



Board Report  
September 26, 2019

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317.635.3344



1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION

3. PUBLIC COMMENT

4. COMMITTEE REPORTS

5. CONSENT AGENDA

AGENDA ACTION ITEM A – 1 – Consideration of Approval of Minutes from Board Meeting held on August 28, 2019

AGENDA ACTION ITEM A – 2 – Consideration and Approval of Legal Panel

AGENDA ACTION ITEM A – 3 – 5310 Subrecipient Grants

AGENDA ACTION ITEM A – 4 – Consideration and Approval of Customer Service Center Staffing

AGENDA ACTION ITEM A – 5 – Solar Array Design Task Order

AGENDA ACTION ITEM A – 6 – Paratransit Bus Replacement

6. OTHER ITEMS

INFORMATION ITEM I – 1 – Consideration of Receipt of the Finance Report for August 2019

INFORMATION ITEM I – 2 – Red Line Update

INFORMATION ITEM I – 3 – Information on Fare Inspection Policy

INFORMATION ITEM I – 4 – CEO UPDATE

## **7. DEPARTMENT REPORTS**

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

## **8. ADJOURN**

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, October 24, 2019*



Date: September 16, 2019  
Current Meeting: September 26, 2019  
Board Meeting: September 26, 2019

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** General Counsel, Jill Russell  
**SUBJECT:** Consideration and Approval of Minutes

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**POLICY RELATED TO:** NO

**ACTION ITEM A – 1**

**RECOMMENDATION:**

Approve the minutes for the above listed meeting.

**ISSUE:** Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on August 28, 2019.

Attachment

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

**WEDNESDAY, August 28, 2019**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Vice-Chair Mark Fisher at 5:06 pm, Wednesday, August 28, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

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

Mark Fisher, Vice-Chair  
Adairius Gardner, Board Member  
Gregory Hahn, Treasurer  
Tommie Jones, Secretary

**Absent:**

Juan Gonzalez, Chair  
Danny Crenshaw, Board Member  
Richard Wilson, Board Member

**IPTC executive staff in attendance:**

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

**RECOGNITIONS:**

None

**ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING JULY 29, 2019  
AND FOR THE MINUTES FROM THE PUBLIC HEARING HELD ON AUGUST 8, 2019**

Presented by Mark Fisher, Vice-Chair, for approval

Motion for approval by Greg Hahn and seconded by Adairius Gardner carried unanimously.

#### **ACTION ITEM 2: CONSIDERATION AND APPROVAL OF 2019-2025 CAPITAL PLAN**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval to update the IndyGo Capital Plan, as presented on August 28, 2019.

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

#### **ACTION ITEM 3: CONSIDERATION AND APPROVAL OF THE PROPOSED FINANCIAL & MANAGEMENT PLAN FOR BUDGET 2020 AND SPECIAL PROPERTY TAX RESOLUTION**

Presented by Nancy Manley, CFO/VP of Finance, approval of the Financial and Management Plan—Budget 2020 and Resolution for Levy of Special Tax.

Motion for approval by Greg Hahn and seconded by Adairius Gardner carried unanimously.

#### **ACTION ITEM 4: CONSIDERATION AND APPROVAL OF PARATRANSIT ASSESSMENTS**

Presented by Roscoe Brown, COO/VP of Operations, approval 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.

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

#### **ACTION ITEM 5: CONSIDERATION AND APPROVAL OF LEASES FOR RED LINE CHARGING SITES**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, approval 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 \$26,1000 for the lease term.

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

#### **ACTION ITEM 6: VERMONT STREET SUPER STOPS DESIGN TASK ORDER**

Presented by Justin Stuehrenberg, VP of Planning of Capital Projects, approval to issue a Task Order to Shrewsbury & Associates to develop design and bid documents for the Super Stops 2.0 design work for an amount not to exceed \$400,000.

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

#### **ACTION ITEM 7: INDYGO BUS STOP INVENTORY AND DESIGN**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval 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 \$421,5000.

Motion for approval by Adairius Gardner and seconded by Greg Hahn carried unanimously.

#### **ACTION ITEM 8: CHANGE ORDERS FOR RED LINE CONSTRUCTION MANAGEMENT**

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval 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.

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

#### **ACTION ITEM 9: CONSIDERATION AND APPROVAL OF CONTRACT FOR DTC WINDOW AND CANOPY CLEANING**

Presented by Roscoe Brown, COO/VP of Operations, for approval 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.

Motion for approval by Adairius Gardner and seconded by Greg Hahn carried unanimously.

#### **ACTION ITEM 10: CONSIDERATION AND APPROVAL OF VENDOR FOR CASH COLLECTION**

Presented by Jon Mann, Treasury Manager, for approval 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.

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

#### **INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) UPDATE**

Greg Meyer, MAC Chair, Welcomed Inez Evans. Said goodbyes to Mike Terry. Bernie Wilmer was voted in the service of a second term. Report is attached.

The Board accepted the report.

#### **INFORMATION ITEM 2: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR JULY 2019**

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

The Board accepted the report.

**INFORMATION ITEM 3: RED LINE OPENING UPDATE**

Justin Stuehrenberg, VP of Planning of Capital Projects presented.

The Board accepted the report.

**INFORMATION ITEM 4: PARATRANSIT UPDATE:**

Mark Fisher tabled this item for another date.

**INFORMATION 5: CEO UPDATE:**

The New CEO/President Inez Evans gave her first CEO update report.

The employees have been working tirelessly on the opening of the Red Line.

Ms. Evans rung the bell at the City Market and has attended numerous meetings key stakeholders such as the Mayor's office and members of the City Council to discuss the Red Line and other service changes that will serve the public.

Ms. Evans participated as a panelist at the Midtown Momentum Luncheon.

On Thursday August 29, Mrs. Evans will be interviewing with Channel 13 WTHR and Inside INdiana Business with Gerry Dick.

Ms. Evans has been nominated for the APTA Board of Directors and the successful nominees will be announced at the APTA TRANSform Conference on October 14.

**DEPARTMENT REPORTS 1-4:**

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

**ADJOURNMENT:**

Vice-Chair Mark Fisher adjourned the meeting at approximately 6:25 pm.

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Jill D. Russell  
General Counsel





Date: September 16, 2019  
Current Meeting: September 26, 2019  
Board Meeting: September 26, 2019

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** General Counsel, Jill D. Russell  
**SUBJECT:** Procurement of Legal Services

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**Policy-Related Action:** No

**ACTION ITEM A – 2**

**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 purchase contract with the firms listed below:

- Yarling and Robinson, LLC
  - Personal Injury/Workers Compensation
- Drewry Simmons and Vornehm, LLP
  - Construction/ Personal Injury / Environmental
- Frost Brown & Todd, LLC
  - Labor & Employment/ Construction/Information Technology/Environmental
- Stevenson Legal Group, LLP
  - Real Estate
- Paganelli Law Group
  - Personal Injury/General Corporate/
- Kroger Gardis & Regas, LLP
  - All Scope
- Bose, McKinney & Evans, LLP
  - All Scope excluding Personal Injury
- Finis Tatum IV
  - General Corporate/Personal Injury/Miscellaneous
- Katz, Korin & Cunningham
  - General Corporate/Personal Injury/Labor & Employment/Miscellaneous
- Quarles & Brady, LLP
  - General Corporate/ Information Technology
- Duffin, Hash & Coates
  - Personal Injury

**BACKGROUND:**

IPTC is required to secure outside legal representation through an open and competitive procurement process and awards contracts every 5 years. The contracts for the legal service providers currently on the panel selected in 2014 are set to expire at the end of this month. In the last 5 years, IPTC has utilized the services of firms on the panel with hourly rates ranging from \$115-\$395 for partners, and \$85 - \$270 for associates in the following amounts:

	TOTAL FEES (\$)	TOTAL HOURS	AVERAGE (\$)/ HR
2014	253,517.5	2602	160.00
2015	583,907.00	2508	232.00
2016	407,850.00	1920	212.00
2017	535,293.00	2775	193.00
2018	555,132.00	2400	231.00

With the contracts for the current legal panel about to expire, RFP -19-07-326 was created and issued establishing that IPTC was seeking legal representation in several broad areas including General Corporate and Advice, Personal Injury Defense, Labor/Employment Law, Construction Law, Information Technology Agreements/Licenses and other Miscellaneous matters including but not limited to Real Estate Acquisition, Collections, Environmental and other litigation. The method for which this service was to be procured and managed was to be consistent with the process used in 2014. The selected firms will comprise a panel of legal providers from which General Counsel may assign work as needed.

**DISCUSSION:**

RFP 19-07- was advertised on July 26<sup>th</sup>, August 2<sup>nd</sup> and 9<sup>th</sup>, 2019 in the Indianapolis Star, The Court and Commercial Record, the Indianapolis Business Journal, La Voz Indiana and Mass Transit. Notification via e-mail was distributed to all registered vendors along with posting on IPTC's website at [www.IndyGo.net](http://www.IndyGo.net). The pre-proposal meeting was held on August 5, 2019 at 2:00 PM (local Time). Seven (7) law firms were represented in person and three (3) firms attended via phone. Written questions were due on August 9<sup>th</sup> and proposals to the RFP were required to be submitted on August 30<sup>th</sup>, 2019. IPTC received thirteen (13) responses, all were found to be responsive and responsible. The proposals were then evaluated by the Evaluation Committee against the published evaluation criteria covering 1) Qualifications and Experience, 2) Proposed Costs and Fees 3) Understanding of the Project and Needs of the Corporation, and 4) the Personnel and Resources of the firm involved.

The fees contained in the responses range as follows:

General Corporate	\$275.00 - \$525.00 / hour
Personal Injury	\$125.00 - \$275.00 / hour
Labor & Employment	\$290.00 - \$480.00 / hour
Construction Law	\$290.00 - \$470.00 / hour
Information Technology	\$290.00 - \$510.00 / hour
Miscellaneous	\$225.00 - \$500.00 / hour

**ALTERNATIVES:**

The Board could choose to restrict the award of contracts to fewer law firms.

**FISCAL IMPACT:**

Total cost of this procurement is dependent on circumstances and is difficult to predict, however historically the annual costs have ranged between \$250,000.00 and \$550,000.00 with the higher years being those during capital construction projects. Legal costs will be primarily funded through the operational budget utilizing local dollars. Legal services and costs in connection with projects funded by federal grants can be budgeted and paid through the applicable grant.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on September 19, 2019 and by the Service Committee on September 24, 2019.

Prepared by: Jill D. Russell, General Counsel



Date: September 16, 2019  
Current Meeting: September 26, 2019  
Board Meeting: September 26, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** VP of Planning & Capital Project, Justin Stuehrenberg  
**SUBJECT:** Procurement of transit vehicles for FTA Section 5310 Grantees

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**Policy-Related Action:** No

### ACTION ITEM A – 3

#### 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 purchase contract with Midwest Transit Equipment, Inc. for the purchase of thirteen (13) accessible transit vehicles to include: nine (9) each Low Floor Minivans, two (2) each Small Transit BOC vehicles, two (2) each Medium Transit BOC vehicles, as well as authorization to enter into a purchase contract with Indy South IT, LLC for the purchase of one (1) each radio equipment package for an amount not to exceed \$590,000 total.

#### BACKGROUND:

The Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is an FTA grant program providing funding assistance for eligible entities that provide transportation support for seniors and individuals with disabilities. Section 5310 grant funds are typically utilized to provide capital for replacement or expansion vehicles which organizations use to enhance the mobility of eligible individuals where public transportation is lacking or not available. It can also be used for the purchase of equipment used in support of vehicle deployment.

In 2012 the Governor of Indiana selected IndyGo as the designated recipient for Section 5310 funds for the Indianapolis Urban Area.

#### DISCUSSION:

To facilitate the process of distributing grant funds IndyGo conducted a Call for Projects (CFP) in Spring 2019. As a result, eight eligible recipients were awarded the 80% FTA funding for a total of fourteen items, thirteen (13) transit vehicles and one (1) radio communication equipment package. Grant agreements will be executed between IPTC and the individual subrecipients in September 2019. Each grantee will be required to provide the 20% local match for their award.

The award breakdown is as follows:

Organization	Request	Federal Match (IndyGo)	Local Match (Ind. Org.)	Total
Bosma	2 - Low Floor Minivans	\$ 64,000	\$ 16,000	\$ 80,000
CICOA	2 - Medium Transit BOC	\$ 84,800	\$ 21,200	\$ 106,000
HHCorp (Eskenazi)	1 - Low Floor Minivan	\$ 32,000	\$ 8,000	\$ 40,000
Johnson Co. Sen. Svcs.	Radio Comm. Equipment	\$ 18,567	\$ 4,642	\$ 23,208
Noble	1 - Low Floor Minivan & 1 - Small Transit BOC	\$ 72,000	\$ 18,000	\$ 90,000
Primelife	1 - Low Floor Minivan & 1 - Small Transit BOC	\$ 72,000	\$ 18,000	\$ 90,000
Sycamore Services	2 - Low Floor Minivans	\$ 64,000	\$ 16,000	\$ 80,000
Tangram	2 - Low Floor Minivans	\$ 64,000	\$ 16,000	\$ 80,000
		\$ 471,367	\$ 117,842	\$ 589,208

**ALTERNATIVES:**

The Board could choose to not award any portion of these subrecipient grants.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$590,000. The FTA Section 5310 grant will provide for 80% of the costs of the vehicles and radio equipment. The 20% local-match will be submitted by the sub-recipients in September 2019.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on September 19, 2019 and by the Service Committee on September 24, 2019.





Date: September 16, 2019  
Current Meeting: September 26, 2019  
Board Meeting: September 26, 2019

## **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Director of Customer Service, Chauncyia Coleman  
**SUBJECT:** Approval to enter into a staffing contract

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**Policy-Related Action:** No

### **ACTION ITEM A – 4**

#### **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 staffing contract with GuideSoft (dba Knowledge Services, a WBE) for the procurement of staffing services for a 2-year base and three (3) one-year options in an amount not to exceed \$3,899,107.54.

#### **BACKGROUND:**

IndyGo's Customer Service team is responsible for facilitating customer calls which includes transit pass sales, route information, and comment logging. Currently, all customer calls are handled off-site by a third party and the existing contract ends in December 2019. Previously, the call center was operated by contract staff, but located on premise, with the contractor operating IndyGo-supplied technology. Locating the call center on-site will allow for better quality assurance, knowledge and information transfer, and a dedication to our customers. With direct oversight of job descriptions, skills, and training, IndyGo anticipates that an on-site call center with a staffing contract will allow for greater flexibility as technology and system changes. Additionally, technology integrations on IndyGo-owned systems are expected to improve customer service representative productivity, quality of customer data, and timeliness of complaint resolution.

#### **DISCUSSION:**

The current call center operates Monday-Friday from 7am-7pm and from 9am-3pm on Saturdays and averages 45,000 calls per month with 15 agents on staff dedicated to IndyGo calls. Our independent cost estimate for holding the number of agents and hours steady over the entire contract term totaled \$2,358,229.52. We anticipate that as the transit system grows, with more transit service operating in evenings and on weekends, and as we introduce new services like MyKey, additional capacity will likely be needed in some combination of the number of agents and hours of operation. This recommendation includes \$1,540,878.02 in additional capacity, which could be deployed in a combination of headcount and hours of service.

Hourly pay rates vary based on the skill level of the customer service representative (Spanish, MyKey account specialist, lead/supervisor, etc.). The following scenario demonstrates the base assumption (year 1) and includes a significant investment in capacity for 2021, with more modest increases in out years.

Call Center Staffing	2020 (yr1)	2021 (yr2)	2022 (yr3)	2023 (yr4)	2024 (yr5)	5 Year Total
Annual Staffing	\$662,858.56	\$762,287.34	\$800,401.71	\$824,413.76	\$849,146.17	\$3,899,107.54
Hourly Pay Rate	\$14.00-17.00	\$14.00-17.00	\$14.00-17.00	\$14.00-17.00	\$14.00-17.00	
Hourly Bill Rate	\$19.60-\$23.80	\$19.60-\$23.80	\$19.60-\$23.80	\$19.60-\$23.80	\$19.60-\$23.80	
Hourly SRP Rate	\$18.53	\$18.53	\$18.53	\$18.53	\$18.53	

**ALTERNATIVES:**

Staff evaluated direct hire as well as RFP options and existing contracts. This recommendation is based on leveraging the State of Indiana QPA for staffing services. The Board could choose to not enter into an agreement with GuideSoft (dba Knowledge Services) and to direct hire the call center staff.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$3,899,107.54. The staffing contract will be partially funded 80% with the federal Congestion Mitigation Quality (CMAQ) grant and 20% local-match from the operating budget for the remainder of 2019. In 2020 and beyond, call center operations will be funded by the operating budget.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on September 19, 2019 and by the Service Committee on September 24, 2019.



Date: September 16, 2019  
Current Meeting: September 26, 2019  
Board Meeting: September 26, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Ed Parsley II, Director of Facilities and Dave Adamson, Contract Specialist  
**SUBJECT:** Task Order for the Design of a Photovoltaic Solar Array Expansion on the IndyGo Headquarters Roof

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**Policy-Related Action:** No

### ACTION ITEM A – 5

#### **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 WSP Architecture & Engineering Firm to develop design and bid documents for the expansion of the Photovoltaic Solar Array on the remaining roof space of IndyGo Headquarters facility at 1501 West Washington Street, for an amount not to exceed \$139,845.00.

#### **BACKGROUND:**

Summer of 2015, at IndyGo's headquarters, the Photovoltaic Solar Array was installed on the portion of the roof that covered the entire bus storage at building 1501 West Washington Street. The installation was completed in mid-December of 2015. The Solar Array is rated at 1 megawatt of power at peak time and consists of 4,300 solar panels and covers approximately 4 acres of roof top. The purpose of the installation was to offset the electrical demand needed for charging the newly acquired fleet of 21 electric ZEP (Zero Emission Propulsion) buses. The solar array has produced over 4,000 MWH(megawatt hours) since the installation. The extra solar power is then absorbed into the buildings electrical system for usage.

#### **DISCUSSION:**

To have WSP provide architectural and engineering services that will meet IndyGo's requirements within an established budget and schedule to facilitate concept design of the Solar Array. The expanded photovoltaic array is planned to be rated at 500KW of power and produce approximately 609,951 KW (kilowatt) hours of power with approximately 2,150 panels.



Power generated by the array will be utilized to reduce the amount of power IndyGo draws from the local utility grid provided by IPL (Indianapolis Power and Light). The solar array will include utility interconnection layout concepts. The task order includes developing the package documents for a public bid process, along with supporting IndyGo during the solar array construction/installation; to the project's completion.

The solar array expansion project is being funded by federal dollars and would normally warrant a DBE participation goal to be set. However, with limited subcontracting opportunities available for certified disadvantaged businesses IndyGo did not require a DBE (Disadvantaged Business Enterprise) goal to be established. WSP USA has identified one subcontractor to partner with on this project; Telamon. Telamon will be self-performing 69% of the overall project.

**ALTERNATIVES:**

This Grant period is nearing its end. IndyGo could be in jeopardy of losing the grant fund balance if the funds are not used. Board could choose not to utilize the remaining grant funds.

**FISCAL IMPACT:**

The total cost of this task order is for an amount not to exceed \$139,845.00 The funding sources for this procurement are 70% Federal 30% Local Match – Grant # IN-2019-031 - equaling \$1.4 million dollars.

The Solar Array will help offset IndyGo's overall electrical costs including costs of subsequent electric buses.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on September 19, 2019 and by the Service Committee on September 24, 2019.



Date: September 16, 2019  
Current Meeting: September 26, 2019  
Board Meeting: September 26, 2019

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** COO & VP of Operations, Roscoe Brown  
**SUBJECT:** Procurement of Replacement Paratransit Vehicles for Open Door

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**Policy-Related Action:** No

**ACTION ITEM A – 6**

**RECOMMENDATION:**

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board of Directors authorize the President and CEO to enter into a purchase contract with Midwest Transit Equipment, Inc. for the immediate purchase of fifteen (15) accessible 12 passenger paratransit BOC (body on chassis) vehicles for an amount not to exceed One Million One Hundred Forty-Two Thousand Five Hundred Thirty-Five dollars (\$1,142,535).

**BACKGROUND:**

The ADA (Americans with Disabilities Act) requires public transportation companies operating fixed route transportation systems to provide comparable paratransit services to people with disabilities. IPTC's Open Door paratransit operation serves riders who qualify for the service because of a disability or a disabling health condition which prevents them from using the regular fixed route system.

Following the same business model for fleet stabilization that is being used for fixed route vehicles, we are attempting to purchase small amounts of vehicles each year. The average useful life of a paratransit vehicle is five years or 150,000 miles; a small percentage of our current paratransit fleet has exceeded its useful life.

**DISCUSSION:**

Grant funding is available that will allow us to procure 15 body on chassis paratransit vehicles that will replace older, high mileage vehicles.

Included in this request is the cost for the camera system technology that will be installed on each new vehicle. The cost per vehicle is \$76,169. As a new solution for radio communications and CAD/AVL (Computer-aided Design/Automatic Vehicle Location) GPS technology is being considered, those costs may be brought to the board as a separate action later.

**ALTERNATIVES:**

The Board could choose not to provide vehicle replacements at this time.

**FISCAL IMPACT:**

IPTC will utilize the State's QPA (Quantity Purchase Agreement) which meets federal procurement requirements. Based on the current QPA, Midwest Transit Equipment, Inc., is the approved vendor.

The total cost of this procurement is \$1,142,535. The funding sources for this procurement are the Section 5310 and 5339 federal grant programs (80%) and 20% local match from the Cum Fund.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on September 19, 2019 and by the Service Committee on September 24, 2019.

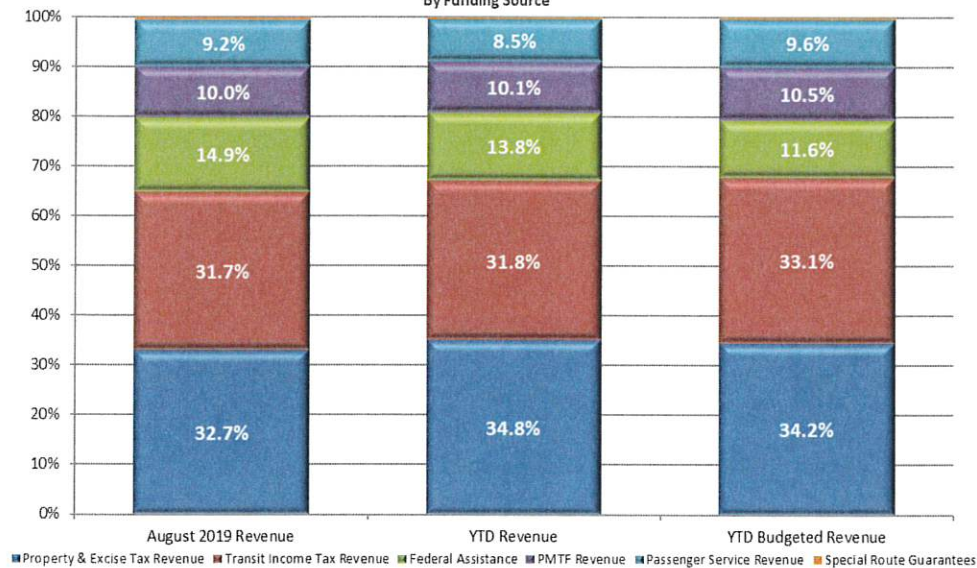
To: Chair and Board of Directors

From: Nancy Manley - Controller

## FINANCIAL UPDATE

August 2019

Revenue Comparison  
By Funding Source



### FTA Assistance

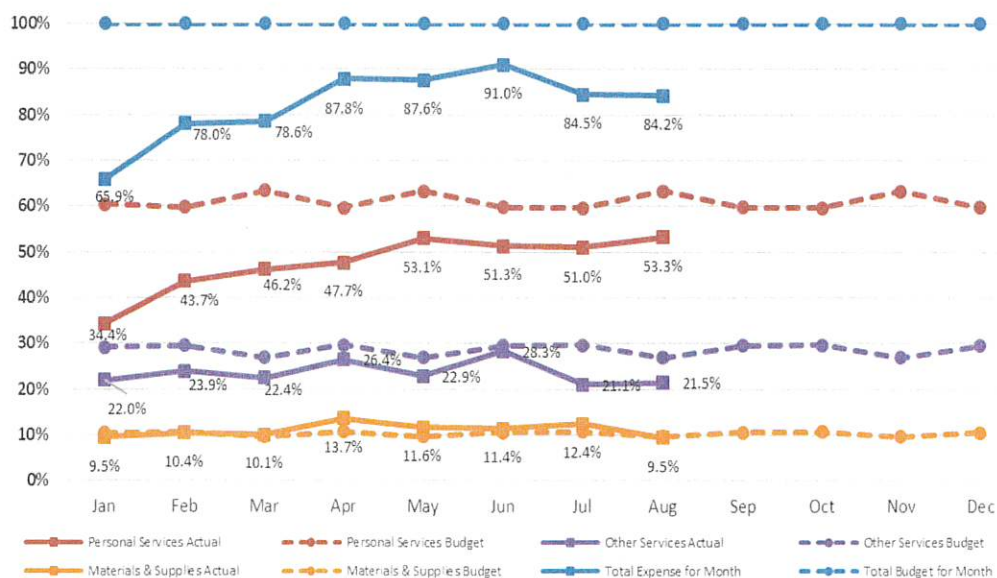
- Federal Assistance came in over budget by 35% at the end of August; 25% YTD. Preventative maintenance expenses eligible for reimbursement were higher in the month.

### Other Operating Income

- Other operating revenue was under budget by 8% due to lower revenue received for recycling.

### Passenger Service Revenue

- Passenger service revenue was exactly on target for the month which is a marked improvement over prior months. Year-to-date passenger services were under budget by 7.5%.
- *Fixed Route:*
  - Farebox revenue was exactly on target with the budget for August and under budget 8% YTD.
  - Ticket and pass sales were under budget 13% for August and YTD. Bulk sales are not made on a monthly basis therefore, the revenue for this group will vary by month.





**Personal Services**

- Overall, personal services came in 19% under budget in August and 23% under YTD. IPTC continues to benefit from changing to a partially self-insured benefit plan which has resulted in a lower burn rate of the fringe benefit budget which was 25% under budget for the month and 34% under budget YTD.
- Overtime was over budget in August 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 16% under budget for the month and approximately 19% YTD.

**Other services and Charges**

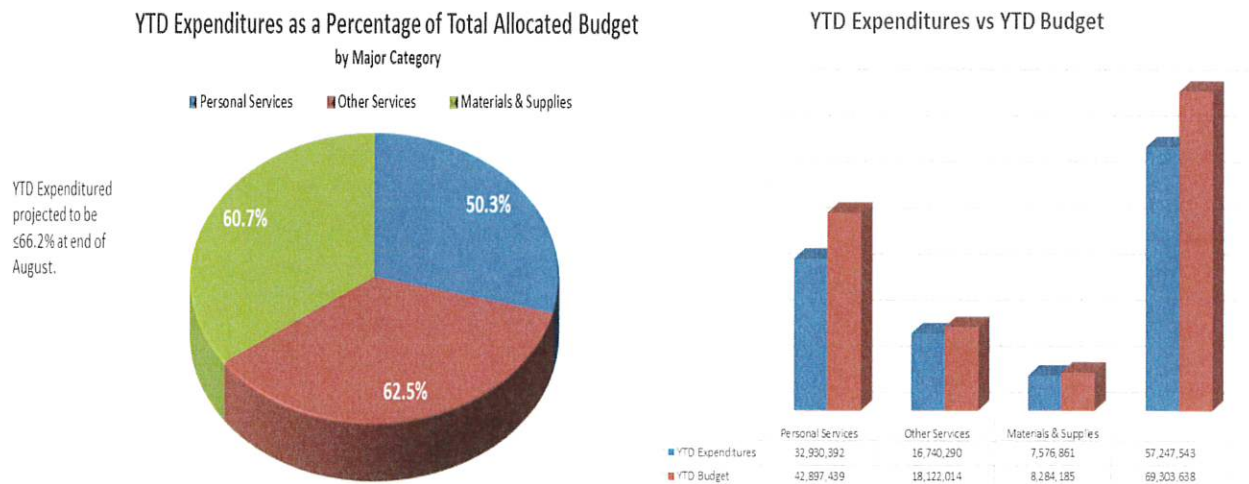
- Collectively, this category was under budget by 12% for the month and 8% year-to-date. Purchased transportation was under budget by approximately 5% and 1.5% under year-to-date. All other line item expenses in this category were at or below projections.

**Materials and Supplies**

- Materials and supplies category came in just under projections in August. Fuel, Other Materials and Supplies continue to be under budget monthly and year-to-date. Tubes & tires were under budget for the month but over year-to-date at 9%. IPTC has been making installment payments to the previous tire vendor to close out that contract.

**Total Expenses**

- In summary, total expenses came in at 16% under budget projection in August and 17% year-to-date.



Nancy E. Manley  
Vice President/CFO/Controller



9/16/2019 12:45 PM  
Period Selected: 8

## Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - Operations  
For the Eight Months Ending Saturday, August 31, 2019

Current Month

YTD

### Operating Revenue

	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %
Federal Assistance	1,356,553	1,007,675	348,878	35%	10,037,785	8,061,393	1,976,392	24.5%
Other Operating Income	64,391	69,636	(5,245)	-7.5%	497,750	557,092	(59,342)	-10.7%
Passenger Service Revenue	839,604	833,334	6,270	0.8%	6,162,307	6,666,664	(504,357)	-7.6%
Public Mass Transportation Fund	913,050	913,050	0	0.0%	7,304,400	7,304,404	(4)	
Local Property & Excise Tax Revenue	2,980,669	2,980,669	0	0.0%	25,258,132	23,845,355	1,412,777	5.9%
Local Transit Income Tax Revenue	2,883,178	2,883,178	0	0.0%	23,065,424	23,065,424	0	0.0%
Service Reimbursement Program	69,374	33,352	36,022	108.0%	306,992	266,824	40,168	15.1%
<b>Total Operating Revenues</b>	<b>9,106,819</b>	<b>8,720,894</b>	<b>385,925</b>	<b>4.4%</b>	<b>72,632,790</b>	<b>69,767,156</b>	<b>2,865,634</b>	<b>4.1%</b>

### Operating Expenses

#### Personal Services

Fringe Benefits	1,319,505	1,749,539	430,034	24.6%	8,100,880	12,218,056	4,117,176	33.7%
Overtime	437,346	246,220	(191,126)	-77.6%	2,514,077	1,969,720	(544,357)	-27.6%
Salary	3,349,258	4,283,733	934,475	21.8%	22,315,435	28,709,663	6,394,228	22.3%
<b>Total Wages and Benefits</b>	<b>5,106,108</b>	<b>6,279,492</b>	<b>1,173,384</b>	<b>18.7%</b>	<b>32,930,392</b>	<b>42,897,439</b>	<b>9,967,047</b>	<b>23.2%</b>

#### Other Services & Charges

Claims	179,641	229,209	49,568	21.6%	1,518,756	1,833,664	314,909	17.2%
Miscellaneous Expenses	67,691	87,314	19,623	22.5%	416,294	698,488	282,194	40.4%
Purchased Transportation	904,822	954,113	49,291	5.2%	7,516,601	7,632,905	116,304	1.5%
Services	825,530	873,804	48,274	5.5%	6,706,714	6,990,293	283,579	4.1%
Utilities	81,114	120,834	39,720	32.9%	581,926	966,664	384,738	39.8%
<b>Total Other Services &amp; Charges</b>	<b>2,058,799</b>	<b>2,265,274</b>	<b>206,475</b>	<b>9.1%</b>	<b>16,740,290</b>	<b>18,122,014</b>	<b>1,381,724</b>	<b>7.6%</b>

#### Materials & Supplies

Fuel & Lubricants	380,006	455,337	75,331	16.5%	2,881,478	3,642,652	761,174	20.9%
Maintenance Materials	435,444	433,777	(1,667)	-0.4%	3,520,997	3,470,182	(50,815)	-1.5%
Other Materials & Supplies	73,959	92,258	18,299	19.8%	703,000	738,019	35,019	4.7%
Tires & Tubes	16,604	54,167	37,563	69.3%	471,387	433,332	(38,055)	-8.8%
<b>Total Materials &amp; Supplies</b>	<b>906,014</b>	<b>1,035,539</b>	<b>129,525</b>	<b>12.5%</b>	<b>7,576,861</b>	<b>8,284,185</b>	<b>707,324</b>	<b>8.5%</b>

#### Total Operating Expenses

<b>Total Operating Expenses</b>	<b>8,070,920</b>	<b>9,580,305</b>	<b>1,509,385</b>	<b>15.8%</b>	<b>57,247,543</b>	<b>69,303,638</b>	<b>12,056,095</b>	<b>17.4%</b>
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#### OPERATING INCOME/(LOSS)

<b>OPERATING INCOME/(LOSS)</b>	<b>1,035,898</b>	<b>(859,411)</b>	<b>(1,895,309)</b>		<b>15,385,247</b>	<b>463,518</b>	<b>(9,190,461)</b>	
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GAIN/LOSS ON ASSET DISPOSAL

556,355

<b>NET INCOME/(LOSS)</b>	<b>1,035,898</b>	<b>(859,411)</b>	<b>(1,895,309)</b>		<b>14,828,892</b>	<b>463,518</b>	<b>(8,634,106)</b>	
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INFORMATION ITEM I – 2  
9/26/19

To: Chair and Board of Directors  
From: Justin Stuehrenberg

## **RED LINE UPDATE**



INFORMATION ITEM I – 3  
9/26/19

To: Chair and Board of Directors  
From: Bryan Luellen

## **INFORMATION ON FARE INSPECTION POLICY**

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 AUGUST 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

### **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

Vanessa Rivera, External Communications Coordinator

Allison Potteiger, Organizational Communications Manager

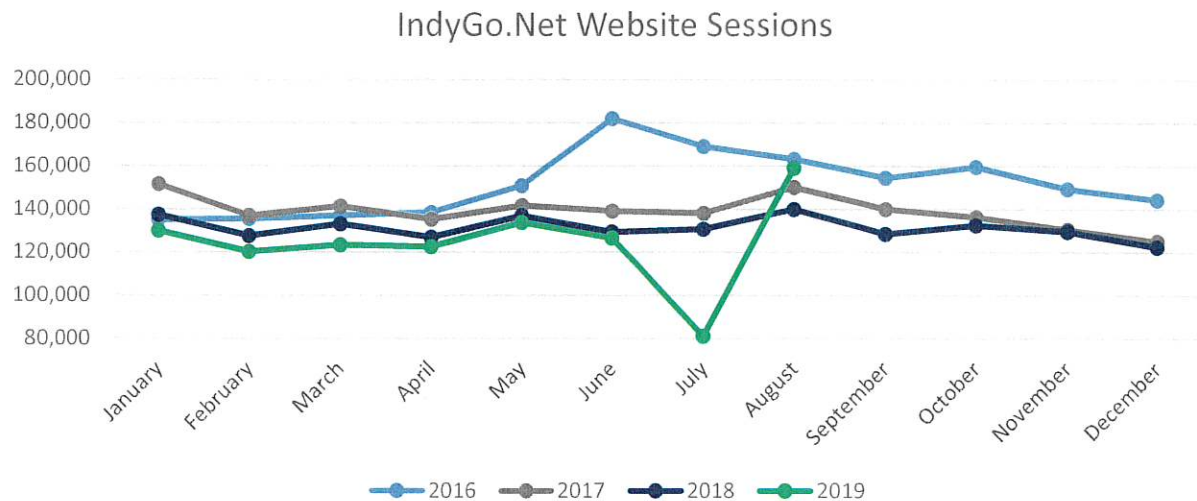
Cheryl McElroy, Internal Communications Specialist

Jordan Patterson, Community Outreach Coordinator

Brandon Evans, Digital Strategy and Community Engagement

**INDYGO.NET WEBSITE STATISTICS:**  
(8/1/19 – 8/31/19)

Page Views	405,385
Bounce Rate	50.04%
New Users	59,509
Returning Users	25,345
Total Sessions	159,033
Total Monthly Sessions Comparison to Previous Year	113.62%



Date	Mobile	Desktop	Tablet
Aug-19	62.37%	33.75%	3.88%
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%

## IndyGo working to address charging issue for Red Line buses

Posted: 12:00 PM, Aug 29, 2019 Updated: 12:24 PM, Aug 29, 2019



By: Rafael Sanchez

### IndyGo finalizing test runs prior to start of Red Line service

Practice runs along the entire 13-mile route started Aug. 25 as the transit agency prepares to open the BRT route served by all electric buses.

MISCHA WANKE-LIBMAN AUGUST 26, 2019



**Hiring Hoosiers:**  
Connecting Hoosiers to better jobs, opportunities and training



IndyGo is running test routes along the entire Red Line BRT system in preparation for its opening on Sept. 1.

this year, RTV6 exposed that the brand new new Red Line were falling short of

es uncovered internal reports showing the ild Your Dreams weren't getting anywhere that is required for the route.

red by Call 6, the buses only averaged just hat's required — and that put the Red Line's minutes in jeopardy.



CityLab Andrew Small · USA · Aug 21 · 2:30 pm

### CityLab Daily: A Bid for a Better Bus System

, voters approved a tax to fund a service boost for local transit operator **IndyGo**. With electric buses, dedicated lanes, new stations, and a



### The Red Line is almost ready, this is what it is like to ride it



The Red Line will open Sept. 1. (WTHR)

**AUGUST NEWS RECAP:**

<i>Headline</i>	<i>Reach</i>
IPS Hosts Third Annual Back-to-School Festival	4901
IndyGo Introduces New MyKey Fare System for Veterans	4901
IndyGo Releases Final Red Line Emergency Operations Plan	63178
What you need to know about Indy's Red Line	1283075
BYD and the Expansion of Electric Buses	1370974
IndyGo unveils Red Line public safety response plan	1355750
IndyGo updates public safety plan for Red Line	109366
Mass transit partnerships may reduce transportation costs	91625
No, you can't drive there: What you should know about Red Line lanes	1321750
IndyGo finalizes Red Line Emergency Operations Plan	36070
IndyGo Red Line opens for service Sept. 1	1283075
IndyGo Red Line opens for service September 1	1283075
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	639
2nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	55574
2nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	55574
2nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	57
2nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	6386
2nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	93012
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	38032
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	3363
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	263096
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	204248
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	2034
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	1345
2Nd Annual Awards to Honor Supply Chain Professionals Announces Nominations	43937
THIS JUST IN: Near Eastside Visioning Day will update the Quality of Life Plan	159
Red Line Getting Ready to Open Sept. 1	4901
IndyGo and IPS Team Up For Students	4901
IndyGo's Red Line is about to go live. Here's how to use it	587940
Truck drivers looking for guidance when it comes to IndyGo's Red Line	1355750
IndyGo's Red Line causing challenges for delivery truck drivers	109366
IndyGo Red Line causing issues at Broad Ripple intersection	587940
IndyGo rider with impaired vision: Red Line gives me freedom	39402
Construction is nearly done on the Red Line. New bus routes are coming soon.	1321750
2019 Indy Jazz Fest set for September	10932
Everything you need to know about IndyFringe	1321750

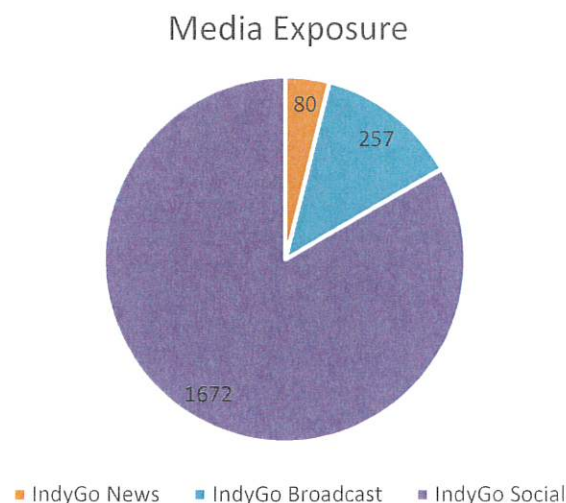


Second Annual CISCA Announce Nominees	63178
Supply Chain Award Nominees Announced	63178
IndyGo Routes Updated to Accommodate Red Line	4901
Bicyclists and Drivers Beware: New road signals in Indianapolis can be confusing	587940
Brinkman passionate about poetry as public art form	0
Volunteers receive training ahead of Red Line opening	109366
Volunteers trained in advance of Red Line opening	1355750
IndyGo goal: Make Indianapolis one of the most accessible cities in America	1321750
Volunteers to help riders navigate IndyGo's new Red Line bus route	1283075
What's with those new downtown bike lanes and traffic lights?	1283075
IndyGo still seeking Red Line volunteers	587940
It's About Time to Ride!	120
Hundreds of volunteers to help commuters navigate new Red Line bus routes	7642
A Car-Centric City Makes a Bid for a Better Bus System	1570575
CityLab Daily: A Bid for a Better Bus System	1570575
Car Free Day Indy – Sept. 20	120
Near Eastside Prepares to Re-envision Neighborhood Priorities	4901
Study sets benchmark to hold IndyGo to Red Line promises	1355750
Study will help hold IndyGo accountable for Red Line promises	109366
Hiring Hoosiers: Indy Pride Career Fair helps find inclusive employers in Central Indiana	587940
The Red Line is almost ready, this is what it is like to ride it	1283075
An inside look at the new IndyGo Red Line buses	587940
IndyGo Red Line will open Sept. 1	13542
New bike lane brings big changes to Illinois St: what drivers and cyclists should know	1321750
The Red Line launches on Sept. 1. Here's how to ride it	1321750
IndyGo finalizing test runs prior to start of Red Line service	36070
Driver passes stopped IndyGo bus, hit ambulance carrying seriously injured patient, IFD says	1321750
Ambulance involved in near north side crash	1283075
This is what it's like riding the Red Line on the dedicated bus lanes for the first time	1321750
Driver goes around stopped bus, collides with ambulance carrying patient	587940
Here's what is open, closed for Labor Day in the Indianapolis area	1321750
Take a free ride on JagLine, IUPUI's new shuttle bus system	36664
Indy's Cost Effective Transit Improvement Plan Is a Model for Low Density Cities	31437
Red Line to Officially Open September 1	4901
Confusion over medians on IndyGo's Red Line route — can you turn over them?	587940
Answers to all of your burning questions about the Red Line	1321750
1984: Bending buses come to Indianapolis	587940
FOX59 to televise Indianapolis mayoral debate on Oct. 28	1355750
Debate in race for Indianapolis mayor to be streamed on CBS4Indy	109366

Is Indy's tech ecosystem key to Indy's public transit success?	10046
IndyGo working to address charging issue for Red Line buses	587940
Red Line buses have hit two vehicles. Both were on the same tricky street.	1321750
Distracted drivers damage IndyGo's Red Line buses	587940
Red Line buses hit the road — and drivers are hitting the buses	587940

**Topics Include:** August began relatively positive with articles about the Red Line opening on Sept.1. Emergency services and IndyGo worked together to release the Emergency Operations Plan to the public, which highlighted what should be done in case of an emergency. Education for passengers with “everything you need to know” articles were also released. In mid-August, there were articles about construction wrapping up and new routes being released to the public. To help launch the Red Line, volunteers were called out and offered training to prepare them for opening week. Additional articles about the new bike lanes and traffic lights were also included mid-august. Towards the end of the month, many reporters had a preview of the Red Line and rode the Red Line corridor while drivers were in their “dress rehearsal” week. Their experience helped them understand what it was like to ride and what it would be like for new and existing passengers. Negativity sparked with IndyGo as some buses were involved in car accidents. The media showed this and the new driving patterns.

## AUGUST NEWS RECAP CONTINUED:





## SOCIAL PERFORMANCE:

### Cross Channel Summary by Channel

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



## NEWSLETTER:



### Know your Routes

Some adjustments have been made to local routes 12, 18, 19, 31, 38, and 39 when the Red Line opens for service on Sunday, September 1. For more details about each route visit our [website](#).

In addition, some bus stops placed closer than a quarter-mile will be removed to help enhance the frequency of each trip; this is known as "Bus Stop Balancing."

To help riders plan their daily commute with the upcoming September changes, we have added a new trip planning tool on the IndyGo website. This tool is known as the [September 2019 Planning Tool](#) and is different than the existing planning tool under "Plan Your Trip."

The new September 2019 [Route Schedules](#) are also now available to download. Next week, the September 2019 Route Schedules and the full IndyGo System Map printed materials will be available at The Julia M. Carson Transit Center.

### Participate in Devour Indy!



Devour Indy presented by [Faegre Baker Daniels](#) is going on now through Sunday, Sept. 1! Don't miss out on more than 100 restaurants across the Greater Indianapolis area offering three-course, value-priced menus. Search the impressive list of restaurants and menus by side of town or cuisine type. Visit [www.devourindy.com](http://www.devourindy.com) to start planning your Devour experience!

### North Split Survey



The North Split project wants to hear from you.

From now to August 31, the Indiana Department of Transportation (INDOT) is conducting an online survey to help identify potential impacts and benefits of the I-65-I-70 North Split Interchange project. That survey is available at [www.northsplit.com/survey](http://www.northsplit.com/survey).



Mark your calendars for Tuesday, September 3, for the GRAND celebration of the Red Line! After completing 15 months of construction, we are delighted to celebrate with community leaders, IndyGo representatives, Red Line contractors, and invite the public to

### Tidbits from the Global

Cycling associations across Greater Paris are working on a plan for a cycle-track network that covers the metro area. Called "RER for bikes" or "RER V"—a reference to the city's [transformative suburban rapid-transit rail system](#)—the network could make Greater Paris far more bike-accessible and galvanize a movement for suburban bike infrastructure. Most importantly, it could make longer-distance bike commuting for suburban Parisians not just feasible, but actually desirable.

### IndyGo in the News

Check out the recent news we've been sharing! We think you might find this information useful. Enjoy!

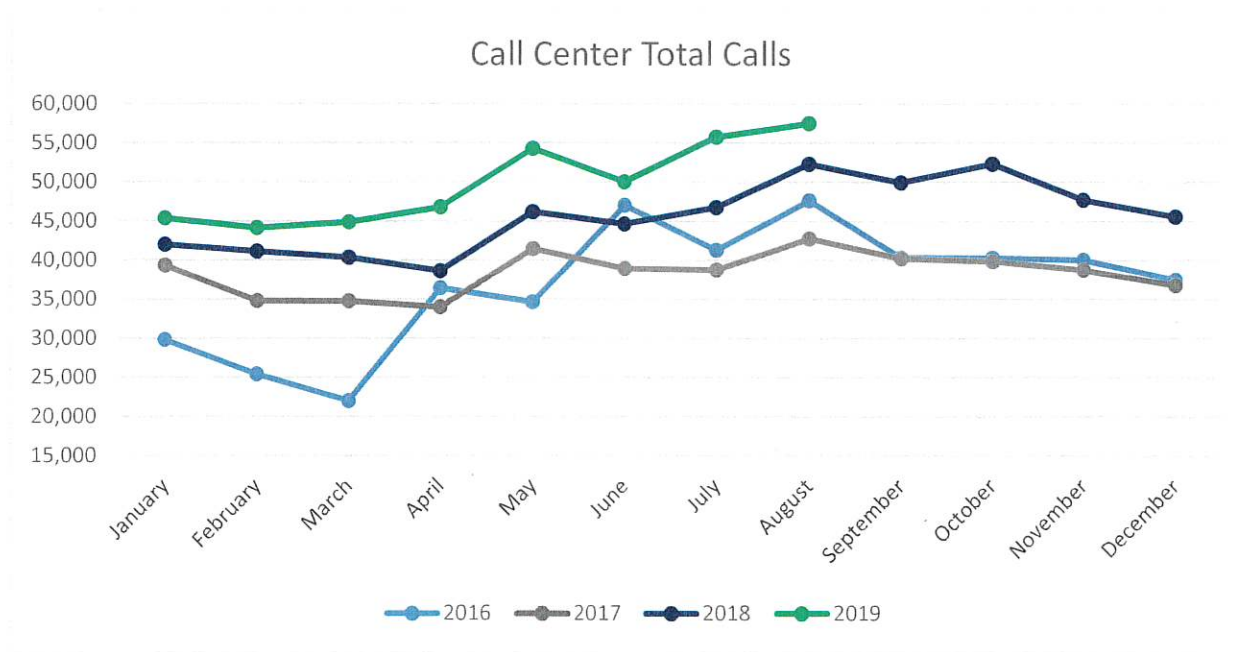
- [IndyGo's Red Line is about to go live. Here's how to use it.](#)
- [IndyGo goal: Make Indianapolis one of the most accessible cities in America](#)
- [It's About Time to Ride!](#)
- [IndyGo finalizes Red Line Emergency Operations Plan](#)

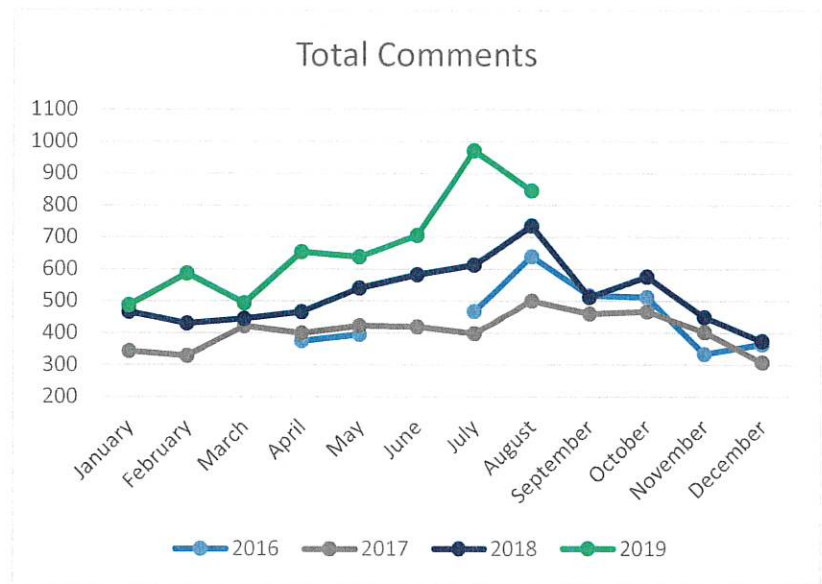
## AUGUST CALL CENTER REPORT:

57,446 total calls

4.36% calls abandoned in queue

66.18% Interactive Voice Response (IVR) calls





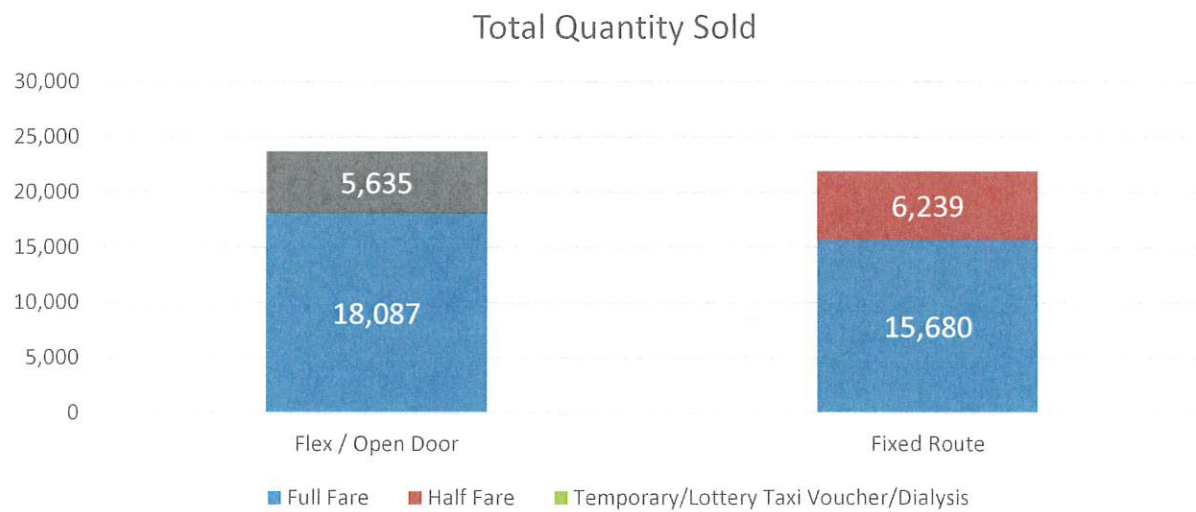
### AUGUST CUSTOMER COMMENTS: 845

Comment Category	Quantity
SCH	199
RED LINE	122
PAS	121
SAF	105
COU	83
REQ	35
COM	25
ROU	25
SUG	25
FAR	22
OTH	21
FAC MAINT	17
RUL	8
DEN	6
BSTP	5
MAR	4
2019 FARE	4

SEC	4
VEH MAINT	4
DETOUR	2
DISCRIM	2
WRO	2
BLU LIN	1
CSC	1
RTA	1
SERV CHAN	1

## AUGUST PASS SALES REPORT:

Total Quantity of Passes: 45,641





### ADDITIONAL REVENUE AND PASS INFORMATION FOR AUGUST

Retail Desk Purchases: \$151,491.30

Cash: \$54,300.15

Checks: \$19,988.95

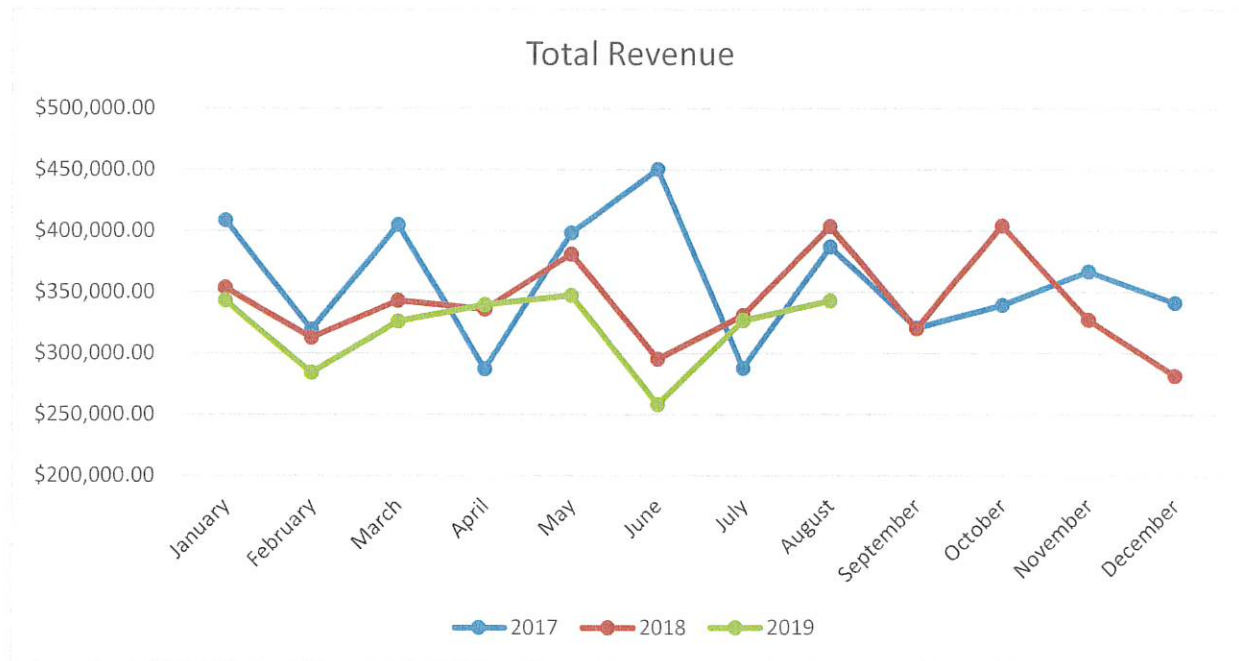
Credit Cards: \$77,202.20

Veteran IDs Sold to Date: 3386

Veteran Ridership: 46,258

PPHS Ridership: 6,460

Shortridge Ridership: 3,057



Veteran IDs Sold: 87

Arsenal Tech Ridership: 3,504

### OUTREACH SUMMARY FOR AUGUST:

Outreach in August focused on educating riders on route changes with the Red Line. IndyGo staff and Transit Ambassadors participated in onboard shifts on routes impacted by the new rapid transit line. IndyGo also hosted trainings for external volunteers, IndyGo staff, and Transit Ambassadors in preparation for Red Line launch week volunteer shifts at station platforms. IndyGo's outreach team engaged Crown Hill, Nora Commons, and Garfield Park area residents at neighborhood meetings and community events. IndyGo also had a presence at Purdue Polytechnic High School and IUPUI Internal Student orientations.

8/7/2019	Crown Hill NA National Night Out
8/7/2019	Nora Commons Senior Apartment Presentation
8/9/2019	Transit Ambassador Shift at Food and Transit
8/12/2019	Onboard Rider Education
8/15/2019	Onboard Rider Education: 17
8/18/2019	Red Line Volunteer External Training
8/19/2019	IUPUI International Student Orientation
8/19/2019	Travel Training: Wayne Township
8/20/2019	Red Line Volunteer External Training
8/21/2019	Red Line Volunteer Internal Training 1
8/21/2019	Onboard Rider Education: Route 39
8/22/2019	Red Line Volunteer Internal Training 2
8/22/2019	Onboard Rider Education: Route 19
8/22/2019	Onboard Rider Education: Route 39
8/23/2019	Indians Game with CIRT
8/23/2019	Meeting with MNA Hannah Harper
8/23/2019	Red Line Volunteer Internal Training 3
8/24/2019	Garfield Park Farmers Market
8/24/2019	IRT Meeting
8/26/2019	Transit Center Tabling
8/29/2019	Zoo Meeting
8/29/2019	Onboard Rider Education: Route 18
8/29/2019	Onboard Rider Education: Route 39
8/30/2019	Colts advertising meeting
8/30/2019	Call with MET Highschool
8/30/2019	PPHS Open House

## INTERNAL COMMUNICATIONS & STRATEGIC PLANNING FOR AUGUST:

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

**Month of September:** Two human-interest articles in the monthly employee e-newsletter, IN TRANSIT, spotlighting employees.

*IN TRANSIT article featuring employee engagement and culture.*

### **WATCH THIS!**

Pictures often tell stories that are impossible to put into words – and that’s exactly what the below videos have done with our IndyGo family.

The videos below showcase ‘A day in the life of IndyGo’ and how we all work together as a team to move our city forward. We have highlighted the people we serve as well as the impact IndyGo has on our community. Innovation, new technology, customer service, and career advancement opportunities are many of IndyGo’s proud achievements – and what better way to share than through your career stories – so watch this!

*IN TRANSIT article acknowledging employee engagement & collaboration.*

### **CELEBRATE YOUR HARD WORK TO OPEN THE RED LINE**

**FRI. SEPT 6, 11 AM – 4 PM & 8 PM – 11 PM**

This is **big**. This is **bold**. **THIS** is what we’ve been working towards - the **Red Line**!

Let’s celebrate how the Red Line will drive our city into the future all the while getting our riders to and from destinations of work, education, healthcare, dining, entertainment, and more. This Bus Rapid Transit system will provide increased frequency, reliability, comfort, and convenience - service running every 10-20 minutes. Not to mention, the roll-out of the modern, new Rapid Transit Stations, transit-only lanes, transit-signal priority at busy intersections, and pre-boarding ticketing features!

Each of us at IndyGo has contributed to this momentous happening through dedicated and focused work. Come celebrate. The Red Line has arrived!

PLANNING AND CAPITAL PROJECTS REPORT

9/26/19

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**

A new Operator Pick took effect on September 1, 2019. This new pick included the Red Line (Route 90) addition and changes to existing routes that intersect the Red Line - Routes 12, 18, 19, 31, 38, & 39. Another schedule change is underway for October due to Red Line running time issues.

### **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 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.

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 has successfully tested fare transactions, fare capping, account reloading, reduced-fare user profiles, and many other system functions, which are all working as designed. An initial order of fare cards was 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. Students from partner schools began using the MyKey fare system in September.

It is anticipated that the MyKey system will be rolled out to the public at the end of September, following the completion of internal IndyGo system testing. Initially customers will have access to the MyKey fare system using the MyKey mobile app. Additional half-fare and Veteran customers will be added to the system in October.

Red Line station fare system equipment was installed at Red Line station platforms prior to the start of Red Line service. Station fare validators (used to validate MyKeycards or the MyKey mobile app) are now fully operational. There have been additional delays in the development of the ticket vending machine software by fare system vendor Flowbird. It is now expected that ticket vending machines will not be operational until after October 1<sup>st</sup>. More information will be provided at the September board meeting.

### **Red Line Operations**

Planning and Capitol Projects supported Operations with the launch of the Red Line. The division supported Operations by developing strategies to help with headway bunching, discussing important topics with Operators at pull out and assisting in any area as needed throughout the day.

### **Ridership**

Ridership data showed a decrease of 4 percent over the previous August, and 2.3 percent higher than was expected given seasonality and the composition of service days. To date, annual ridership is 0.3 percent higher than last year's level and 2.3 percent lower than what we'd expect based on seasonality and the composition of service days.

#### Actual vs. Expected Ridership

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
2019 Actual	673,825	677,602	715,165	750,005	773,315	714,471	749,394	804,097
Act v Exp	7,486	(3,526)	(14,640)	(2,957)	27,481	(2,325)	17,270	(19,191)
Act v Exp %	1.1%	-0.5%	-2.0%	-0.4%	3.7%	-0.3%	2.4%	-2.3%

**2019 Ridership v  
Expected**

0.16%

Current Month			IndyGo	Year to Date		
Aug-18	Aug-19	% Change	Fixed Route Ridership	2018	2019	% Change
19,359	16,950	-12.4%	2 E. 34th St.	128,092	123,282	-3.8%
34,475	38,446	11.5%	3 Michigan St.	210,159	261,285	24.3%
14,877	12,438	-16.4%	4 Fort Harrison	104,072	95,784	-8.0%
19,600	18,878	-3.7%	5 E. 25th	126,160	136,568	8.2%
13,256	11,311	-14.7%	6 N. Harding	103,001	90,447	-12.2%
140,252	137,243	-2.1%	8 Washington St.	991,800	1,059,143	6.8%
101,216	99,441	-1.8%	10 10th St.	722,458	705,380	-2.4%
2,131	3,703	73.8%	11 E. 16th St.	27,491	27,692	0.7%
4,866	5,002	2.8%	12 Minnesota	35,846	33,860	-5.5%
3,427	3,629	5.9%	13 Raymond	26,049	24,923	-4.3%
10,470	9,352	-10.7%	14 Prospect	72,068	71,603	-0.6%
19,065	18,861	-1.1%	15 Riverside	135,397	131,538	-2.9%
12,031	11,504	-4.4%	16 Beech Grove	86,453	85,952	-0.6%
25,566	20,128	-21.3%	17 College	171,349	155,197	-9.4%
12,219	12,147	-0.6%	18 Nora	89,676	85,775	-4.4%
39,058	36,956	-5.4%	19 Castleton	276,565	272,709	-1.4%
15,546	13,081	-15.9%	21 East 21st St.	111,504	102,233	-8.3%
11,535	9,903	-14.1%	22 Shelby	78,288	72,459	-7.4%
11,424	11,503	0.7%	24 Mars Hill	85,115	83,570	-1.8%
15,618	13,931	-10.8%	25 W. 16th St.	112,203	99,840	-11.0%
15,149	15,283	0.9%	26 Keystone	105,886	108,333	2.3%
14,989	14,323	-4.4%	28 St. Vincent	104,751	104,342	-0.4%
8,368	9,511	13.7%	30 30th St.	58,123	62,558	7.6%
26,255	27,020	2.9%	31 Greenwood	182,781	195,858	7.2%
29,644	30,278	2.1%	34 Michigan Rd.	199,809	213,916	7.1%
40,727	39,904	-2.0%	37 Park 100	290,793	286,234	-1.6%
31,723	29,494	-7.0%	38 Lafayette Square	228,629	211,405	-7.5%
113,960	105,982	-7.0%	39 E. 38th St.	773,305	761,848	-1.5%
5,613	4,615	-17.8%	55 English	29,925	31,029	3.7%
11,104	10,247	-7.7%	86 86th Street Crosstown	76,686	70,390	-8.2%
13,504	12,016	-11.0%	87 Eastside Circulator	93,843	91,291	-2.7%
142	1,017		Others	3,342	1,524	
837,169	804,097	-4.0%	Total	5,841,619	5,857,968	0.3%

Aug-18	Aug-19	% Change	Flexible and Contracted Services	2018	2019	% Change
34,795	36,045	3.6%	Open Door Riders on Fixed Route	230,010	233,638	1.6%
26,724	23,807	-10.9%	Open Door	204,187	188,010	-7.9%
1,095	4,981	354.9%	Open Door Taxi Vouchers	6,976	28,678	311.1%
12,915	7,694	-40.4%	31 Day S-Pass	118,817	79,028	-33.5%

## **STRATEGIC PLANNING**

As with most other groups in planning and capital projects, the strategic planning team was contributing to the successful opening of the Red Line Bus Rapid Transit project throughout the late weeks of August and the early weeks of September. Other projects, while advanced throughout this time period, were subordinated to supporting the IndyGo team in opening the Red Line. For example, the strategic planning team has developed a clear and concise set of internal policy statements and procedures for fare inspection and enforcement and will continue to assist Legal Services and Safety and Security with further development of the full suite of policies and standard operating procedures regarding revenue protection.

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, transit-oriented development planning & zoning, environmental planning related to the Blue Line, joint development activities associated with the Blue Line, advancing shared use mobility efforts, the paratransit operational analysis, supporting Avail implementation, 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. An updated application for the Small Starts program (required annually until grant execution) was filed on August 23, 2019.

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

**Julia M. Carson Transit Center/Pearl Street Signal:** Shrewsberry has achieved the 30-percent design threshold for the Pearl Street Signal modifications. The designs were commented on by both IndyGo and DPW and returned to Shrewsberry. 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:** The strategic planning team continues to work 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 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. Further the team is assisting in developing a framework for Sponsored Rides programs.

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 that effort. The “propose” phase of this effort will have concluded by the time of this month’s board meeting. From the applications proffered (currently 66), a review committee will select 12 respondents for technical assistance to further develop their proposals. 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.

IndyGo, the John Boner Neighborhood Center, and Englewood Community Development Corporation are hosting a site visit with the Shared Use Mobility Center in early October to develop a framework for planning and design 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. While no official timeline regarding announcements from FTA has been made public, IndyGo tentatively anticipates an announcement from FTA with regard to this program in October.



**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/DMD. This effort will result in legally enforceable land use and development standards near Blue Line stations to better accommodate transit-oriented and transit-supportive developments. IndyGo continues to work alongside DMD and the MPO to develop this project and move it forward.

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' TOD implementation strategy and the City of Indianapolis' participation in the Bloomberg Philanthropies, American Cities Climate Challenge.

The consultant team has made two trips to Indianapolis thus far, having met with the IndyGo/City/MPO team and related stakeholders. The consultant team has worked to develop an appreciation for existing conditions—both within the corridor and as it relates to the current zoning ordinance—to deepen the project team's understanding of the issues and opportunities in implementing transit-oriented development. The week of the board meeting, the consultant team will be back in town to present initial findings on the economics of land use decisions around the Blue Line corridor to help frame potential policy options.

#### **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. The team has gathered necessary data and information to start completing much of the paperwork related to the update; we anticipate more dialogue with the board later in the year, as we evaluate and require feedback on our Title VI policies.

Separately, within the past month, the team completed 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; the second draft deliverable was received in late August. In August, the IndyGo project team 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. This group will have met for the first time by the board meeting.
- **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. The strategic planning team continues to work with the Public Affairs team in developing a survey instrument to gather information from current and prospective partners; this information will assist IndyGo in developing recommendations for a sponsored rides program. In the first several weeks of September, Indygo executed the agency's first sponsored rides pilot program agreement; successfully migrating the agency's long-held partners at Indianapolis Metropolitan High School from paper, period passes to the MyKey Fare Media system.

- **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 Counters (APCs). Upon certification, IndyGo could use APC data as its official ridership count; 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. Certification may also allow automation of passenger-miles traveled reporting. This effort is ongoing; however, it is reliant upon the successful implementation of the CAD/AVL system.
- **Grant Applications:**

*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 soon.

*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 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.

A request for information (RFI) was released to gauge interest in the vehicle assist and automation portion of the grant program. Three interested parties have responded and IndyGo staff are evaluating those responses. Staff anticipate releasing an RFI for the camera monitoring system in the next couple months.

Integrated Mobility Innovation: See above under Shared Use Mobility

Indianapolis MPO SFY 2025 Call for Projects: The Indianapolis MPO released its call for projects package for SFY 2025 federal funding on September 12<sup>th</sup>. Project applications are due to the MPO no later than November 27<sup>th</sup>. IndyGo staff will meet to discuss potential projects to submit for federal funding in early October.

- **Regional Initiatives/Discussions:**

Section 5307/5311: 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. The board will consider the purchase of these vehicles tonight.

Suburban Transit Planning: IndyGo participated in the consultant selection for the suburban transit planning activities; this process resulted in HNTB being selected for this project. 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). The study is anticipated to kick off in October, with planning finished by February.

## **ENGINEERING & CONSTRUCTION**

### **Red Line**

The Red Line project is nearly complete and is open for service. Contractors are finishing punch list items now. All work should be complete by the end of 2019.

### **Purple Line**

WSP resubmitted the 60% design on March 1<sup>st</sup>, 2019. A risk workshop was held by FTA and the 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.

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.

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

Phase IV- Demolition is completed. There have been a few changes to the phase, which will impact the project 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. We are currently working on the pricing for this phase and timing.

Activity	Start	Completion
Phase IV Construction	8/1/2019	10/18/2019
Phase IV Furniture Installation	10/21/2019	10/25/2019
Phase IV Staff Move-In	10/28/2019	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/November 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 is working on approvals for system purchases.
- **Training & Contingency Facility** – The design was completed with a few changes being completed, and documents are being prepared for advertisement. The Equity Analysis and the purchase of the property are being completed; the project won't go out for procurement until both are done. 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 space for maintenance training as well and operate as a contingency site for the agency. The current schedule for advertising the project is October 2019, with construction starting in Fall 2019, if there are further delays this project would get pushed to 1<sup>st</sup> Quarter 2020 when weather is more conducive to outdoor construction.
- **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

To: Chair and Board of Directors

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

## **CONSIDERATION OF OPERATIONS DIVISION REPORT FOR AUGUST 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 – AUGUST 2019

### TRANSPORTATION SERVICES

#### Employee Recognition:

August Employee of the Month: Clywone Boutte

#### Commendations:

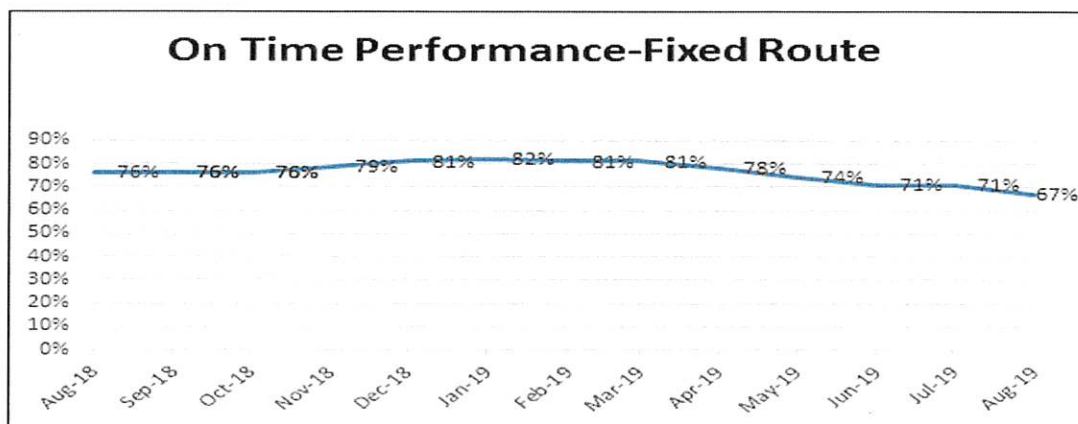
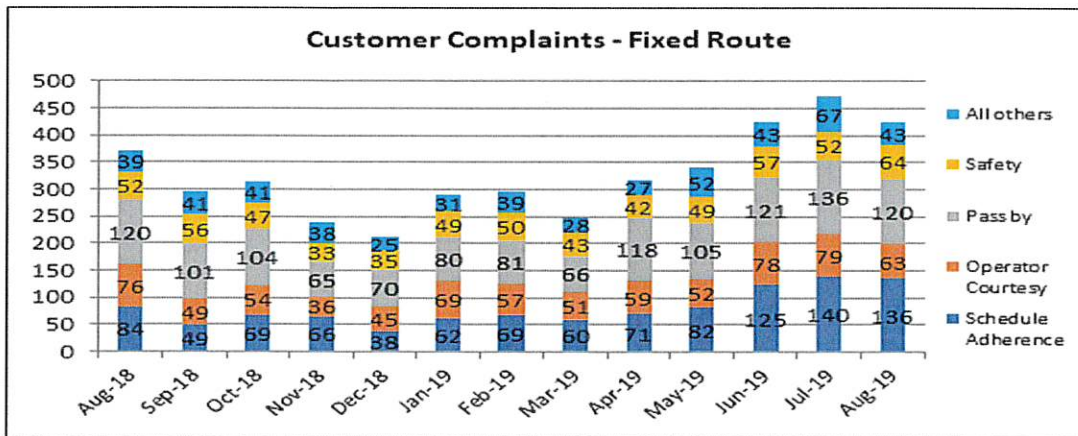
The following Transportation employees were recognized for their extraordinary customer service during the month of August:

Harry Fox, Ardis Griffin, Toccarra Isabell, Calvin Jackson, Thomas Jacobs, Joyce Ledell, Derren Luster, Loc Nguyen, Dawn Rochon, Shanez Savage, Leo Scott, Arthurine Thompkins and Melvin Wright

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 August is Jerome Norris.

#### 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 Affair's team on the service reliability workgroup. This group will monitor and help address service reliability (e.g. on time performance) issues.

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 requests.

**VEHICLE MAINTENANCE & REPAIR**

We are starting our yearly heat checks on the entire fleet to ensure a comfortable environment for our ridership and professional coach operators during the colder winter months. The heat check will consist of checking all key components such as: Pro-heat, water pumps, thermostats, antifreeze, belts and hoses and replacing any needed items. This will help maintain heat in the coaches and decrease the possibility of heating issues during the cold seasonal months.

Additionally, we have new tablets coming in soon for the maintenance technicians. These will be utilized for on-board computer diagnostics of our bus fleet.

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



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. The minor road calls for August were 50% less than July resulting in a larger mean distance.

### 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	9516				
ALL	4,312	5,182	6,937	6,382	6,617	8807	11031	29280				
	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 162 buses detailed in August. The goal is to detail every bus at least once per month. Total buses serviced (fluids topped off and washed) for the month of August was 4447.

The Storeroom received 395 PO's in August. They inventoried 42 Bin Locations and processed 1538 work order requisitions.

We have logged 5,635,275 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2019	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738					5,635,275
2018	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567					5,732,263
2017	605,993	574,706	655,652	626,211	647,575	674,175	671,980	721,481					5,177,773



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	47					761
COOLANT	2,182	2,123	2,288	1,870	1,956	2,147	2,136	1,564					16,266
DEF	45	7	36	33	1,575	2,301	2,890	2,765					9,652
DIESEL	148,665	140,902	151,196	149,591	156,490	156,832	167,442	168,547					1,239,665
ENGINE OIL	793	665	674	466	376	500	422	585					4,481
UNLEADED	1,889	1,697	1,731	2,247	1,765	1,788	1,973	2,292					15,382

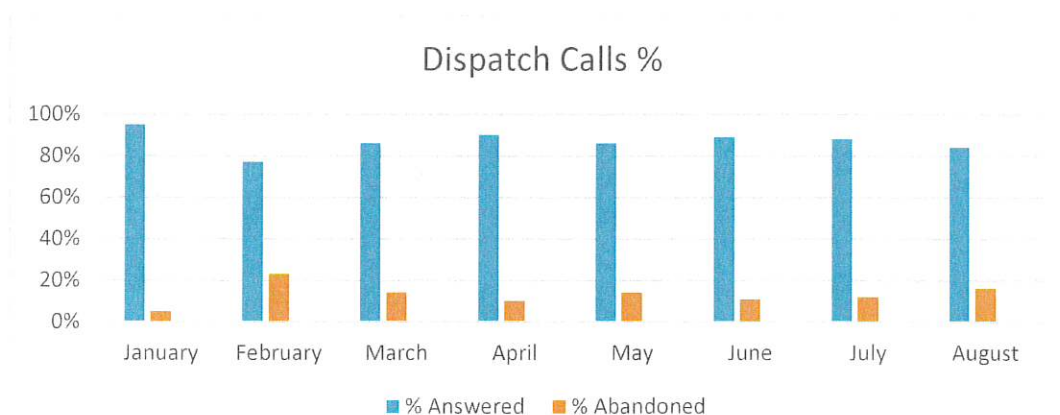
The motor pool supported 19 staff requests for equipment needs in the month of August.

**FLEXIBLE & CONTRACTED SERVICES**

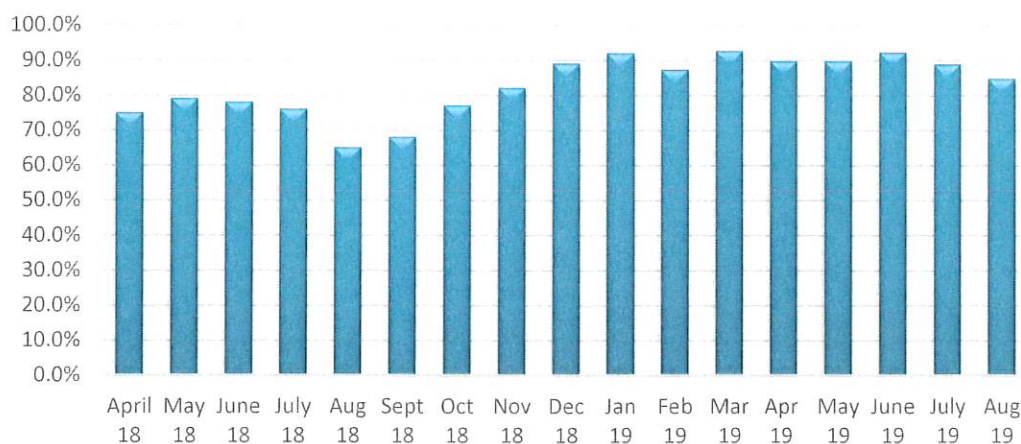
Transdev Services concluded the month of August with an average on time performance (OTP) of 85% representing a 3% decrease over the previous month, however it is a 31% increase over the previous year. IPTC conducts daily monitoring of contractor performance through daily debriefs in which the previous days service is assessed, and discussion are held regarding the outlook for the current days service. IPTC staff also collaborates with Transdev leadership to continually monitor on time performance as well as mitigate any immediate and future impacts to service.

Service Delivery Data:

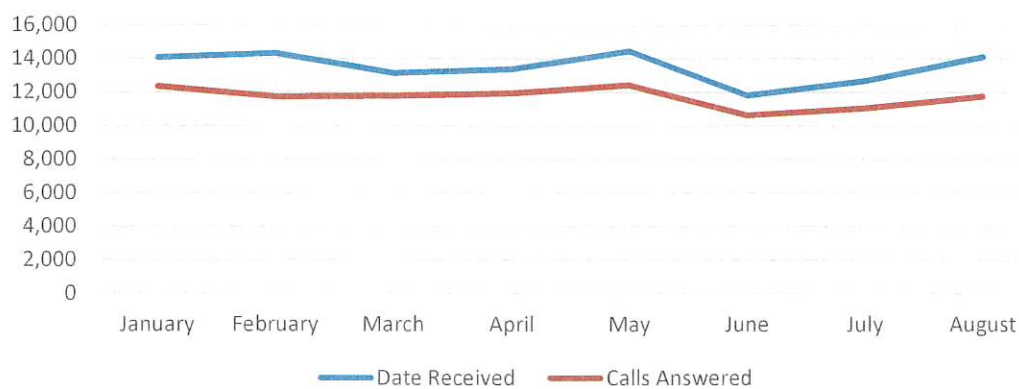
Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. As reflected in the charts below, the customer service center (reservations) had an increase in calls received and dispatch a decrease in calls received.



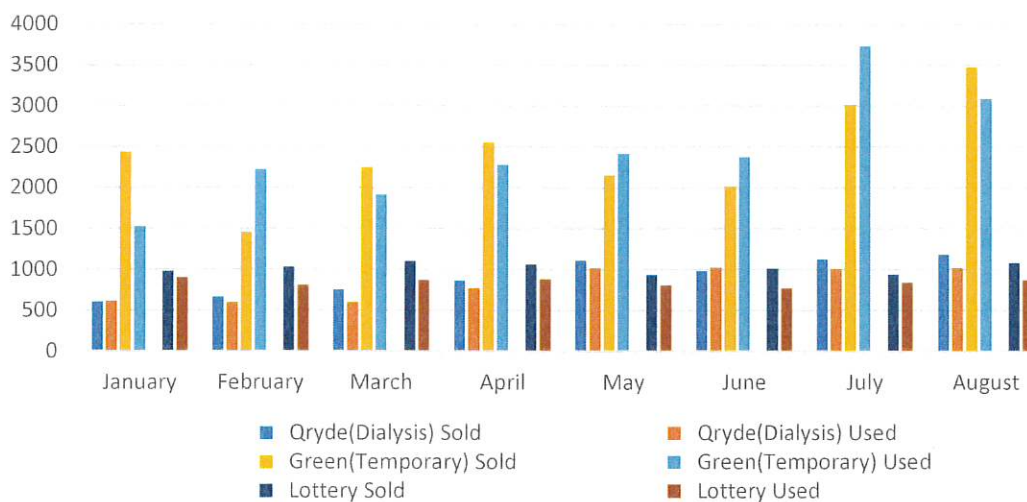
### On Time Performance



### Customer Service Reservation Calls



### Voucher Sales & Redemption



## **FACILITIES**

Contractor R.L. Turner continued their work on the office renovations project; we are now working on Phase 4 - the administration area. All occupants including the CEO were relocated to either the recently remodeled offices from Phase 3 or the cube farm offices. R.L. Turner started the demolition of the area by removing ceiling panels and grids, the carpeting, and old unused wiring and conduits; they will construct new walls as part of the renovation. Their work will continue through September and into October.

During the month of August at the Julia M. Carson Transit Center there was a high volume of traffic. The customer count remains high, with around 9,000 customers per day and we expect to see this number trend upwards. A contributing factor to the growing number of riders, is the partnership with IPS, providing the students with bus passes to travel to and from school. We have increased the presence of our security to address the increased volume of people at the center.

Phase 2 of the paver and paver bed demolition and replacement continued during the month of August. The south island has the first six (6) bus bays completed starting at Alabama Street and heading west toward Delaware Street. We have six (6) more bus bays where the paver beds and pavers need to be replaced. Due to elevation issues there were unexpected delays that will push the project out to October. Bus Bay L was completed at the end of August and designated for the Red Line coaches.

The Solar Panel System on the roof of our main building is still charging to capacity on sunny days producing enough power to charge all 21 ZEPS buses with the extra amounts of solar energy being absorbed into the buildings electrical system.

During the month of August, we recycled 2,763 pounds of paper and plastic products from the office areas the equates to just over 1.39 tons of paper and plastic were kept out of landfills. We will continue to use best practices in recycling as part of our growing Environmental Management Program.

During the month of August, we were extremely busy with bus stop signs installation and removal as part of the final prep work for the Red Line. In addition to installing Red Line bus stop amenities, we installed or removed the following:

Removed 311 Bus Stop Signs

Installed 351 new Bus Stop Signs

Removed 2 Benches

Installed 9 Simme Seats

Removed 7 Small Shelters

Removed 1 – Large 60ft. Shelter

Removed 12 Tash Cans

Installed 8 Shelter Glass Panels due to vandalism

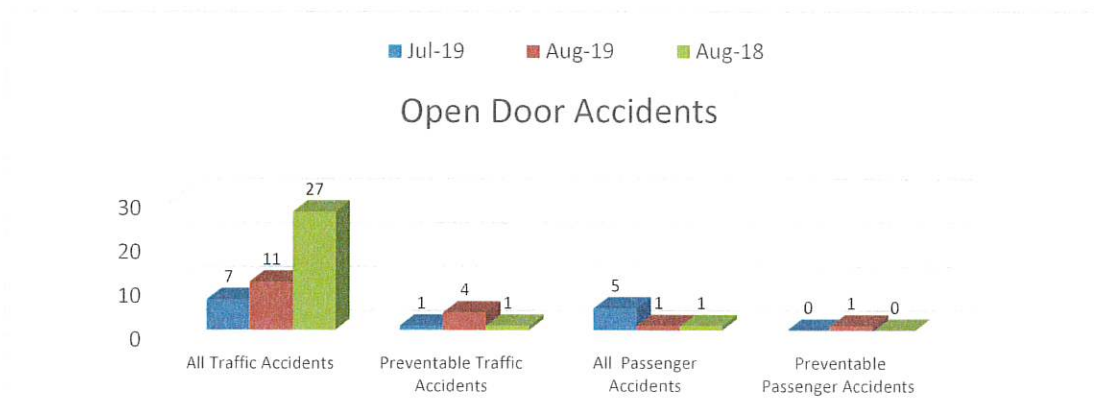
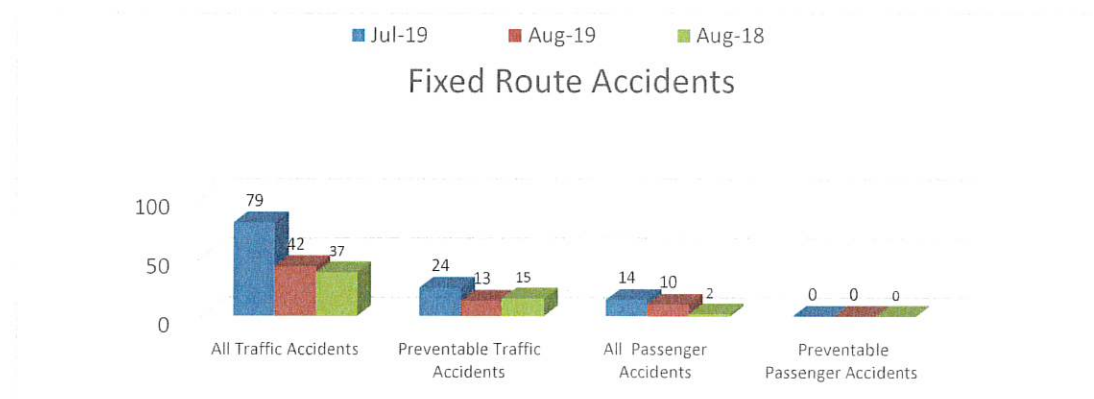
## RISK & SAFETY /SECURITY/TRAINING

### Risk & Safety:

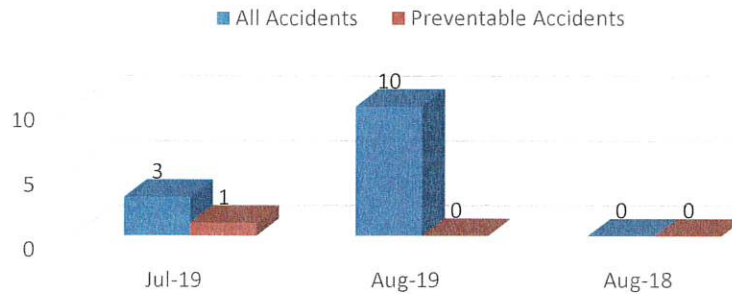
On August 2nd, the IndyGo Accident Review Board (ARB) reviewed five (5) accidents for the rating of preventable. The board is comprised of two (2) union members, two (2) management members and an independent outside judge. Three (3) of the five (5) accidents were upheld as preventable accidents and two (2) were over turned. Staff continues to work with union leadership to resolve these disagreements and enhance IndyGo's safety culture.

On August 23rd, the Risk Department held a pre-bid meeting for RFP-19-08-330 – Insurance Broker Pre-Proposal invitation. This solicitation is to select a firm that will help consult IndyGo on its risk and needs associated with line items of insurance coverage. This procurement will go to the board at the October meeting.

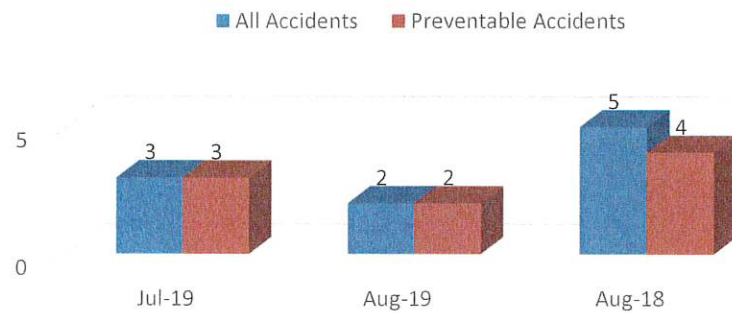
The Risk and Safety department was asked to help evaluate IndyGo's potential risks of the Red Line and formulate a matrix to classify identified concerns and look for a contingency plan for each of them. There was a total of 19 conditions identified that all departments were assigned to address. Risk worked with the owners of those processes to communicate out the back up plans before pre-opening. Many of these items were field tested on the pre-opening week.



### Training Accidents



### Garage Accidents



### Safe Drivers:

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

James Boone	18 Years	Lea Soumana	1 Year
Joe Monaghan	14 Years	Zegeye Shebeshi	1 Year
Albert Weathers	12 Years	Shacara Shaw	1 Year
Dilexi Rosario	11 Years	Allen Ridgeway	1 Year
Alvin Knox	10 Years	Brittany Phillips	1 Year
Lakisha Carpenter	10 Years	Ronald McCowan	1 Year
Bevelyn Robinson	9 Years	Erick Mays	1 Year
Rose Anderson	6 Years	Samuel Keller	1 Year
Garry Staggs	5 Years	Ardis Griffin	1 Year
Lakeita Smith	5 Years	Antwyn Ealy	1 Year
William England	5 Years	James Carter	1 Year
Lauren Thomas	4 Years	Keary Bradford	1 Year
Estella Williams	3 Years	Olu Benson	1 Year
Mohammad Alem	2 Years	Sharon Benford	1 Year
Angela Williams	1 Year	Sandra Barlett	1 Year
Arthur Spain	1 Year	Christina Freeman	1 Year



Security & Training:

- IndyGo Class #19-05 began training on May 28, 2019. There were 17 students that started in that class and 12 that completed all portions of the training program. This class graduated on August 16<sup>th</sup> and will transfer to Operations on August 18, 2019
- IndyGo Class #19-06 had 22 start the program and 17 remain in the current class. They are in the subbing phase of the training program. Staff expects this class to graduate on September 20, 2019 and transfer to Operations on September 22, 2019.
- IndyGo Class #19-07 currently has 31 students and they are working on the route familiarization portion of the training program. Staff is expecting this class to be ready to graduate in mid-October.
- IndyGo Class #19-08 started on August 5, 2019, with 18 trainee “A” students that started working on their CDL pre-trip skills, driving skills, and on-road driving. This is to prepare them for the state CDL test to obtain their CDL license. On August 12, 2019, there were two more students that started, that already had there CDL, which brought the class total up to 20 students. They have completed the classroom portion of the training and have started on the route familiarization portion of the training.
- 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 130 and there is a 98% success rate for passing the state testing
  - Of the 130 students that took the test, 91 passed on the first attempt, 32 passed on the second attempt and 5 passed on the third attempt
- Training staff has completed the training and certification for the Red Line Project. They started the training process for docking and driver proficiency on August 1<sup>st</sup>. This training included docking at the center and curb side stations. They learned how to use the bus signals and bus only lanes. Staff trained approximately 165 operators that started their practice runs on August 25, 2019.
- Director of Security and Training, Mark Emmons, along with other members of IndyGo staff met with the Indianapolis Public Schools to discuss security on IndyGo buses with school now in session. There was an informative discussion on the guidelines that IndyGo follows when there is any type of security event on the bus or at a bus stop. This group will continue to meet as needed as the school year progresses.

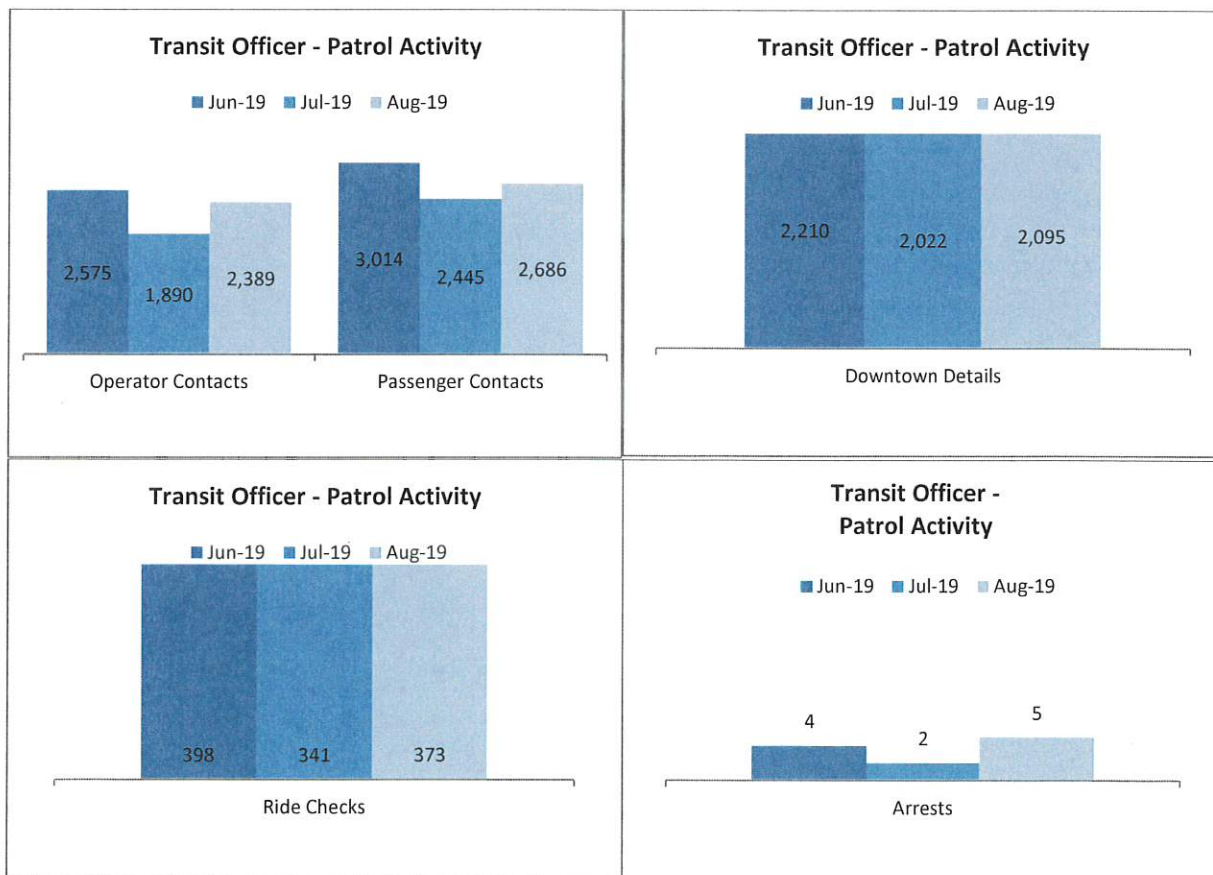


- Mark Emmons attended a meeting, along with other members of IndyGo, with the staff from the Indianapolis Metropolitan High School or Indy Met. This meeting was to discuss security issues that may happen during the upcoming school year and ways together we can help mediate those issues this year. This 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, participated in a Life Safety Inspection with the Indianapolis Fire Department's (IFD) City Fire Marshall's Office. This was a yearly audit that takes place looking for any deficiencies or code violations. The inspection took about 2 hours and there were just a few areas that need corrected. On or before October 14<sup>th</sup>, IndyGo has to address the issues and IFD will be conducting a second walkthrough to see if the issues have been addressed.

The following training sessions were conducted in August:

Staff performed the following trainings:

- Six (6) requests for training to aid in acquiring CDL permits
- Six (6) operators for preventable accident retraining
- One (1) operator for customer service training



To: Chair and Board of Directors

From: Jeffrey M. Brown, Interim Vice President of Human Resources

**CONSIDERATION OF HUMAN RESOURCES AUGUST 2019**

**ISSUE:**

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

**RECOMMENDATION:**

Receive Human Resources report.

Jeffrey M. Brown  
Interim Vice President of Human Resources

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

## Changes to Human Resources

Without question, this is an exciting time for IndyGo as it is undergoing unprecedented service expansion. The success of service expansion, however, rests with IndyGo's employees. Indeed, IndyGo is very fortunate to have incredible employees who are dedicated to fulfill its mission and vision to provide public transportation services to the Indianapolis - Marion County community. Numerous employees have expressed to HR how much they love their job and enjoy working with the Indianapolis-Marion County community, and how excited they are to help fulfill IndyGo's commitment to the community to expand service. HR will further that commitment. To do so, however, HR is undertaking change of its own, to reaffirm its commitment to service, professionalism and meeting the needs and concerns of all IndyGo employees. Some of the changes that are as follows:

1. Mission and Vision: To reaffirm its commitment to service, the HR team has adopted a mission and vision that will serve as the guiding principles for all HR staff when serving the IndyGo community. The mission and vision will make clear and reaffirm that HR will continue to ensure that employees understand that HR is committed to assisting them with their various needs and concerns.
2. Two Hour Commitment: In furtherance of HRs goal to reaffirm service, whenever an employee, applicant, retiree or member of the public calls or emails, within standard working hours, HR shall return that call or email within two hours or less. No exceptions. Even if an HR team member is at a meeting, with another individual, or on vacation, there will be another HR staff member available to address the call or email. We may not have a solution in that two-hour period, but it is important that HR speak with the individual, identify the issue(s), and plot a solution. Our two-hour commitment is our promise to dedicate ourselves to the IndyGo community but also to the HR profession's highest level of responsiveness. We will set this standard not because it's easy - it isn't - but because it's important to the IndyGo community. Which makes it important to us.
3. Ticketing System: Similar to what IT has implemented, HR is developing a ticketing system to track inquiries and responsiveness.
4. Partnerships: Partnerships are necessary to further important initiatives and goals and build a community of parallel interests. To facilitate this change and reaffirm its commitment to service, HR will strive to forge constructive partnerships with all departments, constituents, and the union.
5. Weekly HR Team Meetings: HR is now holding weekly meetings to keep the team apprised of what is going on so that all of HR is aware of pending and prospective issues.
6. Open House: HR is holding an Open House on October 9, 2019 so that employees and departments can meet and discuss issues informally. We will also hold meetings with ATU and other constituents.
7. Recruitment: Without question, the recruitment of qualified applicants who are committed to public service is critical to IndyGo's mission and vision. To ensure our hiring practices and processes are efficient and effective, the hiring process is being reviewed to determine how it can be streamlined. In addition, HR will work with constituents and external entities to foster our recruitment efforts.

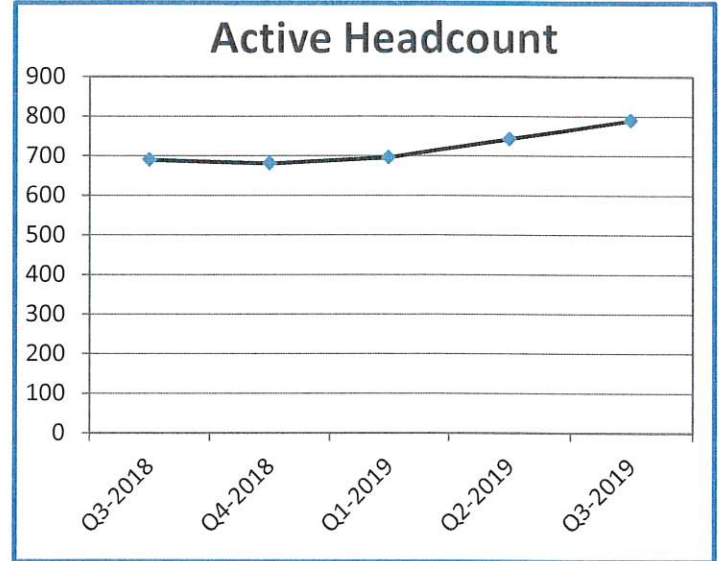
The above represents a snapshot of forthcoming changes. Again, the goal of these changes is to help improve culture and to be the most effective, accountable, and engaged HR team possible for the IndyGo community.

# August 2019

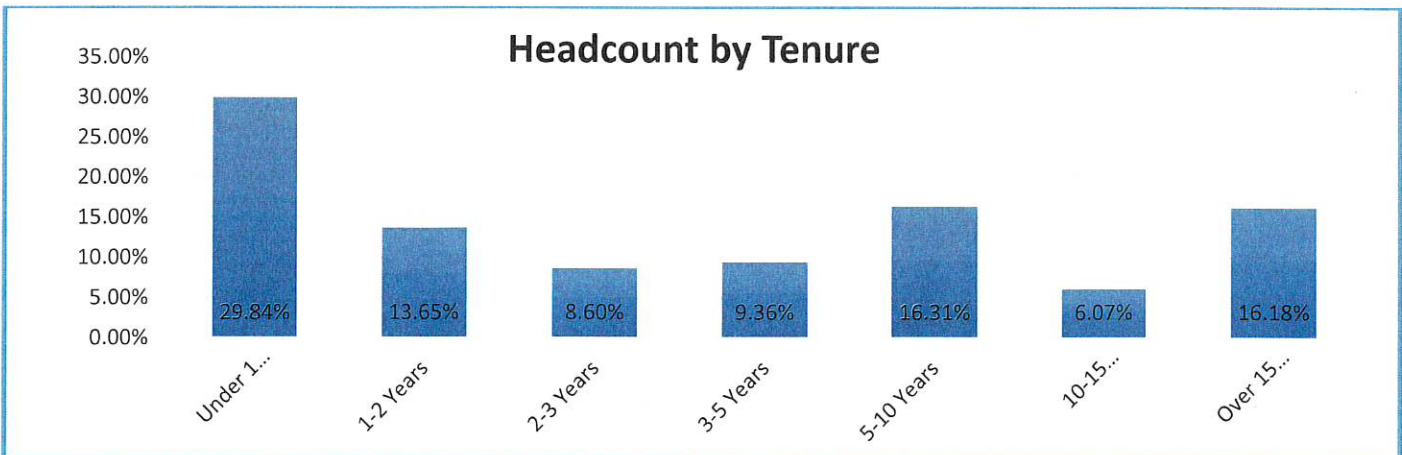
## Human Resources Department Board Report

### Staffing and Recruitment

Month End Headcount			
	Active	Separations	New-Hires
Represented	534	7	12
Non-Represented	253	8	24
Total	789	15	36
Monthly Turnover Rate	1.78%		
Staffing Capacity			
Budgeted FTE	885		
Incumbent FTE	789		
% of Capacity	-12%		

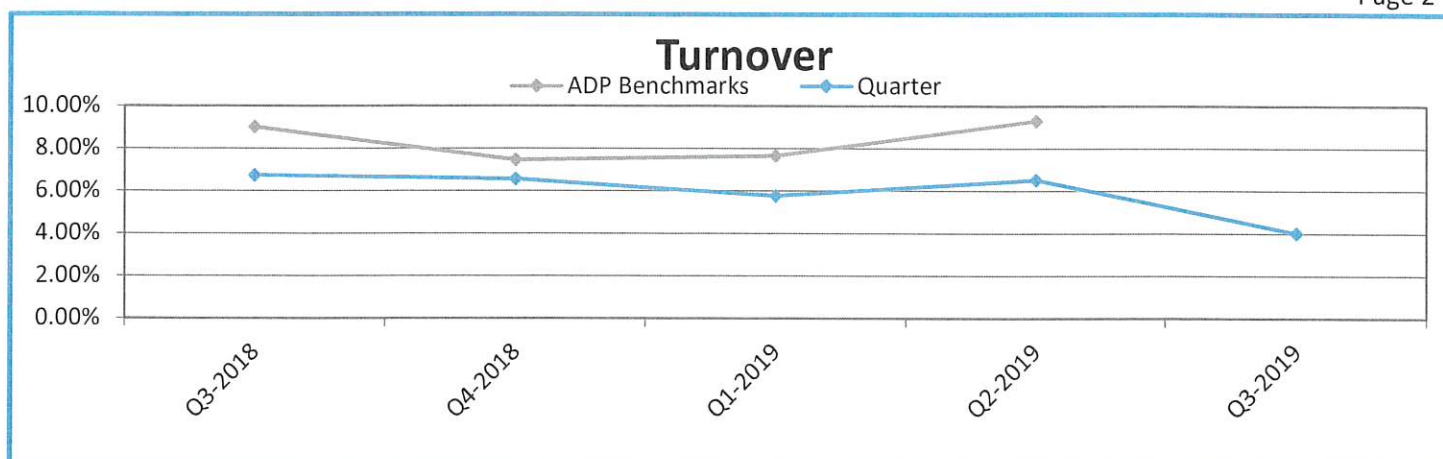


PERIOD	HEADCOUNT
Q3-2018	689
Q4-2018	680
Q1-2019	695
Q2-2019	743
Q3-2019	789

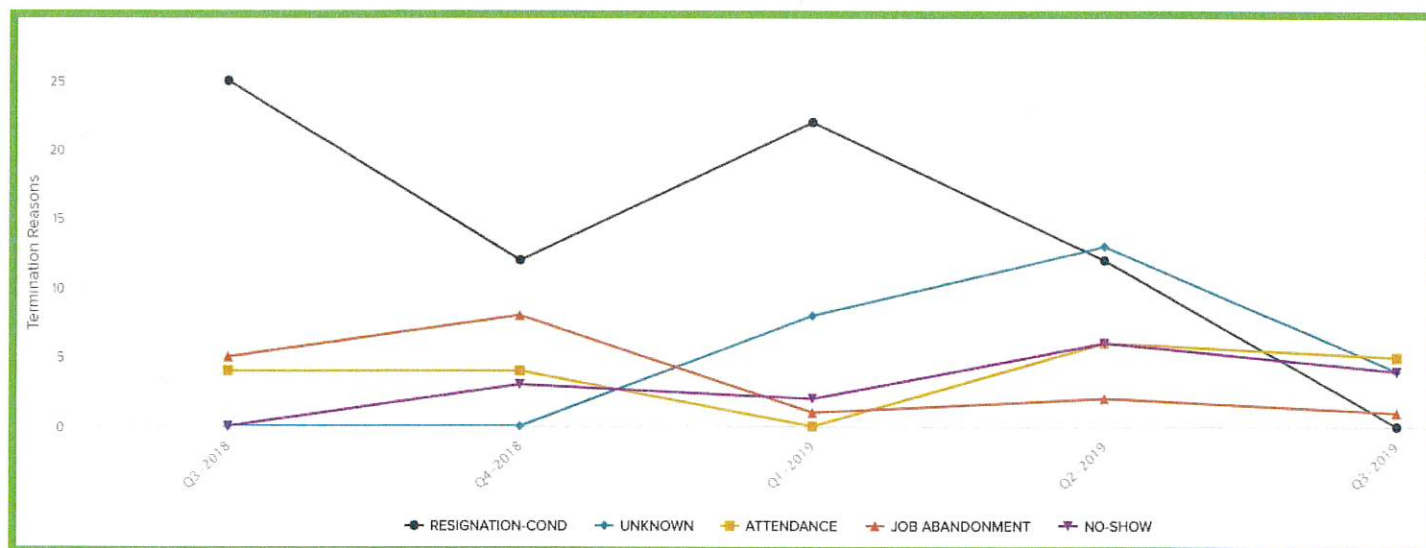


TENURE BAND	HEADCOUNT %	HEADCOUNT
Under 1 Year	29.84%	236
1-2 Years	13.65%	108
2-3 Years	8.60%	65
3-5 Years	9.36%	74
5-10 Years	16.31%	129
10-15 Years	6.07%	48
Over 15 Years	16.18%	128





PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
Q3-2018	6.72%	45	669.80	9.00%
Q4-2018	6.54%	45	688.08	7.45%
Q1-2019	5.76%	40	694.50	7.65%
Q2-2019	6.50%	47	722.88	9.30%
Q3-2019	4.01%	31	773.63	



PERIOD	RESIGNATION-COND	UNKNOWN	ATTENDANCE	JOB ABANDONMENT	NO-SHOW	ALL-OTHERS
Q3-2018	25	0	4	5	0	11
Q4-2018	12	0	4	8	3	18
Q1-2019	22	8	0	1	2	7
Q2-2019	12	13	6	2	6	8
Q3-2019	0	4	5	1	4	17

**August Recruiting Events**

1. 1st Haughville Hiring Table at Haughville Library
2. 8<sup>th</sup> Central Indian Job Fair – Andrea Carson – IVY Tech
3. 9<sup>th</sup> Interview Blitz at IPTC Headquarters
4. 26<sup>th</sup> Indy Pride Career Fair at the Historical Museum

**Labor & Employee Relations**

Jeff Brown, Interim Vice President Human Resources & Director of Labor & Employee Relations

**LABOR RELATIONS****A. Implementation of New Collective Bargaining Agreement**

As you are aware, the collective bargaining negotiations between IndyGo and the Amalgamated Transit Union, Local 1070 was fully resolved by way of an agreement to implement the tentative agreements and an arbitration award. Since then, all tentative agreements that were effective July 15, 2019 have been fully implemented. And IndyGo is in the final stages of implementing the retroactive pay and pay increases for represented employees pursuant to the arbitration award issued on August 2, 2019.

**B. Labor-Management Meetings**

As we have explained in prior reports, improving labor management relationships is 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 resulted in constructive agreements that have facilitated necessary staffing changes for the Red Line and other operational measures.

**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. At this time, there are no new grievances that have arisen since the last report. There is one pending grievance that was denied at Step One and is currently pending at Step Two.

**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. Currently, there are no arbitrations pending. IndyGo recently received a favorable arbitration award whereby the arbitrator upheld how IndyGo calculated build up time according to a provision in the collective bargaining agreement.

**E. Review of Employment Policies and Procedures**

Labor Relations is currently reviewing IndyGo policies and procedures, including its personnel manual and anticipates submitting a modified personnel policy to the Board for consideration by late Fall 2019.

### Drug and Alcohol Compliance

Marc Stewart, Human  
(DAPM)

Resources Program Manager

**AUGUST 2019**

Test Type	Number of Tests
Pre-Employment	77
Random	35
Post-Accident	9
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	1

**\*POSITIVES- 2 TOTAL (1 RANDOM & 1 PRE-EMPLOYMENT)**

**No recent changes have been made it relation to compliance/regulated topics for AUG 2019.**

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

### Leave Management & Workers' Compensation

Felicia Moodie, Sr. HRBP, Benefits

#### LEAVE MANAGEMENT

Total Intermittent Leaves Received: **33**

Total Continuous Leaves Received: **21**

**Total Leaves Received: 12**

Total Intermittent Leaves Closed: **31**

Total Continuous Leaves Closed: **21**

**Total Leaves Closed: 10**

Open Intermittent Leaves Closed As of 8/31/2019: **88**

Open Continuous Leaves As of 8/31/2019: **16**

Total Intermittent Occurrences: **91**

Total Intermittent Hours: **614.14**



**WORKERS' COMPENSATION**

<b>2019 WORKERS' COMPENSATION CLAIM SUMMARY</b>													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	7	7	4	3	7	7	6	10					51
Non-Reportable	1	0	1	0	0	1	3	0					6
Light Duty - New	3	5	2	0	3	3	3	5					24
Light Duty - Total	4	7	5	1	3	6	6	7					39
TTD - New	0	0	1	0	0	2	2	1					6
TTD - Total	4	4	4	3	2	3	5	5					30
Denied	0	1	0	1	1	1	1	1					6
Lost Time (days)	137	168	158	72	100	194	191	252					1272
Open Claims - New	7	7	5	3	7	9	9	10					57
Open Claims - Total	20	21	17	16	20	20	24	28					166
Closed Claims	9	6	14	5	5	9	6	10					64

**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.

**Activate Clinic Utilization Stats for August 2019**

Total Participation (follow-up's)	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	366	8	4	378

Unique Participation (1 <sup>st</sup> time in clinic)	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	27	83	2	32

IndyGo Appts	Count Kept
Acute Care	58
Annual – Health Assessment	21
Biometric Screening	19
BP/Weight Check	15
Follow Up - Clinical	24
Follow Up - Coaching	144
Immunization/Injection	24
Lab Test - Activate Provider	7
Lab Test - Outside Provider	1
Pap/GYN	1
Phone Coaching	20
Physical - DOT	39
Physical - Sports	3
Procedure	2
<b>Grand Total</b>	<b>378</b>

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.

End of Report.