



Board Report
April 25, 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, Greg Hahn)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
 3. Governance & Audit Committee – Greg Hahn
4. **Consent Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on March 28, 2024
 2. A-2: Consideration and approval of acceptance of the ZEVTP (Presenter- Ryan Wilhite)
 3. A-3: Consideration and approval of acceptance of Section 5310 Vehicle Order (Presenter- Ryan Wilhite)
 4. A-4: Consideration and approval of acceptance of Section 5339 Vehicle Order (Presenter- Ryan Wilhite)
 5. A-5: Consideration and approval of acceptance of New MAC Members Erin White and Mark Early (Presenter- Teisha Belton)
 6. A-6: Consideration and Approval of Verizon Purchase Order (Presenter- Marcus Burnside)
 7. A-7: Consideration and Approval of Procurement of CMS (Presenter-Thierno Balde)
 8. A-8: Consideration and Approval of IndyGo/DPW Reimbursement (Presenter- Matt Duffy)
 9. A-9: Consideration and approval of Fare Pass Inventory Review (Presenters – Brian Atkinson & Amy Summers)
 10. A-10: Consideration and approval of Maintenance Review (Presenter – Brian Atkinson)
 11. A-11: Consideration and approval of Paratransit Fare Collections Review (Presenter – Brian Atkinson)
 12. A-12: Consideration and approval of Shelter action (Presenter- Paul Williams)
 13. A-13: Consideration and approval of the Purple Line Bus Rapid Transit (BRT) change order for pavement conditions (Presenter- Matt Duffy)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-14: Consideration and adoption of Ordinance 2024-01 authorizing the acquisition of real property for the Blue Line Bus Rapid Transit (BRT) project (Presenter- Greg Hahn)
6. **Information Items** (Presenter- Greg Hahn)
 1. I-1: Finance Report (Presenter- Bart Brown)
 2. I-2: 2023 Transit operations performance report TOPR (Presenter- Aaron Vogel)
 3. I-3: Governance & Audit Workplan Status Update (Presenter – Amy Summers)
 4. I-4: Ethics Hotline Summary Report (Presenter – Brian Atkinson)
 5. I-5: Mobility Advisory Committee (MAC) update (Presenter- MAC Member)
 6. I-6: IndyGo Foundation Quarterly Update (Presenter- Emily Meaux)
 7. I-7: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

Our next Board Meeting will be Thursday, May 23, 2024; 11am

In accordance with the Americans with Disabilities Act, the Indianapolis Public Transportation Corporation is required to provide reasonable accommodations to persons with disabilities interested in attending public meetings.

Accommodations are available upon request to persons with disabilities who require alternately formatted materials, auxiliary aids, or reasonable modifications to policies and procedures to ensure effective communication and access to public meetings. Accommodations are also available for Individuals with limited English proficiency (LEP). If you require

an accommodation to attend the meeting or access the materials, please contact Morgan Johnson by email at Morgan.Johnson@indygo.net or by telephone at 317-559-9330. Please allow at least two business days to arrange for accommodations.

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Awards & Commendation Recognition for March 2024

To: Chair and Board of Directors
From: Interim President/CEO Jennifer Pyrz
Date: April 25, 2024

March 2024 Awards & Commendations

Employee	Position	Recognition
Thomas Jacobs	Coach Operator – Fixed Route	26 Years of Safe Driving
Krystine Bender	Coach Operator – Fixed Route	March Operations Employee of the Month
Lesley Gordon	Chief Public Affairs Officer	IBJ 40 Under 40 Recipient
Kevin Dailey	General Laborer	25 Years of Service
Calvin Cargile	Coach Operator – Fixed Route	30 Years of Service
Dwight Benjamin	Risk & Safety Specialist	35 Years of Service
Thomas Coon	Service Scheduling/Planning Manager	45 Years of Service

IPTC Recognition for Safe Driving

March 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 March 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>
Thomas Jacobs	2979	26	39
Tenisha Baine	6978	16	24
Jeffrey Howard	8141	14	15
Loc Nguyen	8325	11	13
Paul Person	8128	11	16
Marilyn Hughes	8234	10	14
Calvin Jackson	8213	9	15
Hardin Besley	8794	7	9
Vandall Grady	8465	7	12
Qeturah McMiller	9953	7	9
Royetta Blow	8634	6	10
Kylee Garrett	8949	6	7
Darryl Kinslow	8650	6	10
Danny Bell	9355	5	5
James Dates	9764	3	4
Gabriel Smith	9684	3	5
Brian Antonio	9701	2	4
Janice Williams	10066	2	2
Ryan Brown	10210	1	2
Shawntel Chinn	10026	1	2

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

Congratulations and Thank You, Job well Done!



Finance Committee Chairperson Report – April 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson
Date: April 25, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
April 18, 2024

The Finance Committee met on April 18, 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 March 28, 2024
2. A-3: Consideration and approval of acceptance of Section 5310 Vehicle Order (Presenter- Ryan Wilhite)
3. A-4: Consideration and approval of acceptance of Section 5339 Vehicle Order (Presenter- Ryan Wilhite)
4. A-6: Consideration and Approval of Verizon Purchase Order (Presenter- Marcus Burnside)
5. A-7: Consideration and Approval of Procurement of CMS (Presenter-Thierno Balde)
6. A-8: Consideration and Approval of IndyGo/DPW Reimbursement (Presenter- Matt Duffy)
7. A-12: Consideration and approval of Shelter action (Presenter- Paul Williams)
8. A-13: Consideration and approval of the Purple Line Bus Rapid Transit (BRT) change order for pavement conditions (Presenter- Matt Duffy)

The Committee also heard a Financial update from Chief Financial Officer Bart Brown.

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – April 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: April 25, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
April 18, 2024

The Service Committee met on April 18, 2024, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Hydre Abdullah.

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

1. A-1: Consideration and approval of minutes from Board meeting held on March 28, 2024
2. A-2: Consideration and approval of acceptance of the ZEVTP (Presenter- Ryan Wilhite)
3. A-3: Consideration and approval of acceptance of Section 5310 Vehicle Order (Presenter- Ryan Wilhite)
4. A-4: Consideration and approval of acceptance of Section 5339 Vehicle Order (Presenter- Ryan Wilhite)
5. A-5: Consideration and approval of acceptance of New MAC Members Erin White and Mark Early (Presenter- Teisha Belton)
6. A-8: Consideration and Approval of IndyGo/DPW Reimbursement (Presenter- Matt Duffy)
7. A-12: Consideration and approval of Shelter action (Presenter- Paul Williams)

The Committee also heard a Transit Operations Performance Report presentation by Chief Operating Officer Aaron Vogel as well as a Mobility Advisory Committee (MAC) update from MAC Chair Chris Hollingsworth.

Mr. Chairman, that concludes my report.

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

Governance and Audit Committee Chairperson Report – April 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Governance and Audit Committee Chair Greg Hahn
Date: April 25, 2024

ISSUE:

A report of IndyGo April 2024 Governance & Audit Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson's Report
April 18, 2024

The Governance and Audit Committee met on April 18, 2024, at 1:00PM. In attendance was Greg Hahn, Chairman of the Governance & Audit Committee, as well as Committee Members Adairius Gardner and Rick Wilson.

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

1. A-9: Consideration and approval of Fare Pass Inventory Review (Presenters – Brian Atkinson & Amy Summers)
2. A-10: Consideration and approval of Maintenance Review (Presenter – Brian Atkinson)
3. A-11: Consideration and approval of Paratransit Fare Collections Review (Presenter – Brian Atkinson)

The Committee also heard a Governance & Audit Workplan Status update as well as an Ethics Hotline update from Director of Governance & Audit Brian Atkinson.

Madam President, that concludes my report.

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March Board of Directors Minutes

IndyGo

Mar 28, 2024 at 11:00 AM EDT

@ EC Boardroom; Zoom

ACTION ITEM A – 1

Attendance

Present:

Members: Bart Brown, Charlie Carlino, Mary Ann Fagan, Bob Frye, Adairius Gardner, Greg Hahn, Morgan Johnson, Richard Wilson, Jr., Jennifer Pyrz, Taylor Schaffer

Absent:

Members: Hyde Abdullah

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

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-  [Agenda March .docx](#)
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Chairman Gregory Hahn called the meeting to order at 11:00am. Chief Legal Officer Robert Frye called the roll. 5 members present in person. There was a quorum.

2. Awards and Commendation (Presenters: Jennifer Pyrz)

-  [A1 Awards & Commendation February.docx](#)
-  [A1 March 2024 Safe Drivers Recognition.docx](#)

Interim President/CEO Jennifer Pyrz gave an update on the Awards and Commendations for February 2024. Recognized were safe drivers for February 2024, one employee for 22 years of safe driving, the February Operations Employee of the month.

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

1. Finance Committee (Presenters: Richard Wilson, Jr.)
 -  [A Finance Committee Chair Report February.docx](#)
 -  [page intentionally left blank.pdf](#)
2. Service Committee (Presenters: Adairius Gardner)
 -  [A Service Committee Chair Report March.docx](#)
 -  [page intentionally left blank.pdf](#)

The reports were received and entered into the record.

4. Consent Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on February 22, 2024
 -  [A-1 February Board of Directors Minutes.docx](#)
 -  [page intentionally left blank.pdf](#)
2. A-2: Consideration and approval of On Call Planning – Task Order 5 (Phase IV) (Presenters: Ryan Wilhite)
 -  [A-2 IndyGo COA Phase IV A-x Board Action Memo v3.docx](#)
3. A-3: Consideration and approval of Lo/No Grant Bus Procurement (Presenters: Cheryl Purefoy)
 -  [A-3 Hybrid 40ft Gillig LoNo Bus x2.docx](#)

4. A-4: Consideration and approval of Purple Line BRT Real Time Monitors (Presenters: Rachel Wilson)

 [A-4 Purple Line Passenger Information Displays.docx](#)

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Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. NONE

There were no items on the Regular Agenda.

6. Information Items (Presenters: Greg Hahn)

1. I-1: Finance Report (Presenters: Bart Brown)

 [I-1 February 2024 Financials Summary.docx](#)

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

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The Board heard a Finance Report update from Chief Financial Officer Bart Brown.

2. I-2: Customer Perception Survey

 [I-2 CustomerPerceptionSurvey v2.docx](#)

 [I-2 Customer Perception Survey Results Presentation March2024Board.pdf](#)

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The Board received a Customer Perception Survey update.

3. I-3: Department Reports

 [I-3a March 2024 Board Report Risk and Safety DEPT 24.docx](#)

 [I-3b PLANNING AND CAPITAL PROJECTS REPORT for 2024-03.docx](#)

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

 [I-3d Feb 2024 -OPERATIONS DIV BOARD REPORT -3.2024.docx](#)

 [I-3f Supplier Diversity Division Report March 2024.docx](#)

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 [I-3g 3.28.24 Report to IndyGo Board.docx](#)

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The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, Supplier Diversity, and IndyGo Foundation.

7. Adjourn (Presenters: Greg Hahn)

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 11:10am.

Robert Frye
Chief Legal Officer



Date of Memo: April 06, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
SUBJECT: Consideration and acceptance of the Zero Emission Vehicle Transition Plan update (ZEVTP)

ACTION ITEM A – 2

RECOMMENDATION:

Staff recommends the Board of Directors accepts the updated Zero Emission Vehicle Transition Plan (ZEVTP).

BACKGROUND:

The ZEVTP is an update to a plan completed in 2022. The ZEVTP fulfills a Federal Transit Administration (FTA) requirement for agencies seeking discretionary grants from the Section 5339 discretionary program, Bus and Bus Facilities and Low/No Emissions. There are defined components of a plan to meet FTA requirements; those components are included in the updated ZEVTP.

The planning process for the ZEVTP began in late 2022 and continued with project team meetings in 2023. The project team meetings included members of the consultant team (Sam Schwartz and its subconsultants) and Operations staff. The scope of the project included understanding IPTC’s existing conditions, goals and objectives for the ZEVTP, potential facility needs, workforce development, and scheduling compatibility.

DISCUSSION:

The ZEVTP provides guidance to staff and IPTC Board of Directors about the direction of the agency regarding zero emission vehicles; the plan is used in conjunction with other plans (service plan, capital plan, and the fleet management plan).

Following on the presentation made at the February 2024 IPTC Board of Directors meeting, the items presented include a discussion of the scenarios, lifecycle cost analysis, lifecycle emissions, and recommended scenario. Based on our second workshop in February 2024 and our analysis of the lifecycle costs, the staff is recommending an All Battery Electric Bus scenario. The commitment to this scenario will allow IPTC staff to focus on one zero emission technology. The scenario selection does not commit IPTC to a specific timeframe but does outline key decision points based on transitioning to a zero emission future by 2040. IPTC staff and board members were clear in the guardrails for adoption of any zero emission vehicles – minimal operational impact and minimal to net zero lifecycle cost impact. The playbook for implementing the ZEVTP should allow IPTC the flexibility to continue transitioning to zero emission vehicles without ignoring the fiscal and operational realities of the current ZEV.

ALTERNATIVES:

The Board of Directors could choose to recommend another alternative or not accept the ZEVTP. There is no mandate that the ZEVTP be approved by the IPTC Board of Directors but acceptance lends additional credence to the agency

objectives for the fleet. Either direction may continue to provide an unclear future for the agency, as it regards zero emission vehicles.

FISCAL IMPACT:

The acceptance of the ZEVTP has no fiscal impact. However, the outlined actions within the ZEVTP may have a fiscal impact; those projects and programs would need board approval as is the normal course of business for IPTC.

DBE/XBE DECLARATION:

There is no DBE impact.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Service Committee on April 18, 2024 and was recommended to the Consent Agenda.

IndyGo ZEV Transition Plan Briefing

April 18, 2024



Agenda

1. Review of Project Background
2. Overview of Five Scenarios for Analysis
3. Lifecycle Cost Analysis and Emissions Analysis
4. Preferred Scenario
5. Transition Decision Framework and Conditions
6. Discussion and Acceptance of Playbook

Project Overview

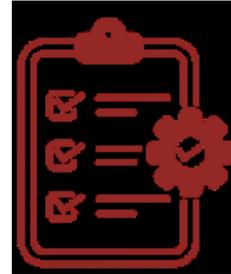
- **Zero-emission vehicle** transition plan that sets **strategic direction** for the agency to identify near-term implementation projects and to incorporate future learning and trends over time.
- Analysis and planning for **all revenue and non-revenue vehicles**
- Explore feasibility of **battery-electric 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 (Based on workshop feedback)



Top Purposes of a Transition

- Improved air quality and public health
- Federal funding to support transition
- Potential operating cost savings
- Reduce greenhouse gas emissions

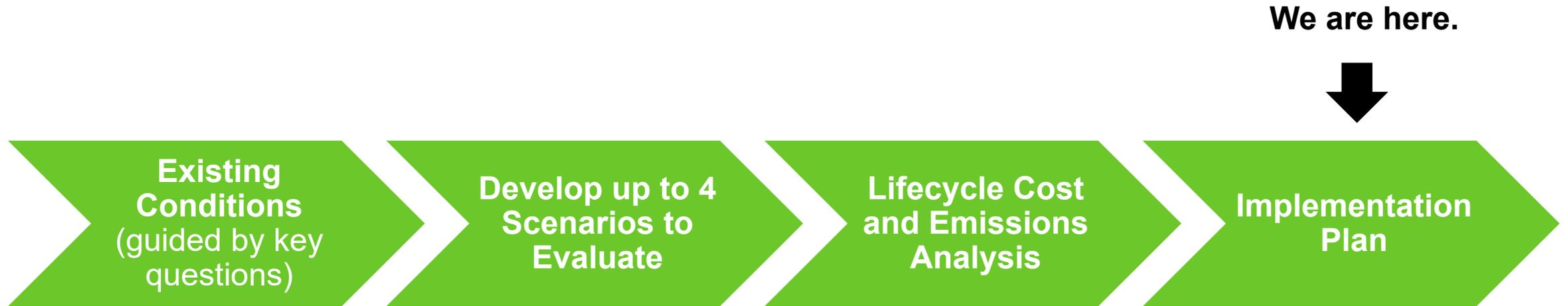


Top Guardrails on a Transition

- Protect reliability of service
- Reduce/control costs
- Resiliency in severe conditions

Our transition would be contingent upon financial and operational criteria.

Project Overview



Note: Our previous briefing shared findings regarding vehicle technologies, schedule compatibility, and facility upgrade requirements.

Scenario Overview

- All assume **transition by 2040** as a current target (can be adjusted over time)
- Cutaway, paratransit and non-revenue vehicles are treated the same in all ZE scenarios.
 - 67% of cutaways are EVs, based on compatibility
 - 100% of non-revenue vehicles are EVs (fully compatible)
 - Minimal to no fuel cell options for these vehicle types
- Our scenarios include an ICE/hybrid baseline and four zero-emission (ZE) transition scenarios:
 1. **ICE/hybrid Baseline**
 2. **All BEBs**
 3. **All FCEBs**
 4. **40' FCEBs, 60' BEBs**
 5. **40' BEBs, 60' FCEBs**

Scenario 1: ICE/Hybrid Baseline



Pros:

- No need for additional vehicles
- No range or schedule compatibility issues
- Lowest cost overall and no need for additional facility upgrades
- No additional operational complexity (e.g. depot management or maintenance changes)

Cons:

- No emissions reductions
- Risk of negative public perception
- Long-term risk of OEM transition away from ICE hybrid buses and support for them
- Does not take advantage of current BEB infrastructure investments

Scenario 2: All BEBs



Pros:

- Takes advantage of existing infrastructure (Corporate Campus power upgrades, on-route chargers)
- IndyGo already has experience with this technology
- More flexibility to decide which fleet to house at which campus, as both are highly compatible with BEB technology
- Electricity as a power source is already reliably available and generally expected to get cleaner over time.
- Maintenance costs expected to decrease (though changes may be difficult)

Cons:

- Longer charging times (compared to fueling times) limit scheduling of 60' buses and lead to need for additional vehicles
- Additional complexity with depot management, charge management, ensuring that fully charged vehicles are deployed into service

Scenario 3: All FCEBs

Pros:

- Shorter fueling time allows for quicker turnaround of buses into service
- Less complexity with managing vehicle refueling and re-deployment into service compared with BEBs
- Maintenance costs expected to decrease (though changes may be difficult)
- Longer range

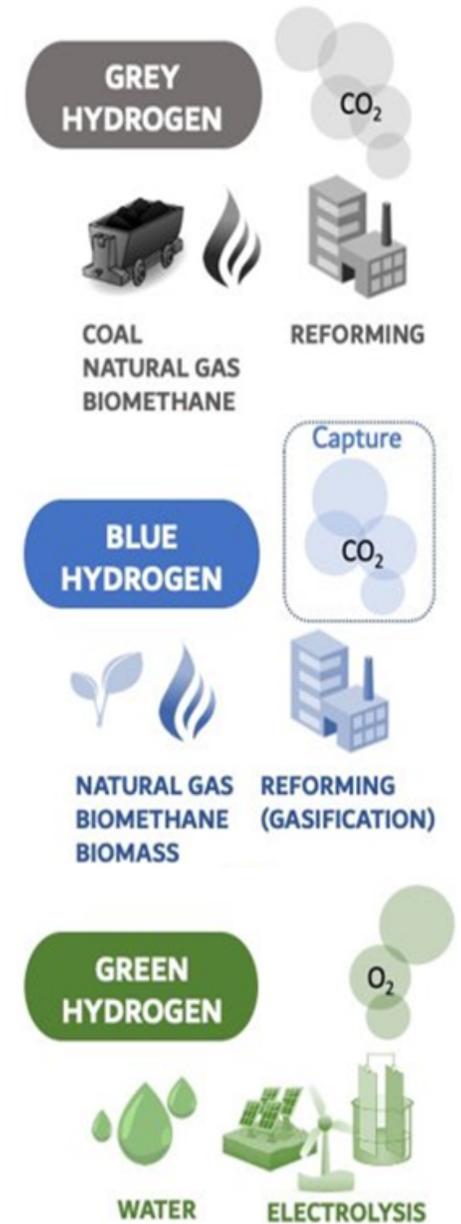
Cons:

- FCEB technology is still nascent and supply chain still being developed.
- Long-term availability and affordability of green hydrogen is uncertain.
- No IndyGo experience with this technology, there would be a learning curve.
- More investment needed in Corporate Campus

➔ A mix of the two technologies has resiliency benefits, though this can also be achieved with BEBs and back-up power.

The current hydrogen supply is over 99% from natural gas or coal. Truly zero emissions hydrogen is produced from renewable electricity

Image: <http://www.chem4us.be/blue-green-gray-the-colors-of-hydrogen/>



Scenario 4: 40' FCEBs, 60' BEBs &
Scenario 5: 40' BEBs, 60' FCEBs

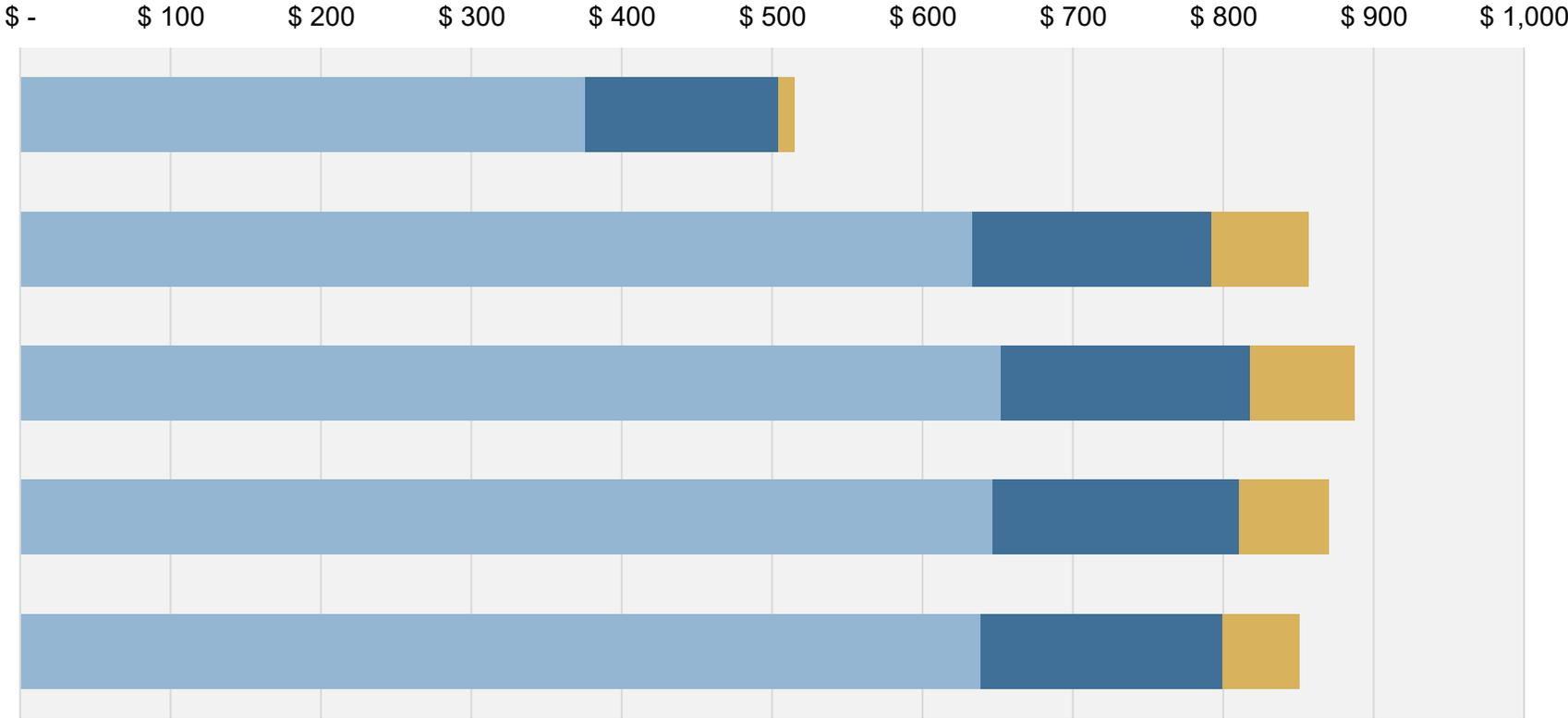
- The last two scenarios would blend the pros and cons of BEBs and FCEBs that were just discussed.

Scenario Capital Costs Compared

Projected Capital Costs (2024 - 2040)

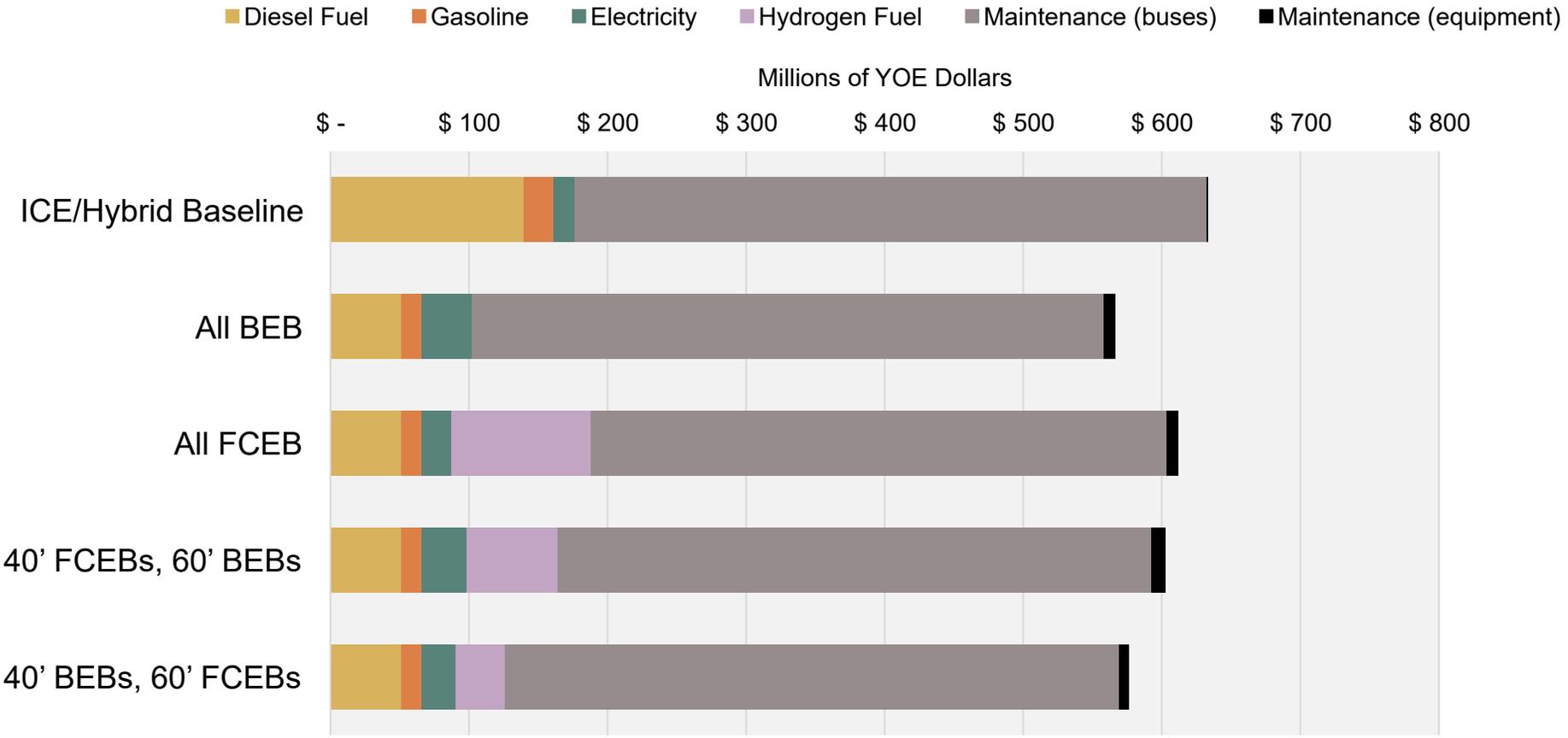
■ Vehicle Purchases ■ Midlife Overhaul ■ Facility Upgrades

Millions of YOE Dollars



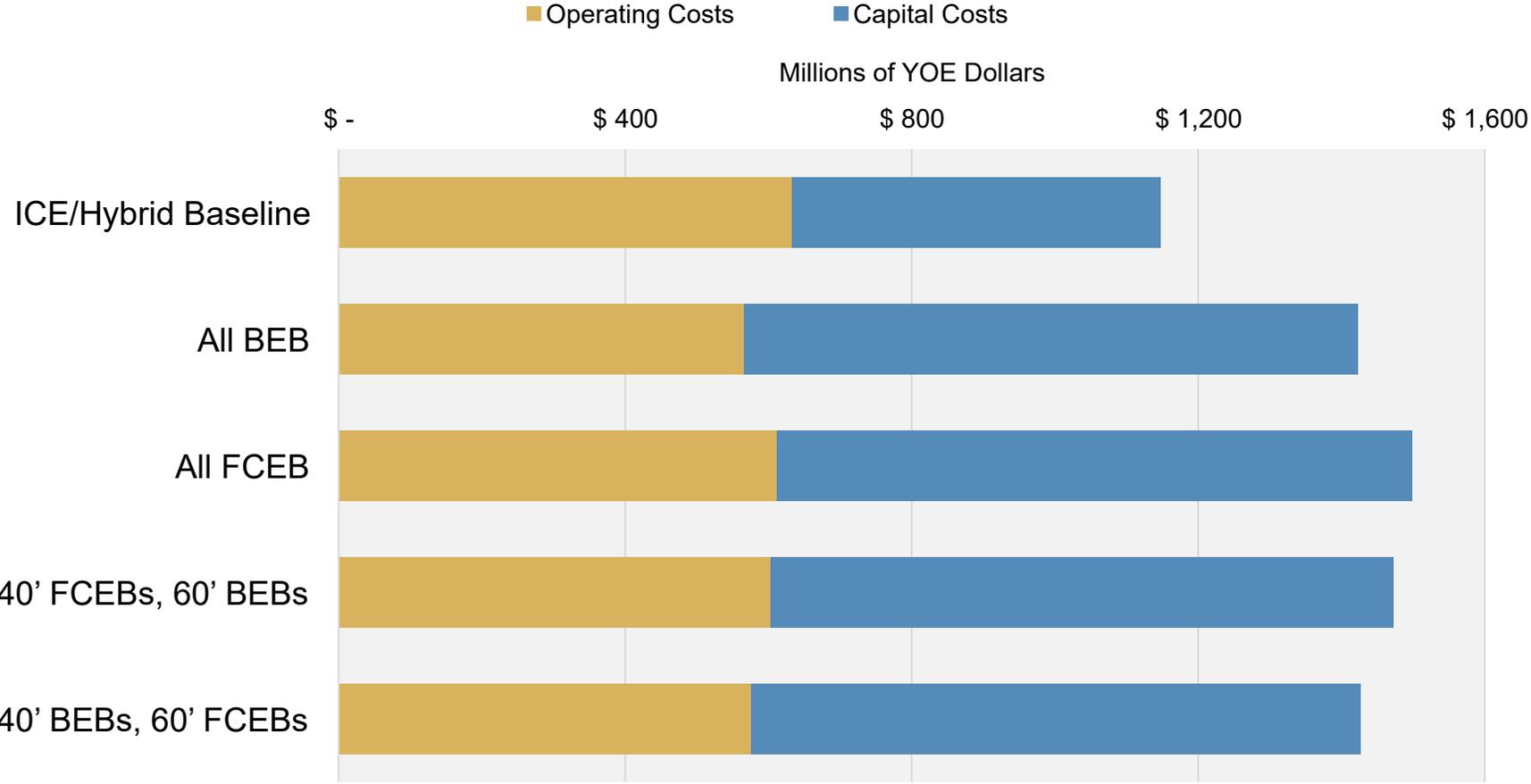
Scenario Operating Costs Compared

Projected Operating Costs (2024-2040)



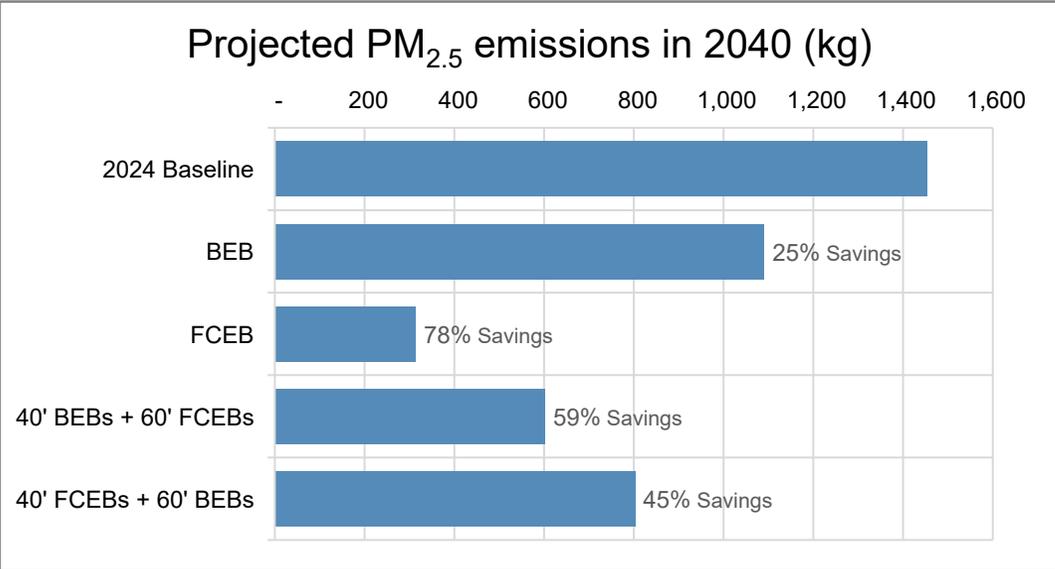
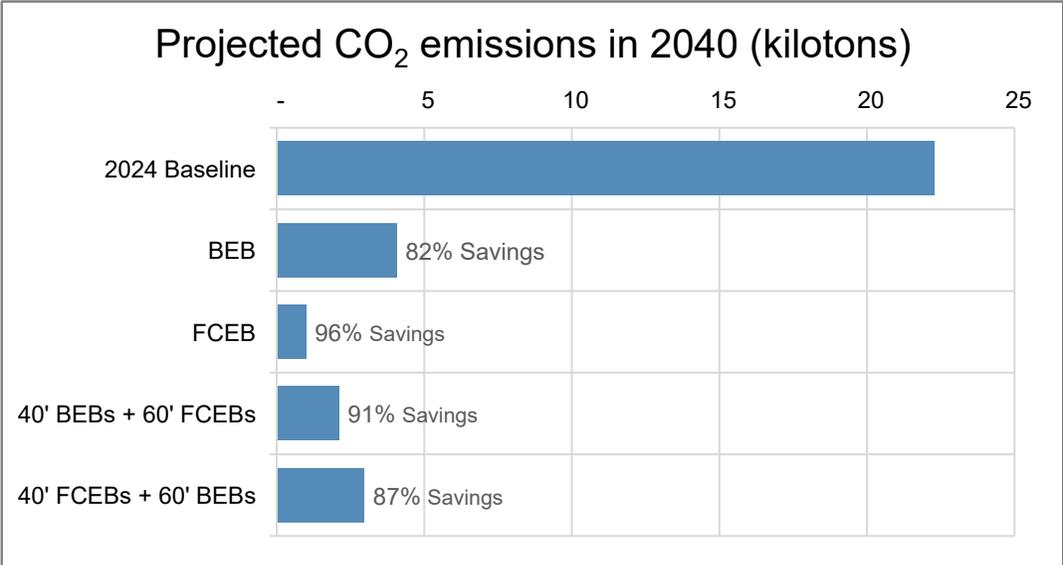
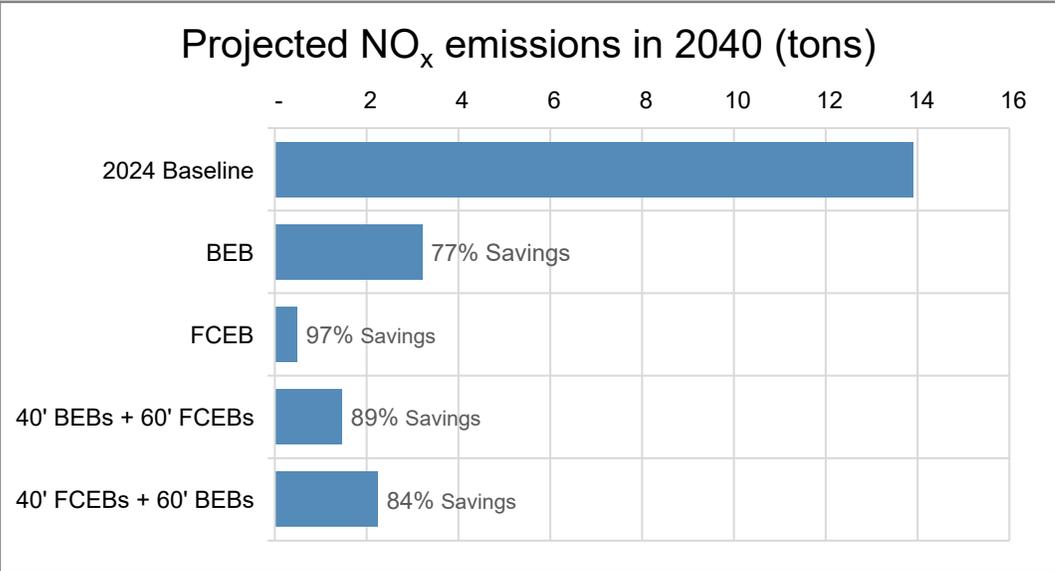
Scenario Total Costs Compared

Projected Total Costs (2024-2040)



Scenario Emissions Impacts

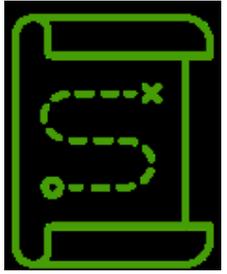
For context, IndyGo's CO₂ emissions are less than 1% of Indianapolis' 2019 emissions reported by the Indianapolis Office of Sustainability.





Preferred Scenario: All BEBs

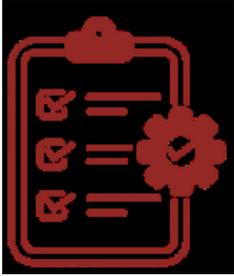
- Leverages investments and knowledge to date
- Highly compatible with service schedules
- Lowest projected operating costs and second-lowest capital costs
- Lower risk of fuel costs and availability
- More flexibility to decide which fleet to house at which campus, as both are highly compatible with BEB technology (minimizes run-on/off miles)
- Power resiliency can be handled with battery storage and/or generators
- Longer charging times at depots are feasible to accommodate



Playbook Decision Framework

1. The Playbook recommends the preferred scenario (All BEBs), with specific conditions for moving forward.
2. It also recommends reevaluating preferred ZEB technology direction at **key decision points** (in advance of infrastructure investments and initial/significant ZEB fleet purchases).
3. For each annual bus purchase, IndyGo can decide whether to proceed with ZEBs or ICE/hybrid buses, based on cost and technology readiness.

Potential Conditions for Annual ZEB Purchases



- **Costs** do not impact ability to maintain service levels. Grant funding can help offset costs.
- **BEB technology** advances to enable use on longer blocks of service, per Blueprint assumptions. This will minimize number of extra vehicles needed.

Staff Perspectives from Polling



- On average, staff have **moderate** views on ZEVs: Technology may not be quite ready today but will be soon.
- On average, staff **agree** that the preferred scenario will accomplish our purposes.
- On average, staff are **neutral** on whether the preferred scenario will adhere to our guardrails.
 - It will be important to monitor costs and performance as the ZEV industry evolves.

Decision Points and Other Milestones (Near Term 2024-2028)

→ 2024

- 40' FCEB pilot project?

→ 2025

- Confirm whether future 40' buses should be BEBs (starting 2029). Plan facility upgrades & chargers.
- Confirm plans for future non-revenue fleet (starting 2028). Plan facility upgrades & chargers.

→ 2027

- Place 40' bus order for 2029 delivery.
- Last 40' hybrid bus deliveries (presumed).
- Confirm whether future 60' buses should be BEBs (starting 2031). Plan facility upgrades & chargers.
- Blue Line 60' BEBs deployed, as planned.

→ 2028

- Last 40' hybrid bus deliveries (presumed).

Considerations at Key Decision Points



- Projected capital and operating costs
 - However, the differences between scenarios may be small or have many unknowns
 - Could also depend on securing grant funding
- Technology reliability, schedule compatibility, and resiliency
- Use of existing investments at Corporate Campus and on-route
- Operational considerations, such as which campus to operate out of and investments required to facilitate that





Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
SUBJECT: Consideration and approval of Procurement of Transit vehicles for FTA’s Section 5310 Grantees – 2023 Call for Projects

ACTION ITEM A – 3

RECOMMENDATION:

IPTC staff, on behalf of the designated subrecipients listed herein, is requesting that the Board authorize the Interim President and CEO to enter into a purchase contract agreement with Midwest Transit Equipment, Inc. for the purchase of eleven accessible transit vehicles as illustrated in *Table 1: 2023 Section 5310 Call for Projects Vehicle Order* for a total not to exceed amount of \$1,011,169.

BACKGROUND:

The Enhanced Mobility of Seniors and Individuals with Disabilities is administered by the Federal Transit Administration (FTA). The program is commonly referred to as Section 5310. Section 5310 provides funding assistance for projects that provide transportation support for the elderly and persons with disabilities where public transportation is unavailable or otherwise insufficient. Eligible entities include public, private not for profit, and private for profit. Eligible projects include vehicles, equipment, mobility management, and operations.

In December of 2012, then Governor Mitch Daniels selected IPTC as the designated recipient for Section 5310 funds for the Indianapolis Urbanized Area. Similar to Section 5307 and Section 5339 funds, as the designated recipient, IPTC is responsible for distribution and oversight of the FTA funds. To be eligible for funding, any request submitted to IPTC must fill an identified need within the Coordinated Public Transit-Human Services Transportation Plan, which was last updated in 2021 by the Indianapolis Metropolitan Planning Organization.

To ensure that the use of this funding is compliant with federal and state procurement rules and regulations, IPTC has assumed responsibility for the vehicle purchases made with these funds. Specifically, IPTC routinely orders vehicles on behalf of subrecipients using an Indiana state quantified purchase agreement, wherein the subrecipient is responsible for the local match requirement and the full cost of any accessories. Vehicles, when they are delivered, are shipped to IPTCs West Campus, and then picked up by the subrecipients. IPTC requires that the transit agency is listed as a lienholder on the vehicle title. Subrecipients are also required to list IPTC as an insured on all vehicles. Prior to placing a vehicle order, IPTC requires subrecipients to deliver a local match check and before delivery, subrecipients sign a grant agreement with IPTC that outlines the terms of the Section 5310 award.

When IPTC issues a call for projects, the amount available is provided to potential applicants. If the total awarded amount is less than the amount made available, IPTC staff decide how to proceed with the remaining FTA funds. IPTC can reserve all or some of the remaining funds for a future call for projects or it can use some or all of the remaining funds to cover its own capital expenses, provided they are eligible expenses under the Section 5339 program.

DISCUSSION:

The 2022 Call for Projects for Section 5310 was cancelled due to unstable vehicle pricing; however, the funds for 2022, 2023, and 2024 were combined into the 2023 Call for Projects. The 2023 CFP was delayed to update procedures for new eligible projects. This was the first year that that IPTC sought requests for funding that extended beyond just vehicle purchases to include equipment, mobility management, and operating expenses.

To facilitate the process of distributing grant funds IPTC staff conducted a Call for Projects (CFP) that opened December 15, 2023, with submissions due February 9, 2024. A committee of IPTC staff reviewed the applications from seven agencies. Hancock County Senior Services, Janus, and Sycamore Services identified a need to replace existing vehicles whereas Bosma (650 new trips), Marion County Health & Hospital Corporation (2,500 new trips), and Noble, Inc. (5,200 new trips) have indicated that they need to expand their respective fleets to keep up with demand. There were two applicants that sought and have been awarded financial support for equipment purchases: one for vehicle cameras and another for vehicle cameras and IT equipment.

The amount of federal funding available to the region is \$1.8 million and the subrecipients project submissions totaled approximately \$865,000. Federal rules allow a higher federal share for ADA accessible vehicles, such as those being ordered. Normally, the base vehicle is matched at 80% federal and 20% local. With the undersubscription of the available funds, IPTC staff decided to increase the federal match for the base vehicle to 85%, reducing the local requirement for the base vehicle to 15%. All options added are funded by the subrecipient at 100%. IPTC staff anticipate carrying \$250,000 to the next Section 5310 Call for Projects in 2024.

Like it has for its own vehicle purchases, IPTC intends to use the Indiana Department of Administration's (IDOA) Quantity Purchase Agreement (QPA) to make these vehicle purchases. Based on the current QPA, Midwest Transit Equipment, Inc. (MTE) is the approved vendor for this order. The costs contained herein are estimates. In conversations with MTE, the current fixed QPA pricing is being amended. The estimate was provided by MTE and should be sufficient to cover the amended pricing. If the final cost to purchase the vehicles is above the IPTC board threshold, then IPTC staff will seek the Boards' approval a second time. If the total estimated cost is less than approved and the local match is therefore less, then IPTC will issue a check to the subrecipients. The 2023 Call for Projects vehicle purchases for Section 5310 are as follows:

Table 1: 2023 Section 5310 Call for Projects Vehicle Order

Agency	Vehicle Type	No. of Vehicles	Total Estimated Cost	Federal Share	Local Match	Options Added
Bosma Enterprises	Low-floor Minivan	1	\$77,600	\$62,900	\$12,900	Yes
Health and Hospital Corp.	Low-floor minivan	1	\$76,600	\$62,900	\$12,400	Yes
Hancock County Senior Services	Low-floor minivan	1	\$78,930	\$62,900	\$13,565	Yes
Janus	Medium Transit Cutaway	3	\$395,439	\$334,593	\$59,946	Yes
Noble	Low-floor minivan	3	\$234,600	\$188,700	\$39,600	Yes
Sycamore Services	Low-floor minivan	2	\$148,000	\$125,800	\$22,200	No
Total		11	\$1,011,169	\$837,793	\$160,611	

The federal share is based on the base vehicle price. The local match is based on the 15% of the base vehicle plus 100% of any options added. Therefore, the total estimated cost for agencies selecting a local option and the resulting federal/local splits will not be 85% federal and 15% local.

ALTERNATIVES:

It is likely that there are no alternatives as IPTC staff cannot identify an alternative that would not undermine the competitive process established for the Section 5310 program where the subrecipients get the vehicles that they need.

FISCAL IMPACT:

This action item has no fiscal impact for IPTC.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 18, 2024 and was recommended for the Consent Agenda.

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Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Manger of Special Projects and Regional Mobility Integration Ryan Wilhite
SUBJECT: Consideration and approval of Procurement of Transit Vehicles for FTA’s Section 5339 Grantees – 2023 Call for Projects

ACTION ITEM A – 4

RECOMMENDATION:

IPTC staff, on behalf of the designated subrecipients listed herein, is requesting that the Board authorize the Interim President and CEO to enter into a purchase contract agreement with Midwest Transit Equipment, Inc. for the purchase of nine accessible transit vehicles as illustrated in *Table 1: 2023 Section 5339 Call for Projects Vehicle Order* for a total not to exceed amount of \$671,140.

BACKGROUND:

The Grant for Bus & Bus Facilities grant program (49 U.S.C. 5339) is administered by the Federal Transit Administration (FTA). The program is commonly referred to as Section 5339. Section 5339 funds help transit agencies with capital expenditures, such as purchasing vehicles, related equipment, or bus facility projects.

Prior to 2022, IPTC was the only recipient of Section 5339 funding allocated to the Indianapolis urbanized area. Beginning in 2022, transit providers operating in Hamilton, Hancock, Hendricks, and Johnson Counties no longer utilized Section 5311 funds (Rural) and instead started using Section 5307 funds (Urban); the transition made these entities eligible to receive Section 5339 funds administered by IPTC. IPTC serves as the designated recipient of Indianapolis urban area Section 5339 grant funding, which IPTC receives directly from the FTA. Similar to Section 5307 and Section 5310 funds, as the designated recipient, IPTC is responsible for distribution and oversight of the FTA funds. As part of the region’s rural to urban transition, the Section 5339 grant program now includes a discretionary portion for public transit providers operating within Indianapolis’ urbanized area, which IPTC makes available through a competitive grant process.

To ensure that the use of this funding is compliant with federal and state procurement rules and regulations, IPTC has assumed responsibility for the vehicle purchases made with these funds. Specifically, IPTC routinely orders vehicles on behalf of subrecipients using an Indiana state quantified purchase agreement, wherein the subrecipient is responsible for the local match requirement and the full cost of any accessories. Vehicles are delivered to IPTC’s West Campus and then picked up by the subrecipients. IPTC requires that the transit agency is listed as a lienholder on the vehicle title. Subrecipients are also required to list IPTC as an insured on all vehicles. Prior to placing a vehicle order, IPTC requires subrecipients to deliver a local match check and before delivery, subrecipients sign a grant agreement with IPTC that outlines the terms of the Section 5339 sub-grant award.

When IPTC issues a call for projects, the amount available is provided to potential applicants. If the total awarded amount is less than the amount made available, IPTC staff decide how to proceed with the remaining FTA funds. IPTC

can reserve all or some of the remaining funds for a future call for projects or it can use some or all of the remaining funds to cover its own capital expenses, provided they are eligible expenses under the Section 5339 program.

DISCUSSION:

The 2023 Call for Projects for Section 5339 was the IPTC’s first call for projects for Section 5339 funds. IPTC staff intended to hold a 2022 CFP, however due to unstable vehicle pricing, IPTC staff cancelled the 2022 CFP. The funds for 2022, 2023, and 2024 were combined into the 2023 CFP. The 2024 monies was included due to the timing of the CFP schedule. And while funding made available under 49 U.S.C. Section 5339 can be used by transit agencies to replace, rehabilitate, or purchase buses and related equipment and to construct bus-related facilities, IPTC elected to limit the call for projects to vehicles and equipment only. The decision was made because of the demand for vehicles and equipment.

IPTC staff conducted an official Call for Projects that opened December 15, 2023, with submissions due February 9, 2024. A committee of IPTC staff reviewed applications from three area providers and subsequently chose to award funding to all three. All the projects were vehicle purchases to replace existing, end-of-life vehicles. Hamilton County identified a need for equipment, specifically vehicle cameras; Hamilton County will procure the equipment directly.

The amount of federal funding made available was \$1.2 million and the subrecipients’ project submissions federal request totaled \$566,100. Federal rules allow a higher federal share for ADA accessible vehicles, such as those being ordered. Normally, the base vehicle is matched at 80% federal and 20% local. With the undersubscription of the available funds, IPTC staff decided to increase the federal match for the base vehicle to 85%, reducing the local requirement for the base vehicle to 15%. All options added are funded by the subrecipient at 100%. IPTC staff anticipate carrying \$200,000 to the next Section 5339 Call for Projects in 2025.

Like it has for its own vehicle purchases, IPTC intends to use the Indiana Department of Administration’s (IDOA) Quantity Purchase Agreement (QPA) to make these vehicle purchases. Based on the current QPA, Midwest Transit Equipment, Inc. (MTE) is the approved vendor for this order. The costs contained herein are estimates. In conversations with MTE, the current fixed QPA pricing is being amended. The estimate was provided by MTE and should be sufficient to cover the amended pricing. If the final cost to purchase the vehicles is above the IPTC board threshold, then IPTC staff will seek the Boards’ approval a second time. If the total estimated cost is less than approved and the local match is therefore less, then IPTC will issue a check to the subrecipients. The 2023 Call for Projects vehicle purchases for Section 5339 are as follows:

Table 1: 2023 Section 5339 Call for Projects Vehicle Order

Subrecipient	Vehicle Type	No. of Vehicles	Total Estimated Cost	Federal Share	Local Match	Options Added
Hamilton County	Low-floor minivan	6	\$444,000	\$377,400	\$66,600	No
Hancock County	Low-floor minivan	1	\$75,540	\$62,900	\$14,230	Yes – Rear Ramp, Running Boards, Extra Q Straint
Hendricks County	Low-floor minivan	2	\$151,600	\$125,800	\$25,800	Yes – Middle Seat
Total		9	\$672,730	\$566,100	\$106,630	

The federal share is based on the base vehicle price. The local match is based on the 15% of the base vehicle plus 100% of any options added. Both Hancock and Hendricks Counties added options to each vehicle. Therefore, the total estimated cost for those two counties and the resulting federal/local splits will not be 85% federal and 15% local.

ALTERNATIVES:

It is likely that there are no alternatives as IPTC staff cannot identify an alternative that would not undermine the competitive process established for the Section 5339 program where the subrecipients get the vehicles that they need.

FISCAL IMPACT:

This action item has no fiscal impact for IPTC.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 18, 2024 and was recommended for the Consent Agenda.

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Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

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

ACTION ITEM A – 5

RECOMMENDATION:

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

BACKGROUND:

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

DISCUSSION:

The MAC submitted the nominations to the Service Committee on January 17, 2024, with a recommendation for approval by the IPTC Board of Directors.

Erin White -Bio attached

As a Mission Coach for Goodwill who collaborates with employees with disabilities.

Mark Early -Bio attached

Former Mobility Advisory Committee member that wishes to return.

ALTERNATIVES:

The Board could choose not to approve the appointment and could ask for other recommendations

FISCAL IMPACT:

No Fiscal Impact.

DBE/XBE DECLARATION:

No DBE/XBE Declaration.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

The action was reviewed by the Service Committee on April 18, 2024 and was recommended to the Consent Agenda.



Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

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 Verizon Cellular Services Purchase

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to approve the purchase of Verizon Wireless for cellular services in an amount not to exceed \$700,000.

BACKGROUND:

Since 2018, IPTC has utilized mobile routers in all revenue service vehicles to facilitate cellular communication for public and private network access. These routers require cellular connectivity for public Internet and private VPN connectivity. Cellular services enable mobile routers to provide communication for Computer-Aided Design/Automatic Vehicle Locator (CAD/AVL), information screens, traffic signal prioritization, fare validation, and public Wi-Fi on buses.

DISCUSSION:

IPTC uses Verizon for cellular services for mobile routers, cell phones, and Wi-Fi hotspots. IPTC utilizes the State of Indiana Quantity Purchase Agreement (QPA) pricing for Verizon services. As part of the Verizon contract, IPTC has designated purchasing limits for devices and spending within Verizon’s purchasing portal, as represented in the annual Verizon QPA Purchase Order document. IPTC is limited to a maximum of 1000 devices and \$700,000 in spending. The annual Verizon QPA Purchase Order for FY2024 is from May 1, 2024, to April 30, 2025.

ALTERNATIVES:

The Board could choose not to contract cellular services with Verizon Wireless. However, IPTC will lose all cellular connectivity in its buses and BRT stations, severely impacting IPTC operations.

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. The expiring Verizon QPA Purchase Order has purchasing limits of 379 devices and \$169,900 in spending. IPTC anticipates purchasing a maximum of 550 devices and \$200,000 in spending from May 1, 2024, to April 30, 2025. The agreement creates no commitment on the part of IPTC to purchase a minimum or maximum quantity of goods or services only to serve as an amount not to exceed for purchasing Verizon services. The agreement will be adjusted annually based on the number of devices used, if necessary, and as a result, approval of this agreement will be performed annually.

DBE/XBE DECLARATION:

There is no DBE/XBE goal associated with this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on April 18, 2024 and was recommended for the Consent Agenda.



Date of Memo: April 05, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Director of Preventive Maintenance and Repair Thierno Balde
SUBJECT: Consideration and approval of Procurement of a Charge Management System (CMS) for IndyGo's Battery Electric Bus (BEB) Fleet

ACTION ITEM A – 7

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the Interim President/CEO to enter into a contract with The Mobility House (TMH) to provide IPTC with an intelligent charging software solution. The contract is four years with additional option year exercisable at IPTC's sole discretion for an amount not to exceed \$979,155 with \$699,966.50 (one-time payment), with yearly service maintenance fees of \$93,062.

BACKGROUND:

Operating an electric vehicle fleet requires an efficient charging process to avoid high charging costs due to increased on-peak demand charges triggered by charging vehicles at non-specified times. At IPTC, 40% of charge time is during On-Peak hours leading to high Charging cost.

DISCUSSION:

The contract with TMH will provide IPTC with a software solution to manage the charging of all EV buses in one platform. The solution will integrate EVs and charging station management to ensure operational readiness while substantially decreasing power demand charges. The CMS will be scalable to include different chargers (AC or DC) from various OEMs for the future BEB Fleet and interface with IPTC's operation software: Hastus, Avail, and Ubisence.

The Project will be implemented in two Phases:

Phase 1: FY2024

- 57 BYD depot Chargers at IPTC's West Campus
- Inductive Charging station at North College Avenue for The Red Line BRT
- Inductive Charging Station at Ivy Tech Lawrence for the Purple Line BRT

Phase2: FY2025

- Inductive Charging Station at South Madison Station
- Inductive Charging Station at Carson Transit Center Downtown Indianapolis

Optimizing charging through the CMS around the Time of Use tariff will avoid high Demand Charges on peak charges and save between 30% to 70% on utility bills (OPEX savings).

- IPTC's conservative estimated cost savings is 24% or \$45,760 monthly.
- Estimated ROI in less than three Years. (See Attached CMS Saving File).
- The CMS applies Intelligent algorithms to predict the remaining range of EVs and the SOC required per Route/Block to optimize the BEB operation.

ALTERNATIVES:

The Board could choose not to approve procuring the electric bus charge management system. However, this will directly impact IPTCs effort to provide an effective cost-saving on its E-fleet charging and an opportunity for an efficient operation of its electric bus fleet.

FISCAL IMPACT:

The funding source for this service is from FY2024 Capital Funds.

DBE/XBE DECLARATION:

This contract is locally funded with XBE goals set.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on April 18, 2024 and was recommended for the Consent Agenda.

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Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

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 Amendment to the Interlocal Cooperation Agreement (ICA) by and between IPTC and the City of Indianapolis Department of Public Works (City) for implementation of the Marion County Transit Plan

ACTION ITEM A – 8

RECOMMENDATION:

It is requested that the Board authorize IPTC President/CEO to execute Amendment No. 2 to the ICA by and between IPTC and the City for Implementation of the Marion County Transit Plan. The purpose of this amendment is to document IPTC’s financial contribution to the City’s Michigan/New York two-way conversion project for an amount not to exceed \$8,000,000.

BACKGROUND:

In May 2018, the Board approved execution of the original ICA by and between IPTC and the City. The agreement documents the share of various financial, operational, and maintenance responsibilities between the two agencies on projects related to implementation of the Marion County Transit Plan, with an original primary emphasis on the Red Line Bus Rapid Transit (BRT) Line.

Future projects were also acknowledged in the agreement including non-BRT projects that support local route service including several one-way to two-way street conversions, local bus stop improvements, transit signal priority implementation, and the Downtown Super-Stops project. The ICA memorialized the funding contributions the City has and will make toward the BRT lines and also documents the anticipated financial contributions and responsibilities for certain specified non-BRT projects. One of these projects is the conversion of Michigan and New York Streets on the eastside from one-way to two-way operation. IPTC agreed to contribute half the cost of this project.

DISCUSSION:

Local routes operating on one-way pairs reduce the usefulness of the transit service for riders. One-way streets create distances that are farther from one's origins and destinations. Furthermore, those not familiar with the transit system and its operations may not easily discern that a given transit line on a map only goes in one direction. Indianapolis' street pattern has several one-way pairs upon which IPTC currently operates its transit service. To make these routes more efficient and effective as well as to better space out the frequent grid network, it was proposed that these streets be converted from one-way streets to two-way streets, with transit service operating in both directions on one of the streets.

The project, administered by the City, includes new traffic signals, pavement markings, pavement restoration, and improved ADA-compliant boarding areas. Additionally, pedestrian and bicycle infrastructure will be a component of the project. IPTC staff will continue to work closely with the City as the project gets constructed. The amendment stipulates that no additional funds will be contributed to the project beyond the \$8,000,000 agreed to herein.

Construction of the Michigan and New York Street two-way conversion project began in early 2024 and is slated to finish in late 2024 or mid-2025.

ALTERNATIVES:

This amendment is required if IPTC is going to contribute financially to the Michigan and New York Street two-way conversion project. The Board could choose not to approve this amendment, however, IPTC staff would need to reengage discussions with the City.

FISCAL IMPACT:

This study is budgeted in 2024 through the Capital Budget.

DBE/XBE DECLARATION:

Not applicable. The City will set an XBE goal for the project.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 18, 2024 and was recommended to the Consent Agenda.



Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Director of Governance & Audit Brian Atkinson
SUBJECT: Consideration and approval of Fare Pass Inventory Review

ACTION ITEM A – 9

RECOMMENDATION:

Review and receive Governance & Audit Fare Pass Inventory Review Report

- See Reference Item 2024-01

BACKGROUND:

The FY 2024 Internal Audit Work Plan approved by the Governance and Audit Committee included a Fare Pass Inventory Report.

DISCUSSION:

The objective of this review was to examine the inventory levels by pass type/value and reconciliation process. In addition, security of the pass inventory levels that have a monetary value was verified.

The scope of this review was to examine the processes and controls in place related to security, pass inventory, pass value and activation including the entire pass inventory management process. Considerations included:

- Recording
- Reconciliation
- Ordering
- Inventory Levels and Distribution

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

1. Distribution, Ordering & Inventory Levels
2. Inventory Controls & Accessibility

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on April 18, 2024 and was recommended for the Consent Agenda.



Fare Pass Inventory Review Report

Governance & Audit Report No. 2024-01

Issued on March 08, 2024

EXECUTIVE SUMMARY

Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2024 included a Fare Pass Inventory Review.

The fare pass inventory is kept in the vault are within the Treasury Department. The fare pass inventory is only accessible by Treasury Staff accessible by badge entry.

It is the responsibility of the Treasury Department to maintain inventory levels of the various pass types to meet the needs of IndyGo passengers and the various types of transportation used.

Treasury is responsible for replenishing pass stock in all the fixed route buses, ticket vending machines, retail desk as well as filling bulk orders from the IndyGo Foundation and other clients.

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

Objective and Scope

Examine the processes and controls in place related to security, pass inventory, pass value and activation, including the entire pass inventory management process. Considerations included:

- Recording
- Reconciling
- Ordering
- Inventory Levels and Distribution

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Fare Pass Inventory Review	Low	0	0	1

Overall Summary and Review Highlights

IndyGo has a Treasury Department which is responsible for maintaining all fare pass inventory securely, ordering pass media, reconciling pass inventory by quantity/value.

Governance and Audit reviewed the inventory levels by pass type/value and reconciliation process. In addition, security of the pass inventory levels that have a monetary value was verified.

This review identified two observations regarding the scope of this audit.

- Distribution, Ordering and Inventory Levels.
- Inventory Controls and Accessibility.

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

Our overall report rating for this Fare Pass Inventory Review is a “Low” risk.

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

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

1. Distribution, Ordering & Inventory Levels

<p>Observation: Due to the fluctuation of bulk order volumes and pass requests, it is difficult to always know the correct inventory level to maintain. There have been instances when Treasury has depleted the supply of a particular pass type and was required to make a substitution.</p>	<p>Recommendation: Reduce the chances of running out a fare pass type and eliminate obsolete pass stock.</p>	
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Observation Rating: Low

<p>Frequency/Timing of Ordering: It was determined through discussion that order frequency for each pass type is at least annually or when the quantities for a pass type is down to a 15k to 20k threshold in stock (Day Full, Day Half, Single Ride Full). The other pass types are ordered when they are down to approximately 10k.</p> <p>Supply Chain: Ordering passes pre-pandemic typically took 4-8 weeks from ordering to receiving the finish product. The most recent order in late 2023, the vendor provided notice that a 12–16-week delivery time was required. Usually, the vendor will supply a partial shipment until the full order is fulfilled.</p> <p>Order Quantities: Pass quantities are currently being ordered in the least amount as possible. Orders are based on historical usage with expectations to last approximately one year. Order volumes also depend on the pass type. Some pass types are ordered more frequently to meet the needs of the ridership. It was verified that on occasion, inventory was depleted on some pass types and were not available for distribution. Substituted pass types had to be provided. Treasury has maintained a supply of obsolete passes in storage as a last resort back up.</p> <p>Distribution of Passes supplied by Treasury: <i>Bulk Orders</i> - various organizations order passes which are packaged, shipped and billed.</p>	<p>Consider reaching out to large volume customers such as the IndyGo Foundation on a quarterly basis for estimates of their current pass stock levels and expected sales. This process should allow a more proactive ordering process to reduce the chance of running out of the most used fare pass types.</p> <p>IndyGo has several repeat bulk ticket sales customers. Reviewing historical usage by volume and time of year would better assist in developing a more stable ordering plan.</p> <p>Due to supply chain and delivery time by vendor, consider placing smaller orders more than one or two times each year which should be less taxing on the manufacturer.</p> <p>Consider removing and destroying the obsolete pass stock that is stored in the mezzanine at IndyGo West Campus. This would eliminate the chance of these passes getting into the hands of non-authorized personnel or the public. This would eliminate possible confusion as this stock is different than anything used currently. In addition, the mezzanine at West Campus does not have the same level of security as the Treasury Department.</p>	<p>Management Action Plans: We will review house account sales trends, reach out to IndyGo Foundation periodically for their future volume estimates, and utilize this information in the inventory replenishment process.</p> <p>We will remove and destroy the obsolete and expired pass inventory currently stored in the mezzanine.</p> <p>Responsible Parties: Jon Mann, Treasury Manager</p> <p>Due Date: 2nd Quarter 2024</p>
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IndyGo Retail Desk - the retail desk is supplied with the various pass types with quantities averaging 1,000 passes per delivery.

Onboard Fare Boxes - between 1,000 and 3,000 passes are loaded in the fareboxes onboard buses nightly.

IndyGo Foundation - passes are sold to the IndyGo Foundation (largest customer) at a discounted rate for distribution to clients.

Testing Sample: Governance and Audit completed inventory testing on a sample of fare passes. Of the 495,500 total inventory of passes with a monetary value, 119,400 passes (24%) were tested against the inventory spreadsheet which was verified as correct. In addition, there are 1.5 million blank passes which have the value set at purchased onboard.

2. Inventory Controls & Accessibility

<p>Observation: Treasury has effectively implemented measures to restrict access to pass inventory by only authorized personnel. Inventory is housed in the vault located inside the caged area within the Treasury Department.</p>	<p>Recommendation: G & A has no recommendation regarding the controls and accessibility of pass inventory.</p>	
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Observation Rating: Not Rated

<p>The Treasury Department is only accessible through badge swipe by authorized personnel. Door access is set up through the Security Department with a record kept of when doors are opened and by who in the biometrics access control system.</p> <p>The vault is in a separate caged area with a secondary locking system within the Treasury Department.</p> <p>All pass types which have a monetary value are numbered with unique serial number.</p> <p>The Treasury Manager maintains a spreadsheet listing all pass types and serial number ranges. The spreadsheet is updated daily as inventory is distributed or increased. At any given time, Treasury can account for all pass types.</p>		<p>Management Action Plans: IndyGo will continue to maintain the current controls in place for the pass fare inventory and accessibility will be restricted to those users currently authorized.</p> <p>Responsible Parties: Jon Mann, Treasury Manager</p> <p>Due Dates: N/A</p>
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APPENDIX A – RATINGS DEFINITIONS

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



Date of Memo: April 05, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Director of Governance & Audit Brian Atkinson
SUBJECT: Consideration and approval of Maintenance Review

ACTION ITEM A – 10

RECOMMENDATION:

Review and receive Governance & Audit Maintenance Review Report

- See Reference Item 2024-03

BACKGROUND:

The FY 2024 Internal Audit Work Plan approved by the Governance and Audit Committee included a Maintenance Review.

DISCUSSION:

This report covers the process of fleet management and maintenance issues by fleet age, type, make and model.

The objective and scope of this review was to examine the policies, procedures, and controls in place supporting the contracted and in-house maintenance of fleet. Considerations included:

- Review fleet and status.
- Determine percentage of buses not in operation by type.
- Identify consistent issues affecting getting buses returned to service.

The overall report rating was considered “Medium” based on observations and recommendations. These observations are designed to improve vehicle down time and demonstrate related issues faced by the Maintenance Department.

1. Duration of Out of Service (Fixed Route & BRT)
2. Maintenance Issues by Fleet Type and Age
3. Paratransit Fleet Maintenance by Vendor
4. IPTC Fleet Maintenance Plan

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on April 18, 2024 and was recommended for the Consent Agenda.



Maintenance Review Report

Governance & Audit Report No. 2024-3

Issued on April 5, 2024

EXECUTIVE SUMMARY

Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2024 included a Maintenance Review.

IndyGo maintains a full-service maintenance and repair center for all Fixed Route and Bus Rapid Transit (BRT) coaches at the West Campus facility. The Maintenance Department has developed a detailed plan as required by the Federal Transit Administration.

Paratransit bus maintenance and repair is contracted to the IndyGo Access Service paratransit 3rd party vendor.

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

Objective and Scope

Examine the policies, procedures, and controls in place supporting the contracted and in-house maintenance of fleet. Considerations may include:

- Review fleet and status
- Determine percentage of buses not in operation by type
- Identify consistent issues affecting getting buses returned to service.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Maintenance Review	Medium	1	0	2

Overall Summary and Review Highlights

This report covers the process of fleet management and maintenance issues by age, type, make and model.

Governance and Audit selected a sample period consisting of four months of data records (Oct '23 – Jan '24). All results, charts and statistics provided in this report cover this four-month period. Normal fleet scheduled preventive maintenance data has been removed for the purpose of this report to show actual fleet breakdowns and failures.

This report for this period includes four observations and recommendations on the following pages. These observations are designed to improve vehicle down time and demonstrate data related to issues faced by the Maintenance Department.

1. Duration of Out of Service (Fixed Route & BRT)
2. Maintenance Issues by Fleet Type and Age
3. Paratransit Fleet Maintenance by Vendor
4. IndyGo Fleet Maintenance Plan

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

Our overall report rating for this Maintenance Review Report is a “Medium” risk.

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

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

1. Duration of Out of Service (Fixed Route & BRT)

<p><u>Observation:</u> Extended time for buses to be out of service related to shortage of Classified Maintenance Technicians.</p>	<p><u>Recommendation:</u> Increase the recruiting efforts for Classified Maintenance Technicians and review and update the onboarding test.</p>	
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Observation Rating: High

<p>The duration of time a bus is out of service for the four-month period was reviewed. Delays in getting repairs completed are directly related to the number of Classified Maintenance Technicians currently employed.</p> <p>Management has stated that IndyGo is currently short 32 (40%) Classified Maintenance Technicians to fully staff the Maintenance Department.</p> <p>The Interim Chief of People Officer verified the shortage of technicians. There is a review being performed regarding the testing given to applicants before they are to be considered for interviewing and hiring. Currently an applicant is provided a link to an online screening test. IndyGo is experiencing an uptick in the number of applicants for the technician positions but few are able to pass the initial test. In many instances a technician may be very good with hands on processes and repairs but may fall short in passing a written or online test. This could be attributable to reading comprehension, online and computer experience etc.</p> <p>The number of buses in for a repair during the sample period was 191 representing a duration of 58,725 hours of down time during the 4-month period. In an effort to minimize the duration of downtime, the Maintenance Department is offering overtime hours to current staff as well as outsourcing repairs.</p>	<p>It is recommended that IndyGo Maintenance Department and the Department of People review the methods currently be used for recruiting new Classified Maintenance Technicians. Efforts should be made to evaluate the screening process to ensure a larger percentage of applicants are considered and make it further in the recruiting process.</p> <p>Consideration of expanding recruiting efforts at local job fairs, trade shows and parts suppliers.</p> <p>The inability to pass the applicant test is a key issue with the technician hiring process. IndyGo Management should consider reviewing the testing procedure, changing the test type or eliminating the online/written test before granting an interview. Currently, experienced applicants may not be considered in the recruiting process causing a missed opportunity. In person hands-on testing or demonstration by an applicant may be the best method to determine the ability and experience of the applicant. Develop a series of hands-on exercises to demonstrate the applicant’s mechanical ability when they may fall short with online or written testing.</p>	<p><u>Management Action Plans:</u> Both departments are reviewing current recruiting practices and implementing new ways to recruit and expediting the hiring process.</p> <p><u>Responsible Parties:</u> Department of People & Maintenance Department</p> <p><u>Due Dates:</u> April 2024</p>
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Summary of out of service by bus model year

Year	Sum of Duration (Hours)	# of Buses	Avg Duration by Year
2010	3,969.21	18	220.51
2013	220.00	3	73.33
2014	4,528.95	13	348.38
2015	2,348.66	13	180.67
2016	1,816.36	13	139.72
2017	7,449.76	14	532.13
2018	13,540.49	29	466.91
2019	13,316.46	34	391.66
2020	4,418.89	28	157.82
2021	5,735.69	23	249.38
2022	1,381.08	3	460.36
	58,725.55	191	307.46

Summary of out of service by Make/Model

Make/ Model	Sum of Duration (Hours)	# of Buses	Avg Duration by Make/Model (Hours)
BYD Electric 60' Articulated BRT	15,382.62	30	512.75
Gillig 40' Low Floor	34,089.88	123	277.15
Gillig 40' Low Floor Hybrid	7,871.97	35	224.91
Gillig 40' Low Floor Hybrid GenFlex	1,381.08	3	460.36
	58,725.55	191	307.46

2. Maintenance Issues by Fleet Type & Age

Observation:
 During this review the mechanical failures were reviewed by fleet type and age to determine which are more likely to have mechanical failures. 1,549 repairs were made to the fixed route and BRT fleet during the 4-month sample period.

Recommendation:
 Continue using fleet maintenance date to determine disposal of buses and maintaining inventory of Contingency Fleet.

Observation Rating: Low

A review was done of the number of mechanical failures by model year of the fleet. The average number of repairs was eight per bus for the 4-month period reviewed. The average number of repairs by model year did not fall within the oldest buses as would be expected. The highest average number of repairs fell to model year 2014.

Model Year	# of Buses	# of Repairs	Avg/Bus
2010	18	127	7.1
2013	3	19	6.3
2014	13	157	12.1
2015	13	104	8.0
2016	13	118	9.1
2017	14	120	8.6
2018	29	257	8.9
2019	34	302	8.9
2020	28	201	7.2
2021	23	131	5.7
2022	3	13	4.3
	191	1,549	8.1

It is recommended that IndyGo continue to use detailed maintenance data when determining which buses to dispose that have met useful life standards. Upon review of the number and type of required repairs, it is noted that the oldest fleet does not have the most repairs as expected. It may better fit the agency to retain an older bus and dispose of one newer, if it has surpassed the useful life period as required by the FTA.

The FTA guidance for the spare ratio of revenue vehicles in fixed-route urbanized areas should not exceed 20%.

The FTA recognizes two types of vehicles – active and contingency. Agencies are permitted to maintain a contingency fleet to include vehicles that have met minimal useful life standards if documented in a contingency plan. These vehicles are not included in the calculation of the spare ratio.

It is recommended that IndyGo use the maintenance records to determine which buses make up the spare ratio. These should include the older buses that have the least mechanical issues to fill the spare requirements. If IndyGo has a spare ratio greater than 20%, develop a written contingency plan and include those spare buses in that plan.

Management Action Plans:
 Maintenance will continue to collect data on equipment by series.

Responsible Parties:
 Maintenance Department

Due Dates:
 April 2024

The number of issues by make and model of the fleet was also reviewed. As expected the largest number of repairs matched up with the largest number of bus type in the fleet. The average number of repairs by bus type ranged from 4.3 to 8.65 during the review period.

Bus Type	Avg # of Repairs
Gillig 40' Low Floor	8.658536585
Gillig 40' Low Floor Hybrid	6.285714286
Gillig 40' Low Floor Hybrid GenFlex	4.333333333
BYD Electric 60' Articulated BRT	8.366666667

The most common mechanical issue across the fleet was the Check Engine Warning and Stop Engine Warning. The Maintenance Department explained that the number of warnings relate to the high volume of sensors and emission control requirements.

The top 10 reasons for repair are listed in the following chart.

Description	# of Issue
CHECK ENGINE / STOP ENGINE / MIL	218
COOLANT LEAK	58
TIRE INSPECTION/REPAIR/REPLACE	48
BRAKE SYSTEM INSPECTION WM	47
AIR PRESSURE - LOSS/LEAK	38
ACCIDENT DAMAGE REPAIR	35
No Heat	29
HVAC - HEAT SYSTEM FAILURE	27
FRONT END INSPECTION	21
TRANSMISSION TROUBLESHOOT	18

People with disabilities make up a large quantity of the IndyGo Ridership. As part of this review, the number of ADA related mechanical issues were considered. Out of 1,549 repairs required during the sample period, only 60 items could be considered related to an ADA device. This represented only 3.8% of the repairs. It is obvious that the Maintenance Department prioritizes the proper functionality of the ADA devices due to the low number of issues in this category. The type of devices considered as ADA related in this report are as follows:

- Entrance/Exit Doors
- Bus Kneeling Function
- Wheelchair Accessible Seating Functionality
- Handrails
- Ramp
- Internal PA annunciators Functionality
- Wheelchair access Preventive Maintenance on B-PMs
- Bridge Plates Inspection on BRT Fleet

IndyGo maintains a contingency fleet made of up past useful life buses that can be placed in service as demand would require.

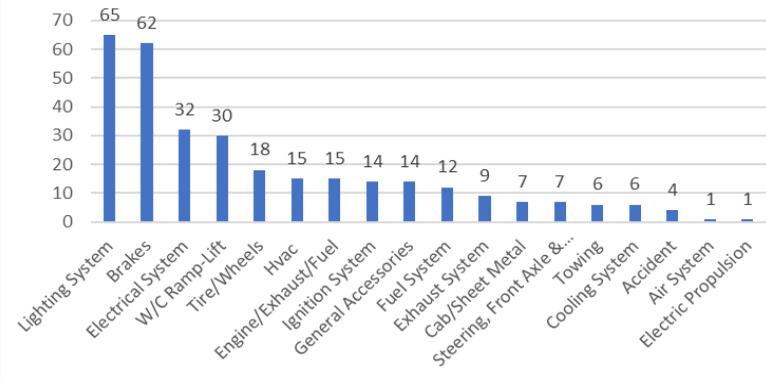
3. Paratransit Fleet Maintenance by Vendor

<p><u>Observation:</u> IndyGo contracts the maintenance of the paratransit fleet to the same vendor that provides the IndyGo Access paratransit service. The reports provided by the vendor did not include downtime by vehicle for the repair.</p>	<p><u>Recommendation:</u> Request the vendor begin tracking downtime by vehicle in for repair.</p>	
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Observation Rating: Low

<p>A review of the paratransit fleet repairs was done over the same 4-month sample period that was used for the fixed route and BRT review.</p> <p>The vendor provided various detailed repair reports for the sample period. The reports are very robust and include, quantity of repairs, labor hours, labor costs and parts costs.</p> <p>It was determined that missing from the report is a method of tracking the downtime of each bus that out of service for repair. Governance and Audit contacted the vendor maintenance supervisor and verified this was not available for the report.</p> <p>To report the number of necessary repairs performed, the routine preventive maintenance numbers were removed for this report.</p> <p>A total of 318 repairs were completed during this 4-month period with an approximate cost of \$125,000. The top two issues being the lighting system and brakes.</p> <p>Charts displaying the number or repairs by type as well as cost are provided:</p>	<p>It is recommended that the IndyGo Maintenance Management request the vendor to provide regular updates as to the downtime of a vehicle due in for repair.</p> <p>This would help IndyGo realize the most accurate number of vehicles required for the IndyGo Access Service and if downtime for repairs is affecting the success of the service.</p>	<p><u>Management Action Plans:</u> Work with the Vendor to implement a downtime report.</p> <p><u>Responsible Parties:</u> Maintenance Director</p> <p><u>Due Dates:</u> April 2024</p>
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4 Month Partransit Repairs



4 Month Totals					
Repair Type	Quantity	Labor Hours	Labor Cost	Parts Cost	Total Cost
Hvac	15	31.44	2,829.60	2,912.55	\$ 5,742
Cab/Sheet Metal	7	5.57	501.30	5,137.02	\$ 5,638
Air System	1	2.00	180.00	124.17	\$ 304
Brakes	62	88.73	7,985.70	6,563.11	\$ 14,549
Steering, Front Axle & Suspension	7	8.00	1,378.98	629.35	\$ 2,008
Tire/Wheels	18	19.21	1,728.90	3,407.92	\$ 5,137
Ignition System	14	5.52	496.80	769.15	\$ 1,266
Lighting System	65	28.97	2,607.30	1,543.15	\$ 4,150
Towing	6	-	1,680.00	-	\$ 1,680
Accident	4	4.50	14,102.45	3,372.31	\$ 17,475
Cooling System	6	9.70	873.00	615.36	\$ 1,488
Exhaust System	9	10.22	919.80	120.26	\$ 1,040
Fuel System	12	3.05	274.50	167.27	\$ 442
Engine/Exhaust/Fuel	15	12.78	43,921.14	299.79	\$ 44,221
Electric Propulsion	1	1.00	90.00	173.89	\$ 264
General Accessories	14	8.15	733.50	71.52	\$ 805
Electrical System	32	33.11	2,979.90	8,062.05	\$ 11,042
W/C Ramp-Lift	30	47.88	4,729.20	2,754.98	\$ 7,484
Totals	318	319.83	88,012.07	36,723.85	\$ 124,736

4. IndyGo Fleet Maintenance Plan

<p><u>Observation:</u> Written Maintenance Plan</p>	<p><u>Recommendation:</u> G & A has no recommendations as this plan meets required standards.</p>	
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Observation Rating: Not Rated

<p>The Federal Transit Administration (FTA) required that recipients who control FTA-Funded assets must have maintenance plans for those assets.</p> <p>The plan must be written and must describe a system of periodic inspections and preventive maintenance to be performed at certain defined intervals.</p> <p>IndyGo has just released a new revised Vehicle Maintenance Plan in February 2024. Preventive Maintenance within the policy relate to general preventive maintenance activities undertaken by the maintenance department for both revenue vehicles and non-revenue vehicles.</p> <p>The Written Maintenance Plan demonstrates that the Vehicle Maintenance Division has a comprehensive program to prioritize the reliability and cleanliness of the diesel, hybrid, and electric fleets.</p> <p>The primary goals of the Bus Maintenance team are to:</p> <ul style="list-style-type: none"> • Maintain vehicles in safe operating condition • Ensure each vehicle is operating at peak efficiency • Maximize vehicle life • Minimize vehicle service failures (road calls) • Minimize loss of accessibility due to equipment failure • Meet or exceed manufacturers’ maintenance requirements 	<p>No recommendation is being made for this observation. The newly issued Written Maintenance Plan is very robust and detailed.</p> <p>The Maintenance Standards, Preventive Maintenance, Inspections and Corrective Maintenance are all covered in detail withing this plan.</p>	<p><u>Management Action Plans:</u> Maintenance Department will continue to update as needed.</p> <p><u>Responsible Parties:</u> Maintenance Director</p> <p><u>Due Dates:</u> April 2024</p>
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- Maintain vehicle exterior and interior appearance
- Maintain a system of permanent vehicle maintenance records
- Adhere to a strict preventive maintenance schedule
- Administer an efficient equipment warranty recovery program
- Allocate resources effectively

APPENDIX A – RATINGS DEFINITIONS

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



Date of Memo: April 04, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Director of Governance & Audit Brian Atkinson
SUBJECT: Consideration and approval of Paratransit Fare Collection Review

ACTION ITEM A – 11

RECOMMENDATION:

Review and receive Governance & Audit Paratransit Fare Collection Review Report

- See Reference Item 2024-04

BACKGROUND:

The FY 2024 Internal Audit Work Plan approved by the Governance and Audit Committee included a Paratransit Fare Collection Review.

DISCUSSION:

The objective of this review was to examine the process of fare collection, dropping fares at the vendor dispatch office, reconciling fares, deposit creation/banking and reporting to IPTC Finance

The scope of this review was to examine the policies, procedures, and controls in place for the collection of fares from riders of the IndyGo Access Service. Considerations included:

- Assess internal controls of fare collection.
- Cash fare collection procedures.
- Fares adequately collected from all paratransit passengers.
- Fares accurately recorded and forwarded to IPTC Finance.

This overall report rating was considered “Medium” based on three observations and recommendations. These observations are designed to improve accuracy of fare reporting and strengthen internal controls around deposit transport.

1. Fare Reconciliation Process
2. Recognition of Revenue/Invoice Credit
3. Security of Fare Drop and Deposits

The overall report rating for this Paratransit Fare Collection Review is a “Medium” risk.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on April 18, 2024 and was recommended for the Consent Agenda.



Paratransit Fare Collection Review Report

Governance & Audit Report No. 2024-04

Issued on April 4, 2024

EXECUTIVE SUMMARY

Background

The Internal Audit Work Plan approved by the Governance and Audit Committee for fiscal year 2024 included a Paratransit Fare Collection Review.

IndyGo Access Service is the IndyGo’s service to paratransit users. This service is contracted to a third-party vendor for the purpose of managing rides, collecting fares, fleet maintenance and assess eligibility of riders.

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

Objective and Scope

Our scope was to examine the policies, procedures, and controls in place for the collection of fares from riders of the IndyGo Access Service. Considerations included:

- Assess internal controls of fare collection.
- Cash fare collection procedures.
- Fares adequately collected from all paratransit passengers.
- Fares accurately recorded and forwarded to IndyGo Finance.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Rating		
		High	Medium	Low
Paratransit Fare Collection Review	Medium	0	2	1

Overall Summary and Review Highlights

This report covers the process of fare collection, dropping fares at the vendor dispatch office, reconciling fares, deposit creation/banking and reporting to IndyGo Finance.

Governance and Audit selected two sample periods to review all collections and deposits. These samples included all work in October 2023 and February 2024.

This report for this period included three observations and recommendations on the following pages. These observations are designed to improve accuracy of fare reporting and strengthen internal controls around deposit transport.

1. Fare Reconciliation Process
2. Recognition of Revenue/Invoice Credit
3. Security of Fare Drop and Deposits

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

Our overall report rating for this Paratransit Fare Collection Review is a “Medium” risk.

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

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

1. Fare Reconciliation Process

<p><u>Observation:</u> IndyGo does not have a formal reconciliation process of the fares received compared to the deposit journal kept by the paratransit vendor.</p>	<p><u>Recommendation:</u> It is recommended that IndyGo review copies of actual deposit slips prepared by the vendor along with the vendor deposit journal to the bank records.</p>	
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Observation Rating: Medium

<p>The paratransit vendor prepares the weekly fare deposit which is collected by armor car service and deposited into an IndyGo bank account.</p> <p>On a daily basis, IndyGo posts to the D365 financial system the file received from the bank that includes all deposits. This file will match deposits that are received by the bank. This does not verify the bank amounts with the vendor deposit journal. IndyGo would not be able to verify if there is a missing deposit due to relying on the bank records.</p> <p>The deposit journal is used by the vendor to reconcile fares and tickets collected compared to the Operator Run Manifest.</p> <p>During our review, errors were discovered in the vendor deposit journal (for the sample period) when comparing to the IndyGo bank records.</p>	<p>It is recommended that the paratransit vendor provide a copy of the deposit slip prepared weekly as the deposits are made into an IndyGo owned account. IndyGo staff can then compare actual deposit slips to what is received on the bank file. This would eliminate the possibility of not realizing if a deposit is missing or not coded correctly by the receiving bank.</p> <p>IndyGo should be provided a copy of the vendor deposit journal to ensure deposits received on the bank file would match what is expected as well as verifying the vendors reconciliation to the Operator Run Manifest.</p>	<p><u>Management Action Plans:</u></p> <p>Accounting receives copies of deposits slip on a weekly basis and will continue to work diligently to verify that deposits received by the bank match with the deposits slip prepare by the vendor.</p> <p>Outside Accounting Area (The vendor deposit journal is an internal process perform by the vendor and the contract owner is responsible for reviewing, reconciling and authorizing vendor invoices; I assume the verification of expenses and revenue is part of the review process before approving payment)</p> <p><u>Responsible Parties:</u></p> <p>Rebecca Ball – AR Accountant Donnisha Davis – Accounting Manager (Mobility Services – Contract owner)</p> <p><u>Due Dates:</u></p> <p>04/15/2024</p>
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2. Recognition of Revenue/Invoice Credit

<p>Observation: IndyGo needs post invoice credits as Fare Revenue in the accounting system.</p>	<p>Recommendation: Separately post total expenses and any credits in the corresponding revenue or expense account.</p>	
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Observation Rating: Medium

<p>The contractual agreement with the Paratransit vendor is to credit IndyGo with any daily collection variances that are short. If there is a variance that is over, it is included in the weekly deposit to IndyGo.</p> <p>As part of the vendor’s monthly reconciliation, the daily variances are netted for the month. If there is an overage for the month, it is kept by IndyGo. If there is a shortage for the month, the vendor is required to credit the monthly invoice of charges billed.</p> <p>In the review, it was noted that the vendor provides IndyGo with a fixed cost invoice and a variable cost invoice. In a month with a shortage or unauthorized rides, the actual credit amount is listed in the detailed breakdown on the variable invoice.</p> <p>If there is a credit due listed on the variable invoice, the IndyGo accounting department is posting the net total as an expense in the Purchased Transportation Account. The credit amount is not being posted separately in the Fare Revenue Account.</p> <p>Likewise, if the charges listed on the invoice have a credit, the accounting department is posting the net amount rather than the full expense in Purchased Transportation Account.</p> <p>Although the total dollars in the bank are not affected, the monthly financial report currently does not recognize the total purchased transportation amount or the total fare collection amount for the given month.</p>	<p>It is recommended that IndyGo start posting the total expenses prior to any credits as in the Purchased Transportation Account.</p> <p>It is also recommended that IndyGo start posting the Fare Revenue Account with any fare collection shortage credits as well as credits for unauthorized trips. These credits are listed in the detail on the monthly variable cost invoice.</p> <p>It is recommended that IndyGo change the posting process for the monthly variable expense invoice. This process change will allow the amount to be posted to fare revenue account for proper reporting in the IndyGo financial reporting process.</p> <p>Being early in the financial year, it would be possible to make correcting journal entries for the prior few months to categorize the credits correctly in the financial system.</p>	<p><u>Management Action Plans:</u></p> <p>Accounting will proceed immediately to account for fare revenue received by the vendor and credited against the monthly expenses reflected on the invoice.</p> <p>Correction to previous months, if apply, will be made immediately.</p> <p><u>Responsible Parties:</u></p> <p>Donnisha Davis – Accounting Manager</p> <p><u>Due Dates:</u></p> <p>04/15/2024</p>
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Fare collection numbers are an area of question regularly. In some instances, fare collection totals are reported when applying for federal grants. IndyGo should be identifying the most accurate amount of fare collection.

In addition, recognizing the full expense of purchased transportation is beneficial to IndyGo as many expenses are reimbursable through the federal grant process. Purchased transportation was an allowable expense for many of the Cares Act Grant reimbursements.

3. Security of Fare Drops and Deposits

<p><u>Observation:</u> The fare drops and armored courier processes were reviewed.</p>	<p><u>Recommendation:</u> Improve deposit transport process when the armored courier service is not available.</p>	
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Observation Rating: Low

<p>The process is for drivers to drop their fare collection at the intake window in the dispatch office. This office is secured only allowing entrance by authorized personnel. Drivers come to the window to drop their fare collection after a trip. There is an intake person who logs the receipt of fares and places them into a drop box safe. Only authorized finance employees have access to open the safe for the purpose of posting the fares and creating a deposit.</p> <p>During this review, it was verified that there is proper security maintained around the fare drop process and the storage of deposits until collected by the armored courier.</p> <p>Additionally, it was determined that on a few instances, the armored courier did not arrive to pick up deposits. In some cases, the deposit was given to an IndyGo staff member to transport to the IndyGo Treasury Department. The staff member transporting the deposit was not an IndyGo Treasury or Finance employee.</p>	<p>Governance and Audit do not have any recommendations for the fare drop process and security of the deposit while in the vendor dispatch office.</p> <p>It is recommended that a higher level of security be implemented when the armored courier service does not arrive as expected.</p> <ul style="list-style-type: none"> The vendor could hold the deposit in the safe in the dispatch office until the next scheduled pick up by the armored courier. In the event the deposit must be transferred to IndyGo Treasury, it is recommended that this transport be done by an authorized IndyGo Treasury or Finance employee. A log should be maintained with signatures to verify the pickup and delivery of the deposit. 	<p><u>Management Action Plans:</u> Accounting does not control this process. As far as Accounting is aware, only one time the vendor transported fare revenue from its East Campus location to its operation at the retail desk in the Transit Center due to Brinks drivers' shortage. Later IndyGo Treasury staff picked it up.</p> <p><u>Responsible Parties:</u> Paratransit Vendor</p> <p><u>Due Dates:</u> April 15, 2024</p>
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APPENDIX A – RATINGS DEFINITIONS

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

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Date of Memo: April 05, 2024
 Current Meeting: April 25, 2024
 Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Senior Director of Preventative Maintenance and Facilities Paul Williams
SUBJECT: Consideration and approval of IFB 21-02-382 Bus/BRT Shelter cleaning and maintenance extension

ACTION ITEM A-12

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we ask the Board to authorize the Interim President / CEO to extend the contract one year with Shuck Corporation for cleaning and maintenance of stops and shelters for an amount not to exceed \$ 1,411,000. These funds are part of the approved 2024 budget.

BACKGROUND:

IPTC Facility Department is responsible for cleaning, maintaining, repairing, and replacing approximately 3,300 bus stop signs, 219 shelters, 34 Red Line stations, and 500 plus amenities, including trash receptacles, benches, and bike racks for BRT Red Line and fixed routes. This extension will include the 18 new Purple Line BRT stations and the eight new Super Stops. This service is essential for IPTC to provide clean and safe public bus stops, shelters, and station areas for the community.

DISCUSSION:

Shuck Corporation has agreed to extend the contract for a year with minimal price increases for wages due to the Union wage increase that they have incurred and the additional work. Shuck will hold the current price for bus top shelter installs/removals and all bus sign work.

Cost breakdown per year:

- 34 Red line BRT stations, amenities & signs \$ 675,000
- 11 new shelters \$ 30,000
- 18 new purple line BRT stations \$ 115,200
- Eight new Super stops \$ 76,800
- Labor increase estimate \$ 12,000
- Estimated Accident and vandalism \$ 300,000
- Planning dept. (New stops, shelters, signs, amenities adds) \$ 202,000

Total estimated cost for an additional year \$1,411,000

ALTERNATIVES:

Shelter cleaning, maintenance, and repairs are required for safe and clean operations. Unfortunately, IPTC cannot provide these services due to the need for specialized equipment and required manpower.

FISCAL IMPACT:

This contract is funded from the Operating and Capital budget.

DBE/XBE DECLARATION:

The Shuck Corporation has committed to 17.5 % XBE participation.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on April 18, 2024 and was recommended to the Consent Agenda.



Date of Memo: April 09, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

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 the Purple Line Bus Rapid Transit (BRT) change order for pavement conditions

ACTION ITEM A – 13

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize IPTC’s President/CEO to execute a contract change order (CCO) with Crider and Crider, Inc. for an amount not to exceed \$740,000.00 to cover costs associated with additional pavement restoration on the Purple Line BRT construction project.

BACKGROUND:

IPTC entered into contract in December 2021 with Crider and Crider, Inc. to construct the roadway portion (Package A) of the Purple Line BRT project with an original contract award amount of \$95,662,258.74. Construction started in Spring 2022 and will be completed in Summer 2024. Construction is approximately 80% complete.

Also in December 2021, the Board authorized President/CEO to approve change orders of \$250,000 or less through construction of the Purple Line BRT project. Change orders greater than \$250,000 require board approval.

DISCUSSION:

This CCO includes the resurfacing of Post Road from just south of 38th Street to just north of 46th Street. Work includes milling off 1 ½ inches of the existing roadway material, and the placement of 1 ½ inches of new asphalt material. Costs associated with this CCO have been estimated by the construction management team and the final cost will be based on actual quantities placed during construction.

The existing Post Road asphalt surface has continued to deteriorate since the project was originally designed. In addition, the project storm sewer additions, utility relocations, curb replacements, and lane reconfigurations has resulted in a significant amount of roadway patching (asphalt cuts in the existing surface). Placement of a new asphalt surface will prolong the life of the roadway and also provide a better and more consistent layer for the new pavement markings resulting in less long-term maintenance.

ALTERNATIVES:

The Board could choose not to move forward with this design change, however, the cost to repair the pavement in future will be higher and not including this rehabilitation will result in a less desirable ride quality.

FISCAL IMPACT:

This work will be funded from the contingency budget of the Purple Line BRT grant funds. The overall project budget includes contingency funds that were set aside for unforeseen project needs such as this. The amount of this change fits within the available contingency budget.

DBE/XBE DECLARATION:

Crider and Crider's DBE contract goal for the project is 13% including work associated with this CCO.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on April 18, 2024 and was recommended to the Consent Agenda.



Date of Memo: April 17, 2024
Current Meeting: April 25, 2024
Board Meeting: April 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Board Chair Greg Hahn
FROM: Chief Legal Officer Robert Frye
SUBJECT: Consideration and adoption of Ordinance 2024-01 authorizing the acquisition of real property for the Blue Line Bus Rapid Transit (BRT) project

ACTION ITEM A – 14

RECOMMENDATION:

It is recommended that the Board of Directors approve and adopt proposed Ordinance No. 2024-01 authorizing IPTC to acquire certain real property interests necessary for the Blue Line BRT Project.

BACKGROUND:

The Blue Line will be the third rapid transit service in the Indianapolis Metropolitan Area. It will provide BRT service along a 24-mile corridor between the Town of Cumberland, through the Indianapolis Central Business District, to the Indianapolis International Airport. The Blue Line will largely be a direct replacement of the current IPTC Route 8 when it begins operations (anticipated early 2027). The project is anticipated to begin construction in Q1 2025. Certain real property interests, both temporary and permanent, will need to be acquired by IPTC to construct the project as designed. If IPTC is not able to reach agreement with any individual property owner for the acquisition of the portion of their property needed for the project, then it will have to resort to eminent domain to appropriate the property. Before doing so, however, the Board must first adopt an ordinance authorizing the exercise of the power of eminent domain.

A copy of proposed Ordinance No. 2024-01 is attached to this memorandum.

DISCUSSION:

Property acquisitions for construction of the Blue Line will include permanent partial property acquisitions for public right-of-way and temporary easements and rights of entry for construction. It is not anticipated that there will be any total property acquisitions, or acquisitions that involve the relocation of buildings or property users. There are 144 parcels along the project route from which an acquisition will be necessary. Many of the acquisitions consist of small areas of the property that front Washington Street where the street is being widened, usually at station locations. All permanent rights-of-way acquired will be transferred to the City of Indianapolis Department of Public Works following completion of the project.

IPTC will comply with Federal Transit Administration and state statutory requirements for the acquisition of the needed property interests. Statutorily, the Board may acquire real property interests necessary or convenient for the operation of the transit system by grant, purchase, gift, lease, eminent domain, or otherwise. Ind. Code §§ 36-9-4-30 and -32. Although it would be a last resort, it is possible that IPTC may need to exercise the power of eminent to acquire some of the necessary property interests. However, before eminent domain proceedings may be instituted the Board must adopt an ordinance which: (1) generally describes the property to be acquired, (2) declares that the public interest and necessity require the acquisition, and (3) declares that the acquisition is necessary for the establishment, development, extension, or improvement of the transit system. Ind. Code § 36-9-4-32.

Accordingly, Ordinance No. 2024-01 is being introduced at the Board's April 25, 2024 meeting to authorize IPTC to institute eminent domain proceedings, if necessary, to acquire any of the necessary property interests required for the Blue Line project. A list generally describing those properties from which an interest is needed is attached to Ordinance 2024-01. It is not known at this time which of these properties will require eminent domain proceedings.

Following introduction at the April 25th meeting, IPTC will publish a public notice to include (1) reference to the subject matter of the proposed ordinance, (2) that it is pending final action by the Board, (3) that the Board will hold a public hearing at which any person present will be given an opportunity to give testimony or evidence for or against the proposed ordinance, and (4) that the proposed ordinance is available for public inspection at the office of the Board, all as required by Ind. Code § 36-9-4-24. The Board will then hold a public hearing at its meeting scheduled for May 23, 2024 to hear any testimony or evidence for or against the proposed ordinance, after which it may take final action, as required by Ind. Code § 36-9-4-25.

ALTERNATIVES:

The Board could choose not to adopt the proposed ordinance, in which case IPTC would not be able to exercise the power of eminent domain to acquire real property interests required for the Blue Line project. This would result in the need for significant redesign, significant delay, and increased costs where acquisitions could not be negotiated to a satisfactory conclusion with the owner.

FISCAL IMPACT:

Property acquisitions and professional services associated therewith are funded through the Blue Line project budget.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be considered by the full Board of Directors as part of the regular agenda for its meeting scheduled for April 25, 2024, and during a public hearing as part of the regular agenda for its meeting scheduled for May 23, 2024.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

ORDINANCE NO. 2024-01

An ordinance of the Indianapolis Public Transportation Corporation (IPTC) authorizing the acquisition of real property interests for the Blue Line Bus Rapid Transit Project.

WHEREAS, pursuant to Ind. Code §§ 36-9-4-30 and -32, the IPTC Board of Directors (the “Board”) may acquire by grant, purchase, gift, lease, eminent domain, or otherwise, real property interests necessary or convenient for the operation of IPTC’s urban mass transportation system (the “System”); and

WHEREAS, the Board may institute proceedings to acquire real property interests by eminent domain upon adoption of an ordinance as provided for in Ind. Code §§ 36-9-4-24, -25 and -32; and

WHEREAS, pursuant to Ind. Code § 8-25-4-2 and § 116-405 of the Revised Code of Indianapolis and Marion County, IPTC is developing and constructing a bus rapid transit (BRT) line known as the “Blue Line” in furtherance of the implementation of the Marion County Transit Plan to develop, extend and improve the System (the “Project”); and

WHEREAS, the development and construction of the Project requires the acquisition of certain real estate interests, both temporary and permanent, along the route of the Blue Line; and

WHEREAS, the Board finds that it is in the public interest and necessity that IPTC acquire those real property interests required to develop and construct the Project and to establish the Blue Line BRT.

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

SECTION 1. Findings and Purpose. The Board finds and declares that the public interest and necessity require the acquisition by IPTC of real property interests from those parcels identified on Attachment A, which is attached to and incorporated herein by reference, and that the acquisition thereof is necessary for the development, extension and improvement of the System and the establishment of the Blue Line BRT in furtherance of the implementation of the Marion County Transit Plan.

SECTION 2. Delegation of Authority. The Board authorizes and directs IPTC’s Chief Executive Officer to take all actions on behalf of IPTC, including the execution of all documents, instruments, certificates and other papers required, which are necessary and proper on the advice and direction of IPTC’s legal counsel to acquire the real property interests identified on Attachment A, including by the exercise of the power of eminent domain.

SECTION 3. Evidence of Public Necessity. In accordance with Ind. Code § 36-9-4-32, the adoption of this Ordinance shall be conclusive evidence of the public necessity of the acquisition interests from those parcels of real property identified on Attachment A, and that the acquisition of said property interests has been planned in a manner most compatible with the greatest public good and the least private injury.

SECTION 4. Severability. If any provision of this Ordinance shall be held invalid or unenforceable by a court or other authority of competent jurisdiction, the provision shall be stricken from the Ordinance and all other provisions shall continue in full force and effect.

SECTION 5. Effective Date. This Ordinance shall be in full force and effect upon and after its adoption by the Board in accordance with Ind. Code §§ 36-9-4-24 and -25.

* * * * *

PASSED AND ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this ____ day of _____ 2024.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____
Greg Hahn, Board Chair

ATTEST:

By: _____
Robert M. Frye, Chief Legal Officer

**ATTACHMENT A
TO
ORDINANCE NO. 2024-01
OF THE
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

Parcel #	Address	132	2216 W. Washington Street
27	2 N. LaSalle Street	133	2126/2202 W. Washington Street
29	3350 E. Washington Street	134	2116 W. Washington Street
31	7425 E. Washington Street	135	2102 W. Washington Street
96	3301 E. Washington Street	136	2030 W. & 6002 E. Washington Street
102	3763 W. Washington Street		
103	3760 W. Washington Street	137	2014 W. Washington Street
104	3753 W. Washington Street	139	1553 W. Washington Street
105	3752 W. Washington Street	142	501 W. Washington Street
106	3700 W. Washington Street	143	1401 E. Washington Street
107	3704 W. Washington Street	144	1409 E. Washington Street
108	3705 W. Washington Street	145	13 McKim Avenue
111	3445 W. Washington Street	151	1640/5103 E. Washington Street
112	3433 W. Washington Street	152	1702 E. Washington Street
113	3424 W. Washington Street	153	1716 E. Washington Street
114	3421 W. Washington Street	155	2037 E. Washington Street
116	3255/4021 W. Washington Street	156	2040 E. Washington Street
118	3245, 3206 W. Washington Street	157	2131 E. Washington Street
119	3000/3200 W. Washington Street	158	2233 E. Washington Street
120	3000 W. Washington Street	163	2718/2730 E. Washington Street
121	3010 W. Washington Street	164	2721 E. Washington Street
122	2911 W. Washington Street	165	2726/2810 E. Washington Street
124	2725 W. Washington Street	167	2809/3724 E. Washington Street
126	2610 W. Washington Street	168	2813 E. Washington Street
131	2224 W. Washington Street	169	2817 E. Washington Street
		171	3205 E. Washington Street

**ATTACHMENT A
TO
ORDINANCE NO. 2024-01
OF THE
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

173	3715 E. Washington Street	210	5270 E. Washington Street
174	3749 E. Washington Street	211	5302 E. Washington Street
175	3738 E. Washington Street	212	5332 E. Washington Street
176	6005 E. Washington Street	213	5435 E. Washington Street
177	3801 E. Washington Street	214	5460 E. Washington Street
178	3828 E. Washington Street	215	5502 E. Washington Street
181	4111/4117 E. Washington Street	216	5510/5540 E. Washington Street
182	4121 E. Washington Street	217	5639/5649 E. Washington Street
183	4120 E. Washington Street	218	5703 E. Washington Street
184	4122 E. Washington Street	219	5731 E. Washington Street
185	4126 E. Washington Street	220	5911 E. Washington Street
193	4415 E. Washington Street	221	5917 E. Washington Street
194	56 S. Linwood Avenue	222	5921 E. Washington Street
195	4503 E. Washington Street	223	5933 E. Washington Street
196	4509 E. Washington Street	224	5936 E. Washington Street
197	4741 E. Washington Street	225	6031 E. Washington Street
200	4747 E. Washington Street	226	6024 E. Washington Street
202	4740 E. Washington Street	227	6028 E. Washington Street
203	4751 E. Washington Street	228	6032 E. Washington Street
204	4808 E. Washington Street	230	6101/6117 E. Washington Street
205	4814 E. Washington Street	231	6109 E. Washington Street
206	Int. E Washington Street & E. Pleasant Run Parkway N. Dr.	232	6113 E. Washington Street
		233	6201 E. Washington Street
207	5061 E. Washington Street	234	6400 E. Washington Street
208	5045 E. Pleasant Run Parkway N. Drive	238	7340/7364 E. Washington Street

**ATTACHMENT A
TO
ORDINANCE NO. 2024-01
OF THE
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

239	7302 E. Washington Street	278	4105 E. Washington Street
240	7345 E. Washington Street	281	5230 E. Washington Street
241	7424 E. Washington Street	282	5260 E. Washington Street
242	7508 E. Washington Street	283	6060 E. Washington Street
243	7511 E. Washington Street	284	1336 E. Washington Street
244	7520 E. Washington Street	285	1715 E. Washington Street
245	7515 E. Washington Street	286	6601 E. Washington Street
246	7548 E. Washington Street	287	3711 E. Washington Street
248	10608 E. Washington Street	288	5910 E. Washington Street
249	10612/10800 E. Washington Street	289	5914 E. Washington Street
250	10722 E. Washington Street	290	3605 W. Washington Street
254	3808 E. Washington Street	291	10617 E. Washington Street
255	3335 W. Washington Street	295	3714/3720 E. Washington Street
259	901/921 E. Washington Street	296	11207 E. Washington Street
260	4900 Julian Street	297	5730 E. Washington Street
267	7206 E. Washington Street	298	7803/7955 E. Washington Street
268	3611 W. Washington Street	299	7815 E. Washington Street
269	7202 E. Washington Street	300	8007 E. Washington Street
270	1701 E. Washington Street	301	8920 E. Washington Street
273	16 S. Sherman Drive/3737 E. Washington Street	302	10220 E. Washington Street
		303	10202 E. Washington Street
274	4020/4024/4028/4032 E. Washington Street	304	5430 E. Washington Street
275	4102 E. Washington Street	305	2801 W. Washington Street
276	4110 E. Washington Street	306	1828 W. Washington Street
277	4114 E. Washington Street		



Information Update – March 2024 Financials Summary

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

MARCH 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is on budget for the month of March and year to date.
- Other Operating revenue category is over budget by \$21,850 (8.7%) for the month. YTD for this revenue is over budget by \$665,614 (88%).
- The passenger service revenue is over budget by \$23,680 (4.8%) for the month. For the year passenger service revenue is under budget by \$34,205 (-2.3%).
- PMTF Grant is on budget for the month of March and year to date.
- Property Tax Revenue is on budget for the month of March and year to date.
- Income Tax is on budget for the month of March and year to date.
- The Service Reimbursement Program revenue is under budget by \$5,040 (-14.6%) for the month. For the year it is under budget by \$9,265 (-8.9%).

The Total Revenue for the agency is over budget by \$40,490 (0.01%) for the month of March. YTD Total Revenue is over budget by \$615,144 (0.02%).

Expenditures

I) Personal Services

- Fringe benefits are under budget for the month by \$303,984 (-16.6%). YTD it is under budget by \$367,347 (-6.6%).
- Overtime expenses were over budget by \$54,496 (20.1%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$568,987 (70.1%).
- March salary expenses are under budget by \$834,429 (-18.5%) for the month of March. YTD it is under budget by \$141,198 (-1.1%)

The Personal Services category is under budget by \$1,083,917 (16.4%) for the month of March. It is over budget for the year by \$60,441 (0.3%)

II) Other Services and Charges

- Claims were under budget by \$37,758 (-11.1%) for the month. For the year this category is under budget by \$558,772 (-54.8%).

- For the month of March, the Miscellaneous Expense category is over budget by \$36,735 (45.6%). YTD is under budget by \$558 (-0.2%).
- In March, the Purchased Transportation category is over budget by \$237,800 (26.6%). For the year it is over budget by \$365,020 (13.6%).
- For the month the “Services” expense category is under budget by \$50,670 (-2.3%). YTD this category is under budget by \$5,255,040 (-51.6%).
- For the month, utilities expenses are under budget by \$18,773 (-9.3%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are under budget by \$92,163 (-15.2%).

Overall, the Other Services & Charges category is over budget by \$167,334 (4.5%) for the month. YTD this category is under budget by \$5,541,514 (-37.6%).

III) Materials & Supplies

- The fuel and lubricant category is over budget by \$48,967 (9.1%). YTD it is under budget by \$187,883 (-11.7%).
- For the month of March, the maintenance materials category is over budget by \$16,858 (3.1%). It is under budget for the year by \$433,832 (-22.1%).
- Other materials and supplies category is under budget by \$15,323 (-12.3%) for the month. For the year it is under budget by \$675,698 (-79.2%).
- Tires & Tubes category is under budget in March by \$9,240 (-17.2%). 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 \$27,041 (-16.1%).

For the month, the Total Materials and Supplies category is over budget by \$40,991 (3.3%). For the year it is under budget by \$1,324,454 (-28.8%).

In March, the overall, total expenditures came under budget by \$875,592 (-7.6%). Year to date expenditures are under budget by \$6,805,527 (-17.4%).

FY 2024 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
03/28/2024	Exhaust fume extraction system	Capital	Character Four – Capital	\$70,000

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Three Months Ending Sunday, March 31, 2024

11/1/2024 1:40 PM
 Period Selected: 3

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
Operating Revenue									
Federal Assistance	1,465,234.00	1,465,234.00			4,168,878.00	4,168,878.00			3,967,212.00
Other Operating Income	271,328.80	249,478.34	21,850.46	8.76	1,407,049.41	748,435.02	658,614.39	88.00	2,682,411.23
Passenger Service Revenue	517,450.04	493,769.48	23,680.56	4.80	1,447,103.99	1,481,309.39	(34,205.40)	(2.31)	1,422,921.71
PMTF Revenue	947,485.67	947,485.67		0.00	2,842,457.01	2,842,457.01		0.00	2,842,457.01
Local Property & Excise Tax Revenue	3,323,790.59	3,323,790.59		0.00	9,971,371.77	9,971,371.77		0.00	9,709,818.00
Local Transit Income Tax Revenue	4,812,207.83	4,812,207.83			10,250,000.01	10,250,000.01			13,946,983.74
Service Reimbursement Program	29,543.00	34,583.33	(5,040.33)	(14.57)	94,485.00	103,749.99	(9,264.99)	(8.93)	90,549.00
Total Operating Revenues	11,367,039.93	11,326,549.24	40,490.69	0.004	30,181,345.19	29,566,201.19	615,144.00	0.021	34,662,352.69
Operating Expenses									
Personal Services									
Fringe Benefits	1,525,044.86	1,829,028.94	(303,984.08)	(16.62)	5,188,091.06	5,555,438.56	(367,347.50)	(6.61)	4,433,174.70
Overtime	325,115.40	270,619.17	54,496.23	20.14	1,380,844.69	811,857.51	568,987.18	70.08	1,787,226.54
Salary	3,660,253.53	4,494,682.64	(834,429.11)	(18.56)	13,342,849.44	13,484,047.92	(141,198.48)	(1.05)	10,600,528.87
Total Wages and Benefits	5,510,413.79	6,594,330.75	#####	(16.44)	19,911,785.19	19,851,343.99	60,441.20	0.30	16,820,930.11
Other Services & Charges									
Claims	301,847.63	339,606.24	(37,758.61)	(11.12)	460,046.30	1,018,818.72	(558,772.42)	(54.85)	1,333,559.00
Miscellaneous Expenses	117,215.54	80,480.27	36,735.27	45.65	249,132.20	249,690.81	(558.61)	(0.22)	116,270.71
Purchased Transportation	1,129,933.51	892,133.67	237,799.84	26.66	3,041,421.54	2,676,401.01	365,020.53	13.64	2,813,009.80
Services	2,142,046.65	2,192,716.33	(50,669.68)	(2.31)	4,929,644.99	10,184,685.55	(5,255,040.56)	(51.60)	5,011,417.18
Total Utilities	182,706.27	201,479.17	(18,772.90)	(9.32)	512,274.47	604,437.51	(92,163.04)	(15.25)	586,638.75
Total Other Services & Charges	3,873,749.60	3,706,415.68	167,333.92	4.51	9,192,519.50	14,734,033.60	(5,541,514.10)	(37.61)	9,860,895.44
Materials & Supplies									
Fuel & Lubricants	583,979.75	535,282.66	48,697.09	9.10	1,417,964.37	1,605,847.98	(187,883.61)	(11.70)	967,810.97
Maintenance Materials	549,729.63	532,871.75	16,857.88	3.16	1,532,082.31	1,965,913.98	(433,831.67)	(22.07)	1,593,152.51
Other Materials & Supplies	108,787.58	124,111.23	(15,323.65)	(12.35)	177,389.80	853,087.96	(675,698.16)	(79.21)	282,361.01
Tires & Tubes	44,496.11	53,736.75	(9,240.64)	(17.20)	140,534.65	167,575.67	(27,041.02)	(16.14)	149,414.73
Total Materials & Supplies	1,286,993.07	1,246,002.39	40,990.68	3.29	3,267,971.13	4,592,425.59	(1,324,454.46)	(28.84)	2,992,739.22
Total Operating Expenses	10,671,156.46	11,546,748.82	#####	(7.58)	32,372,275.82	39,177,803.18	(6,805,527.36)	(17.37)	29,674,564.77
OPERATING INCOME/(LOSS)	695,883.47	0.01	695,883.46		1,995,692.85	(4,537,555.74)	6,533,248.59		

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**Transit
Operations
Performance
Report 2023**





Route Performance



Route Performance

Significant changes to route frequency and composition

Of special note is the merging of sections of Route 14 and 55 to create Route 56 and discontinuation of Routes 14 and 55. Also, the merging of sections of Route 12 into Route 13 and the discontinuation of Route 12.

Ridership (page 21 of the report)

Ridership reporting has been modified to include MyKey ridership figures (digital payments). Direct comparisons between FY2022 and FY2023 are not representative of increases.

Key Performance Indicators (page 23 of the report)

Overall system on-time performance has maintained 80% from FY2022 when compared to FY2023, with an increase in Boardings per Revenue Hour of 8.12 -> 10.57 (30%).

Paratransit (page 27 of the report)

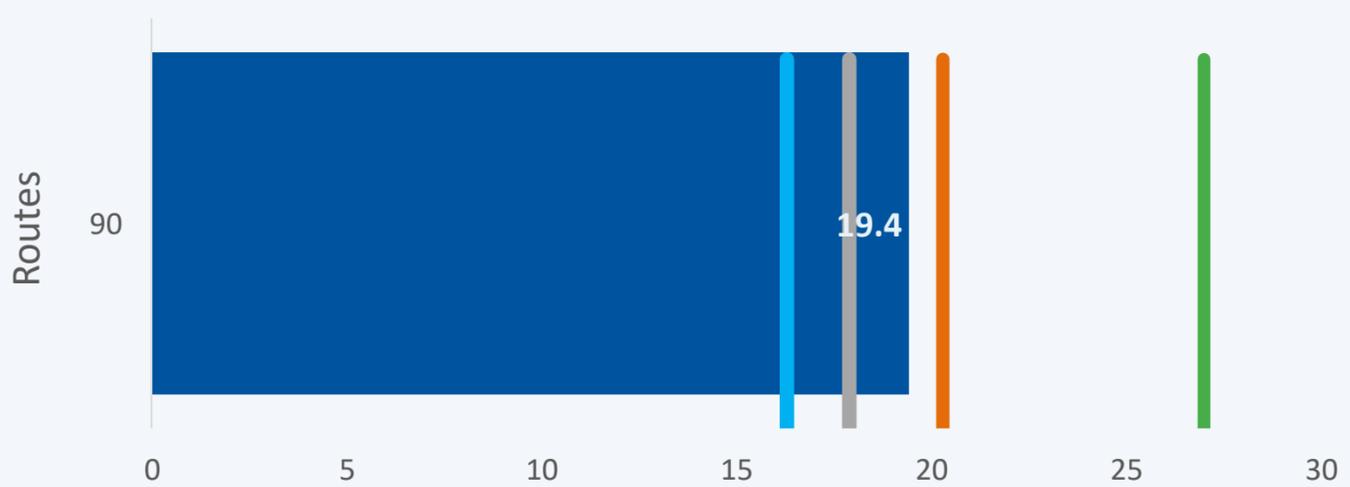
In FY2023, the total Paratransit ridership was 161,844, up 7.5% compared to FY2022. The net operating costs for ADA paratransit services increased for FY2023 by 12%.



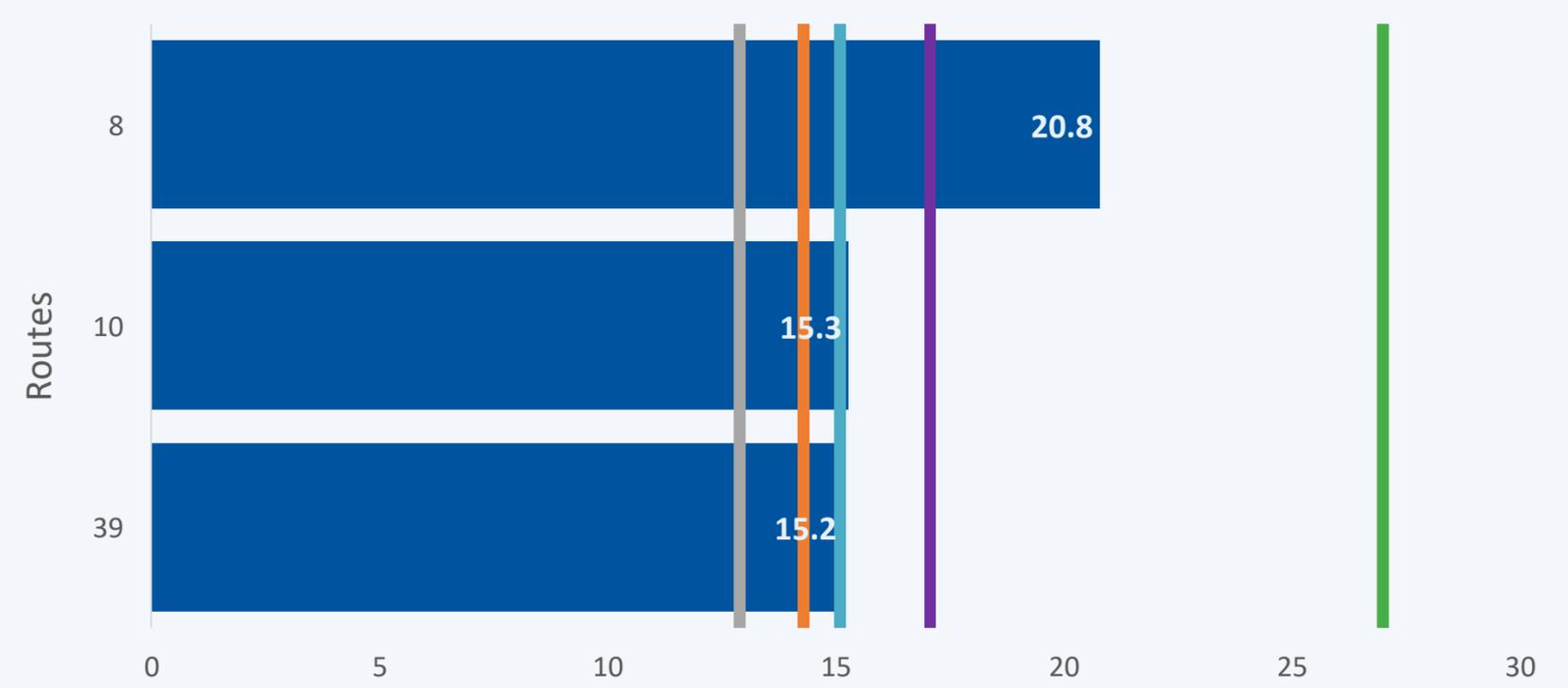
IndyGo
SM

Weekday Boardings - Fixed & BRT

Rapid Transit



15-Minute Frequency



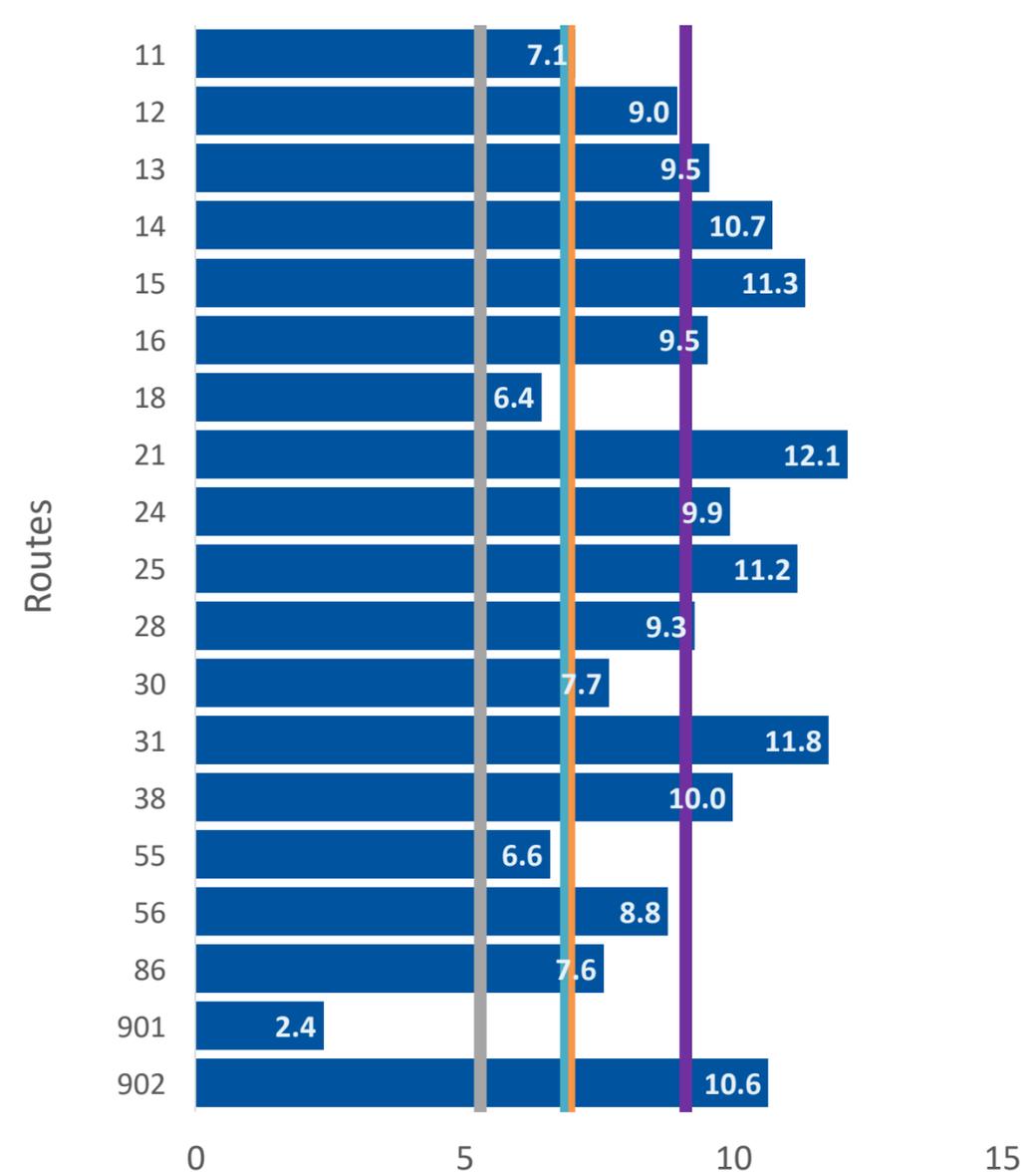
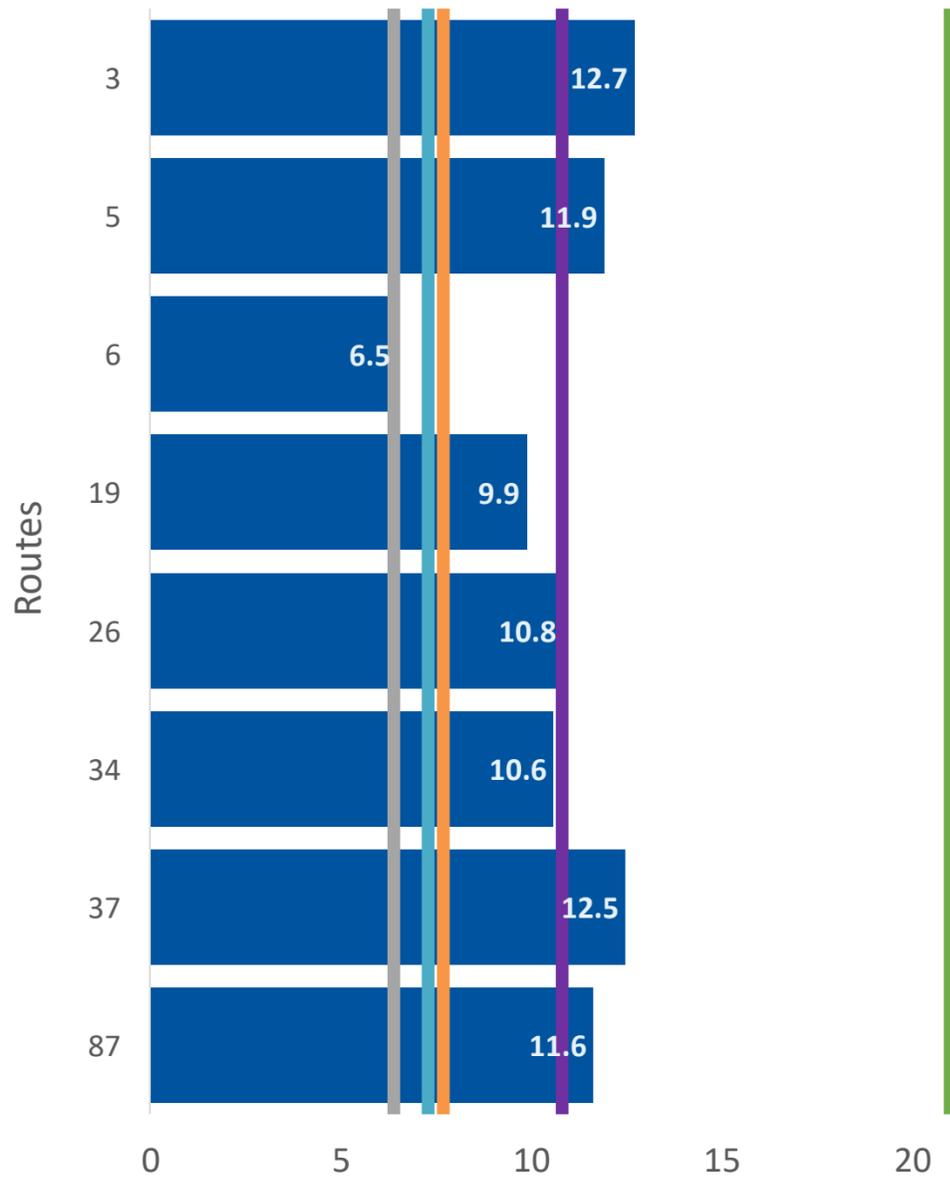
■ Boardings/Revenue Hour
 — Service Level
 — 2020 Avg
 — 2021 Avg
 — 2022 Avg
 — 2023 Avg



Weekday Boardings - Fixed & BRT

30-Minute Frequency

60-Minute Frequency



Boardings/Revenue Hour Service Level 2020 Avg 2021 Avg 2022 Avg 2023 Avg



Summary

	FY2021	FY2022	*FY2023	% Change YoY
Fixed Route	4,163,764	4,613,954	5,619,475	21.79%
Average Weekday Boardings	13,544	14,975	15,304	2.20%
Fixed Route – Purchased Transportation	4,367	9,551	13,871	45.23%
Average Weekday Boardings	25	31	45	45.16%
Bus Rapid Transit	866,400	978,340	1,097,011	12.13%
Average Weekday Boardings	2,649	3,037	3,165	4.21%
Total Services	5,034,531	5,601,845	6,730,357	20.15%
Average Weekday Boardings	16,194	18,043	22,416	24.23%
<hr/>				
Paratransit	164,038	150,596	161,844	7.47%
Average Weekday Boardings	628	579	622	7.43%
Combined Total Boardings	5,198,569	5,752,441	6,892,201	19.81%

*Excludes MyKey ridership



Key Performance

Indicators

KPI's



Fixed and BRT KPI's

	FY 2021	FY 2022	FY 2023	Met Goal	FY 2023 Goals
All System (Excluding Paratransit)					
Total Boarding	5,034,531	5,602,159	6,730,357	No	9,200,000
Average Weekday Boarding	16,194	18,043	22,416	No	35,000
Boardings per Revenue Hour	8.0	8.1	10.6		N/A
Percent of Scheduled Service Operated	95.14%	99.5%	99.51%	Yes	99.5%
Miles Between Major Mechanical Schedule Loss	4,423	5,019	7,170	No	<10,000
Miles Between Chargeable Accidents	40,278	38,461	40,983		N/A
Passenger Concerns per 100,000 Boardings	69.8	56.4	38.5	Yes	50
On-Time Performance	81%	80%	80%	Yes	80-85%

Fixed and BRT KPI's

	FY 2021	FY 2022	FY 2023	Met Goal	FY 2023 Goals
Rapid (10-Minute Frequency)					
Total Boarding	866,400 (17%)	978,340 (18%)	1,097,011 (16%)		N/A
Average Weekday Boarding	2,649	3,037	3,165		N/A
Boardings per Revenue Hour	20.80	18.99	18.79	No	27+
Passenger Concerns per 100,000 Boardings	74.7	55.6	29.4	Yes	50
Fare Evasion/Fare Inspections	4,232/59,512 (7%)	3,463/36,578 (9.5%)	5,689/64,327 (8.8%)		N/A

Paratransit KPI's

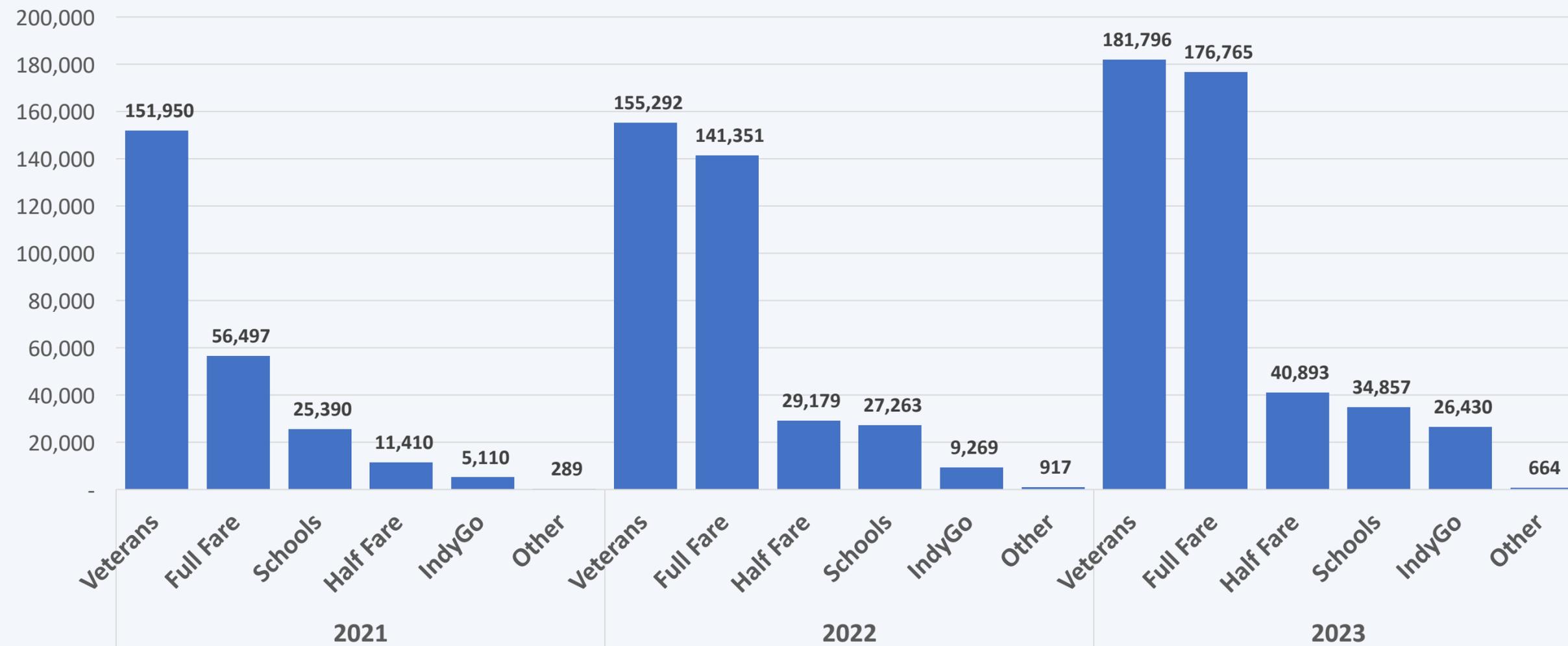
	FY2021	FY2022	FY2023	Met Goal	2023 Goals
Passenger per Revenue Hour	1.79	1.7	1.62	No	1.7
Net Cost per Passenger	\$42.59	\$41.70	\$45.21	N/A	N/A
Ontime Performance	67%	59%	67%	No	94%
OTP Be There By Time	62%	46%	51%	No	N/A
Excessively Late Trips	2,904	11,159	9,710 (6%)	No	0.1%
Missed Trips	7,279	3,146	3,075 (1.9%)	No	≥0.05% < 0.099%
ADA Eligibility Certification Past 21 Days	0	0	0	-	N/A
Preventative Maintenance Inspections On time	99.5%	100%	99.5%	-	N/A
Preventable Accidents (per 100,000 Revenue Miles)	1.4%	6.5%	1.5%	-	N/A
Number of Preventable Accidents	20	86	52	-	N/A

Risk and Safety KPI's

	FY 2021	FY 2022	FY 2023	Met Goal	FY 2023 Goals
Fixed Route					
Fatalities (per 100k VRM)	0	0	0	Yes	0
Injuries (per 100k VRM)	0.22	0.37	0.46	No	< 0.34
Safety Events (per 100k VRM)	0.65	0.69	0.62	No	< 0.73
Operator Assaults (per 100k VRM)	0.12	0.10	0.17	No	< 0.10
Preventable Accidents (per 100k VRM)	-	2.07	2.01	Yes	< 2.41
Pedestrian Strikes (per 100k VRM)	0.09	0.10	0.03	No	< 0.10
Bus Rapid Transit					
Fatalities (per 100k VRM)	0	0	0	Yes	0
Injuries (per 100k VRM)	0.21	0.84	0.07	Yes	< 0.34
Safety Events (per 100k VRM)	0.07	2.10	4.09	Yes	< 0.73
Operator Assaults (per 100k VRM)	0	0.01	0.29	Yes	< 0.10
Preventable Accidents (per 100k VRM)	-	7.68	7.74	No	< 2.41
Pedestrian Strikes (per 100k VRM)	0	0	0.29	No	< 0.10

MyKey Validations

MyKey Electronic Validations by Category



IndyGoSM

**THANK
YOU**

QUESTIONS?



Information Update – Governance & Audit Workplan Status Report

To: Chair and Board of Directors
Through: President & CEO Inez Evans
From: Director of Governance & Audit, Brian Atkinson
Date: April 18, 2024

GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-2024

Governance & Audit Work Plan Status Report

Project / Activity	Governance & Audit Committee Meeting					
	FY23		FY24			
	Oct-23	Jan-24	Apr-24	Jul-24	Oct-24	Jan-25
FORVIS Financial Audit Review (2023)		In-Process			★	
Decentralized Operations	Complete					
Coach Operator Scheduling Review	Complete					
Staffing, Hiring & Recruiting	Complete					
Annual Risk Refresh 2024	Complete					
Healthcare Review		Complete		★		
Fare Pass Inventory Audit		Complete				
Maintenance Review		Complete				
Para Transit Fare Collection Audit		Complete				
Fluid Inventory Review		In-Process		★		
Collision Review		Planned		★		
Security & Safety Review		Planned		★		
Retail Desk Transfer to Finance		Planned		★		
Succession Planning Review				Planned	★	
Cyber Security				Planned	★	
Procurement/Storeroom Review - Update				Planned	★	
Compensation Review				Planned	★	
Policy Review - Update					Planned	★
Decentralized Operations - Update		In-Process				★
Complaint Review - Final			In-Process			★
Annual Risk Refresh 2025					Planned	★

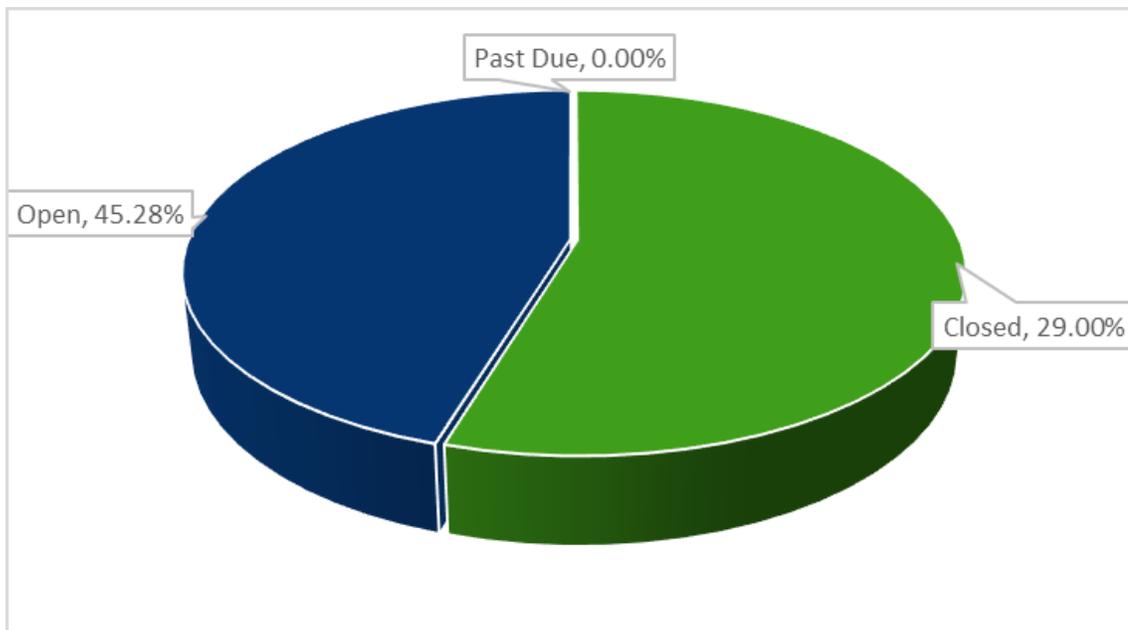
Complete
 In-Process
 Planned

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

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

2020-23 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
BCP Progress Assessment	2020-06	08/31/20	5	4	1	0
Strategic & Capital Planning/Grant Management Review	2020-10	08/31/20	7	5	2	0
Physical and Facility Security	2022-03	07/12/22	8	4	4	0
Paratransit Program Assessment	2022-09	02/01/23	5	4	1	0
Audit Maintenance & Stockroom Review	2022-10	01/06/23	5	2	3	0
Bus Rapid Transit (BRT) Review	2023-02	04/03/23	4	2	2	0
Ridership Experience Assessment	2023-03	07/14/23	7	5	2	0
Flowbird MyKey Review	2023-04	06/04/23	5	2	3	0
Transit Asset Management Review	2023-05	06/14/23	2	1	1	0
Staffing, Hiring & Recruiting	2023-08	01/08/24	5	0	5	0
		Total	53	29	24	0
		Percentage		29.00%	45.28%	0.00%



Governance & Audit Completed Reviews & Audits

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

Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2023-8	Staffing, Hiring & Recruiting Review Report	1/18/2024
2023-9	Annual Risk Refresh & Proposed Audit Plan 2024	1/18/2024
2024-1	Fare Pass Inventory Audit	4/18/2024
2024-3	Maintenance Review	4/18/2024
2024-4	Paratransit Fare Collection Audit	4/18/2024

RECOMMENDATION:

Receive the report.

Brian Atkinson
Deputy of Governance & Audit



Information Update – Governance & Audit Ethics Hotline Summary Report

To: Chair and Board of Directors
Through: Interim President & CEO Jennifer Pyrz
From: Director of Governance & Audit, Brian Atkinson
Date: April 18, 2024

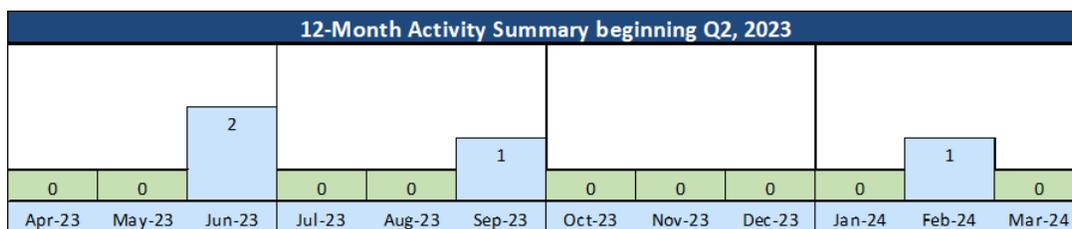
Ethics Hotline Summary Report

Quarterly Activity Summary: 01/01/24 through 03/31/23

Method of Submission	Number of Reports
Website	0
Phone call	0
Other	1
Total	0

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

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



RECOMMENDATION:

Receive the report.

Brian Atkinson
 Director of Governance & Audit

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Mobility Advisory Committee (MAC)

Meeting Minutes

March 20, 2024

Attendees:

Chris Hollingsworth-MAC
Greg Meyer-MAC
Erin White-MAC
Kendell Tilton-MAC
Teisha Belton-IndyGo
Jennifer Pyrz-IndyGo

Eddie Rickenbach-MAC
Linda Gosnell-MAC
Bernadine Wilmer-MAC
Angela Milroy-RATP Dev
Mike Roth-IndyGo
Cameron Radford-IndyGo

Attendance of members by Teisha Belton

Agenda Items:

- Approval of January 2024 Minutes-Approved
- Eddie Rickenbach-6-month extension approved
- **Jennifer Pyrz**
 - Discussion for New IndyGo President & CEO process will begin next week
 - Blue Line
 - Design team looking for opportunity to create general purpose traffic lanes
 - Budget and schedule will not change if traffic lanes added
 - Currently have 30 bus stations
- **Cameron Radford**
 - Senate Bill 52
 - Thank you to all who testified and/or contacted legislatures
 - Indianapolis showed support for the Blue Line
- **Mike Roth**
 - Staffing
 - Currently have over 400 fixed route drivers
 - Looking to hire around 100 more before Purple Line launch in November 2024
 - Sign-On Bonus
 - Continues to show success
 - Will continue bonuses and reassess in a few months
 - Hiring Events
 - Fixed route & mechanics hiring events are every other Thursday
 - Apply at www.indygo.net under the employment section and please register for hiring events

- Service Frequency
 - For June Bid-Will discuss some routes having better frequency
- **Angela Milroy**
 - Staffing
 - Currently have 56 full time operators, 5 part time operators, 7 in training and 8 due to start next week. Fully staffed is 80 operators
 - By April 14th will have approximately 70-72 operators on the road
 - OTP is running at 82.5%
 - Trip Negotiations
 - Goal: Move riders back to paratransit away from TNC's unless necessary
 - ADA/Beyond ADA Zones
 - Reminder: As of January 1, 2025, Grandfather service zones will be eliminated.
 - MyKey ID Cards
 - Everyone will need to have updated ID Cards
 - Drivers will not allow you to ride without one
 - If you are awaiting the new ID, State ID/Driver's License can be used in the meantime for identification
 - Contact Customer Care at 317-635-3344 for replacement, the cost is \$5
- **Teisha Belton**
 - New Manager of Mobility Services
 - Anthony Hughes
 - Start date: 03/25/2024
 - Continuing contract oversight with RATP Dev
 - New Mac Applications emailed to Mac Members
- **Additional Questions/Concerns**
 - Would like to discuss with Ryan Wilhite about those who will no longer be grandfathered in for ADA/Beyond ADA
 - MAC members would like informational packets that are discussed during public board meetings.
 - For future, send Operations report to entire MAC committee
 - As a reminder, Emergency Green Vouchers is a temporary service and as of right now, there is no term date for the vouchers.



April 25, 2024

**Presentation to
IndyGo Board of Directors**

2024 Q1 Recap

January

- Began work on the Strategic Plan with Taylor Advising
- Distributed bus fare grants to 100 nonprofit organizations

February

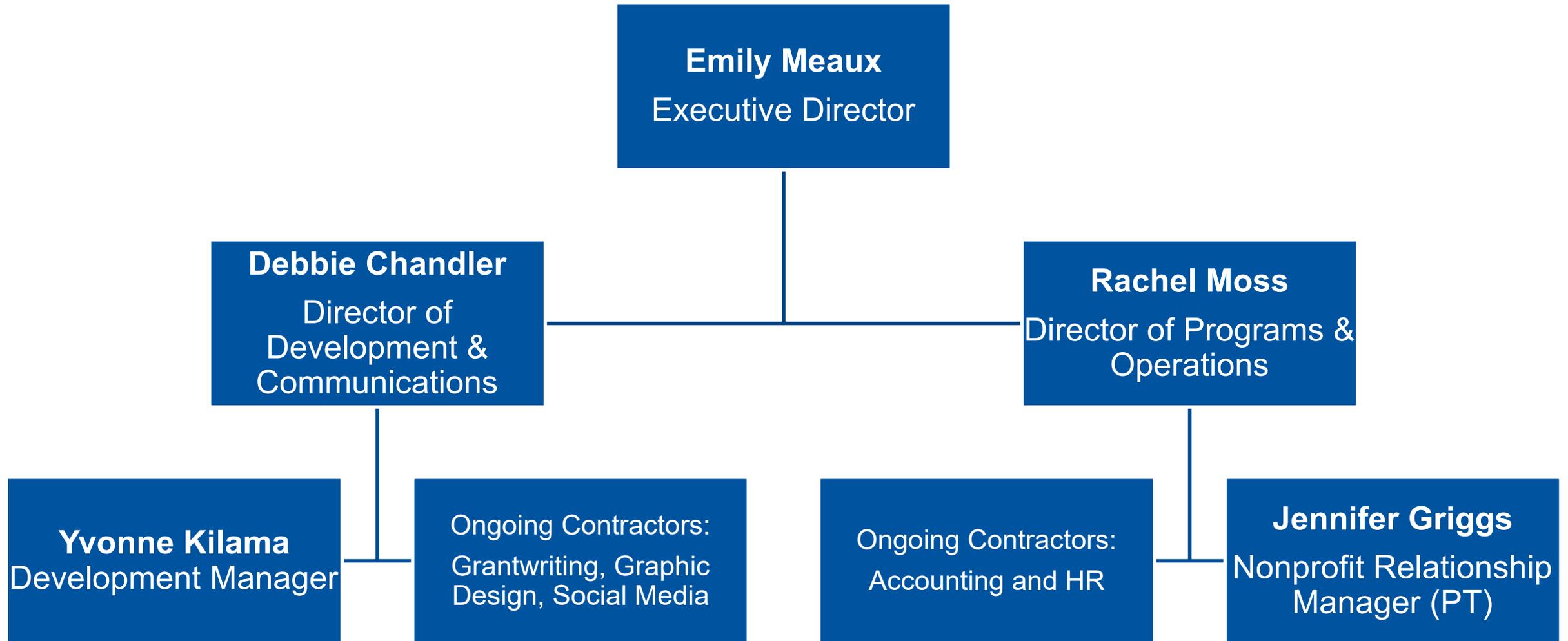
- Sponsored free fare on February 4, Rosa Parks' birthday, in honor of Transit Equity Day
- Posted 2 open positions

March

- Graduate Assistant, Yvonne Kilama started full time as our Development Manager
- Transitioned to new database, Raiser's Edge



Foundation Organizational Structure



2024 Fundraising Activity



# of Applications Submitted	\$ Requested to Date	\$ Pending
7	\$725,000	\$725,000

Programs Update: Workforce Development



INDIANAPOLIS AFRICAN AMERICAN QUALITY OF LIFE INITIATIVE



- IndyGo Foundation received \$240,900 grant from Indianapolis African American Quality of Life Initiative in January 2023 to address workforce shortage at IndyGo.
- Bianca Phillips hired as Community Recruiter starting August 2023
- In her first 6 months, Ms. Phillips participated in 52 recruitment events in the community interacting with more than 1,055 individuals
- Her work has resulted in 126 individuals being offered positions at IndyGo
- She has established 31 new or renewed recruitment partnerships

Mobility CONFERENCE

APRIL 28-MAY 1, 2024
PORTLAND, OR

Presented by **HNTB**



International Bus ROADEO

APRIL 26-30, 2024
PORTLAND, OR



Panelist
Devayani Puranik
Mobility Development Program Director
Central Ohio Transit Authority (COTA)

[View Profile](#)



Panelist
Steven Brown, AICP
Associate Vice President
HNTB Corporation

[View Profile](#)



Sponsor Remarks
Gavin Poindexter
Associate Vice President, New Starts and Small Starts
AECOM

[View Profile](#)



Panelist
Matthew Weidner
Strategic Planning and Systems Analysis - Demand Responsive
Transportation
King County Metro

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Panelist
Carl Ringgold
Regional Infrastructure Accelerator Program – Manager
USDOT – Build America Bureau

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Panelist
Emily Meaux
Executive Director
IndyGo Foundation

[View Profile](#)

Mobility Conference Program

Spotlight on State and Local Funding Initiatives

[Return to schedule page](#)



Monday, Apr 29, 2024 10:30 AM - 11:30 AM PDT

Location: B110-B112, 1st Floor, Oregon Convention Center

Description

Public transportation in communities is supported through a federal-state-local partnership. Learn how transit agencies are securing funds at the state and local levels to complement the rise of federal funding.

2024: A Look Ahead



- 5-year Strategic Plan is underway with Taylor Advising and will be finalized in June.
- September 26: Golf Outing
- Next report to the IndyGo Board will be at the July meeting.



Thank you!!

Questions??



Risk and Safety Division Report – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: April 25, 2024

Risk and Safety

- During March, Drug and Alcohol Program Manager, Michael Bunnell and Director of Risk and Safety, Brian Clem hosted and performed Reasonable Suspicion drug and alcohol training for 31 IPTC employees. This training class involved identifying the signs and symptoms of use and abuse and how to perform a behavioral observation following 49 CFR §655 and the Department of Transportation part 40. This training class will continue to be offered throughout the year and is required for front-line supervision every two years.
- Throughout March, the Risk and Safety department contributed and planned for the 2024 solar eclipse event. As part of the action items leading up to the April event, certified safety glasses were purchased for each employee to witness the event safely without causing employee injuries. As part of the overall planning, other factors were considered while working with several other departments regarding traffic flow and detours, public communication, and safety for our employees and riders.
- Throughout March, the IPTC Risk and Safety team continues with internal safety, health, and environmental audits at all our properties. Risk assessments and suggestions are assigned to the department head where the finding resides for corrective actions. Building relationships between departments and working together to improve safety and lower risk is the foundation for improving the IPTC safety culture. These audits are performed with represented and non-represented employees and are now scheduled to be reviewed by the IPTC Safety and Security Charter Committee and IPTC leadership.
- On March 22nd the IPTC Risk and Safety Department in conjunction with the JWF specialty group hosted the Q1 2024 claims review. JWF is IPTC's 3rd party claims adjuster when handling cases of Injury, property damage, auto liability, and employee workers' compensation. The claims review is the opportunity for both sides to go over current claim handling performance and open claim cases to resolve and close. During the meeting, both sides analyzed claim trends to identify patterns of loss and synergy to reduce risk and financial cost. The next claims review will be scheduled for around the week of June 9th.

March 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 March 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>
Thomas Jacobs	2979	26	39
Tenisha Baine	6978	16	24
Jeffrey Howard	8141	14	15
Loc Nguyen	8325	11	13
Paul Person	8128	11	16
Marilyn Hughes	8234	10	14
Calvin Jackson	8213	9	15
Hardin Besley	8794	7	9
Vandall Grady	8465	7	12
Qeturah McMiller	9953	7	9
Royetta Blow	8634	6	10
Kylee Garrett	8949	6	7
Darryl Kinslow	8650	6	10
Danny Bell	9355	5	5
James Dates	9764	3	4
Gabriel Smith	9684	3	5
Brian Antonio	9701	2	4
Janice Williams	10066	2	2
Ryan Brown	10210	1	2
Shawntel Chinn	10026	1	2

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

Congratulations and Thank You!

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

1st Quarter 2024

1st Quarter								
Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Transit Worker 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	0.40	0.69	0.11	2.56	0.00	31	8
Bus Rapid Transit (BRT)	0.00	2.18	1.79	0.58	14.08	0.00	-	
Para Transit	0.00	0.00	0.25	0.00	1.3	0.00	-	
All Modes of Service	0.00	0.48	0.69	0.18	3.23	0.00	1.36	8.00
2023 IndyGo Reported Data (All Modes)	0.00	0.45	0.80	0.16	2.44	0.04	1.19	26
2023 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.25	0.24	0.18	No Data	0.01	0.06	No Data
2024 Objective Targets (SPT)	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 Transit Worker 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

March 2024

Mar-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)	Transit Worker 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	0.34	0.34	0.17	2.05	0.00	9	1
Bus Rapid Transit (BRT)	0.00	1.71	0.00	0.00	13.69	0.00	-	
Para Transit	0.00	0.00	0.00	0.00	2.2	0.00	-	
All Modes of Service	0.00	0.38	0.26	0.13	2.95	0.00	1.15	1.00
2023 IndyGo Reported Data (All Modes)	0.00	0.45	0.80	0.16	2.44	0.04	1.19	26
2023 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.25	0.24	0.18	No Data	0.01	0.06	No Data
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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.”

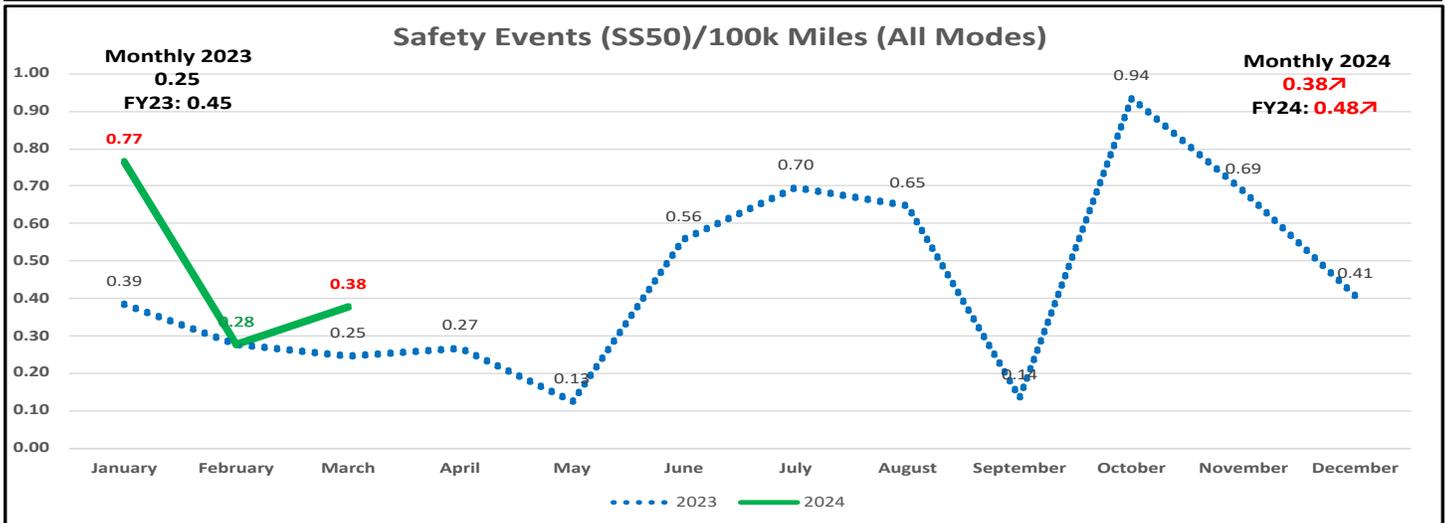
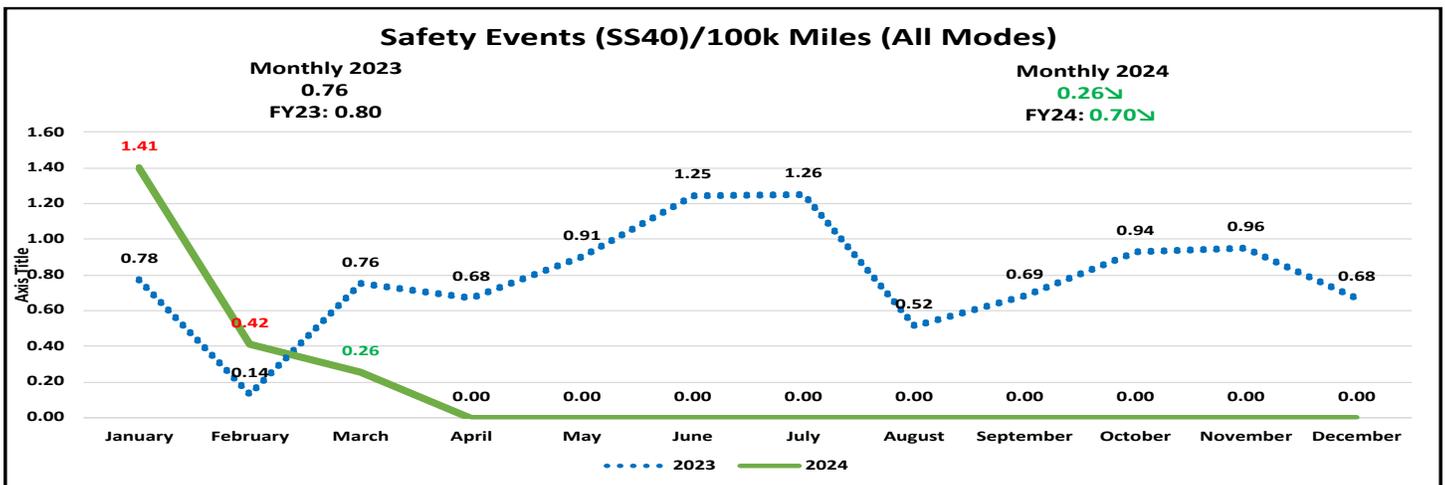
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

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

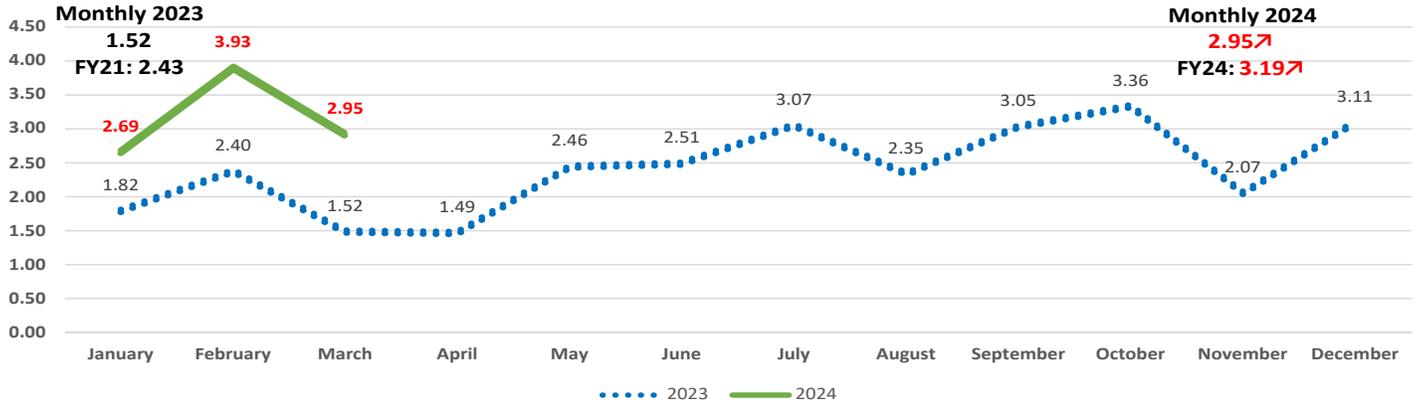
Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase the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

Safety and Accident Data

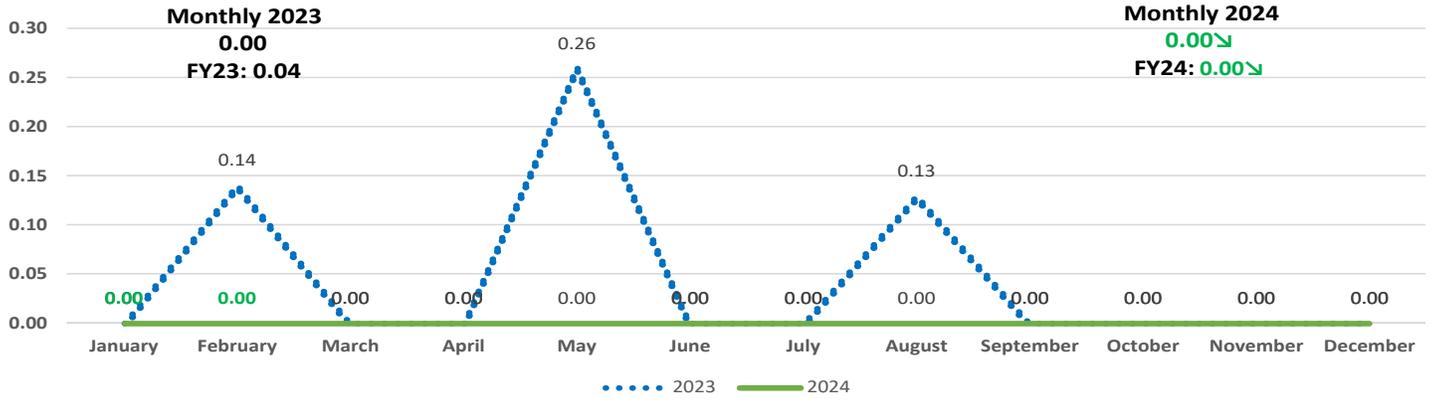
March 2024 Compared to March 2023 Data All Modes:



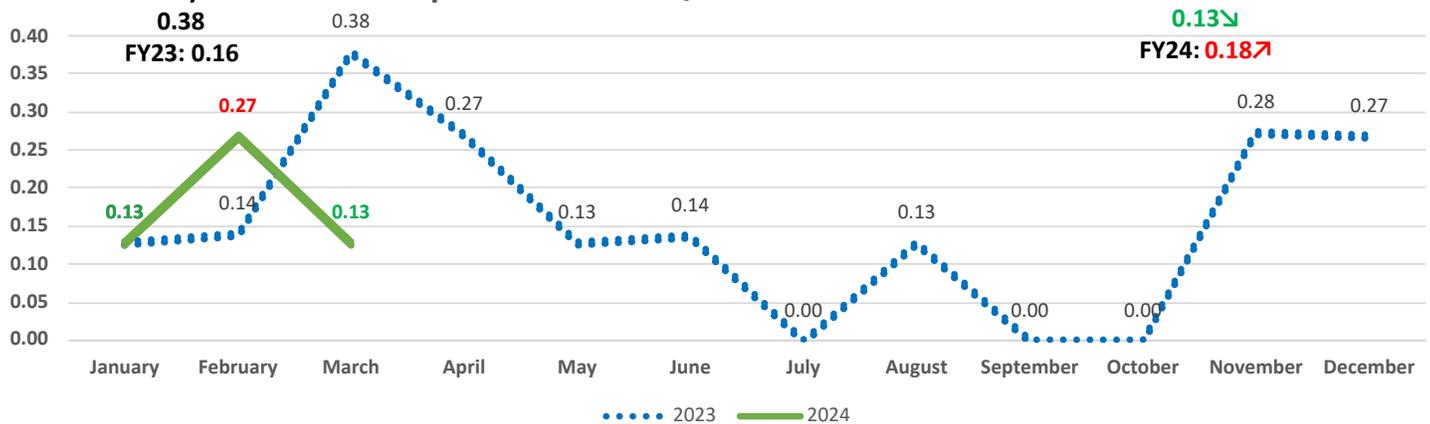
Preventable Accidents/100k Miles All Modes



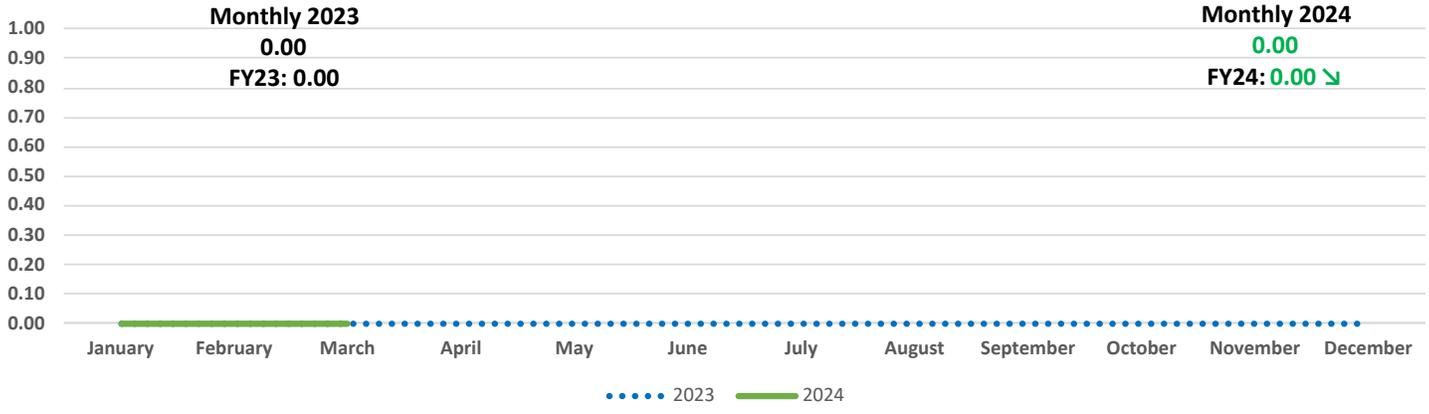
Pedestrian Strikes/100k Miles All Modes



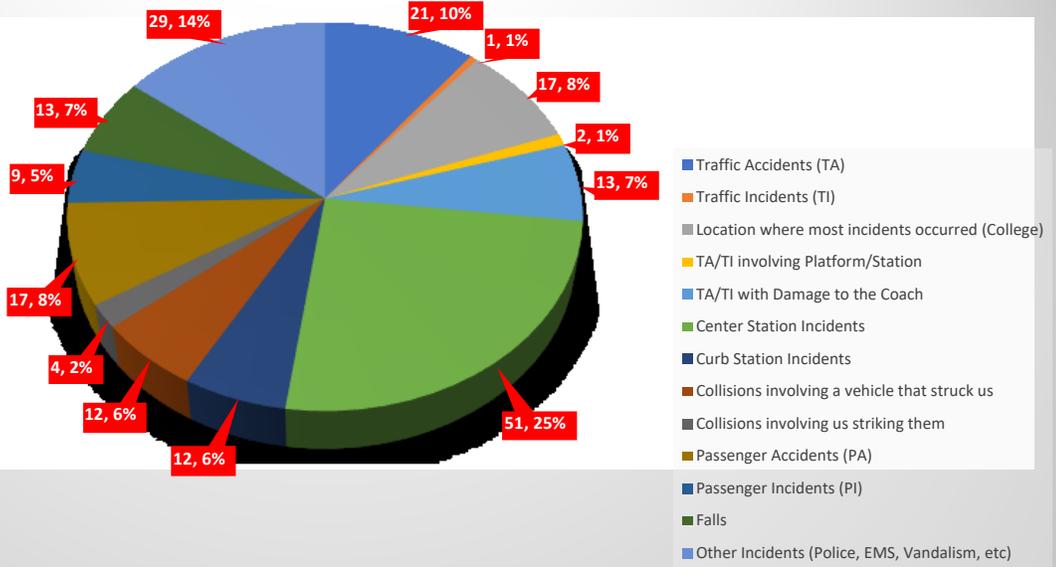
Operator Assaults/100k Miles All Modes



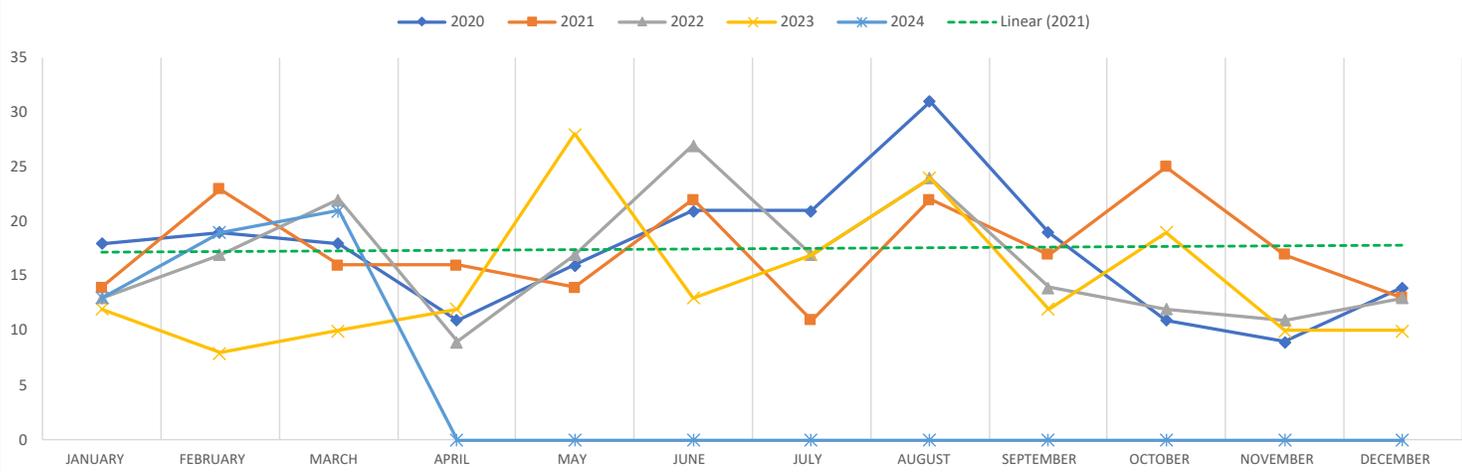
Fatalities/100k Miles All Modes



Red Line March 2024



RED LINE COLLISIONS YEAR COMPARISON



End of Report



Planning & Capital Projects Division Report – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Interim Chief Development Officer & Senior Director of Strategic Planning Brooke Thomas
Date: April 25, 2024

STRATEGIC PLANNING

Future Funding Opportunities

No or Low Emissions – This year's notice of funding opportunity was announced on February 28, 2024. A top priority for the agency, IndyGo is planning to submit a funding request to replace old and aging 40' buses. Per IndyGo's vehicle replacement plan and fleet management program, IndyGo will ask for enough funding to replace existing 40' diesel buses with twenty 40' eGen Flex buses, with 10 buses delivered in 2026 and 10 buses delivered in 2027. Applications are due on April 25th with an anticipated award announcement yet this Summer.

Safe Streets for All (SS4A) - For 2024, DPW is planning to submit an application to address corridors included in the region's High Injury Network and the IMPO's Safe Streets for All Safety Action Plan. IndyGo will be listed as a partner and will contribute to the local match requirement. Currently, DPW is undergoing a scoping exercise that will be used to prioritize corridors for grant inclusion and inform the budget and subsequent IndyGo local match financial contribution. Additionally, IndyGo staff is supporting DPW with writing the grant.

Regional Mobility Integration

Section 5307 - The Section 5307 program continues to mature, with all subrecipients having submitted reimbursements for operations to this point. Onsite visits have been completed and IndyGo staff are working to finish the compliance reviews. Immediate next steps include working with subrecipient staff for any service procurements required before year end.

Section 5310, Call for Projects - The Section 5310 formula funding program continues. Vehicle purchases for area sub-recipients will be presented before the IPTC Board of Directors at this month's regularly scheduled meeting.

Section 5339, Call for Projects – Like the Section 5307 program, the Section 5339 program continues to mature. IndyGo staff are working with procurement and legal for equipment purchases. Vehicle purchases for area sub-recipients will be presented before the IPTC Board of Directors at this month's regularly scheduled meeting.

ENGINEERING & CONSTRUCTION

Blue Line BRT

The FTA provided NEPA approval on April 4, 2024. IndyGo continues to work with the FTA as we progress towards a grant execution which is anticipated in late 2024 or early 2025. Work continues to advance the project between 90% and 100% design, so too does community outreach with businesses, residents, and neighborhood organizations.

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor is still on track to be this fall. 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. All eighteen stations are complete from finish grade and below. The contractor has also begun roof construction at fifteen of the eighteen stations. Weekly emails are being sent to stakeholders to keep residents and

business owners abreast of upcoming construction impacts. Intermittent lane shifts will continue throughout the summer of 2024.

Red Line Traffic Control Modification

Our contractor, Midwestern Electric, began work in mid-August 2023 and plans to complete the project this month. 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 and new traffic warning signs along Capitol Avenue will inform motorists look left for northbound buses in the contraflow lane.

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. IndyGo staff expect to receive 95% design plans next month. In the meantime, IndyGo will continue to coordinate with CSX and local utility companies on design submittals. IndyGo staff anticipate that the design phase will be finalized in late June.

Local Route and Purple Line Transit Signal Prioritization (TSP)

The final report for the local route network is nearing completion. It will be used to 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 May 23, 2024 board meeting.

Coordination with DPW to implement the Purple Line TSP prior to the routes launch this fall continues. Plans are also underway to further improve the TSP system along the Red Line over the next 6-12 months using the vendor's software.

Super Stops Phase II

Administrative closeout is nearly complete with our contractor, OLCO. A separate contractor, Shuck Corporation, has completed installation of the trash cans and shelters on each new platform. All stops are currently in operation.

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. Included are a total of 56 bus stops to be improved as well as several pedestrian traffic signal improvements. A construction contract was awarded in November 2023. Construction is anticipated to begin this month and be completed in late 2024.

CTC Inductive Charging for Purple Line

The design consultant submitted 60% design plans for review in January 2024 with the goal of submitting final plans yet this month. 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 launch of the Purple Line BRT route.

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.

Near-Miss Crash Video Analysis and Rider Safety Survey

IndyGo is seeking to record near-miss crashes at key intersections and locations near to and at bus stops. This analysis will also include data about vehicle-pedestrian interactions and vehicle-cyclist interactions. Safety countermeasures will be implemented after analysis is complete. A safety survey will also be conducted with riders, on-board IndyGo buses, in these key locations. A request for proposals is currently being developed. This entire project is expected to be completed this year.

FACILITY PROJECTS

CTC Raingarden Handrails

The installation of handrails around the CTC raingardens began in early April and is expected to be completed by the end of May 2024.

West Campus Electric Charging Stations for Purple Line- Phase II

Phase II of the West Campus electric charging stations includes the installation of 16 new electric charging stations to serve BRT Purple Line electric buses. This Project is being fast-tracked so at least 10 new chargers will be installed prior to the launch of Purple Line in October 2024.

West Campus Garage Repairs and Renovations

This Project consists of 5 renovations/repairs for the 1501 Garage. Renovation Tasks 1 and 2 are for the removal and renovation of CMU walls, to accommodate 60' buses, in the Tire Bay and Bays 7 and 9. Design is complete. Release of Request for Proposals for Tasks 1 and 2 is anticipated for June with a construction contract award as early as the July 25, 2024 regularly scheduled board meeting. Preliminary engineering to address wall settlement and to repair building impacts is currently underway for renovation Tasks 3 and 4. Task 5, preparing preliminary engineering and design for replacement of Garage fuel line, is anticipated to start mid-year.

Julia M. Carson Transit Center Camera Upgrade

This project will replace 65 of the existing cameras with new 180° and 360° cameras and each camera will come complete with today's technology and greatly improve security monitoring coverage at CTC. The engineering and design phase is already under contract and work has begun. Staff anticipates bringing a contract for the purchase and installation of the new security cameras to the full IPTC Board of Directors at their regularly scheduled July 25, 2024 meeting.

Historic Duesenberg Building Repairs

This project kicked off this month with IndyGo's Architect Consultant scoping and preparing documentation to secure historic preservation approvals required for planned masonry, window, and door repairs, which the team anticipates obtaining by April 30, 2024. Once secured, preparation of project work plans, specifications, and procurement package will begin. Staff further anticipates contract award late this summer with repairs undertaken in the fall.

CTC – Interior Renovations

Informed by the recently completed BRT Docking Study, this project is for design and construction of a new public restroom in the interior atrium of the CTC building. A request for proposal is being prepared for architect, engineering, and space planning services for this project. Staff anticipates using this project to develop a new space plan for the CTC building reallocating and reconfiguring building space to improve space utilization, building functionality, and facility operations and otherwise address facility issues highlighted in the final BRT Docking Study.

Fuel Drain Replacement Project

The Capital Projects Team anticipates using on-call A&E services to replace of trench drains in fueling area of the 1501 Garage. Planning and design work is anticipated to take place in 2024, with actual work to be performed in 2025.

Respectfully submitted,

Brooke Thomas, AICP

Interim Chief Development Officer & Senior Director of Strategic Planning

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

Public Affairs Division Report – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Chief Public Affairs Officer Lesley Gordon
Date: April 25, 2024

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR March 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

March 2024 *Board Report*



INDYGO.NET WEBSITE STATISTICS:

3/1/2024-3/31/2024

Page Views	178,649
Bounce Rate	42.34%
Total Users	32,666
Average Pa-geviews Per User	5.47
Total Sessions	84,341
Total Monthly Sessions Comparison to Previous Year	(Down) 8%

Mobile Share

Date	Mobile	Desktop	Tablet
Mar-24	71%	27%	2%
Feb-24	69%	29%	2%
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%

Media Mention Highlights



SHARE    

INDIANAPOLIS — On Monday, the ongoing construction of Indiana University's Health's new downtown hospital project will impact traffic along Capitol Avenue.

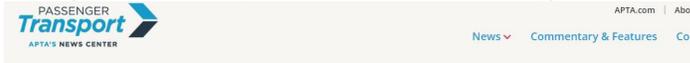
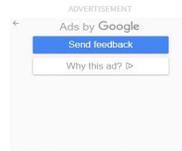
According to a news release, lane restrictions along Capitol Avenue between 16th and 13th Streets are expected to begin starting Monday and are expected to last around one month.

This comes as the hospital relocates its utilities, including telecommunications duct banks and water line installations. Officials said the hospital is expected to open in the fourth quarter of 2027.

Officials said one lane of through traffic and one lane of IndyGo Red Line bus traffic will be open between 16th and 14th streets and a single lane for all traffic will be open between 14th and 13th streets.

The IndyGo Red Line station at 14th Street and North Capitol Avenue will close as the work is completed. Northbound Red Line service will detour using 10th, North Illinois and 16th streets.

Northbound service will be temporarily relocated to the local route stop at 14th and North Illinois streets. Southbound service will not detour and will pick up and drop off passengers at the local bus stop at 12th Street and North Capitol Avenue.



IndyGo Hits a Slam Dunk in Ridership During NBA All-Star Weekend

3/21/2024



Indianapolis Artsgarden Signage. Image courtesy of Sport Graphics Inc.

As basketball fans from around the world converged on Indianapolis in mid-February for the NBA All-Star Weekend, IndyGo, the city's public transit agency, hit a slam dunk with riders. IndyGo offered fare-free rides for the four-day weekend, Feb. 15-18, that culminated with the 73rd NBA All-Star Game at Gainbridge Fieldhouse.

Downtown Indianapolis welcomed more than 190,000 fans for the event, the highest attended NBA All-Star in 14 years. IndyGo accommodated 10,000 more boardings than the same period a week earlier for a 20 percent increase in ridership. Add to that, the city experienced one of its biggest snowstorms of the season. But that didn't stop enthusiasts and regular riders from taking advantage of the weekend and IndyGo's fare-free service.

"Our team persevered through quite a few snowballs thrown our way during the weekend to keep service moving," said IndyGo Interim President and CEO Jennifer Pyrz. "Traffic resembled a parking lot along some of the most critical thoroughfares during high participation events, but our team came prepared with innovative solutions on the spot to maneuver around the gridlock."

IndyGo's detour team could easily be named MVP. This team is credited with plotting multiple detour scenarios before the busy weekend started so dispatchers could pivot drivers on the spot when traffic locked up.

"The All-Star weekend prompted novel and adaptive route detours that allowed us to

Topics Include:

Media coverage for March 2024 featured continued mentions of Senate Bill 52 (SB 52) and its death, which was announced at the end of February. This bill attempted to put a one-year moratorium on any action that dedicates lanes for public transportation and would have effectively prevented any project with dedicated lanes from being constructed until at least July 1, 2025, with the state studying the impacts of dedicated lanes in the interim. SB 52's death was mentioned more than 90 times throughout March. The Blue Line itself was mentioned 125 times.

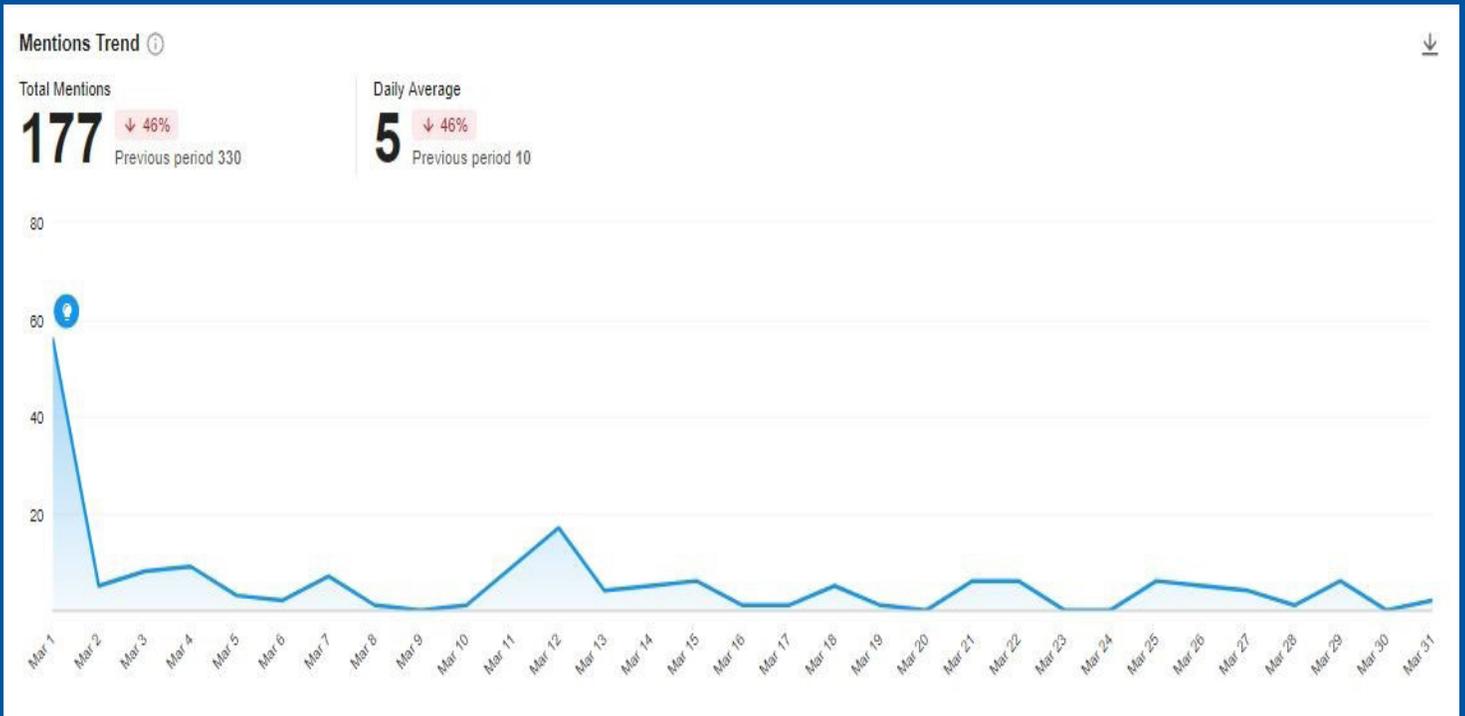
Another topic mentioned in March was IndyGo's implementation of a detour on the Red Line due to ongoing IU Health construction. The article provided the detour route, temporary stop details and how riders can plan their trips. This information was mentioned in five media clips.

Finally, IndyGo was featured in Passenger Transport magazine, the American Public Transportation Association's flagship publication, sharing how the agency maintained its transit service during NBA All-Star Weekend amidst increased ridership, extended business hours at the Carson Transit Center, and bus service hours, traffic challenges and a snowstorm. The article discussed how IndyGo prepared for the event in advance and how it used innovative solutions to combat service issues in real time.

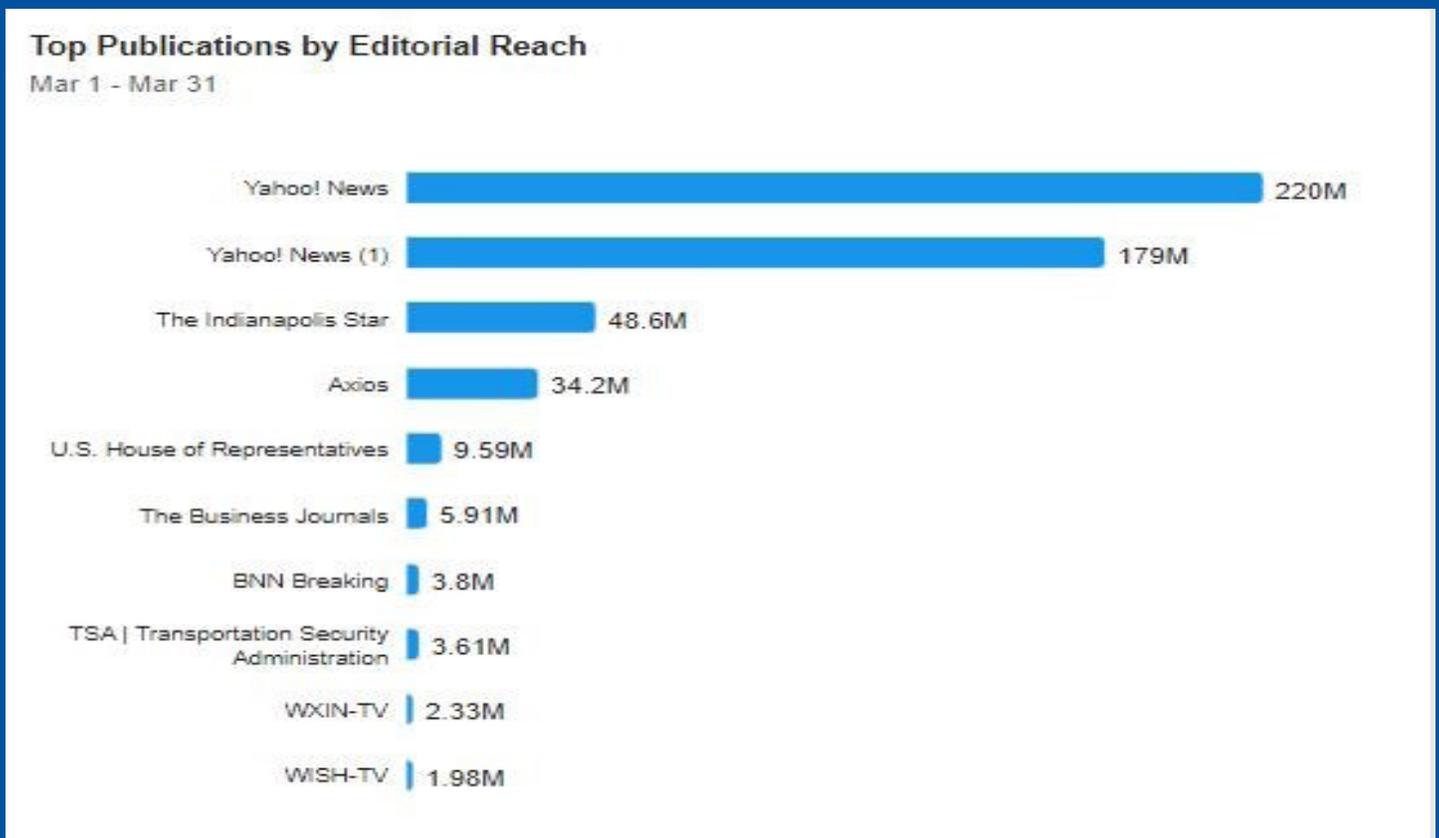
Altogether, IndyGo was mentioned 177 times in the media in March.



Here's a brief coverage summary:



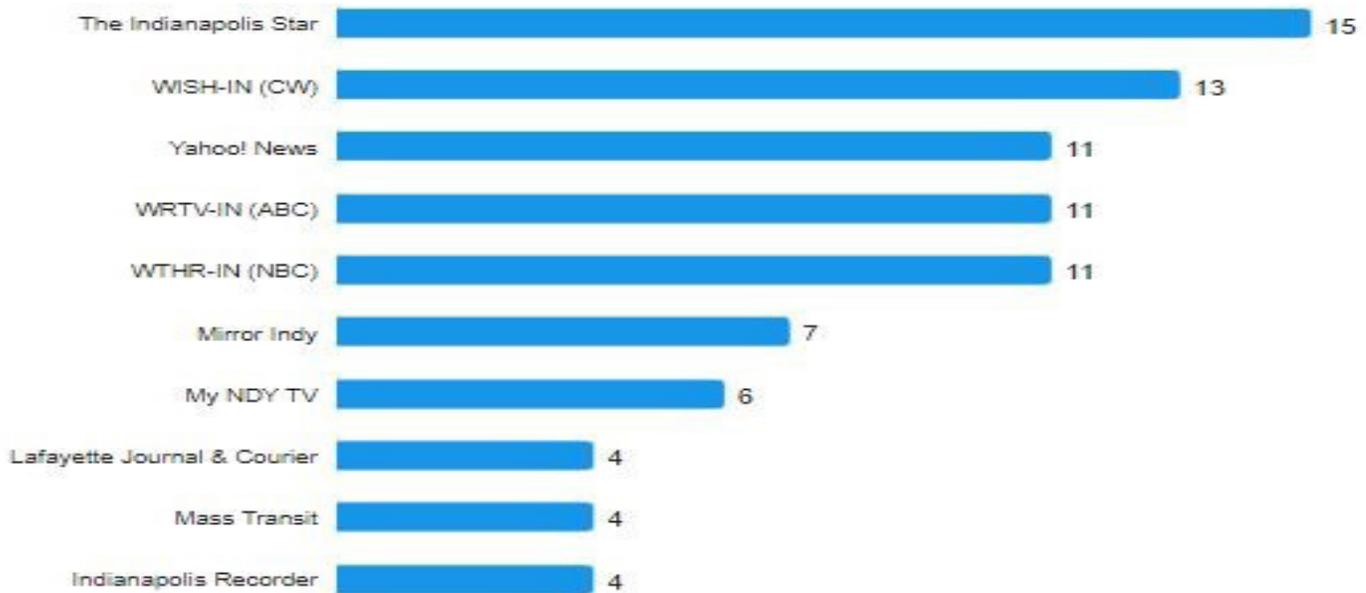
The graph below shows the top media outlets that published stories about IndyGo in March and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in March and the total potential viewership for each station or publication. The agency reached nearly 509 million viewers through these channels.

Top Publications by Volume

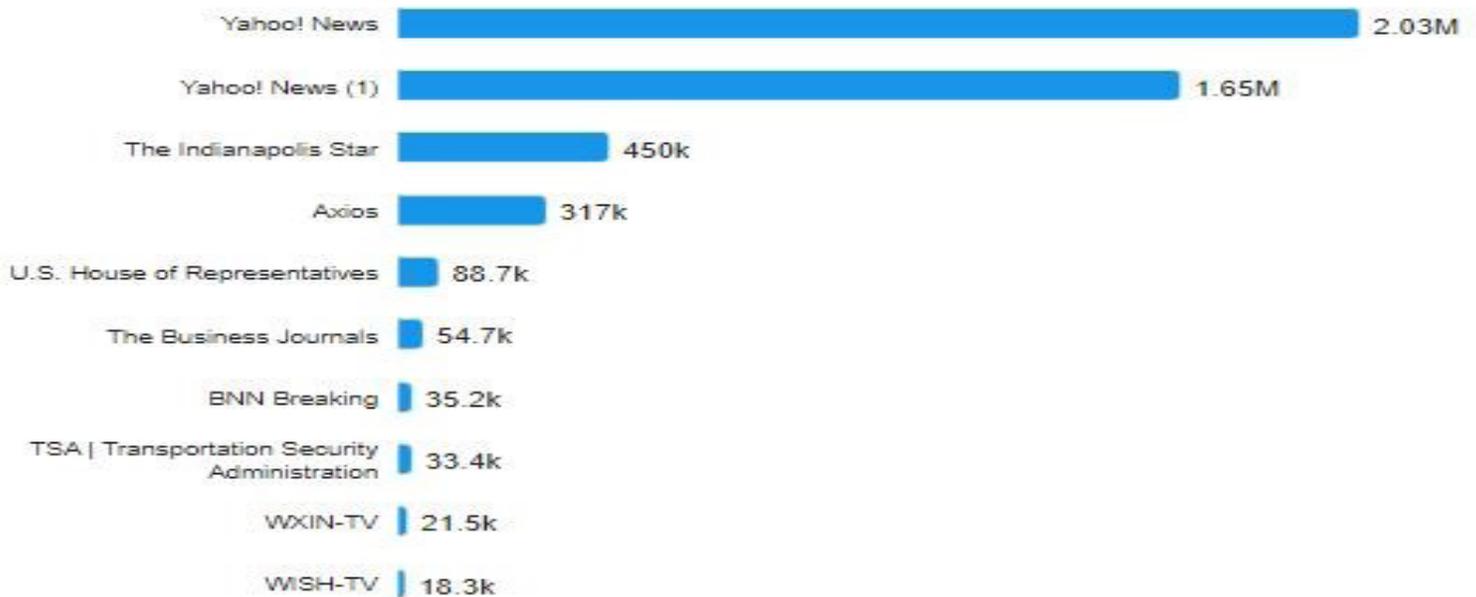
Mar 1 - Mar 31



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 \$4,698,800.

Top Publications by AVE

Mar 1 - Mar 31



Social Performance:

Facebook

- Had a total of 67,500 impressions
- 4,890 post engagements
- 11,797 page likes
- 13,412 current followers (40 more than in February)

Published by Ari Kasle · March 29 at 8:38 AM · 🌐

Indy is preparing to host watch parties and events for the once-in-a-lifetime total solar eclipse viewing in the city on Monday, April 8, and IndyGo wants to take you there. 🌑
<https://www.indygo.net/indygo-encourages-the-public-to.../>



IndyGoSM

HOW DO YOU PROVIDE TRANSIT DURING A SOLAR ECLIPSE? YOU PLANET.

See insights and ads Boost post

👍❤️👍 Visit Indy and 50 others 4 comments 5 shares

IndyGo
 Published by Ari Kasle · March 27 at 9:51 AM · 🌐

#TransitIsEssential

Zoom in on this puppy's forehead for a surprise.



IndyGo

See insights and ads Boost post

👍❤️👍 32 1 comment 3 shares

Published by Ari Kasle · March 26 at 12:45 PM · 🌐

Public transit helps increase access to food resources in Indianapolis! Our friends at **Indy Hunger Network** have a location right along the Red Line. Let's do all we can to make sure that Hoosier families have access to the support they need! <https://indyfoodresourcehub.org>

INDY HUNGER NETWORK FRSH

Your Hunger Relief Solution

Indy Hunger Network and FRSH are committed to making sure no one in our community goes without the support they need. Together, we can work towards eliminating food insecurity in our communities.

WHAT IS FRSH?
 The Food Resource Services Hub, also known as FRSH, was launched by the Indy Hunger Network to help increase access to food resource benefits for food-insecure residents in Indianapolis. It's your online portal to access vital resources and receive personalized support to ensure you get the assistance you need.



WHY USE FRSH?

- EASY ACCESS**
Navigate essential programs with a user-friendly online portal.
- 1-ON-1 ASSISTANCE**
Get expert guidance from our dedicated team of navigators.
- MAXIMIZE BENEFITS**
Access the full range of available resources, including applying for SNAP, no cost document station, and more.

HOW TO GET STARTED

- VISIT THE PORTAL**
Go to [IndyFoodResourceHub.org](https://indyfoodresourcehub.org)
- GET HELP**
Connect with navigators for 1-on-1 assistance.
- BROWSE PROGRAMS**
Explore available resources and programs.
- MAXIMIZE SUPPORT**
Access all the help you're entitled to.

INDYFOODRESOURCEHUB.ORG 317-548-3990 FRSH@INDYHUNGER.ORG

See insights and ads Boost post

👍❤️👍 16 2 comments 6 shares

Published by Ari Kasle · March 25 at 9:14 AM · 🌐

Currently in last place in my bracket pool. It's possible that I may have filled it out incorrectly.



IndyGoSM

\$3,000 Signing Bonus

East South
 West Midwest

SEMI-FINALIST
 NATIONAL CHAMPIONS
 SEMI-FINALIST

www.indygo.net/employment

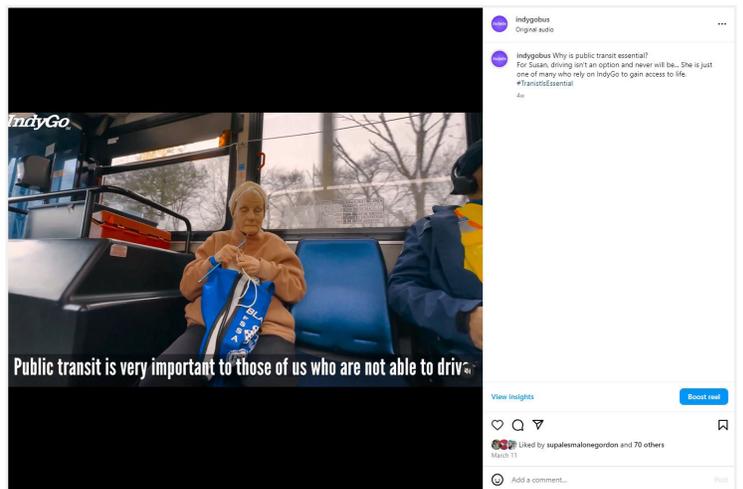
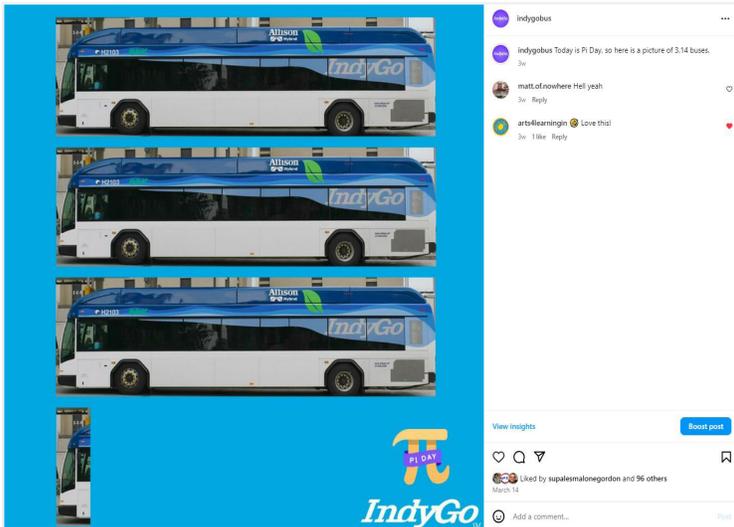
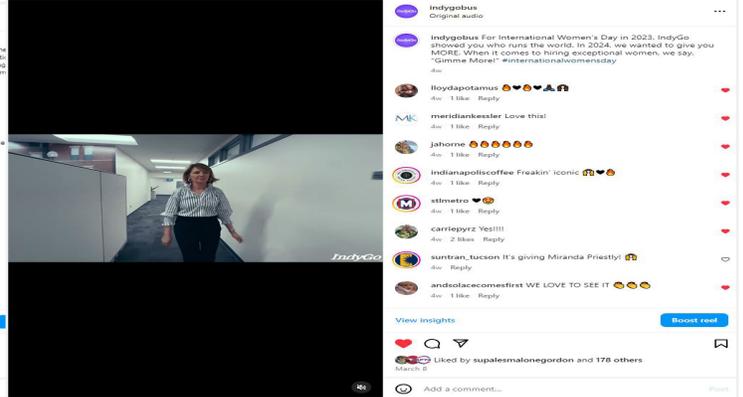
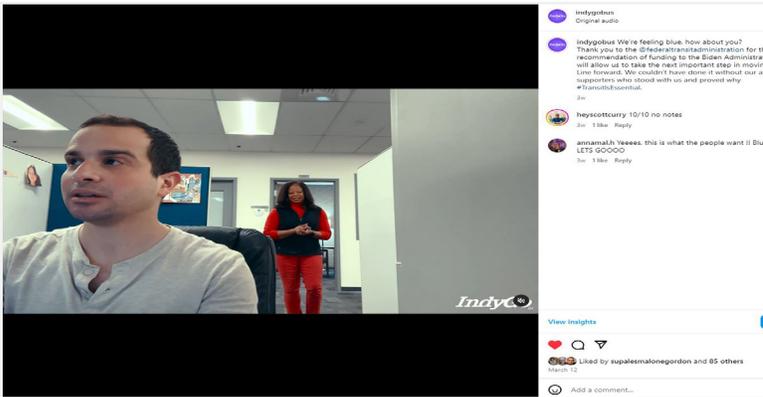
See insights and ads Boost post

👍❤️👍 18 1 comment



Instagram

- Generated 19,200 impressions
- 1,400 total engagements
- 7% engagement rate (4.1% higher than February)
- 4,329 current followers (63 more than in February)



Twitter

- Had a total of 55,300 organic impressions
- Earned an average of 1,783 impressions per day
- 95 retweets, 748 likes, 60 replies, 60 link clicks, 4.1% engagement rate
- 6,864 current followers (45 more than in February)

IndyGo @IndyGoBus · Mar 12 Promote ...

indygo.net/purple-line/



The total eclipse is in April,
but the **REAL** show-stopping event happens this Fall.

IndyGo @IndyGoBus · Mar 20 Promote ...

The Terminus Purple Line Station at Ivy Tech is beautiful enough to be a wedding venue 🤰



4 10 107 5.9K

IndyGo @IndyGoBus · Mar 19 Promote ...

Today is the 1st day of Spring, so we wanted to show a picture of one of the giant springs that raise and lower the bus, but apparently our buses don't use springs. They use air suspension. So, since we don't use springs, we are wishing everyone a Happy 1st Day of Air Suspension!



IndyGo @IndyGoBus · Mar 26 Promote ...

Coming this Fall to a street near you! indygo.net/purple-line/



2 2 12 921

LinkedIn

- Generated 15,900 impressions (2,400 more than in February)
- 1,006 total engagements, 6.3% engagement rate
- 79 new followers, 3,835 total followers

IndyGo
3,844 followers
2w • 📢

Thank you for the shout-out! We had so much fun making this video as our Interim President & CEO **Jennifer Pyrz, PE**, gathered the troops for a show of unity. What else can we say, but "Gimme More!" 🎉

Federal Transit Administration
50,187 followers
2w • 📢

A shout-out to the women working at **IndyGo!** The Indianapolis-area transit agency's International Women's Day video spotlights women working throughout their workforce #WomensHistoryMonth tinyurl.com/5cyfvccn



IndyGo
3,844 followers
1mo • 📢

In this March edition of IndyGo Now, we have the latest on Transit Teammate Appreciation Day, increased pay for drivers and mechanics and a statement on SB 52.



Jordan Patterson
IndyGo Special Programs Manager

Auto captions have been added to your video

Emily Meaux, MPA and 18 others

1 comment • 3 reposts

IndyGo
3,844 followers
3w • 📢

Today is Transit Teammate Appreciation Day! IndyGo Interim President & CEO **Jennifer Pyrz, PE** shares her thanks for all of our hardworking teammates who keep our city moving forward!



Jennifer Pyrz
IndyGo Interim President & CEO

IndyGo
3,844 followers
3w • 📢

What a special day celebrating our incredible teammates! The outpouring of love and support for those who work on the front lines daily has been heartwarming. Check out the sights and sounds from Transit Teammate Appreciation Day 2024!



Pending: Review your auto captions to make them visible to viewers

There was difficulty transcribing auto captions. Make sure to review.

Learn more Review

Cameron Radford and 21 others

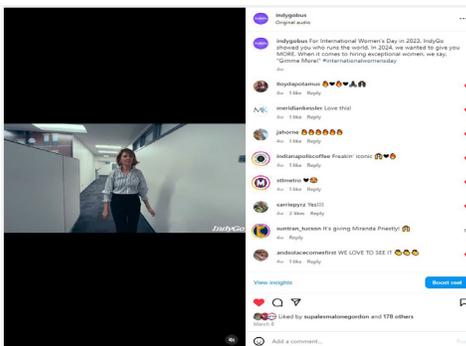
1 comment • 2 reposts

Video Data

Total Video Views: 97,826 (New record)

Top 3 March Videos

- **Women's Day- 19,239 total views**
- **Transit Is Essential-Susan- 10,692 total views**
- **Jennifer Pyrz Transit Teammate Appreciation message- 5,564 total views**



IndyGo
Original audio

IndyGo for International Women's Day in 2023. IndyGo celebrated and you can see the video. In 2024, we wanted to give you "Gimme More!" #InternationalWomensDay

PlayStation 🙌🙌🙌
11hr • Reply

metalknacker Love that!
11hr • Reply

gaborn 🙌🙌🙌
11hr • Reply

IndyGoIndyGoIndyGo 🙌🙌🙌
11hr • Reply

rtt 🙌🙌
11hr • Reply

camryn's "hell"
11hr • Reply

humban_burns It's a going Miranda Priestly!
11hr • Reply

IndyGoIndyGoIndyGo WE LOVE TO SEE IT!
11hr • Reply

View insights

Liked by sapientiamorgan and 178 others

Add a comment...



IndyGo

Public transit is very important to those of us who are not able to drive

View insights

Liked by sapientiamorgan and 73 others

Add a comment...

IndyGo
3,844 followers
3w • 📢

Today is Transit Teammate Appreciation Day! IndyGo Interim President & CEO **Jennifer Pyrz, PE** shares her thanks for all of our hardworking teammates who keep our city moving forward!



Jennifer Pyrz
IndyGo Interim President & CEO

Auto captions have been added to your video

Mike Roth and 76 others

1 comment • 7 reposts



Email Marketing:

NEWSLETTER

- 13,136 recipients (1,189 more than in February)
- 8.35% CTR
- 3.83% open rate



CREATIVE PROJECTS

- 49 requests completed via IndyGo Helpdesk
- 67 requests completed via email
- 116 Total Creative Requests Completed

Outreach Summary: March 2024

In March, IndyGo's outreach focused on agency updates to stakeholder and neighborhood groups in the Purple Line corridor.

IndyGo provided agency updates to Purple Line stakeholders and partners at the H.O.P.E team meeting and the Community Alliance of the Far Eastside (CAFE) Quality of Life (QOL) Economic Development meeting. The agency also provided updates at the Audubon Garden and Keystone Millersville neighborhood association meetings and the Far Eastside Community Council meeting. During these times, IndyGo solicited feedback and ideas from community members on events and festivities to celebrate the upcoming Purple Line launch. Community members were also asked to participate in a photography project called People of the Purple Line.

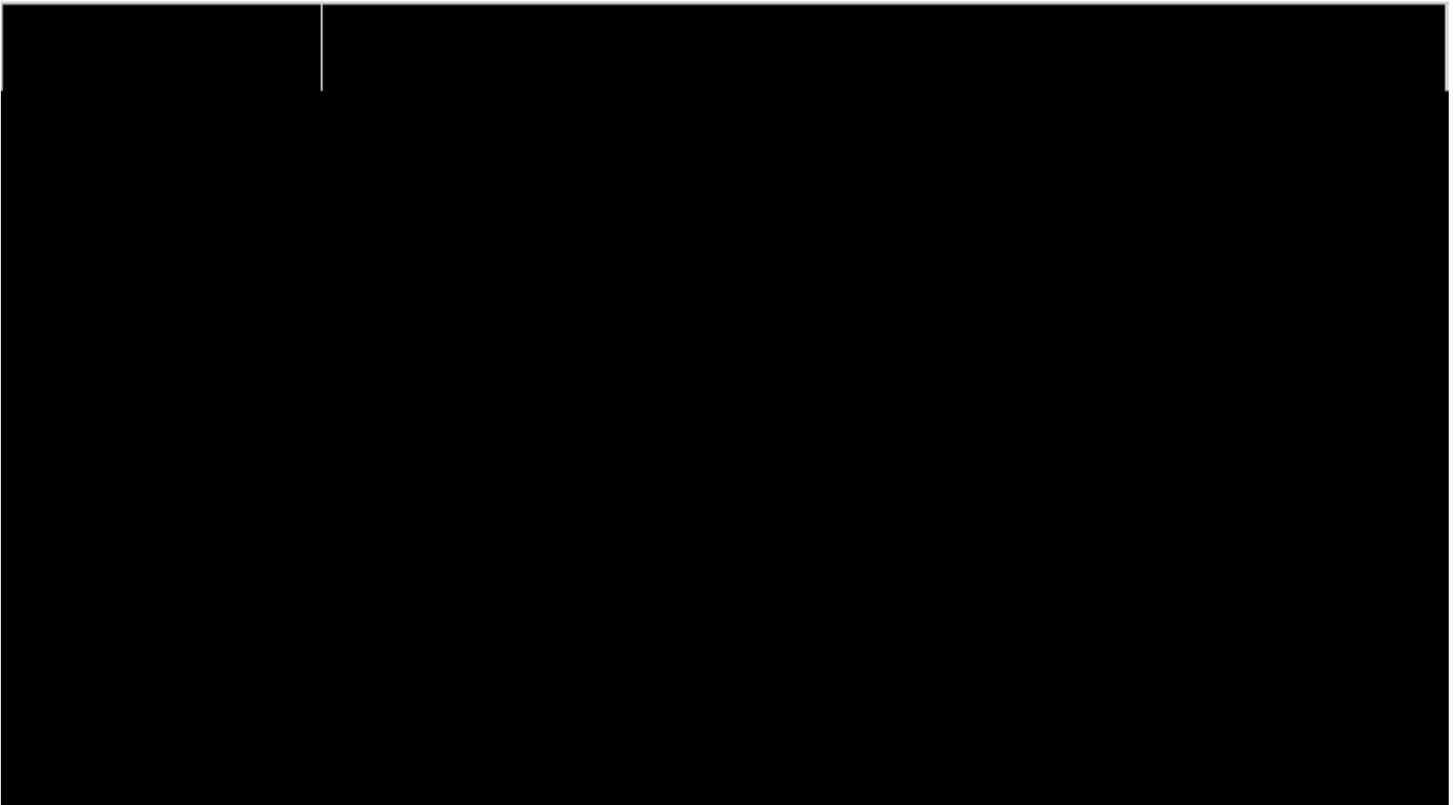
Transit ambassadors continued to extend IndyGo's outreach efforts in the community, engaging more than 240 riders during seven volunteer shifts on routes 8 and 39, which are future Bus Rapid Transit routes.

IndyGo continued its digital neighborhood outreach

through the Nextdoor platform. In March, IndyGo created seven posts generating 108,580 impressions.



OUTREACH PROJECTS





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

Operations Division Report – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Chief Operating Officer Aaron Vogel
Date: April 25, 2024

SERVICE PLANNING

SCHEDULING:

The next service bid takes effect on June 9, 2024. Route changes slated for June are Routes 2, 5, 6, 8, 10, 11, 19, 21, 25, 34, 37, 38, and 90, there will be a few additions if staffing permits.

PLANNING:

Construction of 56 bus stops for the October 2024 service improvements is underway to implement the 2406 & 2410 picks, they will become operational concurrently with the BRT Purple Line.

IndyGo staff continues to coordinate with the City of Indianapolis on projects 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), 22nd Street (Route 39), 30th Street (Routes 6, 15, 30, & 34), Keystone Avenue (Routes 19 & 26), and Moller Road (Route 37). This work is ongoing through 2025.

The service planning staff are in the site design stage for a third round of Areas of Persistent Poverty (AOPP) bus stop improvements, more information on this project will be forthcoming. The areas of focus are the Near East Side, Northwest Side, Far East Side, and West 10th Street.

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 the IndyGo system, route maps, and bus stop data infrastructure help us keep our information accurate so riders can plan and map out transit trips.

Planning worked with facilities and our consultant to determine an accurate estimate of the number of bus stop changes, alterations, and relocations that will need to occur throughout the phases in the lead-up to the 2027 Transit Network buildout.



FAST AND RELIABLE

Could run as frequently as every 10 minutes
Serves several routes

TICKET VENDING



CONVENIENT

Near-level boarding
Multiple doors for quick boarding
Space for multiple buses

ADA ACCESSIBLE

COMFORTABLE

Amenities like bike racks and benches

COVERED SEATING

FIXED ROUTE RIDERSHIP:

Mar-23	Mar-24	% Change	IndyGo Fixed Route Ridership	2023	2024	% Change
7,592	6,531	-14.0%	2 E. 34th St.	23,164	18,267	-21.1%
24,493	25,511	4.2%	3 Michigan St.	70,003	73,346	4.8%
7,393	7,758	4.9%	4 Fort Harrison	23,389	21,706	-7.2%
9,639	11,149	15.7%	5 E. 25th	28,077	31,707	12.9%
6,061	5,758	-5.0%	6 N. Harding	19,058	16,282	-14.6%
86,841	90,995	4.8%	8 Washington St.	249,966	257,894	3.2%
62,284	66,131	6.2%	10 10th St.	180,946	186,652	3.2%
3,748	2,972	-20.7%	11 E. 16th St.	10,252	8,205	-20.0%
3,220			12 Minnesota	9,090		
2,423	5,932	144.8%	13 Raymond	7,263	17,268	137.8%
6,156			14 Prospect	18,423		
9,702	10,467	7.9%	15 Riverside	27,434	30,258	10.3%
8,067	8,529	5.7%	16 Beech Grove	24,159	22,696	-6.1%
4,421	4,733	7.1%	18 Broad Ripple	12,635	13,623	7.8%
17,559	16,410	-6.5%	19 Castleton	50,212	48,648	-3.1%
8,889	9,853	10.8%	21 East 21st St.	28,078	28,468	1.4%
7,213	6,879	-4.6%	24 Mars Hill	20,009	19,368	-3.2%
7,511	10,484	39.6%	25 W. 16th St.	21,309	27,785	30.4%
11,443	20,149	76.1%	26 Keystone	33,389	58,083	74.0%
6,925	7,311	5.6%	28 St. Vincent	19,062	20,957	9.9%
5,323	5,371	0.9%	30 30th St.	14,766	15,802	7.0%
6,671	9,935	48.9%	31 US 31	19,466	27,374	40.6%
19,173	19,670	2.6%	34 Michigan Rd.	53,409	55,344	3.6%
24,645	26,422	7.2%	37 Park 100	70,738	73,572	4.0%
13,363	7,600	-43.1%	38 Lafayette Square	37,864	21,939	-42.1%
52,804	58,744	11.2%	39 E. 38th St.	155,557	162,541	4.5%
3,741			55 English	11,107		
	5,618		56 Emerson		17,010	
5,227	5,740	9.8%	86 86th Street Crosstown	15,293	16,497	7.9%
7,546	7,882	4.5%	87 Eastside Circulator	22,136	21,397	-3.3%
92,181	101,940	10.6%	90 Red Line - BRT	250,851	288,300	14.9%
969	1,502	55.0%	901 Nora	3,175	4,330	36.4%
5,551	6,242	12.4%	902 County Line	18,067	17,293	-4.3%
17,191	3,338	-80.6%	Others	39,407	11,490	-70.8%
555,965	577,556	3.9%	Total	1,587,754	1,634,102	2.9%

**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 APRIL:

Krystine Bender - #10518

Krystine Bender is an outstanding operator who is always on time and treats her passengers with the utmost respect and she always has a good positive attitude. Krystine Bender takes pride in being an operator for IndyGo, Krystine is always dressed to impress, and her mannerisms and the tone she uses help her to de-escalate any issues on the coach. She is a humble employee who strives to do the very best she can do. She shows leadership by the way she carries herself when she is in her IndyGo uniform.



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.

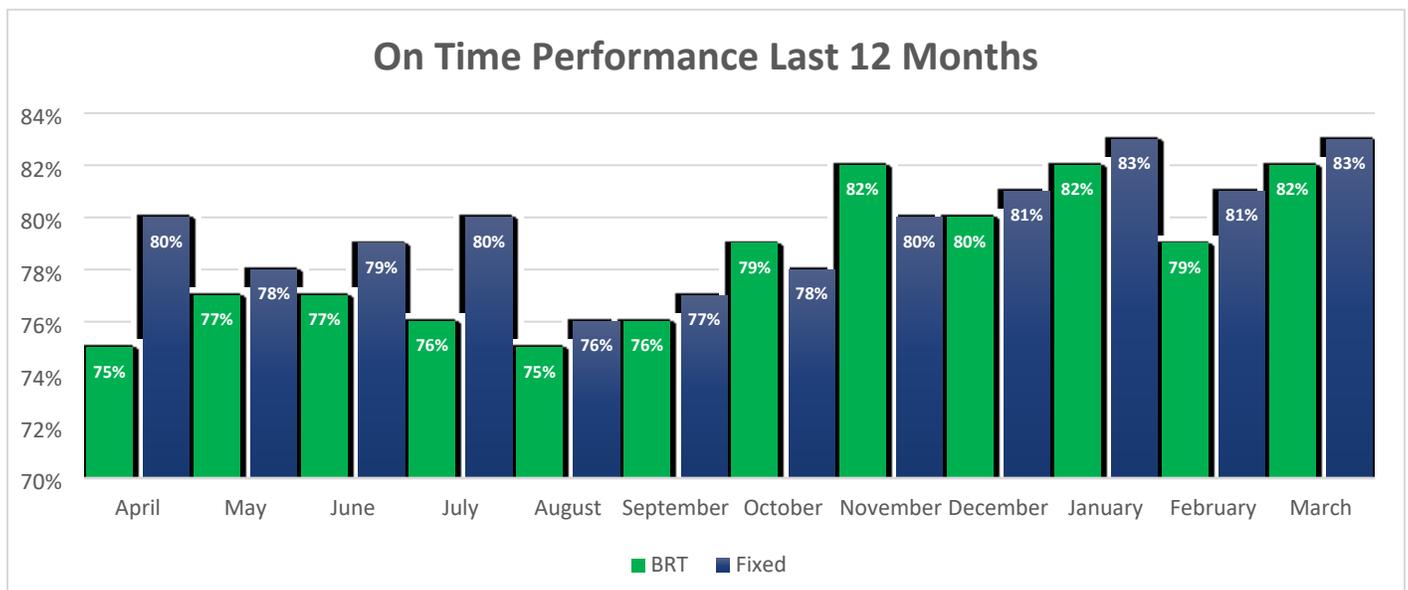
The winner for March: Cameron Irwin#2877

Hazen, William
 Dugan, Otha
 Reed, Byron
 Gardner, Onesha
 Sharp, Orion
 Mallory, Kevin
 Clark, Keana
 Baine, Tenisha
 Ellis, Aaron
 Johnson, Michael
 Young, Samuel
 Griffin, Ardis
 White, Anthony
 Garrett, Victor
 Gray, Patrick
 Jackson, Calvin

Ford, Wanda
 Howard, Jeffrey
 Irwin, Cameron
 Murray, Beth
 Devers, Irvin
 Green, Nichelle
 Carroll, Lashanda
 Badiane, Ngary
 Cargile, Senetria
 Robinson, Brittany
 Glinsey, Arthur
 Motley, Dontesz
 Taylor, Richard
 Chest, Mornice
 Lewis, Terrill
 Lewis, Donteze

Moody, Brandon
 Wyatt, Darren
 Wilson, James
 Rosario Gonzalez, Dilexi
 Mitchell, Anthony
 Taylor, Reginald
 Whitmer, William
 Thomas, Mariquette
 Overton, Tamika
 Bobbitt, Carmon
 White, Krystal
 Lloyd, Ashley
 Shurn, Roy
 Monaghan, Joe
 Carter, Deborah
 Simms, Erica

Louis, Carine
 Besley, Harding
 Treadwill, Tiana
 Powell, Omar
 Davis, Catrina
 Bailey, Anthony
 Spain, Antwon
 Worlds, Kimberly
 Lockett, Oartel
 Adkins, Phillip
 Ndiaye, Abdoulaye
 Hopson, David
 Davis, Destiny

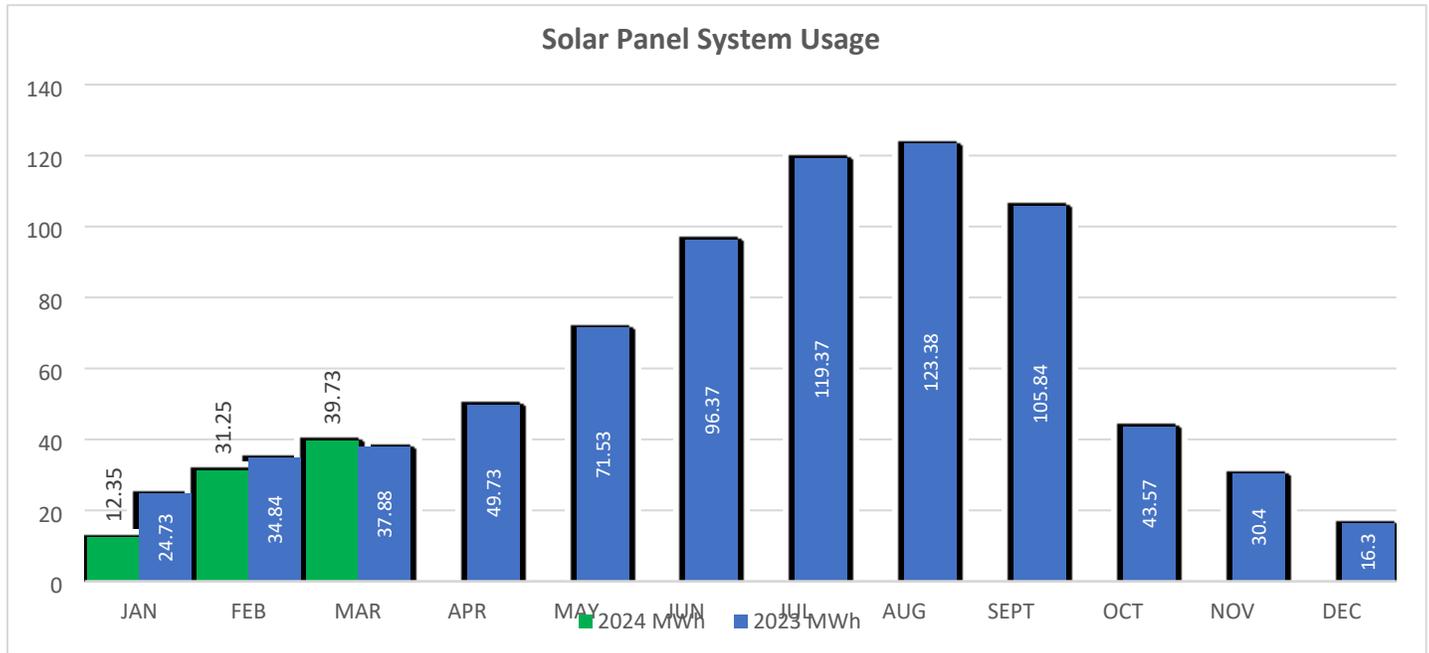


FACILITIES SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

SOLAR PANEL

The total savings for February \$7,916



RECYCLE:

The facilities department recycled 31,280 LBS (15.64 tons) of scrap metal; a return of \$ 3,675 for the scrap metal in Q1.

FLEET SERVICES:

In March there were 24 vehicles requested for the motor pool. These are non-revenue vehicles available for business use.

There were 176 buses detailed in February. This gives the detail team a 94% completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 2,092,157 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	713,970	666,235	711,952										2,092,127
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

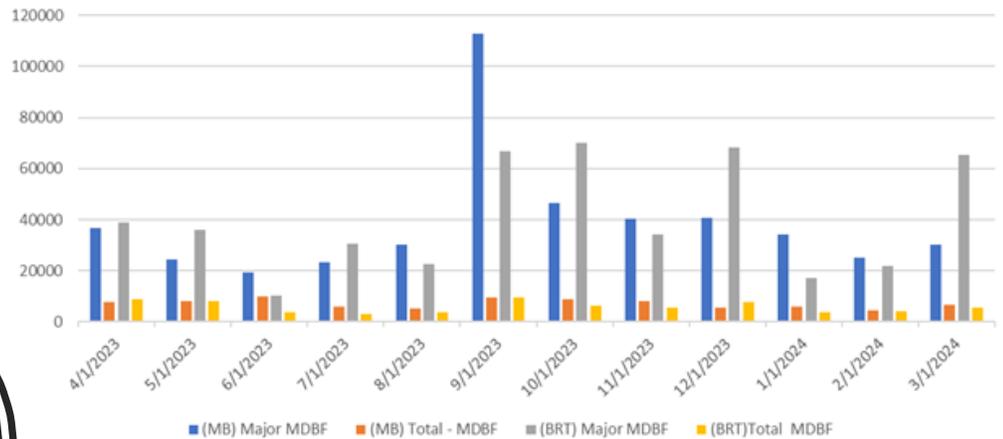
FLUID USAGE SUMMARY:

FLUID TYPE	Jan 2024	Jan 2023	Jan 2022
ATF (qt)	156	93	83
COOLANT (qt)	1,994	1,670	1,718
ENGINE OIL (qt)	762	370	425
DIESEL (gal)	130,054	129,383	131,462

2024 FLUID DETAIL:

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	110	234	156										344
COOLANT	2,731	2,393	1,994										5,124
ENGINE OIL	379	443	762										822
DIESEL	128,645	122,433	130,054										251,078

Mean Distance Between Mechanical Failures per Fleet Type

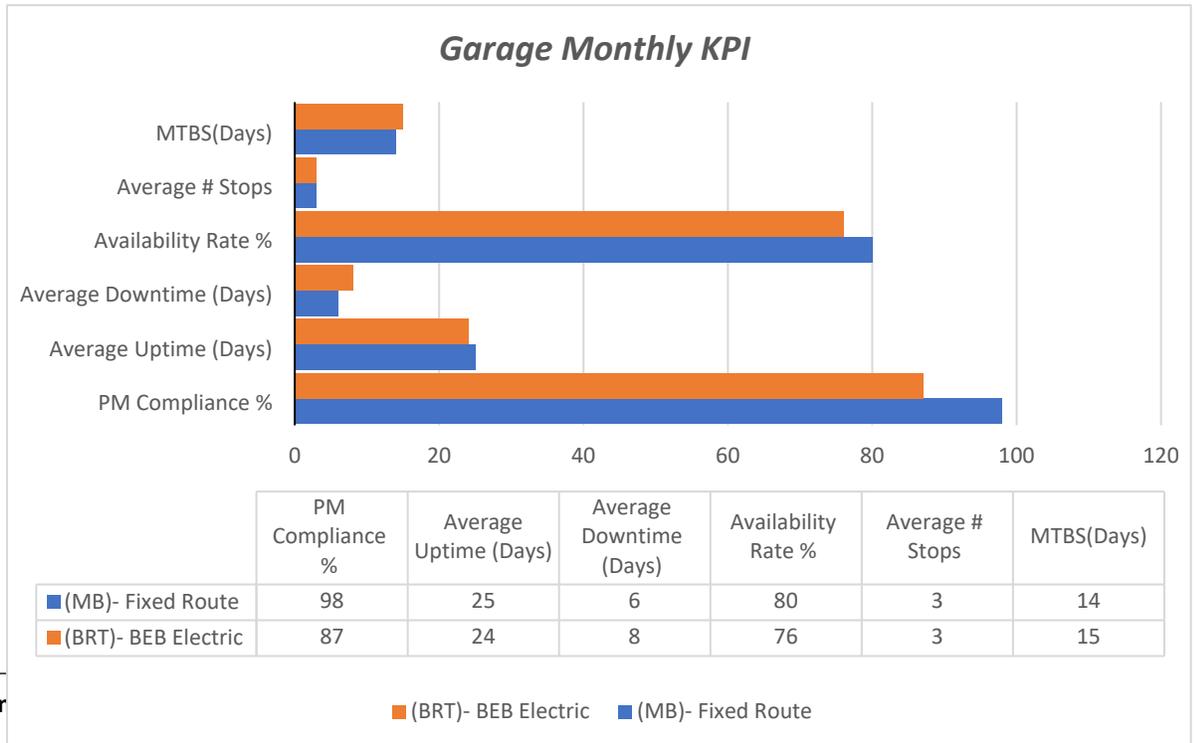


MAINTENANCE:



Mean Distance Between Mechanical Failures per Fleet Type

BRT and MB Mean Distance Between Failures Report				
DATE	(MB) Major	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total MDBF
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
2/1/2024	25020	4549	21730	4074
3/1/2024	30024	6526.8	65191	5433



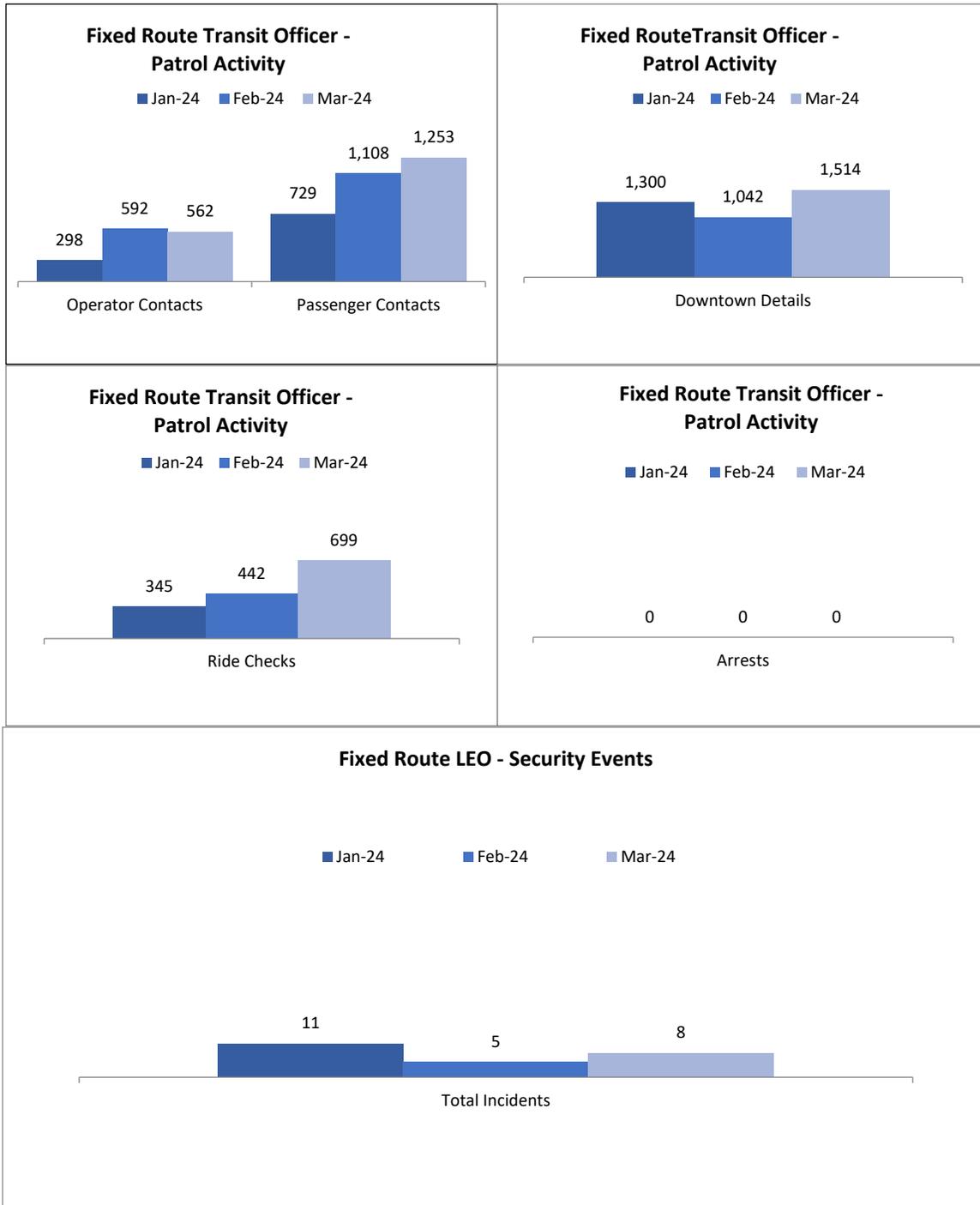
	PM Compliance %	Average Uptime (Days)	Average Downtime (Days)	Availability Rate %	Average # Stops	MTBS(Days)
(MB)- Fixed Route	98%	25	6	80%	3	14
(BRT)- BEB Electric	84%	24	8	76%	3	15



SECURITY

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

FIXED ROUTE SECURITY:



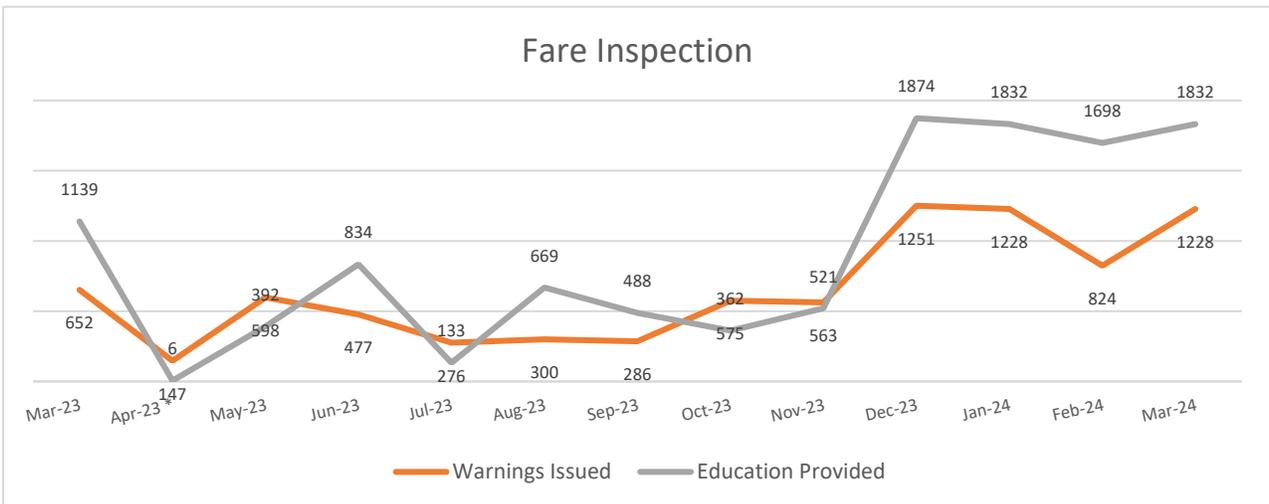
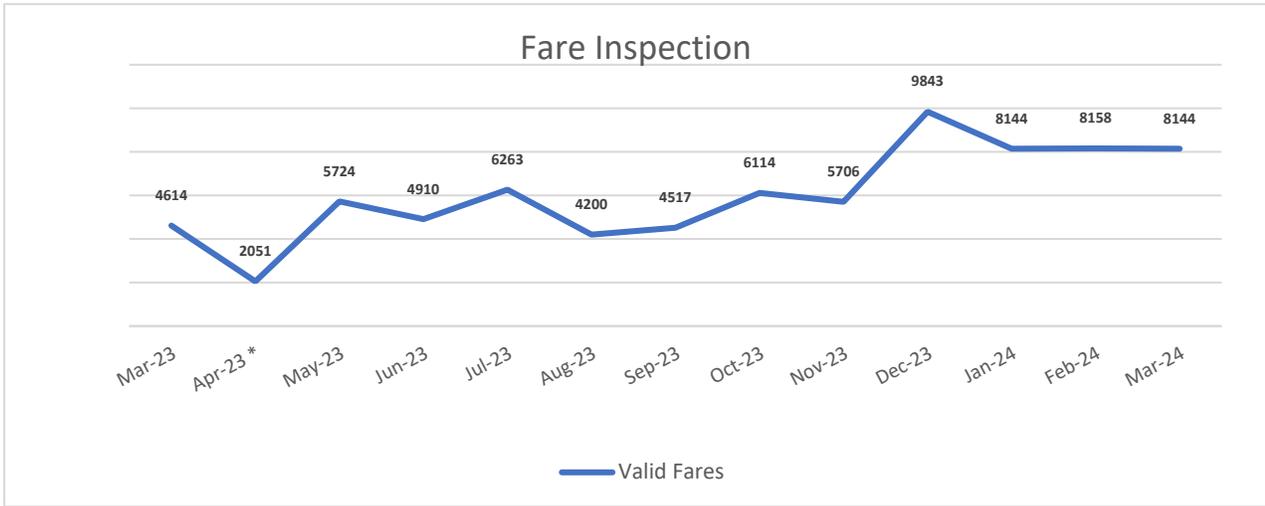
RED LINE SECURITY:

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



FARE INSPECTION REPORT:

The information below shows the fare inspection information, the chart shows passenger contacts representing passengers who had a fare when checked, notifications representing passengers who did not have a fare when checked and did not/would not purchase a valid fare. Lastly, it shows education representing passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.



MARCH	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	24446	3280	5362
Weekday	21932	3220	4863
Saturday	1657	44	351
Sunday	857	70	148

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.

March 2024 Classes:

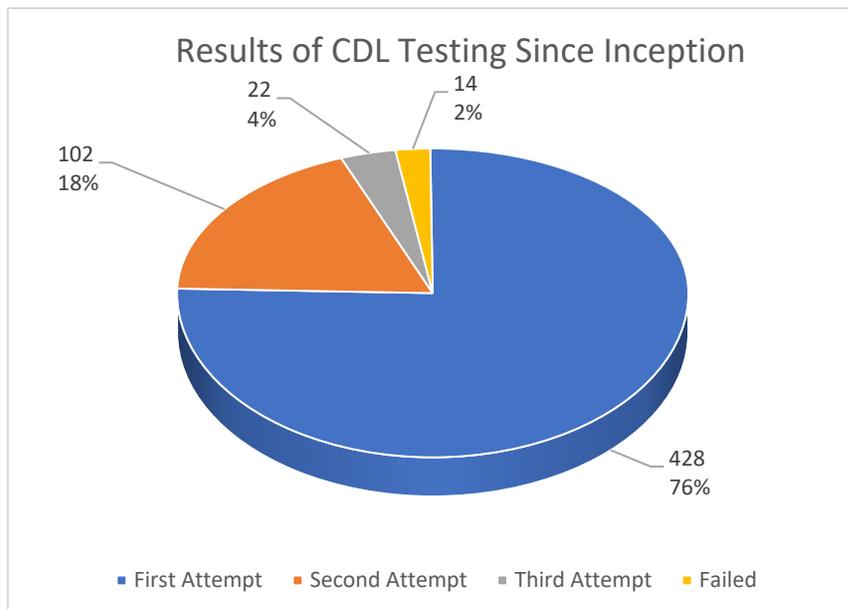
Trainee with No Permit – 0
 Trainees with Permit - 16

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

MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	21	16	3	1	2
February	16	11	4	1	0
March	16	13	2	1	0
April					
May					
June					
July					
August					
September					
October					
November					
December					

February Test percentages:

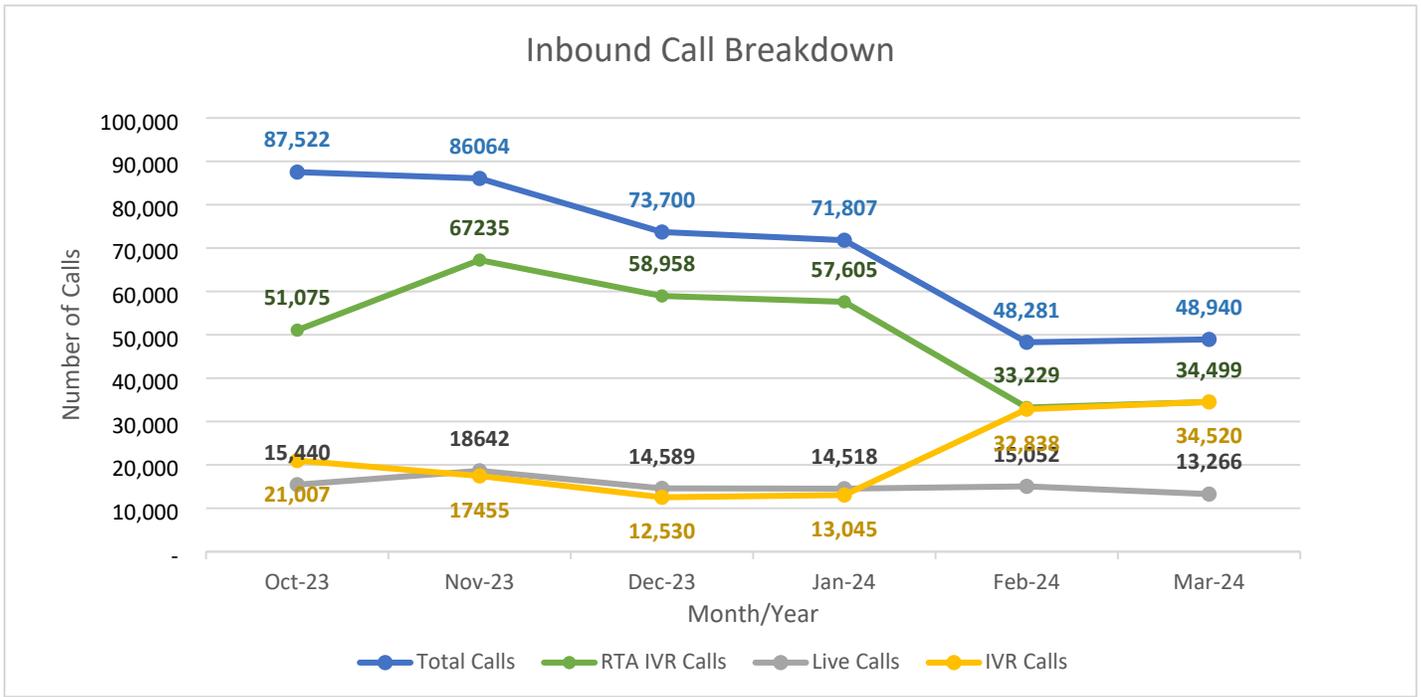
- Passed on first attempt – 81%
- Passed the State Examination overall – 100%



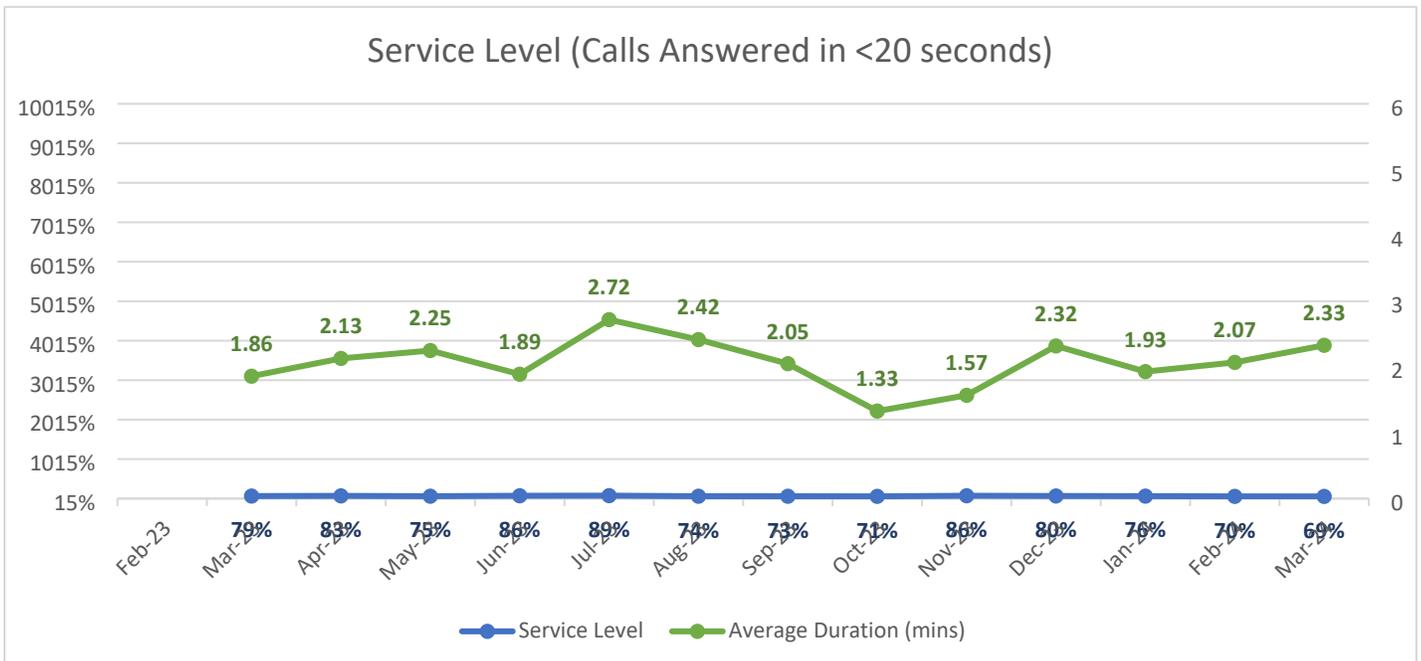
Mobility Solutions

MOBILITY CARE CENTER AND PARATRANSIT REPORT:

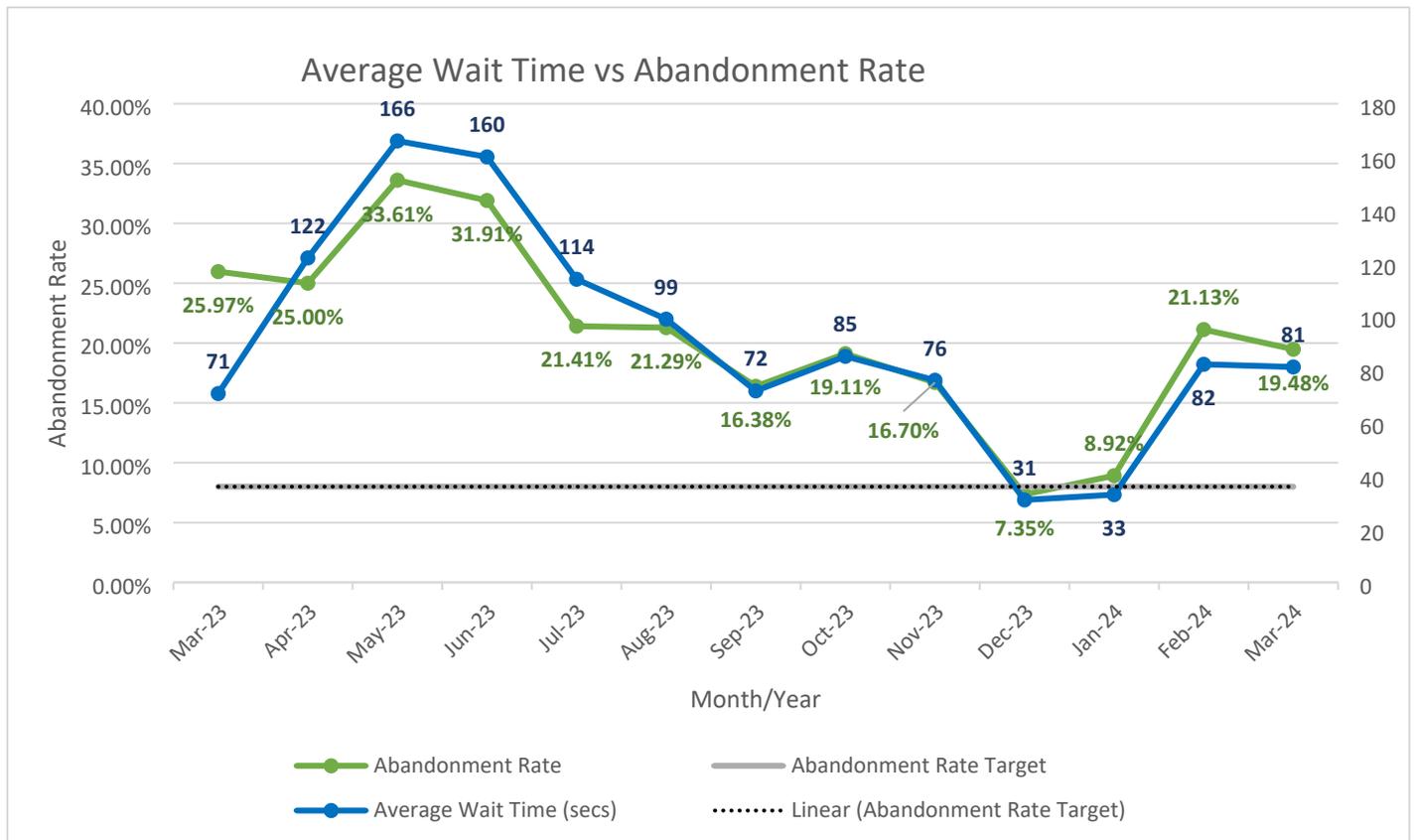
Total Call Volume increased by 1.36% versus the prior month.



The average call duration experienced a slight decrease versus the prior month and the service level saw a decline of -1.43%. IndyGo Care Center leadership will continue to monitor as the Care Center endeavors to stay within the goal range of 3-5 minutes per call and 80% service level.



During March, the Care Center continued to see a decrease in the abandonment rate, it is down -7.81%. IndyGo Care Center Leadership will continue to monitor and work to lower these metrics.



Received Comment Report:

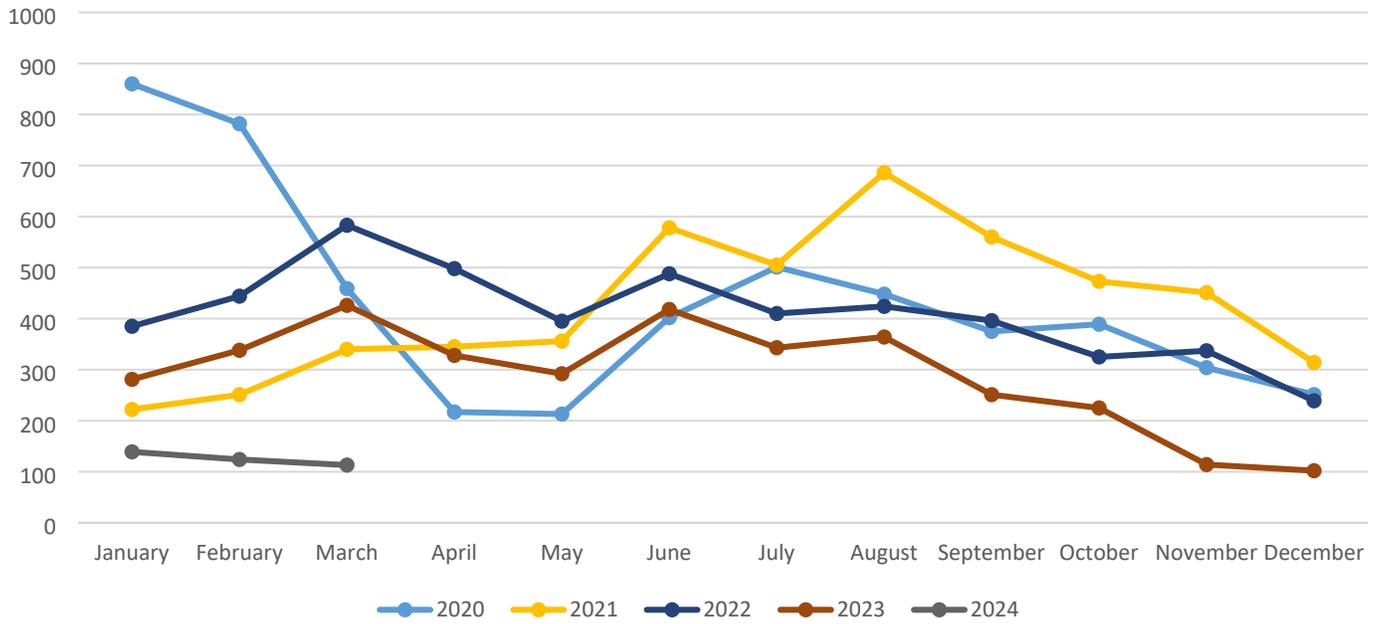
During March, a total of 113 comments were received. The total decrease in comments between February and March was -8.87%.

Schedule Adherence is currently the most common comment type.

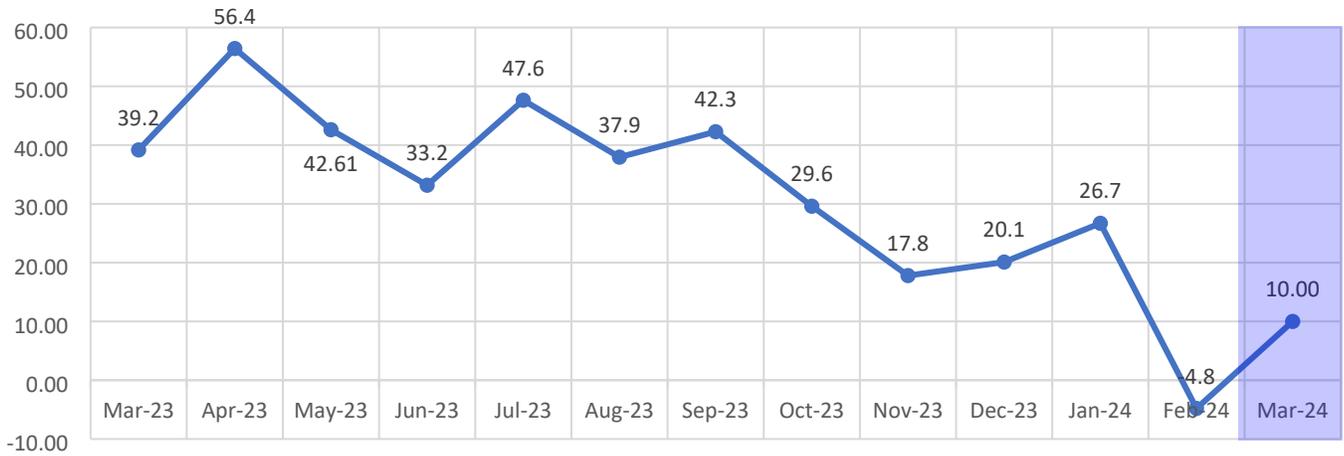
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Categories	Number of Comments
Pass-By	43
Courtesy	24
Safety	14
Schedule Adherence	12
Routes	7
ADA	5
Fares	3
Vehicle Maintenance	1
Compliment	1
Wrong Information	1
Rules	1
DETOUR	1
Grand Total	113

Total Comments Received



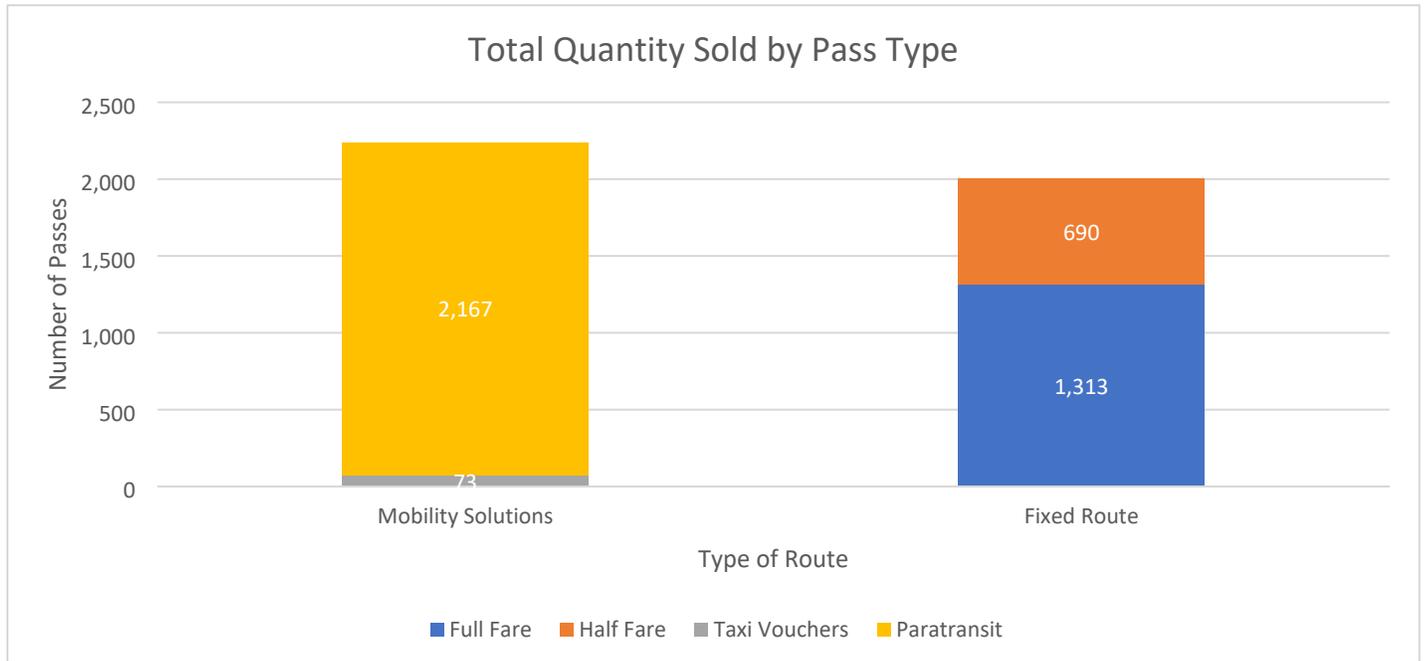
Bus Service Complaints Received per 100K Boardings



Comments included: Pass bys, Safety, Schedule Adherence, Courtesy
 Note: **Most recent month** is preliminary data (no rapid transit ridership)

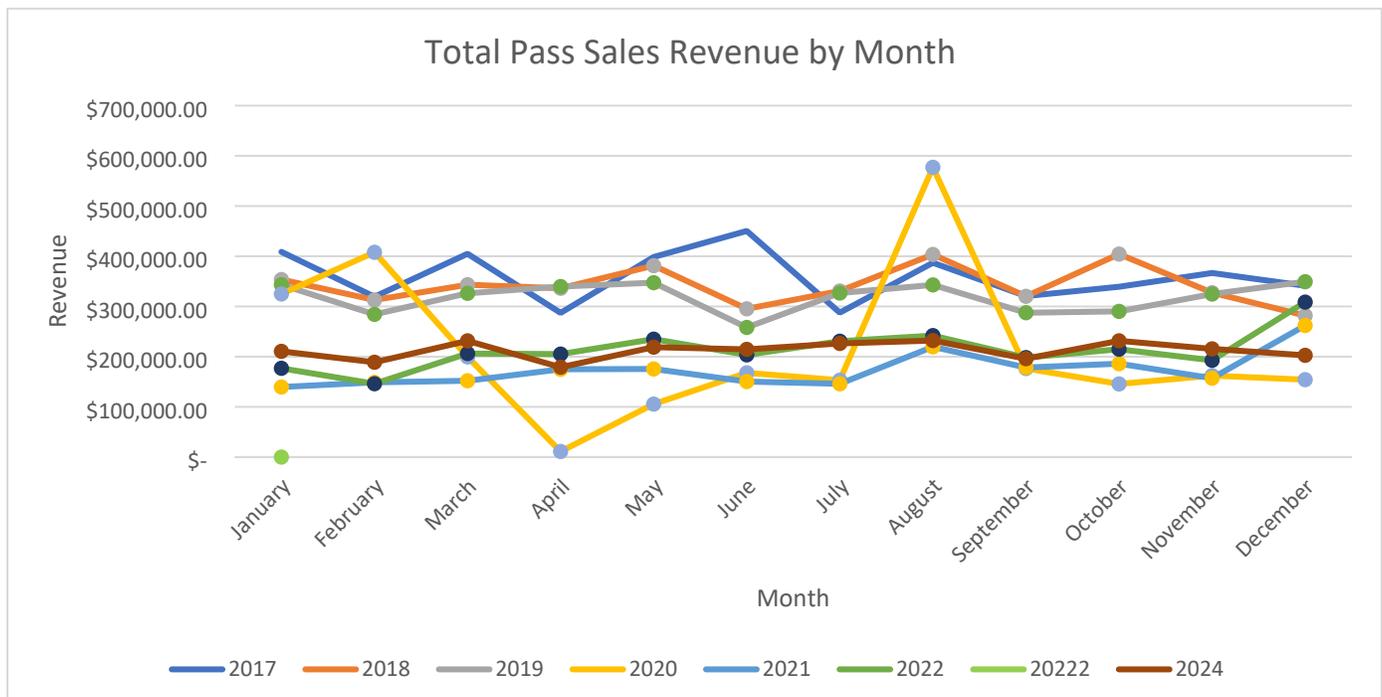
Care Center Desk and Sales Report:

Total Quantity of Passes Sold: 4,243



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

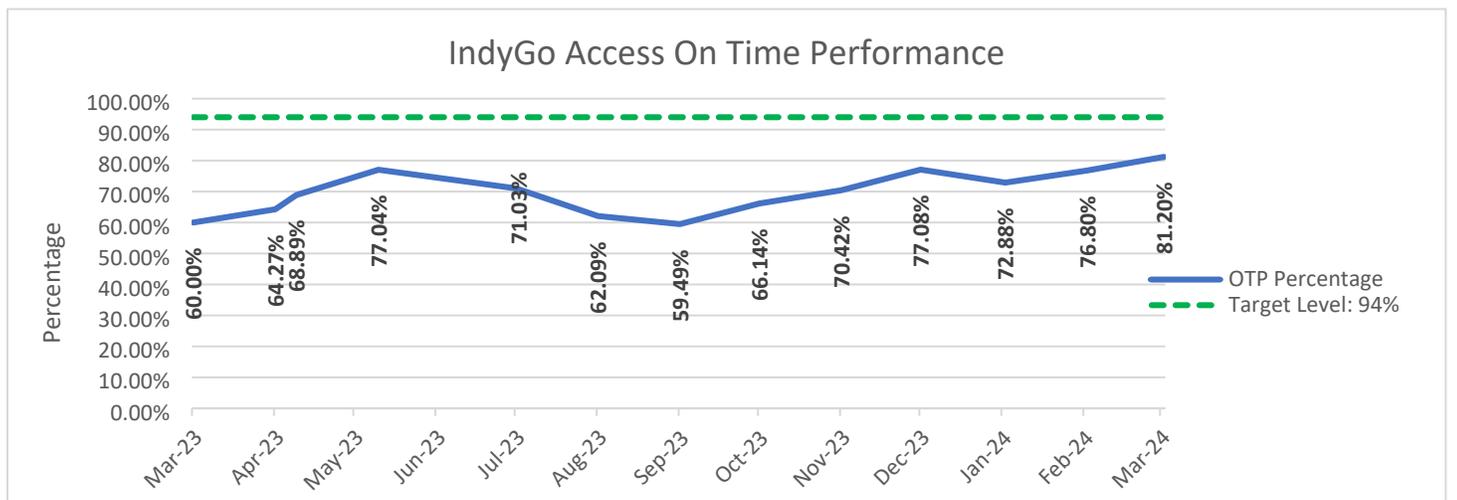
Total pass revenue decreased by 13.43 % between February and March



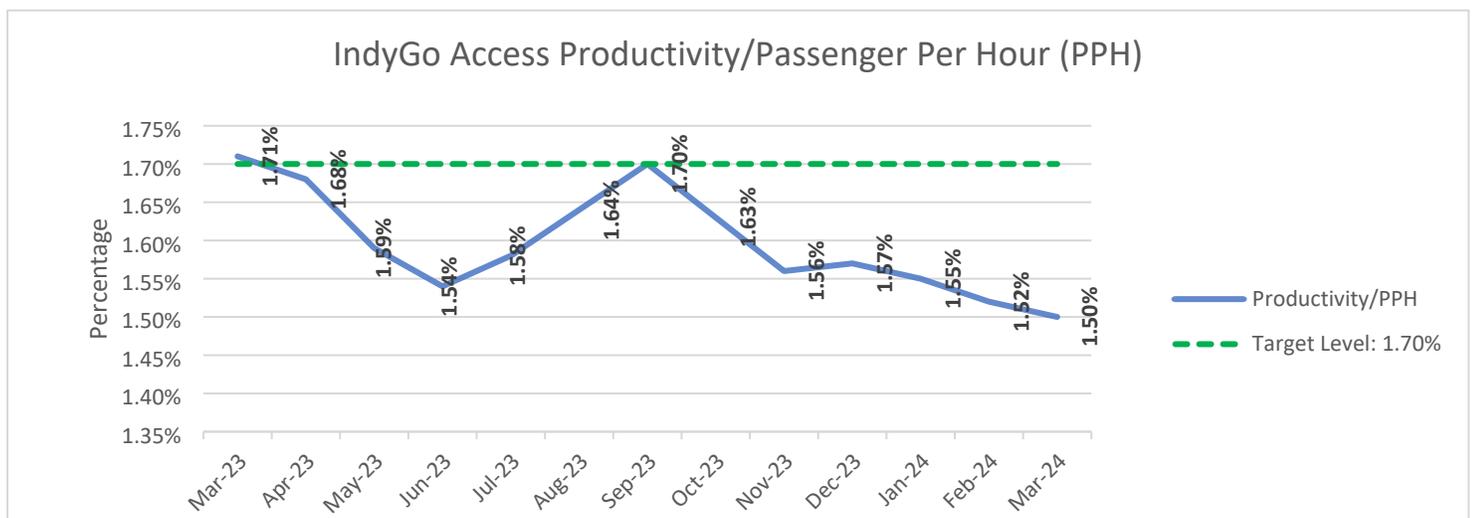
IndyGo Access Operating Statistics:

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 that can operate this service. In addition, trends are monitored, and YOY is measured to discuss abnormalities that occurred in the previous year.

23-Mar	24- Mar	% Change	Mobility Solutions	YOY 2023	YOY 2024	% Change
6,908	7,350	6.4%	IndyGo Access Ridership	20,085	20,879	3.95%
60.51%	81.22 %	34.23%	IndyGo Access On-Time Performance	64.52%	77.05%	19.42%
1.71%	1.50%	-12.28%	IndyGo Access Productivity	1.68%	1.53%	-8.93%



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 call the customer care center to 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.

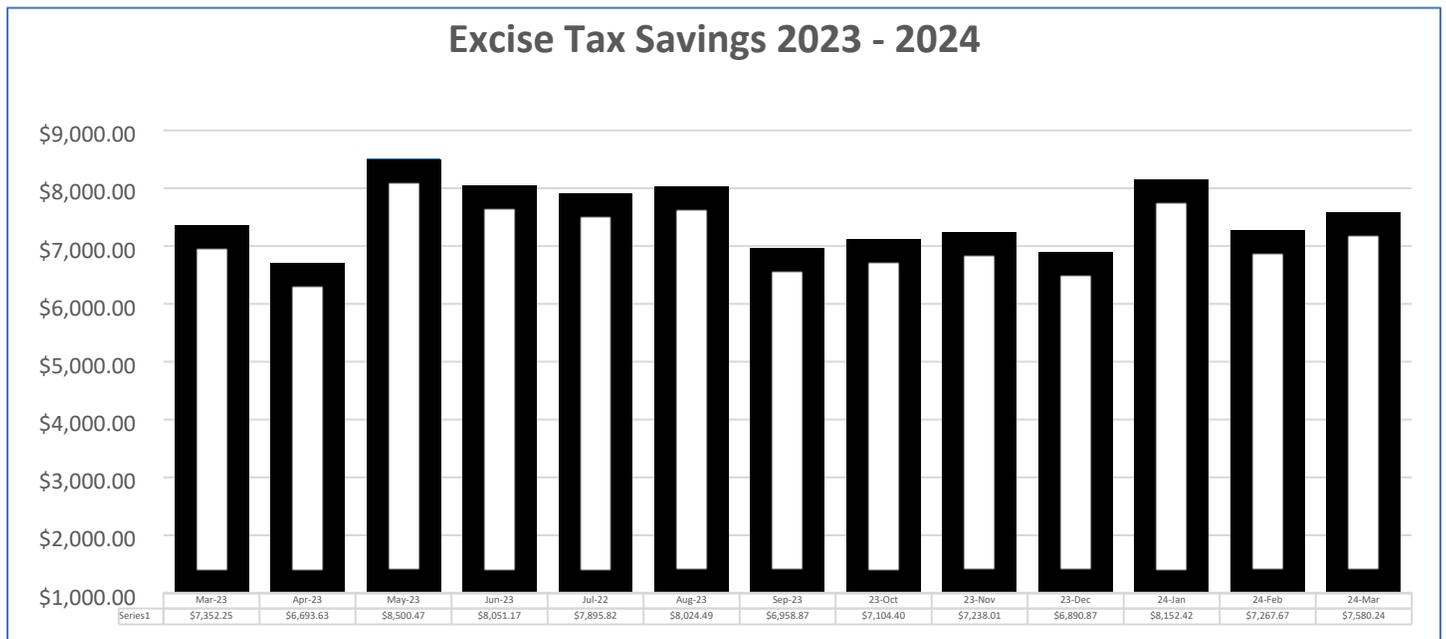
Row Labels	Valid	Invalid	Totals
Courtesy	9	1	10
Schedule Adherence	6	2	8
Fares		4	4
Safety	3		3
Suggestion	1		1
ADA	1		1
Rules	1		1
Totals	21	7	28

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 \$23,000

March 2024 savings from fuel excise taxes were \$7,580 (Fed Taxes = \$3,947 and State Taxes = \$3,633)



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Supplier Diversity Division Report – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Senior Supplier Diversity Officer Carri Burke
Date: April 25, 2024

DISCUSSION ITEMS:

DBE/XBE Participation

In February, IndyGo obtained 20.27% utilization with DBE businesses certified by the State of Indiana through the Department of Transportation. Additionally, in the same month, IndyGo obtained 5.38% utilization with XBE businesses certified by the City of Indianapolis Office of Minority and Women Business Development.

Outreach

On March 13, 2024, Supplier Diversity attended the Ball State Vendor Chat, via Zoom. From this call, four businesses asked how to do business with IndyGo. Supplier Diversity advised them how to register to learn about future opportunities to do business with IndyGo and upcoming projects.

On March 20, 2024, Supplier Diversity attended Indiana Department of Administration Division of Supplier Diversity 101: Intro to the Division's Three Functions, "Energizing and Empowering You IN Business". Our Supplier Diversity team attended this informational event to get a more complete understanding of the intricacies of the IDOA's Supplier Diversity team and their responsibilities. With the information gathered from this event, our team will be better able to assist future and potential vendors with their questions and provide more informational resources for them as well. Our team also took full advantage of the event's networking opportunities with some of the XBE's that were also in attendance.

On The Horizon

May 10, 2024 -B2GNOW (Supplier Diversity management software system) will be live.

May 16, 2024 – Supplier Diversity will be attending the Business Equity for Indy Procurement Roundtable.

June 1, 2024- Semi- Annual Uniform Report of DBE Awards/Commitments and Payments due.

RECOMMENDATION:

Receive the report.

Carri Burke
Senior Supplier Diversity Officer

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