



*Indianapolis
Public
Transportation
Corporation*

Public Board Meeting

on

Thursday, February 23, 2012

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA –FEBRUARY 23, 2012

New Business

ACTION ITEMS

- A1** **Consideration of Approval of Minutes from Board Meeting held on January 26, 2012 – Danny Crenshaw**
- A2** **Consideration of Election of Board Officers – Danny Crenshaw**
- A3** **Consideration of Vendor Selection and Award of Contract for Facility Cleaning Supplies - Trevor Ocock and Michael Reynolds**

Old Business

INFORMATION ITEMS

- I1** **Consideration of Receipt of the Finance Report for January 2012 – Gina Coleman**
- I2** **Consideration of Receipt of Operations Report for January 2012– Trevor Ocock**
- I3** **Consideration of Receipt of Business Development Report for January 2012 – Samantha Cross**
- I4** **Report on Coordinated Public Transportation for Human Service – Roscoe Brown**
- I5** **CEO Update (includes HR report) – Mike Terry**

Executive Session Prior to Board Meeting
[Per IC 5-14-1.5.6.1(b) (2) (A) and (B) & IC 5-14-1.5.6.1 (b) (9)]

Our next Board Meeting will be Thursday, March 22, 2012

TO: Board of Directors
FROM: Janice E. Kreuzer, General Counsel

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting that was held on Thursday, January 26, 2012.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Janice E. Kreuzer
General Counsel

Attachment

TO: Board of Directors
FROM: Danny Crenshaw, Chair

BOARD OFFICER ELECTIONS

Background: On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair and Secretary/Treasurer. These elections will serve for the calendar year 2012.

The nominations for Officers are as follows:

OFFICERS

Chair	Danny Crenshaw
Vice-Chair	Alan Rowland
Secretary/Treasurer	Juan Gonzalez

Recommendation: Conduct the elections for Board officers.

Danny Crenshaw, Chair
IndyGo Board of Directors

TO: Chair and Board of Directors

FROM: Trevor Ocock, Vice President / Chief Operating Officer
Michael Reynolds, Procurement Director

SUBJECT: IFB 12-01-100 Facility Cleaning Supplies

BACKGROUND:

With over eight acres of space under one roof and over 145 buses to clean, IPTC's annual consumption of cleaning supplies includes approximately 47 lines of supplies with a sum total of over 5000 individual package items. IPTC prefers to use one vendor for these supplies and competitively solicited a three year contract in 2009 and awarded that contract to HP Products. That contract expires in May so for IPTC to be in full FTA compliance, IPTC has offered the contract for competitive bidding.

PROCUREMENT PROCESS:

On January 23, 2012 IPTC released IFB 12-01-100 with an email sent to all IPTC registered vendors. In addition to the email blast, IPTC advertised the bid opportunity in La Voz on January 23, 2012, The Indianapolis Star and The Indianapolis Business Journal on January 23rd and 27th and The Indianapolis Recorder on January 26, 2012.

A Pre-Bid meeting was held on January 30th with five people representing five different suppliers in attendance. IPTC received 28 questions in response to the IFB and issued three addendums to answer those questions. IPTC delayed the due date for the bids from February 10, 2012 to February 13th to allow time for bidders to make adjustments based on our last answers posted.

On the due date, IPTC received eight bids, with three that were responsive and responsible. Upon review, it was discovered that IPTC had unit of measure errors on four product lines. IPTC contacted the three responsive and responsible bidders and provided the opportunity to resubmit based on corrected quantities. The resubmitted bids did not change the order of finish. Clarification in the case of bid mistakes is acceptable to the FTA and consistent with IPTC past practices. The total amount for three years, plus two option years was evaluated, with bids ranging from \$152,848 to \$172,224. The incumbent, HP Products was the lowest bidder.

<u>Supplier:</u>	<u>Buckeye Int.</u>	<u>Acorn Dist.</u>	<u>HP Products</u>
2012 & 2013	\$62,996	\$61,036	\$58,973
2014	\$34,648	\$32,044	\$30,371
2015 (Option Yr)	\$36,380	\$33,646	\$31,282
2016 (Option Yr)	<u>\$38,199</u>	<u>\$35,328</u>	<u>\$32,220</u>
FIVE YEAR TOTAL	\$172,224	\$162,056	\$152,848

FUNDING: Cleaning Supplies are funded by the operational budget.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, authorize the President / CEO to enter a three year contract with two (2) one (1) year options with HP Products with a five year total amount not to exceed \$152,848.

Trevor Ocock
Vice President / Chief Operating Officer

Michael Reynolds
Director of Procurement

To: Chair and Board of Directors
From: Wayne Oteham, VP/CFO/Controller

FINANCIAL REPORT –JANUARY 2012

Notes to the Comparative Statement of Activities – General Fund For the Month Ended January 31, 2012

REVENUE

Passenger Service Revenue Passenger service revenue is twenty-four percent in excess of the budgeted amount. This is consistent with an increase in ridership of nineteen percent. The increase is attributed to great weather conditions for 2012 and increased ridership downtown in support of the events leading up to the super bowl.

PMTF Revenue for the Public Mass Transportation Fund is recorded based on the actual award. The annual award for 2012 is \$10,573,121.

Property & Excise Tax The budget estimate is based on the property tax levy approved by the City-County Council. The actual amount is recognized ratably over the course of the year with corrections to actual receipts in June and December as distributions are made.

FTA Assistance Federal assistance consists of proceeds from grants that partially reimburse IPTC for expenditures for preventive maintenance, para-transit services and activities to promote public transit. The budgeted amount reflects anticipated revenue based on an analysis of spending trends for those expense items that qualify for partial reimbursement. For January, expenses for maintenance materials were under budget by approximately \$100,000. There was a corresponding decrease in the preventative maintenance reimbursement by approximately \$80,000.

EXPENSES

Personal Services The overtime rate for this period is 9% with 320 full time professional coach operators; compared to 9% and 327 full-time professional coach operators for the same reporting period last year. Currently there are no students in training.

Claims Claims expenses for the month include one large auto liability claim that was settled and paid. The number or volume of tort liability claims continues to run above prior experience as well as payments for worker's compensation medical claims.

Fuel and Lubricants Diesel fuel inventory used in this reporting period: 134,302 gallons at an average cost of \$3.15 per gallon. For the year, fuel was on budget.

Maintenance Materials Maintenance materials expense was \$100,737 under budget for the month. The actual amount consumed represents parts issued from work order requisitions.

Services Services for the month are five percent under budget. This is a timing difference that we expect to approximate the budget amount over the course of the year.

Bottom Line Year to date there is a favorable variance approximating \$300,000. We are hopeful that the ridership numbers will remain strong over the coming months.

Wayne Oteham
Vice President/Chief Financial Officer

Gina Coleman
Director of Accounting

OPERATIONS DIVISION REPORT JANUARY 2012
2-23-12
Item No. 1 – 2

TO: Chair and Board of Directors

FROM: Trevor Ocock
VP/Chief Operating Officer

**CONSIDERATION OF OPERATIONS DIVISION REPORT FOR
JANUARY 2012**

ISSUE: A report of IndyGo Operations Division will be
presented at the board meeting.

RECOMMENDATION: Receive the report.

Trevor Ocock
VP/Chief Operating Officer

Attachments

Contributing Staff includes:

Juan Battle, Director of Operations

Victoria Learn, Director of Maintenance

Mark Emmons, Interim Director of Safety, Training &
Security

Mike Birch, Director of Human Resources

Paula Haskin, Director of Flexible and Contracted Services

Karin Gray, Operations Data Analyst



OPERATIONS DIVISION REPORT

JANUARY 2012

Employee Recognition

Commendations

- A salute goes out to the following employees for their extraordinary customer service: Michael Detienne, Michael Melvin, Melvin Wright, Jerry Johnson, Roy Dishno, Andy Carpenter, Derek Radford, Janelle Smith, Ethel Stockdale, Vanessa Plunkett, Ron Carlton, Michael Waire, Elliott Beavers, Algie Smith, Beth Rodenbeck, Toni Anderson, Sheddrick Pittman and Ray Wright.

- The Employees of the Month for January are:
 - Professional Coach Operator Tenisha Baine – Fixed Route, Training and Scheduling category
 - Facilities Maintenance employee Rick Reed - Maintenance, Procurement and Finance category

- The following operators are commended for receiving Safe Driver awards:
 - James Wilson – 24 years
 - Michael Brown – 17 years
 - Edgar Birdsong – 13 years
 - Dorothy Alexander – 9 years
 - Carrie Stephens – 3 years

Flexible & Contracted Services

- A self-certification process was put into place in March 2010 for customers who have conditions that are deemed permanent. Self-certification eliminates the need for subsequent in-person assessments at the IndyGo offices, which is time consuming for customers and increases the cost of transportation. Since the inception of this program, 693 customers have been approved for self-certification. On average 40 customers per month are approved, which is approximately 37% of all applicants. This policy has contributed to a cost avoidance of approximately \$97,000 since March 2010.

- Congratulations go out to the entire Flexible Services department and operators. Because of the Super Bowl and a Congestion Mitigation Air Quality grant (CMAQ) which provided free rides on IndyGo's Fixed Route and Paratransit services from February 2-5, IndyGo's Open Door Paratransit services experienced an increase in ridership of approximately 6%. This team was well prepared for the congestion in the downtown area when picking up and dropping off passengers and was still able to maintain an impressive 98% on time performance.

Fixed Route Services

- Interviews were conducted by Director of Operations Juan Battle and Transportation Manager Dwight Benjamin for the vacant position of Transportation Supervisor. There were six internal candidates that applied for this position. Fixed Route Operator Lynn Cooper was selected for promotion to Transportation Supervisor. Mr. Cooper brings to the team previous transportation supervisory experience as a former transportation supervisor at Citi-Link in Ft. Wayne Indiana. Congratulations to Supervisor Cooper on his promotion!
- The Transportation Department conducted the Operator Run Selection or pick process in the month of January. The Fixed Route Operators selected runs for the Spring Booking that becomes effective the second Sunday in February and lasts until the second Sunday in June. This pick process is based on seniority and takes approximately two weeks to complete.

The Transportation Department is actively involved with the following departments & projects

- Human Resources with staffing levels and wellness initiatives
- Finance with ADP payroll implementation as well as department budget reviews and managing overtime
- I.T. with technology projects, software and hardware maintenance
- Procurement with ARRA projects, ongoing service contracts and maintenance agreements

- IndyGo staff continues to participate in special events planning meetings with members of law enforcement and other city, state and private agencies to discuss safety issues as well as traffic patterns, detours and construction that may affect IndyGo routes and customers. Several members of staff are also members of the Super Bowl Transportation Committee that started meeting last November and December in preparation for the 2012 Super Bowl scheduled to be held in Indianapolis in February 2012.

Vehicle and Facility Maintenance

- Vehicle maintenance started a new preventative maintenance oil sampling program in January. In the past, oil sampling was provided by the supplier of the product. The new program sends all vehicle oil samples into an independent laboratory for sampling. The program includes expert analysis from an oil engineer, computer database tracking, electronic reports and most importantly, an independent analysis of the oil being used by IndyGo.



Source: <http://www.jglubricantservices.com>

- The Phase II facility project continues. Parsons Brinkerhoff has provided 100% of the architectural plans. The Invitation for Bid has been posted to the web site. As previously discussed, this project is a continuation of the facility rehabilitation (Phase I) of the lighting systems and the Heating, Ventilation and Air Conditioning (HVAC) systems completed in 2010.

Safety, Security and Operations Training

- IndyGo participated in a TSA Homeland Security K-9 training session at our facility. We were used as a facility to help the local K-9 team finish certification training on 4 K-9 dogs and handlers.
- “Reasonable Suspicion” Drug and Alcohol training was conducted for managers and supervisors on January 4th.
- The Fixed Route Super Bowl service training for coach operators was developed and implemented by training staff. From January 9th through January 27th, training was offered multiple times daily during day and evening hours. In all, 286 coach operators along with other IndyGo staff received this helpful training.
- Safety vests were issued to all supervisors and staff to work with fixed route operations in conjunction with the Super Bowl service changes. An IPTC policy will be implemented on February 17th to require all employees working in or around traffic to wear a safety vest.

- On January 20th the training department hosted and presented IndyGo's self defense policy and program for coach operators to various divisions of the Indianapolis Metropolitan Police Department. Training staff also provided an overview of the intricacies of operating a fixed route coach. Staff continues to work with IMPD to increase safety and security throughout the entire transit system.
- The Safety Department has completed the first phase of the "Slips, Trips, and Falls" campaign by installing interior signage on the entire fleet. The next phase is installing the anti-slip materials on the floors of the fixed route coaches.
- IPTC coordinated the Marathon Brake Systems class for the Vehicle Maintenance staff. The class focused on preventative maintenance of slack adjusters. This will help IndyGo in maintaining the braking systems on its fixed route fleet.
- Training staff completed operator training class 1103 and was able to graduate 26 new professional coach operators.
- Training staff completed in-service and refresher training for 3 employees that have returned to work from extended leaves.



Service Delivery Performance

Preventable Accidents

- For Fixed Route, there were thirteen preventable accidents in January, which is unchanged from December and down three from January 2011.
- In Flexible Services, there were three preventable accidents in January, which is up one from December and up one from January 2011.

Complaints

- The number of complaints in Fixed Route decreased to 266 complaints in January (or 33 per 100,000 passenger boardings). This is down one per 100,000 boardings from December.
- The number of complaints in Flexible Services decreased to 57 complaints in January (or 3 per 1,000 passenger boardings). The complaints per 1,000 passenger boardings is unchanged from December.

On-Time Performance

- On-time performance for January is 74% for Fixed Route service, as measured by CAD/AVL data based on over 250,000 time point crossings. Flexible Services on-time performance for January was 97%.
- A Flexible Services bus is considered on time when the customer is picked up within their 30-minute “window”. There were no service denials, and the department continues to provide service above the legal requirement.

BUSINESS DEVELOPMENT REPORT JANUARY 2012

2-23-12

Item No. 1 – 3

TO: Chair and Board of Directors

FROM: Samantha Cross
Director of Business Development

CONSIDERATION OF BUSINESS DEVELOPMENT REPORT JANUARY 2012

ISSUE: A report of IndyGo Business Development will be presented at the board meeting.

RECOMMENDATION: Receive the report.

Samantha Cross
Director of Business Development

Attachments

Contributing Staff includes:

Annette Darrow, Planning & Scheduling Manager

Bryan Luellen, Business Development Coordinator

Jessica Mitchell, Manager of Communications

Roscoe Brown, Director Coordinated Transportation Programs



BUSINESS DEVELOPMENT REPORT

JANUARY 2012

January Fixed Route Ridership

Current Month			IndyGo	Year to Date		
Jan-11	Jan-12	% Change	Fixed Route Ridership	2011	2012	% Change
17,094	19,157	12.1%	2 E. 34th St.	17,094	19,157	12.1%
26,325	29,648	12.6%	3 Michigan St.	26,325	29,648	12.6%
16,461	21,195	28.8%	4 Fort Harrison	16,461	21,195	28.8%
29,238	33,488	14.5%	5 E. 25th/N.Harding	29,238	33,488	14.5%
92,670	112,039	20.9%	8 Washington St.	92,670	112,039	20.9%
77,553	97,671	25.9%	10 10th St.	77,553	97,671	25.9%
5,412	5,998	10.8%	11 E. 16th St.	5,412	5,998	10.8%
3,975	3,743	-5.8%	12 Minnesota	3,975	3,743	-5.8%
2,574	3,453	34.1%	13 Raymond	2,574	3,453	34.1%
7,001	8,931	27.6%	14 Prospect	7,001	8,931	27.6%
20,603	22,379	8.6%	15 Riverside	20,603	22,379	8.6%
9,399	12,267	30.5%	16 Beech Grove	9,399	12,267	30.5%
24,220	28,620	18.2%	17 College	24,220	28,620	18.2%
16,704	19,205	15.0%	18 Nora	16,704	19,205	15.0%
25,815	29,447	14.1%	19 Castleton	25,815	29,447	14.1%
13,001	16,550	27.3%	21 East 21st St.	13,001	16,550	27.3%
7,246	10,073	39.0%	22 Shelby	7,246	10,073	39.0%
8,698	9,690	11.4%	24 Mars Hill	8,698	9,690	11.4%
14,311	16,202	13.2%	25 W. 16th St.	14,311	16,202	13.2%
11,752	15,702	33.6%	26 Keystone	11,752	15,702	33.6%
15,576	19,447	24.9%	28 St. Vincent	15,576	19,447	24.9%
7,763	9,270	19.4%	30 30th St.	7,763	9,270	19.4%
20,113	28,228	40.3%	31 Greenwood	20,113	28,228	40.3%
18,647	22,925	22.9%	34 Michigan Rd.	18,647	22,925	22.9%
36,281	40,653	12.1%	37 Park 100	36,281	40,653	12.1%
35,416	40,407	14.1%	38 Lafayette Square	35,416	40,407	14.1%
94,196	107,622	14.3%	39 E. 38th St.	94,196	107,622	14.3%
11,509	10,062	-12.6%	50 Red Line	11,509	10,062	-12.6%
3,468	4,402	26.9%	55 English	3,468	4,402	26.9%
5,079	8,175	61.0%	87 Eastside Circulator	5,079	8,175	61.0%
116	1,022	781.0%	Others	116	1,022	781.0%
678,216	807,671	19.1%	Total	678,216	807,671	19.1%

Green Line Ridership

2,707	2,115	-21.9%	205 Airport Express	2,707	2,115	-21.9%
-------	-------	--------	----------------------------	-------	-------	--------

S-Pass Ridership

37,557	58,206	55.0%	31 Day S-Pass	37,557	58,206	55.0%
--------	--------	-------	----------------------	--------	--------	-------

Flexible Services Ridership

7,411	14,154	91.0%	Open Door Riders on Fixed Route	7,411	14,154	91.0%
21,041	21,924	4.2%	Open Door	21,041	21,924	4.2%
574	592	3.1%	Open Door Taxi Vouchers	574	592	3.1%
4	6	50.0%	Late Night Flex Taxi Vouchers	4	6	50.0%

Ridership at a glance – Fixed Route

MONTH	09 Rides	% from 08	10 Rides	% from 09	11 Rides	% from 10	12 Rides	% from 11
JANUARY	605,922	-15.80%	627,670	5.90%	678,216	8.10%	807,671	19.10%

Flexible Services

Month - 2012	OD rides	% from 10	OD on FR	OD V Used	LN V used
JANUARY	21,924	4.20%	14,154	592	6

Super Bowl 2012 – Indianapolis

The Business Development Team, along with Operations, has been working over the past couple of months on Super Bowl preparation – THANK YOU ALL!

Several members of the IndyGo team have served on various Super Bowl local organizing committees. This coordination allowed for IndyGo to plan detailed downtown detours as well as free rides Feb. 2 – 5 (CMAQ grant). The following is a list of some of the prep:

- Planned detours for all IndyGo services. Fixed Route will use Ohio Street and Open Door will use Maryland by the Convention Center
- BD produced an operator guide with route by route details including maps with turns for the detours slated January
- Special downtown signage for stops and shelters designed and installed

- Website pages dedicated to Super Bowl details
- Paid advertising 1/16 – 2/5
- Several press releases
- Rack cards with detour info and updated Green Line rack cards
- Customer Service Center completed Super Service training

On February 8, IndyGo issued a press release with stats, highlights include:

- 39% increase in ridership Jan. 27 – 5
- 141,000 rides on free rides days Feb 2 – 5
- 75,255 web site visits in 10 days – 307% increase
- 19,713 calls in 10 days – 53% increase

Communications

Press Releases

IndyGo distributed six press releases since the last board report, which were issued in January & February 2012.

- February 9: IndyGo Announces Slight Service Changes effective Sunday, February 12, 2012
- February 8: IndyGo Super Bowl 2012 Recap - IndyGo Ridership Exceeds Expectations
- February 6: IndyGo Announces Slight Service Changes for Sunday, February 12, 2012
- January 31: Public Transportation during Super Bowl 2012 – IndyGo Ridership Experiences Dramatic Spikes
- January 25: IndyGo 2011 Year in Review
- January 20: Prepare for Possible IndyGo Delays when Snow Hits

Media Coverage

Date	Headline	Reporter	Outlet	Topic
02/13/12	Peekaboo public transit	David Hoppe	NUVO	Mass Transit
02/12/12	Mass transit referendum becomes a casualty of politics	Erika Smith	Indy Star	Mass Transit

02/09/12	National Call-In day to Oppose HR7 – House Transpo Bill	Curt Ailes	Urban Indy	HR7
02/09/12	IndyGo Touts Super Bowl Spike	Staff	Inside IN Bus	Super Bowl Ridership
02/09/12	This is where civic pride is recycled	Erika Smith	Indy Star	PUPstop
02/08/12	IndyGo ridership way up during Super Bowl festivities	Staff	IBJ	Super Bowl Ridership
02/08/12	Nonprofit is the recycler of the city's history	Erika Smith	Indy Star	PUPstop
02/08/12	IndyGo ridership way up during Super Bowl festivities	Staff	IBJ	Super Bowl – Free Rides
02/07/12	Free fares fill city buses with Super Bowl 2012 fans	John Tuohy	Indy Star	Super Bowl Ridership
02/06/12	IndyGo ridership spikes during Super Bowl	Curt Ailes	Urban Indy	Super Bowl
02/06/12	Forty Under 40: Class of 2012	Marc and Martha Allen	IBJ	Konesco & Irwin
02/03/12	Did Transit even have a chance?	Curt Ailes	Urban Indy	Mass Transit
02/02/12	Mass transit: Delay or denial	Abdul-Hakim Shabazz	NUVO	Mass Transit
01/31/12	Move past this bump in the road	Editorial	Indy Star	Mass Transit
01/31/12	Mass transit stalls in another attempt	Staff	Indy Star	Mass Transit
01/31/12	IndyGo riders increase almost 30 percent	Amy Bartner	Indy Star	Ridership Increase
01/31/12	IndyGo Reports Spoke in Ridership, Web Visits	Staff	Inside IN Business	Super Bowl
01/31/12	A Car-Free guide to Indianapolis	Curt Ailes	Urban Indy	Super Bowl
01/30/12	A Cheap Way to Visit Super Bowl Village	Bob Burchfield	AroundIndy.com, LLC	Super Bowl – Free Rides
01/26/12	Lawmaker willing to compromise on transit bill	Chris Sikich	Indy Star	Mass Transit

01/26/12	Transit bill dies in Indiana House committee	Chris Sikich	Indy Star	HB 1073
01/26/12	City closing 2,000 parking meters for Super Bowl events	Cory Schouten	IBJ	Super Bowl – Free Rides
01/25/12	We could Solve this thing over Dinner	Curt Ailes	Urban Indy	Mass Transit
01/25/12	'Right to work' rift threatens transit bill	Chris Sikich	Indy Star	HB 1073
01/22/12	Fears about Super Bowl traffic may help get folks out of their cars	Erika Smith	Indy Star	Super Bowl
01/20/12	Mass transit plan faces likely defeat, bill sponsor says	J. K. Wall	IBJ	HB 1073
01/19/12	Buses-N-Beers	Kevin Kastner	Urban Indy	Route Information
01/19/12	Girl, in Transit: First day, carless	Ashley Kimmel	NUVO	Transit Primary Trans. Mode
01/18/12	Indy bus line offers free fares over Super Bowl	Associated Press	WNDU 16 South Bend IN	Super Bowl – Free Rides
01/18/12	Bizarre News Headlines – Super Bowl Buses	Staff	WMTV 15 Madison WI	Super Bowl – Free Rides
01/17/12	Six Cubs Avoid Arbitration	Staff and wire reports	Post Tribune	Super Bowl – Free Rides
01/17/12	Indianapolis bus line offering free fares over 4 days ending with Super Bowl Sunday	Associated Press	Daily Journal	Super Bowl – Free Rides
01/17/12	Ask the Expert - How do I deal with an aging workforce?	Vicki Learn	BUSRide Magazine	Aging Workforce
01/16/12	Downtown driving gets challenging this week	Bill McCleery	Indianapolis Star	Super Bowl

Community Coverage

Based on relevancy, IndyGo submits topic/stories to a variety of city-based organizations for possible inclusion in their electronic newsletters. As a result, IndyGo submitted the following community coverage for February:

- **IndyGo Super Bowl 2012 Recap**
- **IndyGo Service Update**
- **IndyGo Travel Training**

The above articles were submitted to the following organizations for their February/March newsletters:

- **City of Indianapolis**
- **CIRTA**
- **INDYCOG**
- **Indianapolis Downtown, Inc.**
- **La Voz**
- **Somos**
- **SustainIndy**
- **TeMPO**

Interviews and Outreach

01/19/12 – IndyGo Super Bowl information – Jennie Runevitch/WTHR 13
01/23/12 – IndyGo Super Bowl information – Afternoons with Amos Brown/WTLC AM1310
01/24/12 – IndyGo Super Bowl information – Paul Mendenhall/WTTS FM 92.3
02/03/12 – IndyGo Super Bowl information – Myrt Price/WRTV 6
02/06/12 – IndyGo ridership results – Mary Milz/WTHR 13
02/07/12 – IndyGo ridership results – John Tuohy/Indianapolis Star
02/10/12 – Mass Transit referendum – Erika Smith/Indianapolis Star

Communications

Released February eNews on January 31, 2012
Released February Employee Newsletter on January 30, 2012
Released February service alert cards for on-board posting in ad board
Released Super Bowl alert cards for on-board posting in ad board
Released three rack cards for Super Bowl - General information (in English & in Spanish) and Green Line Downtown/Airport Express information.

eNews Statistics:

	January 2012 Previous Month	February 2012 Current Month	% Change from previous month	Year-to- Date Growth
Recipients Mailed	6711	6690	-0.31%	-0.31%
Received	6555	6529	-0.40%	-0.40%
Opened	916	1023	11.68%	11.68%
Unique Clicks	179	181	1.12%	1.12%
Unsubscribed	19	12	36.84%	-36.84%
Forwards	144	111	22.92%	-22.92%

Social Networking

	January 2012 Previous Month	February 2012 Current Month	% Change from previous month	Year-to- Date Growth
Facebook Fans	828	916	10.63%	10.63%
Twitter Followers	660	798	20.91%	20.91%

Marketing, Advertising and Events

Monthly Advertising

January – Super Bowl Messaging

- Fox
- WIBC radio and web
- WTTS
- WFYI
- WTLC am and fm
- Billboards – how to ride video
- ICVA online
- Facebook

Statistics

Web Site – www.IndyGo.net

Month	2004	2005	2006	2007	2008	2009	2010	2011	2012
January	na	10,009	13,097	15,988	22,521	26,508	30,405	44,813	85,671

Call Center

Month - 12	# of Calls	# Calls Answered	Answer %
January	52,879	49,218	93.08%

Customer Comments

Month	2006	2007	2008	2009	2010	2011	2012
January	268	374	410	279	282	338	551

January meetings/events

- 1/5/12 – Multimodal planning at Butler University
- 1/6/12 – Transit Coalition meeting
- 1/9/12 – Met with CIRT A and MPO regarding transit marketing/communications
- 1/10/12 – Met with Covering Kids and Families – Health and Hospital
- 1/10/12 – Met with LISC
- 1/11/12 – Mayor’s Diversity Luncheon

- 1/11/12 – Met with Indy Film Fest
- 1/13/12 – New council presentation – Chamber event
- 1/17/12 – Met with Indiana State Museum
- 1/18/12 – Health Line BRT presentation
- 1/18/12 – ICVA Annual Meeting
- 1/18/12 – MAC meeting
- 1/20/12 – Transit Coalition Meeting

February meetings/events

- 2/2/12—Hosted 1st Annual Employee Financial Wellness Fair
- 2/7/12 – Alternative Analysis Sub Recipient Meeting with MPO
- 2/8/12 – IRTC meeting
- 2/9/12 – Met with CIRT A regarding JARC circulators
- 2/15/12 – Met with Office of Code Enforcement and Develop Indy

Upcoming meetings/events

- 3/9/12 – Hosting Travel Training session

Transit Advertising Update:

- Total 2011 Revenue -- \$481,540
- Total Clear Channel Outdoor -- \$408,540; \$65,000 billboard
- Clear Channel Outdoor guarantee -- \$260,000
- Additional revenue -- \$73,000 from Allison Transmission

Google Transit:

IndyGo's website now has a quick trip planner powered by Google on each page. This has taken a couple of years to coordinate, but this trip planner is very user friendly and more intuitive.

Adopt-A-Stop Program Update

No new adoptions

Promotions/Giveaways

2/10/12	Employee Giveaway	4 Tickets to Indianapolis Symphony Orchestra
---------	-------------------	--

Planning & Scheduling

Scheduling

- Staff completed work on the February 2012 Operator Pick. We have made timing adjustments to Routes 25, 28 & 34 to improve on-time performance. Operator "picking" took place in January and all is ready to go for the February 12 changes.
- Much work was completed in preparation for the Super Bowl. Routes began detours January 27-February 5. Almost all routes in the downtown area were on detour. In order to make this as seamless as possible for operators and customers, the scheduling group redid the schedules for the week. Times did not change, but some timepoints and routings did change. By adjusting the data in the scheduling software, we were able to have accurate trip data for the operators, trip planner, and Google. The data was also pushed out to our CAD/AVL system. The only place that did not have 100% correct data was the printed schedules which would be normal for detours. There was also information posted in all the downtown shelters to help guide folks. Overall the changes were a success. We still had to contend with traffic like everyone else, but for most of the day things ran smoothly.

Planning

Projects not funded by IndyGo

- Cultural Trail – Stops on Washington Street opened in December and one shelter site on Virginia Ave has been installed. The rest of the shelters on Washington, Virginia, and Massachusetts will be installed in the spring when the weather improves.
- The solar shelter provided by the Office of Sustainability was installed in January at the City County Building stop.
- Wishard Hospital – 2013
- Wishard Health Clinic -2013

TO: Chair and Board of Directors

FROM: Roscoe Brown
Director of Coordinated Transportation Programs

**CONSIDERATION OF JARC / NEW FREEDOM GRANT PROGRAM AND COORDINATED
TRANSPORTATION UPDATE REPORT**

Recommendation: Receive the report

Roscoe S. Brown Jr.
Director of Coordinated Transportation Programs

Attachments

Federal Transit Administration

Job Access and Reverse Commute (JARC) and New Freedom Programs

IPTC continues to serve in the role as the designated recipient of Federal Transit Administration (FTA) Job Access and Reverse Commute (JARC) and New Freedom program funding for the Indianapolis Urban Area. IPTC was selected in 2007 by the Governor and the Indiana Department of Transportation (INDOT) to be the direct recipient of these FTA funds.

As the designated recipient, IPTC is charged with grant funds disbursement, administration, technical assistance, monitoring and evaluation, federal reporting, and grant closeouts.

Program Highlights:

- Job Access and Reverse Commute (JARC) Program
Funding to support employment related transportation services for low income individuals and welfare recipients.
- New Freedom Program
Funding support for transportation service options for individuals with disabilities, beyond ADA requirements.
- Projects must be derived from the Indianapolis Coordinated Public Transit Human Services Transportation Plan (2009).
- Both federal programs require a 50/50 match (operating) and 80/20 match (capital)

Eligible Entities:

- Public transportation provider (including private operators)
- Authorized unit of local government (PTC, RTA, Regional Planning Commission, etc.)
- Private not-for-profit

Program Federal Funding to Date - \$3,900,000:

- Total funding disbursed and/or awarded for JARC to date is \$2.3 million
- Total funding disbursed and/or awarded for New Freedom is \$1.6 million

JARC and New Freedom funding to date has supported 26 community transportation projects administered by 11 grantees (sub recipients) from around the Indianapolis Metropolitan Planning Area (MPA). Grantees have included:

- Central Indiana Council on Aging (CICOA) Aging and In Home Solutions
- Families First of Central Indiana (formerly Family Service of Central Indiana)
- Access Johnson County Public Transit
- John H. Boner Community Center
- BOSMA Enterprises (formerly BOSMA Industries for the Blind)

- accessABILITY Center for Independent Living (formerly Indianapolis Residential Center for Independent Living- IRCIL)
- Pathway Resource Center
- Indianapolis Public Transportation Corporation
- Exodus Refugee Immigration, Inc.
- Central Indiana Regional Transit Authority (CIRTA)
- Catholic Charities Inc.

JARC and New Freedom Activity Summary:

To date JARC and New Freedom funding has leveraged an additional \$3,309,895 in local match and the total combined funding (\$7,209,895) which has supported transportation and transportation related projects resulting in:

- Acquisition of five (5) accessible buses and vans by various grant recipients who have provided 18,761 employment related transportation trips to 4,445 low income individuals and persons with disabilities. These services have provided access to 44 employment sites in and around the Indianapolis community. Services from these projects (e.g. BOSMA Enterprises, and Exodus Refugee Immigrations and Catholic Charities) are primarily benefiting individuals who are blind or who have impaired vision, and low income refugee immigrants newly relocating to the United States and the Indianapolis community.
- Assisting in the acquisition and installation of Intelligent Transportation System (ITS) technology, positively impacting the service delivery of the IndyGo Fixed Route and paratransit (Open Door) services. As a result of this technology, individuals with disabilities are better able to access IndyGo services and receive more positive riding experiences due to automatic voice enunciators, providing stop and orientation announcements and bus arrivals, and amber head signs for better bus identification. New paratransit scheduling and dispatch software along with vehicle mobile data terminals (MDT's) and the CAD/AVL have resulted in Open Door services achieving and maintaining 97% on-time service delivery.
- Facilitating the administration of a family car loan program that provided loan assistance for 60 low income individuals and families in the Central Indiana region. As a result of Families First of Central Indiana's car repair or used car purchase assistance, 127 individuals now have access to employment at area worksites.
- Allowing the John Boner Community Center to implement a neighborhood employment circulator bus service that provided access to 11 neighborhood employment sites and connection to several IndyGo fixed routes. During its operation the NEO circulator provided near eastside Indianapolis residents 5,964 passenger trips in employment transportation support.

- Implementation of new and expanded service in Johnson County. As a result, Access Johnson County Public Transit has been able to provide 22,920 trips to 5,079 low income and disabled individuals (including cross county trips into Marion County and connections with the IndyGo fixed route system).
- Distribution of 35, 831 vouchers to individuals with disabilities for same day transportation services. IndyGo distributed 26,466 of those vouchers to eligible Open Door riders for use with local taxi services. CICOA distributed 9,365 vouchers to individuals with disabilities with the majority using the vouchers for cross county travel. 17 transportation providers have registered with CICOA to provide transportation within the eight (8) county regions.
- Current JARC funds and JARC resources from previously earmarked grants awarded to IndyGo continue to support the extension of the Route 8 service to the new airport terminal. JARC funding support of this 7 ½ mile extension of the Route 8 to the midfield terminal is critical in maintaining access to the nearly 12,000 jobs in the terminal and airport area. With the support of JARC funding, the cost savings to IndyGo is \$490,000 annually. As a result of the JARC supported extension, a total of 517,470 trips have been provided in the airport area by the Route 8 since the relocation of the terminal in November of 2008.

Program Administration and Monitoring:

Staff reports to the President and CEO and works in coordination primarily with the IPTC Finance Department, the IPTC Assistant Controller and with the IPTC Quality Assurance Coordinator. Staff engages with other IPTC Departments as appropriate. Staff was also engaged and participated in the recent successful FTA Triennial and the Financial Management Overview (FMO) reviews. Grantee monitoring is done via required monthly progress reporting and periodic grantee update meetings, and grantee project site visits. All grant project reporting is completed by the IPTC Grant Project Manager on behalf of all JARC and New Freedom grantees. All FTA reporting has been 100% on time.

Program Challenges:

The FTA JARC and New Freedom require grantees to support the project with local matching funds. For capital and planning request the local match requirement is 20%. However with operating request the local match requirement is 50%. This level of required local match has presented challenges across the program as applicants and subsequent grantees have struggled to identify and maintain local support at the 50% level. In addition, funding constraints and a fragile economy have made attracting and identifying organizations to submit eligible projects a struggle.

In the past four years of administering the grant programs, IPTC has three grantees forfeit their grants and abandon their projects, due to sustainability issues related to maintaining their local match support. Discussions have been occurring with our congressional representation to put forth an effort to have reductions in the local match requirements addressed in any future transportation bill language.

2012 JARC and New Freedom Call for Projects:

IPTC has scheduled its fifth call for projects (CFP) for Tuesday, February 28, 2012 at 2:00 p.m. in the IPTC Board Room.

Other Coordinated Transportation Activities:

- Continued dialog with surrounding counties to develop financial support to leverage JARC and New Freedom resources for cross-county connectivity.
- Continued participation with CIRTAs and the rural/on demand providers that have resulted in the County-to-County Transit Coalition.
- Continued dialog and technical assistance has resulted in Hamilton County providing cross county connectivity between Hamilton County Express Public Transportation (HCE) and IndyGo fixed route and OD services along the north Marion County boarder.
- Continue to receive inquires related to the vehicle gifting initiative. Concluded in 2010, IPTC donated 33 former Open Door buses to 30 local non profits providing access to services and programs to hundreds of disadvantaged Indianapolis area individuals and families.
- Continue to utilize community based forums as a means to provide information and promote opportunities for transportation coordination, as well as share information regarding JARC and New Freedom funding opportunities. Such forums include:
 - Naturally Occurring Retirement Community (NORC) Advisory Council
 - Hamilton County Transportation Advisory Committee (TAC) meetings
 - CIRTAs Board Meetings
 - Elderly at the Table (EAT) Choices committee
 - Health and Hospital Covering Kids and Families Advisory Committee
 - Indianapolis MPO Committee on Specialized Transportation (TAC)
 - IPTC Mobility Advisory Committee (MAC)
 - Indianapolis Head Start Transportation Advisory Committee
 - Johnson County ARC board meetings
 - Mid North Community Alliance

As a reminder, IPTC staff and administration expenses and activities are funded 100% from the JARC and New Freedom program.

TO: Chair and Board of Directors

FROM: Michael A. Terry, President/CEO

CONSIDERATION OF CEO REPORT (includes HR report)

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

RECOMMENDATION: Receive CEO report.

Michael A. Terry
President/CEO

Human Resources Board Report – January Board Meeting – 2012

Clinic & Wellness

- Human Resources staff continues to work on the transition of clinic and wellness providers. Activate Healthcare will open the new primary care I-Fit clinic on March 5th. Staff has been working on a communication plan and will present the plan for the first time to the Service & Scheduling group next month. This group of employees is a cross section of front line and managers, and we anticipate adding their feedback into the communication plan.
- The new clinic model will see a change in staffing with a full time doctor being added to the staff. The interview team of Samantha Cross Director of Business Development, Rachel Hill Financial Secretary to ATU Local 1070, Chris Perkins Benefit Consultant from Old National Bank, Phleace Crichlow Benefits Manager and Mike Birch Director of Human Resources, will be conducting the interviews of potential candidates. Interviews begin in February.

Events

- Staff working very closely with the Business Development and Operations department will be hosting a Financial Wellness Fair in February. The fair will offer free credit checks, free tax preparation, free retirement planning and visits from banking and credit union partners. The event is scheduled for February 2nd.

Benefits

- Phleace Crichlow, Benefit's Manager continues to lead the implementation of the HR side of the new ADP payroll system conversion. Phleace who has been working very closely with the payroll department is responsible for collecting, entering and verifying data for benefits and wages for every employee.

Staffing Report January

Current Staffing Levels

Total Staff	464
Bargained Positions	386
Bargained Probationary Employees	14
Non-Bargained Positions	64

Job Vacancies

Bargained

Mechanics	2
Operators	7

Non-Bargained

Director of Safety, Training & Security	1
---	---

Separations Report January

Separations - Bargained

Resignations

Operators	2
Treasury Maintenance	1
Total Resignations	3

Terminations

Operators	3
General Laborers	1
Mechanics	2
Total Terminations	6

Total Bargained Separations

9

Separations Non-Bargained

Total Resignations

0

Total Terminations

0

Total Non-Bargained Separations

0

Leave Report January

Family Medical Leave	
Leave hours used this month	
Bargained Employees	1380
Non-Bargained Employees	0
Total employees using FML this month	
Bargained Employees	58
Non-Bargained Employees	0

Short Term Disability	
Bargained Employees	4
Non-Bargained Employees	2

Long Term Disability	
Bargained Employees	1
Non-Bargained Employees	0

Administrative Leave	
Bargained Employees	2
Non-Bargained Employees	1