



Board Report
July 25, 2024

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1. **Call to Order and Roll Call** (Presenters – Gregory Hahn, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner, Gregory Hahn)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
 3. Governance & Audit Committee – Gregory Hahn
4. **Consent Agenda** (Presenter – Gregory Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on June 27, 2024
 2. A-2: Consideration and approval of Copier Lease Contract (Presenter – Marcus Burnside)
 3. A-3: Consideration and approval of Alertus Text-to-Speech Modification (Presenter – Mark Emmons)
 4. A-4: Consideration and approval of construction for 1501 Garage Bay Renovation Sub-Project (Presenter – Andrea Hermer)
 5. A-5: Consideration and approval of On-Call Scheduling Services (Presenter – Annette Darrow)
 6. A-6: Consideration and approval of Paratransit, Assessment, and Eligibility contract (Presenter – Mike Roth)
 7. A-8: Consideration and approval of Healthcare Cost Review (Presenter – Brian Atkinson)
 8. A-9: Consideration and approval of Collision Review (Presenter – Brian Atkinson)
5. **Regular Agenda** (Presenter – Gregory Hahn)
 1. A-7: Consideration and approval of introduction of Ordinance 2024-02 (Presenter – Robert Frye)
 2. A-10: Consideration and approval of new IndyGo Foundation Board Member (Presenter – Emily Meaux)
6. **Information Items** (Presenter – Gregory Hahn)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: 2025 Budget Introduction (Presenter – Bart Brown)
 3. I-3: IndyGo Foundation Update (Presenter – Emily Meaux)
 4. I-4: Governance & Audit Workplan Status Report
 5. I-5: Ethics Hotline Summary Report
 6. I-6: Department Reports
7. **Adjourn** (Presenter – Gregory Hahn)

Our next Board Meeting will be Wednesday, August 21, 2024; 11am

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

Accommodations are available upon request to persons with disabilities who require alternately formatted materials, auxiliary aids, or reasonable modifications to policies and procedures to ensure effective communication and access to public meetings. Accommodations are also available for Individuals with limited English proficiency (LEP). If you require an accommodation to attend the meeting or access the materials, please contact Morgan Johnson by email at Morgan.Johnson@indygo.net or by telephone at 317-559-9330. Please allow at least two business days to arrange for accommodations.

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Awards & Commendation Recognition for June 2024

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

June 2024 Awards & Commendations

Employee	Position	Recognition
Dexter Davis	Coach Operator – Fixed Route	22 Years of Safe Driving
Patrick Gray	Coach Operator – Fixed Route	June Operations Employee of the Month
Lesley Gordon	Chief Public Affairs Officer	Departing IndyGo
Carrie Black	Interim Chief Public Affairs Officer	Stepping into Interim role

June 2024 Safe Drivers Recognition



The following Operators are recognized for their safe driving for June 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>
Dexter Davis	1417	22	29
Lavelle Tealer	5948	16	27
Byron Reed	5094	14	25
Michael Ricks	5139	14	19
Melvin Wright	8117	13	16
Roger Beharry	8392	12	12
Stephanie Holman	2759	12	19
Nichelle Green	2392	11	22
Sandra Hook	8430	9	12
Ricky Robinson	8972	6	7
David Hopson	9448	5	5
Michael Harrison	9575	3	5
Leon Pipes	9650	3	5
Mary Spence	9124	3	6
Sharlene Cole	9668	1	5
Paula Jones	9880	1	3
Alfonso Page	10549	1	1



Finance Committee Chairperson Report – July 2024

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

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson’s Report
July 18, 2024

The Finance Committee met on July 18, 2024, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mary Ann Fagan and Taylor Schaffer.

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

1. A-1: Consideration and approval of minutes from Board meeting held on June 27, 2024
2. A-2: Consideration and approval of Copier Lease Contract (Presenter – Marcus Burnside)
3. A-3: Consideration and approval of Alertus Text-to-Speech Modification (Presenter – Mark Emmons)
4. A-4: Consideration and approval of construction for 1501 Garage Bay Renovation Sub-Project (Presenter – Andrea Hermer)
5. A-5: Consideration and approval of On-Call Scheduling Services (Presenter – Annette Darrow)
6. A-6: Consideration and approval of Paratransit, Assessment, and Eligibility contract (Presenter – Mike Roth)

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 – July 2024

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

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
July 18, 2024

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

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

1. A-1: Consideration and approval of minutes from Board meeting held on June 27, 2024
2. A-4: Consideration and approval of construction for 1501 Garage Bay Renovation Sub-Project (Presenter – Andrea Hermer)
3. A-5: Consideration and approval of On-Call Scheduling Services (Presenter – Annette Darrow)
4. A-6: Consideration and approval of Paratransit, Assessment, and Eligibility contract (Presenter – Mike Roth)

Mr. Chairman, that concludes my report.

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Governance and Audit Committee Chairperson Report – July 2024

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

ISSUE:

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

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson’s Report
July 18, 2024

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

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

1. A-8: Consideration and approval of Healthcare Cost Review (Presenter – Brian Atkinson)
2. A-9: Consideration and approval of Collision Review (Presenter – Brian Atkinson)

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

Madam President, that concludes my report.

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June Board of Directors Minutes

IndyGo

Thursday, June 27, 2024 at 11:00 AM EDT

@ 9503 E 33rd St- IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:

Members: Hydre Abdullah, Mary Ann Fagan, Adairius Gardner, Greg Hahn, Richard Wilson, Jr., Taylor Schaffer

Staff: Bart Brown, Jennifer Bruner, Charlie Carlino, Terri Clay, Robert Frye, Morgan Johnson, Jennifer Pyrz

1. Call to Order and Roll Call (Presenters – Greg Hahn, Robert Frye)

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-  [June Agenda.docx](#)
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Chairman Gregory Hahn called the meeting to order at 11:01am. Chief Legal Officer Robert Frye called the roll. 5 members present in person at the start of the meeting. There was a quorum. Board Treasurer Richard Wilson arrived at the start of item I-1: Finance Report.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

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

President/CEO Jennifer Pyrz gave an update on the Awards and Commendations for May 2024.

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

1. Finance Committee – Richard Wilson
 -  [A Finance Committee Chair Report June.docx](#)
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2. Service Committee – Adairius Gardner
 -  [A Service Committee Chair Report June.docx](#)
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The reports were received and entered into the record.

4. Consent Agenda (Presenter – Greg Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on May 23, 2024
 -  [A-1 May Board of Directors Minutes.docx](#)
2. A-2: Consideration and approval of Talkdesk Phone Services (Presenter- Michael Roth)
 -  [A-2 Talkdesk .docx](#)
3. A-4: Consideration and approval of IFB 24-04-502: Carson Transit Center (CTC) inductive charging project (Presenter- Mike Schneider)
 -  [A-4 Local CTC Inductive Charging.docx](#)
 -  [A-4 CTC Phasing Plan.pdf](#)
 -  [page intentionally left blank.pdf](#)

Motion:

Approval of Consent Agenda

Motion moved by Hydre Abdullah and motion seconded by Adairius Gardner. Adairius Gardner - AYE; Mary Ann Fagan - AYE; Taylor Schaffer - AYE; Gregory Hahn – AYE; Hydre Abdullah - AYE; Motion passed 5-0

5. Regular Agenda (Presenter – Greg Hahn)

1. A-3: Consideration and adoption of Resolution 2024-03 – Updated Procurement Manual (Presenter- Terri Clay, Jennifer Bruner)

 [A-3 Procurementmanual.docx](#)

 [A-3 Board Resolution 2024-03 re Purchasing Manual Approval final.docx](#)

 [A-3 Procurement Manual- PROPOSED FINAL 6.17.2024.pdf](#)

This update includes:

- Regulatory updates for compliance with the federal Fixing America’s Surface Transportation (FAST) Act (2015) and the Build America, Buy America Act (2021)
- Regulatory updates and notations for compliance with state purchasing statutes.
- A new credit card policy
- Significant updates to sections on:
 - Special Purchases (purchases made without competition)
 - Public Works procurements
 - Buy America compliance
 - Rolling Stock procurements
 - Asset disposal

The updated Procurement Manual also includes new, clear procedural steps for project managers and user departments as well as forms and copies of related policies, such as the Protest Policy and the Responsible Bidding Practices and Submission Requirements Policy. In the future, routine annual updates will be reviewed and approved by the Chief Executive Officer (CEO), the Chief Financial Officer (CFO), and the Chief Legal Officer (CLO).

Motion:

Approval of Resolution 2024-03 – Updated Procurement Manual

Motion moved by Adairius Gardner and motion seconded by Taylor Schaffer. Adairius Gardner - AYE; Mary Ann Fagan - AYE; Taylor Schaffer - AYE; Gregory Hahn – AYE; Hydre Abdullah - AYE; Motion passed 5-0

6. Information Items (Presenter- Greg Hahn)

1. I:1: Finance Update (Presenter- Bart Brown)

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

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

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 [I-1 Capital Project Spending May 2024.pdf](#)

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

2. I-2: Section 5307 – Urban Area Formula Funds and Subrecipients (Presenter- Ryan Wilhite)

 [I-2 June2024 BoardUpdate 5307 5311 5339.docx](#)

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 [I-2 IndyGo BoardUpdate 5307 June2024.pptx](#)

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The Board received an update on Section 5307 – Urban Area Formula Funds and Subrecipients.

3. I-3: Mobility Advisory Committee (MAC) update (Presenter- MAC Member)

 [I-3 MAC May.2024.docx](#)

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 [I-3 MAC.pdf](#)

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

4. I-4: Department Reports

 [I-4a Risk and Safety Board Report June 2024.docx](#)

 [I-4b PLANNING AND CAPITAL PROJECTS REPORT for 2024-06.docx](#)

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 [I-4c May Board Report.pdf](#)

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 [I-4d May 2024 -OPERATIONS DIV BOARD REPORT -6.2024.docx](#)

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 [I-4f Supplier Diversity Division Report June 2024.docx](#)

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 [I-4g 6.25.24 Report to IndyGo Board.docx](#)

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

7. Adjourn (Presenter – Greg Hahn)

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 11:27am.

Chief Legal Officer
Robert Frye

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

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Copier Lease Contract

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into a five-year contract agreement with Toshiba America Business Solutions, Inc. for copier lease and material services in an amount not to exceed \$281,300.

BACKGROUND:

Sharp Business Systems is the current contracted vendor for copier lease services outlined in RFP#19-01-308 for three years with two optional years. The awarded vendor was approved at the April 2019 IPTC Board of Directors Meeting. IPTC extended the contract for two optional years through July 2024 at the January 2022 IPTC Board of Directors Meeting. Due to the current contract expiring and the projected delivery schedule of replacement copiers, IPTC extended the contract with Sharp Business Systems until January 31, 2025.

DISCUSSION:

In March 2024, IPTC published an RFP for a new copier leasing and services contract. The Evaluation Committee met on July 1, 2024, and selected Toshiba America Business Solutions as the new vendor. Overall, Toshiba America Business Solutions offered the best solution to meet our requirements and price.

ALTERNATIVES:

The Board could choose not to contract copier leasing and services with Toshiba America Business Solutions. However, IPTC would lose the ability to print/copy/scan business documents, severely impacting its operations.

FISCAL IMPACT:

This project will be funded by the information technology operating budget. The Toshiba America Business Solutions copier leasing and services will be budgeted for \$56,260 annually from FY2025 to FY2029, totaling \$281,300. By comparison, the initial contract with Sharp Business Systems in FY2019 cost \$55,211 annually; however, the cost increased to \$98,798 in FY2022, \$128,114 in FY2023, and \$92,440 in FY2024 due to the increase of devices (12 to 28) and co-termining the lease to expire in July 2024 (raising the monthly lease cost per device). IPTC will save \$36,180 annually on its current copier costs by executing a new copier lease and services contract.

DBE/XBE DECLARATION:

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

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Director of Life Safety and Security Mark Emmons
SUBJECT: Consideration and approval of Alertus Text-to-Speech Modification

ACTION ITEM A – 3

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, we request that the Board authorize the President/CEO to enter into a contract agreement with Multiguard Corporation. This agreement will be for the purchase and installation of the Alertus Text-to-Speech modification at 9503 E 33rd Street and 2425 W. Michigan Street for an amount not to exceed \$156,570.

BACKGROUND:

In November 2022, the Board of Directors approved an action item to procure the Alertus Mass Notification System for the two facilities listed above. At the time of that procurement, it was decided that IPTC did not want to purchase the text-to-speech option due to the total cost of both packages. The Alertus system was installed, and IPTC incorporated it into its quarterly safety drills.

DISCUSSION:

After running several quarterly life safety drills using the system, it was found that IPTC needed to add the audio portion for enhanced communication. The text-to-speech system would allow employees who may not be near a computer screen, alert beacon, or marquee sign to better respond to the emergency without having to find the nearest beacon or sign. This would decrease the time needed to respond to the emergency and lower the possibility of putting an employee in harm's way. The project will be a sole source project as Alertus is the only manufacturer of this system. Alertus does not sell its product to the end user and requires IPTC to use an authorized Alertus dealer to purchase and install the equipment. Multiguard is the vendor of record for the IPTC account.

If the Board approves IPTC to purchase the system for both locations, Multiguard has agreed to give a 3% discount on the price, bringing the amount to \$151,873.

ALTERNATIVES:

The Board could choose not to award this contract. If this alternative is selected, the implications of this decision are as follows:

- There would be no text-to-speech system to assist in quicker notification for those not close to a beacon or marquee sign.

FISCAL IMPACT:

This project is unbudgeted, and the funding source for this procurement will come from the proceeds of the 2021 approved bond issue.

DBE/XBE DECLARATION:

There is no DBE goal associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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



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

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Senior Director – Capital Facilities Modernization & Asset Management Andrea Hermer
SUBJECT: Consideration and approval of Construction for 1501 Garage Bay Renovation Sub-Project

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President and CEO Jennifer Pyrz to award a construction contract to Shuck Corporation in an amount not to exceed \$240,900. This Project is for the renovation of two existing maintenance bays at the 1501 W. Washington Street Garage, which will increase the number of bays that can accommodate IPTC’s growing number of 60’ articulated buses.

BACKGROUND:

As IPTC’s fleet has expanded to include 60’ buses, garage bay modifications are needed to provide adequate space for safe, efficient performance of fleet maintenance and repairs on these longer buses. This project will remove certain non-structural walls in two areas of the 1501 bus garage to better accommodate 60’ buses. Area 1 is the Tire Bay where the turn radius is too tight to accommodate a 60’ bus. Area 2 is near the Electrical Room where the length of the existing maintenance bays (Bay 9 and 11) are too short to accommodate a 60’ bus.

DISCUSSION:

A request for proposal (RFP 24-04-506) was released on May 30, 2024. Two bids were received on June 26, 2024. The bid received from Shuck Corporation was determined to be the lowest, responsive, and responsible bid. If approved by the board and provided that staff can successfully negotiate a contract with Shuck Corporation for this work, this project would begin this Fall with completion no later than December 31, 2024.

ALTERNATIVES:

Staff is recommending the lowest, responsive, and responsible bidder for award in accordance with state statute. Alternatively, the IPTC Board of Directors could reject all bids after which staff could look to re-bid the project at a later date or cancel the project all together. By doing so, IPTC’s operations and maintenance teams would continue to have to work around the constraints and hazardous conditions that occur when 60’ buses protrude from these bays.

FISCAL IMPACT:

This Project is locally funded and budgeted.

DBE/XBE DECLARATION:

The project is locally funded with XBE goals set at 15% MBE, 8% WBE, 3% VBE and 1% DOBE participation. Shuck does not fully meet the XBE goals for this project but certified its good faith efforts to meet XBE goals. Shuck will be working with Platinum Level Construction Services representing 10% WBE participation.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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



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

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Senior Director of Service Planning Annette Darrow
SUBJECT: Consideration and approval of On-Call Scheduling Services

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President / CEO to enter an optional contract extension with CSched to provide On-Call Scheduling Services for one year, not to exceed \$75,000. The original contract approved in July 2020 for three years was not to exceed \$200,000 for three years with two option years.

BACKGROUND:

At IPTC, the Service Planning Department is responsible for operations planning, scheduling, and run cutting which are the foundation of fixed route bus service. IPTC uses the HASTUS software suite version 2021, and the schedule data from HASTUS is used in many external systems, including the Avail CAD/AVL system, Swiftly, Google, and other third-party consumers. CSched will provide training, scheduling, and run cutting support as well as be used for other HASTUS-related operational needs or special projects.

DISCUSSION:

CSched is a consulting team with specialized knowledge of fixed-route transit scheduling and the HASTUS transit scheduling software system by GIRO, Inc. The team has extensive experience developing and tracking planned level-of-service budgets, creating organizational plans for the scheduling and planning functions, benchmarking system performance against peer agencies, and evaluating operating costs related to current and alternate scheduling practices.

CSched provides training and support to staff to optimize and use Hastus to its full potential. With future staff retirement in the Scheduling Department, there will be a loss of institutional and tacit knowledge and the continuing need to develop best practices documentation. It's essential to know how to use the software as well as review ad hoc scenarios and have a backup. CSched is our backup.

This was a competitive three-year solicitation with two optional years. This is the last option year of the contract. Because it is an industry-specific and a technical service, only one bid was received when the original solicitation was issued.

ALTERNATIVES:

The Board could choose not to award this contract. This work has been done by the scheduling team, but the primary staff person responsible has worked with and trained staff and could retire at any time. IPTC risks not having all the expertise for creating public schedules, operator schedules, run cuts, and contractual operator bids. The team has the skills to create the work but not the institutional knowledge or full expertise to perform it without outside assistance.

FISCAL IMPACT:

The total cost of this optional year will not exceed \$75,000. The operating budget provides funding for this procurement.

DBE/XBE DECLARATION:

Due to the unique nature of this procurement, including knowledge and experience with the Giro/HASTUS software, no subcontracting opportunities were available to be split out for smaller certified businesses to bid on.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Deputy Chief Transportation Officer Michael L. Roth
SUBJECT: Consideration and approval of Paratransit, Assessment, and Eligibility contract

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Jennifer Pyrz to enter into a contract with MTM Transportation. The contract is three base years priced at \$996,495.15 with two option years priced at \$715,151.32, for a total amount not to exceed \$1,711,646.47.

BACKGROUND:

The Americans with Disabilities Act (ADA) is specific in defining eligibility for paratransit programs. A person must have an actual physical, visual, or mental functional limitation that causes them to be unable to use accessible fixed route transportation. A person’s age, the distance to the bus stop, and the weather do not alone establish eligibility. The ADA law says the following factors must be considered in determining ADA paratransit eligibility.

- A person’s disability and functional abilities
- Accessibility of the fixed route system
- Architectural barriers

A person is eligible to use paratransit services if you fall into one of the following categories:

- You cannot use the fixed route system, which means you cannot independently board, ride, or disembark from the fixed route system some or all the time.
- The fixed route system is not accessible.
- You cannot get to or from the system independently, which means you have an impairment-related condition that prevents you from traveling to or from a bus stop some or all the time.

Of particular importance is that the contractor must be familiar with a wide range of medical conditions, and their impact on functional capabilities is also required.

DISCUSSION:

The Request for Proposal (RFP) was released on April 8, 2024. The procurement department received two (2) responsive and responsible proposals from MTM Transportation and Bilkinetix. A Best and Final Offer (BAFO) was requested from both vendors on June 5, 2024, with responses due Friday, June 7, 2024.

MTM Transportation is considered the most responsive and responsible proposal with the best value, based on the evaluation committee members scoring and price evaluation.

ALTERNATIVES:

The Board could choose not to approve our recommendation; however, IPTC would need to enter into an emergency contract and find an alternative solution for our current Assessment and Eligibility provider.

FISCAL IMPACT:

Funding for this procurement is IPTC local funding.

DBE/XBE DECLARATION:

No XBE goal is associated with this contract award due to the specialized nature of the service and the lack of XBE providers.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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

BOARD MEMORANDUM

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

ACTION ITEM A – 8

RECOMMENDATION:

Review and receive Governance & Audit Healthcare Costs Review Report

- See Reference Item 2024-02

BACKGROUND:

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

DISCUSSION:

The objective of this review was to update the understanding of IPTC’s processes and controls related to managing healthcare, dental and clinic costs and related contracts.

The scope of this report includes:

- Review key processes and test selected transactions, related to:
 - Contract scope, terms and conditions
 - Financial, operational, or reporting requirements
 - IPTC’s monitoring of agreements
 - Expenditure trends and provider payments
- Assess the effectiveness of design and operation of internal controls
- Identify potential opportunities for process and control improvements or revenue enhancements

This overall report rating was considered “Medium” based on three observations that could enhance the management, cost effectiveness and delivery of IPTC employee benefits.

1. Health clinic costs, performance, and utilization
2. Health plan benefit levels
3. Internal controls over health care claims

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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

Healthcare Costs Review

Governance & Audit Report No. 2024-2

Fieldwork Completed April 4, 2024

Report Issued July 15, 2024

EXECUTIVE SUMMARY

Background

The FY 2024 Internal Audit Work Plan approved by the Governance and Audit Committee included a Healthcare Costs review. This is a follow-up and update of our FY 2021 Health Care Costs review and Report 2021-6.

IndyGo is self-insured for its healthcare costs. Employee healthcare benefits include medical, prescription drug, dental, and vision programs, as well as a free on-site clinic and wellness program. The insurance carrier is Anthem Blue Cross Blue Shield. (We did not assess life insurance, short-or long-term disability, or employee assistance programs).

IndyGo's expenditures for its healthcare plans, including the clinic and wellness program, were \$13.4 million in Fiscal Year 2023, an increase of 8% from FY 2022. Benefits represent almost 10% of IndyGo's approved operating budget (excluding retirement costs).

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

Objective and Scope

- Update our understanding of IndyGo's processes and controls related to managing healthcare, dental and clinic costs and related contracts.
- Review key processes and test selected transactions, related to:
 - Contract scope, terms and conditions
 - Financial, operational, or reporting requirements
 - IndyGo's monitoring of agreements
 - Expenditure trends and provider payments
- Assess the effectiveness of design and operation of internal controls.
- Identify potential opportunities for process and control improvements or revenue enhancements.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations		
		High	Medium	Low
Healthcare Costs Review	Medium	1	2	0

Overall Summary and Review Highlights

IndyGo's Department of People and Teammate Experience (DPTE) is responsible for managing the healthcare benefits programs and overseeing the providers. DPTE has experienced management turnover, and has 14 total employees as of April 2024. DPTE most recently contracted with a Clinic and Wellness provider in November 2021, and a Benefits Advisor and Insurance Broker in June 2022.

IndyGo had an average monthly headcount of 730 employees in 2023. The health plans had participation by 76% of these employees.

We have rated the overall risk associated with this Healthcare Costs review as "Medium."

Our following report provides three observations that could enhance the management, cost effectiveness and delivery of IndyGo employee benefits:

- Health Clinic Costs, Performance and Utilization
- Health Plan Benefit Levels
- Internal Controls over Health Care Claims

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

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

1. Health Clinic Costs, Performance, and Utilization

Observation:

IndyGo members’ usage of the Clinic has been lower than targeted, and costs have been escalating. It is difficult to correlate wellness efforts to ultimate reductions in health care claims costs.

Recommendation:

Drive participation by employees and family members in the clinic. Expand employee education about this benefit. More fully utilize the clinic operator’s expertise.

Observation Rating: Medium

IndyGo offers a unique on-site health care clinic and wellness program to its employees. IndyGo issued a Request for Proposals (RFP) in 2021 to help increase the clinic’s utilization, enhance employee outreach, and demonstrate wellness outcomes which reduced medical claims expense.

Marathon Health, LLC was selected and began providing services on February 1, 2022. Employees may visit a Marathon Health clinic at IndyGo’s west campus (1501 W. Washington Street) or several other local sites. Marathon provides robust reporting, hosts monthly meetings, and provides strategy suggestions to enhance wellness.

A. Clinic and Wellness Program Costs are Escalating

Billed costs include a fixed monthly fee, plus variable monthly costs for lab services and medications.

The total contract cost was \$803,378 for IndyGo’s FY 2023. This represents an increase of 3% over FY 2022.

IndyGo had a monthly average of 553 employees utilize the clinic during FY 2023. Thus, the average cost per employee (including their family members) exceeded \$1,450 for clinic and wellness services.

IndyGo’s employees and operators are its greatest assets. The clinic is a unique benefit among transportation providers.

IndyGo should continue to support the well-being of its employees, while seeking a return on its health care investment in this area.

To accomplish these goals, IndyGo could:

- Drive participation in the clinic, especially for those with chronic conditions. This should reduce IndyGo employee health issues and related absences or lost time, and reduce the cost per visit.
- Maximize the usage of Marathon Health’s knowledge, expertise and available information.
- Enhance contract monitoring of deadlines, invoice support and performance guarantee calculations. This should increase understanding of the contract, as well as allow for more rapid changes in strategy or programs.

Management’s Action Plan:

We agree.

- **Overall Plan** – We will develop a plan on how to accomplish everything.
- **Increase Usage of the Clinic** - The Department of People has initiated efforts to encourage more employees and their family members to use the clinic through targeted marketing.
- **Measure the Impact of the Wellness Program and Clinic** - We will discuss how to develop and review KPIs with Marathon.
- **Contract Monitoring** – We will involve the Legal Department in the contract monitoring as a responsible party, given the complexity of the terms of the contract(s).

B. Clinic Usage is Lower Than Targeted

Engagement with the Clinic includes in-person or virtual appointments with a provider or health coach. IndyGo employees, spouses and dependents are Plan members.

Engagement was 47% of total eligible Plan members for CY 2023. Engagement declined from 50% for CY 2022.

There were almost 3,500 clinic visits recorded in 2023. However, the clinics have additional capacity, throughout the Marathon network. Encouraging more members to participate should have a positive long-term effect on wellness.

C. Clinic Visits Are Primarily Preventive

IndyGo has a relatively high chronic population with high-cost claims, which drive the majority of health care costs. Only 19% of clinic visits in 2023 were classified as acute care related. 71% were for preventive purposes, such as physicals and health coaching.

An increase in focus and strategies on acute and chronic care cases should yield a proportionally higher reduction in ultimate claims costs.

Also, since over 90% of the Clinic’s costs are billed as a fixed monthly fee, the cost per visit will decrease as visits increase.

D. Correlation of Wellness Program to Health Care Cost Reduction is Not Easily Measurable

Wellness programs are recognized as important tools for early disease identification, employee education and improved productivity. Studies by various government and private organizations have estimated a broad range of potential savings from wellness programs and employer Return on Investment (ROI).

- Expand employee communication and outreach efforts about this free benefit.
- Implement an ROI measure to capture overall health care cost savings achieved, as well as productivity increases due to fewer sick days taken by employees. The goal is to assess the value of health care savings for each dollar invested in intervention activities. (I.e., one dollar yields \$3 in claims cost savings and productivity improvement).
- Consider whether to reduce or eliminate the wellness program or clinic, if the clinic does not achieve its wellness goals, or if employee usage does not increase after outreach and education. IndyGo could then redeploy the \$1,450 per employee to other healthcare areas of need.

- **Obtain Credit and Requested Documentation from Marathon** - We will work with the Department of Governance and Audit to obtain the requested credit and information.
- **Evaluate Continuation of Clinic** - We will conduct an evaluation of the clinic in 2025 and make a decision then about whether to continue the clinic.

Responsible Parties:

- Chief Financial Officer
- Deputy Chief Legal Officer

Due Date:

- December 31, 2024 - for a plan on how to accomplish everything
- June 30, 2025 – for the evaluation of the clinic and decision about whether to continue it.

There is a presumed return on addressing the most significant conditions, such as smoking, obesity, back pain, diabetes, and high blood pressure. Employer benefits include anticipated reductions in medical costs, improved absenteeism rates, and enhanced recruiting results.

However, there is no readily available ability to measure or correlate the cost of IndyGo’s wellness program and clinic services to overall health care claims costs.

E. Health Outcome Performance Targets Were Not Met

The contract contains several targets related to Member Engagement, Member Experience, Health Outcomes and IPTC Savings. Each subcategory has definitions and detailed measurement criteria to be assessed once annually. Depending on the results, Marathon’s charges may be reduced up to 10%.

The first Performance Guarantee report was calculated and provided by Marathon for the contract year ended January 2023. It showed that 16 of the 18 Health Outcomes were not met. These included targets for cancer, diabetes, musculoskeletal system, mental health, and tobacco cessation.

As a result, IndyGo is contractually entitled to receive a credit of 100% of its at-risk amount for this category. Marathon initially provided an estimate based on a portion of fees. After our inquiries, Marathon provided an updated estimate, correctly based upon aggregate fees, of \$19,092. IndyGo has not yet received the credit, which is contractually due by July 31, 2024. It appears that IndyGo will also be due a credit for the second contract year ended January 31, 2024.

Marathon has not yet fully responded to our requests to provide the calculations to support their reported metrics. As a result, we have not fully verified the accuracy of the reported results or the

credit due to IndyGo. We will follow up with Marathon account executives.

Marathon calculates the Performance Guarantees monthly. IndyGo has not requested this monthly report, which would help with contract oversight, and developing corrective actions to support employee wellness.

F. Contract Monitoring Can Be Enhanced

Marathon Health provides significant information and analysis in its monthly reports. The contract includes detailed and complex performance guarantees.

IndyGo does not currently have a staff representative assigned to monitor these contract provisions, to ensure accurate reporting, compliance with deadlines, and to support wellness goals.

Also, Marathon’s monthly invoices include lab costs and prescriptions charges, which vary upon usage. These are provided in total, without any breakdown. These are to be billed to IndyGo at Marathon’s cost. IndyGo has not requested the detail supporting the monthly charges, or validated that lab costs and prescription drugs are billed at cost.

We have requested Marathon’s supporting documentation for ten charges to determine whether IndyGo was billed at Marathon’s cost. Marathon has not yet fully responded to our requests. As a result, we have not fully verified the accuracy of the billed charges. We will follow up with Marathon account executives.

Developing a monitoring or compliance role will provide greater insight into the clinic’s operations and billings, as well as complement the existing Wellness Coordinator position.

2. Health Plan Benefit Levels

Observation:

IndyGo provides health benefits exceeding various benchmarks. IndyGo’s member population has more chronic and high-cost claims than peers. As a result, IndyGo’s health care costs have continued to exceed budget and increase at a pace greater than inflation.

Recommendation:

IndyGo should implement plan amendments or changes to contain health care costs, while maintaining its recruiting and retention goals. This could avoid significant future reductions in plan benefits.

Observation Rating: High

IndyGo offers medical, pharmacy, and vision plans through Anthem Blue Cross Blue Shield. A dental plan was offered through Delta Dental in FY 2023 (and was transitioned to Anthem in FY 2024). Costs were:

<u>Provider</u>	<u>2023 Billings</u>	<u>Change</u>
Anthem BCBS	\$12,067,874	7.4%
Delta Dental	\$323,714	- 5.3%

A. IndyGo’s Benefit Levels Exceed Benchmarks

IndyGo’s external benefits consultant benchmark the health plan benefits. Milliman data sets used were National (all companies and sizes), comparable employee size, Public Administration industry, and State of Indiana.

The metrics benchmarked were Employee deductibles (single and family), Employee out of pocket maximums (single and family), and Plan coinsurance percentages.

IndyGo’s benefits were richer or more generous (i.e., employee costs were lower) in 18 of the 20 categories surveyed. The benchmarked benefits of the other entities were 51% higher on average. For example, IndyGo’s maximum out-of-pocket cost for a family is \$6,000. The benchmark average is \$10,100.

See Appendix B for benchmark categories.

IndyGo provides health benefits better than industry benchmarks. IndyGo’s member population has more chronic and high-cost claims than peers. As a result, IndyGo’s health care costs have continued to exceed budget and increase at a pace greater than inflation.

IndyGo has made incremental changes to plan components in recent years. However, these have not been sufficient to reduce the total increase in costs, or the per employee increase in costs.

Stronger measures should be implemented. These may include:

- Faster movement towards industry averages for key plan components.
- Termination of the PPO plan, and shift into a high deductible health plan (HDHP). The City of Indianapolis and State of Indiana agencies have implemented HDHP plans.
- Address the chronic population and acute care needs more strongly.

Management’s Action Plan:

Management recognizes that health benefits have been the fastest rising budget cost over the past several years. Every year during the budget process it gets much of our attention on how to contain costs.

While adjusting plan benefits is an apparent way to accomplish this, the Collective Bargaining Agreement (CBA) with Local 1070 requires that we get their concurrence on any significant changes to the plans.

Union leadership has in the past agreed to some minor changes that provide some premium relief. However, we have not been able to agree to meaningful changes.

We will continue to bring proposals to Union leadership as we try to curtail the rising costs to the Corporation.

B. Costs Exceeded Budget for the Past Four Years

The medical and pharmacy plans are budgeted based on “premium equivalents.” IndyGo’s actual self-insured costs have exceeded the plan budgets for each of the plan’s four full operating years. The total plan (PPO and HDHP) loss ratios ranged from 101.1% to 107.9% of budget in 2023.

C. Per Employee Per Year Costs Exceed Benchmarks

PEPY is IndyGo’s total cost of the plans, divided by the number of enrolled employees. This trend analysis reduces fluctuations due to changing numbers of employees.

IndyGo’s total plan cost per employee was \$19,167 in 2023, an increase of 10.4%. This exceeds the national benchmarks in the Willis Towers Watson *Financial Benchmarks Surveys*.

D. IndyGo’s High-Cost Claims Drive Increases

Claims for 8.4% of the Plan participants resulted in 68% of the Plan’s costs in FY 2022. This chronic or high-risk population resides primarily in the PPO plan, which is now closed to new employees.

Nationally, all claims for the top 10% of employees resulted in 67% of Plans’ costs, according to the federal Agency for Healthcare Research and Quality (AHRQ) report in 2021.

E. Plan Updates Could Reduce Costs

IndyGo has enacted certain plan changes in recent years to help manage costs, while providing strong health benefits to remain competitive with other employers.

Changes have included the creation of a High Deductible Health Plan (HDHP) for new employees, along with contributions to employees’ Health Savings Accounts (HSA); and revisions to annual deductibles, out-of-pocket maximums and coinsurance rates.

- Continue the employer contribution to employee Health Savings Accounts (HSA). IndyGo contributed over \$170,000 in 2023.

IndyGo has an external benefits advisory firm and a clinic provider that have deep knowledge of IndyGo’s employee population, as well as valuable comparable industry data. IndyGo should convene these providers together to help address these challenges.

Responsible Parties:

Chief Financial Officer

Due Date:

December 31, 2024

Despite these plan adjustments, IndyGo continues to experience escalating health care costs, unfavorable benchmark comparisons, and a chronic higher risk member population. Additional measures may need to be taken to remedy these challenges, while continuing to provide wellness and health benefits to employees.

IndyGo's external benefits consultant models potential plan updates annually. These are discussed with management and union personnel.

Proposed ideas that have not been adopted include:

- Keep the current plans options but normalize to benchmarks.
- Terminate the PPO option, as it contains an aging and higher cost member base.
- Increase HSA contributions to encourage migration to the High Deductible plan.
- Select a different tiered network.
- Negotiate a separate Pharmacy Benefit Manager (PBM) to help lower drug costs.

3. Internal Controls over Health Care Claims

Observation:

Individual health care claims processed by the Third-Party Administrator (Anthem) are not reviewed by an internal compliance function or by an external claims audit firm.

Recommendation:

Implement a more robust claims review process, to mitigate any potential medical coding, pricing or other errors.

Observation Rating: Medium

A. Review of Health Care Claims Could Be Enhanced

Anthem's weekly invoices include a one-page Summary of Charges, such as medical and pharmacy claims, and retention fees. The invoices do not contain detail of specific claims or prescriptions, primarily due to HIPAA privacy rules. Detailed claims information is available through the Anthem portal.

Our review of internal controls over health care claims disclosed potential opportunities to enhance the review of claims:

- IndyGo does not have a health care compliance function. The internal control for validity of claims resides primarily at Anthem, the Third-Party Administrator and insurance carrier. IndyGo is essentially outsourcing its claims department.
- IndyGo has not conducted an employee census audit of ADP system information. These audits verify health plan data such as waivers of insurance participation, dependent eligibility, member date of birth, and part-time vs. full-time status.
- IndyGo has not conducted a medical claims audit. External firms are typically engaged for self-funded plans to review payments made to providers, and individual medical and pharmacy claims. Tests may assess duplicate payments, incorrect medical coding or pricing errors, payment for services excluded by the plan, or miscalculations of co-pays and deductibles.

A robust claims review process is an important internal control, to help manage costs and ensure quality.

IndyGo does not currently review or audit any individual health care claims processed by the Third-Party Administrator (Anthem).

Any TPA firm should have controls in place. However, a review by an internal health care compliance function or by external health care claims auditors should be undertaken on a periodic basis.

Management's Action Plan:

Claims are reviewed in aggregate by the Department of Finance. Both the CFO and Budget Director review the monthly reports and meet with our external Benefits Advisor / Broker several times during budget season to go over the reports exhaustively.

We are satisfied with the work the TPA is performing for us. We do not believe that the Corporation should have internal controls to review individual claims before being paid.

We agree to conduct an employee census.

The Department of Finance has uncovered late payments and will continue to work with the Department of People to pay on time.

Responsible Parties:

Chief Financial Officer
 Deputy Chief Legal Officer

B. Invoices Paid Late

Multiple invoices have been paid late in CY 2022 and 2023. For example, 33% of Delta Dental invoices tested were not paid within 30 days. Anthem invoices, which are due within 5 days of receipt, were paid on time, because there is an automated draw-down process.

C. Invoices Addressed to Prior Management

Invoices from various vendors were addressed to prior HR management.

Also, the related contracts had not been updated to reflect IndyGo's current contact persons.

Due Date:

December 31, 2024

APPENDIX A – RATING DEFINITIONS

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

Appendix B, Benefit Plan Benchmark Data for High Deductible Health Plans (HDHP)

	IndyGo	National	Employee Size: 501 to 1,000	Industry: Public Administration	State: Indiana
High Deductible Health Plan		n = 29,727	n = 431	n = 367	n = 764
Deductible: Single	\$2,000	\$3,000	\$3,000	\$3,000	\$3,500
Deductible: Family	\$4,000	\$6,000	\$6,000	\$6,000	\$7,000
Plan Coinsurance	80%	90%	80%	100%	80%
Out of Pocket Maximum: Single	\$3,000	\$5,500	\$5,000	\$4,200	\$5,500
Out of Pocket Maximum: Family	\$6,000	\$11,000	\$10,000	\$8,400	\$11,000
Source: Milliman Survey data as presented in LoCascio Hadden and Dennis, LLC (LHD) Benefits Advisors report.					

Note: IndyGo’s benefits are greater or “richer” than the surveyed average national entity, comparable sized entities, public administration agencies, and State of Indiana entities – for 18 of the 20 categories analyzed by LHD for 2023.

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

BOARD MEMORANDUM

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

ACTION ITEM A – 9

RECOMMENDATION:

Review and receive Governance & Audit Collision Review Report

- See Reference Item 2024-06

BACKGROUND:

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

DISCUSSION:

Due to concerns by management shared during the Annual Risk Refresh a request was made to examine the policies, procedures, and controls related collision involving IPTC vehicles and perform a review of the collisions that have occurred over a designated timeframe and controls in place for the collisions.

Considerations included:

- Determine reasons for collisions (new drivers, route changes/detours, etc.)
- On-time performance contributing factor
- Preparedness for new drivers (training requirements for new drivers, time behind simulator, etc.)

Per our review, this report is an informational report regarding the number of collisions at IPTC compared to national trends and similar size cities. It is determined that there is a peak of collisions with coach operators with three to nine years of experience which can be attributed to this being the largest group driving the most hours and miles.

ALTERNATIVES:

N/A

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

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

Collisions Review

Governance & Audit Report No. 2024-06

Report Issued July 9, 2024

EXECUTIVE SUMMARY

Background

During late 2023 the Governance & Audit team, with input from management and its subject matter advisors, compiled a heat map to identify and illustrate the agency's risk universe. Perspectives were sought on agency-wide risks, external risks, and threats to IndyGo's mission and objectives.

The FY2024 Internal Audit Work Plan was approved In January 2024 by the Governance & Audit Committee. Included in this approved work plan was the Collisions Review.

Objective and Scope

Examine the policies, procedures, and controls related to IndyGo's Collisions and perform a review of the collisions that have occurred over a designated timeframe and controls in place for the Collisions. Considerations included:

- Determine reasons for collisions (new drivers, route changes/detours, etc.)
- On-time performance contributing factor
- Preparedness for new drivers (training requirements for new drivers, time behind simulator, etc.)

Overall Summary and Review Highlights

Determining reasons why collisions occur is instrumental in IndyGo's attempt to provide a safe and secure commute for its passengers. Preventing accidents should be at the top of IndyGo's strategy. Identifying ways to help avoid preventable accidents is the first step in moving towards this safe and secure environment that IndyGo strives to provide.

The Risk and Safety Department is responsible for the submission of all the reporting for collisions through the National Transit Database (NTD) for IndyGo.

No observations and recommendations have been made by Governance & Audit for this review as IndyGo has a robust training and accident review procedures.

This review is divided into four categories:

- Collision Type
- Training
- Years of Experience
- Comparison to Other Transit Agencies

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance & Audit at: batkinson@indygo.net.

SUMMARY OF SELECTED COLLISION CATEGORIES

Subject	Summary Details																												
1. Collision Type	<p>IndyGo Training material defines a collision as, “An accident is any incident or occurrence in which a vehicle comes in contact with a person, vehicle, or object, regardless of whether contact caused damage or injury or any incident on or around your vehicle involving injury or possible injury to a passenger or pedestrian.”</p> <p>IndyGo Risk & Safety Department reviews all collisions and applies the National Safety Council’s Chart of Contributing Factors to determine if Preventable or Non-Preventable.</p> <ul style="list-style-type: none"> • A PREVENTABLE accident is when the operator fails to do everything reasonable to prevent the accident (neglect, failure to signal, etc.). Therefore, defensive driving is imperative. • A NON-PREVENTABLE accident is clearly not the operator’s fault. Examples include if a rock hits your bus, or you are rear-ended while at a traffic signal, and there was no erratic movement of your bus (i.e., bus at a complete stop for a red light). <div style="text-align: center;"> <table border="1"> <caption>Total Traffic Accidents vs. Preventable Accidents</caption> <thead> <tr> <th>Year</th> <th>Total Traffic Accidents</th> <th>Total Preventable Traffic Accidents</th> <th>% Preventable per Traffic Accident</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>480</td> <td>230</td> <td>47.92%</td> </tr> <tr> <td>2019</td> <td>820</td> <td>310</td> <td>37.93%</td> </tr> <tr> <td>2020</td> <td>900</td> <td>290</td> <td>32.22%</td> </tr> <tr> <td>2021</td> <td>710</td> <td>220</td> <td>30.99%</td> </tr> <tr> <td>2022</td> <td>750</td> <td>240</td> <td>32.00%</td> </tr> <tr> <td>2023</td> <td>670</td> <td>230</td> <td>34.34%</td> </tr> </tbody> </table> </div>	Year	Total Traffic Accidents	Total Preventable Traffic Accidents	% Preventable per Traffic Accident	2018	480	230	47.92%	2019	820	310	37.93%	2020	900	290	32.22%	2021	710	220	30.99%	2022	750	240	32.00%	2023	670	230	34.34%
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Management stated internally IndyGo is focused on lowering the number of preventable accidents. Preventable accidents are the highest costs to IndyGo as IndyGo is deemed 100% liable. IndyGo has done well with lowering these numbers of preventable accidents, although has seen a sharp increase for 2024. Management is continually looking for ways to improve the processes in place for the prevention of collisions.

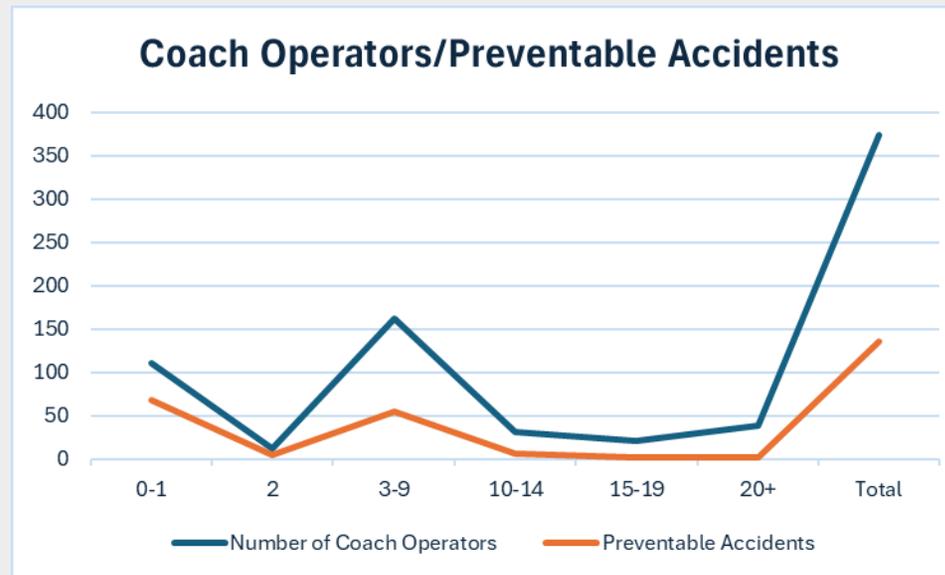
2. Training

IndyGo performs the following training for Coach Operators as it pertains to accident prevention:

- New Driver Training
 - The Training Module for New Driver Training includes the following:
 - Accident Procedures
 - Vehicular Accident Policy
 - Accident Reporting
 - Passenger Accidents
 - Employee Accidents
 - Winter Accident Prevention
 - Drowsy Driving & Fatigue
- Post Accident Training
 - Coach Operators are retrained immediately following an accident.
 - Training can be two hours to 3 days based on employee tenure, accident type, and severity.
 - In the field training consists of a mock/reenactment of the accident environment for possible future preventative actions to be taken by the operator.
- Annual Refresher Training for all Coach Operators
- Discretionary Training, if issues have been identified by Transportation.

3. Years of Experience

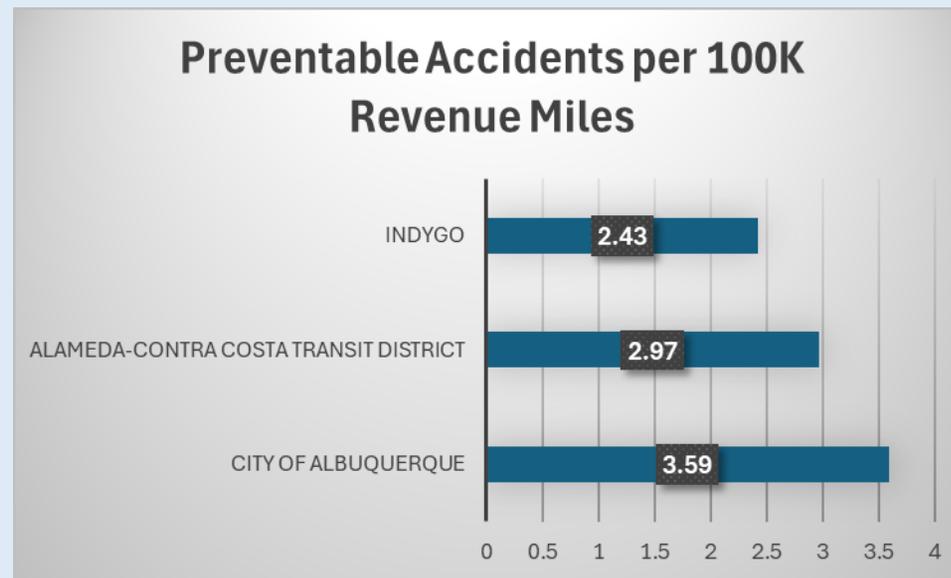
Review was performed to determine if years of experience plays a contributing factor in the number of accidents that occur with coach operators at IndyGo. The following graph shows the years of experience and how it plays into the number of accidents.



Per review of the above graph, it was determined that a spike in the number of collisions occurs for new drivers as well as another spike occurring around the three to nine years of service timeframe. It was thought to be due to the complacency of the worker; however, through review of the information obtained, it was noted that the bulk of our drivers are in the three to nine years of experience category. Thereby, making sense that this group would have inherently the higher number of accidents. In addition, it was noted that the largest group of drivers in the three-to-nine-year experience drives more hours and miles than other groups and technically has a smaller percentage overall.

2. Comparison to Other Transit Agencies

Governance and Audit performed a comparison to other transit agencies of similar city size and like modes of transportation offered to determine if IndyGo is trending with other organizations nationally. Review demonstrated IndyGo to have less accidents per 100k miles.





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

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Board Chair Greg Hahn
FROM: Chief Legal Officer Robert Frye
SUBJECT: Introduction of Proposed Ordinance 2024-02 authorizing the acquisition of real property for the East Campus Expansion Project

ACTION ITEM A – 7

RECOMMENDATION:

It is recommended that the Board of Directors approve and adopt proposed Ordinance No. 2024-02 authorizing IPTC to acquire the real property located at and commonly referred to as 9625 East 33rd Street, Indianapolis, Indiana for the East Campus Expansion Project.

BACKGROUND:

IPTC is committed to providing bus rapid transit and increased services as required by the Marion County Transit Plan. To achieve increased service, additional coaches are being purchased resulting in a vehicle fleet larger than the facility at 1501 West Washington Street can accommodate. Implementation of the Marion County Transit Plan has also required an increase in both operational and administrative staff. To effectively house and maintain the fleet, train new operators, and provide operations support services, IPTC requires additional maintenance facilities. Through planning for and conceptual design efforts, IPTC has determined that property located immediately adjacent to its East Campus at 9625 East 33rd Street (the “Property”) is suitable for the construction and operation of a new fleet maintenance garage, a bus operator training track, and appurtenant facilities.

As required by statute, the Board adopted Resolution Number 2022-04 approving the purchase of the Property and directing the appointment of two appraisers to appraise the fair market value of the Property. Ind. Code §§ 36-1-10.5-1 and -5. The two appraisals were completed and have recently been updated. By law, IPTC may offer to purchase the Property for a price no greater than the average of the two appraisals. Ind. Code §§ 36-1-10.5-6. However, in the event that IPTC is unable to reach agreement on a purchase price with the owner of the Property, then it will have to resort to exercising its power of eminent domain to appropriate the Property. Before doing so, however, the Board must adopt an ordinance authorizing the exercise of the power of eminent domain. A copy of proposed Ordinance No. 2024-02 is attached to this memorandum.

DISCUSSION:

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

Code § 36-9-4-32. Accordingly, Ordinance No. 2024-02 is being introduced at the Board's July 25, 2024 meeting to authorize IPTC to institute eminent domain proceedings, if necessary, to acquire the Property.

Following introduction at the July 25th meeting, IPTC will publish a public notice to include (1) reference to the subject matter of the proposed ordinance, (2) that it is pending final action by the Board, (3) that the Board will hold a public hearing at which any person present will be given an opportunity to give testimony or evidence for or against the proposed ordinance, and (4) that the proposed ordinance is available for public inspection at the office of the Board, all as required by Ind. Code § 36-9-4-24. The Board will then hold a public hearing at its meeting scheduled for August 21, 2024 to hear any testimony or evidence for or against the proposed ordinance, after which it may take final action, as required by Ind. Code § 36-9-4-25.

ALTERNATIVES:

The Board could choose not to adopt the proposed ordinance, in which case IPTC would not be able to exercise the power of eminent domain to acquire the Property, which would likely result in IPTC not being able to secure ownership of the Property.

FISCAL IMPACT:

Acquisition of the Property is funded through the project budget for the East Campus Expansion Project.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be considered by the full Board of Directors as part of the Regular Agenda for its meeting scheduled for July 25, 2024.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

ORDINANCE NO. 2024-02

Date of Introduction: July 25, 2024
Date of Public Hearing: August 21, 2024
Date of Adoption: _____

An ordinance of the Indianapolis Public Transportation Corporation (IPTC) authorizing the acquisition of real property interests for the East Campus Expansion Project.

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

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

WHEREAS, due to the improvements to the System and expansion of service having been implemented in recent years and planned for the near future by IPTC as it implements the Marion County Transit Plan, including the active and planned bus rapid transit lines, IPTC has and will continue to add additional transit vehicles and personnel and, therefore, needs to expand its physical facilities to house and perform fleet maintenance and bus operations support services; and

WHEREAS, IPTC currently owns and operates its East Campus facilities located at 9503 East 33rd Street in Indianapolis (“East Campus”); and

WHEREAS, through planning for and conceptual design efforts, IPTC has determined that property located immediately adjacent to the East Campus at 9625 East 33rd Street is suitable for expansion of the East Campus, including construction of a new fleet maintenance garage, a bus operator training track, and appurtenant facilities (the “East Campus Expansion Project” or “Project”); and

WHEREAS, the Board finds that it is in the public interest and necessity that IPTC acquire the aforementioned property in order to develop, construct and operate the Project.

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

SECTION 1. Findings and Purpose. The Board finds and declares that the public interest and necessity require the acquisition by IPTC of the real property located at and commonly referred to as 9625 East 33rd Street, Indianapolis, Marion County, Indiana (the “Property”), and that the

acquisition of the Property is necessary for the development, extension and improvement of the System in furtherance of the implementation of the Marion County Transit Plan.

SECTION 2. Delegation of Authority. The Board authorizes and directs IPTC's Chief Executive Officer to take all actions on behalf of IPTC, including the execution of all documents, instruments, certificates and other papers required, which are necessary and proper on the advice and direction of IPTC's Chief Legal Officer to acquire the Property, including by the exercise of the power of eminent domain if necessary.

SECTION 3. Evidence of Public Necessity. In accordance with Ind. Code § 36-9-4-32, the adoption of this Ordinance shall be conclusive evidence of the public necessity of the acquisition of the Property, and that the acquisition of the Property has been planned in a manner most compatible with the greatest public good and the least private injury.

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

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

* * * * *

PASSED AND ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this 25th day of July, 2024.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____

Greg Hahn, Board Chair

ATTEST:

By: _____

Robert M. Frye, Chief Legal Officer

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Date: July 18, 2024
Current Meeting: July 25, 2024
Board Meeting: July 25, 2024

BOARD MEMORANDUM

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

ACTION ITEM A – 10

RECOMMENDATION:

Approval of appointing Dani Miller to the IndyGo Foundation Board.

BACKGROUND:

The bylaws of the Indianapolis Public Transportation Foundation (dba IndyGo Foundation) require the approval of the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) to approve Board Members for the Foundation. The Foundation Board currently consists of 13 members and Bylaws allow the Board to grow to 19.

Dani Miller is a developer with Flaherty & Collins. She is responsible for sourcing public-private affordable multifamily housing developments. She manages the community development process from project conception and planning through construction and stabilization. Her responsibilities include managing local approval processes, market research, funding procurement, financial modeling, and collaborating with a wide variety of development partners and community groups. She is currently working on an affordable housing project with 102 units along the Purple Line at 38th and Arlington.

DISCUSSION:

The prospective Foundation Board Member presented for your consideration is Dani Miller.

ALTERNATIVES:

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

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be considered by the full Board of Directors as part of the Regular Agenda for its meeting scheduled for July 25, 2024.

Information Update – June 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: July 15, 2024

JUNE 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget for the month by \$226,126 (19.0%) and over year to date by \$1,483,146 (20.8%).
- Other Operating revenue category is over budget by \$18,162 (7.3%) for the month. YTD for this revenue is over budget by \$575,027 (38.4%).
- The passenger service revenue is over budget by \$107,783 (21.8%) for the month. For the year passenger service revenue is over budget by \$106,765 (3.6%).
- PMTF Grant came in at \$11,369,828 for the year, which was exactly on budget.
- Property Tax Revenue is on budget for the month of June and year to date.
- In June we received a supplemental distribution of local income tax of \$9,591,481. \$1,395,541 was deposited into the Operating Fund and the remainder was set aside for Capital projects.
- The Service Reimbursement Program revenue is under budget by \$3,265 (-9.4%) for the month. For the year it is under budget by \$10,673 (-5.1%).

The Total Revenue for the agency is over budget by \$11,994,121 (78.2%) for the month of June. YTD Total Revenue is over budget by \$13,799,580 (21.69%).

Expenditures

I) Personal Services

- Fringe benefits are under budget for the month by \$163,087 (-8.9%). YTD it is under budget by \$1,018,631 (-9.2%).
- Overtime expenses were over budget by \$237,620 (87.8%) 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 \$1,020,857 (62.8%).
- June salary expenses are under budget by \$722,811 (-16.1%) for the month of June. YTD it is under budget by \$1,927,903 (-7.2%)

The Personal Services category is under budget by \$648,277 (-9.8%) for the month of June. It is under budget for the year by \$1,927,903 (-4.9%)

II) Other Services and Charges

- Claims were over budget by \$73,978 (21.8%) for the month. For the year this category is under budget by \$611,169 (-30.0%).

- For the month of June, the Miscellaneous Expense category is over budget by \$65,985 (82.0%). YTD is over budget by \$70,385 (14.3%).
- In June, the Purchased Transportation category is over budget by \$238,804 (26.7%). For the year it is over budget by \$1,111,059 (20.7%).
- For the month the “Services” expense category is under budget by \$1,232,523 (-56.2%). YTD this category is under budget by \$7,833,122 (-46.7%).
- For the month, utilities expenses are under budget by \$24,975 (-12.4%). 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 \$255,081 (-29.8%).

Overall, the Other Services & Charges category is under budget by \$878,731 (-23.7%) for the month. YTD this category is under budget by \$7,517,927 (-29.1%).

III) Materials & Supplies

- The fuel and lubricant category is under budget by \$41,350 (-7.7%). YTD it is under budget by \$250,756 (-7.8%).
- For the month of June, the maintenance materials category is under budget by \$88,124 (-16.5%). It is under budget for the year by \$200,310 (-5.6%).
- Other materials and supplies category is under budget by \$49,081 (-39.5%) for the month. For the year it is under budget by \$910,684 (-74.3%).
- Tires & Tubes category is under budget in June by \$6,641 (-12.3%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. YTD it is under budget by \$47,976 (-14.6%).

For the month, the Total Materials and Supplies category is under budget by \$185,196 (-14.8%). For the year it is under budget by \$1,409,727 (-16.9%).

In June, the overall, total expenditures came under budget by \$1,712,206 (-14.8%). Year to date expenditures are under budget by \$10,855,558 (-14.7%).

FY 2024 NON-BUDGETED REQUESTS

Date	Expenditure Description	Budget Type	Expense Category	Amount
03/28/2024	Exhaust fume extraction system	Capital	Character Four – Capital	\$70,000
05/30/2024	Indianapolis XBE Utilization Study contrib.	Operating	Character Three	\$19,761

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Budget Director Justin Burcope



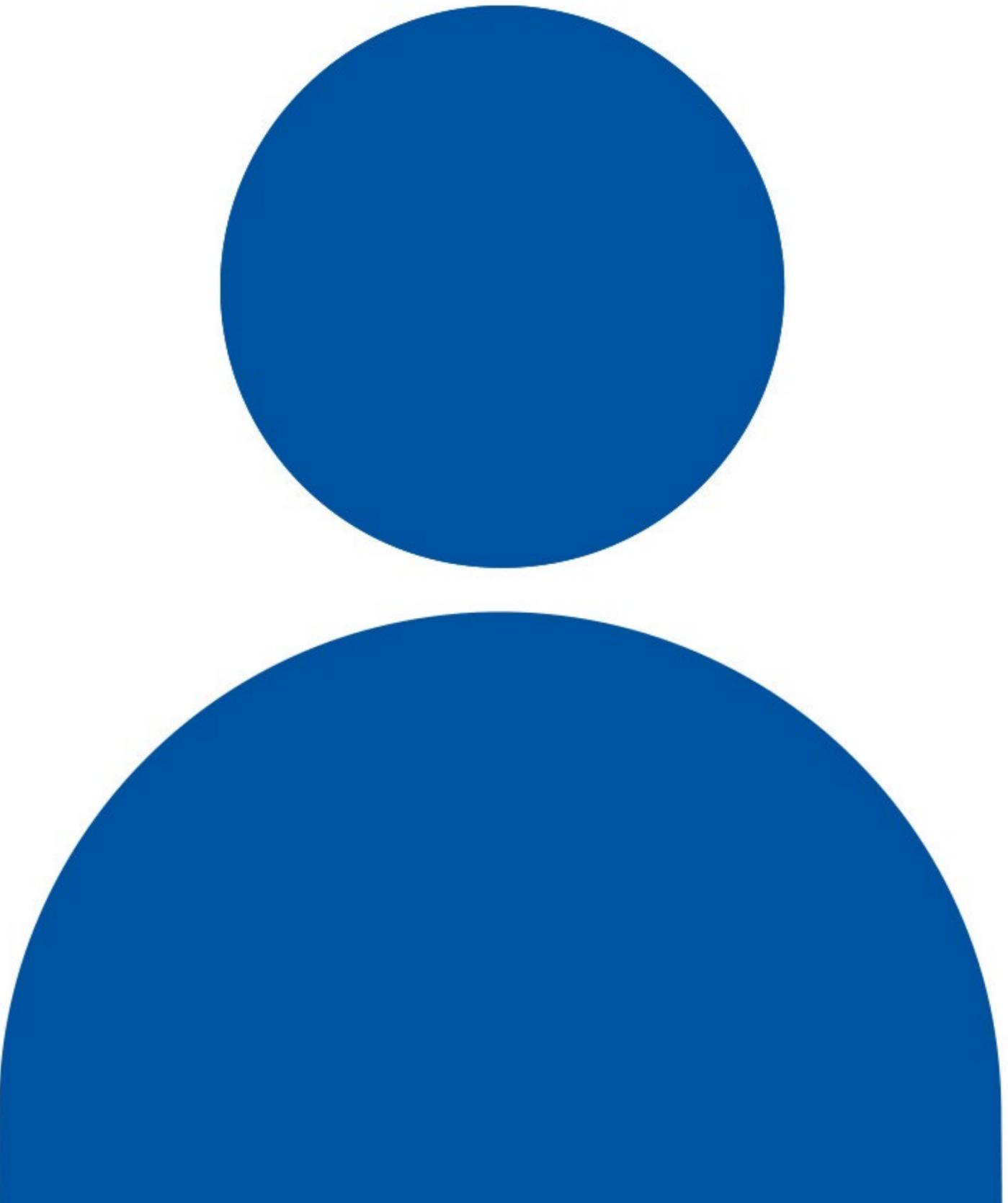
FY2025 Proposed Budget

Budget Introduction: July 25, 2024

Budget Hearing: August 8, 2024

Budget Adoption: August 21, 2024





JENNIFER PYRZ

PRESIDENT & CEO

BART BROWN

CFO

JUSTIN BURCOPE

BUDGET DIRECTOR

ANDREA CARROCCIA

BUDGET MANAGER

CASSIE BURMEISTER

GRANTS MANAGER

IndyGo



FY2025 Proposed Budget

Total - \$342.2M

- Operating - \$146.8M
- Capital - \$179.5M
- Debt Service - \$15.9M



Adopted FY24 Operating Budget VS. Proposed FY25 Operating Budget

Expense Category	Adopted 2024 Budget	Proposed 2025 Budget	\$ Variance	% Variance
Personnel Services	79,132	83,564	4,432	5.6%
Materials and Supplies	15,097	15,389	292	1.9%
Other Services and Charges	44,332	47,797	3,465	7.8%
TOTAL	138,561	146,750	8,189	5.9%

Amounts in \$Thousands



FY2025 Operating Expense Budget

\$146.8M Total

- 5.9% total increase over FY2024 adopted budget
- \$4.4M increase in personnel costs over FY2024
 - Salary adjustments - \$2.7M
 - Medical insurance increase - \$1.1M
- Increased security (facilities and on-board vehicles), purchased transportation, and professional and contracted service agreements
- Increased O&M costs related to new, existing facilities as well as Purple Line BRT infrastructure



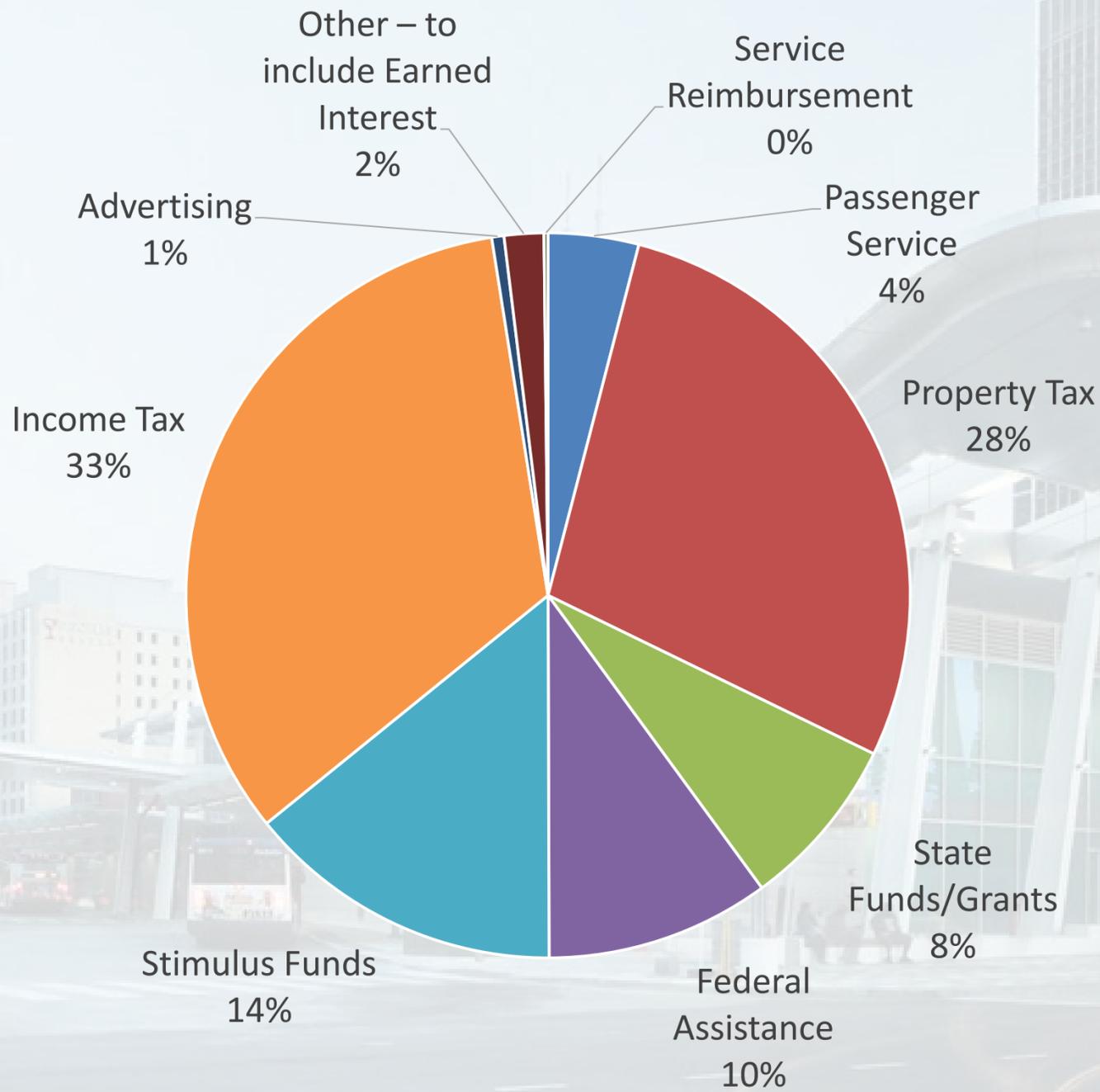
Operating Revenue - Local

- Net property & excise taxes: \$41.3M
 - Inclusive of \$15.4M Special Property Tax
 - Accounts for property tax caps \$6.6M revenue reduction
- Transit income tax revenue: \$48.9M
- Fares: \$5.9M
- Other operating revenue: \$2.6M

Operating Revenue – State and Federal

- State - \$11.4M from Public Mass Transit Fund (PMTF)
- Federal - \$14.7M
 - \$4.5M for ADA
 - 1% formula for Safety and Security
 - \$10M for preventive maintenance
- Federal (Stimulus Funds) - \$20.9M

2025 Operating Revenue



5-Year Operating Budget Outlook

Expense Category	Adopted 2024 Budget	Proposed 2025 Budget	Projected 2026 Budget	Projected 2027 Budget	Projected 2028 Budget	Projected 2029 Budget
Personnel Services	79,132	83,564	87,742	92,129	96,736	101,573
Materials and Supplies	15,097	15,389	15,851	16,326	16,816	17,320
Other Services and Charge	44,332	47,797	49,231	50,708	52,229	53,796
TOTAL	138,561	146,750	152,824	159,163	165,781	172,689

Amounts in \$Thousands



IndyGo

Operating Revenue 5-Year Outlook

Sources	2024 Adopted	2025 Proposed	2026 Projected	2027 Projected	2028 Projected	2029 Projected
Passenger Service	5,925	5,925	6,103	6,286	6,474	6,669
Property Tax	39,885	41,325	42,565	43,842	45,157	46,512
State Funds/Grants	11,370	11,370	11,370	11,370	11,370	11,370
Federal Assistance	14,416	14,689	14,689	14,689	14,689	14,689
Stimulus Funds	22,705	20,867	23,950	27,318	30,875	34,630
Income Tax	41,000	48,915	50,382	51,894	53,451	55,054
Advertising	800	800	800	800	800	800
Other – to include Earned Interest	2,194	2,594	2,700	2,700	2,700	2,700
Service Reimbursement	265	265	265	265	265	265
TOTAL	138,561	146,750	152,824	159,163	165,781	172,689

Amounts in \$Thousands

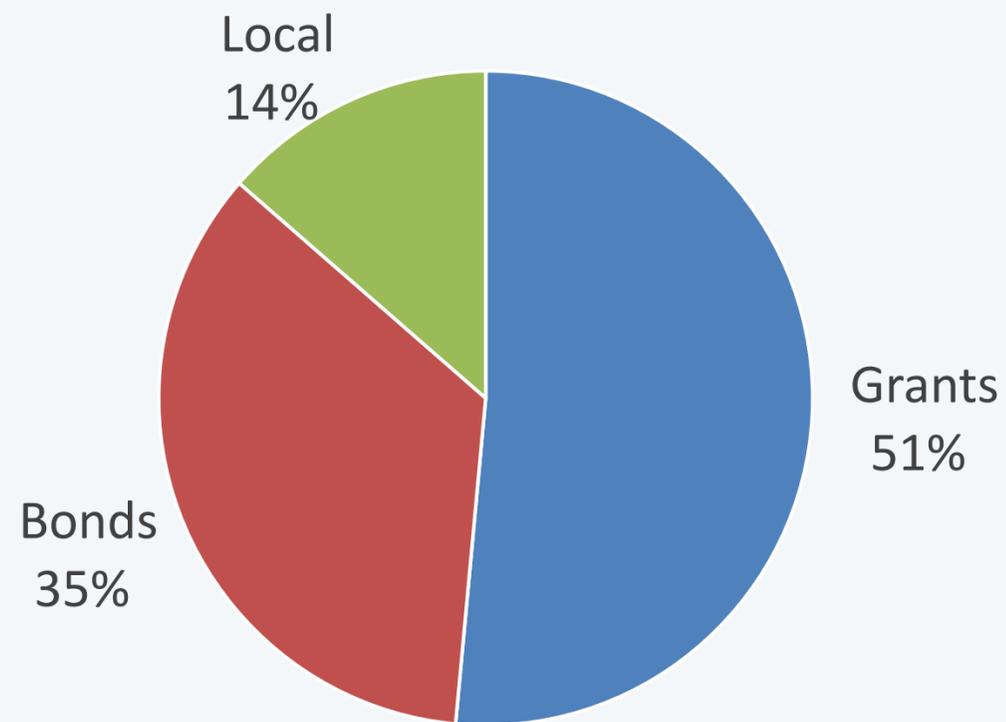
2025 Capital Budget

Capital Budget Project Category	FY2025 Budget
BRT & On-Street Infrastructure	142,620,370
Facilities	15,397,000
Finance	673,000
Fleet	18,616,496
Information Technology	2,165,000
Total	179,471,866

FY2025 Capital Budget

Funding Sources

- \$92.4M in capital grants
- \$24.4M cash from local capital projects funds
- \$62.7M in bond proceeds



2025 Debt Service Fund

- Budgeted \$15.9M in debt service to be paid in FY2024
 - 2018A - \$3.5M
 - 2021A - \$2.3M
 - 2022D - \$5M
 - 2024/2025 new issuance - Blue Line - \$5.1M

*IndyGo*SM

THANK
YOU
QUESTIONS?



NOTICE TO TAXPAYERS

The **Notice to Taxpayers** is available online at www.budgetnotices.in.gov or by calling (888) 739-9826.

Complete details of budget estimates by fund and/or department may be seen by visiting the office of this unit of government at **9503 E. 33rd St., Indianapolis, IN 46235**.

Notice is hereby given to taxpayers of **INDIANAPOLIS PUBLIC TRANSPORTATION, Marion County**, Indiana that the proper officers of **Indianapolis Public Transportation Corporation** will conduct a public hearing on the year **2025** budget. Following this meeting, any ten or more taxpayers may object to a budget, tax rate, or tax levy by filing an objection petition with the proper officers of **Indianapolis Public Transportation Corporation** not more than seven days after the hearing. The objection petition must identify the provisions of the budget, tax rate, or tax levy to which taxpayers object. If a petition is filed, **Indianapolis Public Transportation Corporation** shall adopt with the budget a finding concerning the objections in the petition and testimony presented. Following the aforementioned hearing, the proper officers of **Indianapolis Public Transportation Corporation** will meet to adopt the following budget:

Public Hearing Date	Thursday, August 8, 2024	Adoption Meeting Date	Wednesday, August 21, 2024
Public Hearing Time	11:00 AM	Adoption Meeting Time	11:00 AM
Public Hearing Location	9503 E. 33rd St., Indianapolis, IN 46235	Adoption Meeting Location	9503 E. 33rd St., Indianapolis, IN 46235
Estimated Civil Max Levy	\$32,184,388		
Property Tax Cap Credit Estimate	\$5,060,000		

Special Notes: The proposed tax levies listed included in column 3 include a special tax levy under IC 36-9-4-49 in the amount of \$15,392,000. Said proposed special tax for 2025 will be in addition to the Maximum Levy set under IC 6-1.1-18.5-1.

1 Fund Name	2 Budget Estimate	3 Maximum Estimated Funds to be Raised (including appeals and levies exempt from maximum levy limitations)	4 Excessive Levy Appeals	5 Current Tax Levy	6 Levy Percentage Difference (Column 3 / Column 5)
8001-SPECIAL TRANSPORTATION GEN	\$323,624,476	\$45,255,517	\$0	\$40,599,696	11.47%
8090-SPECIAL TRANSPORTATION CUMULATIVE	\$7,000,000	\$6,320,871	\$0	\$5,116,222	23.55%
9500-Capital GRants Projects	\$0	\$0	\$0	\$0	
9501-Federal Pass Through	\$3,800,000	\$0	\$0	\$0	
9502-Income Tax Revenue Fund	\$0	\$0	\$0	\$0	
9503-Income Tax Debt Service Fund	\$15,859,553	\$0	\$0	\$0	
9504-Debt Fund	\$125,000,000	\$0	\$0	\$0	
Totals	\$475,284,029	\$51,576,388	\$0	\$45,715,918	

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Q3 Presentation to IndyGo Board
July 25, 2024

» Organizational Chart

Emily Meaux
Executive Director



Debbie Chandler
Director of
Development &
Communications



Rachel Moss
Director of Programs &
Operations



Yvonne Kilama
Development Manager

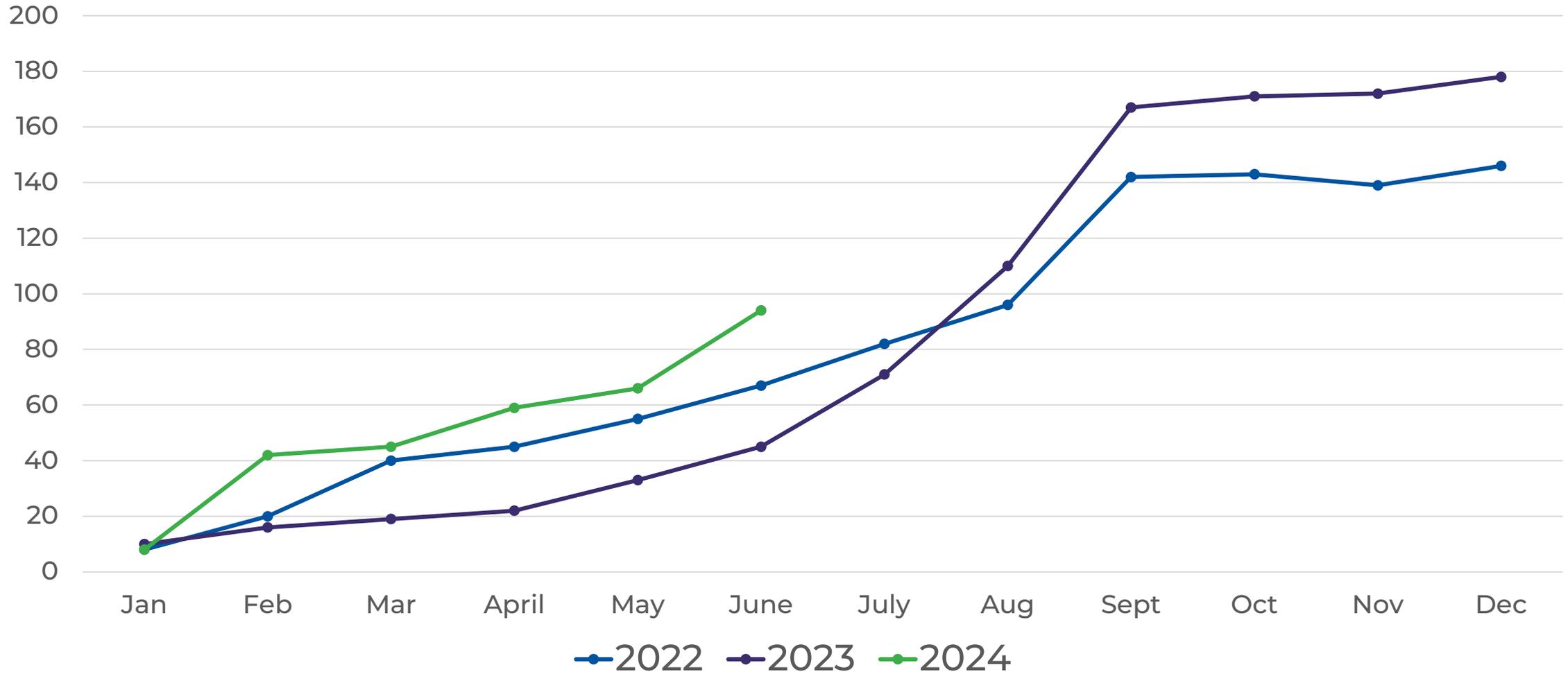
Ongoing Contractors:
Grantwriting,
Fundraising Strategy,
Graphic Design, Social
Media

Ongoing Contractors:
Accounting and HR



Jennifer Griggs
Nonprofit Relationship
Manager (PT)

» Number of Donors



» 2024 Grantwriting Activity



28 Applications
Submitted
Requesting
\$859,000



\$163,500
Pending



\$656,000
Secured

» Funder Spotlight: Eli Lilly and Company Foundation

In June, we received a \$150,000 grant from Eli Lilly and Company Foundation to support capacity building activities for IndyGo Foundation.

This grant supports activities such as:

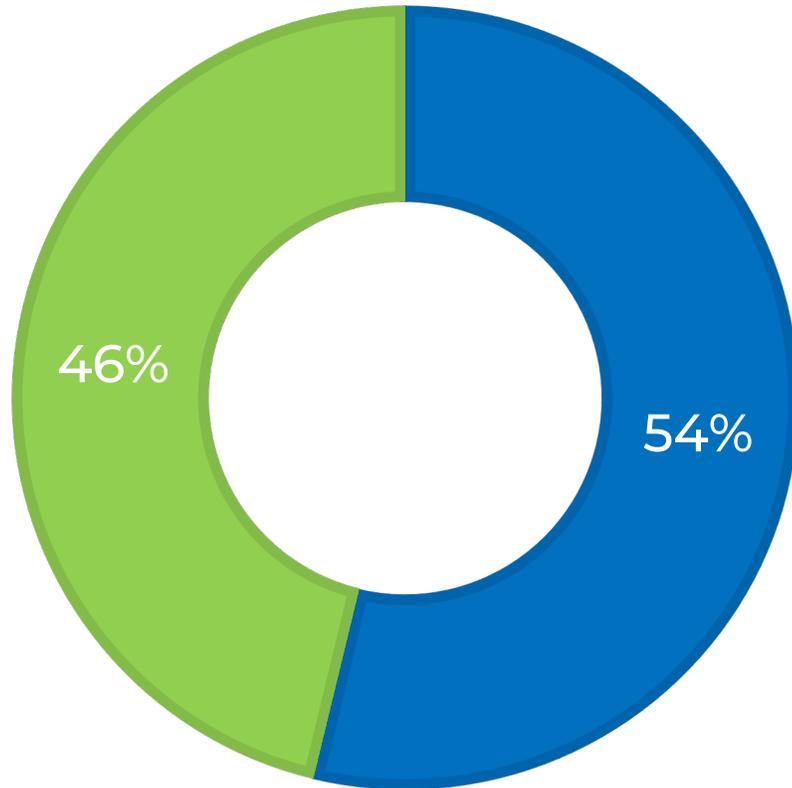
- 2025-2027 Strategic Plan
- Nonprofit Relationship Manager position
- Raiser's Edge CRM
- Software to support management of Nonprofit Grants
- IT Equipment and Website transition



» 2024 Golf Outing

REVENUE GOAL - \$125,000

■ Amount Raised ■ Amount Remaining



Thursday, September 26 Eagle Creek Golf Course

- Sponsorships start at \$500.
- A foursome is \$800.
- Registration and information available at www.IndyGoFoundation.org.



2025-2027 Strategic Plan



PLANNING PROCESS





MISSION



»» MISSION

To help connect people to their lives through accessible, equitable, and inclusive public transportation solutions

»» VISION

Marion County will be a thriving, equitable community when access to mobility, the ability to move freely, is seen as a necessity and public transit is a safe and convenient mobility solution for everyone

»» IMPACT

By working toward our vision, the IndyGo Foundation aims to increase funding for public transit in Marion County and increase IndyGo ridership

GOAL 1



1. Raise \$2million in sustainable, community-supported annual revenue that equally supports IndyGo and the IndyGo Foundation's operations and programming

SUPPORTING STRATEGIES

- 1.1 Increase the Foundation's visibility and relationship building with businesses, community partners, and potential donors
- 1.2 Align all budgeting processes, allocation of financial resources, and programming with the Foundation's strategic vision and goals
- 1.3 Implement a comprehensive annual development plan focused on diversifying the Foundation's donor base and increasing financial sustainability

- 
2. Operate sustainable, measurable programs focused on increasing community awareness, funding, and ridership

SUPPORTING STRATEGIES

- 2.1 Implement a comprehensive public education campaign to promote the benefits, safety, convenience, and accessibility of public transit
- 2.2 Partner with community-based organizations to ensure public transit is an effective and accessible mobility solution for the most vulnerable residents
- 2.3 Partner with employers to position public transit as an effective economic development strategy aligned with business goals

MOBILITY ACCESS FUND

Financial Access

Free &
Discounted Fares
for Nonprofits

Subsidize
Discounts for
Veterans, Seniors,
Students

Free Fare Days

Physical Access

Invests in Bus
Stop ADA
Accessibility

Invests in
Operations of Bus
Rapid Transit

Transit Is Essential

Workforce
Development

Public Education
& Awareness

Travel Training for
Nonprofits

3. Solidify the board of director's governance structure and role and to accelerate the Foundation's vision

SUPPORTING STRATEGIES

- 3.1 Work in partnership with IndyGo to define and uphold distinct, yet complementary responsibilities and expectations to clearly define the role of the IndyGo Foundation board
- 3.2 Implement an intentional board recruitment and orientation process to ensure a diverse, representative, and engaged board of community leaders
- 3.3 Provide board members with clear opportunities and accountability structures to leverage unique individual strengths and networks



4. Streamline annual operations to seamlessly execute programming and fulfill fundraising responsibilities

SUPPORTING STRATEGIES

- 4.1 Continually assess and adjust organizational structures as needed to align staff capacity with organizational needs
- 4.2 Establish and prioritize clear and consistent standard operating procedures to direct daily activities
- 4.3 Transition operational practices, technology, and communication to be independently executed by the IndyGo Foundation

IndyGoSM FOUNDATION 2025-2027 STRATEGIC PLAN

» MISSION

To help connect people to their lives through accessible, equitable, and inclusive public transportation solutions

» VISION

Marion County will be a thriving, equitable community when access to mobility, the ability to move freely, is seen as a necessity and public transit is a safe and convenient mobility solution for everyone

» IMPACT

By working toward our vision, the IndyGo Foundation aims to increase funding for public transit in Marion County and increase IndyGo ridership

» GOALS

1. Raise \$2million in sustainable, community-supported annual revenue that equally supports IndyGo and the IndyGo Foundation's operations and programming

SUPPORTING STRATEGIES

- 1.1 Increase the Foundation's visibility and relationship building with businesses, community partners, and potential donors
- 1.2 Align all budgeting processes, allocation of financial resources, and programming with the Foundation's strategic vision and goals
- 1.3 Implement a comprehensive annual development plan focused on diversifying the Foundation's donor base and increasing financial sustainability

» GOAL 1. Raise \$2million in sustainable, community-supported annual revenue that equally supports IndyGo and the IndyGo Foundation's operations and programming

SUPPORTING STRATEGIES	ACTION STEPS	EXPECTED RESULTS
1.1 Increase the Foundation's visibility and relationship building with businesses, community partners, and potential donors	<ul style="list-style-type: none"> Continually educate and build relationships with IndyGo staff to align their understanding of the Foundation's purpose, current work, and value Formalize consistent brand assets with current branding Develop a wish list of potential corporate partners, donors, partners, etc. to engage Participate in corporate speaking engagements and nonprofit partner initiatives focused on meaningful engagement with diverse audiences Develop and implement a data informed social media campaign, including supportive materials and goals, with a focus on building the Foundation's audience Work collaboratively with IndyGo to represent public transit through media opportunities, community events, and other platforms in mutually beneficial ways Establish consistent opportunities to gather feedback from and involve diverse community perspectives in the Foundation's work and communication efforts 	<ul style="list-style-type: none"> The Foundation is seen as the go-to expert in connecting the community to public transit, as measured by an increase in inbound requests to support the Foundation's work Online engagement with the Foundation has increased
1.2 Align all budgeting processes, allocation of financial resources, and programming with the Foundation's strategic vision and goals	<ul style="list-style-type: none"> Identify budget needs of each department 6 months before the start of the next fiscal year Identify specific funding needs for IndyGo before the start of the next fiscal year Staff and finance committee work together to use departmental budget needs and IndyGo Funding needs to forecast the annual budget at least 2-4 months before full board approval Develop, utilize, and share equitable guidelines to screen all incoming funding and granting opportunities and create transparency and accountability with the community Continually implement financial policies and controls, and review annually 	<ul style="list-style-type: none"> Guidelines for funding decisions is complete and publicly available IndyGo's annual funding needs are known in advance an incorporated into the Foundation's annual budget Minimal budget modifications are necessary during the fiscal year

»» A Look Ahead

September 1: Nonprofit Grant Applications Open

September 26: Golf Outing

October 22: 2025 Budget Presentation to Foundation Board

October 24: Quarterly Report to IndyGo Board

Thank You



Information Update – Governance & Audit Workplan Status Report

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

GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-2024

Governance & Audit Work Plan Status Report

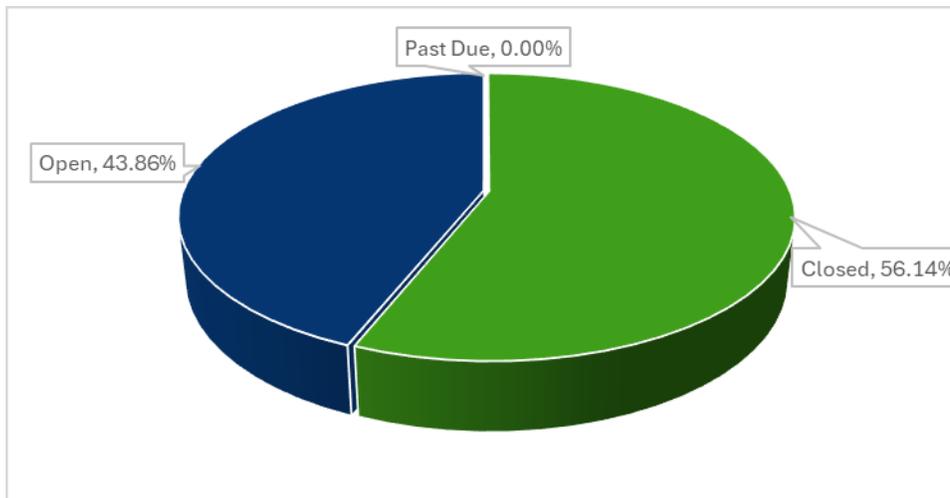
Project / Activity	Governance & Audit Committee Meeting					
	FY23		FY24			
	Oct-23	Jan-24	Apr-24	Jul-24	Oct-24	Jan-25
FORVIS Financial Audit Review (2023)		In-Process			★	
Decentralized Operations	Complete					
Coach Operator Scheduling Review	Complete					
Staffing, Hiring & Recruiting	Complete			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

Complete
 In-Process
 Planned
 ★ Report targeted to be presented at G&A meeting.

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

2020-23 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
BCP Progress Assessment	2020-06	08/31/20	5	4	1	0
Strategic & Capital Planning/Grant Management Review	2020-10	08/31/20	7	5	2	0
Physical and Facility Security	2022-03	07/12/22	8	4	4	0
Paratransit Program Assessment	2022-09	02/01/23	5	4	1	0
Audit Maintenance & Stockroom Review	2022-10	01/06/23	5	2	3	0
Bus Rapid Transit (BRT) Review	2023-02	04/03/23	4	2	2	0
Ridership Experience Assessment	2023-03	07/14/23	7	5	2	0
Flowbird MyKey Review	2023-04	06/04/23	5	2	3	0
Transit Asset Management Review	2023-05	06/14/23	2	1	1	0
Staffing, Hiring & Recruiting	2023-08	01/08/24	5	0	5	0
Maintenance Review	2024-03	04/05/24	4	3	1	0
		Total	57	32	25	0
		Percentage		56.14%	43.86%	0.00%



Governance & Audit Completed Reviews & Audits

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

Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2023-8	Staffing, Hiring & Recruiting Review Report	1/18/2024
2023-9	Annual Risk Refresh & Proposed Audit Plan 2024	1/18/2024
2024-1	Fare Pass Inventory Audit	4/18/2024
2024-2	Healthcare Cost Review	7/18/2024
2024-3	Maintenance Review	4/18/2024
2024-4	Paratransit Fare Collection Audit	4/18/2024
2024-5	Safety/Security Review	7/18/2024
2024-6	Collision Review	7/18/2024

RECOMMENDATION:

Receive the report.

Brian Atkinson
Director of Governance & Audit



Information Update – Governance & Audit Ethics Hotline Summary Report

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

Ethics Hotline Summary Report

Quarterly Activity Summary: 04/01/24 through 06/30/24

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

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

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

12-Month Activity Summary beginning Q3, 2023											
0	0	1	0	0	0	0	1	0	0	0	1
Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24

RECOMMENDATION:

Receive the report.

Brian Atkinson
 Director of Governance & Audit

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Risk and Safety Division Report – June 2024

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

Risk and Safety

- The Safety and Security Committee (SSC) met to review IndyGo’s Risk Reduction plan and key performance indicators from the FTA to ensure compliance with the Public Transportation Agency Safety Plan (PTASP), and The Bipartisan Infrastructure Law that directs performance measures for a risk reduction program, required under 49 U.S.C. 5329(d)(4), be included in the National Safety Plan (NSP) (49 U.S.C. 5329(b)(2)(A)). The NSP identifies the fourteen measures for the risk reduction program. The committee will continue to meet and review the 14 measures.
- Risk and Safety Manager, Kevin Neumann continues discussions with a representative from Liberty Mutual Insurance for the damages to property with the active criminal case that resulted in a BYD bus and Red-Line platform fire. The risk and safety team continues to gather estimates and reports for the underwriters in pursuing an active insurance claim.
- Drug and Alcohol Program Manager, Michael Bunnell and Director of Risk and Safety, Brian Clem hosted and performed Reasonable Suspicion drug and alcohol training for 6 IPTC supervisors and managers. This training class involved identifying the signs and symptoms of use and abuse and how to perform a behavioral observation following 49 CFR §655 and the Department of Transportation part 40. This training class will continue to be offered throughout the year and is required for front-line supervision every two years.
- Drug and Alcohol Program Manager, Michael Bunnell, Director of Risk and Safety, Brian Clem, and Manager of Risk and Safety Kevin Neumann held a training class with Sycamore Services' new leadership as part of IndyGo being responsible for the Drug and Alcohol Testing Programs for the consortium/doughnut counties. This training reviewed how to access the Concentra scheduling program and monitor the quarterly random drug and alcohol testing program as well as the new hire testing program.
- Risk and Safety met with 2 new operator classes to introduce the department and review accident safety. Also met with 2 classes that were transferring over to Operations, to review accident reporting, and review current trends of accidents occurring at IndyGo to better prepare operators for the road.
- Risk and Safety has developed a hazard analysis assessment that will be performed on the Purple Line when stations begin to reach completion. Risk and Safety will perform the assessments to review the identified certifiable elements within the Purple Line Preliminary Hazard Analysis (PHA), that was submitted to the FTA at the start of the project.

June 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 June 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>
Dexter Davis	1417	22	29
Lavelle Tealer	5948	16	27
Byron Reed	5094	14	25
Michael Ricks	5139	14	19
Melvin Wright	8117	13	16
Roger Beharry	8392	12	12
Stephanie Holman	2759	12	19
Nichelle Green	2392	11	22
Sandra Hook	8430	9	12
Ricky Robinson	8972	6	7
David Hopson	9448	5	5
Michael Harrison	9575	3	5
Leon Pipes	9650	3	5
Mary Spence	9124	3	6
Sharlene Cole	9668	1	5
Paula Jones	9880	1	3
Alfonso Page	10549	1	1

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

Congratulations and Thank You!

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

June 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)	Transit Worker Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	1.19	0.85	0.51	3.23	0.00	0.85	1
Bus Rapid Transit (BRT)	0.00	7.08	5.31	0.00	8.85	0.00	0.00	
Para Transit	0.00	0.96	0.00	0.00	0.00	0.00	0.00	
All Modes of Service	0.00	1.74	1.07	0.40	3.2	0.00	0.67	1.00
2023 IndyGo Reported Data (All Modes)	0.00	0.45	0.80	0.16	2.44	0.04	1.19	26
2023 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.25	0.24	0.18	No Data	0.01	0.06	No Data
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).

Transit Worker 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.”

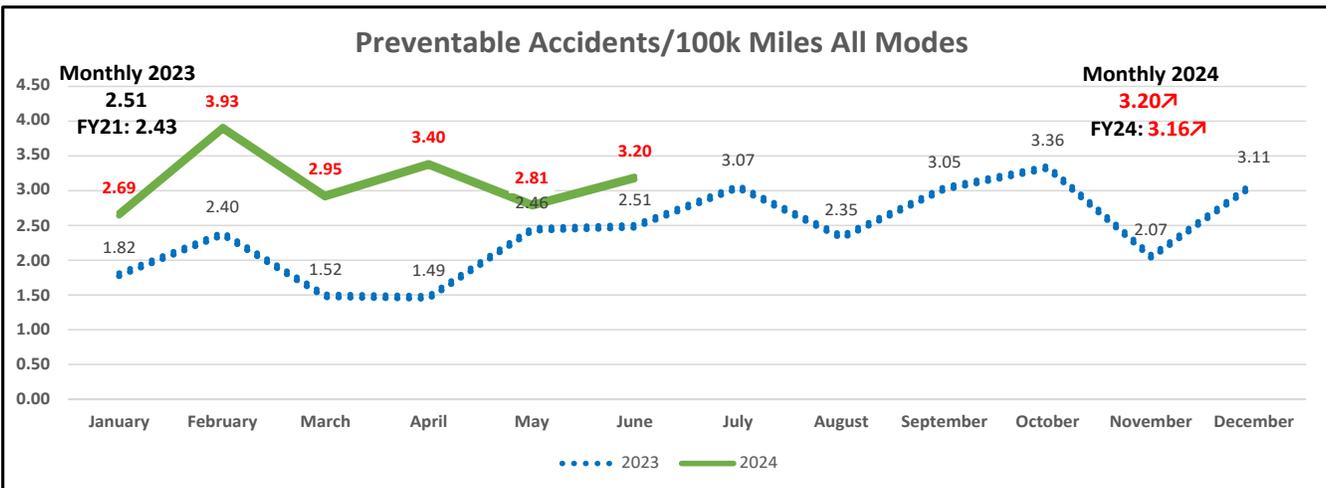
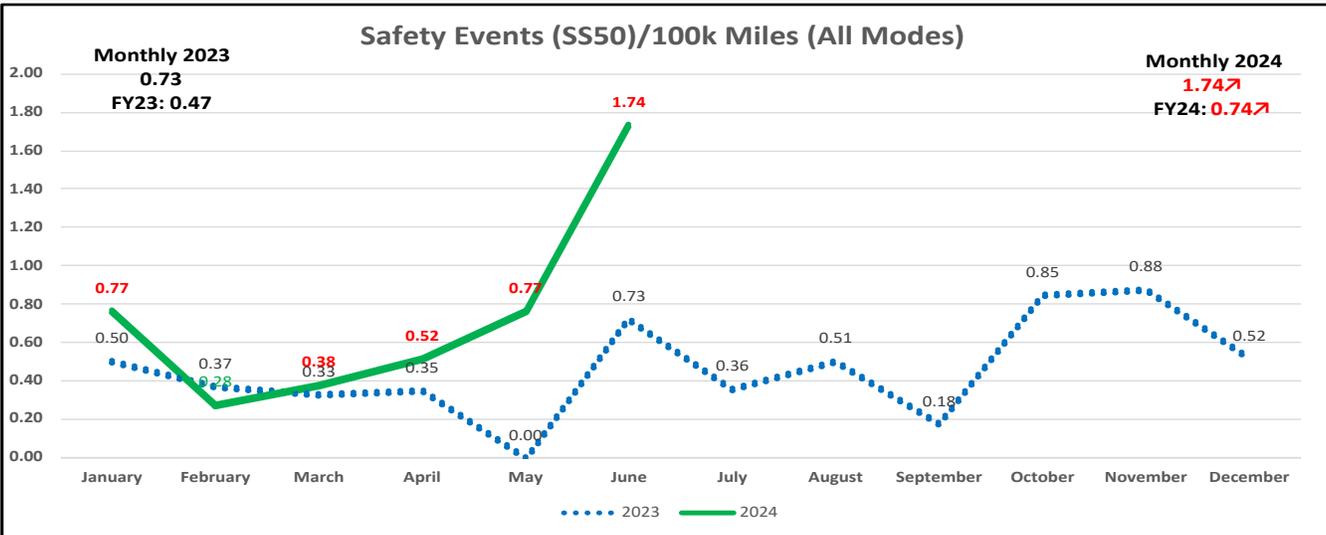
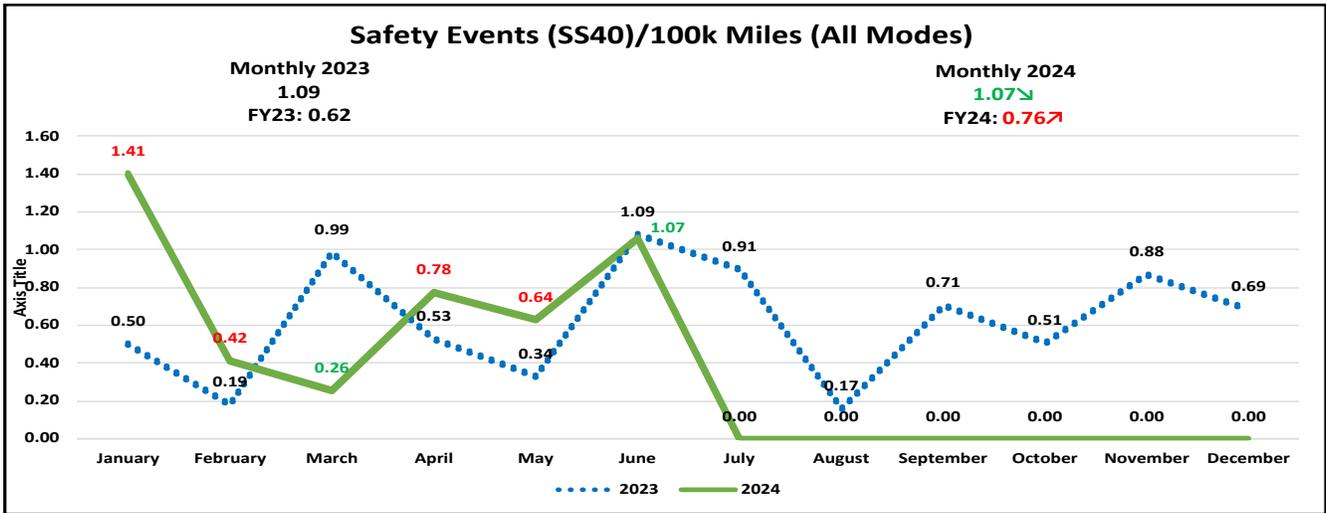
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

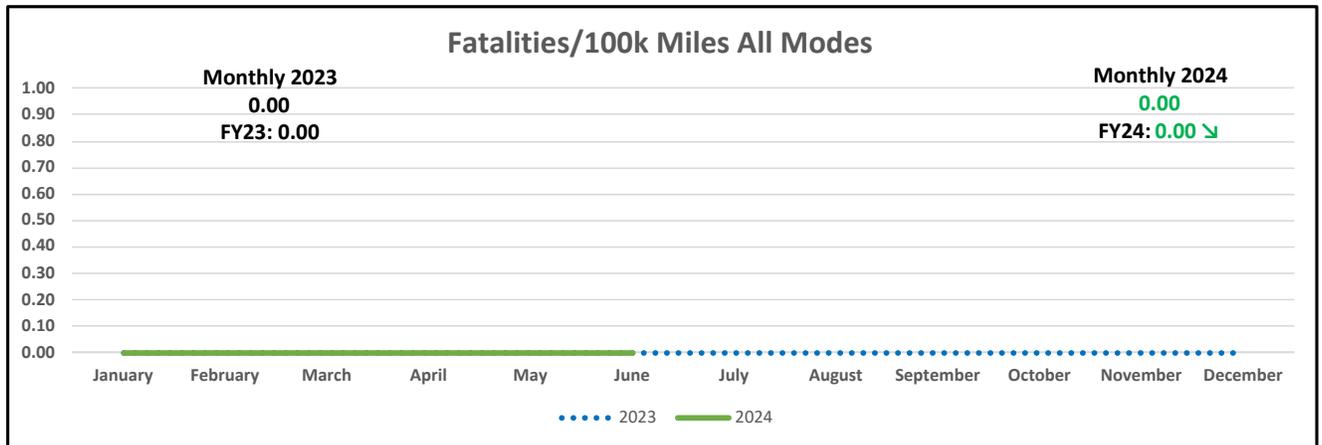
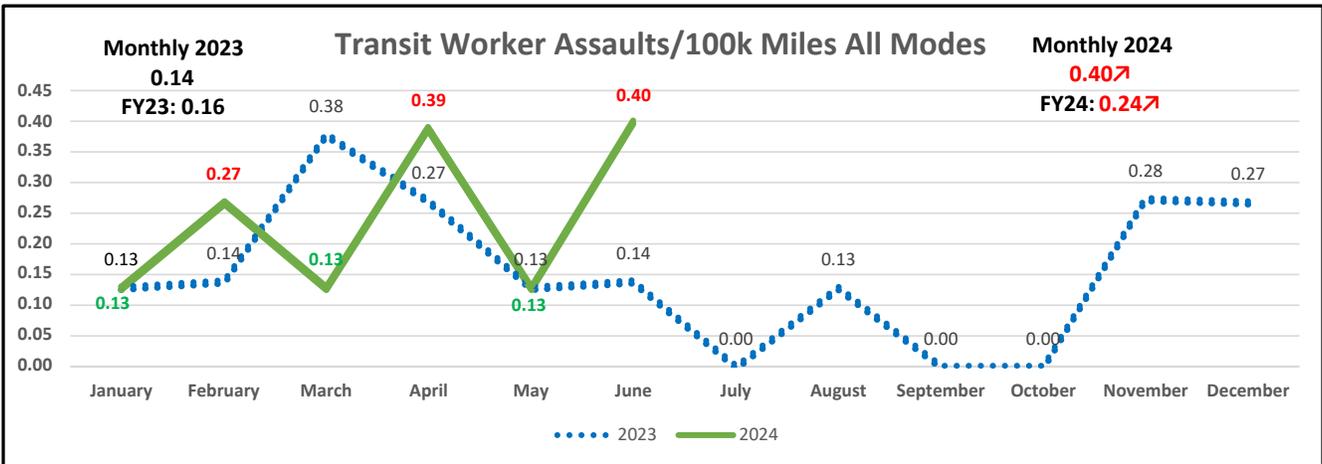
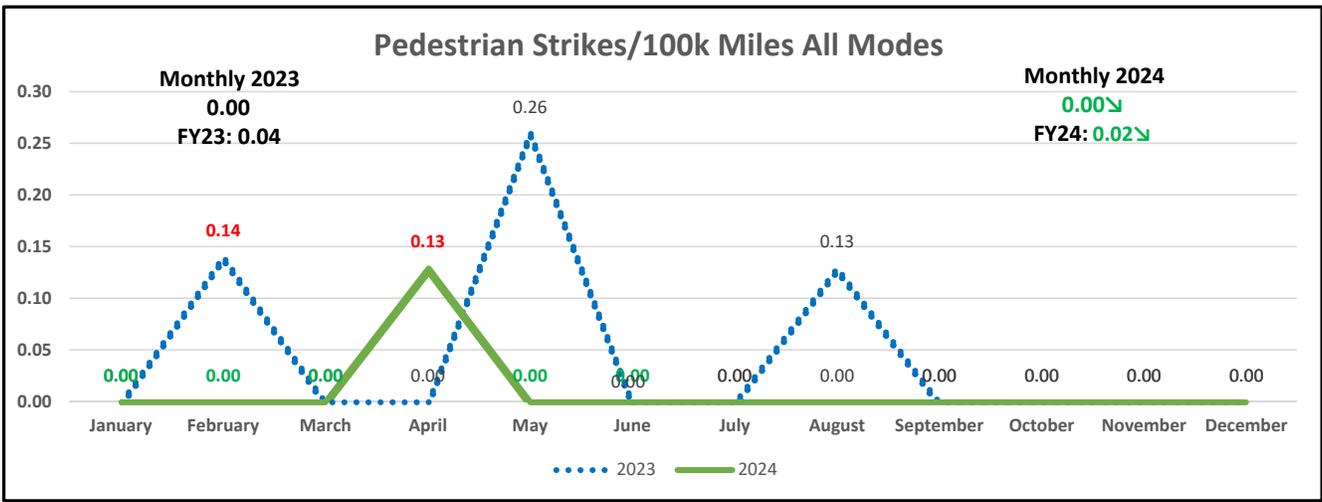
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

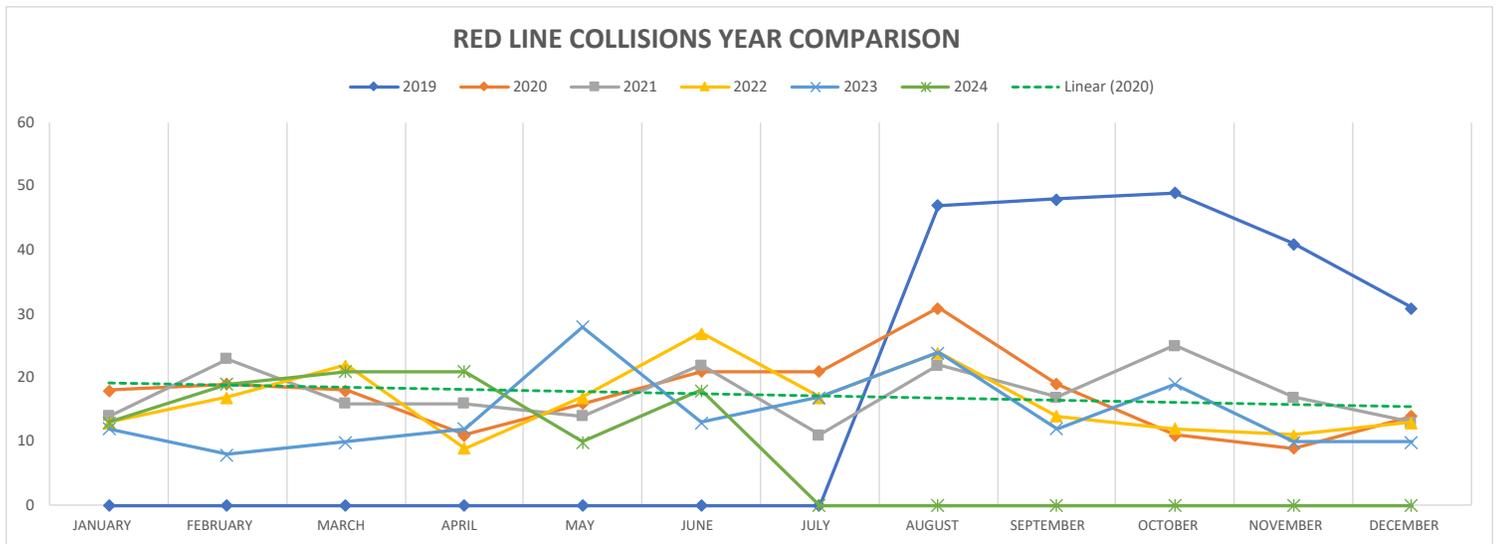
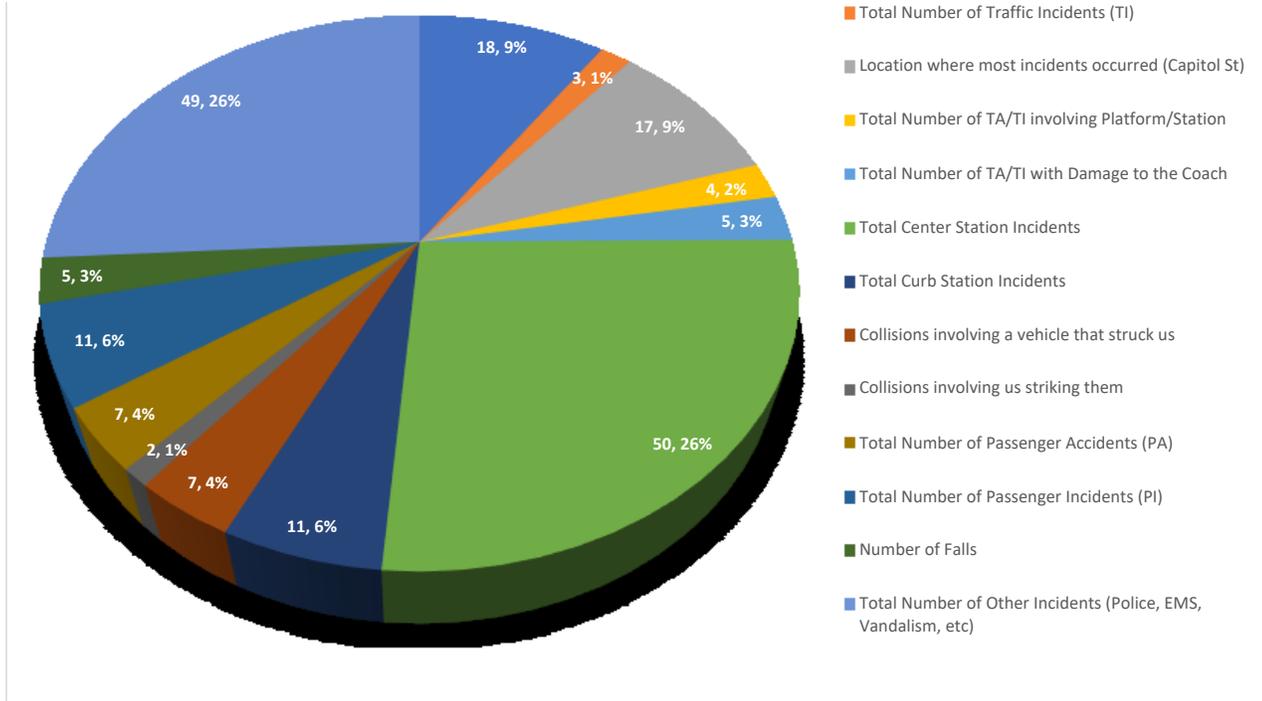
Near Miss Safety Events: A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality, or damage; in other words, a miss that was nonetheless very nearby. Increase the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

Safety and Accident Data

June 2024 Compared to June 2023 Data All Modes:







End of Report

Planning & Capital Projects Division Report – June 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: July 25, 2024

STRATEGIC PLANNING

Regional Mobility Integration

Section 5307 – All sub-recipients are current with their reimbursement requests, and all onsite visits have been completed. All compliance review reports were sent to subrecipients. IndyGo will continue working with subrecipient staff for any service procurements required before year end.

Section 5310 & 5339, Call for Projects – IndyGo staff received Board approval to purchase vehicles for area subrecipients during the regularly scheduled board meeting on April 25, 2024. Grant letters were sent to awarded parties and invoices are being issued. IndyGo staff are working to issue guidance regarding purchasing equipment and a minor issue with the Midwest Transit Equipment quantity purchase agreement, or QPA, with Indiana Department of Administration for vehicle purchases is also being reviewed.

Sponsored Rides

Working alongside IndyGo’s Public Affairs team and with our numerous school partners, strategic planning staff continue to prepare for the 2024-25 school year. IndyGo will host its second annual Back to School event at the Julia M. Carson Transit Center from 6-8 on Thursday, July 25. During this event and while supplies last, IndyGo will offer a free backpack donated by New Direction Church to any student who obtains their personalized, reduced-fare MyKey card. IndyGo will also offer travel training to help students and their families learn how to use the agency’s bus network. IndyGo is encouraging all individuals 18 years and younger, even those who aren’t enrolled at a partner school, to obtain their reduced fare MyKey media ID.

ENGINEERING & CONSTRUCTION

Blue Line BRT

IndyGo staff continue to work with the FTA to progress towards a grant execution before the end of year. The design team continues to work towards 100% design with a substantial completion in August. Community outreach continues as well. The Blue Line Risk Workshop between the FTA, their PMOC, and IndyGo staff and consultants that took place July 9 through July 11 was, by all accounts, successful. This is an important and relatively significant milestone to executing our Small Starts Grant agreement.

Staff would like to establish the Blue Line construction management team offices and meeting locations before end of year. It is anticipated that the Blue Line CM team would be spread out across the corridor and throughout three primary locations: West Campus, CTC, and a yet to be identified project field office.

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor is still on track to be completed this fall. Pavement improvements along 38th St are complete with pavement markings ongoing, and the contractor has mobilized to begin paving Post Road. All eighteen stations are complete from finish grade and below. The contractor has also begun roof construction at all eighteen stations. As previously shared, intermittent lane shifts will continue throughout the summer 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. Weekly emails are being sent to stakeholders to keep residents and business owners abreast of upcoming construction impacts. The construction management team has begun preparing the line for service in the Fall of 2024 by holding internal coordination meetings involving various departments at IndyGo.

Local Route and Purple Line Transit Signal Prioritization (TSP)

As a reminder, the final report for the local route network is nearing completion. It will be used to guide implementations over the next several years and should be completed this month. An informational item summarizing the implementation plan and proposed build out on the local route network is still planned for the August 2024 service committee meeting.

Local Bus Stop Improvements

IndyGo has a goal of achieving ADA compliance on all local bus stops throughout the city. This will take several years and multiple design and construction packages to accomplish. The annual local budget has been supplemented the last few years with grants to support this effort including FTA Areas of persistent poverty grants to cover the design costs, grants from IU Health, and a \$500,000 matching grant from the City of Indianapolis' Indy Neighborhood Infrastructure Partnership to help cover construction costs.

Construction is underway on 56 local stops along Lafayette Road and the surrounding area and will be completed in fall 2024. Design packages known as the Near Eastside Local Bus Stop Improvements Phases 1 and 2 will go to construction in late summer/fall 2024. These projects will improve 91 more local stops and will be completed in fall 2025. The next area of focus for improvements will be the far eastside.

CTC Inductive Charging for the Purple Line

The construction contract has been awarded to Shuck Corporation, and IndyGo has selected Burgess and Niple to handle construction management and inspection work. Staff still anticipates work beginning in the coming weeks and a completion date this fall, ahead of the launch of the Purple Line BRT.

CTC Washington Street BRT Docking

IndyGo is seeking to add two 60' bus bays on the E Washington Street side of the Julia M. Carson Transit Center facility location. Design began in January, and IndyGo is expecting to receive a 60% design submittal before the end of the month. A test-run of the current docking design was carried out on Monday, July 15, during which the design team was able to confirm that the design will work for all end users. Construction could take place as early as 2025.

Near-Miss Crash Video Analysis and Rider Safety Survey

IndyGo is seeking to record near-miss crashes at key intersections and locations near to and at local bus stops. This analysis will also include data about vehicle-pedestrian interactions and vehicle-cyclist interactions. Safety countermeasures will be implemented after the analysis is complete. A safety survey will also be conducted with riders on-board IndyGo buses. Solicitation release is expected in July 2024, with recording likely to take place in Spring 2025.

FACILITY PROJECTS

Campus Master Plan

What began as a master plan for the East Campus location evolved to include the need to gather more information about all of IndyGo's facility needs. Staff have provided comments on the draft deliverables to the consulting team, and still anticipation being able to wrap up the master planning phase in the next few months. Staff anticipate being able to present an executive summary of this important planning step during an upcoming board meeting and ahead of one or more procurements for the new garage build.

CTC Raingarden Handrails

Onsite work has resumed and is expected to be finished no later than mid-September. Onsite work, to the extent needed, will be coordinated with CTC Purple Line Inductive Charging Project.

West Campus Electric Charging Stations for Purple Line- Phase II

Phase II of the West Campus electric charging stations project includes the installation of 16 new charging stations to serve BRT Purple Line electric buses. The Project is being implemented in two stages. The first stage includes the installation of 10 new chargers. A contractor has been engaged, and construction is still scheduled to begin as early as August and completed no later than mid-September -- ahead of the launch of the Purple Line. The second stage is for the installation of 5 additional chargers and the relocation of one existing charger from one location to another. Design for the second stage is set to begin once the first stage is completed.

West Campus Garage Renovations and Repairs

This project includes several renovations or repairs for the 1501 Garage. The first project is for the renovation of two garage bays, which will increase the number of bays that can accommodate 60' buses. Bids have been received, and the award of the construction contract is part of the Consent Agenda for the Board's upcoming July 25, 2024, meeting. The second project will address cracks caused by building settlement over time. This second project is a small procurement, and Staff are working to secure competitive quotes to complete the work by the end of 2024. The third project is for planning and preliminary engineering services to replace the aging fuel storage and supply infrastructure. Staff are planning an internal kickoff for this project in July.

Julia M. Carson Transit Center Camera Upgrade

This project will replace 65 existing cameras with new 180° and 360° cameras -- complete with today's technology -- to improve security monitoring coverage at the CTC. This project has been delayed while staff work through some issues brought forward by the prime consultant. Working with a new project schedule, IndyGo staff anticipate that engineering, design, and contractor procurement will be completed by the end of 2024, with construction anticipated to begin in Q1 2025.

Historic Duesenberg Building Repairs

This project kicked off in April. IndyGo's architectural consultant has prepared draft work plans and specifications for the needed masonry, window, and door repairs, as well as the documentation that will be needed to secure approval from the Indianapolis Historic Preservation Commission. This project will be performed under two procurement packages -- one for masonry work (i.e., tuckpointing) and the second for window repairs. The design phase for both projects is complete. As of this update, staff expect the masonry project to be performed this year. It is assumed that the window repair work wouldn't be performed until Q2 2025. Staff still anticipates putting both projects out to bid in August, and further anticipates bringing an action item before the board during their September 25, 2024, meeting.

CTC – Interior Renovations

Informed by the recently completed BRT Docking Study, the goal of this project is to improve space utilization, building functionality, security, and safety for daily users of the facility. This project requires the reconfiguring of existing spaces and the addition of two new public restrooms within the buildings existing footprint. The project team is working on a request for qualifications to secure architectural, engineering, and space planning services. Staff still anticipates completing the planning and design phases this year, followed by the construction phase in 2025.

Trench Drain Replacement Project

This project would replace 4 trench drains in the fueling area of the Garage. The work budgeted and authorized for FY2024 is for design and preparation of construction drawings and specifications for contractor bid package. Design is underway and Consultant's work anticipated to be completed Q3-Q4 with construction work to be bid Q1 2025.

Respectfully submitted,

Brooke Thomas, AICP

Chief Development Officer

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Public Affairs Division Report – June 2024

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR June 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
Kayla Bledsoe - Outreach Specialist

June 2024 Board Report



IndyGo
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INDYGO.NET WEBSITE STATISTICS:

6/1/2024-6/30/2024

Page Views	188,705
Bounce Rate	44%
Total Users	35,460
Average Pa-geviews Per User	5.32
Total Sessions	50,454
Total Monthly Sessions Comparison to Previous Year	(Down) 10%

Mobile Share

Date	Mobile	Desktop	Tablet
June-24	73%	26%	1%
May-24	71%	27%	2%
April-24	70%	29%1%	1%
Mar-24	71%	27%	2%
Feb-24	69%	29%	2%
Jan-24	70%	28%	2%
Dec-23	68%	30%	2%
Nov-23	70%	29%	1%
Oct-23	72%	26%	2%
Sept-23	83%	16%	1%
Aug-23	83%	16%	1%
July-23	83.1%	15.8%	1.1%
June-23	83.3%	15.4%	1.3%
May-23	83.1%	15.9%	1.00%
April-23	82.92%	15.92%	1.16%
Mar-23	81.41%	17.47%	1.00%
Feb-23	82.06%	19.15%	1.00%
Jan-23	82.35%	16.65%	1.00%

Media Mention Highlights



IndyGo, Indianapolis and Growing Places Indy launch seventh Food in Transit initiative

The outreach series aims to expand access to food for Indianapolis residents by bringing fresh, healthy and locally grown produce to the Julia M. Carson Transit Center during peak ridership hours.

June 14, 2024

Related To: Indianapolis Public Transportation Corporation (IndyGo)



TRANSPORTATION

The Bus Lines That Can Solve a Bunch of Urban Problems

Many cities view rail transit as an enticing boost to civic fortunes. But there's a better, cheaper way to accomplish the same thing.

June 17, 2024 • Aaron M. Renn



BRT is much cheaper. The 13-mile Red Line BRT in Indianapolis, opened in 2019, cost less than \$100 million — not per mile, but in total. The much lower financial lift required for building bus rapid transit makes it more feasible for cities to raise the required funds.

Because they typically run on city streets, BRT systems also offer the chance to perform badly needed street and sewer repairs during construction. Sidewalks can be rebuilt or added. Traffic signals can be replaced, along with new features such as prioritizing buses over auto traffic and additional pedestrian safety measures. The reduction of traffic lanes itself is sometimes a worthwhile street redesign project.

These types of improvements were made as part of the Indianapolis Red Line project. With 80 percent of the funds — \$77 million — coming from a federal grant, the city only had to spend about \$20 million of its own money on the project. Although the numbers weren't broken down by component, it's very possible that there was more than \$20 million in street improvements. That means the local funds essentially went to fix streets that already needed to be repaired, and the city got a BRT line for free, courtesy of the federal government.

Topics Include:

Media coverage for June 2024 featured information about IndyGo receiving nearly \$22 million from the Rebuilding American Infrastructure with Sustainability and Equity (RAISE) discretionary grant program and the agency launching the seventh year of Food in Transit. The agency was also mentioned in a Governing article that shared why Bus Rapid Transit (BRT) is a better public transit solution than light rail, with IndyGo's Red Line being named as a prime example.

In June, IndyGo was awarded nearly \$22 million from the RAISE discretionary grant program, thanks to the Biden-Harris Administration. Working alongside the City of Indianapolis and the Indianapolis Metropolitan Planning Organization (IMPO), IndyGo will use these funds to construct critical infrastructure and safety improvements along the Historic East section of the Blue Line bus rapid transit corridor. Eighteen news stories were published sharing this accomplishment last month.

Another topic shared was IndyGo, the City of Indianapolis and Growing Places Indy partnering to relaunch Food in Transit. This initiative expands access to food for Indianapolis residents by bringing fresh, healthy and locally grown produce to the Carson Transit Center during peak ridership hours. This year's expanded programming contained an additional day of cooking demonstrations, recipes and free, prepackaged ingredients provided by the Office of Public Health and Safety's (OPHS) Division of Community Nutrition and Food Policy. This story was mentioned three times in June.

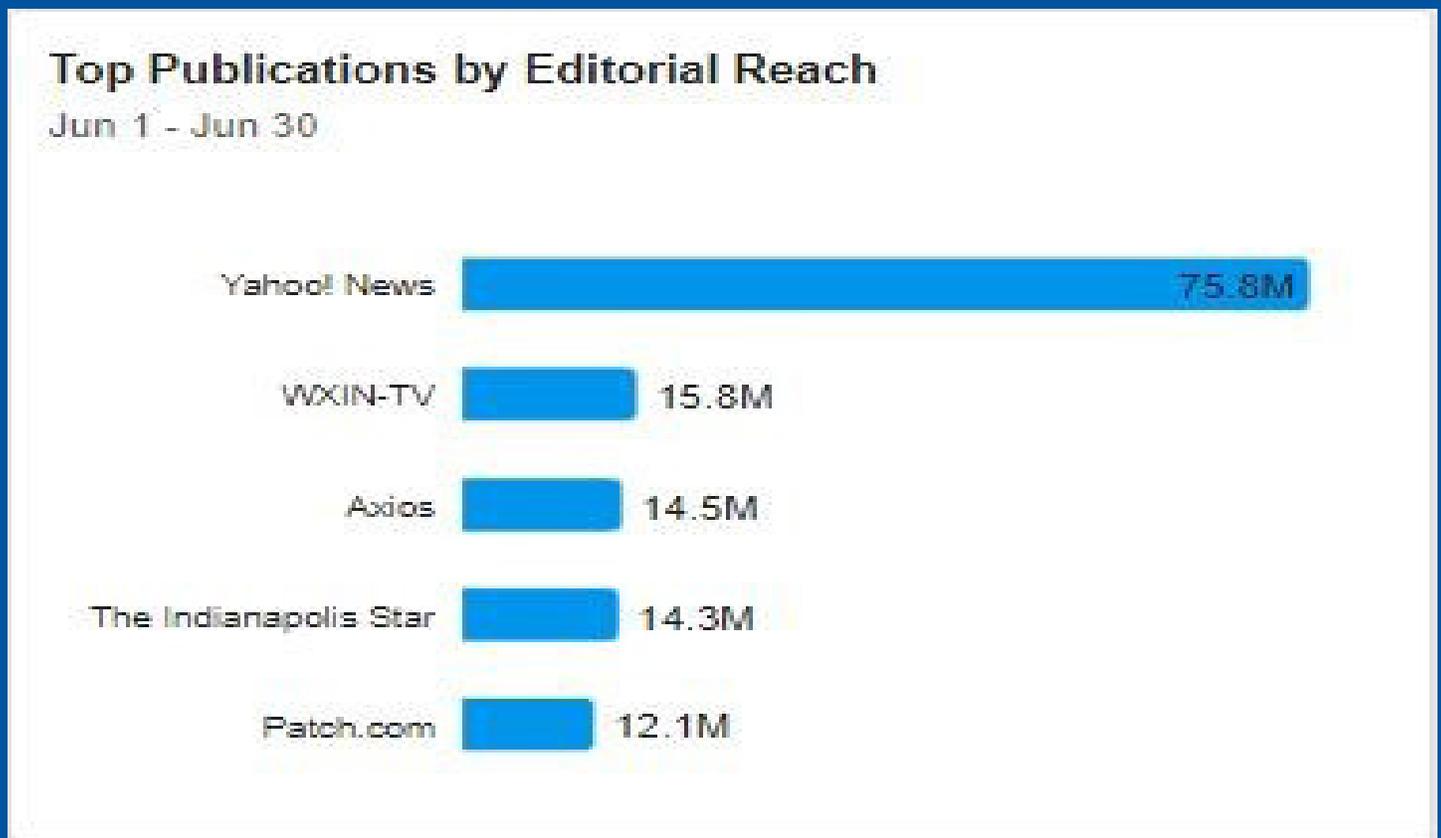
Finally, IndyGo's Red Line was mentioned positively in an article from Governing, sharing how BRT is a better, cheaper solution to achieving civic fortunes than light rail. It breaks down how IndyGo received large funds from the government to pay for the project and highlights many of the infrastructure improvements that were made through the process.

Altogether, IndyGo was mentioned 77 times in the media in June. Online media was the most frequently published.

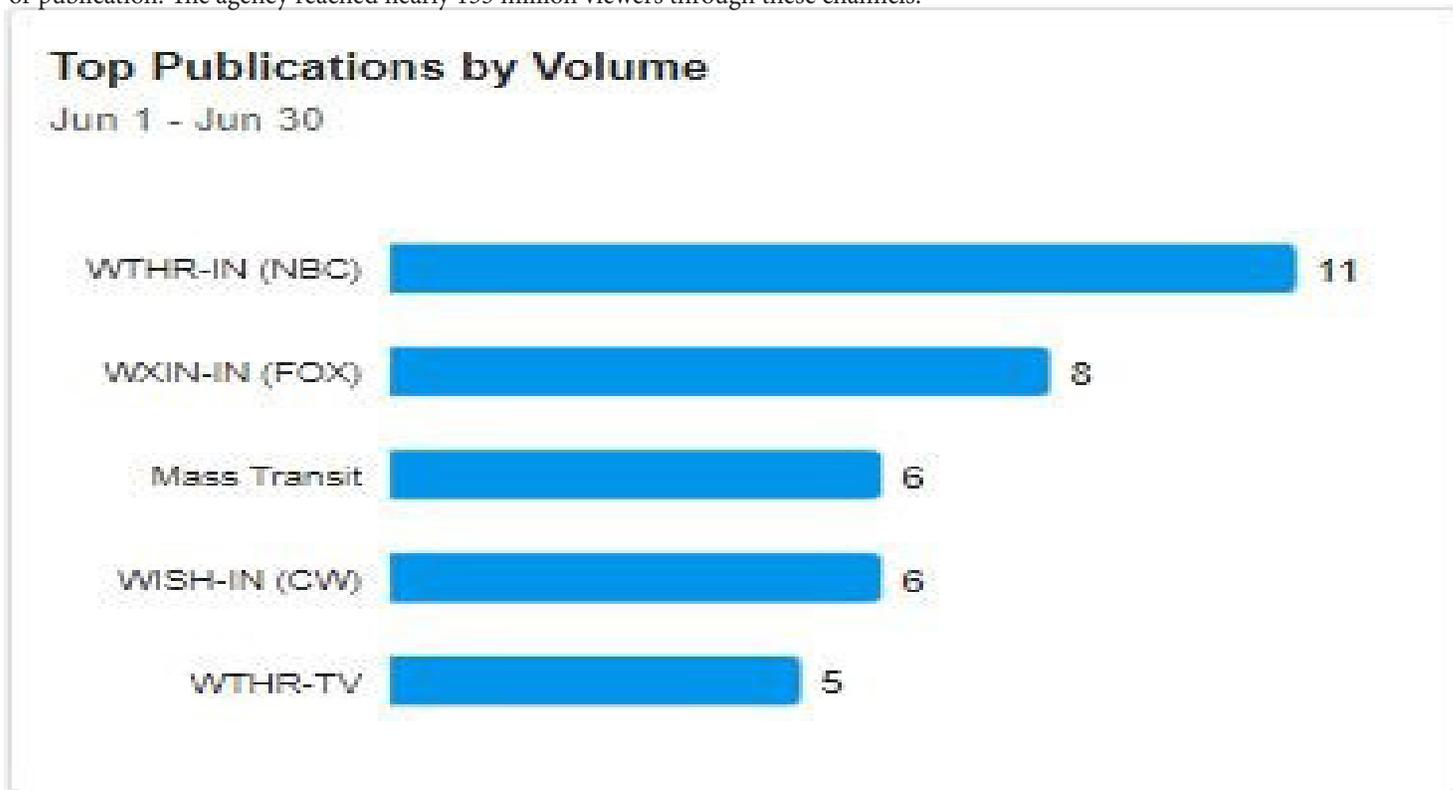
Here's a brief coverage summary:



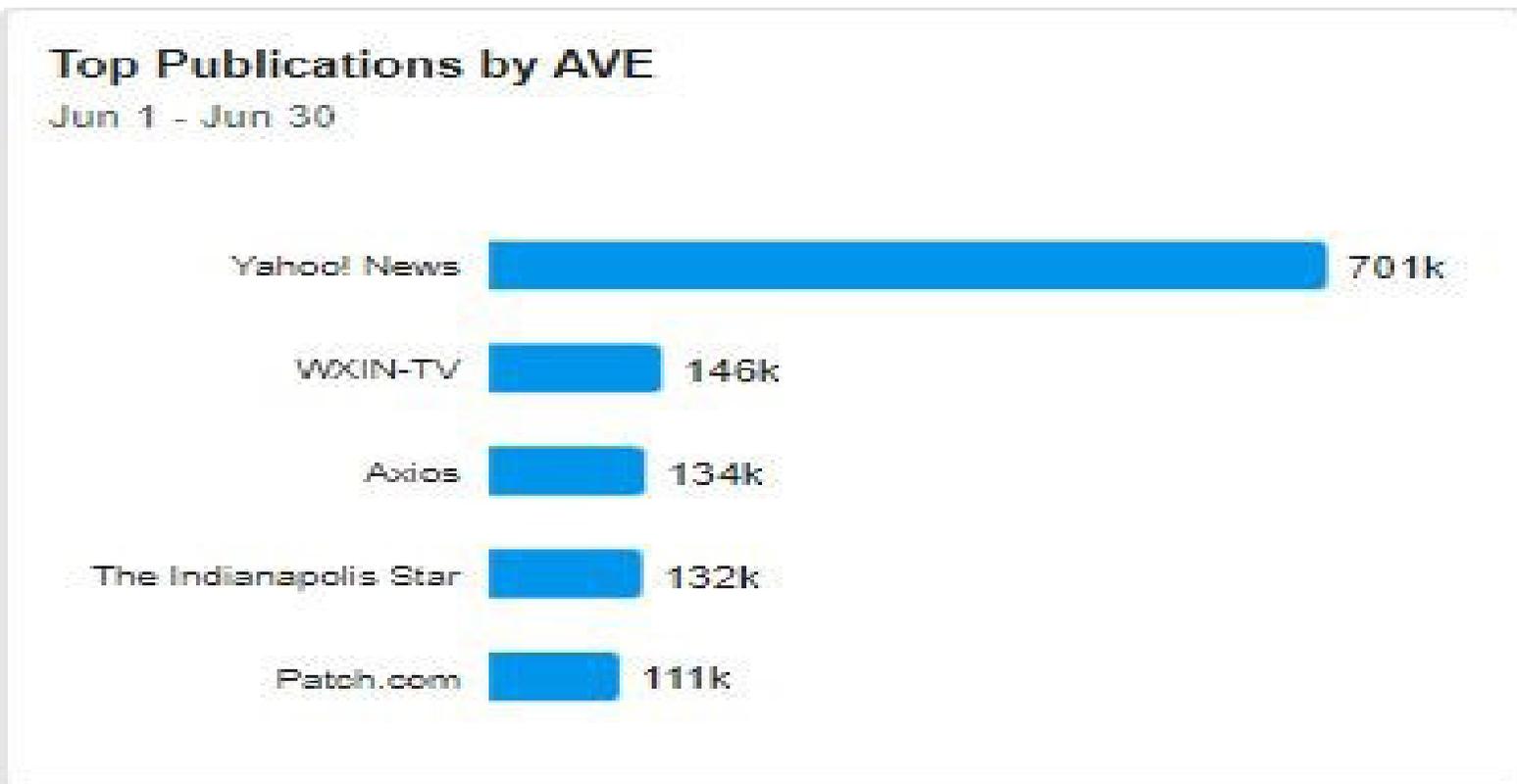
The graph below shows the top media outlets that published stories about IndyGo in May and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in June and the total potential viewership for each station or publication. The agency reached nearly 133 million viewers through these channels.



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 \$1,224,000.



Social Performance:

Facebook

- Had a total of 281,000 impressions (169,000 more than May)
- 32,500 post engagements (24,910 more than May)
- 11,826 page likes
- 13,698 current followers (40 more than May)

Happy Father's Day!

WE TRIED TO THINK OF A DAD JOKE INVOLVING BUSES, BUT ALL WE COULD COME UP WITH WERE SOME WHEELY BAD PUNS.



HAPPY FATHER'S DAY FROM INDYGO!

IndyGo

See insights and ads [Boost post](#)

American Public Transportation Association and 54 others 3 comments 5 shares

IndyGo
Published by Ari Kasle
June 7

We knew we had to do something BIG for our first ever 60-foot bus wrap. We've been telling you to "Catch The Fever, Catch The Bus."
Now you can actually catch the Indiana Fever Bus! 🏀🚌



KELSEY MITCHELL

See insights and ads [Boost post](#)

53 8 comments 4 shares

June 17 at 9:10 AM

#TransitsEssential
<https://www.indygo.net/purple-line/>

Son: Dad, why is my sister named Rose?
Dad: Because your mother loves roses.
Son: Thanks, dad.
Dad: No problem, Purple Line.



IndyGo

See insights and ads [Boost post](#)

69 9 comments 6 shares

IndyGo
Published by Ari Kasle
June 25 at 9:36 AM

Ice cream, super stops and a bus ride! That's the definition of a perfect day. Check out these AMAZING "Thank You" notes from 1st graders at the International School of Indiana after their travel training! You guys save us a spot the next time you ride the bus to grab a scoop!



See insights and ads [Boost post](#)

22 2 comments 1 share

Instagram

- Generated 31,100 impressions (12,300 more than May)
- 2,710 total engagements (1,310 more than May)
- 8.7% engagement rate (1.3% increase)
- 4,461 current followers (17 more than May)

Commuting to work on the bus instead of a car for just 1 day a week will save you \$316/year in gas cost alone.

Weekly Transportation Method	Gas money saved
 =	\$316 per year
 =	\$632 per year
 =	\$948 per year
 =	\$1,264 per year
 =	\$1,580 per year

IndyGo



indygobus
Original audio

indygobus We're not saying you need to take the bus every single day, but look how much gas money you're taking the bus to work just ONE DAY per week!

keazany 🤪🤪🤪
keazany 🤪🤪🤪
kachugatta Foodie Monster we love you too!
ashlyccool07 🤪🤪🤪🤪🤪
nywon 🤪🤪
jameymcp More puppet content
heralbergercindy love the foodie monster!!
kachugatta @cookiemonster 🤪

View insights

Report post

Liked by a,bae and 57 others

RIDE ME



indygobus

indygobus Subtlety is dead. Plan your trip.

jahome 🤪🤪🤪

annamalih POV: IndyGo on Tinder

annamalih #happyridemonth

shartley002 I'm still planning on trying to ride on that specific bus

dchubert132 It's so Julia

kittyhasfeaz Oh my 🤪

View insights

Report post

Liked by jojo_patty and 148 others



indygobus and indypride

indygobus Did somebody call for a sexy bus? This badde will be serving looks tomorrow during the @indypride parade. See you there!

coltabus stunning 🤪🤪

melanierallen We love to see it!

happorthegirls 🤪 We feel like your bus and our Bus-T might get along 🤪

grumMeyers 🤪

santana_bacon Slay!

rachelbeininger! 🤪🤪

View insights

Report post

Liked by whazen36 and 688 others

Twitter

- Had a total of 120,000 organic impressions (19,000 more than May)
- Earned an average of 4,000 impressions per day
- 6,943 current followers (38 more than May)

IndyGo
Published by Ari Kasle
June 16 at 11:07 AM

A quick Father's Day nap before a big home game! Riding the bus to the Indiana Fever game is a great idea. Sleeping on the bus; not so much. #CatchTheFeverCatchTheBus



IndyGo @IndyGoBus · Jun 13

The Fever Inferno Hip-Hop Squad know how to dance, but can they tell you how to ride the bus to the @IndianaFever game?

Spoiler alert: They can!

Ride with IndyGo to see them perform tonight at the Fever home game!
#CatchTheFeverCatchTheBus



1 2 26 1.7K

IndyGo @IndyGoBus · Jun 8

We out here! #RideWithPride



IndyGo @IndyGoBus · Jun 27

21,800,000 is our lucky number. What a coincidence that IndyGo was awarded a USDOT Federal Grant worth \$21.8 million! Thank you SO MUCH to the @USDOT for these funds which will go towards critical traffic safety needs along part of the Blue Line corridor. indygo.net/indygo-receive...



7 17 93 8K

LinkedIn

- Generated 34,900 impressions (15,600 more than May)
- 3,007 total engagements, 2.8% engagement rate
- 135 new followers, 4,125 total followers

IndyGo
4,130 followers
1mo •

In this June edition of IndyGo Now, we give you the latest on IndyGo leadership changes, the return of Food in Transit and upcoming route adjustments.



Auto captions have been added to your video

IndyGo
4,125 followers
1mo •

IndyGo is pleased to announce Brooke Thomas, AICP as its new, permanent Chief Development Officer. Thomas has substantial experience in strategic and urban planning, policy and data research, and community development. Before ...see more



Cameron Radford and 148 others
20 comments • 4 reposts

Like Comment Repost

Organic Impressions: 6,094 Impressions Preview results

Posted by Ari Kasle • 6/18/2024

IndyGo
4,125 followers
3w • Edited •

IndyGo getting national recognition for our BRT lines? We don't always like to toot our own horn, but..... *toot toot 🐘

...see more

BRT is much cheaper. The 13-mile Red Line BRT in Indianapolis, opened in 2019, cost less than \$100 million — not per mile, but in total. The much lower financial lift required for building bus rapid transit makes it more feasible for cities to raise the required funds.

Because they typically run on city streets, BRT systems also offer the chance to perform badly needed street and sewer repairs during construction. Sidewalks can be rebuilt or added. Traffic signals can be replaced, along with new features such as permitting buses over auto traffic and additional pedestrian safety measures. The reduction of traffic lanes itself is sometimes a worthwhile street redesign project.

Three types of improvements were made as part of the Indianapolis Red Line project. With 80 percent of the funds — \$77 million — coming from a federal grant, the city only had to spend about \$20 million of its own money on the project. Although the numbers weren't broken down by component, it's very possible that there was more than \$20 million in street improvements. That means the local funds essentially went to fix streets that already needed to be repaired, and the city got a BRT line for free, courtesy of the federal government.

The Purple Line BRT in Indianapolis, scheduled to open at the end of this year, is an even starker example of leveraging transit projects to make general infrastructure improvements. The Purple Line is a 15-mile, \$160 million project that is almost half funded by federal grants. The major spine of this route will be East 38th Street, a major cross-town artery that passes through a low-income, heavily Black area. This is a highly trafficked street with a poor design that was in terrible shape.

Some \$127 million — about two-thirds of the total project cost — is dedicated to infrastructure improvements. This includes major drainage upgrades to meet modern standards, separating storm and sanitary sewers along part of the route to reduce combined sewer overflows. The street is being reconstructed or repaved. There are 6.5 miles of new or repaired sidewalks, a wide multi-use path along part of the route and more than 350 new ADA-compliant curb ramps. Also, the line will have dedicated lanes and newly built stations.

Without the BRT, it's highly unlikely the cash-strapped city of Indianapolis would have been able to afford the other infrastructure improvements. The transit improvements are being paid for with a 0.25 percentage point income tax increase, approved by the state legislature and approved by voters locally.

Mike Roth and 37 others
1 comment • 3 reposts

IndyGo is pleased to welcome Britt S. Griffin, SHRM-SCP DEI Certified as our new Chief People Officer. Griffin comes to IndyGo with extensive experience in human resources (HR) initiatives, talent acquisition, employee engagement, and ...see more



Mike Roth and 420 others
114 comments • 3 reposts

Video Data

Total Video Views: 130,030

Top 3 June Videos

- USDOT Grant- 11,055 total views
- Fever Bus- 13,667 total views
- Inferno How to Ride- 5,949 total views

IndyGo @IndyGoBus · Jun 27

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7 17 93 8K

IndyGo
Published by Ari Kasle
June 7

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See insights and ads

53 8 comments 4 shares

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Spoiler alert: They can!

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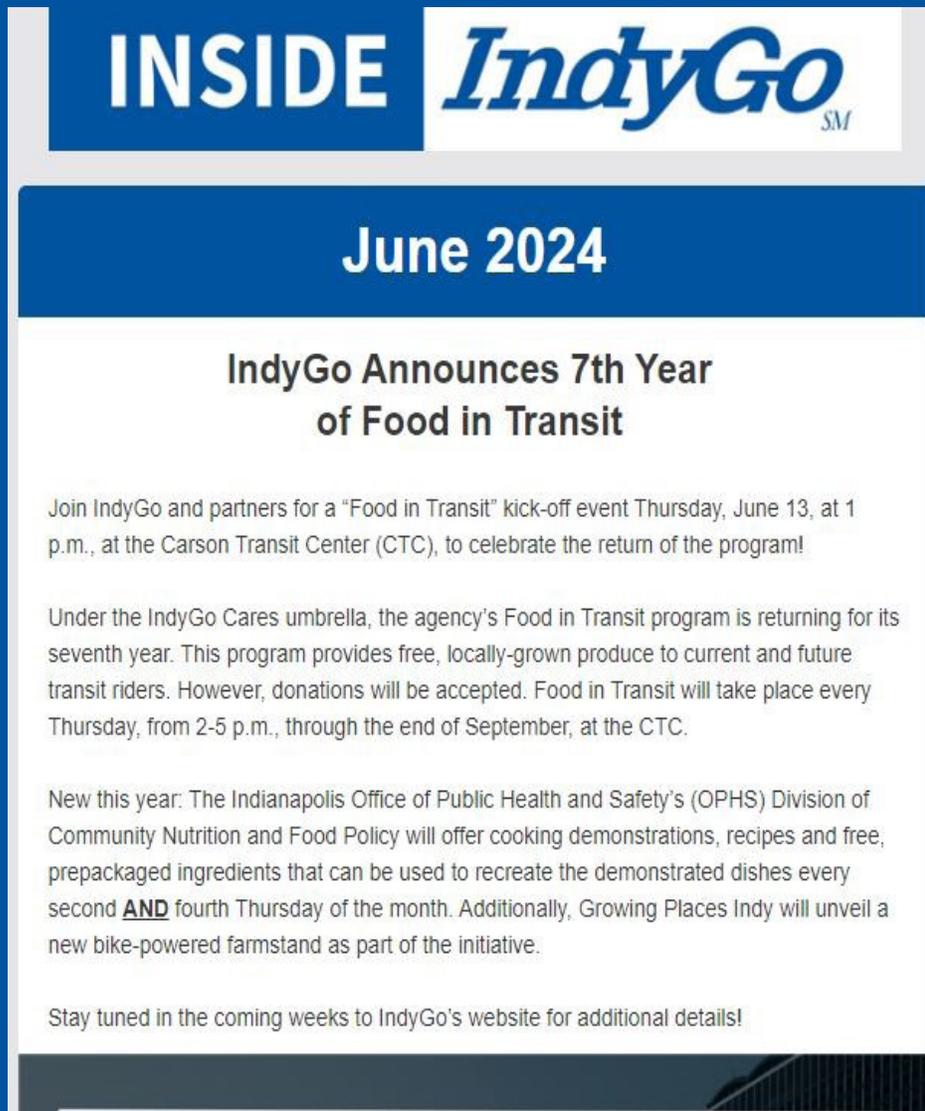
1 2 26 1.7K



Email Marketing:

NEWSLETTER

- 13,632 recipients (264 more than May)
- 6.13% CTR
- 4.07% open rate



The screenshot shows the top portion of an email newsletter. At the top, there is a dark blue header with the word "INSIDE" in white, bold, sans-serif font, followed by the "IndyGo" logo in a white, italicized serif font with a small "SM" trademark symbol. Below this is a dark blue horizontal bar containing the text "June 2024" in white, bold, sans-serif font. The main content area has a white background with a dark blue border on the left and right. The title "IndyGo Announces 7th Year of Food in Transit" is centered in bold, dark blue font. The first paragraph invites recipients to a "Food in Transit" kick-off event on Thursday, June 13, at 1 p.m. at the Carson Transit Center (CTC). The second paragraph describes the program's return under the IndyGo Cares umbrella, providing free, locally-grown produce to transit riders, with donations accepted. The third paragraph details new additions for the year, including cooking demonstrations and prepackaged ingredients by the OPHS, and a new bike-powered farmstand by Growing Places Indy. The final paragraph encourages recipients to stay tuned for more details on the IndyGo website.

INSIDE *IndyGo*SM

June 2024

IndyGo Announces 7th Year of Food in Transit

Join IndyGo and partners for a "Food in Transit" kick-off event Thursday, June 13, at 1 p.m., at the Carson Transit Center (CTC), to celebrate the return of the program!

Under the IndyGo Cares umbrella, the agency's Food in Transit program is returning for its seventh year. This program provides free, locally-grown produce to current and future transit riders. However, donations will be accepted. Food in Transit will take place every Thursday, from 2-5 p.m., through the end of September, at the CTC.

New this year: The Indianapolis Office of Public Health and Safety's (OPHS) Division of Community Nutrition and Food Policy will offer cooking demonstrations, recipes and free, prepackaged ingredients that can be used to recreate the demonstrated dishes every second **AND** fourth Thursday of the month. Additionally, Growing Places Indy will unveil a new bike-powered farmstand as part of the initiative.

Stay tuned in the coming weeks to IndyGo's website for additional details!

Outreach Summary: June 2024

In June, IndyGo’s outreach focused on community events, a travel training with YMCA’s Youth Career Development Program and the return of Food in Transit.

IndyGo, the City of Indianapolis and Growing Places Indy launched their seventh consecutive partnership for Food in Transit. The partnership expands access to fresh, healthy and locally-grown produce to riders during their regular commutes at the Julia M. Carson Transit Center. The launch kicked off providing riders with engaging cooking demonstrations, free, prepackaged items, fresh produce and healthy recipes aimed at inspiring healthy eating habits. Food in Transit occurs every Thursday from June 13 to Sept. 29, between 2 – 5 p.m.

IndyGo was an exhibitor at six community events, engaging more than 13,000 people. The most highly attended events were the Indiana Black Expo, Inc. Summer Celebration, Madam Walker Legacy Center Block Party and Earth Day Indiana Festival.

Teens in the YMCA Youth Career Development Program participated in an IndyGo travel training, which provided

travel assistance and education about the benefits of using transit.

IndyGo continued its digital neighborhood outreach through the Nextdoor platform. In June, IndyGo shared five posts, which generated more than 67,000 impressions in neighborhoods across Marion County.



IndyGo teammates participated in the Indiana Black Expo, Inc. Summer Celebration festivities last month. They performed outreach to inform community members about Purple Line project details and activities and agency job opportunities. See photos below from the celebration Pictured above on the left: IndyGo Director of Diversity, Equity and Inclusion Lloyd Daley-Graham



IndyGo teammates attended the Madam Walker Legacy Center Block Party, presented by IU Indianapolis, in June. They shared updates about IndyGo’s current and future projects. See the photo below from the event. Pictured above IndyGo Digital Media Specialist Ari Kasle



IndyGo attended Arts for Lawrence’s Juneteenth Jubilee last month, where teammates informed community members of IndyGo’s services. See the photo below from the event. Pictured above, beginning from left to right: IndyGo Coach Operator Lisa Walker, Transit Ambassador Umair Kurshid and Outreach Specialist Kayla Bledsoe



IndyGo attended the Indy Pride Parade and Festival! Pictured above, beginning from left to right: (Top, left photo) Coach Operator William Hazen (Top, right photo) Director of Diversity, Equity and Inclusion Lloyd Daley-Graham, (Bottom, right photo) Chief Government Affairs Officer Cameron Radford and Coach Operator William Whitmer.

OUTREACH PROJECTS

Event Name:	Date of Event:
2024 Earth Day Indiana Festival	June 1, 2024
Community Day: Kingdom Apostolic Ministries	June 1, 2024
Mayor's Neighborhood Advocate Update	June 3, 2024
Travel Training: YMCA Youth Career Development Program	June 7, 2024
H.O.P.E. Team Meeting	June 11, 2024
Food in Transit Launch	June 13, 2024
Arts for Lawrence Juneteenth Jubilee	June 13, 2024
Healthcare Education Community Fair	June 15, 2024
Legacy Fest Block Party	June 22, 2024
Indiana Black Expo Summer Celebration	June 27, 2024

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

Operations Division Report – June 2024

To: Jennifer Pyrz, President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: July 25, 2024

SERVICE PLANNING

SCHEDULING:

October 13, 2024, IndyGo will implement a significant set of service changes. These changes are a major step towards implementing IndyGo's 2027 Transit Network, designed through public feedback to increase the quality and frequency of bus service and will greatly impact the north and south service areas.

The following route will experience frequency changes:

- Route 30, currently at 60-minute frequency will increase to 30-minutes.

The following routes will be added, retired, or realigned in October:

Route 4 – With the launch of the new Purple Line BRT service to Fort Harrison all Route 4 trips will now end at Community Hospital North. Additionally, Route 4 will take Central Ave in both directions between 10th St and 38th St, instead of northbound trips on Delaware St and only southbound trips on Central Ave.

Route 10 – Route 10 will serve 10th St, west of Girls School Rd, in both directions, instead of a one-way loop at its far western terminus. It will then proceed south on Raceway Rd, west on Rockville Rd, and end at the Meijer on the Marion County Line. Service on Girls School Rd, Country Club Rd, and Rockville Rd between Raceway Rd and Girls School Rd will be discontinued.

Route 18 - As part of the northside realignment, this route number will be retired. Route 18 service between the Julia Carson Transit Center and Butler University will be covered by Route 28, and its service between Butler University and Glendale Town Center will be served by a modified Route 19.

Route 19 – Instead of proceeding north after Glendale Town Center, Route 19 will take Route 18's former alignment through Broad Ripple to Butler University. Service on 62nd St, east of Rural St and most service on Allisonville Rd will be discontinued. Service to Castleton Square Mall and Community Hospital North will be served by the new Route 82. Additionally, instead of split alignments on 46th and 52nd streets, all trips will take 46th St, doubling the frequency of service on this corridor. Route 19 will take Keystone Ave between 46th St and 52nd St, rather than its current alignment on Pennwood Dr, Willowbrook Pkwy, and Kingsway Dr.

Route 28 – Route 28 will reach its north terminus with a one-way "clockwise" loop around Dugan Dr, Township Line Rd, and 86th St to the end-of-the-line at St. Vincent Hospital on Harcourt Rd.

Route 29 (formerly 902) – Route 902's name and number will be retired and replaced with Route 29. The one-way loop at its northern terminus will now take the opposite direction, going northbound on Madison Ave, eastbound on National Ave, and southbound on Shelby St. This is a shift from "counterclockwise" to "clockwise."

Route 30 – Route 30 will be extended and continue on 30th St east of Shadeland Ave. Service on Shadeland Ave, between 30th St and Washington St, will be discontinued. From East 30th St, Route 30 will turn onto Franklin Rd and then 42nd St, preserving Route 39's former service. It will then travel north on German Church Rd and serve the shopping area by the intersection of Pendleton Pike and Sunnyside Rd, including Walmart, Kroger, and Kohls.

Route 31 – Route 31 will take Shelby St and County Line Rd in both directions, rather than a one-way loop on both roads and US 31. The previous one-way service on US 31 between Shelby St and County Line Rd will be discontinued. In addition, between Sumner Ave and Hanna Ave, Route 31 will serve Shelby St to the University of Indianapolis and transfer with the Red Line and Route 29 (formerly 902). Service on Madison Ave within this stretch will be discontinued, except for three northbound stops served by Route 29.

Route 39—Route 39 will be discontinued and replaced largely by the Purple Line. Service on Meridian St between Ohio St and 16th St will be preserved by Routes 11 and 25. Service on Central Ave will be preserved by Routes 4, 19, and 28. A realigned Route 30 will maintain the corridors of Franklin Rd between 38th St and 42nd St and 42nd St between Franklin Rd and Mitthoefer Rd.

Route 82—The new Route 82 will cover much of the area of two routes that are scheduled to be retired: 86 and 901. It will connect Glendale Town Center, Broad Ripple, Nora Plaza, Keystone Fashion Mall, Castleton Square Mall, and Community Hospital North with a 30-minute frequency. This allows for a frequency increase on 86th St and 82nd St east of College Ave.

Route 86—Route 86 will be retired. The new Route 82 will preserve service on 86th St and 82nd St east of College Ave. West of College Ave, Route 37 will continue to serve Park 100, and Routes 28 and 34 will continue to serve the St Vincent Hospital area.

Purple Line/Route 92 – The Purple Line, or Route 92, will largely replace Route 39 and the Lawrence portions of Route 4. Between the Julia Carson Transit Center and 38th St, the Purple Line will share twelve stations with the Red Line, doubling frequency on the Capitol Ave and Meridian St corridors. From the 38th St and Park Ave Station onward, it will serve 38th St before turning on Post Rd to terminate in Lawrence. The Purple Line is a Bus Rapid Transit (BRT) project that will provide frequent, accessible service and massive storm drainage and pedestrian infrastructure improvements.

Route 82 (formerly Route 901) – Route 901 will be retired and almost entirely replaced by the new Route 82. This new route will cover all of the area previously covered by Route 901 except for segments north of 86th St., where service will be discontinued.

In July, IndyGo and the Foundation were notified that \$500,000 in Indianapolis Neighborhood Improvement Program funds have been awarded from the City of Indianapolis Department of Public Works (DPW). This funding will allow for the construction of the Near Eastside Phase I & II bus stop improvement packages, for a total of \$2.7MM investment in bus stop infrastructure. 89 stops were designed for ADA compliance between the two packages. Through additional coordination, DPW will construct three of these stop improvements as part of the city's 30th Street Project and this work will not need to be bid by IndyGo. The vendor for Near Eastside Phase I should be selected in July.



FAST AND RELIABLE

Could run as frequently as every 10 minutes
Serves several routes

CONVENIENT

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

TICKET VENDING

ADA ACCESSIBLE

COMFORTABLE

Amenities like bike racks and benches

COVERED SEATING

FIXED ROUTE RIDERSHIP:

Jun-23	Jun-24	% Change	IndyGo Fixed Route Ridership	2023	2024	% Change
8,052	7,692	-4.5%	2 E. 34th St.	45,695	39,031	-14.6%
24,412	22,614	-7.4%	3 Michigan St.	143,118	148,219	3.6%
7,621	8,010	5.1%	4 Fort Harrison	46,406	45,477	-2.0%
11,970	11,343	-5.2%	5 E. 25th	62,556	65,370	4.5%
6,047	5,066	-16.2%	6 N. Harding	36,372	33,092	-9.0%
94,013	90,571	-3.7%	8 Washington St.	528,379	535,116	1.3%
66,391	66,376	0.0%	10 10th St.	379,897	389,337	2.5%
3,420	3,410	-0.3%	11 E. 16th St.	21,861	18,191	-16.8%
1,267			12 Minnesota	15,628		
4,235	6,063	43.2%	13 Raymond	16,821	35,029	108.2%
2,214			14 Prospect	34,612		
9,201	10,253	11.4%	15 Riverside	56,091	63,417	13.1%
7,534	8,019	6.4%	16 Beech Grove	48,353	47,840	-1.1%
4,630	3,997	-13.7%	18 Broad Ripple	26,278	27,332	4.0%
17,844	16,867	-5.5%	19 Castleton	103,645	101,503	-2.1%
9,832	10,688	8.7%	21 East 21st St.	57,192	60,445	5.7%
7,516	7,205	-4.1%	24 Mars Hill	42,267	41,193	-2.5%
9,203	10,962	19.1%	25 W. 16th St.	46,449	58,464	25.9%
15,811	20,804	31.6%	26 Keystone	76,187	123,482	62.1%
7,930	6,827	-13.9%	28 St. Vincent	41,734	42,871	2.7%
5,894	5,189	-12.0%	30 30th St.	32,570	32,369	-0.6%
7,866	8,711	10.7%	31 US 31	43,624	55,963	28.3%
19,684	19,283	-2.0%	34 Michigan Rd.	112,754	115,400	2.3%
25,981	24,074	-7.3%	37 Park 100	147,657	151,839	2.8%
11,928	7,123	-40.3%	38 Lafayette Square	80,751	45,318	-43.9%
57,398	53,956	-6.0%	39 E. 38th St.	324,614	336,855	3.8%
1,432			55 English	20,719		
2,909	5,821	100.1%	56 Emerson	2,909	34,649	
5,997	6,110	1.9%	86 86th Street Crosstown	33,700	34,962	3.7%
7,950	7,760	-2.4%	87 Eastside Circulator	45,649	45,500	-0.3%
86,998	101,076	16.2%	90 Red Line - BRT	527,645	599,233	13.6%
1,209	1,353	11.9%	901 Nora	6,593	8,716	32.2%
6,993	6,531	-6.6%	902 County Line	39,857	37,033	-7.1%
6,343	3,036	-52.1%	Others	62,985	20,433	-67.6%
567,725	566,790	-0.2%	Total	3,311,568	3,393,679	2.5%

**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 JUNE:

Coach Operator – Patrick Gray 2339

Patrick consistently demonstrates a willingness to assist others, exemplified by his proactive help towards new operators who were navigating unfamiliar routes. His dedication to maintaining a neat and tidy work environment reflects his strong work ethic and appreciation for his role within the company.



90% CLUB:

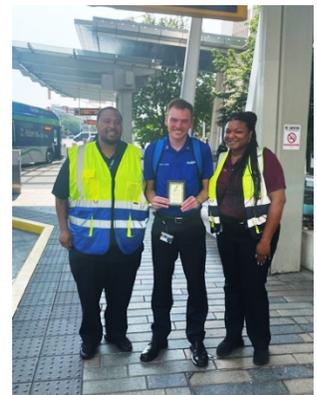
The following operators achieved an on-time performance rating of 90% or better during the month. The names are entered into a drawing held each month by this group of Operators. The winner receives an extra personal day.

The winner for June: William Hazen #9613

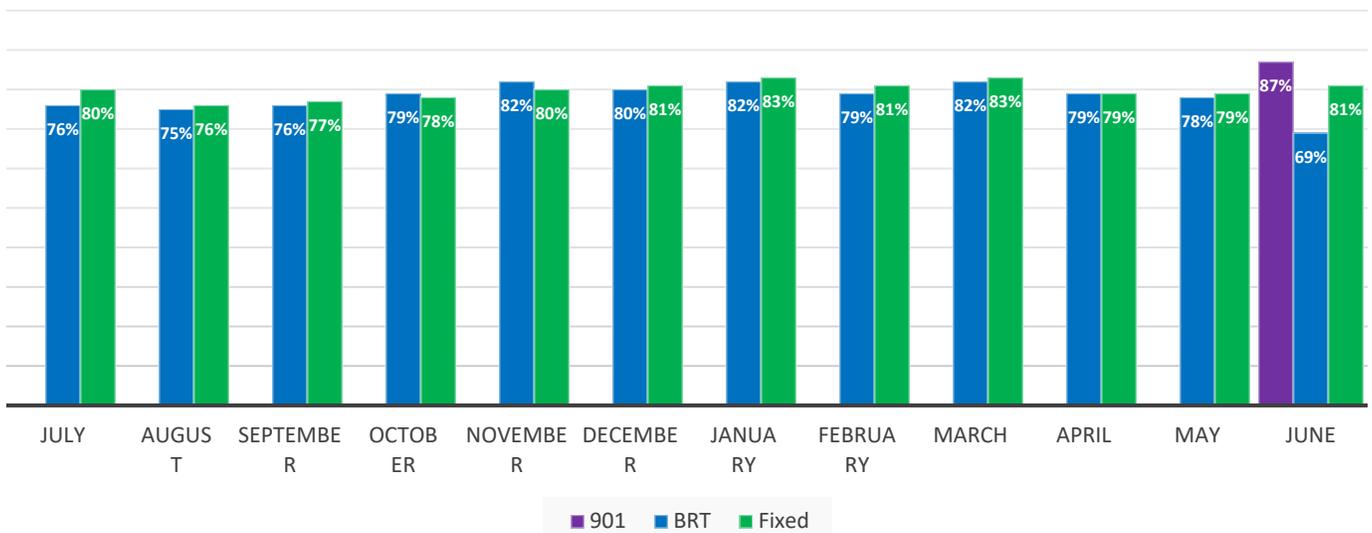
Hazen, William
Houston, Floyd
Reed, Byron
Gardner, Onesha
Howard, Jeffrey
Sharp, Orion
Brent, Shanta
Lewis, Donteze
Devers, Irvin
Wilson, James
Murray, Beth
Duncan, Scott
Singh, Satwant
Baine, Tenisha
Ford, Wanda
Johnson, Michael

Rowe, Patrick
Carpenter Williams, Lakisha
Jackson, Calvin
Irwin, Cameron
Whitmer, William
Scott, Gregory
Cargile, Senetria
Ellis, Aaron
Badiane, Ngary
Reed, Bryant
Overton, Tamika
Taylor, Richard
Corbin, Laniesha
Carroll, Lashanda
Clark, Keana
Booker, Thomas

Carter, Deborah
Williams, Angela
Robinson, Brittany
Wyatt, Darren
Spain, Antwon
Young, Samuel
Lewis, Terrill
Hook, Sandra
Phinisee, Fred
Alexander, Damon
Jones, Shirley
Washington, Daron
Moody, Brandon
Hurt, Anthony
Jelks, Jordan
Simms, Erica
Lake, Tibble



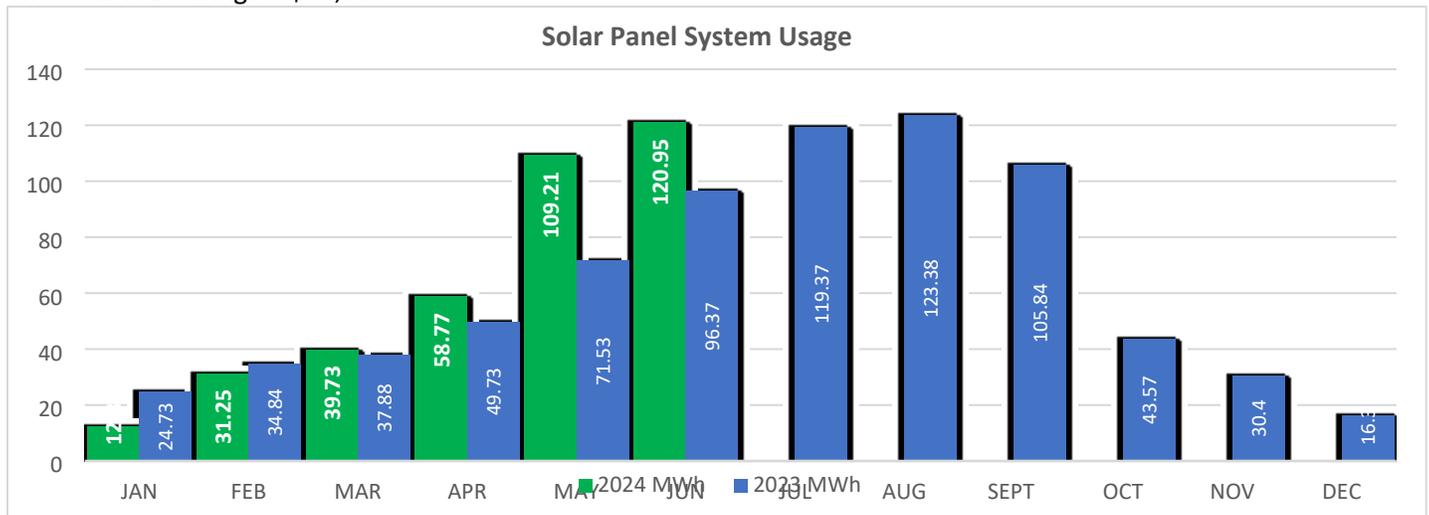
On Time Performance Last 12 Months



FACILITIES SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

The total YTD savings is \$35,365



Recycle

43,440 lbs. (21.72 tons) of metal were recycled in the second quarter for a return of \$3,902. Recycling YTD totals 74,720 lbs. (37.36 tons) with a return of \$6,074.

We have recycled 6000 gallons of used motor YTD for 2024

FLEET SERVICES:

In June there were 56 vehicles requested for the motor pool. These are non-revenue vehicles available for business use. There were 143 buses detailed in June. This gives the detail team a 74.47% completion rate. The goal is to detail every bus at least once per month.

IPTC has logged 3,530,398 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2024	713,970	666,235	711,952	696,374	717,371	720,900							3,530,398
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

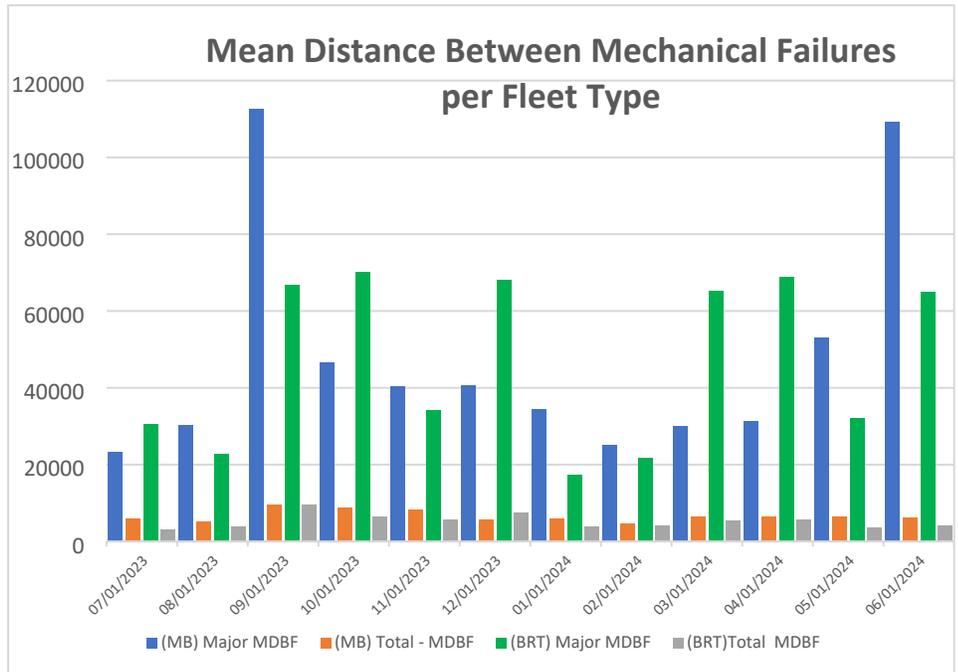
FLUID USAGE SUMMARY:

FLUID TYPE	Jun 2024	Jun 2023	Jun 2022
ATF (qt)	319	63	58
COOLANT (qt)	2,242	1,363	1,645
ENGINE OIL (qt)	3,316	383	378
DIESEL (gal)	141,205	129,833	138,369

2024 FLUID DETAIL:

FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	110	234	156	144	383	319							1,346
COOLANT	2,731	2,393	1,994	2,426	3,504	2,242							15,290
ENGINE OIL	379	443	762	1,264	2,950	3,316							9,114
DIESEL	128,645	122,433	130,054	129,484	138,718	141,205							790,539

MAINTENANCE:



Mean Distance Between Mechanical Failures per Fleet Type

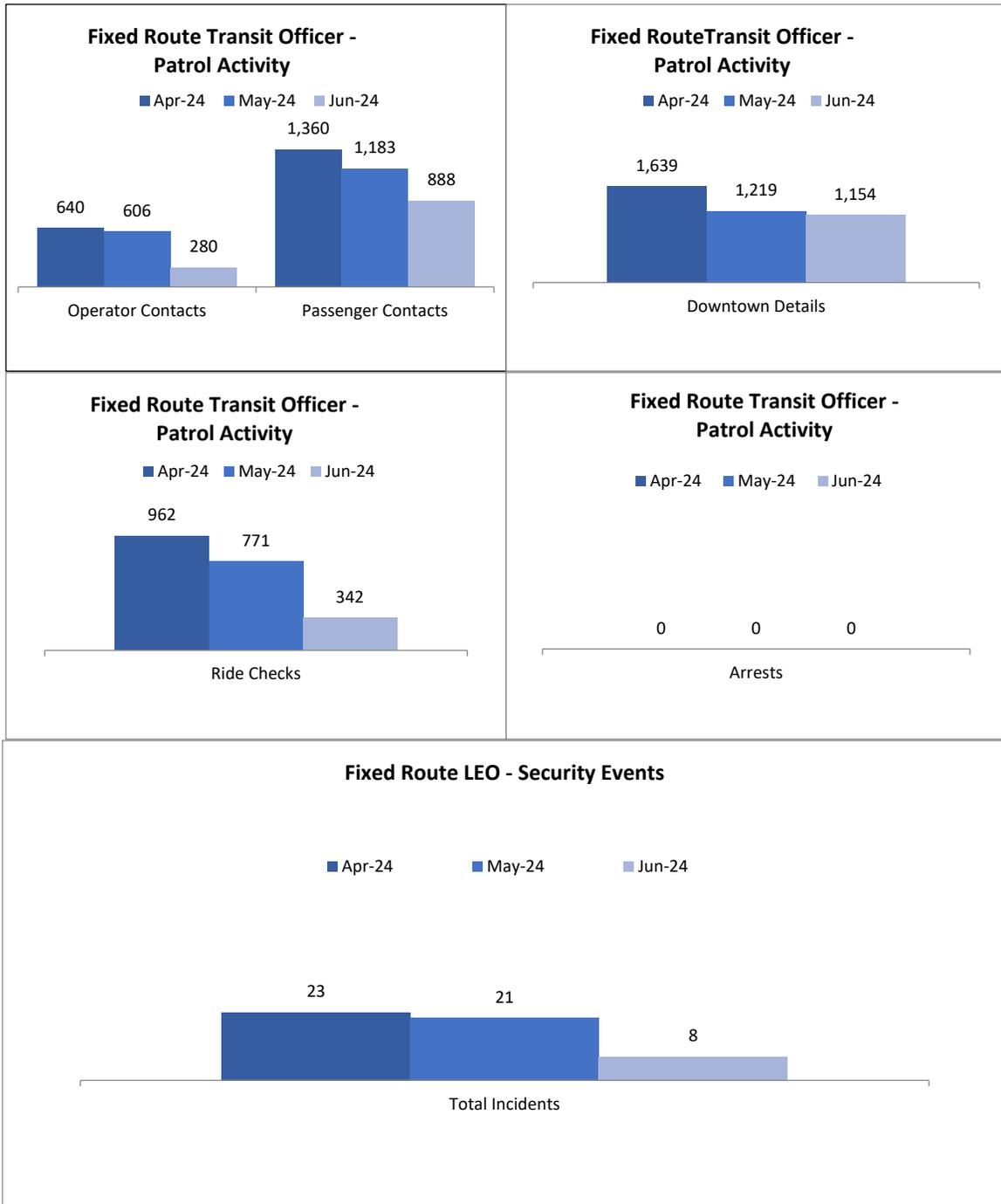
BRT and MB Mean Distance Between Failures Report				
DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total - MDBF
7/1/2023	23263	5970	30604	3060
8/1/2023	30116	5247.5	22753	3792
9/1/2023	112683	9522.5	66771	9539
10/1/2023	46670	8750.6	70213	6383
11/1/2023	40287	8153.2	34085	5681
12/1/2023	40562	5643.4	68076	7564
1/1/2024	34356	5880.7	17213	3825
2/1/2024	25020	4549	21730	4074
3/1/2024	30024	6526.8	65191	5433
4/1/2024	31290	6385.8	68848	5737
5/1/2024	52967	6293.01	31961	3674
6/1/2024	16818	4651.7	65008	4063

	PM Compliance %	Average Uptime (Days)	Average Downtime (Days)	Availability Rate %	Average # Stops	MTBS(Days)
(MB)- Fixed Route	100	23	8	76.0	3	13
(BRT)- BEB Electric	93	24	7	77	3	14

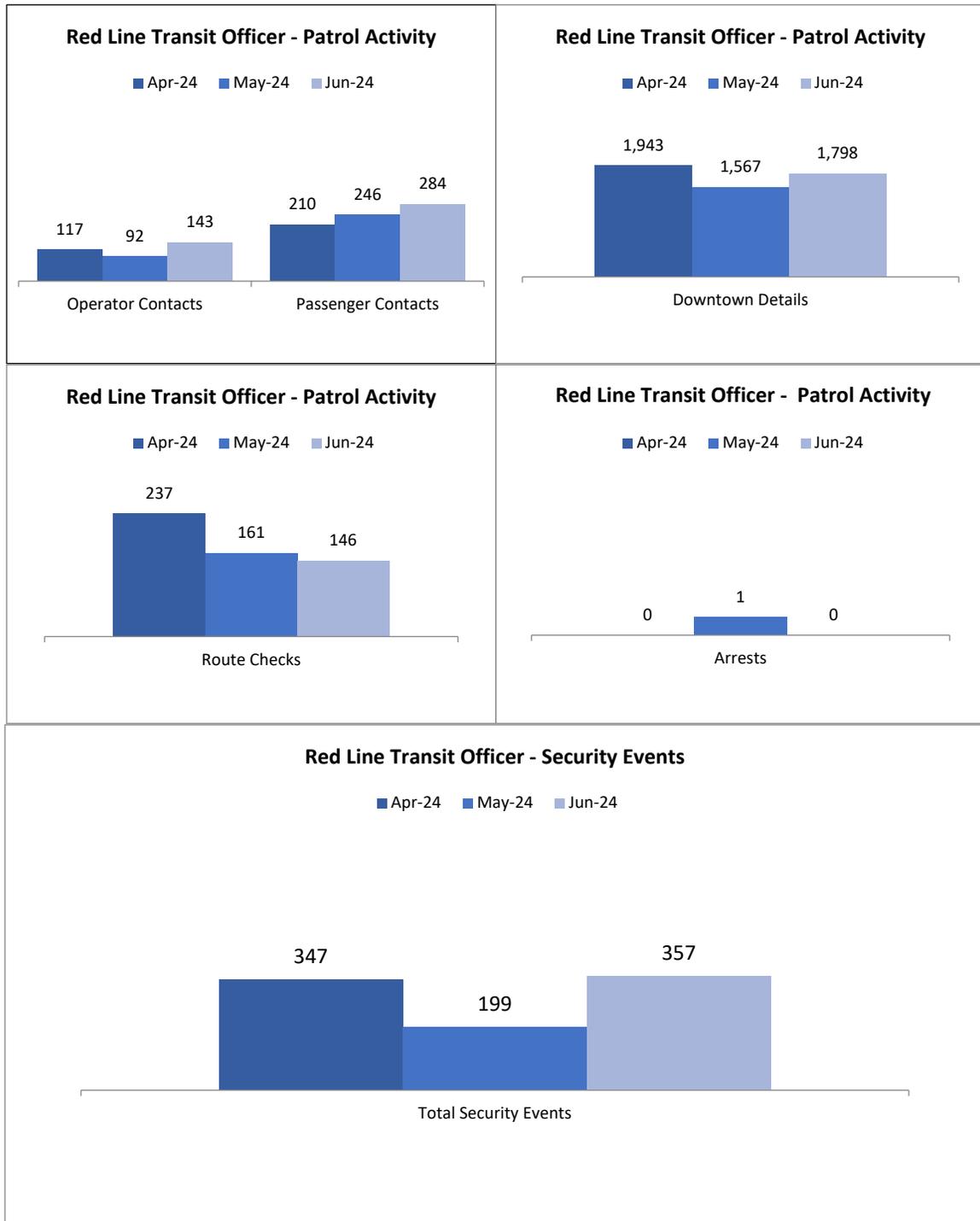
SECURITY

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:

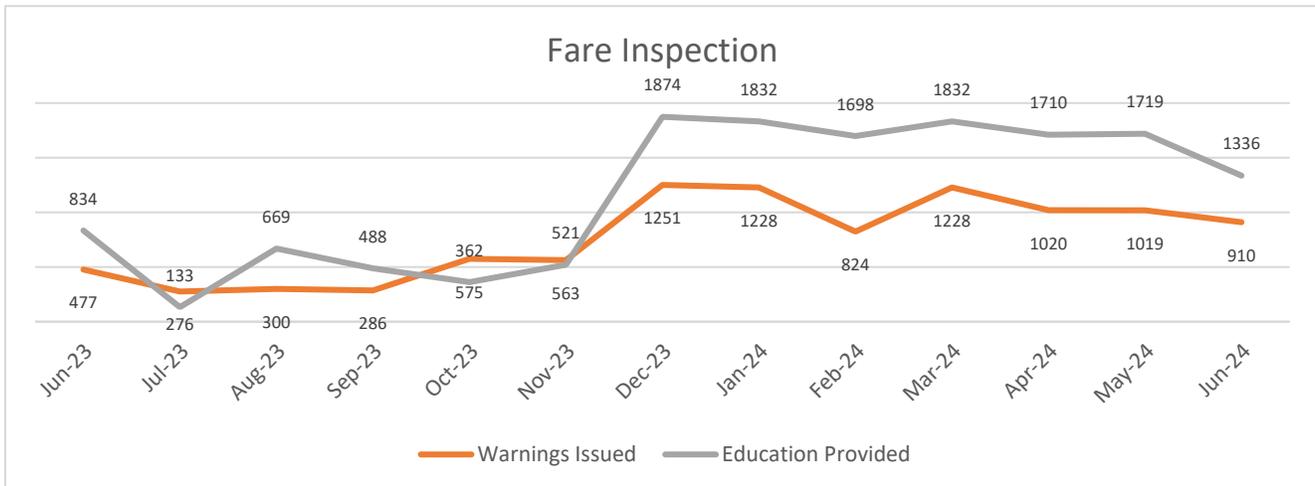
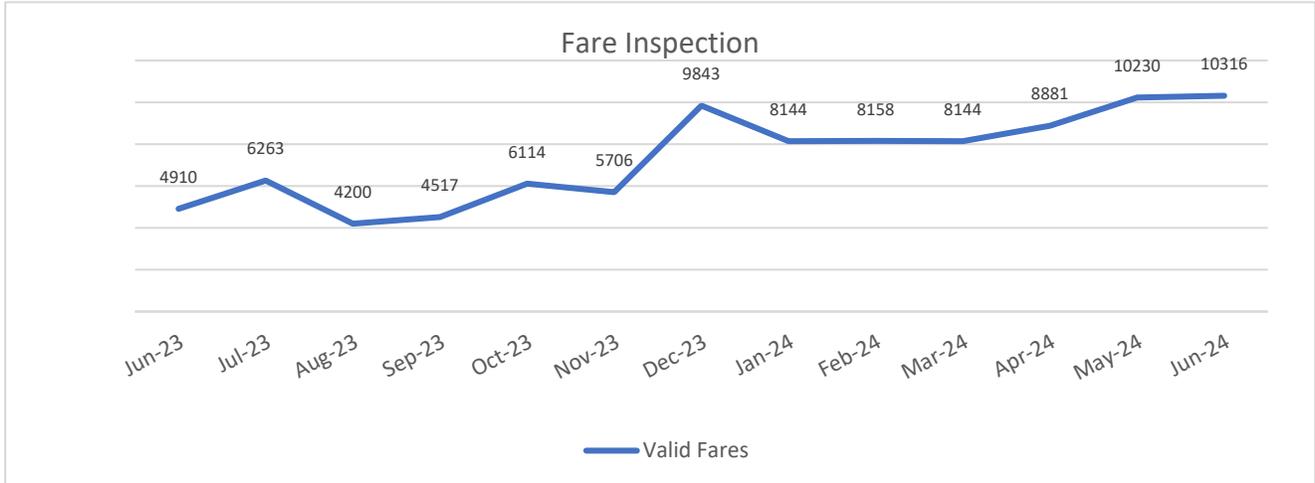


The charts below are the Red Line Security reports. These charts show the LEO's activity on the Red Line BRT Route. These charts also include any activities the Fixed Route LEO may have performed while assisting the Red Line LEO.



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.



June	Passenger Contact	Notifications	Educations
Monthly	11417	1686	2004
Weekday	9636	1592	1898
Saturday	1035	34	61
Sunday	746	60	45

2024 YTD	Passenger Contact	Notifications	Educations
Monthly	54974	7005	10795
Weekday	47526	6600	9709
Saturday	4342	92	632
Sunday	3106	313	454

There are two class types for trainees hired to be Professional Coach Operators. Those who have the required licensing when hired and those who have their permit and need to obtain their CDL.

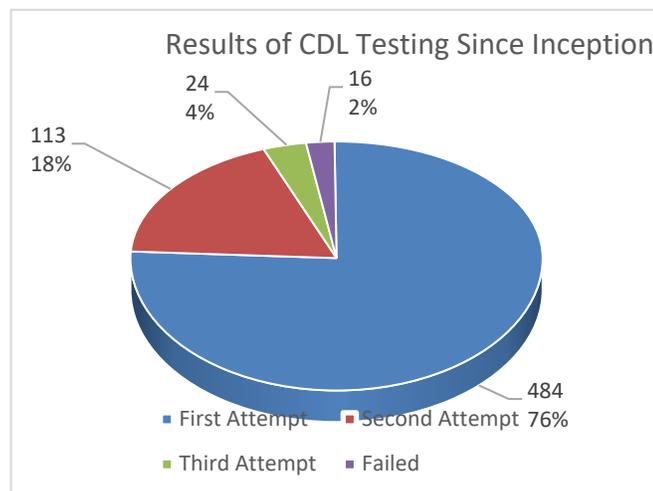
June 2024 Classes:
 Trainees with Permit – 15
 Licensed (CDL) - 5

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

MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	21	16	3	1	2
February	16	11	4	1	0
March	16	13	2	1	0
April	24	17	1	0	2
May	19	11	6	2	0
June	12	8	4	0	0
July					
August					
September					
October					
November					
December					

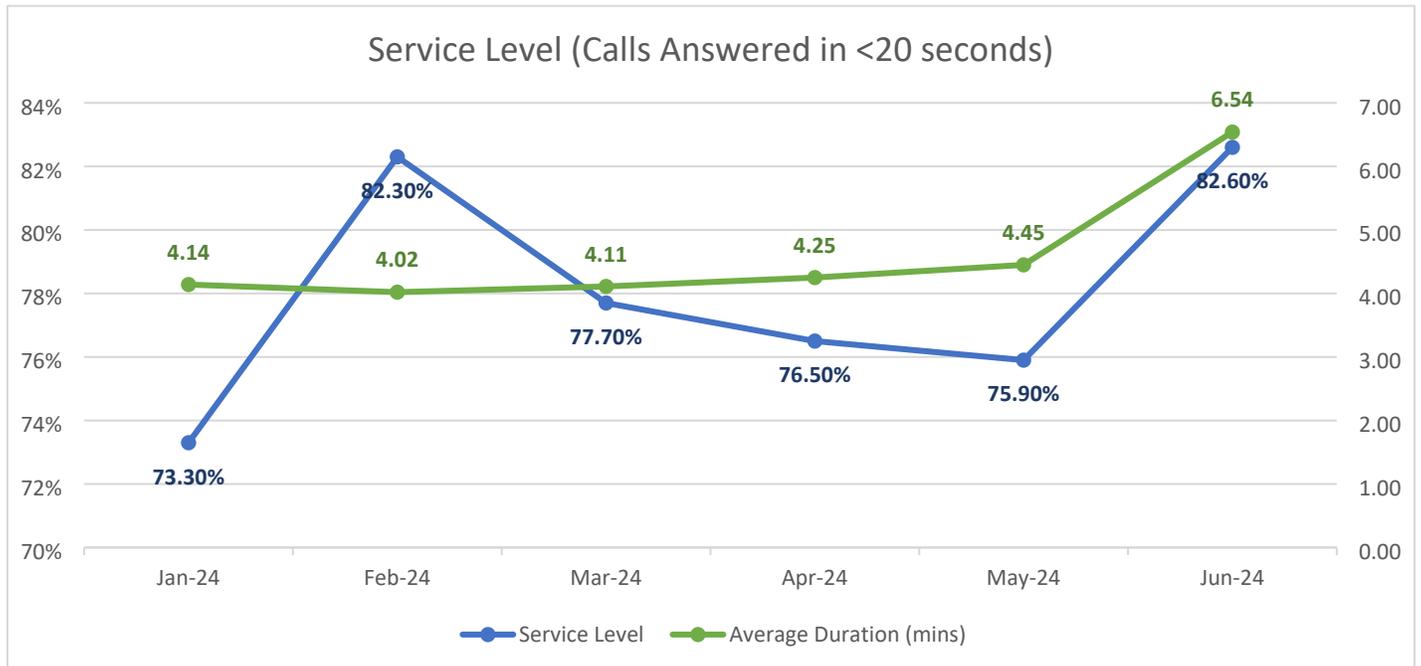
June test percentages:

- Passed on first attempt – 66.67%
- Passed the State Examination overall – 100%

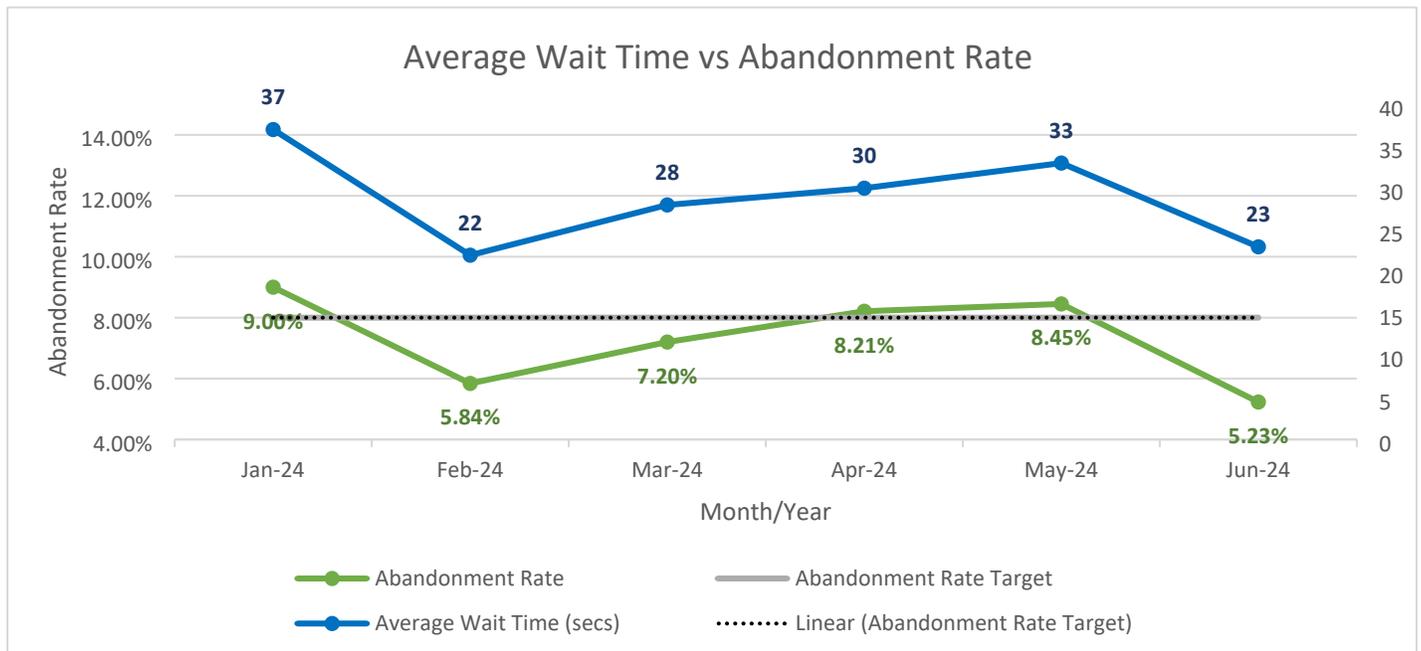


PARATRANSIT REPORT:

Call center service levels significantly improved, increasing to 82.6% in June from 75.9% in the prior month. This progress brings service levels to the target range of 80%. IndyGo’s Leadership Team will continue to monitor performance and work with our subcontractor to ensure continued improvement.



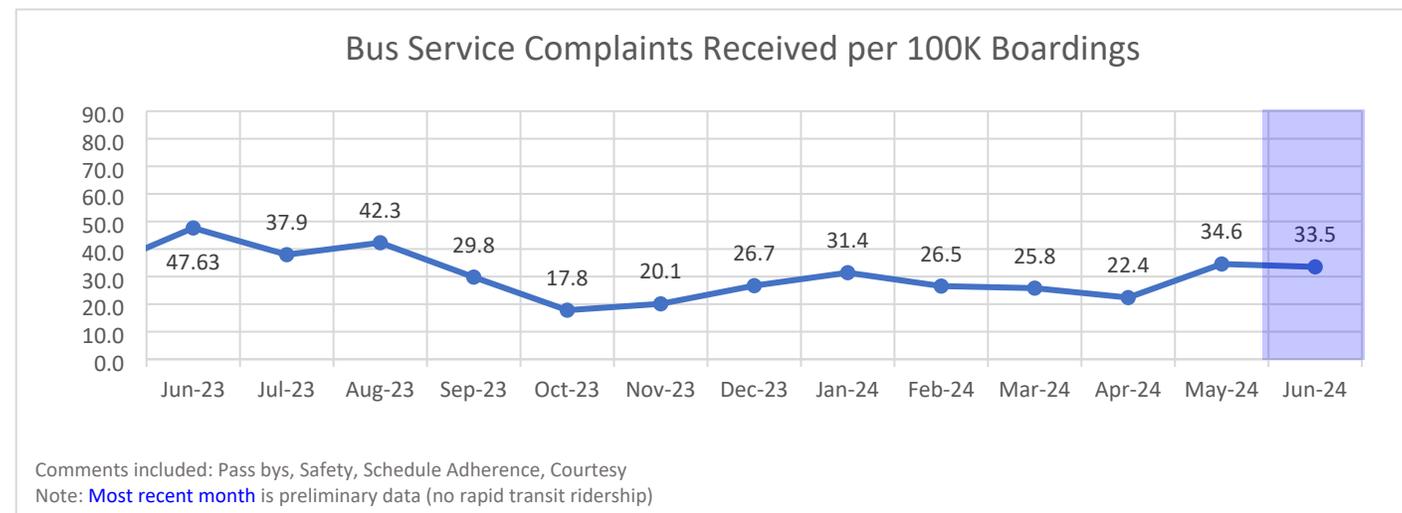
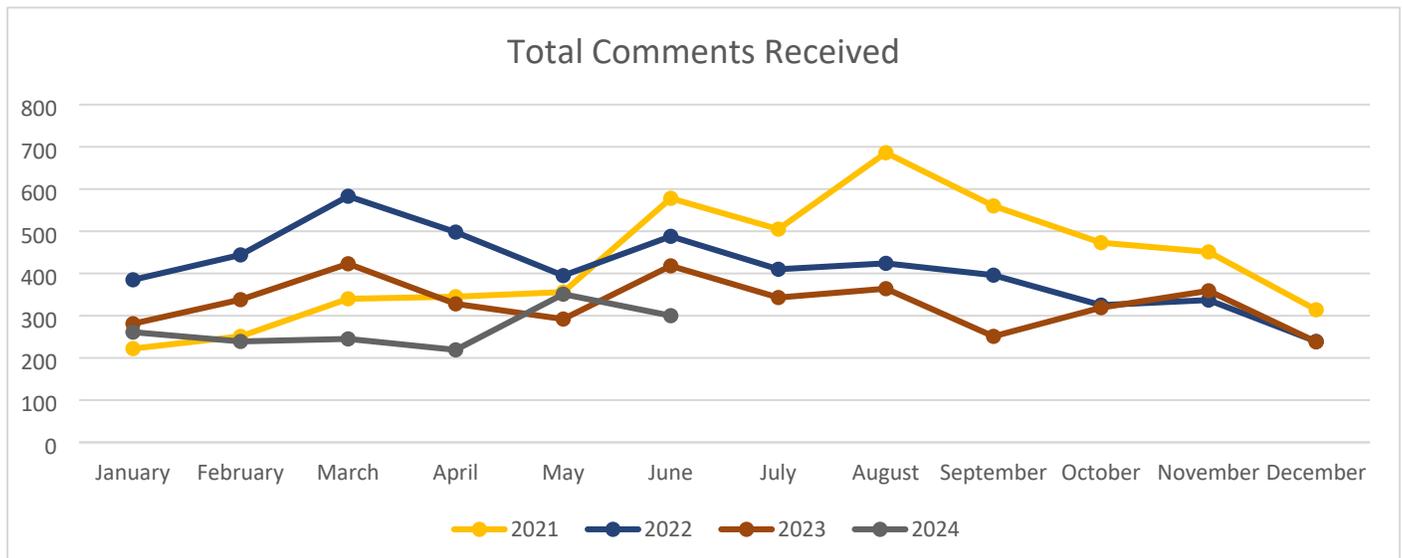
In June, there were significant improvements in average wait time and abandonment rate. The average wait time decreased by 10 seconds to 23, from the prior month’s 33 seconds. The abandonment rate dropped by 3.22%, from 8.45% to 5.23%. The positive trend indicates that the ongoing efforts to optimize call center operations are meeting expectations.



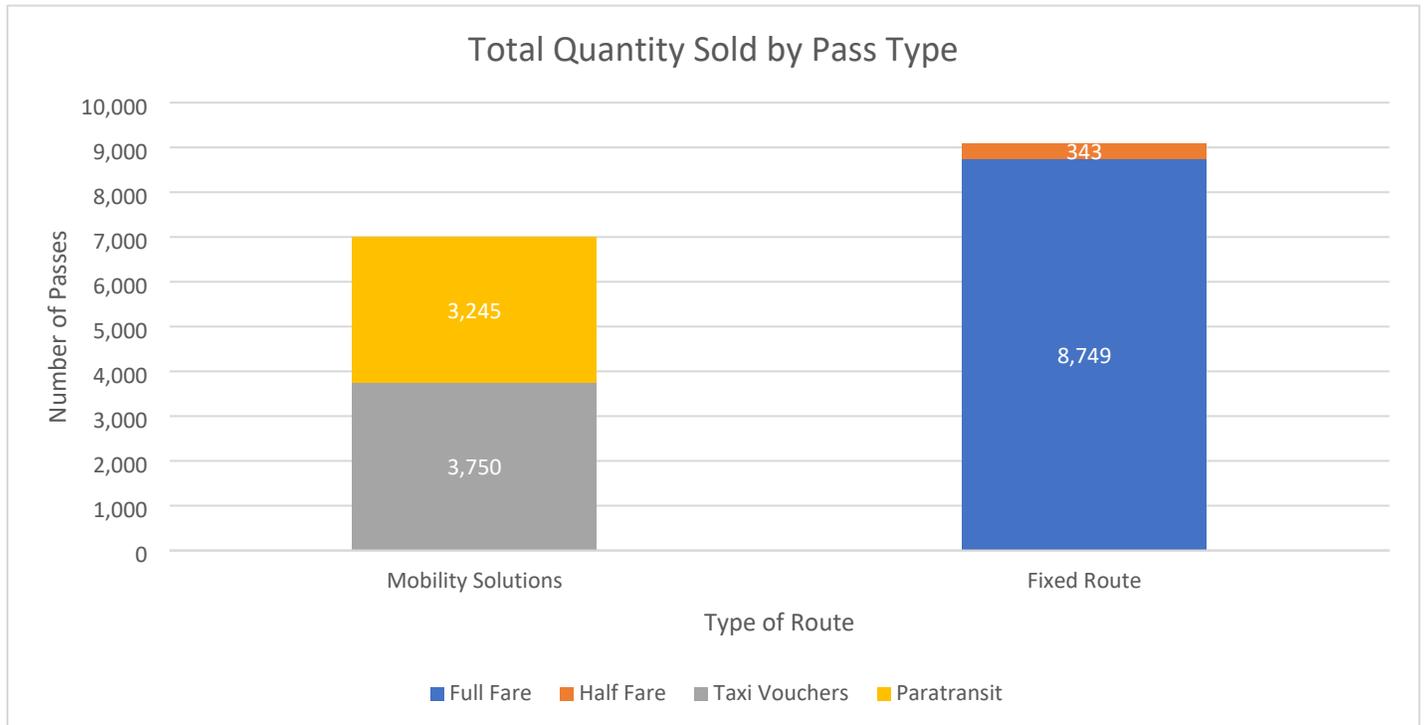
Received Comment Report:

In June, 300 comments were collected, showing a slight decrease compared to May. Safety and courtesy contributed a significant number of the total feedback received.

Comment Categories	Number of Comments	Comment Categories	Number of Comments
Courtesy	53	Facility Maintenance	5
Safety	52	Vehicle Maintenance	4
Pass-By	51	Suggestions	3
Schedule Adherence	34	Rules	3
Requests	26	USURV	2
Fares	16	DETOUR	1
Compliments	10	Trip Denial	1
Routes	10	Wrong Information	1
CSR Courtesy	9	Bus Stop	1
Security	6	Real-Time Arrivals	1
ADA	5	Purple Line	1
Marketing	5	Facility Maintenance	5
Grand Total		300	

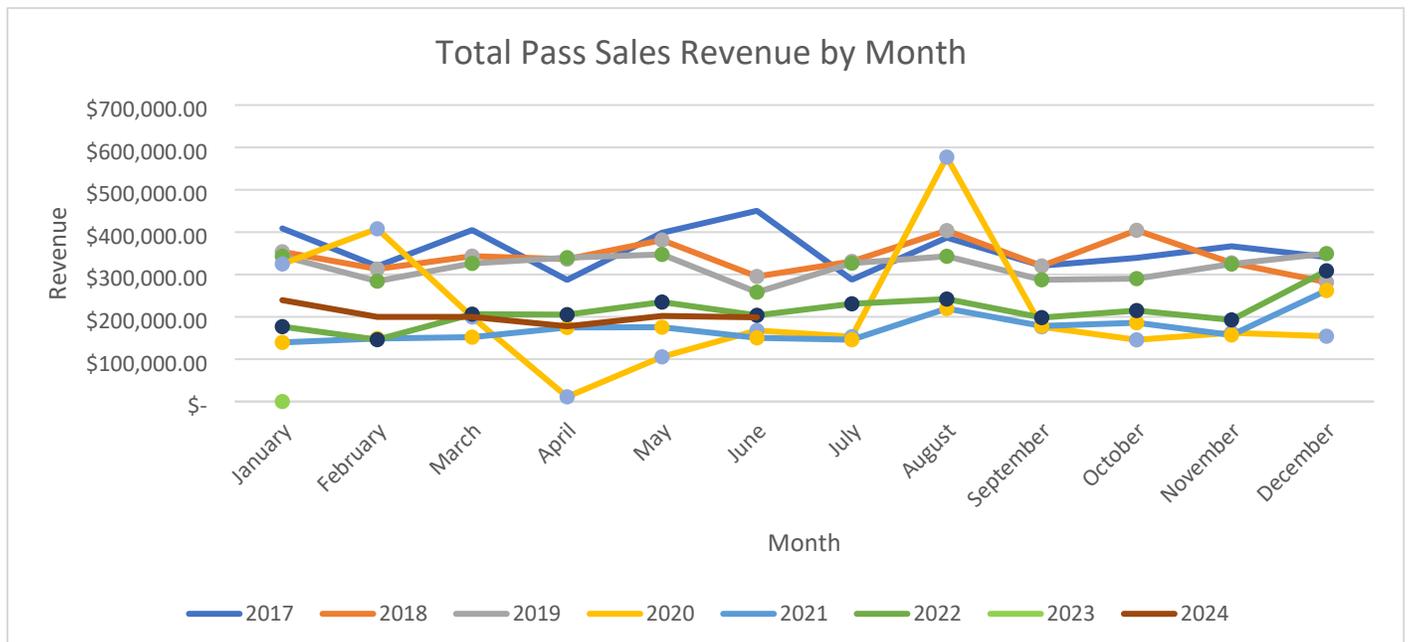


Total Quantity of Passes Sold: 16,087



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

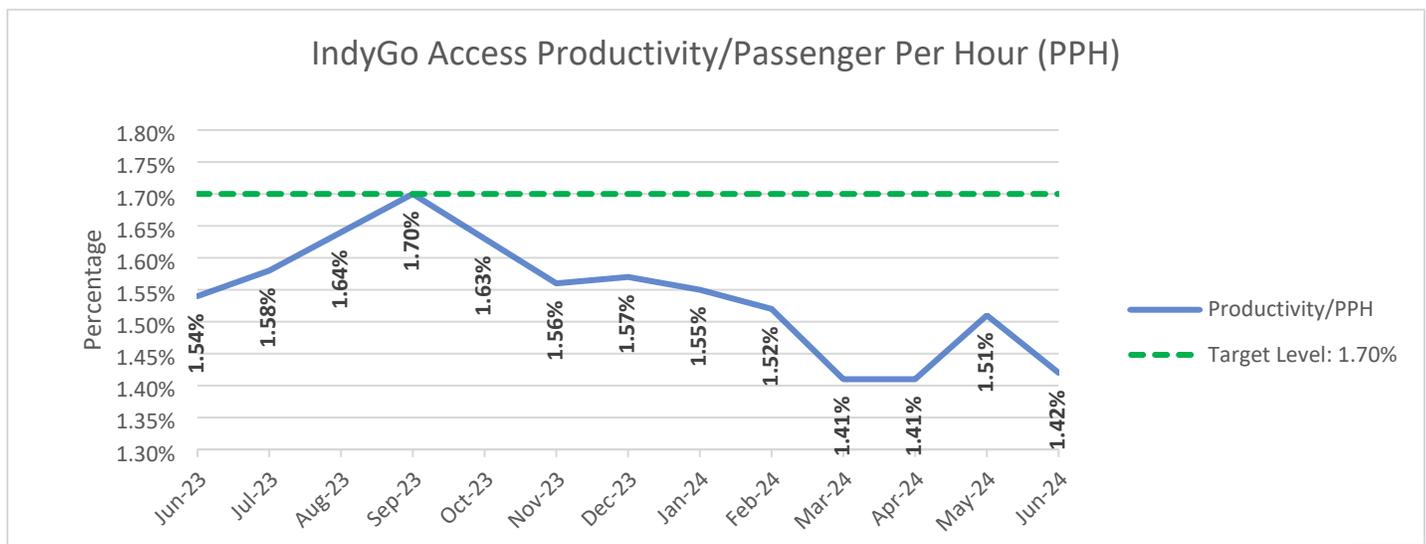
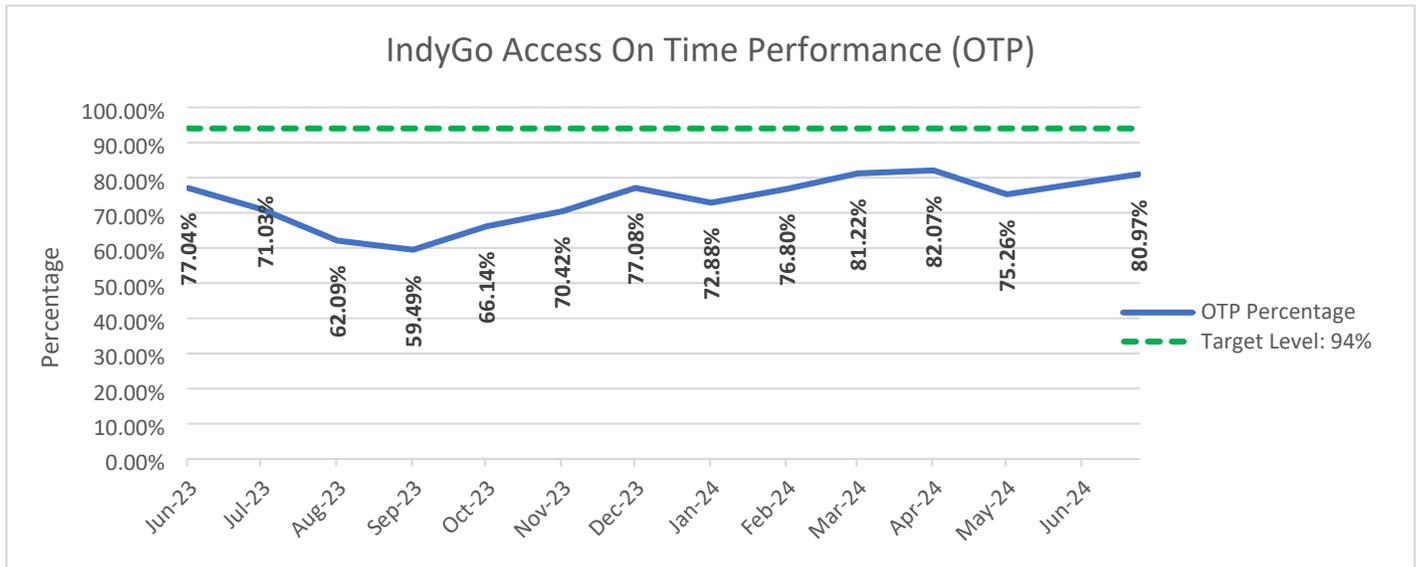
Total pass revenue decreased by 1.59% between May and June



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

23-Jun	24-Jun	% Change	Mobility Solutions	YOY 2023	YOY 2024	% Change
10,349	9,654	-6.72%	IndyGo Access Ridership	65,028	61,381	-5.61%
77.1%	80.97%	5.02%	IndyGo Access On Time Performance	67.29%	78.15%	16.14%
1.48%	1.42%	-2.03%	IndyGo Access Productivity	1.58%	1.45%	-8.23%

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 Comments:

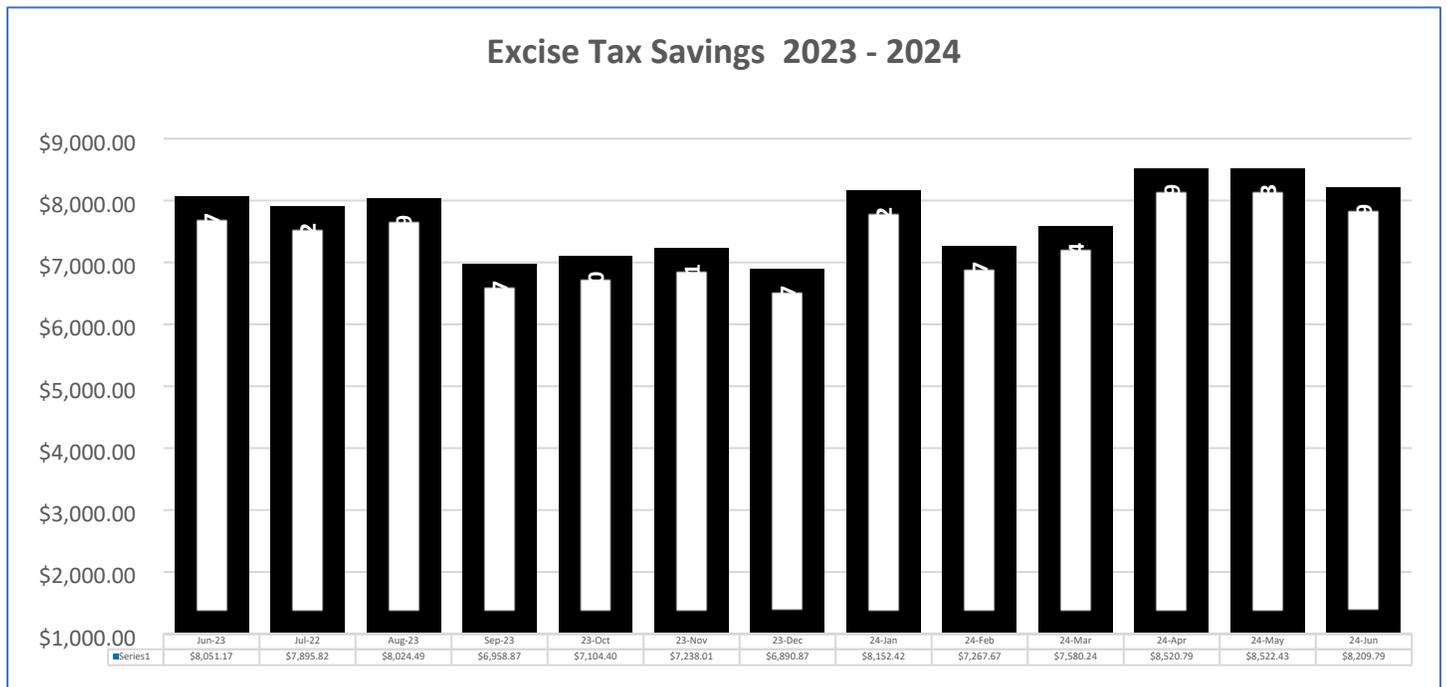
Customers are encouraged to contact the customer care center to voice a comment. All comments are investigated and provided to our paratransit contractor to coach employees—the goal is to improve service while delivering safe, reliable, and courteous transportation.

Comment Categories	Valid	Invalid	Totals
Schedule Adherence	8	7	15
Courtesy	2	11	13
Safety	2	2	4
Compliment		2	2
Rules	2		2
USURV		2	2
CSR Courtesy	1		1
ADA		1	1
Security	1		1
Fares	1		1
Totals	45	24	69

WEX Fuel Card Program:

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

Total 2024 annual savings is \$48,253



Supplier Diversity Division Report – June 2024

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

DISCUSSION ITEMS:

DBE/XBE Participation

In May, IndyGo obtained 4.764% utilization with XBE businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indian Department of Administration.

Outreach

On June 25, 2024, Supplier Diversity Specialist Tierra Radford represented IndyGo as an expert panelist at the Indiana Black Expo (IBE) “Preparation Meeting Opportunity: Doing Business Across the State” workshop presented by the IDOA Division of Supplier Diversity. During the workshop panel, Tierra showcased a presentation that discussed IndyGo’s 2024 project pipeline, the new Supplier Diversity Contract Compliance System, registering on Bonfire to potentially do business with IndyGo, and Supplier Diversity’s contact information. After the panel presentations, there was a Q&A portion that the audience took full advantage of by asking the panelists many important questions about DBE/XBE requirements, participation, and opportunities. The final portion of the event was all about networking as many of the DBE/XBE business owners who made up the audience lined up in front of the panelists to exchange information and ask additional questions. Tierra utilized her time at the IBE panel discussion to connect with the attendees, small businesses, and DBE/XBEs and provide a better understanding of IndyGo’s commitment to our community and its DBEs and XBEs.

Supplier Diversity is currently participating in the 2024 City of Indianapolis Disparity Study. The study's purpose is to assess marketplace barriers, review contract/program policies, recommend refinements, and ensure legal compliance.

On The Horizon

On July 24, 2024, Supplier Diversity will be presenting during E. Campus-Fleet Operations & Storage Facility Project Industry Day

Supplier Diversity will host a booth at the OMWBD/IAA: 2024 Reverse Trade Show on August 28, 2024.

RECOMMENDATION:

Receive the report.



Carri Burke
Senior Supplier Diversity Officer

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