



Board Report
February 27, 2020

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317.635.3344

1. CALL TO ORDER AND ROLL CALL

2. AWARDS AND COMMENDATION

3. COMMITTEE CHAIRPERSON REPORTS

Finance Committee – Greg Hahn

Service Committee – Tommie Jones

4. CONSENT AGENDA

AGENDA ACTION ITEM A – 1: Consideration of Approval of Minutes from Board
Meeting held on January 23, 2020

AGENDA ACTION ITEM A – 3: Consideration and Approval of New Board Members for
the Indianapolis Public Transportation Foundation (IPTF)
2020 Board of Directors

AGENDA ACTION ITEM A – 4: Consideration and Approval of Interlocal Agreement to
Transfer Property for the Purple Line

AGENDA ACTION ITEM A – 5: Consideration and Approval of e-Builder Construction
Software 2020 License Renewal

5. REGULAR AGENDA

AGENDA ACTION ITEM A – 2: Consideration and Approval of Election of 2020 Board
Officers

AGENDA ACTION ITEM A – 6: Consideration and Approval of Route Network for June
2020

AGENDA ACTION ITEM A – 7: Consideration and Approval of Procurement of 40ft. Diesel
Buses

6. INFORMATION ITEMS

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

- INFORMATION ITEM I – 2: Consideration of Receipt of Finance Report for January 2020
- INFORMATION ITEM I – 3: Employee Termination Timeliness - ADP
- INFORMATION ITEM I – 4: CEO Report
- INFORMATION ITEM I – 5: Section 5307/5311 Allocation Plan Update
- INFORMATION ITEM I – 6 – 10: Department Reports

7. ADJOURN



Awards & Commendation Recognition for February 2020

To: Indianapolis Public Transportation Corporation Board of Directors
From: President/CEO, Inez P. Evans
Date: Feb 27th, 2020

February 2020 Awards & Commendations

Employee	Position	Recognition
Danny Crenshaw	Board Member	17 years of Service as IndyGo Board Member
Marcellous Warren	Open Door Driver	Exceptional Service and Concern for a fellow citizen
Edgar Birdsong	Operator	21 Years of Safe Driving
James Wilson	Operator	31 Years of Safe Driving
Ron Burton	Operator	35 Years of Service
James Green	Mechanic – Body Repair	35 Years of Service
Joyce Ledell	Operator	35 Years of Service
Thomas Coon	Manager – Service Scheduling	40 Years of Service
Joyce Denton	Accountant – Payroll	40 Years of Service
Grady Hinton	Clerk – Storeroom	40 Years of Service
Will Smith	Mechanic – Defect	40 Years of Service
Robert Waggoner	Facility Maintenance Technician	40 Years of Service
Darrell Watts	General Laborer	40 Years of Service
Sam Dolce	Mechanic – Rebuild	45 Years of Service
Diana Harper	Clerk – Purchasing	Retiring with 29 Years of Service
Teka Rogers	Radio Control Dispatcher	January Employee of the Month



Safe Drivers Recognition for January 2020

To: President and CEO Inez, Evans
From: Brian Clem, Director of Risk and Safety
Date: Feb 27th, 2020

January 2020 Safe Drivers Recognition

The following Operators were recognized for their safe driving for the month of January and received a National Safety Council patch, pin and certificate.

Operator	ID	Years
Wilson, James A.	6780	31
Birdsong, Edgar	1016	21
Irwin, Cameron	2877	18
Gee, Lloyd	1500	14
Wallace, Jack	6306	8
Watts, Rhonda (Manuel)	8271	8
Bobbitt, Carmon	8474	7
Wilson, Eleanor	8492	7
Wyatt, Ramona	8493	7
Ford, Wanda	8502	6
Rainey, McKensey	8547	6
Comer, Rachel	8665	5
Morrow, Tamanika	8627	4
Stiers, Brenda	8534	4
Parrish, Michael	8926	3
Carroll, Cindy	9092	2
Hategekimana, Didace	9081	2
Barnes, Paris	9306	1
Reed, Omar	9313	1



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Finance Committee Chairperson Report – February 2020

To: Chair and Board of Directors
From: Greg Hahn, Finance Committee Chairperson
Date: Feb 27th, 2020

ISSUE:

A report of IndyGo February Finance Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Greg Hahn
Finance Committee Chairperson's Report
February 20, 2020

The Finance Committee met on February 20, 2020 at 1pm. In attendance was myself, Greg Hahn, Chairman of the Finance Committee, and Mark Fisher, Committee Member. Committee Member Rick Wilson attended via phone.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-3, A-4, & A-5 and Regular Agenda Items A-2 & A-6.

I would like to highlight consent item A-5, e-Builder Construction Software. During the Finance Committee meeting, we heard from Justin Stuehrenberg, VP of Planning and Capital Projects, about why we need this software. He stated that it is a very critical piece of software that is being used during our Red, Purple, and Blue Lines. It is used to track change orders, any requests from the contractor, etc. It is not expected to be used much after the Purple and Blue Lines and Justin stated that IndyGo owns all of the data in this software, and after use, we will be able to export all data from the software.

Regular Agenda Items A-2 & A-6 will be heard at more length during this evenings board meeting.

The Committee received an update from Ryan Wilhite, Strategic Planner, regarding Section 5307, Urbanized Area Formula Grants, which makes Federal resources available to urbanized areas for transit capital and operating assistance, as well as, Section 5311, Formula Grants for Rural Areas, which provides capital, planning, and operating assistance to states that further support public transportation in rural areas with a population of less than 50,000.

That concludes my report.



Service Committee Chairperson Report – February 2020

To: Chair and Board of Directors
From: Tommie Jones, Service Committee Chairperson
Date: Feb 27th, 2020

ISSUE:

A report of IndyGo February Service Committee Meeting will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Tommie Jones
Service Committee Chairperson's Report
February 25, 2020

The Service Committee met on February 25, 2020 at 9am. In attendance was, myself, Tommie Jones, Chairwoman of the Service Committee, and Adairius Gardner, Committee Member. Also, present, was Lise Pace, new IndyGo Board Member.

We reviewed and recommended Board approval for the following items on tonight's agenda: Consent Agenda Items A-1, A-3, A-4, & A-5 and Regular Agenda Items A-2 & A-6.

An item from the Consent Agenda I would like to highlight is item A-3, the Indianapolis Public Transportation Foundation. For some who may not know, the Foundation was created after the referendum in 2016, which allowed the public question of additional funding for Mass Transit in Indianapolis. This Foundation is a 7 member board, up to 13, with the initial 7 member board, being the IndyGo Board of Directors. Mr. Juan Gonzalez has resigned from the Foundation board, leaving a vacant spot at this time.

Regular Agenda Items A-2 & A-6 will be heard at more length during this evenings board meeting.

The Committee received an update from Justin Stuehrenberg, VP of Planning and Capital Projects, regarding Property Transfers needed for the Purple Line. These 6 properties needed action by the board due to these transfers being intergovernmental transfers. Justin also spoke about the 2020 Route Network Changes which will be heard in more detail during this board meeting. As was the same for the Finance Committee, we also received an update from Ryan Wilhite, Strategic Planner, on the difference between 5307 and 5311 formula funding for urbanized and rural areas.

That concludes my report.



AGENDA ITEM A – 1

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
EXECUTIVE SESSION
MINUTES**

THURSDAY, January 23, 2020

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:30pm, on Thursday, January 23, 2020 in the office of the President and CEO at 1501 W. Washington Street, Indianapolis, IN 46222

Board members present were:

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

Discussion was limited to matters enumerated under IC 5-14-1.5.6.1(b)(2)(A) and (B) and IC 5-14-1.5.6.1(b) (9). Session adjourned at 4:55pm.

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

THURSDAY, January 23, 2020

1. CALL TO ORDER AND ROLL CALL

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:02pm, Thursday, January 23, 2020 in the IPTC Board Room at 1501 W. Washington Street, Indianapolis, IN 46222.

1.1 ROLL CALL

BOARD MINUTES
BOARD OF DIRECTORS
Thursday, January 23, 2020

Attendee Name	Title	Status
Juan Gonzalez	Chair	Present
Mark Fisher	Vice Chair	Present (had to leave at 5:35pm)
Tommie Jones	Secretary	Present
Gregory Hahn	Treasurer	Present
Adairius Gardner	Board Member	Present
Richard Wilson	Board Member	Present
Danny Crenshaw	Board Member	Present

A quorum was present.

2. AWARDS AND COMMENDATION

Board Chair Juan Gonzalez and IndyGo President/CEO Inez Evans presented the following awards and commendations. Chelci Hunter – Winner NAWBO Indianapolis Choice Award; IndyGo – TransitCenter 2019 Best Service Improvement Award; IndyGo – 2019 APAI Quality Pavement Award; IndyGo Red Line Dispatchers – Shilanda Moss, Deatra Bellamy, and Janise Cantrell; Years of Service – Norman Russell 35 years, Phillip Boicourt 35 years, Andy Carpenter 40 years, James Wilson 40 years. Those not in attendance were; Samuel McGhee – November Employee of the Month; Maurice Bowen – December Employee of the Month; Arthur Smith – 40 years of service. Chairman Gonzalez and President Evans congratulated all and thanked them for all their hard work and dedication to IndyGo.

3. PUBLIC HEARINGS

There were no Public Hearings

4. COMMITTEE CHAIRPERSON REPORTS

- I.1. Finance Committee – Bart Brown – CFO
- I.2. Service Committee – Tommie Jones, Service Committee Chairperson

5. CONSENT AGENDA

Upon staff recommendation, motion for consent approval by Chairman Juan Gonzalez for Agenda Items A-1, A-3, A-4, A-5, A-6.

- ACTION ITEM A – 1 – Approval of the Board of Directors Regular Meeting Minutes of December 5, 2019.
- ACTION ITEM A – 3 – Approval of Ratification of Office Renovations Construction Change Order
- ACTION ITEM A – 4 – Approval of Ratification of Office Renovations Furniture Additions
- ACTION ITEM A – 5 – Approval of Title VI Program Update

- ACTION ITEM A – 6 – Approval of Designation of Controller for the Indianapolis Public Transportation Corporation.

RESULT: Accepted - Agenda Items A-1, A-3, A-4, A-5, A-6
MOVER: Richard Wilson
SECONDER: Greg Hahn
AYES: Juan Gonzalez, Mark Fisher, Greg Hahn, Adairius Gardner, Tommie Jones, Richard Wilson, Danny Crenshaw
NOES: None
ABSENT: None

6. REGULAR AGENDA

- ACTION ITEM A – 2 – Approval of Fare Inspection Policy

Vice President of Public Affairs, Bryan Luellen, presented Action Item A – 2 to the Board of Directors, to authorize a “Fare Inspection Policy” which would allow the ability to inspect paid fares. This would allow Fare Inspectors to request proof of paid fare while riding the bus. Bryan stated that they will inspect every fare equally as to not discriminate towards anyone. This policy is not expected to create revenue, rather simply to recoup lost revenue from fares that ultimately should have already been paid ahead of time. This is to act as more of a deterrent to help stop non-paying riders. It was noted that the citation amount would be equal to that of a parking citation for the City of Indianapolis, which is \$20. A representative from Nolan Security was present to answer questions from the board. Concerns were raised by the board of safety and security of the Fare Inspectors as well as others on the bus if verbal or physical confrontations were to occur due to potential refusal from passengers to supply certain information. Board Member, Danny Crenshaw asked if any of these Fare Inspectors were “deputized” or simply acting as regular civilians. Nolan indicated that such individuals did not have authoritative powers and if refusal of cooperation from passenger was given to supply information, such as identification or paid bus ticket, there was simply nothing else that could be done. Bryan Luellen stated that if approved, we would revisit this after a 90 day period to make any modifications needed after having received data back. After a lengthy discussion on this topic, it was voted on to table this action item for further discussion.

RESULT: Tabled for further discussion
MOVER: Richard Wilson
SECONDER: Mark Fisher
AYES: Juan Gonzalez, Mark Fisher, Greg Hahn, Adairius Gardner, Tommie Jones, Richard Wilson, Danny Crenshaw
NOES: None
ABSENT: None

- ACTION ITEM A – 7 – Approval of New Mobility Advisory Committee (MAC) members

Deputy Chief Operating Officer, Cheryl Purefoy, presented Action Item A – 7 to the Board of Directors, for 2 new Mobility Advisory Committee (MAC) members for their approval. The MAC board was changed from a 9 person board to an 11 person board. These 2 nominees are to fill those newly created vacancies. First, was Leslie Daily. Leslie is a Regional Manager, South Region for Meridian Health Services. Leslie brings to the

BOARD MINUTES
BOARD OF DIRECTORS
Thursday, January 23, 2020

MAC, experience as an active member of the Operations committee at Meridian Health Services. Second, was Eddie Rickenbach. Eddie is currently a Guides Manager at Goodwill of Central and Southern Indiana. Eddie is eager to voice his experience and energy to make transportation equally accessible to individuals with disabilities.

RESULT: Accepted – Action Item A – 7 – Approval of New Mobility Advisory Committee (MAC) members
MOVER: Danny Crenshaw
SECONDER: Tommie Jones
AYES: Juan Gonzalez, Mark Fisher, Greg Hahn, Adairius Gardner, Tommie Jones, Richard Wilson, Danny Crenshaw
NOES: None
ABSENT: None

- ACTION ITEM A – 8 – Approval of Insurance Renewals

Risk and Safety Director, Brian Clem, presented Action Item A – 8 to the Board of Directors, for approval of Insurance Renewals. Brian stated that during the past year, the insurance market has experienced a significant shift driven by landmark verdicts, increased claim frequency across many lines of coverage, and catastrophic property losses, carriers have been reducing capacity, and in some cases, exiting a market entirely. This reduction of supply has resulted in carriers raising rates and taking corrective action on their books of business in an attempt to return to profitability. Geoff Davis and Nate Lewis from Aon went into more detail about the difference in how insurance is being dealt out. Brian stated that during our last renewal, some items that are assets of IndyGo were not included, including Solar Panels, IT Technology, additional buses, Red Line stations, and 31 BYD buses. This rose IndyGo's total assets for 2020 to over \$250,000,000. Previous insurance broker would not insure us due to these increased assets. One additional piece of coverage that IndyGo has not previously had which we are now covered for is Cyber Security.

RESULT: Accepted – Action Item A – 8 – Approval of Insurance Renewals
MOVER: Adairius Gardner
SECONDER: Danny Crenshaw
AYES: Juan Gonzalez, Mark Fisher, Greg Hahn, Adairius Gardner, Tommie Jones, Richard Wilson, Danny Crenshaw
NOES: None
ABSENT: None

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

Greg Meyer, Chair, Mobility Advisory Committee, gave an update on the MAC

I – 2 INFORMATION ITEM – CEO Update

President/CEO, Inez Evans, provided an update which included; New IndyGo Executive Leadership, Aaron Vogel as Chief Operating Officer and Vice President of Operations and Cameron Radford as Vice

BOARD MINUTES
BOARD OF DIRECTORS
Thursday, January 23, 2020

President of Government Affairs; VIA Metropolitan Transit agency from San Antonio, Texas visited in December 2019 for a Red Line Visit; Chelci Hunter presented to the board, information about our Supplier Diversity program; the appointment of Inez Evans to the ARTS Council of Indianapolis Board for a term of 3 years; on February 7, 2020, IndyGo will take part in Go Red for Women; Inez Evans will be taking part in the IRT Celebrity Radio Show and will portray Madam CJ Walker; finally she gave an update on IndyGo's Mobility Services.

I – 3 INFORMATION ITEM – December 2019 Financial Update

Bart Brown gave an update to the Board of Directors, of our current finances.

I – 4 INFORMATION ITEM – Paratransit Update

I – 5 INFORMATION ITEM – Insurance Renewals 2020

I – 6-10 INFORMATION ITEM – Department Reports

7. OTHER ITEMS

None

8. ADJOURNMENT

On order of Chairperson Gonzalez and there being no objection, the meeting was adjourned at 6:46 p.m.

Jill D. Russell
General Counsel



Date: January 10, 2020
Board Meeting: February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: General Counsel, Jill Russell
SUBJECT: Indianapolis Public Transportation Corporation Board of Directors Officer Elections

Policy-Related Action: No

ACTION ITEM A - 2

RECOMMENDATION:

Approval of the nominees recommended for officer positions to the Indianapolis Public Transportation Corporation Board of Directors.

BACKGROUND:

On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair, Secretary and Treasurer. These elections will serve for the calendar year 2020.

After receiving back nomination forms, the following officers were selected:

OFFICERS

Chair	Greg Hahn
Vice-Chair	Adairius Gardner
Secretary	Mark Fisher
Treasurer	Richard Wilson



Date: February 11, 2020
Current Meeting: February 20, 2020
Board Meeting: February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: Roscoe Brown, Executive Director, Indianapolis Public Transportation Foundation
SUBJECT: Consideration and Approval of Foundation Board Members

Policy-Related Action: No

ACTION ITEM A – 3

RECOMMENDATION:

Approval of the Indianapolis Public Transportation Foundation Board Members

BACKGROUND:

The bylaws of the Indianapolis Public Transportation Foundation (IPTF) require the approval of the Board of Directors of the Indianapolis Public Transportation Corporation (IPTC). The foundation board consist of seven (7) members initially appointed by the IPTC board when the foundation was incorporated in August 2018. The foundation board held its Annual Meeting on Tuesday, February 11, 2020, at which time each member confirmed their seat on the board. One director resigned their seat on the board leaving the board currently with one vacancy. The Officers of the foundation board were also confirmed at the February 11th meeting.

DISCUSSION:

The current Indianapolis Public Transportation Foundation board presented for your consideration and approval include:

Richard H. Wilson, Jr., Board Chair
Tommie L. Jones, Board Vice-Chair
Mark Fisher, Board Secretary/Treasurer
Danny M. Crenshaw, Board Director
Gregory F. Hahn, Board Director
Adairius Gardner, Board Director
Vacant, Board Director (To Be Determined)



Date: February 20, 2020
Current Meeting: February 27, 2020
Board Meeting: February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: General Counsel, Jill Russell
SUBJECT: Resolution for Approval to enter into Property Transfer Agreements with Local Governmental Entities for the Transfer of Real Property Necessary for the Construction of the Purple Line

Policy-Related Action: No

ACTION ITEM A – 4

RECOMMENDATION:

Authorize the approval of Resolution 2020-03 to Enter into Property Transfer Agreements for acquisition of Real Property.

BACKGROUND:

Construction of the Purple Line, as 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.

Several of the properties are owned by various governmental entities requiring a Resolution approving Property Transfer Agreements. Those properties are:

1. Indianapolis-Marion County Public Library
5420 E. 38th Street, Indianapolis, IN 46218
Price \$45,780.00
2. City of Indianapolis, Department of Public Safety
5445 E. 38th Street, Indianapolis, IN 46218
Price \$6,325.00

3. Department of Parks and Recreation of the City of Indianapolis
5910 E. 38th Street, Indianapolis, IN 46218
Donation
4. Marion County
6000 E. 38th Street, Indianapolis, IN 56226
Price \$4,600.00
5. Lawrence Municipal Building Corporation
5140/5150/5162 N. Post Road, Indianapolis, IN 46226
Price \$38,380.00
6. Lawrence Government Center Building Corporation
8950 Otis Avenue, Indianapolis, IN 46216
Price \$3,350.00

DISCUSSION:

The use of Interlocal Agreements is standard in the acquisition of property and or services between governmental entities and has been utilized several times in the history of the Marion County Transit Plan.

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 February 20, 2020 and on February 25, 2020 by the Service Committee.

RESOLUTION 2020-03

RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION AUTHORIZING THE PURCHASE AND TRANSFER OF REAL PROPERTY BETWEEN GOVERNMENTAL ENTITIES

A RESOLUTION approving the acquisition of real property for the development and expansion of service as planned under the Marion County Transit Plan.

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC) is a municipal corporation allowed to own real property pursuant to Indiana Code § 36-9-4-et seq., and;

WHEREAS, Indiana Code § 36-1-11-8 authorizes governmental entities to transfer or exchange real property among themselves pursuant to terms and conditions agreed upon by the entities as evidenced by adoption of substantially identical resolutions by each entity; and

WHEREAS, pursuant to the Marion County Transit Plan, IPTC is developing a Bus Rapid Transit Line named the “Purple Line” and;

WHEREAS, the development of the Purple Line is necessary for the increase in service frequency and extension of operational hours for the benefit of the public good, and;

WHEREAS, the development of the Purple Line requires the acquisition of certain governmentally held real property along the route, specifically:

1. Parcel 88, Indianapolis-Marion County Public Library
5420 E. 38th Street, Indianapolis, IN 46218
Purchase Price \$45,780.00
2. Parcel 90, City of Indianapolis, Department of Public Safety
5445 E. 38th Street, Indianapolis, IN 46218
Purchase Price \$6,325.00
3. Parcel 107, Department of Parks and Recreation of the City of Indianapolis
5910 E. 38th Street, Indianapolis, IN 46218
Donation
4. Parcel 116, Marion County
6000 E. 38th Street, Indianapolis, IN 46226
Purchase Price \$4,600.00
5. Parcel 165, Lawrence Municipal Building Corporation
5140/5150/5162 N. Post Road, Indianapolis, IN 46226
Purchase Price \$38,380.00

6. Parcel 193, Lawrence Government Center Building Corporation
8950 Otis Avenue, Indianapolis, IN 46216
Purchase Price \$3,350.00

NOW, THEREFORE, BE IT RESOLVED by the Indianapolis Public Transportation Corporation's Board of Directors That the President/CEO be and hereby is authorized and directed to take such action and execute and deliver on behalf of the Corporation such notes, agreements, documents or instruments as may be necessary to accomplish the transactions.

Adopted: _____ **February 27, 2020**

Chair, Board of Directors

Indianapolis Public Transportation Corporation

Attest: _____

Jill D. Russell, General Counsel
Indianapolis Public Transportation Corporation



Date:	February 14, 2020
Current Meeting:	February 20, 2020
Board Meeting:	February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: VP of Planning & Capital Projects, Justin Stuehrenberg

SUBJECT: e-Builder License Renewal

Policy-Related Action: No

ACTION ITEM A – 5

RECOMMENDATION:

In a manner consistent with IndyGo's contract award standards, it is requested that the Board authorize the President and CEO to renew the e-Builder license another additional option year to April 2021, for a total not-to-exceed the amount of \$110,922.97. This action has been reviewed by the Capital and Planning for 2020.

BACKGROUND:

In 2017, IndyGo purchased e-Builder for our capital/planning and facilities projects; this was based on the RFP 16-12-247. E-Builder is IndyGo's cloud-based construction program management solution {PMIS} software system for capital, planning, and facilities projects; that delivers trusted insight into performance data across the project lifecycle. E-Builder connects internal and external users to track business processes with centralized project information, while business intelligence provides on-demand forecasting and RFI, CCD, CCR, control. This software allows IndyGo unlimited users to access the systems with controlled permissions.

Throughout the past three (3) years, IndyGo has successfully configured and implemented the e-Builder software system to meet IndyGo's requirements for the BRT and facility projects. e-Builder has helped the Red Line Team and other departments within IndyGo to effectively manage documents, monitor schedules, and communicate effectivity.

It has also improved the overall productivity by using the best industry practices and standards, as well as increase the efficiency of various processes for internal and external consultants. e-Builder's capability to generate various reports, dashboards, tracking submittals, signatures, and approvals for FTA compliance makes it an extremely important tool for IndyGo.

Procurement Process:

N/A, License renewal of current product

DBE Requirement:

No DBE goal is set for this software license renewal

FISCAL IMPACT:

The current eBuilder license will expire April 2020. This action would be to extend the eBuilder License to the additional option year of April 2021, total cost not to exceed the amount of \$110,922.97, so we can continue utilizing the construction software. This is being funded from the Red Line BRT project budget.



Date: February 21, 2020
Current Meeting: February 27, 2020
Board Meeting: February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO, Inez P. Evans
FROM: VP of Planning & Capital Projects, Justin Stuehrenberg
SUBJECT: Acceptance of Proposed Route Changes and Authorization for Equity Analysis

Policy-Related Action: No

ACTION ITEM A – 6

RECOMMENDATION:

It is requested that the IndyGo Board of Directors accept the proposed route changes for June 2020 and authorize staff to proceed with the equity analysis for changes to the route network as presented at the board meeting. If the equity analysis identifies no issues, the Board will formally adopt the map at the March 2020 meeting.

BACKGROUND:

In January 2020, IndyGo began a series of public meetings and an advertising campaign to have the public weigh in on the planned June 2020 local route changes. The proposed version of that map largely matched the version presented to voters in 2016, with some tweaks to improve efficiency.

Meetings were held:

- Riverside Route Change Listening Session January 07, 2020
- East Washington Library Area Listening Session January 8, 2020
- Wayne Township Route change Listening Session January 09, 2020
- East 38th Street Route Change Listening Session January 13, 2020
- Café Indy Route Change Listening Session January 15, 2020
- Central Library Route Change Listening Session January 16, 2020
- Public Hearing for June 2020 Route Changes February 18, 2020

DISCUSSION:

Based on public feedback, IndyGo is proposing to make the following changes to the map originally presented in January 2020:

- **Route 34** will continue to service St Vincent, as it currently does.
- **Route 31** will use Shelby St (NB and SB) between County Line and US-31 (instead of US-31 between County Line and Shelby St)
- **Route 19** will continue to serve Community North
- **Route 37** will continue using current route alignment along Zionsville Rd between 79th St and 74th St (instead of switching to Woodland Dr)

- **Route 26** using Rural St between English Ave and Washington St, instead of the Sherman Dr detour
- **Route 30** will serve 46th St. from Eagle Creek Parkway to Inland Dr.
- **Route 24** will continue to serve Mann Rd as it does today, but using Kroger's access road
- **Route 10** will continue to Raceway Rd on every trip and will not use Country Club Rd.
- **Route 12** will have a slight deviation on Bethel to serve the Sherman & Raymond area
- **Route 2** will adjust routing to use Sutherland instead of Orchard between 34th and 38th

ALTERNATIVES:

If the Board does not authorize staff to proceed with the equity analysis and seeks additional public input for changes, the implementation of the new network would need to be delayed to the October pick.

FISCAL IMPACT:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on February 20, 2020 and by the Service Committee on February 25, 2020.



Date: February 27, 2020
Board Meeting: February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
FROM: President/CEO, Inez P. Evans
SUBJECT: Procurement of 40ft Diesel Buses

ACTION ITEM A – 7

RECOMMENDATION:

Authorize the President/CEO to sole source and procure 13 40-foot Gillig diesel buses for the delivery of the June 2020 transit service redesign in an amount not to exceed \$7,500,000 for 40-foot buses and associated equipment and services.

BACKGROUND:

For the implementation of IndyGo's new route network planned for June, IndyGo initially planned to operate BYD electric buses on Route 39 using the Purple Line route alignment. Since IndyGo received its electric fleet from BYD, the buses have not met the contractual range and have underdelivered on battery performance. BYD has yet to deliver the inductive charging solution that will supplement the buses' battery performance. These two factors combined require that IndyGo operate more vehicles than planned to allow for mid-day charging.

In order to preserve service on the Red Line, IndyGo has temporarily dedicated the entire fleet of 31 BYD buses to the Red Line. Diesel buses are providing service on Route 39 until the inductive charging solution is proved to deliver the required 275-mile range for all 31 electric buses on both routes.

The range challenges paired with the upcoming service enhancements have increased IndyGo's total fleet requirement for June.

DISCUSSION:

In accordance with IC 5-22-10 "Special Purchasing Methods", IndyGo requests to purchase from Gillig without soliciting bids and proposals.

We currently have 15 Gillig buses scheduled to be manufactured on the production line in April from a recently expired contract. In an unprecedented move, Gillig can mirror our upcoming production and squeeze us into production directly after for these additional buses to arrive in late June. Specifications and pricing will remain consistent with the recently expired Gillig/IndyGo contract.

This purchase will be made on the basis that another purchasing method would impair the functioning of the agency's upcoming transit service plan.

In addition, no other manufacturer can provide our quick production request, we are already stocked for diesel parts, and know how to operate and maintain them.

IndyGo has canceled the previously approved purchase of five (5) additional BYD buses in December 2019. This cancellation would be permanent until a viable solution is presented and verified by BYD and IndyGo. IndyGo wishes to reallocate \$6,484,740 with this cancellation.

This Gillig bus purchase will include all camera/recording, fareboxes, and IT requirements (including AVAIL CAD/AVL and fare validation) equipment and/or pre-wiring.

ALTERNATIVES:

The Board could choose to not approve procuring these additional buses; however, the new service plan would be pushed for a third time for an unknown period of time.

FISCAL IMPACT:

This procurement will entail 100% local IndyGo capital funds. The funding for this purchase will come from the following: Cancellation of December 2019 BYD PO - \$6,484,740 and Line of Credit/Municipal Lease 2020 - \$1,015,260. Staff will seek Board approval of bond financial instruments to be introduced in March and April 2020. The Municipal Lease was projected for approval in the 5 year Capital plan. There is capacity to include all 13 of these buses.

DIVERSITY PARTICIPATION

This purchase did not require a diversity participation goal. However, it is the policy of IPTC to commit to the success of minority, women, veteran and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis Office of Minority and Women Business Department (OMWBD) and Division of Supplier Diversity with Indiana Department of Administration.

Outreach Report:

Route Changes effective June 2020

Summary:

The IndyGo Outreach and Community Engagement team held seven public outreach events and four internal events. Overall IndyGo attended a total of nineteen events and community groups including McANA during January and February. We also activated multiple partners including the Mayor's Neighborhood Advocates, Transit Neighbors program, and our Transit Ambassadors. IndyGo invested in Paid Media on digital and radio. IndyGo also had multiple earned media spots asking for feedback on our proposed route changes.

Topline Stats:

- 19 Community Events held or attended for route change outreach
- 906 people engaged through attendance at events, comments made online, by phone or at the Julia M. Carson Center.
- 232 number of unique comments made about proposed route changes.

Routes that have already been revised after community feedback.

Route	Revised from community feedback
19	Route 19 currently provides a connection to Community North Hospital. After reviewing public comments, IndyGo anticipates that this connection can be continued in June, but this will be confirmed when the schedule is finalized.
31	Initial proposed plan called for removing Route 31 service on Shelby St between County Line Rd and US-31. Public feedback asked to keep service on Shelby. In response, IndyGo will operate northbound and southbound service on Shelby St beginning in June for Route 31. Service will be removed instead from US-31 between Shelby St and County Line Road. Another change: Route 31 will no longer loop through Community South Hospital, but instead will provide inbound and outbound bus stops along County Line Rd in front of Community South Hospital
34	Previous proposed map ended Route 34 at the Pyramids, without continuing the existing direct connection to St Vincent Hospital via 86th St. This connection would have required a transfer to Route 86. Based on public feedback, IndyGo will instead keep the end of line for Route 34 at St Vincent Hospital.
37	Previous proposed maps showed a change to Route 37 routing along Zionsville Rd. The previous proposal moved service to Woodland Drive between 79th St and 74th St. Based on public feedback, IndyGo will keep service along Zionsville Rd instead, to match how service currently operates in that area.
5	IndyGo adjusted the initial Marion County Transit Plan map to keep route 5 at the request of the Martindale Brightwood community. The outcome, which was agreed to by the community, was to continue to provide Route 5 service along AJ Brown, 25th St, and Sherman Dr, but provide a transfer to the Red Line instead of serving the Carson Transit Center. Access to the Transit Center will be provided via this transfer.

2	Service can be provided from 38 th St to 34 th St via Sutherland. This will provide service to the intersection of Sutherland and 34 th St, within closer walking distance of the service removal proposed for Sutherland south of 34 th St. (Final routing between 34 th St and 38 th St for outbound trips is still being determined) <i>Note: The section of Sutherland south of 34th St would still not be served, but this alignment change will bring service within closer walking distance of those customers. This matches the proposal by the Transit Ambassador who spoke at the public hearing.</i>
24	Continuing to serve Mann Road instead of removing service to Mann Rd
30	Adjust western end of the line to reach 46 th Street, using Inland Dr for the turnaround instead of Shore Terrace.
10	On the west side, take all trips to Raceway Rd instead of Country Club Rd.

Major Community Comments & Suggestions from Outreach:

Major Concerns	IndyGo's Response
Access to transfers and need for access to YMCA on Lafayette Rd. for Veterans Programming.	IndyGo is committed to implementing the Marion County Transit Plan before adding any additional service to new areas. IndyGo has reviewed this location in the past and unfortunately has no plans at this time to provide service to that location. It could be considered in the future.
Removal of service between Post Rd. and Mithoeffer Rd.	The majority of the boardings and alightings along 38th St between Post Rd and Mitthoeffer Rd are within walking distance of 38th & Post and 38th & Mitthoeffer. There are approximately 4 boardings per day at each of the stops at 38th St & Parliament Ln, at the Eskenazi health center, these will now be about a ¼ mile from the new stops.
Concerns with changes to Route 55 skipping housing and job locations.	Route 55 is being realigned between Emerson Ave and Kitley Ave to provide more direct and efficient service, which is a key goal of the Marion County Transit Plan. Existing boardings are very low along University Ave, Audubon Rd, and Beechwood Ave. These streets will be within approximately 1/4 mile of Route 8 (15-minute frequency) and the new Route 55 alignment.
Frequency of Service and Gaps along the Southside.	While many of the southside routes are shown as 60-minute frequency, IndyGo will continue to provide 30-minute service during peak AM and PM rush periods. This will match the schedule that is currently provided. IndyGo is planning to increase frequency on Route 12 and Route 13, which will both operate at 30-minute frequency every day of the week. Except for a few streets where service removals are proposed (portions of Keystone, Prospect, and Raymond), IndyGo will still be serving the same areas on the southside that are currently served.

Changes of routes 18/28 and access to Butler Tarkington and Downtown	<p>Removal of Route 18 will impact service frequency between Butler Tarkington and downtown Indianapolis.</p> <p>Route 28 will not terminate at Meridian and 30th St but will instead travel east on 29th St (westbound on 30th St) and will use Central Ave, Fort Wayne Ave, and Alabama/Delaware St to provide direct downtown access to the Carson Transit Center.</p>
Removal of service to Newfields on 38th St.	<p>Ridership along the W. 38th St portion of existing Route 38 does not support the level of service that is currently provided. Newfields IMA will continue to be served by Route 34. IndyGo leadership also met with Newfields representatives to discuss transit options in the future.</p>
Removal/change of Route 89 & sidewalk connectivity in the area.	<p>While there is sidewalk along some portions of 42nd Street between Post Rd and Mitthoeffer Rd. IndyGo is actively working with the City of Indianapolis to improve sidewalk connectivity along bus routes, including 42nd Street. IndyGo also now has dedicated annual funding for implementing bus stop infrastructure improvements, including adding sidewalks near bus stops.</p>
Safety of Stops at 42nd & Post.	<p>IndyGo is committed to working with the community to improve infrastructure including sidewalks and lighting as part of the 42nd St Purple Line station construction at 42nd St. & Post Road. 42nd St currently has much higher ridership than 38th St between Post Rd and Mitthoeffer Rd, which is why new Route 89 is proposed to connect with Route 39 at 42nd St. & Post Rd. instead of 38th St. & Post Rd.</p>
Concerns about Changing Route 2 and leaving people without service.	<p>IndyGo believes Service can be provided from 38th St to 34th St via Sutherland. This will provide service to the intersection of Sutherland and 34th St, within closer walking distance of the service removal proposed for Sutherland south of 34th St. (Final routing between 34th St and 38th St for outbound trips is still being determined)</p> <p><i>Note: The section of Sutherland south of 34th St would still not be served, but this alignment change will bring service within closer walking distance of those customers. This matches the proposal by the Transit Ambassador who spoke at the public hearing.</i></p>
Concerns about Route 15 changing and leaving people without service.	<p>The Route 15, which is proposed to be discontinued, will be primarily covered by the new Route 30 and new Route 37. Route 30 will be a key crosstown route that will operate every 15 minutes and provide a connection to several routes, including the Red Line station at Meridian & 30th Street. While it is correct that a trip downtown will likely require a transfer, the service level improvement from Route 15 (60 minutes) to Route 30 (15 minutes) will be a major benefit for current Route 15 customers.</p>

General Website Traffic from Boosted Advertising:

Dec. 26 to Jan. 16

- Source - Facebook
 - 558 Sessions
 - Top Pages relevant to Listening Sessions
 - Number 5: www.indygo.net/projects/ with 26 sessions
- Source - Twitter
 - 308 Sessions
 - Top Pages relevant to Listening Sessions
 - Number 1: www.indygo.net/projects/ with 114 sessions
 - Number 6: www.indygo.net/june2020/ with 8 sessions
- Source - Instagram
 - 24 Sessions
 - Top Pages relevant to Listening Sessions
 - Number 1: www.indygo.net/projects/ with 17 sessions

Jan. 31 to Feb. 17

- Facebook
 - 90 Sessions
 - 144 Page Views
 - Page: [June 2020](#)
 - 2:32 Avg. Session Duration
- Twitter
 - 39 Sessions
 - 54 Page Views
 - Page: [June 2020](#)
 - 1:14 Avg. Session Duration

Note: During this time period data shows we people searched IndyGo on Google or went directly on our site.

Paid Digital Media:

Facebook*:

- Spent: \$150.00
- Duration: 11 days
- Link Clicks: 255
- Reach: 18,662
- Impressions: 19,681

Twitter:

- Spent: \$50
- Duration: 1 day
- Impressions: 10,646
- Media Views: 4,829

- Engagements: 141

Instagram:

- Spent: \$50
- Duration: 5 days
- Views: 254
- Actions Taken from Post: 20
- Reach: 522
- Impressions: 4,979

* Facebook metrics include paid digital media for a Purple Line Open House where route change feedback was received.

Earned Media:

Articles

Jan 30 RTV6 Reach 656K IndyGo riders say route changes are affecting their commutes
Jan 14 WFYI Reach 33K IndyGo Seeks Public Comment On Route Changes
Jan 8 Fox59 Reach 966K IndyGo wants to hear from you before changing citywide bus routes
Jan 8 CBS4 Reach 110K Public meetings scheduled before IndyGo routes change this June
Jan 8 RTV6 Reach 646K IndyGo wants input from riders about route changes
Feb 12 INDIANAPOLIS RECORDER Reach 13,391 Purple Line Open House

Broadcast

<p><u>Aired 6 times</u></p> <p>WRTV-IN (ABC)USA Jan 31 4:37 am</p> <p><u>Kickin' It</u></p>

WTTV (CBS)USA Jan 9 6:54 am

CBS4 Morning News

WXIN-IN (FOX)USA Jan 9 6:36 am

FOX 59 Morning News at 6

WXIN-IN (FOX)USA Jan 9 4:05 am

FOX 59 Morning News at 4AM

WXIN-IN (FOX)USA Jan 8 7:15 pm

Fox 59 News @ Seven

WXIN-IN (FOX)USA Jan 8 6:11 pm

Fox 59 News at 6

WXIN-IN (FOX)USA Jan 8 5:50 pm

Fox 59 News: Live @ Five

Aired 5 times

WRTV-IN (ABC)USA Jan 8 6:47 am

WRTV News: Good Morning Indiana

WRTV-IN (ABC)USA Jan 7 11:15 pm

WRTV News: The News at 11:00

WFYI – Jill Sheridan – Feb. 13th

**IndyGo Provides Purple Line update, Has Public Meetings Planned – Feb. 13th
10:00Am**

WISH TV – Feb. 17 8:26 am

Citizens have chance to weigh in on IndyGo changes

WXIN-IN (FOX)USA – Feb. 18 7:30AM

IndyGo welcomes public input ahead of system change

WRTV - Feb. 18 10:56AM

IndyGo wants to hear from residents at public meeting about route changes

Radio Advertising

Publication	Media Type	Advertising Content	Running
WTTS	Radio	Route Change Listening Sessions	1/8/2020 to 1/20/2020 2020 (Rotating two weeks)
WTTS	Radio	Route Change, Purple, Hiring	1/3/2020 to 1/15/2020 (Rotating two weeks)



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Mobility Advisory Committee Update – January 2020

To: Chair and Board of Directors
From: Eric Schlegel, Mobility Advisory Committee
Date: February 27th, 2020

Mobility Advisory Committee Update – January 2020

ISSUE: An update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

RECOMMENDATION: Receive the report

Mobility Advisory Committee (MAC)
Meeting Minutes
January 15, 2020

Attendees

Greg Meyer – MAC Chair
Mark Early – MAC Vice Chair
Bernie Wilmer – MAC
Cori Wills – MAC
Erin Hardwick – MAC
Dustin Gilmer – MAC
Jason Robinson – MAC
Eric Schlegel - MAC
Edward Rickenbach – MAC
Leslie Dailey - MAC
Mandla Moyo - MAC

Roscoe Brown - IndyGo
Inez Evans - IndyGo
Leslie Gordon - IndyGo
Ryan Wilhite - IndyGo
Bryan Luellen - IndyGo
Charlie Carlino - IndyGo
Aaron Vogel - IndyGo
Teresa Franklin - IndyGo
Mike Roth - IndyGo
Pat Rogan - Visitor
Ryan Malone - MAC

Welcome and Introduction:

- MAC Chair, Greg Meyer, introduced Eddie Rickenbach as a new MAC member,
- MAC Vice Chair, Mark Early made the motion and seconded by Jason Robinson. Approved

- MAC Chair, Greg Meyer, introduced Chief Operating Officer/Vice President of Operations, Aaron Vogel, and then asked everyone to introduce themselves.

Approval of the November 20th, 2019 minutes:

- MAC Vice Chair, Mark Early, requested that the November 2019 minutes be amended to change the date of the next meeting to January 15th, 2020.

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

- MAC Vice Chair, Mark Early made the motion and seconded by Jason Robinson. Approved

Approval of the January 15th, 2020 meeting agenda.

- MAC Chair, Greg Meyer, asked for a motion to approve the January 2020 agenda.

- MAC Vice Chair Bernie Wilmer made the motion and seconded by Cori Wills. Approved

MAC Elections:

- MAC Vice Chair, Mark Early asked if anyone wanted to run for MAC Chair for 2020.
- No one volunteered, Greg said he would continue to be the Chair, MAC Vice Chair, Mark Early asked for a motion to approve, Eric Schlegel seconded, Approved by MAC.

- MAC Chair, Greg Meyer asked if anyone would like to be Vice Chair and the members said Mark Early should continue, they were both doing a good job. Greg asked for a motion, Dustin Gilmer seconded.
- Approved.

Discussion Items:

Strategic Planner, Ryan Wilhite: Presented steps 4 &5 of the Paratransit Analysis -Identify long term options.

Alternatives for Next-Day Services

- ADA Area
 - Fleet Composition
 - Encourage use of accessible fixed route service
 - Support community agencies in transporting individuals with disabilities.
- Non-ADA Area
 - All decision points in ADA Area
 - Fare
 - Service Area
 - Service Span
 - Trip Types
 - Trip Capacity

ADA Countywide (Status Quo) – Continue to provide paratransit service countywide.

- Advantages:
 - No significant policy or operational changes
 - Current ADA riders can continue to use Open Door
 - Future riders who move to Marion County can use the system
- Challenges:
 - Increased On time performance will likely increase demand, which will increase costs.
 - No policy decisions to make to reduce demand and costs if costs increase.
 - Increase costs could affect delivery of fixed route service.
 - 2021 – 2832 active riders; 317,209 trips -\$11,095,000
 - 2025 – 3138 active riders; 351,507 trips - \$13,322,000

ADA Area Only – ADA service to eligible clients only to origins and destinations within the ADA service area. (3/4 mile from fixed route)

- Advantages:
 - Meets minimums for ADA service, limiting challenges of providing service to areas that are outside the ADA.
 - Allow the contractor to focus on achieving performance levels in the required ADA.
- Challenges:
 - Eligible ADA riders with origins and/or destinations outside the ADA area could no longer utilize Open Door.
 - Improving fixed route while reducing paratransit service area may be perceived as inequitable.
- Assumptions:

- Active riders – riders with more than 2 trips in 2018.
- Active rider growth like historical growth of individuals with disabilities in Marion County.
- Number of trips by riders estimated from 2018 active riders.
- Estimates:
 - 2021 – 2832 active riders; 266,229 trips - \$9,085,000
 - 2025 – 3138 active riders; 295,015 trips - \$10,908,000

ADA Area Only and Grandfathering – Provide ADA service in the required $\frac{3}{4}$ mile area with exceptions made only for currently eligible ADA riders who live outside the required ADA service area.

- Advantages:
 - Currently eligible ADA riders living outside the ADA area would continue to receive Open Door service as they do now.
 - Eventually, ADA paratransit obligations would be lowered through the attrition of grandfathered ADA eligible riders.
- Challenges:
 - Demand the cost for ADA paratransit will not decrease significantly in the short term.
 - Demand density will decrease outside the ADA but the lower density of individuals outside the ADA will impact productivity and increase the cost per trip.
 - 2021 – 2525 active riders (+308 GF); 303,000 trips - \$11,100,000
 - 2025 – 2798 active riders (+284 GF); 330,000 trips - \$12,986,000

ADA Area and Non-ADA Area – Two service areas – the ADA required area and the remaining portion of the service area, defined as Non-ADA.

- Advantages:
 - Option formally recognizes IndyGo provides premium service – Non-ADA trips would have a higher fare.
 - Provides IndyGo with policy levers to adjust or limit premium service depending on increasing paratransit costs and declining performance.
 - Current ADA riders continue to have access to Open Door service.
 - Individuals with disabilities who move to Marion County in the future can apply and be eligible.
- Challenges:
 - ADA riders with trips outside the ADA will face a higher fare.
 - ADA riders may face other policy differences for using Open Door in future years.
 - 2021 – 2525 riders in; 308 riders out; 299,420 total trips - \$11,171,000.
 - 2025 – 2798 riders in; 341 riders out; 331,795 total trips - \$13,413,000.

MAC member feedback/questions:

- Grandfathered include current riders living outside ADA area?
- Outer boundary is what number of riders?
 - 11% of the trips - # of rider not sure about.
- What is time frame?
 - Not sure, no change without public input, board approval.

- What impact on Agencies? (Noble, Bosma, Goodwill,)
 - Bosma on Corporate Drive would not be included in ADA area.
- If looking to reduce the budget, what else is being considered?
 - No answer
- Open Door is a symbol of independence for disabled, change needs to happen to fix issues, do not like charging more for non-ADA. Spread cost among all Open Door riders.
 - ADA does not allow paratransit running in ADA area to be more than 2x fixed route,
- Sounds like we are using ADA to limit service, that is not the intent.
- Most disabled are on a limited income.
- IndyGo is looking to make sure we can provide good service for ADA area.
- Mayor Mobility Council does not like 3 new options.
- This is the most vulnerable group in society. Taking away their independence.
- Disabled being limited on where they can go or charged more to go outside the ADA area.
- Disabled are under employed.
- Don't you want Indy to the cutting edge verses the city reducing service?
- Fixed Route service improving, BRT improving, why not paratransit?
- What is the process, is this going to happen?
 - Process – Report from MAC, Presentation from Buffy, Information from Staff,
 - Board will then determine IndyGo course – more research, implement one of the current choices or leave it as it is.
- There should be a board member at the MAC meeting to hear feedback
 - MAC can invite a board member or 2, but there cannot be a forum.
- How much impact does the input of the MAC have on the decision?
 - Depends on the board.
- Can there be more options?
 - Yes, and from the MAC.
- Seems like options 2,3, and 4 do not support IndyGo's Mission statement.

President and CEO, Inez Evans:

- Give us additional options, cannot use UBER or LYFT due to no wheelchair choices. No drug, alcohol test and no background checks – required for use of federal money.
- ADA is a compliment to fixed route, we have gone beyond that, paratransit service area exceeds fixed route. Bucket does have a bottom.

Public Comment:

- Pat Rogan – helps disabled find work, housing, and other needs.
- Work first, 75% of adult disabled are unemployed.
- 11 teams at her organization are working on barriers to employment, the # 1 barrier is transportation.

MAC chairman Greg Meyer, called for a vote of the MAC members on which option they chose, all was #1 – no change.

Eddie Rickenbach suggested we look for other options, Greg motioned it and Bernie second it, approved by MAC to research other options to present to IndyGo.

Meeting adjourned, next meeting will be held on March 18th, 2020.



Date: February 19, 2020

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: January 2020 Financials Summary

Revenue

Total actual revenue came in under budget by **34,360 (-.37%)** for the month of January.

- IndyGo was able to draw slightly higher amount than budgeted towards the preventative Maintenance expenditures.
- Passenger Service Revenue continues to run short of budget. This month we experienced a shortfall of **\$129,394 (-14.6%)** compared to budget.
- PMTF revenue is the same as budgeted. Our PMTF (State Grant) 1st claim of 2020 will be submitted after the end of first quarter. We accrue monthly revenue in lieu of that.
- Property Tax Revenue is slightly higher than budgeted due to higher than budgeted LOIT (levy freeze) distributions.

Expenditures

Total actual expenses were under the monthly budget by \$4,031,581 (30.7%)

I) Personnel Services

- Benefits were under budget mainly due to Medical insurance cost and us being partially self-insured. Claims seem to vary month over month and related expenses were lower than budgeted.
- Overtime is higher (**\$296,463, 106.5%**) due to shortage of the drivers and mechanics.
- Salary expense was \$297,503 (6.6%) under budget.

II) Other Services and Charges

- Claims expense was under budget due to no settlement expense hitting January 2020.
- Overall, Training & Travel, misc. expenses came under budget.
- Contracted services looked significantly under budget due to the following reasons:


- About \$550,000 operating budget was carried over from 2019 into 2020 with Board approval which was reflected in the month of January as “carry over” budget (highlighted in yellow)
- Many contracted services invoices from Facilities, Public Affairs, Planning & Capital projects Departments were not received to be account for in January.
- After taking the budget carry over out of the variance, January month budget for contracted services would show about \$127,000 under budget versus \$677,000 under (per report).

Expense Category	MainAccount	Dimension name	Carry-forward budget
Materials & Supplies	5040102	DIESEL FUEL	2,203,410.00
Services & Other Charges	5030306	CONTRACTED SERVICES	329,840.00
Services & Other Charges	5040401	IT SOFTWARE	219,707.00
			2,752,957.00

I) Materials & Supplies

- Fuel & Lubricants category included \$2.2 million in carry over budget from 2019 (highlighted in blue above). Excluding that carry over, it is about \$136,000 under budget in January





Indianapolis Public Transportation Corporation

Budget to Actuals (Comparative Statement) - NM

For the One Month Ending Friday, January 31, 2020

12/23 PM

Period Selected: 1

	Current Month						YTD			PRIOR YTD Actual
		Budget	Variance	Budget	Variance	Budget	Variance	Budget	Variance	
	Actual	\$	%	Actual	\$	%	Actual	\$	%	
Operating Revenue										
Federal Assistance	1,043,721.00	956,663.00	87,058.00	9.10	1,043,721.00	956,663.00	87,058.00	9.10	1,032,591.00	
Other Operating Income	62,489.15	71,280.00	(8,790.85)	(12.33)	62,489.15	71,280.00	(8,790.85)	(12.33)	61,159.70	
Passenger Service Revenue	756,577.99	885,972.00	(129,394.01)	(14.60)	756,577.99	885,972.00	(129,394.01)	(14.60)	831,962.76	
PMTF Revenue	925,650.00	925,650.00		0.00	925,650.00	925,650.00		0.00	913,050.00	
Local Property & Excise Tax Revenue	3,056,301.00	3,039,078.00	17,223.00	0.57	3,056,301.00	3,039,078.00	17,223.00	0.57	2,980,669.00	
Local Transit Income Tax Revenue	3,342,536.00	3,342,536.00		0.00	3,342,536.00	3,342,536.00		0.00	2,883,178.05	
Service Reimbursement Program	34,583.00	35,040.00	(457.00)	(1.30)	34,583.00	35,040.00	(457.00)	(1.30)	35,373.94	
Total Operating Revenues	9,221,858.14	9,256,219.00	(34,360.86)	(0.37)	9,221,858.14	9,256,219.00	(34,360.86)	(0.37)	8,737,984.45	
Operating Expenses										
Personal Services										
Fringe Benefits	1,258,164.23	1,734,947.30	476,783.07	27.48	1,258,164.23	1,734,947.30	476,783.07	27.48	618,088.96	
Overtime	574,427.59	277,964.58	(296,463.01)	(106.65)	574,427.59	277,964.58	(296,463.01)	(106.65)	347,018.40	
Salary	4,040,462.18	4,337,966.09	297,503.91	6.86	4,040,462.18	4,337,966.09	297,503.91	6.86	2,185,696.66	
Total Wages and Benefits	5,873,054.00	6,350,877.97	477,823.97	7.52	5,873,054.00	6,350,877.97	477,823.97	7.52	3,150,804.02	
Other Services & Charges										
Claims	83,716.25	247,041.67	163,325.42	66.11	83,716.25	247,041.67	163,325.42	66.11	104,727.21	
Miscellaneous Expenses	24,436.62	81,314.80	56,878.18	69.95	24,436.62	81,314.80	56,878.18	69.95	22,594.91	
Purchased Transportation	980,249.00	980,249.00		0.00	980,249.00	980,249.00		0.00	923,629.67	
Services	1,134,853.51	2,049,640.37	914,786.86	44.63	1,134,853.51	2,049,640.37	914,786.86	44.63	1,447,339.09	
Total Utilities	104,166.66	110,833.32	6,666.66	6.02	104,166.66	110,833.32	6,666.66	6.02	10,713.03	
Total Other Services & Charges	2,327,422.04	3,469,079.16	1,141,657.12	32.91	2,327,422.04	3,469,079.16	1,141,657.12	32.91	2,509,003.91	
Materials & Supplies										
Fuel & Lubricants	382,166.03	2,718,327.59	2,336,161.56	85.94	382,166.03	2,718,327.59	2,336,161.56	85.94	304,688.47	
Maintenance Materials	416,272.63	454,278.73	38,006.10	8.37	416,272.63	454,278.73	38,006.10	8.37	497,139.21	
Other Materials & Supplies	70,251.01	89,951.50	19,700.49	21.90	70,251.01	89,951.50	19,700.49	21.90	59,142.42	
Tires & Tubes	48,611.11	66,843.16	18,232.05	27.28	48,611.11	66,843.16	18,232.05	27.28	60,387.87	
Total Materials & Supplies	917,300.78	3,329,400.98	2,412,100.20	72.45	917,300.78	3,329,400.98	2,412,100.20	72.45	921,357.97	
Total Operating Expenses	9,117,776.82	13,149,358.11	4,031,581.29	30.66	9,117,776.82	13,149,358.11	4,031,581.29	30.66	6,581,165.90	
OPERATING INCOME/(LOSS)	104,081.32	(3,893,139.11)	(3,997,220.43)		104,081.32	(3,893,139.11)	(3,997,220.43)			
GAIN/LOSS ON ASSET DISPOSAL	(7,959.66)		7,959.66	0.00	(7,959.66)		7,959.66	0.00	556,355.17	
NET INCOME/(LOSS)	112,040.98	(3,893,139.11)	(4,005,180.09)	102.88	112,040.98	(3,893,139.11)	(4,005,180.09)	102.88	1,600,463.38	

Procurement Activity Report

Past 30 days (actual)- January 2020

Released New Opportunity	3	<ul style="list-style-type: none"> - Data Analytics/KPI Solutions (RFI) - Transportation Network Services for Eligible Individuals with Disabilities - New Training Facility Construction
Received Bids	2	<ul style="list-style-type: none"> - Environmental Management System - Transit Video Management System (RFI)
Awarded	0	
Contracted/ Kickoffs	0	
Renewals	1	<ul style="list-style-type: none"> - HASTUS
Withdrawn	0	
Closed Out	0	

Current Month (expected)- February 2020

Release/ New Opportunity	5	<ul style="list-style-type: none"> - Parts Washer - Fleet Batteries - Vehicle Filters - Exterior/Overhead Screen Doors Replacement - Mobility Technology System
Received Bids	1	<ul style="list-style-type: none"> - Data Analytics/KPI Solutions (RFI) - Transportation Network Services for Eligible Individuals with Disabilities
Awarded	1	<ul style="list-style-type: none"> - E-Builder
Contracted/ Kickoffs	1	<ul style="list-style-type: none"> - Budget Book Software
Renewals	4	<ul style="list-style-type: none"> - Activate - Corvel - Concentra - E-Builder
Withdrawn	0	
Closed Out	0	

Future 30 days (planned)- March 2020

Release/ New Opportunity	11	<ul style="list-style-type: none"> - On-Call A&E - Safety Video Analytics - Employee Intranet - Maintenance Uniforms - Microsoft D365 Implementation - Financial Advisor - VoIP Solution Replacement - Solar Panel Construction - On-Call Planning & Zoning - Ad Agency - Line of Credit
Received Bids	6	<ul style="list-style-type: none"> - Parts Washer - Fleet Batteries - Vehicle Filters - Exterior/Overhead Screen Doors Replacement - New Training Facility Construction - Mobility Technology System
Awarded	5	<ul style="list-style-type: none"> - Environmental Management System - Fleet Batteries - Parts Washer - Vehicle Filters - New Training Facility Construction
Contracted/ Kickoffs	2	<ul style="list-style-type: none"> - Retail Network - Insurance Broker
Renewals	0	
Closed Out	0	



Date: February 21, 2020
Current Meeting: February 27, 2020
Board Meeting: February 27, 2020

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors

THROUGH: President/CEO, Inez P. Evans

FROM: Brian Atkinson, Deputy of Governance & Audit

SUBJECT: Employee Termination Timeliness - ADP

For Information Only

RECOMMENDATION: Receive the report



Employee Terminations Timely Update in ADP

Governance and Audit Report No. 2020-1

Report Issued February 27, 2020 with Indianapolis Public Transportation Corporation (IndyGo) Management Responses.

EXECUTIVE SUMMARY

Background

The random selection for a trainee to attend a drug and alcohol screening resulted in not finding the trainee. The trainee was apparently terminated on June 21, 2019 but was still marked as an active employee in the ADP HR/Payroll system until this finding in February 2020.

The Finance and Legal Departments in conjunction with Human Resources requested this audit to be conducted by the Governance and Audit Department here at IndyGo.

Objective and Scope

The objective was to determine if the trainee was paid for any of the time between termination and discovery.

What were the costs to IndyGo and if they are reportable based on the Internal Controls Policy approved by the Board of Directors? The policy contains a materiality threshold of \$5,000.

Place measures into place to prevent this in the future.

Overall Report Rating & Observations

(See Appendix A for definitions)

	Report Rating	Number of Observations by Risk Rating		
		High	Medium	Low
Employee Terminations Timely Update in ADP	High	0	1	0

Overall Summary and Review Highlights

Indiana Code 5-11-1-27 requires all political subdivision to adopt the minimum level of internal controls standards developed by the State Board of Accounts as published in the Uniform Internal Controls Standards for Indiana Political Subdivisions.

August 24, 2017 the IndyGo Board of Directors adopted the Internal Controls Policy which contains the following statement:

- Management is committed to fraud prevention by utilizing a “trust but verify” approach. The potential for fraud, misappropriation, and outright theft are contemplated as controls are designed for various IPTC Departments. Fraud responses will include statutorily required responses to fraud, including, but not limited to Ind. Code § 5-11-1-27(l) relating to the Report of Misappropriation of Funds to State Board of Accounts and Prosecuting Attorney and Ind. Code § 5-11-1-27(j) relating to the Report of Material Variances, Losses, Shortages or Thefts to the State Board of Accounts. The IPTC shall utilize a materiality threshold of \$5,000.

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance and Audit at: batkinson@indygo.net

OBSERVATIONS SUMMARY

Following is a summary of observations noted in the areas reviewed. Definitions of the observation rating scale are included in Appendix A.

[illegible]

Employee Terminations Timely in ADP

Ref # 1	<u>Observation:</u>	<u>Recommendation:</u>	<u>Management's Response and Action Plan:</u>
	Trainee who left employment on June 21, 2019 was not terminated in the ADP HR/Payroll System causing unnecessary cost to IndyGo greater than the materiality threshold of \$5,000.	IndyGo should ensure steps are put into place to timely update Employment Profiles preventing unnecessary costs and inaccuracies.	

Observation Rating: Medium

1. Employee Terminations Timely Update in ADP

No timeclock was available in the temporary Training Center.

Trainees were set up in ADP to have pre-loaded hours on their timesheets that match their scheduled hours. Pre-loaded hours auto-pay and are typically not used for hourly employees.

Each pay period, management had to remove pre-loaded hours from the timesheet of each employee if they were not worked.

Between pay periods ending 6/29/2019 – 9/28/2019, this trainee had hours removed from the timesheet 9 different weeks, but 5 weeks were missed. During this time, it appears no one from training informed HR or Payroll that hours were still showing in the timesheet.

A cost analysis was completed for the over payment to the trainee, IndyGo share of Med/FICA and Employer Paid Benefits. A grace period refund allowable from Anthem was also considered. The result was a \$6,094.34 unnecessary cost to IndyGo, which is greater than the materiality threshold of \$5,000.

The Training Department stated that a paper termination form was walked to Human Resources. The form cannot be found as having been delivered to a Human Resources representative. The original dates provided for the delivery of the form do not match up with the Human Resource Representative's schedule.

To improve operational efficiencies and help mitigate noted operational risks related to Untimely Employee Terminations, IndyGo should:

- Install time clocks or make computers available to log clock in/out.
- Remove all pre-loaded hours on ADP electronic timesheets for hourly employees/trainees.
- Develop a termination notification process that delivers to all areas concerned as well as the Payroll Department. Goal: Q1 2020
- Insure the employee record is updated timely so that the Employee Benefits are stopped.
- This cost being greater than the adopted materiality threshold, the amount and summary of the event must be logged on the State Board of Accounts online form.

Management Response

On February 3, this employee's Employment Profile was updated to reflect his correct termination date and status.

An ADP time clock was installed at the Training Center on September 23, 2019 and reported as working.

Pre-loading hours for Trainees has been shut off since the time clock installation.

A 60-day allowance for terminations credit was requested from Anthem and considered in calculating the cost to be reported.

The Human Resources Department is developing a policy that terminations will start at the direct supervisor level in ADP and have notification routing to all ADP practitioners.

The IndyGo Department of Governance and Audit will complete the required online submission for this finding with the Indiana State Board of Accounts.

APPENDIX A – RATING DEFINITIONS

Observation Risk Rating Definitions	
Rating	Definition
Low	Process improvements exist but are not an immediate priority for IndyGo. Taking advantage of these opportunities would be considered best practice for IndyGo.
Medium	Process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception. This opportunity should be considered in the near term.
High	Significant process improvement opportunities exist to help IndyGo meet or improve its goals, meet or improve its internal control structure, and further protect its brand or public perception presents. This opportunity should be addressed immediately.
Not Rated	Observation identified is not considered a control or process improvement opportunity but should be considered by management or the board, as appropriate.

Report Rating Definitions	
Rating	Explanation
Low	Adequate internal controls are in place and operating effectively. Few, if any, improvements in the internal control structure are required. Observation should be limited to only low risk observations identified or moderate observations which are not pervasive in nature.
Medium	<p>Certain internal controls are either:</p> <ul style="list-style-type: none"> • Not in place or are not operating effectively, which in the aggregate, represent a significant lack of control in one or more of the areas within the scope of the review. • Several moderate control weaknesses in one process, or a combination of high and moderate weaknesses which collectively are not pervasive.
High	<p>Fundamental internal controls are not in place or operating effectively for substantial areas within the scope of the review. Systemic business risks exist which have the potential to create situations that could significantly impact the control environment.</p> <ul style="list-style-type: none"> • Significant/several control weaknesses (breakdown) in the overall control environment in part of the business or the process being reviewed. • Significant non-compliance with laws and regulations. • High observations which are pervasive in nature.
Not Rated	Adequate internal controls are in place and operating effectively. No reportable observations were identified during the review.



Board Information, CEO Report

To: Indianapolis Public Transportation Corporation Board of Directors
From: President/CEO, Inez P. Evans
Date: February 27th, 2020

CEO Report

ISSUE: An update from the CEO will be presented at the board meeting

RECOMMENDATION: Receive the report

1. We are happy to say at the request of our I.T. Department, we just recycled all the old computers and all related used I.T. equipment in the building and ended up with 6 full skids with a grand total weight of 4,084 pounds or 2.04 Tons of I.T. refuse. Recycle Technologies will send us certification of destruction for the hard drives that were a part of the recycling. The items were hauled away at no cost and this particular company has 4 wrapped IndyGo Buses, they are the dark green buses advertising their company.
2. The delegation from San Antonio, TX was so impressed with the team and the Red Line project, that they asked that I come back to speak on the Red Line project. I spoke at the San Antonio Chamber on February 14th.
3. On February 10th, I was interviewed by Metro Magazine. Metro Magazine is a trade magazine for bus and rail transit and motor coach operators. This article will be published on April 9, 2020.
4. Over the last few weeks, I have been conducting "listening sessions" with our top 25 drivers in seniority. In these sessions, I get a chance to hear what concerns our operators have from our most seasoned veterans. We have held 2 sessions thus far, with one more to still be scheduled.
5. On February 5th, I met with the IUPUI Council of Deans. I gave an update on IndyGo as well as a continued focus on increasing the partnership with IUPUI.
6. On February 7th, IndyGo employees dressed in red to show their support for ending heart disease and stroke in women.
7. On February 12th, I presented in front of the municipal corporations committee. I gave an update to the committee on the Red Line and Purple Line projects. Also, at that meeting, our new board member, Lise Pace was approved by the committee unanimously for a due-pass recommendation to the full council.
8. New Flyer came to IndyGo yesterday to give a demo of their Xcelsior 60ft electric coach. New Flyer is the only other manufacturer of 60 ft electric coaches. The mechanics were able to look at vehicle and ask technical questions. We took the bus out to BRT stations to size it up as well as gauge the performance.

Section 5307/Section 5311 Allocation Plan Update

To: Chair and Board of Directors
From: Ryan Wilhite, Strategic Planner
Date: February 13th, 2020

CONSIDERATION OF SECTION 5307/5311 ALLOCATION PLAN UPDATE

BACKGROUND:

Section 5307, Urbanized Area Formula Grants, makes Federal resources available to urbanized areas for transit capital and operating assistance¹, and for transportation related planning in urbanized areas. These funds are distributed by the Federal Transit Administration (FTA) to urbanized areas, including the Indianapolis urbanized area, using a formula established and maintained by the FTA. Relevant data from the U.S. Census Bureau and National Transit Database (NTD) are the primary sources of data for these annual funding calculations. The allocation of 5307 funding includes several smaller set-aside distributions that must be accounted for prior to allocating the remaining funds. The remainder, which is approximately 90% of the appropriated amount, is distributed to urbanized areas greater than 200,000 persons. The FTA uses a two-tiered system to determine how much of the remainder to distribute to the country's urbanized areas. The tiers are:

1. Bus Tier – calculated using bus revenue miles and urbanized area population
2. Fixed Guideway Tier – calculated using vehicle revenue miles, directional revenue miles, or both

At present, 5307 funding is distributed directly to IndyGo and CIRT, with IndyGo receiving the bulk of the Indianapolis urbanized area allocation (Approximate FFY2019 allocation: \$15M).

Section 5311, Formula Grants for Rural Areas, provides capital, planning, and operating assistance to states that further support public transportation in rural areas with populations of less than 50,000. The Indiana Department of Transportation (INDOT), Office of Transit, administers the Section 5311 program in Indiana. The funding formula factors in rural population and service statistics.

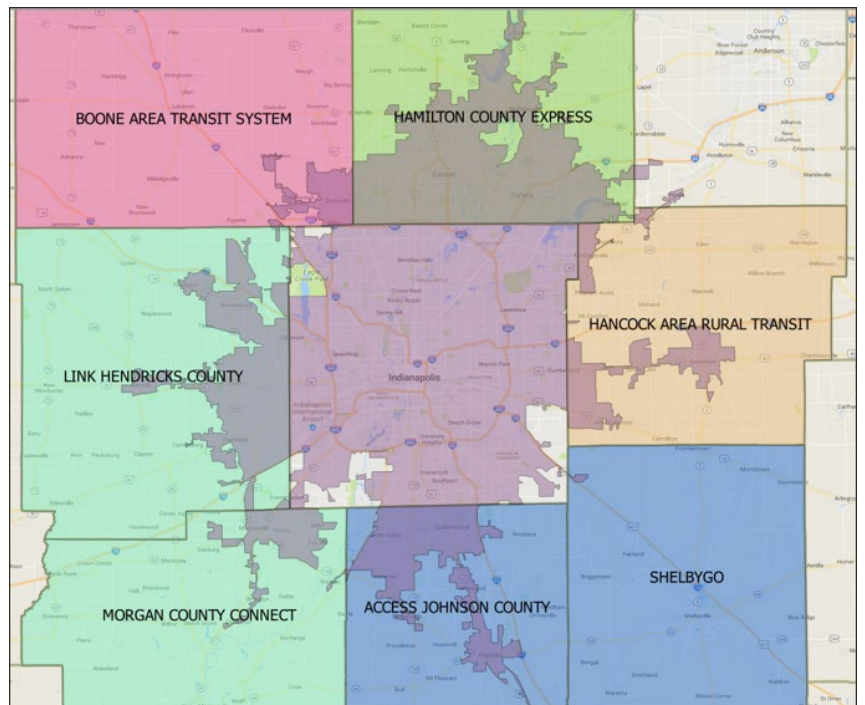


Figure 1: Indianapolis, IN Urbanized Area and the Region's rural areas

IndyGo is also the recipient of Section 5339, Bus and Bus Facilities, formula funding. IndyGo receives the entirety of the Section 5339 formula funding allocated to Indianapolis urbanized area. It is possible that this funding formula may also be affected.

¹ Only for agencies below 100 buses, in peak service.

The following section offers a brief explanation of the local efforts that are underway to revisit how 5307 and 5311 funds are distributed to public transportation agencies within the Indianapolis urbanized area.

ISSUE:

The first signs of there being an issue with how 5307 and 5311 funds were being distributed locally first emerged in 2016 when IndyGo, working alongside CIRTa, the MPO, and several human service providers in the region, undertook a process to update the locally-developed *Coordinated Public Transit-Human Services Transportation Plan* for Boone, Hamilton, Hancock, Hendricks, Johnson, Marion, Morgan, and Shelby counties. A coordinated plan is needed to fulfill the requirements of the Federal surface transportation authorization, which at that time was the Fixing America's Surface Transportation (FAST) Act legislation.

Then, the Indiana Department of Transportation (INDOT) reviewed a sampling of trips completed by 5311 recipients in Central Indiana. The sampling revealed a high percentage of urban to urban trips within the Indianapolis urbanized area; these trips should not be paid for using Section 5311 funds. As a result of this finding, INDOT has requested that the Indianapolis Metropolitan Planning Organization (MPO), in collaboration with IndyGo and CIRTa, provide a transition plan for rural transportation providers in the urbanized area.

The transition plan includes the following technical analyses:

- Review existing funding allocation methods
- Trip reporting options for rural providers
- Options for sub-allocating Section 5307 and Section 5311 funding, including the development of a formula to distribute funding within the region
- Options for administering Section 5311 funding

The MPO has hired RLS and Associates to perform the technical analyses necessary for the transition plan. The transition plan is scheduled to be completed by the middle of calendar year 2020. IndyGo staff or RLS and Associates will continue to update the IndyGo Board of Directors as the results of the technical analyses become available.

Staff has used available information about the potential financial implications with the new sub-allocation formula. The financial implications of all of this is further reflected in the estimates for IndyGo's current 5-year capital plan. Staff will be better prepared to answer questions about implications once RLS develops potential sub-allocation formulas. Staff and the Board of Directors will also need to consider whether IndyGo would like to assume subrecipients for Section 5307 funding and/or administer Section 5311 funding.

RECOMMENDATION:

Receive the update.

Ryan Wilhite
Strategic Planner



Risk and Safety Division Report-January 2020

To: President and CEO Inez, Evans
From: Brian Clem, Director of Risk and Safety
Date: Feb 27th, 2020

Risk and Safety

- On January 8th, IndyGo conducted a pre-bid meeting for RFP 19-12-338 for Environmental Management Systems. This scope includes wastewater testing, and environmental consulting and auditing to help us conform to a ISO14001 and ISO 45001 standards. An evaluation committee was selected and will review submitted responses. After the evaluations are complete, the committee will make a recommendation and present to the board in March.
- ON January 15th, Brian Clem and the members of the Risk and Safety department met with the executive leadership from the CorVel corporation. The meeting was to share past experiences in claim handling and subrogation efforts being performed. We were able to identify practices that are working well and voice any concerns regarding their services. One item that was addressed was the clarity of their billing. This will help us with expediting payment with less questions.
- On January 16th, Brian Clem and Mark Emmons met with TSA and Members of the Department of Homeland Security regarding participating in the Baseline Assessment for Security Enhancement audit. This audit is a voluntary assessment to help transit agencies in the development or risk mitigation priorities. IndyGo's assessment is underway and should be submitted near April 1st of this year.

January 2020 Safe Drivers Recognition

The following Operators were recognized for their safe driving for the month of January and received a National Safety Council patch, pin and certificate.

Operator	ID	Years
Wilson, James A.	6780	31
Birdsong, Edgar	1016	21
Irwin, Cameron	2877	18
Gee, Lloyd	1500	14
Wallace, Jack	6306	8
Watts, Rhonda (Manuel)	8271	8
Bobbitt, Carmon	8474	7
Wilson, Eleanor	8492	7
Wyatt, Ramona	8493	7
Ford, Wanda	8502	6

Rainey, McKensey	8547	6
Comer, Rachel	8665	5
Morrow, Tamanika	8627	4
Stiers, Brenda	8534	4
Parrish, Michael	8926	3
Carroll, Cindy	9092	2
Hategekimana, Didace	9081	2
Barnes, Paris	9306	1
Reed, Omar	9313	1

January 2020 Fixed Route/Open Door Accident Data

Jan-20

TRAFFIC ACCIDENTS

PASSENGER ACCIDENTS

	Non-Preventable	Preventable	TOTAL	Non-Preventable	Preventable	TOTAL
IPTC Fixed Route	45	31	76	39	1	40
Mobility Services	3	4	7	8	0	8
Garage	0	2	2	0	0	0
Training	1	0	1	0	0	0
CTC	0	0	0	5	0	5
TOTAL	49	37	86	52	1	53

TRAFFIC INCIDENTS

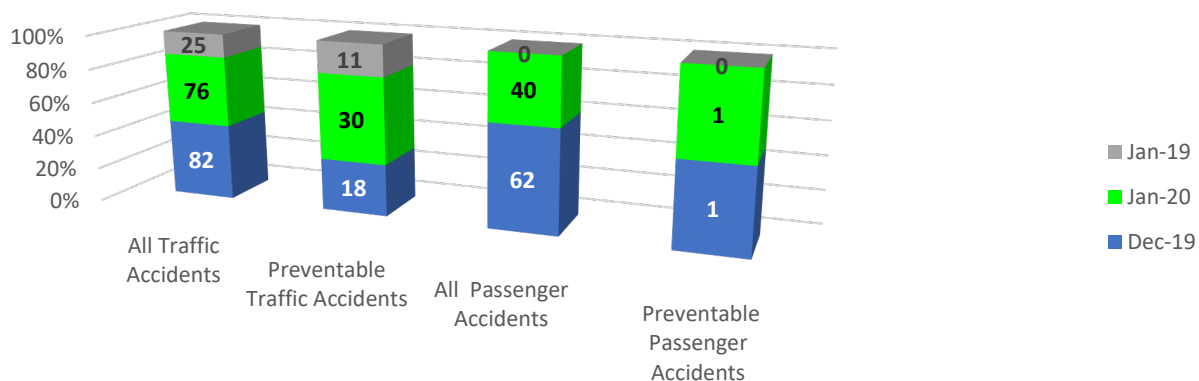
PASSENGER INCIDENTS

	TOTAL		TOTAL
IPTC Fixed Route	14		25
Mobility Services	0		3
Garage	1		0
Training	0		0
CTC	0		1
TOTAL	15		29

CTC POLICE	11	CLAIMS	FR	30
CTC EMS	24		Mobility Services	8
OPS POLICE	13		CTC	0
OPS EMS	9		TOTAL	38

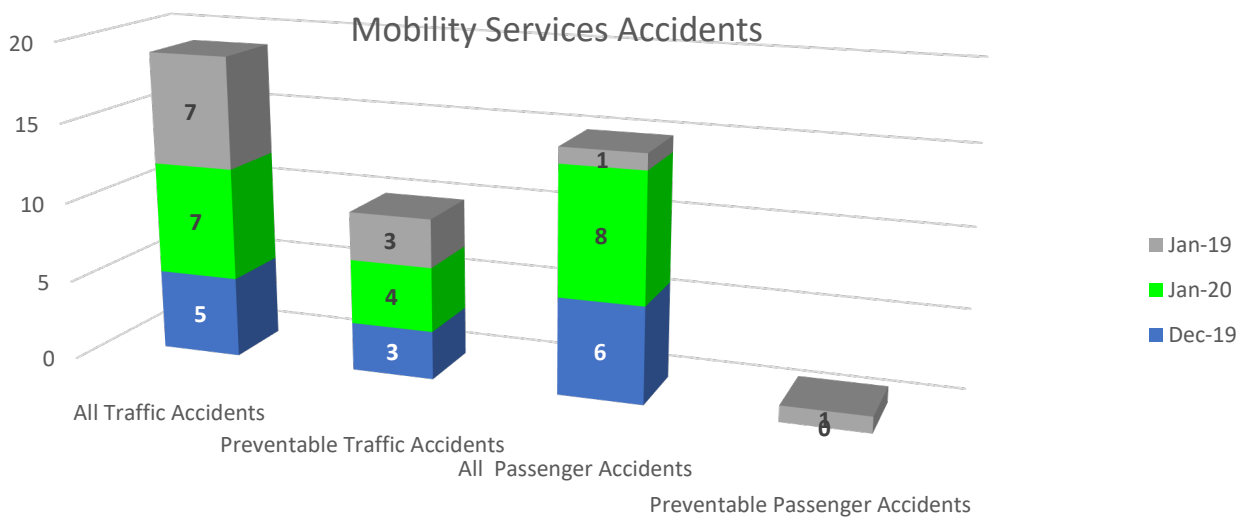
<u>Fixed Route Accidents</u>	All Traffic Accidents	Preventable Traffic Accidents	All Passenger Accidents	Preventable Passenger Accidents
Dec-19	82	18	62	1
Jan-20	76	30	40	1
Jan-19	25	11	0	0

Fixed Route Accidents

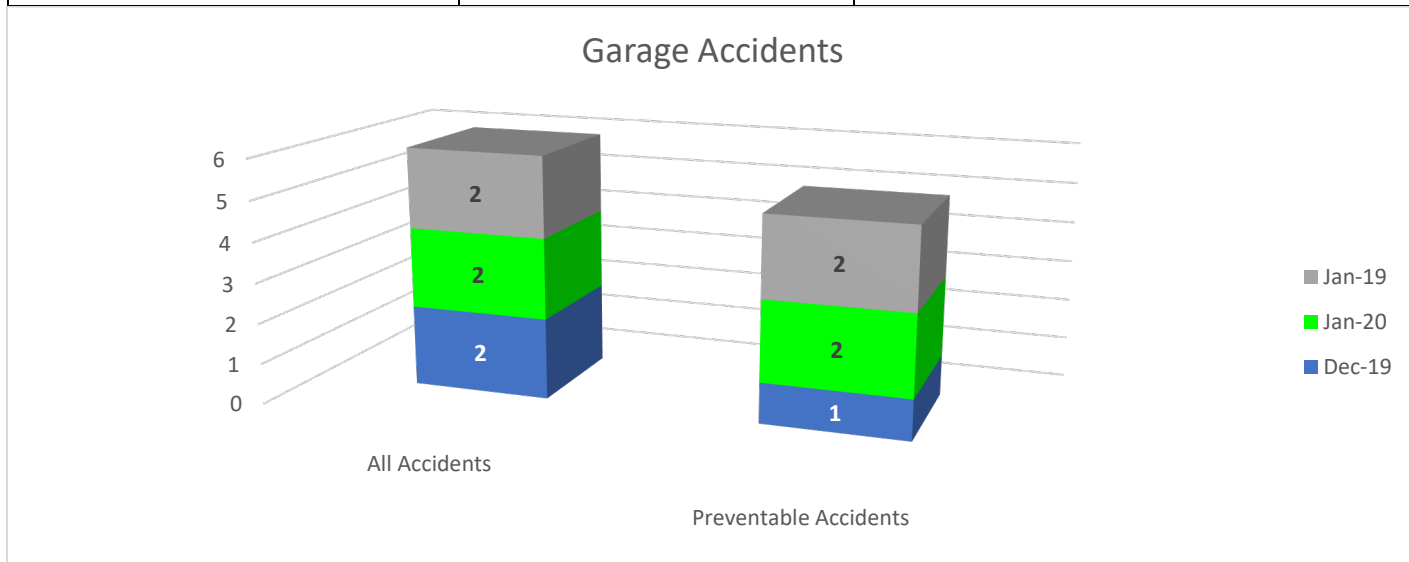


<u>Mobility Services Accidents</u>	All Traffic Accidents	Preventable Traffic Accidents	All Passenger Accidents	Preventable Passenger Accidents
Dec-19	<u>5</u>	<u>3</u>	<u>6</u>	<u>0</u>
Jan-20	<u>7</u>	<u>4</u>	<u>8</u>	<u>0</u>
Jan-19	<u>7</u>	<u>3</u>	<u>1</u>	<u>1</u>

Mobility Services Accidents



<u>Garage Accidents</u>	All Accidents	Preventable Accidents
Dec-19	2	1
Jan-20	2	2
Jan-19	2	2



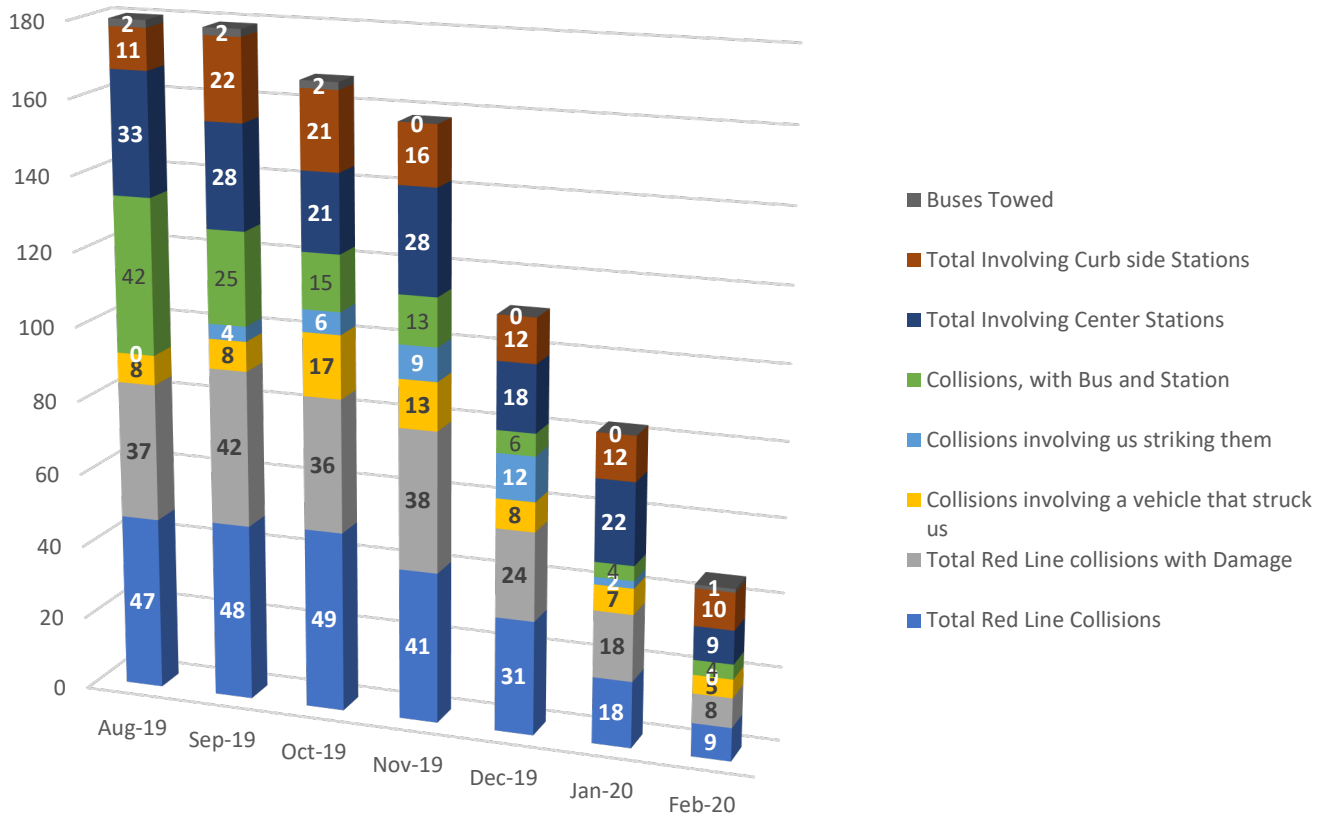
Redline- Route 90

Total Reported Incidents	49
Total Number of Traffic Accidents (TA)	18
Total Number of Traffic Incidents (TI)	4
Location where most incidents occurred (Shelby St)	8
Total Number of TA/TI involving Platform/Station	4
Total Number of TA/TI with Damage to the Coach	18
Total Center Station Incidents	22
Total Curb Station Incidents	12
Collisions involving a vehicle that struck us	7
Collisions involving us striking them	2
Total Number of Passenger Accidents (PA)	5
Total Number of Passenger Incidents (PI)	6
Number of Falls	4
Total Number of Other Incidents (Police, EMS, Vandalism, etc)	14
Average Incidents per day on Route 90	1.58

January 2020 Red Line Accident Data

	<u>Aug-19</u>	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>	<u>Dec-19</u>	<u>Jan-20</u>
Total Red Line Collisions	47	48	49	41	31	18
Total Red Line collisions with Damage	37	42	36	38	24	18
Collisions involving a vehicle that struck us	8	8	17	13	8	7
Collisions involving us striking them	0	4	6	9	12	2
Collisions, with Bus and Station	42	25	15	13	6	4
Total Involving Center Stations	33	28	21	28	18	22
Total Involving Curb Side Stations	11	22	21	16	12	12
Buses Towed	2	2	2	0	0	0

Chart Title





Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Planning & Capital Projects Report-Jan 2020

To: President and CEO Inez, Evans
From: Justin Stuehrenberg, VP of Planning & Capital Projects
Date: February 27, 2020

SERVICE PLANNING

Service Scheduling

A new operator pick took effect on February 9, 2020. The following changes were put in place. Increased frequency on Route 8 weekdays to the airport and Route 10 weekdays in the core service area. Early morning and evening headways on the Red Line were also adjusted. We also reintroduced 10-hour packaged work which had been gone for over a decade and many operators have never had this opportunity to pick work in this way. This is work that is scheduled as a bundle. The shifts are 10-hours for 4 days. Each operator picks a package instead of picking their workdays individually. There were 67 packages to pick from, but we expect more in future picks when we have software deployed to make more efficient packages.

Staff is working on building routes and schedules in preparation for the June 2020 network change. Schedules will not be finalized until after the March board adoption, but work needs to be done in advance of approval to determine staffing needs.

Transit Amenities

The Bus Stop Inventory was fully completed by IndyGo staff and consultants and is ready to be reviewed and integrated into the bus stop database. This is the next step in prioritizing the selection of new and existing bus stop placement/location, design, and construction to comply with American's with Disabilities Act (ADA), Federal Transit Agency (FTA), & INDOT requirements. Fulfillment of these guidelines and implementation of its recommendations would result in a long-range plan to fully address pedestrian access at every bus stop in the system.

IndyGo awarded a contract to improve over 180 bus stops with sidewalks, curb ramps, crosswalks, and boarding, bench, and/or shelter pads. Work on these sites began in August 2019 and will continue through Spring 2020. This project provides for the physical improvement to the pedestrian environment at key bus stop locations and transfer points throughout the fixed-route system. This is the first phase of the Local Bus Stop Improvement Project and will result in the installation of over 40 shelters, 100 benches, and over 100 boarding pads. Thirty-five sites will have additional sidewalk totaling approximately 1,238 linear feet. To date, approximately 41 bus stops have been completed and are ready to be added into service. Of the original 180 bus stops approximately 70 have had to be removed from the list due to design or constructability issues and will be re-valuated in the next phase of improvements to begin in mid-to-late-2020.

Planning staff is re-deploying shelters and benches that were removed from local bus stops ahead of the Red Line opening and can be re-installed at bus stops along current routes that have a need as well as the space allowed to do so. Staff is finalizing the next bus shelter and bench order for the locations that are being built

under Phase One of the Local Bus Stop Improvement Project. Staff continues to work with individual property owners, developers, and non-profit groups to improve bus stops near or integral to their facilities. Locations being improved through these partnerships are at 25th & 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 & 62nd Street, and 25th & Sherman Street), with more to follow.

Planning Staff is finalizing the Bus Stop Orientation plan based on the June 2020 IndyGo Next service improvements. The fixed-route improvements will affect hundreds of bus stops that will need to be added, relocated, removed, or simply refaced. As staff works to improve access to bus stops that create vital connections around the city, we are also working to implement a plan to adhere to the Service Standards recommendations on system-wide bus stop spacing. Comprehensively improving safety and access, bus stop placement, and stop-level environments is crucial to operational efficiency, schedule-adherence, and reduction of overall dwell time (as well as breaking and accelerating events). These changes are vital to the transit-system and will continue to be monitored and evaluated to best serve our riders and the public.

Fare System Implementation

IndyGo's IT Department has recently taken over project management 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.

Red Line station fare system equipment was installed at Red Line station platforms prior to the start of Red Line service. While there are continuing delays by fare system vendor Flowbird in the development of the full MyKey ticket vending machine software, IndyGo has begun testing of several MyKey TVM functions. Testing will continue as the final software package is completed, prior to rollout of the TVM's to Red Line stations. Because of the delays, Flowbird installed a modified ticket vending machine system, which launched on December 1, 2019. This system has allowed IndyGo to collect fare revenue for Red Line service until the final TVM software is completed and installed at Red Line stations. The TVMs are currently being maintained and serviced by IndyGo Treasury department.

Additional components of the MyKey system 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. Contract negotiations with the vendor, InComm, continue, and appear to be approaching a final resolution.

Ridership

With the addition of the Red Line, data showed an increase of 8.1 percent over the previous January.

Current Month			IndyGo	Year to Date		
Jan-19	Jan-20	% Change	Fixed Route Ridership	2019	2020	% Change
14,838	12,744	-14.1%	2 E. 34th St.	14,838	12,744	-14.1%
29,877	31,321	4.8%	3 Michigan St.	29,877	31,321	4.8%
11,553	10,991	-4.9%	4 Fort Harrison	11,553	10,991	-4.9%
15,666	13,953	-10.9%	5 E. 25th	15,666	13,953	-10.9%
11,979	11,875	-0.9%	6 N. Harding	11,979	11,875	-0.9%
120,855	111,615	-7.6%	8 Washington St.	120,855	111,615	-7.6%
80,087	75,262	-6.0%	10 10th St.	80,087	75,262	-6.0%
3,387	4,340	28.1%	11 E. 16th St.	3,387	4,340	28.1%
4,730	3,536	-25.2%	12 Minnesota	4,730	3,536	-25.2%
2,766	2,233	-19.3%	13 Raymond	2,766	2,233	-19.3%
7,648	6,083	-20.5%	14 Prospect	7,648	6,083	-20.5%
14,995	15,180	1.2%	15 Riverside	14,995	15,180	1.2%
9,514	11,108	16.8%	16 Beech Grove	9,514	11,108	16.8%
17,981			17 College	17,981		
10,235	6,624	-35.3%	18 Nora	10,235	6,624	-35.3%
30,869	21,921	-29.0%	19 Castleton	30,869	21,921	-29.0%
12,095	14,426	19.3%	21 East 21st St.	12,095	14,426	19.3%
8,016			22 Shelby	8,016		
9,724	12,204	25.5%	24 Mars Hill	9,724	12,204	25.5%
11,991	11,872	-1.0%	25 W. 16th St.	11,991	11,872	-1.0%
12,045	15,620	29.7%	26 Keystone	12,045	15,620	29.7%
11,674	11,134	-4.6%	28 St. Vincent	11,674	11,134	-4.6%
6,865	8,242	20.1%	30 30th St.	6,865	8,242	20.1%
22,036	10,328	-53.1%	31 Greenwood	22,036	10,328	-53.1%
24,193	24,240	0.2%	34 Michigan Rd.	24,193	24,240	0.2%
34,114	29,884	-12.4%	37 Park 100	34,114	29,884	-12.4%
23,659	17,551	-25.8%	38 Lafayette Square	23,659	17,551	-25.8%
89,288	70,391	-21.2%	39 E. 38th St.	89,288	70,391	-21.2%
3,458	5,096	47.4%	55 English	3,458	5,096	47.4%
7,966	9,451	18.6%	86 86th Street Crosstown	7,966	9,451	18.6%
9,644	10,493	8.8%	87 Eastside Circulator	9,644	10,493	8.8%
	138,480		90 Red Line		138,480	
77	203	163.6%	Others	77	203	163.6%
673,825	728,401	8.1%	Total	673,825	728,401	8.1%

Jan-19	Jan-20	% Change	Flexible and Contracted Services	2019	2020	% Change
25,119	23,652	-5.8%	Open Door Riders on Fixed Route	25,119	23,652	-5.8%
23,684	26,284	11.0%	Open Door	23,684	26,284	11.0%
2,132	2,053	-3.7%	Open Door Taxi Vouchers	2,132	2,053	-3.7%
11,121	9,074	-18.4%	31 Day S-Pass	11,121	9,074	-18.4%

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.

STRATEGIC PLANNING

The Strategic Planning team continues to advance several projects outlined in previous board reports, such as transit-oriented development planning & zoning, advancing shared use mobility efforts, the paratransit operational analysis, supporting Avail implementation, supporting Purple Line design and construction work, 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. On February 10th, 2020, the U.S. President's Fiscal Year (FY) 2021 Budget was released. In conjunction with the President's Budget, and as required by law, FTA has published the FY 2021 Annual Report on Funding Recommendations. Included in the February 2020 assessments of the Blue Line (and Purple Line) are FTAs recommendations for improving ratings for two of the project justification criteria: existing land use and economic development. The Strategic Planning Department continues to track and monitor progress related to these criteria.

As was previously reported, the National Environmental Protection Act (NEPA) investigations associated with Blue Line project development will lag behind the Purple Line investigations that are currently 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: As was previously reported, the design of level boarding platforms at the Julia M. Carson Transit Center has slowed in large part to allow key staff to prioritize the development of the Purple Line. Given the extensive timeline of the project, design will be brought to a 30-percent stage and held until a later date. The construction phase of the level-boarding project was/is not anticipated to begin until 2023/2024; therefore, staff is able to delay the completion of the design phase without having an adverse impact on the overall schedule.

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 currently three primary efforts that are being led by the strategic planning team, specifically. This includes:

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 supporting the transportation planning efforts of the Englewood CDC with respect to its having been selected as a Moving Forward awardee through the Indiana Housing and Community Development Authority.

Moving Forward is an innovative approach to the federal Low-Income Housing Tax Credit program. In addition to using these program resources to fund low-income housing tax credit developments, the purpose of Moving Forward is to identify, pilot, and implement innovative strategies and wrap-around supports that improve the

livability and usability of a particular housing project as well as yield innovative applications of technology that can be adapted, applied, and/or commercialized elsewhere. Transportation innovations are a key part of the Moving Forward program, and IndyGo is assisting the Englewood project, providing insight and expertise related to their plan. As part of this engagement, IndyGo is participating in a Moving Forward kickoff workshop this month to help frame issues and opportunities related to transportation innovation.

The team is also providing informational and material support on IndyGo's strategic plan partnerships efforts, particularly as it relates to supporting the project pilots with Purdue Polytechnic High School, Indianapolis Public Schools, and Indianapolis Metropolitan High School.

2. FTA Mobility on Demand On-Ramp: As noted in previous reports, as part of its local pilot/demonstration project, IndyGo is partnering with the John H Boner Neighborhood Center to develop a mobility district within the Near East Side to better connect residents to opportunity, via transit and other modes of shared use mobility. IndyGo and the Boner Center – in partnership with the Personal Mobility Network, an initiative of the Central Indiana Community Foundation – are preparing a business plan to advance mobility hubs and mobility integration.

IndyGo facilitated a workshop with civic and community stakeholders and resident leaders at the Boner Center on December 19, focused on identifying - through a collaborative process - two to five locations with the greatest opportunity for the first implementation of mobility hubs. That effort will help the team focus its engagement and planning activities on specific sites. IndyGo is in the process of working with its partners to develop a community engagement strategy to facilitate community input on opportunity locations.

Monthly meetings of the core planning team - IndyGo, Boner Center, Englewood CDC, Personal Mobility Network, CityStrategies continue and are focused on executing the working plan toward implementation. Neighborhood engagement about site amenity and layout preferences and timeline alignment with DPW projects will be taking place through March 2020.

3. 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 anticipates an announcement from FTA regarding this program in the near future.
4. Shared Mobility Pilots: MLK Center and Briometrix: IndyGo will partner with the MLK Center to develop and pilot a neighborhood-based micro-transit service utilizing wheelchair accessible and family friendly vehicles to connect Midtown residents to jobs, school, health care, and first/last mile connections to fixed transit routes.

The MLK Center with support from IndyGo is refining project scope, process, and defining measurable metrics to be complete by April 1, 2020. Hiring and training of drivers, and pilot launch is anticipated end of Q2/ beginning of Q3 2020.

In addition, IndyGo will work with Briometrix on its "City on Wheels" proposal to digitally map and assess the health and integrity of 61 miles of sidewalk infrastructure along the future Purple Line bus rapid transit line. The pilot will employ residents who use wheelchairs, which will be outfitted with various technologies to map all aspects of the sidewalks. These findings will be used in the development of pedestrian infrastructure along the Purple and Blue Lines. Briometrix will meet with stakeholders February 18 and begin recruiting the mappers March 2020 with a goal to map in April.

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 (Asheville, 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.

In early February 2020, the Office of the Mayor approved the proposed approach for updating the city’s zoning ordinance to better accommodate, and in some instances require, transit-oriented development along the Blue Line Rapid Transit corridor. The consulting team – working alongside city staff – is drafting strategic text amendments, as well as a new overlay district, which the Department of Metropolitan Development, aided by IndyGo and the MPO, will begin to vet in May/June.

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:** The Title VI Program Update for 2020 was reviewed, received, and adopted by the IndyGo Board of Directors on January 23, 2020. The final document, including the board’s resolution approving it, was submitted to the FTA thru TrAMS prior to the February 1, 2020 deadline.
- **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. The DRAFT of the Baseline Report Data Analysis was completed on February 7th. It has begun a 60-day review period for accuracy.
- **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. The public engagement portion will now be conducted after the study is concluded. At current estimates, the study should be completed by June, 2020.
- **Sponsored Rides:** The Strategic Planning team continues to collaborate 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. We have connected with over 40 existing or prospective partners to start to determine what their needs and concerns are as it relates to the creation of a more comprehensive sponsored rides program; one that includes other partnership opportunities. In the meantime, strategic planning staff—in partnership with public affairs—continues to monitor and evaluate the successes and challenges that are attributable to the pilot programs that are currently underway. Our current partners for our sponsored rides program include: Purdue Polytechnic High School, Indianapolis Public Schools, Indianapolis Metropolitan High School, and most recently, Washington Township Schools.

- **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 in FY2019 with a program ask for all-electric vehicles using a public-private partnership. The submission did not receive funding as this grant was highly over-subscribed. At present, staff believe its most competitive project to apply with is no longer a public-private electric bus partnership, but construction costs for the Super Stops program. The current fleet is near a state of good repair, which lessens the competitiveness of IndyGo’s application. IndyGo staff will be attending a webinar on the grant opportunity and collecting internal data to submit the Super-Stops program.

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 12th. IndyGo submitted its project application. The MPO should present recommended projects in 1Q 2020 with approval of those projects in 2Q 2020.

- **Transit Asset Management**

TAM Plan Implementation: IndyGo submitted its TAM Plan in October 2018. The TAM Plan captures IndyGo’s transit asset management process, including current inventory and asset management targets. The FTA requires this plan to be updated every four years. IndyGo staff is convening a TAM Team to review the 2018 TAM Plan and its recommended actions in order to develop an action plan for the remaining years of the plan.

TAM State of Good Repair Targets: Annually, IndyGo is required to submit to the NTD its state of good repair targets for revenue vehicles, non-revenue service vehicles, and facilities. The TAM Team is working to establish these targets for FY2020 before the NTD deadline.

- **Regional Initiatives/Discussions:**

Section 5307/5311 Allocation Plan: A consultant has been selected and is under contract for this study. RLS and Associates will perform the analysis, with guidance from the MPO, IndyGo, and CIRT. The first deliverable should be completed in 1Q 2020, with an update to the board about the allocation plan by IndyGo staff.

Section 5310 Oversight: Nearly all site visits for active Section 5310 subrecipients were completed in December. Follow-up communication will continue in January/February for any issues discovered during the site visits.

Section 5310 2019 Call for Projects: All vehicles ordered for the 5310 2019 call for projects have been picked up. The only remaining project left to deliver is the equipment purchase by Johnson County Senior Services. The project is well on its way, however, and IndyGo staff believe it should be ordered and delivered by the end of 2Q 2019.

Section 5310 2020 Call for Projects: Allocations for federal funding for FFY2020 have been released. The 2020 CFP will be held in the 1Q of 2020. No date has been set.

Suburban Transit Planning: IndyGo has participated in several stakeholder meetings for the development of the Plainfield/Guilford Township Transit Plan. A preferred network has been developed and will be presented to the Guilford Township Advisory Board in February. The preferred network connects to IndyGo at the airport. IndyGo will continue to participate and update the board on the likelihood that a transit referendum could be held in November 2020. Currently, the question is on the ballot for Guilford Township residents.

ENGINEERING & CONSTRUCTION

RED LINE

The Red Line project is substantially complete and is open for service. Contractors are finishing punch list items and some added scope to address operations issues now. All work should be complete by the first quarter of 2020.

Purple Line

IndyGo's design consultant WSP is currently working with Citizen's energy group on the drainage design.

Blue Line

Blue Line progress is on hold, pending drainage design on Purple.

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 Corporation and is in progress. Rural Street Underpass and Super Stops project are currently in design. The Super-Stops project is expected to reach 95-percent design stage by Spring 2020. The Planning & Capital Projects team continues to consult the Executive Leadership team with respect to the timing of various approval processes; anticipating that the soonest construction of Super-Stops could begin is late-2020 to early-2021.

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** – Project is at Substantial Completion, with punch list work and a few remaining items to be completed.

There are a few remaining furniture items that are scheduled for delivery this month, once they are delivered it will conclude the furniture installation for Office Renovations Project.

- **Space Planning Renovations Maintenance Area Design** – The Garage Door Improvements will begin this phase of work; this will include widen of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system and upgrade and installation of the fire door for the front garage door near Treasury.

The next phase of Maintenance will be the renovation of offices, rest rooms, fall protection, vehicle lifts, Maintenance locker rooms and lounge. The design completion 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 and the 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 vehicle wash system construction installation is 95% complete, with test and start-up and training for staff beginning in February. The new wash system should be up and operating by the end of February.

The Paint Booth construction is stalled awaiting an inspection from IDEM for the required operating permit needed for the new system. The operating permit will be maintained by IndyGo's Safety team; this is something new for the agency. The application has been submitted and construction should continue with an estimated completion date of end of March.

- **Training & Contingency Facility** – 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 project is out for procurement currently, with an anticipated construction start 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 and (18) emergency exit/exterior doors, in hopes to create a more attractive project to more contractors. The schedule for the project advertising is February 2020, with construction starting in Spring 2020.

Justin Stuehrenberg

Vice President of Planning & Capital Projects



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Operations Division Report- Jan 2020

To: Inez Evans, President and CEO
From: Aaron Vogel, Chief Operating Officer/Vice President of Operations
Date: February 27, 2020

TRANSPORTATION SERVICES

Employee Recognition:

Employee of the Month of January: **Teka Rogers**

She was nominated by Pamela Eubanks. Teka receives so many compliments from the operators about her pleasant voice and shows genuine concern for their wellbeing.

Commendations:

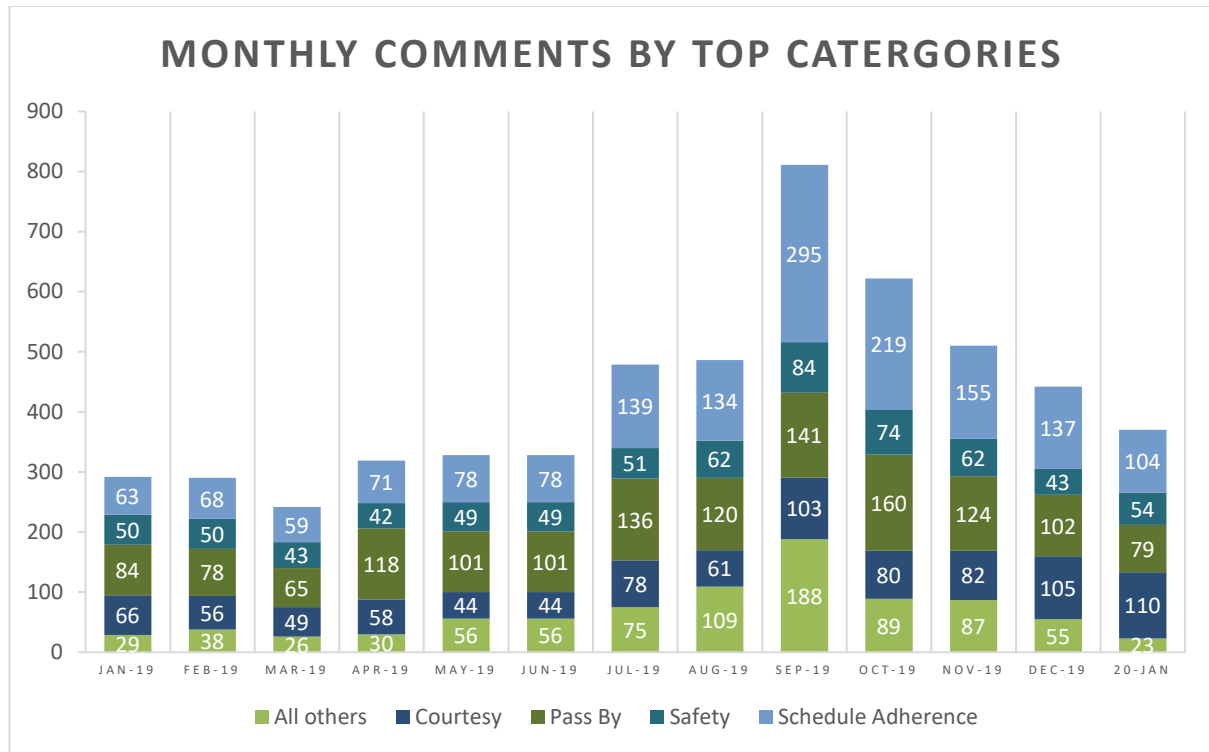
The following employees were recognized for their extraordinary customer service.

Fixed Routes:

Laniese Coach, Misti El-Shabazz, James Forman, Didace Hategekimana, Timothy Hughes, Tifernie Irby, Debbie Long, David Madyun(2), Beth Murray, Paul Pelmore, Michael Ricks, Kathleen Robinson(2), Leah Rowe, Dewayne Sims, Tonya Sims, Sandra Taylor and Kirk Thompson

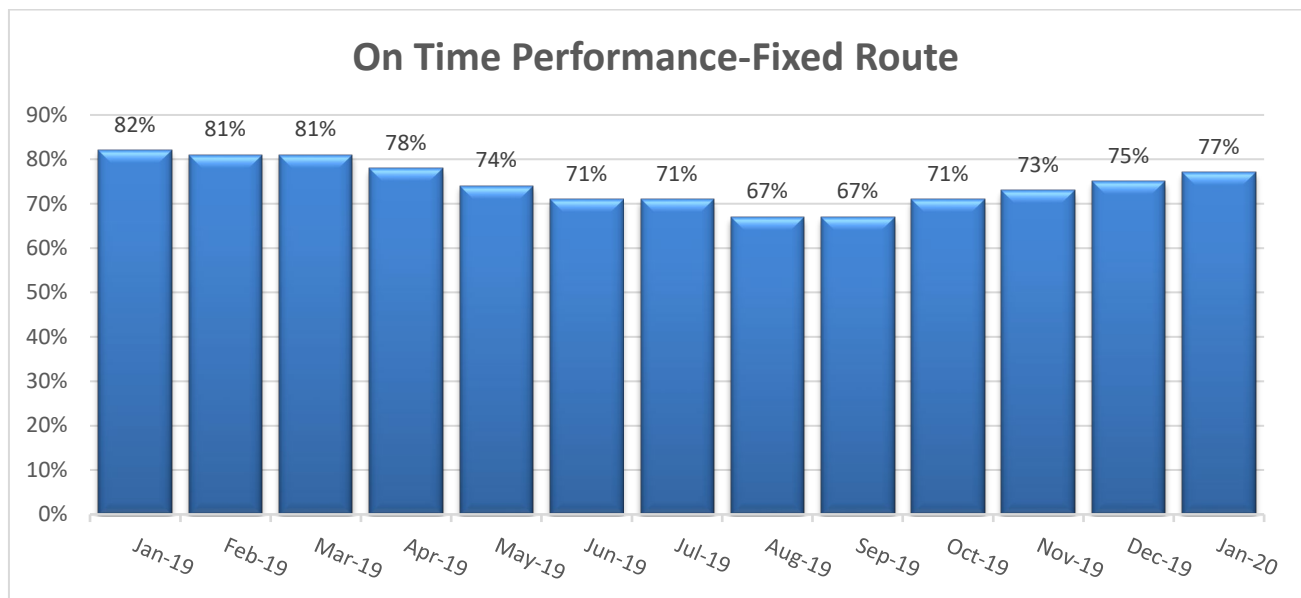
Mobility Services:

Dieng Abdoulaye(2), Shemika Hall, Victor Johnson, Charles Stinson, Daniella Taylor and Aundrea Williams



Key Performance Indicators:

The On-Time Performance chart provides overall fixed route system's arrival percentage every month.



VEHICLE MAINTENANCE & FLEET SERVICES

Vehicle Maintenance:

A service truck was purchased to provide the ability for minor services to be performed in the field and keep coaches operational. The hours are Mon-Fri 5:30am – 7:30am and 4:30pm – 7:30pm. It will be dispatched as need on the weekends.

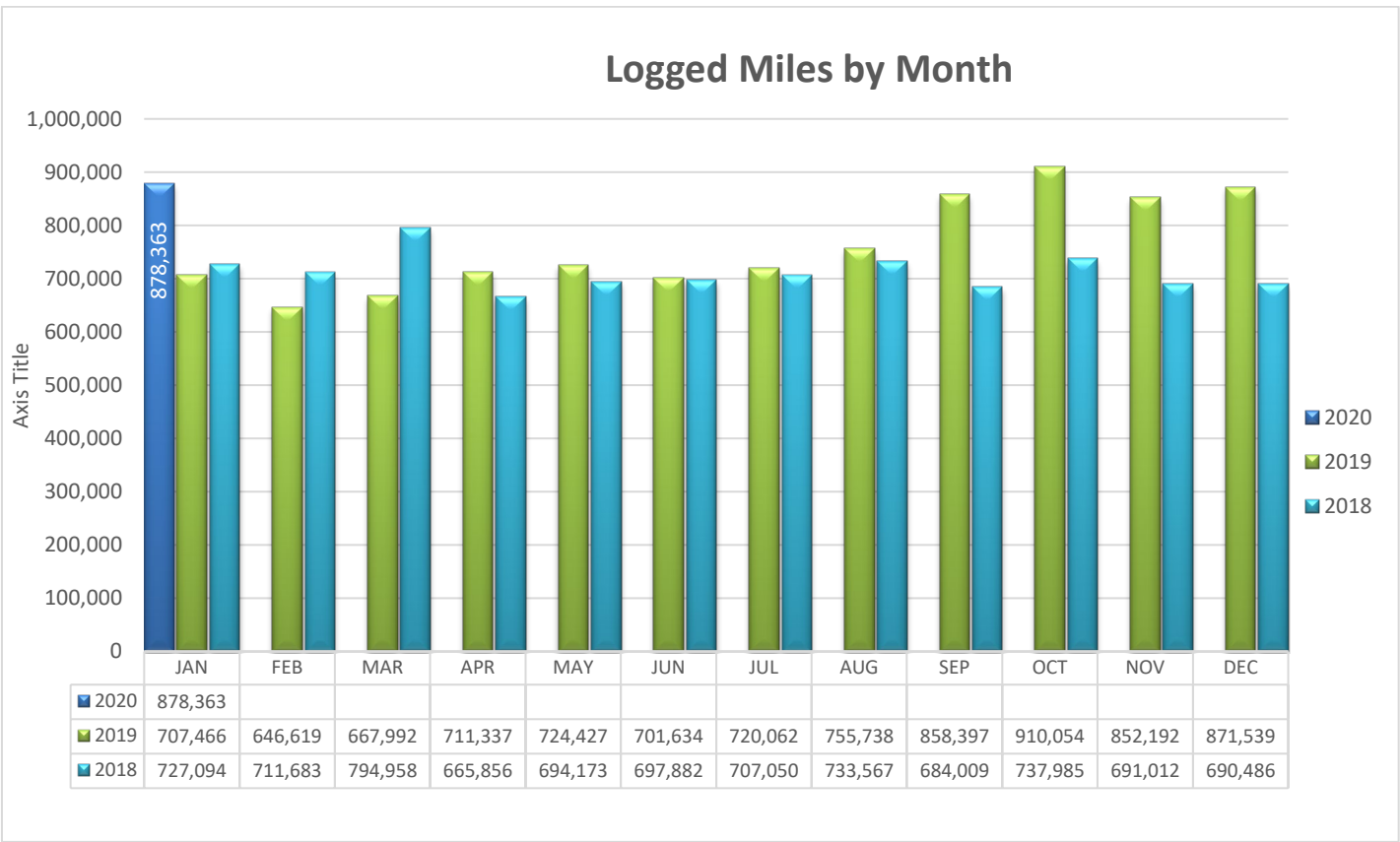
New extreme bright light headlights have been installed 80 % percent of the bus fleet. Operators should notice an improved clarity during evening routes.

The heat check campaign is wrapping up and as the start of inspections of the A/C units commences to prepare for the summer months.

Fleet Services:

There were 161 buses detailed in January. The goal is to detail every bus at least once per month.

IPTC coaches logged 878,363 miles YTD. This is a 24% increase over PY.



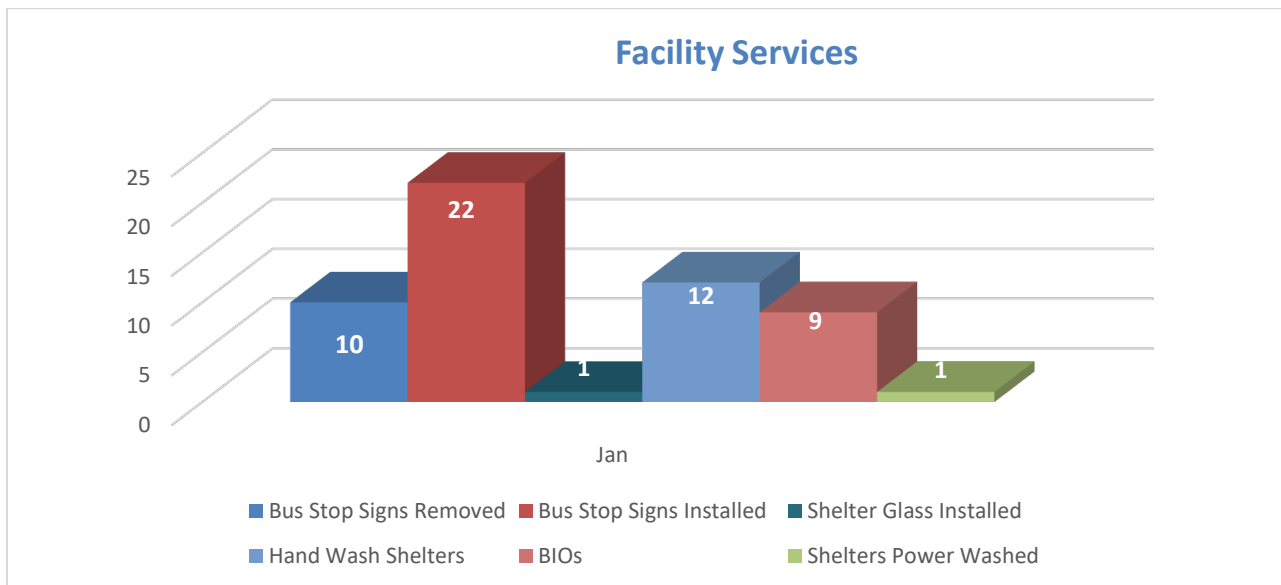
FACILITIES

The contractor R.L. Turner was able to complete enough of the Phase 4 Office Renovations in the administrative area, that we were able to move everyone back into their new offices and cubicles. There are still multiple punch list items and the new storm windows to install which will continue through February. They will also work on installing the new wash rack system, with hopes of finishing the project by the end of February. Lastly, they completed the demolition work of the old paint booth clearing the way for the installation of the new paint booth system.

The Julia M. Carson Transit Center continues to experience a very high volume of customer traffic especially with the frequency of the BRT Red Line. There is an influx of high school students on site daily through our partnership with IPS. Security will continue to monitor activity.

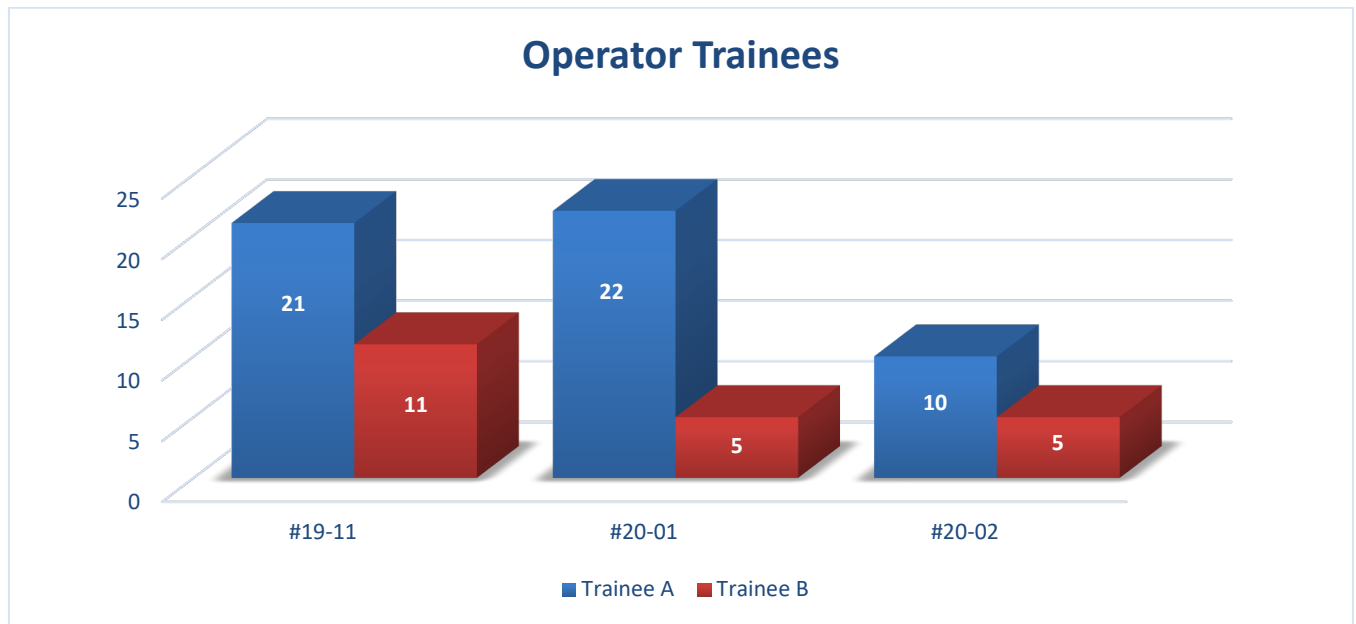
The final bus bay, Bay S, was opened in early January after the completion of the elevation issues and new paver installation. The remaining punch list items for the Paver Project will not require any additional closures. All 19 bus bays at the Julia M. Carson Transit Center are now fully open and functional.

During the winter months, the Solar Panel system continues to produce enough energy to charge the ZEPs buses as the system is not tied into the BYD System. Any additional energy created is consumed by the building. The design work for the additional panels is progressing through the A&E Firms. Once the project is complete, we will add up to 2,150 more solar panels on the roof to produce another half megawatt of power for charging additional electric buses as they are added to the fleet.



SECURITY AND TRAINING

TRAINING:

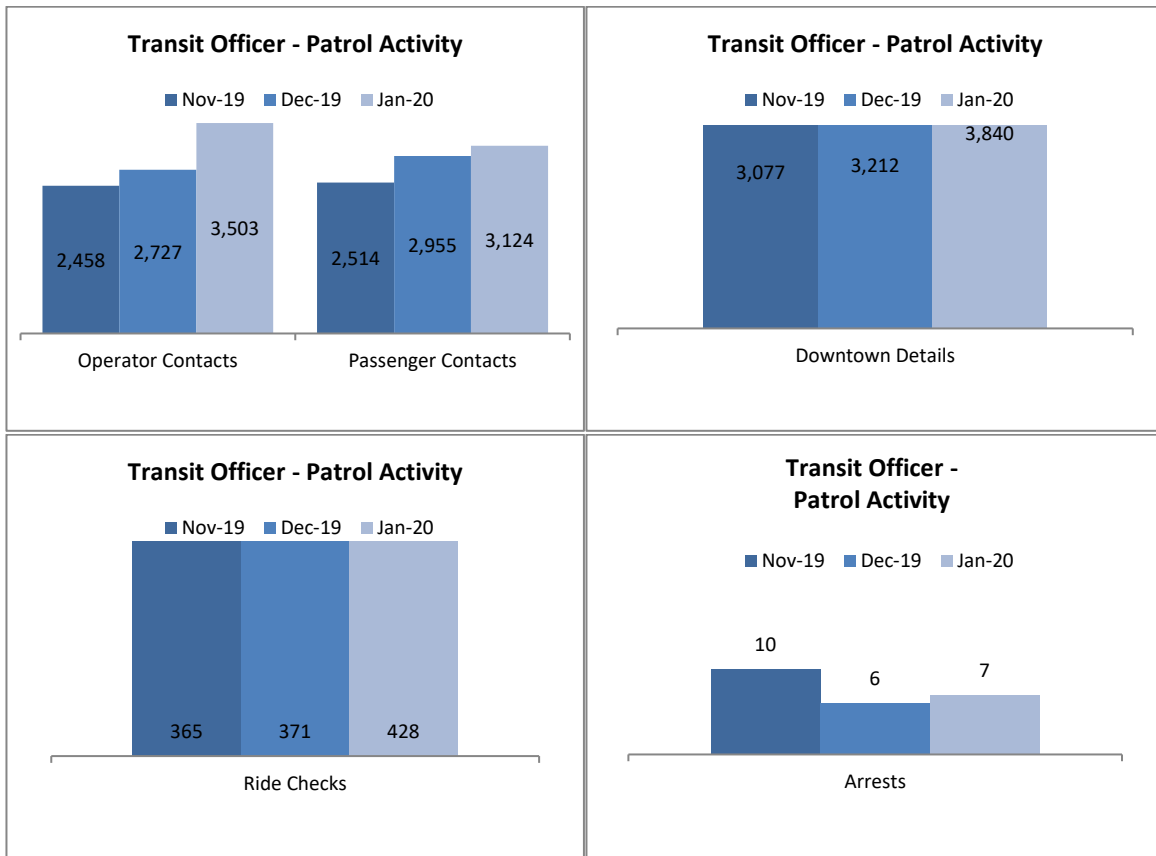


- IPTC Class #19-11 started on November 18, 2019 with 21 Trainee “A” students with 11 Trainee “B” students starting November 25 for a class total of 32 students. The class is currently working on the subbing-in and final ride checks. The class will graduate on February 7, 2020 and will move to Operations on February 9, 2020.
- IPTC Class #20-01 started on December 30, 2019 with 22 Trainee “A” students with 4 Trainee “B” students starting on January 6, 2020, for a total of 25 students. This class included a mechanic that will join the fleet team. This class is working on route familiarization. Expected graduation is early to mid-March.
- IPTC Class #20-02 started on January 27, 2020, with 10 Trainee “A” students. These students will start working on pre-trip skills, driving skills and practice on the driving and obstacle course. This will prepare them for the State CDL Skills Test later in February. Staff is expecting 5 Trainee “B” students to start on February 3, 2020.
- Below are the results of the CDL training numbers for classes #18-07 through #19-11.
 - The total number of students that have taken the CDL training was 240
 - There was a 97.9% success rate for passing the state testing
 - Of the 240 students that took the test, 186 passed on the first attempt, 37 passed on the second attempt and 9 passed on the third attempt. There were 3 students that left the program before they could pass the State Test
- Local Bus Rodeo is tentatively scheduled for March 13 – 14th

The following training sessions were conducted in January:

- Two (2) requests for training to aid in acquiring CDL permits
- Six (6) operators for preventable accident retraining
- Two (2) operators who reported back to work after an extended leave

SECURITY:



MOBILITY SERVICES – Open Door

Service Performance:

Open Door's (OTP) On Time Performance for January 2020 was 90.26% with (PPH) Productivity of 1.36%. January's 2019 OTP was 92.08% and Productivity was 1.38% both reflects a 1.97 and 1.44% decrease respectively YOY.

Transdev implemented a new Operator Run Cut effective 1/26/2020. IndyGo is seeing a higher OTP in comparison to the past Run Cut. In the first few days of February we see an average of 94% OTP.

IPTC continues to perform daily monitoring on-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.

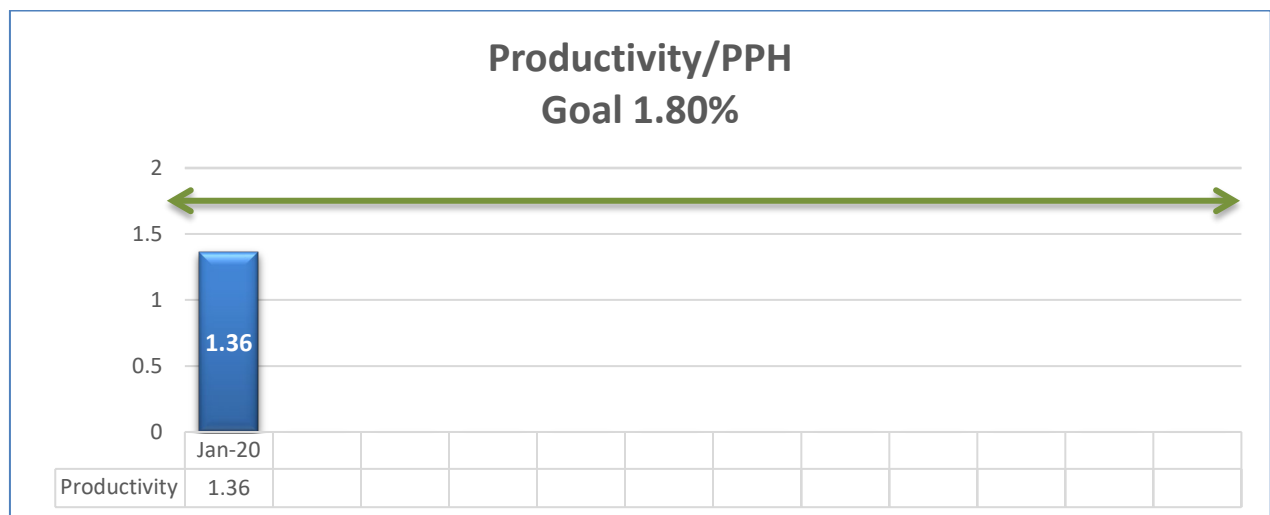
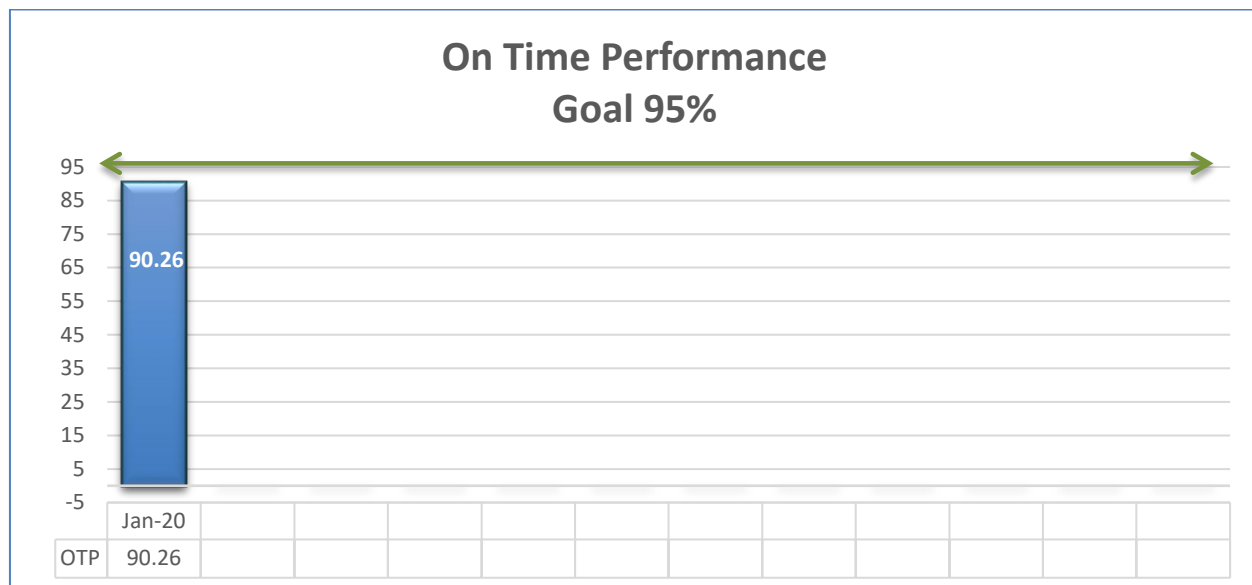
Paratransit Business Model

Christian T. Kent – Transit Management Consultant, LLC – at the March 2020 Board will present to the Board his recommendations of the Paratransit Business Model for Open-Door service to; 1. Provide Paratransit service in house, 2. Contract Paratransit service and/or 3. Hybrid model.

Service Comments:

Customer comments for January 2020 are 102 and customer comments for January 2019 are 74 reflecting a 27.45% increase YOY. Schedule adherence and Operator Courtesy continues to drive the increase in customer comments. Customer Compliments improved YOY by 42.86%.

2019 On Time Performance and Productivity



Hawkeye Health – Assessment/Eligibility:

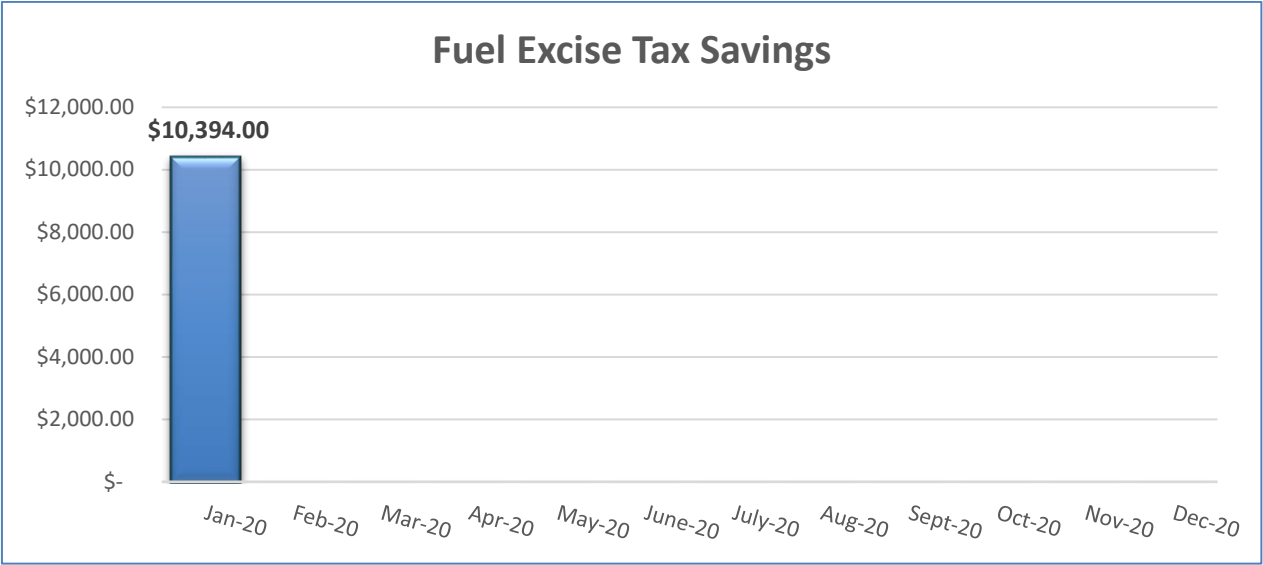
Total Eligibility Applications received for services for January 2020 was 126. Hawkeye Health approved 23 renewals and 2 denied renewals. Total number of new applicants were 69 and new applicants denied were 5.

Voucher Program:

Mobility Services offers a voucher Lottery Program and our Dialysis voucher program. Both programs are open to eligible Open-Door customers. As with all programs, IndyGo maintains the right to augment the Voucher programs.

WEX Fuel Card Program:

The WEX Tax Exemption and Reporting Program can significantly reduce accounting and administrative time for qualified fleets exempt from motor fuel excise taxes or certain sales taxes — at Federal, state, county or local levels. January 2020 our savings from fuel excise taxes were \$10,394.16. (Fed Taxes = \$7,717.72 and State Taxes = \$2,676.44).





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Public Affairs Division Report-January 2020

To: Chair and Board of Directors
From: Bryan Luellen, Vice President of Public Affairs and Communications
Date: Feb 27th, 2020

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR JANUARY 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Bryan Luellen
Vice President of Public Affairs and Communications

Attachments

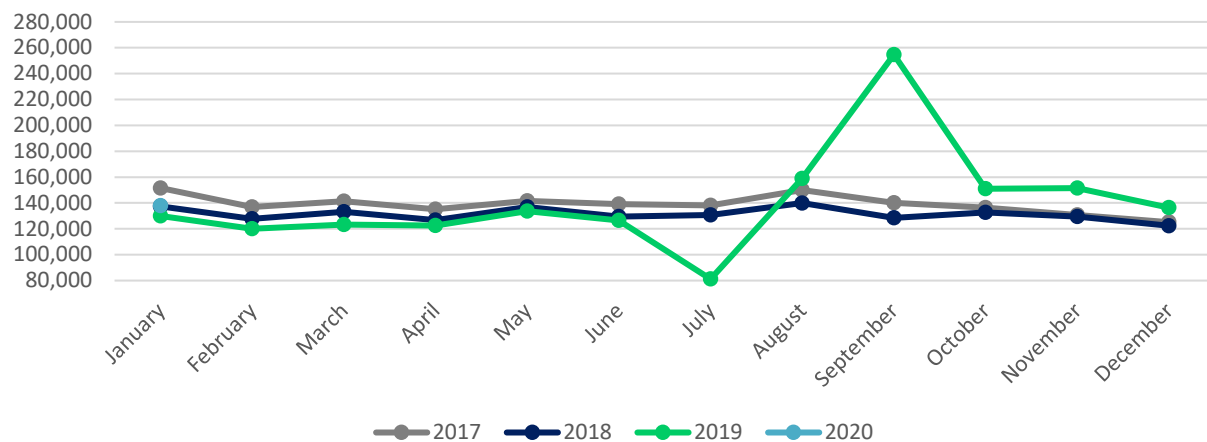
Contributing Staff includes:

Daniel Krupski, Customer Service Business Analyst
Vanessa Rivera, External Communications Coordinator
Allison Potteiger, Organizational Communications Manager
Cheryl McElroy, Internal Communications Specialist
Jordan Patterson, Community Outreach Coordinator

INDYGO.NET WEBSITE STATISTICS: (1/1/2020-1/31/2020)

Page Views	306,035
Bounce Rate	54.87
New Users	38,619
Returning Users	21,360
Total Sessions	137,978
Total Monthly Sessions Comparison to Previous Year	106.12%

IndyGo.Net Website Sessions

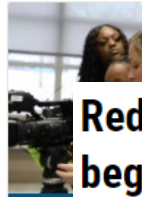


Date	Mobile	Desktop	Tablet
Jan-19	67.47%	30.60%	1.93%
Dec-19	70.09%	27.89%	2.02%
Nov-19	67.09%	30.43%	2.48%
Oct-19	67.09%	30.08%	2.82%
Sep-19	69.12%	26.95%	3.93%
Aug-19	62.37%	33.75%	3.88%
Jul-19	70.24%	26.99%	2.77%
Jun-19	85.20%	13.15%	2.88%
May-19	69.48%	27.48%	3.05%

IndyGo riders say route changes are affecting their commutes

Posted: 9:21 PM, Jan 30, 2020 Updated: 11:58 PM, Jan 30, 2020

By: Megan Sanctorum



What's New! Project

Red Line updates: Meridian Street closures begin Monday night for bus pad work

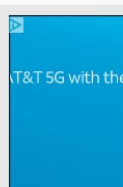


by: Angeli Kakade

Posted: May 20, 2019 / 01:59 PM EST / Updated: May 20, 2019 / 01:59 PM EST

Red Line boardings have declined each month what IndyGo says.

Kellie Hwang, Indianapolis Star Published 12:28 p.m. ET Jan. 23, 2020 | Updated 11:33 a.m. ET Feb. 5, 2020



INDIANAPOLIS (WISH) – Construction crews will shut down parts of Meridian Street for bus pad work starting Monday night. It will last about one week and will happen overnight.

IndyGo told News 8 bus pads are needed to reinforce the street where buses pull up to the station.

Stations need to be stronger to prepare for the extra wear and tear.

IndyGo cuts length of Red Line route on north side

It's 91st Street now, rather than 96th

Posted: 6:04 PM, Jan 15, 2020 Updated: 6:04 PM, Jan 15, 2020

By: Tom Maccabe



Photo by: RTV6

INDIANAPOLIS — Tinkering by IndyGo with its Red Line route has resulted in a new end-of-the-line on the Indianapolis north side.

Every other northbound Red Line bus ends its route at College Avenue and East 66th Street. The other buses had been continuing to East 96th

n fill it back in.

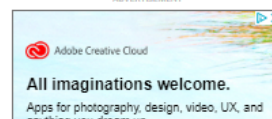
I will head north to 38th

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What is the National News Literacy Project?

ADVERTISEMENT



Topics Include: At the beginning of the month, the Red Line extensions received a name change, Route Change Listening Sessions were being held, and Red Line numbers dropped. The media reported the Listening Sessions being held around Indianapolis encouraging people to attend to provide feedback on the upcoming June 2020 changes. Mid-January, the Red Line extensions name changed to track data more efficiently. In ending, ridership numbers were reported to be down. The media also reported on the improvements coming to IndyGo in February with Routes 8 and 10.

MEDIA EXPOSURE

- Indygo news: 203
- Indygo broadcast: 107
- Indygo social: 677

SOCIAL PERFORMANCE:

FACEBOOK PERFORMANCE

- Had a total of 52,623 organic impressions and 31,888 paid impressions.
- Drove a 4.50% engagement rate
- Generated 42 NEW followers: 11,102 current followers



Do you see a difference? The first map is a Hub & Spoke map and the second is an efficient grid. This will allow for more frequent service! 🚌 • In 2016 The Julia M. Carson Transit Center opened, and voters approved the Transit Referendum for the MCTP by over 57% • In 2017 our City-County Council enacted a 0.25% income tax to fund the transit plan • In 2018 we made additional route improvements and construction for the Red Line began • In 2019 we opened the Red Line as well as increased weekend and evening service on local routes This year we will connect you to more opportunities! <http://bit.ly/2YUc3D9>

👍 5 🗨️ 3 🔄 4



Did you know the Red Line was chosen over adjacent corridors because of the inherent quality of its pedestrian experience and its ease of access for riders?

👍 7 ❤️ 45 🗨️ 4
15.05% Engagement Rate



The Purple Line is on its way! The 14.8 miles will connect the City of Indianapolis and the City of Lawrence. For much of the corridor, the Purple Line will replace and improve our existing Route 39 local service, already the most productive route in the IndyGo system. To learn more, please join us on Feb. 13th at 5:30 p.m at our Purple Line Open House. • Location: CAFÉ Indy, 8901 East 38th Street Indianapolis, IN 46226 • Route 39 will take you there, parking on-site available Can't make the meeting? Contact Customer Service with your questions at 317.635.3344.

👍 10 ❤️ 49 🗨️ 6
12.70% Engagement Rate

INSTAGRAM PERFORMANCE

- Generated 27,671 impressions
- Drove a 6.32% engagement rate
- Generated 40 New Followers since Dec: 2,852 Current followers



@IndyGoBus
US | Jan 7 • 4:50 PM

Imagine having extra time to catch up on life while traveling to your next destination. Don't think twice about it and ride IndyGo. Free WiFi 📶 USB charging ports 📱 Two bicycle racks 🚲 Comfortable seating 🛋️ If you ride the Red Line, you will have the opportunity to take advantage of the features above! Purchase your fare and ride IndyGo today. 🌟 #IndyGoBus #Indianapolis #IndyGoRed #MassTransit #PublicTransit #Indy #PublicTransportation #Indyconnect #transitworks #VisitIndy #masstransitmeans

1 ❤️ 78
9.83% Engagement Rate



@IndyGoBus
US | Jan 17 • 8:00 AM

Find your happy place... Our happy place? On the bus! Lots of space, comfortable seating, and USB charging ports for those low battery moments! 🌟 #IndyGoBus #Indianapolis #IndyGoRed #MassTransit #PublicTransit #Indy #PublicTransportation #Indyconnect #transitworks #VisitIndy #masstransitmeans

0 ❤️ 62
9.12% Engagement Rate

TWITTER PERFORMANCE

- Total of 10,4016 total impressions
- Drove a 3.01% engagement rate
- Generated 37 NEW followers: 5,664 current followers



@IndyGo
US | Jan 8 • 9:31 AM

Did you know we are transitioning to a grid-based network in June to improve transportation in #Indy? Check our map and find out more on our website! --> <https://t.co/v8iFzHlmGp> <https://t.co/J389TaeO9a>

8 ❤️ 56 📱 19
12.36% Engagement Rate



@IndyGo
US | Jan 18 • 9:01 AM

If you are interested in learning how to ride the bus let us know! We offer travel training to teach you everything you need to know about public transportation in #Indy! <https://t.co/14vm5qx2xG> <https://t.co/zUa6E1NpdC>

1,082 Impressions	56 Engagements	1 Likes
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PAID SOCIAL

BOOSTED

FACEBOOK

Spent: \$100.00

Duration: 5 days

Cost per impression: 6.22

Cost Per 3-seconds: 3,722

Link Clicks: 255

Reach: 5,562

Impressions: 16,055

INSTAGRAM

Spent: \$50

Duration: 5 days

Views: 254

Actions Taken from Post: 20

Reach: 522

Impressions: 4,979

TWITTER

Spent: \$50

Duration: 1 day

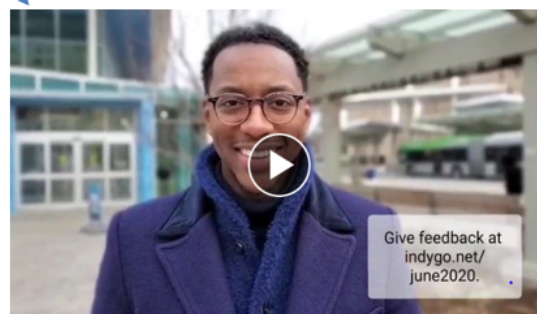
Impressions: 10,646

Media Views: 4,829

Engagements: 141

ADS

- None in January 2020



IndyGo: New network of routes coming in June 2020....

In June, we're bringing better connections and improvements to frequency with a new network of routes. Learn more about the proposed major route changes and give us your

1
1

EMAIL MARKETING:

EMAIL MARKETING

NEWSLETTER

- 5,326 of Recipients received the newsletter
- 33.72% Open Rate
- 6.24% CTR

OTHER EMAILS

- 6,091 of Recipients received the Listening Session email blast
- 16.78% Open Rate
- 1.86% CTR

TOTAL FOR THE MONTH

11,417 recipients received emails in January from the PR team.

This is a combination of the newsletter, releases, and email blasts.

Ex: Flyers, alerts, reminders, etc.

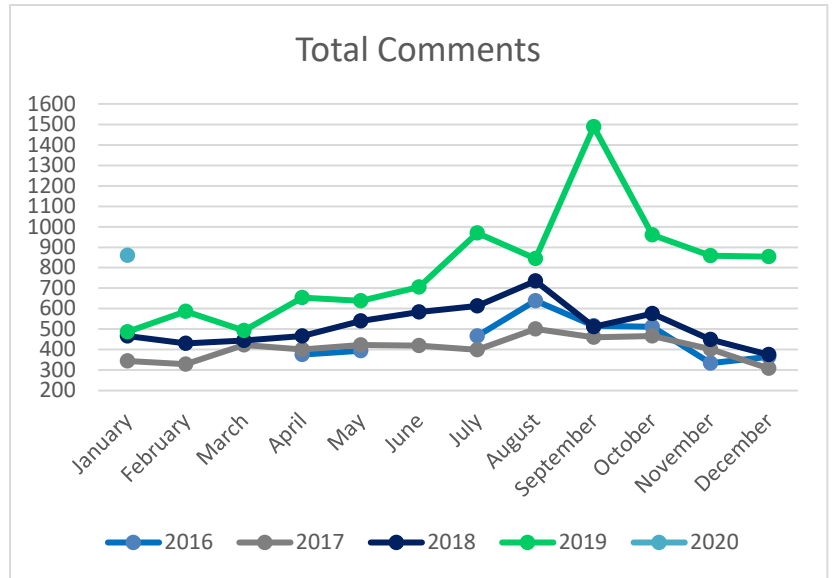
JANUARY CALL CENTER REPORT

Overview

Metric	Result	Target	Vs. Previous Month
Total Calls	37,577	-	98%
Real Time Arrival IVR Calls	21,298	-	99%
Live Calls	9,822	-	95%
IVR Calls	6,458	-	-
Service Level (Calls Answered in <20 seconds)	93%	>90%	102%
% of Calls Abandoned in Queue	3.89%	<5%	68%
Average Wait Time	0:08	<0:20	67%
Average Duration	1:50	-	95%
Web Submissions Answered in <= 24 hours	84.18%	>85%	103%

JANUARY CUSTOMER COMMENTS: 860

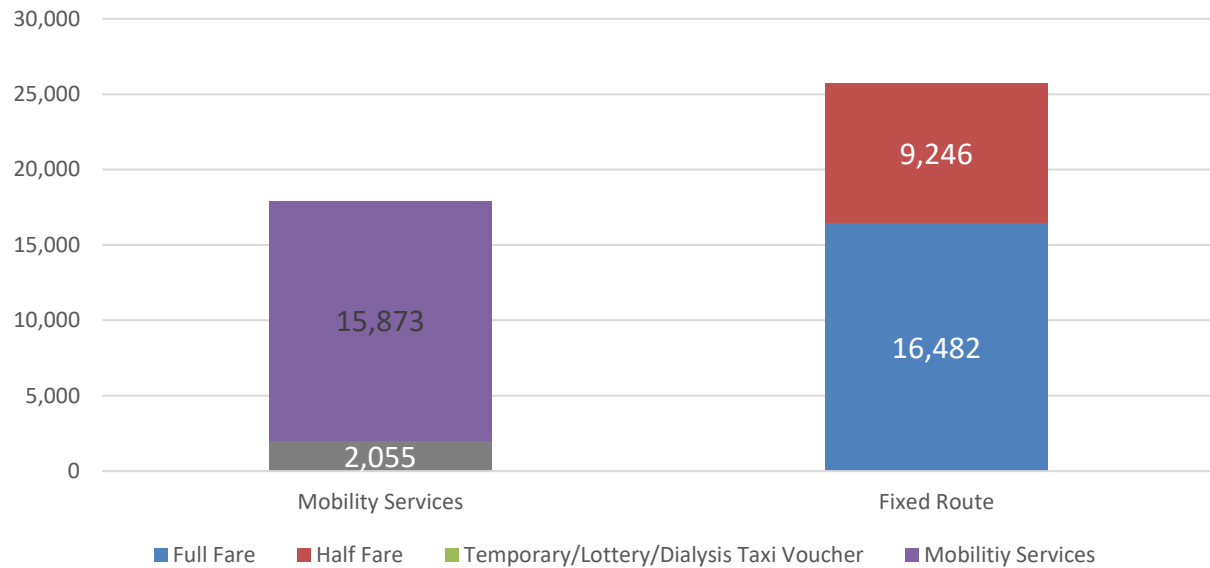
Category	Amount
Courtesy	157
Route	139
Schedule	131
Safety	110
Pass-By	81
Fares	66
Suggestion	46
Compliment	34
Request	21
Facility Maintenance	17
Purple Line	8
Security	8
Other	7
Vehicle Maintenance	5
Bus Stop	4
Customer Service Center	4
Market	4
Red Line	4
ADA	3
Rules	3
Wrong Information	3
Blue Line	2
2015 DTC	1
Denial	1
Discrimination – Title IV	1



JANUARY PASS SALES REPORT:

Total Quantity of Passes: 43,656

Total Quantity Sold



ADDITIONAL REVENUE AND PASS INFORMATION FOR JANUARY:

Retail Desk Purchases: \$153,717.35

Veteran Ridership: 48,788

Cash: \$49,806.95

IPS Ridership: 17,082

Checks: \$20,003.05

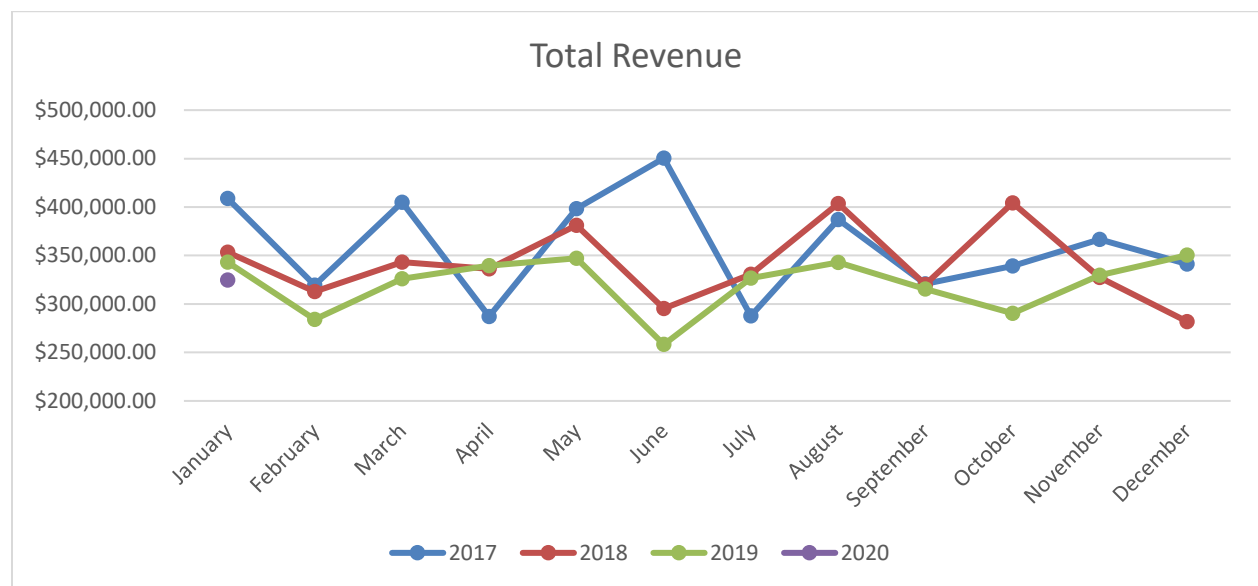
IndyMet: 4,268

Credit Cards: \$83,907.35

PPHS: 5,950

Veteran IDs Sold: 105

IndyGo: 1,298



OUTREACH SUMMARY FOR JANUARY

Outreach in January heavily focused on getting feedback from the public and providing education about a major network switch to an efficient grid system coming in June 2020 that includes all new routing, significantly more transfer options and frequency improvements. January consisted of six Route Change Listening Sessions throughout Marion county, as well as Transit Ambassadors stationed at the Transit Center to target riders. Internal staff had the opportunity to weigh in on the upcoming service changes at four internal listening sessions. Other outreach included a travel training to 60 workforce development professionals and participation at Veterans Day at the Statehouse.

JANUARY OUTREACH EVENTS

Date	Event
1/7/2020	Route Change Listening Session at Riverside Recreation
1/8/2020	Route Change Listening Session at East Washington Library
1/9/2020	Route Change Listening Session at Wayne Township Government Center
1/14/2020	Springdale Neighborhood Association
1/13/2020	Route Change Listening Session at East 38th Street Library
1/15/2020	Route Change Listening Session at Far East Side Neighborhood Center
1/16/2020	Route Change Listening Session at Central Library
1/21/2020	Internal Route Change Listening Session
1/22/2020	Internal Route Change Listening Session
1/23/2020	Internal Route Change Listening Session
1/24/2020	Internal Route Change Listening Session
1/23/2020	Travel Training: Employ Indy & Work One
1/27/2020	Veterans Day at the Statehouse

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING JANUARY

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

ARTICLES:

Working By Our Vision, Mission, Values, and Goals: Will Bolton Attains ASE Certification

The IndyGo values are key to our success - and it's employees like High Voltage Mechanic Will Bolton who give meaning to values such as Safety and Excellence. Will recently became the first IndyGo mechanic to become ASE Certified by the National Institute for Automotive Service Excellence. On December 27, 2019, Will had completed and passed all of the ASE certification required tests, demonstrating his proven technical knowledge and skills.

Becoming ASE Certified demands hard-work and commitment, but Will understands that having ASE Certified Mechanics provides peace of mind to riders, allowing them to better gauge the safety of IndyGo

buses based on our mechanics professional level of expertise. Will is excited to serve as a mentor for other

IndyGo mechanics interested in becoming ASE Certified.

Thank you for your commitment, Will, and congratulations on your achievement!

Pennies for Puppies

A penny is much more powerful than we might think. American inspirational author Orison Swett Marden

said, "One penny may seem to you a very insignificant thing, but it is the small seed from which fortunes spring."

The Pennies for Puppies effort that IndyGo operators participate in help provide many good fortunes to puppies and other animals currently living in the Southside Rescue Shelter. Operator Rose Anderson coordinates collection of spare change from IndyGo operators, supervisors, and riders. What may seem like insignificant pocket change, adds up to generous donations for rescue animals. "I started this project three years ago," said Rose about collecting donations, "I happened to be walking with my head down and

noticed change on the ground." Rose has a big heart for animals, so it was an easy decision on what to do

with the change that she kept finding. What began as one person saving loose coins quickly spread by word

of mouth and evolved into Pennies for Puppies - thanks to the giving hearts of IndyGo operators and supervisors. "Operators drop change into my locker," Rose noted, "Yesterday, cans were anonymously left at my house for recycling as another way to donate funds - and one time a passenger overheard a conversation about the program and gave me a \$20 donation." 2019 was the biggest year so far for Pennies for Puppies. "There was so much change to count and roll," shared operator Joetta Camden about her donating a Coin Sorter Machine, "It's amazing the way IndyGo operators give to others." Rose and Joetta, along with operator Margaret Callahan, recently made a visit to Southside Rescue Shelter donating \$370 plus blankets and beds collectively donated by IndyGo operators.

How powerful is a penny? The eyes of any furry resident at Southside Rescue Shelter will reveal just how

powerful such caring and giving can be in furthering the well-being of these shelter animals. If you are interested in participating in Pennies for Puppies, contact Rose or Joetta.

February Is Black History Month

Indianapolis affords a rich history of African American culture that commemorates the essential role African Americans have played in Indianapolis' growth. IndyGo is excited to be an agency within our city that is also experiencing growth - in service and in people. We take pride in knowing that as IndyGo continues to improve access opportunities and provide reliable mobility options, we do so through an outstanding team of employees offering diverse skills, backgrounds, cultures, and heritages.

In commemoration of **Black History Month**, we invite employees to share how they personally honor, remember, and celebrate Black History Month.

"My children are both still babies, so my husband and I are just beginning to teach them about their two heritages," shared **Molly Oliver, Public Affairs**

Community Outreach Coordinator. "We prefer to do this as a common, daily approach." Molly is cognizant of everyday experiences, "I do my best to be mindful of how the people who look like my kids are represented - be it in books, tv shows, their doctors, events we attend. I don't want my children to ever feel like they don't belong - and that can too easily happen when you don't see people who look like you." Molly explained that having a close relationship with extended family seems like a natural way to develop ethnic identity, "My husband's aunt has helped me learn how to care for and style my daughter's hair. This seems very simple, but a woman's hair is like her personal crown - **I want my daughter - and my son - to be proud of who they are and where they come from.**" In regard to celebrating Black History Month with her family, Molly is excited for her children to experience the celebrations being planned at church, "We are members of Christ Missionary Baptist Church Indy, which has been around for over 100 years. Each Sunday during February, something special is planned to celebrate Black History Month." During one of the Sunday services, the congregation will dress in Afrocentric attire for church, "Witnessing and dressing in such beautiful clothing will honor African American heritage and play a huge role in how my children are able to see themselves and celebrate who they are."

EVENTS:

Below are a series of events that took place at IndyGo in January & February, Board Members are always welcome:

June 2020 Proposed Route Changes

We want to hear your thoughts and feedback regarding the upcoming June 2020 Proposed Route Changes. Stop by any of the Listening Sessions planned for next week.

Tuesday, Jan. 21

9:30 AM - 11:30 AM - 1501 South Lounge

Wednesday, Jan. 22

9:30 AM – 11:30 AM – CTC Lounge

Thursday, Jan. 23

2:00 PM – 4:00 PM – CTC Lounge

Friday, Jan. 24

1:30 PM – 3:30 PM – 1501 South Lounge

Go Red for Women with the American Heart Association

Get in a Walk During Lunch at the Eighth Annual Red Dress Dash

Tuesday, February 4, 2020 - noon

- You are invited to participate as your schedule allows
 - 12:00 PM Meet at Emmis Communications Lobby
40 Monument Circle
 - 12:30 PM One-lap dash around Monument Circle
 - Don't forget to wear red!

National Wear Red Day®

Friday, February 7, 2020 – 11:30 AM

- Join Inez in support of the eradication of heart disease and stroke by wearing Red on Friday, February 7
- 11:30 AM - Meet in the North Lobby of 1501 Washington for a group photo capturing IndyGo wearing red

New Employees HR Session: You Grow with IndyGo

Monday, February 3

Internal Communications participates to share the role of IndyGo Public Affairs (External Communications, Partnerships, Public Meetings, Customer Inquiries, & Internal Communications) – and updates on current projects: Red Line, Fare Structure, Local School Partnerships, Purple & Blue Line, and the Strategic Plan.



Human Resources Report-January 2020

To: Chair and Board of Directors
From: Jeffrey M. Brown, Vice President of Human Resources
Date: Feb 27th, 2020

ISSUE:

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

RECOMMENDATION:

Receive the report.

Human Resources Report

A. Recruitment and Retention Data

As previously provided, the most important initiative for Human Resources is staffing and recruiting to facilitate IndyGo's service expansion goals. To that end, 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. Human Resources offers the following information concerning its hiring and retention of employees:

- | | | |
|---|--------|---|
| 1. Total Coach Operators: | 484 | (an increase of 20 from last Months total of 464) |
| 2. Annual Coach Operator Turnover Rate: | 24.99% | |
| 3. Total Non-Coach Operators Employees: | 305 | |
| 4. Annual Non-Coach Operator Turnover Rate: | 13.08% | |
| 5. Total IndyGo Employees: | 789 | |
| 6. Annual IndyGo Employee Turnover Rate: | 20.16% | |
| 7. Current Coach Operator Trainees: | 57 | |
| 8. Pending Coach Operator Trainees: | 26 | |

Human Resources is using the above data to shape its 2020 strategic priorities and to actively develop new and creative hiring solutions to improve the recruitment and retention of employees. One creative solution Human Resources recently implemented was a hiring blitz. In early February, Human Resources held a hiring blitz in which 94 applicants were interviewed for coach operator positions. Of those 94, IndyGo extended offers of employment to 77 applicants.

B. Labor & Employee Relations

As we have previously reported, IndyGo has taken positive steps to improve labor management relationships with the Amalgamated Transit Union, Local. Currently, there are no new developments to report.

C. Human Resources News

- 1. Employ Indy CDL Career Day:** In January 2020, Human Resources attended the Employ Indy CDL Career Day. Three on-the-spot interviews were conducted, and two offers were made to applicants. In addition, Human Resources engaged
- 2. Two Hour Commitment:** In furtherance of Human Resources goal to reaffirm service, whenever an employee, applicant, retiree or member of the public calls or emails, within standard working hours, Human Resources has implemented a policy that staff shall return calls or emails within two hours or less. No exceptions. Human Resources may not have a solution in that two-hour period, but it is important that staff speak with the individual, identify the issue(s), and plot a solution.
- 3. Termination System:** Human Resources developed and implemented a fully electronic termination system whereby the archaic system of exchanging paperwork and walking it from one end of the building to the other has been eliminated. Now, the termination system is fully electronic system that avoids unnecessary delays and errors while improving efficiency.
- 4. 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.