



Board Report  
January 24, 2019



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

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**New Business**

***RECOGNITIONS***

***ACTION ITEMS***

- A – 1**     **Consideration of Approval of Minutes from Board Meeting held on December 6, 2018 – *Danny Crenshaw***
- A – 2**     **Ratification of AON – Property Liability Insurance – *Nancy Manley***
- A – 3**     **Approval of Red Line Construction Acceleration Change Order – *Justin Stuehrenberg***
- A – 4**     **Approval of Indianapolis Public Transportation Corporation Transit Foundation Board of Directors – *Mike Terry***

**Old Business**

***INFORMATION ITEMS***

- I – 1**     **Mobility Advisory Committee (MAC) Update – *Ryan Malone***
- I – 2**     **Consideration of Receipt of the Finance Report for December 2018 (Preliminary) – *Nancy Manley***
- I – 3**     **Planning and Capital Projects update – *Justin Stuehrenberg***
- I – 4**     **Paratransit Update**
- I – 5**     **CEO Update – *Mike Terry***

**Department Reports in Board Packet:**

- R – 1**     **Public Affairs & Communications Report for December 2018 – *Bryan Luellen***
- R – 2**     **Planning & Capital Projects Report for December 2018 – *Justin Stuehrenberg***
- R – 3**     **Operations Report for December 2018 – *Roscoe Brown***
- R – 4**     **Human Resources Report for December 2018 – *Phalease Crichlow***

Executive Session Prior to Board Meeting  
[Per IC 5-14- 1.5.6.1(b) (2) (A) and (B) & IC 5-14-1.5.6.1 (b) (9)]

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*Our next Board Meeting will be Thursday, February 28, 2019*

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

**APPROVAL OF MINUTES**

**ISSUE:** Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on December 6, 2018.

**RECOMMENDATION:** Approve the minutes for the above listed meeting.

Jill D. Russell  
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
BOARD OF DIRECTORS MEETING  
MINUTES**

**THURSDAY, December 6, 2018**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Vice Chair Juan Gonzalez at 5:03 pm, Thursday, December 6, 2018, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

**Board members present at commencement of the meeting and comprising a quorum were:**

Juan Gonzalez, Vice-Chair  
Tommie Jones, Secretary  
Mark Fisher, Board Member  
Adairius Gardner, Board Member  
Richard Wilson, Board Member

**Board Members Absent**

Danny Crenshaw, Chair  
Greg Hahn, Treasurer

**IPTC executive staff in attendance:**

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

**INTRODUCTION:**

Mike Terry introduced Richard Wilson as the newest City-County Council appointed by the City-County Council to the IndyGo Board of Directors.

**ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING October 25, 2018**

Motion for approval by Tommie Jones and seconded by Adairius Gardner, passed unanimously.

## **ACTION ITEM 2: CONSIDERATION AND APPROVAL OF IPTC BOARD MEETING DATES OF 2019**

Presented by Mike Terry for approval of IPTC board meeting dates of 2019. Motion for approval by Adairius Gardner and seconded by Tommie Jones carried unanimously.

## **ACTION ITEM 3: CONSIDERATION AND APPROVAL OF GIRO HASTUS-ANNUAL LICENSE, MAINTENANCE AND SUPPORT RENEWAL AND PURCHASE OF THE WEBBID MODULE**

Presented by Annette Darrow, Director of Planning, for approval of sole source contract for the annual license, maintenance and support of HASTUS related software in an amount not to exceed \$143,163 for 2019 and the purchase of the WebBid module of HASTUS software not to exceed \$177,270. Motion for approval by Adairius Gardner and seconded by Tommie Jones carried unanimously.

## **ACTION ITEM 4: CONSIDERATION AND APPROVAL OF 5310 SUBRECIPIENT AWARDS AND VEHICLE ORDERS**

Presented by Annette Darrow for 5310 Subrecipient awards and vehicle orders. Motion for approval by Adairius Gardner and seconded by Mark Fisher carried unanimously.

## **ACTION ITEM 5: RATIFICATION OF FUEL CONTRACT**

Presented by Pam Wagner (White), Director of Procurement, for approval a 12-month contract for fuel. The Board was pleased with the savings of this contract. Motion for approval by Tommie Jones and seconded by Mark Fisher carried unanimously.

## **ACTION ITEM 6: CONSIDERATION AND APPROVAL OF TRANSIT SECURITY CONTRACT**

Presented by Mark Emmons, Director of Safety, Training & Security, for approval to award Nolan Security the contract for Transit Security Services. Board member Tommie Jones expressed concern over the Nolan's lack of minority business inclusion and her desire that the procurement be put out to bid again. Board members Mark Fisher and Rick Wilson voiced concerns that withdrawing the procurement would be unfair to Nolan after they had complied with the submission requirements and that other vendors now know the amount of their bid. Motion for approval by Richard Wilson and seconded by Mark Fisher carried 3 to 1 with board member Tommie Jones against voting.

## **ACTION ITEM 7: APPROVAL OF ACQUISITION OF TRAINING & CONTINGENCY SITE**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval for the President/CEO to execute an intergovernmental transfer for 6.5 acres of land at the Carrier-Bryant site at 1124 W 21<sup>st</sup> with the City of Indianapolis in an amount not to exceed \$400,00. The

site will be used for a Training and Contingency Operations Facility. Motion for approval by Mark Fisher and seconded by Adairius Gardner carried unanimously

**ACTION ITEM 8: APPROVAL OF RED LINE CONSTRUCTION PROJECT CONTINGENCY BUDGET**

Presented by Justin Stuehrenberg for approval for President/CEO to execute change orders for Rieth-Riley Construction for up to an amount of \$1,200,000, and with HNTB in an amount up to \$1,250,000. Stuehrenberg also requested that IndyGo staff be allowed to approve future change orders below \$250,000. Those change orders would be brought to the Board for ratification after execution. Motion for approval by Mark Fisher and seconded by Tommie Jones carried unanimously

**ACTION ITEM 9: APPROVAL FOR 2018 ENCUMBRANCES FOR 2019 CARRYOVER**

Presented by Hardi Shah, Director of Budget for approval to carry over purchase orders not paid prior to December 31, 2018 into the 2019 budget in accordance with State guidelines. Motion for approval by Adairius Gardner and seconded by Tommie Jones carried unanimously

**ACTION ITEM 10: APPROVAL OF SUPPLIER DIVERSITY SUPPORT SERVICES**

Presented by Chelci Hunter, DBELO/Procurement Administrator, for approval to enter into a contract for three (3) years with Indiana Strategic Resource Group, LLC. In an amount not to exceed \$144,000. Motion for approval by Mark Fisher and seconded by Adairius Gardner carried unanimously

**ACTION ITEM 11: PROCUREMENT OF OFFICE FURNITURE FOR ADMINISTRATIVE OFFICE RENOVATIONS**

Presented by LaTeeka Washington, Capital Project Manager of Facilities, for approval to enter into a contract with Office 360-Rivers Resources. The board did not agree with the price and questioned the quality of the furniture. New motion by Richard Wilson and seconded by Adairius Gardner for approval to enter into a contract with low bidder Business Furniture carried unanimously. Motion for approval of said motion made by Mark Fisher and seconded by Richard Wilson carried unanimously.

**ACTION ITEM 12: CONSIDERATION AND APPROVAL OF NEW MAC MEMBERS**

Presented by Paula Haskin for approval of Eric Schlegel, Vice President of Retail Management with Goodwill Industries, to be appointed to the Mobility Advisory Committee (MAC). Motion for approval by Adairius Gardner and seconded by Tommie Jones carried unanimously

Vice Chair Gonzalez asked that the interest of time, the presentation of information items be limited to Item 3 concerning the current state of Open Door Services.

**INFORMATION ITEM 3: OPEN DOOR-PARATRANSIT UPDATE**

Roscoe Brown introduced Michael Setzer President of Transdev, who explained how they are working on the redesigning work flow, moving staff, establishing new routes and schedules to improve the service.

The contract is not being full-filled and the board is unhappy with the outcome of the service and on time performance. IPTC withheld payment for Transdev for October's invoice. The performance of TransDev will be evaluated through December 31<sup>st</sup>.

The Board members requested that there be a report at every meeting. A copy of the presentation by Roscoe Brown is attached.

**INFORMATION ITEM 4: CEO UPDATE**

Mr. Terry briefly stated that Congress had extended the federal budget an additional 2 weeks.

**INFORMATION ITEMS 1-2 AND DEPARTMENT REPORTS 1-4:**

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

**ADJOURNMENT:**

Vice Chair Juan Gonzalez adjourned the meeting at approximately 6:45pm.

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Jill D. Russell  
General Counsel

TO: Chair and Board of Directors  
FROM: Nancy Manley, Vice President & Chief Financial Officer  
**SUBJECT: Ratification of CY2019 IPTC INSURANCE PROGRAMS**

**BACKGROUND:**

IPTC maintains insurance policies for Public Official Liability, Fiduciary Responsibility, Crime and Building and Contents. In early 2015 the IPTC Board of Directors approved the contract with Aon Risk Solutions to provide insurance broker services and insurance consulting. Throughout 2018, Aon has worked closely with IPTC staff to ensure the organization has all the information needed, changes to policies based on business changes and providing information on best coverage opportunities or services.

**SELECTION PROCESS:**

After review and discussion of exposures, claims, risks, retentions and coverage limits with IPTC management, the Aon team solicited in the market place for the best program and price to blend a comprehensive and coordinated insurance plan for IPTC. The following policies/coverages were solicited for final review:

Coverage	Vendor	January 1, 2018	Vendor	January 1, 2019	% Change
Property	CNA	\$ 118,775	CNA	\$132,810	11.82%
Retained Limits Liability	Munich	\$ 206,025	Munich	\$208,485	1.19%
Crime	AIG	\$ 4,587	AIG	\$4,588	0.02%
Fiduciary	Travelers*	\$ 12,692	Travelers	\$0.00	0.00%
Public Officials	RSUI	\$ 35,910	RSUI	\$37,220	3.65%
<b>Total Premiums</b>		<b>\$377,989</b>		<b>\$383,103</b>	<b>1.35%</b>

\*Two year contract acquired in 2018.

**FUNDING:**

The funding source for this procurement is provided by operations budget

**RECOMMENDATION:**

Due to the expiration and effective date of these insurance plans, the CEO has executed these insurance contracts to maintain coverage. Requesting the board of directors to ratify this action.

Nancy E. Manley  
Vice President of Finance/CFO/Controller

Michael A. Terry  
President and CEO



TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, VP of Planning & Capital Projects

**SUBJECT: Change Order & Future Change Order Policy 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 in November 15 of 2017. The final bid documents consisted of two bid packages – Package “A” included the site civil work, and Package “B” included the station canopy structures and related buildout. Package “A” included one bid alternate for additional red lane markings and package “B” included three bid alternates for station snow-melt systems and platform material upgrades. In December 2017, upon Board approval, IPTC executed a contract with Reith Riley Construction for Package – Civil Construction for a total not-to-exceed amount of \$30,678,687.53 and another one with FA Wilhelm Construction for Package B – Stations Construction for a total not-to-exceed amount of \$15,311,450.00. All the 4 alternates were accepted and included in the respective contracts as well. The contractual completion date at that time was August 8, 2019.

Through a series of delays, primarily due to delays in the relocation of utilities, the Package “A” portion of the project is currently 114 days behind schedule. In November 2018, IndyGo began to explore opportunities with the contractors to accelerate that schedule to retain the original completion date.

Justin Stuehrenberg  
VP of Planning & Capital Projects

TO: Board of Directors  
FROM: Michael A. Terry, President/CEO

**APPROVAL OF INDIANANAPOLIS PUBLIC TRANSPORTATION CORPORATION TRANSIT  
FOUNDATION BOARD OF DIRECTORS**

**BACKGROUND:**

Pursuant to Indiana Code 8-25-8, IndyGo shall establish a foundation that is organized as a non-profit corporation for the purpose of soliciting and accepting private funding, gifts, donations, bequests, devises, and contributions to meet the requirements of Indiana Code Section 8-25-3-6(a) (which provides that “at least ten percent (10%) of the annual operating expenses of the public transportation project must be paid from sources other than taxes and fares”). The Foundation will provide funding for public transportation and ensure that IndyGo receives at least ten percent (10%) of its annual operating budget from sources other than taxes and fares.

In addition to raising funds for IndyGo's operating budget, the Foundation will play a critical role in ensuring that IndyGo, the largest transit provider in the state of Indiana, is able to expand operations and provide more reliable transportation to under-served populations.

In order to complete the application for IRS 501 C 3 non-profit/tax exempt status, it is requested that the IndyGo Board approve the appointment of the following Directors that will each serve a term of three (3) years on the IndyGo Foundation Board of Directors.

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

Michael A. Terry  
President/CEO

MOBILITY ADVISORY COMMITTEE UPDATE

1/24/19

Item I – 1

TO: Chair and Board of Directors

FROM: Ryan Malone

## **Mobility Advisory Committee Update**

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

**Recommendation:**

Receive MAC report.

**MOBILITY ADVISORY COMMITTEE (MAC)**  
**MEETING MINUTES**  
**OCTOBER 17, 2018**

**ATTENDEES**

Ryan Malone – MAC Chair  
Greg Meyer – MAC Vice Chair  
Mark Early – MAC  
Bernadine Wilmer – MAC  
Jason Robinson – MAC  
Cory Wills – Visitor  
Greg Bundy – Visitor

Mike Terry - IndyGo  
Roscoe Brown - IndyGo  
Cheryl Purefoy - IndyGo  
Paula Haskin - IndyGo  
Ruth Wendt - IndyGo  
Mark Emmons - IndyGo  
Marilyn Sadler – IndyGo

**Welcome and Introduction:**

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

MAC member, Jason Robinson stated his name was listed 2 times on the July 2018 minutes. The error was noted and will be corrected.

**Approval of the July 2018 minutes:**

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

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

**Approval of the October agenda:**

Motion for approval by Bernadine Wilmer and seconded by Jason Robinson.

MAC Chair, Ryan Malone stated, Kathleen Norcutt and Morgan Kurt both have resigned from the MAC.

**President/CEO Report, Mike Terry,**

Mike stated, Greg Bedan whom has served two terms on the IPTC board has stepped down from the board and is now working for the City of Indianapolis. Mike thanked Greg for his interest and involvement with the MAC.

- City County Council adopted and passed IndyGo's 2019 budget.
- IndyGo will be utilizing several grants in 2019.
- Purple Line is still in the design works.
- Working on modifications to the Blue Line.

Greg Bedan advised that in his new position he is working with the Mayor's office handling ADA issues in and around the city. Greg also addressed the MAC on the following:

- Paula and he met before the MAC meeting and plan to meet quarterly before each MAC meeting.
- If MAC is ever in need, please reach out to him.

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

- Experiencing challenges with on time performance but is working with Transdev for solutions. Some of those challenges include:
  - The need to increase staffing levels
  - Reworking trip templates set up in Trapeze Pass
- Transdev is using corporate staff from other locations and their expertise for service efficiencies
- Implemented a temporary taxi voucher program mainly for subscription trips in peak hours to provide relief and increase OTP.
- Paratransit review committee held a meeting to continue discussion of strategies to improve the service; Paula provided a brief overview of the strategies and will schedule a special MAC meeting, in the very near future, to discuss the service strategies in more detail.

MAC Vice Chair, Greg Meyer, introduced Eric Schlegel (through conference call) as a potential MAC member. Eric gave a brief bio of himself. Eric said he would love to have an opportunity to work with the MAC making public transportation the best it can be.

MAC Chair, Ryan Malone, asked for a motion to approve Eric Schlegel as a new MAC member.

Motion for approval by Greg Meyer seconded by Mark Early. Approval of Eric Schlegel passed unanimously.

MAC Vice Chair, Greg Meyer, stated that MAC member, Mark Early's term is ending. MAC Chair, Ryan Malone nominated Mr. Early for a second term.

Motion for approval by Greg Meyer seconded by Ryan Malone. Approval of Mark Early's second term passed unanimously.

MAC Chair, Ryan Malone stated, it had been brought to his attention that some MAC members would like to move the MAC meetings back to 1501 W Washington St.

Motion for approval by Mark Early seconded by Bernadine Wilmer. Approval of the location change was passed unanimously.

The next MAC meeting in January will be held at 1501 West Washington St.

Greg Meyer said he would appreciate it if IndyGo would give taxi vouchers to the MAC members when they attend quarterly, and MAC related meetings.

Chief Operating Officer/Vice President of Operations, Roscoe Brown stated, any MAC member that uses IndyGo services to attend MAC related meetings can receive either a taxi voucher or Open Door bus pass.

Meeting adjourned.

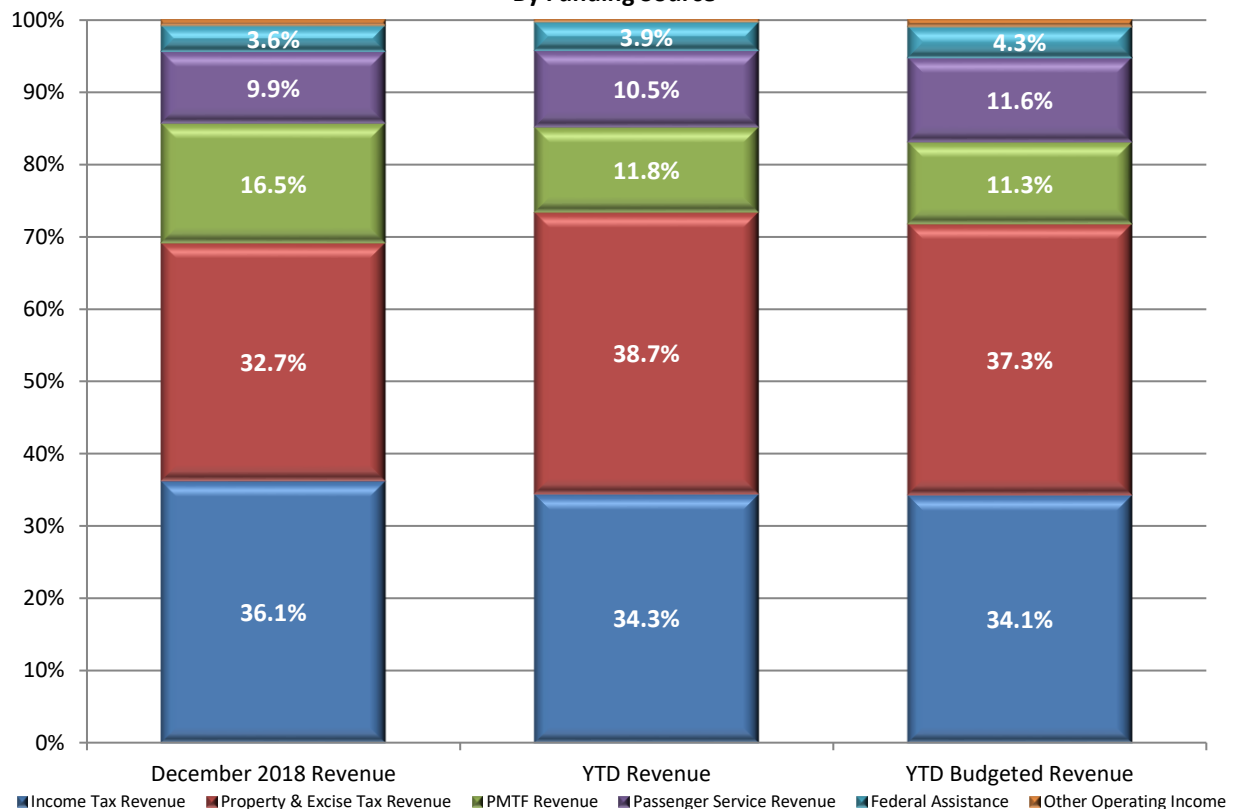
Next meeting will be held on January 16, 2019

To: Chair and Board of Directors  
From: Nancy Manley - Controller

**FINANCIAL UPDATE**  
**PRELIMINARY - December 2018**

**Revenue Comparison**

**By Funding Source**



**FTA Assistance**

Revenue from the FTA assistance was under budget by 21.6% in December.

**Other Operating Income**

In December, other operating income was under budget by 18.6%.

**Passenger Service Revenue**

Passenger service revenue was under budget for the month of December by 19.3%. Year-to-date this category was under budget. At close of December 2018 ridership was 5.3% higher than December 2017. YTD ridership was higher than the same period in 2017 by 0.7%.

### **Property Tax Revenue**

In December, Property Tax revenue was under budget by 17.1% however, year-to-date IPTC received 3.4% more property tax revenue than projected.

### **Transit Income Tax Revenue**

IPTC received all the Transit Income Tax Revenue authorized as of the end of December.

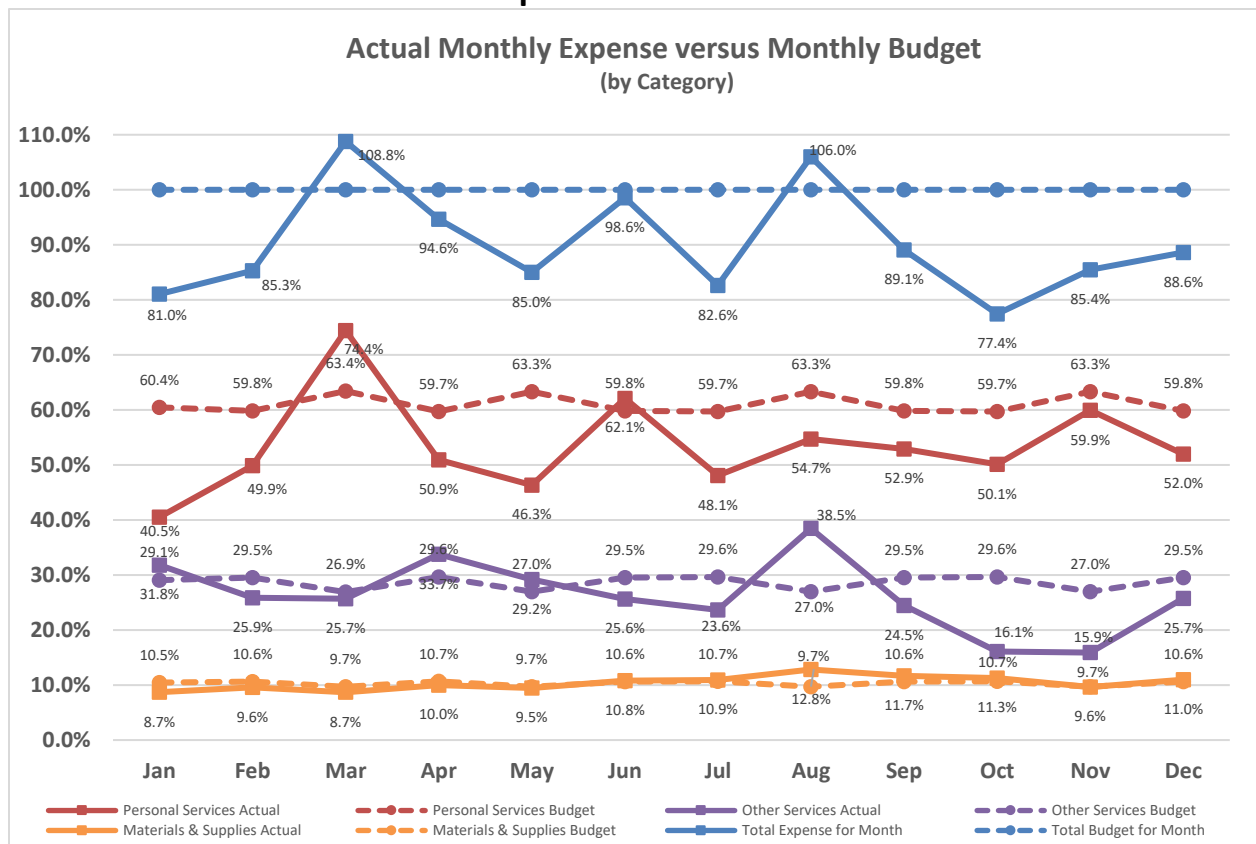
### **Service Reimbursement Program**

The revenue received for service reimbursement was 13.2% under projections for the month.

### **Total Revenue**

For the month of December 2018, the total revenue recognized was 5.5% under projections. Year-to-date overall revenue received was under budget by 0.4%.

## **Expenditures**





### **Personal Services**

Overall, Personal Services were 13.2% under budget in December. Year-to-date has remained steady at 12.6% under budget. Fringe benefit expenses were less than expected due to IPTC changing to a partial self-insured plan in 2019, this plan did not require a prepayment for January.

### **Other services and Charges**

Collectively, this expense category was under budget projections by 10.9% for the month of December. Miscellaneous expenses were over budget due to pre-payments made for leadership cohort training scheduled to begin in early 2019.

### **Materials and Supplies**

As you will see, this category as a collective was under budget by 2.9% in December.

Fuel is over budget for the month due to the price locked in at the beginning of the year was higher than projected. Also, we are now capturing the fuel used by our Para Transit provider in this line rather than as part of the total purchased transportation contract.

Other Materials and supplies were 34.1% over budget for the month due to some hardware and facilities items purchased at year end.

The Tire and Tubes category is under review currently. IPTC is working to transition vendors for this service so there are several close out invoices being reviewed. An update on this category will be given in the finalized year-end report.

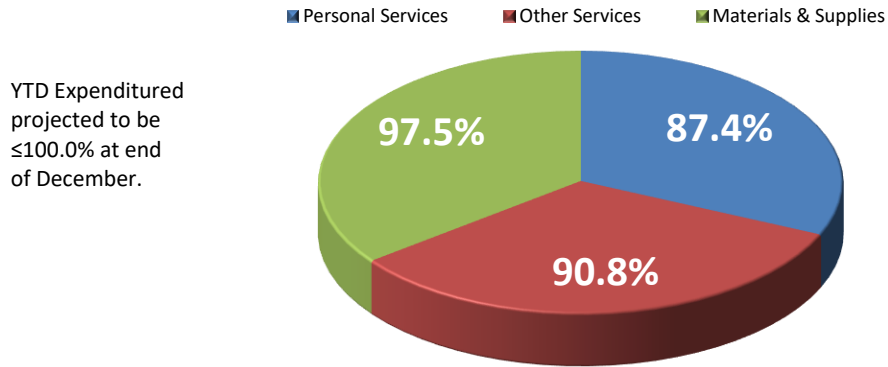
### **Total Expenses**

Total expenses came in 11.4% under budget projection for the month of December and year-to-date expenditures are projected to be 10.6% under budget.

### **Summary**

Total Year-to-date spending continues to be under projections. The organization continues to review monthly reports and communicates with all divisions when potential issues arise.

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



Nancy E. Manley  
Vice President/CFO/Controller

To: Chair and Board of Directors  
From: Justin Stuehrenberg

## **PLANNING AND CAPITAL PROJECTS UPDATE**

INFORMATION ITEM I – 4  
1/24/19

To: Chair and Board of Directors  
From: Roscoe Brown

## **PARATRANSIT UPDATE**

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

## **CONSIDERATION OF CEO REPORT**

### **ISSUE:**

An oral report of IndyGo business and information will be presented at the board meeting.

### **RECOMMENDATION:**

Receive CEO report.

Michael A. Terry  
President/CEO

To: Chair and Board of Directors

From: Bryan Luellen, Vice President of Public Affairs and Communications

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR DECEMBER 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

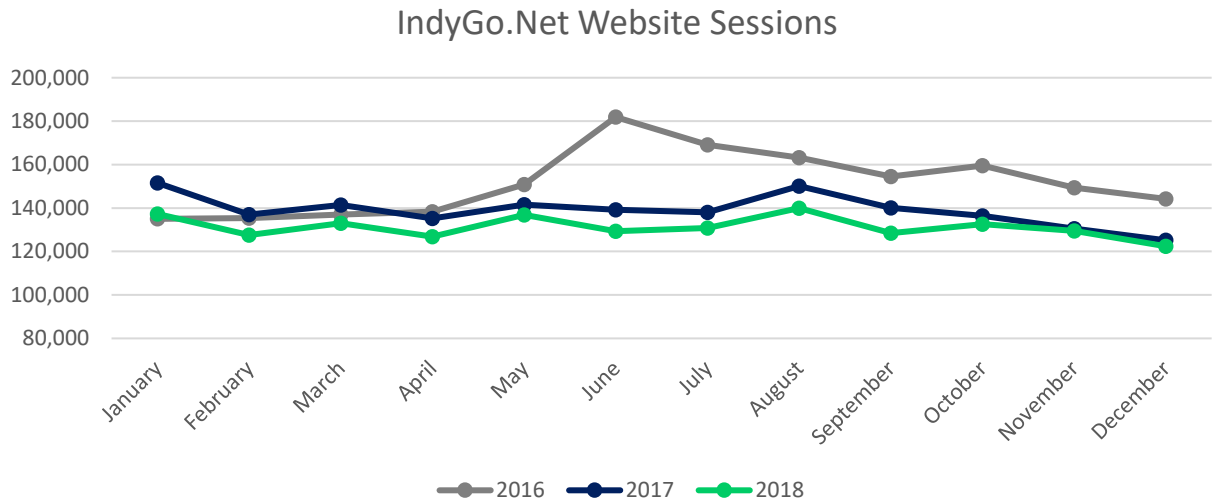
Betsy Sattler, Graphic Specialist

Brandon Evans, Digital Strategy and Community Engagement

Jordan Patterson, External Communications

### INDYGO.NET MONTHLY SESSIONS 12/1/18 – 12/31/18:

Page Views	286,024
New /Returning Visitors	26,556/18,682
Total Sessions	122,407



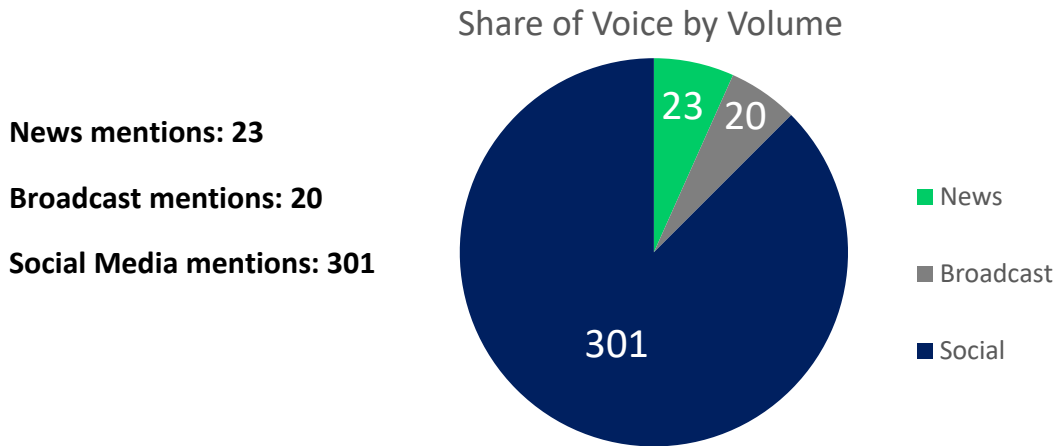
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%
May	84.48%	13.56%	1.96%	60.83%	39.17%
June	84.82%	13.24%	1.93%	60.11%	39.89%
July	85.01%	13.04%	1.93%	59.63%	40.37%
August	85.01%	13.11%	1.88%	60.58%	39.42%
September	86.14%	12.14%	1.72%	59.28%	40.72%
October	85.69%	12.48%	1.83%	59.18%	40.82%
November	86.28%	11.95%	1.78%	61.45%	38.55%
December	87.07%	11.30%	1.63%	58.70%	41.30%

## DECEMBER NEWS RECAP:

- “IN Focus: Indy unveils ambitious climate change plan” FOX 59, CBS 4
- “Red Line Project: The cost of infrastructure improvements might surprise you” RTV6
- “Fix for IndyGo's paratransit bus service still months away” WTHR
- “Holiday Wish List” IBJ
- “Detours laid out for Monon Trail users near Broad Ripple” WTHR, RTV6
- “Proposed redevelopment of firehouse in Butler-Tarkington finally coming into focus” IBJ
- “IndyGo to build \$4 million training facility on north side” IBJ
- “Federal Transit Administration Announces \$16.6 Million to Improve Transit Access in Selected Communities Around the Country” BUSRide Magazine Online, WYRZ FM 98.9, More on C+S Engineer, The Scanner News, Informed Infrastructure
- “IndyGo Partners with Flowbird to Modernize Fare Collection System” Park News
- “Here's what is open, closed on Christmas Eve and Christmas Day” Indy Star
- “Transit plan aims to address criticism” The Indianapolis Recorder
- “IndyGo updates on Red Line construction” WISH TV
- “Here's what is open, closed on New Year's Day” Indy Star
- “Safety First” Indy Midtown Magazine
- “2018 Year in Review: A month-by-month look at other big 2018 stories” IBJ
- “Beyond striptease, ‘Magic Mike Live’ reveals talents of Hoosier cast member David Terry” Indy Star

**Topics Include:** Mentions throughout December largely focused on the Red Line Rapid Transit project. Early December mentions focused on the cost breakdown of the Red Line project, an update on IndyGo’s paratransit service challenges, and the City of Indianapolis’s climate change initiative that includes an objective for IndyGo to convert the remainder of its fleet to electric by 2031. Mid-December saw national attention of the FTA’s announcement to award \$16.6 Million to improve transit access, as well as mentions of IndyGo’s plans for fare modernization and a future training facility. Late December mentions focused on holiday service hours and Red Line construction related updates and stories.



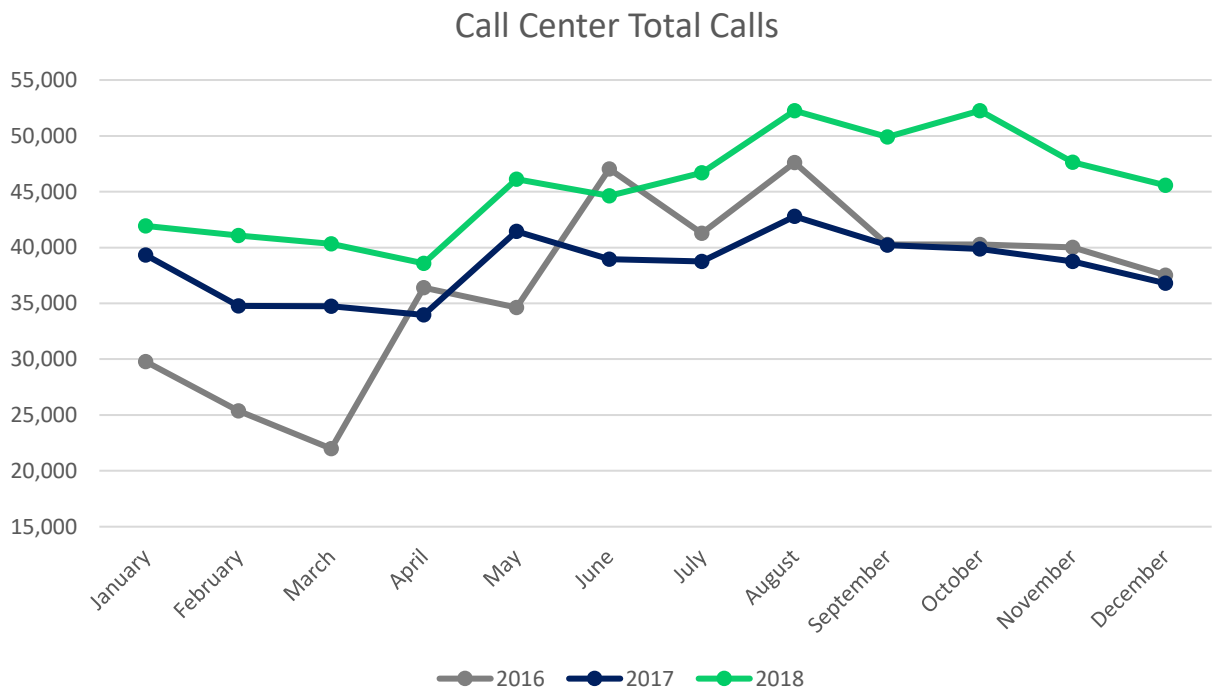


**DECEMBER CALL CENTER REPORT:**

45,561 total calls

4.33% calls abandoned in queue

71.71% Interactive Voice Response (IVR) calls

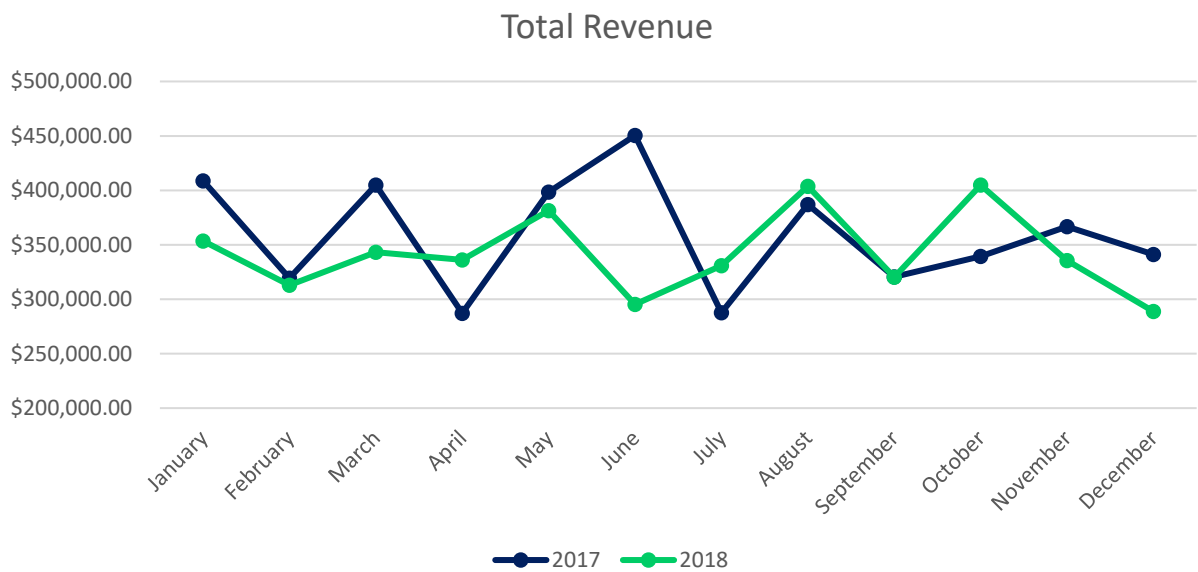


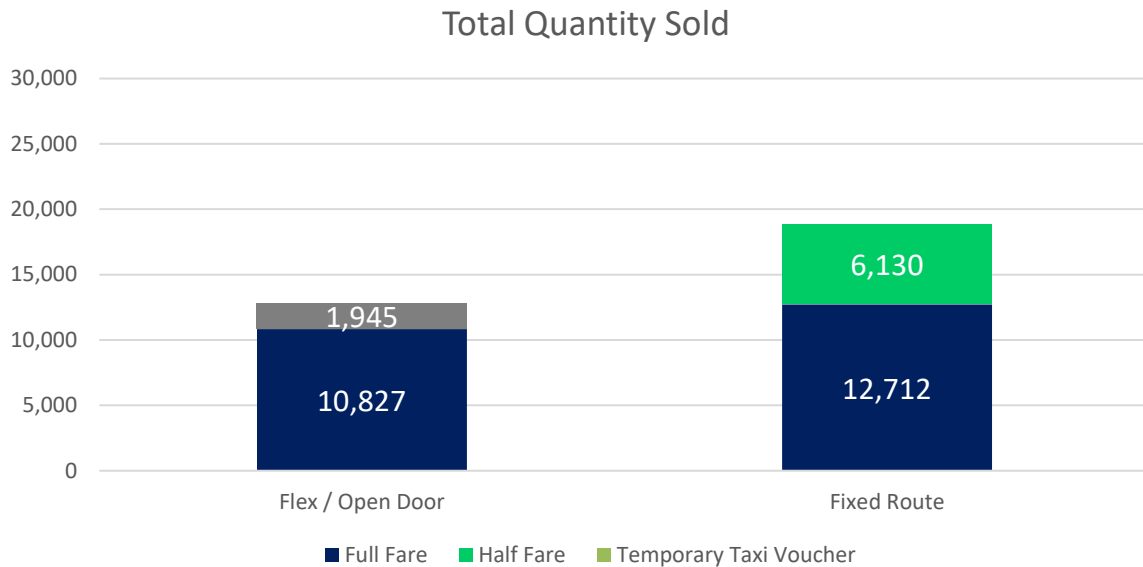
**CUSTOMER COMMENTS: 375**

ADA	1	PASS BY	70
BLUE LINE	0	PURPLE LINE	1
BUS STOP	0	REAL TIME ARRIVALS	1
CIVIL	0	RED LINE	21
COMPLIMENT	14	REQUEST	20
COURTESY	64	ROUTE	4
CUSTOMER SERVICE CENTER	1	ROUTE DETOUR	1
DENIAL	10	RULES	8
DISCRIMINATION – TITLE VI	1	SAFETY	64
EXPRESS-COMMUTER SERVICE	0	SCHEDULE ADHERENCE	60
FACILITY MAINTENANCE	4	SECURITY	7
FARES	3	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	7
MCTP	1	VEHICLE MAINTENANCE	1
MARKETING	0	WRONG INFORMATION	1
OTHER	10		

**DECEMBER PASS SALES REPORT:**

Total Quantity of Passes: 31,614





**Additional Revenue and Pass Information:**

Retail & Online Purchases: \$201,477.10

Cash: \$53,945.40

Checks: \$14,182.45

Credit Cards: \$133,349.25

Veteran IDs Sold This Month: 96

Total Veteran IDs Sold: 2,681

Veteran Ridership This Month: 48,105

PPHS Ridership This Month: 3,572

**OUTREACH SUMMARY FOR DECEMBER:**

Outreach in December included stakeholder meetings and Transit Ambassador shifts. Stakeholder meetings were continuous through the month, particularly around the Red Line as construction continued at various parts of the corridor. Transit Ambassadors assisted with shifts at the Transit Center.

**DECEMBER OUTREACH EVENTS:**

12/2/2017	Transit Ambassador Outreach: Tabling at DTC
12/2/2017	Transit Ambassador Outreach: Tabling at DTC
12/2/2017	Transit Ambassador Outreach: Tabling at DTC
12/4/2017	Transit Ambassador Outreach: Tabling at DTC
12/4/2017	Transit Ambassador Outreach: Tabling at DTC
12/4/2017	Transit Ambassador Outreach: Tabling at DTC
12/6/2017	Transit Ambassador Outreach: Tabling at DTC
12/6/2017	Transit Ambassador Outreach: Tabling at DTC

12/12/2017	Transit Ambassador Outreach: Tabling at DTC
12/12/2017	Transit Ambassador Outreach: Tabling at DTC
12/12/2017	Transit Ambassador Outreach: Tabling at DTC
12/16/2017	Transit Ambassador Outreach: Tabling at DTC
12/16/2017	Transit Ambassador Outreach: Tabling at DTC
12/21/2017	Transit Ambassador Outreach: Tabling at DTC
12/22/2017	Transit Ambassador Outreach: Tabling at DTC
12/12/2018	Stakeholder email: Fall Creek Place
12/13/2018	Stakeholder email: Fall Creek Place
12/13/2018	Stakeholder emails / phone calls: The Scion Group
12/14/2018	Stakeholder email: One America
12/17/2018	stakeholder emails / phone calls: Willow Marketing
12/18/2018	Stakeholder call: 61st and College
12/18/2018	Stakeholder email: CEG
12/19/2018	Stakeholder emails / phone calls: Willow Marketing
12/20/2018	Stakeholder emails / phone calls: Indiana dept of Admin
12/30/2018	Stakeholder email: Indiana dept of Admin
12/31/2018	Stakeholder email: The Uniform house

PLANNING AND CAPITAL PROJECTS REPORT

1/24/19

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**

The February operator pick changes are in process and picking will begin in January. There are no major service changes expected, only minor timing adjustments to improve performance. These changes will take effect on Sunday, February 10.

### **Transit Amenities**

A shelter contract was approved by the board and contract signed. An order will be placed for six “Super Stop” bus shelters and approximately 90-100 regular bus stop shelters to be used throughout the system for 2019.

Planning staff is continuing work on the 2019 Marion County Bus Stop Service Improvement Plan which will have system-wide impacts when next years' service improvements are implemented. Detailed analysis of each bus route has been completed, identifying and prioritizing stop level changes throughout the transit network, including infrastructure improvement recommendations for new bus stops and transfer points, and for existing bus stops where increased ridership is anticipated. The list of existing stops scheduled to be removed due to service changes or spacing standards is ready for public comment. Site plans are being drawn for infrastructural improvements at over 350 individual bus stops, or approximately 10% of all stops system-wide. Design is underway by the consultant team at Shrewsberry & Associates and should go out to bid for phased construction beginning in 2019. Presently, improvements to over 200 bus stops have been designed.

### **Fare System Implementation**

Service Planning staff will be responsible for coordinating the implementation of IndyGo's modernized fare payment system with all other impacted IndyGo departments and divisions. The modernized fare system will include new fare cards, fare card validators (on buses and at rapid transit stations), a mobile payment application, and ticket vending machines at all rapid transit stations. The project vendor for this new system is Flowbird.

Recent tasks have involved finalizing fare policies that will be design into the system, completing ticket vending machine screen progressions, creating mockups of the mobile app interface, and reviewing IndyGo's buses for fare validator installations.

### **Red Line Operations**

Service Planning is also responsible for coordinating and creating the Red Line Operations Plan, which will detail key operational procedures to be used leading up to and after the start of Red Line service. The operations planning process involves extensive coordination with several IndyGo departments and divisions. Recent coordination efforts have focused primarily on Red Line operator training, including identifying a training location, finalizing training materials, and finalizing the training process.

With the help of new team members, planning staff can continue to coordinate and leverage resources from the community with our current assets to make improvements throughout the city. Staff is currently working on stop level improvements at the Indianapolis International Airport, St. Vincent DePaul/East 30<sup>th</sup> Street, St. Vincent Hospital/West 86<sup>th</sup> Street, 82<sup>nd</sup> Street/Castleton Square Mall area, at stops along 25<sup>th</sup> Street/Monon Trail area, East Michigan Street/Sherman area, West 10<sup>th</sup> Street/Tremont area, Michigan Road/73<sup>rd</sup> Street area, as well as many others.

Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets. The two-way conversion studies will include Michigan Street/New York Street from College Avenue to Emerson Avenue and 29<sup>th</sup> Street/30<sup>th</sup> Street from White River Parkway to Ruckle Street.

The first shipment of traffic signal controllers has been received from the Red Line contractor. IndyGo's traffic operations consultant (DLZ) has begun configuring these controllers with new traffic signal timings to enable efficient operation of the Red Line route.

### **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 submitted in May 2018, the two-way conversion of 29<sup>th</sup> Street/30<sup>th</sup> 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.

Additional downtown traffic improvements are being developed in anticipation of the route changes planned for 2019. Service Planning staff have started studying Vermont Street to prepare for the increased bus service planned for late 2019. Several traffic bottlenecks have been identified along New York Street that, when fixed, should allow cars to be diverted from the more congested sections of Vermont Street. Service Planning staff and Downtown Transit Center staff continue to coordinate efforts to improve traffic signal operations near the DTC. IndyGo has received positive feedback from DPW on a recommendation to remove the traffic signal at Delaware Street & Pearl Street and replace it with dedicated bus-only lanes along Delaware Street.

IndyGo is awaiting final approval from DPW before incorporating the Delaware & Pearl improvements into a capital improvement project. Additional traffic signal improvement to the Alabama Street & Pearl Street traffic signal are planned as part of an effort to improve departure times from the DTC.

Work is continuing on the Red Line Transit Signal Priority (TSP) contract. Service Planning staff are coordinating the TSP project with various other upgrades including the Computer Aided Dispatch and Automatic Vehicle Location (CAD-AVL) project, the fare modernization project, the Red Line traffic signal upgrades, the Vehicle to Infrastructure (V2I) “Predictive Signaling” implementation, and the preparation of the new Red Line BRT buses for operational service. Service Planning is working with DPW to develop an integration test bed along Washington Street between the IndyGo garage and White River State Park. The test bed will allow for 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. An additional, local-funded task order has been issued to DLZ to assist IndyGo with traffic signal improvement to increase the speed and reliability of local bus routes. An additional task order is being issued to Shrewsberry to provide traffic counting services. Traffic counts will be used by IndyGo to build traffic models, enabling the development of traffic mobility improvements along bus routes.

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		
Nov-17	Nov-18	% Change	Fixed Route Ridership	2017	2018	% Change
16,299	15,393	-5.6%	<b>2 E. 34th St.</b>	171,348	176,569	3.0%
23,219	31,214	34.4%	<b>3 Michigan St.</b>	264,858	309,087	16.7%
12,981	11,986	-7.7%	<b>4 Fort Harrison</b>	145,633	143,090	-1.7%
15,153	16,563	9.3%	<b>5 E. 25th</b>	194,222	177,769	-8.5%
12,605	11,524	-8.6%	<b>6 N. Harding</b>	130,595	139,861	7.1%
116,130	129,703	11.7%	<b>8 Washington St.</b>	1,312,799	1,394,869	6.3%
88,404	86,074	-2.6%	<b>10 10th St.</b>	994,252	998,806	0.5%
3,022	3,559	17.8%	<b>11 E. 16th St.</b>	37,200	37,568	1.0%
4,491	4,005	-10.8%	<b>12 Minnesota</b>	54,007	48,648	-9.9%
3,144	2,871	-8.7%	<b>13 Raymond</b>	34,459	35,639	3.4%
9,243	9,267	0.3%	<b>14 Prospect</b>	102,799	100,785	-2.0%
17,555	16,449	-6.3%	<b>15 Riverside</b>	205,830	189,648	-7.9%
11,230	10,016	-10.8%	<b>16 Beech Grove</b>	113,644	118,864	4.6%
21,377	17,634	-17.5%	<b>17 College</b>	242,299	231,712	-4.4%
11,427	10,685	-6.5%	<b>18 Nora</b>	124,718	125,095	0.3%
37,127	32,395	-12.7%	<b>19 Castleton</b>	409,470	380,588	-7.1%
14,412	13,589	-5.7%	<b>21 East 21st St.</b>	151,357	154,349	2.0%
10,959	9,670	-11.8%	<b>22 Shelby</b>	118,758	108,824	-8.4%
10,774	10,875	0.9%	<b>24 Mars Hill</b>	110,158	118,313	7.4%
14,655	13,002	-11.3%	<b>25 W. 16th St.</b>	162,522	154,091	-5.2%
13,210	13,742	4.0%	<b>26 Keystone</b>	152,565	148,370	-2.7%
12,889	13,552	5.1%	<b>28 St. Vincent</b>	147,464	147,675	0.1%
7,700	6,935	-9.9%	<b>30 30th St.</b>	78,252	81,987	4.8%
22,936	23,676	3.2%	<b>31 Greenwood</b>	261,097	257,833	-1.3%
25,024	25,484	1.8%	<b>34 Michigan Rd.</b>	284,780	282,424	-0.8%
38,865	36,922	-5.0%	<b>37 Park 100</b>	416,366	405,690	-2.6%
30,321	24,602	-18.9%	<b>38 Lafayette Square</b>	352,077	311,275	-11.6%
89,535	89,830	0.3%	<b>39 E. 38th St.</b>	1,035,944	1,067,654	3.1%
3,958	3,731	-5.7%	<b>55 English</b>	44,029	41,692	-5.3%
9,925	8,429	-15.1%	<b>86 86th Street Crosstown</b>	121,056	105,772	-12.6%
10,460	11,081	5.9%	<b>87 Eastside Circulator</b>	125,056	131,430	5.1%
146	85		<b>Others</b>	3,250	3,655	
<b>719,176</b>	<b>714,543</b>	<b>-0.6%</b>	<b>Total</b>	<b>8,102,864</b>	<b>8,129,632</b>	<b>0.3%</b>

The "others" category represents a compilation of unallocated trips reported on the monthly GFI Fare Box report. These trips count as ridership but are not allocated to a specific route.

<b>Nov-17</b>	<b>Nov-18</b>	<b>% Change</b>	<b>Flexible and Contracted Services</b>	<b>2017</b>	<b>2018</b>	<b>% Change</b>
27,948	27,930	-0.1%	<b>Open Door Riders on Fixed Route</b>	309,014	320,629	3.8%
24,847	23,957	-3.6%	<b>Open Door</b>	285,846	277,269	-3.0%
742	850	14.6%	<b>Open Door Taxi Vouchers</b>	8,555	9,504	11.1%
22,723	12,805	-43.6%	<b>31 Day S-Pass</b>	221,047	163,879	-25.9%

<b>Current Month</b>			<b>IndyGo</b>	<b>Year to Date</b>		
<b>Dec-17</b>	<b>Dec-18</b>	<b>% Change</b>	<b>Fixed Route Ridership</b>	<b>2017</b>	<b>2018</b>	<b>% Change</b>
14,485	15,327	5.8%	<b>2 E. 34th St.</b>	185,833	191,896	3.3%
20,230	29,155	44.1%	<b>3 Michigan St.</b>	285,088	338,242	18.6%
12,462	10,872	-12.8%	<b>4 Fort Harrison</b>	158,095	153,962	-2.6%
13,562	16,353	20.6%	<b>5 E. 25th</b>	207,784	194,122	-6.6%
11,432	11,480	0.4%	<b>6 N. Harding</b>	142,027	151,341	6.6%
106,927	125,303	17.2%	<b>8 Washington St.</b>	1,419,726	1,520,172	7.1%
79,924	83,061	3.9%	<b>10 10th St.</b>	1,074,176	1,081,867	0.7%
3,167	2,949	-6.9%	<b>11 E. 16th St.</b>	40,367	40,517	0.4%
4,493	4,864	8.3%	<b>12 Minnesota</b>	58,500	53,512	-8.5%
2,750	2,910	5.8%	<b>13 Raymond</b>	37,209	38,549	3.6%
8,702	8,310	-4.5%	<b>14 Prospect</b>	111,501	109,095	-2.2%
15,178	15,698	3.4%	<b>15 Riverside</b>	221,008	205,346	-7.1%
9,446	8,934	-5.4%	<b>16 Beech Grove</b>	123,090	127,798	3.8%
20,861	19,795	-5.1%	<b>17 College</b>	263,160	251,507	-4.4%
9,475	9,875	4.2%	<b>18 Nora</b>	134,193	134,970	0.6%
33,777	31,658	-6.3%	<b>19 Castleton</b>	443,247	412,246	-7.0%
12,618	12,023	-4.7%	<b>21 East 21st St.</b>	163,975	166,372	1.5%
8,958	8,484	-5.3%	<b>22 Shelby</b>	127,716	117,308	-8.1%
10,048	10,036	-0.1%	<b>24 Mars Hill</b>	120,206	128,349	6.8%
13,387	11,827	-11.7%	<b>25 W. 16th St.</b>	175,909	165,918	-5.7%
12,074	12,545	3.9%	<b>26 Keystone</b>	164,639	160,915	-2.3%
11,376	12,798	12.5%	<b>28 St. Vincent</b>	158,840	160,473	1.0%
6,178	6,184	0.1%	<b>30 30th St.</b>	84,430	88,171	4.4%
19,718	22,402	13.6%	<b>31 Greenwood</b>	280,815	280,235	-0.2%
23,310	24,512	5.2%	<b>34 Michigan Rd.</b>	308,090	306,936	-0.4%
33,161	33,099	-0.2%	<b>37 Park 100</b>	449,527	438,789	-2.4%
27,385	24,155	-11.8%	<b>38 Lafayette Square</b>	379,462	335,430	-11.6%
82,844	89,831	8.4%	<b>39 E. 38th St.</b>	1,118,788	1,157,485	3.5%
3,478	3,190	-8.3%	<b>55 English</b>	47,507	44,882	-5.5%
9,425	8,188	-13.1%	<b>86 86th Street Crosstown</b>	130,481	113,960	-12.7%
10,945	10,243	-6.4%	<b>87 Eastside Circulator</b>	136,001	141,673	4.2%
127	256		<b>Others</b>	3,377	3,911	
<b>651,903</b>	<b>686,317</b>	<b>5.3%</b>	<b>Total</b>	<b>8,754,767</b>	<b>8,815,949</b>	<b>0.7%</b>

Dec-17	Dec-18	% Change	Flexible and Contracted Services	2017	2018	% Change
24,151	26,965	11.7%	<b>Open Door Riders on Fixed Route</b>	333,165	347,594	4.3%
23,480	22,657	-3.5%	<b>Open Door</b>	309,326	277,269	-10.4%
740	1,918	159.2%	<b>Open Door Taxi Vouchers</b>	9,295	9,504	2.2%
15,336	9,887	-35.5%	<b>31 Day S-Pass</b>	236,383	173,766	-26.5%

## **STRATEGIC PLANNING**

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, project development activities associated with the Purple and Blue Line, Super Stops; assisting with fare modernization efforts, specifically leading the fare equity analysis and assessing revenue impacts; shared use mobility efforts; and data/research projects. The department continues to work with other internal and external partners around efforts to partner to develop strategies around regional coordination, transportation network companies, shared use mobility, and joint development opportunities.

Additionally, the Strategic Planning department hired a new Strategic Planner this past month. Brooke Thomas, AICP, joined the team on January 14, coming to IndyGo from American Structurepoint, Inc., where she served as a Senior Planner and Project Manager. Prior to her work at American Structurepoint, Ms. Thomas worked as the Deputy Director of the Greater Indianapolis Progress Committee, co-leading the City's efforts around Plan 2020, and had served as a Senior Planner with DMD. Initially, Brooke will lead projects related to Planning and Zoning efforts along the Blue Line -through an FTA-funded Transit Oriented Development grant – and joint development efforts.

### **Project Development:**

**Purple Line.** The Purple Line environmental process is nearly complete. The original date for the sign-off on the documented categorical exclusion (DCE) for the Purple Line and the final signature of the Memorandum of Agreement (MOA) for the Interurban Group Site had been slated for January 16, 2019. However, due to the Federal Shutdown, the Federal Transit Administration has been unable to effectively distribute the MOA. As of this writing (January 10, 2019) it is unclear at this point if the Federal government will be able to re-open in time to meet that deadline.

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

The FTA has indicated that it would prefer to not receive any IndyGo submittals related to the environmental work until the Purple Line NEPA process has been completed; it is anticipated that the schedule for these submittals will be adversely affected, to some degree, as a result of the federal shutdown.

**Super Stops:** The Super Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street and Fort Wayne Avenue has reached the 90 percent design threshold. The environmental work associated with the Super Stops was targeted for completion in March 6, 2019. It is unclear what, if any, impact the federal shutdown may have on this schedule; the shutdown has impacted FTA's ability to facilitate federal and state approvals needed to advance the environmental process.

IndyGo staff has continued to coordinate with the City of Indianapolis, Department of Public Works, to address impacts related to the project and assess various features of the project. Further, the project is currently undergoing a constructability review by Lochmuller Group. Their feedback, to be provided in early February, will be incorporated into the final design for the project (due in late February).

IndyGo will need to present the plans for its efforts to the Indianapolis Historic Preservation Commission and seek a number of code changes due to parking and one-way streets as part of the project; these are anticipated for the end of the first quarter or beginning of second quarter 2019; interim meetings to address these concerns are being scheduled with relevant city departments.

**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. Preliminary planning efforts have begun with the Boner Center; the project team is working to identify opportunities to engage residents and stakeholders around their experiences related to transportation and transportation barriers. This effort has resulted in analysis of IndyGo's ridership survey as it relates to the area, boarding and alighting patterns, asset mapping, and the generation of other materials. IndyGo is currently working on an intercept survey and other public engagement processes to facilitate a dialogue around transportation barriers.

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

IndyGo continues to work closely with the Personal Mobility Network, a group convened by the Central Indiana Community Foundation, to collaboratively identify and advance shared mobility options. As part of this effort, the team has met with Ford Motor Company's Mobility Solutions team; efforts are ongoing to coordinate potential strategies to pilot mobility solutions. As of this drafting, such conversations, with Ford Motor Company, are ongoing.

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

- An application for an award under the FTA's *Low-No Emissions* program, which would enable the agency to expand its solar array and further offset the cost of expanding the electric fleet, was submitted in mid-June. **IndyGo was successfully awarded this project, planning efforts are underway to advance this project.**
- In mid-July, IndyGo submitted 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 would fund planning efforts to develop special zones near Blue Line rapid transit stations, enabling new land use controls and development standards in those areas. **IndyGo was successfully awarded this project in December. IndyGo has begun the coordination process with DMD to develop a project timeline and process.**
- In November, IndyGo submitted a grant application to the Indianapolis MPO as part of its 2024-2025 call for projects. As part of this call, IndyGo requested funding to support the purchase of 16 vehicles through the MPO's STBG (Surface Transportation Block Grant) and/or CMAQ (Congestion Mitigation and Air Quality) allocations. These funds will be awarded in early 2019.

### Other initiatives

The Strategic Planning team continues to work with other departments within the Capital Projects division, as well as support Public Affairs and Operations, across several initiatives:

- **Review and Analysis of Fare Policies/Fare Equity Analysis/Data Considerations:**

The team continues to review and analyze various scenarios related to fares and fare policies, to assist the Executive Committee in its deliberations around policies such as transfer policies and fare capping. The team is taking the lead in developing the methodology for, and executing, the fare equity analysis required by FTA as part of any change in fare policies or fare media. The team is coordinating closely with legal, service planning, public affairs, and other divisions/departments in delivering the fare equity analysis. The findings of the equity analysis will accompany any requested board action related to changing fare policies and fare media. These efforts should both be substantially completed at the time of January board meeting.

The team is also preliminary examining the potential impacts and risks of the increased volume of data being collected and stored as part of IndyGo's implementation of the modernized fare system.

- **Paratransit COA:** The Strategic Planning team is working with operations, public affairs, legal, and others to facilitate a comprehensive review of IndyGo's paratransit policies, procedures, and practices. While such a review may examine and identify issues related to our current service, it is intended to be a broader, more systemic review of longer-term challenges and opportunities that influence the service provision environment. A solicitation for this project is currently underway; it is anticipated to be presented at the IPTC board meeting in February 2019.

## **ENGINEERING & CONSTRUCTION**

### **Red Line**

Construction is continuing to progress for Package A- Civil (Reith-Riley Construction – Prime Contractor) along Shelby Street and Meridian Street. Contractor is installing storm sewers followed by curb, ADA ramps and sidewalk. Twelve station foundations (6 curb side and 6 center) have been poured to date along Shelby St & Meridian St. Site Civil work along Capital Ave is ongoing and work on Virginia Ave. and College Ave is expected to start first week of February.

F.A. Wilhelm has started erection of station structures. Five station structures have been erected along Shelby to-date including one center station.

Due to utility relocation and other delays that occurred early on during the project, construction is about 16 weeks behind schedule. IndyGo has requested an accelerated schedule from Reith Riley with a July 31<sup>st</sup> completion date and anticipated service start date in late August. This schedule and associated cost will be available for review by all parties before the end of January. FA Wilhelm's schedule will be accelerated as well and will follow Reith Riley's accelerated schedule, to meet the July 31<sup>st</sup> completion date.

### **Purple Line**

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

### **Blue Line**

Preliminary design has started on the Blue Line project. The 10 percent design is complete, with survey work progressing to support 30% plans, which are due in February. A Small Starts grant application was submitted September 6, 2018.

### **Other On-Street Projects**

Several other on-street projects, including the Super Stops project, Rural Street underpass lowering, and bus stops and shelter improvements were included in the Marion County Transit Plan and the IndyGo Five-Year Capital Plan. Initial outreach and design work for those projects have begun, as outlined previously in other reports. The Central Avenue one- way to two- way conversion project is under construction through DPW. IndyGo is conducting traffic studies on the other two-way conversion projects included in the Marion County Transit Plan.

## **FACILITY PROJECTS**

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

### **WSP:**

- **Electric Bus Fleet Charging Facility Upgrades** – Miller Eads have installed some of the charging islands and has striped the lanes. There are some planned adjustments to the charging islands to accommodate the flow in the garage. Ten (10) chargers has been received from BYD for installation; one has been installed in Maintenance Bay 23. The next set of chargers will arrive within the next few weeks. All chargers won't be energized until February/March. Project is on schedule.
- **CCTV Camera Improvement Placement** – WSP Task Order for design was issued June for camera assessment of cameras condition, replacements/upgrades and placement, with the recommendation for contractor being presented to the Board in December. A walk through occurred with WSP to review and verify camera usage and placement possibilities.

### **The Etica Group:**

- **Space Planning Renovations Construction** – Phase I of the Office Renovations began with Operation Administration area in November. Phase I staff has been relocated into the cube farm. Phase II will be both the new HR Area (currently the Capital Projects area and Procurement area which will begin in January, pending the arrival of new furniture or other options for temporary furniture can be arranged. Phase II will also begin the work in the Operators Lounge, this includes the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices; staff will temporarily use trailers that are placed in the garage. The furniture decommissioning is assisting with the removal of furniture, and pursuing options or opportunities for resale, donations and recycling; Indianapolis Metropolitan Organization (MPO) is the selected agency to receive donated furniture in good condition. New Office Furniture is being selected and options for expedition is being explored.



With the increase of new hires for the first quarter, then previously predicted, some of the Public Affairs team will relocate to the Transit Center January 25<sup>th</sup> during the renovations.

- **Space Planning Renovations Maintenance Area Design** – The Garage Door Improvements will begin this phase of work; this will include widen of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system and upgrade and installation of the fire door for the front garage door near Treasury. The next phase of Maintenance will be the renovation of offices, rest rooms, fall protection, vehicle lifts, Maintenance locker rooms and lounge. The Task Order for the Maintenance area design was presented at the October 2018 Board Meeting and the design has begun with the Etica Group.
- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– The design is being completed for adding in a third vehicle wash with upgrades to the system and the widening of the garage door with upgraded Fire Door and fire suppression system; the Paint Booth has now been combined, with the idea of one general contractor overseeing the installation of the Vehicle Wash system and the Paint Booth system but self-performing the work for the Garage Door improvements. The Final Design will be completed in January 2019 for the project going out for Procurement in February, with a recommended contractor being presented at the March 2019 Board Meeting.
- **Multi-Use Training Facility** – The site layout plan has been completed. The design work will begin upon IndyGo's purchase of the property at 21<sup>st</sup> and Montcalm in the Riverside neighborhood. The neighborhood's reception of the facility has been positive. The location is to provide a full training facility with grounds for driving course as well, with room for expansion and operate as a contingency site for the agency. The tentative schedule of the final design is April/May 2019, with construction starting in early August 2019.

- **Overhead Security Screen Doors** – design is 100% completed for the installation of (9) screen doors on all bay doors in the facility; the project is being reviewed to update the documents. Advertisement for the project in February 2019, to start installation in March 2019 to have in place as the weather gets warmer.

**Justin Stuehrenberg**

Vice President of Planning & Capital Projects

OPERATIONS DIVISION REPORT DECEMBER 2018

1/24/19

Item No. R – 3

To: Chair and Board of Directors

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

**CONSIDERATION OF OPERATIONS DIVISION REPORT FOR DECEMBER 2018**

**ISSUE:**

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

**RECOMMENDATION:**

Receive the report.

Roscoe Brown

Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Fleet & Inventory Control

Dwight Benjamin, Director of Transportation

Mark Emmons, Director of Safety, Training & Security

Paula Haskin, Director of Flexible & Contracted Services

Ed Parsley, Director of Facilities

Cheryl Purefoy, Superintendent of Operations

## OPERATIONS DIVISION REPORT – January 2019

### TRANSPORTATION SERVICES

#### Employee Recognition:

December Employee of the Month:

Jonathan Jackson

#### **COMMENDATIONS**

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

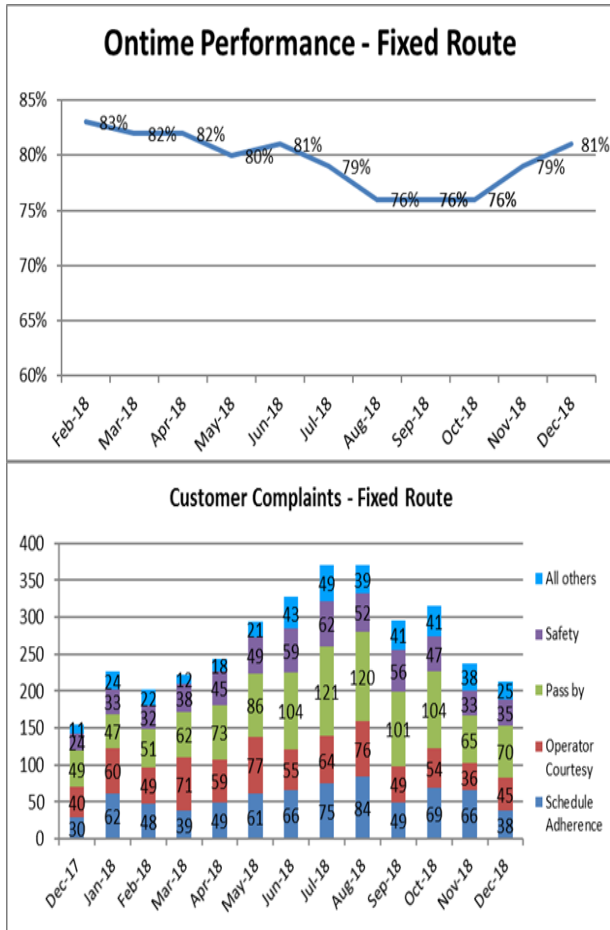
Mark Brown, Laniesha Corbin, Harry Fox, Janie Jones, Deborah Robinson, Kathy Smith, Tamara Smith and Melvin Wright

The following operators achieved an on-time performance rating of 90% or better during the month of December. 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 December is Anthony White.

1. BETH MURRAY	8218	97%
2. DONNA JANDREAU	8421	96%
3. ROBERT FEIOCK	8620	96%
4. DAVID MADYUN	8399	96%
5. RONNY SMITH	5719	95%
6. ROSE ANDERSON	8473	95%
7. RON BURTON	0798	95%
8. GREGORY SCOTT	8719	94%
9. SANDRA HOOKS	8430	94%
10. DONNA LANGFORD	1421	94%
11. ROBERT BOBBITT	8121	94%
12. SHIRLEY JONES	8967	94%
13. WILLIAM ENGLAND	8666	94%
14. SHERIKA ROBINSON	8428	94%
15. DAVID JOY	8726	93%
16. RHONDA WATTS	8271	93%
17. RAY WRIGHT	6979	93%
18. MICHAEL DETIENNE	8356	92%
19. EDGAR HOLYFIELD III	8649	92%
20. DEMETRICH LESLIE	8940	92%

21. ANDREW MUNDY	8767	91%
22. CINDY CARROLL	9092	91%
23. CAMERON IRWIN	2877	91%
24. MICHAEL PARRISH	8926	91%
25. ANTHONY WHITE	3334	91%
26. KEARY BRADFORD	9191	91%
27. OTHA DUGAN	3030	91%
28. ROBERT JORDAN	8892	91%
29. TERRY LAGRONE	8727	91%
30. SCOTT DUNCAN	8523	91%
31. ANGELA WILLIAMS	9018	90%
32. S. BOWEN, SR.	0593	90%
33. ANTIJUAN MARTINEZ	8988	90%
34. JOE BADREDINE	9026	90%
35. DAVID CLAY	9082	90%
36. MORNICE CHEST	8983	90%
37. JONATHAN JACKSON	8739	90%
38. MARILYN HUGHES	8234	90%
39. YOLANDA LEE	3400	90%
40. EFRAIN AMAYA	0224	90%

**Key Performance Indicators:**



**Community Outreach:**

Operations had representatives attend the following community stakeholder meetings:

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

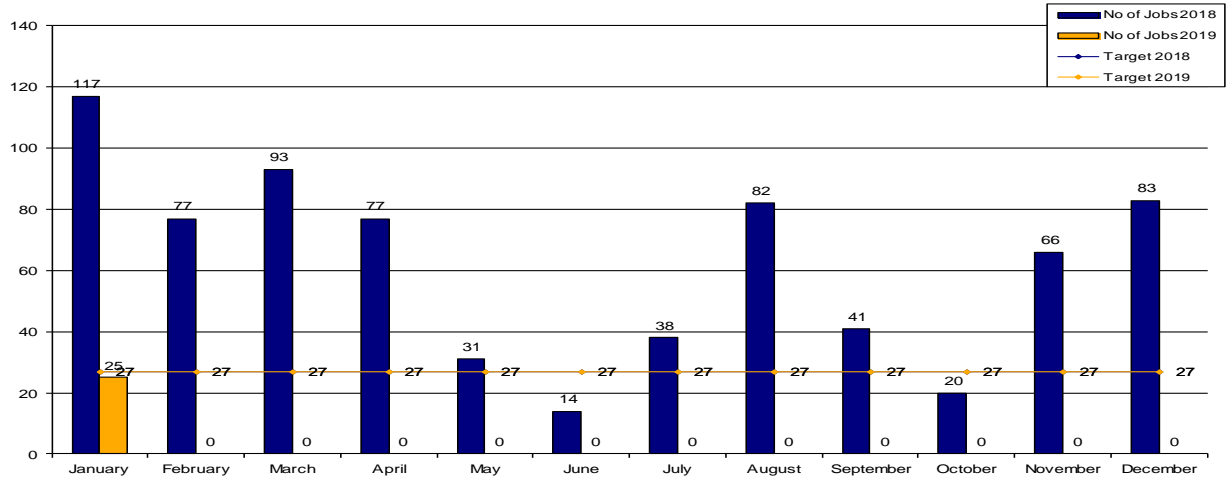
## VEHICLE MAINTENANCE & REPAIR

The 2017 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	2018	December	6	2017	December	3
Diesel Particulate Regen	2018	December	83	2017	December	75
Engine/Body Steam Cleans	2018	December	73	2017	December	31
Ramp Inspections	2018	December	69	2017	December	64
Premium Detail Cleaning	2018	December	96	2017	December	54
Body Inspections	2018	December	11	2017	December	5

With the increased monthly regen process the use of DPF filters and catalyst have drastically decreased. This has also saved on the number of filters and catalyst the store room sends out to be cleaned. Trying to keep up with advances in DPF filter cleanings the Maintenance Department is utilizing a new process to clean our used DPF filters to improve cleaning and longevity of engines. One of the most improved areas under the Scheduling department has been the forced regen of the DPF system. A total of 739 regens were completed on the fleet for the 2018 year.

### Forced Regen of DPF System



The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2016 through current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

### Mean Distance

Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	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
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08	2016/09	2016/10	2016/11	2016/12
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189	5,787	6,099	5,564	7,318
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318	4,390	5,416	4,912	5,582

## **FLEET SERVICES & INVENTORY CONTROL**

We have accepted delivery of the two Chevy Bolts and are waiting for plates. These should be available for use in the next week.

We recognized several wash rack associates in December for their hard work and going above and beyond expectations.

The lucky winners were:

Josh Herron—Jacket (not pictured)

Ismael Garcia—Lunch box (not pictured)

Dominique Hawkins—Lunch Box

Adrian Harrell—Jacket

Antonio Herring—Backpack

Fatimah Abdul-Kareem-- Jacket



The Storeroom staff coordinated with Procurement to complete a request for services to perform the year end physical inventory, to be completed January 2<sup>nd</sup> and 3<sup>rd</sup>. The Storeroom team also collaborated with the AX project manager to test the scanner functionality which will be implemented to enhance efficiency in the operation

## **FLEXIBLE & CONTRACTED SERVICES**

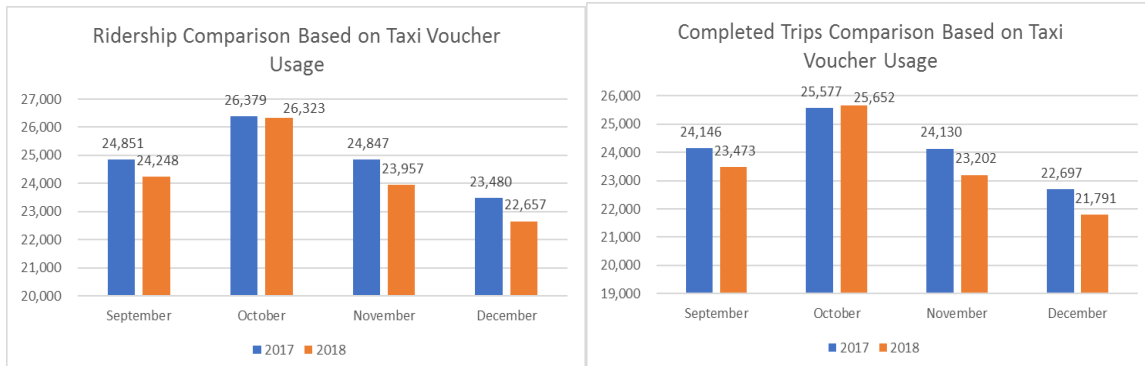
In the past couple of months there has been increased effort on the part of Transdev, the contractor for Open Door. There has been involvement of various General Managers from several of Transdev's operations providing assistance to the local team and the addition of an operations manager, which brings the total to two operations managers for increased presence and monitoring of the service.

The team created a new run cut which has provided increased coverage during peak service hours. The run cut, along with several other operational strategies has helped to increase on time performance during this period.



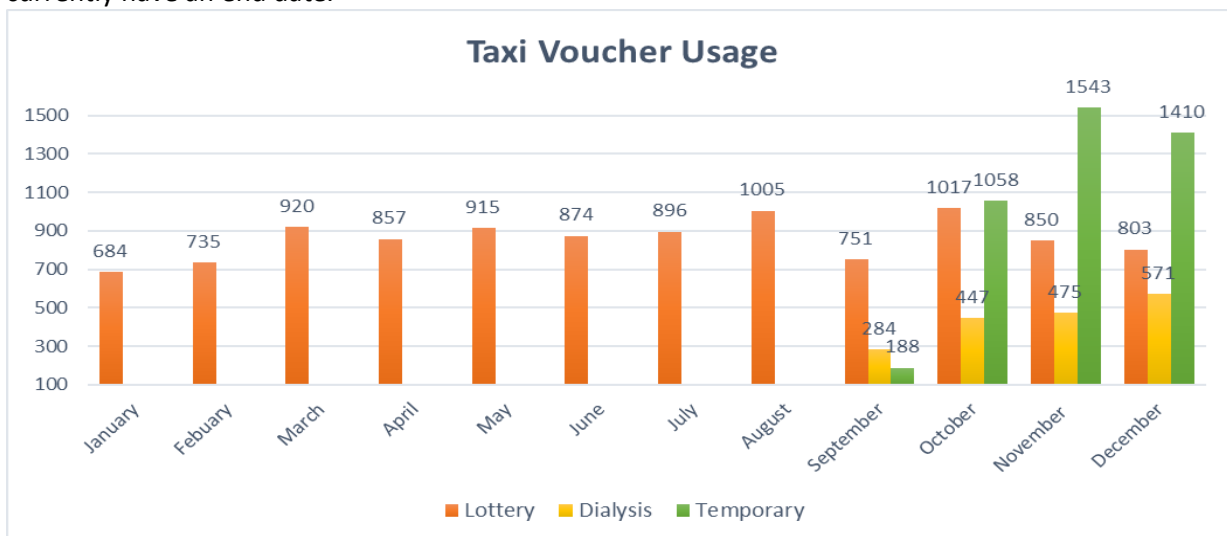
### Service Delivery Data:

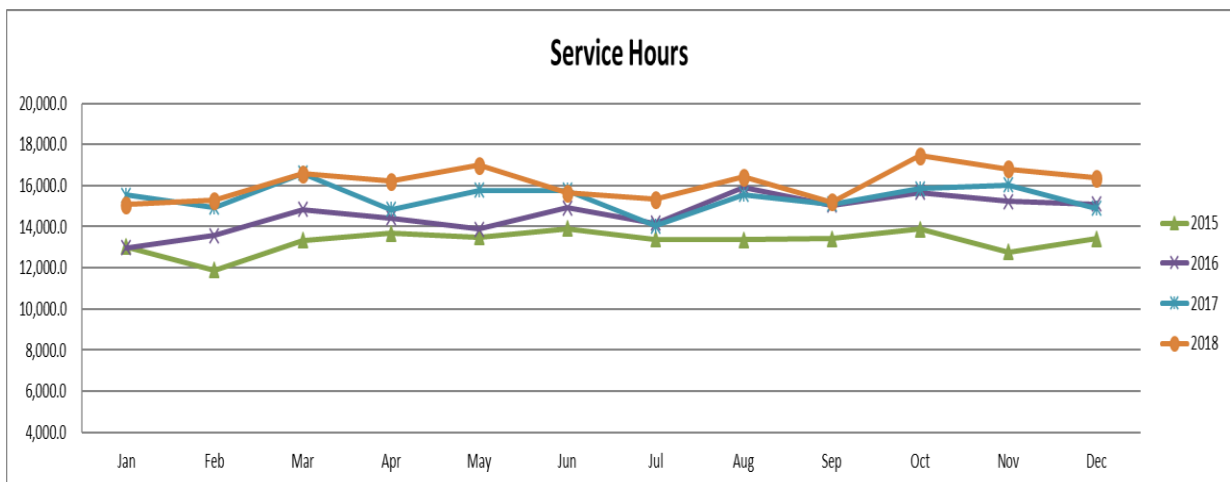
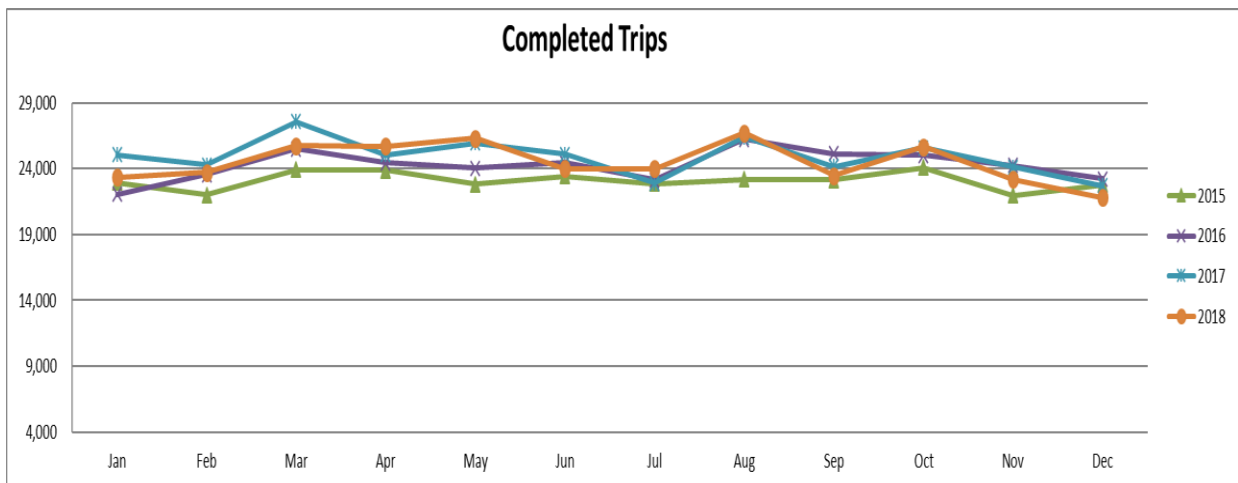
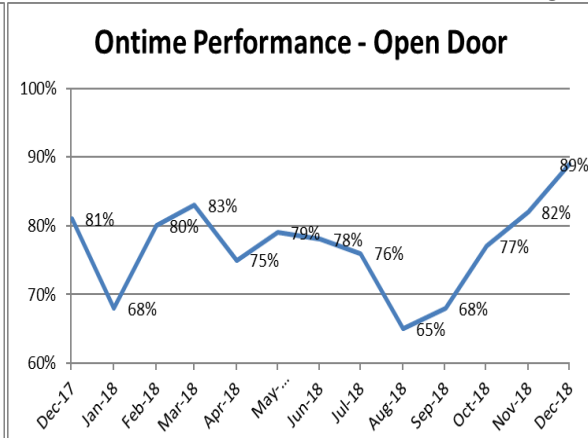
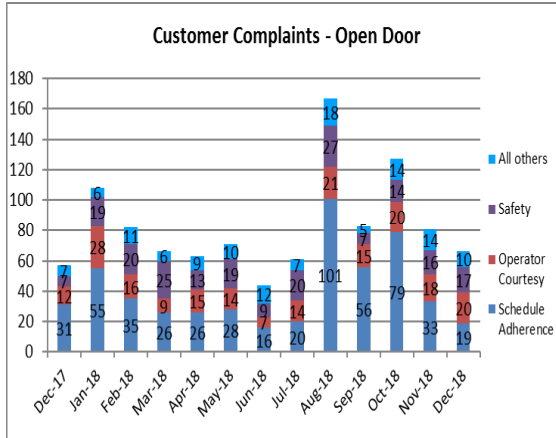
The taxi voucher programs assisted in decreasing the number of trips completed as well as ridership on Open Door as compared to September through December of the previous year as illustrated in the charts below.



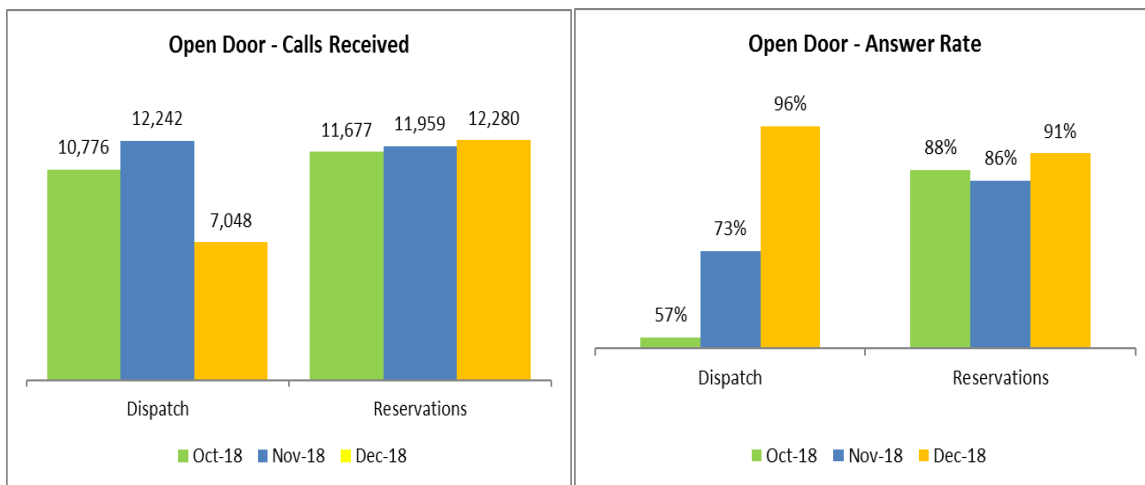
The lottery program has existed since July 2008; however, two new programs were implemented in 2018. In August a pilot dialysis taxi voucher program was created for any qualified Open Door rider that opted into the program and scheduled trips to and/or from a dialysis center. The program did not receive as much interest as hoped for but is very popular amongst those riders who use the service. The dialysis pilot ends in January 2019; however, the program will continue for the thirty-eight individuals currently using the service through unused portions of the lottery program.

To assist the paratransit contractor, Transdev, with service challenges they began to encounter in August, Open Door staff implemented a temporary emergency taxi voucher program for subscription trip riders who traveled during peak hours. After the second month of providing this service, trips remained constant at over 1,000 trips per month with a high of over 1,500 in November. This program provides service for approximately seventy-three riders and does not currently have an end date.





**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. This resulted in decreased calls directly to dispatch as well as an increased call answer rate. The reservations staff also had an increased in the call answer rate over the previous month, despite the increase in calls.



## FACILITIES

During December, the Julia M. Carson Transit Center was served over 8,500 customers per day. The Paver Replacement Project continued with excavation on the north island of the Transit Center at Delaware Street all the way to the double doors on the north and south side of the building. All this work was performed with the Transit Center open, and we were all able to work together as a team to keep the passengers and general public, and buses flowing smoothly through the Transit Center site. Work stopped on the project on December 21<sup>st</sup> as the asphalt companies were shutting down for the winter season and is projected to resume in late March 2019 weather permitting.

At our main building in November the Tuck Point/Brick Repair Project on the old Historical Duesenberg part of the building along Harding Street and the front of the building was performed, in which Cusack Masonry Crew has replaced all the missing and loose mortar and replacing some crumbling bricks. The Cusack crew was able to find matching era bricks from an old Smokestack in Chicago that had been saved. So we replaced over 200 old crumbling bricks along the Harding Street side of the building with same era bricks to keep the Historical look.

The Electric Bus Charging Project continued with work in Phase 1 and Phase 2 of the project which included setting all the Electrical Transformers behind the building and installing a new service road for the Transformers and burying all the electrical conduit and wiring. Also R.L. Turner continued their inside work of installing Bus Charger Islands and overhead racking and electrical wiring and restriping. Work was accomplished without disruption of service delivery with the Garage staff.

The Office Renovation Phase I continues and is projected to be completed in mid-January and Phase 2 beginning immediately upon completion.

For the last quarter of 2018 our IndyGo Recycling Program was able to recycle:

3,316 - Gallons of Used Oil

1 - Barrel of Florescent Light Bulbs

15 – Fifty-Five Gallon Barrels of Used Oil Filters and Used Fuel Filters

For 2018, IndyGo was able to recycle:

13,166 – Gallons of Used Oil

12 – Barrels of Used Florescent Light Bulbs

65 – Fifty-Five Gallon Drums of Used Oil Filters and Used Fuel Filters

All the quantities of items listed above were able to be recycled and kept out of Americas Landfills as part of IndyGo’s revolving, and growing Environmental Management Program.

During December IndyGo replaced or installed:

Installed 66 bus stop sign

Removed 1 large bus shelter

Installed 1 small shelter

Removed 2 bench

Installed 12 new trash cans

Replaced 10 glass shelter panels due to vandalism

## **RISK & SECURITY**

- Mark Emmons, Director of Safety, Security and Training and Brian Clem, Risk Manager, attended an NTI webinar for updates to the Safety and Security reporting. The NTI reporting is required each month and requires the agency to report both Serious (S&S 40) and Non-Serious (S&S 50) accidents with the number of injuries involved.

## SAFETY & TRAINING

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

Jerome Norris -	21 Years	Donna Jandreau -	5 Years
Harry Fox -	17 Years	Jowanna McGhee -	4 Years
Khadijah Badiane -	14 Years	Sade Squires -	4 Years
Geneva Hartwell -	11 Years	Rena Dean -	2 Years
Adrian Lewis -	9 Years	Tiona Hankins -	1 Year
Tawana Claypool -	5 Years	Toccara Isabell -	1 Year
Eleanor Henderson -	5 Years	Montell Johnson -	1 Year

IndyGo Class #18-09 began on October 22, 2018 with a total of 18 fixed route students. There are currently 15 students still in the class and they are working on the subbing in portion of the training program. Staff expects them to be completed with all portions of the class and to be able to graduate on January 18, 2019 and be released to Operations on January 20, 2019.

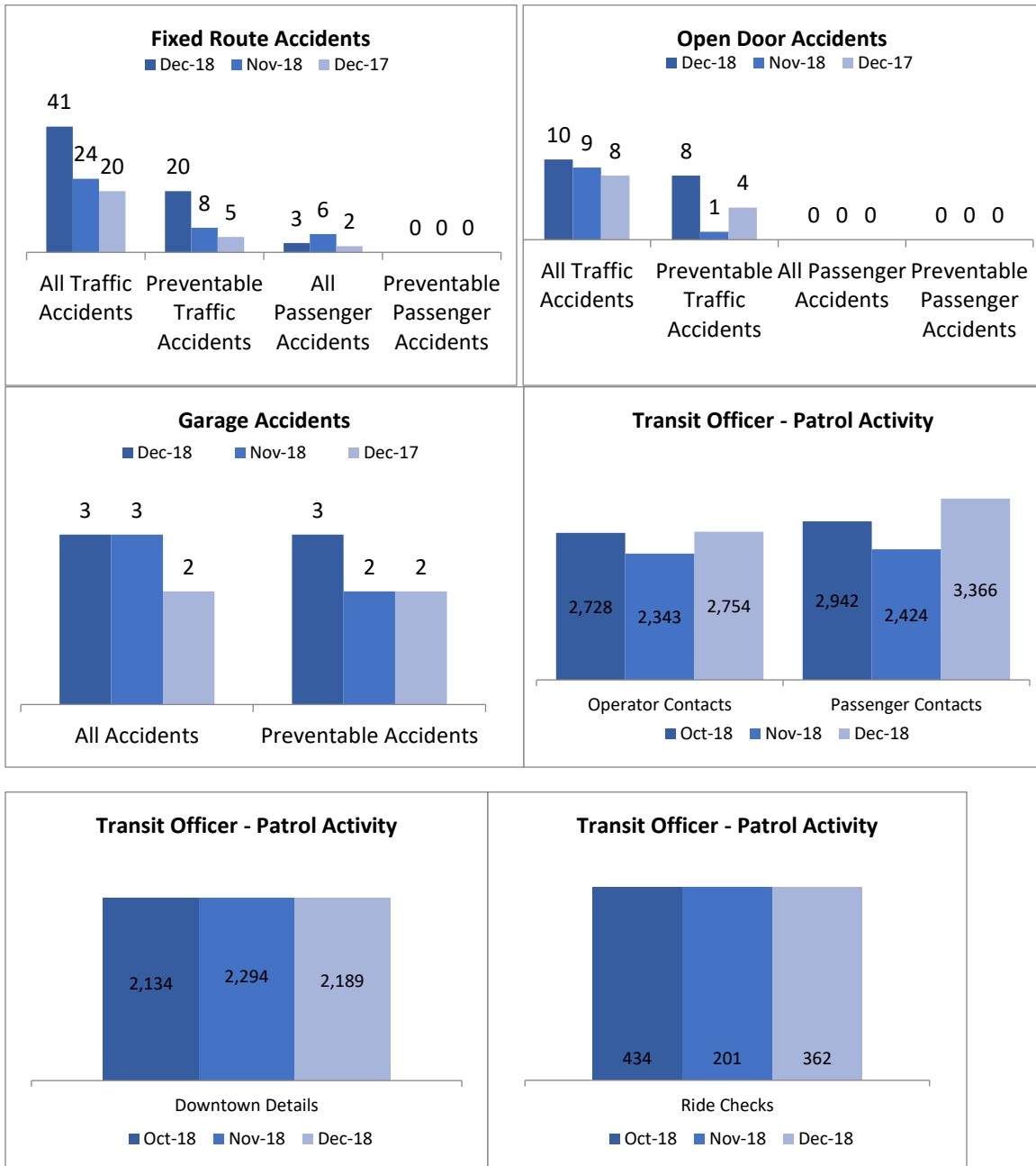
IndyGo Class #18-10 began on December 3, 2018 with a total of 13 fixed route students. There are currently 12 in the class and they are working on the last rotation of route familiarization. They are expected to complete all phases of the training program and be ready to graduate in mid-February.

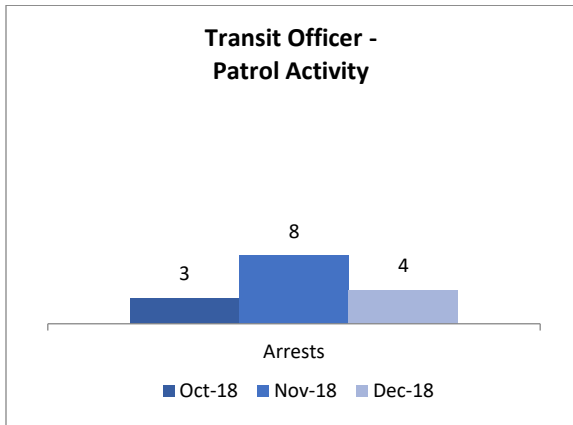
Training staff is preparing training for the operators on the new Avail system that will be placed in all the fixed route buses. This training will include the new pre-trip module that will need to be completed before they can see their work for the day. Staff is just waiting on the new Bus in a Box to be completed and training will start.

The following training sessions were conducted in December:

Staff performed the following trainings:

- One (1) operator for customer service training
- One (1) operator for return-to-work retraining after an extended leave
- Four (4) operators for retraining due to preventable accidents
- Three (3) employees from the garage for retraining due to preventable accidents





HUMAN RESOURCES REPORT DECEMBER 2018

01/24/19

Item No. R – 4

To: Chair and Board of Directors

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

**CONSIDERATION OF HUMAN RESOURCES DECEMBER 2018**

**ISSUE:**

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

**RECOMMENDATION:**

Receive Human Resources report.

Phalease M. Crichlow

Vice President of Human Resources

**Contributing Staff:**

Teresa Boone, Director of Employee Services

Felicia Moodie, Sr. HRBP, Benefits

Elizabeth Zwierko, Sr. HRBP, Talent Acquisition

Romona Camarata, Manager of Learning & Development

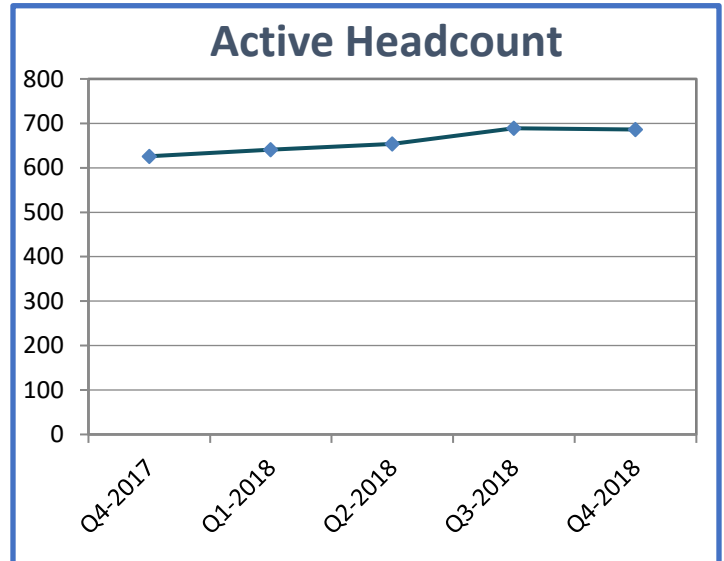


# Human Resources Department Board Report

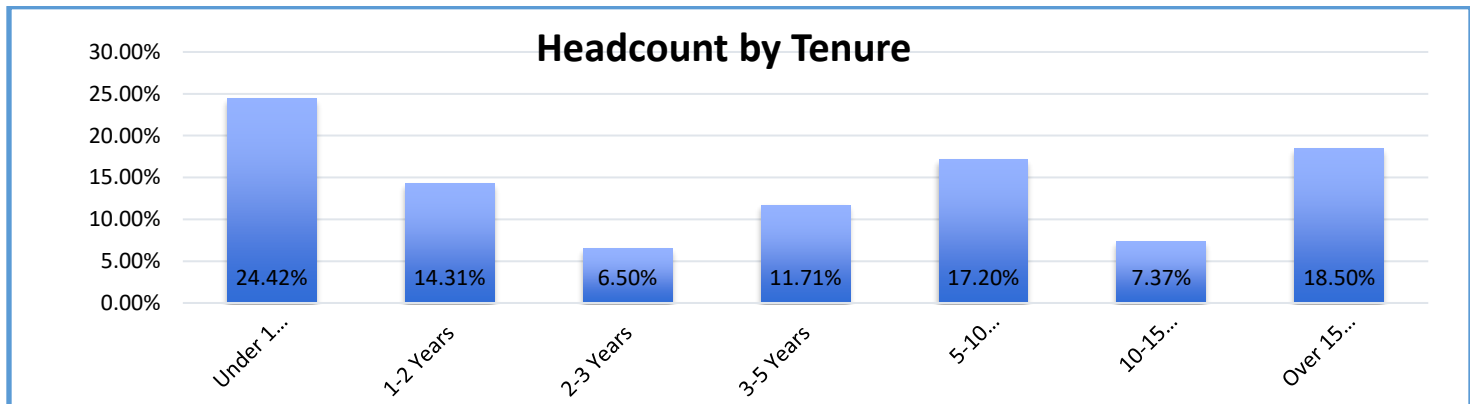
## Staffing and Recruitment

## NOVEMBER

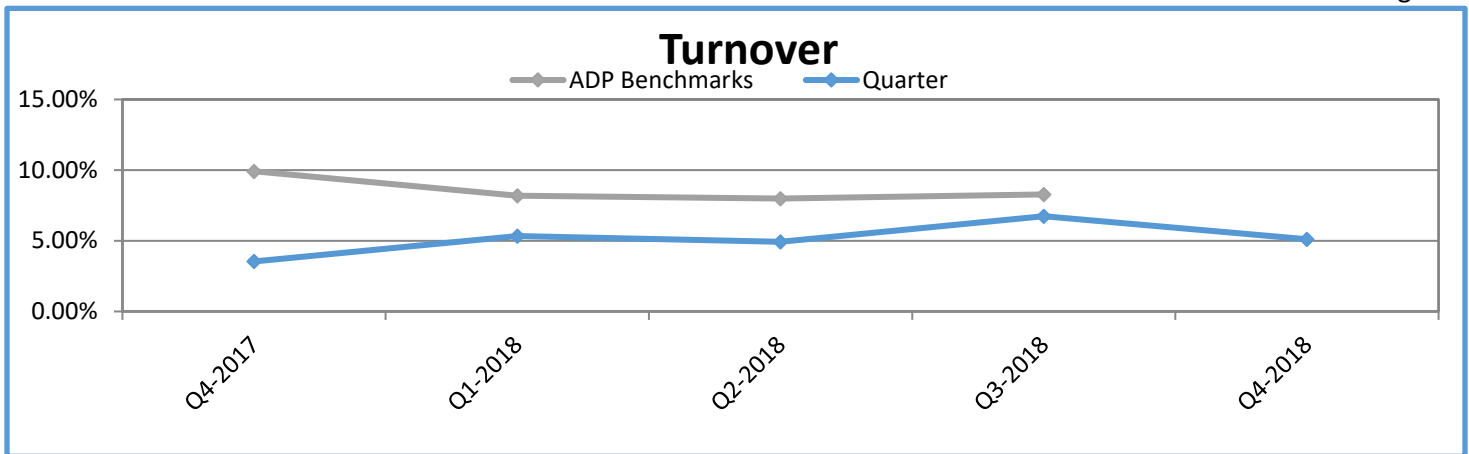
Month End Headcount			
	Active	Separations	New-Hires
Represented	526	11	10
Non-Represented	160	1	3
Total	686	12	13
Monthly Turnover Rate			
1.7%			
Staffing Capacity			
Budgeted FTE	837		
Incumbent FTE	686		
% of Capacity	-18%		



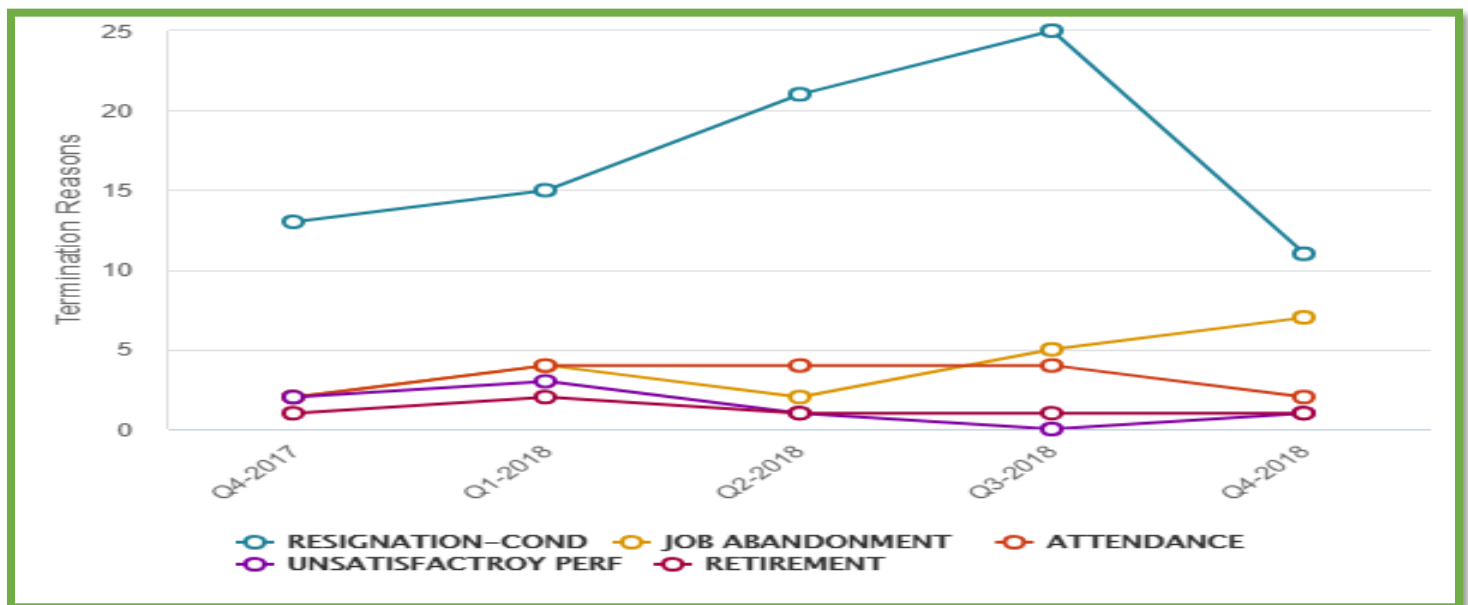
PERIOD	HEADCOUNT
Q4-2017	626
Q1-2018	641
Q2-2018	654
Q3-2018	689
Q4-2018	686



TENURE BAND	HEADCOUNT %	HEADCOUNT
Under 1 Year	24.64%	169
1-2 Years	14.29%	98
2-3 Years	6.41%	44
3-5 Years	11.81%	81
5-10 Years	16.91%	116
10-15 Years	7.14%	49
Over 15 Years	18.80%	129



PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
Q4-2017	3.54%	22	622.26	9.92%
Q1-2018	5.33%	34	638.38	8.20%
Q2-2018	4.93%	32	649.29	7.99%
Q3-2018	6.74%	45	667.87	8.29%
Q4-2018	5.11%	35	685.58	

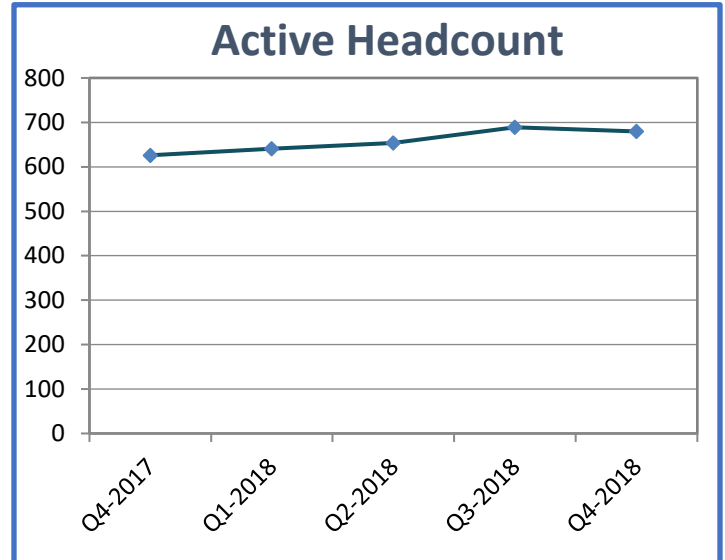


PERIOD	RESIGNATION-COND	JOB ABANDONMENT	ATTENDANCE	UNSATISFACTROY PERF	RETIREMENT	All Others
Q4-2017	13	2	2	2	1	2
Q1-2018	15	4	4	3	2	6
Q2-2018	21	2	4	1	1	3
Q3-2018	25	5	4	0	1	10
Q4-2018	11	7	2	1	1	13

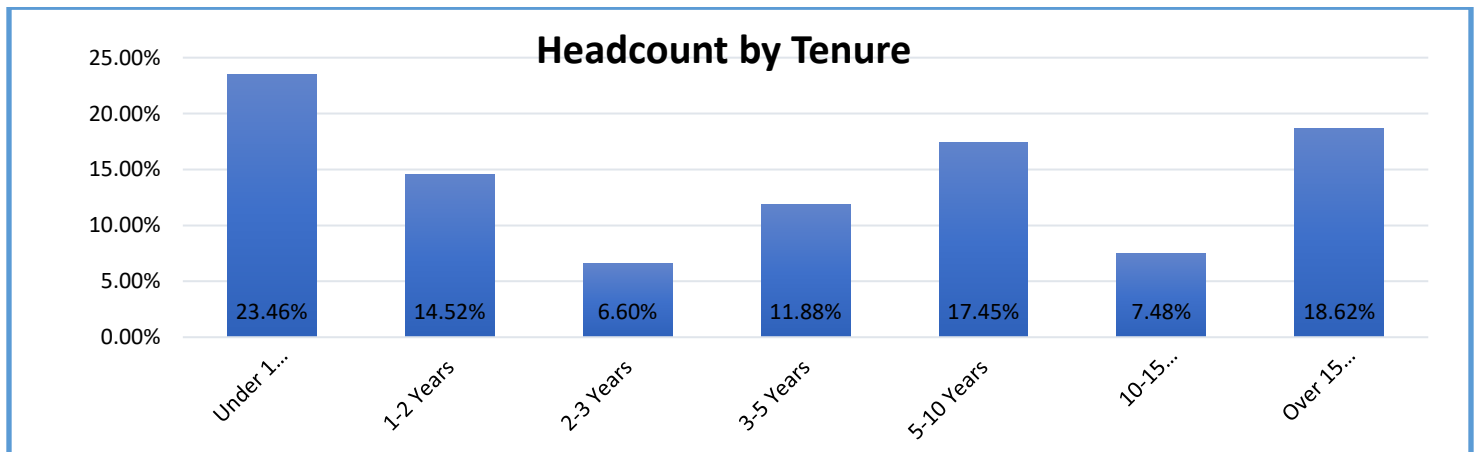
## December 2018

**Staffing and Recruitment (continued)**

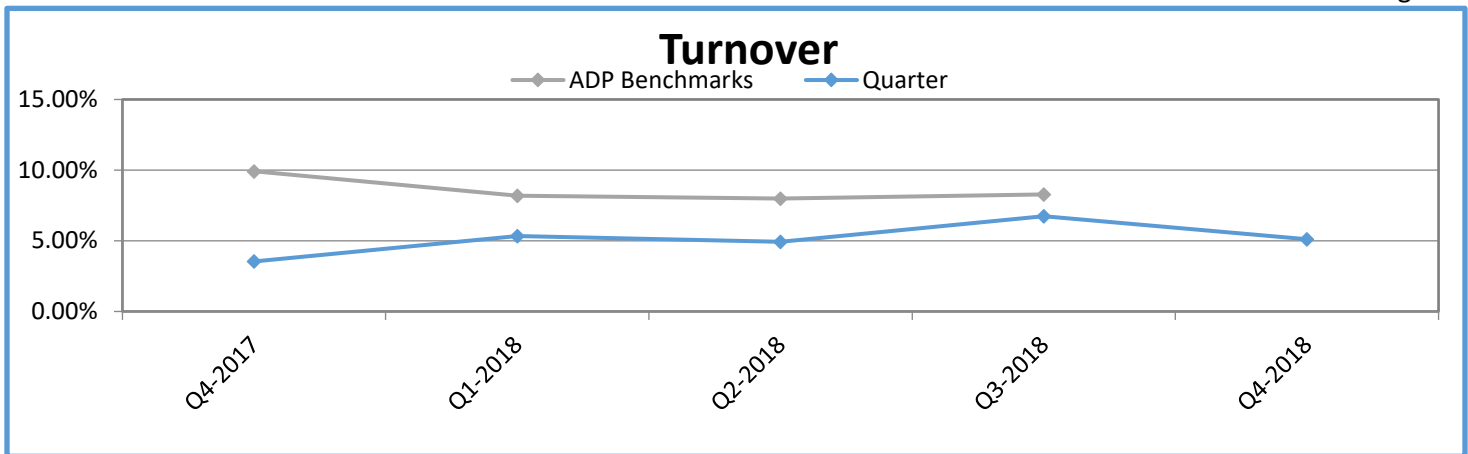
Month End Headcount			
	Active	Separations	New-Hires
Represented	496	3	0
Non-Represented	185	8	0
Total	682	11	0
Monthly Turnover Rate		1.6%	
Staffing Capacity			
Budgeted FTE		840	
Incumbent FTE		682	
% of Capacity		-19%	



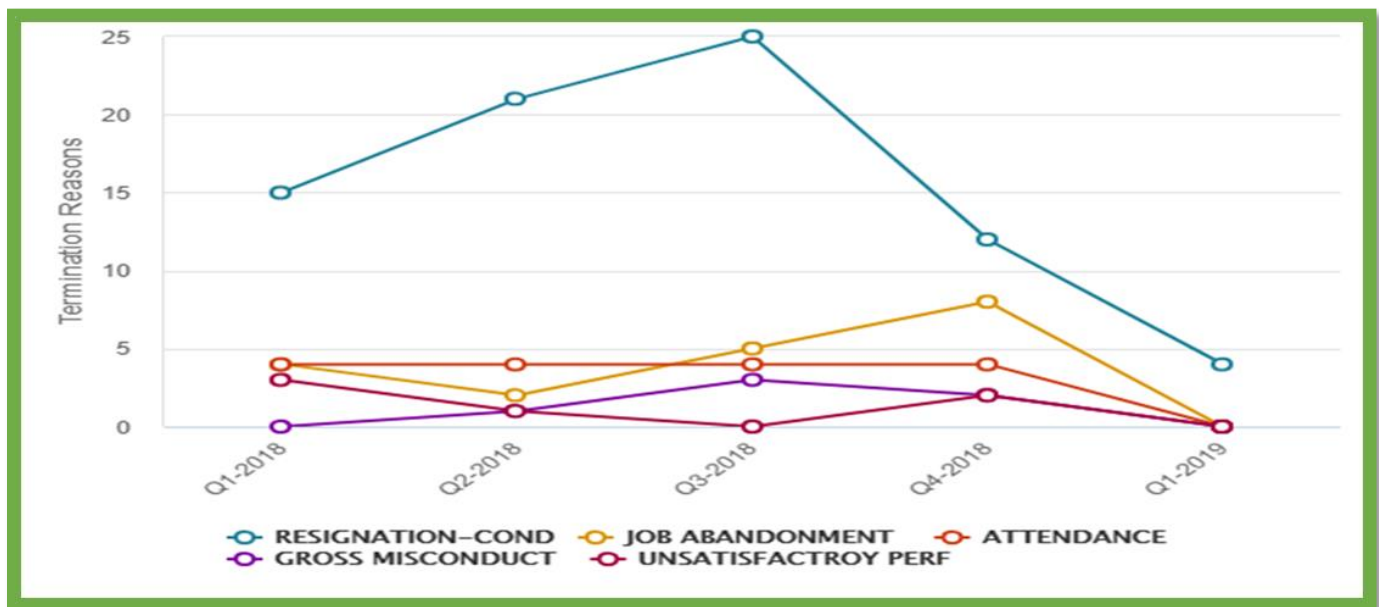
PERIOD	HEADCOUNT
Q4-2017	626
Q1-2018	641
Q2-2018	654
Q3-2018	689
Q4-2018	680



TENURE BAND	HEADCOUNT %	HEADCOUNT
Under 1 Year	23.46%	160
1-2 Years	15.96%	99
2-3 Years	6.60%	45
3-5 Years	11.88%	81
5-10 Years	17.45%	119
10-15 Years	7.48%	51
Over 15 Years	18.62%	127



PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
Q4-2017	3.54%	22	622.26	9.92%
Q1-2018	5.33%	34	638.38	8.20%
Q2-2018	4.93%	32	649.29	7.99%
Q3-2018	6.74%	45	667.87	8.29%
Q4-2018	5.11%	35	685.58	



PERIOD	RESIGNATION-COND	JOB ABANDONMENT	ATTENDANCE	UNSATISFACTORY PERF	All Others
Q4-2017	13	2	2	2	2
Q1-2018	15	4	4	3	6
Q2-2018	21	2	4	1	3
Q3-2018	25	5	4	0	10
Q4-2018	12	8	4	2	17

## **Drug and Alcohol Compliance**

<b>November/December</b>		
<b>Test Type</b>	<b>Number of Tests</b>	<b>Number of Tests</b>
Pre-Employment	23	27
Random	19	21
Post Accident	7	8
Reasonable Suspicion	0	0
Return-to-Duty	0	0
Follow-Up	2	3

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

## **Learning and Development**

1. **Tuition Reimbursement Policy** – Approved and implemented Q3
2. **Supervisor Training Sessions (monthly Feb-Oct)** - One-hour sessions in the following areas: Leadership, Communication (Tact & Finesse), Talent Acquisition (Selection, Hiring & Mock Interviews), Onboarding (Assimilation), Sexual Harassment and Leave Management (FMLA, Short-Term and all other Leaves)
3. **Butler Leadership Series**
  - a. Leadership Development – 3 Cohorts completed
4. **National Transit Institute** – (various sessions through December 2018)
  - a. Harassment Prevention(June/July)
  - b. Crisis Communication (June/July)
  - c. Building Diversity Skills (June/July)
  - d. Management of Transit Construction Projects (August)
  - e. Toolbox for Transit Operator Fatigue (October)
5. **ETI – Computer Training Courses**
  - a. Excel level 1/2 – 2 session each
6. **National Transit Institute** – (various sessions through December 2018)
  - a. Management of Transit Construction Projects (August)
  - b. Toolbox for Transit Operator Fatigue (October)
7. **Transportation Safety Institute**
  - a. Effectively Managing Transit Emergencies – October 23.
  - b. Fundamentals of Bus Collision Investigation – June 2019.

## Wellness/Employee Engagement

IndyGo, LHD, and Activate continue to join forces and work together to reduce health care costs and claims. Although the IndyGo population is more expensive compared to LHD benchmark, members utilizing the clinic are less expensive than those who do not use it.

Engagement in Any & All Services	Total	No Information	Healthy User	Low Risk	Moderate Risk	High Risk	Very High Risk
Member Count- Participants	663	1	64	86	413	80	19
Member Count- <u>NonParticipants</u>	245	50	32	27	99	24	13
Participation %	73 %	2 %	67 %	76 %	81 %	77 %	59 %
Plan Paid PMPY (Med, Rx, Onsite Clinic)- Participants	\$7,883	\$0	\$558	\$1,733	\$6,311	\$15,967	\$49,937
Plan Paid PMPY (Med & Rx)- <u>NonParticipants</u>	\$10,652	(\$2,178)	\$927	\$1,477	\$10,359	\$23,848	\$51,427


Powered By: 

Risk Period: 10/1/2017-9/30/2018  
Paid Dates: 10/1/2017-9/30/2018

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IndyGo continues to have a high prevalence of obesity. 66% of the participating employees and spouses have a BMI of <30 and 39% have been diagnosed with hypertension.

## Biometric Migration



### Employees & Spouses Engaged in Any & All Services

	Healthy in 2018	Overweight in 2018	Obese in 2018	Morbidly Obese in 2018
Healthy in 2017 (39)	33	5	1	
Overweight in 2017 (110)	7	86	17	
Obese in 2017 (146)		21	108	17
Morbidly Obese in 2017 (214)			12	202
2018 Total	40	112	138	219

9% of participants with a BMI >= 30 in 2017 decreased their BMI category in the last 12 months.

12% of participants who were healthy or overweight in 2017 are now obese

Healthy	< 25
Overweight	25.0 – 29.9
Obese	30 – 34.9
Morbidly Obese	35 +

### Employees and Spouses Engaged in Any & All Services

	Normal in 2018	Prehypertension in 2018	Hypertension in 2018	Hypertensive Crisis in 2018
Normal in 2017 (113)	49	62	2	
Prehypertension in 2017 (359)	47	261	51	
Hypertension in 2017 (54)	9	28	17	
Hypertensive Crisis in 2017 (2)			2	
2018 Total	105	351	72	0

70% of participants with a high risk blood pressure in 2017 decreased their blood pressure below high risk in the last 12 months.

11% of participants with a controlled blood pressure in 2017 increased their blood pressure into an uncontrolled range in the last 12 months.

Normal	<120/80
Prehypertension	120/80-139/89
Hypertension	140/90-179/110
Hypertensive Crisis	>180/110

17% of employees and spouses using the clinic have been diagnosed with Diabetes. Of that 17%, 49% are compliant with having their A1c checked twice per year. Only 59% have controlled diabetes, which is a decline from 2017.

# A1c Migration for Diabetics



Employees and Spouses ID with Diabetes & Engaged in Any & All Services

	< 5.7 in 2018	5.7-6.4 in 2018	6.5-7.0 in 2018	7.0-8.0 in 2018	8.0-9.0 in 2018	9.0-10.0 in 2018	10.0-11.0 in 2018	> 11.0 in 2018
< 5.7 in 2017 (3)	2	1						
5.7-6.4 in 2017 (22)		14	7	1				
6.5-7.0 in 2017 (20)		6	6	4	3			1
7.0-8.0 in 2017 (10)			4	5	1			
8.0-9.0 in 2017 (10)			1	3	5		1	
9.0-10.0 in 2017 (2)				1	1			
10.0-11.0 in 2017 (0)								
>11 in 2017 (3)			1		1			1
2018 Total	2	21	19	14	11	0	1	2

48% of diabetics with an A1c > 7.0 in 2017 decreased their A1c by 1% or more in 2018

20% of diabetics who were controlled in 2017 now have an A1c > 7.0

Normal	< 5.7
Pre-diabetes	5.7 - 6.4
Diabetic - Ideally Controlled	6.5 - 7.0
Diabetic - Uncontrolled	> 7.0

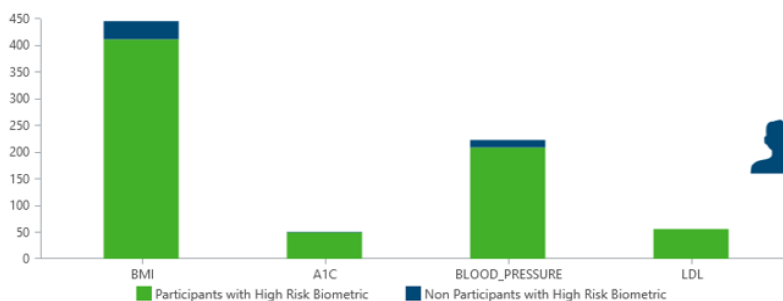
Of the 81% of employees who have engaged in coaching, 92% have high risk biometrics.

## High Risk Biometrics- Coaching



Employee

Engagement of Members with High Risk Biometrics



Engagement

**92 %**

457 of 496 Mbrs with High Risk

Employees and Spouses with High Risk Biometrics  
Engaged in Program

	Total	BMI ≥ 30	A1c > 7.0	Blood Pressure ≥ 140/90	LDL ≥ 130
<b>Total Members with High Risk Biometric</b>	<b>496</b>	446	51	223	56
<b>Percent of High Risk Members Engaged</b>	<b>92 %</b>	92 %	98 %	94 %	100 %
Mbrs with High Risk Biometric Participating in Program	457	412	50	209	56
Mbrs with High Risk Biometric NOT Participating in Program	39	34	1	14	

In order to target/manage high and moderate risk populations LHD, IndyGo and Activate worked to revise the 2018 performance guarantees for the 2019 wellness initiatives.

# 2018 Suggested Performance Goals



Measures	Baseline	Jul 2017 – Jun 2018 Results	2017 Goal	2018 IndyGo Suggested Goal	2018 Activate Suggested Goal	2018 IndyGo Counter Proposal	2018 Activate Counter Proposal*
<b>Measure 1: Patient Satisfaction</b>							
Respondents to patient surveys reporting overall satisfaction of "good" or "excellent"	–	97%	80%	90%	90%	90% (IndyGo does survey)	90% (Vital Incite does survey) – AHC reviews tool and methodology
<b>Measure 2: Spousal Engagement</b>							
Engage spouses in any of the following services: provider visit, health coaching, group education program	# of spouses currently active on plan = 151	31% engagement (47 spouses w/claims from Activate)	30%	40%	35%	40%	35%
<b>Measure 3: Body Mass Index</b>							
Of individuals with a BMI $\geq 30$ in period 1, 13% of the population will reduce their weight by 5% or more (as measured in pounds) by the end of period 2	# currently active on the plan = 184	12% reduced (22 reduced weight by 5% of more)	13% reduction in target population	20%	15%	20%	20%
<b>Measure 4: Hypertension</b>							
Of individuals with a BP $\geq 140/90$ in period 1, 60% or will reduce their blood pressure below high risk (BP $< 140/90$ ) by the end of the period	# currently active on the plan = 36	69% reduced (25 reduced BP below high risk)	60% reduction in target population	80%	75%	80%	75%
<b>Measures 5: Diabetes</b>							
Of individuals with an A1c $\geq 7.0$ in period 1, 40% or more will reduce their level by 1% or more or to $< 7.0$ by the end of period 2	# currently active on the plan = 31	35% reduced (11 reduced A1c by 1% of more)	40% reduction in target population	50%	42%	50%	50%

## Next Steps:

- Throughout 2019, IndyGo will provide on/off-site opportunities to assist employees with starting and/or maintaining active lifestyles. These opportunities will include physical, educational and nutritional coaching programs,
- Expand on our annual activities, including the annual run/walk club (increase the distance from 5k, to 8k, and 10k).
- Promote and have a bike club.
- Reimplement the garden club.
- Basketball tournament (expand to 2 per year).
- Promote and provide lifestyle management services to employees.



## Leave Management

### November

Total Intermittent Leaves Received: **10**

Total Continuous Leaves Received: **5**

**Total Leaves Received: 15**

Total Intermittent Leaves Closed: **6**

Total Continuous Leaves Closed: **12**

**Total Leaves Closed: 18**

**Open Intermittent Leaves (as of 10/31/2018): 18**

**Open Continuous Leaves (as of 10/31/2018): 92**

**Total Intermittent Occurrences: 123**

**Total Intermittent Hours: 841.98**

November 2018	
Leave Type	Number of Days
FMLA – No Pay	73
FMLA – Personal Day	22
FMLA – Sick Day	30
FMLA – Vacation Day	11
Sick – No Pay	45
Worker's Comp – No Pay	11
<b>Total Lost Time</b>	<b>192 Days = 1536 Hours</b>

### December

Total Intermittent Leaves Received: **7**

Total Continuous Leaves Received: **6**

**Total Leaves Received: 13**

Total Intermittent Leaves Closed: **11**

Total Continuous Leaves Closed: **5**

**Total Leaves Closed: 16**

**Open Intermittent Leaves (as of 10/31/2018): 86**

**Open Continuous Leaves (as of 10/31/2018): 19**

**Total Intermittent Occurrences: 80**

**Total Intermittent Hours: 587.71**

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

**Workers' Compensation**

<b>2018 WORKERS' COMPENSATION CLAIM SUMMARY</b>													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<b>Reportable</b>	2	5	4	7	10	6	10	12	9	10	5	7	87
<b>Non-Reportable</b>	3	3	2	3	2	4	1	1	2	1	2	1	25
<b>Light Duty - New</b>	0	3	3	3	4	5	3	6	3	3	1	5	39
<b>Light Duty - Total</b>	1	2	5	5	6	7	7	11	8	6	4	7	69
<b>TTD - New</b>	0	0	0	1	0	3	1	3	6	1	2	2	19
<b>TTD - Total</b>	3	2	2	1	0	3	3	6	7	6	5	6	44
<b>Denied</b>	0	1	1	0	0	0	0	0	3	1	0	0	6
<b>Lost Time (days)</b>	80	56	27	15	6	63	72	84	79	155	136	157	930
<b>Open Claims - New</b>	0	0	0	7	10	10	10	12	9	10	7	6	81
<b>Open Claims - Total</b>	6	6	6	17	16	19	17	26	27	26	19	19	204
<b>Closed Claims</b>	6	6	0	6	1	3	7	3	8	14	12	13	79