



Board Report
March 28, 2019

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

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on February 28, 2019 – *Juan Gonzalez***
- A – 2** **Local Bus Stops Construction Inspection Task Order – *Justin Stuehrenberg***
- A – 3** **Task Order 3 for Red Line Signal Timing – *Justin Stuehrenberg***
- A – 4** **Consideration and Approval of Blue Line Task Order #3 – *Justin Stuehrenberg***
- A – 5** **Consideration and Approval of Paratransit Operations Analysis – *John Marron***
- A – 6** **Consideration and Approval Vendor for Printing Services – *Bryan Luellen***
- A – 7** **Option Year for On-Call Architecture & Engineering Contracts – *Justin Stuehrenberg***
a. Shrewsberry & Assoc; b. Etica; c. WSP

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of Mobility Advisory Committee Report – *Greg Meyer, Chair***
- I – 2** **Consideration of Receipt of the Finance Report for February 2019 – *Brian Atkinson***
- I – 3** **Planning and Capital Projects Update – *Justin Stuehrenberg***
- I – 4** **Paratransit Update – *Roscoe Brown***
- I – 5** **CEO Update – *Mike Terry***

Department Reports in Board Packet:

- R – 1** **Public Affairs & Communications Report for February 2019 – *Bryan Luellen***
- R – 2** **Planning & Capital Projects Report for February 2019 – *Justin Stuehrenberg***
- R – 3** **Operations Report for February 2019 – *Paula Haskin***
- R – 4** **Human Resources Report for February 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, April 25, 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 February 28, 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, February 28, 2019

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Danny Crenshaw at 5:02 pm, Thursday, February 28, 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 Stuehrenberg, VP of Planning and Capital Projects

Absent

Marcus Burnside, Interim CIO

RECOGNITIONS: See Attachment.

ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING January 24, 2019

Motion for approval by Juan Gonzalez and seconded by Mark Fisher, passed unanimously.

ACTION ITEM 2: CONSIDERATION OF BOARD OFFICERS ELECTIONS

Upon presentation of the ballot nominating Juan Gonzalez for Chair, Mark Fisher for Vice-Chair, Adairius Gardner for Secretary and Greg Hahn as Treasurer, the motion for approval by Rick Wilson and seconded by Adairius Gardner carried unanimously.

ACTION ITEM 3: CONSIDERATION OF ADOPTION OF REVISED FARE POLICY

Presented by Bryan Luellen, VP of Public Affairs and Communications, for the approval and adoption of the proposed change in Fare Policy.

At this time, the floor was opened to the public for comment and testimony on the Fare Policy change.

PUBLIC HEARING ITEM 1: PRESENTATION OF PROPOSED FARE POLICY CHANGE

All individuals asking to speak were heard, their testimony is attached to these minutes.

Motion for approval of the proposed Fare Policy changes by Mark Fisher and seconded by Richard Wilson passed unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF PURPLE LINE TASK ORDER 6 (100% DESIGN) TO WSP

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval 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 Purple Line BRT project.

Motion for approval by Adairius Gardner and seconded by Richard Wilson, passed unanimously.

ACTION ITEM 5: APPROVAL OF TASK ORDER FOR E-BUILDER LICENSE RENEWAL

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to renew the e-Builder license of the I (one) option year to April of 2020.

Motion for approval by Richard Wilson and seconded by Adairius Gardner, passed unanimously.

ACTION ITEM 6: ADOPTION OF STRATEGIC PLAN MISSION/VISION/VALUE/GOALS

Presented by Allison Potteiger, Communication Specialist Marketing, for approval to adopt IndyGo's 10-year Strategic Plan inclusive of Mission, Vision, Values and Goals.

Motion for approval by Adairius Gardner and seconded by Mark Fisher, passed unanimously.

ACTION ITEM 7: APPROVAL OF NEW MAC MEMBERS

Presented by Paula Haskin, Director of Flexible SVC/Contract Services, for approval of the following nominees recommended for membership to the Mobility Advisory Committee:

1. Erin Hardwick is a Director of Community Integration and Prevocational Services at Noble.
2. Suzanne McVey has worked in the Employment Division at Easterseals Crossroads for over ten (10) years.
3. 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.

4. 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).

Motion for approval by Richard Wilson and seconded by Adairius Gardner, passed unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR JANUARY 2019

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

INFORMATION ITEM 2: PLANNING AND CAPITAL PROJECTS UPDATE

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects. The presentation is attached.

The Board accepted the report.

INFORMATION ITEM 3: PARATRANSIT UPDATE- Rosco Brown

Presented by Rosco Brown, Chief Operating Officer/Vice President of Operations, reported TransDev concluded the month of February at an 87% on-time performance rating which is up 27% from Aug 2018; however, the on-time service goal of 95% has not been met yet. The service is showing improvements.

Rosco thanked Paula Haskin and Cheryl Purefoy for putting together and facilitating a Board Member orientation with TransDev and took a tour of the new TransDev location.

MAC (Mobility Advisory Committee) members in attendance:

John King, Regional VP from Corporate

Anell Zimond -General Manager

INFORMATION 5: CEO UPDATE:

Mike Terry congratulated all the Board members on their new officers' positions.

He also thanked Suzanne Cory, and Dustin Gilmer for their willingness to service as new MAC members and Greg Meyer for his leadership in the community.

Federal Budget for 2019 has passed. State budget passed may have an increase in funds.

Mike Terry will be attending the APTA Legislative Conference in Washington D.C., while there he will be visiting with Congressional offices to update them on IndyGo's projects and programs.

Justin Stuehrenberg was recognized in the Indianapolis Business Journal, under article "2019 Class of 40 under 40" January 2019 issue.

Procurement is hosting an Outreach Event March 27, 2019 at Ivy Tech Culinary School, 2829 N. Meridian St. from 8am-11am. It will be a speed networking meeting for key individuals who can help grow your business. There will be an IndyGo representative there to discuss our newest contracts and latest events.

Special thanks to Danny Crenshaw for his years of service on the Board, his support, professionalism and friendship and congratulations to Juan Gonzalez for his new role as Board Chair.

DEPARTMENT REPORTS 1-4:

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

ADJOURNMENT:

Chair Juan Gonzalez adjourned the meeting at approximately 6:40 pm.

Jill D. Russell
General Counsel

2018 Employees of the Year for Leadership

Effective leaders exemplify flexibility, strong communication, and inspire others to collaborate. The following individuals have made exceptional efforts to improve their individual work and have carried it out in a way that helps sustain the organization, particularly through supporting the growth of their peers.

Allison Potteiger has dedicated her seemingly endless enthusiasm to authentic employee engagement. In 2018, Allison pushed through many months of uncharted territory to help establish IndyGo's mission, vision, values and aligned strategic goals. Her leadership has been critical for our agency to begin to create new internal communication and collaboration structures that will ultimately enable successful undertaking of the Marion County Transit Plan and the future of the agency.

Myra Burge started at IndyGo in 1998. This last year, she has been invaluable in the success of migrating our financial system to the Microsoft Dynamics AX platform. As a Super-user of the AX system, Myra has been responsible for training and supporting the ongoing learning among IndyGo staff.

Marilyn Sadler has been IndyGo's Director of Civil Rights and Compliance since August 2016. Marilyn has utilized her experience in Diversity and Compliance to build capacity within IndyGo's procurement and human resource functions to increase minority participation in contracting and employment. In addition to her leadership inside the company, Marilyn has also enhanced a cooperative relationship with various community groups focused on equality of opportunity.

LaTeeka Washington has been with IndyGo for 2 years. For anyone who has ever worked in an office, people get persnickety about their work space. While IndyGo has been shoring up staff capacity, we've had some growing pains with our office space.

LaTeeka has masterfully navigated through difficult waters with diverse stakeholders to make the best of our office renovation project. She has worked to find the best solution for everyone while always keeping her cool and continuing to move the project forward.

2017 we initiated three annual awards named after individuals who set the bar high and exemplified valued qualities in our agency.

The Sam Garrison Customer Service Award - Exemplify excellent customer service, professionalism, and respect to their internal and external customers, and works in the example that Sam Garrison set during his over 50-year tenure.

Misti El Shabazz has been a professional coach operator for IndyGo since March 2014. Misti has numerous compliments for her polite and professional demeanor, even going above and beyond to help one of her blind riders cross the street. In addition to receiving the Sam Garrison Award, Misti was also nominated for the 2019 Recognition of Service Excellence Award, coordinated by Visit Indy to honor our city's best ambassadors in the hospitality industry.

David Perkins Excellence Award- Exemplify compassion, level decision-making, and a superior positive attitude and excellence in his role.

Thierno Balde Thierno Balde began working at IndyGo in August of 2002 and currently serves as Electric Vehicles and Special Projects Manager, As IndyGo pursues new technology in transportation, Thierno brings passion and enthusiasm to make sure that IndyGo's efforts to transition the fleet to electric is a success. Thierno's leadership has always been exemplified by a

positive attitude, quality and excellence when interacting with his team members and others within or outside of the organization.

Bob Monroe Innovation Award - Exemplify innovation, an attitude of openness and willingness to find collaborative solutions that improve not only their individual work but that of the organization.

Chuck Summers has worked at IndyGo for his entire adult life, since 1980. Every year he contributes his ideas for making things better for IndyGo riders and Drivers. Each IndyGo bus holds a fire extinguisher for safety. As you can imagine, bumps in the road can cause them to fall and be accidentally discharged. Chuck created an earth quake proof holder and it worked so well that each bus was retrofitted with his new extinguisher holder and has reduced the amount of accidental discharges by 10-fold.

Procurement outreach event

March 27

8-11am

Ivy Tech Culinary School at 2829 N Meridian

This will be a Speed networking where you will meet key individuals to help you grow your business. You will have a few minutes with representatives from IndyGo to discuss upcoming contract opportunities as well as peers in the private sector for partnership opportunities.

Public Testimony

Craig Meyer

- Presented IndyGo a letter that we sent to him about Open Door policy changes
- Talked about how we started free Open Door rides in 2007
- Said just because IndyGo is collecting less fare is not a good reason to change policy
- If we start charging, please put that money back into paratransit to make the existing service better

Ben Hill

- This change in fare policy with Open Door will hurt me because I am low income
- These new fare boxes can do wonders, suggesting we put limits on number of rides Open Door recipients can receive.
- Notes how he has been riding for 57 years and is an advocate for public transit in Indianapolis

Beth Kizer

- Notes she is a special ed teacher at North Central High School
- Speaks on job training program and her students use Open Door free program to get to their jobs.
- Notes with this change in Open Door fare policy her students may have to find new transportation
- Is against taking away 10-day trip passes that the teachers use

Marsha Vorhis

- States that we haven't taken into consideration low income riders
- Notes even half-fare is above her budget and does not think this policy change is fair to her.
- Also has issues with our existing Open Door service as a whole. Was late getting to this meeting due to Open Door
- Suggests hiring new dispatchers or bringing in new service all together
- Thinks \$3.50 is too much to charge for the door to door Open Door service as well.

Derrick Lockett

- Wants service to be 24 hours a day like other cities
- Wants to do away with cash all together for fares because it's too slow and unsafe to carry on busses

Jessica France

- Thinks \$3.50 is too much for full Open Door service and can't afford half-fare on local routes either.
- Thinks the advance ordering of Open Door service isn't convenient for helpful
- Wants us to take low income riders into further consideration

Board Comments

Tommie Jones

- Wants the public to consider the IndyGo staff and how we all need to chip in to make this transit system work and grow
- Remarked how cities around the Midwest all have half-fare on local routes for their Open Door like services.

Adairius Gardner

- Asked what the process is to qualify for half fare.
- Bryan Luellen explained process
- Asked how many Open Door riders use fixed route vs. Open Door service.

Danny Crenshaw

- Asked what the financial impact of adding this half-fare for Open Door local route service will have on the organization.

Richard Wilson

- Asked for an amendment to research impact
- Bryan Luellen stated that is already in the fare policy proposal at year one of service running.

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

SUBJECT:
Construction Engineering Services for Bus Stop Infrastructure Improvements Project

BACKGROUND:

In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined approximately \$10,478,080 worth of non-BRT infrastructure improvements out through 2021 with the majority in 2018-2019. The plan included improving approximately 350 bus stops within Marion County that are currently under design and expected to be in construction in June 2019. Work under this project will include, sidewalk and curb reconstructions, new sidewalks, boarding and shelter pads, ramp upgrades and other related infrastructure to make it ADA compliant and customer friendly.

Construction Engineering services must be performed during the construction phase of these projects to ensure construction meets contract plans, specifications, and applicable ADA standards as well to City's quality standards. The Construction Engineering services will include daily construction inspection and material testing as per the Indianapolis DPW requirements. As such, IndyGo issued RFQ 18-02-285 for On-Call Construction Engineering Services in March 2018 to select a Vendor for providing as needed Construction Engineering services for these non-BRT Projects. In May 2018, the IPTC Board of Directors awarded a task order-based contract with Lochmueller Group to perform the services included in the RFQ. Per standing IPTC procedures, any individual task order that exceeds \$50,000 will require a separate board approval for that task order. Ever since, two task orders, each under \$50,000, were issued to Lochmueller Group to perform constructability reviews for Super Stops project and Rural Street Underpass projects that are currently under design.

This action would be to initiate a third task-order with Lochmueller Group to perform Construction Engineering Services for the Bus Stop Infrastructure Improvements Project identified in the Capital Plan for total not-to exceed amount of \$292,000.00. Lochmueller Group's Construction Engineering services will include, daily construction over sight/inspection, quality control / material testing, and construction close out.

PROCUREMENT PROCESS:

Qualifications based Procurement (RFQ-18-02-285)

DBE REQUIREMENT:

Lochmueller Group's DBE commitment for the whole contract is 20% which was higher than the 10% DBE goal set by IPTC. For this task order, Lochmueller Group has committed to 24% DBE commitment and 3% MBE.

VENDOR EVALUATION:

n/a

FUNDING:

IndyGo Local Capital Funds approved by IPTC Board in February 2018

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute a Task order with Lochmueller Group for a total not-to exceed amount of \$292,000.00

Justin Stuehrenberg
VP of Planning & Capital Projects

Pamela Wagner
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Red Line BRT Traffic Signal Timing – Task Order #3

BACKGROUND:

In May 2017, the IPTC Board of Directors selected Shrewsberry & Associates to perform as needed design services for infrastructure related projects. This is a task order-based contract and individual task orders are issued to Shrewsberry for various infrastructure projects.

The scope of this task order includes traffic signal operations and timing tasks for the Red Line that have been identified as construction progressed, including signal controller timing and setup.

The majority of work under this task order will be performed by DLZ Corporation, a sub-consultant to Shrewsberry. DLZ is a City-certified MBE firm. Staff at DLZ have provided traffic signal timing services to the Indianapolis Department of Public Works (DPW) for the past 30 years. This task order will leverage the established experience of DLZ's staff to provide the greatest value to the Red Line BRT project.

This will be the third task order issued to develop traffic signal timings for the Red Line BRT project. A \$42,100 task order had been issued in May 2018 for Shrewsberry and DLZ to prepare approximately 21 traffic signal timings for the Red Line BRT project, along the Shelby Street and Meridian Street corridors. An \$82,000 task order had been issued in September 2018 for Shrewsberry and DLZ to prepare approximately 55 traffic signal timings for the Red Line BRT project, along College Avenue, 38th Street, Capitol Avenue, Maryland Street, Washington Street, and Virginia Avenue.

FUNDING:

Funding for this procurement is coming from the Red Line budget, which includes FTA Small Starts (80%) and Local (20%) per the Capital Plan.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute an agreement with Shrewsberry & Associates for an amount not to exceed \$79,800.

Justin Stuehrenberg
Vice president of Planning & Capital Projects

Pamela Wagner,
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Blue Line Rapid Transit - Task Order 3 - 60% Design

BACKGROUND:

The Blue Line bus rapid transit (BRT) project is envisioned to be the third transit service in the City of Indianapolis and Marion County. It will connect downtown Indianapolis to both the town of Cumberland and the Indianapolis International Airport, via Washington 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 Authority (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 December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC Board of Directors. This plan outlined The Blue 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 Blue Line began in the first quarter of 2018 and an application to the Small Starts program is planned for September of 2018. The IPTC Board of Directors approved WSP as the selected design vendor for the project and approved Task Order 1 in January 2018. The Blue Line Project is expected to open at the end of 2021.

PROJECT DESCRIPTION:

This action would initiate Task Order 3 with WSP which would entail the completion of all NEPA work and 60% design plans which would include the drainage work and the refinement of station, sidewalk and roadway designs along the entire length of the project. Coordination with utilities, FTA, overlapping infrastructure projects and increased stakeholder outreach will also be part of this task order.

This work is needed to advance the project design to meet a project opening date in Q4 2021, as was committed to voters and elected leaders with the enactment of the tax.

PROCUREMENT PROCESS:

The IPTC Board of Directors awarded a task-order based contract on January 25th, 2018 to WSP to perform NEPA, FTA coordination and design work related to the Blue Line Rapid Transit project. A task order would be issued against that contract to complete this work.

FUNDING:

In August 2018, the IndyGo 2018-2023 Capital Plan was adopted by the IPTC Board of Directors. This plan outlined Blue Line Funds coming from the Transit Local Option Income Tax (LOIT) revenues. If a Small Starts Grant is awarded, a portion of these expenditures can be reimbursed.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute a Task Order 3 with WSP for work related to the Blue Line 60% Design and NEPA work for an amount not to exceed \$3,289,356.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela Wagner
Director of Procurement

TO: Chair and Board of Directors

FROM: John Marron, Director of Strategic Planning
Pamela Wagner, Director of Procurement

SUBJECT: IndyGo Paratransit Comprehensive Operational Analysis

BACKGROUND:

In order to facilitate long-range planning for its paratransit service and mobility services, improve paratransit service offerings, and identify opportunities for potential partnership with emerging mobility providers, IndyGo identified a need to seek a consultant to conduct a comprehensive operational analysis for its paratransit service.

This solicitation specifically sought a consultant to evaluate and assess IndyGo's existing paratransit service, identify challenges and opportunities in IndyGo's current approach, and make recommendations to improve the service for users and/or secure efficiencies in paratransit operations. As part of this analysis the consultant will evaluate IndyGo's service and compare it within the context of federal requirements, national trends, the performance of peer agencies and emerging mobility solutions. Through this effort, the selected consultant will make recommendations regarding potential updates to the policies, procedures, and practices by which IndyGo provides paratransit service.

This effort is structured in such a way that the selected consultant will provide interim updates to staff, the Mobility Advisory Committee, the Board of Directors, and others throughout the analysis.

PROCUREMENT PROCESS:

On December 26th, 2018, IPTC released RFP 18-12-309 Fare Collection with an email to all registered vendors and posting on our website www.indygo.net. Advertisements were placed in The Indianapolis Recorder, The Indianapolis Business Journal, and Mass Transit Magazine. Ads ran beginning December 26, 2018. A pre-bid meeting was held on January 8, 2019. IndyGo issued two addenda to the original RFP; it received four (4) proposals on February 26, 2019. All proposals were ruled responsive and responsible by Procurement and were sent to the evaluation committee for scoring.

IPTC convened an evaluation team comprised of members of the Operations staff, Planning and Capital Projects Staff, the Director of Civil Rights and Compliance, and a representative of the Mobility Advisory Committee. The evaluation team evaluated written proposals based on the project approach, cost, relevant experience, and qualifications of staff. Through a competitive scoring process, KFH Group was selected as providing the best value for this project.

KFH Group is a recognized expert in ADA paratransit, with more than 30 years of research and consulting experience. KFH Group has conducted similar analysis for the following transit agencies: The Ride (Ann Arbor, Michigan), Capital Area Transportation Authority (Lansing, MI), Rock Region METRO (Little Rock, AR), Des Moines Area Regional Transit, Washington Metropolitan Area Transit Authority (Washington DC) and Capital Metro (Austin, TX). It also has contributed to national research, published through the Transportation Research Board's *Transit Cooperative Research Program*.

KFH Group's proposed project manager, Elizabeth "Buffy" Ellis, is finishing a TCRP report entitled *Dialysis Transportation: The Intersection between Transportation and Health Care*; she recently contributed to the research team that issued TCRP Report 204: *Partnerships between Transit Agencies and Transportation Network Companies*. She served as the senior member on KFH's paratransit analysis for The Ride in Ann Arbor, Michigan.

FUNDING:

This procurement will be funded through local funds.

DIVERSITY PARTICIPATION:

As this project is being funded by local funds, there was no DBE goal set. IPTC has a policy to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) businesses certified by the City of Indianapolis Office of Minority and Women Business Development.

Although KFH Group is not a certified business, they have committed to working with The McCormick Group, a MBE/WBE registered with the City, at 15.5 percent of the contract amount.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President and CEO to enter into contract negotiations with KFH Group; and, upon conclusion of successful negotiations, enter into a contract that will result in the delivery of the services as outlined in RFP#18-12-309 for an amount not to exceed \$224,855.

John Marron
Director of Strategic Planning

Pamela Wagner
Director of Procurement

To: Chair and Board of Directors

From: Bryan Luellen, Vice President of Public Affairs
Pam Wagner, Director of Procurement

Subject:

CONSIDERATION AND APPROVAL OF PRINTING CONTRACT

Background:

The Business Development Department is responsible for printing all marketing collaterals, route and system maps, rider alert information, promotional pieces and other communication tools for internal and external messaging.

Procurement Process:

- On December 19, 2018 RFP 18-12-307 Printing Solution published with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Indianapolis Recorder, Indianapolis Business Journal, and Mass Transit Magazine. Ads ran from December 19, 2018 through December 21, 2018.
- On January 15, 2019 a pre-proposal meeting was held at IPTC where five (5) prospective vendors met with various IPTC staff including members of Procurement and Marketing.
- On January 23, 2019 Addendum #1 was posted to the IPTC website providing answers to ten (10) written questions from prospective vendors as well as correcting the proposal due date and time.
- On January 24, 2019 Addendum #2 was posted to the IPTC website addressing questions pertaining to insurance in section 1.13 – Award of Contracts as well as adding Section 3 to the solicitation.
- On February 1, 2019 IPTC received seven (7) responses to RFP 18-12-307 Printing Solution and four (4) responses were ruled responsive by Procurement in conjunction with the DBE Officer.
- These responses were then scored by the evaluation committee based on: Experience, Past Performance, Cost Proposal, and Project Implementation.

DBE Requirement:

This solicitation required a 5% DBE participation goal. That goal will be met by Via Marketing located in Merrillville, IN. Via Marketing is a certified Disadvantaged Business with Indiana Department of Transportation and has committed to 5% of the total contract. Fineline Printing is a certified MBE with The City of Indianapolis Office of Minority and Women Business Enterprise (OMWBD).

Funding:

The IndyGo printing contract is funded 80 percent through a federal Congestion Mitigation Air Quality grant, and 20 percent local match from the operating budget.

Recommendation:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO enter into contract with Fineline Printing to provide printing services for IPTC in an amount not to exceed \$150,000 inclusive of approximately 15% contingency for volume increases if needed.

Bryan Luellen
VP of Public Affairs

Pamela K Wagner
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Option Years for On-Call Architectural and Engineering Services

BACKGROUND:

In 2017, IndyGo solicited for a series of on-call vendors to complete architectural and engineering services for smaller projects. That solicitation yielded the following vendors:

- Shrewsberry & Associates for street design
- Etica Group for facility design
- WSP for high-voltage electrical and safety & security
-

Based on that solicitation, IndyGo contracted with the three firms for two years with the option for a third year.

Shrewsberry & Associates has completed or is in process of tasks that include the Super Stops project design, Bus Stop improvement design, Two-Way conversion traffic studies, and the Rural Street underpass design.

Etica Group has completed or is in process of tasks that include the Office Renovations, Wash Rack and Paint Booth, and the Training and Contingency Operations Facility.

WSP has completed the design for the Electric Bus charging infrastructure in the garage.

PROJECT DESCRIPTION:

The vendors have performed to IndyGo's expectations, and IndyGo seeks to execute the available option year. A new solicitation would be released in 2020.

PROCUREMENT PROCESS:

N/A

FUNDING:

Funding will vary based on each task order issued under this on-call.

DBE PARTICIPATION:

Shrewsberry and Etica are both DBE certified firms. DBE requirements will vary based on each task order issued under this on-call.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute option years with each vendor:

- Shrewsberry & Associates for street design
- Etica Group for facility design
- WSP for high-voltage electrical and safety & security

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela Wagner
Director of Procurement

TO: Chair and Board of Directors

FROM: Greg Meyer – Chair

Mobility Advisory Committee Update

Issue An Update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

Recommendation:

Receive MAC report.

**Mobility Advisory Committee (MAC)
Meeting Minutes
January 16, 2019**

Attendees

Ryan Malone – MAC Chair
Greg Meyer – Vice Chair
Jason Robinson – MAC
Mark Early – MAC
Bernie Wilmer – MAC
Eric Schlegel – MAC
Mandla Moyo – MAC
Georgia Hubble – Visitor
Cori Wills – Visitor
Amy Sekhar – Visitor
Suzanne McVey – Visitor

Mike Terry - IndyGo
Roscoe Brown - IndyGo
Cheryl Purefoy - IndyGo
Paula Haskin - IndyGo
Marilyn Sadler - IndyGo
Ruth Wendt - IndyGo
Teresa Franklin – IndyGo
Bryan Luellen – IndyGo
Jerome Horne – IndyGo
Erin Hardwick – Visitor

Welcome and Introduction:

MAC Chair, Ryan Malone, asked everyone to introduce themselves.

Approval of the October 2018 minutes:

MAC Chair, Ryan Malone, asked for a motion to approve the October 2018 minutes.

Motion for approval by Mark Early and seconded by Greg Meyer.

Approval of the January 2019 agenda:

MAC Chair, Ryan Malone, asked for a motion to approve the January 2019 agenda.

Motion for approval by Bernie Wilmer and seconded by Mark Early.

Open Door Report, Director of Flexible and Contracted Services, Paula Haskin:

- 18 vehicles on order with 6 being Dodge caravans.
- Dodge caravan out front of IndyGo for review by the MAC.
- Transdev's OTP (on time performance) is trending upward.
- Decrease in Open Door ridership possibly due to taxi vouchers.
- Dialysis voucher program ending but will convert over to the IndyGo taxi voucher program.
- The emergency Taxi Voucher program still in effect until Transdev is stabilized.

Chief Operating Officer/Vice President of Operations, Roscoe Brown:

- Service provider, Transdev has made good progress trending upward to meet set goals.
- OTP for the month of January is currently at 95%
- There has been a decline in customers complaints.
- November and December payments released to Transdev minus liquidated damages.
- October payment continues to be held back.
- Nila Zaman has been hired as the new GM for Transdev.

The question was asked, what is the difference between total trips completed and total trips performed? Paula answered by saying, the total trips completed are actual trips and total trips performed are all trips including no shows.

President/CEO Report, Mike Terry:

- The Government shut down could affect Section 5310 program funds.
- 20% of paratransit is funded by the 5307 grants.
- Will be meeting with congressman Brooks to discuss the Redline and the impact of the government shutdown.
- IndyGo has multiple sources of funding.

VP of Public Affairs and Communication, Bryan Luellen:

- Introduced proposed fare policy.
- Base fare for fixed Route, no change.
- Base fare for Paratransit, no change.
- Public notice will be going out.
- Several new fare types will be implemented.
- Several public meetings will be held.

Rider Experience Specialist, Jerome Horne:

- Showed a presentation on upcoming fixed route improvements.
- 2019 will be a very exciting time for IndyGo.
- IndyGo's fixed route service will increase by 70%.
- The new fare system is called MyKey. The system will be tap and go.
- Increased frequency for fixed route.
- There will be numerous new fare options.
- Reload fare cards.
- Daily and weekly fare capping.
- Paratransit riders will no longer ride fixed route for free. This will change to half fare.
- Portals for agencies to load fare on individual cards.
- One activated card at a time.

New Business: Consideration of New MAC members:

Nomination Committee Chair, Greg Meyer introduced new applicants for MAC.

- Cori Wills – Rider
- Erin Hardwick – agency – Noble
- Suzanne McVey – agency – EasterSeals

Motion was made to approve all three applicants to the MAC committee. Motion passed.

Greg stated, there remains one position open as a rider.

Election of 2019 Officers:

MAC chair Ryan Malone stated, there are 2 openings, MAC Chair and MAC Vice chair.

Ryan asked, if there were any nominations? Mark Early nominated Greg Meyer as MAC Chair and himself as MAC Vice Chair. Ryan Malone nominated himself as MAC Chair.

- Greg Meyer was elected as MAC Chair.
- Mark Early was elected as MAC Vice Chair.

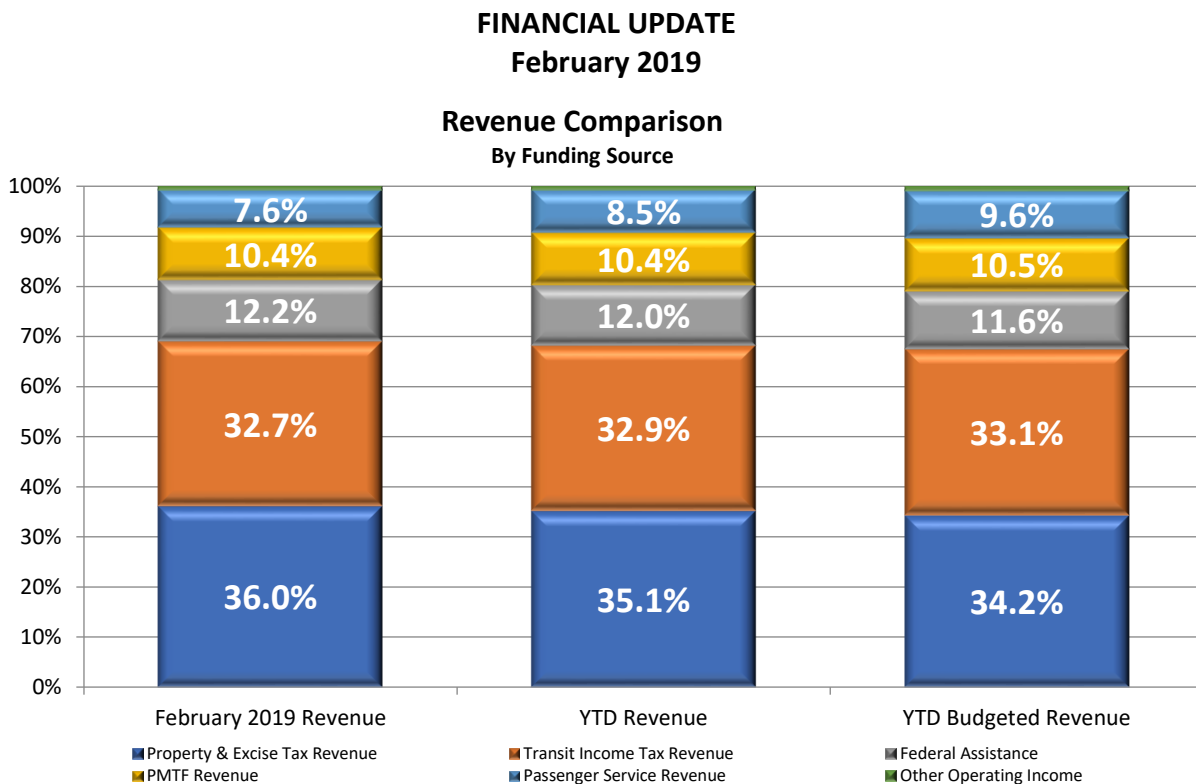
Ryan suggested, all new MAC members take a tour of the dispatch and CSR departments.

Meeting Adjourned.

Next meeting will be held on Wednesday, April 2019

To: Chair and Board of Directors

From: Nancy Manley - Controller



FTA Assistance

FTA assistance was over budget by 6.9% as of February 28, 2019.

Other Operating Income

Revenue received for other operating income was under budget by 13.7%. We received less revenue from recycling than projected for the month.

Passenger Service Revenue

Passenger service revenue was under budget for the month of February by 19.9%.

Property and Income Tax Revenue

Income tax revenue was received at the level expected.

Service Reimbursement Program

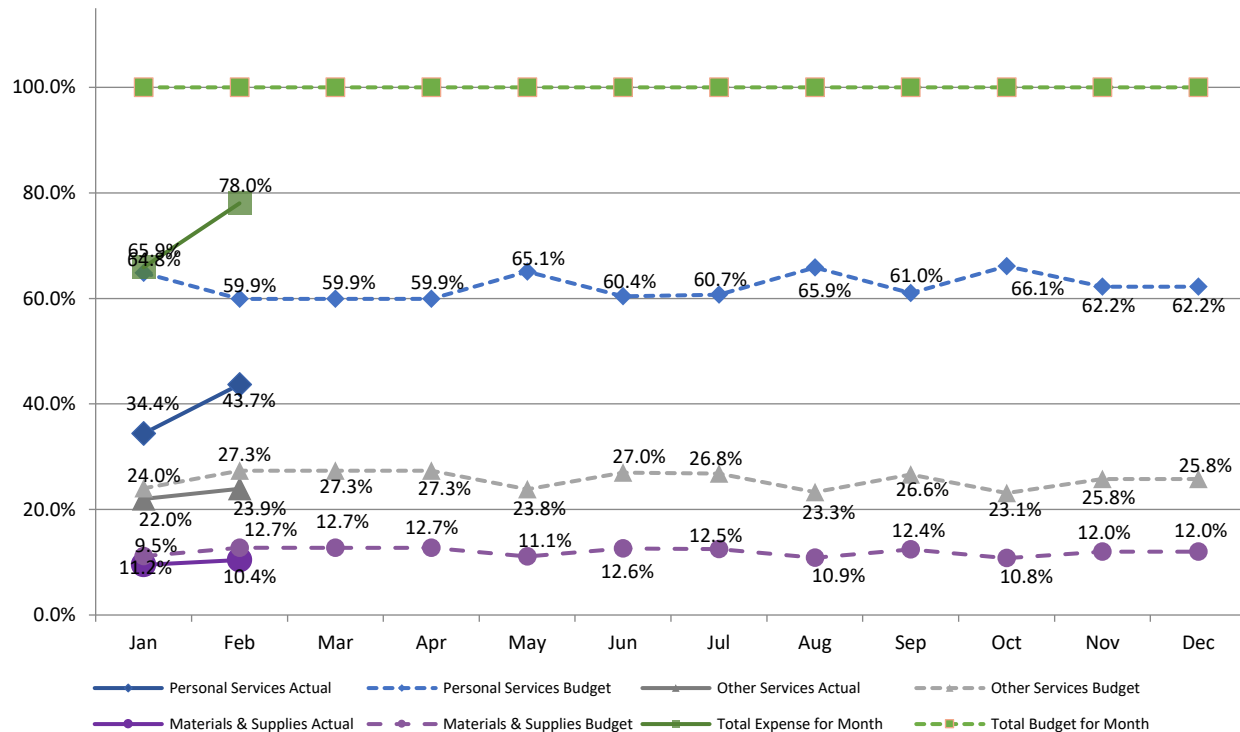
The revenue received for service reimbursement was 6.8% over projections for the month.

Total Revenue

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

Expenditures

Actual Monthly Expense versus Monthly Budget
(by Category)



Personal Services

Overall, Personal services came in 26.6% under budget in February. Fringe benefit expenses were less than expected due to IPTC changing to a partial self-insured plan in February.

Other services and Charges

Collectively, this category was under budget by 13.9% for the month. Services were slightly higher than projected due to higher taxi voucher receipts being paid during the month.

Materials and Supplies

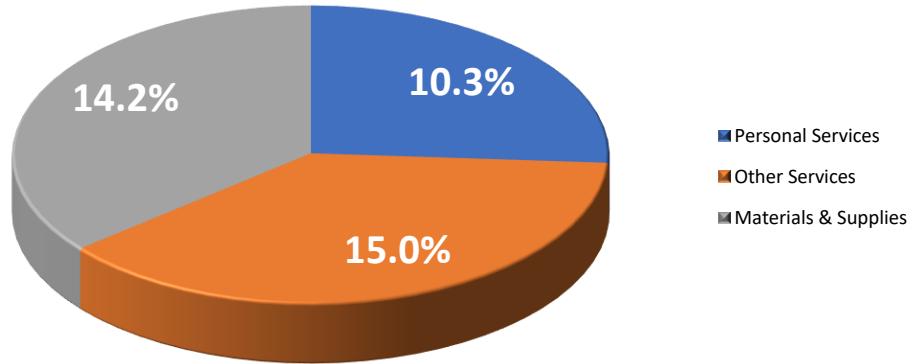
Materials and supplies category came in 17.9% under budget in February. However, two-line items in this category were over budget for the month. Other materials and supplies were over budget by 13.9% due to purchases made for office supplies and a higher payment made for contracted services such as stop and shelter cleaning and repairs. Tubes and tires are also over budget projections for the month by 15.0% as we continue to carry partial liability each month while we work to close out the previous vendor contract.

Total Expenses

In summary, total expenses came in 22.0% under budget projection in February.

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

YTD Expenditures projected
to be ≤16.7% at end of
February.



Nancy E. Manley
Vice President/CFO/Controller

To: Chair and Board of Directors
From: Justin Stuehrenberg

PLANNING AND CAPITAL PROJECTS UPDATE

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 FEBRUARY 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

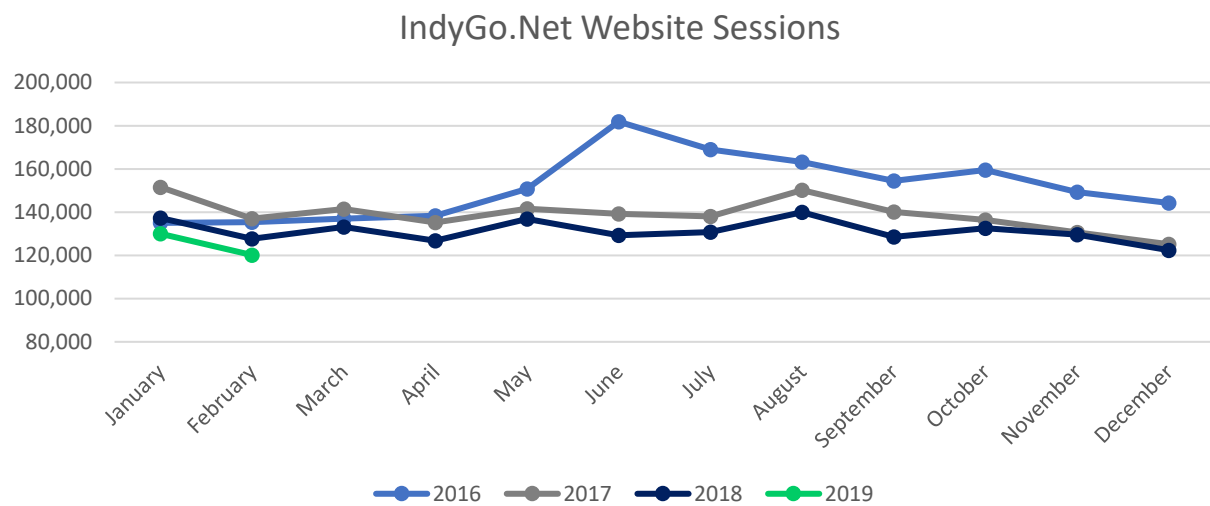
Betsy Sattler, Graphic Specialist

Brandon Evans, Digital Strategy and Community Engagement

Jordan Patterson, External Communications

INDYGO.NET MONTHLY SESSIONS 2/1/18 – 2/28/18:

Page Views	281,395
New /Returning Visitors	27,477/18,421
Total Sessions	120,147



Month	Mobile	Desktop	Tablet	New	Returning
January	84.30%	13.97%	1.73%	60.79%	39.21%
February	84.59%	13.86%	1.55%	59.87%	40.13%

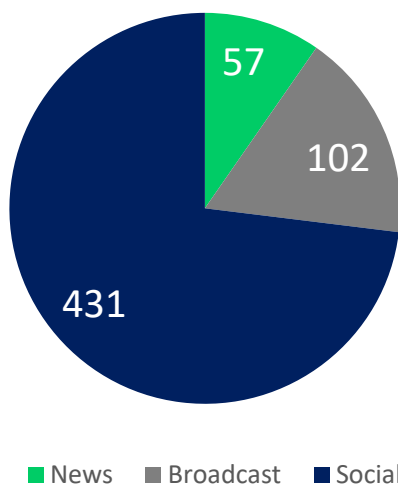
FEBRUARY NEWS RECAP:

- “IndyGo Purple Line to connect downtown Indianapolis and Lawrence” Current Publishing
- “Fare Policy Changes Coming To IndyGo Transit System” WFYI
- “Housing Near Transit Drives Economic Prosperity” Indy Midtown Magazine
- “Southside Business Summit launches conversation to build economic capacity” UIndy360
- “New Red Line bus will connect Broad Ripple, University of Indianapolis”
- “Work begins on portion of 52nd street for IndyGo Red Line project” FOX 59, CBS 4
- “Anne Hathaway: IndyGo has not made safety a priority in Red Line project” IBJ
- “Carmel to study public transportation options” Current Publishing
- “IndyGo Shifts Into Overdrive” Indy Midtown Magazine
- “Broad Ripple crowd doubts IndyGo on Red Line project” FOX 59, CBS 4
- “Virginia Ave. closed, businesses still open with latest Red Line closure” RTV6
- “Call 6: Safety concerns raised over accelerated Red Line construction” RTV6
- “Red Line project to restrict College Ave. access this week” WTHR
- “Red Line construction angers some Indy business owners” CBS 4, FOX 59
- “Letter: Mass transportation needs more funding to fuel economy” Daily Journal
- “IndyGo Red Line construction forces Central Avenue changes” RTV6
- “Call 6: Internal emails show concern over staffing for IndyGo Red Line” RTV6
- “IndyGo Red Line construction restricts parking in Broad Ripple” RTV6
- “CALL 6: IndyGo considering cutting some features of Red Line to increase fund” RTV6
- “2019 Forty Under 40: Justin Stuehrenberg” IBJ
- “Experts plan a future for blighted Indy shopping center” RTV6
- “IndyGo proposing fare changes that could take effect this spring” FOX 59
- “Group launches \$15M loan fund for housing near IndyGo stops” IBJ
- “IndyGo to accelerate Red Line construction so it can finish this summer as planned” Indy Star
- “IndyGo plans to complete 'Red Line' project by mid-summer” WTHR
- “IndyGo to ramp up work on Red Line bus transit project” WISH TV
- “Red Line crews accelerating work, hope to finish construction this summer” FOX 59, CBS 4
- “IndyGo to accelerate schedule for Red Line construction” IBJ
- “Michael Terry steps down from IndyGo” MassTransitmag.com
- “James Glass: A lesson in Indy's transportation history: 'We have come full circle'” IndyStar

Topics Include: Mentions throughout February largely focused on the Red Line Rapid Transit project, and additional human-interest pieces and letters to the editor that specifically discuss transit in our community. Early February mentions include information about the acceleration plan of Red Line construction, a loan fund intended to ensure housing remains affordable along IndyGo lines, and recognition of IndyGo’s Vice President of planning and capital projects in IBI 2019 Forty Under 40. Mid-February mentions focused on Red Line construction traffic impacts, concerns in safety and staffing of the Red Line, as well as proposed changes to IndyGo fare policy. Late February mentions included information on IndyGo Board approval of the proposed fare policy, the Purple Line, and information on the Southside Business Summit’s forum of discussion of opportunities for economic development and connectivity created by the Red Line.

FEBRUARY NEWS RECAP CONTINUED:

Share of Voice by Volume

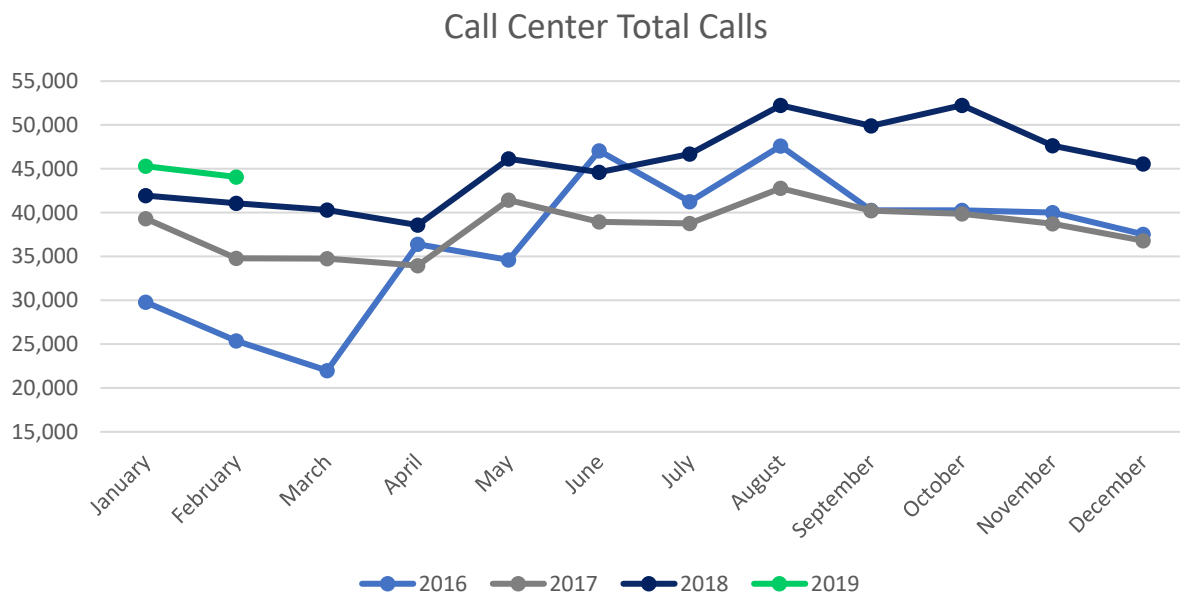


FEBRUARY CALL CENTER REPORT:

44,072 total calls

1.33% calls abandoned in queue

70.04% Interactive Voice Response (IVR) calls

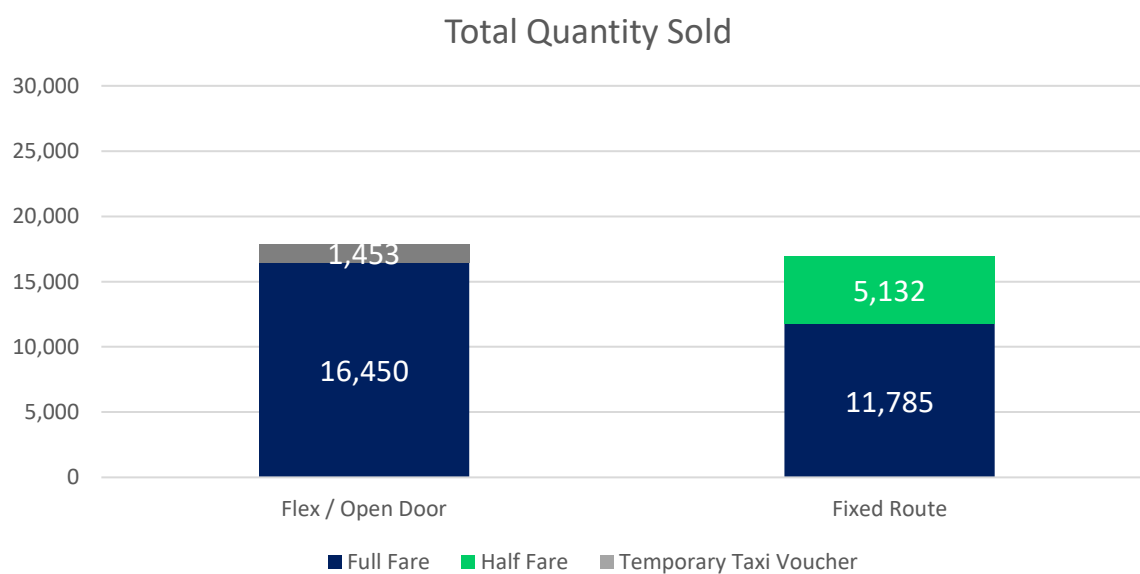
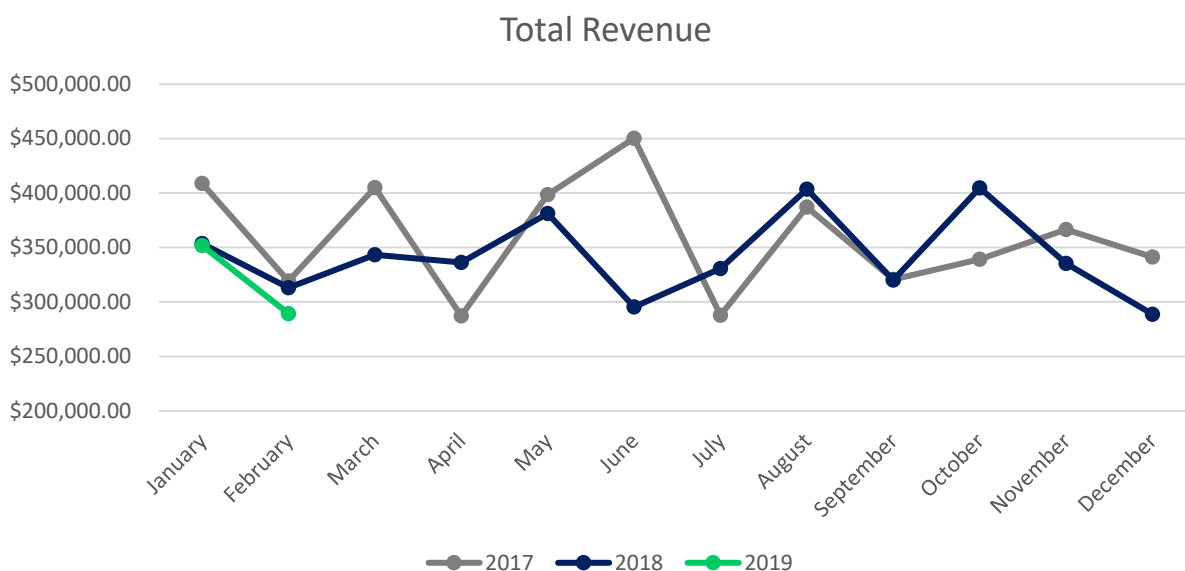


CUSTOMER COMMENTS: 587

2019 FARE CHANGE	5	OTHER	10
ADA	0	PASS BY	83
BLUE LINE	0	PURPLE LINE	2
BUS STOP	3	REAL TIME ARRIVALS	1
CIVIL	0	RED LINE	45
COMPLIMENT	23	REQUEST	18
COURTESY	82	ROUTE	12
CUSTOMER SERVICE CENTER	2	ROUTE DETOUR	3
DENIAL	12	RULES	14
DISCRIMINATION – TITLE VI	2	SAFETY	81
EXPRESS-COMMUTER SERVICE	0	SCHEDULE ADHERENCE	114
FACILITY MAINTENANCE	27	SECURITY	5
FARES	8	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	17
MCTP	0	VEHICLE MAINTENANCE	10
MARKETING	1	WRONG INFORMATION	7

FEBRUARY PASS SALES REPORT:

Total Quantity of Passes: 34,820



Additional Revenue and Pass Information:

Retail & Online Purchases: \$204,046.25
Cash: \$56,897.07
Checks: \$12,258.20
Credit Cards: \$134,890.98

Veteran IDs Sold This Month: 85
Total Veteran IDs Sold: 2,857
Veteran Ridership This Month: 49,502
PPHS Ridership This Month: 4,325
Shortridge Ridership This Month: 1,762

OUTREACH SUMMARY FOR FEBRUARY:

Outreach in February focused on proposed fare policy changes and Red Line construction acceleration and consisted of two public meetings on each project. These efforts were complemented by frequent tabling shifts at the Downtown Transit Center by Transit Ambassadors and the Public Affairs team. In addition, outreach in February consisted of meetings with companies, organizations, and institutions along the Red Line Corridor.

FEBRUARY OUTREACH EVENTS:

2/4/2019	Stakeholder Call: Michael McKilip and Chelsea Marburger
2/4/2019	Stakeholder Call: Don Brooks
2/4/2019	Stakeholder Call: Rosie
2/5/2019	Transit Ambassador Outreach
2/5/2019	Stakeholder Call: Marsha Cederquist
2/6/2019	MyKey Fare Policy Public Meetings: Central Library
2/6/2019	Stakeholder Call: Erin Caskey
2/6/2019	Stakeholder Call: Xavier Yankee and Chris, 66 Flats Apartments
2/6/2019	Stakeholder Call: Criag Sherwood
2/7/2019	Stakeholder Email/Call: City of Indianapolis BNS
2/8/2019	Fare Policy at Transit Center
2/8/2019	Stakeholder Call: Jessica and Nate
2/9/2019	Mayor's Action Team
2/11/2019	Phone Call with Terrence Lee
2/11/2019	Fare Policy Outreach at Transit Center
2/11/2019	Stakeholder Call: Jazz Kitchen
2/11/2019	Stakeholder Call: Eileen Johansson
2/12/2019	Fare Policy Outreach at Transit Center
2/12/2019	Transit Ambassador Outreach

2/12/2019	Stakeholder Email: Lincoln Square Pancake House
2/12/2019	Stakeholder Call: Susa Clauss
2/13/2019	Fare Policy Outreach at Transit Center
2/13/2019	Fare Policy Outreach at Transit Center
2/14/2019	Fare Policy Outreach for Operators
2/14/2019	Fare Policy Outreach at Transit Center
2/14/2019	Stakeholder Call: Brandi Coleman
2/15/2019	Fare Policy Outreach at Transit Center
2/18/2019	Fare Policy Outreach at Transit Center
2/18/2019	Stakeholder Meeting: Petrov Framing
2/18/2019	Stakeholder Meeting: SoBro Café
2/18/2019	Stakeholder Meeting: My Best Friends Secret
2/18/2019	Stakeholder Meeting: Artistry
2/18/2019	stakeholder Meeting: Salon Rue
2/18/2019	stakeholder Meeting: Luna Music
2/18/2019	Stakeholder Meeting: Aristocrat
2/18/2019	stakeholder Meeting: Sparkle Cleaners
2/18/2019	Stakeholder Meeting: Wrightworks
2/18/2019	Stakeholder Meeting: Wendy, Regional Mgr. at Fresh Market
2/18/2019	Stakeholder Meeting: Fresh Market
2/19/2019	IndyGo Public Meeting
2/19/2019	IndyGo Public Meeting
2/19/2019	Transit Ambassador Outreach
2/19/2019	Transit Ambassador Outreach
2/20/2019	Fare Policy Outreach at Transit Center
2/21/2019	Fare Policy Outreach at Transit Center
2/22/2019	Fare Policy Outreach at Transit Center
2/22/2019	Fare Policy
2/23/2019	Stakeholder Meeting
2/23/2019	Stakeholder Meeting
2/23/2019	Stakeholder Meeting
2/25/2019	Transit Ambassador Outreach
2/25/2019	stakeholder Meeting: Luna Music
2/26/2019	Fountain Sq./Fletcher Place Business Outreach
2/26/2019	Transit Ambassador Outreach
2/27/2019	Stakeholder Meeting: Alex Damien / 32nd and Pennsylvania
2/28/2019	Stakeholder Meeting: Doug Bray, Bray Technologies

2/28/2019	Warfleigh Neighborhood Meeting
2/28/2019	Stakeholder Meeting: Jade
2/28/2019	Travel Training: Irvington Community Schools

PLANNING AND CAPITAL PROJECTS REPORT

3/28/19

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.

SERVICE PLANNING

Service Scheduling

Staff is working on the MCTP plan to determine final routings and trips by route as well as the a runcut and operator count required to operate the new services. Final schedules will be completed by June.

Transit Amenities

Staff has finalized design plans for 145 bus stop improvements for the MCTP with another 40 set to be built later in 2019. Work on improving bus stop and stop amenities where needed will be on ongoing annual project. This is the first year IndyGo has had a dedicated fund to make improvements directly to the system. In the past IndyGo had to rely solely on DPW and developers to build infrastructure.

Fare System Implementation

Service Planning is responsible for coordinating the implementation of IndyGo's modernized fare payment system, which will be called MyKey. 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 still within the development phase of the project, using documentation provided by IndyGo to build the various components of the fare system, including the back-office, ticket vending machine interface, mobile app, and customer website. Pilot installation of fare validator devices were completed on four pilot buses in February. Full installation of fare validator devices on IndyGo's existing bus fleet is scheduled to begin in April. A pilot phase of the MyKey fare system is scheduled to begin on July 1st, with the full system rollout scheduled for September 1st.

Red Line Operations

Service Planning is 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. Planning and Training staff have been fine tuning and practicing the presentation to ensure that is top notch. 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 25, 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 Operators 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.

Training and Planning staff travel to Hartford, CT to visit the CTfastrack BRT line. This was an opportunity for staff to learn firsthand how their BRT operated – especially bus docking at stations to ensure level boarding. CTfastrack uses “Carey Fingers” to allow for smoother docking which is what IndyGo will be using. The knowledge gained on this trip will enhance what the training department is able to demonstrate to staff during training.

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.

A notice to proceed was issued to Shrewsberry & Associates and DLZ on March 7th to study Vermont Street traffic, identify locations for left-turn restrictions, and retime traffic signal. 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. A memo documenting the findings is scheduled to be delivered to DPW in May as a formal request for the Vermont Street infrastructure improvements. DLZ is scheduled to prepare a traffic signal retiming plan during the summer of 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 for the end 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		
Feb-18	Feb-19	% Change	Fixed Route Ridership	2018	2019	% Change
15,128	15,260	0.9%	2 E. 34th St.	29,322	30,098	2.6%
24,373	30,909	26.8%	3 Michigan St.	47,170	60,786	28.9%
12,514	11,543	-7.8%	4 Fort Harrison	24,416	23,096	-5.4%
14,856	16,390	10.3%	5 E. 25th	28,957	32,056	10.7%
11,810	10,831	-8.3%	6 N. Harding	23,968	22,810	-4.8%
109,819	120,119	9.4%	8 Washington St.	214,727	240,974	12.2%
84,875	80,449	-5.2%	10 10th St.	166,541	160,536	-3.6%
3,907	2,857	-26.9%	11 E. 16th St.	6,750	6,244	-7.5%
5,047	4,351	-13.8%	12 Minnesota	9,246	9,081	-1.8%
3,039	2,733	-10.1%	13 Raymond	6,449	5,499	-14.7%
8,754	8,164	-6.7%	14 Prospect	17,326	15,812	-8.7%
16,207	15,367	-5.2%	15 Riverside	31,354	30,362	-3.2%
10,171	9,604	-5.6%	16 Beech Grove	20,234	19,118	-5.5%
18,292	18,637	1.9%	17 College	37,933	36,618	-3.5%
11,052	10,806	-2.2%	18 Nora	20,993	21,041	0.2%
31,865	31,616	-0.8%	19 Castleton	63,814	62,485	-2.1%
13,311	12,438	-6.6%	21 East 21st St.	26,177	24,533	-6.3%
9,762	7,997	-18.1%	22 Shelby	18,643	16,013	-14.1%
10,989	10,637	-3.2%	24 Mars Hill	20,727	20,361	-1.8%
13,240	11,823	-10.7%	25 W. 16th St.	26,207	23,814	-9.1%
13,425	11,908	-11.3%	26 Keystone	25,247	23,953	-5.1%
12,653	12,445	-1.6%	28 St. Vincent	24,804	24,119	-2.8%
6,892	7,405	7.4%	30 30th St.	13,387	14,270	6.6%
20,948	22,291	6.4%	31 Greenwood	41,091	44,327	7.9%
22,745	23,484	3.2%	34 Michigan Rd.	45,263	47,677	5.3%
34,479	32,767	-5.0%	37 Park 100	66,727	66,881	0.2%
26,691	23,485	-12.0%	38 Lafayette Square	52,381	47,144	-10.0%
89,219	89,485	0.3%	39 E. 38th St.	170,885	178,773	4.6%
3,370	3,866	14.7%	55 English	7,192	7,324	1.8%
8,783	7,687	-12.5%	86 86th Street Crosstown	17,567	15,653	-10.9%
11,214	10,214	-8.9%	87 Eastside Circulator	20,301	19,858	-2.2%
1,158	34		Others	1,653	111	
680,588	677,602	-0.4%	Total	1,327,452	1,351,427	1.8%

Feb-18	Feb-19	% Change	Flexible and Contracted Services	2018	2019	% Change
24,867	25,830	3.9%	Open Door Riders on Fixed Route	47,377	50,949	7.5%
24,435	23,105	-5.4%	Open Door	48,414	46,789	-3.4%
735	0	-100.0%	Open Door Taxi Vouchers	1,419	899	-36.6%
20,841	13,226	-36.5%	31 Day S-Pass	38,167	24,347	-36.2%

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 Blue Line and Super Stops, conducting required equity analysis for Red Line; shared use mobility efforts, transit oriented development planning 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 is complete. The Documented Categorical Exclusion approval letter was signed by the Federal Transit Administration on February 22, 2019. Receipt of that approval allows the property appraisal and acquisition process to commence in areas where property may be required for the project.

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. The line was granted a C-9 Documented Categorical Exclusion in September 2018.

IndyGo submitted a draft methodology for the NEPA process on March 6, 2019; in so doing, IndyGo is seeking to understand methodological considerations given the inclusion of joint development within the project. A draft Area of Potential Affect (APE) will also have been submitted by the time the board meeting occurs.

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.

The Super-Stops has undergone a constructability review by Lochmueller Group and comments are being addressed by Shrewsbury in their design. Utility coordination continues with various utility providers and IPL, including electrical connection locations. The refined 90-percent design submittal with constructability comments addressed and specifications is expected at the end of March or early April.

The environmental process is ongoing with the Super-Stops. At the time of developing this report, the Historic Properties Report and Archaeology Report were returned from the State Historic Preservation Office (SHPO) on February 28, 2019. The SHPO disagreed with the finding that the Minton-Capehart Federal Building be recommended for inclusion in the National Register of Historic Properties (NRHP) and noted that Riley Towers should be recommended for inclusion in the NRHP. These comments are being addressed in the Assessment of Effects Report, which is slated to go to the SHPO by March 22nd. Completion of the NEPA process for the Super-Stops is slated for May 2019.

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 of this writing 117 surveys have been completed; the survey will remain open throughout March. IndyGo also has posted a request for information to solicit input from vendors on mobility solutions.

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.

By the time of the board meeting it will also be announced that Indianapolis is partnering with Ford Motor Company to devise mobility solutions for the city and its neighborhoods; IndyGo – and this group in particular – is actively engaged in planning and steering that that effort; John Marron is serving in a lead analytical role for the initiative.

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 is in the process of developing a solicitation for consulting services. It is anticipated this effort will run through the first quarter of 2020; by the time of this month’s board meeting, there will be a solicitation for planning services issued pursuant to advancing these efforts.

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:

- **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 or April. It will be presented as a resolution to the board, for adoption, in April.
- **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 being presented at tonight’s board meeting.
- **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.
- **Automatic Passenger Counter Certification:** The team is working with Service Planning, Information Technology – Connected Vehicles group, and the project management team to review data, hardware, and processes that would result in a certification of IndyGo’s Automatic Passenger Counter (APC) data. Upon certification, IndyGo could use APC data as its official ridership data; having this certification will be important as it will be one of the primary means by which ridership on the Red Line will be able to be verified.

ENGINEERING & CONSTRUCTION

Red Line

Construction is continuing to progress for Package A- Civil (Reith-Riley Construction – Prime Contractor). 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. 20 station foundations have been poured to date along Shelby St, Virginia Ave, & 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. Twelve 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 an August completion date as well. The schedule and associated cost is expected to be available for review by all parties before the end of March.

Purple Line

WSP resubmitted the 60% design on March 1st, 2019. Final design is expected to be completed by November of this year with the project anticipated to be bid in January of 2020. An update to the Small Starts Grant Application package was submitted on September 6, 2018. An internal risk workshop was conducted in February to identify the project related risks and to develop a risk register as required by FTA. IPTC has started initial coordination with the PMOC assigned by FTA for this project to start their readiness review.

Blue Line

Preliminary design has started on the Blue Line project. The designer, WSP, has submitted 30% plans for all segments except the west side segment from Girl School Road to Holt Road, which is expected to be submitted before the end of March. 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 have begun, as outlined previously in other reports. The Bus Stop Improvements project is expected to start Construction in June of 2019 followed by the Rural Street Underpass project.

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 have 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. All chargers have been received from BYD and BYD has certified the installations. The first set of chargers have been installed and the transformers & switchgears powering them have been energized by IPL; including the one that was installed in Maintenance Bay 23 & 26. Project is on schedule and currently charging the buses.

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. Permanent furniture has arrived. 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 May 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 Fall 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 May 2019 to have the doors installed as the weather gets warmer.

Justin Stuehrenberg

Vice President of Planning & Capital

To: Chair and Board of Directors

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR FEBRUARY 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 – FEBRUARY 2019

TRANSPORTATION SERVICES

Employee Recognition:

February Employee of the Month: Alexander Weah

Commendations:

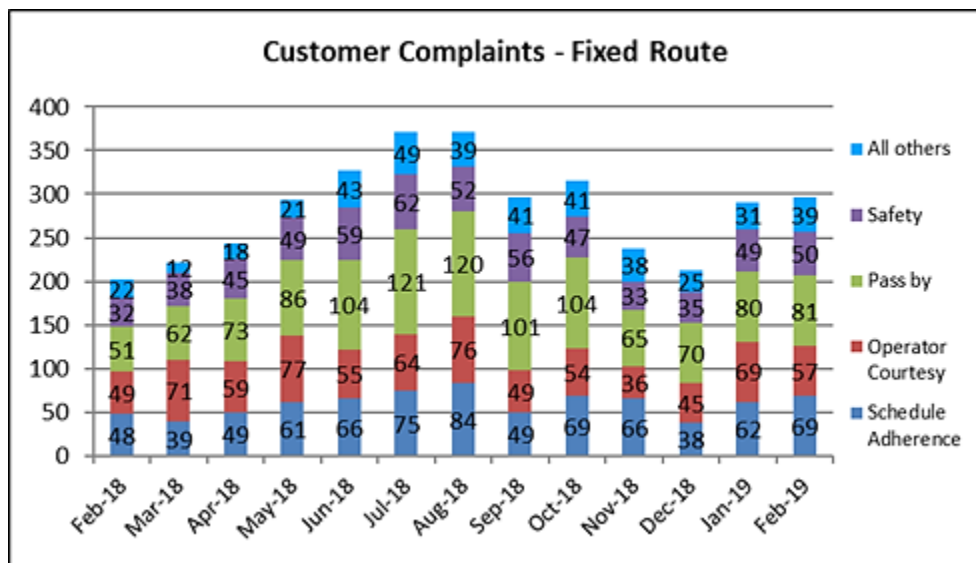
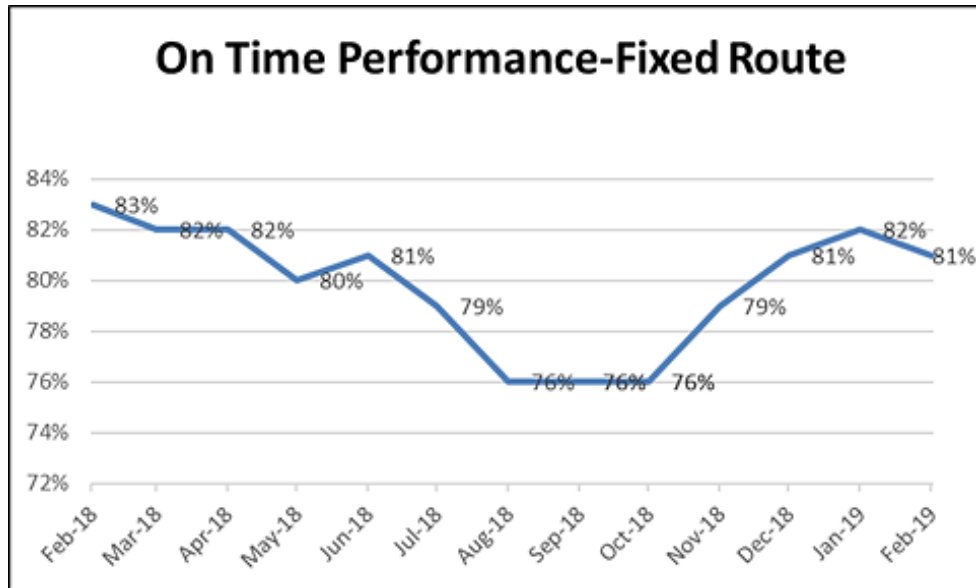
The following Transportation employees were recognized for their extraordinary customer service during the month of February:

Brandon Bell, Edgar Birdsong, Laniese Coach, Antwyn Ealy, Wanda Ford, Patrick Gray, Toccara Isabell, Shelia Johnson, Margaret Jones (2), Maryah Moncel, Deborah Newell-Sturdevant, Jerome Norris, Donna Puello, Maurice Rush, Chryslyn Staples, Arthurene Thompkins, Gary Tindall, Lisa Washington, Deangelo Woodard

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 February is **Patrick Gray**.

1. LACRETIA HINTON	6933	96%
2. DIANE JOHNSON	8481	95%
3. STEPHEN THEIN	5963	94%
4. MICHAEL PARRISH	8926	92%
5. KEVIN MALLORY	8400	92%
6. MIKIA HICKS	9156	92%
7. LISA WASHINGTON	9123	91%
8. EFRAIN AMAYA	0224	91%
9. RONNIE BROOKS	8353	91%
10. ARDIS GRIFFIN	9194	90%
11. PATRICK GRAY	2339	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 support law enforcement and other agencies regarding special events and emergency response request

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	February	2	2018	February	0
Diesel Particulate Regen	2019	February	73	2018	February	60
Engine/Body Steam Cleans	2019	February	51	2018	February	36
Ramp Inspections	2019	February	55	2018	February	47
Body Inspections	2019	February	19	2018	February	3

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 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	7370										
ALL	4,312	5182										
	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 101 buses detailed in February. This averages out to about 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: The backs and license plates of buses are washed

Tuesday: The wheels are washed, and handrails are cleaned

Wednesday: Windshield fluid is filled

Thursday: Lights/ Destination signs are checked, and air tanks are drained

Friday: The backs of buses are washed

We have collected approximately \$5106.00 core charges for parts for the month of February.

The Storeroom received in 335 PO's in February. They inventoried 600 stock code items and processed 1392 work order requisitions.

We logged 623,014.4 miles. We used 131,923.40 gallons of diesel fuel, 650 quarts of engine oil, 123 quarts of transmission fluid, 2022 quarts of coolant and 866.50 gallons of unleaded gasoline for the month of February.

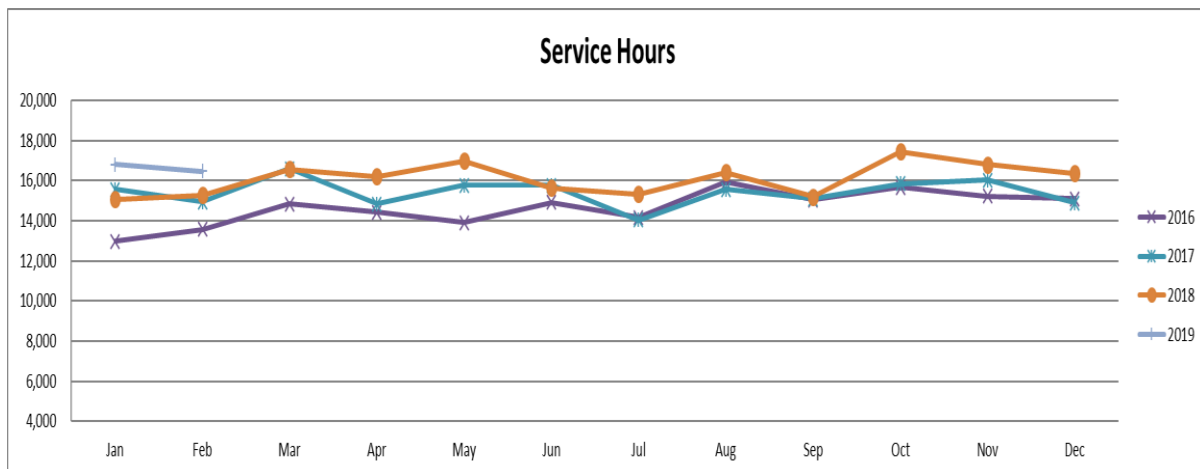
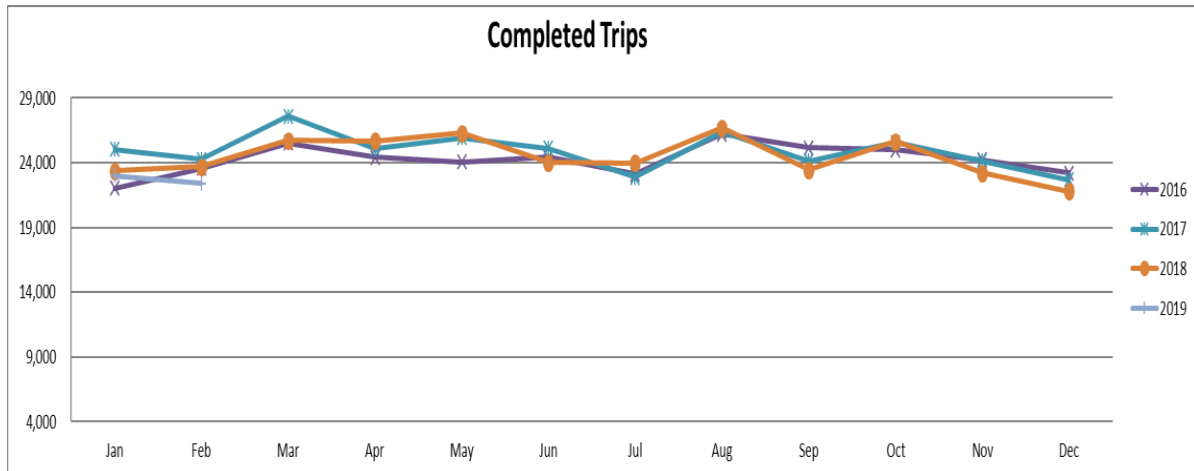
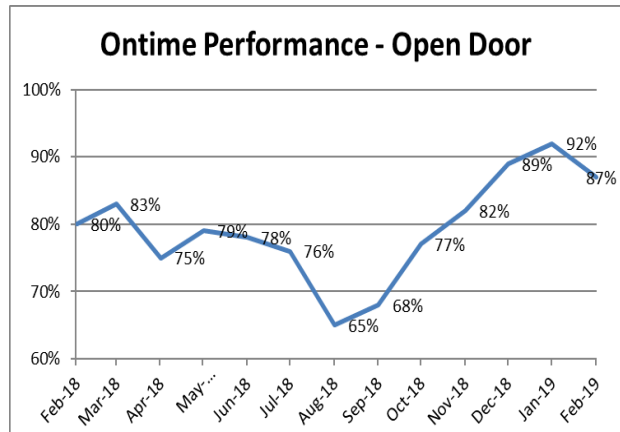
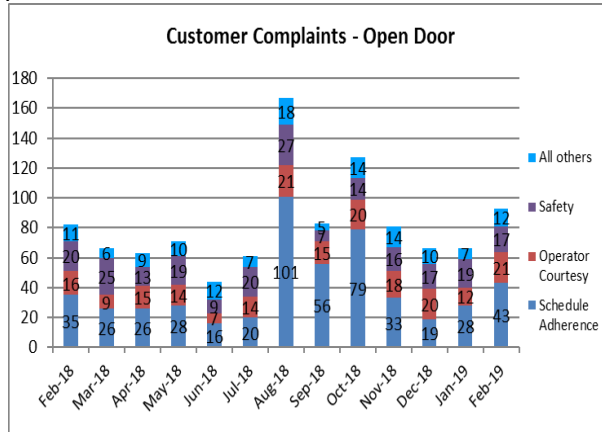
FLEXIBLE & CONTRACTED SERVICES

In October 2018 Transdev received written notification regarding decreased on-time performance and a performance improvement plan was requested to immediately address the concerns of IPTC and its consumers. IPTC set required goals of no less than 80% for the week of October 28th through November 3rd and received an 82% performance by the contractor. An expectation was also set by IPTC for the contractor to perform at no less than 90% through November 10th of the following week. The contractor was unable to meet the goal, however, Transdev increased 1% over the previous week and ended the month with a 5% increase over the previous month. The contractor was also required to obtain an 85% OTP for each subsequent month and has surpassed this goal on a consistent basis since December 2018. Transdev continues to hold new operator training classes each week and has increased its hiring bonus from \$500 to \$1000.

The following chart shows that Transdev has increased its on-time performance from month to month. Although February OTP decreased due to extreme weather, it was a 7% increase from the previous year. The current OTP average for 2019 (through March 13) is 90%.

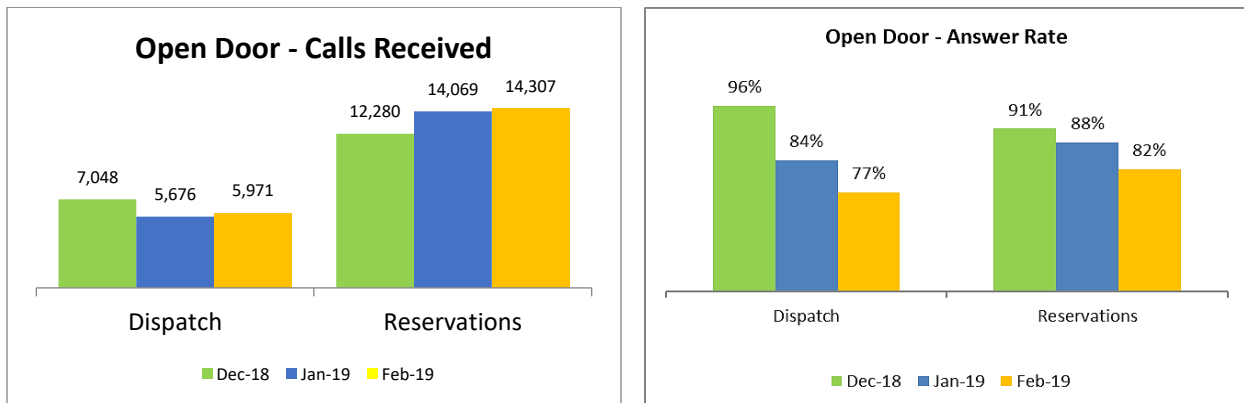
Service Delivery Data:

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 February, the Julia M. Carson Transit Center was extremely busy as large amounts of customers and homeless people used the building as a sanctuary to stay warm and out of the weather; averaging well over 8,500 customers per day through the site.

Contractors Miller Eades and R.L. Turner continued their work on the Electric Bus Charging Project by installing 21 more Bus Chargers on the newly installed islands. With these additions multiple electric bus chargers are ready to use as the new BYD buses come in. The remaining 3 electrical switch gears are being wired in to the building and should also be electrically energized around mid-March. Additional overhead wiring and racking continued in Phase 4 and will finish up in late March.

R.L. Turner continued their work on the Office Renovation Project continuing in Phase 2. The Drivers Lounge area has now been completely gutted, the old restroom walls, stalls, toilets, sinks, and plumbing have been completely removed and the flooring tore out down to the soil with all underground sewage plumbing removed and discarded. New sewage plumbing was installed, and the new concrete floor poured over the plumbing. New metal studded wall framing was installed along with the new metal and copper plumbing lines being installed. In the Dispatch Area the front wall was completely removed and metal framing starting to go up. The New Security window was cut out of the brick wall. All old overhead wiring was removed in preparation for new wiring work to be performed. Drywall repairs were made in the radio room and remaining 4 office areas in Phase 2 on the Operations end of the building.

Continuing Phase 2 in the old Procurement Area after vacating the employees to the Cube Farm area, all ceilings and most walls have been removed down to the concrete floors. All old HVAC Ductwork and old electrical wiring was removed in preparation for the installation of all new HVAC ductwork and electrical wiring to be installed in March. The old door and window were removed from the wall and boarded up awaiting the arrival of new door and glass window. All tile flooring and carpeting in that area were also removed.

In the month of February, meetings were held about Maintenance and upkeep of the Red Line Bus Stations along with Red Line Signage and Bus Route Signage changes.

During the month of February IndyGo had:

- 59 - Bus Stop Signs installed and or removed.
- 4 – Benches removed and 1 installed.
- 4 – Simmee Seats removed and 1 installed.
- 5 – Small Shelters removed and 1 installed.
- 1 – Large Shelter removed.
- 6 – Bike Racks removed.
- 8 – Trash Cans removed and 7 installed.
- 3 – Shelter Glass Panels replaced due to vandalism.

RISK & SECURITY

Risk Manager, Brian Clem, and Director of Safety, Security & Training, Mark Emmons, attended the 2019 APTA Risk Management Seminar from February 25th – February 28th. This was the last year for Mark Emmons as the Chair of the APTA Risk Management Committee. Brian Clem was asked to chair a new subcommittee to help plan the agenda for the next seminar and to help increase committee membership. There was a lot of good information and sessions this year on issues such as autonomous vehicles, operator assaults, ADA updates, FEMA disaster reimbursements and many others.

SAFETY & TRAINING

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

White, Anthony	17 Years
Patrick Gray	14 Years
Arthurene Thompkins	8 Years
Akemee Bryant	7 Years
Claude Crawford	7 Years
Michael Detienne	6 Years
Loc Nguyen	6 Years
Kevin Mallory	4 Years
Amon-Ra Sanders	4 Years
Brian Bozek	3 Years
Gregory Scott	2 Years
Michelle Anderson	1 Year
Elisa David	1 Year
Jnai Dickerson	1 Year
Michelle Draper	1 Year
Shundrelilne Merritt	1 Year

IndyGo Class #18-10 began on December 3, 2018 with a total of 13 fixed route students. Of the 13 that started the class, all of them have completed all portions of the training program. The class graduated on February 15, 2019 and were transferred to the Operations Department on February 17, 2019.

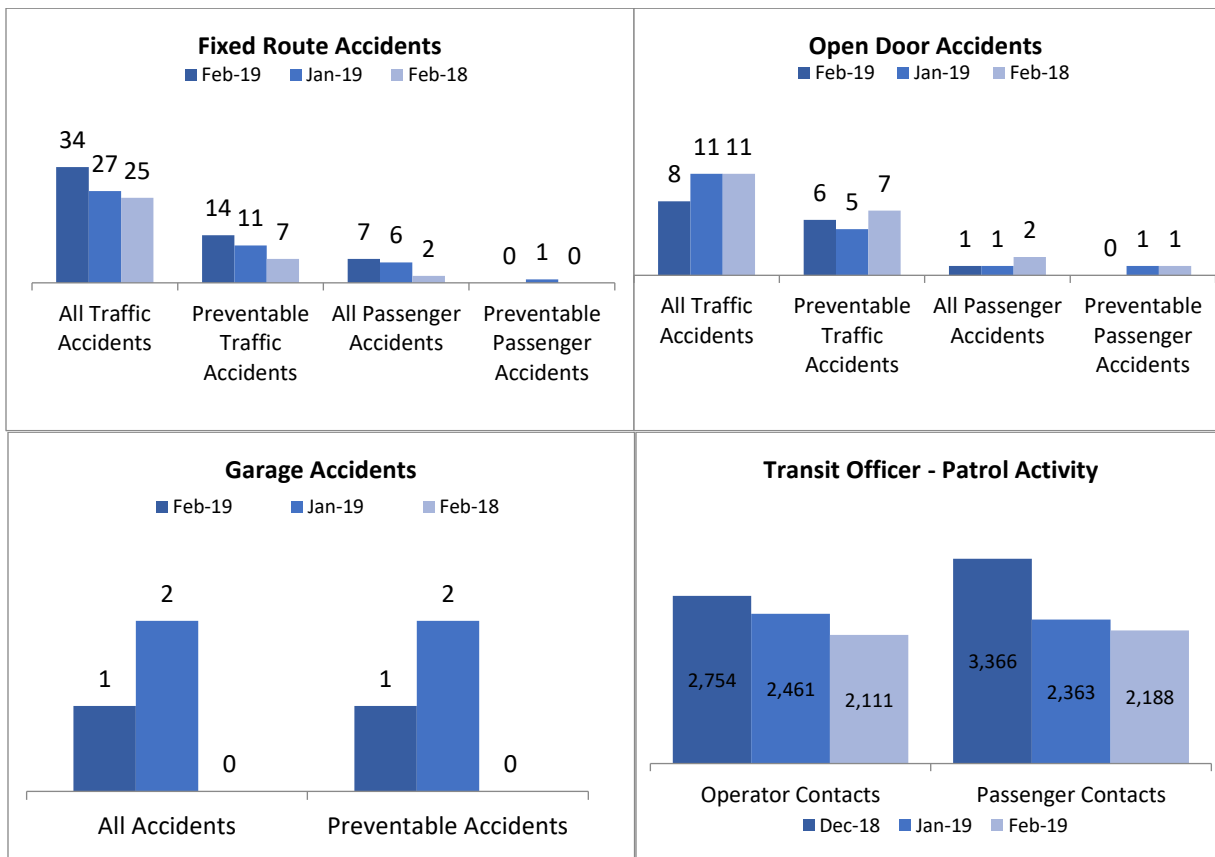
IndyGo Class #19-01 began on January 14, 2019 with 9 fixed route students. The class is currently in the route familiarization portion of the class. Currently staff is expecting this class to graduate on March 22, 2019 and for them to be transferred over to the Operations Department on March 24, 2019.

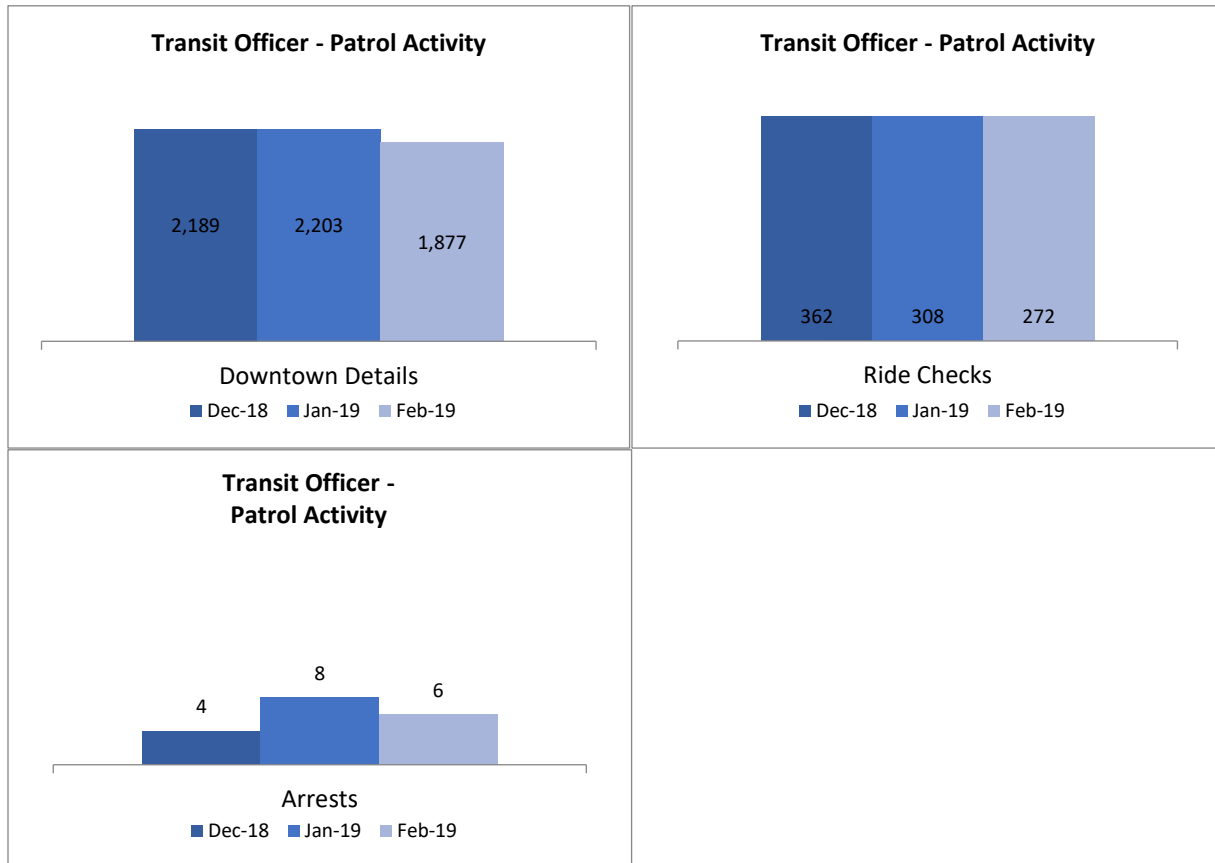
IndyGo Class #19-02 began on February 18, 2019 with 11 fixed route students. Of those 11, 10 of them started a week earlier in the CDL training portion of the training. The class is currently in the classroom portion of the training program. Staff is expecting this class to graduate on May 03, 2019.

The following training sessions were conducted in February:

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
- Seven (7) Administrative employees for new-hire orientation
- Two (2) new General Laborer employees
- One (1) new Defect Mechanic
- One (1) new Facilities Supervisor
- Eleven (11) candidates that attended and participated in the pre-permit tutoring class





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

CONSIDERATION OF HUMAN RESOURCES FEBRUARY

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:

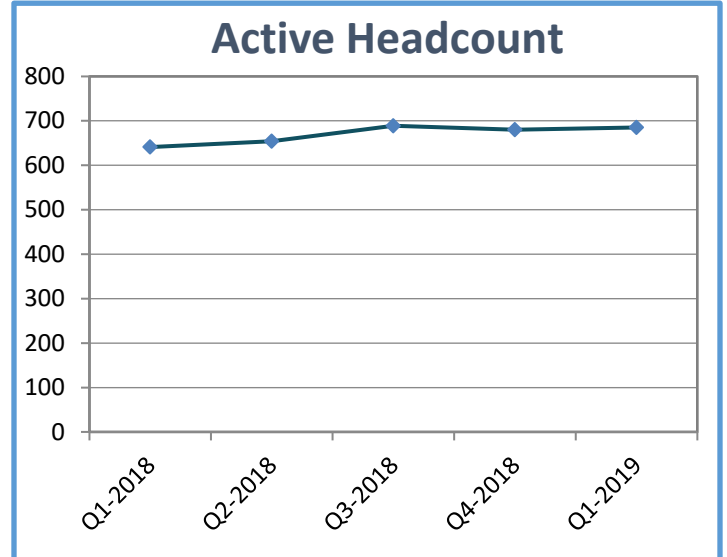
Elizabeth Zwierko, Sr. HRBP, Talent Acquisition
Jeffrey Brown, Director of Labor & Employee Relations
Teresa Boone, Director of Employee Services
Felicia Moodie, Sr. HRBP, Benefits
Marc A. Stewart, Human Resources Program Manager, DAPM

February 2019 Human Resources Department Board Report

Talent Acquisition

Beth Zwierko, Sr. HRBP, Talent Acquisition

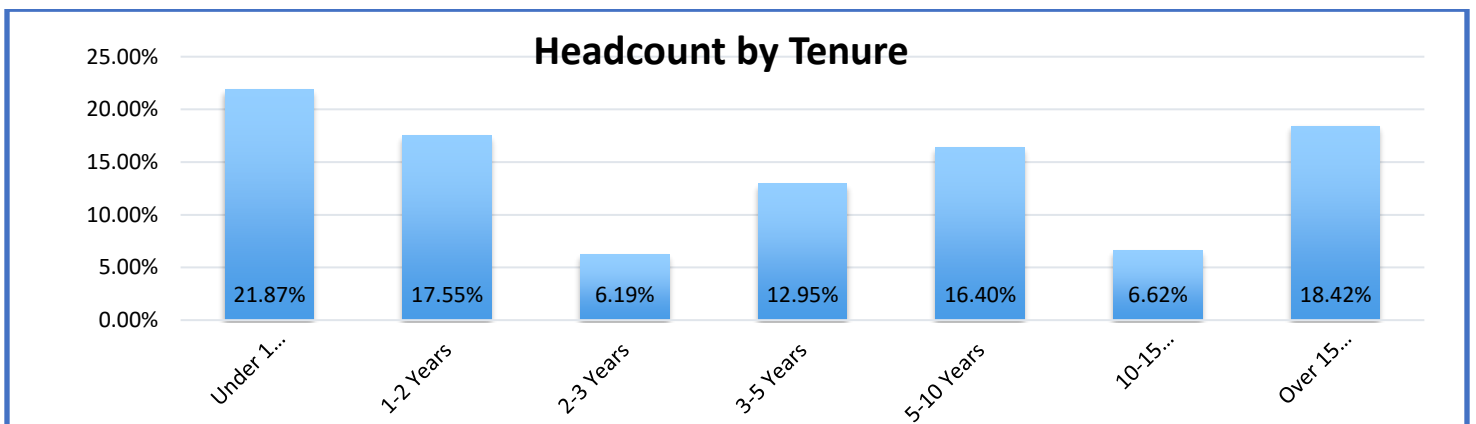
Month End Headcount			
	Active	Separations	New-Hires
Represented	513	8	3
Non-Represented	182	4	17
Total	695	12	20
Monthly Turnover Rate		1.73%	
Staffing Capacity			
Budgeted FTE*		885	
Incumbent FTE		695	
% of Capacity		-21%	



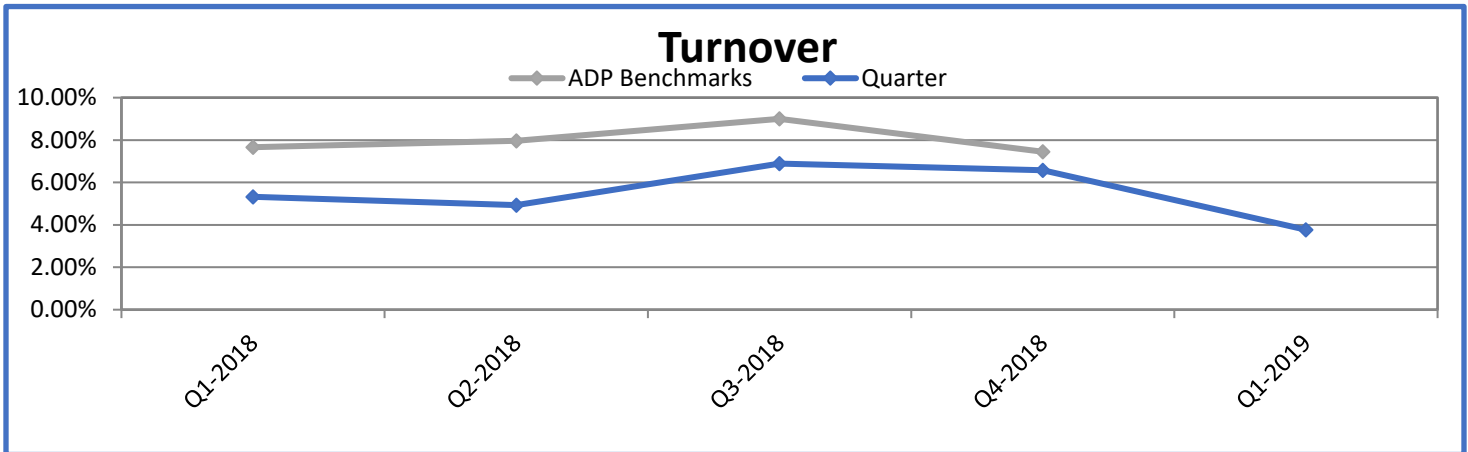
*Budget FTE

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

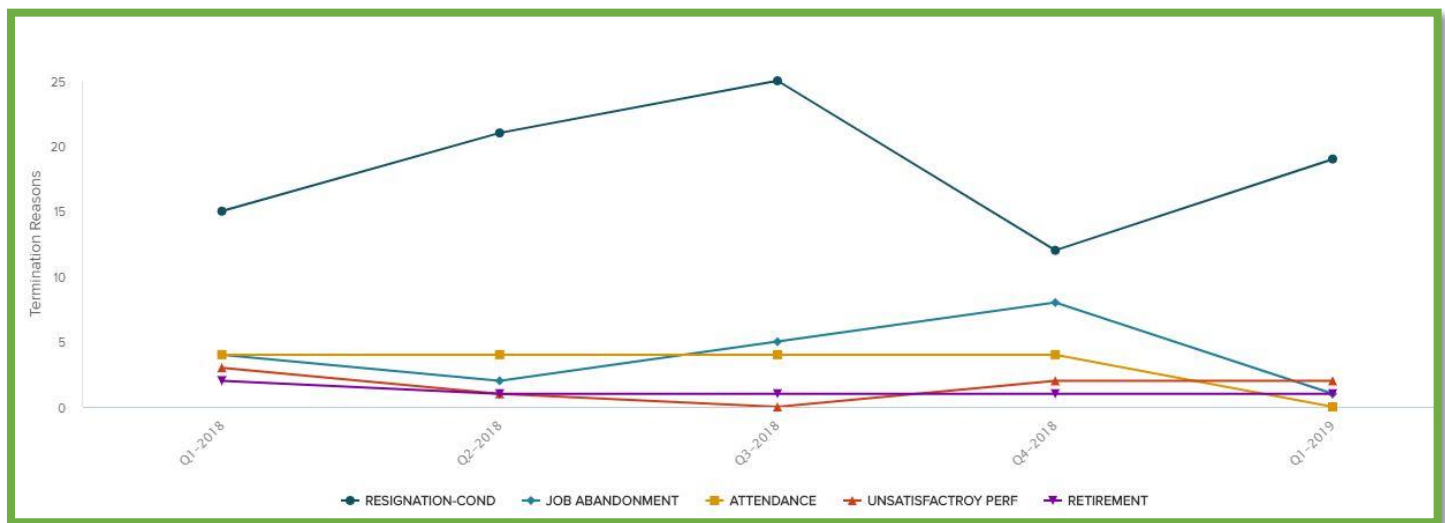
PERIOD	HEADCOUNT
Q1-2018	641
Q2-2018	654
Q3-2018	689
Q4-2018	680
Q1-2019	695



TENURE BAND	HEADCOUNT %	HEADCOUNT
Under 1 Year	21.87%	152
1-2 Years	17.55%	122
2-3 Years	6.19%	43
3-5 Years	12.95%	90
5-10 Years	16.40%	114
10-15 Years	6.62%	46
Over 15 Years	18.42%	128



PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
Q1-2018	5.33%	34	638.38	7.67%
Q2-2018	4.93%	32	649.29	7.97%
Q3-2018	6.89%	46	667.79	9.00%
Q4-2018	6.57%	45	684.86	7.45%
Q1-2019	3.77%	26	689.74	



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	19	1	0	2	1	3

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. There are no new grievances that have arisen since the last report. The following is a summary of pending grievances:

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

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 no new arbitrations that have arisen since the last report. To date, there are currently four (4) grievances concerning discipline and two (2) grievances about contractual interpretation disputes that have been advanced to arbitration. The following is a summary of those arbitrations:

ARBITRATIONS				
	Issue	Department	Arbitrator Selected	Hearing Date
1	Contract Interpretation	Finance	Yes	May 16, 2019
2	Contract Interpretation	Maintenance	Yes	April 11, 2019
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. Since the last report, IndyGo successfully challenged benefits for seven (7) on the basis that the former employee should not receive benefits because they were discharged for just cause.

E. Review of Employment Policies and Procedures

Policies and procedures are living documents that should grow and adapt with IndyGo. For internal policies to be effective (and legal), they must be examined and updated regularly. Labor Relations is currently reviewing IndyGo policies and procedures, including its personnel manual, to ensure that those policies are informative, up-to-date, and compliant with state, federal and local law.

Drug and Alcohol Compliance

Marc Stewart, Human Resources Program Manager (DAPM)

	January	February
Test Type	Number of Tests	Number of Tests
Pre-Employment	25	23
Random	31	30
Post-Accident	7	3
Reasonable Suspicion	0	0
Return-to-Duty	0	0
Follow-Up	3	0

Revenue Vehicle Control/Dispatch is Not a “Catch-All” Employee Category

One of the safety-sensitive functions defined in section 655.4 is “controlling dispatch or movement of a revenue service vehicle.” The phrase “controlling movement” has resulted in some confusion, and in some cases has become a “catch-all” to include employees, especially supervisors, who may not actually perform a safety-sensitive function, but instead oversee an employee who does.

FTA has provided clear direction when addressing this category of employee, stating call-taking, scheduling, and assigning routes are not considered safety-sensitive functions. This category also excludes functions performed by operations supervisors, such as day-to-day management, when such functions do not include communication concerning specific, detailed, and contemporaneous route/turn instruction to individual operators. Simply having a supervisory role over employees performing safety-sensitive functions is not in and of itself justification for classification as a covered employee; one must instead actually perform or may be called to perform a safety-sensitive function.

IPTC continues to review all new and revised position descriptions to ensure that they are appropriately classified as safety-sensitive or non-safety-sensitive. All IPTC job positions are included in attachment A of the IPTC Anti-Drug and Alcohol Misuse Policy.

***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.

*No new updates in this area

Wellness/Employee Engagement

Teresa Boone, Director of Employee Services

IndyGo HR team partnered with Activate and LHD Benefit Advisors to design and implement a 2019 communication campaign. Each quarter will have a focused campaign designed to educate and engage employees/spouses and dependents.

- Q1 – Move More
- Q2 Eat and Drink Healthy
- Q3 Sleep Soundly
- Q4 Stress Well

Each quarter will include information on how the healthy lifestyle can affect the most common health conditions of the IndyGo employee/dependent population.

Conditions Include:

- Obesity
- Diabetes/Prediabetes
- Hypertension
- High Cholesterol
- Depression/Anxiety

IndyGo continues to work with all benefit providers to solicit programs, communicate awareness and provide tools and resources to support wellness initiative goals of the organization.

Activate Clinic Utilization Stats for February 2019

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	48	6	327	381
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	374	4	3	381

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.

February

Total Intermittent Leaves Received: **19**

Total Continuous Leaves Received: **3**

Total Leaves Received: 22

Total Intermittent Leaves Closed: **18**

Total Continuous Leaves Closed: **10**

Total Leaves Closed: 28

Open Intermittent Leaves (as of 2/28/2019): **105**

Open Continuous Leaves (as of 2/28/2019): **8**

Total Intermittent Occurrences: **107**

Total Intermittent Hours: **769.39**

February 2019	
Leave Type	Number of Days
FMLA – No Pay	35
FMLA – Personal Day	17
FMLA – Sick Day	43
FMLA – Vacation Day	33
Sick – No Pay	47
Worker's Comp – No Pay	7
Total Lost Time	182 Days = 1456 Hours

