



Board Report
April 26, 2018

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS' PUBLIC MEETING
AGENDA – APRIL 26, 2018

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** Consideration of Approval of Minutes from Board Meeting held on March 22, 2018 – *Danny Crenshaw*
- A – 2** Consideration of Vendor and Approval of Contract for Fleet Oil and Lubricants – *Roscoe Brown*
- A – 3** Consideration of Bus Stop Design Task Order (Shrewsberry) – *Justin Stuehrenberg*
- A – 4** Clarification of Task Order for On Call A & E – Final Design and Construction Services for Super Stops – *Justin Stuehrenberg*
- A – 5** Approval of Interlocal Agreement with Department of Public Works – *Mike Terry*

Old Business

INFORMATION ITEMS

- I – 1** Consideration of Receipt of the Finance Report for March 2018 – *Nancy Manley*
- I – 2** Para Transit Service Transition Update – *Paula Haskins*
- I – 3** Blue Line Project Development – *Justin Stuehrenberg*
- I – 4** CEO Topics – *Mike Terry*

Department Reports in Board Packet:

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

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

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on March 22, 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, March 22, 2018

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Vice Chair Juan Gonzalez at 5:00pm, on Thursday, March 22, 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:

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

Board member absent:

Danny Crenshaw, Chair
Greg Bedan, Board Member
Alan Rowland, Board Member

IPTC Executive Staff Attending:

Michael A. Terry, President / CEO
Jill D. Russell, General Counsel
Nancy Manley, CFO / VP of Finance and Controller
Phalease Crichlow, VP of Human Resources
Bryan Luellen, VP of Public Affairs and Communications
Justin Stuehrenberg, VP of Planning and Capital Projects
Richard Joseph, CIO / VP of Information Technology

IPTC Executive Staff Absent:

Roscoe Brown, COO/VP of Operations

RECOGNITIONS:

Michael Terry recognized Bob Monroe, one of IndyGo's nominee for ROSE Award. Bob Monroe has been a mechanic with IndyGo for 37 years with a reputation of being able to fix anything. Bob is so appreciated by IndyGo that an annual award has been created in his honor titled the "Bob Monroe Innovation Award".

Next recognized was Rose Anderson. Rose was not only the other IndyGo nominated individual from IndyGo for the ROSE Award, but received the award due to her exceptional customer service. Rose has been with IndyGo for five years as a professional coach operator and came to IndyGo with a diverse background in service and community involvement. Rose is actively engaged improving IndyGo's service and is a member of IndyGo's Strategic Planning Committee.

ACTION ITEM 1: APPROVAL OF MINUTES FOR FEBRUARY 22, 2018 MEETING

Motion for approval by Greg Hahn and seconded by Mark Fisher passed unanimously.

ACTION ITEM 2: APPROVAL TO UPDATE IPTC FIVE YEAR FINANCIAL PLAN

Justin Stuehrenberg VP of Planning and Capital Projects presented this action item to update the IPTC Five Year Financial Plan.

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

ACTION ITEM 3: APPROVAL OF PURPLE LINE TASK ORDER 5 (WSP)

Justin Stuehrenberg presented this action item seeking approval for Task Order # 5 to WSP for 60% Design and Environmental Plans of the Purple Line.

Discussion concerning monitoring vendor's replacement of staff made after contract award and the request by the Board to provide a list of vendors assigned to each project followed.

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

ACTION ITEM 4: APPROVAL OF A&E DESIGN TASK ORDER FOR FACILITY PROJECTS (ETICA)

Justin Stuehrenberg presented this item for approval of Task Order #3 to Etica for design of facility upgrades to IPTC Administration and Operations facility located at 1501 W. Washington Street.

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

ACTION ITEM 5: APPROVAL OF RED LINE CONSTRUCTION MANAGEMENT CONTRACT AMENDMENT

Justin Stuehrenberg presented this item for approval of amendment to the construction management contract with HNTB for additional services.

Motion for approval by Mark Fisher and seconded by Tommie Jones carried unanimously.

ACTION ITEM 6: APPROVAL OF CELLULAR SERVICES CONTRACT

Richard Joseph presented this item for approval of contracts for cellular services with T-Mobile and Sprint.

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

ACTION ITEM 7: ADOPTION OF IPTC RESOLUTION #2018-01 COMMEMORATING 50TH ANNIVERSARY KENNEDY/KING MEMORIAL INITIATIVE

Presented by Michael Terry in coordination with the City-County Council.

Motion for adoption by Greg Hahn and seconded by Tommie Jones carried unanimously.

ACTION ITEM 8: APPROVAL OF INTERLOCAL AGREEMENT WITH DEPARTMENT OF PUBLIC WORKS

The action item was removed from consideration until a later date.

INFORMATION ITEM 1: RECEIPT OF FINANCE REPORT FOR FEBRUARY 2018

Nancy Manley provided the report. A discussion concerning the decline in ridership followed, citing the national trend and reversal of that trend in cities that have restructured their transit systems as IndyGo is in the process of doing.

The report was accepted.

INFORMATION ITEMS 2-5: PUBLIC AFFAIRS & COMMUNICATIONS, PLANNING & CAPITAL PROJECTS, OPERATIONS AND HUMAN RESOURCES

In the interest of time, Mr. Terry directed the Board members to the written reports contained in their packets.

INFORMATION ITEM 6: CONSIDERATION OF CEO REPORT:

Michael A. Terry, President / CEO reported to the Board concerning his recent trip to Washington D.C. to attend the American Public Transportation Association's Legislative Conference. Attendees met with Congressional staffers of both parties and advised as to best practices in providing information to the offices of elected officials concerning transit projects. Other issues discussed included the Federal Highway Trust Fund and Congress's bi-partisan interest in improving the national infrastructure. Mr. Terry informed the Board that the 2018 Federal Budget included the Capital Grants program.

IndyGo will act as host to the April 11th Municipal Corporation Committee meeting.

Juan Gonzales asked for information for the Vendor Outreach Event being sponsored by IndyGo and taking place March 27th at the City Market. Bryan Luellen provided the information and IndyGo's continuing effort in recruiting DBE and Minority, Women, Disabled and Veteran owned business as partners.

The report was accepted.

ADJOURNMENT:

Juan Gonzalez adjourned the meeting at approximately 6:08 p.m.

Jill D. Russell
General Counsel

To: Chair and Board of Directors:

From: Victoria Learn, Director of Fleet & Inventory Control

SUBJECT:

IFB 18-01-282 Fleet Oil & Lubricants

BACKGROUND:

IPTC's annual Oil and Lubricant use is over 46,000 gallons. For the past five (5) years IPTC has contracted with Brown's Oil Service to provide fleet oil and lubricants. The current contract expires in May 2018. IPTC has solicited bids seeking a new five-year (3 base years with 2 one-year options) contract for an oil and lubricant supplier.

PROCUREMENT PROCESS:

On February 2018 IPTC released IFB 18-01-282 with an email to all registered vendors and posting on our website at www.indygo.net. Advertisements were placed in The Court and Commercial Recorder, The Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning February 23, 2018 and March 2, 2018.

On March 8th, IPTC received twenty-nine (29) written questions in response to the IFB 18-01-282 Fleet Oil and Lubricants.

On March 15, 2018 IPTC released Addendum #1 answering the written questions regarding IFB 18-01-282 Fleet Oil & Lubricants.

All bids were due on March 20th, 2018 and tabulated for the best pricing and approved fluids. IPTC received six (6) bid packages. The incumbent Brown's Oil Service, was the lowest overall bid package for the five years with a total of \$1,476,492.70. U.S. Venture Inc, was the second lowest at \$1,484,345.50.

The remaining bidders were, Heritage Petroleum (1,722,009.50), Rely Supply LLC (\$1,512,302.58), CO-Alliance LLP (\$1,883,506.40), Jackson Oil & Solvents, Inc. (\$1,694,185.00)

FUNDING:

The funding for Fleet Oil & Lubricants comes from the Operations Budget. As the funding source for this procurement is from operating funds, there was no requirement regarding a DBE goal. None of the six respondents were XBE certified companies, however Brown's Oil was the only firm that proposed DBE support with J2 System and Supply at 10% of the contract.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, authorize the President/CEO to enter a five-year contract (3-year base and 2 one-year options) with Browns Oil Service for an amount not to exceed a total of \$1,476,492.70 for the five (5) year contract. The first three years of the contract will total \$885,895.62. The 2 option years will be for a total of \$590,597.08.

Cost of the current expiring contract for oil and lubricants was \$1,587,000. With the new recommended contract, the corporation will realize an overall savings of over \$110,000.



Victoria Learn
Director of Fleet & Inventory Control

TO: Chair and Board of Directors

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

SUBJECT: Marion County Transit Plan Bus Stop Design

BACKGROUND:

The Marion County Transit Plan (MCTP) to be rolled out beginning in 2019 will affect more than 75% of IndyGo's current 3640 bus stops. The network redesign calls for eliminating, adding, and improving stops throughout the service area. A major component of the MCTP is bus stop infrastructure and accessibility. IndyGo will be improving stops along routes and specifically assessing area of high frequency transfer potential. Pedestrian connectivity is key to transit and a high frequency bus network.

PROJECT DESCRIPTION:

This action would be to initiate a Task Order with Shrewsberry & Associates, LLC to complete survey and design work on bus stop identified by IndyGo for sidewalk, ramps, boarding pads, shelter pads, and other related infrastructure to make the stops ADA compliant and customer friendly. Each bus stop is unique and will require its own survey and design to improve or build and be licensed by the City. This work would result in bid-ready construction documents.

Construction of the improvements would be authorized via a separate Board Action, expected later in 2018.

PROCUREMENT PROCESS:

The IPTC board of Directors awarded a task-order based contract in 2017 to Shrewsberry & Associates, LLC to perform engineering and design work related to on-street infrastructure. A task order would be issued against that contract to complete this work. Based on the scope of work, a DBE Goal of 10% was set.

FUNDING:

In March 2018, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined \$5,188,080 worth of improvements for local route bus stops through 2021 with the majority in 2018-2019. Funding for design and construction is planned for 100% local funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute a task order with Shrewsberry & Associates for the design of local route bus stop improvements necessary to implement the Marion County Transit Plan, for an amount not to exceed \$421,500. Shrewsberry is planning to perform 100% of the work – resulting in a 100% DBE participation.


Justin Stuehrenberg
Director of Special Projects


Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Super Stops Design – Action Amendment

BACKGROUND:

The Marion County Transit Plan includes multiple local routes coming from the north and eastern parts of the city and meeting to access the Julia M. Carson Transit Center via Alabama and Delaware Streets, including future routes 3, 19, 28, 10, and 4. To speed and enhance local service through the Downtown area, IndyGo is proposing lane improvements and “super-stops,” which may have some of the characteristics of bus rapid transit. This will provide a more comfortable waiting environment and allow buses to get into and out of downtown much more quickly, saving operating costs.

The Metropolitan Planning Organization notified IndyGo that they have funding remaining on the grant that funded the Green Line study in the Northeast corridor, and that design work for other improvements in that corridor would be eligible to use that funding. IndyGo and the MPO have executed an MOU that would allow the funding to be used on this project.

In October 2017, the IPTC Board of Directors approved a single task order for \$588,300 for the Super Stops project with Shrewsberry & Associates, IPTC’s on-call vendor for street infrastructure design. However, IPTC is seeking to approve three separate task orders totaling \$588,300. In order to ensure proper documentation, IPTC is asking that the board amend their earlier action to break out the approval of three separate task orders.

PROJECT DESCRIPTION:

The three separate task orders are detailed below.

Task Order #1: \$102,700, authorizes preliminary design for the entire corridor
Task Order #2: \$150,700, authorizes final design for the 10th/Central intersection
Task Order #3: \$334,900, authorizes final design for the entire corridor
Total: \$588,300

PROCUREMENT PROCESS:

n/a

FUNDING:

Funding for this supplement is coming from the Green Line Funds (80%), and the Capital Cumulative Fund (20%), as documented in the Capital Plan. This does not change the overall project approval amount.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board amend the prior authorization for \$588,300 towards the Super Stops project, allowing IPTC to execute the following three separate task orders with Shrewsberry & Associates:

- Task Order #1: \$102,700, authorizes preliminary design for the entire corridor
- Task Order #2: \$150,700, authorizes final design for the 10th/Central intersection
- Task Order #3: \$334,900, authorizes final design for the entire corridor

The three Task Orders total the original authorization amount of \$588,300.


Justin Stuehrenberg
Director of Special Projects


Pamela White
Director of Procurement

To: Chair and Board of Directors

From: Nancy Manley- Controller

FINANCIAL UPDATE

March 2018

Summary

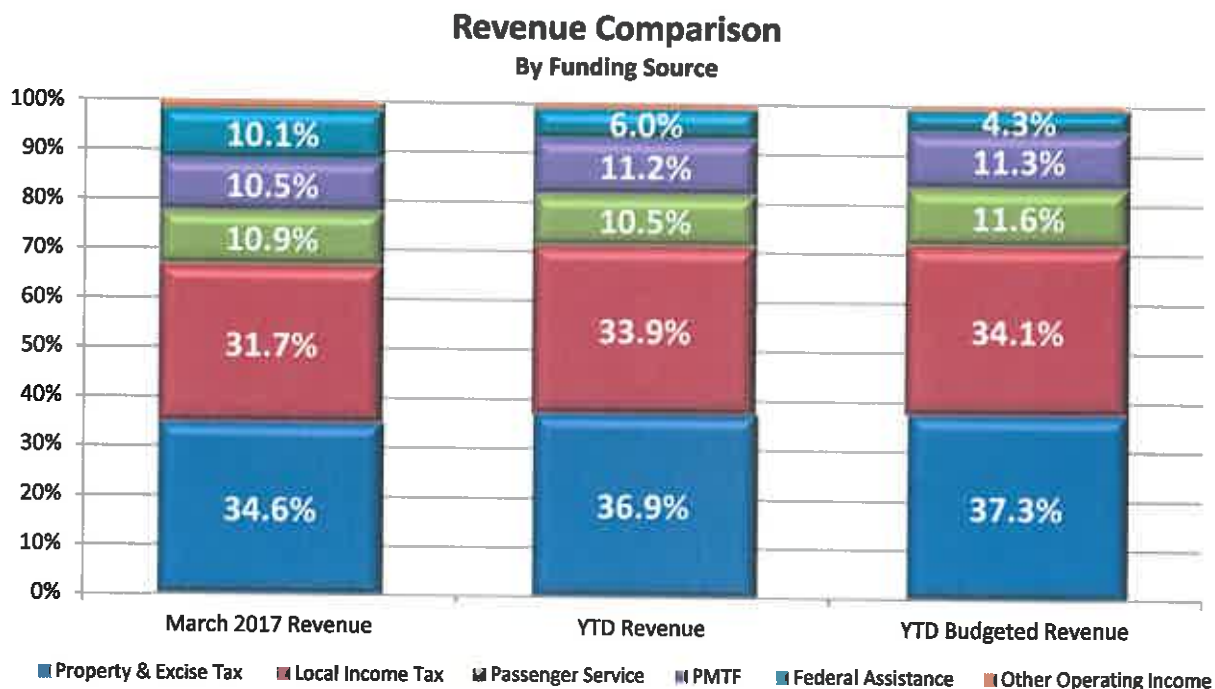
March 2018 Comparative Financial Statement is a review of the Actual Operational Revenue and Expenses realized during the month as compared to budget for current month and YTD.

Audit field work for FY2017 occurred the first two weeks of April. Finance is working to fulfill final documentation requests. We expect to finalize all work on the audit by mid-May.

On April 11, 2018, IPTC provided a FY2018 update to the City-County Council Municipal Corporations Committee.



Nancy E. Manley
Vice President/CFO/Controller



FTA Assistance

Revenue from the FTA assistance was over budget by 60.3% for the month. Since grant drawdowns depend upon the month end closing, the projected estimates have been provided for this revenue

Other Operating Income

Other operating income was over expectation by 48.7% in March.

Passenger Service Revenue

Passenger service revenue was over budget by 1.2% for the month and YTD.

Local Tax Revenue

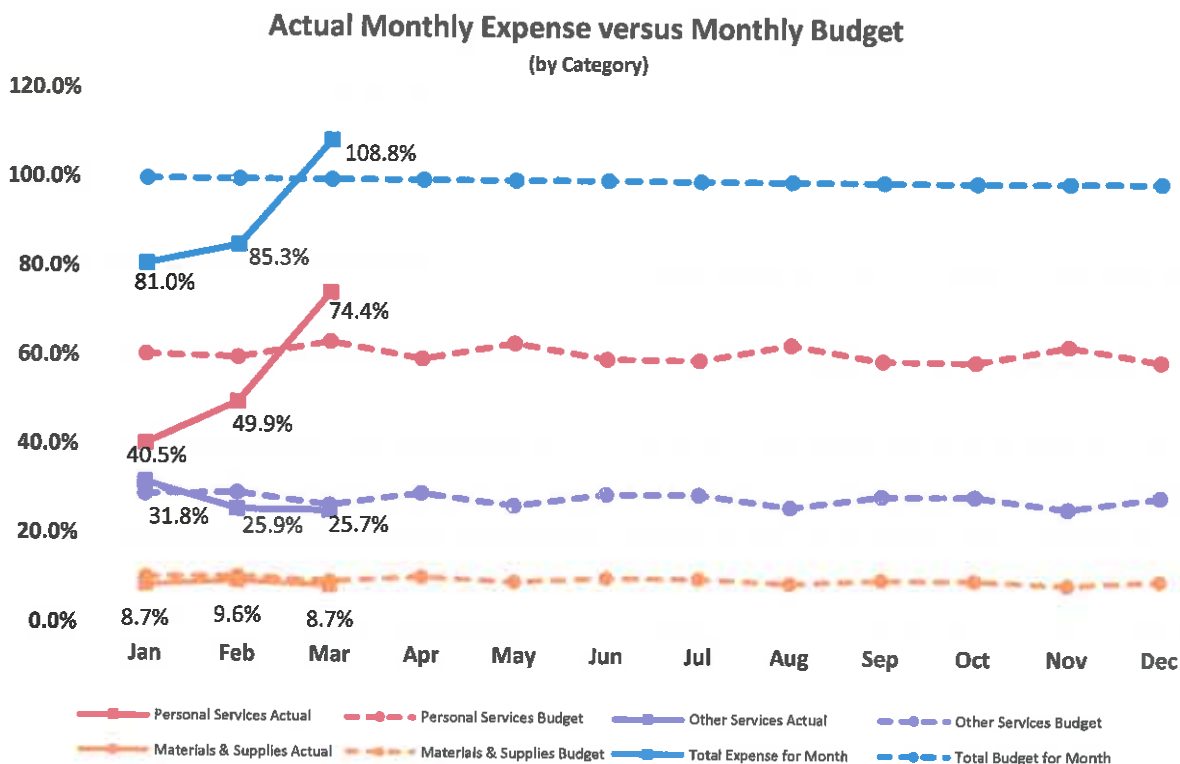
Local Tax Revenue received from property tax is estimated for March based on a 12-month straight-line distribution method and is estimated to be \$2.9M per month. The bulk of property tax revenue is received in June and December each fiscal year. Other local income taxes in the amount of approximately \$182K was received in March.

Transit Income Tax Revenue

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

Total Revenue

For the month of March 2018, the total revenue recognized was 7.1% over projections.



Personal Services

Overall, Personal Services were 14.8% over budget in March. Year-to-date is under by 12.4% budget since we have not reached our budgeted level of staffing just yet and expenditures will true up as the year progresses. There were a few extra payments made related to benefit which contributed to the higher amount in the fringe benefit category.

Other services and Charges

This expense category was under budget projections by 4.8% for the month of March.

Materials and Supplies

For the month of March, this expense category was collectively 11.5% under budget.

Total Expenses

Total expenses came in 8.1% over budget projection for the month of March however, year-to-date we are 10.2% under budget.

Summary

Year-to-date spending is under budget allocation through March 31, 2018. The organization continues to review monthly reports and communicates with all divisions when potential issues arise.



4/17/2018 10:34 AM
Period Selected: 3

Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - Operations
For the Three Months Ending Saturday, March 31, 2018

	Current Month				YTD			
	Actual	Budget	Budget		Actual	Budget		
			Variance	%		Variance	%	
			\$			\$		
Revenue								
Federal Assistance	859,912	341,008	518,904	60.3%	1,424,912	1,023,023	401,889	
Other Operating Income	132,618	68,045	64,573	48.7%	250,275	204,135	46,140	
Passenger Service Revenue	927,628	916,667	10,962	1.2%	2,500,990	2,750,000	(249,010)	
PMTF Revenue	892,545	892,545	0	0.0%	2,677,636	2,677,636	0	
Property Tax	2,932,720	2,932,720	0	0.0%	8,798,160	8,798,160	0	
Local Transit Tax	2,687,495	2,687,495	0	0.0%	8,062,485	8,062,485	0	
Service Reimbursement Program	43,561	33,354	10,208	23.4%	99,100	100,061	(960)	
Total Revenues	8,476,480	7,871,833	604,646	7.1%	23,813,559	23,615,501	198,058	
Expenses								
Personal Services								
Fringe Benefits	1,921,689	1,498,151	(423,538)	-22.0%	3,937,205	4,510,075	572,870	
Overtime	350,715	319,033	(31,682)	-9.0%	784,677	957,100	172,423	
Salary	3,960,349	3,493,321	(467,029)	-11.8%	8,222,367	9,082,632	860,265	
Total Wages and Benefits	6,232,753	5,310,505	(922,248)	-14.8%	12,944,250	14,549,808	1,605,558	
Other Services & Charges								
Claims	162,256	205,708	43,452	26.8%	324,423	617,125	292,702	
Miscellaneous Expenses	48,211	45,844	(2,367)	-4.9%	79,116	137,531	58,415	
Purchased Transportation	967,924	950,690	(17,234)	-1.8%	2,774,157	2,852,070	77,913	
Services	896,315	927,133	30,817	3.4%	2,444,685	2,781,398	336,712	
Total Utilities	74,618	122,083	47,465	63.6%	307,269	366,250	58,981	
Total Other Services & Charges	2,149,325	2,251,458	102,133	4.8%	5,929,651	6,754,374	824,723	
Materials & Supplies								
Fuel & Lubricants	268,458	319,146	50,688	18.9%	923,230	957,437	34,208	
Maintenance Materials	285,495	378,125	92,630	32.4%	1,424,704	1,134,375	(290,329)	
Other Materials & Supplies	34,410	63,630	29,220	84.9%	138,903	190,891	51,987	
Tires & Tubes	138,608	50,000	(88,608)	-63.9%	175,088	150,000	(25,088)	
Total Materials & Supplies	726,971	810,901	83,930	11.5%	2,661,924	2,432,703	(229,221)	
Total Expenses	9,109,050	8,372,864	(736,186)	-8.1%	21,535,825	23,736,885	2,201,060	
NET INCOME/(LOSS)	(632,570)	(501,031)			2,277,734	(121,384)	10.2%	

TO: Chair and Board of Directors

FROM: Paula Haskin
Dir. Flexible Svc/Contract Service

Paratransit Service Transition Update

Issue An Update will be presented at the board meeting.

Recommendation:

Receive the Report.

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg

Vice President of Planning & Capital Projects

Blue Line Project Development

Issue An Update will be presented at the board meeting.

Recommendation:

Receive the Report.

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 APRIL 2018

ISSUE:

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

RECOMMENDATION:

Receive the report.



Bryan Luellen
Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Director of Public Relations

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

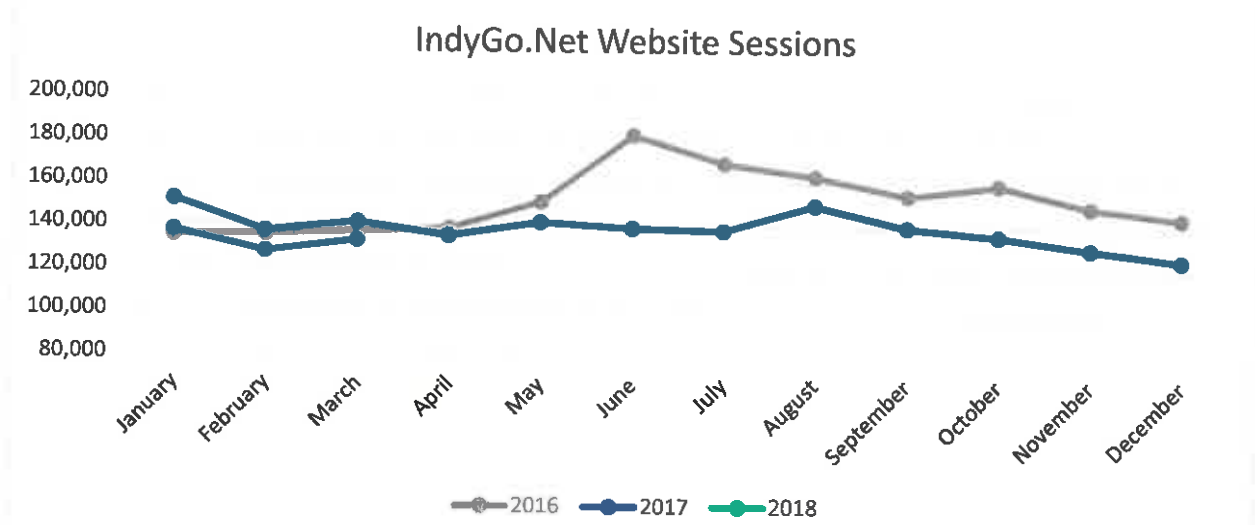
Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

INDYGO.NET MONTHLY SESSIONS 3/1/18 – 3/31/18:

Page Views	308,700
New /Returning Visitors	31,280/20,167
Total Sessions	133,095



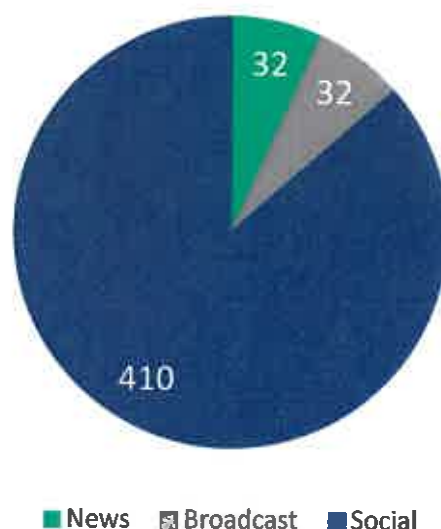
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	39.20%

MARCH NEWS RECAP:

- “IndyGo to Offer Free Rides and Boost Service on April 4 in Honor of Kennedy King Memorial Anniversary” – Publicnow
- “IndyGo Invites Public to Open Houses: Purple Line Rapid Transit, Super-Stops, and Central Avenue Conversion” – Publicnow, Weekly View, Indiana IN – AmericanTowns.com
- “Transit Leaders Criticize Trump’s Proposed Grant Cuts in FY19 Budget” – Smart Cities Dive, APTA, Publicnow
- “IndyGo is in Need of More Drivers, Mechanics, Support Staff” – WISH TV
- “Trump Budget Signature Bodes Well for IndyGo” – CBS4, FOX59
- “IndyGo’s Daunting Task: Turn Drivers into Health Fanatics” – Indianapolis Business Journal

Topics Include: Mentions in early-mid March include national stories on the need for federal funding for transit, information on upcoming Transit Talk public meetings, and coverage of the APTA convention in mid-March. Late-March mentions include talk of the Central Avenue 2-way conversion, national stories outlining transit leaders’ criticism of proposed cuts in the federal FY19 budget, and information about free rides and boosted service on April 4 in commemoration of Kennedy King memorial anniversary.

Share of Voice by Volume



News mentions: 32

Broadcast mentions: 32

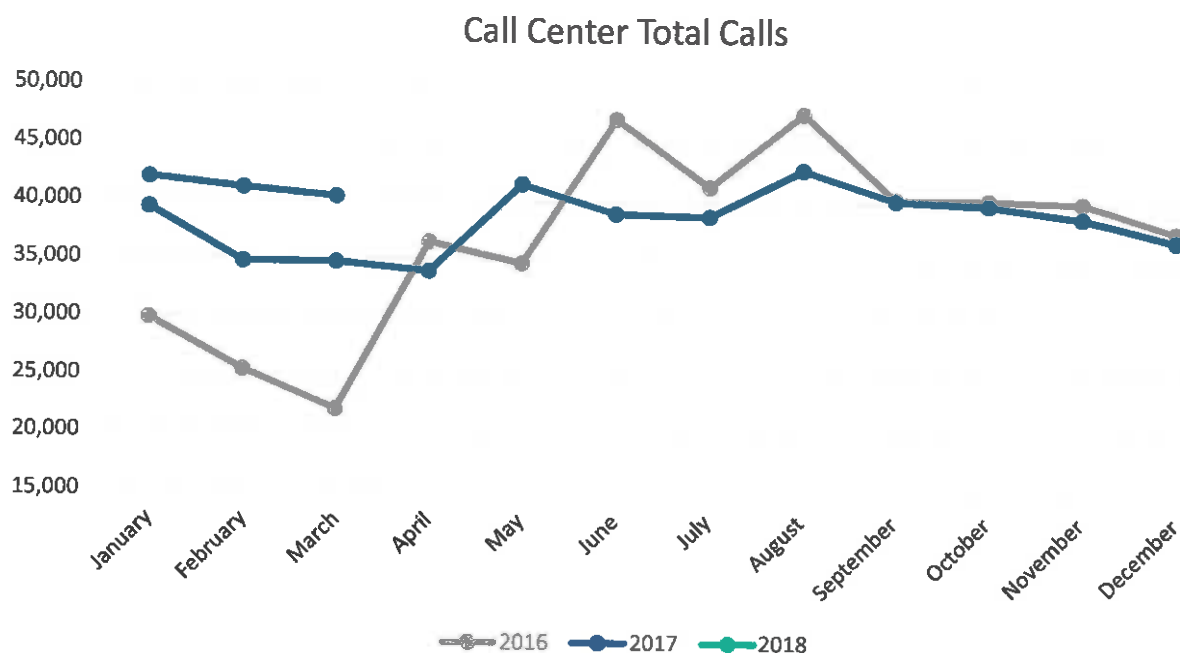
Social Media mentions: 410

MARCH CALL CENTER REPORT:

40,319 total calls

2.75% calls abandoned in queue

49.06% Interactive Voice Response (IVR) calls

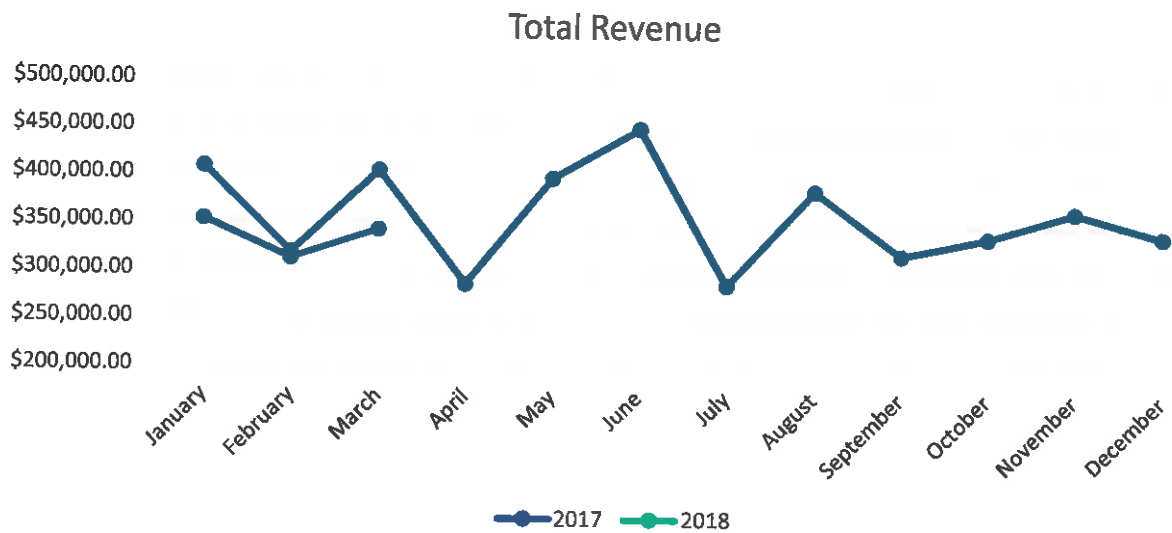


CUSTOMER COMMENTS: 445

ADA	1	PURPLE LINE	5
BUS STOP		REAL TIME ARRIVALS	1
CIVIL		RED LINE	6
COMPLIMENT	18	REQUEST	34
COURTESY	65	ROUTE	3
CUSTOMER SERVICE CENTER	2	ROUTE DETOUR	5
DENIAL	2	RULES	3
DISCRIMINATION – TITLE VI	3	SAFETY	80
FACILITY MAINTENANCE	16	SCHEDULE ADHERENCE	65
FARES	4	SERVICE CHANGES	
MCTP	17	SUGGESTION	12
MARKETING	2	VEHICLE MAINTENANCE	4
OTHER	11	WRONG INFORMATION	2
PASS BY	64		

MARCH PASS SALES REPORT:

Total Quantity of Passes: 41,849



Additional Revenue:

Retail Desk & Online Purchases: \$243,753.85

Cash: \$69,009.30

Checks: \$16,839.55

Credit Cards: \$157,905.00

OUTREACH SUMMARY FOR MARCH:

Outreach in March consisted of meetings with companies, organizations, and institutions while also maintaining frequent Transit Ambassador appearances at the DTC.

MARCH OUTREACH EVENTS:

3/1/2018	Presentation for UIndy Leadership
3/1/2018	IUPUI Capstone Travel Training
3/1/2018	Citizens, IndyGo, and DPW Communications meetings
3/1/2018	Central Ave Design Concept Review and Progress Update
3/1/2018	City County Council Public Works Committee
3/2/2018	THRIVE CTE IndyGo Tour
3/2/2018	WTTS advertising
3/2/2018	IndyGo + GMSP
3/3/2018	Neighbor Power
3/5/2018	Osili update
3/5/2018	IndyGo + Lyft
3/5/2018	IndyMoves: Lawrence Branch Library
3/6/2018	Transit/Zoning/Infrastructure Coordination
3/6/2018	IndyMoves: Trinity Episcopal Church
3/7/2018	Transit Ambassador outreach at DTC
3/7/2018	Just Pop In + IndyGo
3/7/2018	City County Council MUNI Committee
3/8/2018	Yelp + IndyGo
3/8/2018	Purple Line NEPA/Section 106
3/9/2018	IndyGo + DPW: Purple Line Outreach
3/9/2018	Miller update
3/12/2018	Transit Ambassador outreach at DTC
3/12/2018	Housing/Transit @ Michigan/Keystone
3/13/2018	IndyGo + Blue Indy: Super Stops

3/14/2018	Forest Manor Neighborhood Association presentation
3/16/2018	IndyGo + Wine Market
3/16/2018	Transit Ambassador outreach at DTC
3/17/2018	Transit Ambassador outreach at DTC
3/19/2018	Press Conference: Transit CEOs and Impact of CIG program cuts
3/19/2018	Adamson update
3/19/2018	Fanning update
3/20/2018	Public meeting: Central Ave 2 way conversion
3/21/2018	UIndy + IndyGo
3/21/2018	Public Meeting: Central Ave 2 way conversion
3/22/2018	ULI West Side Revitalization
3/22/2018	Purple Line NEPA/Section 106
3/22/2018	IPTC Board of Directors meeting
3/22/2018	Southeast Neighborhood Congress
3/26/2018	City of Rushville mass transit
3/26/2018	Millersville Keystone Neighborhood Association
3/27/2018	IndyGo Vendor Networking/Open House event
3/27/2018	Ball State University PLAN 100 presentation
3/28/2018	Indianapolis Sustainability Summit
3/29/2018	IndyGo + DPW Central Ave meeting recap
3/29/2018	Transit Talk: Purple Line
3/30/2018	Emmis Communications briefing
3/30/2018	WISH TV briefing

PLANNING AND CAPITAL PROJECTS REPORT

4/26/18

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

The 1806 pick for June 10 is complete. More frequency has been added to the following routes in line with the MCTP.

- Route 3 weekday service increased to 30-minutes all day.
- Route 10 Saturday service increased to 20-minutes all day.
- Route 31 Sunday service increased to 60-minutes all day.
- Route 34 Weekday service increased to 30-minute all day.
- Route 37 Sunday service increased to 60-minute all day.

This will increase service by having 201 more trips each week. In February 349 trips were added. For 2018, IndyGo will have added 550 new weekly trips. In addition, timing adjustments on other routes will be made as normal with each operator pick.

On April 4 staff traveled to Cleveland, Ohio to see the Healthline BRT in action. Meeting with GCRTA staff to see the BRT line in the built environment was helpful in understanding the benefits and issues related to providing rapid service.

Planning staff is continuing work on the 2019 Marion County Bus Stop Plan, which will have an impact on each of the 3,600+ bus stops within the IndyGo system when the June 2019 service improvements go into effect. A detailed analysis has been completed by IndyGo planning staff which identified changes to bus stops throughout the bus network. This included identifying locations for new bus stops to be added (complete with infrastructure improvement recommendations), identifying bus stops that are planned to be removed due to service changes or stop spacing standards, and identifying improvements to pedestrian infrastructure and bus stop amenities at existing high-ridership bus stops. In total, infrastructure improvements have been targeted for 355 bus stops, which includes both existing and new stops. Cost estimates and design work for those bus stops is now underway and will be led by the consultant team at Shrewsberry & Associates. Bus stop removals for June 2019 will be coordinated with the consultant team at Shuck Corporation. Moving forward, planning staff will be working with IndyGo's Community Outreach and Public Affairs & Communications Staff in order to formulate an outreach plan to involve and inform riders, stakeholders, and members of the community on the proposed bus stop changes.

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 a number of IndyGo departments and divisions, as well as coordination with key institutional agencies and stakeholders. Recent coordination efforts have focused primarily on procedures for interactions between Red Line buses and emergency vehicles, Red Line detour procedures, ADA accessibility on Red Line buses and at stations, and station maintenance.

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 on East 30th Street, the Jewish Community Center on Hoover Road, St. Vincent Hospital on West 86th Street, the Castleton Square Mall area, at stops along 25th Street/Monon Trail area, East Michigan Street/Sherman area, West 10th Street/Tremont area, Michigan Road/73rd Street area, as well as many others.

Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets. The two-way conversion studies will include Michigan Street/New York Street from College Avenue to Emerson Avenue and 29th Street/30th Street from White River Parkway to Ruckle Street. Upon completion, the traffic studies will be submitted to DPW for approval of the proposed two-way conversions. Upgrading these streets to carry two-way traffic will improve IndyGo's flexibility to create the most efficient routes

In coordination with DPW and Downtown Transit Center staff, we are continuing to identify and improve traffic flow problems on the streets surrounding the DTC. Operational issues with the City's traffic signals include problems with the vehicle detection equipment and synchronization between traffic signals.

Service Planning is coordinating with IndyGo's Transit Signal Priority (TSP) vendor to refine their fee proposal for the Red Line equipment purchase and maintenance agreement. Conversations have identified cost saving opportunities of up to \$200,000 by eliminating equipment and services from the vendor's initial fee proposal.

Planning staff is coordinating with Procurement to develop an on-call contract with a traffic systems engineering consultant to assist with developing and implementing traffic signal timings along the proposed BRT and local routes.

Service Planning has been collaborating with Operations to develop concept-level plans to improve traffic circulation in and around the IndyGo garage. Buses are being delayed along Harding Street more frequently as train activity continues to increase at the CSX crossing south of the garage. Conceptual improvement plans have been developed to help buses navigate around traffic backups along Harding Street.

Current Month			IndyGo	Year to Date		
Mar-17	Mar-18	% Change	Fixed Route Ridership	2017	2018	% Change
15,755	15,565	-1.2%	2 E. 34th St.	45,652	44,887	-1.7%
23,466	24,908	6.1%	3 Michigan St.	73,602	72,078	-2.1%
13,110	12,911	-1.5%	4 Fort Harrison	39,621	37,327	-5.8%
17,365	13,911	-19.9%	5 E. 25th	53,311	42,868	-19.6%
12,399	13,915	12.2%	6 N. Harding	35,961	37,883	5.3%
121,126	125,051	3.2%	8 Washington St.	354,399	339,778	-4.1%
91,981	91,326	-0.7%	10 10th St.	269,007	257,866	-4.1%
3,554	4,591	29.2%	11 E. 16th St.	9,907	11,341	14.5%
4,337	4,279	-1.3%	12 Minnesota	15,118	13,525	-10.5%
3,183	3,286	3.2%	13 Raymond	9,774	9,735	-0.4%
10,027	8,988	-10.4%	14 Prospect	28,482	26,314	-7.6%
18,784	16,885	-10.1%	15 Riverside	55,465	48,239	-13.0%
10,429	11,102	6.5%	16 Beech Grove	30,190	31,336	3.8%
20,910	21,011	0.5%	17 College	62,627	58,944	-5.9%
12,441	11,746	-5.6%	18 Nora	35,387	32,739	-7.5%
38,106	34,290	-10.0%	19 Castleton	111,508	98,102	-12.0%
13,869	14,337	3.4%	21 East 21st St.	39,791	40,514	1.8%
10,669	10,113	-5.2%	22 Shelby	31,393	28,756	-8.4%
9,820	11,252	14.6%	24 Mars Hill	28,276	31,979	13.1%
14,135	14,224	0.6%	25 W. 16th St.	40,702	40,431	-0.7%
14,772	13,468	-8.8%	26 Keystone	42,852	38,715	-9.7%
13,492	12,942	-4.1%	28 St. Vincent	40,064	37,746	-5.8%
7,227	7,475	3.4%	30 30th St.	20,722	20,862	0.7%
24,550	22,803	-7.1%	31 Greenwood	70,881	63,894	-9.9%
25,369	23,380	-7.8%	34 Michigan Rd.	71,941	68,641	-4.6%
39,654	37,003	-6.7%	37 Park 100	112,242	103,721	-7.6%
33,005	28,594	-13.4%	38 Lafayette Square	94,406	80,975	-14.2%
96,617	97,709	1.1%	39 E. 38th St.	288,217	268,591	-6.8%
4,354	2,907	-33.2%	55 English	12,352	10,099	-18.2%
11,483	9,309	-18.9%	86 86th Street Crosstown	35,563	26,876	-24.4%
12,292	12,017	-2.2%	87 Eastside Circulator	33,930	32,318	-4.8%
663	147		Others	1,264	1,803	
748,944	731,445	-2.3%	Total	2,194,607	2,058,883	-6.2%

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.

Mar-17	Mar-18	% Change	Flexible and Contracted Services	2017	2018	% Change
27,222	74,784	174.7%	Open Door Riders on Fixed Route	76,353	74,784	-2.1%
28,539	26,538	-7.0%	Open Door	79,315	74,952	-5.5%
808	920	13.9%	Open Door Taxi Vouchers	2,289	2,339	2.2%
22,037	17,099	-22.4%	31 Day S-Pass	66,258	55,266	-16.6%

STRATEGIC PLANNING

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, project development activities associated with the Purple and Blue Lines, Super Stops, and the Central Avenue conversion; fare modernization efforts, and data/research projects including assisting with paratransit review, key performance indicators, and reviewing service measurement. 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 draft 30 percent designs for the corridor have been delivered by the consultant to IndyGo and DPW for review. Comments on the design are due on April 16. The environmental process for a Documented Categorical Exclusion (DCE) of the Purple Line has been progressing as planned and is still slated for completion in August of this year. A review of the initial draft of the DCE is underway. The Historic Properties Report, Archeology Report (Phase 1a), and Traffic Report are also under review by IndyGo, WSP, and the Federal Transit Administration. The Final Archaeological Phase 1 report will begin development in late May. This document is what will go to the State Historic Preservation Office for final approval.
- **Blue Line:** We expect the Blue Line to have been accepted into the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process by the date of the April board meeting. Over the shoulder meetings for five percent designs have been completed and final five percent alternative designs will be ready by May 1; this deadline may extend a few weeks as public involvement meetings are likely to be held in mid- to late May. Several other design and analysis related efforts are also occurring to advance the Blue Line Project.

- **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 corridors has reached the five percent design milestone. The request for an environmental review classification has been sent to the Federal Transit Administration. Once a classification is determined, the environmental review process will begin. The project will continue to proceed towards 10% design, which is expected by the end of April. Work regarding public outreach, stakeholder engagement, and coordination between DPW and other right-of-way users is ongoing.
- **Central Avenue:** There has been continuous coordination between IndyGo and DPW relating to Central Avenue and the 10th/Fort Wayne/Central intersection and the conversion of Central Avenue from a one-way street to a two-way street. Substantial public outreach activities occurred throughout March and early April. The intersection and Central Avenue have reached final design. The project will go out to bid with the rest of the Central Avenue project, which is being managed by DPW. The bid opening date is on May 17th and construction is slated to begin on July 10th.

Fare modernization

An RFP for comprehensive fare modernization equipment and services was issued on March 19, with proposals due (following a calendar amendment) on May 18. This effort will secure an account-based system, the ticket vending and validation infrastructure necessary to vend tickets at the Red Line and future rapid transit corridors, provide new payment media in the form of a mobile ticketing app and a payment device/card, and the necessary equipment to conduct fare enforcement activities. The solicitation has been downloaded 75 times by 58 different firms. A pre-bid meeting was held on April 2 with 21 vendors in attendance (phone and in person). An initial round of questions and answers have been posted and a subsequent round of additional request for information and/or a request for alternates will occur in advance of the board meeting this month.

The strategic planning team is also conducting analyses to project the potential benefits and impacts of changing fare policies to support staff and board decision-making around potential changes to fare policies. These analyses will support future fare equity analyses as well.

Ridership Analyses

Provided as a separate item within the Capital Projects report.

Shared Mobility

Indianapolis benefits from highly engaged private and philanthropic sectors committed to advancing community opportunities and mitigating community challenges; to that end, the Indy Connect effort was partially borne out of a regional transit task force led by the private sector. Currently, IndyGo, across departments and divisions, is engaged with several broader conversations around mobility throughout Marion County.

Recognizing that public transportation is the backbone of any urban area's shared mobility system, IndyGo is working with the City, and the private and philanthropic sectors to contribute to comprehensive strategies to promote easier, more efficient, and more accessible mobility options throughout its service area. IndyGo partnered with the Private Mobility Network, an initiative led by the Central Indiana Community Foundation, to submit a grant application to the Shared Use Mobility Center (after attending the SUMC conference last month) that would provide technical assistance in developing shared use mobility plans for mobility hubs and mobility districts throughout Marion County over the coming year; IndyGo expects to hear if it was awarded the grant in May. Likewise, IndyGo is participating as one of three Indianapolis representatives—the other being from City DMD and City DPW—as part of Transportation for America's 2018 Smart Cities Collaborative, the focus of which will be promoting the development of mobility hubs, with transit as a central feature of these areas.

Efforts around Shared Use Mobility are being jointly advanced by the Strategic Planning department and the Public Affairs division. It is anticipated that these efforts will continue over the coming year and beyond as IndyGo's expansion allows for greater integration with mobility efforts throughout the county.

Joint Development

The Strategic Planning team conducted an initial literature review of transit-oriented development (TOD) and value capture literature to inform any potential next steps regarding TOD. Additionally, IndyGo is working with the MPO and Department of Metropolitan Development to understand supportive TOD documents in advance of the Blue Line Small Starts application due late this summer. IndyGo staff are working on formulating a preliminary memo for review by the executive committee and other relevant internal parties about the potential opportunities and challenges relating to joint development and value capture; at the same time, we are actively reaching out to peer transit agencies and the FTA to better understand the experience of other agencies. The work on joint development and value capture is expected to continue in the coming months.

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:

- **Paratransit:** Strategic Planning staff is supporting the Paratransit and Contracted Services department's effort to review operations, identify opportunities to enhance service, and secure efficiencies. Specifically, the team is conducting literature review and performing data analysis findings related to questions raised by members of the MAC or internal stakeholders. The presentation resulted in additional action items that were investigated and information returned to Paula Haskins for a future MAC and/or Paratransit Review meeting.
- **Inter-governmental/regional coordination:** In partnership with others in the Capital Projects & Planning division, the Public Affairs division, and others throughout the agency, Strategic Planning staff has engaged with the City Department of Metropolitan Development to promote a common understanding where transit impacts the zoning ordinance and vice versa. Specifically, the zoning code provides for reducing parking minimums adjacent to Transit Enhancement Corridors and the IndyGo team is working with DMD staff to ensure these terms are consistently defined and commonly understood by the development community.

Team members have participated in regional transit meetings in Greenwood and Plainfield, as part of a conversation convened by CIRTa and the MPO, assessing the potential for transit operations in those communities. IndyGo's role is to provide technical support and update the region on the progress of the Marion County Transit Plan.

- **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. The team developed and provided an overview of the purpose of performance measurement and key performance indicators to the Strategic Planning committee on March 27. The team will continue to support the broader strategic planning, on an as needed basis, and provide additional background research that will support future development of key performance indicators by the strategic planning committee, executive committee, department heads, the board, and/or others who may be involved in the development and finalizing of key performance indicators.

- **Service standards:** the team is providing support to Service Planning and Public Affairs in the update to IndyGo's service standards.
- **Outreach:** The Strategic Planning team supported the Public Affairs division in several public outreach activities that occurred over the past month and expects to continue to be heavily involved in supporting outreach efforts, especially as these activities relate to the project development activities outlined above. The team is also preparing geographic data to that will, in the future, contribute to public facing map visualizations.
- **Other:** In addition to the above, the team is working with IT and Service Planning to review accuracy and precision of automated-passenger counters on fixed route vehicles; this effort is following up on analyses that were completed previously to assess the potential utilization of APC data for NTD reporting purposes.

ENGINEERING & CONSTRUCTION

Red Line

Limited Notice to Proceed were issued to both Contractors for package A & B in January. A Full NTP is anticipated to be issued in March once the FTA Grant funds are approved and available.

An anticipated preliminary construction schedule consolidating both Contracts was developed based on the preliminary schedules received from both contractors, with an anticipated construction start time of early March.

Project team has started using eBuilder which is IndyGo's new Document Management System for project related correspondences and processes.

Contractors have started sending submittals and other initial documents that would enable them to start construction without much delay once the full NTP is issued.

Utility relocation Notice to Proceeds were issued in conjunction with DPW in December. Verizon has started their Utility relocation on Capital Ave and AT&T has started theirs on 18th street. Other utilities are expected to start their field investigation and construction work in the coming weeks.

Purple Line

The Purple Line project has reached 30% design and is transitioning to the management of Jane Canada. Outreach meetings have been held over the last few weeks.

Other On-Street Projects

Several other street projects, including conversions of one-way streets to two-way and bus stop and shelter improvements were included in the Marion County Transit Plan. Initial outreach and design work for those projects will begin in early 2018. DPW has already approved the Central Ave project to move forward, and IndyGo is conducting traffic studies on the others.

FACILITY PROJECTS

Electric Bus Fleet Charging Facility Upgrades

The Project Design is at 60%, with 100% anticipated submittal in April along with Construction Documents. The coordination with IPL has been ongoing, regarding the work to connect into the power grid and the impacts. Discussion are being had to ensure meeting Buy America requirements and the use of IPL approved contractors.

Space Planning Renovations

The Etica Group has submitted the reports regarding needs for the Washington Street Facility. The next Task is to complete Construction Documents for the Administration, HR and Operations area of Washington Street Facility.

Other Projects

The Paint Booth, Wash Rack and Security Screen Overhead Doors design is underway. The studies will be to remove and replace the existing systems that are beyond their useful life.

The Etica Group is also completing a study for the layout of the Training facility and site layout to meet the needs of staff. The intent is to provide a full training facility with grounds for driving course as well. The location is being identified.



Justin Stuehrenberg

Vice President of Planning & Capital Projects

To: Chair and Board of Directors
From: Roscoe Brown, Chief Operating Officer/VP of Operations

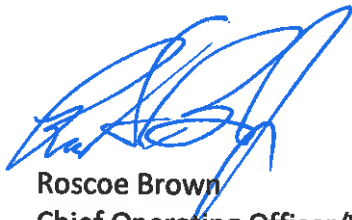
CONSIDERATION OF OPERATIONS DIVISION REPORT FOR MARCH 2018

ISSUE:

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

RECOMMENDATION:

Receive the report.



Roscoe Brown
Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Maintenance
Dwight Benjamin, Director of Transportation
Mark Emmons, Director of Safety, Training & Security
Paula Haskin, Director of Flexible & Contracted Services
Ed Parsley, Director of Facilities
Lisa Evans, Administrative Assistant

Operations Division Report- March 2018

TRANSPORTATION

EMPLOYEE RECOGNITION

March Employee of the Month: Kathy Smith

COMMENDATIONS

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

Tenisha Baine, Tiona Hankins, Didace Hategekimana, Jeffery Howard, Tifernie Irby, Joe Monaghan , Linda Smith and Rhonda Watts.

The following operators achieved an on-time performance rating of 90% or better during the month of February. 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 March is Jim Denton.

1. RON BURTON	798	97%
2. DARREL JONES	8423	97%
3. RICHARD BOYSEN	590	97%
4. ROSE ANDERSON	8473	97%
5. DILEXI GONZALEZ	2277	96%
6. MICHAEL HALE	2451	96%
7. STEPHEN EDMONDS	1156	96%
8. EFRAIN AMAYA	224	95%
9. SHAWN CLARK	8091	95%
10. JEFFREY HOWARD	8141	94%
11. DENNIS CLARK	1022	94%
12. WESLEY ROBERTSON	8488	94%
13. PAMELA RICKS	8424	94%
14. ADRIAN LEWIS	8192	94%
15. PETER REINTJES	5109	93%
16. PATRICK GRAY	2339	93%
17. SHEILA JOHNSON	8966	93%
18. SHEILA JOHNSON	8966	93%
19. RACHEL COMER	8665	93%
20. ROBERT FEIOCK	8620	93%

21. OTHA DUGAN	3030	93%
22. WILLIAM WILSON	8605	93%
23. MARY WILLIAMS	6709	92%
24. RICARDO OXLEY	4538	92%
25. DONNA JANDREAU	8421	92%
26. JAMES DENTON	1495	92%
27. MICHAEL RICKS	5139	92%
28. RAY WRIGHT	6979	92%
29. TERRY LAGRONE	8727	92%
30. DAVID JOY	8726	92%
31. ANTHONY WHITE	3334	92%
32. RONNIE BROOKS	8353	92%
33. TREVA ANDERSON	8935	92%
34. DEBORAH NEWELL	8577	92%
35. DIANE JOHNSON	8481	92%
36. LARRY PATTERSON	4612	92%
37. LOC NGUYEN	8325	91%
38. SAMUEL ABEBE	8472	91%
39. ANDREW MUNDY	8767	91%
40. ANDY CARPENTER	880	91%

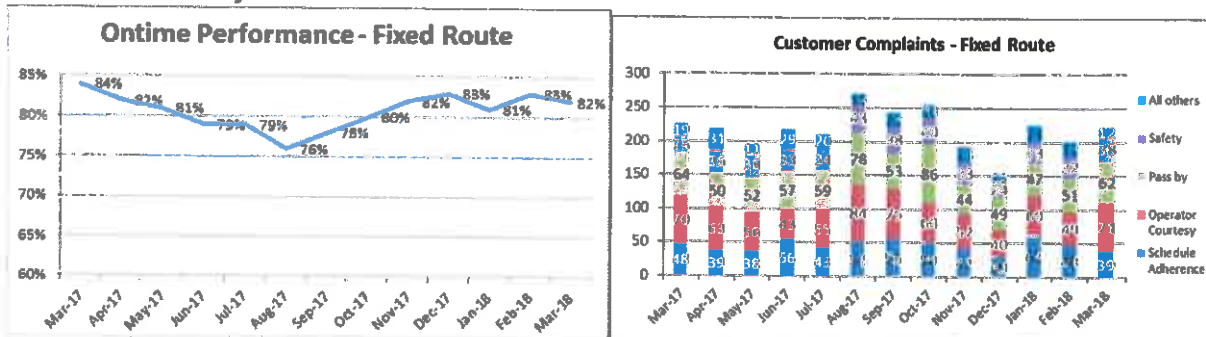
41. VIOREL SALAGEAN	8943	91%
42. BILLY CRUTCHER	8041	91%
43. JOE BADREDINE	9026	91%
44. WILLIAM ENGLAND	8666	91%
45. JONATHAN JACKSON	8739	91%
46. KENNETH DAVIS, SR.	8462	91%
47. SCOTT DUNCAN	8523	91%
48. ANTJUAN MARTINEZ	8988	90%
49. BETH MURRAY	8218	90%
50. SANDRA HOOK	8430	90%
51. EDGAR HOLLYFIELD III	8649	90%

52. ROXANNE THAMES	5944	90%
53. TIMOTHY MARTIN	3742	90%
54. GARRY STAGGS	8376	90%
55. MAMADOU GOUDIABY	8185	90%
56. JOHN DAVIS	1435	90%
57. MELVIN WRIGHT	8117	90%
58. MOHAMMAD ALEM	9016	90%
59. JOYCE LEDELL	3395	90%
60. CORENE WELLINGTON	8125	90%
61. DAVID MARYUN	8399	90%

Fixed Route Update:

During this reporting period, Coach Operator Rose Anderson represented IndyGo at the 2018 Rose Award Banquet, and received the top honor as a Rose Award recipient. The Transportation Department held the annual Bus Driver appreciation day on March 16, 2018. In addition, the operations team supported homeland security with hard barricades for the Saint Patrick's Day parade.

Service Delivery Data:



COMMUNITY OUTREACH

Operations had representatives attend the following community stakeholder meetings:

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

Maintenance Department

Each bus in the fleet will now have two In-service body checks yearly. It is the hope of the Preventative Maintenance department to increase this total for 2018 to complete all In-Service Body Checks twice and begin a new appearance enhancement project to include more detailed coach body inspection.

The alignment program is still taking shape as all three shifts now are doing alignments weekly. This will be an area of focus this new year as the department will begin to cross train many more employees on how to do alignments.

Through the use of Wheelchair Ramp PM Predictive Maintenance, the Maintenance Department has seen a substantial drop in wheelchair ramp malfunctions and related issues. There should be a drop in ramp related pull offs this winter with the wheel chair ramp pm being completed more consistently. It is the hope of the Predictive Maintenance Department to push the number of completed 6 Month Wheel Chair Ramp PM's to over 500 every year. With 706 ramp PM's completed for 2017, the Maintenance Department has far exceeded its goal!

Through a process of consistent Steam Cleaning another issue of non-operating A/C can begin to be eliminated. When the radiator is clogged, or blocked up with debris it inhibits air flow and the cooling ability for the motor and the A/C. Another valuable byproduct of the steam clean program is the ability for the mechanics to be able to see and locate leaks more efficiently. The Maintenance Department now has a dedicated second steamer. This will help the Department to meet its goals for the New Year as well as help to make all the vehicles safer and easier to diagnose for leaks.

With the increased monthly regen process the use of DPF filters and catalyst have drastically decreased. This has also saved on the number of filters and catalyst the store room sends out to be cleaned. Trying to keep up with advances in DPF filter cleanings the Maintenance Department is utilizing a new process to clean our used DPF filters to improve cleaning and longevity of engines. One of the most improved areas under the Scheduling department has been the forced regen of the DPF system.

IndyGo and the Maintenance Department has committed to achieving a sustainable cleaning/detailing program. This will change the opinion of public transportation; one rider at a time as the bar continues to be raised in this area. The biggest accomplishment for the Scheduling department and IndyGo has been the detailed cleaning of the entire fleet. A total of 926 details were completed in 2016. For the 2017 year 1,555 details were completed. The Maintenance Department has achieved its goal of completing over 1,000 premium details by the end of 2017. To put things into perspective in the year 2015 only 572 details were done for the entire year. The Maintenance Department while maintaining the 1,000 premium details per year will also begin to improve the detailing process to include deeper cleanings. So far this year the Maintenance Department has already completed 502 details compared to 317 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.

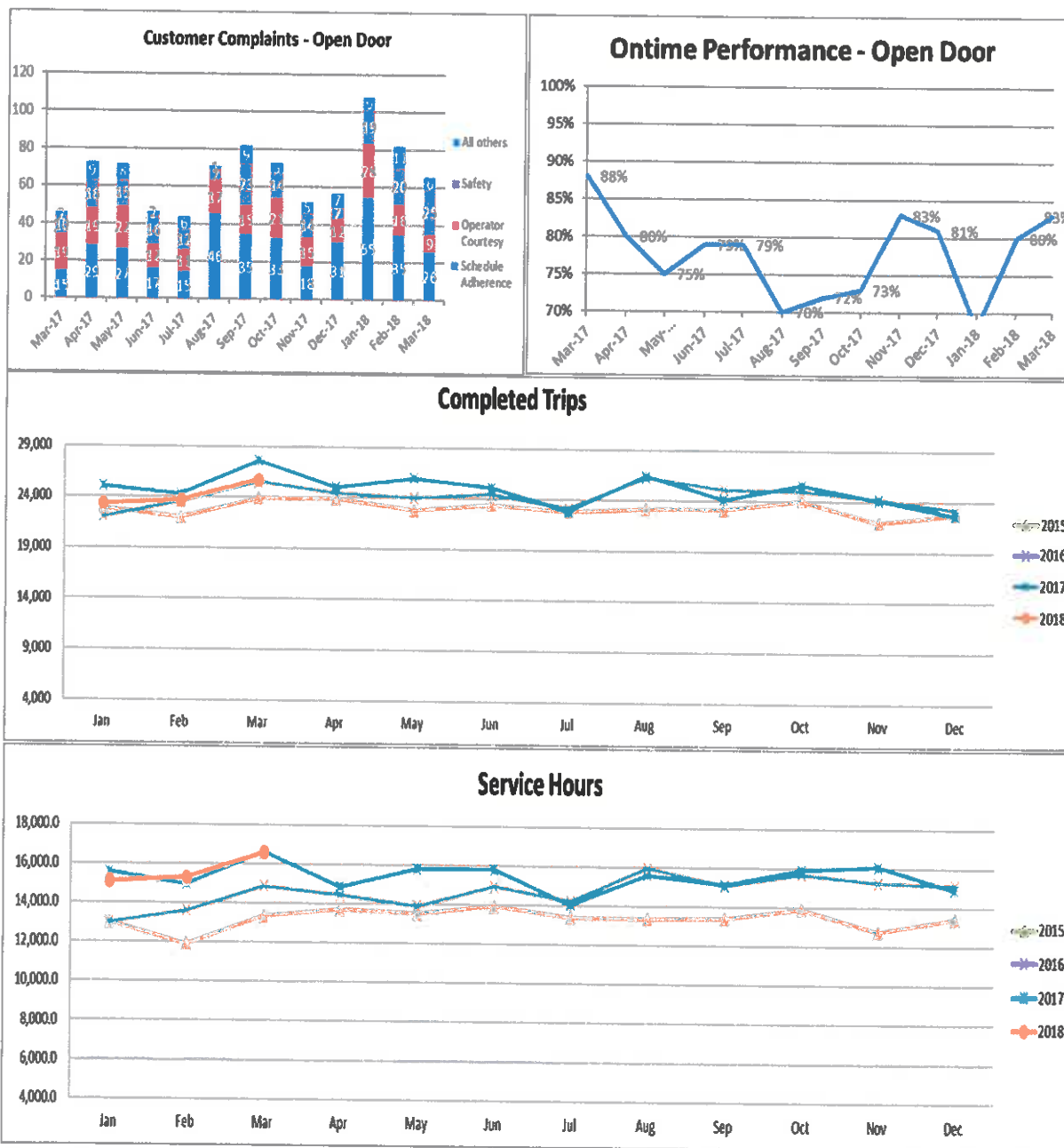
Mean Distance Major System Failures Mean Distance Between All Systems Failures												
	2018/01	2018/02	2018/03									
Major	4,895	4,392	5,342									
All	3,200	3,618	4,474									
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07	2017/08	2017/09	2017/10	2017/11	2017/12
Major	5,834	9,585	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

Flexible & Contracted Services

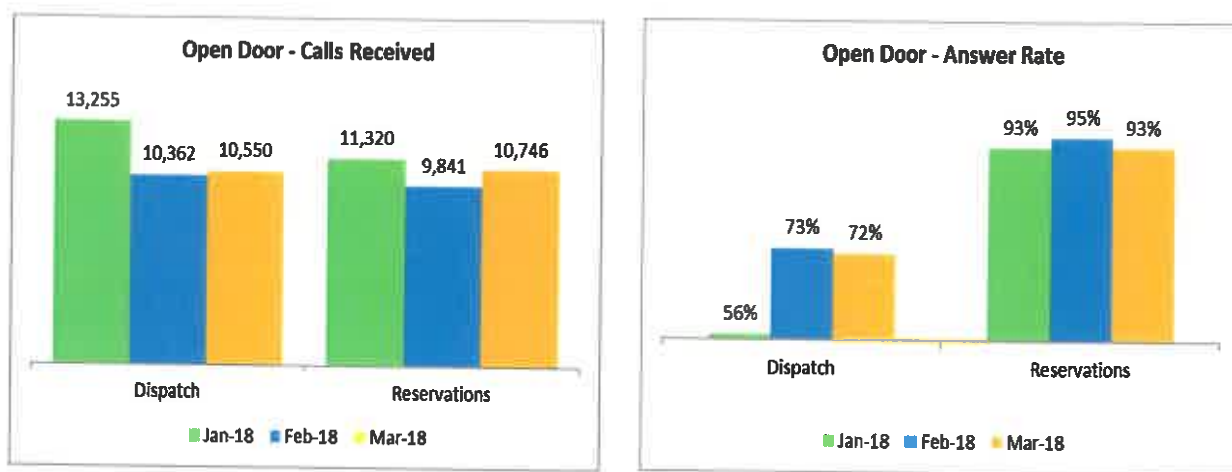
MV Transportation's paratransit contract with IndyGo Open Door ended on March 31, 2018. Transdev is the new vendor and began service on April 1, 2018 from their new location at 2222 N. Hillside Avenue. Transdev has held and continues to hold new hire training classes for operators and dispatchers and has all management staff in place. The service provider has transitioned each of MV Transportation's schedulers, dispatchers, customer service representatives, and operators to their team. Two sets of joint vehicle inspections (IndyGo, MV, and Transdev) were held prior to the transition of the IndyGo fleet to Transdev. Currently, the transition is going as planned.

Service Delivery Data:

The charts below show an increase of completed trips from February to March of over 2,000 trips. Open Door received a request of 32,577 trips and performed 25,724 with 26,538 riders. The surge in ridership was met by an increase in service hours. During this period, on time performance improved by 3%, and comments and complaints decreased from 82 to 66.



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.



Grant Activity:

The IndyGo Board of Director's approved the purchase of seven (7) vehicles for three (3) recipients of the Section 5310 grant fund program. The delivery and receipt of these vehicles is currently underway.

The Board of Directors also approved the purchase of fifteen (15) paratransit body on chassis vehicles. Vehicle orders were placed with Midwest Transit for delivery in late summer/early fall.

Facilities

During the month of March, the Julia M. Carson Center remained very busy with heavy volumes of customers on site daily. There were several days, when there was standing room only on the inside of the center due to inclement weather.

Work continued at the Transit Center in the south bus lane next to the jail where the bus lane concrete started to collapse. Once the concrete slabs were removed we discovered a large sink hole had started. After all the loose soil and gravel was removed the area affected was 13 feet deep and 25 feet wide. The cause of sink hole was an old abandoned clay tile sanitary line, which was thought to be used by either an old house or building that previously existed on the site. Also discovered in the collapsed area was an underground live power line that had to be worked around. IPL was brought in to address the power line issue. The process of filling all trenches and sink hole areas with concrete was started and should be completed by the middle of April. Curing time for the concrete is estimated to take 2 weeks, so we are hoping to reopen the south bus lane and the 6 Bus Bays in late April.

During the first quarter of 2018 as part of our Environmental Management Program, IndyGo recycled 2,941 gallons of used oil, fifteen 55-gallon drums of used oil & fuel filters products, and over 2,000 fluorescent light bulbs from our lighting upgrade project. Also during the 1st quarter of 2018 IndyGo recycled over 21.6 tons of scrap metal from the garage area that generated revenue totaling \$4,343.90.

Meetings continued in March with IPL, our A&E Firm WSP and other designated parties in discussions regarding designs and electrical needs for the new charging system for the upcoming Electric Bus fleet needs. IPL anticipates installing additional transformers on property to facilitate the electrical needs of the fleet.

Meetings were held in March to continue negotiations on replacing all the pavers at the Transit Center in the very near future.

During the month of March IndyGo installed 40 new bus stop signs and removed 30 bus stop signs and installed 4 new trash cans and removed one small shelter and replaced 7 shelter glass panels due to vandalism.

RISK & SECURITY

- IndyGo was asked to participate again this year, with Indiana TSA and the Department of Homeland Security, on K-9 training at Plainfield High School. The event had more than 80 dogs and their handlers. The dogs and handlers came from 24 federal, state and local agencies and they learned life-saving lessons. There were 20 different disaster scenarios, including search and rescue, patrolling, and sniffing out explosives and drugs. IndyGo provided a bus that allowed the dogs to sniff luggage that was placed outside of the bus and for possible explosives both inside and outside of the bus. This was the second year that TSA and Homeland Security has invited IndyGo to participate in this event.

SAFETY & TRAINING

SAFE DRIVERS

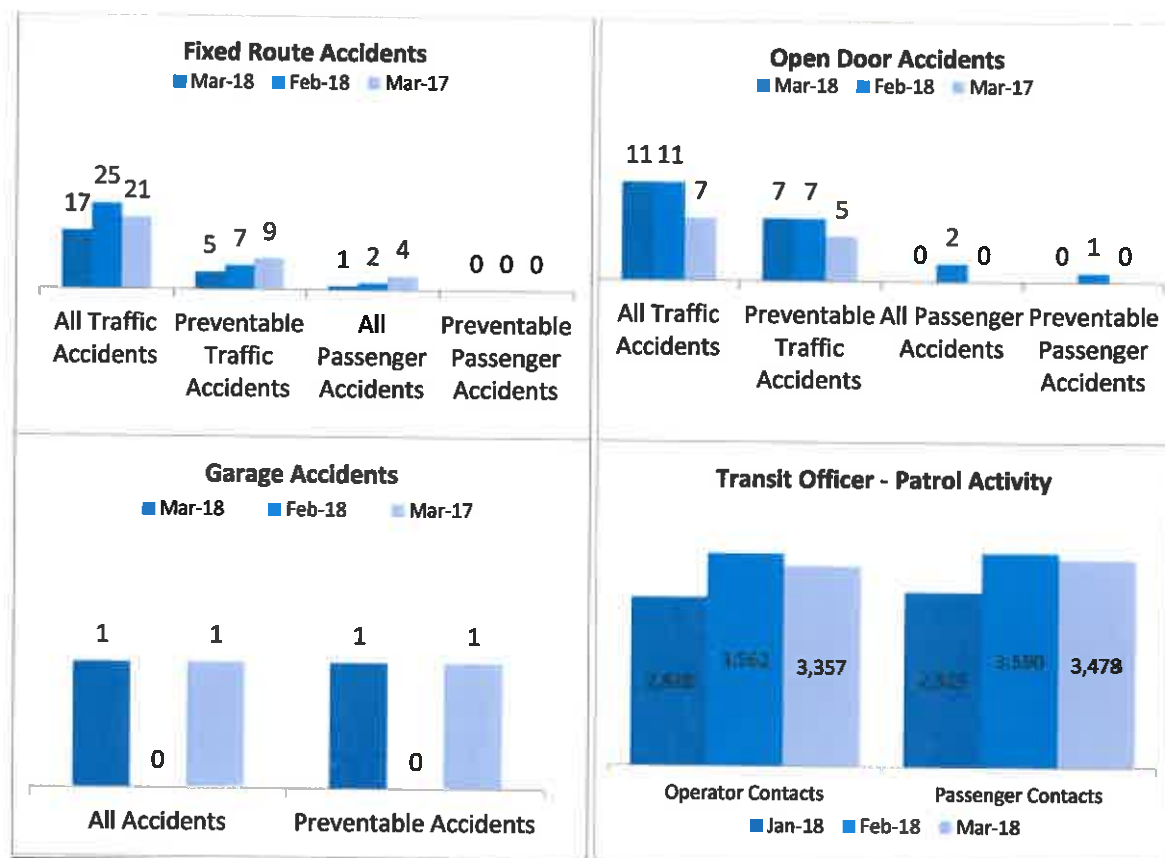
The following Operators were recognized for their safe driving for the month of November:

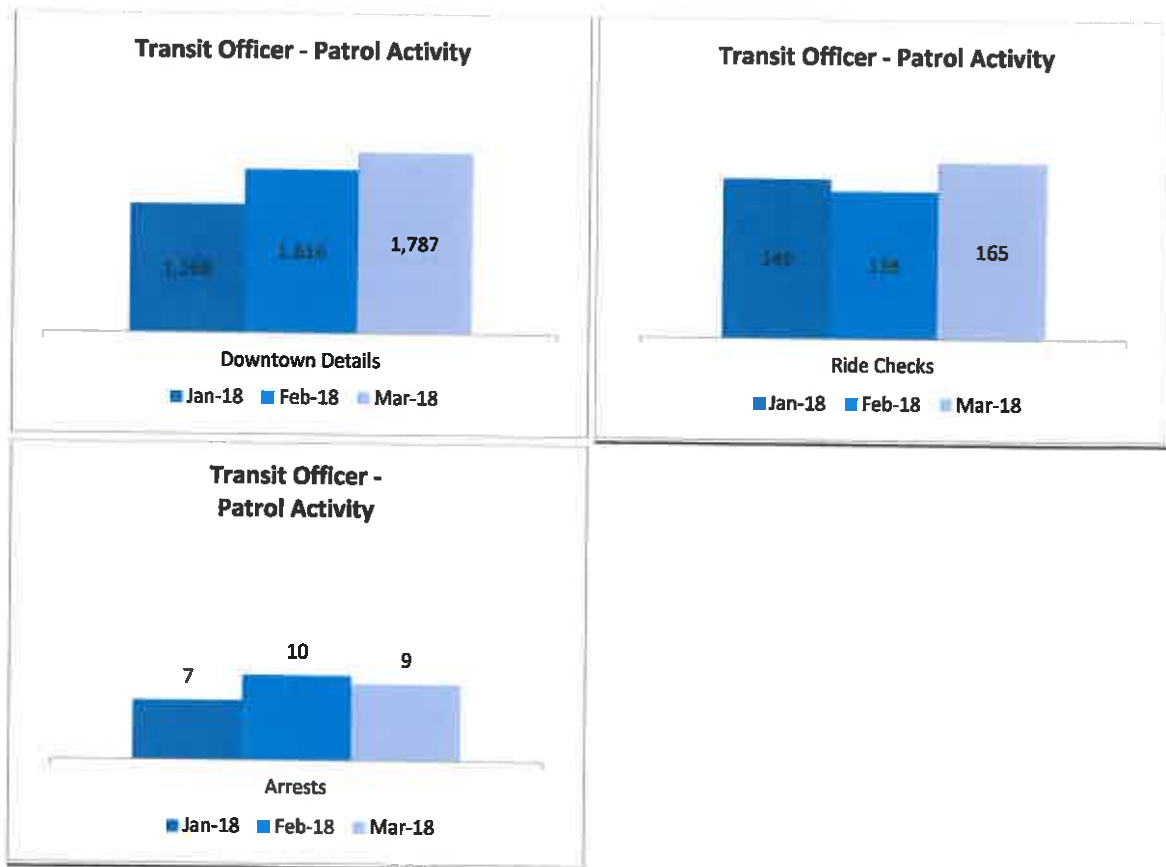
James Denton -	26 Years
Gerry Poindexter Sr. -	22 Years
Vernessa Foster -	8 Years
Jeffery Howard -	8 Years

Roger Beharry -	6 Years
Christine McLaughlin -	5 Years
Kenneth Davis -	4 Years
Tamara Smith -	4 Years
Vandall Grady -	3 Years
Jonathan Jackson -	3 Years
Charles Reeves -	3 Years
James Gray -	2 Years
Keanna Clark -	1 Year
Catisha Hamilton -	1 Year
Nicole Harris -	1 Year
Ashley Lloyd -	1 Year
Chantee Williams -	1 Year
Darren Wyatt -	1 Year

- IndyGo held its first Severe Weather drill at both its headquarters and DTC locations this month. As you know, every March Indiana has its Severe Weather and Flood Preparedness Week. This year the Statewide Tornado Drill Day was Tuesday, March 20th. Both locations did a great job and all employees that were present participated in the drill. IndyGo is looking at having a least 2 more drills during the spring and summer months to keep current on severe weather response by employees.
- Risk and Safety Manager, Brian Clem, held IndyGo's quarterly Safety and Security Committee meeting this month. This committee meeting consists of Management and Union employees meeting to discuss any safety and security concerns. This is also the place that all members are able to bring ideas to the table that can help identify risks and start working on ways to help mitigate those risks that may be found.
- IndyGo Class #18-01 started on January 8, 2018 has completed all portions of the fixed route training class. The class started with 11 trainees and all graduated the class on March 2nd and transferred to Operations on March 4, 2018.
- IndyGo Class #18-02 started on February 5, 2018 with 12 students. Currently, there are 11 students still in the class and they have completed the classroom and route familiarization portion of the program. They are currently working on the subbing-in portion of the program. This class is expected to graduate in early April.
- IndyGo Class #18-03 started on March 5, 2018 with 10 students. Currently, they have completed the classroom portion of the training and has started in the route familiarization portion. This class is expected to graduate in late April to early March

- Staff performed the following trainings:
- One (1) operator for refresher training after being off on extended leave.
- Five (5) operators for retraining due to preventable accidents.
- One (1) defect mechanic for retraining due to a preventable accident.
- One (1) operator for retraining on customer service.





To: Chair and Board of Directors
From: Phalease M. Crichlow, Vice President of Human Resources

CONSIDERATION OF HUMAN RESOURCES MARCH

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
Brandon Jackson, Human Resources Programs Manager
Felicia Moodie, HRBP – Leave Administration
Oreanna Thurston, Human Resources Generalist
Romona Camarata, Manager of Learning and Development

March 2018

Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 03/31/2018)

Represented: 506

Non-Represented: 136

Total Employees: 642

March Separations

Represented: 13

Non-Represented: 2

Total Employees: 15

March New-Hire Employees

Represented: 11

Non-Represented: 6

Total Employees: 17

March Employee Turnover Rate: 2.35%

Staffing Capacity (as of 03/31/2018)

742 FTE Budget

642 FTE Actual

13% Below Maximum Capacity

Drug and Alcohol Compliance

Many Rx/OTC medications (taken as prescribed) have the potential to impair driving (PDI) as well as the performance of other safety-sensitive duties. PDI medications have been a topic of research by the National Highway Traffic Safety Administration (NHTSA) for over a decade.

PDI medications are those with known effects on the central nervous system, blood sugar levels, blood pressure, vision, or otherwise have the potential to interfere with driving skills. PDI medication effects may include sedation, hypoglycemia, blurred vision, hypertension, dizziness, fainting, and loss of coordination.

Lists of PDI medications which have been developed as a result of research should not be considered all-inclusive, nor should they be considered 'hit lists.' Rather, they should be considered as guides to the types of medications that can cause driver impairments. They can also be used to inform your safety-sensitive employees of the danger of taking these medications while performing safety-sensitive functions. Similarly, medications that have not been identified as PDI should not necessarily be considered safe.

March 2018	
Test Type	Number of Tests
Pre-Employment	32
Random	17
Post Accident	1
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

Ultimately, a physician or other HCP must decide if an employee can perform his or her safety-sensitive functions, taking into consideration the employee's medical condition with the medications used to treat the condition as well as all medications taken by the employee.

The Corporation has a **Prescription and Over-the-Counter (Rx/OTC) Medications** policy in place. The policy requires employees to bring a letter from their medical practitioner stating the medical practitioner is aware of the employee's job duties and feels the employee is able to perform those job duties safely while taking the Rx/OTC medications.

https://transit-safety.fta.dot.gov/DrugAndAlcohol/Publications/Documents/substance/RxOTC_Balancing/Employer_e.pdf

Learning and Development

Monthly Supervisor Training Sessions are being offered throughout the year. The training sessions include the following courses: Leadership, Communication (Tact & Finesse), Talent Acquisition (Selection, Hiring & Mock Interviews), Onboarding (Assimilation), Sexual Harassment and Leave Management (FMLA, Short-Term and all other Leaves).

Wellness

2017 Year End Wellness Report

Emergency Room Visits

Emergency room visits increased over 2017. The highest utilization is on Sunday and Monday. Lab and imaging claims per 1,000 increased but the cost has declined indicating our group are using more efficient providers.

Prescription claims per 1,000 has increased by 9% with utilization increasing 32% through the clinic. The overall cost has increased by 18% due to medications running through PBM (pharmacy benefits management).

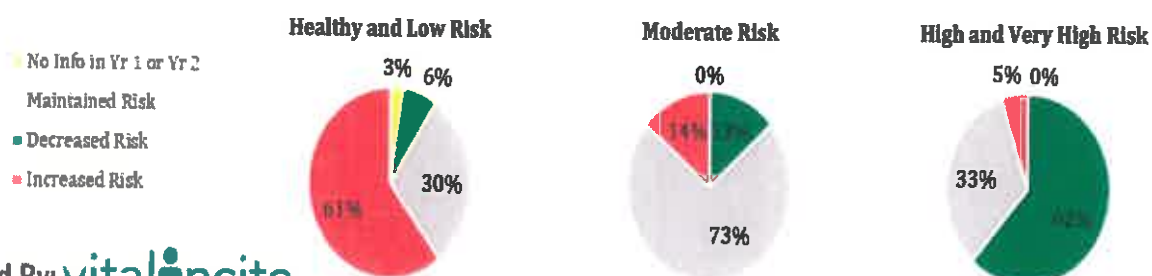
- Pharmacy cost has been impacted by use of more expensive specialty medications.

Risk Identification and Control

Compared to the Vital incite book of business benchmark data, moderate, high, and very high-risk members have demonstrated better risk control over the last 12 months.

- 86% moderate risk employees maintained or decreased their risk
- 62% high/very high-risk employees decreased their risk.
- Of the healthy and low risk employees, 61% moved to moderate risk and 4 went from low risk to high risk in 12 months.
- The prevalence of obesity continues to be high with 68% of the population having a BMI over 30.
- 18% of the population has uncontrolled A1c and 19% have a glucose reading of greater than 125.

Employees & Spouses w. Identified Risk	18-30 Years	31-40 Years	41-50 Years	51-60 Years	61-64 Years	65-70 Years
Concurrent Risk – IndyGo	0.83	0.95	1.38	1.81	2.78	4.94
Concurrent Risk – Vital Incite Benchmark	0.85	1.08	1.41	1.84	2.27	2.43



Powered By: **vitalincite**

Care Coordination

- 79% of employees and spouses have had a physical in the past 12 months
- Mammogram compliance is high with 70% of women over the age of 40 having had one in the last two years
- There is a high percentage of adults using the ER in the last 12 months. 23% have been to ER at least once and 8% have gone 2 or more times. Anthem Live Health Online was only used by 2 members in 2017.

Condition Management

Hypertension

- IndyGo has a high prevalence of hypertension compared to the national benchmark. 42% of employees and spouses have been identified in the past 12 months. 42% are being treated with medication
- There are 27 members with uncontrolled blood pressure increasing their risk for moving to higher risk categories if it does not get under control.

	2016	2017	Current Benchmark
# ID with Hypertension	288	332	42,853
% of Population ID	39%	42%	30%
% Hypertensive Mbrs on Medication	40%	42%	35%
% on Medications with 2 or More Gaps	12%	10%	10%
Hypertensives w/ >= \$50 PMPM Cardiovascular Med	52	55	4,597
% Hypertensive Mbrs with BP in Risk Year	75%	74%	30%
% Hypertensive Mbrs with BP< 140/90 in Risk Year	82%	85%	74%

Diabetes

- The prevalence of diabetes remains high. 18% of employees and spouses (145 people) have been identified with the condition over the past 12 months.
- 62% of those diagnoses are being treated with medication, which is down from the 80% in 2016. Medication adherence has improved but 38% of those on medication have an A1c over 7.0.

Summary

- Overall engagement in 2017 was 76% of all employees and spouses.
- Clinic participation has a positive impact on risk control.
- 82% of employees have participated in coaching. 7% of spouses participated.
- 77% of employees identified with blood pressure of 140/90 or greater in 2016 have decreased their BP below low risk in the last 12 months
- 56% of those with an A1c higher than 7% in 2016 decreased their A1c by 1% or more in the past 12 months. 53% decreased below 7.0%

Activate Clinic Utilization Stats for March 2018

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	88	18	497	616
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	584	22	13	616

With March being the end of the quarter, there were more employee's clinic visits to complete wellness participation requirements (health screening and at least one coaching session) by the end of the quarter. Due to the increased employee population, a part time nurse practitioner has been hired and work with current clinic staff on Tuesdays and Fridays to support the current wellness program.

2017 Wellness Goals

Based on the above information, IndyGo is looking to incorporate more physical and other healthy activities into the wellness program. This includes; a bike club, walk/run club, sponsoring 5K's, various exercise classes onsite, cooking demonstrations focusing on produce, and stress reduction tools/programs and activities. The benefits team continues to communicate the various plan changes by Anthem including, ER utilization while promoting the usage of Anthem Live Onsite and urgent care facilities for situations that need immediate attention but are not covered at the ER.

Leave Management

Total Intermittent Leaves Received: **28**
Total Continuous Leaves Received: **9**
Total Leaves Received: 37

Total Intermittent Leaves Closed: **21**
Total Continuous Leaves Closed: **11**
Total Leaves Closed: 32

March 2018	
Leave Type	Number of Days
FMLA – No Pay	23
FMLA – Personal Day	6
FMLA – Sick Day	33
FMLA – Vacation Day	39
Sick – No Pay	37
138 Days = 1104 Hours	

Open Intermittent Leaves (as of 03/31/2018): 99

Open Continuous Leaves (as of 03/31/2018): 12

Total Intermittent Occurrences: 97

Total Intermittent Hours: 761.02

Workers' Compensation

[illegible]