



Board Report  
October 24, 2019

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317.635.3344



1. **CALL TO ORDER AND ROLL CALL**

2. **AWARDS AND COMMENDATION**

3. **COMMITTEE REPORTS**

4. **AGENDA**

AGENDA ACTION ITEM A – 1 - Consideration of Approval of Minutes from Board Meeting held on September 26, 2019

AGENDA ACTION ITEM A – 2 – Facility Cameras Replacement

AGENDA ACTION ITEM A – 3 – Consideration and Approval of Vendor for DTC Deep Cleaning Janitorial Service

AGENDA ACTION ITEM A – 4 – Consideration and Approval of Vendor for IPTC Headquarters Deep Cleaning Janitorial Service

AGENDA ACTION ITEM A – 5 – Consideration and Approval of Data Analytics and Real Time Information Software

AGENDA ACTION ITEM A – 6 – Consideration and Approval of Task Order for Training & Contingency Operations Facility Additional Design

AGENDA ACTION ITEM A – 7 – Retroactive Adoption of Service Standards

AGENDA ACTION ITEM A – 8 – Consideration and Approval of Addition to Printing Budget

AGENDA ACTION ITEM A – 9 – Consideration and Approval of Contract with Anthem Blue Cross and Blue Shield for Medical Coverage

AGENDA ACTION ITEM A – 10 – Consideration and Approval of Contract with Delta Dental for Dental Coverage

AGENDA ACTION ITEM A – 11 – Consideration and Approval of Contract with CIGNA for Group Life, Long-Term & Short-Term Disability Coverage

5. **OTHER ITEMS**

INFORMATION ITEM I – 1 – Mobility Advisory Committee (MAC) Update

INFORMATION ITEM I – 2 – Consideration of Receipt of the Finance Report for September 2019

INFORMATION ITEM I – 3 – Paratransit Update

INFORMATION ITEM I – 4 – CEO UPDATE

6. **ADJOURN**



Date: October 14, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 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 September 26, 2019 board meeting.

**DISCUSSION:**

Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on September 26, 2019.

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION  
EXECUTIVE SESSION  
MINUTES**

**THURSDAY, September 26, 2019**

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:30 pm, on Thursday, September 26, 2019 in the Administrative Conference room at 1501 W. Washington Street, Indianapolis, In 46222

**Board members present were:**

Juan Gonzalez, Chair  
Mark Fisher, Vice-Chair  
Tommie Jones, Board Member  
Greg Hahn, Treasurer

Discussion was limited to matters enumerated under IC 5-14-1.5.6.1(b)(2)(A) and (B) and IC 5-14-1.5.6.1(b) (9). Session adjourned at 5:10pm.

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

**THURSDAY, September 26, 2019**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:15 pm, Thursday September 26, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

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

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

**Absent**

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:**

Hardi Shah, Director of Budget, was awarded the Government Financial Officers Association (GFOA) Distinguished Budget Presentation Award.

**PUBLIC COMMENT:**

Open Door rider Tony Eckert made comments concerning the paratransit service being provided and raised multiple concerns.

Unknown individual in attendance raised a question concerning the naming of the Red Line.

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

Presented by Juan Gonzalez, Chair, for approval.

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

**ACTION ITEM 2: CONSIDERATION AND APPROVAL OF LEGAL PANEL**

Presented by Jill Russell, General Counsel, for IndyGo procurement and contract award standards, to enter into professional services contracts with the firms listed below:

Yarling 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

Motion for approval by Mark Fisher and seconded by Tommie Jones carried unanimously.

### **ACTION ITEM 3: 5310 SUBRECIPIENT GRANTS**

Presented by Annette Darrow, Director of Planning, to enter into a purchase contract with Midwest Transit Equipment, Inc., to Enhance Mobility of Seniors and Individuals with Disabilities Program (Section 5310) an FTA grant program. As a result of the Call of Projects (CFP) in Spring 2019, eight (8) eligible recipients were awarded the 80% FTA funding for a total of fourteen (14) items, thirteen (13) transit vehicles and one (1) radio communication equipment package. Grant agreements will be executed between IPTC and the individual subrecipients.

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

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

### **ACTION ITEM 4: CONSIDERATION AND APPROVAL OF CUSTOMER SERVICE CENTER**

Presented by Chauncyia Coleman, Director of Customer Service, to enter into a staffing contract with GuideSoft (dba Knowledge Services, a WBE) for the procurement of staffing services for a 2-year and three (3) one-year options in an amount not to exceed \$3,899,107.54.

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

### **ACTION ITEM 5: SOLAR ARRAY DESIGN TASK ORDER**

Presented by Ed Parsley II, Director of Facilities, 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.

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

**ACTION ITEM 6: PARATRANSIT BUS REPLACEMENT**

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

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

**ACTION ITEM 7: APPROVAL OF RESOLUTION #2019-07 AUTHORIZING EXTENSION OF INDYGO FREE RIDES FOR RED LINE**

Presented by Inez Evans, CEO/President, based on the vendor's current timeline and a period for public education, fully functional ticket vending machines mobile application, and back-end customer management systems are anticipated to be ready for launch November 10, 2019.

Motion for approval by Mark Fisher and seconded by Adairius Gardner carried unanimously.

**INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCIAL REPORT FOR AUGUST 2019**

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

The Board accepted the report.

**INFORMATION ITEM 2: RED LINE UPDATE**

Roscoe Brown, COO/VP of Operations and Bryan Luellen, VP of Public Affairs and Communications presented. A copy of the report is attached.

The Board accepted the report.

**INFORMATION ITEM 3: INFORMATION ON FARE INSPECTION POLICY**

Board tabled Information item for another date.

**INFORMATION 4: CEO UPDATE:**

Board tabled Information item for another date.

**DEPARTMENT REPORTS 1-4:**

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

**ADJOURNMENT:**

Chair Juan Gonzalez adjourned the meeting at approximately 6:20pm.

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Jill D. Russell  
General Counsel





Date: October 9, 2019  
Current Meeting: October 22, 2019  
Board Meeting: October 24, 2019

#### **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Director of Life Safety, Security and Training, Mark A Emmons  
**SUBJECT:** Procurement of CCTV Camera Replacement

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**Policy-Related Action:** No

#### **ACTION ITEM A – 2**

#### **RECOMMENDATION:**

In a manner consistent with IndyGo procurement and contract award standards, it is requested that the Board authorize the President and CEO to enter into a contract with Miller Eads for an amount not to exceed \$298,700.00 for the replacement of CCTV cameras at the 1501 W Washington St building.

#### **BACKGROUND:**

In 2009 the IPTC Board approved a CCTV Camera project that would allow IndyGo to place 165 cameras though the inside and outside of the 1501 W Washington St location. These cameras were placed in the bus storage area, fuel and wash bays, maintenance area, store room, operations area, administration area and the parameter of the outside of the building. This procurement also included the back-end equipment to run the system. This included four (4) HP servers to run the Video Management System (VMS), the VMS software, wiring, conduit, network switches and other materials needed to install it.

Currently, the cameras on the outside of the building have met their useful life and need to be replaced. This is due to the elements effecting the cameras such as heat, cold, rain and wind. Many cameras that are inside the building will stay as they are still functioning properly. Due to advances in camera technology IndyGo will be replacing old fixed-point cameras with new state-of-the-art 360-degree and 180-degree cameras. This will allow IndyGo to decrease the number of cameras needed but get a better field of view throughout the entire building.

The contract will also call for the addition of some new conduit, wiring and demo of cameras that will no longer be used. It will also take care of the removal of the cameras from the VMS and the programming of the new ones that will be added. All licenses that are currently owned by IndyGo will be able to be reused for the new camera on our current VMS.

**DISCUSSION:**

On September 30, 2019 IPTC received four (4) bids to IFB 19-09-325. Of the four (4) firms that submitted there were three (3) that were found to be non-responsive.

<u>Vendor:</u>	<u>Miller Eads</u>
Final Price	\$298,700.00

**DIVERSITY PARTICIPATION:**

This procurement included a 7% DBE participation goal. Miller-Eads has committed 7% of the contract to Advanced Technologies in Electrical & Communication, Inc. (ATEC).

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$298,700. The funds will be an 80/20 split, with the 80% portion coming from 5307 formula funds from grant number IN-2019-001. The 20% portion will be coming from IndyGo Capital Funds.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.



Date: October 16, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 2019

## **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Ed Parsley, Director of Facilities  
**SUBJECT:** Procurement of Deep Cleaning and Sanitizing Services at the Julia M. Carson Transit Center

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**Policy-Related Action:** No

### **ACTION ITEM A – 3**

#### **RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a purchase contract with Pristine Image International, LLC for the Deep Cleaning and Sanitizing Services at the Julia M. Carson Transit Center for an amount not to exceed \$458,040.00.

#### **BACKGROUND:**

In June of 2016 the Julia M. Carson Transit Center was opened at 201 East Washington Street. The building was designed with Terrazzo floors and large ceramic tile walls among several other high line surfaces. Because of the uniqueness of the building and the amount of traffic that is seen passing through the transit facility daily, IPTC staff was aware that general every day cleaning by employees would not suffice.

**DISCUSSION:**

The Julia M. Carson Transit Center serves approximately 9,000 customers per day; plus, an additional 2,000 to 5,000 High School Students. The Indianapolis Public Transportation Corporation needs more professional services for deep cleaning and sanitizing of all restrooms, flooring and breakrooms for the health and safety of all our guests and employees.

This procurement required “XBE” participation. Pristine Image International LLC, the recommended prime contractor for this contract is certified as an MBE/WBE with the City of Indianapolis Office of Minority and Women Business Development and will be self-performing 100% of the total project.

**ALTERNATIVES:**

The Board could choose not to enter in a contract agreement for these services.

**FISCAL IMPACT:**

The total cost of this contract is estimated at \$91,608.00 per year. The term of engagement for this contract will be three (3) years with an additional two (2) one (1) year options totaling an amount not to exceed of \$458,040.00. This project will be funded by local funds

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.





Date: October 14, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 2019

## **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Ed Parsley, Director of Facilities,  
**SUBJECT:** Procurement of Deep Cleaning and Sanitizing Services at IndyGo's Main Building at 1501 W. Washington

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**Policy-Related Action:** No

### **ACTION ITEM A – 4**

#### **RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a purchase contract with Camacho Equipment & Janitorial Supply for Deep Cleaning and Sanitizing Services at IndyGo's Corporate offices located at 1501 West Washington Street for an amount not to exceed \$357,376.00.

#### **BACKGROUND:**

As a part of IndyGo's Environmental Management Program the decision was made to include additional professional cleaning services needed for the sanitization of multiple areas in IPTC's Corporate offices. These areas included restrooms, breakrooms, and the locker rooms. It also included all tile flooring and carpeting throughout the building.

#### **DISCUSSION:**

Because of the diverse areas of work being performed throughout this building along with the extensive growth that IndyGo has experienced over the past few years, additional deep cleaning and sanitizing services are needed to properly maintain the facility.

This procurement required “XBE” participation. Camacho Equipment & Janitorial Supply LLC, the recommended prime contractor for this contract is certified as an MBE/VBE with the City of Indianapolis Office of Minority and Women Business Development and will be self-performing 91% of the total project. The remaining 9% of work will be subcontracted out to Tash J. Group (WBE).

**ALTERNATIVES:**

The Board could choose not to enter into a contract agreement for these services.

**FISCAL IMPACT:**

The total cost of this contract is estimated at \$71,475.20 per year. The term of engagement for this contract will be three (3) years with an additional two (2) one (1) year options totaling an amount not to exceed of \$357,376.00. This project will be funded by local funds.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.



Date: October 10, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 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 Swiftly Software

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**Policy-Related Action:** No

### ACTION ITEM A – 5

#### RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to enter into a contract with Swiftly to procure software to provide real time arrival information, enhanced dispatch tools, and enhanced data analytics for an amount not to exceed \$448,500 over a three-year contract.

#### BACKGROUND:

The Red Line represents IndyGo's first implementation of on-street signage to display real time passenger information. These signs were to be driven by the Avail CAD/AVL software that IndyGo has been in the process of implementing for the past year. However, to date, the real time information feed from Avail is not yet accurate enough to turn the signs on.

Further, with the Red Line being the first line in the IndyGo system where headways (time between vehicles) are managed more closely than the printed schedule, we've discovered that our dispatch tools are not adequate to properly manage the system.

Finally, with the new services being rolled out, IndyGo needs better tools in order to calibrate schedules to ensure the proper run times are scheduled.

#### DISCUSSION:

Swiftly is a relatively new Software as a Service package that has gained a devoted following among transit agencies across the country. Their combination of tools supplements existing CAD/AVL systems to provide much better tools to the agency for decision making. The software has a real time arrival prediction algorithm that has been proven to be 30% more accurate than standard CAD/AVL systems and provides detailed tools for headway management.

We also hope to be able to use the Swiftly data to feed actual real time data to the signs at the Julia Carson Transit Center. Since opening, those signs have displayed schedule data, not real time data.

Swiftly can quickly integrate with our data feeds to get our real time systems and dispatcher tools up and running very quickly – with this service we hope to be able to turn the real time screens back on in November. There is no other comparable service, so this procurement is being pursued as a sole source. Here are some videos of how the system performs:

<https://www.loom.com/share/b1db6b22b8944335adc71fef3eb05a99>

<https://www.loom.com/share/88b7ced9712d4af49359f4491d86d449>

**ALTERNATIVES:**

The real time arrival portion of the Swiftly contract (\$195,000 of the total) is a duplication of a service that is supposed to be provided to us from Avail. However, to date, that service is not performing as expected and there is no timeline for it to perform to expectations.

IndyGo will continue to pursue Avail until the feature is functional and perhaps switch back from Swiftly to Avail once we are confident it is working properly.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$448,500 over three years, or \$149,500 per year. It would be paid for from local operating funds.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.





Date: October 24, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 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 and Project Manager – Capital Projects Facilities, LaTeeka Washington  
**SUBJECT:** Additional Design Task Order for the Training Facility

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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 authorize the President and CEO to initiate a Task Order for The Etica Group for additional design changes for the Training & Contingency Facility, including a 30% contingency amount for additional design changes for an amount not to exceed \$149,656 total.

#### BACKGROUND:

The Etica Group is contracted under our on-call A&E services contract for architectural services. The Training Facility site layout (including the plot description for land purchase), facility layout, parking lot and driver training course layout was designed to 100% by The Etica Group.

#### DISCUSSION:

Due to staffing needs, spatial constraints and new program initiatives, the changes are needed and more cost effective to do them now instead of during construction. The changes would impact the architectural, structural, mechanical, electrical, plumbing and IT.

The following is the list of the changes being made under this Task Order:

- Exterior Materials
- Expansion of the Facility layout footprint
- Office Space configuration
- HVAC
- Room Partition
- Bus Bay (with floor drain, compressed air, water, overhead bay door, etc.)
- Parking Lot Layout
- Drainage and Drainage Application of site
- Exterior Lighting

The design will be ready for procurement in January and ready for construction in early Spring 2020.

**ALTERNATIVES:**

The project could be delayed to a later date. This would extend Etica's A&E contract for project completion using their existing design. IndyGo continues to pay for a temporary location for Training in another facility.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$149,656. Local capital funds are being used for the project.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.



Date: October 14, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 2019

## **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** John Marron, Director of Strategic Planning  
**SUBJECT:** Application of Amendment to the IndyGo 2018 Service Standards.

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**Policy-Related Action:** No

## **ACTION ITEM A –7**

### **RECOMMENDATION:**

IndyGo staff recommends that the board adopt the amendments to the 2018 Service Standards document and apply accordingly.

### **BACKGROUND:**

Service Standards is a formal policy document that defines IndyGo fixed route service, directs improvements and future service decisions. Service standards are used throughout the transit industry to measure service effectiveness and also in reviewing service during a Title VI Service Monitoring Report. IndyGo last updated its Service Standards in 2018 to reflect the direction and philosophy of the Marion County Transit Plan. The following amendment is intended to rectify minor issues in the document and clarify the Service Standards application regarding a Title VI Program Update. A copy of the full document with redlining reflecting the changes is attached herein.

### **DISCUSSION:**

The existing Service Standards document was approved by the board on October 25, 2018. This update aligned IndyGo's formal service standards with the service planned in the Marion County Transit Plan.

Beyond reviewing and improving service annually, service standards and policies are also required and applied during the federally-required Title VI Program Update, which is required every three years. IndyGo's last Title VI Program Update was submitted to the FTA in 2017. IndyGo is currently reviewing its policies, procedures and service to submit to the FTA its Title VI Program Update for 2020.

IndyGo staff discovered a few items within the Service Standards document that need to be addressed. First, due to the transition to a new Intelligent Transportation Systems vendor, IndyGo staff would like to enforce these standards starting from February 1, 2018. The Title VI Update requires IndyGo staff to review data regarding service delivery.

Data used are typically the most current; however, FTA allows discretion in determining a timeframe for analysis. This analysis is best served using the most credible data available, which is service provided from February to June 2018.

Second, the amendment documents the existing Vehicle Assignment policy for IndyGo. Transit agencies are required to have a documented Vehicle Assignment policy in their service standards. The policy establishes how transit agencies assign their vehicles to different routes. The existing standard outlined reflects existing policy.

Third, language is added to the document to outline how the Service Standards will be applied for Title VI Service Monitoring Reports. Specifically, all standards but the Productivity and Coverage outputs will be evaluated to determine if there is a disparate impact and/or a disproportionate burden. Additionally, the Rapid service category is clarified to apply to the bus rapid transit mode.

This action item will be implemented by IndyGo staff and therefore does not **require** a DBE/MBE goal.

#### **ALTERNATIVES:**

The Board could delay an amendment until later. IndyGo staff, however, feel strongly that these updates and clarifications need to be made to the Service Standards.

#### **FISCAL IMPACT:**

There is no foreseeable fiscal impact for this approval.

#### **STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.





Date: October 16, 2019  
Current Meeting: October 24, 2019  
Board Meeting: October 24, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Bryan Luellen, VP of Public Affairs  
**SUBJECT:** Consideration and Approval of Addition to Printing Budget

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**Policy-Related Action:** No

## ACTION ITEM A –8

### **RECOMMENDATION:**

IndyGo staff recommend that the board increase the Finline current contract spend through the remainder of the contract by \$40,000, and to exercise 1 option year beginning April 1, 2020 with Finline Printing in an amount not to exceed \$200,000 inclusive of approximately 15% contingency for volume increases.

### **BACKGROUND:**

The Public Affairs Department is responsible for printing all marketing collaterals, route and system maps, rider alert information, promotional pieces and other communication tools for internal and external messaging. The printing needs for 2019 were bid as one scope asking capable vendors to bid on as many items as they have capability to print and provide competitive pricing. In January 2019, the IndyGo Board of Directors authorized a contract with Finline Printing not to exceed \$150,000 plus %15 contingency for the contract year of April 1, 2019 – March 31, 2020.

### **DISCUSSION:**

The Public Affairs team increased the anticipated spend for 2019 given the needs for regular printing, collateral, volunteer materials, promotional pieces, and supplemental station pieces surrounding the Red Line opening and local route changes. Even with the increased budget allocation, the spend for 2019 was exhausted in October 2019. At this time, we have reached the approved \$172,500.

The contract with Finline includes two (2) one-year options.

Overall, DBE participation goal was set at 5%. Fineline committed 5% of the total project to Via Marketing for a total of \$7,518.15.

**ALTERNATIVES:**

The Board could not authorize \$40,000.00 additional spending authority for the current contract year, and staff could manage print needs through independent purchases. The board could also choose not to authorize the option year.

**FISCAL IMPACT:**

The IndyGo printing contract is funded through the federal Congestion Mitigation Air Quality grant at 80 percent with a 20% local match.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on October 17, 2019 and by the Service Committee on October 22, 2019.



Date: October 22, 2019  
Current Meeting: October 22, 2019  
Board Meeting: October 24, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Interim VP of Human Resources, Jeff Brown  
**SUBJECT:** Consideration and Approval of Contract with Anthem Blue Cross and Blue Shield for Medical Coverage

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**Policy-Related Action:** No

### ACTION ITEM A – 9

#### **RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, we request that the Board authorize the President and CEO to negotiate and enter into a one (1) year contract with Anthem Blue Cross Blue Shield under a Partially Self-Funded contract for group health premiums and insurance coverage for current member enrollment of 851 employees with a projected annual cost of \$10,414,786, subject to increase or decrease based on future enrollments and claims experience.

#### **BACKGROUND:**

IndyGo is committed to providing affordable benefit plans to all employees. Like most employers IndyGo is concerned with the costs and effectiveness of its health and wellness programs. IndyGo views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans. In the wake of the Affordable Care Act's excise tax IndyGo continues to aggressively manage all benefit programs. With the rise in healthcare costs IndyGo continues to find innovative ways to help employees stay healthy and productive while simultaneously reducing health care costs including dental costs.

With the anticipated growth over the next few years IndyGo will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IndyGo to review more competitive proposals from Insurance carriers and lower the fiscal impact on its operating budget. Benefit plan designs are collectively negotiated between IPTC and the Amalgamated Transit Union (ATU) Local 1070.

**DISCUSSION:**

IndyGo engaged LHD Benefit Advisors to serve as its broker to procure bids for group health insurance. LHD Benefit Advisors received proposals from various vendors. The Benefits Evaluation Team met with LHD Benefit Advisors representatives to review the proposals based on the following criteria: Total cost of Services Requested, Contractual Benefits & Administration Flexibility, Provider Network Strength in term of access and pricing, Multi-Year Contract, Implementation Process Timelines and Guarantees. Based on these guidelines, Anthem is the suggested successful bidder for the following reasons:

- Anthem's proposal provides a status quo as there will be no increase in costs to employees or a change in benefits.
- Employees and families will continue to benefit from Anthem's provider network which yields largest provider discounts in comparison to other provider networks that were considered. Other bidders could not match Anthem's network of provider discounts.
- Employees and families will further benefit from Anthem's broad provider network which permits greater access to care and less disruption. Other bidders could not offer the same access to care options as Anthem.
- Employees and families will have access to one of the largest networks in Indiana and Indianapolis metropolitan area. Anthem includes access to national Blue Card program which provides network access to contracted BCBS providers in non-Anthem states.
- IndyGo initially budgeted \$10.9 million for employee medical coverage for 2020. The Anthem proposal falls well below this expectation and will save IndyGo roughly \$500,000 in annual costs.
- Although there is a 2.7% increase, or only \$273,907, in cost to IndyGo, it is attributed solely to the increase in employees.

Anthem provided the best and most cost-effective proposal. Particularly important is that Anthem's bid did not increase employee costs. Rather, Anthem's bid preserved the status quo for group health insurance benefits. In summary, Anthem provides the best overall value for the quality and level of services for IndyGo employees and families.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder.

**FISCAL IMPACT:**

The total cost of this procurement for group health premiums and insurance coverage is projected to be \$10,414,786.0, subject to increase or decrease based on future enrollments.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee and is a walk-on item. This action was reviewed by the Service Committee on October 22, 2019.



Date: October 22, 2019  
Current Meeting: October 22, 2019  
Board Meeting: October 24, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Interim VP of Human Resources, Jeff Brown  
**SUBJECT:** Procurement of Group Dental Premiums and Coverage

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**Policy-Related Action:** No

### ACTION ITEM A – 10

#### **RECOMMENDATION:**

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to negotiate and enter into a two (2) year contract with Delta Dental for group dental premiums and coverage for current member enrollment at a projected annual cost of \$339,607.92 subject to increase or decrease based on future enrollments and claims experience.

#### **BACKGROUND:**

IndyGo is committed to providing affordable benefit plans to all employees. Like most employers IndyGo is concerned with the costs and effectiveness of its health and wellness programs. IndyGo views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans. In the wake of the Affordable Care Act's excise tax IndyGo continues to aggressively manage all benefit programs. With the rise in healthcare costs IndyGo continues to find innovative ways to help employees stay healthy and productive while simultaneously reducing health care costs including dental costs.

With the anticipated growth over the next few years IndyGo will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IndyGo to review more competitive proposals from Insurance carriers and lower the fiscal impact on its operating budget.

#### **DISCUSSION:**

IndyGo engaged LHD Benefit Advisors to serve as its broker bids for group dental insurance. LHD Benefit Advisors received responsive proposals from various vendors. The Benefits Evaluation Team met with LHD Benefit Advisors representatives to review the proposals based on the following criteria:

Total cost of Services Requested, Contractual Benefits & Administration Flexibility, Provider Network Strength in term of access and pricing, Multi-Year Contract, Implementation Process Timelines and Guarantees. Based on these guidelines, Delta Dental is the suggested successful bidder for the following reasons:

- There is significant cost savings for employees and families. Delta Dental proposed a 4.51% overall premium reduction over the current year's rate with a two (2) year rate guarantee, which is superior to other bidders. No other bidder can provide this cost savings to IndyGo employees and families.
- Delta Dental provides the best contractual provider discounts than other carriers (which lessens the burden of out-of-pocket costs for members and dependents).
- Delta Dental provides the broadest provider network resulting in less disruption for employees and families and more availability and access to care.

In summary, IndyGo believes that Delta Dental is the best overall value for the quality and level of services.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder.

**FISCAL IMPACT:**

The total cost for dental premiums and insurance coverage is projected to be \$339,607.92, subject to increase or decrease based on future enrollments.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action was not reviewed by the Finance Committee and is a walk-on item. This action was reviewed by the Service Committee on October 22, 2019.





Date: October 22, 2019  
Current Meeting: October 22, 2019  
Board Meeting: October 24, 2019

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Interim VP of Human Resources, Jeff Brown  
**SUBJECT:** Procurement of Group Short/Long-term Disability and Life and Accidental Death and Dismemberment Premiums and Coverage

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**Policy-Related Action:** No

**ACTION ITEM A – 11**

**RECOMMENDATION:**

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to negotiate and enter into a three (3) year contract with Cigna for Group Short/Long-term Disability and Life and Accidental Death and Dismemberment premiums and coverage for current member enrollment at a cost of \$525,732, subject to increase based on future enrollment.

**BACKGROUND:**

IndyGo is committed to providing affordable benefit plans to all employees. Like most employers IndyGo is concerned with the costs and effectiveness of its health and wellness programs. IndyGo views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans. In the wake of the Affordable Care Act's excise tax IndyGo continues to aggressively manage all benefit programs. With the rise in healthcare costs IndyGo continues to find innovative ways to help employees stay healthy and productive while simultaneously reducing health care costs including dental costs.

With the anticipated growth over the next few years IndyGo will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IndyGo to review more competitive proposals from Insurance carriers and lower the fiscal impact on its operating budget.



**DISCUSSION:**

IndyGo engaged LHD Benefit Advisors to serve as its broker and procure services for Basic Life and AD&D (accidental death and dismemberment) insurance, Short Term Disability, Long Term Disability services. The award breakdown is as follows:

- Cigna has been the service provider for 6 years with no irreconcilable concerns or issues
- There will be no disruption in service including STD and LTD payments
- CIGNA offered a three-year rate hold if IndyGo offers voluntary Short-term Disability, Critical Illness, and Life insurance buy-up options.
- Cigna provides a significant cost savings for employees and families. Overall, ancillary benefit plans, including the proposal from Cigna, will result in a 1% decrease, or \$7,101 for IndyGo.

In summary, IndyGo believes that Cigna is the best overall value for the quality and level of services for IndyGo employees and families.

**ALTERNATIVES:**

The Board could choose to not award this contract to the suggested bidder.

**FISCAL IMPACT:**

The total cost for Group Short/Long-term Disability and Life and Accidental Death and Dismemberment premiums and coverage is projected to be \$525,732. subject to increase or decrease based on future enrollments.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action was not reviewed by the Finance Committee and is a walk-on item. This action was reviewed by the Service Committee on October 22, 2019.

TO: Chair and Board of Directors

FROM: Greg Meyer – Chair

## **Mobility Advisory Committee Update**

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

**Recommendation:**

Receive MAC report.

**Mobility Advisory Committee (MAC)  
Meeting Minutes  
September 18, 2019**

**Attendees**

Greg Meyer – MAC Chair  
Mark Early – MAC Vice Chair  
Bernie Wilmer – MAC  
Corei Wills – MAC  
Ryan Malone – MAC  
Dustin Gilmer – MAC  
Mandla Moyo – MAC  
Erin Hardwick – MAC  
Jason Robinson – MAC  
Georgia Hubble – Visitor

Roscoe Brown - IndyGo  
Ruth Wendt - IndyGo  
Marilyn Sadler - IndyGo  
Ryan Wilhite - IndyGo  
Bryan Luellen - IndyGo  
Adairius Gardner – IPTC Board  
Greg Bedan – past IPTC Board  
Nila Zaman - Transdev  
Buffy Ellis - KFH  
Bob Segal – TV 13

**Welcome and Introduction:**

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

**Approval of the July 17, 2019 minutes:**

Greg requested that, the July 2019 minutes be amended to say all rides for IndyGo would be free for the month of September as Jerome Horne stated, not Open Door service will be free from September 1-14. Adjustment will be made.

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

Ryan Malone made the motion and seconded by Cori Wills.

**Approval of the September 2019 Agenda:**

MAC Chair, Greg Meyer, asked for a motion to approve the September 2019 agenda.

Mark Early made the motion and seconded by Ryan Malone.

**Vice President of Operations and Chief Operating Officer, Roscoe Brown Jr., said that on behalf of President and CEO Inez Evans, whom is out of town at this time is excited to be able to work along with the MAC.**

- The Redline officially started on September 1, 2019.
- 1<sup>st</sup> week there were over 60,000 riders.
- Fully electric BRT line.

- Inez is working with Transdev on Open Door issues.
- There have been several outreach meetings in the community talking about route enhancements for the redline and fixed route.

**Open Door Report, Manager of Flexible and Contracted Services, Teresa Franklin:**

- Presented monthly reports.
- Several road closures impacted service.

**Vice President of Public Affairs, Bryan Luellen:**

- MyKey is an account-based system that will be used with both Fixed Route and Paratransit.
- All the hardware has been installed on Fixed Route.
- Mobile App is waiting on one component for the ability to go live.
- Ticket vending machines are set to start in October/November.
- Open Door paper passes can be used on Open Door vehicles.
- Fixed route will eliminate paper passes in the future.
- All stations are ADA accessible.
- As paratransit ID cards expire, they will be replaced with the MyKey card.

**Strategic Planner, Ryan Wilhite:**

- Ryan is the project manager for the Paratransit Comprehensive Analysis.
- The first Steering Committee meeting has been held.
- Chair and Vice Chair of MAC attended.
- The committee has found some areas for improvement.
- No timeline as to when the reports will be finished.
- There were conversations about non-ADA services.

**New Business, MAC Chair, Greg Meyer:**

- Greg met with the new President and CEO of IndyGo, Inez Evans.
- Greg stated, Inez has a lot of experience with Paratransit.
- Main goal is to keep up with the communication.
- Ryan Malone was on the RFP committee that selected KFH.
- Target on the east side sent a letter to IndyGo that stated, all IndyGo buses could not be on their property. Dustin, Mark and Greg met with Marilyn Sadler, Attorney, Director of Compliance and Civil Rights. Marilyn sent Target a letter stating the need for Paratransit riders to be able to be dropped off at the door,

with a response from Target, that, all Paratransit vehicles are welcome on their property.

- Erin and Bernie passed out surveys for KFH and made sure they were turned in.
- Mark was involved with the RFP that elected Hawkeye Health as the company that does the assessments for Paratransit.

**Subcommittees:**

- Currently there is only one subcommittee up and working.
- All members need to decide what committee they would like to join and bring their choice to the next meeting.

**Meeting adjourned, next meeting will be held on November 20, 2019**

Date:

October 14, 2019

Current Meeting:

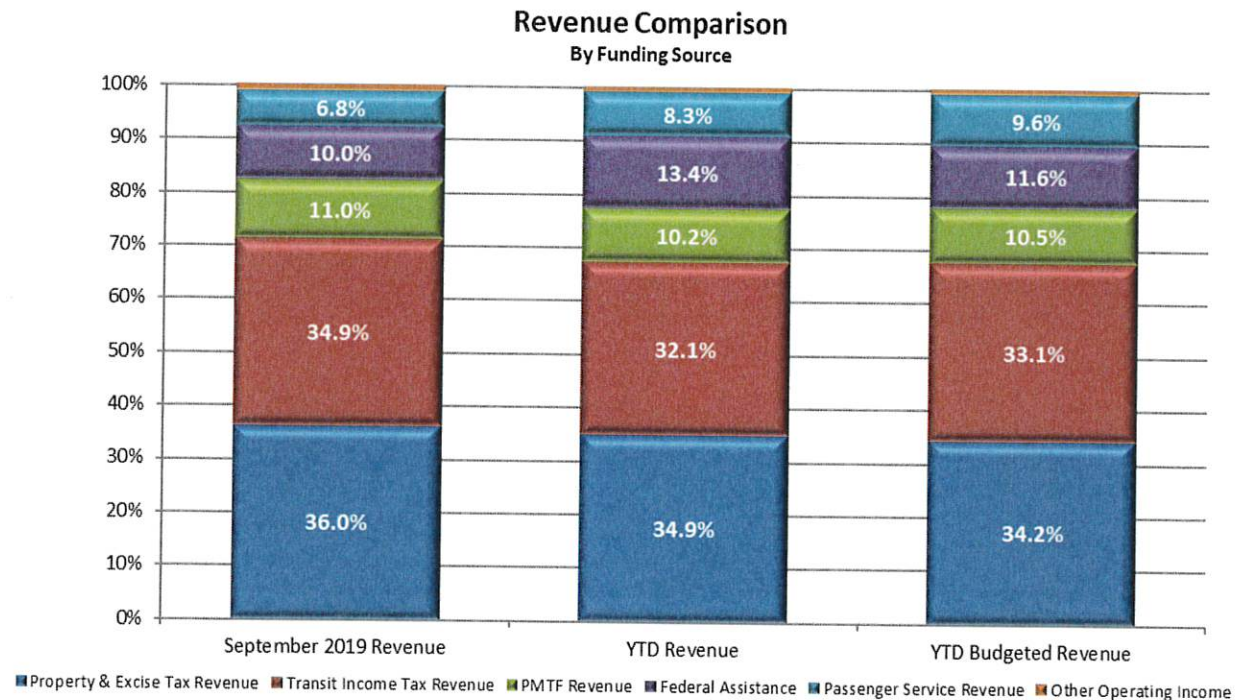
October 17, 2019

Board Meeting:

October 24, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Nancy E Manley, Vice President of Finance and CFO  
**SUBJECT:** Information Item I-2, September 2019 Financial Update



### FTA Assistance

Federal Assistance came in under budget by 18% at the end of September; 20% YTD.

### Other Operating Income

Other operating revenue was over budget by 8% for the month and 9% under budget YTD. There was a bi-annual receipt of revenue received associated with one of our service contracts.

### Passenger Service Revenue

Passenger service revenue was under budget for the month of September by 32% which is a result of Free Rides during the month. Year-to-date this revenue is 10% under budget.

#### *Fixed Route:*

- Farebox revenue was 52% under budget for September and under budget 13% YTD.
- Ticket and pass sales were under budget 13% for September and 8% under YTD.

#### *Open Door:*

- Farebox revenue was on target for the month and 26% under YTD.
- Ticket and Pass sales was on target in September and 11% over YTD.

### Property and Income Tax Revenue

Income tax revenue and Property tax revenue was exactly on target for September and Property tax revenue is 5% over YTD.

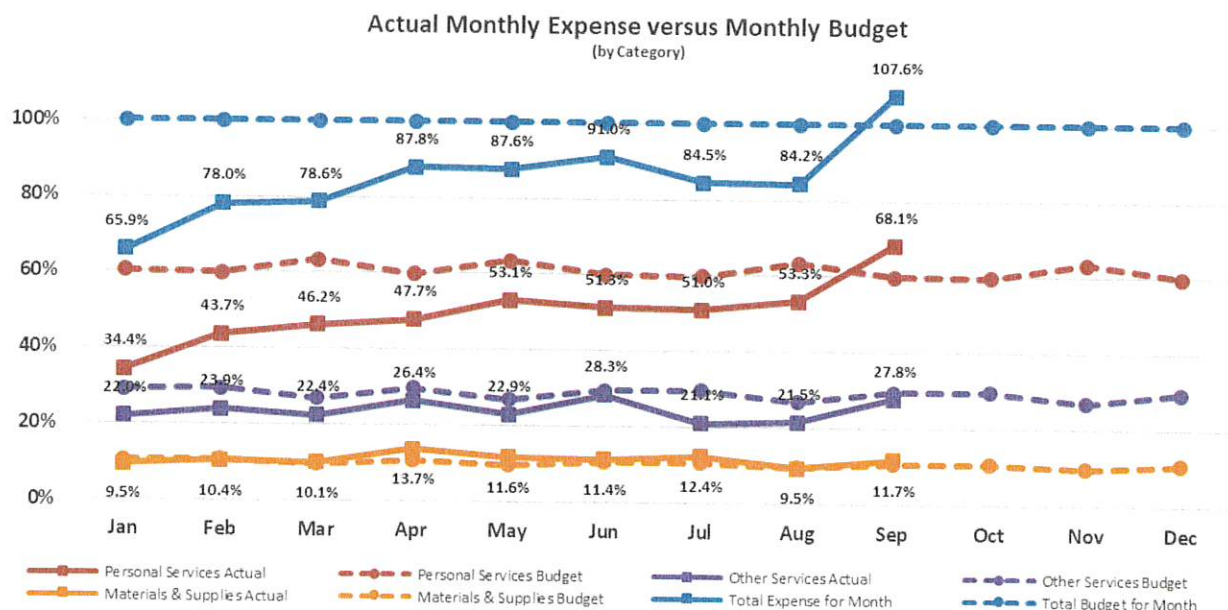
### Service Reimbursement Program

The revenue received for service reimbursement was 22% under budget for the month and 10% over YTD. As discussed in previous meetings, the Service Reimbursement Program is mainly related to taxi voucher reimbursements in which the budget for taxi vouchers is exhausted.

### Total Revenue

For the month of September 2019, the total revenue recognized was 5% under budget and 3% over YTD.

## Expenditures



### Personal Services

Overall, Personal services came in 12% over budget in September and 19% under YTD.

- Fringe benefit expenses are continuing to run under budget at 4% under in September and 30% under YTD. This is mainly due to IPTC changing to a partial self-insured plan.
- Overtime was 168% over budget in September and 43% over budget YTD. This is relative to several things, the BRT opening, training, and staff covering vacations.
- Salary was 8% over budget as a result of the backpay from the arbitration award being paid in September. Year-to-day salary remained under budget at 19%.

### Other services and Charges

Collectively, this category was slightly over budget by 3% for September and 6% under YTD.

- Claims were under budget 10% in September and are under budget for the year at 16%.



- Misc. Expenses were under budget by 54% for September and 42% under YTD. The savings is mainly attributable fewer travel and training programs as well as miscellaneous purchases.
- Purchased Transportation was over budget in September 8% and on target YTD.
- Services were also over budget by 7% for the month but remain under budget YTD at 3%. The overages in September were in IT software and printing.
- Utilities were 9% below budget in month and 36% under budget YTD. The YTD should start to even out as we enter heating season.

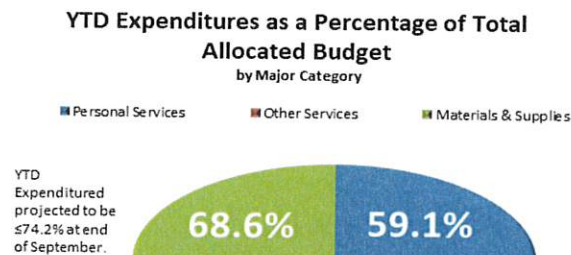
### **Materials and Supplies**

Materials and supplies category was under budget by 6% in September and 8% under budget YTD.

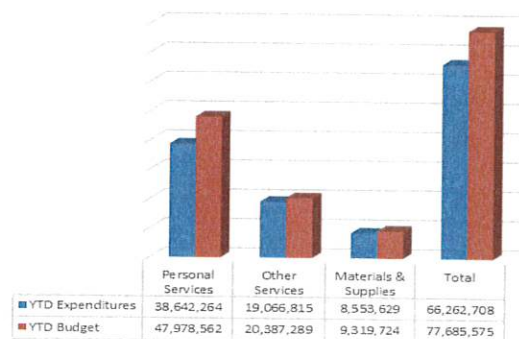
- Fuels and Lubricants were under budget 10% in the month and 20% under YTD.
- Maintenance Materials were under budget 15% in September and on target YTD. This varies slightly monthly because of inventory purchase.
- Other materials and supplies were over budget by 40% in the month and is on target YTD. The September overage is related to IT hardware.
- Tubes and tires are over budget projections for the month by 29% and over budget 11% YTD. In addition to the monthly contractual payment to the current Tires/Tubes vendor, IPTC will make installments payments to the previous vendor to close out that contract. As a result, Tires/Tubes will be over budget at the end of the year.

### **Total Expenses**

In summary, total expenses came in at 8% over budget projection in September but remains under budget YTD by 15%.



YTD Expenditures vs YTD Budget



Nancy E. Manley  
Vice President/CFO/Controller



**Indianapolis Public Transportation Corporation**  
**Budget to Actuals (Comparative Statement)**  
**For the Nine Months Ending Monday, September 30, 2019**

10/22/2019 4:09 PM  
 Period Selected: 9

**Current Month**

**YTD**

	Actual	Budget	Budget Variance \$	Budget Variance %	Actual	Budget	Budget Variance \$	Budget Variance %	PRIOR YTD Actual
<b>Operating Revenue</b>									
Federal Assistance	827,402.69	1,007,675.00	(180,272.31)	(17.89)	10,865,187.35	9,069,068.00	1,796,119.35	19.80	2,733,378.43
Other Operating Income	74,867.94	69,636.00	5,231.94	7.51	572,618.03	626,728.00	(54,109.97)	(8.63)	549,773.99
Passenger Service Revenue	564,404.52	833,334.00	(268,929.48)	(32.27)	6,726,711.86	7,499,998.00	(773,286.14)	(10.31)	7,500,459.03
PMTF Revenue	913,050.00	913,050.00		0.00	8,217,450.00	8,217,454.00	(4.00)	(0.00)	8,057,908.01
Local Property & Excise Tax Revenue	2,980,669.00	2,980,669.00		0.00	28,238,801.07	26,826,024.00	1,412,777.07	5.27	28,106,180.54
Local Transit Income Tax Revenue	2,883,178.05	2,883,178.00	0.05	0.00	25,948,602.45	25,948,602.00	0.45	0.00	24,187,455.00
Service Reimbursement Program	25,873.94	33,352.00	(7,478.06)	(22.42)	332,865.46	300,176.00	32,689.46	10.89	315,822.40
<b>Total Operating Revenues</b>	<b>8,269,446.14</b>	<b>8,720,894.00</b>	<b>(451,447.86)</b>	<b>(5.18)</b>	<b>80,902,236.22</b>	<b>78,488,050.00</b>	<b>2,414,186.22</b>	<b>3.08</b>	<b>71,450,977.40</b>
<b>Operating Expenses</b>									
<b>Personal Services</b>									
Fringe Benefits	1,353,877.85	1,412,250.00	58,372.15	4.13	9,454,758.25	13,630,306.00	4,175,547.75	30.63	11,231,089.72
Overtime	660,844.26	246,220.00	(414,624.26)	(168.40)	3,174,920.77	2,215,940.00	(958,980.77)	(43.28)	2,395,865.85
Salary	3,697,149.75	3,422,653.00	(274,496.75)	(8.02)	26,012,584.83	32,132,316.00	6,119,731.17	19.05	24,018,619.35
<b>Total Wages and Benefits</b>	<b>5,711,871.86</b>	<b>5,081,123.00</b>	<b>(630,748.86)</b>	<b>(12.41)</b>	<b>38,642,263.85</b>	<b>47,978,562.00</b>	<b>9,336,298.15</b>	<b>19.46</b>	<b>37,645,574.92</b>
<b>Other Services &amp; Charges</b>									
Claims	205,840.75	229,209.00	23,368.25	10.20	1,724,596.25	2,062,873.00	338,276.75	16.40	2,182,595.85
Miscellaneous Expenses	39,938.59	87,314.00	47,375.41	54.26	456,232.28	785,802.00	329,569.72	41.94	396,913.99
Purchased Transportation	1,035,080.00	954,113.00	(80,967.00)	(8.49)	8,551,680.73	8,587,018.00	35,337.27	0.41	7,832,526.45
Services	935,789.91	873,805.00	(61,984.91)	(7.09)	7,642,503.75	7,864,098.00	221,594.25	2.82	8,351,904.46
Total Utilities	109,876.26	120,834.00	10,957.74	9.07	691,802.24	1,087,498.00	395,695.76	36.39	739,948.78
<b>Total Other Services &amp; Charges</b>	<b>2,326,525.51</b>	<b>2,265,275.00</b>	<b>(61,250.51)</b>	<b>(2.70)</b>	<b>19,066,815.25</b>	<b>20,387,289.00</b>	<b>1,320,473.75</b>	<b>6.48</b>	<b>19,503,889.53</b>
<b>Materials &amp; Supplies</b>									
Fuel & Lubricants	410,425.12	455,337.00	44,911.88	9.86	3,291,903.12	4,097,989.00	806,085.88	19.67	3,213,593.64
Maintenance Materials	367,357.86	433,777.00	66,419.14	15.31	3,888,354.38	3,903,959.00	15,604.62	0.40	3,423,701.63
Other Materials & Supplies	129,317.49	92,258.00	(37,059.49)	(40.17)	832,317.46	830,277.00	(2,040.46)	(0.25)	540,634.89
Tires & Tubes	69,667.35	54,167.00	(15,500.35)	(28.62)	541,054.28	487,499.00	(53,555.28)	(10.99)	378,477.22
<b>Total Materials &amp; Supplies</b>	<b>976,767.82</b>	<b>1,035,539.00</b>	<b>58,771.18</b>	<b>5.68</b>	<b>8,553,629.24</b>	<b>9,319,724.00</b>	<b>766,094.76</b>	<b>8.22</b>	<b>7,556,407.38</b>
<b>Total Operating Expenses</b>	<b>9,015,165.19</b>	<b>8,381,937.00</b>	<b>(633,228.19)</b>	<b>(7.55)</b>	<b>66,262,708.34</b>	<b>77,685,575.00</b>	<b>11,422,866.66</b>	<b>14.70</b>	<b>64,705,871.83</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(745,719.05)</b>	<b>338,957.00</b>	<b>1,084,676.05</b>		<b>14,639,527.88</b>	<b>802,475.00</b>	<b>(13,837,052.88)</b>		
GAIN/LOSS ON ASSET DISPOSAL	46,857.85		(46,857.85)	0.00	603,213.02		(603,213.02)	0.00	(75,779.43)
<b>NET INCOME/(LOSS)</b>	<b>(792,576.90)</b>	<b>338,957.00</b>	<b>1,131,533.90</b>	<b>333.83</b>	<b>14,036,314.86</b>	<b>802,475.00</b>	<b>(13,233,839.86)</b>	<b>(1649.13)</b>	<b>6,820,885.00</b>

To: Chair and Board of Directors

From: Roscoe Brown

## **PARATRANSIT UPDATE**

To: Chair and Board of Directors

From: Inez Evans, President/CEO

## **CONSIDERATION OF CEO REPORT**

### **ISSUE:**

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

### **RECOMMENDATION:**

Receive CEO report.

Inez Evans

President/CEO

To: Chair and Board of Directors

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

## **CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR SEPTEMBER 2019**

### **ISSUE:**

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

### **RECOMMENDATION:**

Receive the report.

Bryan Luellen

Vice President of Public Affairs and Communications

### **Attachments**

### **Contributing Staff includes:**

Daniel Krupski, Customer Service Business Analyst

Chauncyia Coleman, Director of Customer Service

Lauren Day, Director of Public Relations

Jerome Horne, Ridership Experience Specialist

Vanesa Rivera, External Communications Coordinator

Allison Potteiger, Organizational Communications Manager

Cheryl McElroy, Internal Communications Specialist

Jordan Patterson, Community Outreach Coordinator

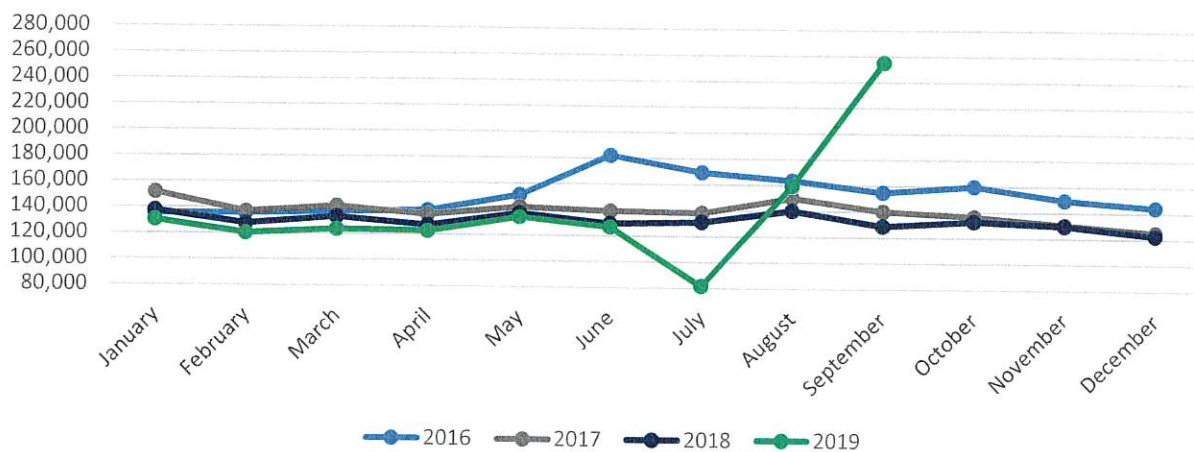
Brandon Evans, Digital Strategy and Community Engagement

### **INDYGO.NET WEBSITE STATISTICS:**

(9/1/19 – 9/30/19)

Page Views	608,895
Bounce Rate	54.02%
New Users	94,258
Returning Users	44,522
Total Sessions	254,690
Total Monthly Sessions Comparison to Previous Year	198.20%

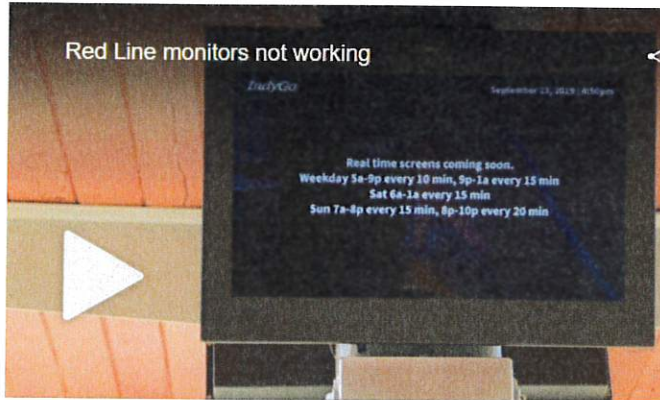
IndyGo.Net Website Sessions



Date	Mobile	Desktop	Tablet
Sep-19	69.12%	26.95%	3.93%
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%



## Real-time bus tracking monitors not working at Red Line stations



by: Julia Deng

Posted: Sep 24, 2019 / 12:39 AM GMT-0400 / Updated: Sep 24, 2019 / 04:14 AM GMT-0400

INDIANAPOLIS (WISH) — Overhead digital screens at Red Line stations are not consistently showing accurate bus arrival times, an IndyGo representative acknowledged Monday.

The agency disabled its “real-time” bus tracking system on station monitors to allow for diagnostics repairs, a spokesperson told News 8.

Screens were updated with a message also posted on IndyGo's Instagram stories: “We’re currently addressing the performance of our real-time arrival screens at Red Line stations. In the meantime, please

## Problems not fixed, long wait times return for IndyGo riders with disabilities



BOB SEGALL

PUBLISHED: SEP 10TH 2019 - 4:08PM (EDT) / UPDATED: SEP 12TH 2019 - 3:34AM (EDT)



INDIANAPOLIS (WTHR) — Karen Longere has been using IndyGo's Open Door bus service for nearly two decades.

Because of chronic health conditions that make walking and climbing stairs difficult, she desperately needs the paratransit service to get to her downtown job, medical appointments and grocery stores.

NEWS > WORKING FOR YOU

## Red Line driver explain the road

Posted: 1:22 AM, Sep 12, 2019 Updated: 1:22 AM, Sep 12, 2019  
By: Cameron Riddle



TheIndyChannel.com Alyssa Donovan · USA · Sep 3 · 8:30 pm

## No issues for IndyGo's Red Line during first morning commute after holiday weekend

— There were no significant issues to report Tuesday as the new IndyGo Red Line faced its first day of workday commuter traffic after the





**SEPTEMBER NEWS RECAP:**

<i><b>Headline</b></i>	<i><b>Reach</b></i>	<i><b>Desktop Reach</b></i>	<i><b>Mobile Reach</b></i>	<i><b>AVE</b></i>
IndyGo sends message to drivers following crashes on Red Line	109366	41692	67674	1011.64
IndyGo sends message to drivers after crashes on Red Line	1355750	373389	982361	12540.69
IndyGo Red Line bus struck by hit-and-run driver in downtown Indianapolis	587940	169181	418759	5438.45
Packed buses but also some scrapes and smoke for Red Line's first day	1321750	604067	717683	12226.19
'A historic day': IndyGo launches Red Line service	39402	24065	15337	364.47
People pack onto buses for first day of IndyGo Red Line	1355750	373389	982361	12540.69
Free rides kick off IndyGo's Red Line	1283075	445001	838074	11868.44
Red Line riders pack buses on 2nd day of service	39402	24065	15337	364.47
Red Line riders report long delays, IndyGo blames holiday	39402	24065	15337	364.47
After months of anticipation IndyGo's Red Line opens	587940	169181	418759	5438.45
Indy residents try out the Red Line on Labor Day weekend	1283075	445001	838074	11868.44
Be ready for new bus stops on the Red Line	587940	169181	418759	5438.45
Hit-and-run, scraping noises and a surprise unloading: Your Red Line questions answered after Day One	1321750	604067	717683	12226.19
Standing room only on Red Line's opening day	109366	41692	67674	1011.64
BYD Congratulates IndyGo on Launch of Red Line Service	111824	69789	42035	1034.37
IndyGo Vision: Connect the Region	73392	34611	38781	678.88
First morning rush hour for Red Line is strangely silent and relatively smooth	1315189	625588	689601	12165.5
BusCon 2019 to showcase tech, mobility, and more	4865	903	3962	45
City officials celebrate launch week of Red Line	112460	44992	67468	1040.25
Red Line celebration marks launch week of electric bus line	1002350	370513	631837	9271.74

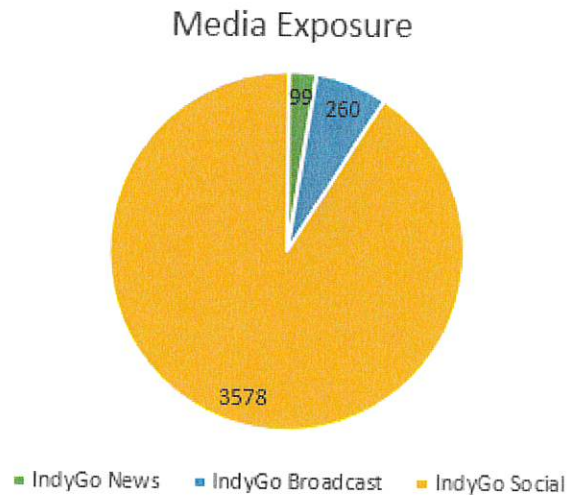
IndyGo Red Line kicks off first week with live music	1283075	445001	838074	11868.44
Riders flock to Red Line in first days as IndyGo works on glitches	9001	4587	4414	83.26
Red Line buses launch, celebrate with month of free rides	7642	1578	6064	70.69
No issues for IndyGo's Red Line during first morning commute after holiday weekend	595826	171526	424300	5511.39
Street lights out along College Avenue because of IndyGo Red Line construction	595826	171526	424300	5511.39
BYD Congratulates IndyGo on Launch of Red Line Service	13097	10147	2950	121.15
Riders flock to Red Line in first days as IndyGo works on glitches	146879	62736	84143	1358.63
IndyGo COO: Red Line sees 'tremendous' launch	35142	21114	14028	325.06
IndyGo's Red Line opens for service	42544	25585	16959	393.53
IndyGo COO: Red Line Sees 'Tremendous' Launch	73392	34611	38781	678.88
Istanbul Joins 24-Hour Transit Club	108920	69985	38935	1007.51
Red Line Delivers a 'Sudden' Transformation for Indy	73392	34611	38781	678.88
IPS teams up with IndyGo to encourage high school students to use public transportation	112460	44992	67468	1040.25
IPS, IndyGo pilot program encourages thousands of high school students to ride public transportation	1002350	370513	631837	9271.74
Most Buses Reported At Capacity During Indianapolis Red Line's First Week	36160	16844	19316	334.48
Woman gives warning after crash with IndyGo Red Line bus	595826	171526	424300	5511.39
Putting the Red Line to the test: How long will it take?	595826	171526	424300	5511.39
Car crashes into new Red Line bus station	35142	21114	14028	325.06
Driver arrested after crashing car into new Red Line bus station	35142	21114	14028	325.06
Driver faces OWI charges after smashing vehicle into Red Line bus station	595826	171526	424300	5511.39
Driver arrested for DWI after hitting Red Line station	1082630	504830	577800	10014.33
At one fell swoop...	17899	8034	9865	165.57
The INsiders	73392	34611	38781	678.88
APTA nominates Fernandez, Nelson as board officers	43496	20429	23067	402.34

The numbers are in on IndyGo's first week of Red Line operations	595826	171526	424300	5511.39
The first week of Red Line service is over. Here's the unofficial ridership count.	1315189	625588	689601	12165.5
KTGY Architecture + Planning unveils details behind the design of Grid Apartments in Downtown Indianapolis	4615	3472	1143	42.69
Red Line driver explains the new rules of the road	595826	171526	424300	5511.39
Midwest cities invest in transit	24370	19989	4381	225.42
IndyGo addresses issues with deliveries and the Red Line	112460	44992	67468	1040.25
Businesses and IndyGo work together to solve Red Line delivery issues	1002350	370513	631837	9271.74
BYD Buses Used for First U.S. Zero-Emissions BRT Service	21312	15824	5488	197.14
IndyGo Begins Transition To New Fare System	36160	16844	19316	334.48
Report: Indianapolis ranks last in public transportation	595826	171526	424300	5511.39
BYD Buses Used for Zero-Emissions BRT Service	21312	15824	5488	197.14
IndyGo Replaces Single-Trip Ticket with 2-Hour Transfer	73392	34611	38781	678.88
IndyGo begins transition to MyKey	42544	25585	16959	393.53
Owner learns dog shot, killed at Red Line bus station	35142	21114	14028	325.06
KTGY unveils plans for Indianapolis' Grid multifamily project	22637	16320	6317	209.39
Downtown pedestrians fed up with closed sidewalk	595826	171526	424300	5511.39
Local family looking for answers after their beloved dog was shot, killed	1082630	504830	577800	10014.33
Red Line Celebrates Successful First Week	3597	1584	2013	33.27
IndyGo Begins Transition to MyKey	3597	1584	2013	33.27
Car Free Day Indy is this Friday. Here's four other ways to get around the city.	1315189	625588	689601	12165.5
Another One Rides the Bus	17899	8034	9865	165.57
IndyGo to harness data to pitch partnerships with employers	146879	62736	84143	1358.63
How much would it cost to ditch your car? Let's calculate.	595826	171526	424300	5511.39
IndyGo Launches U.S.' First Electric Bus Rapid Transit With BYD K11	1768607	872447	896160	16359.61
Real-time bus tracking monitors not working at Red Line stations	384881	170581	214300	3560.15

Snafus to extend free bus rides on Red Line through Nov. 10	35142	21114	14028	325.06
Conference Circuit: Bikeshare Leaders	22346	15378	6968	206.7
Red Line will remain free through Nov. 10 as IndyGo works out service, payment kinks	146879	62736	84143	1358.63
Red Line to continue free rides because fare machines won't be ready	1315189	625588	689601	12165.5
Snafus to extend free bus rides on Red Line through Nov. 10	384881	170581	214300	3560.15
IndyGo Red Line extends free service until November due to ticketing issues	595826	171526	424300	5511.39
IndyGo: Free Red Line service extended to November 10	1002350	370513	631837	9271.74
IndyGo announces November 10 extension for free Red Line rides	112460	44992	67468	1040.25
IndyGo Extends Free Rides For Red Line	36160	16844	19316	334.48
35 places to be entertained along the Red Line Iconic Indianapolis attractions ranging from the Vogue to The Children's Museum to Indiana Repertory Theatre are steps away from IndyGo's Red Line.	1315189	625588	689601	12165.5
IndyGo extends free Red Line rides	19752	7569	12183	182.71
IndyGo extends free rides to November	384881	170581	214300	3560.15
IndyGo Extends Free Rides to November	73392	34611	38781	678.88

**Topics Include:** The month of September was a great success for IndyGo. The Red Line carried buses full of passengers from Broad Ripple to the University of Indianapolis. Although there were many delays, the media coverage remained neutral. To celebrate the new system, IndyGo celebrated with the community at the State House near the State House rapid transit station. All the coverage surrounding opening week yield positive. Mid-September news coverage brought Red Line concerns to the surface such as how are deliveries being made and technology issues. In Mid-September, IndyGo announced its transition to the new fare system, MyKey. The month of September ended with the Red Line free service being extended to November 10, due to the MyKey vendor being behind schedule.

## SEPTEMBER NEWS RECAP CONTINUED:



## SOCIAL PERFORMANCE:

### Cross Channel Summary by Channel

Multiple Locations | Sep 1, 2019 - Sep 30, 2019



## NEWSLETTER:





# INSIDEINDYGO»»



The new bus rapid transit service opened for service on September 1 and NOW entering our second month of service. Hurray! We've been filled with so much joy seeing members of the community come together on public transportation. Keep sharing your stories with us on social media!

## Unbe-LEAF-able Events

Are you ready for the new season? We know we are! Fall is in full swing, and we're excited about everything it has to offer. Football, basketball, festivals, and pumpkin everything! If you find yourself in the mood for a gourd time, below are a few events you might find worthy of your time.

- [Harvest at Newfields](#) – October 3 to October 6
- [ZooBoo](#) – October 3 to October 27
- [Annual Original and Fabulous GermanFest](#) – October 12
- [Monument Circle Art Fair](#) – October 12
- [Heartland International Film Festival](#) – October 10 to October 20
- [Historic Irvington Halloween Festival](#) – October 19 to October 26
- [Día de Muertos \(Day of the Dead\) Community Celebration](#) – October 26

## Free Rides Extended on the Red Line



ICYMI: Our Board of Directors approved free rides on the Red Line until November 10! What does this mean for MyKey? MyKey is anticipated to be ready for launch November 10. Thank you for your continued support of the new service.

For more information take a look at our news release [here](#).

## Transportation Etiquette

Public transportation is a brand-new experience for many of us, and it may seem a little challenging to ride, but don't worry it's easy!

- Please let passengers exit the bus before boarding.
- Food and drinks should be kept in closed containers.
- If you bring trash with you, make sure to dispose of it.
- No smoking on the bus or at rapid transit stations.
- Please be kind to your driver.
- Keep volume to a minimum.

You don't know what you don't know until you try it. Happy riding!

## Red Line 101



Pull the cord on the Red Line bus.

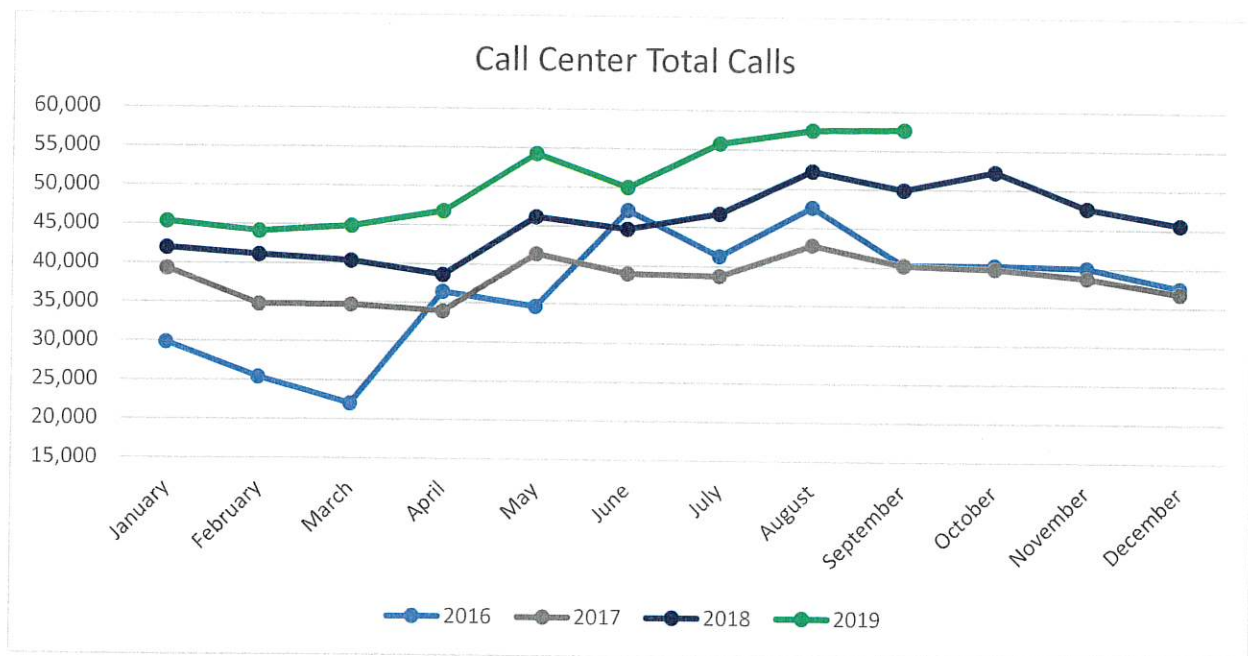
As the bus approaches your station, pull the cord to indicate you want off the bus, as the

### SEPTEMBER CALL CENTER REPORT:

57,568 total calls

4.61% calls abandoned in queue

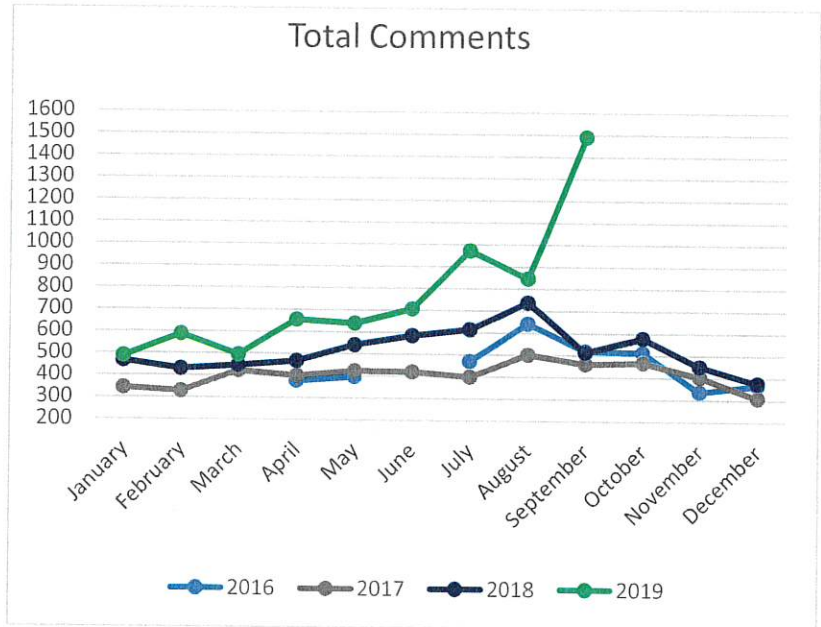
65.85% Interactive Voice Response (IVR) calls





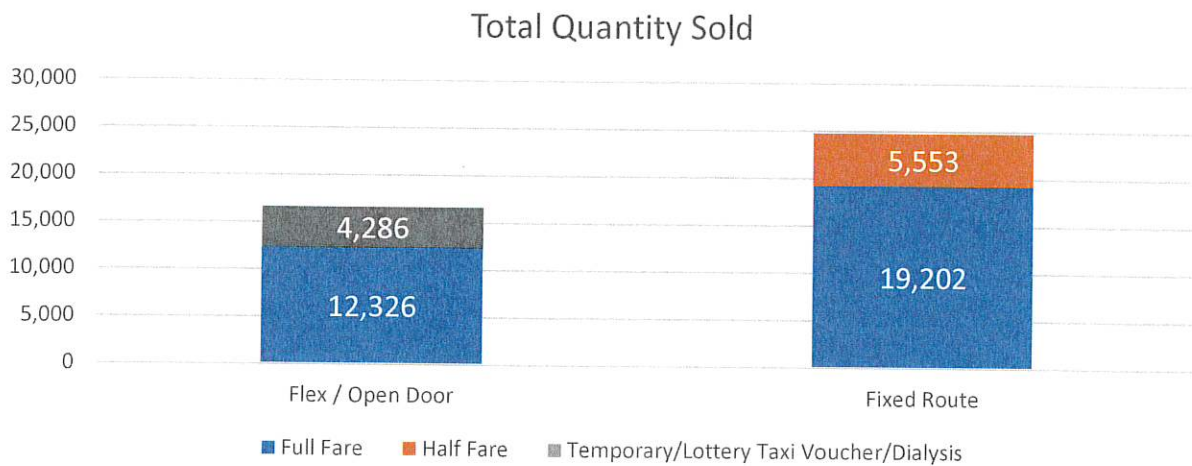
## SEPTEMBER CUSTOMER COMMENTS: 1,488

Comment Category	Quantity
SCH	349
RED LINE	247
SAF	154
PAS	147
COU	138
FAR	56
ROU	55
SUG	54
REQ	50
COM	45
OTH	40
FAC MAINT	30
VEH MAINT	20
SEC	19
WRO	17
DEN	16
RUL	13
BSTP	7
MAR	6
CSC	4
DETOUR	4
RTA	4
ADA	3
SERV CHAN	3
2019 FARE	2
DISCRIM	2
BLU LIN	1
CAD AVL	1
PUR LIN	1



## SEPTEMBER PASS SALES REPORT:

Total Quantity of Passes: 41,367



## ADDITIONAL REVENUE AND PASS INFORMATION FOR SEPTEMBER:

Retail Desk Purchases: \$115,149.15

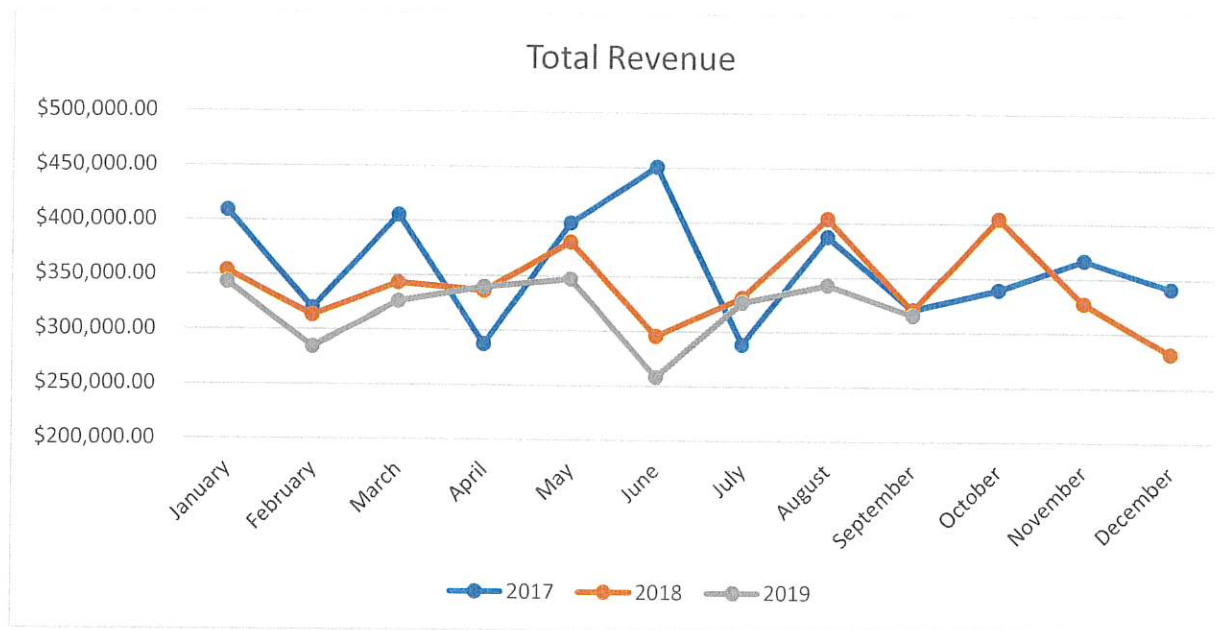
Cash: \$38,103.08

Checks: \$16,630.70

Credit Cards: \$60,415.37

Veteran IDs Sold: 130

Total Veteran IDs: 3,516



### OUTREACH SUMMARY FOR SEPTEMBER:

Outreach in September largely consisted of community events. These efforts were complimented by regular outreach to community organizations to provide updates on transit.

### SEPTEMBER OUTREACH EVENTS:

9/1/2019	HR Directors For RLA
9/4/2019	Veterans Stand Down
9/7/2019	Kennedy King Block Party
9/10/2019	Indiana School for the Blind and Visually Impaired DTC Tour
9/14/2019	Irish Festival
9/14/2019	IPS parent/student Training
9/19/2019	Near North Breakfast
9/20/2019	Car Free Day Indy
9/25/2019	Partners in Housing Meeting
9/26/2019	Partners in Housing Meeting

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

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

Three human-interest articles in the monthly employee e-newsletters, IN TRANSIT and THE DISPATCHER, spotlighting employees.

*IN TRANSIT article featuring employee engagement.*

### **CELEBRATING THE RED LINE OPENING!**

We hosted a Red Line Party September 6 for IndyGo employees in the South Parking Lot. We were able to thank nearly 300 co-workers for their hard work. The summer weather was perfect as folks enjoyed music, an IndyGo water bottle, a variety of wonderful food, and the Ice Cream Truck!

## **TOWN HALLS AND LISTENING SESSIONS**

We are excited to announce that Inez Evans will soon be hosting Town Hall Meetings and Listening Sessions with IndyGo employees! Inez is ready to take dialogue with employees to a whole new level.

Tuesday • October 29

Wednesday • October 30

Thursday • October 31

*DISPATCHER stories of employee recognition.*

### **RISING STAR NOMINATION**

The Central Indiana Supply Chain Awards (CISCA), powered by BCforward, has nominated Procurement Contract Specialist, Justin Fulford, as a potential Rising Star winner. CISCA recognizes supply chain professionals in Central Indiana who have shown innovation, perseverance, delivery of results, and best practices to their organizations. IndyGo is excited to have Justin in this prestigious category. Nominee winners will be announced September 19. Good luck, Justin!

PLANNING AND CAPITAL PROJECTS REPORT

10/24/19

Item R – 2

TO: Chair and Board of Directors

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

**PLANNING & CAPITAL PROJECTS UPDATE**

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

**Recommendation:**

Receive the report.

## **SERVICE PLANNING**

### **Service Scheduling**

A new operator pick will take effect on October 27, 2019. This will improve Red Line schedules by allowing for more trip and layover time. The local extensions have also been added back to the route and will no longer operate separate loops on the north and south end. Adjustments have also been made to Routes 8, 10, 21, & 87 since IndyGo has vacated Washington Square Mall and now provides service to in on Washington Street.

### **Transit Amenities**

This fall, 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 and work has begun. 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 mobile app and customer website will be rolled out to the public on October 28<sup>th</sup>. Half-fare and Veteran customers will be transitioned to the system in November.



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 MyKey cards 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.

Additionally, Flowbird discovered a manufacturing issue with the paper cards that the ticket vending machines will distribute, which requires reproduction of the cards. This may impact the testing and pilot period for the ticket vending machines, which in turn may impact the launch date of the ticket vending machines at Red Line stations. It is now expected that ticket vending machines will not be operational until November 11<sup>th</sup>, at the earliest. More information will be provided at the October board meeting.

### **Retail Network**

IndyGo is in the process of deploying a retail network for the MyKey cards. This will include retail sales, reloading capabilities, and card registration at approximately 400 retail locations in Indianapolis-Marion County. As this time, contract negotiations with the vendor, InComm, are underway.

### **Ridership**

With the start of the new Red Line, weekend service additions to local routes, route changes, and free rides ridership data showed an increase of 29.5 percent over the previous September, and 2.3 percent higher than was expected given seasonality and the composition of service days. To date, annual ridership is 3.6 percent higher than last year's level.

#### Actual vs. Expected Ridership

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2019 Actual	673,825	677,602	715,165	750,005	773,315	714,471	749,394	804,097	974,872
Act v Exp	7,486	(3,526)	(14,640)	(2,957)	27,481	(2,325)	17,270	(19,191)	222,172
Act v Exp %	1.10%	-0.50%	-2.00%	-0.40%	3.70%	-0.30%	2.40%	-2.30%	29.50%

**2019 Ridership v Expected**      3.51%

*\*IndyGo continues to develop statistical methods sufficient for FTA certification of its Red Line BRT Automatic Passenger Counters. Until such certification is achieved, Red Line BRT ridership numbers are considered preliminary and subject to future revision.*

Current Month			IndyGo	Year to Date		
Sep-18	Sep-19	% Change	Fixed Route Ridership	2018	2019	% Change
16,237	15,118	-6.9%	2 E. 34th St.	144,329	138,400	-4.1%
32,202	35,475	10.2%	3 Michigan St.	242,361	296,760	22.4%
12,711	12,909	1.6%	4 Fort Harrison	116,783	108,693	-6.9%
16,740	16,421	-1.9%	5 E. 25th	142,900	152,989	7.1%
12,145	12,717	4.7%	6 N. Harding	115,146	103,164	-10.4%
130,033	139,438	7.2%	8 Washington St.	1,121,833	1,198,581	6.8%
92,243	99,264	7.6%	10 10th St.	814,701	804,644	-1.2%
2,608	4,972	90.6%	11 E. 16th St.	30,099	32,664	8.5%
4,148	3,047	-26.5%	12 Minnesota	39,994	36,907	-7.7%
3,216	2,891	-10.1%	13 Raymond	29,265	27,814	-5.0%
9,708	8,657	-10.8%	14 Prospect	81,776	80,260	-1.9%
18,066	20,157	11.6%	15 Riverside	153,463	151,695	-1.2%
10,659	12,553	17.8%	16 Beech Grove	97,112	98,505	1.4%
20,911			17 College	192,260	155,197	
11,706	10,398	-11.2%	18 Nora	101,382	96,173	-5.1%
34,594	26,492	-23.4%	19 Castleton	311,159	299,201	-3.8%
13,546	15,980	18.0%	21 East 21st St.	125,050	118,213	-5.5%
9,620			22 Shelby	87,908	72,459	
10,085	12,384	22.8%	24 Mars Hill	95,200	95,954	0.8%
13,931	13,781	-1.1%	25 W. 16th St.	126,134	113,621	-9.9%
13,182	18,442	39.9%	26 Keystone	119,068	126,775	6.5%
13,822	13,632	-1.4%	28 St. Vincent	118,573	117,974	-0.5%
7,960	11,094	39.4%	30 30th St.	66,083	73,652	11.5%
24,438	15,303	-37.4%	31 Greenwood	207,219	211,161	1.9%
27,350	29,111	6.4%	34 Michigan Rd.	227,159	243,027	7.0%
36,521	36,349	-0.5%	37 Park 100	327,314	322,583	-1.4%
27,650	23,247	-15.9%	38 Lafayette Square	256,279	234,652	-8.4%
100,258	87,373	-12.9%	39 E. 38th St.	873,563	849,221	-2.8%
3,643	5,836	60.2%	55 English	33,568	36,865	9.8%
9,651	11,945	23.8%	86 86th Street Crosstown	86,337	82,335	-4.6%
12,447	11,306	-9.2%	87 Eastside Circulator	106,290	102,597	-3.5%
	246,369		90 Red Line*		246,369	
102	1,500		Others	3,444	3,024	
752,133	974,161	29.5%	Total	6,593,752	6,832,129	3.6%

Sep-18	Sep-19	% Change	Flexible and Contracted Services	2018	2019	% Change
30,190	27,497	-9.0%	Open Door Riders on Fixed Route	260,200	261,135	0.4%
23,473	23,262	-0.9%	Open Door	227,660	211,272	-7.2%
1,223	6,733	450.5%	Open Door Taxi Vouchers	8,199	35,411	331.9%
16,268	5,892	-63.8%	31 Day S-Pass	135,085	84,920	-37.1%

## **STRATEGIC PLANNING**

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. Additionally, the team is working with a statistician to develop an FTA-compliant sampling plan for measuring ridership on the BRT system using automated passenger counters.

### **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.

The National Environmental Protection Act (NEPA) investigations associated with Blue Line project development are on hold while Purple Line investigations are underway. The team has indicated to FTA its plan to identify and pursue a single site joint development opportunity, which should keep the level of investigation at a “documented categorical exclusion” rather than an “environmental assessment”, a higher threshold of investigation.

**Super Stops:** The Super-Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street corridor and Fort Wayne Avenue, is currently at the tentative 90-percent design threshold. Shrewsberry has been asked to continue some design work, including signal design, and advance to a “95-percent” design.

**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. However, it has been requested that Shrewsbury submit the final tracings and bid quantities as a single package with the Super-Stops project and the Super-Stops 2.0/Vermont Street project. This would occur at the end of February.

**Julia M. Carson Transit Center Level Boarding:** 30-percent designs for the level boarding concepts are due on 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. As part of the Shared Use Mobility site visit (see below under Mobility on Demand), IndyGo hosted a workshop session to identify issues and opportunities related to technical integrations.

The team is also providing informational and material support on IndyGo’s strategic plan partnerships efforts, particularly as it relates to supporting the IndyGo-Indianapolis Public Schools pilot project.

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. John Marron was one of two IndyGo representatives that participated in a review of all submitted applications to narrow that list down to a short list of 12 applicants. Those 12 applicants will receive 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, Englewood Community Development Corporation and the Personal Mobility Network hosted a site visit with the Shared Use Mobility Center in early October to advancing planning efforts around the mobility hubs concept. This site visit included a series of workshops including public, private, and non-profit partners providing input on various aspects of a planning process to facilitate the development of these hubs. IndyGo is in the process of synthesizing this feedback and further refining the planning process to occur through next summer.

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 early next year.

**Blue Line TOD Planning:** In July 2018, IndyGo submitted, and was subsequently awarded, a \$320,000 federal grant award – matched locally by IndyGo (\$40,000) and the City of Indianapolis, Department of Metropolitan Development (\$40,000) for a total of up to \$400,000 – as part of [FTA's Pilot Program for TOD Planning. According to the FTA, the Pilot Program for TOD Planning helps support FTA's mission of improving public transportation for America's communities by providing funding to local communities to integrate land use and transportation planning with a new fixed guideway or core capacity transit capital investment.](#) In Indianapolis, the new capital investment is in reference to the Blue Line bus rapid transit route, specifically.

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 three trips to Indianapolis thus far, having met with the IndyGo/City/MPO team and area stakeholders, as well as local policy and decision-makers. The consultant team has already developed an appreciation for existing conditions—both within the corridor and as it relates to the current zoning ordinance— and has a strong understanding of the issues and opportunities in implementing transit-oriented development here in Indianapolis. Representatives of the consulting team will return in November to describe the various approaches we can take as we prepare to put forward technical changes to the city's zoning ordinance.

#### **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.
- **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. Initial methodology will soon be under review.
- **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. The Steering Committee met in September and received information on the study's progress. Next steps include delivery of the Existing Condition, Industry Comparison, and Options/Recommendations report, in addition to public outreach. The current project schedule anticipates a final report due to the board at its March 2020 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 anticipated the award announcement in September but the FTA has not yet announced the awardees.

*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. IndyGo staff have evaluated those applications and are devising a plan to move the project forward given the diversity in technologies. 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 met and discussed project options for this call for projects; the project chosen was replacement 40' buses. Strategic Planning staff will coordinate with Finance to revise its application from last year and submit for this year's call.

- **Regional Initiatives/Discussions:**

*Section 5307/5311:* The Indianapolis MPO has released an RFQ for services related to Section 5307/5311; IndyGo will participate as a member of the project team, including scoring the RFP submittals.

*Section 5307 FY 2019 Split Letter:* IndyGo is the designated recipient for Section 5307 funding in the Indianapolis urbanized area. The Section 5307 funds are formula funds distributed to eligible public transit agencies. There are two direct recipients: IndyGo and the Central Indiana Regional Transportation Authority (CIRTA). With two direct recipients in the urbanized area, a "split letter" is required to communicate to FTA what each direct recipient will receive from the allocation of Section 5307 funding. The split letter funding amount is cooperatively determined by CIRTA, the MPO, and IndyGo.

In the past, the split letter has been the purview of the executives of these agencies. The Executive Director of the Indianapolis MPO would like to formalize the process for her board; IndyGo, as a member of the board and designated recipient, is actively involved in the discussions about distribution of the funding. IndyGo staff is working with CIRT and the MPO on the “split letter” process.

Section 5310: The IPTC board approved, at its September board meeting, the vehicle orders for the Section 5310 subrecipients. The Section 5310 program administration is being transferred to the Strategic Planning department for the foreseeable future.

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, CIRT, 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.

- **Other Activities of Note:**

- Gary Public Transportation Corporation Site Visit*

- Gary Public Transportation Corporation executives, staff from the South Shore Clean Cities organization and a staff member from the Indiana Department of Environmental Management (IDEM) were hosted on September 30<sup>th</sup>. The site visit pertained to IndyGo’s transition to an all-electric fleet, including its commitment to generating electricity through its solar array. GPTC received funding for electric vehicles and infrastructure for a frequent route in its service area and was interested in learning from IndyGo.

## **ENGINEERING & CONSTRUCTION**

### **Red Line**

The Red Line project is substantially 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**

IndyGo’s design consultant WSP is currently working towards with 90% design 60% A risk workshop was held by FTA and the PMOC on May 16<sup>th</sup> and 17<sup>th</sup> and expecting to complete the risk report early next year. WSP is working with Citizen’s Energy Group and Indy DPW to finalize the drainage design along 38<sup>th</sup> street.

This would include some separation of storm and sanitary along 38<sup>th</sup> Street. ROW acquisition is ongoing with offers accepted for almost half of the parcels. And offers out for the rest. 6 parcels are in condemnation currently.

The current schedule for Purple Line's is as follows

- **90 Percent** – 4/30/2020
- **Ready for Bid Package** – 8/1/2020
- **Bid** – Late Start September 2020 (Contingent on Right-of-Way Status)
- **Bid Award** – January 2021
- **Construction Notice To Proceed** – March 2021
- **Revenue Service** – Spring 2023

An update to the Small Starts Grant Application package was 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 was 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 or Summer 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 IV- Demolition is completed. There have been a few changes to the phase, which has impacted the project schedule, along with other factors. Coordination with the contractor is ongoing to get the Phase of work completed. Furniture has arrived for this Phase and is being stored with the vendor. There are a couple of meeting rooms that will be converted into offices temporarily to accommodate staff; some items of the new furniture will be used in the temporary offices.

The pricing for the Phase V was provided by the Office Renovations contractor and better pricing can be considered by adding Phase V to the Maintenance Area Renovations Project for the current cube farm/Training Room, the front security desk, the lobby restroom and carpet the IndyGo Board Room, along with the Locker rooms, retrofitting of some of the bays in the garage to accommodate the 60' vehicles and the renovations of offices and meeting rooms. The work in the cube farm/training room will add a wall to provide additional cubicles to accommodate staff growth.

- **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 has been pushed out to allow the design team to focus on the new Training Facility Design, the construction of Vehicle Wash/Paint Booth/Garage Door Improvement, design & construction of Security Screen Doors/Emergency Exit Doors.

- **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. Demolition will begin the week of 10/7 for the Garage Door Improvement and the Vehicle Wash System order has been placed with manufacturer; demolition of the system will not begin until the system has arrived to prevent extensive down time of the wash system. The paint booth system demolition will begin the week of 11/4.
- **Training & Contingency Facility** – The design was completed, however there has been some changes to accommodate the additional programs for the facility; an additional design Task Order for The Etica Group is coming to the October Board. Renderings will be available for presentation to the Riverside community for continued outreach as the drawings are completed. 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 has been pushed to January 2020, with construction starting in Spring 2020. conducive to outdoor construction.
- **Overhead Security Screen Doors/Emergency Exit 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 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. The schedule for project advertising is January 2020, with construction starting in Spring 2020.

**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 SEPTEMBER 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:**

Kammi Dixon, Interim Director of Transportation

Mark Emmons, Director of Safety, Training & Security

Ed Parsley, Director of Facilities

Michael Roth, Director of Mobility Services

DeAndre Rhodes, Director of Fleet Services

Troy Denson, Director of Preventative Maintenance

Cheryl Purefoy, Deputy Chief Operating Officer/ Operations

## OPERATIONS DIVISION REPORT – SEPTEMBER 2019

### TRANSPORTATION SERVICES

#### Employee Recognition:

September Employee of the Month: Peter Reintjes

#### Commendations:

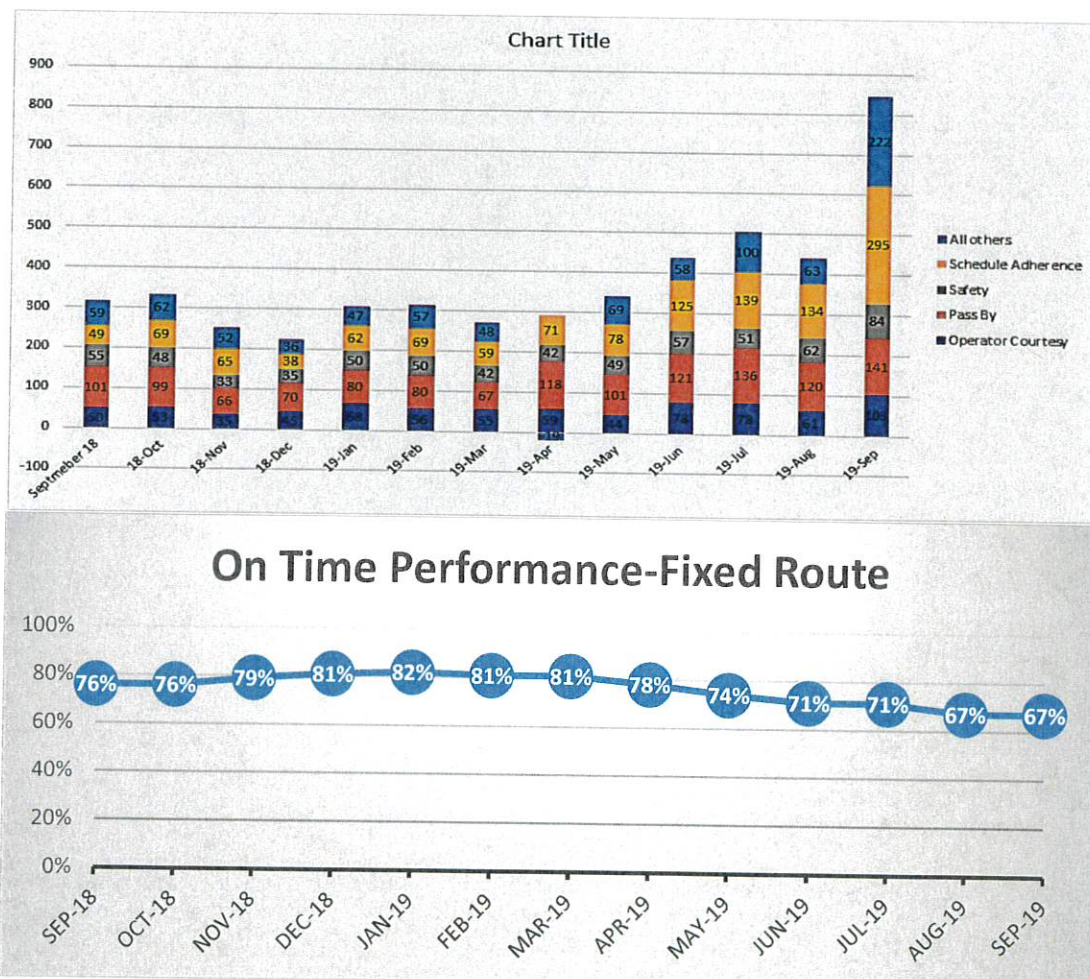
The following Transportation employees were recognized for their extraordinary customer service during the month of August:

Phillip Adkins, Danny Bell, Jacky Cassamajor, Laniese Coach, Sinterra Edwards, Vernessa Foster, Harry Fox, Christina Freeman, Kylee Garrett, Bridget Harris, Linda Harris, Daniel Hicks, Latonya Ingram, Cafante Jackson, Calvin Jackson, Sonia Jenkins, Clyde Jordan, Earl Kimbrough, David Madyun, Shauwn Monroe, January Questelles, Bonnie Simmons, Arthurene Thompkins(2), Lisa Washington, Sabrina Whittaker, Michael Williams and Rosetta Williams

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 September is Jarvis Johnson.

#### 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 continues to monitor and help address service reliability.

#### 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 working on new concepts and innovations as we build a stronger maintenance department. This includes data capture and additional training to stay up to date on maintaining the fleets useful life. We have ordered new equipment and made some upgrades and 2nd test equipment that will increase productivity as we grow and add coaches.

As we prepare for the winter months the heat checks on our fleet is going well. We are more than half way through the diesel fleet.

Preventative maintenance monthly scheduled service tasks YTD

The maintenance department has been recording the mean distance between road failures to

SYSTEM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Alignment	1	2	0	3	0	5	3	1	3				18
Diesel Particulate Regen	117	73	87	78	53	78	70	87	52				695
Engine/Body Steam Cleans	78	51	45	55	90	78	67	74	66				604
Ramp Inspections	51	55	53	54	51	58	49	62	52				485
Body Inspections	8	19	26	16	13	9	32	16	18				157

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
<b>MAJOR</b>	6,052	7,370	8,406	5,640	5,183	6385	8273	9516	<b>19794</b>			
<b>ALL</b>	4,312	5,182	6,937	6,382	6,617	8807	11031	29280	<b>38728</b>			
	2018/01	2018/02	2018/03	2018/04	2018/05	2018/06	2018/07	2018/08	2018/09	2018/10	2018/11	2018/12
<b>MAJOR</b>	4,895	4,392	5,342	6,238	5,016	4,181	5,164	5,554	7,285	12,211	8,546	7,968
<b>ALL</b>	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
<b>MAJOR</b>	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
<b>ALL</b>	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895

We have been able to significantly increase the mean distance between failures by increasing the department manpower and staggering it over three shifts. Also, we acquired a service truck that is able to make repairs in the field and quickly have coaches back in revenue service.

### FLEET SERVICES & INVENTORY CONTROL

There were 178 buses detailed in September. The goal is to detail every bus at least once per month. Total buses serviced (fluids topped off and washed) for the month of September was 4,753.

The Storeroom received in 391 PO's in September. They inventoried 43 Bin Locations and processed 1,490 work order requisitions.

We have logged 5,635,275 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2019</b>	707,466	646,619	667,992	711,337	724,427	701,634	720,062	755,738	858,397				<b>6,493,672</b>
<b>2018</b>	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009				<b>6,416,272</b>
<b>2017</b>	605,993	574,706	655,652	626,211	647,575	674,175	671,980	721,481	681,961				<b>5,589,734</b>

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	43				804
COOLANT	2,182	2,123	2,288	1,870	1,956	2,147	2,136	1,564	1,508				17,774
DEF	45	7	36	33	1,575	2,301	2,890	2,765	2,440				12,092
DIESEL	148,665	140,902	151,196	149,591	156,490	156,832	167,442	168,547	165,458				1,405,123
ENGINE OIL	793	665	674	466	376	500	422	585	385				4,866
UNLEADED	1,889	1,697	1,731	2,247	1,765	1,788	1,973	2,292	2,541				17,923

The motor pool supported 21 staff requests for equipment needs in the month of September.

**MOBILITY SERVICES**

Mobility Services:

To best support IPTC's continued efforts at improving services and options for our riders with disabilities, we have changed our name from Flexible & Contracted Services to Mobility Services. Mobility Services aligns us strategically to support IPTC's mission statement and provides us with branding that will encompass and include additional modal opportunities in providing a more comprehensive and linear approach to providing paratransit services to the customers of Marion County.

Open Door – Current State of Affairs:

I am pleased to provide the IPTC Board of Directors with an update regarding Transdev's OTP for October 2019 (MTD). IPTC has seen a renewed-commitment from Transdev to immediately improve service provision to the customers of Marion County. Transdev has brought in Senior Management to assist with Scheduling and Batching of Trips.

Transdev was required to submit a Corrective Action Plan with immediate steps to achieve results that will improve service provision. The Action Plan is a 90 Day Plan with action steps and goals that are being monitored closely by IPTC. On September 24, 2019 members of Transdev and IPTC met to discuss on-going concerns of service provision from Transdev. It was requested that Transdev provide a comprehensive action plan to improve all levels of services along with time expectations to meet contractual requirements between IPTC and Transdev. The action plan is time-sensitive and being monitored closely for performance improvements and enhancements. Below is a copy of Transdev's 90-day action plan noting performance and technology enhancements to improve Transdev service provision. At the request of the Board, IPTC will have a financial audit completed to provide costing for our Open-Door Service to be brought in-house, to be contracted out or through a hybrid model. Once the data is compiled, we will provide the board with a presentation of the cost-impact to IPTC.

A Dispatch Control Console was introduced and installed in Dispatch. This console provides dispatch with real-time alerts for lengthily trips, late pickups/late drop offs, on-board violations, on-board times.



Trapeze has also installed a batching agent component that continues to monitor trips, assist with the moving of trips to the most effective and efficient routes to improve OTP and decrease customer complaints regarding service adherence.

An additional Dispatcher was added to the morning peak period to assist with the demand of the service. The additional support staff was necessary and has been instrumental in the improved peak period performance.

IPTC continues to perform daily monitoring of contractor performance through daily debriefs in which the previous days service is assessed, site visits and discussions regarding a proactive outlook for the current/next day's service. IPTC staff also collaborates with Transdev staff to continually monitor on time performance as well as mitigate any immediate and future impacts to service.

IPTC is seeing unprecedented On Time Performance from IndyGo for the month of October. Indy go is currently at an 88% (MTD). In addition, the chart that I have provided shows the improvement in service provision for October 2019.

DATE	OTP	Completed Trips	Late Trips
10/1/2019	87.45%	996	125
10/2/2019	88.71%	1054	119
10/3/2019	89.11%	1028	112
10/4/2019	84.30%	1013	159
10/5/2019	88.41%	345	40
<b>10/6/2019</b>	<b>95.19%</b>	<b>270</b>	<b>13</b>
10/7/2019	74.47%	995	254
10/8/2019	70.00%	1040	312
<b>10/9/2019</b>	<b>91.51%</b>	<b>1083</b>	<b>92</b>
10/10/2019	83.62%	995	163
<b>10/11/2019</b>	<b>92.17%</b>	<b>958</b>	<b>75</b>
<b>10/12/2019</b>	<b>92.26%</b>	<b>294</b>	<b>11</b>
<b>10/13/2019</b>	<b>95.79%</b>	<b>285</b>	<b>12</b>
<b>10/14/2019</b>	<b>97.04%</b>	<b>879</b>	<b>26</b>
<b>10/15/2019</b>	<b>95.72%</b>	<b>957</b>	<b>41</b>
<b>10/16/2019</b>	<b>91.24%</b>	<b>1004</b>	<b>88</b>
<b>10/17/2019</b>	<b>95.71%</b>	<b>1002</b>	<b>43</b>

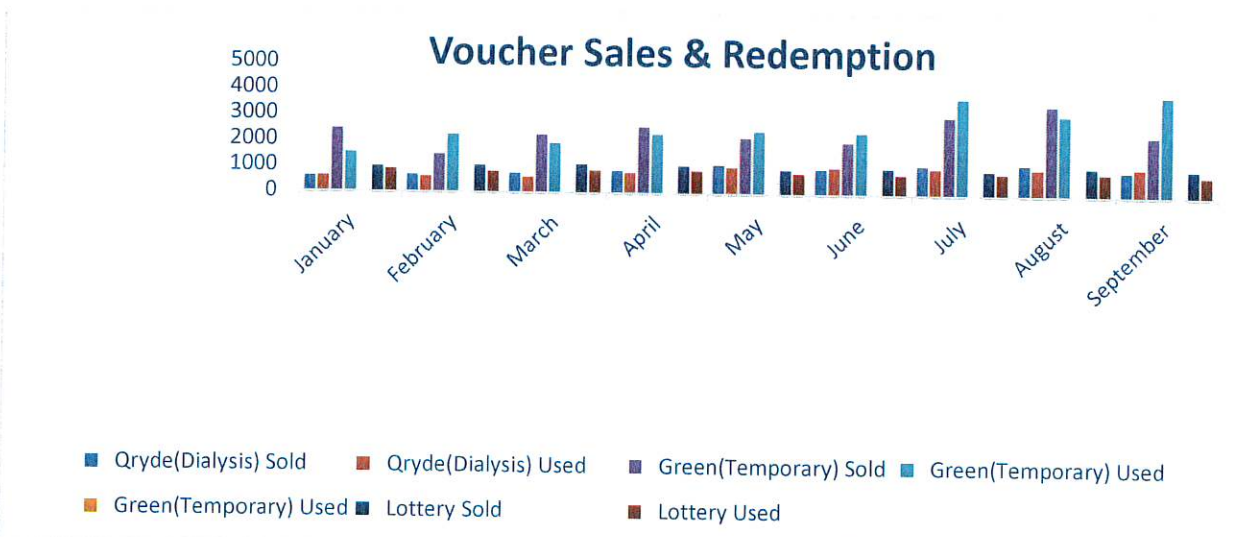
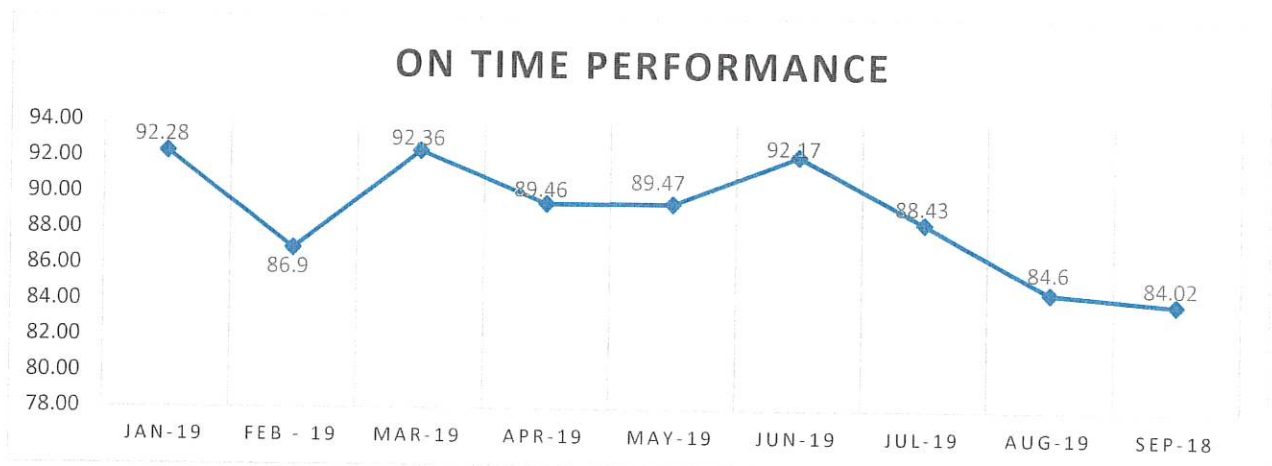
\*highlighted represents day that goal was met



### Service Performance:

Transdev Services concluded the month of September with an average on time performance (OTP) of 84% representing a 1% decrease over the previous month. IPTC continues to perform daily monitoring of contractor performance through daily debriefs in which the previous days service is assessed, site visits and discussions regarding a proactive outlook for the current/next day's service. IPTC staff also collaborates with Transdev staff to continually monitor on time performance as well as mitigate any immediate and future impacts to service.

The data below represents Transdev's On Time Performance for the period of January 2019 to September 2019.



Starting November 1, IndyGo will end the temporary Green Ticket (Emergency Voucher Program). The standard Lottery Program will continue as it has existed, and the Dialysis voucher program will not be impacted by this transition. Our priority is to ensure that our Open-Door customers seamlessly transition to Transdev for transportation services and/or participation in our ongoing Lottery Voucher Program.

The following steps to ensure the continuity of service remains and our riders' transition is seamless.

- Green (Emergency) Vouchers will be transferred to the Lottery Voucher Program effective immediately, providing an on-going Voucher Program to our riders.
- Green Vouchers sold until October 31, will be done so in allotments of 10 per month, per person, to mirror the existing Lottery process.
- Our Taxi providers will honor all existing Green Vouchers that have been purchased until tickets are exhausted.
- Customers with standing subscription trips will remain in the system through the transition.
- IndyGo has contacted vendors such as Bosma and Noble, along with other vendors, and will negotiate that amount of Emergency Vouchers for the Month of October.

Additionally, Transdev will be required to procure a secondary transportation provider to assist with the transportation needs of the community. Any proposed secondary provider must be presented to IPTC for approval along with documentation verifying that the Provider follows all state and federal rules and regulations regarding paratransit services, inclusive of Background checks and a dedicated Drug and Alcohol program and, either a) carries its own insurance, or; b) is covered under the Transdev policy. Please refer to the Contract for the requisite insurance coverages.

As with all programs, IndyGo maintains the right to change this procedure based on review of the Voucher program.

#### Service Delivery Data:

As is consistent with the decrease in OTP, customer complaints for September reflect a 1.1% increase from 95 complaints in August 2019 to 105 in September 2019. Schedule adherence appears to be a concern for which Transdev currently pays liquidated damages per our contract (See Liquidated Damages Data).

#### Transdev Liquidated Damages:

To date Transdev still has not met the contracted goal of 95% monthly on-time performance (OTP). In addition, as a result of areas of underperformance, IPTC continues to assess and collect liquidated damages (LD's) from Transdev invoice payments. For 2019, IPTC has assessed and/or collected a total of \$386,784.88.

DATE	Category	Amount
Jan - 2019	Liquidated Damages	\$26,584.88
Feb - 2019	Liquidated Damages	\$53,250.00
March - 2019	Liquidated Damages	\$34,550.00
April - 2019	Liquidated Damages	\$26,050.00
May - 2019	Liquidated Damages	\$31,350.00
June - 2019	Liquidated Damages	\$31,700.00
July - 2019	Liquidated Damages	\$73,650.00
August - 2019	Liquidated Damages	\$109,650.00
September - 2019	TBD	TBD

On September 24, 2019 members of Transdev and ITPC met to discuss on-going concerns of service provision from Transdev. It was requested that Transdev provide a comprehensive action plan to improve all levels of services along with time expectations to meet contractual requirements between ITPC and Transdev. The action plan is time-sensitive and being monitored closely for performance improvements and enhancements. Below is a copy of Transdev's 90-day action plan noting performance and technology enhancements to improve Transdev service provision. At the request of the Board, ITPC will have a financial audit completed to provide costing for our Open-Door Service to be brought in-house, to be contracted out or through a hybrid model. Once the data is compiled, we will provide the board with a presentation of the cost-impact to ITPC.

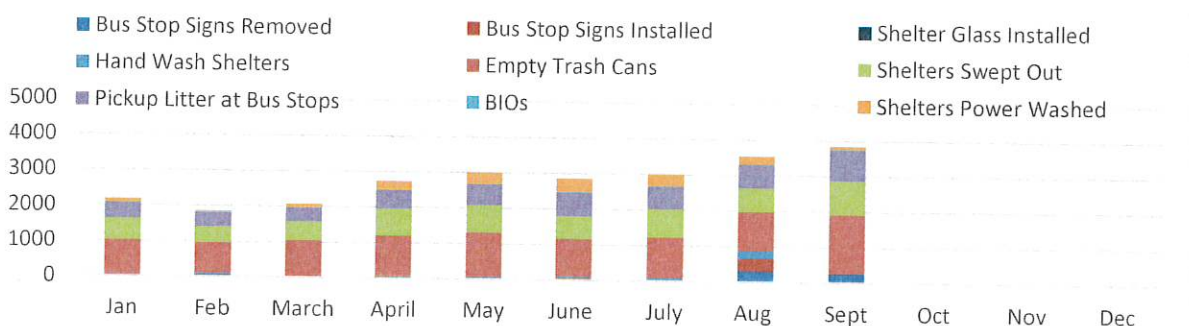
## FACILITIES

Contractor R.L. Turner continues on the Office Renovations Project working in Phase 4 which is the Administration Area. Some demolition work still needs to be done but the reconfiguring of walls for many of the offices has started and the needed wiring is being performed. Work will continue into November.

During the month of September, the customer count at the Julia M. Carson Transit Center is now well over 9,000 patrons per day. The partnership with IPS and the heat index during the month of September contributed to the increase in foot traffic. The Second Phase of the Paver and Paver Bed demolition and replacement process continues however, the construction crew has run into a lot of elevation issues in the final 5 Bus Bays. They are working to correct the issues and have the bays open by the end of October.

Maintenance of the 34 Red Line bus stations started in September. We are developing a schedule based on the station traffic and Red Line schedule. Meetings with the snow and ice removal contractor have commenced to plan for the snow and ice removal in and around all the bus stations.

The Solar Panel System on the roof of our main building is charging to capacity on sunny days producing enough electrical power to charge all ZEPS buses and creating extra amounts of solar energy that is absorbed by our buildings electrical system. The Board approved the task order for the design of the additional solar array with up to 2,150 additional solar panels; the project will be worth \$1.4 million dollars.



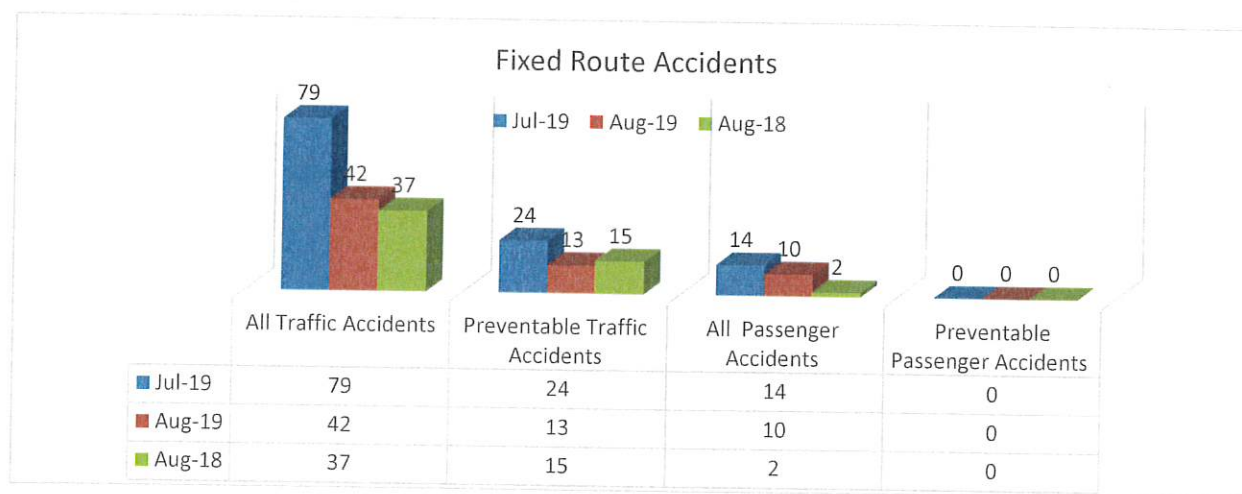
## RISK & SAFETY /SECURITY/TRAINING

### RISK & SAFETY:

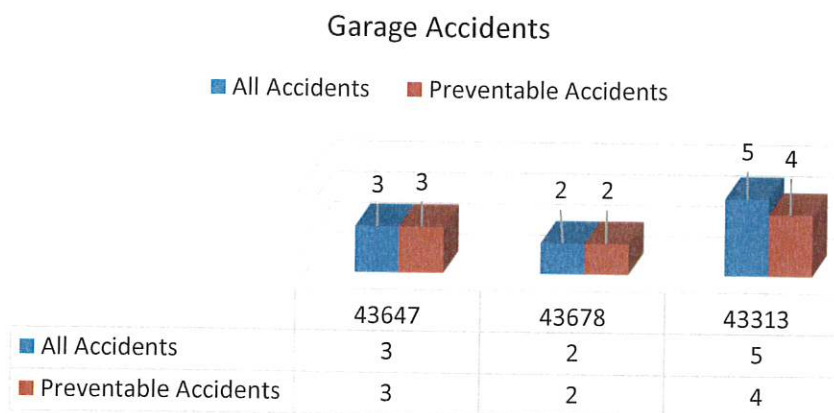
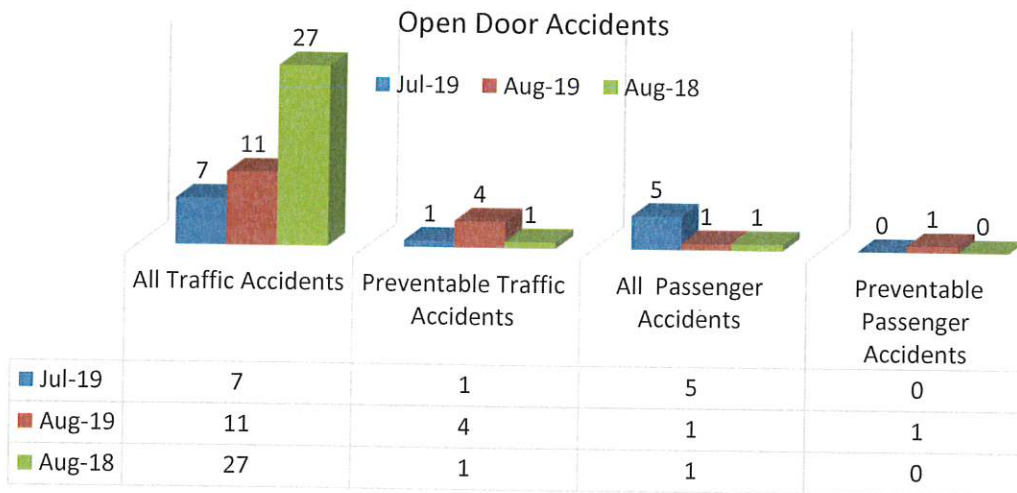
For the month of September, the Risk and Safety staff signed up for 72 shifts as a transit ambassador for the education and launch of the Red Line. During this time safety inspections were also conducted on the 28 stations on the coordinator.

On August 19th, IndyGo held the yearly auto body paint and coatings environmental training (326-IAC 8-10). This training is a State requirement and seven (7) maintenance employees and 3 Risk and Safety employees attended. The training taught staff how to safely use and dispose of paint when painting IndyGo vehicles. This class was taught by Finish Master at no charge.

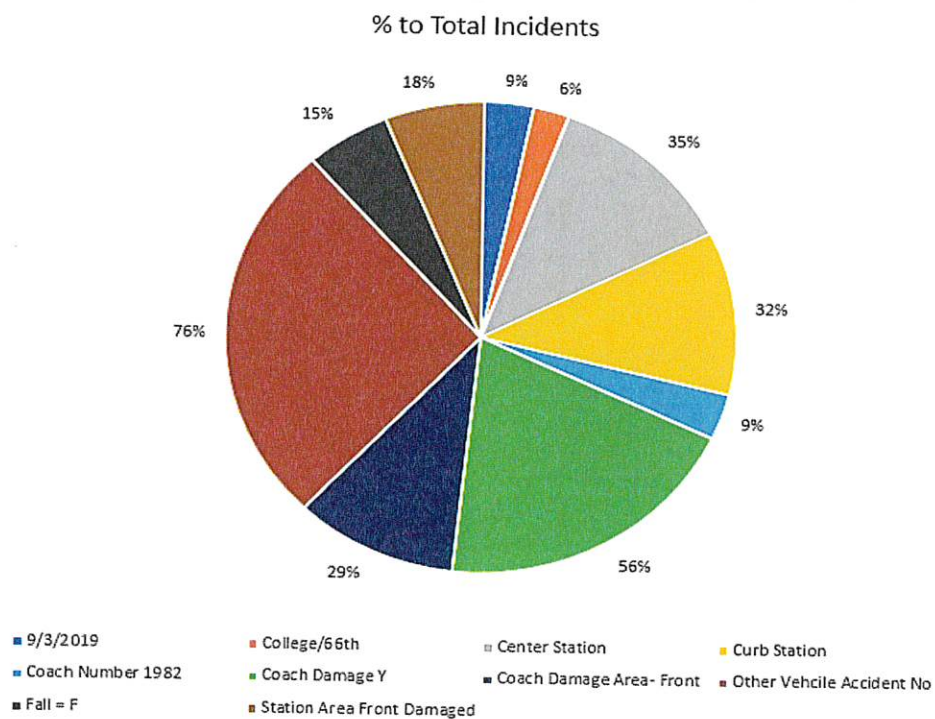
On September 26th, Brian Clem and other IndyGo staff met with an Indiana Department of Environmental Management (IDEM) inspector to conduct an audit on IndyGo's Under Ground Storage Tanks (UST). This audit required IndyGo to open all the fuel tanks for inspection and reviewed requested documents. During this event a status report was found to be favorable, however it would go next into a review committee.







	AUG 2019	Sept 2019
Total Red Line Collisions	47	48
Total Red Line collisions with Damage	37	42
Collisions involving a vehicle that struck us	8	8
Collisions involving us striking them	0	4
Collisions, bus and stations	42	25
Center Stations	33	28
Curb side Stations	11	22
Buses Towed	2	2



### Safe Drivers:

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

Ronnie Burton -	32 Years	Derren Luster -	7 Years
Michael Flowers -	28 Years	Robert Feiock -	5 Years
Stephen Thein -	27 Years	Catherine Starky -	3 Years
Phillip Boicourt -	23 Years	Tevon Green -	3 Years
Ray Wright -	18 Years	Salaha Keita -	2 Years
Donald Turentine -	18 Years	Kizzy Davidson -	2 Years
Timothy Martin -	17 Years	Shaina Shingler -	1 Year
Leo Scott -	15 Years	David Ross -	1 Year
Paul Person -	7 Years		



## SECURITY &amp; TRAINING

- IndyGo Class #19-06 had 22 employees that started the program and 17 students completed all portions of the program. They graduated on September 20, 2019 and transferred to Operations on September 22, 2019.
- IndyGo Class #19-07 currently has 30 students and they are currently working on the revenue and subbing-in portions of the training program. Staff is expecting this class to graduate on October 18, 2019 and transfer over to Operations on October 20, 2019.
- IndyGo Class #19-08 has 20 students currently in the class. They have completed the route familiarization portion of the training and are currently working on the revenue and subbing-in portion of the class. Staff is expecting this class to graduate on November 8<sup>th</sup> or the 15<sup>th</sup>.
- IndyGo Class #19-09 started on September 9, 2019 with 25 Trainee “A” employees. These are employees that IndyGo assists to get their CDL License. Then on September 16, 2019 there were seven (7) Trainee “B” students that started. These are students had their CDL license when they started into the classroom. This brought the total number of students to 32 students. They are currently in the classroom portion of training. Staff is expecting them to be able to graduate in late December.
- 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 through class #19-07, 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 156
  - and there is a 98% success rate for passing the state testing
  - Of the 156 students that took the test, 117 passed on the first attempt, 32 passed on the second attempt and 5 passed on the third attempt

Director of Security and Training, Mark Emmons, along with other members of IndyGo staff met with the Indianapolis Metropolitan Police Department (IMPD) and the Department of Public Works (DPW) to discuss plans for the Red Line during and after Indianapolis Colts games. There was a great discussion and all parties were able to come up with a plan that was successful. Staff planned a meeting, either by phone or person, to discuss any issues that may have occurred during that time.

To: Chair and Board of Directors

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

**CONSIDERATION OF HUMAN RESOURCES SEPTEMBER 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

## Human Resources News

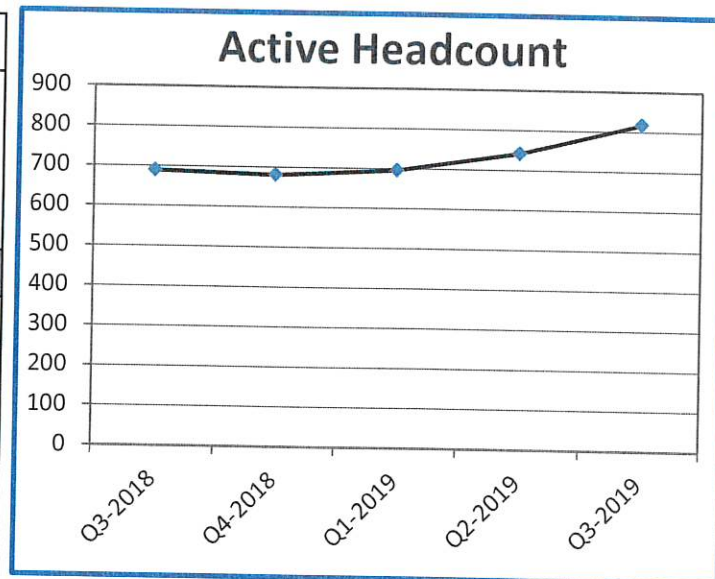
IndyGo's HR Team is dedicated helping IndyGo fulfill its mission and vision to provide public transportation services to the Indianapolis - Marion County community. To further that dedication, HR has undertaken change to reaffirm its commitment to service, professionalism and meeting the needs and concerns of all IndyGo employees. In doing so, HR recently adopted a mission and vision to serve as the guiding principles for all HR staff when serving the IndyGo community. The mission and vision 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. HR has also implemented the following changes in furtherance of these goals:

1. Open House: On October 9, 2019, HR held an Open House so that employees and departments were able to meet and discuss issues informally. Over 200 employees attended the Open House. In addition, 83 employees utilized the opportunity to register with ADP so that they can utilize the self-service function and in anticipation for open enrollment.
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: HR has developed and will implement effective November 18, 2019 a ticketing system to track employee inquiries and responsiveness.
4. Weekly HR Team Meetings: HR holds weekly meetings to keep the team apprised of what is going on so that all of HR is aware of pending and prospective issues.
5. Recruitment: HR understands that recruitment of talented employees is critical to helping IndyGo achieve its mission and vision. HR is working hard to recruit and improve employee staffing numbers in order to meet service goals. HR recently held an interview blitz in which over 20 applicants for interviewed for operator positions. HR will continue to implement innovative measures to recruit and retain employees to meet staffing and service goals.

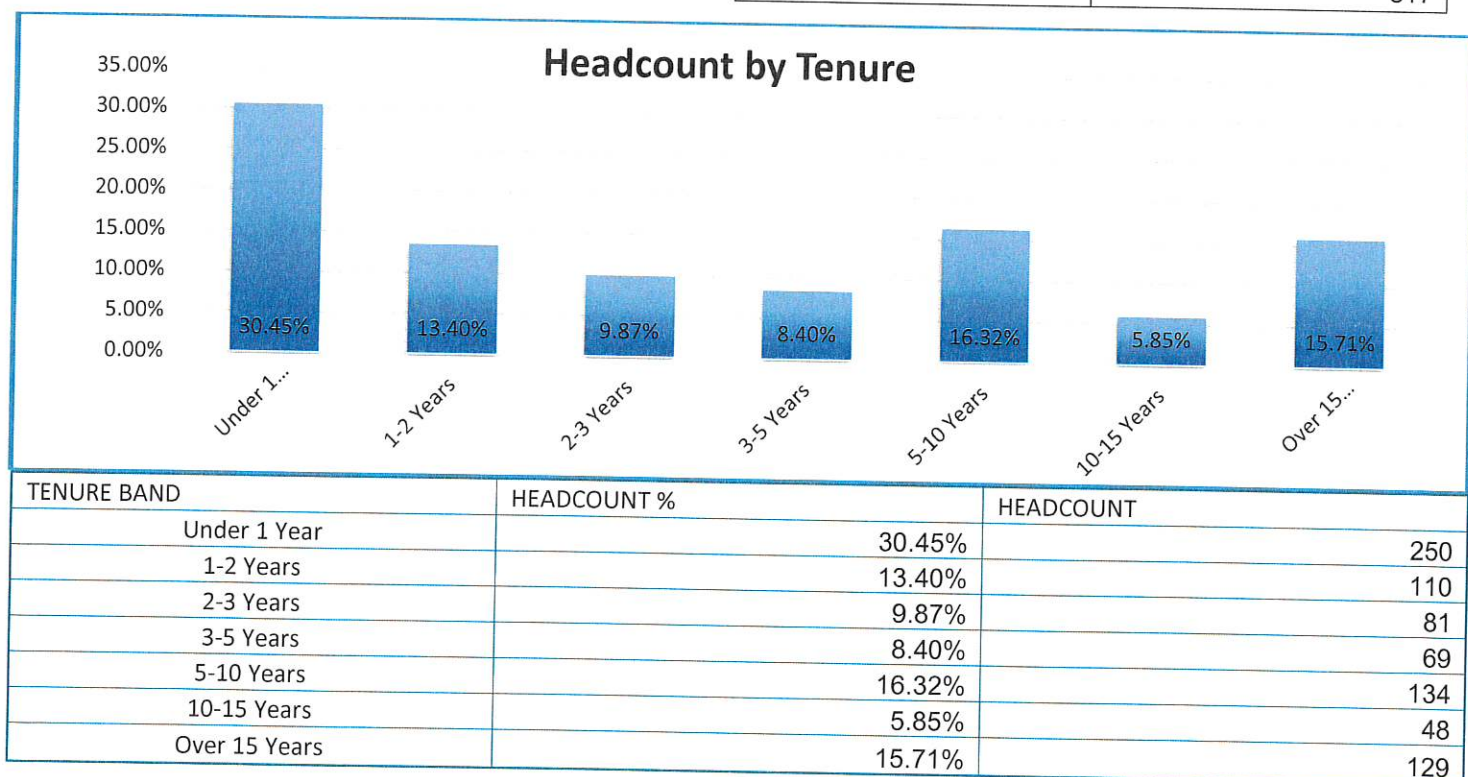
## September 2019 Human Resources Department Board Report

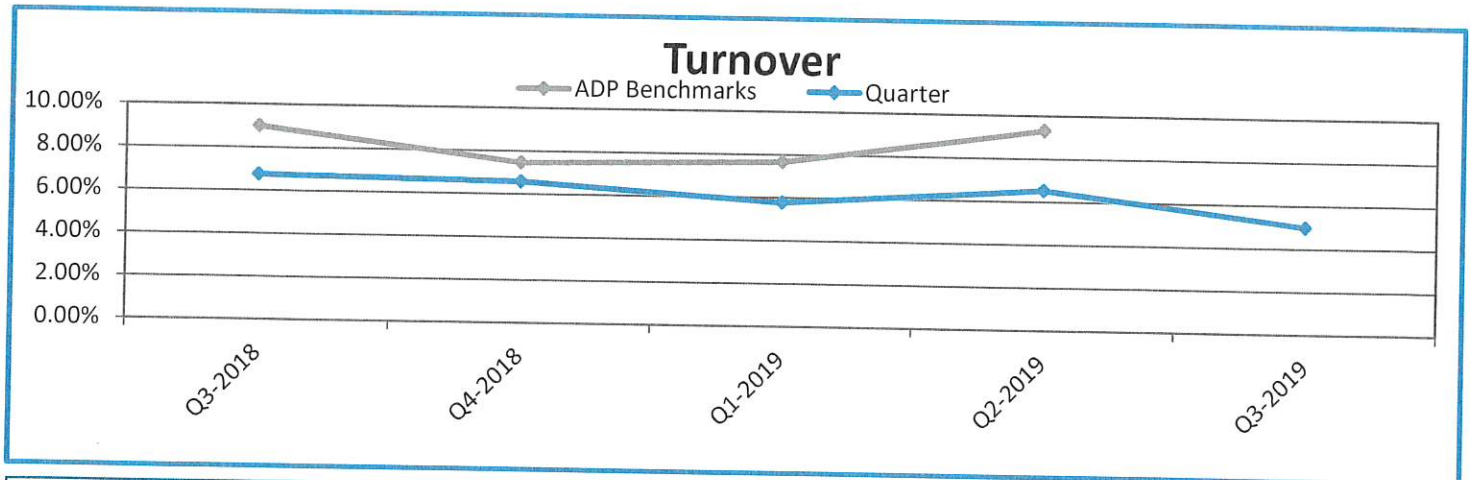
### Staffing and Recruitment

Month End Headcount			
	Active	Separations	New-Hires
Represented	547	7	03
Non-Represented	270	3	34
Total	817	10	37
Monthly Turnover Rate 1.23%			
Staffing Capacity			
Budgeted FTE		885	
Incumbent FTE		817	
% of Capacity		-08%	

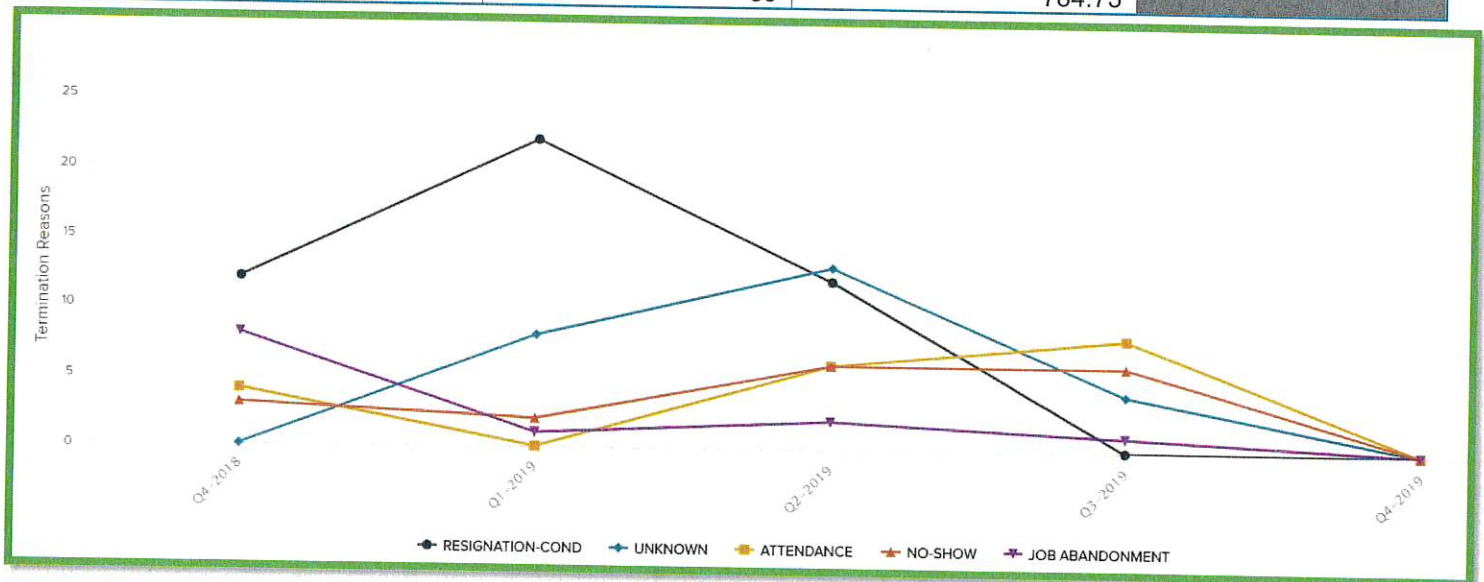


PERIOD	HEADCOUNT
Q3-2018	689
Q4-2018	680
Q1-2019	695
Q2-2019	743
Q3-2019	817





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	4.97%	39	784.73	



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	8	1	6	20

**September Recruiting Events**

1. 5<sup>th</sup> Hispanic Heritage Month Luncheon
2. 12<sup>th</sup> Lincoln Tech Fall Career Fair
3. 13<sup>th</sup> Interview Blitz at IPTC Headquarters
4. 26<sup>th</sup> Orange-ing of the Canal – Hispanic Heritage Month
5. 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. Labor-Management Meetings / Grievances / Arbitrations**

IndyGo has taken positive steps to improve labor management relationships. 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. One particularly important result of these meetings is that there are currently no new grievances that have arisen since the last report. What is more, there are no arbitrations pending. This result is a product of improved relations and a commitment by both parties to work together to solve problems and reach constructive accords.

**B. Implementation of New Collective Bargaining Agreement**

IndyGo has implemented retroactive pay and pay increases for all current represented employees pursuant to the arbitration award issued on August 2, 2019 that fully resolved the collective bargaining negotiations between IndyGo and the Amalgamated Transit Union, Local 1070. IndyGo is in the process of distributing retroactive pay for retirees and former employees who are covered by the arbitration award.

**C. 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.



## Leave Management & Workers' Compensation

Felicia Moodie, Sr. HRBP, Benefits

### LEAVE MANAGEMENT

Total Intermittent Leaves Received: **23**

Total Continuous Leaves Received: **4**

**Total Leaves Received: 27**

Total Intermittent Leaves Closed: **14**

Total Continuous Leaves Closed: **9**

**Total Leaves Closed: 23**

Open Intermittent Leaves Closed As of 9/30/2019: **93**

Open Continuous Leaves As of 9/30/2019: **21**

Total Intermittent Occurrences: **80**

Total Intermittent Hours: **583.96**

### WORKERS' COMPENSATION

2019 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	7	7	4	3	7	7	6	10	6				57
Non-Reportable	1	0	1	0	0	1	3	0	1				7
Light Duty - New	3	5	2	0	3	3	3	5	3				27
Light Duty - Total	4	7	5	1	3	6	6	7	5				44
TTD - New	0	0	1	0	0	2	2	1	0				11
TTD - Total	4	4	4	3	2	3	5	5	5				35
Denied	0	1	0	1	1	1	1	1	0				6
Lost Time (days)	137	168	158	72	100	194	191	252	244				1264
Open Claims - New	7	7	5	3	7	9	9	10	7				64
Open Claims - Total	20	21	17	16	20	20	24	28	23				189
Closed Claims	9	6	14	5	5	9	6	10	11				75

## Wellness/Employee Engagement

Teresa Boone, Director of Employee Services

IndyGo HR team continues to effectively partner LHD Benefit Advisors, Activate Clinic, Anthem other 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 September 2019

Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	398	10	8	416

IndyGo Appts	Count Kept
Acute Care	74
Annual – Health Assessment	24
Biometric Screening	22
BP/Weight Check	9
Follow Up - Clinical	27
Follow Up - Coaching	157
Immunization/Injection	21
Lab Test - Activate Provider	14
Lab Test - Outside Provider	2
Pap/GYN	4
Phone Coaching	14
Physical - DOT	44
Physical – Sports/pediatric	4
<b>Grand Total</b>	<b>416</b>

September 21 was our annual 5k and basketball tournaments. There were 5 teams of 5 playing ball and approximately 50 employees participated in our 3<sup>rd</sup> annual 5k.

The week of September 23, 2019 our benefit advisor's held focus group meetings. Approximately 25 employees gave feedback on the wellness program as a whole; what they enjoy and what they would like to see. I will receive a report in October.

Upcoming activities: Open enrollment will be held November 1-15. All enrollments will be online.

End of Report.