

APPENDIX A
IndyGo Public Involvement Program

INDYGO

PUBLIC INVOLVEMENT PROGRAM

MAY 2015
WWW.INDYGO.NET
317.635.3344



PURPOSE AND OBJECTIVES

An effective public involvement program provides for an open exchange of information and ideas between the public and transportation decision makers. The objective of IndyGo's public involvement process is to support proactive public involvement at all stages of planning and project development.

IndyGo seeks public feedback on a variety of decisions, including:

- Service and Fare Changes
- Annual Operating Budget
- Title VI related policy development

Each time decisions need to be made on one of these items, IndyGo will utilize its public involvement program to ensure it is meeting these performance objectives, especially in consideration of low income and minority populations:

- Early and continuous involvement
- Reasonable public availability of technical information
- Collaborative input on alternatives, evaluation criteria and mitigation needs
- Open public meetings
- Access to the decision-making process prior to closure

AFFECTED PUBLIC AND STAKEHOLDERS

IndyGo strives to reach many audiences in its public outreach and engagement strategies. For each individual plan, project or program that calls for public involvement, IndyGo will identify the stakeholders who are either directly or indirectly affected. Those who may be adversely affected or who may be denied benefit of a plan, project or program are of particular interest in the identification of stakeholders. IndyGo's stakeholders include, but are not limited to:

- IndyGo Riders
- Minority Populations
- Limited English Proficiency (LEP) Populations
- Low-Income Populations
- Those with Disabilities
- Neighborhood Associations
- The City of Indianapolis Leadership
- Indianapolis City-County Council
- Other regional and municipal transit providers including: Commuter Connect, IUPUI Shuttle Services, Ivy Tech Shuttle Services, Access Johnson County, Central Indiana Regional Transit Authority, Janus Developmental Services, Hamilton County Express
- Hamilton and Johnson Counties
- IndyGo Board of Directors
- IndyGo Open Door Service
- Major Employers
- Major Colleges, Universities and School Districts
- Non-profits and private businesses

ENGAGEMENT TECHNIQUES

To ensure that all segments of the community are included in the process, IndyGo will use some or all of the following techniques to engage with the public. The public outreach strategies used in any particular instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

Public Meetings

- *Community Organizations* - IndyGo will arrange to speak at Community Development Corporations, Neighborhood Associations and other community meetings that will be affected by impending plans or service changes. At each meeting IndyGo will present information on the purpose, need, background and milestones of IndyGo services and updates being discussed, engage in dialogue about how each population is affected and take comment on the plans.
- *Public Open Houses* - IndyGo may host a public open house to engage with the public on how changes to service, fares or other projects could affect them. Open houses are an informal meeting at an easily accessible, public space where information on the purpose, need, background and milestones of IndyGo services and updates being discussed are displayed for the public to view. IndyGo staff will be available to interact with the public in attendance, answer questions and take comments on any of the plans. Comment cards will also be available for those who do not wish to speak with an IndyGo staff member.
- *Public Hearings* - IndyGo hosts public hearings to present its annual budget among other plans. In the case of a public hearing, IndyGo will give information on the purpose, need, background and milestones of IndyGo services and updates being discussed and take either verbal or written public comment at the conclusion. No dialogue will be had at a public hearing. It is a forum for voicing opinions only.

Social Media: Twitter/ Facebook

IndyGo will utilize its social media presence to engage in dialogue with the public. All upcoming projects and plans will be posted to IndyGo's Twitter and Facebook accounts for followers to leave comment. Where appropriate, IndyGo staff will follow-up with each on an individual basis.

Surveys

IndyGo creates a variety of surveys to engage with the public and learn more about its constituents. When appropriate in the planning process, IndyGo will make a survey available to the public to gauge public opinion and respond accordingly.

Call Center

IndyGo will utilize its Customer Service Call Center as a two-way engagement tool to communication upcoming projects and plans. Call Center staff are informed of all major projects underway, public meetings as well as impending service or fare changes to answer any questions callers may have. If a caller would like someone from IndyGo's staff to return their call, the Call Center will log their comment and assign it to the correct department for follow-up.

NOTIFICATION PROCEDURES

IndyGo uses a variety of outlets to notify affected groups including current riders of IndyGo, transit stakeholders, Marion County taxpayers with special consideration of low income and minority populations, about upcoming public meetings and transportation plans, programs, and projects. The notification procedures used in any particular instance will be tailored to address the scope of the proposed plan, project or activity, the population of the planning or project impact area and the resources available for public outreach.

On-Board Notifications

IndyGo will notify current riders of any public meetings or plans that may affect them with on-board announcements and service alert cards. On-board announcements are created on a case by case basis to announce potential impacts to riders. They are pre-recorded and set to play at a set interval between stop announcements and general messages to insure those riding the bus will hear about potential impacts to their travel. IndyGo also creates a monthly service alert card that is posted on the interior of the bus with construction and event detours as well as any upcoming public meeting dates and the phone number to IndyGo's Customer Service Call Center for those seeking more information.

Web Content and Monthly E-Newsletter

IndyGo will notify anyone who visits IndyGo.net or subscribes to IndyGo's e-newsletter, of public meetings and upcoming transportation plans, programs, and projects. Large scale projects will be given their own web page, while smaller scale projects will be presented in a blog post or e-newsletter highlighting key initiatives.

Social Media: Twitter/ Facebook

IndyGo will notify those that follow IndyGo on Twitter or Facebook of all upcoming public meetings and plans with several posts leading up to the event.

Media

IndyGo will issue a press release and be available for interview about any scheduled public hearings or proposed changes to IndyGo service to the media to reach those that do not regularly interact with IndyGo.

Local Media includes, but is not limited to:

- Indianapolis Associated Press (AP)
- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal
- La Voz
- Local Network Television: 4, 6, 8, 13, 59
- Radio One
- WFYI
- WIBC
- WTTS

Legal Notices

IndyGo will purchase advertisements in one or more of the following publications to announce public meeting dates and times in attempt to reach as many Marion County residents as possible:

- The Indianapolis Star
- The Indianapolis Recorder
- Indianapolis Business Journal

EDUCATION AND ASSISTANCE TECHNIQUES

IndyGo offers a variety of education and assistance techniques to help its constituents get an accurate and full public understanding of the transportation problem, potential solutions and obstacles and opportunities within various solutions to the problem.

To educate its constituents, IndyGo holds public meetings to engage with attendees and help them understand impending plans. In the event of a public meeting, IndyGo will ensure:

- Dates and times are released well in advance.
- It is held at convenient and accessible locations and times.
- Visualization techniques are employed to more clearly show plans.
- Information is available in via print and electronically accessible formats, on the IndyGo web site.
- The public review and comment period lasts well beyond the meeting to garner the most input.
- All reasonable requests for access to large print, Braille and other special services for non-English speakers or people with disabilities with at least three days' notice.

CONSIDERATION OF PUBLIC INPUT

IndyGo takes public comment and suggestions very seriously and will revise plans if there is a large public consensus against proposals. When plans are updated, IndyGo will notify the public of the changes through all the same avenues they were originally broadcast. Once a comment period is closed, IndyGo will publish a summary of all public engagement efforts and public comment.

The summary will be available in IndyGo's board packet for the month it was submitted to the IndyGo Board of Directors for approval. Board packets are available on IndyGo.net for the public to download after each meeting date. It can also be obtained by calling the IndyGo Customer Service Call Center at 635.3344 or submitting a comment online at IndyGo.net.

EVALUATION OF PUBLIC INVOLVEMENT

IndyGo will debrief internally after each public outreach and engagement campaign to identify what strategies did or didn't work well. The evaluation will allow IndyGo to adjust its next public involvement plan to better suit the needs of the community and IndyGo passengers.

To help with our program evaluation, IndyGo will use some or all of these measurable performance objectives as they specifically related to the proposed project, plan or activity:

- Website traffic
- Number of e-newsletters distributed and opened
- Social Media reach
- Media coverage
- Number of contacts made with community organizations, specifically in low income and minority neighborhoods
- Number of comments received by IndyGo Customer Service Call Center
- Number of participants who attended public open houses, public hearings or community meetings
- Percentage of public open house or public hearing attendees who heard about meeting from each outreach effort
- Number of survey responses received

IndyGo's Public Involvement Program will be reviewed in its entirety every three years at a minimum to ensure the core principles and best practices are up to date. The evaluation process will require IndyGo staff to track the effectiveness of public participation activities and techniques and make recommendations for adjustments.

LEGAL AUTHORITY & COMPLIANCE

The IPTC Public Involvement Program was developed in accordance with applicable federal law and the following federal circulars:

- FTA C 4702.1B – Title VI Requirements and Guidelines for Federal Transit Administration Recipients
- FTA C 4703.1 – Environmental Justice Policy Guidance for Federal Transit Administration Recipients

In accordance with 49 U.S.C. 5307 and by resolution of the IPTC Board of Directors, IndyGo relies on the public participation process of the Indianapolis Metropolitan Planning Organization (MPO) for the Program of Projects (POP).

In establishing an overall Disadvantaged Business Enterprise goal for the corporation, IPTC provides for public participation in accordance with 49 CFR Part 26.

APPENDIX B
Blue Line Public Meetings

Blue Line rapid transit meetings overview

Date	Event/Engagement	Location	Address	Attendance	Meeting Type
7/14/2017	West Washington Street meeting	Indy DPW	1200 S Madison Ave		Stakeholder Meeting
8/29/2017	Blue Line/ Airport meeting	IAA Board Room	7800 Col. H. Weir Cook Memorial Dr		Stakeholder Meeting
9/20/2017	Transit Talks: Mile Square Coffee	Mile Square Coffee	222 E Market St	5	Public Meeting
10/2/2017	Food Service Union/ IndyGo	IndyGo	1501 W Washington St		Stakeholder Meeting
10/10/2017	West Washington Business Alliance	IndyGo	1501 W Washington St	20	Community Meeting
11/8/2017	W Washington St update	Indy DPW	1200 S Madison Ave	8	Stakeholder Meeting
1/24/2018	Blue Line/Airport meeting	IAA Board Room	7800 Col. H. Weir Cook Memorial Drive	25	Stakeholder Meeting
2/21/2018	My Community My Vision student action plan: stakeholder meeting	East Washington Branch Library		7	Community Meeting
3/7/2018	Transit Ambassador outreach at DTC	DTC	201 E Washington ST	43	Booth
3/12/2018	Transit Ambassador outreach at DTC	DTC	201 E Washington ST	30	Booth
3/16/2018	Transit Ambassador outreach at DTC	DTC	201 E Washington ST	4	Booth
3/17/2018	Transit Ambassador outreach at DTC	DTC	201 E Washington ST	30	Booth
5/14/2018	Blue Line Internal Outreach - DTC Operators' lounge	DTC	201 E Washington St	25	Booth
5/14/2018	Blue Line Internal Outreach - DTC Operators' lounge	DTC	201 E Washington St	5	Booth
5/15/2018	Irvington Community Council Meeting		55 Johnson Ave Indianapolis, IN 46219	25	Community Meeting
5/16/2018	Blue Line Internal Outreach - DTC Operators' lounge	DTC	201 E Washington St	50	Booth
5/16/2018	Blue Line Internal Outreach - Maintenance Lounge	IndyGo	1501 W Washington St	1	Booth

Date	Event/Engagement	Location	Address	Attendance	Meeting Type
5/16/2018	Blue Line Internal Outreach - DTC Operators' Lounge	DTC	201 E Washington St	40	Booth
5/16/2018	Blue Line Internal Outreach - Maintenance Lounge	IndyGo	1501 W Washington St	15	Booth
5/16/2018	Blue Line Internal Outreach - Operators' Lounge	IndyGo	1501 W Washington St	20	Booth
5/17/2018	Blue Line Internal Outreach - Operators' Lounge	IndyGo	1501 W Washington St	20	Booth
5/23/2018	Wayne Township Fire Department stakeholder meeting	Wayne Township Fire Dept.	700 N High School Rd, Indianapolis, IN 46214	4	Stakeholder Meeting
5/14/2018	Internal outreach - DTC Ops lounge	Indy Go - DTC	201 E Washington St 46204	25	Internal - Tabling for IndyGo employees
5/14/2018	Blue Line - Internal Staff Outreach	IndyGo – DTC	201 E Washington St 46204	5	Internal - Tabling for IndyGo employees
5/15/2018	Irvington Community Council Meeting		55 Johnson Ave Indianapolis, IN 46219	20-25	Community Meeting
5/16/2018	Blue Line - Internal Staff Outreach	IndyGo – DTC	201 E Washington St, Indianapolis, IN 46204	50	Internal - Tabling for IndyGo employees
5/16/2018	Blue Line Internal Staff Outreach	IndyGo- Headquarters	1501 W. Washington St. - Maintenance Lounge	1	Internal - Tabling for IndyGo employees
5/16/2018	Blue Line Internal Outreach	IndyGo- DTC	201 E Washington St, Indianapolis, IN 46204	40	Internal - Tabling for IndyGo employees
5/16/2018	Blue Line Internal Outreach	IndyGo – Headquarters	1501 W. Washington Street, 46222	20	Internal - Tabling for IndyGo employees
5/17/2018	Blue Line Internal Outreach	IndyGo – Headquarters	1501 W. Washington Street, 46222	20	Internal - Tabling for IndyGo employees
5/23/2018	Wayne Township Fire Department		700 N High School Rd, 46214	4	Stakeholder Meeting

Date	Event/Engagement	Location	Address	Attendance	Meeting Type
6/1/2018	Meeting w/Central State	Central State	1800 Steeples Blvd 46222	1	Stakeholder Meeting
6/6/2018	Blue Line Public Meeting	Wayne Township Government Center	5401 W Washington St, Indianapolis, IN 46241	10	Public Meeting
5/31/2018	Blue Line Public Meeting	Ransburg YMCA	501 N Shortridge Rd, Indianapolis, IN 46219	4	Public Meeting

APPENDIX C
Blue Line Property Owner Survey Questions

Blue Line Survey Questions - Draft

Thank you for answering a few questions about IndyGo's Blue Line Rapid Transit project. Your input is critical to the design of this project.

Blue Line is IndyGo's third rapid transit project!

The Blue Line brings a bus every 10 minutes along Washington Street.

The 20-mile Blue Line will travel along Washington Street from Cumberland to the Airport. The Blue Line will upgrade IndyGo's current Route 8 with faster travel times, elevated station waiting areas, and service every 10 minutes.

1. Contact Information

Name

Address

City/Town

State/Province

Zip/Postal Code

Email Address

Phone Number

2. Are you located near the route?

a. No

b. Yes, what is your address?

3. Did you know IndyGo will be fixing the sidewalks along the Blue Line corridor?

4. Blue Line = a bus comes every 10 minutes to nicer stations.

Trips will be quicker and wait times will be much shorter.

But, it also means some impacts to cars turning left on Washington Street.

For the safety of cars and to keep the bus running on time,
left turns have to be made ONLY at intersections with signals.
All major intersections with signals will have an allowed U-Turn.
This means if you are driving and need to travel in the opposite
direction to reach a business, you are safe to turn.

You may have to drive past the usual turn just up to the next signal.

How do you feel about this on a scale of 1 - 5

1- Very worried

2- Worried

- 3- Neutral
- 4- Needed for better bus service
- 5- Very needed for better bus service

5. Several options are being considered for what happens when the bus gets close to the Airport.

For 1 – 4 below, the “SPLIT” indicates that local bus service would continue along Washington Street and Rapid Transit service would continue on the stated road to the Airport.

Options include:

- 1. A split at Washington and Holt Road
- 2. A split at Washington and Bridgeport Rd
- 3. A split at Washington and High School Road
- 4. No split - Blue Line travels directly to the airport

Of the Airport Routing alternatives; which do you prefer?

(INSERT AIRPORT ALIGNMENT MAPS)

- 1. Holt Rd.
- 2. Bridgeport
- 3. High School
- 4. No Split

6. **Segment 2** has options for the placement of the stations. The options are as follows:

- a. Central Green vs. Warman Ave.
- b. Belleview Place
- c. Zoo Option A
- d. Zoo Option B

(INSERT SEGMENT 2 MAP)

7. **Segment 3** has several options for the placement of the stations. The options are as follows:
Schumacher Way vs. West Street and East St. vs. Park Ave.

(INSERT SEGMENT 3 MAP)

Of the following choices which station location do you prefer (select one)?

- a. Schumacher Way
- b. West Street

Of the following choices which station location do you prefer (select one)?

APPENDIX D
Blue Line Comment Database

Comment	Date	Time	Category	Type	Status	Assigned To	Text	Text
59710	06/28/2018	1115a	BLU LIN	BLU LIN	Assigned	JHORNE	SO#03198682 What is your comment concerning? General Please enter the date pertaining to your comment: 06/28/2018 Enter your comments in the space provided: Reading with interest about the Blue Line transit route as I live in Irvington, an area served by IndyGo. Do you foresee any express service between Cumberland and downtown Indy during traditional commuter hours? Additionally, do you foresee, perhaps, express service to the airport at some point in the future? From Irvington to the airport, a trip takes 90 minutes (without incident). Thank you! Your email address (you will be added to the IndyGo Newsletter): sbcassna@frontier.com Phone (111) 123-3333 Would you like someone from IndyGo to contact you regarding your comment? Yes	
59596	06/21/2018	445p	BLU LIN	BLU LIN	Closed	RGALLAGHER	This is just a comment regarding the eventual transition to the new Blue Line stops. I recommend the new stops be implemented as soon as possible, well BEFORE the new BRT line is under construction. Basically, any current stop that is not planned to be continued should be discontinued sooner rather than later, certainly with advance notice posted at the stops. This should be done in addition to encouragement directly to current riders to provide feedback. Due to elderly and disabled persons use of public transit and the potential increase because of aging population, please be sure to take a good look at access up to the stops/crosswalks for obstacles (horrible street and sidewalk surfaces, overgrown vegetation, steep inclines,etc) and address improvements called for. Thanks! Your Name: Mary Kay Morgan Your email address (you will be added to the IndyGo Newsletter): rosenkm1@gmail.com Phone (317) 353-8796 Would you like someone from IndyGo to contact you regarding your comment? Yes	Ms. Morgan, Thank you for your recent comment to IndyGo about existing bus stops that will be transitioning to Blue Line stops in the future. We are currently doing a complete review of bus stops across IndyGo's service area and bus routes in anticipation of the new bus network that will begin service in 2019. You mentioned that you would like IndyGo to prioritize bus stops that are planned to become Blue Line stations and to make changes to the bus stops prior to the start of Blue Line bus service. While we are looking at the existing route 8 for more efficient bus stop spacing, at this time IndyGo will not be able to remove all of the bus stops that will not be Blue Line stations as you are requesting. It would be difficult for IndyGo to ask customers to walk further to a bus stop in the short-term without providing the additional benefits of the Blue Line BRT at the same time (such as faster travel times due to dedicated bus lanes and signal priority; better shelter and seating amenities at stations; and improved service frequency). When the Blue Line is built and is operational, it will provide benefits that customers are not currently receiving, and thus will make a possibly longer walk to a bus stop more tolerable for existing customers. Thank you for your comment and please let me know if you have any other questions or concerns.
59266	06/07/2018	240p	BLU LIN	BLU LIN	Closed	AGIBBLE	Hello. I am writing to express my concern about the blue line going past Holt Rd. On west Washington street. My family and I have a business on west Washington street, Markins, that will be negatively affected by this. I also live in the neighborhood and don't want me or my neighbors to have restricted access to our homes. I am begging you to please stop the blue line project at Holt rd! Thank you for taking the time to read my concerns. I appreciate and help you can give us on this matter	
59265	06/07/2018	237p	BLU LIN	BLU LIN	Closed	AGIBBLE	Hello, my name is Rachel Hawkins I attended the meeting this evening about the blue line mass transit. I wanted to express my concern about the project. We have a family owned business on W. Washington St. that is west of Holt road. My understanding of the meeting is that this project is still in the early planning phase. As I expressed in the meeting if this project goes west of holt road it will not only restrict deliveries to my business but it will also make it so customers cannot make left-hand turns into our parking lot. We have large delivery trucks that would not be able to pull in to our parking lot if this project goes west of Holt Road. I hope that by expressing my concern you will stop the blue line at Holt road and continue on to I70 to the airport. As a resident of this neighborhood as well I feel like my neighbors as well as myself will be caused many headaches by having to make U-turns at stoplights in order to turn on residential streets. Please I beg you stop the project at Holt Road! Thank you so much for taking the time to read my concerns! I greatly appreciate any help you can give me on this!! I am not a supporter of the Blue line going west of Holt Rd. This will negatively our business along with many others on West Washington St. past Holt Rd. It will restrict deliveries as well as making it difficult for our customers to get into our parking lot.	
59264	06/06/2018	1040p	BLU LIN	BLU LIN	Closed	AGIBBLE		
59263	06/06/2018	1025p	BLU LIN	BLU LIN	Closed	AGIBBLE	Stop blue line at holt road	
59262	06/06/2018	950p	BLU LIN	BLU LIN	Closed	AGIBBLE	Blue line needs to stop at Holt Road. To many Businesses west of Holt. And , Residential neighborhoods would be affected	

APPENDIX E
Blue Line Public Outreach Plan

Public Meetings

Six additional public meetings will be held in July and August to continue gathering feedback to include in the 10% design milestone in September. A meeting will be held in segment 1 at the Wayne Township Government Center. One meeting will take place in segment 2 at George Washington High School. determined. Two meetings will be held in segment 3 at the Central Library, one in the early afternoon and the other in the evening. Englewood Christian Church will host the meeting in segment 4 and the Segment 5 meeting will take place at the Ransburg YMCA. The meeting schedule is as follows:

7/23/2018 6:00 PM, Englewood Christian Church, 57 N Rural St., Indianapolis, IN 4620

7/24/2018 6:00 PM, Ransburg YMCA, 501 N. Shortridge Rd., Indianapolis, IN 4620

7/25/2018 12:00 PM, Central Library, 40 E. St. Clair, Indianapolis, IN 46204

7/25/2018 12:00 PM, Central Library, 40 E. St. Clair, Indianapolis, IN 46204

8/8/2018 6:00 PM, Wayne Township Government Ctr, 5401 W. Washington St., Indianapolis, IN 46241

8/9/2018 6:00 PM, George Washington High School, 2215 W Washington St, Indianapolis, IN 46222

Neighborhood Association Meetings

As a part of our ongoing efforts to engage the community, IndyGo staff will meet with community leaders and neighborhood residents at numerous neighborhood association meetings to present the latest details of the Blue Line design. Identified neighborhood groups are as follows:

- Bosart Brown
- Eagle Valley Neighborhood Organization
- Eastgate Neighborhood Association
- Englewood Community Development Corp.
- Englewood Village
- Fletcher Place Neighborhood Association
- Fountain Square Merchants Association
- Fountain Square Neighborhood Association
- Grace Tuxedo Park
- Greater Garden City Association
- Haughville Community Council
- Haughville Neighborhood Association
- Haughville STRONG Neighborhood Association
- Hawthorne Neighborhood Association
- Historic Irvington Community Council
- Holy Cross Neighborhood Association
- Holy Rosary Neighborhood Organization
- Indy Gateway, Inc.
- Irish Hill Neighborhood Organization
- Irvington Development Corporation
- Irvington Terrace Neighborhood Association

- Little Flower Neighborhood Association
- Mount Jackson Neighborhood Association
- Near East Area Renewal
- Near West Collaborative
- North Square Neighborhood Association
- Southeast Community Organization (SECO)
- Southeast Neighborhood Development, Inc.
- Southwest Association of Neighbors
- Stadium Village Business Association
- Stringtown Neighborhood Association
- The Valley
- Twin Aire Neighborhood Coalition
- We Care Neighborhood Association
- We Care Too
- West Indianapolis Development Corporation
- West Indianapolis Neighborhood Congress (WINC)
- Willard Park Holy Cross-Westminster Civic Alliance
- Windsor Park Neighborhood Association
- Woodruff Place Civic League, Inc.

Community Events

Recognizing that many community members do not regularly attend neighborhood association meetings, IndyGo will have a presence at numerous community events in June, July and August to engage the public. Back-to-school events, health fairs, IMPD Community Days are a few examples. IndyGo is in the process of evaluating which community events in which to have a presence.

Blue Line Corridor Advisory Committee

The Blue Line Corridor Advisory Committee is a group of stakeholders – community leaders, property owners, and business owners with a tangible interest in the Blue Line corridor. The purpose of the group is to vet various design options that will impact the project. The committee meets quarterly to review and discuss the Blue Line design plans. The committee met on 4/17/2018 and will convene again on 07/20/2018 at 9:30 AM. Attendees represented the following organizations: Mayor's Neighborhood Advocates, Indianapolis Department of Public Works, City County Councilors: Blake Johnson, Jared Evans, Jeff Miller, Zach Adamson, David Ray, Vop Osili, Susie Cordi; CIRT, Downtown Indy, Inc., Tamm Capital Group, NESCO, Westside Chamber of Commerce, Town of Cumberland, Exodus Refugee, Cummins, Indianapolis Indians, Irvington Development Corporation, Indianapolis Airport Authority; INDOT, Indianapolis Public Library, Indianapolis Fire Department; TWG Development; White River State Park, Indianapolis Zoo, Indy Gateway, FedEx, IMPD; Community Hospital East, WSP, American Structure Point, and the Metropolitan Planning Organization.

On-Board Rider Engagement

Engaging Solutions has been contracted by WSP and is overseeing an on-board rider engagement in August. The purpose of the on-board rider engagement is to both educate and gather feedback on how the proposed Blue Line will impact riders. IndyGo will develop a script for Engaging Solutions to utilize in engaging riders. Transit Ambassadors (trained IndyGo volunteers) will also support these efforts by conducting outreach with IndyGo riders and the public at the Transit Center, on buses, at bus stops, and at community events. Additionally, IndyGo will attend several community organization meetings to share updates and gather feedback along the corridor area.

Regarding DPW's request that public meetings are "more targeted to zones along...the project corridor," for efficiency and consistency, IndyGo uses the same materials at each series of meetings. IndyGo is acutely aware of the hyper-local interest that each member of the public might have. Complete and up to-date plan sets are available at each meeting, and staff/consultants provide individualized review of the specific impact areas of interest to each attendee. This ensures that each public meeting participant is having his or her specific questions answered in great detail.

Given that each individual participant in a public meeting may have very specific concerns, IndyGo has opted for an "open" format comment card to allow residents to describe their comments, questions, or concerns individually. IndyGo will consider a specific format for comment collection if DPW has established a comment collection tool that meets DPW's expectations and provides for better dialogue than IndyGo's current process. Each time IndyGo receives a comment (either from an in-person attendee or someone submitting a comment or question through, the website, or the call center), the comment is entered in a database. IndyGo staff summarizes the outreach, public comments, and any trends in those comments for the project team and the Board of Directors.

IndyGo will make a more concerted effort to connect with Councilors in districts covered by upcoming changes, public meetings, or project updates to outline content and encourage face to face meetings. IndyGo will continue to provide regular full council updates via printed and emailed material.

APPENDIX F
Blue Line Crash Data Analysis



MEMO

TO: Jane Canada, Justin Stuehrenberg and Ben Smith (IndyGo)
CC: Will Tolbert (WSP)
FROM: Ericka Miller, WSP
SUBJECT: Blue Line BRT Crash Data Evaluation
DATE: May 31, 2018

Overview

The Blue Line Bus Rapid Transit (BRT), IndyGo's third BRT line in Indianapolis, will likely run from the Indianapolis International Airport, east through downtown along Washington Street, to the Town of Cumberland. Along portions of the corridor, the proposed cross-section may convert one of the existing general-purpose (GP) traffic lanes in each direction to a dedicated BRT lane. To reduce conflict points between GP traffic and BRT vehicles, the BRT lanes in each direction are recommended in the center of the road, with the GP lanes located curbside. To further separate GP traffic and BRT vehicles, and to provide a reliable, safe transit service, midblock, unsignalized left-turns would be prohibited with this configuration. Figure 1 shows the configuration of exclusive center running BRT lanes.

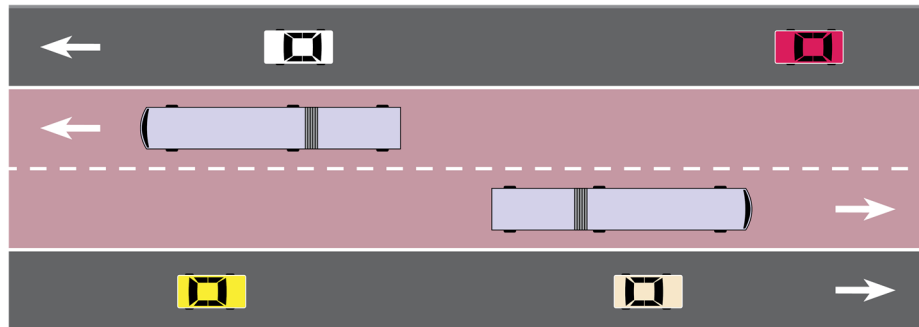


Figure 1: Exclusive Center Running BRT Lanes

The purpose of this memo is to assess and summarize potential mitigating impacts that exclusive center running BRT lanes may have on the frequency of certain types of crashes along the corridor. This memo will consider crashes along the portion of Washington Street on the Blue Line corridor within I-465, excluding the segment of the corridor between Schumacher Way and New Jersey Street. Between Schumacher Way and New Jersey Street, the Blue Line will operate along the one-way pair of Maryland Street (eastbound) and Washington Street (westbound). Because the Blue Line will operate on one-way



streets in this portion of the corridor, exclusive center running BRT lanes are not feasible; therefore, crashes in this area were not evaluated as part of this effort.

Existing Conditions

Within I-465, the existing cross-section of Washington Street varies, though it most commonly consists of two lanes in each direction with a center two-way left-turn lane. Along the corridor, motorists are currently permitted to make left-turn, right-turn, or through movements to and from most unsignalized cross-streets and driveways. At signalized intersections, the majority of left-turns are controlled with protected-permitted phasing, meaning first there is a green arrow for left-turns, and then left-turns are permitted after yielding to oncoming traffic for the remainder of the through green phase.

Crash data for the corridor was extracted from ARIES, the statewide crash database, for years 2015-2017. Crashes that occurred in parking lots or outside of public right-of-way were removed from consideration. Table 1 below summarizes 2015-2017 crash data for Washington Street inside I-465, excluding the segment from Schumacher Way to New Jersey Street, including crashes at both signalized and unsignalized intersections.

*Table 1: Summary of Crash Data (2015-2017)
Washington Street Inside I-465 excluding Schumacher to New Jersey*

Total Number of Crashes	1,914
Number of Fatal Crashes	10
Number of Incapacitating Injury Crashes	56
Number of Non-Incapacitating Injury Crashes	391
Number of Property Damage Only Crashes	1,457
Number of People Killed	10
Number of People Injured	613

Exclusive center running BRT lanes could have a mitigating impact on several types of crashes along the corridor:

- Left Turn Crashes – throughout the corridor
- Opposite Direction Sideswipe and Head On Crashes – throughout the corridor
- Same Direction Sideswipe Crashes – outside of the influence area of signalized intersections
- Right Angle Crashes – outside of the influence area of signalized intersections

The following sections describe the mitigating impact that exclusive center running BRT lanes might have on each of the crash types listed above.

Left Turn Crashes

With exclusive center running BRT lanes, left-turns to and from unsignalized intersections would be restricted. GP traffic attempting to make a left-turn or through movement from a cross-street or driveway would have to make a right-turn and then a u-turn at the next signalized intersection. GP traffic attempting to make a left-turn onto a cross-street or driveway would have to continue straight on Washington Street and then u-turn at the next signalized intersection. The restriction of these left-turns at unsignalized intersections will reduce conflict points in between signalized intersections along the corridor.

Under the exclusive center running BRT lanes scenario, left-turn movements from Washington Street at signalized intersections will be controlled under protected only operations rather than protected-permitted phasing. A protected only left-turn movement means that the movement can only be made when a green arrow is illuminated, and that no other directions of traffic will move through the intersection simultaneously. The transition from protected-permitted phasing to protected only phasing has been proven to reduce the frequency and severity of left-turn crashes at signalized intersections¹.

There were 211 (11% of total crashes) left-turn crashes throughout Washington Street inside I-465 (excluding the segment from Schumacher to New Jersey) from 2015 to 2017; 49 of these crashes resulted in injury, and one of these crashes resulted in death. Exclusive center running BRT lanes should have a mitigating impact on this subset of crashes.

Opposite Direction Sideswipe and Head On Crashes

Opposite direction sideswipe crashes are the result of one vehicle striking the side of another vehicle that is traveling in the opposite direction. Head on crashes are similar, except that the crash results in vehicles striking front ends, and these crashes are typically more dangerous/severe. Allocating the two center lanes of the roadway as dedicated BRT lanes will create a buffer between GP vehicles traveling in opposite directions.

There were 28 (1% of total crashes) opposite direction sideswipe crashes and 101 (5% of total crashes) head-on crashes throughout Washington Street inside I-465 (excluding the segment from Schumacher to New Jersey) from 2015 to 2017; 54 of these crashes resulted in injury, and two of these crashes resulted in death. Exclusive center running BRT lanes should have a mitigating impact on crashes like these.

Same Direction Sideswipe Crashes

Same direction sideswipe crashes are not necessarily expected to be mitigated at signalized intersections by the exclusive center running BRT lanes alternative; however, many same direction sideswipe crashes outside of the influence area of signalized intersections (midblock) should be mitigated as a result of this configuration. Same direction sideswipe crashes are often the result of motorists changing lanes to avoid turning vehicles. As GP traffic will generally be accommodated by one lane in each direction under the exclusive center running BRT lanes alternative, lane changes will not be as common, and the frequency of same direction sideswipe crashes should be reduced.

There were 98 (5% of total crashes) same direction sideswipe crashes that likely occurred outside the influence area of signalized intersections along Washington Street inside I-465 (excluding the segment from Schumacher to New Jersey) from 2015 to 2017; eight of these crashes resulted in injury. Exclusive center running BRT lanes could have a mitigating impact on this subset of crashes.

¹ http://www.cmfclearinghouse.org/study_detail.cfm?stid=140

Right Angle Crashes

Right angle crashes are the result of a motorist perpendicularly crossing the path of another motorist; they are often referred to as “T-Bone” crashes. The exclusive center running BRT lanes alternative may not reduce the frequency of right angle crashes at signalized intersections, but similar to the left turn crash type, right angle crashes at mid-block cross-streets and driveways may be reduced due to the implementation of this alternative. Motorists will only be permitted to make right-turns to and from the cross-streets, eliminating left-turns and through movements to and from the cross-streets. Restricting these movements reduces the likelihood of right angle crashes.

There were 138 (7% of total crashes) right angle crashes that likely occurred outside the influence area of signalized intersections along Washington Street inside I-465 (excluding the segment from Schumacher to New Jersey) from 2015 to 2017; 49 of these crashes resulted in injury. Exclusive center running BRT lanes could have a mitigating impact on crashes like these.

Summary

The implementation of the exclusive center running BRT lanes alternative could have a mitigating effect on the following crash types along Washington Street inside I-465 (excluding the segment from Schumacher to New Jersey): all left-turn, opposite direction sideswipe and head on crashes, both midblock and at signalized intersections; and same direction sideswipe and right angle crashes outside the influence area of signalized intersections. The exclusive center running BRT lanes alternative prohibits certain movements that sometimes lead to these crash types, and therefore, the frequency of these crash types should be reduced with implementation. Table 2 summarizes the frequency of all the crash types listed above along Washington Street inside I-465 (excluding the segment from Schumacher to New Jersey) from 2015-2017; exclusive center running BRT lanes could have a mitigating impact on crashes like these.

*Table 2: Summary of Potentially Mitigated Crash Types
Washington Street Inside I-465 (excluding Schumacher to New Jersey)
Based on 2015-2017 ARIES Data*

Crash Type	Number of Potentially Mitigated Crashes	Percentage of Total Crashes Along Segment	Number of Crashes Involving Injury	Number of Crashes Involving Death
Left Turn	211	11%	49	1
Opposite Direction Sideswipe	28	1%	5	0
Head On	101	5%	49	2
Same Direction Sideswipe*	98	5%	8	0
Right Angle*	138	7%	49	0
Total	576	30%	160	3

* Outside influence area of signalized intersections

APPENDIX G
Blue Line Traffic Analysis



MEMO

TO: Jane Canada, Justin Stuehrenberg & Ben Smith (IndyGo)
CC: Will Tolbert & Matt Duffy (WSP)
FROM: Ericka Miller (WSP)
SUBJECT: Blue Line BRT Traffic Analysis Summary
DATE: June 20, 2018

The purpose of this memo is to summarize traffic analysis completed to-date related to IndyGo's Blue Line BRT project.

Overall intersection Level of Service (LOS) was evaluated for every signalized intersection along the Blue Line corridor, for the AM and PM peak hours, using Synchro software. Existing traffic volumes were obtained in 2018 and adjusted to reflect anticipated conditions of the 2022 construction year, based on the following assumptions:

- No growth in traffic volumes
- Reduction in traffic volumes due to "mode-shift" – the concept that some people who currently drive vehicles on the corridor will ride the BRT; based on STOPS model output
- 3% diversion from Washington Street to I-70 east of I-65, based on Indianapolis MPO model output

Based on these assumptions, reduction factors (summarized below) were applied to all traffic volumes along the corridor except cross-street through movements.

BLUE LINE CORRIDOR SEGMENT (WEST TO EAST)	PERCENT TRAFFIC VOLUME REDUCTION	
	AM PEAK	PM PEAK
Airport to I-465	2%	3%
I-465 to Transit Center	14%	20%
Transit Center to I-65	15%	20%
I-65 to I-465	18%	23%
I-465 to Cumberland	7%	9%

For intersections where Uturn movements will be accommodated in the proposed scenario, Uturn volumes were estimated based on the number of access points along the corridor adjacent to each intersection. Pedestrian phases were modeled on recall where crosswalks are proposed, with the exception of the intersections where pedestrian recall would negatively impact operations. At those locations, a number of pedestrian calls per hour was estimated using ridership forecast data (based on STOPS model output). Cycle lengths were optimized and generally vary between 90sec and 120sec; a few intersections are modeled with 150sec cycle lengths due to minimum green times for pedestrian crossings.

Per guidance from IndyGo, DPW and INDOT, overall intersection LOS was considered acceptable for the build scenario if it was the same or better than existing LOS, or if it was LOS D or better; it should be noted that criteria was not associated with individual movement LOS. Given the current locally preferred alternative (LPA), the intersections that do not meet the overall intersection LOS criteria are:

- Washington Street & Sherman Drive,
- Washington Street & Emerson Avenue, and
- Washington Street & Arlington Avenue

Under existing conditions, the intersection of Washington Street & Sherman Drive operates at LOS C during the AM peak hour and LOS D during the PM peak hour; under proposed conditions, the intersection is projected to operate at LOS E during both the AM and PM peak hours. Under existing conditions, the intersection of Washington Street & Emerson Avenue operates at LOS C during both the AM and PM peak hours; under proposed conditions, the intersection is projected to operate at LOS E during the AM peak hour and LOS D during the PM peak hour. Under existing conditions, the intersection of Washington Street & Arlington Avenue operates at LOS D during both the AM and PM peak hours; under proposed conditions, the intersection is projected to operate at LOS E during both the AM and PM peak hours.

The attached tables summarize overall intersection Level of Service (LOS) for the current LPA.

Overall Intersection LOS Results for LPA

Intersection (west to east)	Existing 2018		Build 2022	
	AM	PM	AM	PM
W Perimeter Rd & S Service Rd	A	A	Same as Existing	
W Perimeter Rd & N Service Rd	A	C		
Perimeter Rd & High School Rd	A	B		
High School Rd & Turner Dr	A	B		
High School Rd & Sam Jones Expy	B	B		
High School Rd & Raymond St	A	A		
High School Rd & Minnesota St	A	C		
W Washington St & High School Rd	A	B	D	D
W Washington St & I-465 SB JCT	C	C	C	B
W Washington St & I-465 NB JCT	B	B	B	B
W Washington St & Morris St	D	F	D	F
W Washington St & Lynhurst Dr	C	D	D	D
W Washington St & Westgate Plaza (Kroger)	A	B	C	D
W Washington St & Auburn St	A	A	B	A
W Washington St & Fleming St	A	A	C	B
W Washington St & Holt Rd	C	D	D	D
W Washington St & S Tibbs Ave	B	C	A	B
W Washington St & Rockville Rd	B	B	C	B
W Washington St & North Tibbs Ave	B	B	C	D
W Washington St & Central Greens Blvd	A	A	B	D
W Washington St & Warman Ave	B	B	C	C

Overall Intersection LOS Results for LPA, Continued

Intersection (west to east)	Existing 2018		Build 2022	
	AM	PM	AM	PM
W Washington St & Bellevue Pl	A	A	B	B
W Washington St & Tremont St	A	A	D	D
W Washington St & Belmont Ave	C	C	C	D
W Washington St & Harding St	B	C	D	C
W Washington St & N White River Pkwy W Dr	B	C	C	C
W Washington St & Zoo	A	A	B	B
W Washington St & S White River Pkwy W Dr	C	B	B	C
W Washington St & Schumacher Way	A	B	A	B
W Maryland St & Schumacher Way	B	C	B	A
W Washington St & West St	C	D	D	D
W Maryland St & West St	F	C	E	C
W Washington St & Missouri St	A	D	A	C
W Maryland St & Missouri St	B	B	A	B
W Washington St & Senate Ave	A	A	A	A
W Washington St & Capitol Ave	B	B	B	B
W Maryland St & Capitol Ave	B	B	C	B
W Washington St & Illinois St	C	B	B	B
W Maryland St & Illinois St	B	C	B	B
Washington St & Meridian St	B	C	B	C
Maryland St & Meridian St	B	B	B	B
E Washington St & Pennsylvania St	B	B	B	B

Overall Intersection LOS Results for LPA, Continued

Intersection (west to east)	Existing 2018		Build 2022	
	AM	PM	AM	PM
E Maryland St & Pennsylvania St	A	A	B	A
E Washington St & Delaware St	C	D	C	C
E Maryland St & Delaware St / Virginia Ave	D	E	D	C
E Washington St & Alabama St	B	B	B	B
E Maryland St & Alabama St	B	D	B	B
E Washington St & New Jersey St	C	C	D	B
E Washington St & East St	C	E	D	D
E Washington St & Park Ave	C	A	B	C
E Washington St & College Ave	A	B	B	B
E Washington St & Davidson St / I-65 SB JCT	B	D	C	D
E Washington St & Pine St / I-65 NB JCT	B	D	B	B
E Washington St & Southeastern Ave / Cruse St	C	B	C	C
E Washington St & Oriental Ave	A	B	B	A
E Washington St & Arsenal Ave	A	A	B	A
E Washington St & State St	B	B	D	D
E Washington St & Hamilton Ave	A	A	A	A
E Washington St & Keystone Ave	A	A	D	B
E Washington St & Rural St	B	C	D	C
E Washington St & LaSalle St	A	A	D	B
E Washington St & Sherman Dr	C	D	E	E
E Washington St & Gladstone Ave	A	A	B	A

Overall Intersection LOS Results for LPA, Continued

Intersection (west to east)	Existing 2018		Build 2022	
	AM	PM	AM	PM
E Washington St & Linwood Ave	A	A	D	B
E Washington St & Wallace Ln	A	A	B	B
E Washington St & Emerson Ave	C	C	E	D
E Washington St & Hawthorne Ln	A	A	C	B
E Washington St & Ritter Ave	B	B	D	C
E Washington St & Audubon Rd	B	A	D	C
E Washington St & Arlington Ave	D	D	E	E
E Washington St & Sheridan Ave	A	A	A	D
E Washington St & Ridgeview Dr	A	A	B	B
E Washington St & Kitley Ave	B	A	D	B
E Washington St & Shortridge Rd	B	C	C	C
E Washington St & Sadlier Dr	A	B	C	C
E Washington St & Mitchner Ave / Old Trail Dr	B	B	B	B
E Washington St & I-465 SB JCT	B	B	B	B
E Washington St & I-465 NB JCT	C	C	C	C
E Washington St & Franklin Rd	C	C	C	D
E Washington St & Cecil Ave	A	A	C	B
E Washington St & Fenton Ave	A	C	B	C
E Washington St & Post Rd	C	D	D	D
E Washington St & Toys R Us	A	B	B	D
E Washington St & Cherry Tree Plaza	B	C	C	D

Overall Intersection LOS Results for LPA, Continued

Intersection (west to east)	Existing 2018		Build 2022	
	AM	PM	AM	PM
E Washington St & Mitthoefer Rd	C	D	C	D
E Washington St & Washington Square	A	B	B	B
E Washington St & Washington Market / Kroger	A	A	A	C
E Washington St & Walmart driveway	A	B	C	C
E Washington St & German Church Rd	D	C	C	D
E Washington St & Hugo St	A	A	B	B