



Board Report  
December 5, 2019

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



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

**2. AWARDS AND COMMENDATION**

**3. COMMITTEE REPORTS**

Finance Committee  
Service Committee

**4. CONSENT AGENDA**

- |                           |  |
|---------------------------|--|
| AGENDA ACTION ITEM A – 1  | Consideration of Approval of Minutes from Board Meeting held on October 24, 2019 |
| AGENDA ACTION ITEM A – 2  | Consideration and Approval of Board Meeting Dates for 2020                       |
| AGENDA ACTION ITEM A – 4  | Consideration and Approval of HASTUS Annual Renewal                              |
| AGENDA ACTION ITEM A – 6  | Resolution #2019-12 for Purple Line Real Estate Acquisition                      |
| AGENDA ACTION ITEM A – 10 | Fuel Ratification  |
| AGENDA ACTION ITEM A – 11 | Interlocal Agreement for Temporary Use of Property                               |

**5. REGULAR AGENDA**

- |                          |   |
|--------------------------|---|
| AGENDA ACTION ITEM A – 3 | Consideration and Approval of Fiduciary Insurance Broker                        |
| AGENDA ACTION ITEM A – 5 | Resolution # 2019-11 Transfer in Appropriations and Outstanding Purchase Orders |
| AGENDA ACTION ITEM A – 7 | Resolution #2019-13 Ford Pilot Funding Allocation                               |
| AGENDA ACTION ITEM A – 8 | Resolution #2019-14 Free Fare After 8:00 p.m. New Year's Eve                    |
| AGENDA ACTION ITEM A – 9 | Approval to Purchase Additional BRT Buses                                       |

## **6. OTHER ITEMS**

INFORMATION ITEM I – 1      Paratransit Update

INFORMATION ITEM I – 2 – 6      Department Reports

## **7. ADJOURN**



## AGENDA ITEM A – 1

### 1. CALL TO ORDER AND ROLL CALL

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The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:03 pm, Thursday October 24, 2019, in the IPTC Board Room at 1501 W. Washington Street, Indianapolis IN 46222.

#### 1.1 ROLL CALL

Attendee Name	Title	Status
Juan Gonzalez	Chair	Present
Mark Fisher	Vice Chair	Present
Tommie Jones	Secretary	Present
Gregory Hahn	Treasurer	Absent
Adairius Gardner	Board Member	Present
Richard Wilson	Board Member	Present
Danny Crenshaw	Board Member	Absent

A quorum was present.

#### 1.2 ORDERS OF THE DAY

President/CEO Inez Evans request to move Agenda Item A-1 – A-8, to the Consent Agenda from the Regular Agenda, Chair Juan Gonzalez, to accept the Order of the Day:

RESULT: ACCEPED-Agenda Item A-1 – A-8  
MOVER: Richard Wilson  
SECONDER: Everyone  
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson  
NOES: None  
ABSENT: Danny Crenshaw, Gregory Hahn

### 2. AWARDS AND COMMENDATION

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NONE



### 3. PUBLIC HEARINGS

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There were no Public Hearings

### 4. COMMITTEE REPORTS

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- I.1. Financial report for September 2019 - Nancy Manley
- I.2. Service Committee – Roscoe Brown

### 5. CONSENT AGENDA

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Upon staff recommendation motion for consent approval by Chair Juan Gonzalez for Agenda Items A 1-8 the following:

- A.1. ACTION ITEM – APPROVE THE Board of Directors Regular Meeting Minutes of September 26, 2019.
- A.2. ACTION ITEM – Approval of Facility Cameras Replacement.
- A.3. ACTION ITEM – Approval of Vendor for DTC Deep Cleaning Janitorial Service.
- A.4. ACTION ITEM – Approval of Vendor for IPTC Headquarters Deep Cleaning Janitorial Service.
- A.5. ACTION ITEM – Approval of Data Analytics and Real Time Information Software.
- A.6. ACTION ITEM – Approval of Task Order for Training & Contingency Operations Facility Additional Design.
- A.7. ACTION ITEM –Approval of Retroactive Adoption of Service Standards.
- A.8. ACTION ITEM – Approval of Addition to Printing Budget.

RESULT: ACCEPED-Agenda Item A-1 – A-8  
MOVER: Richard Wilson  
SECONDER: Adairius Gardner  
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson  
NOES: None  
ABSENT: Danny Crenshaw, Gregory Hahn

6. REGULAR AGENDA

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- A.9. ACTION ITEM – Approval of Contract with Anthem Blue Cross and Blue shield for Medical Coverage.

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-9 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.

- A.-10. ACTION ITEM – Approval of Contract with Delta Dental for Dental Coverage

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-10 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.

- A.11. ACTION ITEM – Approval of Contract with Cigna for Group Life, Long-Term & Short-Term Disability Coverage

Jeff Brown, Interim VP of Human Resources referenced Agenda Item A-11 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.

RESULT:	APPROVED-Agenda Items A.9 – A.11
MOVER:	Richard Wilson
SECONDER:	Mark Fisher
AYES:	Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard Wilson
NOES:	None
ABSENT:	Danny Crenshaw, Gregory Hahn

A.12. ACTION ITEM – Retroactive Adoption of Service Standards

Justin Stuehrenberg, VP of Planning and Capital Projects referenced Agenda Item A-12  
IndyGo staff shall have the authority to extend free rides on the Red Line up to the 9th  
of December 2019, based on vendor completion of project milestones plus adequate  
time for public education.

RESULT: APPROVED -Agenda Item A-12  
MOVER: Adairius Gardner  
SECONDER: Mark Fisher  
AYES: Juan Gonzalez, Mark Fisher, Tommie Jones, Adairius Gardner, Richard  
Wilson  
NOES: None  
ABSENT: Danny Crenshaw, Gregory Hahn

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

Greg Meyer, Chair Mobility Advisory Committee

I.3. INFORMATION ITEM – Receive a Paratransit Update.

Mike Roth, Director of Mobility Services, paratransit seeing a renewed committed  
relationship from Transdev with immediately improvements in customer service. There  
has been a 90% On Time Performance for 13 days last month and 3 days at 95%. These  
achievements have become possible due to the new technology updates, a new  
dispatch counsel which has real time activity board, also a working action plan. The  
customer complaints have decreased.

I.4. INFORMATION ITEM – Receive an CEO Update.

Inez Evans, President/ CEO, For the month the Red Line had 246,000 riders which was  
25% of our total ridership. Ridership is up 30% from last year at this time.

Inez Evans, President/CEO was appointed to APTA Board of Directors and the APTA  
Leadership Committee.

7. OTHER ITEMS

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None

8. CLOSED SESSION

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None

9. ADJOURNMENT

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On order of Chairperson Gonzalez and there being no objection, the meeting was adjourned at 5:40 p.m.

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Jill D. Russell

General Counsel





Date: December 1, 2019  
Current Meeting: December 5, 2019  
Board Meeting: December 5, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Inez Evans, President/CEO  
**SUBJECT:** Consideration and Approval of Board of Directors' Meeting Dates for 2020

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**Policy-Related Action:** No

### ACTION ITEM A – 2

**RECOMMENDATION:** Approval of the proposed dates

### BACKGROUND:

The following dates are proposed for Board meetings during 2020 Board meetings are scheduled for 5:00 p.m. in the IPTC Board Room.

An Executive Session may precede the board meetings as needed.

Finance Committee meetings occur on the Thursday a week before the Board Meeting and Service Committee meetings occur on Tuesdays the same week as the Board meetings.

Board Meeting Dates YEAR 2020	
Thursday, January 23 <sup>rd</sup>	
Thursday, February 27 <sup>th</sup>	
Thursday, March 26 <sup>th</sup>	
Thursday, April 23 <sup>rd</sup>	
Thursday, May 28 <sup>th</sup>	
Thursday, June 25 <sup>th</sup>	
Monday, July 27 <sup>th</sup>	<i>Budget 2021 Introduced</i>
Thursday, August 6 <sup>th</sup>	<i>Public Hearing for Budget 2021</i>
Thursday, August 20 <sup>th</sup>	<i>Final adoption of Budget 2021</i>
Thursday, September 24 <sup>th</sup>	
Thursday, October 22 <sup>nd</sup>	
Thursday, December 3 <sup>rd</sup>	

### DISCUSSION:

**ALTERNATIVES:**

None

**FISCAL IMPACT:**

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on November 21, 2019 and by the Service Committee on December 3, 2019.



Date: November 4<sup>th</sup>, 2019  
Current Meeting: November 21st, 2019  
Board Meeting: December 5th, 2019

## **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Brian Clem, Director of Risk and Safety and Justin Fulford, Contract Specialist  
**SUBJECT:** RFP 19-08-330 Procurement for Insurance Broker Services

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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 contract negotiation with Aon Risk Services Central Inc, and upon conclusion of successful negotiations, enter into a contract for a term of three (3) years with two (2) one-year options for an amount not to exceed \$229,300.

#### **BACKGROUND:**

In 2014 IndyGo released an RFP 14-09-182 to broker our insurance coverages. In addition to brokerage, IPTC requests Consulting Services to analyze existing coverage and identify or develop cost-saving alternative benefit strategies and plans. Our current lines of coverage and needs have changed since then. We currently have Public Official, Fiduciary Liability, Property, Crime, Tort and Physical Liability. Other needs recently have included Builders Risk, and Owners Protective Professional Indemnity (OPPI) insurance and Cyber coverage. On August 14th, 2019 the procurement team released solicitation to various media sources as well as the IndyGo web site for Insurance Broker. The pre-bid meeting was held on August 23<sup>rd</sup>. A total of 14 vendors representing 13 vendors attended.

#### **DISCUSSION:**

The evaluation team consisted of 4 members that ranked each of the proposals. There were Seven (7) total proposals that were submitted. Out of the seven proposals reviewed, two were deemed to be non-responsive. Scoring for this RFP was done using price normalization and revealed to the evaluation committee after all of the other categories were scored. The evaluation committee ranked and scored each proposal and found no outliers amongst the proposals. Those proposals were from Aon, Arthur J Gallagher, Gregory & Appel, ONI, and USI.

Aon Risk Services also presented their public transportation benchmarking model and approach so IndyGo can evaluate our risk exposure against other public transportation agencies in North America. The available data allows us to best leverage the fluctuation in global market pricing. The cost that was presented was found to be reasonable within market pricing.

**DIVERSITY PARTICIPATION:**

As this project is funded by non-federal dollars, it is the policy of IPTC that businesses certified by the City of Indianapolis Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration's Division of Supplier Diversity shall have the maximum feasible opportunity to perform and participate within this contract. As such, IndyGo utilized the City "XBE" goals set for in the solicitation packet. A total of 15% MBE participation was garnered by AON with a commitment to A.I. King Insurance Agency, Inc.

**ALTERNATIVES:**

We are at the end of our contract year with Aon Risk Services and would be in jeopardy of brokering insurance coverage during the increase in market prices for 2020. There would be a lapse in our insurance coverages resulting in no coverage to our property, rolling stock, D&O, excessive liability, etc.

**FISCAL IMPACT:**

The funding sources for this procurement is 100% local funds. Services performed during this contract are without commissions (net) and must comply with federal, state, and agency procurement procedures.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Finance Committee on November 21<sup>nd</sup>, 2019.

This action will be reviewed by the Service Committee Meeting on December 3, 2019.





Date: November 19, 2019  
Current Meeting: December 5, 2019  
Board Meeting: December 5, 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:** Sole Source - Annual Renewal for GIRO, HASTUS

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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 sole source contract with Giro Inc. to provide the required Licensing, Maintenance and Support of HASTUS related software in the amount not to exceed \$219,707. The annual maintenance fee is \$157,007 plus \$62,700 due to increased peak bus fleet from 140-160 for 2020.

#### BACKGROUND:

IndyGo has used HASTUS by GIRO since 2005 and upgraded the system in 2015. The platform includes modules for Planning, Scheduling, Operator Bid, Bid Web, Daily Operations, Customer Service, and web-based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules and operator work shifts. Customer services manages comments as well as trip planning via the website and other real-time platforms.

#### DISCUSSION:

HASTUS software designed for public transit is a tool that ties together many operational functions. From planning and building of service, distribution of work, and daily operations management HASTUS has helped IndyGo achieve efficient run cuts/staffing levels, Operator Bidding, and vehicle requirements. It also allows IndyGo to share schedule information with the public through multiple platforms such as Google, 3<sup>rd</sup> party apps, Avail, Swiftly, and through signage at the DTC.

#### ALTERNATIVES:

The Board could choose to not award.

#### FISCAL IMPACT:

Total cost of this procurement will not exceed \$219,707. The funding source for this procurement is provided by the IndyGo operating budget.

**DIVERSITY PARTICIPATION**

No DBE participation goal was set on this project as Giro/Hastus is a sole source.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on November 21, 2019 and by the Service Committee on December 3, 2019.



Date: November 18, 2019  
Current Meeting: November 21, 2019  
Board Meeting: December 5, 2019

#### BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Director of Budget, Hardi Shah  
**SUBJECT:** Request for Approval of Resolution 2019-11 – Transfer in Appropriations and Outstanding Purchase orders for 2019

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**Policy-Related Action:** No

#### ACTION ITEM A – 5

#### RECOMMENDATION:

Authorize the approval of Resolution 2019-11– Transfer in Appropriations and Outstanding Purchase orders for 2019.

#### BACKGROUND:

With the opening of a new budget year and a new set of ledgers, it is advantageous to review the unpaid purchase orders and contracts which remain on the ledgers as “encumbered.” Whenever a valid appropriation has been lawfully encumbered by a contract or by the issuance of a purchase order, the appropriation to the extent of the encumbrance may be carried forward to the succeeding year and made available for payment of the obligation which encumbered it. Only so much of the appropriation as is lawfully encumbered may be carried forward.

As part of the year-end review process, IPTC requests to make some changes and realignment in the budget categories to 2019’s Operating Budget.

#### DISCUSSION:

The State guidelines allow the Board to authorize the outstanding purchase orders at year-end. These outstanding purchase orders were not paid prior to December 31, 2019 therefore it will be necessary to carry them forward into the next fiscal year (2020) pending available cash balances at the close of the fiscal year 2019. The appropriation to cover the purchase orders, once expensed, will come from the 2019 budget.

Under the same guidelines, budget adjustments in the Operating budget will be necessary to make sure that major expense categories are in alignment with the budget. This action does not change the 2019 appropriation authority for the already approved and adopted Operating Budget.

**DIVERSITY PARTICIPATION:**

N/A

**ALTERNATIVES:**

N/A

**FISCAL IMPACT:**

There is no fiscal impact on the 2020 budget as appropriations were provided for the purchase orders in the 2019 budget.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on November 21, 2019 and by the Service Committee on December 3, 2019.





Date: November 20, 2019  
Current Meeting: December 5, 2019  
Board Meeting: December 5, 2019

## **BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** General Counsel, Jill Russell  
**SUBJECT:** Resolution 2019-12 for Use of Eminent Domain for Purple Line Property Acquisition

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**Policy-Related Action:** No

### **ACTION ITEM A – 6**

#### **RECOMMENDATION:**

Authorize the approval of Resolution 2019-12 Purple Line Real Estate Acquisition.

#### **BACKGROUND:**

Construction of the Purple Line, part of the voter approved Marion County Transit Plan is scheduled to begin construction in late 2020. Its construction will require the acquisition of privately and publicly held property. For the last several months, the Purple Line real estate acquisition team, spearheaded by the design firm WSP, have been appraising properties along the transit line corridor utilizing Indiana certified appraisers. Offers based upon those appraisals, and upon a fair market price, have been offered to the property owners for either the temporary or permanent use of their property needed for the construction of the Purple Line.

While many of property owners have accepted their offers, there are some who have not. As a result, we ask the Board to approve the use of its eminent domain authority as provided for in Indiana Code 36-9-4-32 to acquire those properties that IndyGo has been unable to negotiate a purchase price.

#### **DISCUSSION:**

This process was utilized for the acquisition of property for the Red Line construction. While the attachment to the Resolution contains all the parcels identified in the original design, more than 50 have been eliminated as they are unnecessary for the project. The current number of parcels identified as necessary totals 237. 70 of those parcels have been secured, and the owners of 82 additional parcels have communicated their acceptance of our offers. There are currently 10 parcels that will require legal action. 75 parcels remain to be acquired.

**ALTERNATIVES:**

Not Applicable

**FISCAL IMPACT:**

There is no additional fiscal impact, the associated costs have been included in the in the Purple Line budget.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on November 21, 2019 and by the Service Committee on December 3, 2019.

Parcel #	Address	Parcel #	Address
85	5397 E. 38th Street, 46218	112	5857 E. 38th Street, 46218
86	5401/5757/5959 E. 38th Street; 3700 N. Arlington, 46218	113	5901 E. 38th Street, 46218
87	5417 E. 38th Street, 46218	114	5901 E. 38th Street, 46218
88	5420 E. 38th Street, 46218	115	6001 E. 38th Street, 46226
89	5501 E. 38th Street, 46218	116	6000 E. 38th Street, 46226
90	5445 38th Street N. Drive, 46218	117	6002 E. 38th Street, 46226
91	5505 E. 38th Street, 46218	118	6105 E. 38th Street, 46226
92	5511 E. 38th Street, 46218	119	6125 E. 38th Street, 46226
93	5502 E. 38th Street, 46218	120	6112 E. 38th Street, 46226
94	5519 E. 38th Street, 46218	121	6157 E. 38th Street, 46226
95	5523 E. 38th Street, 46218	122	6190/6225 E. 38th Street, 46226
96	5601 E. 38th Street, 46218	123	6157 E. 38th Street, 46226
97	5603 E. 38th Street, 46218	124	6215 E. 38th Street, 46226
98	5605 E. 38th Street, 46218	125	6801 E. 38th Street, 46226
99	3749 Lesley Avenue, 46218	126	6845 Massachusetts Ave., 46226
100	5640 E. 38th Street, 46218	127	6700 Massachusetts Ave., 46226
101	5609 E. 38th Street, 46218	128	6901 E. 38th Street, 46226
102	5615 E. 38th Street, 46218	129	6909 E. 38th Street, 46226
103	5619 E. 38th Street, 46218	130	3728 N. Shadeland Ave., 46226
104	5750 E. 38th Street, 46218	131	6925 E. 38th Street, 46226
105	5701 E. 38th Street, 46218	132	3750 N. Shadeland Ave., 46226
106	5707 E. 38th Street, 46218	133	3770 N. Shadeland Ave., 46226
107	5910 E. 38th Street, 46218	136	3775 Allerton Place, 46226
108	5709 E. 38th Street, 46218	137	7257 E. 38th Street, 46226
109	5811 E. 38th Street, 46218	138	7265 E. 38th Street, 46226
110	5815 E. 38th Street, 46218	139	7305 E. 38th Street, 46226
111	5825 E. 38th Street, 46218	140	7309 E. 38th Street, 46226
		143	7405 E. 38th Street, 46226

Parcel #	Address
146	7537 E. 38th Street, 46226
152	8939 E. 38th Street, 46226
153	8910 E. 38th Street, 46226
154	8932 E. 38th Street, 46226
157	4208 N. Post Road, 46226
158	4601 N. Post Road, 46226
159	5025 N. Post Road, 46226
160	5101 N. Post Road, 46226
161	5050 N. Post Road, 46226
162	9025 El Dorado Place, 46226
163	8953 Brigadier Drive, 46226
164	5135/5145 N. Post Road, 46226
165	5140/5150/5162 N. Post Road, 46226
167	9301 E. 59th Street, 46216
168	1202 E. 38th Street, 46205
169	1630 N. Meridian Street, 46202
172	3850 N. Post Road, 46226
173	1201 N. Meridian Street, 46204
174	1630 N. Meridian Street, 46202
176	4175 N. Post Road, 46226
177	4201 N. Post Road, 46226
178	4212 N. Post Road, 46226
180	4630 N. Post Road, 46226
183	4710 N. Post Road, 46226
188	4939 N. Post Road, 46236
189	5010 N. Post Road, 46226
190	5045 N. Post Road, 46226
191	5055 N. Post Road, 46226

Parcel #	Address
192	5665 N. Post Road, 46216
193	8950 Otis Avenue, 46216
194	1347/1400 N. Meridian Street, 46202
195	1712 N. Meridian Street, 46202
197	4630 N. Post Road, 46226
200	1321 N. Meridian Street, 46202
201	1314 N. Meridian Street, 46202
202	1330 N. Meridian Street, 46202
203	1776 N. Meridian Street, 46202
204	2025 E. 38th Street, 46218
205	2840 E. 38th Street, 46218
206	2831 E. 38th Street, 46218
207	3131/3133 E. 38th Street, 46218
208	3408 E. 38th Street, 46218
209	3409 E. 38th Street, 46218
210	3415 E. 38th Street, 46218
211	3421 E. 38th Street, 46218
212	3427/4301 E. 38th Street, 46218
213	4101 E. 38th Street, 46218
214	4103 E. 38th Street, 46218
215	4111 E. 38th Street, 46218
216	3770 Forest Manor Avenue, 46218
217	3755 N. Shadeland Avenue, 46226
218	3500 E. 38th Street, 46218
219	1720 E. 38th Street, 46218
220	1851 E. 38th Street, 46218
221	1855 E. 38th Street, 46218
223	2011 E. 38th Street, 46218

Parcel #	Address
225	2019 E. 38th Street, 46218
226	2101 E. 38th Street, 46218
227	2205 E. 38th Street, 46218
229	2217 E. 38th Street, 46218
230	2221 E. 38th Street, 46218
231	2225 E. 38th Street, 46218
233	2419 E. 38th Street, 46218
234	2827 E. 38th Street, 46218
236	2949 E. 38th Street, 46218
237	3027 E. 38th Street, 46218
238	3031/3035 E. 38th Street, 46218
239	3039 E. 38th Street, 46218
240	3041/3043 E. 38th Street, 46218
241	3101 E. 38th Street, 46218
242	3113 E. 38th Street, 46218
243	3125 E. 38th Street, 46218
244	3127 E. 38th Street, 46218
249	3832 E. 38th Street, 46218
250	4203 E. 38th Street, 46218
252	4223 E. 38th Street, 46218
253	4233 E. 38th Street, 46218
254	4235 E. 38th Street, 46218
255	4409 E. 38th Street, 46218
256	4411 E. 38th Street, 46218
259	4503 E. 38th Street, 46218
260	4505 E. 38th Street, 46218
263	4545 E. 38th Street, 46218
264	3756 E. 38th Street, 46218

Parcel #	Address
265	4701 E. 38th Street, 46218
267	4731 E. 38th Street, 46218
268	4807 E. 38th Street, 46218
269	3741 N. Shadeland Ave, 46226
270	7039 E. 38th Street, 46226
271	7125/7195 E. 38th Street, 46226
272	7211 E. 38th Street, 46226
273	5645 N. Post Road, 46216
274	9119 Otis Avenue, 46216
275	9130 Otis Avenue, 46216
279	820/850 N. Meridian Street, 46204
281	1401 N. Meridian Street, 46202
282	1601 N. Meridian Street, 46202
283	1705 N. Meridian Street, 46202
284	4435 E. 38th Street, 46218
285	5230 E. 38th Street, 46218
286	5220 E. 38th Street, 46218
287	3010 E. 38th Street, 46218



Date:	November 20, 2019
Current Meeting:	November 21, 2019
Board Meeting	December 5, 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:** Resolution #2019-13 Authorizing IndyGo to Allocate Funding to Pilot Two Mobility Proposals

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**POLICY RELATED TO:** NO

**ACTION ITEM A – 7**

**RECOMMENDATION:**

Approve Resolution #2019-13 Authorizing IndyGo to Allocate Funding to Pilot Two Mobility Proposals

**RESOLUTION 2019-13**  
**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)**

**A RESOLUTION AUTHORIZING** IndyGo to Allocate Funding to Pilot Two Mobility Proposals

WITNESS THAT:

WHEREAS, IndyGo is committed to serving as the backbone of a shared mobility network; and

WHEREAS, IndyGo's mission outlines priority of strategic partnership to solve community mobility barriers; and

WHEREAS, through the Ford City Solutions City: One Challenge, several pilot proposals aimed at reducing barriers to mobility were identified as feasible; and

WHEREAS, Briometrix and the MLK Center's mobility proposals identify community priorities and a means of addressing ADA accessibility and micro transit neighborhood needs; and

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

IndyGo will allocate funding, in an amount not to exceed \$300,000, to work with Briometrix and the MLK Center to execute their respective pilot proposals by December 31, 2020.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 5 day of December 2019.

**Indianapolis Public Transportation Corporation**

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*Chairman*

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*Attest*





Date:	November 20, 2019
Current Meeting:	November 21, 2019
Board Meeting	December 5, 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:** Resolution #2019-14 Authorizing IndyGo to Offer Free Rides for After 8:00 p.m.  
December 31<sup>st</sup> (New Year's Eve) to 2:00 a.m. on January 1, 2020 on Fixed Routes

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**POLICY RELATED TO:** NO

**ACTION ITEM A – 8**

**RECOMMENDATION:**

Approve Resolution Authorizing IndyGo to Offer Free Rides After 8:00 p.m. December 31<sup>st</sup> (New Year's Eve) to 2:00 a.m. on January 1, 2020 on Fixed Routes

**RESOLUTION 2019-14**  
**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)**

**A RESOLUTION**

**AUTHORIZING Free Rides After 8:00 p.m. December 31<sup>st</sup> (New Year's Eve) to 2:00 a.m. on January 1, 2020 on Fixed Routes**

WITNESS THAT:

WHEREAS, IndyGo is committed to improving accessibility for the city's residents and visitors by providing a safe option for travel; and

WHEREAS, IndyGo is a safe option for residents traveling to and from New Year's celebrations; and

WHEREAS, IndyGo is a safe option for all those working in Indianapolis during the holiday; and

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

IndyGo staff shall have the authority to offer free rides after 8:00 p.m. December 31, 2019 (New Year's Eve) until to 2:00 a.m. on January 1, 2020 on Fixed Routes.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 5 day of December 2019.

**Indianapolis Public Transportation Corporation**

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*Chairman*

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*Attest*



Date:	November 20, 2019
Current Meeting:	November 21, 2019
Board Meeting	December 5, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors

**THROUGH:** President/CEO, Inez P. Evans

**FROM:** COO/VP of Operations, Roscoe S. Brown Jr.

**SUBJECT:** Procurement of Additional BRT Buses

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**Policy-Related Action:** No

### ACTION ITEM A – 9

#### RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, it is requested that the Board authorize the President and CEO to exercise purchase options for an additional 5 BRT units from the current open contract with Build Your Dreams Corporation (BYD), for an amount not to exceed \$6,484,740 million (1,296,948 per unit).

#### BACKGROUND:

In July of 2017 the IPTC Board approved a contract with BYD Corporation for the manufacture and purchase of fully electric 60-foot articulated buses to support the BRT lines and for vehicle replacement for older diesel buses supporting the Route 39. As the Route 39 will share the Red Line boarding stations along the Meridian Street corridor, the Route 39 buses will be required to have both right and left side doors to accommodate passenger boarding and alighting. The Route 39 bus replacements also facilitate the utility of these vehicles for use with the proposed Purple Line BRT service, which will replace the current Route 39.

IPTC's contract with BYD calls for options to purchase up to 75 units. The initial bus order was for 31 units. Delivery of BYD buses began in September of 2018, and to date IPTC has received 29 of the 31 units. Contract specifications called for a fully burdened range requirement of 275 miles on a single charge. Though the units have demonstrated that capability under ideal conditions, the units have not been able to achieve the range during temperatures below 50 degrees. BYD, at its own expense is providing in route (opportunity) inductive charging as a solution to fill the range gap. This solution will be available in 2020. For the current winter season, BYD is providing temporary portable chargers and manpower to provide plug-in opportunity charging on the Red Line route.

As the Red Line has become operational, we've identified that special events, like Red for Ed day on November 19<sup>th</sup>, generate substantial additional ridership for which placing an additional bus in service (called a booster) is warranted. However, we do not have enough fleet to provide that service. Also, given that the buses are operating 20 hours per day and must be charged in the 4 hours not in service, our opportunity to conduct maintenance is limited to only spare buses that are not on the street in any given day. This has caused additional challenges with our tight spare ratio.

**DISCUSSION:**

This bus procurement for five (5) additional BYD units will provide additional BRT booster bus support for special events and will sure-up the spare ratio requirements to facilitate services, repairs and maintenance schedules.

The buses would be used for our future Red Line extension project, planned for completion by 2025, and represent an advance order of that fleet.

By agreement with BYD, these five additional units will include the addition of installed inductive charging receiving plates and diesel auxiliary heaters at no additional cost.

**DIVERSITY PARTICIPATION**

According to the Federal Transit Administration (FTA) Rolling Stock procurement, each Transit Vehicle Manufacturer (TVM) must certify directly with FTA their compliance with Section 26.49 of 49 CFR Part 26 by submitting their annual DBE goal directly to FTA.

**ALTERNATIVES:**

The Board could choose to not approve procuring additional bus options.

**FISCAL IMPACT:**

Total cost of this procurement will not exceed \$6,484,740. The funds will be 100% local funding through IndyGo Capital Funds (contingent upon board approval of resolution to transfer appropriations). Because these buses will be used for the Red Line extensions, IndyGo has pre-award authority for a future Small Starts grant. If a Small Starts grant is executed, these funds would be considered part of our local match and could be reimbursed at 50%.

**STANDING COMMITTEE DISCUSSION/RECCOMENDATION:**

This action will be reviewed by the Finance Committee on November 21, 2019 and by the Service Committee on November 26, 2019.



Date: November 19, 2019  
Current Meeting: December 5, 2019  
Board Meeting: December 5, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** DeAndre Rhodes, Director Fleet Services  
**SUBJECT:** Ratification of Fuel Contract

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**Policy-Related Action:** No

### ACTION ITEM A – 10

#### RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, IPTC wishes to ratify the contract with VENDOR NAME for a minimum of X,XXX,XXX gallons of premium ultra-low sulfur diesel at a price of \$X.XXX per gallon delivered over a twelve (12) month period January 1, 2020 through December 31, 2020.

#### BACKGROUND:

IPTC's annual fuel consumption is approximately 2 million gallons per year, including 1.8 million gallons for IPTC's fixed route buses and the balance is provided to Transdev Services for the paratransit Operation. Over the past few years, fuel prices have been very volatile. In an effort to take advantage of fuel prices at their lowest, IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts.

This strategy meets FTA requirements for full and open competition and simultaneously maintains the agility to take advantage of sometimes significant price swings in the fuel market, removing some of the risks associated with contracting large fuel purchases in a volatile market. IPTC choose to continue this procedure for the next fuel solicitation.

#### DISCUSSION:

On \_DATE\_, \_VENDOR(s) were found to be responsive and responsible and were qualified as suppliers by IPTC for one year. On \_DATE\_, IPTC sent an IFB to the qualified vendors, these bids were opened on \_DATE\_, and IPTC selected the lowest qualified bidder.

IPTC agreed to order \_XX\_ gallons of its diesel fuel consumption through 2021 at a contracted price of \$X.XXX per gallon. This requires IPTC to order a minimum of XXX,XXX gallons per month at this price. If IPTC, requires more fuel above the XXX,XXX gallons in the month, IPTC will request the option to purchase additional diesel fuel at market rate from VENDOR NAME.

#### FISCAL IMPACT:

Fuel is funded by the operational budget.





Date: November 19, 2019  
Current Meeting: December 5, 2019  
Board Meeting: December 5, 2019

## BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** DeAndre Rhodes, Director Fleet Services  
**SUBJECT:** Ratification of Fuel Contract

---

**Policy-Related Action:** No

### ACTION ITEM A – 10

#### **RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, IPTC wishes to ratify the contract with Co-Alliance for a minimum of 2,200,000 gallons of premium ultra-low sulfur diesel at a price of \$2.0031 per gallon delivered over a twelve (12) month period January 1, 2020 through December 31, 2020.

#### **BACKGROUND:**

IPTC's annual fuel consumption is approximately 2.2 million gallons per year, including 1.8 million gallons for IPTC's fixed route buses and the balance is provided to Transdev Services for the paratransit Operation. Over the past few years, fuel prices have been very volatile. In an effort to take advantage of fuel prices at their lowest, IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts.

This strategy meets FTA requirements for full and open competition and simultaneously maintains the agility to take advantage of sometimes significant price swings in the fuel market, removing some of the risks associated with contracting large fuel purchases in a volatile market. IPTC choose to continue this procedure for the next fuel solicitation.

#### **DISCUSSION:**

On October 30, 2019, Co-Alliance and CERES Solutions were found to be responsive and responsible and were qualified as suppliers by IPTC for one year. On November 15, 2019, IPTC sent an IFB to the qualified vendors, these bids were opened on November 26, 2019 and IPTC selected the lowest qualified bidder.

IPTC agreed to order 2,200,000 gallons of its diesel fuel consumption through December 31, 2020 at a contracted price of \$2.0031 per gallon. This requires IPTC to order a minimum of 150,000 gallons per month at this price. If IPTC, requires more fuel above the 150,000 gallons in the month, IPTC will request the option to purchase additional diesel fuel at market rate from Co-Alliance.

#### **FISCAL IMPACT:**

Fuel is funded by the operational budget.



Date:	November 20, 2019
Current Meeting:	November 21, 2019
Board Meeting	December 5, 2019

#### BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Jill D. Russell, General Counsel  
**SUBJECT:** Resolution #2019-14 Authorizing IndyGo to Enter into Interlocal Agreement for Temporary Use of Property to place Charging Equipment for Electric Buses.

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**POLICY RELATED TO:** NO

#### ACTION ITEM A – 11

**RECOMMENDATION:**

Approve Resolution #2019-14 Authorizing IndyGo to Enter into an Interlocal Agreement with the Metropolitan School District of Washington Township.



**RESOLUTION 2019-14**  
**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)**

**A RESOLUTION AUTHORIZING** IndyGo to enter into an Interlocal Agreement with the Metropolitan School District of Washington Township for the temporary use of certain real property

WITNESS THAT:

WHEREAS, Metropolitan School District of Washington Township ("MSDWT") and the Indianapolis Public Transportation Corporation ("IndyGo") are both governmental entities; and

WHEREAS, Indiana Code 36-1-7 *et. al.* ("Interlocal Cooperation Act") permits interlocal agreements by and between governmental entities; and

WHEREAS, IndyGo is committed to providing bus rapid transit on the Red Line as part of the Marion County Transit Plan, and

WHEREAS, IndyGo requires the acquisition of a location where the batteries for those buses utilized on the Red Line can be charged while in service; and

WHEREAS, the MSDWT possesses property at 401 E. 91st Street, Indianapolis, IN 46240 available for the temporary placing of equipment and vehicles necessary for the charging of batteries ; and

WHEREAS, MSDWT is willing to enter into an Interlocal Agreement allowing the temporary use of their property for that purpose,

IT IS HEREBY RESOLVED by the Board of Directors for IndyGo as follows:

The President and CEO of IndyGo is authorized to enter into an interlocal agreement with the MSDWT for the temporary use, pursuant to Agreed terms, of the property located at 401 E. 91<sup>st</sup> Street, Indianapolis, IN, 46240

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 5<sup>th</sup> day of December 2019.

**Indianapolis Public Transportation Corporation**  
**"IndyGo"**

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*Chairman*

---

*Attest*



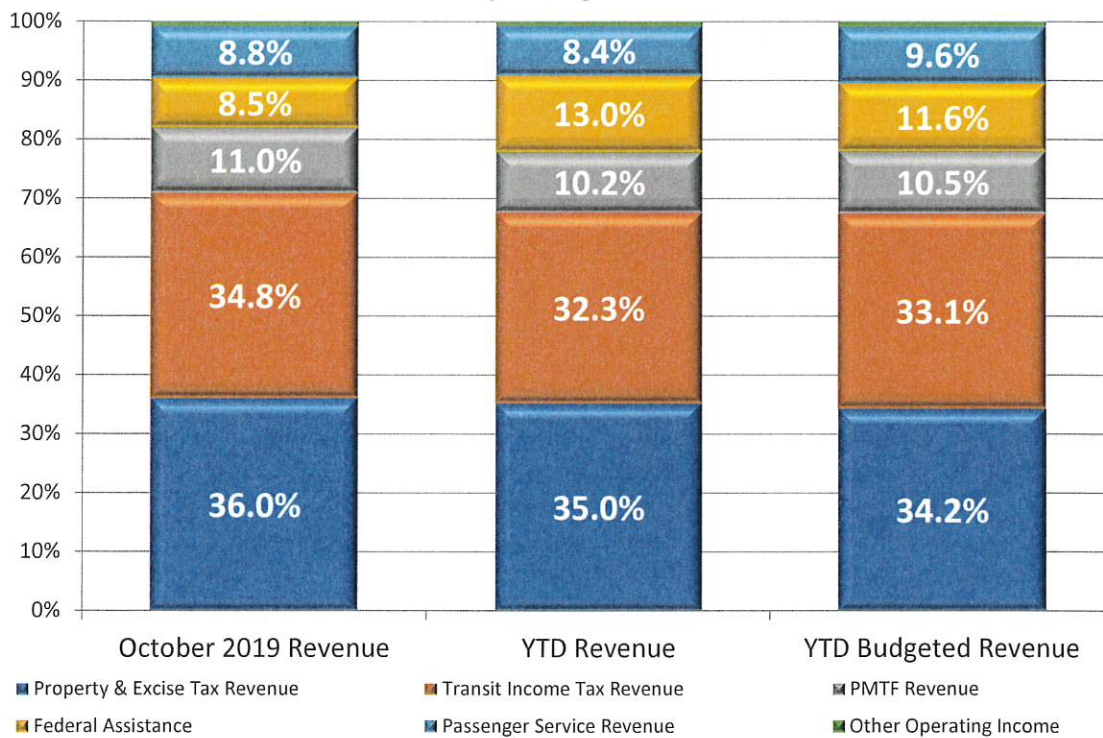
Date: November 18, 2019  
Current Meeting: November 21, 2019  
Board Meeting: December 5, 2019

#### BOARD MEMORANDUM

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Bart Brown, Vice President of Finance and CFO  
**SUBJECT:** Information Item I – 1, October 2019 Financial Update

### Revenue Comparison

By Funding Source



#### FTA Assistance

Federal Assistance came in under budget by 30% at the end of October; but 14% over budget YTD. Revenue recorded under federal assistance category for the eligible preventative maintenance expenditures for the month of October was less than the monthly budget. This is due to the fact that there were several months with higher preventative maintenance draws that we met our maximum allocated revenue of \$8M under this category by October. It does not negatively impact our revenue as we are still over budget year-to-date under this revenue type.

#### Other Operating Income

Other operating revenue was under budget by 15% for the month and 9% under budget YTD.

### **Passenger Service Revenue**

Passenger service revenue was under budget for the month of October by 12 % which still accounts for the impact of free rides on Red Line for the month of October. Year-to-date, this revenue is 10.5% under budget.

#### *Fixed Route:*

- Farebox revenue was 2% under budget for October and under budget 12% YTD.
- Ticket and pass sales were under budget 19% for October and 10% under YTD.

#### *Mobility Services:*

- Farebox revenue was 95% under budget for the month and 34% under YTD.
- Ticket and Pass sales was 4% over budget in October and 11% over YTD.
  - September and October months invoices were settled in the month of October and actual revenue received was less than the accruals for the month.

### **Property and Income Tax Revenue**

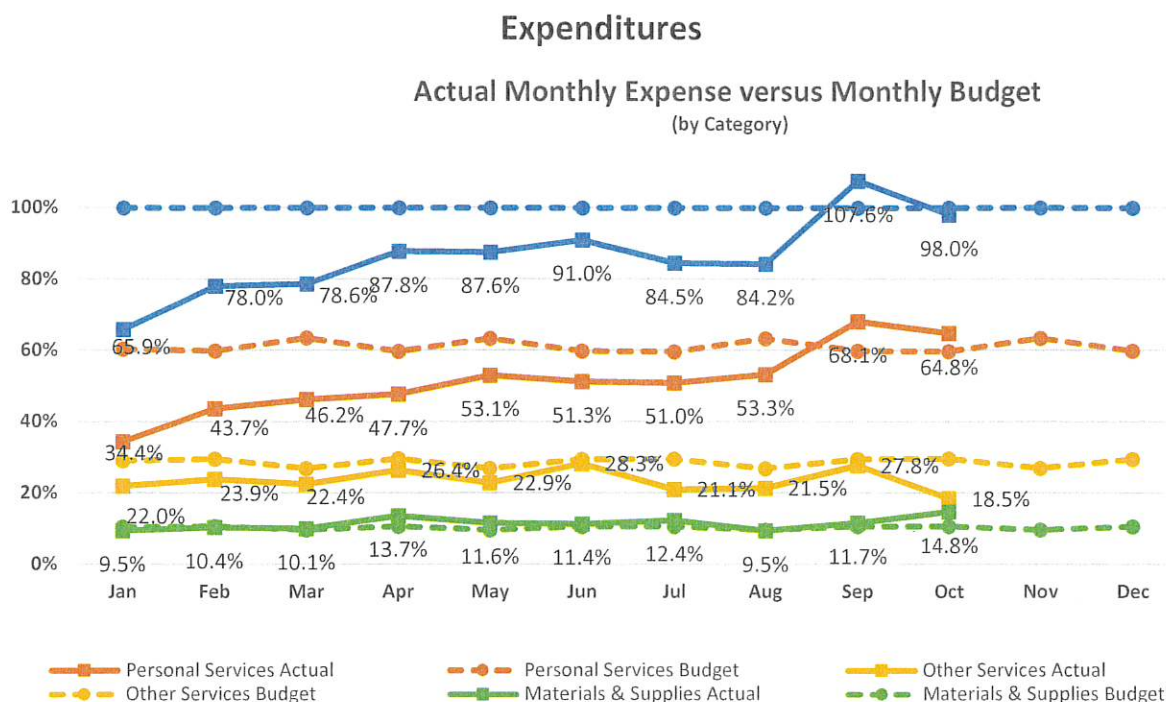
Income tax revenue and Property tax revenue was exactly on target for October and Property tax revenue is 5% over YTD.

### **Service Reimbursement Program**

The revenue received for service reimbursement was 45% under budget for the month and 5% over YTD. The Service Reimbursement Program includes taxi voucher reimbursements as well as reimbursement from Greenwood & Speedway. IndyGo has drawn all of the taxi voucher revenue allocated under the Federal 5310 grants for the fiscal year 2019. Beginning October, the service agreement with Greenwood has come to an end after the launch of Red Line.

### **Total Revenue**

For the month of October 2019, the total revenue recognized was 5% under budget and 2% over YTD.



### Personal Services

Overall, Personal services came in 2% under budget in October and 17% under YTD.

- Fringe benefit expenses are continuing to run under budget at 25% under in October and 30% under YTD. This is mainly due to IPTC changing to a partial self-insured plan.
- Overtime was 180% over budget for the month and 57% over budget YTD. This is relative to several things- driver shortage, training, and staff covering vacations.
- Salary was 2% under budget for the month. Despite overtime being over budget, year-to-day salary remained under budget at 17%.

### Other services and Charges

Collectively, this category was under budget by 21% for October and 8% under YTD.

- Claims were over budget by 21% in October. We incurred higher expenditures in the workmen's compensation as well as arbitration related to the collective bargaining agreement. However, this category is under budget by 13% YTD.
- Misc. Expenses were under budget by 26% for October and 40% under YTD. The savings is mainly attributable fewer travel and training programs as well as miscellaneous purchases.
- Purchased Transportation was under budget in October by 33% and 4% under budget YTD. Actual payments made to the vendor were less than the monthly budget as two invoices that were paid in October were offset by the higher liquidated damages collected from the vendor.



- Services were under budget by 22% for the month. There were adjustments made in October by moving expenses recorded under the professional services to fringe benefits category. Also, we realized less expenses than the monthly budget related to the facilities maintenance. Year to date, this category is 5% under budget.
- Utilities were 1% below budget in month and 33% under budget YTD. The YTD should start to less variance as we go through more heating utilization.

### Materials and Supplies

Materials and supplies category was over budget by 38% in October and 4% under budget YTD.

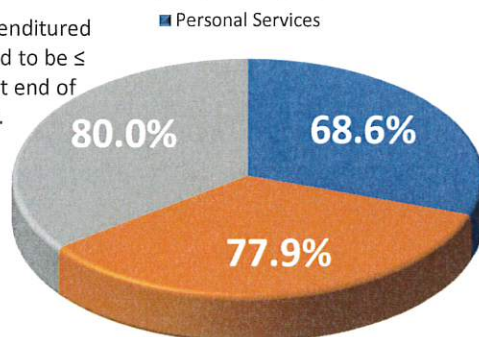
- Fuels and Lubricants were 10% under budget in the month and 19% under YTD.
- Maintenance Materials were over budget 50% in October and 5% YTD. Storeroom did a cycle count of the inventory and obsolete inventories were removed from the system which increased maintenance expense. However, as part of the year-end process, this will be adjusted to capture the expense in the correct category.
- Other materials and supplies were over budget by 216% in the month and is 22% over YTD. The October overage is related to the bus stops repairs which is being evaluated to reflect in the appropriate category. November financials will be trued up with the information we receive.
- Tubes and tires are over budget projections for the month by 32% and over budget 13% 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

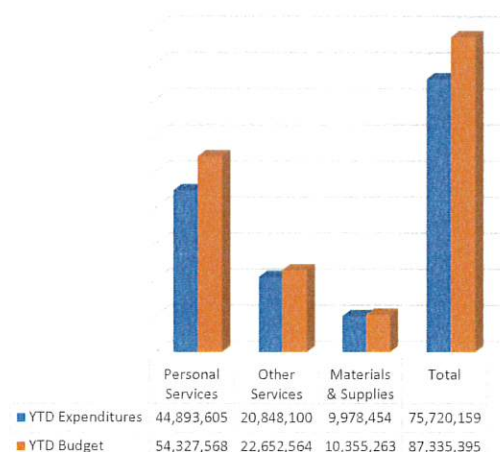
In summary, total expenses came in at 2% under budget projection in October but remains under budget YTD by 13%.

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

YTD Expenditures  
projected to be ≤  
83.5 % at end of  
October.



**YTD Expenditures vs YTD Budget**





# Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - Operating Funds

For the Ten Months Ending Thursday, October 31, 2019

	Current Month				YTD			
	Actual	Budget	Variance \$	Budget Variance %	Actual	Budget	Variance \$	Budget Variance %
<b>Operating Revenue</b>								
Federal Assistance	700,763	1,007,675	(306,912)	-30.5%	11,565,951	10,076,743	1,489,208	14.8%
Other Operating Income	59,499	69,636	(10,137)	-14.6%	632,117	696,364	(64,247)	-9.2%
Passenger Service Revenue	731,512	833,334	(101,822)	-12.2%	7,458,224	8,333,332	(875,108)	-10.5%
PMTF Revenue	913,050	913,050	0	0.0%	9,130,500	9,130,504	(4)	0.0%
Local Property & Excise Tax Revenue	2,980,669	2,980,669	0	0.0%	31,219,470	29,806,693	1,412,777	4.7%
Local Transit Income Tax Revenue	2,883,178	2,883,178	0	0.0%	28,831,781	28,831,780	1	0.0%
Service Reimbursement Program	18,292	33,352	(15,060)	-45.2%	351,158	333,528	17,630	5.3%
<b>Total Operating Revenues</b>	<b>8,286,964</b>	<b>8,720,894</b>	<b>(433,930)</b>	<b>-5.0%</b>	<b>89,189,200</b>	<b>87,208,944</b>	<b>1,980,256</b>	<b>2.3%</b>
<b>Operating Expenses</b>								
<b>Personal Services</b>								
Fringe Benefits	1,302,715	1,754,479	451,764	25.7%	10,757,473	15,384,785	4,627,312	30.1%
Overtime	691,429	246,220	(445,209)	-180.8%	3,866,350	2,462,160	(1,404,190)	-57.0%
Salary	4,257,198	4,348,307	91,109	2.1%	30,269,782	36,480,623	6,210,841	17.0%
<b>Total Wages and Benefits</b>	<b>6,251,341</b>	<b>6,349,006</b>	<b>97,665</b>	<b>1.5%</b>	<b>44,893,605</b>	<b>54,327,568</b>	<b>9,433,963</b>	<b>17.4%</b>
<b>Other Services &amp; Charges</b>								
Claims	276,493	229,209	(47,284)	-20.6%	2,001,089	2,292,082	290,993	12.7%
Miscellaneous Expenses	64,624	87,314	22,690	26.0%	520,857	873,116	352,259	40.3%
Purchased Transportation	635,779	954,113	318,334	33.4%	9,187,460	9,541,131	353,671	3.7%
Services	684,457	873,805	189,348	21.7%	8,326,961	8,737,903	410,942	4.7%
Total Utilities	119,932	120,834	902	0.7%	811,734	1,208,332	396,598	32.8%
<b>Total Other Services &amp; Charges</b>	<b>1,781,285</b>	<b>2,265,275</b>	<b>483,990</b>	<b>21.4%</b>	<b>20,848,100</b>	<b>22,652,564</b>	<b>1,804,464</b>	<b>8.0%</b>
<b>Materials &amp; Supplies</b>								
Fuel & Lubricants	411,070	455,337	44,267	9.7%	3,702,973	4,553,326	850,353	18.7%
Maintenance Materials	650,490	433,777	(216,713)	-50.0%	4,538,845	4,337,736	(201,109)	-4.6%
Other Materials & Supplies	291,680	92,258	(199,422)	-216.2%	1,123,998	922,535	(201,463)	-21.8%
Tires & Tubes	71,584	54,167	(17,417)	-32.2%	612,638	541,666	(70,972)	-13.1%
<b>Total Materials &amp; Supplies</b>	<b>1,424,824</b>	<b>1,035,539</b>	<b>(389,285)</b>	<b>-37.6%</b>	<b>9,978,454</b>	<b>10,355,263</b>	<b>376,809</b>	<b>3.6%</b>
<b>Total Operating Expenses</b>	<b>9,457,451</b>	<b>9,649,820</b>	<b>192,369</b>	<b>2.0%</b>	<b>75,720,159</b>	<b>87,335,395</b>	<b>11,615,236</b>	<b>13.3%</b>
<b>OPERATING INCOME/(LOSS)</b>	<b>(1,170,487)</b>	<b>(928,926)</b>	<b>241,561</b>		<b>13,469,041</b>	<b>(126,451)</b>	<b>(13,595,492)</b>	
GAIN/LOSS ON ASSET DISPOSAL	11,003		(11,003)		614,216		(614,216)	
<b>NET INCOME/(LOSS)</b>	<b>(1,181,490)</b>	<b>(928,926)</b>	<b>252,564</b>		<b>12,854,825</b>	<b>(126,451)</b>	<b>(12,981,276)</b>	



Date: December 1, 2019  
Current Meeting: December 5, 2019  
Board Meeting: December 5, 2019

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation Board of Directors  
**THROUGH:** President/CEO, Inez P. Evans  
**FROM:** Roscoe Brown, COO, VP of Operations  
**SUBJECT:** Paratransit Update

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**Policy-Related Action:** No

**INFORMATION ITEM I – 2**

**RECOMMENDATION:** Receive the report.





Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

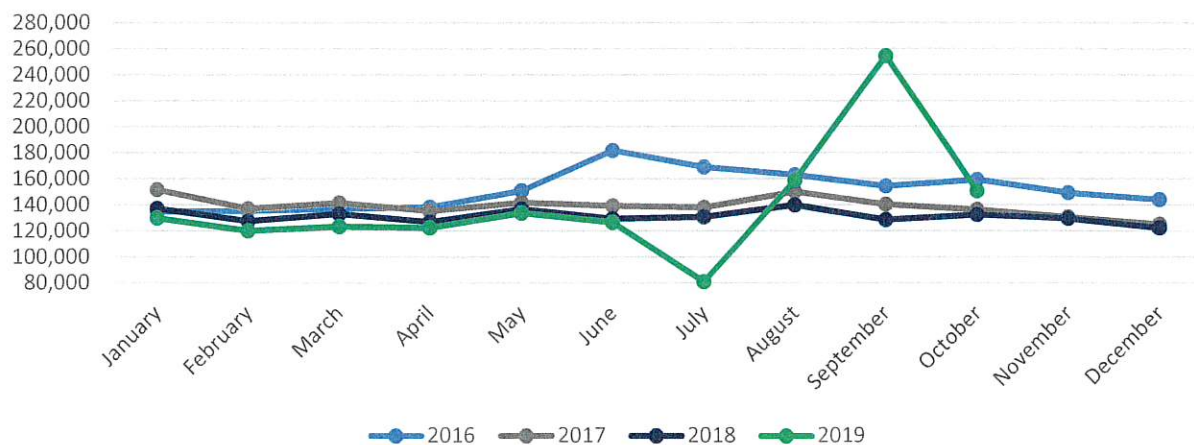
## Public Affairs Division Report-Oct 2019

**To:** President and CEO Inez, Evans  
**From:** Bryan Luellen, VP of Public Affairs  
**Date:** November 21<sup>st</sup>, 2019

### INDYGO.NET WEBSITE STATISTICS: (10/1/2019-10/31/2019)

Page Views	335,357
Bounce Rate	55.92%
New Users	49,013
Returning Users	26,083
Total Sessions	150,968
Total Monthly Sessions Comparison to Previous Year	113.88%

IndyGo.Net Website Sessions



Date	Mobile	Desktop	Tablet
Oct-19	67.09%	30.08%	2.82%
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%

## West side businesses concerned over IndyGo's Blue Line proposal

### Indianapolis Going Big on Transit Planning

The IndyGo transit system is wrapping up a period of free fares for its new Red Line bus rapid transit line before another big launch scheduled for spring 2020.

October 29, 2019, 2pm PDT | James Brasuell | [@CasualBrasuell](#)

[f](#) Share [t](#) Tweet [in](#) [e](#) [v](#)



### Woman frustrated over late IndyGo buses

Posted: 5:22 PM, Oct 28, 2019 Updated: 5:34 PM, Oct 28, 2019

By: Stephanie Wade



[Show Caption](#)



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

INDIANAPOLIS — Some IndyGo riders are becoming more frustrated over late buses.

For people like Deborah Mosley who rely on IndyGo to get to and from work on time, she says it's frustrating when she says the buses are late or off schedule at two-three times a week.

"The day that the bus didn't come at all, there was a lady that was on the bus with two small children," Mosley said. "It was very cold outside and she had a lot to say about the fact that her and her two small children

#### Working For You

If you have a problem and need help getting results, connect with RTV6 by emailing us at [workingforyou@rtv6.com](mailto:workingforyou@rtv6.com) or filling out the form below.

First Name

Last Name



## OCTOBER NEWS RECAP:

<i>Headline</i>	<i>Reach</i>	<i>Desktop Reach</i>	<i>Mobile Reach</i>	<i>AVE</i>
Mystery solved: Bad fumes on IndyGo bus had riders coughing	331647	140410	191237	3067.73
IndyGo Red Line Ridership Reaches Nearly Quarter Million in September	2290	1020	1270	21.18
Man accused of punching IndyGo driver he said was 'taking the long way around'	1816457	637604	1178853	16802.23
Docs: Man punched IndyGo driver for 'taking the long way'	268952	104031	164921	2487.81
Docs: Man punched IndyGo driver for 'taking the long way'	22506	18969	3537	208.18
West side businesses concerned over IndyGo's Blue Line proposal	1706404	589920	1116484	15784.24
Fact-checking the final debate in Indy's mayoral race	92331	36209	56122	854.06
Fact-checking the final Indy mayoral debate	1039420	316227	723193	9614.64
Indianapolis Going Big on Transit Planning	68366	46659	21707	632.39

## Red Line ridership numbers for September are in. Here's how many are riding.

Kellie Hwang, Indianapolis Star Published 6:00 a.m. ET Oct. 28, 2019 | Updated 10:04 a.m. ET Oct. 28, 2019



IndyGo's new Red Line hits the first workday after their Labor Day weekend launch, Tuesday, Sept. 3, 2019. Robert Scheer, robert.scheer@indystar.com

CONNECT TWEET LINKEDIN COMMENT EMAIL MORE

Ridership on the [IndyGo Red Line](#) surpassed 230,000 in the first month of Indianapolis' new rapid transit bus service.

IndyGo last week reported 230,651 boardings in September, or an average of nearly 7,700 per day. Total bus ridership systemwide was up 30%.

The Red Line has been free to ride since it launched Sept. 1. Nov. 11 is the planned



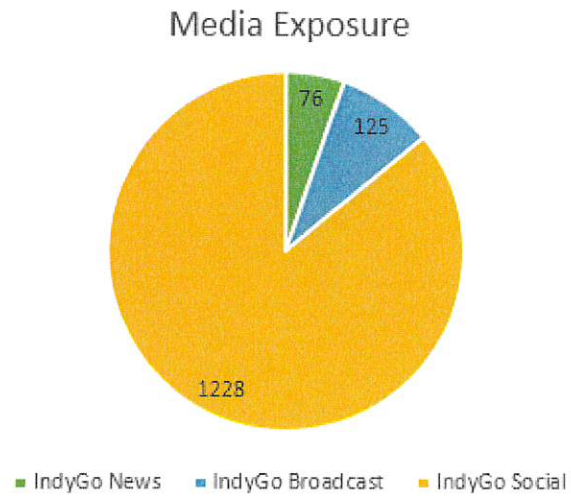
This is why IndyGo plans to spend an additional \$6 million next year	1816457	637604	1178853	16802.23
Woman frustrated over late IndyGo buses	331647	140410	191237	3067.73
That didn't take long...	8555	5187	3368	79.13
Candidates in Indy mayoral race to participate in debate Monday night	92331	36209	56122	854.06
Indianapolis mayoral candidates set for debate Monday night on FOX59	1039420	316227	723193	9614.64
City paid out \$6.1M to settle lawsuits, claims since Jan. 2018, records show	331647	140410	191237	3067.73
Red Line ridership numbers for September are in. Here's how the line has been performing	1816457	637604	1178853	16802.23
MENU	3711	1823	1888	34.33
Broad Ripple business owners still feeling effects of IndyGo Red Line construction	331647	140410	191237	3067.73
IndyGo Red Line route expands north and south this Sunday	331647	140410	191237	3067.73
Bad smell leads to an unpleasant ride for IndyGo users	331647	140410	191237	3067.73
First mural festival in Indianapolis kicks off Friday	331647	140410	191237	3067.73
Applause!: Oct. 25-31	2290	1020	1270	21.18
Federal Budget Could Affect Local Transit	353	252	101	3.27
IndyGo adding layover and travel time to Red Line	331647	140410	191237	3067.73
Red Line extension to 96th Street and Greenwood to start next week	36957	19131	17826	341.85
IndyGo makes changes to Red Line wait times, route	268952	104031	164921	2487.81
Launching a New Era in Public Transportation	353	252	101	3.27
IndyGo announces extensions to Greenwood and 96th Street on Red Line	1816457	637604	1178853	16802.23
IN Focus: Mayoral debate will focus on crime, roads and economic development	1039420	316227	723193	9614.64
Day Trip	8555	5187	3368	79.13
Police believe man hit by hit and run driver prior to being struck by IndyGo Bus	92331	36209	56122	854.06
Police believe man struck by IndyGo Bus Friday morning was hit prior by hit and run driver	1039420	316227	723193	9614.64
Police seek SUV after man dies in hit-and-run also involving bus	268952	104031	164921	2487.81
Police seek SUV after man dies in hit-and-run also involving bus	22506	18969	3537	208.18
Coroner IDs man struck by IndyGo bus on south side	22506	18969	3537	208.18

Indy police seek SUV that fled after striking pedestrian	331647	140410	191237	3067.73
Person who was struck by IndyGo bus on south side pronounced dead	1816457	637604	1178853	16802.23
Pedestrian dies after being struck by IndyGo bus on Indy's south side	331647	140410	191237	3067.73
Person struck and killed on Madison Ave. near Southport	1706404	589920	1116484	15784.24
Person killed in crash involving IndyGo bus on south side	92331	36209	56122	854.06
Pedestrian dead after south side crash involving IndyGo bus	1039420	316227	723193	9614.64
West side residents ask questions about the Blue Line	331647	140410	191237	3067.73
Business owner concerned about IndyGo's new Blue Line	331647	140410	191237	3067.73
IMPD: Van driver flees scene after running red light, colliding with IndyGo bus	92331	36209	56122	854.06
Van driver flees scene after crash with IndyGo bus	1039420	316227	723193	9614.64
IndyGo bus involved in hit-and-run crash	268952	104031	164921	2487.81
IndyGo bus involved in hit-and-run crash	22506	18969	3537	208.18
APTA Announces New Executive Committee and Board of Directors Members	1096	671	425	10.14
Secure Winter Journey	7465	4043	3422	69.05
#MyRide Looks at Red Line Equity	353	252	101	3.27
People's Planning Academy 2.0 (Saturday Track)	19129	12762	6367	176.94
Connect at the Top w/Lauren Day, IndyGo at the Skyline Club	19129	12762	6367	176.94
BYD's articulated e-bus passes Altoona test, now eligible for FTA funding	27408	17481	9927	253.52
IMPD arrests two men accused of taking part in double murder in early August	92331	36209	56122	854.06
IMPD arrests two men accused of taking part in double murder in early August	1039420	316227	723193	9614.64
Indianapolis Public Schools to hold first-ever State of the District address	1039420	316227	723193	9614.64
IPS superintendent will discuss new strategies during first-ever State of the District address	92331	36209	56122	854.06
This Downtown Indy Hotel Delivers a Five-Star Experience	194506	33120	161386	1799.18
People's Planning Academy 2.0 (Weekday Track)	19129	12762	6367	176.94

BYD electric bus completes full Altoona pass/fail test	39489	26695	12794	365.27
FOR SUBSCRIBERS Here's how IndyGo is addressing Red Line issues Some of the problems include irregular arrival times, real-time screens and operators not stopping at stations. Transportation   2 mins ago	1816457	637604	1178853	16802.23
BYD K11M Is First 60-Foot EV Bus To Complete Full Altoona Pass/Fail Test	2492138	614883	1877255	23052.28
Design & Rapid Prototyping Bootcamp	19129	12762	6367	176.94
Business Owners Upset Over Plans for IndyGo Blue Line	69901	44516	25385	646.58
Local business owners upset over project plans for IndyGo Blue Line	268952	104031	164921	2487.81
Indianapolis Useful Information	6213	4173	2040	57.47
IndyGo Announces Extension of Free Red Line Service	2290	1020	1270	21.18
BYD 60-Foot Battery Electric Bus Completes Full Altoona Pass/Fail Test	13512	8510	5002	124.99
BYD 60-Foot Battery Electric Bus Completes Full Altoona Pass/Fail Test	78963	43051	35912	730.41
Growing pains delay progress of the Red Line	92331	36209	56122	854.06
Growing pains delay Red Line progress	1039420	316227	723193	9614.64
IndyGo announces extension of free Red Line service	39489	26695	12794	365.27
NEWS UPDATE: Passengers continue to ride free on the Red Line	362	142	220	3.35
Take advantage of another month of free rides on IndyGo Red Line	92331	36209	56122	854.06
Free service continues on IndyGo Red Line	1039420	316227	723193	9614.64
BYD 60-foot battery-electric bus completes full Altoona Pass/Fail test	142124	99602	42522	1314.65

**Topics Include:** The beginning of October generated in positive buzz due to the extension of free Red Line service, which was approved by the IndyGo Board at the October meeting. IndyGo sent a release out to the media announcing this and the Red Line ridership. In Mid-October, IndyGo news was related to the Blue Line. Business owners gathered to talk about their concerns/impacts they foresee facing in the future. Towards the end of October, the new pick took place, which resulted in changes to the Red Line and selected fixed routes to make improvements. Also, the change made it possible for passengers to not have to transfer on to local buses to continue north of 66th or south of University.

## OCTOBER NEWS RECAP CONTINUED:



## SOCIAL PERFORMANCE:

### Cross Channel Summary by Channel

Multiple Locations | Oct 1, 2019 - Oct 31, 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.

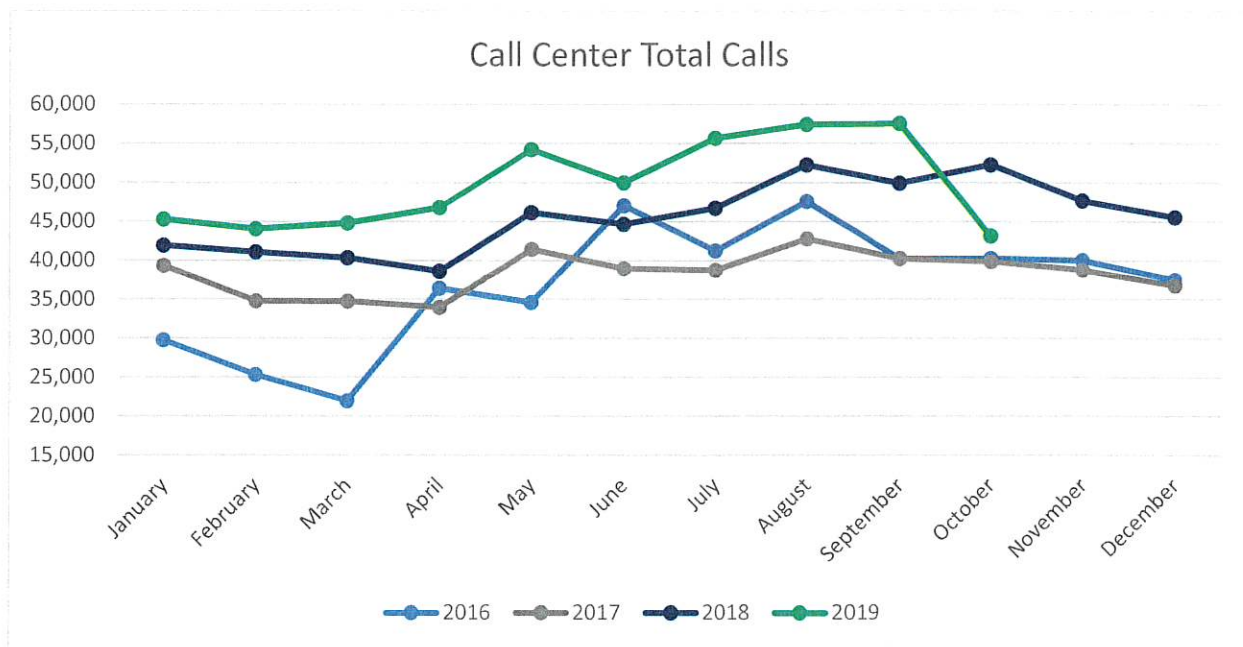
As the bus approaches your station, pull the cord to indicate you want off the bus, as the

## OCTOBER CALL CENTER REPORT:

43,136 total calls

3.28% calls abandoned in queue

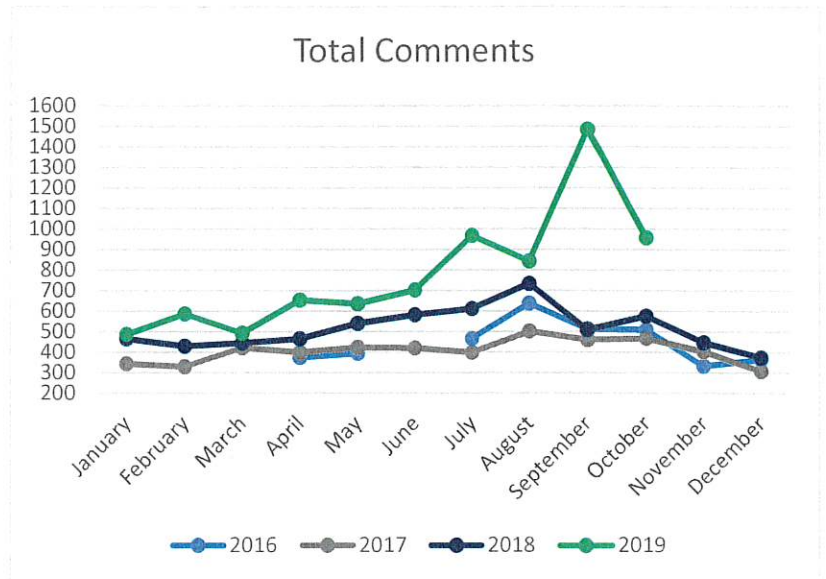
61.71% Interactive Voice Response (IVR) calls





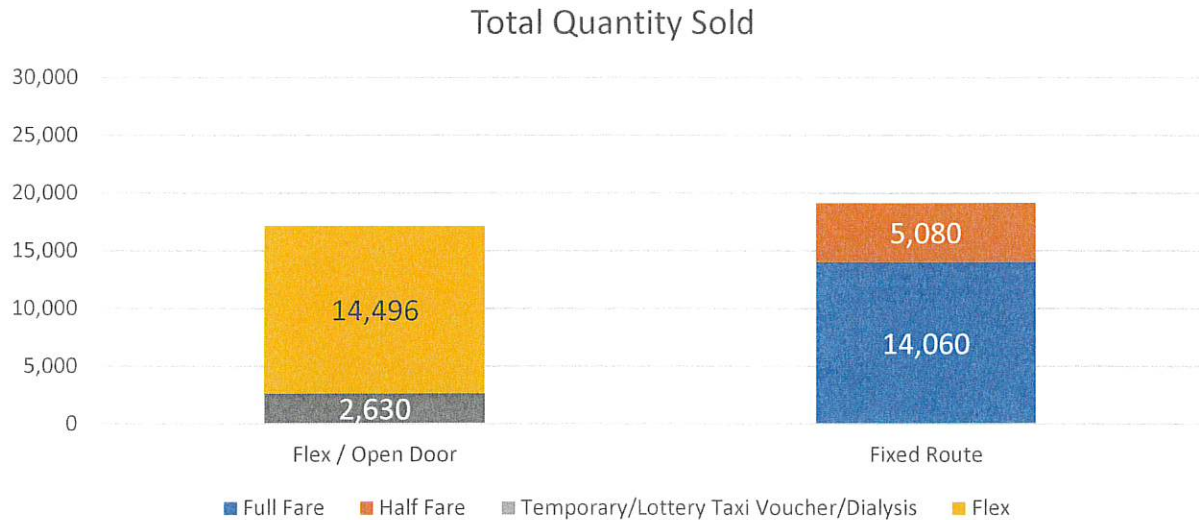
## OCTOBER CUSTOMER COMMENTS: 960

Comment Category	Quantity
Schedule Adherence	262
Pass By	156
Safety	132
Courtesy	93
Request	48
Fares	43
Other	33
Compliment	31
Route	27
Denial	25
Suggestion	24
Facility Maintenance	22
Red Line	18
Rules	11
Vehicle Maintenance	10
Security	9
Wrong Information	5
Bus Stop	3
Discrimination - Title VI	3
Marketing	2
ADA	1
Blue Line	1
Real Time Arrivals	1
2019 Fare Change	0
Civil	0
Customer Service Center	0
EXPRESS-COMMUTER SERVICE	0
Information Technology	0
MCTP	0
Purple Line	0
Route Detour	0
Service Changes	0



## OCTOBER PASS SALES REPORT:

Total Quantity of Passes: 36,266



## ADDITIONAL REVENUE AND PASS INFORMATION FOR OCTOBER:

Retail Desk Purchases: \$153,732.25

IPS MyKey Ridership: 14,469

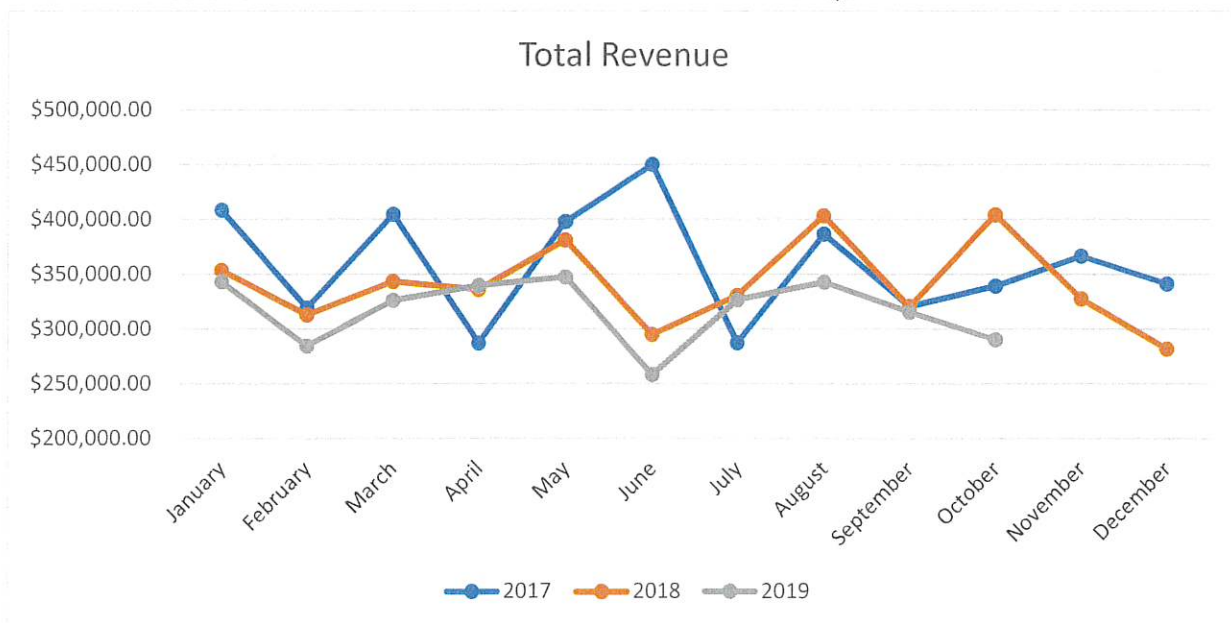
Cash: \$51,273.20

Checks: \$21,742.50

Credit Cards: \$80,686.55

Veteran IDs Sold: 61

Total Veteran IDs: 3,577



### **OUTREACH SUMMARY FOR OCTOBER:**

Outreach in October largely consisted of community events, stakeholder meetings and presentations. An area of focus was the Martindale-Brightwood Neighborhood with participation in the Great Indy Clean Up and Martindale-Brightwood Rise Up Resource Fair. These efforts were complemented by regular outreach at the Carson Transit Center by Transit Ambassador as a resource to riders.

### **OCTOBER OUTREACH EVENTS**

10/5/2019	Great Indy Clean Up
10/7/2019	Immigrant Welcome Center Outreach
10/7/2019	Immigrant Welcome Center Outreach
10/8/2019	Fletcher Place Neighborhood Association
10/10/2019	Mayors resource fair
10/10/2019	YMCA Bike Hub Presentation
10/11/2019	Connect at the Top
10/11/2019	Sky Line Club: Connect at the Top
10/12/2019	Martindale-Brightwood Rise Up Resource Fair
10/15/2019	Ivy Tech Resource Fair
10/17/2019	Outreach Inc. Collaboration
10/22/2019	CAFE Collaboration
10/22/2019	MIBOR County Connect Meeting
10/24/2019	Fall bash with Adult and Child
10/28/2019	Southeast Community Center Collaboration

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

*IN TRANSIT article featuring employee engagement.*

### **Town Hall & Listening Sessions**

Town Halls were an opportunity for Inez to provide IndyGo updates to employees. Listening Sessions were an opportunity for employees to share ideas, concerns, and questions with Inez. We hosted 15 total hours of these sessions and had more than 250 attendees. We took 12 pages of notes. Next steps are to address these questions and concerns.

*DISPATCHER stories of employee recognition.*

### **Customer Service – Making Every Experience Count**

National Customer Service Week comes around every October - this day allows us to pause and say thank you to the customer-facing folks who go above and beyond guiding riders through their transit experience. The IndyGo Customer Service team was recently celebrated for the professional and meaningful day-to-day interactions they have with our riders. This team of 11 works diligently to provide support, assistance, and coaching to IndyGo riders. To date in 2019, they have spoken to more than 59,000 riders. Thank you, IndyGo Customer Service Team, for making every customer experience count.

### **IndyGo Operator Featured in RTV6 Story**

#### **Operator Christina Freeman Shares New Rules Of The Road**

Operator Christina Freeman recently was featured on RTV6's News Special - Inside the Red Line. RTV6 rode along with Christina as she smoothly navigated her 70,000-lb. bus on the Red Line route. Christina shared that she was one of our operators who helped launch the Red Line after many days and hours of practice driving. She used this platform to encourage riders to pay attention, look both directions, and use defensive driving skills when sharing the road with IndyGo buses. The article praised Christina that, "Two weeks in and she's mastered the tight turns, busy streets and new bus stops, all while becoming a passenger favorite." Thank you, Christina, for representing IndyGo for this news story and every day!





Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Planning & Capital Projects Report-Dec 2019

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**To:** President and CEO Inez, Evans  
**From:** Justin Stuehrenberg, VP of Planning & Capital Projects  
**Date:** December 5<sup>th</sup>, 2019

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### **SERVICE PLANNING**

#### **Service Scheduling**

A new operator pick took effect on October 27, 2019. The pick changes were to improve Red Line schedules by allowing for more trip and layover time. The local extensions were added back to the route and no longer operate separate loops on the north and south end. Adjustments were also made to Routes 8, 10, 21, & 87 since IndyGo has vacated Washington Square Mall and now provides service on Washington Street. Staff is working on the next pick effective February 9, 2020.

#### **Transit Amenities**

This winter, as part of the plan, IndyGo will be concluding a bus stop inventory to identify all locations that meet ADA regulations and those that do not. Staff will use this inventory to prioritize placement, design, and construction of existing and new bus stops to meet ADA requirements. We will be submitting our inventory and priority improvement plan to INDOT by the end of the year. The actual work to get all stops into compliance will take years, but it is something that will be budgeted in the capital plan each year.

IndyGo awarded a contract to improve approximately 180 bus stops, and work on these began in August. This project provides for the physical improvement to the pedestrian environment at key bus stop locations throughout the system. Project includes, but is not limited to, the construction of new shelter pads, bench pads, sidewalks, and curb ramps. The improvement of these 180 bus stops is the first phase of the local bus stop improvement project and will result in the installation of 48 shelters, 103 benches, and 180 boarding pads. Of the 180 sites, 35 will have additional sidewalk totaling approximately 1,238 linear feet. To date, approximately nineteen bus stops have been completed and work on this phase will continue into 2020.

Concurrently, staff is determining how many of the shelters and benches, that were removed from local bus stops ahead of the Red Line opening, can be re-installed at bus stops along current routes that have a need. This will help us finalize our next bus shelter order for the locations that are being built under Phase One of the Local Bus Stop Improvement Project. And we continue to work with individual property owners, developers, and non-profit groups to improve bus stops near their facilities. Locations being improved through these partnerships are at 25<sup>th</sup> & Hillside (east and westbound), Clifton & Congress (north and southbound), Wilson & Greenwood Springs Blvd. (outbound), and at three Indianapolis Marion County Public Library locations (Michigan Street & Belmont, Michigan Road & 62<sup>nd</sup> Street, and 25<sup>th</sup> & Sherman Street).

### **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.

Red Line station fare system equipment was installed at Red Line station platforms prior to the start of Red Line service. There have been additional delays in the development of the ticket vending machine software by fare system vendor Flowbird. Because of this, IndyGo is implementing a modified ticket vending machine system, which will vend paper tickets for Red Line proof of fare payment. This system will be operational on December 1<sup>st</sup>. Additional components of the MyKey system will continue to be tested and will be released to the public when IndyGo is fully confident in the performance of the system.

### **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 addition of the Red Line, data showed an increase of 12.8 percent over the previous October, and 4.4 percent higher than was expected given seasonality and the composition of service days. To date, annual ridership is 4.6 percent higher than last year's level.



Actual vs. Expected Ridership

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
2019 Actual	673,825	677,602	715,165	750,005	773,315	714,471	749,394	804,097	974,872	926,158
Act v Exp	7,486	-3,526	-14,640	-2,957	27,481	-2,325	17,270	-19,191	222,172	96,769
Act v Exp %	1.10%	-0.50%	-2.00%	-0.40%	3.70%	-0.30%	2.40%	-2.30%	29.50%	11.60%
2019 Ridership v Expected										
4.42%										

*\*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		
Oct-18	Oct-19	% Change	Fixed Route Ridership	2018	2019	% Change
16,847	15,220	-9.7%	2 E. 34th St.	161,176	153,620	-4.7%
35,512	35,878	1.0%	3 Michigan St.	277,873	332,638	19.7%
14,321	12,476	-12.9%	4 Fort Harrison	131,104	121,169	-7.6%
18,306	17,667	-3.5%	5 E. 25th	161,206	170,656	5.9%
13,191	12,180	-7.7%	6 N. Harding	128,337	115,344	-10.1%
143,333	138,976	-3.0%	8 Washington St.	1,265,166	1,337,557	5.7%
98,031	95,709	-2.4%	10 10th St.	912,732	900,353	-1.4%
3,910	5,099	30.4%	11 E. 16th St.	34,009	37,763	11.0%
4,649	3,793	-18.4%	12 Minnesota	44,643	40,700	-8.8%
3,503	3,117	-11.0%	13 Raymond	32,768	30,931	-5.6%
9,742	7,881	-19.1%	14 Prospect	91,518	88,141	-3.7%
19,736	18,734	-5.1%	15 Riverside	173,199	170,429	-1.6%
11,736	12,650	7.8%	16 Beech Grove	108,848	111,155	2.1%
21,818			17 College	214,078	155,197	
13,028	8,409	-35.5%	18 Nora	114,410	104,582	-8.6%
37,034	25,798	-30.3%	19 Castleton	348,193	324,999	-6.7%

15,710	16,655	6.0%	21 East 21st St.	140,760	134,868	-4.2%
11,246			22 Shelby	99,154	72,459	
12,238	13,193	7.8%	24 Mars Hill	107,438	109,147	1.6%
14,955	13,778	-7.9%	25 W. 16th St.	141,089	127,399	-9.7%
15,560	18,548	19.2%	26 Keystone	134,628	145,323	7.9%
15,550	12,533	-19.4%	28 St. Vincent	134,123	130,507	-2.7%
8,969	11,075	23.5%	30 30th St.	75,052	84,727	12.9%
26,938	13,290	-50.7%	31 Greenwood	234,157	224,451	-4.1%
29,781	30,885	3.7%	34 Michigan Rd.	256,940	273,912	6.6%
41,454	39,422	-4.9%	37 Park 100	368,768	362,005	-1.8%
30,394	22,816	-24.9%	38 Lafayette Square	286,673	257,468	-10.2%
104,261	82,565	-20.8%	39 E. 38th St.	977,824	931,786	-4.7%
4,393	6,165	40.3%	55 English	37,961	43,030	13.4%
11,006	12,222	11.0%	86 86th Street Crosstown	97,343	94,557	-2.9%
14,059	12,166	-13.5%	87 Eastside Circulator	120,349	114,763	-4.6%
	207,241		90 Red Line		453,610	
126	17		Others	3,570	3,041	
<b>821,337</b>	<b>926,158</b>	<b>12.8%</b>	<b>Total</b>	<b>7,415,089</b>	<b>7,758,287</b>	<b>4.6%</b>

Oct-18	Oct-19	% Change	Flexible and Contracted Services	2018	2019	% Change
32,499	32,328	-0.5%	Open Door Riders on Fixed Route	292,699	293,463	0.3%
25,652	25,392	-1.0%	Open Door	253,312	236,664	-6.6%
2,522	4,443	76.2%	Open Door Taxi Vouchers	10,721	39,854	271.7%
15,990	11,701	-26.8%	31 Day S-Pass	151,075	96,621	-36.0%

## **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, working with a statistician to develop an FTA-compliant sampling plan for measuring ridership and other data analysis/research projects.

**Project Development:**

**Blue Line:** IndyGo formally submitted an application to the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. An updated application for the Small Starts program (required annually until grant execution) was filed on August 23, 2019.

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.

**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.

**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. The team is participating in the City’s work around resiliency hubs and provided informational support to Englewood CDC in its pursuit of low-income housing tax credit funds. 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 selected businesses were announced at an event on November 13, 2019.

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. John Marron presented the preliminary concept arrived at between IndyGo, the John Boner Neighborhood Center, Englewood Community Development Corporation and the Personal Mobility Network at a gathering in Dallas in November; this convening was co-hosted by the Shared Use Mobility Center and FTA. Further, IndyGo is in the process of refining the concept, meeting with the neighborhood and other stakeholders, and charting a planning-design-implementation process that will be advanced through 2020.
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 four trips to Indianapolis thus far—with one occurring in November--having met with the IndyGo/City/MPO team and area stakeholders, as well as local policy and decision-makers. At their November visit, the consultant team described the various approaches we can take as we prepare to put forward technical changes to the city's zoning ordinance to assist in advancing the strategy.

#### **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; a preliminary draft report of existing data is anticipated in January.
- **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. IndyGo has received the initial Options & Recommendations report. Staff is evaluating the schedule of deliverables in order to more fully vet potential options with the public.

- **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. Strategic planning staff—in partnership with public affairs—has met several times with IPS over the past few months to evaluate the program rollout, troubleshoot issues, and plan for next year.
- **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 is awaiting an announcement on whether its application was funded.

*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>. By the time of the December meeting, IndyGo will have submitted its application for replacement 40' buses.

## **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 it is 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** – Project completed and closed.

### **The Etica Group:**

- **Space Planning Renovations Construction** – Phase IV- 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 have been converted into offices temporarily to accommodate staff; some items of the new furniture are being used in the temporary offices.

Staff moves into the Phase 4 area will be coordinated in phases to make moves as easy as possible for IndyGo IT & Facility teams. Project schedule is as follows:

Activity	Start	Completion
Phase 4-Furniture installation	12/9	12/13
IT Data wiring	12/9	12/13
Staff Move-in	12/14	12/20
Vending Installation	12/9	12/11
New Glass Double Doors Installation	1/6/2020	1/8/2020
Project Punch list items completion	1/6/2020	1/13/2020

- **Space Planning Renovations Maintenance Area Design – The Garage Door**  
Improvements will begin this phase of work; this will include widening of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system 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 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 of the door widening is completed and awaiting the frame of the opening. The demolition of the vehicle wash began 11/18; the new system arrived 11/12. The new system will be completely installed with testing and training beginning the week of 1/6/2020. The paint booth system demolition will begin the week of 12/4.
- **Training & Contingency Facility** – The design was completed, however there has been some changes to accommodate the additional programs for the facility. 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 is being redesigned to include (18) 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.



Indianapolis Public Transportation Corporation

dba IndyGo

1501 W. Washington Street

Indianapolis, IN 46222

www.IndyGo.net

## Operations Division Report-Oct 2019

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**To:** President and CEO Inez, Evans  
**From:** Roscoe Brown, Chief Operating Officer/Vice President of Operations  
**Date:** November 21, 2019

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### TRANSPORTATION SERVICES

#### Employee Recognition:

October Employee of the Month: Stacey Bowen

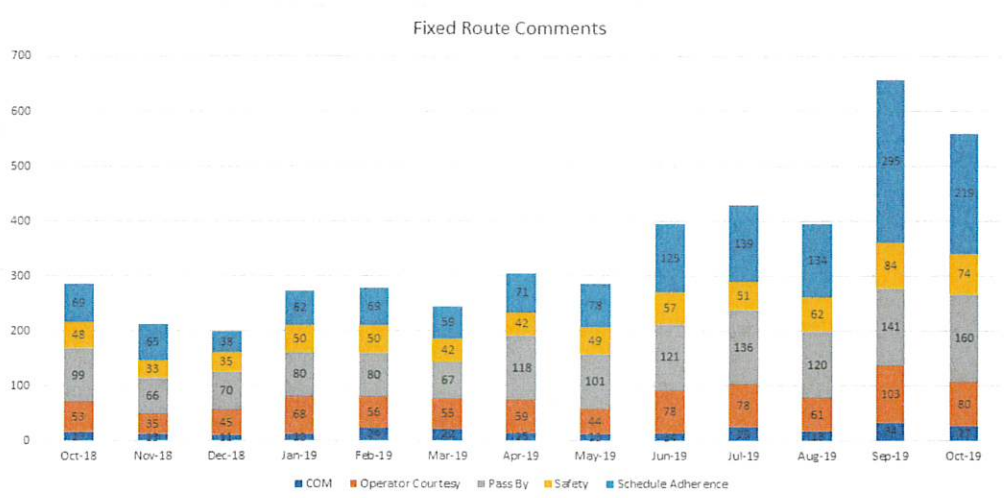
#### Commendations:

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

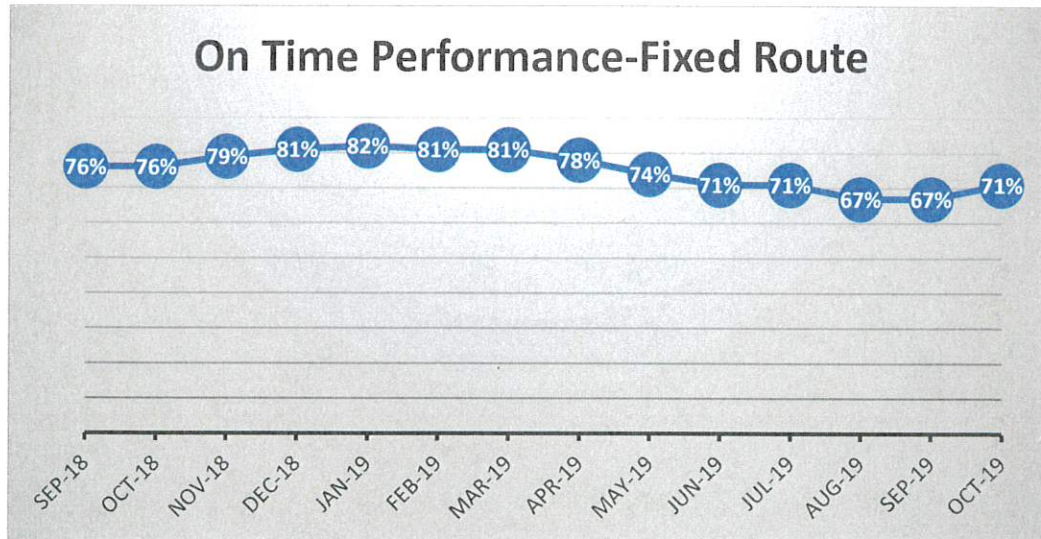
Joetta Camden, Andy Carpenter, Keana Clark, Maria Cook, Larry Hall, Frank Phillips, John Redmond, Deborah Robinson, Leo Scott, Sandra Taylor, Lauren Thomas, Akamii Walker and Michael Williams.

#### Key Performance Indicators:

The customer comment chart identifies customer concerns in service delivery.



Operators that achieved an on-time performance rating of 90% or better during the month of October 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 October is Anthony White.



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

The operation's team continues to work with the Public Affairs team on the service reliability workgroup. This group 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
- Monumental Marathon Meeting

Operations continues to support law enforcement and other agencies regarding special events and emergency response requests.



## VEHICLE MAINTENANCE & REPAIR

In October we completed a Gillig campaign with the front turn signal assemblies on all 2300 series coaches. Additionally, a campaign was completed replacing door brushes on the entrance and exit of the coaches. We are looking into LED headlights for some of the fleet that need upgraded front area lighting. We have completed several yearly re-training, after-treatment training and new training covering various diagnostic methods; this included hands-on and on-line training.

### Preventative maintenance monthly scheduled service tasks YTD

SYSTEM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Alignment	1	2	0	3	0	5	3	1	3	7			25
Diesel Particulate Regen	117	73	87	78	53	78	70	87	52	7			702
Engine/Body Steam Cleans	78	51	45	55	90	78	67	74	66	59			663
Ramp Inspections	51	55	53	54	51	58	49	62	52	62			547
Body Inspections	8	19	26	16	13	9	32	16	18	36			193

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2017 through current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program. The minor road calls for August were 50% less than July resulting in a larger mean distance.

### Mean Distance

Mean Distance Major Systems Failures
Mean Distance Between All Systems Failures

	2019/01	2019/02	2019/03	2019/04	2019/05	2019/06	2019/07	2019/08	2019/09	2019/10	2019/11	2019/12
<b>MAJOR</b>	6,052	7,370	8,406	5,640	5,183	6385	8273	9516	19794	<b>15,747</b>		
<b>ALL</b>	4,312	5,182	6,937	6,382	6,617	8807	11031	29280	38728	<b>154,848</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. In the month of October there were only 6 minor fails.

### FLEET SERVICES & INVENTORY CONTROL

There were 192 buses detailed in October. The goal is to detail every bus at least once per month. Total buses serviced (fluids topped off and washed) for the month of October was 4923.

The Storeroom received in 371 PO's in September. They inventoried 1225 bin locations and processed 1613 work order requisitions.

We have logged 7,403,726 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	910,054			<b>7,403,726</b>
<b>2018</b>	727,094	711,683	794,958	665,856	694,173	697,882	707,050	733,567	684,009	737,985			<b>7,154,257</b>
<b>2017</b>	605,993	574,706	655,652	626,211	647,575	674,175	671,980	721,481	681,961	737,269			<b>6,597,003</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	78			882
COOLANT	2,182	2,123	2,288	1,870	1,956	2,147	2,136	1,564	1,508	1,449			19,273
DEF	45	7	36	33	1,575	2,301	2,890	2,765	2,440	1,107			13,199
DIESEL	148,665	140,902	151,196	149,591	156,490	156,832	167,442	168,547	165,458	163,760			1,568,883
ENGINE OIL	793	665	674	466	376	500	422	585	385	441			5,307
UNLEADED	1,889	1,697	1,731	2,247	1,765	1,788	1,973	2,292	2,541	1,966			19,889

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

**MOBILITY SERVICES**

Transdev's OTP for October 2019 an 88.77% OTP. 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.

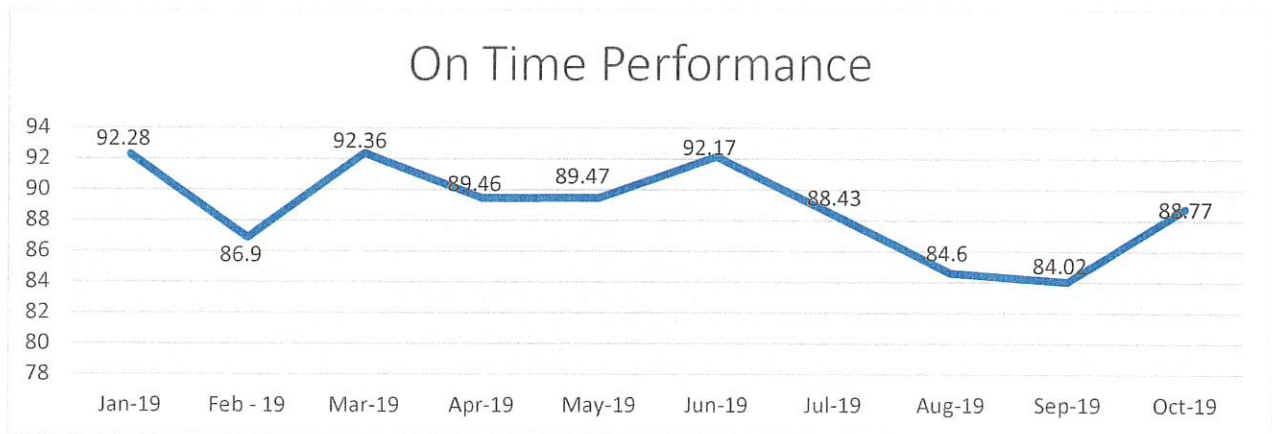
Transdev was required to submit a 90-Day Corrective Action Plan with immediate steps to achieve results that will improve service provision. The time-sensitive action plan is being monitored closely by IPTC for performance improvements and enhancements. The plan includes a comprehensive strategy to improve all levels of services, along with time expectations to meet the contractual requirements between IPTC and Transdev. On September 24, 2019 members of Transdev and IPTC met to discuss on-going concerns of service delivery. A copy of Transdev's 90-Day Action Plan will be available at the monthly Board Meeting. 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, be contracted out or delivered through a hybrid model; this analysis is set to begin in November 2019. Once the data is compiled, we will provide the Board with a presentation of the cost-impact to IPTC.

A new dispatch control console was introduced and installed in Dispatch center and this console provides dispatch with real-time alerts for lengthily trips, late pickups/late drop offs, on-board violations, on-board times. Trapeze system 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 high demand of the service requests. The additional support staff support will be instrumental in the improved peak period performance.

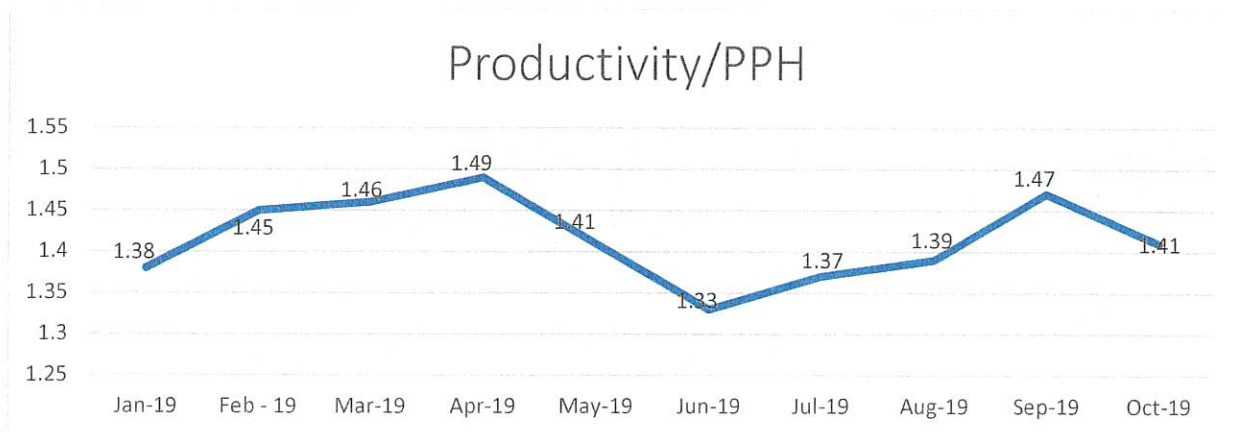
Service Performance:

Transdev Services concluded the month of October with an average on time performance (OTP) of 89% and a Productivity/PPH of 1.41. October 2018 OTP was 76.55% representing a 16% increase versus prior year. 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 and Passengers Per Hour (PPH) for the period of January 2019 to October 2019. October 2018 PPH was 1.49% representing a 5.4% decrease versus prior year.



Goal = 95%



Goal 1.8%

Starting October 1, 2019, IndyGo will transition 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.

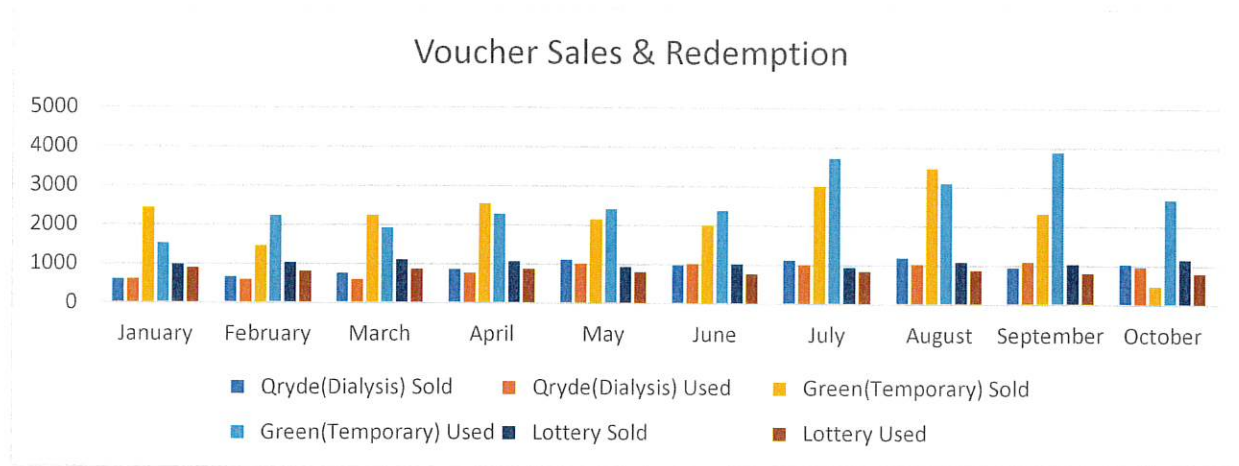
The following steps to ensure the continuity of service remains and our riders' transition is seamless.

- 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 November 30, 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 October reflect a 15.2% decrease from 105 complaints in September 2019 to 89 in October 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 \$493,384.88.

## **FACILITIES**

Contractor R.L. Turner continues on the Office Renovations Project Phase 4; the Administrative Area on the north end of the building. Remaining work includes drywall finishing, paint work, carpeting, wiring, storm window replacement, ceiling work in the offices and multiple miscellaneous items. Work will continue through November and expected to be completed in mid-December.

During the month of October, the Julia Carson Transit Center had an average of 12,000 to 13,000 people on site per day. With the growing population of people coming through the Transit Center we have increased the foot patrol to monitor activity.



During the Month of October, the second phase of the paver and paver bed demolition and replacement process continued. There has been a delay as the contractor and architectural firm are at an impasse about the slope elevation. We are anticipating the project to be complete in November. The center paver drains will be installed in November and will not impact customers.

The Snow and Ice Removal Plan for all the Red Line Stations was finalized and is ready to deploy when the inclement weather occurs.

The Solar Panel System was functioning at full capacity during the month of October, but we anticipate a decline in November as the days get shorter. The design work for the additional Solar Array has started by the A&E Firms and will continue through November.

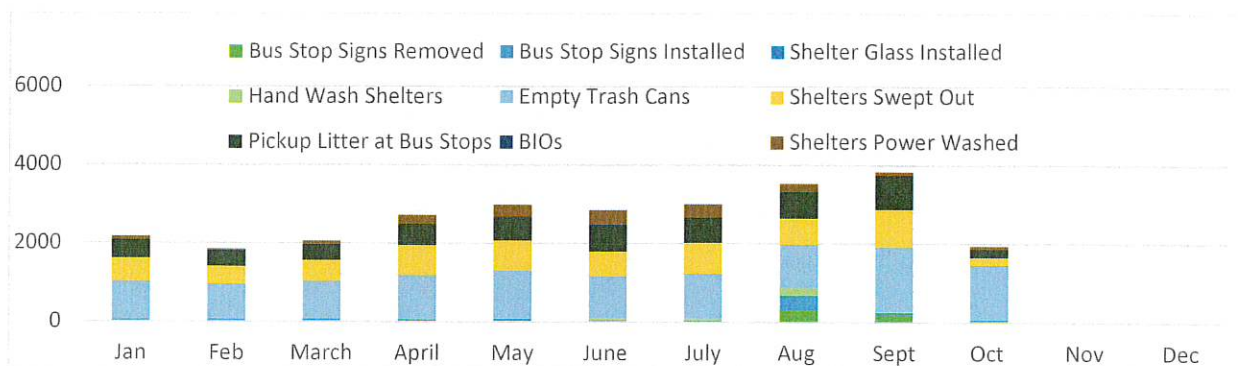
The Recycling Totals for the 3rd Quarter of the year – July, August and September were as follows:

Recycled 4,025 GALLONS OF Used Oil

Recycled 17 – Fifty-Five Gallon Drums of Used Oil Filters and Used Fuel Filters

Recycled 2 – Large Containers of Fluorescent Light Bulbs

Recycled 1 – Five Gallon Container of Used Small Batteries, Size A, AA, AAA, C & D Sizes



## SECURITY AND TRAINING

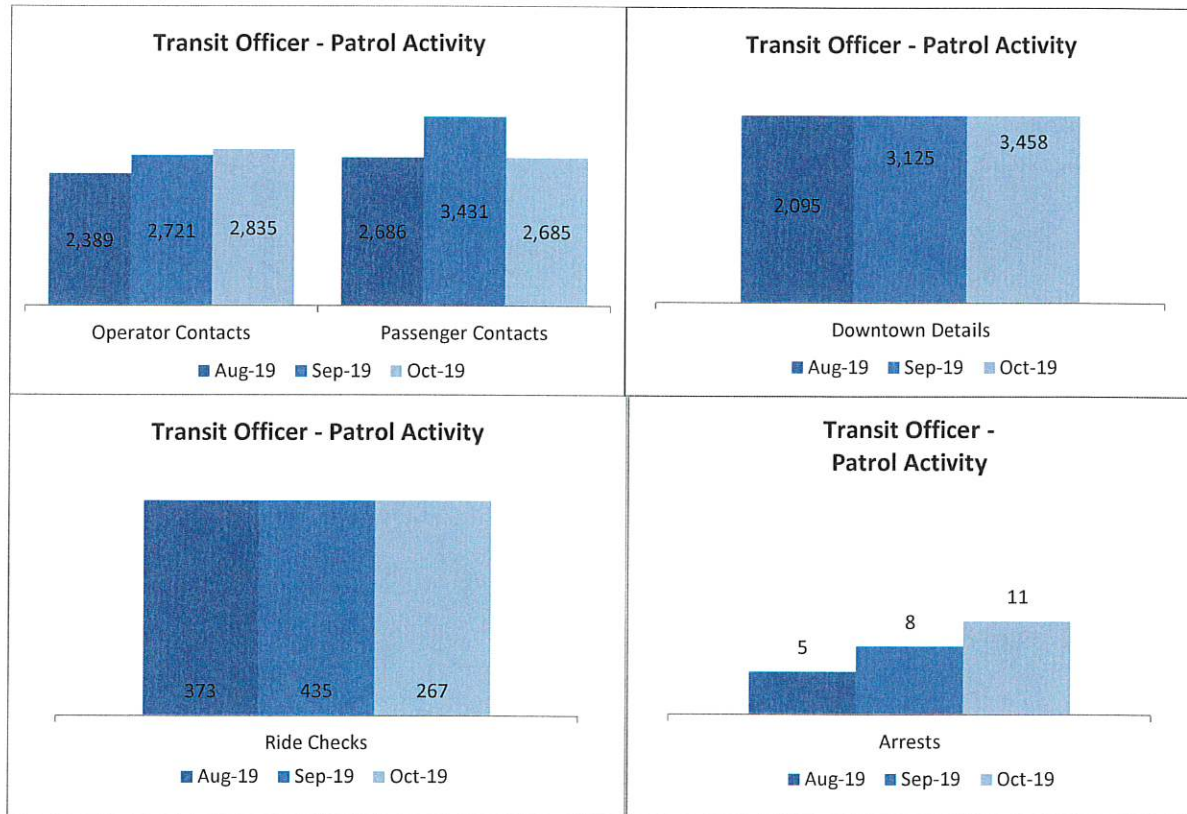
- IndyGo Class #19-07 started on July 15, 2019 with 28 (working on CDL). On July 22<sup>nd</sup>, five (5) more students joined. They completed all portions of the training and 28 of the 33 students graduated and transferred over to Operations on October 20, 2019.
- IndyGo Class #19-08 has 20 students currently in the class. They are completing the revenue and subbing-in portion of the class.

- IndyGo Class #19-09 started on September 9, 2019 with 25 Trainee "A" employees and then on September 16, 2019 there were seven (7) Trainee "B" students that joined. They are currently in the route familiarization portion of training.
- IndyGo Class #19-10 started on October 7, 2019 with 15 trainee "A" students. Then on October 14, 2019 there were 8 trainee "B" students that joined. They are currently in the classroom portion of the class at the end of October. Staff is expecting this class to graduate in mid-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 #19-09, the stats for the State CDL Driving Test are as follows:
  - The total number of students that have taken the CDL training is 200
  - there is a 96.5% success rate for passing the state testing
  - Of the 200 students that took the test, 154 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 the Director of Facility Management, Ed Parsley and the Manager of Facility Management, Mark Crane, met with the Indiana Department of Environmental Management (IDEM) to perform an inspection of some underground tanks. The tank tightness test was completed successfully, and the results were given to IDEM to complete the inspection.
- Mark Emmons, Ed Parsley, Mark Crane and Director of Risk and Safety, Brian Clem, participated in a building walkthrough with the insurance carrier CAN, for IndyGo's buildings and structures. The inspection went well and after the inspection a report was sent on suggestions for improvements that IndyGo may want to look into in the future.

The following training sessions were conducted in October:

Staff performed the following trainings:

- Eight (8) requests for training to aid in acquiring CDL permits
- Twelve (12) operators for preventable accident retraining
- Nine (9) operator for return to work training



## Risk and Safety Division Report-Oct 2019

**To:** President and CEO Inez, Evans  
**From:** Brian Clem, Director of Risk and Safety  
**Date:** November 12<sup>th</sup>, 2019

### Risk and Safety

- During the month of October, RFP 19-08-330 Fiduciary Insurance Broker proposals were evaluated and a recommendation for a vendor was agreed upon by the committee to present to the board on December 5<sup>th</sup>.
- On October 14<sup>th</sup>, IndyGo held our yearly stewardship claims review with our 3<sup>rd</sup> party claims adjusters CorVel. CorVel also took a tour on the Red Line and the CTC to look at potential risk and claim handling strategies.
- On October 29<sup>th</sup>, CNA insurance requested a facility tour to talk about concerns with our current fire suppression system and our new electric buses stored inside. They have presented us with their report and suggest our future capital projects on the bus tracks include a sprinkler system upgrade.
- On November 4<sup>th</sup>, IndyGo hosted the Transportation Safety Institute (TSI) training on Bus Collision Investigation. There 23 students total with 11 IndyGo employees from Risk, Safety, Training, Transportation, and the Security departments. The class room training was 4 ½ days long with a heavy math curriculum and a field exercise measuring slopes, pavement drag factors, yaw marks, collision scenes to name a few. The final exam was a 2 ½ hour exam and all IndyGo employees passed with flying colors. Students to be recognized are, Alex Chabra, Carl Pickens, Kevin Neumann, Lionel Barnett, Mark Emmons, Michael Wilson, Michelle Anderson, Moctar Gueye, Tamicheal Jackson, TJ Lanham, and Todd Bought.



### October 2019 Safe Drivers Report

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

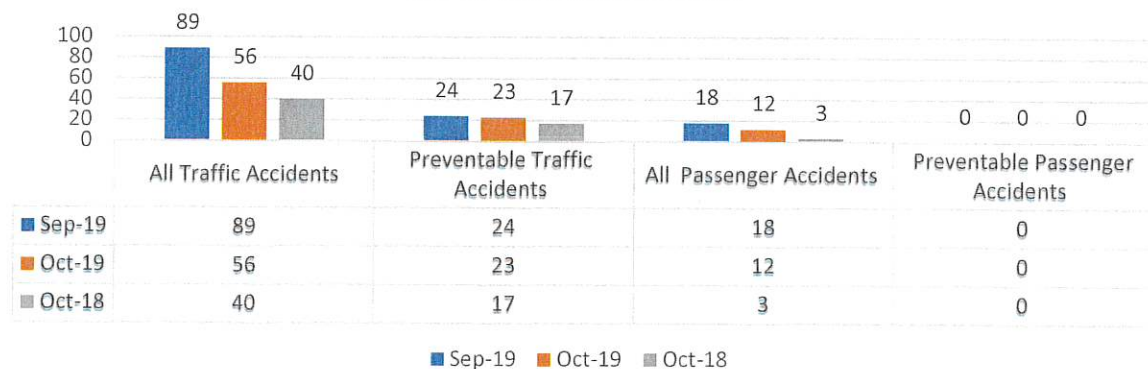
Operator Name	ID Number	Date of Award	Years Safe Driving
Carpenter, Andy R.	880	10/28/2019	37
Jacobs, Thomas E.	2979	10/15/2019	22
Amaya, Efrain	224	10/22/2019	16
Penn, Tonya (Battle)	8040	10/10/2019	11
Wilson Eric	8389	10/20/2019	7



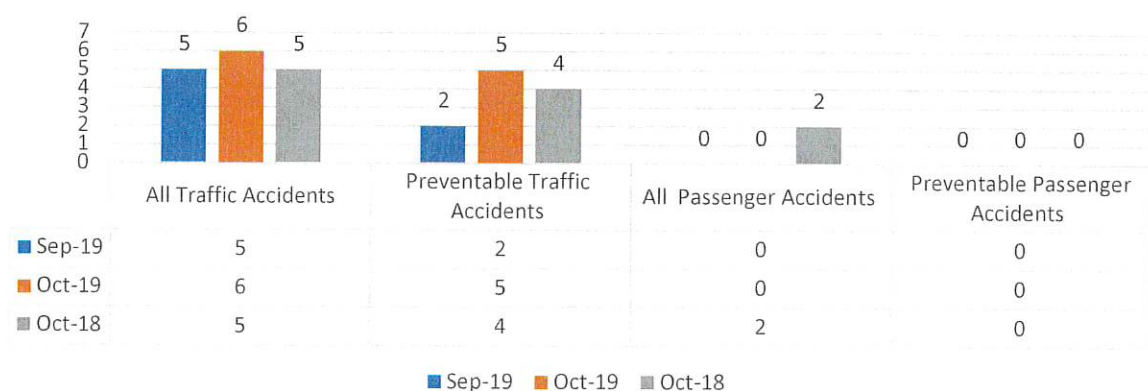
Diop, Baba	8903	10/16/2019	6
Passwater, Daryl	8517	10/11/2019	6
Ballard, James	8589	10/11/2019	5
Berry Geneisha	8686	10/28/2019	5
Harden, Erica	8667	10/16/2019	5
Boston, Joel	8758	10/31/2019	4
Jordan, Robert	8891	10/17/2019	3
Kinslow, Darryl	8650	10/10/2019	3
Hamilton, Catisha	8939	10/26/2019	2
Crawford, LaNita	9153	10/11/2019	1
Jackson, Cafante	9087	10/20/2019	1
Reynolds, Cedric	9172	10/25/2019	1
Simmons, Bonnie	8907	10/18/2019	1
Taylor, Richard	9205	10/22/2019	1

### October 2019 Accident Data

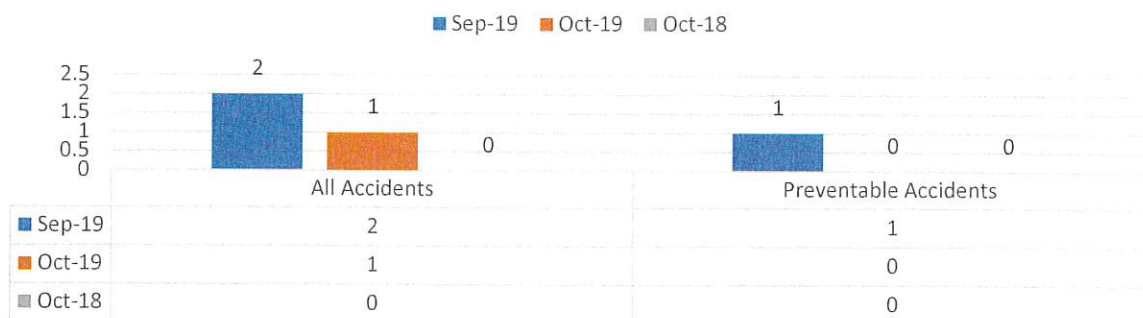
#### Fixed Route Accidents



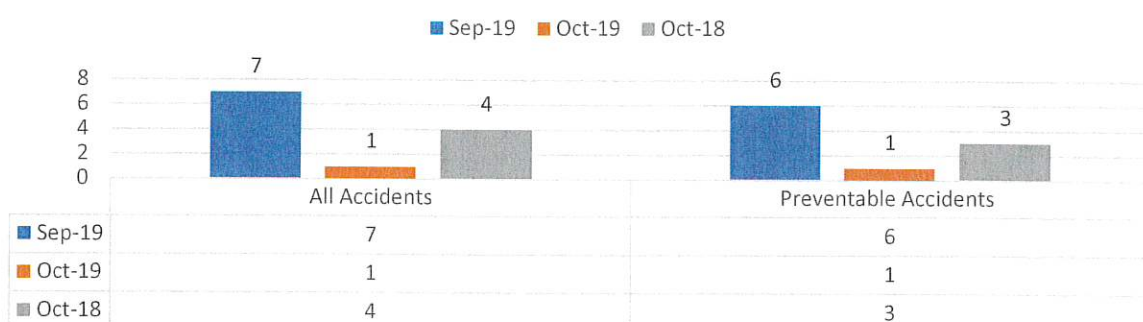
#### Open Door Accidents



### Training Accident



### Garage Accidents



### 19-Oct

#### TRAFFIC ACCIDENTS

#### PASSENGER ACCIDENTS

	Non-Preventable	Preventable	TOTAL	Non-Preventable	Preventable	TOTAL
IPTC Fixed Route	33	23	56	12	0	12
Trans Dev	1	5	6	0	0	0
My City	0	0	0	0	0	0
Garage	0	1	1	0	0	0
Training	1	0	1	0	0	0
DTC	0	0	0	1	0	1
TOTAL	35	29	64	13	0	13

#### TRAFFIC INCIDENTS

#### PASSENGER INCIDENTS

	TOTAL		TOTAL
IPTC Fixed Route	52		65
Trans Dev	3		2
My City	0		0
Garage	0		0
Training	0		0
DTC	0		1
TOTAL	55		68



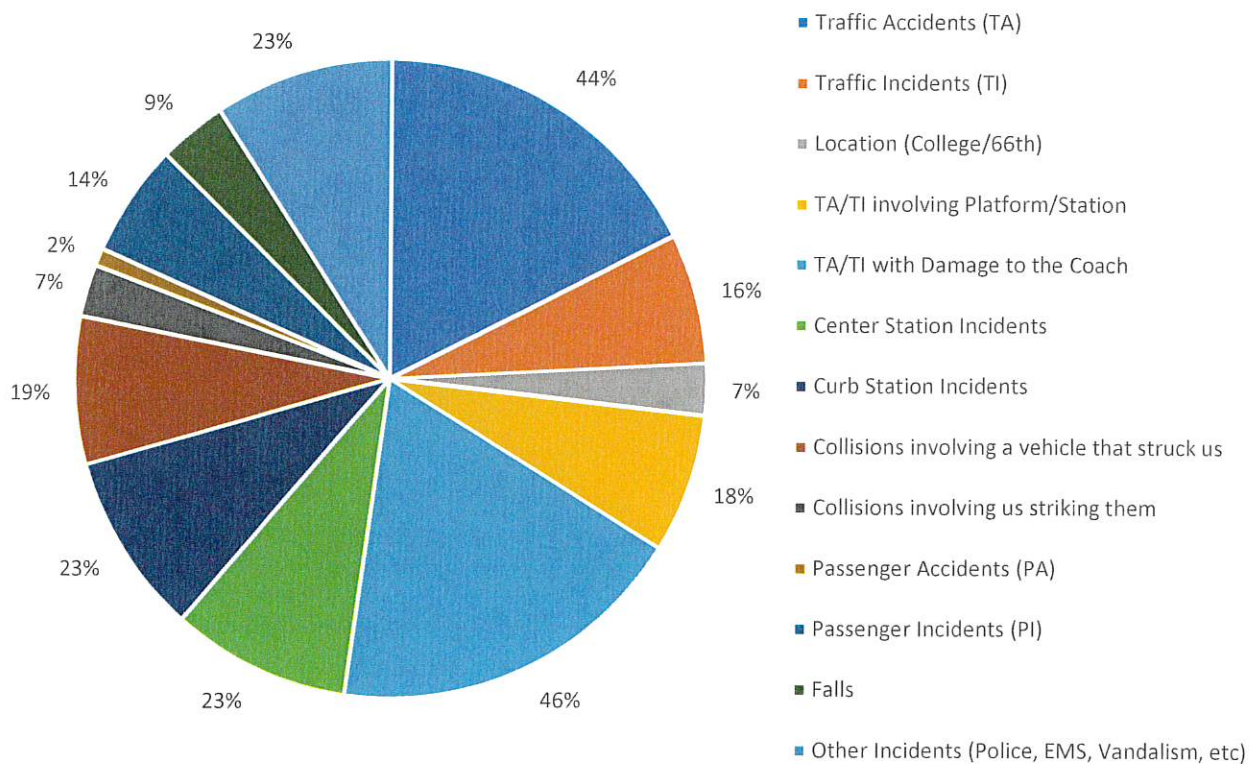
F-04	DTC POLICE	17
F-04	DTC EMS	20
F-04	OPS POLICE	36
F-04	OPS EMS	24

CLAIMS	FR	35
	OD	14
	DTC	0
	TOTAL	49

### October 2019 Red Line Accident Data

	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>
<b>Total Red Line Collisions</b>	48	49	17
<b>Total Red Line collisions with Damage</b>	42	36	17
<b>Collisions involving a vehicle that struck us</b>	8	17	4
<b>Collisions involving us striking them</b>	4	6	3
<b>Collisions, with Bus and Station</b>	25	15	7
<b>Total Involving Center Stations</b>	28	21	9
<b>Total Involving Curb side Stations</b>	22	21	4
<b>Buses Towed</b>	2	2	0

% of type of incidents vs total number of incidents





## Human Resources Report-Oct 2019

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**To:** President and CEO Inez, Evans  
**From:** Jeffrey Brown, VP of Human Resources  
**Date:** November 27<sup>th</sup>, 2019

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### A. Recruitment and Retention Data

The Human Resources Report provides transparency on IndyGo's hiring and retention data and shows that marked improvement in the recruitment and retention of employees, particularly Coach Operators, is necessary to fulfill IndyGo's service expansion goals. As 2019 is coming to an end, Human Resources offers the following information concerning its hiring and retention of employees:

1. Total Operators:	454
2. Annual Operator Turnover Rate:	24.99%
3. Total Non-Operators Employees:	306
4. Annual Non-Operator Turnover Rate:	13.08%
5. Total Employees:	760
6. Annual Employee Turnover Rate:	20.16%

Indeed, more work and creative hiring solutions are necessary to improve the recruitment and retention of employees, especially Coach Operators. The success of 2020 will depend in part on our ability to retain, motivate, develop, and continue to attract employees with the skills and experience to help meet increased service demands. Human Resources is using this data to shape its 2020 strategic priorities and put new measures into action. To that end, Human Resources will operate in partnership with all departments to improve recruitment and retention efforts and to meet the 2020 service goals. Continuing that partnership will be key to implementing the significant changes in 2020.

### B. Labor & Employee Relations

#### 1. 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.

## **2. Implementation of New Collective Bargaining Agreement**

IndyGo has implemented retroactive pay and pay increases for all current represented employees, represented retirees, and former 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 and TU have contracted with a vendor to print copies of the successor collective bargaining agreement.

## **3. 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 early 2020.

### **C. Human Resources News**

- 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. United Way Snack Pack Drive:** On November 11, 2019, Human Resources and IndyGo staff donated money and time for those in need by participating in a volunteer function with the United Way. There was also a fascinating poverty simulation event that staff participated in to learn more about the impact of poverty.
- 3. 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 Human Resources.
- 4. Ticketing System:** Human Resources has developed and will implement effective November 18, 2019 a ticketing system to track employee inquiries and responsiveness.
- 5. Open Enrollment:** IndyGo held open enrollment for all employees to make changes to their health and ancillary benefits.
- 6. Weekly HR Team Meetings:** Human Resources holds weekly meetings to keep the team apprised of what is going on so that all of Human Resources is aware of pending and prospective issues.