



Board Report
February 28, 2019

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS' PUBLIC MEETING
AGENDA – FEBRUARY 28, 2019

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on January 24, 2019 –**
Danny Crenshaw
- A – 2** **Consideration of Board Officers Elections –** *Mike Terry*

PUBLIC HEARING

- P – 1** **Presentation of Proposed Fare Policy Change –** *Bryan Luellen*
- A – 3** **Consideration of Adoption of Revised Fare Policy –** *Bryan Luellen*
- A – 4** **Consideration and Approval of Purple Line Task Order 6 (100% Design) to WSP –** *Justin Stuehrenberg*
- A – 5** **Approval of Task Order for E-Builder License Renewal –** *Justin Stuehrenberg*
- A – 6** **Adoption of Strategic Plan Mission/Vision/Value/Goals –** *Bryan Luellen*
- A – 7** **Approval of new MAC Members –** *Paula Haskin*

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of the Finance Report for January 2019 –** *Nancy Manley*
- I – 2** **Planning and Capital Projects Update –** *Justin Stuehrenberg*
- I – 3** **Paratransit Update –** *Roscoe Brown*
- I – 4** **CEO Update –** *Mike Terry*

Department Reports in Board Packet:

- R – 1** **Public Affairs & Communications Report for January 2019 –** *Bryan Luellen*
- R – 2** **Planning & Capital Projects Report for January 2019 –** *Justin Stuehrenberg*
- R – 3** **Operations Report for January 2019 –** *Roscoe Brown*
- R – 4** **Human Resources Report for January 2019 –** *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, March 28, 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 January 24, 2019.

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, January 24, 2019

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Danny Crenshaw at 5:03 pm, Thursday, January 24, 2019, 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
Greg Hahn, Treasurer
Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary
Mark Fisher, Board Member
Adairius Gardner, Board Member
Richard Wilson, 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
Phalease Crichlow, VP Human Resources
Justin Stuehrenberg, VP of Planning and Capital Projects

RECOGNITIONS:

Mike Terry recognized Justin Stuehrenberg, VP of Planning and Capital Projects, who attended the National Association of City Transit Officials (NATCO) Leadership Program which offers leaders in city transportation the opportunity for in-depth, targeted professional development and training with a cohort of other emerging leaders.

Mr. Terry also thanked Romona Camarata, for her years of service with IndyGo who worked as the Manager of Learning and Development in the HR department.

ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING DECEMBER 6, 2018

Motion for approval by Juan Gonzalez and seconded by Greg Hahn, passed unanimously.

ACTION ITEM 2: RATIFICATION OF AON-PROPERTY LIABILITY INSURANCE

Presented by Nancy Manley, CFO/VP of Finance, for approval to ratify the insurance plans due to pending expiration and effective date to maintain coverage. Motion for approval by Mark Fisher and seconded by Richard Wilson carried unanimously.

ACTION ITEM 3: APPROVAL OF RED LINE CONSTRUCTION ACCELERATION CHANGE ORDER

This item was tabled for further consideration by IPTC President/CEO Mike Terry who stated that the Board would vote on this item when it reconvened on February 5, 2019 at 12:30pm at this location. Motion approved by Richard Wilson and seconded by Tommie Jones carried unanimously

ACTION ITEM 4: APPROVAL OF INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION TRANSIT FOUNDATION BOARD OF DIRECTORS

Presented by Mike Terry, President/CEO, for approval of the appointment for the following Directors.

Gregory F. Hahn Director, Board Chair
Tommie L. Jones, Director, Vice Chair
Mark Fisher, Director, Secretary, Treasurer
Adairius Gardner, Director
Juan Gonzalez, Director
Danny Crenshaw
Richard H. Wilson, Jr. Director

Motion for approval by Richard Wilson and seconded by Mark Fisher carried unanimously.

INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) UPDATE

Presented by Ryan Malone, MAC Chair, who provided the Board with an update of the activities of the MAC.

The Board accepted the report.

INFORMATION ITEM 2: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR DECEMBER 2018 (PRELIMINARY)

Presented by Nancy Manley, CFO/VP of Finance. The Board accepted the report.

INFORMATION ITEM 3: FAIR POLICY PROPOSAL

Presented Bryan Luellen, VP of Public Affairs and Communications. A copy of the presentation is attached.

INFORMATION ITEM 4: PARATRANSIT UPDATE

Roscoe Brown introduced Nila Zaman, General Manager, TransDev of Indianapolis and Lawrence Gabaldon, General Manager, Transdev who explained how they have improved services and time performance rate which is up to 90% for the month of December. They have helped with redesigning the work flow, moved staff to a new location and established new routes and schedules which have improved service.

The Board members requested that there be a report at every meeting.

INFORMATION 5: CEO UPDATE:

Mr. Mike Terry announced the election for the board officers will be February 28, 2019 at the Board Meeting. The Federal Shutdown at this time will have no effect on operations as the company has sufficient funds to carry the corporation through the first fiscal quarter. If no resolution to the shutdown is reached, new projects may be delayed.

Mike Terry also announced that he has made the decision that after 15 years of service he is leaving IndyGo. He will be assisting the Board in the search for his successor. No departure date is currently set.

DEPARTMENT REPORTS 1-4:

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

ADJOURNMENT:

Chair Danny Crenshaw stated that the meeting would reconvene at 12:30 pm, February 5, 2019 at this location, 1501 W. Washington Street, and adjourned the meeting at approximately 6:08 pm.

Jill D. Russell
General Counsel

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
RECONVENED BOARD OF DIRECTORS MEETING
FROM JANUARY 24, 2019
MINUTES**

TUESDAY, February 5, 2019

The January 24, 2019 Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) reconvened and was called to order by Chair Danny Crenshaw at 12:30 pm, Tuesday, February 5, 2019, 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
Richard Wilson, Board Member

Absent

Greg Hahn, Treasurer

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
Phalease Crichlow, VP Human Resources
Justin Steuhrenberg, VP of Planning and Capital Projects

ACTION ITEM 3: APPROVAL OF RED LINE CONSTRUCTION ACCELERATION CHANGE ORDER

Justin Steuhrenberg, VP of Planning and Capital Projects presented the action item for approval of a Change Order in the amount of \$3,572,197.71 for the acceleration of work by Reith-Riley Construction to achieve substantial completion of the Red Line Bus Rapid Transit by July 31, 2019.

Board members discussed reasons for the delay in the project, impact on the budget, possibility of additional acceleration costs from the other contractor F.A. Wilhelm, and the need to scrutinize all activity going forward. Board members expressed understanding for the need for the acceleration, but were concerned over the contingency budget.

Board member Richard Wilson called the question, moved by Adairius Gardner and seconded by Juan Gonzalez. Motion carried unanimously.

Chair Danny Crenshaw adjourned the meeting at approximately 12:52 pm.

Jill D. Russell
General Counsel

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
RECONVENED BOARD OF DIRECTORS’ PUBLIC MEETING
FROM JANUARY 24, 2019
AGENDA – FEBRUARY 5, 2019**

ACTION ITEMS

- A – 1 Approval of Red Line Construction Acceleration Change Order – *Justin Stuehrenberg***

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, February 28, 2019

TO: Chair and Board of Directors

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

SUBJECT: Approval of Red Line Construction Acceleration Change Order

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. The contractual completion date at that time was August 8, 2019.

Due to delays in federal funding availability and the relocation of utilities, the Package “A” portion of the project is currently 114 days behind schedule. In November 2018, IndyGo began to explore opportunities with the contractors to accelerate that schedule to retain the original completion date.

ACTION:

Rieth-Riley Construction has presented a proposal to IPTC that would accelerate the remaining work to meet a substantial completion date of July 31, 2019. This acceleration plan includes new expenses in these categories:

- additional labor and supervision including overtime and weekend premiums
- direct costs for additional materials and supplies
- performance incentives for meeting the new schedule
- resolution of previous delay claims

Rieth-Riley has proposed a change order cost of \$3,572,197.71. IndyGo is requesting that the board authorize this amount as a change order.

PROCUREMENT PROCESS:

N/A

FUNDING:

This Change Order and all other eligible project costs are funded by the existing \$96.33M project budget, comprised of FTA Small Starts grant (\$75M) and local funding from the Indianapolis Department of Metropolitan Development (\$6M), the Indianapolis Department of Public Works (\$2M??), and the IndyGo capital Cumulative fund (\$XXM??).

This change order will reduce available existing project contingency funds but does not increase 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 a Change Order for the Red Line Rapid Transit project with Rieth-Riley Construction to change the substantial completion date to July 31, 2019 for up to \$3,572,197.71.

Justin Stuehrenberg
VP of Planning & Capital Projects

TO: Board of Directors
FROM: Mike Terry, President/CEO

BOARD OFFICER ELECTIONS

Background: On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve for the calendar year 2019.

The nominations for Officers will be presented at the board meeting:

OFFICERS

Chair	Juan Gonzalez
Vice-Chair	Mark Fisher
Secretary	Adairius Gardner
Treasurer	Greg Hahn

Recommendation: Conduct the elections for Board officers.

Mike Terry
President/CEO

To: Chair and Board of Directors
From: Bryan Luellen, Vice President of Public Affairs

SUBJECT:
Consideration and Approval of Fare Policy

BACKGROUND:

With the implementation of the Marion County Transit Plan, IndyGo is transitioning its bus service to a grid-based network, adding three rapid transit lines, and improving local routes. Fare policy establishes the fare amount and rules governing the fare collection on IndyGo services, including the various passes that are offered. IndyGo fare policy has been unchanged since 2009.

POLICY SUMMARY:

The proposed change of fare policy includes:

- Base fare \$1.75 (\$0.85 half fare) will include 2-hour transfer window
- Option of an account-based system with tap card and mobile phone app
- Fare capping for customers using account-based system
 - o Daily Cap at \$4 (\$2 half fare)
 - o Weekly Cap at \$15.75 (\$7.65 half fare)
- Elimination of free fixed route for Open Door customers (automatically half fare eligible)

Without using the account-based system, riders on local buses (not BRT) will still be able to use cash to pay a single fare or purchase a day pass. The single cash fare (\$1.75 or \$0.85 half fare) would now come with a 2-hour transfer pass, and the day pass will remain at \$4 (\$2 half fare). Cash fares paid on board local buses will not count toward the fare cap, as the account-based system is required to access fare capping. Single cash fare and day pass will not be vended on-board BRT. Those transactions would take place at the ticket vending machines at stations only. The current weekly pass at \$20, and a monthly pass at \$60 will be eliminated.

PUBLIC PROCESS:

In mid-January, IndyGo opened the public comment period on the proposed policy change. The comment period was publicized through regular communication channels including news releases, paid legal advertisement in local papers, social media, and direct email to IndyGo customers in accordance with the Public Involvement Plan. IndyGo staff and volunteers conducted outreach at the Downtown Transit Center and hosted two formal public meetings on February 6th. A recorded slideshow was posted online in conjunction with the publication of the draft policy document.

A summary of the policy change was mailed to approximately 7,000 active Open Door customers. The main comment collection mechanism was an online survey, which received more than 700 responses. At the February 28, 2019 Board of Directors meeting, a final public hearing will be conducted before the board entertains a motion to approve the proposed fare policy.

Overwhelmingly, the public has been supportive of the proposed policy changes, with approximately 70% of survey responses being either Very Supportive or Supportive.

Fare capping, the mobile payment app, and the reloadable tap card have all been very well received by the public. On the negative side, the highest comment type was regarding the elimination of the month pass, followed closely by the elimination of free rides on fixed route for Open Door clients.

EQUITY ANALYSIS:

Two types of equity analyses were conducted to determine whether a disproportionate burden or disparate impact (DB/DI) exists for low income and minority populations. The policy change itself was found to have no DB/DI. The geographic distribution of Ticket Vending Machines (TVMs) was found to have a disparate impact for communities of color. This is due to high concentrations of non-minority populations living near the northern segment of the Red Line, which will have TVMs at each station.

Additional analysis was conducted and estimated that in whole, approximately 70% of riders would benefit from the policy change.

ALTERNATIVES & MITIGATION EFFORTS:

To mitigate the DI regarding access to TVMs, IndyGo proposed two alternatives: (1) installation of additional TVMs along transit lines serving high concentrations of minority populations, and (2) partnership to leverage a network of retail establishments to sell and reload fare cards. While neither of these alternatives completely alleviates the DI, both options increase access for minority populations. Option 2 (retail network) is projected to increase access to the fare system by more than 600% compared to Option 1. The public survey summarized these two alternatives, provided the change in access for minority and non-minority populations, and asked for feedback regarding IndyGo's recommendation to exercise Option 2. Approximately 70% of survey responses supported Option 2.

Mitigation efforts will include free distribution of fare cards pre-launch of the new MyKey account-based system. Additionally, IndyGo will maintain the current paper pass partner resellers and direct sales until a sufficient retail network for the new account-based media (new card purchases and reload capability) is finalized.

FINANCIAL IMPLICATIONS:

The account-based system will enable the proposed policy and is being implemented by a previously authorized contract with the vendor Flowbird (previously known as Parkeon).

While approximately 70% of customers are expected to benefit from this policy, the agency may see reductions in revenue. This is mainly due to sub-optimal purchasing choices made by the customer, in addition to low-income riders not being able to access the value in a monthly pass (due to the high upfront cost). Various factors including ridership trends, customer purchasing patterns, and customer adoption of the account-based system will ultimately impact fare revenue collections. Approximately one year after the full implementation of the technology and policy changes, IndyGo will conduct additional analyses to monitor any changes to fare collection rates.

RECOMMENDATION:

In accordance with board-adopted Public Input and Title VI policies, and due to the public support for the proposed policy change, IndyGo staff is recommending adoption.

Bryan Luellen
VP of Public Affairs

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

SUBJECT:

Purple Line Rapid Transit - Task Order 6 – Final Design and Right-of-Way Acquisition Services

PROJECT BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of four rapid transit services in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit.

In August 2018, the IndyGo 2018-2023 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. Based on that plan, design work for the Purple Line was planned to continue through 2019. The Purple Line Project is expected to open at the end of 2020.

The IPTC Board of Directors awarded a task-order based contract to WSP for the Purple Line design work in March of 2017, and that work has been progressing well. To date, 5 Task Orders have been issued, totaling \$6,466,331.

TASK ORDER DESCRIPTION:

This action would be to initiate Task Order 6 with WSP to complete project designs. Plans, quantities and specifications should be 100% complete at the close of this task, barring a final review prior to being released for bid. This task also initiates the right-of-way acquisition process, utility work plan coordination, and overall project management related to these services that will continue through the duration of the project. This work is needed to advance the project design to meet a project opening date in Q4 2020, as was committed to voters and elected leaders with the enactment of the tax.

This Task Order totals \$6,812,900, of which approximately \$6.2M is expected to be spent in 2019 with the remainder to be spent in 2020.

PROCUREMENT PROCESS:

n/a

DBE REQUIREMENT:

- Green 3 - \$9,039
- Etica - \$348,213
- HS - \$10,380
- ASC Group - \$77,057
- Herd Strategies - \$22,578
- Resources International - \$63,718
- Dodd Title - \$10,000
- E. Valuations, llc, Hazeltine, Jay Real Estate, McKee Enterprises, Traynor, Associates - \$490,875

Total of \$1,031,860; 15.1% of total TO fee.

VENDOR EVALUATION:

n/a

FUNDING:

IndyGo Capital Bond Funds approved in 2018, with 50% to be reimbursed from Federal Small Starts Grant upon execution. The 2018-2023 Capital Plan includes these expenditures in 2019 in anticipation of a Q4 2019 grant execution.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to issue a Task Order to WSP to develop final design drawings, specifications, and bid documents as well as right-of-way services, utility work plan coordination services and project management services related therein for the Purple Line BRT project for an amount not to exceed \$6,812,900.

Justin Stuehrenberg
Vice President of Planning and Capital Projects

Dave Adamson
Contract Specialist

To: Chair and Board of Directors
From: Justin Stuehrenberg, VP of Planning & Capital Projects
Pamela Wagner, Director of Procurement

SUBJECT:

e-Builder License Renewal

BACKGROUND:

In 2017, based on RFP 16-12-247 and upon Board approval in Feb 2017, IndyGo purchased a 2-year license for eBuilder, with an option to renew it after two years. eBuilder is a cloud-based program and project management software system and licensing to manage project needs from planning to operation connecting internal and external users. The software allows IndyGo unlimited users to access the system.

Over the course of last two years, IndyGo has successfully configured and implemented the eBuilder system to meet IndyGo requirements and started using it for Red Line Construction. eBuilder has helped the Red Line Team and other departments within IndyGo to effectively manage documents, schedule and communicate effectively throughout the project. It also improved the overall productivity by using the best industry practices and standards as well as increased the efficiency of various processes and throughout the organization and external consultants. The capability of eBuilder to generate the required reports and tracking of submittals for FTA compliance has made it extremely useful for IndyGo. Due to these same reasons, we have also started using eBuilder for other BRT and non-BRT projects as well.

The current eBuilder License will expire in April of 2019. This action would be to extend the eBuilder License to the additional option year to until April of 2020 for a total not to exceed amount of \$100,610.40, so we can continue utilizing eBuilder for Red Line.

PROCUREMENT PROCESS:

Request for Proposals

DBE REQUIREMENT:

No DBE goal is set for this, since it's a software license renewal

VENDOR EVALUATION:

n/a

FUNDING:

This is being funded from the BRT Project budgets.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to renew the e-Builder license through the additional option year to April of 2020, for a total not-to exceed amount of \$100,610.40.

Justin Stuehrenberg
VP of Planning & Capital Projects

Pamela Wagner
Director of Procurement

TO: Chair and Board of Directors

FROM: Bryan Luellen, Vice President of Public Affairs

SUBJECT: 2019 – 2029 Strategic Plan Adoption

BACKGROUND:

From 2017 – 2018, IndyGo developed and created its 10-year Strategic Plan. After surveying, interviewing, and hosting focus groups for internal and external stakeholders, IndyGo is refocusing and narrowing its direction as it fulfills the Marion County Transit Plan and beyond. IndyGo wants to ensure its experts, from Professional Coach Operators to Mechanics to Accountants to Human Resource Specialists, better communicate, collaborate, and listen to the needs of our customers and co-workers to connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences.

Process Recap:

- Board authorized contract with MGT
- Formation of Steering Committee
- Stakeholder interviews & employee surveys, focus groups
- Recommendation of Mission, Vision, Values & Goals to Executive Team
- Collaboration between Steering Committee & Executive Team
- Affirmation of work
- Recommendation of Mission, Vision, Values, & Goals to Board of Directors

Document Highlights:

Mission:

To connect our community to economic and cultural opportunities through safe, reliable, and accessible mobility experiences.

Vision:

Advancing mobility as a catalyst for success.

Values:

Accountability
Diversity
Safety
Teamwork
Respect
Excellence

Goals:

Align to the customer perspective.
Maximize partnerships.
Foster a culture that is employee-centric and collaborative.
Innovate and leverage best practices.
Establish and sustain a performance-driven organization.

Next Steps and Rollout:

- Board adoption of guiding principles
- Rollout of Mission, Vision, Values, & Goals
- Engagement with Butler University Consulting Executive Education program
- Initiative Leads participate in Change Management course
- Ongoing status reports provided to IndyGo Board of Directors

RECOMMENDATION:

Requesting the IPTC Board of Directors to Adopt IndyGo's 10-year Strategic Plan inclusive of Mission, Vision, Values and Goals.

Bryan Luellen
Vice President of Public Affairs

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 MEMBERS

ISSUE:

The bylaws of the Mobility Advisory Committee (MAC) require a staggering of the member's terms to assure continuity in representation as well as new membership. There are currently four (4) open positions on the MAC. Most recently the IPTC Board of Directors approved changes to the bylaws, which increased the MAC membership from nine (9) members to eleven (11). This increase would only affect the representatives from the rider category. The MAC has approved four members and seeks board approval for Suzanne McVey (agency position), Cory Wills (rider position), Dustin Gilmer (rider position) and Erin Hardwick (agency position) to fill the remainder of the open positions. The MAC submitted the nominations to the Service Committee on February 26, 2019 with recommendation for approval by the IPTC Board of Directors.

The attached biographies represent the nominee's recommended by the IPTC Service Committee for appointment to the Mobility Advisory Committee.

RECOMMENDATION:

Approval of the nominees recommended for membership to the Mobility Advisory Committee

Attachment:



Paula Haskin
Director of Flexible and Contracted Services

BIOGRAPHIES

Erin Hardwick

Erin Hardwick is a Director of Community Integration and Prevocational Services at Noble. Erin works to help individuals direct the course of their own lives, providing opportunities to maximize their quality of life with regard to community, inclusion, relationships, and employment. Erin focuses on serving people by offering resources and guidance throughout the Noble ecosystem; helping individuals discover their career interests and then taking the steps that will help them land the right job. Erin couples this with community-based activities and many other support areas to help each person achieve their dreams. Erin has spent the last 20 years in the Human service field serving as an advocate for the highest standards in individualized services for those with disabilities. Erin has been married for 20 years and has two daughters. Erin enjoys traveling, hiking, reading books of all types, snowy winters and good foods. Erin has an A.S. degree in Human Service and a B.S. in Business Administration.

Suzanne McVey

Born and raised in Indianapolis, Suzanne has always lived on the south side. She obtained her Bachelor of Science, in Human Development, at Indiana University. Suzanne has worked in the Employment Division at Easterseals Crossroads for over ten years. She left for four years to co-own and operate a family transportation business. After selling the business, Suzanne returned to Easterseals to become a College Internship Coordinator. In her spare time, she volunteers for the Marion County Child Advocates. Family, fitness, cooking, traveling and college football consume the majority of Suzanne's leisure time. She and her husband have been married for 12 years and have two boys.

Cori Wills

Cori Wills has been employed at Bosma Enterprises for the past eight (8) years. He has also been a user of the Open Door service for the past eight (8) years. Cori is working toward his diploma through his attendance at Hadley School for the Blind. He states that he has interest in the MAC due to his belief in equal access to multiple modes of transportation through services such as the fixed route, Open Door, and rapid transit. Cori hopes that his participation on the MAC will assist in the future of transportation and provide an opportunity for other transit systems to see IndyGo as a viable system to admire.

Dustin Gilmer

Dustin Gilmer is a project manager for the Indianapolis Office of Disability Affairs where he assists various departments of government in complying with the Americans with Disabilities Act (ADA). Dustin has received dual degrees in telecommunications and journalism from Ball State University but enjoys his role in helping others who face challenges that are very similar to those he faces almost daily.

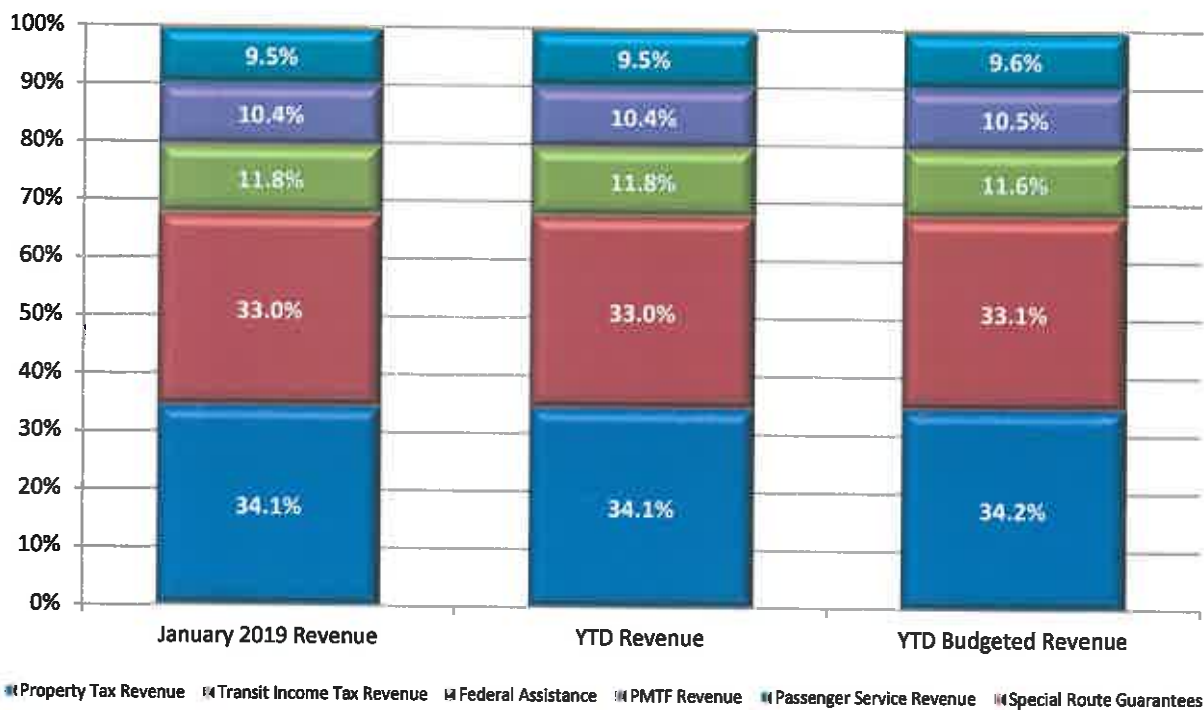
Dustin also works as the Liaison to the Mayor's Advisory Council on Disabilities. He has held positions as a communications coordinator at Eskenazi Health and served in key leadership roles at Ball State University such as President of the Ball State Power Soccer Club which was the nation's first competitive collegiate team for electric wheelchair users. He enjoys recreational power soccer plays on an Indianapolis league.

To: Chair and Board of Directors

From: Nancy Manley - Controller

FINANCIAL UPDATE January 2019

Revenue Comparison By Funding Source



FTA Assistance

FTA assistance was over budget by 2.5% as of January 31, 2019.

Other Operating Income

Revenue received for other operating income was under budget by 12.2%.

Passenger Service Revenue

Passenger service revenue was slightly under budget for the month of January. At the close of January 2019, ridership was approximately 4% higher than January 2018.

Transit Income Tax Revenue

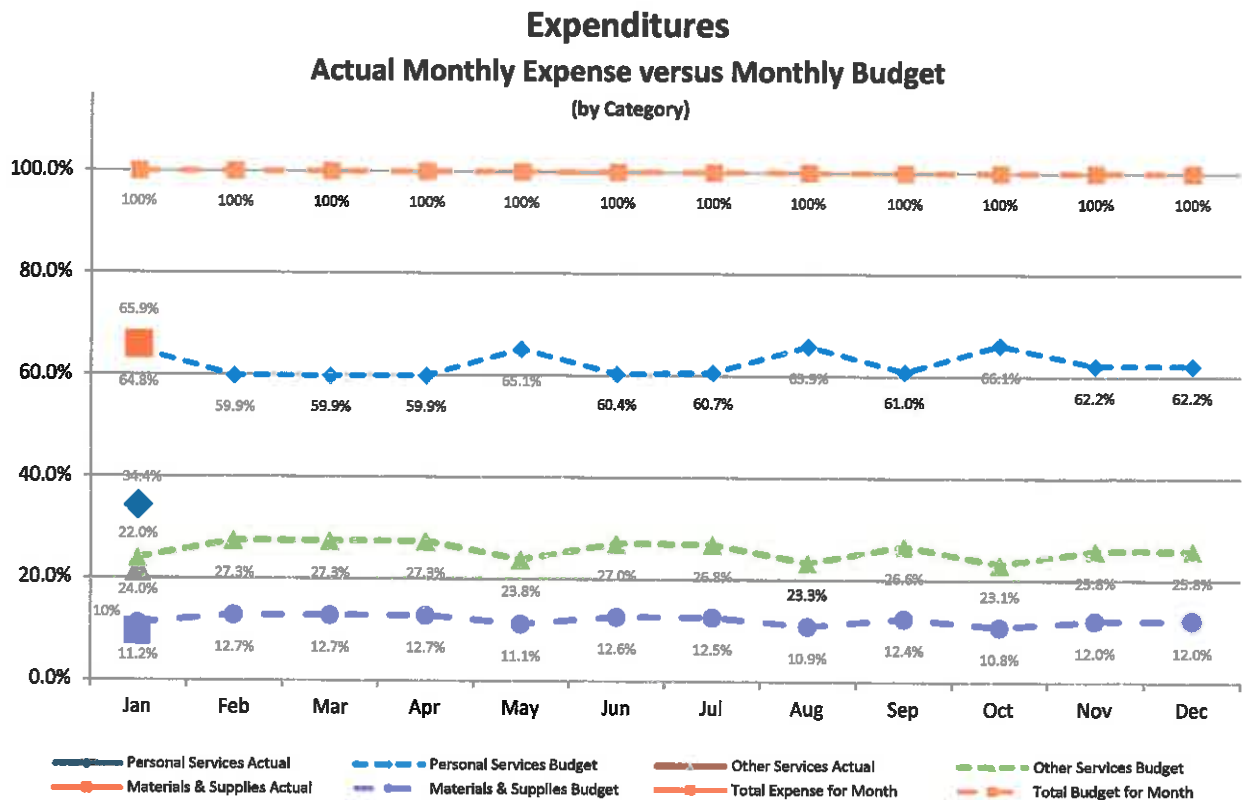
IPTC received the expected amount of income tax revenue in January.

Service Reimbursement Program

The revenue received for service reimbursement was 6.1% over projections for the month.

Total Revenue

For the month of January 2019, the total revenue recognized was slightly over projections.



Personal Services

Overall, Personal services came in 47% under budget in January. Fringe benefit expenses were less than expected due to IPTC changing to a partial self-insured plan in January. It is expected that the monthly expenditures will increase as 2019 claims begin to be processed by our carrier.

Other services and Charges

Collectively, this category was under budget by 6.7% for the month. Services were slightly higher than projected due to prepayments made toward the ancillary insurance plans.

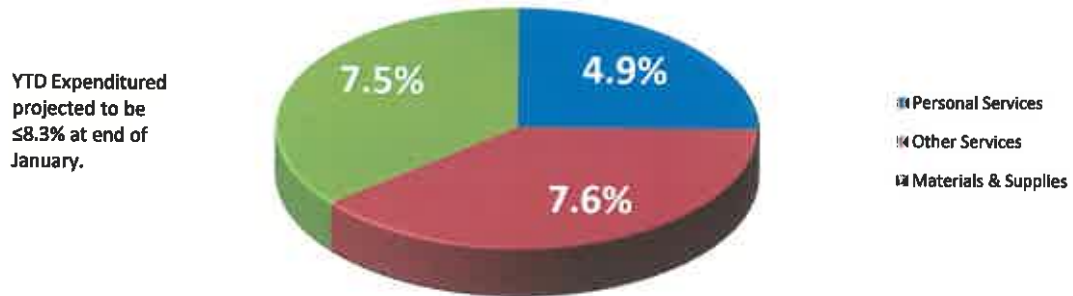
Materials and Supplies

Materials and supplies category came in 15.8% under budget in January. Most line items in this category came in under however, maintenance materials were 14.6% over budget in January due to several stock items purchased for preventative maintenance. Tires and tubes were also over budget by 11.5% as we work to close out the previous vendor contract.

Total Expenses

In summary, total expenses came in 33.6% under budget projection in January.

**YTD Expenditures as a Percentage of Total Allocated Budget
by Major Category**



Nancy E. Manley
Vice President/CFO/Controller

INFORMATION ITEM I – 2
2/28/19

To: Chair and Board of Directors
From: Justin Stuehrenberg

PLANNING AND CAPITAL PROJECTS UPDATE

INFORMATION ITEM I – 3
2/28/19

To: Chair and Board of Directors
From: Roscoe Brown

PARATRANSIT UPDATE

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 JANUARY 2019

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

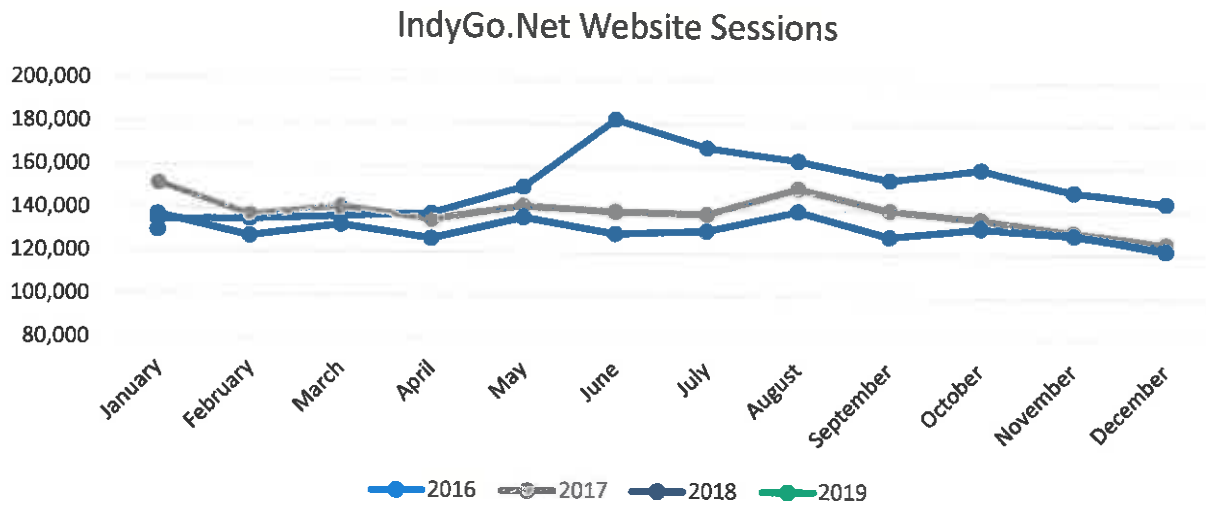
Betsy Sattler, Graphic Specialist

Brandon Evans, Digital Strategy and Community Engagement

Jordan Patterson, External Communications

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

Page Views	307,126
New /Returning Visitors	31,082/20,049
Total Sessions	130,020



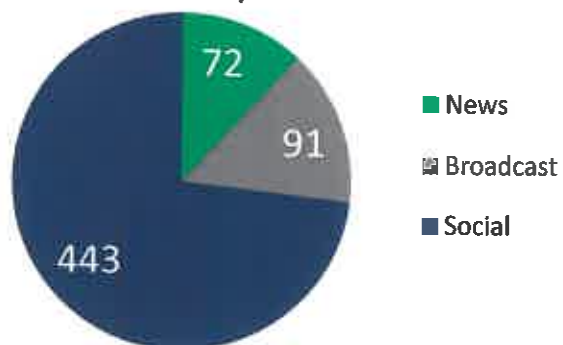
Month	Mobile	Desktop	Tablet	New	Returning
January	84.30%	13.97%	1.73%	60.79%	39.21%

JANUARY NEWS RECAP:

- “Annual Manual 2019: Downtown Exploration” Nuvo News
- “Red Line construction meeting – January 14” Indy Midtown Magazine
- “Controversial mixed-use development no longer coming to Broad Ripple” CBS4, FOX59
- “Red Line Meetings – February 19” Indy Midtown Magazine
- “Here's what is open, closed on MLK Day 2019” IndyStar
- “Block of Virginia Avenue to close for Indianapolis Red Line construction” IndyStar
- “Alan Rowland is no longer serving in their board position at Indianapolis Public Transportation Corp.” Relationship Science
- “Red Line bus project slowing traffic on Meridian Street” WISH TV
- “IndyGo Recognized Nationally for Strong Security Program” WHRZ
- “Se registra tiroteo en bar de Indianápolis; hay 5 heridos” San Diego - Noticias Ya
- “5 hurt, 3 critical in shooting at Indianapolis bar” WNDU, WTHR
- “5 people shot at Indianapolis bar; police describe ‘pandemonium’” WGN9
- “Five people shot at bar in Indianapolis” KMOV
- “5 people shot, 2 critical after shooting at east side bar” WISHTV, Hi99, 98.5 The River
- “Man arrested for shooting at Indianapolis bar that left 5 injured” RTV6
- “Indianapolis crime: Arrest made in east-side bar shooting that left five people hospitalized” IndyStar
- “Dangerous weather prompts response from city” WISH-TV
- “IndyGo CEO to depart public transit agency after 15 years” IBI
- “Cold weather safety tips” Indianapolis Recorder Newspaper
- “IndyGo President and CEO to Step Down” Inside Indiana Business
- “President and CEO of IndyGo to step down after 15 years” FOX 59, CBS 4
- “Search continues for Jeep that hit, killed woman on east side” WTHR
- “IndyGo CEO to Step Down” Inside Indiana Business
- “IndyGo Proposes Fare Policy Change” Weekly View

Topics Include: Mentions in early January include information about Red Line public meetings and a highlight of IndyGo and the Red Line as a mobility option for exploring downtown Indianapolis in 2019. Mid-January stories were dominated with reports of a fatality after a pedestrian was hit by a car and an IndyGo bus. Late January mentions include report of IndyGo dispatching a bus to keep more than a dozen witnesses out of cold weather while detectives conducted interviews after an east-side bar shooting. Mentions also include announcement of IndyGo President & CEO’s departure, cold weather tips, and IndyGo’s proposed fare policy change.

Share of Voice by Volume



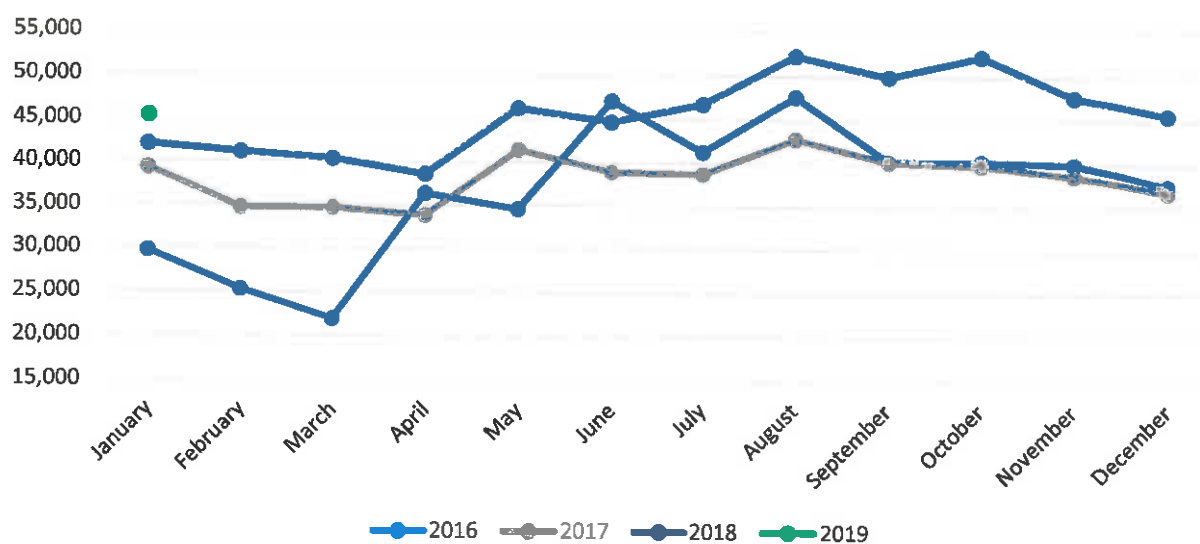
JANUARY CALL CENTER REPORT:

45,301 total calls

1.51% calls abandoned in queue

69.84% Interactive Voice Response (IVR) calls

Call Center Total Calls

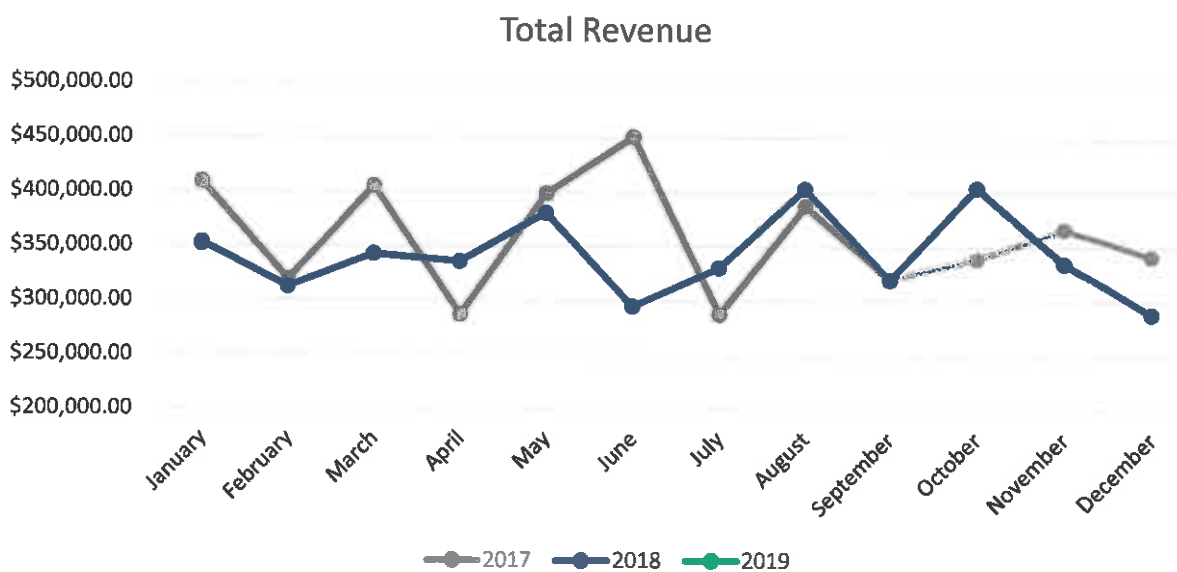


CUSTOMER COMMENTS: 483

ADA	0	PASSY BY	81
BLUE LINE	0	PURPLE LINE	1
BUS STOP	2	REAL TIME ARRIVALS	0
CIVIL	0	RED LINE	26
COMPLIMENT	21	REQUEST	11
COURTESY	84	ROUTE	9
CUSTOMER SERVICE CENTER	1	ROUTE DETOUR	1
DENIAL	8	RULES	5
DISCRIMINATION – TITLE VI	3	SAFETY	75
EXPRESS-COMMUTER SERVICE	0	SCHEDULE ADHERENCE	90
FACILITY MAINTENANCE	17	SECURITY	11
FARES	10	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	9
MCTP	3	VEHICLE MAINTENANCE	3
MARKETING	1	WRONG INFORMATION	1
OTHER	14		

JANUARY PASS SALES REPORT:

Total Quantity of Passes: 46,243





Additional Revenue and Pass Information:

Retail & Online Purchases: \$242,153.60

Cash: \$58,207.39

Checks: \$38,916.80

Credit Cards: \$145,029.41

Veteran IDs Sold This Month: 91

Total Veteran IDs Sold: 2,772

Veteran Ridership This Month: 48,8674

PPHS Ridership This Month: 4,133

OUTREACH SUMMARY FOR JANUARY:

Outreach in January included stakeholder meetings and Transit Ambassador shifts. Stakeholder meetings were continuous throughout the month, particularly regarding the Red Line project. Transit Ambassadors assisted with shifts at the Transit Center with information about the Marion County Transit Plan and related projects.

JANUARY OUTREACH EVENTS:

1/9/2019	Stakeholder Call/Emails: Mozzo Apartments
1/9/2019	Stakeholder Meeting: Windcombe Neighborhood Meeting
1/10/2010	Stakeholder Calls/Emails: Catherine Singleton
1/11/2019	Internal: Renovations Updates
1/14/2019	Stakeholder Call: Barry Konijisky
1/15/2019	Stakeholder Emails: Rowland Design
1/15/2019	Stakeholder Calls/Emails: Eric Rowland
1/16/2019	Stakeholder Call: Barbara Cable
1/16/2019	Stakeholder Call: Marsha O'Dell
1/16/2019	Stakeholder Call: Cathy Babcock
1/16/2019	Stakeholder Call: Marsha O'Dell
1/16/2019	Stakeholder Call: Barbara Cable
1/17/2019	Stakeholder Email: One America
1/17/2019	stakeholder Call: IMPD Traffic
1/18/2019	Stakeholder Call: Warfleigh President
1/18/2019	Stakeholder Call/Email: Zach Davis
1/22/2019	Stakeholder Meeting: Fountain Square Merchants Assoc Mtg
1/22/2019	Transit Ambassador Outreach @ Transit Center
1/22/2019	Stakeholder Meeting: Zach Davis
1/22/2019	Stakeholder Email: Todd Oliver
1/23/2019	Stakeholder Email: Shamrock Race organizer
1/23/2019	Stakeholder Emails: Businesses/Neighborhood Groups along College Ave
1/23/2019	Stakeholder Call/Email: Shamrock Race
1/23/2019	Stakeholder Email: Indiana Dept of Administration
1/23/2019	Stakeholder Email: Governor's office
1/23/2019	Stakeholder Email: Lux on Capitol
1/23/2019	Stakeholder Email: Volunteers of America
1/23/2019	Stakeholder Email: One America
1/23/2019	Stakeholder Email: Broad Ripple Village Association
1/24/2019	Stakeholder Meeting: JW Marriott
1/24/2019	Stakeholder Call: Marsha Cederquist
1/24/2019	Stakeholder Email: Governor's office
1/24/2019	Stakeholder Email: Broad Ripple Village Association

1/24/2019	Transit Ambassador Outreach @ Transit Center
1/25/2019	Stakeholder Email: CRRG Events
1/25/2019	Stakeholder Emails: Broad Ripple Village Association
1/25/2019	Stakeholder Email: Indianapolis Police Department
1/25/2019	Stakeholder Call: Marsha Cederquist
1/25/2019	Stakeholder Email: Marsha Cederquist
1/28/2019	Transit Ambassador Outreach @ Transit Center
1/28/2019	Stakeholder Email: Moe and Johnnys
1/29/2019	Stakeholder Call: Dorothy Smat
1/29/2019	Stakeholder Call: Pinellas Suncoast Transit Authority

PLANNING AND CAPITAL PROJECTS REPORT

2/28/19

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.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

SERVICE PLANNING

Service Scheduling

The new pick took effect on February 10, 2019. Staff has begun work on the June pick and continues refines to the pick for the MCTP which includes the Red Line.

Transit Amenities

Planning staff is continuing work on the 2019 Marion County Bus Stop Service Improvement Plan which will have system-wide impacts when next years' service improvements are implemented. 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. Work is expected to go to bid in March.

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, a customer website, and ticket vending machines at all rapid transit stations. The project vendor for this new system is Flowbird.

Flowbird is currently in the development phase of the project, using documentation provided by IndyGo to build the various software components of the fare system, including the back-office, ticket vending machine interface, mobile app, and customer website. Pilot installation of fare validator devices will be completed on four pilot buses in February, followed by a full installation of devices on IndyGo's entire fixed-route bus fleet this Spring.

Red Line Operations

Service Planning is also responsible for coordinating and creating the Red Line Operations Plan, which details 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. Recent efforts have focused primarily on Red Line operator training, finalizing training materials, and the training process. Staff is finishing up the presentation for Red Line training. The presentation covers all aspects of the Red Line to make sure all Operators receive the most updated information. The Red Line training is currently scheduled to begin on March 18, 2019. During the training, the new 2019 route network will be covered with our current Operators. The Training staff will cover each route and the significant service changes. During the training, each Operator will receive new maps along with turn-by-turn directions for each route. Currently each route is being filmed. Each video will have turn-by-turn directions. These videos will be used by our current Operators and upcoming new hires. These videos will be available online for each Operator.

Traffic Engineering

Several traffic studies have been submitted to DPW for approval. These studies include the two-way conversion of Michigan Street/New York Street from College Avenue to Emerson Avenue submitted in May 2018, the two-way conversion of 29th Street/30th Street from White River Parkway to Ruckle Street submitted in May 2018, the two-way conversion of Ft. Wayne Avenue submitted in December 2018, and various infrastructure improvements to Delaware Street/Alabama Street submitted in December 2018. IndyGo is continuing to work with DPW for approval of the recommendations proposed in the studies. Upgrading these streets will support the route improvements proposed in the Marion County Transit Plan, including the Red Line project, Purple Line project, Blue Line Project, local route changes, and Super-Stops project. DPW indicated in February 2019 that the approval of future IndyGo projects may be delayed until after the Red Line BRT project goes operational.

Service Planning staff have requested proposals from Shrewsberry & Associates and DLZ to study Vermont Street traffic, identify locations for left-turn restrictions, and re-time traffic signals. This work is being prepared in anticipation of adding 20 buses per hour along Vermont Street between Senate Avenue and Alabama Street starting in September 2019.

Work is continuing on the Red Line Transit Signal Priority (TSP) contract. Service Planning staff are coordinating the TSP project with various other upgrades 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. Service Planning is working with DPW to develop an integration test bed along Washington Street between the IndyGo garage and White River State Park. Deployment of the integration test bed is scheduled to start at the intersection of Washington Street and Harding Street during the first week of March. This test bed will enable testing of the various features being developed and integrated between the new BRT buses, the CAD-AVL system, the TSP system, and the City's traffic signals.

Planning and Procurement staff have developed an "on-call" task order with DLZ, a local traffic system engineering consultant, to assist with developing and implementing traffic signal timings along the Red Line route. DLZ has been working to review the Red Line plans and prepare the traffic signal timings for the 76 Red Line traffic signals since the Summer of 2018. The first shipment of traffic signal controllers has been received from the Red Line contractor for programming. The first of these Red Line traffic signals are expected to be finished with construction in March, pending coordination for electrical service connections with Indianapolis Power & Light.

In anticipation of the new local routes scheduled for September 2019, two additional local-funded task orders are being developed to provide traffic engineering assistance for non-BRT routes. The first of these task orders is a local-funded traffic signal timing task order with DLZ. The second of these is a local-funded traffic counting task order with Shrewsberry & Associates.

These two contracts will enable Service Planning staff to quickly study traffic problems, identify solutions, and implement traffic signal timing improvements.

Service Planning has coordinated with Operations to develop conceptual construction plans and a construction cost estimate for pavement markings and signage improvements along Harding Street, south of Washington Street. Increased train activity at the CSX crossing south of the IndyGo garage is causing more frequent delays for buses entering and exiting the garage. Work is on-going to determine the best way to prepare final, biddable construction plans from the conceptual drawings. Discussions have occurred between Planning & Capital Projects, Legal, and Finance to determine if it is cost-effective to have these smaller-scale projects designed in-house or if the Harding Street improvements should be completed by a consultant engineer.

Current Month			IndyGo	Year to Date		
Jan-18	Jan-19	% Change	Fixed Route Ridership	2018	2019	% Change
14,194	14,838	4.5%	2 E. 34th St.	14,194	14,838	4.5%
22,797	29,877	31.1%	3 Michigan St.	22,797	29,877	31.1%
11,902	11,553	-2.9%	4 Fort Harrison	11,902	11,553	-2.9%
14,101	15,666	11.1%	5 E. 25th	14,101	15,666	11.1%
12,158	11,979	-1.5%	6 N. Harding	12,158	11,979	-1.5%
104,908	120,839	15.2%	8 Washington St.	104,908	120,839	15.2%
81,666	80,086	-1.9%	10 10th St.	81,666	80,086	-1.9%
2,843	3,387	19.1%	11 E. 16th St.	2,843	3,387	19.1%
4,199	4,730	12.6%	12 Minnesota	4,199	4,730	12.6%
3,410	2,766	-18.9%	13 Raymond	3,410	2,766	-18.9%
8,572	7,648	-10.8%	14 Prospect	8,572	7,648	-10.8%
15,147	14,995	-1.0%	15 Riverside	15,147	14,995	-1.0%
10,063	9,514	-5.5%	16 Beech Grove	10,063	9,514	-5.5%
19,641	17,981	-8.5%	17 College	19,641	17,981	-8.5%
9,941	10,235	3.0%	18 Nora	9,941	10,235	3.0%
31,949	30,869	-3.4%	19 Castleton	31,949	30,869	-3.4%
12,866	12,095	-6.0%	21 East 21st St.	12,866	12,095	-6.0%
8,881	8,016	-9.7%	22 Shelby	8,881	8,016	-9.7%
9,738	9,724	-0.1%	24 Mars Hill	9,738	9,724	-0.1%
12,967	11,991	-7.5%	25 W. 16th St.	12,967	11,991	-7.5%
11,822	12,045	1.9%	26 Keystone	11,822	12,045	1.9%
12,151	11,674	-3.9%	28 St. Vincent	12,151	11,674	-3.9%
6,495	6,865	5.7%	30 30th St.	6,495	6,865	5.7%
20,143	22,036	9.4%	31 Greenwood	20,143	22,036	9.4%
22,518	24,193	7.4%	34 Michigan Rd.	22,518	24,193	7.4%
32,248	34,114	5.8%	37 Park 100	32,248	34,114	5.8%
25,690	23,659	-7.9%	38 Lafayette Square	25,690	23,659	-7.9%
81,666	89,288	9.3%	39 E. 38th St.	81,666	89,288	9.3%
3,822	3,458	-9.5%	55 English	3,822	3,458	-9.5%
8,784	7,966	-9.3%	86 86th Street Crosstown	8,784	7,966	-9.3%
9,087	9,644	6.1%	87 Eastside Circulator	9,087	9,644	6.1%
495	94		Others	495	94	
646,864	673,825	4.2%	Total	646,864	673,825	4.2%

Jan-18	Jan-19	% Change	Flexible and Contracted Services	2018	2019	% Change
22,510	25,119	11.6%	Open Door Riders on Fixed Route	22,510	25,119	11.6%
23,979	23,684	-1.2%	Open Door	23,979	23,684	-1.2%
684	899	31.4%	Open Door Taxi Vouchers	684	899	31.4%
17,326	11,121	-35.8%	31 Day S-Pass	17,326	11,121	-35.8%

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 Line, Super Stops; conducting equity analysis for the fare modernization and Red Line; shared use mobility efforts; and data/research projects. 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, TOD zoning along the Blue Line, and joint development opportunities.

Project Development:

Purple Line. The Purple Line environmental process should be complete by the time of the February board meeting. As of this writing, IndyGo and the FTA are awaiting one additional signature to be able to close out the environmental process.

Blue Line: IndyGo formally submitted an application for the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. Preliminary work regarding the Blue Line environmental documentation has begun. IndyGo is currently working with its design and environmental consultant, WSP, to propose a methodology for NEPA activities that creates flexibility for these activities to proceed while IndyGo develops an approach to joint development activities; this methodology will be proposed to FTA as an early submission associated with NEPA activities. This submittal is prepared and ready for submission; 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.

IndyGo is partnering with the Indianapolis Neighborhood Housing Partnership (INHP) to pursue joint development activities at a selected parcel, or limited number of parcels, along the Blue Line. The team is coordinating to develop a preliminary joint development strategy that can be shared with FTA.

Super Stops: The Super-Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street corridor and Fort Wayne Avenue, is currently at the tentative 90-percent design threshold. The design will remain at 90-percent until the NEPA process is complete. Once the environmental process is closed out, any necessary adjustments will be incorporated, and the project will achieve 100-percent design. IndyGo is currently discussing the potential of reconfiguring Delaware Street within the Super Stops project, with the City of Indianapolis and FTA.

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. Lochmueller Group has completed their 90-percent design review of the Super-Stops. Their review will ensure that what is delivered is a quality product for the transit-riding public and community as a whole. Necessary adjustments have been identified and will be incorporated into a refined 90-percent design submittal from Shrewsberry (the design consultant).

The federal shutdown resulted in significant delay for the environmental process, as documentation could not be processed through the Federal Transit Administration. The NEPA process is now anticipated to be complete in mid-May. The Section 106 Historic Properties and Archaeological Reports are currently under evaluation by the State Historic Preservation Office. Conversations regarding the configuration of Delaware Street and resurfacing with the Indianapolis Department of Public Works are ongoing.

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 street conversion to two-way streets as part of the project; these are anticipated for late-Spring or early-Summer of 2019.

Shared Use Mobility: The team is working collaboratively with the Public Affairs division in exploring and advancing strategies to promote shared use mobility options for Indianapolis. With transit systems serving as the core of any shared use mobility system – and with shared use mobility options proliferating in cities across the country, including Indianapolis with the introduction of electric scooters – this is a strategic role for the team and the agency.

As noted in previous reports, 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. IndyGo and the Boner Center have developed and deployed a survey for Near East residents and stakeholders and are deploying other data collection methods as well. Early results from the survey having been in the field show an interest in our effort.

As part of this effort, IndyGo staff have been asked to serve on the leadership committee to plan the Shared Use Mobility Summit (the Shared Use Mobility Center's premier annual gathering) and speak at the conference. 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.

Blue Line TOD Planning: In July 2018, IndyGo submitted, and was subsequently awarded, 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 will result in legally enforceable land use and development standards near Blue Line stations to promote transit-oriented and transit-supportive developments. IndyGo and DMD are coordinating closely on this effort and are in the process of developing a solicitation for consulting services. It is anticipated this effort will run through the first quarter of 2020.

Grants & Grant Applications (Updates): In addition to having been awarded the technical assistance grant from the Shared Use Mobility Center and the TOD Planning Grant, the team continues to review and submit federal and local grants.

In November, IndyGo submitted a grant application to the Indianapolis MPO as part of its 2024-2025 call for projects. As part of this call, IndyGo requested funding to support the purchase of 16 vehicles through the MPO's STBG (Surface Transportation Block Grant) and/or CMAQ (Congestion Mitigation and Air Quality) allocations. IndyGo's application has been recommended for funding by the MPO.

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/Data Considerations:** In preparation for the board's consideration of amending the fare policies, the team has continued to review and analyze various scenarios related to fares and fare policies. Specifically, the strategic planning team developed the methodology and completed the equity analysis. The team also assisted in the development of revenue projections, potential applications of fare indexing policies, and several other related efforts.

- **Red Line Service Equity Analysis:** The FTA requires an equity analysis be completed on any Small Starts project six months prior to the commencement of revenue operations. The strategic planning team has developed a methodology – in consultation with service planning, public affairs, and legal – and is conducting the analysis at present. It is anticipated that the results of this analysis will be complete in March.
- **Paratransit COA:** The Strategic Planning team is working with operations, public affairs, legal, and others to facilitate a comprehensive review of IndyGo's paratransit policies, procedures, and practices. While such a review may examine and identify issues related to our current service, it is intended to be a broader, more systemic review of longer-term challenges and opportunities that influence the service provision environment. A solicitation for this project is currently underway; it is anticipated to be presented at the IPTC board meeting in March 2019.
- **Sponsored Rides:** Strategic Planning is working collaboratively with the public affairs team to develop a sponsored ride programs that would enable partnerships with large institutions with a number of prospective riders.

ENGINEERING & CONSTRUCTION

Red Line

Construction is continuing to progress for Package A- Civil (Reith-Riley Construction – Prime Contractor) along Shelby Street and Meridian Street. Contractor is installing storm sewers followed by curb, ADA ramps and sidewalk. The board has approved a change order to accelerate this contract and get it substantially completed by July 31st, 2019. As such the contractor has been working on all parts of the Red Line corridor simultaneously. Fourteen station foundations have been poured to date along Shelby St & Meridian St. Site Civil work along Virginia, Capital Ave and College Ave is ongoing.

Package B Contractor, F.A. Wilhelm has started erection of station structures. Nine station structures have been erected along Shelby St and Meridian St to-date. IPTC is in the process of working with FA Wilhelm to come up with a schedule and cost to accelerate the contract to meet the July completion date as well. This schedule and associated cost will be available for review by all parties before the end of February.

Purple Line

IndyGo rejected the 60% design submittal from WSP since it did not meet the standards. WSP is working towards a resubmittal of 60% at their own cost and this resubmittal is due on March 1st, 2019. Final design is expected to be completed by November this year with the project anticipated to be bid in December. An update to the Small Starts Grant Application package was submitted on September 6, 2018.

Blue Line

Preliminary design has started on the Blue Line project. The designer, WSP, has started submitting 30% plans for various segments and submittals for all segments and are expected to be completed by the end the month. A Small Starts grant application was submitted September 6, 2018.

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 has begun, as outlined previously in other reports. The Central Avenue one- way to two- way conversion project is under construction through DPW. IndyGo is conducting traffic studies on the other two-way conversion projects included in the Marion County Transit Plan.

FACILITY PROJECTS

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

WSP:

- **Electric Bus Fleet Charging Facility Upgrades** – Miller Eads has installed some of the charging islands and has striped the lanes. There are some planned adjustments to the charging islands to accommodate the flow in the garage. The second set of ten (10) chargers has been received from BYD for installation. The first set of chargers has been installed and the transformers & switchgears powering them have been energized by IPL; including the one that was installed in Maintenance Bays 23 & 26. BYD will come to certify the chargers prior to usage. 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** – Phase II of the Office Renovations has begun in the new HR area and the Operations wing; this work includes the Operators Lounge, the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices; staff are temporarily using trailers that are placed in the garage. Phase II staff has been relocated into the cube farm, with the Phase I staff relocated to their new locations. Temporary furniture is being used in the Phase I space until furniture arrives, which is scheduled for the beginning of March. The installation will occur during off hours to minimize the impact to staff. 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. With the increase of new hires for the first quarter, then previously predicted, some of the Public Affairs team have relocated to the Transit Center until renovations are completed.
- **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. The Task Order for the Maintenance area design was presented at the October 2018 Board Meeting and the design has begun with the Etica Group.

- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– The design has been completed 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 project schedule for procurement has been pushed out about 30 days; this project does have federal funding. Procurement is tentatively scheduled for March, with a recommended contractor being presented at the April 2019 Board Meeting.
- **Training & Contingency Facility** – The site layout plan has been completed. The design work has begun for the property at 21st and Montcalm in the Riverside neighborhood. A Phase I Environmental assessment has been completed, along with survey work needed to finalize the purchase. The neighborhood's reception of the facility has been positive. The location is to provide a full training facility with grounds for driving course as well, with room for expansion and operate as a contingency site for the agency. The tentative schedule of the final design is June/July 2019, with construction starting in early September 2019.
- **Overhead Security Screen Doors** – Design is 100% completed for the installation of (9) screen doors on all bay doors in the facility. Advertisement for the project has been pushed out about 30 days; this project has federal funding. The procurement would be in March 2019, to start installation in April 2019 to have the doors installed as the weather gets warmer.

OPERATIONS DIVISION REPORT JANUARY 2019

2/28/19

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 JANUARY 2019

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 – JANUARY 2019

TRANSPORTATION SERVICES

Employee Recognition:

December Employee of the Month:
Alexander Weah

Commendations:

The following transportation employees were recognized for their extraordinary customer service during the month of January:

Akiella Bounds, Akemee Bryant , Joetta Camden, JaNay Cooper, Mecca Dunn, Stephen Edmonds, Margaret Jones, Netahi Jones, Adrian Lewis, Tiffany Martin, Arthurene Thompsons and Deangelo Woodard x2

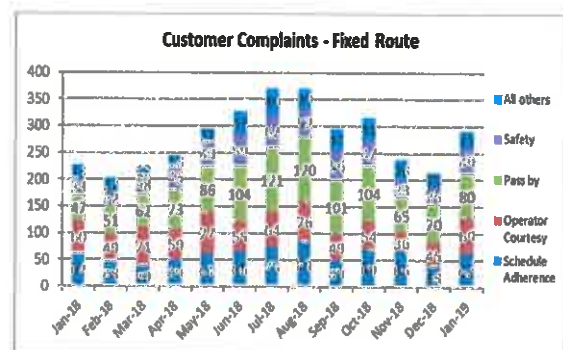
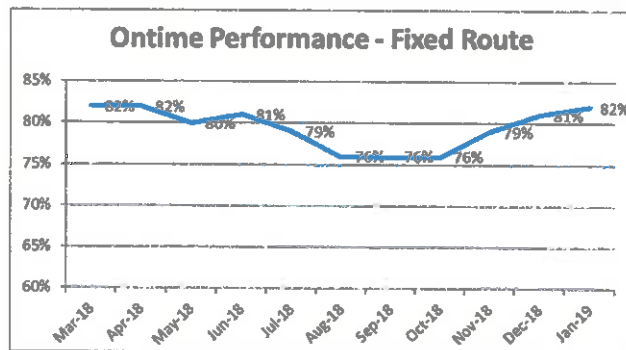
The following operators achieved an on-time performance rating of 90% or better during the month of January. A random drawing is held each month from this group of operators, and the winner receives an extra personal day. The winner for the month of January is **Rhonda Watts**.

1. LACRETIA HINTON	6933	98%	23. STEPHEN THEIN	5963	93%
2. RON BURTON	0798	98%	24. CATHERINE STARKEY	8741	93%
3. ANTHONY WHITE	3334	98%	25. MORNICE CHEST	8983	93%
4. DONNA JANDREAU	8421	97%	26. DARREN WYATT	8944	92%
5. JAMES DENTON	1495	96%	27. ROY DISHNO	8319	92%
6. PATRICK GRAY	2339	96%	28. RHONDA WATTS	8271	92%
7. DARREL JONES	8423	96%	29. ROBERT JORDAN	8891	92%
8. ROBERT FEIOCK	8620	96%	30. RAY WRIGHT	6979	92%
9. VIOREL SALAGEAN	8943	95%	31. CINDY CARROLL	9092	92%
10. DAVID MADYUN	8399	95%	32. TIMOTHY MARTIN	3742	92%
11. EDGAR HOLLYFIELD III	8649	95%	33. GREGORY SCOTT	8719	91%
12. JARVIS JOHNSON	9230	95%	34. DONALD ELLISON	1739	91%
13. ANTJUAN MARTINEZ	8988	95%	35. LAURA BECK	8445	91%
14. KEARY BRADFORD	9191	94%	36. RONNY SMITH	5719	91%
15. ROSE ANDERSON	8473	94%	37. CAMERON IRWIN	2877	91%
16. MICHAEL HALE	2451	94%	38. MICHAEL PARRISH	8926	91%
17. TERRY LAGRONE	8727	94%	39. AMBER MEALS	9085	91%
18. SHERIKA ROBINSON	8428	93%	40. MAMADOU GOUDIABY	8185	91%
19. CALVIN JACKSON	8213	93%	41. JOE BADREDINE	9026	91%
20. STEPHEN EDMONDS	1156	93%	42. STEVEN MARTINEZ	9197	90%
21. JONATHAN JACKSON	8739	93%			
22. EFRAIN AMAYA	0224	93%			

43. ALEXANDER WEAH	8603	90%
44. RONNIE BROOKS	8353	90%
45. LISA WASHINGTON	9123	90%
46. LASHANDA TURNER	8908	90%
47. MICHELLE ANDERSON	9099	90%

48. MICHAEL DETIENNE	8356	90%
49. BYRON REED	5094	90%
50. DAVID CLAY	9082	90%
51. NATHANIEL RHODES II	8549	90%
52. RONALD SKATES	8720	90%

Key Performance Indicators:



Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

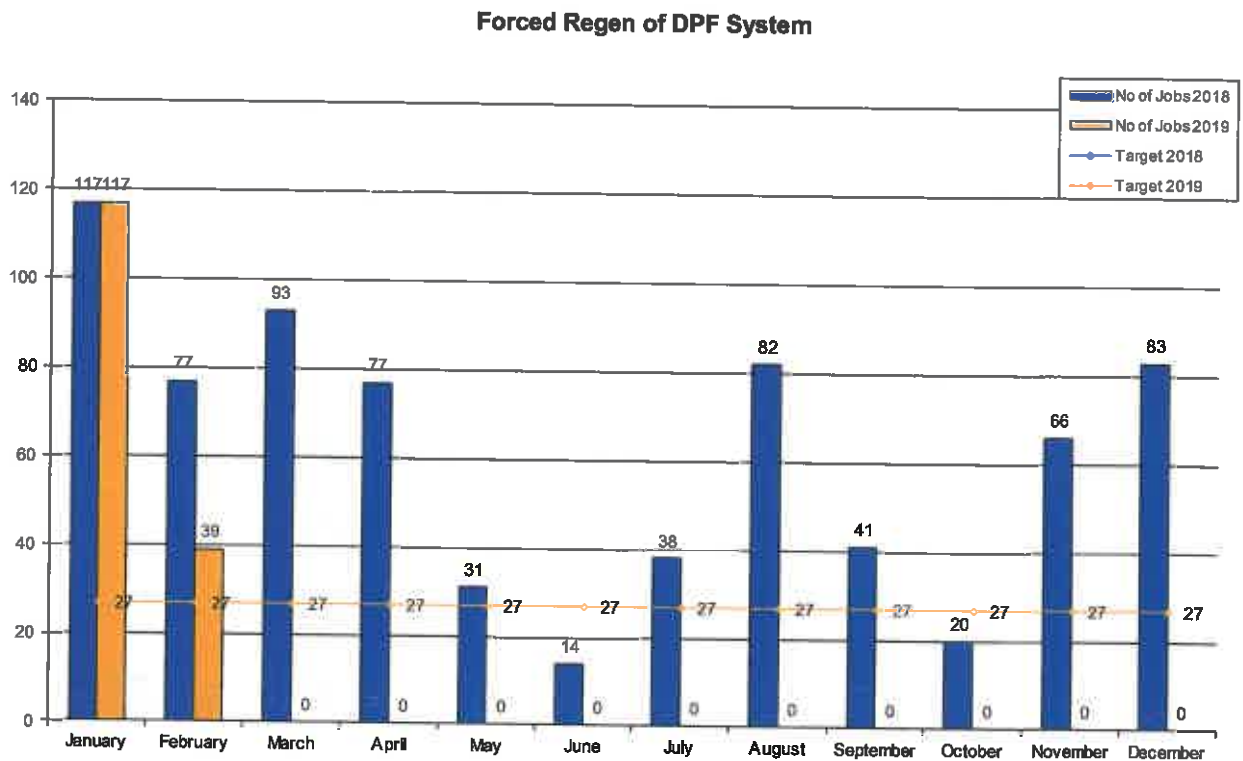
- IMPD Monthly Downtown District Community Task Force meetings
- Event Advisory Board meeting
- Operations continue to work with law enforcement and other agencies regarding special events in Indianapolis

VEHICLE MAINTENANCE & REPAIR

The 2018 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	2019	January	1	2018	January	1
Diesel Particulate Regen	2019	January	117	2018	January	117
Engine/Body Steam Cleans	2019	January	78	2018	January	42
Ramp Inspections	2019	January	51	2018	January	51
Premium Detail Cleaning	2019	January	73	2018	January	181
Body Inspections	2019	January	8	2018	January	4

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. 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. A total of 739 regens were completed on the fleet for the 2018 year. This allows for engines to run smoother increasing gas mileage while helping the amount of exhaust particles lesson throughout the fleet.



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 following chart shows the distance between failures from January 2016 through 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 Systems Failures												
Mean Distance Between All Systems Failures												
	2019/01	2019/02	2019/03	2019/04	2019/05	2019/06	2019/07	2019/08	2019/09	2019/10	2019/11	2019/12
MAJOR	6,052											
ALL	4,312											
	2018/01	2018/02	2018/03	2018/04	2018/05	2018/06	2018/07	2018/08	2018/09	2018/10	2018/11	2018/12
MAJOR	4,895	4,392	5,342	6,238	5,016	4,181	5,164	5,554	7,285	12,211	8,546	7,968
ALL	3,200	3,618	4,474	4,822	3,973	3,122	4,179	4,611	6,000	9,962	7,023	6,221
	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

FLEET SERVICES & INVENTORY CONTROL

There were 63 buses detailed in January this equates to 38% of the fleet. This is an average of 2 buses a day. The goal is to detail every bus at least once per month. We are bringing the staffing levels back to where they need to be to accomplish this goal, barring any unforeseen weather circumstances, this goal is attainable.

Everyday there is a special project per series that is being completed.

Monday: All 1600 1700 series are mopped

Tuesday: All 1400, 1500 and 0100 series are mopped

Wednesday: All 1000, Hybrids and 9700 series are mopped

Thursday All 2300, 2700 and 9900 series are mopped

Friday: All Artic, Zeps and 1800 series are mopped

The store room completed a successful inventory on January 2nd, 3rd and 4th. There was a variance of approximately \$181,000, a variance of approximately 5%.

FLEXIBLE & CONTRACTED SERVICES

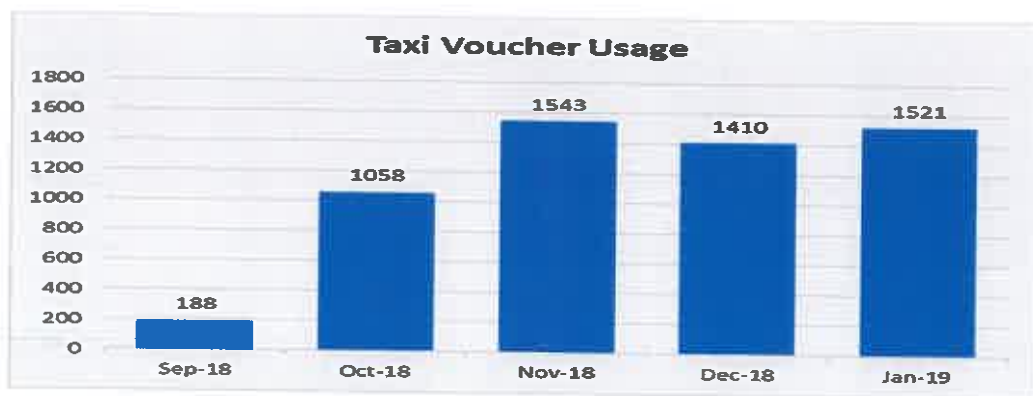
The contract for Hawkeye Health ends on August 27, 2019. Hawkeye Health is the contractor that performs in-person functional assessments of consumers who apply for IndyGo's paratransit service, Open Door. Hawkeye Health performed a two-year contract with three one-year options. There will be an upcoming procurement for assessments during the second quarter of the year. The new contract will begin on August 28, 2019.

Transdev, the contractor for IndyGo's Open Door paratransit, has continued to make positive strides in achieving its on time performance goal. Although the requirement of 95% has not been met, the contractor has met its daily goal of no less than 80% for the entire month of January. Transdev also attained several days of 95% to 100% on time performance, which helped them to achieve a 92% on time performance for the month.

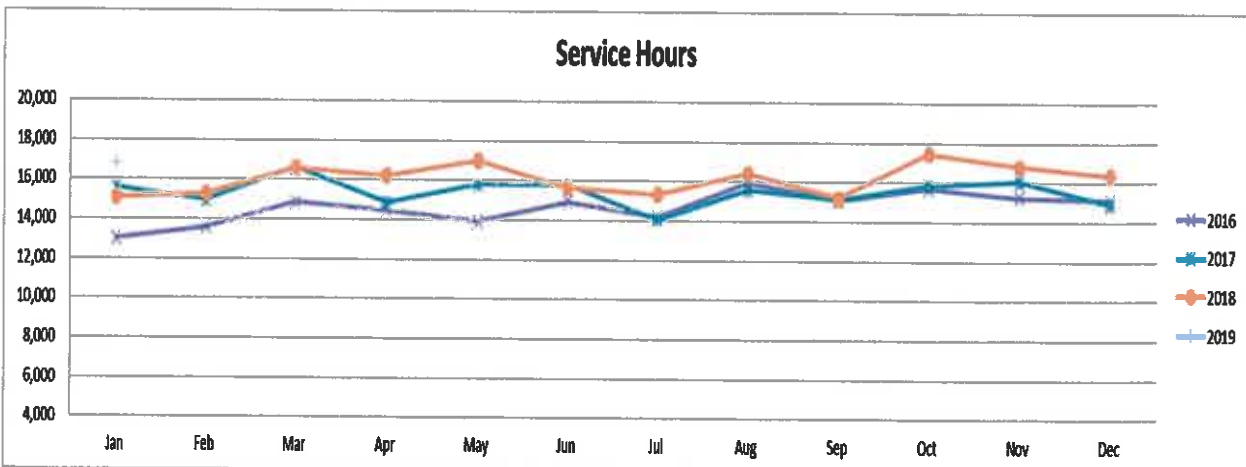
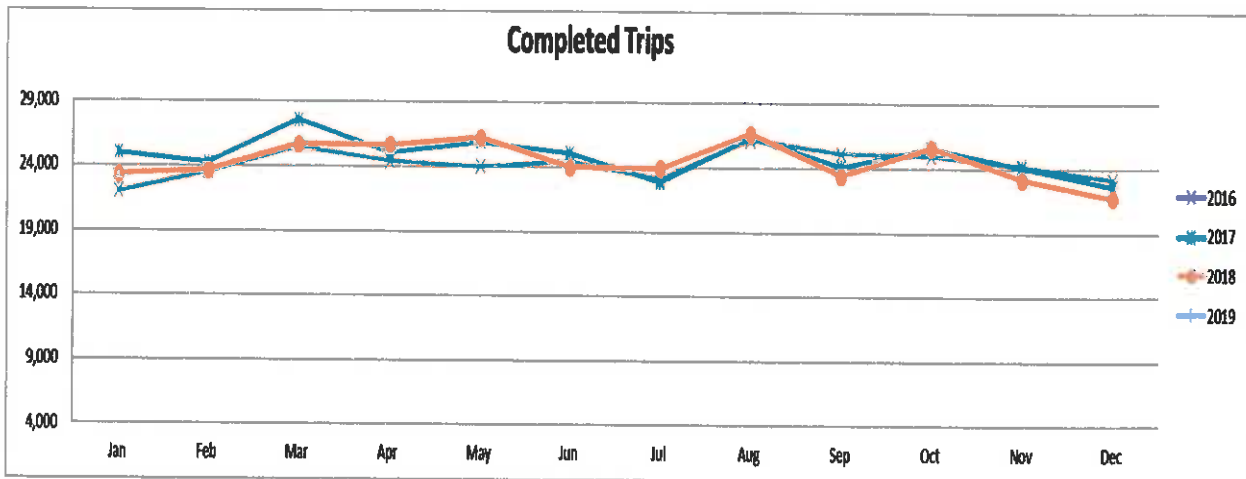
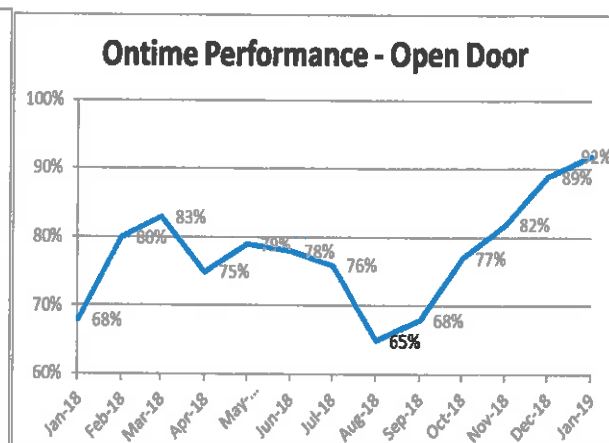
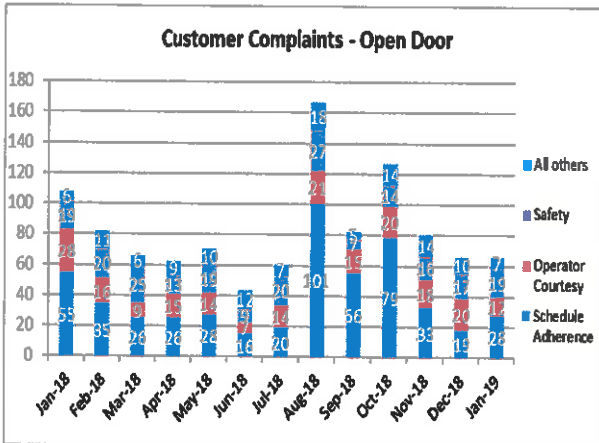
The Flexible and contracted Services team is currently working with various departments within the organization as well as outside agencies towards the implementation of alternative "ride" programs. Some of those agencies include the John Bonner Center and Noble of Indiana. Updates will be provided as progress takes place to inform all stakeholders of the implementation of any new programs and projects to improve the efficiencies in the delivery of Open Door paratransit services.

Service Delivery Data:

To assist the paratransit contractor, Transdev, with service challenges they began to encounter in August, Open Door staff implemented a temporary emergency taxi voucher program for subscription trip riders who traveled during peak hours. This program continues to receive positive response from consumers and is being utilized well. The number of users of the service increased from seventy-three (73) to eighty-two (82) over the past month.

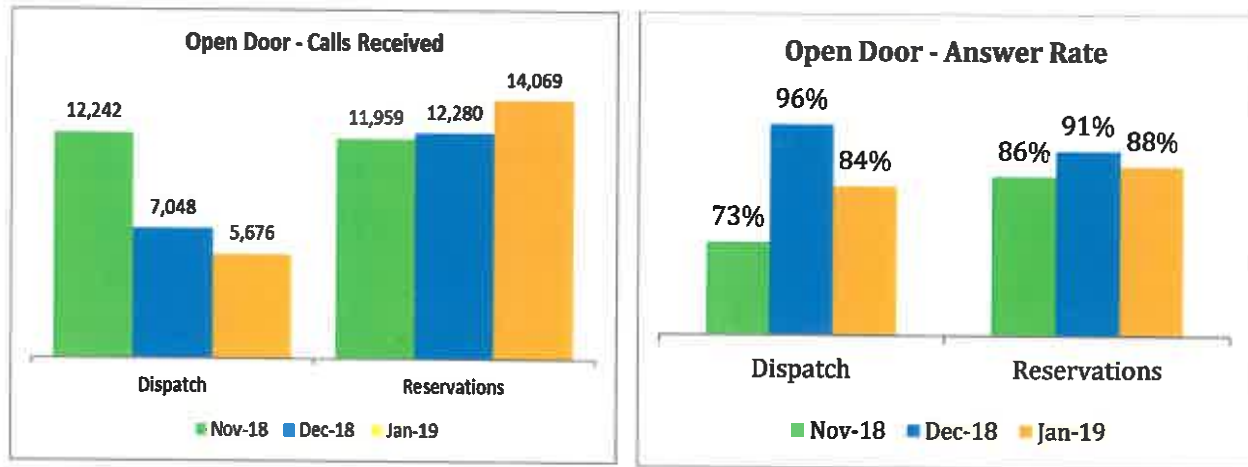


As seen in the charts below, customer comments in the areas listed remained at 66, however, total increased due to the increase in customer compliments of seven compared to three in the previous month.



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. “Where’s my ride” calls were moved to the reservations department so that dispatchers focus may remain on routing and driver assistance. The change in call routing resulted in a significant increase in calls to the reservations department.



FACILITIES

During the month of January, the Julia M. Carson Transit Center was very active with the snow storms and the bitter cold weeks. Many passengers and homeless people used the building as a sanctuary to stay warm and out of the elements, as most days were standing room only the center was still averaging well over 8,500 customers per day.

Meetings were held in January to discuss further plans to continue the paver slab project and setting bed replacement on the south-island and the north, south, and east sides of the Transit Center Building which will resume in mid-March when the asphalt plants officially open again. The asphalt is needed to set the pavers.

Miller Eades continued their work on the Electric Bus Charging Project by installing multiple bus charger islands throughout the bus storage area. They have installed 9 bus chargers in the bus storage area, and 2 bus chargers in the maintenance garage area. Also, all 6 electronic switch gears are now set with 3 being wired into the building with electrical energizing to happen in February, so many of the new bus chargers can go live into use at that time. Additional overhead work was also performed in the bus storage area installing additional racking and wiring.

Work continued with the office renovation project with the completion of Phase 1 where the north half of the Operations end of the building had all the offices gutted by removing and replacing all ceilings, lighting, new carpeting and paint. All people that were evacuated from that area to our cube farm and other parts of the building were moved back into their newly renovated office areas. The new furniture is scheduled to be installed in early March. Phase 2 of the project was started with the vacating of the south end of the Operations area which included the entire drivers and dispatch areas, road supervisor's office and radio room along with 3 other offices. All ceilings, lighting, flooring have been demoed out along with total demolition of the restroom areas for drivers including walls, fixtures, plumbing, floors, and ceilings down to the concrete slab. The area will be newly built from the floor up for the drivers and dispatch areas. Part of Phase 2 included the Procurement Department and Capitol Improvement Department on the north end of the building, were vacated with employees moving to the cube farm and major demolition of all ceilings, lighting, flooring and most walls as that area will be opened to convert multiple offices into an open work space. Work will continue through February and into March on this Phase 2 of the project.

During the month of January IndyGo removed or replaced 34 bus stop signs and 10 trash cans and replaced 5 shelter glass panels due to vandalism

RISK & SECURITY

- Grinnell Sprinkler performed the required quarterly sprinkler inspection at the 1501 W Washington St location. The inspection tested all sprinkler risers for water pressure, fire panel notification and other required parameters. There were no major deficiencies noted on this inspection
- IndyGo was pleased to host the Speedway Police Department's Special Weapons and Tactics (SWAT) team in January. The SWAT team used the IndyGo garage and one of the 40 ft diesel buses to practice their skills. Speedway contacts IndyGo once a year to help them with their yearly training so they can see how a bus works and practice different ways to disable and gain entry onto the bus. They are looking forward to working with IndyGo in the future as more of the electric buses are put into use.

SAFETY & TRAINING

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

James Wilson -	30 Years
Shirley Young -	30 Years
Joyce Ledell -	26 Years
Roxanne Thames -	23 Years
Edgar Birdsong -	20 Years
Calvin Cargile -	17 Years
Cameron Irwin -	17 Years
Quinton Davis -	14 Years
Jack Wallace -	7 Years
Rhonda Watts -	7 Years
Carmon Bobbitt -	6 Years
Ramona Wyatt -	6 Years
Wanda Ford -	5 Years
McKensey Rainey -	5 Years
Rachel Comer -	4 Years
Tamanika Morrow -	3 Years
Brenda Stiers -	3 Years
Michael Parrish -	2 Years
Mark Barkdull -	1 Year
Cindy Carroll -	1 Year
Didace Hategekimana -	1 Year
Viorel Salagean -	1 Year

IndyGo Class #18-09 began on October 22, 2018 with a total of 18 fixed route students. Of the 18 students, 16 of them completed all portions of the training class. The class graduated on January 18, 2019 and they transferred to the Operations Department on January 20, 2019

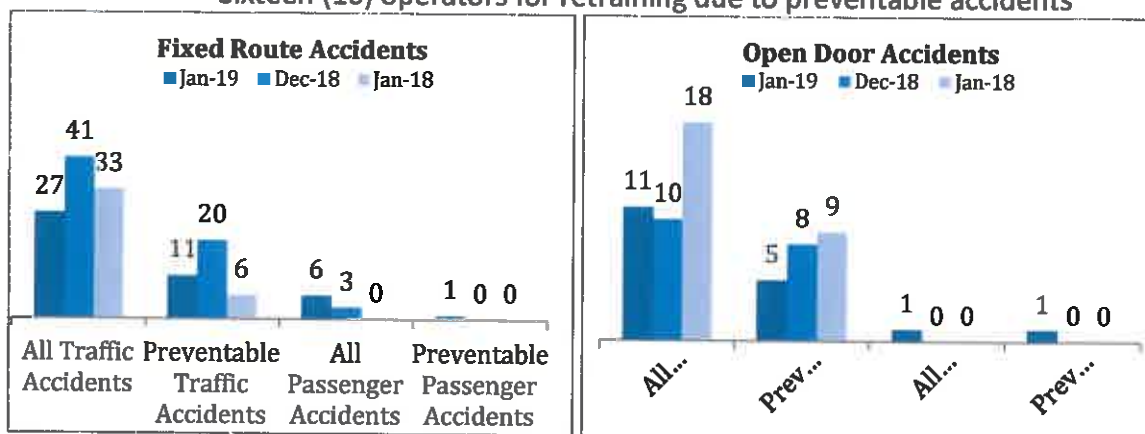
IndyGo Class #18-10 began on December 3, 2018 with a total of 13 fixed route students. There are currently 11 in the class and they have finished the route familiarization portion of the class. They are currently working on the subbing-in portion of the class. Staff expects for the class to complete all phases of the training program and be ready to graduate by February 15, 2019

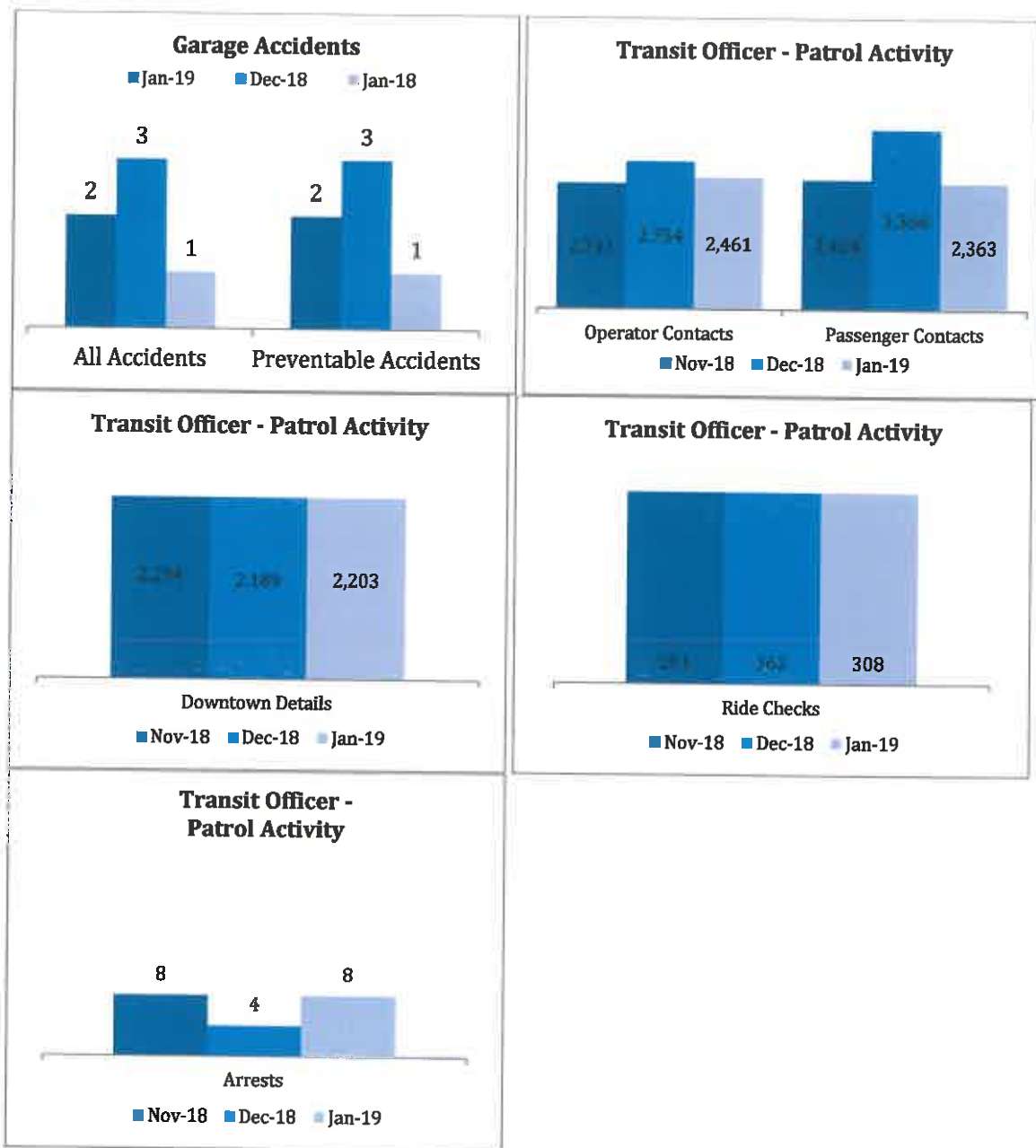
IndyGo Class #19-01 began on January 14, 2019 with 9 fixed route students. The class is currently in the classroom portion of the training program. Currently staff is expecting this class to graduate on March 22, 2019

The following training sessions were conducted in January:

Staff performed the following trainings:

- Four (4) operators for return-to-work retraining after an extended leave
- Sixteen (16) operators for retraining due to preventable accidents





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

Consideration of Human Resources December

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:
Elizabeth Zwierko, Sr. HRBP, Talent Acquisition
Jeffrey Brown, Director of Labor & Employee Relations
Teresa Boone, Director of Employee Services
Felicia Moodie, Sr. HRBP, Benefits

January 2019 Human Resources Department Board Report

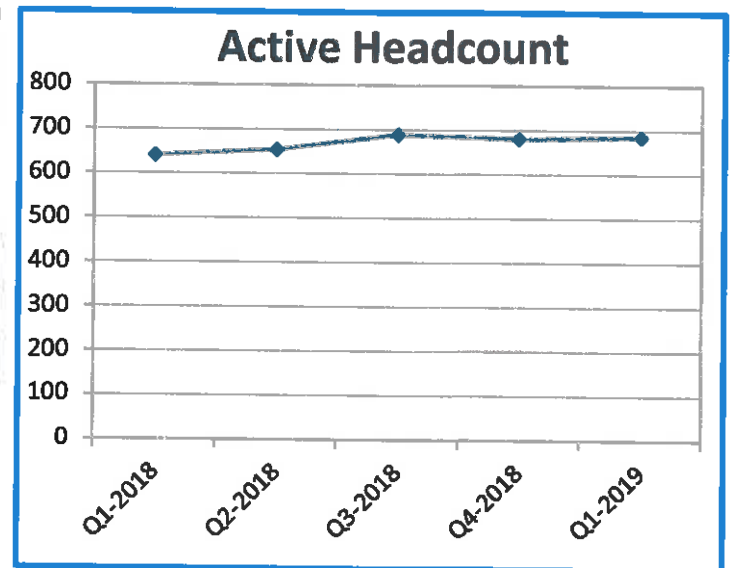
Talent Acquisition

Beth Zwierko, Sr. HRBP, Talent Acquisition

The Talent Acquisition team is responsible for acquiring human capital for the organization. The Sr. Human Resources Business Partner, Talent Acquisition position is responsible for the development and execution of the overall recruitment strategy for IndyGo; managing a team of employees who are responsible for meeting the short and long-term recruitment needs of the organization. The talent acquisition team partners with leadership and hiring managers to ensure department objectives and goals are achieved by directing and implementing tactical recruitment plans.

A detailed talent acquisition and retention plan for meeting the Marion County Transit Plan (MCTP) and Redline project goals has been developed and implemented. Regular meetings and communications regarding updates to staffing to meet the goals, are held weekly.

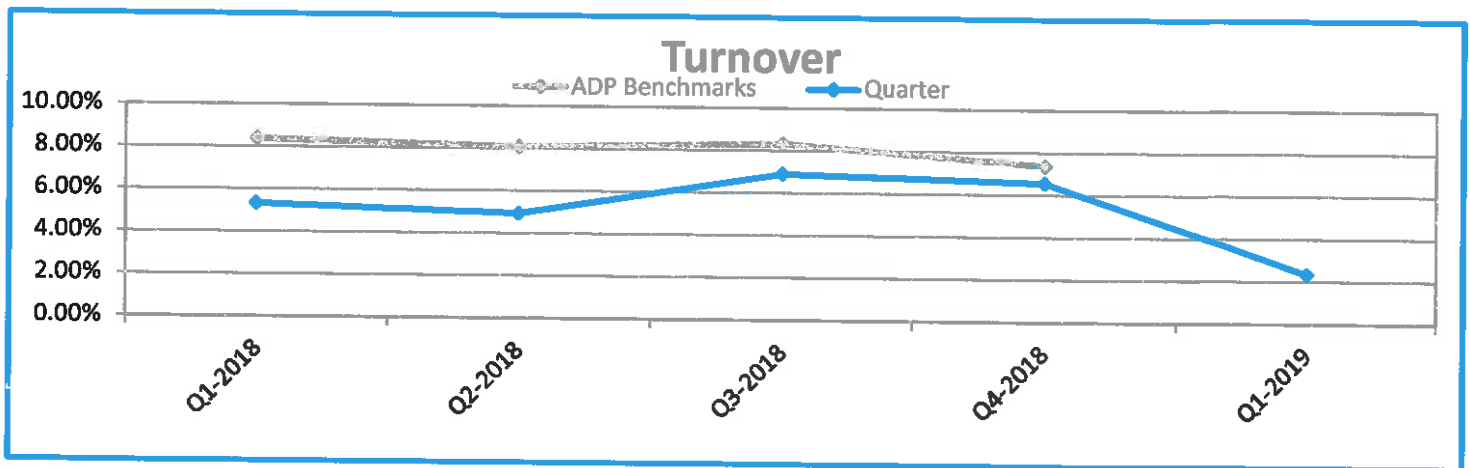
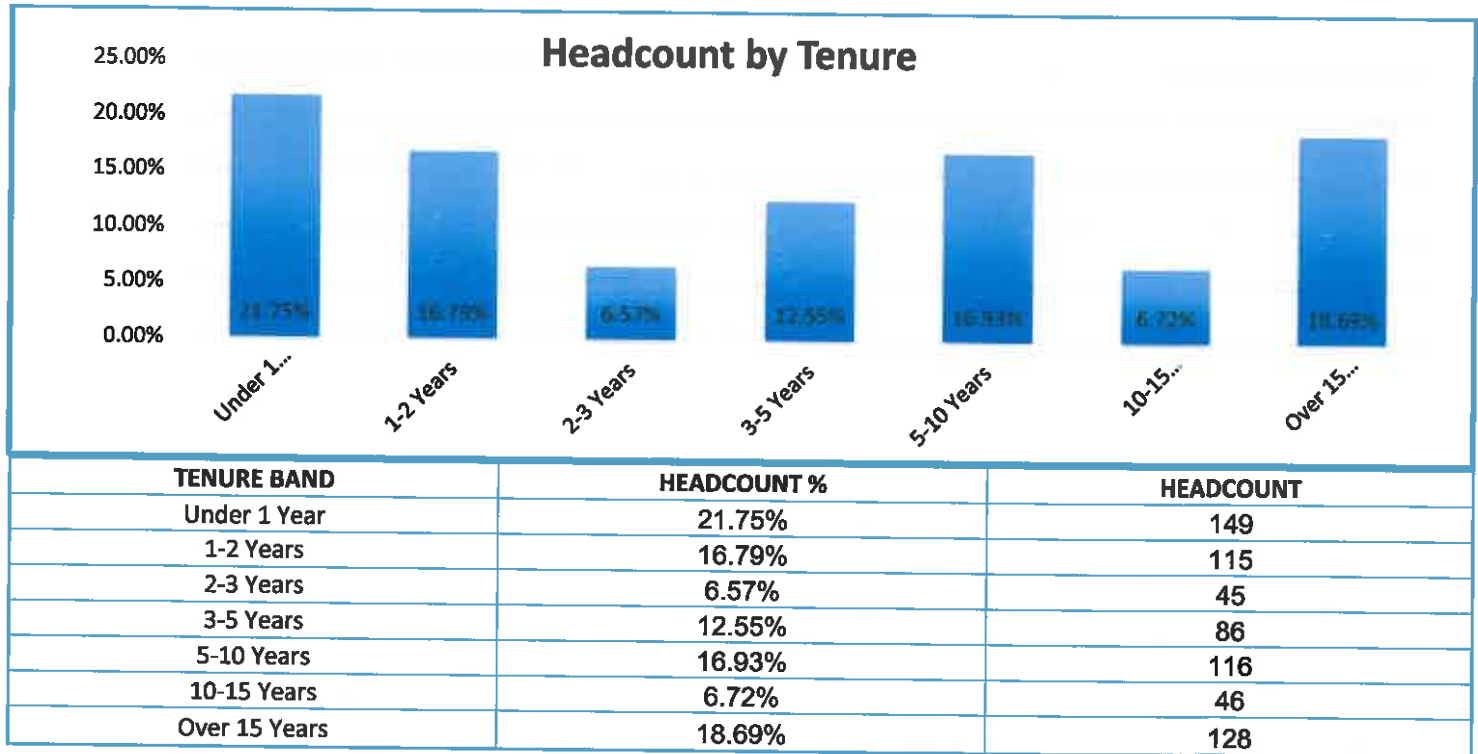
Month End Headcount			
	Active	Separations	New-Hires
Represented	506	5	4
Non-Represented	179	6	15
Total	685	11	19
Monthly Turnover Rate			
1.61%			
Staffing Capacity			
Budgeted FTE*	885		
Incumbent FTE	685		
% of Capacity	-23%		



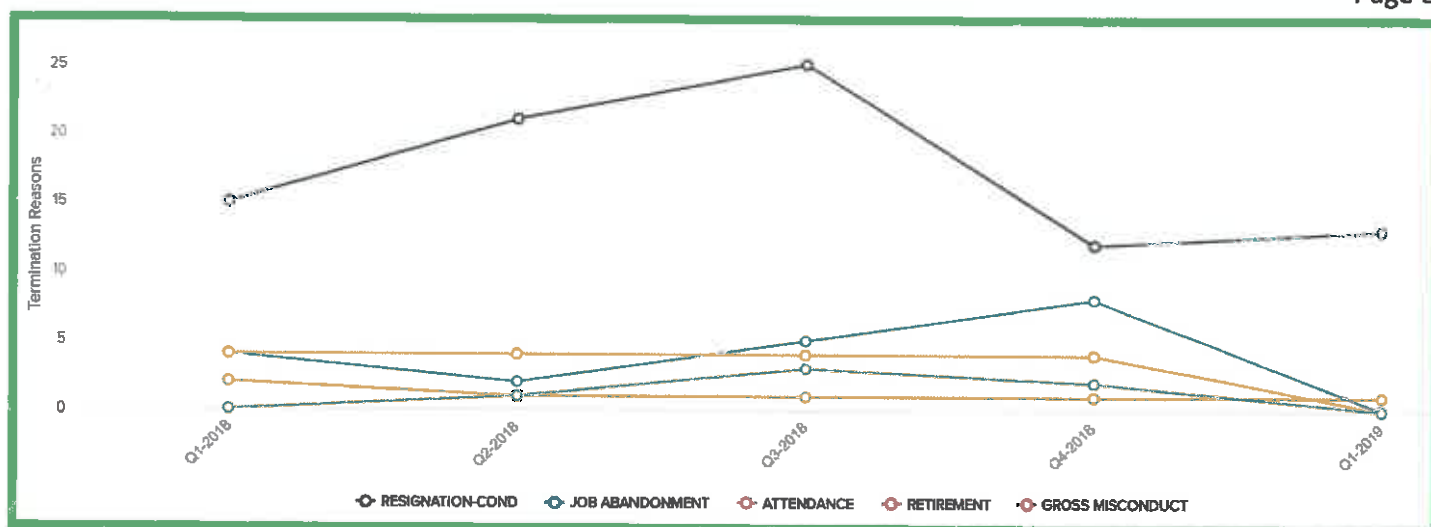
*Budget FTE

Positions are filled based on the budgeted FTE's per quarter. The total staffing capacity represents total amount of 2019 FTE's.

PERIOD	HEADCOUNT
Q1-2018	641
Q2-2018	654
Q3-2018	689
Q4-2018	680
Q1-2019	685



PERIOD	Overall Turnover %	TOTAL SEPARATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
Q1-2018	5.33%	34	638.38	8.38%
Q2-2018	4.93%	32	649.29	8.08%
Q3-2018	6.89%	46	667.87	8.31%
Q4-2018	6.57%	45	685.58	7.37%
Q1-2019	2.33%	16	686.19	



PERIOD	RESIGNATION-COND	JOB ABANDONMENT	ATTENDANCE	RETIREMENT	GROSS MISCONDUCT	All Others
Q1-2018	15	4	4	2	0	9
Q2-2018	21	2	4	1	1	3
Q3-2018	25	5	4	1	3	8
Q4-2018	12	8	4	1	2	18
Q1-2019	13	0	0	1	0	2

Labor Relations

Jeff Brown, Director of Labor & Employee Relations

A. Collective Bargaining Negotiations

Collective bargaining negotiations for a successor agreement between IndyGo and Amalgamated Transit Union, Local 1070 have been ongoing for over a year and remains unresolved. Although several proposals were tentatively agreed to, the parties are currently at impasse on the remaining proposals respective to wages and have submitted those issues as well as a dispute over the pension to a third-party arbitrator for a final and binding decision. The parties have scheduled four days of hearings before the arbitrator beginning on April 24, 2019 and ending on May 1, 2019. The arbitrator is expected to issue a decision around Fall of 2019.

B. Grievances

The collective bargaining agreement contains a two-part grievance procedure that permits the union to challenge disciplinary decisions and disputes concerning contractual interpretation. Currently, there are three (3) pending grievances about contractual interpretation disputes. The following is a summary of those grievances:

GRIEVANCES				
	Issue	Department	Step 1 Response	Step 2 Response
1	Contract Interpretation	Fleet Services	Denied	Denied
2	Contract Interpretation	Human Resources	Denied	TBD
3	Contract Interpretation	Transportation	Denied	TBD

C. Arbitration

The grievance procedure in the parties' collective bargaining agreement further permits the union to submit disputed grievances to a third-party arbitrator for final and binding resolution. There are currently four (4) grievances concerning discipline that have been advanced to arbitration. In those four cases, an arbitrator has been selected and the hearing has been scheduled but not yet heard. One disciplinary case was heard by an arbitrator and the decision is expected in Spring 2019. There also are two (2) grievances about contractual interpretation disputes that have been advanced to arbitration but not yet scheduled. The following is a summary of those arbitrations:

ARBITRATIONS				
	Issue	Department	Arbitrator Selected	Hearing Date
1	Contract Interpretation	Finance	Yes	Denied
2	Contract Interpretation	Maintenance	Yes	TBD
3	Discipline	Transportation	No	TBD
4	Discipline	Transportation	No	TBD
5	Discipline	Facilities	Yes	March 20, 2019
6	Discipline	Transportation	Yes	Awaiting Decision

D. Unemployment Claims

In 2019, IndyGo has received eight (8) claims for unemployment insurance benefits from former employees. Of those claims, IndyGo successfully challenged benefits for three on the basis that the former employee was correctly discharged for just cause. IndyGo also has appealed three other cases on the basis that the former employees should not receive benefits because they were discharged for just cause.

Drug and Alcohol Compliance

Marc Stewart, Human Resources Program Manager (DAPM)

December/January		
Test Type	Number of Tests	Number of Tests
Pre-Employment	27	25
Random	21	31
Post Accident	8	7
Reasonable Suspicion	0	0
Return-to-Duty	0	0
Follow-Up	3	3

*Effective January 1, 2019, FTA will increase the minimum rate of random drug testing from 25 percent to 50 percent of covered employees for employers' subject to FTA's drug and alcohol regulation. FTA recently announced this increase in a Federal Register notice and "Dear Colleague" letter. The increased testing rate, which is mandated by FTA's drug and alcohol regulation, is in response to an increase in the industry's "positive rate" as reflected in random drug testing data from calendar year 2017. Currently IndyGo's random drug testing pool is 30%. This update affects safety-sensitive employees and will increase the random selection by an additional 20%.

* No recent updates in this area

Learning and Development

The performance review process for all nonunion employees is in progress for the 2018 year. All new employees who were hired the 4th quarter of 2017 through December 2018 received detailed training on the process of performance management. The goal of the performance review/evaluation process is to assess the individual performance of each nonunion employee based on a standard scoring criteria and performance factors. Employees will also develop 2019 performance goals and individual performance development plans.

This month the human resources team conducted its first round of focus groups with the transportation supervisors. Sessions will be conducted for other departmental supervisory groups along with Managers, Directors and VP's. The goal of this and upcoming sessions is to build more comprehensive training and communication programs to proactively address concerns and build employee relations.

1. **Performance Management Training Sessions (December 11 through January 20, 2019)**
 - a. Employee Sessions
 - b. Supervisor Sessions
2. **Supervisor/Manager/Director Focus Groups**
 - a. Multiple sessions (Q1)
3. **Butler Program**
 - a. Change Management – In preparation for the implementation of the IndyGo Strategic Plan, a select group of IndyGo employees have been chosen by the President & CEO, and the executive team members to participate in the 4 – week session (February 6 through March 13, 2019) facilitated by Butler Executive Education Program Director and other team experts
 - b. Cohort #3 – selected employees will attend leadership training for 10 weeks (March 27 through July 24, 2019)
4. **Transportation Safety Institute**
 - a. Fundamentals of Bus Collision Investigation – June 2019.

Wellness/Employee Engagement

Teresa Boone, Director of Employee Services

January started off with 127 employees engaging in wellness for the 2019 plan year. To encourage engagement and build momentum, the wellness team will plan a “Choose to Lose” campaign. The goal of the program is to allow individuals to take ownership of weight loss and focus on what they choose to work towards. It could be reducing A1C, lowering blood pressure, reducing weight, or changing lifestyle habits that support healthy living. IndyGo will partner with Spire to help support and motivate individuals to keep them on track with meeting their goals.

Updates

- **Enrollment Season** ended with the following breakdown of group health/dental and vision group insurance enrollments:
 - HDHP – 99
 - PPO – 460
 - OPT– OUT/Waiver of Coverage - 44

- **Flu Shots** continue to be available during this flu season
- **Elements** - Educational Series (various financial sessions Q1-2019)

IndyGo continues to partner with Activate Clinic and LHD Benefit Advisors to plan and design programs/awareness communication, tools and resources to support and meet the performance guarantee goals. In an effort to build the spousal participation of the utilization of the clinic services, including the wellness program, IndyGo, Activate and LHD Benefits Advisors have developed and implemented a more detailed clinic survey and outreach campaign to the spouses of employees covered under IndyGo's group health insurance plan. The purpose is to increase spousal participation and gather data to further engage the high and moderate risk individuals in the future. 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 January 2019

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	61	5	359	425
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	401	16	8	425

Leave Management & Worker's Compensation

Felicia Moodie, Sr. HRBP, Benefits

Effective February 1, a streamlined call-in procedure was implemented for continuous and intermittent leaves. All IndyGo employees on Family and Medical Leave, whether continuous or intermittent, will be required to call a confidential dedicated HR leave phone line. Employees were notified in advance of 30 days of implementation and change of the procedure. This process will eliminate the current call back procedures for transportation and other supervisors and will ensure confidentiality and detailed documented information.

December

Total Intermittent Leaves Received: **7**

Total Continuous Leaves Received: **6**

Total Leaves Received: 13

Total Intermittent Leaves Closed: **11**

Total Continuous Leaves Closed: **5**

Total Leaves Closed: 16

Open Intermittent Leaves (as of 12/31/2018): **86**

Open Continuous Leaves (as of 12/31/2018): **19**

Total Intermittent Occurrences: **80**

Total Intermittent Hours: **587.71**

December 2018	
Leave Type	Number of Days
FMLA – No Pay	69
FMLA – Personal Day	20
FMLA – Sick Day	34
FMLA – Vacation Day	9
Sick – No Pay	39
Worker's Comp – No Pay	8
Total Lost Time	179 Days = 1432 Hours

January

Total Intermittent Leaves Received: 25

Total Continuous Leaves Received: 7

Total Leaves Received: 32

Total Intermittent Leaves Closed: 12

Total Continuous Leaves Closed: 11

Total Leaves Closed: 23

Open Intermittent Leaves (as of 1/31/2019): 93

Open Continuous Leaves (as of 1/31/2019): 15

Total Intermittent Occurrences: 125

Total Intermittent Hours: 922.74

January 2019	
Leave Type	Number of Days
FMLA – No Pay	59
FMLA – Personal Day	13
FMLA – Sick Day	12
FMLA – Vacation Day	2
Sick – No Pay	46
Worker's Comp – No Pay	8
Total Lost Time	140 Days = 1,120 Hours

[illegible]