



Board Report  
December 6, 2018

[www.IndyGo.net](http://www.IndyGo.net)  
317.635.3344

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO**  
**BOARD OF DIRECTORS' PUBLIC MEETING**  
**AGENDA – DECEMBER 6, 2018**

---

**New Business**

**RECOGNITIONS**

**ACTION ITEMS**

- A – 1**      **Consideration of Approval of Minutes from Board Meeting held on October 25, 2018 – Juan Gonzalez**
- A – 2**      **Consideration and Approval of IPTC Board Meeting Dates for 2019 – Mike Terry**
- A – 3**      **Consideration and Approval of Giro, HASTUS – Annual License, Maintenance and Support Renewal and Purchase of the WebBid Module – Annette Darrow**
- A – 4**      **Consideration and Approval of 5310 Subrecipient Awards and Vehicle Orders – Annette Darrow**
- A – 5**      **Ratification of Fuel Contract – David Adamson**
- A – 6**      **Consideration and Approval of Transit Security Contract – Mark Emmons**
- A – 7**      **Approval of Acquisition of Training & Contingency Site – Justin Stuehrenberg**
- A – 8**      **Approval of Red Line Construction Project Contingency Budget – Justin Stuehrenberg**
- A – 9**      **Approval for 2018 Encumbrances for 2019 Carryover – Hardi Shah**
- A – 10**     **Approval of Supplier Diversity Support Services – Chelci Hunter**
- A – 11**     **Procurement of Office Furniture for Administrative Office Renovations – LaTeeka Washington**
- A – 12**     **Consideration and Approval of New MAC Members - Paula Haskin**

**Old Business**

**INFORMATION ITEMS**

- I – 1**      **Consideration of Receipt of the Finance Report for October 2018 – Nancy Manley**
- I – 2**      **Fare Policy & Equity Presentation – John Marron**
- I – 3**      **Open Door Update – Roscoe Brown**
- I – 4**      **CEO Update – Mike Terry**

**Department Reports in Board Packet:**

- R – 1**      **Public Affairs & Communications Report for October 2018 – Bryan Luellen**
- R – 2**      **Planning & Capital Projects Report for October 2018 –Justin Stuehrenberg**
- R – 3**      **Operations Report for October 2018 – Roscoe Brown**
- R – 4**      **Human Resources Report for October 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, January 24, 2019*

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 October 25, 2018.

**RECOMMENDATION:** Approve the minutes for the above listed meeting.



Jill D. Russell  
General Counsel

Attachment

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

**THURSDAY, October 25, 2018**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00 pm, on Thursday, October 25, 2018, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

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

Danny Crenshaw, Chair  
Juan Gonzalez, Vice-Chair  
Tommie Jones, Secretary  
Mark Fisher, Board Member  
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/VP of Operations  
Bryan Luellen, VP of Public Affairs and Communications  
Marcus Burnside, Interim CIO

**RECOGNITIONS:**

Danny Crenshaw presented Alan Rowland with a plaque honoring him for his 10 years of service on the Board of Directors at IndyGo. Mike Terry read a letter from Mayor Hogsett thanking Mr. Rowland for his dedication and service.

**ACTION ITEM 1: APPROVAL OF MINUTES FROM BOARD MEETING SEPTEMBER 27, 2018**

Motion for approval by Juan Gonzalez and seconded by Tommie Jones passed unanimously.

**ACTION ITEM 2: TASK ORDER FOR MAINTENANCE AREA RENOVATIONS DESIGN**

Presented by LaTeeka Washington for approval of Task Order to Etica for Design of Phase II Facility Renovations. Motion for approval by Juan Gonzalez and seconded by Mark Fisher carried unanimously.

**ACTION ITEM 3: APPROVAL OF SERVICE STANDARDS**

Presented by Jerome Horne for adoption of 2018 Service Standards. Motion for approval by Mark Fisher and seconded by Juan Gonzalez carried unanimously.

**ACTION ITEM 4: CONSIDERATION AND APPROVAL OF GROUP HEALTH/MEDICAL INSURANCE**

Presented by Teresa Boone for approval to enter into a one (1) year contract with Anthem Blue Cross Blue Shield. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

**ACTION ITEM 5: CONSIDERATION AND APPROVAL OF GROUP VISION INSURANCE**

Presented by Teresa Boone for approval to enter into a four (4) year contract with Anthem Blue Cross Blue Shield. Motion for approval by Juan Gonzalez and seconded by Tommie Jones carried unanimously.

**ACTION ITEM 6: APPROVAL OF PURPLE LINE CONSTRUCTION MANAGEMENT TASK ORDER**

Presented by Sri Venugopalan for approval to issue Task Order #1 to Butler, Fairman & Seufert for construction services at 60% design. Motion for approval by Juan Gonzalez and seconded by Adairius Gardner carried unanimously.

**ACTION ITEM 7: APPROVAL OF TASK ORDER FOR RURAL STREET UNDERPASS DESIGN**

Presented by Justin Stuehrenberg for approval of Task Order to Shrewsberry for design and bid documents for Rural Street underpass lowering. Motion for approval by Tommie Jones and seconded by Juan Gonzalez carried unanimously.

**ACTION ITEM 8: RESOLUTION FOR FREE TRANSIT RIDES ON ELECTION DAY NOVEMBER 6TH**

Presented by Mike Terry for approval of free rides on November 6, 2018, Election Day. Motion for approval by Tommie Jones and seconded by Adairius Gardner carried unanimously.

**INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR SEPTEMBER 2018**

Nancy Manley presented the report. The report was accepted.

**INFORMATION ITEM 2: TRANSIT PROJECTS UPDATE**

Justin Stuehreberg provided a presentation. A copy of the presentation is attached. The report was accepted.

**INFORMATION ITEM 3: OPEN DOOR-PARATRANSIT UPDATE**

Roscoe Brown provided the Board the six- month update on the TransDev contract and he latest quarterly customer approval ratings, which are down  
The call center and dispatchers will be relocating to a warehouse on Rural and I-70. The move should be completed by the end of October or first week of November.

To improve service, TransDev brought in staff from Illinois to assist in training drivers, dispatch and HR personnel. In addition, fifteen (15) new paratransit vehicles have been received to support these improvements. Open Door is also offering taxi vouchers to help with meeting the demand. The Board

expressed disappointment and inquired about contract enforcement measures and utilization of other resources to improve service. Board member Adairius Gardner requested that someone from TransDev be present at the December 6<sup>th</sup> meeting. The report was accepted.

**INFORMATION ITEM 4: FARE SYSTEM & POLICY**

John Marron provided the report. A copy of the presentation is attached. The report was accepted.

**INFORMATION ITEM 5: CEO UPDATE**

President and CEO Mike Terry recognized Greg Meyer from the Mobility Advisory Committee (MAC). Marcus Burnside was introduced as the Interim CIO. Mr. Terry advised the Board that Congress has a continuing resolution for the budget through December 7, 2018. As there will be no board meeting in November, the next meeting will be on December 6<sup>th</sup>, 2018. 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 6:42pm.

---

Jill D. Russell  
General Counsel

TO: Chairman and Board of Directors

FROM: Michael A. Terry, President/CEO

**BOARD MEETING DATES FOR 2019**

**ISSUE:** The following dates are proposed for Board meetings during 2019 Board meetings are scheduled for 5:00 p.m. in the IPTC Board Room.

An Executive Session may precede the board meetings as needed.

Finance Committee meetings occur on the Thursday a week before the Board Meeting and Service Committee meetings occur on Tuesdays the same week as the Board meetings.

| Board Meeting Dates YEAR 2019                    |                                       |
|--------------------------------------------------|---------------------------------------|
| Thursday, January 24 <sup>th</sup>               |                                       |
| Thursday, February 28 <sup>th</sup> <sup>d</sup> |                                       |
| Thursday, March 28 <sup>th</sup>                 |                                       |
| Thursday, April 25 <sup>th</sup>                 |                                       |
| Thursday, May 23 <sup>rd</sup> <sup>h</sup>      |                                       |
| Thursday, June 27 <sup>th</sup>                  |                                       |
| Monday, July 29 <sup>th</sup>                    | <i>Budget 2020 introduced</i>         |
| Thursday, August 8 <sup>th</sup>                 | <i>Public Hearing for Budget 2020</i> |
| Thursday, August 22 <sup>nd</sup>                | <i>Final adoption of Budget 2020</i>  |
| Thursday, September 26 <sup>th</sup>             |                                       |
| Thursday, October 25 <sup>th</sup>               |                                       |
| Thursday, December 5 <sup>th</sup>               |                                       |

**REVIEW:** IPTC Board and Staff

**RECOMMENDATION:** Approval of the proposed dates.

  
Michael A. Terry  
President/CEO

TO: Chair and Board of Directors

FROM: Annette Darrow, Director of Planning

SUBJECT: Sole Source - Annual Renewal for GIRO, HASTUS  
Sole Source – BidWeb Module for GIRO, HASTUS

**BACKGROUND:**

GIRO, Inc. provides the HASTUS software solution for route scheduling and planning, customer comment tracking, and daily operational functions. Adapted for multiple platforms, HASTUS provides advanced operations optimization techniques and powerful data-management tools. IndyGo has used HASTUS since 2005 and upgraded the system in 2015. The platform includes modules for Planning, Scheduling, Operator Bid, Daily Operations, Customer Service, and web based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules and operator work shifts. Customer services manages comments as well as trip planning via the website and other real-time platforms.

This action item is seeking approval for annual licensing fees for the software and for the purchase of the new BidWeb module that works in conjunction with other modules previously purchased by IPTC.

The BidWeb option is designed to facilitate the pick process via the internet, allowing employees to directly register their selections through a Web browser. BidWeb can also be used for annual vacation assignments and vacation change requests. By further automating the pick process IPTC provides more information and choices to operators when selecting their work for a 4-month period, holidays, and vacation weeks. IPTC also can reduce the amount of time it takes to complete the pick process as well as reduce overtime and potential absenteeism abuse. With the increase in service in 2019 forward more operators will need to be added to the process increasing the staff time needed to manage it. With BidWeb the need for paper, having to be on site to pick, and human error would be reduced.

**PROCUREMENT PROCESS:**

The GIRO software used by the Indianapolis Public Transportation Corporation (IndyGo) is a proprietary product developed, sold, and distributed exclusively by GIRO, Inc. of Montreal Quebec, Canada.



GIRO, Inc. maintains all copyright privileges for their software solutions and these products must be purchased directly from their company. There are no agents or dealers authorized to represent these products and no division of GIRO, Inc. has any right of sub-license to make a similar or competing product. Additionally, no other items or products are available for purchase that would serve the same purpose or function without costly re-integration and re-installation. There is only one price for the above-named products because of exclusive distribution and marketing rights.

**FUNDING:**

The funding source for this procurement is provided by the IndyGo operating budget.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a sole source contract with Giro Inc. to provide the required Licensing, Maintenance and Support of HASTUS related software in the amount not to exceed \$143,163 for 2019.

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a sole source contract with Giro Inc. to purchase the BidWeb module of HASTUS software in the amount not to exceed \$177,270.



Annette Darrow  
Director of Planning

TO: Chair and Board of Directors  
FROM: Justin Stuehrenberg, Vice President of Planning and Capital Projects  
Annette Darrow, Director of Service Planning

**SUBJECT:**

**Procurement of Transit Vehicles for FTA's Section 5310 Grantees**

**BACKGROUND:**

The Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is a FTA grant program providing funding assistance for eligible entities that provide transportation support for seniors and individuals with disabilities. Section 5310 grant funds are typically utilized to provide capital for replacement or expansion vehicles which organizations use to enhance the mobility of eligible individuals where public transportation is lacking or not available.

In 2012 the Governor of Indiana selected IndyGo as the designated recipient for Section 5310 funds for the Indianapolis Urban Area. To facilitate the process of distributing grant funds IndyGo conducted a Call for Projects (CFP) in Spring 2018. As a result, seven eligible recipients were awarded the 80% FTA funding for a total of nine (9) transit vehicles. Grant agreements will be executed between IPTC and the individual subrecipients in December 2018. Each grantee will be required to provide the 20% local match for their award. The award breakdown is as follows:

| Agency                                | Vehicle Type                | Unit Price   | Qty. | Total                | Grant Amount<br>(80% Match) |
|---------------------------------------|-----------------------------|--------------|------|----------------------|-----------------------------|
| Janus Developmental Services, Inc.    | Low Floor Minivan           | \$ 40,000.00 | 1    | \$ 40,000.00         | \$ 32,000.00                |
| Noble, Inc.                           | Low Floor Minivan           | \$ 40,000.00 | 1    | \$ 40,000.00         | \$ 32,000.00                |
| CICOA Aging & In-Home Solutions       | Small Transit Vehicle (BOC) | \$ 53,000.00 | 2    | \$ 106,000.00        | \$ 84,800.00                |
| Health & Hospital Corp. of Marion Co. | Low Floor Minivan           | \$ 40,000.00 | 1    | \$ 40,000.00         | \$ 32,000.00                |
| Tangram, Inc.                         | Low Floor Minivan           | \$ 40,000.00 | 1    | \$ 40,000.00         | \$ 32,000.00                |
| Bosma Enterprises                     | Low Floor Minivan           | \$ 40,000.00 | 2    | \$ 80,000.00         | \$ 64,000.00                |
| John H. Boner Community Center        | Small Transit Vehicle (BOC) | \$ 53,000.00 | 1    | \$ 53,000.00         | \$ 42,400.00                |
|                                       |                             |              |      | <b>\$ 399,000.00</b> | <b>\$ 319,200.00</b>        |

To ensure procurement compliance IndyGo will purchase all vehicles on behalf of the sub-recipients. Upon delivery, all vehicles will be distributed to individual sub recipients. IPTC will place a lien on each vehicle title until the federal vehicle useful lifespan has expired.

PROCUREMENT PROCESS:

IPTC will utilize the State of Indiana Quantity Purchase Agreement (QPA) which meets federal procurement requirements. Based on the current QPA, Midwest Transit Equipment Inc. is the approved vendor.

FUNDING:

Total cost of this procurement will not exceed \$399,000. The FTA Section 5310 grant will provide for 80% of the costs of the vehicles and the 20% local match will be submitted by the sub-recipients in the Fall of 2018.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to enter into a purchase contract with Midwest Transit Equipment, Inc. for the purchase of nine (9) accessible transit vehicles to include: 6 each Low Floor Minivans and 3 each Small Transit BOC vehicles for an amount not to exceed \$399,000.



Annette Darrow  
Director of Service Planning

**TO:** Chair and Board of Directors

**FROM:** Pam White, Director of Procurement

**SUBJECT:** Ratification of Fuel Contract

**BACKGROUND:**

IPTC's annual fuel consumption is approximately 2 million gallons per year, including 1.8 million gallons for IPTC's fixed route buses and the balance is provided to Transdev Services for the paratransit Operation. Over the past few years, fuel prices have been very volatile. In an effort to take advantage of fuel prices at their lowest, IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts.

This strategy meets FTA requirements for full and open competition and simultaneously maintains the agility to take advantage of sometimes significant price swings in the fuel market, removing some of the risks associated with contracting large fuel purchases in a volatile market. IPTC choose to continue this procedure for the next fuel solicitation.

**PROCUREMENT PROCESS:**

On November 18, 2017, Co-Alliance and CERES Solutions were both found to be responsive and responsible and were qualified as suppliers by IPTC for up to two years. On November 2, 2018, IPTC sent a IFB to the qualified vendors, these bids were opened on December 5, 2018 and IPTC selected the lowest qualified bidder.

IPTC agreed to order 1,800,000 gallons of its diesel fuel consumption through 2019 at a contracted price of \$2.058/gallon. This requires IPTC to order a minimum of 150,000 gallons/month at this price. If IPTC, requires more fuel above the 150,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at market rate from CO-Alliance, LLP.

**FUNDING:**

Fuel is funded by the operational budget.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, IPTC wishes to ratify the contract with CO-Alliance, LLP for a minimum of 1,800,000 gallons of premium ultra-low sulfur diesel at a price of \$2.058 per gallon delivered over a twelve (12) month period January 1, 2019 through December 31, 2019.



Nancy Manley

Vice President / Chief Financial Officer



Pam Wagner

Director of Procurement

**TO:** Chair and Board of Directors

**FROM:** Mark Emmons, Director of Safety, Training & Security  
Pamela Wagner, Director of Procurement

**SUBJECT:** RFP 18-09-305 Transit Security Services

**BACKGROUND:**

The objective of this contract is to continue to provide a notable and visible professional armed police force and armed security in an efficient and cost-effective manner within the community we serve. This service is designed to assist the organization to maintain and improve safety throughout the transit system to include bus stops, passenger shelters, on buses and at IPTC owned or controlled property.

In 2015, the IPTC Board of Directors approved a security contract, with Nolan Security and Investigations, LLC, that allowed IPTC to deploy off duty police officers into transit service and armed security guards at IndyGo Headquarters. The original contract was for two (2) years plus three (3) one-year options. Since that process the contract scope has expanded to include the Julian M. Carson Downtown Transit Center (DTC) at 201 E. Washington St. IndyGo is also looking for the security firm to work with IndyGo on the Red Line Bus Rapid Transit (BRT) program. This would include non-armed security officers for fare inspection and Law Enforcement Officers (LEO) for traffic enforcement and assistance if needed for fare inspection. IndyGo also included the possible addition of a new training facility that would use armed security guards.

The current contract is scheduled to end on January 31, 2019. IndyGo is looking to enter into a new two (2) year with three (3) one-year options contract for Armed Security, off-duty Law Enforcement officers and Unarmed Fare Inspection Officers (FIO).

**PROCUREMENT PROCESS:**

On September 13, 2018, IPTC released RFP 18-09-305, Security Services published with a posting on the IPTC website and an email to all registered IPTC vendors. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran from September 4, 2018 thru September 7, 2018;

On September 21, 2018 IPTC held a pre-proposal meeting in which two (2) people attended representing one (1) firm;

On September 27, 2018 IPTC received fifty-six (56) written questions regarding RFP 18-09-305 Security Services;

On October 3, 2018 IPTC issued an addendum answering written questions received;

On October 22, 2018 IPTC received one (1) bid and on October 23, 2018 received three (3) additional responses to RFP 18-09-305. The three responses received on October 23, 2018 were received after the 10:00 AM proposal time deadline and were returned to interested vendors unopened. -The one (1) firm was found to be responsive and responsible.

The evaluation committee was then asked to score the one response solely on the written proposal that was provided. The criteria that they were scored on included the approach to the project, experience/past performance and cost proposal. Below is the vendor that responded and the total cost of the project for the 5-years.

**Vendor:** Nolan Security

**Final Price:** \$3,945,481.56

**Service includes:** Downtown Transit Center, IndyGo HQ, BRT and new training facility for initial 2 years of contract

**FUNDING:**

This project is funded from the Operating budget.

DIVERSITY PARTICIPATION:

As this project is being funded from the Operating budget there was no DBE goal set. IPTC has a policy to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) businesses certified by the City of Indianapolis Office of Minority and Women Business Development (OMWBD) by achieving at minimum one of four fixed goals. Although Nolan Security is not a certified business, they have made a commitment to work with four local minority businesses to meet 3.5% XBE participation of the contract within the first year. Nolan Security has made a commitment to spend 8% of the total estimated budget in the second year of the contract with XBE businesses. Consideration of contract option years will require a commitment to increase XBE percentage participation levels consistent with the goals established by the City of Indianapolis and adopted by IPTC at that time.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, it is requested that the Board authorize the President and CEO to enter into negotiations with Nolan Security. Then upon successful negotiations enter a contract for two (2) years with Nolan Security for an amount not to exceed \$3,945,481.56 with three (3) one-year options. IndyGo requests that the Board approve the first two (2) years of financials and IndyGo staff will bring each of the three options years to the Board for approval each year.

A blue ink signature of Mark Emmons, consisting of a stylized 'M' followed by a series of loops and a long horizontal stroke.

Mark Emmons  
Director of Safety, Training & Security

A blue ink signature of Pamela Wagner, featuring a large, elegant loop at the top followed by several smaller loops and a trailing stroke.

Pamela Wagner  
Director of Procurement



**TO:** Chair and Board of Directors

**FROM:** Justin Stuehrenberg, VP of Planning & Capital Projects

**SUBJECT:** Acquisition of Site for Training and Contingency Facility

**BACKGROUND:**

IndyGo has historically done operator training using classroom space on-site at 1501 W Washington St and in various parking lots around the city that have been secured by short-term leases. With the ramp-up in the Marion County Transit Plan, IndyGo will see the number of operators going through training increase dramatically going forward and space constraints at the 1501 W Washington Facility become more pronounced. Training is currently operating out of temporary trailer facilities in the South parking lot. Securing parking lots for in-bus training has also gotten more difficult as proposed developments have pushed us from one site to the next.

In parallel, IndyGo has long identified the need for a contingency operations facility which could function as a home base in the event that the facility at 1501 W Washington is incapacitated in some way.

In order to provide both a permanent home for training and a site for contingency operations, IndyGo included budget for a Training and Contingency Site in the recent capital plans and set out to find a suitable location. In discussions with the City of Indianapolis, we identified a city-owned parcel in the Riverside Neighborhood which was the former home of the Carrier-Bryant Corporation that had recently undergone environmental cleanup efforts and had received clearance from the Indiana Department of Environmental Management.

IndyGo conducted a preliminary assessment and determined that this site would meet our needs and began reaching out to the neighborhood to get their concurrence. In four meetings with the Riverside neighborhood and Flanner House, the neighborhood voiced strong support.

**ACTION:**

This action would authorize IndyGo to move forward on a purchase of 6.5 acres of the Carrier-Bryant site at 1124 W 21<sup>st</sup> St for the future training and contingency operations facility. The City of Indianapolis had the property appraised, resulting in a proposed cost for an intergovernmental transfer not to exceed \$400,000, or approximately \$61,000 per acre. The purchase would be contingent upon IndyGo completing a Phase 1 Environmental Assessment.

PROCUREMENT PROCESS:

Local intergovernmental transfer.

FUNDING:

The project would be 100% funded by recently approved Bond funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute an intergovernmental transfer for 6.5 acres of land at 1124 W 21<sup>st</sup> St with the City of Indianapolis for an amount not to exceed \$400,000.



Justin Stuehrenberg  
VP of Planning & Capital Projects

**TO:** Chair and Board of Directors

**FROM:** Justin Stuehrenberg, VP of Planning & Capital Projects  
Pamela White, Director of Procurement

**SUBJECT:** **Change Order & Future Change Order Policy for Red Line Rapid Transit project**

**BACKGROUND:**

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

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

IPTC has previously executed change orders to the Rieth-Riley contract bringing the total contract amount to \$31,400,997.35.

IPTC has previously executed change orders to the F.A Wilhelm contract bringing the total contract amount **down** to \$13,618,700.00.

**ACTION:**

The current process of requiring a Board Action for every change order over \$100,000 is similar to all other projects regardless of size. However, due to the size of this project, that limitation has made IPTC much less nimble than is needed to ensure this project is moving forward in an efficient manner. Because of sheer magnitude, IPTC is asking the Board of Directors to authorize a revision to instead require a Board Action for any change order over \$250,000 specifically related to the Red Line Project.

Further, IPTC is requesting that future change orders over \$250,000 be allowed to be done via ratification, rather than pre-approval, in time-sensitive situations. In this case, IPTC will notify board members of the details of an impending change order via email concurrently with its execution and the change order will be ratified at the following board meeting. IPTC will make every attempt to limit these ratification processes to only times of urgent need.

Finally, there are two change orders which are requested be approved as of this action. First, significantly additional sidewalk work has been required on Meridian Street due to the installation of drainage infrastructure. This necessitates a change order with Rieth-Riley for an amount not to exceed \$1,200,000. Second is a change order with HNTB for the construction management services. IPTC has asked them to provide more robust outreach efforts which has added additional cost, plus the contractors are working in more areas than originally intended, so the number of inspectors needed has increased. This necessitates a contract limit amendment with HNTB to increase their budget by up to \$1,250,000.

PROCUREMENT PROCESS:

N/A

FUNDING:

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

This is action simply allows the use of an already established contingency for this project. It does not change the overall project budget.

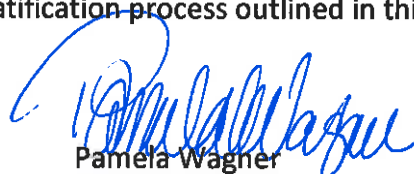
RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute Change Orders for the Red Line Rapid Transit project with Rieth-Riley Construction for up to \$1,200,000 and with HNTB for up to \$1,250,000.

In addition, it is requested that the process for future change orders be altered to allow staff approval for change orders below \$250,000 and for urgent time-sensitive change orders above \$250,000 to be approved by the board via a ratification process outlined in this letter.



Justin Stuehrenberg  
VP of Planning & Capital Projects



Pamela Wagner  
Director of Procurement

TO: Chair and Board of Directors

FROM: Nancy Manley, Vice President of Finance

**REQUEST FOR APPROVAL OF RESOLUTION 2018 – 05 TRANSFER IN APPROPRIATIONS AND  
OUTSTANDING PURCHASE ORDERS**

**Background:** With the opening of a new budget year and a new set of ledgers, it is advantageous to review the unpaid purchase orders and contracts which remain on the ledgers as “encumbered.”

Whenever a valid appropriation has been lawfully encumbered by a contract or by the issuance of a purchase order, the appropriation to the extent of the encumbrance may be carried forward to the succeeding year and made available for payment of the obligation which encumbered it. Only so much of the appropriation as is lawfully encumbered may be carried forward.

**ISSUE:** The State guidelines allow the Board to authorize the outstanding purchase orders at year-end. These outstanding purchase orders were not paid prior to December 31, 2018 therefore it will be necessary to carry them forward into the next fiscal year (2019) pending available cash balances at the close of the fiscal year 2018. The appropriation to cover the purchase orders, once expensed, will come from the 2018 budget.

**STRATEGIC/FISCAL IMPACT:** There is no fiscal impact on the 2019 budget as appropriations were provided for the purchases orders in the 2018 budget.

**RECOMMENDATION:** Authorize the approval of Resolution 2018-05



Nancy Manley  
Vice President of Finance

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
RESOLUTION 2018-05**

A RESOLUTION approving the transfers in appropriation for the General fund and the encumbered balances of outstanding purchase orders for the Capital fund for the calendar year ending December 31, 2018. These changes are in response to the needs of INDIANAPOLIS PUBLIC TRANSPORTATION;

**WHEREAS**, the Controller of IPTC has represented and the Board of IPTC now finds that the following changes and realignment in the budget categories are required:

**GENERAL FUND**

Other Service & Charges

|                          |          |           |
|--------------------------|----------|-----------|
| Claims                   | Increase | 250,000   |
| Purchased Transportation | Decrease | (125,000) |
| Services                 | Decrease | (425,000) |
| Utilities                | Increase | (300,000) |

Materials & Supplies

|                   |          |           |
|-------------------|----------|-----------|
| Fuel & Lubricants | Increase | (600,000) |
|-------------------|----------|-----------|

**CAPITAL FUND**

**WHEREAS**, the accounting guidelines established by the State of Indiana include the approval of outstanding purchase orders at year-end, and

**WHEREAS**, the attached listing includes all purchase orders from budgeted funds (including funds 8090, 9500 and 9502) unpaid at year-end 2018.

**THEREFORE BE IT RESOLVED**, that the Indianapolis Public Transportation Corporation Board of Directors hereby approve the attached list of purchase orders totaling an amount not to exceed \$25,732,357 from 2018 be carried forward to the next budget year (2019) and be paid from 2018 appropriations.

**NOW, THEREFORE, BE IT ORDAINED BY THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:**

**SECTION 1.** The IPTC will make the changes in appropriations as given above.

**SECTION 2.** The ordinance shall be effective December 6, 2014 and in accordance with all laws pertaining thereto.

The Board will meet in the offices of the Board, located at 1501 West Washington Street, Indianapolis, Indiana at the hour of 5:00 P.M. (local time) on December 6, 2018 to conduct a public meeting on this resolution.

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
RESOLUTION 2018-05

BOARD OF DIRECTORS

**Aye**

**Nay**

**Danny Crenshaw, Chair**

\_\_\_\_\_

**Juan Gonzalez, Vice Chair**

\_\_\_\_\_

**Tommie L. Jones, Secretary**

\_\_\_\_\_

**Gregory Hahn, Treasurer**

\_\_\_\_\_

**Mark Fisher**

\_\_\_\_\_

**Adairius Gardner**

\_\_\_\_\_

**Richard Wilson, Jr.**

\_\_\_\_\_

**TO:** Chair and Board of Directors

**FROM:** Chelci Hunter, DBELO/Procurement Administrator  
Pamela Wagner, Director of Procurement

**SUBJECT:** **RFP 18-08-303 Supplier Diversity Support Services**

**BACKGROUND & HISTORY:**

IPTC intends to contract with a firm to provide professional management and support services for its Disadvantaged Business Enterprises Program (DBE). The firm must have knowledge and experience with DOT's DBE Program which seeks to ensure nondiscrimination in the award and administration of DOT-assisted contracts. The goal is to create a level playing field on which DBE's can compete fairly for DOT-assisted contracts as specified by DOT's DBE regulations found at 49 CFR part 26.

The selected firm must also have knowledge and experience with the Indiana Department of Transportation's (INDOT) DBE certification process as well as the Minority, Women, Veteran, and Disability-Owned Business Enterprise certifications authorized by the City of Indianapolis Minority and Women Business Development (OMWBD).

IPTC's DBE program is managed by the DBE Liaison Officer (DBELO). The DBELO is responsible for implementing all aspects of the DBE program and ensuring that IPTC complies with all provisions of 49 CFR part 26. The selected firm will work with the DBELO and provide: Community Outreach, DBE/XBE Vendor Relations, and Diversity Participation. The goal is to substantially grow and develop IPTC's DBE program, as well as promote and increase growth in MBE, WBE, VBE, and DOBE's (commonly described as XBE's) contracting opportunities.

IPTC has not previously contracted for this service.

**TIMELINE:**

Through an RFP process, IndyGo solicited to contract for a term of three (3) years with no option years.



PROCUREMENT PROCESS:

- On September 5<sup>th</sup>, 2018 IPTC released RFP 18-08-303 with a posting on the IPTC website. Ads ran beginning August 22<sup>nd</sup>, 2018 and August 29<sup>th</sup>, 2018 in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine.
- On September 20<sup>th</sup>, 2018 IPTC received five (5) written questions regarding RFP 18-08-303 Supplier Diversity Support Services;
- On October 3<sup>rd</sup>, 2018 IPTC released Addendum #1 answering written questions received and providing clarification of the project scope and an updated bid cost form;
- On October 12<sup>th</sup>, 2018 IPTC received two (2) proposals in response to RFP 18-08-303 Supplier Diversity Support Services;
- Two (2) proposals were ruled responsive by Procurement and were evaluated by the evaluation committee based on the previously published evaluation criteria: Experience and Past Performance, Project Approach, and Cost Proposal.
- Based upon the scoring of the written proposals, both firms were invited in to interview with the Evaluation Committee. The evaluation team evaluated presentations based on Interview Performance, Availability on Project and Staffing Model Approach.

In both phases of evaluation, the team comprised of employees throughout all areas of the organization and one external stakeholder with the City of Indianapolis scored Indiana Strategic Resource Group, LLC highest.

FUNDING:

Supplier Diversity Support Services will be 100% funded by the IPTC Operating budget.

**DIVERSITY PARTICIPATION:**

As this project is being funded by the Operating budget, there was no DBE goal set. IPTC has a policy to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) businesses certified by the City of Indianapolis Office of Minority and Women Business Development (OMWBD) by achieving at minimum one of four fixed goals.

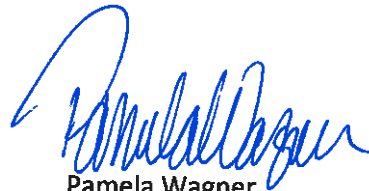
Indiana Strategic Resource Group, LLC (ISRG) is a certified MBE and WBE with the City of Indianapolis and will be performing 100% of the work.

**RECOMMENDATION:**

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with Indiana Strategic Resource Group, LLC, and upon successful negotiations enter into a contract for three (3) years for an amount not to exceed \$144,000 over three (3) years.



Chelci Hunter  
DBELO/Procurement Administrator



Pamela Wagner  
Director of Procurement

**TO:** Chair and Board of Directors

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

**SUBJECT:** IPTC Office Renovations Furniture

**BACKGROUND:**

With the staffing increases required to support the implementation of the Marion County Transit Plan, the existing office space at 1501 W Washington Street must be renovated to use of space more efficiently and update areas that are beyond their useful life.

In early 2018, IPTC engaged Etica Group to develop construction drawings for a renovation. Those drawings will result in separate biddable plans for physical construction and furniture procurement. Due to the change in sizes of cubicles, offices and meeting spaces and the existing condition of much of the furniture, new furniture is needed.

**PROJECT DESCRIPTION:**

This action will approve the selected vendor office furnishings for the Administration Area, Human Resources, Operations Administration area and the Operator's Lounge.

The estimate of cost was \$500,000.

**PROCUREMENT PROCESS:**

Per IPTC procurement process, the project was released as a Request for Proposal to determine best value for an award.

The project procurement schedule was as follows:

|                                  |                                              |
|----------------------------------|----------------------------------------------|
| Solicitation Release             | September 14, 2018                           |
| PRE-Proposal Meeting             | September 21, 2018 3:00 pm (IPTC Board Room) |
| Written Questions Due            | September 26, 2018 12:00 pm EST (Noon)       |
| Answers to Written Questions Due | October 1, 2018                              |
| RFP Due Date                     | October 8, 2018 11:00 am EST                 |
| IPTC Board Meeting               | October 25, 2018 5:00 pm EST -pulled         |
| Best and Final Offers            | November 26, 2018                            |
| IPTC Board Meeting               | December 6, 2018 5:00pm (IPTC Board Room)    |

A total of (1) one Addendum was issued with IPTC responses to 62 questions received interested bidders.

**RESULTS:**

IPTC received (3) three proposals for the project. All (3) three proposals were considered responsive and met the Diversity Participation and Good Faith Efforts. A Reference was contacted for each vendor.

The proposals were scored based on the following:

- Quality/Warranty
- Implementation Plan/Schedule
- Cost/Fees
- References

The procurement was reviewed again in November to ensure all staffing needs were met by the Executive team and their respective staff, which resulted in modifications in the styles and numbers presented to vendors previously, allowing them to submit a Best and Final Offer. All three vendors responded.

| Vendor                               | Diversity Participation | Best and Final Offer |
|--------------------------------------|-------------------------|----------------------|
| Business Furniture                   | 1.7%                    | \$343,199.00         |
| Office 360-River Resources (MBE)     | 100%                    | \$422,182.00         |
| Commercial Office Environments (WBE) | 100%                    | \$462,615.11         |

**FUNDING:**

Funding for this project is 100% Operating funds.

**DIVERSITY PARTICIPATION:**

As this project is locally funded, there was no DBE goal set. IPTC has a policy to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) businesses certified by the City of Indianapolis Office of Minority and Women Business Development (OMWBD) by achieving at minimum one of four fixed goals.

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

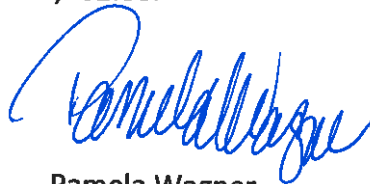
Both Office 360-River Resources (MBE) and Commercial Office Environments (WBE) had 100% diversity participation according to the City of Indianapolis guidelines; Business Furniture has made a commitment to partner with JCOS, Inc. (MBE, VBE) at 1.7% of the total contract.

**RECOMMENDATION:**

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with Office 360-Rivers Resources for the IPTC Office Renovations Furniture for an amount of \$422,182.00.



LaTeeka Washington  
Capital Project Manager - Facilities



Pamela Wagner  
Director of Procurement

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Flexible and Contracted Services  
Michael A. Terry, President and CEO

**CONSIDERATION AND APPROVAL OF MOBILITY ADVISORY COMMITTEE MEMBER**

**ISSUE:** Bylaws of the Mobility Advisory Committee (MAC) require a staggering of the members' terms to assure continuity in representation as well as generating new membership. However, several positions have become available due to resignations. The MAC has recommended Eric Schlegel to fill the position as employer. The nomination was submitted to the Service Committee on December 4, 2018 with recommendations for approval by the IPTC Board of Directors.

The biography represents the nominee recommended by the IPTC Service Committee for appointment to the Mobility Advisory Committee.

Eric Schlegel, Vice President of Retail Management.

Eric Schlegel has worked with Goodwill for the past nine years. Most of the Goodwill clients he works with utilize Open Door for their mode of transportation. Eric looks forward to helping IndyGo grow and represent all the workers of Goodwill.

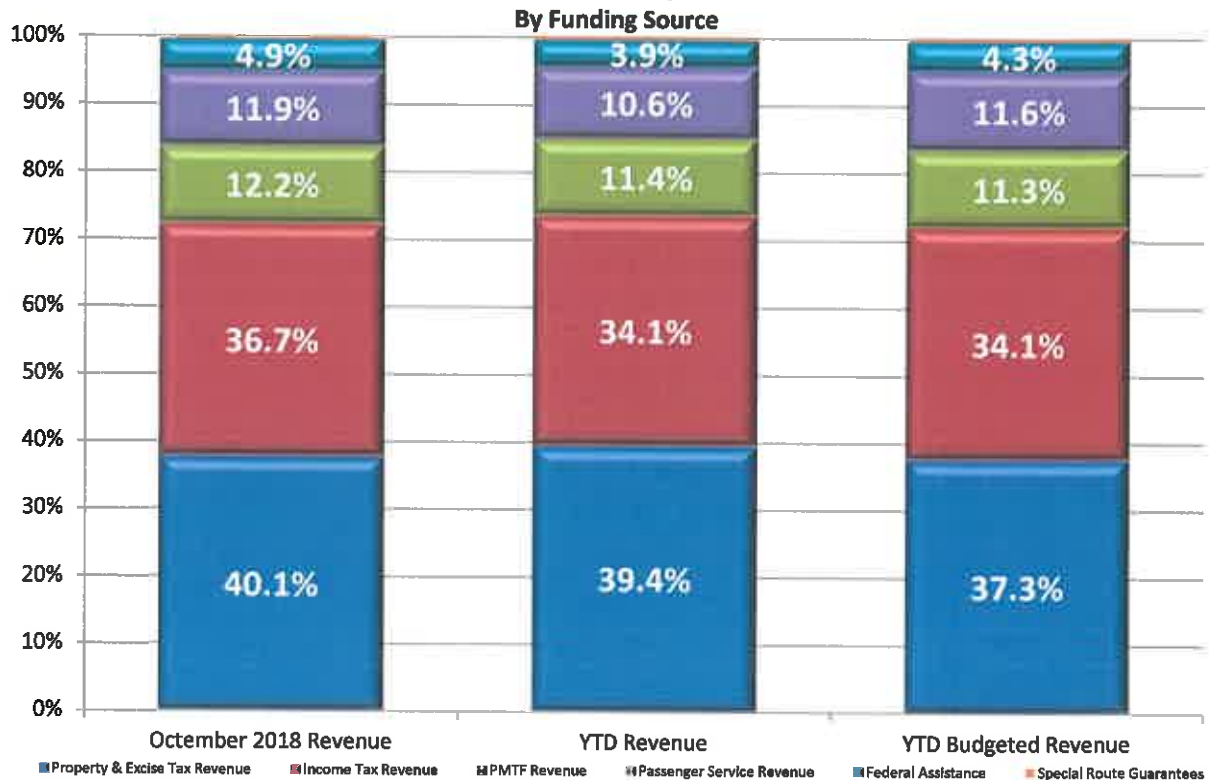


Paula Haskin  
Director of Flexible and Contracted Services

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

**FINANCIAL UPDATE  
October 2018**

**Revenue Comparison**



**FTA Assistance**

Revenue from the FTA assistance was over budget by 5.7% in October.

**Other Operating Income**

Large negative budget variance reported in October was caused by the posting to the Gain/Loss on Asset Disposal in the amount of \$514,819. There were three 2001 Articulated Buses that were received as a rehabbed bus in 2014. These three buses were put in with a useful life of 8 years. They did not make it 8 years and were disposed, these buses still had a non-depreciated value at disposition.

**Passenger Service Revenue**

Passenger service revenue was under budget for the month of October by 5.3%. Year-to-date this category was 8.7% under budget. At close of October 2018 ridership was 7.6% higher than October 2017. YTD ridership was higher than 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 October 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-October. IPTC received the expected amount of \$2.7M deposited in the operating revenue.

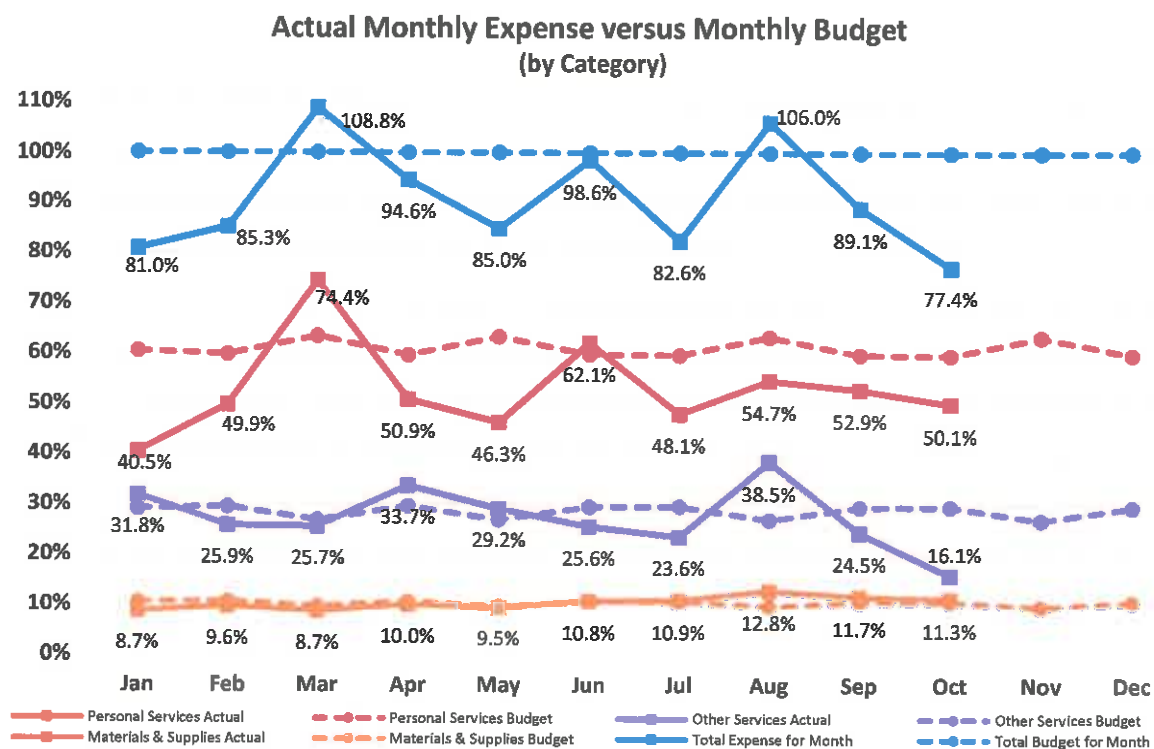
### Service Reimbursement Program

The revenue received for service reimbursement was 5.9% over projections for the month.

### Total Revenue

For the month of October 2018, the total revenue recognized was 7.0% under projections due primarily to the disposition of the three articulated buses still reflecting depreciated value. Year-to-date overall revenue received was on target with projections.

### **Expenditures**



### Personal Services

Overall, Personal Services were 16.1% under budget in October. Year-to-date has remained steady at 13.4% under budget. The organization continues to recruit new employees but is also replacing staff due to attrition as the same time.



### **Other services and Charges**

Collectively, this expense category was under budget projections by 45.7% for the month of October, due to a quarterly reconciliation transferring eligible expenditures to the Capital Clearing Account. Year-to-date this category was 8.0% under budget.

### **Materials and Supplies**

For the month of October, this expense category was 5.8% over budget. Year-to-date this category was 4.0% over projections. Diesel Fuel Usage was greater than budget due to the route change implemented earlier in the year which extended the hours of service, increased frequency along with ongoing training.

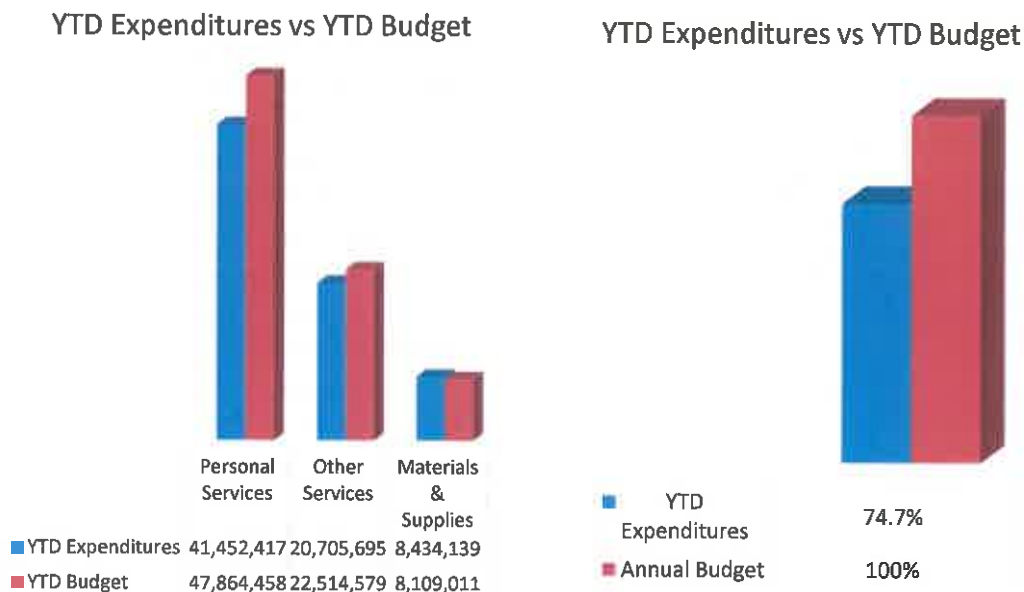
### **Total Expenses**

Total expenses came in 22.6% under budget projection for the month of October and year-to-date expenditures are 10.1% 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 October 31, 2018 our expenditures were 74.7% of our approved budget whereas we were projected to have expended 83% 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 Ten Months Ending Wednesday, October 31, 2018

11/9/2018 2:38 PM  
Period Selected: 10

Period Selected: 30

|                                  | Current Month |           |                |          | YTD        |            |             |          |
|----------------------------------|---------------|-----------|----------------|----------|------------|------------|-------------|----------|
|                                  | Actual        | Budget    | Budget         | Budget   | Actual     | Budget     | Budget      | Budget   |
|                                  |               |           | Variance       | Variance |            |            | Variance    | Variance |
|                                  |               |           | \$             | %        |            |            | \$          | %        |
| Revenue                          |               |           |                |          |            |            |             |          |
| Federal Assistance               | 360,529       | 341,008   | 19,521.05      | 5.7%     | 3,093,907  | 3,410,078  | (316,170)   | -9.3%    |
| Other Operating Income           | (458,291)     | 68,045    | (526,335.83)   | -773.5%  | 167,263    | 680,450    | (513,187)   | -75.4%   |
| Passenger Service Revenue        | 868,450       | 916,667   | (48,216.79)    | -5.3%    | 8,368,909  | 9,166,667  | (797,758)   | -8.7%    |
| PMTF Revenue                     | 892,545       | 892,545   | 0.00           | 0.0%     | 8,950,453  | 8,925,453  | 25,000      | 0.3%     |
| Property and Excise Tax Revenue  | 2,932,720     | 2,932,720 |                | 0.00     | 31,038,901 | 29,327,202 | 1,711,699   | 5.84     |
| Local Transit Income Tax Revenue | 2,687,495     | 2,687,495 |                | 0.00     | 26,874,950 | 26,874,950 |             | 0.00     |
| Service Reimbursement Program    | 35,308        | 33,354    | 1,954.86       | 5.9%     | 351,131    | 333,536    | 17,595      | 5.3%     |
| Total Revenues                   | 7,318,757     | 7,871,833 | (553,076.71)   | -7.0%    | 78,845,514 | 78,718,335 | 127,179     | 0.2%     |
| Expenses                         |               |           |                |          |            |            |             |          |
| Personal Services                |               |           |                |          |            |            |             |          |
| Fringe Benefits                  | 1,006,257     | 1,425,043 | 418,786.73     | 29.4%    | 12,237,346 | 14,631,575 | 2,394,228   | 16.4%    |
| Overtime                         | 327,092       | 319,033   | (8,058.18)     | -2.5%    | 2,722,958  | 3,190,333  | 467,376     | 14.6%    |
| Salary                           | 2,473,494     | 2,794,656 | 321,161.87     | 11.5%    | 26,492,113 | 30,042,550 | 3,550,437   | 11.8%    |
| Total Wages and Benefits         | 3,806,842     | 4,538,732 | 731,890.42     | 16.1%    | 41,452,417 | 47,864,458 | 6,412,041   | 13.4%    |
| Other Services & Charges         |               |           |                |          |            |            |             |          |
| Claims                           | 112,145       | 205,708   | 93,563.34      | 45.5%    | 2,294,741  | 2,057,083  | (237,657)   | -11.6%   |
| Miscellaneous Expenses           | 26,492        | 45,844    | 19,352.16      | 42.2%    | 423,406    | 458,438    | 35,032      | 7.6%     |
| Purchased Transportation         | 892,365       | 950,690   | 58,325.12      | 6.1%     | 8,724,891  | 9,506,900  | 782,009     | 8.2%     |
| Services                         | 130,126       | 927,132   | 797,005.98     | 86.0%    | 8,462,395  | 9,271,325  | 808,930     | 8.7%     |
| Utilities                        | 60,313        | 122,083   | 61,769.89      | 50.6%    | 800,262    | 1,220,833  | 420,571     | 34.4%    |
| Total Other Services & Charges   | 1,221,441     | 2,251,458 | 1,030,016.49   | 45.7%    | 20,705,695 | 22,514,579 | 1,808,884   | 8.0%     |
| Materials & Supplies             |               |           |                |          |            |            |             |          |
| Fuel & Lubricants                | 433,656       | 319,146   | (114,510.10)   | -35.9%   | 3,647,250  | 3,191,458  | (455,791)   | -14.3%   |
| Maintenance Materials            | 324,198       | 378,125   | 53,926.93      | 14.3%    | 3,747,900  | 3,781,250  | 33,350      | 0.9%     |
| Other Materials & Supplies       | 50,179        | 63,630    | 13,451.12      | 21.1%    | 610,450    | 636,303    | 25,853      | 4.1%     |
| Tires & Tubes                    | 50,063        | 50,000    | (63.00)        | -0.1%    | 428,540    | 500,000    | 71,460      | 14.3%    |
| Total Materials & Supplies       | 858,096       | 810,901   | (47,195.05)    | -5.8%    | 8,434,139  | 8,109,011  | (325,128)   | -4.0%    |
| Total Expenses                   | 5,886,380     | 7,601,091 | 1,714,711.86   | 22.6%    | 70,592,251 | 78,488,048 | 7,895,797   | 10.1%    |
| NET INCOME/(LOSS)                | 1,432,377     | 270,742   | (1,161,635.15) |          | 8,253,262  | 230,287    | (8,022,975) |          |

To: Chair and Board of Directors  
From: John Marron

## **PRESENTATION ON PROPOSED FARE POLICY**



## Proposed Fare Policy

### No change:

- Single trip fare will remain at \$1.75;
- Cash accepted on local routes

### Changes:

- Free Transfer within two hours\*
- Weekly fare capping at \$15.75 (equivalent to 9 rides)\*
- Eliminate period passes (week pass, month pass)

*\* Will require use of account-based system*



## FTA Requirement

- Assess **Disparate Impact** or **Disproportionate Burden** (DI/DB)
  - Examines current payment habits & geography of ticket vending machines
- 

## Major Policy Changes:

- Considered free transfer and fare capping separately and as one
- No DI/DB

## Geography:

- Considered 2019 and 2023
- Both have a DI/DB
- Staff evaluating alternatives
  - Retail Network
  - Strategic placement of additional vending machines

To: Chair and Board of Directors  
From: Roscoe Brown

## **OPEN DOOR UPDATE**

## **IPTC Paratransit Service Update**

as of December 5, 2018

As previously stated and reported, Transdev Services has grossly underperformed in paratransit service delivery expectations, since assuming the service contract in April of this year (including and beyond the 90-day start-up grace period).

### **Transdev Monthly On-Time Percentage (OTP)**

| Apr | May | Jun | Jul | Aug | Sep | Oct | Nov |
|-----|-----|-----|-----|-----|-----|-----|-----|
| 75% | 79% | 78% | 76% | 65% | 68% | 77% | 83% |

### **Review of IPTC actions to date:**

- Since the first week in October, daily debrief (“hot wash”) meetings have been held with IPTC managers and Transdev managers to review the day’s service, establish corrective action and reiterate concerns and urgency in remediation.
- Per contractual agreement, IPTC charges Transdev fees for non-performance (liquidated damages). Damages assessed to date are \$178,850 (\*Excludes \$5300 during 90-day start-up grace period).
- A notice of immediate corrective action was issued to Transdev on October 26<sup>th</sup> and included the following directives:

*The following are OTP requirements over the course of the next two weeks:*

*Week of Oct 28<sup>th</sup> – Nov 3<sup>rd</sup>: Minimum daily OTP 80%*

*Week of Nov 4<sup>th</sup> – Nov 10<sup>th</sup>: Minimum daily OTP 90%*

*Effective November 2018, average monthly OTP shall be a minimum of 85% through the balance of the year (daily OTP shall not be less than 80%). Inability to meet these expectations will result in damages sought per the contract for failure to perform.*

- **Transdev fails to meet daily OTP expectations.**
- As a result, on November 9<sup>th</sup>, official notice was sent to Transdev of payment withholding and application infraction fees for Transdev’s October invoice for greater than \$960K. IPTC requested that Transdev provide a performance action plan that would immediately and specifically address contractual non-performance concerns.
- A meeting with Transdev and IPTC officials was held November 14<sup>th</sup>, where IPTC reiterated the urgency of the matter. At the meeting:

- ✓ Transdev's team shared operational, training and management issues that have been discovered and were being addressed.
- ✓ Transdev acknowledged that a new run cut was being developed and would be put in place November 25<sup>th</sup> to improve run coverage and OTP.
- ✓ Transdev acknowledge previous driver shortages, but that they are now fully staffed at 116 operators.
- ✓ Transdev stated the need of additional vehicles was a contributing factor to current performance. Transdev is currently confirming the number of vehicles needed. *FYI - IPTC has placed an order for additional replacement vehicles through the State's quantity purchase agreement (QPA).*
- Transdev submits plan as requested. The plan includes:
  - Replaced local General Manager. Interim on-site assist from Detroit and DC GM's.
  - A number of operational improvements (e.g. driver check-in, pre-trip and pull-out processes.)
  - Additional pull-out management support
  - New scheduling templates for better optimization
  - New run cut
  - Re-routing customer calls (allowing more service focus for dispatchers)
  - Additional customer service training for all CSR's and dispatchers

#### **Service Delivery (November)**

- Service is trending positive (upward). November OTP is up 6 points (83%) but fell short of the October 26<sup>th</sup> directed 85% goal.
- The November 25<sup>th</sup> run cut shows early promise and better consistency.

#### **IPTC proposed action regarding Transdev services:**

- IPTC made a change in oversight of the paratransit services (Transdev) contract. As of November 14<sup>th</sup>, the contract oversight responsibilities are being directly managed by IPTC Superintendent of Operations, Cheryl Purefoy.
- Extend evaluation through December 31st time-period for Transdev to meet minimum expectations as outlined in 10/26 notice.
- Continued withholding of payments pending satisfactory compliance to service expectations and receipt of acceptable performance improvement plan outlining specific measures being implemented by Transdev to ensure consistent OTP.



## **IPTC Efforts**

### **Continuing:**

- Continued free rides on FR for Open Door eligible riders (333,165 in 2017, est. 349,000 for 2018)
- Continuation and increased taxi vouchers
- Continuation of Dialysis vouchers
- Continued engagement and coordination with IPTC Mobility Advisory Committee (MAC) to address strategic service delivery opportunities and options for mobility needs of the population of individuals with disabilities.
  - Fixed route feeder services/transfers
  - Non-ADA service adjustments
- Continued internal review and evaluation regarding operational efficiencies.
  - Conditional eligibility
  - Electronic eligibility processes
  - Voucher determination during eligibility process
  - Real-time arrival information (online or by phone)

### **Additional efforts:**

- Immediate IPTC paratransit review (COA) by peer and/or paratransit professionals. Incorporate in future COA's
- Partnering/engaging with local TNC's (Lyft, Uber, etc)
- Service provider vouchers (e.g. Noble, Bosma, etc.)
- Amending requirements for FTA Section 5310 applicants to include coordination with IPTC regarding paratransit needs
- Review/evaluate costs, feasibility of:
  - Additional or new contract service(s)
  - Partial or full direct service delivery

Currentserviceupdate-rsb/tc/rw-12052018

To: Chair and Board of Directors  
From: Michael A. Terry, President/CEO

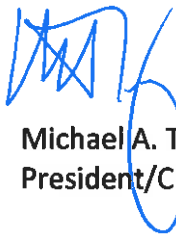
## **CONSIDERATION OF CEO REPORT**

### **ISSUE:**

An oral report of IndyGo business and information will be presented at the board meeting.

### **RECOMMENDATION:**

Receive CEO report.



Michael A. Terry  
President/CEO

To: Chair and Board of Directors

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

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR NOVEMBER 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

Jerome Horne, Special Projects Coordinator

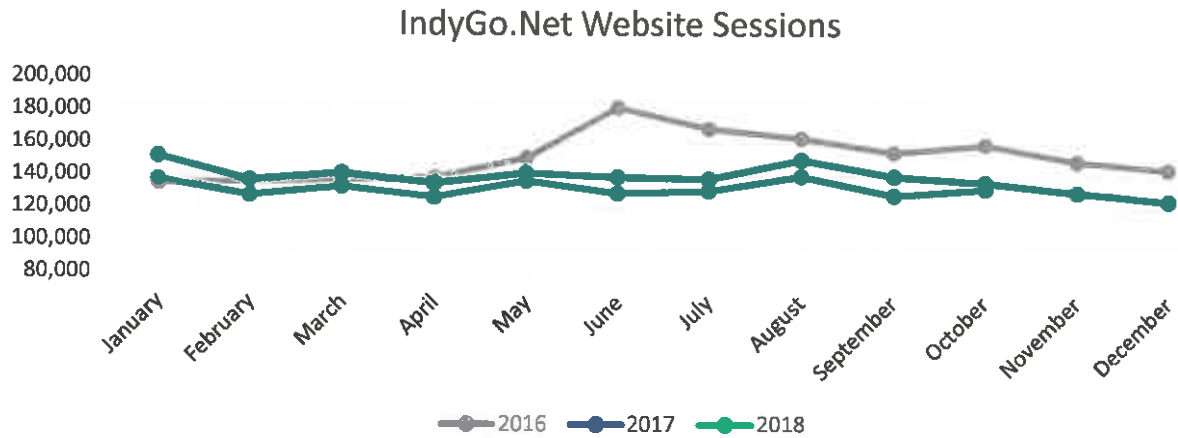
Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Jordan Patterson, External Communications

# INDYGO.NET MONTHLY SESSIONS 10/1/18 – 10/31/18:

|                         |               |
|-------------------------|---------------|
| Page Views              | 313,839       |
| New /Returning Visitors | 29,807/20,556 |
| Total Sessions          | 132,565       |



| 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%    |
| October   | 85.69% | 12.48%  | 1.83%  | 59.18% | 40.82%    |

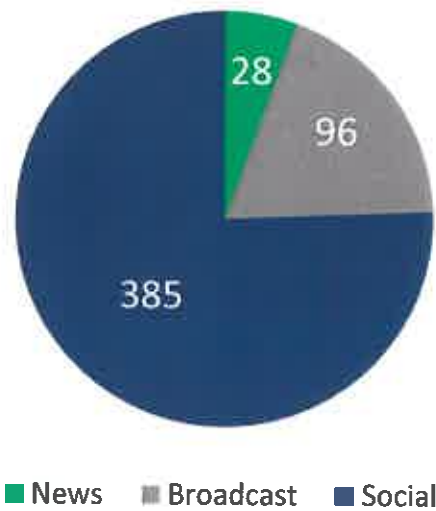
## OCTOBER NEWS RECAP:

- “Family of special needs man upset over long IndyGo Open Door bus rides” – RTV6
- “13 Investigates: IndyGo bus service keeps disabled riders waiting, riding for hours” – WTHR
- “Our bus system is broken. Five ideas to help right now” – Cincinnati Enquirer
- “21-year-old woman dies after being hit by car on Meridian Street” – WISH TV
- “Pedestrian killed in hit-and-run on Indianapolis' north side” – RTV6
- “IMPD: Woman exits IndyGo bus and is killed by a hit-and-run driver” – IndyStar
- “IMPD locates car in fatal hit-and-run” – WISH TV
- “Construction is underway for first IndyGo Red Line bus station” – RTV6
- “Safety concerns over bus stops being in the middle of Meridian Street during red line construction” – RTV6
- “City-County Council member Kreider to resign after 'painstaking' decision” – IBJ
- “IPS Board Candidates Clash Over Innovation Schools, Reforms During Forum” – WFYI, Chalkbeat Indiana
- “IndyGo makes changes to Red Line construction bus stops after Call 6 story” – RTV6
- “Construction, traffic signal cycle causing congested commute on Meridian at 54th” – RTV6
- “IndyGo, Lime giving free rides to and from the polls on Election Day” – WTHR
- “KAR Auction CEO is taking on Indy’s mobility problem” – IBJ
- “Who is Giving Away Free Travel on Election Day?” – Travel Pulse, Travel MSN
- “Satellite voting locations open in Marion County” – RTV6
- “Fare-Free Bus Service Coming to Indianapolis On Election Day” – WFYI
- “Here's how to get free and discounted transportation to the polls on election day” – RTV6
- “Council to vote on free rides to polls” – Indianapolis Recorder
- “Indiana election: answers to 8 common voting questions” – WISH TV
- “Developer to spend \$19M on project to revamp south-side apartment complex” – IBJ
- “Free/Discounted Rides to the Polls on Nov. 6” – NUVO
- “IndyGo to Provide Free Rides to Polls on Election Day” – WYRZ

**Topics Include:** Mentions in early October were dominated by stories about the quality of service of IndyGo Open Door rides. Following a fatal hit-and-run incident of an IndyGo passenger exiting a bus, mid-October mentions were about safety concerns of temporary bus stop placement in Red Line construction zones. Late October mentions were largely dominated by information on IndyGo offering free fixed route service on election day.

**OCTOBER NEWS RECAP CONTINUED:**

Share of Voice by Volume



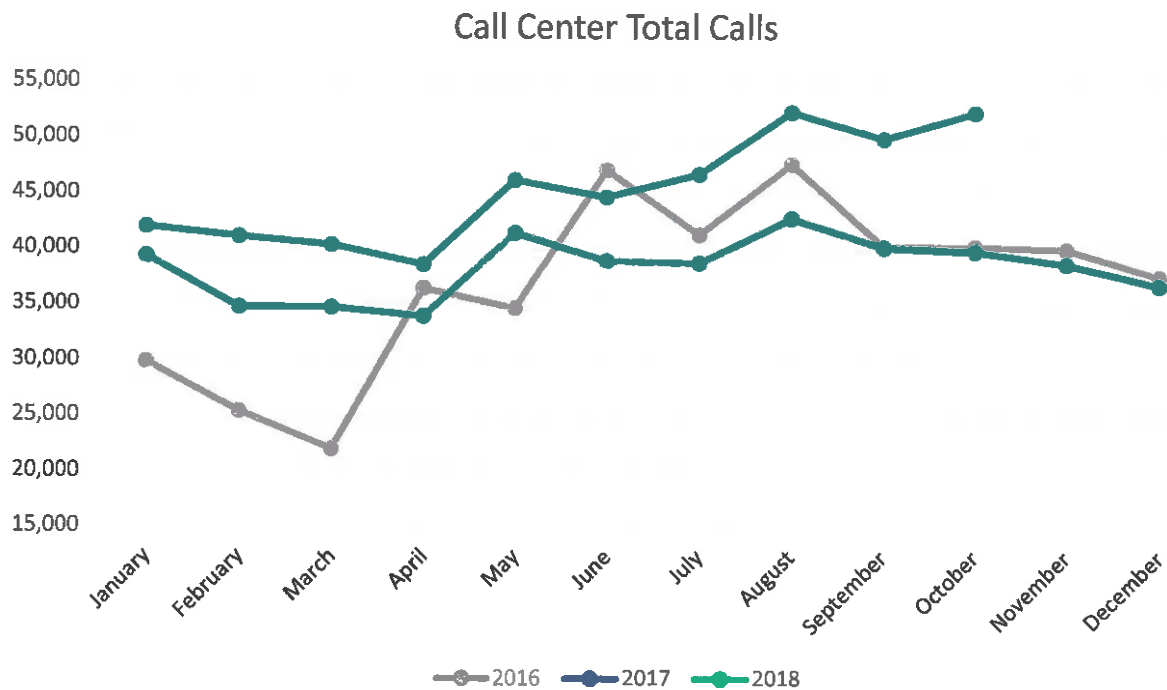
**News mentions: 28**  
**Broadcast mentions: 96**  
**Social Media mentions: 385**

# **OCTOBER CALL CENTER REPORT:**

52,257 total calls

2.47% calls abandoned in queue

67.48% Interactive Voice Response (IVR) calls

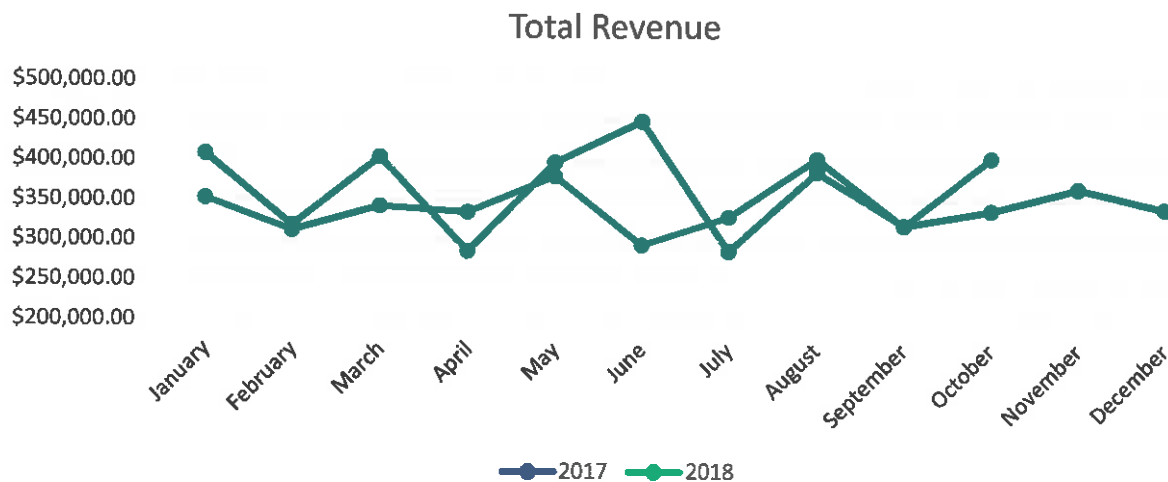


## **CUSTOMER COMMENTS: 576**

|                           |    |                     |     |
|---------------------------|----|---------------------|-----|
| ADA                       | 1  | OTHER               | 13  |
| BLUE LINE                 | 1  | PASS BY             | 106 |
| BUS STOP                  | 5  | PURPLE LINE         | 0   |
| CIVIL                     | 1  | REAL TIME ARRIVALS  | 1   |
| COMPLIMENT                | 23 | RED LINE            | 16  |
| COURTESY                  | 77 | REQUEST             | 30  |
| CUSTOMER SERVICE CENTER   | 0  | ROUTE               | 11  |
| DENIAL                    | 8  | ROUTE DETOUR        | 4   |
| DISCRIMINATION – TITLE VI | 0  | RULES               | 8   |
| EXPRESS-COMMUTER SERVICE  | 0  | SAFETY              | 82  |
| FACILITY MAINTENANCE      | 8  | SCHEDULE ADHERENCE  | 150 |
| FARES                     | 8  | SERVICE CHANGES     | 0   |
| INFORMATION TECHNOLOGY    | 0  | SUGGESTION          | 9   |
| MCTP                      | 0  | VEHICLE MAINTENANCE | 4   |
| MARKETING                 | 1  | WRONG INFORMATION   | 9   |

## OCTOBER PASS SALES REPORT:

Total Quantity of Passes: 51,766



### Additional Revenue and Pass Information:

Retail & Online Purchases: \$268,778.95

Cash: \$62,895.75

Checks: \$29,019.95

Credit Cards: \$176,863.25

Veteran IDs Sold This Month: 151

Total Veteran IDs Sold: 2,462

Veteran Ridership This Month: 51,008

PPHS Ridership This Month: 3,969



### **OUTREACH SUMMARY FOR OCTOBER:**

Outreach in October included stakeholder, internal, and public meetings. Stakeholder meetings were continuous throughout the month, particularly around the Red Line as utility work continued at various parts of the corridor. Transit Ambassadors assisted with shifts at the Transit Center and on buses. Internal outreach continued with “In Service” to update IndyGo employees about the Marion County Transit Plan and the 1501 Renovation project.

### **OCTOBER OUTREACH EVENTS:**

|            |                                                                  |
|------------|------------------------------------------------------------------|
| 10/1/2018  | Stakeholder Call: Potential business owner at BR Ave/College     |
| 10/1/2018  | Internal Outreach: In Service                                    |
| 10/1/2018  | Transit Ambassador: Tabling at DTC                               |
| 10/2/2018  | Travel Training: Wayne Township Transition Center                |
| 10/8/2018  | Transit Ambassador: Tabling at DTC                               |
| 10/9/2018  | Stakeholder Call: IU Health                                      |
| 10/9/2018  | Stakeholder Call: Next Door Eatery                               |
| 10/9/2018  | Stakeholder Call: Upland Brewing                                 |
| 10/9/2018  | Stakeholder Call: Ukiyo Restaurant (Anthem's Facilities Manager) |
| 10/9/2018  | Stakeholder Call: Ukiyo Restaurant (Owner)                       |
| 10/9/2018  | Stakeholder Call: Moe and Johnny's                               |
| 10/9/2018  | Stakeholder Call: C-C Councilor and BRVA Dir.                    |
| 10/11/2018 | Internal outreach: In Service                                    |
| 10/11/2018 | Stakeholder Meeting: Cumberland Meijer                           |
| 10/11/2018 | Transit Ambassador: Tabling at DTC                               |
| 10/12/2018 | Stakeholder Meeting: New Direction Church                        |
| 10/15/2018 | Stakeholder Meeting: Fountain Square Neighborhood Assoc. Meeting |
| 10/16/2018 | Broad Ripple Village Assoc. Annual Mtg                           |
| 10/16/2018 | Transit Ambassador: Tabling at DTC                               |
| 10/17/2018 | Stakeholder Call: City Dogs                                      |
| 10/18/2018 | Internal outreach: In Service                                    |
| 10/22/2018 | Internal outreach: Renovation Open House                         |
| 10/22/2018 | Internal outreach: In Service 2018                               |
| 10/23/2018 | Stakeholder Meeting: IU Health                                   |
| 10/23/2018 | Stakeholder Meeting: Buckingham                                  |
| 10/30/2018 | Transit Ambassador: Tabling at DTC                               |

### **OCTOBER SPECIAL PROJECTS:**

- The Indianapolis City-County Council asked IndyGo to consider providing free rides on Nov. 6 to encourage Marion County residents to vote. The IndyGo board of directors approved the request at its October 25 meeting.

**PLANNING AND CAPITAL PROJECTS REPORT**

**12/6/18**

**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 February operator pick changes are in process and picking will begin in January. There are no major service changes expected, only minor timing adjustments to improve performance. These changes will take effect on Sunday, February 10.

### **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 six "Super Stop" bus shelters and approximately 90-100 regular bus stop shelters to be used 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. Detailed analysis of each bus route has been completed, identifying and prioritizing 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 list of existing stops scheduled to be removed due to service changes or spacing standards is ready for public comment. Site plans are being drawn for infrastructural improvements at over 350 individual bus stops, or approximately 10% of all stops system-wide. Design is underway by the consultant team at Shrewsberry & Associates and should go out to bid for phased construction beginning in 2019. Presently, improvements to over 200 bus stops have been designed.

### **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 project vendor for this new system is Flowbird.

Planning staff recently finalized the quantity of hardware devices that will be required to operate the modernized fare system, including ticket vending machines, BRT station fare validators, and on-board bus fare validators. A preliminary design proposal for the fare system was presented to IndyGo staff by the project vendor at the end of November. This preliminary design process has been informed by the information IndyGo has provided the vendor about how the fare system should operate. The documents created during the preliminary design process will be used by the vendor as they develop and design the back-office system that will run the new fare system.

## **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. Over the last month, the BYD bus has been tested on the road over 60 hours. The hope is to complete roughly 120 hours over the next month.

With the help of new team members, planning staff can continue to coordinate and leverage resources from the community with our current assets to make improvements throughout the city. Staff is currently working on stop level improvements at the Indianapolis International Airport, St. Vincent DePaul/East 30<sup>th</sup> Street, St. Vincent Hospital/West 86<sup>th</sup> Street, 82<sup>nd</sup> Street/Castleton Square Mall area, at stops along 25<sup>th</sup> Street/Monon Trail area, East Michigan Street/Sherman area, West 10<sup>th</sup> Street/Tremont area, Michigan Road/73<sup>rd</sup> Street area, as well as many others. Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets. The two-way conversion studies will include Michigan Street/New York Street from College Avenue to Emerson Avenue and 29<sup>th</sup> Street/30<sup>th</sup> Street from White River Parkway to Ruckle Street.

The 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 3<sup>rd</sup>, 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 4<sup>th</sup> temporarily mitigated some of the traffic issues along Delaware Street, but the vehicle detection has failed again. Service Planning staff is now working with DPW on a possible plan to remove the traffic signal at Delaware Street & Pearl Street and replace it with dedicated bus-only lanes along Delaware Street, separated from general traffic by a raised median. 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 are working with the Red Line designers and construction management team to include the Alabama Street improvements in the Red Line construction project.

The Red Line Transit Signal Priority (TSP) contract that was approved by the Board in May has been executed. The purchase order in the amount of \$1.6 million was received by the vendor on June 6<sup>th</sup>. A kickoff meeting for the TSP project was held on November 5<sup>th</sup> to coincide with the inspection of the new Red Line bus that has arrived from BYD. IndyGo Service Planning staff are now working with the TSP vendor to schedule technical breakout meetings to coordinate the TSP project with various other ongoing projects including the Computer Aided Dispatch and Automatic Vehicle Location (CAD-AVL) project, the fare modernization project, the Red Line traffic signal upgrades, the Vehicle to Infrastructure (V2I) "Predictive Signaling" implementation, and the preparation of the new Red Line BRT buses for operational service. The Red Line traffic signal subcontractor has received shipment of the TSP equipment and finished installation on approximately a third of the 76 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 operations along local routes which fall outside the scope of the federally-funded BRT projects.

Service Planning staff has been coordinating with Operations to improve the traffic signal timings at the intersection of Michigan Street and West Street. Operations has been distributing surveys to the coach operators on routes 3, 10, and 37 to provide feedback about how the signal timing improvements have decreased delay along their routes. Two rounds of signal timing changes have been completed to make iterative improvements to these routes. Additional signal timing changes will be made as traffic bottlenecks are identified in the system.

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

| Current Month |         |          |                          |           |           |          |
|---------------|---------|----------|--------------------------|-----------|-----------|----------|
| Oct-17        | Oct-18  | % Change | Fixed Route Ridership    | 2017      | 2018      | % Change |
| 16,928        | 16,847  | -0.5%    | 2 E. 34th St.            | 155,049   | 161,176   | 4.0%     |
| 23,639        | 35,512  | 50.2%    | 3 Michigan St.           | 241,639   | 277,873   | 15.0%    |
| 14,050        | 14,321  | 1.9%     | 4 Fort Harrison          | 132,652   | 131,104   | -1.2%    |
| 17,351        | 18,306  | 5.5%     | 5 E. 25th                | 179,069   | 161,108   | -10.0%   |
| 13,157        | 13,191  | 0.3%     | 6 N. Harding             | 117,990   | 128,265   | 8.7%     |
| 122,561       | 143,333 | 16.9%    | 8 Washington St.         | 1,196,669 | 1,265,166 | 5.7%     |
| 93,909        | 98,031  | 4.4%     | 10 10th St.              | 905,848   | 912,732   | 0.8%     |
| 3,387         | 3,910   | 15.4%    | 11 E. 16th St.           | 34,178    | 34,009    | -0.5%    |
| 5,630         | 4,649   | -17.4%   | 12 Minnesota             | 49,516    | 44,643    | -9.8%    |
| 3,229         | 3,503   | 8.5%     | 13 Raymond               | 31,315    | 32,768    | 4.6%     |
| 9,301         | 9,742   | 4.7%     | 14 Prospect              | 93,556    | 91,518    | -2.2%    |
| 18,647        | 19,736  | 5.8%     | 15 Riverside             | 188,275   | 173,199   | -8.0%    |
| 10,431        | 11,736  | 12.5%    | 16 Beech Grove           | 102,414   | 108,848   | 6.3%     |
| 22,082        | 21,818  | -1.2%    | 17 College               | 220,922   | 214,078   | -3.1%    |
| 12,241        | 13,028  | 6.4%     | 18 Nora                  | 113,291   | 114,410   | 1.0%     |
| 39,041        | 37,034  | -5.1%    | 19 Castleton             | 372,343   | 348,193   | -6.5%    |
| 14,276        | 15,710  | 10.0%    | 21 East 21st St.         | 136,945   | 140,760   | 2.8%     |
| 11,774        | 11,246  | -4.5%    | 22 Shelby                | 107,799   | 99,154    | -8.0%    |
| 12,164        | 12,238  | 0.6%     | 24 Mars Hill             | 99,384    | 107,438   | 8.1%     |
| 16,295        | 14,955  | -8.2%    | 25 W. 16th St.           | 147,867   | 141,089   | -4.6%    |
| 14,724        | 15,560  | 5.7%     | 26 Keystone              | 139,355   | 134,628   | -3.4%    |
| 13,722        | 15,550  | 13.3%    | 28 St. Vincent           | 134,575   | 134,114   | -0.3%    |
| 8,484         | 8,969   | 5.7%     | 30 30th St.              | 70,552    | 75,052    | 6.4%     |
| 24,745        | 26,938  | 8.9%     | 31 Greenwood             | 238,161   | 234,157   | -1.7%    |
| 26,576        | 29,781  | 12.1%    | 34 Michigan Rd.          | 259,756   | 256,940   | -1.1%    |
| 40,444        | 41,454  | 2.5%     | 37 Park 100              | 377,501   | 368,768   | -2.3%    |
| 32,359        | 30,394  | -6.1%    | 38 Lafayette Square      | 321,756   | 286,673   | -10.9%   |
| 95,997        | 104,261 | 8.6%     | 39 E. 38th St.           | 946,409   | 977,824   | 3.3%     |
| 3,766         | 4,393   | 16.6%    | 55 English               | 40,071    | 37,961    | -5.3%    |
| 10,607        | 11,006  | 3.8%     | 86 86th Street Crosstown | 111,131   | 97,343    | -12.4%   |
| 11,748        | 14,059  | 19.7%    | 87 Eastside Circulator   | 114,596   | 120,349   | 5.0%     |
| 54            | 126     |          | Others                   | 3,104     | 3,570     |          |
| 763,319       | 821,337 | 7.6%     | Total                    | 7,383,688 | 7,414,910 | 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.

| Oct-17 | Oct-18 | % Change | Flexible and Contracted Services | 2017    | 2018    | % Change |
|--------|--------|----------|----------------------------------|---------|---------|----------|
| 29,786 | 32,499 | 9.1%     | Open Door Riders on Fixed Route  | 281,066 | 292,699 | 4.1%     |
| 26,379 | 25,652 | -2.8%    | Open Door                        | 260,999 | 253,312 | -2.9%    |
| 801    | 1,017  | 27.0%    | Open Door Taxi Vouchers          | 7,813   | 8,654   | 10.8%    |
| 25,278 | 15,990 | -36.7%   | 31 Day S-Pass                    | 198,324 | 151,075 | -23.8%   |

## **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 final draft of the Documented Categorical Exclusion (DCE) was turned in to the Federal Transit Administration for legal and technical review on November 8, 2018 and is anticipated to be returned with final comments by December 10, 2018. Final comments are to be addressed by December 19, 2018 and the DCE is slated to be approved by January 16, 2019.

The State Historic Preservation Office (SHPO) gave the FTA and IndyGo their concurrence on the Addendum Memos for the Assessment of Effects Report and the Archaeology Report, submitted on October 9, 2018 as a result of design adjustments to the Purple Line. This concurrence includes the finding of significance and potential adverse effect finding of the "Interurban Group Site." This site includes the foundation of a former interurban station, railbed, bridge supports, and glass believed to once belong to the station structure.

As a result of this finding, the FTA, IndyGo, and WSP will be working and coordinating with the State Historic Preservation Office to establish a Memorandum of Agreement (MOA) that will outline actions for handling and/or mitigating impacts to the site. The MOA is slated to be executed and signed in tandem with the Documented Categorical Exclusion on January 16, 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 team has supported FTA review of the application through the development and revision of various ridership data as inputs to the STOPS model.



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 has reached the 90 percent design threshold. The Federal Transit Administration is in the process of reviewing the Section 106 reports (Archaeology and Historic Properties) and they are to be sent to the State Historic Preservation Office (SHPO) by November 27th. The environmental work associated with the Super Stops is targeted for completion in March 6, 2019.

IndyGo staff has continued to coordinate with the City of Indianapolis, 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; these are anticipated for the end of the first quarter or beginning of second quarter 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, as part of its local pilot/demonstration project, IndyGo will partner with the John H Boner Neighborhood Center to develop a mobility district within the Near East Side to better connect residents to opportunity, via transit and other modes of shared use mobility. Preliminary planning efforts have begun with the Boner Center; the project team is working to identify opportunities to engage residents and stakeholders around their experiences related to transportation and transportation barriers.

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.**
- In mid-July, IndyGo submitted a grant application as part of FTA's Pilot Program for Transit Oriented Development Planning in partnership with the City of Indianapolis/DMD; this effort would fund planning efforts to develop special zones near Blue Line rapid transit stations, enabling new land use controls and development standards in those areas. The FTA will make award announcements regarding this program in Q4 2018.
- In early August, IndyGo submitted a grant application under the 5339(c) program that would enable IndyGo to more quickly bring its fleet into a state of good repair. This project proposed a long-term lease for vehicles that required the manufacturer to meet varying performance specifications throughout the term of the lease. This proposal was structured as a public-private partnership with a value capture component (as IndyGo would recoup savings in the long-term from operating electric vehicles that would exceed their incremental cost relative to diesel buses).

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.

As part of the MPO's Call for Projects, by the time of the board meeting, IndyGo will have submitted an application for the 2024-2025 funding cycle for the purchase of 16 vehicles. IndyGo is applying for both STBG (Surface Transportation Block Grant) and CMAQ (Congestion Mitigation and Air Quality) grant funding within this call for projects. These funds will be awarded in early 2019.

## Other initiatives

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

- **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. 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:** In response to issues associated with the IndyGo paratransit operations, as discussed at the October board meeting, the Strategic Planning team has engaged in observation and analysis of trends associated with the IndyGo Open Door service. That effort is ongoing and will support any potential program changes, pilots, or other efforts associated with the program.

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 examining trends associated with the IndyGo-IHA Lyft pilot and IPS/Purdue Polytechnic HS programs.

- **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.

## **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. Four station foundations have been poured to date and foundation work is ongoing on Shelby St & Meridian St. Site Civil work along Capital Ave is anticipated to start on week 11/19/18.

F.A.Wilhelm has started erection of station structures. The first station structure has been erected at the south bound Troy Station on Shelby St and others to follow.

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. IndyGo has started discussions with the contractors and DPW to identify options to accelerate the schedule to meet the October revenue service date.

### **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, Rural Street underpass lowering 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** – IPL has completed their installation of the transformers and conduit to the facility; IPL portion of work is completed for the project. Miller Eads installed the access drive for the transformer's maintenance on the exterior. A couple of bays in the garage have been cleared to accommodate the interior work. They have installed a few of the charging islands and will be installing the first set of BYD chargers in December. 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 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. Phase I of the Office renovations will begin demolition Wednesday, November 21<sup>st</sup>.

Staff impacted by Phase I work (Operations Administration) will begin to move into their identified temporary locations, with furniture decommissioning beginning November 20<sup>th</sup>. The furniture decommissioning is assisting with the removal of furniture, and pursuing options or opportunities for resale, donations and recycling; Indianapolis Metropolitan Organization (MPO) is the selected agency to receive donated furniture in good condition. New Furniture procurement will be presented to the IPTC Board in December 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 May 2019. The Task Order for the Maintenance area design was presented at the October Board Meeting and the design has begun with the Etica Group.
- **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. The Final Design will be completed in January 2019.
- **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/April 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



12/6/18

Item No. R – 3

To: Chair and Board of Directors

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

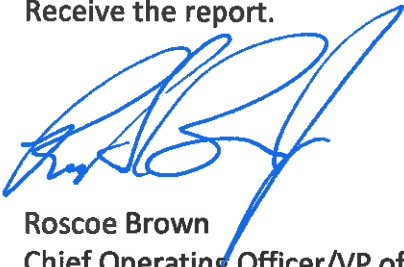
## **CONSIDERATION OF OPERATIONS DIVISION REPORT FOR OCTOBER 2018**

**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 – October 2018

### TRANSPORTATION SERVICES

#### Employee Recognition:

October Employee of the Month: Michael Parrish

#### **COMMENDATIONS**

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

Mornice Chest, Baba Diop, Scott Duncan, Donald Ellison, Nichelle Green, Toccara Isabell, Cafante Jackson, Tamanika Marrow, Brandi Mathews, Rodriguez McGuire, Andrew Mundy, Beth Murray, Larry Patterson x2, Gerry Poindexter and Traina West

The following operators achieved an on-time performance rating of 90% or better during the month of October. 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 October is Mary Williams.

|                    |      |     |
|--------------------|------|-----|
| 1. RON BURTON      | 0798 | 96% |
| 2. LACRETIA HINTON | 6933 | 95% |
| 3. MARY WILLIAMS   | 6709 | 95% |
| 4. ANTHONY WHITE   | 3334 | 94% |
| 5. JAMES DENTON    | 1495 | 93% |
| 6. DIANE JOHNSON   | 8481 | 93% |
| 7. ANDY CARPENTER  | 0880 | 92% |
| 8. PATRICK GRAY    | 2339 | 92% |

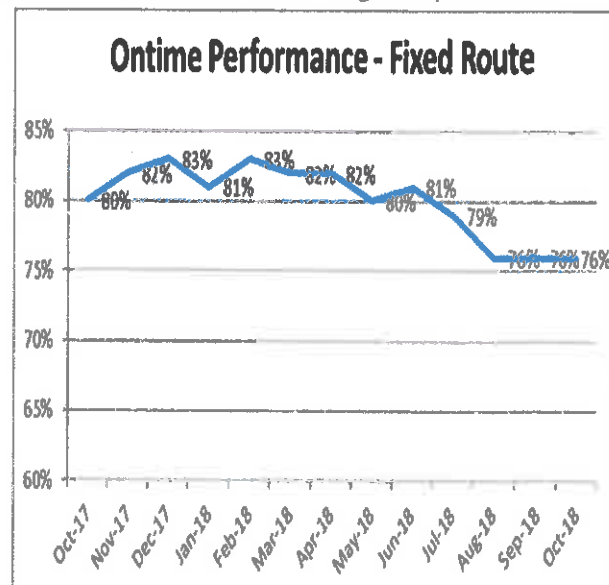
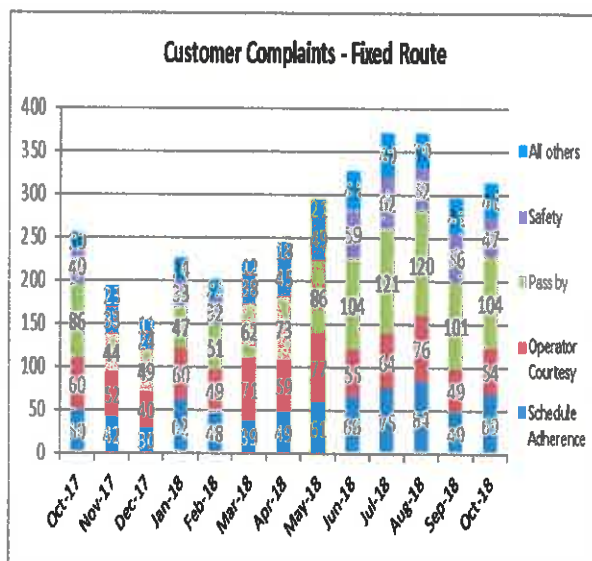
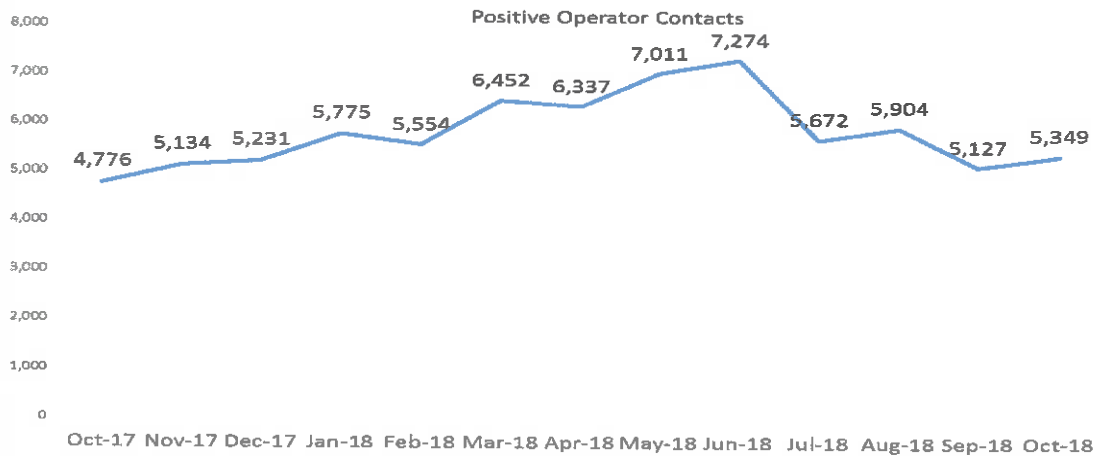
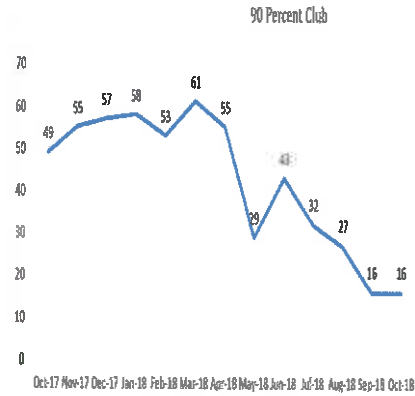
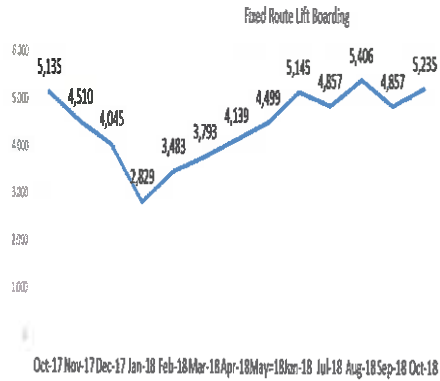
|                         |      |     |
|-------------------------|------|-----|
| 9. EDGAR HOLLYFIELD III | 8649 | 92% |
| 10. STEPHEN EDMONDS     | 1156 | 91% |
| 11. DEMETRICH LESLIE    | 8940 | 91% |
| 12. TENISHA BAINE       | 6978 | 91% |
| 13. STEPHEN THEIN       | 5963 | 91% |
| 14. DEBORAH NEWELL      | 8577 | 91% |
| 15. ANTJUAN MARTINEZ    | 8988 | 90% |
| 16. DONNA JANDREAU      | 8421 | 90% |

#### Fixed Route Update:

During this reporting period, the Transportation Team had a site visit at Avail Technology headquarters for CAD AVL FAT Testing.



**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**

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

| System                   | Year | Month   | Completed | Year | Month   | Completed |
|--------------------------|------|---------|-----------|------|---------|-----------|
| Alignments               | 2018 | October | 5         | 2017 | October | 4         |
| Diesel Particulate Regen | 2018 | October | 20        | 2017 | October | 30        |
| Engine/Body Steam Cleans | 2018 | October | 46        | 2017 | October | 41        |
| Ramp Inspections         | 2018 | October | 80        | 2017 | October | 70        |
| Premium Detail Cleaning  | 2018 | October | 130       | 2017 | October | 197       |
| Body Inspections         | 2018 | October | 4         | 2017 | October | 15        |

October began the heat work orders and cost reports. \* 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 |
|-----------------------|------------------|------------------|-------------------|-------------|---------------|-------------|
| 2014/10               | 40               | 210              | 5.25              | 159         | \$3,755.00    | \$8,518.00  |
| 2015/10               | 31               | 246              | 7.94              | 74          | \$1,988.00    | \$4,203.00  |
| 2016/10               | 19               | 173              | 9.11              | 56          | \$4,689.00    | \$6,361.00  |
| 2017/10               | 122              | 1,242            | 10.18             | 501         | \$14,188.00   | \$29,225.00 |
| 2018/10               | 115              | 228              | 2.07              | *           | *             | *           |

The wheelchair ramp PM Predictive Maintenance continues to decrease ramp malfunctions and related issues. The engine and transmission steam cleaning process has completed 601 steam cleans year to date as compared to 515 at this time 2017. Maintenance has completed 1,485 details year to date compared to 885 at this point last year.

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 | 2018/08 | 2018/09 | 2018/10 |         |         |
| Major | 4,895                                      | 4,392   | 5,342   | 6,238   | 5,016   | 4,181   | 5,164   | 5,554   | 7,285   | 12,211  |         |         |
| All   | 3,200                                      | 3,618   | 4,474   | 4,822   | 3,973   | 3,122   | 4,179   | 4,611   | 6,000   | 9,962   |         |         |
|       | 2017/01                                    | 2017/02 | 2017/03 | 2017/04 | 2017/05 | 2017/06 | 2017/07 | 2017/08 | 2017/09 | 2017/10 | 2017/11 | 2017/12 |
| Major | 5,834                                      | 9,585   | 6,907   | 5,745   | 5,269   | 7,070   | 6,655   | 8,202   | 7,049   | 6,330   | 5,496   | 7,000   |
| All   | 4,805                                      | 7,465   | 5,708   | 5,359   | 4,615   | 5,730   | 4,979   | 6,062   | 5,258   | 5,333   | 4,389   | 4,895   |
|       | 2016/01                                    | 2016/02 | 2016/03 | 2016/04 | 2016/05 | 2016/06 | 2016/07 | 2016/08 | 2016/09 | 2016/10 | 2016/11 | 2016/12 |
| Major | 5,587                                      | 4,823   | 4,661   | 4,617   | 3,633   | 3,861   | 4,384   | 6,189   | 5,787   | 6,099   | 5,564   | 7,318   |
| All   | 4,429                                      | 4,129   | 4,014   | 4,068   | 3,343   | 2,943   | 2,930   | 4,318   | 4,390   | 5,416   | 4,912   | 5,582   |
|       | 2015/01                                    | 2015/02 | 2015/03 | 2015/04 | 2015/05 | 2015/06 | 2015/07 | 2015/08 | 2015/09 | 2015/10 | 2015/11 | 2015/12 |
| Major | 5,967                                      | 6,633   | 6,181   | 7,905   | 6,047   | 5,223   | 5,073   | 5,275   | 5,882   | 5,137   | 4,814   | 6,653   |
| All   | 4,986                                      | 4,501   | 5,053   | 5,797   | 4,855   | 4,147   | 3,880   | 3,759   | 4,452   | 4,651   | 4,064   | 5,291   |
|       | 2014/01                                    | 2014/02 | 2014/03 | 2014/04 | 2014/05 | 2014/06 | 2014/07 | 2014/08 | 2014/09 | 2014/10 | 2014/11 | 2014/12 |
| Major | 4,828                                      | 5,736   | 5,992   | 4,565   | 5,186   | 3,815   | 5,000   | 6,852   | 6,942   | 7,610   | 7,158   | 5,357   |
| All   | 3,382                                      | 3,813   | 4,887   | 3,771   | 4,370   | 3,247   | 4,462   | 5,324   | 5,814   | 6,572   | 5,856   | 4,733   |

## FLEET SERVICES & INVENTORY CONTROL

IndyGo served as the transit host for the three-day conference, BusCon 2018 held October 1-3rd. IndyGo's new BYD bus was showcased at the conference and won BYD an award for largest booth exhibit. Staff was able to attend the national conference and viewed new, safer and more efficient equipment and maintenance parts all in a one stop shop. We have already had meetings with multiple different vendors to test some of their products for appropriate applications for the Storeroom in support of the fleet.



We have received 9 new Gillig diesel buses this month, 1809-1817. We have also ordered 2 Chevrolet Bolts that are fully electrical to add to non-revenue fleet in our effort to reduce the environmental impact of the organization. The IndyGo Vehicle Specification (Spec) Committee was convened during this month to review the requirements for Paratransit 2019 vehicle order as well as the Fixed Route 2020 Electric 40' bus order. The Vehicle Spec Committee is a cross-departmental team designed to ensure all key stakeholders are involved in the coach requirements.

### FLEET COMPOSITION

| Fixed Route                      |            | Paratransit       |           |
|----------------------------------|------------|-------------------|-----------|
| Description                      | Number     | Description       | Number    |
| 40 FT Electric                   | 0          | Champion/Ch2ORL   | 1         |
| 40 FT Electric - Refurbished     | 21         | Ford MV1          | 1         |
| 40 FT DIESEL                     | 170        | Chevy Eco         | 2         |
| 40 FT HYBRID                     | 4          | Starcraft/Allstar | 37        |
| 60 Ft Diesel Artic - Refurbished | 11         | Ford E450         | 16        |
| 60 Ft Electric Artic             | 1          | Ford Elkhart      | 18        |
| <b>TOTAL</b>                     | <b>207</b> | Dodge Caravan     | 2         |
|                                  |            | <b>TOTAL</b>      | <b>77</b> |
| <b>TOTAL NON REVENUE</b>         | <b>38</b>  |                   |           |

## **FLEXIBLE & CONTRACTED SERVICES**

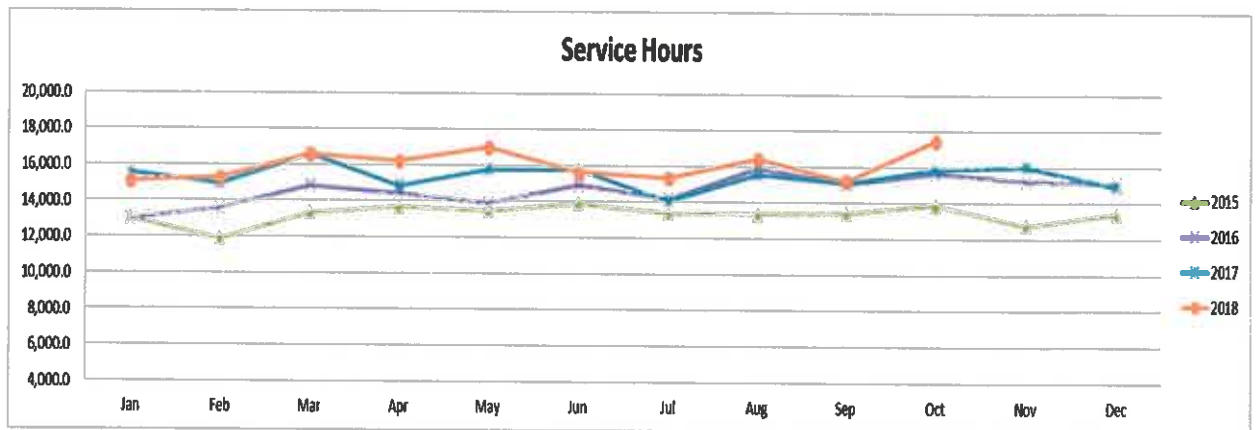
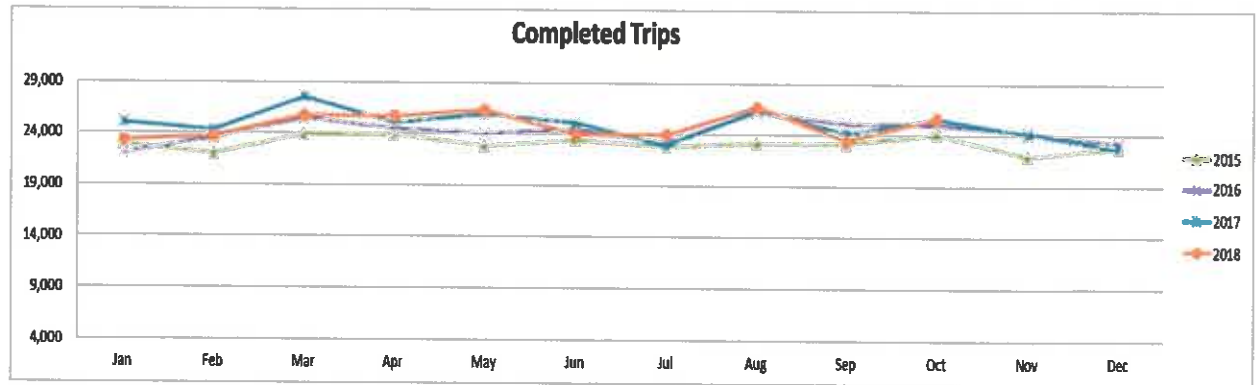
The contractor for paratransit, Transdev, continues to experience challenges providing Open Door paratransit service in a manner which is acceptable by IndyGo as well as riders of the service. In an effort to monitor the service more closely, IndyGo staff holds daily conference calls to discuss the days service as well as their plans to intercept any issues which may impact the next day of service.

Due to Transdev's decreased on time performance, IndyGo staff requested an additional plan of action for immediate improvement of the service. Transdev was also notified of immediate action that must occur with the contract regarding on time performance and deliver of service (goal of 80% OTP the week of 11/4, goal of 90% OTP the week of 11/11 and an average of 85% OTP for November). Unfortunately, the contractor continues to fall below an acceptable level of on time performance.

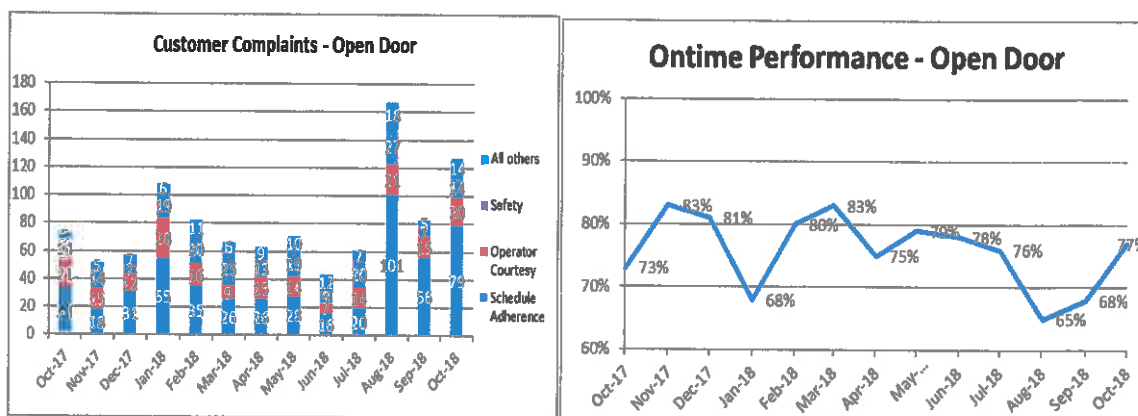
Most recently, IndyGo met in-person with Transdev corporate staff to discuss topics that are impeding the delivery of service and solutions to cure any issues. Due to Transdev's failure to meet the required goals, IndyGo withheld payment for the invoice submitted in November and until such time, the contractor performs at the required level of service.

In the interim, Transdev has submitted a plan of action which includes more corporate support for the local office, a new run pick which will support the number of vehicles and the peak hours of service by providing more split shifts and coverage during those periods, and more training to local staff to assist in the development of schedulers, dispatchers, and reservationist to improve scheduling and service delivery.

**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

The Produce Pilot Program continued at the Julia M. Carson Transit Center with increased patronage each week. Community organizations continue to utilize the Transit Center to promote their programs and these organizations include: the Indy Democrats and the Pacer Bike Share outreach program. Our customer/visitor attendance continues to exceed 8,500 per week.

During the month of October the Julia M. Carson Center also continued to be a very popular place with the temperatures still very hot at the start of the month and starting to get very cold towards the middle of the month, so IndyGo still remained with a standing room only crowds on many days throughout the month of October inside the Transit Center as many homeless people and mental health people seek shelter out of the weather along with our passengers. So, our October attendance remains well above 8,500 customers per day throughout the week. The paver replacement project began at the Transit Center. Excavation work of removing all the old pavers and paver beds and repairing other elevation issues throughout the whole site starting at the Washington and Delaware Street corner areas and Bay G in which barricades and fencing were installed to route the passengers and general public away from the construction area and workers, and to the bus areas. The work schedule is very aggressive with strict timelines as a lot of the work will become cold temperature sensitive. This project is collaborative between IndyGo departments and contractors which ensures schedule adherence to see this project through while keeping all the buses flowing through the site and for the safety of our passengers and employees and the general public.

In October work started outside on the Tuck Point/Brick Repair Project of the old Historical Duesenberg part of the IndyGo building along the Harding Street side of the building and very front of the building, in which the Cusack Masonry Crew is replacing all the missing and loose mortar and making brick repairs, and this project will be done by the middle of November.

In October we were able to Sealcoat and Restripe the very front Employee and Visitor Parking Lot before the cooler weather started.

The Indianapolis Power and Light crew and their subcontractor Robinson Excavating performed a large amount of work with additional underground conduit and wiring and hookup along the back side of the building and completing the electrical underground work out to Washington Street. IPL installed 10 of the large electric transformers on concrete pads and are continuing to run ahead of schedule. The contractors Miller Eades and R.L. Turner started inside electrical work, Miller Eades started overhead electrical conduit, racking, and wiring work, and installed 2 of the 5 large electric switch gears. R.L. Tuner started pouring the concrete curb platforms for the electric bus chargers.

The results of the 3<sup>rd</sup> Quarter Recycling Program were tabulated and for the months of July, August, & September IndyGo Recycled:

3,801 Gallons of Used Oil

19- Fifty Five Gallon Barrels full of Used Oil Filters and Used Fuel Filters

4 – Large Containers full of all sizes of Used Fluorescent Light Bulbs

1 – Fifty Five Gallon Barrel full of Paint Waste

3,231 Pounds – Of Office Paper and Plastics from our Administrative, Operations and Garage offices

19.43 Tons of Metal from the Garage Area in which IndyGo was paid \$3,692.00 for the recycled metals

So all the items on this list were properly recycled and kept out of landfills which is a large part of our growing Environmental Management Program here at IndyGo.

During the month of October IndyGo installed or removed:

Installed 31 bus stop sign

Removed 26 bus stop signs

Installed 4 new simmee seats

Removed 1 bench

Installed 4 new trash cans

Removed 2 simmee seats

Replaced 1 shelter glass panel due to vandalism



## **RISK & SECURITY**

- The IndyGo Safety, Security and Risk Department, along with other departments, attended a 3 ½ day Transportation Safety Institute (TSI) class. The course was titled “Effectively Managing Transit Emergencies”. The class provided participants information on understanding the importance, purpose, development, and implementation of emergency management and how it relates to the other safety functions of a transit system. They also learned how to better understand the emergency management concept and the role of the transit system in responding to emergency/disaster situations in the community and the transit system.

## **SAFETY & TRAINING**

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

|                   |          |                   |         |
|-------------------|----------|-------------------|---------|
| Andy Carpenter -  | 36 Years | Daryl Passwater - | 5 Years |
| Thomas Jacobs -   | 21 Years | James Ballard -   | 4 Years |
| Efrain Amaya -    | 15 Years | Geneisha Berry -  | 4 Years |
| LaCretia Hinton - | 14 Years | Erica Harden -    | 4 Years |
| Cheryl Spence -   | 13 Years | Joel Boston -     | 3 Years |
| Tonya Penn -      | 10 Years | Robert Jordan -   | 2 Years |
| Eric Wilson -     | 6 Years  | Mark Gwynn -      | 1 Year  |
| Baba Diop -       | 5 Years  | Samuel Horn -     | 1 Year  |

IndyGo Class #18-07 began on August 13, 2018 with 25 students and 17 students finished all portions of the training program. The class graduated on October 19, 2018 and they were transferred to Operations on October 21, 2018.

IndyGo held its third CDL Skills Training Class that started on October 15, 2018.

The class started with 15 employees that continued onto the Fixed Route Training Class that started on October 22, 2018.

IndyGo Class #18-08, which began on September 13, 2018 with 26 students is currently in the revenue service training portion of the class. The class currently has 24 students still in the program. Staff is expecting them finish with all training and graduate in late November.

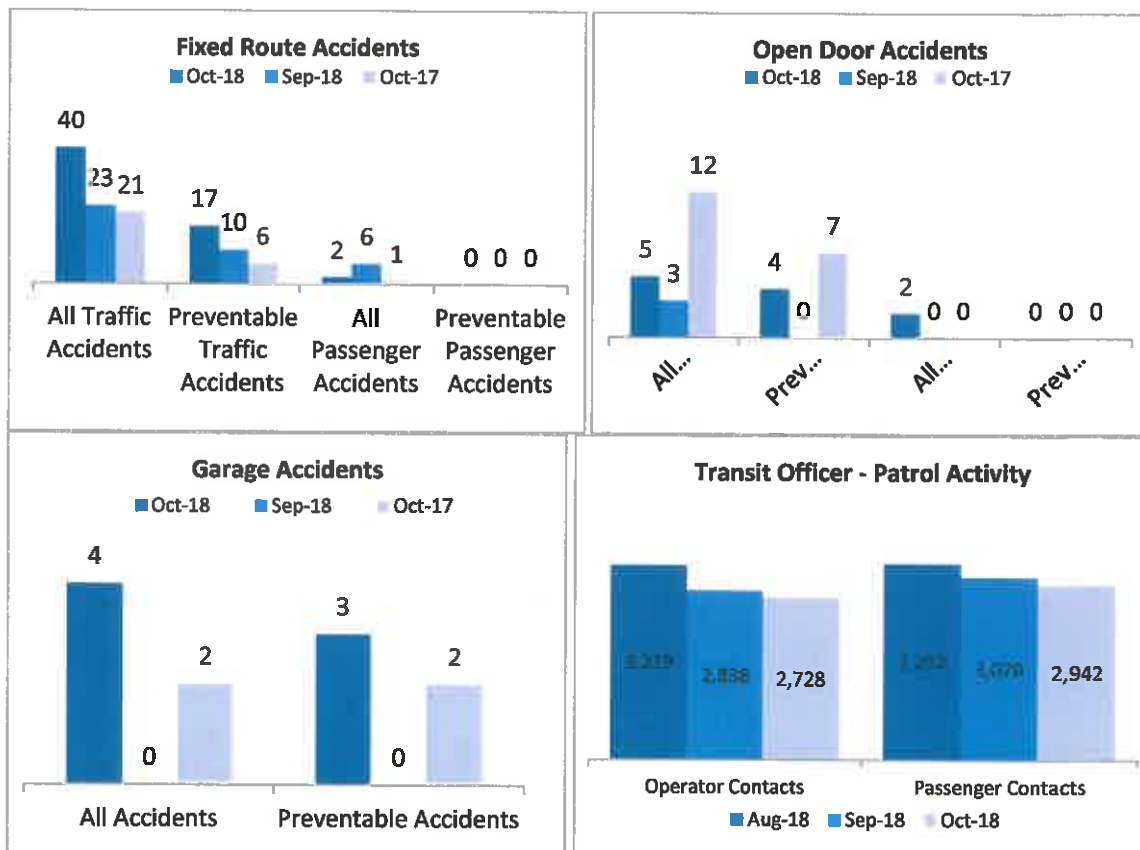
IndyGo Class #18-09 began on October 22, 2018 with a total of 18 fixed route students. They are currently in the classroom portion of the training. Staff expects them to be completed with all portions of the class and to be able to graduate in early to mid-January 2019.

The training staff is also teaching 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 have currently trained 232 operators, two (2) union non-operators and four (4) supervisors.

The following training sessions were conducted in September:

Staff performed the following trainings:

- One (1) new HVAC mechanic that started on October 22, 2018
- Six (6) operators for retraining due to preventable accidents
- 15 employees that attended the CDL skills and driving class that started on October 15, 2018



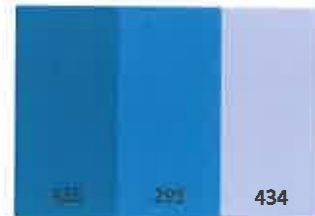
**Transit Officer - Patrol Activity**



**Downtown Details**

■ Aug-18 ■ Sep-18 ■ Oct-18

**Transit Officer - Patrol Activity**



**Ride Checks**

■ Aug-18 ■ Sep-18 ■ Oct-18

**Transit Officer -  
Patrol Activity**



**Arrests**

■ Aug-18 ■ Sep-18 ■ Oct-18

To: Chair and Board of Directors

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

**CONSIDERATION OF HUMAN RESOURCES OCTOBER**

**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, Sr. HRBP – Benefits

Brittani Carpenter, HRIS Administrator

Elizabeth Zwierko, Sr. HRBP – Talent Acquisition

Romona Camarata, Manager of Learning and Development

# October 2018

## Human Resources Department Board Report

### Staffing and Recruitment

#### Active Employees

Represented: 529

Non-Represented: 157

Total Active Employees: 686

#### Separations

Represented: 16

Non-Represented: 5

Total Separated Employees: 21

#### New-Hire Employees

Represented: 21

Non-Represented: 1

Total New-Hire Employees: 22

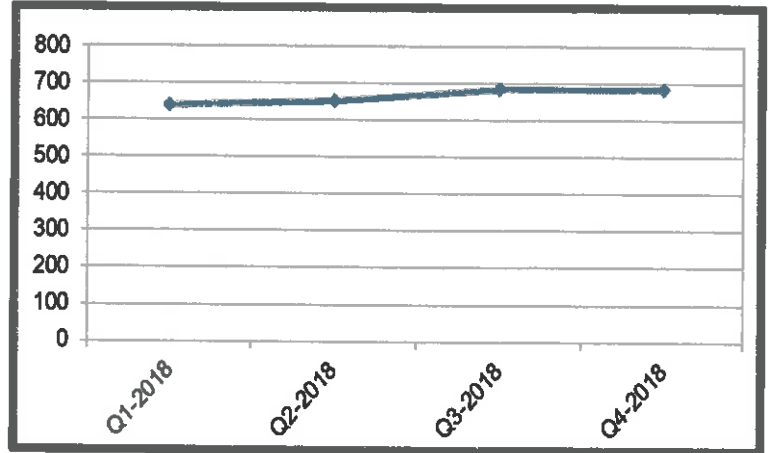
Employee Turnover Rate: 3.06%

#### Staffing Capacity

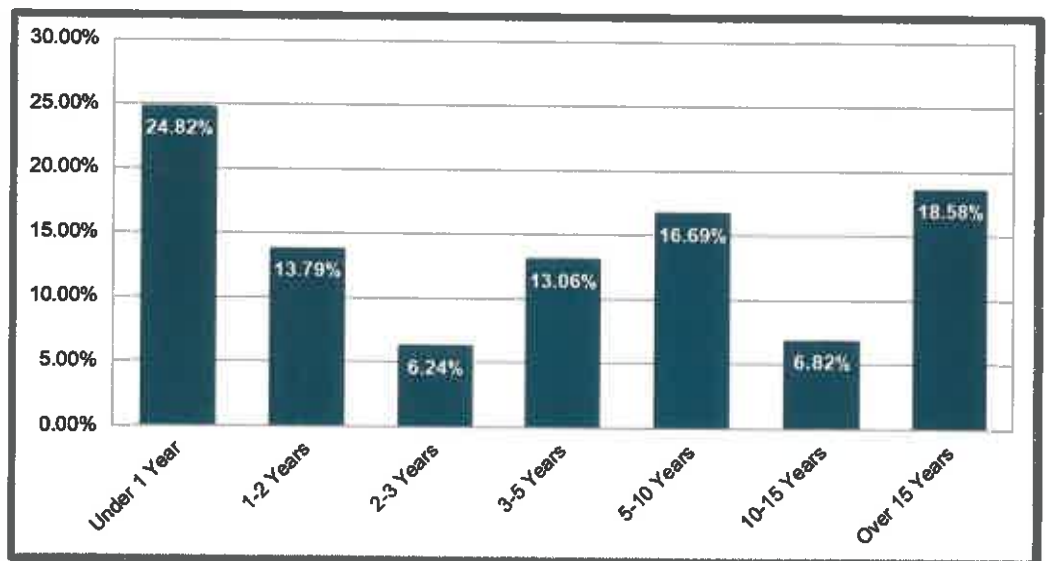
FTE Budget: 837

FTE Incumbents: 686

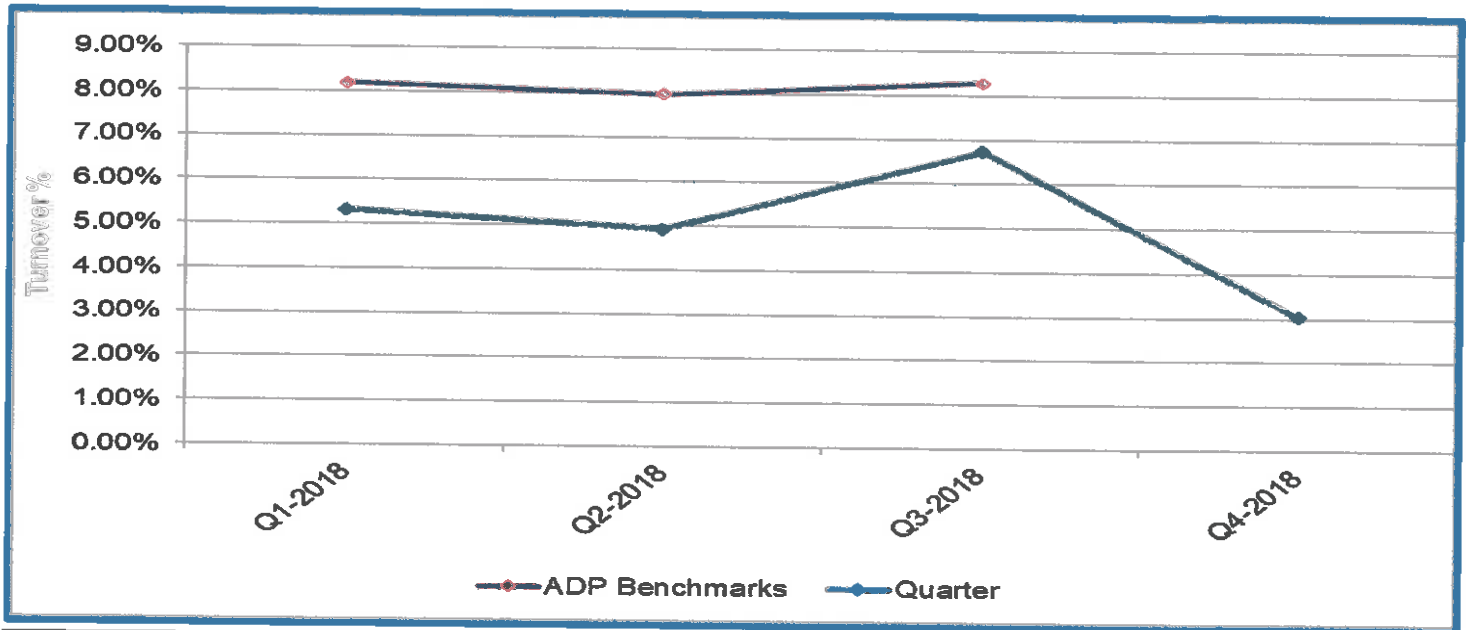
% of Capacity: -18%



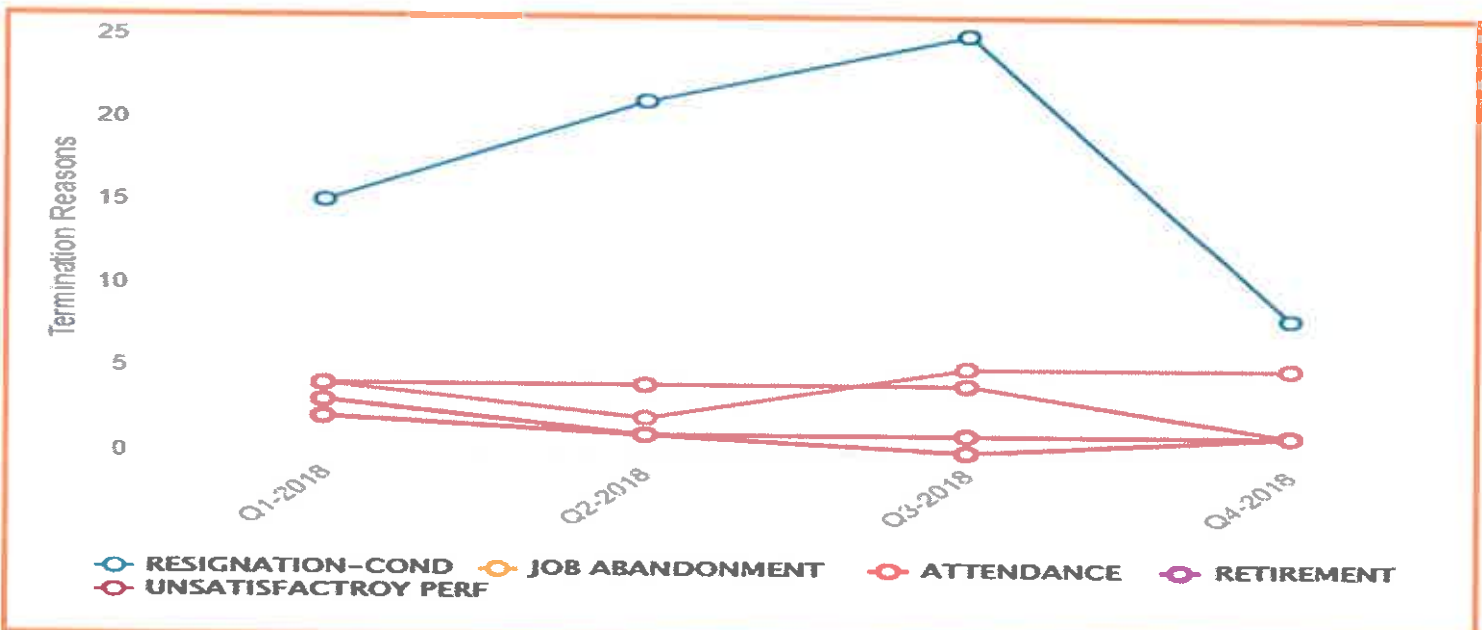
| PERIOD  | HEADCOUNT |
|---------|-----------|
| Q1-2018 | 641       |
| Q2-2018 | 654       |
| Q3-2018 | 686       |
| Q4-2018 | 686       |



| TENURE BAND   | HEADCOUNT PERCENTAGE | HEADCOUNT |
|---------------|----------------------|-----------|
| Under 1 Year  | 24.82%               | 171       |
| 1-2 Years     | 13.79%               | 94        |
| 2-3 Years     | 6.24%                | 43        |
| 3-5 Years     | 13.06%               | 89        |
| 5-10 Years    | 16.69%               | 115       |
| 10-15 Years   | 6.82%                | 46        |
| Over 15 Years | 18.58%               | 128       |



| PERIOD  | Overall Turnover % | TOTAL TERMINATIONS | AVERAGE HEADCOUNT | ADP Benchmarks |
|---------|--------------------|--------------------|-------------------|----------------|
| Q1-2018 | 5.33%              | 34                 | 638.38            | 8.20%          |
| Q2-2018 | 4.93%              | 32                 | 649.29            | 7.99%          |
| Q3-2018 | 6.74%              | 45                 | 667.87            | 8.29%          |
| Q4-2018 | 3.06%              | 21                 | 685.39            |                |



| PERIOD  | RESIGNATION-COND | JOB ABANDONMENT | ATTENDANCE | RETIREMENT | UNSATISFACTORY PERF | All Others |
|---------|------------------|-----------------|------------|------------|---------------------|------------|
| Q1-2018 | 15               | 4               | 4          | 2          | 3                   | 6          |
| Q2-2018 | 21               | 2               | 4          | 1          | 1                   | 3          |
| Q3-2018 | 25               | 5               | 4          | 1          | 0                   | 10         |
| Q4-2018 | 8                | 5               | 1          | 1          | 1                   | 5          |

| October 2018         |                 |
|----------------------|-----------------|
| Test Type            | Number of Tests |
| Pre-Employment       | 23              |
| Random               | 19              |
| Post Accident        | 7               |
| Reasonable Suspicion | 0               |
| Return-to-Duty       | 0               |
| Follow-Up            | 2               |

### Drug and Alcohol Compliance

### Learning and Development

1. **Transportation Safety Institute**
  - a. Effectively Managing Transit Emergencies – October 23.
  - b. Fundamentals of Bus Collision Investigation – June 2019.
2. **National Transit Institute**
  - a. Toolbox for Transit Operator Fatigue: Putting the Report into Action – October 23 and November 20.

### Wellness/Employee Engagement

October was **National Healthy Lung Month**. Tips were given to employees to help keep healthy lungs:

1. Don't smoke. If you do smoke, have a plan to quit
2. Cardio exercises are great for your lungs
3. Avoid pollutants by keeping dust to a minimum and invest in an air purifier for your home
4. Prevent infection by keeping your hands clean, getting your vitamins, and staying up-to-date on vaccinations
5. Breathe deeply to clear lungs and create a full oxygen exchange

Anthem covers smoking cessation programs for those who want to stop smoking. The Activate On-site Clinic provides one-on-one wellness coaching which addresses this issue also.

### **Upcoming Events/Programs:**

- Open Enrollment Season for the 2019 Plan Year; November 8 - 14, 2018
- **Flu Shots** are available during regular clinic operation hours; 137 shots have been given to employees/dependents so far.
- **Employee Recognition Banquet** will take place on Saturday, December 15, 2018 from 5pm-9pm at Primo's Banquet Hall. RSVP required
- **Elements - Educational Series** (various financial sessions Q1-2019)

IndyGo's Complete Health Improvement Program (CHIP) pilot group is in its sixth program week. The purpose is to determine whether the program can be a viable lifestyle management program to further engage the high and moderate risk individuals in the future. This pilot program is a ten-week lifestyle coaching program that addresses nutrition, exercise, stress management and overall lifestyle choices. The wellness/culture team will also continue to engage all employees to work to build comprehensive programs for 2019 that address and drive healthy active lifestyle.

**Activate Clinic Utilization Stats for October 2018**

| Appointments  | Acute Care/ Physicals | Lab Draw          | Other visits (includes coaching and biometric screenings) | Total |
|---------------|-----------------------|-------------------|-----------------------------------------------------------|-------|
|               | 84                    | 13                | 388                                                       | 485   |
| Participation | Employee Encounters   | Spouse Encounters | Dependent Encounters                                      | Total |
|               | 488                   | 12                | 20                                                        | 520   |

**Leave Management**

Total Intermittent Leaves Received: **12**

Total Continuous Leaves Received: **8**

**Total Leaves Received: 20**

Total Intermittent Leaves Closed: **12**

Total Continuous Leaves Closed: **6**

**Total Leaves Closed: 18**

Open Intermittent Leaves (as of 10/31/2018): **86**

Open Continuous Leaves (as of 10/31/2018): **22**

**Total Intermittent Occurrences: 121**

**Total Intermittent Hours: 897.22**

| October 2018           |                              |
|------------------------|------------------------------|
| Leave Type             | Number of Days               |
| FMLA – No Pay          | 77                           |
| FMLA – Personal Day    | 26                           |
| FMLA – Sick Day        | 23                           |
| FMLA – Vacation Day    | 15                           |
| Sick – No Pay          | 55                           |
| Worker's Comp – No Pay | 9                            |
| <b>Total Lost Time</b> | <b>205 Days = 1640 Hours</b> |



**Workers' Compensation**

| <b>2018 WORKERS' COMPENSATION CLAIM SUMMARY</b> |         |          |       |       |     |      |      |        |           |         |          |          |     |
|-------------------------------------------------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|-----|
|                                                 | January | February | March | April | May | June | July | August | September | October | November | December | YTD |
| <b>Reportable</b>                               | 2       | 5        | 4     | 7     | 10  | 6    | 10   | 12     | 9         | 10      |          |          |     |
| <b>Non-Reportable</b>                           | 3       | 3        | 2     | 3     | 2   | 4    | 1    | 1      | 2         | 1       |          |          |     |
| <b>Light Duty - New</b>                         | 0       | 3        | 3     | 3     | 4   | 5    | 3    | 6      | 3         | 3       |          |          |     |
| <b>Light Duty - Total</b>                       | 1       | 2        | 5     | 5     | 6   | 7    | 7    | 11     | 8         | 6       |          |          |     |
| <b>TTD - New</b>                                | 0       | 0        | 0     | 1     | 0   | 3    | 1    | 3      | 6         | 1       |          |          |     |
| <b>TTD - Total</b>                              | 3       | 2        | 2     | 1     | 0   | 3    | 3    | 6      | 7         | 6       |          |          |     |
| <b>Denied</b>                                   | 0       | 1        | 1     | 0     | 0   | 0    | 0    | 0      | 3         | 1       |          |          |     |
| <b>Lost Time (days)</b>                         | 80      | 56       | 27    | 15    | 6   | 63   | 72   | 84     | 79        | 155     |          |          |     |
| <b>Open Claims - New</b>                        | 0       | 0        | 0     | 7     | 10  | 10   | 10   | 12     | 9         | 10      |          |          |     |
| <b>Open Claims - Total</b>                      | 6       | 6        | 6     | 17    | 16  | 19   | 17   | 26     | 27        | 26      |          |          |     |
| <b>Closed Claims</b>                            | 6       | 6        | 0     | 6     | 1   | 3    | 7    | 3      | 8         | 14      |          |          |     |