



Board Report  
August 28, 2019

[www.IndyGo.net](http://www.IndyGo.net)  
317.635.3344

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

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**New Business**

**RECOGNITIONS**

**ACTION ITEMS**

- A – 1      Consideration of Approval of Minutes from Board Meeting held on July 29, 2019 and Minutes from the Public Hearing held on August 8, 2019 – *Juan Gonzalez*
- A – 2      Consideration and Approval of 2019-2025 Capital Plan – *Justin Stuehrenberg*
- A – 3      Consideration and Approval of the Proposed Financial & Management Plan for Budget 2020 and Special Property Tax Resolution – *Nancy Manley*
- A – 4      Consideration and Approval of Paratransit Assessments- *Roscoe Brown*
- A – 5      Consideration and Approval of Leases for Red Line Charging Sites – *Justin Stuehrenberg*
- A – 6      Vermont Street Super Stops Design Task Order – *Justin Stuehrenberg*
- A – 7      IndyGo Bus Stop Inventory and Design – *Justin Stuehrenberg*
- A – 8      Change Orders for Red Line Construction Management – *Justin Stuehrenberg*
- A – 9      Consideration and Approval of Contract for DTC Window and Canopy Cleaning – *Roscoe Brown*
- A – 10     Consideration and Approval of Vendor for Cash Collection – *Brian Atkinson*

**Old Business**

**INFORMATION ITEMS**

- I – 1      Mobility Advisory Committee (MAC) Update – *Greg Meyer, Chair*
- I – 2      Consideration of Receipt of the Finance Report for July 2019 – *Nancy Manley*
- I – 3      Red Line Opening Update – *Justin Stuehrenberg*
- I – 4      Paratransit Update – *Roscoe Brown*
- I – 5      CEO Update – *Inez Evans*

**Department Reports in Board Packet:**

- R – 1      Public Affairs & Communications Report for July 2019 – *Bryan Luellen*
- R – 2      Planning & Capital Projects Report for July 2019 – *Justin Stuehrenberg*
- R – 3      Operations Report for July 2019 – *Roscoe Brown*
- R – 4      Human Resources Report for July 2019 – *Jeffrey Brown*

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, September 26, 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 July 29, 2019 and the Minutes from the IPTC Public Hearing held on August 8, 2019.

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

Jill D. Russell  
General Counsel

Attachment

**JULY 29, 2019**  
**IPTC BOARD MEETING**  
**MINUTES**



**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

**BOARD OF DIRECTORS MEETING**

**MINUTES**

**MONDAY, July 29, 2019**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:06 pm, Monday, July 29, 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  
Richard Wilson, Board Member  
Tommie Jones, Board Member

**Absent**

Danny Crenshaw, 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  
Marchs Burnside, Interim CIO  
Phalease Crichlow, VP Human Resources  
Roscoe Brown, COO/VP of Operations  
Justin Stuehrenberg, VP of Planning and Capital Projects

**RECOGNITIONS:**

Recognized were Greg Meyer of the Mobility Advisory Committee (MAC), Kevin Francis as the new Director of Vehicle Maintenance and Joann Hamilton of the Former Transportation Advisory Council (TAC) for attending the meeting and their continuing support.

**ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING JUNE 27, 2019**

Motion for approval by Tommie Jones and seconded by Greg Hahn carried unanimously.

**ACTION ITEM 2: RATIFICATION OF EMPLOYMENT CONTRACT FOR PRESIDENT/CEO**

Presented by Juan Gonzalez, Board Chair, for approval

Motion for Ratification of Employment Contract for Inez Evans as President/CEO by Richard Wilson and seconded by Adairius Gardner carried unanimously.

**ACTION ITEM 3: FIANCIAL POLICIES**

Presented by Hardi Shah, Director of Budget, to adopt the Indianapolis Public Transportation (IPTC) debt policy.

Motion for approval by Mark Fisher and seconded by Greg Hahn passed unanimously.

**ACTION ITEM 4: APPROVAL OF LOCAL BUS STOP IMPROVEMENTS CONSTRUCTION BID**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to execute a contract with Shuck Corp. Local Bus Stop Improvements Construction, not exercising the deductive alternated, for an amount of \$760,973.00.

Motion for approval by Mark Fisher and seconded by Greg Hahn carried unanimously.

**ACTION ITEM 5: CONSIDERATION AND APPROVAL OF RED LINE CHANGE ORDER FOR F.A. WILHELM**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to execute a Change Order to the contract with FA Wilhelm in the increased amount of \$267,968.00.

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

**ACTION ITEM 6: RESOLUTION 2019-05 FOR FREE FARE PERIOD AFTER RED LINE OPENING**

Presented by Bryan Luellen, VP of Public Affairs, for approval to a resolution authorizing IndyGo Free Rides for Red Line Launch.

Motion for approval by Adairius Gardner and seconded by Tommie Jones carried.

**ACTION ITEM 7: APPROVAL OF PURCHASE OF BRT DISPATCH CONSOLES**

Presented by Roscoe Brown, COO/VP of Operations, for approval to execute a purchase agreement with Motorola Solution to provide radio communications for IndyGo BRT Dispatch, Fare Inspectors and Supervisors for an amount not to exceed \$276,223.00.

Motion for approval by Rick Wilson and seconded by Adairius Gardner carried unanimously.

**INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE SUBMISSION OF THE PROPOSED FINANCIAL & MANAGEMENT PLAN FOR BUDGET 2020:**

Nancy Manley, CFO/VP of Finance presented. A copy of the report is attached.

The Board accepted the report.

**INFORMATION ITEM 2: CONSIDERATION OF RECEIPT OF THE FISCAL YEAR 2018 AUDIT REPORT:**

Nancy Manley, CFO/VP of Finance presented. A copy of the report is attached.

The Board accepted the report.

**INFORMATION ITEM 3: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR JUNE 2019:**

Nancy Manley, CFO/VP of Finance presented. A copy of the report is attached.

The Board accepted the report. Discussion concerning the TransDev contract was tabled for further discussion.

**INFORMATION ITEM 4: PLANNING AND CAPITAL PROJECTS UPDATE:**

Justin Stuehrenberg, VP of Planning and Capital Projects presented. A copy of the report is attached.

The Board accepted the report.

**INFORMATION ITEM 5: INNOVATION AND SHARED MOBILITY EFFORTS UPDATE:**

John Marron, Director of Strategic Planning, presented. A copy of the report is attached.

The Board accepted the report.

**INFORMATION ITEM 6: PARATRANSIT UPDATE:**

Juan Gonzalez tabled the presentation for a later date.

**INFORMATION ITEM 7: CONFLICT AFFIDAVIT:**

Juan Gonzalez, Board Chair, A copy of the report is attached.

The Board accepted the report.

**INFORMATION 8: CEO UPDATE:**

Mike Terry, reading from a prepared statement recounted the progress and goals IndyGo has accomplished, thanked the Board and staff for their support over many years here at IndyGo.

**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 6:50pm.

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Jill D. Russell  
General Counsel

*IndyGo*<sup>SM</sup>

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

WWW.INDYGO.NET  
317.635.3344





# RED LINE UPDATE

Justin Stuehrenberg, PE  
Vice President - Planning &  
Capital Projects  
July 28, 2019

## RED LINE

- Construction on track for September 1 opening
- Roadwork finished July 31; Station work ongoing to mid August
- Local route improvements in conjunction with opening
  - ✓ Extended weekend hours
  - ✓ Every route running every day
  - ✓ Additional local route improvements phased in through June 2020



















## PROGRESS AS OF 6.27.19

 **28** LANE OF RESURFACED  
MILES ROADWAY

 **530** UPGRADED ADA  
CURB RAMPS

**34** STATION PLATFORMS  
CONSTRUCTED 

**25,983** LINEAR OF STORM SEWER  
FEET INSTALLED 

**50,203** LINEAR OF CURB  
FEET REPLACED 

 **30,570** LINEAR OF SIDEWALK  
FEET REPLACED 

[IndyGoRed.com](http://IndyGoRed.com)

## PROGRESS AS OF 7.9.19

 **57** LANE OF RESURFACED  
MILES ROADWAY

 **800** UPGRADED ADA  
CURB RAMPS

**34** STATION PLATFORMS  
CONSTRUCTED 

**26,000** LINEAR OF STORM SEWER  
FEET INSTALLED 

**50,200** LINEAR OF CURB  
FEET REPLACED 

 **30,800** LINEAR OF SIDEWALK  
FEET REPLACED 

[IndyGoRed.com](http://IndyGoRed.com)



## RED LINE HOW TO RIDE

- Step by step for current and future users
- Videos filmed with volunteers at UIndy station
- Shared via paid advertising, earned media, social media, newsletters, media release, and with stakeholders



## RAPID TRANSIT VEHICLES

- Revenue service on route 8 began June 4
- 21<sup>st</sup> of 31 vehicles on the way
- 25+ vehicles by August 1





**QUESTIONS?**





# Update on IndyGo Mobility Planning Initiatives

July 29, 2019

IndyGo believes that a robust transit system is the backbone of a [shared mobility](#) environment.

Our Strategic Plan reflects this through our vision to [“advance mobility as a catalyst for success.”](#)

4 projects currently underway:

1. Strategic Plan, Partnerships Initiative
2. Personal Mobility Network
3. FTA On-Ramp Grant (w/Shared Use Mobility Center)
4. FTA Integrated Mobility Innovation Grant



## STRATEGIC PLAN, PARTNERSHIPS INITIATIVE

- Chaired by John Marron and Lauren Day
- Sponsored by Jill Russell and Justin Stuehrenberg
- Goal is to develop, execute, and maintain thoughtful partnerships in order to best meet the mobility needs of Indianapolis residents, and build future IndyGo transit ridership.
- Current focus on integrated passes with education and business partners.

## PERSONAL MOBILITY NETWORK

- Led by Central Indiana Community Foundation.
- Goals are to stay apprised of best practices, invest in innovative solutions to improve mobility in central Indiana, and serve as a leading voice in legislation and policy as a means to guide future decisions.
- IndyGo serves on the steering committee, and is currently focused on supporting the Ford Mobility City:One Challenge

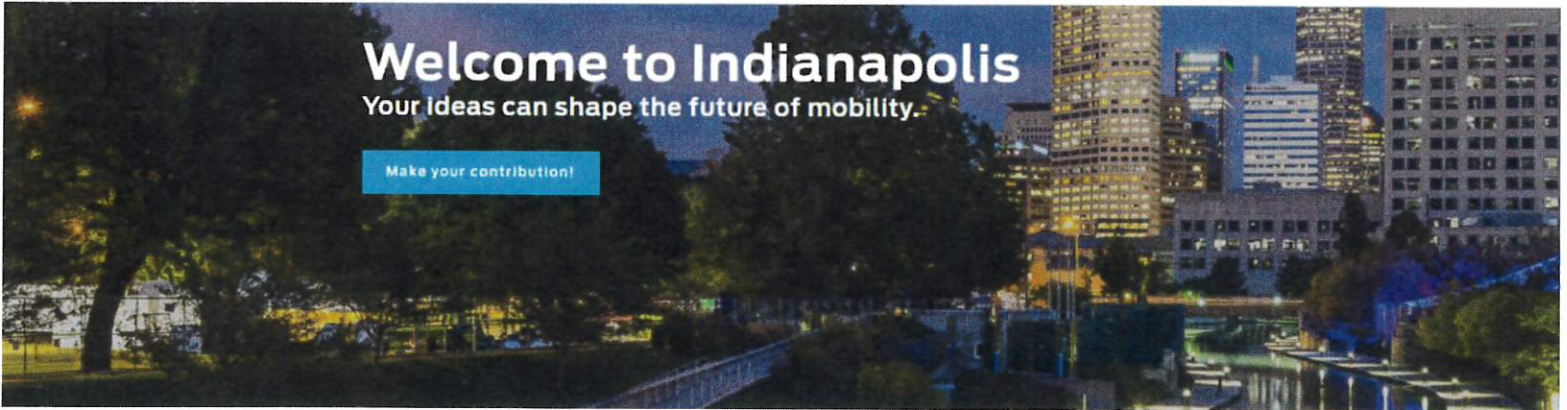
city:one

Indianapolis ▾ About Activity

# Welcome to Indianapolis

Your Ideas can shape the future of mobility.

Make your contribution!



## FTA MOBILITY ON DEMAND ON-RAMP AWARD

- Supported through partnership with Shared Use Mobility Center
- Technical assistance program supports agency-innovation to address barriers to mobility.
- IndyGo partnering with John H. Boner Neighborhood Center and Englewood CDC to pilot mobility enhancements, focused on planning **Mobility Hubs** on the Near East Side.

# FTA INTEGRATED MOBILITY INNOVATION GRANT OPPORTUNITY

- Application due August 6
- Solutions for mobility integration and shared mobility projects.
- IndyGo's application for three-part strategy:
  - ✓ Payment integration on MyKey
  - ✓ Transportation savings account capability on MyKey
  - ✓ Mobility Hubs



**AUGUST 8, 2019**  
**IPTC BOARD PUBLIC HEARING**  
**MINUTES**

**Indianapolis Public Transportation Corporation  
Board of Directors Public Hearing  
Minutes**

**Thursday, August 8, 2019**

The Board of Directors of Indianapolis Public Transportation Corporation met on Thursday, August 8, 2019 at approximately 5:00pm for a Public Hearing on the Introduced Proposed IPTC Budget 2020 at 1501 W. Washington Street, the office of the Corporation.

**Board members present:**

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

**Board Member absent:**

Danny Crenshaw, Board Member

**IPTC executive staff attending:**

Michael A. Terry, President/CEO  
Jill Russell, General Counsel  
Roscoe Brown, VP/COO  
Nancy Manley, VP of Finance  
Phalease Crichlow, VP of Human Resources  
Marcus Burnside, VP of Information Technology  
Justin Stuehrenberg, Vice President of Planning and Capital Projects

Members of the public were also present.

Juan Gonzales, Chair, welcomed the public and announced there would be a presentation explaining the Introduced Proposed IPTC Budget 2019. He added that after the presentation, public comment would be welcome. Nancy Manley and Bryan Luellen narrated the Power Point presentation, which is attached.

Upon conclusion of the presentation at approximately 5:25pm, Chair Gonzalez opened the floor for any member of the public to make comment.

Greg Meyer, Chair of the Mobility Advisory Committee (MAC): Raised concerns and questions for funding the taxi-voucher system and how it was going to be maintained in the future.

Chair Gonzalez stated that it is an issue being addressed and that staff will be providing an answer. COO Roscoe Brown stated that there is a line item in the 2020 Budget and that information will be shared with the MAC.

Board member Richard Wilson asked what the funding source for the vouchers was, staff responded that both federal grant money and local funds were utilized. CFO Nany Manley provided that the 2020 Budget included an increase of \$300,000.00 to the taxi-voucher program over 2019.

Board Treasurer Greg Hahn inquired about the possibility of IndyGo participating in the State Medicaid voucher program for transportation to non-emergency medical appointments. President and CEO Mike Terry responded that it was being examined as part of the Open Door Comprehensive Operational Analysis being conducted.

**Mr. Gonzalez encouraged any person wishing to comment on the budget could do so through [www.indygo.net](http://www.indygo.net) or by calling the customer service center at 317-635-3344.**

With no additional comments, Mr. Gonzalez thanked the public for attending and adjourned the meeting at 5:35 p.m.

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Jill D. Russell  
General Counsel

TO: Chair and Board of Directors

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

**SUBJECT: Adoption of the IndyGo 2019-2025 Capital Plan**

**BACKGROUND:**

In November 2016, nearly 60 percent of Marion County voters cast ballots in favor of adopting a 0.25% income tax dedicated to fund transit improvements. This transit levy was subsequently enacted by the Indianapolis-Marion County City County Council in February 2017. The resources derived from this tax will support the implementation and operation of the Transit Plan, a component of IndyConnect—Central Indiana's Regional Transit Plan—as developed by the Indianapolis Metropolitan Planning Organization (MPO), IndyGo, and the Central Indiana Regional Transit Authority (CIRTA).

The Marion County Transit Plan (Transit Plan) calls for IndyGo to expand the frequency and hours of service for its fixed-route local network, construct and operate three new rapid transit lines, and change the orientation of its network from a hub-and-spoke network to a grid system. The strategic framework for these changes were developed as part of IndyGo's 2014 Comprehensive Operational Analysis and will be implemented over the next five years.

The investments required for a successful implementation of the Transit Plan began with initial investments in 2017 and are expected to increase in scope, scale, and complexity. In order to provide a fiscally-constrained plan, provide for financial forecasting and budgeting, and prioritize and coordinate investments, a five-year capital investment plan ("Capital Plan") was created in 2017 and updated in 2018. This tool was a joint effort of the Finance and Capital Projects & Planning divisions, with input from departments across the agency. This document summarizes and organizes the figures included in the five-year capital plan, organizes those figures into a useful format, and provides additional detail on the sources and uses. This document is intended to serve as a benchmark for projecting, prioritizing, and programming capital expenditures for the next five years and will serve as a framework for IndyGo's official annual budgeting process. The document will assist in planning for IndyGo's pursuit of external funding, competitive grant programs, and/or debt instruments intended to finance capital expenditures.

This document was presented and adopted by the IPTC Board of Directors on December 7, 2017. At that time, it was presented that the document is a "living document" will be updated regularly, as revenue is realized and projects are advanced. It was updated in March 2018 and again in August 2018.

RECOMMENDATION:

It is requested that the Board of Directors approve an update to the IndyGo Capital Plan, as presented on August 28, 2019. A Summary of changes include:

- Added 2024 and 2025 as the horizon year
- Adjusted operating costs based on recent budgeting
- Updated cash balances and cash reserve requirements
- Adjusted Purple and Blue line costs based on inflation calculations of their currently planned schedules
- Reported Debt Service associated to Purple and Blue lines as a project cost, rather than an operational cost, per FTA guidance
- Narrowed future bond issuances needed to one – only for the Blue Line in 2021
- Shifted formula funds into Purple and Blue lines to streamline our grant accounting
- Modified existing project timelines and funding sources to meet current estimates
- Added new projects, including:
  - Solar Array expansion (received competitive grant)
  - Vermont Street Super Stops
  - Exterior security door replacement
  - Driveable floor scrubbers
  - IT security and disaster recovery upgrades
  - HASTUS Scheduling software update
  - Intranet, Mobile App, and call center development
  - Upgrade of bus automated passenger counters
  - BRT bus docking assist technology

Justin Stuehrenberg  
Vice President of Planning & Capital Projects

TO: Chairman and Board of Directors

FROM: Inez Evans, President/Chief Executive Officer

**CONSIDERATION OF REQUEST FOR APPROVAL OF FINANCIAL AND MANAGEMENT PLAN – BUDGET 2020 AND LEVY OF SPECIAL TAX AND APPROPRIATIONS AND TAX RATES**

**Issue:** The Financial and Management Plan – Budget 2020 was introduced to the Indianapolis Public Transportation Corporation Board of Directors on July 29, 2019.

On August 8, 2019, a public hearing was held at the IPTC offices and the public was afforded the opportunity to comment on the proposed budget. There was one member of the public present, but no public comments were provided during the hearing. There were no written comments submitted.

On September 12, 2019, there will be a public hearing held by the Municipal Corporations Committee at the City-County Building, RM 206 at 5:30 p.m.

On September 25, 2018 at 5:30 p.m., the Municipal Corporation Committee will hold a meeting at the City-County Building in RM 206 to review and analyze proposal \_\_\_\_\_, 2019, which reviews, modifies and approves the 2020 operating budget of the Indianapolis Public Transportation Corporation.

The Indianapolis Public Transportation Corporation Financial and Management Plan - Budget 2020 will be submitted to the City County Council for final approval on Monday, October 14, 2019 at 7:00 p.m.

**Recommendation:** Approval of the Financial and Management Plan – Budget 2020 and Resolution for Levy of Special Tax.

Inez Evans  
President/Chief Executive Officer

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
RESOLUTION 2019-06**

**Resolution for Levy of Special Tax Under Indiana Code § 36-9-4-49  
and  
For a Temporary Increase to the Maximum Levy**

**WHEREAS**, the Indianapolis Public Transportation Corporation has determined that the funds that the Corporation will be able to raise through all sources will be insufficient to defray the expenses incurred by the Corporation to provide necessary transportation services within the boundaries of the Corporation's district for 2020; and

**WHEREAS**, the Indianapolis Public Transportation Corporation has determined that it cannot carry out its governmental functions for 2020 under the levy limitations imposed by IC 6-1.1-18.5-3; and

**WHEREAS**, the Board of Directors of the Indianapolis Public Transportation Corporation is authorized by law, IC 36-9-4-49, to levy a special tax upon all of the property within the taxing district of the corporation at the rate required to defray such expenses and to fund the budget formulated by the Board pursuant to law; and

**WHEREAS**, notice to taxpayers has been provided of the intention of the Board of Directors to levy a Special Tax in the amount of \$14,800,000 and for a temporary increase to the Maximum Levy;

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Indianapolis Public Transportation Corporation of Marion County, Indiana, that a need now exists for the establishment of a special tax and an increase in the Maximum Levy for the following purposes:

For services necessary to enable the system to provide adequate service within the municipality, and all other purposes as set forth in IC 36-9-4-1 et seq.

The proposed special tax shall not exceed \$0.038 (to raise the sum of \$14,800,000) on each \$100.00 of assessed valuation. Said tax rate will be in addition to the Maximum Levy tax rate set under IC 6-1.1-18.5-1 and shall be levied in 2020.

**BE IT FURTHER RESOLVED**, that a certified copy of this resolution shall be submitted to the City County Council as provided by law and that the Corporation shall petition to the City-County Council for authority to levy the special tax and for a temporary increase in its pay 2020 property tax levy above the maximum levy limits set under IC 6-1.1-18.5-1 *et seq.*

DATED this \_\_\_\_ 28th \_\_\_\_ day of \_\_\_\_ August \_\_\_\_, 2019.

FOR:

AGAINST:

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ATTEST: \_\_\_\_\_



# ORDINANCE OR RESOLUTION FOR APPROPRIATIONS AND TAX RATES

State Form 55865 (7-15)  
Approved by the State Board of Accounts, 2015  
Prescribed by the Department of Local Government Finance

Budget Form No. 4

Ordinance Number: 2019-01

Be it ordained/resolved by the **Board of Directors** that for the expenses of **INDIANAPOLIS PUBLIC TRANSPORTATION** for the year ending December 31, **2020** the sums herein specified are hereby appropriated and ordered set apart out of the several funds herein named and for the purposes herein specified, subject to the laws governing the same. Such sums herein appropriated shall be held to include all expenditures authorized to be made during the year, unless otherwise expressly stipulated and provided for by law. In addition, for the purposes of raising revenue to meet the necessary expenses of **INDIANAPOLIS PUBLIC TRANSPORTATION**, the property tax levies and property tax rates as herein specified are included herein. Budget Form 4-B for all funds must be completed and submitted in the manner prescribed by the Department of Local Government Finance.

This ordinance/resolution shall be in full force and effect from and after its passage and approval by the **Board of Directors**.

Name of Adopting Entity / Fiscal Body	Type of Adopting Entity / Fiscal Body	Date of Adoption
Board of Directors	Board of Directors	08/28/2019

Funds				
Fund Code	Fund Name	Adopted Budget	Adopted Tax Levy	Adopted Tax Rate
8001	SPECIAL TRANSPORTATION GEN	\$ 76,000,000	\$ 42,375,776	0.1131
8090	SPECIAL TRANSPORTATION CUMULATIVE	\$ 9,000,000	\$ 3,900,000	0.0100
	<b>Total</b>	<b>\$85,000,000</b>	<b>\$46,275,776</b>	<b>0.1231</b>

Home-Ruled Funds (Not Reviewed by DLGF)				
Fund ID	Fund Code	Fund Name	Adopted Budget	
1023	9500	Capital Grants Projects	\$ 99,000,000	
1024	9501	Federal Pass Through	\$750,000	
1025	9502	Income Tax Revenue Fund	\$74,058,835	
1026	9503	Income Tax Debt Service Fund	\$3,700,000	
		<b>Total</b>	<b>\$177,508,835</b>	

Special Notes: The proposed tax levies listed included in column 3 include a special tax levy under IC 36-9-4-49 in the amount of \$14,800,000. Said proposed special tax for 2020 will be in addition to the Maximum Levy set under IC 6-1.1-18.5-1.

Name		Signature
Juan F. Gonzalez, Chair	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Mark Fisher, Vice-Chair	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Tommy Jones, Secretary	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Gregory F. Hahn, Treasurer	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Danny Crenshaw	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Adairius Gardner	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	
Richard Wilson, Jr.	Aye <input type="checkbox"/> Nay <input type="checkbox"/> Abstain <input type="checkbox"/>	

# ATTEST

Name	Title	Signature
Jill D. Russell	Secretary/General Counsel	

TO: Chair and Board of Directors

FROM: Roscoe Brown, Chief Operating Officer/Vice President of Operations  
Karolyn Ratcliff, Contract Specialist

SUBJECT: **RFP 19-04-318 Paratransit Assessment Services**

BACKGROUND:

As required by the Americans with Disabilities Act, IPTC provides Paratransit service for those members of our community who are unable to utilize the fixed route system. As part of that service, IPTC conducts in-person assessments of applicants to determine Paratransit eligibility based upon the applicant's physical and cognitive ability to negotiate the fixed route system by determining their ability to access a bus stop and board and ride a fixed route bus, while maintaining consistency and integrity of the process. This assessment aids IndyGo staff in determining if an applicant meets the criteria to ride Paratransit/Open Door.

TIMELINE:

IPTC will contract over a period of two (2) years with three (3) one-year options, for a total of five (5) possible years.

PROCUREMENT PROCESS:

On May 9<sup>th</sup>, 2019, IPTC released RFP 19-04-318 Paratransit Assessment Services with an email blast to all registered vendors, a posting on IPTC's website at [www.IndyGo.net](http://www.IndyGo.net) and advertisements were placed in the Indianapolis Star, The Court and Commercial Record, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine April 29, 2019 through May 17<sup>th</sup>, 2019.

On May 21<sup>st</sup>, 2019 at 3:00 PM (local time) a pre-proposal meeting was held in which five (5) individuals attended representing four (4) firms.

On May 23<sup>rd</sup>, 2019 IPTC's Procurement Department received fourteen (14) written questions from two (2) firms requesting additional information/clarification and deviations of the specifications.

On May 29<sup>th</sup>, 2019 IPTC's Procurement Department issued Addendum 01 to answer all written questions received.

Proposals were due on June 21<sup>st</sup>, 2019 and IPTC received two (2) responses to RFP 19-04-318 Paratransit Assessments but only one (1) was found to be responsive and responsible and was evaluated by the committee.

- ADA Ride
- Hawkeye Health

The non-responsive bid; from ADA Ride, was not reviewed as they did not meet our XBE goal and lacked any good-faith efforts.

The responsive proposal was then evaluated by the Evaluation Committee against the published evaluation criteria, which included Understanding of Project and ADA Requirements, Qualifications/ Relevant Experience, Cost Proposal and Project Methodology.

The evaluation team was comprised of IPTC employees and a representative from IPTC's Mobility Advisory Committee (MAC).

#### SUMMARY:

Hawkeye Health has been providing quality service in performing functional assessments of individuals for Open Door service for the past 10 years. In their most recent contract in 2014, Hawkeye Health's fees remained constant during the period of their contract in the amount of \$140,000 for the first two (2) years, with an agreed upon 3% increase for each of the three (3) option years.

#### FUNDING:

This project is funded from the Operating budget.

**DIVERSITY PARTICIPATION:**

As this solicitation is not being funded by federal dollars, not set DBE participation goal was required. However, it is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) “XBE” businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis’ Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration’s Division of Supplier Diversity.

Hawkeye Health, a certified WBE with the City of Indianapolis Office of Minority and Women Business Development and IDOA has committed to self-performing 100% percent of the contract.

**RECOMMENDATION:**

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to enter into a contract with Hawkeye Health to provide assessments for use of Paratransit services for two (2) years at an amount not to exceed of Four Hundred Eighteen Thousand Dollars (\$418,000) with up to three (3) option renewal years at a 3% increase per year for a total not to exceed \$1,083,378.00.

Year One	\$209,000.00
Year Two	\$209,000.00
Option Year One	\$215,270.00
Option Year Two	\$221,728.00
Option Year Three	\$228,380.00
<b>Est. Final Cost</b>	<b>\$1,083,378.00</b>

Roscoe Brown  
Chief Operating Officer/Vice President of Operations

Karolyn Ratcliff  
Contract Specialist - Procurement



TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, VP of Planning & Capital Projects

**SUBJECT: Lease of Red Line Turnaround and Charging Sites**

**BACKGROUND:**

Historically, most bus routes have used the street grid at the end of the line to get turned around because of a lack of a dedicated turnaround location. In some cases, this causes the bus to travel several miles in order to get turned around on each trip – adding cost to the agency. The Red Line project is slated to operate in local service north of 66<sup>th</sup> Street and south of Hanna Avenue, starting in September. Using the street grids, IPTC estimates that the turnaround time would be 4-6 minutes on the south side and 6-10 minutes on the north side. The Red Line vehicles will be making over 50 turnarounds per day on each side of town. This equates to over 20 hours per day spent turning around not in revenue service.

In addition, with the recent agreement from BYD to construct charging equipment, a site that the bus could dwell would be needed. IPTC began to pursue sites that could serve both purposes, providing a shortened turnaround and also providing a location for charging equipment. BYD will be making all of the improvements to the site needed for turnaround and charging.

IPTC analyzed many different sites that could work and reached out to property owners to ask about leasing property. On the south side, a parking lot on the north side of the Greenwood Park Mall was identified as having both the greatest potential for IPTC and a willing property owner in Simon Properties. This site would cut the turnaround time down to 2-3 minutes, a savings of half compared to the street grid. On the north side, property around the electrical substation at 91<sup>st</sup> St and Evergreen Ave was both a great fit and had a willing owner in IPL. This site would also cut the turnaround time down to 2-3 minutes – 1/3<sup>rd</sup> of the time to use the street grid. Implementing both sites as turnarounds could save IPTC 15 hours per day of travel time – and over \$200,000 per year in operating costs.

ACTION:

This action would authorize IndyGo to move forward on leases of two sites:

Site #1, owned by Greenwood Park Mall, LLC, would act as a south side turnaround and bus charging location. The lease would be for a term of seven (7) years with options to extend in two (2) year increments thereafter. The lease includes a portion of the adjacent parking lot, and IPTC customers would be able to use this lot as a Park and Ride facility.

The total annual cost for this lease would be \$42,000 per year.

Site #2, owned by Indianapolis Power & Light (IPL), would act as a north side turnaround and charging location. The improvements would be made in a grass area at the southeast corner of 91<sup>st</sup> and Evergreen. The lease term would be for three (3) years with options to renew in one-year increments thereafter. The total annual cost for this lease would be \$8,700 per year.

The total cost of these leases represents a significant saving to IPTC compared with the cost of using on-street turnaround options.

It is expected that these sites would be operational by the end of 2019. Until then, the street grids would be used to turn around.

PROCUREMENT PROCESS:

Property Lease.

FUNDING:

The lease payments would come from General Operating Funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute two leases to facilitate the Red Line turnarounds and charging locations:

Site #1, with Greenwood Park Mall, LLC, for an amount not to exceed \$42,000 per year, or \$294,000 for the lease term.

Site #2, with Indianapolis Power & Light, for an amount not to exceed \$8,700 per year, or \$26,100 for the lease term.

Justin Stuehrenberg  
VP of Planning & Capital Projects



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

**SUBJECT:**

SHREWSBERRY & ASSOCIATES, TASK ORDER UNDER ON-CALL A&E SERVICES CONTRACT FOR  
VERMONT STREET SUPER STOPS DESIGN SERVICES

**BACKGROUND:**

In May 2017, the IPTC Board of Directors selected Shrewsberry & Associates to perform as needed design services for infrastructure related projects. This is a task order-based contract and individual task orders were issued to Shrewsberry for various projects that are currently under design. Per standing IPTC procedures, any individual task order that exceeds \$50,000 will require a separate board approval for that task order.

The purpose of these Super-Stops will be to accommodate high-frequency bus service for routes traveling between the Downtown Transit Center and IUPUI on Vermont Street, enhance reliability of the service, and provide a safe and comfortable waiting space for transferring between Red Line, Purple Line, and local transit services. Super Stops accommodate two buses at once and add to customer amenities, including real time signs, ticket vending machines, and shelters.

Shrewsberry has previously completed the design for Super Stops which runs along Delaware, Alabama and Ft. Wayne Streets. It is anticipated that both Super Stops projects will be bid and constructed as the same contract.

The Task Order will involve completing a full bid set for the Vermont Street Super Stops. Civil design plans, full survey, detailed drainage design, and utility coordination are included in this Task Order. It will also include tasks for combining all the Super Stops into one bid set as well as construction phase services.

**PROCUREMENT PROCESS:**

Task Order

**DBE REQUIREMENT:**

As this specific task order is not funded by federal dollars no DBE goal was required. However, it is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) “XBE” businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis’ Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration’s Division of Supplier Diversity.

Shrewsberry & Associates, the prime contractor for this project, is a certified DBE firm and a certified MBE/VBE with the City of Indianapolis and will be self-performing 86% of the total project.

**FUNDING:**

100% locally funded.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to issue a Task Order to Shrewsberry & Associates to develop design and bid documents for the Super Stops 2.0 design work for an amount not to exceed \$400,000.

Justin Stuehrenberg  
Vice President of Planning and Capital Projects

Dave Adamson  
Contract Specialist

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice president of Planning & Capital Projects  
Annette Darrow, Director of Service Planning

SUBJECT: **IndyGo Bus Stop Inventory and Phase 2 Design**

BACKGROUND:

The Marion County Transit Plan (MCTP) to be rolled out with local route changes in 2020 will affect more than 75% of IndyGo's current 3473 bus stops. The network redesign calls for eliminating, adding, and improving stops throughout the service area. A major component of the MCTP is bus stop infrastructure and accessibility. IndyGo will be improving stops along routes and specifically assessing ADA and areas of high frequency transfer potential. Pedestrian connectivity is key to transit and a high frequency bus network.

PROJECT DESCRIPTION:

This action would be to initiate a Task Order with Shrewsberry & Associates, LLC to complete a bus stop inventory of ADA compliance as well as survey and design work on bus stops identified for improvements in 2020 of sidewalk, ramps, boarding pads, shelter pads, and other related infrastructure to make the stops ADA compliant and customer friendly. Each bus stop is unique and will require its own survey and design to improve or build and be licensed by the City. This work would result in bid-ready construction documents.

The ADA inventory of stops will be submitted to INDOT with a plan to achieve 100% ADA compliance. The Plan Stops identified by IndyGo and the inventory will be prioritized and implemented each year as funding permits.

Construction of the improvements would be authorized via separate Board Action, expected in mid-2020.

PROCUREMENT PROCESS:

As this specific task order is not funded by federal dollars no DBE goal was required. However, it is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) "XBE" businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration's Division of Supplier Diversity.



Shrewsberry & Associates, a certified MBE/VBE with the City of Indianapolis Office of Minority and Women Business Development is the prime contractor for this procurement and will be self-performing 65% of the total project. DLZ, their subcontractor, will be performing the remaining 35% of the project. DLZ is a certified MBE.

FUNDING:

100% Local Funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute a task order with Shrewsberry & Associates for the design of local route bus stop improvements necessary to implement the Marion County Transit Plan, for an amount not to exceed \$421,500.

Justin Stuehrenberg  
Director of Special Projects

David Adamson  
Contract Specialist

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, VP of Planning & Capital projects  
David Adamson, Contract Specialist

SUBJECT: **Supplement to Red Line Rapid Transit Construction Management Contract with HNTB**

**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 1 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 8<sup>th</sup>, 2019.

Previously IPTC Board of Directors approved change orders for Reith Riley Construction and FA Wilhelm to accelerate both Packages to meet a September 1<sup>st</sup>, 2019 revenue service date. All package A work has been completed and package B is well on the way to be completed by August 31<sup>st</sup>, 2019.

ACTION:

In 2016, HNTB was selected as the Construction Manager to oversee Red Line Construction. Even though all of work under the base Package A contract has been completed as of July 31, 2019, there is work that has been added to the Package A scope due to stakeholder requests , as well as modifications that were identified during the driver training that deemed to be necessary for proper running of the buses and other traffic. This include Blue Indy relocation on Illinois St, addition of audible beacons for pedestrian crossing at station intersections, tweaking signage and striping to better align with new configurations. This is in addition to the punch list work that's ongoing.

These added scope items will extend the final completion of the project to October 2019. As such will additional time from HNTB's construction management staff will be needed to oversee the added work, do required testing and properly close out the project. This Amendment is for a total not to exceed dollar amount of \$270,000.00 for HNTB to continue the required level of effort needed to oversee the additional scope of work added to the project.

The cost of this supplement is coming from the allocated contingency in the Red Line project budget and does not change the total budget

PROCUREMENT PROCESS:

N/A

DBE PARTICPATION

Twenty-Seven percent (27%) of this supplement will be performed by Shrewsberry & Associates and Infrastructure Engineering. Both businesses are certified DBEs and will be providing construction inspection services. An additional four percent (4%) of work will be performed by 7NT, a certified MBE firm with the City of Indianapolis Office of Minority and Women Business Development. A DBE participation goal of fifteen percent (15%) was set on the overall project. HNTB committed to meeting twenty percent (20%.)

FUNDING:

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 a Supplement to HNTB for total not-to-exceed amount of \$270,000.00 to continue providing Construction Management services until the final close out of Red Line project.

Justin Stuehrenberg  
VP of Planning & Capital projects

TO: Chair and Board of Directors

FROM: Ed Parsley, Director of Facilities  
Justin Fulford, Contract Specialist

**SUBJECT: Downtown Transit Center Window, Panel, and Canopy Cleaning**

**BACKGROUND:**

The Julia M. Carson Transit Center building has a total of 348 separate panes of glass that cover the two levels. With the transit center currently averaging 9,000 customers per day, and with an anticipated additional 2,000 to 5,000 high school students coming to the building throughout the school year, our daily customer totals will increase to approximately 11,000 to 14,000 imprints per day. This has created the need for a very high level of professional maintenance and deep cleaning of all interior and exterior windows, along with all the window transoms, side plates, spandrels, stainless steel panels, and ceramic panels inside the building. The exterior of the building will also be detailed monthly with a deep cleaning to include all of the bus bay canopies – which will be deep cleaned bi-monthly.

**PROJECT SCOPE:**

The intent of this RFP was to obtain high quality and professional glass cleaning services for interior and exterior windows, panels, canopies, and glass at the Julia Carson Transit Center located at 201 E Washington Street, Indianapolis, Indiana 46204.

**EVALUATION CRITERIA:**

Submission Requirement	Technical/Cost
Demonstrated Ability to Perform Required Services Including a Proven Approach in Providing Quality, Cost-Effective Services, and Inclusion of References from Current and/or Previous Contracts of Equal or Larger Size to this Project	Technical
Capacity/Depth of Resources Available to Ensure Responsive Service	Technical
Overall Project Cost	Cost
Proposed Project Team Capabilities and Experience	Technical

**FUNDING:**

This project is being funded by the Operating Budget.

PROJECT TIMELINE:

On May 30th, 2019, IPTC released RFP 19-06-322 Downtown Transit Center Window, Panel, and Canopy Glass Cleaning Services with an email blast to all registered vendors, a posting on IPTC's website at [www.IndyGo.net](http://www.IndyGo.net) and advertisements were placed in the Indianapolis Star, the Indianapolis Business Journal, La Voz De Indiana, as well as with the City of Indianapolis.

On June 14th, 2019 at 11:00 AM EST a pre-proposal meeting was held in which seven (7) people attended representing five (5) firms.

On June 19<sup>th</sup>, 2019 at 2:00 PM EST a required site evaluation was held at the Julia M. Carson Transit Center in which seven (7) people attended representing five (5) firms.

On June 28<sup>th</sup>, 2019 at 10:00 AM EST an additional site evaluation was offered to allow for additional participation in which four (4) people attended representing four (4) firms

Proposals were due on July 8th, 2019 and IPTC received two (2) responses but only one was found to be responsive and responsible.

As this solicitation received a single responsive submission, it was re-reviewed to verify:

- Advertising was done in a proper manner to reach the proper audience
- The scope and technical specifications were not written in such a way that would limit competition
- Enough time was made available for a response

It is Procurement's belief that all the above topics were addressed and that a withdrawal and re-post would yield the same results.

The single responsive submission was turned over to the Evaluation Committee for full review with scoring to verify that it meets or exceeds the needs of the Agency for this project.

DIVERSITY PARTICIPATION:

As there are no federal dollars being utilized on this project, no set DBE participation goal was required. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, and DOBE) "XBE" businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration's Division of Supplier Diversity.

Although S&K Building Services is not a certified business, they have committed to working with Nishida Services, Inc. an MBE with the City of Indianapolis, at 15 percent of the contract amount.



**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute a contract with S&K Building Services, Inc. for window, panel and canopy cleaning services for two (2) years at an amount not to exceed One Hundred Eleven Thousand Dollars (\$111,000) with up to two (2) option renewal years. There will not be an increase in cost for the option renewal years.

Contract Year 1	\$55,500
Contract Year 2	\$55,500
<b>Total Contract</b>	<b>\$111,000</b>
<i>Option Year 1</i>	<i>\$55,500</i>
<i>Option Year 2</i>	<i>\$55,500</i>
<i>Total Potential Contract</i>	<i>\$222,000</i>

Ed Parsley  
Director of Facilities

Justin Fulford  
Contract Specialist

TO: Chair and Board of Directors

FROM: Jon Mann, Treasury Manager  
Karolyn Ratcliff, Contract Specialist

**SUBJECT: CONSIDERATION AND APPROVAL OF RFP 19-06-321 CASH COLLECTION**

**BACKGROUND:**

IndyGo intends to make a single contract award to provide regularly scheduled and special service cash and coin collection and deposit services. IPTC is seeking one qualified vendor to collect cash and coins stored at 38 ticket vending machines (TVMs) along the new IndyGo BRT Red Line which is currently scheduled to start on 9/1/19, as well as collect from the IndyGo Corporate Headquarters at 1501 W. Washington St. and the Downtown Transit Center (DTC) at 201 E. Washington in Indianapolis.

**PROCUREMENT PROCESS:**

On June 5<sup>th</sup>, 2019, IPTC released RFP 19-06-321 Cash Collection with a notice to all registered vendors, a posting on IPTC's website at [www.indygo.net](http://www.indygo.net) and advertisements were placed in the Indianapolis Star, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit;

On June 21<sup>st</sup>, 2019, a pre-proposal meeting was held in which seven (7) people attended representing six (6) firms;

On June 24<sup>th</sup>, 2019, IPTC received seven (7) written questions and released Addendum 1 on June 27<sup>th</sup>, 2019 providing answers to all interested bidders;

On July 8<sup>th</sup>, 2019 IPTC received two (2) responses for RFP 19-06-321. One (1) response was a 'No-Bid' and one (1) was found to be responsive and responsible.

As this solicitation received a single responsive submission, it was re-reviewed to verify:

- Advertising was done in a proper manner to reach the proper audience
- The scope and technical specifications were not written in such a way that would limit competition
- Enough time was made available for a response

It is Procurement's belief that all the above topics were addressed and that a withdrawal and re-release would yield the same results.

The single responsive proposal, GardaWorld Corporation, was deemed as a fair and reasonable cost by the Procurement department and verified by the Evaluation Committee that it meets the needs of the Agency for this project.

**FUNDING SOURCE:**

This project is being funded by the Operating Budget.

**DIVERSITY PARTICIPATION:**

As this project is not funded by federal dollars, no set DBE goal was required to be established. However, it is always the policy of the IPTC to commit to the success of minority, women, veteran, and disabled-owned (MBE, WBE, VBE, and DOBE) "XBE" businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OWMBD) and the Indiana Department of Administration's Division of Supplier Diversity. The services being performed in this procurement are highly visible and highly secure. Due to several factors, there were limited subcontracting opportunities available. No participation was garnered by GardaWorld Corporation.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, authorize the President / CEO to enter a two (2) year contract, and three (3) one-year options with GardaWorld Corporation to perform the work specified in RFP 19-06-321 Cash Collection for an amount not to exceed \$1,535,637.68.

Jon Mann  
Treasury Manager

Karolyn Ratcliff  
Contract Specialist

MOBILITY ADVISORY COMMITTEE UPDATE

8/28/19

Item I – 1

TO: Chair and Board of Directors

FROM: Greg Meyer – Chair

## **Mobility Advisory Committee Update**

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

**Recommendation:**

Receive MAC report.



## **Mobility Advisory Committee (MAC)**

### **Meeting Minutes**

**July 17, 2019**

#### **Attendees**

Greg Meyer – MAC Chair  
Mark Early – MAC Vice Chair  
Ryan Malone – MAC  
Bernie Wilmer – MAC  
Cori Wills – MAC  
Mandla Moyo – MAC  
Erin Hardwick - MAC  
Dustin Gilmer – MAC  
Jason Robinson – MAC  
Jerome Horne - IndyGo

Mike Terry - IndyGo  
Paula Haskin - IndyGo  
Teresa Franklin - IndyGo  
Cheryl Purefoy - IndyGo  
Marilyn Sadler - IndyGo  
Bryan Luellen - IndyGo  
Ruth Wendt - IndyGo  
Ken Hosen – KFH  
Ryan Wilhite - IndyGo  
Matti McCormick – McCormick Group

#### **Welcome and Introduction:**

MAC Chair, Greg Meyer, asked everyone to introduce themselves.

#### **Approval of the May 2019 minutes.**

MAC Chair, Greg Meyer, asked for a motion to approve the May 2019 minutes.

Ryan Malone made the motion and seconded by Dustin Gilmer.

#### **Approval of the July 2019 minutes:**

MAC Chair, Greg Meyer, asked for a motion to approve the July 2019 minutes.

Bernie Wilmer made the motion and seconded by Mandla Moyo.

#### **President/CEO report, Mike Terry:**

Mike Terry announced that this would be his last MAC meeting. Mr. Terry stated that he was very proud and humbled to be able to work with the MAC.

- New president and CEO, Inez Evans will start mid-August.

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

- Steady increase with On Time Performance.
- Change in software system from Trapeze to Route Match scheduled for the end of the year to the first of 2020.

**Jerome Horne, Community Engagement Coordinator:**

- Routing changes will occur on September 1, 2019 for routes 12,18,19,31 and 38.
- New route schedules and maps will come out in the next couple of weeks.
- Routes 17 and 22 will be going away but they will be rerouted with the Red Line and other adjustments.
- Route 39 will be on a different routing pattern.
- Every route will be in operation every day of the week.
- More evening routes added to routes that stopped early.
- Service will be free for the month of September 2019 for the BRT.
- Service will be free for Open Door September 1-14, 2019.

**Paratransit Comprehensive Analysis, KFH**

**New Business:**

MAC Members end of first Terms.

Bernie Wilmer's term will end this month.

Greg asked, Bernie if she would like to sit on the MAC for a second term and she said yes.

Greg asked for a motion to keep Bernie Wilmer on the MAC for a second term.

Ryan Malone made the motion and seconded by Jason Robinson.

**Paratransit Comprehensive Analysis, Ryan Wilhite:**

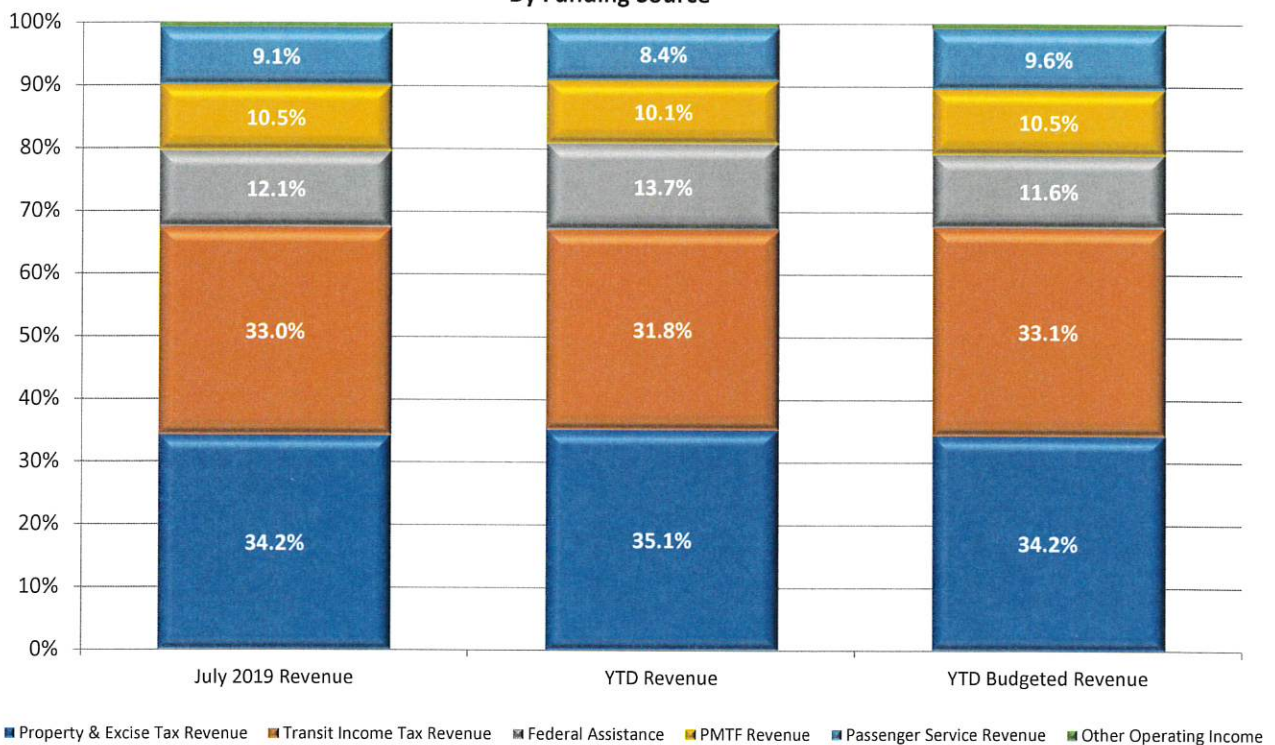
Report was given to the MAC after meeting for the public.

**Meeting adjourned, next meeting will be held on September 18, 2019**

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

**FINANCIAL UPDATE**  
July 2019

**Revenue Comparison**  
By Funding Source



**FTA Assistance**

Federal Assistance came in over budget by 5% at the end of July; 23% YTD. There was a larger number of reimbursable expenses related to preventative maintenance.

**Passenger Service Revenue**

Passenger service revenue was under budget for the month of July by 4%.

**Fixed Route:**

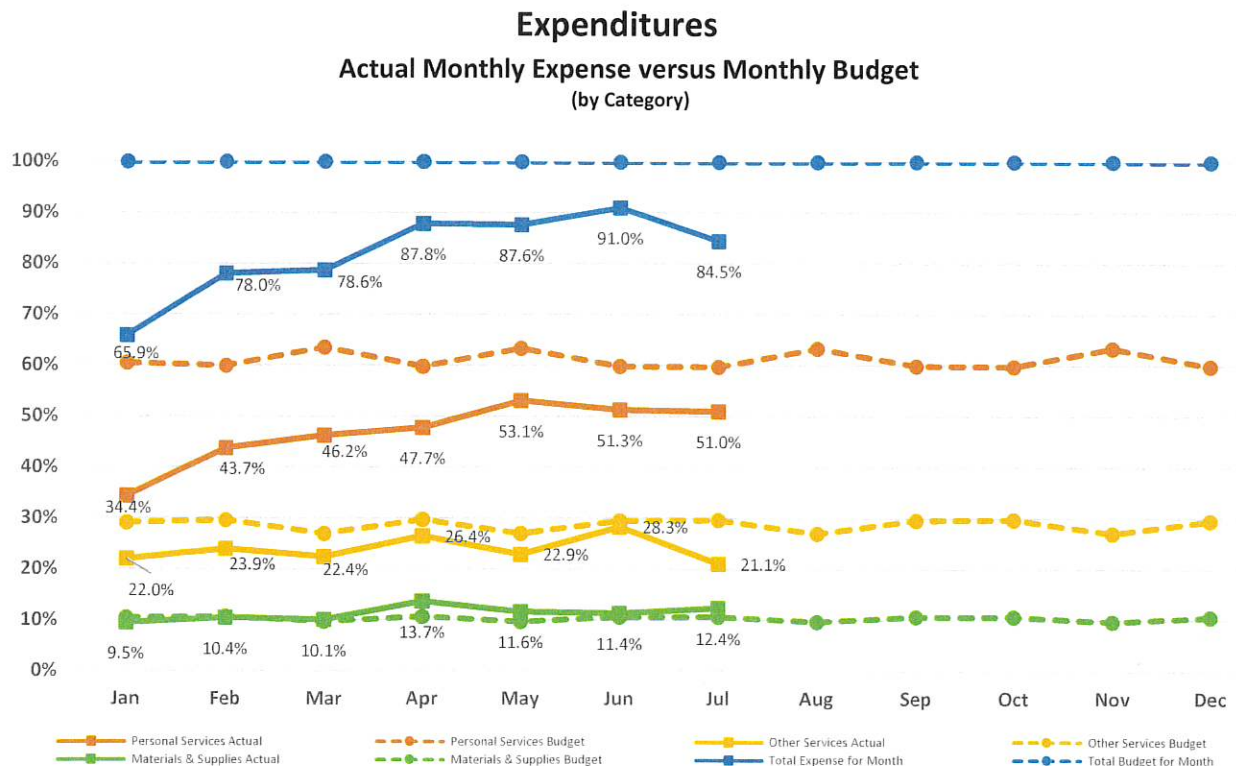
- Farebox revenue was exactly on target with the budget for July and under budget 9% YTD.
- Ticket and pass sales were under budget 8% for July and YTD. This varies monthly due to bulk orders.

- Farebox collection was under budget 41% for July and 29% YTD. There is a direct correlation between the decrease in Open Door farebox collections and the increase in the number of passengers using Taxis Voucher.
- Ticket and Pass sales were under Budget 4% in July. Finance identified an issue with information being reported from the dialysis transportation program which has been corrected. The correction will show timely recognition of revenue received in August for this program.

Property, Excise and Income tax continues to be received as projected.

The revenue received for service reimbursement was approximately 22% under budget projections for the month and 5% over YTD. This revenue category captures taxi voucher reimbursements among other items. IPTC has exhausted the amount of federal funds used to support this program for FY2019 therefore, this category will likely be recognized as under budget for the remainder of the fiscal year. The taxi voucher program will continue but will be funded with operational funds.

For the month of July 2019, the total revenue recognized was exactly on target with the budget and 4% over year-to-date.





### **Personal Services**

Overall, personal services came in 15.5% under budget in July and 24% under YTD. Changing to a partially self-insured benefit plan has contributed heavily to IPTC running below budget in the fringe benefit line item which came in 20% under budget in July and 35% under budget YTD. The monthly claims have been slightly moving upward but so far has reflected overall savings.

Overtime was over budget in July due to coverage needed for vacation and the ongoing training for the BRT system however, salary was under budget during the month. Together, overtime and salary are only 14% under budget for the month and approximately 20% YTD.

### **Other services and Charges**

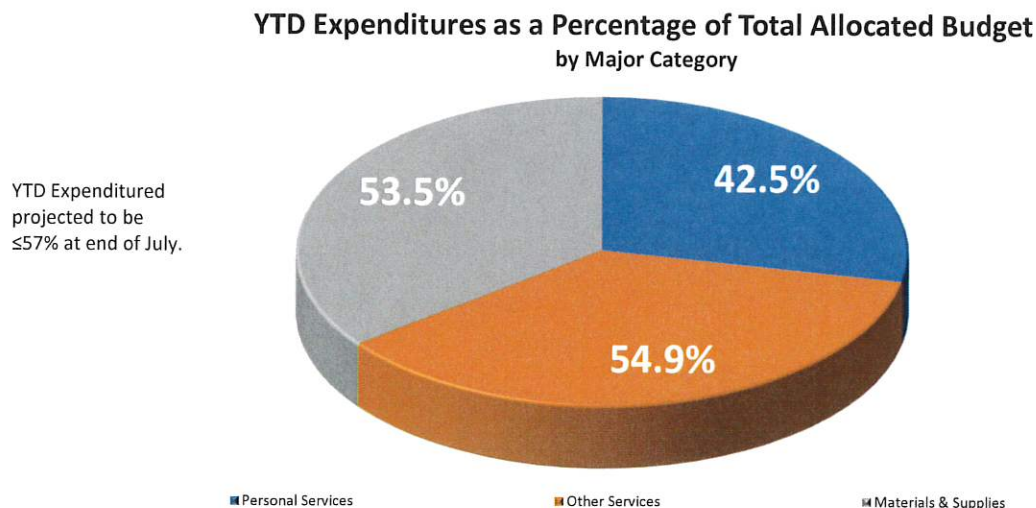
Collectively, this category was under budget by 23% for the month and 7% year-to-date. Individual line item expenses in this category are at or below projections.

### **Materials and Supplies**

Materials and supplies category came in just under projections in July. Fuel, Other Materials and Supplies continue to be under budget year-to-date. Maintenance materials and tubes & tires were over budget projections year-to-date at 2% and 20% respectively. IPTC reached an agreement with the previous tubes and tire contractor and IPTC will make 6-monthly payments beginning in July in addition to monthly payments to the current vendor.

### **Total Expenses**

In summary, total expenses came in at 16% under budget projection in July and 18% year-to-date.



Nancy E. Manley  
Vice President/CFO/Controller

INFORMATION ITEM I – 3  
8/28/19

To: Chair and Board of Directors  
From: Justin Stuehrenberg

## **RED LINE OPENING UPDATE**

INFORMATION ITEM I – 4  
8/28/19

To: Chair and Board of Directors  
From: Roscoe Brown

## **PARATRANSIT UPDATE**

To: Chair and Board of Directors  
From: Inez Evans, 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.

Inez Evans  
President/CEO

To: Chair and Board of Directors

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

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR JULY 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**

IndyGo Q3 Strategic Plan Update

### **Contributing Staff includes:**

Daniel Krupski, Customer Service Business Analyst

Chauncyia Coleman, Director of Customer Service

Lauren Day, Director of Public Relations

Jerome Horne, Ridership Experience Specialist

Vanesa Rivera, External Communications Coordinator

Allison Potteiger, Organizational Communications Manager

Cheryl McElroy, Internal Communications Specialist

Jordan Patterson, Community Outreach Coordinator

Brandon Evans, Digital Strategy and Community Engagement

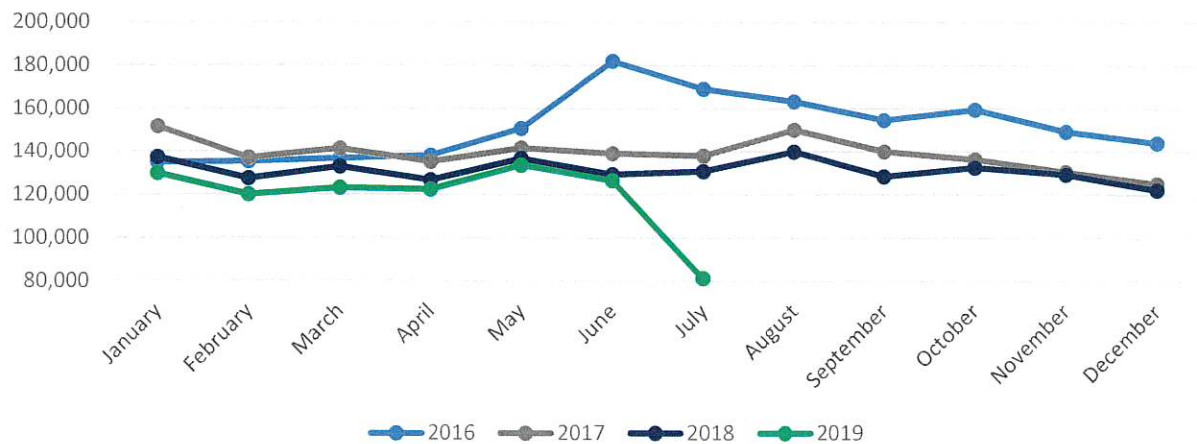


## INDYGO.NET WEBSITE STATISTICS:

(7/1/19 – 7/31/19) \*

Page Views	191,139
Bounce Rate	54.71%
New Users	21,822
Returning Users	14,295
Total Sessions	81,192
Total Monthly Sessions Comparison to Previous Year	62.07% (130,798 – July 2018)

IndyGo.Net Website Sessions



\*Extreme Drop in Indygo.net quantitative data due to a tracking code malfunction. Situation resolved and tracking has resumed as of 8/6/19 per Lelander.

Date	Mobile	Desktop	Tablet
Jul-19	70.24%	26.99%	2.77%
Jun-19	85.20%	13.15%	2.88%
May-19	69.48%	27.48%	3.05%
Apr-19	84.19%	14.00%	1.81%
Mar-19	84.54%	13.71%	1.75%
Feb-19	84.59%	13.86%	1.55%
Jan-19	84.30%	13.97%	1.73%

## INDYGORED.COM WEBSITE STATISTICS:

(7/1/19 – 7/31/19)

Page Views	75,895
Bounce Rate	50.07%
New Users	20,132
Returning Users	4,605
Total Sessions	27,413
Total Monthly Sessions Comparison to Previous Year	515.28% (5,320– July 2018)

IndyGoRed.com Website Sessions

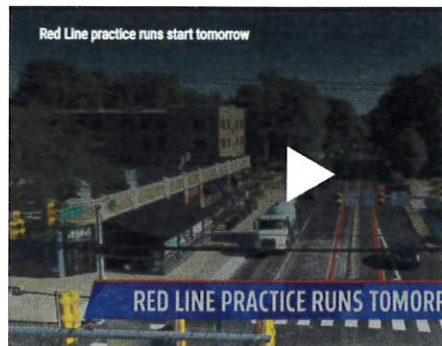


Date	Mobile	Desktop	Tablet	New %	Returning %
Jul-19	56.03%	38.06%	5.91%	81.40%	18.60%
Jun-19	55.44%	39.92%	4.64%	21.30%	78.70%
May-19	56.58%	38.41%	5.01%	19.90%	80.10%
Apr-19	54.89%	40.14%	4.97%	21.80%	78.20%
Mar-19	55.25%	38.33%	6.42%	18.90%	81.10%
Feb-19	53.70%	41.09%	5.20%	18.20%	81.80%
Jan-19	47.07%	47.42%	5.52%	19.40%	80.60%



## Practice runs for IndyGo's

POSTED: 11:15 PM, JULY 31, 2019 BY NICK MCCILL, UPDATED AT 06:57 AM, AUGUST 1, 2019



INDIANAPOLIS, Ind. — The construction of the IndyGo Red Line starting August 1, drivers can expect to see Red Line buses on the

The Red Line doesn't officially launch until September 1, but on Tuesday, drivers can expect to see Red Line buses on the street to conduct practice runs so bus drivers and commuters can "get the

"We have the whole month to get the drivers out there. Practicing the turns," said IndyGo Director of Operations Lauren Day.

To help prepare commuters, IndyGo released videos showing the

Schools

## Why IPS Wants High Schoolers To Take IndyGo Instead Of Yellow Bus

"We're focusing on where mass transit makes sense."

By Chalkbeat, News Partner

Jul 30, 2019 3:27 pm ET | Updated: Jul 30, 2019 3:28 pm ET



<https://www.theindychannel.com/news/working-for-you/indy-drivers-have-a-lot-to-learn-about-driving-along-the->

## Indy drivers have a lot to learn about driving along the Red Line

Posted: 7:44 PM, Jul 23, 2019 Updated: 7:44 PM, Jul 23, 2019

By: Cameron Riddle



Find a job with the new Hiring Hoosiers Job Board

## INDIANAPOLIS

NEWS OPINION AROUND TOWN HEALTH BUSINESS RELIGION SPORTS EDUCATION

Animals And All That Jazz  
Thursday Nights | July 4-August 1

Search

## Meet IndyGo's next president and CEO

By TYLER FENWICK, tylerf@indystar.com Jul 11, 2019



Indy's Evank will be IndyGo's next president and CEO when she takes over in August. (Photo provided)

INDIANAPOLIS — A bus driving the wrong way down a street is a sight you've probably never seen, but it is something you will see as Indy's first rapid transit line is literally ch

It's been talked about for years and now IndyGo is taking shape, changing parking and traffic patterns along the line from Broad Ripple to the University of Indianapolis. Indiana drivers are less than caught up on what that means.

The new line brings several things Central Indiana has never seen before ... like a traffic lane painted red.

"So the solid red lanes are for the buses only."



Mass Transit  
BUS RAIL TECHNOLOGY SAFETY & SECURITY



BUS VEHICLES HYBRID HYDROGEN & ELECTRIC VEHICLES INDYGO RED LINE ON SCHEDULE FOR SEPT. 1 OPENING

## IndyGo Red Line on schedule for Sept. 1 opening

The transit agency provided an update to the Red Line project and several others at a June Board of Directors meeting.

Indianapolis Public Transportation Corporation (IndyGo) JULY 2, 2019



**JULY NEWS RECAP:**

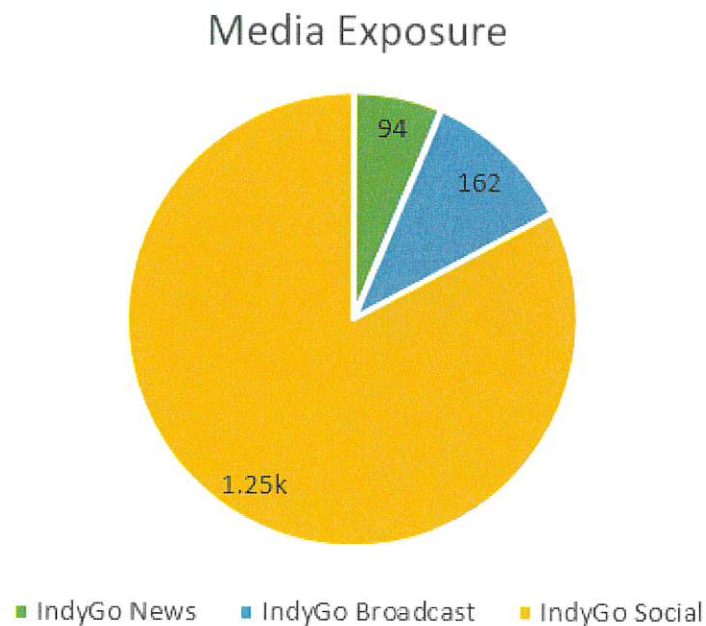
<i>Headline</i>	<i>Reach</i>
Indymidtown	120
IndyGo's Purple Line, Blue Line to be delayed by year or more	73611
Construction timelines delayed for IndyGo Purple, Blue lines	28803
Construction for the IndyGo Purple and Blue Line Routes Is Delayed	21680
Why Blue, Purple lines will be delayed at least a year	817326
IndyGo Red Line on schedule for Sept. 1 opening	16616
Red Line Construction Continues into July	1787
IndyGo delays work and completion of Blue and Purple Lines	154344
Weekly View's Story Archive	1787
The Red Line is set to wrap construction July 31. Here's what that means for you.	817326
Road Work For The Red Line Should Be Done By August	21680
IndyGo Taps Transit Vet as New CEO	28353
IndyGo announces new CEO to start days before Red Line launch	817326
IndyGo Selects President And CEO	28353
IndyGo taps new chief executive from Silicon Valley	73611
New IndyGo Chief Ready to Get to Work	120
Indianapolis Public Transportation Corporation names next president and CEO	16616
IndyGo names new president and CEO	154344
How to navigate I-65, I-70 closures starting on Friday	817326
Meet IndyGo's next president and CEO	6228
Renewable Friday: Electric Buses	1932681
Some neighbors still skeptical as Red Line launch approaches	348200
Some neighbors remain skeptical as Red Line launch approaches	48899
IndyGo releases videos on how Red Line will work	1450
Red Line Construction Update	120
Here's everything you need to know about the 2019 Indiana State Fair	817326
IndyGo releases Red Line educational videos as construction nears completion	154344
House Transportation Subcommittee Issues Testimony From Federal Transit Administration	1525
Where to park at the Indiana State Fair	817326
Red Line will be free to ride for its first month	817326
IndyGo's Red Line will be free all September	154344
Applause!: July 19-25	1787
Parking Restriction Along Red Line Begins Today	21680
Red Line work heads into home stretch	154344
IndyGo: Red Line parking restrictions begin Monday	348200
Red Line parking restrictions begin on College and Capitol avenues	48899
Indy drivers have a lot to learn about driving along the Red Line	154344
Applause!: July 26-Aug. 1	1787
IndyGo seeks volunteers for launch of Red Line	154344
New lanes will help keep bikes, scooters and skateboards out of traffic	817326
Wanted: Volunteers to Help Launch Red Line	28353
IPS Could Save Millions If IndyGo Pilot Program Works Out	21680
Start of Saludus sun music festival – Summer of festivals – Music – Culture +	0

Why IPS wants high schoolers to take IndyGo instead of yellow school buses	131562
If you want to park and ride on the Red Line, here's where you can leave your car	817326
Indianapolis schools plan shifting students to city buses	141584
To keep transportation costs low, more Indianapolis charter schools look to partner with IndyGo	131562
Indianapolis schools plan shifting students to city buses	278171
Indianapolis schools plan shifting students to city buses	814433
Indianapolis schools plan shifting students to city buses	61716
Indianapolis schools plan shifting students to city buses	56192
Indianapolis schools plan shifting students to city buses	554144
Indianapolis schools plan shifting students to city buses	100666
Indianapolis schools plan shifting students to city buses	11361
Indianapolis schools plan shifting students to city buses	30000
Indianapolis schools plan shifting students to city buses	642913
Indianapolis schools plan shifting students to city buses	2681768
Indianapolis schools plan shifting students to city buses	6773
Indianapolis schools plan shifting students to city buses	78519
Indianapolis schools plan shifting students to city buses	3743
Indianapolis schools plan shifting students to city buses	15364019
Indianapolis schools plan shifting students to city buses	4701
Indianapolis schools plan shifting students to city buses	9851
Indianapolis schools plan shifting students to city buses	265953
Indianapolis schools plan shifting students to city buses	245480
Indianapolis schools plan shifting students to city buses	160494
Indianapolis schools plan shifting students to city buses	24910
Indianapolis schools plan shifting students to city buses	845402
Indianapolis schools plan shifting students to city buses	257131
Indianapolis schools plan shifting students to city buses	1703495
Indianapolis schools plan shifting students to city buses	22797
Indiana district wants high schoolers to take public transportation	10673
Indianapolis schools plan shifting students to city buses	25889
Indianapolis schools plan shifting students to city buses	794691
Indianapolis schools plan shifting students to city buses	4448
Indianapolis schools plan shifting students to city buses	8239
Indianapolis schools to shift students to city buses	10662
Indianapolis schools plan shifting students to city buses	56003
Indianapolis schools plan shifting students to city buses	6373786
To Keep Transport Costs Low, Indianapolis Charters Look To IndyGo	4458541
Why IPS Wants High Schoolers To Take IndyGo Instead Of Yellow Bus	4458541
Indianapolis public schools plan to shift students to city bus system	92602
IndyGo Red Line moves bike lanes in Downtown Indianapolis: Here's how to navigate those changes	154344
Atlanta's country history, Woodstock weed, drive-thru bobcat: News from around our 50 states	24335
IndyGo Red Line project hits major milestone	348200



**Topics Include:** News for early July was moderate to positive with the announcements of the Purple Line and Blue Line delays and the Board of Directors announcement of the new President and CEO. Moving into mid-July, some neighbors in Indianapolis showed skepticism as the Red Line construction approached. There were safety concerns with driving along the Red Line, however, “Rules of the Road” were released. This is IndyGo’s webpage where videos are found to educate drivers on how to drive along the Red Line. Also, mid-July included the big announcement of IPS schools partnering with IndyGo. This was the highlight of the month not only locally but nationally! The numbers above show the reach of the IPS partnership. Media mentions at the end of July include the completion of major construction for the Red Line.

### JULY NEWS RECAP CONTINUED:



## SOCIAL PERFORMANCE:

### Cross Channel Summary by Channel

Multiple Locations | Jul 1, 2019 - Jul 31, 2019



## NEWSLETTER:

### Cheers to Transit



Transit Socials hosted by Transit Drives Indy continue along the future route of the Red Line. Join them for a drink or two at Next Door American Eatery on July 11 as they continue celebrating improvements coming to IndyGo! Yard signs and free t-shirts are available at all events.

Check out future events on [Facebook](#) and never miss out or follow them on [Twitter](#)!

### Tidbits from the Global

Have you considered leaving your vehicle at home and making public transit a priority? For many, it's a lifestyle but for some owning a car is not an option, therefore, they choose public transportation.

According to the [Shared-Use Mobility Center](#), shared mobility is a great alternative to getting daily errands done. Not only is it convenient and affordable, but comfortable! The only limitations are slight schedule changes.

### Transit Talks



Learn about IndyGo projects by talking to one of our team members! IndyGo staff will be at different locations around Indianapolis to have casual conversations with you. These events provide an opportunity to ask questions. There will be no official presentation, so stop by and chat with us at one of our locations below!

- July 15, 2019 – Southeast Community Services
- July 29, 2019 – The Neichammer Coffee Company

For information on future events, visit our [Facebook](#) page.

### Bus Service on July 4

At 11:00 PM we will be providing additional service from the Julia M. Carson Transit Center after the [IPL Downtown Freedom Fest](#) to get you where you need to go!

Additional information for Service Hours on July 4

• Local Routes: Operating on a Sunday schedule



### Red Line Progress

The Red Line is only 2 months away and we are more than thrilled. All major construction will be finished on July 31, which means #BetterTransit in Indy will be a reality and not just a dream!

We want to specifically thank everyone for the continuous support and patience. Trust us, we know construction hasn't been easy. On a good note, the month of September will be free, so EVERYONE and we mean everyone will have the opportunity to get on and ride.

There are many restaurants, bars, and shops along the Red Line that are waiting for you, so grab your friends and GO discover. Whatever you decide, IndyGo is for all.

Stay tuned for ways to celebrate as we get closer to opening!

### Tap 'N Go with MyKey

Not only are we introducing a new mode of transportation, but a new way to pay and ride! MyKey will be accessible to you through a smartphone or reloadable card. This new fare system is about giving you the choice.

MyKey comes with great benefits such as free 2-hour transfers when the initial validation takes place. Fare capping will also be available, which removes the burden of upfront costs.

Single rides will remain \$1.75 and \$4 for a day pass.

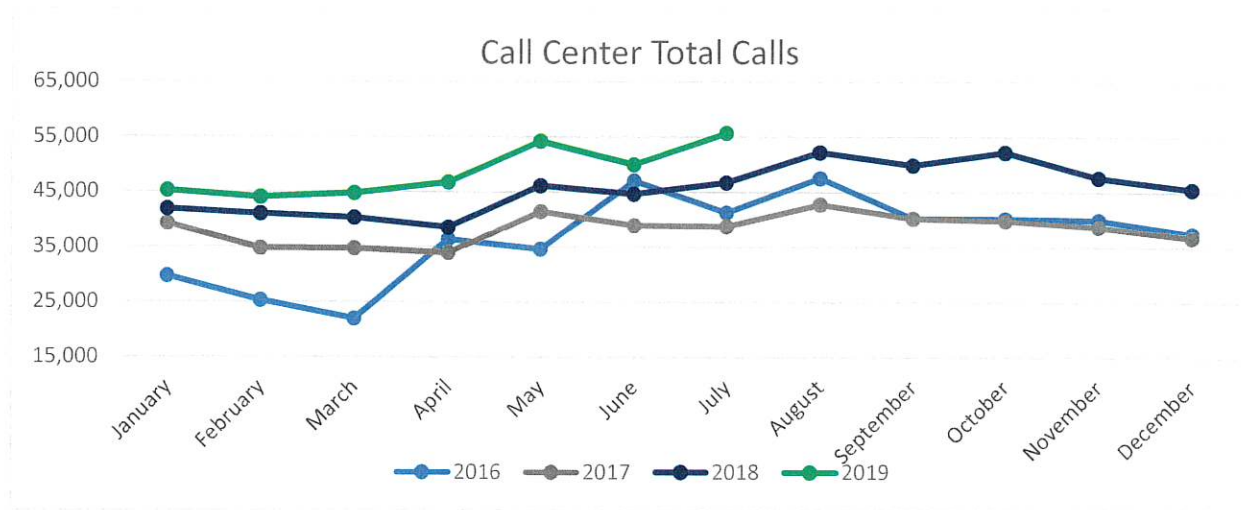


## JULY CALL CENTER REPORT:

55,706 total calls

3.86% calls abandoned in queue

67.80% Interactive Voice Response (IVR) calls



## JULY CUSTOMER COMMENTS: 870

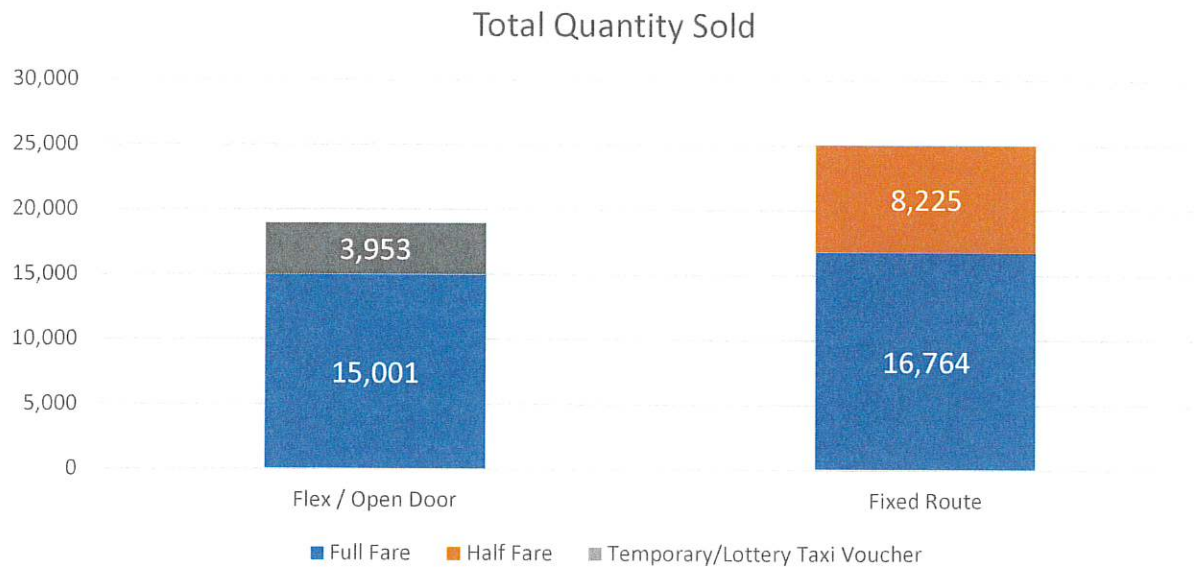
Schedule Adherence	194
Pass-by	136
Courtesy	105
Red Line	99
Safety	90
Other	39
Route	35
Compliment	33
Request	0
Facility Maintenance	16
Vehicle Maintenance	16
Route Detour	13
Rules	13
Fares	12
Suggestion	12
Denial	10
Security	10
Wrong Information	6
2019 Fare Change	4
Bus Stop	3

Discrimination – Title VI	3
Customer Service Center	1
2018 Service Standards	0
2015 DTC Route Changes	0
ADA	0
Blue Line	0
CAD/AVL/Annunciators	0
Civil	0
Express-Commuter Service	0
Indy Connect	0
Information Technology	0
Maintenance	0
Marketing	0
Marion County Transit Plan	0
Public Hearing Comments	0
Purple Line	0
Real Time Arrivals	0
Super Bowl 2012	0
Service Changes	0



## JULY PASS SALES REPORT:

Total Quantity of Passes: 43,943



## ADDITIONAL REVENUE AND PASS INFORMATION FOR JULY:

Retail Desk Purchases: \$160,878.85

Cash: \$59,694.54

Checks: \$22,049.10

Credit Cards: \$79,135.21

Veteran IDs Sold: 84

Veteran IDs Sold to Date: 3299

Veteran Ridership: 48,038

PPHS Ridership: 1,287

Shortridge Ridership: 2,663

Arsenal Tech Ridership: 16,527



### **OUTREACH SUMMARY FOR JULY:**

Outreach in July included festivals, Travel Trainings, a neighborhood association meeting, and a casual Transit Talk. IndyGo's outreach team engaged Westfield & Broad Ripple area residents, as well as veterans, at community festivals. Travel Trainings in July supported pass partnership initiatives with IPS High Schools and Purdue Polytechnic High Schools. Red Line and general IndyGo updates were provided to the Mayor's Neighborhood Advocates and Downtown Indy parking managers.

7/1/2019	OSCNA Community Meeting
7/4/2019	Westfield Rocks the 4th
7/10/2019	IMPD East Community Day
7/11/2019	Mayor's Neighborhood Advocates Updates
7/15/2019	Transit Talk: Southeast Community Services
7/16/2019	Travel Training: IPS Principals
7/17/2019	Downtown Indy Parking Partnership
7/17/2019	Travel Training: IPS Staff
7/20/2019	Mayors' Veterans Appreciation Day
7/28/2019	Girls Rock Kids Rock the Park
7/30/2019	PPHS Open House: Downtown
7/31/2019	PPHS Open House: Broad Ripple

### **INTERNAL COMMUNICATIONS & STRATEGIC PLANNING JULY 2019:**

Internal outreach is focusing on the human aspect of IndyGo through employee stories that foster an engaged, employee-centric culture.

**Month of August:** One human-interest article in the monthly all employee newsletter, the Dispatcher, spotlighting employees.



## Understanding Our Company Values

‘Foster a culture that is employee-centric.’ This is one of IndyGo’s strategic goals. Simply stated, “employee-centric” is a culture that values you, your goals and ambitions, and sets you up for success. The new Tardy Policy for Operators is one example of working towards an employee-centric environment.

IndyGo and ATU Local 1070 recently participated in collective bargaining negotiations. Although a few outstanding issues are being resolved through arbitration, many positive tentative agreements were established and implemented on July 15.

One of the agreements that many folks are excited about is the creation of a new Tardy Policy for Operators. The previous, long-standing tardy policy was effective for many years, but with IndyGo’s evolving change in culture, it was time to rethink this policy. “By listening to the challenges and wants of the operators – we can let employees be people and accept that life happens sometimes – and remembering that the secret to life is accepting obstacles,” stated **Manager of the Julia M. Carson Transit Center, Jerry Wilson.**

While IndyGo understands the importance of Operators being on-time so that bus arrival and departure times are met, schedule connections remain timely, and on-time performance percentages increase - IndyGo also understood that circumstances can cause the occasional tardiness - such as car trouble, traffic, forgetting to set an alarm, or oversleeping. One of the many improvements with the new Tardy Policy is that Operators will be permitted one tardy in a rolling thirty-day period without incurring an event. “I believe IndyGo is improving our working environment and I really like the changes I’ve seen so far,” said **Operator Laura Beck.** “The new policies that were just implemented for tardies and points is really going to help a lot of people,” continued Laura. “We never know when something unexpected is going to happen. IndyGo realizes that we are human and things happen; the new Tardy Policy provides reassurance that if something unplanned happens, we have a chance to still work, make money, and not be sent home with two points that won’t fall off for an entire year. It’s good to see IndyGo working with us – this helps employees see the company and our jobs in a more positive light.”

“Change is not always easy, but as an ambassador at a leading transit agency, I am committed to working with a team of Supervisors who own the mindset of seeing the Operators succeed and helping each one reach their goals,” stated **Director of Transportation Dwight Benjamin.** This type of positive support will lead the way to a more successful workplace.

Creating an employee-centric culture will develop better working relationships across the company, set our co-workers up for success, allow employees to feel pride in both their work and employer, and ultimately, position IndyGo as an employer of choice for future recruiting efforts. It's a win-win for us all.

### **Strategic Planning**

Quarter 3 updates were shared with all IndyGo employees via email and at the Pop Into Culture South Lounge Opening Party on July 24. More updates and recruitment for Year 2 will begin after the Red Line opening.

Quarter 3 Strategic Plan Update hand delivered to board members by Allison Potteiger.

PLANNING AND CAPITAL PROJECTS REPORT

8/28/19

Item R – 2

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning and Capital Projects

**PLANNING & CAPITAL PROJECTS UPDATE**

**Issue** Planning & Capital Projects Report will be presented at the board meeting.

**Recommendation:**

Receive the report.

## **SERVICE PLANNING**

### **Service Scheduling**

The new Pick to take effect on September 1, 2019 is ready. This new pick includes the Red Line (Route 90) and changes to existing routes that intersect the Red Line. Routes 12, 18, 19, 31, 38, & 39. We will have to do another schedule change in October due to IndyGo having to vacate the bus stop at the Target/Washington Square on East Washington Street. This was a transfer location and major stop for Routes 8, 10, 21, & 87. The bus stop will be moved out to Washington Street. This will require us to update all data for the public. We will also be able to make minor schedule adjustments for other routes if necessary, as long as they don't affect the operators work picked.

### **Transit Amenities**

With the service changes for September 1, IndyGo has been able to reduce our number of bus stops by almost 200. This helps us move toward our goal of improved stop spacing and speed of the routes. This is better for the customers and the vehicles when they don't have to stop every block.

As part of the plan, IndyGo will be conducting a stop inventory to identify all stops that meet ADA and those that do not. Staff will use the list to prioritize placement, design, and construction of existing and new stops to meet ADA. We will be submitting our inventory and improvement plan to Indiana Department of Transportation (INDOT) by the end of the year. The actual work to get all stops into compliance will take many years but it is something that will be budgeted in the capital plan each year.

IndyGo has awarded a contract to improve 180 bus stops. Work will begin this fall. This project provides for the improvement of various bus stop locations. Project includes, but is not limited to, the construction of new shelter pads, bench pads, sidewalks, and curb ramps. Phase one of the local bus stop improvements contains 180 bus stops. Of these, IndyGo will install 103 benches, 48 shelters, and 29 boarding pads. Of the 180 sites, 35 will have additional sidewalk totaling approximately 1238 linear feet.

### **Fare System Implementation**

Service Planning is responsible for coordinating the implementation of IndyGo's modernized fare payment system, which will be branded as 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 vendor for this new fare system is Flowbird.

Installation of fare validators on IndyGo's existing fixed-route fleet was completed June 4<sup>th</sup>. IndyGo has continued internal testing of the MyKey fare system, including the back-office system, mobile app, customer website, and on-vehicle fare validators. Staff have begun to test fare transactions, fare capping, and reduced-fare user profiles recently, which are all working as designed. An initial order of fare cards were delivered in early-August, to be used for the MyKey system rollout. Some unexpected delays in MyKey system functionality has pushed back the rollout of the pilot period. It is now expected that the first external users and customers will begin using the MyKey fare system in September, following the completion of internal IndyGo system testing.

Red Line station fare system equipment will be delivered to IndyGo on August 23 and will be installed at Red Line stations the final week of August. Ticket vending machines are planned to be operational in late-September (prior to the end of the Red Line free fare period). Customers will still be able to utilize the MyKey fare system for fare payments on local (non-Red Line) buses beginning September 15<sup>th</sup>.

### **Red Line Operations**

IndyGo staff has been out on the line working with operations, training, and construction to ensure that all parties are communicating about concerns and expectations of how things are supposed to work. Since this type of service is new policies and procedures have been updated or new ones created to reflect the needs of the new type of service as well as how it interacts with existing services.

### **Traffic Engineering**

Global Traffic Technologies (GTT) will be doing final testing of the TSP equipment in late August in preparation of the Red Line going operational.

Planning and Procurement staff have an "on-call" task order with DLZ, a local traffic system engineering consultant, to assist with developing and programming of traffic signal timings along the Red Line route. DLZ has been reviewing the Red Line plans and preparing the traffic signal timings for 76 traffic signals along the Red Line and four traffic signals along Illinois Street that are associated with the Red Line project. To date, 79 of the 80 Red Line traffic signal controllers have been installed or are programmed and ready for the contractor to install.

### **Ridership**

Ridership data showed an increase of 2.5 percent over the previous July, and 2.3 percent higher than was expected given seasonality and the composition of service days. To date, annual ridership is 1.0 percent higher than last year's level and 0.57 percent higher than what we'd expect based on seasonality and the composition of service days.



### Actual vs. Expected Ridership

[illegible]

Actual YTD Ridership vs. 2018

Current Month			IndyGo	Year to Date		
Jul-18	Jul-19	% Change	Fixed Route Ridership	2018	2019	% Change
16,364	15,695	-4.1%	2 E. 34th St.	108,733	106,332	-2.2%
27,575	32,170	16.7%	3 Michigan St.	175,684	222,839	26.8%
12,329	12,527	1.6%	4 Fort Harrison	89,195	83,346	-6.6%
16,739	17,629	5.3%	5 E. 25th	106,560	117,690	10.4%
11,978	11,330	-5.4%	6 N. Harding	89,745	79,136	-11.8%
128,279	137,224	7.0%	8 Washington St.	851,548	921,900	8.3%
89,225	90,938	1.9%	10 10th St.	621,242	605,939	-2.5%
3,204	3,258	1.7%	11 E. 16th St.	25,360	23,989	-5.4%
4,413	4,102	-7.0%	12 Minnesota	30,980	28,858	-6.8%
3,287	3,163	-3.8%	13 Raymond	22,622	21,294	-5.9%
9,160	9,274	1.2%	14 Prospect	61,598	62,251	1.1%
16,146	16,852	4.4%	15 Riverside	116,332	112,677	-3.1%
10,506	10,685	1.7%	16 Beech Grove	74,422	74,448	0.0%
21,326	19,479	-8.7%	17 College	145,783	135,069	-7.3%
10,416	10,746	3.2%	18 Nora	77,457	73,628	-4.9%
35,649	34,734	-2.6%	19 Castleton	237,507	235,753	-0.7%
13,085	11,814	-9.7%	21 East 21st St.	95,958	89,152	-7.1%
8,758	9,474	8.2%	22 Shelby	66,753	62,556	-6.3%
10,359	10,796	4.2%	24 Mars Hill	73,691	72,067	-2.2%
13,605	13,384	-1.6%	25 W. 16th St.	96,585	85,909	-11.1%
12,374	14,501	17.2%	26 Keystone	90,737	93,050	2.5%
12,631	13,722	8.6%	28 St. Vincent	89,762	90,019	0.3%
7,243	7,764	7.2%	30 30th St.	49,755	53,047	6.6%
22,290	25,370	13.8%	31 Greenwood	156,526	168,838	7.9%
26,840	28,715	7.0%	34 Michigan Rd.	170,165	183,638	7.9%
36,777	37,930	3.1%	37 Park 100	250,066	246,330	-1.5%
28,348	25,304	-10.7%	38 Lafayette Square	196,906	181,911	-7.6%
96,661	95,682	-1.0%	39 E. 38th St.	659,345	655,866	-0.5%
3,393	3,697	9.0%	55 English	24,312	26,414	8.6%
9,351	9,019	-3.6%	86 86th Street Crosstown	65,582	60,143	-8.3%
12,640	12,341	-2.4%	87 Eastside Circulator	80,339	79,275	-1.3%
175	75		Others	3,200	507	
<b>731,126</b>	<b>749,394</b>	<b>2.5%</b>	<b>Total</b>	<b>5,004,450</b>	<b>5,053,871</b>	<b>1.0%</b>

Jul-18	Jul-19	% Change	Flexible and Contracted Services	2018	2019	% Change
30,821	28,921	-6.2%	Open Door Riders on Fixed Route	195,215	197,593	1.2%
23,985	22,741	-5.2%	Open Door	177,463	164,203	-7.5%
896	3,829	327.3%	Open Door Taxi Vouchers	5,881	23,697	302.9%
9,867	7,888	-20.1%	31 Day S-Pass	105,902	71,334	-32.6%

## **STRATEGIC PLANNING**

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, project development with the Blue Line and Super Stops, joint development activities associated with the Blue Line, advancing shared use mobility efforts, transit-oriented development planning & zoning, the paratransit operational analysis, grant applications, the service reliability working group, updating the agency five-year capital plan (for adoption tonight), and other data analysis/research projects.

### **Project Development:**

**Blue Line:** IndyGo formally submitted an application to the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. The project was granted a C-9 Documented Categorical Exclusion in September 2018; the project team is evaluating, given potential changes in project schedule and joint development opportunities, if it may explore an adjustment to its environmental designation.

By the date of the board meeting, an updated application for the Small Starts program (required annually until grant execution) will have been filed.

**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. Shrewsberry has been asked to continue some design work, including signal design, and advance to a "95-percent" design.

The environmental process for Super-Stops is nearing completion. At the time of developing this report, the Documented Categorical Exclusion process has been completed. The Federal Transit Administration granted DCE and closed out the environmental process for Super-Stops on July 25, 2019.

The IndyGo Board of Directors approved additional funding to conduct design work for adjustments to the Julia M. Carson Transit Center and for additional utility investigations for Super-Stops. The right-of-way permits have been obtained and potholing is underway. This process has mostly been completed, save for one location (Fort Wayne & Sahm Street). This particular location has required additional coordination and time with the developer of an adjacent mixed-use structure.

Now that environmental approval from FTA has been received, design work can be finalized. 95-percent design will be achieved by November 1, 2019, with final tracings due on January 20, 2020. It is anticipated that this project will be bid jointly with Super Stops 2.0, which are in the preliminary design phases.

**Julia M. Carson Transit Center/Pearl Street Signal:** Shrewsbury has achieved the 30-percent design threshold for the Pearl Street Signal modifications. The designs were commented on by both IndyGo and Department of Public Works (DPW) and returned to Shrewsbury. These comments are being addressed during the next round of design and will be incorporated into the 90-percent design threshold. Given that the signal design project is anticipated to be let with two other projects, the timeline for design has relaxed. 90-percent design for the Delaware and Pearl Street signal project is now slated for September 30, 2019. Final tracings are to be submitted on October 28, 2019.

**Julia M. Carson Transit Center Level Boarding:** A scoping meeting for the Julia M. Carson Transit Center Level Boarding project was held on July 3. 30-percent designs for the level boarding concepts have shifted to November 22, 2019. 90-percent plans are due December 19, 2019, with final tracings due on February 28, 2020.

**Super Stops 2.0** IndyGo is in the preliminary design phase for adding additional Super Stops within Vermont Street corridor, which will be see heavy transit utilization following the network switch in 2020. These nascent discussions are occurring internally and between IndyGo and external partners. Project schedules are being determined.

**Shared Use Mobility:** As presented at the July board meeting, the strategic planning 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. There are four primary efforts associated with the team's Shared Use Mobility Work:

1. **Mobility Partnerships:** IndyGo completed a pilot effort in partnership with Lyft and the Indianapolis Housing Authority in early 2019. These efforts will inform future mobility pilots and mobility efforts. IndyGo is currently working with other mobility providers to assess the potential for mobility integrations. Specifically, in the last month, IndyGo and BlueIndy are exploring opportunities to integrate MyKey with BlueIndy's identification system.

2. **Personal Mobility Network | Ford City:One Challenge:** 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. This process is currently in the “propose” phase, in which individuals and firms are invited to propose ideas to be shortlisted for business development assistance. From the short list, entities will compete for up to \$100,000 to support a pilot project.
3. **FTA Mobility on Demand On-Ramp:** 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 – in partnership with the Personal Mobility Network, an initiative of the Central Indiana Community Foundation – are preparing a business plan to advance mobility hubs and mobility integration. These efforts are informed by an RFI issued by IndyGo, surveys distributed on the Near East Side, a community listening session (as part of the Ford initiative) and other methods of input. The team is currently developing a business plan reflecting these efforts.
4. **FTA Integrated Mobility Innovation Grant Opportunity:** On August 5, IndyGo submitted a grant proposal for the FTA Integrated Mobility Innovation grant opportunity. The effort proposed to advance three core areas of mobility innovation: 1) integrated payments across mobility providers, housed within the IndyGo MyKey system, 2) transportation savings account mechanisms, through which individuals could build and centralize resources (as well as including investment by third-party payors such as social services agencies) to facilitate mobility; and 3) the co-location of mobility services at strategic locations.

**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 (TOD) Planning in partnership with the City of Indianapolis/Department of Metropolitan Development (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 Metropolitan Planning Organization (MPO) to develop this project and move it forward.



On May 23, 2019 the IPTC Board accepted the joint-recommendation of the team of Gould Evans (Kansas City, MO), Urban3 (Ashville, NC), Toole Design Group (Minneapolis Office), and Green3 (Indianapolis, IN) for this work and authorized the President/CEO to enter into contract negotiations with Gould Evans. A detailed scope of work was included as part of the final contract negotiation phase, as this project is an integral part of both the City of Indianapolis' Transit Oriented Development (TOD) implementation strategy and the City of Indianapolis' participation in the Bloomberg Philanthropies, American Cities Climate Challenge.

A contract with the Gould Evans consulting team was fully executed the week of July 10, 2019. Related efforts to act on the City's adopted TOD policies are well underway, as the Gould Evans consulting team continues their work on the first phase of the project, which is the summary of existing conditions. This first phase is expected to be substantially complete by the end of August. The purpose of this phase is to build well-researched analyses and deepen the project teams understanding of the issues and opportunities with the current development policies and regulations in their ability to implement transit-oriented development.

#### **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:

- **Title VI Program Update:** In coordination with legal and public affairs, Capital Projects and Planning staff are working to update IndyGo's Title VI Program. The update, last completed in 2017, is a federal requirement. IndyGo staff is completing this analysis in-house. We anticipate more dialogue with the board later in the year, as we evaluate and require feedback on our Title VI policies.

Separately, the team is preparing a site equity analysis for the acquisition and redevelopment of a site to house training and contingency operations.

- **Purple Line Transit Impact Study:** Following in the footsteps of the MPO's Red Line Transit Impact Study (TIS), IndyGo staff is gathering data to capture the "before" conditions of the Purple Line corridor. This project is multi-faceted: it includes a drone flyover, corridor survey, and the report on existing conditions. The intent of the report is to perform a before and after analysis of all rapid transit corridors following a defined set of time after operation begins. Baseline data collection and analysis is ongoing.

- **Paratransit Operational Analysis (POA):** 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 called the Paratransit Operational Analysis (POA). The first deliverable from KFH was accepted at the end of July. For August, the IndyGo project team has re-tooled the engagement portion of the study. A Steering Committee, comprised of members of the Board of Directors, MAC members, and community stakeholders will help guide the study. The first meeting is scheduled to occur at the end of August. The Formal Existing Conditions and Preliminary Recommendations Report will be delivered by August 19. This report will provide an overview of existing operations, provide recommendations, and outline options for further study.
- **Sponsored Rides:** Building off the SY2018-2019 pilot programs with Purdue Polytechnic High School and Shortridge High School, the Strategic Planning team is working collaboratively with the Public Affairs, Finance & Accounting, and Legal Services divisions to further develop a longer-term IndyGo's Sponsored Rides program where students, employees, and/or clients of partner organizations can ride IndyGo at no direct cost to the program participants.

Led by the Public Affairs team, with research and material support from our team, IndyGo launched a year-long pilot effort with Indianapolis Public Schools that will offer its high school students access to the service for the coming school year. IndyGo is also advancing other conversations with potential sponsored riders partners.

- **Automatic Passenger Counter Certification:** The team is working with Service Planning, Information Technology – Connected Vehicles group, and the Avail project management team to review data, hardware, and processes that will be used for certifying 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:**
  - 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.

The committee responsible for approving awards did not recommend IndyGo's project for approval. IndyGo staff attended the committee meeting and provided comments regarding its application. In addition, IDEM staff have been contacted to debrief IndyGo staff about the application to improve the agency's application for the FY2020 call.

*Transit Security Grant Program:* IndyGo applied for this grant application earlier this year. FEMA did not recommend any of its projects for funding. IndyGo staff from Strategic Planning and Security debriefed with the Federal Emergency Management Agency (FEMA) point of contact to understand why its projects were not recommended for funding. The information provided by FEMA will be useful if IndyGo decides to apply for FY 2020 funding for the Transit Security Grant Program (TSGP).

*Bus and Bus Facilities Program:* IndyGo applied for this program last year with a program ask for all-electric vehicles using a public-private partnership. The submission was highly rated but did not receive funding as this grant was highly over-subscribed. With additional funding available for the FY 2019 program (approximately an additional \$100 million), IndyGo staff believe the same application will have a good chance at receiving funding. IndyGo submitted an application for 27 40' buses with a total ask of \$10,800,000 and a local match of 20% (\$2,700,000). IndyGo anticipates the award announcement in August.

*Advanced Technology and Congestion Management Technology Deployment:* The Federal Highway Administration (FHWA) is administering this U.S. DOT grant that seeks projects using advanced technology to resolve issues that present safety, mobility, or congestion challenges in a city or region. The maximum project award is \$12 million. The program is authorized through the Fixing America's Surface Transportation Act (FAST-Act) and has one additional year of funding available. IndyGo submitted its grant application for this project ahead of the deadline and will hear about selected projects in October 2019.

*Integrated Mobility Innovation:* See above under Shared Use Mobility

- **Regional Initiatives/Discussions:**

*Section 5307/5311:* INDOT accepted the timeline from the coordinating agencies. The MPO will soon release an RFQ for services related to Section 5307/5311 and IndyGo will participate.

*Section 5310 Call for Projects:* The FY2019 Call for Projects closed in late June. As part of its PMP, IndyGo staff reviewed for eligibility and scored all eligible applications. There were eight applicants, and all were eligible. The amount of funding available was

\$525,000 but only \$471,000 was requested. Staff approved all Section 5310 requests and informed the applicants.

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*Suburban Transit Planning:* IndyGo participated in the consultant selection for the suburban transit planning activities. The MPO will soon have the selected consultant, HNTB, under contract shortly. IndyGo, CIRTa, and the MPO will be key stakeholders in the planning effort, which will study and recommend suburban transit plans in Pleasant Township (Greenwood), Guilford Township (Plainfield), and Washington Township (Westfield).

## **ENGINEERING & CONSTRUCTION**

### **Red Line**

As of July 31<sup>st</sup>, majority of construction has been completed for Package A- Civil (Reith-Riley Construction – Prime Contractor). The contractor will be finishing up punch list work and some added scope work in the next few weeks and working toward the final completion.

Package B Contractor, F.A. Wilhelm has erected all of the station structures and have finished roofing and woodwork on all stations. They are finishing up electrical work, installing equipment's, glass panels, signs and benches to meet an August 31<sup>st</sup>, 2019 substantial completion date.

### **Purple Line**

WSP resubmitted the 60% design on March 1<sup>st</sup>, 2019. A risk workshop was held by FTA and the Project Management Oversight Contractor (PMOC) on May 16<sup>th</sup> and 17<sup>th</sup>. The PMOC is expecting to complete their risk report early next year. Citizen's Energy Group (CEG) completed their review of the 60 Percent Plans on May 6<sup>th</sup> which showed that their combined storm/sanitary sewer system is at full capacity during a 2-year storm event along the Purple Line Route. This means that the drainage, as designed at the 60% milestone, would not perform as intended. CEG requested that the storm sewer on 38<sup>th</sup> Street be separated wherever possible or the inline detention be increased to release at a 3-month storm rate into their combined system. WSP identified a viable location for separation on 38<sup>th</sup> Street at Sherman Drive, which will require an Addendum to the Environmental Document. The design team is moving forward with this course of action. The combine sewer on Meridian Street is at full capacity at a 2-year storm as well. WSP is exploring the viability of separating the sewer at 15<sup>th</sup> Street and at I-65/70. Unfortunately, there are no feasible locations to separate the sewers south of 11<sup>th</sup> Street and increased detention is not viable due to the density of other utilities in the corridor. IndyGo is working through these what this will mean for the stormwater design with CEG and DPW.

The PMOC raised concerns about the viability of the Right-of-way acquisition timeline in the Risk Workshop which was aggressive. IndyGo also received definitive direction from FTA disallowing the use of incentive payments that were put in place to help speed-up this process.

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The PMOC also identified the revisions to the City Ordinance needed for the implementation of the Purple Line as a critical for the award of the Small Starts Grant. Through communications with DPW, it appears that these revisions are not likely to be passed by the City Council prior to the November 2019 elections.

Because of these three issues, IndyGo has made the decision to revise the Purple Line's design and construction schedule to the following:

- **90 Percent** – 1/24/2020
- **90 Percent Review** – 3/27/2020
- **Ready For Bid Package** – 6/1/2020
- **Bid** – Early Start July 2020 / Late Start September 2020 (Contingent on Right-of-Way Status)
- **Award** – Early Award October 2020 / Late Award December 2020
- **Construction Notice To Proceed** – Early Start November 2020 / Late Start January 2021
- **Revenue Service** – Early Start Thanksgiving Weekend 2022 / Late Start Easter Weekend 2023

An update to the Small Starts Grant Application package will be submitted in August 2019.

### **Blue Line**

Preliminary design has started on the Blue Line project. The designer, WSP, has submitted 30% plans for all segments.

The schedule revisions on Purple Line have cascaded into the Blue Line project schedule and following revisions have been made:

- **60 Percent** – December 2020
- **60 Percent Review** – March 2021
- **90 Percent** – December 2021
- **90 Percent Review** – March 2022
- **Ready For Bid Package** – June 2022
- **Bid** – Early Start July 2022 / Late Start September 2022 (Contingent on Right-of-Way Status)
- **Award** – Early Award October 2022 / Late Award December 2022
- **Construction Notice To Proceed** – Early Start November 2022 / Late Start January 2023



- **Revenue Service** – Early Start Thanksgiving Weekend 2024 / Late Start Easter Weekend 2025

This schedule revision intends to limit the overlap of construction between the Purple and Blue Lines.

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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. Until the Appendix to the Environmental Document on the Purple Line is complete, work on the Blue Line's Environmental Document is on-hold.

An update to the Small Starts Grant Application package will be submitted in August 2019.

#### **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 stops project has been awarded to Shuck Corporations and T expected to start Construction in next few weeks Rural Street Underpass and Super Stops project are currently in design and is expected to start construction in Spring of 2020.

#### **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** – The project is in the closeout process. The last work has been completed from the project and the last pay applications have been approved and being processed. Job well done by Miller-Eads and WSP.

#### **The Etica Group:**

- **Space Planning Renovations Construction** – Phase II Operations wing which includes the Operators Lounge, the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices, is now occupied by staff as of July 8th.

Phase III – Staff has moved into permanent and temporary spaces. Punchlist items are being completed.

Phase IV- Demolition is being completed. There have been a few changes to the phase, but the RL Turner is working hard to stay on schedule. Furniture has been finalized for this phase.

Phase V has been added to complete the current cube farm/Training Room, the front security desk, the lobby restroom and carpet the IndyGo Board Room. The work in the cube farm/training room will add a wall to provide additional cubicles to accommodate staff growth; the design has started. This Phase will begin after Phase IV completion.

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Activity	Start	Completion
Phase IV Construction	8/1/2019	10/4/2019
Phase IV Staff Move-In	10/7/2019	10/16/2019
Phase V Staff Relocation	10/16/2019	10/18/2019
Phase V Furniture Decommissioning & Cubicle Removal	10/21/2019	10/23/2019
Phase V Demolition	10/24/2019	11/1/2019

- **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 October 2019.
- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– 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. Internal coordination is ongoing regarding the logistics during construction. RL Turner has been given Notice to Proceed.
- **Training & Contingency Facility** – The design is completed, and documents are being prepared for advertisement. Renderings will be available for presentation to the Riverside community; outreach will continue to update the community of the construction activities. 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 current schedule for advertising the project is September 2019, with construction starting in Fall 2019.
- **Overhead Security Screen Doors** – The project scope is for the installation of (9) screen doors on all bay doors in the facility. One contractor submitted a proposal for the construction; however, the contractor was not recommended to move forward. The project will be redesigned to include perimeter emergency exit doors, in hopes to create

a more attractive project to more contractors. The Etica Group will begin work on the design documents for project.

**Justin Stuehrenberg**

Vice President of Planning & Capital Projects

OPERATIONS DIVISION REPORT JULY 2019

8/28/19

Item R – 3

To: Chair and Board of Directors

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

## **CONSIDERATION OF OPERATIONS DIVISION REPORT FOR JULY 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  
Ed Parsley, Director of Facilities  
Cheryl Purefoy, Superintendent of Operations

## OPERATIONS DIVISION REPORT – JULY 2019

### TRANSPORTATION SERVICES

#### Employee Recognition:

July Employee of the Month: Joetta Camden

#### Commendations:

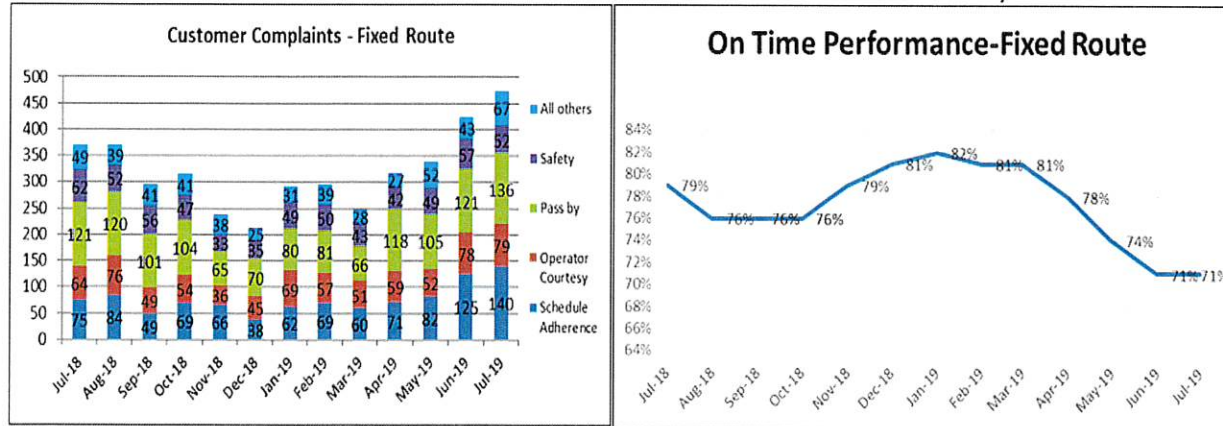
The following Transportation employees were recognized for their extraordinary customer service during the month of July:

Phillip Adkins, Michelle Anderson, James Boone, Clywone Boutte-Williams, Stacey Brown, Joetta Camden, Shawn Clark, Michael Detienne, Christina Freeman, Marilyn Hughes, Calvin Jackson, Diane Johnson, Debbie Long, Connie Joe Morton, Carl Pickens, Willie Reeves, Darnel Roberts, Bonnie Simmons, Anthony Snow and Lisa Walker

Operators that achieved an on-time performance rating of 90% or better during the month of July are entered into a random drawing each month. The winner from this group will receive an extra personal day. The winner for the month of July is Efrain Amaya.

#### Key Performance Indicators:

The customer comment chart identifies customer concerns in service delivery.



The On-Time Performance chart provides an overall outlook of the fixed route system's arrival percentage through peak and non-peak hours every month.

The operation's team continues to work with the Public Affairs team on the service reliability workgroup. This group will monitor and help address service reliability (e.g. on time performance) issues. Once fully established regular updates will be provided to the board regarding the team's progress.

As operation staffing develops for the Marion County Transit Plan (Red Line BRT and route alignments), the Transportation Department has experienced an increase in overtime, as a result of route coverage for those operators who are temporarily assigned as trainers. Due to the number of trainers needed for training classes, we have experienced increases above the monthly baseline of (\$137,500) for May at \$59,840, and for the month of June at \$74,171. Also, in preparation for the deployment of the Red Line BRT service, staff anticipates the trend to continue for through September, however the team along with Finance is actively monitoring this line item expenditure.

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	August	3	2018	August	3
Diesel Particulate Regen	2019	August	70	2018	August	39
Engine/Body Steam Cleans	2019	August	67	2018	August	70
Ramp Inspections	2019	August	49	2018	August	39
Body Inspections	2019	August	32	2018	August	2



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	7,370	8,406	5,640	5,183	6385	8273					
ALL	4,312	5,182	6,937	6,382	6,617	8807	11031					
	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 141 coaches detailed in June. The goal is to perform a deep detail to every bus at least once per month. A total of 4,098 services were performed on the coaches in the month of June, this includes fluids topped off, performance maintenance and general cleaning. The Storeroom received in 338 PO's in June and processed 1437 work order requisitions.

We have logged 4,159,475 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2019	707,466	646,619	667,992	711,337	724,427	701,634	720,062					
2018	727,094	711,683	794,958	665,856	694,173	697,882	707,050					
2017	605,993	574,706	655,652	626,211	647,575	674,175	671,980					

Fluid Usage Summary:

FLUID	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
ATF	133	124	97	141	90	62	67						714
COOLANT	2,182	2,123	2,288	1,870	1,956	2,147	2,136						14,702
DEF	45	7	36	33	1,575	2,301	2,890						6,887
DIESEL	148,665	140,902	151,196	149,591	156,490	156,832	167,442						1,071,118
ENGINE OIL	793	665	674	466	376	500	422						3,896
UNLEADED	1,889	1,697	1,731	2,247	1,765	1,788	1,973						13,090

Early in the year we implemented a process where employees can request to checkout vehicles. There were 19 vehicles signed out in June for the motor pool.

**FLEXIBLE & CONTRACTED SERVICES**

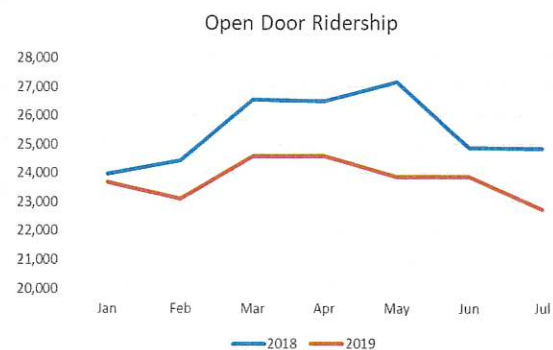
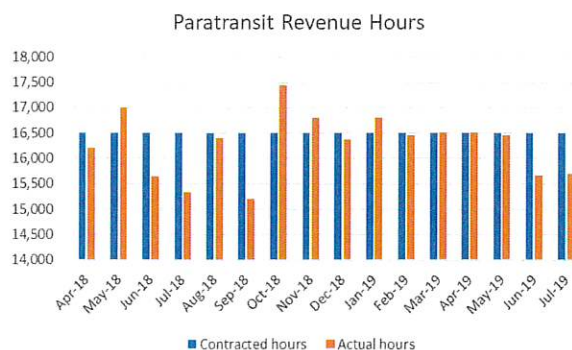
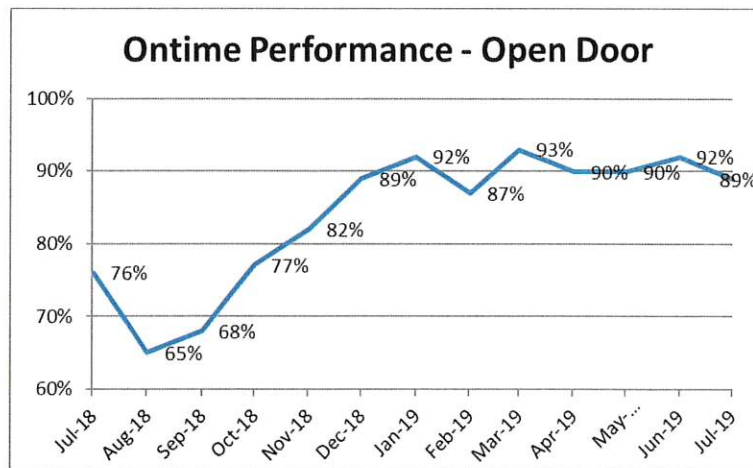
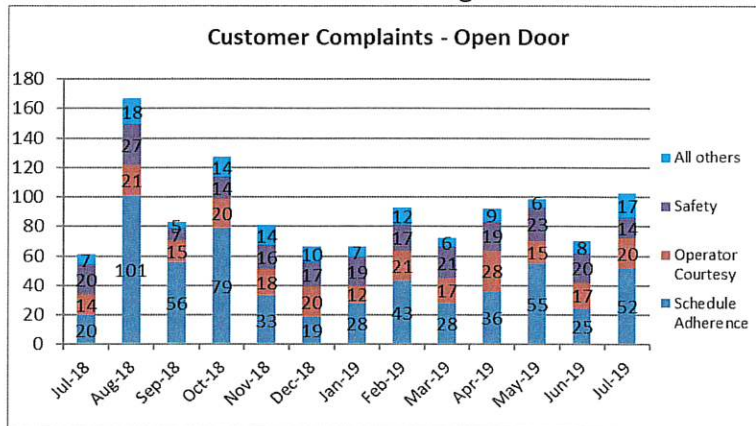
As the current systems and related hardware have reached the end of their useful life, IndyGo has pursued, Route Match, to replace the existing software, Mobile Data Terminals, and CAD/AVL system and provide enhanced data collection, real time information, and web and mobile application capability for its paratransit fleet.

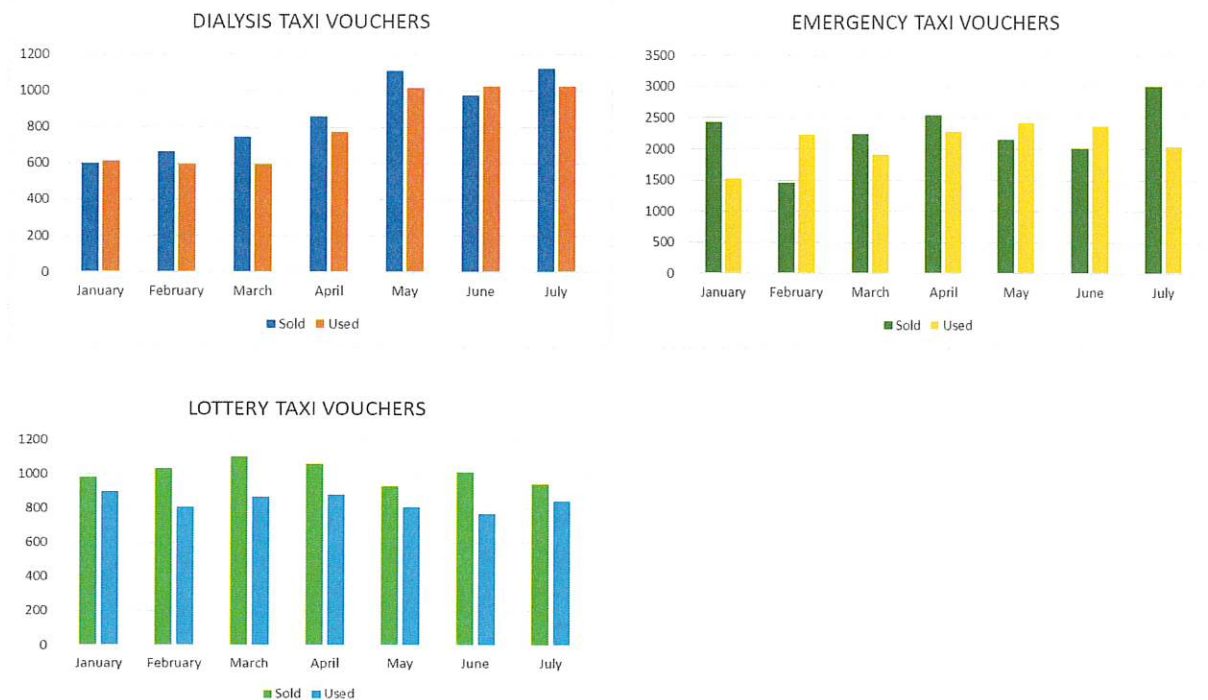
Transdev Services concluded the month of July with an average on time performance (OTP) of 89% representing a 3% decrease over the previous month and 13% increase over the previous year. Transdev continues to hold with an average OTP of 90% for 2019.

IPTC conducts daily monitoring of contractor performance through daily debriefs in which the previous days service is assessed, and discussion is held regarding the outlook for the current days service. IPTC staff also collaborates with Transdev staff to continually monitor on time performance as well as mitigate any immediate and future impacts to service.

### Service Delivery Data:

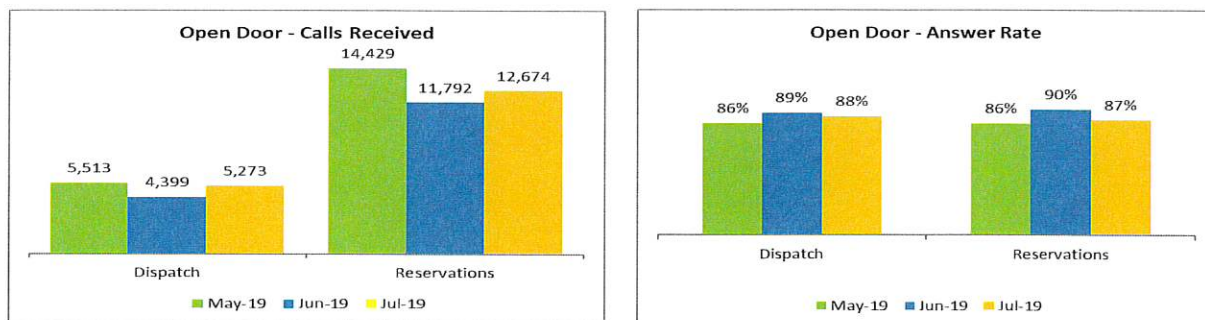
As is consistent with any dip in OTP, customer comments reflect an increase from 70 to 103 comments and an increase from 4 to 7 compliments. The major area of most reflective of an increase is related to schedule adherence which changed from 25 to 52 comments.





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. As reflected in the charts below, the customer service center (reservations) had a 7% increase in calls received and dispatch a 20% increase in calls received. Respectively the customer service team has a 26% increase in calls over the previous year while dispatch has a 48% decrease. Each area calls answered rate decreased by one (dispatch) and three percent (reservations).



## **FACILITIES**

Contractor R.L. Turner completed Phase II of the Office Renovations Project and part of Phase III in July. We opened the new South Lounge, previously the called the Drivers Lounge.

Renovations include new pool tables, new ping pong table, employee computers, new lockers, new vending machines, tables and seating along with all new kitchenette. The lavatories in the South Lounge have been completely renovated. We were able to open up the Dispatch Area and the Radio Room with new furniture and lighting. There are a few cosmetic items to complete in the south Operations end of the building, but it is now open and functioning.

Phase III area was completed, this included the old H.R. area and I.T. area of the administrative wing of the building. The new area includes a new large conference room and 2 small conference rooms and all new cubicles and some of the larger offices cut in half to make additional personnel offices.

During the month of July at the Julia M. Carson Transit Center the site was very busy, customer area was standing room only, due the extremely high temperatures. The customer counts are still at 9,000+ customers per day and trending up. With the increased traffic we have increased Nolan security presence for additional safety.

In late July, IndyGo partnered with IPS and will be providing high school students a bus pass for to ride to and from school throughout the week. With the additional traffic at the Transit Center we will increase the maintenance visit to maintain upkeep.

During the month of July, the Phase II of the Paver and Paver Bed demolition and replacement the contractors were able to complete all of the walkway paver replacement and elevation work. All areas around the Transit Center building are fully open. There will be some additional flashing work along the edge of the building but that will not require any of the common areas or bus bays to be closed off, this work will be done once all paver work on the site is completed. The south island bays L, M, N, & P along Alabama Street are currently closed for demolition of the pavers and paver beds. The first 2 bus bays have been reopened. The 2 Red Line bus bays at the Transit Center -G & L will be open for business in time for the launch.

The Drover Street temporary training center is still at capacity. There are 4 training classes in session for operators and GL's.

The solar panel system on the roof of our main building is still charging to capacity. On sunny days the solar array generates sufficient power to charge 21 ZEPS buses. The extra amount of solar energy is being absorbed into the buildings electrical system.

During the month of July IndyGo cleaned, replaced or installed:

19 – Bus stop signs

6 – New trash cans and emptied 1,143 trash cans

6 – Shelter glass panels replaced

Hand washed 63 bus shelters and power washed individual shelters a total of 342 times

Picked up litter at 638 stops

Swept out shelters 787 times

## **RISK & SAFETY /SECURITY/TRAINING**

### **RISK & SAFETY:**

Director of Risk and Safety, Brian Clem, attended a webinar about the regarding the Public Transportation Agency Safety Plans (PTASP) that was hosted by the Federal Transit Administration (FTA). This was one of many webinars that the FTA is hosting that deal with frequently asked questions about safety plans.

Brian Clem and Director of Security and Training, Mark Emmons, hosted a BYD Bus Familiarization meeting with city emergency response agencies. The departments that were present were Indianapolis Fire Department (IFD), Indianapolis Airport Fire Department (IAFD), Wayne Township Fire Department (WTFD), Indianapolis EMS and the Indianapolis Metropolitan Police Department (IMPD). The meeting covered the operation of the high voltage system, battery setup and a visual inspection of the bus from the inside, outside and the under carriage. IndyGo plans on having this type of meeting on an annually.

### **Safe Drivers:**

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

Dexter Davis	17 Years
Tenisha Baine	13 Years
Michael Ricks	11 Years
Shawn Clark	10 Years
Nichelle Green	9 Years
Melvin Wright	9 Years
Roger Bobbitt	6 Years
Scott Duncan	5 Years
Victoria Hardrick	5 Years
Laniese Coach	4 Years
Terrance Dillard	4 Years
John Redmond	4 Years



Kylee Garrett	2 Years
Terrill Lewis	1 Year
Julynn Lyles	1 Year
Lisa Washington	1 Year

Security & Training:

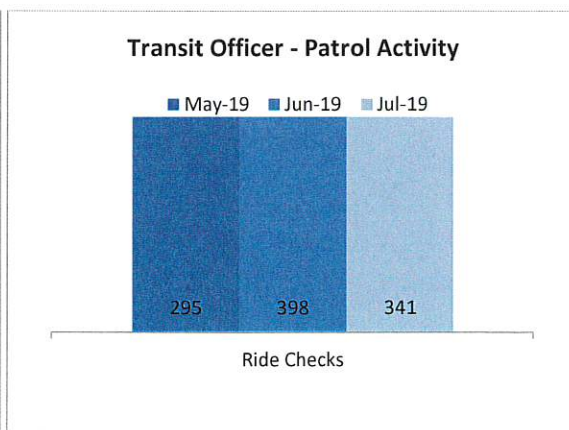
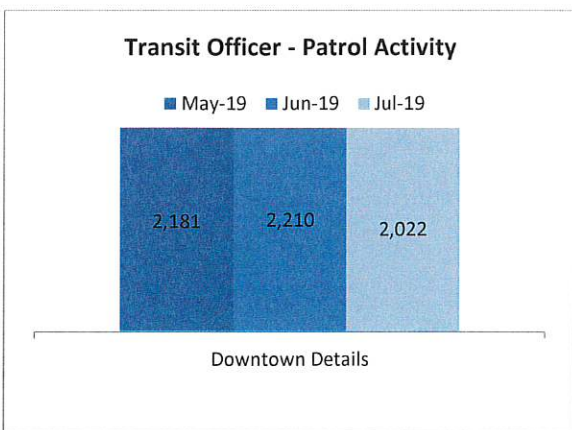
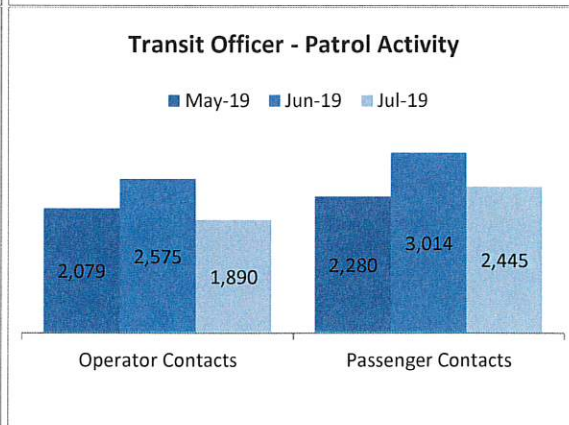
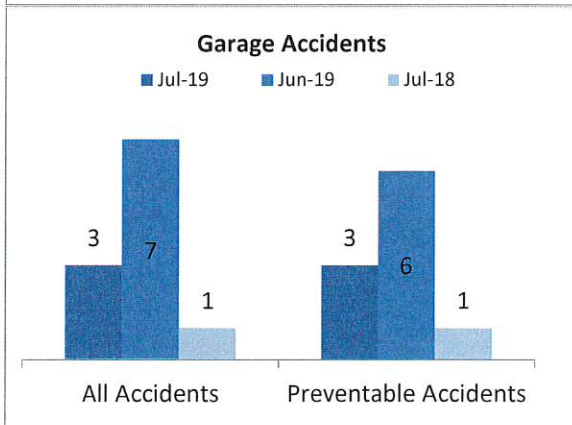
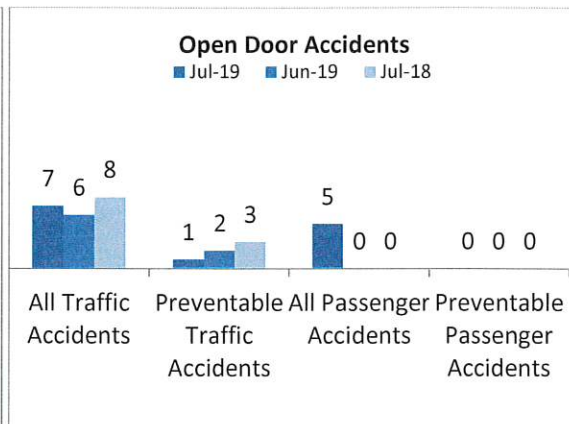
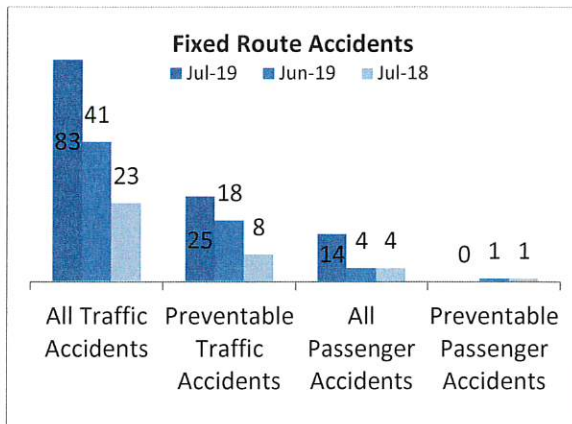
- IndyGo Class #19-04 began training on April 22, 2019. This class started with 24 students and there were 19 that completed all portions of the class. They graduated on July 12<sup>th</sup> and were transferred over to Operations on July 14, 2019
- IndyGo Class #19-05 began training on May 28, 2019. There were 17 students that started in that class. They have finished up the classroom and route familiarization portions of the class and are currently in the subbing-in portion. This class will graduate on August 16<sup>th</sup> and will transfer to Operations on August 18, 2019
- IndyGo Class #19-06 had 17 Trainee “A” students that started on June 17<sup>th</sup> and 5 Trainee “B” students that started on June 24<sup>th</sup> for a total of 22 students. This class currently has 20 students still in the program and they have completed the classroom portion of the class. They are working on the route familiarization portion of class and staff expects them to be complete with that portion by mid to late August.
- IndyGo Class #19-07 had 28 Trainee “A” students that started on July 15<sup>th</sup> and 5 Trainee “B” students that started on July 22<sup>nd</sup> for a total of 33 students. They are currently in the classroom portion of training and staff expects them to start on the route familiarization portion in early to mid-August.
- IndyGo training staff continues to have a new class each month for those employees that currently do not have a CDL license. To date, starting with class #18-07, the stats for the number of students that have passed or not passed the State CDL Driving Test are as follows:
  - The total number of students that have taken the CDL training is 119 and there is a 89% success rate for passing the state testing
  - Of the 119 students that took the test, 77 passed on the first attempt, 27 passed on the second attempt and 3 passed on the third attempt

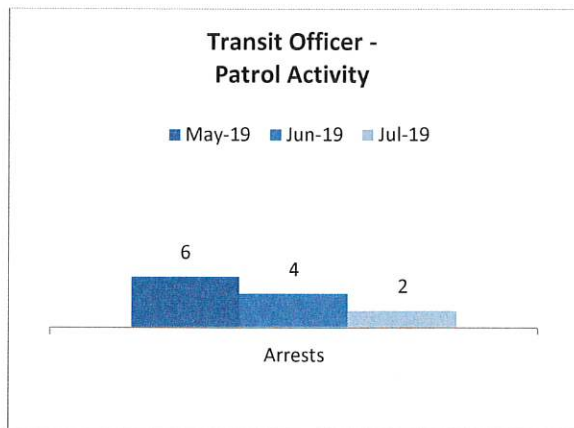
- Training staff has completed preparing the training and certification for the Red Line Project. They will start the training process for docking and driver proficiency on August 1<sup>st</sup>. This training will include docking at the center and curb side stations. They will also learn how to use the bus signals and bus only lanes. This will also be the first time they will be able to use the bi-directional messaging on the mobile-data-terminal (MDT) and the door lockout system. Staff is looking at initially training approximately 150 operators. This will be the operators that will be assigned the route and those that may run it during the first pick.
- Director of Security and Training, Mark Emmons, attended a phone conference with the Indiana Department of Transportation (INDOT). This conference included other transit agencies throughout Indiana to discuss the Federal Transportation Administration (FTA) plans on the Public Transportation Agency Safety Plans (PTASP). IndyGo will self-certify its plan and will need to report it to both INDOT and the Indianapolis Metropolitan Planning Organization (MPO). This was a meet and greet for them to introduce themselves to the different agencies and to update those agencies that may not know the current expectations of the FTA.
- Mark Emmons attended a meeting, along with other members of IndyGo, with the staff from the Indianapolis Metropolitan High School or Indy Met. This meeting was to discuss security issues that may happen during the upcoming school year and ways together we can help mediate those issues this year. This was a productive meeting and both agencies are looking at working on a Bus Safety training for the students that ride the bus service after school lets out.  
Mark Emmons and Security Manager, Aletra Edison, attended a meeting with Nolan Security and the Indianapolis Metropolitan Police Department (IMPD) District Commanders. This meeting was to discuss the roles that both Nolan and IMPD will help with on the new Red Line/BRT project. Items discussed were public traffic education, parking at stations and bus only lanes, and new traffic configurations. This was a very productive meeting and a lot of ideas were shared on what each of the agencies can do to help make this a successful project.

The following training sessions were conducted in July:

Staff performed the following trainings:

- Eight (8) requests for training to aid in acquiring CDL permits
- Fifteen (15) operators for preventable accident retraining
- Three (3) new general laborer employees for orientation
- Two (2) new administrative employees for orientation





HUMAN RESOURCES JULY REPORT

8/28/2019

Item No. R – 4

To: Chair and Board of Directors

From: Jeffrey Brown, Director of Labor and Employee Relations

**CONSIDERATION OF HUMAN RESOURCES DECEMBER**

**ISSUE:**

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

**RECOMMENDATION:**

Receive Human Resources report.

Jeffrey Brown

Director of Labor and Employee Relations

**Contributing Staff:**

Teresa Boone, Director of Employee Services

Felicia Moodie, Sr. HRBP, Benefits

Elizabeth Zwierko, Sr. HRBP Talent Acquisition

Marc A. Stewart, Human Resources Program Manager, DAPM

# July 2019 Human Resources Department Board Report

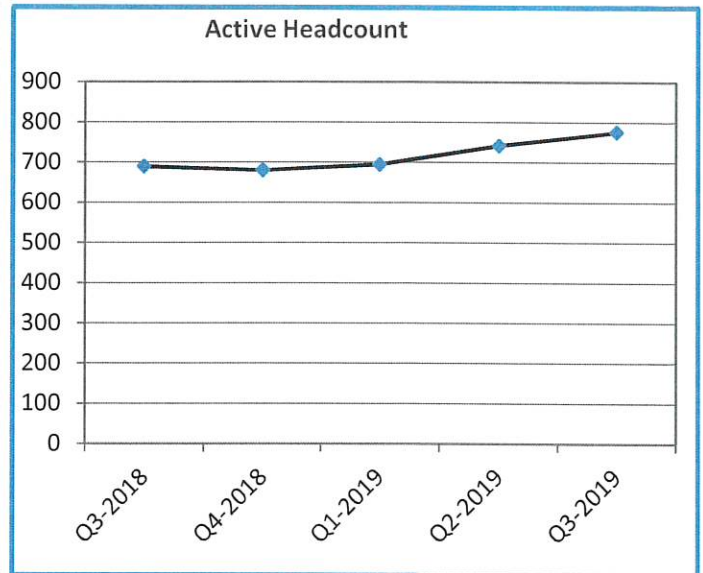
## Talent Acquisition

Beth Zwierko, Sr. HRBP, Talent Acquisition

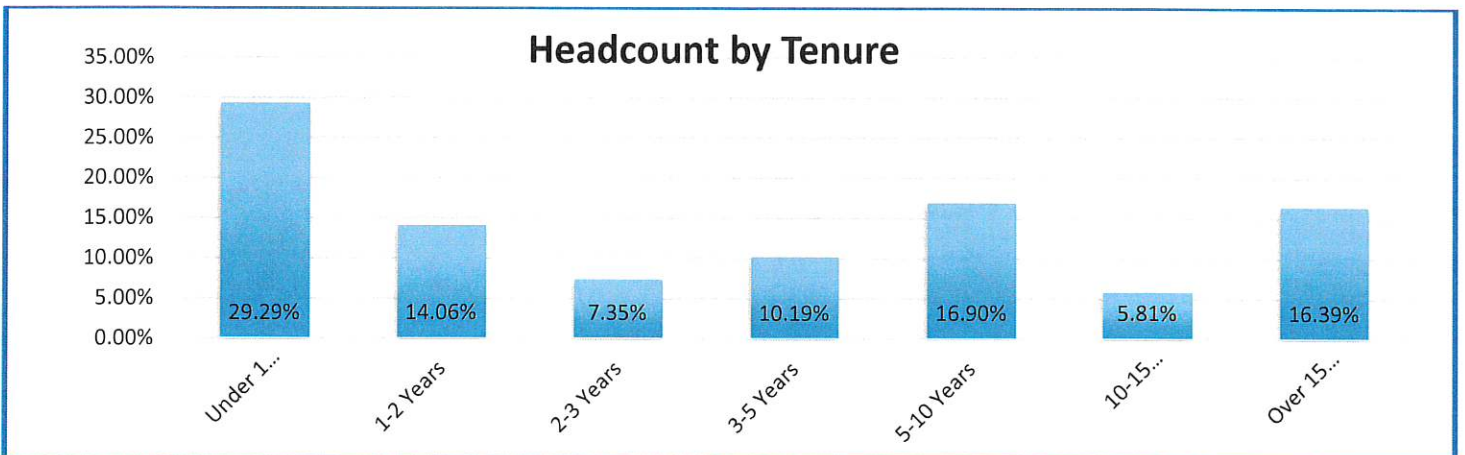
Month End Headcount			
	Active	Separations	New-Hires
Represented	521	7	3
Non-Represented	214	4	39*
Total	773	11	42
Monthly Turnover Rate			
1.32%			
Staffing Capacity			
Budgeted FTE	885		
Incumbent FTE	773		
% of Capacity	-14%		

\*Number includes represented (Coach Operator Trainees) 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.

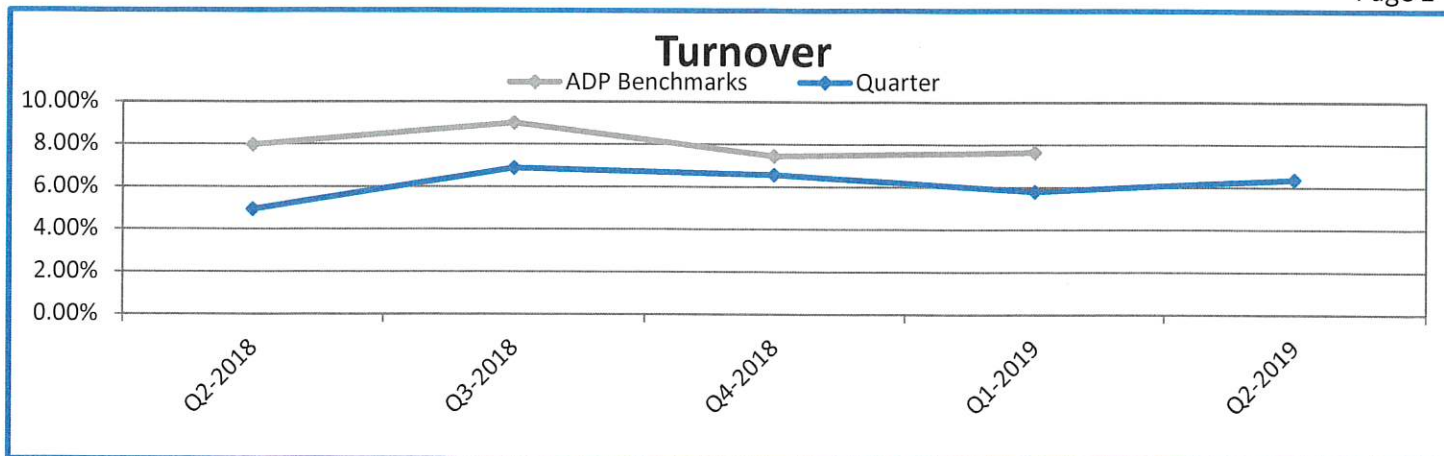


PERIOD	HEADCOUNT
Q3-2018	689
Q4-2018	680
Q1-2019	695
Q2-2019	742
Q3-2019	775

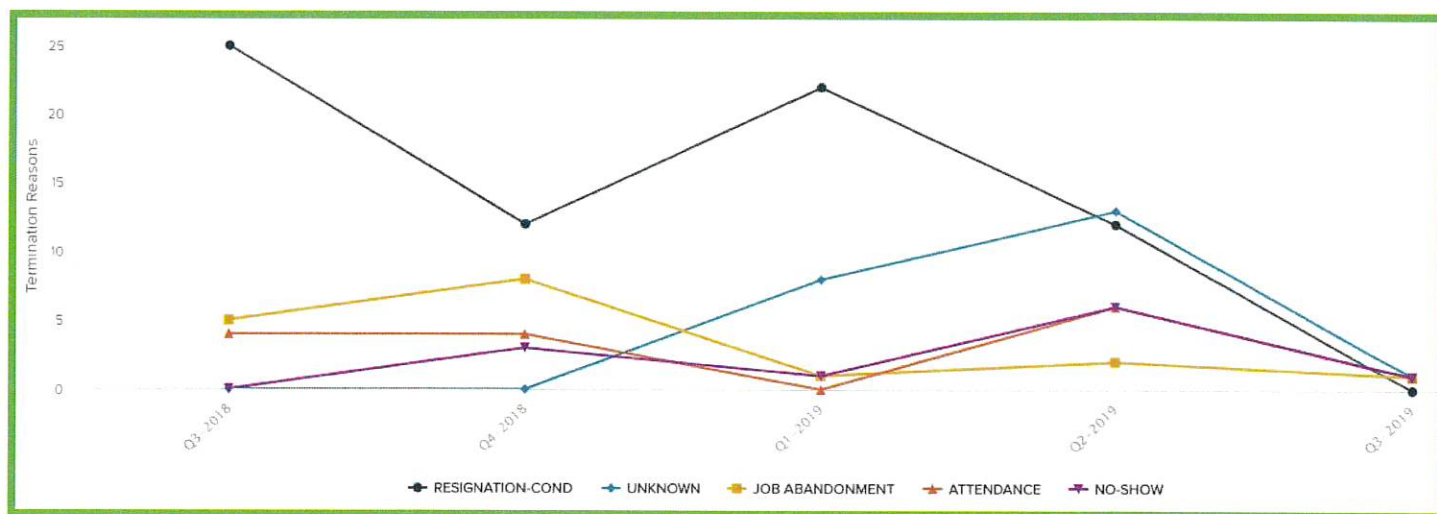


TENURE BAND	HEADCOUNT %	HEADCOUNT
Under 1 Year	29.29%	227
1-2 Years	14.06%	109
2-3 Years	7.35%	57
3-5 Years	10.19%	79
5-10 Years	16.90%	131
10-15 Years	5.81%	45
Over 15 Years	16.39%	127





PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
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	7.65%
Q2-2019	6.52%	47	720.65	9.30%
Q3-2019	1.32%	11	759.35	



PERIOD	RESIGNATION-COND	UNKNOWN	JOB ABANDONMENT	ATTENDANCE	NO-SHOW	ALL-OTHERS
Q3-2018	25	0	5	4	0	12
Q4-2018	12	0	8	4	3	18
Q1-2019	22	8	1	0	1	8
Q2-2019	12	13	2	6	3	7
Q3-2019	0	1	1	1	1	7

### July Outreach & Recruiting Events

1. 11<sup>th</sup> Children's Bureau Job Fair at Ivy Tech
2. 12<sup>th</sup> Interview Blitz at IPTC Headquarters
3. 18<sup>th</sup> Black Expo Indiana Convention Center
4. 20<sup>th</sup> Mayor's Veteran's Appreciation Day at Fairgrounds
5. 25<sup>th</sup>-27<sup>th</sup> National Urban League at Indiana Convention Center

## **Labor & Employee Relations**

Jeff Brown, Director of Labor & Employee Relations

### **LABOR RELATIONS**

#### **A. Collective Bargaining Negotiations**

We are pleased to report two positive developments regarding the collective bargaining negotiations between IndyGo and the Amalgamated Transit Union, Local 1070.

First, the parties reached an agreement to implement effective July 15, 2019 both the tentative agreements established during collective bargaining negotiations and a new Tardy Policy. As we previously reported, collective bargaining negotiations for a successor agreement between IndyGo and Amalgamated Transit Union, Local 1070 have been at impasse and the remaining proposals respective to wages and the pension were submitted to a third-party arbitrator for a final and binding decision. During the collective bargaining negotiations, the parties agreed to several modifications to the collective bargaining agreement and memorialized those changes by signed written Tentative Agreements. Although the parties reached agreement on several Tentative Agreements, the parties agreed those Tentative Agreements would not become effective until after the arbitrator issued his decision on the remaining unresolved issues for a successor collective bargaining agreement. However, the parties had several post-hearing discussions and reached an agreement to implement the Tentative Agreements as well as a new Tardy Policy, both to be effective July 15, 2019.

Shortly after the implementation of the tentative agreements and Tardy Policy, on August 2, 2019, the third-party arbitrator issued his award on the unresolved issue of wages, bringing finality to the collective bargaining negotiations. The following is a summary of the arbitrator's award:

1. **Changes To Wages For 2019 and 2020 For All Represented Employees:** The arbitrator determined that the employees in the bargaining unit should receive a wage increase of 3.50% retroactive to January 1, 2019 and 3.00% effective January 1, 2020.
2. **Vehicle Maintenance and Facility Maintenance Shift Differentials:** The arbitrator determined that shift differentials for Vehicle Maintenance Department and Facility Maintenance Department will be 15 cents per hour for the second shift and 25 cents per hour for the third shift. This wage increase will be effective August 2, 2019, the date of this award.
3. **ASE Certifications:** The arbitrator determined that Vehicle Maintenance Department employees who obtain ASE and related certifications are now eligible for an increase up to \$3.50 per hour above their regular classification rate. Vehicle Maintenance Department employees who have fifteen (15) or more years of experience, the demonstrated skills and are employed on the date of ratification are also eligible for this wage premium. This wage increase will be effective August 2, 2019, the date of this award.
4. **General Laborers/Storeroom/Traffic Checker:** The arbitrator determined that the lower tier rate for General Laborers shall be increased to \$18. This wage increase will be effective January 1, 2019. The arbitrator also eliminated the lower tiers for the storeroom and traffic checker.

## B. Labor-Management Meetings

Improving labor management relationships has been a key initiative for Labor Relations. To that end, Labor Relations and the Amalgamated Transit Union, Local 1070 have held weekly labor-management meetings as a continuing mechanism to address subjects that require additional discussion and to proactively solve problems. These meetings have served as the first building blocks for building trust, improving workplace issues, improving employee morale, and reaching constructive agreements and understandings.

## C. 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	Human Resources	Denied	Pending
2	Discipline	Facilities	Denied	Pending

## D. 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. The following is a summary of the pending arbitrations:

ARBITRATIONS				
	Issue	Department	Arbitrator Selected	Hearing Date
1	Contract Interpretation	Finance	Yes	Awaiting Decision
2	Contract Interpretation	Maintenance	Yes	Decision Issued
3	Discipline	Transportation	Yes	Resolved
4	Discipline	Facilities	Yes	Decision Issued
5	Discipline	Transportation	Yes	Awaiting Decision

## E. 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 submitting a modified personnel policy to the Board for consideration by Fall 2019.

### **Drug and Alcohol Compliance**

Marc Stewart, Human Resources Program Manager (DAPM)

	June	July
Test Type	Number of Tests	Number of Tests
Pre-Employment	65	50
Random	29	32
Post-Accident	4	6
Reasonable Suspicion	0	0
Return-to-Duty	0	0
Follow-Up	1	0

No new FTA/DOT administrative updates in the area of Drug and Alcohol Compliance

### **Learning and Development**

1. **Talent Acquisition & EEO - (Q4)** – sessions pending
2. **Reasonable Suspicion Training and Post Accident Refresher (Q4)** – sessions pending
3. **Supervisor/Manager/Director**
  - a. Labor & Employee Relations continues training in the area of labor relations/discipline and (CBA)contract interpretation.
4. **Butler Program**

Cohort #3 – Graduation held July 24. All received certificates of completion and join the previous 3 Cohorts to help mentor, coach and support coworkers, peers and other staff.

The human resources team continues to provide group and individual training sessions in all aspects of policies and procedures, and employee development to support the organizations goals.

### **Wellness/Employee Engagement**

Teresa Boone, Director of Employee Services

IndyGo HR team continues to effectively partner LHD Benefit Advisors, Activate Clinic, Anthem other third-party providers to build and manage comprehensive health and wellness initiatives that address the health issues specifically related to our workforce.

## **WELLNESS**

### **Activate Clinic Utilization Stats for May 2019**

Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	416	11	7	434

IndyGo Clinic/April	Totals
Acute Care	70
Annual – Health Assessment	36
Biometric Screening	26
BP/Weight Check	11
Follow Up - Clinical	30
Follow Up - Coaching	187
Immunization/Injection	8
Lab Test - Activate Provider	9
Lab Test - Outside Provider	1
Women's Preventive	4
Phone Coaching	12
Physical - DOT	37
Physical – Sports	3
Procedure	0

## **EMPLOYEE ENGAGEMENT**

We continue to plan for educational initiatives throughout the year that will include a campaign for employees to register to use LiveHealth Online, this service is provided by Anthem. Additionally, blood pressure training will be provided to employees that are interested in taking control of their health by monitoring their own BP. A more expansive focus in this area will include educational and other resources on the importance of dental and vision preventive and on-going health (stay tuned).

### **Activities/Events/Campaigns**

July 24<sup>th</sup> was the Grand Opening of South Lounge (formally the Operators' Lounge). The IndyGo Strategic Planning Culture team planned the events for the day. The theme was “pop into the new culture”, which included sandwiches; and snacks with the word “POP” in it. There were various stations including a “popsicle” stand, popcorn stand and a “chance to win a prize” stand. Staff members from all areas pitched in to manage various stations at various times of the day. Approximately 350 employees stopped by between 5 am – 11 pm to enjoy the festivities and get to know their co-workers.

With the Grand Opening celebration in the south lounge, the Pool Tournament kicked off. Employees had the opportunity to show off their skills and compete with their IndyGo family members. There were six (6) double elimination games played; the winners moved on to round two. The tournament will conclude the 2<sup>nd</sup> week in August.

Garden Club – The in new location with new raised beds built by IndyGo employees continues to yield a good harvest.

Healthier Eating Campaign - The training staff from Spire Wellness will continue to be onsite working with employees who choose to engage; creating informal nutrition “bites” that will give coach operators and other restricted employees, bite size nuggets that will help them incorporate healthier eating one bite at a time. Anticipated roll-out is mid- August.

Annual Walk/Run 5k training will begin August 5, 2019 training in preparation for the Annual IndyGo 5K on September 21<sup>st</sup>

Basketball Tournament - 3 on 3 tournament will be held on Saturday, September 21 starting at 8 am.

Both activities will be at IndyGo headquarters.

IndyGo continues to work with all benefit providers and other third-party vendors to partner with, communicate awareness; and provide tools and resources to support wellness initiative goals of the organization.

### **Leave Management & Workers’ Compensation**

Felicia Moodie, Sr. HRBP, Benefits

#### **LEAVE MANAGEMENT**

Total Intermittent Leaves Received: **15**

Total Continuous Leaves Received: **12**

**Total Leaves Received: 17**

Total Intermittent Leaves Closed: **20**

Total Continuous Leaves Closed: **5**

**Total Leaves Closed: 25**

Open Intermittent Leaves Closed As of 4/30/2019: **95**

Open Continuous Leaves As of 4/30/2019: **16**

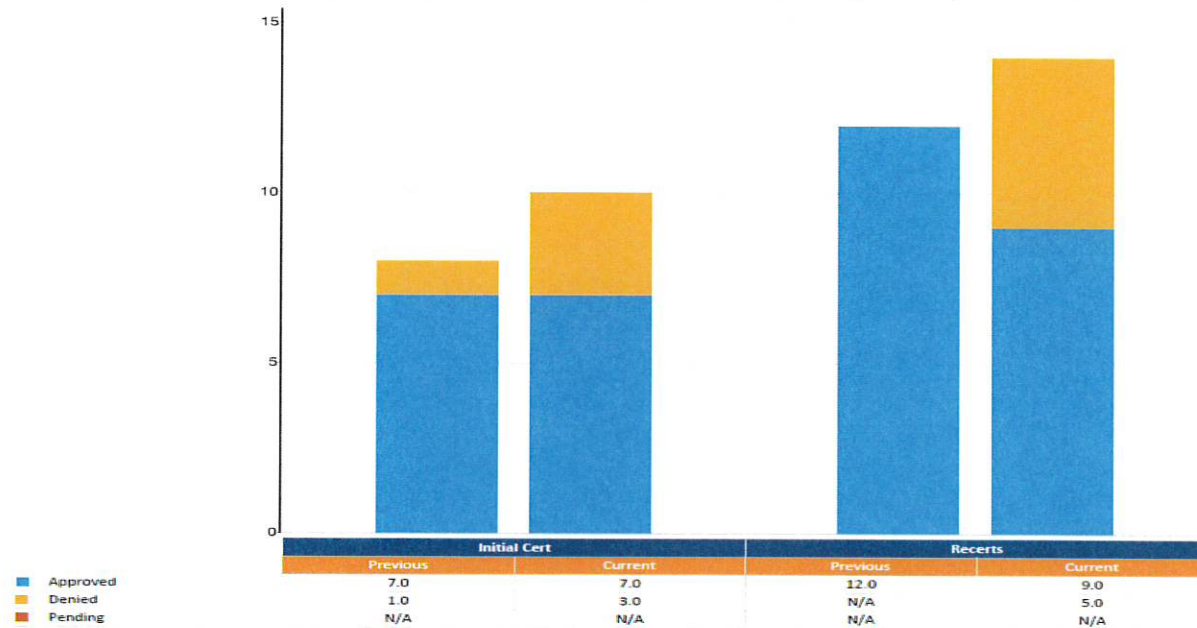
Total Intermittent Occurrences: **91**

Total Intermittent Hours: **674.96**

July 2019	
Leave Type	Number of Days
FMLA – No Pay	13
FMLA – Personal Day	4
FMLA – Sick Day	31
FMLA – Vacation Day	38
Sick – No Pay	78
Workers’ Comp – No Pay	16
<b>Total Lost Time</b>	<b>180 Days = 1440 Hours</b>

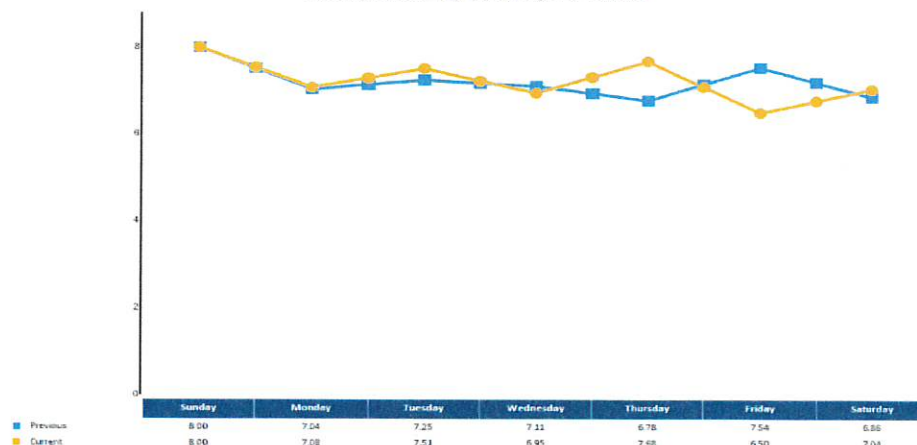


**Intermittent Leave Certifications By Status By Period**



Day Of Week	Occurrences		Avg. Hours		Total Hours	
	Previous	Current	Previous	Current	Previous	Current
Sunday	3	7	8.00	8.00	24.00	56.00
Monday	24	31	7.04	7.08	168.93	219.50
Tuesday	20	31	7.25	7.51	145.00	232.95
Wednesday	14	21	7.11	6.95	99.57	146.00
Thursday	18	11	6.78	7.68	122.10	84.50
Friday	23	17	7.54	6.50	173.53	110.57
Saturday	7	7	6.86	7.04	48.00	49.25
Total	109	125	50.58	50.76	781.13	898.77

**Average Hours By Weekday Per Period**



**WORKERS' COMPENSATION**

<b>2019 WORKERS' COMPENSATION CLAIM SUMMARY</b>													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<b>Reportable</b>	7	7	4	3	7	7	6						41
<b>Non-Reportable</b>	1	0	1	0	0	1	3						6
<b>Light Duty - New</b>	3	5	2	0	3	3	3						19
<b>Light Duty - Total</b>	4	7	5	1	3	6	6						32
<b>TTD - New</b>	0	0	1	0	0	2	2						5
<b>TTD - Total</b>	4	4	4	3	2	3	5						25
<b>Denied</b>	0	1	0	1	1	1	1						5
<b>Lost Time (days)</b>	137	168	158	72	100	194	191						1020
<b>Open Claims - New</b>	7	7	5	3	7	9	9						47
<b>Open Claims - Total</b>	20	21	17	16	20	20	24						138
<b>Closed Claims</b>	9	6	14	5	5	9	6						54

End of Report.