



Board Report
June 27, 2024

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1. **Call to Order and Roll Call** (Presenters – Greg Hahn, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Greg Hahn)
 1. A-1: Consideration and approval of minutes from Board meeting held on May 23, 2024
 2. A-2: Consideration and approval of Talkdesk Phone Services (Presenter- Michael Roth)
 3. A-4: Consideration and approval of IFB 24-04-502: Carson Transit Center (CTC) inductive charging project (Presenter- Mike Schneider)
5. **Regular Agenda** (Presenter – Greg Hahn)
 1. A-3: Consideration and adoption of Resolution 2024-03 – Updated Procurement Manual (Presenter- Terri Clay, Jennifer Bruner)
6. **Information Items** (Presenter- Greg Hahn)
 1. I-1: Finance Update (Presenter- Bart Brown)
 2. I-2: Section 5307 – Urban Area Formula Funds and Subrecipients (Presenter- Ryan Wilhite)
 3. I-3: Mobility Advisory Committee (MAC) update (Presenter- MAC Member)
 4. I-4: Department Reports
7. **Adjourn** (Presenter – Greg Hahn)

Our next Board Meeting will be Thursday, July 25, 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 May 2024

To: Chair and Board of Directors
From: President/CEO Jennifer Pyrz
Date: June 27, 2024

May 2024 Awards & Commendations

Employee	Position	Recognition
Patrick Gray	Coach Operator – Fixed Route	18 Years of Safe Driving
Kevin Mallory	Coach Operator – Fixed Route	May Operations Employee of the Month
IndyGo	Service Planning Department	Purple Line Drive Times Test
Britt Griffin	Chief People Officer	New Executive Hire
Brooke Thomas	Chief Development Officer	Promotion
Latosha Higgins	Deputy Chief Legal Officer & Senior Director of Civil Rights & Compliance	Promotion
Ed Parsley	Director – Facility Maintenance	Retiring with 17 Years of Service

IPTC Recognition for Safe Driving

May 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 May 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>
Patrick Gray	2339	18	19
Rodriguez McGuire	3920	16	24
Michael Melvin	8105	12	16
Wanda Ford	8502	11	11
Ronnie Brooks	8353	8	13
Scott Duncan	8523	8	11
Darren Wyatt	8944	5	7
Shirley Jones	8967	4	7
Brittany Anthony	9284	2	6
Timothy Hughes	10478	1	5

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

Congratulations and Thank You, Job well Done!



Finance Committee Chairperson Report – June 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson
Date: June 27, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson’s Report
June 20, 2024

The Finance Committee met on June 20, 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 May 23, 2024
2. A-2: Consideration and approval of Talkdesk Phone Services (Presenter- Michael Roth)
3. A-4: Consideration and approval of IFB 24-04-502: Carson Transit Center (CTC) inductive charging project (Presenter- Mike Schneider)

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 – June 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: June 27, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
June 20, 2024

The Service Committee met on June 20, 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 May 23, 2024
2. A-2: Consideration and approval of Talkdesk Phone Services (Presenter- Michael Roth)
3. A-4: Consideration and approval of IFB 24-04-502: Carson Transit Center (CTC) inductive charging project (Presenter- Mike Schneider)

The Committee also heard a Section 5307 – Urban Area Formula Funds and Subrecipients update from Manager of Special Projects and Regional Mobility Integration Ryan Wilhite as well as a Mobility Advisory Committee (MAC) update.

Mr. Chairman, that concludes my report.

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May Board of Directors Minutes

IndyGo

Thursday, May 23, 2024 at 11:00 AM EDT

@ 9503 E 33rd St- IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:

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

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

Absent:

Members: Hydre Abdullah

Staff: Terri Clay, Brian Clem, Sean Cox

1. Call to Order and Roll Call

 [board cover 2024 May23.docx](#)

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 [May Agenda.docx](#)

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Chairman Gregory Hahn called the meeting to order at 11:02am. Chief Legal Officer Robert Frye called the roll. 5 members present in person. There was a quorum.

2. Awards and Commendation

 [A1 Awards & Commendation March.docx](#)

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

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

3. Committee Chairperson Reports

1. Finance Committee

 [A Finance Committee Chair Report May.docx](#)

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2. Service Committee

 [A Service Committee Chair Report May.docx](#)

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The reports were received and entered into the record.

4. Consent Agenda

1. A-1: Consideration and approval of minutes from Board meeting held on April 25, 2024.

 [A-1 April Board of Directors Minutes.docx](#)

2. A-4: Consideration and approval of the Purple Line Bus Rapid Transit (BRT) change order for dedicated lanes

 [A-4 Purple Line Dedicated Lanes Change Order.docx](#)

3. A-5: Consideration and approval of a bulk fare media purchase from EDM

 [A-5 EDM Fare Media Purchase Action Item.docx](#)

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4. A-6: Consideration and approval of legal services engagement with Hoover Hull Turner LLP

 [A-6 for May 2024 Board- Hoover Hull Turner.docx](#)

Motion:

Approval of Consent Agenda

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

5. Public Hearing

1. A-2: Public Hearing and consideration of adoption of Ordinance 2024-01 authorizing the acquisition of real property for the Blue Line Bus Rapid Transit (BRT) project

 [A-2 re Ordinance 2024-01 05.23.24.docx](#)

 [A-2 Ordinance 2024-01 - Blue Line Property Acquisition - Final w date of adoption.pdf](#)

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

The Board is empowered to 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. However, to acquire property through the exercise of the power of eminent 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. Although it would be a last resort, it is possible that IPTC may need to exercise the power of eminent to acquire some of the necessary property interests for the Blue Line project.

Accordingly, Ordinance No. 2024-01 was introduced at the Board’s April 25, 2024 meeting to authorize IPTC to institute eminent domain proceedings, if necessary, to acquire any of the necessary property interests required for the Blue Line project. A copy of proposed Ordinance No. 2024-01 is attached to this memorandum. A list generally describing those properties from which an interest is needed is attached to Ordinance 2024-01.

As required by statute, IPTC published notice in *The Indianapolis Star* and *The Court & Commercial Record* of a public hearing to be held at its meeting on May 23, 2024. Any person may attend the public hearing and be given an opportunity to give testimony or evidence for or against the proposed ordinance. Following the public hearing, the Board may take final action on the proposed ordinance.

Motion:

Approval of Ordinance 2024-01 authorizing the acquisition of real property for the Blue Line Bus Rapid Transit (BRT) project

Adairius Gardner - AYE; Mary Ann Fagan - AYE; Richard Wilson, Jr. - AYE; Taylor Schaffer - AYE; Gregory Hahn – AYE; Motion passed 5-0

6. Regular Agenda

1. A-3: Consideration and approval of Resolution No. 2024-02 - Designation of Purchasing Agency and Purchasing Agents

 [A-3 Designation of Purchasing Agency.docx](#)

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 [A-3 Board Resolution 2024-02 re Purchasing Agent.docx](#)

The IPTC's governing statute, Ind. Code 36-9-4, does not designate IPTC's purchasing agency, but it does charge the Board with the management of IPTC and authorizes the Board to exercise the executive and legislative powers of the corporation. I.C. §§ 36-9-4-2, -14 and -29. Accordingly, the Board should make a designation of a purchasing agency. It is likely that the Board has made such a designation in the past, but a search of the Board's records has not revealed a written designation. Therefore, staff recommends that the Board make the designation in writing at this time for the record.

Motion:

approval of Resolution No. 2024-02 - Designation of Purchasing Agency and Purchasing Agents

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

2. A-7: Consideration and approval of appointment of President & Chief Executive Officer and approval of employment agreement

 [A-7 Pyrz Appointment 05.23.24.docx](#)

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The Board appointed Jennifer Pyrz, then the Chief Development Officer, to serve as Interim President and Chief Executive Officer of IPTC effective November 30, 2023. The Board now desires to appoint Ms. Pyrz to the role on a permanent basis. In that regard, the Board has negotiated an employment agreement with Ms. Pyrz to establish the terms and conditions of her service as President and CEO.

The Board has had the opportunity to observe Ms. Pyrz's performance and to extensively interact with her since the time of her interim appointment, is more than satisfied with her performance, and has determined that it is in the best interest of IPTC to appoint her to serve as President and Chief Executive Officer.

Motion:

approval of appointment of President & Chief Executive Officer and approval of employment agreement

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

7. Information Items

1. I-1: Finance Report

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

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

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

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

2. I-2: Department Reports

-  [I-2a Board Report May 2024.docx](#)
-  [I-2b PLANNING AND CAPITAL PROJECTS REPORT for 2024-05.docx](#)
-  [page intentionally left blank.pdf](#)
-  [I-2c April Board Report 3 2.pdf](#)
-  [I-2d April 2024 -OPERATIONS DIV BOARD REPORT -5.2024.docx](#)
-  [page intentionally left blank.pdf](#)
-  [I-2f Supplier Diversity Division Report May 2024 \(2\).docx](#)
-  [page intentionally left blank.pdf](#)
-  [I-2g 5.20.24 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.

8. Adjourn

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 11:29am.

Chief Legal Officer
Robert Frye



Date of Memo: June 07, 2024
Current Meeting: June 27, 2024
Board Meeting: June 27, 2024

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 Talkdesk phone services

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize President/CEO Jennifer Pyrz to amend a contract with Talkdesk Inc. in our statement of work (SOW) to extend the current contract for the Mobility Solutions Care Center phone services from June 30, 2024, through June 30, 2025, in an amount not to exceed \$94,197.20.

BACKGROUND:

In January 2019, IPTC entered into a contract with Talkdesk Inc. for call center phone services for our fixed route system. These services include licenses, digital channels, and an annual credit commitment. In August 2021, IPTC merged the fixed route and paratransit call centers to create the Mobility Solutions Care Center. Since our initial contract with Talkdesk in January 2019, our contract spending of \$370,214.92 as well as \$94,197.20 for a total contract spending of \$464,412.12 has exceeded the limit and requires board approval.

DISCUSSION:

Currently, Talkdesk is our cloud-based contact center solution, which consists of a knowledge base and telephone service that meets our current requirements, including software scalability. This contact solution provides telephone services to our customers through our service delivery and commitment to effective communication with our customers.

After the award of this extension, our Mobility Solutions and Procurement team will immediately begin to create an RFP for continued services, following our current procurement and contract award standards.

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 contact solution for the Mobility Solutions Care Center.

FISCAL IMPACT:

Funding for this procurement is IPTC local funding.

DBE/XBE DECLARATION:

No DBE goal is associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on June 20, 2024 and was recommended to the Consent Agenda.



Date of Memo: June 11, 2024
Current Meeting: June 27, 2024
Board Meeting: June 27, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Project Manager Mike Schneider
SUBJECT: Consideration and approval of IFB 24-04-502: Carson Transit Center (CTC) inductive charging project

ACTION ITEM A – 4

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC’s President/CEO to execute a construction contract with Shuck Corporation to construct an inductive charger located at the Carson Transit Center for \$429,595.

BACKGROUND:

IPTC is continuously working toward enhancing improvements to its electric bus capabilities, this project includes the addition of an inductive charging unit in Bay D, which will serve as the southern terminus for the Purple Line Bus Rapid Transit route. The charging unit and configuration will be the same unit that is utilized at the north end of the Red Line rapid transit route.

DISCUSSION:

Solicitation IFB 24-04-502 was released on May 8, 2024. Two bids were received on June 3, 2024. The low bid from Shuck Corporation in the amount of \$429,595 was found to be responsive and responsible. Construction is anticipated to begin in Q3 2024 and be completed by Q4 2024 ahead of the launch of the Purple Line.

ALTERNATIVES:

IPTC is recommending the lowest, responsive, and responsible bidder for award in accordance with state statute. The only alternative would be to reject all bids and re-bid the project at a later date. If this project was to be re-bid, there is significant risk that the inductive charging unit would not be completed ahead of the Purple Line launch.

FISCAL IMPACT:

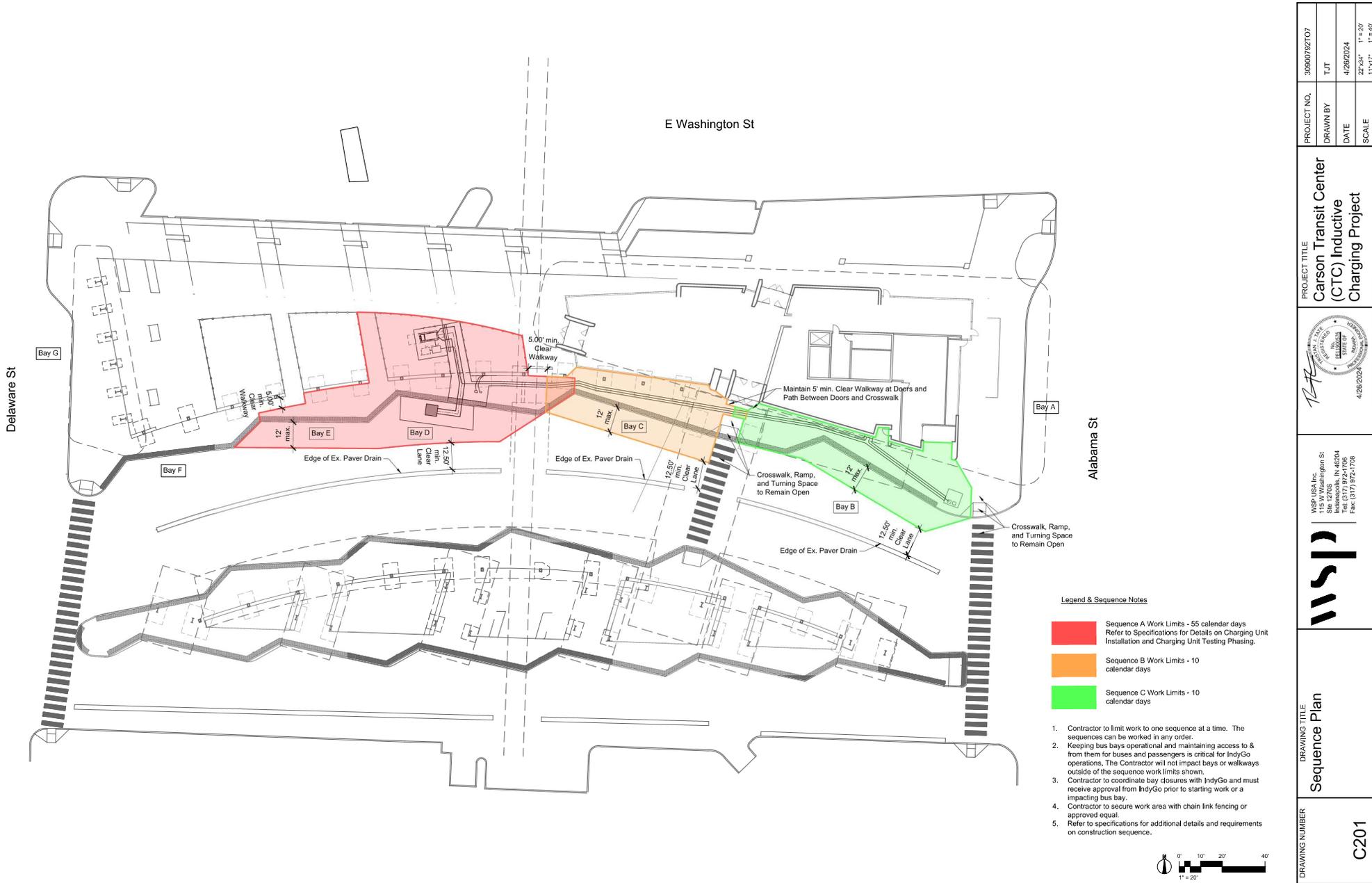
This project is budgeted as part of the 2024 capital budget.

DBE/XBE DECLARATION:

Shuck Corporation’s bid consists of an 8.0% XBE commitment with participation from Chisholm Lumber (MBE) and Platinum Level Construction Services (WBE).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on June 20, 2024 and was recommended to the Consent Agenda.



PROJECT NO.	30900792707
DRAWN BY	TJT
DATE	4/26/2024
SCALE	22'x34" 1" = 20' 11'x17" 1" = 40'

PROJECT TITLE
Carson Transit Center (CTC) Inductive Charging Project

WSP USA, Inc.
 1100 Washington St
 Suite 1200
 Indianapolis, IN 46204
 Tel: (317) 974-1700
 Fax: (317) 974-1700

DRAWING TITLE
Sequence Plan

DRAWING NUMBER
C201

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Jennifer Pyrz
FROM: Senior Director of Procurement Terri Clay and Associate Counsel Jennifer Bruner
SUBJECT: Consideration and adoption of Resolution 2024-03 – Updated Procurement Manual

ACTION ITEM A – 3

RECOMMENDATION:

IPTC staff recommends that the Board of Directors adopt Resolution No. 2024-03 accepting and adopting the June 2024 revision and update of the Procurement Manual for use by the corporation.

BACKGROUND:

IPTC last revised the Procurement Manual in June of 2021. There were only slight revisions made to resolve a concern that had arisen during the Triennial audit that year. Before that, the previous Procurement Director last updated the Procurement Manual in 2019.

DISCUSSION:

This comprehensive Procurement Manual update was completed by IPTC attorney, Jennifer Bruner, and former Procurement Director, Stacey Metz. Comments were received and incorporated from the CEO, CFO, CLO, new Senior Director of Procurement, Procurement Department staff, and Supplier Diversity. Though the Procurement Manual has largely been in compliance with Federal Transit Administration (FTA) requirements, it was out of date and lacked direction in some cases for procurements completed with local funding.

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:
 - o Special Purchases (purchases made without competition)
 - o Public Works procurements
 - o Buy America compliance
 - o Rolling Stock procurements
 - o 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).

ALTERNATIVES:

Maintain the June 2021 version of the Procurement Manual.

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on June 20, 2024 and was recommended to the Regular Agenda.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS**

RESOLUTION NO. 2024-02

A RESOLUTION approving an updated Procurement Manual, to wit:

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is an Indiana municipal corporation created pursuant to Ind. Code 36-9-4 and Revised Code of Indianapolis and Marion County § 116-402 to operate and maintain an urban mass transportation system to serve Indianapolis for the welfare of the general public, to expand the economic and social opportunities available to its residents, and to render adequate service essential to relieve traffic congestion which would otherwise prevent the rapid and efficient movement of persons and goods in and about the city; and

WHEREAS, the IPTC Board of Directors (the “Board”) is charged with the management of IPTC and is authorized to exercise the executive and legislative powers of the corporation pursuant to Ind. Code §§ 36-9-4-2, -14 and -29; and

WHEREAS, as a municipal corporation, IPTC is a political subdivision of the State of Indiana pursuant to Ind. Code §§ 5-22-2-13 and 36-1-2-13 and is, therefore, a governmental body which must comply with the public procurement statutes codified in Ind. Code 5-22 when purchasing goods and services; and

WHEREAS, IPTC has prepared an updated and comprehensive Procurement Manual to establish rules and policies governing its purchase of goods and services; and

WHEREAS, in the interests of good governance, transparency and consistency, the Board desires to adopt the updated Procurement Manual as official IPTC policy.

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

Section 1. The Board hereby approves and adopts the June 2024 edition of the IPTC Procurement Manual (the “Manual”) as the Corporation’s official policy governing the procurement of goods and services.

Section 2. As provided for in Section 1.5 of the Manual, the Director of the Procurement Department, with the assistance of the Legal Department, shall review the Manual annually to determine if revisions are required due to changes in applicable federal, state or local laws, or if changes to internal procedures are appropriate and advisable.

Section 3. Updates to the Manual required due to changes in applicable federal, state or local laws, may be implemented without formal Board approval, but are subject to the approval of the Chief Executive Officer (CEO), the Chief Financial Officer (CFO), and the Chief Legal

Officer (CLO) and shall be reported by the CFO to the Board’s Finance Committee as an informational item at a meeting of the Committee.

Section 4. Updates to the Manual determined to be appropriate and advisable, but which are not otherwise required by law, shall be first subject to the approval of the CEO, CFO and CLO and then be subject to approval by the Board, however, modifications made to the Manual for the improved efficiency or effectiveness of internal procedures shall not require approval by the Board.

Section 5. This Resolution shall be in full force and effect from and after its adoption by the Board.

Section 6. If any section, paragraph, or provision of this Resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this Resolution.

ADOPTED by the Board of Directors of the Indianapolis Public Transportation Corporation this 27th day of June 2024.

BOARD OF DIRECTORS
INDIANAPOLIS PUBLIC
TRANSPORTATION CORPORATION

By: _____

Greg Hahn, Board Chair

ATTEST:

By: _____

Robert M. Frye, Chief Legal Officer

Information Update – May 2024 Financials Summary

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Chief Financial Officer Bart Brown and Budget Director Justin Burcope
Date: June 14, 2024

MAY 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget for the month by \$359,097 (33.2%) and over year to date by \$1,257,020 (18.1%).
- Other Operating revenue category is under budget by \$56,047 (-22.5%) for the month. YTD for this revenue is over budget by \$556,865 (44.6%).
- The passenger service revenue is over budget by \$49,479 (10%) for the month. For the year passenger service revenue is under budget by \$1,018.7 (0.1%).
- PMTF Grant is on budget for the month of May and year to date.
- Property Tax Revenue is on budget for the month of May and year to date.
- In May we received a supplemental distribution of local income tax of \$9,591,481.06. \$1,395,541 was deposited into the Operating Fund and the remainder was set aside for Capital projects.
- The Service Reimbursement Program revenue is over budget by \$2,697 (7.8%) for the month. For the year it is under budget by \$7,407 (-4.3%).

The Total Revenue for the agency is over budget by \$1,786,767 (18.5%) for the month of May. YTD Total Revenue is over budget by \$3,201,000 (6.6%).

Expenditures

I) Personal Services

- Fringe benefits are under budget for the month by \$63,312 (-3.4%). YTD it is under budget by \$855,544 (-9.3%).
- Overtime expenses were over budget by \$156,421 (57.8%) 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 \$783,236 (57.9%).
- May salary expenses are under budget by \$224,965 (-5.0%) for the month of May. YTD it is under budget by \$1,207,318 (-5.4%)

The Personal Services category is under budget by \$131,856 (2.0%) for the month of May. It is under budget for the year by \$1,279,626 (-3.9%)

II) Other Services and Charges

- Claims were under budget by \$75,657 (-22.3%) for the month. For the year this category is under budget by \$685,147 (-40.3%).

- For the month of May, the Miscellaneous Expense category is under budget by \$29,356 (36.5%). YTD is over budget by \$4,400 (1.1%).
- In May, the Purchased Transportation category is over budget by \$258,494 (29.0%). For the year it is over budget by \$872,256 (19.5%).
- For the month the “Services” expense category is under budget by \$884,564 (-38.5%). YTD this category is under budget by \$6,600,599 (-45.3%).
- For the month, utilities expenses are under budget by \$57,654 (-28.6%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are under budget by \$230,106 (-22.8%).

Overall, the Other Services & Charges category is under budget by \$748,737 (-20.2%) for the month. YTD this category is under budget by \$6,639,195 (-30.0%).

III) Materials & Supplies

- The fuel and lubricant category is over budget by \$3,215 (0.6%). YTD it is under budget by \$228,312 (-8.5%).
- For the month of May, the maintenance materials category is over budget by \$205,471 (38.5%). It is under budget for the year by \$112,186 (-3.7%).
- Other materials and supplies category is under budget by \$102,203 (-82.3%) for the month. For the year it is under budget by \$861,602 (-78.2%).
- Tires & Tubes category is under budget in May by \$8,558 (-15.9%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. YTD it is under budget by \$41,335 (-17.5%).

For the month, the Total Materials and Supplies category is over budget by \$97,925 (7.9%). For the year it is under budget by \$1,243,345 (-17.5%).

In May, the overall, total expenditures came under budget by \$782,667 (-6.8%). Year to date expenditures are under budget by \$9,162,257 (-17.5%).

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



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Five Months Ending Friday, May 31, 2024

6/13/2024 3:17 PM
 Period Selected: 5

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget	
			Variance	Variance			Variance	Variance	
		\$	%			\$	%		
Operating Revenue									
Federal Assistance	1,583,956.00	1,188,859.08	395,096.92	33.23	7,201,316.00	5,944,295.40	1,257,020.60	21.15	6,524,044.00
Other Operating Income	193,430.67	249,478.34	(56,047.67)	(22.47)	1,804,256.86	1,247,391.70	556,865.16	44.64	3,121,028.79
Passenger Service Revenue	543,248.74	493,769.48	49,479.26	10.02	2,467,829.68	2,468,848.35	(1,018.67)	(0.04)	2,468,846.85
PMTF Revenue	947,485.67	947,485.67		0.00	4,737,428.35	4,737,428.35		0.00	4,737,428.35
Local Property & Excise Tax Revenue	3,323,790.59	3,323,790.59		0.00	16,618,952.95	16,618,952.95		0.00	16,183,030.00
Local Transit Income Tax Revenue	4,812,207.83	3,416,666.67	1,395,541.16	40.85	18,478,874.51	17,083,333.35	1,395,541.16	8.17	30,617,725.62
Service Reimbursement Program	37,281.00	34,583.33	2,697.67	7.80	165,509.00	172,916.65	(7,407.65)	(4.28)	153,583.00
Total Operating Revenues	11,441,400.50	9,654,633.16	1,786,767.34	18.51	51,474,167.35	48,273,166.75	3,201,000.60	6.63	63,805,686.61
Operating Expenses									
Personal Services									
Fringe Benefits	1,765,716.34	1,829,028.94	(63,312.60)	(3.46)	8,357,952.14	9,213,496.44	(855,544.30)	(9.29)	7,246,907.68
Overtime	427,040.71	270,619.17	156,421.54	57.80	2,136,332.24	1,353,095.85	783,236.39	57.88	2,825,281.13
Salary	4,269,717.65	4,494,682.64	(224,964.99)	(5.01)	21,266,095.03	22,473,413.20	(1,207,318.17)	(5.37)	17,305,819.65
Total Wages and Benefits	6,462,474.70	6,594,330.75	(131,856.05)	(2.00)	31,760,379.41	33,040,005.49	(1,279,626.08)	(3.87)	27,378,008.46
Other Services & Charges									
Claims	263,949.00	339,606.24	(75,657.24)	(22.28)	1,012,884.41	1,698,031.20	(685,146.79)	(40.35)	1,712,787.39
Miscellaneous Expenses	51,124.32	80,480.27	(29,355.95)	(36.48)	415,051.15	410,651.35	4,399.80	1.07	270,487.04
Purchased Transportation	1,150,628.15	892,133.67	258,494.48	28.97	5,332,924.21	4,460,668.35	872,255.86	19.55	4,724,356.53
Services	1,348,152.74	2,192,716.33	(844,563.59)	(38.52)	7,969,519.38	14,570,118.21	(6,600,598.83)	(45.30)	9,655,194.26
Total Utilities	143,824.72	201,479.17	(57,654.45)	(28.62)	777,290.28	1,007,395.85	(230,105.57)	(22.84)	983,521.13
Total Other Services & Charges	2,957,678.93	3,706,415.68	(748,736.75)	(20.20)	15,507,669.43	22,146,864.96	(6,639,195.53)	(29.98)	17,346,346.35
Materials & Supplies									
Fuel & Lubricants	538,497.66	535,282.66	3,215.00	0.60	2,448,101.52	2,676,413.30	(228,311.78)	(8.53)	1,821,396.46
Maintenance Materials	738,343.31	532,871.75	205,471.56	38.56	2,919,471.24	3,031,657.48	(112,186.24)	(3.70)	2,539,876.55
Other Materials & Supplies	21,907.85	124,111.23	(102,203.38)	(82.35)	239,707.81	1,101,310.42	(861,602.61)	(78.23)	383,410.85
Tires & Tubes	45,179.03	53,736.75	(8,557.72)	(15.93)	233,714.24	275,049.17	(41,334.93)	(15.03)	229,974.13
Total Materials & Supplies	1,343,927.85	1,246,002.39	97,925.46	7.86	5,840,994.81	7,084,430.37	(1,243,435.56)	(17.55)	4,974,657.99
Total Operating Expenses	10,764,081.48	11,546,748.82	(782,667.34)	(6.78)	53,109,043.65	62,271,300.82	(9,162,257.17)	(14.71)	49,699,012.80
OPERATING INCOME/(LOSS)	677,319.02	(1,892,115.66)	2,569,434.68		3,947,288.34	(13,998,134.07)	17,945,422.41		
GAIN/LOSS ON ASSET DISPOSAL				0.00	116,274.74		116,274.74	0.00	196,629.17
NET INCOME/(LOSS)	677,319.02	(1,892,115.66)	2,569,434.68	(135.80)	3,831,013.60	(13,998,134.07)	17,829,147.67	(127.37)	13,910,044.64

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Capital Project Group	Capital Project	2024 Budget	2023 Budget Carried into 2024	Total 2024 Appropriation	YTD Expenses	YTD Encumbrances	YTD Expenses and Encumbrances	Remaining 2024 Appropriations
BRT & On-Street Infrastructure	Blue Line BRT	37,060,000	1,037,800	38,097,800	681,662	6,046,264	6,727,926	31,369,874
BRT & On-Street Infrastructure	CTC - BRT Docking Solution	600,000	-	600,000	-	-	-	600,000
BRT & On-Street Infrastructure	CTC - Purple Line Inductive Charging	525,000	878,481	1,403,481	144,642	799,187	943,829	459,652
BRT & On-Street Infrastructure	Purple Line BRT	17,400,000	41,908,503	59,308,503	6,659,239	34,844,773	41,504,012	17,804,491
BRT & On-Street Infrastructure	East Washington Mobility Hub	1,740,000	-	1,740,000	-	-	-	1,740,000
BRT & On-Street Infrastructure	South Madison Park-n-Ride	530,000	-	530,000	-	-	-	530,000
BRT & On-Street Infrastructure	Red Line Signal Modifications - APB and BRT	-	372,718	372,718	227,380	372,238	599,618	(226,900)
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	412,172	412,172	-	424,228	424,228	(12,056)
BRT & On-Street Infrastructure	Red Line Phase I Closeout	350,000	438,467	788,467	2,123	417,643	419,767	368,700
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	-	327,192	327,192	52,624	274,568	327,192	-
BRT & On-Street Infrastructure	Super Stops 2.0 Alabama, Ft. Wayne and Vermont Stations	-	1,679,590	1,679,590	229,397	1,455,293	1,684,690	(5,100)
BRT & On-Street Infrastructure	Transit Signal Priority	1,075,000	95,440	1,170,440	36,377	156,590	192,967	977,473
BRT & On-Street Infrastructure	Transit Stop Amenities	2,260,700	3,127,699	5,388,399	371,813	2,795,636	3,167,449	2,220,950
BRT & On-Street Infrastructure	29th & 30th Streets Two-Way Conversion	2,171,889	-	2,171,889	-	-	-	2,171,889
BRT & On-Street Infrastructure Total		63,712,589	50,278,062	113,990,651	8,405,258	47,586,420	55,991,677	57,998,974
Facilities	1501 Garage Renovation & Fuel Line	-	291,402	291,402	54,772	236,630	291,402	-
Facilities	1501 - Masonry Repair, Windows, Door Frames & More	700,000	-	700,000	-	24,955	24,955	675,045
Facilities	1501 - Locker Room Improvements	355,000	-	355,000	-	-	-	355,000
Facilities	1501 - Maintenance Area Garage Renovations	340,000	-	340,000	-	-	-	340,000
Facilities	1501 - Fuel Island and Wash Rack Drain Repair	50,000	-	50,000	-	49,874	49,874	126
Facilities	Fuel Island Exhaust Reel	-	-	-	-	48,795	48,795	(48,795)
Facilities	Land Acquisition	9,000,000	-	9,000,000	-	-	-	9,000,000
Facilities	CTC - Interior Renovations	570,000	-	570,000	-	-	-	570,000
Facilities	EV Charge Management System	400,000	-	400,000	-	-	-	400,000
Facilities	Depot Charging - Equipment Installation	260,000	571,784	831,784	120,344	487,161	607,505	224,279
Facilities	East Campus - Facilities	-	631,550	631,550	189,239	446,869	636,108	(4,558)
Facilities	East Campus - New Garage Construction	6,000,000	-	6,000,000	-	-	-	6,000,000
Facilities	Fuel Management System Upgrade	-	77,490	77,490	-	77,490	77,490	-
Facilities	West Michigan Street - Fleet Parking	1,900,000	-	1,900,000	-	-	-	1,900,000
Facilities	West Michigan Street - Assessment Center Facility Renovation	110,000	101,264	211,264	6,022	95,242	101,264	110,000
Facilities	West Michigan Street - Exterior Improvements, Vehicle Wash, & Solar Array Installation	-	32,338	32,338	-	32,338	32,338	-
Facilities	South Madison Facilities	-	22,214	22,214	-	22,214	22,214	-
Facilities	Miscellaneous Capital Purchase	-	387,029	387,029	400,761	1,250	402,011	(14,982)
Facilities Total		19,685,000	2,115,070	21,800,070	771,137	1,522,818	2,293,955	19,506,115
Finance	Farebox Maintenance / Replacement	673,000	-	673,000	-	-	-	673,000
Finance Total		673,000	-	673,000	-	-	-	673,000

Fleet	Fixed-Route Bus Replacement, BYD Electric Buses for Purple Line	-	48,539,089	48,539,089	-	48,539,089	48,539,089	-
Fleet	Paratransit Bus Replacement	2,246,496	1,453,315	3,699,811	-	1,468,240	1,468,240	2,231,571
Fleet	Support Vehicle Replacement	275,000	-	275,000	-	-	-	275,000
Fleet	UV Filtration	-	8,833	8,833	-	8,833	8,833	-
Fleet	Fixed-Route Bus Replacement/Expansion, 40' Buses	23,000,000	970,624	23,970,624	975,552	23,900,520	24,876,072	(905,448)
Fleet	Bike Rack Modification	-	136,951	136,951	13,792	108,177	121,969	14,982
Fleet Total		25,521,496	51,108,812	76,630,308	989,344	74,024,859	75,014,203	1,616,105
Information Technology	Distributed Antenna System	-	113,308	113,308	27,175	86,133	113,308	-
Information Technology	Fare Validator Replacement	-	240,000	240,000	30,756	222,844	253,600	(13,600)
Information Technology	Mobility- or Software-as-a-Service	-	112,808	112,808	8,837	103,972	112,808	-
Information Technology	Wireless Vehicle Communications Replacement	-	709,640	709,640	285,240	570,071	855,311	(145,671)
Information Technology	CTC - Real Time Passenger Information System	-	-	-	82,328	-	82,328	(82,328)
Information Technology	Document Imaging and Retention	1,732,000	-	1,732,000	-	-	-	1,732,000
Information Technology Total		1,732,000	1,175,757	2,907,757	434,335	983,020	1,417,356	1,490,401
Safety & Security	1501 - West Gates Upgrade	-	2,890	2,890	2,889	1	2,890	-
Safety & Security	Vehicle CCTV Replacement	-	423,721	423,721	-	423,721	423,721	-
Safety & Security	Training Simulators	-	7,500	7,500	-	7,500	7,500	-
Safety & Security	Alertus Building Mass Notification System	450,000	-	450,000	-	-	-	450,000
Safety & Security	CTC - Camera Replacement Project	310,000	-	310,000	-	42,910	42,910	267,090
Safety & Security Total		760,000	434,111	1,194,111	2,889	474,132	477,021	717,090
Grand Total		112,084,085	105,111,812	217,195,897	10,602,963	124,591,249	135,194,212	82,001,685

Information Update - Section 5307 Transition Update

To: IPTC Board of Directors
Through: President/CEO Jennifer Pyrz
From: Manager of Special Projects and Regional Mobility Integration Ryan Wilhite
Memo Date: June 13, 2024

SECTION 5307 / 5339 UPDATE

BACKGROUND:

IPTC is the designated recipient for Section 5307/5340 funds for the Indianapolis urbanized area. The urbanized area contains all of Marion County and portions of: Boone, Hamilton, Hancock, Hendricks, Madison, Morgan, and Shelby counties. Section 5307/5340 funds are allocated to the region by the Federal Transit Administration (FTA) by formula. The amount of funding awarded to each region through the formula is primarily influenced by: population number, population density, and vehicle revenue miles. There are set-asides and other factors, but those three are key factors.

The IMPO Transportation Policy Committee (TPC) recommended in February 2021 that IPTC serve as the direct recipient for the four counties that transitioned from rural funding (Section 5311) to urban funding (Section 5307). The subrecipients are Hancock County, Hamilton County, Hendricks County, and Johnson County. The counties decided to procure the service directly, completing competitive procurements in 2021. The existing not for profits providing service under Section 5311 service also won the contract for Section 5307 funds.

UPDATE:

In 2022, INDOT allowed the existing 5311 subrecipients to continue using 5311 funds; this delayed the start of 5307 reimbursement. When those funds were exhausted, the counties began to use Section 5307 funds. However, IPTC provided American Rescue Plan (ARP) Act funds from the region's allocation to cover operating costs for the first full year of the program, due to the significant effects of COVID-19 across all operational aspects for the providers.

IPTC hired a Grant Coordinator in 2021 to assist existing IPTC staff in subrecipient compliance and claims. That individual left in 2022 and was not replaced until 2024, when Abby Hetler was hired. Claims are handled by Cassie Burmeister in Finance. RLS and Associates, a national firm with significant experience in compliance for small urban and rural programs, was contracted to assist in the transition. Their contract was extended to the end of 2024, with a specific focus on technical support for IPTC staff and the drug and alcohol program, overseen by Brian Clem.

The first capital call for projects occurred in late 2023. The Section 5339 formula funding program is intended to support eligible public transportation projects. Three of the four subrecipients applied and were awarded funding. The board should continue to expect requests for vehicle purchase approvals every year as IPTC administers the program.

The first round of compliance meetings were completed in 2023 and staff are working to finish the compliance review reports. The CRRs document the meetings, any potential challenges, and if there are outstanding issues for our subrecipients.

RECOMMENDATION:

Receive the update.

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

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Section 5307 Update





Ryan Wilhite

Manager of Special Projects and
Regional Mobility Integration

- Section 5307/5339 Program Administrator
- Section 5310 Program Administrator
- Facilitator for:
 - TAM
 - Title VI
 - Zero Emission
 - Fleet Planning
 - Regional Planning

IPTC Staff – Subrecipient Team

The following are the core team that works to support the IPTC subrecipient program.



Cassie Burmeister

Grants Manager

Reimbursements, General



Brian Clem

Director of Risk and Safety

Drug and Alcohol



Latosha Higgins

Senior Director of Compliance and Civil
Rights

Civil Rights, General

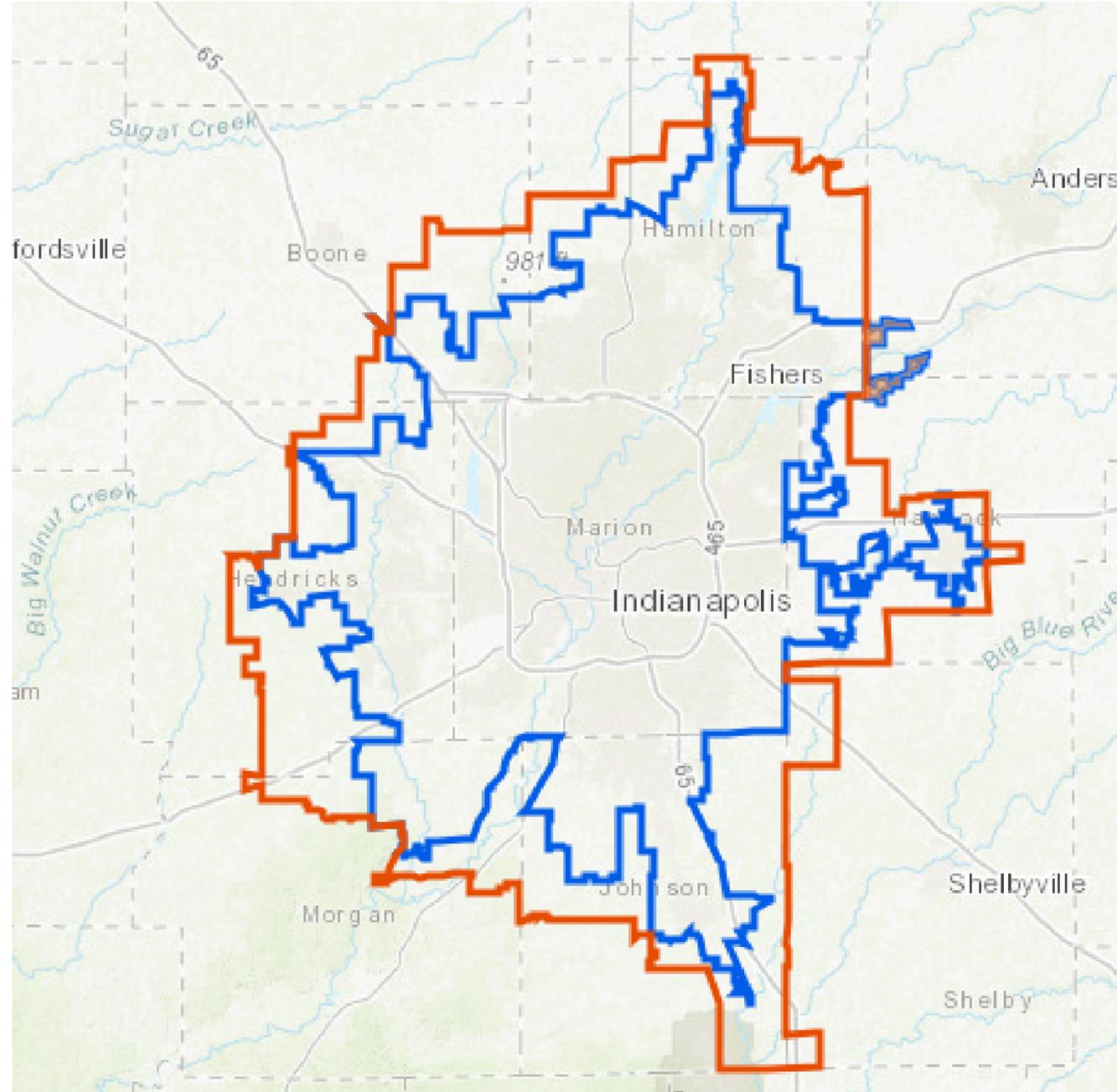


Abby Hetler

Grants Coordinator

General

Indianapolis Urbanized Area Map



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QUESTIONS?



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Mobility Advisory Committee (MAC)

Meeting Minutes

May 15, 2024

Attendees:

Chris Hollingsworth-MAC

Greg Meyer-MAC

Kristina Hornaday-Alberts-MAC

Amanda Bagwell-MAC

Ryan Wilhite-IndyGo

Anthony Hughes-IndyGo

Eddie Rickenbach-MAC

Linda Gosnell-MAC

Bernadine Wilmer-MAC

Angela Milroy-RATP Dev

Mike Roth-IndyGo

Donna Foreman-IndyGo

Attendance of members by Mike Roth

Agenda Items:

- **Approval of March 2024 Minutes-Approved**
- **Membership Updates**
 - Wilma Simmons has resigned
 - Currently have 2 Applicants
 - Will follow up on membership status for Erin White/Mark Early
- **Social Service Coordinator Position**
 - Designed to help those who are homeless that utilize IndyGo fixed route bus stops as shelters
 - This position will give out resources to assist them with sheltering and/or food sources
- **CEO Status**
 - Jennifer Pyrz currently interim CEO/President
 - No new updates regarding new CEO/President
- **Mike Roth**
 - Fixed Route Staffing
 - Over 400 operators currently and looking to hire around 100 more
 - Purple line will launch October 2024
 - Service Changes
 - All changes can be found on the following website link: [Upcoming Service Modifications - IndyGo](#)
 - Beginning in June 2024
 - Routes that will have timing changes: 5,19,21,24,26,28,37,38,90
 - Routes that will receive service increases:
 - Route 2- 60 minute frequency increases to 30 minutes

- Route 10- 20 minute frequency increases to 15 minutes in the core area and increases to 30 minutes from 40 minutes on the westside where the route branches off at Lynhurst Drive
 - Route 11 -90 minute frequency will increase to 30 minutes
 - Route 25- 60 minute frequency will increase to 30 minutes
- **Angela Milroy**
 - Paratransit Staffing
 - Currently at 52 full time, 6 part time and 5 in training
 - Have bi-weekly hiring events
 - TNCs
 - Still utilizing UZURZ, Welltrans & InCare
 - Welltrans
 - Will be undergoing updates on the back end
 - Please reach out if you have any questions regarding messages about your trip
 - Community Events
 - July-YMCA Backpack Give-Away
 - June-Will start planning Trunk or Treat
 - Would like to do events every other month; please reach out with suggestions
- **Ryan Wilhite**
 - Beyond ADA
 - Reminder that the exemption for Beyond ADA policy will end as of 01/01/2025
 - Communication of notification
 - Flyers will be distributed through mail
 - IVR
 - Possibly media release or advisory
- **Anthony Hughes**
 - Manger of Mobility Solutions
 - Contract oversight
 - Operator Evaluation
 - You may see IndyGo Access team members on bus riding along to ensure drivers are following protocol
- **Donna Foreman**
 - Manager of Service Quality
 - Fixed Route top 3 concerns submitted by customers
 - Pass-By, Safety & Courtesy
 - All concerns are sent to the operator's supervisor
 - We also take time to educate customer if there is a misunderstanding
 - Paratransit top 3 concerns submitted by customers
 - Schedule Adherence, Courtesy & Safety
 - All concerns are emailed to RATP-Dev

- Please remember to submit comments with any concerns/questions.
- **Additional Questions/Concerns**
 - IndyGo's data that is sent to the Board from operations; Charts are being received by MAC and no additional questions regarding them currently.
 - Diversity, Equity & Inclusion (DEI) plays a big part in all the positions at IndyGo including the open position for CEO.
 - MAC members would like to give their thoughts/ideas to the board regarding new candidates.
 - MAC Members would like the links for IndyGo meetings emailed to all members
 - Charlie Carlino is the liaison between Board of Directors and IndyGo. If MAC Members have questions that should go to the board, feel free to email Charlie at charlie.carlino@indygo.net
 - Future in person MAC Meetings would need to be discussed with MAC Chair/Vice Chair & Mike Roth

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Mobility Advisory Committee

May 15, 2024

Name	Present		March Meeting Minutes		Yay	Nay								
	Yay	Nay	Yay	Nay										
Chris Hollingsworth	X		X											
Eddie Richenbach	X		X											
Amanda Bagwell	X		X											
Linda Gosnell	X		X											
Kristina Hornaday-Alberts	X		X											
Mark Early		X												
Kendel Tilton		X												
Greg Meyer	X		X											
Bernadine Wilmer	X		X											

Michael Roth
Michael Roth

5.15.24
Date

Mobile Advisory Committee Agenda

Date: May 15, 2024

Time: 5:00pm – 6:30pm

Location: zoom

1. Introduction of those in attendance
2. Reading of minutes
3. Update on Mac membership
 1. Erin White
 2. Mark Early
 3. Wilma Simons
4. Explanation and discussion of Social Service Coordinator position.
5. IndyGo updates and concerns (5 pm – 6 pm)

Mike Roth - Fixed Route

- Staffing and upcoming Service Changes

Angela Milroy - RAPT Dev.

- Paratransit Staffing (Operators)

Ryan Wilhite – Beyond ADA – January 1, 2025

Anthony Hughes – Update on IndyGo Access

Donna Foreman – Comments for April 2024

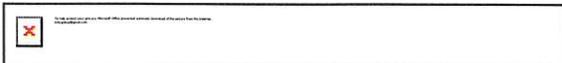
- Top 3 concerns for IndyGo Access and Top 3 concerns for Fixed Route.

6. Old Business
7. New Business

Time for open discussion

Michael Roth

From: IndyGo <Carrie.Black@indygo.net>
Sent: Monday, May 6, 2024 3:10 PM
To: All IndyGo
Subject: IndyGo Announces Upcoming Service Adjustments to Improve Reliable Service and Progress Its Future Service Plan



For Immediate Release
Carrie Black
Director of
Communications
Carrie.Black@indygo.net
317-491-0544

IndyGo Announces Upcoming Service Adjustments to Improve Reliable Service and Progress Its Future Service Plan

INDIANAPOLIS (May 6, 2024) — Starting Sunday, June 9, IndyGo will roll out service modifications and route adjustments to improve service reliability. Many of these changes represent a big step for IndyGo's Future Service Plan, which envisions an overall more frequent and connected network. Routes that will experience changes at this stage include Routes 2, 5, 6, 8, 10, 11, 19, 21, 24, 25, 26, 28, 34, 37, 38 and the Red Line/90.

The following routes will undergo timing changes only: 5, 19, 21, 24, 26, 28, 37, 38 and 90.

The following routes will receive service increases:

- Route 2 – 60-minute frequency increases to 30 minutes.
- Route 10 – 20-minute frequency increases to 15 minutes in the core area and increases to 30 minutes from 40 minutes on the westside where the route branches off at Lynhurst Drive.
- Route 11 – 90-minute frequency increases to 30 minutes.
- Route 25 – 60-minute frequency increases to 30 minutes.

Riders can view detailed explanations and maps depicting the upcoming route changes for Routes 6, 11, 25 and 34 below.

Route 8's alignment will be temporarily adjusted to follow the current detour along Washington Street from Tibbs Avenue to Holt Road for the Little Eagle Creek Bridge Replacement.

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Risk and Safety Division Report – May 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: June 27, 2024

Risk and Safety

- During March, Drug and Alcohol Program Manager, Michael Bunnell and Director of Risk and Safety, Brian Clem hosted and performed Reasonable Suspicion drug and alcohol training for eight 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.
- On May 5th, Members of the Risk and Safety team were interviewed and provided documents to the FTA auditors during the Triannual audit for IPTC. Information that was provided to the auditors was in the categories of Drug and alcohol program compliance, Drug-free workplace, Public Transportation Agency Safety Plan (PTASP), and insurance renewals and coverages. In the final preliminary report, no findings were noted or found in these sections.
- On May 13th, IPTC Risk and Safety Manager, Kevin Neumann met with a representative from Liberty Mutual Insurance to physically look at damages to property for a recent 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 and filing the insurance claim. Currently, the staff is still working with vendors and contractors to gather cost estimates to submit for review toward reimbursement of losses. More information will be available later in reporting on the status.
- On May 20th, Director of Risk and Safety, Brian Clem and Risk and Safety Manager, Kevin Neumann participated in an internal safety audit, Kick-off meeting. The scope and intent of this meeting and function is for an outside view of safety and collision data to be analyzed by the governance department to see what corrective actions are being planned. This process looks to include a review of safety policies and how they are being followed and enforced throughout the agency. Many different items of data have been requested and provided for a clear understanding of loss trends and the next steps in different departments to reduce risk and continue to promote a safety culture.
- On May 24th, Director of Risk and Safety, Brian Clem met with members of the IPTC finance department to walk through each line item for the risk and safety 2025 and 2026 budget. To find synergy, numbers were adjusted in forecasting future expenditures. The meeting resulted in a lean department budget, factoring in contingencies mainly to claims and forecasting future market insurance rates.
- On May 29th, Director of Risk and Safety, Brian Clem attended a Train the Trainer class with the National Transit Institute for Assault Awareness and Prevention for Transit Operators. The class was instructed through Rutgers University and provided real-case scenario evaluations and tools to be shared to help reduce assaults on transit workers. Information has been shared with the IPTC training division to be updated or incorporated into the current operator curriculum.

May 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 May 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>
Patrick Gray	2339	18	19
Rodriguez McGuire	3920	16	24
Michael Melvin	8105	12	16
Wanda Ford	8502	11	11
Ronnie Brooks	8353	8	13
Scott Duncan	8523	8	11
Darren Wyatt	8944	5	7
Shirley Jones	8967	4	7
Brittany Anthony	9284	2	6
Timothy Hughes	10478	1	5

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

Congratulations and Thank You!

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

May 2024

Annual Safety Performance Targets: for the Risk and Safety Department								
Mode of Service	Fatalities (per 100k VRM)	Injuries - SS50 (per 100k VRM)	Safety Events - SS40 (per 100k VRM)	Operator Assaults (per 100k VRM)	Preventable Accidents (per 100k VRM)	Pedestrian Strikes (per 100k VRM)	Operator Injury	Near Miss Reporting (Average Reports per Month)
Fixed Route	0.00	0.34	0.68	0.17	2.03	0.00	1.86	4
Bus Rapid Transit (BRT)	0.00	6.84	1.71	0.00	13.69	0.00	-	
Para Transit	0.00	0.00	0.00	0.00	0.75	0.00	-	
All Modes of Service	0.00	0.77	0.64	0.13	2.81	0.00	1.40	4.00
2023 IndyGo Reported Data (All Modes)	0.00	0.45	0.80	0.16	2.44	0.04	1.19	26
2023 NTD Reported Data (All Modes) All Public Transportation Agencies in the United States	0.04	0.25	0.24	0.18	No Data	0.01	0.06	No Data
2024 Objective Targets (SPT)	0.00	0.43	0.76	0.15	2.32	0.04	1.13	27
2024 Risk and Safety Goals	Eliminate vehicle and employee fatalities	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.15.	Reduce Preventable Accidents to the lowest acceptable level. 5% decrease from the prior year, <2.32.	Target is ZERO Pedestrian strikes with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	Reduce reported Operator Injuries from NTD SS40 and SS50 reported accidents. 5% decrease from the prior year, <1.13.	Increase the utilization of the Near Miss Reporting System. 5% increase from the prior year, >27.

SPT = Safety Performance Target
VRM= Vehicle Revenue Mile

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

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

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

Operator Assaults: The Federal Transit Administration (FTA) defined key elements that comprise a Safety Management System (SMS) approach to preventing and mitigating transit worker assaults. Identify and examine the root causes and risk levels of assault to properly understand the scope of the problem and potential mitigation strategies.

Preventable Accidents: Defined by the National Safety Council as: “An occurrence involving an employer-owned or leased vehicle that results in an accident in which the driver in question failed to exercise every reasonable precaution to prevent it.”

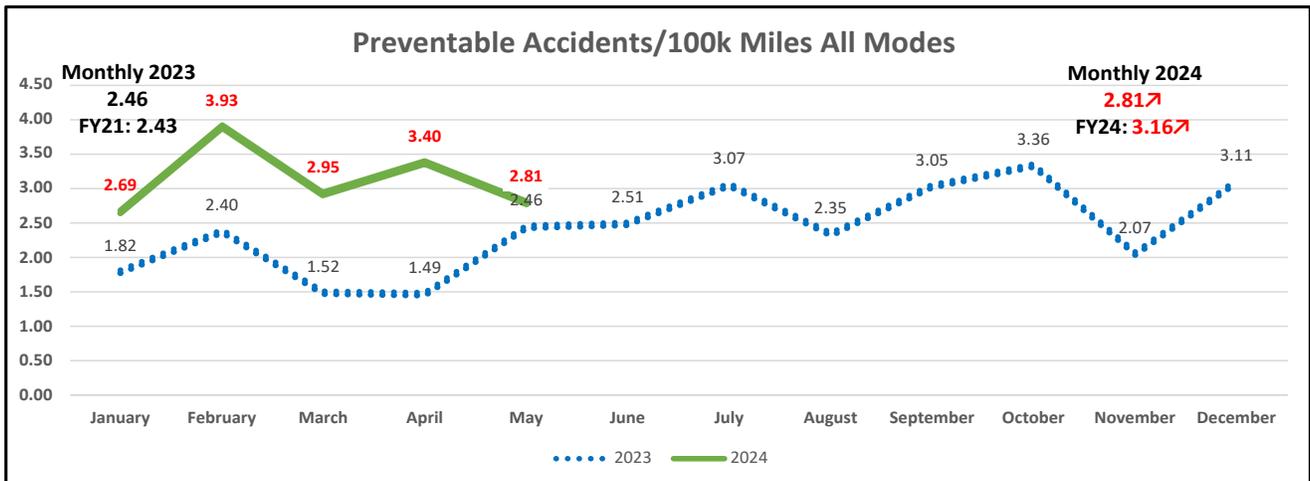
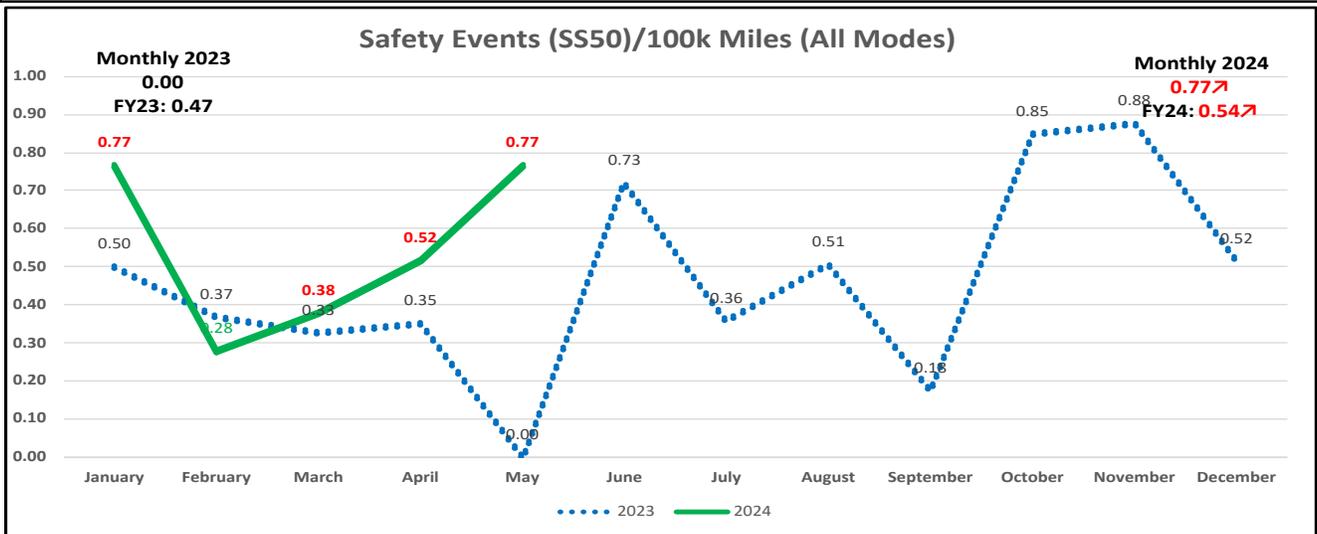
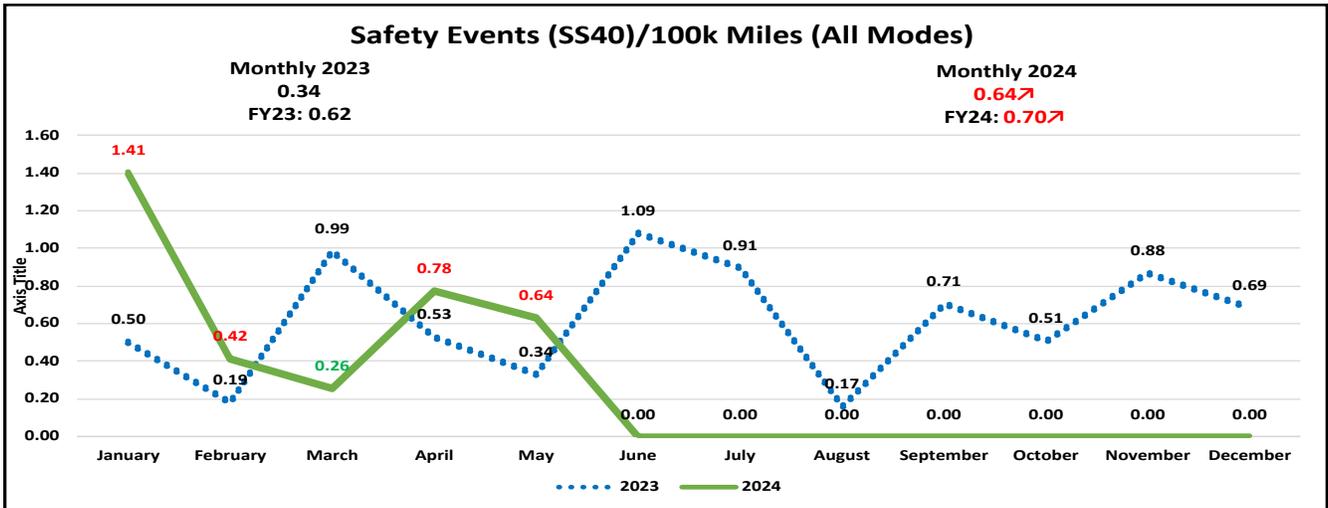
Pedestrian Strikes: The National Highway Traffic Safety Association (NHTSA) defines them as those involving one moving vehicle striking a pedestrian.

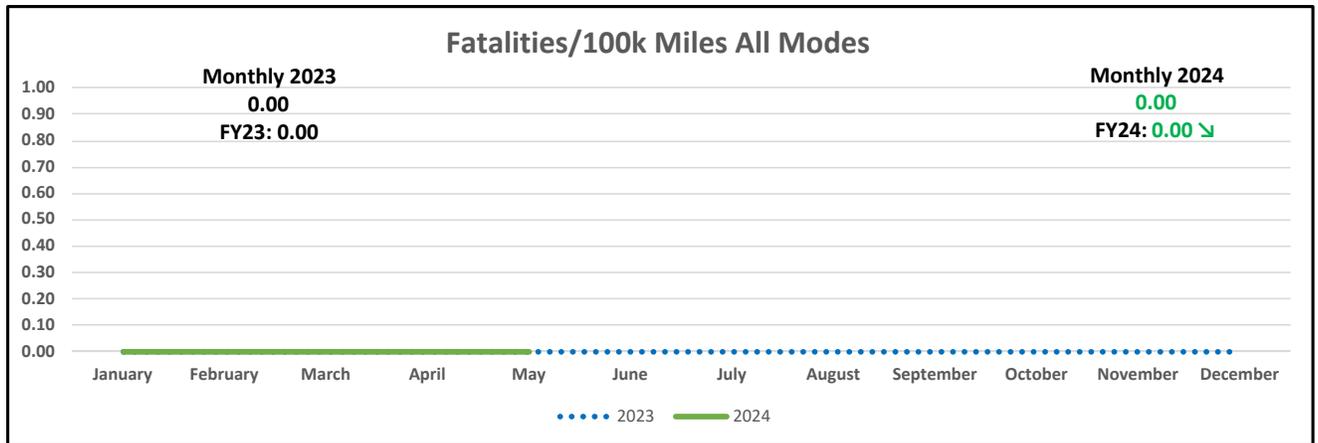
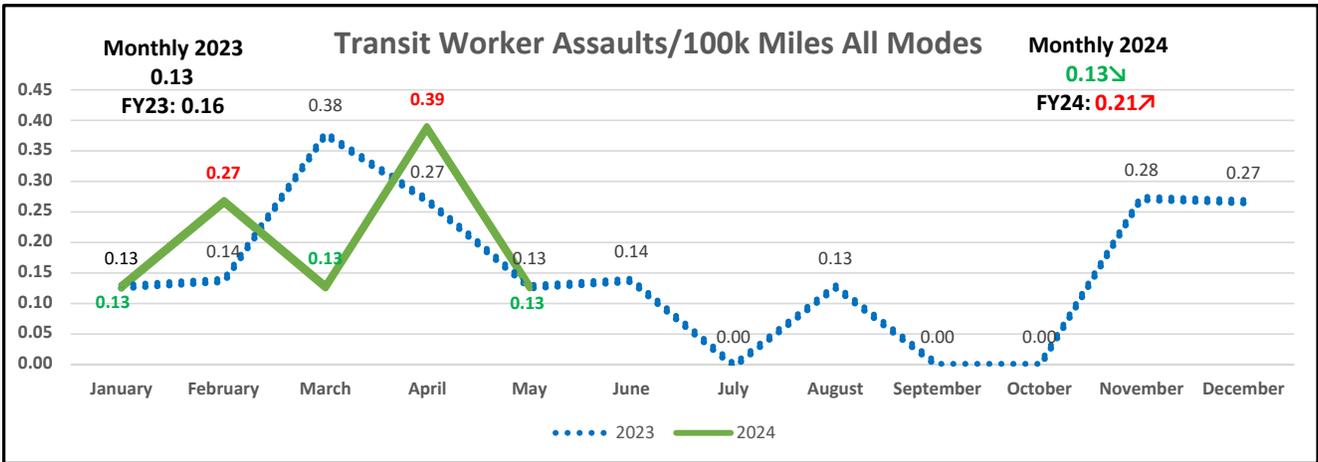
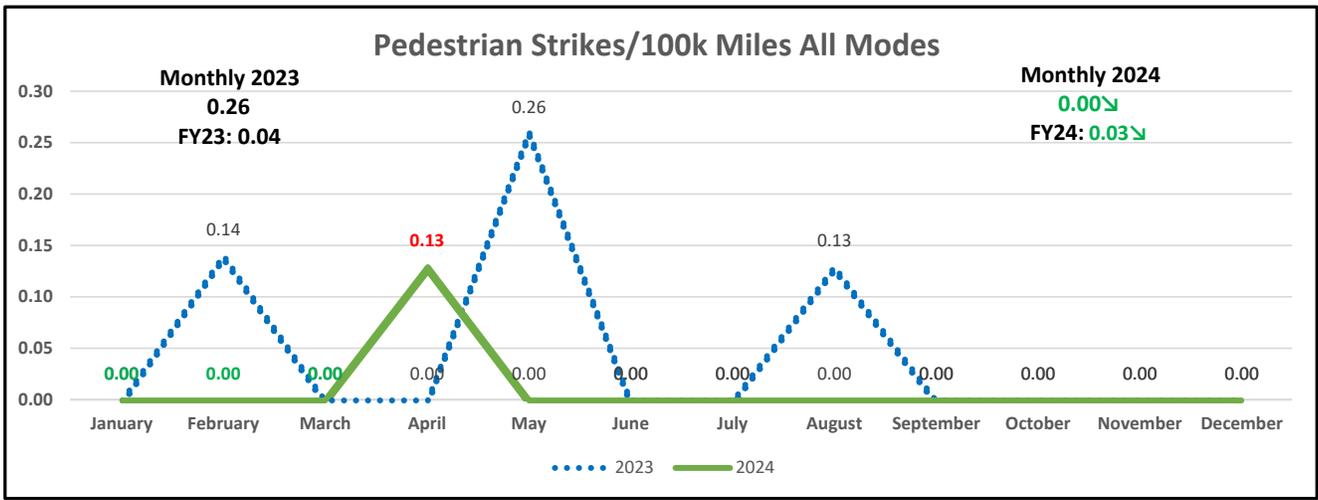
Average Operator Injury Rate: Reduce reported Operator injuries that lead to a Worker’s Compensation Claim being filed.

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

Safety and Accident Data

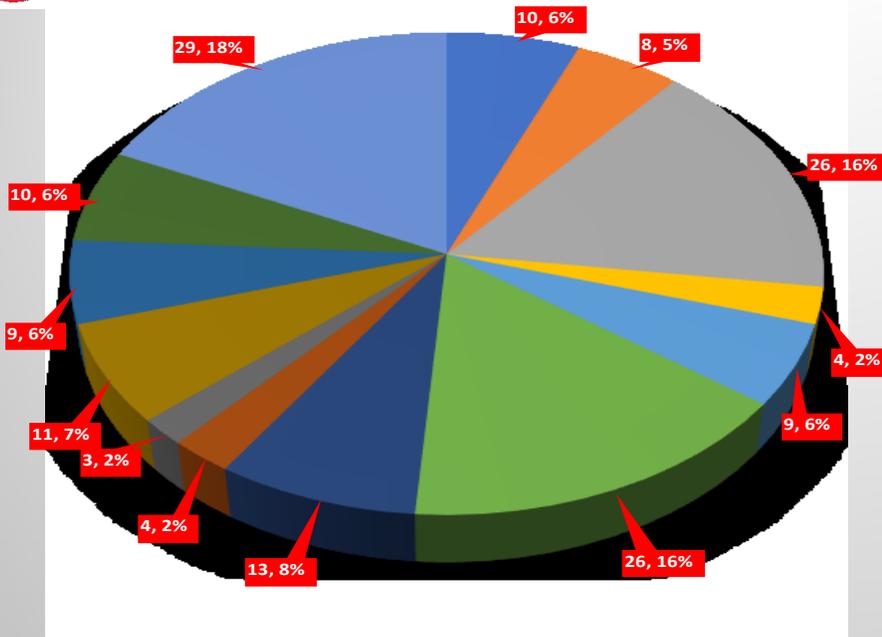
May 2024 Compared to May 2023 Data All Modes:





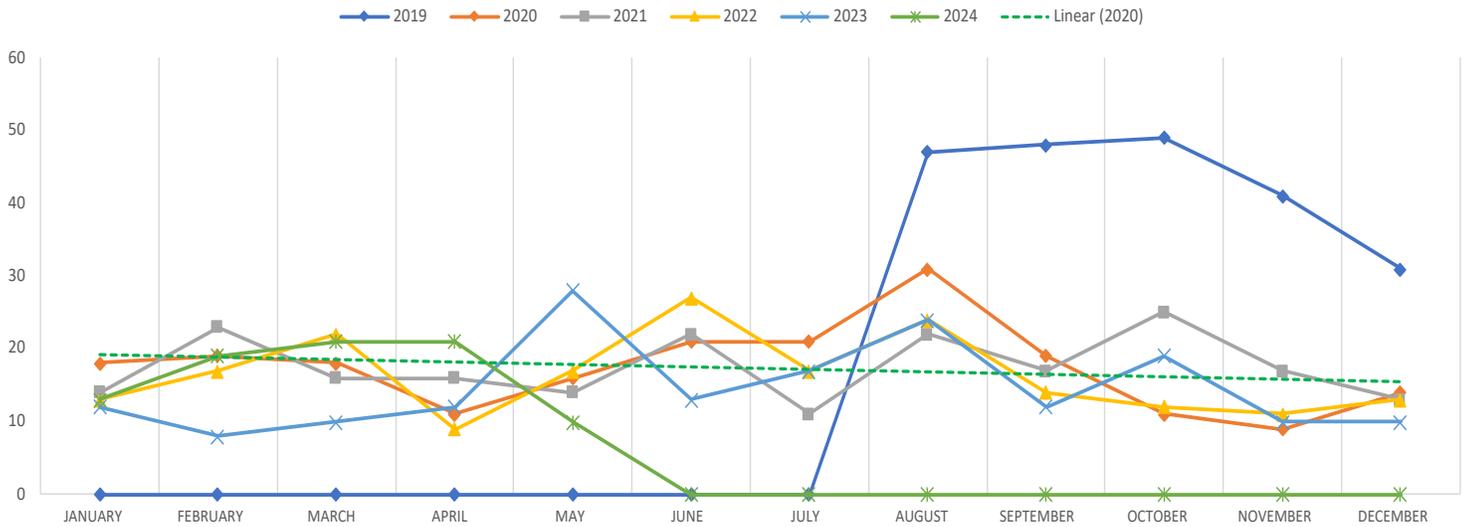


Red Line May 2024



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

RED LINE COLLISIONS YEAR COMPARISON



End of Report

Planning & Capital Projects Division Report – May 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: June 27, 2024

STRATEGIC PLANNING

Regional Mobility Integration

Section 5307 – All sub-recipients are current with their reimbursement requests, and all onsite visits have been completed. IndyGo staff are currently working on finalizing the compliance reviews. IndyGo will continue working with subrecipient staff for any service procurements required before year end. Sample documents have been provided to subrecipients for them to utilize, if desired, for the upcoming procurements.

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. The MTE is requesting an amendment of the QPA, which likely will delay project delivery.

Sponsored Rides

Working alongside IndyGo’s Public Affairs team and our numerous school partners, strategic planning staff have wrapped up the 2023-24 school year and begun preparing for the 2024-25 school year. Nearly 5,000 area high school students from fourteen area high schools took nearly 92,000 trips on IndyGo between August 2023 and April 2024. That’s the equivalent of more than \$107,000 in value to our community. Total revenue for the program exceeded \$112,000. IndyGo has added a new partner, Herron Classical Schools to the program for the 2024-25 school year. Students participating in summer school at Herron H.S. or Riverside H.S. will begin riding IndyGo to and from school at no cost to them or their families. Many more students are expected to join them in the fall.

ENGINEERING & CONSTRUCTION

Blue Line BRT

Having received NEPA approval on April 4, 2024, IndyGo staff are working with the FTA to progress towards a grant execution before the end of year. In the meantime, the team continues to work towards 100% design. Community outreach continues as well.

Staff would like to establish the Blue Line construction management team offices and meeting locations this 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 nearing completion, and the contractor is expected to mobilize to Post Rd. shortly. All eighteen stations are complete from finish grade and below. The contractor has also begun roof construction at seventeen of the eighteen stations. 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.

Red Line Traffic Control Modification

Midwestern Electric began work in mid-August 2023 and recently (June 2024) completed all field work. The project is now in its administrative close-out phase. As a reminder, this project included traffic control modifications along the Red Line BRT corridor to provide audible messages to pedestrians needing assistance in knowing when to cross the street, and new traffic warning signs along Capitol Avenue will inform motorists to look left for northbound buses in the contraflow bus lane.

Rural Street Bridge Project

The goal of this project is to lower Rural Street about 18” underneath the CSX bridge to allow IndyGo’s entire fleet of buses to pass underneath the bridge so that IndyGo can discontinue the costly deviation to Sherman and back. Design consultant, Lochmueller Group, is working with DPW and Citizens Energy Group to address 60% design plans review comments pertaining to drainage. IndyGo staff still anticipate that the design phase will reach 95% complete by late June at which time IndyGo will have a “shelf-ready” project that it can use to seek funding support.

Local Route and Purple Line Transit Signal Prioritization (TSP)

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

Coordination with DPW to implement the Purple Line TSP prior to the routes launch this fall continues. Plans are also underway to further improve the TSP system along the Red Line over the next 3-6 months using the same vendor’s software.

Super Stops Phase II

Administrative closeout with our contractor, OLCO, is nearing completion. A separate contractor, Shuck Corporation, has completed installation of the trash cans and shelters on each new platform. All Super Stops are currently in operation, which includes eight new enhanced bus stops serving downtown.

Lafayette Road Local Stop Improvements

IndyGo was awarded \$500,000 through the 2022 City of Indianapolis’ Indy Neighborhood Infrastructure Partnership (INIP) to construct ADA-compliant bus stops and pedestrian crossings along Lafayette Road between 16th Street and 30th Street. Included are a total of 56 bus stops to be improved as well as several pedestrian traffic signal improvements. The construction contract was awarded in November 2023 and construction began in May 2024. This project is on track to be completed before the end of the year.

CTC Inductive Charging for the Purple Line

The construction contract has been awarded, and IndyGo is finalizing its selection of Burgess and Niple to handle construction management and inspection work. Staff anticipates work beginning this summer 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 is anticipated to be completed in August 2024. Construction could take place as early as 2025.

Near-Miss Crash Video Analysis and Rider Safety Survey

IndyGo is seeking to record near-miss crashes at key intersections and locations near to and at 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, in these key locations. A request for proposals is being developed and other procurement documentation completed.

FACILITY PROJECTS

Campus Master Plan

What began as a master plan for the East Campus location and grew to include information gathering for all campus locations is nearing completion. Staff are currently reviewing a set of draft deliverables submitted by the consultant and have a goal of wrapping 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 been put on pause while the design team and contractor work through several issues. Work on-site is expected to resume in mid-July and conclude in roughly a months' time.

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. Contractor has been engaged and construction is scheduled to commence early July and completed end of July. The first phase is on track for final completion date 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. This project is currently out for public bid. Staff anticipates bringing this item before the board at their regularly scheduled meeting on July 25, 2024. The second project will address cracks caused by building settlement over time. Staff anticipates going out for bid in August and would look to bring an action item before the board during their regularly scheduled meeting on September 25, 2024. The third project is for planning and preliminary engineering services to replace the aging fuel storage and supply infrastructure. Staff is 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. IndyGo staff have established a new project schedule that will have engineering, design, and contractor procurement completed by the end of 2024, with construction anticipated for 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 expects the masonry project to be performed this year. It is assumed that the window repair work wouldn't be performed until Q2 2025. Staff 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. The project team is working on a request for qualifications to secure architectural, engineering, and space planning services. Staff anticipates completing the planning and design phases this year, and the construction phase in 2025.

Trench Drain Replacement Project

This project would replace 3-4 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 – May 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Chief Public Affairs Officer Lesley Gordon
Date: June 27, 2024

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR May 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

May 2024 Board Report



INDYGO.NET WEBSITE STATISTICS:

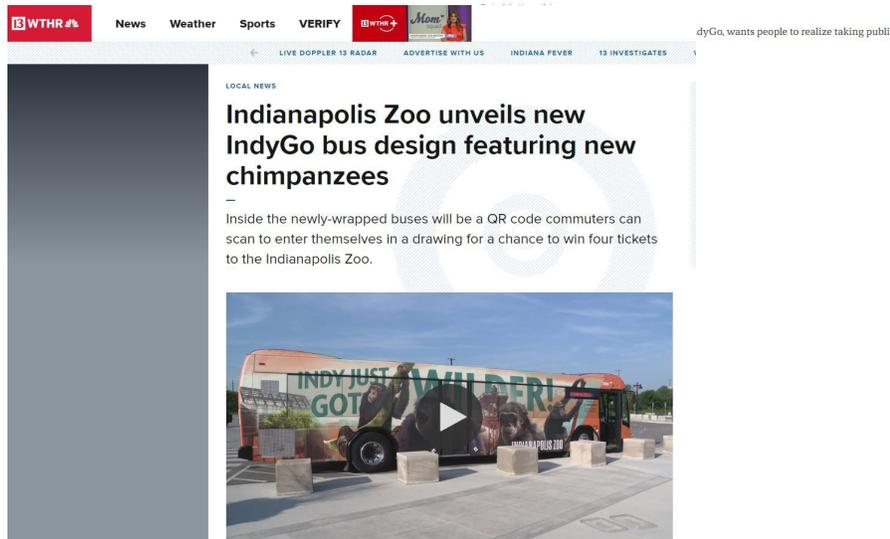
5/1/2024-5/31/2024

Page Views	190,654
Bounce Rate	42%
Total Users	35,480
Average Pa-geviews Per User	5.37
Total Sessions	52,586
Total Monthly Sessions Comparison to Previous Year	(Down) 3.7%

Mobile Share

Date	Mobile	Desktop	Tablet
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%
Dec-22	84.16%	19.15%	1.00%

Media Mention Highlights



Topics Include:

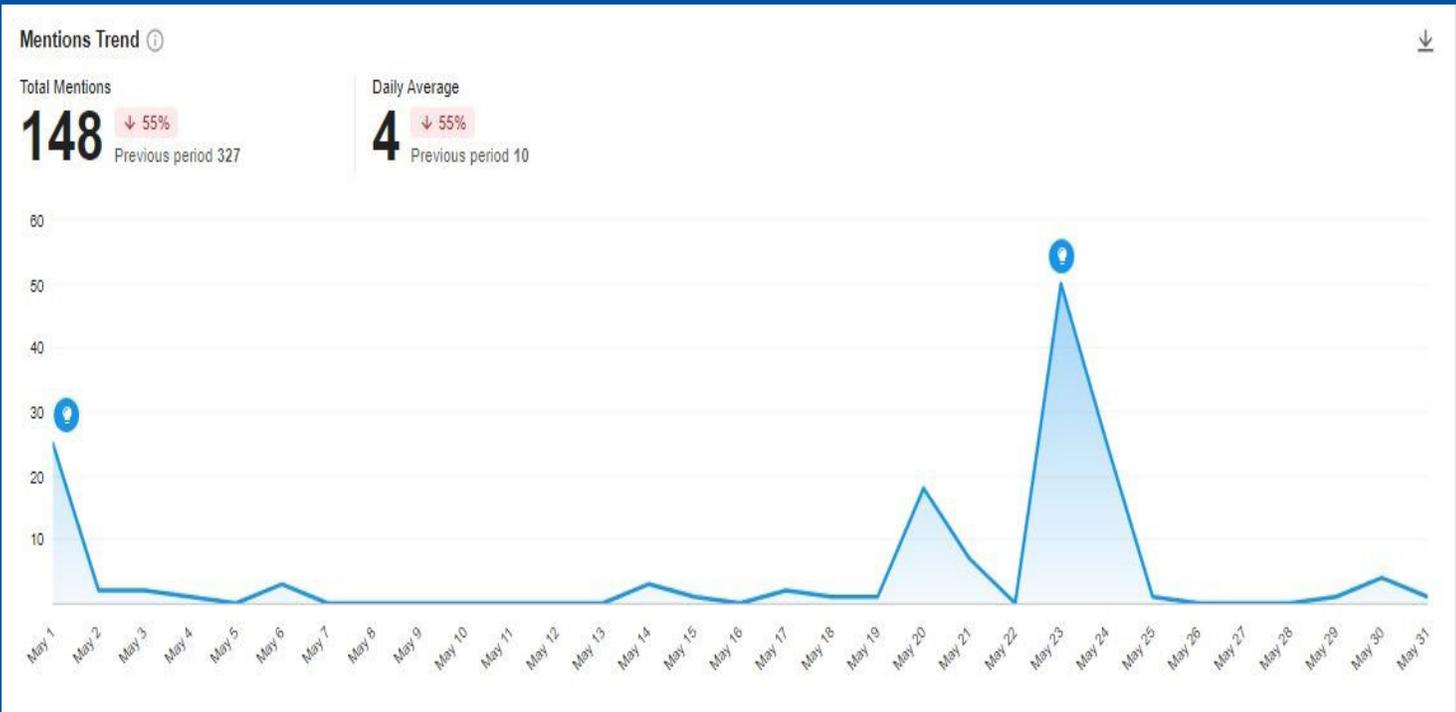
Media coverage for May 2024 featured information about Jennifer Pyrz becoming the new, permanent IndyGo President and CEO, IndyGo performing service adjustments to improve its reliability and progress its 2027 Transit Network and IndyGo and the Indianapolis Zoo unveiling a fun, chimpanzee-wrapped bus. In May, IndyGo's Board of Directors announced Jennifer Pyrz as the permanent President and CEO. Media discussed Pyrz as being well-positioned to continue IndyGo's success. A few outlets wrote feature pieces on Pyrz to celebrate the news as well. This topic was mentioned 14 times online and through broadcast media last month.

Another topic shared was IndyGo announcing it will roll out service modifications and route adjustments to improve service reliability. Many of these changes represented a big step for IndyGo's Future Service Plan, the 2027 Transit Network, which envisions an overall more frequent and connected network. Online media published this story multiple times.

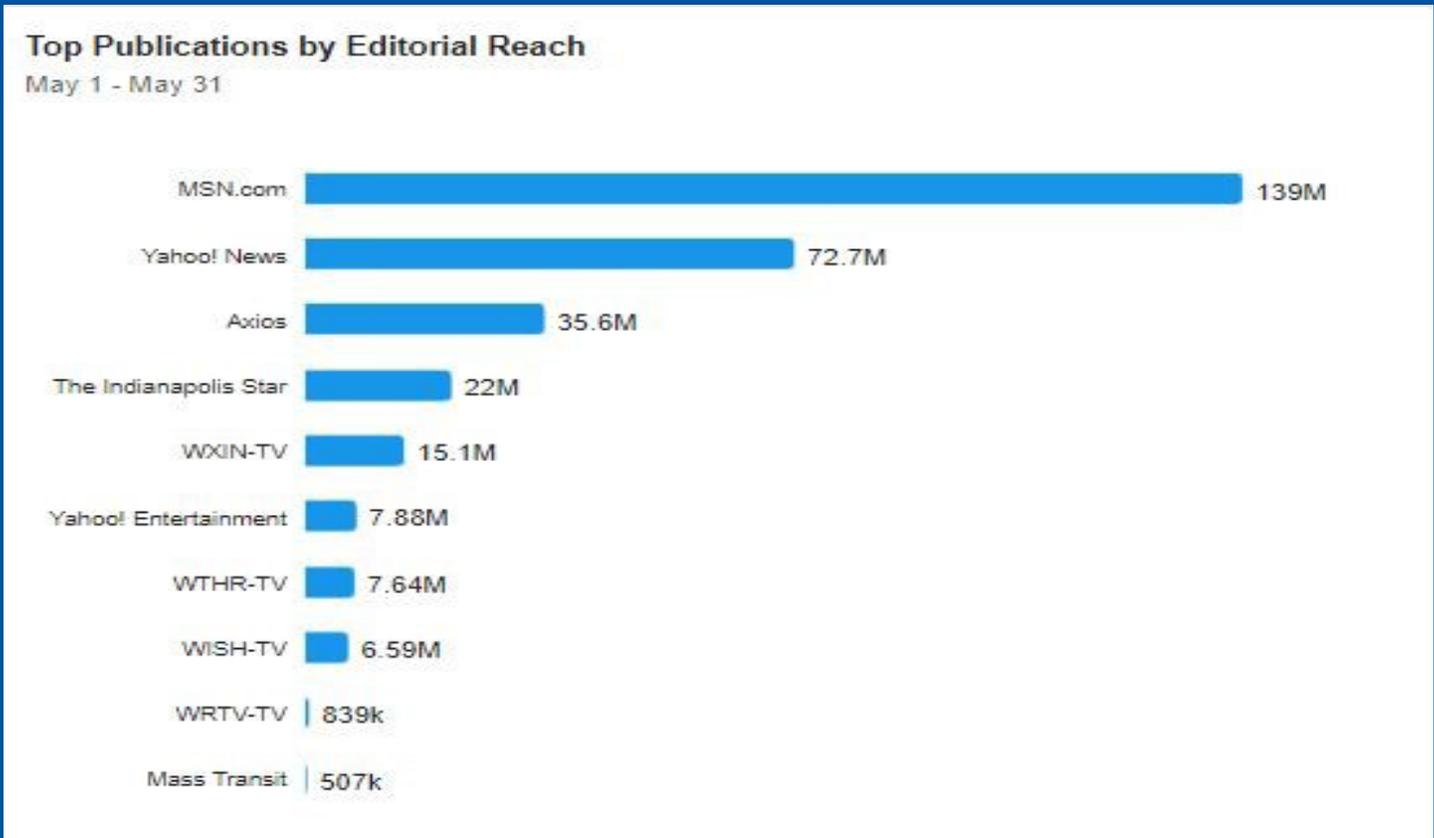
Finally, IndyGo and the Indianapolis Zoo unveiled the chimpanzee-wrapped bus to celebrate the opening of the zoo's new Penny & Jock Fortune International Chimpanzee Complex. The wrap was displayed nearly 20 times in the news, mostly through broadcast media.

Altogether, IndyGo was mentioned 148 times in the media in May.

Here's a brief coverage summary:



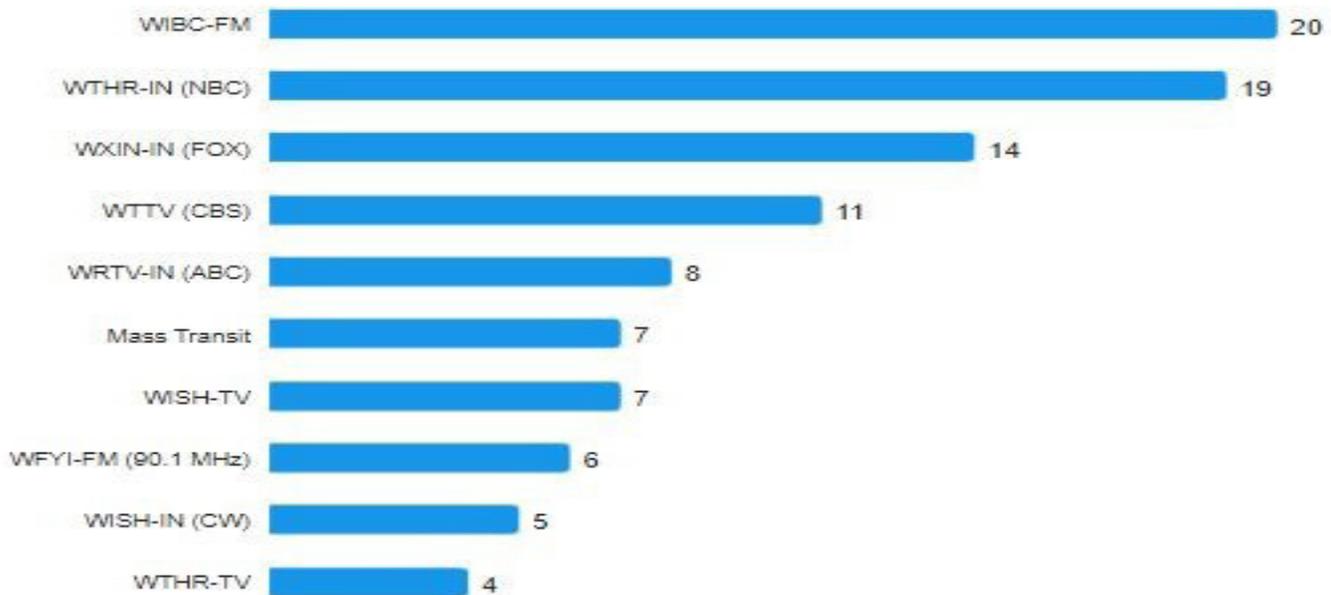
The graph below shows the top media outlets that published stories about IndyGo in May and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in May and the total potential viewership for each station or publication. The agency reached nearly 308 million viewers through these channels.

Top Publications by Volume

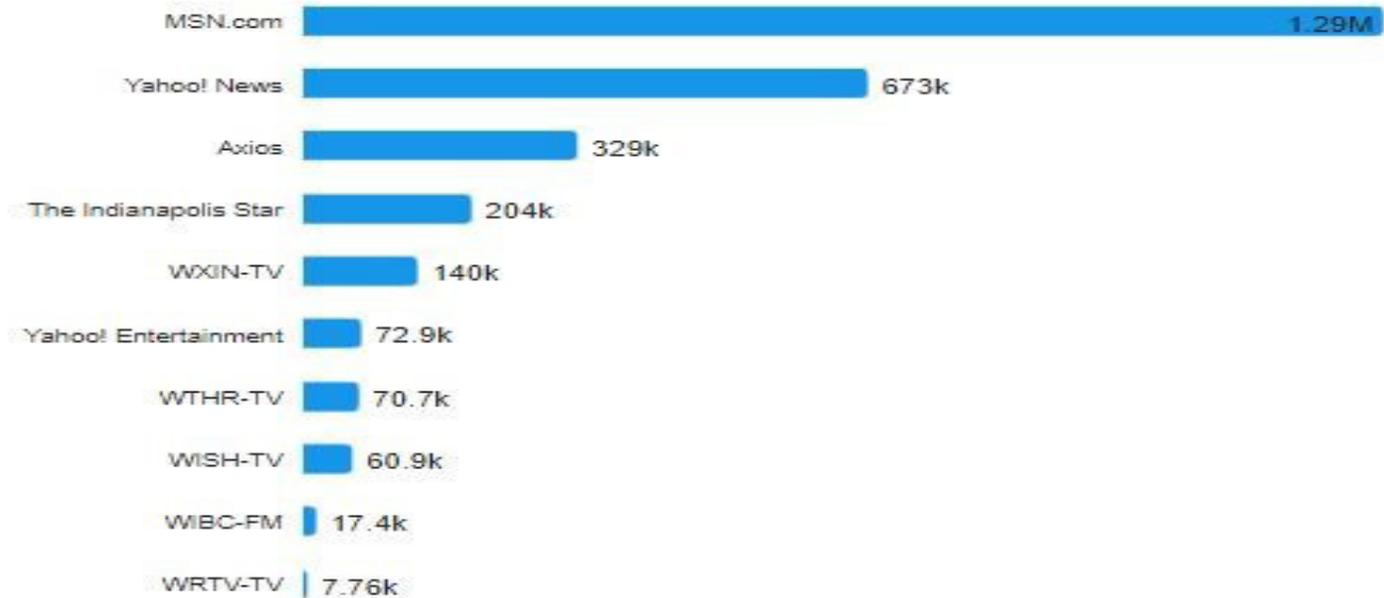
May 1 - May 31



The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$2,865,660

Top Publications by AVE

May 1 - May 31



Social Performance:

Facebook

- Had a total of 112,000 impressions
- 7,590 post engagements
- 11,810 page likes
- 13,658 current followers (152 more than April)

IndyGo
Published by Ari Kasle • May 31 at 11:31 AM

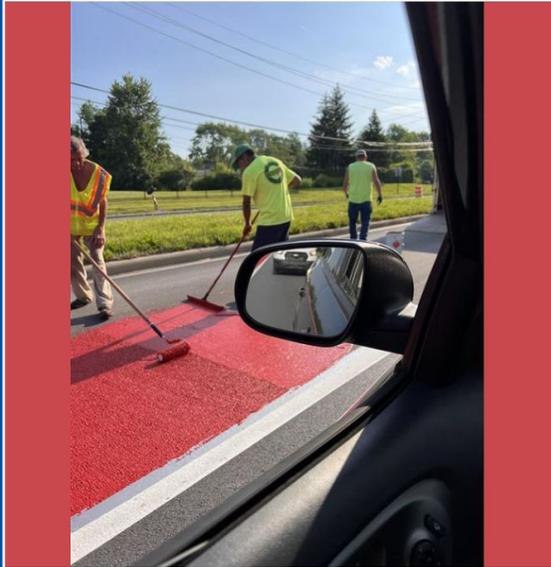
"You thought you were becoming a bus driver, but I'm here to tell you you're actually becoming a climate change fighter, traffic reducer, an economic booster, and in both figurative and literal terms, a lifesaver." - Vop Osili
Congrats to our newest class of coach operators! Go be great!



See insights and ads [Boost post](#)

102 11 comments 5 shares

Watching paint dry has never been so exciting! Check out the views the next time you're on 38th Street. #PurpleLine #TransitsEssential



See insights and ads [Boost post](#)

Bike Indianapolis and 55 others 5 comments 1 share

IndyGo
Published by Ari Kasle • May 16 at 9:56 AM

Our guy Freddy Fever needed some assistance to get to the Indiana Fever game tonight. Luckily we were there to show him how easy riding IndyGo is! #CatchTheFeverCatchTheBus



Freddy Fever? What are you doing here?

See insights and ads [Boost post](#)

30 5 comments 5 shares

Like Comment Share

IndyGo
Published by Ari Kasle • May 4

May the 4th be with you!

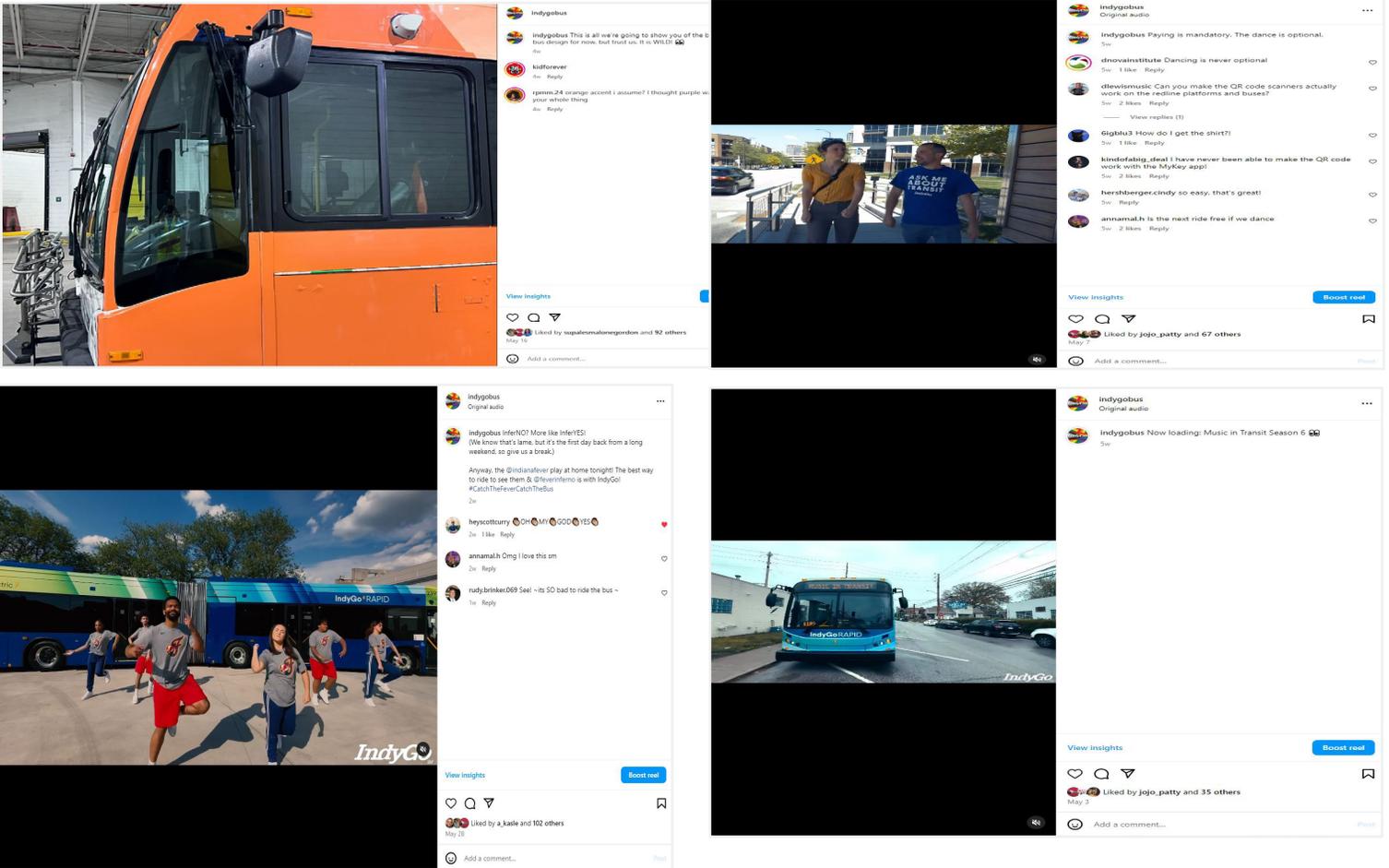


See insights and ads [Boost post](#)

21 1 comment 2 shares

Instagram

- Generated 18,800 impressions
- 1,400 total engagements
- 7.4% engagement rate
- 4,444 current followers (50 more than April)



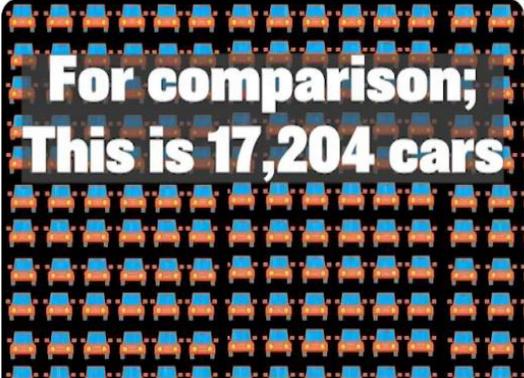
Twitter

- Had a total of 101,000 organic impressions
- Earned an average of 3,300 impressions per day
- 6,905 current followers (20 more than April)

IndyGo @IndyGoBus · May 30

Someone said that the bus is a 20th century solution to a 21st century problem because people can use an app and have a car pick them up.

So we did the math....



**For comparison;
This is 17,204 cars**

IndyGo @IndyGoBus · May 13

Just putting this out there for no particular reason.



ATTENTION!

**NO HAMMOCKS
ALLOWED ON THE
BUS**

IndyGoSM

5 7 155 6.9K

IndyGo @IndyGoBus · May 15

Everyone is LOVING the drainage improvements along 38th Street, courtesy of the Purple Line! Well..... almost everyone. 🐟

indygo.net/purple-line/



IndyGo @IndyGoBus · May 1

It's May.

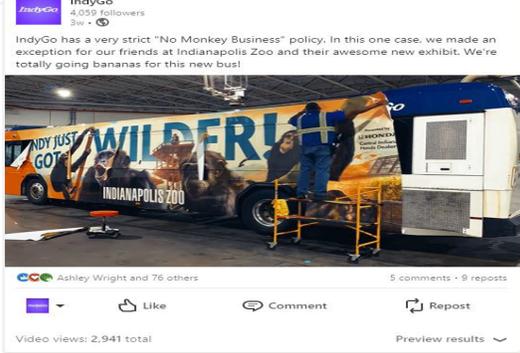


0:12

2 10 80 8.4K

LinkedIn

- Generated 19,300 impressions (300 more than April)
- 1,730 total engagements, 8.9% engagement rate
- 83 new followers, 4,059 total followers

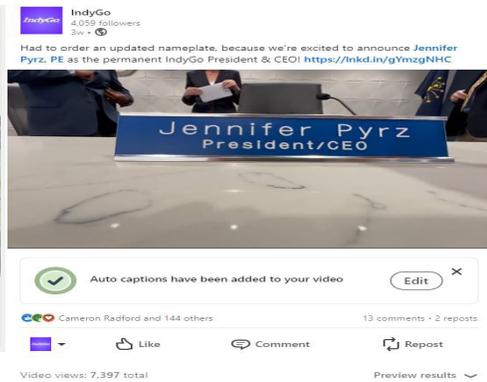
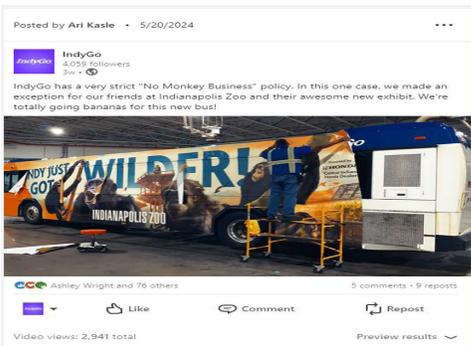


Video Data

Total Video Views: 111,359

Top 3 May Videos

- Chimp Bus Timelapse- 30,102 total views
- Jennifer Pyrz Nameplate Reveal- 18,353 total views
- Bus vs Uber- 11,579 total views



Email Marketing:

NEWSLETTER

- 13,368 recipients (18 more than April)
- 7.43% CTR
- 3.12% open rate

INSIDE *IndyGo*SM

May 2024

IndyGo Announces Upcoming Service Optimizations for June

Starting Sunday, June 9, IndyGo will roll out service modifications and improve service reliability. Many of these changes represent a big step for IndyGo's Future Service Plan, which envisions an overall more frequent and connected network. Routes that will experience changes are 2, 5, 6, 8, 10, 11, 19, 21, 24, 25, 26, 28, 34, 37, 38 and Red Line/90.

The following routes will have timing changes only: 5, 21, 24, 26, 28, 37, 38 and 90. Routes 2, 10, 11 and 25 will experience frequency increases.

The following routes will undergo route changes as part of the Future Service Plan: 6, 11, 25 and 34. Riders can view maps and details for the upcoming changes below.

To learn more about these changes, IndyGo representatives will share details and answer questions at the following events:

- **Virtual Public Meeting** | Tuesday, May 21 | 5:30 p.m. | Register online [here](#).
- **Carson Transit Center Open House** | Wednesday, May 22 | 6 – 8 a.m. and 3 – 5 p.m. |
- **Carson Transit Center Open House** | Thursday, May 23 | 6 – 8 a.m. and 3 – 5 p.m. |

Stay tuned to IndyGo's website and social media in the coming weeks for additional information about these changes.

Route 6 - Harding

A map showing the route of Route 6 - Harding. The route is highlighted in green and follows a path through the city, including a section along the Red Line. The map shows a grid of streets and green spaces.

CREATIVE PROJECTS

- 27 requests completed via IndyGo Helpdesk
- 90 requests completed via email
- 117 Total Creative Requests Completed

Outreach Summary: May 2024

In May, IndyGo's outreach focused on route adjustment education, travel training and community events.

IndyGo hosted several opportunities to prepare riders for service modifications and route adjustments that rolled out Sunday, June 9. This included one virtual meeting and four in-person open houses at the Carson Transit Center to reach the most riders.

IndyGo was an exhibitor at the Community Alliance of the Far Eastside (CAFE) Haitian Flag Day Celebration. Additionally, the agency held an activation at the Indiana Fever's first home game of the season, where an IndyGo representative was featured in a Jumbotron segment, reaching more than 15,000 attendees.

More than 40 first-grade students at the International School of Indiana participated in an IndyGo travel training as well. The training provided travel assistance and educated them about the benefits of using transit.

Transit ambassadors continued to extend IndyGo's outreach efforts in the community, engaging more than

170 riders and community members during five volunteer shifts at community events and on Route 39, the future Purple Line.

IndyGo continued its digital neighborhood outreach through the Nextdoor platform. In May, IndyGo shared three posts, which generated more than 57,000 impressions in neighborhoods across Marion County.



Pictured above, beginning from left to right: (Back row) Manager- Vehicle Maintenance Kevin France, Lead Instructor Tawana Williams-Dycus, Coach Operator Lisa Walker, Service Impact Supervisor Tareese Bouye, Coach Operator Geneva Hartwell, Coach Operator Michael Williams, Transportation Supervisor Cafante Jackson, Coach Operator Anthony White and Transportation Supervisor Tony Sanders (Middle row) Transportation Supervisor Sade Squires, Transportation Supervisor Brianna Franklin, Coach Operator Kirk Thompson, Coach Operator Ricardo Oxley, Wellness and Teammate Engagement Coordinator Zena Williams and Facility Maintenance Technician Chris Porter (Front row) General Laborer Michael Jones



IndyGo hosted a travel training for students from the International School of Indiana to introduce them to IndyGo's transportation and community services last month. During the training, they visited a Red Line station, the Carson Transit Center and multiple locations along IndyGo's routes.



IndyGo attended Indiana Fever basketball games last month to share how fans can ride the bus to Gainbridge Fieldhouse or anywhere else they want to travel to in Marion County!



Pictured above: IndyGo Special Programs Manager Jordan Patterson

OUTREACH PROJECTS

Date:	Event:
15-May-24	Neighborhood Development Working Group
15-May-24	CAFE Haiti Flag Day
15-May-24	Travel Training: International School of Indiana
16-May-24	Fever vs. Liberty - IndyGo Activation
20-May-24	Mayor's Neighborhood Advocates Update
21-May-24	IndyGo Public Meeting: June 2024 Service Adjustments
22-May-24	IndyGo Open House: June 2024 Service Adjustments
22-May-24	IndyGo Open House: June 2024 Service Adjustments
22-May-24	IndyGo Open House: June 2024 Service Adjustments
22-May-24	IndyGo Open House: June 2024 Service Adjustments

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

Operations Division Report – May 2024

To: Jennifer Pyrz, Interim President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: June 27, 2024

SERVICE PLANNING

SCHEDULING:

The June service bid took effect on June 9, 2024. Route changes were Routes 2, 5, 6, 8, 10, 11, 19, 21, 25, 34, 37, 38, and 90.

Staff is working on the October service bid to include the addition of the Purple Line and changes to Routes 3, 4, 8, 10, 18, 19, 28,30, 86, 901, & 902.

PLANNING:

Construction of over 50 bus stops is underway, several of which are key to implementing the October 2024 service changes; some are already in use as of this month. The next round of IndyGo-funded improvements is also being designed, and more information will be provided as the project progresses.

IndyGo staff continues to coordinate with the City of Indianapolis on projects that will result in bus stop improvements on College Avenue (Route 901), Morris Street (Route 24), South Emerson Avenue (Route 56), East and West Michigan Streets (Route 3), South Meridian Street (Routes 16 & 31), 29th & 30th streets (Routes 6, 15, 30, & 34), and Keystone Avenue (Routes 19 & 26). This work is ongoing through 2025.

Planning staff is coordinating with private developments that will result in service improvements outside the city right-of-way. These locations include grocery stores and services near 10th and Raceway (Route 10) and near German Church and Sunnyside Road (Route 30).

Service Planning staff have completed diagrams for a third round of Areas of Persistent Poverty (AOPP) bus stop improvements. More information on this project will be forthcoming. Areas of focus are the Near East Side, Northwest Side, Far East Side, and West 10th Street.

Planning staff continues to improve IndyGo-related materials and data related to wayfinding and trip-planning to enhance the overall customer experience and improve riders' navigation. Updates to the IndyGo system, route maps, and bus stop data infrastructure help us keep data as accurate as possible so riders can plan and map out transit trips.



FIXED ROUTE RIDERSHIP:

May-23	May-24	% Change	IndyGo Fixed Route Ridership	2023	2024	% Change
6,634	6,835	3.0%	2 E. 34th St.	37,643	31,339	-16.7%
23,444	26,809	14.4%	3 Michigan St.	118,706	125,605	5.8%
7,262	8,436	16.2%	4 Fort Harrison	38,785	37,467	-3.4%
10,456	12,212	16.8%	5 E. 25th	50,586	54,027	6.8%
5,229	5,499	5.2%	6 N. Harding	30,325	28,026	-7.6%
86,730	96,074	10.8%	8 Washington St.	434,366	444,545	2.3%
63,856	69,964	9.6%	10 10th St.	313,506	322,961	3.0%
3,631	3,465	-4.6%	11 E. 16th St.	18,441	14,781	-19.8%
2,635			12 Minnesota	14,361		
2,523	5,941	135.5%	13 Raymond	12,586	28,966	130.1%
6,480			14 Prospect	32,398		
9,456	11,301	19.5%	15 Riverside	46,890	53,164	13.4%
7,897	8,774	11.1%	16 Beech Grove	40,819	39,821	-2.4%
4,440	4,810	8.3%	18 Broad Ripple	21,648	23,335	7.8%
17,036	18,930	11.1%	19 Castleton	85,801	84,636	-1.4%
9,324	10,975	17.7%	21 East 21st St.	47,360	49,757	5.1%
7,308	7,458	2.1%	24 Mars Hill	34,751	33,988	-2.2%
7,115	9,707	36.4%	25 W. 16th St.	37,246	47,502	27.5%
12,751	23,343	83.1%	26 Keystone	60,376	102,678	70.1%
7,081	7,361	4.0%	28 St. Vincent	33,804	36,044	6.6%
5,491	5,807	5.8%	30 30th St.	26,676	27,180	1.9%
7,383	10,553	42.9%	31 US 31	35,758	47,252	32.1%
19,421	21,087	8.6%	34 Michigan Rd.	93,070	96,117	3.3%
23,946	26,668	11.4%	37 Park 100	121,676	127,765	5.0%
14,565	8,622	-40.8%	38 Lafayette Square	68,823	38,195	-44.5%
54,187	62,692	15.7%	39 E. 38th St.	267,216	282,899	5.9%
3,985			55 English	19,287		
	6,212		56 Emerson		28,828	
5,954	6,553	10.1%	86 86th Street Crosstown	27,703	28,852	4.1%
6,899	8,843	28.2%	87 Eastside Circulator	37,699	37,740	0.1%
88,932	109,793	23.5%	90 Red Line - BRT	440,647	498,157	13.1%
918	1,578	71.9%	901 Nora	5,384	7,363	36.8%
7,117	7,014	-1.4%	902 County Line	32,864	30,502	-7.2%
10,100	3,075	-69.6%	Others	56,642	17,397	-69.3%
550,186	616,391	12.0%	Total	2,743,843	2,826,889	3.0%

**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 – Kevin Mallory #8400

Kevin is frequently observed going out of his way to assist a passenger as they disembark from the coach and try to navigate across a very busy street. Additionally, he will reach out to dispatch to obtain route information for customers in need of assistance in getting to their destination. Kevin is kind, friendly, customer service focused.



90% CLUB:

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

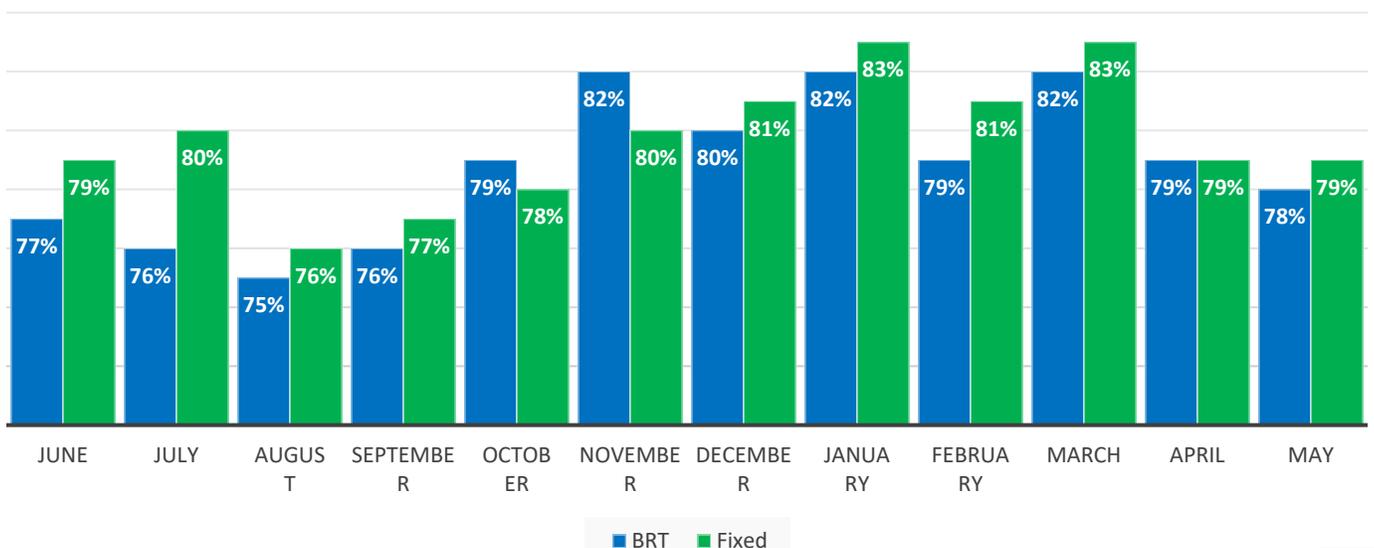
The winner for May: Dewayne Sims #8456

Garrett, Victor
Hazen, William
Reed, Byron
Sharp, Orion
Devers, Irvin
Griffin, Ardis
Johnson, Michael
Motley, Dontesz
Gardner, Onesha
Byrd, Nicole
Carroll, Lashanda
Ellison, Donald
Murray, Beth

Baine, Tenisha
Sims, Dewayne
Mallory, Kevin
Ford, Wanda
Gray, Patrick
Irwin, Cameron
Boyd, Quenton
Green, Nichelle
Jackson, Calvin
Singh, Satwant
Badiane, Ngary
Rosario Gonzalez, Dilexi
Treadwill, Tiana

Dugan, Otha
Hurt, Anthony
Chinn, Wendell
Moody, Brandon
Robinson, Brittany
Wilson, James
Lloyd, Ashley
Ellis, Aaron
Adkins, Phillip
Carter, Deborah
Miller, James
Taylor, Richard
Taylor, Reginald

On Time Performance Last 12 Months



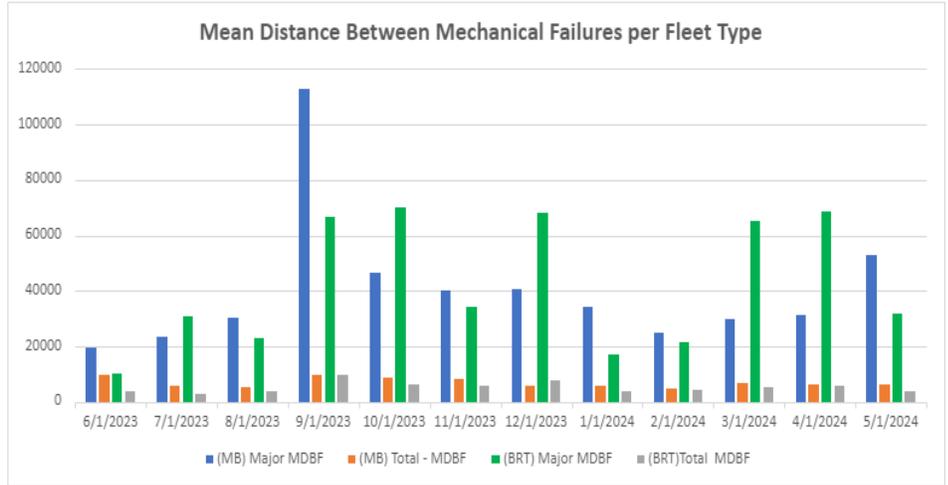
MAINTENANCE:



Mean Distance Between Failures

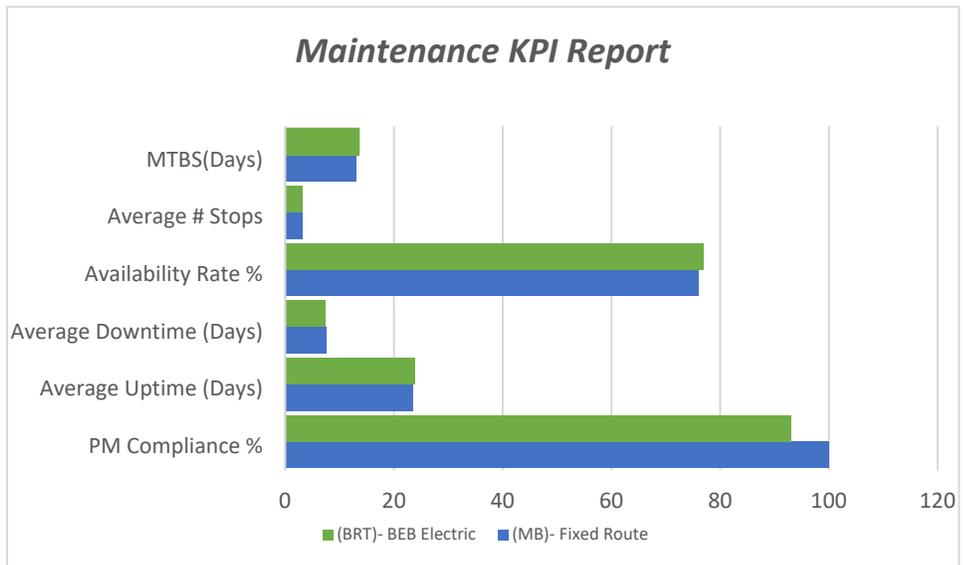


Maintenance KPIs April 2024



Mean Distance Between Mechanical Failures per Fleet Type

DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total MDBF
6/1/2023	19331	9823.7	10244	3841
7/1/2023	23263	5970	30604	3060
8/1/2023	30116	5247.5	22753	3792
9/1/2023	112683	9522.5	66771	9539
10/1/2023	46670	8750.6	70213	6383
11/1/2023	40287	8153.2	34085	5681
12/1/2023	40562	5643.4	68076	7564
1/1/2024	34356	5880.7	17213	3825
2/1/2024	25020	4549	21730	4074
3/1/2024	30024	6526.8	65191	5433
4/1/2024	31290	6385.8	68848	5737
5/1/2024	52967	6293.01	31961	3674

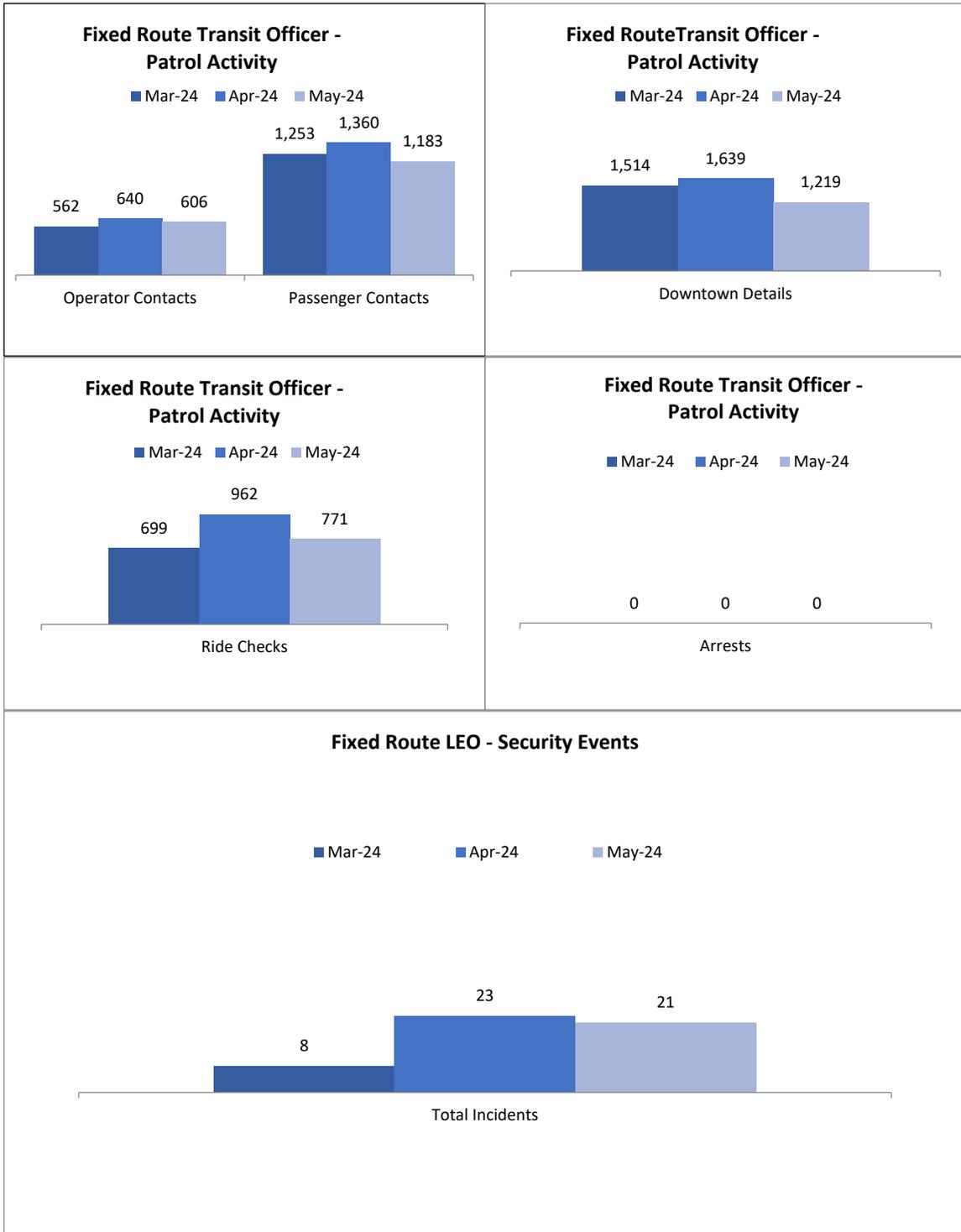


	PM Compliance %	Average Uptime (Days)	Average Downtime (Days)	Availability Rate %	Average # Stops	MTBS(Days)
(MB)- Fixed Route	100	23	8	76.0	3	13
(BRT)- BEB Electric	93	24	7	77	3	14

SECURITY

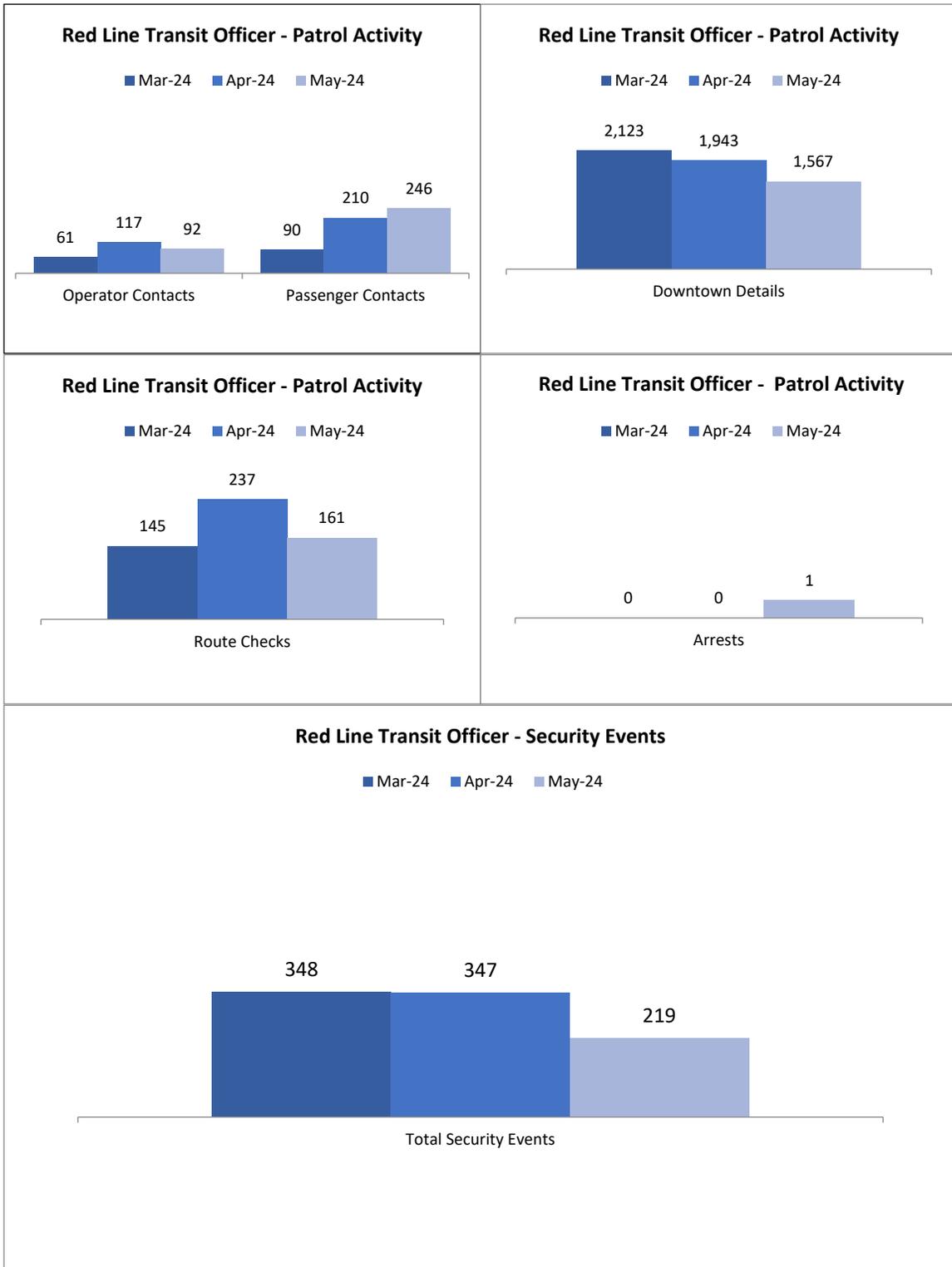
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



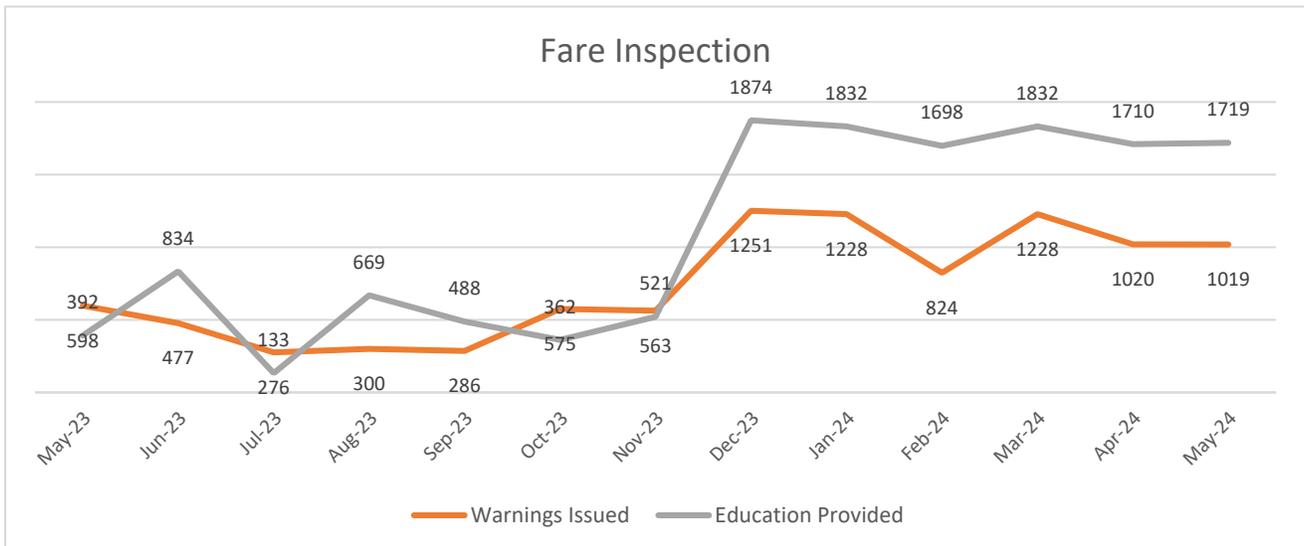
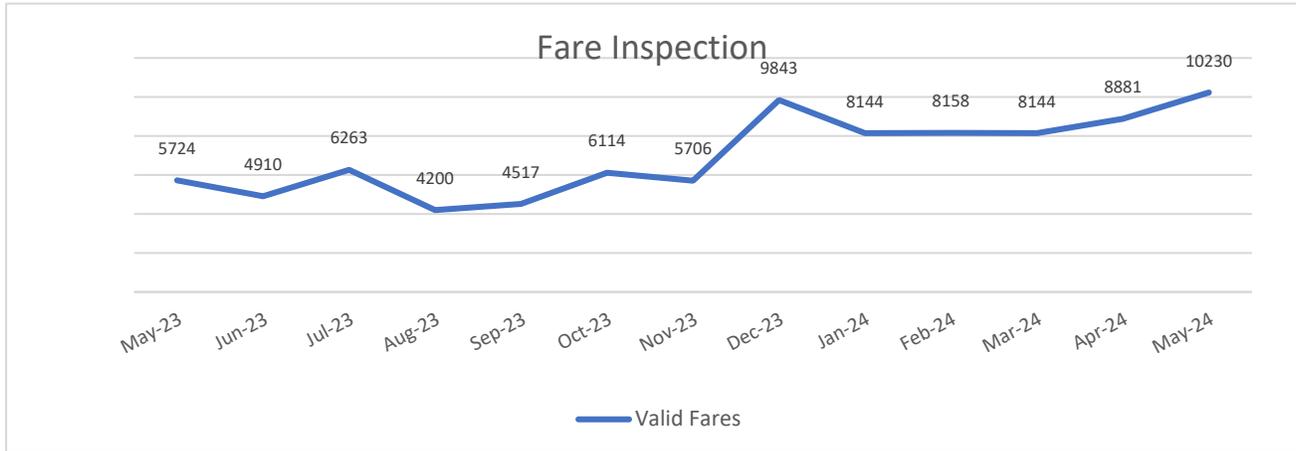
RED LINE SECURITY:

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



FARE INSPECTION REPORT:

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



May	Passenger Contact	Notifications	Educations
Monthly	10,230	1,019	1,719
Weekday	8,565	942	1,460
Saturday	795	1	103
Sunday	870	76	156

2024 YTD	Passenger Contact	Notifications	Educations
Monthly	43,557	5,319	8,791
Weekday	37,890	5,062	7,811
Saturday	3,307	58	571
Sunday	2,360	253	409

TRAINING

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

May 2024 Classes:

Trainee with No Permit – 0

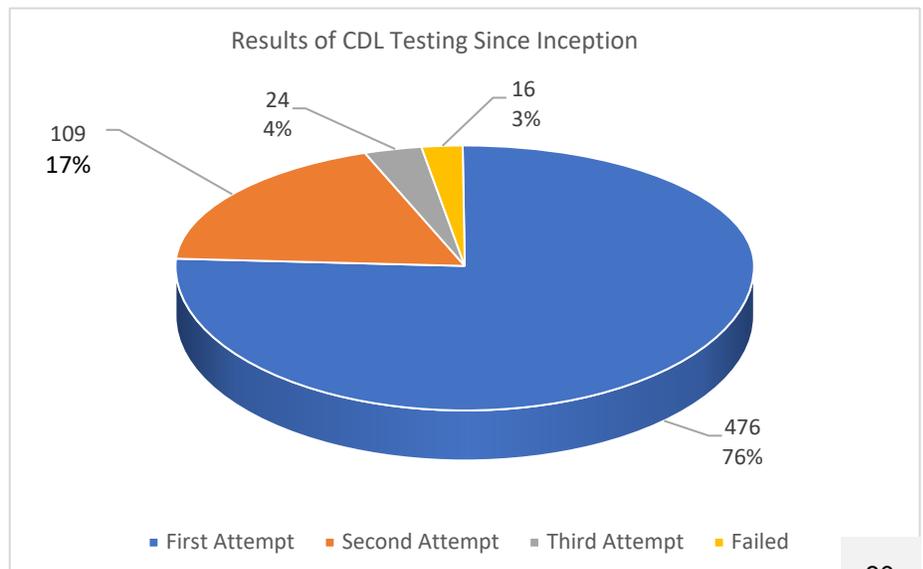
Trainees with Permit - 14

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

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

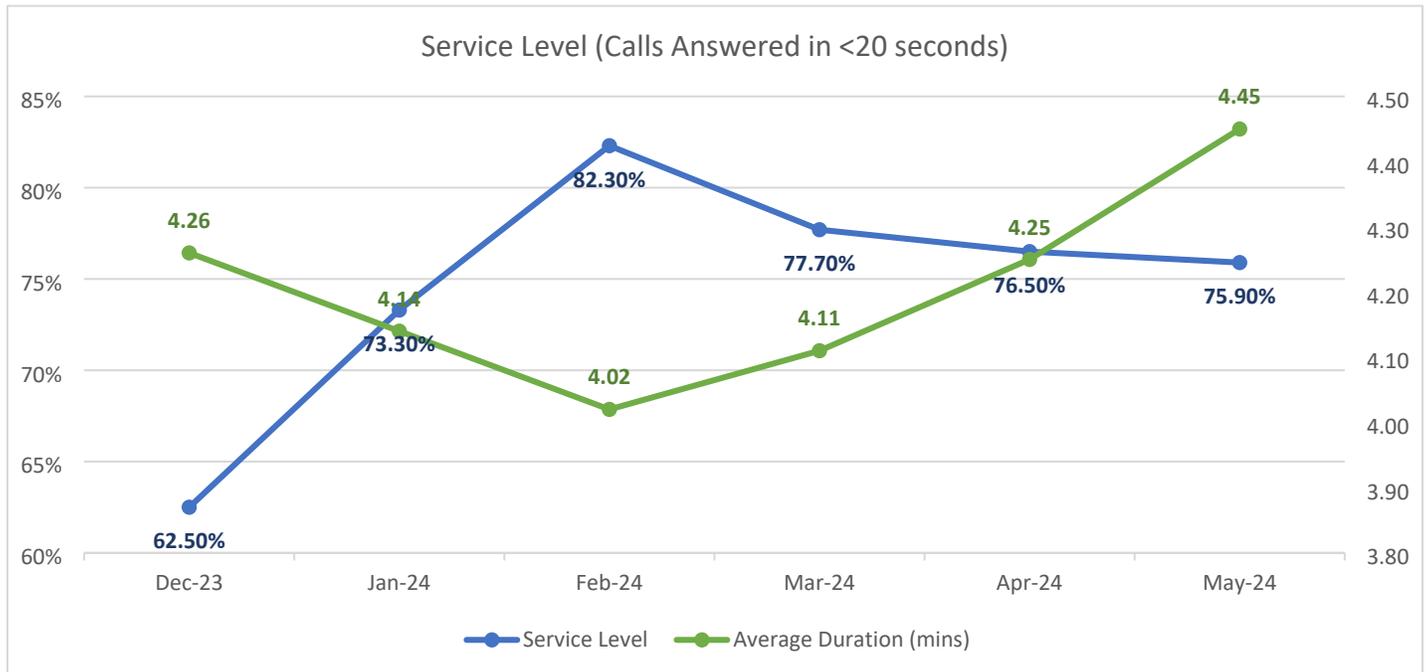
May test percentages:

- Passed on first attempt – 57.89%
- Passed the State Examination overall – 100%, a 12% increase versus April.

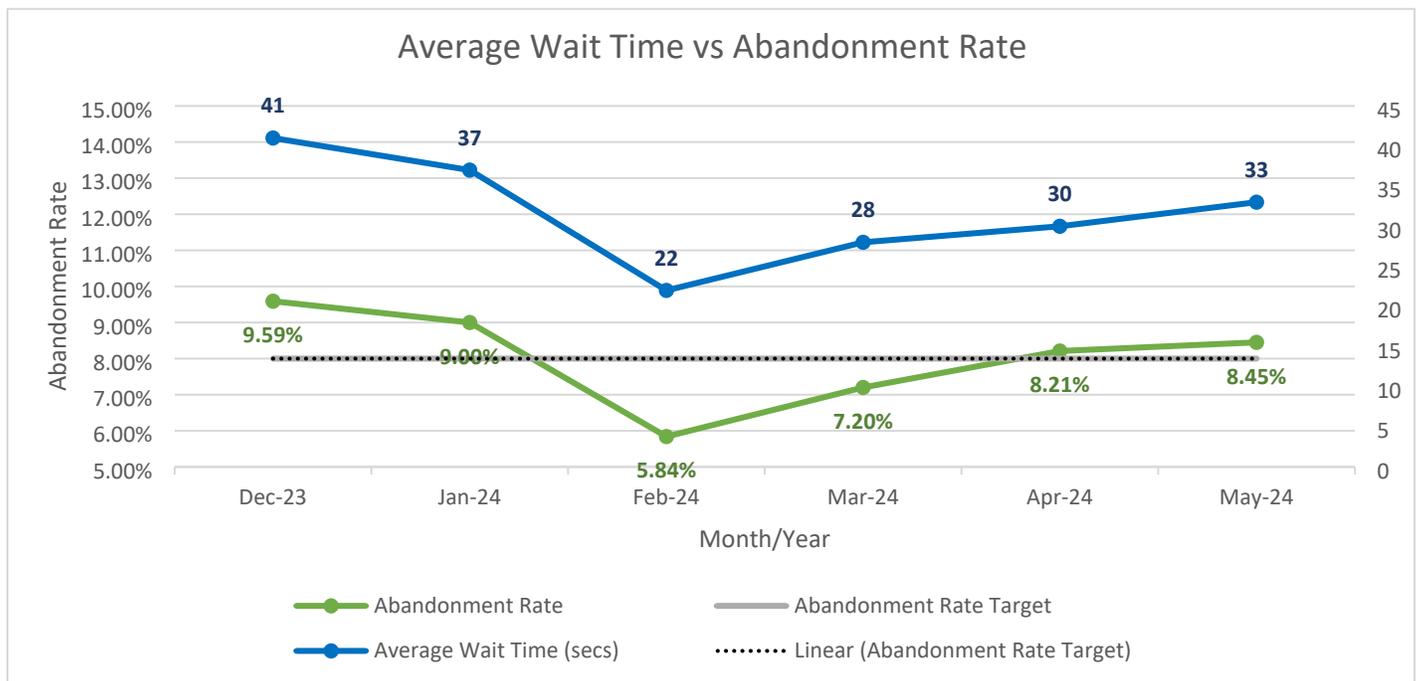


PARATRANSIT REPORT:

Total Call Volume increased by 10.14% between April and May 2024. The Average Call Duration showed a slight increase between April and May, while the Service Level experienced a decline of .6%. IndyGo Care Center Leadership will continue monitoring as efforts persist to meet the 3-5 minutes per call target and an 80% service level.

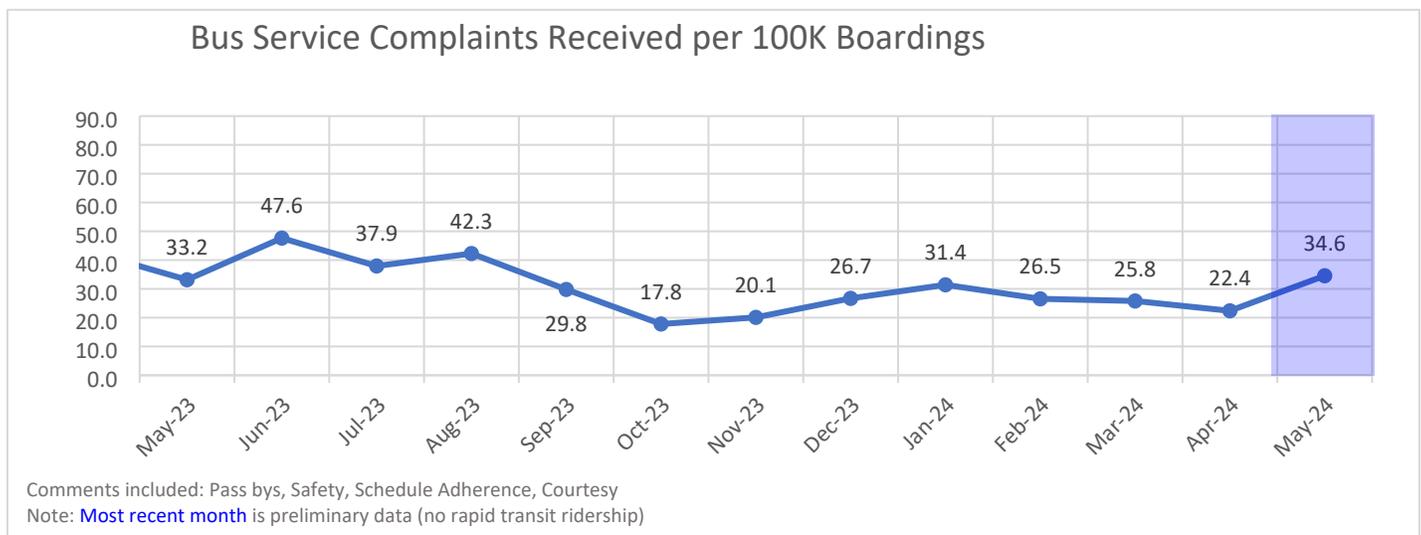
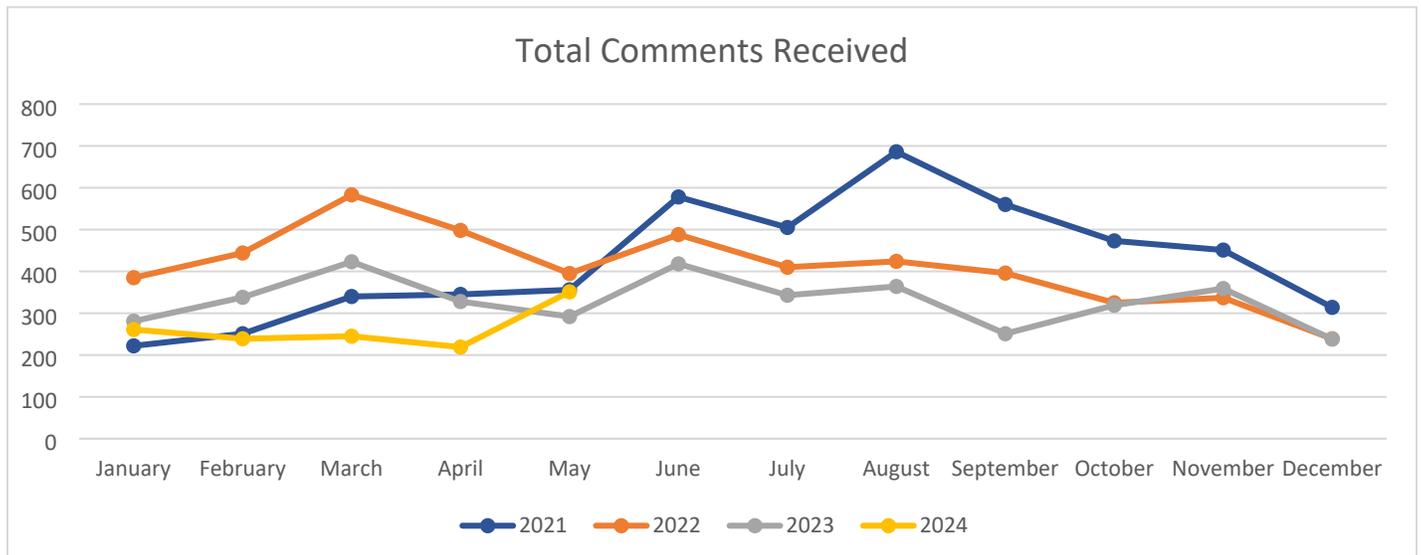


In May, the Abandonment Rate increased by 0.24%. The IndyGo Care Center Leadership team will continue to monitor this metric closely and implement strategies to reduce the abandonment rate.

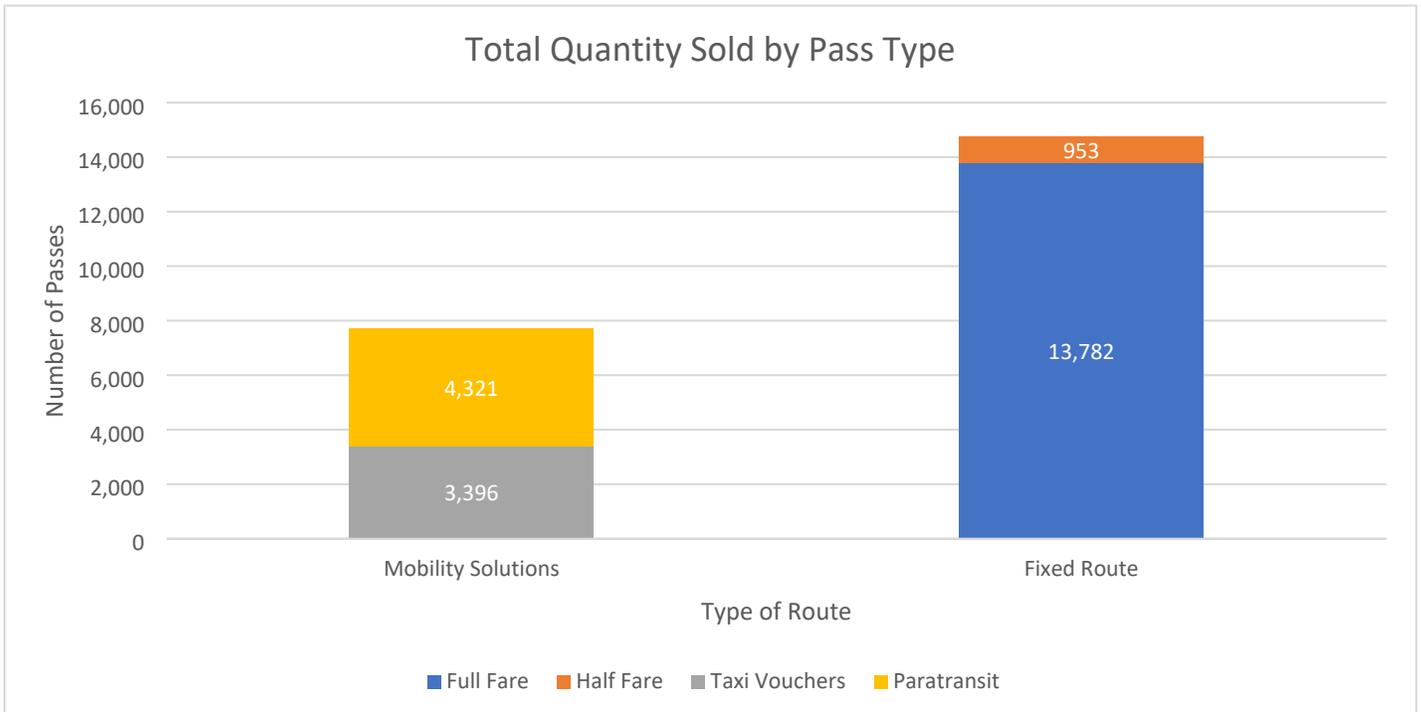


In May, 351 comments were collected across all departments, showcasing a substantial 60% rise compared to April. In May, safety was the most prevalent category of comments received. Comment trends will continue to be monitored by IndyGo Care Center Leadership.

Comment Categories	Number of Comments	Comment Categories	Number of Comments
Safety	63	ADA	6
Pass-By	56	Security	5
Courtesy	50	Vehicle Maintenance	5
Schedule Adherence	44	Facility Maintenance	3
Fares	29	Marketing	3
Requests	24	Wrong Information	3
CSR Courtesy	11	Purple Line	3
Compliment	9	Discrimination	2
Bus Stop	9	Adopt -a-Stop	1
Rules	8	Wells Trans	1
Trip Denial	7	USURV	1
Routes	7	Suggestions	1
Grand Total		351	

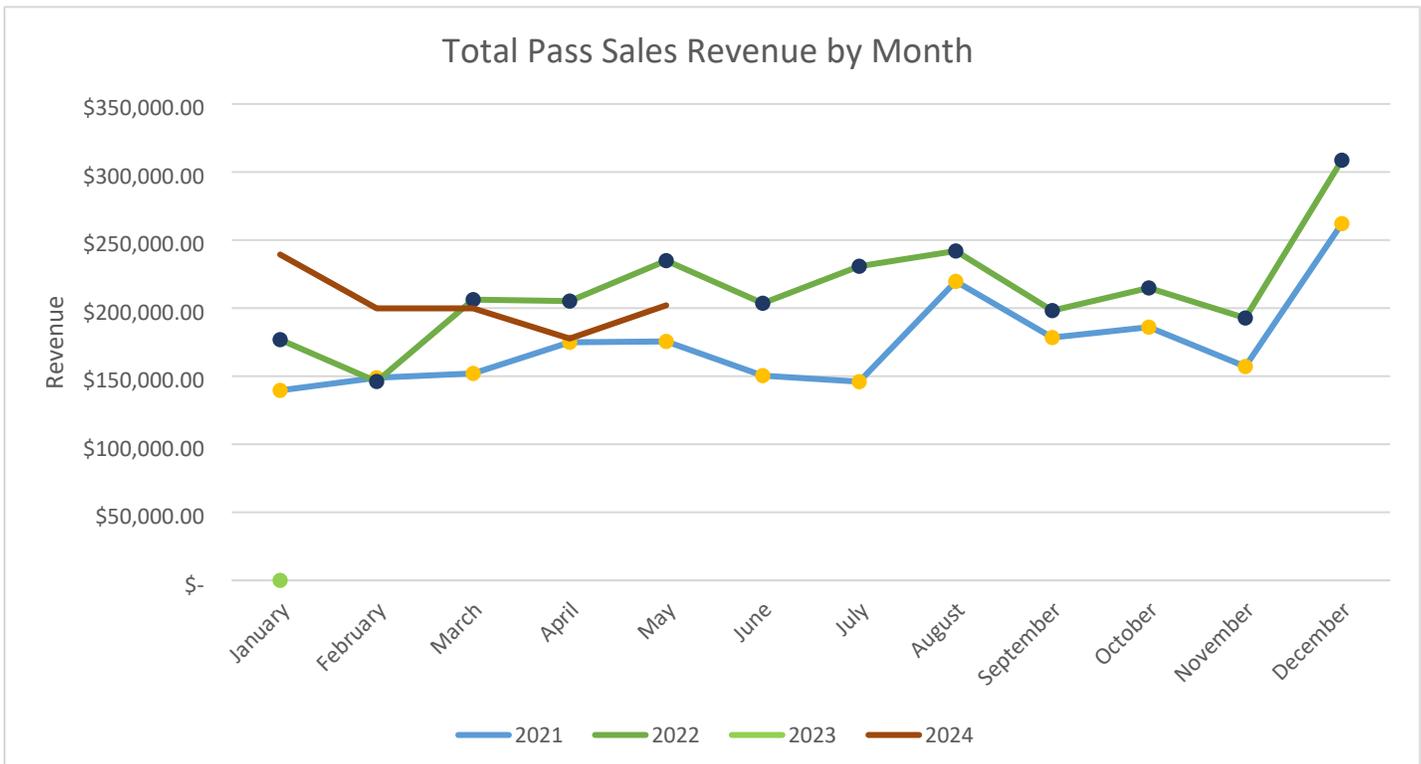


Total Quantity of Passes Sold: 22,362



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

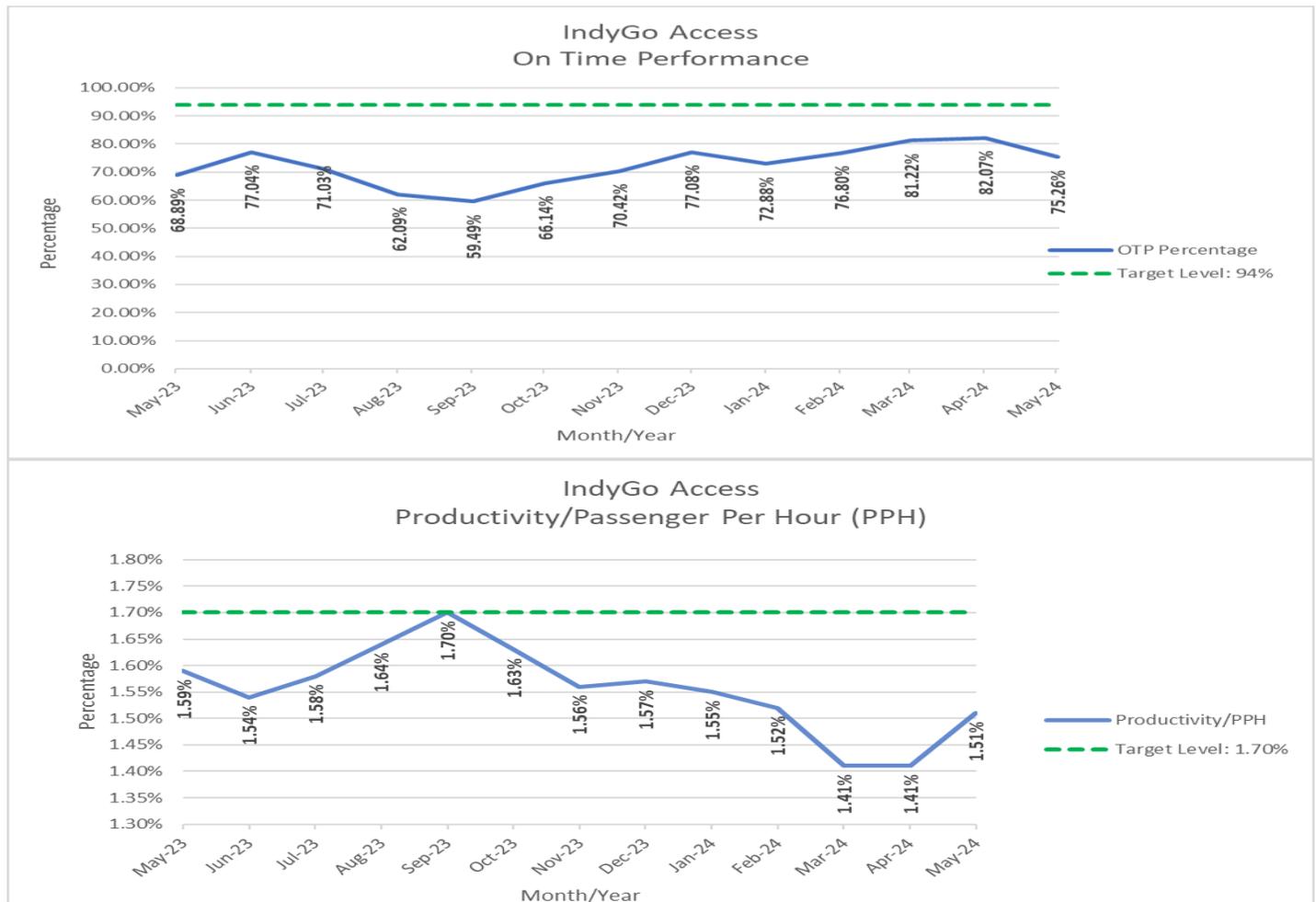
Total pass revenue increased by 13.74% between April and May.



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-May	24-May	% Change	Mobility Solutions	YOY 2023	YOY 2024	% Change
11,372	11,007	-3.21%	IndyGo Access Ridership	54,679	51,727	-5.4%
68.96%	75.26%	9.14%	IndyGo Access On Time Performance	65.41%	77.62%	18.67%
1.54%	1.51%	-1.95%	IndyGo Access Productivity	1.61%	1.46%	-9.32%

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



IndyGo Access Customer Comments:

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

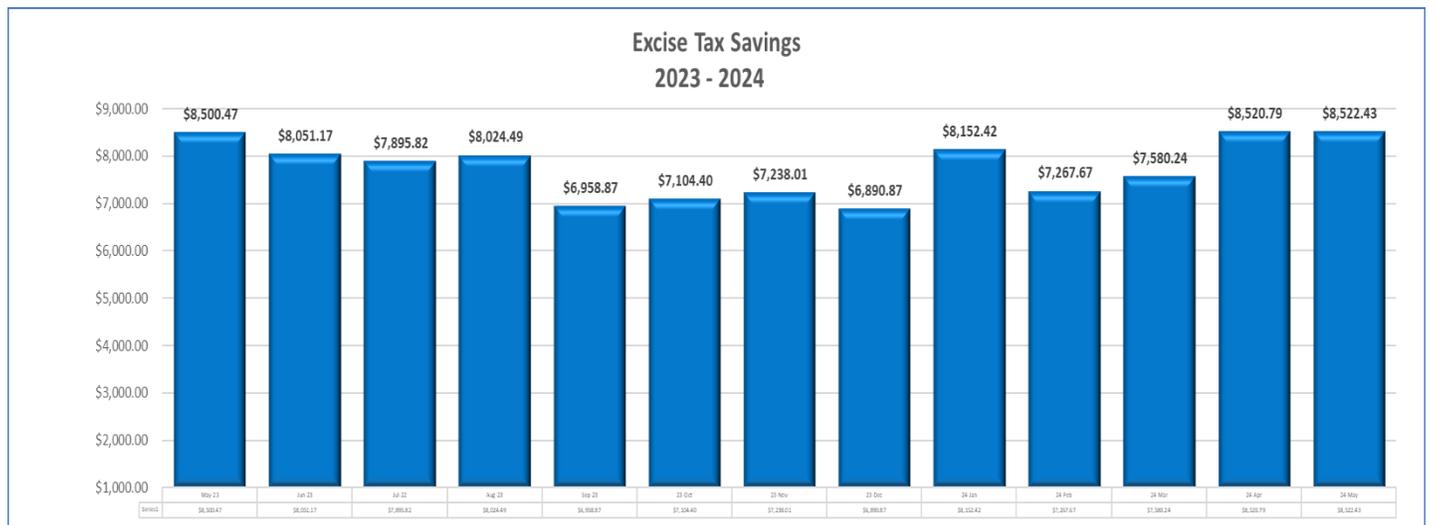
Comment Categories	Valid	Invalid	Totals
Schedule Adherence	26	10	36
Courtesy	7	3	10
Fares	3	4	7
Rules	4	1	5
Safety	1	3	4
Vehicle Maintenance	1	1	2
CSR Courtesy	2		2
USURV		1	1
Wrong Information	1		1
Trip Denial		1	1
Totals	45	24	69

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.

YTD savings total \$40,043.

April 2024 savings from fuel excise taxes were \$8,522; Fed Taxes = \$4,038.90; State Taxes = \$4,483.53



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Supplier Diversity Division Report – May 2024

To: Chair and Board of Directors
Through: President/CEO Jennifer Pyrz
From: Senior Supplier Diversity Officer Carri Burke
Date: June 27, 2024

DISCUSSION ITEMS:

DBE/XBE Participation

In April, IndyGo obtained 4.76% utilization with XBE businesses certified by the City of Indianapolis Office of Minority and Women Business Development and the Indian Department of Administration.

On May 23, 2024, Supplier Diversity submitted the Uniform Report to the Federal Transit Agency. IndyGo's DBE participation for the first part of the Federal Fiscal year was 9.73%. This is 2.27% short of the 12% goal.

Outreach

On June 4, 2024, three out-of-state businesses inquired about working with IndyGo. They were sent information on registering on Bonfire, and two companies registered.

June 10, 2024, Supplier Diversity attended the 2nd Quarter Governor's Commission on Supplier Diversity.

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

On The Horizon

On June 25, 2024, Supplier Diversity will be a panelist at Preparation Meeting Opportunity: Doing Business Across The State. This event is part of the Indiana Black Expo. It is being held at the Indiana Convention Center.

On June 28, 2024, Supplier Diversity will attend the Procurement and Materials Management DBE Subcommittee Meeting. This is a virtual meeting.

RECOMMENDATION:

Receive the report.



Carri Burke
Senior Supplier Diversity Officer

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Report to the IndyGo Board

To: IndyGo Chair and Board of Directors
From: IndyGo Foundation Executive Director, Emily Meaux
Date: June 25, 2024

Operations:

- The IndyGo Foundation Board adopted the 2025-2027 Strategic Plan at their June 18 Board meeting. The plan will be shared with the IndyGo Executive Team on June 26 and the IndyGo Board on July 12.

Development:

- In May we were awarded a \$150,000 grant from Eli Lilly & Company Foundation. The grant is focused on capacity building for the Foundation.
- The 2024 Golf Outing is on sale and we are 48% to goal. Registration information is available here: <https://www.indygo.net/foundation/iptf-golf-outing/>

Grant Metrics through June 25, 2024

Letters of Intent Submitted	# of Applications Submitted	Amount Requested	Amount Awarded	Amount Pending
6	22	\$765,000	\$156,000	\$569,500

Programs

- The 2024-25 Transit Fare Grant applications will open September 1.
- We have added 14 new nonprofit partners this year

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