



Board Report
November 21, 2024

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1. **Call to Order and Roll Call** (Presenters – Gregory Hahn, Robert Frye)
2. **Awards and Commendation** (Presenter – Jennifer Pyrz)
3. **Committee Chairperson Reports** (Presenters – Richard Wilson, Adairius Gardner)
 1. Finance Committee – Richard Wilson
 2. Service Committee – Adairius Gardner
4. **Consent Agenda** (Presenter – Gregory Hahn)
 1. A-1: Consideration and approval of minutes from Board meetings held on October 24, 2024
 2. A-3: Consideration and approval of Annual Renewal for GIRO, HASTUS software (Presenter – Annette Darrow)
 3. A-4: Consideration and approval of Updated Verizon Cellular Services Purchase (Presenter – Marcus Burnside)
 4. A-6: Consideration and approval of the Construction Award for Near Eastside Bus Stop Improvements Phase 2 (IFB 24-09-527) (Presenter – Rachel Wilson)
 5. A-7: Consideration and approval of Construction Engineering Services for Near Eastside Bus Stop Improvements Phase 2 (Presenter – Rachel Wilson)
 6. A-8: Consideration and approval of CDM Smith Task Order 7, East Campus Fleet Operations and Storage Facility Project (Presenter – Andrea Hermer)
 7. A-9: Consideration and approval of Contractor for 1501 Historic Window Repairs (Presenter – Sarah Stentz)
5. **Regular Agenda** (Presenter – Gregory Hahn)
 1. A-2: Consideration and approval of Board of Directors meeting dates for 2025 (Presenter – Jennifer Pyrz)
 2. A-5: Consideration and approval of contract with Anthem for group Health, Dental, and Stop-Loss Insurance (Presenter – Britt Griffin)
6. **Information Items** (Presenter – Gregory Hahn)
 1. I-1: Finance Report (Presenter – Bart Brown)
 2. I-2: Contract Extension for Insurance Broker Services update (Presenter – Brian Clem)
 3. I-3: Department Reports
7. **Adjourn** (Presenter – Gregory Hahn)

Our next Board Meeting will be Thursday, December 19, 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 October 2024

To: Chair and Board of Directors
From: President and CEO Jennifer Pyrz
Date: November 21, 2024

October 2024 Awards & Commendations

Employee	Position	Recognition
Michael Flowers	Coach Operator – Fixed Route	33 Years of Safe Driving
Roy Shurn	Coach Operator – Fixed Route	October Operations Employee of the Month

IPTC Recognition for Safe Driving

October 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 October and received the National Safety Council recognition patch, pin, and certificate.

Operator	ID#	Years of Safe Driving	Years of Service
Michael Flowers	1963	33	38
Phillip Boicourt	580	27	40
Gerry Poindexter	9631	26	35
Joe Monaghan	4142	18	21
Tonya Penn	8040	15	17
Laura Beck	8445	10	12
Conniejo Morton	8367	6	13
Richard Taylor	9205	5	6
William Hazen	9613	5	5
Jonathan Lewis	9442	5	5
Bryant Brown	9441	4	5
Myron Thomas	10001	2	3
Mina Blocker	10517	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 to make public transportation safer each day.

Congratulations and Thank You, Job Well Done!



Finance Committee Chairperson Report – November 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Finance Committee Chairperson Richard Wilson
Date: November 21, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Richard Wilson
Finance Committee Chairperson's Report
November 14, 2024

The Finance Committee met on November 14, 2024, at 8:30am. In attendance was Rick Wilson, Chairman of the Finance Committee, as well as Committee Members Mary Ann Fagan and Taylor Schaffer.

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

1. A-1: Consideration and approval of minutes from Board meetings held on October 24, 2024
2. A-3: Consideration and approval of Annual Renewal for GIRO, HASTUS software (Presenter – Aaron Vogel)
3. A-4: Consideration and approval of Updated Verizon Cellular Services Purchase (Presenter – Marcus Burnside)
4. A-5: Consideration and approval of contract with Anthem for group Health, Dental, and Stop-Loss Insurance (Presenter – Britt Griffin)
5. A-6: Consideration and approval of the Construction Award for Near Eastside Bus Stop Improvements Phase 2 (IFB 24-09-527) (Presenter – Rachel Wilson)
6. A-7: Consideration and approval of Construction Engineering Services for Near Eastside Bus Stop Improvements Phase 2 (Presenter – Rachel Wilson)
7. A-8: Consideration and approval of CDM Smith Task Order 7, East Campus Fleet Operations and Storage Facility Project (Presenter – Brooke Thomas)
8. A-9: Consideration and approval of Contractor for 1501 Historic Window Repairs (Presenter – Sarah Stentz)

The Committee also heard a Financial update from Chief Financial Officer Bart Brown as well as a Contract Extension for Insurance Broker Services update from Director of Risk & Safety Brian Clem

Mr. Chairman, that concludes my report.

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Service Committee Chairperson Report – November 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Service Committee Chairperson Adairius Gardner
Date: November 21, 2024

ISSUE:

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

RECOMMENDATION:

Receive the report.

Adairius Gardner
Service Committee Chairperson’s Report
November 14, 2024

The Service Committee met on November 14, 2024, at 10:00am. In attendance was Adairius Gardner, Chairman of the Service Committee, as well as Committee Member Stephanie Quick.

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 October 24, 2024
2. A-3: Consideration and approval of Annual Renewal for GIRO, HASTUS software (Presenter – Aaron Vogel)
3. A-6: Consideration and approval of the Construction Award for Near Eastside Bus Stop Improvements Phase 2 (IFB 24-09-527) (Presenter – Rachel Wilson)
4. A-7: Consideration and approval of Construction Engineering Services for Near Eastside Bus Stop Improvements Phase 2 (Presenter – Rachel Wilson)
5. A-8: Consideration and approval of CDM Smith Task Order 7, East Campus Fleet Operations and Storage Facility Project (Presenter – Brooke Thomas)

Mr. Chairman, that concludes my report.

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October Board Of Directors Minutes

IndyGo
10/24/2024 11:00 AM EDT
@ 9503 E 33rd St- IndyGo HQ

ACTION ITEM A – 1

Attendance

Present:

Members: Mary Ann Fagan, Adairius Gardner, Richard Wilson, Jr., Stephanie Quick, Taylor Schaffer

Guests: Emily Balbach

Staff: Brian Atkinson, Bart Brown, Charlie Carlino, Matt Duffy, Robert Frye, Emily Meaux, Jennifer Pyrz

Absent:

Members: Greg Hahn

1. Call to Order and Roll Call (Presenters – Adairius Gardner, Robert Frye)

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-  [October Agenda.docx](#)
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Vice Chairman Adairius Gardner called the meeting to order at 11:07am. Chief Legal Officer Robert Frye called the roll. 5 members present and there was a quorum. Chairman Gregory Hahn was absent.

2. Awards and Commendation (Presenter – Jennifer Pyrz)

-  [A1 Awards & Commendation September.docx](#)
-  [A1 Safe Drivers for Sept 2024.docx](#)

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

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

1. Finance Committee – Richard Wilson
 -  [A Finance Committee Chair Report October.docx](#)
 -  [page intentionally left blank.pdf](#)
2. Service Committee – Adairius Gardner
 -  [A Service Committee Chair Report October.docx](#)
 -  [page intentionally left blank.pdf](#)
3. Governance & Audit Committee – Gregory Hahn
 -  [A G&A Committee Chair Report October.docx](#)
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The reports were received and entered into the record.

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
 -  [A-1 September Board of Directors Minutes.docx](#)
 -  [A-1 Special Meeting of the Board of Directors Minutes.docx](#)

2. A-2: Consideration and approval of Consulting Services for Fiscal Sustainability Study (Presenter – Brooke Thomas)
 [A-2 Fiscal Sustainability Study Memo.docx](#)
3. A-3: Consideration and approval of Purple Line CSX Construction Agreement (Presenter – Matt Duffy)
 [A-3 Purple Line BRT CSX Construction Agreement.docx](#)
 [A-3 Purple Line CSX Crossing.pdf](#)
 [page intentionally left blank.pdf](#)
4. A-5: Consideration and approval of IFB 24-05 512 BRT Bollard Purchase (Presenter – Dan Hendrix)
 [A-5 Bollard 10.2024.docx](#)
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5. A-7: Consideration and approval of Policy Review Update (Presenter – Brian Atkinson)
 [A-7 Oct GA 2024 Policy Review Update.docx](#)
 [A-7 Policies Review Update Report FINAL.docx](#)
6. A-8: Consideration and approval of Maintenance & Storeroom Review Update (Presenter – Brian Atkinson)
 [A-8 Oct GA 2024 Maintenance and Storeroom Review Update.docx](#)
 [A-8 2024 Maintenance and Storeroom Update Report FINAL.docx](#)
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7. A-9: Consideration and approval of Document and Imaging Retention Contract (Presenter – Tami Williams)
 [A-9 DIR.docx](#)

Motion:

Approval of Consent Agenda

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

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)
 [A-4 Blue Line BRT IPTC-DPW-Citizens Stormwater and Construction Agreement.docx](#)

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.

Motion:

Approval of Blue Line Stormwater Separation and Utility Relocation Partnership Agreement

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

2. A-6: Consideration and approval of 2023 Forvis Mazards Final IndyGo Audit (Presenter – Brian Atkinson)

 [A-6 Oct GA 2024 Forvis Mazards, LLP.docx](#)

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 [A-6 IndyGo 2023 Audit Results.pptx](#)

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 [A-6 2023 Forvis Mazards Final IndyGo Audit.pdf](#)

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 Mazards, LLP Certified Public Accountants. Representing Forvis Mazards 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>

Motion:

Approval of 2023 Forvis Mazards Final IndyGo Audit

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

3. A-10: Consideration and approval of new Foundation Board Members (Presenter – Emily Meaux)

 [A-10 Foundation Board Action Item - Approval of new Board Members 10.24.24.docx](#)

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

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.

Motion:

Approval of new Foundation Board Members

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

6. Information Items (Presenter - Adairius Gardner)

1. I-1: Finance Report (Presenter – Bart Brown)
 [I-1 September 2024 Financials Summary.docx](#)
 [I-1 Budget to Actuals \(Comparative Statement\) - IndyGo.pdf](#)
 [page intentionally left blank.pdf](#)
 [I-1 Capital Project Spending September 2024.pdf](#)

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

2. I-2: Quarterly IndyGo Foundation Update (Presenter – Emily Meaux)
 [10.24.24 IndyGo Board report.pdf](#)
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The Board heard a Quarterly IndyGo Foundation update from IndyGo Foundation Executive Director Emily Meaux.

3. I-3: Governance & Audit Workplan Status Update (Presenter – Brian Atkinson)
 [I-3- OCT 2024 GA - Workplan Status .docx](#)

The Board received a Governance & Audit Workplan Status update.

4. I-4: Ethics Hotline Summary Update (Presenter – Brian Atkinson)

 [I-4-Oct 2024 GA Ethics Hotline Summary.docx](#)

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The Board received an Ethics Hotline Summary update.

5. I-5: Mobility Advisory Committee (MAC) Update (Presenter – MAC Member)

 [I-5 September.2024.pdf](#)

 [I-5 MAC Sept 18 2024.pdf](#)

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

6. I-6: Department Reports

 [I-6a Risk and Safety Board Report Oct 2024.docx](#)

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 [I-6b PLANNING AND CAPITAL PROJECTS REPORT for 2024-10.docx](#)

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 [I-6c October Board Report.pdf](#)

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 [I-6d OPERATIONS DIV BOARD REPORT -10.21.2024.docx](#)

 [I-6f Supplier Diversity Divison Board Report -October 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 – Adairius Gardner)**

On order of Vice Chairman Adairius Gardner and there being no objection, the meeting was adjourned at 12:01pm.

Robert Frye
Chief Legal Officer

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Date of Memo: November 08, 2024
Current Meeting: November 21, 2024
Board Meeting: November 21, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Senior Director of Service Planning Annette Darrow
SUBJECT: Consideration and approval of annual renewal for GIRO, HASTUS software

ACTION ITEM A – 3

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter a contract with Giro Inc. for one year to provide the required licensing, maintenance, cloud hosting, and support of HASTUS-related software in an amount not exceeding \$355,094.

BACKGROUND:

IPTC has used HASTUS by GIRO since 2005 and moved to version 2021 in the cloud in 2022. The platform includes modules for Planning, Scheduling, Operator Bid, Bid Web, Daily Operations, Customer Service, and web-based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules, operator work schedules, and bidding. Customer service manages comments and trip planning via the website and other real-time platforms.

DISCUSSION:

HASTUS software designed for public transit is a tool that ties together many operational functions. From planning and building service to work distribution and daily operations management, HASTUS has helped IPTC achieve efficient run cuts/staffing levels, Operator Bidding, and vehicle requirements. It also allows IPTC to share schedule information with the public through multiple platforms such as Google, third-party apps, Avail, Swiftly, and the Carson Transit Center signage.

ALTERNATIVES:

The Board could choose not to award. If not awarded, IPTC could not create public schedules, operator schedules, operator bids, operator payroll, operate Avail, Google, or other public-facing services that share our route and schedule information.

FISCAL IMPACT:

The total cost of this procurement is \$355,094. This project's funding will come from the Operating Budget.

DBE/XBE DECLARATION:

This is a software licensing renewal completed as a special procurement request using local funds. XBE participation is not available for this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 14, 2024 and was recommended to the Consent Agenda.



Date of Memo: November 08, 2024
Current Meeting: November 21, 2024
Board Meeting: November 21, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Updated Verizon Cellular Services Purchase

ACTION ITEM A – 4

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to approve the updated purchase of cellular services from Verizon Wireless for two years in an amount not to exceed \$1,490,000.

BACKGROUND:

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

DISCUSSION:

The IPTC Board of Directors approved a one-year agreement for Verizon cellular services at the May 2024 Board Meeting for up to 1,000 devices and \$700,000 in spending. The State of Indiana Quantity Purchase Agreement (QPA) #71748 for Verizon Wireless services was updated in July 2024 with updated terms and conditions, pricing, and the ability to initiate agreements up to two years. As part of Verizon's purchase, IPTC has designated purchasing limits for devices and spending within Verizon's purchasing portal. The updated State of Indiana QPA with Verizon expands the limits to a maximum of 2,000 devices and \$1,490,000 in spending for two years. The updated Verizon QPA Purchase Order extends our cellular services from October 24, 2024, to October 23, 2026.

ALTERNATIVES:

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

FISCAL IMPACT:

The funding for this project will be from the Information Technology operating budget. IPTC anticipates purchasing a maximum of 600 devices over the term. Cellular services will be budgeted for \$200,000 in FY2024 and \$225,000 in FY2025 and FY2026. The agreement creates no commitment on the part of IPTC to purchase a minimum or maximum quantity of goods or services only to serve as an amount not to exceed for purchasing Verizon services.

DBE/XBE DECLARATION:

This purchase is being fulfilled using the State's QPA through a special procurement request using local funds. XBE participations is not available for this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on November 14, 2024 and was recommended to the Consent Agenda.



Date of Memo: November 08, 2024
 Current Meeting: November 21, 2024
 Board Meeting: November 21, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Project Manager Rachel Wilson
SUBJECT: Consideration and approval of the Construction Award for Near Eastside Bus Stop Improvements Phase 2 (IFB 24-09-527)

ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into an agreement with Shuck Corporation to construct local bus stop improvements at 27 locations on the near eastside of Indianapolis for \$452,926.70.

BACKGROUND:

Working alongside the City of Indianapolis Department of Public Works (DPW), IPTC is continuously working toward improving local bus stops throughout the city to ensure that they are both accessible and comfortable for riders. A map of the project area is included as *Figure 1: Project Area* on the following page. Bus stop improvement locations included in this project are shown as orange dots on the map. The scope of this work includes adding bus pads, bench pads, simme seats, curb ramps, sidewalk connections, and improving crosswalks in select locations. Half of the construction cost (\$221,103.50) will be covered by an Indy Neighborhood Infrastructure Partnership (INIP) grant from DPW where they match dollar for dollar up to \$500,000.

DISCUSSION:

An Invitation for Bid (IFB 24-09-527) was released on October 7, 2024. Three bids were received on November 1, 2024. The lowest responsive and responsible bid was received from Shuck Corporation in the amount of \$452,926.70. Construction is anticipated to begin in early 2025 and be completed by October 1, 2025.

ALTERNATIVES:

IPTC is recommending the lowest responsive and responsible bidder for award in accordance with state statute. The only alternative would be to reject all bids and re-bid the project at a later date. This would not be advisable as this project needs to be completed by the end of 2025 per the INIP grant agreement with DPW.

FISCAL IMPACT:

IPTC’s share of this capital investment is included in IPTC’s FY2024 capital budget appropriation.

DBE/XBE DECLARATION:

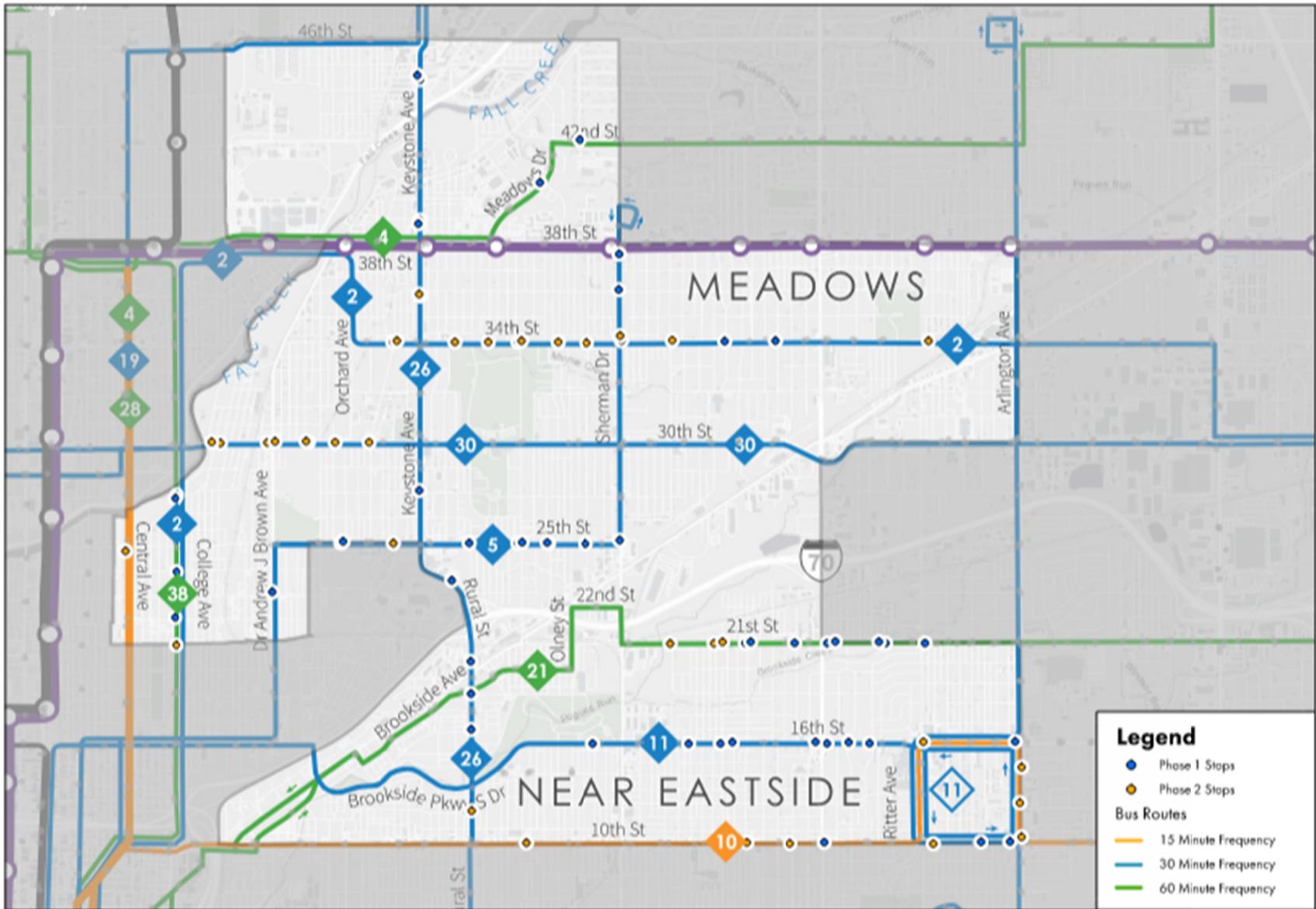
Shuck Corporation’s proposal includes 29.4% XBE commitment with participation from:

- Platinum Level Construction Services (MBE) at 10%
- Chisholm Lumber (MBE) at 0.4%
- B&B Contracting (WBE) at 19%

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 14, 2024 and was recommended to the Consent Agenda.

Near Eastside Bus Stop Improvements



Area 1: Project Area

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BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Project Manager Rachel Wilson
SUBJECT: Consideration and approval of Construction Engineering Services for Near Eastside Bus Stop Improvements Phase 2

ACTION ITEM A –7

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a task order with Burgess & Niple for construction engineering and inspection services on the Near Eastside Bus Stop Improvements Phase 2 project in an amount not to exceed \$109,183.

BACKGROUND:

This request accompanies another November IPTC board action item for a construction contract (IFB 24-09-527). Construction is anticipated to begin in early 2025 and be completed in Fall 2025. A map of the project area is included as *Figure 1: Project Area* on the following page. Bus stop improvement locations included in this project are shown as orange dots on the map.

DISCUSSION:

An on-call master services agreement for construction engineering and inspection services was established in 2023 with Burgess & Niple pursuant to RFQ 23-03-474. Burgess & Niple will provide full-time inspection services and coordination with contractors and subcontractors. They will ensure work is completed according to contract documents by documenting changes within IPTC’s change management process, maintaining daily field reports, and tracking quality control and material testing.

ALTERNATIVES:

IPTC has two available on-call firms for professional construction engineering and inspection services. Burgess & Niple was selected based on past performance and available capacity.

FISCAL IMPACT:

The funding for these services is included in the FY2024 capital budget appropriation and will be paid for using local funding.

DBE/XBE DECLARATION:

Burgess & Niple’s proposal includes 28% XBE commitment with participation from:

- JQOL (MBE) at 16%
- LADS Consulting (WBE) 7%

- Northpointe Engineering (VBE) 4%
- Project Photo Docs (DOBE) at 1%

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 14, 2024 and was recommended to the Consent Agenda.

Near Eastside Bus Stop Improvements

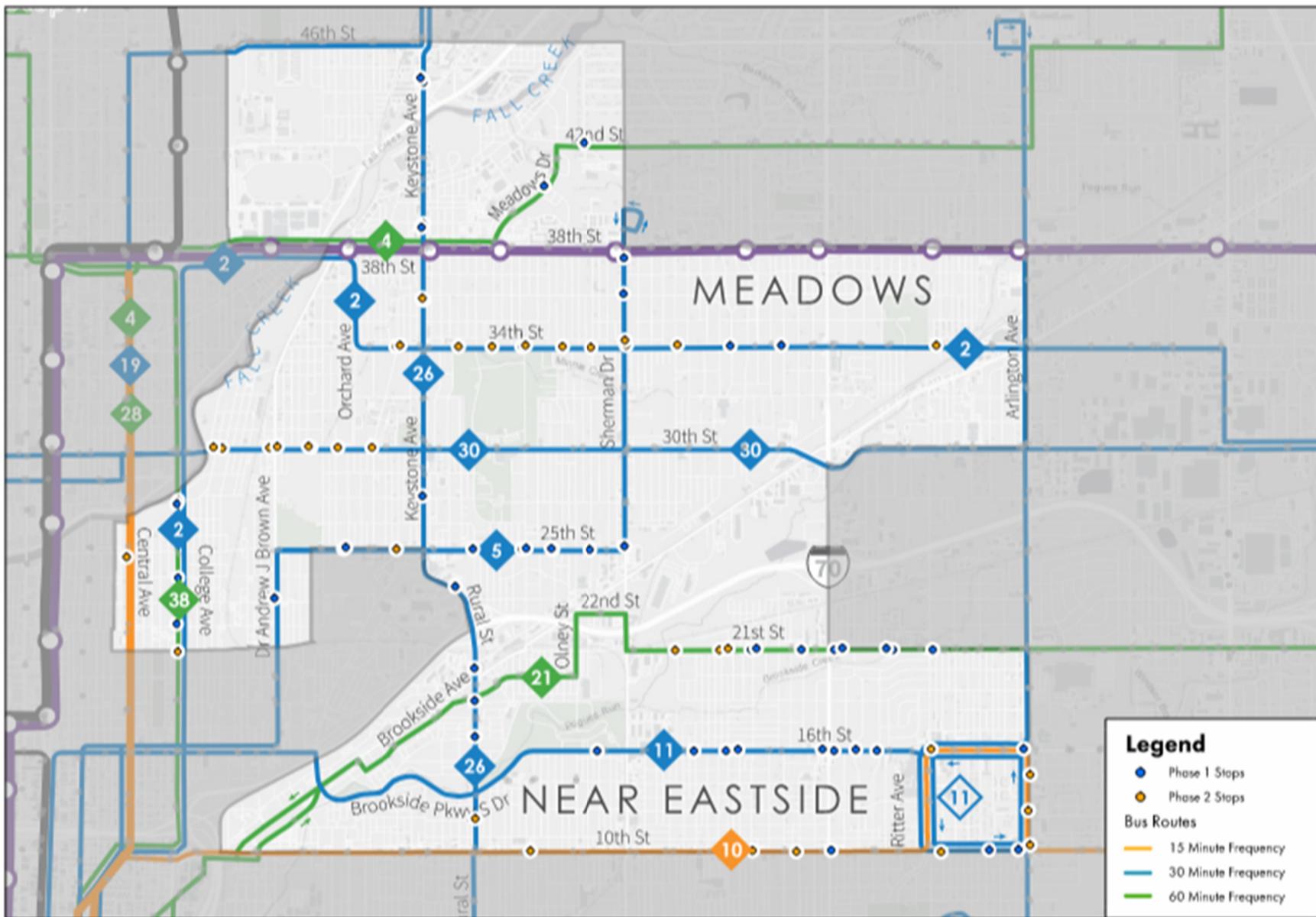


Figure 1: Project Area

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Date of Memo: November 13, 2024
Current Meeting: November 21, 2024
Board Meeting: November 21, 2024

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 CDM Smith Task Order 7, East Campus Fleet Operations and Storage Facility Project

ACTION ITEM A – 8

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to execute a new task order with CDM Smith under Contract No. 22-06-453 for the design for the East Campus Fleet Operations and Storage Facility Project in an amount not to exceed \$450,000.

BACKGROUND:

CDM Smith, under a prior competitive procurement, is currently under contract to provide master planning, engineering and design services for the Project. The services delivered thus far have been for master planning, programming, and cost estimating. This task order is needed for the project to progress from the preliminary planning phase to the design phase, which will require further planning and development.

DISCUSSION:

The first step in the design phase will be to explore alternatives to the concept developed during the master planning and programming phase to produce a final concept that best aligns the scope of the construction Project with the proposed total project budget of approximately \$55 million. This step will also inform IPTC’s procurement of Construction Manager as Constructor services.

ALTERNATIVES:

The IPTC Board of Directors could choose to not proceed with the next phase of this project. However, all activities aimed at designing and constructing a second bus garage at the East Campus location, which is needed to relieve the unsafe conditions that persist at the West Campus garage, would be halted.

FISCAL IMPACT:

The work under this task order will be funded entirely by local dollars. The cost for these services was included in the FY2024 capital budget appropriation.

DBE/XBE DECLARATION:

XBE participation for this task order includes cost estimating services by Vistara (MBE) at approximately \$85,000, which would be no less than 18% of this task order.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee and Service Committee on November 14, 2024 and was recommended to the Consent Agenda.



Date of Memo: November 07, 2024
 Current Meeting: November 21, 2024
 Board Meeting: November 21, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Senior Project Manager – Capital Facilities Projects Sarah Stentz
SUBJECT: Consideration and approval of Contractor for 1501 Historic Window Repairs

ACTION ITEM A – 9

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a contract to General Restoration Corporation, for a price of \$177,700 for the complete scope of window restoration on the Duesenberg portion of IPTC’s facility located at 1501 W. Washington Street.

BACKGROUND:

The historic Duesenberg portion of IPTC’s 1501 W. Washington Street property continues to age with the rest of the surrounding garage and administrative buildings. To keep with historic preservation standards as well as standard maintenance, this project will address exterior portions of the windows to ensure continued life of the facility.

DISCUSSION:

This project will include the complete reglazing, restoration and repainting of all existing windows of the Duesenberg portion of the facility located at 1501 W. Washington Street. In addition, sections of windows that have started to deteriorate and rust through will be spliced and repaired. Final paint color of windows will be similar to existing green. This project is anticipated to start in the Spring of 2025.

ALTERNATIVES:

The Board could choose not to contract as recommended, however, delay of repairs to the windows could potentially cost more in the future as they worsen in nature.

FISCAL IMPACT:

Federal funds available to IPTC for facility renovation/rehabilitation projects in the 2024 Budget will be utilized for this procurement.

DBE/XBE DECLARATION:

Due to the limited pool of contractors providing historic building preservation services there is no DBE participation for this procurement.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on November 14, 2024 and was recommended to the Consent Agenda.

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Date of Memo: November 18, 2024
 Current Meeting: November 21, 2024
 Board Meeting: November 21, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: President and CEO Jennifer Pyrz
SUBJECT: Consideration and approval of Board of Directors meeting dates for 2025

ACTION ITEM A – 2

RECOMMENDATION:

Approval of the proposed dates for 2025 IPTC Board meetings.

BACKGROUND:

In 2024, IPTC typically held its Board meetings on the fourth Thursdays of each month. Board meetings were scheduled for 11:00 a.m. in the IPTC East Campus Board Room located at 9503 E. 33rd Street Building “B”.

The Finance Committee and the Service Committee meetings occurred a week before the Board meeting, at 8:30 a.m. and 10:00 a.m. respectively, unless otherwise noted and communicated. The Governance & Audit Committee met quarterly starting in January 2024 at 1:00 p.m., unless otherwise noted and communicated. All meetings were streamed live via the IndyGo Facebook page.

DISCUSSION:

After discussions with IPTC Board and staff, 2025 Board meetings will be held on the third Thursday of each month at 4:00 p.m. The Finance Committee will meet on the second Thursday at 8:30 a.m. in the months of January, July, and December. The Service Committee will meet on the second Thursday at 10:00 a.m. on even months starting in February 2025. The Governance & Audit Committee will continue to meet quarterly at 1:00 p.m. starting in January 2025. All meetings are scheduled to be held in the IPTC East Campus Board Room located at 9503 E. 33rd Street Building “B” and will be streamed live via the IndyGo Facebook page. The following dates are proposed for 2025.

Board Meeting Dates YEAR 2025
Thursday, January 16 th
Thursday, February 20 th
Thursday, March 20 th
Thursday, April 17 th
Thursday, May 15 th
Thursday, June 19 th
Thursday, July 17 th Budget 2026 Introduced
Thursday, July 31 st Public Hearing for Budget 2026
Thursday, August 21 st Final Adoption of Budget 2026
Thursday, September 18 th
Thursday, October 16 th
Thursday, November 20 th
Thursday, December 18 th

ALTERNATIVES:

The Board could choose to reject these dates and ask that IPTC staff propose a new set of meeting dates/times for 2025.

FISCAL IMPACT:

None

DBE/XBE DECLARATION:

None

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be considered by the full Board of Directors as part of the Regular Agenda for its meeting scheduled for November 21, 2024.



Date of Memo: November 06, 2024
 Current Meeting: November 21, 2024
 Board Meeting: November 21, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and CEO Jennifer Pyrz
FROM: Chief People Officer Britt Griffin
SUBJECT: Consideration and approval of contract with Anthem for group Health, Dental, and Stop-Loss Insurance

ACTION ITEM A – 5

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter into a contract with Anthem for Group Health, Dental, Vision Insurance premiums and Stop-Loss Insurance coverage for current member enrollment at an annual estimated cost of \$12,754,678 (Medical), \$376,323 (Dental), and \$80,750 (Vision) respectively subject to increase or decrease based on future enrollment.

BACKGROUND:

IPTC takes a progressive approach to create a healthier workforce and as such provides a comprehensive benefits package to our workforce. As part of this benefits package, IPTC provides its workforce with insurance coverage to help employees offset the cost of health care and to help the employee maintain good overall well-being.

DISCUSSION:

Anthem is the incumbent vendor providing group health insurance premiums and coverage and will now continue to offer dental as well. The current dental contract expires at the end of 2024, and to that end, IPTC engaged LHD Benefit Advisors to serve as its broker and procure services for group insurance using the following criteria for a recommendation: total cost of services, contractual benefits, provider network strength, and rate guarantees. Based on these guidelines, Anthem is the suggested successful bidder for the following reasons:

- Anthem was the only bidder that met all the required benefits and networks required by IPTC.
- Anthem offered the lowest dental premiums.
- There will be no network disruption.

The following are the total monthly premium cost to employee under the new plans:

Health Insurance

PPO plan (assuming wellness discount)

- Employee Only \$151.75 per month
- Employee + Spouse \$366.93 per month
- Employee + Child(ren) \$290.38 per month
- Employee + Family \$523.96 per month

HDHP (assuming wellness discount)

- Employee Only \$135.21 per month
- Employee + Spouse \$333.19 per month

- Employee + Child(ren) \$263.96 per month
- Employee + Family \$476.06 per month

Dental

- Employee Only \$5.09 per month
- Employee + Spouse \$9.75 per month
- Employee + Child(ren) \$13.66 per month
- Employee + Family \$20.20 per month

Wellness Discount Criteria

New for 2025 plan year, we have simplified the Wellness plan from requiring 6 activities to 2 activities to achieve Wellness premium discount on medical premiums for 2026 plan year. Plan participants must (1) Complete their annual physical with biometric lab review at Marathon clinic and (2) complete a wellness review with a Marathon clinic Health Coach to get better understanding of their personal numbers and any risk factors. IPTC employees will have from January 1, 2025 to September 30, 2025 to complete these 2 activities.

Pharmacy Benefit Manager (PBM) Evaluation

CarelonRx, Anthem PBM, is our current vendor who negotiates drug discounts, rebates from drug manufacturers and pharmacy network for IPTC. IPTC engage LHD Benefit Advisors to evaluate PBM option following criterial for recommendation: Total cost of services, contractual benefit, provider network, drug pricing, rebates and guarantees. Based on these guidelines, CarelonRx, Anthem PBM, is the successful bidder for following reasons.

- CarelonRx offered best drug discount pricing, lowest administrative costs and best drug rebates.
- There will be no network disruption
- There will be no drug coverage disruption.
- CarelonRx included a \$150,000 wellness fund IPTC can use to cover cost of wellness programs.

In summary, IPTC believes that Anthem is the best overall value for the quality and level of services for IPTC employees and families.

ALTERNATIVES:

The Board could choose not to award this contract to the recommended vendor and direct the CEO to negotiate with another responding vendor.

FISCAL IMPACT:

The total cost of this procurement for the insurance premiums and coverage are within the approved budgeted amounts in the 2025 budget.

DBE/XBE DECLARATION:

This contract will be funded by the Operations budget, and therefore, it does not require an established Disadvantaged Business Enterprise Program (“DBE”) participation goal. Given the complexity and nature of this opportunity subcontracting possibilities were limited.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action was reviewed by the Finance Committee on November 14, 2024 and was recommended to the Regular Agenda.

Information Update – October 2024 Financials Summary

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

OCTOBER 2024 FINANCIAL SUMMARY

Revenue

- Federal Assistance Revenue is under budget for the month by \$866,474 (-72.9%) but over year to date by \$1,335,260 (8.5%).
- Other Operating revenue category is under budget by \$5,648 (2.2%) for the month. YTD for this revenue is over budget by \$749,805 (30.0%).
- The passenger service revenue is over budget by \$57,733 (11.7%) for the month. For the year passenger service revenue is over budget by \$325,892 (6.6%).
- PMTF Grant came in at \$11,369,828 for the year, which was exactly on budget.
- Property Tax Revenue is on budget for the month of October. YTD this property taxes are over budget by \$2,053,834 (6.2%).
- In October 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 under budget by \$676,579 (-7.0%) for the month of October. YTD Total Revenue is over budget by \$7,747,138 (8.0%).

Expenditures

I) Personal Services

- Fringe Benefits are under budget for the month by \$38,002 (-2.1%). YTD it is under budget by \$2,058,509 (-11.2%).
- Overtime expenses were over budget by \$405,700 (149.9%) 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 \$2,275,797 (84.1%).
- October Salary expenses are under budget by \$219,504 (-4.9%) for the month of October. YTD it is under budget by \$3,365,510 (-7.5%)

The Personal Services category is over budget by \$148,194 (2.2%) for the month of October. It is under budget for the year by \$3,148,222 (-4.8%)

II) Other Services and Charges

- Claims were under budget by \$162,655 (-47.9%) for the month. For the year this category is under budget by \$602,809 (-17.5%).

- For the month of October, the Miscellaneous Expense category is over budget by \$90,936 (113.0%). YTD is over budget by \$64,994 (8.0%).
- In October, the Purchased Transportation category is over budget by \$234,437 (26.3%). For the year it is over budget by \$2,039,953 (22.9%).
- For the month the “Services” expense category is under budget by \$591,755 (-27.0%). YTD this category is under budget by \$10,897,308 (-42.7%).
- For the month, utility expenses are under budget by \$27,026 (-13.4%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. For the year utilities are under budget by \$504,785 (-25.0%).

Overall, the Other Services & Charges category is under budget by \$456,064 (-12.3%) for the month. YTD this category is under budget by \$9,899,955 (-24.3%).

III) Materials & Supplies

- The Fuel and Lubricant category is under budget by \$22,511 (-4.2%). YTD it is under budget by \$219,421 (-4.1%).
- For the month of October, the Maintenance Materials category is over budget by \$89,251 (16.7%). It is over budget for the year by \$77,345 (1.4%).
- Other Materials and Supplies category is under budget by \$101,428 (-81.7%) for the month. For the year it is under budget by \$1,239,732 (-72.0%).
- Tires & Tubes category is under budget in October by \$5,779 (-10.7%). Accounting accrues expenses in lieu of absence of actual invoices for the month. When the invoices are received, the accruals reverse out the next month. YTD it is under budget by \$67,808 (-12.5%).

For the month, the Total Materials and Supplies category is under budget by \$40,467 (-3.2%). For the year it is under budget by \$1,449,616 (-10.9%).

In October, the overall, total expenditures came under budget by \$348,336 (-3.0%). Year to date expenditures are under budget by \$14,497,793 (-12.1%).

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 Budget Justin Burcope



Indianapolis Public Transportation Corporation
 Budget to Actuals (Comparative Statement) - IndyGo
 For the Ten Months Ending Thursday, October 31, 2024

11/8/2024 1:40 PM
 Period Selected: 10

	Current Month				YTD				PRIOR YTD Actual
	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	
Operating Revenue									
Federal Assistance	322,385.00	1,188,859.08	(866,474.08)	(72.88)	13,223,851.00	11,888,590.80	1,335,260.20	8.52	13,224,004.00
Other Operating Income	255,126.82	249,478.34	5,648.48	2.26	3,244,588.24	2,494,783.40	749,804.84	30.05	4,458,908.80
Passenger Service Revenue	551,502.92	493,769.48	57,733.44	11.69	5,263,588.19	4,937,695.75	325,892.44	6.60	4,961,833.86
PMTF Revenue					11,369,828.00	9,474,856.70	1,894,971.30	20.00	11,369,828.00
Local Property & Excise Tax Revenue	3,323,790.59	3,323,790.59		0.00	35,291,740.16	33,237,905.90	2,053,834.26	6.18	33,792,174.06
Local Transit Income Tax Revenue	3,416,666.67	3,416,666.67	0.00	0.00	35,562,207.70	34,166,666.70	1,395,541.00	4.08	53,862,698.52
Service Reimbursement Program	35,426.00	34,583.33	842.67	2.44	337,668.00	345,833.30	(8,165.30)	(2.36)	319,819.00
Total Operating Revenues	7,904,898.00	8,707,147.49	(676,579.00)	(7.01)	104,293,471.29	96,546,332.55	7,747,138.74	8.02	121,989,266.24
Operating Expenses									
Personal Services									
Fringe Benefits	1,791,027.11	1,829,028.94	(38,001.83)	(2.08)	16,300,132.46	18,358,641.14	(2,058,508.68)	(11.21)	15,366,027.70
Overtime	676,319.12	270,619.17	405,699.95	149.92	4,981,988.72	2,706,191.70	2,275,797.02	84.10	5,774,432.78
Salary	4,275,178.60	4,494,682.64	(219,504.04)	(4.88)	41,581,315.77	44,946,826.40	(3,365,510.63)	(7.49)	35,789,070.51
Total Wages and Benefits	6,742,524.83	6,594,330.75	148,194.08	2.25	62,863,436.95	66,011,659.24	(3,148,222.29)	(4.77)	56,929,530.99
Other Services & Charges									
Claims	176,951.16	339,606.24	(162,655.08)	(47.90)	2,793,252.88	3,396,062.40	(602,809.52)	(17.75)	3,218,009.73
Miscellaneous Expenses	171,416.25	80,480.27	90,935.98	112.99	878,047.06	813,052.70	64,994.36	7.99	637,124.68
Purchased Transportation	1,126,571.03	892,133.67	234,437.36	26.28	10,961,290.29	8,921,336.70	2,039,953.59	22.87	9,673,032.27
Services	1,600,960.73	2,192,716.33	(591,755.60)	(26.99)	14,636,391.55	25,533,699.86	(10,897,308.31)	(42.68)	15,838,180.22
Total Utilities	174,452.68	201,479.17	(27,026.49)	(13.41)	1,510,006.36	2,014,791.70	(504,785.34)	(25.05)	1,646,029.45
Total Other Services & Charges	3,250,351.85	3,706,415.68	(456,063.83)	(12.30)	30,778,988.14	40,678,943.36	(9,899,955.22)	(24.34)	31,012,376.35
Materials & Supplies									
Fuel & Lubricants	512,771.42	535,282.66	(22,511.24)	(4.21)	5,133,405.72	5,352,826.60	(219,420.88)	(4.10)	4,111,037.17
Maintenance Materials	622,122.86	532,871.75	89,251.11	16.75	5,773,361.34	5,696,016.23	77,345.11	1.36	4,990,068.86
Other Materials & Supplies	22,683.46	124,111.23	(101,427.77)	(81.72)	482,134.28	1,721,866.57	(1,239,732.29)	(72.00)	871,554.95
Tires & Tubes	47,957.94	53,736.75	(5,778.81)	(10.75)	475,925.11	543,732.92	(67,807.81)	(12.47)	451,348.34
Total Materials & Supplies	1,205,535.68	1,246,002.39	(40,466.71)	(3.25)	11,864,826.45	13,314,442.32	(1,449,615.87)	(10.89)	10,424,009.32
Total Operating Expenses	11,198,412.36	11,546,748.82	(348,336.46)	(3.02)	105,507,251.54	120,005,044.92	(14,497,793.38)	(12.08)	98,365,916.66
OPERATING INCOME/(LOSS)	(2,220,358.20)	(1,892,115.66)	(328,242.54)		20,615,186.41	(23,458,712.37)	44,073,898.78		
GAIN/LOSS ON ASSET DISPOSAL	(39,553.62)		(39,553.62)	0.00	(211,493.02)		(211,493.02)	0.00	196,272.77
NET INCOME/(LOSS)	(2,180,804.58)	(1,892,115.66)	(288,688.92)	15.26	20,826,679.43	(23,458,712.37)	44,285,391.80	(188.78)	23,427,076.81

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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	7,286,310	5,204,929	12,491,239	25,606,562
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	672,959	800,228	1,473,187	(69,706)
BRT & On-Street Infrastructure	Purple Line BRT	17,400,000	41,908,503	59,308,503	18,302,434	25,995,049	44,297,483	15,011,020
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	24,903	397,381	422,284	(10,112)
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	112,633	214,559	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	644,806	3,273,627	3,918,433	1,469,966
BRT & On-Street Infrastructure	29th & 30th Streets Two-Way Conversion	2,171,889	-	2,171,889	8,000,000	-	8,000,000	(5,828,111)
BRT & On-Street Infrastructure Total		63,712,589	50,278,062	113,990,651	35,639,674	38,137,045	73,776,719	40,213,932
Facilities	1501 Garage Renovation & Fuel Line	-	291,402	291,402	178,436	112,966	291,402	-
Facilities	1501 - Masonry Repair, Windows, Door Frames & More	700,000	-	700,000	24,369	134,076	158,445	541,555
Facilities	1501 - Locker Room Improvements	355,000	-	355,000	-	31,900	31,900	323,100
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	33,218	16,656	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	547,263	183,948	731,210	(99,661)
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	402,011	1,250	403,261	(16,232)
Facilities Total		19,685,000	2,115,070	21,800,070	1,361,745	2,052,477	3,414,222	18,385,848
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	102,551	285,834	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	2,499,024	73,137,140	75,636,164	994,144
Information Technology	Distributed Antenna System	-	113,308	113,308	110,308	-	110,308	3,000
Information Technology	Fare Validator Replacement	-	240,000	240,000	208,740	758,410	967,150	(727,150)
Information Technology	Mobility- or Software-as-a-Service	-	112,808	112,808	40,245	72,563	112,808	-
Information Technology	Wireless Vehicle Communications Replacement	-	709,640	709,640	348,978	506,332	855,310	(145,670)
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	804,291	1,337,305	2,141,596	766,161
Safety & Security	1501 - West Gates Upgrade	-	2,890	2,890	2,889	-	2,889	1
Safety & Security	Vehicle CCTV Replacement	-	423,721	423,721	-	414,292	414,292	9,429
Safety & Security	Training Simulators	-	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	30,973	11,937	42,910	267,090
Safety & Security Total		760,000	434,111	1,194,111	33,862	578,102	611,965	582,147
Grand Total		112,084,085	105,111,812	217,195,897	40,338,597	115,242,068	155,580,665	61,615,232

Information Update – Contract Extension for Insurance Broker Services

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: November 21, 2024

BACKGROUND:

IPTC procures all lines of insurance through a contracted insurance broker, which goes to underwriting markets to obtain bids from insurance carriers for coverage. The existing insurance broker contract has run for five years and expires on December 31, 2024, so this year it was time to recomplete the service per IPTC procurement policy.

DISCUSSION:

In July of this year, IPTC published a request for proposals (RFP #19-08-330) for insurance broker services. Due to several factors, including a change to policy dates for a mid-year renewal from an end-of-year renewal, time required for the policy renewal work, planned capital changes to IPTC assets in 2025, current assessments of strategies for future insurance alignment were not able to be achieved through the RFP process, and the Board tabled a proposed action item for award of a new contract at its October meeting.

The tabling of this action resulted in a new approach to achieving coverage without experiencing a policy lapse. IPTC is extending the contract with the current insurance broker, Aon, for (1) a year through December 31, 2025. Aon will market IPTC's risk and asset profile for a six-month extension of current insurance coverage, which expires on December 31, 2025, and then will do so again for insurance coverage for one year commencing July 1, 2025, through June 30, 2026. This will allow for the realignment of insurance coverage from an end-of-year renewal to a mid-year renewal.

In or about July of 2025, IPTC will release a new RFP for insurance broker services for a new contract, once approved by the Board, which would commence on January 1, 2026.

RECOMMENDATION:

Receive the report.

Brian Clem
Director of Risk and Safety

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Risk and Safety Division Report – October 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Director of Risk and Safety Brian Clem
Date: November 21, 2024

Risk and Safety

- During October, various team members of the IndyGo Risk and Safety Department performed risk hazard analysis on each of the purple line stations before their opening. As part of this process, over 60 safety and security-certifiable elements were tested and documented. These items included emergency phones, lighting, crosswalk and intersection signals, handrails, ADA features, platform coatings, protective barriers, safety laminates, line of sight safety, and many others. This process with the collaboration of the IndyGo Security, Training, Operations, Vehicle Maintenance, Facilities, Capital Project, and Construction teams ensures that the design and service will meet safety standards for our community. These processes were documented within several required submittals to the Federal Transit Administration. This process will continue when there is a design change or new construction within the Indianapolis Transit System. The team has already started on the safety and security elements for IndyGo's future Blue-line.
- On October 23-25, IndyGo's risk and safety and security team hosted familiarization training for first responders with the City of Lawrence. Training was held at the Fort Benjamin Harris Purple Line station in Lawrence with one of IndyGo's new purple line buses. Over the three days of training, first responders from Fire, Police, and EMS came out to learn more about the system and the type of bus (BYD) that they may respond to during emergencies. The training was an opportunity for hands-on learning and to see the rarely seen internal systems of these buses. This was the first time IndyGo offered or performed training with first responders from the city of Lawrence. The feedback was great and additional training collaboration has already been asked for. IndyGo has offered these types of training before with the Indianapolis Fire Department, and Indianapolis Metropolitan Police Department and will be ramping up the training frequency moving ahead in 2025. Keeping our community, riders, employees, first responders, and the public safe, remains mission one for IndyGo. Below is a link to the event that was documented by IndyGo's own public affairs department.

<https://www.youtube.com/watch?v=MC7674zs5Oo>
- Throughout October, IndyGo risk and Safety team members continue to work with contracted Insurance Broker Services (Aon) on the yearly renewal for lines of insurance. The preparation of data, risk reviews, and gathering current values for assets takes months of preparation before going out to markets. IndyGo has gathered the data and submitted it to Aon for marketing as we wait for proposals. IndyGo has experienced growth in 2024 with the addition of the Purple-line system and assets. The Risk and Safety team has and continues to leverage options to protect investment and growth within IndyGo. One change underway is the extension of current policies with underwriters paired with shifting from an end-of-year renewal to a mid-year renewal. This is to help relieve the stress on staff, align with the IndyGo fiscal budget, and is believed to allow for improved marketing for risk. The process will continue throughout 2024.

October 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 October and received the National Safety Council recognition patch, pin, and certificate.

Operator	ID#	Years of Safe Driving	Years of Service
Michael Flowers	1963	33	38
Phillip Boicourt	580	27	40
Gerry Poindexter	9631	26	35
Joe Monaughan	4142	18	21
Tonya Penn	8040	15	17
Laura Beck	8445	10	12
Conniejoe Morton	8367	6	13
Richard Taylor	9205	5	6
William Hazen	9613	5	5
Jonathan Lewis	9442	5	5
Bryant Brown	9441	4	5
Myron Thomas	10001	2	3
Mina Blocker	10517	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.

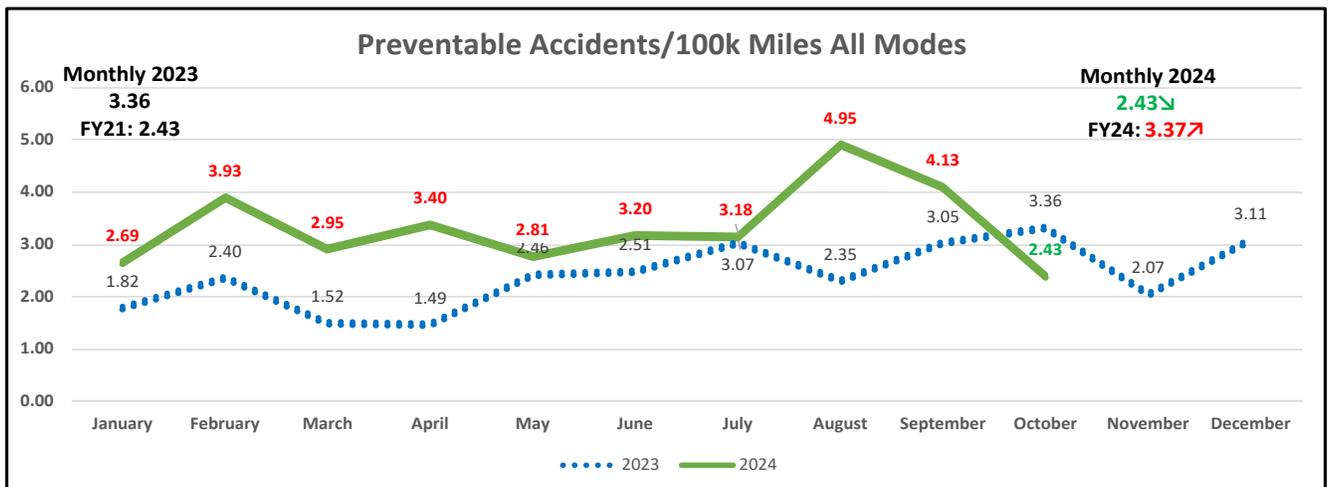
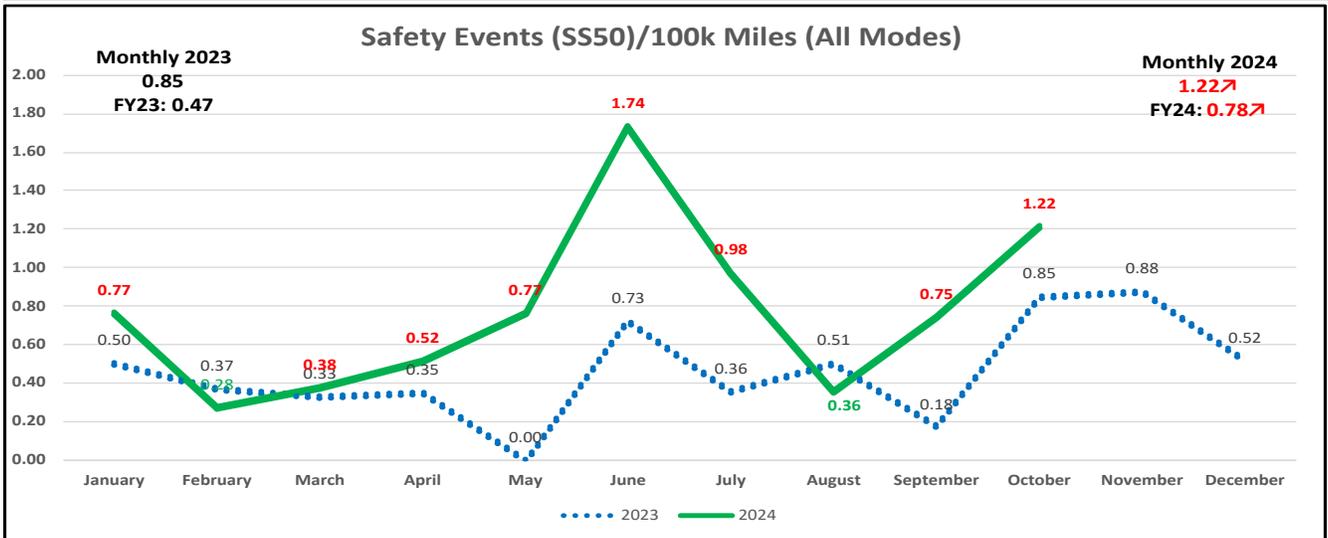
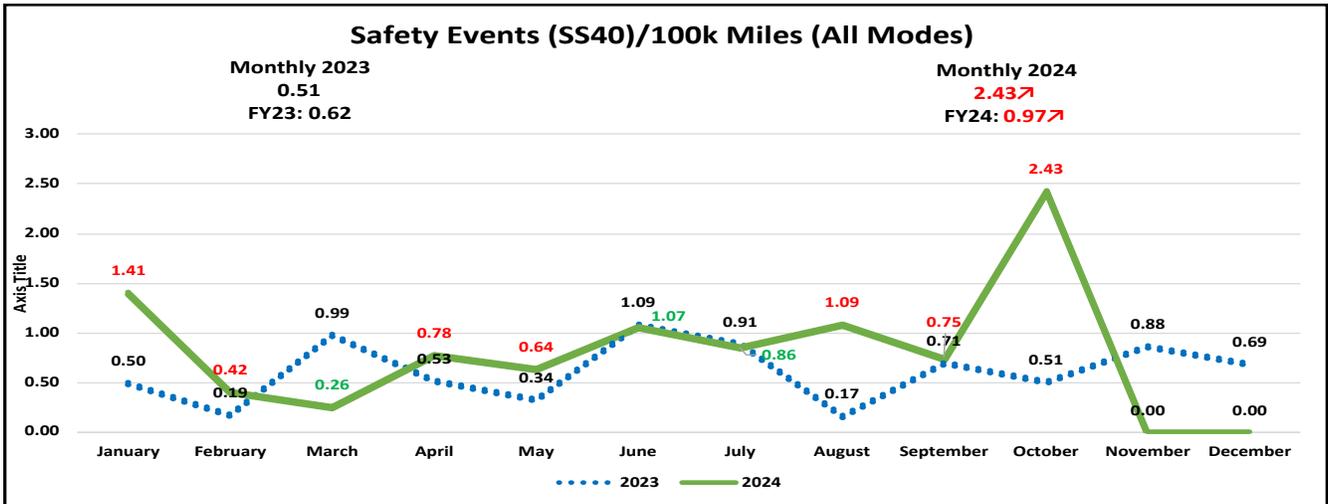
2024 Risk Reduction KPIs			
Measure	Definition	Risk Reduction Goal	October
Major Events	This includes all safety and security major events as defined by the NTD.	Reduce NTD Major Events.	30
Major Event Rate	This includes all major safety and security events as defined by the NTD, divided by VRM.	NTD Major Events = 5% decrease from the prior year, <1.19	3.65
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	2.43
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.	0.12
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	5.84
Fatalities	This includes all fatalities as defined by the NTD	Zero vehicle and employee fatalities	0
Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.	Zero vehicle and employee fatalities	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
Injuries	This includes all injuries as defined by the NTD.	Reduce NTD Injuries to workers and passengers.	10
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	1.22
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.	2.31
Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD.	Target is ZERO Operator assaults.	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.	0.61
System Reliability	This includes Major Mechanical System failures as defined by the NTD.		

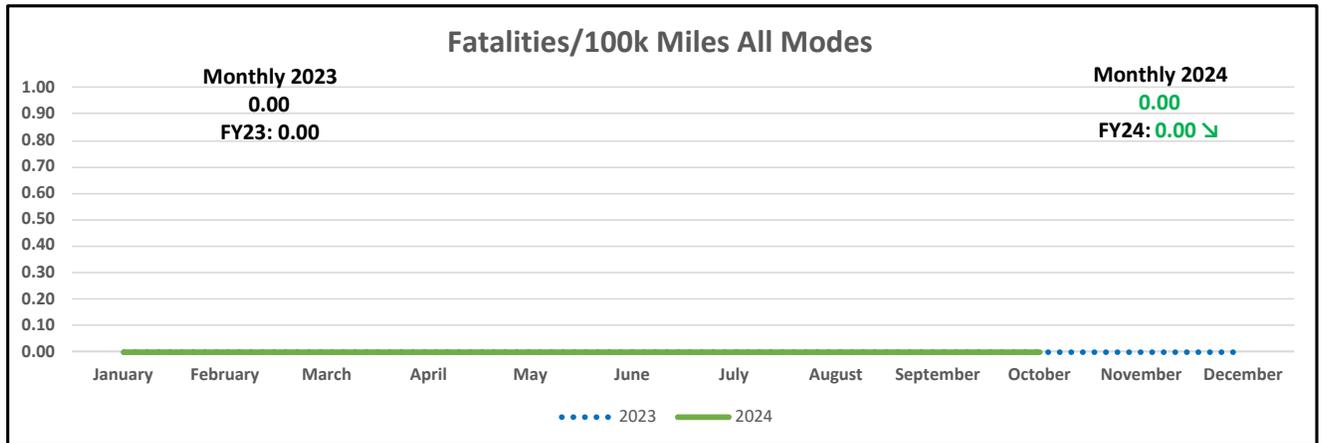
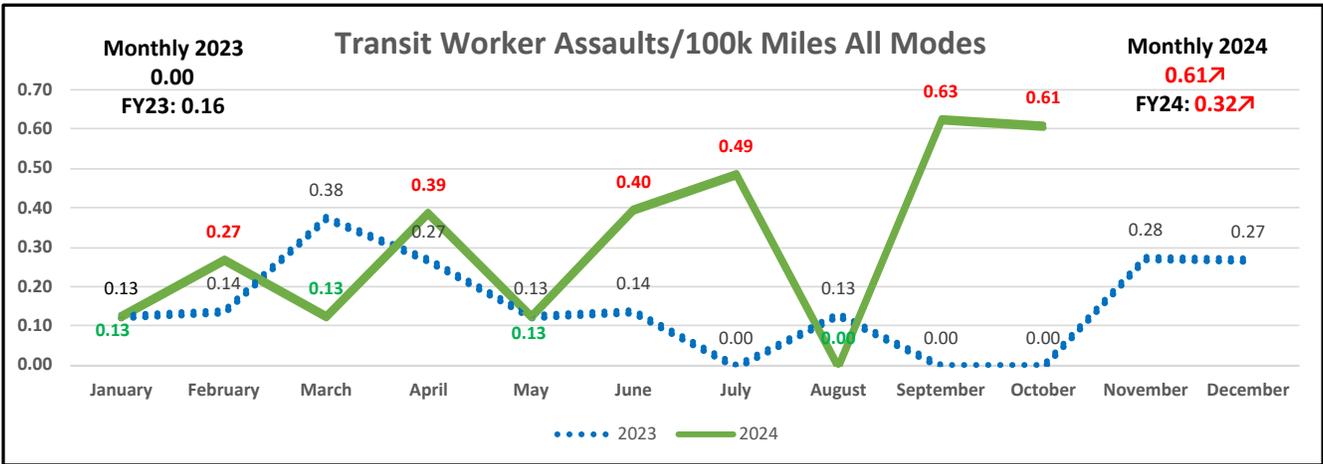
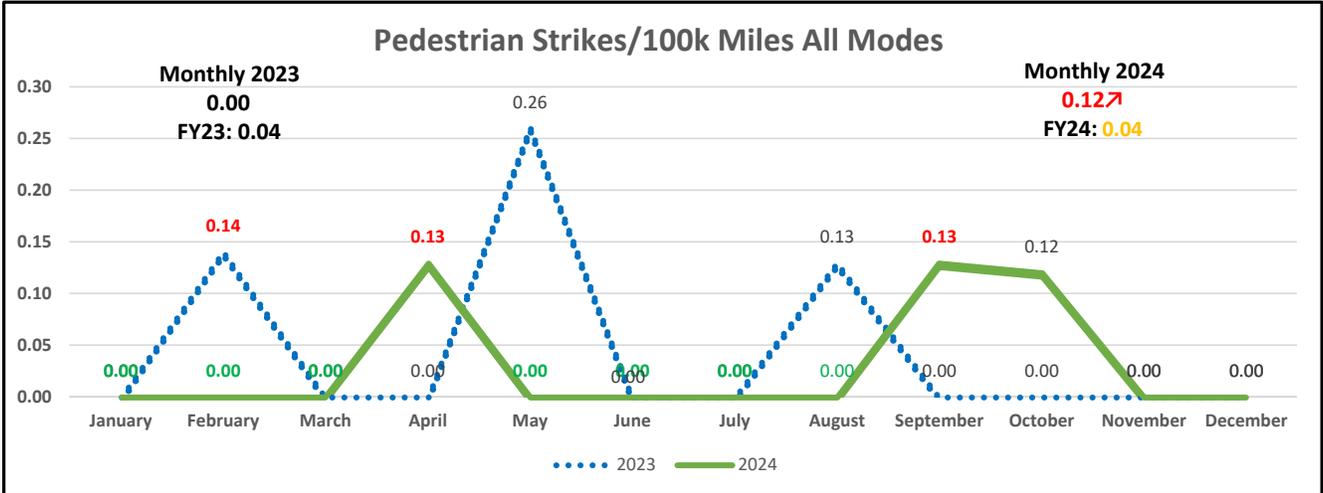
• VRM= Vehicle Revenue Mile

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.
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System Reliability	This includes Major Mechanical System failures as defined by the NTD.	

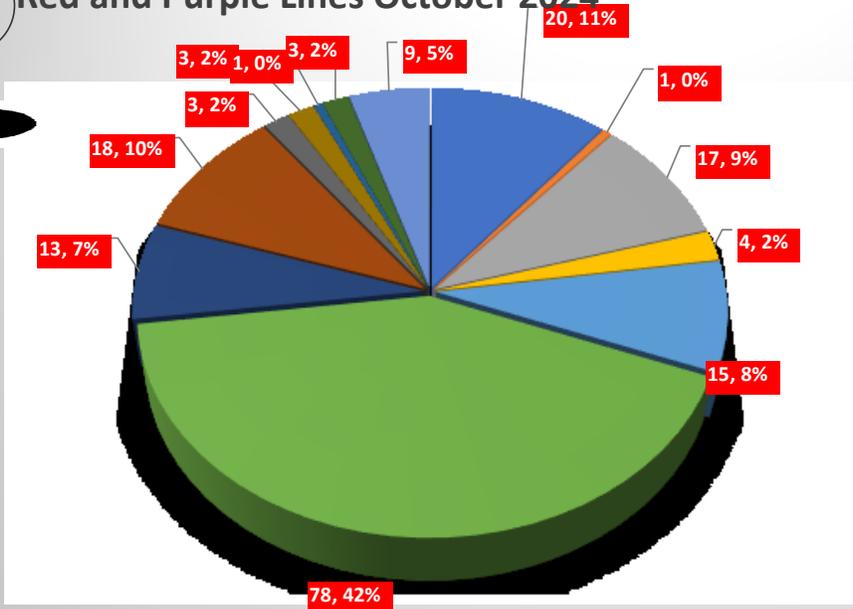
Safety and Accident Data

October 2024 Compared to October 2023 Data All Modes:



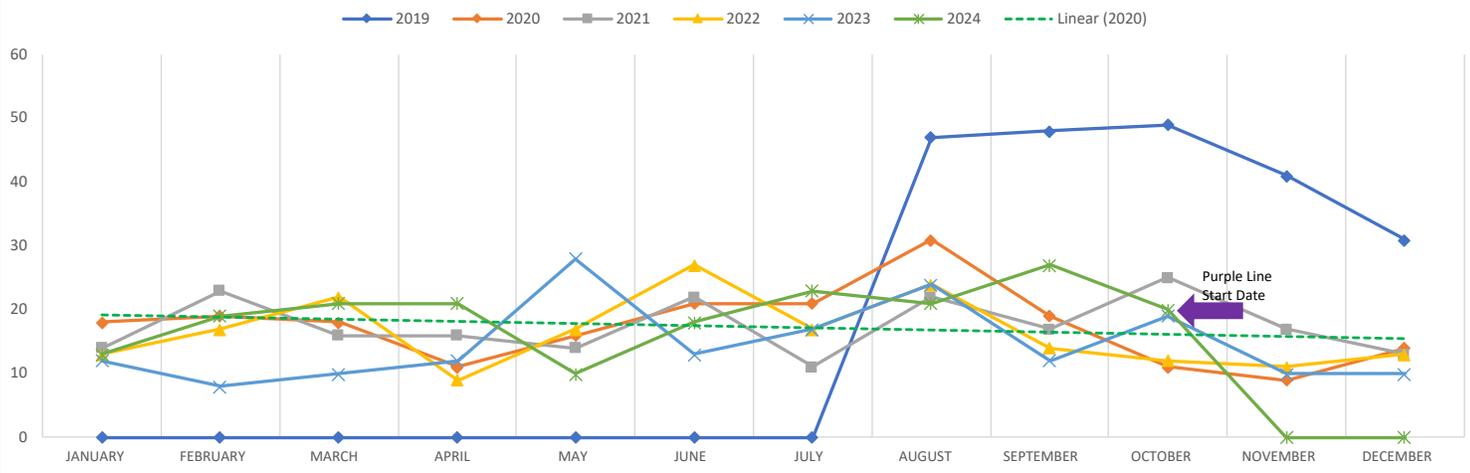


Red and Purple Lines October 2024



- 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



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Planning & Capital Projects Division Report – October 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Chief Development Officer Brooke Thomas
Date: November 21, 2024

STRATEGIC PLANNING

Fiscal Sustainability Study

Negotiations surrounding a detailed scope of work and fee are underway with the team that will be led by Nelson\Nygaard. As a reminder, the purpose of conducting this study is to ensure IndyGo’s internal operations respond to changes in ridership and, correspondingly, lower than projected revenue levels. 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.

Sponsored Rides

IndyGo had a strong start to the 2024-25 school year, which began with our annual Back-to-School event hosted at the CTC at the end of July 2024. IndyGo added two new high schools to the program, Herron High School and Riverside High School, which has added an additional 280 students to the program for a total of 1,640 students enrolled in the Sponsored Program across 15 high schools/programs. The remaining schools and programs include Believe Circle City; Indianapolis Metropolitan (Indy Met); Purdue Polytechnical—Englewood and Broad Ripple; and numerous IPS schools/programs including Arsenal Tech, Crispus Attucks, George Washington, Shortridge, Graduation Academy, Knowledge Is Power Program (KIPP), Simon Youth Academy, Unified Student Supports (USS) team, and Positive Support Academy.

Transit Asset Management – Annual Inventory

IndyGo staff are undergoing the annual inventory process where asset owners are asked to review and update the TAM Inventory that is maintained by Strategic Planning. The inventory process meets the Satisfactory Continuing Control (SCC) requirements by the FTA and enables IndyGo to use the inventory during the Capital Plan process for prioritization purposes, as required by the FTA.

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 worked with both counties to ensure their procurements, which extends to the contract documents themselves, meet FTA requirements. IndyGo staff continue to work on a subrecipient toolbox for subrecipient staff. In October, IndyGo staff conducted a document review of Preventative Maintenance Plans as part of its compliance work.

Section 5310 & 5339, 2023 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. In October, vehicles were ordered and will arrive in the next few months.

Section 5310 & 5339, 2024 Call for Projects – IndyGo staff are preparing to issue a Call for Projects for Section 5310 and Section 5339 funding. The CFPs will open in mid-December and close in early February 2025. IndyGo is offering \$850,000 in federal funds for Section 5310 and \$600,000 in federal funds for Section 5339.

Customer Perception Survey

The Customer Perception Survey helps IndyGo 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 staffed for an entire week. For 2024, transit ambassadors and temporary staff were employed from 6 am to 10 pm for an entire week. They surveyed approximately 800 people: capturing the results in real-time using tablet devices. Another 200 customers took the survey online. The IU Indianapolis Peterson Fellow, Ainsley Wright, is assisting staff with data analysis. 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. The team is preparing for bid-opening on November 21, 2024, and will evaluate bids in anticipation of awarding construction contract(s) at the December Board meeting. In addition to the construction contracts, staff will also bring task orders for Board approval for both WSP and BF&S for professional services during construction. Lastly, there will be an action item in December requesting the Board approve increasing change order approval amount from \$100k to \$250k for the project. Construction is 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 to explain closures and detours 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 expect 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 has ended formal coordination meetings but maintains an open line of communication 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 going through final review 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 on the local route is planned to be brought to the Board in December for approval. IndyGo was unsuccessful in obtaining an ATTAIN Grant, which would have funded the rest of the 5-yr implementation plan. Future implementations will be scaled back or delayed unless and until IndyGo can identify another funding source.

Local Bus Stop Improvements

IndyGo continues to work to bring more local bus stops into compliance with the ADA. Construction on 56 local stops along Lafayette Road and the surrounding area is nearly complete. 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. The next design package will begin in early 2025 and will focus on the far east side of the city.

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, Fifth-Third Bank, and matching grants 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. Preliminary roadway, drainage, and utility construction is anticipated in 2026, while platform and canopy construction are anticipated in 2027.

In anticipation of this project, IndyGo has filed a right-of-way vacation petition with the City of Indianapolis. If granted, IndyGo's property boundary would extend across the sidewalks that exist along Delaware, Washington, and Alabama streets, and include what is currently on-street parking paid parking spaces on E Washington Street.

Safe Streets for All (SS4A) Near-Miss Crash Video Analysis and Rider Safety Survey

IndyGo is seeking to record near-misses at key intersections. For the purposes of this project near-misses are defined as any unplanned event that could have caused physical injury or property loss but didn't. The goal is to identify safety countermeasures for implementation once the analysis is complete. A safety survey will also be conducted with riders onboard IndyGo buses. IndyGo staff are preparing a bid for solicitation and anticipate that the recording will take place in Spring 2025. IndyGo is coordinating with Indianapolis Department of Public Works on this project, who are currently using smart video-recording technology and performing near-miss analyses of their own.

Safe Streets for All (SS4A) Design & Construction

IndyGo is contributing local match dollars to an Indianapolis DPW complete streets project funded through an SS4A grant. Along with various pedestrian and motorist safety and connectivity improvements, IndyGo will benefit directly from upgrades to bus stop infrastructure along six project corridors. In most cases, upgrades will entail bringing existing bus stops up to full ADA compliance. IndyGo Capital Projects and Service Planning staff will take part in design review and progress meetings to protect our investment. NEPA approval is planned for Fall 2026 and construction completion is planned for 2029.

FACILITY PROJECTS

East Campus Fleet Storage & Maintenance Garage

This project includes the planning, design, and construction of a new bus fleet facility at IndyGo's East Campus location and will be partially funded under FTA's Section 5339 Bus and Bus Facilities competitive grant program. Once constructed, the facility will be IndyGo's second bus depot. Included in the concept for design is maintenance bays, bus storage, fueling and washing bays and equipment, coach operator dispatch area, and offices for fleet/facilities support staff. The project site (approx. 21 acres) is contiguous to IndyGo's East Campus' eastern boundary.

Both the environmental review and documentation and master planning phases have been completed. The preliminary site/civil engineering phase is underway and anticipated for completion Q1 2025. A new task order to begin the initial design phase is being presented to the IPTC Board of Directors at their regularly scheduled meeting on November 21, 2024. Procurement for a construction manager as constructor ("CMAR") is anticipated to be issued in Q1 2025. An offer in the amount of \$6,310,000 to purchase the project site has been prepared and will be issued as soon as IndyGo receives FTA concurrence on the project site appraisals; an amount that is within the budget appropriation amount approved by the IPTC Board of Directors in August of this year.

CTC Raingarden Handrails

The on-site work is substantially complete, and the designer and contractor are addressing all final punch list items. Final inspection is being scheduled and coordinated alongside the completion of CTC inductive charging project.

CTC Camera Upgrade

This project is currently out for bid. The scope of work includes the replacement of 65 existing cameras with new 180° and 360° cameras -- complete with today's technology -- to improve security monitoring coverage at the CTC. This item is anticipated to go before the IPTC Board of Directors 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/RIDE 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

This project includes several renovation or repair work packages for the 1501 maintenance garage. 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 has secured quotes for the repair of stair step cracking in the concrete masonry walls in the West Campus garage. Staff anticipates this work being completed before the end of the first quarter of next year. Lastly, 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 was issued for window framing repairs and painting. Bids were due on October 30, 2024, and staff was able to bring a recommendation before the Board this month. The start of this work 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. This project is out for bid and is expected to go before the IPTC Board of Directors for action during their regularly scheduled meeting on December 19, 2024.

Respectfully submitted,

Brooke Thomas, AICP
Chief Development Officer



Public Affairs Division Report – October 2024

To: Chair and Board of Directors
Through: President and CEO Jennifer Pyrz
From: Chief Public Affairs Officer Carrie Black
Date: November 21, 2024

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR October 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

October 2024 Board Report



IndyGo
SM

INDYGO.NET WEBSITE STATISTICS:

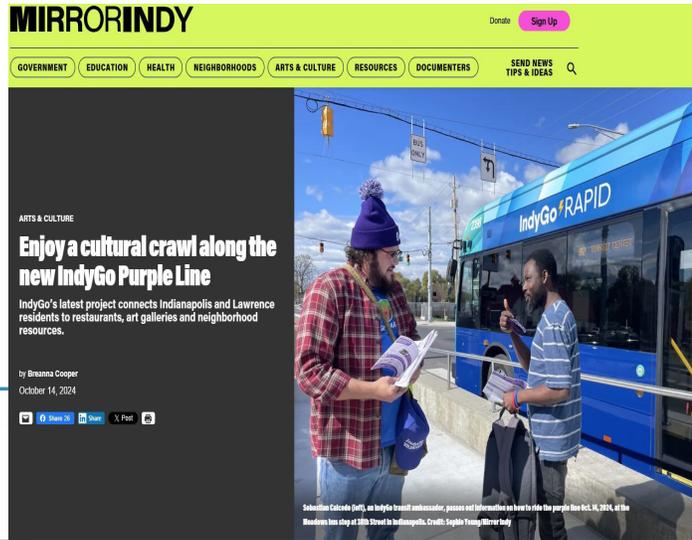
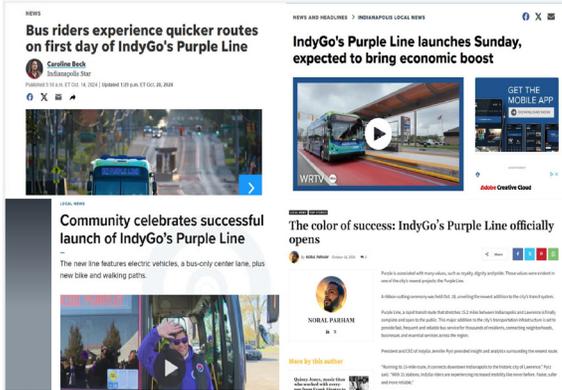
10/1/2024-10/31/2024

Page Views	250,841
Bounce Rate	43.24%
Total Users	43,568
Average Pa-geviews Per User	5.76
Total Sessions	63,194
Total Monthly Sessions Comparison to Previous Year	(Up) 16.33%

Mobile Share

Date	Mobile	Desktop	Tablet
Oct-24	70%	29%	1%
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%

Media Mention Highlights



Topics Include:

Media coverage for October 2024 was significantly themed around the Purple Line Bus Rapid Transit (BRT) route's launch and grand opening celebration! Many news outlets published stories about the system leading up to its launch as the Public Affairs team helped the public "Prepare for Purple" through a vigorous educational campaign. Then, after the launch, the media continued to share stories of the community celebration and ribbon-cutting ceremony, where we rejoiced in the BRT line's success and numerous benefits.

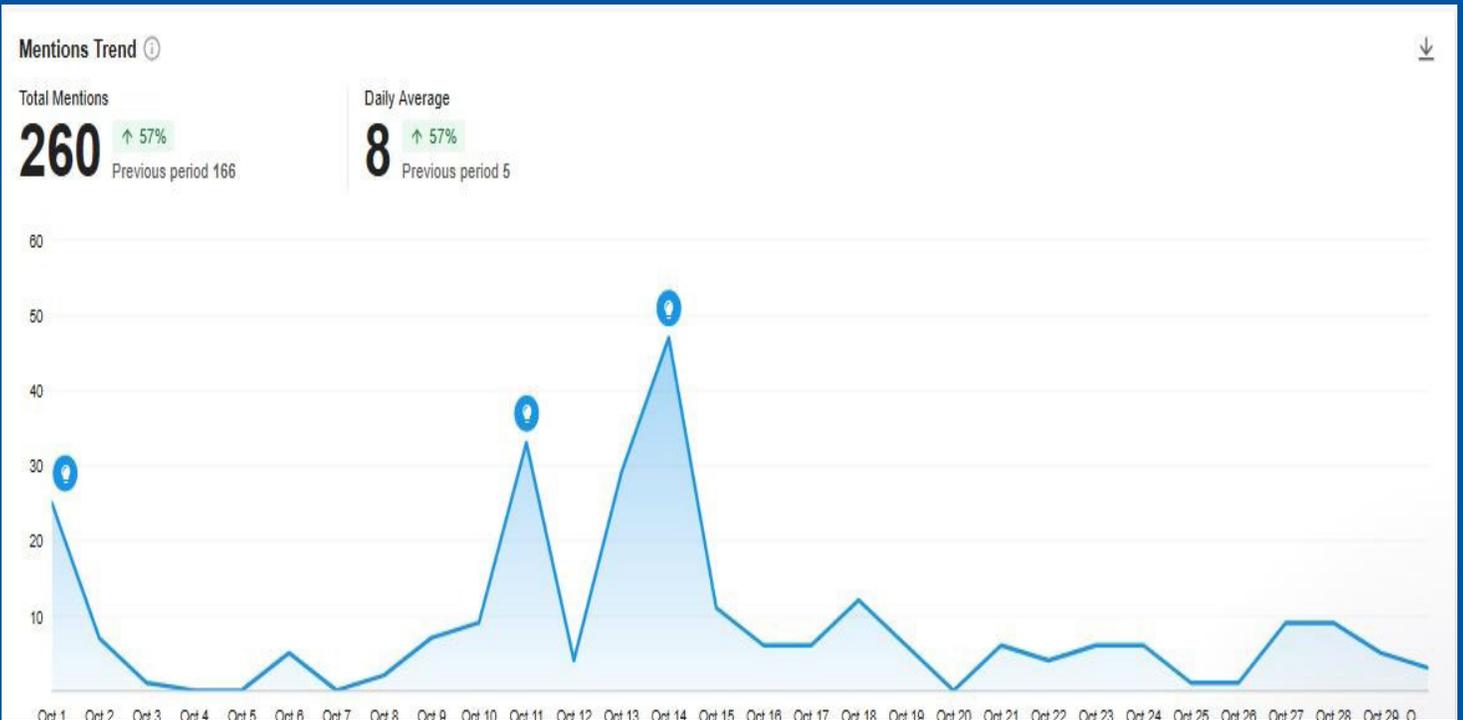
Additionally, Mirror Indy shared a positive article about many of the cultural destinations riders can visit that are within walking distance of the Purple Line's route. These enjoyable destinations include restaurants, art galleries, neighborhood resources and more between Indianapolis and the City of Lawrence.

Finally, reporters frequently shared that free rides were being provided on IndyGo for Election Day, thanks to a partnership with AARP Indiana and the IndyGo Foundation. This opportunity helped ensure everyone could make their voice heard at the polls as we removed the barrier of transportation and provided people a ride to their voting locations.

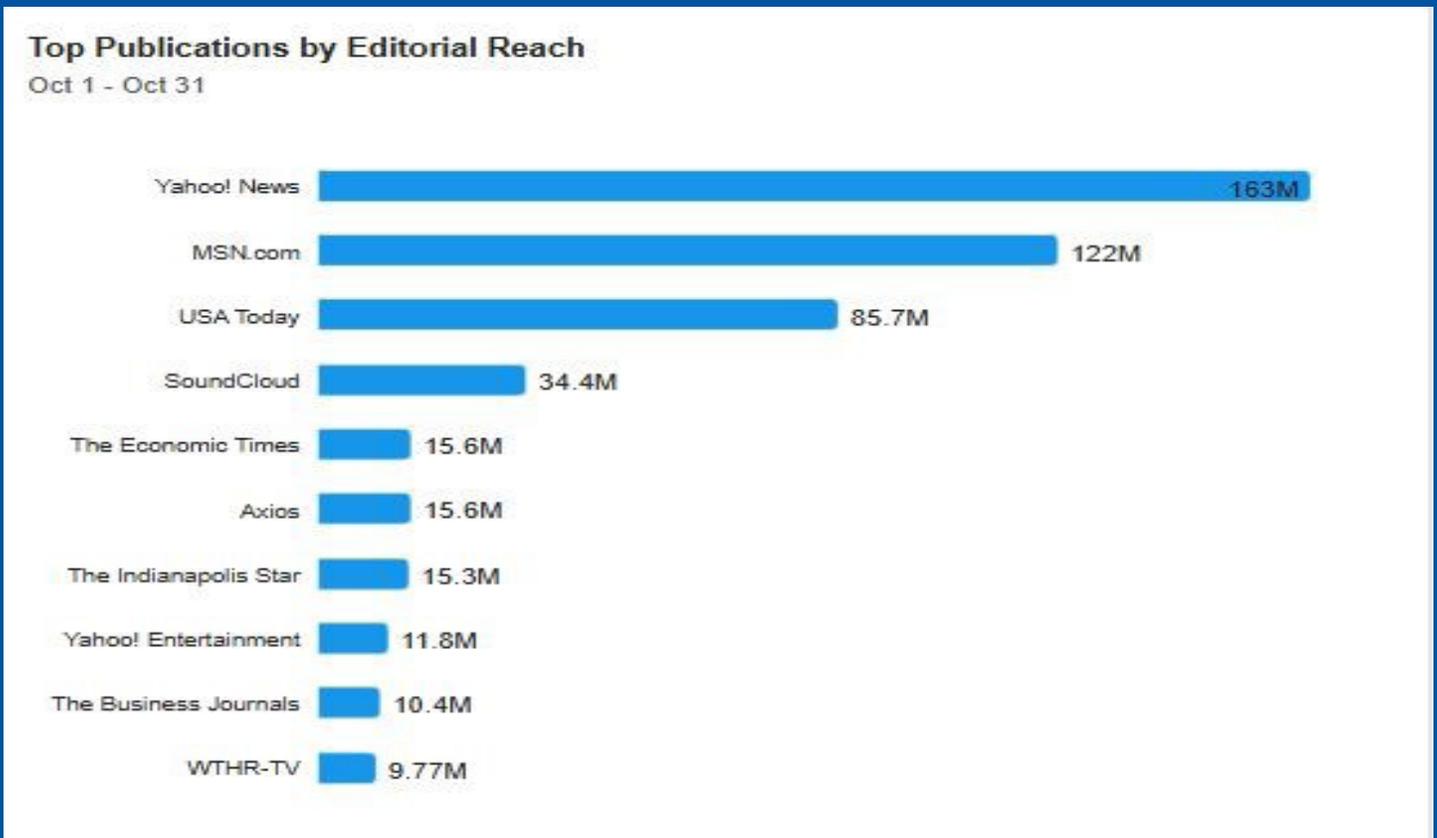
Altogether, IndyGo was mentioned 260 times, and the Purple Line was mentioned approximately 200 times, in October.

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

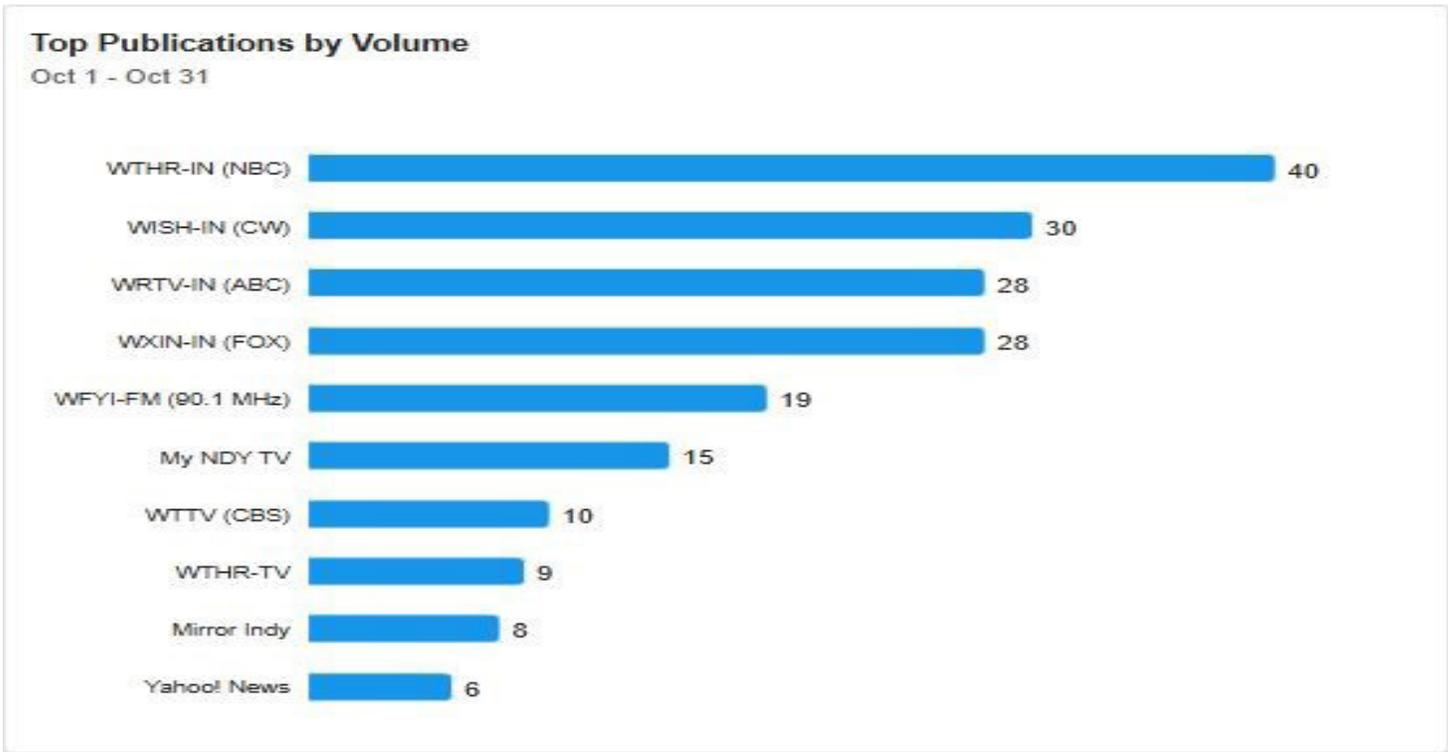
Here's a brief coverage summary:



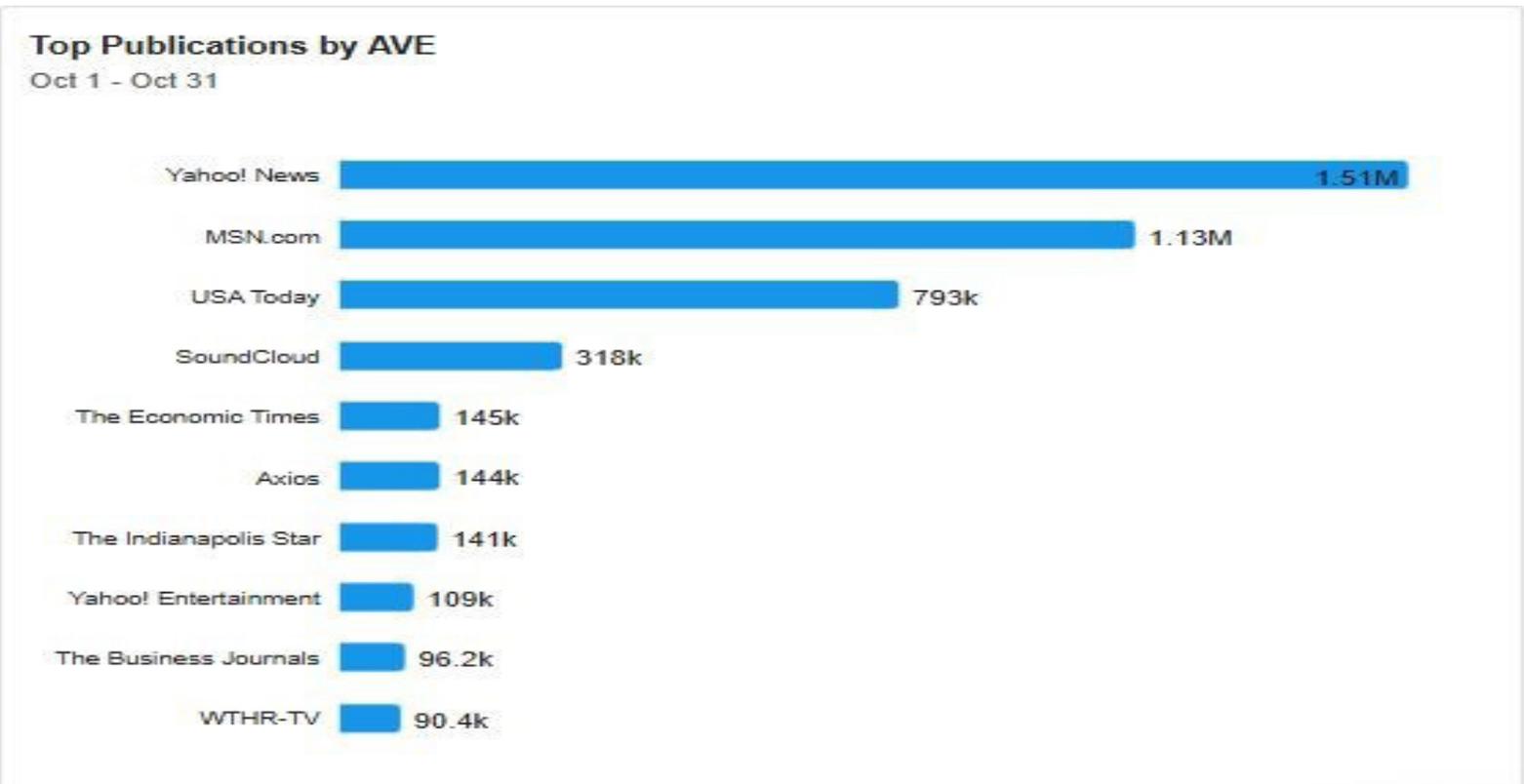
The graph below shows the top media outlets that published stories about IndyGo in October and the total potential viewership for each station or publication.



The graph below shows the top media outlets that published stories about IndyGo in October and the total potential viewership for each station or publication. The agency reached more than 483 million viewers through these channels. This is an increase of more than 135 million viewers compared to September.



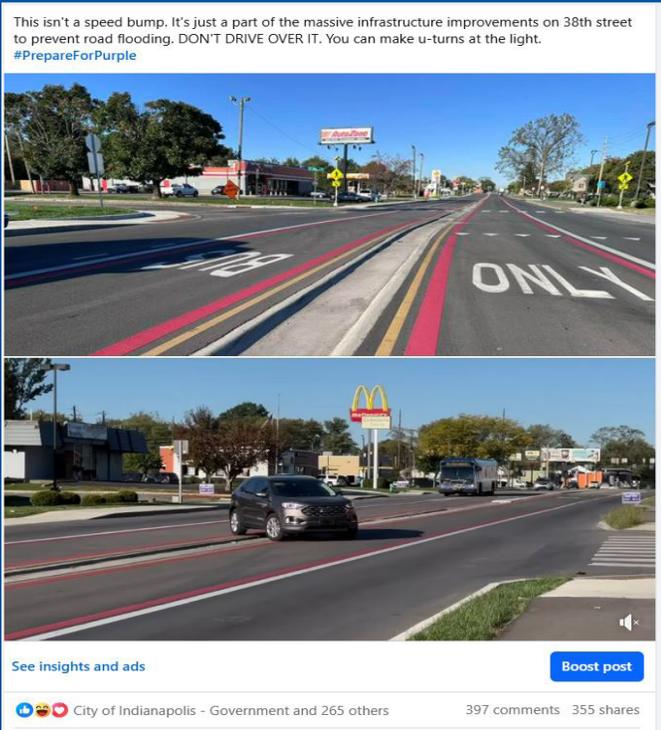
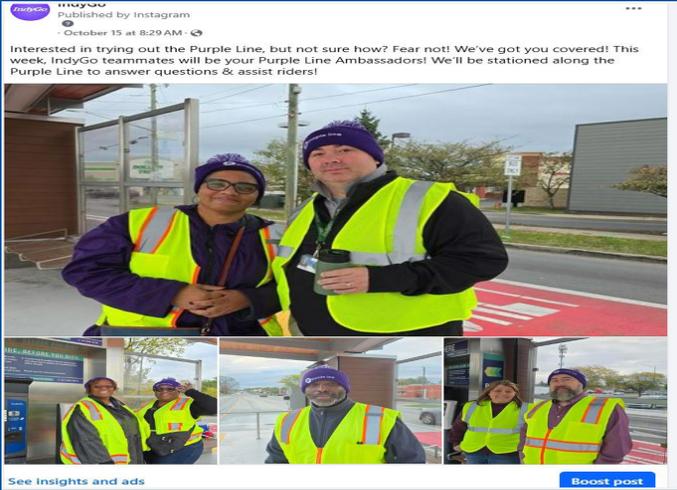
The graph below shows the earned media value for IndyGo's top news publications. The total equivalent cost of this exposure last month, if the agency were to pay for it, would be approximately \$4,476,600. This is an increase of more than \$1 million compared to September.



Social Performance:

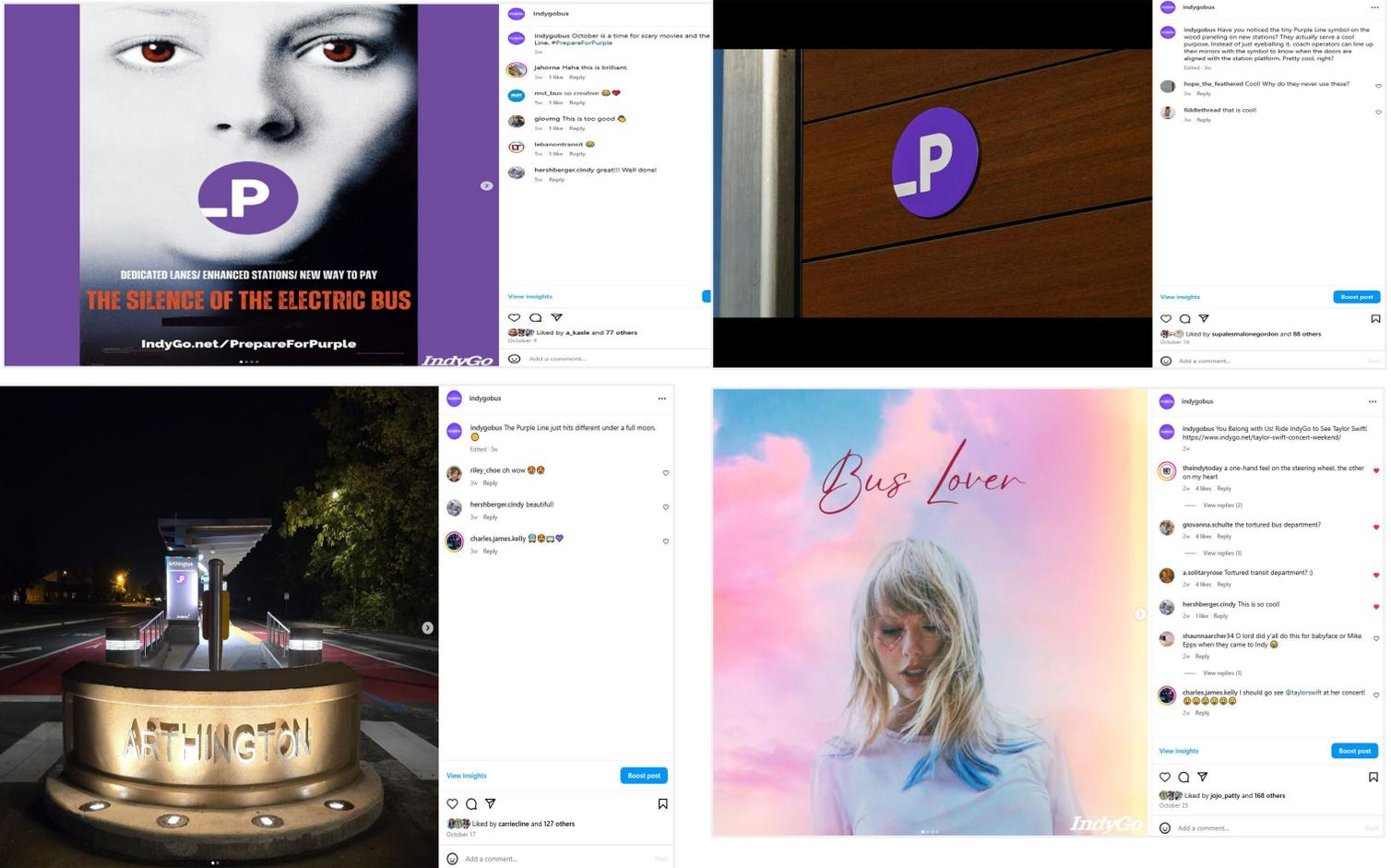
Facebook

- Had a total of 307,000 impressions (219,900 more than September)
- 37,300 post engagements (27,760 more than September)
- 11,859 page likes
- 13,920 current followers (120 more than September)



Instagram

- Generated 43,895 impressions (19,495 more than September)
- 3,108 total engagements (1,578 more than in September)
- 7.1% engagement rate
- 4,690 current followers (135 more than September)



Twitter

- Had a total of 96,500 organic impressions (73,500 more than in September)
- Earned an average of 2,350 impressions per day
- 6,983 current followers (13 more than September)

IndyGo @IndyGoBus · Oct 28

We love having friends over to our place. Was a pleasure to host @COTABus as they learned about all the economic development along our new Purple Line (and Red Line too) in anticipation for their own upcoming BRT lines.

5 retweets, 14 likes, 789 impressions

IndyGo @IndyGoBus · Oct 18

Got this video from a former Indiana resident who wanted to congratulate us on the Purple Line launch.

Today/ IndyGo is demonstrating once again what it looks like

9 replies, 80 retweets, 454 likes, 25K impressions

You reposted

IndyGo @IndyGoBus · Oct 10

Being a witch in 2024 is tough. Flying broomstick gas prices have gotten out of control. That's why witches love taking the Red Line to the @TCMIndy for The Children's Museum Guild's Haunted House—Witch Way Road Trip! You can too, starting today through October 31st! #HauntedTCM

6 retweets, 12 likes, 2.8K impressions

Pinned

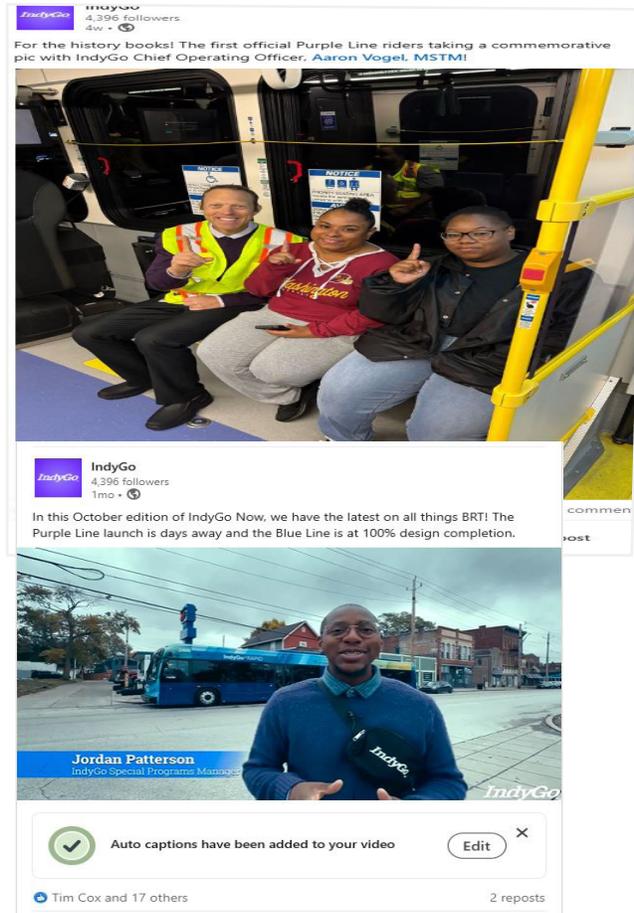
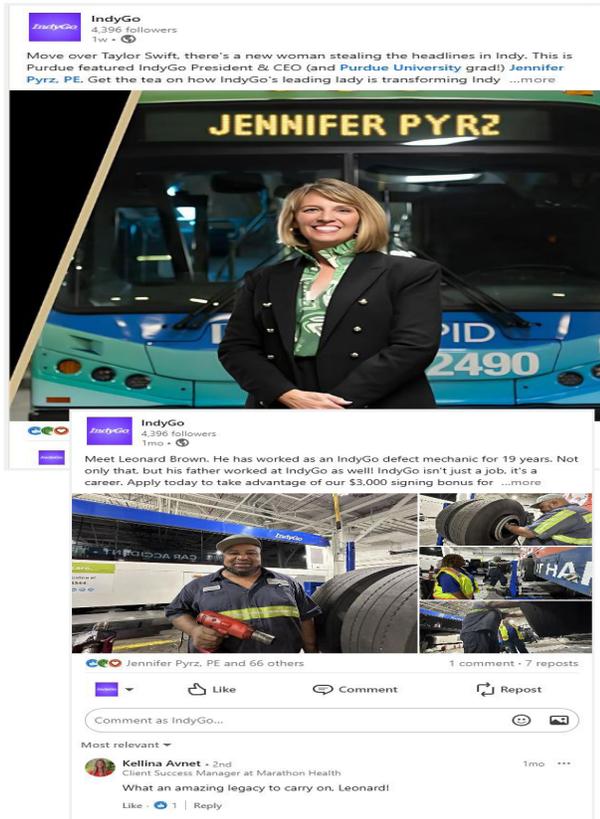
IndyGo @IndyGoBus · Oct 13

Go for launch. #PurpleLine

4 replies, 32 retweets, 98 likes, 18K impressions

LinkedIn

- Generated 27,400 impressions (10,200 more than September)
- 3,290 total engagements, 12% engagement rate
- 103 new followers, 4,361 total followers



Video Data

Total Video Views: 143,233

Top 3 October Videos

- Don't Cross the Median- 51,715 views
- Purple Line Launch- 28,478 views
- Secretary Pete Buttigieg Video- 28,633 views



Email Marketing:

NEWSLETTER

- 15,204 recipients (359 more than September)
- 12% CTR
- 4.16% open rate

INSIDE *IndyGo*SM

October 2024

**The Purple Line is Less Than Two Weeks Away:
Here's How to Prepare for Purple**

After years of planning, community collaboration and careful execution, the Purple Line Bus Rapid Transit (BRT) route will finally launch Sunday, Oct. 13! That means we're now less than two weeks away from seeing this transformational project's benefits in action! In anticipation of the exciting launch, we want to help riders and motorists Prepare for Purple and inform them of the upcoming changes to their commutes.

For riders, know how to ride the Purple Line by:

- Planning your trip ahead of time to see how it has been impacted.
- Paying and validating fare on station platforms with MyKey BEFORE you ride.
- Enjoying the enhanced rider experience with BRT station amenities and infrastructure improvements!

For motorists, know how to drive along the Purple Line by:

- Reviewing the new dedicated bus lane configurations and traffic patterns.
- Following the new rules of the road.
- Enjoying the many traffic and pedestrian safety benefits from the infrastructure improvements!

You can learn more on IndyGo's Prepare for Purple webpage at the button below.

[Prepare for Purple](#)

PREPARE FOR PURPLE

CREATIVE PROJECTS

- 29 requests completed via IndyGo Helpdesk
- 82 requests completed via other mediums
- 118 total creative requests completed

Outreach Summary: October 2024

In October, IndyGo's outreach efforts were focused on supporting riders through one of its most significant service changes to date, including the launch of the Purple Line Bus Rapid Transit (BRT) route. Additionally, IndyGo maintained a strong presence along other local service routes.

To prepare riders along 38th Street and Post Road for these changes, IndyGo teammates and Transit Ambassadors supported the Purple Line Ambassador initiative from October 14-18. More than 130 ambassadors were stationed at key locations throughout the corridor to educate and assist riders on how to use and pay for Indianapolis' newest BRT route. In just five days, the initiative engaged more than 4,000 riders.

IndyGo also participated in eight community events as an exhibitor, connecting with approximately 2,000 attendees. The most highly attended events included the Lawrence

Halloween Fest, the Irvington Halloween Festival along the future Blue Line, as well as the Public Safety Foundation's Domestic Violence Prevention Awareness event. IndyGo's newest BRT bus was also spotlighted at an EV-Showcase, where attendees could learn how to use IndyGo to reduce their carbon footprint.

In addition to the Purple Line Ambassador initiative, Transit Ambassadors focused on educating riders about service changes by participating in pop-up open houses at the Carson Transit Center and performing additional outreach along impacted routes.

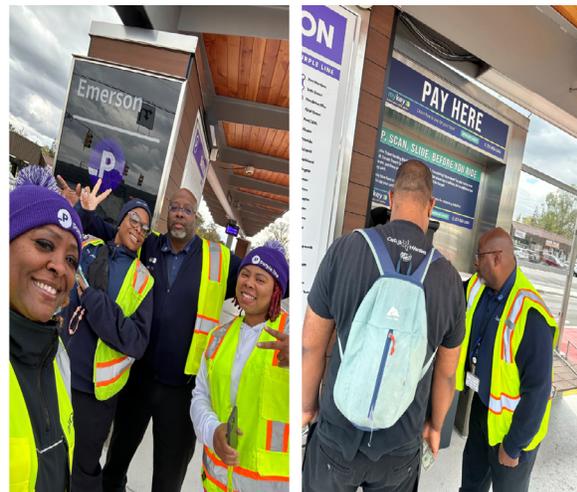


Additionally, IndyGo Transit Ambassador Umer Khurshid attended the Lawrence Halloween Festival, sharing information about the recently launched Purple Line!

Last month, IndyGo performed outreach at the Irvington Halloween Festival, sharing updates about the Blue Line Bus Rapid Transit route and various employment opportunities within the agency. IndyGo representatives pictured above, beginning from left to right, top to bottom: Transit Ambassadors Patrick Woods, Iris Ramirez, Tayana McVea, Ramirez and Mark Petrison



During the Purple Line's opening week, IndyGo teammates and community volunteers worked as Purple Line Ambassadors. They fanned out across the line to enhance the rider experience and ensure they knew how to use the new Bus Rapid Transit (BRT) system! This included ambassadors assisting riders with fare payment through IndyGo's MyKey system and navigating the route itself.



Pictured: beginning from left to right: Service Impact Supervisor Ta-reese Bouye, Lead Instructor Erica Harden, Service Scheduler George Evans and Coach Operator Kylee Garrett Pictured above, beginning from left to right, top to bottom: Transit Ambassador Courtney Hawk, Deputy Chief Operating Officer Cheryl Purefoy, Executive Administrative Assistant to the COO and Deputy COO Toni Johnson, Administrative Assistant- Legal Keta Cross, Assistant Director of Procurement and Supply Chain Management Justin Fulford and IndyGo Foundation Executive Director Emily Meaux

OUTREACH PROJECTS

Date:	Event:
Thursday, Oct. 3	Purple Line Tabling Avondale Meadows YMCA
Thursday, Oct. 3	Purdue PolyTech High School Family Night
Saturday, Oct. 5	EV Showcase-bus only
Tuesday, Oct. 8	CTC Open House Pop-up
Tuesday, Oct. 8	Salesforce Tabling
Tuesday, Oct. 8	Purple Line Tabling Fort Ben YMCA
Tuesday, Oct. 8	Purple Line Ambassador Training
Thursday, Oct. 10	Purple Line Staff Ambassador Lunch & Learn
Thursday, Oct. 10	Purple Line Ambassador Training
Monday, Oct. 14 - Friday, Oct.18	Purple Line Ambassador Outreach
Friday, Oct. 18	Purple Line Ribbon Cutting
Friday, Oct. 18	Lawrence Halloween Fest
Saturday, Oct. 26	Irvington Halloween Festival
Saturday, Oct. 26	Public Safety Foundation DV Prevention
Thursday, Oct. 31	"Building Healthier Communities" Summit Vendor Fair
2 times for the month	Route 901 Changes Outreach
6 times for the month	Route 39 Changes Outreach

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

Operations Division Report – October 2024

To: Jennifer Pyrz, President and CEO
From: Aaron Vogel, Chief Operating Officer
Date: November 21, 2024

SERVICE PLANNING

SCHEDULING:

On October 13th, 2024, IndyGo implemented one of its most significant route changes. This included the new Purple Line (92) replacing parts of Routes 4 and 39, changes to the south side Routes 29 (formerly Route 902), Route 31, and west side Route 10, and significant changes to the north side Routes 18 (retired and merged with Route 19), Route 19, Route 28, Route 82 (merged service of Routes 19, 86, & 901) Route 86 (retired), and 901 (retired and part of Route 82). These changes are another significant step towards implementing IndyGo's 2027 Transit Network, designed through public feedback to increase the quality and frequency of the bus service.

Since the launch of the Purple Line, Service Planning has begun a physical bus stop audit of all fixed route services and is preparing for bus stop adjustments during the initial Blue Line construction, which is scheduled to begin in 2025.

**MAJOR ROUTE
ADJUSTMENTS**

EFFECTIVE OCT. 13

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

IndyGo
SM

indygo.net/local-route-improvements/

FIXED ROUTE RIDERSHIP:

Oct-23	Oct-24	% Change	IndyGo Fixed Route Ridership	2023	2024	% Change
7,009	11,353	62.0%	2 E. 34th St.	74,362	88,051	18.4%
26,518	27,606	4.1%	3 Michigan St.	248,766	254,357	2.2%
7,751	8,322	7.4%	4 Fort Harrison	77,044	79,744	3.5%
11,841	9,888	-16.5%	5 E. 25th	109,164	109,839	0.6%
6,060	5,729	-5.5%	6 N. Harding	61,321	53,890	-12.1%
92,509	91,484	-1.1%	8 Washington St.	899,186	902,004	0.3%
65,180	72,392	11.1%	10 10th St.	646,133	668,653	3.5%
3,171	8,164	157.5%	11 E. 16th St.	34,537	43,009	24.5%
			12 Minnesota	15,628		
6,222	7,150	14.9%	13 Raymond	41,890	61,319	46.4%
			14 Prospect	34,612		
11,818	12,058	2.0%	15 W 34th St	101,077	110,288	9.1%
7,253	7,723	6.5%	16 Beech Grove	76,312	79,786	4.6%
4,784	1,662	-65.3%	18 Broad Ripple	45,849	41,115	-10.3%
18,122	15,023	-17.1%	19 Castleton	176,075	169,602	-3.7%
11,029	11,844	7.4%	21 East 21st St.	99,649	105,792	6.2%
8,132	7,802	-4.1%	24 Mars Hill	75,631	71,055	-6.1%
9,464	16,871	78.3%	25 W. 16th St.	84,608	119,309	41.0%
20,406	23,668	16.0%	26 Keystone	156,599	215,602	37.7%
8,272	6,648	-19.6%	28 St. Vincent	73,217	70,424	-3.8%
6,700	6,332	-5.5%	29 South Madison *	66,916	64,239	-4.0%
6,812	8,023	17.8%	30 30th St. Crosstown	59,590	57,362	-3.7%
8,971	9,927	10.7%	31 US 31	78,011	95,226	22.1%
19,995	23,263	16.3%	34 ML King/Michigan Rd.	193,358	206,455	6.8%
27,816	27,402	-1.5%	37 Park 100	256,440	257,760	0.5%
8,932	6,341	-29.0%	38 W 38th St.	118,495	72,058	-39.2%
60,612	23,636	-61.0%	39 E. 38th St.	559,383	530,597	-5.1%
			55 English	20,719		
5,899	5,706	-3.3%	56 Emerson	23,854	58,195	144.0%
	5,031		82 East 82nd Street		5,031	
6,192	2,450	-60.4%	86 86th Street Crosstown	57,959	56,660	-2.2%
8,245	9,589	16.3%	87 Eastside Circulator	78,359	78,775	0.5%
98,071	96,906	-1.2%	90 Red Line - BRT	909,256	1,021,546	12.3%
	53,012		92 Purple Line - BRT		53,012	
1,148	906	-21.1%	901 Nora	11,108	16,129	45.2%
6,816	16,299	139.1%	Others	88,686	52,190	-41.2%
591,750	640,210	8.2%	Total	5,653,794	5,869,074	3.8%

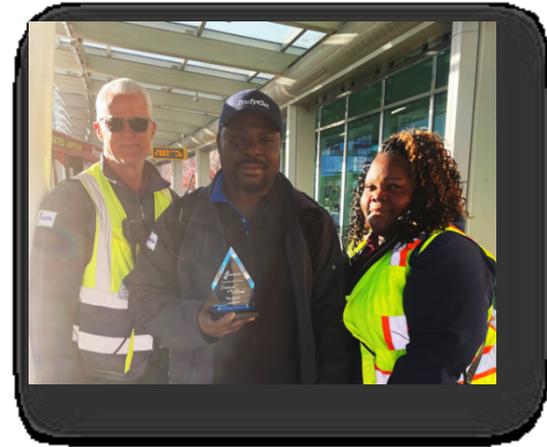
* Route 902 has been renumbered to Route 29, effective October 13, 2024.

TRANSPORTATION SERVICES

EMPLOYEE OF THE MONTH SEPTEMBER:

Operator 9435: Roy Shurn

Roy Shurn approaches his job with infectious enthusiasm and a genuine passion for working with the public. His positive attitude shines through in every interaction, making him a welcoming presence for those he serves. Always ready to lend a hand, he goes above and beyond to meet the needs of others. With a warm smile and helpful nature, Roy creates a friendly atmosphere that leaves a lasting impression on everyone he meets.



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 October: Operator Anthony Hurt 11118

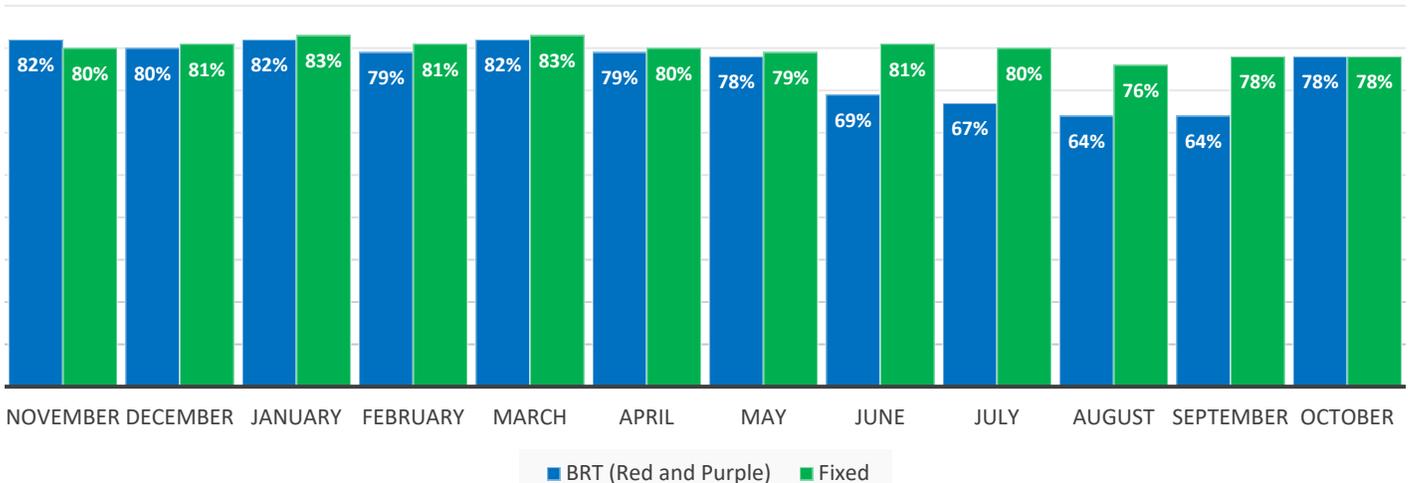
Gardner, Onesha
Wilson, Patricia
Hazen, William
Gray, Patrick
Houston, Floyd
Wilson, James
Garrett, Victor

McGhee, Lashanda
Davis, Brittney
Johnson, Michael
Sharp, Orion
Singh, Satwant
Green, Nichelle
Carpenter Williams, Lakisha

Amaya, Efrain
Norfolk, Terry
Lewis, Donteze
Reed, Bryant
Hurt, Anthony
Hicks, Ronald
Ford, Wanda



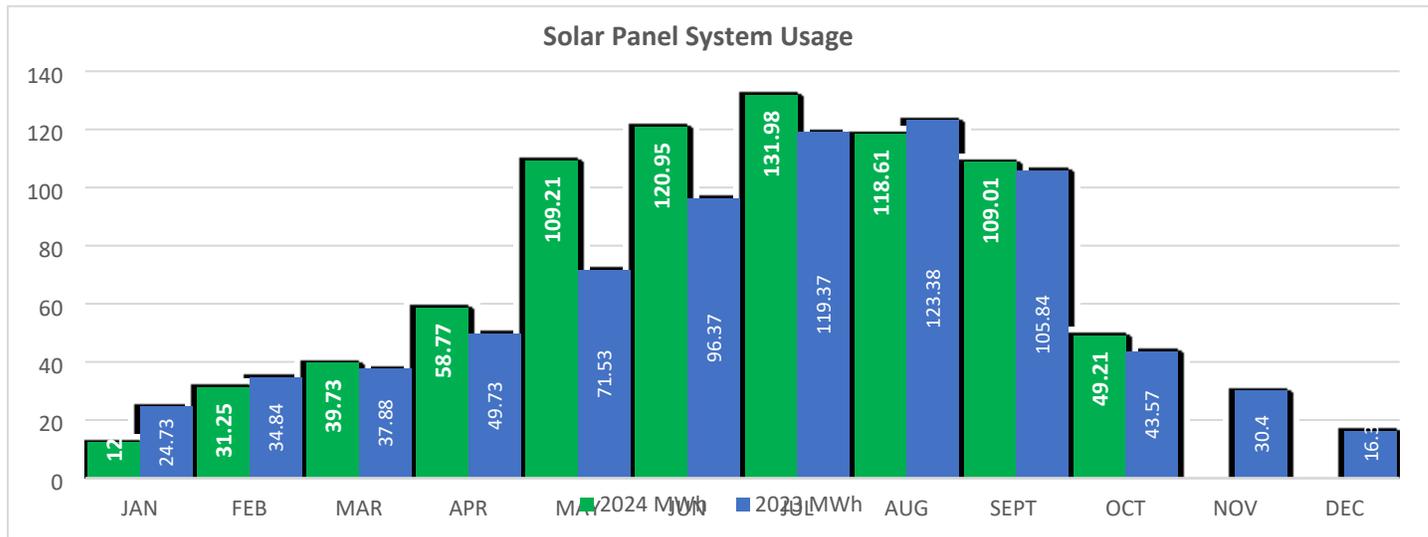
On Time Performance Last 12 Months



FACILITY SERVICES AND VEHICLE MAINTENANCE

FACILITIES:

The total YTD savings is \$69,526.70*



FLEET SERVICES:

In October, there were 63 vehicles requested for the motor pool. These are non-revenue vehicles available for business use.

There were 172 buses detailed in October. The completion rate increased to 82.29%. The goal is to detail every bus at least once per month.

IPTC has logged 6,593,729 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	766,270			6,593,729
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

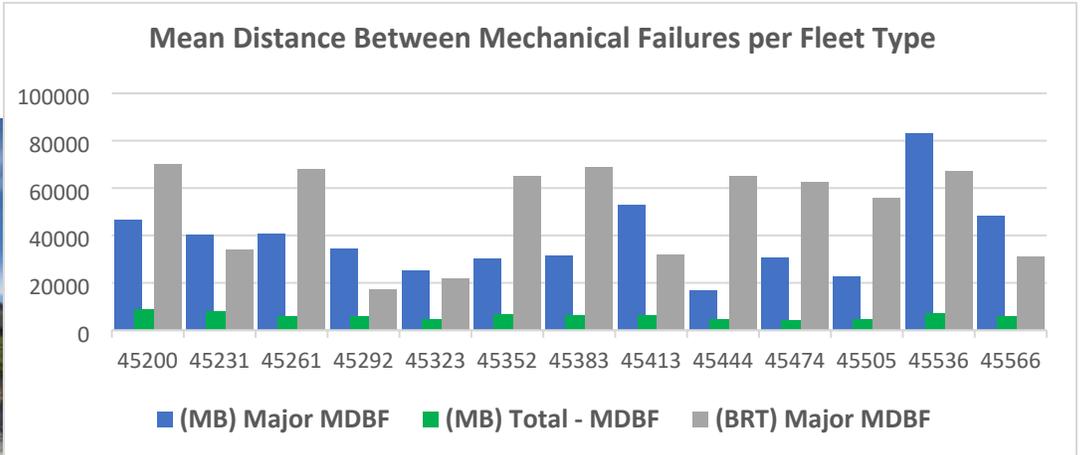
FLUID USAGE SUMMARY:

FLUID TYPE	August 2024	August 2023	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	DE C	YTD
ATF	110	234	156	144	383	319	297	147	132	142			1,643
COOLANT	2,731	2,393	1,994	2,426	3,504	2,242	831	1,009	871	1,057			15,290
ENGINE OIL	379	443	762	1,264	2,950	3,316	2,185	832	837	945			11,299
DIESEL	128,645	122,433	130,054	129,484	138,718	141,205	153,724	155,953	142,084	142,955			944,263

MAINTENANCE:



Mean Distance Between Failures

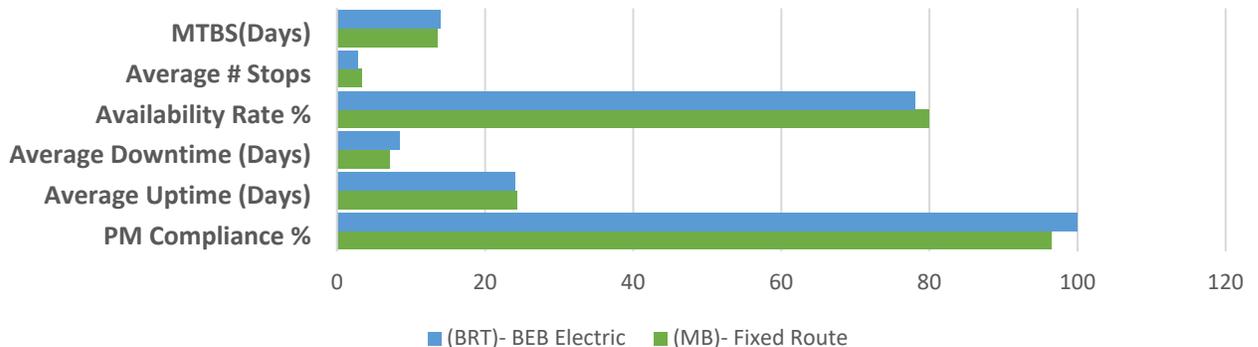
Mean Distance Between Mechanical Failures per Fleet Type



BRT and MB Mean Distance Between Failures Report

DATE	(MB) Major MDBF	(MB) Total - MDBF	(BRT) Major MDBF	(BRT) Total MDBF
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
10/1/2024	48358	5838.7	38826	2867

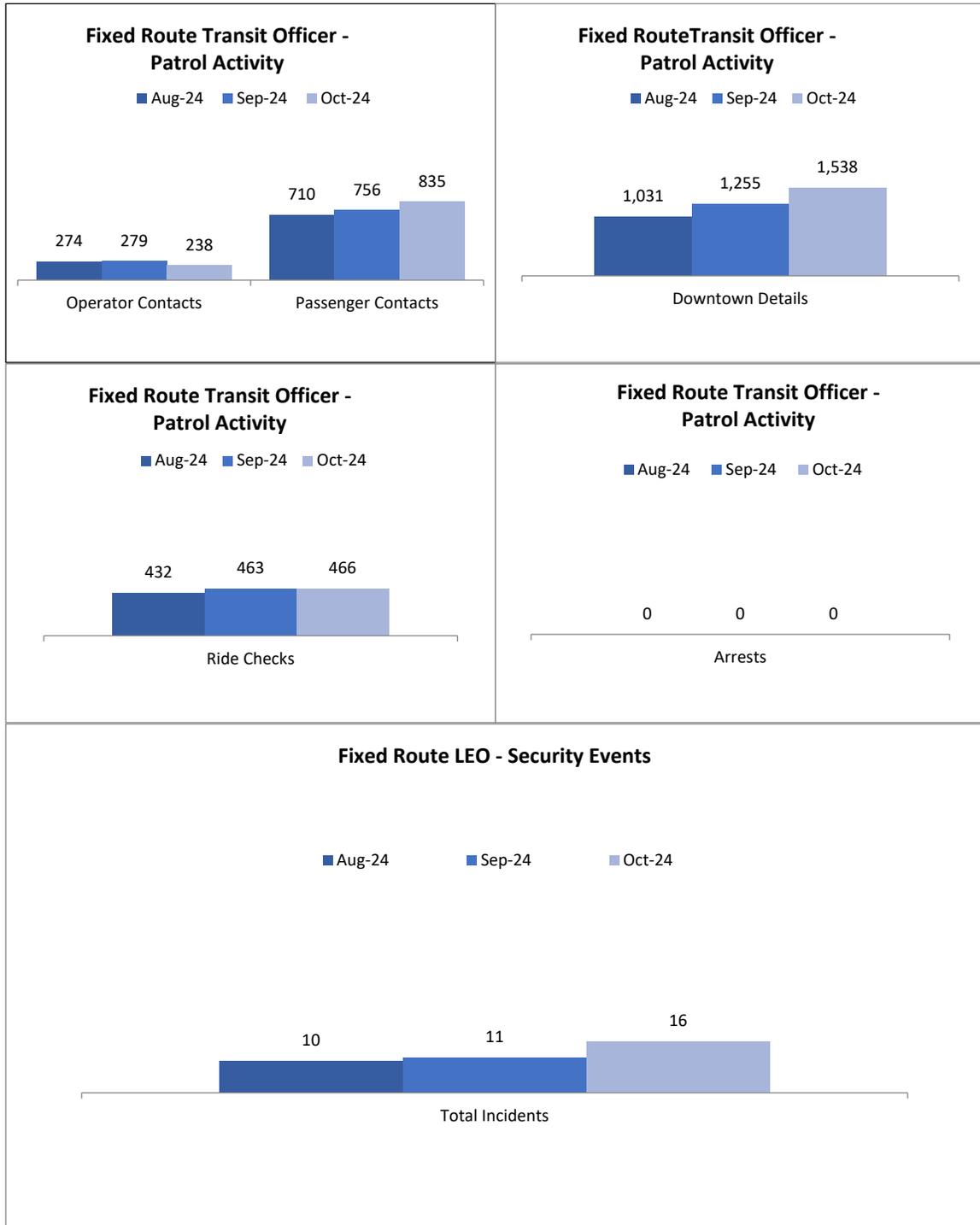
Maintenance KPIs



SECURITY

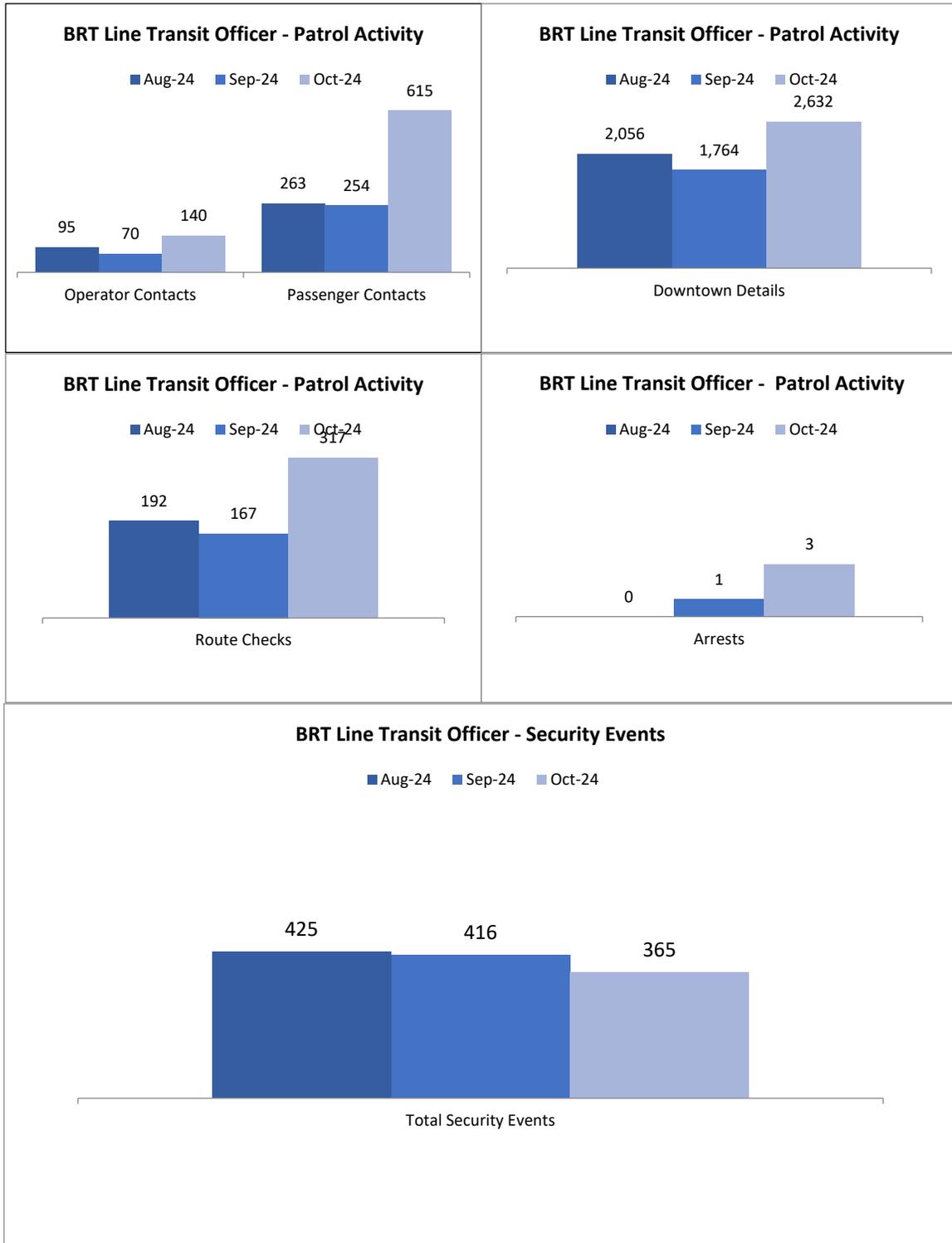
The charts below show a breakdown of activities that the Law Enforcement Officers (LEO) stationed at the Julian M. Carson Transit Center and or on Route Detail have performed or addressed over the last three months.

FIXED ROUTE SECURITY:



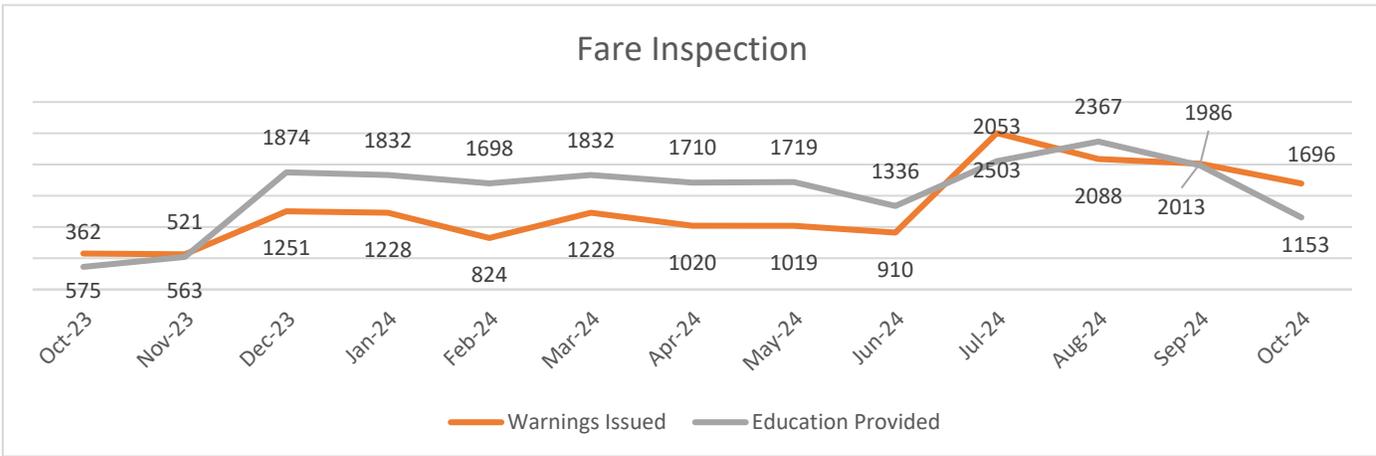
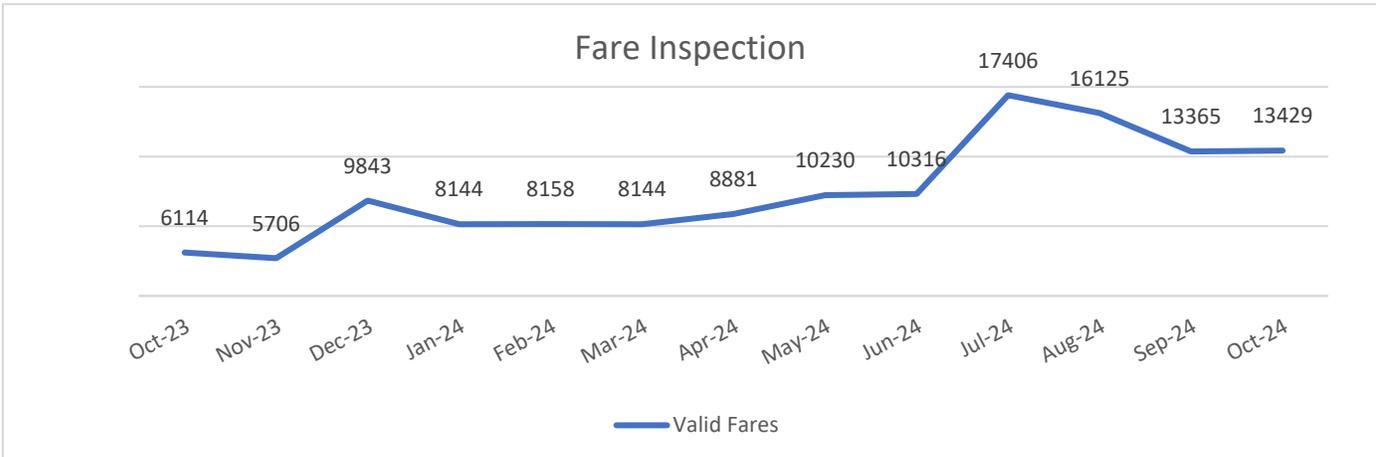
BRT LINE SECURITY:

The charts below are the BRT Line Security reports. These charts show the LEO's activity on the BRT Routes. These charts also include any activities the Fixed Route LEO may have performed while assisting the BRT 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 have fare when checked but purchased a valid fare after being shown the proper procedures.



October	Passenger Contact	Notifications	Educations
Monthly	13,429	1,696	1,153
Weekday	12,305	1,476	1,063
Saturday	756	127	39
Sunday	368	93	51

2024 YTD	Passenger Contact	Notifications	Educations
Monthly	115,299	15,305	18,354
Weekday	98,949	13,810	16,424
Saturday	8,939	444	974
Sunday	7,411	1,051	956

TRAINING

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

October 2024 Classes:
Trainees with Permit – 39

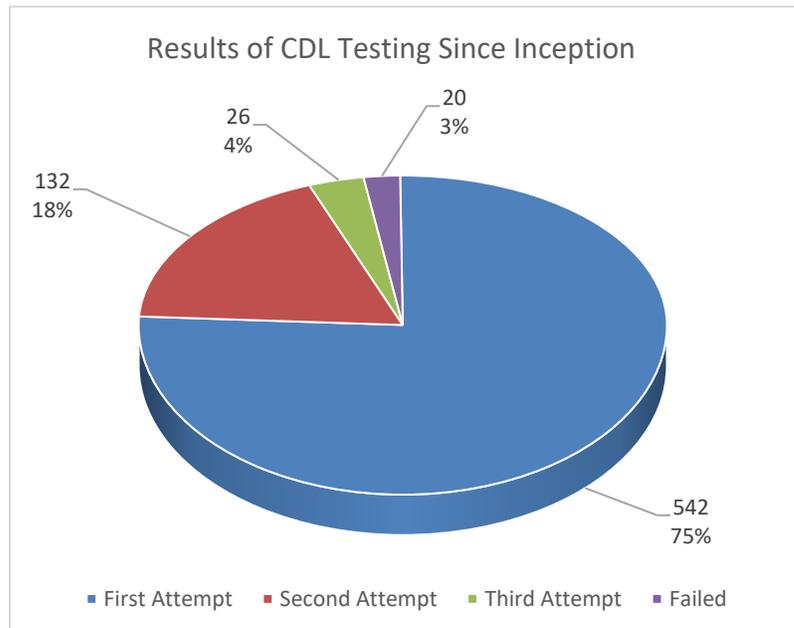
Licensed (CDL) - 2

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 from 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	34	18	11	2	3
November					
December					

October Test percentages:

- Passed on first attempt – **57.94%**

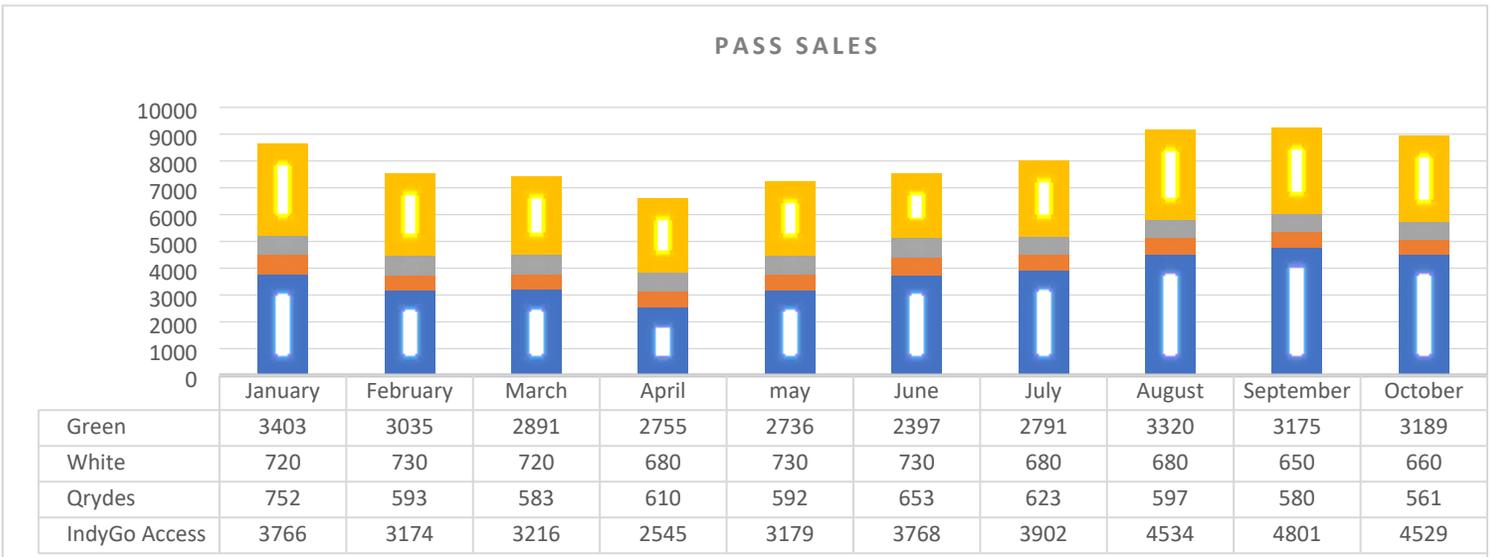


MOBILITY SOLUTIONS

Total Quantity of Passes Sold

In October 2024, a total of 8,939 passes and vouchers were purchased from the Mobility Solutions Department: 4,529 IndyGo Access tickets, 3,189 green vouchers, 660 lottery tickets, and 561 dialysis.

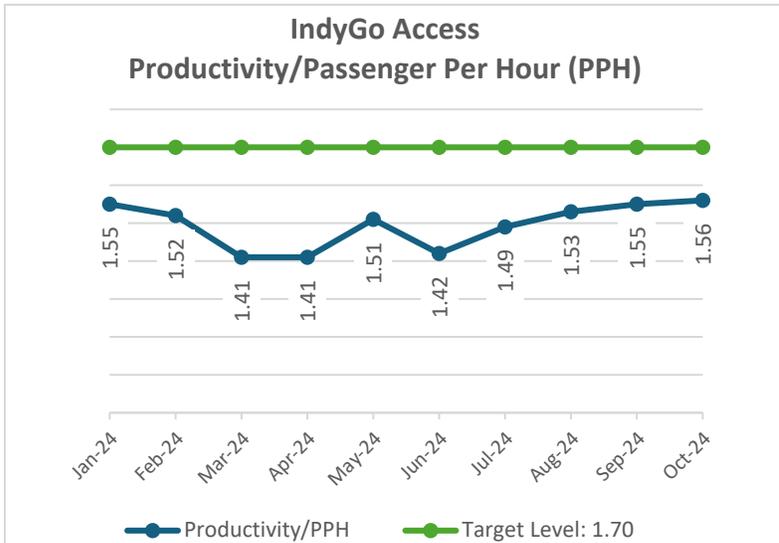
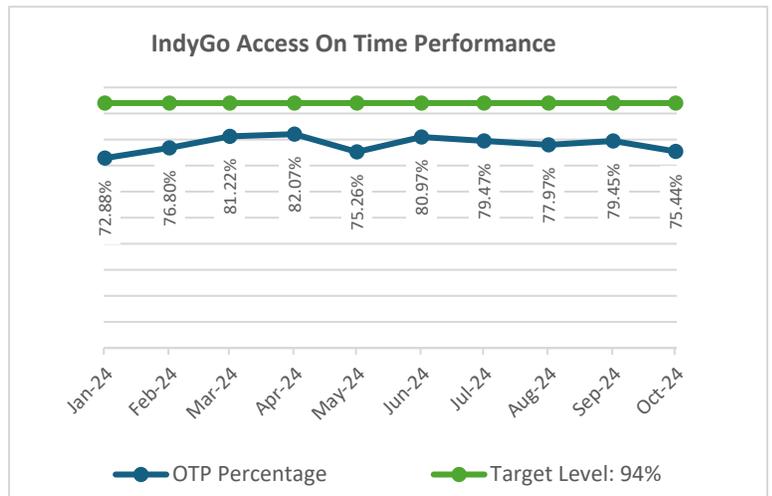
vouchers.



On Time Performance

In October 2024, Access On-Time Performance (OTP) was 75.44%. Year-to-date OTP average is 76.58%, up from 65.94% in 2023.

Performance is actively monitored through daily checks and site visits. Leadership works with the RATP Dev team to address and improve service delivery.



Passenger Per Hour

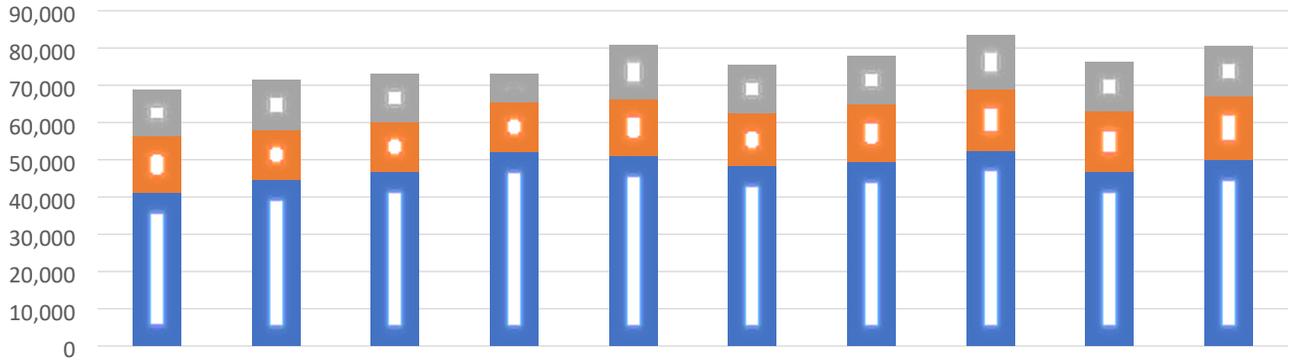
In October 2024, Access Productivity/Passenger Per Hour (PPH) was 1.56 passengers. Year-to-date PPH average is 1.49 passengers, down from 1.56 passengers in 2023. This decline is due to increased purchases of dialysis, green, and lottery tax vouchers.

Customer Care

Inbound Call

In October, the call center managed a total of 76,385 inbound calls, a decrease from September's 83,239. IVR calls declined to 46,923 from 52,664, and live calls decreased to 16,011 from 16,289 in September.

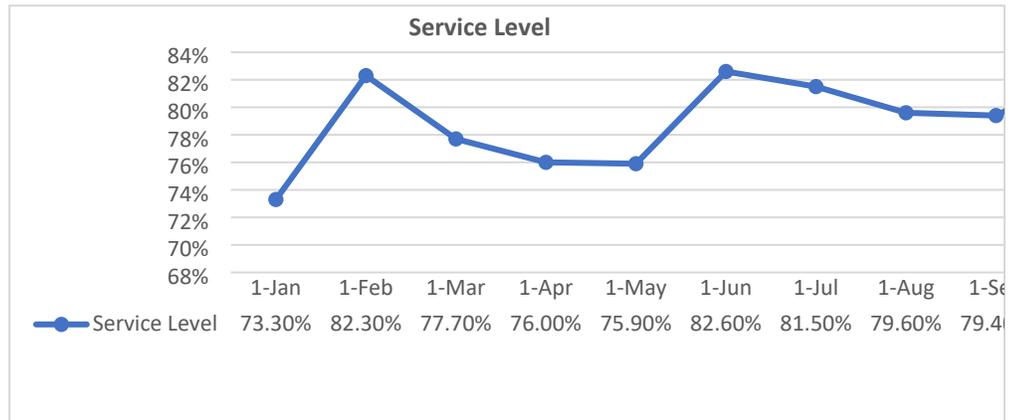
INBOUND CALL



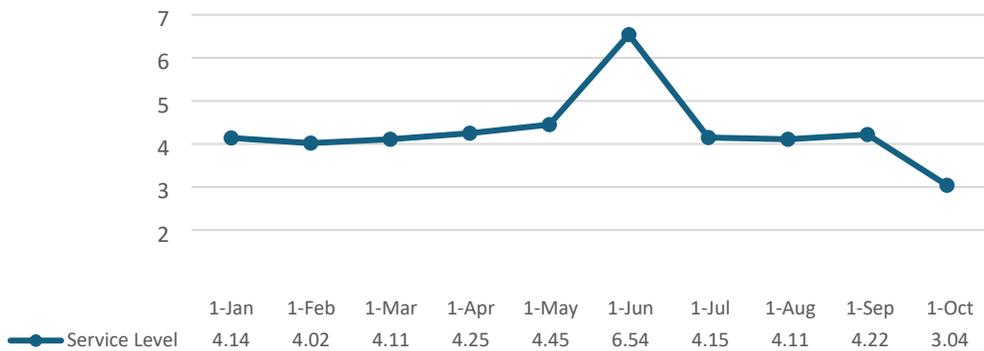
	1-Jan	1-Feb	1-Mar	1-Apr	1-May	1-Jun	1-Jul	1-Aug	1-Sep	1-Oct
IVR Calls	12,534	13,555	12,866	7,657	14,263	13,046	12,994	14,286	13,451	13,182
Live Calls	15,052	13,266	13,178	13,410	15,223	14,082	15,225	16,289	16,011	17,037
RTA IVR Calls	41,253	44,689	46,942	52,141	51,145	48,444	49,588	52,664	46,923	50,150

Service Level

Service level is calculated by the percentage of calls that were answered by an agent in 20 seconds or less after receiving the call. The service level in October increased to 82.60%, from 79.40% in September.



Average Duration (mins)

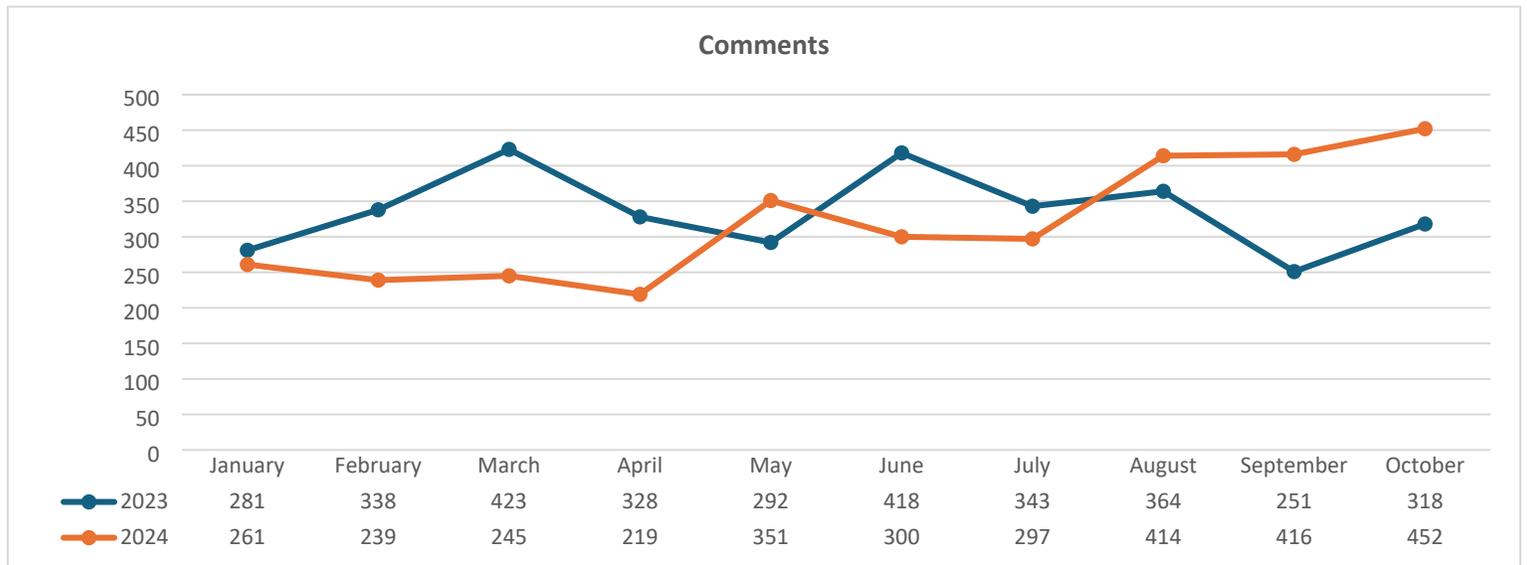


Average Duration

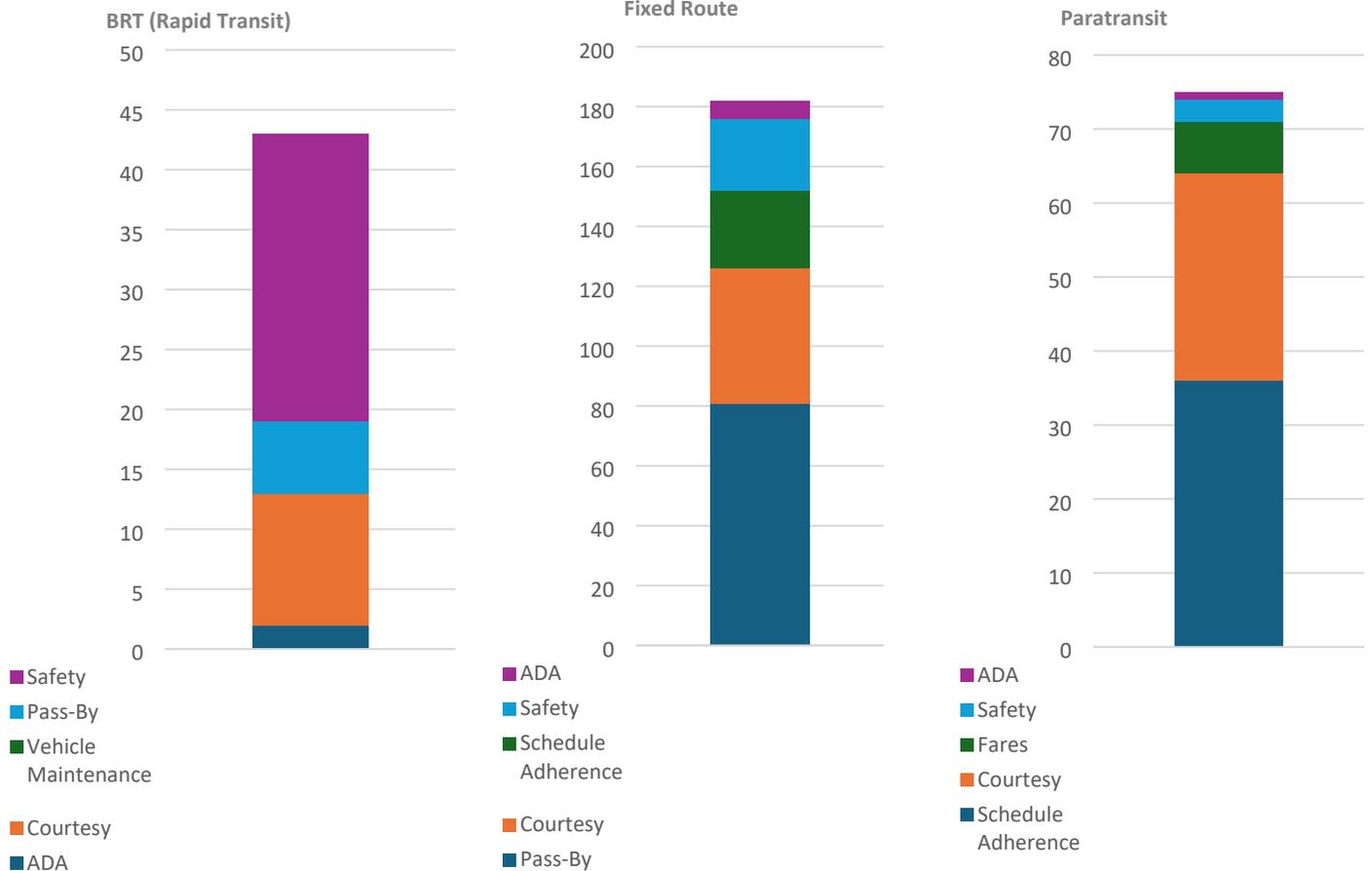
The average call duration decreased from 4.22 minutes in September to 3.04 minutes in October.

Total Comments

October's transportation comments show an increase compared to both the previous month and PY. We will continue to monitor the numbers closely and work proactively with operations and other departments to improve service quality.



Service Related Comments



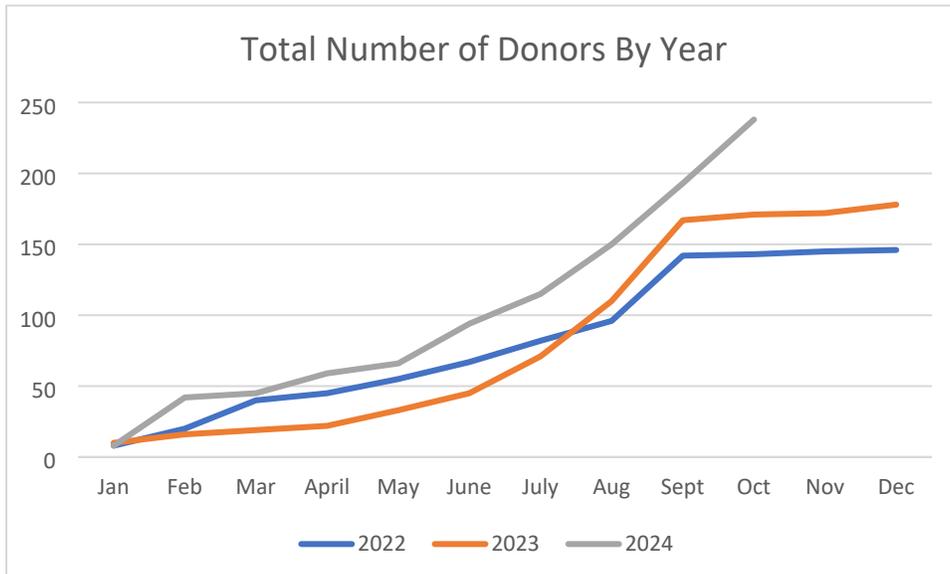
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Report to the IndyGo Board

To: IndyGo Chair and Board of Directors
From: IndyGo Foundation Executive Director, Emily Meaux
Date: November 13, 2024

Development:

- Through the end of October, we already have 34% MORE donors than we did through the entirety of 2023. This is primarily through donations received in response to SB52, the Golf Outing, Purple Line t-shirt sales and new grant applications.



Grant Metrics through October 31, 2024

Amount Requested	Amount Awarded	Amount Pending
\$1,054,000	\$766,300	\$196,000

Programs

- The 2024-25 Bus Fare Grant applications for nonprofit organizations closed September 30 with more than 100 applications.

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