



Board Report  
September 27, 2018

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO**  
**BOARD OF DIRECTORS’ PUBLIC MEETING**  
**AGENDA – SEPTEMBER 27, 2018**

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**New Business**

***RECOGNITIONS***

***ACTION ITEMS***

- A – 1**      **Consideration of Approval of Minutes from Board Meeting held on August 23, 2018 – Danny Crenshaw**
- A – 2**      **Consideration and Approval of Procurement of Two (2) Non-Revenue Para transit Supervisor Support Vehicles from State QPA – Vicki Learn**
- A – 3**      **Consideration and Approval of two (2) Non-revenue Fully Electric Support Vehicles – Vicki Learn**
- A – 4**      **Approval of Administrative Office Construction Bid – LaTeeka Washington**
- A – 5**      **Consideration and Approval of Bus Shelter Procurement – Annette Darrow**
- A – 6**      **Consideration and Approval of Tire Lease Contract – Roscoe Brown**
- A – 7**      **Task Order for Red Line Traffic Signal Timing Development – Sri Venugopalan**
- A – 8**      **Approval of Red Line Construction Change Orders (FA Wilhelm & Rieth Riley) – Sri Venugopalan**
- A – 9**      **Approval of Red Line Design Amendment (CDM Smith) – Sri Venugopalan**

**Old Business**

***INFORMATION ITEMS***

- I – 1**      **Consideration of Receipt of Mobility Advisory Committee Report – Ryan Malone, Chair**
- I – 2**      **Consideration of Receipt of the Finance Report for August 2018 – Nancy Manley**
- I – 3**      **2017 Corporation Audit Report – Nancy Manley**
- I – 4**      **Presentation on Service Standards – Bryan Luellen**
- I – 5**      **CEO Update – Mike Terry**

**Department Reports in Board Packet:**

- R – 1**      **Public Affairs & Communications Report for August 2018 – Bryan Luellen**
- R – 2**      **Planning & Capital Projects Report for August 2018 –Justin Stuehrenberg**
- R – 3**      **Operations Report for August 2018 – Roscoe Brown**
- R – 4**      **Human Resources Report for August 2018 – Phalease Crichlow**

Executive Session Prior to Board Meeting  
[Per IC 5-14- 1.5.6.1(b) (2) (A) and (B) & IC 5-14-1.5.6.1 (b) (9)]

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*Our next Board Meeting will be Thursday, October 25, 2018*

TO: Board of Directors  
FROM: Jill D. Russell, General Counsel

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on August 23, 2018.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell  
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

**BOARD OF DIRECTORS MEETING**

**MINUTES**

**THURSDAY, August 23, 2018**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00 pm, on Thursday, August 23, 2018, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

**Board members present at commencement of the meeting and comprising a quorum were:**

Danny Crenshaw, Chair  
Juan Gonzalez, Vice-Chair  
Tommie Jones, Secretary  
Mark Fisher, Board Member  
Alan Rowland, Board Member

**Board members absent:**

Greg Hahn, Treasurer

**IPTC executive staff in attendance:**

Roscoe Brown, COO/VP of Operations  
Jill D. Russell, General Counsel  
Nancy Manley, CFO/VP of Finance  
Phalease Crichlow, VP of Human Resources  
Bryan Luellen, VP of Public Affairs and Communications  
Justin Stuehrenberg, VP of Planning and Capital Projects  
Richard Joseph, CIO/VP of Information Technology

**ACTION ITEM 1: APPROVAL OF MINUTES FROM BOARD MEETING JULY 30, 2018 AND MINUTES FROM PUBLIC HEARING HELD AUGUST 9, 2018**

Motion for approval by Tommie Jones and seconded by Alan Rowland passed unanimously.

**ACTION ITEM 2: CONSIDERATION AND APPROVAL 2018-2023 CAPITAL PLAN**

Presented by Justin Stuehrenberg. Motion of approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

**ACTION ITEM 3: CONSIDERATION AND APPROVAL OF PROPOSED FINANCIAL & MANAGEMENT PLAN FOR BUDGET 2019 AND SPECIAL PROPERTY TAX RESOLUTION**

Presented by Nancy Manley. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

**ACTION ITEM 4: CONSIDERATION OF ADOPTION OF BLUE LINE LOCALLY PREFERRED ALTERNATIVE AND RESOLUTION TO SUBMIT FTA SMALL STARTS GRANT APPLICATION FOR BLUE LINE PROJECT**

Presented by Justin Stuehrenberg. Motion for Approval by Mark Fisher and seconded by Tommie Jones carried unanimously.

**ACTION ITEM 5: CONSIDERATION AND APPROVAL TO PROCURE PARA TRANSIT VEHICLES**

Presented by Victoria Learn, Director of Fleet and Inventory Control. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

**ACTION ITEM 6: APPROVAL OF RED LINE CONSTRUCTION CHANGE ORDERS (if needed)**

No Change Orders were presented.

**INFORMATION ITEM 1: RECEIPT OF FINANCE REPORT FOR JULY 2018**

Nancy Manley provided the July 2018 financial report. The report was accepted.

**INFORMATION ITEM 2: TRANSIT PROJECT UPDATE**

Justin Stuehrenberg presented this update on the implementation of the Marion County Transit Plan. A copy of the presentation is attached. The report was accepted.

**INFORMATION ITEM 4: CEO UPDATE**

On behalf of Mike Terry, Roscoe Brown acknowledged the presence of Ryan Malone, Chair of the Mobility Advisory Committee. The report was accepted.

**DEPARTMENT REPORTS 1-4:**

The Board and public are directed to the reports contained in the Board Packet.

**ADJOURNMENT:**

Chair Danny Crenshaw adjourned the meeting at approximately 5:40 pm.

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Jill D. Russell  
General Counsel

To: Chair and Board of Directors:

From: Victoria Learn, Director of Fleet Services and Inventory Control

**SUBJECT:**

**CONSIDERATION AND APPROVAL OF PROCUREMENT OF TWO (2) NON-REVENUE  
PARATRANSIT SUPERVISOR SUPPORT VEHICLES FROM STATE QUALITY PURCHASE  
AGREEMENT (QPA)**

**BACKGROUND:**

IPTC currently utilizes multiple vehicle types for Supervisors, including ADA requirements for the para-transit fleet Supervisor vehicles. Currently the para-transit fleet has been using a specialty vehicle called the MV-1, for both customers and Supervisors. These units have a five (5) year life span and were purchased in 2013. The MV-1 is no longer available, so IPTC will utilize the state QPA (Quantity Purchase Agreement) to purchase two (2) ADA compliant low floor Dodge Minivans for Supervisor use. These units will be equipped with wheelchair restraints. With the Marion County Transit expansion, additional Supervisor vehicles have been identified as a need for additional staff and to replace one Supervisor unit that is past its useful life along with one new unit for the additional staff. The current unit (MV-1) will be put into the contingency fleet as a backup vehicle.

**PROCUREMENT PROCESS:**

State Quantity Purchase Agreements are a non-bid best value option to purchase via pre-arranged pricing thru the State's registry.

**FUNDING:**

The funding for the two Dodge Minivan Supervisor vehicles comes from the Operations Budget and a 5309 grant

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, authorize the President/CEO to enter a one-time purchase for two Supervisor ADA compliant Dodge Minivan fleet vehicles for the Para-Transit Supervisors from the State QPA for an individual price of Thirty-Five Thousand, Three Hundred-Five Dollars and Fifty Cents (\$35,305.50) each for a total of Seventy Thousand, Six Hundred and Eleven Dollars (\$70,611.00).

Victoria Learn  
Director of Fleet Services and Inventory Control



To: Chair and Board of Directors:

From: Victoria Learn, Director of Fleet Services and Inventory Control

**SUBJECT: PURCHASE OF NON-REVENUE FULLY ELECTRIC SUPPORT VEHICLES**

**BACKGROUND:**

IPTC currently utilizes multiple vehicle types for operational supervision and programmatic/project support. These units including cars, vans, cross-over vehicles, and pickup trucks. As IPTC has committed to convert its bus fleet to fully electric vehicles, other units such as non-revenue support vehicles will (if available) be converted as well. This supports the corporation's positive environmental efforts. Currently the only two options available for American made fully electric vehicles (EV's) are the Chevrolet Bolt or the Ford Fusion EV. Ford has stated it will cease making all cars except for the mustang in the near future, leaving the Chevy Bolt as the more viable non-revenue EV option now and for the future. IPTC has identified a need for two EV support units to add to the non-revenue fleet based on enhanced activities as a result of implementing the Marion County Transit Plan.

**PROCUREMENT PROCESS:**

Process included quotes from local/regional Chevrolet and Ford dealerships. Multiple local dealers have been contacted, such as Andy Mohr Chevy (\$78,515.00), Ray Skillman Chevy (\$85,105.00), Hubler Chevy (\$86,100.00). Having chosen the best value for the most sustainable product, which will be the Chevy Bolt.

**FUNDING:**

The funding for the two fully electric non-revenue support vehicles comes from federal grant and operating funds.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board of Directors authorize the President and CEO to enter into a purchase contract with Dave Gill Chevrolet for the immediate purchase of two (2) fully electric Chevrolet Bolts for an amount not to exceed seventy-seven thousand nine hundred and eleven dollars (\$77,911.00).

Victoria Learn  
Director of Fleet Services and Inventory Control

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice president of Planning & Capital Projects  
Pamela White, Director of Procurement

**SUBJECT: IPTC OFFICE RENOVATIONS CONSTRUCTION**

**BACKGROUND:**

In order to accommodate the growth in staff required to implement the Marion County Transit Plan, as well as to update the Driver's Lounge been untouched since the original construction in the 1980's, IndyGo initiated a space planning study in 2017 with the Etica Group.

Initially, the study identified that the mezzanine level above the store room as a location to accommodate the new staff. However, the cost of the build-out, including an elevator, were deemed to be too high.

Subsequently, Etica was able to fit the additional staff into the current administration area by reducing the size of many of the offices and replacing some offices with open space to accommodate up to 5 cubicles. In total, the administration area will accommodate 15 closed door offices, a new break room, 4 conference rooms, and 65 cubicles of various sizes. The current Capital Projects and Procurement areas will have the hallway and some of the other walls will be removed to become the new Human Resources area. All areas will receive new furniture to accommodate the new layouts.

The Operator's Lounge will receive a complete renovation. In discussions with staff and the Executive team, it was agreed that this area needed a great deal upgrades to show appreciation to the work of the operators as the cornerstone of IndyGo's services. The Operator's Lounge upgrades include new restrooms, new lockers, new security desk, and new flooring, paint, and finishes.

The Operations Administration area will change the location of the Conference Room, remove a few walls and shift staff around to accommodate all the staffing needs. As some of the Paratransit staff relocates to the facility provided by Transdev, this will allow usage of that space as well. All the offices, except for Treasury Department, will receive new ceilings, flooring, paint, and furniture.

The Renovations will be completed in (4) phases. Phase I, Operations Administration, Phase II Operator's Lounge and new HR area beginning concurrently. Phase III will be the South end of the Administration area, Phase IV will be the North end of the Administration area, the security desk and the unisex restroom.

In early 2018, IPTC engaged Etica Group to develop construction drawings for the renovation. Those drawings will result in separate biddable plans for physical construction and furniture procurement.

PROJECT DESCRIPTION:

This action will approve a selected contractor for the physical construction of the Office Renovations for the Administration Area, Human Resources, Operations Administration area, and the Operator's Lounge.

Construction documents were prepared by The Etica Group under the on-call task order and released as an invitation for bid in August 2018. The estimate of cost prepared by The Etica Group was \$1,847,455.

PROCUREMENT PROCESS:

Per Indiana Public Works law, the project was released as an invitation for bid, with the lowest qualified bidder to be awarded the contract.

The project procurement schedule was as follows:

Pre-Bid Meeting	August 6, 2018 1:00 PM (local time)
1 <sup>st</sup> Written Questions Due	August 14, 2018 12:00 Noon
1 <sup>st</sup> Answers Provided	August 21, 2018
2 <sup>nd</sup> Written Questions Due	August 28, 2018 12:00 Noon
2 <sup>nd</sup> Answers Provided	September 4, 2018
Bids Due	September 14, 2018 2:00 PM (local time)
Bid Opening	September 14, 2018 1:15 PM (local time)

A total of (3) three Addendum were issued. Three bids were received for the construction.

FUNDING:

Funding for this project is 100% Operating funds.

DIVERSITY PARTICIPATION:

As a locally funded project, the project followed the city's XBE participation goals, with the contractor required to meet one of the following:

- 15% Minority Business Enterprise (MBE)
- 8% Women's Business Enterprise (WBE)
- 3% Veteran's Business Enterprise (VBE)
- 1% Disabled Business Enterprise (DOBE)

RESULTS:

IPTC received 3 bids for the project. The bids were:

- MDC Group                      \$1,500,090
- RL Turner                        \$1,516,000
- Jungclaus-Campbell    \$2,245,000

MDC Group and Jungclaus-Campbell both had items missing regarding their diversity participation causing both to be ruled non-responsive. RL Turner is the apparent low-bid on the project and with an amount of \$1,516,000. Their bid included subcontractors REAP Construction for demolition, Miller Eads for communications & fire protection and American Floor Covering. RL Turner exceeded the XBE goals in two categories with a total of 25.5%, including 15.8% MBE plus 9.7% WBE. The committed subcontractors are Robert Haines Co. (MBE, concrete/masonry) with 0.7%, American Floor Covering (WBE, flooring) with 9.7%, and Sexon Mechanical Corporation (MBE, mechanical) with 15.1%. RL Turner has completed local projects for Kokomo Schools, Township of Zionsville and Lawrence Township.

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with RL Turner for the IPTC Office Renovations Construction for an amount of \$1,516,000.

LaTeeka Washington  
Project Manager - Facilities

Pamela White  
Director of Procurement

TO: Chair and Board of Directors

FROM: Annette Darrow, Director of Service Planning

**SUBJECT: IPTC Bus Stop Shelters and Lighting**

**BACKGROUND:**

IndyGo installs bus shelters at various high ridership bus stops throughout the city, which occasionally need replacement. Additionally, shelters are sometimes installed in new locations due to local conditions. Shelters are installed through a separate contract, currently held by Schuck Corporation.

A shelter manufacturer has historically been selected via an RFP process, and then orders placed on an as-needed basis. The most recent shelter contract between Tolar Manufacturing and IPTC expired in December 2017 and all option years were exhausted.

**PROJECT DESCRIPTION:**

IPTC seeks to contract a shelter vendor to provide bus stop shelters and amenities to improve IndyGo's customer experience. IndyGo intends to purchase up to ninety (90) bus shelters over five (5) years. The goal of this purchase is to enhance the experience for IndyGo Riders by providing shelter from the elements while waiting for the bus. The majority of shelters will be standard 5'x10' but smaller quantities of larger size shelters will be included as needed. This would include the larger shelters that will be installed as part of the Super Stops project. The shelter packages will include benches, ad boxes, trash receptacles, and solar lighting.

**PROCUREMENT TIMELINE:**

- On July 13<sup>th</sup>, 2018 IPTC released RFP 18-06-299 with a posting on the IPTC website. Ads ran beginning July 13<sup>th</sup>, 2018 and July 20<sup>th</sup>, 2018 in The Indianapolis Star, The Court and Commercial Recorder, The Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine.
- On August 1<sup>st</sup>, 2018 IPTC received twenty-five (25) written questions regarding RFP 18-06-299 Bus Stop Shelters and Lighting.
- On August 7<sup>th</sup>, 2018 IPTC released Addendum #1 answering written questions received.

- On August 21<sup>st</sup>, 2018 IPTC received three (3) proposals in response to RFP 18-07-300 Bus Stop Shelters and Lighting from Tolar Manufacturing, Decamil, and Brasco.
- One (1) proposal was ruled responsive by Procurement and was evaluated by the evaluation committee based on the phase-two criteria: Past Performance and Experience, Technical Ability and Capacity, Management/Operational Plans, Delivery Methods, and Cost. Decamil and Brasco were ruled non-responsive due to not meeting the required 8% DBE participation goal.

The evaluation team scored the written proposals and Tolar Manufacturing emerged as the top scorer. Tolar Manufacturing's team included Davis Freight Management, Inc. (DBE, 8.7%). Davis Freight Management, Inc. will be providing Freight Transportation based out of Alden, NY.

FUNDING SOURCE:

Bus Stop Shelters and Lighting will be funded through IndyGo Operating Funds and/or Federal Grants, depending upon the specific project being installed for.

DIVERSITY PARTICIPATION:

This solicitation required an 8% DBE participation goal. That goal will be exceeded. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD).

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with Tolar Manufacturing for the shelter and transit amenities for an amount not to exceed \$1,506,600.

Annette Darrow  
Director of Service Planning



TO: Chair and Board of Directors

FROM: Nathan Lee Director of Preventative Maintenance and Repair

SUBJECT: **IPTC TIRE LEASE AND SERVICES**

BACKGROUND:

The current contract between Goodyear and IPTC has exhausted all option years on the current contract and is due to end on October of 2018. This contract is a third-party vendor to furnish new radial tires on a lease basis and provide support to IPTC's fleet of fixed route operations and supporting vehicles.

PROJECT DESCRIPTION:

To enter into a contract with a third-party vendor to provide the highest of quality level and performance potential at the most reasonable cost per mile of service (leased) and lowest initial cost with longer life for sale items. This also includes a percentage discount from retail for tires of all support vehicles maintained by IPTC. IPTC will also require the vendor to supply a fixed price for tire disposal for any unserviceable tire no longer under lease as it is removed from service. The vendor shall maintain a service presence at IPTC Monday through Friday with hours to support maximum vehicle accessibility for inspection, data collection and/ or other required services as established by the IPTC Director of Preventative Maintenance and Repair. Vendor shall have available for immediate use a sufficient number of tires in the sizes required to support all fixed route assets as well as supporting vehicle needs of the IPTC fleet. The tires will not be charged to IPTC until time of installation. All inventory security and costs shall remain with the vendor until installation of tires on IPTC vehicle is complete.

TIMELINE:

Through an RFP process, IndyGo solicited a full-service Tire Lease and Service firm in order to contract for a term of three (3) years with two (2) additional one-year options for a total of five (5) possible years.

PROCUREMENT PROCESS:

- On July 26<sup>th</sup>, 2018 IPTC released RFP 18-07-300 with a posting on the IPTC website. Ads ran beginning July 27<sup>th</sup>, 2018 and August 3<sup>rd</sup>, 2018 in The Indianapolis Star, The Court and Commercial Recorder, The Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine.
- On August 10<sup>th</sup>, 2018 IPTC received fifty-two (52) written questions regarding RFP 18-07-300 Tire Lease and Services.
- On August 15<sup>th</sup>, 2018 IPTC released Addendum #1 answering written questions received.
- On August 23<sup>rd</sup>, 2018 IPTC received three (3) proposals in response to RFP 18-07-300 Tire Lease and Services from Michelin, Goodyear, and Bridgestone.
- Three (3) proposals were ruled responsive by Procurement and were sent to the evaluation committee for review. The evaluation team then scored each proposal received based on the phase-two criteria: Past Performance and Experience, Technical Ability and Capacity, Management/Operational Plans, Delivery Methods, and Cost. After the evaluation team submitted score cards, Michelin's proposal was found to be the best value procurement for this contract.
- A cost analysis of tire leasing versus tire purchase was conducted before initiating a contract with a new vendor. According to the analysis, a leasing program provides such benefits to the agency as reduced inventory, labor and maintenance costs, and risk of tire theft due to the contractor's individual tire branding. Also, under the program, cost per tire mile and per vehicle mile is fixed for each twelve-month period of the contract, and contractor provides weekly/monthly tread-depth analysis and retread service. The analysis found that with a tire purchasing program, transit personnel would be responsible for all tire service and repair, as well as inventory control and record keeping. The agency would also assume the risk associated with non-performance or damage of purchased tires. A purchase program would require an up-front investment cost and the increased costs of repair materials. In conclusion, the analysis report finds that the tire lease program provides the agency with "a cost-efficient solution to procure and maintain tires for IndyGo's fixed route fleet."
- Services for this contract include; mounting tires, balancing of tires, possible retreads when applicable, monthly/weekly tire pressure and tread depths checks, stocking of tire inventory based on quantities specified by IndyGo, branding and numbering of tires for mileage accumulation. Michelin also has a tire pressure sensing technology that IndyGo can utilized for better performance and possible better fuel efficiency.

FUNDING SOURCE:

Tire Lease and Services will be funded through IndyGo Operating Funds.

DIVERSITY PARTICIPATION:

This solicitation required a 0% DBE participation goal. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD).

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with Michelin for the Tire Lease and Services contract for the vendor to furnish new radial tires on a lease basis and provide support to IPTC's fleet of fixed route operations and supporting vehicles. This contract is for a term of three (3) years with two (2) additional one-year options for a total of five (5) possible years for an amount not to exceed \$2,017,426.00.

Nathan Lee  
Director of Preventative Maintenance and Repair

To: Chair and Board of Directors

From: Sri Venugopalan, Director of Construction & Engineering  
Dave Adamson, Contract Specialist

SUBJECT:

**SHREWSBERRY & ASSOCIATES, TASK ORDER UNDER ON-CALL A&E SERVICES  
CONTRACT FOR RED LINE BRT SIGNAL TIMING & PHASING PLAN**

BACKGROUND:

In May 2017, the IPTC Board of Directors selected Shrewsberry & Associates to perform as needed design services for infrastructure related projects. This is a task order-based contract and individual task orders were issued to Shrewsberry for various projects that are currently under design. Per standing IPTC procedures, any individual task order that exceeds \$50,000 will require a separate board approval for that task order.

The majority of work under this task order will be performed by DLZ Corporation, a sub-consultant to Shrewsberry. DLZ is a City-certified MBE firm. Staff at DLZ have provided traffic signal timing services to the Indianapolis Department of Public Works (DPW) for the past 30 years. This task order will leverage the established experience of DLZ's staff to provide the greatest value to the Red Line BRT project.

Tasks will involve developing traffic signal timing plans for the Red Line BRT project. The scope includes approximately 55 traffic signals along College Avenue, 38<sup>th</sup> Street, Meridian Street, Capitol Avenue, Maryland Street, Washington Street, and Virginia Avenue.

This will be the second task order issued to develop traffic signal timings for the Red Line BRT project. A \$42,100 task order had previously been issued in May 2018 for Shrewsberry and DLZ to prepare approximately 21 traffic signal timings for the Red Line BRT project, along the Shelby Street and Meridian Street corridors.

PROCUREMENT PROCESS:

n/a

DBE REQUIREMENT:

Shrewsberry & Associates is an INDOT certified DBE firm and a City-certified MBE firm. Majority of the work under this Task order will be performed by Shrewsberry's subconsultants DLZ Indiana which is a City certified MBE.

VENDOR EVALUATION:

n/a

FUNDING:

These Additional Expenditures Are Included In The Red Line Project Budget, And Do Not Require An Overall Budget Revision. Red Line Budget Is A Combination of Federal Small Starts Grant and Local Funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to issue a Task Order to Shrewsberry & Associates to develop signal timing and phasing plans for all the signals along the Red Line BRT corridor for an amount not-to exceed \$82,000.

Sri Venugopalan  
Director of Construction & Engineering

Pam White  
Director of Procurement

TO: Chair and Board of Directors

FROM: Sri Venugopalan, Director of Engineering & Construction  
Pamela White, Director of Procurement

**SUBJECT: Change Orders for Red Line Rapid Transit project  
Change Order # 4 to Reith Riley for Package A Civil Construction  
Change Order # 2 to FA Wilhelm for Package B Station Construction**

**BACKGROUND:**

The Red Line will provide high-capacity Bus Rapid Transit (BRT) along 13.1 miles from Broad Ripple through downtown Indy to the University of Indianapolis, connecting several neighborhoods, major employers and cultural institutions with frequent, comfortable rapid transit service. The route will come within a quarter mile of more than 50,000 residents and nearly 150,000 jobs – a quarter of all jobs in Marion County. Throughout most of the day, buses will arrive every ten minutes, and the Red Line will operate for 20 hours each day, 7 days a week.

The Red Line Project was bid in November 15 of 2017. The final bid documents consisted of two bid packages – Package “A” included the site civil work, and Package “B” included the station canopy structures and related buildout. Package “A” included one bid alternate for additional red lane markings and package “B” included three bid alternates for station snow-melt systems and platform material upgrades. In December 2017, upon Board approval, IPTC executed a contract with Reith Riley Construction for Package – Civil Construction for a total not-to-exceed amount of \$30,678,687.53 and another one with FA Wilhelm Construction for Package B – Stations Construction for a total not-to-exceed amount of \$15,311,450.00. All the 4 alternates were accepted and included in the respective contracts as well.

Upon execution of the Small Starts Grant in early May, a full NTP was issued for both Contracts A & B on May 15<sup>th</sup> and construction started in June for the Package A. Construction is progressing. for Package A- Civil (Reith-Riley Construction) along Shelby Street and Meridian Street. For Package B-Stations (F. A. Wilhelm Construction), Contractor is proceeding with shop drawings, and fabrication work. Station work is expected to commence along Shelby St. in late October.

As the construction is progressing, several changes are found necessary to build the projects. Per standing IPTC procedures, any change to a contract that exceeds \$100,000.00 will require a separate board approval.

IPTC has previously executed 3 other change orders to the Rieth-Riley contract. CO #1 was for \$14,801.87 with no change to contract time. CO# 2 and 3 were no cost change orders to revise certain contract exhibits. IPTC is in the process of executing CO #1 with Wilhelm which is a no cost change orders to revise certain contract exhibits.

Change Order - Package A- Civil (Reith-Riley Construction)

The included changes are attributed to changed field conditions such as water service conflicts, revisions to signal plans to match field conditions, changes to DPW detectable warning requirements, and several small (<\$10,000) adjustments for constructability. This Change Order is for an increased amount of \$666,642.69 to cover the quantity changes and dollar amounts associated with these changes. No change to contract time is included in this change order.

Change Order - Package B- Stations (FA Wilhelm)

The current scope of Package B includes the alternate for including granite stone pavers on stations floors for both curb side and center stations. The intent of the granite pavers was to create a more visually appealing surface and to aid in future maintenance of the snow melt system. However, upon detailed review of the constructability of this alternate between all parties, it was determined that in order to meet the design slopes required at each station for ADA compliance, the pavers would need to be cut in many places to follow the slope of the station, which would negate the visual benefit. Further, repairs to the snow melt system are not anticipated with any regularity, based on feedback from other cities. As such these pavers were found to non-beneficial to the project, and it is recommended to go back to a standard concrete finish. This Change Order is to eliminate the granite stone pavers from the contract with a credit back to the contract for \$1,692,750.00 for a new total contract amount of \$13,618,700.00. Negative change orders do not require approval by the board, and so this change order is being presented for information only.

PROCUREMENT PROCESS:

N/A

FUNDING:

The funding source for the project including all the Change Orders is provided through a combination of funds, including an FTA Small Starts grant and local funding from the Indianapolis Department of Metropolitan Development, the Indianapolis Department of Public Works, and the IndyGo capital Cumulative fund.

These two change orders result in a net amount of negative \$1,026,107.31, which will go back to the overall project contingency funds. It is expected that this will be consumed by additional paving and sidewalk quantities in a future change order.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute a Change Order to the contract with Reith-Riley Construction Co in the increased amount of \$666,642.69, for a new total contract amount of \$31,360,132.09.

Sri Venugopalan  
Director of Engineering & Construction

Pamela White  
Director of Procurement



To: Chair and Board of Directors  
From: Sri Venugopalan, Director of Construction & Engineering  
Dave Adamson, Contract Specialist

SUBJECT:

**CDM SMITH CONTRACT AMENDMENT FOR STATION SIGNAGE DESIGN**

BACKGROUND:

In May 2015, the IPTC Board of Directors selected CDM Smith to lead design and NEPA work for the Red Line and approved a contract with CDM Smith to begin preliminary design and environmental tasks for a total of \$3,035,256.00. In June 2016, the IPTC Board of Directors approved an amendment to the original contract to for Final Design totaling \$4,673,512.59. In July 2017, the IPTC Board of Directors approved two contract amendments with CDM Smith to provide additional Final Design services, for an additional amount not to exceed \$410,009.00, and Construction Support Services, for a total amount not to exceed \$1,918,000.00. In total, CDM Smith has been awarded \$10,036,777.59.

The Red Line project includes 34 new stations, each of which will get various types of signs including, identification and informational signage. Though the construction plans included general locations and sign sizes, details such as station names, graphics, exact type, and location were not included as they were not finalized during the bid. For the same reason, this task was not included in CDM Smith's original design scope.

Over the last several months, various IPTC departments worked together to develop station names and other detailed guidelines for the station signage. These guidelines will have to applied to each station and location plans, sign graphics and specifications will have to be developed and provided to the contractor for proper fabrication and installation. Upon approval of this amendment, CDM smith will develop the signage design package which will be provided to the contractor. Additionally, the signage design will be able to be utilized as the standard for implementing station signage for the planned Purple and Blue Line phases.

PROCUREMENT PROCESS:

n/a

DBE REQUIREMENT:

The station signage design work included in this amendment requires specialized skillset in order to develop station signage needed to produce the graphics and other documents that are required for fabrication and installation of the various signs that go into each station. As such, this work will be performed by specialized CDM Smith staff who has experience developing such material. So, there is no DBE percentage set aside for this amendment. However, CDM Smith has been consistently meeting or exceeding their overall proposed DBE goal of 20% for the total contract.

VENDOR EVALUATION:

n/a

FUNDING:

These additional expenditures are included in the Red Line project budget, and do not require an overall budget revision. Red Line budget is a combination of federal small starts grant and local funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a contract amendment (C/O RFQ 15-01-194 Red Line BRT Design Services) that will allow CDM Smith to develop detailed Station Signage Design for the Red Line Phase 1 BRT system for a not-to exceed amount of \$66,400.00.

Sri Venugopalan  
Director of Construction & Engineering

Pam White  
Director of Procurement

MOBILITY ADVISORY COMMITTEE UPDATE

9/27/18

Item I – 1

TO: Chair and Board of Directors

FROM: Ryan Malone – Chair

## **Mobility Advisory Committee Update**

**Issue**            An Update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

**Recommendation:**

Receive MAC report.

**MOBILITY ADVISORY COMMITTEE (MAC)**  
**MEETING MINUTES**  
**JULY 18, 2018**

**ATTENDEES**

Ryan Malone – MAC Chair  
Greg Meyer – Vice Chair  
Kathleen Norcutt – MAC  
Mandla Moyo – MAC  
Jason Robinson – MAC  
Bernadine Wilmer – MAC  
Jason Robinson - MAC  
Cory Wills - Visitor  
Nicki Bunch – IndyGo  
Sam Day-Woodruff – IndyGo  
Dennessie Daring – IndyGo

Mike Terry - IndyGo  
Paula Haskin - IndyGo  
Mark Emmons - IndyGo  
Rod Williams - IndyGo  
Bryan Luellen - IndyGo  
Christine Vanoff - Visitor  
Marilyn Sadler - IndyGo  
Ruth Wendt - IndyGo  
Shevaughn Whitehead - IndyGo  
Teresa Franklin - IndyGo  
Mark Early - MAC

**Welcome and Introduction:**

MAC Chair, Ryan Malone, asked everyone to introduce themselves.

Ryan introduced new MAC member Mandla Moyo.

**Approval of the April Minutes:**

MAC Chair, Ryan Malone, asked for a motion to approve the April 2018 minutes.

Motion for approval by Mark Early and seconded by Greg Meyer motion passed unanimously.

**Approval of the July 2018 Agenda:**

MAC Chair, Ryan Malone, stated he needed to make an addition to the agenda under “New Business,” “vote on new term” needs to be added.

MAC Vice Chair, Ryan Malone, asked for a motion to approve the July 2018 agenda.

Motion for approval by Greg Meyer with additions and seconded by Mark Early. The motion passed unanimously.

**Open Door Report, Director of Flexible and Contracted Services, Paula Haskin**

- New Taxi Voucher Pilot program will start in August for individuals using dialysis.
- Paratransit Review Committee held a meeting before the MAC meeting. The committee discussed options for a new pilot program to start in January possibly UBER and Lyft options.

- Transdev is the new Paratransit contractor. They started service on April 1, 2018.
  - Still challenges with the 2009 vehicles. 15 new vehicles should start arriving in the next few weeks.
  - Month end reports were given.
- The question was asked, how many dialysis riders go in the morning? Paula said she did not have that information but, there are total of around 200 individuals who have rode Open Door to dialysis within the past year.

**President/CEO Report, Mike Terry:**

Mr. Terry thanked the MAC for their participation on the committee and for the good of the company.

- Working on the 2019 budget.
- The new budget draft will be introduced to the board on July 30, 2018.
- Our monies come from local, federal and fares.
- Transitioning to a full electric fleet.
- August 9, 2018 there will be a public hearing to share the draft budget.
- August 9, 2018 there will be a public meeting introducing the Blue Line.
- A program has been started that will allow veterans to ride fixed route free.
- We are working on a fare card with IPS so students can utilize fixed route.

**Director of Public Affairs, Bryan Luellen:**

- Provided an update on the IPS bus program.

**MAC Chair, Ryan Malone: MAC Activities**

Ryan asked MAC members to advise of their activities they have performed to represent the MAC.

- Ryan Malone, attends Paratransit Review Committee meetings.
- Greg Meyer, attends Service Committee meetings, attends appeal hearings.
- Jason Robinson, involved with the Ambassador program.

Ryan asked about activities the MAC could do to become more involved.

- MAC sub-committees need to be more active.
- Currently the only committee actively working is the nomination committee.
- The other committees need to regroup.

➤ Website needs to be updated.

MAC Vice Chair, Greg Meyer, stated that moving forward, a new MAC candidate should not be presented to the service committee nor the IPTC board if they are not in attendance.

Ryan stated that Jason Robinson's term has ended and asked if Jason would like to continue as a MAC member. Jason stated yes. The MAC voted and appointed Jason to a second term.

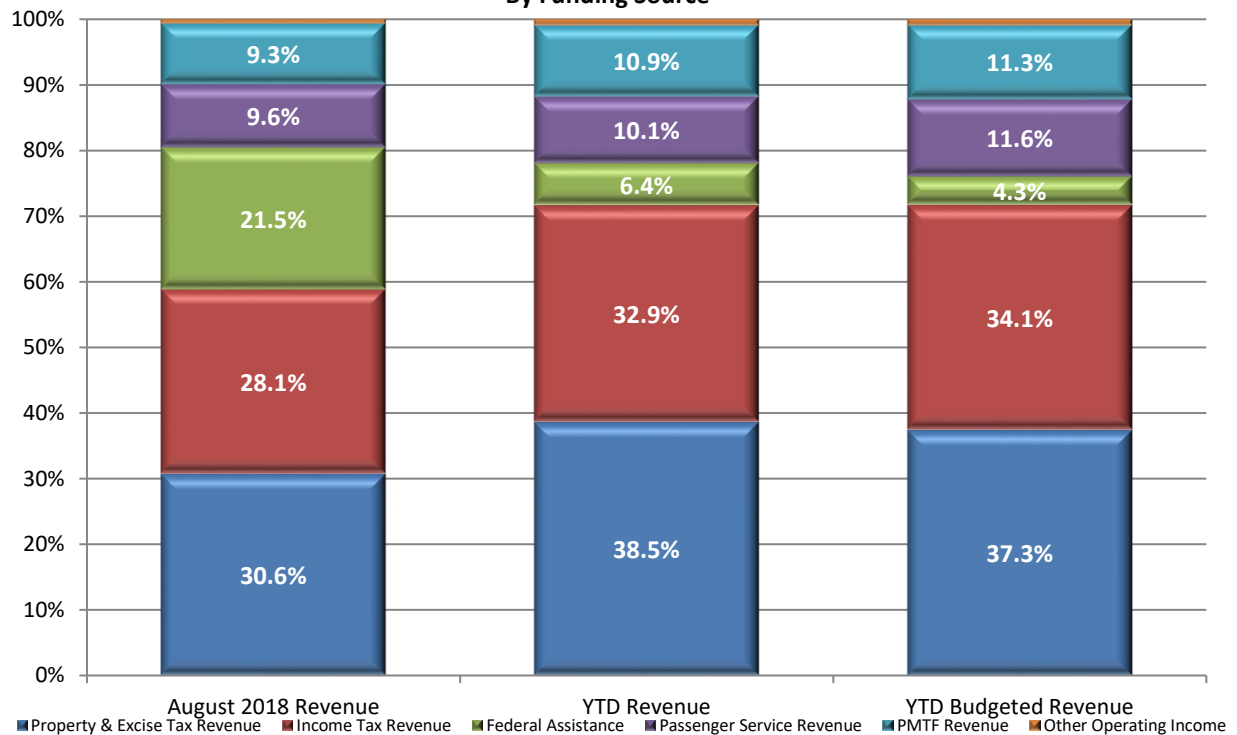
**Meeting adjourned.**

**Next meeting will be held October 17, 2018**

To: Chair and Board of Directors  
From: Nancy Manley - Controller

## FINANCIAL UPDATE August 2018

### Revenue Comparison By Funding Source



### FTA Assistance

Revenue from the FTA assistance was over budget by 503% in August due to a number of draws from the balance of 2017 formula funds programmed for preventative maintenance.

### Other Operating Income

This revenue source was under budget by 13.8% for the month. From month-to-month there can be a large variance as to the amount of revenue received for recycling.

### Passenger Service Revenue

Passenger service revenue was on budget for the month of August. Year-to-date this category was 10% under budget. At close of August 2018 ridership was 3.7% higher than August 2017. YTD ridership was down by 0.5% compared to the same period in 2017.

### Local Tax Revenue

Traditionally property tax revenue is distributed by the Indianapolis City-County Treasurer in two major distributions in August and December each fiscal year. IPTC is still on track to receive the total amount of revenue appropriated by December 31, 2018.

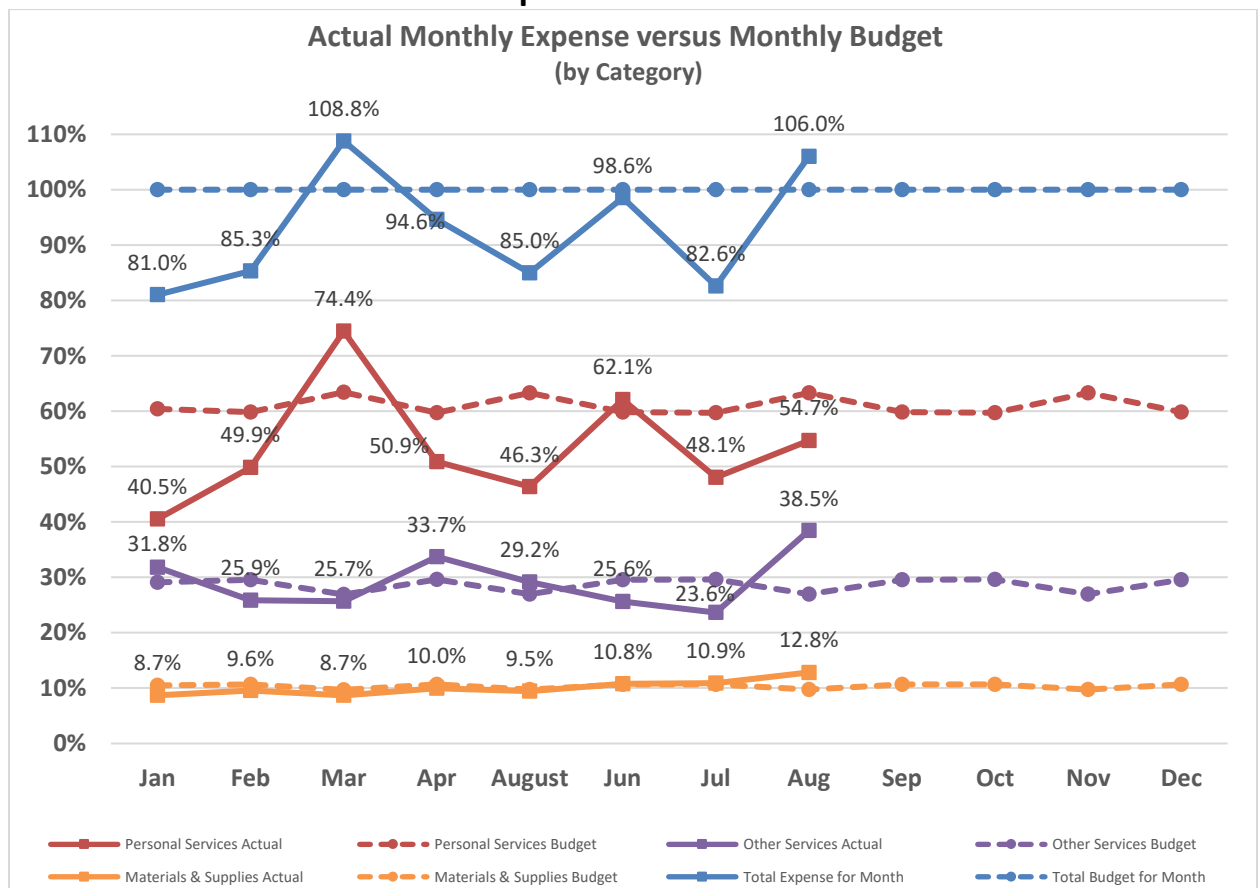
### Transit Income Tax Revenue

The Transit Income Tax Revenue is a new funding source for IPTC. The distribution of these funds was received mid-August. IPTC received the expected amount of \$2.7M deposited in the operating revenue.

### Total Revenue

For the month of August 2018, the total revenue recognized was 21.6% over projections however, year-to-date overall revenue received was 3.9% over projections.

## Expenditures





### **Personal Services**

Overall, Personal Services were 10.8% under budget in August. Year-to-date was under by 13.3% budget this will begin to true up as we fill vacancies and progress further into the year.

### **Other services and Charges**

Collectively, this expense category was over budget projections by 35.2% for the month of August. However, year-to-date this category is 2.2% under budget.

Claims for August were 270% over. The timing of claim resolutions is unpredictable and consequently a significant variance in this line item may occur from month-to-month.

In August, there were several invoices process for the Open-Door service contract. Payment of these invoices was delayed due to reconciliation questions.

### **Materials and Supplies**

For the month of August, this expense category was collectively 25.3% over budget.

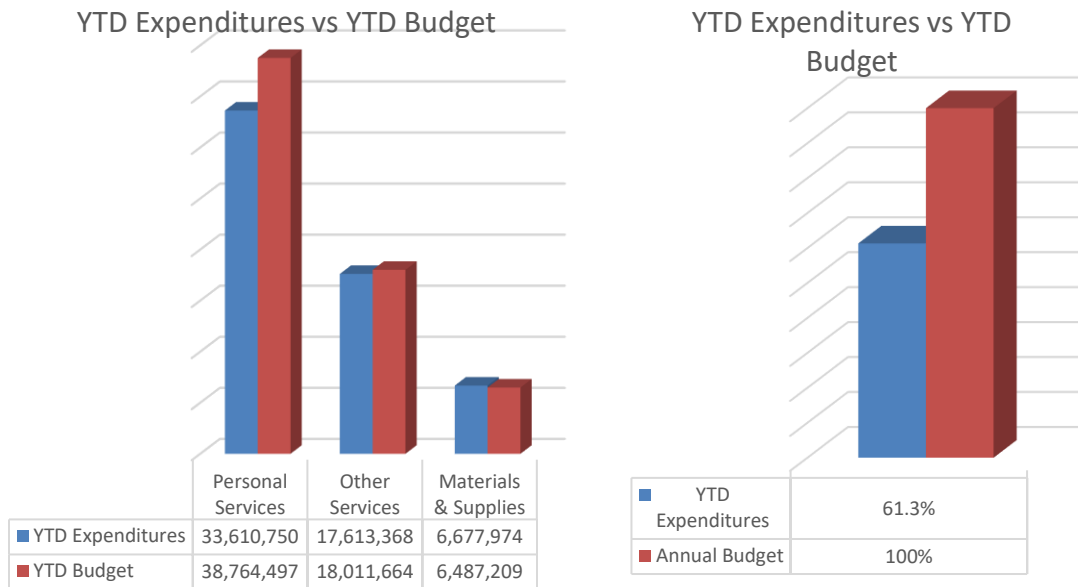
### **Total Expenses**

Total expenses came in 6.0% over budget projection for the month of August but year-to-date expenditures are 8.5% under budget.

### **Summary**

Year-to-date spending continues to be under revenue received. The organization continues to review monthly reports and communicates with all divisions when potential issues arise.

Chart 4 below shows that through August 31, 2018 our expenditures were 61% of our approved budget whereas we were projected to have expended 67% of our annual budget for this time period.



Nancy E. Manley  
Vice President/CFO/Controller

TO: Chair and Board of Directors

FROM: Nancy Manley, Controller

**CONSIDERATION OF ACCEPTANCE OF IPTC 2017 AUDIT REPORT**

- The Audit Committee met with our Auditors, BKD, LLP, and reviewed the results of the audit for the year ended December 31, 2017.

**Highlights:**

- We received an unqualified opinion on the basic financial statements
- There were no reportable findings on federal expenditures for Fiscal Year 2017 ("FY17").
- There were no disagreements with management.
- There were financial statement audit adjustments which were primarily attributed to the changeover to a new financial system.

**Financial Highlights:**

- IPTC's assets and deferred outflows of resources exceeded its liabilities and deferred inflows of resources at December 31, 2017 by \$125.7 million (net position). Of this amount, \$8.5 million (unrestricted net position) may be used to meet IPTC's ongoing obligations arising from providing transportation service to the community at December 31, 2017.
- Fare revenues for 2017 decreased 4% from 2016.
- FTA capital contributions for 2017 increased 2% from 2016.
- FTA local operating and planning grants and preventative maintenance funding for 2017 increased 13% from 2016.
- Operating expenses before depreciation for 2017 increased 6% from 2016.
- Net position increased by approximately \$3.9 million or 3% in 2017.

**Audit Findings**

- BKD, LLC sighted one finding in the FY17 audit. Finding 2017-01 is classified as a material weakness and is a continuation of Finding 2016-01 noted in the previous year audit. Both findings are focused on internal controls related to the financial system utilized during both audited years.

- Management provided a corrective action plan in response to this finding and it is included in the audit document. The implementation of the new ERP (Financial Management System) to replace the 10-year-old Ellipse system, has already proven instrumental in correcting Finding 2017-01 and the improvement of overall fiscal management and reporting. In addition, annual training on Internal Controls will ensure essential personnel understand and follow the IPTC Internal Control policy.
- There were no findings or concerns noted regarding our federal grants.

Nancy E Manley  
Vice President/CFO/Controller

To: Chair and Board of Directors

From: Bryan Luellen, Vice President of Public Affairs and Communications

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR SEPTEMBER 2018**

### **ISSUE:**

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

### **RECOMMENDATION:**

Receive the report.

Bryan Luellen

Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Director of Public Relations

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

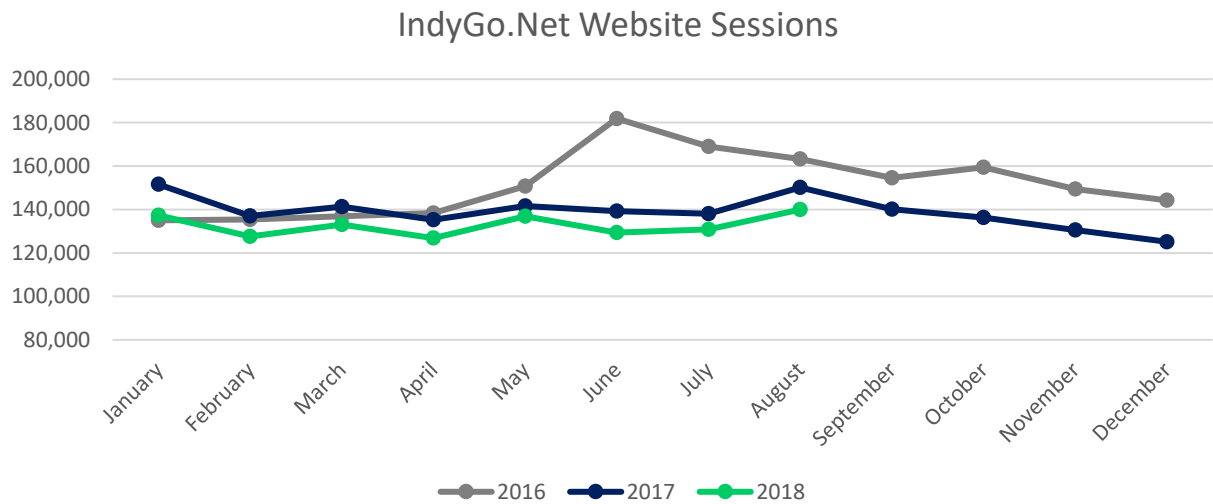
Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Jordan Patterson, External Communications Intern

### INDYGO.NET MONTHLY SESSIONS 8/1/18 – 8/31/18:

Page Views	328,721
New /Returning Visitors	33,356/21,705
Total Sessions	139,966



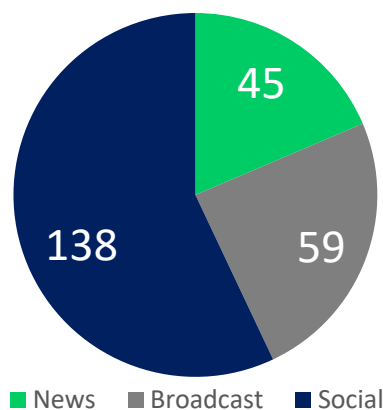
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%
May	84.48%	13.56%	1.96%	60.83%	39.17%
June	84.82%	13.24%	1.93%	60.11%	39.89%
July	85.01%	13.04%	1.93%	59.63%	40.37%
August	85.01%	13.11%	1.88%	60.58%	39.42%

## AUGUST NEWS RECAP:

- “USDOT Awards IndyGo Nearly \$1Million Grant” – International Parking Institute, NGT News, Fox59, CBS4, Inside INdiana Business
- “IndyGo Makes Changes to Bus Stops” – RTV6, WTHR, 93.1 WIBC Indianapolis
- “IndyGo Begins Red line Construction on Meridian Street” – WFYI, Urban Times,
- “Planning for IndyGo’s Purple Line Revs Up” – Indianapolis Business Journal, USA Breaking News
- “Stretch of Meridian Reduced to 1 Lane in Each Direction Through December Due to Red Line Construction” – CBS4, FOX59, IndyStar
- “Meridian-Kessler Residents Urge City to Reconsider Traffic Plan Ahead of Red Line Work” – IndyStar

**Topics Include:** Mentions in August were largely dominated by stories about Red Line construction. Mentions in early August include reports of Meridian-Kessler residents raising concerns about Red Line construction traffic detours along Central Ave, as well as mentions of opportunities for public feedback on the Purple Line and construction beginning on the Meridian Street corridor. Mid-August mentions include information about IndyGo’s slight route changes on August 12 to accommodate 2-way traffic on Michigan Street. Late August mentions include announcement of IndyGo’s securement of a \$1M federal grant to boost solar technology at headquarters.

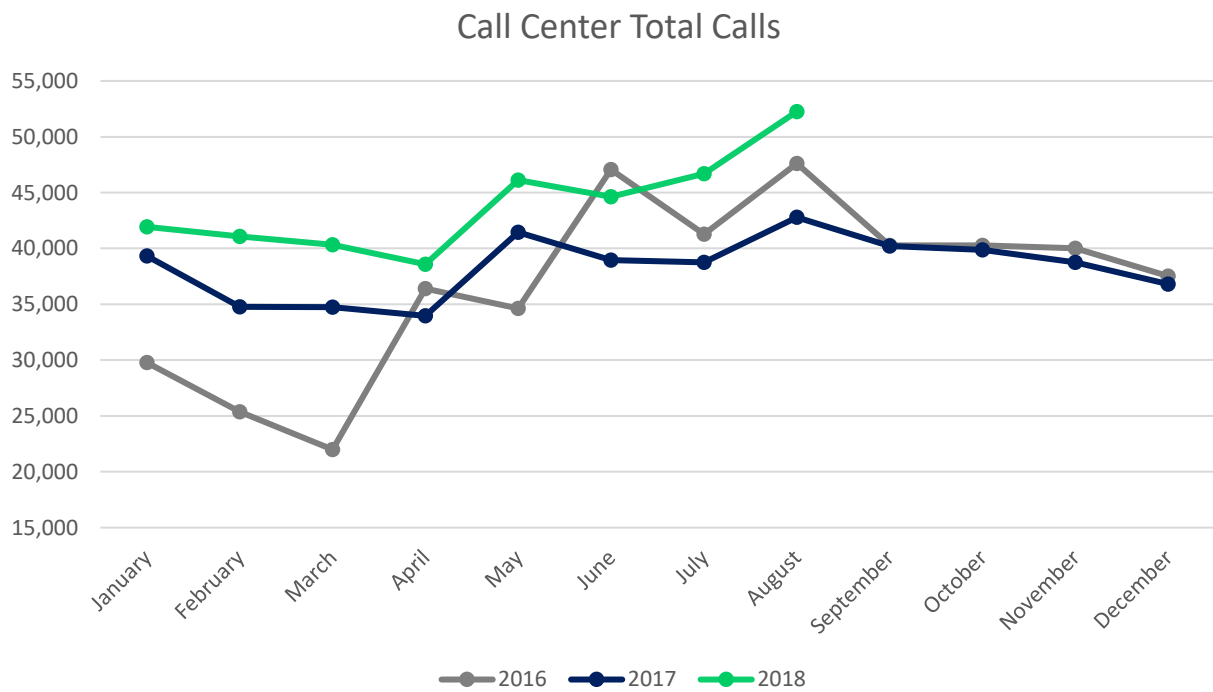
Share of Voice by Volume



**News mentions: 49**  
**Broadcast mentions: 106**  
**Social Media mentions: 378**

**AUGUST CALL CENTER REPORT:**

52,254 total calls  
1.83% calls abandoned in queue  
64.13% Interactive Voice Response (IVR) calls



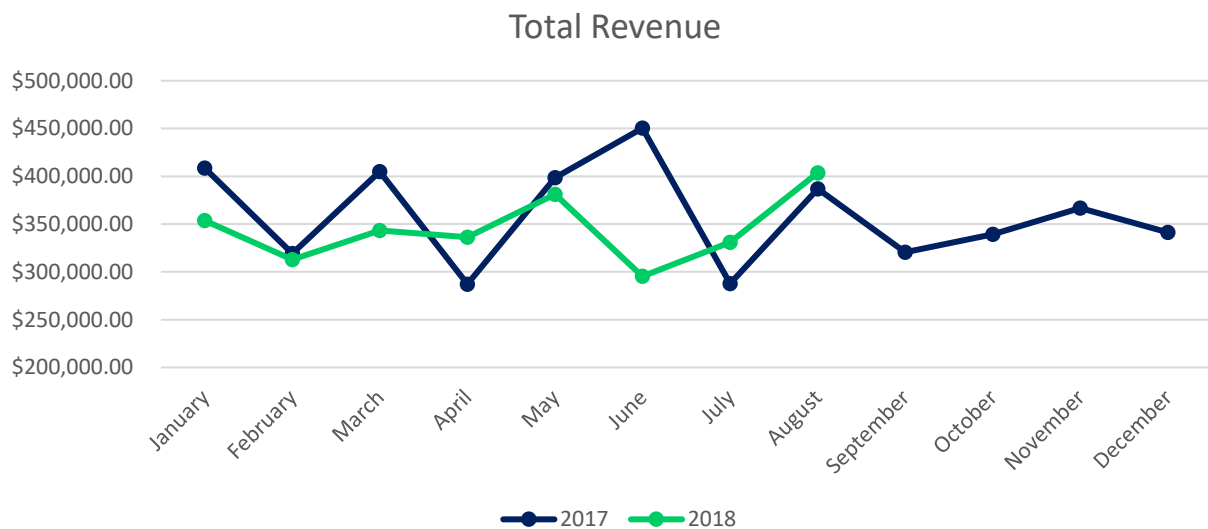


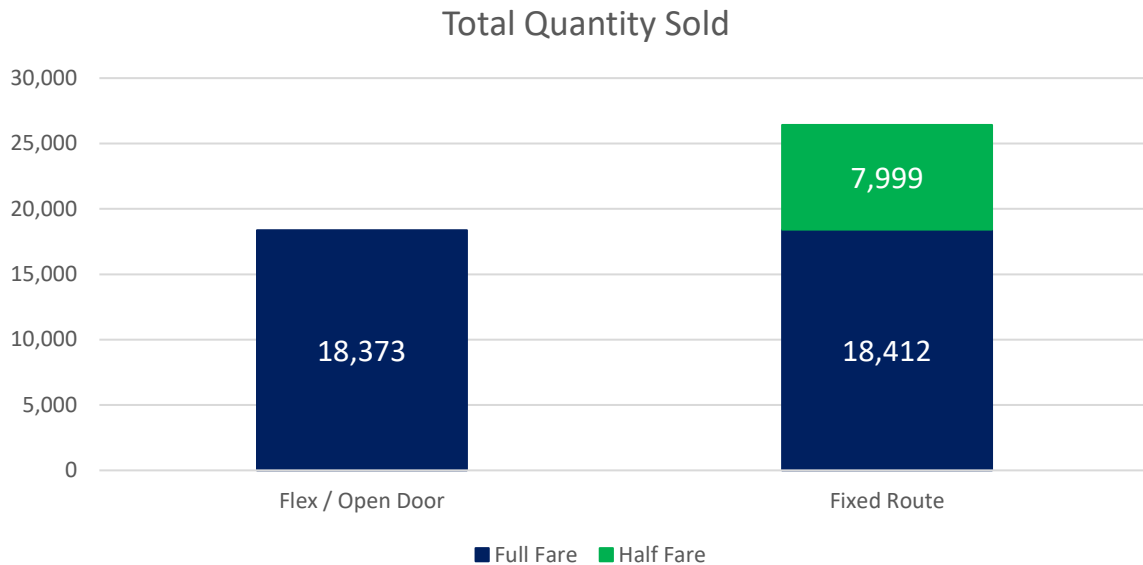
### CUSTOMER COMMENTS: 735

ADA	1	OTHER	23
BLUE LINE	1	PASS BY	119
BUS STOP	6	PURPLE LINE	2
CIVIL	1	REAL TIME ARRIVALS	0
COMPLIMENT	28	RED LINE	12
COURTESY	98	REQUEST	44
CUSTOMER SERVICE CENTER	3	ROUTE	14
DENIAL	11	ROUTE DETOUR	3
DISCRIMINATION – TITLE VI	1	RULES	20
EXPRESS-COMMUTER SERVICE	1	SAFETY	98
FACILITY MAINTENANCE	18	SCHEDULE ADHERENCE	184
FARES	9	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	20
MCTP	2	VEHICLE MAINTENANCE	11
MARKETING	1	WRONG INFORMATION	4

### AUGUST PASS SALES REPORT:

Total Quantity of Passes: 44,784





**Additional Revenue:**

Retail Desk & Online Purchases: \$241,050.30

Cash: \$69,268.40

Checks: \$27,392.80

Credit Cards: \$144,389.10

**OUTREACH SUMMARY FOR AUGUST:**

Outreach in August reached 1120 individuals at stakeholder, internal, and public engagements. Several stakeholder meetings continued throughout the month, particularly around the Red Line as utility work began at various parts of the corridor and the Purple Line as public meetings sought public and stakeholder input. Transit Ambassadors assisted with shifts at the Transit Center and on buses, and supported the mid-July launch of the Veterans Fare Program. Mid-late July engagement included attendance at various IUPUI orientation events to help students orient towards using transit and learn about the JagPass Program, a grant-funded initiative to encourage riding the bus directed by the Office of Student Affairs.

**AUGUST OUTREACH EVENTS:**

8/2/2018	Shortridge High School Back to School Day
8/2/2018	Purple Line Transit Talk Mapleton Fall Creek Development Corporation
8/3/2018	IUPUI International Student Orientation
8/4/2018	Transit Ambassador outreach @ DTC
8/6/2018	Transit Ambassador Outreach @ DTC
8/6/2018	Transit Ambassador Outreach @ DTC
8/7/2018	Holy Cross Land Use Committee
8/7/2018	Fort Harrison Reuse Authority Meeting
8/8/2018	Blue Line Transit Talk Wayne Township Government Center
8/8/2018	Cultural Trail Staff Meeting
8/8/2018	Citizens Energy
8/8/2018	St. Richards
8/8/2018	Marrott
8/8/2018	Jared Evans, Town Hall
8/9/2018	Blue Line Transit Talk George Washington HS
8/10/2018	Transit Ambassador Outreach @ DTC
8/10/2018	Mapleton Fall Creek
8/10/2018	Lincoln Square Pancake House
8/10/2018	Lilly Endowment
8/10/2018	Keller and Keller
8/10/2018	Wilson Kehoe and Winningham
8/10/2018	United Way
8/10/2018	State Auto
8/10/2018	Butler Lab School
8/10/2018	Dove Recovery House
8/10/2018	Boost Mobile
8/10/2018	Willow Marketing
8/10/2018	Sanders
8/10/2018	Planned Parenthood
8/13/2018	IUPUI International Student Services Fair
8/13/2018	Stakeholder Meeting: The Uniform House
8/13/2018	Stakeholder Meeting: North United Methodist Church
8/13/2018	Stakeholder Meeting: Indianapolis Marion County Public Library
8/13/2018	Stakeholder Meeting: Boost Mobile
8/15/2018	IUPUI International Student Orientation

8/15/2018	Stakeholder Meeting: Indiana Blood Center
8/15/2018	Stakeholder call
8/15/2018	Stakeholder Meeting: Children’s Museum of Indianapolis
8/16/2018	Stakeholder Meeting: Ivy Tech
8/16/2018	Stakeholder Meeting: Ty Pennington Auto
8/16/2018	Stakeholder Meeting: Midtown Indy, Inc.
8/17/2018	Transit Ambassador Outreach @ DTC
8/17/2018	Stakeholder Meeting: Grieners (sub shop)
8/17/2018	Stakeholder call
8/20/2018	Transit Ambassador Outreach @ DTC
8/21/2018	Stakeholder call
8/22/2018	Crimson Card Kickoff (IUPUI Orientation)
8/22/2018	Stakeholder call
8/22/2018	Marian University Multicultural Fair
8/24/2018	Transit Ambassador Outreach @ DTC
8/24/2018	Excel Center Rapid Enrollment Day
8/27/2018	Stakeholder call
8/27/2018	Stakeholder call
8/28/2018	Stakeholder call
8/28/2018	CIRTA + IndyGo presentation at Strada Education
8/30/2018	Transit Ambassador Outreach @ DTC

## **SPECIAL PROJECTS**

- Food in Transit – IndyGo, in partnership with Growing Places Indy and the City of Indianapolis Department of Metropolitan Development, will bring a pilot project that offers fresh and affordable fruits and vegetables for sale at the Transit Center on Fridays in September – October from 3-6PM. Data collected from the 8 markets this year will inform a re-launch of the pilot project from May – October 2019. The market is open to all and accepts EBT, cash, credit, and debit payments.

Service Standards – IndyGo’s Service Standards are being updated to reflect the new types of bus service that IndyGo will be operating with the rollout of the Marion County Transit Plan, which will include Rapid, Frequent, Basic, and Coverage services. The updated service standards set goals for each service type and will allow IndyGo to monitor bus service performance against the goals outlined in the Service Standards document. The document also outlines the annual Productivity Review process that will be followed by IndyGo staff to evaluate bus service performance.

PLANNING AND CAPITAL PROJECTSREPORT

9/27/18

Item R – 2

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning and Capital Projects

**PLANNING & CAPITAL PROJECTS UPDATE**

**Issue**            Planning & Capital Projects Report will be presented at the board meeting.

**Recommendation:**

Receive the report.

## **SERVICE PLANNING**

### **Service Scheduling**

The changes to Routes 3, 10, & 37 effective August 12, 2018 went well. This change is tied to the two-way conversion of Michigan Street through IUPUI's campus. Now that it is two-way it is easier for transit to operate instead of on one-way pairs as we have on Michigan/New York. This had already been incorporated in the Marion County Transit Plan. The new feature added was a one-way bus lane between West Street and Indiana Avenue on Michigan Street. It is specially marked and has a unique traffic signal that will also be deployed along the Red Line. Overall this is working well and most auto motorists have gotten used to the change. One challenge is the short signal timing for eastbound traffic on Michigan at West Street. Staff is working with DPW to see if there is a workable solution to give the eastbound traffic a couple more seconds of green time to avoid excess waiting at the intersection.

The October operator pick changes have been completed and picking will begin on September 17. There are no major service changes, only minor timing adjustments to improve performance. Routes that are being adjusted are 2, 3, 8, 15, 17, 18, 19, 25, 26, & 31. These changes will take effect on Sunday, October 14.

### **Transit Amenities**

Planning staff is continuing work on the 2019 Marion County Bus Stop Service Improvement Plan, which will have system-wide impacts when next years' service improvements are implemented. A detailed analysis has been completed which has identified and prioritized stop level changes throughout the transit network, including infrastructure improvement recommendations for new bus stops and transfer points and for existing bus stops where increased ridership is anticipated. The removal list of existing stops due to service changes or spacing standards, is being finalized and will be ready when we seek public comment. Site plans are being drawn for infrastructural improvements at over 350 individual bus stops, or approximately 10% of stops system-wide. Design is underway by the consultant team at Shrewsberry & Associates and should go out to bid for construction, in phases, beginning in 2019. To date over 150 bus stops have been through this portion of the design phase.

Bus stop removals for 2019 will be coordinated with the consultant and carried out by Shuck Corporation. These locations have been identified and plans for their conversion from pre-MCTP service to post-MCTP service is underway. Shuck Corporation staff will also handle the installation of IndyGo bus stop signage, as well as utility location coordination. IndyGo staff works with BNS for permitting needs. Moving forward, Planning staff will be working with IndyGo Community Outreach and Business Development Staff to formulate a Comprehensive Public Outreach Campaign to involve and inform riders, stakeholders, and members of the community on the proposed service and stop-level changes.

An RFP for a bus shelter contract will be issued this fall. This will be a 5-year contract and will help build out the MCTP Bus Stop Improvements. We currently have a new shipment of benches (Simme-Seats) to be installed at higher ridership bus stops where limited space for a regular-sized bench exists.

The mid-pick service change (affecting Routes 3, 10 & 37) took effect last month and allows buses on the near-west side to serve Michigan Street inbound and outbound between White River Parkway West Drive and Indiana Avenue. This allows IndyGo to consolidate service to IUPUI's main corridor, instead of using paired one-ways for service through the area, making service more user-friendly. Five new shelters have been installed along this corridor in anticipation of ridership increases at consolidated bus stops.

### **Service Standards**

Updates to IndyGo's Service Standards have been finalized in coordination with IndyGo's Strategic Planning and Public Affairs staff. The final document will serve as a guide to staff for the evaluation of bus route performance for the current and future bus network. Two public hearings on the service standards document are scheduled for Wednesday, September 26<sup>th</sup>, and the final document will be presented to IndyGo's Board of Directors for adoption at the October board meeting.

### **Fare System Implementation**

Service Planning staff will be responsible for coordinating the implementation of IndyGo's modernized fare payment system with all other impacted IndyGo departments and divisions. The modernized fare system will include new fare cards, fare card validators (on buses and at rapid transit stations), a mobile payment application, and ticket vending machines at all rapid transit stations. IndyGo is currently awaiting final contract approval with the selected vendor to begin the project.

### **Traffic Engineering**

Service Planning is also responsible for coordinating and creating the Red Line Operations Plan, which will detail key operational procedures to be used leading up to and after the start of Red Line service. The operations planning process involves extensive coordination with several IndyGo departments and divisions, as well as coordination with key institutional agencies and stakeholders. Recent coordination efforts have focused primarily on ADA access, ADA features, and identifying locations for transfers between IndyGo's OpenDoor paratransit service and the Red Line.

With the help of new team members, planning staff can continue to coordinate and leverage resources from the community with our current assets to make improvements throughout the city. Staff is currently working on stop level improvements at the Indianapolis International Airport, St. Vincent DePaul/East 30<sup>th</sup> Street, St. Vincent Hospital/West 86<sup>th</sup> Street, 82<sup>nd</sup> Street/Castleton Square Mall area, at stops along 25<sup>th</sup> Street/Monon Trail area, East Michigan Street/Sherman area, West 10<sup>th</sup> Street/Tremont area, Michigan Road/73<sup>rd</sup> Street area, as well as many others.

Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets. The two-way conversion studies will include Michigan Street/New York Street from College Avenue to Emerson Avenue and 29<sup>th</sup> Street/30<sup>th</sup> Street from White River Parkway to Ruckle Street.

The traffic studies were submitted to DPW for approval of the proposed two-way conversions on May 3<sup>rd</sup>, 2018. Upgrading these streets to support two-way traffic will markedly improve IndyGo's efficiency and flexibility. Shrewsberry has also begun working on a study to evaluate the traffic impacts to the seven-block section of Delaware Street between the Downtown Transit Center at Washington Street and Ft. Wayne Avenue. The Delaware Street study will look at the traffic impacts of the Red Line project, Purple Line project, MCTP route changes, and Super Stops project as well as provide a documented request to DPW for IndyGo to create dedicated bus lanes and bus queue jumps along Delaware Street.

In coordination with DPW, and Downtown Transit Center staff, Planning staff continues to identify and improve traffic flow problems on the streets bounding the DTC. The vehicle detection repairs to the intersection of Delaware Street & Pearl Street on May 4<sup>th</sup> temporarily mitigated some of the traffic issues along Delaware Street, but the vehicle detection has failed again. Service Planning staff is now working with DPW on a possible plan to remove the traffic signal at Delaware Street & Pearl Street and replace it with dedicated bus-only lanes along Delaware Street, separated from general traffic by a raised median. Shrewsberry is assisting IndyGo with the study of these possible improvements. At the Alabama Street & Pearl Street signal, infrastructure improvement plans have been developed to improve bus departure times. Service Planning staff is working with the Red Line designers and construction management team to include the Alabama Street improvements in the Red Line construction project.

The Red Line Transit Signal Priority (TSP) contract that was approved by the Board in May has been executed. The purchase order in the amount of \$1.6 million was received by the vendor on June 6<sup>th</sup>. IndyGo Service Planning staff is working with the vendor to schedule a project kickoff meeting. The first shipment of TSP equipment has been received by IndyGo's contractor for installation on the Red Line traffic signals.



Planning and Procurement staff are coordinating to develop an “on-call” contract with a traffic system engineering consultant to assist with developing and implementing traffic signal timings along proposed BRT and local fixed-routes. The traffic signal timing task order was issued in May for 21 traffic signals along Shelby Street and Meridian Street. A second task order is currently being prepared to time the remaining 55 traffic signal along the Red Line corridors. Creation of a third locally-funded task order has also been initiated to improve traffic signal operations along local routes which fall outside the scope of the federally-funded BRT projects.

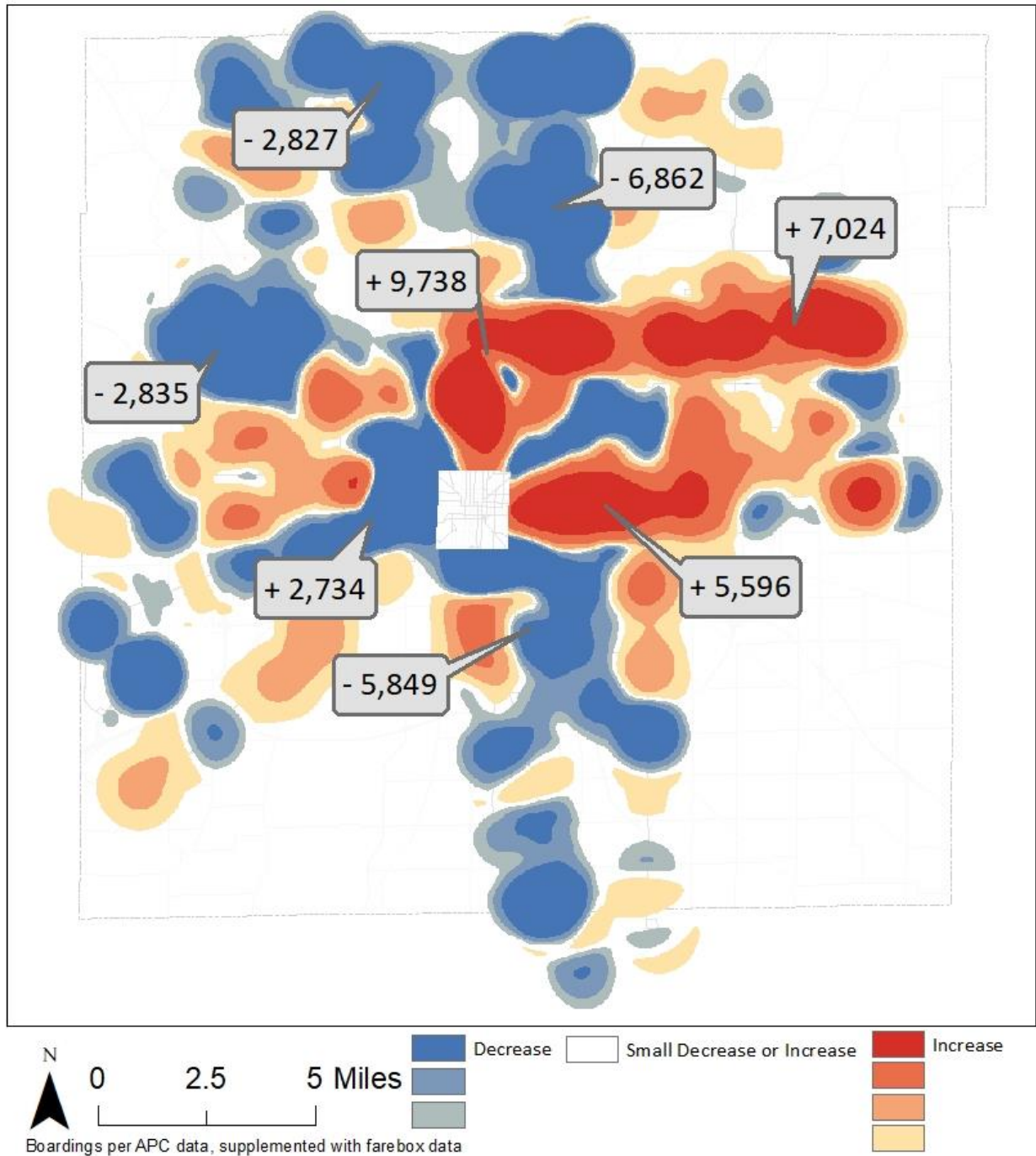
Service Planning met with Operations on May 1<sup>st</sup> to identify the scope of pavement marking and signage improvements along Harding Street, south of Washington Street. A set of conceptual construction plans and a construction cost estimate were distributed to Operations and Planning/Capital Projects staff for review and comments on June 1<sup>st</sup>. Buses are being delayed along Harding Street more frequently, as train activity continues to increase at the CSX crossing south of the main garage. Service Planning met with Legal and Finance on August 20<sup>th</sup> to discuss whether it is more efficient for one of the four licensed engineers on IndyGo’s staff to be the designer of record for small infrastructure design projects, such as the Harding Street improvements described above, or continuing to have consultant engineers perform all design work for IndyGo.

Current Month						
Aug-17	Aug-18	% Change	Fixed Route Ridership	2017	2018	% Change
17,417	19,359	11.2%	<b>2 E. 34th St.</b>	121,503	128,092	5.4%
27,704	34,475	24.4%	<b>3 Michigan St.</b>	192,513	210,159	9.2%
15,299	14,877	-2.8%	<b>4 Fort Harrison</b>	104,731	104,072	-0.6%
20,142	19,502	-3.2%	<b>5 E. 25th</b>	142,523	126,062	-11.5%
12,600	13,184	4.6%	<b>6 N. Harding</b>	93,673	102,929	9.9%
128,742	140,252	8.9%	<b>8 Washington St.</b>	955,508	991,800	3.8%
98,079	101,216	3.2%	<b>10 10th St.</b>	719,754	722,458	0.4%
4,209	2,131	-49.4%	<b>11 E. 16th St.</b>	27,340	27,491	0.6%
5,528	4,866	-12.0%	<b>12 Minnesota</b>	39,121	35,846	-8.4%
3,243	3,427	5.7%	<b>13 Raymond</b>	24,955	26,049	4.4%
10,223	10,470	2.4%	<b>14 Prospect</b>	75,051	72,068	-4.0%
21,297	19,065	-10.5%	<b>15 Riverside</b>	149,707	135,397	-9.6%
11,471	12,031	4.9%	<b>16 Beech Grove</b>	81,727	86,453	5.8%
24,001	25,566	6.5%	<b>17 College</b>	174,442	171,349	-1.8%
11,831	12,219	3.3%	<b>18 Nora</b>	89,538	89,676	0.2%
38,875	39,058	0.5%	<b>19 Castleton</b>	296,193	276,565	-6.6%
15,875	15,546	-2.1%	<b>21 East 21st St.</b>	108,254	111,504	3.0%
12,010	11,535	-4.0%	<b>22 Shelby</b>	84,566	78,288	-7.4%
11,034	11,424	3.5%	<b>24 Mars Hill</b>	77,345	85,115	10.0%
17,079	15,618	-8.6%	<b>25 W. 16th St.</b>	116,007	112,203	-3.3%
14,226	15,149	6.5%	<b>26 Keystone</b>	110,687	105,886	-4.3%
15,177	14,980	-1.3%	<b>28 St. Vincent</b>	106,458	104,742	-1.6%
8,320	8,368	0.6%	<b>30 30th St.</b>	54,918	58,123	5.8%
25,658	26,255	2.3%	<b>31 Greenwood</b>	189,833	182,781	-3.7%
28,287	29,644	4.8%	<b>34 Michigan Rd.</b>	205,220	199,809	-2.6%
42,734	40,727	-4.7%	<b>37 Park 100</b>	301,000	290,793	-3.4%
34,180	31,723	-7.2%	<b>38 Lafayette Square</b>	256,353	228,629	-10.8%
102,748	113,960	10.9%	<b>39 E. 38th St.</b>	756,804	773,305	2.2%
4,388	5,613	27.9%	<b>55 English</b>	32,191	29,925	-7.0%
10,751	11,104	3.3%	<b>86 86th Street Crosstown</b>	90,045	76,686	-14.8%
12,495	13,504	8.1%	<b>87 Eastside Circulator</b>	90,831	93,843	3.3%
89	142		<b>Others</b>	2,608	3,342	
<b>805,712</b>	<b>836,990</b>	3.9%	<b>Total</b>	<b>5,871,399</b>	<b>5,841,440</b>	-0.5%

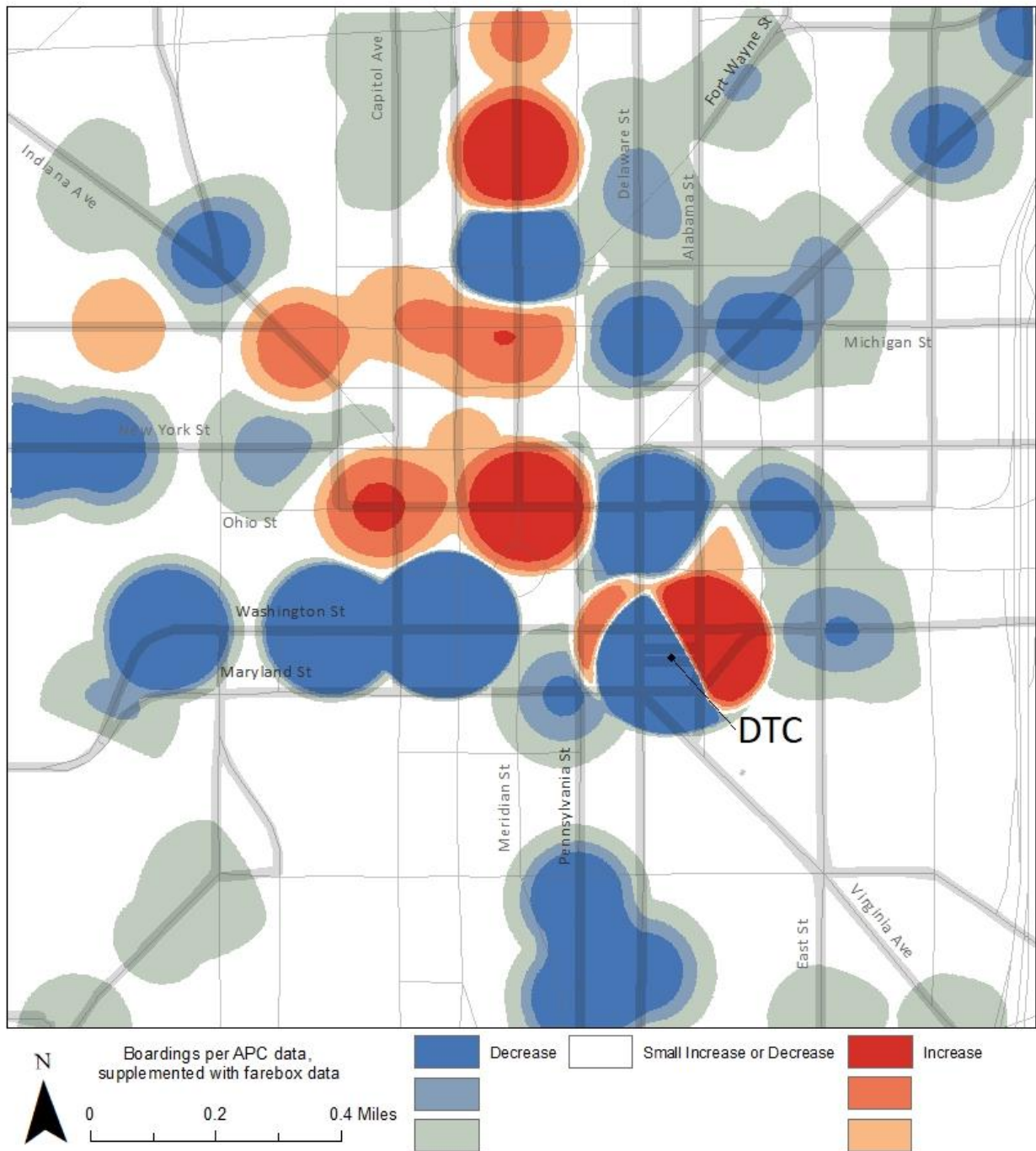
The "others" category represents a compilation of unallocated trips reported on the monthly GFI Fare Box report. These trips count as ridership but are not allocated to a specific route.

Aug-17	Aug-18	% Change	Flexible and Contracted Services	2017	2018	% Change
31,669	34,795	9.9%	<b>Open Door Riders on Fixed Route</b>	221,815	230,010	3.7%
27,164	26,727	-1.6%	<b>Open Door</b>	209,768	204,187	-2.7%
815	1,005	23.3%	<b>Open Door Taxi Vouchers</b>	6,297	6,886	9.4%
17,695	12,915	-27.0%	<b>31 Day S-Pass</b>	149,279	118,817	-20.4%

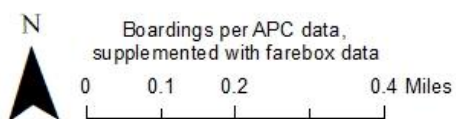
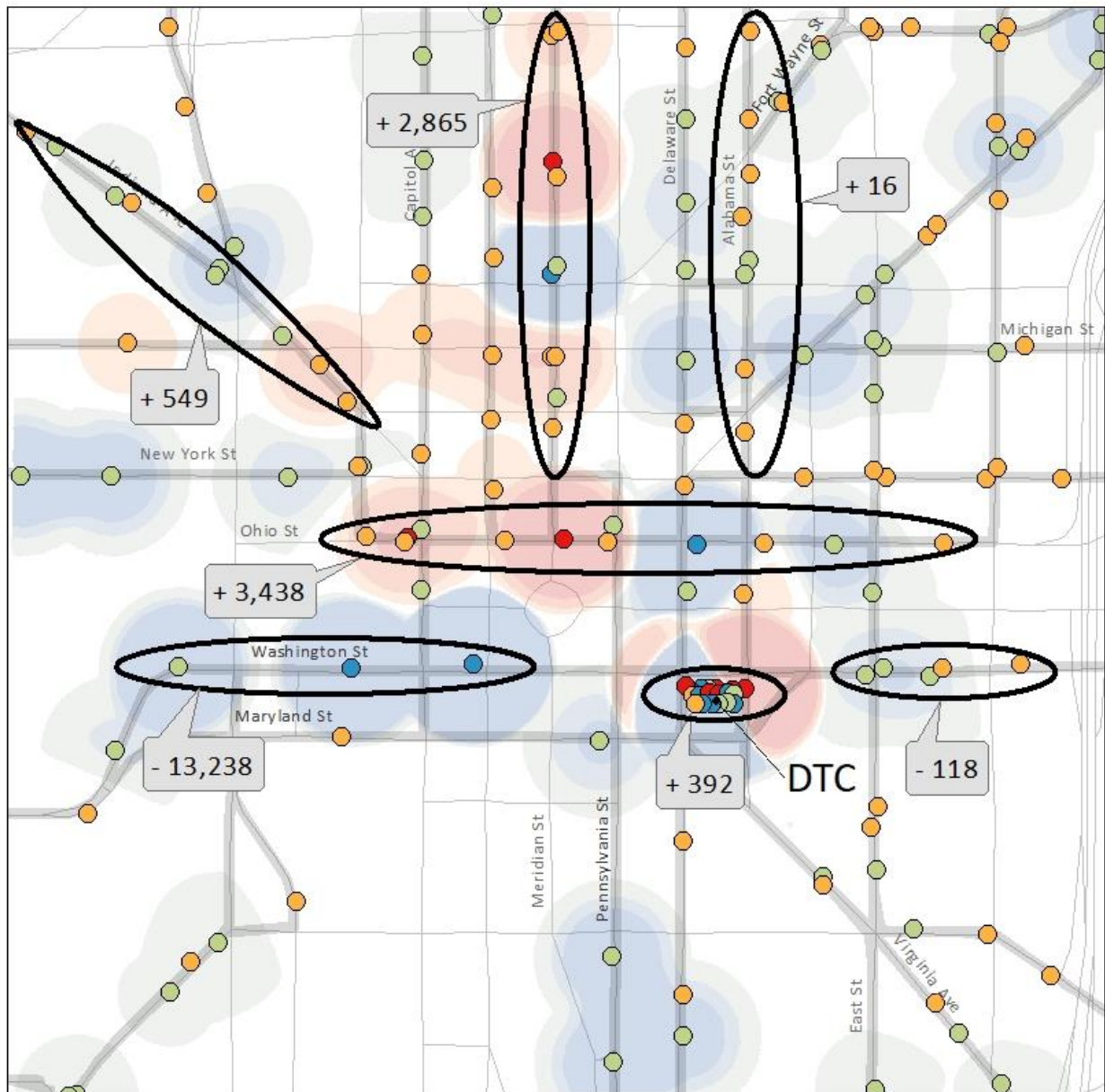
# Comparison of Stop-Level Boardings August 2017 compared to August 2018 Outside of Downtown



# Comparison of Stop-Level Boardings, August 2017 to August 2018 Downtown



# Comparison of Stop-Level Boardings, August 2017 to August 2018 Downtown



## Change in Boardings





## **STRATEGIC PLANNING**

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, the update to the five-year capital plan; project development activities associated with the Purple and Blue Line, Super Stops; fare modernization efforts; and data/research projects including assisting with the IPS pilot program, key performance indicators, and assisting with service standards. The department continues to work with other internal and external partners around efforts to partner to develop strategies around regional coordination, transportation network companies, shared use mobility, and joint development opportunities.

### **Project Development:**

- **Purple Line.** The environmental and Section 106 processes for the Purple Line are continuing to advance but have experienced some delays due to changes in street alignments, drainage, and discoveries within the addendum archaeological process. The DCE is currently scheduled to be completed in mid-November but there is a likelihood that this may slide to accommodate a Memorandum of Agreement with the State Historic Preservation Office.
- **Blue Line:** IndyGo formally submitted an application for the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. This application proposed an alignment in accordance with the locally-preferred alternative adopted by the board in August 2018. As part of the application, \$4 million was included for joint development activities; the Indianapolis Neighborhood Housing Partnership (INHP) provided \$2 million for local match to support joint development activities.

The Blue Line project has also been submitted to the Indianapolis MPO, as an amendment to the Long-Range Transportation Plan (LRTP) and the Transportation Improvement Program (TIP).

- **Super Stops:** The Super Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street and Fort Wayne Avenue reached 30 percent design on August 21<sup>st</sup>. IndyGo staff provided their comments to the 30% design submittal and Shrewsberry is addressing them. Shrewsberry has also provided initial cost estimates for construction of the Super-Stops project. Meetings with property owners and businesses adjacent to station areas and the corridor are ongoing; the project team is working to resolve concerns that have arisen through the design process. The environmental work associated with the Super Stops is targeted for completion in Q1 of 2019.

- **Shared Use Mobility:** The team is working collaboratively the Public Affairs division in exploring and advancing strategies to promote shared use mobility options for Indianapolis. With transit systems serving as the core of any shared use mobility system – and with shared use mobility options proliferating in cities across the country, including Indianapolis with the introduction of electric scooters – this is a strategic role for the team and the agency.  
As noted in previous reports, IndyGo has been awarded a technical assistance grant from the Shared Use Mobility Center (SUMC), with funding derived from the FTA, to support planning and technical assistance around developing shared use mobility strategies in neighborhoods and subareas across the county. Project staff are coordinating with SUMC staff to prepare for their initial site visit and project kickoff.  
IndyGo is working closely with the Personal Mobility Network, a group convened by the Central Indiana Community Foundation, to collaboratively identify and advance shared mobility options. Planning for the execution of IndyGo’s strategy is underway, with a draft concept paper under development. IndyGo will coordinate with DMD and others to engage neighborhoods to identify mobility barriers and craft solutions. As part of this effort, IndyGo will be hosting a site visit in mid-October.
- **Grant Applications:** In addition to having been awarded the technical assistance grant from the Shared Use Mobility System, the team has submitted three federal grant applications since mid-June.
  - An application for an award under the FTA’s *Low-No Emissions* program, which would enable the agency to expand its solar array and further offset the cost of expanding the electric fleet, was submitted in mid-June. **IndyGo was successfully awarded this project earlier this month.**
  - In mid-July, IndyGo submitted a grant application as part of FTA’s Pilot Program for Transit Oriented Development Planning in partnership with the City of Indianapolis/DMD; this effort would fund planning efforts to develop special zones near Blue Line rapid transit stations, enabling new land use controls and development standards in those areas. The FTA will make award announcements regarding this program in Q4 2018.
  - In early August, IndyGo submitted a grant application under the 5339(c) program that would enable IndyGo to more quickly bring its fleet into a state of good repair. This project proposed a long-term lease for vehicles that required the manufacturer to meet varying performance specifications throughout the term of the lease. This proposal was structured as a public-private partnership with a value capture component (as IndyGo would recoup savings in the long-term from operating electric vehicles that would exceed their incremental cost relative to diesel buses). The FTA will make award announcements regarding this program in Q4 2018.

- The team is coordinating an internal, cross-divisional discussion regarding this year's MPO Call for Projects which will be due in November. These funds will be awarded in early 2019.

### **Other initiatives**

The Strategic Planning team continues to work with other departments within the Capital Projects division, as well as support Public Affairs and Operations, across several initiatives:

- **Inter-governmental/regional coordination:** The team is working with CIRTa and the MPO regarding INDOT/FTA decisions regarding 5307/5311 formula funds that could impact future IndyGo revenues.

Additionally, IndyGo has supported MPO planning and coordination efforts in Guilford Township (Plainfield) in Hendricks County, providing informational updates regarding the Blue Line and other transit efforts as that community considers a mechanism for future transit investments.

- **Strategic Planning/KPI support:** In support of the agency-wide effort to develop a strategic plan, the team has been engaged in background research relating to best practices in performance measurement and key performance indicators. This effort is also seeking to develop a comprehensive report of performance measures tracked by IndyGo at present. These efforts will inform performance measurement in alignment with the strategic plan and other agency efforts. This effort is ongoing.
- **Transit Asset Management plan:** The Strategic Planning team is supporting Finance and Operations in the development of the agency's Transit Asset Management (TAM) plan. The TAM plan will be completed by October 1, 2018.
- **IPS Pilot:** The team is supporting the Public Affairs team through the provision of data analysis, mapping, and other material support to develop a successful pilot for the IPS Shortridge pilot.
- **Review and Analysis of Fare Policies:** The team continues to review and analyze various scenarios related to fares and fare policies, to assist the Executive Committee in its deliberations around policies such as transfer policies and fare capping. Additionally, the team has examined the potential costs and benefits of "bonus" programs for auto-reloading and/or bulk reloads.



## **ENGINEERING & CONSTRUCTION**

### **Red Line**

Construction is continuing to progress for Package A- Civil (Reith-Riley Construction – Prime Contractor) along Shelby Street and Meridian Street. Contractor is installing storm sewers followed by curb, ADA ramps and sidewalk. Preparation work for station foundations along Shelby St. has begun and foundations are expected to be installed by early October.

Due to utility relocation delays along Shelby St. and Meridian St., construction is about 16 weeks behind schedule. This is about 9 weeks more than the last report. The external INDOT I-65 project is now complete and we believe impacts to that work are now accounted for in this schedule. Citizen's Gas/Water work along the Meridian Street corridor is expected to be complete by late September. Its anticipated that a more accurate extent of the delay due to all these impacts will be available by mid-October at which point IndyGo will look at schedule acceleration options to make up for some of the lost time and to hit the October revenue service date.

For Package B-Stations (F. A. Wilhelm Construction – Prime Contractor), Contractor is proceeding with shop drawings, and fabrication work. Station work is expected to commence along Shelby St. around later part of October.

### **Purple Line**

WSP is progressing toward 60% design after receiving comments on 30% from IndyGo and other stake holders. The 60% design is expected to be completed by November. An update to the Small Starts grant application package was submitted on September 6.

### **Blue Line**

Preliminary design has started on the Blue Line project. The 10 percent design is complete, with survey work progressing to support 30% plans. A Small Starts grant application was submitted September 6.

### **Other On-Street Projects**

Several other on-street projects, including the Super Stops project and bus stops and shelter improvements were included in the Marion County Transit Plan and the IndyGo Five-Year Capital Plan. Initial outreach and design work for those projects have begun, as outlined previously in other reports. The Central Avenue one- way to two- way conversion project is under construction through DPW. IndyGo is conducting traffic studies on the other two-way conversion projects included in the Marion County Transit Plan.

## **FACILITY PROJECTS**

The Capital Improvement Projects for Facilities have Task Orders/Projects for on call services with WSP for high voltage and The Etica Group for architectural. WSP is tasked to work on Electric Bus Fleet Charging Facility Upgrades and CCTV Camera Improvement placement. The Etica Group is tasked with Office Renovations, Vehicle Wash, Garage Door Improvements (Maintenance Area), Paint Booth, Security Screen Doors, Multi-Use Training Facility.

### **WSP:**

- **Electric Bus Fleet Charging Facility Upgrades** – Miller Eads has been issued their Notice to Proceed August 27, 2018. Construction will begin soon as they begin staging. IPL Contractor, Robinson Trenching is completing the connection into the IPL power grid and are on the back side of the 1501 Washington facility running the conduit for the transformers and switchgears. Project is on schedule.
- **CCTV Camera Improvement Placement** – WSP Task Order for design was issued June for camera assessment of cameras condition, replacements/upgrades and placement, with the recommendation for contractor being presented to the Board in December. WSP has provided a preliminary layout of replacement cameras and will be on property in September to verify.

### **The Etica Group:**

- **Space Planning Renovations Construction** – The procurement for Construction for Office Space Planning Renovations project has been completed with a recommended contractor coming to the Board in September. The areas of renovation are for Administration, HR and Operations area of Washington Street Facility. There will be (4) Phases of work, broken down by areas. Phase I will begin with Operation Administration area. Phase II will be both the new HR Area (currently the Capital Projects area and Procurement area. Phase II will also begin the work in the Operators Lounge, this includes the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices. Phase III will be the Administration South end (currently HR & IT areas). Phase IV will be the North end of Administration, which includes Mike Terry's Office, Finance, Legal, upgrades to the glass double doors, security desk and the unisex restroom outside the Board Room. The furniture decommissioning is a separate procurement. The vendor selected will remove the furniture, store any furnishings IndyGo will maintain, pursue options or opportunities for resale, donations and recycle. New Furniture will be another separate procurement from the project budget but coordinated with the renovations for installation.

- **Space Planning Renovations Maintenance Area Design** – The Garage Door Improvements will begin this phase of work; this will include widen of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system and upgrade and installation of the fire door for the front garage door near Treasury. The next phase of Maintenance will be the renovation of offices, rest rooms, fall protection, vehicle lifts, Maintenance locker rooms and lounge to finalize the designs December 2018/January 2019. The Task Order for the Maintenance area design will be presented at the October Board Meeting.
- **Vehicle Wash Rack/ Garage Door Improvement** – The design is underway for adding in a third vehicle wash with an upgrades system and the widening of the garage door with upgraded Fire Door and fire suppression system. Final Design to be completed October 2018. Project is on schedule.
- **Multi-Use Training Facility** – The site layout plan has been completed. The design work will begin upon IndyGo's approval of location. The intent is to provide a full training facility with grounds for driving course as well, with room for expansion. The location is being confirmed. Tentative schedule of the construction to begin in March 2019.
- **Paint Booth** – The design for the Paint Booth has been preliminary, with the schedule of the advertisement scheduled in October/November 2018, with a recommendation to the Board in December. There are considerations of this work being scheduled before the Vehicle Wash due to the current system immediate needs.
- **Overhead Security Screen Doors** – design is 100% completed for the installation of (9) screen doors on all bay doors in the facility; the project is on hold to beginning of 2019. Advertisement for the project in February 2019, to start installation in March 2019 to have in place as the weather gets warmer.

**Justin Stuehrenberg**

Vice President of Planning & Capital Projects

To: Chair and Board of Directors

From: Roscoe Brown, Chief Operating Officer/VP of Operations

## **CONSIDERATION OF OPERATIONS DIVISION REPORT FOR AUGUST 2018**

### **ISSUE:**

A report of IndyGo Operations Division will be presented at the board meeting.

### **RECOMMENDATION:**

Receive the report.

Roscoe Brown

Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Maintenance

Dwight Benjamin, Director of Transportation

Mark Emmons, Director of Safety, Training & Security

Paula Haskin, Director of Flexible & Contracted Services

Ed Parsley, Director of Facilities

Cheryl Purefoy, Superintendent of Operations

## OPERATIONS DIVISION REPORT – August 2018

### TRANSPORTATION SERVICES

#### Employee Recognition:

August Employee of the Month:  
Sean Cox

#### **Commendations:**

The following Transportation employees were recognized for their extraordinary customer service during the month of August:

Joe Badredline, Laura Beck, Akiella Bounds, Stacey Bowen, Mornice Chest x2, Christina Freeman, Angela Hall, Derren Luster, Kevin Mallory, Anthony Mance, Vanessa McGhee, Michael Melvin, Larry Patterson, Lakeita Smith, Reginald Taylor x2, Arthurene Thompkins, Mary Williams, Tazzman Willis, Darren Wyatt and 1 Unidentified

The following operators achieved an on-time performance rating of 90% or higher during the month of August. A random drawing is held each month from this group of operators, and the winner receives an extra personal day. The winner for the month of August is Robert Jordan.

1. SCOTT DUNCAN	8523	98%
2. DEMETRICH LESLIE	8940	97%
3. RON BURTON	0798	97%
4. BETH MURRAY	8218	96%
5. PATRICK GRAY	2339	95%
6. SEAN COX	1190	95%
7. MARY WILLIAMS	6709	94%
8. STEPHEN THEIN	5963	94%
9. ROY DISHNO	8319	93%
10. CORENE WELLINGTON	8125	93%
11. STEPHEN EDMONDS	1156	93%
12. DONNA LANGFORD	1421	93%
13. ANDY CARPENTER	0880	92%
14. EDGAR HOLLYFIELD III	8649	92%

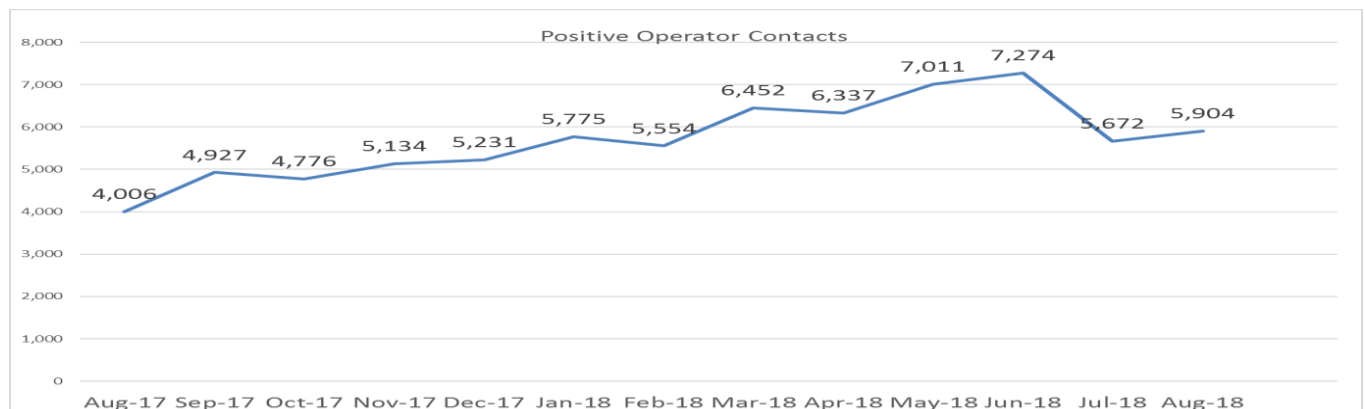
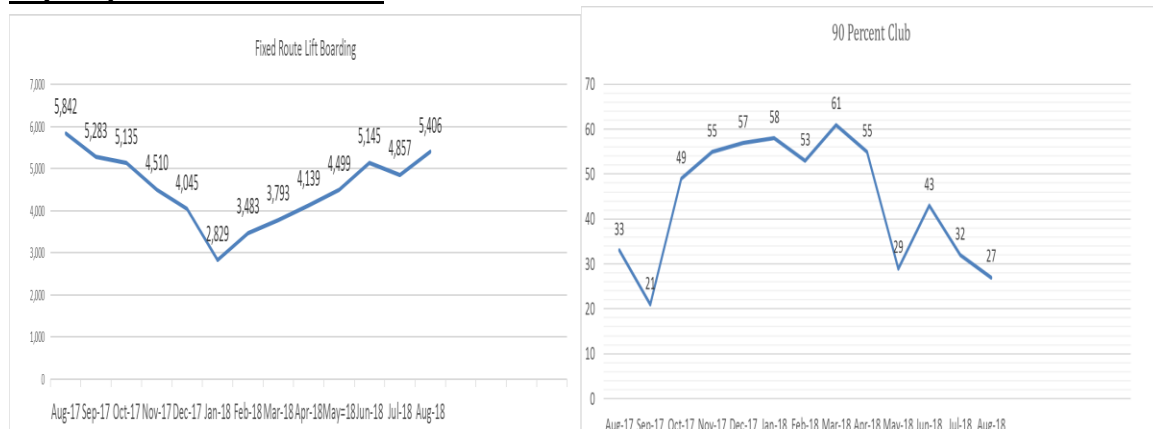
15. JAMES DENTON	1495	92%
16. RICARDO OXLEY	4538	92%
17. TIMOTHY MARTIN	3742	92%
18. ANDREW MUNDY	8767	92%
19. DIANE JOHNSON	8481	91%
20. VIOREL SALAGEAN	8943	91%
21. ROBERT JORDAN	8891	91%
22. NICHELLE GREEN	2392	90%
23. MOHAMMAD ALEM	9016	90%
24. DILEXI GONZALEZ	2277	90%
25. TERRY LAGRONE	8727	90%
26. ALEXANDER WEAH	8603	90%
27. JONATHAN JACKSON	8739	90%

**Fixed Route Update:**

This year marks the 35<sup>th</sup> anniversary of Safe Place, a nationally recognized outreach program for youth in need of assistance which IndyGo is proud to be a partner. On August 26, 2018, Transportation Road Supervisor Tommie Reives was dispatched to a young lady who requested safe place for her safety. Supervisor Reives transported the passenger to the DTC and notified a Safe Place representative. Before releasing the young lady to the responding individual, Supervisor Reives took all the precautionary steps to validate the identity of the Safe Place agent as a credentialed employee for that organization.



**Key Performance Indicators:**



### ***Community Outreach:***

Operations had representatives attend the following community stakeholder meetings:

- IMPD Monthly Downtown District Community Task Force Meetings
- 500 Festival Committee Meeting
- Speedway Safety Meeting
- Event Advisory Board Meeting
- Operations continue to work with law enforcement and other agencies regarding special events in Indianapolis

### **VEHICLE MAINTENANCE & REPAIR**

The 2017 corresponding months completed scheduled tasks have been included to show the amount of improvements made by the Maintenance Department and preventative maintenance scheduling.

System	Year	Month	Completed	Year	Month	Completed
Alignments	2018	Aug.	8	2017	Aug.	6
Diesel Particulate Regen	2018	Aug.	82	2017	Aug.	0
Engine/Body Steam Cleans	2018	Aug.	69	2017	Aug.	64
Ramp Inspections	2018	Aug.	70	2017	Aug.	62
Premium Detail Cleaning	2018	Aug.	193	2017	Aug.	122
Body Inspections	2018	Aug.	9	2017	Aug.	7

Pre-season A/C checks began in March and continue throughout the year to increase cooling performance. The Maintenance Department has already begun pre-season heat checks in August. \* Data was not tracked due to software issue. This is being addressed in the new software for future reports.

Work Order Year/Month	Number of Orders	Days Orders Open	Average Days Open	Labor Hours	Material Cost	Total Costs
2014/08	51	328	6.43	157	\$18,270.00	\$38,114.00
2015/08	80	872	10.9	155	\$12,881.00	\$21,217.00
2016/08	48	189	3.94	176	\$7,357.00	\$16,581.00
2017/08	75	438	5.84	378	\$24,302.00	\$41,362.00
2018/08	121	250	2.29	*	*	*

Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	2018/01	2018/02	2018/03	2018/04	2018/05	2018/06	2018/07	2018/08				
Major	4,895	4,392	5,342	6,238	5,016	4,181	5,164	5,554				
All	3,200	3,618	4,474	4,822	3,973	3,122	4,179	4,611				
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07	2017/08	2017/09	2017/10	2017/11	2017/12
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08	2016/09	2016/10	2016/11	2016/12
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189	5,787	6,099	5,564	7,318
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318	4,390	5,416	4,912	5,582
	2015/01	2015/02	2015/03	2015/04	2015/05	2015/06	2015/07	2015/08	2015/09	2015/10	2015/11	2015/12
Major	5,967	6,633	6,181	7,905	6,047	5,223	5,073	5,275	5,882	5,137	4,814	6,653
All	4,986	4,501	5,053	5,797	4,855	4,147	3,880	3,759	4,452	4,651	4,064	5,291
	2014/01	2014/02	2014/03	2014/04	2014/05	2014/06	2014/07	2014/08	2014/09	2014/10	2014/11	2014/12
Major	4,828	5,736	5,992	4,565	5,186	3,815	5,000	6,852	6,942	7,610	7,158	5,357
All	3,382	3,813	4,887	3,771	4,370	3,247	4,462	5,324	5,814	6,572	5,856	4,733

### ***Service & Process Improvement Initiatives:***

Numerous service improvement and process improvements have been implemented and continue to provide enhanced service delivery:

- Implemented program for all coaches will have two annual in-service body checks
- Implemented coach beautification project to include comprehensive inspection process
- Cross training of all three (3) shifts to complete front-end alignments weekly
- Reduction in wheelchair ramp malfunctions and related issues with consistent administration of the Six (6) Month Wheelchair Ramp PM Predictive Maintenance. We anticipate a decrease in ramp related pull offs this winter due to this enhanced service delivery



- Reduction of non-operating A/C issues from 42 in August 2017 to 14 August 2018. Service performed also increases mechanic diagnostic capabilities with debris removal. A second dedicated steamer assists with meeting this goal and expediting leak diagnostics.
- Reduction in use of DPF filters and catalyst due to the increased monthly forced regen of DPF system process. New process to clean used DPT filers will improve cleaning and longevity of engines.
  - Premium Detail Cleaning
  - 2018 – YTD 1,67 details completed; on track to exceed 2017 detailing completed
  - 2017 – 1,555 details completed
  - 2016 – 926 details completed
- Ongoing enhancement of Predictive Maintenance Program
  - In conjunction with the national Transit Database (NTD), Maintenance is recording and measuring the mean distance between road failures in order increase distance between failures.

## **FLEET SERVICES & INVENTORY CONTROL**

Fleet Services represented IPTC at the annual American Public Transit Association (APTA), Sustainability and Planning workshop. The event was held this year in Vancouver Canada and many topics were covered but special attention for zero emission fleets was the most highly sought-after topic.



Josh Herron is the outstanding performer for August. As a member of the Wash Rack team, he exhibits dedication shows in every aspect of his work. His leadership, teamwork, and knowledge are valued assets to the department. Thank You Josh from the management team at Fleet Services.

During August, both Roscoe Brown (Vice-President) and Victoria Learn (Director of Fleet Services), traveled to Lancaster California and spent three days with Electric Bus Manufacturer BYD along with a short trip to another BYD location called BYD Energy, where the battery modules are produced. During the three-day trip, numerous details were reviewed, including IPTC's expectation of the highest quality of each weld and each post and not just the overall bus aesthetic. The inspection process of manufacturing with specific tolerances must be adhered to and above all achieve the exacting quality of IPTC first and foremost.

### BYD BUS COMPONENTS



Robot glue machine



Electric wiring



Battery Module



Axle

The first BYD Bus was officially delivered September first at 9:00am. The Fleet Maintenance Team including, Bob Williams, Nathan Lee and Victoria Learn, along with the new Superintendent Cheryl Purefoy, were onsite to take delivery and inspect the bus for visible defects from the road trip from California. The bus was inspected and then securely parked until after the holiday, so training could take place.



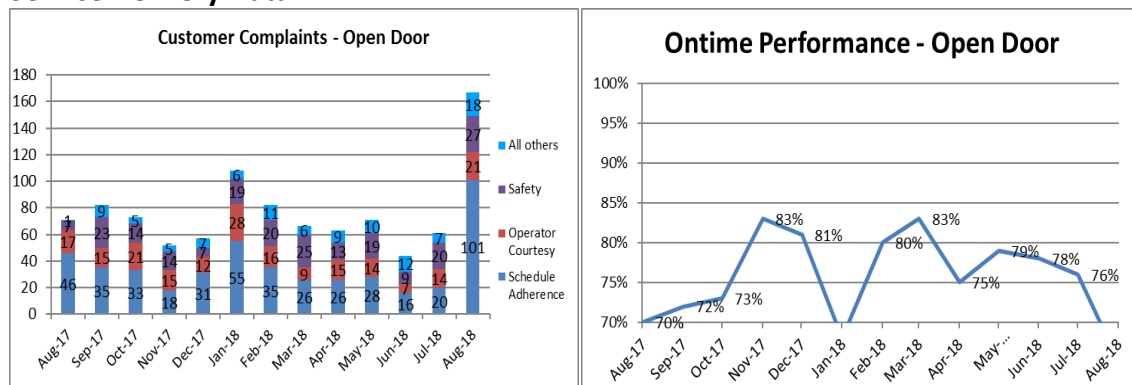
## FLEXIBLE & CONTRACTED SERVICES

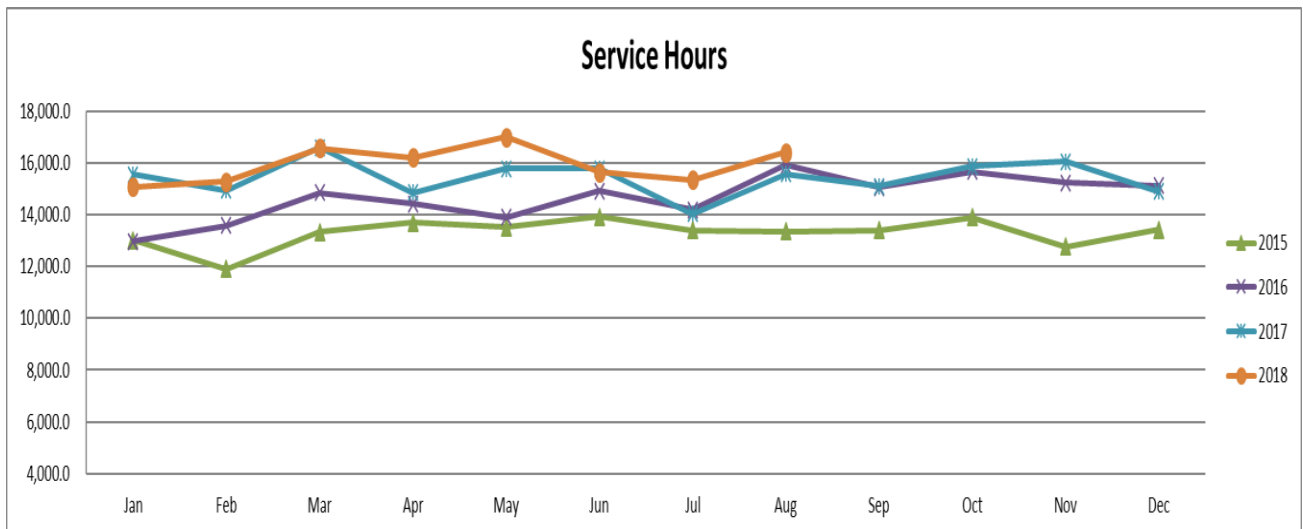
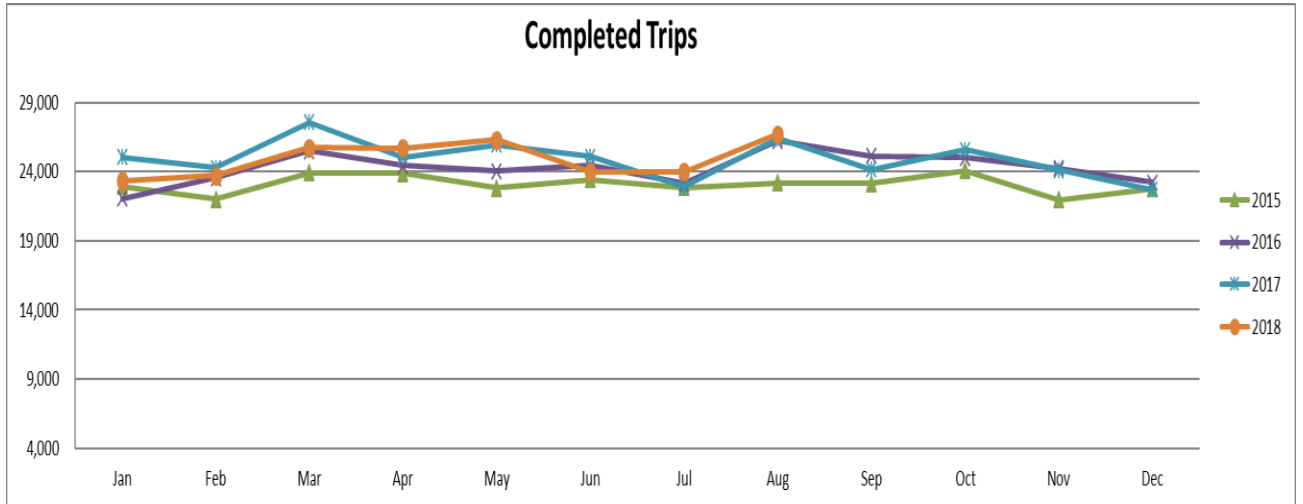
The new Dialysis Taxi Voucher program began August 15, 2018. There are currently two (12) taxi companies participating in the program, AAA Taxi and Indy Airport Taxi. A total of 81 trips were taken in August and 79 trips through September 10<sup>th</sup>. Participating customers have stated that they enjoy having a direct trip home after receiving their dialysis treatments as well as the choice of using taxis to get to their appointment. Additionally, one taxi company has assigned passengers with a personal driver and follows up each trip with a phone call to ensure the passenger is satisfied with the service they each received.

The IndyGo board of directors approved the order of fifteen (15) new paratransit vehicles. All fifteen (15) vehicles were received during the end of August through mid-September and replace the aged 2009 vehicles. Installation of ITS equipment to include the CAD/AVL, MDTs, and radios is occurring daily, however, the vehicles will be operated in revenue service with hand held radios until installs are complete.

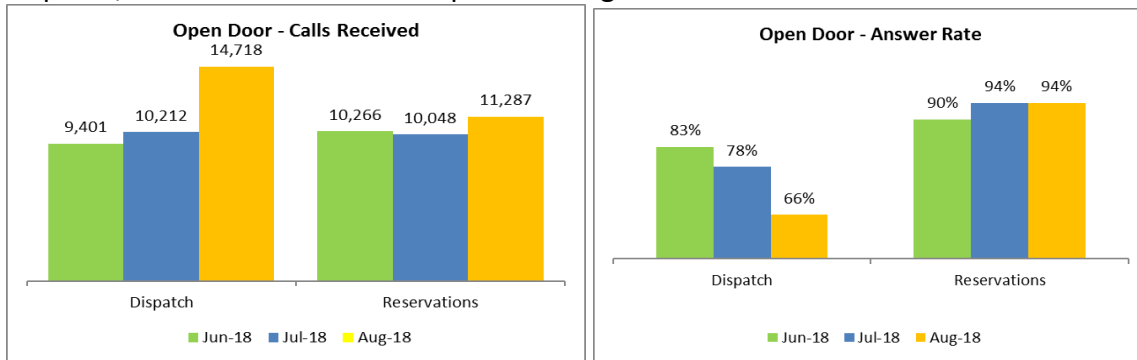
Transdev, the contractor for paratransit services, has operated with several challenges in this reporting period. At the start of the contract, Transdev had fewer vehicles, but was able to maintain the service at its previous levels. Since that time, service levels have decreased. Many of the decreases were contributed to decreased staffing levels in scheduling and dispatch, an ineffective run cut, vehicle availability, and late pull outs. Transdev staff is aware of the issues that this has caused for our customers and are making adjustments. Additional staff from other locations were dispatched to Indianapolis to investigate and report the root causes, provide training, and assist in clean-up of the system to provide better stability in route scheduling and efficiency.

### Service Delivery Data:





Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. As shown, there was a decrease in the call answer rate for dispatch, which is related to a telephone outage.



## FACILITIES

The IndyPendance Job Corps Outreach made appearances at the Julia M. Carson Transit Center to help people with information on job skills and job opportunities. This initiative was well received by our customers and general public. Additionally, the Indy Democrats began an outreach at the Transit Center focusing on voter registration. Excel Center Outreach utilized the Transit Center in an effort to educate the general public about their service offerings. The final decisions were made on the new Produce Pilot Program which will sell fresh produce at the Transit Center on Fridays starting on September 7<sup>th</sup> and running into November. The Pacer Bike Share outreach also made appearances at the Transit Center to promote the Pacer Bike Share Program.

### Procurement Initiatives:

- Sealcoating and Striping for South employee parking lot was sent out for bid in July and awarded to the Harding Group Inc. in August with work starting in September and finishing in early October.
- Tuck Point & Repair to the brick walls of the Duesenberg section of the building along Harding Street was awarded in August to Cusack Masonry and work targeted to begin in early October.
- Office Renovations IFB was sent out in August, to be awarded at the September Board Meeting
- Bus Shelters and Lighting was put out for bid on the streets and will be awarded in September.

- Office furniture decommission was distributed in August and will be awarded in September with work hopefully starting in late October or early November.

Indianapolis Power & Light and their sub Robinson Excavating and Boring started their Electrical Project in early August at our main IndyGo site as they cut and excavated concrete the whole length of the building along the south end and installing conduit and wiring to bring in an additional 30,000 amps of power which will help satisfy the electrical needs of all the new electric buses that will start coming in soon. IPL's work will continue through September and possibly into October weather permitting.

The Prime Contractor for the Electric Bus Charging Project, Miller Eades will start their internal electrical phase of the project in late September.

During August, we installed, removed or replaced:

Installed - 39 Bus Stop Signs	Removed - 32 Bus Stop Signs
Installed - 5 Simmee Seats	Removed - 3 Bus Shelters
Installed - 7 Trash Cans	Replaced - 8 Shelter Glass Panels due to vandalism

So far this year the IndyGo Solar Array has produced 870 Mega Watt Hours which has enabled IndyGo during sunny days to offset the electrical needs of the ZEP Electric Buses, with any extra Mega Hours being absorbed or utilized by the rest of the electrical needs of the building to help offset costs.

## **RISK & SECURITY**

- IndyGo held its 3<sup>rd</sup> annual Local Roadeo on August 18, 2018. There were 11 Fixed Route employees that participated in this event. The event was held at the Lafayette Square Mall this year. The Roadeo consisted of a timed course of 10 obstacles that the operator had to maneuver within 9 minutes. Some, but not all, of the obstacles were left and right-hand turns, left and right-hand backing, serpentine, passenger stop, diminishing clearance and a judgement stop. The winner will be officially announced, and awards given out at the September Board Meeting.
- Director of Safety, Security and Training, Mark Emmons, along with the American Public Transportation Association (APTA) held a webinar for the 2018 APTA Risk Management Committee meeting. Mark is the current Chair of the committee. The webinar discussed items such as the 2<sup>nd</sup> year AON Benchmark Study and the upcoming 2019 committee meeting. The 2019 meeting will be held in February and will be meeting alongside the APTA Legal Committee in New Orleans, LA.

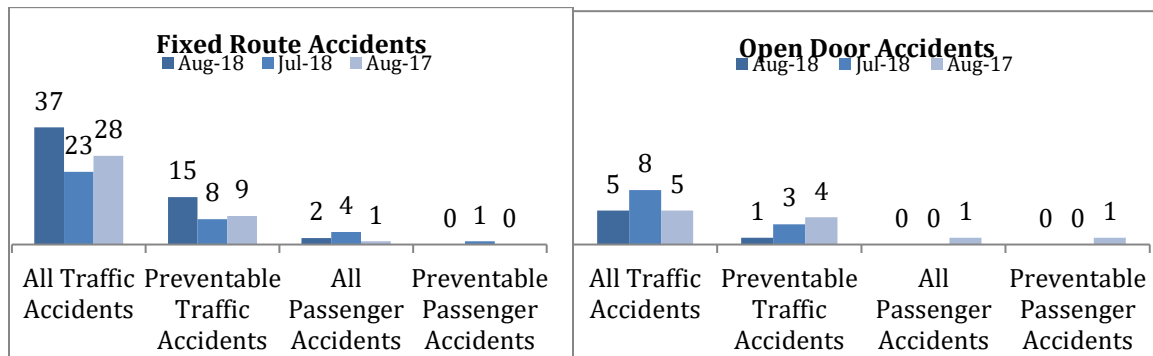
- IndyGo had a quarterly sprinkler inspection completed in August. There were no major deficiencies found during this inspection.

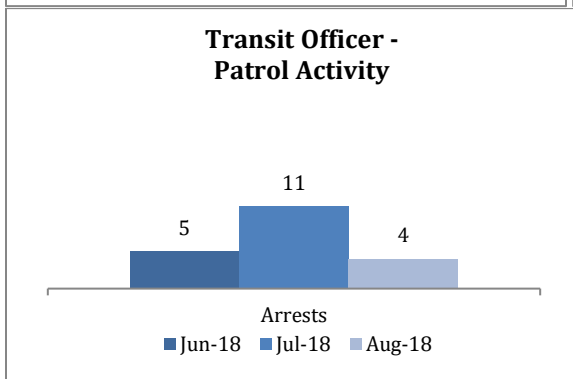
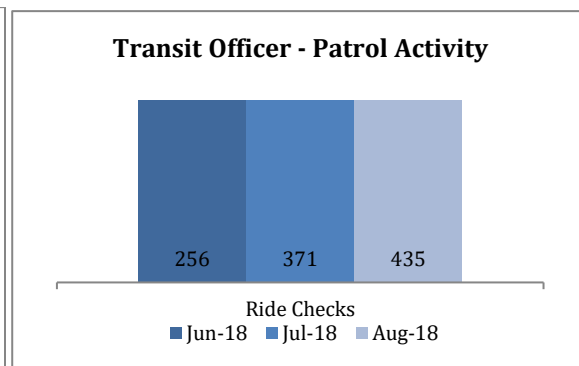
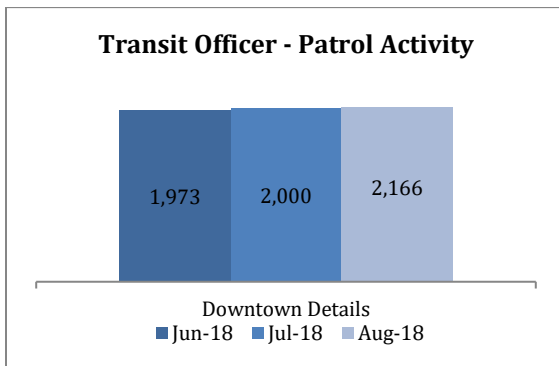
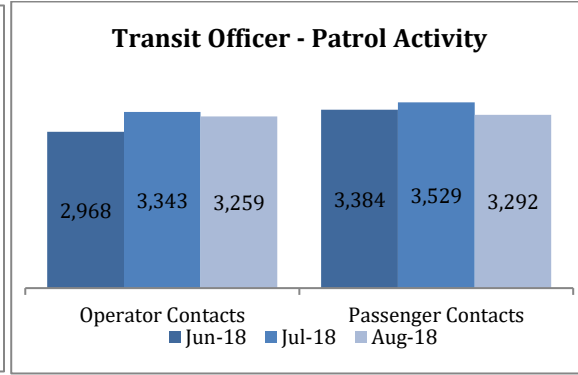
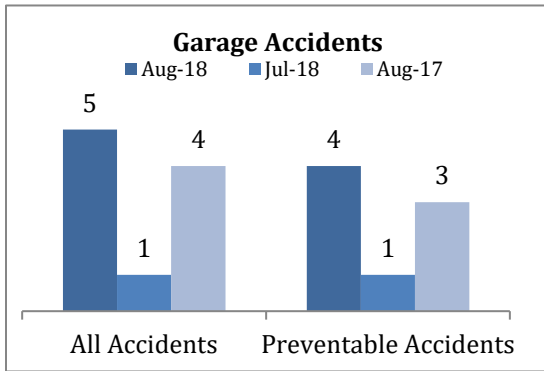
## SAFETY & TRAINING

The following Operators were recognized for their safe driving for the month of August:

Joe Monaughan -	13 Years	Rose Anderson -	5 Years
JoAnn Sanders-Snorten -	12 Years	Janie Jones -	5 Years
Dilexi Rosario -	10 Years	Deborah Sturdevant-Newell -	5 Years
Lakisha Carpenter -	9 Years	William England -	4 Years
Alvin Knox -	9 Years	Lakeita Smith -	4 Years
Beverlyn Robinson -	8 Years	Alexander Weah -	3 Years
Samuel Abebe -	5 Years		

- IndyGo Class #18-06 began on June 18, 2018 with nine (9) students. The class has completed all portions of the training program. All nine (9) graduated on August 10, 2018 and were officially transferred to the Operations Department on August 12, 2018
- IndyGo held its first CDL Skills Training Class that started on August 6, 2018. The class started with 16 employees that will continue onto the Fixed Route Training Class that will start on August 13, 2018. The CDL Skills Class works with the students to develop their pre-trip skills, on-road driving skills and closed course skills test. The closed course skills include straight line backing, off-set backing to either the left or right, and parallel parking
- IndyGo Class #18-07 began on August 13, 2018 with 25 students. This class included the 16 that were in the CDL skills class and 9 additional students that had already obtained their CDL before being hired. They have currently finished the classroom portion and have started the route familiarization portion of the class. Staff is anticipating that this class will be ready to graduate by early to mid-October







HUMAN RESOURCES AUGUST

9/27/2018

Item No. R – 4

To: Chair and Board of Directors

From: Phalease M. Crichlow, Vice President of Human Resources

**CONSIDERATION OF HUMAN RESOURCES AUGUST**

**ISSUE:**

A written report of Human Resources information will be presented at the board meeting.

**RECOMMENDATION:**

Receive Human Resources report.

Phalease M. Crichlow

Vice President of Human Resources

**Contributing Staff:**

Teresa Boone, Director of Employee Services

Felicia Moodie, HRBP – Leave Administration

Brittani Carpenter, HRIS Administrator

Romona Camarata, Manager of Learning and Development

## August 2018 Human Resources Department Board Report

### Staffing and Recruitment

#### **Active Employees (as of 08/31/2018)**

Represented: 503

Non-Represented: 161

Total Active Employees: 664

#### **Separations**

Represented: 21

Non-Represented: 3

Total Separated Employees: 24

#### **New-Hire Employees**

Represented: 22

Non-Represented: 9

Total New-Hire Employees: 31

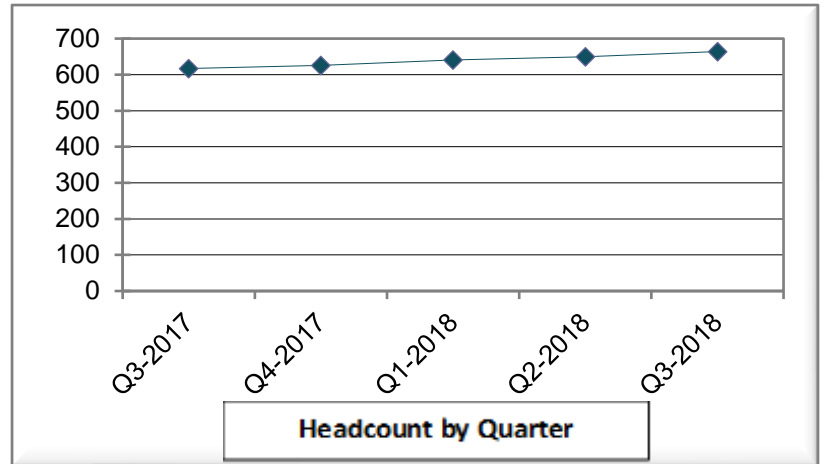
**Employee Turnover Rate:** 3.45%

#### **Staffing Capacity (as of 08/31/2018)**

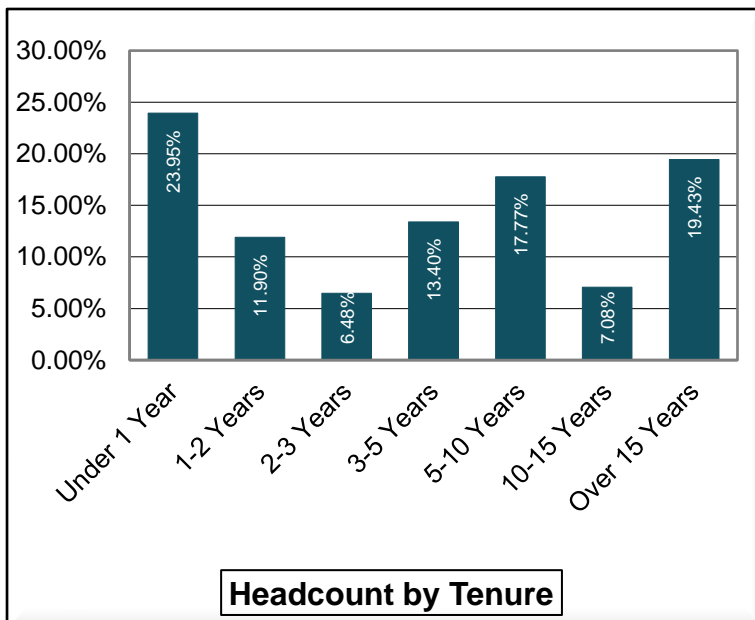
746.0 FTE Budget

664.0 FTE Actual

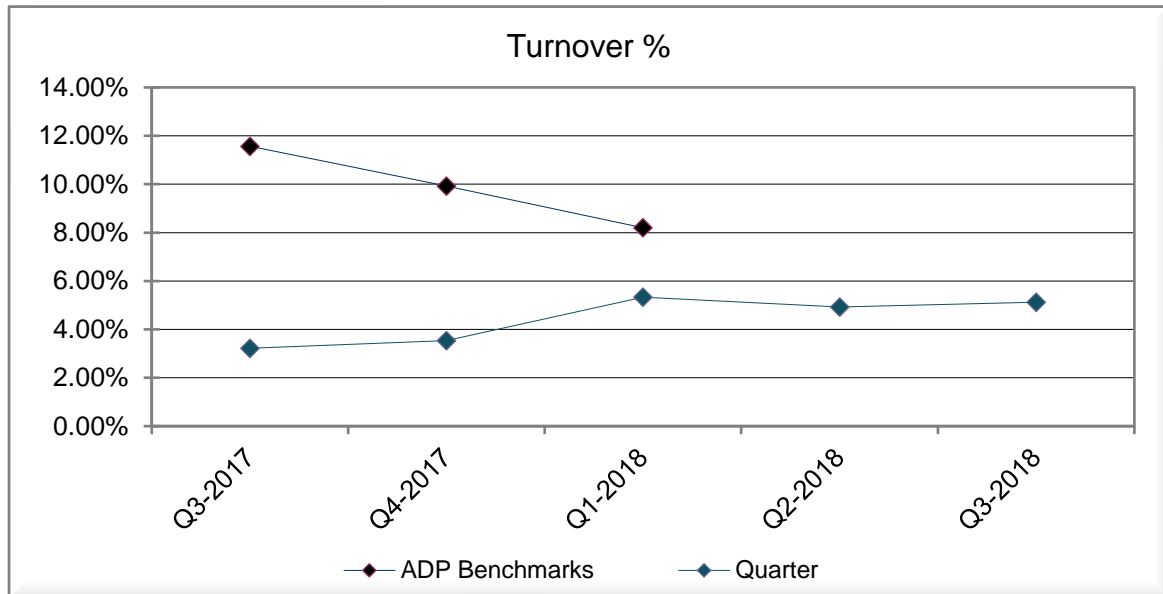
11% Below Maximum Capacity



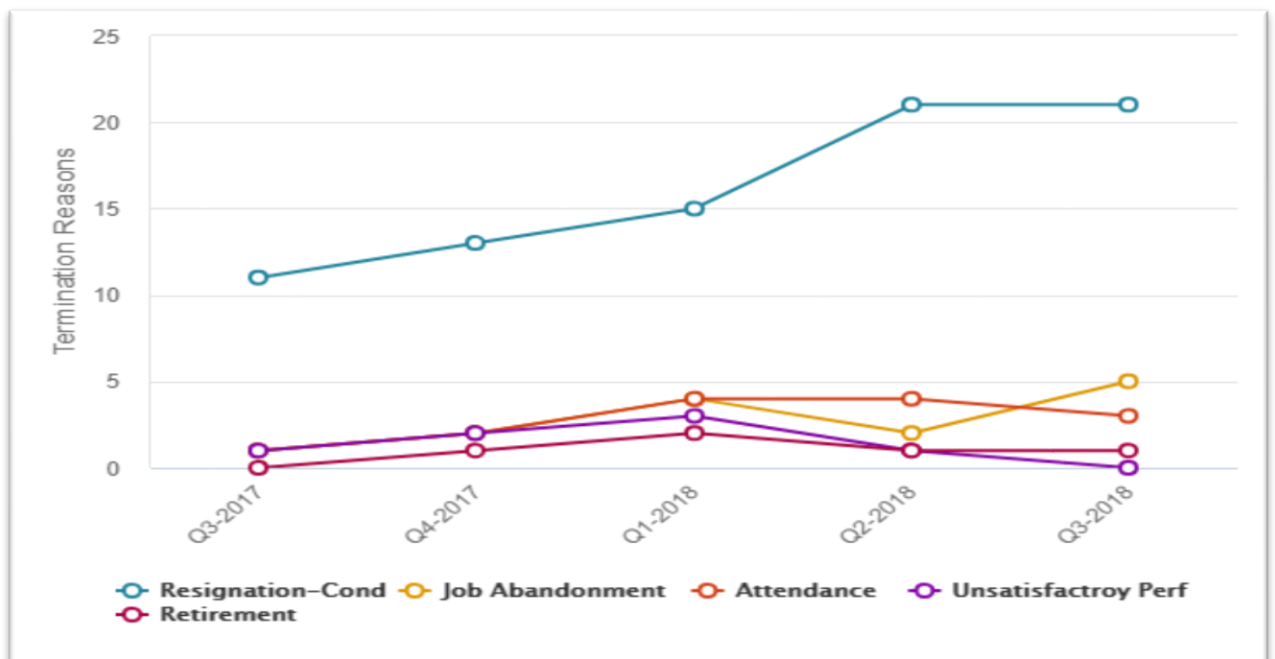
Headcount	
Period	Headcount
Q3-2017	617
Q4-2017	626
Q1-2018	641
Q2-2018	650
Q3-2018	664



Headcount by Tenure		
Tenure Band	Headcount Percentage	Headcount
<1 Year	23.95%	159
1-2 Years	11.90%	79
2-3 Years	6.48%	43
3-5 Years	13.40%	89
5-10 Years	17.77%	118
10-15 Years	7.08%	47
>15 Years	19.43%	129



Turnover Rate %				
Period	Overall Turnover %	Overall Terminations	Average Headcount	ADP Benchmarks
Q3-2017	3.22%	19	589.77	11.57%
Q4-2017	3.54%	22	622.26	9.92%
Q1-2018	5.33%	34	638.38	8.20%
Q2-2018	4.93%	32	649.29	Data not available
Q3-2018	5.13%	34	663.00	



Termination Reasons						
Period	Resignation	Attendance	Job Abandonment	Unsatisfactory Performance	Retirement	All Others
Q3-2017	11	1	1	1	0	5
Q4-2017	13	2	2	2	1	2
Q1-2018	15	4	4	3	2	6
Q2-2018	21	4	2	1	1	3
Q3-2018	21	3	5	0	1	4

### **Drug and Alcohol Compliance**

August 2018	
Test Type	Number of Tests
Pre-Employment	27
Random	19
Post- Accident	6
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	2

### **Learning and Development**

1. **Tuition Reimbursement Policy** – Program implemented
2. **Supervisor Training Sessions (continue monthly through October 2018)** - One-hour sessions in the following areas: Leadership, Communication (Tact & Finesse), Talent Acquisition (Selection, Hiring & Mock Interviews), Onboarding (Assimilation), Sexual Harassment and Leave Management (FMLA, Short-Term and all other Leaves).
3. **Butler Leadership Series**  
Completed for two Cohorts and the executive leadership team.
4. **Transportation Safety Institute**
  - a. Effectively Managing Transit Emergencies – October 23.
  - b. Fundamentals of Bus Collision Investigation – June 2019.
5. **National Transit Institute**
  - a. Management of Transit Construction Projects – Held on August 27 through August 29; held on-site; 31 attendees from other transit agencies and IndyGo employees.
  - b. Toolbox for Transit Operator Fatigue: Putting the Report into Action – October 23 and November 20.

## **Wellness/Employee Engagement**

The second annual 5K walk/run was held on Saturday, August 25<sup>th</sup> at IndyGo headquarters. There were 50 employees and dependents that participated. The attendance was slightly under the initial registration due to the rain, however all participants braved through the mini storm and all completed the walk/run.

IndyGo's wellness team continues to engage employees with the assistance of a lifestyle management coaching programs. These various types of programs are designed to address high/moderate risk individuals. Currently, there are seven (7) high/moderate risk individuals in the program to address and reduce their blood sugar and/or obesity challenges. Additionally, IndyGo has partnered with Complete Health Improvement Program (CHIP) to further engage the high and moderate risk individuals. This pilot program is a ten-week lifestyle coaching program that will address nutrition, exercise, stress management and overall lifestyle choices. The wellness/culture team will also continue to engage all employees to work to build comprehensive programs that address and drive an active lifestyle cultural change.

Upcoming events:

- **IndyGo 1<sup>st</sup> Annual 3-on-3 Basketball Tournament** – Sunday, September 23, 2018 at 09:00 a.m.
- **Elements** - Educational Series (various financial sessions)

### **Activate Clinic Utilization Stats for August 2018**

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	93	11	263	367
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	348	4	8	360

### **Leave Management**

Total Intermittent Leaves

Received: **23**

Total Continuous Leaves

Received: **9**

**Total Leaves Received: 32**

Total Intermittent Leaves

Closed: **13**

Total Continuous Leaves

Closed: **4**

**Total Leaves Closed: 17**

August 2018	
Leave Type	Number of Days
FMLA – No Pay	37
FMLA – Personal Day	7
FMLA – Sick Day	42
FMLA – Vacation Day	15
Sick – No Pay	39
Worker's Comp – No Pay	19
<b>Total Lost Time</b>	<b>159 Days = 1272 Hours</b>

**Open Intermittent Leaves (as of 05/31/2018): 93**

**Open Continuous Leaves (as of 05/31/2018): 14**

**Total Intermittent Occurrences: 112**

**Total Intermittent Hours: 792.86**

### **Workers' Compensation**

2018 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<b>Reportable</b>	2	5	4	7	10	6	10	12					
<b>Non-Reportable</b>	3	3	2	3	2	4	1	1					
<b>Light Duty - New</b>	0	3	3	3	4	5	3	6					
<b>Light Duty - Total</b>	1	2	5	5	6	7	7	11					
<b>TTD - New</b>	0	0	0	1	0	3	1	3					
<b>TTD - Total</b>	3	2	2	1	0	3	3	6					
<b>Denied</b>	0	1	1	0	0	0	0	0					
<b>Lost Time (days)</b>	80	56	27	15	6	63	72	84					
<b>Open Claims - New</b>	0	0	0	7	10	10	10	12					
<b>Open Claims - Total</b>	6	6	6	17	16	19	17	26					
<b>Closed Claims</b>	6	6	0	6	1	3	7	3					