



Board Report
April 25, 2019

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – APRIL 25, 2019

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on March 28, 2019 – *Juan Gonzalez***
- A – 2** **Procurement of 40ft. Diesel Buses – *Roscoe Brown***
- A – 3** **A Resolution for Outlining Service Considered Transit Emphasis Corridors – *Bryan Luellen***
- A – 4** **Consideration and Approval of System Title VI Compliance Analysis – *John Marron***
- A – 5** **Task Order for DTC/Delaware St Design – *Justin Stuehrenberg***
- A – 6** **Red Line Construction Change Orders – *Justin Stuehrenberg***
- a. *HNTB* b. *CDM Smith* c. *F.A. Wilhelm* d. *Rieth-Riley***
- A – 7** **Consideration and Approval of Contract for Copier/Printer Lease – *Marcus Burnside***

Old Business

INFORMATION ITEMS

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

Department Reports in Board Packet:

- R – 1** **Public Affairs & Communications Report for March 2019 – *Bryan Luellen***
- R – 2** **Planning & Capital Projects Report for March 2019 – *Justin Stuehrenberg***
- R – 3** **Operations Report for March 2019 – *Roscoe Brown***
- R – 4** **Human Resources Report for March 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, May 23, 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 March 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, March 28, 2019

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:04 pm, Thursday, March 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:

Juan Gonzalez, Chair
Mark Fisher, Vice-Chair
Adairius Gardner, Secretary
Gregory Hahn, Treasurer
Danny Crenshaw, Board Member
Richard Wilson, Board Member

Absent

Tommie Jones, Board Member

IPTC executive staff in attendance:

Michael Terry, CEO/ President
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance
Bryan Luellen, VP of Public Affairs and Communications
Marcus Burnside, Interim CIO
Phalease Crichlow, VP Human Resources
Justin Stuehrenberg, VP of Planning and Capital Projects

Absent

Roscoe Brown, COO/VP of Operations

ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING February 28, 2019

Motion for approval by Greg Hahn and second by Richard Wilson, passed unanimously.

ACTION ITEM 2: LOCAL BUS STOPS CONSTRUCTION INSPECTION TASK ORDER

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to execute a Task order with Lochmueller Group not to exceed \$292,000.00.

Motion for approval by Richard Wilson and second by Gregory Hahn passed unanimously.

ACTION ITEM 3: TASK ORDER 3 FOR RED LINE SIGNAL TIMING

Presented by Justin Stuehrenberg, VP of Planning and Capital, for the approval to execute an agreement with Shrewsberry & Associates for an amount not to exceed \$79,800.00

Motion for approval by Mark Fisher and second by Danny Crenshaw, passed unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF BLUE LINE TASK ORDER #3

Presented by Justin Stuehrenberg, VP of Planning & Capital Projects for approval to enter into 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.

Motion for approval by Adairius Gardner and second by Danny Crenshaw passed unanimously.

ACTION ITEM 5: CONSIDERATION AND APPROVAL OF PARATRANSIT OPERATIONS ANALYSIS

Presented by John Marron, Director of Strategic Planning, for approval to enter into a contract negotiation 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.

Motion for approval by Richard Wilson and second by Greg Hahn, passed unanimously.

ACTION ITEM 6: CONSIDERATION AND APPROVAL VENDOR FOR PRINTING SERVICES

Presented by Bryan Luellen, VP of Public Affairs and Communications, for approval to enter into a contract with Fineline Printing to provide printing services for IPTC in an amount not to exceed \$150,000.00.

Motion for approval by Richard Wilson and second by Danny Crenshaw, passed unanimously.

ACTION ITEM 7: OPTION YEAR FOR ON-CALL ARCHITECTURE & ENGINEERING CONTRACTS

Presented by Justin Stuehrenberg, VP for Planning and Capital Projects, for approval to execute option years with each vendor: Shrewsberry & Associates for street design, Etica Group for facility design and WSP for high-voltage electrical and safety & security.

Motion for approval for the option year contracts by Greg Hahn and second by Adairius Gardner passed unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF MOBILITY ADVISORY COMMITTEE REPORT

Mark Early, Vice Chair of the MAC, provided the summary of the January 6, 2019 MAC meeting: Mike Terry—President/CEO of IndyGo, informed the MAC that the government shut down could affect Section 5310 program funds, but he assured the Committee the company had other funding sources.

Roscoe Brown, COO/VP of Operations, reports that Paratransit provider, Trans Dev has improved their on-time performance. In January, they had an 90% OTP rating.

Paula Haskin reported there are 18 vehicles on order, six are Dodge caravans. Ridership in Open Door has decreased possibly due to the taxi voucher program.

Bryan Luellen, VP of Public Affairs and Communication gave a presentation of the new MyKey system and the Fare Change Policy.

The results of the MAC members election:

Greg Meyer was elected MAC Chair

Mark Early was elected MAC Vice Chair

MAC approved the following new members:

Cori Wills- Rider

Erin Hardwick-agency -Noble

Suzanne McVey-agency-Easter Seals

February 19, 2019 was a member-only meeting and Mike Terry, CEO/President, attended and gave valuable input. The members voted to meet six times annually on the odd months of the year.

The Board accepted the report.

INFORMATION ITEM 2: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR FEBRUARY 2019 (PRELIMINARY)

Presented by Brian Atkinson, Director of Accounting. Board member Rick Wilson asked Finance to provide the financial cost of damage done by potholes to IndyGo bus tires. The Board accepted the report.

INFORMATION ITEM 3: PLANNING AND CAPITAL PROJECTS UPDATE

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

The Board accepted the report.

INFORMATION ITEM 4: PARATRANSIT UPDATE:

Presented by Cheryl Purefoy, Superintendent of Operations. A copy of the report is attached.

The Board accepted the report.

INFORMATION 5: CEO UPDATE:

Mike Terry thanked Mark Early for representing the MAC and giving the MAC meeting report.

Mike Terry was invited to provide testimony on behalf of the American Public Transportation Association and IndyGo before the US House of Representatives. in Washington D.C. It was the largest committee of the U.S. House of Representative. The panel testified for 3 ½ hours.

Mr. Terry talked about the significant strides that IndyGo and the City of Indianapolis are doing with sustainability with electrification and all the service IndyGo offers. Also, there is a dire need for investment in the infrastructure across the country, not just highways but also transit and the funding of the Highway Trust Fund.

Mr. Terry thanked the Board for allowing him to represent APTA and IndyGo in Washington, D.C.

The following week Mr. Terry traveled back to Washington D.C. for the American Public Transportation Association Legislative Conference and was accompanied by the Board Chair, Juan Gonzales and Board Secretary, Adairius Gardner.

The Board accepted the report.

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 6:24 pm.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Roscoe Brown, Chief Operating Officer and Vice President of Operations
Pamela Wagoner, Procurement Director

SUBJECT: Procurement of 40ft Diesel Buses

BACKGROUND:

IPTC utilizes federal formula funding grant funds from FTA Section 5339 (State of Good Repair) and FTA Section 5307 (Large Urban Transit) for the purchase of new diesel coaches.

This procurement includes the purchase of fifteen (15) 40-foot diesel buses for delivery in the 2020 fiscal year to maintain our fleet replacement strategy schedule. The fifteen (15) new coaches will continue to stabilize our fleet of aged vehicles and will replace high mileage, high maintenance cost vehicles that have exceeded their useful life.

This procurement request does not preclude IPTC's strategy for total fleet electrification. The procurement of 40' electric fleet buses could potentially jeopardize the fleet replacement strategy in 2020 based on the anticipated build and delivery schedule. We are in the process of finalizing the solicitation for electric bus vendors for a 2021 fiscal year delivery and will be coming to the Board in subsequent months with recommendation for that procurement.

Staff is recommending that we exercise the option from our current open Gillig contract to purchase these diesel buses to meet the replacement schedule in 2020. Our current Gillig contract from RFP 14-02-163 expires June 2019 and provided an option for up to one hundred (100) additional buses. The balance remaining in the option is 25 buses, which will adequately address our order for 15 new coaches.

PROCUREMENT PROCESS:

The current Gillig contract is a result of IPTC's **RFP 14-02-163** 40ft Diesel Buses approved and awarded by the IPTC Board in May 2014.

Procurement of these fifteen (15) new coach units will also include the cost of all camera/recording and IT requirements (including AVAIL CAD/AVL and fare validation) equipment and/or pre-wiring.

FUNDING:

The funding source for this procurement is utilizing 5339 formula (State of Good Repair) and Section 5307 (Large Urban Transit) grant money provided by the Federal Transit Administration (FTA). These funding sources require a 20% local match from the IPTC Capital Cum Fund. With this procurement, IPTC is pursuing capital leasing options as a method of financing.

RECOMMENDATION:

In a manner consistent with IndyGo contract awards standards, we ask the Board to authorize the President/CEO to place a bus order under the current contract option with Gillig Corporation to build, as specified by IPTC, fifteen (15) new 40-foot Gillig Low Floor Diesel Buses for an amount not to exceed \$7,857,030 (\$523,802 per bus). The cost per bus includes all camera/recording and IT requirements (including AVAIL CAD/AVL and fare validation) equipment and/or pre-wiring.

Roscoe Brown
Chief Operating Officer & Vice President of Operations

Pamela Wagoner
Director of Procurement

To: Chair and Board of Directors
From: Michael Terry, President & CEO

SUBJECT:

Consideration of a Resolution Defining Transit Emphasis Corridors

BACKGROUND:

In 2014, the Indianapolis-Marion County City-County Council adopted a new zoning code to overhaul development standards. The new zoning code recognizes that the built environment should respond differently in a compact urban context versus lower-density auto-oriented environments. Amid the adoption of the new zoning code, IndyGo was undertaking a comprehensive planning effort to define the future of the transit network.

Since the adoption of the zoning code in 2014, transit planning and investment has taken a significant step forward. This resolution serves to better connect older language from the zoning code to the language adopted in the Marion County Transit Plan.

The resolution clearly defines Transit Emphasis Corridors as areas that are served by fixed route rapid and local service every 15 minutes or better.

This clear definition will help the Department of Metropolitan Development interpret the zoning code, thereby allowing property owners and developers to modify off-street parking requirements in accordance with the zoning code.

RECOMMENDATION:

Approve the attached resolution.



Michael A. Terry
President & CEO

Attachment

RESOLUTION 2019-01

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)
A RESOLUTION
FOR OUTLINING SERVICE CONSIDERED TRANSIT EMPHASIS CORRIDORS**

WITNESS THAT:

WHEREAS, the Indianapolis Public Transportation Corporation is implementing an expanded transit plan, approved by the voters and funded through an income tax; and

WHEREAS, the plan is called the Marion County Transit Plan; and

WHEREAS, the 2015 Comprehensive Operational Analysis (COA) was the basis for the plan; and

WHEREAS, the COA outlines service categories for routes based on headway frequency; and

WHEREAS, two of those categories are named Frequent and Rapid and provide a headway frequency of less than 15 minutes; and

WHEREAS, the frequency of routes is a key component in the City of Indianapolis- Marion County Zoning Ordinance in determining where and the degree of parking minimum reduction is allowed; therefore

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

Routes with a headway frequency of 15 minutes or less are considered running within transit emphasis corridors.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 25th day of April 2019.

Indianapolis Public Transportation Corporation

Chairman

Attest

To: Chair and Board of Directors
From: John Marron, Director of Strategic Planning

SUBJECT:

Consideration and Approval of Red Line Service and Fare Equity Analysis

BACKGROUND:

IndyGo's receipt of a Small Starts grant for construction of the rapid transit project, Red Line Phase 1, requires IndyGo to perform service and fare equity analyses for the Red Line and any parallel or connecting local service. The service and fare equity analyses are intended to determine if minority or low-income populations bear a disproportionate amount of service changes relative to service changes for non-minority or non-low-income populations. The board recently approved an updated fare policy, which required a fare equity analysis, which will be referenced to satisfy the requirement related to a fare equity analysis. Federal regulations require the board to review, consider, and approve the results of the service and fare equity analyses; for Small Starts projects, the Federal Transit Administration requires that these analyses occur six months prior to the commencement of revenue service on the project.

SERVICE EQUITY ANALYSIS:

In conducting the Service Equity Analysis, staff replicated the service equity analysis methodology and approach used by Jarrett Walker Associates, and its subconsultants, in its development of the Marion County Transit Plan. In this approach, the current network service levels (as defined by trips to census blocks) were compared on a system-wide basis to the proposed network levels to determine whether a disproportionate burden and/or disparate impact (DB/DI) exists for low-income and/or minority populations. Due to the significant service changes across the entire system as part of the implementation of the Marion County Transit Plan, coincident with the opening of the Red Line, the entire system was evaluated. This analysis included the service provided by the Small Starts project, the Red Line Phase 1.

An initial analysis was completed in March and found that no DB/DI existed. The 2019 implementation plan has been envisioned to deploy more than a 50% increase in transit service. Given the magnitude of this undertaking, staff did not bring a final equity analysis results to the March board. As implementation strategy has evolved to maximize the benefits of this investment while effectively managing staff capacity, staff re-evaluated the currently proposed network, which was developed in early April. This new proposed 2019 network modified the number of trips and routes, and that updated service profile formed the basis for this updated service equity analysis. This updated analysis also showed no DB/DI.

If additional modifications of the 2019 implementation of the Marion County Transit Plan routing and service levels fluctuate before the September launch, IndyGo staff commits to re-evaluating the system with the final 2019 network. It will present its findings to the board, and engage in required public outreach and mitigation strategies, if there is a change in its findings. Any major service changes will be evaluated and vetted in accordance with the IPTC board-adopted Title VI policy.

FARE EQUITY ANALYSIS:

The Fare Equity Analysis accompanied the fare policy adoption presented to and approved by the board in February 2019. This analysis reviewed potential impacts related to the implementation of the fare system that will occur concurrently with the opening of the Red Line. IndyGo staff engaged in public outreach related to geographic disparities that were identified as a result of the fare system implementation and are currently pursuing mitigation strategies by working to deploy a retail network. This analysis, because it evaluated the same material and would result in the same conclusion, serves as the required fare equity analysis for this project. The document is available on IndyGo's website.

FINANCIAL IMPLICATIONS:

The Red Line Service Equity Analysis does not have any financial implications.

RECOMMENDATION:

In accordance with FTA Requirements and IndyGo Board-adopted Title VI policies, IndyGo staff is recommending adoption.

John Marron
Director of Strategic Planning

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, VP of Planning & Capital Projects

SUBJECT: Julia M. Carson Transit Center Level-Boarding, Delaware & Pearl Street Signal and Street Configuration Modifications (Planning, Design, and Engineering), and Utility Investigation/Potholing for Super-Stops

BACKGROUND:

As investigations and work surrounding the Marion County Transit Plan continue, transit vehicle efficiency and safety are continuously refined. As part of these investigations, it has been determined that the signal at Pearl Street & Delaware Street is not functioning in the best interests of the efficiency and safety of transit riders, pedestrians, and motorists. It is recommended that this signal be modified to resolve existing challenges with the area along Delaware Street & Pearl Street, as well as to improve the transit rider experience. These improvements would tie-in to the future Super-Stops and Purple Line BRT.

Additionally, once the Blue Line BRT is operational, it will be in the interest of the riding public and the agency to provide level-boarding for BRT services at the Julia M. Carson Transit Center. Providing level-boarding at BRT platforms will increase accessibility for passengers with limited mobility and has the potential to reduce dwell times by reducing the frequency of need to deploy ramps or kneel the bus. This would finalize the design started under the initial Super-Stops design work.

Finally, it has been determined that potential utility conflicts in the Super-Stops project area warrants additional utility investigation through ground-penetrating radar and potholing. This will prevent any unwanted surprises during Super-Stops construction, which would result in additional delays and/or construction costs.

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

PROCUREMENT PROCESS:

The IPTC Board of Directors selected Shrewsberry as the organization's on-call vendor for Architecture & Engineering work for on-street facilities in April 2017. An on-call contract was subsequently agreed to by both parties. This task order would be issued from that on-call agreement.

IndyGo approached Shrewsberry to complete the planning, environmental, and design work for this project under their on-call contract. This would include design of lane improvements, signal improvements, curb ramp improvements, and platform design.

FUNDING:

Funding for these task orders would come from a combination of remaining funds from the Northeast Corridor (Green Line) Downtown Study-area funds (80%) and IndyGo capital revenues (20%).

DIVERSITY PARTICIPATION:

A DBE goal for the task was set at 13%. Shrewsberry is an INDOT certified DBE firm, and would be self-performing 64.5% of the work, with DLZ and Blood Hound completing the remaining 35.5%.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to budgetary approval with Shrewsberry for the task orders to carry out necessary design work for the Julia M. Carson Transit Center Level-Boarding, Delaware & Pearl Street Signal and Street Configuration Modifications, and Super-Stops Utility Investigations not to exceed \$222,372.56.

Justin Stuehrenberg
VP of Planning & Capital Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: **Construction Change Orders & Professional Service Amendments for Red Line Rapid Transit project**

BACKGROUND:

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

The Red Line Project was bid on November 15 of 2017. The final bid documents consisted of two bid packages – Package “A” included the site civil work, and Package “B” included the station canopy structures and related buildout. Package “A” included one bid alternate for additional red lane markings and package “B” included three bid alternates for station snow-melt systems and platform material upgrades. In December 2017, upon Board approval, IPTC executed a contract with Reith Riley Construction for Package A– Civil Construction for a total not-to-exceed amount of \$30,678,687.53 and another one with FA Wilhelm Construction for Package B – Stations Construction for a total not-to-exceed amount of \$15,311,450. All the 4 alternates were accepted and included in the respective contracts as well. The Contractual Completion date at that time was August 8th, 2019

Due to delays in federal funding availability and the relocations of utilities, The Package A portion of the project got delayed by 114 days. In the February board meeting, the IPTC Board of Directors approved a change order for Reith Riley Construction to accelerate the Package A portion of the project to meet a substantial completion date of July 31, 2019. Work is well underway based on this acceleration schedule with Reith Riley meeting or ahead of the established accelerated time frames for various items.

In a similar fashion, IPTC has been working with Package B Contractor as well to accelerate their portion of the work as well.

ACTION:

This board action includes the following construction change orders and professional service amendments. Funding for all costs outlined here would come from the project contingency budget. The overall project budget would not change.

1. Change Order -Package B- Stations (FA Wilhelm)

This change order is to cover the following 2 items

- Acceleration cost to accelerate Package B portion of the project to meet a substantial completion date of August 31, 2019. This plan includes new expenses for additional labor and supervisions, direct costs for additional materials and supplies, performance incentives for meeting the new schedule milestones, and resolution of previous time delay claims. Delays to date on the project total 65 days and 23 days are being granted (moving the completion date from August 8 to August 31, while the remainder is being recovered through acceleration. This acceleration includes:
 - \$214,233 that was issued as a directive in March to accelerate the plinths, steel structures, and wood decking.
 - \$477,764 to accelerate all remaining finish work, including electrical, handrails, paint, and topping slabs.
- Settlement of the original claim of delay in Notice to Proceed, totaling a Not to Exceed amount of \$209,124
- Cost & quantity adjustments as result of design modifications and field changes needed for the proper build out of stations for a **decreased** amount of \$87,845.00. This includes reducing the length of gap filler at each station, adding additional column grounding and upgrades to the station cameras.

The sum of these changes results in a total increased amount of \$813,276.00 for this change order. The new substantial completion date for Package B will be August 31st, 2019. These costs have been carried as allocated contingency in previous budget reports.

2. Change Order - Package A- Civil (Reith-Riley Construction) for

Some of the changes included in this change order are attributed to additional subsurface utility investigation work that Reith Riley has performed per IndyGo's request to proactively identify and resolve unforeseen underground utility conflicts in preparation for proceeding with the acceleration work. This change order also includes rectification of some quantity discrepancies with traffic signal related pay items, additional cost for bringing power to the stations and signals, and cost for additional patching that's needed due to deterioration of pavement post the bidding of the project. This Change Order is for an increased amount Not to Exceed \$1,629,020.68. No change to contract time is included in this change order.

These costs have been carried as potential change orders in previous budget reports and are not unexpected costs.

3. Change Order- Package A- Civil (Reith-Riley Construction) for Resurfacing Shelby St & Virginia Ave

The current scope of work for Shelby St. and Virginia Ave. only included resurfacing pavement at and adjacent to the new BRT stations. However, both streets have experienced deterioration since the plans were developed in 2017 because of utility work, storm sewer installation, and two additional years of winter weather. All of this has necessitated the need to resurface these two streets. It's estimated that resurfacing and restriping of both these streets would cost approximately \$950,000. The work under this change order will include 1.5" mill and resurface of the entire length of Shelby St. and Virginia Ave. within the Red Line limits and installing new pavement markings. This Change Order is for a not to exceed amount of \$950,000.00 for resurfacing Shelby St. and Virginia Ave. The actual costs will be determined once the quantities are finalized by the design team.

These costs have been carried as allocated contingency in previous budget reports and are not unexpected costs.

4. Contract Amendment for CDM Smith

In 2015, the IPTC Board of Directors selected CDM Smith to lead all design and NEPA work for the project. In 2017, their contract was amended to include Construction Support Services as well. These services include submittals review, responding to RFIs, design changes to avoid conflicts or to match new field conditions etc. The acceleration for both Red Line packages has necessitated the need for CDM Smith to provide one dedicated fulltime engineer and additional part time staff as necessary to provide faster review times and provide quicker resolutions on unforeseen conflicts when identified. This Amendment is for CDM Smith for a total not to exceed dollar amount of \$402,182.00, to continue this level Construction Support Services until construction is complete for both packages.

These costs have been carried as allocated contingency in previous budget reports and are not unexpected costs.

5. Contract Amendment for HNTB

In 2016, HNTB was selected as the Construction Manager to oversee Red Line Construction. The acceleration of both Red Line packages has necessitated the need for HNTB to bring in several additional construction inspectors than what was originally planned, so as to manage the numerous construction activities and crews all along the Red Line corridor. The acceleration has also resulted in extended working hours and weekend hours by the Contractors both of which has added significant number of additional hours to HNTB's construction management staff as well. This Amendment is for a total not to exceed dollar amount of \$1,193,616.57 for HNTB to continue the required level of effort needed to oversee the accelerated pace of construction for both packages A & B until construction is complete for both packages.

These costs have been carried as allocated contingency in previous budget reports and are not unexpected costs.

PROCUREMENT PROCESS: N/A

FUNDING:

Funding for all costs outlined here would come from the project contingency budget. The overall project budget would not change. The funding source for the project including all the Change Orders and Amendments is provided through a combination of funds, including an FTA Small Starts grant and local funding from the Indianapolis Department of Metropolitan Development, the Indianapolis Department of Public Works, and the IndyGo Capital Cumulative fund.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute the following Change orders and Supplements for the Red Line project

1. Change Order to the contract with FA Wilhelm in the increased amount not-to-exceed \$813,276.00 to meet an August 31st substantial completion and resolve previous delay claims.

2. A Change Order to Reith-Riley Construction Co for the total amount not-to-exceed \$1,629,020.68 to cover various exploratory work and quantity reconciliations with no change to contract time.
3. A Change Order to Reith-Riley Construction Co for a total amount not-to-exceed \$950,000 to resurface Shelby St and Virginia Ave with no change to contract time.
4. A Supplement to CDM Smith for total amount not-to-exceed \$402,182.00 to execute construction design services for the accelerated schedule.
5. A Supplement to HNTB for total amount not-to-exceed \$1,193,616.57 to execute construction management services for the accelerated schedule.

Justin Stuehrenberg,
VP of Planning & Capital projects

TO: Board of Directors
FROM: Marcus Burnside, Interim Vice President of Information Technology / CIO

SUBJECT: CONSIDERATION AND APPROVAL OF CONTRACT FOR COPIER/PRINTER LEASE

BACKGROUND:

IndyGo intends to make a single contract award for the lease, maintenance and support of multi-functional printer (MFP) devices. The contractor will oversee the day-to-day maintenance and repair of all IndyGo MFP devices designated at IndyGo Headquarters, Downtown Transit Center, as well as any equipment that may be added due to growth, up to 10% additional over the course of the contract term or provide new equipment to be supported through this agreement. This project was originally initiated August 2018 – October 2018; however, it was withdrawn due to changes in scope (detailed below) and the departure of the Project Manager assigned to this project. As a result, we were able to reassess IndyGo's printing needs, and change scope criteria in the process.

PROJECT SCOPE (REVISED):

- Twelve (12) copiers/MFPs, one (1) plotter printer
- Reduction of leasing term from 5 years to 3 years (diminishing return towards the end of year 3)
- Removal of personal printers from lease (reclassified due to negative return on investment)
- No Pre-Bid
- Site visit added as component to evaluation criteria
- Devices on the market for at least one (1) year and not discontinued during term of the lease
- Delivery Date of Equipment (May 23rd)
- Safety/OSHA language for toner chemical inventory (new to RFP process)
- XBE Evaluation Criteria (new to RFP process)
- Product Demonstration Criteria
- IndyGo logo printed on required response

EVALUATION CRITERIA:

Evaluation Area	Weight
Project Cost	30
The Ability to Meet Stated Requirements	30
Service Level Greater Than 98%	25
Product Demonstration	20
Past References	10
Minority Participation	5

FUNDING SOURCE: Local Funds (100%)

RESPONSIVE AND RESPONSIBLE VENDORS:

Costs includes lease, B&W and Color printing, and supplies:

- Braden - \$161,226.00
- Ricoh - \$187,299.36
- Sharp - \$165,631.86
- Toshiba - \$160,393.68

EVALUTATION RESULT:

As this is a highly important opportunity for IPTC, it is imperative to find the best solution. IPTC was seeking a vendor that could provide the most efficient overall solution for the best value. From these findings, the Evaluation Committee felt that, overall, Sharp Business Systems proposed a more economical and highly attentive proposal for RFP 19-01-308 Copier Lease & Services. The key elements for this selection are:

- Sharp Business Systems had most responsive to RFP requirements in writing as well as the demo
- Offered the best product with the most inclusive package for the best business value
- Presented the best product with requirements that exceeded expectations and within price range
- Exceptional feel and touch of the devices including great images
- Exhibited significant minority presence

XBE/DIVERSITY REQUIREMENT:

As this procurement 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 (OMWBD) by achieving to meet at minimum one of the four fixed goals. These goals consist of 15% MBE, 8% WBE, 3% VBE, and 1% DOBE.

This was the first procurement where IPTC utilized a point system for evaluating minority participation. The points awarded in this category were given to vendors who exceeded one of the four goals listed above. One point was given for each additional percentage committed. For example: A vendor that is certified as a WBE must have a minimum commitment made to them of 8%, but if they were committed to 10%, the vendor proposing would receive two points in the minority participation category.

Of the vendors, who were deemed responsive and responsible, two businesses exceeded the minimum requirements. These proposals were awarded additional points in the scoring phase.

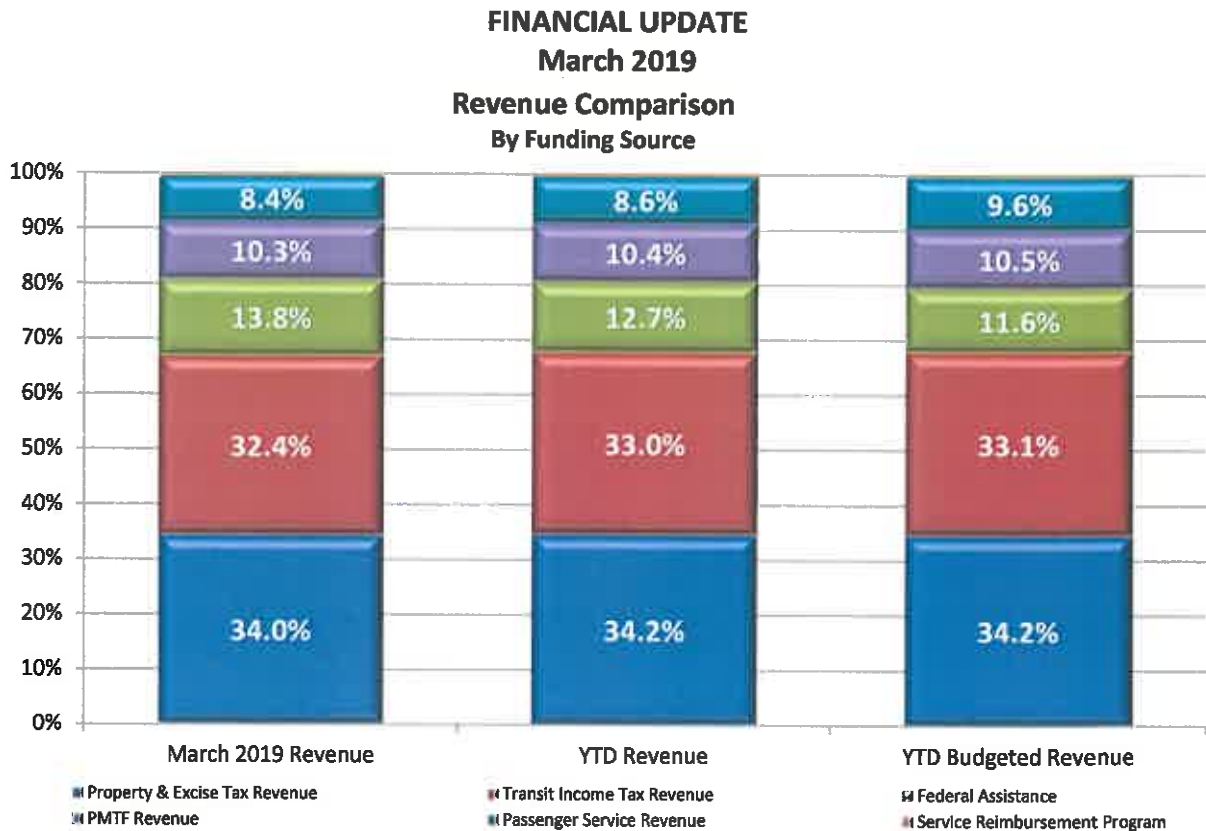
RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with Sharp Business Systems for a three (3) year contract to provide copier lease services as outlined in RFP#19-01-308 for an amount not to exceed \$165,631.86.

Marcus Burnside
Interim Vice President of Information Technology / CIO

To: Chair and Board of Directors

From: Nancy Manley - Controller



FTA Assistance

FTA assistance was over budget by 21.8% for March. Mainly two of the categories were over the projections for the month. The reimbursement of eligible expenses for preventive maintenance were slightly higher than projected in March. IPTC has realized higher eligible Para Transit expenses since the start of 2019.

Other Operating Income

Revenue received for other operating income was under budget by 7.7%. This is up from February which was under projections by 13%. We received less revenue from recycling than projected for the month.

Passenger Service Revenue

Passenger service revenue was under budget for the month of March by 10.0%. This has improved over February which was 20.0% below. All categories of Passenger Service Revenue were slightly under budget:

- Fixed Route Farebox under 12.3%
- Fixed Route Pass & Tickets under 1.5%
- Open Door Farebox under 40.6%
 - Again, more taxis vouchers being used.
- Open Door Pass & Tickets under 20.1%

Property and Income Tax Revenue

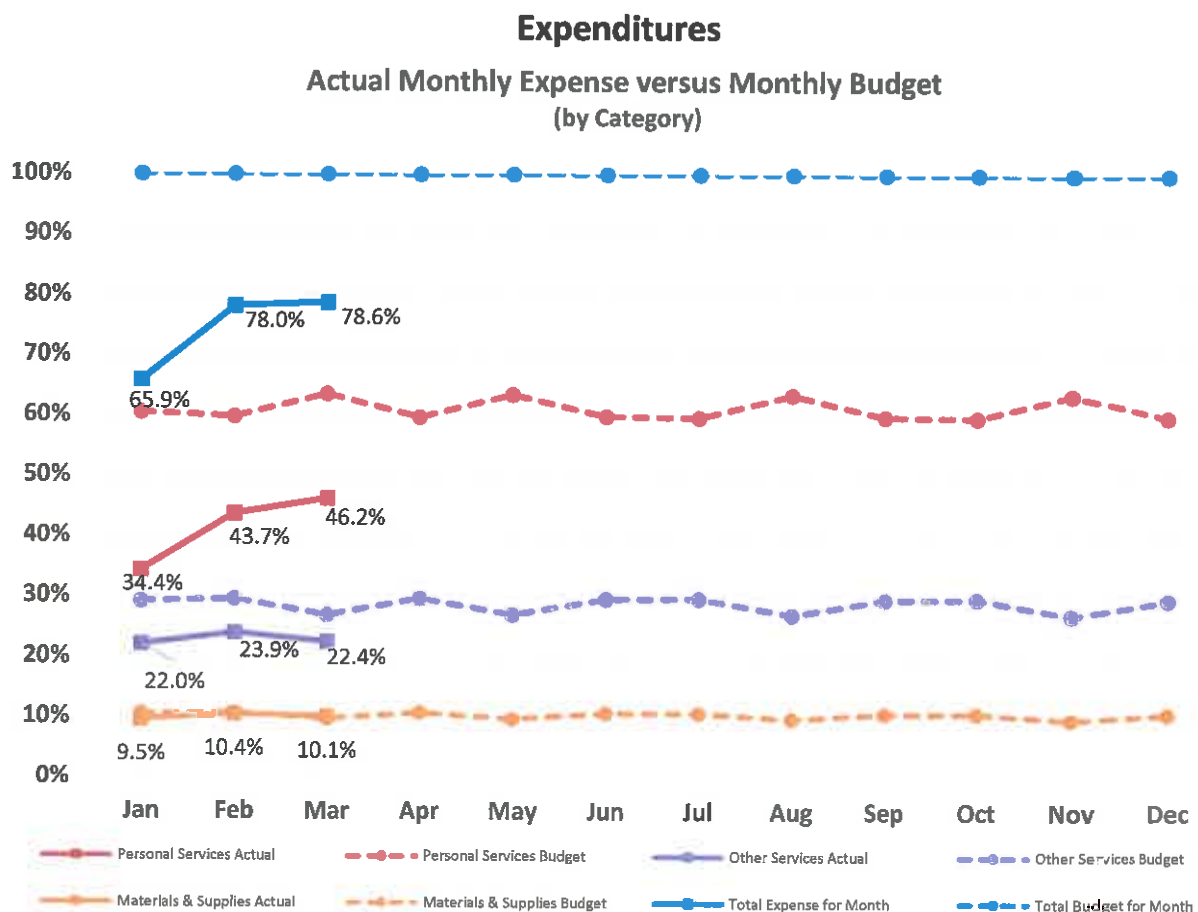
Income tax revenue was slightly higher than budget, coming in at just under 1%. The first Spring Tax Advance of property tax is scheduled to be received in April. The Marion County Treasurer processed an additional LOIT distribution in the amount of \$42K as a correction to their previous distributions in February.

Service Reimbursement Program

The revenue received for service reimbursement was 6.8% over projections for the month. This category is directly related to the Taxis Voucher Program. A larger number of Taxis Vouchers were issued which are partially reimbursable by Federal Funds.

Total Revenue

For the month of March 2019, the total revenue recognized was slightly over projections. 2%



Personal Services

Overall, Personal services came in 22.4% under budget in March. This is mainly attributable to fringe benefit expenses which were less than expected due to IPTC changing to a partial self-insured plan. The monthly claims have been slightly moving upward in amount.

Other services and Charges

Collectively, this category was under budget by 19.3% for the month. Purchased Transportation was 7% under budget in March. This is relative to the reduction of Para Transit bills due to liquidated damage being assessed monthly. This was slightly offset by higher purchases of Taxis Vouchers.

Advertising costs were less in March coming in below budget by 81% but was offset by higher printing costs. Security costs for March came in under budget by 34%. Total Utilities costs were 45% under budget because of less heating costs.

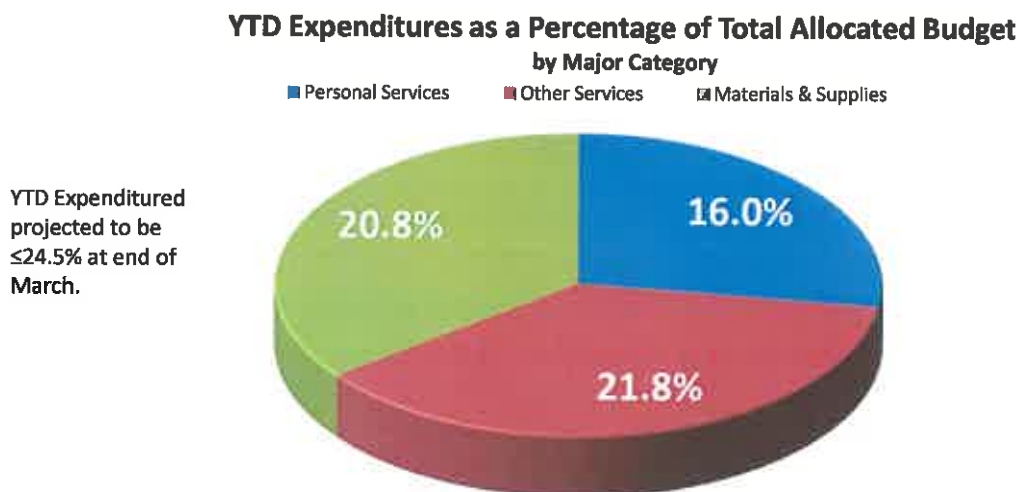
Materials and Supplies

Materials and supplies category came in 21% under budget in March. However, two-line items in this category were over budget for the month. Fuel & Lubricants were 30% below budget for the month of March. Maintenance Materials were under budget by 10% due to less expense in Stock Equipment.

Tubes and tires are also over budget projections for the month by 20.0% 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 21.0% under budget projection in March.



Nancy E. Manley
Vice President/CFO/Controller



Indianapolis Public Transportation Corporation
Budget to Actuals (Comparative Statement) - Operations
For the Three Months Ending Sunday, March 31, 2019

	Current Month				YTD			
	Actual		Budget		Actual		Budget	
			Variance	%			Variance	%
Operating Revenue								
Federal Assistance	1,227,597	1,007,675	219,922	21.8%	3,337,156	3,023,025	314,131	10.4%
Other Operating Income	64,274	69,636	(5,362)	-7.7%	185,536	208,908	(23,372)	-11.2%
Passenger Service Revenue	746,820	833,338	(86,518)	-10.4%	2,246,367	2,500,006	(253,639)	-10.1%
PMTF Revenue	913,050	913,050	0	0.0%	2,739,150	2,739,150	0	0.0%
Property Tax Revenue	3,023,273	2,980,669	42,604	1.4%	8,984,611	8,942,007	42,604	0.5%
Local Transit Tax Revenue	2,883,178	2,883,178	0	0.0%	8,649,534	8,649,534	0	0.0%
Service Reimbursement Program	35,624	33,352	2,272	6.8%	106,622	100,056	6,566	6.6%
Total Operating Revenues	8,893,815	8,720,898	172,917	2.0%	26,248,976	26,162,686	86,290	0.3%
Operating Expenses								
Personal Services								
Fringe Benefits	952,917	1,397,044	444,127	31.8%	2,354,716	4,524,589	2,169,873	48.0%
Overtime	220,091	246,180	26,089	10.6%	791,557	738,620	(52,937)	-7.2%
Salary	2,592,655	3,211,735	619,080	19.3%	7,332,237	10,443,543	3,111,306	29.8%
Total Wages and Benefits	3,765,663	4,854,959	1,089,296	22.4%	10,478,509	15,706,752	5,228,243	33.3%
Other Services & Charges								
Claims	184,957	229,201	44,244	19.3%	513,628	687,619	173,991	25.3%
Miscellaneous Expenses	51,185	87,295	36,110	41.4%	98,572	261,923	163,351	62.4%
Purchased Transportation	887,252	954,114	66,862	7.0%	2,787,793	2,862,340	74,547	2.6%
Services	639,061	873,660	234,599	26.9%	2,263,347	2,621,268	357,921	13.7%
Utilities	65,189	120,826	55,637	46.0%	164,298	362,494	198,196	54.7%
Total Other Services & Charges	1,827,643	2,265,096	437,453	19.3%	5,827,638	6,795,644	968,006	14.2%
Materials & Supplies								
Fuel & Lubricants	318,414	455,293	136,879	30.1%	948,212	1,365,967	417,755	30.6%
Maintenance Materials	391,164	433,742	42,578	9.8%	1,246,356	1,301,296	54,940	4.2%
Other Materials & Supplies	45,158	92,213	47,055	51.0%	209,201	276,729	67,528	24.4%
Tires & Tubes	65,360	54,163	(11,197)	-20.7%	188,049	162,497	(25,552)	-15.7%
Total Materials & Supplies	820,096	1,035,411	215,315	20.8%	2,591,817	3,106,489	514,672	16.6%
Total Operating Expenses	6,413,402	8,155,466	1,742,064	21.4%	18,897,964	25,608,885	6,710,921	26.2%
OPERATING INCOME/(LOSS)	2,480,414	565,432			7,351,012	553,801		
GAIN/LOSS ON ASSET DISPOSAL					556,355			

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

IPTC Paratransit Service Update

April 25, 2019

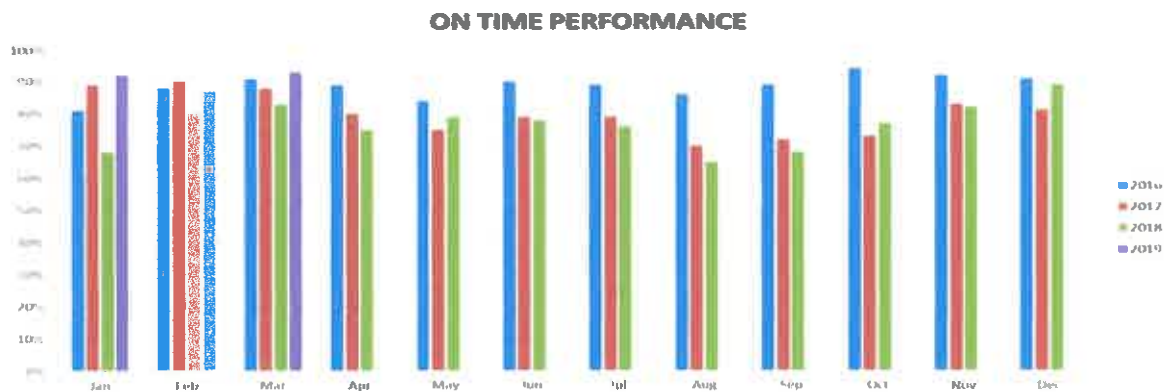
Service Performance:

Since our last written update to you, we would like to share the following update on performance of our paratransit contractor:

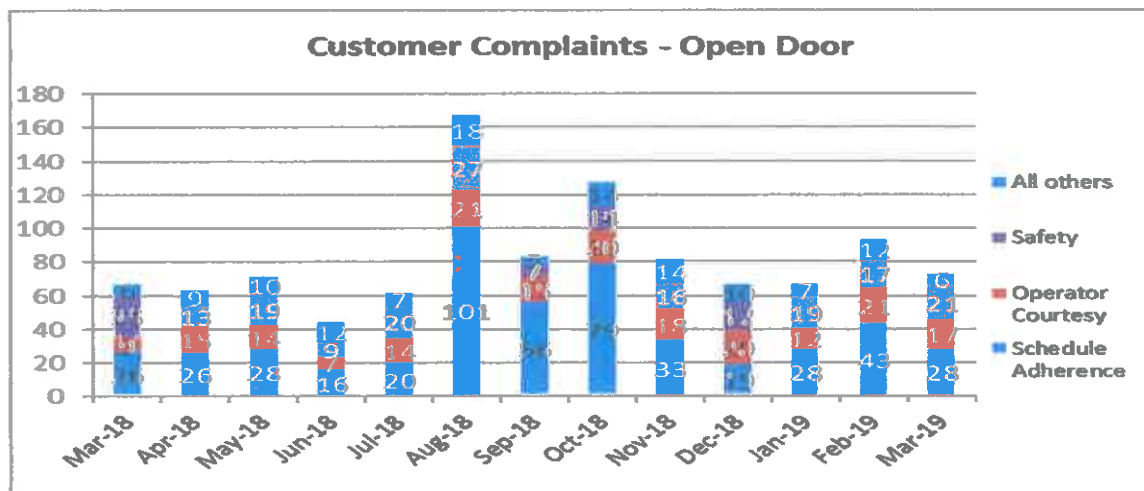
Transdev Services concluded the month of March with an average on time performance (OTP) of 93%. This represents a 6% increase over the previous month of February and a 10% increase over the same period last year. To date, through the first 18 days of April, TransDev's average OTP stands at 89%.

As a result of better performance, one hundred (100) coach operators received certificates (out of 119 drivers) for achieving 90% or better OTP for the month of March.

October 2018	November 2018	December 2018	January 2019	February 2019	March 2019
77%	83%	89%	92%	87%	93%



March customer comments are down 21 (22.5%) from the 93 comments in February to 79.



Monitoring and Compliance:

IPTC continues to perform daily monitoring of contractor performance. This includes, end of the day debriefs ("hot wash meetings"), and daily monitoring of dispatch operations and bi-hourly OTP by IPTC staff. Monthly, in-person meetings with Transdev Corporate support continues.

Because of areas of underperformance, IPTC collects liquidated damages (LD's) which are held from Transdev's invoice payments. LD's are withheld for many performance measures and incentives are also a portion of the key performance indicators. For example, IPTC assesses liquidated damages when the contractor does not meet a minimum 90% OTP. Additionally, the contractor receives an incentive for achieving OTP at 96% and above. To date, IPTC has assessed and/or collected a total of \$1,401,407.18.

Summary of Liquidated Damages and Payment Withholding (thru March 2019)

DATE	CATEGORY OF DAMAGE ASSESSED	AMOUNT
Jul-18	Liquidated Damages	\$ 39,600.00
Aug-18	Liquidated Damages	\$ 78,200.00
Sep-18	Liquidated Damages	\$ 57,350.00
Oct-18	Liquidated Damages	\$ 42,050.00
Oct-18	Payment Withholding	\$ 960,307.18
Nov-18	Liquidated Damages	\$ 97,450.00
Dec-18	Liquidated Damages	\$ 23,050.00
Jan-19	Liquidated Damages	\$ 15,600.00
Feb-19	Liquidated Damages	\$ 53,250.00
Mar-19	Liquidated Damages	\$ 34,550.00
TOTAL		\$ 1,401,407.18

Note, the October 2018 invoice payment \$960K (less LD's) continues to be held, pending continued service performance evaluation (to include service improvements, continuity, and goal attainment).

IPTC Continuing Efforts:

Toward the end of April, the RFP for paratransit assessments will be released. IPTC staff will seek board approval at the June board meeting. The scope of work seeks the support of the contractor to assist in effective ways to manage demand as well as ensuring that riders who need paratransit are being served through the implementation of conditional eligibility and an effective travel training program. The current contract expires in August 2019.

The Director of Open Door, Paula Haskin, along with other IPTC and Transdev staff attended the Route Match Users conference. Although IPTC's paratransit currently uses Trapeze Pass software, they have looked at the practicality of other software systems, researched software systems used by other transit agencies, and determined that the functionality as well as the cost savings of the Route Match system may be beneficial to IndyGo's Open Door service. After many discussions with internal staff, other users

of the system, and networking events, staff decided to move forward with the implementation of the Route Match software. A kickoff meeting will be held in May 2019. The implementation of the system will take approximately six months.

Paratransit Operational Analysis (COA)

The board of directors approved the recommendation for KFH to perform the requirements of the paratransit operational analysis. Ryan Wilhite succeeded John Marron as the project manager and is in contract negotiations with KFH regarding the scope. As you may recall, the objective of the COA is to have the assistance of a professional company to evaluate and assess current paratransit service, identify challenges and opportunities in providing paratransit services, and make recommendations to improve the services.

Paratransitupdate/ph-04192019

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

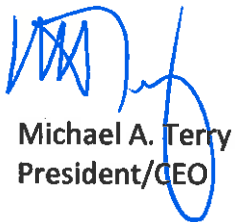
CONSIDERATION OF CEO REPORT

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 MARCH 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

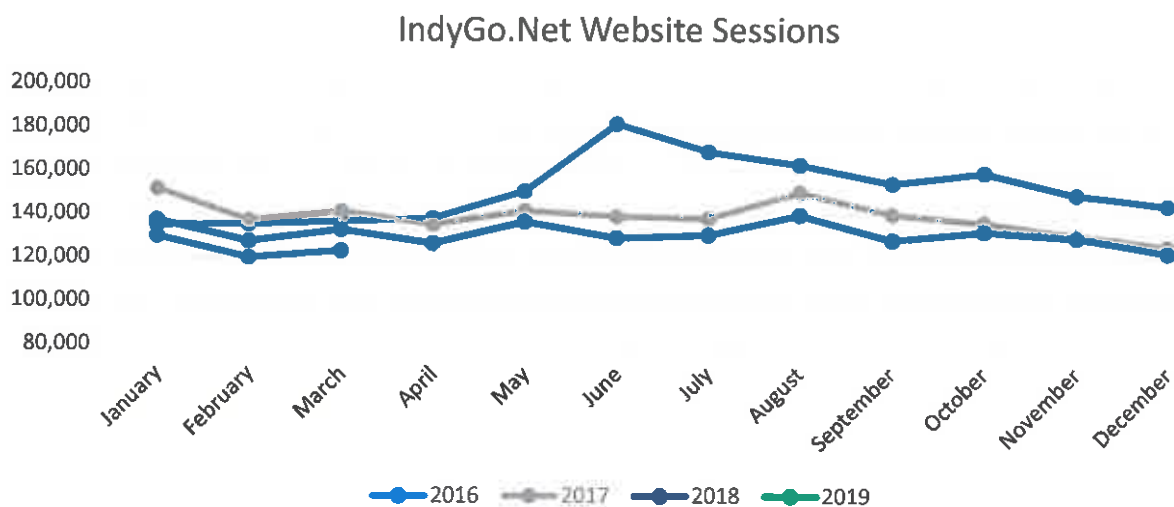
Betsy Sattler, Graphic Specialist

Brandon Evans, Digital Strategy and Community Engagement

Jordan Patterson, External Communications

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

Page Views	286,131
New /Returning Visitors	29,592/18,897
Total Sessions	123,305



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%
March	84.54%	13.71%	1.75%	61.03%	38.97%

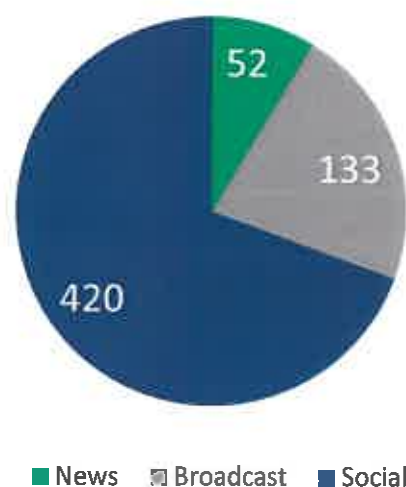
MARCH NEWS RECAP:

- “IndyGo’s new electric buses can’t go the distance” IBJ
- “How the Red Line is expected to affect home values along the route” IndyStar
- “Ford Motor Co., city of Indianapolis roll out community mobility challenge” IBJ, WTHR
- “Call 6: Red Line bus charge range falling short” RTV6
- “Red Line Construction Expected to End This Summer” WFYI
- “RTV6 rides future red line route” RTV6
- “Red Line construction gives Fountain Square motorists the runaround” WTHR
- “Changes to current bus system you can expect once rapid transit comes to Indianapolis” RTV6
- “Midtown’s Latest Transit-Oriented Developments” Indy Midtown Magazine
- “Traffic Alert: Red Line construction on Virginia Ave. Tuesday” RTV6
- “Misti El Shabazz: A Day in the Life of a “Professional Coach Operator”” WIBC
- “More Traffic Changes As Red Line Construction Presses On” WIBC
- “Red Line construction begins on College Avenue” WTHR
- “Red Line updates: The latest street closures and construction sites” IndyStar
- “IndyGo Red Line accessibility concerns” RTV6
- “You’re driving by a Red Line bus and you see emergency lights. Here’s what you should do.” IndyStar
- “CALL 6: IndyGo Red Line electric bus testing results may have been flawed” RTV6
- “Red Line Protest: Take Out the Dedicated Bus Lanes” WIBC
- “North side residents rally for changes to IndyGo’s Red Line” WTHR
- “Supporters of IndyGo Red Line gather at north side pub” WTHR
- “More traffic pattern changes coming to College Avenue as Red Line crews move to new section” Fox 59, CBS 4
- “A push to change IndyGo Red Line plans over safety concerns” RTV6
- “Ransom Place residents feeling effects of IndyGo’s transformation” Indianapolis Recorder Newspaper
- “CALL 6: Internal documents reveal issues with IndyGo Red Line buses” RTV6
- “IndyGo releases Red Line public safety plan” FOX59, CBS4
- “IndyGo Red Line construction back on track” RTV6

Topics Include: Mentions in early March include information on IndyGo’s safety plan for the Red Line and coverage of rallies of supporters and opposers of the Red Line Rapid Transit Project. Mid-March mentions focused on Red Line construction impacts, information about IndyGo’s system expansion, and highlighted an IndyGo Professional Coach Operator on National Driver Appreciation Day. Mentions in late March were dominated with stories of short comings with the battery range of IndyGo’s new electric buses as well as information about IndyGo’s participation in the Ford Motor Co.’s community mobility challenge.

MARCH NEWS RECAP CONTINUED:

Share of Voice by Volume



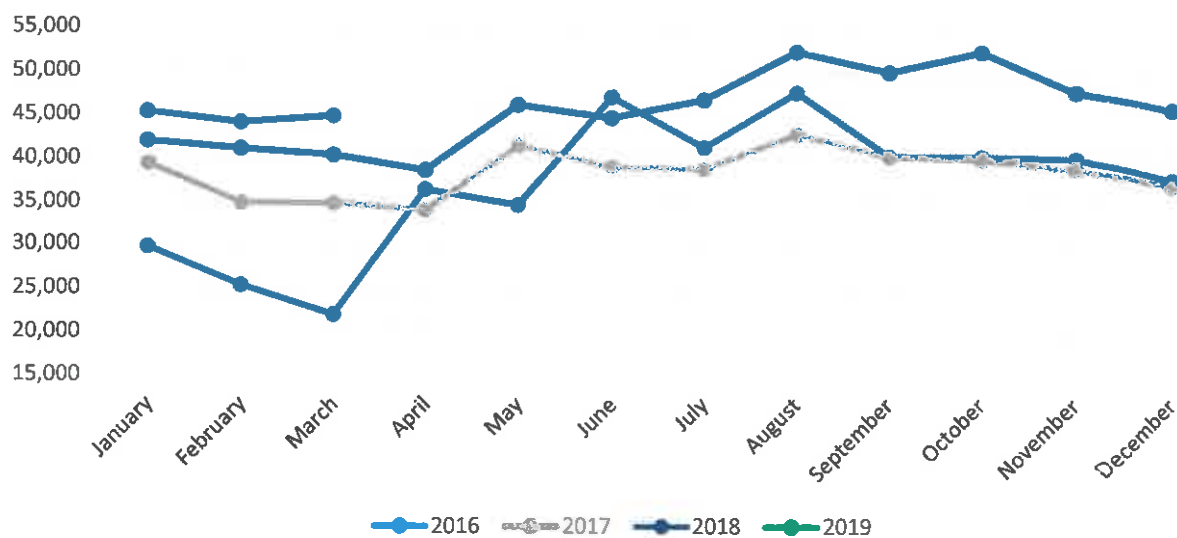
MARCH CALL CENTER REPORT:

44,808 total calls

1.08% calls abandoned in queue

70.66% Interactive Voice Response (IVR) calls

Call Center Total Calls

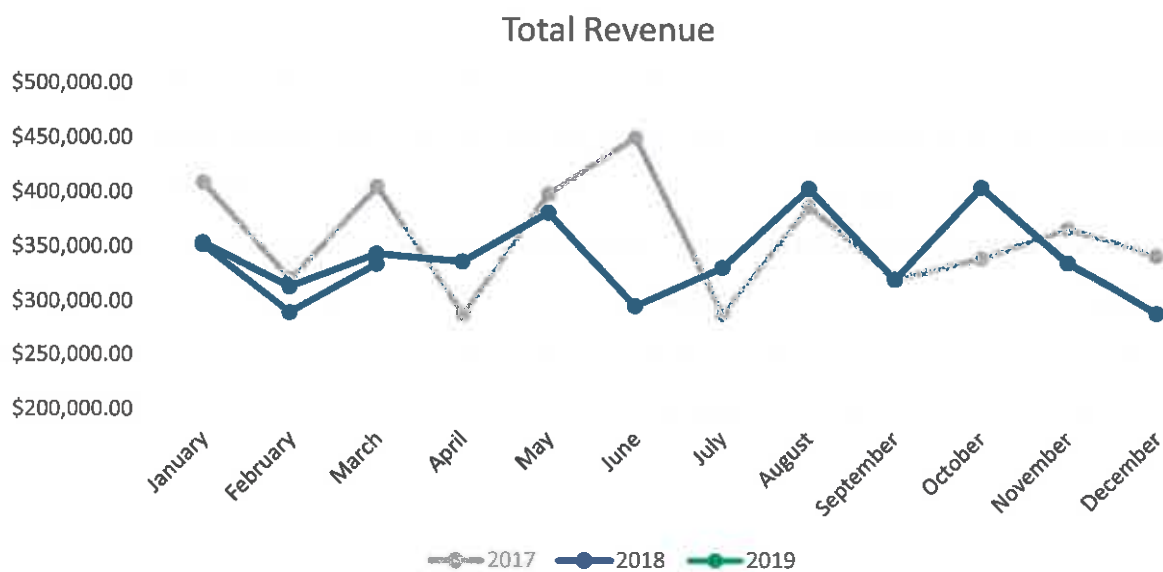


CUSTOMER COMMENTS: 493

2019 FARE CHANGE	1	OTHER	10
ADA	0	PASSY BY	65
BLUE LINE	0	PURPLE LINE	1
BUS STOP	3	REAL TIME ARRIVALS	5
CIVIL	0	RED LINE	41
COMPLIMENT	31	REQUEST	20
COURTESY	70	ROUTE	6
CUSTOMER SERVICE CENTER	1	ROUTE DETOUR	1
DENIAL	7	RULES	10
DISCRIMINATION – TITLE VI	1	SAFETY	78
EXPRESS-COMMUTER SERVICE	0	SCHEDULE ADHERENCE	89
FACILITY MAINTENANCE	11	SECURITY	6
FARES	7	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	5
MCTP	0	VEHICLE MAINTENANCE	17
MARKETING	2	WRONG INFORMATION	5

MARCH PASS SALES REPORT:

Total Quantity of Passes: 41,092





Additional Revenue and Pass Information for this Month:

Retail & Online Purchases: \$216,485.00

Cash: \$60,161.64

Checks: \$8,808.60

Credit Cards: \$147,514.76

Veteran IDs Sold: 94

Total Veteran IDs Sold: 2,951

Veteran Ridership: 54,333

PPHS Ridership: 3,406

Shortridge Ridership: 2,532

Arsenal Tech Ridership: 89

OUTREACH SUMMARY FOR MARCH:

Outreach in March included stakeholder meetings, community meetings, casual 'Transit Talks' and Transit Ambassador shifts. Engagement with stakeholders involved Corridor Advisory Committee meetings for the Blue & Purple BRT lines. These efforts were complemented by continuous correspondence with businesses and residents along the Red Line Corridor. Transit Ambassadors assisted with shifts at the Transit Center and Bonner Center with information about the Marion County Transit Plan and related projects. In addition to external outreach, internal tabling provided IndyGo employees an opportunity to learn about the execution of IndyGo's Strategic Plan.

MARCH OUTREACH EVENTS:

3/5/2019	Transit Ambassador Outreach: Transit Center
3/7/2019	Community Meeting: Highland Vicinity Neighborhood Association
3/8/2019	Transit Talk: Garfield Park Brewery
3/8/2019	Special Presentation: IHA Coordination Committee
3/11/2019	Transit Talk: Upland Brewery
3/11/2019	Stakeholder Email: Resident at 55th and College
3/12/2019	Community Meeting: Cole/Noble Business/Neighborhood Meeting
3/12/2019	Transit Ambassador Outreach: Transit Center
3/12/2019	Transit Ambassador Outreach: Transit Center
3/12/2019	Stakeholder Meeting: Marti Ebert, Athletico, Broad Ripple
3/12/2019	stakeholder Meeting: Kelli Mirgeaux, Fountain Square Merchants Association
3/14/2019	Stakeholder Meeting: Councillor Robinson, Trustee Johnson, Pike Judge
3/15/2019	Stakeholder Meeting: Fountain Square Merchants
3/18/2019	Transit Ambassador Outreach: Boner Center
3/18/2019	Stakeholder Meeting: Tom Graham, Keystone (Broad Ripple Garage)
3/18/2019	Stakeholder Meeting: Optimist Club
3/18/2019	Stakeholder Email: Patrick Malone, Property Manager for Meridian St Apartmentss
3/18/2019	Stakeholder Meeting: Sue Bays, GM for Aristocrat
3/19/2019	Community Meeting: Wantson Park Neighborhood Association
3/19/2019	Internal Tabling: Strategic Planning
3/19/2019	Internal Tabling: Strategic Planning
3/19/2019	Transit Ambassador Outreach: Transit Center
3/19/2019	Transit Ambassador Outreach: Transit Center
3/19/2019	Stakeholder Meeting: Beth Singer, business owner on College
3/19/2019	Stakeholder Meeting: 54 & College
3/19/2019	Stakeholder Meeting: Kevin Matalucci, Twenty Tap, 54th and College
3/19/2019	Stakeholder Email: Christi Keeven, Mozzo Apt, Virginia and Merrill
3/19/2019	Stakeholder Email: Zachary Davis, Fountain Square Merchants Association
3/19/2019	Stakeholder Email: Tony Felts, Anthem, Virginia Ave

3/20/2019	Stakeholder Email: Zachary Davis, Fountain Square Merchants Association
3/20/2019	Stakeholder Call: Wendy, Fresh Market
3/21/2019	Transit Talks: Avondale Meadows YMCA
3/21/2019	Stakeholder Call: Michael
3/22/2019	Community Meeting: Blue Line
3/22/2019	Stakeholder Email: Eric Rowland, Rowland Design
3/23/2019	Stakeholder Call: Resident at 44th & College
3/24/2019	Stakeholder Email: Eric Rowland, Rowland Design
3/24/2019	Stakeholder Email: Dustin
3/25/2019	Stakeholder Email: Kathryn
3/25/2019	Stakeholder Call: Sharon Caskey
3/25/2019	Stakeholder Call: Kathleen Kindred
3/25/2019	Stakeholder Call: Katherin Keegan
3/25/2019	Stakeholder Call: Sue Loudermilk
3/26/2019	Stakeholder Email: Davis
3/26/2019	Stakeholder Email: Zesco, Capitol & Walnut
3/27/2019	Stakeholder Email: Virginia Ave.
3/28/2019	Community Meeting: Southeast Neighborhood Congress
3/28/2019	Stakeholder Meeting: Blue Line CAC Meeting
3/29/2019	Stakeholder Meeting: Purple Line CAC Meeting

PLANNING AND CAPITAL PROJECTS REPORT

4/25/19

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 the bid for over 190 local bus stop improvements for the MCTP to be built by Fall 2019. Work on improving access to the transit-system, where needed, will be an ongoing annual project that will eventually address each individual bus stop in terms of ADA accessibility and need for amenities. This is the first year IndyGo has utilized a dedicated fund to improve pedestrian access to the transit system. In the past IndyGo has relied solely on the DPW and on private developers to make infrastructural improvements to bus stops. Moving forward, IndyGo will continue to take advantage of potential opportunities for collaboration while also making targeted improvements to bus stops. The prioritization list for the next round of local bus stop improvements is underway.

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. Full installation of fare validator devices on IndyGo's existing bus fleet has begun and will be completed by June 1st. A pilot phase of the MyKey fare system on IndyGo's fixed route buses 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 continuing to gather information pertaining the Operations document. BRT and new routing training started on April 1, 2019. BRT operations, new routing, and practicing docking at a mock station were covered. Each operator was given time to drive the BYD bus to familiarize themselves with the new bus. Also, each Operator was able to practice docking several times to simulate four separate types of docking after making turns.

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. Shrewsberry completed traffic counts on March 19th. 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. Construction has started on a TSP integration test corridor along Washington Street between IndyGo and Victory Field. The first components were installed on the test corridor traffic signals by DPW on March 29th, with the remainder of the equipment scheduled to be installed the week of April 29th. 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 31 traffic signal controllers have started to be configured for the Red Line, with the remaining 45 controllers still to be delivered by the contractor. Pending coordination for electrical service connections with Indianapolis Power & Light and some final plan revisions, the first traffic signals are anticipated to be completed in April.

In anticipation of the new local routes scheduled to roll out in 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		
Mar-18	Mar-19	% Change	Fixed Route Ridership	2018	2019	% Change
15,592	15,357	-1.5%	2 E. 34th St.	44,914	45,455	1.2%
24,908	31,755	27.5%	3 Michigan St.	72,078	92,541	28.4%
12,911	11,652	-9.8%	4 Fort Harrison	37,327	34,748	-6.9%
13,911	16,341	17.5%	5 E. 25th	42,868	48,397	12.9%
13,915	11,353	-18.4%	6 N. Harding	37,883	34,163	-9.8%
125,121	131,218	4.9%	8 Washington St.	339,848	372,192	9.5%
91,326	86,262	-5.5%	10 10th St.	257,867	246,798	-4.3%
4,591	3,554	-22.6%	11 E. 16th St.	11,341	9,798	-13.6%
4,279	3,624	-15.3%	12 Minnesota	13,525	12,705	-6.1%
3,286	2,891	-12.0%	13 Raymond	9,735	8,390	-13.8%
8,988	8,827	-1.8%	14 Prospect	26,314	24,639	-6.4%
16,885	15,769	-6.6%	15 Riverside	48,239	46,131	-4.4%
11,102	10,277	-7.4%	16 Beech Grove	31,336	29,395	-6.2%
21,011	19,576	-6.8%	17 College	58,944	56,194	-4.7%
11,754	10,636	-9.5%	18 Nora	32,747	31,677	-3.3%
34,290	33,324	-2.8%	19 Castleton	98,104	95,809	-2.3%
14,337	12,764	-11.0%	21 East 21st St.	40,514	37,297	-7.9%
10,113	9,278	-8.3%	22 Shelby	28,756	25,291	-12.0%
11,263	9,986	-11.3%	24 Mars Hill	31,990	30,347	-5.1%
14,224	11,631	-18.2%	25 W. 16th St.	40,431	35,445	-12.3%
13,468	13,209	-1.9%	26 Keystone	38,715	37,162	-4.0%
12,942	12,939	0.0%	28 St. Vincent	37,746	37,058	-1.8%
7,475	7,423	-0.7%	30 30th St.	20,862	21,693	4.0%
22,803	23,392	2.6%	31 Greenwood	63,894	67,719	6.0%
23,380	24,958	6.7%	34 Michigan Rd.	68,643	72,635	5.8%
37,003	33,252	-10.1%	37 Park 100	103,730	100,133	-3.5%
28,594	26,269	-8.1%	38 Lafayette Square	80,975	73,413	-9.3%
97,709	94,314	-3.5%	39 E. 38th St.	268,594	273,087	1.7%
2,907	3,701	27.3%	55 English	10,099	11,025	9.2%
9,309	8,110	-12.9%	86 86th Street Crosstown	26,876	23,763	-11.6%
12,017	11,461	-4.6%	87 Eastside Circulator	32,318	31,319	-3.1%
147	62		Others	1,800	173	
731,561	715,165	-2.2%	Total	2,059,013	2,066,592	0.4%

Mar-18	Mar-19	% Change	Flexible and Contracted Services	2018	2019	% Change
27,407	28,117	2.6%	Open Door Riders on Fixed Route	74,784	79,066	5.7%
26,538	24,571	-7.4%	Open Door	74,952	71,360	-4.8%
920	2,600	182.6%	Open Door Taxi Vouchers	2,339	7,550	222.8%
17,099	11,406	-33.3%	31 Day S-Pass	55,266	35,753	-35.3%

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. The first batch of offers is expected to go out at the end of April.

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 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. In order to advance this effort, IndyGo anticipates requesting the board to execute a task order that would enable WSP, IndyGo's design consultant, to assist in the development of joint development documents, submittals, and strategies; at present, it is anticipated that this task order would be presented at the June board meeting.

IndyGo submitted a draft methodology for the NEPA process on March 6, 2019; a draft Area of Potential Effect (APE) has also been developed and shared with FTA. IndyGo and its environmental consultant team held a preliminary meeting with FTA to discuss the NEPA methodology on April 9, 2019. A considerable portion of the conversation detailed strategies to handle joint development opportunities within the NEPA process.

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 Shrewsberry 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 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 have been addressed in the Assessment of Effects Report, which was turned in to the SHPO on March 28, 2019.

IndyGo, through Shrewsberry and Metric, has been in contact with the Indianapolis Historic Preservation Commission to obtain a Certificate of Appropriateness as part of the Documented Categorical Exclusion. The hearing for a Certificate of Appropriateness is scheduled for June 5th at 5:30 PM at the Indianapolis City-County Building.

IndyGo will need to seek a number of code changes due to parking and one-way street conversion to two-way streets as part of the project; the summary and language for these ordinance changes are currently in development.

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 187 surveys have been completed. IndyGo is currently reviewing responses to inform its activities.

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 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 better accommodate transit-oriented and transit-supportive developments.

IndyGo continues to work alongside DMD and the MPO to develop this project and move it forward. A solicitation for planning and zoning services (RFP# 19-02-313) was released on March 18, 2019 and included an 11% DBE goal, which is equal to \$44,000 of the total project budget of \$400,000 (\$320,000 in FTA grant assistance, \$40,000 in IndyGo operating expenses, and \$40,000 in TIF assistance from the City of Indianapolis, Department of Metropolitan Development). A pre-proposal meeting was held on March 26, 2019. There were several parties in attendance; both in-person and via conference call. On April 3, the Metropolitan Development Commission approved a resolution authorizing DMD to enter a memorandum of understanding with IndyGo and to allocate TIF funds for DMDs (financial) contribution to the project.

IndyGo received and responded to a handful of written questions the week of April 1; the deadline for responses is April 17 (after the drafting of this report). The selection committee will be comprised of staff from IndyGo, DMD and the MPO. IndyGo staff anticipate bringing this project to the board at its May 23 meeting.

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 analysis found no disparate impact or disproportionate burden. The results of this analysis are being presented to the board for consideration at the April meeting.
- **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. As of the drafting of this report, IndyGo staff are working with the selected vendor, KFH Group, to finalize the contract and commence project-related activities.
- **Sponsored Rides:** Building off the pilot programs that exist with Purdue Polytechnic High School and Shortridge High School, the Strategic Planning team is working collaboratively with the Public Affairs division to further develop IndyGo's "Fare Free" Sponsored Rides program where students, employees, and/or clients of partner organizations can ride free of charge.

The team continues to review and respond to the changes and decisions that are being made to modernize the entire fare system; the first phase of which is approaching its final stages of development. Efforts to fully develop the Partners and Programs component of the new system are expected to resume after the June 1 rollout of the new fare system.

In an effort to advance a partnership from this effort, the Strategic Planning team has conducted a considerable amount of analysis assessing the potential opportunities and challenges associated with a potential program partnership with Indianapolis Public Schools.

- **Automatic Passenger Counter Certification:** The team is working with Service Planning, Information Technology – Connected Vehicles group, and Avail 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.
- **Grant Applications:**
FTA 5339 (c) Low/No. IndyGo is evaluating projects that could be submitted to this grant opportunity and the Bus and Bus Facilities grant opportunity, which will likely be announced later this year.

Volkswagen Trust Fund Program. As part of the national settlement between the United States and Volkswagen due to Volkswagen's installation of emission testing defeat devices, the Indiana Department of Environmental Management (IDEM) is releasing approximately \$41 million over three rounds for projects. Eligible projects include transit vehicles. In Round 1, currently open until June, a total of \$4.26 million is available for on-road vehicles, including transit vehicles. Based on the criteria established in the request for proposal, IndyGo anticipates asking for funding to purchase up to 5 all-electric, 40' vehicles to accelerate the replacement of our diesel vehicles.

Section 5307/5311: IndyGo, MPO, and CIRT staff continue to refine the timeline for the 5307/5311 plan due to INDOT at the end of the year. IndyGo staff submitted its clarifications to the timeline, including the discussion of an Urbanized Area Transit Plan, which would help the Indianapolis urbanized area think about needs and the efficient use of 5307 funding across the region. The proposed plan is a modification of earlier ideas, including separate tasks on administration and centralization of services.

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. 27 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. Twenty-one station structures have been erected along Shelby St., Virginia Ave., Capital Ave. and Meridian St., to-date. IPTC has issued a construction change directive to F. A. Wilhelm to accelerate the plinth, steel structure erection and roof work to meet a July 17th completion date for those and is planning to take change order to the April board to accelerate the remainder of the items to meet an overall August 31st, 2019 substantial completion date.

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. A Small Starts grant application was submitted September 6, 2018. Early coordination with the Federal Transit Administration for the Blue Line has begun and details regarding the Section 106 Methodology are being worked through. Some questions regarding the methodology remain and coordination will continue with the Federal Transit Administration to clarify questions.

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. The Bus Stop Improvements project is expected to start Construction in June of 2019 followed by the Rural Street Underpass and Superstops 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** – There has been a reduction in the project scope for the project, due to the selections of the vehicles for the Blue Line and the 40' vehicles; both has not been decided upon at this time. Miller –Eads is wrapping up the project by May 1st, 2019. There have been a few additions on the project regarding striping and stop strike bars for the operators to park the vehicles in the most ideal place for charging. There are some planned adjustments to the charging islands to accommodate the flow in the garage, which will be completed by week ending April 19, 2019. All chargers have been received from BYD and BYD has certified the installations.

The Etica Group:

- **Space Planning Renovations Construction** – Phase II of the Office Renovations for the new HR area is scheduled for staff to move in the week of April 22, 2019. The Operations wing which includes the Operators Lounge, the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices is schedule for move in the week of May 20, 2019; staff are temporarily using trailers that are placed in the garage. Phase III staff, which is the IT department will be relocated into the cube farm and will also occupy one of the old Training trailers in the South Parking lot. The furniture decommissioning for Phase III will begin Thursday, April 25-April 26.

Activity	Start	Completion
HR Relocate to new area	4/22/2019	4/25/2019
Operations Wing Relocation into renovated space	5/20/2019	5/24/2019
Phase III Staff (IT Department) relocate into temporary spaces	4/22/2019	4/26/2019
Phase III Furniture Decommissioning	4/24/2019	4/26/2019
Phase III Renovations construction	4/29/2019	6/20/2019

- **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. The design completion is scheduled for September/October 2019.
- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– The project is out for solicitation currently and scheduled for the May 2019 Board with a recommended contractor. The project scope includes the removal and installation a new vehicle was system, removal and installation of a new paint booth system and the widening of the garage door, removing the fire suppression door and suppression system.
- **Training & Contingency Facility** – The site layout plan has been completed and the 30% design. 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** – The project is out for solicitation currently and scheduled for the May 2019 Board with a recommended contractor. The project scope is for the installation of (9) screen doors on all bay doors in the facility.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

To: Chair and Board of Directors

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR MARCH 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:

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 – MARCH 2019

TRANSPORTATION SERVICES

Employee Recognition:

March Employee of the Month: Alexander Weah

Operator Misti El-Shabazz received a 2019 Rose Award for all the service she provides to IndyGo customers and her external volunteer services with charity organizations!

Commendations:

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

Rose Anderson, James Ballard, James Boone, Akemee Bryant, Nicole Byrd, Lakisha Carpenter-Williams, Ian Cunningham x2, Michael Flowers, Anthony Hodges, Toccara Isabell, Maryah Moncel, Byron Reed, Michael Scott, Chryslyn Staples x2, Tealer Lavelle, Leshir Walker, Estella Williams, Ray Wright and Samuel Young

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 March is Keary Bradford.

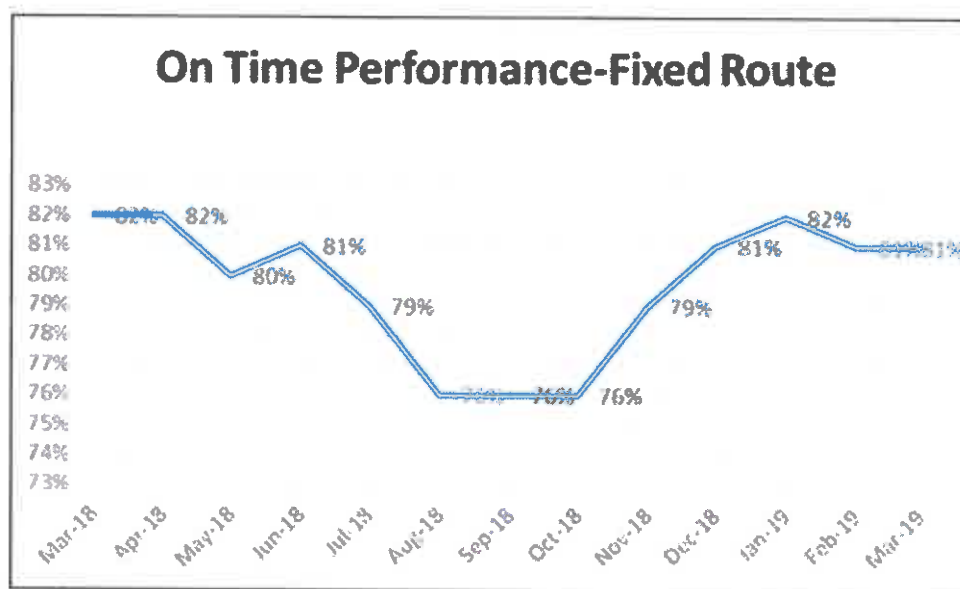
1. SANDRA HOOK	8430	96%
2. RON BURTON	798	96%
3. WILLIAM ENGLAND	8666	96%
4. JARVIS JOHNSON	9230	95%
5. LACRETIA HINTON	6933	95%
6. TERRY LAGRONE	8727	95%
7. ROY DISHNO	8319	95%
8. PATRICK GRAY	2339	94%
9. SCOTT DUNCAN	8523	94%
10. ARDIS GRIFFIN	9194	94%
11. MICHAEL DETIENNE	8356	94%
12. ANTHONY WHITE	3334	94%

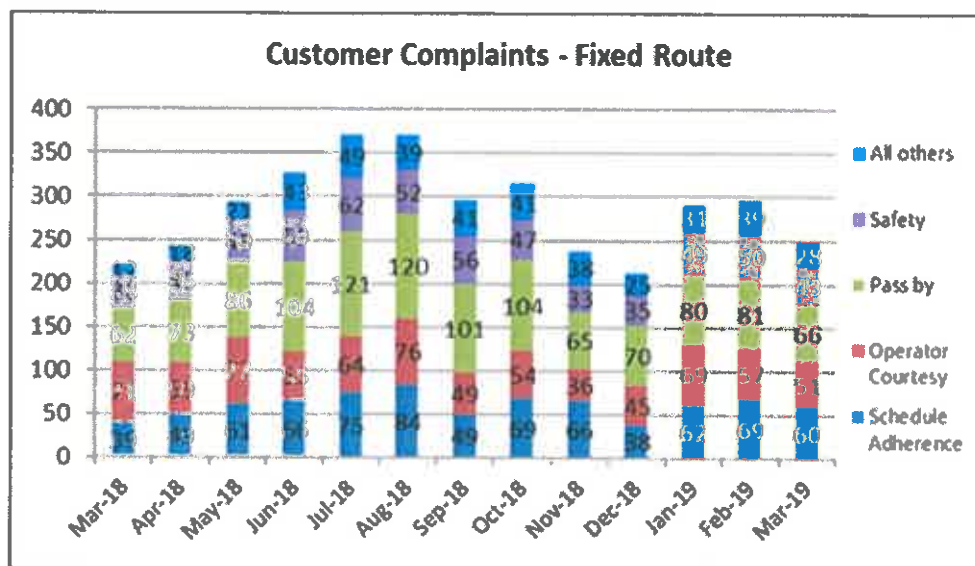
13. MATTHEW ERVIN	8815	93%
14. WESLEY ROBERTSON	8488	93%
15. MIKIA HICKS	9156	93%
16. STEPHEN THEIN	5963	93%
17. MARILYN HUGHES	8234	93%
18. STEPHEN EDMONDS	1156	93%
19. LEO SCOTT	5447	93%
20. KEARY BRADFORD	9191	92%
21. DIANE JOHNSON	8481	92%
22. DAVID MADYUN	8399	92%
23. LISA SOLORIO	8314	92%
24. RAY WRIGHT	6979	91%

25. ANTJUAN MARTINEZ	8988	91%
26. RAMONA WYATT	8493	91%
27. MICHELLE ANDERSON	9099	91%
28. DILEXI GONZALEZ	2277	91%
29. MONTELL JOHNSON	9000	91%
30. MORNICE CHEST	8983	91%
31. ROSE ANDERSON	8473	91%
32. RHONDA WATTS	8271	91%
33. ANDY CARPENTER	880	91%
34. MICHAEL RICKS	5139	91%
35. RICHARD TAYLOR	9205	91%
36. KEANA CLARK	8937	91%

37. MARIA COOK	9276	90%
38. CATHERINE STARKEY	8741	90%
39. CALVIN JACKSON	8213	90%
40. LASHANDA TURNER	8908	90%
41. LISA WALKER	6300	90%
42. RICKY ROBINSON	8972	90%
43. CAFANTE JACKSON	9087	90%
44. S. BOWEN, SR	593	90%
45. JNAI DICKERSON	9101	90%
46. SHIRLEY JONES	8967	90%
47. EBONY TAYLOR	9290	90%

Key Performance Indicators:





Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

IMPD Monthly Downtown District Community Task Force Meetings

IMS 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	March	0	2018	March	0
Diesel Particulate Regen	2019	March	87	2018	March	74
Engine/Body Steam Cleans	2019	March	45	2018	March	28
Ramp Inspections	2019	March	53	2018	March	34
Body Inspections	2019	March	26	2018	March	16

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 2017 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	8406									
ALL	4,312	5182	6937									
	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 106 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.

Every day 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 \$12,819.36 core charges for parts for the month of March.

The Storeroom received in 388 PO's in March. They inventoried 1242 stock code items and processed 1487 work order requisitions.

We logged 731,068.3 miles in March and from January 1st until March 31st we have logged 2,173,017.3 miles!

We used 147,666.7 gallons of diesel fuel, 652.3 quarts of engine oil, 97.1 quarts of transmission fluid, 2,250.6 quarts of coolant and 1692.7 gallons of unleaded gasoline for the month of March.

Year to date through 3/31/19 we have used 438,532.70 gallons of diesel fuel, 2,111.20 quarts of engine oil, 354.10 quarts of transmission fluid, 6,574.20 quarts of coolant and 5,277.80 gallons of unleaded gasoline.

In March implemented a process where employees can request to checkout vehicles. During this inaugural month there were 22 vehicles signed out in for the motor pool.

FLEXIBLE & CONTRACTED SERVICES

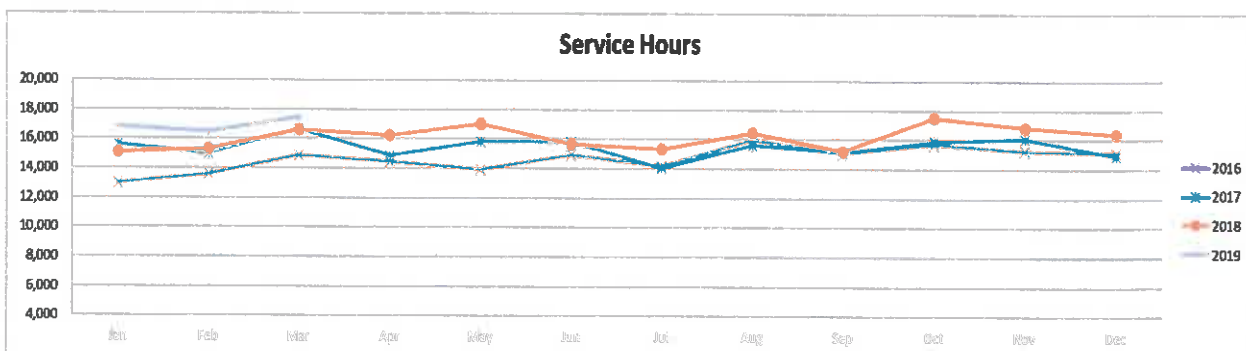
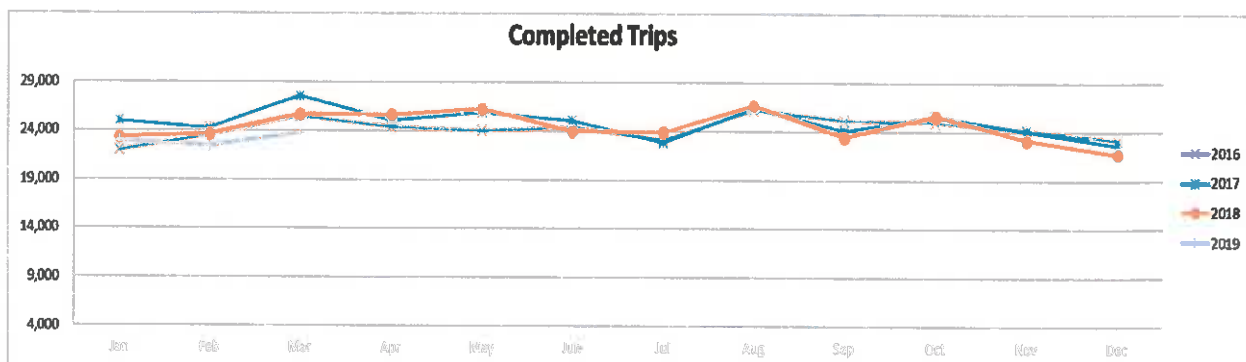
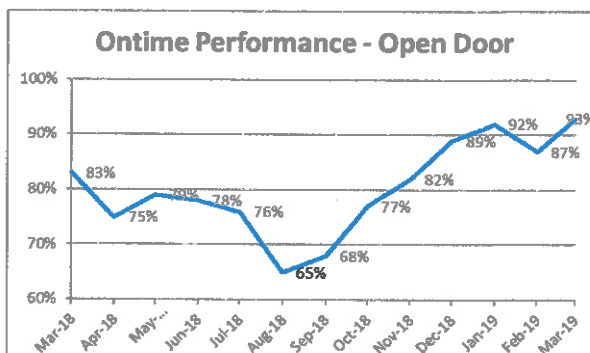
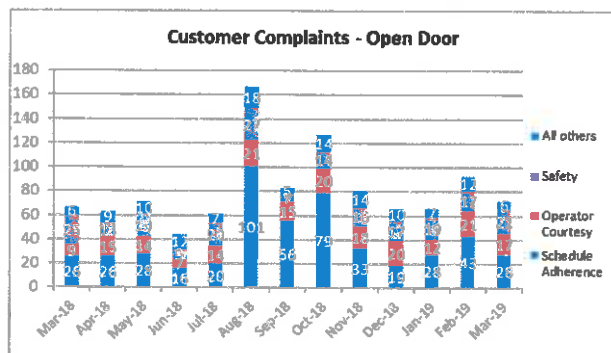
Transdev ended March with on time performance (OTP) of 93%. This is an increase of 6% over the previous month and 10% over the same period last year. The average OTP for 2019 is 91% through March 31, 2019. The average OTP for April (through April 10th) is 90%.

Customer comments decreased over the past month from 93 to 72, which is consistent with increased OTP. There was also an increase in customer comments from three (3) in February to seven (7) in March. The decrease in comments was mainly attributed to schedule adherence in which there were forty-three comments received compared to twenty-eight for March.

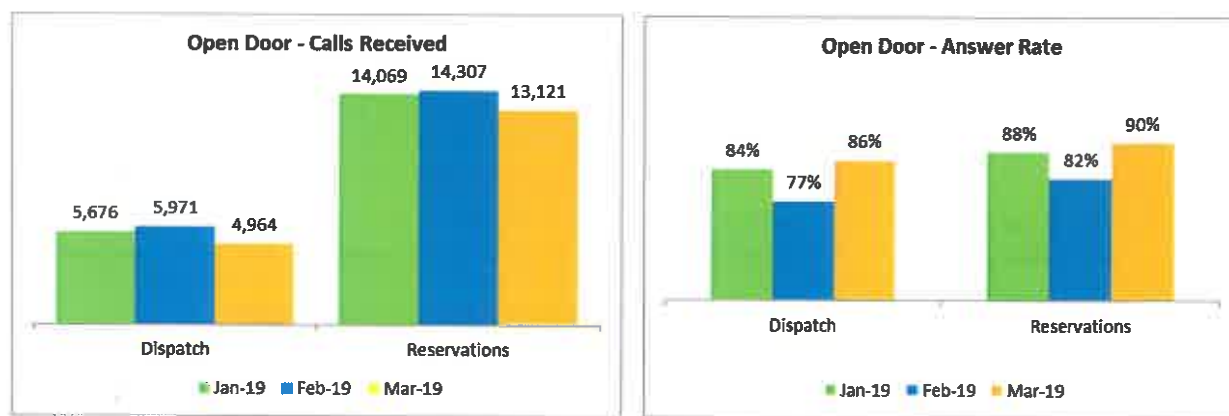
Transdev has acquired an HR Generalist for the local office. Since this time, the contractor has been able to increase its training class sizes, which includes operator trainees for the subcontractor, MyCity.

In 2018, the board of directors approved the order of eighteen vehicles for paratransit service delivery. IPTC received six (6) Dodge Caravans, which were transferred to Transdev for use in service. The small types of vehicles have advantages in various operating contexts. The small size allows for greater maneuverability, is more fuel efficient than the large body on chassis vehicle and is better to assist in longer distance trips for those trips that may accommodate a single individual. The delivery of the twelve Ford, body on chassis vehicles will occur later in April.

Service Delivery Data:



Open Door reservations and dispatch call comparison chart: Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. Staff continues to monitor and evaluate the call response performance and work toward a minimum answer rate of 95%. “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

The Julia M. Carson Transit Center was very busy as March remained colder than normal and the transit center building was close to capacity with standing room only in the passenger and drivers' areas. The passengers, homeless people and drivers used the building as sanctuary to get out of the cold and stay warm. The Transit Center is still averaging well over 8,500 customers per day.

Contractors Miller Eades and R.L. Turner continued their work on the Electric Bus Charging Project by finishing up the installation of the designated electric bus battery chargers and their wiring. The remaining switch gears were wired into the building and energized, so we are more than capable of charging all the BYD Electric Buses as they come in. Overhead wiring and racking that continued throughout the bus storage area was installed during the month. Final testing and adjustments were initiated and being worked on by Miller Eades. The remaining Electric Battery Chargers will be ordered and installed once IndyGo makes the final decision on which 40ft. electric buses they wish to purchase. Miller Eades has stubbed out all the wiring to the empty charger islands just above the locations in the metal beams, so the wiring can be dropped down and the chargers can be wired in at a later date. IndyGo is ready for all BYD Electric Buses and has the ability to charge them for the Red Line as they come in.

R.L. Turner continued their work on the Office Renovations Project continuing in Phase 2 by installing all the drywall and performing the mudding in and sanding of all the drywall in the driver's area. They are making further drywall repairs in some of the offices in that area. Also, the new security area in the drivers' breakroom was framed in, drywalled and prepped for painting. There was significant work on the overhead ceiling grid.

Phase 2 work in the old procurement area included new HVAC duct work being installed along with new electrical wiring being run. Drywall was being installed and the finish work of mudding and sanding and finishing the drywall was completed and prepped for painting in April along with the floors being prepped for the new carpeting to be installed.

In the first Quarter of 2019, IndyGo Recycled 60,600 lbs. or 30.3 Tons of Scrap Metal from the Garage area and received \$5,427.00 from the recycling company for that effort.

During the 1st Quarter of 2019 IndyGo Recycled:

- 3,396 Gallons of Used Oil
- 18 – Fifty-Five Gallon Barrels of Used Oil Filters and Used Fuel Filters
- 1 – Large Container of Used 8ft. Light Bulbs
- 1 – Five Gallon Container of Used Alkaline Batteries

All of the recycling was done as part of our ever evolving and expanding Environmental Management Program. We have been able to keep all the items listed above out of local landfills by being properly recycled and disposed.

Also, during the 1st Quarter IndyGo was able to recycle 2,200pds. or 1.2 Tons of paper and plastics from all the administrative offices and operations area offices, saving over a ton of paper waste from going into a landfill.

During the month of March IndyGo had:

- 53 – Bus Stop Signs removed or installed
- 1 – Simmee Seat Installed
- 1 – Large Bus Shelter Installed
- 5 – New Trash Cans Installed
- 5 – Shelter Glass Panels Replaced do to vandalism

RISK & SECURITY

Risk & Security

The contract with Nolan Security started on March 1, 2019. This contract will take care of IndyGo security concerns at the locations of 1501 W Washington St., 201 E Washington St., the Red Line Fare Inspection project, traffic enforcement along the Red Line, route transit officers and any new future work that will come later this year or early next year.

Safety & Training

Environmental Management Services, Inc., assisted IndyGo in performing an EMS monthly audit. This audit helps identify issues that may be of a concern or needs to be addressed. Items include cleanliness of work stations in the garage, making sure chemicals are properly labeled, spills are cleaned up, etc. Any issues that were noted were addressed by the department that the issue was noted. There were no major issues found on this audit.

SAFE DRIVERS

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

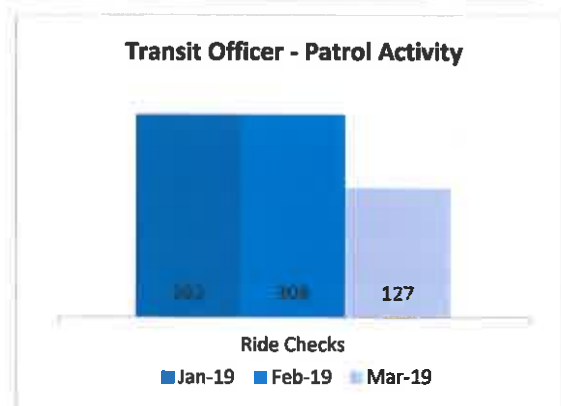
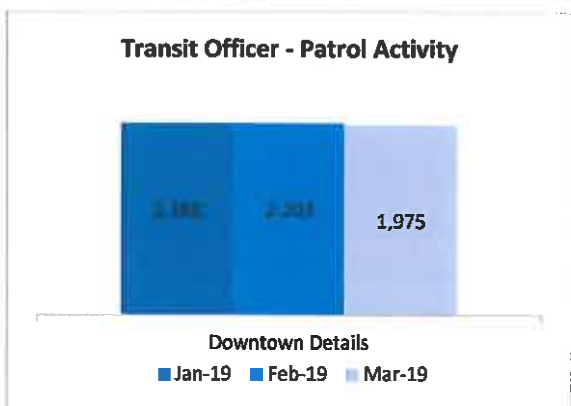
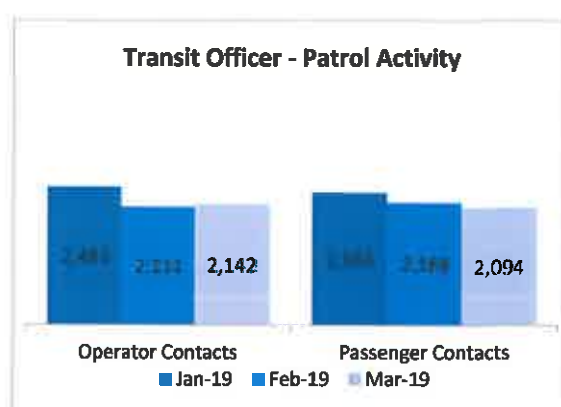
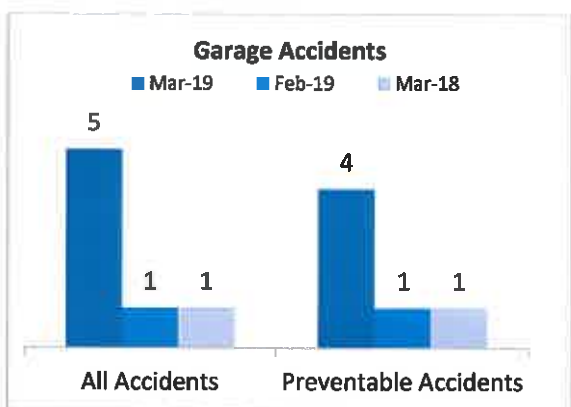
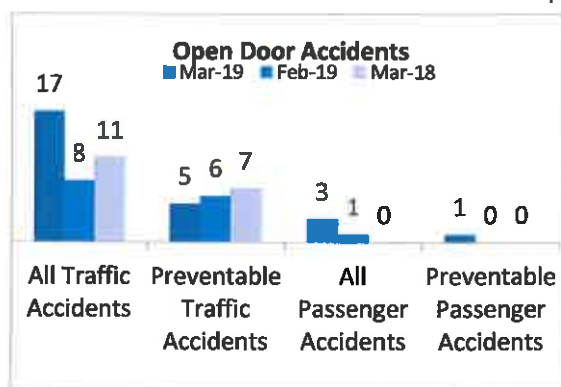
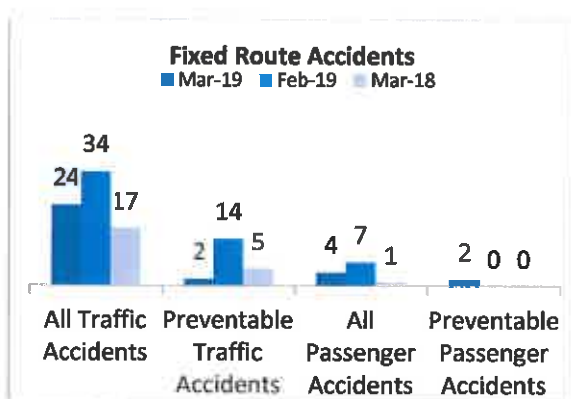
James Denton -	27 Years
Vernessa Foster -	9 Years
Jeffery Howard -	9 Years
Roger Beharry -	7 Years
Christine McLaughlin -	6 Years
Kenneth Davis -	5 Years
Michael Fox -	5 Years
Tamara Smith -	5 Years
Vandall Grady -	4 Years
Jonathan Jackson -	4 Years
Charles Reeves -	4 Years
James Gray -	3 Years
Ashley Lloyd -	2 Years
Darren Wyatt -	2 Years
Diahavanna Banks -	1 Year
Bertina Bonds -	1 Year
Keith Grigsby -	1 Year
Netahi Jones -	1 Year

- On March 29, 2019, IndyGo training staff moved to a new temporary location for all IndyGo's training needs. The new location is at 610 Drover St and this location will allow IndyGo to train larger classes and up to 3 different classes at the same time. They have also started utilizing the old GM stamping plate location for training on the BYD buses and mock station set up for the Red Line. This location will also allow the training department to train the CDL course there instead of at Lafayette Square.
- IndyGo Class #19-01 began on January 14, 2019 with 9 fixed route students. The class has completed all portions of the training class. The class graduated on March 22, 2019 and were transferred over to the Operations Department on March 24, 2019.
- IndyGo Class #19-02 began on February 18, 2019 with 11 fixed route students. This class is currently completed with both the classroom portion and route familiarization portion of the class. They are now working on the revenue and subbing in portion. Staff is expecting this class to graduate on May 3, 2019 and will transition over to fixed route operations on May 5, 2019.
- IndyGo Class #19-03 began with Trainee "A" students on March 18, 2019 and there were 10 students that started. On March 25, 2019, the Trainee "B" students started class with four (4) students to bring the class up to a total of 14 students. Staff is expecting this class to graduate in early to mid-June.
- IndyGo training staff assisted in CDL tutoring of 11 candidates for the month of March. The CDL tutoring classes help those that need assistance learning the information required to obtain their CDL Learners Permit. Once the person obtains their CDL then they can apply for class and be able to start as a Trainee "A".

The following training sessions were conducted in March:

Staff performed the following trainings:

- Three (3) operators for return-to-work retraining after an extended leave
- Thirteen (13) operators for retraining due to preventable accidents
- One (1) fixed route student that transferred to a new General Laborer role



To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES MARCH

ISSUE:

A written report of Human Resources information will be presented at the board meeting.

RECOMMENDATION:

Receive Human Resources report.

Phalease M. Crichlow

Vice President of Human Resources

Contributing Staff:

Elizabeth Zwierko, Sr. HRBP, Talent Acquisition

Jeffrey Brown, Director of Labor & Employee Relations

Teresa Boone, Director of Employee Services

Marc A. Stewart, Human Resources Program Manager, DAPM

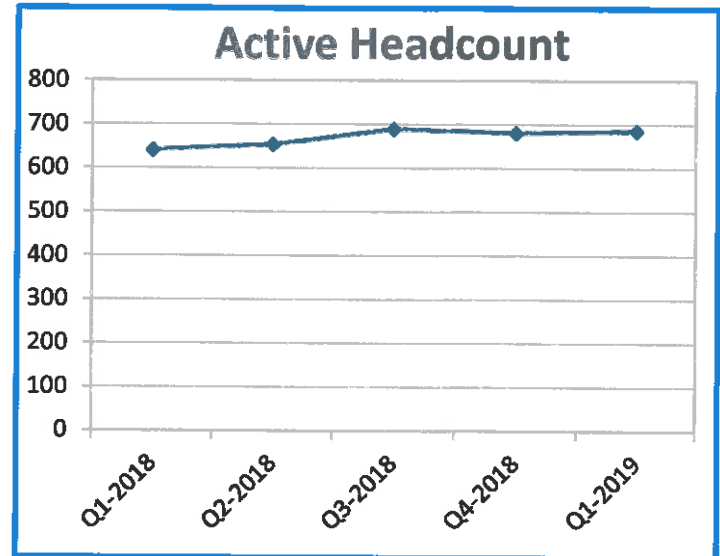
Felicia Moodie, Sr. HRBP, Benefits

March 2019 Human Resources Department Board Report

Talent Acquisition

Beth Zwierko, Sr. HRBP, Talent Acquisition

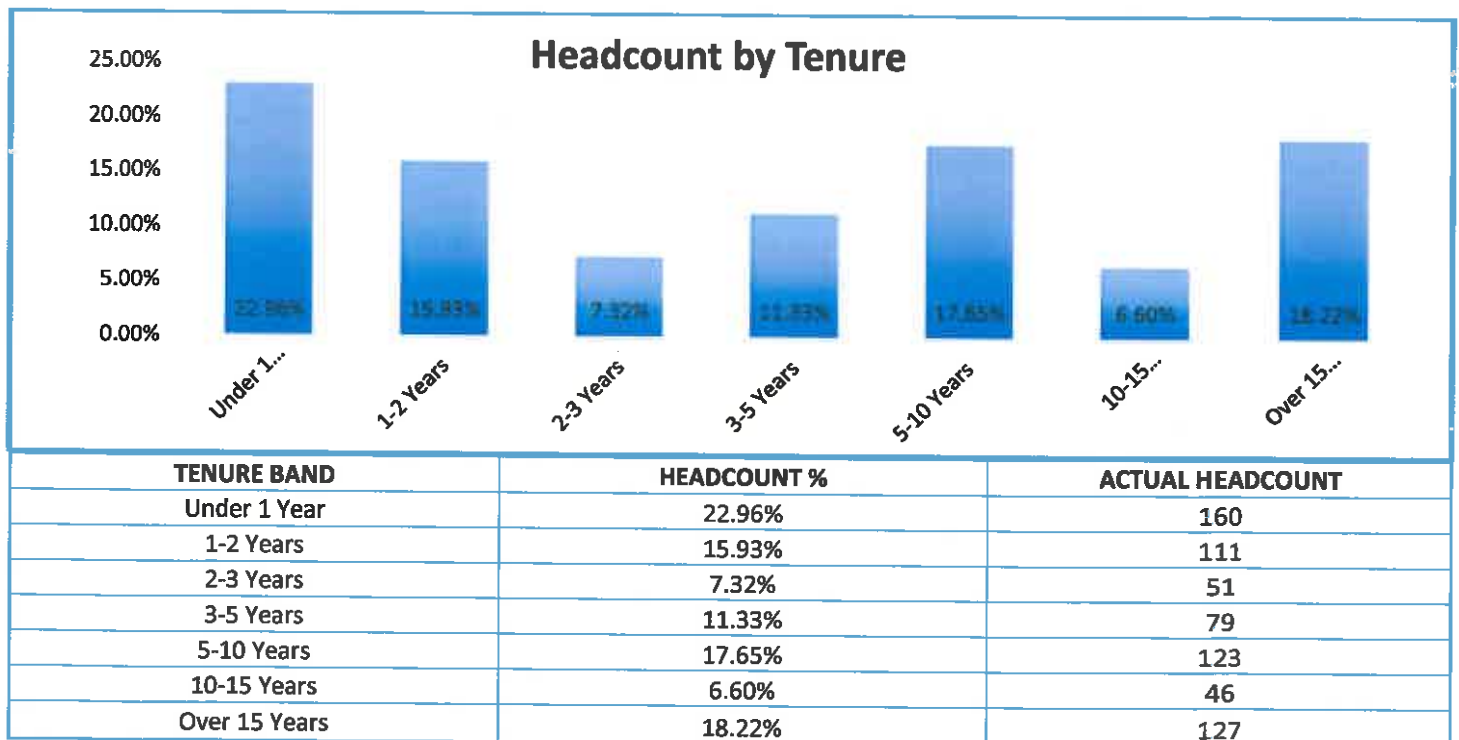
Month End Headcount			
	Active	Separations	New-Hires
Represented	510	11	0
Non-Represented	185	4	14*
Total	695	15	14
Monthly Turnover Rate			
2.31%			
Staffing Capacity			
Budgeted FTE*	885		
Incumbent FTE	695		
% of Capacity	-21%		

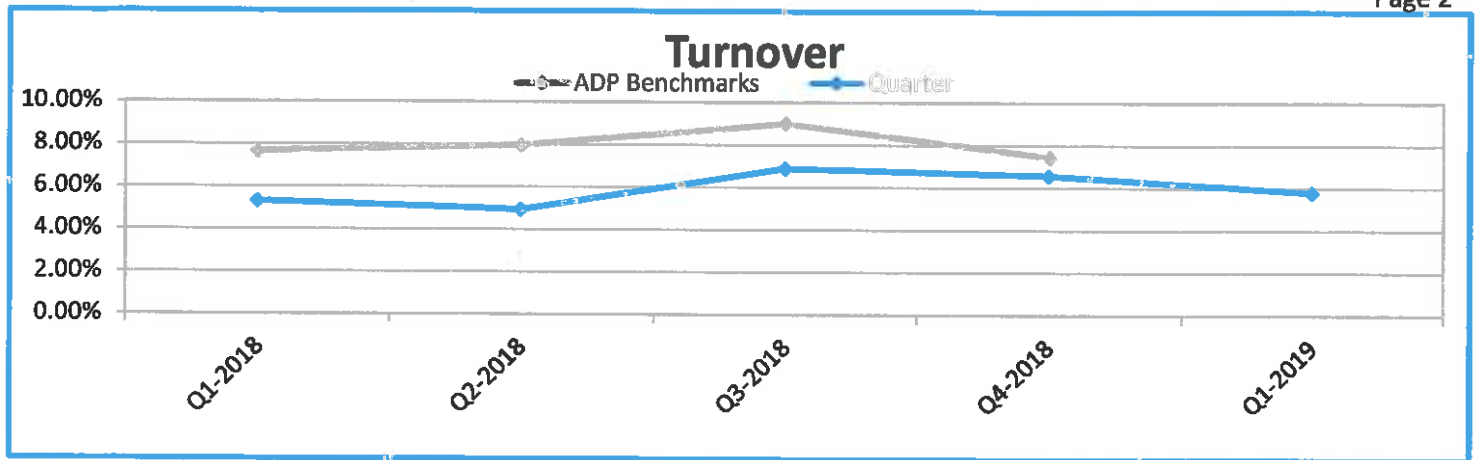


*Number includes represented and non-represented

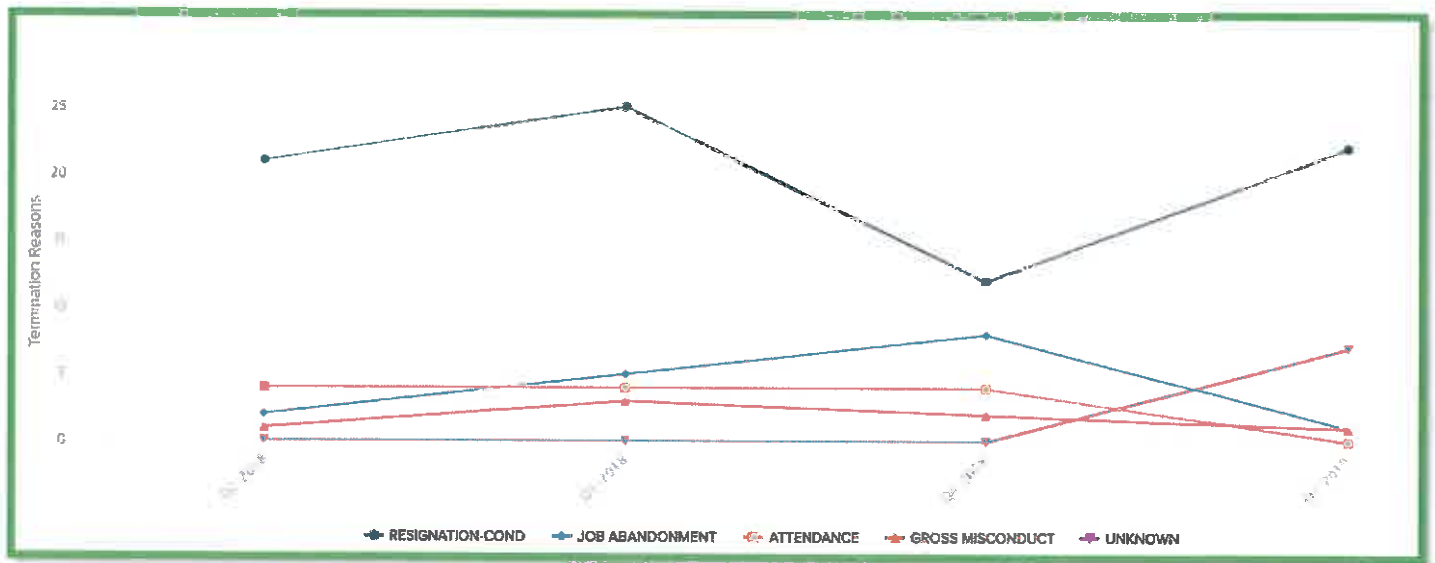
*Budget FTE - Positions are filled based on the budgeted FTE's per quarter. The total staffing capacity represents total amount of 2019 FTE's.

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





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	5.79%	40	690.76	



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	22	1	0	7	1	9

Labor & Employee Relations

Jeff Brown, Director of Labor & Employee Relations

A. New Training for Supervisors, Managers and Directors

Labor Relations developed a new training presentation to assist supervisors, managers and directors in managing the workforce. The purpose of this new training program is to bring consistency across IndyGo and provide supervisors, managers and directors with a baseline knowledge of performance management and implementing corrective measures. Some highlights of the training included (1) Identifying when it's appropriate to coach an employee instead of disciplining them; (2) Understanding the purpose of both commendations and corrective measures and why we use it; and (3) Knowing how to properly conduct investigatory and disciplinary meetings with both unionized and non-represented employees.

B. Harassment Training

Labor Relations is now responsible for providing workplace harassment training for all new employees. Labor Relations created a new interactive training presentation to help new employees better understand what is considered harassment, how to report sexual harassment in the workplace, and options for reporting workplace sexual harassment to external state and federal agencies that enforce anti-discrimination laws.

C. Collective Bargaining Negotiations

IndyGo's bargaining team is currently preparing its case for arbitration to resolve the outstanding contractual and pension issues. As we have explained in prior reports, collective bargaining negotiations for a successor agreement between IndyGo and Amalgamated Transit Union, Local 1070 are currently at impasse. The parties mutually selected a third-party arbitrator to resolve those unsettled items and issue a final and binding decision. The hearings is scheduled to begin on April 24, 2019 and end on May 1, 2019, and a decision is anticipated in late Summer or early Fall of 2019.

D. 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	IndyGo and ATU met to discuss resolving the grievance.
3	Contract Interpretation	Transportation	Denied	Denied

E. 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 since the last report. The following is a summary of the current 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	May 22, 2019
4	Discipline	Transportation	No	TBD
5	Discipline	Facilities	Yes	Awaiting Decision
6	Discipline	Transportation	Yes	Awaiting Decision

F. Unemployment Claims

In 2019, IndyGo has received ten (10) claims for unemployment insurance benefits from former employees. Since the last report, IndyGo successfully challenged benefits for eight (8) on the basis that the former employee should not receive benefits because they were discharged for just cause.

G. Review of Employment Policies and Procedures

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. Labor Relations anticipates a revision on IndyGo's personnel policies will be issued to the Board for review and approval in mid to late Summer 2019.

Drug and Alcohol Compliance

Marc Stewart, Human Resources Program Manager (DAPM)

	February	March
Test Type	Number of Tests	Number of Tests
Pre-Employment	23	40
Random	30	30
Post-Accident	3	8
Reasonable Suspicion	0	0
Return-to-Duty	0	1
Follow-Up	0	0

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.*

*No updates in this area

1. **Talent Acquisition &EEO - (Q1 - (4) Sessions completed)**
2. **Reasonable Suspicion Training (Q1 - (2) Sessions completed)**
3. **Supervisor/Manager/Director**
 - a. See Labor & Employee Relations #A
4. **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)
5. **Transportation Safety Institute**
 - a. Fundamentals of Bus Collision Investigation – June 2019.

Wellness/Employee Engagement

Teresa Boone, Director of Employee Services

2018 Wellness & Health Report 4thQuarter

The total spend shows a 3% increase from 2016 – 2018, the majority of this increase is attributed to the increase in pricing of top drugs. Spend is projected to continue to increase due to the significant amount of risk that our group carries. Two-thirds of the members are obese or morbidly obese which directly correlates with the elevated number of members with diabetes, hypertension, musculoskeletal disorders, pain and other conditions.

There were less high cost claimants in 2018 than previous years. However, the total cost of care was greater for medical services.

The group spend on emergency room visits were higher with IndyGo than all other places serviced by LHD. There are more members who are in the moderate, high and very high-risk categories compared to LHD's national and regional benchmarks. Clinic utilizers are more cost efficient than those who do not engage in the clinic, but they are still more expensive than benchmark.

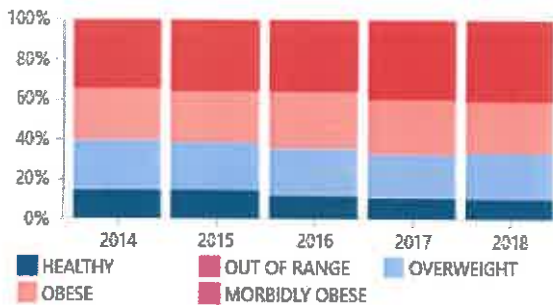
Biometric control is significantly worse than benchmark for BMI, blood pressure, and A1C. Onsite clinic engagement is not significantly impacting improvement in BMI and BP. The performance guarantees are put in place to address this issue.

Condition Management:

BMI

41% of the individuals reported on biometrics were morbidly obese and 26% are obese.

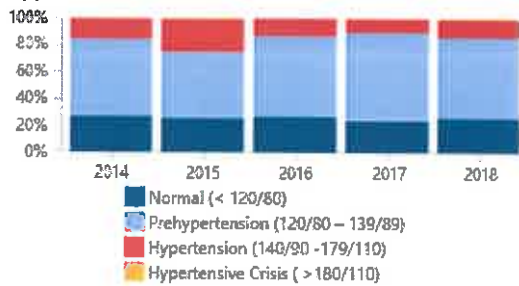
During 2018, 6% of those with a BMI over 30 improved their BMI, however, 14% of those who had a BMI under 30 moved to obese, 87% of those with a BMI over 30 were engaged in the clinic.



BMI Migration		2018				
		2017 Total	Healthy	Overweight	Obese	Morbidly Obese
2017	Healthy	43	33	9	1	
	Overweight	118	9	87	22	
	Obese	147		22	110	15
	Morbidly Obese	221			15	206
2018 Total		529	42	118	148	221

Blood Pressure

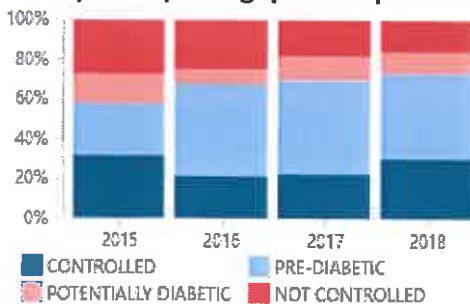
39% of members have hypertension. A high percentage of those are taking expensive cardiovascular medications. Those engaged in the clinic are less expensive than those not engaged. 77% of those with hypertension are controlled which is an improvement from the previous year.



Blood Pressure Migration		2018				
		2017 Total	Normal	Prehypertension	Hypertension	Hypertensive Crisis
2017	Normal	117	61	54	2	
	Prehypertension	369	69	246	53	1
	Hypertension	57	10	28	21	
	Hypertensive Crisis	2			1	1
2018 Total		545	140	326	77	2

Diabetes/A1c

16% of members have diabetes and of those, 52% are uncontrolled and 24% of those with diabetes have 2 or more prescription gaps. Compliance is worse for those who are engaged in the clinic.



A1c Migration for Total Population		2017 Total	2018			
			Controlled	Pre-Diabetic	Potentially Diabetic	Uncontrolled
2017	Controlled	14	9	5		
	Pre-Diabetic	74	6	54	13	2
	Potentially Diabetic	22		6	6	10
	Uncontrolled A1c	27			6	21
2018 Total		137	15	65	24	33

- 62% of diabetics with an A1c greater than 7 in 2017 decreased their A1c by 1% or more in 2018.
- 6% of diabetics with an A1c greater than 7 in 2017 increased their A1c by 1% or more in 2018.
- 13% of pre- diabetics in 2017 have lowered their A1c to a pre-diabetic range in 2018.

Recommended goals and considerations from LHD Benefit Advisors for 2019 based on 4th quarter data:

- Lifestyle Certified clinicians to improve biometric risk improvement related to clinic provider coaching
- Promote after hours call services and other alternative solutions to ER visits
- Consider Dental Oral Health Promotion Campaign to increase bi-annual dental cleaning visits
- Lifestyle/Diabetes Pilot Programs
- Well-being nutrition and lifestyle programs
- Onsite blood pressure monitoring campaign
- Subsidize healthier food options onsite in drivers lounge and lunch rooms

IndyGo HR team continues to effectively partner LHD Benefit Advisors to build and manage a comprehensive wellness initiative that address the health issues specifically related to our workforce.

Upcoming Activities/Events/Campaigns

Q2 - Choose to Lose- April 15 through July 5

Q2 - Garden Club - Begin planting in May

Q2 - Eat and Drink Healthy

Q2/Q3 - Run/Walk club- Begins in June; end with 5k in August

Q2/Q3 - Health and wellness fair- June or July 2019

Q3 - Sleep Soundly

Q4 - Stress Well

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.

Leave Management & Worker's Compensation

Felicia Moodie, Sr. HRBP, Benefits

Effective February 1, 2017 Cigna took over the FML process for IndyGo. The goal was to utilize a 3rd party vendor to manage the entire FML process. This process includes employees making direct contact with the vendor to ensure a timely response, protection of exchange of medical information from the provider to Cigna and ensure standard and consistent enforcement of the federal guidelines. Cigna is responsible for accepting and reviewing all FML certifications for the purpose of determining eligibility. IndyGo manages the process and educates employees on how to apply for FML. This process was further streamlined in February 2019, with a new call-in procedure to report intermittent leaves.

February

Total Intermittent Leaves Received: 19

Total Continuous Leaves Received: 3

Total Leaves Received: 22

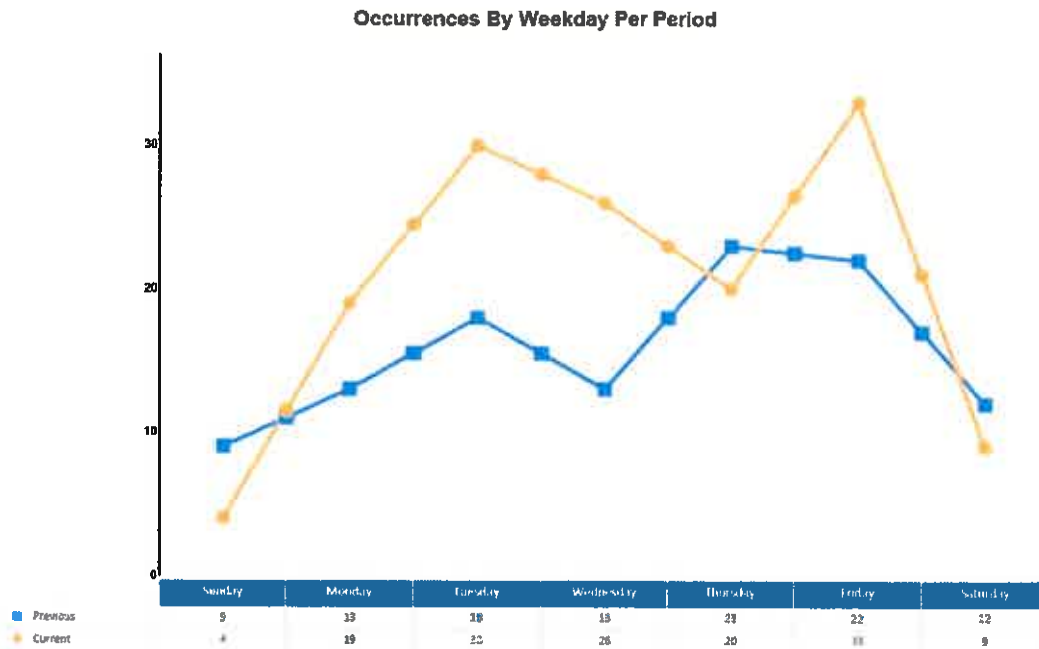
Total Intermittent Leaves Closed: 18

Total Continuous Leaves Closed: 10

Total Leaves Closed: 28

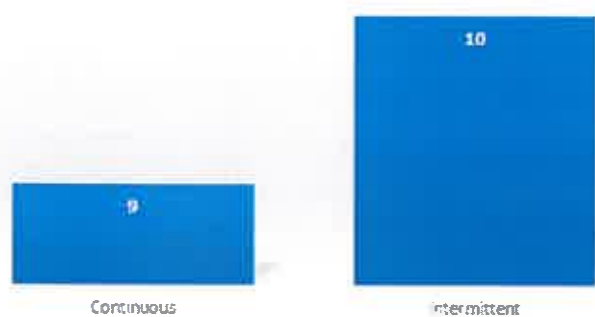
March 2019	
Leave Type	Number of Days
FMLA – No Pay	16
FMLA – Personal Day	19
FMLA – Sick Day	20
FMLA – Vacation Day	45
Sick – No Pay	39
Workers' Comp – No Pay	15
Total Lost Time	154 Days = 1232Hours

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**

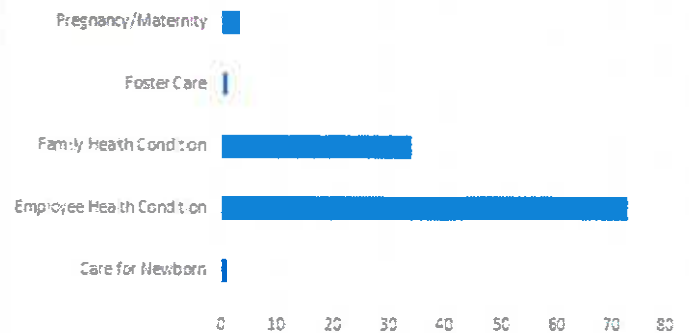


Total number of occurrences for Intermittent FML: **141**
 Total number of occurrences for Intermittent FML March 2018: **110**
 Total number of hours for Intermittent FML: **1,062.69**
 Total number of occurrences for Intermittent FML March 2018: **805.85**

New Leaves Received



Open Leaves





Leave Reason	Type	Total
Care for Newborn	Intermittent	1
Employee Health Condition	Continuous	14
Employee Health Condition	Intermittent	59
Family Health Condition	Continuous	2
Family Health Condition	Intermittent	32
Foster Care	Intermittent	1
Pregnancy/Maternity	Continuous	1
Pregnancy/Maternity	Intermittent	2
Total Leaves		112

Type	Leave Reason	Total
Continuous	Employee Health Condition	6
Intermittent	Employee Health Condition	8
Intermittent	Family Health Condition	1

[illegible]