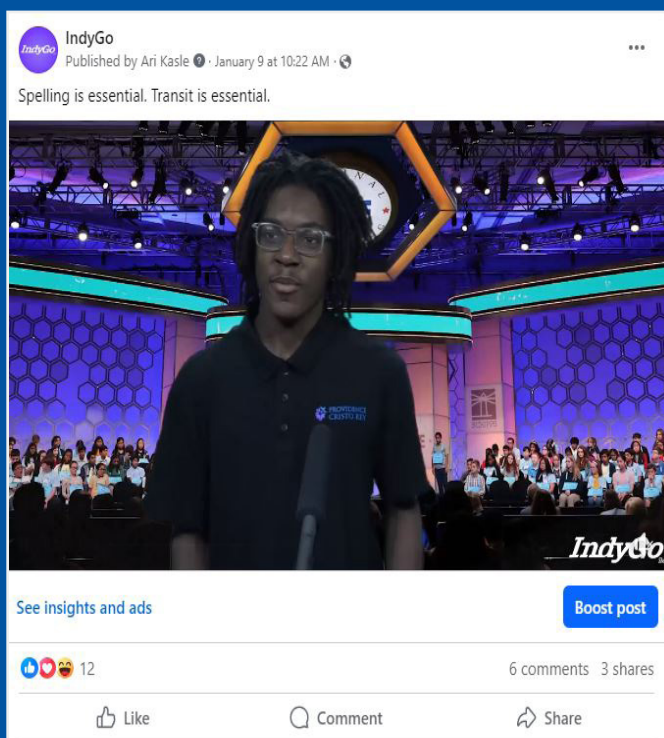
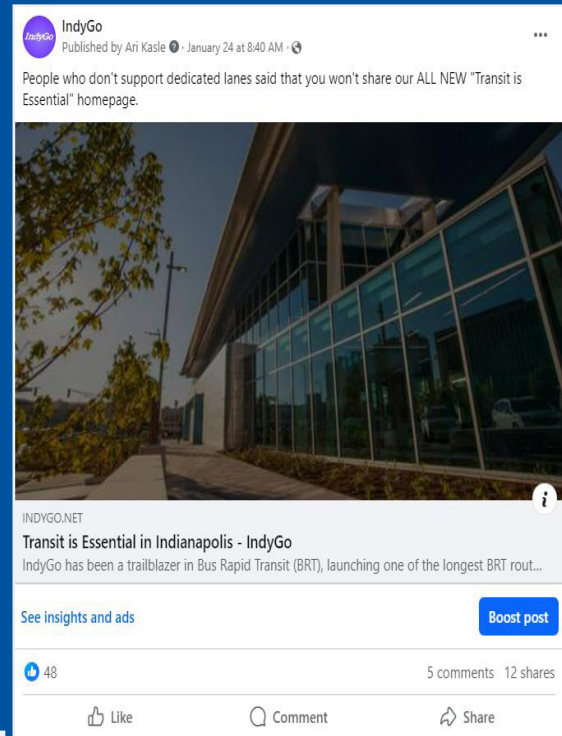
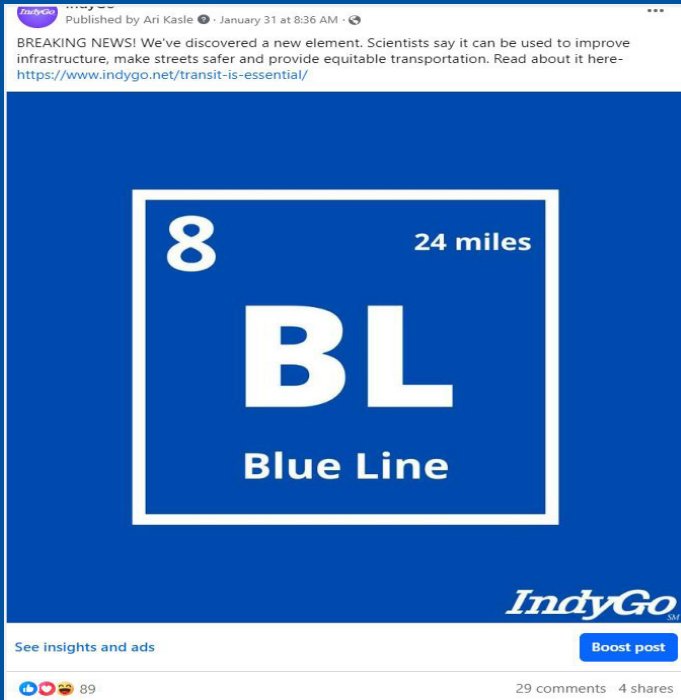
Jan 1 - Jan 31



Social Performance:

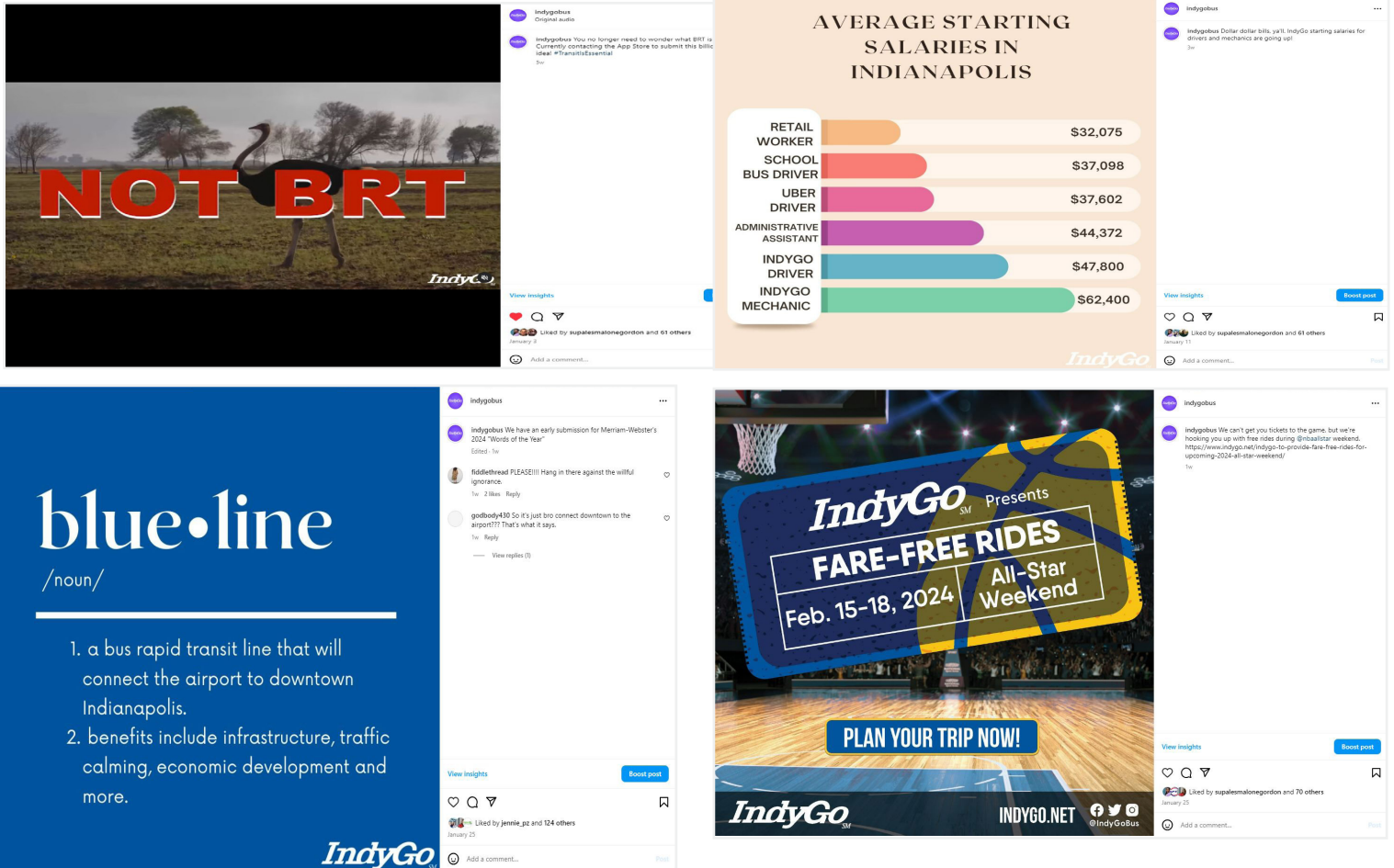
Facebook

- Had a total of 90,700 impressions (21,400 more than in December)
- 8,590 post engagements (3,010 more than in December)
- 11,789 page likes
- 13,279 current followers



Instagram

- Generated 22,500 impressions (2,700 more than in December)
- 1,820 total engagements (692 more than December)
- 8.1% engagement rate (2.5% higher than December)
- 4,142 current followers (54 more than in December)




Twitter

- Had a total of 116,800 organic impressions (43,700 more than in December)
- Earned an average of 3,800 impressions per day
- 254 retweets, 1,300 likes, 116 replies, 455 link clicks, 4.8% engagement rate (1.2% higher than December)
- 6,747 current followers (52 more than in December)

IndyGo @IndyGoBus · Jan 29 Promote ...

The face I make when I think about dedicated bus lanes.
indygo.net/transit-is-ess... #TransitsEssential



IndyGo @IndyGoBus · Jan 23 Promote ...

Washington St. hasn't been a highway for a long time, but cars still drive through residential neighborhoods, like Irvington, as if they're cruising on the freeway. Dedicated bus lanes along the Blue Line will make streets safer for drivers and pedestrians. #TransitsEssential



Washington Street in 1970
 30,000 vehicles per day

Washington Street in 2024
 17,000 vehicles per day


Too fast. Too wide. Too dangerous.

Learn more about traffic calming at IndyGo.net/Transit-is-essential

9 48 183 8.9K


IndyGo @IndyGoBus · Jan 26 Promote ...

We're encouraged to see the increased level of collaboration and education taking place in Irvington surrounding dedicated bus lanes and the Blue Line. We encourage any others to sign up for a 1-on-1 Blue Line Business Meeting. ipdf.formstack.com/forms/blue_line...



IndyGo @IndyGoBus · Jan 19 Promote ...

Hmmm, would you look at that. A \$78,000,000 economic investment along the Purple Line. Funny how this keeps happening.

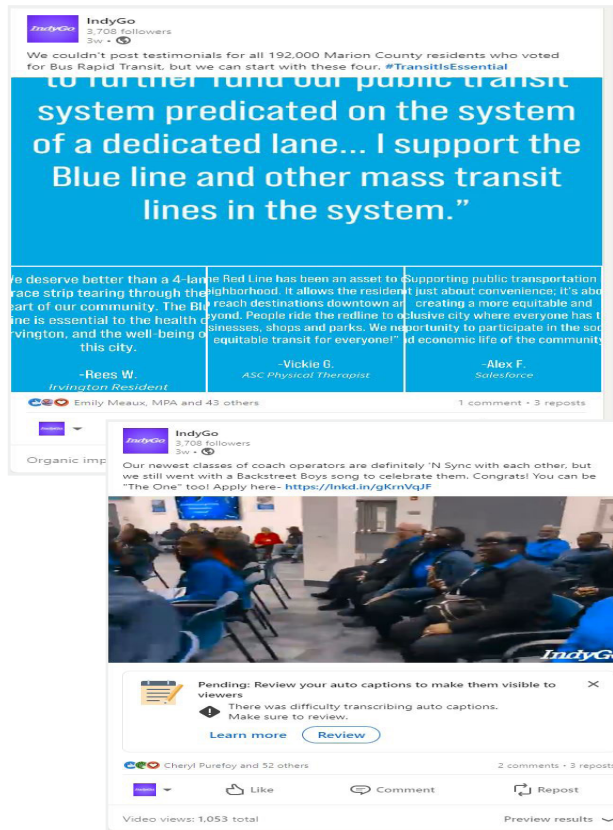


From wthr.com

10 41 196 9.3K

LinkedIn

- Generated 13,500 impressions (500 more than in December)
- 900 total engagements, 6.6% engagement rate
- 64 new followers, 3,693 total followers

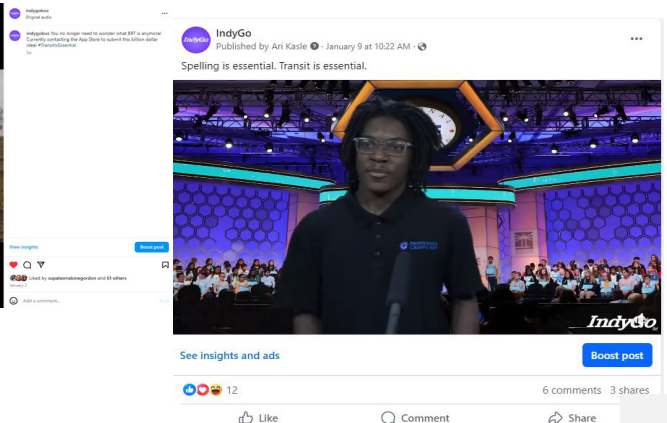
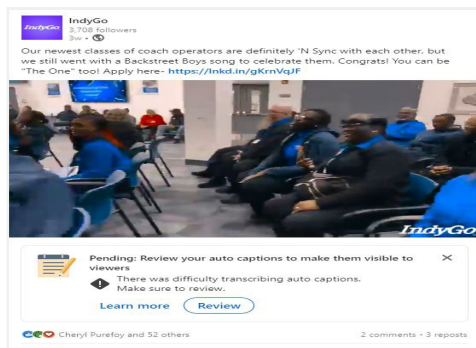


Video Data

Total Views in January: 29,891

Top 3 January Videos

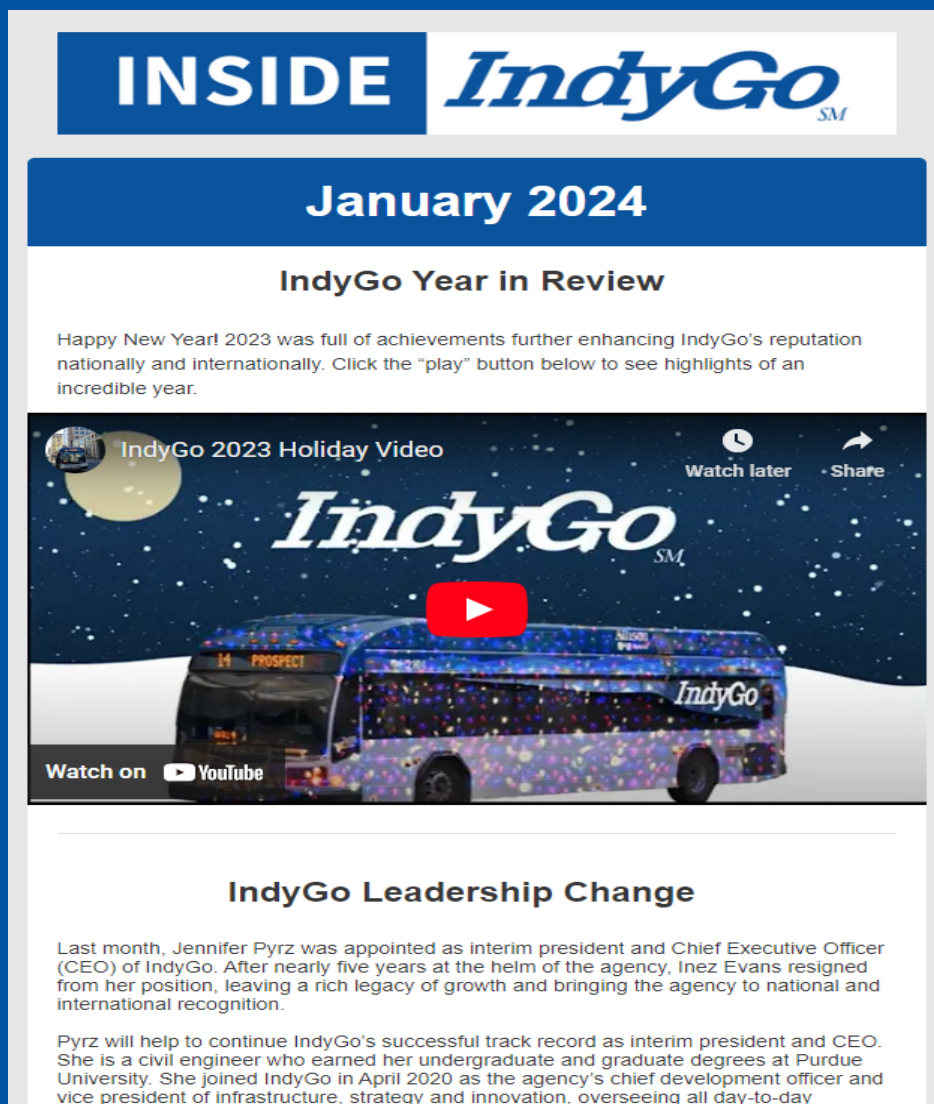
- I'll Be The One Graduation- 8,986 total views
- Blue Line Spelling Bee- 8,025 total views
- Is That BRT?- 6,168 total views



Email Marketing:

NEWSLETTER

- 11,206 recipients (641 more than in December)
- 8.9% CTR (6.5% more than in December)
- 3.81% open rate



CREATIVE PROJECTS

- 72 requests completed via SysAid & email in December

Outreach Summary: January 2024

In January, IndyGo outreach focused on the Blue Line Bus Rapid Transit (BRT) route and a partnership with Applied Energy Service (AES) Indiana.

On Tuesday, Jan. 16, Chief Public Affairs Officer Lesley Gordon announced at a Historic Irvington Community Council Meeting that IndyGo agreed to relocate the Blue Line Ritter Avenue Station in Irvington. Her update shared the station originally planned for the east side of the Washington Street and Ritter Avenue intersection, in front of Irvington Theater, will now go on the west side, in front of George W. Julian School 57. The announcement was well received by the meeting's attendees. IndyGo also shared updates about the Blue Line and other IndyGo initiatives at an American Association of Retired Persons (AARP) coffee activation at the Indiana Statehouse Tuesday, Jan. 23.

IndyGo partnered with AES Indiana Wednesday, Jan. 31, to provide free coffee at the Julia M. Carson Transit Center (CTC) to spread warmth and good cheer, while educating customers on ways to save energy. Onsite AES Indiana

representatives offered advice to save energy and money during colder weather, in addition to helpful tips and information on incentive programs.

Finally, IndyGo continued its digital neighborhood outreach through the Nextdoor platform. In January, IndyGo received 174,037 impressions from seven posts. Content focused heavily on providing information about the benefits of BRT. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



OUTREACH PROJECTS

Date:	Event:	Location:
1/16/24	Historic Irvington Community Council Meeting	Irvington Presbyterian Church
1/23/24	AARP Day at Indiana Statehouse	Indiana Statehouse
1/31/24	AES Indiana Coffee Day	Carson Transit Center



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

Operations Division Report – January 2023

To: Jennifer Pyrz, Interim President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: February 22, 2024

SERVICE PLANNING

SCHEDULING:

The team is working on the service plans for June and October 2024. These plans include the launch of the Purple Line and other route changes related to the board-adopted 2027 network plan.

Staff are working on an assessment of the number of buses that could operate out of East Campus vs West Campus.

The February Bid is complete, and operators will start their new work selections on February 25, 2024.

PLANNING:

Construction of the October 2024 (2410) bus stop and pedestrian improvements are underway ahead of June & October service improvements that will become operational alongside the Purple Line with the implementation of the 2027 Network.

Construction of the final six (of eight) Super Stops is complete. They are all in operation, and installation of the final amenities is in the final stages, weather permitting. Routes 3, 6, 10, 15, 34, and 37, on the west side of downtown, are aligned to the new bus stops, improving bus stop access, transfer opportunities, and on-time performance. On the northeast side of downtown, Routes 2, 4, 5, 10, 19, & 38 are aligned to the new Super Stops on Ft. Wayne, Alabama and Delaware streets.

Service Planning has made final edits to the IndyGo ADA-Transition Plan 2024 Update (created in 2021). The update adheres to the previous plan's framework while refocusing efforts for IndyGo's updated, long-range development, referred to as 2027 Network. This is in the final review, and the staff is aiming for early 2024 for final adoption.

IndyGo Staff continue 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). This work is ongoing through 2024.

Service Planning staff are in the initial site selection and planning stages for a possible third round of AOPP bus stop improvements. More information on this project will be forthcoming.

IndyGo planning has worked on event mapping to ensure riders are impacted as little as possible while attracting new riders to the service for the 2024 Indianapolis-hosted NBA All-Star Game weekend.

Planning staff continue to improve IndyGo-related materials and data related to trip-planning and route-mapping, to enhance overall customer experience and improve system navigation for riders. Improvements and updates to IndyGo system and route maps, as well as bus stop data infrastructure, help us keep our information accurate for riders to plan and map out transit trips.

FIXED ROUTE RIDERSHIP:

Jan-23	Jan-24	% Change	IndyGo Fixed Route Ridership	2023	2024	% Change
9,213	5,681	-38.3%	2 E. 34th St.	9,213	5,681	-38.3%
23,618	22,651	-4.1%	3 Michigan St.	23,618	22,651	-4.1%
7,973	6,448	-19.1%	4 Fort Harrison	7,973	6,448	-19.1%
9,145	9,727	6.4%	5 E. 25th	9,145	9,727	6.4%
7,326	5,000	-31.7%	6 N. Harding	7,326	5,000	-31.7%
84,366	81,842	-3.0%	8 Washington St.	84,366	81,842	-3.0%
61,295	56,670	-7.5%	10 10th St.	61,295	56,670	-7.5%
3,324	2,439	-26.6%	11 E. 16th St.	3,324	2,439	-26.6%
3,431			12 Minnesota	3,431		
2,627	5,183	97.3%	13 Raymond	2,627	5,183	97.3%
6,575			14 Prospect	6,575		
8,593	9,150	6.5%	15 Riverside	8,593	9,150	6.5%
8,449	6,481	-23.3%	16 Beech Grove	8,449	6,481	-23.3%
4,316	4,098	-5.1%	18 Broad Ripple	4,316	4,098	-5.1%
17,182	15,139	-11.9%	19 Castleton	17,182	15,139	-11.9%
10,376	8,851	-14.7%	21 East 21st St.	10,376	8,851	-14.7%
6,652	5,870	-11.8%	24 Mars Hill	6,652	5,870	-11.8%
7,236	8,400	16.1%	25 W. 16th St.	7,236	8,400	16.1%
11,287	17,961	59.1%	26 Keystone	11,287	17,961	59.1%
6,329	6,447	1.9%	28 St. Vincent	6,329	6,447	1.9%
4,501	4,987	10.8%	30 30th St.	4,501	4,987	10.8%
6,882	8,243	19.8%	31 US 31	6,882	8,243	19.8%
17,504	16,879	-3.6%	34 Michigan Rd.	17,504	16,879	-3.6%
23,398	22,739	-2.8%	37 Park 100	23,398	22,739	-2.8%
12,454	6,808	-45.3%	38 Lafayette Square	12,454	6,808	-45.3%
53,767	49,686	-7.6%	39 E. 38th St.	53,767	49,686	-7.6%
3,925			55 English	3,925		
	5,488		56 Emerson		5,488	
5,216	5,002	-4.1%	86 86th Street Crosstown	5,216	5,002	-4.1%
7,352	6,243	-15.1%	87 Eastside Circulator	7,352	6,243	-15.1%
80,572	90,856	12.8%	90 Red Line - BRT	80,572	90,856	12.8%
860	1,589	84.8%	901 Nora	860	1,589	84.8%
7,085	5,098	-28.0%	902 County Line	7,085	5,098	-28.0%
8,986	4,856	-46.0%	Others	8,986	4,856	-46.0%
531,815	506,512	-4.8%	Total	531,815	506,512	-4.8%

YTD ridership may be updated from prior periods due to buses being probed after the 10th of the month and this report being published.

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH JANUARY:

Shanta Brent – Operator #9753

Shanta Brent is a reliable and dedicated coach operator with exemplary customer service skills. She is always punctual, well-groomed, and has a positive attitude. Shanta de-escalates issues on the coach with ease and adapts to different situations, providing passengers with the best service. She is dependable and always gets the job done, making her an outstanding member of her team.

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 January: Charles Gardner #10544

Top five operators for January 2024

Hazen, William
Birdsong, Edgar
Murray, Beth
Reed, Byron
Ellis, Aaron

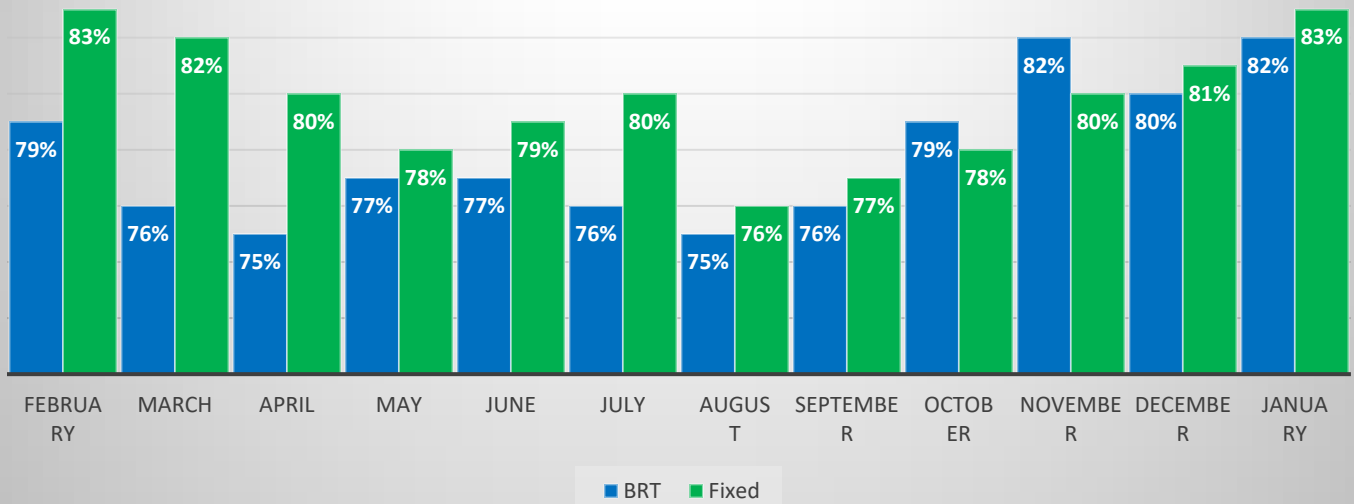
Reed, Bryant
Howard, Jeffrey
Gray, Patrick
Hayden, Jermaine
Spence, Mary
Anderson, Treva
Jackson, Calvin
Young, Samuel
Houston, Floyd
McGhee, Lashanda
Chest, Mornice
Thompson, Josh
Duncan, Scott
Wilson, Patricia
Vinson, Kelly
Clark, Keana
Mallory, Kevin
Byrd, Nicole
Glinsey, Arthur
Thein, Stephen
Taylor, Reginald
Williams, Janice
Thomas, Mariquette
Booker, Thomas
Cox, Sean
Carroll, Lashona

Rowe, Patrick
Thomas, Myron
White, Anthony
Shurn, Roy
Garrett, Victor
Gardner, Onesha
Abebe, Samuel
Grigsby, Elizjah
Devers, Irvin
Ibrahim, John
Trofort, Wilver
Harrell, Douglas
Rowie, Robert
Johnson, Michael
Powell, Omar
White, Frank
Amaya, Efrain
Williams, Ashley
Passley, Shamika
Mitchell, Anthony
Carter, Deborah
Badiane, Ngary
Kimbrough, Earl
Brooks, Ronnie
Johnson, Diane
Goudiaby, Mamadou

Cargile, Senetria
Feiock, Robert
Fox, Harry
Carpenter Williams,
Lakisha
Lloyd, Ashley
Wilson, James
Scott, Gregory
Sharp, Orion
Loller, Ciera
San Pedro, Enrique
Langford, Donna
Chabra, Alex
Green, Nichelle
Boston, Joel
Carroll, Lashanda
Scott, Leo
McLeod, Timothy
Boyd, Quenton
Beharry, Roger
Davies-Dada, Nakia
Moody, Brandon
Baine, Tenisha
Burke, Tamanika
Wright, Melvin
Gee, Lloyd

Bedell, Harold
Hook, Sandra
Besley, Harding
Fall, Ibrahima
Wyatt, Darren
Wright, Ray
Bowen, Stacey
Gardner, Charles
Jones, Shirley
Rosario Gonzalez, Dilexi
Williams, Yolanda
Dugan, Otha
Rahimi, Baryalai
Washington, Daron
Hardrick, Victoria
Cawthon, Marion
Smith, Tamara
Roberts, Darnell
Dancy-Richardson,
Artez
McCullum, Sheila
Ford, Wanda
Tealer, Lavelle
Evans, Lawrence
Thomas, Jennifer
Hopson, David

On Time Performance Last 12 Months



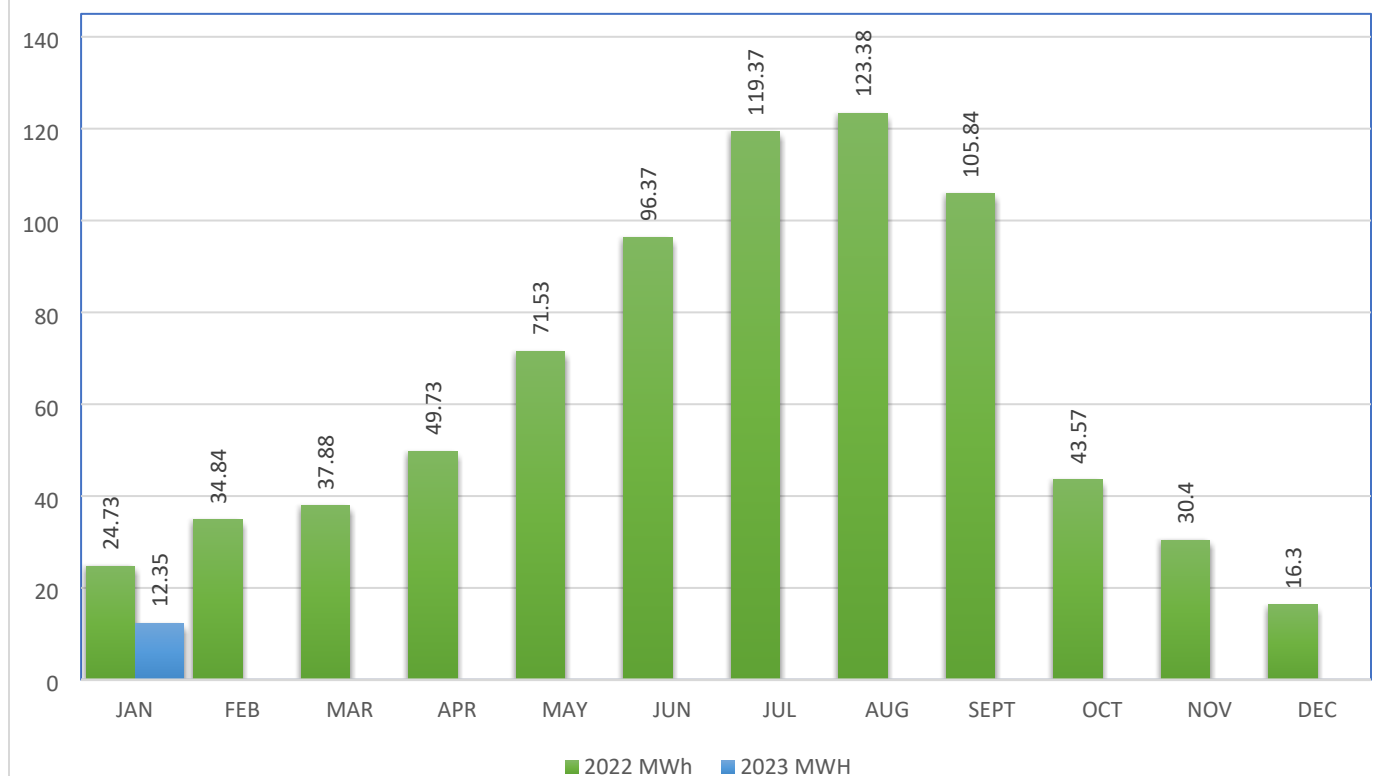
FACILITIES SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

SOLAR PANEL

The total savings for January \$1,173.

Solar Panel System Usage



FLEET SERVICES:

There were 26 vehicle requests in January for the motor pool. These are non-revenue vehicles available for business use.

There were 148 buses detailed in January. This gives the detail team an 87% completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 713,970 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	713,970												
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895
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	Jan 2024	Jan 2023	Jan 2022
ATF (qt)	110	95	77
COOLANT (qt)	2,731	1,639	1,157
ENGINE OIL (qt)	379	311	278
DIESEL (gal)	128,645	124,904	123,045

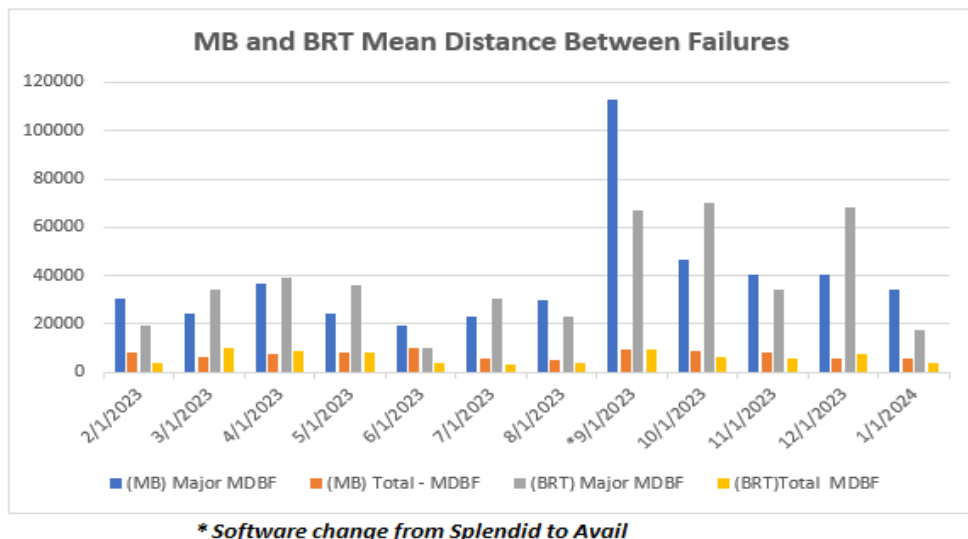
2024 Fluid Detail

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	110												110
COOLANT	2,731												2,731
ENGINE OIL	379												379
DIESEL	128,645												128,645

MAINTENANCE:

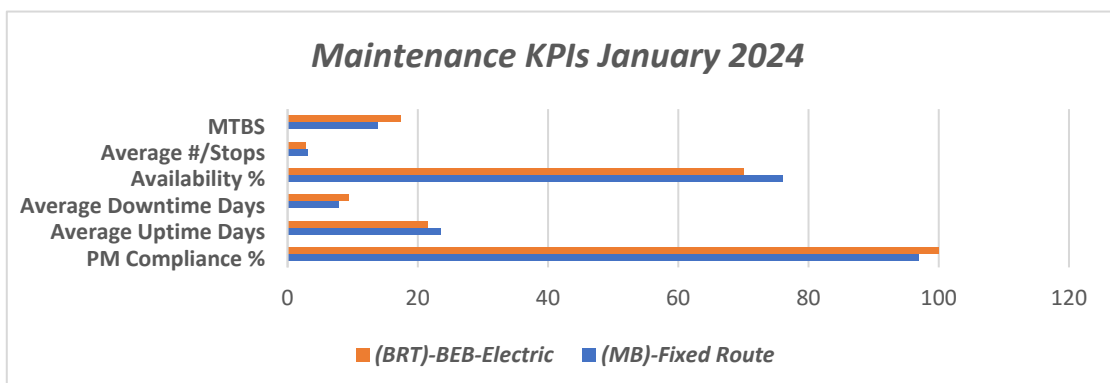


Mean
Distance
Between
Failures



BRT and MB Mean Distance Between Failures Report				
DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total - MDBF
2/1/2023	30184	8192.9	19523	3905
3/1/2023	24514	6065.2	34129	9751
4/1/2023	36871	7643.9	38920	8649
5/1/2023	24255	8189.9	35899	7978
6/1/2023	19331	9823.7	10244	3841
7/1/2023	23263	5970	30604	3060
8/1/2023	30116	5247.5	22753	3792
*9/1/2023	112683	9522.5	66771	9539
10/1/2023	46670	8750.6	70213	6383
11/1/2023	40287	8153.2	34085	5681
12/1/2023	40562	5643.4	68076	7564
1/1/2024	34356	5880.7	17213	3825

Maintenance KPI- January 2024



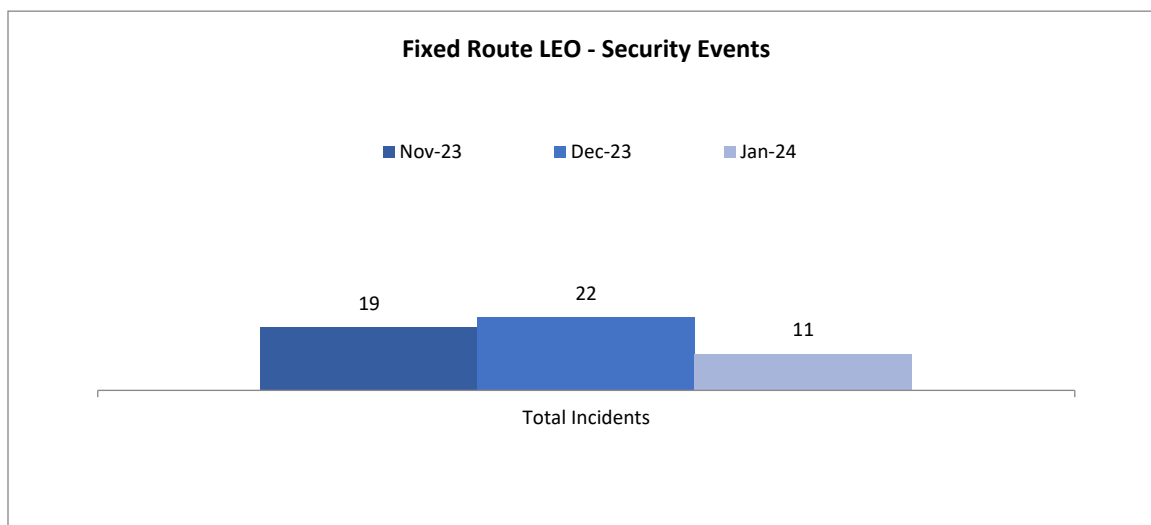
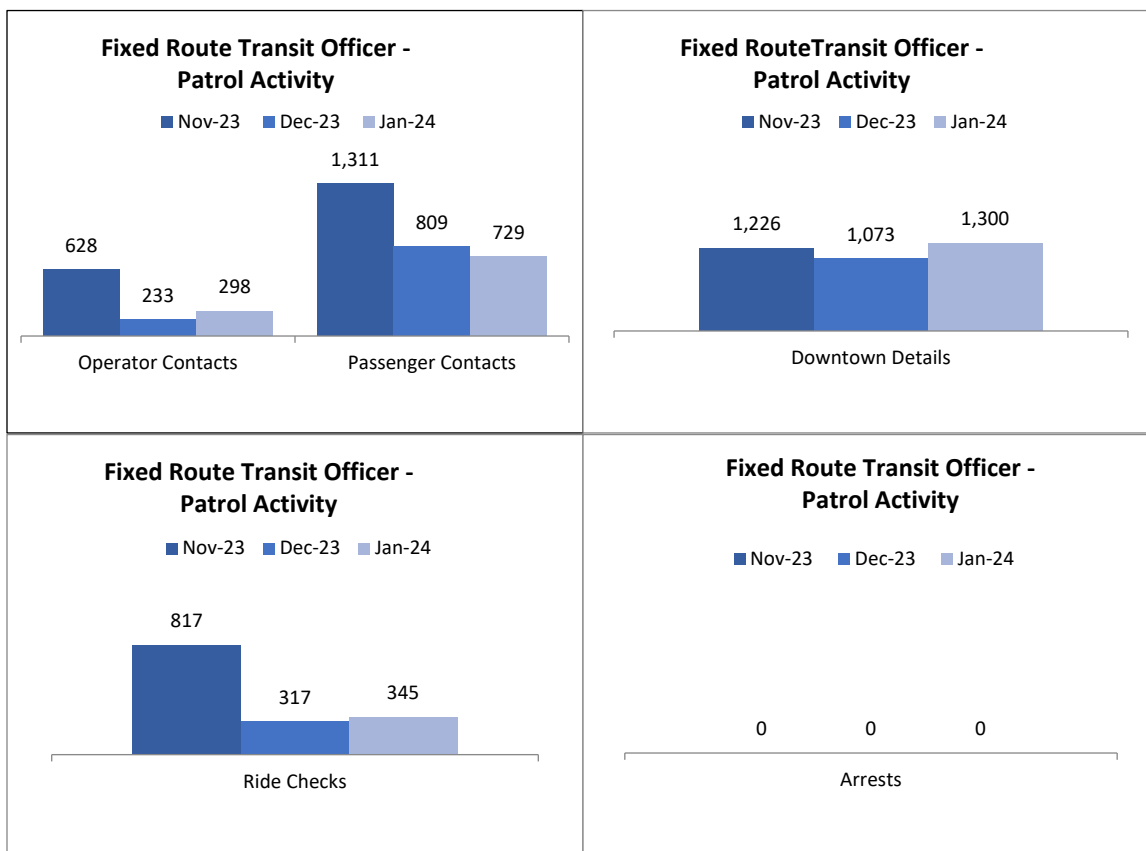
	PM Compliance	Average Uptime Days	Average Downtime Days	Availability %	Average #/Stops	MTBS
(MB)-Fixed Route	97%	23.5	7.9	76%	3.1	13.9
(BRT)-BEB-Electric	100%	21.6	9.4	70%	2.8	17.4

SE

MTBS-Mean Time Between Stops

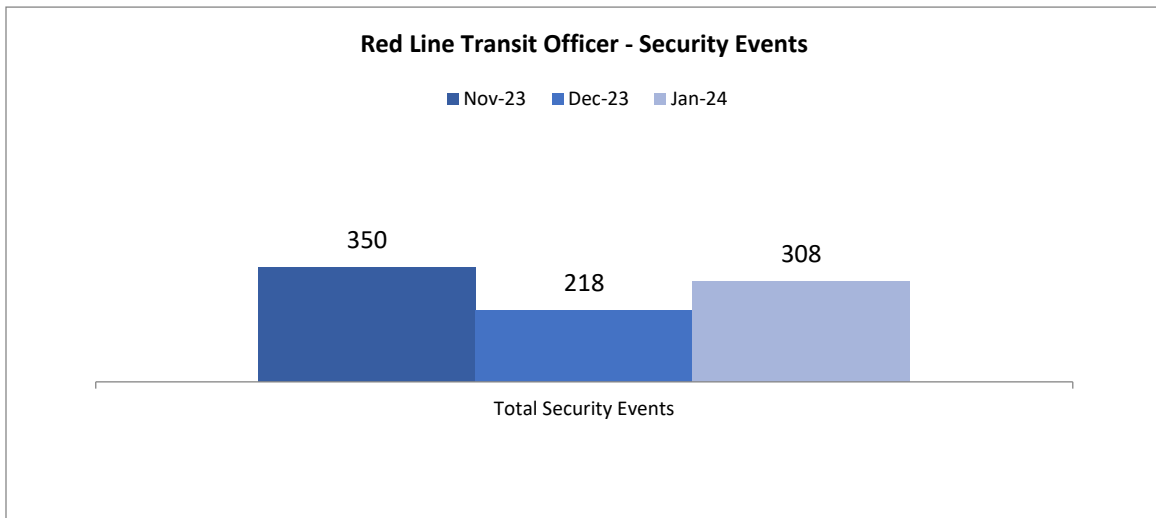
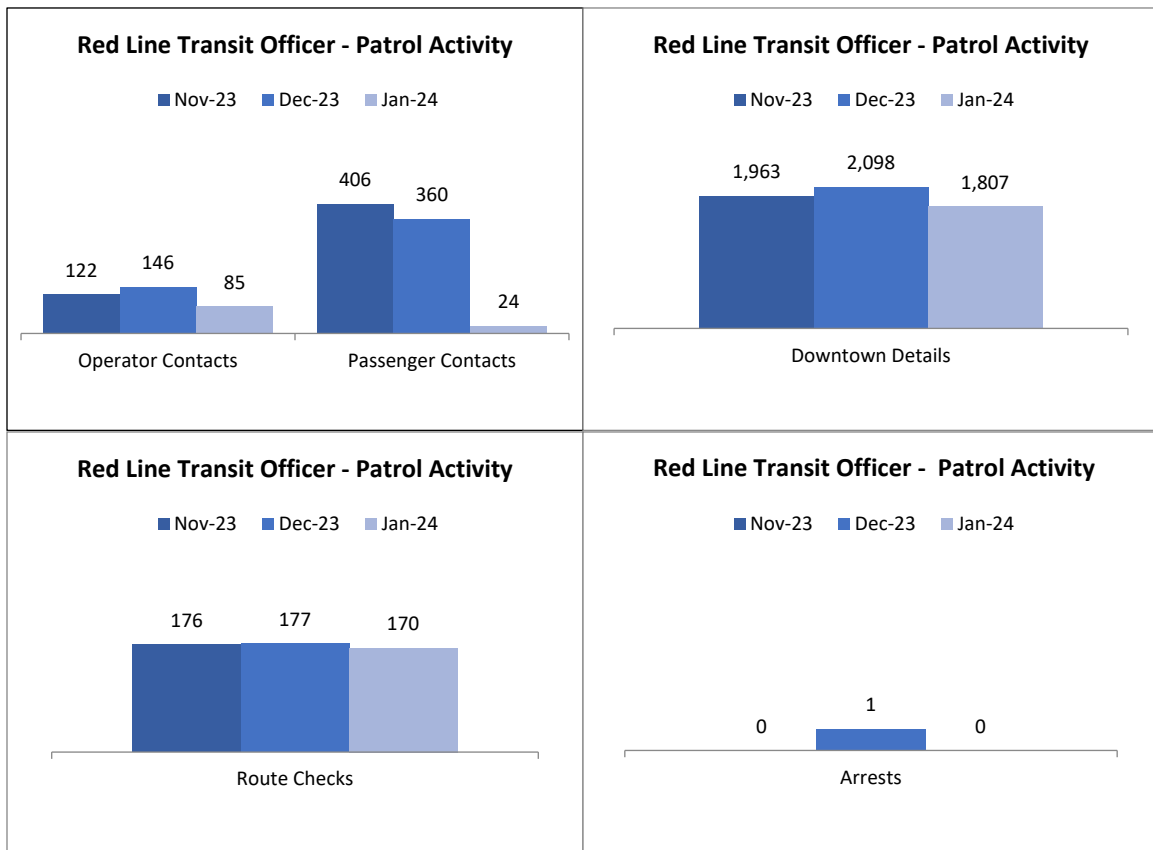
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian F. Carson Transit Center and on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



RED LINE SECURITY:

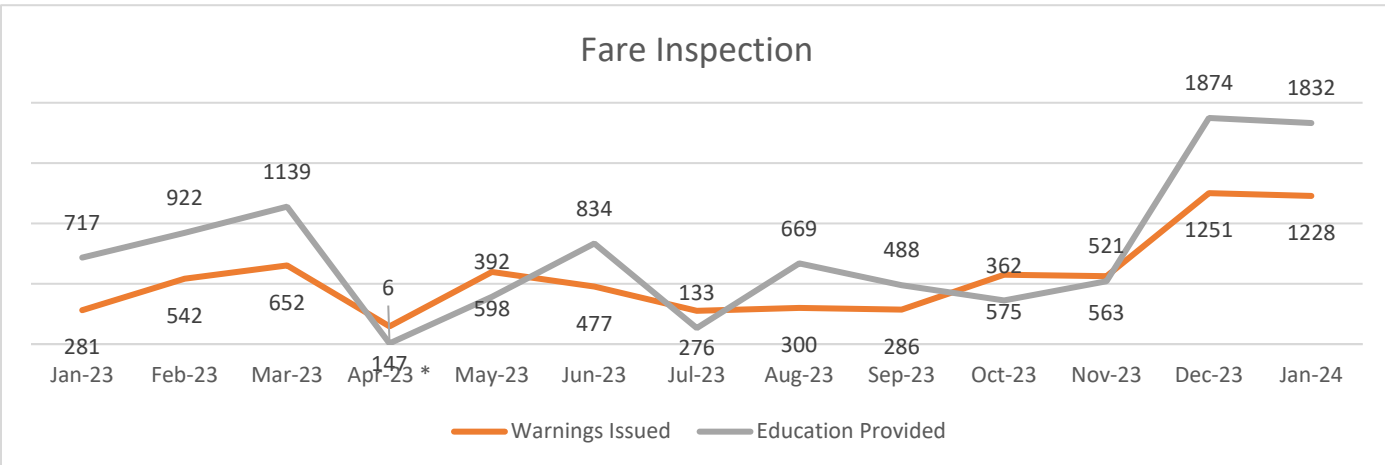
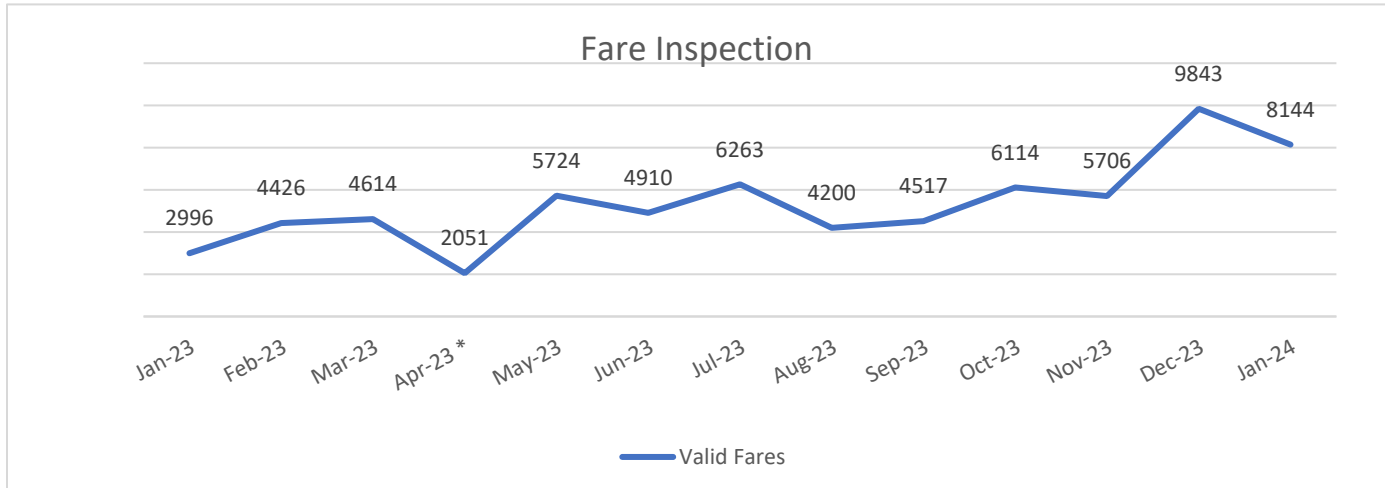
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO



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.



January	Passenger Contact	Notifications	Educations
Monthly	8144	1228	1832
Weekday	7422	1206	1704
Saturday	534	0	97
Sunday	188	22	31

2024 YTD	Passenger Contact	Notifications	Educations
Monthly	8144	1228	1832
Weekday	7422	1206	1704
Saturday	534	0	97
Sunday	188	22	31

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.

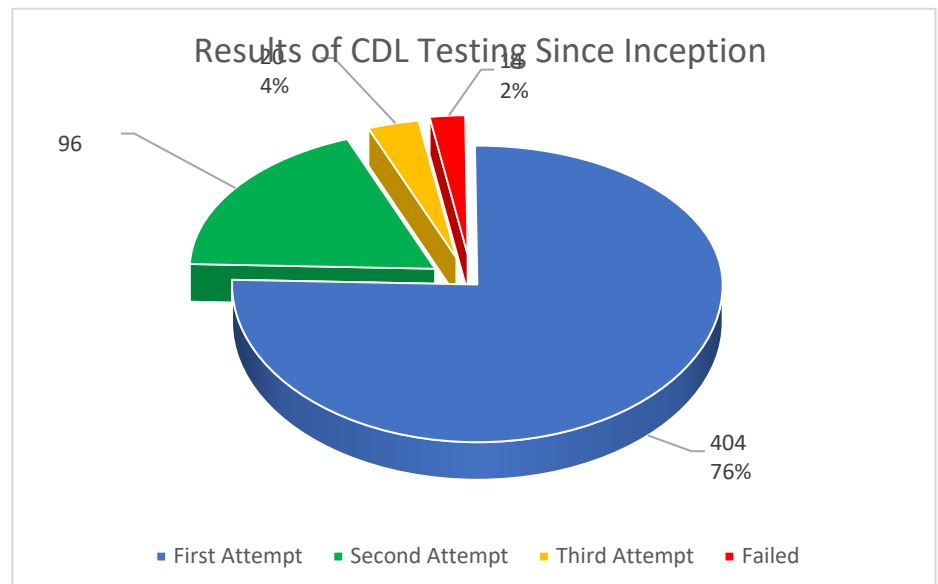
January 2024 Classes:
 Trainee with No Permit – 0
 Trainees with Permit - 22

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	21	16	3	1	2
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					

January Test percentages:

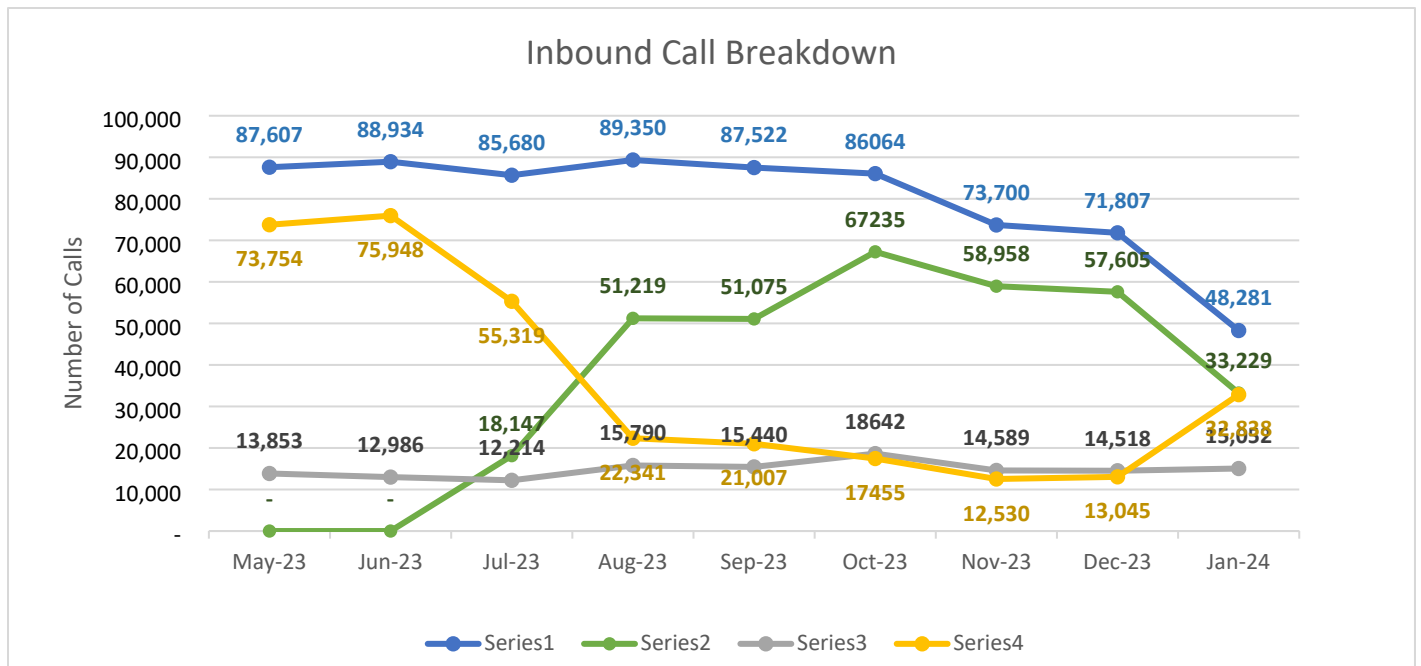
- Passed on first attempt – 76.19%
- Passed the State Examination overall – 90.48%



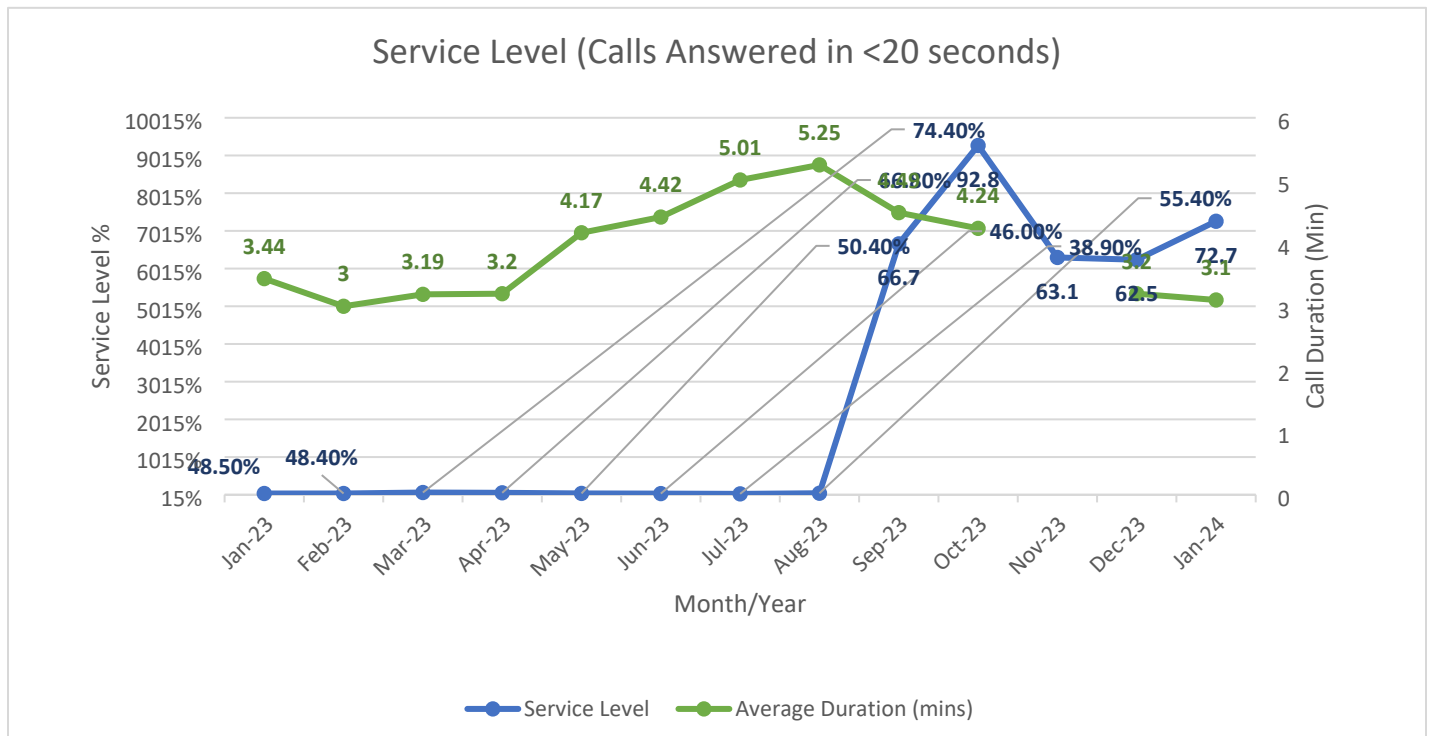
Mobility Solutions

MOBILITY CARE CENTER AND PARATRANSIT REPORT:

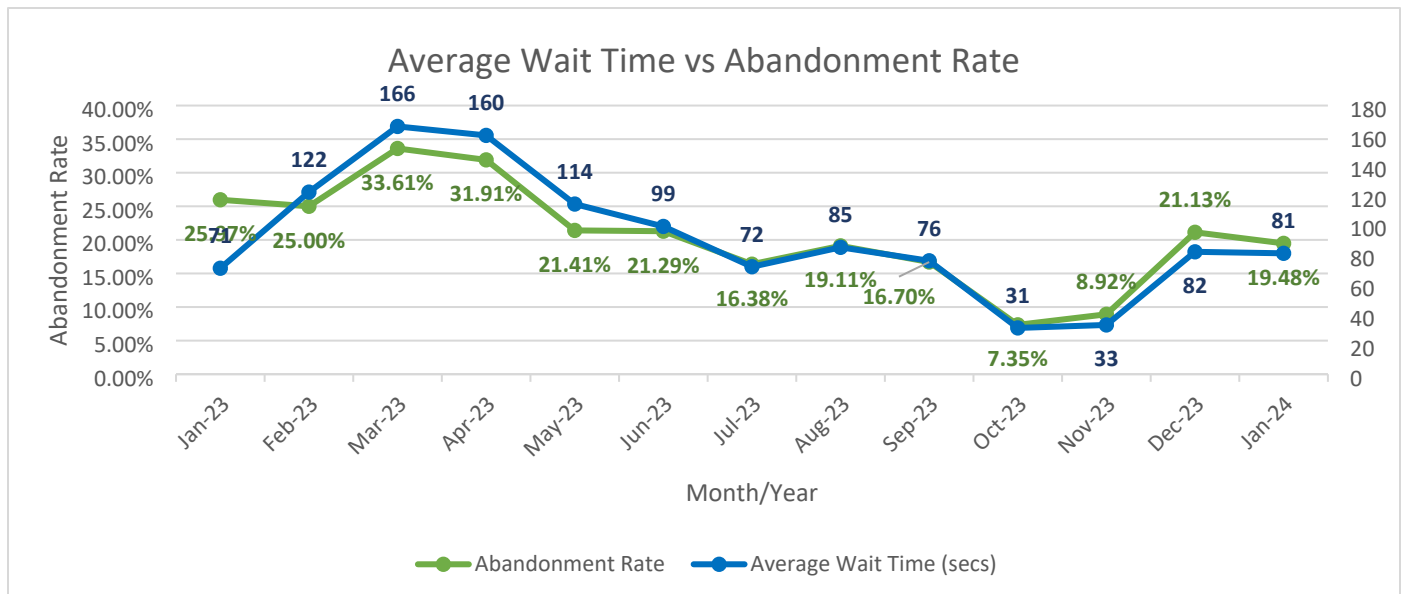
Total Call Volume decreased by -32.76% between December and January.



Between December and January, the Average Call Duration experienced a slight decrease. The Service Level saw a decline of -3.13%. IndyGo Care Center Leadership will continue to monitor as the Care Center attempts to stay within the goal range of 3-5 minutes per call and 80% service level.



During January, the Care Center saw a continuation of the Abandonment Rate decreasing. This decrease was by 50.4%. IndyGo Care Center Leadership will continue to monitor and work to lower these metrics.



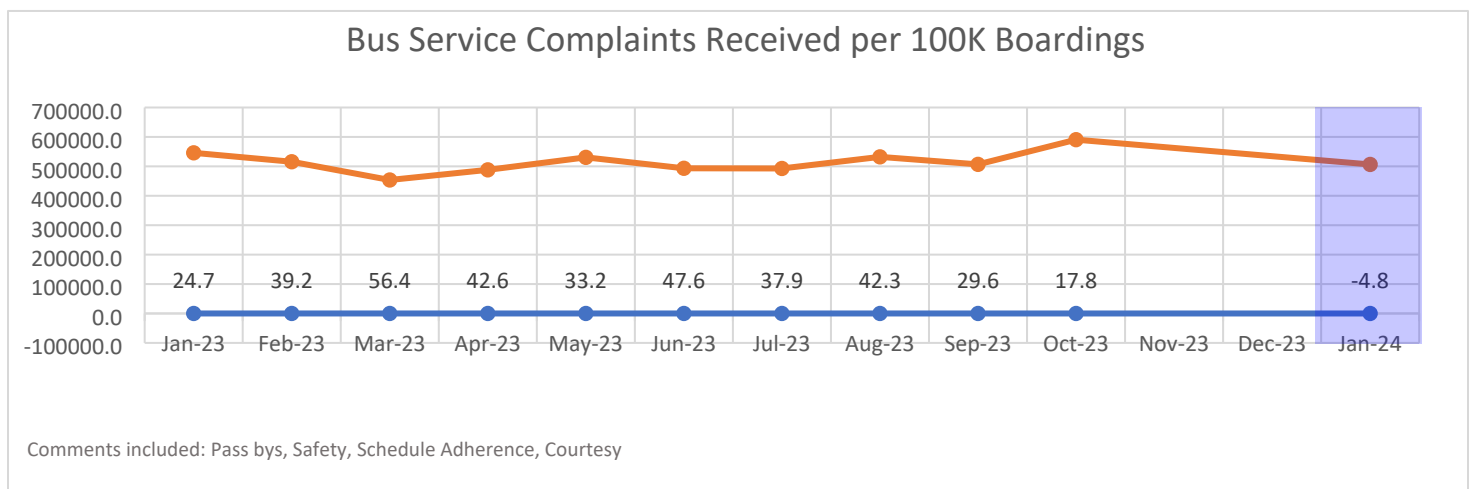
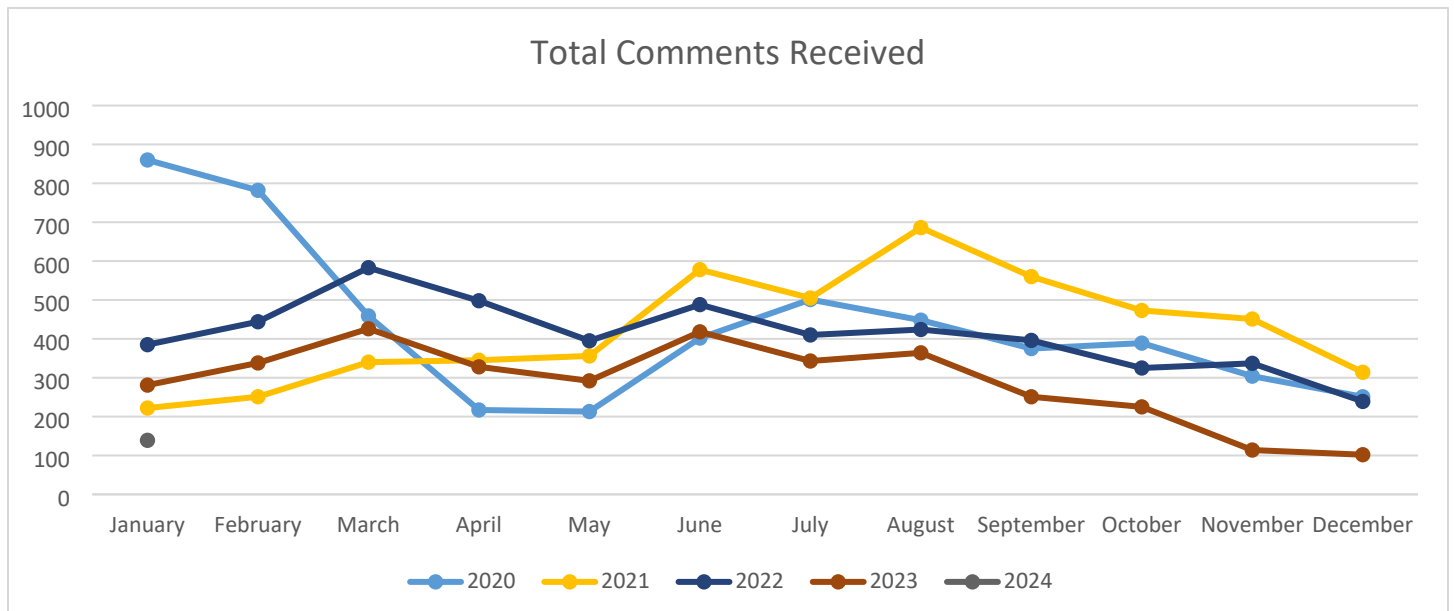
RECEIVED COMMENT REPORT:

During January, a total of 139 comments were received. The total decrease in comments between November and December was 27.52%.

Schedule Adherence is currently the most common comment type.

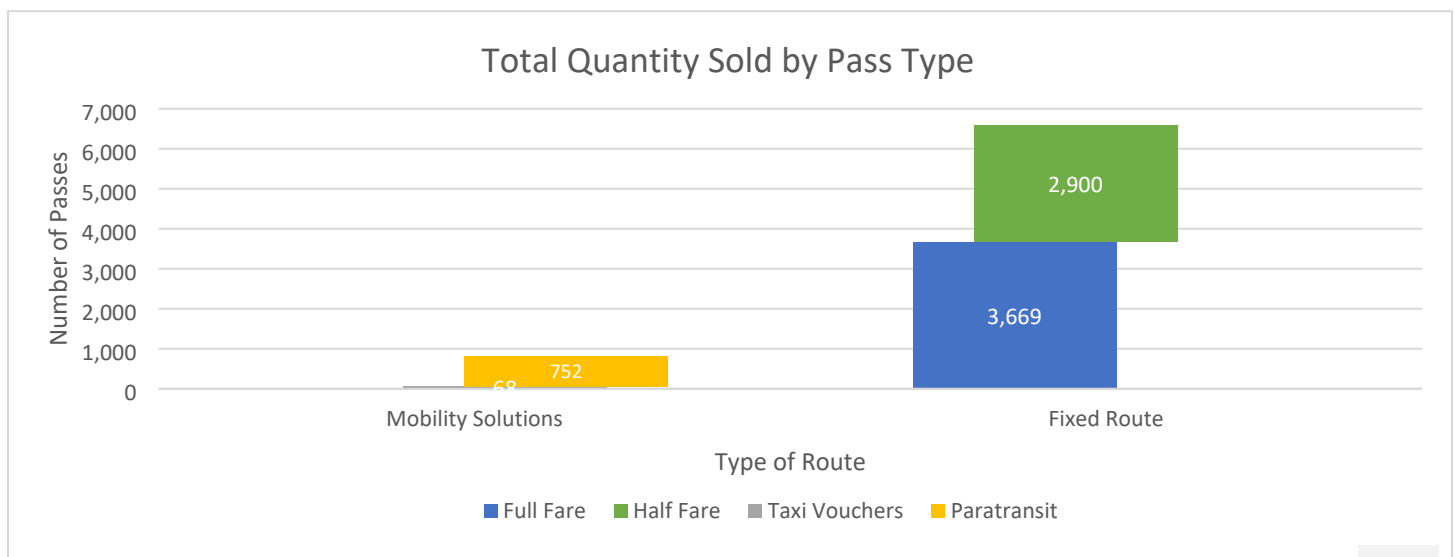
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Categories	Number of Comments
Pass-By	51
Courtesy	37
Safety	18
Schedule Adherence	14
ADA	6
Route	4
Rules	3
Discrimination	2
Requests	2
Suggestions	1
Fares	1
Grand Total	139



Care Center Desk and Sales Report:

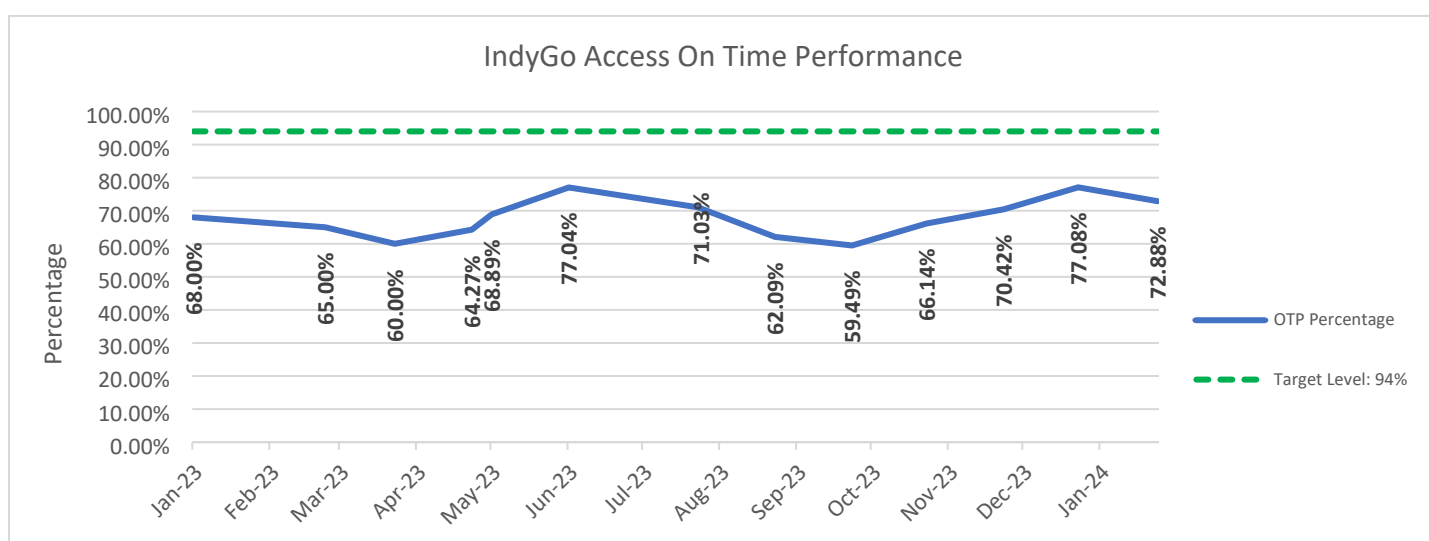
TOTAL QUANTITY OF PASSES SOLD: 7,389



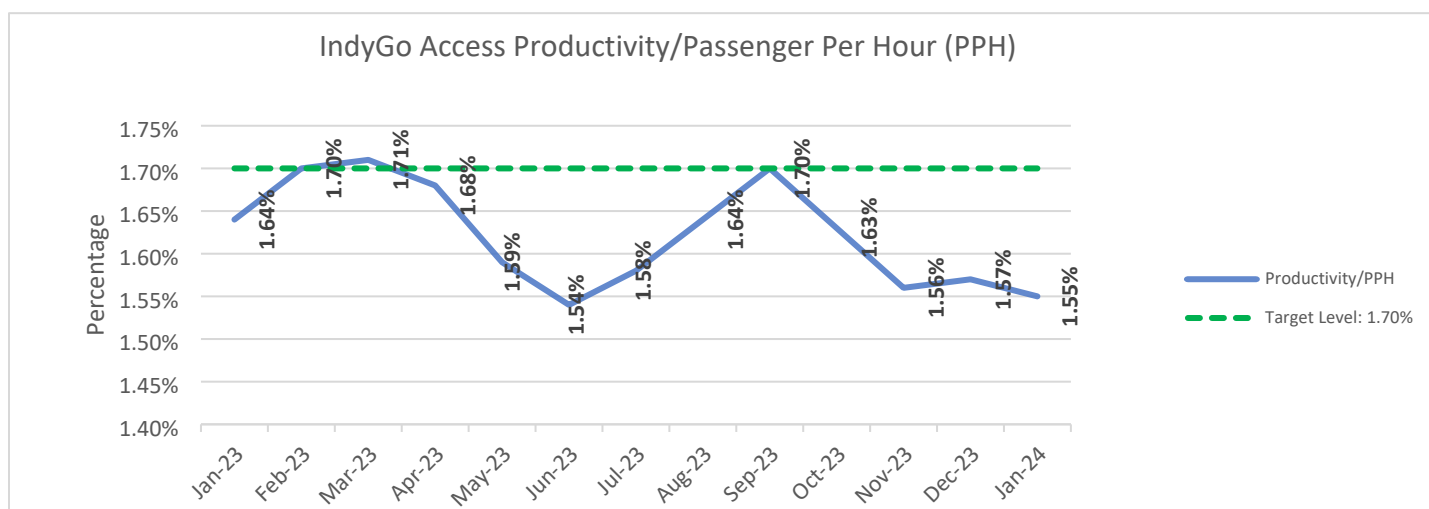
INDYGO ACCESS OPERATING STATISTICS:

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

23-Jan	24- Jan	% Change	Mobility Solutions	YOY 2023	YOY 2024	% Change
6,787	6,694	-1.37%	IndyGo Access Ridership	6,787	6,694	-1.37%
68.37%	72.88 %	6.6%	IndyGo Access On Time Performance	67.38%	72.88%	8.16%
1.64%	1.55%	-5.49%	IndyGo Access Productivity	1.62%	1.55%	-4.32%



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.

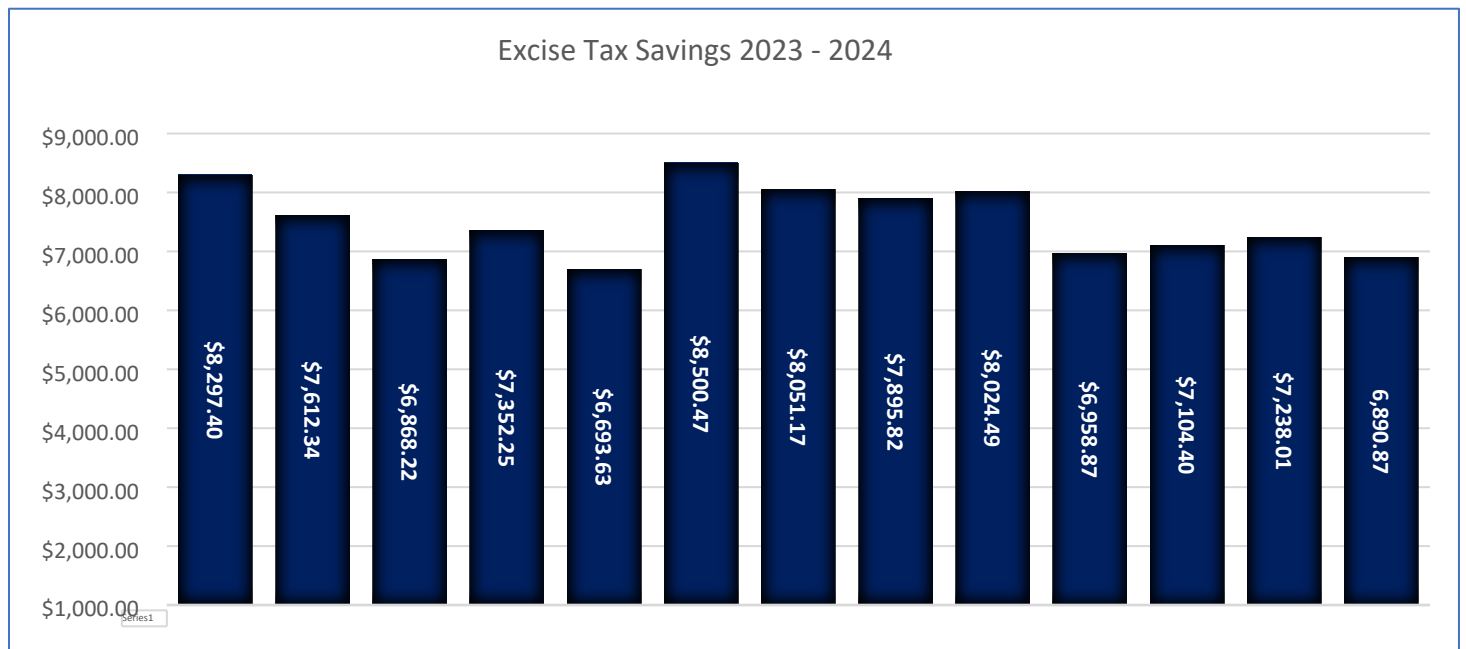
Number of Comments Categories	Validity		Grand Total
	Valid	Invalid	
Schedule Adherence	11	2	13
Courtesy	7	5	12
Fares	7	1	8
Customer Service	1	2	3
Safety	2		2
ADA	1	1	2
USURV	1		1
Compliments	1		1
Rules	1		1
Route	1		1
Request Info		1	1
Grand Total	33	12	45

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 2024 annual savings is \$8,152.

Fed Taxes = \$4,245 and State Taxes = \$3,907



Supplier Diversity Division Report – January 2024

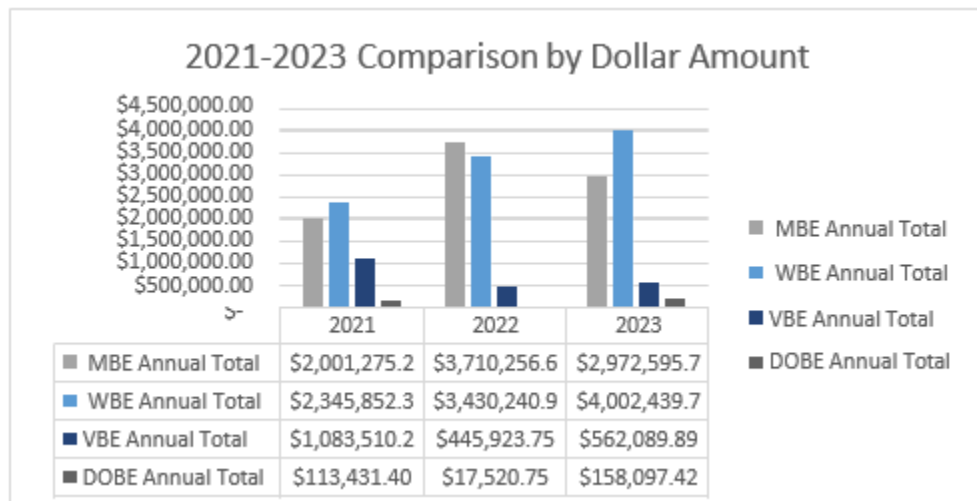
To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Senior Supplier Diversity Officer Carri Burke
Date: February 22, 2024

DISCUSSION ITEMS:

XBE Participation

In 2023, IndyGo obtained a total of 7.66% 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.

Annual totals for 2021-2023 are: 2021-\$2,432,849.47, 2022-\$3,241,928.25, and in 2023-\$9,662,244.63. In 2023, IndyGo brought in \$6,420,316.38 more than in 2022, and \$7,229,365.16 more than in 2021. While the MBE annual total was down compared to 2021 and 2022, WBE, XBE, and DOBE annual totals were up.



Now that Supplier Diversity is fully staffed, we are looking to bring our XBE percentage up by hosting and attending outreach events and working with others within IndyGo to highlight the importance of using XBE businesses.

On The Horizon

Supplier Diversity's implementation of its supplier diversity management software system is ongoing. 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 Supplier Diversity initiated in October has been extended.

RECOMMENDATION:

Receive the report.



Carri Burke
Senior Supplier Diversity Officer

Report to the IPTC Board – January 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: IndyGo Foundation Executive Director Emily Meaux
Date: February 22, 2024

Operations:

- At our January 23 Board Meeting, the IndyGo Foundation Board voted on a new slate of officers. Chair is Addison Pollock, Vice Chair is Hardi Shah and Secretary/Treasurer is Mike Lennox.
- On January 1, the Foundation began officially employing our staff. The transition was successful and our employees are now paid by the Foundation with access to IndyGo benefits.
- Our graduate assistant, Yvonne Kilama, has accepted our offer to join our team as our Development Manager starting March 1. Yvonne is pursuing her Masters of Philanthropy at the Lilly Family School of Philanthropy. Her and her family moved to Indianapolis from Uganda in 2023. She has nearly a decade of experience in child and youth development, community health and social protection programs.
- We have two positions open – Director of Development and Program Manager. The Program Manager handles the nonprofit relationships and bus pass purchases. This part-time position will be posted in February. The Director of Development position will be posted in March.
- We are transitioning our donor database to Raiser's Edge to have more robust fundraising management and reporting capabilities. Our intern from last spring, David Awoinake, who is a Junior at Butler studying Business Technology and Marketing, has returned to assist with this project.
- For the past month we have been working with Taylor Advising on our organization's Strategic Plan.

Development:

- The 2023 end of year mailing to more than 2,000 households and businesses resulted in 9 gifts totaling \$12,330. This included 3 first time corporate donors.
- In January, we submitted two funding applications totaling \$55,000 in requests. We also submitted two letters of inquiry and one grant report. We have heard back on 1 letter of inquiry and have been invited to apply for a \$25,000 sponsorship.

Programs:

- On January 16 we hosted our second Grantee Celebration. 100 nonprofit organizations received MyKey cards and gift certificates that can be redeemed on the Foundation's Shopify page to purchase bus passes. Depending on how organizations choose to utilize their gift certificates, the amount we distributed could be used for anywhere from 50,000 to 166,000 free days of transportation. 14% of gift certificates distributed were redeemed between January 16-31.
- In January through our Shopify page, we distributed 11,453 passes to 32 nonprofit organizations (grants and discounted purchases)
- Combining the grant redemption and discount purchases, the fair market value of passes the IndyGo Foundation processed in January is \$57,519.

2023 Grantee Organizations

91 Place	Indy Hunger Network
Adelante Schools - Emma Donnan Elementary and Middle School	Indy Metro Church
Adult and Child Mental Health Center, Inc.	Insight Development Corp.
Aldersgate Free Methodist Church	Irrington Community Advocacy Network
All Things to All People Family Services	Ivy Tech Foundation, Inc.
Aspire Indiana Health	Jewish Federation of Greater Indianapolis, Inc.
Beacon of Hope Crisis Center	John Boner Neighborhood Centers
Birth with a Purpose	Judah Ministries
Brightlane Learning	Keep Indianapolis Beautiful, Inc.
Brookside Community Development Corporation	Laundry & More, Inc.
Brothers United, Inc.	Life Centers
Central Indiana Community Foundation	Lutheran Child and Family Services
Child Care Answers	Martindale Brightwood Community Development Corporation
Christ Church Cathedral	Minty's Haven, Inc.
Christel House Indianapolis	Noble Characteristics
Circle City Mutual Aid	Noble, Inc.
Coalition for Homelessness Intervention and Prevention (CHIP)	Old Bethel and Partners Food Pantry Outreach, Inc.
Coburn Place Safe Haven	Overdose Lifeline, Inc.
Community Health Network Foundation	Partners in Housing Development Corporation
Cornerstone Ministries of Indiana	Peace Learning Center, Inc.
Dayspring Center	Per Scholas
Dove Recovery House for Women	Pretty Passionate Hands Child Car, Inc.
Down Syndrome Indiana	Progress House
Easterseals Crossroads	Public Advocates for Community Re-Entry (PACE)
Eclectic Soul VOICES Corporation	RDOOR Housing Corporation
EmployIndy	Redirection of Hope, Inc.
Englewood Community Development Corp	Roberts Park United Methodist Church
Eskenazi Health Foundation, Inc.	Ronald McDonald House Charities of Central Indiana
Exodus Refugee Immigration, Inc.	Sanctuary Indy, Inc.
Family Promise of Greater Indianapolis	ShaLaw Dream Builders Corp
Firefly Children & Family Alliance	Shalom Health Care Center
FOOD 4 SOULS	Shepherd Community Center
Freewheelin' Community Bikes	Southeast Community Services
Gennesaret Free Clinics	Southeast Neighborhood Development
Gleaners Food Bank	St. John the Evangelist Catholic Church-Emmaus Ministry
Indy Reads	St. Vincent de Paul Indianapolis
Grit Into Grace, Inc.	Step-Up, Inc.
Hoosier Outreach, Inc.	Stopover, Inc.
Horizon House	Tabernacle Presbyterian Church
Indiana Undocumented Youth Alliance	Thomas Ridley's 1 Like Me Inc.
Indiana Youth Group, Inc.	Thompson Village Apartments (Gene B Glick)
Indianapolis Public Library Foundation	Trinity Haven, Inc.
Indy Arts Council	
Indy Black Chamber of Commerce, Inc.	



Indianapolis Public Transportation Foundation
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGoFoundation.org

Trinity Lutheran Church and School
Trio Homeless Ministries, Inc.
Trusted Mentors, Inc.
United Schools of Indianapolis
University United Methodist Church
Village of Merici
We Bloom, Inc.
West Morris Street Free Methodist Church
Westminster Neighborhood Services
Wheeler Mission
Women in Motion, Inc.
YMCA of Greater Indianapolis
You're Worth Fighting 4, Inc.

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