



Board Report
October 24, 2024

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1. **Call to Order and Roll Call** (Presenters – Adairius Gardner, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner, Gregory Hahn)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
 3. Governance & Audit Committee – Gregory Hahn
4. **Consent Agenda** (Presenter – Adairius Gardner)
 1. A-1: Consideration and approval of minutes from Board meetings held on September 25, 2024 and October 7, 2024
 2. A-2: Consideration and approval of Consulting Services for Fiscal Sustainability Study (Presenter – Brooke Thomas)
 3. A-3: Consideration and approval of Purple Line CSX Construction Agreement (Presenter – Matt Duffy)
 4. A-5: Consideration and approval of IFB 24-05 512 BRT Bollard Purchase (Presenter – Dan Hendrix)
 5. A-7: Consideration and approval of Policy Review Update (Presenter – Brian Atkinson)
 6. A-8: Consideration and approval of Maintenance & Storeroom Review Update (Presenter – Brian Atkinson)
 7. A-9: Consideration and approval of Document and Imaging Retention Contract (Presenter – Tami Williams)
5. **Regular Agenda** (Presenter – Adairius Gardner)
 1. A-4: Consideration and approval of Blue Line Stormwater Separation and Utility Relocation Partnership Agreement (Presenter – Matt Duffy)
 2. A-6: Consideration and approval of 2023 Forvis Mazars Final IndyGo Audit (Presenter – Brian Atkinson)
 3. A-10: Consideration and approval of new Foundation Board Members (Presenter – Emily Meaux)
6. **Information Items** (Presenter – Adairius Gardner)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: Quarterly IndyGo Foundation Update (Presenter – Emily Meaux)
 3. I-3: Governance & Audit Workplan Status Update (Presenter – Brian Atkinson)
 4. I-4: Ethics Hotline Summary Update (Presenter – Brian Atkinson)
 5. I-5: Mobility Advisory Committee (MAC) Update (Presenter – MAC Member)
 6. I-6: Department Reports
7. **Adjourn** (Presenter – Adairius Gardner)

Our next Board Meeting will be Thursday, November 21, 2024; 11am

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

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

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Awards & Commendation Recognition for September 2024

To: Chair and Board of Directors
From: President and CEO Jennifer Pyrz
Date: October 24, 2024

September 2024 Awards & Commendations

Employee	Position	Recognition
Stephen Thein	Coach Operator – Fixed Route	32 Years of Safe Driving
Laqwainna Patterson	Dispatcher	September Operations Employee of the Month
Harry Fox	Coach Operator – Fixed Route	26 Years of Service & Retirement
James Collins	Bus Wrangler	43 Years of Service & Retirement
Mike Roth	Deputy Chief Transportation Officer	Leadership APTA Graduate

September 2024 Safe Drivers Recognition



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

<u>Operator</u>	<u>ID #</u>	<u>Years of Safe Driving</u>	<u>Years of Service</u>
Stephen Thein	5963	32	36
Kirk Thompson	6014	21	28
Donald Ellison	1739	20	26
Leo Scott	5447	20	22
Alvin Knox	8191	15	15
Bevelyn Anderson	8194	13	15
Mamadou Goudiaby	8185	12	15
Nicole Byrd	803	9	21
Gregory Scott	8719	7	10
Salaha Keita	9041	6	7
Kizzy Davidson	8904	5	8
Nakia Davies-Dada	9372	5	5
Floyd Houston	9417	5	2
Steven Goodrich	9695	3	5
Robert Kenneth	8977	3	7
James Miller	9581	3	5
Senetria Cargile	9226	2	6
Keith Griffie	9376	2	5
Lavada Spaulding	10488	1	2
Kyisha Bond	9954	1	3
Gabriel Emmons	10192	1	2
Jeune Nadege	10545	1	1
Brittany Robinson	10143	1	1



Finance Committee Chairperson Report – October 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson
Date: October 24, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson’s Report
October 16, 2024

The Finance Committee met on October 16, 2024, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Member Mary Ann Fagan.

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 meetings held on September 25, 2024 and October 7, 2024
2. A-2: Consideration and approval of Consulting Services for Fiscal Sustainability Study (Presenter – Brooke Thomas)
3. A-3: Consideration and approval of Purple Line CSX Construction Agreement (Presenter – Matt Duffy)
4. A-4: Consideration and approval of Blue Line Stormwater Separation and Utility Relocation Partnership Agreement (Presenter – Matt Duffy)
5. A-5: Consideration and approval of IFB 24-05 512 BRT Bollard Purchase (Presenter – Dan Hendrix)
6. A-9: Consideration and approval of Document and Imaging Retention Contract (Presenter – Tami Williams)

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 – October 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: October 24, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
October 16, 2024

The Service Committee met on October 16, 2024, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Finance Committee Member Mary Ann Fagan to ensure an established quorum.

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 meetings held on September 25, 2024 and October 7, 2024
2. A-2: Consideration and approval of Consulting Services for Fiscal Sustainability Study (Presenter – Brooke Thomas)
3. A-3: Consideration and approval of Purple Line CSX Construction Agreement (Presenter – Matt Duffy)
4. A-5: Consideration and approval of IFB 24-05 512 BRT Bollard Purchase (Presenter – Dan Hendrix)

The Committee also received a Mobility Advisory Committee (MAC) update

Mr. Chairman, that concludes my report.

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Governance and Audit Committee Chairperson Report – October 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Governance and Audit Committee Chair Greg Hahn
Date: October 24, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Greg Hahn
Governance and Audit Committee Chairperson’s Report
October 16, 2024

The Governance and Audit Committee met on October 16, 2024, at 1:00PM. Joining virtually in attendance was Greg Hahn, Chairman of the Governance & Audit Committee, and in person acting as Chairman of the Committee, Committee Member Adairius Gardner.

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

1. A-6: Consideration and approval of 2023 Forvis Mazards Final IndyGo Audit (Presenter – Brian Atkinson)
2. A-7: Consideration and approval of Policy Review Update (Presenter – Brian Atkinson)
3. A-8: Consideration and approval of Maintenance & Storeroom Review Update (Presenter – Brian Atkinson)

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

Madam President, that concludes my report.

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September Board of Directors Minutes

IndyGo
9/25/2024 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, Matt Duffy, Robert Frye, Morgan Johnson, Jennifer Pyrz

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

-  [board cover 2024 Sep25.docx](#)
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-  [September Agenda.docx](#)
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Chairman Gregory Hahn called the meeting to order at 11:00am. Chief Legal Officer Robert Frye called the roll. 4 members present and there was a quorum. Director Schaffer arrived at 11:13am.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

-  [A1 Awards & Commendation August.docx](#)
-  [A1 Safe Drivers Aug 2024.docx](#)

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

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

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

4. Consent Agenda (Presenter – Gregory Hahn)

1. A-1: Consideration and approval of minutes from Board meeting held on August 21, 2024
 -  [A-1 August Board of Directors Minutes.docx](#)
 -  [page intentionally left blank.pdf](#)
2. A-4: Consideration and approval of Extending and Adding Monies to the Section 5307 Consultant (Presenter – Ryan Wilhite)
 -  [A-4 September2024 v2.docx](#)
3. A-5: Consideration and approval of Contractor for 1501 Historic Masonry Repairs (Presenter – Sarah Stentz)
 -  [A-5 1501 Historic Masonry Repairs.docx](#)
4. A-6: Consideration and approval of Swiftly renewal (Presenter – Annette Darrow)
 -  [A-6 Board Action Item - Swiftly Annual Renewal 2025.docx](#)

5. A-7: Consideration and approval of the purchase of 40 new Genfare fareboxes (Presenter – Jon Mann)
 [A-7 Genfare Action Item September 2024.docx](#)
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6. A-8: Consideration and approval of Insurance Broker Services (RFP) 24-06-514 (Presenter – Brian Clem)
 [A-8 RFP 24-06-514 Insurance Broker Services 2024 Board Action Item.docx](#)

Motion:

Remove A-8 and Table Action

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

Motion:

Approval of Consent Agenda

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

5. Regular Agenda (Presenter – Gregory Hahn)

1. A-2: Consideration and approval of a contribution increase to Citizens Energy Group’s (Citizens) utility relocations on the Purple Line Bus Rapid Transit Project (Presenter – Matt Duffy)
 [A-2 Payment to Citizens for Purple Line.docx](#)

At the time the Agreement was signed, the cost of Citizens’ relocation work was estimated at \$3,800,000 with contingency. The Agreement stipulates that Citizens’ pay the first \$2,400,000 of costs incurred and that IPTC pay the next \$1,400,000. If costs exceeded the combined total of these two costs, Citizens and IPTC agreed to meet to determine a fair and reasonable allocation of costs for the additional work. IPTC has not yet paid any of these additional costs.

Amendment No. 1 was approved by the Board at its May 27, 2021 meeting and modified the section of the Agreement related to utility relocation costs. Per the amendment, an option was added whereby IPTC could pay its share of relocation costs first, with Citizens reimbursing IPTC in the event that final costs are less than the \$3,800,000 estimate. The amendment also provided an option for IPTC to pay up to \$2,000,000 of the initial relocation work costs (\$600,000 more than IPTC’s anticipated share), with all costs over \$1,400,000 reimbursed. These options were not exercised and Amendment No. 1 was removed from the Agreement in its entirety by Amendment No. 2.

Amendment No. 2 was approved by the Board at its December 9, 2021 meeting and modified IPTC’s cost share for the relocation work. The estimated cost of the relocation work had increased to \$8,051,012. IPTC agreed to maintain its 63/37 cost split for the work and increased our cost share from \$1,400,000 to \$2,406,640 with the caveat that our contribution would cover construction labor and material costs only. The Board of Directors approved of IPTC contributing up to \$3,000,000 for the reimbursement of utility relocation costs.

IPTC is requesting that the Board approve an increase of \$1,000,000 in contribution to cover the additional relocation costs. This would increase IPTC’s overall contribution for utility relocation costs on the Purple Line BRT project to a maximum of \$4,000,000. Citizens has requested a 50/50 split of the overage. IPTC is in the final stages of reviewing the relocation expenses to determine appropriateness and is assessing whether construction changes at Citizens’ request or due to relocation delays may be deducted from this maximum amount.

Motion:

Approval of a contribution increase to Citizens Energy Group’s (Citizens) utility relocations on the Purple Line Bus Rapid Transit Project

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

- 2. A-3: Consideration and approval of Procurement of Legal Services; RFP 24-07-505 (Presenter – Robert Frye)
 [A-3 Legal Services Procurement for 09.25.24.docx](#)

IPTC’s Legal Department handles the day-to-day legal concerns of IPTC, providing legal advice to the Board of Directors, corporate leadership and staff on matters ranging from federal compliance, procurement and contracts, capital projects, labor and employment issues, and laws applicable to political subdivisions, including public records and open-door laws. However, in-house legal staff have neither the capacity nor expertise to handle all IPTC’s legal needs and so the corporation contracts with outside legal counsel for the provision of legal services.

The FTA requires that IPTC secure such legal representation through an open and competitive procurement process at least every five years if any federal funding is used to pay for legal services. Moreover, it is more efficient and cost effective to have law firms under contract so that outside counsel may be consulted when needed. When a case or matter arises, IPTC’s Chief Legal Officer, sometimes in consultation with the Chief Executive Officer and/or Board leadership, will refer the case or matter to the appropriate practitioner with a law firm under contract without having to negotiate fees and other terms of the engagement each time legal services are required. Services provided by outside legal counsel are managed and overseen by the Chief Legal Officer.

A procurement process for legal services was last done in 2019, contracts were awarded to 13 law firms, and those existing contracts each expire at the end of September. Accordingly, on July 11, 2024, IPTC released a request for proposals for legal services providers for the next three to five years. The RFP solicited proposals for legal representation in seven broad areas of legal practice, including: General Corporate & Advice; Personal Injury & Workers Compensation Defense; Labor & Employment; Construction Contracts & Claims; Real Estate; Information Technology/Intellectual Property; and Miscellaneous. Proposals were due to IPTC on August 6, 2024, and 12 proposals were received. Of the 12 proposals received, IPTC is recommending that contracts be awarded to 10 law firms, as listed above.

Motion:

Approval of Procurement of Legal Services; RFP 24-07-505

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

6. Information Items (Presenter- Gregory Hahn)

- 1. I-1: Finance Report (Presenter- Bart Brown)
 [I-1 August 2024 Financials Summary.docx](#)
 [I-1 Budget to Actuals \(Comparative Statement\) - IndyGo 8.31.2024\).pdf](#)
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The Board heard a Finance Report update from Chief Financial Officer Bart Brown.

- 2. I-2: Department Reports
 [I-2a Risk and Safety Board Report Sept 2024.docx](#)

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-  [I-2b PLANNING AND CAPITAL PROJECTS REPORT for 2024-09.docx](#)
-  [page intentionally left blank.pdf](#)
-  [I-2c August Board Report.pdf](#)
-  [page intentionally left blank.pdf](#)
-  [I-2d August 2024 -OPERATIONS DIV BOARD REPORT -09.25.2024.docx](#)
-  [page intentionally left blank.pdf](#)
-  [I-2f Supplier Diversity Division Report September 2024.docx](#)
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The Board received Department Reports for Risk & Safety, Capital Projects, Public Affairs, Operations, and Supplier Diversity.

7. Adjourn (Presenter – Gregory Hahn)

On order of Chairman Gregory Hahn and there being no objection, the meeting was adjourned at 11:28am.

Robert Frye
Chief Legal Officer

ACTION ITEM A – 1

Attendance

Present:

Members: Mary Ann Fagan (remote), Adairius Gardner (remote), Richard Wilson, Jr., Taylor Schaffer (remote)

Staff: Charlie Carlino, Matt Duffy, Jennifer Pyrz, Robert Frye

Absent:

Members: Greg Hahn, Stephanie Quick

1. Call to Order and Roll Call (Presenters – Richard Wilson, Robert Frye)

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 [October Agenda - Special Meeting.docx](#)

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Board Treasurer Richard Wilson called the meeting to order at 11:00am. Chief Legal Officer Robert Frye called the roll. 4 members present and there was a quorum. Director Quick and Chairman Hahn were absent.

2. Regular Agenda (Presenter – Richard Wilson)

1. A-1: Consideration and approval of Blue Line Construction Agreement with CSX Transportation (Presenter – Matt Duffy)

 [A-1 Blue Line BRT CSX Construction Agreement.docx](#)

 [Blue Line BRT CSX Crossings.pdf](#)

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The Blue Line BRT project traverses five CSXT railroad crossings along Washington Street. Four of the railroad crossings are grade-separated (railroad bridge over Washington Street) and one of the crossings is at-grade (railroad and street intersection). The Blue Line scope of work includes pavement rehabilitation, sidewalk replacement, and new stormwater infrastructure within what is considered to be CSXT right-of-way (ROW). Additionally, the at-grade crossing surface will be rehabilitated as a part of the project. CSXT contractor will rehabilitate the crossing between the rail tracks, and the IPTC contractor will rehabilitate pavement immediately up to the tracks. Per CSXT policy an agreement between IPTC and CSXT is required to complete this work within CSXT ROW.

CSXT requires all parties accessing its right-of-way for the performance of construction work to have a written agreement with CSXT fully detailing each party's responsibilities. The agreement includes insurance and liability provisions, work procedures and conditions, and reimbursement provisions relating to payment to CSXT for costs it may incur in relation to the work. IPTC's Blue Line construction contractor(s) will also be required to commit to the applicable CSXT terms and conditions for the work to proceed.

Funds associated with this agreement will go towards a force account that CSXT will draw down against as the work is completed. There are two uses of the funds: (1) pay for rehabilitation between the tracks at the single at-grade crossing and (2) to staff flaggers that are required to monitor construction and train activity while construction activities are occurring at the crossing. An estimated duration of

construction activities was created to establish construction durations at each crossing. The estimate will be updated if/as necessary to accommodate any unanticipated levels of involvement and any unused balance at project completion will be refunded.

Motion:

Approval of Blue Line Construction Agreement with CSX Transportation

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

3. Adjourn (Presenter – Richard Wilson)

On order of Board Treasurer Richard Wilson and there being no objection, the meeting was adjourned at 11:05am.

Robert Frye
Chief Legal Officer

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Development Officer Brooke Thomas
SUBJECT: Consideration and approval of Consulting Services for Fiscal Sustainability Study

ACTION ITEM A – 2

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter contract negotiations with Nelson\Nygaard to complete a Fiscal Sustainability Study for a total contract amount not to exceed \$1.2 million, spread over three fiscal years.

BACKGROUND:

IPTC needs to ensure its internal operations respond to changes in ridership and, correspondingly, lower than projected revenue levels. Therefore, IPTC issued RFP 24-07-503 on August 12, 2024, seeking professional consulting services that can support improving the efficiency and accountability of agency functions, while at the same time improving the agency’s ability to deliver efficient and sustainable service for the next 20 years and beyond.

The result of this study will be a written roadmap with clear and achievable strategies and initiatives for how to achieve increased operational efficiency and long-term financial sustainability. The challenge for this project is to help IPTC navigate and balance its desire to continue to develop a world class transit system and at the same time, match its operating program with available revenue. The purpose of conducting this study is to bring clarity to complex issues so IPTC leadership can confidently make and communicate the best decisions for the agency.

DISCUSSION:

An evaluation committee comprised of IPTC employees reviewed and scored each of the five proposals received by agency as they were all found by the IPTC procurement team to be responsive and responsible. The evaluation committee met the first week of October and, through a competitive scoring process, selected a team led by Nelson\Nygaard.

The Nelson\Nygaard team is well versed in the type of financial analyses, financial modeling and scenario testing, business process improvements, organizational change management, and organizational communication necessary to assist IPTC staff and leadership in the completion of this study. The team led by Nelson\Nygaard is comprised of planners, economists, and policy specialists—covering all transportation modes, as well as areas such as energy, health, and the environment. Together with their subconsultants, Policy Analytics, and ICF, they will assist IPTC’s staff and leadership in the following:

- Identifying and defining initiatives to increase administrative and operational efficiencies; initiatives that have the potential to impact agency organization, staffing levels, and/or reporting structures.
- Identifying and defining recommendations for rightsizing IPTC’s planned investments.
- Identifying and exploring opportunities to increase revenue.

ALTERNATIVES:

Regardless of methodology or vendor, there is a complex set of timely decisions that IPTC needs to make to achieve its sustainability goals. If this procurement decision were to be rejected, staff would then explore alternate ways to gather sufficient data, information, and analysis tools to inform those critical decisions.

FISCAL IMPACT:

The cost for seeking professional services consultants to conduct this work was included in the 2024 operating budget appropriations.

DBE/XBE DECLARATION:

This project is funded with local dollars and so are subject to the XBE participation goals established by the City of Indianapolis. Considering the highly specialized nature of this work and the experience of peer agencies that have conducted similar types of studies, there appear to be few sub-consultant opportunities; however, IPTC and Nelson\Nygaard will continue to work together to identify opportunities to utilize the services of certified XBE sub-consultants as final project scoping is being developed.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on October 16, 2024 and was recommended to the Consent Agenda.



Date of Memo: October 08, 2024
 Current Meeting: October 24, 2024
 Board Meeting: October 24, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Capital Projects Matt Duffy
SUBJECT: Consideration and approval of Purple Line Construction Agreement with CSX Transportation

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a construction agreement with CSX Transportation (CSXT) in an amount not to exceed \$342,330 to reconstruct a railroad crossing on the Purple Line BRT project.

BACKGROUND:

The Purple Line BRT project traverses two CSXT railroad crossings. To date, no construction activities have occurred within CSXT right-of-way at either crossing intentionally because the project team was waiting to see whether additional project funds could be allocated for this purpose. However, with project construction (including available project costs) nearing completion and track conditions continually deteriorating at the Post Road crossing at-grade crossing, IPTC would like to reconstruct the pavement within CSXT right-of-way, including material between the rail tracks.

DISCUSSION:

CSXT requires all parties accessing its right-of-way for the performance of construction work to have a written agreement with CSXT fully detailing each party’s responsibilities. The agreement includes insurance and liability provisions, work procedures and conditions, and reimbursement provisions relating to payment to CSXT for costs it may incur in relation to the work. CSXT’s contractors will complete the entire pavement rehabilitation leading up to the tracks and between them within the right-of-way.

Funds associated with this agreement will go towards a force account that CSXT will draw against as the work is completed. There are two uses of the funds: (1) pavement rehabilitation and (2) to staff flaggers that are required to monitor construction and train activity while construction activities are occurring at the crossing. An estimated duration of construction activities was created to establish construction duration. The estimate will be updated if/as necessary to accommodate any unanticipated levels of involvement. Any unused balance at project completion will be refunded. Reconstruction of the railroad crossing is expected to occur in Q1 2025 and is anticipated to take 2-3 weeks.

ALTERNATIVES:

The Board could choose not to approve this agreement and repairs at the railroad crossing would not be pursued.

FISCAL IMPACT:

Funds associated with this agreement are funded through Capital funds as a part of the Purple Line BRT project budget.

DBE/XBE DECLARATION:

Not applicable

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on October 16, 2024 and was recommended to the Consent Agenda.



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Date of Memo: October 10, 2024
 Current Meeting: October 24, 2024
 Board Meeting: October 24, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Facilities Dan Hendrix
SUBJECT: Consideration and approval of IFB 24-05 512 BRT Bollard Purchase

ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter a three-year contract with The Bart Woodward (BRW) Corporation to supply replacement bollards for the Red Line stations for an amount not to exceed \$365,410.

BACKGROUND:

Bollards are used to create a protective barrier and provide visual markers to enhance safety. These are added protection to prevent vehicles from striking pedestrians at the stations. In line with meeting IPTC requirement to maintain properties in a state of good repair, the bollards need to be replaced.

DISCUSSION:

Over time the bollards have been damaged and weakened from vehicle impact. To ensure the safety of pedestrians from traffic while they are in the station areas, they need to be replaced. BRW Corporation, was the successful bidder for this effort. BRW submitted a competitive bid that met or exceeded the needs of the agency and was deemed a quality vendor.

ALTERNATIVES:

Not keeping with bollards in a state of good repair compromises the safety of the pedestrians at the stations.

FISCAL IMPACT:

This contract is federally funded.

DBE/XBE DECLARATION:

Alphajack Sealcoating LLC, certified DBE will perform 10% of total contract work as a subcontractor.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on October 16, 2024 and was recommended to the Consent Agenda.

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Date of Memo: July 25, 2024
Current Meeting: October 24, 2024
Board Meeting: October 24, 2024

BOARD MEMORANDUM

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

ACTION ITEM A – 7

RECOMMENDATION:

Review and receive Governance & Audit Policies Review Update Report

- See Reference Item 2024-07

BACKGROUND:

The FY 2024 Internal Audit Work Plan approved by the Governance and Audit Committee included a policies review update.

DISCUSSION:

The objective was to review the status of the recommendations of the original policy review from 2023.

Recommendations from 2023 include:

- Creation of a Policy Specialist position
- Housing, storage and filing practices of policies
- Policy ownership
- Policy management
- Standardization of policy format

It is noted that all of the 2023 recommendations have been addressed by the Executive Department.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on October 16, 2024 and was recommended to the Consent Agenda.

Policies Review Update

Governance & Audit Report No. 2024-07

Report Issued July 25, 2024

EXECUTIVE SUMMARY

Background

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

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

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

Objective and Scope

Examine the processes and controls related to IndyGo's policies. Considerations included:

- Management, update, publication, expiration and approval processes
- Oversight, monitoring and enforcement practices
- Housing, storage and filing practices
- Board-level vs. management-level policies

Overall Summary and Review Highlights

As noted in the FY2023 Policies Review:

- Developing Corporation (referred to as Agencywide in previous review) and Departmental policies and consistently reviewing these policies should be at the top of IndyGo's strategy. Identifying the current policies in place is the first step for moving towards a solid policy framework for the organization. From the creation of the inventory listing of current existing policies, subsequent identification of gaps in policies still needed should be determined.
- Policies should be categorized by Corporation or Departmental. A policy owner should be assigned to each policy within IndyGo and policies should be retained in a central repository. Housing all Departmental and Corporation policies on the IndyGo SharePoint hub was recommended.
- An approval process needs to be defined for both Corporation and Departmental policies. Expiration, review and reissue parameters need to also be defined for these policies as well. Management should determine what format or consistent language should be included In Agencywide and Departmental policies.

For FY2024, Governance & Audit performed an update review to ensure the prior audit recommendations were being properly addressed and corrected. This report serves to inform the Committee on what's been done to date to satisfy these recommendations.

IndyGo has adopted a formal Policy and Procedure Management Policy. The purpose of this policy is to bring uniformity to corporate and departmental operations and increase organizational efficiencies; whereby mitigating risk to the Corporation and protecting its interest.

SUMMARY OF SELECTED COLLISION CATEGORIES

Objective	Summary Details						
<p>1. Policy Specialist</p>	<p>Recommendation: Policy coordinator assignment for oversight of all Department and Corporation policies.</p> <p>Update:</p> <table border="1" data-bbox="600 592 1864 704"> <tr> <td>Position Title: Corporation Policy and Procedure Specialist</td> <td>Safety Sensitive: No</td> </tr> <tr> <td>Supervisor's Title: Chief Administrative Officer</td> <td>FLSA Status: Exempt</td> </tr> <tr> <td>Department: Executive</td> <td>Division: Administration</td> </tr> </table> <p>The above represents a portion of the published job description for the Corporation Policy & Procedure Specialist position that was filled on October 23, 2023. As of August, 2024 the duties of the Policy and Procedure Specialist were transferred to the Department of People and are being shared with the Executive Team.</p> <p>Position Purpose: The Corporation Policy and Procedure Specialist evaluates, maintains, and improves efficiencies of multiple business functions for the Corporation and is also responsible for reviewing current departmental standard operating procedures (SOP's), policies, and corporate Intranet; revising as needed.</p>	Position Title: Corporation Policy and Procedure Specialist	Safety Sensitive: No	Supervisor's Title: Chief Administrative Officer	FLSA Status: Exempt	Department: Executive	Division: Administration
Position Title: Corporation Policy and Procedure Specialist	Safety Sensitive: No						
Supervisor's Title: Chief Administrative Officer	FLSA Status: Exempt						
Department: Executive	Division: Administration						
<p>2. Housing, Storage and Filing Practices</p>	<p>Recommendation: Complete inventory listing of all IndyGo policies.</p> <p>Update: A request was sent to all departments by the Policy Specialist, to provide an all-inclusive list of policies and standard operating procedures (SOPs). The complete inventory of all policies is currently being developed as various departments review and submit their current policies.</p>						

Recommendation:

Create a central repository as for all Corporation and Department policies that will be visible by all teammates utilizing such policies.

Update:

A document repository has been developed on the IndyGo Intranet Hub for all departments to house policies and SOPs. The IT Team will ensure that SharePoint site is properly maintained, and the capacity of the document storage platform is sufficient. They will also enact and sustain proper security features to ensure the retention of all current and retired corporation policies and procedures.

The screenshot displays a SharePoint library titled "Corporation Documents". The breadcrumb path is "Documents > Policies". The interface includes action buttons for "Share", "Copy link", "Sync", "Download", and "Export to Excel". A search bar on the right shows "All Documents". The table below lists folders with columns for Name, Modified, Modified By, and Document ID.

Name	Modified	Modified By	Document ID
Capital Planning	May 23	Cathy Johnson	
Corporate	May 23	Cathy Johnson	
Department of People	May 23	Cathy Johnson	
Facilities	May 23	Cathy Johnson	
Finance	May 23	Cathy Johnson	
Fleet Services	May 23	Cathy Johnson	
IT	May 23	Cathy Johnson	
Maintenance	May 23	Cathy Johnson	
Mobility Solutions	May 23	Cathy Johnson	
Public Affairs	May 23	Cathy Johnson	

	<p><u>Recommendation:</u> Categorize policies as Corporation Policies and Departmental Policies.</p> <p><u>Update:</u> The policy section in the HUB has been developed with both a Corporate Policy section and a Departmental Owned Content section.</p>
<p>3. Policy Ownership</p>	<p><u>Recommendation:</u> Issuer should be assigned for each Corporation or Departmental policy.</p> <p><u>Update:</u> Generally, Departments are considered the owners of the policies. If the Executive Team determines that a policy should be expanded to cover the organization, it becomes a “Corporation Policy”.</p>
<p>4. Policy Management</p>	<p><u>Recommendation:</u> Ensure Corporation and Departmental policies include an expiration date to force mandatory review process and approval.</p> <p><u>Update:</u> The new policy format includes a review/renewal date for each policy. Dates are currently set at 12-month intervals. The listing of the documents includes an effective date, review date, next review date, revision date and date approved.</p>

**Policies Review Update
Governance & Audit Report
Issued: July 25, 2024**

Document Type	Document Number	Document Version	Document ID	Effective Date	Review Date	Next Review Date	Revision Date	Date Approved	Policy Reference(s)	SOP Reference(s)	WI Reference(s)
Policy (POL)	001	001	POL.TRN.015.001	2/5/2023	2/5/2023	2/5/2024		2/4/2023	POL.TRN.008.002, POL.PPL.050.001	SOP.TRN.010.001	WI.TRN.010.001
Standard Operating Procedure (SOP)	005	001	SOP.FLTSVC.005.001	1/30/2024	1/30/2024	1/29/2025		3/1/2024			WI.FLTSVC.001.001
Work Instruction (WI)	001	001	WI.FLTSVC.001.001	2/6/2024	2/6/2024	2/5/2025		2/6/2024		SOP.FLTSVC.005.001	
Standard Operating Procedure (SOP)	006	003	SOP.FLTSVC.006.001	1/4/2016	5/7/2024	5/7/2025	5/7/2024				
						12/30/1900					
						12/30/1900					
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						12/30/1900					

All policies are reviewed by the Executive Team and the Deputy Chief Legal Officer/Sr. Director of Compliance and Civil Rights. The department chief signs as the approver. The policy will be sent through the DocuSign process after approval.

<i>Prepared By:</i>	<i>Reviewed By:</i>	<i>Approved By:</i>
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Name of Preparer Preparer's Title</p>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Name of Reviewer Reviewer's Title</p>	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <p>Name of Approver Approver's Title</p>
<p>Date Prepared: _____</p>	<p>Date Reviewed: _____</p>	<p>Date Approved: _____</p>

If a proposed policy requires approval of the Board of Directors, the CEO and Chief Legal Officer will consult with the respective members or committees.

Recommendation:

Ensure parameters are set so that Corporation policies are reissued and redistributed to staff.

Update:

To ensure that all employees governed by the Policy or SOP, are informed, via a “corporation-approved” communication, that the new or updated Policy or SOP has been implemented, to include the effective date.

5. Standardization	<p><u>Recommendation:</u> Develop a standard template format to be used for all Corporation and Departmental policies.</p> <p><u>Update:</u> The Executive Administrative Department is responsible for standardizing and facilitating the Corporation’s policy and procedure management systems. Templates have been developed for both policies and SOPs moving forward to ensure they are standardized.</p>

 Indianapolis Public Transit Corporation Policy	Document ID	XXX XXXXXX XXX XXX
	Document Number	000
Policy Name	Document Version	000
	Effective Date	XX/XX/XXXX

As the largest public transportation provider in the state of Indiana, Indianapolis Public Transportation Corporation (IPTC), branded as IndyGo (the "Corporation"), is committed to expanding mobility options to improve connectivity with the mission to "connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences."

1. Purpose

In accordance with the goals of fostering a collaborative, employee-centric culture; innovating and leveraging best practices; and establishing and sustaining a performance-driven organization, IndyGo has adopted a formal <Policy Name> policy. The purpose of this Policy is to bring uniformity to corporate and departmental operations and increase organizational efficiencies, whereby mitigating risk to the corporation and protecting its interests.

2. Definitions

3. Covered Employees

4. Scope

5. Policy

6. Procedure



7. References

Prepared By:	Reviewed By:	Approved By:
Name of Preparer Preparer's Title	Name of Reviewer Reviewer's Title	Name of Approver Approver's Title
Date Prepared: _____	Date Reviewed: _____	Date Approved: _____

Review Date: MM/DD/YYYY Revision Date: MM/DD/YYYY 2 of 2



Date of Memo: September 23, 2024
Current Meeting: October 24, 2024
Board Meeting: October 24, 2024

BOARD MEMORANDUM

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

ACTION ITEM A – 8

RECOMMENDATION:

Review and receive Governance & Audit Maintenance and Storeroom Update

- See Reference Item 2024-08

BACKGROUND:

The FY 2024 Internal Audit Work Plan approved by the Governance and Audit Committee included a maintenance and storeroom update.

DISCUSSION:

The objective was to review the status of the recommendations of the original policy review from 2022.

Recommendations from 2022 include:

- Dynaway Utilization
- Work Order Process
- Inventory Levels
- Training and Staff Development
- Core Items

It is noted that all of the 2022 recommendations have being addressed by the Procurement Department.

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal impact.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on October 16, 2024 and was recommended to the Consent Agenda.

Maintenance & Storeroom Review Update

Governance & Audit Report No. 2024-08

Report Issued September 23, 2024

EXECUTIVE SUMMARY

Background

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

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

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

Objective and Scope

Perform a follow-up for the processes and controls surrounding maintenance and storeroom updates to include review of the following:

- Storeroom inventory levels (min-max) compared to purchasing by procurement staff
- Timing of ordering parts and receipt into inventory
- Part distribution timeliness by work order
- Procurement ordering and approval process
- Processing of core inventory items

Overall Summary and Review Highlights

As noted in the FY2022 Maintenance and Storeroom Review, Governance and Audit was contacted by Operations as well as to perform a review of the processes and interaction between the storeroom and maintenance groups since the recent upgrade of the new Dynaway/D365 inventory system. As the storeroom and maintenance groups move toward a multi-site operation, management wants to ensure a full utilization of the inventory/maintenance system and efficiency in processes.

The following observations were noted from that review:

- Dynaway Utilization – Rated Medium Risk
- Work Order Process – Rated High Risk
- Inventory Levels – Rated High Risk
- Training and Staff Development – Rated High Risk
- Core Items – Rated Medium Risk

For FY2024, Governance & Audit performed an update review to ensure the prior audit recommendations were being properly addressed and corrected. This report serves to inform the Committee on what's been done to date to satisfy these recommendations.

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

SUMMARY OF SELECTED COLLISION CATEGORIES

Objective	Summary Details
<p>1. Dynaway Utilization</p>	<p><u>Recommendation:</u> Management should review inventory to ensure it is accurately stated within the Dynaway system.</p> <p><u>Update:</u> Cycle counts are scheduled to process five days a week to verify actual inventory levels against the levels listed in Dynaway. All inventory items are scheduled to be counted two times each year. Inventory item group codes have been developed to identify each item that needs to be reviewed or if the review is completed.</p> <p><u>Recommendation:</u> It is recommended that Dynaway functionality be communicated and trained to the maintenance and storeroom groups with regards to the tracking of all maintenance costs by bus/mile, forecasting and budgeting and the warehouse management system.</p> <p><u>Update:</u> A maintenance management dashboard has been built in Power BI. This dashboard reports costs per bus per mile including parts, labor, fluids, fuel and miles driven. An additional dashboard is being designed with similar reports for facilities costs. These reports can be used for budgeting and making decisions on buses to retire.</p> <p><u>Recommendation:</u> Management should consider soliciting the help of a Subject Matter Expert (SME) to obtain a standard chart of typical specifications for each vehicle type, fluid types and quantities, wheel torques, etc. so that the mechanics nor storeroom must go searching for these and spend additional time when it could be at their immediate disposal.</p> <p><u>Update:</u> A Product Manager of Enterprise Asset Management Solutions position has been developed and filled within the IndyGo Information Technology Department dedicated to the Dynaway system development.</p>

The individual selected for this role has extensive vehicle maintenance experience and has already received the following credentials related to the Microsoft Dynaway and D365 systems.

- Learn the fundamentals of Microsoft Dynamics 365 Finance
- Set up and work with inbound operations using inventory management in Dynamics 365 Supply Chain Management

Recommendation:

The Dynaway product is owned by the Maintenance Department, but collaboration is needed with the storeroom division for success in achieving full functionality.

Update:

There is a committee including veteran mechanics to identify parts that are low/no traffic and if the item can be used for the current fleet or removed from inventory. Bi-weekly meetings are being held with storeroom and maintenance staff on Fridays.

Recommendation:

Management should consider purchasing company tablets that have the Dynaway mobile app installed to be issued and used by each department for the purposes of generating a work order. Also, the handheld devices for inventory scanning could also be used to update the work orders with parts. It appears management would only need to increase the function on two (2) licenses and utilization of a bar code process.

Update:

At the completion of the Maintenance and Storeroom Audit Review dated January 6, 2023, workstation /laptops were set up and ready for use. Fifteen laptops have been provided to maintenance technicians which is sufficient for the number of technicians on duty at a given time. Maintenance technicians can create the parts list (kit) and add to the work order. Supervisors create the work orders and approve for parts distribution.

2. Work Order Process

Recommendation:

System access should be reviewed to ensure that maintenance staff has the ability to update parts lists and create kits directly in Dynaway.

Update:

All work orders are now being created in Dynaway which includes creation of the parts list. Kitting is now used for all parts requests. Preventive maintenance kits were the first stage in the kitting implementation.

Recommendation:

Management should retrain maintenance and storeroom staff on the work order process and how the system is meant to work.

Update:

All maintenance staff is currently using the work order process in Dynaway as recommended. Facilities maintenance staff typically creates one work order early in the day for supplies needed that day. Vehicle maintenance staff create multiple work orders throughout a day due to the number of buses in for repair and the various maintenance needed.

Recommendation:

It is recommended that the storeroom cease in using the manual white cards and begin relying on the work order process as it was designed to work. Staff must be willing to change from outdated processes and utilize functionality that has been purchased to streamline operations.

Update:

Use of the manual white cards for parts request was discontinued in April 2024. All parts requests are done electronically through the Dynaway work order process.

Recommendation:

Ensure that maintenance staff members have access to the mobile app, tablets, or convenient computer workstations to create the work order parts list from their workstation and not at the storeroom window.

Update:

Computer workstations with laptops have been set up through the maintenance area.

Recommendation:

A one-day demonstration or overview of the complete system capabilities shared with maintenance and storeroom staff by the IndyGo Operations Performance Manager would be helpful with getting everyone up to speed and on board. It is noted that part of the unwillingness to change is lack of understanding of the big picture.

Update:

Storeroom staff have all been trained on the use of the Dynaway work order system including night and weekend staff.

Recommendation:

Management should develop an automated coding system for the work order numbers or title identifying the work order as an accident repair. This would allow cost for accident costs not to inflate the overall maintenance cost for regular operation of the bus.

Update:

The Maintenance Department has set up a specific work order type for body and specific jobs related to accident repairs. The list can be pulled from different reports in both D365 and Power Bi.

3. Inventory Levels

Recommendation:

The storeroom should stop using the manual white cards immediately. The work order process in Dynaway has a part list and the mechanic can develop a kit that the storeroom can use to pull parts. As parts are pulled for the work order, the inventory can be updated at the same time using a computer, tablet, or mobile device. This will ensure inventory is always updated real time.

Update:

The use of manual white cards was completely stopped in April 2024. Electronic work orders in Dynaway create a parts list (kit) for the storeroom employees to pull. A large computer monitor is in the storeroom that shows all work orders as they are created. The newest work orders for parts fulfillment are listed at the top of the screen. Work orders roll down the screen as they are completed and remain until the maintenance department closes the work order at the time the work is completed. Storeroom staff can use handheld scanners to scan the bar code on each inventory item as the work order parts request is filled.

Recommendation:

For parts such as tubing and hoses, management could research the cost of procuring hose making equipment. This would eliminate the need for many different sizes to be maintained in stock. The exact size part could be made on site for each purpose.

Update:

It was determined to be more cost effective to use a local vendor that can custom fabricate tubing and hoses in any size needed.

Recommendation:

Management should consider increasing the number of body panels and windows on hand for buses that have interchangeable parts.

Update:

Over six hundred parts have been reviewed regarding inventory levels which included input from maintenance. This is an ongoing process and is being done daily.

Recommendation:

Historical parts usage can help with adjusting the min-max amounts in the system to be updated more accurately. Reports can be pulled to assist with correcting on hand inventory as well as assisting in developing future fiscal year inventory budget. The report availability was demonstrated by the IndyGo Operation Performance Manager.

Update:

Min-max is now regularly reviewed utilizing a usage report along with staff input. A new item code (9000) is applied in the system to show that the min-max has been reviewed and a +/- adjustment has been made if needed. There is a committee along with veteran mechanics to identify parts as low/no traffic and determine if the item can be used for the current fleet. Maintenance staff confirms any items deemed to be obsolete. Storeroom staff clears inventory in the system and removes obsolete items which are then auctioned or scrapped.

Recommendation:

Storeroom management should set up a regular schedule with vendors who supply small part bin inventory (springs, clips, nuts, and bolts). Storeroom management should verify the vendors are meeting expectations. Purchasing could assist with vendor replacement if the vendor is not meeting contractual agreements. Issuer should be assigned for each corporation or departmental policy.

Update:

Improvement has been made in the supply of springs, clips, nuts and bolts. These small items are not included on the work order as part of the inventory parts requests. The vendor supplying these products checks the stock at IndyGo and makes the necessary additions. These item types are not part of the inventory in Dynaway/D365.

4. Training & Staff Development

Recommendation:

A review of inventory locations with all storeroom staff members and developing testing for familiarity of parts and locations should be performed.

Update:

Training has been performed for inventory locations with all storeroom staff members to date. This training included all weekend staff as well as first, second, and third shift staff. Additionally, two new positions were created for supervisor coverage overnight and on the weekends.

Recommendation:

It was determined that additional training hours are available with the Crowe implementation consultant. It is recommended that a system refresher training be held with all storeroom employees participating. Training could be completed by Crowe staff or IndyGo Dynaway experts who have been identified by Governance & Audit as well as the IT Project Management Officer.

Update:

The Product Manager of Enterprise Asset Management Solutions personally trained all employees in the storeroom. During the training all staff members were fully engaged and adequately trained. Overall employee engagement was positive.

Recommendation:

Management should ensure that the system is formatted to include work order parts listings to display on video by parts counter including the ability to display standard kits as well as individual work order kits. Governance & Audit verified that kitting is available and was demonstrated on Dynaway system YouTube videos.

Update:

Governance & Audit confirmed that the system has been formatted to include work order parts listings to display on the monitor by the parts counter which does include the ability to display standard along with individual work order kits.

	<p><u>Recommendation:</u></p> <p>Management should require cross-training of positions in the storeroom and assign staff to cover vacations.</p> <p><u>Update:</u></p> <p>Cross training of positions in the storeroom has been conducted to ensure all positions can cover vacations and leaves. There have also, as noted above, been an additional two supervisor positions added to ensure full coverage for weekends, overnights as well as vacations/leaves.</p>
<p>5. Core Process</p>	<p><u>Recommendation:</u></p> <p>Management should create a formal process to handle all core items. Once created, this should be communicated to the storeroom and maintenance groups to ensure all personnel are well versed on the core processing procedures.</p> <p><u>Update:</u></p> <p>Management has created new labels that are bright pink to use to place on core items and the buyers identify core items in the system and ensure the core field is marked on the stock code. When parts are received into inventory, the core items are identified and the labels are affixed at that time by the storeroom receiving clerk. This informs the maintenance staff that it is a core item which needs to be returned to the storeroom for core credit.</p> <p><u>Recommendation:</u></p> <p>A thorough review of all items that are eligible for receipt of core credit should be performed. This should include review of the system to guarantee all items are marked as core in Dynaway. Also, review should include going to core item location in the Storeroom and checking to make sure an item is accurately labeled so that Maintenance and Storeroom know that it needs to be returned for core credit to vendor.</p> <p><u>Update:</u></p> <p>A marked improvement in what was listed as core in the prior Governance and Audit review of maintenance and storeroom has been noted. Per the system review in the prior audit, there were a total of 18 core items</p>

noted as such. During the current review approximately 60 were listed as core items. There is continual review being performed to ensure all core items are accurately listed in the system as core so that IndyGo will be able to receive all the core credits due.

Recommendation:

The Core/Warranty Administrator, to do their job duties and recover as many core credits as possible that are available to IndyGo, require management's involvement and buy-in to this process. Governance & Audit recommends management's participation in these efforts to communicate the importance financially to the organization for receipt of core credits.

Update:

It was noted that all core credits are received as an invoice credit. Also noted, was the need for a process in place that could report the number of core items issued to the maintenance team that have not been returned for the core return and subsequent refund. There needs to be a tracking component for the items requested by maintenance that have not yet been returned to the storeroom. It was determined that core items not returned to storeroom to be sent to the vendor for core credit have been typically placed in scrap.

Current Recommendation:

Develop a report that would show core items issued on each work order so that the Core Administrator can track what is returned for credit from the vendor.

Management's Response and Action Plan:

There is a report that can be run to see when core items have been issued called "Items where used" This report will give the date, time, bus, and work order the part was issued to so that the Core Administrator can track what is returned for credit from the vendor.

A core team has been convened to develop a comprehensive process for tracking all cores via the current ERP system D365. Members of this team are comprised of staff from the stock room, fleet, preventative maintenance, procurement and IT. As this process evolves, members from the buyer's group and accounts payable will be included. The first meeting is scheduled for September 20, 2024. A complete process is scheduled to be in place by end of year 2024.

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Date of Memo: October 09, 2024
Current Meeting: October 24, 2024
Board Meeting: October 24, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Senior Director of IT/PMO Tami Williams
SUBJECT: Consideration and approval of Document Imaging and Retention Project

ACTION ITEM A – 9

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a four-year plus a one-year option contract agreement with Data Bank IMX for records and document management services in an amount not to exceed \$1,661,643.

BACKGROUND:

According to state statute, all organizational documents must be retained and securely stored for an outlined period of time. IPTC has a need to organize a multitude of confidential documents that consist of but are not limited to financial documentation, safety data, employee PCI documents, and blueprints. IPTC has chosen to effectively streamline our organization through a digital transformation of our confidential documents and records with the lifecycle of the Document Imaging and Retention project. The purpose was noted by the implementation of the Executive-approved Document Retention Policy in December of 2023. IPTC then sought to acquire services that would include a cloud-based document management system, cloud hosting, secure offsite document storage, document scanning and indexing, secured document destruction, system reporting, and a “Scan-on-Demand” option for internal usage going forward.

DISCUSSION:

In May 2024, IPTC published an RFP seeking proposals from qualified Records and Document Management companies to provide services that will meet the requirements of IPTC’s Document Imaging and Retention project. Bids were due June 21, 2024, and IPTC received ten proposals from prospective vendors. However, only five proposals were deemed responsive and responsible. Demo interviews were held onsite at IPTC’s East Campus from the five remaining vendors, and the evaluation committee reviewed and scored each interview and proposal according to the project requirements. A final vendor, Data Bank IMX, was selected on October 1, 2024, that offered the most efficient solution for IPTC within the scope of price and requirements.

ALTERNATIVES:

The Board could choose not to contract document management services through the selected vendor, Data Bank. However, IPTC would remain out of compliance with our organizational records and storage methods of business documents, severely impacting confidential financial and personal information retention.

FISCAL IMPACT:

This project will be funded by the IPTC Capital budget. The solutions proposal from Data Bank will be a four-year plus one optional-year budgeted contract. The cost of destruction, digitalization, and storage services for the Capital Fund will be budgeted for \$1,275,878 for FY2025. Data Bank IMX depicted the projected operational cost for years three through year five as \$122,835 for FY2026, \$126,780 for FY2027, and \$134,525 for the optional year FY2028. The total projected amount for services provided by Data Bank is \$1,661,643 (prior to discovery and IPTC customizations).

DBE/XBE DECLARATION:

There is no DBE/XBE goal associated with this procurement due to the fact of significant sensitive data related to PCI, PI, and financial organizational documents.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on October 16, 2024 and was recommended to the Consent Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Capital Projects Matt Duffy
SUBJECT: Consideration and approval of Blue Line Stormwater and Construction Agreement between IPTC – City of Indianapolis Department of Public Works (DPW) – and Citizens Energy Group (Citizens)

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a stormwater and construction agreement between IPTC, DPW, and Citizens related to the stormwater management infrastructure and utility relocations on the Blue Line BRT project. The agreement includes an IPTC contribution towards Citizens’ water utility relocations of an amount not to exceed \$6.5 million.

BACKGROUND:

This agreement is consistent with similar agreements associated with the Red and Purple line BRT projects that were executed in 2017 and 2020, respectively, to design and construct stormwater drainage facilities within the BRT Project area to conform with specified stormwater flow criteria. Each agreement also contained provisions for the timely review of submittals, eventual ownership, and maintenance responsibilities of the constructed infrastructure. In the case of the Purple Line, the agreement additionally included provisions for IPTC’s contractor to complete a combined storm sewer separation project with funding from DPW and Citizens, and provisions for reimbursement by IPTC of a portion of Citizens’ utility relocation costs.

As with the previous projects, the stormwater and construction agreement for the Blue Line BRT project includes provisions for how the three parties will work together on design, construction and construction change process, and long-term maintenance of the new infrastructure. The Blue Line agreement additionally set terms for how the parties will contribute financially to the new separated stormwater management infrastructure and utility relocations.

DISCUSSION:

The Blue Line project includes design and construction of a significant amount of new separated stormwater management infrastructure, including roadway drainage inlets, a new stormwater trunkline, and offsite detention facilities. Citizens is contributing \$9.5 million and DPW is contributing \$15 million to the project because this infrastructure is of significant benefit to each agency. The agreement outlines how these contributions will be paid to IPTC.

Additionally, there will be utility facilities, including water, sanitary sewer, and natural gas, that need to be relocated to accommodate construction of the Blue Line project. As of September 2024, estimates indicate that approximately \$42 million will be required to relocate Citizens’ utilities. IPTC is agreeing to contribute to these costs to move the project forward. The agreement will require Citizens to pay for the first \$35.5 million of relocation work costs (\$15.5 million for sewer, \$8 million for gas, and \$12 million for water). IPTC will pay the remaining \$6.5 million in relocation costs. IPTC’s contribution will be applied entirely to relocations of water utilities.

The parties have agreed to continue to coordinate and modify design plans to reduce conflicts and relocation costs wherever possible, including through the construction phase as utilities are relocated. In the event that costs exceed the \$42 million estimate, Citizens, DPW and IPTC will meet to determine a fair and reasonable allocation of the additional costs. If a cost-share agreement can't be reached, the agreement contains terms for dispute resolution. Note that Citizens' contributions to any potential overages are capped by this agreement. Citizens will not pay any more than \$12 million towards water relocations. Citizens is further limiting their contribution to overages on sewer and gas relocations to 33% of the total cost.

Relocations of Citizens' infrastructure will be designed and relocated by Citizens with the exception of sanitary relocations, which will be designed by Citizens but relocated by an IPTC contractor on the Blue Line project. Sanitary relocations will be conducted by an IPTC contractor to reduce relocation schedule impact and relocation costs. To protect the Blue Line construction schedule, a relocation schedule was included in the agreement. Terms for Citizens' reimbursement of sanitary relocation costs are included in the agreement.

The agreement requires compliance with Buy America regulations and provides that IPTC will not reimburse CEG for facilities providing greater capacity, capability, durability, efficiency, or function (e.g. – "betterments") except for compliance with current state and local codes.

ALTERNATIVES:

This agreement is a required prior to FTA executing the Blue Line Small Starts grant. IPTC has been negotiating this agreement with Citizens and DPW for several months. Staff does not believe that additional negotiation will result in more favorable terms.

FISCAL IMPACT:

Costs associated with this agreement are funded with local Capital funds as a part of the overall Blue Line BRT project budget.

DBE/XBE DECLARATION:

Not applicable

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on October 16, 2024 and was recommended to the Regular Agenda.

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Director of Governance & Audit Brian Atkinson
SUBJECT: Consideration and approval of 2023 Annual Financial External Audit Report

ACTION ITEM A – 6

RECOMMENDATION:

Review and receive the 2023 Annual Financial External Audit Report.

BACKGROUND:

On June 26, 2024, Forvis Mazars, LLP Certified Public Accountants issued the 2023 audit of the financial statements and compliance of IPTC as of and for the year ended December 31, 2023.

DISCUSSION:

The purpose of Action Item A-6 is to review and receive the 2023 Audit Report of the financial statements and compliance of IPTC as presented by Forvis Mazars, LLP Certified Public Accountants. Representing Forvis Mazars is Emily Balbach, Director/Nonprofit and Public Sector

The complete 2023 Annual Comprehensive Financial Report can be found at <https://www.indygo.net/wp-content/uploads/2024/07/IndyGo-ACFR-2023.pdf>

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Governance & Audit Committee on October 16, 2024 and was recommended to the Regular Agenda.

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IPTC (dba) IndyGo 2023 Audit Results

Emily Balbach, CPA / October 16, 2024

Agenda

1. Responsibility for the audit
2. Scope of the audit
3. Audit results
4. Required auditor communications
5. Internal control matters
6. Other communications
7. Financial highlights
8. Single audit results



2023 Audit Results

Responsibility for the audit

- Management's responsibility
 - Preparation & fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States
 - Design, implementation, & maintenance of adequate internal controls
- Forvis Mazars' responsibility
 - Express opinions on the fairness of the financial statements, i.e. provide reasonable assurance they are free of material misstatement
 - Conduct our audit in accordance with:
 - Auditing standards generally accepted in the United States
 - *Government Auditing Standards*
 - *Title 2 U.S. Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, & Audit Requirements for Federal Awards (Uniform Guidance)*
 - *Uniform Compliance Guidelines for Audit of State & Local Governments by Authorized Independent Public Accountants* (per Indiana State Board of Accounts)

2023 Audit Results

Responsibility for the audit

- Forvis Mazars' responsibility
 - Perform relevant procedures to obtain audit evidence about the amounts & disclosures in the financial statements
 - Assess the risk of material misstatement due to error or fraud
 - Consider internal control relevant to the preparation & fair presentation of the financial statements
 - Design appropriate procedures to address identified risks
 - Procedures are not designed to express an opinion on the operating effectiveness of internal controls
 - Evaluate the appropriateness of accounting policies used & reasonableness of significant estimates, as well as overall presentation of the financial statements

2023 Audit Results

Scope of the audit

- Forvis Mazars opines on the following:
 - Statement of net position
 - Statement of revenue, expense and changes in net position
 - Changes in cash flows
 - Notes to the financial statements
 - Schedule of federal awards in relation to the basic financial statements
- Forvis Mazars does not provide an opinion on the following:
 - Management's discussion & analysis
 - Required supplementary information (RSI)
- We do not audit the introductory or statistical sections of the Annual Comprehensive Financial Report (ACFR), but review it for reasonableness & consistency

2023 Audit Results

Scope of the audit

- *Government Auditing Standards*

- Consider the IPTC's internal control to determine the audit procedures appropriate for expressing our opinions on the financial statements
- Perform tests of compliance with certain provisions of laws, regulations, contracts, & grant agreements, noncompliance with which could have a direct & material effect on the determination of financial statement amounts

2023 Audit Results

Audit results

- Opinions on the financial statements & supplementary information: ***Unmodified***
- *Government Auditing Standards Findings:*
 - Internal Controls over Financial Reporting: **None noted**
 - Compliance: **No material instances of noncompliance required to be reported**
- *Uniform Guidance Findings:*
 - Internal Controls over Federal Awards: **None noted**
 - Compliance: **No material instances of noncompliance required to be reported**

2023 Audit Results

Required auditor communications

- Significant Accounting Policies
 - IPTC's significant accounting policies are described in Note 1 of the financial statements
 - New accounting standard adopted – GASB Statement No. 96, *SBITAs*
- Unusual Policies or Methods
 - No matters are reportable
- Alternative Accounting Treatments
 - No matters are reportable

2023 Audit Results

Required auditor communications

- Management Judgments & Accounting Estimates
 - Estimated useful lives of capital assets
 - Risk management unpaid claims liability
 - Actuarially determined net pension liability, and associated deferred outflows and inflows of resources as of year-end
 - Actuarially determined other postemployment benefit obligations (OPEB)
- Financial Statement Disclosures
 - Note 6 – Long-term obligations
 - Note 8 – Deferred-benefit pension plan
 - Note 9 – Other postemployment benefit plan
- Our Judgement About the Quality of the Entity's Accounting Principles
 - No matters are reportable

2023 Audit Results

Required auditor communications

- Audit Adjustments
 - Proposed audit adjustments recorded
 - No matters to report
 - Proposed audit adjustments not recorded
 - Prior year impact of a passed adjustment for premium amortization
- Significant Issues Discussed
 - Adoption of GASB Statement No. 96, *SBITAs*
 - Treatment of impaired bus
- Other Material Communications
 - Management representation letter

2023 Audit Results

Internal Control Matters and Other Matters

- Internal Control Findings

- No written matters to report
- We verbally communicated to management a deficiency in internal control identified during our audit that is not considered a material weakness or significant deficiency

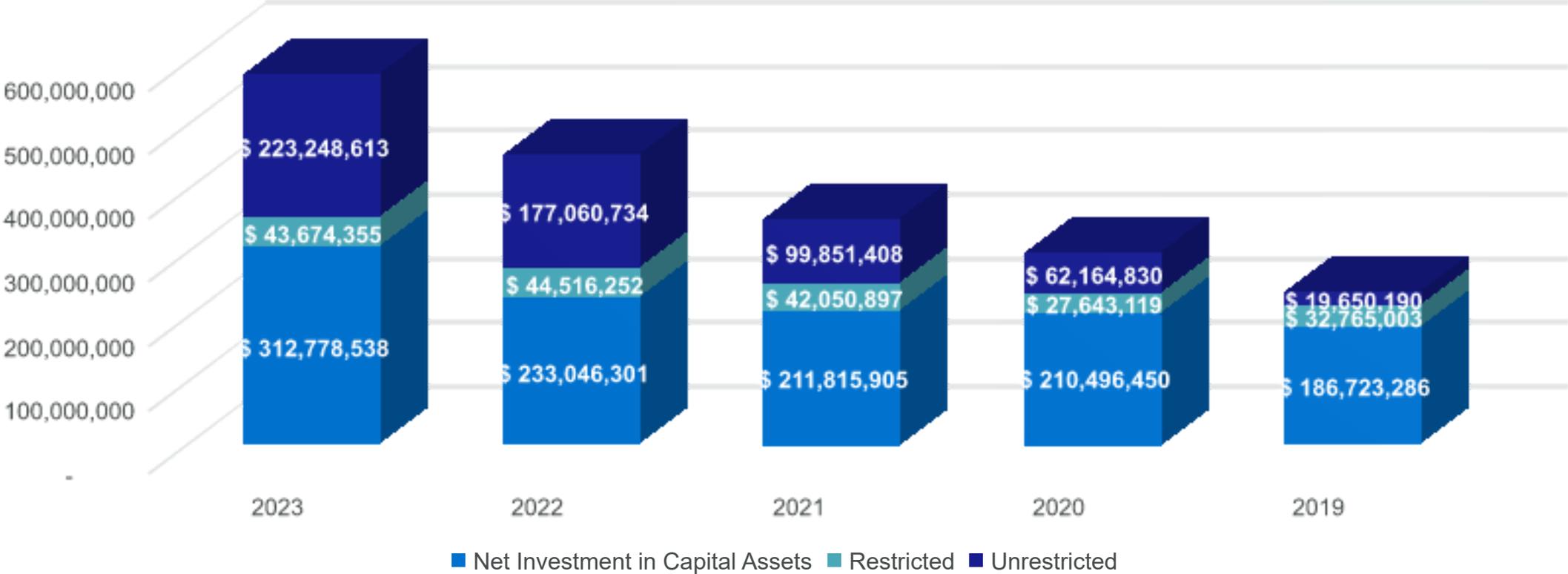
- Other Matters

- Vendor Fraud: Business Email Compromise
- OMB Issues Updated Uniform Guidance
- Future accounting considerations
 - GASB Statement No. 101, *Compensated Absences* (2024 Effective Date)
 - GASB Statement No. 102, *Certain Risk Disclosures* (2025 Effective Date)
 - GASB Statement No. 103, *Financial Reporting Model Improvements* (2026 Effective Date)

2023 Audit Results

Financial Highlights

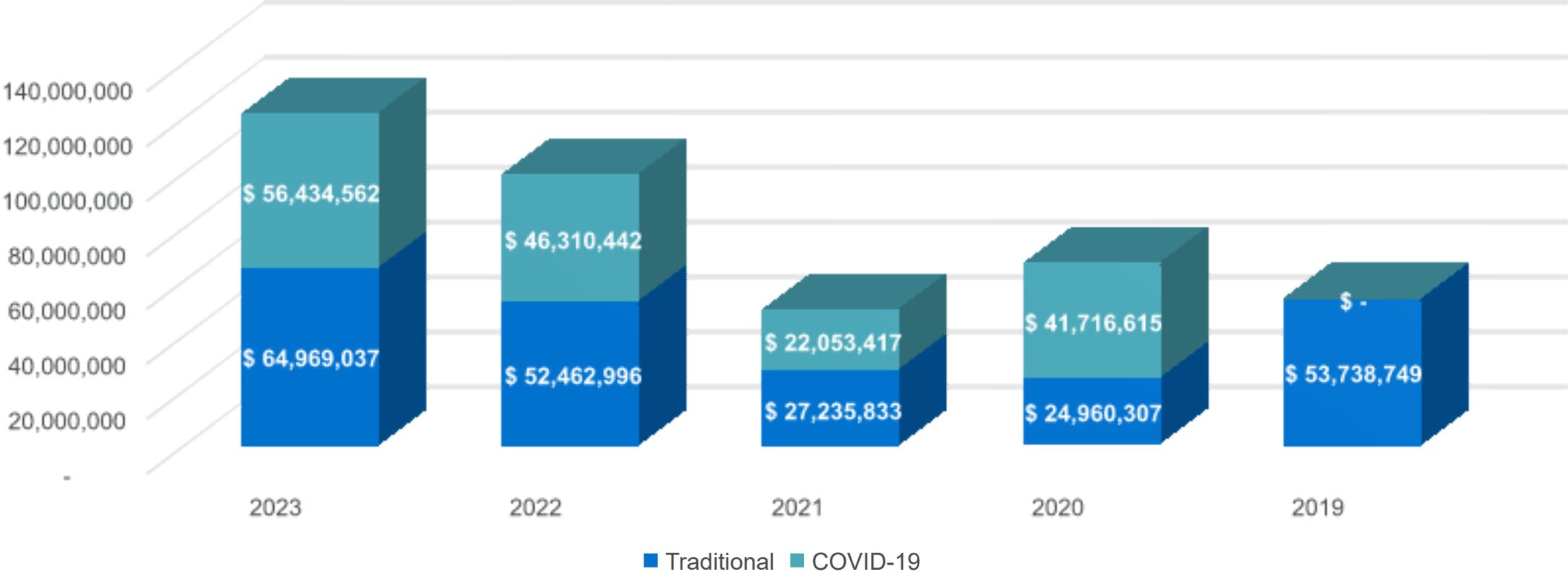
Net Position Summary



2023 Audit Results

Financial Highlights

Total Federal Expenditures



2023 Audit Results

Single Audit

- IPTC was a low-risk auditee
- One major program was tested
 - Federal Transit Cluster
 - Expenditures Tested - \$120,320,498 (99% of total federal expenditures)
- No compliance findings
- No material weaknesses or significant deficiencies over compliance

Contact

Forvis Mazars

Emily Balbach, CPA

Director

P: 317.383.4010

emily.balbach@us.forvismazars.com

Andy Rinzel, CPA

Partner

P: 317.383.3682

andy.rinzel@us.forvismazars.com

The information set forth in this presentation contains the analysis and conclusions of the author(s) based upon his/her/their research and analysis of industry information and legal authorities. Such analysis and conclusions should not be deemed opinions or conclusions by Forvis Mazars or the author(s) as to any individual situation as situations are fact-specific. The reader should perform their own analysis and form their own conclusions regarding any specific situation. Further, the author(s)' conclusions may be revised without notice with or without changes in industry information and legal authorities.

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Date: October 16, 2024
Current Meeting: October 24, 2024
Board Meeting: October 24, 2024

BOARD MEMORANDUM

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

ACTION ITEM A – 10

RECOMMENDATION:

Approval of appointing Jarvis Jointer and Leslie Schulte to the IndyGo Foundation Board.

BACKGROUND:

The bylaws of the Indianapolis Public Transportation Foundation (dba IndyGo Foundation) require the approval of the Board of Directors of IPTC to approve Board Members for the Foundation. The Foundation Board currently consists of 14 members and Bylaws allow the Board to grow to 19.

Dr. Leslie Schulte is a licensed engineer focused on delivering cost-effective sustainable solutions to clients in the public and private sector. She moved to Indianapolis in 2016 to guide facility owners and operators in implementing sophisticated control sequences for building systems that lowered energy consumption and utility costs. Her current work is split between managing a commissioning firm, Renee James Consulting, and as a director at J.S. Held. Leslie volunteers her time at her neighborhood organization in Community Heights on the eastside of Indianapolis. She served as president from 2021-2023. During that time, she secured over \$150,000 in grants and donations to implement traffic calming tactical urbanism and art-in-the-ROW (right-of-way) projects on E 10th and E 16th.

Jarvis Jointer, PE, is the founder of JQOL, an engineering firm offering site & civil, structural, multimodal, and transportation engineering along with construction administration, survey, and sustainability services. An Indianapolis native and Purdue alumnus, Jarvis spent his career in various engineering and business development roles before starting JQOL – Quality of Life, in 2019. Jarvis is a member of several professional associations including the Purdue University Admissions Advisory Committee, Community Action of Greater Indianapolis (CAGI) Executive Board, Indiana Water Environmental Association (IWEA) Young Professionals Committee Chair, and the Carmel Local Improvement Bond Bank Board Vice Chair. Jarvis enjoys spending time with his twins and their dog “Shrek”, watching Purdue sports, and discovering new ways to “Improve Quality of Life.” JQOL is a vendor of IPTC and has sponsored IndyGo Foundation’s annual Golf Outing.

DISCUSSION:

The prospective Foundation Board Members presented for your consideration are Leslie Schulte and Jarvis Jointer.

ALTERNATIVES:

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

FISCAL IMPACT:

N/A

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be heard by the full Board of Directors at their regularly scheduled meeting on October 24, 2024.

Information Update – September 2024 Financials Summary

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Chief Financial Officer Bart Brown and Director of Budgets Justin Burcope
Date: October 10, 2024

SEPTEMBER 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is over budget for the month by \$13,119 (1.1%) and over year to date by \$2,201,734 (20.6%).
- Other Operating revenue category is under budget by \$100,907 (40.4%) for the month. YTD for this revenue is over budget by \$744,156 (33.1%).
- The passenger service revenue is over budget by \$96,099 (19.5%) for the month. For the year passenger service revenue is over budget by \$268,159 (6.0%).
- PMTF Grant came in at \$11,369,828 for the year, which was exactly on budget.
- Property Tax Revenue is on budget for the month of September. YTD this property taxes are over budget by \$2,053,834 (6.8%).
- In September local income tax came in on budget. For the year it is over budget by \$1,395,541 (4.5%).
- The Service Reimbursement Program revenue is over budget by \$1,252 (3.6%) for the month. For the year it is under budget by \$9,008 (-2.9%).

The Total Revenue for the agency is over budget by \$211,378 (2.2%) for the month of September. YTD Total Revenue is over budget by \$6,654,417 (7.4%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$381,814 (-20.9%). YTD it is under budget by \$2,020,507 (-12.2%).
- Overtime expenses were over budget by \$272,939 (100.8%) for the month. The increase in the overtime expense is offset by the under-budget salary expenses. For the year this category is over budget by \$1,870,097 (76.8%).
- September Salary expenses are under budget by \$786,501 (-17.5%) for the month of September. YTD it is under budget by \$3,146,006 (-7.8%)

The Personal Services category is under budget by \$895,377 (-13.6%) for the month of September. It is under budget for the year by \$3,296,416 (-5.5%)

II) Other Services and Charges

- Claims were over budget by \$355,024 (104.5%) for the month. For the year this category is under budget by \$440,154 (-14.4%).

- For the month of September, the Miscellaneous Expense category is under budget by \$44,442 (-55.2%). YTD is under budget by \$25,941 (-3.5%).
- In September, the Purchased Transportation category is over budget by \$229,647 (25.7%). For the year it is over budget by \$1,1,805,516 (22.5%).
- For the month the “Services” expense category is under budget by \$1,084,408 (-49.4%). YTD this category is under budget by \$10,305,332 (-44.1%).
- For the month, utility expenses are under budget by \$73,119 (-36.3%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are under budget by \$477,759 (-26.3%).

Overall, the Other Services & Charges category is under budget by \$617,299 (-16.6%) for the month. YTD this category is under budget by \$9,443,671 (-25.5%).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$7,107 (1.3%). YTD it is under budget by \$196,909 (-4.1%).
- For the month of September, the Maintenance Materials category is over budget by \$104,994 (19.7%). It is under budget for the year by \$16,550 (-0.3%).
- Other Materials and Supplies category is under budget by \$110,286 (-88.8%) for the month. For the year it is under budget by \$1,138,304 (-71.2%).
- Tires & Tubes category is under budget in September by \$2,158 (-4.0%). 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 \$62,029 (-12.6%).

For the month, the Total Materials and Supplies category is under budget by \$14,558 (-1.2%). For the year it is under budget by \$1,413,793 (-11.7%).

In September, the overall, total expenditures came under budget by \$1,527,234 (-13.2%). Year to date expenditures are under budget by \$14,153,880 (-13.1%).

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
07/19/2024	Temp Services for Quality Assurance Team	Operating	Character Three	\$46,080

RECOMMENDATION:

Receive the report.

Chief Financial Officer Bart Brown and Director of Budgets Justin Burcope



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Nine Months Ending Monday, September 30, 2024

0/9/2024 12:09 PM
 Period Selected: 9

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
Operating Revenue									
Federal Assistance	1,201,978.00	1,188,859.08	13,118.92	1.10	12,901,466.00	10,699,731.72	2,201,734.28	20.58	11,556,954.00
Other Operating Income	350,385.52	249,478.34	100,907.18	40.45	2,989,461.42	2,245,305.06	744,156.36	33.14	4,117,866.99
Passenger Service Revenue	589,869.14	493,769.48	96,099.66	19.46	4,712,085.27	4,443,926.27	268,159.00	6.03	4,444,571.65
PMTF Revenue	947,485.67	947,485.67	0.00	0.00	11,369,828.00	11,369,828.00	0.00	0.00	11,369,828.00
Local Property & Excise Tax Revenue	3,323,790.59	3,323,790.59	0.00	0.00	31,967,949.57	29,914,115.31	2,053,834.26	6.87	30,555,568.06
Local Transit Income Tax Revenue	3,416,666.67	3,416,666.67	0.00	0.00	32,145,541.03	30,750,000.03	1,395,541.00	4.54	49,213,703.94
Service Reimbursement Program	35,836.00	34,583.33	1,252.67	3.62	302,242.00	311,249.97	(9,007.97)	(2.89)	288,872.00
Total Operating Revenues	9,866,011.59	9,654,633.16	211,378.43	2.19	96,388,573.29	89,734,156.36	6,654,416.93	7.42	111,547,364.64
Operating Expenses									
Personal Services									
Fringe Benefits	1,447,214.25	1,829,028.94	(381,814.69)	(20.88)	14,509,105.35	16,529,612.20	(2,020,506.85)	(12.22)	13,953,716.31
Overtime	543,558.32	270,619.17	272,939.15	100.86	4,305,669.60	2,435,572.53	1,870,097.07	76.78	5,334,586.19
Salary	3,708,181.03	4,494,682.64	(786,501.61)	(17.50)	37,306,137.17	40,452,143.76	(3,146,006.59)	(7.78)	32,118,881.13
Total Wages and Benefits	5,698,953.60	6,594,330.75	(895,377.15)	(13.58)	56,120,912.12	59,417,328.49	(3,296,416.37)	(5.55)	51,407,183.63
Other Services & Charges									
Claims	694,630.39	339,606.24	355,024.15	104.54	2,616,301.72	3,056,456.16	(440,154.44)	(14.40)	2,675,345.39
Miscellaneous Expenses	36,037.87	80,480.27	(44,442.40)	(55.22)	706,630.81	732,572.43	(25,941.62)	(3.54)	537,895.88
Purchased Transportation	1,121,780.57	892,133.67	229,646.90	25.74	9,834,719.26	8,029,203.03	1,805,516.23	22.49	8,681,284.08
Services	1,108,308.28	2,192,716.33	(1,084,408.05)	(49.46)	13,035,651.26	23,340,983.53	(10,305,332.27)	(44.15)	14,370,022.31
Total Utilities	128,359.50	201,479.17	(73,119.67)	(36.29)	1,335,553.68	1,813,312.53	(477,758.85)	(26.35)	1,509,437.77
Total Other Services & Charges	3,089,116.61	3,706,415.68	(617,299.07)	(16.65)	27,528,856.73	36,972,527.68	(9,443,670.95)	(25.54)	27,773,985.43
Materials & Supplies									
Fuel & Lubricants	528,175.46	535,282.66	(7,107.20)	(1.33)	4,620,634.30	4,817,543.94	(196,909.64)	(4.09)	3,633,805.08
Maintenance Materials	637,865.51	532,871.75	104,993.76	19.70	5,146,594.80	5,163,144.48	(16,549.68)	(0.32)	4,294,630.78
Other Materials & Supplies	13,824.84	124,111.23	(110,286.39)	(88.86)	459,450.82	1,597,755.34	(1,138,304.52)	(71.24)	781,303.72
Tires & Tubes	51,578.46	53,736.75	(2,158.29)	(4.02)	427,967.17	489,996.17	(62,029.00)	(12.66)	421,794.45
Total Materials & Supplies	1,231,444.27	1,246,002.39	(14,558.12)	(1.17)	10,654,647.09	12,068,439.93	(1,413,792.84)	(11.71)	9,131,534.03
Total Operating Expenses	10,019,514.48	11,546,748.82	(1,527,234.34)	(13.23)	94,304,415.94	108,458,296.10	(14,153,880.16)	(13.05)	88,312,703.09
OPERATING INCOME/(LOSS)	294,552.60	(1,892,115.66)	2,186,668.26		22,839,967.85	(21,566,596.71)	44,406,564.56		

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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	5,426,269	6,464,739	11,891,008	26,206,792
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	239,073	1,234,114	1,473,187	(69,706)
BRT & On-Street Infrastructure	Purple Line BRT	17,400,000	41,908,503	59,308,503	16,182,109	27,160,318	43,342,427	15,966,076
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	177,240	372,238	549,478	(176,760)
BRT & On-Street Infrastructure	Red Line HMA & PCCP Patching	-	412,172	412,172	26,847	397,381	424,228	(12,056)
BRT & On-Street Infrastructure	Red Line Phase I Closeout	350,000	438,467	788,467	54,382	365,385	419,767	368,700
BRT & On-Street Infrastructure	Rural Street Underpass Clearance (Design and NEPA)	-	327,192	327,192	104,660	222,533	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	134,609	58,358	192,967	977,473
BRT & On-Street Infrastructure	Transit Stop Amenities	2,260,700	3,127,699	5,388,399	612,913	3,348,724	3,961,637	1,426,762
BRT & On-Street Infrastructure	29th & 30th Streets Two-Way Conversion	2,171,889	-	2,171,889	4,000,000	-	4,000,000	(1,828,111)
BRT & On-Street Infrastructure Total		63,712,589	50,278,062	113,990,651	27,187,500	41,079,081	68,266,581	45,724,070
Facilities	1501 Garage Renovation & Fuel Line	-	291,402	291,402	173,869	117,533	291,402	-
Facilities	1501 - Masonry Repair, Windows, Door Frames & More	700,000	-	700,000	24,369	586	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	-	240,900	240,900	99,100
Facilities	1501 - Fuel Island and Wash Rack Drain Repair	50,000	-	50,000	31,298	18,576	49,874	126
Facilities	Fuel Island Exhaust Reel	-	-	-	48,785	10	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	-	100,000	100,000	300,000
Facilities	Depot Charging - Equipment Installation	260,000	571,784	831,784	121,642	585,763	707,405	124,379
Facilities	East Campus - Facilities	-	631,550	631,550	488,993	245,834	734,828	(103,278)
Facilities	East Campus - New Garage Construction	6,000,000	-	6,000,000	-	417,724	417,724	5,582,276
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	1,295,739	1,955,460	3,251,199	18,548,871
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	1,407,130	61,110	1,468,240	2,231,571
Fleet	Support Vehicle Replacement	275,000	-	275,000	-	242,410	242,410	32,590
Fleet	UV Filtration	-	8,833	8,833	69,551	318,834	388,384	(379,551)
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	2,466,024	73,170,140	75,636,164	994,144
Information Technology	Distributed Antenna System	-	113,308	113,308	110,308	3,000	113,308	-
Information Technology	Fare Validator Replacement	-	240,000	240,000	208,740	44,860	253,600	(13,600)
Information Technology	Mobility- or Software-as-a-Service	-	112,808	112,808	27,039	85,770	112,808	-
Information Technology	Wireless Vehicle Communications Replacement	-	709,640	709,640	348,978	506,333	855,311	(145,671)
Information Technology	CTC - Real Time Passenger Information System	-	-	-	96,019	-	96,019	(96,019)
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	791,084	639,963	1,431,047	1,476,710
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	1501 - Alertus Building Mass Notification System	450,000	-	450,000	-	151,873	151,873	298,127
Safety & Security	CTC - Camera Replacement Project	310,000	-	310,000	27,987	14,923	42,910	267,090
Safety & Security Total		760,000	434,111	1,194,111	30,876	598,018	628,894	565,217
Grand Total		112,084,085	105,111,812	217,195,897	31,771,223	117,442,661	149,213,885	67,982,012



October Presentation to IndyGo Board



» In the Community – look at august

- August 22: The team and Board member, Hardi Shah, attended the Indianapolis Arts Council's Start with Art thanks to a table donated by IndyGo Chair Greg Hahn and Bose McKinney & Evans
- September 19: Emily and Rachel attended a half day collaboration session with IU Health Community Investment Impact grantees from across the state
- October 7-8: Yvonne attended the Fundraising School's Fundraising from Foundations and Grant Management course
- October 11: Emily spoke at the Indiana Council on Specialized Transportation (INCOST) conference with IndyGo's Annette Darrow about funding ADA accessible infrastructure projects



» Purple Line Launch

- October 13: Purple Line Launch
- October 14-16: The team volunteered as Purple Line ambassadors helping IndyGo fill 9 of the 375 volunteer shifts needed to support community outreach



» Purple Line Ribbon Cutting – October 18

IndyGo Foundation Staff worked the registration table and offered limited edition Purple Line t-shirts with a donation of \$25 or more. Purple Line t-shirts will continue to be offered through the end of October

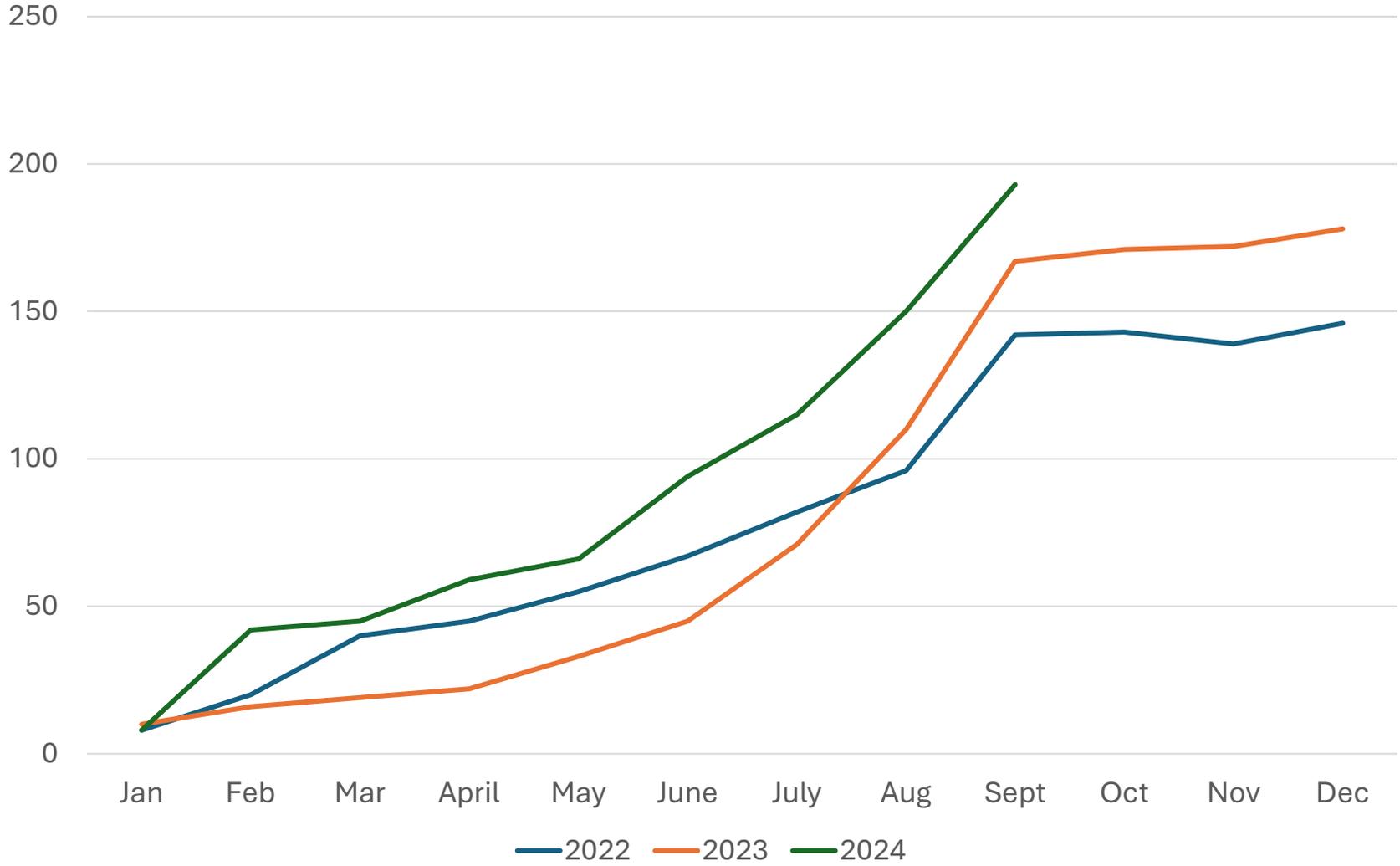




Fundraising & Events



»» Number of Donors



» 2024 Golf Outing

- Total Raised: \$122,365 plus the in-kind value of auction items -- \$130,291 total
- Last year extra revenue from participants (Super Tickets, Raffle/Auction, Donations) was \$4,153. This year it was \$8,240!
- Silent Auction was successful bringing in 158 bids and doubling the revenue we made on the Raffle last year.



» 2024 Golf Outing

- While revenue is more than last year, NET is less. Many organizations cut back from sponsorships to foursomes this year, which resulted in more golfers and more revenue on the day of the event. However, it also increased our expenses paid to Eagle Creek and on supplies.
- We spent more on the photographer and Jennie/Emily went on the course to get pictures with most foursomes. We are using those for personalized follow up emails and the Impact Report.



» 2024 Golf Outing Revenue

	2023	2024
Sponsorships	\$117,094	\$100,250
Foursomes & Participants	\$4,700	\$13,875
Other Income: Raffle/Auction, Donations & Super Tickets	\$4,153	\$8,240
In-Kind	\$2,985	\$7,926
Total Revenue	\$128,932	\$130,291



» 2024 Golf Outing Solicitation Stats

# of Prospects Directly Solicited	Personal follow up contacts	# of Sponsors & Foursomes
133	332	68

From 2023 to 2024

- 18 New Sponsors
- 31 Renewed at same level
- 9 Increased
- 9 Decreased
- 1 Recovered (skipped 2023)



» 2024 Grantwriting Activity



\$1,009,000
Requested



\$185,000
Pending



\$740,300
Secured

» Funder Spotlight: MHS Serves

In September, we were selected as a partner in MHS Serves' first funding opportunity through the Broadband Access Strategic Partnership.

This \$24,000 grant will support public wifi on the Red and Purple lines.

MHS Serves operates as a convener of community-based organizations that have experience in addressing root causes of health inequities and social drivers of health. Through a collective impact, MHS Serves seeks to propel the state of Indiana forward in addressing complex community needs to make health attainable for all.



» Development & Communications

- Purple Line t-shirt promo goes through the end of the month
- Golf Outing Impact Report will be sent in an e-newsletter before the end of October
- End of year mailing for renewals and Indy Chamber list planned for early November
- Holiday Card will be sent to donors and partners in late November
- Debbie and Nora are working to update the Sponsorship Brochure for 2025
- Yvonne is working with IndyGo's HR/Training teams to develop proposal content for future Workforce Development grant applications



»» What's Next

- November 19: Virtual Board Meeting (Budget/Grants Approval)
- February 4: Transit Equity Day Celebration
- May 1-11: Ride & Seek

Thank You



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Information Update – Governance & Audit Workplan Status Report

To: Chair and Board of Directors
Through: President & CEO Jennifer Pyrz
From: Director of Governance & Audit, Brian Atkinson
Date: October 16, 2024

GOVERNANCE & AUDIT WORKPLAN STATUS REPORT AND 2020-2024

Governance & Audit Work Plan Status Report

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

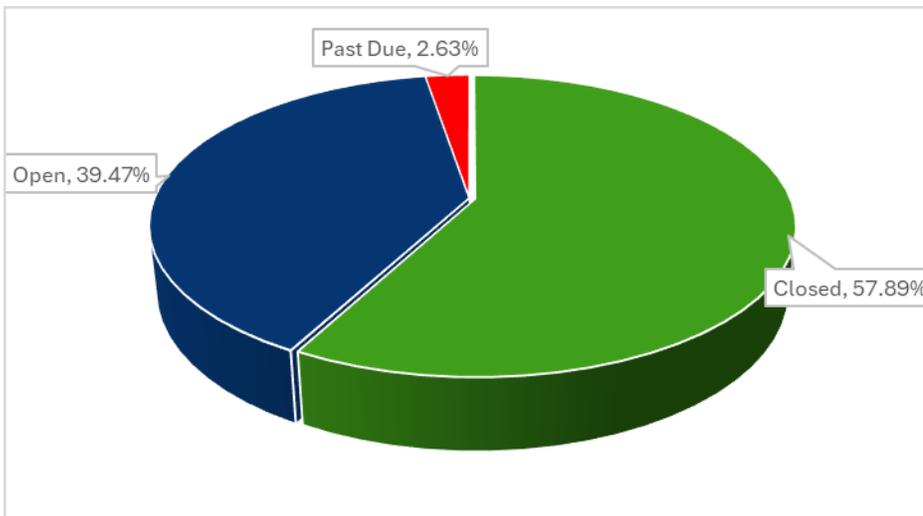
Complete
 In-Process
 Planned
 ★ Report targeted to be presented at G&A meeting.

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

2020-23 Prior Audit Findings Status Presentation

Audit Report/Subject	Report Number	Report Issue Date	Corrective Actions			
			Total	Closed	Open	Past Due
Physical and Facility Security	2022-03	07/12/22	8	6	2	0
Bus Rapid Transit (BRT) Review	2023-02	04/03/23	4	3	1	0
Ridership Experience Assessment	2023-03	07/14/23	7	5	2	0
Flowbird MyKey Review	2023-04	06/04/23	5	4	0	1 *
Transit Asset Management Review	2023-05	06/14/23	2	1	1	0
Staffing, Hiring & Recruiting	2023-08	01/08/24	5	0	5	0
Maintenance Review	2024-03	04/05/24	4	3	1	0
Healthcare Costs Review	2024-02	07/15/24	3	0	3	0
		Total	38	22	15	1
		Percentage		57.89%	39.47%	2.63%

* The plan for a retail network for MyKey cards is currently paused. There is a plan to launch a fare study soon which will include third party locations. Retail networks have matured since being evaluated and a contract secured in 2019.



Governance & Audit Completed Reviews & Audits

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

Governance & Audit Completed Reviews & Audits

Report ID	Report Title	Date Reported
2023-8	Staffing, Hiring & Recruiting Review Report	1/18/2024
2023-9	Annual Risk Refresh & Proposed Audit Plan 2024	1/18/2024
2024-1	Fare Pass Inventory Audit	4/18/2024
2024-2	Healthcare Cost Review	7/18/2024
2024-3	Maintenance Review	4/18/2024
2024-4	Paratransit Fare Collection Audit	4/18/2024
2024-5	Safety/Security Review	7/18/2024
2024-6	Collision Review	7/18/2024
2024-7	Policy Review Update Report	10/16/2024
2024-8	Maintenance & Storeroom Review Updated	10/16/2024

RECOMMENDATION:

Receive the report.

Brian Atkinson
Deputy of Governance & Audit



Information Update – Governance & Audit Ethics Hotline Summary Report

To: Chair and Board of Directors
Through: President & CEO Jennifer Pyrz
From: Director of Governance & Audit, Brian Atkinson
Date: October 16, 2024

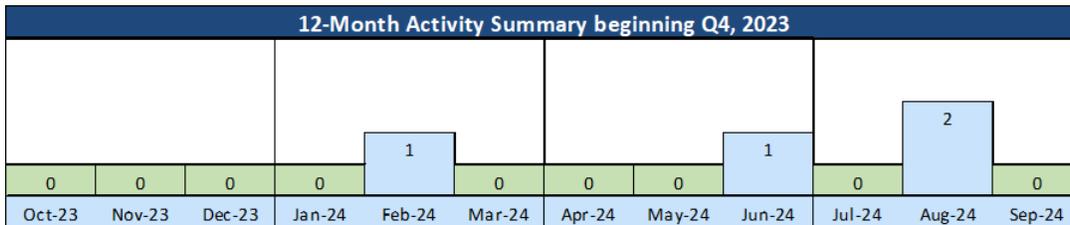
Ethics Hotline Summary Report

Quarterly Activity Summary: 07/01/24 through 09/30/24

Method of Submission	Number of Reports
Website	0
Phone call	1
Other	1
Total	2

Current Period Potential Reported Issues	Number
Ethics Violations	1
Other Issues	
Waste or Inefficiency	0
Fraud	0
Policy Violation	0
Employee Conduct/Abuse	1
Theft	0
Customer Service	0
HR Issues	0
Total	2

Current Status	Total	1-30 days	31-60 days	60+ days
Preliminary Assessment	0	0		
Investigation	0	0		
Completed	2	2		
Total Claims	2	0		



RECOMMENDATION:

Receive the report.

Brian Atkinson
 Director of Governance & Audit

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Mobility Advisory Committee (MAC)

Meeting Minutes

September 18, 2024

Attendees:

Chris Hollingsworth-MAC
Mike Roth-IndyGo
Donna Foreman-IndyGo

Bernadine Wilmer-MAC
Adairius Gardner-IndyGo
Angela Milroy-RATP Dev

Attendance of members by Mike Roth

Agenda Items:

- **Mike Roth**
 - LaTessa McClendon-New Director of Mobility Solutions
 - Fixed Route
 - Route updates begin October 13, 2024
 - Staffing
 - Hiring events every other Thursday
 - Purple Line launches October 3, 2024
- **Angela Milroy**
 - Service Updates
 - Beyond ADA Policy Exemption expires January 1, 2025
 - Service has been running from 85% to 90%
 - Currently have 58 Operators Full Time, 5 Part Time and 5 in training
 - Vehicle Updates
 - 55 out of 75 vehicles are in service
 - 10 brand new buses
 - 10 out of service that need minor repairs
 - Annual Trunk or Treat- October 26, 2024
 - MyKey Card Update
 - Starting October 1, 2024, Access riders can load funds to their MyKey Access card to pay for trips on the paratransit bus.
 - This is an added option. Current payment methods will still be available: cash, ticket or balance.
 - New fare validators will be on every bus
 - Each rider will use their access card to tap the validator upon entering the bus.

- **Discussion regarding no quorum today with Board Director Adairius Gardner**
 - MAC Concerns
 - Committee feels underutilized
 - Bylaws have not been updated

 - Adairius Gardner
 - Will speak with IndyGo CEO Jennifer Pyrz to discuss concerns.
 - Will discuss in upcoming meetings how to assist MAC with their efforts to do outreach

- **Donna Foreman**
 - Paratransit Top Concerns
 - Schedule Adherence, Courtesy & Fares
 - Fixed Route Top Concerns
 - Pass-By, Courtesy & Safety

Additional Questions/Concerns

- Mayor's Advisory Council on Disability would like an IndyGo representative to attend meetings in the future

Mobility Advisory Committee
September 18, 2024

Name	Present		Approval May Meeting Minutes		Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay
	Yay	Nay	Yay	Nay								
Chris Hollingsworth	✓											
Amanda Bagwell		X										
Kristina Hornaday-Alberts	✓											
Greg Meyer		X										
Bernadine Wilmer	✓											
Kendall Tilton		X										
Mark Earley		X										
Erin White		X										

Mike Roth

Mike Roth

9.18.24

Date

Note: no quorum to vote.

Mobile Advisory Committee Agenda

Date: Sept. 18, 2024

Time: 5:00pm – 6:30pm

Location: zoom

1. Introduction of those in attendance
2. Reading of minutes
3. Update on Mac membership Greg Meyer
4. IndyGo updates and concerns
IndyGo updates and concerns (5 pm – 6 pm)

Mike Roth - IndyGo

- Fixed route, upcoming route changes
- Fixed route staffing
- Purple line Launch Oct 3rd, 2024/Check IndyGo's website for up-to-date Purple line information
- New Director of Mobility Solutions – LaTessa McClendon

Angela Milroy – RATP Dev

- Service updates
- Vehicle updates
- Staffing
- Upcoming Community Events
- New Maintenance Manager
- Fare Validators

Anthony Hughes – IndyGo

- New paratransit vehicles/status of fleet

Donna Foreman

- Top 3 comment concerns for fixed Route and paratransit

6. Old Business

- a. the future of this committee
- b. How can the MAC better engage our community?
 1. Access to the Indygo Mac email that is on the website.
 2. Can we get our own dedicated website.
 3. Can we hold a monthly zoom meeting for consumers.
 4. Should we seek a spot on the boards Agenda at heir meeting following our meeting?

7. New Business

- a. discussion of available reports

Time for open discussion

Michael Roth

From: Michael Roth
Sent: Friday, September 13, 2024 10:08 AM
To: Chris Hollingsworth
Cc: Michael Roth; LaTessa McClendon; Anthony Hughes
Subject: RE: july minutes

Good morning, Chris,

Attached are responses to the questions that you have on the agenda.

b. How can the MAC better engage our community?

1. Access to the IndyGo Mac email that is on the website. - ***As a government entity, we must adhere to specific public records and transparency protocols. Therefore, we cannot grant access to the IndyGo Mac email account. It is essential that IndyGo is prepared to respond appropriately if a public records request is submitted. To ensure this process runs smoothly, we must maintain oversight of the website and the inquiries it may receive.***

2. Can we get our own dedicated website. - ***As the MAC is a committee of the board, any web presence must align with the overarching policies and guidelines set forth by the board. Currently, we are unable to accommodate requests for individual websites for committees. This ensures consistency in communication and representation across all board activities.***

3. Can we hold a monthly zoom meeting for consumers. - ***Regrettably, IndyGo does not currently have the resources to facilitate an additional monthly meeting. Any such meetings would require the involvement of an IndyGo staff member, which is not feasible at this time. We encourage you to explore alternative ways to engage with consumers within the existing framework.***

4. Should we seek a spot on the boards Agenda at heir meeting following our meeting? - ***We will certainly bring this matter to the board's attention.***

Please let me know if you have any questions.

Thanks,

Michael L. Roth
Deputy Chief Transportation Officer
Office: (317) 614-9208
mroth@indygo.net

Leadership APTA Class of 2024



IndyGo_{SM}



1501 W. Washington St.
Indianapolis, IN 46222

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From: Chris Hollingsworth <merchantofindy@gmail.com>
Sent: Thursday, September 12, 2024 8:56 AM
To: Michael Roth <mroth@indygo.net>
Subject: july minutes

Mike

I am sorry for the delay in the agenda and this email. I have been dealing with health issue and being hospitalized over the past couple of weeks. We have managed to avoid an imminent heart attack but I missed a lot of other things. Thank you for the agenda items. I am including the agenda as it now stands. I do not have minutes from July's meeting. could you please send those as well as any reports that are available for our review. Thank you so much.

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Chris Hollingsworth
merchantofindy@gmail.com
317-691-3405
Faith Alone in Christ alone
Eph 2:8-9

Michael Roth

From: Michael Roth
Sent: Wednesday, September 18, 2024 10:23 AM
To: Chris Hollingsworth; Amanda Bagwell; Kristina Holiday-Alberts; Greg Meyer; Kendel Tilton; Erin White; bernadinew@bosma.org; markearly139@yahoo.com
Cc: Michael Roth; LaTessa McClendon; Anthony Hughes; Donna Foreman; Angela Milroy; WILLIAMS Carl
Subject: Oct 13, 2024 - Fixed Route Changes
Attachments: 2410 Maps for Operators.pdf

Hello All,

With 2410 starting on October 13th, we also have some new routes and route changes (fixed route). Attached are the maps to each new route and the changes as well. We will see you tonight.

Thanks,

Michael L. Roth
Deputy Chief Transportation Officer
Office: (317) 614-9208
mroth@indygo.net

Leadership APTA Class of 2024



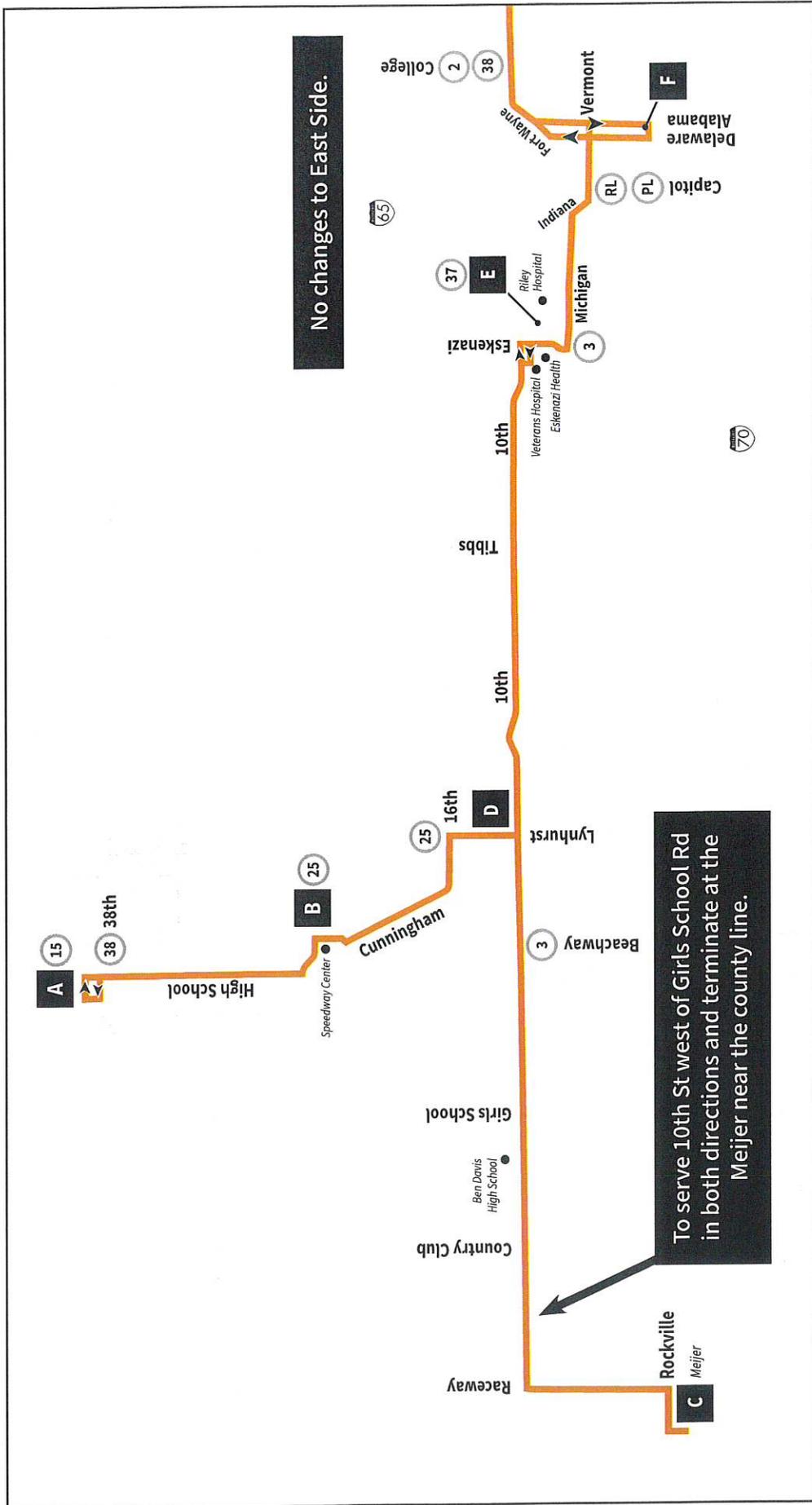
IndyGoSM



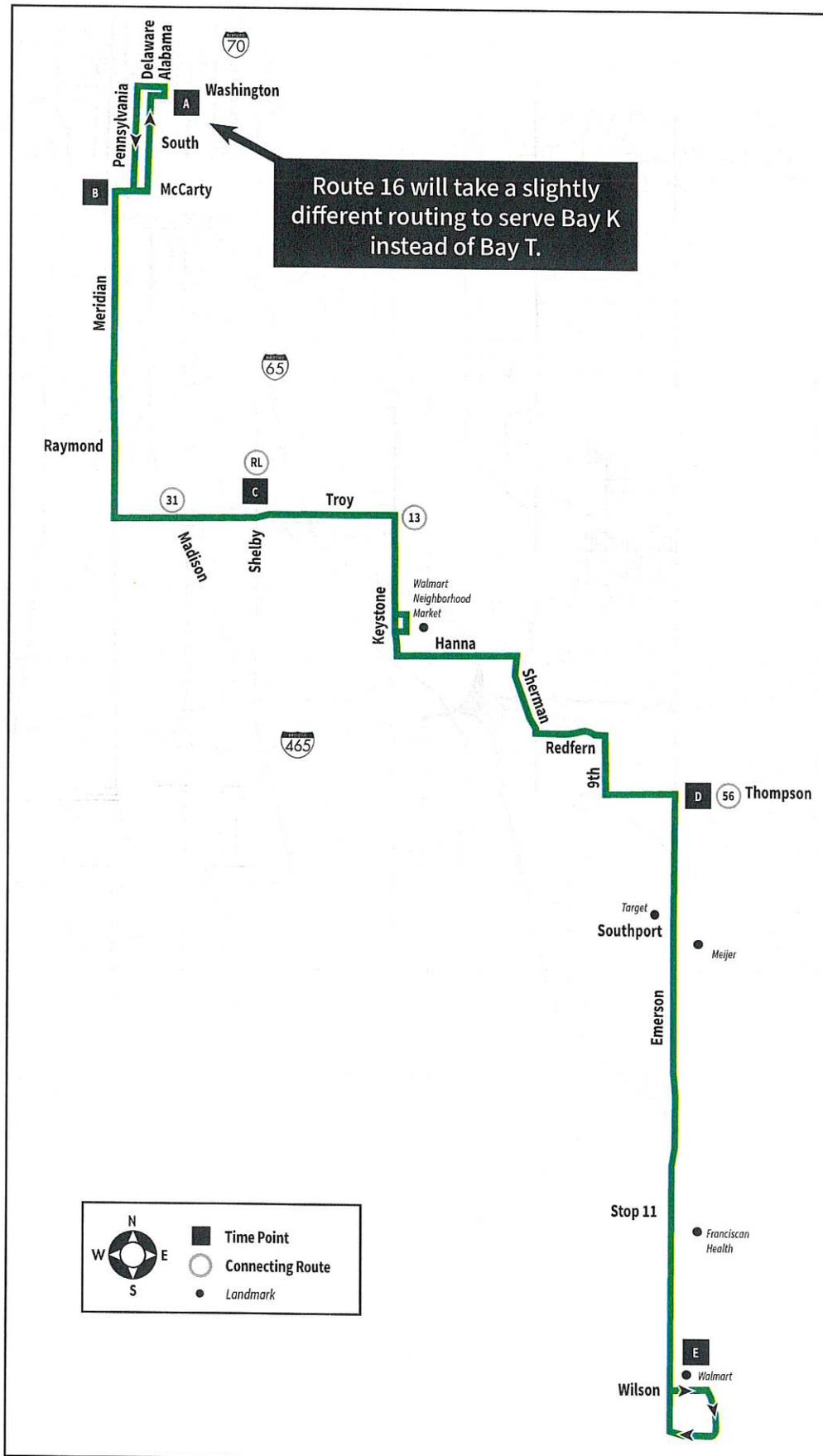
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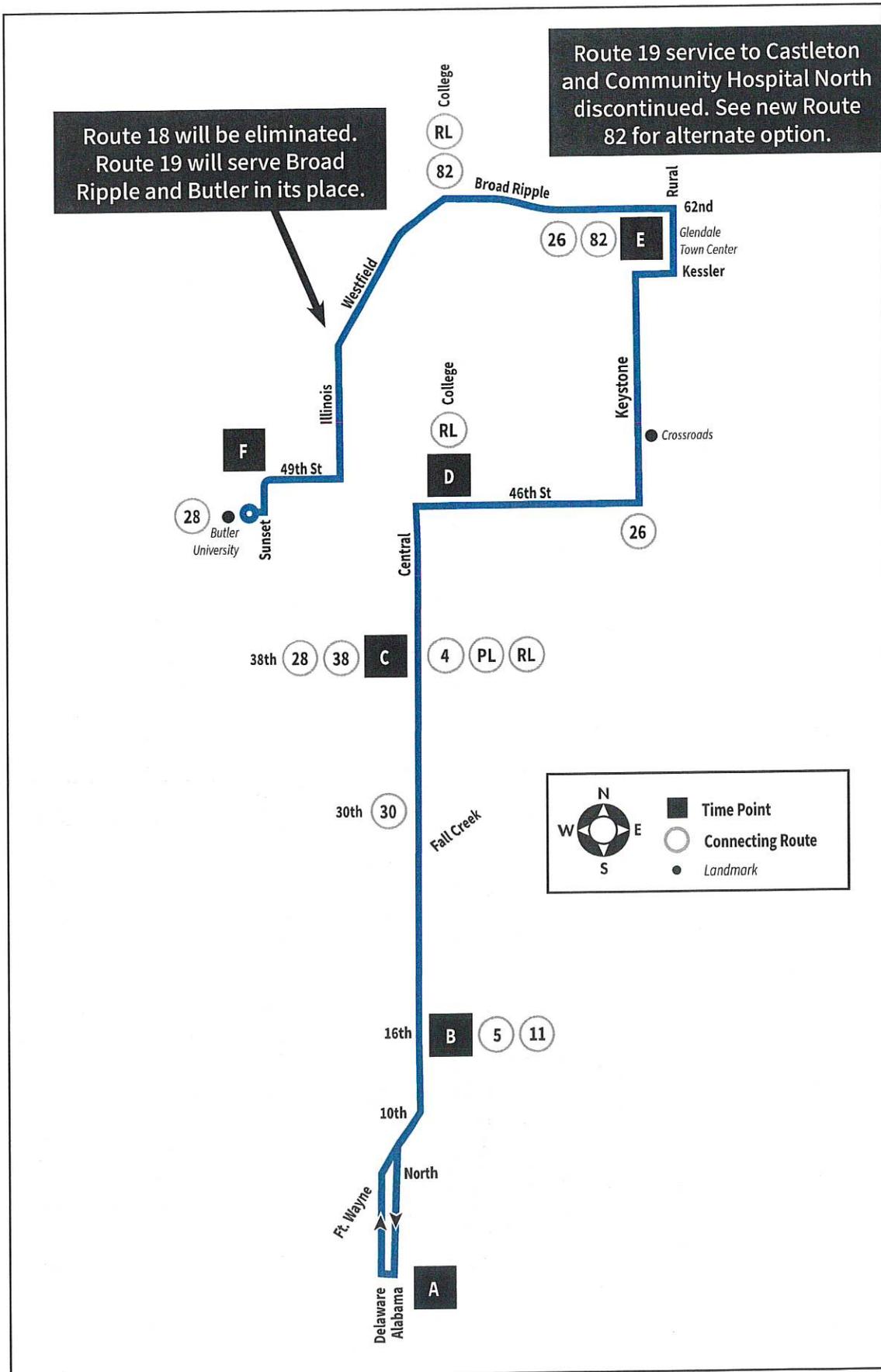
Route 10 (Effective 2410)



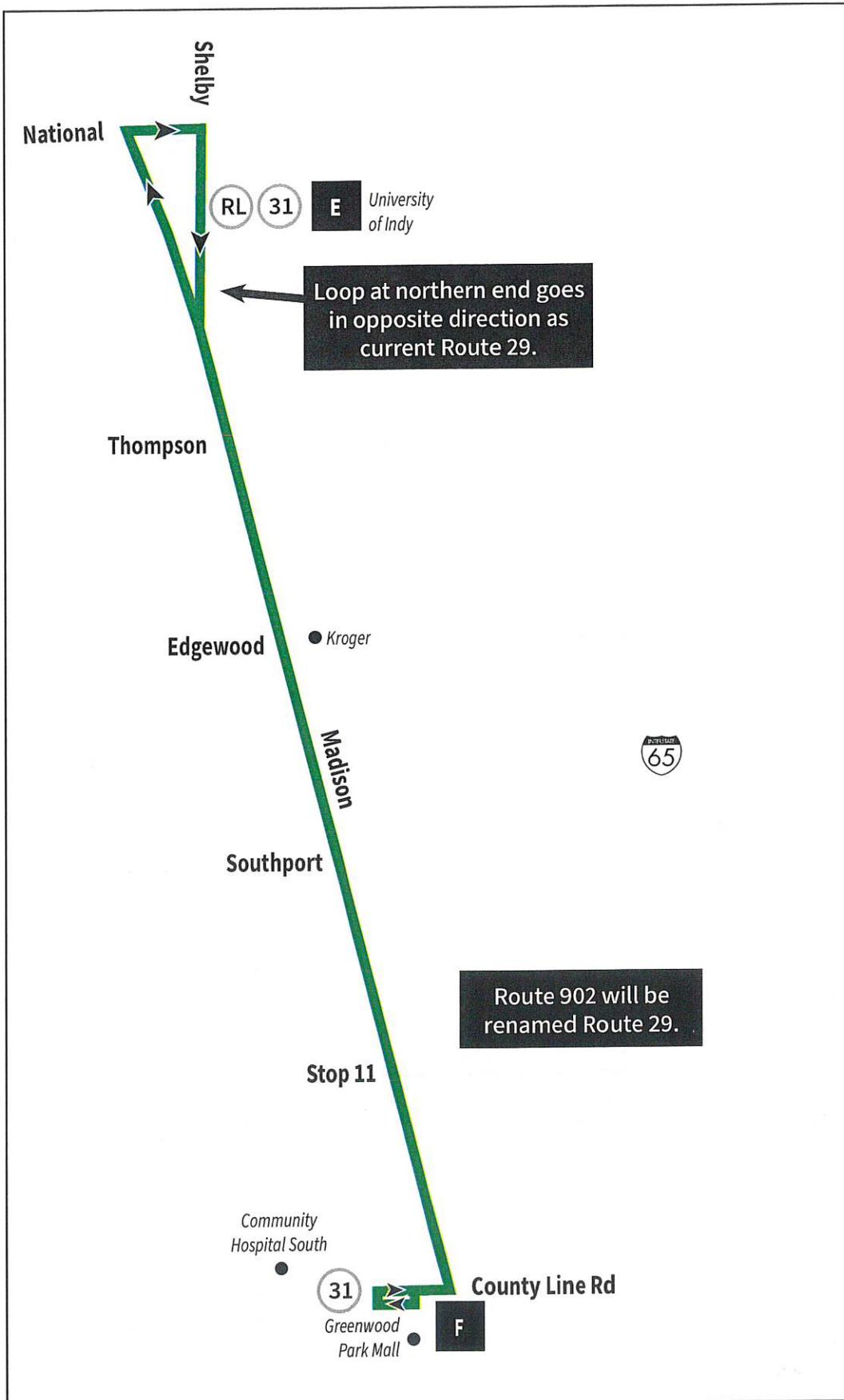
Route 16 (Effective 2410)



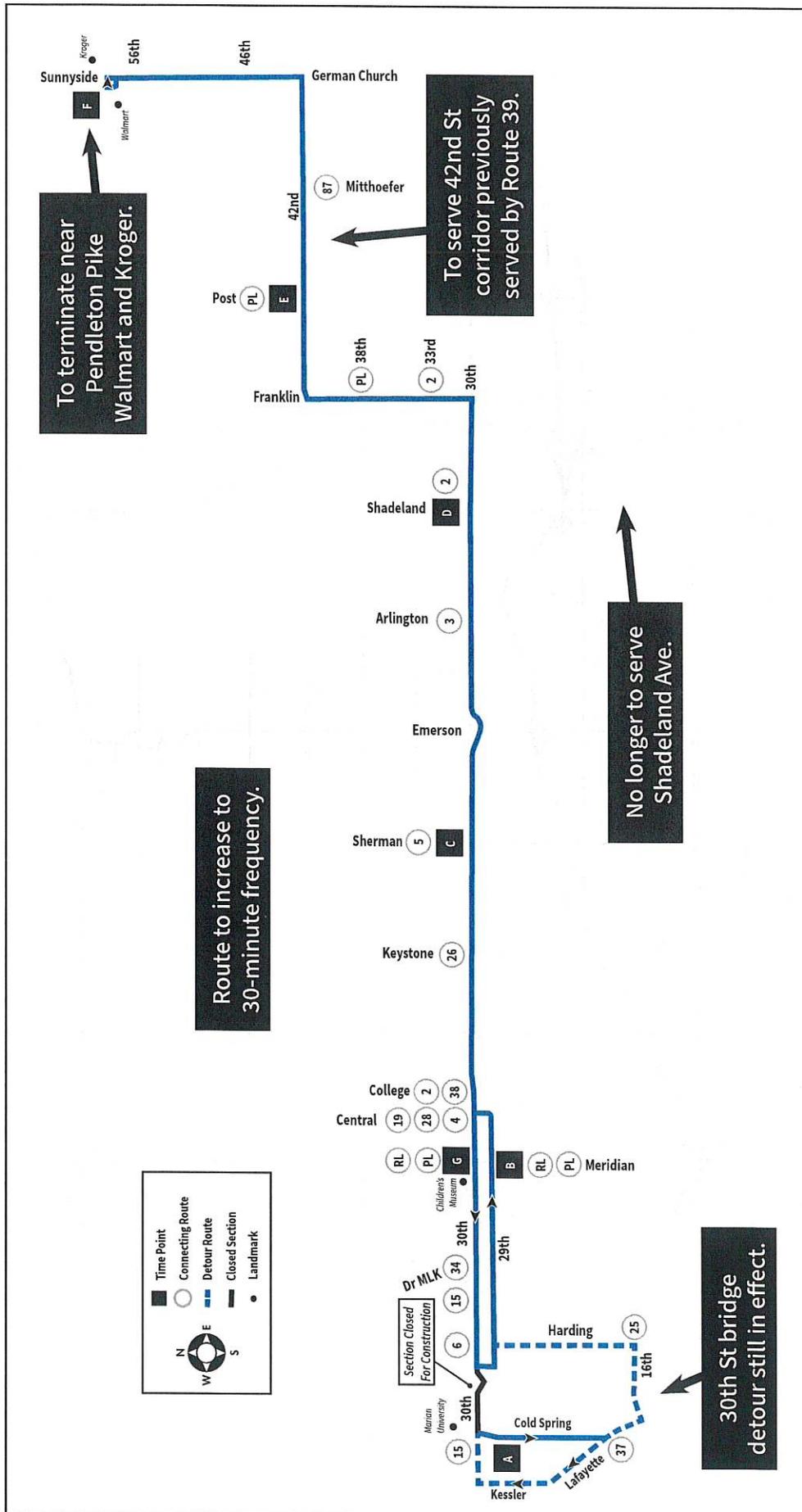
Route 19 (Effective 2410)



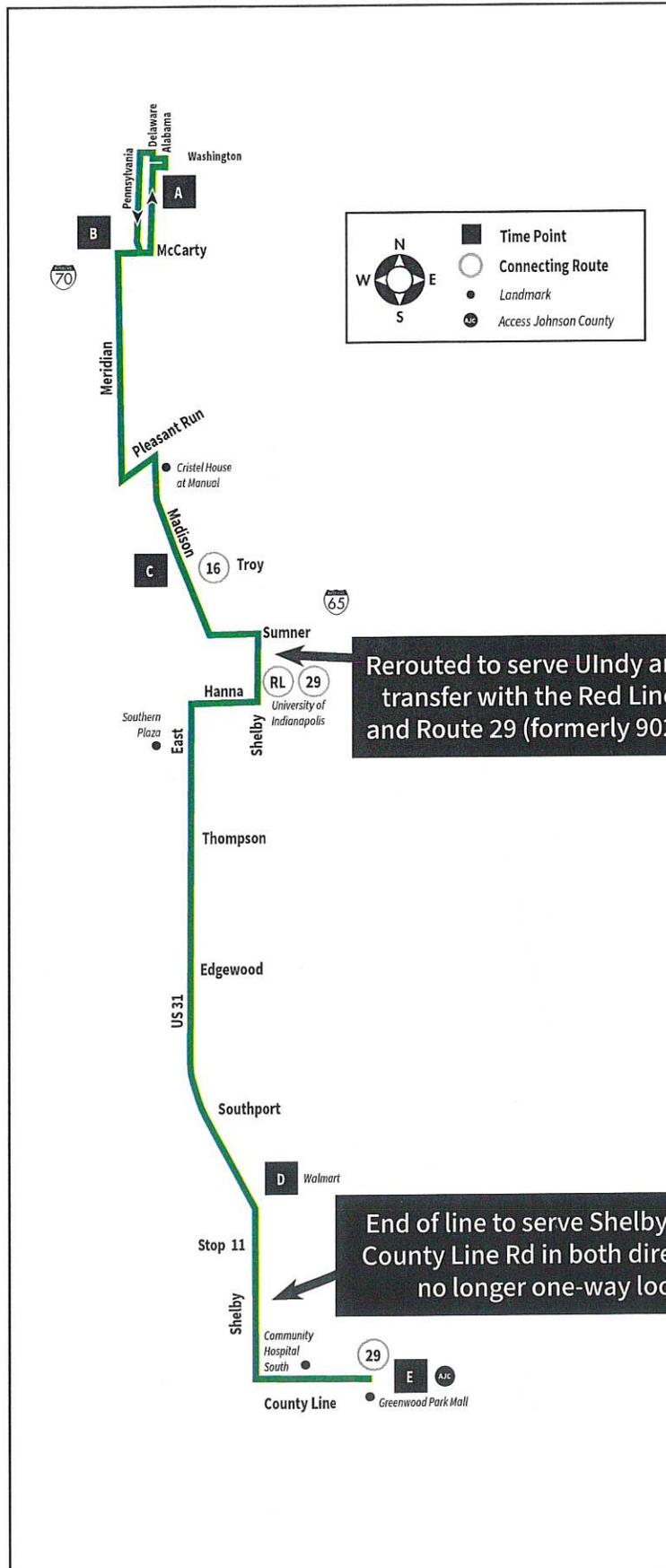
Route 29 (Effective 2410)



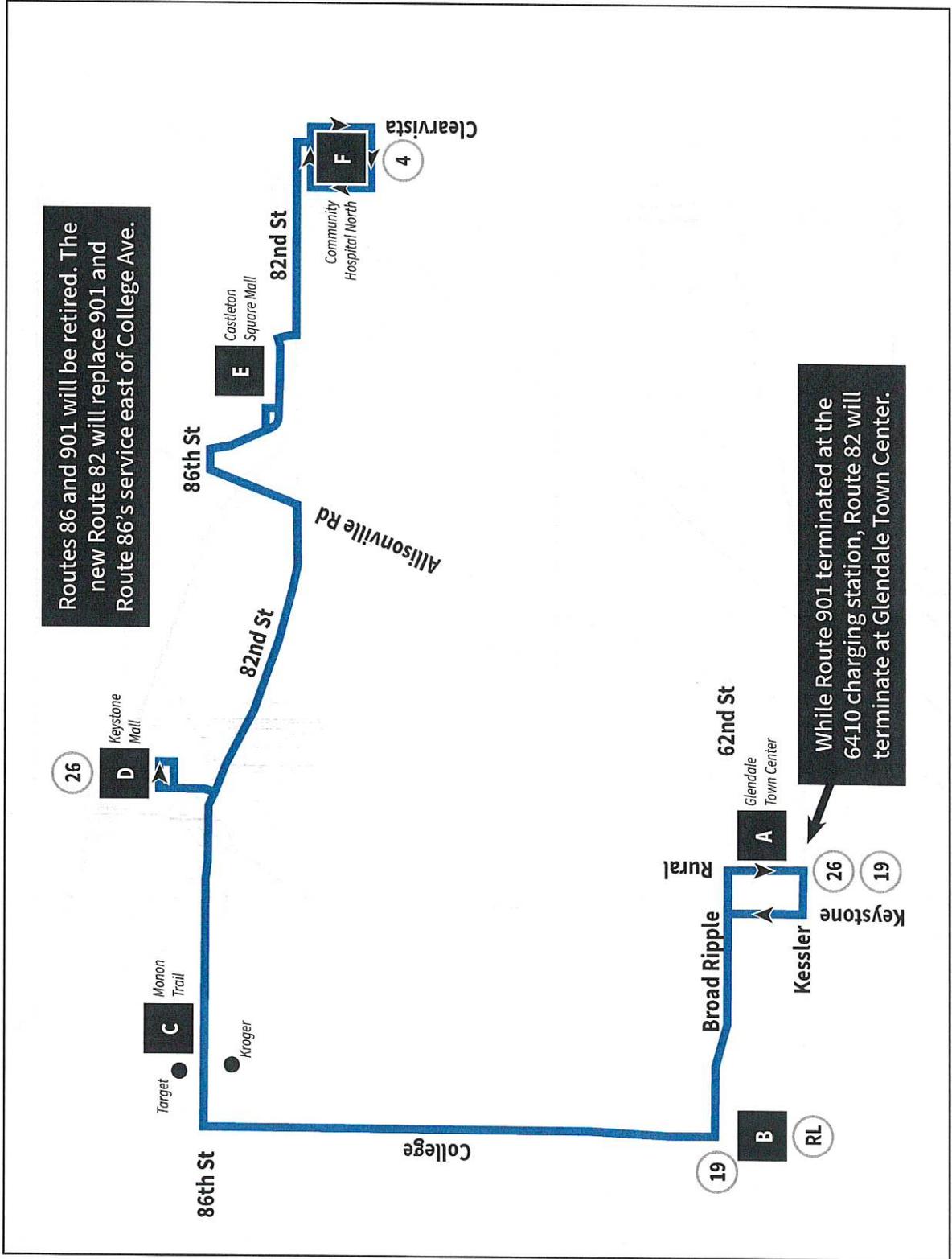
Route 30 (Effective 2410)



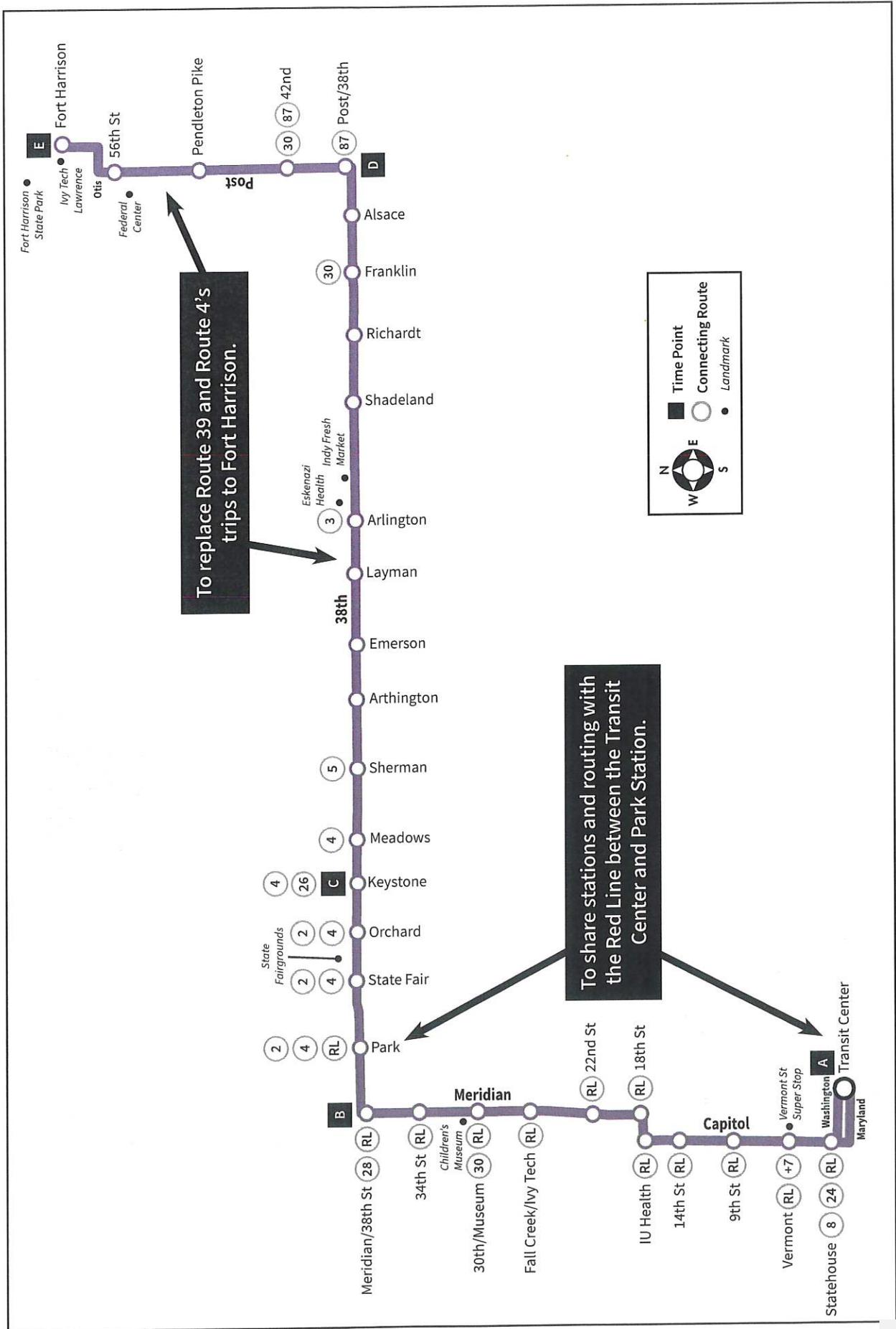
Route 31 (Effective 2410)



Route 82 (Effective 2410)



Route 92/Purple Line (Effective 2410)



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Risk and Safety Division Report – September 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: October 24, 2024

Risk and Safety Department Report

- On September 10th, team members from the risk and Safety Department participated in a Safety webinar roundtable on “Bus Safety and Design Impacting Operator Visibility” hosted by the Department of Transportation. This event was valuable in giving feedback to DOT and bus manufacturers on the call of the challenges that operators face. The call was over an hour and thoughts were shared to increase safety for operators. We are hopeful that the feedback that was given can affect current and future designs within the next two years.
- IndyGo’s director of Risk and Safety Brian Clem, attend sever planning meeting for the American Public Transportation Association in the planning agenda for the APTA Mid-Year Risk and Safety conference that will be held in Alanta Georgia in December of this year. Brian Services is in the position of Vice Chair for the Risk management committee and will be a guest speaker for the Bus Safety committee for emerging technology during the conference. Brian will teach a class on the Sunday before the conference for the best practices for risk managers.
- During the Month of September various team members from Risk and Safety updated several Important documents related to Safety and Security to be submitted before the launch of the Purple-Line. The documents updated were the Safety & Security Management Plan, Operation Hazard Analysis Plan, Preliminary Hazard analysis Plan, Threat Vulnerability Analysis Plan, and the Safety and Security Certifiable Elements document. All these documents are living documents and require updating along with the project’s development and before revenue service operation. These documents are intended to lower risk, increase safety and security functions, and to increase the effectiveness of our operation. Final work will continue through the launch of the Purple-Line on October 13, 2024

September 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 September 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>
Stephen Thein	5963	32	36
Kirk Thompson	6014	21	28
Donald Ellison	1739	20	26
Leo Scott	5447	20	22
Alvin Knox	8191	15	15
Bevelyn Anderson	8194	13	15
Mamadou Goudiaby	8185	12	15
Nicole Byrd	803	9	21
Gregory Scott	8719	7	10
Salaha Keita	9041	6	7
Kizzy Davidson	8904	5	8
Nakia Davies-Dada	9372	5	5
Floyd Houston	9417	5	2
Steven Goodrich	9695	3	5
Robert Kenneth	8977	3	7
James Miller	9581	3	5
Senetria Cargile	9226	2	6
Keith Griffie	9376	2	5
Lavada Spaulding	10488	1	2
Kyisha Bond	9954	1	3
Gabriel Emmons	10192	1	2
Jeune Nadege	10545	1	1
Brittany Robinson	10143	1	1

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

Congratulations and Thank You!

Public Transportation Agency Safety Plan (PTASP) Required Safety Risk Reduction Program Measures:

Indianapolis Public Transportation Corporation (IPTC), IndyGo, established a procedure per the FTA National Public Transportation Safety Plan, and the updates from the Bipartisan Infrastructure Law to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety risk reduction programs aim to improve safety performance by reducing the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to the National Transit Database.

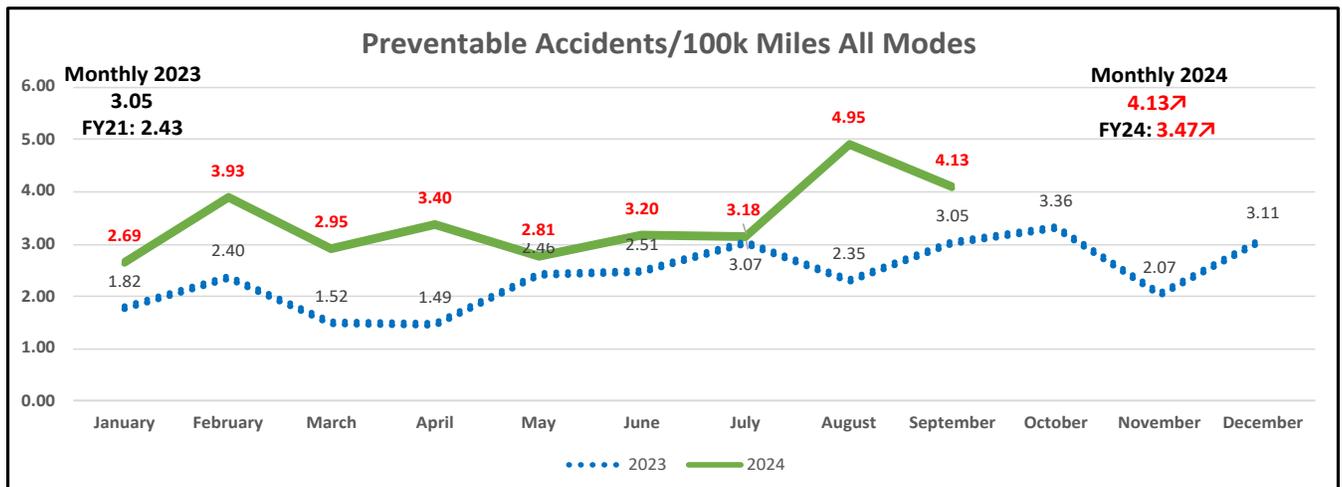
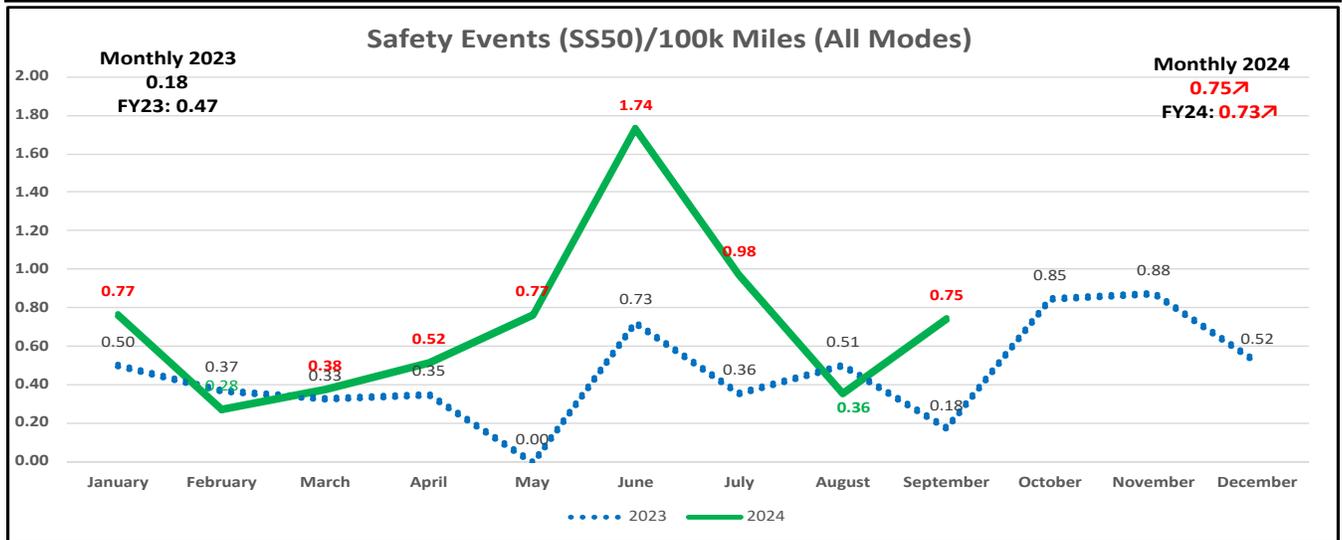
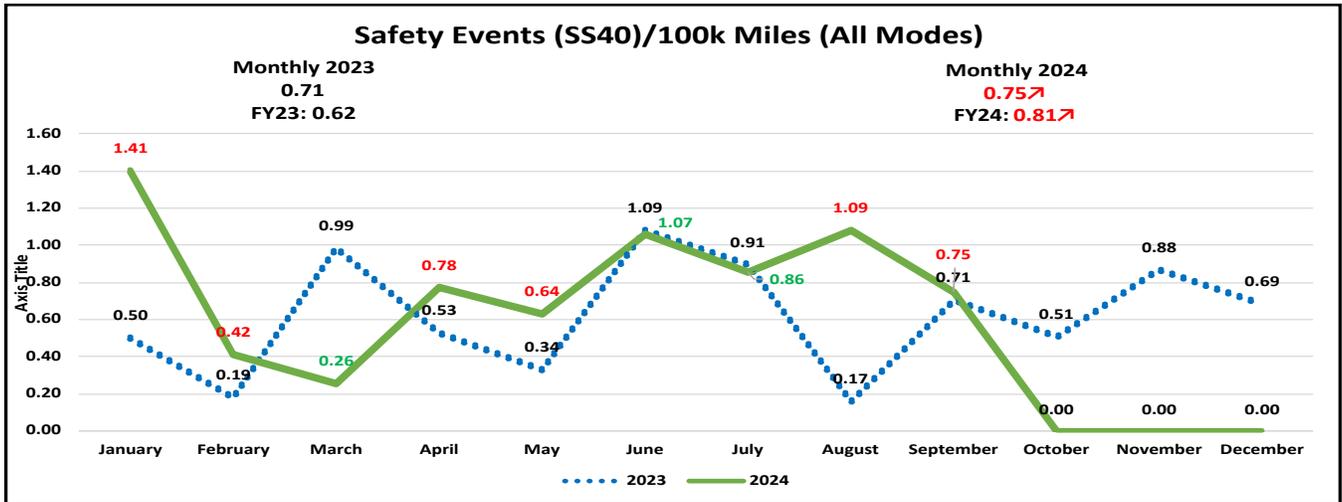
2024 Risk Reduction KPIs						
Measure	Definition	Risk Reduction Goal	3rd Quarter	July	August	September
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events.	39.00	15	12	12
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19	1.60	1.84	1.46	1.5
Collision Rate	This includes all collisions reported to the NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76	0.90	0.86	1.09	0.75
Pedestrian Collision Rate	This includes all collisions "with a person," as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collisions with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.	0.04	0	0	0.13
Vehicular Collision Rate	This includes all collisions "with a motor vehicle," as defined by the NTD, divided by VRM.	Reduce Vehicular Collision Rate. 5% decrease from the prior year, <7.06	5.66	5.88	5.1	6.01
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0.00	0	0	0
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	0.00	0	0	0
Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Zero vehicle and employee fatalities	0.04	0.12	0	0
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.	5.67	8	3	6
Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43	0.70	0.98	0.36	0.75
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories "Transit Employee/Contractor," "Transit Vehicle Operator," and "Other Transit Staff," divided by VRM.	Reduce reported Operator Injuries from reported accidents. 5% decrease from the prior year, <1.13.	1.46	1.71	1.21	
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.	3.00	4	0	5
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.15.	0.56	0.49	0	0.63
System Reliability	This includes Major Mechanical System failures as defined by the NTD.					

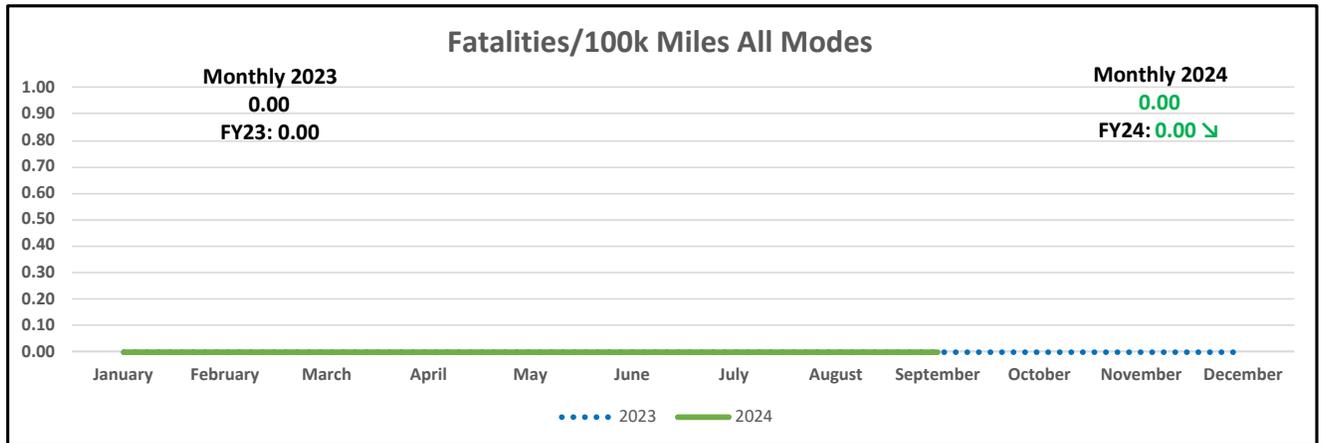
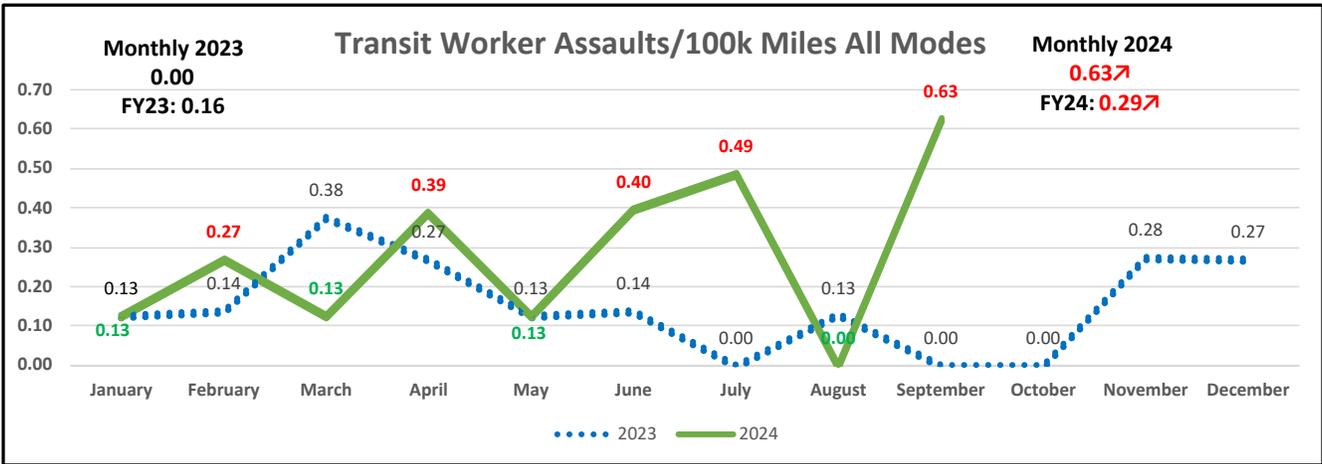
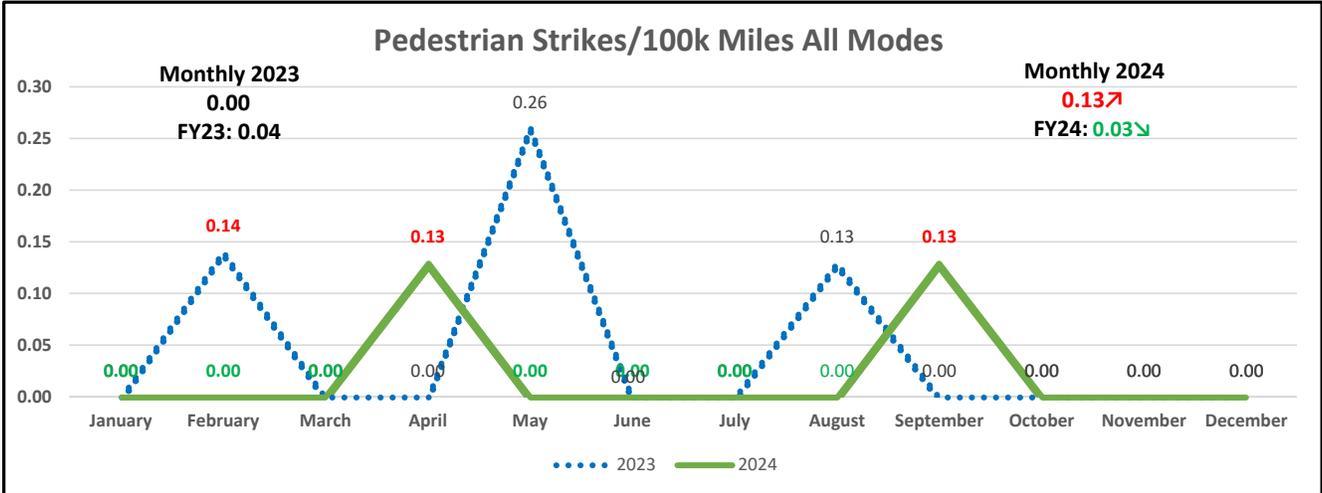
• VRM= Vehicle Revenue Mile

Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events.
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19
Collision Rate	This includes all collisions reported to the NTD, divided by VRM.	Reduce NTD Safety Events. 5% decrease from the prior year, <0.76
Pedestrian Collision Rate	This includes all collisions “with a person,” as defined by the NTD, divided by VRM.	Target is ZERO Pedestrian Collisions with an IndyGo Vehicle. 5% decrease from the prior year, <0.04.
Vehicular Collision Rate	This includes all collisions “with a motor vehicle,” as defined by the NTD, divided by VRM.	Reduce Vehicular Collision Rate. 5% decrease from the prior year, <7.06
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities
Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories “Transit Employee/Contractor,” “Transit Vehicle Operator,” and “Other Transit Staff,” divided by VRM.	Zero vehicle and employee fatalities
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.
Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.	Reduce NTD Injuries to workers and passengers. 5% decrease from the prior year, <0.43
Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories “Transit Employee/Contractor,” “Transit Vehicle Operator,” and “Other Transit Staff,” divided by VRM.	Reduce reported Operator Injuries from reported accidents. 5% decrease from the prior year, <1.13.
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.
Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD divided by VRM.	Target is ZERO Operator assaults. Have 5% decrease from the prior year, <0.15.
System Reliability	This includes Major Mechanical System failures as defined by the NTD.	

Safety and Accident Data

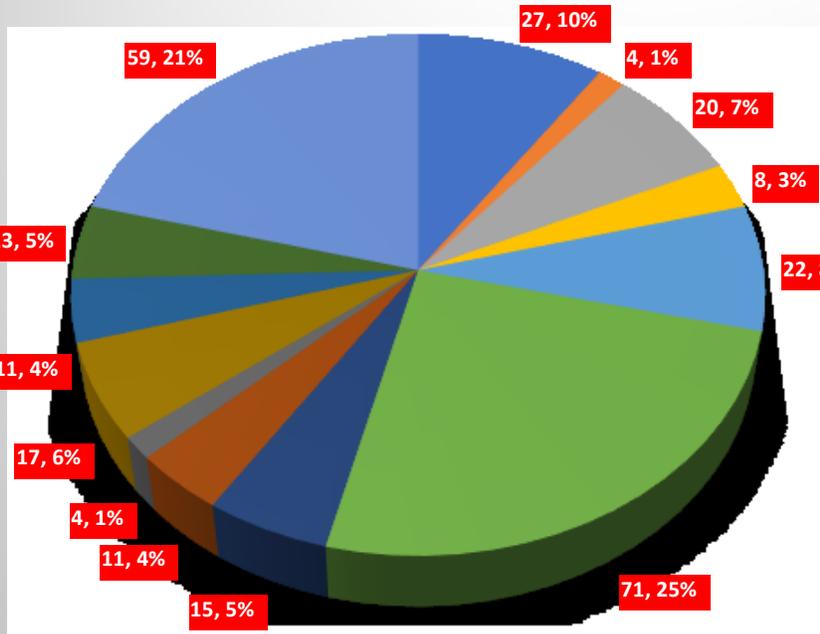
September 2024 Compared to September 2023 Data All Modes:





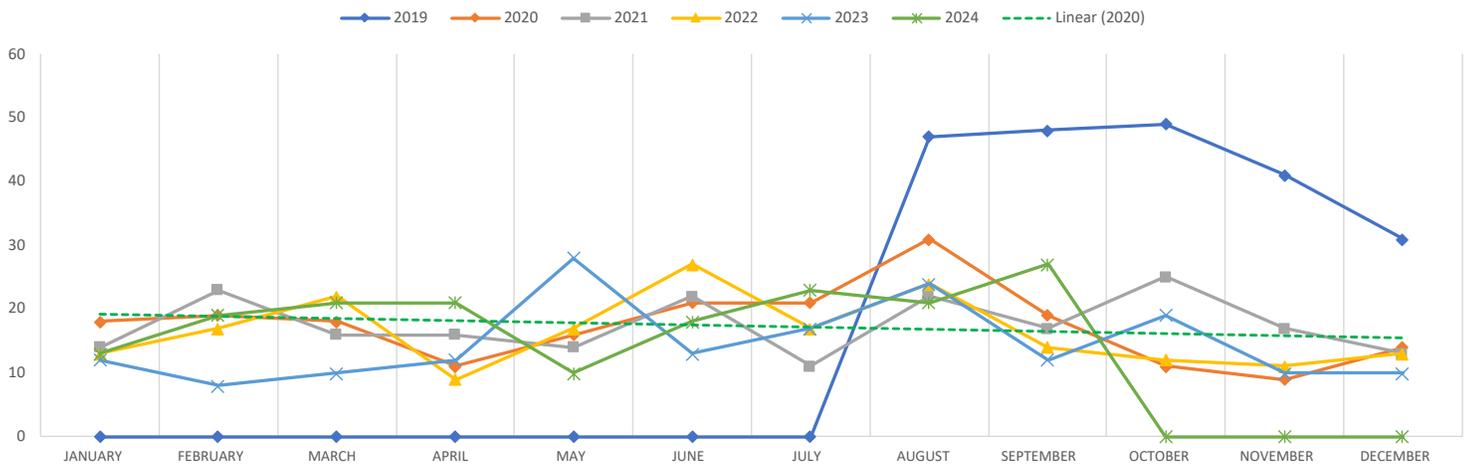


Red Line September 2024



- Total Number of Traffic Accidents (TA)
- Total Number of Traffic Incidents (TI)
- Location where most incidents occurred (Capitol)
- 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

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Planning & Capital Projects Division Report – September 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: October 24, 2024

STRATEGIC PLANNING

Regional Mobility Integration

Section 5307 – Two counties are working to procure services for 2025, as their contract expires at the end of 2024. IndyGo staff are working to update compliance documents and create a subrecipient toolbox for subrecipient staff.

Section 5310 & 5339, Call for Projects – IndyGo staff received Board approval to purchase vehicles for area subrecipients during the regularly scheduled board meeting on April 25, 2024. Grant letters were sent to awarded parties and invoices are being issued. IndyGo Procurement created purchase orders and orders were placed with Midwest Transit Equipment, utilizing the state’s quantity purchase agreement, or QPA, with the Indiana Department of Administration.

Customer Perception Survey

The Customer Perception Survey started in 2023 with a pilot. The intent of this survey is to better understand the customer experience and to suggest changes based on the feedback obtained. The survey is conducted in-person, at the Julia M. Carson Transit Center and is staff for an entire week. For 2024, transit ambassadors and temporary staff were employed from 6 am to 10 pm. They surveyed approximately 800 people: capturing the results with tablet devices. Another 200 customers took the survey online. Staff anticipates being able to share findings and recommendations from this survey in a couple of months.

ENGINEERING & CONSTRUCTION

Blue Line BRT

IndyGo staff continue to work with the FTA to get to a Small Starts Grant Agreement executed before the end of this year or early next year. Having previously completed the 100% design package, the design team finalized construction contract documentation in time for the October 1st bid date. A well-attended pre-bid meeting was conducted on October 8, 2024. Staff are currently preparing a written response to questions posed by interested parties. Staff anticipates bringing an action item for the construction contract before the IPTC Board of Directors in December. Construction is still anticipated to begin in Q1 2025, utility relocations will start towards the end of this year into Q1 2025. The next round of public outreach is planned for January 2025 ahead of construction start.

Purple Line BRT

Construction of the Purple Line bus rapid transit corridor project has been completed and the line is open to revenue service. Staff expects to continue to have a minor punch list of outstanding items to be completed for both Package A and Package B in the coming weeks. The construction management team and IndyGo staff continue to meet weekly with contractors and stakeholders who are actively monitoring, communicating, and managing the opening of the route. The Purple Line readiness team continues to hold internal coordination meetings involving representatives from various departments across IndyGo to mitigate any issues as revenue service continues.

Local Route Transit Signal Prioritization (TSP)

The final report for the local route TSP network has been submitted and is being reviewed by staff. It will be used to guide implementations over the next several years and should be completed this month. A task order for the first system implementation is planned to be brought to the Board for approval before the end of the year.

Local Bus Stop Improvements

IndyGo continues to work to bring more local bus stops into accessibility compliance. Construction on 56 local stops along Lafayette Road and the surrounding area is currently underway and is expected to be completed this fall. Approximately 75 stops are planned for construction in 2025 on the near east side of town, and additional stops are in planning for future years.

IndyGo's annual budget allocation of \$900,000 in local funding has been supplemented over the last few years with grants to support this effort. Grantors have included the FTA Areas of Persistent Poverty grant program to cover design costs, and grants from IU Health and a matching grant from the City of Indianapolis' Indy Neighborhood Infrastructure Partnership help cover construction costs.

CTC Inductive Charging for the Purple Line

This project includes the addition of an inductive charging unit at Bay D at the Julia M. Carson Transit Center. The installation and commissioning of the inductive charging unit was completed ahead of the launch of the Purple Line. Only a short list of minor punch list items remains, none of which should interrupt service.

CTC Washington Street BRT Docking

IndyGo is seeking to add two 60' bus bays along the E Washington Street frontage of the Julia M. Carson Transit Center. Design began in January 2024. IndyGo received the 60% design submittal in August and has already provided review comments to the designer. A test-run of the current docking design was carried out on July 15, which confirmed for the team that the design is the best alternative for all end users. Construction could start as early as 2025. Kimley-Horn, the Designer of Record, is currently in conversations with architecture firms to serve as advisors for the design, manufacturing, and construction of the canopy that is needed.

Near-Miss Crash Video Analysis and Rider Safety Survey

IndyGo is seeking to record near-misses at key intersections. This survey will also collect data about vehicle-pedestrian interactions and vehicle-cyclist interactions. Safety countermeasures will be implemented after the analysis is complete. A safety survey will also be conducted with riders on-board IndyGo buses. Solicitation release is expected in October 2024, with recording likely to take place in Spring 2025. IndyGo is coordinating with Indianapolis Department of Public Works on this project, who have recently used smart video-recording technology and done near-miss analyses of their own.

FACILITY PROJECTS

CTC Raingarden Handrails

Onsite work is substantially complete with Designer and Contractor addressing final punch list items. Final inspection is being scheduled and coordinated alongside the completion of CTC-Inductive Charging Project.

CTC Camera Upgrade

This project will eventually 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 experienced delays while staff work through some issues brought forward by the prime consultant. An invitation to bid will be issued at the end of October and ready for Board action on December 19, 2024.

CTC Interior Renovations

Informed by the BRT Docking Study, the goal of this project is to improve space utilization, building functionality, security, and safety for daily users of the Julia M. Carson Transit Center. This project requires the reconfiguring of existing spaces and the addition of two new public restrooms within the building's existing footprint. The project team is working on a request for qualifications to secure architectural, engineering, and space planning services. Staff still anticipates engaging the services of an architectural and engineering firm this year. Construction could begin in 2025.

West Campus Electric Charging Stations for Purple Line, Phase I and II

Project work is complete with a total of 22 new electric chargers installed and programmed ahead of the Purple Line launch. The project team is working with BYD to replace a few circuits on 2 or 3 of the new chargers. These replacements are not anticipated to hinder IndyGo's ability to continue to operate the Purple Line now that it is operational.

West Campus Garage Renovations and Repairs

As a reminder, this project includes several renovation or repair work packages for the 1501 maintenance garage as follows:

A construction contract for the garage bay renovation work has been awarded and a notice to proceed has been issued. Work will begin once a building permit is received. Staff still anticipates that this work will be substantially complete by the end of the first quarter of 2025.

IndyGo is in the process of securing quotes for the repair of stair step cracking in the concrete masonry walls in the West Campus garage. Quotes are due by November 1, 2024. Staff anticipates this work being completed before the end of the first quarter of next year.

IndyGo is finalizing a task order for architectural and engineering services to replace the aging fuel storage system and supply lines at the West Campus garage. This work is anticipated to begin in Q1 2025.

West Campus Historic Duesenberg Building Repairs

This project kicked off in April and includes needed masonry, window, and door repairs for the historic Duesenberg Building. This project is being performed under two procurement packages – one for masonry work and the second for window repairs.

A construction contract has been awarded for the masonry work and a notice to proceed has been issued. The work is expected to be completed before the end of the year, provided we don't experience any inclement weather.

An invitation to bid has been issued for window framing repairs and painting. Bids are due on October 30, 2024, and staff expects to bring a recommendation before the Board on December 19, 2024. The work for this package will be postponed to Q2 2025 to avoid any delays having to do with inclement weather during the winter months.

West Campus Trench Drain Replacement Project

This project will replace four trench drains in the fueling area of the Garage. Design and construction bid packages have been completed with funds budgeted for FY2024. Additional 2024 funds were requested and approved so that the project may be bid for construction in 2024. IndyGo anticipates gaining efficiency and better pricing by bidding in 2024 as a single project. An invitation for bid is planned for 10/28/24 and Board approval on 12/19/24.

Respectfully submitted,

Brooke Thomas, AICP
Chief Development Officer

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Public Affairs Division Report – September 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Chief Public Affairs Officer Carrie Black
Date: October 24, 2024

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR September 2024

ISSUE:

A report of IndyGo Public Affairs will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Carrie Black
Chief Public Affairs Officer

Attachments

Contributing Staff includes:
Carrie Black, Interim Chief Public Affairs Officer
Jordan Patterson, Special Programs Manager
Ashlynn Neumeyer, Communications Specialist
Ashley Wright, Creative Design Specialist
Ari Kasle, Head of Digital Media
Kayla Bledsoe - Outreach Specialist

September 2024 Board Report



IndyGo
SM

INDYGO.NET WEBSITE STATISTICS:

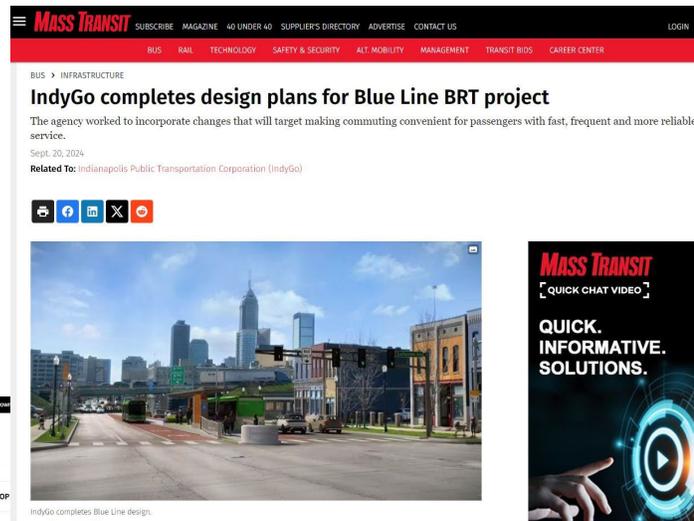
9/1/2024-9/30/2024

Page Views	200,243
Bounce Rate	40.14%
Total Users	40,775
Average Pa-geviews Per User	5.43
Total Sessions	57,106
Total Monthly Sessions Comparison to Previous Year	(Up) 3%

Mobile Share

Date	Mobile	Desktop	Tablet
Sept-24	70%	29%	1%
Aug-24	72%	27%	1%
July-24	75%	24%	1%
June-24	73%	26%	1%
May-24	71%	27%	2%
April-24	70%	29%1%	1%
Mar-24	71%	27%	2%
Feb-24	69%	29%	2%
Jan-24	70%	28%	2%
Dec-23	68%	30%	2%
Nov-23	70%	29%	1%
Oct-23	72%	26%	2%
Sept-23	83%	16%	1%
Aug-23	83%	16%	1%
July-23	83.1%	15.8%	1.1%
June-23	83.3%	15.4%	1.3%
May-23	83.1%	15.9%	1.00%
April-23	82.92%	15.92%	1.16%

Media Mention Highlights

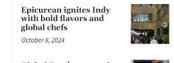


City of Indianapolis and IndyGo awarded \$19.9M to improve roadways

By HANNA RAUWORTH September 22, 2024



More by this author



This week, the City of Indianapolis and IndyGo were awarded a \$19.9 million grant from the U.S. Department of Transportation to improve road safety.

Indianapolis was one of 254 communities selected to receive a portion of the \$1 billion grant resulting from President Biden's Bipartisan Infrastructure Law creating the Safe Streets and Roads for All program (SS4A).

"The Bipartisan Infrastructure Law is the largest long-term investment in our nation's infrastructure, and it's paying off right here in Indianapolis," Congressman André Carson said.

The SS4A program provides grants to communities directly for planning and implementation of projects aimed at improving street safety.

"As a recipient of a grant through the Safe Streets and Roads for All program, Indianapolis can keep its focus on a future where none of our neighbors lose a loved one in a preventable traffic crash," Mayor Joe Hogsett said. "This grant will allow us to make dramatic changes in the lives of many of our residents by ensuring that they feel safe any time they take a walk, ride their bike, or wait for public transit."



Topics Include:

Media coverage for September 2024 was significantly themed around IndyGo's Bus Rapid Transit (BRT) lines. With the Purple Line launching Sunday, Oct. 13, many media outlets published stories about the new route, upcoming service changes and the public meetings the agency hosted to answer community members' questions.

Other outlets amplified our messaging about the Blue Line BRT route finally reaching 100% design completion after a thorough planning and design process, as well as careful consideration of community feedback and stakeholder guidance. These stories shared updated numbers for the planned infrastructure improvements and the project's estimated timeline.

Finally, the media shared IndyGo and the City of Indianapolis were awarded \$19.9 million in grant funding from the U.S. Department of Transportation's Safe Streets and Roads for All (SS4A) program for projects that make roads safer for all vulnerable road users. In this project, IndyGo bus stop improvements will take place in areas near high ridership routes.

Altogether, IndyGo was mentioned 76 times by online media alone in September.

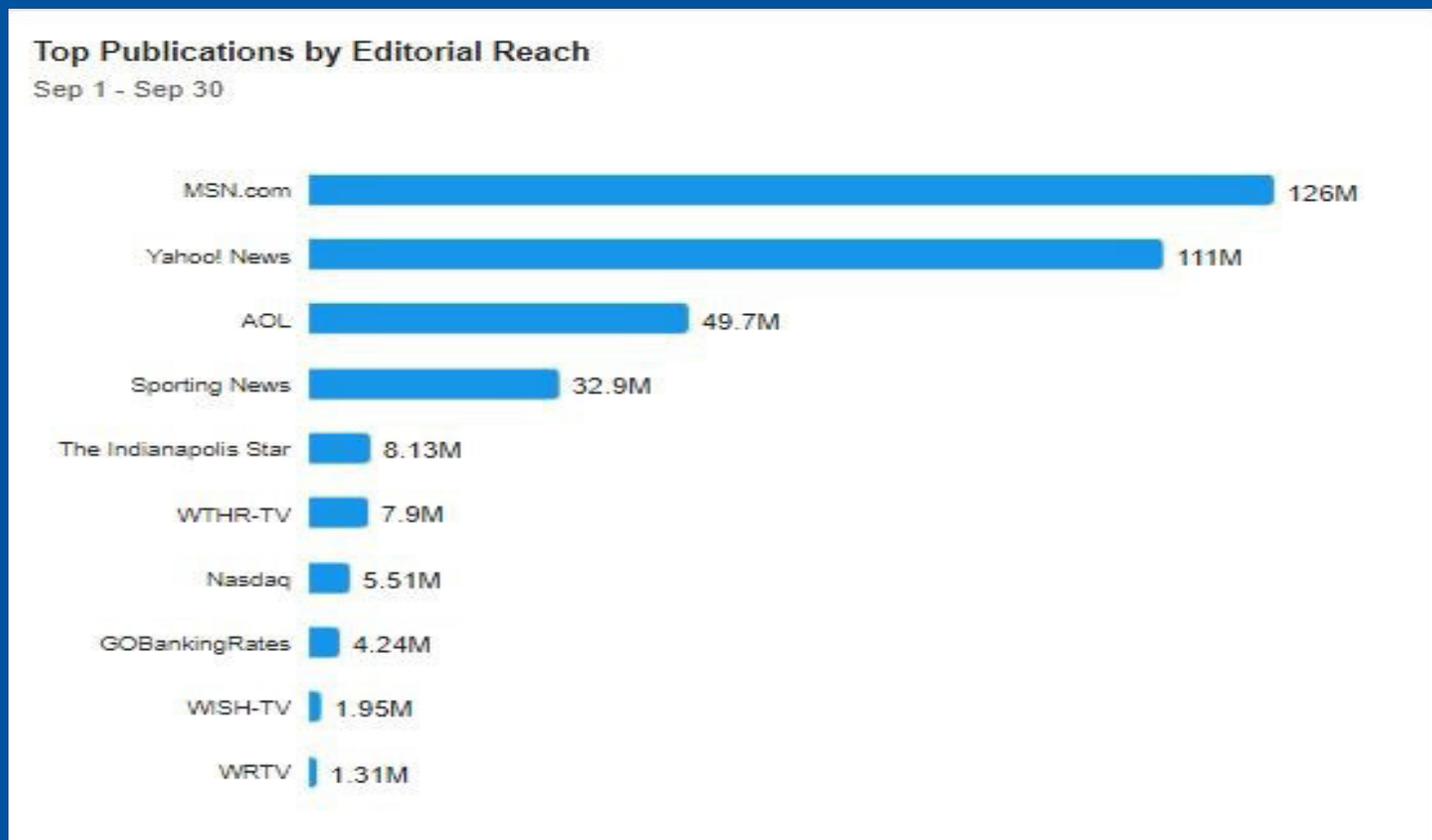
(The data below does not include IndyGo's television media coverage for September due to media monitoring database issues.)

Here's a brief coverage summary of IndyGo's online media presence:

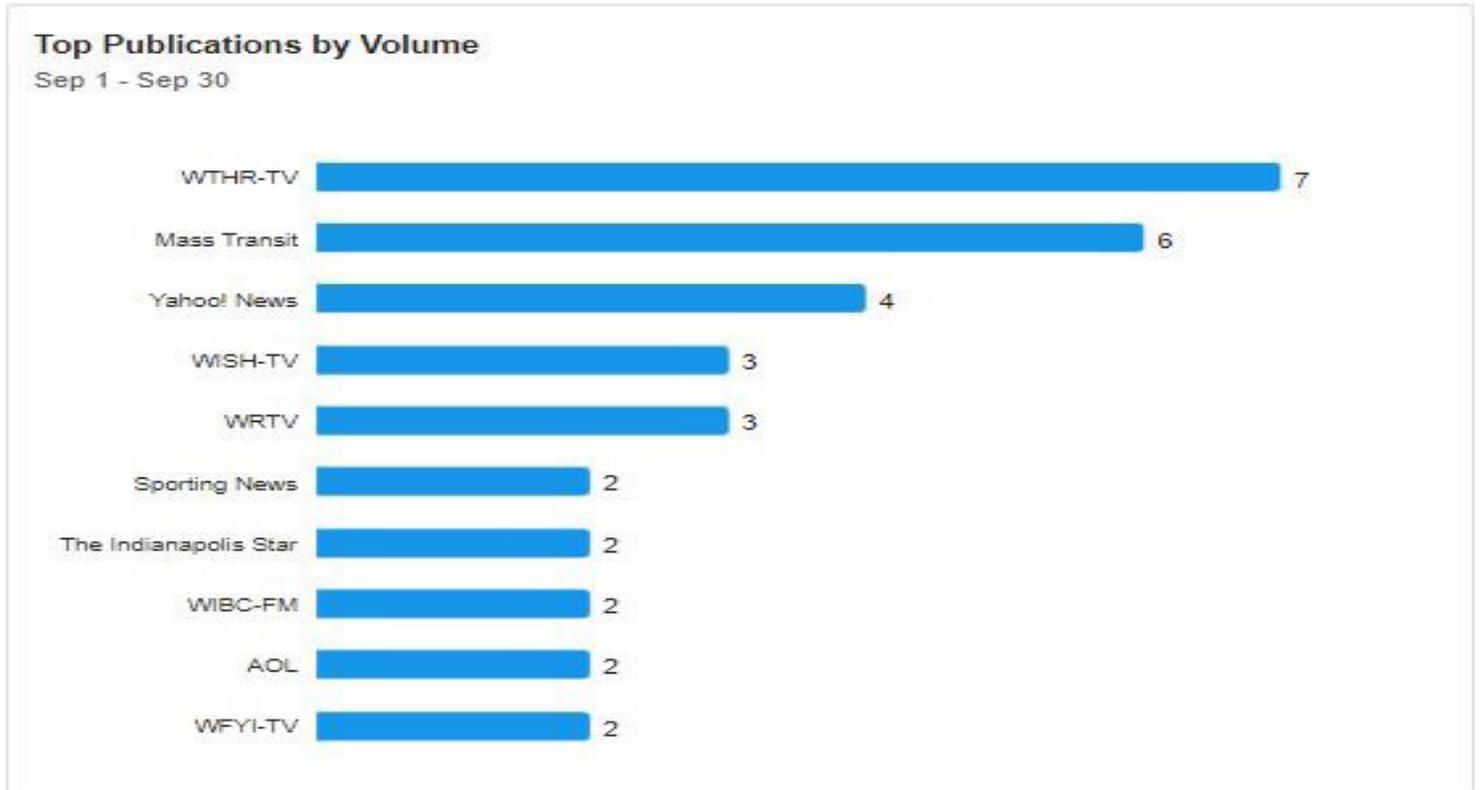
Here's a brief coverage summary:



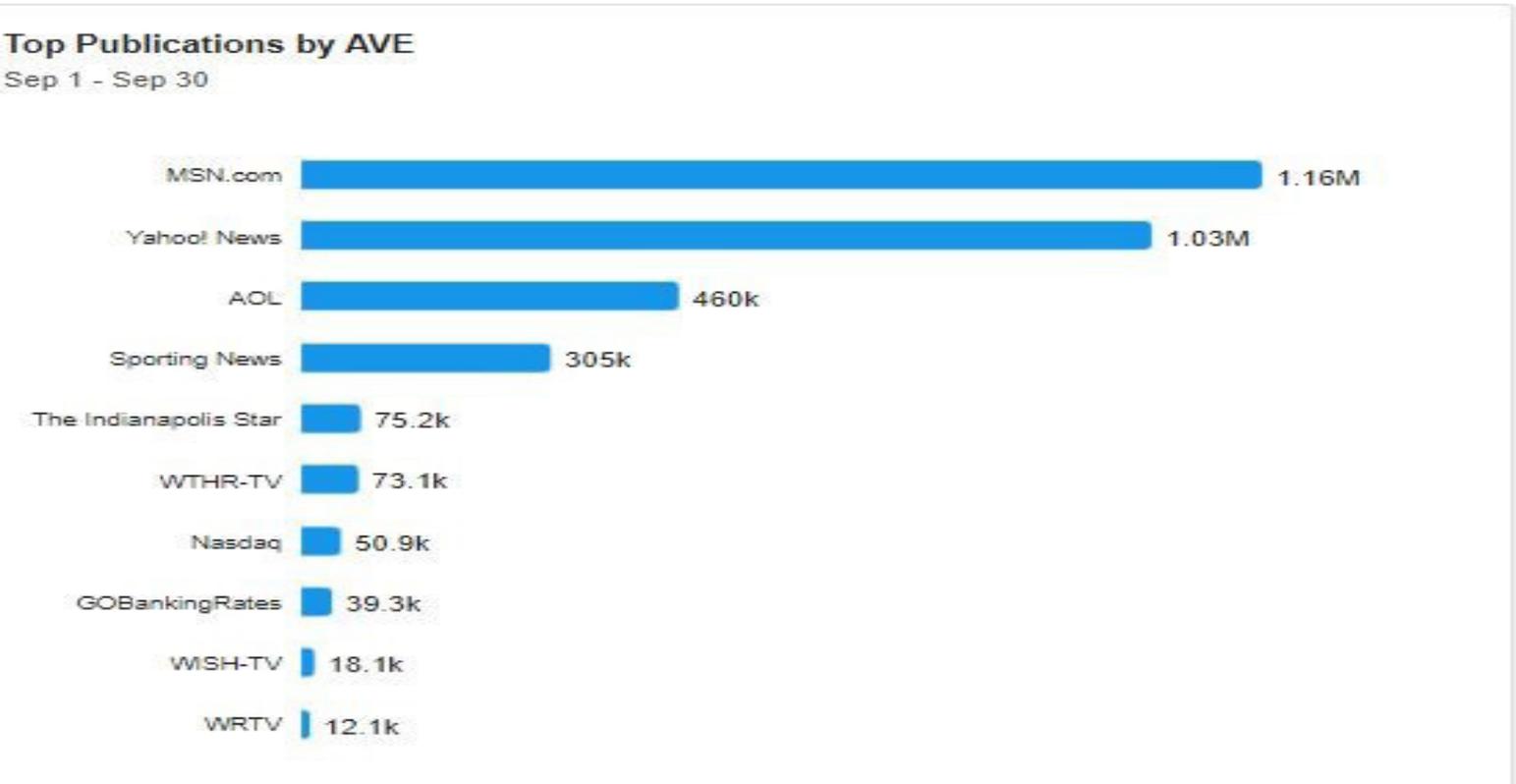
The graph below shows the top media outlets that published stories about IndyGo in September and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in September and the total potential viewership for each station or publication. The agency reached more than 348 million viewers through these channels.



The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$3,223,700.



Social Performance:

Facebook

- Had a total of 87,100 impressions
- 9,540 post engagements (1,440 more than August)
- 11,844 page likes
- 13,800 current followers (52 more than August)

September 23 at 10:04 AM

Important and inspirational words to live by. MyKey gives you plenty of options to pay before you ride. Visit <https://www.IndyGo.net/mykey/> to learn how easy it is.

THE BEST THINGS
IN LIFE ARE FREE.
EXCEPT FOR
TAKING THE BUS...
YOU HAVE TO
PAY FOR THAT.

INDYGO.NET/MYKEY *IndyGo*

See insights and ads Boost post

16 12 comments 1 share

IndyGo
Published by Ari Kasle
September 13

The Purple Line really wowed us during their job interview and in one month you'll get to see why they got the job. The Purple Line launches October 13! Make sure you prepare for purple and visit <https://www.indygo.net/prepare-for-purple/>



Mr. Pur-pel Line, is it? *IndyGo*

See insights and ads Boost post

19 1 share

Like Comment Share

IndyGo
Published by Ari Kasle
September 10

Pay BEFORE you ride BRT. Using MyKey, purchase your fare using the app or ticket vending machines at the stations or CTC, then tap or scan before you board the bus! Happy Riding!
<https://indygo.net/mykey/>

We didn't build these things for decoration.



IndyGo

You use it to pay before you ride.

See insights and ads Boost post

September 4

So many benefits and you don't even need to get pre-qualified! Your other credit cards are about to be so jealous.

mykey

The best card in your wallet!

- ✓ \$1.75 per ride
- ✓ No annual fee
- ✓ 0% interest rate
- ✓ Price Protection (Fare capping)
- ✓ Earn miles (by traveling them)
- ✓ Pay before you ride



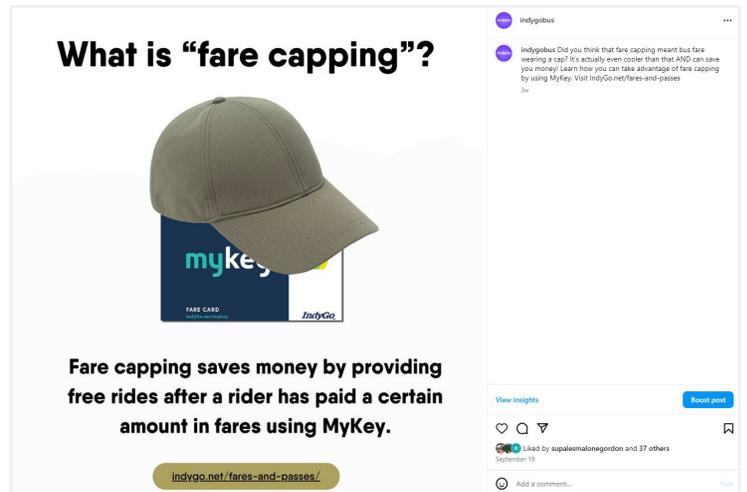
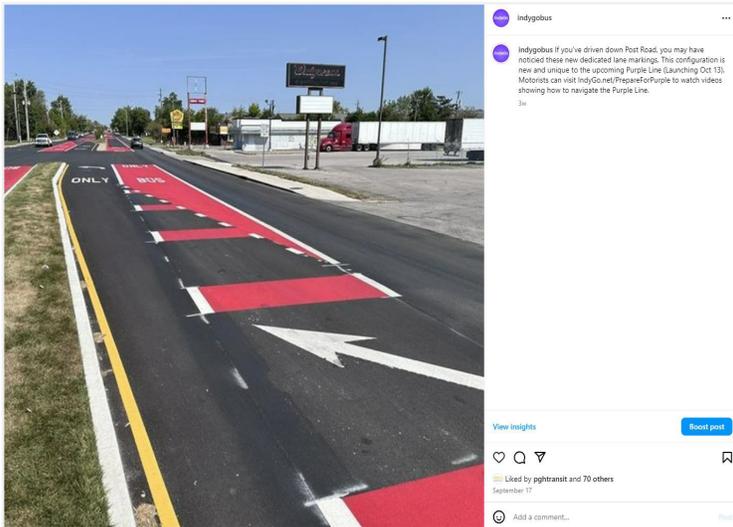
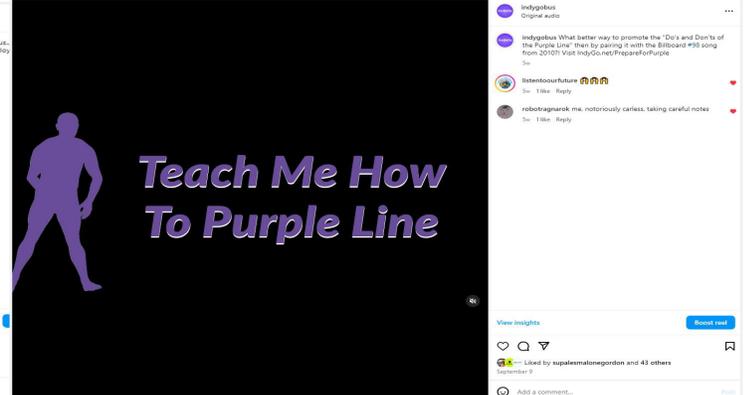
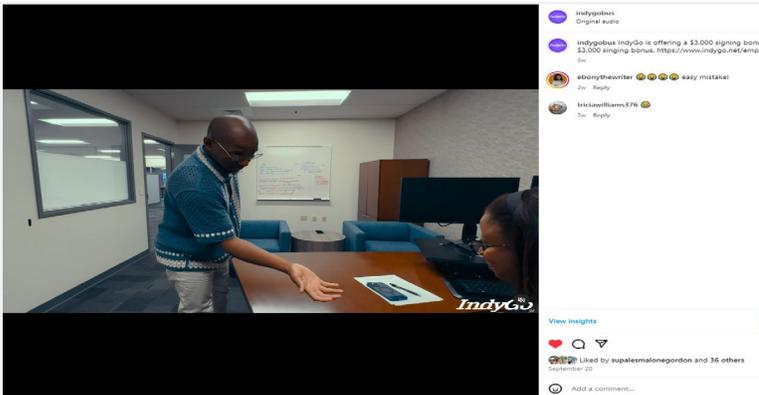
www.IndyGo.net/MyKeyUniversity *IndyGo*

See insights and ads Boost post

12 2 shares

Instagram

- Generated 24,400 impressions (6,500 more than August)
- 1,530 total engagements (310 more than in August)
- 6.2% engagement rate
- 4,555 current followers (28 more than August)



Twitter

- Had a total of 23,000 organic impressions
- Earned an average of 778 impressions per day
- 6,970 current followers

IndyGo @IndyGoBus · Sep 29
Moo Deng's first bus ride ❤️



5 replies 21 likes 1.6K views

IndyGo @IndyGoBus · Sep 29
Moo Deng's first bus ride ❤️



5 replies 21 likes 1.6K views

IndyGo @IndyGoBus · Sep 25
Someone said that "Nobody" rides the bus, but we checked with the 6,730,357 ridership we had last year and not a single one of them was named "Nobody."

2023 Ridership	
January	531,815
February	499,974
March	555,965
April	550,186
May	605,903
June	567,725
July	543,667
August	617,791
September	589,018
October	591,750
November	549,602
December	526,961
Total	6,730,357

14 replies 20 retweets 124 likes 5K views

IndyGo @IndyGoBus · Sep 23
The Purple Line launches October 13! Make sure you Prepare for Purple by attending one of our community meetings! Ask questions, get info, be prepared!

PREPARE FOR PURPLE

JOIN AN OPEN HOUSE

EAST 38TH STREET LIBRARY
MONDAY, SEPT. 23
NOON – 2 P.M. | 6 – 8 P.M.

P30 COWORKING SPACE
TUESDAY, SEPT. 24
NOON – 2 P.M. | 6 – 8 P.M.

FORT BEN LIBRARY
MONDAY, SEPT. 30
NOON – 2 P.M. | 6 – 8 P.M.

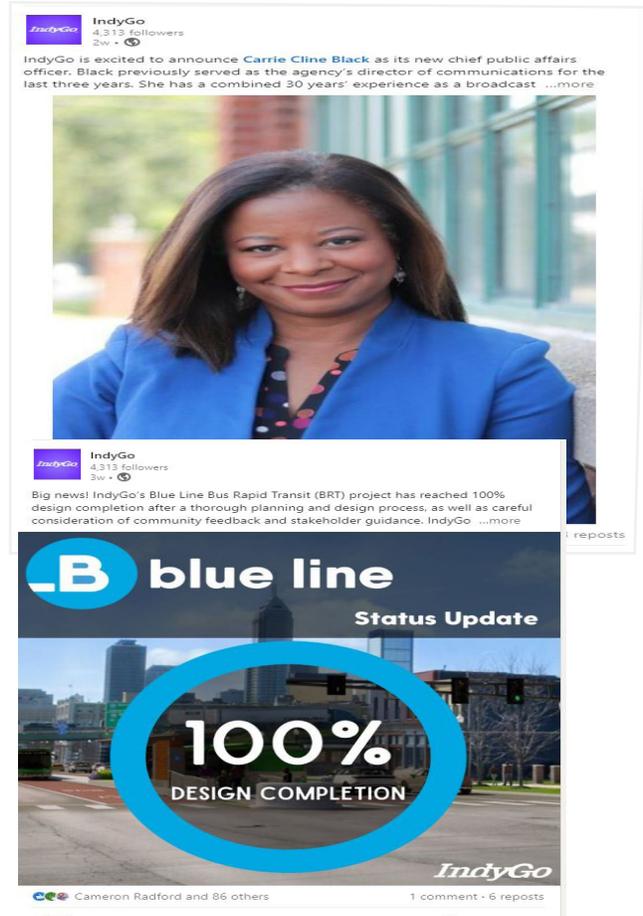
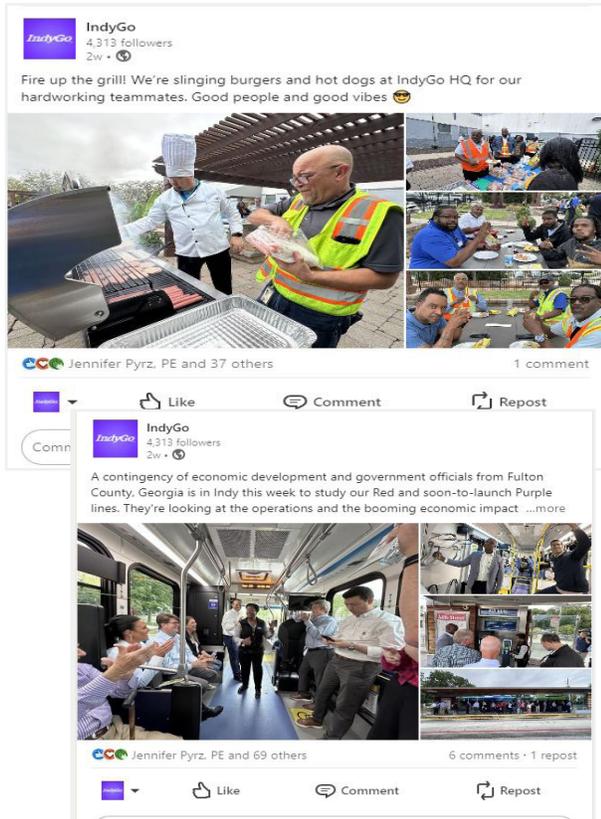
INDYGO.NET/PREPARE-FOR-PURPLE

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8 replies 20 likes 1.2K views

LinkedIn

- Generated 17,200 impressions
- 1,910 total engagements, 11% engagement rate
- 70 new followers, 4,266 total followers

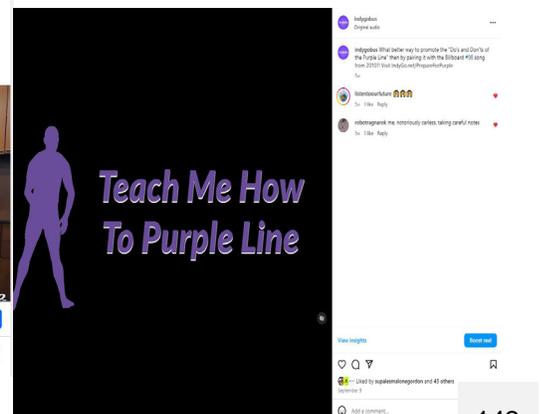
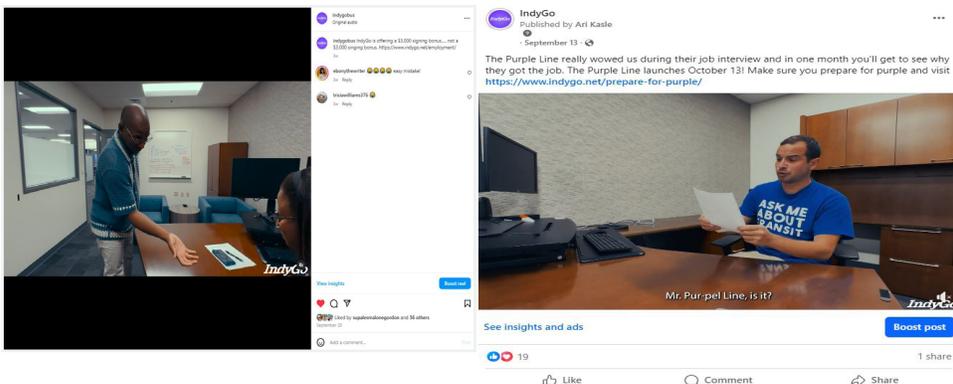


Video Data

Total Video Views: 25,683

Top 3 September Videos

- Singing Bonus- 5,253
- Purple Line Interview- 3,227
- Prepare for Purple- 3,270



Email Marketing:

NEWSLETTER

- 14,845 recipients
- 8.45% CTR
- 3.43% open rate

INSIDE *IndyGo*SM

September 2024

Help IndyGo Launch the Purple Line: Become a Purple Line Ambassador!

IndyGo is seeking transit riders, supporters and community members to volunteer to help launch the Purple Line in its opening week, Oct. 14 -18. Purple Line Ambassadors will be located at stations throughout the corridor to educate and assist riders on how to pay and use Indianapolis' newest bus rapid transit route.

Those interested in helping IndyGo launch the Purple Line can fill out a form at our Prepare for Purple webpage below to indicate interest. All will receive a follow-up email from IndyGo with information on training and available shifts.

*As the Purple Line launch quickly approaches, we invite **EVERYONE** to check out the Prepare for Purple webpage, which also shares helpful information for anyone traveling on **OR** along the new BRT route! Please pass it along to friends or family who could benefit from this knowledge.*

[Prepare for Purple](#)

Paint the town purple.
Become a Purple Line Ambassador Oct. 14-18!

CREATIVE PROJECTS

- 30 requests completed via IndyGo Helpdesk
- 122 requests completed via other mediums
- 152 total creative requests completed

Outreach Summary: September 2024

In September, IndyGo concentrated its outreach efforts on informing riders about one of its most significant service changes to date, including the arrival of the Purple Line, minor route adjustments on the south side, and major route changes on the north side.

IndyGo participated in six community events, reaching around 11,000 people, with the Fever Games and IndyVolved being the most attended. During the Fever vs. Aces game on September 13, Contract Specialist, Karolyn Ratcliff, represented IndyGo as the Honorary Team Captain.

Over thirteen open houses were held at various community locations along the bus routes most affected by route changes being implemented in October along with the Purple Line launch. Over 140 community members were engaged. Partners for these events included several library branches, YMCA locations, P30 and the MLK Community Center. A virtual option and several sessions at the Carson Transit Center were also offered.

Transit ambassadors played a vital role in IndyGo's

outreach, engaging over 350 riders during thirty volunteer shifts on routes 4, 10, 18, 19, 28, 31, and 39, all of which are impacted by the upcoming changes. They also assisted at events like the Butter: Fine Art Festival, Car Free Day, and IndyVolved.



IndyGo attended IndyHub's IndyVolved at the Indiana State Fairgrounds & Event Center. The State Fairgrounds is conveniently located along the upcoming Purple Line route. Transit Ambassadors focused on sharing the project's benefits, adjustments to rider and motorist commutes and opportunities to become a Purple Line Ambassador.

IndyGo performed outreach at the East 38th Street Library, sharing details about the upcoming Purple Line launch Sunday, Oct. 13. The team answered questions about the October route changes and how to navigate the new Bus Rapid Transit route as a motorist and rider.



IndyGo attended Car Free Day in September, where we celebrated ways to make Indianapolis a cleaner city to live in through environmentally friendly commuter options, such as IndyGo!



IndyGo teammates attended the Indiana Fever home game against the Las Vegas Aces last month! Our honorary IndyGo Team Captain, Contract Specialist Karolyn Ratcliff, was celebrated and featured on the court, where she had her photo taken with team captains Aliyah Boston, with the Fever, and Kate Martin, with the Aces.

OUTREACH PROJECTS

19-Sep-24	Car Free Day
12-Sep-24	Purple Line Tabling YMCA
13-Sep-24	Fever Game Activation
26-Sep-24	Purple Line Tabling YMCA
26-Sep-24	Purple Line Tabling Library
25-Sep-24	Route 19 Changes Outreach
25-Sep-24	Route 39 Changes Outreach
10-Sep-24	October Route Changes Outreach: Carson Transit Center
16-Sep-24	October Route Changes Outreach: Jordan YMCA
17-Sep-24	October Route Changes Outreach: MLK Center
23-Sep-24	October Route Changes Outreach: East 38th Street
24-Sep-24	October Route Changes Outreach: P30
6-Sep-24	Fever Game Activation
12-Sep-24	Purple Line Tabling Library
23-Sep-24	Purple Line Tabling WeCare
2-Sep-24	Mayor's Neighborhood Advocates
10-Sep-24	H.O.P.E. Team Meeting
18-Sep-24	CAFE Quality of Life Economic Development Meeting

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

Operations Division Report – September 2024

To: Jennifer Pyrz, President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: October 24, 2024

SERVICE PLANNING

SCHEDULING:

On October 13th, 2024, IndyGo will implement one of its most significant sets of service changes to date. This will involve the arrival of the Purple Line, changes to the south side, and significant changes to the north side. These changes are another major step towards implementing IndyGo's 2027 Transit Network, designed through public feedback to increase the quality and frequency of bus service.

At this time, all stops that will be removed in October have been stickered with appropriate notifications. The effort to place new route signage at stops that will serve new routes or no longer serve routes being retired is ongoing.

Final drawings have been prepared for the Near Eastside Phase II bus stop improvement project, which will be bid in late October. This will allow staff to present the lowest and most responsive bid for Board action in November 2024.



**MAJOR ROUTE
ADJUSTMENTS**

EFFECTIVE OCT. 13

IMPACTED ROUTES
4, 10, 18, 19, 28, 29, 30, 31, 39, 82, 86, & 92

IndyGo indygo.net/local-route-improvements/

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH SEPTEMBER:

Dispatch 9726: Laqwainna Patterson

Laqwainna Patterson consistently demonstrates unwavering professionalism and a steadfast commitment to procedure. She provides valuable assistance to operators and supervisors in the radio room, offering insightful guidance and support to newer operators facing challenges. Even when dealing with difficult individuals, she maintains a composed and respectful demeanor, reflecting the high standards expected of an IndyGo employee. Laqwainna's exceptional problem-solving skills and ability to remain composed under stress further exemplify her professionalism. Her conduct, whether addressing operators or supervisors, consistently reflects a high level of professionalism, and she maintains her composure, even in challenging situations.

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 September: Patrick Gray 2339

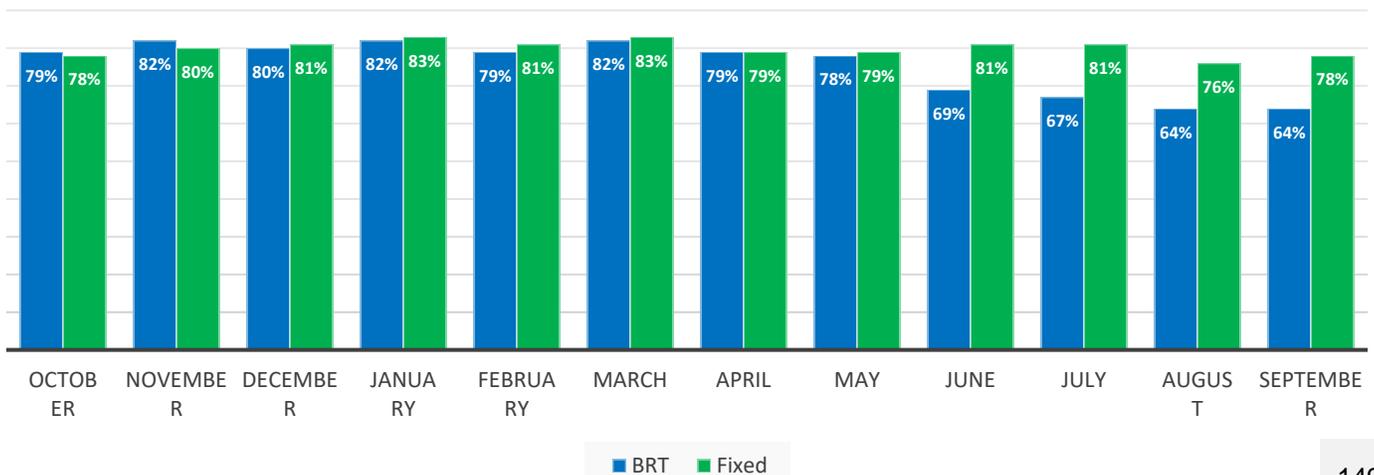
Gardner, Onesha
Houston, Floyd
Wilson, James
Mallory, Kevin
Mosely, Rejena
Ford, Wanda
Sharp, Orion
Hazen, William
Hurt, Anthony
Hook, Sandra

Passley, Shamika
Davis, Brittney
Williams, Angela
Gray, Patrick
Harrison, Michael
Green, Nichelle
McGhee, Lashanda
Beharry, Roger
Clay, David
Scott, Gregory

Flake, Larry
Wyatt, Darren
Baine, Tenisha
Lewis, Donteze
Norfolk, Terry
Ellis, Aaron
Amaya, Efrain
Vance, Demario



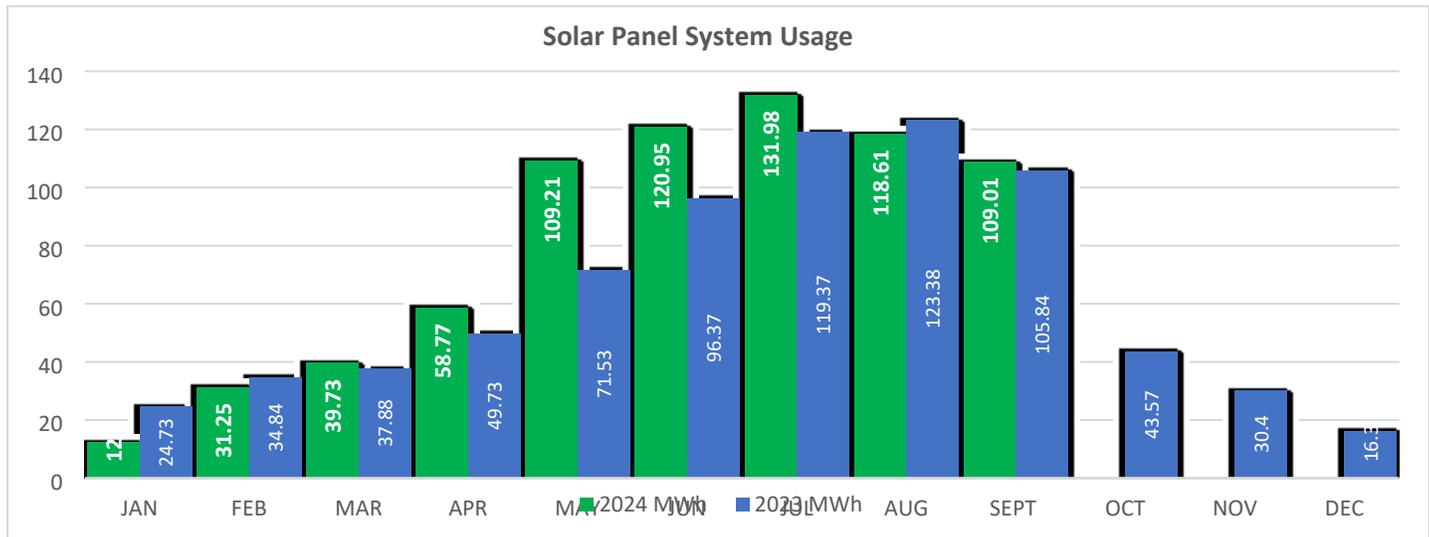
On Time Performance Last 12 Months



FACILITY SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

The total YTD savings is \$69,526.70



Third quarter recycling 47,940 lbs., and YTD recycling totals 114,860 lbs.

FLEET SERVICES:

In September there were 32 vehicles requested for the motor pool. These are non-revenue vehicles available for business use.

There were 196 buses detailed in September. The completion rate increased to 92.45%. The goal is to detail every bus at least once per month.

IPTC has logged 5,827,459 miles YTD.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2024	713,970	666,235	711,952	696,374	717,371	720,900	773,466	781,842	741,753				5,827,459
2023	698,209	622,160	710,622	669,945	691,684	654,123	676,722	705,206	676,098	700,044	684,871	715,211	8,204,895
2022	700,999	650,213	739,093	710,879	716,446	710,305	727,197	739,434	697,268	724,728	701,692	713,636	8,530,890

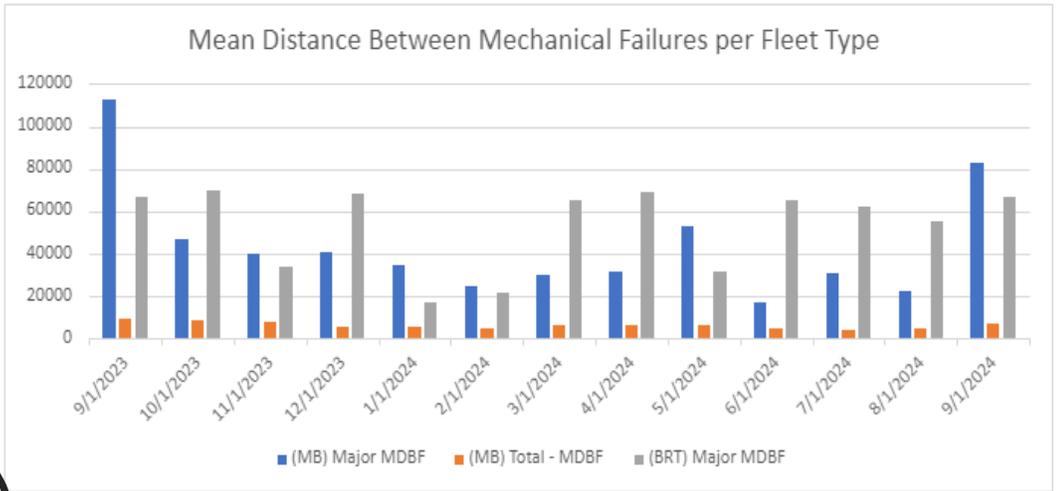
FLUID USAGE SUMMARY:

FLUID TYPE	August 2024	August 023	August 2022
ATF (qt)	132	54	34
COOLANT (qt)	871	1,647	1,828
ENGINE OIL (qt)	837	677	387
DIESEL (gal)	142,084	130,667	134,587

2024 FLUID DETAIL:

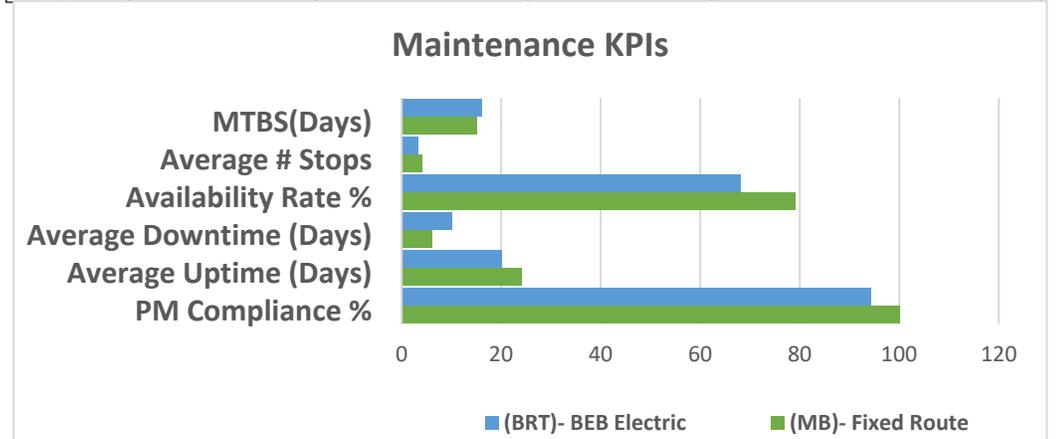
FLUID TYPE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	Sep	OCT	NOV	DEC	YTD
ATF	110	234	156	144	383	319	297	147	132				1,643
COOLANT	2,731	2,393	1,994	2,426	3,504	2,242	831	1,009	871				15,290
ENGINE OIL	379	443	762	1,264	2,950	3,316	2,185	832	837				11,299
DIESEL	128,645	122,433	130,054	129,484	138,718	141,205	153,724	155,953	142,084				944,263

MAINTENANCE:



Mean Distance Between Mechanical Failures per Fleet Type

DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total MDBF
9/1/2023	112683	9522.5	66771	9539
10/1/2023	46670	8750.6	70213	6383
11/1/2023	40287	8153.2	34085	5681
12/1/2023	40562	5643.4	68076	7564
1/1/2024	34356	5880.7	17213	3825
2/1/2024	25020	4549	21730	4074
3/1/2024	30024	6526.8	65191	5433
4/1/2024	31290	6385.8	68848	5737
5/1/2024	52967	6293.01	31961	3674
6/1/2024	16818	4651.7	65008	4063
7/1/2024	30552	4109.3	62467	1487
8/1/2024	22738	4795.0	55704	1032
9/1/2024	83058	6994.4	67150	2035



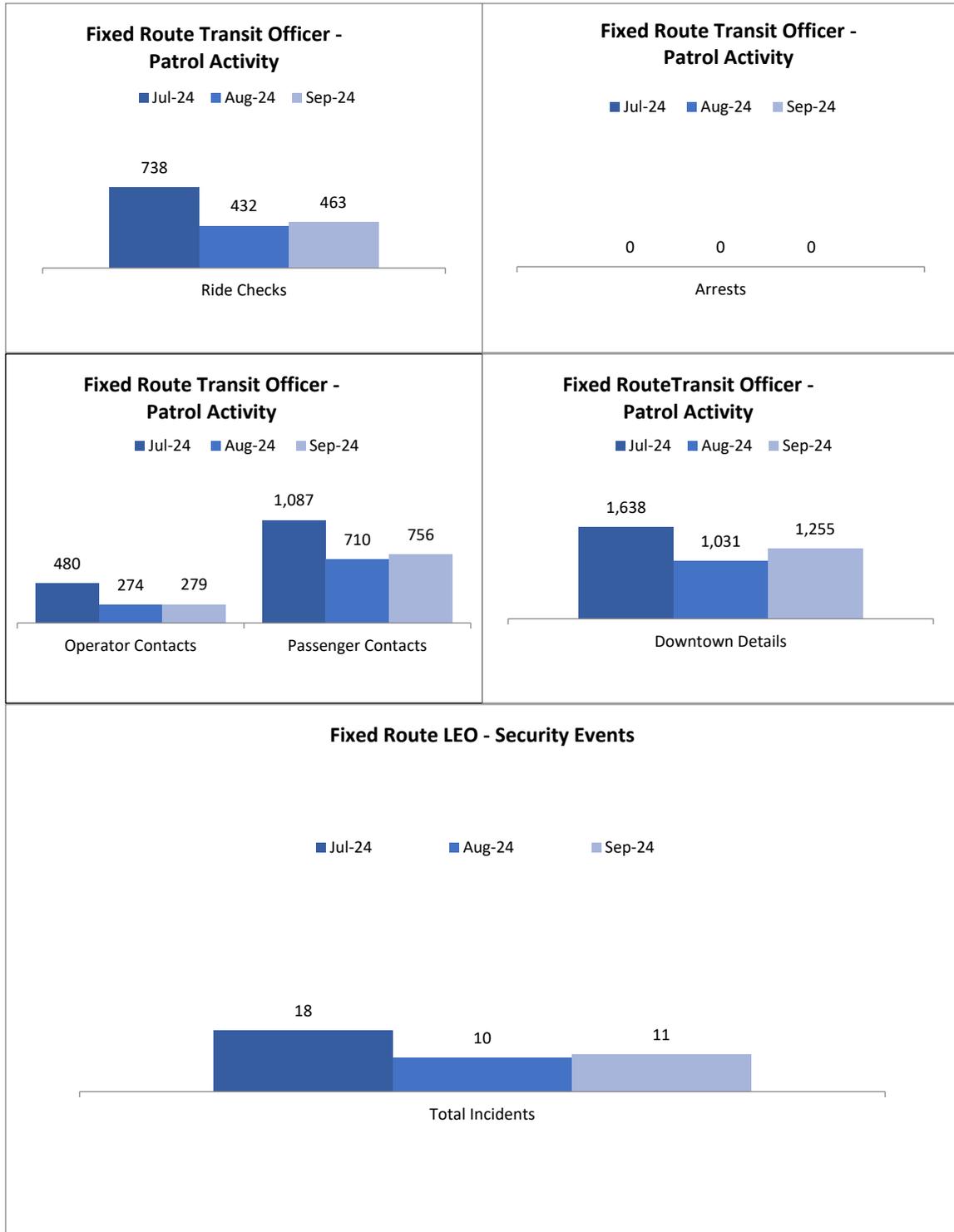
Mean Distance Between Failures



SECURITY

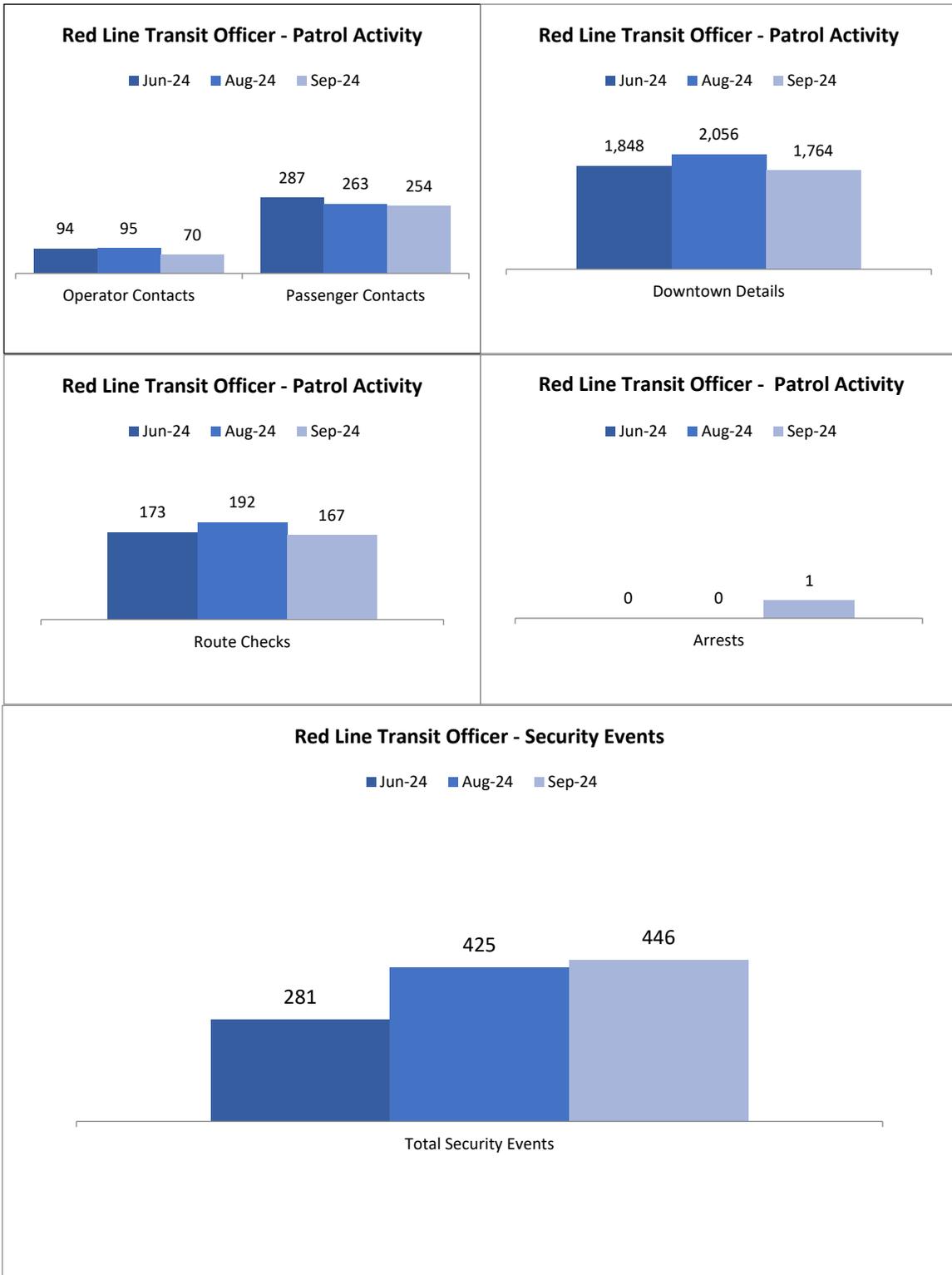
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



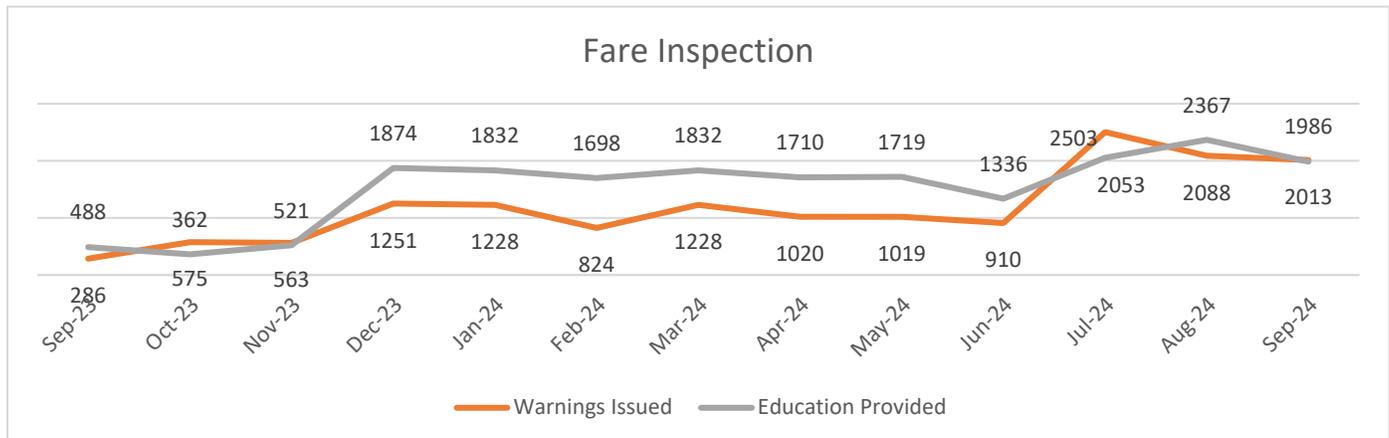
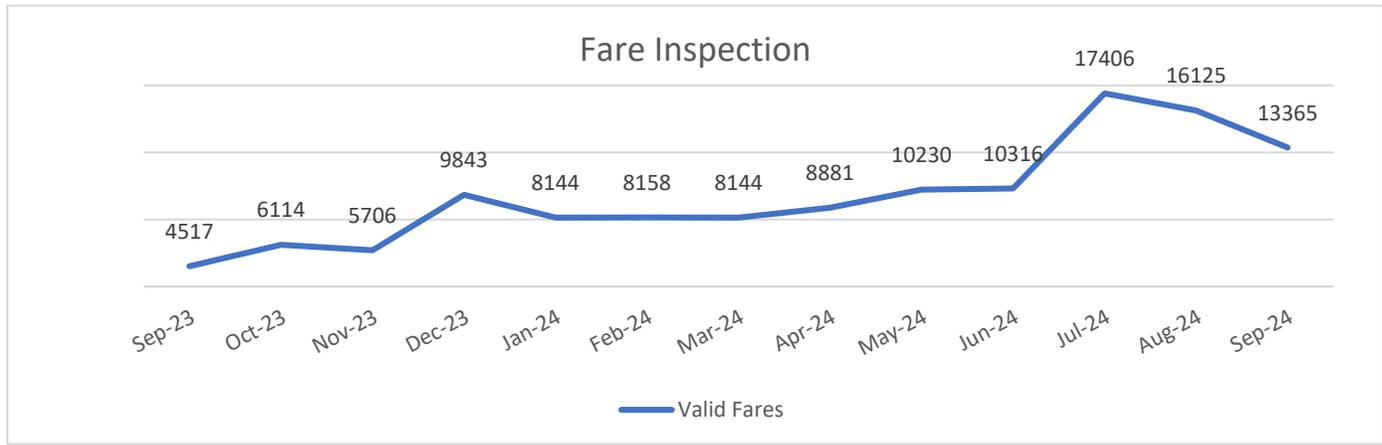
RED LINE SECURITY:

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 represents passengers who did not have fare when checked but purchased a valid fare after being shown the proper procedures.



September	Passenger Contact	Notifications	Educations
Monthly	13,365	2,013	1,986
Weekday	10,786	1,686	1,689
Saturday	832	42	121
Sunday	1,747	285	176

2024 YTD	Passenger Contact	Notifications	Educations
Monthly	101,870	13,609	17,201
Weekday	86,644	12,334	15,361
Saturday	8,183	317	935
Sunday	7,043	958	905

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

September 2024 Classes:
 Trainees with Permit – 39
 Licensed (CDL) - 2

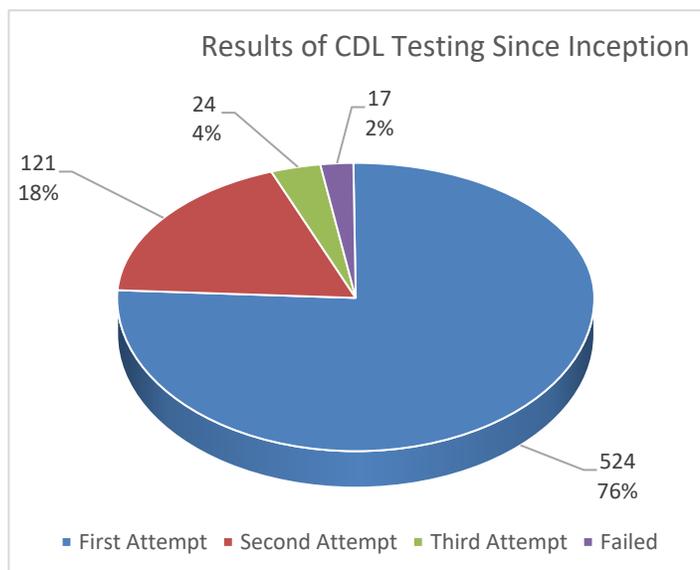
The IndyGo Academy trains new employees that are hired without a CDL license. The table below will show the current year's results to date and the results since the inception of the program. They will also show the number of students who passed on their first, second, or third attempt and the number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

MONTH	SCHEDULED	1ST ATTEMPT	2ND ATTEMPT	3RD ATTEMPT	FAILED
January	21	16	3	1	2
February	16	11	4	1	0
March	16	13	2	1	0
April	24	17	1	0	2
May	19	11	6	2	0
June	12	8	4	0	0
July	11	7	4	0	0
August	21	14	4	0	1
September	26	15	4	0	1
October					
November					
December					

*Six tests will be attempted in October

September Test percentages:

- Passed on first attempt – **62.50%.**
- Passed the State Examination overall – 98%

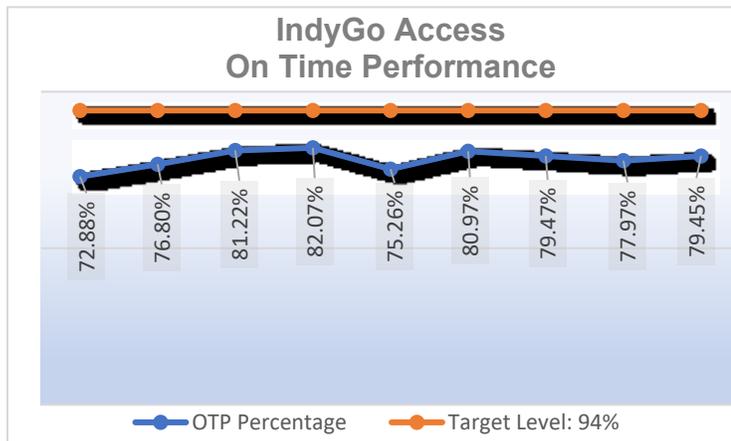
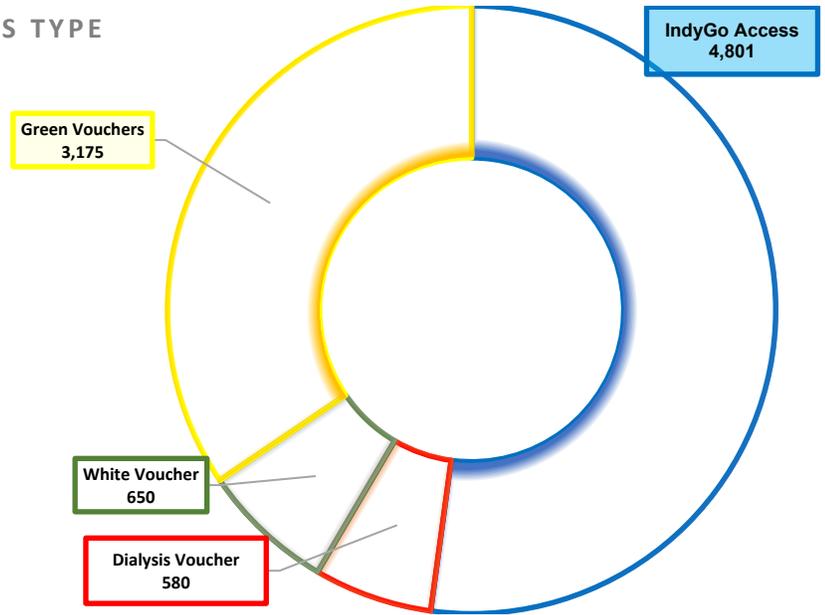


Paratransit Performance

Total Quantity of Passes Purchased

In September 2024, there were 9,206 passes and vouchers purchased from the Mobility Solutions Department: 4,801 IndyGo Access tickets, 3,175 green vouchers, 650 lottery tickets, and 580 dialysis vouchers.

SALES BY PASS TYPE

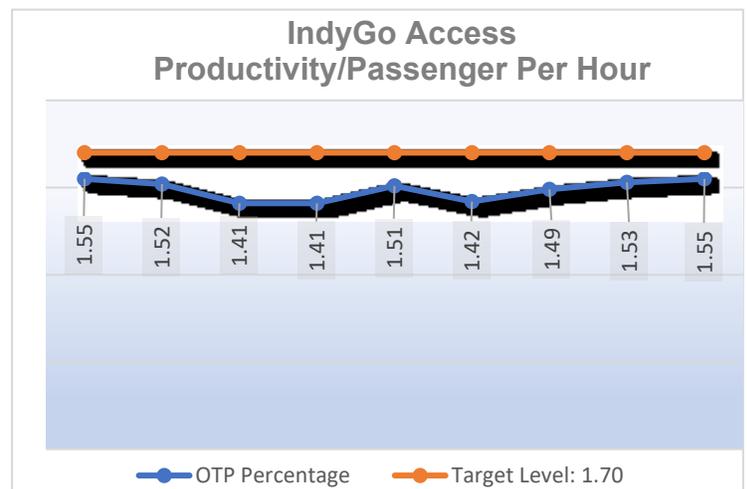


On Time Performance

In September 2024, our paratransit fleet's On-Time Performance (OTP) was 79.45%. Year-to-date OTP for 2024 averages 75.4%, up from 59.46% in 2023. The Mobility Services team actively monitors performance through daily checks and site visits and works with the RATP Dev's team to address and improve service delivery.

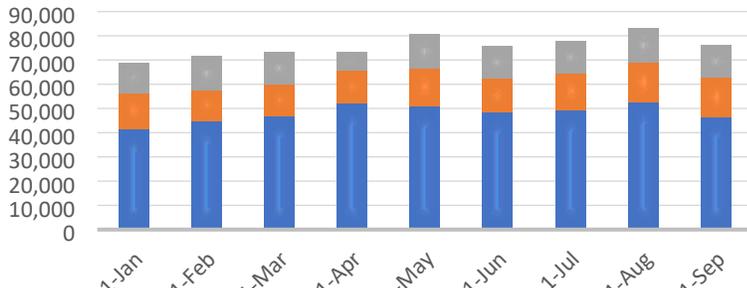
Productivity/Passenger Per Hour

In September 2024, our paratransit fleet's Productivity/Passenger Per Hour (PPH) was 1.55 passengers. Year-to-date PPH for 2024 averages 1.49 passengers, down from 1.63 passengers in 2023. This decline is due to increased purchases of dialysis and temporary green and lottery taxi vouchers.



Care Center Performance

INBOUND CALL BREAKDOWN

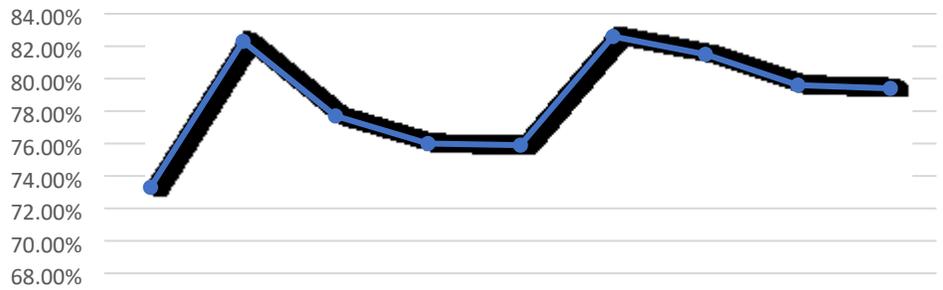


	1-Jan	1-Feb	1-Mar	1-Apr	1-May	1-Jun	1-Jul	1-Aug	1-Sep
IVR Calls	12,534	13,555	12,866	7,657	14,263	13,046	12,994	14,286	13,451
Live Calls	15,052	13,266	13,178	13,410	15,223	14,082	15,225	16,289	16,011
RTA IVR Calls	41,253	44,689	46,942	52,141	51,145	48,444	49,588	52,664	46,923

Service Level

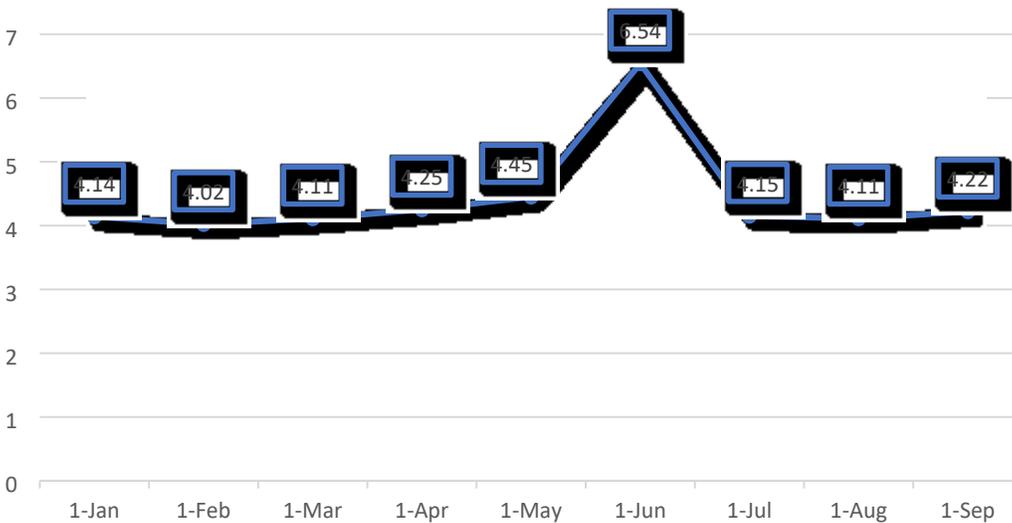
Service level is the percentage of calls that were answered by an agent in 20 seconds or less after receiving the call. The service level in September decreased to 79.40%, from 79.60% in August.

Service Level



	1-Jan	1-Feb	1-Mar	1-Apr	1-May	1-Jun	1-Jul	1-Aug	1-Sep
Service Level	73.30%	82.30%	77.70%	76.00%	75.90%	82.60%	81.50%	79.60%	79.40%

Average Duration (mins)

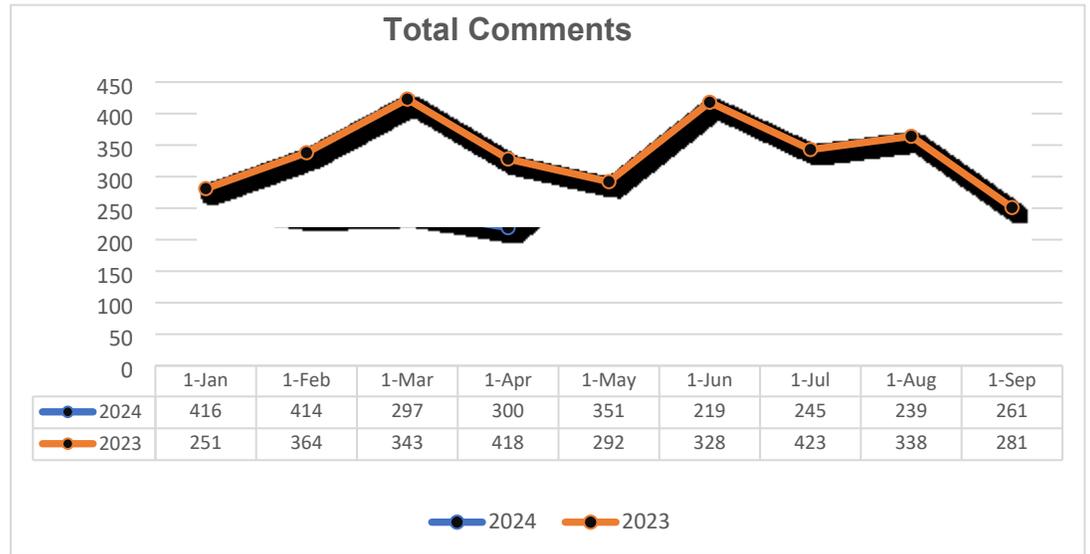


Average Call Duration

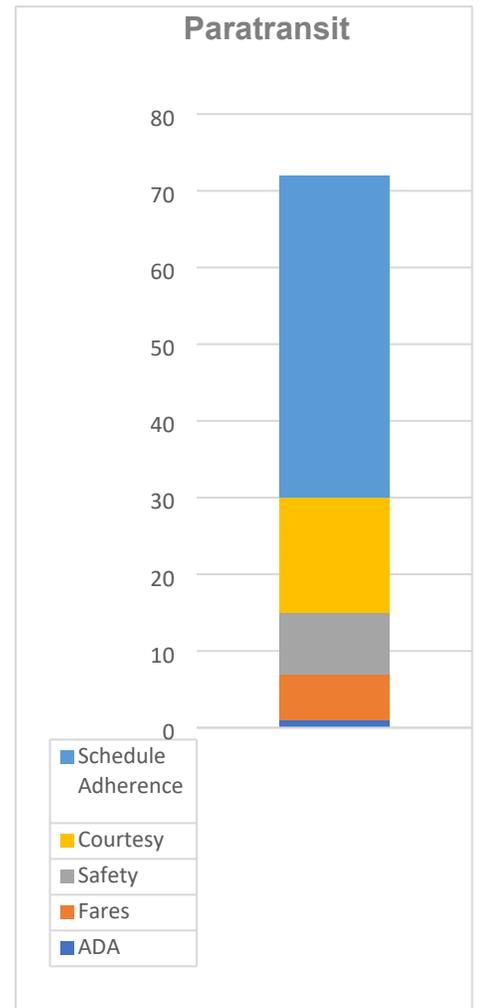
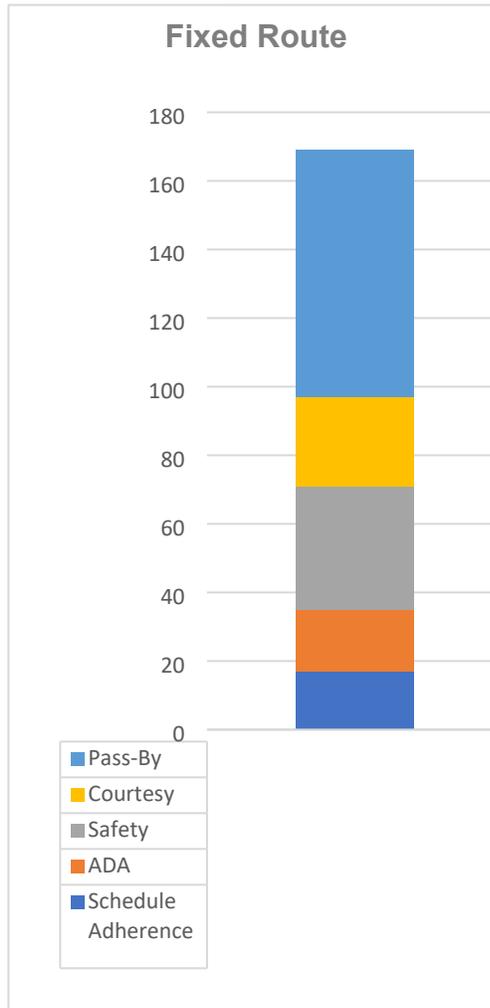
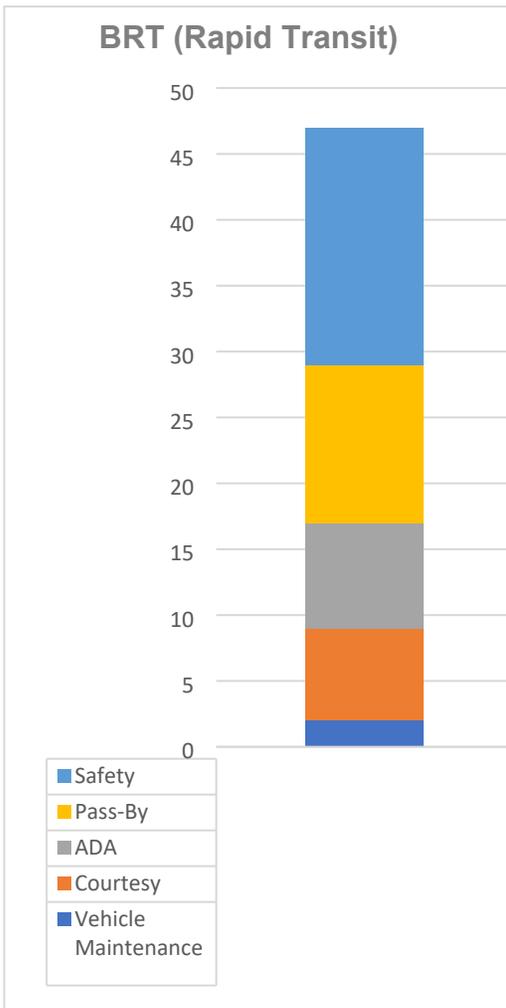
The average call duration increased from 4.11 minutes in August to 4.22 minutes in September.

Total Comments

This month's transportation comments show an increase compared to both the previous month and the same time last year. We will continue to monitor these numbers closely and work proactively with operations and the safety department to improve service quality.



Service Related Comments



Supplier Diversity Division Report – September 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Senior Supplier Diversity Officer Carri Burke
Date: October 24, 2024

DISCUSSION ITEMS:

To increase XBE participation, Supplier Diversity is working closely with the Procurement Department to identify opportunities for increased XBE utilization on IndyGo micro-purchases. This includes monitoring purchasing trends, reviewing historical data, and proactively soliciting from XBEs and small businesses.

Supplier Diversity is also actively working on updating the DBE Program for submission to the Federal Transit Administration by June 1, 2025, and developing and XBE Program.

Outreach Activities

During this reporting period, the Supplier Diversity team attended the Indy Chamber’s Conexion Celebration on October 10th and had a booth at the Indiana Department of Administration’s Annual Business Conference & B2Bold Expo on October 11th.

On The Horizon

- October 31, 2024 - Indianapolis Business Journal Women of Influence
- November 6, 2024 - Network of Women in Business Southside Monthly Networking Lunch
- November 13, 2024 - Indy Chamber Women in Business Event Series: Franklin College Breakfast
- November 14, 2024 - Business Equity for Indy Procurement Roundtable
- December 5, 2024 - City of Indianapolis Year-End Forum

RECOMMENDATION:

Receive the report.



Carri Burke
Senior Supplier Diversity Officer

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