



Board Report
October 25, 2018

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION—INDYGO
BOARD OF DIRECTORS' PUBLIC MEETING
AGENDA – OCTOBER 25, 2018

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on September 27, 2018 – Danny Crenshaw**
- A – 2** **Task Order for Maintenance Area Renovations Design – LaTeeka Washington**
- A – 3** **Approval of Service Standards – Bryan Luellen**
- A – 4** **Consideration and Approval of Contract for Group Health/Medical Insurance – Phalease Crichlow**
- A – 5** **Consideration and Approval of Contract for Group Vision Insurance – Phalease Crichlow**
- A – 6** **Consideration and Approval of Task Order for Purple Line Construction Management – Sri Venugopalan**
- A – 7** **Approval of Task Order for Rural Street Underpass Design – Justin Stuehrenberg**
- A – 8** **Resolution for Free Transit Rides on Election Day, November 6th - Mike Terry**

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of the Finance Report for September 2018 – Nancy Manley**
- I – 2** **Transit Projects Update – Justin Stuehrenberg**
- I – 3** **Open Door-Paratransit Update – Roscoe Brown**
- I – 4** **Fare System & Policy – John Marron**
- I – 5** **CEO Update – Mike Terry**

Department Reports in Board Packet:

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

Our next Board Meeting will be Thursday, December 6, 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 September 27, 2018.

RECOMMENDATION: Approve the minutes for the above listed meeting.



Jill D. Russell
General Counsel

Attachment

**EXECUTIVE SESSION
MINUTES**

THURSDAY, September 27, 2018

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:00pm, on Thursday, September 27, 2018 in the office of the President and CEO at 1501 W. Washington Street, Indianapolis, In 46222

Board members present were:

Danny Crenshaw, Chair
Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary
Greg Hahn, Treasurer
Mark Fisher, Board Member

Discussion was limited to matters enumerated under IC 5-14-1.5.6.1(b)(2)(A) and (B) and IC 5-14-1.5.6.1(b) (9). Session adjourned at 4:55pm.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS MEETING
MINUTES**

THURSDAY, September 27, 2018

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00 pm, on Thursday, September 27, 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
Greg Hahn, Treasurer
Mark Fisher, Board Member
Adairius Gardner, Board Member

IPTC executive staff in attendance:

Michael Terry, CEO/ President
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance
Roscoe Brown, COO
Phalease Crichlow, VP of Human Resources
Bryan Luellen, VP of Public Affairs and Communications
Richard Joseph, CIO/VP of Information Technology

RECOGNITIONS:

Michael Terry recognized Cindy Ivy for her retirement after 28 years of service. Ms. Ivy is retiring October 5, 2018 and was presented with a plaque honoring her contribution.

Mark Emmons and Dwight Emmons presented the three winners of the IPTC Rodeo competition. The winner received plaques and gift certificates for their achievement. The first place winner will represent IPTC at the national competition to be held in Louisville, Kentucky later this year. The winners in order were:

1st Place: Misti El-Shabazz

2nd Place: Kenneth Davis

3rd Place: Michael Flowers

Mr. Terry presented the Gold Star Award from the Transit Safety Administration for IPTC outstanding safety and security. Aletra Edison was individually awarded for her contribution, and Mark Emmons received on behalf of the corporation.

ACTION ITEM 1: APPROVAL OF MINUTES FROM BOARD MEETING AUGUST 23, 2018 AND MINUTES

Motion for approval by Greg Hahn and seconded by Tommie Jones passed unanimously.

ACTION ITEM 2: CONSIDERATION AND APPROVAL OF PROCUREMENT OF TWO NON-REVENUE PARA TRANSIT SUPERVISOR VEHICLES FROM STATE QPA

Presented by Roscoe Brown. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

ACTION ITEM 3: CONSIDERATION AND APPROVAL OF PROCUREMENT OF TWO NON-REVENUE FULLY ELECTRIC SUPPORT VEHICLES

Presented by Roscoe Brown. Motion for approval by Greg Hahn and seconded by Tommie Jones carried unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF ADMINISTRATIVE OFFICE CONSTRUCTION BID

Presented by LaTeeka Washington, Project Manager - Facilities. Motion for approval by Juan Gonzalez and seconded by Greg Hahn carried unanimously.

ACTION ITEM 5: CONSIDERATION AND APPROVAL OF BUS SHELTER PROCUREMENT

Presented by Annette Darrow, Director of Service Planning. Motion for approval by Mark Fischer and seconded by Tommie Jones carried unanimously.

ACTION ITEM 6: APPROVAL OF TIRE LEASE CONTRACT

Presented by Roscoe Brown. Motion for approval by Mark Fisher and seconded by Greg Hahn carried unanimously.

ACTIONS ITEM 7: TASK ORDER FOR RED LINE TRAFFIC SIGNAL DEVELOPMENT

Presented by Sri Venugopalan, Director of Construction & Engineering. Motion for approval by Mark Fisher and seconded by Greg Hahn passed unanimously.

ACTION ITEM 8: APPROVAL OF RED LINE CONSTRUCTION CHANGE ORDER

Presented by Sri Venugopalan. Motion for approval by Tommie Jones and seconded by Greg Hahn carried unanimously.

ACTION ITEM 9: APPROVAL OF RED LINE DESIGN AMENDMENT

Presented by Sri Venugopalan. Motion for approval by Greg Hahn and seconded by Juan Gonzalez carried unanimously

INFORMATION ITEM 1: RECEIPT OF MOBILITY ADVISORY COMMITTEE (MAC) REPORT

Ryan Malone, Chair of the MAC provided the Board with an update of the committees' activities. The report was accepted. Board Chair Danny Crenshaw thanked Mr. Malone and the MAC for their service.

INFORMATION ITEM 2: RECEIPT OF FINANCE REPORT FOR AUGUST 2018

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

INFORMATION ITEM 3: 2017 CORPORATION AUDIT REPORT

Nancy Manley provided the annual audit report for fiscal year 2017. The report was accepted.

INFORMATION ITEM 4: PRESENTATION OF SERVICE STANDARDS

Jerome Horne, Special Projects Coordinator provided a presentation concerning IPTC's Service Standards. A copy of the presentation is attached. The report was accepted.

INFORMATION ITEM 5: CEO UPDATE

Mr. Terry asked Roscoe Brown to introduce Chery Purefoy. Ms. Purefoy is IPTC's new Superintendent of Operations. This is a new position in Operations assisting Mr. Brown with day to day supervision over operational management.

Mr. Terry informed the Board that the 2019 Budget was fully passed out of the Municipal Corporations Committee to the City County Council for approval. The City County Council will vote on the IPTC Budget on October 15, 2018.

President Trump signed a continuing resolution to keep the federal government open to December 7, 2018 pending passage of the 2019 federal budget. The 2019 budget is very supportive of infrastructure projects that include transportation.

IndyGo is hosting the BusCon conference next week here at the Convention Center. BusCon relocated their headquarters from Chicago to Indianapolis last year. That concluded Mr. Terry's report.

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 6:35pm.

Jill D. Russell
General Counsel

To: Chair and Board of Directors
From: LaTeeka Washington, Capital Projects Manager Facilities
Dave Adamson, Contract Specialist

SUBJECT:
Facility Renovations Phase II – Maintenance Area Design Task Order

BACKGROUND:

The Marion County Transit Plan, which was approved by Marion County voters in November 2016 for adoption of a 0.25% income tax, intends for an expansion of IndyGo service by 70% and initiates a \$500M capital program over 5 years. With this expansion, a significant increase in staffing has been required which in turn required additional renovations to accommodate the growth as well as additional upgrades to the facility. In August of 2017, the IPTC Board of Directors authorized a space planning study to determine how much additional space is needed as the agency grows, and which renovations should go first. That resulted in two phases, one for office area renovations, and one for maintenance area renovations.

In March 2018, the IPTC Board of Directors authorized the design of Phase I, which included the Office Renovations of the new HR area, Operator's Lounge, Operations Administration, Administration, the Security Screen Doors replacement, Vehicle Wash Rack System, Garage Doors Improvements and the Vehicle Paint Booth. In September 2018, the IPTC Board of Directors approved the construction contract resulting from that design.

PROJECT DETAILS:

The Task Order would initiate the design of Phase II Facility Renovations, which includes the Maintenance garage, Welding Bays, reconfigurations of the Maintenance bays to accommodate additional 60' electric vehicles, lifts, fall protection, offices renovations in the Maintenance area, the current Operator Training Room (currently being used as temporary space for staff), the Maintenance locker Rooms, The Maintenance Lounge, the corridor that leads from the front Lobby to the Maintenance area and upgrades to the restrooms in garage area to meet ADA requirements.

PROCUREMENT PROCESS:

The Etica Group was selected as the on-call vendor in 2017 for Facility Design.

DBE REQUIREMENT:

The Etica Group is a City-certified WBE firm and would self-perform 53% of the work.

VENDOR EVALUATION:

n/a

FUNDING:

Funding is a combination of is a combination of FTA Grants 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 The Etica Group for design of Phase II Facility Renovations for an amount not-to exceed \$234,500.



LaTeeka Washington
Capital Projects Manager Facilities



Pam White
Director of Procurement

TO: Chair and Board of Directors

FROM: Bryan Luellen, Vice President of Public Affairs & Communications

SUBJECT: **IndyGo Service Standards 2018**

BACKGROUND:

Service Standards is a formal policy document that defines IndyGo fixed route service, directs improvements and future service decisions. Service standards are used throughout the transit industry to measure service effectiveness and direct future improvements. IndyGo last updated its Service Standards in 2007 to reflect the goals the agency had at that time to define service. With the adoption of the Marion County Transit Plan, IndyGo needs to refine its service standards to meet the ridership-based goals of the plan. A copy of the full document is attached herein.

OUTREACH:

Current IndyGo Riders and future potential riders have been engaged at various events and public hearings regarding the updates to IndyGo's Service Standards. Current riders are most impacted by updates to service standards, and the majority of outreach has been conducted through the Transit Ambassador program at the Transit Center and on-bus. Additionally, with public outreach for each of the rapid transit lines and the general outreach for the Marion County Transit Plan, riders and the public have been engaged in the topics (travel speed, stop spacing and network design) on an ongoing basis for the last several years. In general, most are favorable to the increases in bus frequency and bus stop spacing adjustments. There have been some concerns about those who may be disabled or elderly needing to walk further to reach bus stops. IndyGo staff and volunteers have been very clear about communicating the tradeoffs associated with further bus stop spacing. While some riders may have to walk a block or two further, they are walking to service that is overall more frequent, reliable and less travel time overall.

Specific Service Standards outreach events:

2018				
Date	Event/Engagement	Location/Address	Meeting Type	Attendance
9/21/2018	Car Free Day Indy	Monument Circle	Public	50
9/26/2018	Public Hearing 1	40 E St Clair St	Public	4
9/26/2018	Health Fair- Alexander Hotel	333 Delaware St	Stakeholder	5
9/26/2018	Public Hearing 2	40 E St Clair St	Public	0
10/1/2018	Transit Ambassador Shift	Transit Center	Public	18
10/5/2018	First Fridays @ Harrison Center	1505 N Delaware St	Public	100
10/8/2018	Transit Ambassador Shift	Transit Center	Public	12
10/11/2018	Transit Ambassador Shift	Transit Center	Public	15

RECOMMENDATION:

In a manner consistent with IndyGo's Public Involvement Policy, it is recommended that the board adopt the new 2018 Service Standards document.



Bryan Luellen
Vice President of Public Affairs & Communications

TO: Chair and Board of Directors
FROM: Teresa Boone, Director of Employee Services

SUBJECT: GROUP HEALTH INSURANCE

BACKGROUND:

IPTC is committed to providing affordable benefit plans to all employees. Like most employers, IPTC is concerned with the costs and effectiveness of its health and wellness programs. In the wake of the Affordable Care Act's excise tax IPTC continues to aggressively manage all benefit programs.

IPTC views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans.

With the rise in healthcare costs IPTC continues to find innovative ways to help employees stay healthy and productive while simultaneously reducing health care costs associated with preventable chronic diseases. The clinic has been a proven cost-effective method over the past several years to control the rising cost of care. A strong wellness program built on a culture of health that interweaves individual health needs with the overall company goals along with a fully integrated system will be the next phase. Benefit plan designs are collectively negotiated between IPTC and the Amalgamated Transit Union (ATU) Local 1070.

With the anticipated growth over the next few years IPTC will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IPTC to review more competitive proposals from Insurance carriers and lower the fiscal impact on its operating budget. The next step in offering a more attractive benefit is to become self-insured. Being self-insured allows for greater flexibility in managing the health care plan and healthcare expenses.

PROCUREMENT PROCESS:

On August 13, 2018 LHD Benefit Advisors released an RFP for Group Health Insurance with proposals due back to LHD by Friday, August 31, 2018. Many bidders requested to have more time to provide their proposals to LHD. Therefore, the deadline was extended to September 12, 2018. Eight (8) responsive and responsible proposals were received from the following bidders:

- Anthem BCBS
- IU Health Plans
- United HealthCare
- UMR (United HealthCare TPA)
- Symetra – Reinsurance only
- Reliance Standard – Reinsurance only
- IOA Re – Reinsurance only
- Tokio Marine – Reinsurance only

On October 21, 2018, the Benefits Evaluation Team met with LHD Benefit Advisors representatives to review Fully Insured and Partially Self-Funded offers. The Benefit Evaluation Team and LHD reviewed each offer to determine best in class for following items; Total cost of Services Requested, Contractual Benefits & Administration Flexibility, Provider Network Strength in terms of access and pricing, Multi-Year Contract, Implementation Process Timelines and Guarantees.

FINAL COMPARISON

In summary, Anthem provides the best overall value for the quality and level of services requested in this RFP process. IPTC believes moving to a Partially Self-Funded financial arrangement with Anthem is a better approach going forward for the following reasons:

Provider	Proposed Annual	Percent Increase	Annual Cost Increase
Anthem BCBS – Partially Self-Funded	\$9,275,195	2.1%	\$235,910
Anthem BCBS – Fully Insured	\$9,491,218	5.0%	\$451,933
IU Health Plans – Fully Insured	\$9,491,219	5.0%	\$451,934
United Healthcare – Fully Insured	\$9,926,433	9.81%	\$887,148

Plan Cost for Anthem Partially Self-Funded based on 598 Employees on Health Plan

	Monthly Cost	Annual Cost
Administration Fee	\$32,040.83	\$384,490
Reinsurance Premiums \$150,000 Individual Stop Loss	\$70,624	\$847,486
Expected Medical and Prescription Claims for 2019	Varies	\$8,043,219
Total Expected Plan Costs for 2019		\$9,275,195

- Anthem provider network yields largest provider discounts in comparison to IU Health and United HealthCare provider networks.
- Anthem has a broader provider network – less disruption; more availability and access (allows for more access to care within member zip code radius); IU Health Plan has a limited network, which may result in extensive disruption to members and dependents.
- With Anthem, IndyGo employees and families will have access to one of the largest networks in Indiana and Indianapolis metropolitan area. Anthem includes access to national Blue Card program which provides network access to contracted BCBS providers in non-Anthem states.
- Under Anthem Partial Self-Funded approach, IndyGo will receive better overall pricing on medications and IndyGo will share in prescription drug rebates which is not offered under a fully insured contract. Net reduction on prescription costs could result in a 15% savings with better pricing and sharing in rebates.
- Anthem administrative fees and Anthem reinsurance premiums under Partial Self-Funded arrangement are less compared to a fully insured contract with Anthem. Net savings to IndyGo on these fixed fees comes to a 58% savings.
- Anthem Reinsurance premiums were most competitive compared to other Reinsurance offers. Reinsurance coverage is \$150,000 Individual Stop Loss (ISL) which limits IndyGo financial exposure for medical or prescription claims for any covered participant under health plan. This is same level of coverage as IndyGo has had with Anthem Fully Insured plan.

FUNDING:

Group health insurance is funded by the operational budget.

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, recommendation is to authorize the President and CEO to negotiate and enter into a one (1) year contract with Anthem Blue Cross Blue Shield under a Partially Self-Funded contract for group health premiums and insurance coverage for current member enrollment of 598 employees with a projected annual cost of \$9,275,195, subject to increase or decrease based on future enrollments and claims experience.



Phalease Crichlow
Vice President Human Resources



Pamela White
Director of Procurement

TO: Chair and Board of Directors
FROM: Teresa Boone, Director of Employee Services

SUBJECT: GROUP VISION INSURANCE

BACKGROUND:

As part of the total benefits package, IPTC is committed to providing vision insurance for its employees. IndyGo authorized LHD Benefit Advisors to send out RFP for vision plan proposals. Since vision plan claims experience has been favorable, three bidders provided offers that were below current vision plan premium rates. LHD received responsive and responsible proposals from bidders listed below.

PROCUREMENT PROCESS:

On August 13, 2018 LHD Benefit Advisors released an RFP for Group Vision Insurance with proposals due back to LHD by Friday, August 31, 2018. Many bidders requested to have more time to provide their proposals to LHD. Therefore, the deadline was moved back to September 12, 2018. LHD received four (4) responsive and responsible proposals from following bidders:

Vendor	Total annual Premium	% Change from current
Anthem	\$80,922.00	-4.75%
UHC	\$80,268.24	-5.52%
VSP	\$90,898.08	6.99%
Superior Vision	\$80,810.64	-4.88%

- Anthem offered a 4-year rate hold guarantee; Superior Vision and UHC offered a 3-year hold guarantee.
- Remaining with Anthem would ensure no disruption in service.

FUNDING:

Group Vision Insurance is funded by the operational budget

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, the recommendation is to authorize the President and CEO to negotiate and enter into a four (4) year contract with Anthem Blue Cross Blue Shield group vision premiums and insurance coverage for current member enrollment at a projected annual cost of \$\$80,922.00, subject to increase or decrease based on future enrollment.



Phalease Crichlow
Vice President Human Resources



Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Task Order#1 to Butler, Fairman & Seufert for Construction Management Services for Purple Line BRT

BACKGROUND:

The Purple Line Bus Rapid Transit (BRT) project is envisioned to be the second Bus Rapid Transit (BRT) service in the Indianapolis Metropolitan Area. It would connect downtown Indianapolis with the City of Lawrence running along Post Road, 38th Street, Meridian Street and, Ohio Street corridors.

The Purple Line is an upgrade to the existing Route 39 local bus. This service sees the highest ridership per mile on IndyGo's entire existing network and travels through some of the most historically disadvantaged neighborhoods in Indianapolis-Marion County. The implementation of the Purple Line will decrease travel times, increase frequency, and improve reliability for existing and new users of the 38th Street corridor.

Construction Management and Inspection services must be performed to ensure constructability of the design and to ensure that the Construction meets contract plans, specifications, and applicable ADA standards as well as to follow FTA 's quality management guidelines. The Construction Management services will include Constructability reviews, independent cost estimates, daily construction inspection/oversight and material testing. As such, IndyGo issued RFQ 18-05-291 Purple Line BRT Construction Management Services in June to select a Vendor for providing Construction Management services for Purple Line BRT project.

A recommendation for Vendor selection went to the July 2018 board. Based on the recommendation the Board approved IPTC to enter into a task-order based contract with Butler, Fairman, and Seufert (BF&S) to perform Construction Management Services for Purple Line BRT.

Project Details:

This Task Order# 1 is for BF&S to perform 60% constructability reviews, value engineering, independent cost estimates, FTA coordination, contract document reviews and other services that would be needed between 60% and 95% design.

Construction contracts for the Purple Line BRT will be done via a separate procurement in 2019.

PROCUREMENT PROCESS:

BF&S was selected as the on-call vendor for this work in July 2018.

DBE REQUIREMENT:

For this task order BF&S is proposing a DBE commitment of 16%. The overall contract commitment is 22% and will be met by the end of the contract due to heavy involvement in construction inspection.

VENDOR EVALUATION:

n/a

FUNDING:

Funding for this task order #1 would come from a combination of the Federal Small Starts program and local funds approved by Marion County voters in November 2016 and authorized by the Marion County/Indianapolis City-County council in February 2017.

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 Butler, Fairman, & Seufert (BF&S) to provide Construction Management services at 60% design of Purple Line BRT project, for a total not to exceed amount of \$1,446,242.00



Sri Venugopalan
Director of Construction & Engineering



Pamela White
Director of Procurement

To: Chair and Board of Directors

From: Justin Stuehrenberg, Vice President of Planning and Capital Projects
Dave Adamson, Contract Specialist

Subject: Shrewsberry & Associates, Task Order Under On-Call A&E Services Contract for Rural Street Underpass Design Services

BACKGROUND:

Rural Street currently runs under a major CSX bridge approximately 1100 feet south of Washington Street on Indianapolis's near east side. The current clearance of this underpass is 10ft-3in which is not tall enough to accommodate any bus in IndyGo's fleet. Currently Route 26, which operates primarily on Rural Street, must divert to Sherman Avenue between Washington Street and English Avenue to avoid this underpass. This adds approximately 2 additional miles to Route 26. The new Marion County Criminal Justice Center is currently being constructed along Route 26 in the Twin Aire neighborhood and is expected to drive an increase in ridership on this route. The purpose of the Rural Street Underpass Design Services Task Order is to lower Rural Street approximately 6 inches so that IndyGo's fleet can fully utilize Rural Street and provide faster, more direct service to its customers.

Shrewsberry has previously completed a Rural Street Feasibility Study for this project under a separate Task Order to determine the viability of lowering Rural Street. Based on Ground Penetrating Radar (GPR) findings and as-built drawings from previous construction projects in the area, it was determined that the project is feasible and can be done without interfering with the structure of the CSX bridge.

PROJECT DETAILS:

The Task Order totals \$245,000 and will involve completing a full bid set for the lowering of the Rural Street underpass. Civil design plans, full survey, detailed drainage design, and utility coordination are included in this Task Order. The preliminary development of a contingency pump station design will also be included in this Task Order should the GPR results be found incorrect.

The majority of work under this task order will be performed by Shrewsberry & Associates. DLZ will be sub-contracted to perform topographic survey and GAI will be sub-contracted to provide structural analysis of the CSX bridge structure should it become necessary.

PROCUREMENT PROCESS:

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.

DBE REQUIREMENT:

Shrewsberry & Associates is an INDOT certified DBE firm and a City-certified MBE firm. They will self-perform 75% of this work.

VENDOR EVALUATION:

n/a

FUNDING:

Funding is using 100% local funds from the Marion County Transit Income Tax.

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 design and bid documents for the lowering the Rural Street Underpass for an amount not to exceed \$245,000.



Justin Stuehrenberg
Vice President of Planning and Capital Projects



Pam White
Director of Procurement

To: Chair and Board of Directors
From: Michael Terry, President & CEO

SUBJECT:

Consideration of a resolution authorizing free rides for 2018 General Election Day

BACKGROUND:

The Indianapolis-Marion County City-County Council has communicated its intent to introduce and vote on a Special Resolution requesting that IndyGo offer free fares on Tuesday, November 6, 2018. IPTC resolution 2018-04 authorizes free rides on fixed route and paratransit, dependent upon the passage of the Council resolution.

RECOMMENDATION:

Approve the attached resolution.

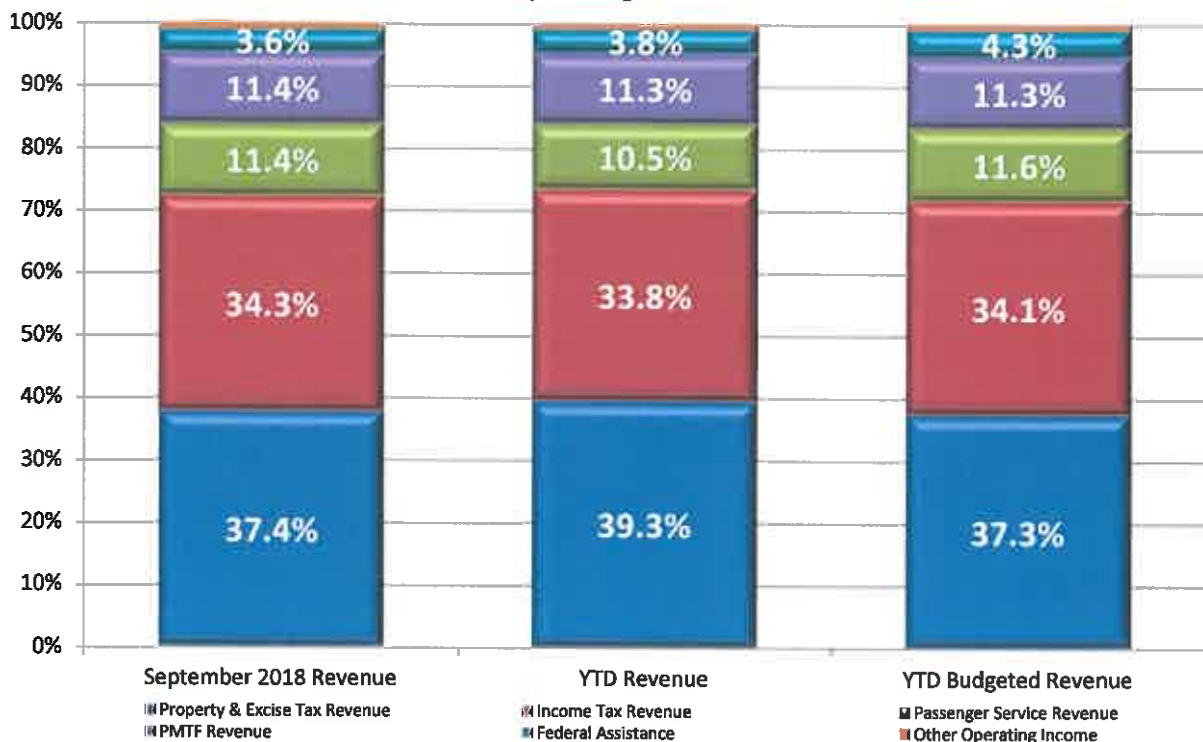


Michael Terry
President & CEO

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

**FINANCIAL UPDATE
 September 2018**

**Revenue Comparison
 By Funding Source**



FTA Assistance

Revenue from the FTA assistance was under budget by 17.4% in September.

Other Operating Income

This revenue source was over budget by 18.5% for the month. Largely Operation Income was greater in September because of a new Grant received that was not originally budgeted. Additionally, from month-to-month there can be a large variance as to the amount of revenue received for advertising and recycling.

Passenger Service Revenue

Passenger service revenue was under budget for the month of September by 1.75%. Year-to-date this category was 9.1% under budget. At close of September 2018 ridership was 0.4% higher than September 2017. YTD ridership was under the same period in 2017 by 0.4%.

Local Tax Revenue

Traditionally property tax revenue is distributed by the Indianapolis City-County Treasurer in two major distributions in September 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-September. IPTC received the expected amount of \$2.7M deposited in the operating revenue.

Service Reimbursement Program

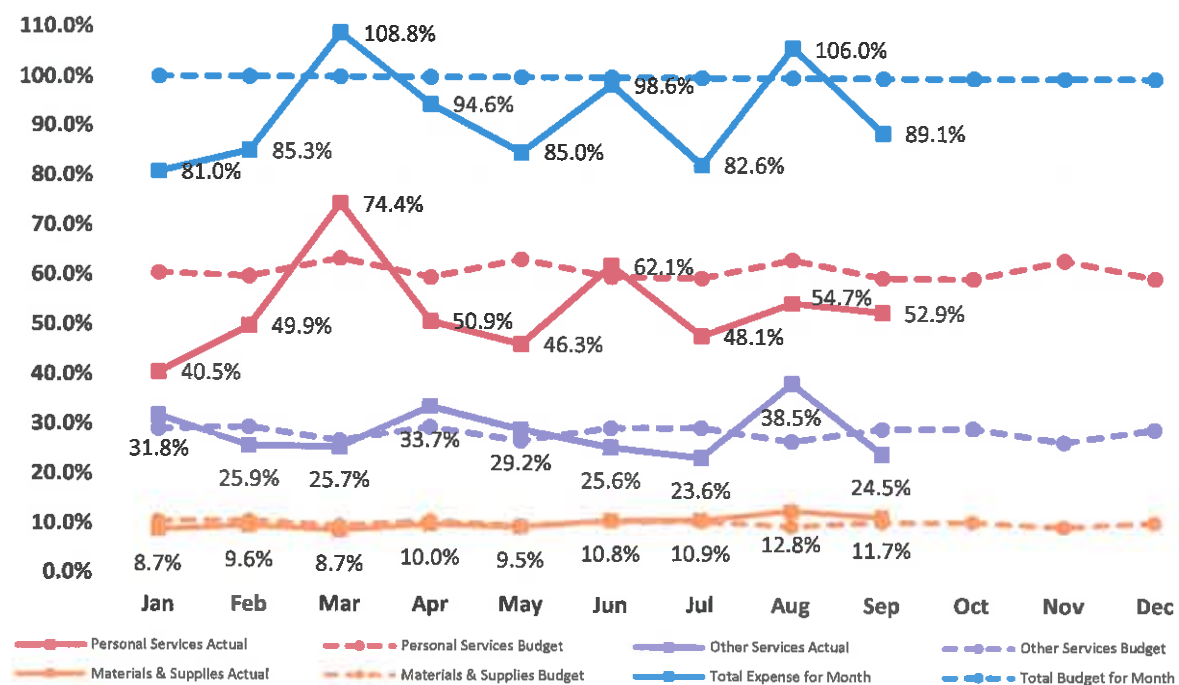
September Service Reimbursement Program was 52% under projections for the month due to an adjustment in allowed reimbursements from the Federal Grant for the Taxis Voucher Program but is tracking over budget by 5.2% year to date.

Total Revenue

For the month of September 2018, the total revenue recognized was 0.3% under projections however, year-to-date overall revenue received was 1.0% over projections.

Expenditures

Actual Monthly Expense versus Monthly Budget
(by Category)



Personal Services

Overall, Personal Services were 11.5% under budget in September. Year-to-date was under by 13.1% 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 under budget projections by 17.1% for the month of September. However, year-to-date this category is 3.8% under budget. Consulting Services were less for the month and natural gas costs were less than the budget.

Materials and Supplies

For the month of September, this expense category was collectively 9.7% over budget. Year-to-date this category was 3.7% under projections.

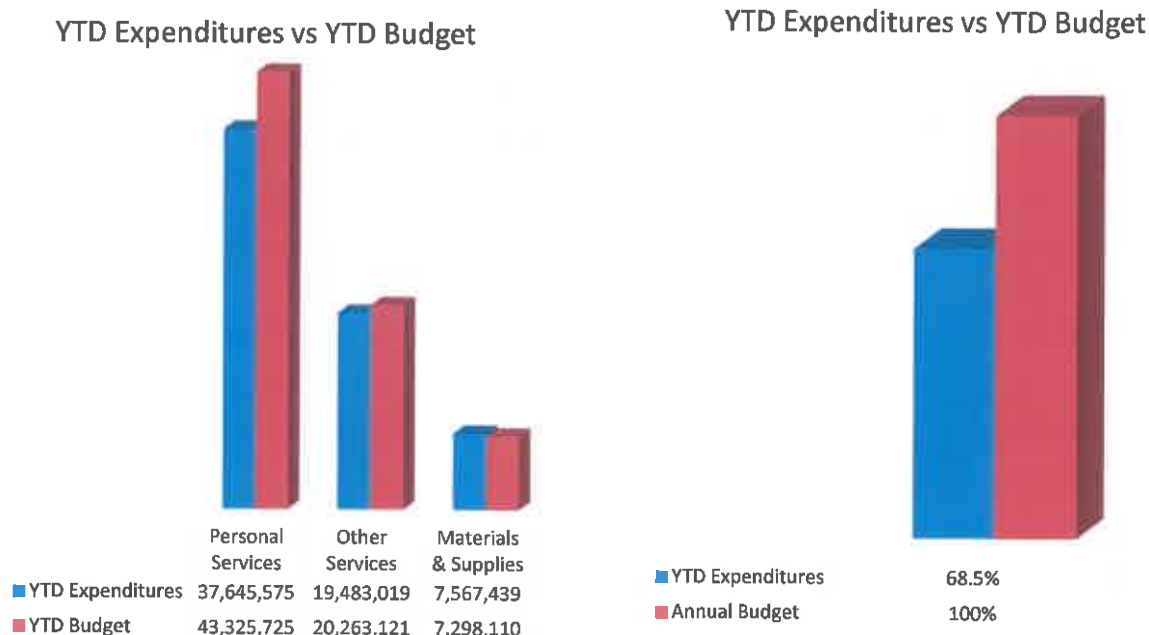
Total Expenses

Total expenses came in 10.9% under budget projection for the month of September but year-to-date expenditures are 8.7% under budget.

Summary

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

Chart 4 below shows that through September 30, 2018 our expenditures were 68% of our approved budget whereas we were projected to have expended 75% of our annual budget for this time period.



Nancy E. Manley
Vice President/CFO/Controller



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - Operations
For the Nine Months Ending Sunday, September 30, 2018

	Current Month				YTD			
	Actual	Budget	Budget	Budget	Actual	Budget	Budget	Budget
			Variance	%			Variance	%
			\$				\$	
Revenue								
Federal Assistance	281,568	341,008	(59,440)	(17.4)	2,733,378	3,069,070	(335,691)	(10.9)
Other Operating Income	80,615	68,045	12,570	18.5	625,553	612,405	13,148	2.1
Passenger Service Revenue	900,592	916,667	(16,075)	(1.8)	7,500,459	8,250,000	(749,541)	(9.1)
PMTF Revenue	892,545	892,545		0.0	8,057,908	8,032,908	25,000	0.3
Property and Excise Tax Revenue	2,932,720	2,932,720		0.0	28,106,181	26,394,481	1,711,699	6.5
Local Transit Tax Revenue	2,687,495	2,687,495		0.0	24,187,455	24,187,455		0.0
Service Reimbursement Program	16,089	33,354	(17,265)	(51.8)	315,822	300,182	15,640	5.2
Total Revenues	7,791,624	7,871,833	(80,209)	(1.0)	71,526,757	70,846,501	680,255	1.0
Expenses								
Personal Services								
Fringe Benefits	1,240,637	1,447,539	206,902	14.3	11,231,090	13,206,531	1,975,442	15.0
Overtime	325,960	319,033	(6,926)	(2.2)	2,395,866	2,871,300	475,434	16.6
Salary	2,468,228	2,794,656	326,428	11.7	24,018,619	27,247,894	3,229,275	11.9
Total Wages and Benefits	4,034,825	4,561,228	526,404	11.5	37,645,575	43,325,725	5,680,150	13.1
Other Services & Charges								
Claims	182,714	205,708	22,994	11.2	2,182,596	1,851,375	(331,221)	(17.9)
Miscellaneous Expenses	38,248	45,844	7,596	16.6	396,914	412,594	15,680	3.8
Purchased Transportation	904,805	950,690	45,885	4.8	7,832,526	8,556,210	723,684	8.5
Services	733,993	927,133	193,139	20.8	8,332,269	8,344,193	11,924	0.1
Total Utilities	8,424	122,083	113,659	93.1	739,949	1,098,750	358,801	32.7
Total Other Services & Charges	1,868,184	2,251,458	383,274	17.0	19,484,254	20,263,121	778,867	3.8
Materials & Supplies								
Fuel & Lubricants	315,476	319,146	3,669	1.1	3,213,594	2,872,312	(341,281)	(11.9)
Maintenance Materials	437,028	378,125	(58,903)	(15.6)	3,423,702	3,403,125	(20,577)	(0.6)
Other Materials & Supplies	101,341	63,630	(37,711)	(59.3)	560,270	572,672	12,402	2.2
Tires & Tubes	44,224	50,000	5,776	11.6	378,477	450,000	71,523	15.9
Total Materials & Supplies	898,069	810,901	(87,168)	(10.7)	7,576,043	7,298,110	(277,933)	(3.8)
Total Expenses	6,801,078	7,623,587	822,510	10.8	64,705,872	70,886,957	6,181,085	8.7
NET INCOME/(LOSS)	990,547	248,246	(742,300)		6,820,885	(40,455)	(6,861,340)	

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

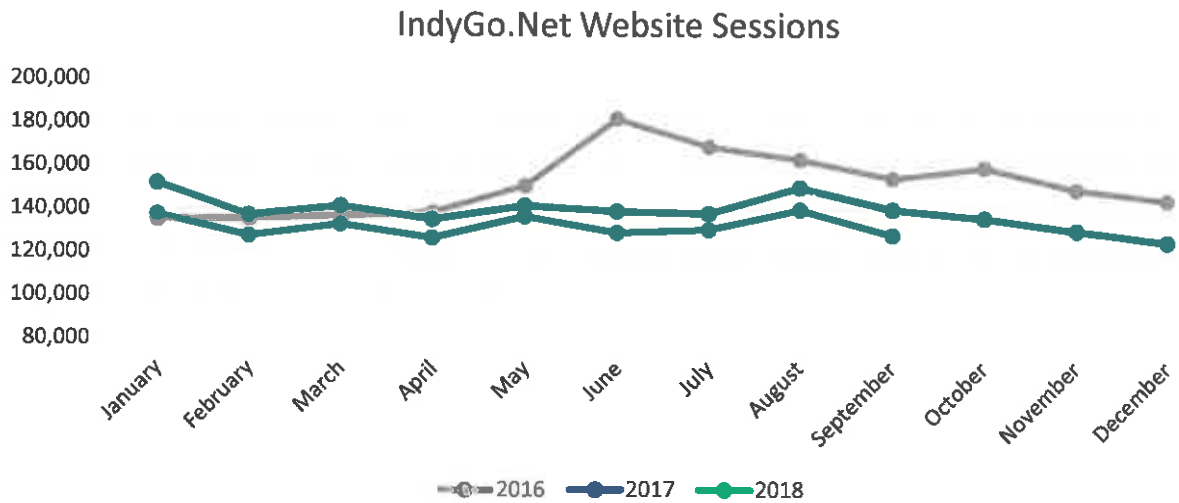
Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Jordan Patterson, External Communications Intern

INDYGO.NET MONTHLY SESSIONS 9/1/18 – 9/30/18:

Page Views	304,217
New /Returning Visitors	29,347/20,155
Total Sessions	128,500



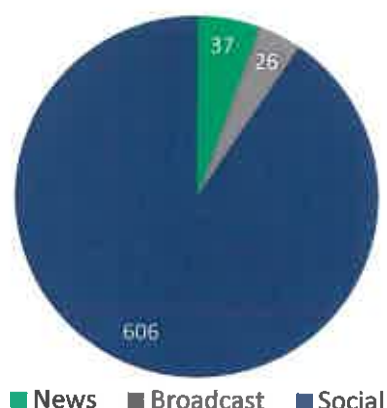
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%
May	84.48%	13.56%	1.96%	60.83%	39.17%
June	84.82%	13.24%	1.93%	60.11%	39.89%
July	85.01%	13.04%	1.93%	59.63%	40.37%
August	85.01%	13.11%	1.88%	60.58%	39.42%
September	86.14%	12.14%	1.72%	59.28%	40.72%

SEPTEMBER NEWS RECAP:

- “IndyGo Red Line Project Receives Last of Federal Funding” - Inside INdiana Business, WYRZ
- “Indianapolis’s Transit Investment is Starting to Pay Off” - Streetsblog USA, New York City – Epeak, Planetizen
- “IndyGo introduces first 'Red Line' bus” – WTHR, WISH TV, RTV6, Indianapolis Business Journal, Fleet News Daily, NGT News, Inside EVs, ChargedEVs
- “Fresh Produce Market Opens at Downtown Transit Center” – WFYI, IndyStar WISH TV, Weekly View
- “Friday is Car Free Day in Indianapolis” – Nuvo News
- “DigIndy tunnel project half-completed, \$400M under budget, utility says” - Indianapolis Business Journal, Inside INdiana Business

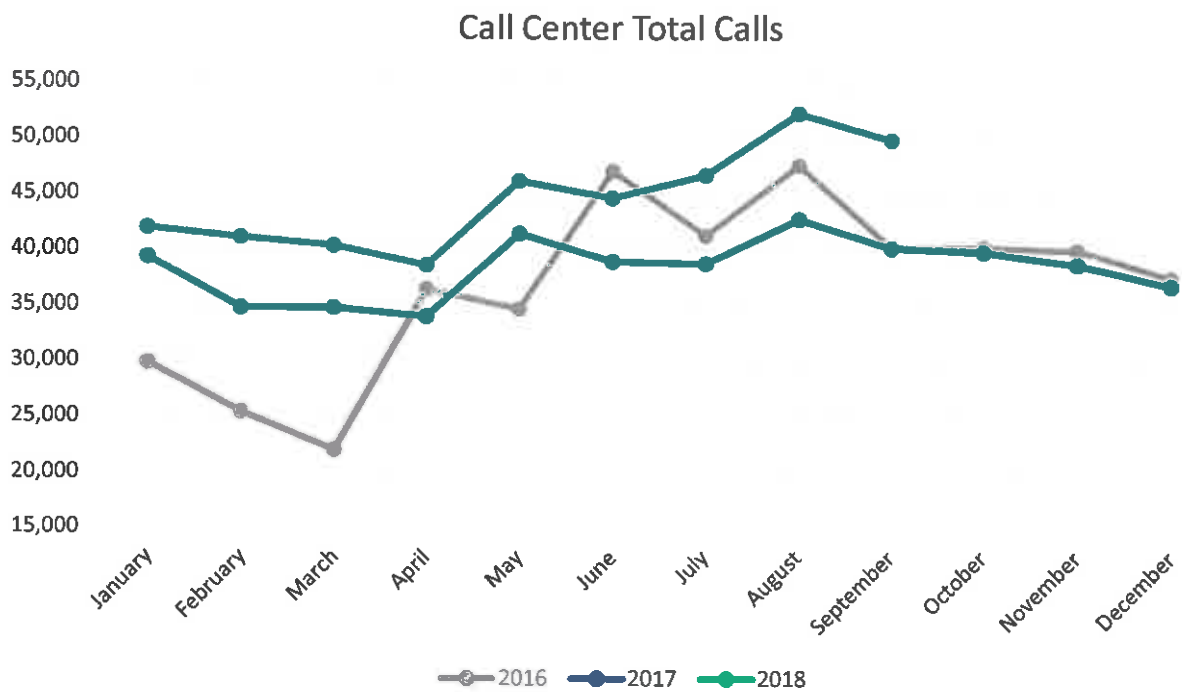
Topics Include: Topics Include: Mentions in September were largely dominated by stories about Red Line progress. Mentions in early September include an announcement from the U.S. Department of Transportation Announces about the final allocation of \$25 million for IndyGo Red Line, as well as reports of IndyGo seeing an increase of ridership by 3.4 percent in August compared to the previous year. Mid-September mentions include an announcement about IndyGo receiving the first electric bus for the Red Line. Late September mentions include information on the Car Free Day Indy and an announcement about the DigIndy project hitting the half-way mark.

Share of Voice by Volume



News mentions: 37
Broadcast mentions: 26
Social Media mentions: 606

SEPTEMBER CALL CENTER REPORT:
49,900 total calls
2.78% calls abandoned in queue
66.17% Interactive Voice Response (IVR) calls

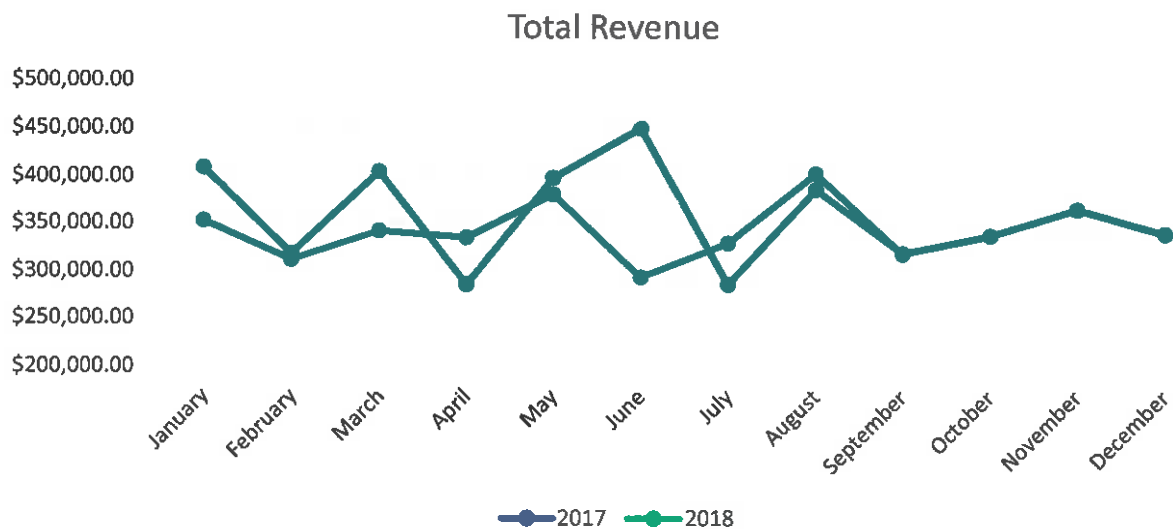


CUSTOMER COMMENTS: 511

ADA	3	OTHER	11
BLUE LINE	0	PASS BY	102
BUS STOP	2	PURPLE LINE	0
CIVIL	3	REAL TIME ARRIVALS	0
COMPLIMENT	12	RED LINE	11
COURTESY	66	REQUEST	29
CUSTOMER SERVICE CENTER	2	ROUTE	18
DENIAL	15	ROUTE DETOUR	1
DISCRIMINATION – TITLE VI	2	RULES	5
EXPRESS-COMMUTER SERVICE	0	SAFETY	86
FACILITY MAINTENANCE	12	SCHEDULE ADHERENCE	106
FARES	7	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	7
MCTP	0	VEHICLE MAINTENANCE	9
MARKETING	1	WRONG INFORMATION	1

SEPTEMBER PASS SALES REPORT:

Total Quantity of Passes: 39,102





Additional Revenue and Pass Information:

Retail Desk & Online Purchases: \$238,645.90

Cash: \$54,354.16

Checks: \$45,530.40

Credit Cards: \$138,761.34

Veteran IDs: 210

OUTREACH SUMMARY FOR SEPTEMBER:

Outreach in September included stakeholder, internal, and public meetings. Stakeholder meetings were continuous throughout the month, particularly regarding the Red Line and Purple Line projects. Transit Ambassadors assisted with shifts at the Transit Center and on buses. Late September engagement included several Service Standards public hearings.

SEPTEMBER OUTREACH EVENTS:

9/1/2018	Stakeholder call
9/3/2018	Transit Ambassador outreach @ DTC
9/4/2018	Stakeholder call
9/5/2018	Stakeholder call
9/5/2018	Renovations update
9/5/2018	In Service

9/5/2018	In Service
9/5/2018	Transit Ambassador Outreach @ DTC
9/6/2018	Transit Ambassador Outreach
9/7/2018	Transit Ambassador outreach @ DTC
9/7/2018	HVAF Operation Stand Down
9/7/2018	Meeting with Pastor Jordan
9/10/2018	Renovations update
9/10/2018	Stakeholder call
9/11/2018	In Service
9/13/2018	Stakeholder call
9/13/2018	Stakeholder call
9/13/2018	Stakeholder call
9/13/2018	Stakeholder Meeting
9/13/2018	Boner Center Transportation Workshop
9/14/2018	Stakeholder call
9/14/2018	Transit Ambassador outreach @ DTC
9/17/2018	Stakeholder call
9/17/2018	Transit Ambassador outreach @ DTC
9/18/2018	Renovations update - Board Room
9/18/2018	In Service (9/18 - 9/20)
9/19/2018	Meeting with Vanessa Brown
9/19/2018	Transit Ambassador outreach @ DTC
9/20/2018	Renovations update
9/24/2018	Stakeholder Email: Doug Day
9/26/2018	Stakeholder call: Bonnie Blair
9/26/2018	Service Standards Public Hearing - noon
9/26/2018	Service Standards Public Hearing No. 2
9/27/2018	In Service
9/27/2018	Stakeholder Email: Chelsea Marburger
9/28/2018	Stakeholder call
9/28/2018	Renovations update

PLANNING AND CAPITAL PROJECTS REPORT

10/25/18

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 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

A shelter contract was approved at last month's board meeting. Once a contract is executed with the vendor, an order will be placed for shelters for Super Stops and bus stops throughout the system.

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 175 bus stops have been through this portion of the design phase.

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 were held on Wednesday, September 26th, 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. The vendor contract was officially executed at the end of September and a series of project kickoff meetings with the vendor, Flowbird, were held on October 9th and 10th. An updated project schedule is being finalized with the vendor at this time.

Red Line Operations

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 IndyGo's new Fare Modernization and testing of the new BYD bus.

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 30th Street, St. Vincent Hospital/West 86th Street, 82nd Street/Castleton Square Mall area, at stops along 25th Street/Monon Trail area, East Michigan Street/Sherman area, West 10th Street/Tremont area, Michigan Road/73rd 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 29th Street/30th Street from White River Parkway to Ruckle Street.

The first shipment of traffic signal controllers has been received from the Red Line contractor. IndyGo's traffic operations consultant (DLZ) has begun configuring these controllers with new traffic signal timings to enable efficient operation of the Red Line route.

Traffic Engineering

The traffic studies were submitted to DPW for approval of the proposed two-way conversions on May 3rd, 2018. Upgrading these streets to support two-way traffic will markedly improve IndyGo's efficiency and flexibility. IndyGo Service Planning staff, with assistance by Shrewsberry, have 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, Blue 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, bus queue jumps, and various other infrastructure improvements 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 4th 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. Shrewsbury 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 6th. 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 have developed an "on-call" contract with DLZ, a local traffic system engineering consultant, to assist with developing and implementing traffic signal timings along proposed BRT and local fixed-routes. The first traffic signal timing task order was issued in May for 21 traffic signals along Shelby Street and Meridian Street. A second task order was approved by the September Board for timing the remaining 55 traffic signal along the Red Line corridors. Creation of a third locally-funded task order has been initiated to improve traffic signal operations along local routes which fall outside the scope of the federally-funded BRT projects. Once executed, the third task order will provide a mechanism to pay DLZ to perform work such as improving safety and efficiency for the routes 3, 10, and 37. These three routes were reassigned to the section of Michigan Street that was recently converted to handle two-way traffic; however, Service Planning has been coordinating with Operations to address some operational issues that have been identified by operators on these routes.

Service Planning met with Operations on May 1st 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 1st. 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 20th 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						
Sep-17	Sep-18	% Change	Fixed Route Ridership	2017	2018	% Change
16,618	16,237	-2.3%	2 E. 34th St.	138,121	144,329	4.5%
25,487	32,202	26.3%	3 Michigan St.	218,000	242,361	11.2%
13,871	12,711	-8.4%	4 Fort Harrison	118,602	116,783	-1.5%
19,195	16,740	-12.8%	5 E. 25th	161,718	142,802	-11.7%
11,160	12,145	8.8%	6 N. Harding	104,833	115,074	9.8%
118,600	130,033	9.6%	8 Washington St.	1,074,108	1,121,833	4.4%
92,185	92,243	0.1%	10 10th St.	811,939	814,701	0.3%
3,451	2,608	-24.4%	11 E. 16th St.	30,791	30,099	-2.2%
4,765	4,148	-12.9%	12 Minnesota	43,886	39,994	-8.9%
3,131	3,216	2.7%	13 Raymond	28,086	29,265	4.2%
9,204	9,708	5.5%	14 Prospect	84,255	81,776	-2.9%
19,921	18,066	-9.3%	15 Riverside	169,628	153,463	-9.5%
10,256	10,659	3.9%	16 Beech Grove	91,983	97,112	5.6%
24,398	20,911	-14.3%	17 College	198,840	192,260	-3.3%
11,512	11,706	1.7%	18 Nora	101,050	101,382	0.3%
37,109	34,594	-6.8%	19 Castleton	333,302	311,159	-6.6%
14,415	13,546	-6.0%	21 East 21st St.	122,669	125,050	1.9%
11,459	9,620	-16.0%	22 Shelby	96,025	87,908	-8.5%
9,875	10,085	2.1%	24 Mars Hill	87,220	95,200	9.1%
15,565	13,931	-10.5%	25 W. 16th St.	131,572	126,134	-4.1%
13,944	13,182	-5.5%	26 Keystone	124,631	119,068	-4.5%
14,395	13,822	-4.0%	28 St. Vincent	120,853	118,564	-1.9%
7,150	7,960	11.3%	30 30th St.	62,068	66,083	6.5%
23,583	24,438	3.6%	31 Greenwood	213,416	207,219	-2.9%
27,960	27,350	-2.2%	34 Michigan Rd.	233,180	227,159	-2.6%
36,057	36,521	1.3%	37 Park 100	337,057	327,314	-2.9%
33,044	27,650	-16.3%	38 Lafayette Square	289,397	256,279	-11.4%
93,608	100,258	7.1%	39 E. 38th St.	850,412	873,563	2.7%
4,114	3,643	-11.4%	55 English	36,305	33,568	-7.5%
10,479	9,651	-7.9%	86 86th Street Crosstown	100,524	86,337	-14.1%
12,017	12,447	3.6%	87 Eastside Circulator	102,848	106,290	3.3%
442	102		Others	3,050	3,444	
748,970	752,133	0.4%	Total	6,620,369	6,593,573	-0.4%

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.

Sep-17	Sep-18	% Change	Flexible and Contracted Services	2017	2018	% Change
29,465	30,190	2.5%	Open Door Riders on Fixed Route	251,280	260,200	3.5%
24,852	23,473	-5.5%	Open Door	234,620	227,660	-3.0%
715	751	5.0%	Open Door Taxi Vouchers	7,012	7,637	8.9%
23,767	16,268	-31.6%	31 Day S-Pass	173,046	135,085	-21.9%

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; shared use mobility; 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. Due to changes in design for the Purple Line- including the widening of intersections, the widening of Post Road, the addition of four potential off-site dry detention ponds, and the addition of a multi-use path – an expanded environmental exploration was required.

During the supplemental archaeological investigations for these design changes, two archaeological deposits were discovered. One was determined to be not-eligible but consisted of prehistoric stone tools located on ground that had been previously heavily disturbed. The other site will be recommended eligible to the State Historic Preservation Office and consists of a collection of artifacts from the former Union Traction Company interurban line. These artifacts include glass elements and the foundation of a former interurban station at 38th & Arthington, the railbed, and the extended bridge supports which once carried the interurban rail line.

The DCE was scheduled to be completed in mid-November, but the requirements presented by the changes outlined above will push the schedule of completing the NEPA process for the Purple Line into January of 2019.

Blue Line: IndyGo formally submitted an application for the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. 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).

Preliminary work regarding the Blue Line environmental documentation has begun; however, the FTA has indicated that it would prefer to not receive any IndyGo submittals related to the environmental work until the Purple Line NEPA process has been completed.

- **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 21st.
- IndyGo staff has continued to coordinate with the City of Indianapolis and the Department of Public Works to address impacts related to the project and assess various features of the project. IndyGo will need to present the plans for its efforts to the Indianapolis Historic Preservation Commission and seek a number of code changes due to parking and one-way streets as part of the project. Meetings with property owners and businesses adjacent to station areas and the corridor are ongoing and 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 with 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. IndyGo is hosting (will have hosted by the time of the board meeting) the SUMC team on October 15 through 17; as part of their site visit and the team met with various agency, community, and governmental stakeholders and toured neighborhoods east and west of downtown. IndyGo is continuing to work with the SUMC technical assistance team to develop a pilot project for shared use mobility.

IndyGo continues to work closely with the Personal Mobility Network, a group convened by the Central Indiana Community Foundation, to collaboratively identify and advance shared mobility options. As part of this effort, the team has met with Ford Motor Company's Mobility Solutions team; efforts are ongoing to coordinate potential strategies to pilot mobility solutions.

- **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.

IndyGo was not awarded this project. In a follow up call with FTA, IndyGo learned that its submission earned a "highly-recommended" rating in five of six criteria and a "recommended" rating in the sixth. Unfortunately, more than \$2 billion in grant applications were received by FTA for this project, and even some high recommended projects – such as IndyGo's submission – were unable to be funded. The information gleaned from the debrief with FTA will be valuable in submitting a competitive application next year.

- 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.

- In partnership with Public Affairs and other divisions, the team is considering an application for an FTA opportunity to improve access to health care, either through pilot projects or through advancing the Coordinated Human Services-Public Transit Plan.

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:

- **Review and Analysis of Fare Policies/Fare Equity Analysis:** 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.

Additionally, the team is taking the lead in developing the methodology for, and executing, the fare equity analysis required by FTA as part of any change in fare policies or fare media. The team is coordinating closely with legal, service planning, public affairs, and other divisions/departments in delivering the fare equity analysis. The findings of the equity analysis will accompany any requested board action related to changing fare policies and fare media.

- **Data & Analysis:** As part of the Blue Line Small Starts application, and for general IndyGo knowledge and reporting purposes, the Strategic Planning team has undertaken an effort to develop an understanding of the variation between the agency’s farebox-generated ridership data and that of its automatic passenger counters. A substantial amount of statistical analysis has been conducted in identifying potential issues; these findings are likely to lead to additional exploration and cross-divisional coordination before they can be rectified; however, this path should enable IndyGo to pursue using APC as its certified source of ridership reporting in the future.

Additionally, the team is supplementing the paratransit and operations teams by performing customized analysis to assess paratransit’s operational performance and examine potential benefits of interventions. Likewise, it is working with Operations and Public Affairs to create standardized reporting to customer feedback.

- **Inter-governmental/regional coordination:** The team is working with CIRT 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. The Guilford Township Board has agreed to place a transit funding referendum on its November 2019 ballot, with transit planning efforts – led by the MPO – occurring in the first quarter of 2019.

- **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 supported Finance and Operations in the development of the agency's Transit Asset Management (TAM) plan. The TAM plan was completed in September.

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. The first station foundation work started along Shelby St in early October at the SB Troy Station and foundation work is progressing along Shelby St. Simultaneously, foundation work is expected to start along Meridian St in early November.

Due to utility relocation delays along Shelby St. and Meridian St., construction is about 23 weeks behind schedule. This is about 7 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 end of 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.

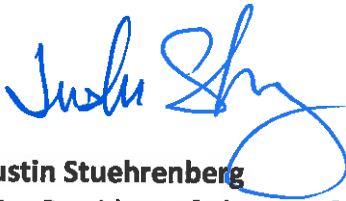
WSP:

- **Electric Bus Fleet Charging Facility Upgrades** – Miller Eads has begun work in the garage area. A couple of lanes have been cleared to accommodate the work. They will begin on the installation of a charger for the first of BYD buses. 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. A walk through occurred with WSP to review and verify camera usage and placement possibilities.

The Etica Group:

- **Space Planning Renovations Construction** – The recommended contractor, RL Turner was presented to the IPTC Board in September and approved to undergo contract negotiations for Office Space Planning Renovations. 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; Business Furniture is the vendor that will be assisting with the removal of furniture, pursue options or opportunities for resale, donations and recycling. New Furniture procurement will be presented to the IPTC Board in October with recommended vendor.
- **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/Paint Booth**– The design is underway for adding in a third vehicle wash with upgrades to the system and the widening of the garage door with upgraded Fire Door and fire suppression system; the Paint Booth has now been combined, with the idea of one general contractor overseeing the installation of the Vehicle Wash system and the Paint Booth system but self-performing the work for the Garage Door improvements. The design team with IndyGo staff are reviewing the best procurement opportunities for the project that will provide the best schedule and cost. This will push back the presentation to the Board of the Final Design.

- **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 final design to begin in March 2019.
- **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

OPERATIONS DIVISION REPORT SEPTEMBER 2018

10/25/18

Item No. R – 3

To: Chair and Board of Directors

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

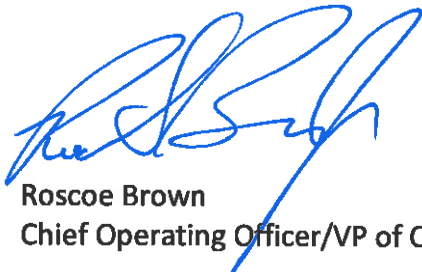
CONSIDERATION OF OPERATIONS DIVISION REPORT FOR SEPTEMBER 2018

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 Fleet & Inventory Control

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 – September 2018

TRANSPORTATION SERVICES

Employee Recognition:

September Employee of the Month: Tawana Claypool

Commendations:

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

LaNita Crawford, Onee Gooch, Sheila Johnson, Jack Wallace, Angela Williams, LaQuanta Wilson and 1 Anonymous

The following operators achieved an on-time performance rating of 90% or better during the month of September. 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 September is Andy Carpenter.

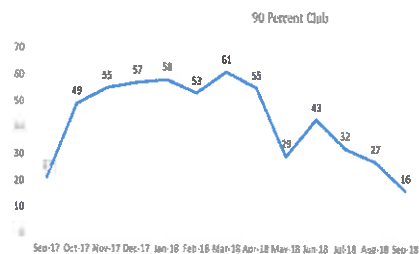
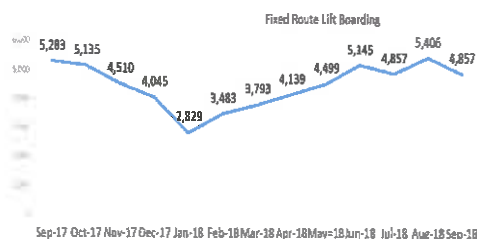
1. SCOTT DUNCAN	8523	97%
2. DEMETRICH LESLIE	8940	95%
3. STEPHEN EDMONDS	1156	94%
4. VIOREL SALAGEAN	8943	94%
5 ROBERT FEIOCK	8620	93%
6. ANGELA WILLIAMS	9018	93%
7. ROY DISHNO	8319	92%
8. PATRICK GRAY	2339	92%

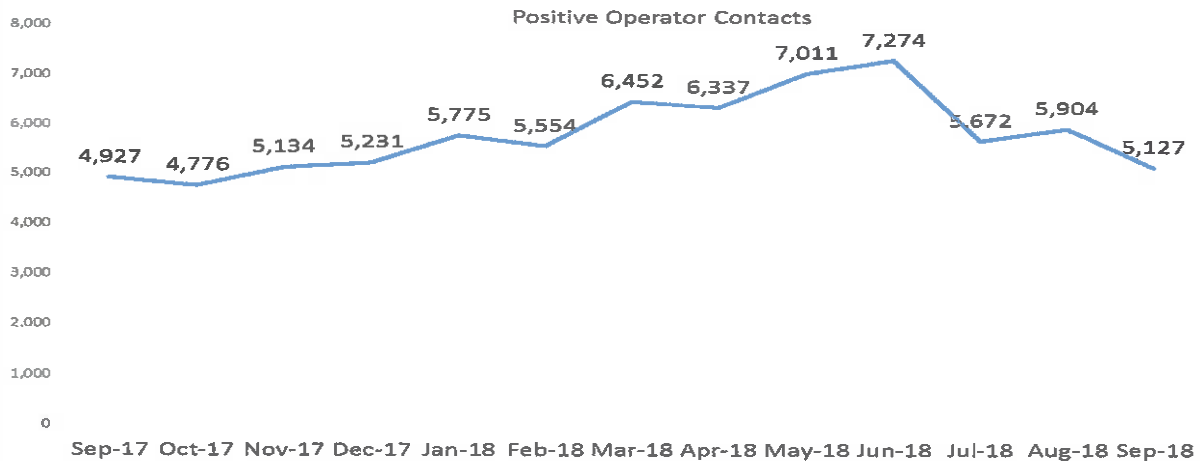
9. WILLIAM ENGLAND	8666	91%
10. ANDY CARPENTER	0880	91%
11. JUANITA DAVIS	8576	91%
12. MARK WILLS	8132	90%
13. MOHAMMAD ALEM	9016	90%
14. EDGAR HOLLYFIELD III	8649	90%
15. SHIRLEY JONES	8967	90%
16. RICARDO OXLEY	4538	90%

Fixed Route Update:

During this reporting period, the Transportation Department and Fleet Maintenance supported the Indianapolis Police by providing buses and drivers for perimeter barricades at the 2018 Circle City Classic Parade.

Key Performance Indicators:





Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

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

VEHICLE MAINTENANCE & REPAIR

On January 27th, 2017 fixed route bus H1022 was involved in a front-end collision sustaining major damage to the bus. With the amount of damage incurred and with a total estimate for repairs totaling \$98,714.00. This cost did not include the overall value if the hybrid batteries were damaged. With the added cost of the hybrid battery packs possibly being needed this bus would have passed its overall value left to IndyGo. With the challenge set in front of them, the body shop had all hands on deck in the complete inspection of the bus to insure that all steps were taken to give a reliable estimate on the batteries and the complete rebuild of the complete front end of the unit. After careful study and a mindset to get this bus back into revenue service the completion time for this repair was almost six months. Through diligence and hard work, the body shop was able to not only beat the estimated cost but also the time table for repairs. The final cost in fixing H1022 was \$50,213.83 and was completed in just under 4 months.



The body shop has their next challenge in front of them to repair bus 0019E to return it to revenue service like brand new with another quality repair.



The year to year comparison of completed scheduled tasks trends service delivery changes.

System	Year	Month	Completed	Year	Month	Completed
Alignments	2018	September	17	2017	September	27
Diesel Particulate Regen	2018	September	41	2017	September	22
Engine/Body Steam Cleans	2018	September	69	2017	September	64
Ramp Inspections	2018	September	70	2017	September	62
Premium Detail Cleaning	2018	September	193	2017	September	121
Body Inspections	2018	September	15	2017	September	8

Pre-season heat checks in continued in September. * 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
2014/09	21	346	16.48	59	\$5,803.00	\$8,028.00
2015/09	47	1,203	25.6	164	\$20,274.00	\$25,997.00
2016/09	40	741	18.53	191	\$18,292.00	\$27,780.00
2017/09	58	105	1.81	240	\$20,370.00	\$27,577.00
2018/09	78	292	4	*	*	*

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2014 thru current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance												
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	2017/08	2017/09			
Major	4,895	4,392	5,342	6,238	5,016	4,181	5,164	5,554	7,285			
All	3,200	3,618	4,474	4,822	3,973	3,122	4,179	4,611	6,000			
	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	3,349	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

FLEET SERVICES & INVENTORY CONTROL

On Wednesday September 19th, the Fleet Department sponsored a pitch-in cook-out for the fleet services team. We prepared hamburgers, brats, hot dogs and all the sides that go with it. We also prepared hibachi chicken and rice! The Supervisors collaborated on a list of the top four performers and they were selected to receive insulated IndyGo lunch boxes. There were Supervisors from all shifts that came to support the Service Line team.

The lucky winners were:

John Sanders	Derric Payne
Phil Adkins	Krystal Cameron

All four names were put into a “hat” for one lucky winner of a new winter jacket. The lucky jacket winner was Krystal Cameron.



The Warehouse and Inventory control has begun a process of checking Min/Max (minimum stock and maximum stock) of all stocked parts as well as usage of each item to ensure that the Min/Max's are set correctly to verify that we are stocked correctly for all buses to be repaired in a timely manner. This process is almost complete and will have an annual review as well. Stores is also being proactive on making sure that we are prepared for the cold season by checking the part list for heating items needed for all HVAC repairs.

The Service Line Employee of the Month for September which is called Top Gun is Kevin Daily. Kevin has been with IndyGo since 1999 and has won Top Guns several times for outstanding performance.



FLEXIBLE & CONTRACTED SERVICES

Riders have shared a number of concerns regarding the reliability of Open Door service related to late arrivals and extended trips. Transdev, as well as, IndyGo staff has cited inefficiencies in scheduling, dispatcher staffing levels, and driver attendance.

While Transdev has been working behind the scenes to make it a more viable service, we continue to have public outcry regarding the quality of service. There is consensus that this situation is unacceptable and Open Door riders are being negatively impacted. IndyGo staff met with Transdev corporate and local staff and requested an immediate, detailed action plan.

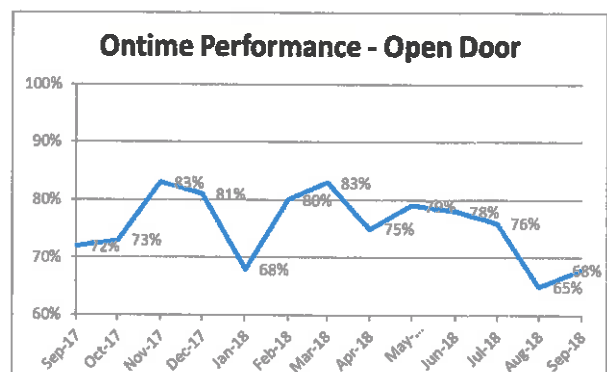
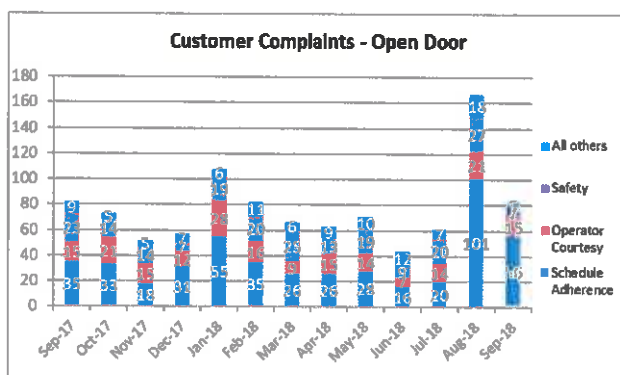
As part of the action plan, Transdev has provided additional staff to assess the issues and to support local staff. They have contracted operators to assist in providing service, increased their hiring efforts, and are working toward adding additional dispatching staff on a temporary basis while working through the onboarding process to hire permanent staff.

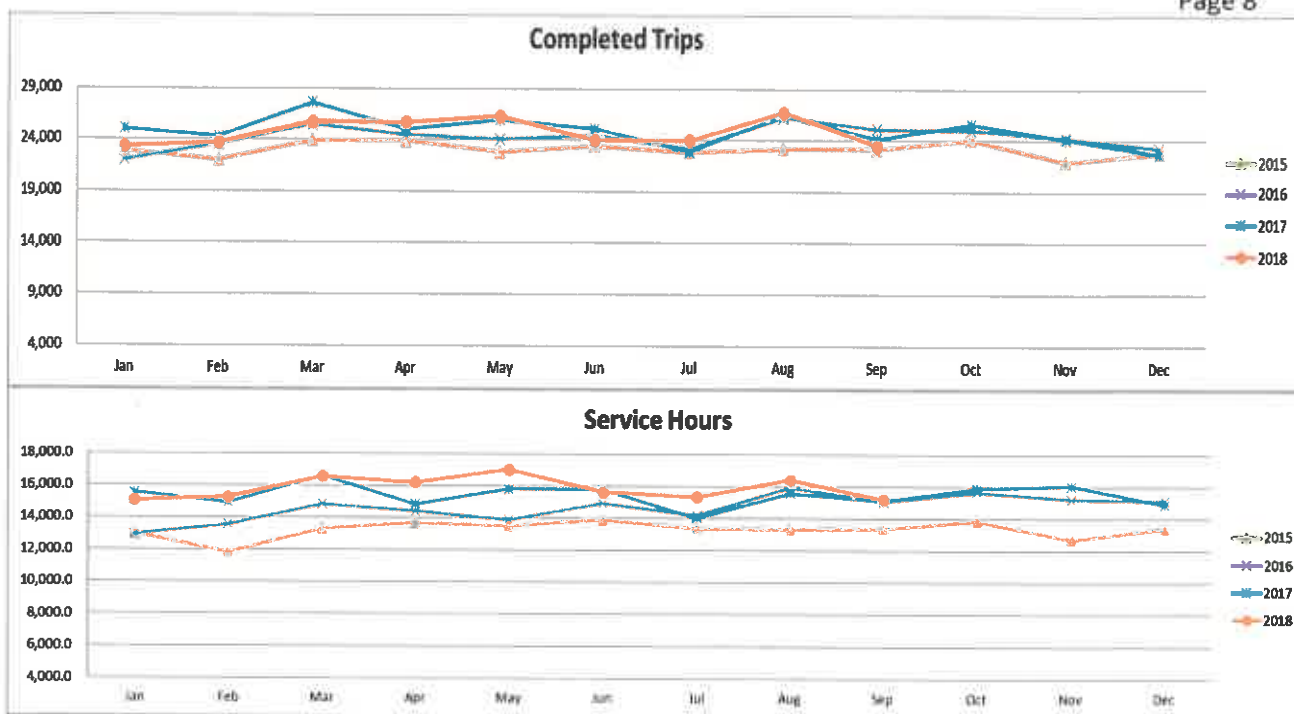
A new run cut will be put in place toward the end of October, which will be based on the current number of vehicles and operators and also include split shifts to handle the peak hours and increase vehicles on the road during those times. Transdev is also working in the Trapeze system to correct scheduling templates so that routes run more efficiently, as well as retraining staff to better schedule and book trips.

Additionally, IndyGo staff is working with taxi providers to assist in providing trips to “approved” clients and decrease the number of trips on Open Door, during the peak hours and for those clients who are experiencing extended trips. In this scenario, IndyGo staff implemented a temporary taxi voucher program that allows clients who have opted in to use taxis for their normal scheduled (subscription), peak hour trips as an alternative to Open Door. The cost is \$3.50, which is the same as a trip on Open Door. For many customers, the service works the same as a subscription trip on Open Door, except for the type of vehicle, because they do not have to call to schedule their trip daily. IndyGo staff is also working on a mass calling/dialing feature to notify Open Door riders of the availability of taxis for their trips.

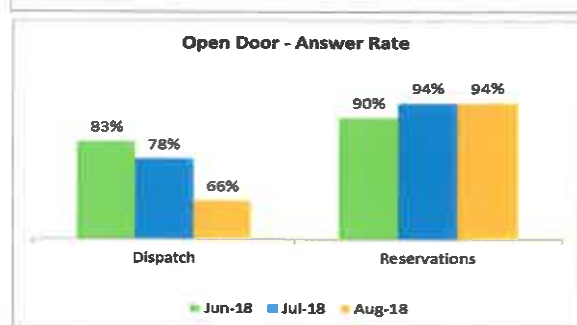
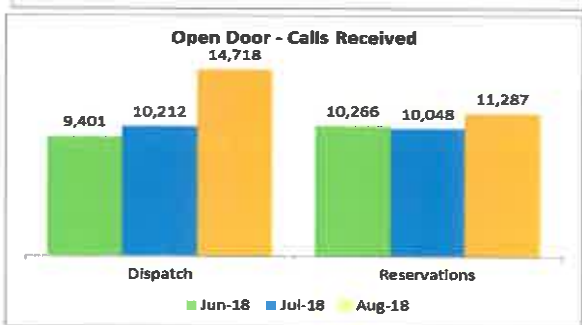
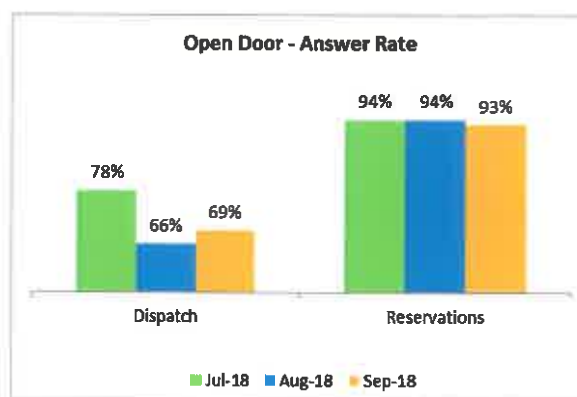
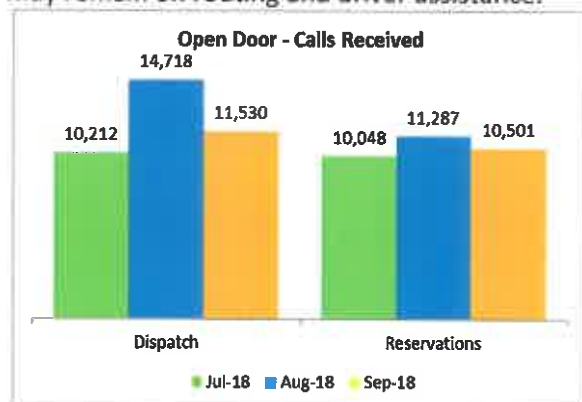
Staff continues to research information related to Non-ADA trips and how they can streamline those trips without affecting the required ADA trips, as well as implementing TNC services.

Service Delivery Data:





Open Door reservations and dispatch call comparison chart: Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. Staff continues to monitor and evaluate the call response performance and work toward a minimum answer rate of 95%. Transdev staff is working toward moving “where’s my ride” calls to the reservations department so that dispatch focus may remain on routing and driver assistance.



FACILITIES

A new Produce Pilot Program kicked off at the Julia M. Carson Transit Center with a ceremony including the Mayor, Mike Terry, and other city dignitaries in which is now selling fresh produce and other items to the general public from 3:00 p.m. to 6:00 p.m. every Friday afternoon until late this year. The produce stands are located outside the west double doors and accepts all forms of payment. The program is very popular drawing many people to the site. Several organizations continue to utilize the Transit Center to promote their programs including: The IndyPendence Job Corps, Indy Democrats, The Excel Center and The Pacer Bike Share Program. The Julia M. Carson Transit Center also continues to serve as a shelter for relief from the extreme temperatures which still creates many standing room only days inside the Transit Center customer area as many homeless people and mental health people seek shelter out of the heat along with our bus passengers. September attendance was above 8,500 customers per day. CIRTa was granted a six (6) month lease extension and will remain on the east side of the second floor of the Transit Center until June 2019.

Procurement Initiatives:

- Sealcoat and Restripe the large asphalt south parking lot for our IndyGo employee parking.
- Office Renovations was awarded at the September Board meeting to R.L. Turner Construction and we are hoping for Phase 1 work to begin in late October or early November.
- Discussions are being held with Cusack Masonry out of Michigan to begin Mortar Tuck Pointing and Repair of parts of the exterior on the Historical Duesenberg part of our building which should start in late October.
- Bus Shelter and Lighting purchasing was also awarded in September along with the Procurement award of the Decommissioning of Office furniture that will start along with the Office Renovations.

Indianapolis Power & Light and their sub-contractor Robinson Excavating and Boring continued work on the Electrical Bus Charger Project and installed all the underground electrical conduit the entire length of south end of the building and all along the eastern back side of the building heading towards Washington Street. IPL and Robinson Construction also have stubbed out all the conduits and installed the concrete pads for the 12 transformers at the back of the building and are ahead of schedule on this project. Miller Eades and R.L. Turner started to bring in equipment and manpower to stage and start prep work inside the building for all the electrical battery charging system electrical needs so the Bus Storage area.

After 2 Years of legal deliberations and contract negotiations it was decided to start a Fast Track Project to replace all the Paver Beds and Pavers at the Transit Center and repair certain other issues involving the Pavers. This will be a very aggressive schedule and timeline as this work is cold temperature sensitive so teamwork among all parties and departments will be essential to complete the project on time. Work is scheduled to begin on Monday October 8th.

During the month of September, we installed or removed:

Installed 9 Bus Stop Sign

Removed 4 Bus Stop Signs

Installed 4 new Bus Stop Benches

Removed and Installed 4 new Trash Cans

Installed 2 new Simmee Seats

Replaced 8 Shelter Glass Panels due to vandalism

Installed 1 Small Shelter

RISK & SECURITY

- IndyGo participated in a Transportation Security Administration (TSA) Exercise Information System (EXIS) table-top training exercise on September 19, 2018. The TSA uses this type of exercise to enable security professionals from all transportation modes to collaborate and communicate through discussions, shared information, and critical lessons learned. This is done through a scalable exercise design process that allows transportation operators to plan, conduct, and evaluate their operations against clear and consistent performance measures. IndyGo will be able to use the lessons learned from this exercise to improve its safety and security stance.
- At the TSA exercise, the President and CEO, Michael Terry was awarded the TSA Gold Standard award for IndyGo for the 2017 Baseline Assessment for Security Enhancement (BASE) Review. The Gold Standard award is the top recognition the TSA bestows to a transit agency for achieving the highest scores on its BASE review that evaluates 17 categories of security and emergency preparedness action items identified as fundamentals for a sound transit security program. IndyGo scored a 96% percent on its last BASE Review. This is the 3rd time that IndyGo has been awarded the Gold Standard Award which is a rare accomplishment on a national level.
- IndyGo had its yearly fire extinguisher inspection completed in September. There were no major deficiencies found during this inspection.

SAFETY & TRAINING

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

Ronnie Burton -	31 Years	Calvin Jackson -	7 Years
Michael Flowers -	27 Years	Shauwn Monroe -	7 Years
Stephen Thein -	26 Years	Paul Person -	6 Years
Phillip Boicourt -	22 Years	Ethel Stockdale -	6 Years
Stephen Edmonds -	20 Years	Robert Feiock -	4 Years
Donald Turentine -	17 Years	Terry LaGrone -	3 Years
Richard Boysen -	16 Years	Joe Badredine -	1 Year
Timothy Martin -	16 Years	Ian Cunningham -	1 Year
Leo Scott -	14 Years	Tevon Green -	1 Year
Peter Reintjes -	11 Years	Dionne Ingram -	1 Year
Otha Dugan -	10 Years	Salaha Keita -	1 Year
Vanessa McGhee -	9 Years		

IndyGo Class #18-07 began on August 13, 2018 with 25 students and currently there are 19 still in the program. The class has completed the classroom portion of the training and has started on the route familiarization section. Training staff expects this class to graduate on October 19, 2018 and then being transferred to Operations on October 21, 2018

IndyGo held its second CDL Skills Training Class that started on September 10, 2018. The class started with 17 employees that continued onto the Fixed Route Training Class that started on September 17, 2018.

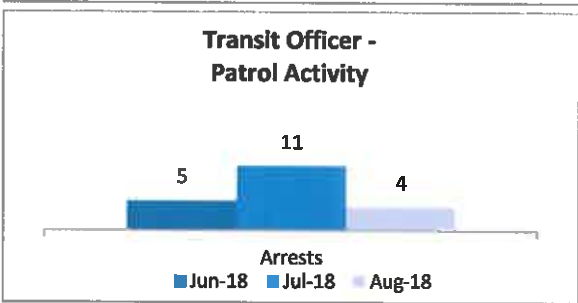
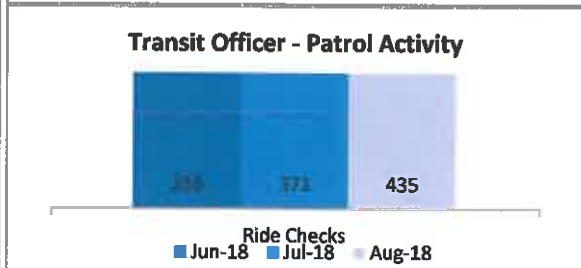
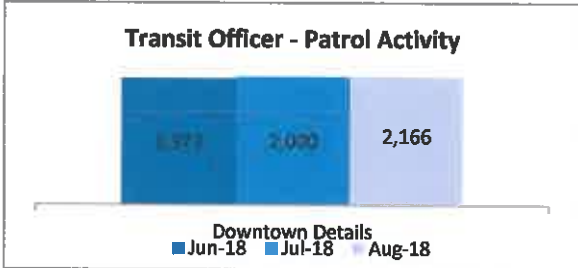
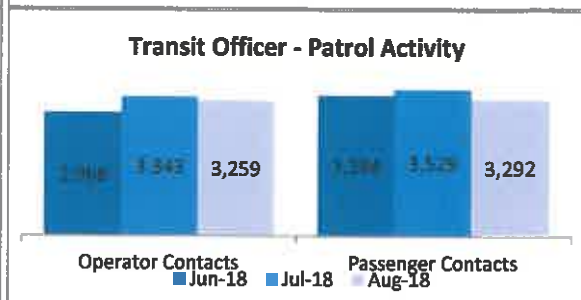
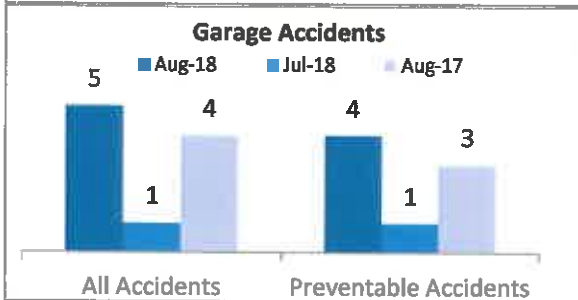
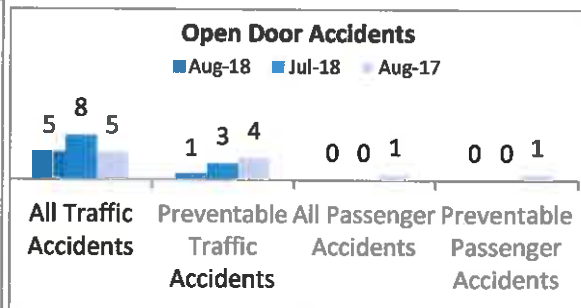
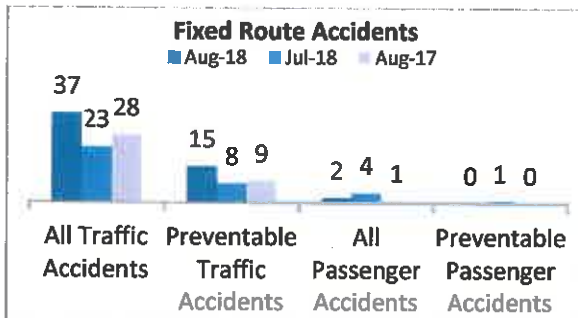
IndyGo Class #18-08 began on September 13, 2018 with 26 students. This class included the 17 that were in the CDL skills class and 9 additional students that had already obtained their CDL before being hired. They are currently in the classroom portion of the training and staff is expecting them finish with all training and graduate in early to mid-November.

The training staff is learning the newest securement devices for those passengers that use a wheelchair or scooter mobility device. The new devices are called the Quantum (automatic rear-facing securement system) and the Q-Pod securement system. They will begin training the bus operators on both systems in early October. These systems will be used on the new BRT buses.

The following training sessions were conducted in September:

Staff performed the following trainings:

- Four (4) new general laborers that started on September 26, 2018
- 13 operators for retraining due to preventable accidents
- One (1) participant for training to aid in acquiring their CDL permit



HUMAN RESOURCES SEPTEMBER

10/25/2018

Item No. R – 4

To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES SEPTEMBER

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

September 2018 Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 09/30/2018)

Represented: 527

Non-Represented: 161

Total Active Employees: 668

Separations

Represented: 6

Non-Represented: 2

Total Separated Employees: 8

New-Hire Employees

Represented: 30

Non-Represented: 2

Total New-Hire Employees: 32

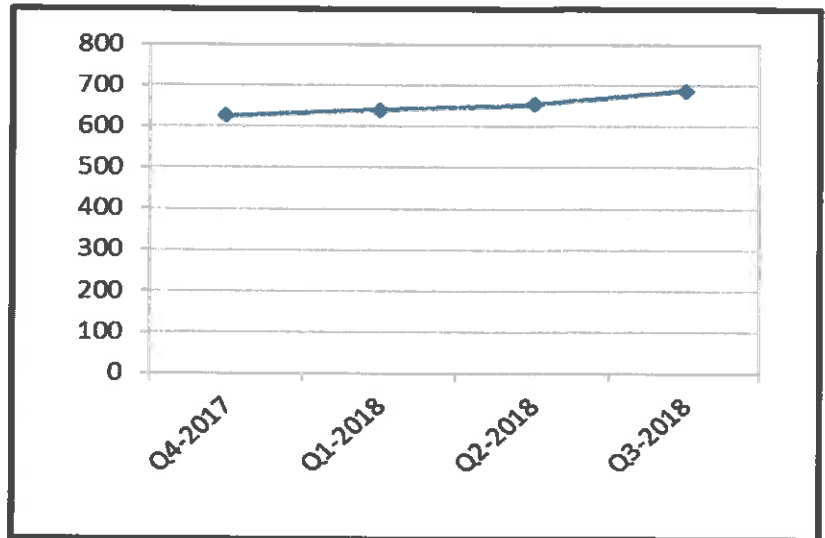
Employee Turnover Rate: 1.16%

Staffing Capacity (as of 09/30/2018)

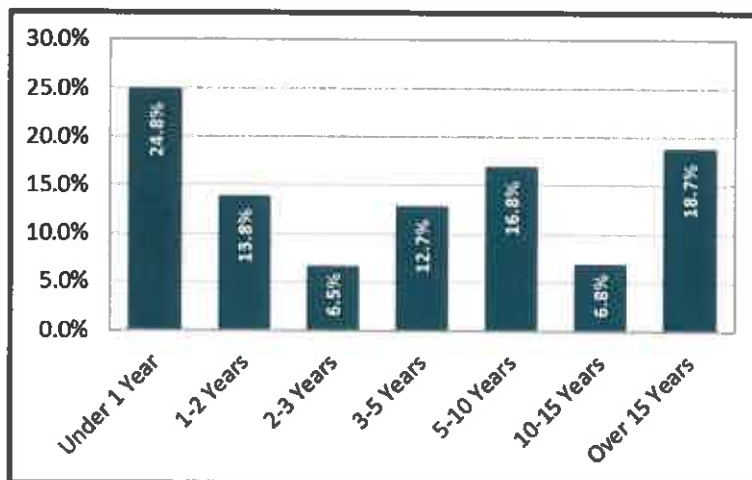
837.0 FTE Budget

668.0 FTE Actual

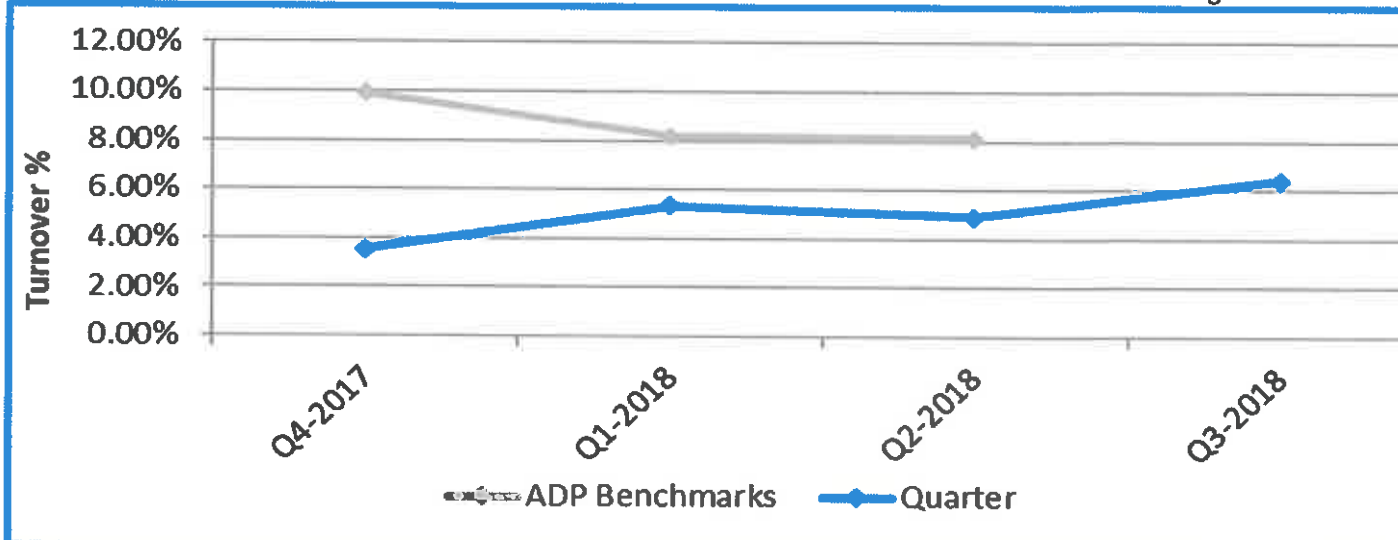
18% Below Maximum Capacity



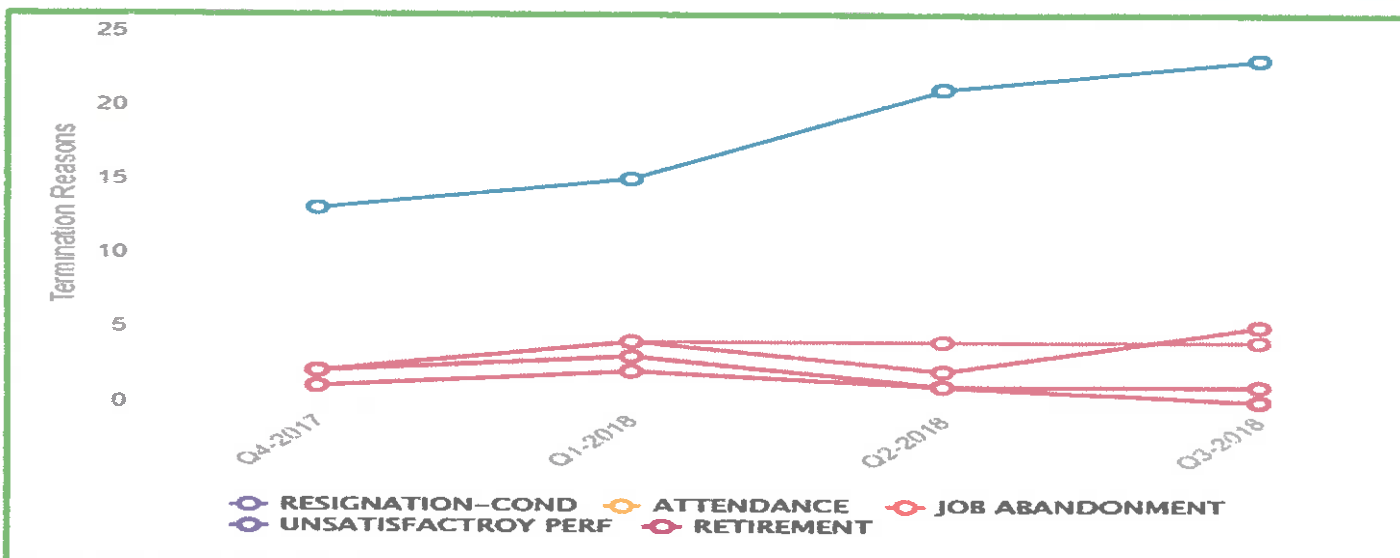
PERIOD	HEADCOUNT
Q4-2017	626
Q1-2018	641
Q2-2018	654
Q3-2018	688



TENURE BAND	HEADCOUNT PERCENTAGE	HEADCOUNT
Under 1 Year	24.8%	171
1-2 Years	13.8%	95
2-3 Years	6.5%	45
3-5 Years	12.7%	88
5-10 Years	16.8%	114
10-15 Years	6.8%	46
Over 15 Years	18.7%	129



PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmark
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	8.13
Q3-2018	6.44%	43	668.22	



PERIOD	RESIGNATION-COND	ATTENDANCE	JOB ABANDONMENT	UNSATISFACTORY PERF	RETIREMENT	All Other
Q4-2017	13	2	2	2	1	
Q1-2018	15	4	4	3	2	
Q2-2018	21	4	2	1	1	
Q3-2018	23	4	5	0	1	

Drug and Alcohol Compliance

September 2018	
Test Type	Number of Tests
Pre-Employment	25
Random	18
Post Accident	8
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	2

Learning and Development

1. **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).
2. **Transportation Safety Institute**
 - a. Effectively Managing Transit Emergencies – October 23.
 - b. Fundamentals of Bus Collision Investigation – June 2019.
3. **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 move of the month was Biking. In lieu of creating our own bike ride event, Employees were encouraged to join in the group rides on the first Thursday evening of every month that meets at City Market.

On Saturday, September 28, there were 4 teams participating in our 2nd annual 3-on-3 basketball tournament. The tournament was a success and we look forward to having more teams participate next year.

Flu shots arrived and are offered at no cost to employees and their dependents who carry IndyGo's insurance plan.

Upcoming activities: Maintain don't gain campaign that will begin the week of Thanksgiving and run through the Monday after super bowl.

End of the year, employee appreciation celebration-time and location to be determined.

Activate Clinic Utilization Stats for September 2018

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	60	14	298	372
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	367	6	2	375

Leave Management

Total Intermittent Leaves Received:
11

Total Continuous Leaves Received:
17

Total Leaves Received: 18

Total Intermittent Leaves Closed: **17**

Total Continuous Leaves Closed: **5**

Total Leaves Closed: 22

September 2018	
Leave Type	Number of Days
FMLA – No Pay	50
FMLA – Personal Day	3
FMLA – Sick Day	52
FMLA – Vacation Day	9
Sick – No Pay	38
Worker's Comp – No Pay	19
Total Lost Time	171 Days = 1368 Hours

Open Intermittent Leaves (as of 05/31/2018): **89**

Open Continuous Leaves (as of 05/31/2018): **19**

Total Intermittent Occurrences: **94**

Total Intermittent Hours: **708.38**

Workers' Compensation

2018 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	2	5	4	7	10	6	10	12	9				
Non-Reportable	3	3	2	3	2	4	1	1	2				

Light Duty - New	0	3	3	3	4	5	3	6	3				
Light Duty - Total	1	2	5	5	6	7	7	11	8				
TTD - New	0	0	0	1	0	3	1	3	6				
TTD - Total	3	2	2	1	0	3	3	6	7				
Denied	0	1	1	0	0	0	0	0	3				
Lost Time (days)	80	56	27	15	6	63	72	84	79				
Open Claims - New	0	0	0	7	10	10	10	12	9				
Open Claims - Total	6	6	6	17	16	19	17	26	27				
Closed Claims	6	6	0	6	1	3	7	3	8				