



Board Report
May 24, 2018

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – MAY 24, 2018
(As of 5/14/18)

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** Consideration of Approval of Minutes from Board Meeting held on April 26, 2018 – *Danny Crenshaw*
- A – 2** Consideration and Approval of Blue Line Task Order 2 (WSP) – *Justin Stuehrenberg*
- A – 3** Consideration of Vendor and Contract Approval of On-Call Contract for Construction Engineering & Inspection Services for non-BRT Corridors – *Justin Stuehrenberg*
- A – 4** Consideration and Approval of Red Line Construction Change Orders – *Justin Stuehrenberg*
- A – 5** Consideration of Vendor and Contract Approval of Transit Signal Priority installation (Sole Source, Global Traffic Technologies) – *Justin Stuehrenberg*
- A – 6** Consideration and Approval of Mobility Advisory Committee Members – *Paula Haskin*
- A – 7** Approval of Interlocal Agreement with Department of Public Works – *Mike Terry*

Old Business

INFORMATION ITEMS

- I – 1** Mobility Advisory Committee (MAC) Update – *Ryan Malone, Chair*
- I – 2** Consideration of Receipt of the Finance Report for April 2018 – *Nancy Manley*
- I – 3** Introduction of Service Standards – *Bryan Luellen*
- I – 4** Review June Fixed Route Service Enhancements
- I – 5** CEO Update – *Mike Terry*

Department Reports in Board Packet:

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

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

Our next Board Meeting will be Thursday, June 28, 2018

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 April 26, 2018.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

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

THURSDAY, April 26, 2018

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Board Chair Danny Crenshaw at 5:08pm, on Thursday, April 26, 2018, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis, IN 46222.

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

Danny Crenshaw, Chair
Tommie Jones, Secretary
Greg Hahn, Treasurer
Mark Fisher, Board Member
Greg Bedan, Board Member
Alan Rowland, Board Member

Board member absent:

Juan Gonzalez, Vice Chair

IPTC Executive Staff Attending:

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

RECOGNITIONS:

ACTION ITEM 1: APPROVAL OF MINUTES FOR MARCH 22, 2018 MEETING

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

ACTION ITEM 2: CONSIDERATION AND APPROVAL CONTRACT FOR FLEET OIL AND LUBRICANTS

Victoria Learn presented this action item for approval of vendor selection for fleet oil and lubricants to Brown Oil, who presented the lowest bid. A discussion concerning Brown's ability to guarantee their price followed. Also discussed was future consumption of oil as the fleet converts to all electric vehicles. Ms. Learn stated that the oil consumption rate would remain relatively static for several years as the hours of service frequency increases requiring the remaining diesel vehicles to be in use more. That rate will diminish in time as the diesels are replaced with electric.

Motion for approval by Alan Rowland and seconded by Greg Hahn passed unanimously.

ACTION ITEM 3: CONSIDERATION AND APPROVAL OF BUS STOP DESIGN TASK ORDER

Justin Stuehrenberg presented this action item seeking approval for a task order to Shrewsberry & Associates for design of local bus stop improvements necessary to implement the Marion County Transit Plan. Shrewsberry & Associates is a DBE certified company and will be performing 100% of the work required.

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

ACTION ITEM 4: CLARIFICATION AND APPROVAL OF TASK ORDERS FOR ON CALL A & E – FINAL DESIGN AND CONSTRUCTION SERVICES FOR SUPER STOPS

Justin Stuehrenberg presented this item for approval of Task Orders #1, #2 and #3, that was previously approved as single task order at the October 2017 meeting, to Shrewsberry & Associates. The total value of the three task orders equals the previously Board approved amount.

Motion for approval by Mark Fischer and seconded by Alan Rowland carried unanimously.

ACTION ITEM 5: APPROVAL OF INTERLOCAL AGREEMENT WITH DEPARTMENT OF PUBLIC WORKS

The action item was removed from consideration until a later date.

INFORMATION ITEM 1: RECIEPT OF FINANCE REPORT FOR MARCH 2018

Nancy Manley provided the March 2018 financial report.

The report was accepted.

INFORMATION ITEM 2: PARATRANSIT SERVICE TRANSITION UPDATE

Paula Haskin, Director of Flexible Services/ Contract Services provided a report updating the Board on the transition of IPTC's paratransit service to the new contractor Transdev, that commenced service April 1, 2018. The written update is attached.

The report was accepted

INFORMATION ITEM 3: BLUE LINE PROJECT UPDATE

Justin Stuehrenberg gave a presentation on the progress of the design for the Blue Line phase of the Marion County Transit Plan. Discussion followed concerning the stops located in the Downtown area and the protection of pedestrian safety at stops located in the center of the roadway. The presentation is attached.

The report was accepted.

INFORMATION ITEM 4: CONSIDERATION OF CEO REPORT:

Michael Terry explained the new format of the board packet dividing live presentations of Information Items and written Department Reports provided in the packet was created in consideration of Board members time.

Mr. Terry relayed that Mark Emmons and Dwight Benjamin will be attending and officiating next week in Tampa, Florida at the APTA Bus and Paratransit Rodeo. Representing IndyGo in the competition will be professional coach operator Michael Flowers, who won our local competition last August.

Nathaniel Lee has accepted the position of Director of Predictive Maintenance and Repairs and Victoria Learn the position of Director of Fleet and Inventory Control. Both positions are the result of recent organizational realignment.

Acknowledged was the presence of Mr. Ryan Malone, recently elected to Chair of the Mobility Advisory Committee (MAC), he formerly held the position of Vice-Chair. Greg Myers, former MAC member has joined the MAC again and has been elected Vice-Chair.

A kick off meeting was held today for the implementation of the new vendor (Avail) for the Computer Aided Dispatch – Automatic Vehicle Location (CAD-AVL) software system for IndyGo vehicles.

Last week at the Julia M. Carson Transit Center a celebration was held for the Transit Ambassador Program honoring the hardworking volunteers who strive to educate the public on transit and how to ride IndyGo.

IndyGo continues to be in communication with FTA headquarter on the funding for the Red Line, and has received information that the full amount of the New Starts grant, \$75 Million, is awaiting approval by the Secretary of Transportation for Congressional posting.

Danny Crenshaw adjourned the meeting at approximately 6:10pm.

Jill D. Russell
General Counsel

INFORMATION ITEM 2: OPEN DOOR UPDATE

As previously requested we are coming back as things develop to update you.

As you may recall, the paratransit contract with MV Transportation ended on March 31, 2018. The new contractor, Transdev began operations on April 1st at their facility located at 2222 N. Hillside Avenue. All MV operations and administrative staff as well as maintenance staff have transferred and are now Transdev employees. Dispatch and customer service staff continues to be housed at IndyGo headquarters, however, space is being incorporated at the Transdev facility and a move is planned for them to transfer once the space is complete.

The weekend prior to the contract change, A final Joint vehicle inspection was held between MV and Transdev staff with IndyGo oversight. All vehicles were transferred to Transdev who will now maintain the vehicles. During the inspections there were 3- 2009 vehicles identified that were beyond their useful life and in need of major repairs and 3 vehicles, which were offsite, being repaired. To facilitate service delivery needs, Transdev and MV entered into a short-term lease agreement. As a result, MV is leasing 3 vehicles to Transdev to replace the three 2009 vehicles and loaning them 3 vehicles to replace the 3 currently being repaired. IndyGo has 15 vehicles on order which are due to be delivered in mid-August. These vehicles will replace the vehicles that are being leased and loaned to Transdev from MV.

As with any new provider transition there is an adjustment period for all parties, including the riders. For the most part the transition was seamless from a customer standpoint, however there is still an adjustment period for the new contractor. We also anticipated that with the transition that there would be some impact to service initially. However, IndyGo and MV staff have worked with the Transdev team through start-up, regarding any operational or technical issues to minimize impacts to service delivery. OTP March 83% current OTP 75%/81% Productivity March 1.56 to 1.62 Dispatch call answer rate increase from 72% to 78% Comments March 63 April 47 Unassigned trips from over 100 to 34 per weekday

Introduction Transdev team

Stacy Romero – General Manager

Palle Lansman – VP Business Improvement

PARA REVIEW

The paratransit review committee has discussed various services such as taxi vouchers, Transportation Network Companies, Fixed Route feeder, and grocery delivery services that can be used as alternative service option opportunities for Open Door.

With a target date of June /July 2018, the first pilot program that the review committee, along with the Mobility Advisory Committee's endorsement, would like to implement will be a taxi voucher program geared toward a select group of dialysis clients who wish to opt into the program. In 2016 to 2017 there were approximately 24,000 trips, which equates to 2,000 trips per month, with a stated purpose of dialysis. Additionally, about 33% of those trips begin or end during high volume Open Door peak hours.

TO: Chair and Board of Directors

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

SUBJECT: Blue Line Rapid Transit - Task Order 2 - 30% Design, NEPA & Small Starts

BACKGROUND:

The Blue Line bus rapid transit (BRT) project is envisioned to be the third transit services in the City of Indianapolis and Marion County. It will connect downtown Indianapolis to both the town of Cumberland and the Indianapolis International Airport, via Washington Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit.

In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Blue Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. Based on that plan, design work for the Blue Line began in the first quarter of 2018 and an application to the Small Starts program is planned for September of 2018. The IPTC Board of Directors approved WSP as the selected design vendor for the project and approved Task Order 1 in January 2018. The Blue Line Project is expected to open at the end of 2021.

PROJECT DESCRIPTION:

This action would initiate Task Order 2 with WSP which would entail the completion of all NEPA work and a Small Starts application. This task order would also include the completion of 30% design plans which would include the initiation of survey work and the refinement of station, sidewalk and roadway designs along the entire length of the project. Coordination with utilities, FTA, overlapping infrastructure projects and increased stakeholder outreach is will also be part of this task order.

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

PROCUREMENT PROCESS:

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

FUNDING:

In March 2018, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined Blue Line Funds coming from the Transit Local Option Income Tax (LOIT) revenues. If a Small Starts Grant is awarded, a portion of these expenditures can be reimbursed.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute a Task Order 2 with WSP for work related to the Blue Line 30% Design, NEPA, & Small Starts, for an amount not to exceed \$3,274,480.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: RFQ 18-02-285 On-Call Construction Engineering Services

BACKGROUND:

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

Construction Engineering services must be performed during Construction phase of these projects to ensure construction meets contract plans, specifications, and applicable ADA standards as well as to follow FTA 's quality management guidelines. The Construction Engineering services will include daily construction inspection and material testing as per the Indianapolis DPW requirements.

According to federal procurement rules, Construction Engineering services shall use a Qualification-Based selection, so pricing is not a consideration. The selected vendor would enter into a task-order based contract with IPTC for various projects. Services for BRT lines would be separately procured.

PROJECT DESCRIPTION:

This action would be to initiate a task-order based contract with the selected vendor to complete Construction Inspection and Material testing services for the various non-BRT infrastructure projects identified in the Capital Plan.

Construction of the improvements would be authorized via a separate Board Action, expected later in 2018.

PROCUREMENT PROCESS:

On March 12, 2018 IPTC released RFQ 18-02-285 for Construction Engineering Services with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads were placed on March 12, 2018 and March 19, 2018. IPTC set a DBE goal of 10% for this RFQ

On March 26, 2018 there was a pre-proposal meeting for the purpose of reviewing the RFQ. At this time representatives of the Owner discussed the RFQ scope, requirements and procedures.

On April 4, 2018 IPTC received 15 written questions regarding RFQ 18-02-285 for Construction Engineering Services.

On April 16, 2018 IPTC release Addendum #1 answering written questions received.

On April 30, 2018 IPTC received five (5) proposals in response to RFQ 18-02-285 Construction Engineering Services from Infrastructure Engineering Corp, RQAW, Lochmueller Group, CTL Engineering of Indiana, Inc and Butler, Fairman & Seufert.

IndyGo convened an evaluation team comprised of IndyGo and Indianapolis DPW staff to evaluate the proposals. The evaluation team evaluated written proposals based on professional qualifications, project approach and references/ past performance. On May 7th, evaluation team met to discuss the proposals. Due to the nature of the services requested, the team determined that interview is not needed and selection could be done by reviewing the proposals and qualifications.

After the meeting, the evaluation team submitted final scorecards, which resulted in Lochmueller Group as the top scorer, with Butler, Fairman & Seufert second, and RQAW third.

Lochmueller Group's team included Shrewsberry & Associates (DBE, 10%), Infrastructure Engineering (DBE, 10%), and 7NT. The total proposed DBE participation was 20%, more than the stated goal of 10%.

FUNDING:

This action item relates only to a consultant selection, and does not include a funding amount.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into contract negotiations with Lochmueller Group and upon successful negotiations enter into a contract.

The Lochmueller team ranked highest on the tallied evaluation scorecard on the criteria proposed. If IPTC is unable to reach an agreement with Lochmueller Group, it is requested that the Board authorize staff to enter in to contract negotiations with the next qualified firm, which was Butler, Fairman & Seufert.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Red Line Rapid Transit – Transit Signal Priority

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 project was identified in the 2009 Central Indiana Transit Task Force reports, and advanced with an Alternatives Analysis in 2012-2013. The project received a TIGER grant in 2014 to advance preliminary design and environmental work, which was advanced in 2015-2016 by CDM Smith, who was selected to lead all design work in the spring of 2015. In February 2016, the project was recommended for a Small Starts grant by the Federal Transit Administration. In the summer of 2016, HNTB was selected as the Construction Manager and Final Design was initiated, wrapping up in the Summer of 2017.

The final design documents consisted of two bid packages – Package “A” included the site civil work, including concrete and asphalt work. Package “B” included the station canopy structures and related buildout. On December 7, 2017, the IPTC Board selected Reith-Riley Construction for the Package “A” work and Wilhelm Construction for the Package “B” work.

The FTA Small Starts grant funding the project was authorized on May 15, 2018.

PROJECT DESCRIPTION:

Transit Signal Priority (TSP) will enable faster movement of the Red Line vehicles by partially and temporarily overriding traffic signal timings to hold a green light, allowing the bus to make it through the signalized intersection. The TSP system requires regular maintenance and optimization within traffic signal equipment owned by DPW, so it was desired for that system to be packaged with a long-term maintenance contract with a vendor that was approved by DPW. Therefore, Red Line construction contracts did not include the TSP system and it was intended for that system to be a standalone contract.

Further, because of the limitations on system compatibility with the DPW equipment, the TSP equipment must be purchased from a sole vendor, Global Traffic Technologies (GTT).

PROCUREMENT PROCESS:

The TSP equipment will be sole sourced from GTT. DPW currently maintains GTT Emergency Vehicle Preemption (EVP) equipment on traffic signals throughout the City for the benefit of the Indianapolis Fire Department (IFD). Similar to how the proposed TSP equipment will allow IndyGo buses to override the traffic signal operations, EVP equipment currently allows IFD vehicles to override the traffic signal operations during emergencies. The installation of TSP equipment manufactured by GTT will be necessary to create an integrated system to serve the new IndyGo BRT fleet and continue to serve the IFD emergency vehicle fleet.

FUNDING:

Funding for this procurement is coming from FTA Small Starts (80%) and Local (20%) per the Capital Plan.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute an agreement with GTT for an amount not to exceed \$1,589,126.34

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Flexible and Contracted Services
Michael A. Terry, President/CEO

SUBJECT: CONSIDERATION AND APPROVAL OF MOBILITY ADVISORY COMMITTEE
MEMBERS

ISSUE:

The bylaws of the Mobility Advisory Committee (MAC) require a staggering of the member's terms to assure continuity in representation as well as new membership. There are currently five (5) open positions on the MAC. Most recently the IPTC Board of Directors approved changes to the bylaws, which increased the MAC membership from nine (9) members to eleven (11). This increase would only affect the representatives from the rider category. The MAC has approved two members and seeks board approval for Mandla Moyo and Morgan Kirk to fill two of the open positions. The MAC submitted the nominations to the Service Committee on May 22, 2018 with recommendation for approval by the IPTC Board of Directors.

The attached biographies represent the nominee's recommended by the IPTC Service Committee for appointment to the Mobility Advisory Committee.

RECOMMENDATION:

Approval of the nominees recommended for membership to the Mobility Advisory Committee

Paula D. Haskin
Director Flexible Svc/Contract Services

Attachment:

BIOGRAPHIES

Mandla Moyo

Mandla Moyo is the Community Outreach Director at AARP Indiana a nonprofit, nonpartisan membership organization that helps people 50+ have independence, achieve goals and live better lives. Mandla received his undergraduate degree in Political Science from Jackson State University in 2004 and a Master's in Public Administration (MPA) from Strayer University in 2008. Before working for AARP Indiana, Mandla worked as Community Relations Coordinator for Kid One Transport in Birmingham, AL, managing volunteers and leading outreach efforts for the organization. Mandla has been with AARP Indiana for four years in his current position and engages a great team of volunteers in advocacy work for Hoosiers Across Indiana. He has a great passion for government relations, volunteerism, and advocating for the most vulnerable amongst us. Mandla has focused his career in the non-profit sector holding position with Kid One Transport in Birmingham AL, the National Association of Community Health Centers, and Lupus Foundation in Washington DC as well as the American Diabetes Association in Birmingham, AL. He has a strong background in community affairs, government relations, advocacy and volunteer management.

Morgan Kirk

Morgan Kirk is an Employment Consultant and Job Coach for Easter Seals Crossroads. She received her Bachelors of Science Degree at Western Kentucky University with a focus in culinary and business. Ms. Kirk has been employed at Easter Seals since August 2017. She states that she really enjoys helping individuals who have challenges.

Ms. Kirk's goal is to get a better understanding of IndyGo and all that it offers so that she can provide more assistance to the individuals she helps daily. Morgan wishes to serve on the MAC committee to help advocate and improve the current IndyGo transportation services.

TO: Chair and Board of Directors

FROM: Michael A. Terry, President/CEO

SUBJECT: Approval of Interlocal Agreement with Department of Public Works

Over the course of the last several months, IndyGo and DPW staff have met to discuss how each agency will share various financial, operational, and maintenance aspects of Phase 1 of the Red Line. The document will serve as a foundation for IndyGo and DPW to cooperate throughout the implementation of the Marion County Transit Plan. The document lays out clear roles and responsibilities for both IndyGo and DPW regarding approval of designs, construction plans, construction bid packages, and all other critical planning functions for future projects IndyGo has planned for the public right-of-way.

The attached agreement has been submitted to the City-County Council for review and approval, and will be heard by the Public Works Committee.

This Interlocal agreement is also submitted to the IndyGo Board of Directors for consideration.

RECOMMENDATION: Approve the interlocal agreement

TO: Chair and Board of Directors

FROM: Ryan Malone – Vice 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
APRIL 18, 2018

ATTENDEES

Ryan Malone – Vice Chair
Mark Early – MAC
Bernadine Wilmer – MAC
Jason Robinson – MAC
Greg Meyer – MAC
Georgia Hubble – Visitor
Cori Wills - Visitor
Michael Farmer – Visitor

Mike Terry - IndyGo
Paula Haskin - IndyGo
Marilyn Sadler - IndyGo
Austin Gibble - IndyGo
Mark Emmons - IndyGo
Samuel Day-Woodruff- IndyGo
Ruth Wendt – IndyGo

Welcome and Introduction:

Ryan Malone welcomed everyone and introductions were made.

Approval of the January 2018 minutes.

The January 2018 minutes were approved with one correction. Ryan Malone was accepted for one more term, however, it was noted that he would remain for one year.

Motion for approval by Jason Robinson and seconded by Mark Early carried unanimously.

Approval of the April 2018 Agenda.

The April 2018 agenda was approved

Motion for approval by Greg Meyer and seconded by Jason Robinson carried unanimously.

President/CEO Report, Mike Terry

- Mr. Terry gave a “thank you” to the MAC for their work and advised them how important their time and feedback is to the organization
- IndyGo is employing additional coach operators and administrative staff.
- The Redline is moving forward.
- The 5-year plan is to increase service by 70%.
- Finances for the first quarter are running under budget.
- Mark Early applauded Mr. Terry for all that he does for IndyGo.”
- Jason Robinson said he was impressed with the thought and time everyone has put in to make the service better for the community. Additionally, he states that he is proud to be associated with IndyGo.

Super Stops Update

Austin Gible, Project Development Planner

- There are upcoming changes to the bus stops on Delaware and Alabama streets.
- The changes will begin in 2019 and continue through 2022.
- One of the changes include several dedicated traffic lanes.
- The super stops will improve the reliability of service times.

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

- The MV paratransit contract ended on March 31, 2018. The new contractor, Transdev, began providing the service on April 1, 2018. Most all employees transferred over.
- Management, drivers and window dispatchers are located at 2222 N. Hillside Avenue.
- Dispatch and CSR staff are currently located at IndyGo but will be moving to the Hillside site sometime in early June.
- Vehicle inspections between MV and Transdev were completed to make sure vehicles were in a good state of repair.
- The Paratransit Review Committee met in March to discuss alternative services.
- The first pilot program we hope to introduce will be a taxi voucher program dedicated to dialysis clients.
- IndyGo is looking at grants to fund this program.
- Additional staff is being added to the paratransit department.

Nomination Committee Chair, Greg Meyer

- Two individuals, were interviewed for the MAC. The MAC committee agreed to the nominations of Mandla Moya from AARP and Morgan Kirk from Easter Seals Crossroads of Indiana. Both individuals will be presented to the IPTC Service Committee and the Board of Directors for approval in May 2018.
- Ryan stated that this now brings MAC up to 8 people.
- Greg advised that there is one position open in each of the agency, employer, and rider positions.

Motion for approval by Mark Early and seconded by Jason Robinson carried unanimously.

Vote on MAC open positions:

Ryan Malone was nominated as the MAC Chair and Greg Meyer was nominated as Vice Chair of the MAC. A vote was taken and both individuals were accepted.

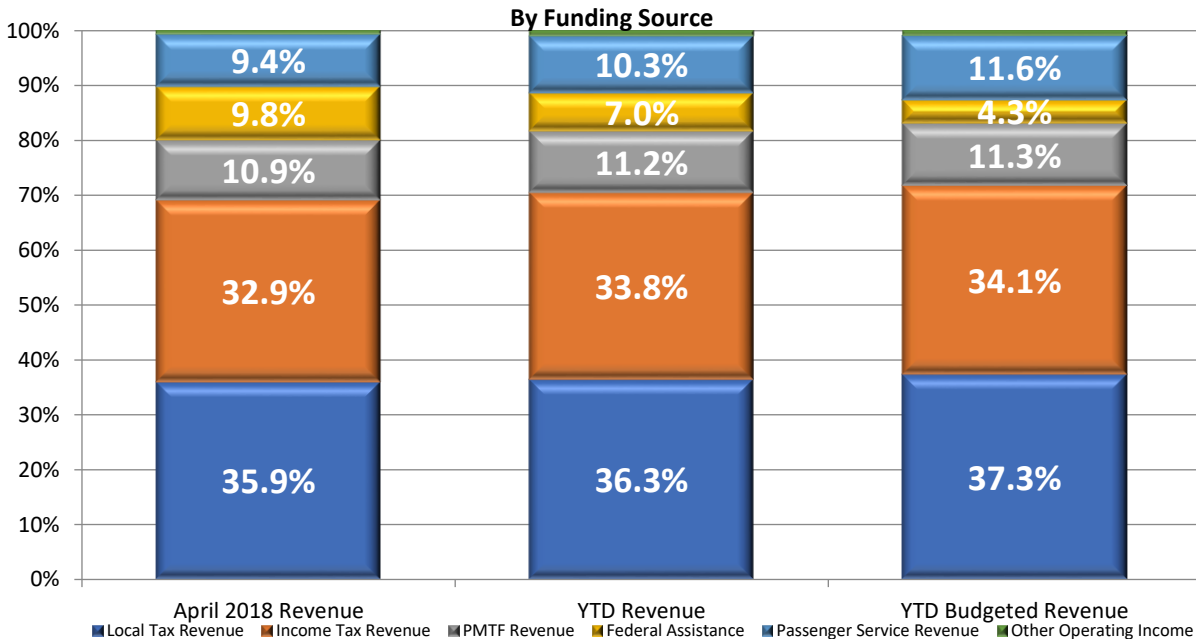
Meeting adjourned.

Next meeting will be held Wednesday, July 18, 2018

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

**FINANCIAL UPDATE
April 2018**

Revenue Comparison



FTA Assistance

Revenue from the FTA assistance was over budget by 134.3% for the month. There were several draws made in April for eligible expenses realized in the first quarter of 2018.

Other Operating Income

Other operating income was under expectation by \$13,287 or 19.5% in April. Revenue from recycling activity was slightly below projections.

Passenger Service Revenue

Passenger service revenue was under budget by 15.9% for the month and under budget by 10.8% YTD.

Local Tax Revenue

Local Tax Revenue received from property tax is estimated for April based on a 12-month straight-line distribution method and is estimated to be \$2.9M per month. The bulk of property tax revenue is received in June and December each fiscal year. Other local income taxes in the amount of approximately \$182K was received in April.

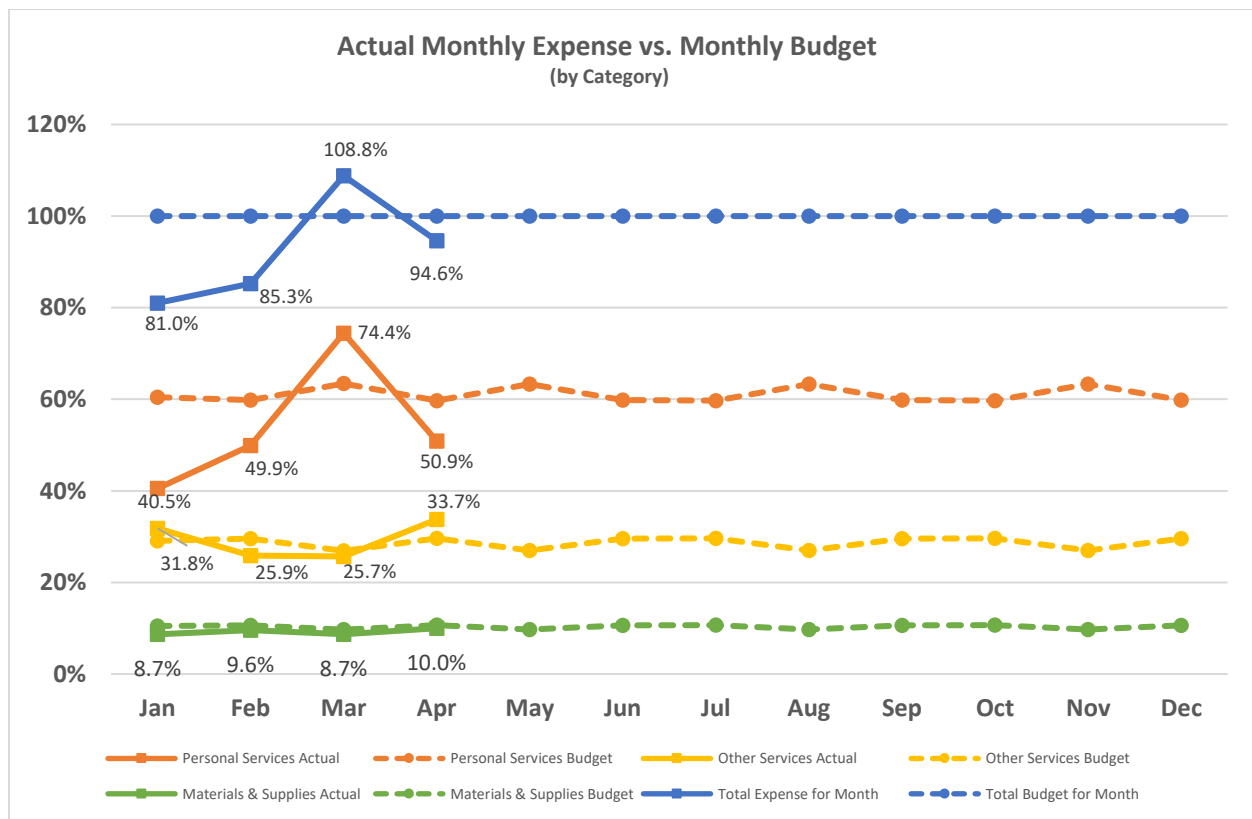
Transit Income Tax Revenue

The Transit Income Tax Revenue is a new funding source for IPTC. The distribution of these funds was received mid-April. IPTC received the expected amount of \$2.7M deposited in the operating revenue.

Total Revenue

For the month of April 2018, the total revenue recognized was 3.9% over projections.

Expenditures



Personal Services

Overall, Personal Services were 14.8% under budget in April. Year-to-date is under by 11.9% budget this will begin to true up as we fill vacancies and progress further into the

Other services and Charges

This expense category was over budget projections by 14.1% for the month of April. This overage was due to higher expenses over budget for hardware and a few services contracts during the month.

Materials and Supplies

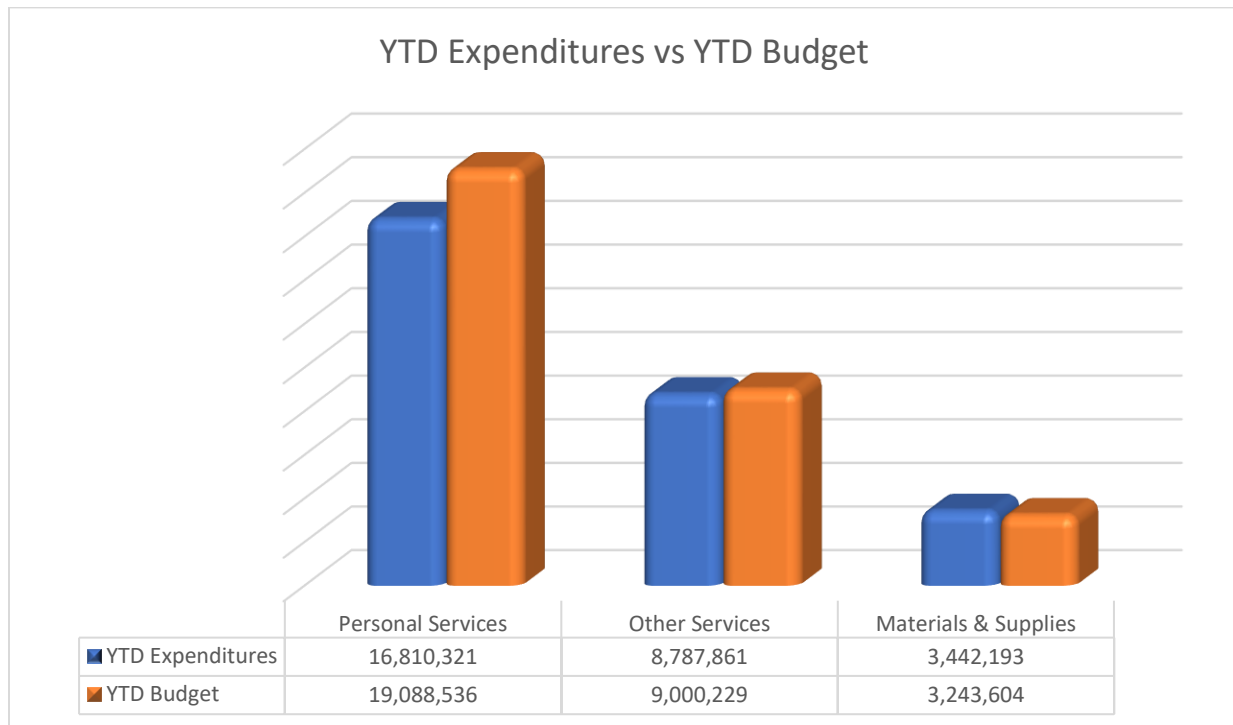
For the month of April, this expense category was collectively 6.4% under budget.

Total Expenses

Total expenses came in 5.4% under budget projection for the month of April and year-to-date we are 7.3% under budget.

Summary

Year-to-date spending is under budget allocation through April 31, 2018. The organization continues to review monthly reports and communicates with all divisions when potential issues arise.



Nancy E. Manley
Vice President/CFO/Controller

Presentation: Introduction of Service Standards

Presentation: Review June Fixed Route Service Enhancements

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

CONSIDERATION OF CEO REPORT

ISSUE:

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

RECOMMENDATION:

Receive CEO report.

Michael A. Terry
President/CEO

To: Chair and Board of Directors

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR MAY 2018

ISSUE:

A report of IndyGo Public Affairs will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Bryan Luellen

Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Director of Public Relations

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

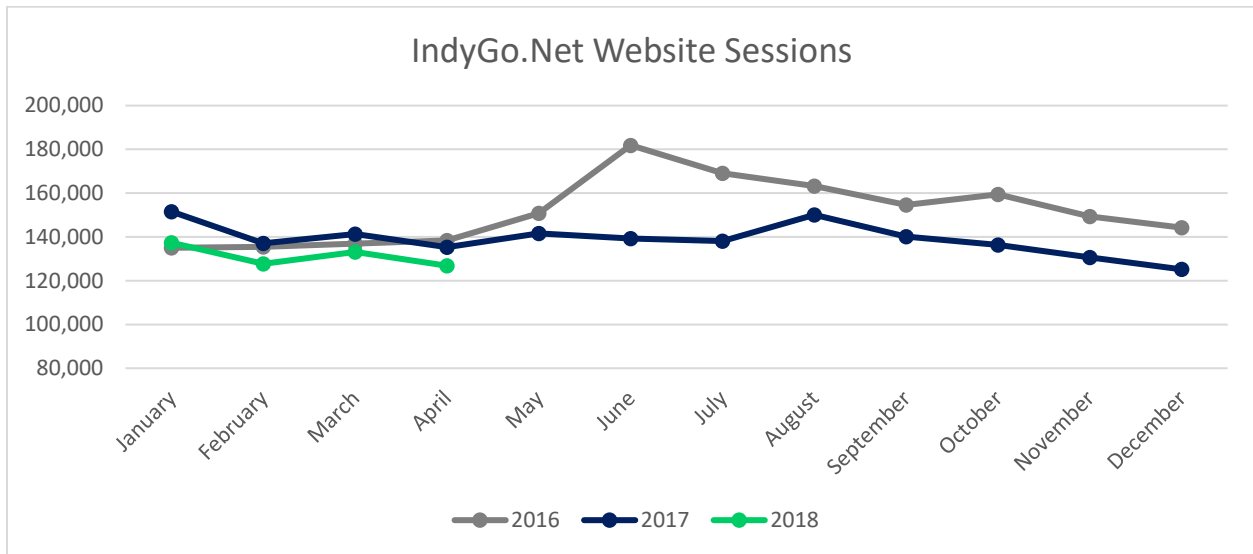
Betsy Sattler, Graphic Specialist

Kaliah Ligon, Manager of Outreach

Wayne Washington, Retail Supervisor

INDYGO.NET MONTHLY SESSIONS 4/1/18 – 4/30/18:

Page Views	297,382
New /Returning Visitors	28,979/19,458
Total Sessions	126,826



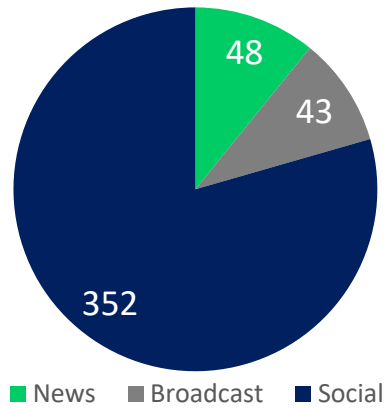
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%

APRIL NEWS RECAP:

- “IndyGo Announces Available Funding for Transportation Projects” – Publicnow, Mass Transit
- “Red Line Construction Still Waits for the Green Light” – TheIndyChannel.com
- “IPS and IndyGo Prepare to Launch Pilot Program at Shortridge High School” – FOX 59, Planetizen
- “IPS Teaming UP with IndyGo to Offer More Transportation Options to Students” – CBS 4, Wopular, IndyStar, Mass Transit
- “IndyGo Proposing ‘Super-Stops’ for Downtown Indy” – 93.1 WIBC, WRTV 6, TheIndyChannel.com
- “Letter to the Editor: Indiana Must Confront its Inequities” – IBJ
- “IndyGo Offers Free Rides Wednesday, Boosted Service to Kennedy King Commemoration Event” – CBS 4, FOX 59
- “Teen with Autism Gains Life Skills, Independence Through Work Program” – Indy Star

Topics Include: Mentions in early April include information about Super-Stops, public notice for a delay on the Dig Indy project along Shelby Street, and information on IndyGo’s free rides and boosted service to Kennedy King Park on April 4, 2018, in commemoration of Martin Luther King Jr.’s assassination and Robert Kennedy’s speech. Mid-April mentions include analysis of Indianapolis’ Amazon HQ2 scorecard, mentions of Indianapolis joining the national Smart Cities Collaborative, and updates on anticipated Red Line construction. Late April mentions include information about IndyGo’s participation in the IMS Midway, the Shortridge High School pilot program with IPS, and additional human-interest pieces and letters to the editor that specifically discuss transit in our community.

Share of Voice by Volume



News mentions: 48

Broadcast mentions: 43

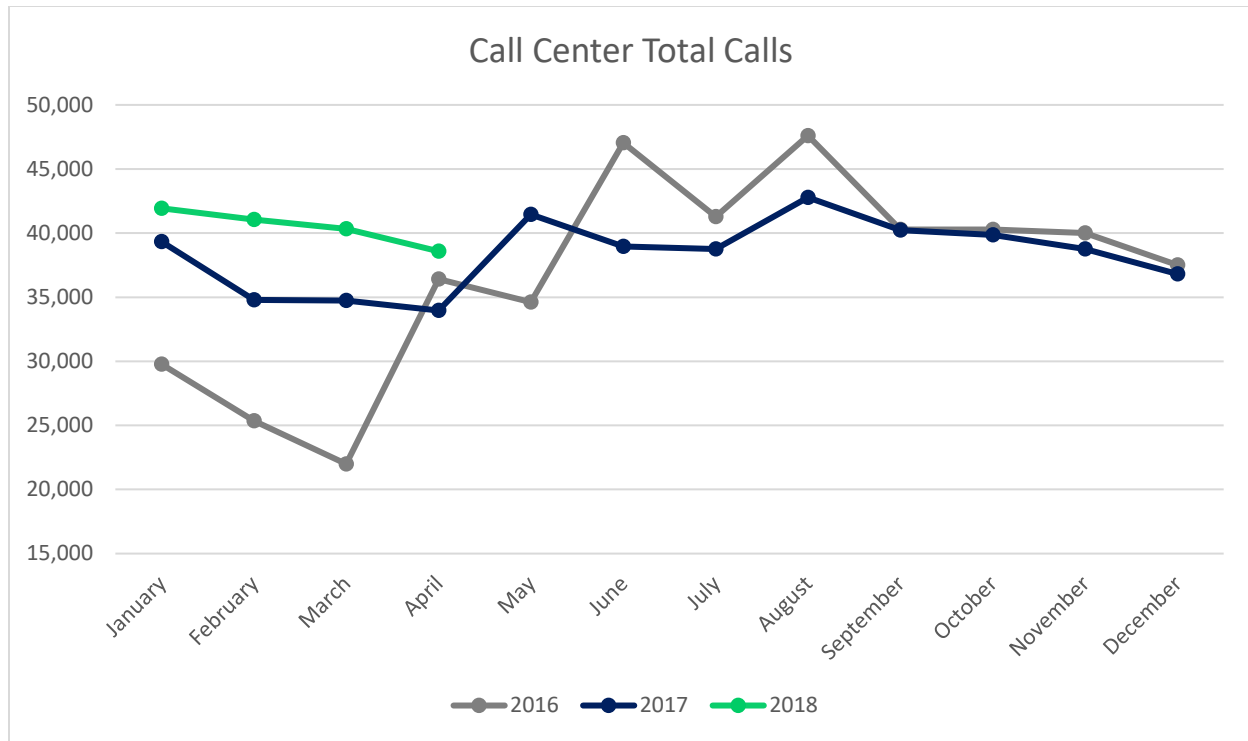
Social Media mentions: 352

APRIL CALL CENTER REPORT:

38,582 total calls

1.96% calls abandoned in queue

51.80% Interactive Voice Response (IVR) calls

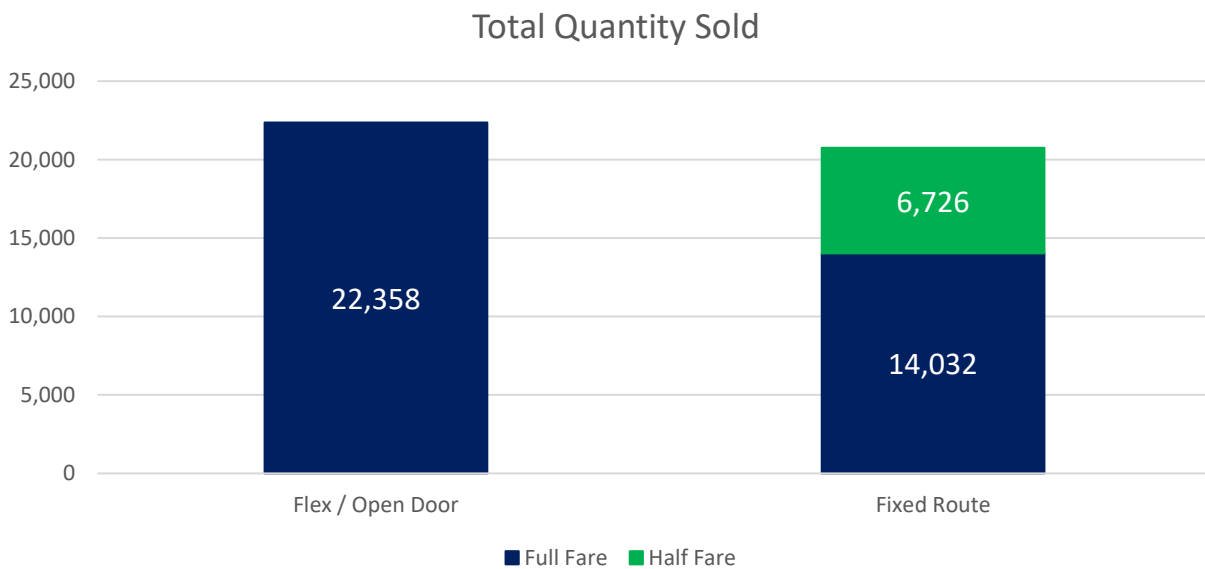
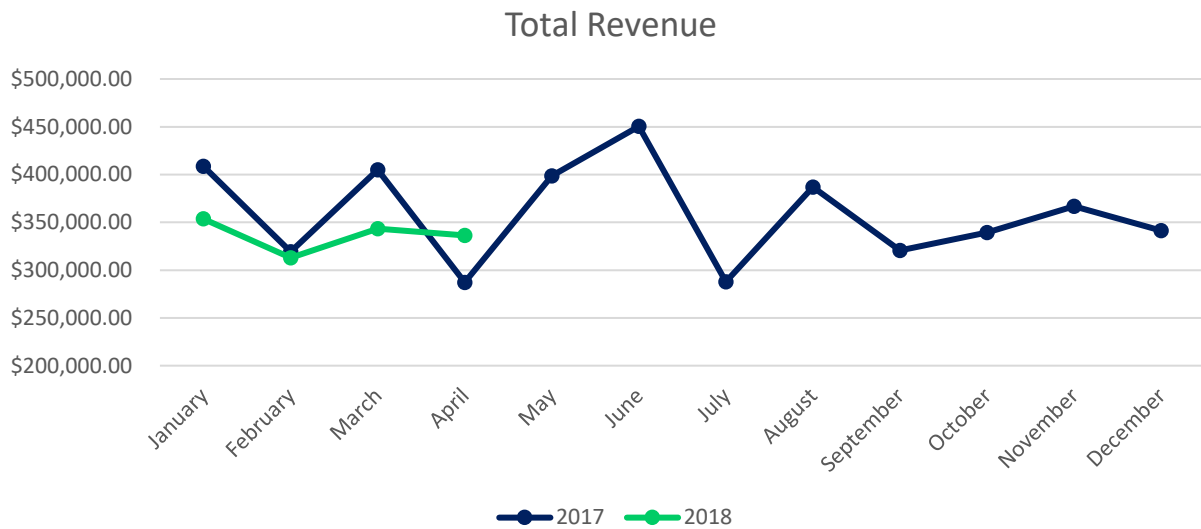


CUSTOMER COMMENTS: 466

ADA	1	PURPLE LINE	2
BUS STOP		REAL TIME ARRIVALS	2
CIVIL		RED LINE	3
COMPLIMENT	20	REQUEST	39
COURTESY	79	ROUTE	2
CUSTOMER SERVICE CENTER	6	ROUTE DETOUR	2
DENIAL	7	RULES	6
DISCRIMINATION – TITLE VI	3	SAFETY	72
FACILITY MAINTENANCE	16	SCHEDULE ADHERENCE	76
FARES	8	SERVICE CHANGES	
MCTP	15	SUGGESTION	15
MARKETING	2	VEHICLE MAINTENANCE	4
OTHER	10	WRONG INFORMATION	1
PASS BY	75		

APRIL PASS SALES REPORT:

Total Quantity of Passes: 41,069



Additional Revenue:

Retail Desk & Online Purchases: \$237,803.55

Cash: \$62,013.20

Checks: \$42,606.35

Credit Cards: \$133,184.00

OUTREACH SUMMARY FOR APRIL:

Outreach in April consisted of many Transit Talks that continue to discuss the Marion County Transit Plan, but with an increased focus on Super Stops and the Purple Line. The Transit Ambassador program focused on more outreach through on-bus engagements on high traffic routes with occasional tabling at the DTC. This month also consisted of internal tabling to educate IndyGo employees on the Marion County Transit Plan.

APRIL OUTREACH EVENTS:

4/2/2018	Transit Talk: Super Stops Public Meeting 12PM
4/2/2018	Transit Talk: Super Stops Public Meeting 6PM
4/3/2018	Transit Talk: Purple Line and Super Stops 12PM
4/3/2018	Transit Talk: Purple Line and Super Stops 6PM
4/4/2018	Transit Ambassador: Kennedy King Park
4/5/2018	Super Stops Stakeholder Meeting
4/6/2018	Red Line Corridor Liaison resident outreach
4/7/2018	Transit Ambassador: 10W on-bus engagement
4/8/2018	Transit Ambassador: tabling at DTC
4/10/2018	Transit Talk: Super Stops Public Meeting
4/11/2018	Transit Talk: Purple Line
4/11/2018	Internal outreach: tabling in Operator Lounge
4/12/2018	Red Line Corridor Liaison resident outreach
4/12/2018	Enroll Indy Event
4/12/2018	Internal outreach: tabling in Operator Lounge
4/12/2018	Transit Ambassador: 34 on-bus engagement
4/14/2018	Enroll Indy Event
4/16/2018	Goodwin Plaza Outreach Meeting
4/18/2018	Internal outreach: tabling in Operator Lounge
4/19/2018	Transit Ambassador: 3E on-bus engagement
4/19/2018	Stakeholder meeting: The Great Frame Up
4/24/2018	Neighborhood City Hall - CAFE
4/25/2018	Transit Ambassador: 34 on-bus engagement
4/25/2018	Internal outreach: tabling in Operator Lounge
4/26/2018	Shortridge HS Travel Training
4/27/2018	Transit Ambassador: tabling at DTC
4/30/2018	Stakeholder meeting: Sea Kings Seafood
4/30/2018	Shortridge HS Parent Meeting

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

The 1806 pick for June 10 is complete. More frequency has been added to the following routes in line with the MCTP:

- Route 03 Weekday service increased to 30-minutes all day.
- Route 10 Saturday service increased to 20-minutes all day.
- Route 31 Sunday service increased to 60-minutes all day.
- Route 34 Weekday service increased to 30-minutes all day.
- Route 37 Sunday service increased to 60-minutes all day.

This is an increase in service by an additional 201 more trips each week. In February 349 trips were added for an overall 2018 increase of 550 additional weekly trips. In addition, routine timing adjustments on specific routes will be made as is standard practice with operator picks. Work continues on 2019 & 2021 Service Improvements and Operator Picks.

Planning staff is continuing work on the 2019 Marion County Bus Stop Service Improvement Plan, which will have system-wide impacts when the June 2019 service improvements are implemented. A detailed analysis has been completed identifying and prioritizing specific bus stop level changes throughout the transit network, including infrastructure improvement recommendations for, (1) new bus stops, (2) new transfer points, (3) existing stops where increased ridership is expected, and also the removal of existing stops due to service changes or bus stop spacing standards. Overall, infrastructural improvement possibilities are being evaluated at over 350 existing and new bus stop locations, or at roughly 10% of all bus stops system-wide. Design is underway by the consultant team at Shrewsberry & Associates and should go out to bid for construction (possibly in phases) beginning this winter.

Bus stop removals for June 2019 will be coordinated with the consultant team at Shuck Corporation. These locations have been identified and a plan for the efficient switchover from pre-MCTP 2019 Implementation service to post-MCTP Implementation service is being formulated. Shuck Corp. staff will also handle the installation of IndyGo bus stop signage, as well as utility location coordination. IndyGo staff works with BNS for permitting needs. Moving forward, planning staff will be working with IndyGo's Community Outreach and the Public Affairs & Communications Staff to formulate a Comprehensive Public Outreach campaign to involve and inform riders, stakeholders, and members of the community, on the proposed bus route and bus stop changes.

Service Planning is also responsible for coordinating and creating the Red Line Operations Plan, which will detail key operational procedures to be used leading up to and after the start of Red Line service. The operations planning process involves extensive coordination with several IndyGo departments and divisions, as well as coordination with key institutional agencies and

stakeholders. Recent coordination efforts have focused primarily on procedures for interactions between Red Line buses and emergency vehicles, Red Line detour procedures, ADA accessibility on Red Line buses and at stations, and general station maintenance.

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

Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets. The two-way conversion studies will include Michigan Street/New York Street from College Avenue to Emerson Avenue and 29th Street/30th Street from White River Parkway to Ruckle Street. The traffic studies were submitted to DPW for approval of the proposed two-way conversions on May 3rd, 2018. Upgrading these streets to support two-way traffic will markedly improve IndyGo's efficiency and flexibility.

In coordination with DPW, and Downtown Transit Center staff, Planning staff continues to identify and improve traffic flow problems on the streets bounding the DTC. IndyGo staff met with a DPW Maintenance crew on May 4th to fix a vehicle detection problem at the intersection of Delaware Street & Pearl Street. At the Alabama Street & Pearl Street signal, infrastructure improvement plans are being developed that are intended to improve bus departure times by as early as Winter 2018. Service Planning staff also met with IndyGo's Transit Signal Priority (TSP) vendor on May 11th to finalize the contract language for the Red Line equipment purchase and maintenance agreement. Conversations have identified cost saving opportunities (of up to \$200,000) by eliminating equipment and services from the vendor's initial fee proposal. Planning and Procurement staff is coordinating to develop an "on-call" contract with a traffic systems engineering consultant to assist with developing and implementing traffic signal timings along proposed BRT and local fixed-routes.

Service Planning met with Operations on May 1st to identify the scope of pavement marking and signage improvements along Harding Street, south of Washington Street. Thirty Percent (30%) Plans, specifications, and a construction cost estimate, are being prepared for distribution to Operations and Planning/Capital Projects staff for review and comments.

Buses are being delayed along Harding Street more frequently, as train activity continues to increase at the CSX crossing south of the main garage. It is anticipated that a small construction project can be quoted for 2018 to make the desired improvements.

Current Month			IndyGo	Year to Date		
Apr-17	Apr-18	% Change	Fixed Route Ridership	2017	2018	% Change
13,962	15,540	11.3%	2 E. 34th St.	59,614	60,454	1.4%
23,318	24,752	6.1%	3 Michigan St.	96,920	96,830	-0.1%
11,997	13,101	9.2%	4 Fort Harrison	51,618	50,428	-2.3%
16,582	14,075	-15.1%	5 E. 25th	69,893	56,943	-18.5%
11,437	14,282	24.9%	6 N. Harding	47,398	52,165	10.1%
115,385	121,572	5.4%	8 Washington St.	469,784	461,420	-1.8%
87,892	89,185	1.5%	10 10th St.	356,899	347,052	-2.8%
3,421	4,242	24.0%	11 E. 16th St.	13,328	15,583	16.9%
4,215	4,003	-5.0%	12 Minnesota	19,333	17,528	-9.3%
3,028	3,313	9.4%	13 Raymond	12,802	13,048	1.9%
9,149	8,645	-5.5%	14 Prospect	37,631	34,959	-7.1%
18,245	16,778	-8.0%	15 Riverside	73,710	65,017	-11.8%
10,153	10,422	2.6%	16 Beech Grove	40,343	41,758	3.5%
20,946	21,049	0.5%	17 College	83,573	79,993	-4.3%
11,594	11,549	-0.4%	18 Nora	46,981	44,296	-5.7%
36,986	33,503	-9.4%	19 Castleton	148,494	131,607	-11.4%
12,743	13,576	6.5%	21 East 21st St.	52,534	54,090	3.0%
9,568	9,499	-0.7%	22 Shelby	40,961	38,255	-6.6%
9,304	10,740	15.4%	24 Mars Hill	37,580	42,730	13.7%
13,955	13,201	-5.4%	25 W. 16th St.	54,657	53,632	-1.9%
14,326	12,736	-11.1%	26 Keystone	57,178	51,451	-10.0%
12,700	13,294	4.7%	28 St. Vincent	52,764	51,040	-3.3%
6,638	6,861	3.4%	30 30th St.	27,360	27,723	1.3%
23,403	23,943	2.3%	31 Greenwood	94,284	87,837	-6.8%
25,864	22,521	-12.9%	34 Michigan Rd.	97,805	91,164	-6.8%
35,285	35,910	1.8%	37 Park 100	147,527	139,640	-5.3%
32,087	27,818	-13.3%	38 Lafayette Square	126,493	108,793	-14.0%
91,178	95,478	4.7%	39 E. 38th St.	379,395	364,072	-4.0%
3,583	2,806	-21.7%	55 English	15,935	12,905	-19.0%
12,119	9,351	-22.8%	86 86th Street Crosstown	47,682	36,227	-24.0%
11,084	10,819	-2.4%	87 Eastside Circulator	45,014	43,137	-4.2%
107	709		Others	1,371	2,393	
712,254	715,273	0.4%	Total	2,906,861	2,774,170	-4.6%

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

Apr-17	Apr-18	% Change	Flexible and Contracted Services	2017	2018	% Change
28,808	28,228	-2.0%	Open Door Riders on Fixed Route	105,161	103,012	-2.0%
25,959	26,495	2.1%	Open Door	105,274	101,447	-3.6%
816	857	5.0%	Open Door Taxi Vouchers	3,105	3,196	2.9%
21,936	16,947	-22.7%	31 Day S-Pass	88,194	72,213	-18.1%

STRATEGIC PLANNING

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, project development activities associated with the Purple and Blue Lines, Super Stops, the Central Avenue conversion; fare modernization efforts, data/research projects including assisting with paratransit review, key performance indicators, and reviewing service measurement. The department continues to work with other internal and external partners around efforts to partner to develop strategies around regional coordination, transportation network companies, shared use mobility, and joint development opportunities.

Project Development:

- **Purple Line.** The draft 30 percent designs for the corridor have been delivered by the consultant to IndyGo and DPW; IndyGo and DPW have provided comments which are being resolved by the consultant.

The environmental process for a Documented Categorical Exclusion (DCE) of the Purple Line has been progressing as planned and is still slated for completion in August of this year. An initial draft of the document was delivered to FTA on May 11. Likewise, the Historic Properties Report has undergone final review by the FTA and will be submitted to the State Historic Preservation Office for review and approval. The Draft Archaeological Report was submitted to FTA on April 20 and the Assessment of Effects Report is currently under review by IndyGo in advance of submitting it to FTA. The next Section 106 consulting parties meeting will be held on July 11.

- **Blue Line:** The Blue Line has been formally accepted into the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process. IndyGo plans to submit its application for Small Starts funding in late summer this year.

- Preliminary design, preliminary NEPA work, and public outreach events are occurring. At several public outreach events scheduled for the latter half of May, the public will receive an overview of the Blue Line corridor as well as specific design alternatives in the segments nearest the locations of the respective meetings. This feedback will assist in advancing the project to 10 percent design and selecting preferred alternatives.

The Blue Line consulting team, led by WSP with its subcontractor Anderson-Bolander, is working to draft a corridor specific Transit-Oriented Development (TOD) plan that will be included as documentation within the Blue Line Small Starts application. The inclusion of this plan should assist IndyGo in obtaining a favorable rating from the FTA for the potential Land Use and Economic Development benefits of the Blue Line.

- **Super Stops:** The Super Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street and Fort Wayne Avenue corridors has reached the ten percent design milestone. IndyGo has reviewed the current design and provided those comments to the design consultant.

The FTA has granted a determination of documented categorical exclusion as the appropriate level of environmental review. This determination enables the NEPA documentation work related to the project to begin.

The project is being accelerated so that construction of the super stops may be bid at the same time as other non-BRT infrastructure such as bus stops. A round of door-to-door outreach with businesses along the corridor will occur over the coming month.

- **Central Avenue:** There has been continuous coordination between IndyGo and DPW relating to Central Avenue and the 10th/Fort Wayne/Central intersection and the conversion of Central Avenue from a one-way street to a two-way street. The project will go out to bid with the rest of the Central Avenue project, which is being managed by DPW. The bid opening date is on May 17th and construction is slated to begin on July 10th. While IndyGo will continue to coordinate with DPW through the construction period, IndyGo's role in the project is largely complete.

Fare modernization

An RFP for comprehensive fare modernization equipment and services was issued on March 19, with proposals due on May 18. this effort will secure an account-based system, the ticket vending and validation infrastructure necessary to vend tickets at the Red Line and future rapid transit corridors, provide new payment media in the form of a mobile ticketing app and a payment device/card, and the necessary equipment to conduct fare enforcement activities.

The strategic planning team is also conducting analyses to project the potential benefits and impacts of changing fare policies to support staff and board decision-making around potential changes to fare policies. These analyses will support future fare equity analyses as well.

Ridership Analyses

Strategic planning staff developed time series analysis of monthly ridership data. This allows for the application of seasonal adjustments of expected revenue and ridership. Seasonal ridership adjustments overall confirmed with national trends, with the exception of summer adjustments, for which IndyGo has higher than average ridership. More detail is available upon request.

Staff have continued to examine trends related to paratransit ridership. Further, the team has included the examination of Open Door eligible riders using fixed route services to their analysis to examine trends among this population and assess changes in ridership patterns relative to changes in the number of eligible riders.

Staff have begun preliminary data gathering to assess the impact of the composition of service days (Weekday, Saturday, Sunday service) on expected monthly ridership, holding other variables constant.

Staff continued geographical analysis and map generation of year-over-year ridership changes. These maps allow observation of geographical trends and changes in ridership. These maps are included within the monthly ridership report.

Joint Development

The Strategic Planning team conducted an initial literature review of transit-oriented development (TOD) and value capture literature to inform any potential next steps regarding TOD. IndyGo has had several conversations with Joint Development/Real Estate offices in peer transit agencies; engaged in preliminary discussions with the FTA, DMD staff, and other local partners, and are in the process of determining next steps for exploring a potential program for IndyGo. Should IndyGo decide to move forward in including this as part of the Blue Line project, additional activity would occur around defining the program and conducting preliminary market and parcel analyses would occur over the summer.

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:

- **Inter-governmental/regional coordination:** In partnership with others in the Capital Projects & Planning division, the Public Affairs division, and others throughout the agency, Strategic Planning staff has engaged with the City Department of Metropolitan Development to promote a common understanding where transit impacts the zoning ordinance and vice versa. Specifically, the zoning code provides for reducing parking minimums adjacent to Transit Enhancement Corridors and the IndyGo team is working with DMD staff to ensure these terms are consistently defined and commonly understood by the development community. Team members are working on concepts and language that could be included in future updates to the zoning ordinance to support transit-supportive developments adjacent to rapid and frequent transit corridors.
- **Strategic Planning/KPI support:** In support of the agency-wide effort to develop a strategic plan, the team has been engaged in background research relating to best practices in performance measurement and key performance indicators. In the coming month, strategic planning staff will be meeting with department and division leads to better understand the measures IndyGo units are currently tracking and reporting on to further develop a corpus of research that can be used in the formalization of agency-wide KPIs.

The team will continue to support the broader strategic planning, on an as needed basis, and provide additional background research that will support future development of key performance indicators by the strategic planning committee, executive committee, department heads, the board, and/or others who may be involved in the development and finalizing of key performance indicators.

- **Service standards:** the team is providing support to Service Planning and Public Affairs in the update to IndyGo's service standards.
- **Capital Plan Update:** The team is working with other departments within the capital projects division, finance, and other divisions to develop an update to the Capital Plan. This update will cover the agency's five-year projected capital projects through 2023.

ENGINEERING & CONSTRUCTION

Red Line

Limited Notices to Proceed were issued to both Contractors for package A & B in January. A Full NTP is anticipated to be issued the week of May 14th once its confirmed that the FTA Grant is executed after the congressional hearing period of 10 days.

An anticipated preliminary construction schedule consolidating both Contracts was developed based on the preliminary schedules received from both contractors, with an anticipated construction start time of early March. IndyGo met with Reith Riley and FA Wilhelm , on May 7th, in advance of the NTP issuance to discuss schedule acceleration due to delay and other delay related items. The contractors will be submitting a revised schedule identifying acceleration options and associated costs.

Project team has started using eBuilder which is IndyGo's new Document Management System for project related correspondences and processes.

Contractors have started sending submittals and other initial documents that would enable them to start construction without much delay once the full NTP is issued.

Utility relocation Notices to Proceed were issued in conjunction with DPW in December. Verizon's Utility relocation on Capital Ave is ongoing. AT&T's utility relocation on Meridian St is ongoing as well. Other utilities are expected to start their field investigation and construction work in the coming weeks.

Purple Line

WSP completed the 30% design plans for the Purple Line. The plans were reviewed by IndyGo staff as well DPW and other stake holders and comments were submitted back to WSP for review and to proceed with 60% design.

Blue Line

Preliminary design has started on the Blue Line Project and WSP submitted 5% [plans on May 11th 2018. The 10% design is expected to be completed by August 2018.

Other On-Street Projects

Several other street projects, including the super stop project and bus stop and shelter improvements were included in the Marion County Transit Plan. Initial outreach and design work for those projects have begun. Central Ave one- way to two- way conversion project is under design through DPW and is expected to be in Construction in June. IndyGo is conducting traffic studies on the other two-way conversion projects included in the Marion County Transit Plan.

FACILITY PROJECTS

- Electric Bus Fleet Charging Facility Upgrades - The Project Design is at 100%, with Bid advertised May 19-June 19. A recommendation for contractor will be presented to the Board in June. The coordination with IPL has been ongoing, IPL will contract with one of their contractors for connection into their network. Project is on schedule.
- Space Planning Renovations Construction- The Etica Group is completing Construction Documents for the Administration, HR and Operations area of Washington Street Facility. The project is anticipated to advertise to bid in July, with a recommendation for a contractor to the August Board. Construction begins in September.
- Space Planning Renovations Maintenance Area Design – The Garage Door Improvements will begin this phase of work; this will include widening 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. The next phase of Maintenance will be the renovation of offices, rest rooms, fall protection, vehicle lifts, Maintenance locker rooms and lounge.
- The Vehicle Wash Rack system design & 3rd wash feasibility study – The Study is to verify the capacity to re-install a 3rd wash bay with a new wash system with the existing filtration & water system. This will be completed by end of May 2018, with the continuation of the design of the replacement of the entire system

- Site Layout Multi Use Training Facility - The Etica Group is also completing design for the layout of the Training facility and site layout to meet the needs of staff. The intent is to provide a full training facility with grounds for driving course as well. The location is being identified.
- Paint Booth – The design for the replacement of the Paint Booth system is in progress. The design completion will be ready for advertisement for bid in October, with a recommended contractor for installation in November.
- CCTV Reassessment & Placement of 360 Cameras – WSP previously in 2009 completed an assessment of the CCTV system. A Task Order to reassess the system and placement of 360 Cameras will be forthcoming in June.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

To: Chair and Board of Directors
From: Roscoe Brown, Chief Operating Officer/VP of Operations

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR APRIL 2018

ISSUE:

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

RECOMMENDATION:

Receive the report.

Roscoe Brown
Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Maintenance
Dwight Benjamin, Director of Transportation
Mark Emmons, Director of Safety, Training & Security
Paula Haskin, Director of Flexible & Contracted Services
Ed Parsley, Director of Facilities
Lisa Evans, Administrative Assistant

Operations Division Report- April 2018

TRANSPORTATION

EMPLOYEE RECOGNITION

April Employee of the Month: Mary Williams #6709

COMMENDATIONS

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

Ronny Smith, Quinton Davis, Montell Johnson, Melvin Wright, Royetta Blow, LaQuanta Wilson, Dwayne Harden, Joyce Ledell, Richard Boysen, Sheila Johnson x 2 and Quiana Wilson.

The following operators achieved an on-time performance rating of 90% or better during the month of April. A random drawing is held each month from this group of operators, and the winner receives an extra personal day. The winner for the month of April is William England.

1. RON BURTON	798	99%
2. ANTHONY WHITE	3334	97%
3. ROSE ANDERSON	8473	97%
4. OTHA DUGAN	3030	96%
5. SCOTT DUNCAN	8523	96%
6. STEPHEN THEIN	5963	96%
7. RICHARD BOYSEN	590	96%
8. EFRAIN AMAYA	224	95%
9. SHAWN CLARK	8091	95%
10. DARREL JONES	8423	95%
11. BETH MURRAY	8218	95%
12. DAVID JOY	8726	94%
13. MICHAEL HALE	2451	94%
14. NICHOLAS MILAN	9108	94%
15. MOHAMMAD ALEM	9016	94%
16. ROBERT FEIOCK	8620	93%
17. DEMETRICH LESLIE	8940	93%
18. DIANE JOHNSON	8481	93%
19. ANDY CARPENTER	880	93%
20. PATRICK GRAY	2339	93%

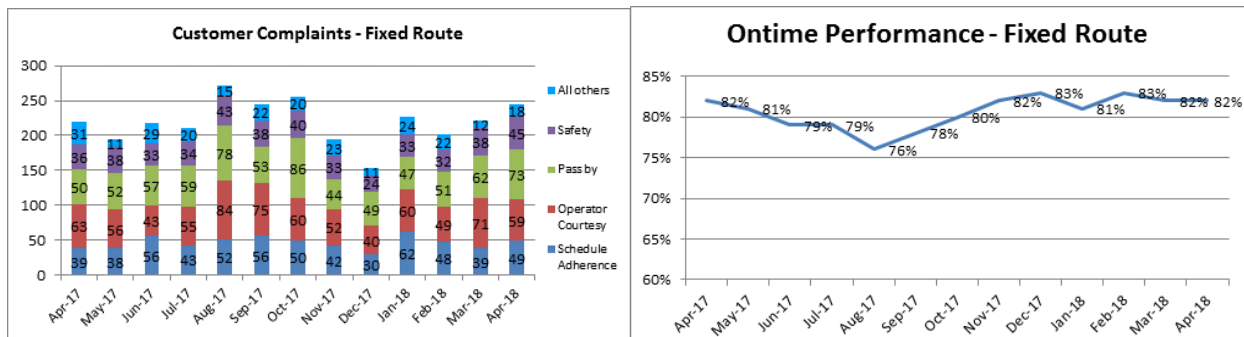
21. PAMELA RICKS	8424	93%
22. JEFFREY HOWARD	8141	93%
23. STEPHANIE HOLMAN	2759	93%
24. TAMANIKA MORROW	8627	92%
25. DENNIS CLARK	1022	92%
26. ADRIAN LEWIS	8192	92%
27. RONNIE BROOKS	8353	92%
28. LACRETIA HINTON	6933	92%
29. VICTOR GARRETT	2163	92%
30. ANDREW MUNDY	8767	92%
31. WILLIAM ENGLAND	8666	91%
32. CHRISTOPHER FLETCHER	8701	91%
33. JOE BADREDINE	9026	91%
34. LAVELLE TEALER	5948	91%
35. LAURA BECK	8445	91%
36. MARY WILLIAMS	6709	91%
37. TOMECCA HAMILTON	8054	91%
38. DAVID MADYUN	8399	91%
39. TIMOTHY MARTIN	3742	91%
40. KOURTNEY RUSSELL	6522	91%

41. TODD BOUGH	9010	91%
42. JOE MONAUGHAN	4142	90%
43. JUANITA DAVIS	8576	90%
44. JAMES GRAY	8829	90%
45. ROCHELLE MARTIN	3795	90%
46. MARY BARKDULL	9088	90%
47. MECCA DUNN	1021	90%
48. KEVIN MALLORY	8400	90%
49. LARRY PATTERSON	4612	90%
50. ROGER BOBBITT	8121	90%
51. MICHAEL DETIENNE	8356	90%
52. ROBERT JORDAN	8891	90%
53. ROBERT JORDAN	8891	90%
54. ANTJUAN MARTINEZ	8988	90%
55. WESLEY ROBERTSON	8488	90%

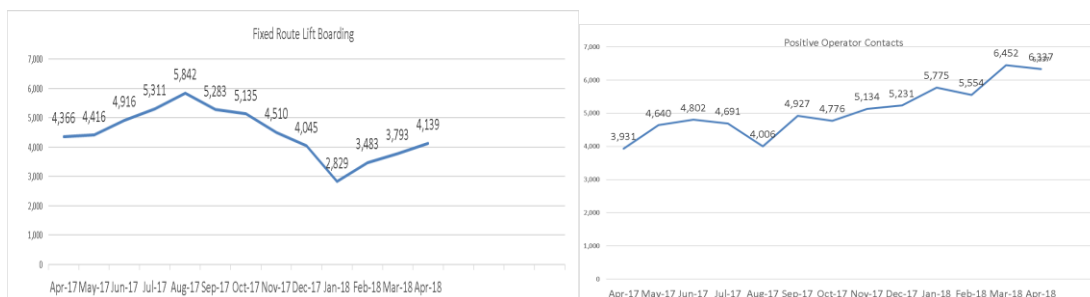
Fixed Route Update:

During this reporting period, Supervisor Andre Jordan has been promoted to the evening Downtown Transit Center Manager and Transportation Road Supervisor Gilbert Menchhofer has been promoted to the Manager of Transportation Operations.

Service Delivery Data:



Key Performance Indicators



COMMUNITY OUTREACH

Operations had representatives attend the following community stakeholder meetings:

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

Maintenance

During the month of April, the Maintenance division focused on Air Conditioning Checks of the entire fleet. Additionally, the team was involved in the discovery phase of the new Avail Software and the impact to the various fleet series currently in place.

Each bus in the fleet will now have two In-service body checks yearly. It is the hope of Preventative Maintenance department to increase this total for 2018 to complete all In-Service Body Checks twice and begin a new coach beautification project to include a more detailed inspection.

Through the use of Wheelchair Ramp PM Predictive Maintenance, the Maintenance Department has seen a substantial drop in wheelchair ramp malfunctions and related issues. Through a process of consistent Steam Cleaning Engines, another issue of non-operating A/C can begin to be eliminated. When the radiator is clogged, or blocked up with debris it inhibits air flow and the cooling ability for the motor and the A/C. Another valuable byproduct of the steam clean program is the ability for the mechanics to be able to see and locate leaks more efficiently. The Maintenance Department now has a dedicated second steamer. This will help the Department to meet its goals for the New Year as well as help to make all the vehicles safer and easier to diagnose for leaks.

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 2014 thru current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	2018/01	2018/02	2018/03	2018/04								
Major	4,895	4,392	5,342	6,238								
All	3,200	3,618	4,474	4,822								
	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

Flexible & Contracted Services

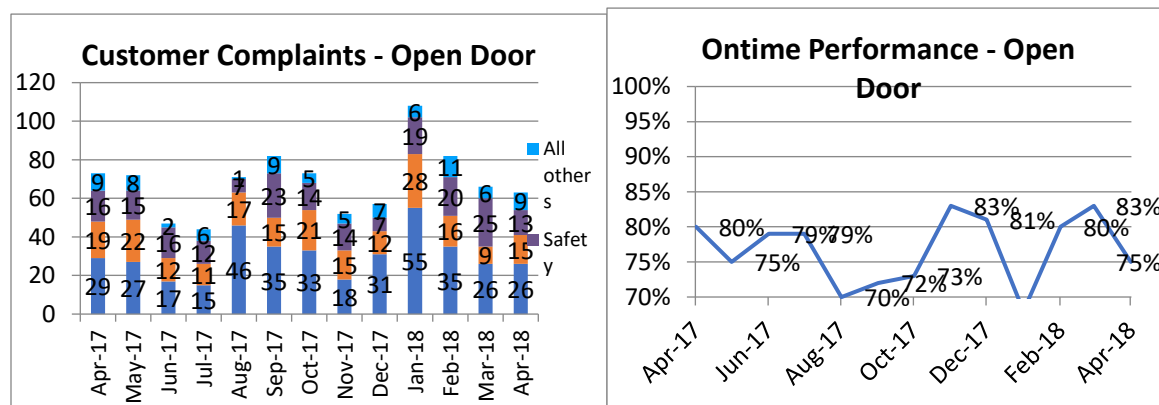
Transdev, the current contractor of Open Door paratransit services, continues to work through the transition of service and the period of adjustment. The build out construction of the facility at 2222 N. Hillside Avenue is scheduled for completion in early June. Once the build out is complete, the transfer of Open Door Staff, to include customer service representatives and dispatch employees will begin. During the period of transition, on-time performance decreased from 83% in March to 75% in April. Decreased on-time performance normally results in increased customer comments, however, during the period, customer comments decreased by 7 (73 for March and 66 for April). Revenue service decreased by 365 hours and productivity increased from 1.61 to 1.63.

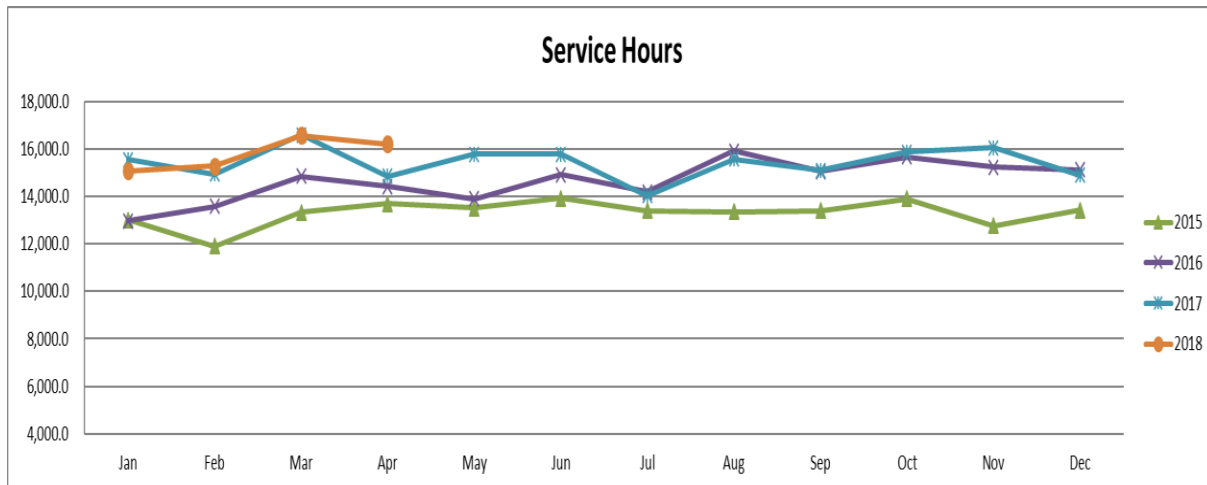
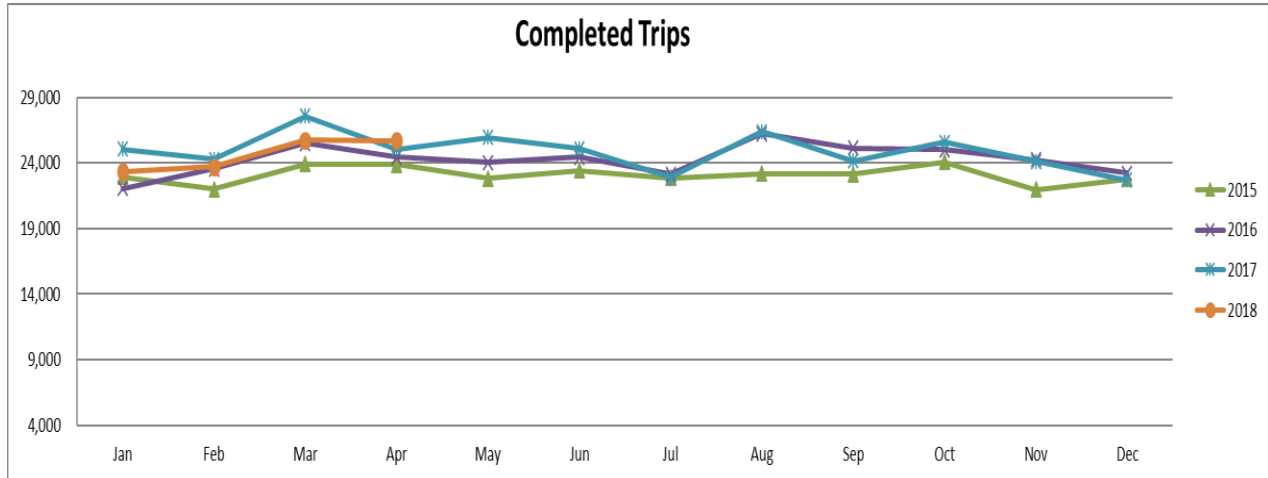
The Board of Directors approved the order of 15 paratransit vehicles through the State Quantity Purchase Agreement. Those vehicles are scheduled for delivery in late July to Early August. These vehicles will replace the majority of the aged 2009 vehicles.

Myisha Foster-Morris was selected as a Transportation Supervisor for the Flexible Services Department. The addition of this position will provide more coverage of paratransit's on the road observations during revenue service hours.

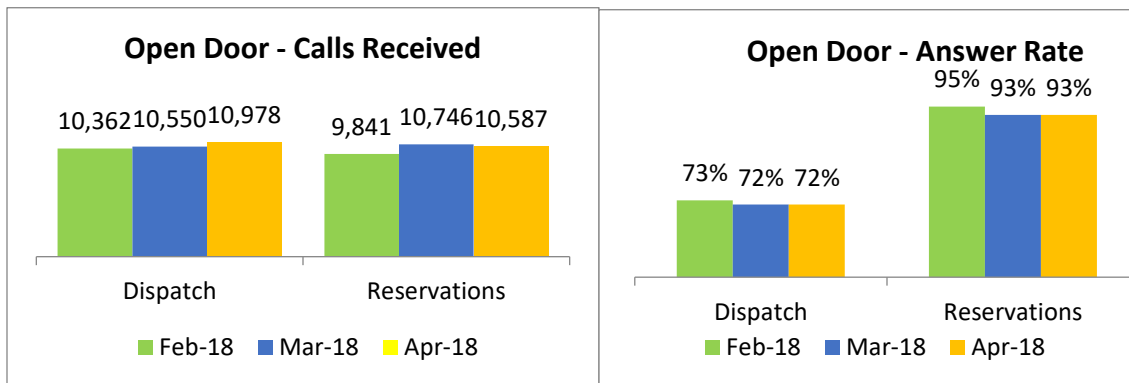
Service Delivery Data:

The charts below show an increase of completed trips from February to March of over 2,000 trips. Open Door received a request of 32,577 trips and performed 25,724 with 26,538 riders. The surge in ridership was met by an increase in service hours. During this period, on time performance improved by 3%, and comments and complaints decreased from 82 to 66.





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.



Facilities

During the Month of April, the Julia M. Carson Center remained very busy with customers still averaging well over 8,500 customers per day on site throughout the week. As the temperatures began to rise, customers began utilizing the outdoor waiting spaces more frequently, lessening the congestion inside.

The Transit Ambassadors were very active at the Transit Center in April and will continue into May providing valuable information about the Redline and additional bus route and bus stop information to existing passengers and general public on site.

Work was completed at the Transit Center on the south bus lane. This was the older portion of Pearl Street. Due to an exposed power line, Indianapolis Power and Light removed concrete down to Alabama St. IPL and Weddle Brothers poured their parts of the concrete and after 5 days of curing time we were able to reopen the 6 Bus Bays and the south lane on April 27 for passenger use.

Meetings continued in April with IPL, and our A&E Firm WSP and other designated parties in discussions and electrical charger designs for the new Electric Buses. IPL is looking at starting their ground trenching work in July.

Meetings continued in April with the legal negotiations regarding replacing the pavers at the Transit center.

During the month of April IndyGo removed 12 bus stop signs, installed 28 bus stop signs, removed 3 bus shelters due to vehicle accidents, and replaced 6 glass shelter panels due to vandalism.

RISK & SECURITY

- Security Manager, Aletra Edison, and Director of Safety, Security & Training, Mark Emmons, traveled to Cleveland, OH with other members of IndyGo to observe the operations of the Cleveland RTA Heartline. Aletra and Mark discussed fare enforcement, safety, security, and training policies and procedures with Cleveland staff that IndyGo may be able to incorporate into its own BRT projects.
- The security department would like to welcome Roger Barnett to the department. Roger was a Transportation Supervisor and accepted the position of Security Coordinator this month. Roger will be a great fit in this position.

- IndyGo met with TSA officials to start discussions for an upcoming Exercise Information System (EXIS) exercise that will happen in September. This will be a table-top exercise that will cover an active shooter event with other aspects that would be involved with that type of event. This event will involve employees from all departments and will help IndyGo prepare for the next step in this exercise, which will be a real-time training event in 2019. More information will come as it becomes available.

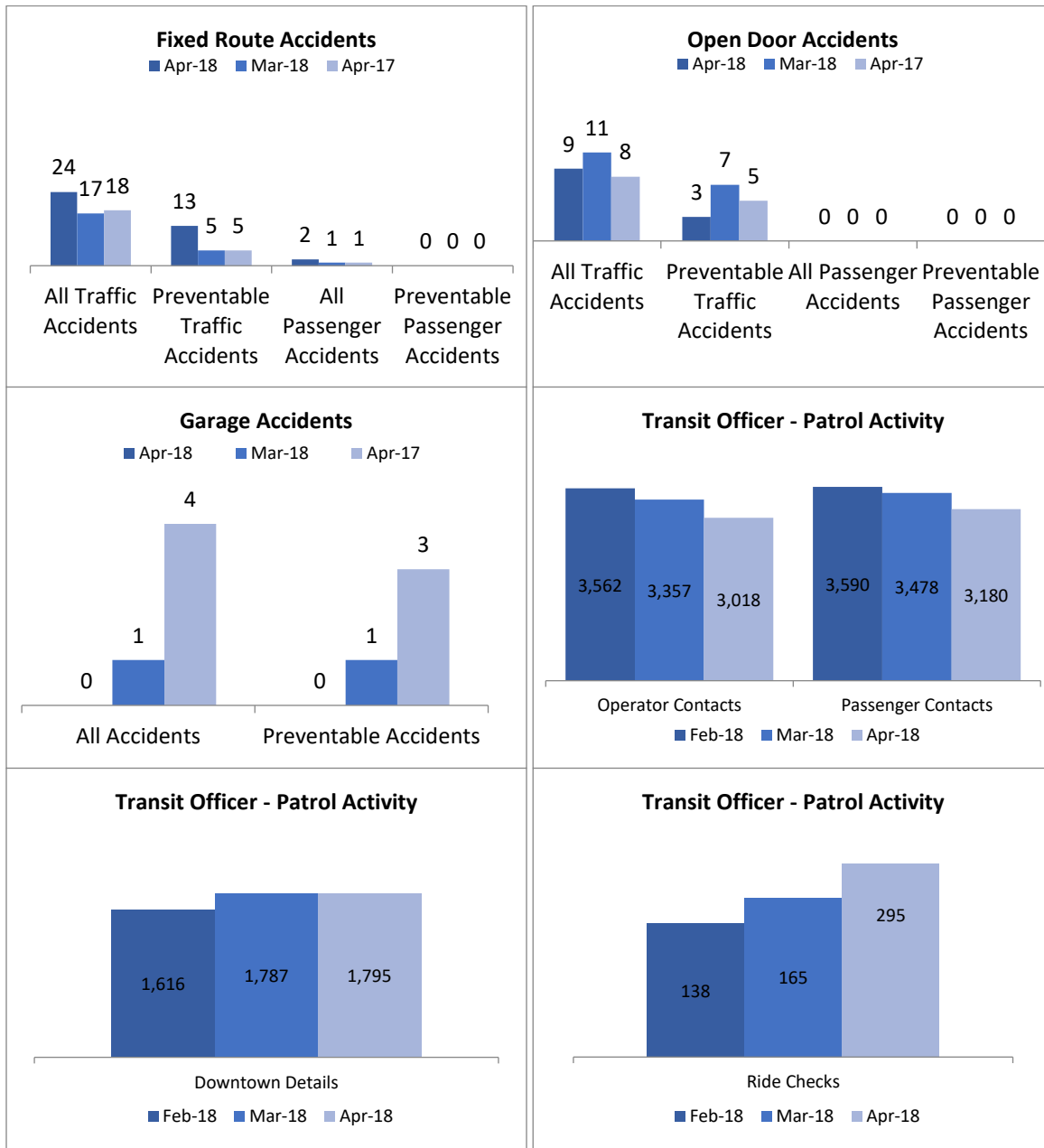
SAFETY & TRAINING

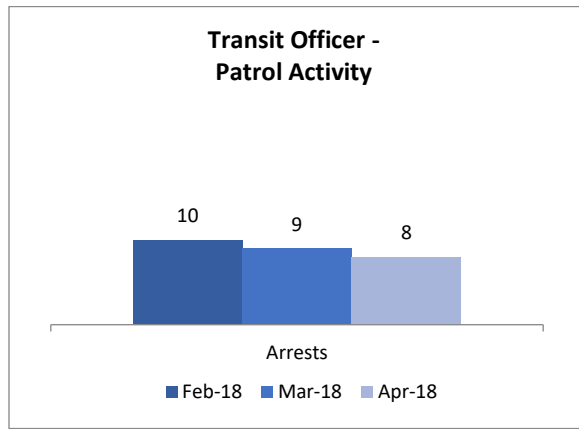
SAFE DRIVERS

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

Myron Cornett -	14 Years
Kathleen Robinson -	6 Years
David Madyun -	5 Years
Burt Garcia -	4 Years
Tanica Stewart -	3 Years
Juanita Davis -	2 Years
Trevor Jaboro -	2 Years
Heather Underwood -	2 Years
Treva Anderson -	1 Year
Akiella Bounds -	1 Year
Kylee Garrett -	1 Year
Demetrich Leslie -	1 Year
Kevin McDuffie -	1 Year
Gary Tindall -	1 Year
Deangelo Woodard -	1 Year

- IndyGo Class #18-04 began on April 9, 2018 with 10 students. They have completed the classroom portion of the training and have started on the route familiarization portion of the training. Training staff is looking for the class to be able to graduate in mid to late May.





To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES APRIL

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

Phalease M. Crichlow

Vice President of Human Resources

Contributing Staff:

Teresa Boone, Director of Employee Services

Brandon Jackson, Human Resources Programs Manager

Felicia Moodie, HRBP – Leave Administration

Oreanna Thurston, Human Resources Generalist

Romona Camarata, Manager of Learning and Development

April 2018

Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 04/30/2018)

Represented: 503

Non-Represented: 146

Total Active Employees: 649

April New-Hire Employees

Represented: 13

Non-Represented: 7

Total New-Hire Employees: 20

Staffing Capacity (as of 04/30/2018)

747.0 FTE Budget

649.0 FTE Actual

13% Below Maximum Capacity

April Separations

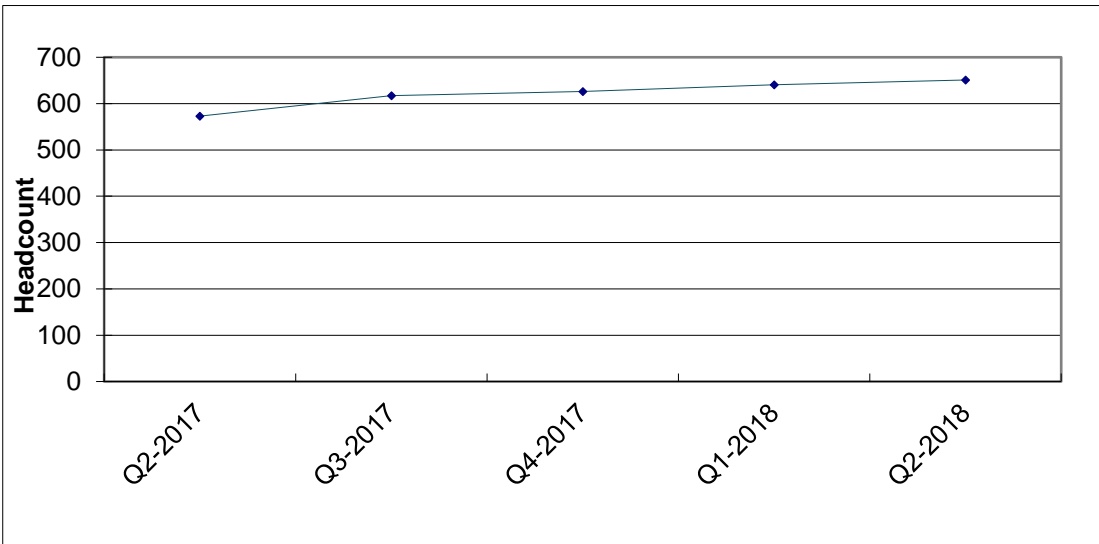
Represented: 9

Non-Represented: 1

Total Separated Employees: 10

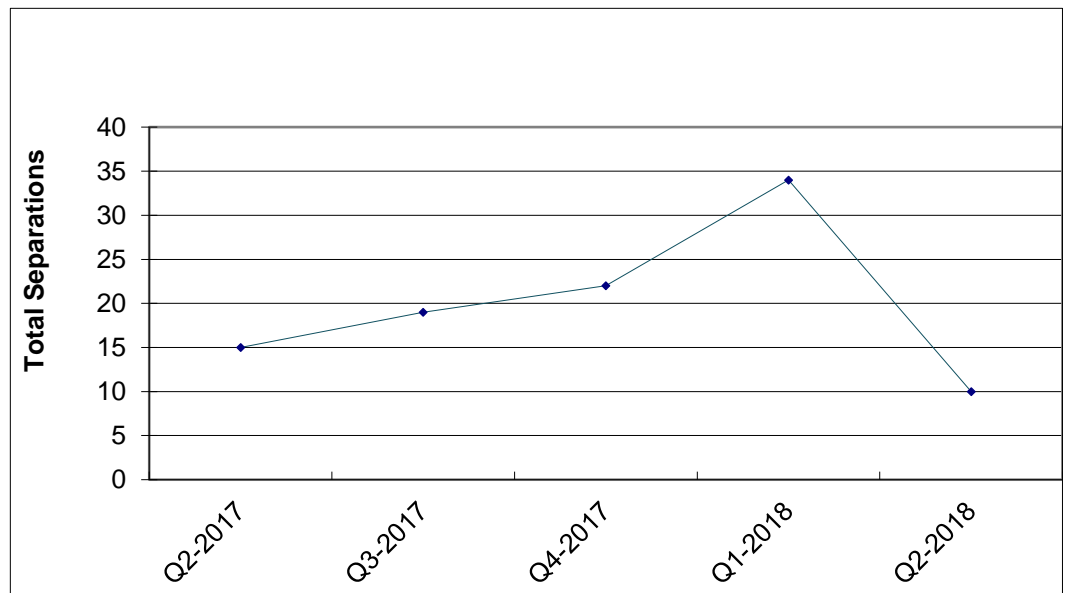
April Employee Turnover Rate: 1.54%

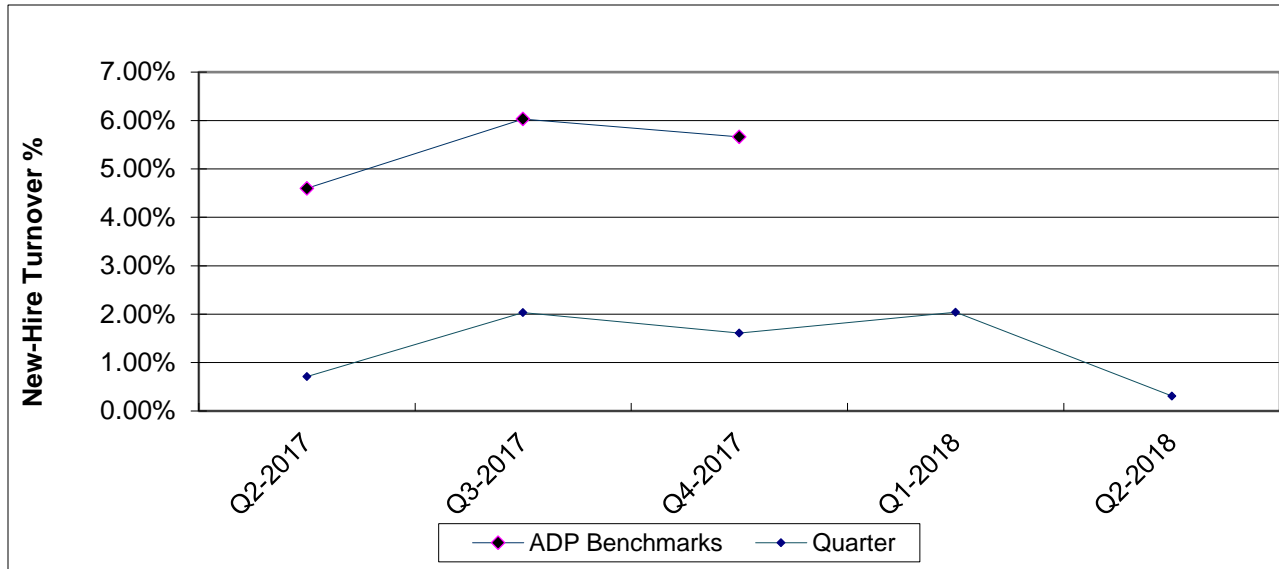
Q2 2017 – Q3 2018



HEADCOUNT	
Period	Headcount
Q2-2017	573
Q3-2017	617
Q4-2017	626
Q1-2018	641
Q2-2018	651

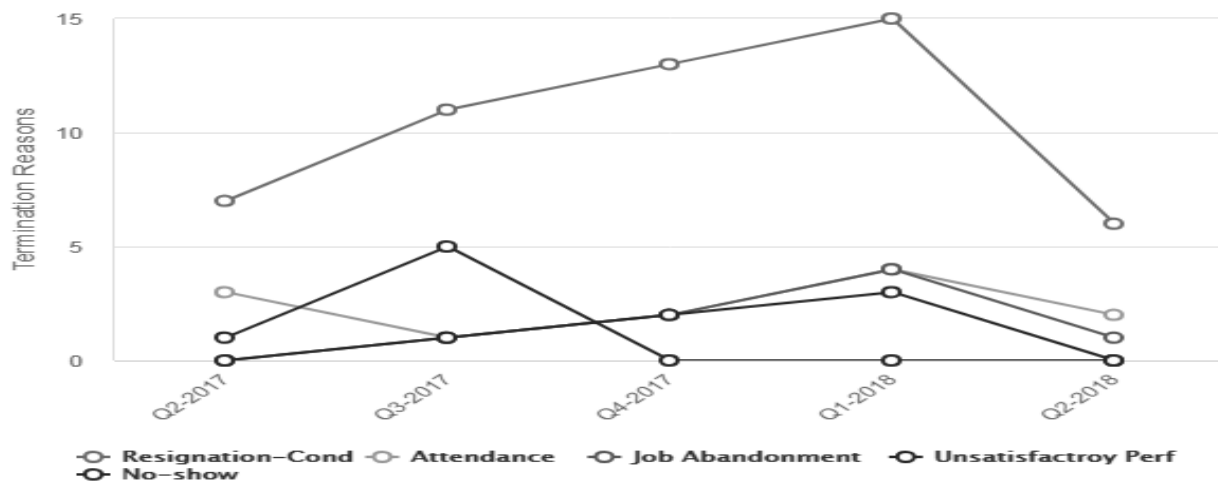
SEPARATIONS	
Period	Total Separations
Q2-2017	15
Q3-2017	19
Q4-2017	22
Q1-2018	34
Q2-2018	10





NEW-HIRE TURNOVER RATE				
Period	New Hire Turnover %	Total New-Hire Terminations	Average Headcount	ADP Benchmarks
Q2-2017	0.71%	4	559.68	4.60%
Q3-2017	2.03%	12	589.77	6.03%
Q4-2017	1.61%	10	622.26	5.66%
Q1-2018	2.04%	13	638.38	Not Available
Q2-2018	0.31%	2	647.84	Not Available

ADP Benchmarks – Transportation & Warehousing Industry Average



TERMINATION REASONS						
Period	Resignation-Conditional	Attendance	Job Abandonment	Unsatisfactory Performance	No-show	All Others
Q2-2017	7	3	0	0	1	4
Q3-2017	11	1	1	1	5	0
Q4-2017	13	2	2	2	0	3
Q1-2018	15	4	4	3	0	8
Q2-2018	6	2	1	0	0	1

Drug and Alcohol Compliance

"Surgeon General Jerome Adams called on employers to "step up" to combat the opioid epidemic. "As employers, you already understand that the health of your employees has an impact on your bottom line," said Adams, an anesthesiologist who was confirmed by the Senate as the 20th U.S. surgeon general last August. "My challenge to you is to think about how you can impact health beyond the walls of your office, beyond the factory." Adams spoke April 19 in Washington, D.C., at Business Health Agenda 2018, a conference sponsored by the National Business Group on Health (NBGH), an association of large employers. Addiction is a public health crisis, Adams noted, with an estimated 2.1 million people in the U.S. struggling with an opioid-use condition. "There's a person dying of an opioid overdose every 12 and a half minutes," he said. "Four out of five people who use heroin started with a prescription opioid." While these drugs can be helpful for a short time, they pose serious addiction risks. "For most people, frankly, the risks outweigh the benefits," Adams said. More than a third of people with an opioid prescription don't realize they're taking an opioid to treat pain, he pointed out. Common opioids are OxyContin (a brand of oxycodone), Vicodin (which contains hydrocodone), morphine and methadone. "There are levers that you, as employers, have through your plan administration to help people understand what an opioid is. You have control over a lot of prescribing, and you can say [to health providers], 'If you're going to prescribe opioids to my employees, you better tell them that they're taking an opioid and let them know what the dangers are.' "

April 2018	
Test Type	Number of Tests
Pre-Employment	21
Random	18
Post Accident	1
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

The Drug and Alcohol team has posters and pamphlets throughout the Corporation discussing the effects of opioids. In addition, opioids are discussed in a great length during the new-hire drug and alcohol session. As a reminder, the DOT added many synthetic opiates to the DOT drug and alcohol panel in January 2018. The hope is the addition of synthetic opiates, will deter employees in safety-sensitive positions in the transportation industry from abusing opioids.

<https://www.shrm.org/resourcesandtools/hr-topics/benefits/pages/surgeon-general-wants-employers-to-combat-opioid-epidemic.aspx>

Learning and Development

Supervisor Training Sessions (monthly) - One-hour sessions in the following areas: Leadership, Communication (Tact & Finesse), Talent Acquisition (Selection, Hiring & Mock Interviews), Onboarding (Assimilation), Sexual Harassment and Leave Management (FMLA, Short-Term and all other Leaves); average attendees 10 supervisors.

ETI-Performance Improvement- Excel Level 1 - was open to all employees on Mon. May 14th; 15 registered.
National Transit Institute (NTI) – Harassment Prevention in the Transit Workplace – April 24; 19 attendees.

Butler Leadership Series

Leadership Development – Cohort 1 continues to meet every other week – with about 12 attendees.

Executive Education Program (VPs) – meet every other week – graduation day is June 13th

Leadership Development – Cohort 2 began Mar. 21st and meet every other week; 19 attendees.

Wellness

The Dietitian has worked with 19 employees, of which 6 have completed the intensive program and will be transitioned to the wellness coach for additional wellness coaching.

- Nine (9) individuals have lost a total of 41.2 pounds
- One (1) individual dropped their A1c from 8.3 to 7.4 (According to research, reducing A1c by 1 point can reduce cardiovascular disease risk by 45%).

In addition to weight loss, non-scale victories include:

- Reduced or eliminated consumption of sweetened beverages
- Modified food choices at favorite restaurants
- Splitting entrees with spouse
- Drinking more water
- Increasing physical activity
- Eating breakfast
- Overall being more mindful of the choices they are making

As the need for nutrition services increases, IndyGo will continue to partner with Spire Wellness to provide a Registered Dietician (RD) and/or wellness coach.

Quarterly participation in the wellness program was 76% for 2018 Q1. Due to the increase in employee numbers and wellness requirements, IndyGo added an additional part time Nurse Practitioner/Health Coach which started at the end of March 2018.

In 2017, the walk/run club and 5k was a well-attended event sponsored by IndyGo. The wellness committee is planning to kick off the walk/run club in May and a bike club will be added to this years scheduled events. The garden club is preparing to plant in the month of May.

Activate Clinic Utilization Stats for April 2018

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	82	14	173	269
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	248	18	32	298

Leave Management

Total Intermittent Leaves Received: **13**

Total Continuous Leaves Received: **3**

Total Leaves Received: 26

Total Intermittent Leaves Closed: **17**

Total Continuous Leaves Closed: **9**

Total Leaves Closed: 26

Open Intermittent Leaves (as of 04/30/2018): 96

Open Continuous Leaves (as of 04/30/2018): 11

April 2018	
Leave Type	Number of Days
FMLA – No Pay	30
FMLA – Personal Day	10
FMLA – Sick Day	18
FMLA – Vacation Day	28
Sick – No Pay	53
	139 Days = 1112 Hours

Total Intermittent Occurrences: 63

Total Intermittent Hours: 472.57

Workers' Compensation

2018 WORKERS' COMPENSATION CLAIM SUMMARY

	January	February	March	April	May	June	July	August	September	October	November	December
Reportable	2	5	4	7								
Non-Reportable	3	3	2	3								
Light Duty - New	0	3	3	3								
Light Duty - Total	1	2	5	5								
TTD - New	0	0	0	1								
TTD - Total	3	2	2	1								
Denied	0	1	1	0								
Lost Time (days)	80	56	27	15								
Open Claims - New	0	0	0	7								
Open Claims - Total	6	6	6	17								
Closed Claims	6	6	0	6								