



Board Report
March 28, 2024

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on February 22, 2024
 2. A-2: Consideration and approval of On Call Planning – Task Order 5 (Phase IV) (Presenter- Ryan Wilhite)
 3. A-3: Consideration and approval of Lo/No Grant Bus Procurement (Presenter- Cheryl Purefoy)
 4. A-4: Consideration and approval of Purple Line BRT Real Time Monitors (Presenter- Rachel Wilson)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. **NONE**
6. **Information Items** (Presenter- Greg Hahn)
 1. I-1: Finance Report (Presenter- Bart Brown)
 2. I-2: Customer Perception Survey (Presenter- Ryan Wilhite)
 3. I-3: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

Our next Board Meeting will be Thursday, April 25, 2024; 11am

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

Awards & Commendation Recognition for February 2024

To: Chair and Board of Directors
From: Interim President/CEO Jennifer Pyrz
Date: March 28, 2024

February 2024 Awards & Commendations

Employee	Position	Recognition
Anthony White	Coach Operator – Fixed Route	22 Years of Safe Driving
Treva Anderson	Coach Operator – Fixed Route	February Operations Employee of the Month



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1501 W. Washington Street
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February 2024 Safe Drivers Recognition



The following Operators are recognized for their safe driving for the month of February and received a National Safety Council patch, pin, and certificate.

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Anthony White	3334	22	27
Patricia Wilson	6792	14	25
Sean Cox	1190	13	23
Wesley Robertson	8488	9	11
Kevin Mallory	8400	8	12
Pamela Omotoye	8313	8	13
Shundreline Merritt	9106	6	6
Akiella Bounds	8947	5	7
Avante Harrison	9309	5	5
Robert Rowie	9738	4	4
Antonio Sanders	9413	4	5
Ardis Griffin	9194	3	6



Finance Committee Chairperson Report – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson
Date: March 28, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
March 21, 2024

The Finance Committee met on March 21, 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 February 22, 2024
2. A-2: Consideration and approval of On Call Planning – Task Order 5 (Phase IV) (Presenter- Ryan Wilhite)
3. A-3: Consideration and approval of Lo/No Grant Bus Procurement (Presenter- Cheryl Purefoy)
4. A-4: Consideration and approval of Purple Line BRT Real Time Monitors (Presenter- Rachel Wilson)

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 – March 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: March 28, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson's Report
March 21, 2024

The Service Committee met on March 21, 2024, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Finance Committee Chair Richard Wilson to establish a quorum. Director Hydre Abdullah was absent.

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

1. A-1: Consideration and approval of minutes from Board meeting held on February 22, 2024
2. A-2: Consideration and approval of On Call Planning – Task Order 5 (Phase IV) (Presenter- Ryan Wilhite)
3. A-3: Consideration and approval of Lo/No Grant Bus Procurement (Presenter- Cheryl Purefoy)
4. A-4: Consideration and approval of Purple Line BRT Real Time Monitors (Presenter- Rachel Wilson)

The Committee also heard a Customer Perception Survey presentation by Manager of Special Projects and Regional Mobility Integration Ryan Wilhite.

Mr. Chairman, that concludes my report.

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February Board of Directors Minutes

IndyGo

Feb 22, 2024 at 11:00 AM EST

@ EC Boardroom; Zoom

ACTION ITEM A – 1

Attendance

Present:

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

Absent:

Members: Hydre Abdullah, Lise Pace

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

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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 January.docx](#)
-  [A1 January 2024 Safe Drivers Recognition.docx](#)

Interim President/CEO Jennifer Pyrz gave an update on the Awards and Commendations for January 2024. Recognized were safe drivers for January 2024, one employee for 34 years of safe driving, the January Operations Employee of the month, two Coin of Excellence recipients for quick action, departing IndyGo Board Member Lise Pace, and IndyGo Security for receiving the TSA Gold Standard Award.

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

Finance Committee - Richard Wilson

Service Committee - Adairius Gardner

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

4. Consent Agenda (Presenters: Greg Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on January 25, 2024
 -  [A-1 January Board of Directors & Annual Board of Finance Meeting Minutes.docx](#)
 -  [page intentionally left blank.pdf](#)
2. A-2: Consideration and approval of Renewal Of The eBuilder Contract (Presenters: Sarah Stentz)
 -  [A-2 - e-Builder Construction Management Software.docx](#)
3. A-4: Consideration and approval of Blue Line Task Order (Presenters: Brooke Thomas)

-  [A-4 Blue Line Design WSP Task Order 13 02 06 2024.docx](#)
4. A-5: Consideration and Approval of Microsoft Office 365 Licensing (Dell) (Presenters: Marcus Burnside)
 [A-5 Consideration and Approval of Microsoft Licensing Renewal.docx](#)
5. A-6: Consideration and Approval of Microsoft Dynamics 365 Licensing (Crowe) (Presenters: Marcus Burnside)
 [A-6 Consideration and Approval of Microsoft Dynamics Licensing.docx](#)
6. A-7: Consideration and Approval of Avail Annual Maintenance and Cloud Services (Presenters: Marcus Burnside)
 [A-7 Consideration and Approval of Avail Annual Maintenance.docx](#)
7. A-8: Consideration and Approval of Amendment to Exercise Option Year One of In Plant Pre-Build Bus Inspections (Fixed Route and Paratransit) (Presenters: Cheryl Purefoy)
 [A-8 Amendment - Exercise Option Year for Bus Inspections.docx](#)

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenters: Greg Hahn)

1. A-3: Consideration and approval of 2024 Board of Directors Officer elections (Presenters: Bob Frye)
 [A-3 Consideration of Board Officer Elections.docx](#)

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

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

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

OFFICERS

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

Motion:

approval of 2024 Board of Directors Officer elections

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

6. Information Items (Presenters: Greg Hahn)

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

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

2. I-2: ZEVTP – Existing Condition (Presenters: Ryan Wilhite)
 [I-2_ZEVTP_ExistingConditions_Feb2024.docx](#)
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 [I-2 Existing conditions presentation for IndyGo Board.pptx](#)
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The Board heard a ZEVTP Existing Condition update from Manager of Special Projects and Regional Mobility Integration Ryan Wilhite.

3. I-3: IndyGo 2024 PTASP Updates (Presenters: Brian Clem)
 [I-3 PTASP 2024 Board Informational Item - Final.docx](#)
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The Board heard a PTASP update from Director of Risk & Safety Brian Clem.

4. I-4: Mobility Advisory Committee (MAC) update (Presenters: Chris Hollinsworth)
 [I-4 MAC Meeting Minutes 1.17.24.pdf](#)
 [I-4 MAC Roll Call 1.17.24.pdf](#)
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The Board received an update from the Mobility Advisory Committee (MAC).

5. I-5: Department Reports
 [I-5a Feb 2024 Risk and Safety Board Report.docx](#)
 [I-5b PLANNING AND CAPITAL PROJECTS REPORT for 2024-02.docx](#)
 [I-5c Jan 24 Board Report.pdf](#)
 [I-5d Jan 2024 -OPERATIONS DIV BOARD REPORT -2.2024.docx](#)
 [I-5f Supplier Diversity Division Report January 2024 \(1\).docx](#)
 [I-5g 1.31.24 Report to IndyGo Board.docx](#)
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The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, and Supplier Diversity.

7. **Adjourn (Presenters: Greg Hahn)**

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 12:11pm.

Robert Frye
Chief Legal Officer

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Date: March 04, 2024
Current Meeting: March 28, 2024
Board Meeting: March 28, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation 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 RFP 20-05-358 On-Call Planning Services, COA Task Order 5 (Phase IV) Task Order

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with Indianapolis Public Transportation Corporation (IPTC) contract award standards, it is requested that the Board authorize the Interim President/CEO to execute a task order agreement with Nelson\Nygaard in an amount not to exceed \$200,000 for Phase IV of the current Comprehensive Operational Analysis (COA).

BACKGROUND:

It is customary for a transit agency to perform a COA, which is a detailed evaluation the effectiveness and efficiency of each route that comprises its fixed-route network every five years. Completed in 2016, IPTC’s last COA produced a brand-new future service plan, *IndyGo Forward*, that redesigned the entire bus network. At that time, it was anticipated that IPTC would be able to fully implement the network redesign by the end of 2022, prior to needing to conduct another COA. In June 2020, the agency held on making any more improvements to the local route network in part so that it could respond to the pandemic that continued to unfold, but also in anticipation of needing to conduct another COA.

The IPTC, in coordination with the Indianapolis Metropolitan Planning Organization (IMPO), sought planning services to assist with the task of packaging and sequencing the remaining local route improvements into multiple phases that can be implemented over time, as funding and other factors allow. On May 26, 2020, IPTC released RFP 20-05-348, On-Call Planning Services. Through a competitive scoring process, Nelson\Nygaard Consulting Associates, Inc. was selected as providing the best value for this service. At its regularly scheduled meeting on August 20, 2020, the IPTC Board authorized the President/CEO to enter into contract negotiations with Nelson\Nygaard.

An on-call services contract agreement between IPTC and Nelson\Nygaard was executed on September 21, 2020. In December 2020, IPTC executed a task order in the amount of \$69,987 for Phase I of the current COA. Additional task orders were negotiated and approved in 2021. In May 2021, IPTC executed a task order in the amount of \$249,954 for Phase II of the current COA. Also under this master contract is a separate effort to assess the potential to add mobility on demand, or microtransit services, as a service delivery option that would be in addition to fixed-route service. A task order for this project in the amount of \$74,159 was executed in August 2020. Total contract awards for FY2020 and FY2021 were \$144,146 and \$249,954, respectively. Task Order 3 in the amount of \$244,833 was executed in June 2022 and included support for scheduling, updating maps, and other requested analysis. Currently, we are working with Task Order 4 for Phase III.

This task order, if approved, will support both the implementation and maintenance of IPTC's network redesign and related activities, such as the need to revise and maintain Board adopted service standards.

DISCUSSION:

Nelson\Nygaard's core practice is mass transit and they have extensive experience working with public agencies and municipalities, elected officials, and community stakeholders to envision, develop, and improve transit systems that support community needs. They have worked diligently over the life of the contract (over three years) to help the agency identify and define ways to help IPTC staff match the transportation needs of the community with right-sized mobility solutions. Their overall approach to this type of work has complemented the knowledge and capabilities of IPTC staff very well.

The identified tasks within the Task Order include continued support for the 2027 Transit Network, the scheduling support, implementation support for the 2027 Transit Network (as needed) and an equity evaluation of the existing IPTC Service Standards. The Service Standards outline the definitions of different serves provided by IPTC. The metrics include productivity (passengers per hour), vehicle speed, and capacity, among others. The Service Standards is a required federally-required document.

ALTERNATIVES:

The IPTC Board can choose not to approve this task order; however, IPTC does not have the staff capacity to move from the evaluation/planning phase to the plan implementation and maintenance phase on our own. Not only would IPTC lose the momentum that has been built up over the past three years, but we would also lose the added capacity and technical expertise offered by this carefully selected consulting team. The added capacity and technical expertise are critical to staff's ability to produce materials, brainstorm solutions, monitor dependencies between the local route improvements and capital investment projects, and conduct more in-depth planning scenarios in a timely manner, all while remaining in compliance with our Title VI Program.

FISCAL IMPACT:

Funding for individual task orders under an on-call contract are determined on a case-by-case basis, depending on funding and subcontracting opportunities. The total cost of this procurement is up to \$200,000. The funding for this project is budgeted (100%) as a FY2024 operating expense and will be paid for with local revenue dollars. Under the master contract, the total annual spend of up to \$200,000 is estimated based upon the blended rates proposed for the duration of the contract (five years), which includes two option years.

DBE/XBE DECLARATION:

Funded locally, these services require XBE participation. The on-call nature of these services means that an XBE goal is established at the task order level. At the time of contract execution, Nelson/Nygaard had established a team of certified subcontractors that consist of RLS & Associates (DBE), and LVR International (MBE/WBE - IDOA). For this task order, N\N is anticipating using the services of RLS & Associates for an approximate percentage of 5.07%.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 21, 2024 and was recommended to the Consent Agenda.



Date of Memo: March 08, 2024
Current Meeting: March 28, 2024
Board Meeting: March 28, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Deputy Chief Operating Officer Cheryl Purefoy
SUBJECT: Consideration and approval of procurement of Gillig eGen Flex forty foot hybrid buses

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize the Interim President/CEO enter into a contract to purchase 20 forty-foot Gillig Hybrid buses in an amount not to exceed \$25,095,546.

BACKGROUND:

IndyGo was awarded \$19 million in FTA Section 5339 (c) Low/No Emission funding. FTA Low/No grants are competitively awarded for zero emission (Low/No) projects; eligible projects include buses and facilities. The submitted project by IndyGo used the funds to replace older diesel and diesel hybrid buses with new diesel-electric hybrid buses in the fleets' inventory. The diesel-electric hybrid buses included the eGen flex system that allows vehicles to travel up to 50% of their miles under electric power, depending on routing and other conditions. IndyGo's 2023 statistics demonstrate that our three eGen vehicles are performing at least 21% of their miles under electric power. Bus replacement is an intricate part of IndyGo's Fleet Management Plan and the overall fleet's state of good repair strategy.

DISCUSSION:

IndyGo identified the State of Washington competitive purchase agreement that included our specified bus. IPTC proposes to contract with Gillig directly for the specified bus based on their agreement to honor the bus specifications and prices quoted in the State of Washington's contract.

By leveraging the terms of the State of Washington agreement, IndyGo can avoid an imminent price increase in April 2024 as well as move to production quickly based on IndyGo's delivery requirements.

ALTERNATIVES:

The Board could choose to not approve the procurement of the hybrid buses, but due to the current supply chain challenges and price increase. Additionally, the grant funds would need to be returned.

FISCAL IMPACT:

Funding source federal and local dollars, with an 80 %/20 % split, approved in the 2024 Capital Plan.

DBE/XBE DECLARATION:

This action is for a bus purchase; therefore, there are subcontracting opportunities available. No DBE goal is set.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 21, 2024 and was recommended to the consent agenda.



Date of Memo: March 12, 2024
Current Meeting: March 28, 2024
Board Meeting: March 28, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Capital Projects Project Manager Rachel Wilson
SUBJECT: Consideration and approval of the procurement of Passenger Information Displays for the Purple Line BRT Project

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the Interim President/CEO to purchase Passenger Information Displays (all-in-one computers) from Small PC Computers for an amount not to exceed \$188,480. A total of 38 all-in-one computers are included in this procurement to provide two Passenger Information Displays at each new Purple Line BRT station along with two spares (in total) for replacement purposes.

BACKGROUND:

One of the rider amenities provided at IPTC BRT stations is real-time arrivals of upcoming transit vehicles. The real time arrivals are displayed on the screens of all-in-one computers called Passenger Information Displays (PIDs).

DISCUSSION:

IPTC is purchasing the PIDs direct from Small PC Computers. Small PC Computers is the sole supplier of PIDs meeting the specifications for our use and matching the dimensions required at our Red and Purple Line stations. F.A. Wilhelm, the Purple Line station contractor, will be responsible for installing the Passenger Information Displays at each of the 18 new stations.

ALTERNATIVES:

Due to the specific product required, an alternate vendor is not being considered at this time.

FISCAL IMPACT:

This capital expenditure was anticipated and is covered in the Purple Line BRT Project budget.

DBE/XBE DECLARATION:

There are no subcontracting opportunities on this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on March 21, 2024 and was recommended to the Consent Agenda.

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Information Update – February 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: March 15, 2024

FEBRUARY 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is on budget for the month of February and year to date.
- Other Operating revenue category is over budget by \$111,519 (44.7%) for the month. YTD this revenue is over budget by \$636,763 (127.6%).
- The passenger service revenue is under budget by \$23,251 (-4.7%) for the month, the majority of the shortfall due to free rides during All Star Weekend. The reimbursement for those rides will be posted in March. For the year passenger service revenue is under budget by \$57,886 (-5.86%).
- PMTF Grant is on budget for the month of February and year to date.
- YTD Property Tax Revenue is on budget for the month of February and year to date.
- Income Tax is on budget for the month of February and year to date.
- The Service Reimbursement Program revenue is under budget by \$2,947 (-8.5%) for the month. For the year it is under budget by \$4,224 (-6.1%).

The Total Revenue for the agency is over budget by \$85,320 (0.1%) for the month of February. YTD Total Revenue is over budget by \$574,653 (0.1%).

Expenditures

I) Personal Services

- Fringe benefits are over budget for the month by \$153,637 (8.4%). YTD it is over budget by \$78,604 (2.1%).
- Overtime expenses were over budget by \$239,962 (88.6%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$514,490 (95.0%).
- Due to an additional payroll period in February salary expenses are over budget by \$951,926 (21.2%) for the month of February. YTD it is over budget by \$693,230 (8.52%)

The Personal Services category is over budget by \$1,038,252 (15.7%) for the month of February. It is over budget for the year by \$1,129,116 (8.5%)

II) Other Services and Charges

- Claims were under budget by \$273,317 (-80.5%) for the month. For the year this category is under budget by \$521,013 (-76.7%).

- For the month of February, the Miscellaneous Expense category is under budget by \$36,157 (-44.9%). YTD is under budget by \$37,294 (-22.0%).
- In February, the Purchased Transportation category is over budget by \$165,187 (18.5%). For the year it is over budget by \$127,220 (7.1%).
- For the month the “Services” expense category is under budget by \$1,006,547 (-45.9%). YTD this category is under budget by \$5,204,371 (-34.7%). However that is due to 2023 PO’s totaling nearly \$3 million were added to this line. Over the next several months that will normalize and be in line with the expected budget.
- For the month, utilities expenses are under budget by \$33,577 (-16.7%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are under budget by \$73,390 (-18.2%).

Overall, the Other Services & Charges category is under budget by \$1,184,412 (-31.9%) for the month. YTD this category is under budget by \$5,708,848 (-51.7%).

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$121,441 (-22.7%). YTD it is under budget by \$236,580 (-22.1%).
- For the month of February, the maintenance materials category is under budget by \$128,769 (-24.2%). It is under budget for the year by \$440,684 (30.7%).
- Other materials and supplies category is under budget by \$84,839 (-68.3%) for the month. For the year it is under budget by \$660,374 (-90.6%).
- Tires & Tubes category is under budget in February by \$3,698 (-6.9%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. YTD it is under budget by \$17,800 (-15.6%).

For the month, the Total Materials and Supplies category is under budget by \$338,749 (-27.2%). For the year it is under budget by \$1,355,539 (-40.5%).

In February, the overall, total expenditures came under budget by \$484,909 (-4.2%). Year to date expenditures are under budget by \$5,935,171 (-21.5%).

FY 2024 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount

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 Two Months Ending Thursday, February 29, 2024

3/15/2024 10:47 AM
 Period Selected: 2

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
Operating Revenue									
Federal Assistance	\$1,380,605.00	\$3,080,974.75	(\$1,700,369.75)	(55.19)	\$2,703,644.00	\$6,161,949.50	(\$3,458,305.50)	(56.12)	\$2,355,044.00
Other Operating Income	360,997.25	249,478.34	111,518.91	44.70	1,135,720.61	498,956.68	636,763.93	127.62	2,553,262.71
Passenger Service Revenue	470,518.29	493,769.48	(23,251.19)	(4.71)	929,653.95	987,539.91	(57,885.96)	(5.86)	905,832.09
PMTF Revenue	947,485.67	947,485.67		0.00	1,894,971.34	1,894,971.34		0.00	1,894,971.34
Local Property & Excise Tax Revenue	3,323,790.59	3,323,790.59		0.00	6,647,581.18	6,647,581.18		0.00	6,473,212.00
Local Transit Income Tax Revenue	4,812,207.83	3,416,666.67	1,395,541.16	40.85	9,624,415.66	6,833,333.34	2,791,082.32	40.85	9,297,989.16
Service Reimbursement Program	31,636.00	34,583.33	(2,947.33)	(8.52)	64,942.00	69,166.66	(4,224.66)	(6.11)	59,218.00
Total Operating Revenues	11,327,240.63	11,546,748.83	(219,508.20)	(1.90)	23,000,928.74	23,093,498.61	(92,569.87)	(0.40)	23,539,529.30
Operating Expenses									
Personal Services									
Fringe Benefits	1,675,391.83	1,829,028.95	(153,637.12)	(8.40)	3,647,804.69	3,726,409.52	(78,604.83)	(2.11)	3,008,333.34
Overtime	510,581.55	270,619.17	239,962.38	88.67	1,055,729.29	541,238.34	514,490.95	95.06	1,118,045.37
Salary	5,446,609.41	4,494,682.64	951,926.77	21.18	9,682,595.91	8,989,365.28	693,230.63	7.71	6,398,929.61
Total Wages and Benefits	7,632,582.79	6,594,330.76	1,038,252.03	15.74	14,386,129.89	13,257,013.14	1,129,116.75	8.52	10,525,308.32
Other Services & Charges									
Claims	66,288.44	339,606.24	(273,317.80)	(80.48)	158,198.67	679,212.48	(521,013.81)	(76.71)	788,887.46
Miscellaneous Expenses	44,323.07	80,480.27	(36,157.20)	(44.93)	131,916.66	169,210.54	(37,293.88)	(22.04)	58,214.95
Purchased Transportation Services	1,057,321.36	892,133.67	165,187.69	18.52	1,911,488.03	1,784,267.34	127,220.69	7.13	1,855,800.65
Total Utilities	1,186,168.95	2,192,716.33	(1,006,547.38)	(45.90)	2,787,598.34	7,991,969.22	(5,204,370.88)	(65.12)	2,793,697.84
Total Utilities	167,901.53	201,479.17	(33,577.64)	(16.67)	329,568.20	402,958.34	(73,390.14)	(18.21)	401,618.21
Total Other Services & Charges	2,522,003.35	3,706,415.68	(1,184,412.33)	(31.96)	5,318,769.90	11,027,617.92	(5,708,848.02)	(51.77)	5,898,219.11
Materials & Supplies									
Fuel & Lubricants	413,841.27	535,282.66	(121,441.39)	(22.69)	833,984.62	1,070,565.32	(236,580.70)	(22.10)	633,163.62
Maintenance Materials	404,102.12	532,871.75	(128,769.63)	(24.17)	992,358.23	1,433,042.23	(440,684.00)	(30.75)	883,047.94
Other Materials & Supplies	39,271.49	124,111.23	(84,839.74)	(68.36)	68,602.22	728,976.73	(660,374.51)	(90.59)	97,498.92
Tires & Tubes	50,038.54	53,736.75	(3,698.21)	(6.88)	96,038.54	113,838.92	(17,800.38)	(15.64)	98,426.79
Total Materials & Supplies	907,253.42	1,246,002.39	(338,748.97)	(27.19)	1,990,983.61	3,346,423.20	(1,355,439.59)	(40.50)	1,712,137.27
Total Operating Expenses	11,061,839.56	11,546,748.83	(484,909.27)	(4.20)	21,695,883.40	27,631,054.26	(5,935,170.86)	(21.48)	18,135,664.70
OPERATING INCOME/(LOSS)	265,401.07		265,401.07		1,305,045.34	(4,537,555.65)	5,842,600.99		
GAIN/LOSS ON ASSET DISPOSAL	118,155.74		118,155.74	0.00	118,155.74		118,155.74	0.00	(13,703.50)
NET INCOME/(LOSS)	147,245.33		147,245.33	0.00	1,186,889.60	(4,537,555.65)	5,724,445.25	(126.16)	5,417,568.10

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Information Update – Customer Perception Survey Pilot

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Date: March 14, 2024

CUSTOMER PERCEPTION SURVEY PILOT

BACKGROUND:

IndyGo routinely conducts surveys for a variety of purposes and projects. In 2023, IndyGo staff started researching the utility of a customer perception survey. Other agencies conduct similar surveys on a routine basis to help understand their performance in the eyes of customers. The purpose of the customer perception survey is to understand the customer's experience better; projects or programs could be generated from the results.

At the time of the pilot, IndyGo only regularly surveyed its customers every five years; the survey is called the On-Board Survey. The On-Board Survey is required by the FTA and is used to understand who is riding IndyGo and how they ride the bus. It is statistically significant and used for analysis purposes. The survey is limited, typically, to questions about a person's background and the ins and outs of their travel behavior; we do not ask them how they feel about the service.

The Customer Perception Survey was designed to fill the gap between the On-Board Survey and our customer service feedback (complaints, compliments, etc.). Staff hope to use the information to understand better how our customers perceive our service, including any measurable differences after initiatives are completed. We also considered using this touchpoint to conduct smaller focus groups. Through our partnership with the O'Neill School of Public and Environmental Affairs (SPEA) at IU-Indianapolis, the Peterson Fellows researched other transit agencies, coordinated internally, designed the process, and helped administer the survey. Because IndyGo never completed the survey before, we considered the first iteration a pilot.

The survey included approximately three dozen questions. The questions included basic demographic questions, riding habits, questions about projects, and rankings of communication methods. The survey was distributed at the CTC and targeted to fixed route riders. We distributed the survey in-person, online, and at a kiosk at the Julia Carson Transit Center (CTC). For in-person administration, we purchased iPads and hired a Transit Ambassador to work at the CTC. The survey was available from September 17 thru September 23. We surveyed in-person at the CTC typically the hours of 6 am to 2 pm, except for two days where we surveyed 2 pm to 10 pm. We staggered hours to understand through the pilot if we'd receive more responses during different hours. To incentivize individuals to take the long survey, we offered the respondent of a completed survey a MyKey limited use media (LUM) with \$4.

We collected 679 verified responses; 352 were taken online and 327 surveys were taken in-person. Some highlights include:

- Respondents were more likely to recommend us to friends/colleagues (7.64 average out of 10);
- Respondents agreed that IndyGo does well on the 7 parts of successful transit;
- Frequency, reliability, and speed were the top three improvements that would encourage respondents to ride IndyGo more frequently;

- Initiatives identified as easier to ride IndyGo – Red Line, MyKey, frequency, and BRT;
- Significant % of respondents reported using MyKey to pay;
- A majority of respondents had no car available to them;
- A majority of respondents were not on SNAP.

From a pilot perspective, the survey was a success. We demonstrated the utility of the survey and the feasibility of the process. Internal stakeholders were engaged in creating the survey and invested in the outcomes. We are planning on conducting the Customer Perception Survey at least annually. If we offer the survey more often, we can split up the questions. We are targeting September 2024 for our next survey.

RECOMMENDATION:

Receive the report.

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



Customer Perception Survey Results

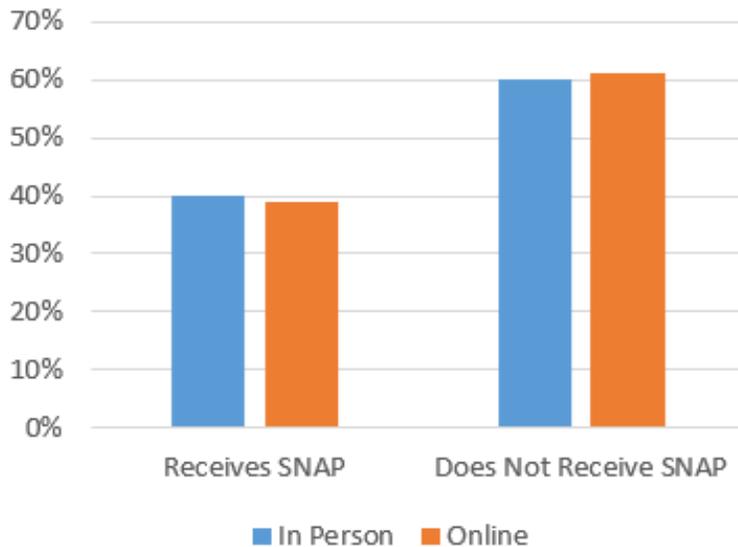
Gabbie Orlando

Overview

- We received a total of 679 responses
- 352 surveys were taken online
- 327 surveys were taken in person

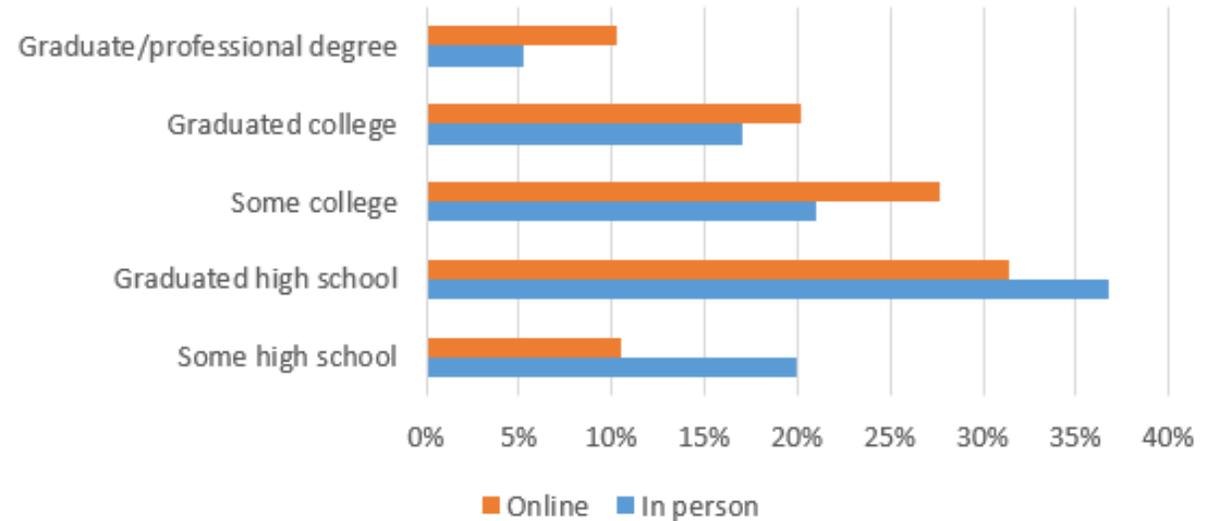
Online and In Person Comparison

Does anyone in your household currently receive SNAP?



Online and in person respondents receive SNAP at similar rates.

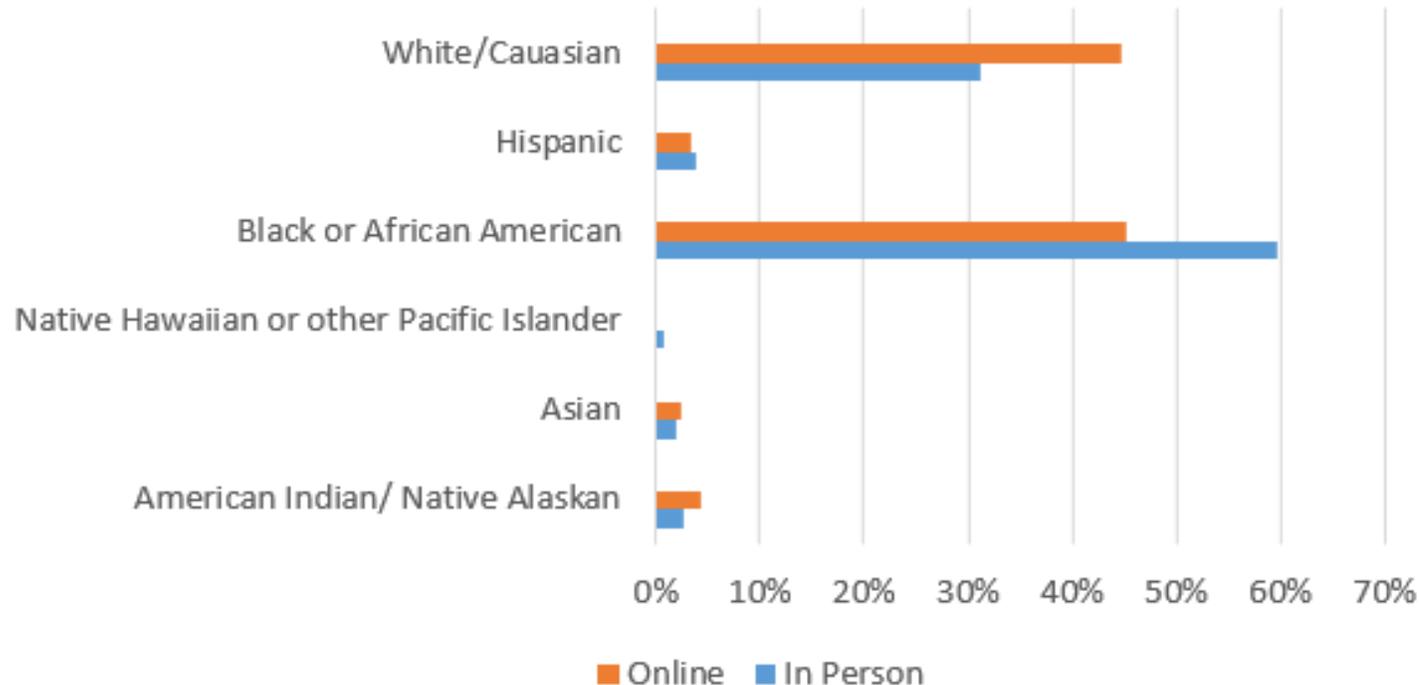
What is the highest level of education you have completed?



On average, those who took the survey online have attended college, completed college, or completed a graduate/professional degree at higher rates than those who took the survey in person.

Online and In Person Comparison

What race/ethnicity best describes you?

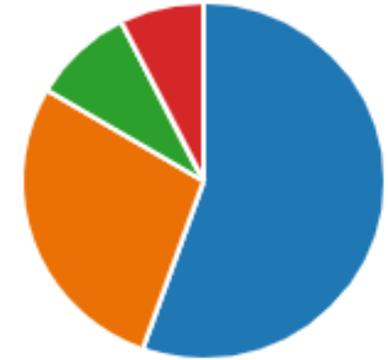
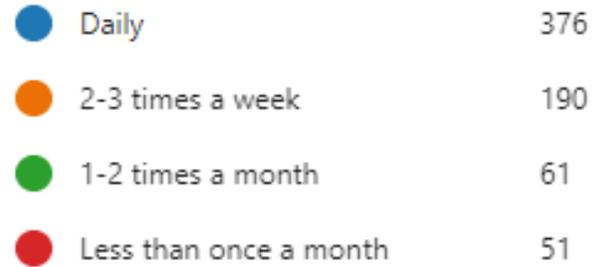


A high proportion of white/Caucasian people took the survey online compared to other respondents

Similarly, a high proportion of Black or African American people took the survey in person compared to other respondents

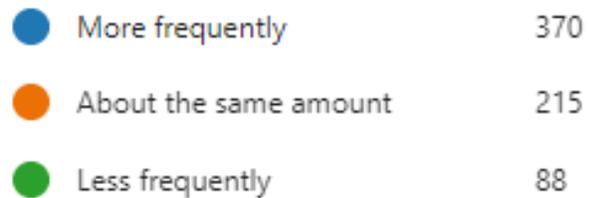
Frequency of Riding the Bus

How often do you ride the bus?



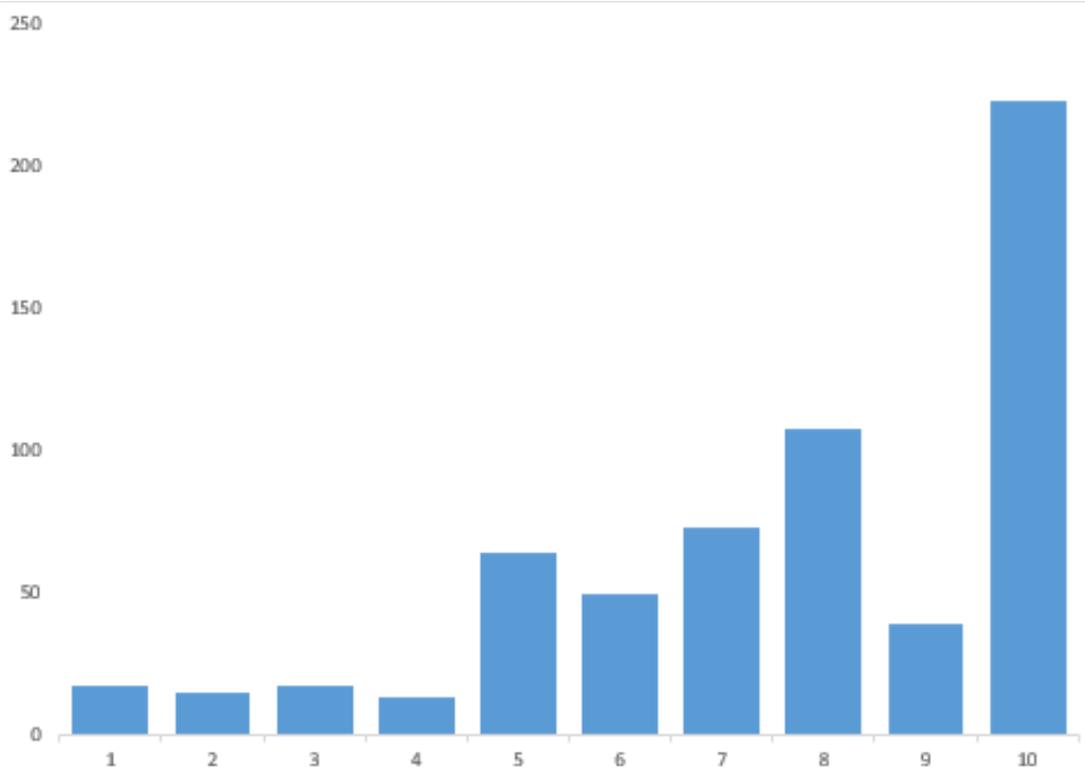
Most respondents ride daily and have increased their riding frequency since 2019.

How have your riding habits changed from 2019 to today? Do you ride the bus...



IndyGo's Service

How likely are you to recommend IndyGo as to a friend or colleague?



Average rating: 7.64

Additional Findings

Respondents who ride the bus daily gave an average rating of 7.8

Respondents with zero car households gave an average rating of 7.8

Respondents that ride the bus 1-2 times a month or less gave an average rating of 7.1

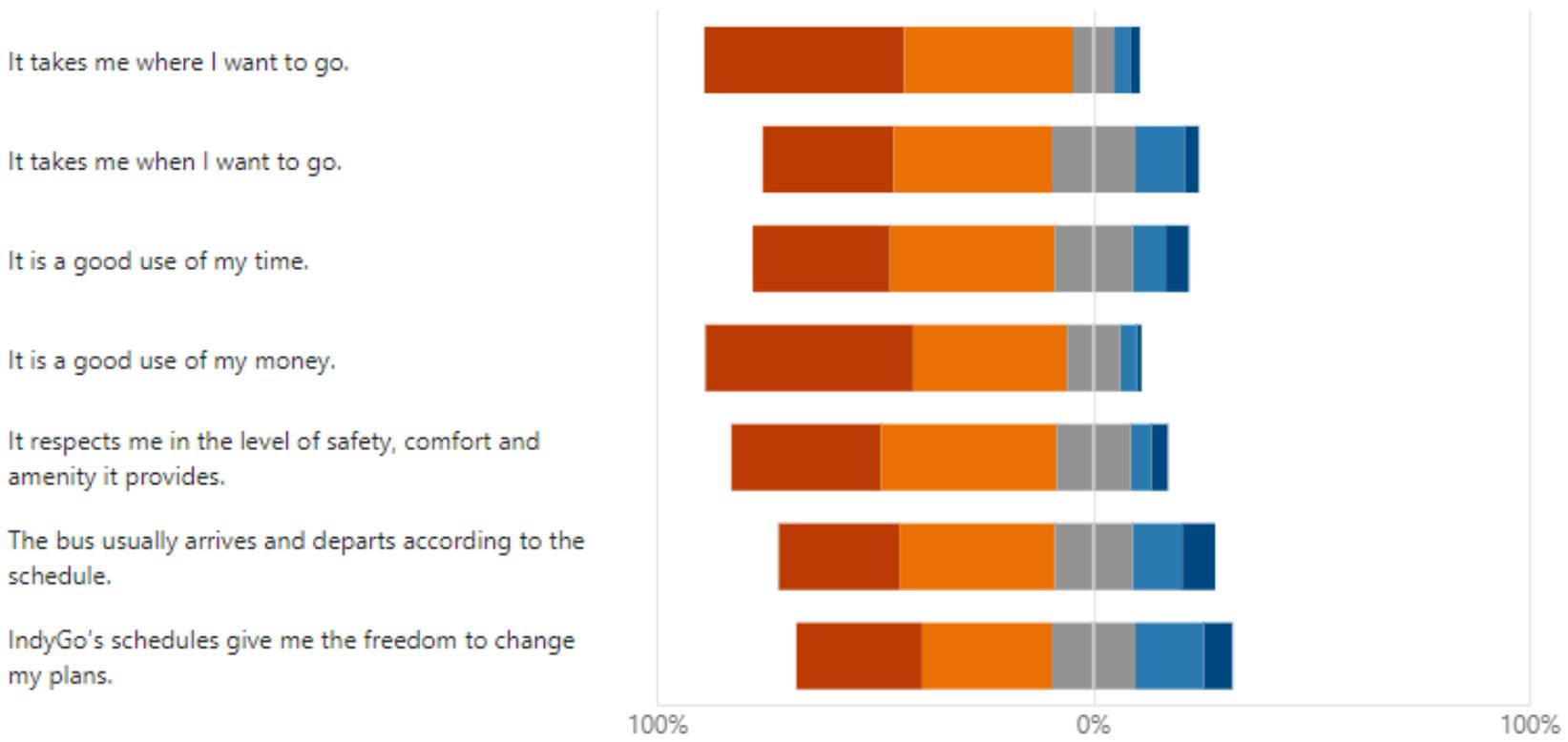
Respondents that have access to 3 or more cars gave an average rating of 7.0



IndyGo's Service

How strongly do you agree or disagree with the following statements?

Strongly Agree Agree Neutral Disagree Strongly disagree



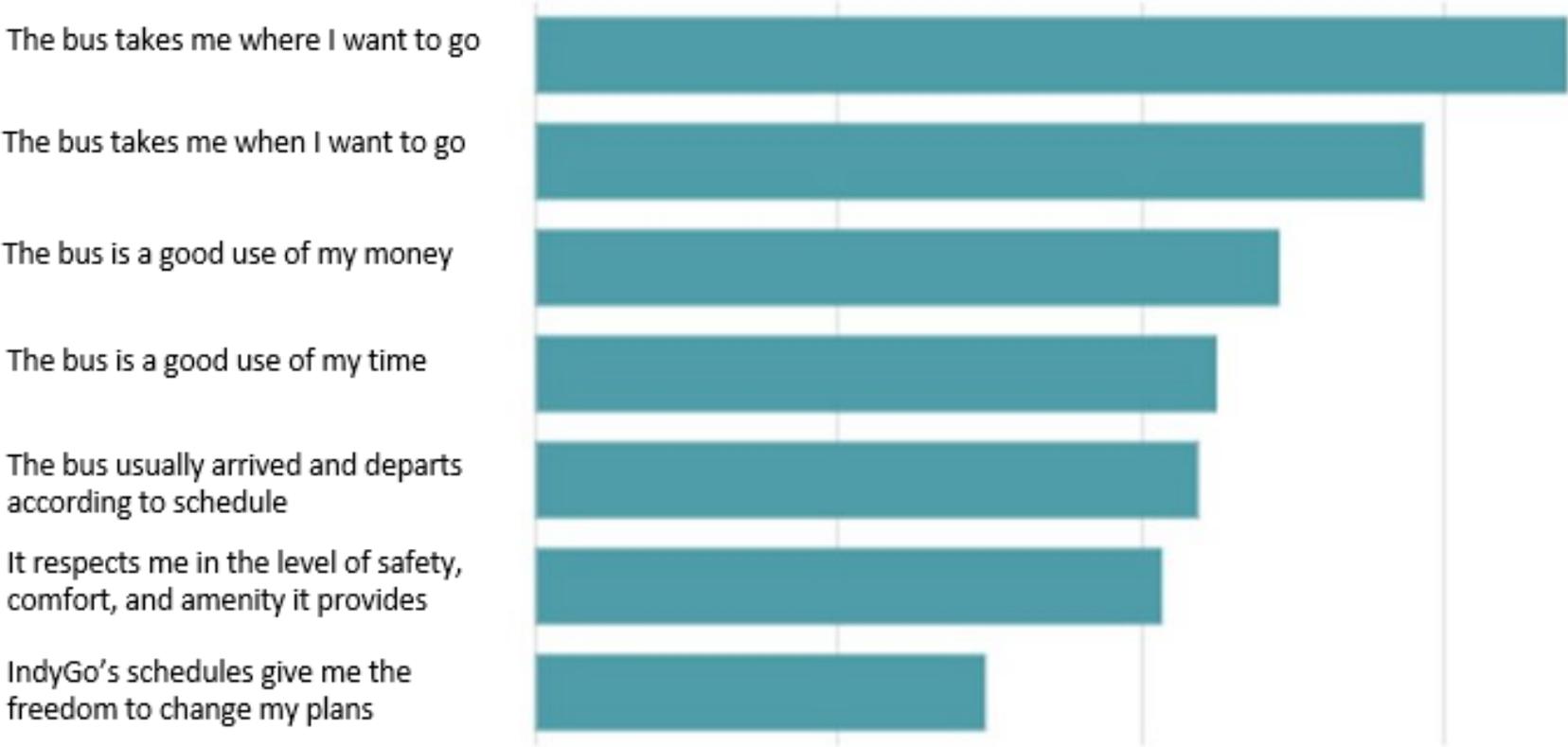
Most respondents agree or strongly agree with these statements about IndyGo's service.

We also found that those who receive SNAP generally strongly agreed at higher rates with these statements about IndyGo than those who do not receive SNAP.



IndyGo's Service

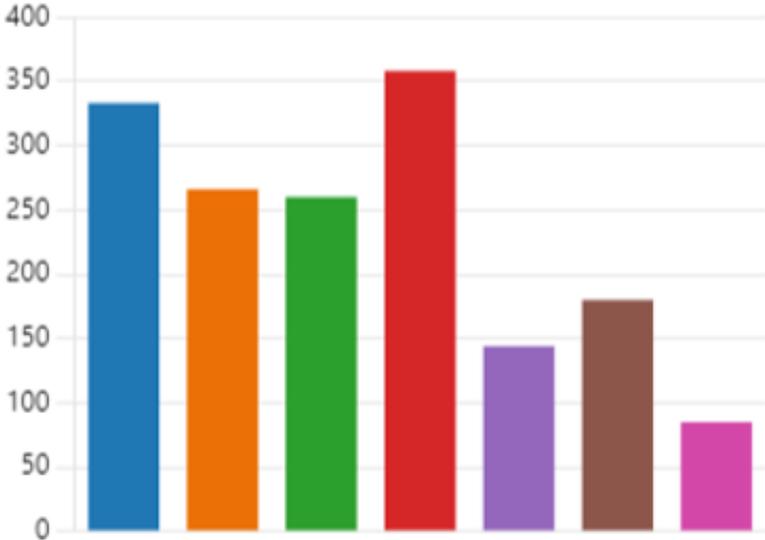
Rank the items below in order of importance to you



IndyGo's Service

Which of the following improvements would encourage you to ride IndyGo more frequently?

- If service came more frequently during weekdays
- If real-time arrival information for buses was more accurate
- If buses were faster and more reliable
- If service came more frequently during weekends
- If there were better security on board
- If fares were lower and more affordable
- Other



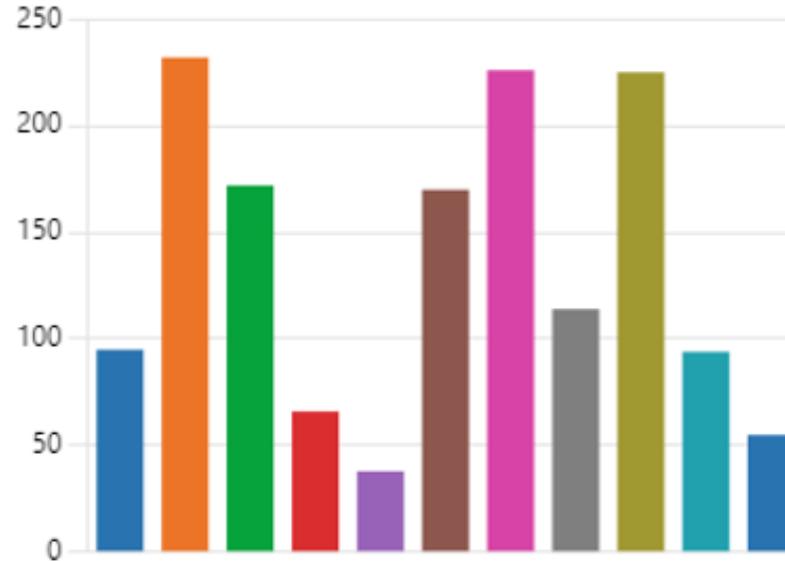
Respondents would be most encouraged to ride more often if buses came more frequently on weekdays and weekends

Respondents listed Other, lower fares, and better security as least likely to impact the frequency of ridership

IndyGo's Service

What makes it difficult to access IndyGo?

- Lack of curb cuts (small ramp to get to sidewalk)
- Distance from your home to nearest stop
- Sidewalk condition (uneven, not available, etc.)
- Lack of audible signals
- Lack of tactile curb
- Nearest stop is too far
- Service not available frequently enough
- Safety
- Weather (e.g., no shelter near me)
- Price of bus ride
- Other



Respondents said that the distance from their home to the nearest station, service not being available frequently enough, and weather are the main factors that make it difficult to access IndyGo.

Lack of tactile curb and Lack of audible signals do not make IndyGo more difficult to access for most respondents.

What initiatives have made it **easier** to ride the bus?

Redline (70)

MyKey (60)

Frequency
(21)

BRT (16)

Half-fare (7)

Veterans
discount (4)

Fare Capping
(4)

What initiatives have made it **harder** to ride the bus?

Nothing (78)

Distance to
nearest stop
(33)

Frequency
(19)

Late Buses
(18)

Span of
service (18)

Construction
(18)

Schedule
changes (16)

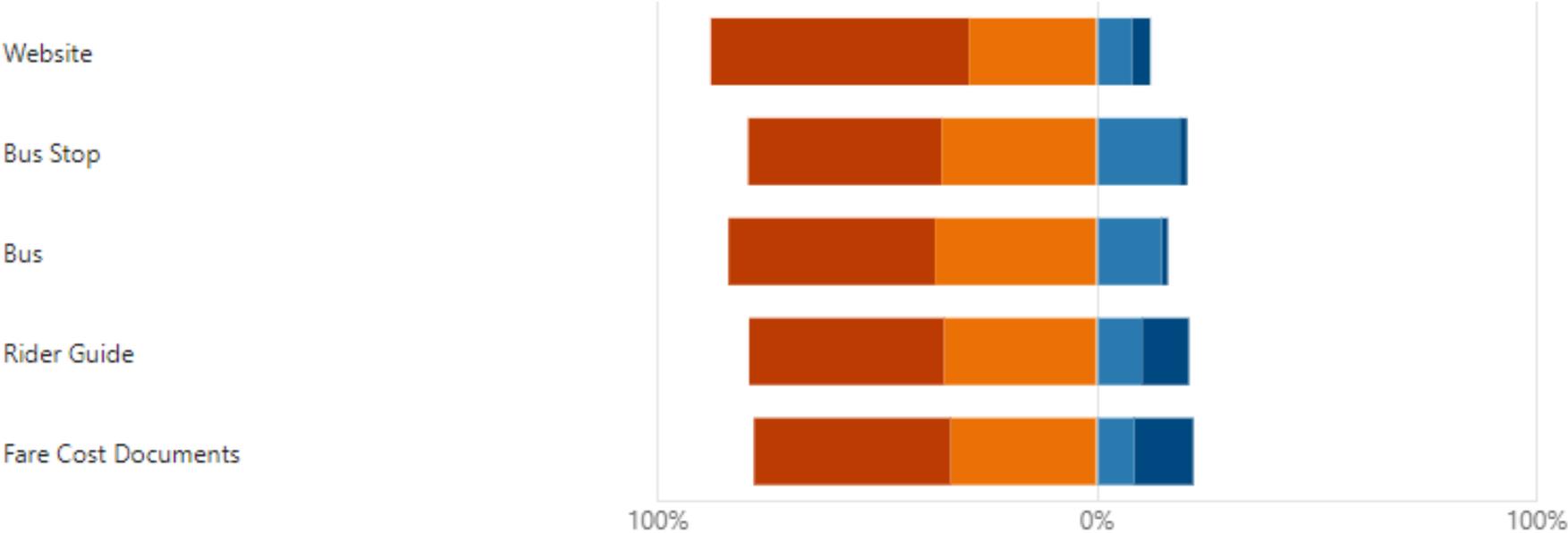
Benches or
shelters (10)

MyKey (13)

IndyGo's Resources

How easy is it to use/ get information from IndyGo's _____?

Easy Average Not easy I don't know what this is.

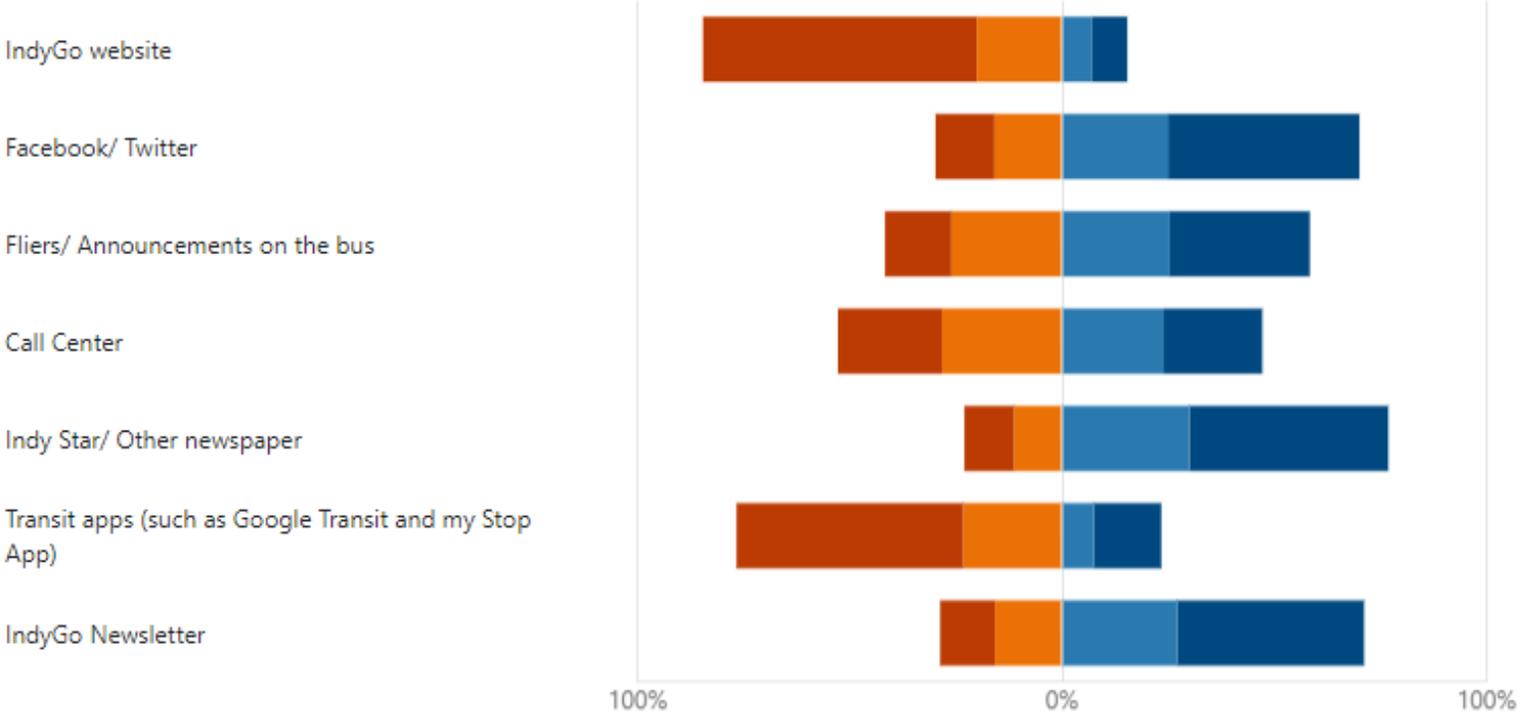


Most respondents found it easy to use/ get information from IndyGo's resources.

IndyGo's Resources

When looking for information about IndyGo what resource do you use?

always Sometimes Rarely Never



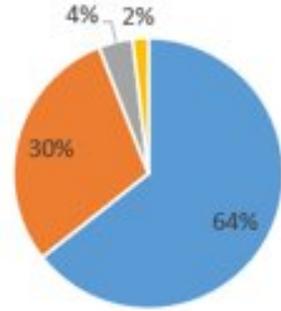
The IndyGo website and transit apps such as Google Transit were the most used resource to get information, followed by the Call Center.



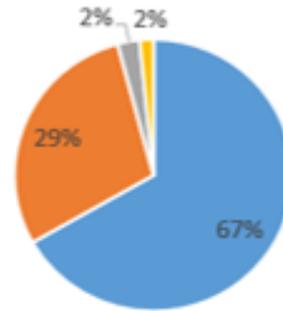
Safety

Men

Do you feel safe waiting for the bus?



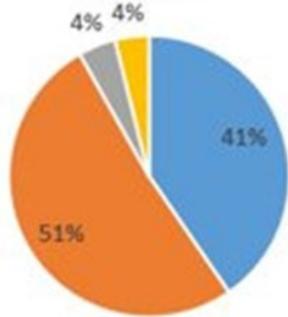
Do you feel safe riding the bus?



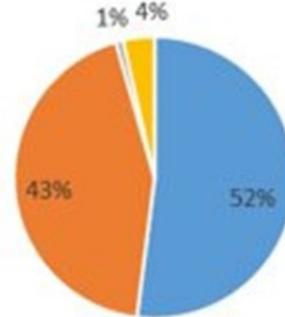
Most men feel safe waiting for and riding the bus every trip. Those who identified as men feel safe most often while waiting and riding the bus when compared to other respondents.

Women

Do you feel safe waiting for the bus?



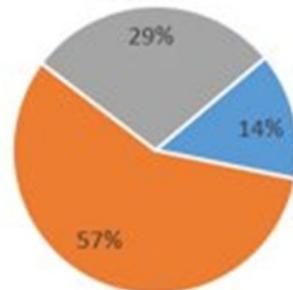
Do you feel safe riding the bus?



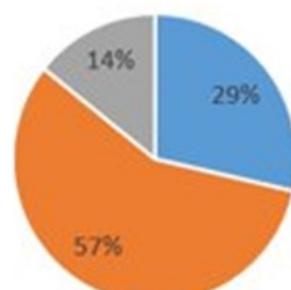
Most women feel safe riding the bus every trip. Most women feel safe waiting for the bus some trips.

Non-Binary

Do you feel safe waiting for the bus?



Do you feel safe riding the bus?



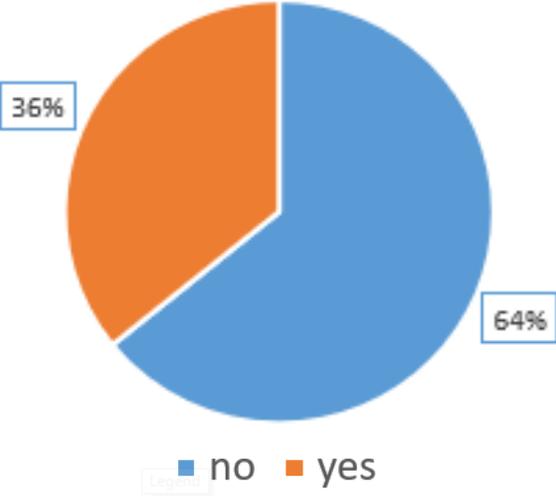
Most non-binary people feel safe waiting for and riding the bus some trips. Those who identify as Non-Binary feel safe least often when compared to other respondents.

- Every Trip
- Some Trips
- Almost No Trips
- No Trips

A total of 7 Non-Binary individuals are included in our survey

Safety

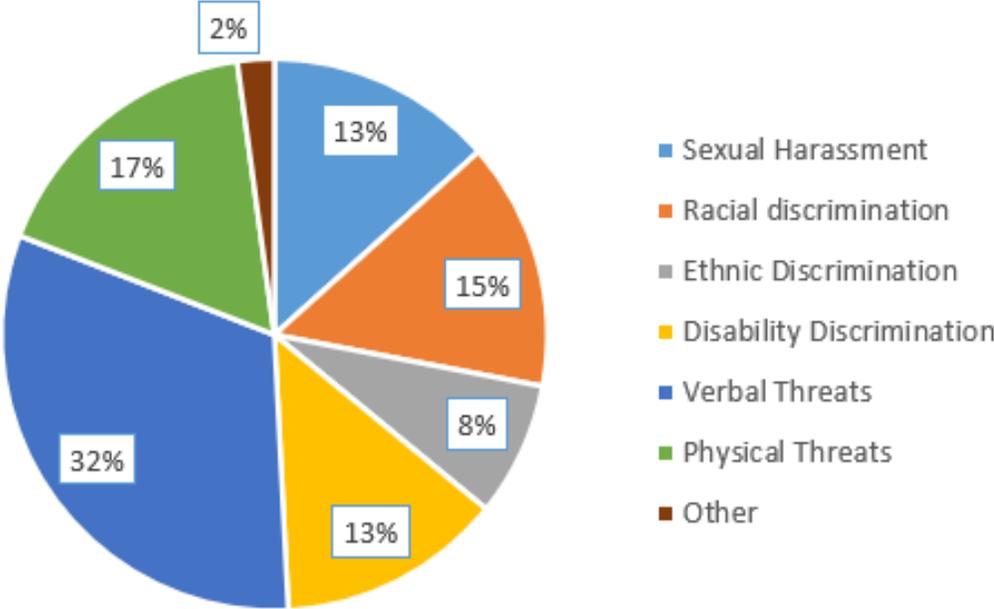
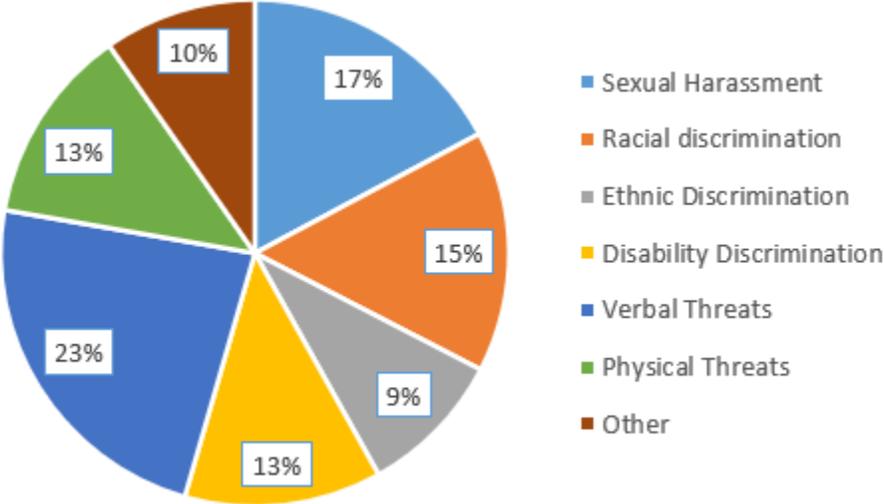
Have you ever experienced harassment at a bus or station?



Have you ever seen harassment at a bus or station?

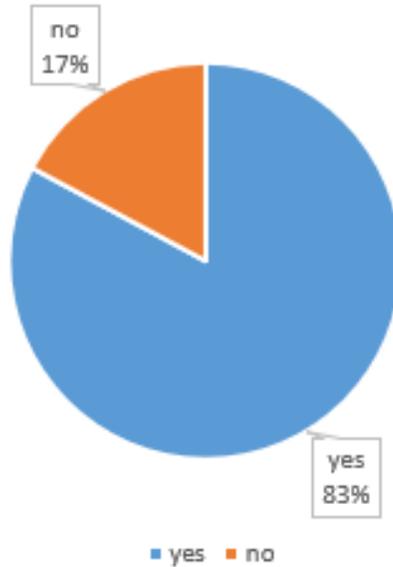


Respondents that answered **YES** specified that they had experienced:



Cleanliness

The Stations are Generally Clean



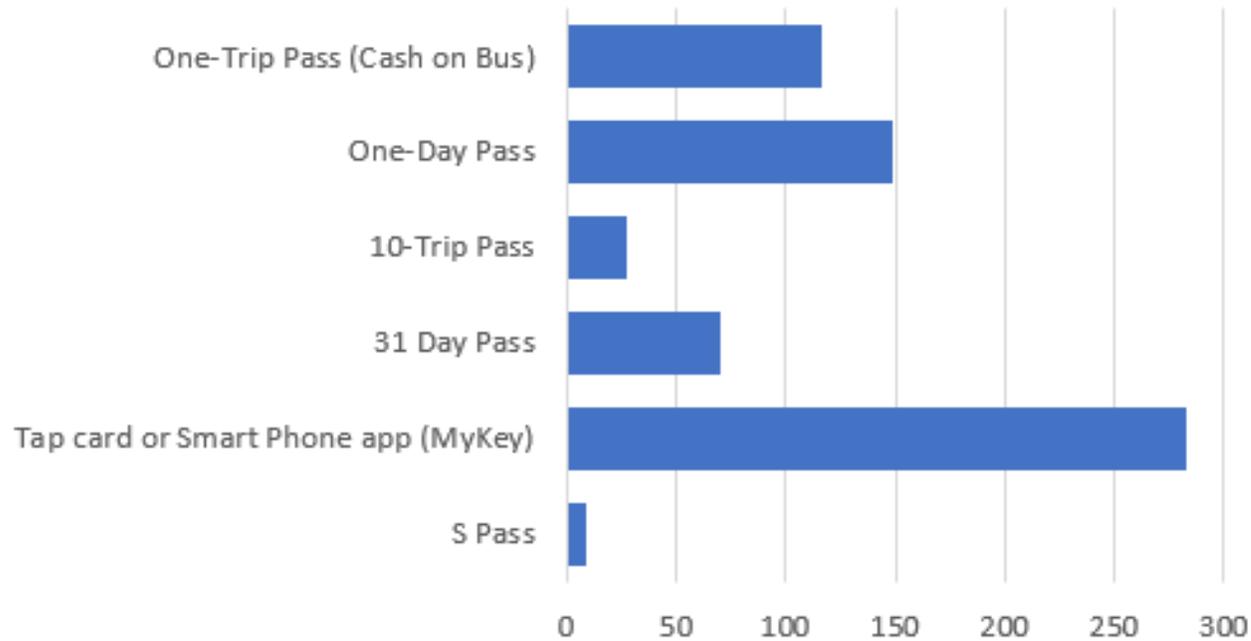
The Buses are Generally Clean



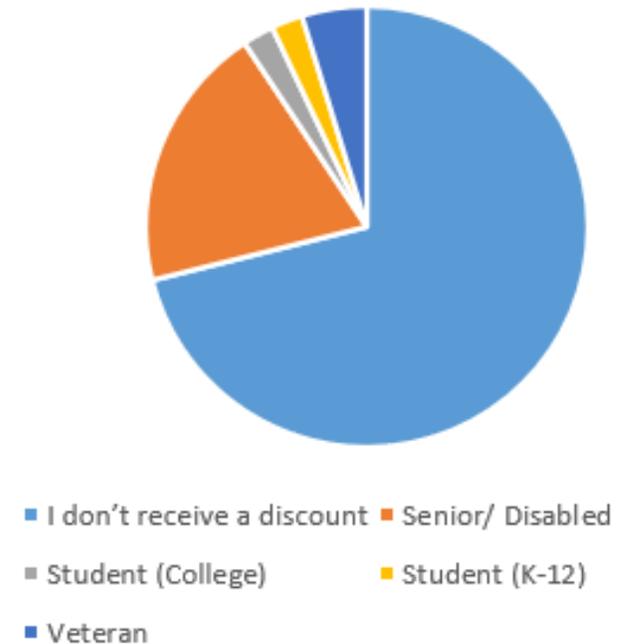
Respondents agree that buses and stations are generally clean.

Fares

What type of fare do you use?



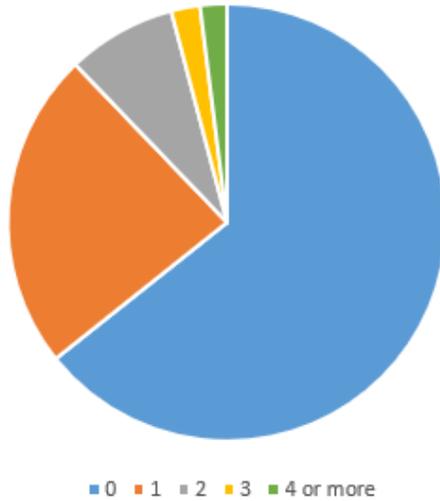
What type of discount do you receive on your fare?



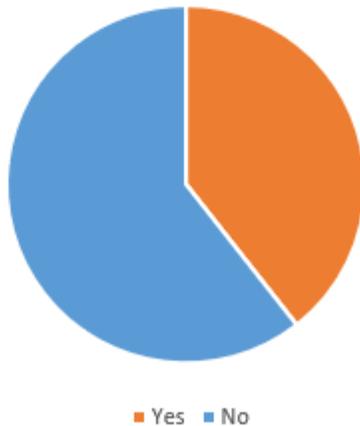
Most Respondents use MyKey, followed by one-day passes and one-trip passes. Most respondents do not receive a discount.

Data Exploration

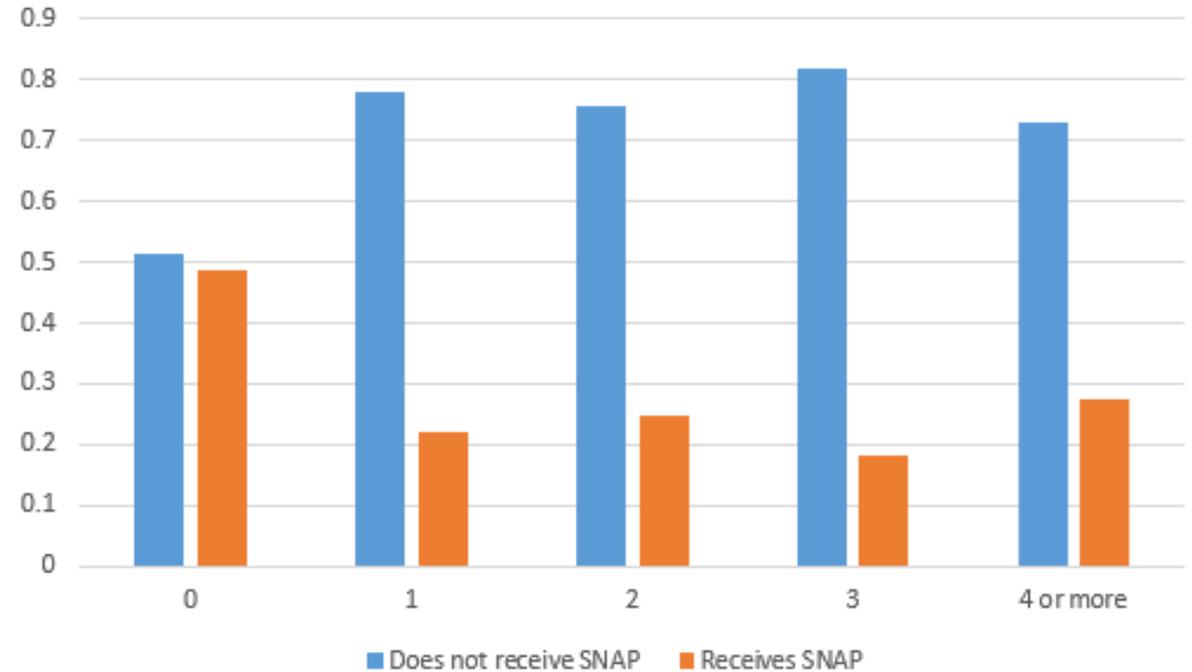
How many vehicles are available to your household?



Does anyone in your household currently receive Supplemental Nutrition Assistance Program (SNAP)?



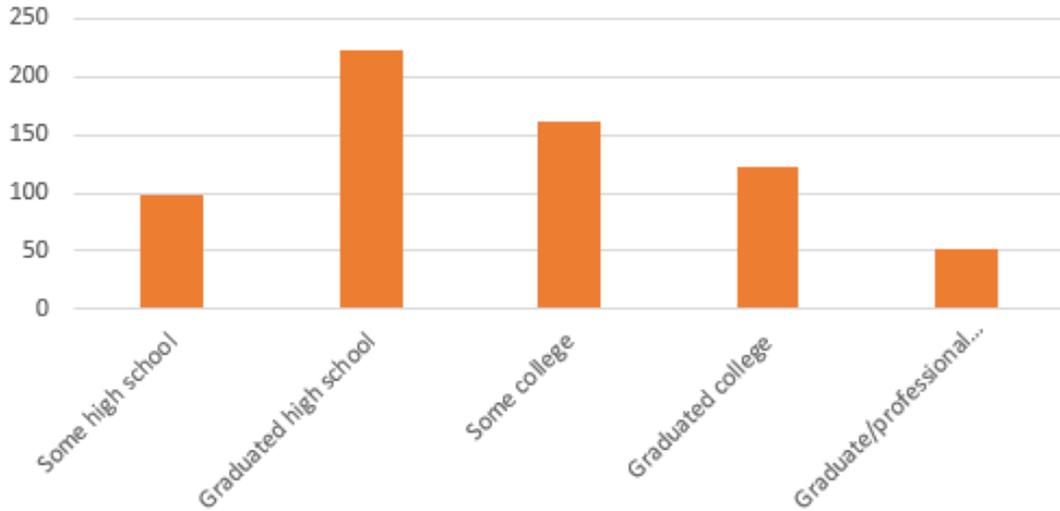
Number of Cars per Household



Although the majority of respondents do not receive SNAP, those who do receive SNAP make up nearly half of zero car households and a minority of those with one or more cars

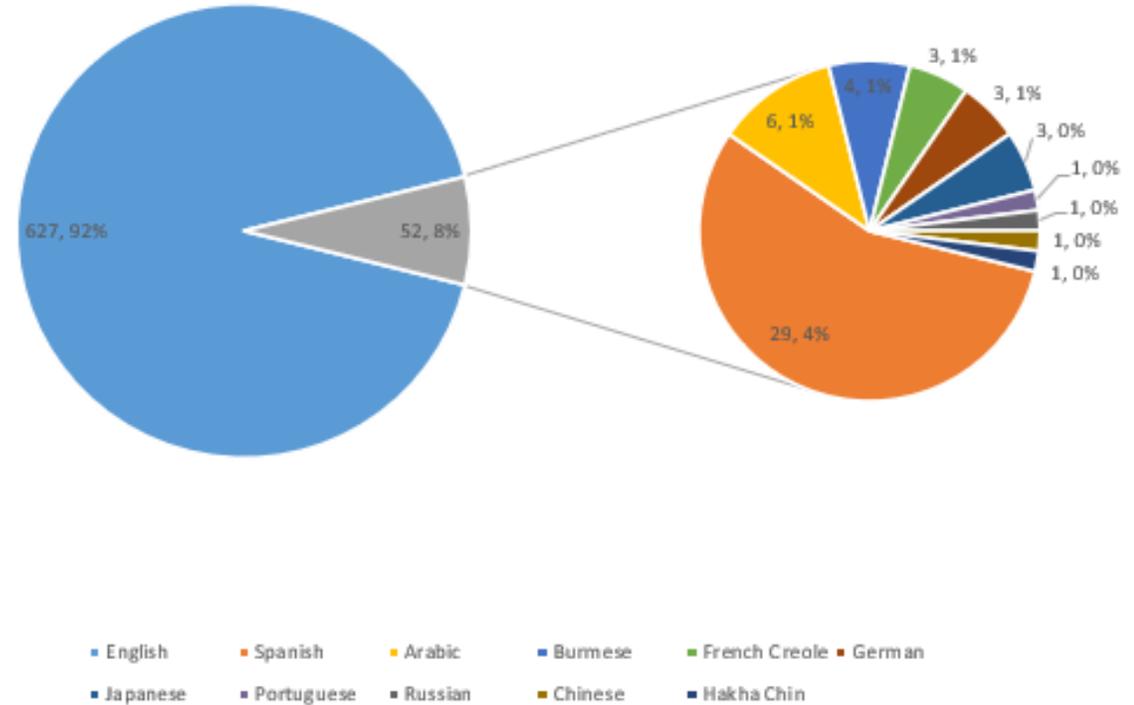
Demographics

What is the highest level of education you have completed?



Most respondents have completed high school. However, some respondents did not attend high school at all.

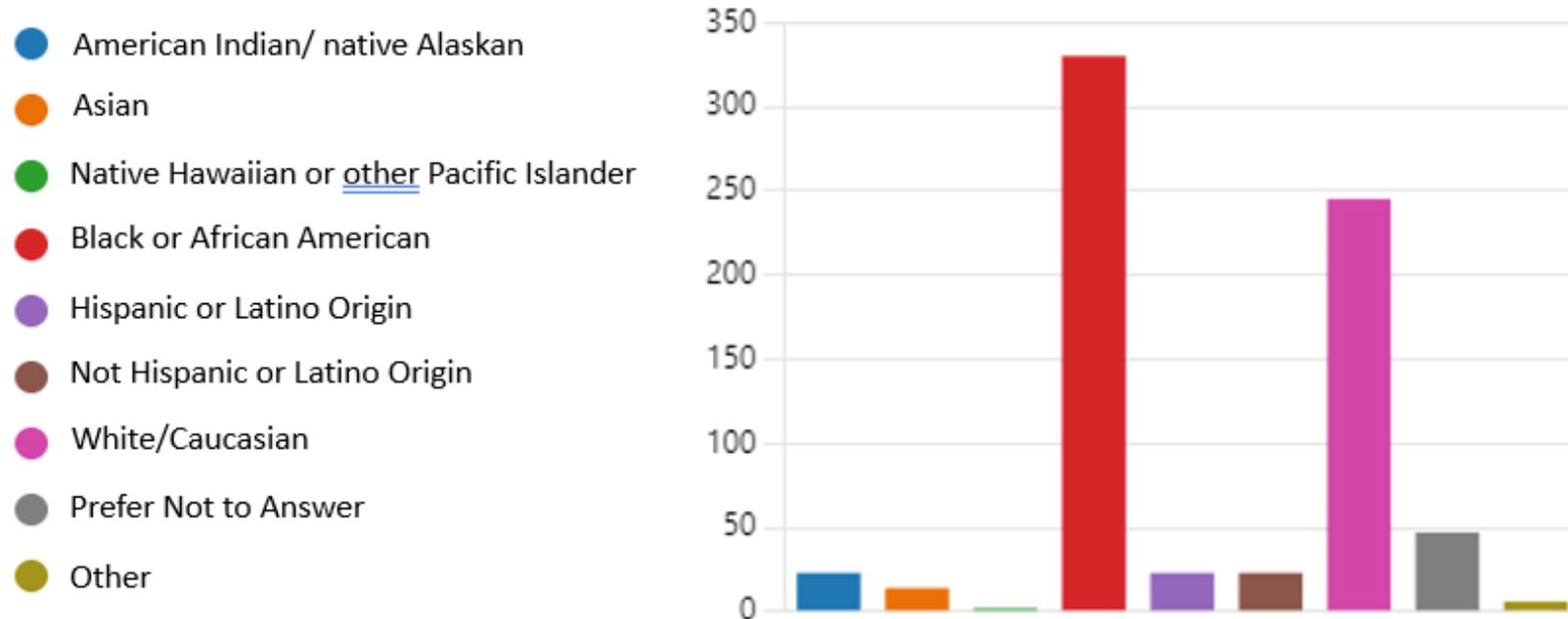
What language do you speak at home?



The large majority respondents speak English at home, followed by Spanish.

Demographics

Race/Ethnicity of Respondents



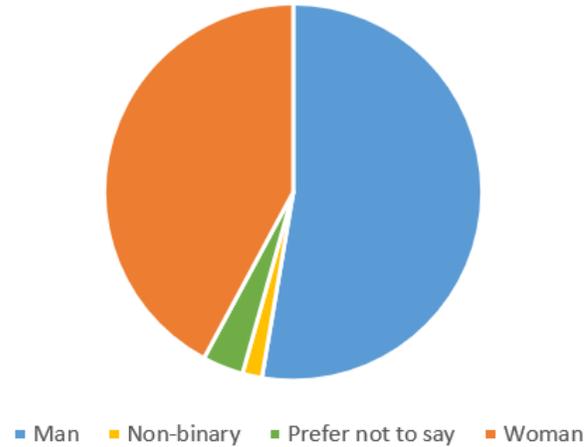
Most respondents were Black or African American, followed by white/Caucasian.

IndyGo On-Board Survey

IndyGo's On-Board Survey also found that over half of riders are Black or African American and about one third are white which is similar to the findings of this survey.

Demographics

Gender Identities of Respondents

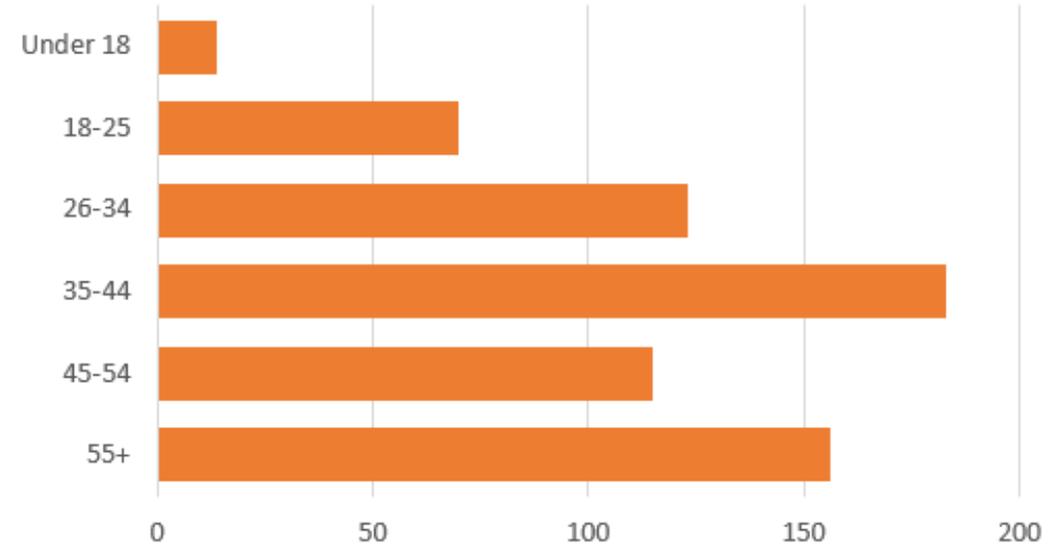


The largest majority of respondents were men.

IndyGo On-Board Survey

The On-Board Survey found that the majority of respondents were women.

Age of Respondents



Most respondents were between the ages of 35-44. Most respondents were above the age of 25.

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Risk and Safety Division Report – February 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: March 28, 2024

Risk and Safety

- The Risk and Safety Department continues to assist other divisions with the investigation and discovery of accidents and events resulting from collisions and or bodily injury cases. Through January and February 2024, we have experienced a 66% increase from the same time frame in 2023.
- IndyGo's Risk and Safety team members, TaMicheal Jackson and Kevin Neumann performed the February 2024 IndyGo "Safety Blitz". The Safety Blitz program identifies risk and safety items to educate and communicate to all our employees about a specified safety topic. In February, the Blitz was performed to educate about "Strategies to assist in de-escalating situations." The information is placed on the IndyGo internal web page, newsletter, safety communication bulletin boards, bus driver CAD screens, big screen TVs, and bus steering wheels the night before the event. Leadership and staff meet with drivers throughout the day of the blitz to be informative and engaging for IndyGo employees. This is one of many ways that IndyGo is communicating and promoting a safety culture in the workplace for all.
- During the month of February, Risk and Safety team members Michale Bunnell and Brian Clem, rolled out a new Drug and Alcohol Reasonable Suspicion training class to front-line supervisors and managers. There were nine classes taught with over 82 employees in attendance. Each class is 120 minutes long with 60 minutes dedicated to drug use and abuse and 60 minutes related to alcohol use and abuse mandated by the Department of Transportation (DOT) and the Federal Transit Administration (FTA). Each class participates in learning objectives including practical scenarios, role play, and demonstrating cognitive impairment through simulated impairment goggles. Reviews have been very positive from the feedback. These classes will continue throughout the year and be offered to other leaders within IndyGo. The risk and safety team is already looking to enhance the training in the future with parts of the class offered online before the in-person interaction and possibly using the bus simulators with the impairment goggles to magnify that there is no tolerance for drug or alcohol use within public transportation and the workplace. IPTC continues to enhance training and communication to make safety the number one objective.
- During the month of February, the newly restructured Safety and Security Committee met to educate the responsibilities of committee members. The committee was expanded from two represented employees and two management employees to five represented employees and 5 management employees. The charter members represent employees from the different divisions of Operations, Safety, Security, Training, and Maintenance. The members of the team are passionate about continuing positive change and have committed to doing so. The team meets twice in February and will be meeting more frequently than once a quarter in 2024 until practices are established. Please join us in welcoming team members, Joseph Dailey, Chad Lothridge, Jeffrey Howard, Burt Garcia, Darren Satterfield, Tim Cox, Cheryl Purefoy, Michael Roth, Mark Emmons, and Brian Clem.

February 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 February 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>
Anthony White	3334	22	27
Patricia Wilson	6792	14	25
Sean Cox	1190	13	23
Wesley Robertson	8488	9	11
Kevin Mallory	8400	8	12
Pamela Omotoye	8313	8	13
Shundreline Merritt	9106	6	6
Akiella Bounds	8947	5	7
Avante Harrison	9309	5	5
Robert Rowie	9738	4	4
Antonio Sanders	9413	4	5
Ardis Griffin	9194	3	6

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):

February 2024

Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.18	0.18	0.18	3.24	0.00	13	4
Bus Rapid Transit (BRT)	0.00	1.82	3.64	1.82	18.18	0.00	-	
Para Transit	0.00	0.00	0.00	0.00	0.95	0.00	-	
All Modes of Service	0.00	0.28	0.42	0.28	4.06	0.00	1.67	4.00
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 Operator assaults. Have 5% decrease from the prior year, <0.15.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.32.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <1.13.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >27.
SPT = Safety Performance Target								
VRM= Vehicle Revenue Mile								

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

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

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

Operator Assaults: The 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.”

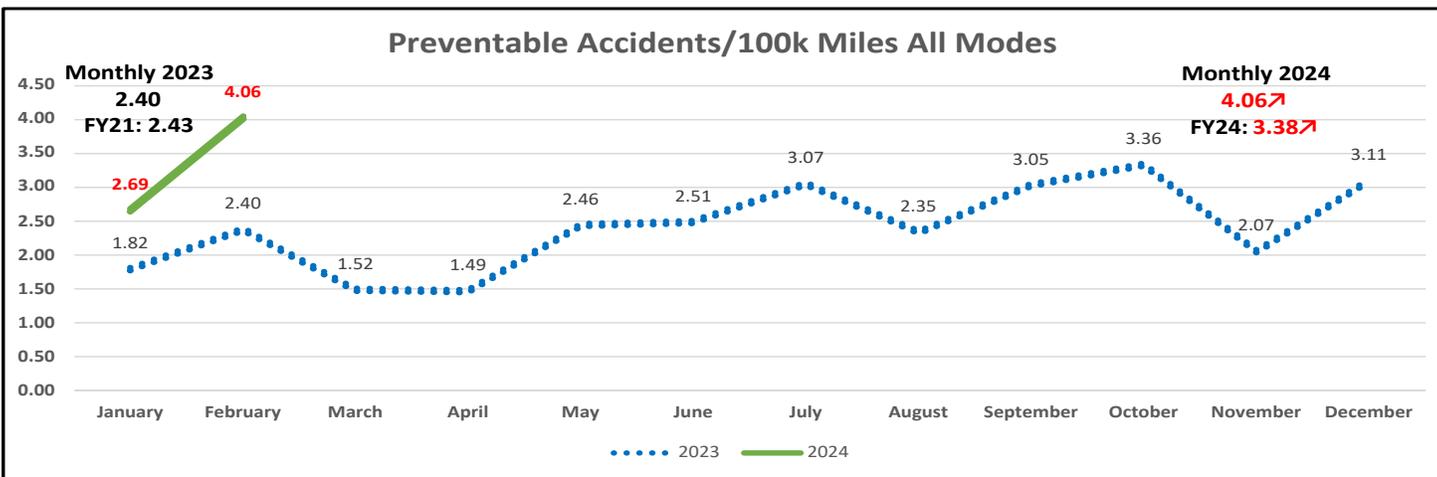
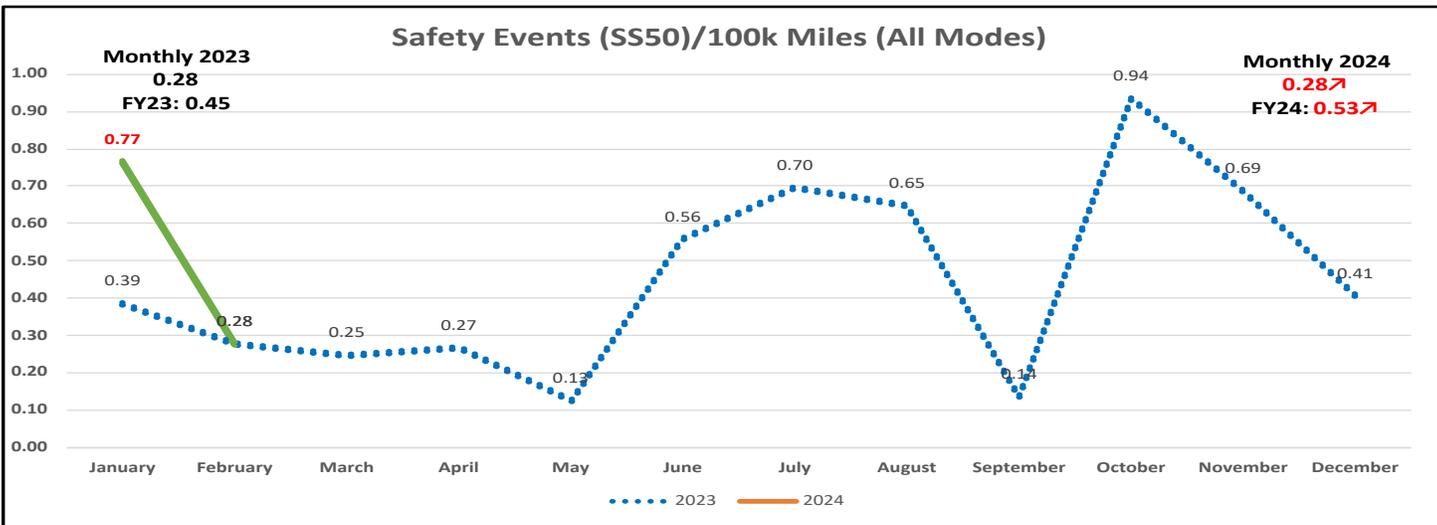
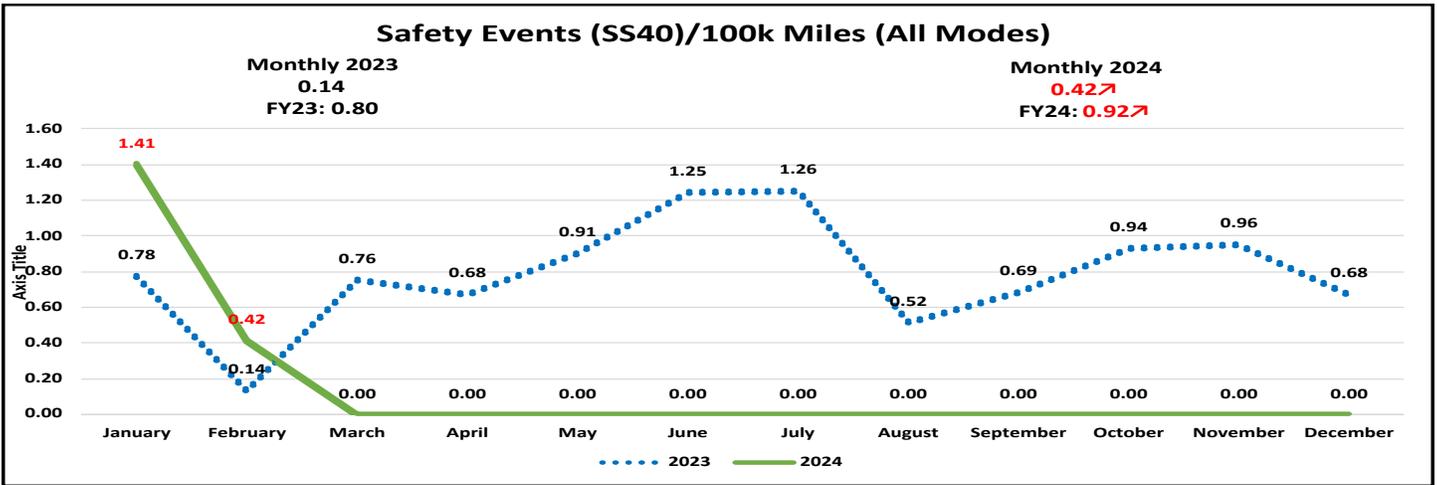
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

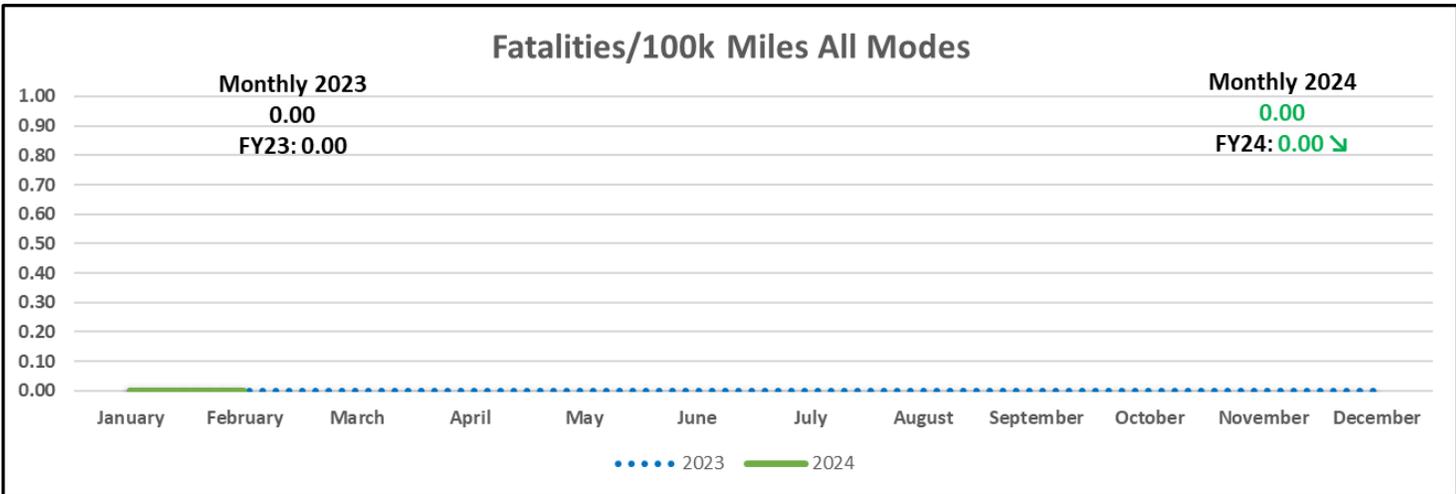
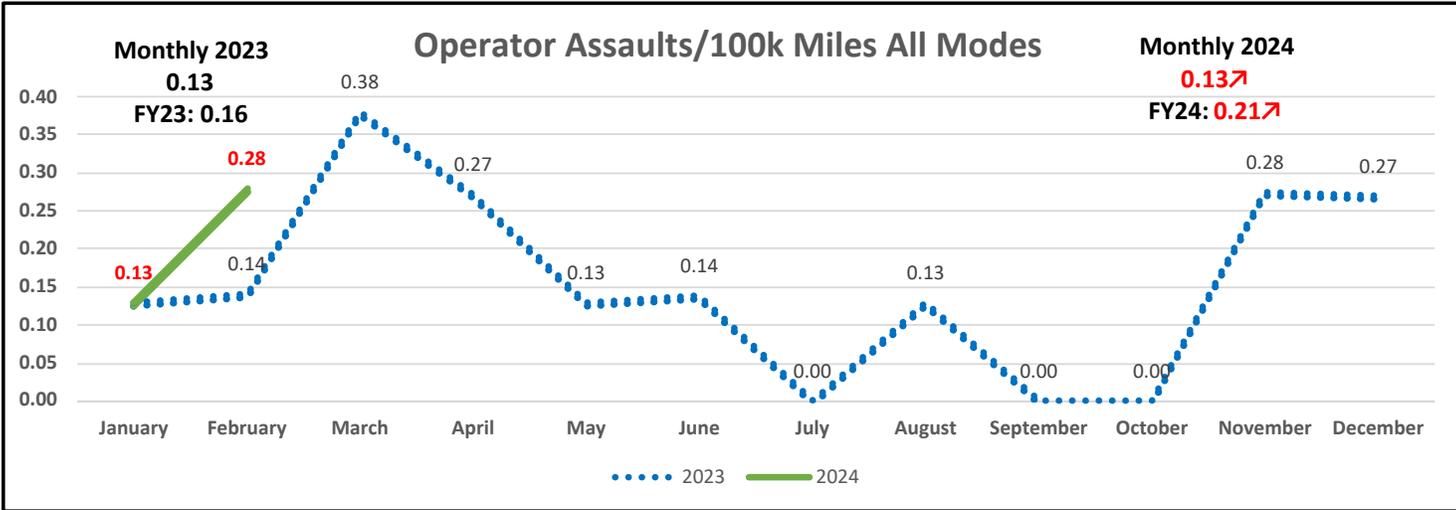
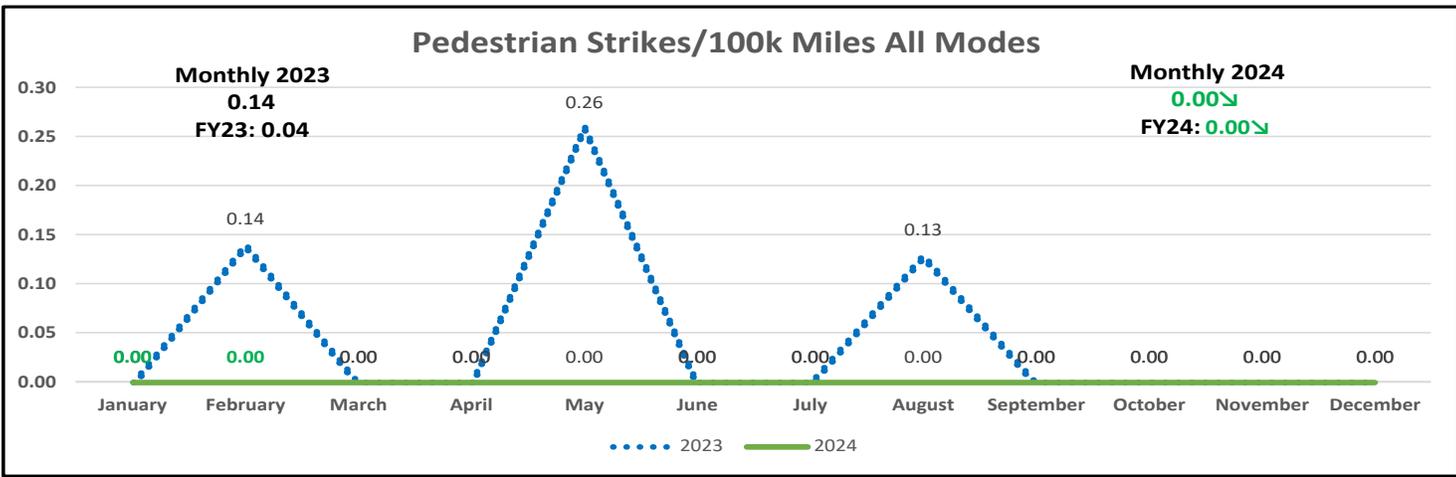
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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

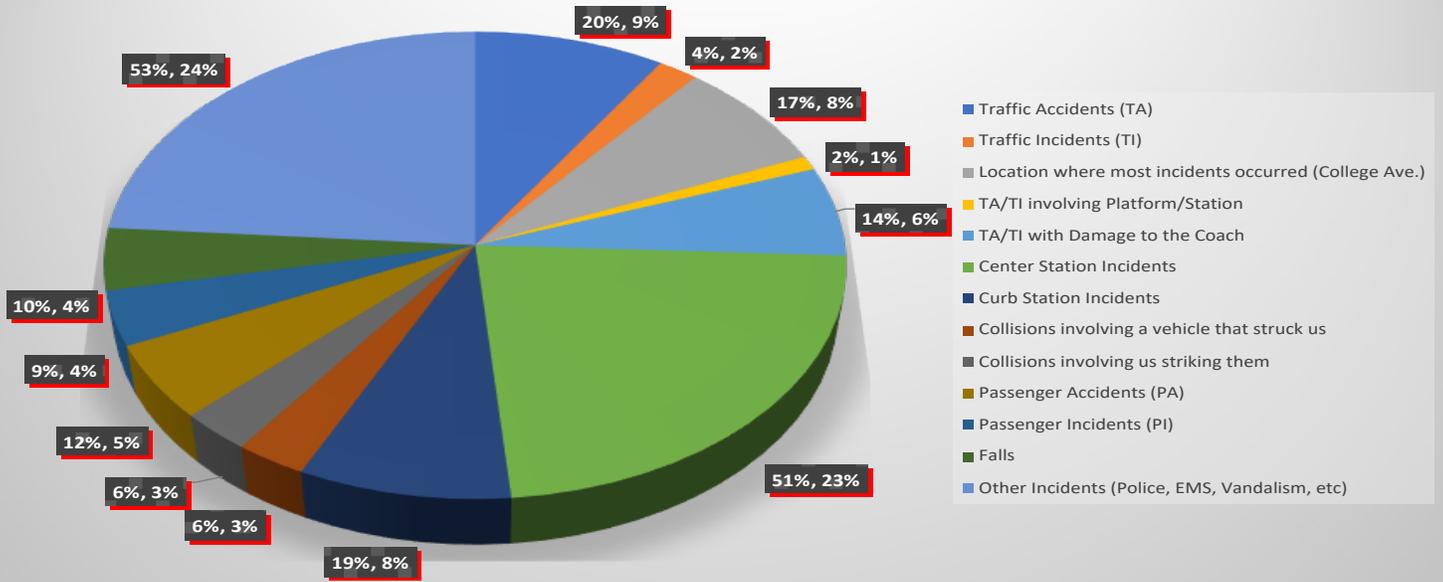
February 2024 Compared to February 2023 Data All Modes:



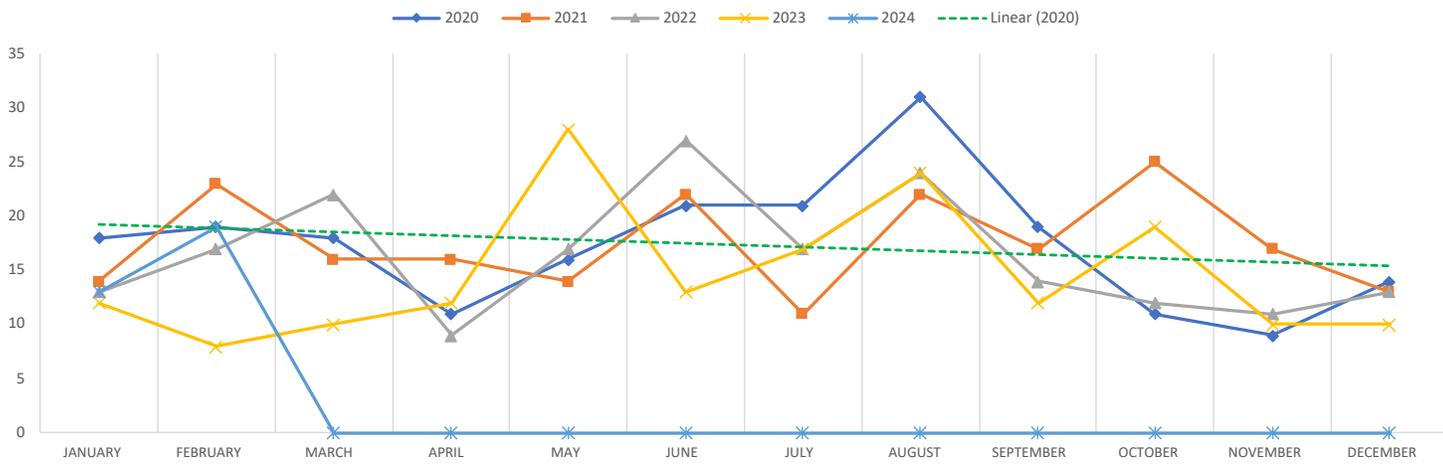




Red Line February 2024



RED LINE COLLISIONS YEAR COMPARISON



End of Report



Planning & Capital Projects Division Report – February 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: March 28, 2024

STRATEGIC PLANNING

IndyGo Strategic Plan

IndyGo staff are updating the IndyGo strategic plan, aligning existing plans and initiatives, to determine the best path forward for the agency, specifically the agency's business practices. The process of updating the plan began in January 2024, and intended to better link the numerous components of the agency's business practices to its changing environment to create conditions for longer-term stability – financial and otherwise. Currently in the background work phase, staff are attempting to answer the question, “*What are the major trends, issues, problems, and opportunities that are affecting IndyGo's ability to deliver as much high-quality transit service as possible?*”

Zero-Emission Vehicle Transition Plan

A requirement of the FTA, IndyGo's ZEVTP will continue to inform the capital budget process and the agency's fleet replacement program over the next several years. The scenario planning phase is complete and was informed heavily by lifecycle costing and a greenhouse gas emissions analysis. The project team conducted a stakeholder workshop on February 13, and presented a summary of the existing conditions during the IPTC Board of Directors meeting on February 22, 2024. Staff will ask the IPTC Board of Directors to accept the final plan at their regularly scheduled meeting on April 25, 2024.

On-Call Grant Writing & Coordination, Capital Projects

Staff used the remaining on-call grant writing contract dollars (RFQ 22-05-448) to support grant submissions for both the *Rebuilding American Infrastructure with Sustainability and Equity (RAISE)* and the *Advanced Transportation Technology and Innovative (ATTAIN)* grant programs. The 2022 on-call grant writing contract expired on February 28, 2024. Staff anticipates issuing a new RFP for on-call grant writing services in April and a June board action item. If approved, the contract is intended to last two years with two one-year options.

Future Funding Opportunities

No or Low Emissions – This year's notice of funding opportunity was announced on February 28, 2024. The No or Low Emissions discretionary grant program (5339c) provides funding to state and local governments for the purchase, or lease, of zero-emissions and/or low-emissions transit buses. These funds can also be used for the acquisition, construction, or leasing of supporting facilities. 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.

Regional Mobility Integration

Section 5307 - The Section 5307 program continues to mature, with all subrecipients having submitted reimbursements for operations to this point. All grant agreements for CY2024 have been executed. Each agreement reflects higher grant amounts than previously estimated because of the increase in formula funding the region received because of the passage of the bi-partisan infrastructure law. 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 supports projects that serve individuals with disabilities and seniors. IndyGo is the designated recipient in the Indianapolis urban area, with responsibilities for the

distribution of funds and oversight of all spending related to these funds. In December 2023, funds intended for the CY2022, 2023, and 2024 call for projects were combined into one large CFP. This most recent call for projects opened on December 15, 2023, and closed on February 9, 2024. Staff are currently reviewing proposals. The amount of federal funding available to the region is \$1.8 million and the subrecipients project submissions total approximately \$865,000. IndyGo staff anticipate rolling over around \$250,000 to the next Section 5310 CFP and absorbing the remaining money for existing IndyGo Section 5310 projects. In the meantime, IndyGo staff are working with procurement and legal for equipment purchases. Vehicle purchases for area sub-recipients are anticipated to be presented before the board at its April 2024 meeting.

Section 5339, Call for Projects - As part of the rural to urban transition, Section 5339 monies will now include a discretionary portion for subrecipients. The amount is anticipated to be \$400,000 per year and can only be used to cover capital expenses. A CY2022 CFP was cancelled but the CY2023 CFP moved forward with monies from CY2022, CY2023, and CY2024; the CFP closed on February 9, 2024. Staff reviewed the proposals and recommend that all of them be funded. The amount of federal funding made available was \$1.2 million and the subrecipients project submissions total approximately \$573,000. IndyGo staff anticipate carrying \$200,000 to the next Section 5339 2025 call for projects and using the remaining monies to fund Boulevard Place bus stops. In the meantime, IndyGo staff are working with procurement and legal for equipment purchases. Vehicle purchases for area sub-recipients are anticipated to be presented before the board at its April 2024 meeting.

ENGINEERING & CONSTRUCTION

Blue Line BRT

On March 11, 2024, the FTA announced that the requested Federal funds being sought to construct the Blue Line are included in the President's FFY2025 budget. The project was recently reevaluated and rescored against other transit projects across the country. The decision to fund the project was based on an updated project application that was submitted in August 2023. IndyGo will continue to work with the FTA as we progress towards a grant execution which is anticipated in late 2024 or early 2025.

The design team, led by WSP, submitted 90% design drawings on November 1, 2023. Review of these drawings concluded on January 31, 2024. Changes to the design are based on review comments from IndyGo, the construction management team, and other stakeholders. Staff anticipates that the designer will finalize the design in June 2024 as expected. NEPA documentation is being reviewed by FTA and approval is expected in April 2024. Community outreach continues with businesses, residents, and neighborhood organizations.

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor began in January 2022 and is on track to be completed in the fall of 2024. The construction management team and IndyGo staff continue to meet weekly with contractors and stakeholders to monitor, communicate, and manage the overall project. In the meantime, pavement and pedestrian accessibility improvements continue along 38th Street and Post Road. All eighteen stations are complete from finish grade and below. The contractor has also begun roof construction at fourteen of the eighteen stations. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. All major closures to reconstruct the corridor have been lifted. Intermittent lane shifts will continue throughout the summer of 2024.

Red Line Traffic Control Modification

Once installed, the traffic control modifications along the Red Line BRT corridor will provide audible messages to pedestrians needing assistance in knowing when to cross the street. This project also includes the installation of new traffic warning signs along Capitol Avenue so that motorists know to look left for northbound buses in the contraflow lane. As a reminder, the construction contract for this work was awarded to Midwestern Electric. Work began in mid-August 2023 and should be completed in April 2024.

Rural Street Bridge Project

Design consultant Lochmueller Group continues drainage coordination with DPW and Citizens Energy Group and is addressing 60% design plans review comments. IndyGo staff expect to receive 95% design plans in early Q2 2024. 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 Q2 2024.

Transit Signal Prioritization (TSP)

IndyGo is currently working with Burgess & Niple, Inc. to finalize a study that was designed to target intersections for Transit Signal Prioritization, or TSP, for the local route network. The final report will guide implementations over the next

several years and should be completed this month. An informational item summarizing the implementation plan and proposed build out on the local route network is planned for the regularly scheduled April 2024 board meeting. IndyGo is also working with Kimley Horn & Associates to implement the [Purple Line TSP](#) prior to the routes launch this fall. The project includes innovative approaches to quantify the benefits of the TSP system. IndyGo is coordinating with DPW regularly on this project. Plans are underway to further improve the TSP system along the Red Line over the next 6-12 months using Kimley Horn's software.

Super Stops Phase II

IndyGo was able to leverage local dollars to obtain FTA Bus & Bus Facilities Grant dollars to construct six additional Super Stops locations on Alabama, Fort Wayne, and Vermont streets in Downtown Indianapolis. Construction began in June 2023 and was completed in Q4 2023. 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. Lochmueller Group is the lead designer through IndyGo's existing on-call engineering design contract. This project, along with two other local bus stop improvement design packages, were consolidated and bid as a single project renamed "Local Bus Stop Improvements 2024 Construction." Included are a total of 56 bus stops to be improved as well as several pedestrian traffic signal improvements. Shuck Corporation was the low bidder and was awarded the construction contract in November 2023. Construction is anticipated to begin in April 2024 and be completed in late 2024.

CTC Inductive Charging for Purple Line

WSP submitted 60% design plans for review in January 2024. Final plans are to be submitted in April 2024. 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.

FACILITY PROJECTS

CTC Raingarden Handrails

Installation of handrail has begun and is expected to be completed by the end of April 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, and relocation of five existing chargers to serve BRT Purple Line electric buses. This Project is being fast-tracked so chargers can be installed prior to the launch of Purple Line in October 2024.

West Campus Garage Repairs and Renovations

This project will address several of the recommendations that resulted from a recently completed building condition assessment and addresses the need to create more functional workspaces and accommodate 60' buses within three of the existing maintenance bays. The project will also address wall cracks that are the result of settlement overtime and evaluate the replacement of the existing underground fuel line and other fueling equipment that has reached or exceeded its useful life. Engineering and design services have advanced. Staff anticipates issuing an RFP for the construction phase as early as June 2024.

Julia M. Carson Transit Center Camera Upgrade

Planning and capital projects staff are working with safety, security, and training staff to replace and upgrade security cameras at the Julia Carson Transit Center. The existing single-point camera coverage is limiting in that security monitoring the CTC have identified multiple blind spots. This project will replace 65 of the existing cameras with new 180° and 360° cameras. Each camera comes complete with today's technology and will greatly improve security monitoring coverage at CTC. The engineering and design phase is 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 2024 meeting.

Historic Duesenberg Building Repairs

This project kicked off this month and includes the evaluation of the repairs that were identified for the masonry, windows, and doors that are part of the historic Duesenberg building at the West Campus location. Given the historic nature of the structure, staff anticipates needing to obtain approvals from the Indianapolis Historic Preservation Commission.

Upcoming Facility Projects

Other upcoming facility projects include evaluating interior renovations for Julia Carson Center, including new public restrooms and other improvements, informed by the recently completed BRT Docking Study.

Respectfully submitted,

Brooke Thomas, AICP

Interim Chief Development Officer & Senior Director of Strategic Planning



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

Public Affairs Division Report – February 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Chief Public Affairs Officer Lesley Gordon
Date: March 28, 2024

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR February 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

February 2024 Board Report



INDYGO.NET WEBSITE STATISTICS:

2/1/2024-2/29/2024

Page Views	200,122
Bounce Rate	41.54%
New Users	35,671
Average Pa-geviews Per User	5.61
Total Sessions	88,737
Total Monthly Sessions Comparison to Previous Year	(Up) 8%

Mobile Share

Date	Mobile	Desktop	Tablet
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



The Paratransit Evolution is Here, But Where is it Headed?

February 15, 2024 • By Louis Pigeon •



Topics Include:

Media coverage for February 2024 continued to feature the Indiana legislative session and Senate Bill 52 (SB 52) for most of the month. This bill attempted to put a one-year, statewide 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. At the end of the month, the bill was declared dead. SB52 and its demise were mentioned more than 100 times throughout February, with broadcast outlets sharing it the most.

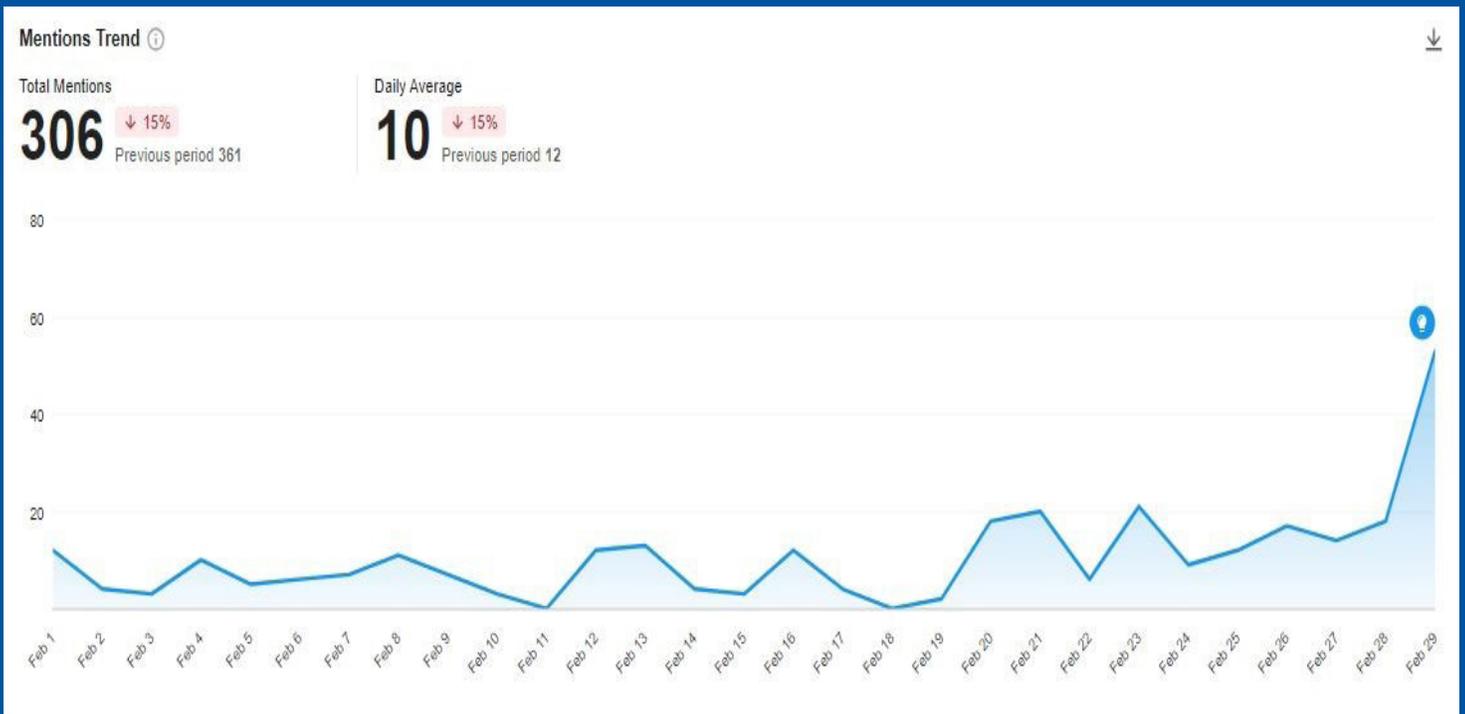
NBA All-Star 2024 happened in February, and IndyGo was mentioned in the media more than 20 times regarding the agency offering free rides from Feb. 15-18 and extended service on high-frequency routes from Feb. 16-18.

Finally, IndyGo's paratransit service, IndyGo Access, was featured in a Metro Magazine article about the evolution of paratransit's past and its future. The article discussed recent changes in the IndyGo Access service involving its ADA-mandated area and its newly established IndyGo Access Premium area. It also shared the service's expansion of its transportation options/resources through the addition of Transportation Network Companies (TNCs) and a newly implemented mobility app.

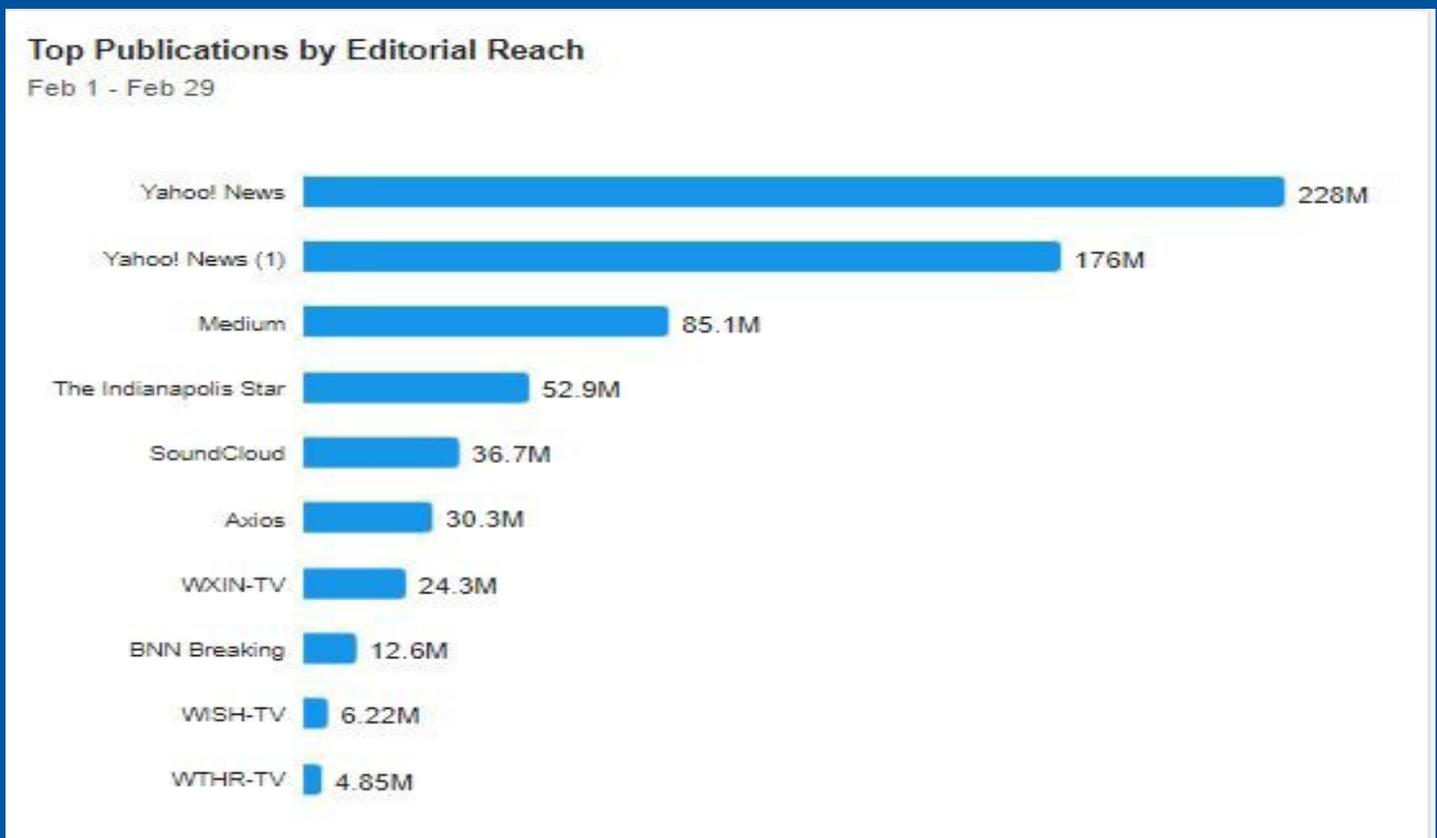
Altogether, IndyGo was mentioned 306 times in the media in February.



Here's a brief coverage summary:



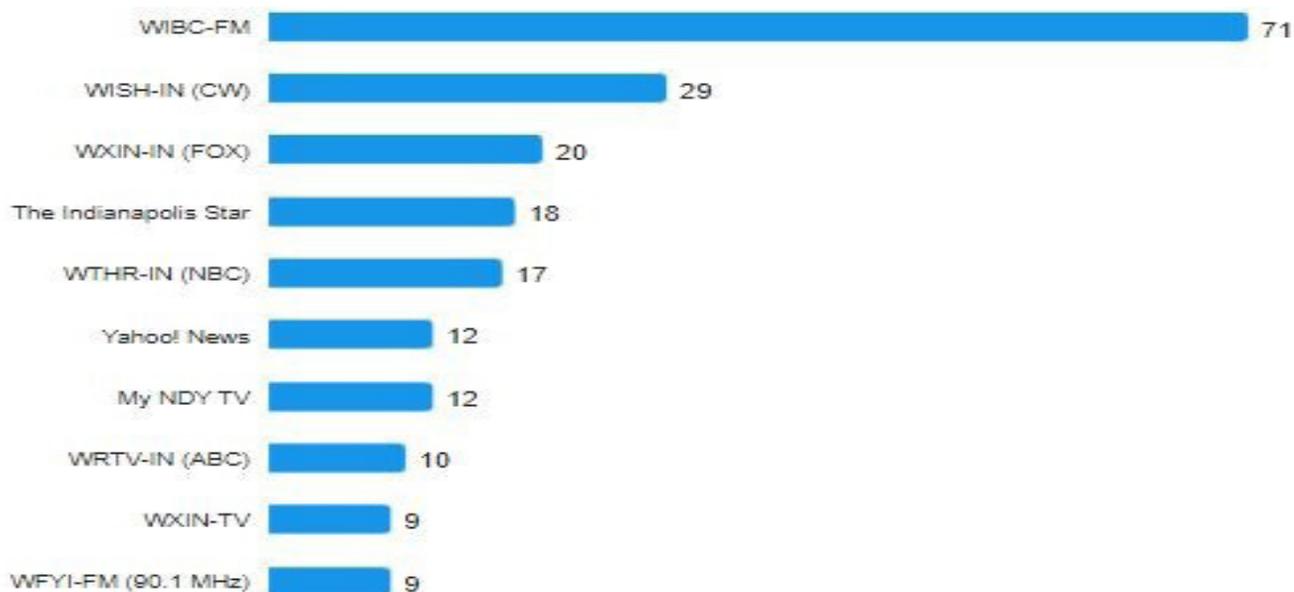
The graph below shows the top media outlets that published stories about IndyGo in January and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in February and the total potential viewership for each station or publication. The agency reached more than 650 million viewers through these channels.

Top Publications by Volume

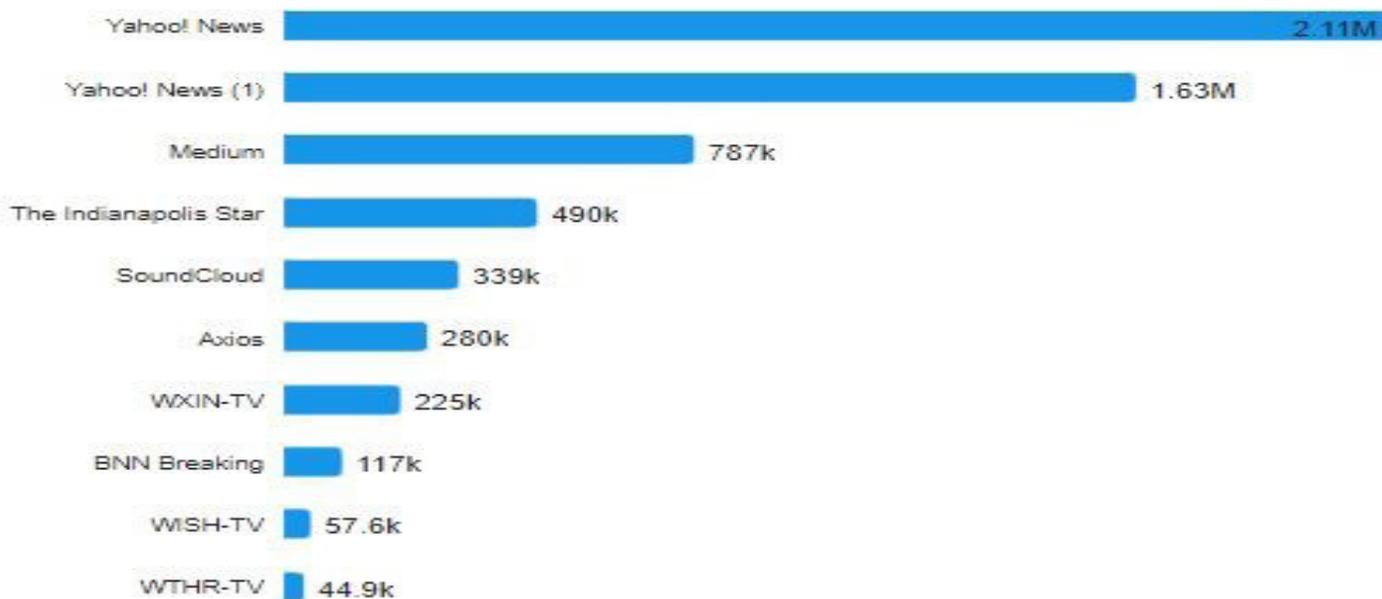
Feb 1 - Feb 29



The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$6,080,500.

Top Publications by AVE

Feb 1 - Feb 29



Social Performance:

Facebook

- Had a total of 103,000 impressions (12,300 more than in January)
- 11,600 post engagements (3,010 more than in January)
- 11,805 page likes (16 more than in January)
- 13,372 current followers

IndyGo
Published by Ari Kasle · February 27 at 8:34 AM · 🌐

Why is the Blue Line Essential? Our world-class airport deserves world-class bus rapid transit for visitors and employees to quickly travel to and from the airport. #TransitIsEssential
<https://www.indygo.net/transit-is-essential/>



“As traveler numbers continue to rise, alternatives to automobiles on our campus are vital to our being able to offer safe and efficient conditions for our visitors. The Blue line is important for airport hospitality workers and workers such as those of FedEx to efficiently access IND.”

-Mario Rodriguez
Executive Director Indianapolis Airport Authority

IndyGo

See insights and ads [Boost post](#)

American Public Transportation Association and 118 others 73 comments 10 shares

IndyGo
Published by Ari Kasle · February 5 · 🌐

Here's a side-by-side comparison of potholes on Washington St. vs potholes on College Ave. What's that? You don't see any potholes along College Avenue? I wonder if the \$40 million of infrastructure improvements as part of the Red Line had anything to do with it?



Washington Street

College Avenue

IndyGo

See insights and ads [Boost post](#)

274 126 comments 70 shares

Like Comment Share

IndyGo
Published by Ari Kasle · February 5 · 🌐

Running into an Indiana Pacers Pacemate on the bus is exciting, but not as exciting as IndyGo offering fare-free rides during NBA All-Star Weekend! <https://www.indygo.net/all-star-weekend/>



IndyGo

See insights and ads [Boost post](#)

22 7 comments 6 shares

Like Comment Share

IndyGo
Published by Ari Kasle · February 20 at 7:58 AM · 🌐

You want a study? We've got a study!

A recent Red Line traffic study shows a nearly 40% reduction in crashes WITHOUT a reduction of traffic speeds. Dedicated bus lanes make roads safer AND transit more efficient!
#TransitIsEssential



“DEDICATED LANES SLOW DOWN TRAFFIC”

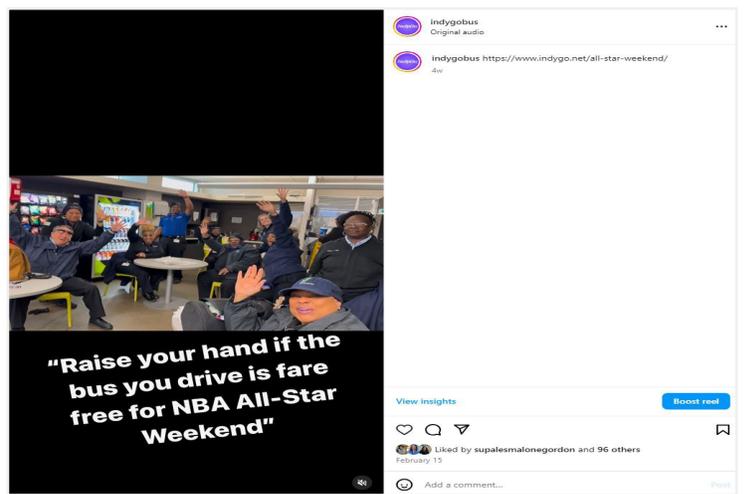
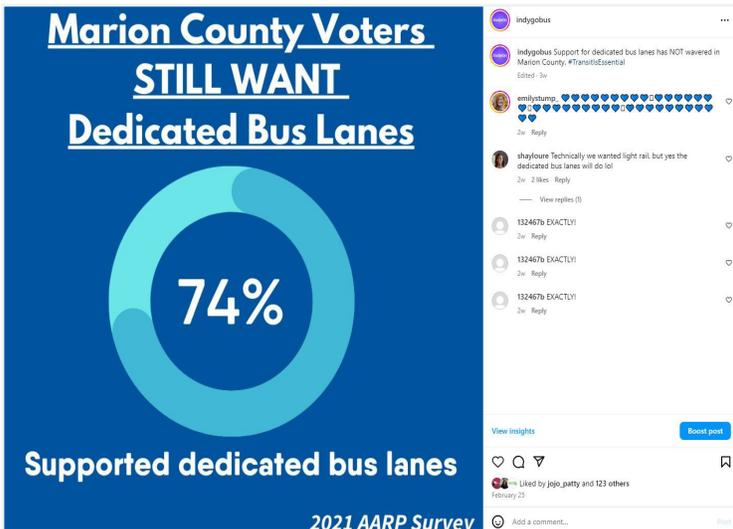
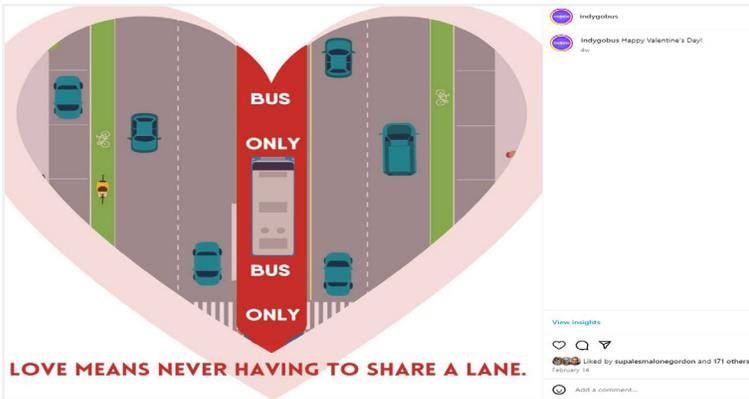
IndyGo

See insights and ads [Boost post](#)

Bike Indianapolis and 33 others 13 comments 1 share

Instagram

- Generated 37,600 impressions (15,100 more than in January)
- 2,940 total engagements (1,120 more than January)
- 2.9% engagement rate
- 4,266 current followers (124 more than in January)



Twitter

- Had a total of 152,000 organic impressions (35,200 more than in January)
- Earned an average of 5,241 impressions per day
- 347 retweets, 2,100 likes, 199 replies, 237 link clicks, 4.8% engagement rate
- 6,839 current followers (92 more than in January)

IndyGo @IndyGoBus · Feb 26 Promote ...

The Blue Line is essential to business! @AshandElmCider is excited about dedicated bus lanes, and the safety and improvements they will bring their customers, the community and their business. #TransitsEssential indygo.net/transit-is-ess...



IndyGo @IndyGoBus · Feb 1 Promote ...

The history of Transit Equity Day is rooted in the past with Rosa Parks, and her legacy lives on today with equitable, accessible & affordable public transit. On Feb 4, all IndyGo routes will be fare-free as we celebrate Transit Equity Day and a seat for everyone.

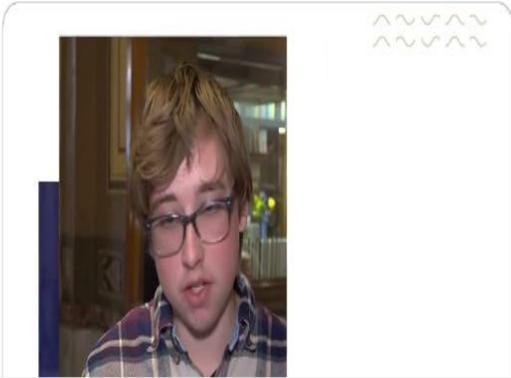


4 12 26 3.8K

IndyGo @IndyGoBus · Feb 23 Promote ...

Why is the Blue Line essential?

IPS Student Reese McClure says that the Blue Line's traffic calming measures will make his walk to school much safer. #TransitsEssential



IndyGo @IndyGoBus · Feb 22 Promote ...

Why is the Blue Line essential?

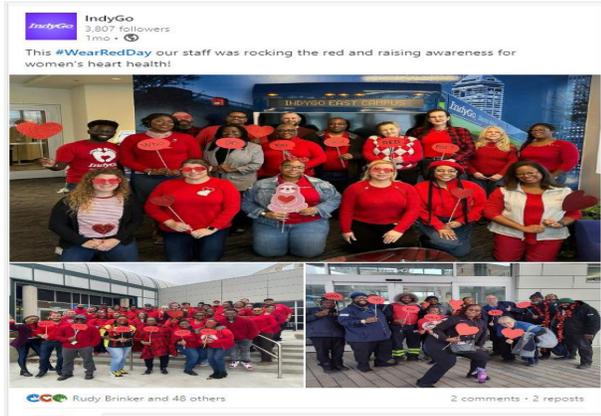
Indianapolis DPW Director, Brandon Herget, says the Blue Line will bring critical infrastructure improvements, including roads, ADA crosswalks and stormwater drainage. #TransitsEssential



12 18 80 5.5K

LinkedIn

- Generated 13,500 impressions (5,100 more than in January)
- 1,520 total engagements, 11.2% engagement rate
- 72 new followers, 3,765 total followers



Video Data

Total Video Views: 97,826 (New record)

Top 3 February Videos

- **Truth Bomb- 15,115 total views**
- **All-Star How to Ride- 9,988 total views**
- **Ash & Elm Cider Company- 9,107 total views**



Email Marketing:

NEWSLETTER

- 11,947 recipients (741 more than in January)
- 9.21% CTR
- 3.91% open rate

INSIDE *IndyGo*SM

February 2024

IndyGo Foundation Sponsors Fare-Free Service February 4, in Celebration of Transit Equity Day

For the second year, IndyGo is offering fare-free rides Sunday, Feb. 4, to recognize Transit Equity Day and the importance of ensuring there's a seat for everyone on public transportation.

Transit Equity Day is a National Day of Action to promote equity in transit that is safe, reliable and accessible for all. It is celebrated on Rosa Parks' birthday. Parks was born on Feb. 4, 1913, and was a civil rights icon and activist. When instructed to move to the back of a Montgomery, Alabama, city bus in 1955, she refused. While she was not the first person to resist bus segregation, her defiance became an important symbol for the Civil Rights Movement.

Learn more on IndyGo's website at the button below.

[IndyGo Fare-Free Service for Transit Equity Day](#)

TRANSIT EQUITY DAY
IN HONOR OF ROSA PARKS' BIRTHDAY

CREATIVE PROJECTS

- 78 requests completed via SysAid & email in December

Outreach Summary: February 2024

In February, IndyGo outreach focused on NBA All-Star 2024, along with agency updates to stakeholder and neighborhood groups.

To support fare-free rides and extended service during NBA All-Star 2024, agency staff and transit ambassadors provided “Hoosier Hospitality” by sharing with visitors how to ride IndyGo. Volunteers were at the Carson Transit Center, Red Line Statehouse Station and Indianapolis International Airport, where they directly engaged more than 400 visitors.

IndyGo also provided agency updates to the H.O.P.E Team, Mayor’s Neighborhood Advocates and Alliance for Northeast Unification (ANU) Community Partner Collective. These updates included fare-free rides from IndyGo during All-Star Weekend and Transit Equity Day, as well as information about minor route adjustments and how the agency is sweetening the deal to start a new career at IndyGo.

IndyGo continued its digital neighborhood outreach through the Nextdoor platform. In February, IndyGo

received 211,093 impressions and created nine posts. Our agency operates a single channel to easily broadcast information across all Marion County neighborhoods.



OUTREACH PROJECTS

Date:	Event:
6-Feb	IndyHub Welcome Party www.indyhub.org
5-Feb	Mayor's Neighborhood Advocate Meeting
13-Feb	H.O.P.E. Team Meeting
15-Feb	Holy Cross Neighborhood Members Association
28-Feb	ANU Community Partner Collective



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

Operations Division Report – February 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Chief Operating Officer Aaron Vogel
Date: March 28, 2024

SERVICE PLANNING

SCHEDULING:

The next service bid takes effect on June 9, 2024. The team is reviewing potential improvements related to the future service plan in preparation of the Purple Line launch later this year. Some of the route changes slated for June are Routes 2, 6, and 34, with a few possible additions if staffing numbers allow.

The team completed work on an assessment of the number of buses that could operate out of East Campus vs West Campus.

PLANNING:

Construction of the October 2024 bus stop and pedestrian improvements has begun to implement the June & October service improvements that will become operational when the Purple Line is complete.

Construction of the Super Stops is complete, and installation of the final amenities is almost finished. Routes 3, 6, 10, 15, 34, and 37, on the west side of downtown, are aligned to the new bus stops, improving bus stop access, transfer opportunities, and on-time performance. On the northeast side of downtown, Routes 2, 4, 5, 10, 19, & 38 are aligned to the new Super Stops on Ft. Wayne, Alabama, and Delaware streets.

IndyGo Staff continue to coordinate improvements with the City of Indianapolis that will result in bus stop improvements on East 10th Street (Route 10), Morris Street (Route 24), South Emerson Avenue (Route 56), East and West Michigan Streets (Route 3), South Meridian Street (Routes 16 & 31), Hanna Avenue (Route 16), 22nd Street (Route 39), 30th Street (Routes 6, 15, 30, & 34), Keystone Avenue (Routes 19 & 26), and Moller Road (Route 37). This work is ongoing through 2024.

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.

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.



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:

Feb-23	Feb-24	% Change	IndyGo Fixed Route Ridership	2023	2024	% Change
6,359	6,055	-4.8%	2 E. 34th St.	15,572	11,736	-24.6%
21,892	25,184	15.0%	3 Michigan St.	45,510	47,835	5.1%
8,023	7,500	-6.5%	4 Fort Harrison	15,996	13,948	-12.8%
9,293	10,831	16.6%	5 E. 25th	18,438	20,558	11.5%
5,671	5,524	-2.6%	6 N. Harding	12,997	10,524	-19.0%
78,759	85,057	8.0%	8 Washington St.	163,125	166,899	2.3%
57,367	63,851	11.3%	10 10th St.	118,662	120,521	1.6%
3,180	2,794	-12.1%	11 E. 16th St.	6,504	5,233	-19.5%
2,439			12 Minnesota	5,870		
2,213	6,153	178.0%	13 Raymond	4,840	11,336	134.2%
5,692			14 Prospect	12,267		
9,139	10,641	16.4%	15 Riverside	17,732	19,791	11.6%
7,643	7,686	0.6%	16 Beech Grove	16,092	14,167	-12.0%
3,898	4,792	22.9%	18 Broad Ripple	8,214	8,890	8.2%
15,471	17,099	10.5%	19 Castleton	32,653	32,238	-1.3%
8,813	9,764	10.8%	21 East 21st St.	19,189	18,615	-3.0%
6,144	6,619	7.7%	24 Mars Hill	12,796	12,489	-2.4%
6,562	8,901	35.6%	25 W. 16th St.	13,798	17,301	25.4%
10,659	19,973	87.4%	26 Keystone	21,946	37,934	72.9%
5,808	7,199	23.9%	28 St. Vincent	12,137	13,646	12.4%
4,942	5,444	10.2%	30 30th St.	9,443	10,431	10.5%
5,913	9,196	55.5%	31 US 31	12,795	17,439	36.3%
16,732	18,795	12.3%	34 Michigan Rd.	34,236	35,674	4.2%
22,695	24,411	7.6%	37 Park 100	46,093	47,150	2.3%
12,047	7,531	-37.5%	38 Lafayette Square	24,501	14,339	-41.5%
48,986	54,111	10.5%	39 E. 38th St.	102,753	103,797	1.0%
3,441			55 English	7,366		
	5,904		56 Emerson		11,392	
4,850	5,755	18.7%	86 86th Street Crosstown	10,066	10,757	6.9%
7,238	7,272	0.5%	87 Eastside Circulator	14,590	13,515	-7.4%
78,098	95,504	22.3%	90 Red Line - BRT	158,670	186,360	17.5%
1,346	1,239	-7.9%	901 Nora	2,206	2,828	28.2%
5,431	5,953	9.6%	902 County Line	12,516	11,051	-11.7%
13,230	3,296	-75.1%	Others	22,216	8,152	-63.3%
499,974	550,034	10.0%	Total	1,031,789	1,056,546	2.4%

**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 MARCH:

Treva Anderson – Operator #8935



Treva Anderson was nominated by her supervisor for employee of the month.

She always looks very professional in her uniform and has excellent customer service.

Another supervisor also wrote “I had the privilege of training with Treva for a day, she helped ensure that I knew how to drive the bus per the protocol and clearly cared about the way things were done! I'm grateful for her investment in me and glad to see her being acknowledged in this way”. Treva remains calm even in difficult situations and is safety first focused.

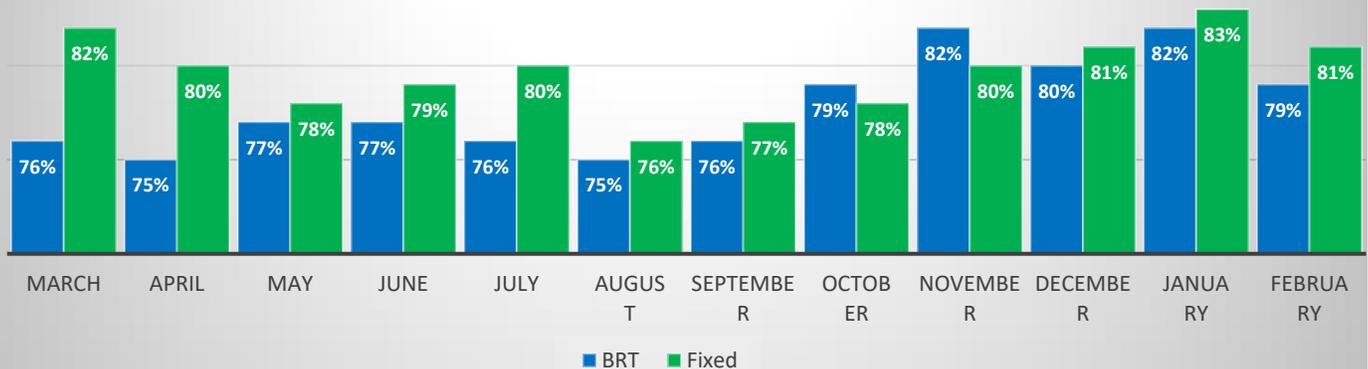
90% CLUB:

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 February: Jennifer Thomas #10145

Hazen, William	Goudiaby, Mamadou	Carpenter Williams, Lakisha	Roberts, Darnell
Howard, Jeffrey	Rowie, Robert	Dugan, Otha	Tealer, Lavelle
Young, Samuel	Gardner, Onesha	Thomas, Mariquette	Thomas, Jennifer
Ellis, Aaron	White, Anthony	Feiock, Robert	Mitchell, Anthony
Ibrahim, John	Scott, Gregory	Corbin, Laniesha	Atkinson, Jerry
Murray, Beth	Vinson, Kelly	Burke, Tamanika	Harrell, Douglas
Clark, Keana	Carroll, Lashanda	Badiane, Ngary	Wright, Melvin
Miller1, James	Mallory, Kevin	Wilson, James	Boston, Joel
Reed, Byron	Shurn, Roy	Chest, Mornice	Lloyd, Ashley
Jackson, Calvin	Cargile, Senetria	Booker, Thomas	Thompson, Josh
Birdsong, Edgar	Cox, Sean	Amaya, Efrain	Fox, Harry
McGhee, Lashanda	Williams, Ashley	Lewis, Donteze	Williams, Angela
Gray, Patrick	Glinsey, Arthur	Spence, Mary	Langford, Donna
Anderson, Treva	Wyatt, Darren	Worlds, Kimberly	Sanchez, Tina
Scott, Leo	Whitmer, William	Reed, Bryant	Simmons, Bonnie
Byrd, Nicole	Devers, Irvin	Thein, Stephen	Trofort, Wilver
Houston, Floyd	Brooks, Ronnie	Wright, Ray	Beharry, Roger
Wilson, Patricia	Hopson, David	Campbell, Lisa	Gray, James
Johnson, Michael	Passley, Shamika	Grigsby, Elizjah	
Ford, Wanda	Sharp, Orion	Norfolk, Terry	
Cawthon, Marion	Hardrick, Victoria	Jones, Shirley	

On Time Performance Last 12 Months

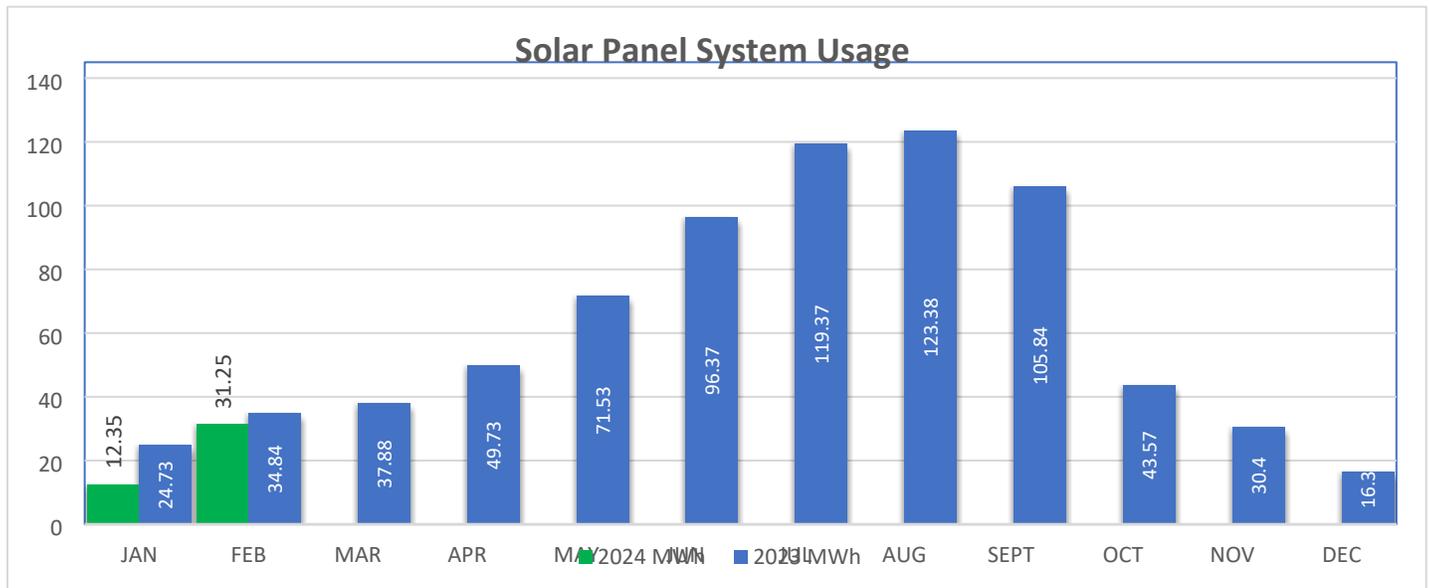


FACILITIES SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

SOLAR PANEL

The total savings for February \$4,142



FLEET SERVICES:

There were 28 vehicle requests in February for the motor pool. These are non-revenue vehicles available for business use.

There were 153 buses detailed in February. This gives the detail team an 91% completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 1,380,205 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2023	713,970	666,235											
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)	234	83	55
COOLANT (qt)	2,393	1,429	1,528
ENGINE OIL (qt)	443	408	313
DIESEL (gal)	122,433	115,251	115,438

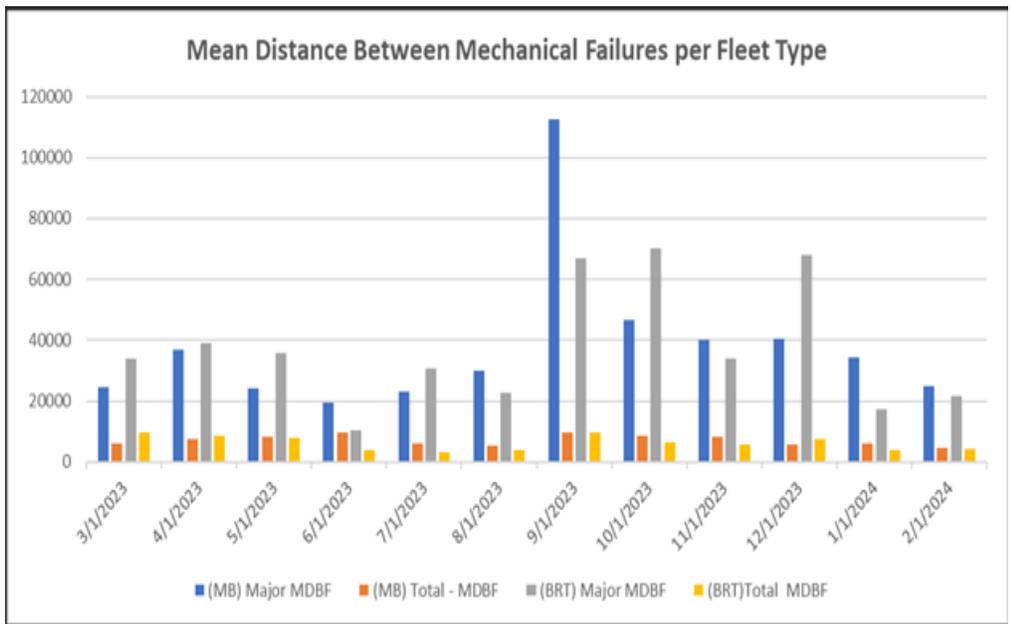
2024 Fluid Detail

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

MAINTENANCE:



Mean Distance Between Failures



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
3/1/2023	24514	6065.2	34129	9751
4/1/2023	36871	7643.9	38920	8649
5/1/2023	24255	8189.9	35899	7978
6/1/2023	19331	9823.7	10244	3841
7/1/2023	23263	5970	30604	3060
8/1/2023	30116	5247.5	22753	3792
9/1/2023	112683	9522.5	66771	9539
10/1/2023	46670	8750.6	70213	6383
11/1/2023	40287	8153.2	34085	5681
12/1/2023	40562	5643.4	68076	7564
1/1/2024	34356	5880.7	17213	3825
2/1/2024	25020	4549	21730	4074

Maintenance KPI-
February 2024

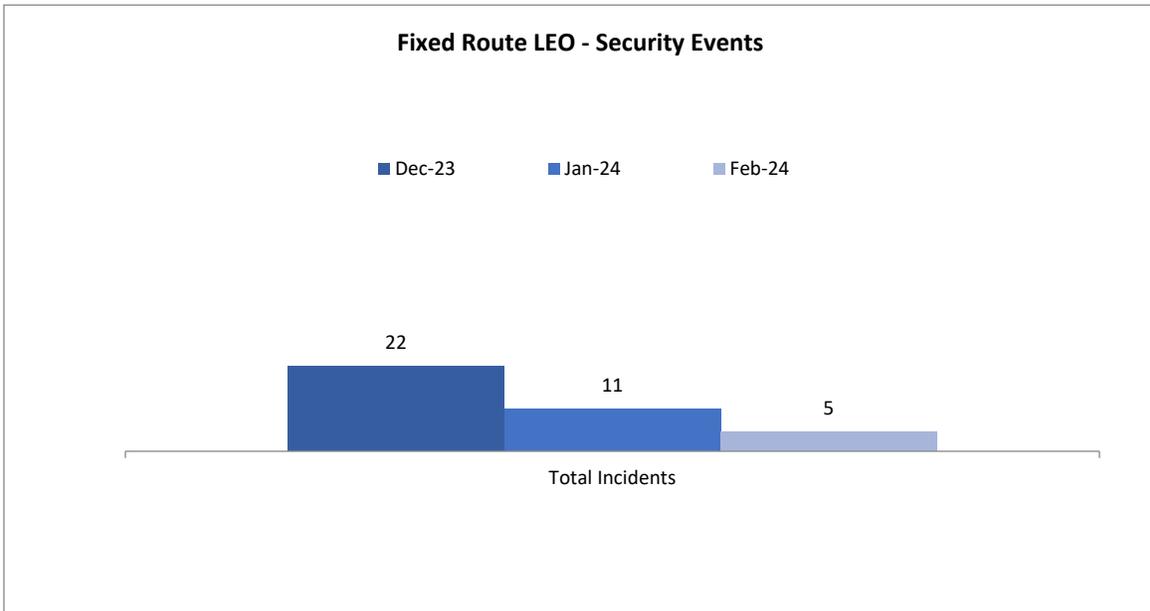
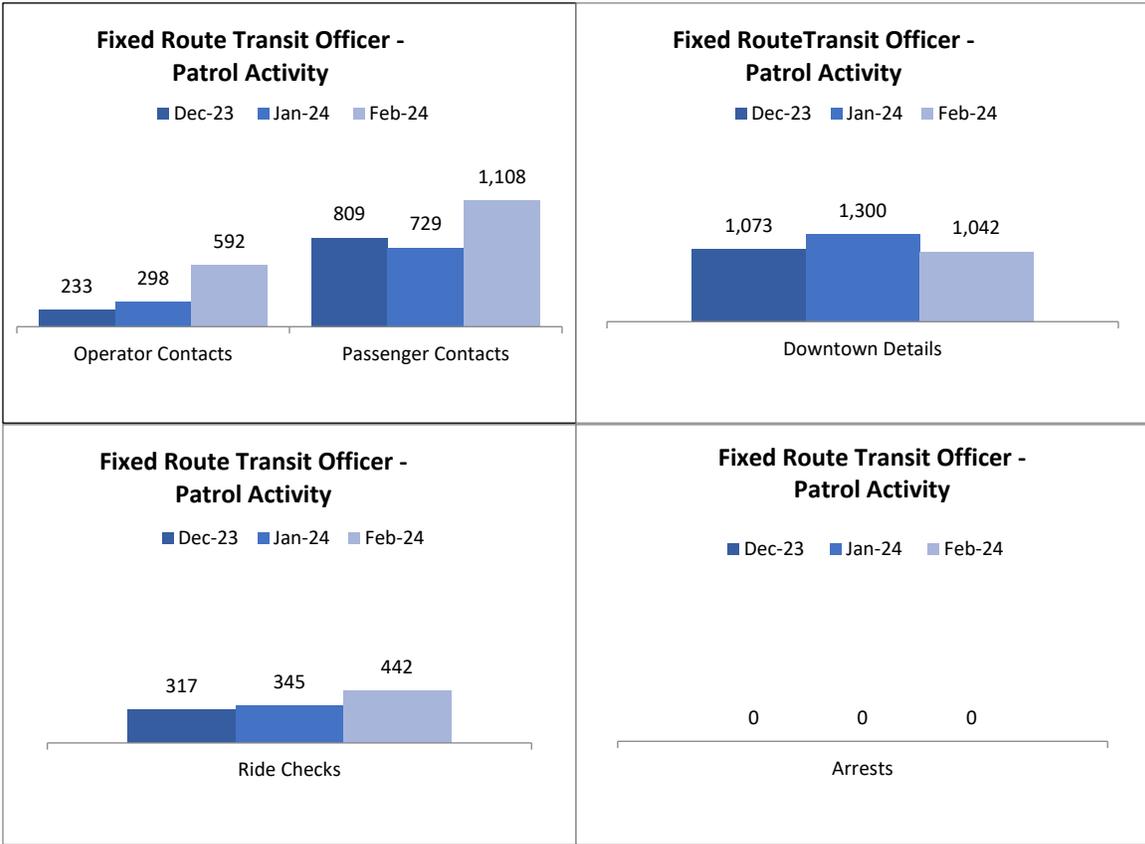
	PM Compliance %	Average Uptime (Days)	Average Downtime (Days)	Availability Rate %	Average # Stops	MTBS(Days)
(MB)- Fixed Route	98%	22	8	76%	3	12
(BRT)- BEB Electric	84%	20	9	70%	2	10



SECURITY

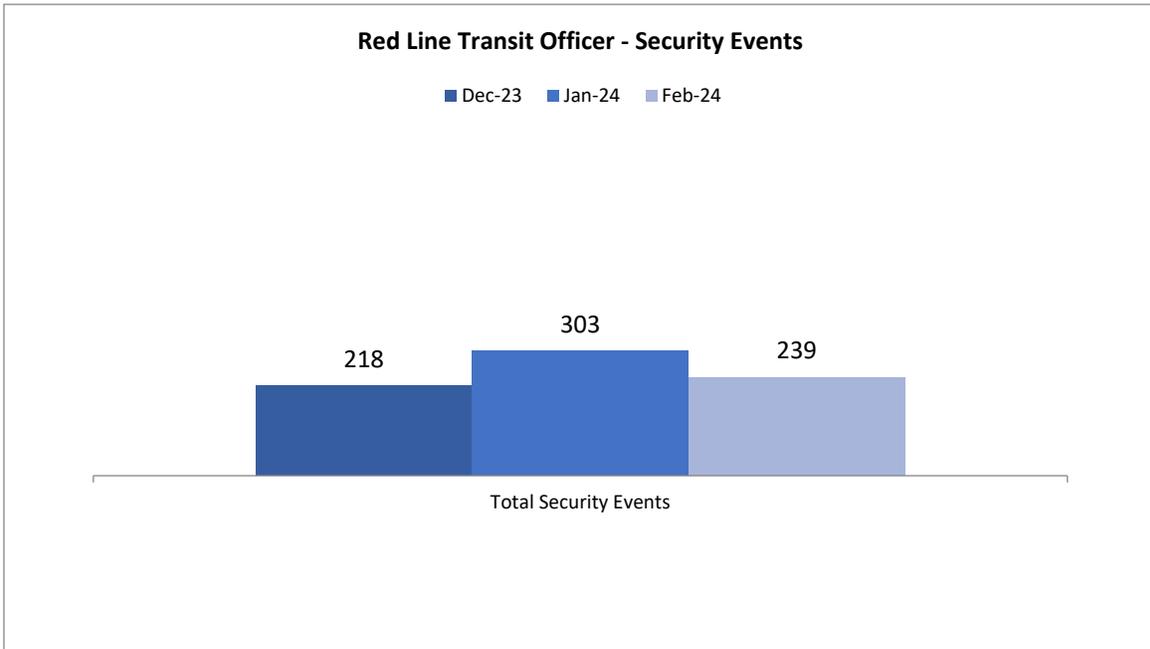
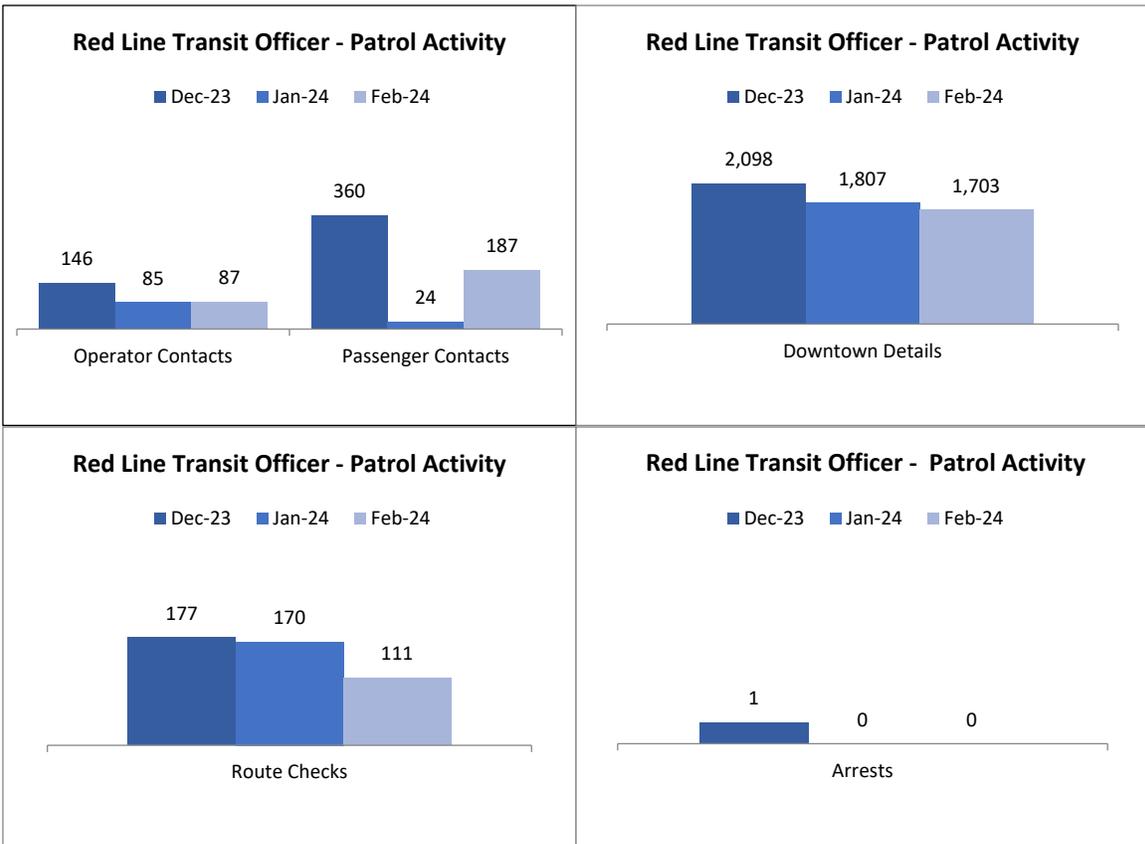
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



RED LINE SECURITY:

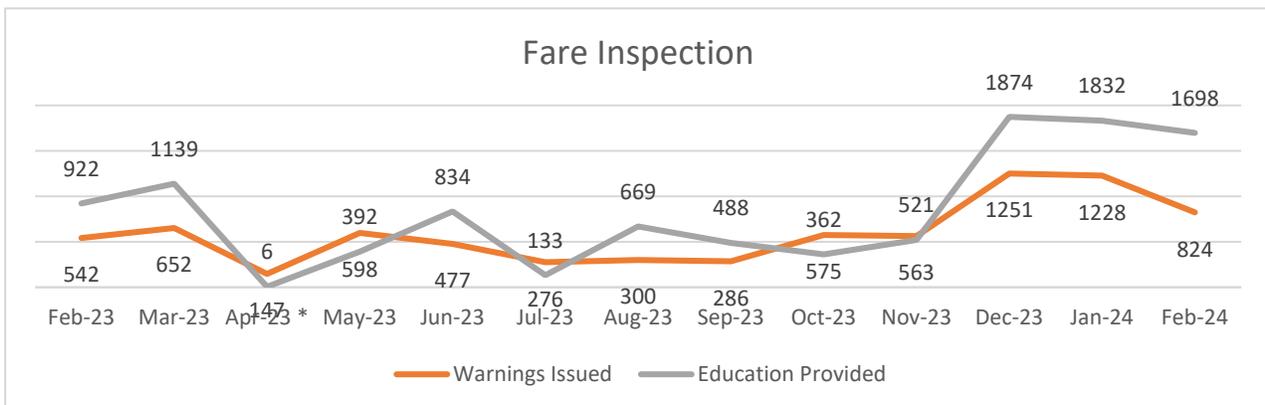
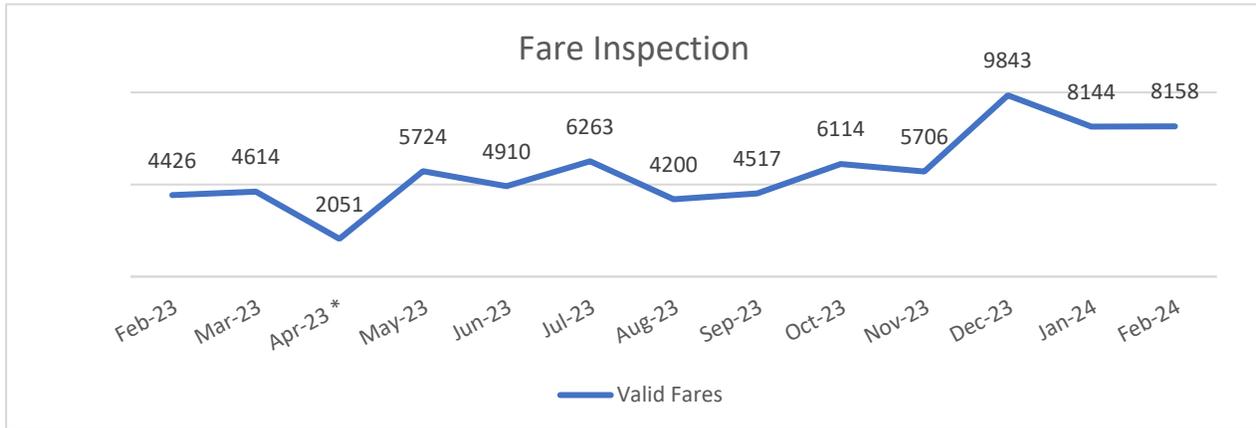
The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.



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.



February	Passenger Contact	Notifications	Educations
Monthly	8158	824	1698
Weekday	7088	754	1455
Saturday	589	44	157
Sunday	481	26	86

2024 YTD	Passenger Contact	Notifications	Educations
Monthly	16302	2052	3530
Weekday	14510	2014	3159
Saturday	1123	44	254
Sunday	669	48	117

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.

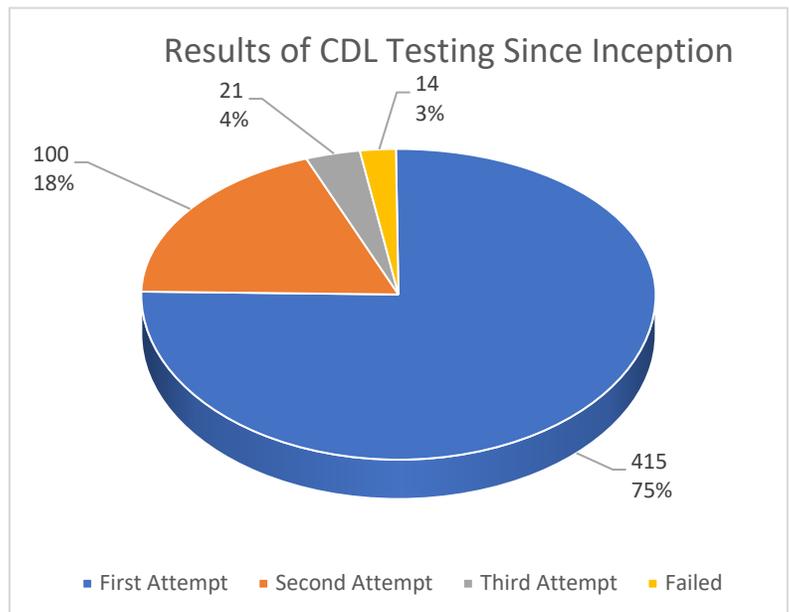
February 2024 Classes:

Trainee with No Permit – 0
 Trainees with Permit - 14

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					
April					
May					
June					
July					
August					
September					
October					
November					
December					

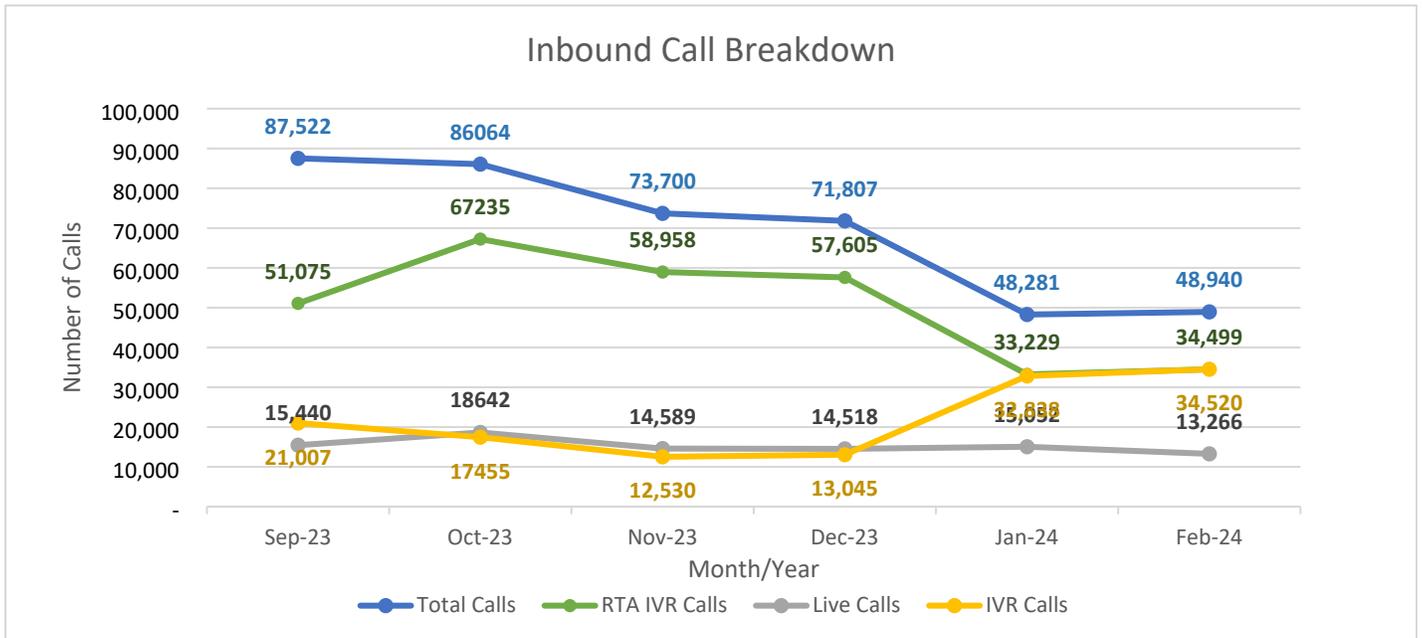
- February Test percentages:
- Passed on first attempt – 68.75%
 - Passed the State Examination overall – 100%



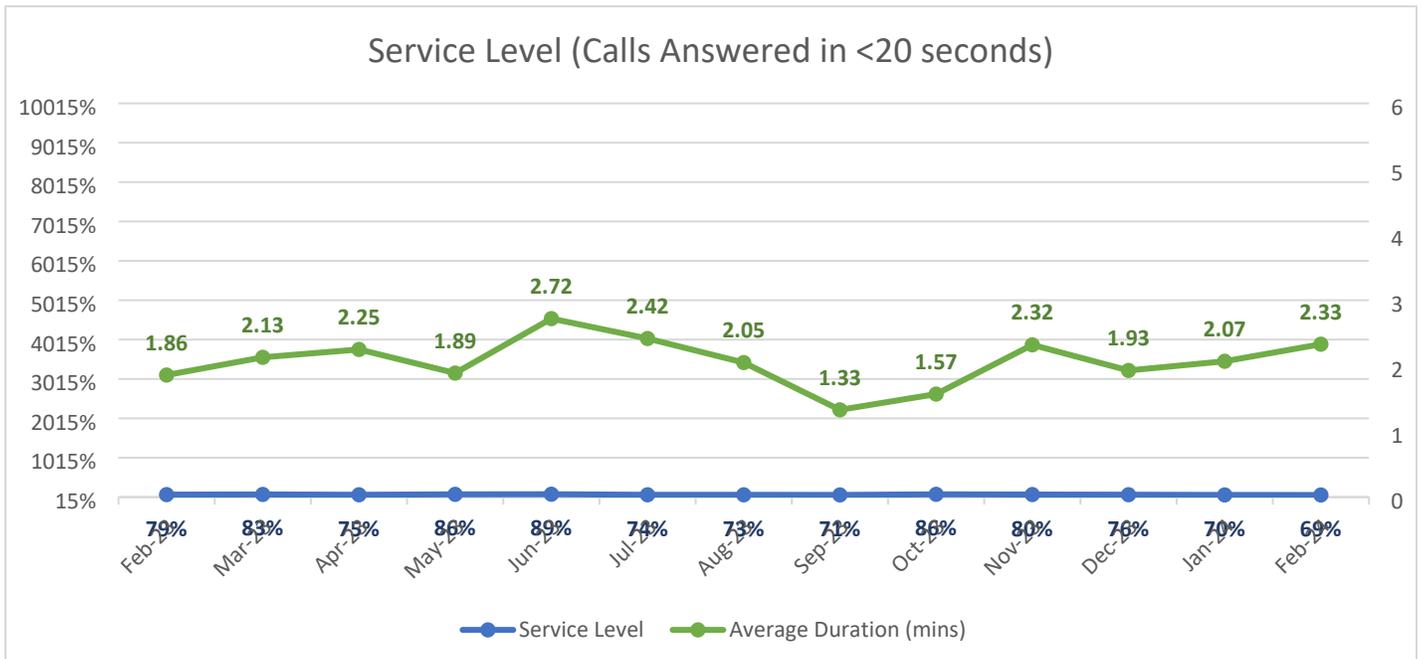
Mobility Solutions

MOBILITY CARE CENTER AND PARATRANSIT REPORT:

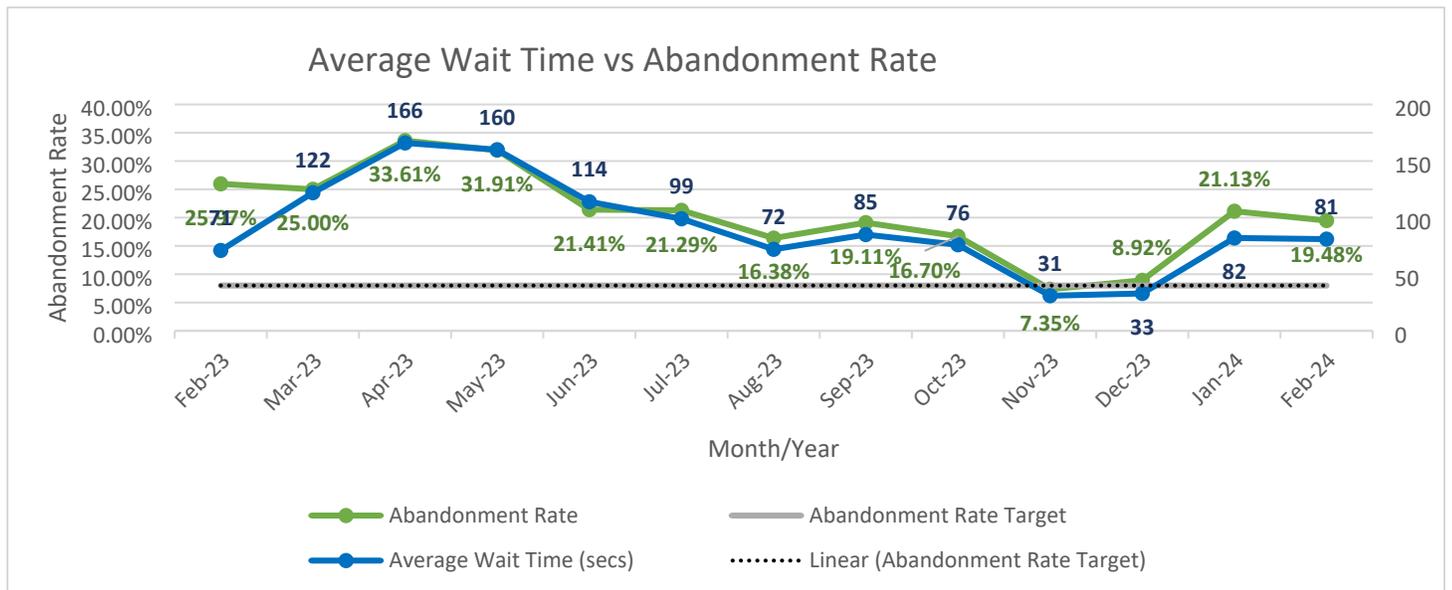
Total Call Volume increased by 1.36% between January and February.



Between January and February, the Average Call Duration experienced a slight decrease. The Service Level saw a decline of -1.43%. IndyGo Care Center Leadership will continue to monitor as the Care Center attempts to stay within the goal range of 3-5 minutes per call and 80% service level.



During February, the Care Center saw a continuation of the decrease in the Abandonment Rate. This decrease was by 55.13%. IndyGo Care Center Leadership will continue to monitor and work to lower these metrics.



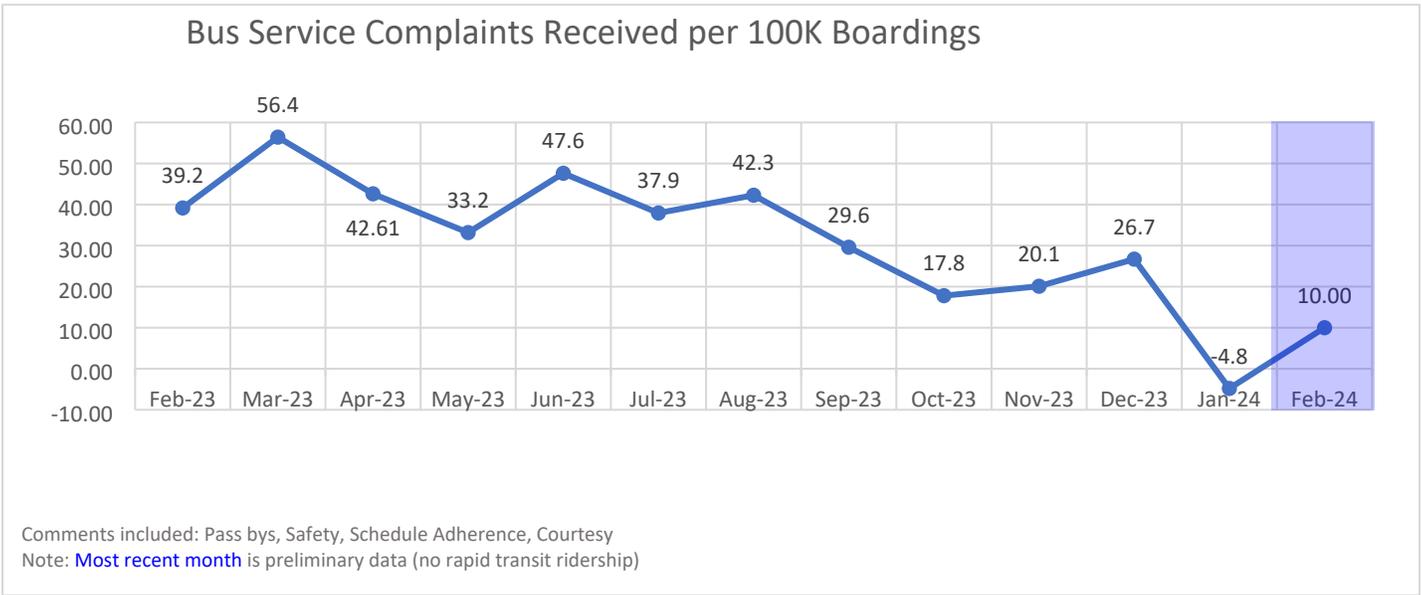
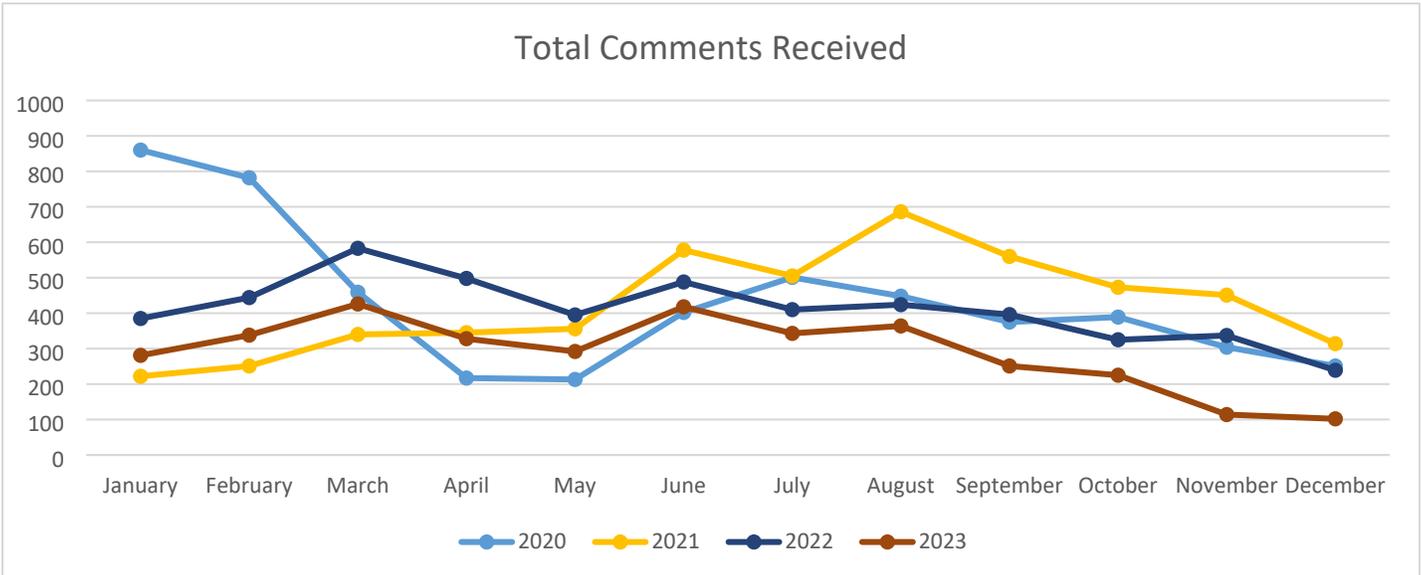
RECEIVED COMMENT REPORT:

During February, a total of 124 comments were received. There was a decrease in comments between January and February was 10.79%.

Schedule Adherence is currently the most common comment type.

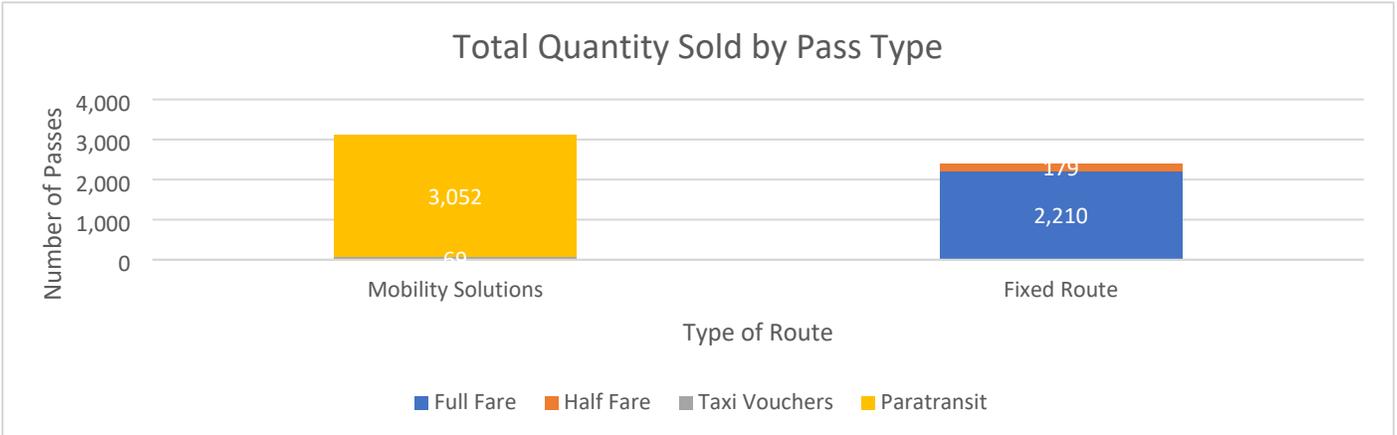
Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Categories	Number of Comments
Courtesy	34
Pass-By	33
Safety	18
Schedule Adherence	14
ADA	7
Route	7
Rules	6
Trip Denial	2
DETOUR	1
Suggestions	1
Discrimination	1
Grand Total	124



Care Center Desk and Sales Report:

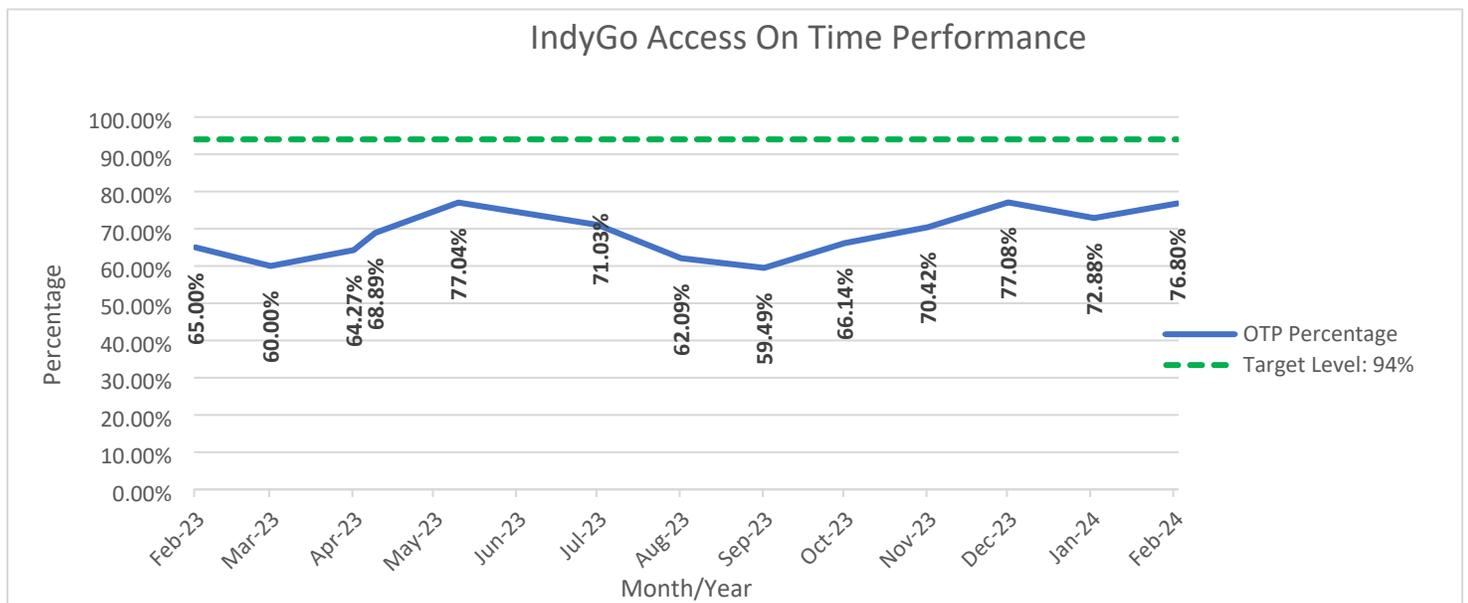
Total Quantity of Passes Sold: 5,510



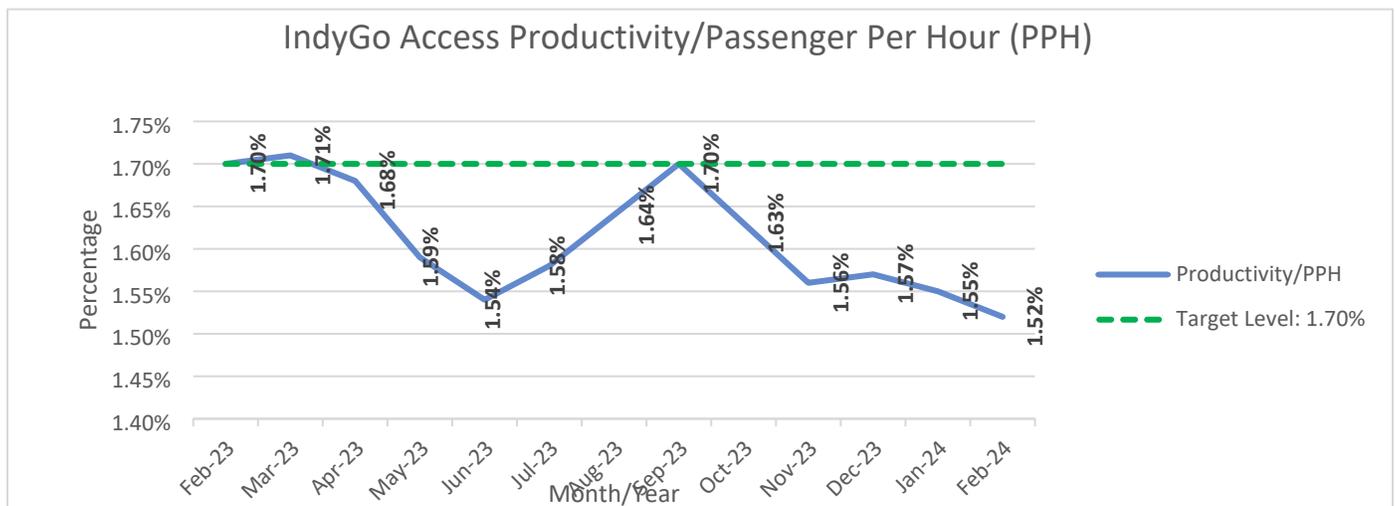
INDYGO ACCESS OPERATING STATISTICS:

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

23-Feb	24- Feb	% Change	Mobility Solutions	YOY 2023	YOY 2024	% Change
6,389	6,745	5.57%	IndyGo Access Ridership	13,176	13,439	2%
64.9%	76.8 %	18.34%	IndyGo Access On Time Performance	66.67%	74.85%	12.27%
1.67%	1.52%	-8.98%	IndyGo Access Productivity	1.67%	1.52%	-8.98%



The Mobility Services team continues to perform daily monitoring, on-site visits, and discussions regarding a proactive outlook for the current/next day's service. The Mobility Services team also collaborates with the RATP Devs team to continually monitor On-Time Performance to mitigate future service impacts.



INDYGO ACCESS CUSTOMER COMMENTS:

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

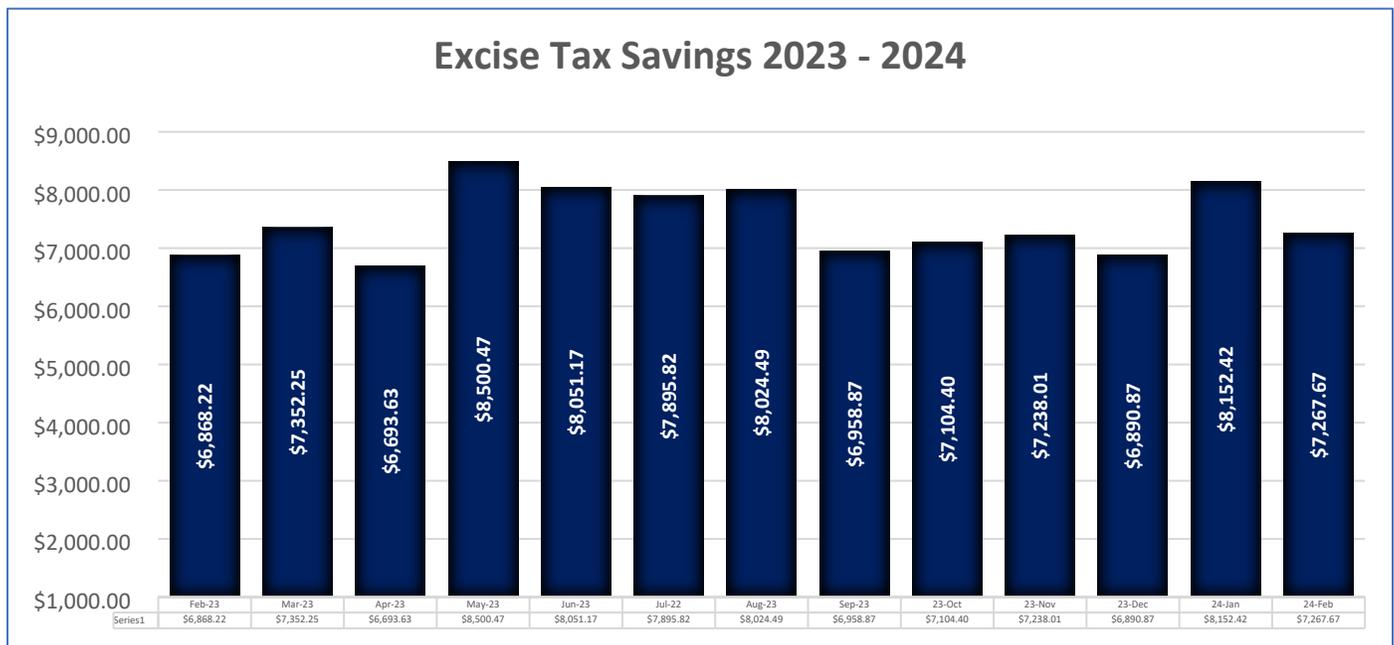
Row Labels	Valid	Invalid	Totals
Schedule Adherence	10	8	18
Courtesy	5	5	10
ADA	2	3	5
Fares	4	1	5
Safety	4		4
Customer Service	2	1	3
Rules	1		1
Compliments	1		1
USURV	1		1
Route	1		1
Request Info	1		1
Totals	32	18	50

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 \$15,420.

February total savings: \$7,268 (Fed Taxes = \$3,928 and State Taxes = \$3,340)





Supplier Diversity Division Report – February 2024

To: Chair and Board of Directors
Through: Interim President/CEO Jennifer Pyrz
From: Senior Supplier Diversity Officer Carri Burke
Date: March 28, 2024

DISCUSSION ITEMS:

XBE Participation

In January, IndyGo obtained 4.57% utilization with XBE businesses certified by the City of Indianapolis Office of Minority and Women Business Development.

Outreach

On February 22, 2024, the Supplier Diversity staff attended the Business Equity for Indy (BEI) Procurement Roundtable Peer Advisor Session at Martin University. The BEI Procurement Roundtable aims to increase the launch, growth, and success rates of Black and minority enterprises. Additionally, the roundtable peer advisor session allows different organizations committed to supplier diversity to meet to provide resources and support for one another.

On March 8, 2024, Supplier Diversity attended the International Women's Day Event, sponsored by the Indiana Commission for Women at the Indiana Government Center. This year's theme was #InspireInclusion.

On The Horizon

Supplier Diversity's implementation of its supplier diversity management software system is ongoing. The new system will assist the Supplier Diversity Department with performing more comprehensive data analysis, tracking subcontractor payments, and reporting participation goals on federally and locally funded projects.

RECOMMENDATION:

Receive the report.

Carri Burke
Senior Supplier Diversity Officer

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Report to the IndyGo Board

To: IndyGo Chair and Board of Directors
From: IndyGo Foundation Executive Director Emily Meaux
Date: March 28, 2024

Operations:

- On March 1, Yvonne Kilama started as our Development Manager.
- We currently have 2 positions open.
 - We have received more than 40 applications for the part-time Nonprofit Relationship Manager position and are starting interviews in the next week.
 - We are accepting applications for the Director of Development & Communications position through the end of the month.
- We are transitioning our donor database to Raiser’s Edge to have more robust fundraising management and reporting capabilities.

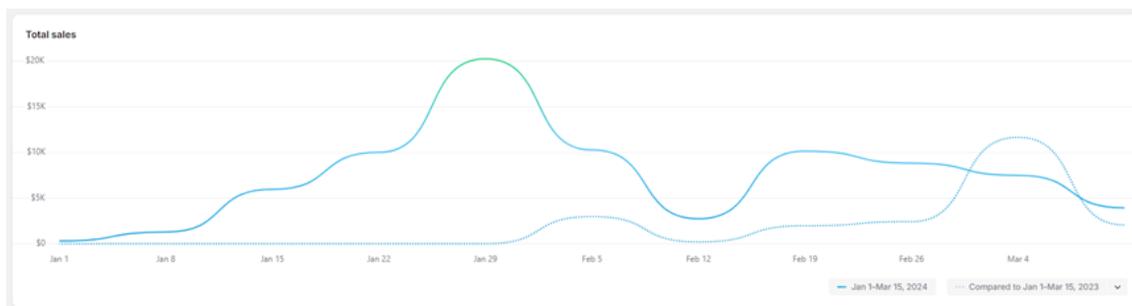
Development:

- Through a viral social media post in February, we received donations from 34 new individual donors totaling \$1,332.

Grant Metrics through March 25, 2024

Donor Meetings	Letters of Intent	Solicitations	Amount Requested	Grant Reports Submitted
4	4	4	\$80,000	2

Nonprofit Bus Pass Sales 2023 vs 2024 through March 15



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