

**Notice of Public Meeting**

Central Indiana Regional Transportation Authority (CIRTA) Board

October 12, 2021, at 9 a.m.

The Hancock County Commissioners Courtroom

111. S. American Legion Place

Greenfield, IN 46140

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| **Board Members Present:**  Bill Ehret Dan Woo  Robert Waggoner Larry Hesson  Andy Cook Jerry Bridges Mark Richards Ron Deer  Linda Sanders Don Adams  Greg Henneke | **Board Members Not Present**  Christine Altman  Cam Starnes  Andrew Klineman  Marta Moody  Nathan Messer | **CIRTA Staff Members Present**  John Seber  Jennifer Gebhard  Mohammed Khan  Sarah Troutman  Shelly King |

Board meeting was called to order at 9:08 am by B. Ehret.

**Introductions**

B. Ehret began introductions around the room and ensured a quorum was present.

***Resolution #2021-10-12-01 – Adoption of consent agenda***

J. Bridges made a motion to approve this resolution. L. Sanders seconded. No oppositions, the motion is carried.

***Resolution #2021-10-12-02 – Resolution to approve payment to Altman, Poindexter, &Wyatt invoice.***

L. Sanders made a motion to approve this resolution. J. Bridges seconded. No oppositions, the motion is carried.

***Resolution #2021-10-12-03 – Resolution to renew contract with Altman, Poindexter, and Wyatt for legal services***

L. Sanders made a motion to approve this resolution. J. Bridges seconded. No oppositions, the motion is carried.

***Resolution #2021-10-12-04 – Resolution to award and enter contract for vanpool services***

J. Seber spoke about that this was put out for bid. Enterprise was the only participant in the bidding process. Enterprise has a monopoly on van rentals in Indianapolis. Contract is for 1 year with 3 one-year extensions. Rate was raised by 2.2 percent increase; rate change will not affect CIRTA budget as the CMAQ funding will cover the increase.

J. Gebhard mentioned that it is common to only have Enterprise as the bidder because they have a monopoly in the area. The rate does not change for CIRTA because CIRTA only subsidies per person a flat rate per month with a cap

M. Richards made a motion to approve this resolution. G. Hanneke seconded. No oppositions, the motion is carried.

***Resolution #2021-10-12-05 – Resolution to approve service agreement for website support***

J, Gebhard stated that it was time to get bids on a provider for website support of both websites, CIRTA and Commuter Connect. Received two quotes, on one specifically we are currently working with the websites now. The rate is $95.00 an hour and the service are more of use it when you need it and not to exceed the contract. The other company wanted to charge a flat rate per month. The cost would have been $1,000 a month which we do not need that much activity per month. Decided to just continue with Affirm.

B. Ehret wanted to clarify Affirm was the current provider to which J. Gebhard replied to the affirmative.

B. Ehret asked how long they have been providing this service. J. Gebhard replied for a year.

L. Sanders then asked if she was happy with the service to which J. Gebhard replied yes.

L. Sanders made a motion to approve this resolution. J. Bridges seconded. No oppositions, the motion is carried.

***Guest Presentation by Joann Olson, Mark Elbert and Joe Kamper***

J. Seber and consultant SRF conducted a study overview for the Regional Transit Coordination and Technology Plan. The focus is on whether there is a way to streamline dispatching, scheduling software, fare collections and real time application of where buses are located. Everyone uses their own systems and are looking for a way to streamline systems from one county to another county. SRF will present where they are currently with the research and outreach and the next steps in the study.

Joe Kamper introduces himself to the group as the Project manager for the consultant team. Joann Olson with SRF Consultant is involved with public engagement and Mark Elbert network design.

The introduction to the study is to find the regional trends and what is limiting the capacity and organizational needs of the regional transportation providers. There is an increase in demand due to rapid population growth and aging population. There are labor shortages and longer distances between destinations and regionalization on services. The possible solutions for these areas of concern are online scheduling tools that are available to larger clients to edit trips. Increase advance reservation and to also allow reservations on shorter notice. Work in coordination with IndyGo and MPO efforts in refining technology needs and stay up to speed on technology investments and milestones made by regional providers.

There was a 20-question technology inventory survey sent out to 23 agencies. The list was given to SRF from CIRTA and County Connect. Received 13 responses from 11 agencies. From this survey the results showed most agencies operate their own dispatch services. Reservations are typically confirmed via the phone, not by email, text, push notification, etc. Most agencies use paper files to manage trip requests and store data related to operations and ridership. Electronic files are mostly stored on local computers and servers. Automatic Vehicle location software is common, but not used to its fullest potential (GIS, planning). Most contract maintenance and IT services. Most use cell phones to communicate with drivers. The high interest areas are safety and security, ride booking/reservations, scheduling reminders and customer facing apps.

The needs are for trip reservation handling, i.e., lack of electronic records, reliant on phone reminders. Dispatch management has a lack of vehicle awareness and lack of security cameras. Payment management on the on-vehicle cash handling cumbersome for drivers and administration. Service coordination of multi-county trips difficult to arrange. Payment w/multiple providers difficult to reconcile. Planning/Reporting due to lack of accessible (paper), lack analysis and visualization tools.

The potential role of CIRTA in these areas is get 2 to 3 coordinated technology proposals and establishing a funding plan. Determine CIRTA’s role in implementation and determine role in continued operation.

The milestones that have already been completed are:

October 2021: Complete identification of key issues, set technology topics, Agency technology tiers and CIRTA administrative potential roles.

October 13th: County Connect presentation

November 2021:

Receive concurrence on Needs, Goals, and Interest

Research and review available technologies to match the identified needs.

December 2021:

Identify most promising recommendations, transition to implementation.

**Executive Update *–* J. Seber**

New connector services are up and running since the 7th of September. The new service is 3 shifts, 7 days a week, which is great. Seeing more activity during the weekend and trying to get the word out to employers that this service is going during the weekends.

New GPS system will be in place next week. M. Khan has been working hard on getting the service on the shuttles. Anticipating the system will go live next week and then go public the following week. Will be able to see things real time with the QR code and are happy about it.

Completed CMAQ grant for fiscal year through 2026. Right now, the funding is through 2025. J. Seber and J. Gebhard have completed the 2022 budget. There were a few drafts, final draft has been reviewed by the finance committee. Ready to show the budget to the group. Rewriting strategic plan. Have used historical data and put in organizational charts for now and future growth. Added some study material such as age and how many people in those counties are being served.

J. Seber sent out an email last week about having a board retreat on November 16th. J. Seber stated his goal and focus of that meeting would be to discuss the budget, strategic plan and state board of accounts that is required to be completed each year. The training is about 20 minutes. J, Seber has sent out a request for a space to be used for 4 or 5 hours and G. Henneke has offered a space at Structure Point or N. Messer has mentioned using the Whitestown Municipal Complex. J. Seber is just waiting to hear back from a few people before a decision is made on where the location for the meeting will be held. Primarily will be the board, J. Seber and J. Gebhard. Meeting will be at 8-1 or 9-12. The meeting is the same day as the executive meeting would normally be held, so will be tied in with those duties. The reason J. Sebers is doing the budget at this retreat is because he was hired in so late last year that he would like for the board members to process everything before the December board meeting.

B, Ehret asked if anyone has questions about the retreat. G. Henneke replied Structure Point was a more centralized location and was willing to have the meeting there.

J. Seber replied that having the meeting at Structure Point would work and that they would plan He will also send out an email with the information about the meeting to all the board members.

**Legislative Update – R. Cockrum**

Going into a short session, and it is a non-budget year. States tracking forecast is trending towards the budget being ahead of last year. Between January and March minimal work will be done. Since it is an election cycle many are just trying not ruffle feathers. Eight to ten legislatures will be retiring, maps have been redone for the first time in 10 years so there will be a lot of changes. All 100 members of the house are up for re-election and half the senate. Meeting of the transportation committee met and has met on vehicles, licenses and how the formula favors rural areas. Specifically, how a lot of rural areas receive money disproportionately at the cost of urban centers. No solutions to this issue but is now on the radar.

**Commuter Connect Update- J. Gebhard**

Vanpool program is continuing to grow. 4 vans have been added to the program since the last board meeting. J. Gebhard stated she has never seen that occur in her time with CIRTA. Excited to see the need is still there. The vanpool program now has 25 vans. Pre-covid there were 38 vans and had gone down to 7 during the shut-down. Majority of the new vanpools are new. J. Gebhard stated that it says a lot of about the program since a lot of the pre-pandemic vans were for companies like Cummins, which now has employees working from home permanently.

Team has been busy, M. Oliver is out at an event right now, S. Troutman has been doing outreach and S. King has been picking up and filling in where she is needed. Registered 184 new commuters since the last meeting. Website traffic has picked up. Since October 5th there have been 6,560 new users compared to August 8th where there were 4,830 new users.

Getting ready for open enrollment season. Right now, there are a few employers in our area that have invited CIRTA in to sign up people. If anyone knows of any companies that are willing to let CIRTA in, please let J. Gebhard know.

G. Henneke asked where do all the van pools go? Determined by how the people who ride it want?

J. Gebhard answered with how a van pool works. J, Gebhard mentioned that the van must have anywhere from 7-15 people ride it. Everyone is a volunteer. J. Gebhard also mentioned the van must be at least 50% occupied and no paid drivers. Another requirement is the van must start or end in one of the counties the CIRTA serves. Does not have the actual numbers but while working on the CMAQ grant it was noted that all the van pools either originate in Marion County or are going to Marion County. The exciting part is that they don’t all have to work at the same company. They can take a can from Carmel, Indiana to downtown and work at different places. Completely decided by the people in the van. Outreach team will go in and get zip codes by shift from employer and analyze data and then have van pool one on one meetings. M. Oliver will then come and partner with Enterprise and sign up the people in the van pool. J. Gebhard mentioned she will send the board an updated roster after the meeting for their review.

G. Henneke asked does CIRTA pay for everything or does people pay each route?

J. Gebhard answered that no, the only thing that the CMAQ grant pays is a $50 subsidy and capped at $500 per month and that’s for a 15-passenger van.

G. Henneke asked that if he only rode 3 times a week he would pay per day?

J. Gebhard replied that no you would have a monthly fee to pay.

Car Free day was little disappointing this year. Was the first time in 6 years that it has rained on Car Free Day. Made the call the night before to cancel the outdoor events. It was hard to make the call because of how much planning went into the event. Although the events were cancelled the day was still successful. Amazing to see the partnership and competitiveness between the companies, which has never happened before this year. Starting with community partners, IndyGo decided to give free fares that day. Two of the scooter companies decided to give free rides for the day as well as Pacer’s bike share. Was able to garner media support. There were articles in the IndyStar and IBJ. The IBJ had a quote from J. Seber about the event as well. During the competition its was American Structure Point and HNTB neck and neck. HNTB ended up winning with 20% of their workforce signed up for Car Free Day. Ended up taking the pizza that had been donated and had a little party at HNTB, also sent out Starbuck gift cards to the ones that had signed up.

**Mobility Management Update- M. Khan**

M. Khan has looked at the numbers and ridership is still high in Plainfield. Anticipating ridership will continue to climb due to increased hiring for the busy season. Shuttles have been doing well, appreciates S. King answering all the phone calls due to the changes in times and routes. M. Khan was expecting the issues to be worse but all in all everything has run well.

M. Khan received an email the night before stating that the GPS will be ready for by Wednesday. The system will be tested by M. Khan and others for a week and will go live for riders after that is completed. Once fully going shuttles can be tracked in real time by CIRTA and riders.

Printed out new signs that should be completed by next week. The signs are more colorful, reflective, and artistic. The signs should be easier to see, M. Khan then showed examples of the new signs to the board.

B. Ehret replied they very nice.

J. Seber stated they are reflective so they will stand out at night.

M. Khan also stated that some changes for Plainfield have been made. M. Khan spoke with Plainfield EID about removing and moving some stops. This was done after M. Khan spoke to riders who had some stops that were far from the warehouses entrances or having to cross dangerous intersections. M. Khan stated that if riders were happy then the team is happy.

R. Deer asked if the shuttles hook up with any IndyGo routes.

M. Khan stated that they do indeed meet up.

R. Deer asked if any of the routes that shuttles that meet the bus have changed due to IndyGo busses that have had their routes cancelled.

M. Khan stated that only the Rt. 86 bus was changed. The bus now comes every hour instead of every half hour. The Plainfield IndyGo bus 8 is running the same schedule.

R, Deer clarified that due to the changes people are having to go earlier to get to work on time.

M. Khan replied that in some cases yes, but we don’t have any data to show how many people have been affected.

R. Deer asked how the IndyGo changes have affected the shuttle.

M. Khan stated that not much because the only bus that affects us is Rt. 86 because it now comes hourly and not every 30 minutes. As far as the Plainfield route the bus 8 is running the same schedule. As far as ridership the numbers are the same as they were before the changes.

J. Gebhard stated historically most riders take the Rt. 37 bus and not the Rt. 86 bus.

M. Khan stated that Rt. 8 bus comes when the Plainfield shuttle leaves.

**Adjournment**

*Motion to adjourn meeting by J. Bridges and seconded by L. Hesson at 10:39 am. All in attendance agrees.*

The Next Regularly Scheduled Meeting:

**December 14, 2021, at 9 a.m., TBD, Anderson, IN**