



Board Report
January 25, 2018



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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – JANUARY 25, 2018

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on December 7, 2017 – *Danny Crenshaw***
- A – 2** **Selection of Consultant for Blue Line Rapid Transit Design & Environmental Services - *Justin Stuehrenberg***
- A – 3** **Consideration and Approval of Task Order for Blue Line Preliminary Design Services - *Justin Stuehrenberg***
- A – 4** **Consideration and Approval of Task Order for Purple Line 30% Design & Environmental Services - *Justin Stuehrenberg***
- A – 5** **Ratification of CY2018 Corporate Insurance Program Contracts – *Nancy Manley***
- A – 6** **Procurement of Transit Vehicles for FTA’s Section 5310 Grantees – *Roscoe Brown***

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of the Finance Report for December 2017 – *Nancy Manley***
- I – 2** **Consideration of Receipt of Public Affairs & Communications Report for December 2017 – *Bryan Luellen***
- I – 3** **Consideration of Receipt of Planning & Capital Projects Report for December 2017 –*Justin Stuehrenberg***
- I – 4** **Consideration of Receipt of Operations Report for December 2017 – *Roscoe Brown***
- I – 5** **Consideration of Receipt of Human Resources Report for December 2017 – *Phalease Crichlow***
- I – 6** **CEO Update – *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, February 22, 2018

TO: Board of Directors
FROM: Jill D. Russell, General Counsel

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on December 7, 2017.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
EXECUTIVE SESSION
MINUTES**

THURSDAY, December 7, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:00pm, on Thursday, December 7, 2017 in the office of the President and CEO at 1501 W. Washington Street, Indianapolis, In 46222

Board members present were:

Danny Crenshaw, Chair
Tommie Jones, Board Member
Greg Bedan, Board Member
Mark Fisher, 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 4:50pm.

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

THURSDAY, December 7, 2016

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, December 7, 2017, in the IPTC Board Room at 1501 W. Washington Street. Indianapolis, IN 46222.

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

Danny Crenshaw, Chair
Tommie Jones, Board Member
Greg Hahn, Vice-Chair
Mark Fisher, Board Member
Greg Bedan, Board Member

Board member absent:

Alan Rowland
Juan Gonzalez, Secretary-Treasurer

IPTC executive Staff attending:

Michael A. Terry, President / CEO

Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance and Controller
Roscoe Brown, COO/VP of Operations
Phalease Crichlow, VP of Human Resources
Richard Joseph, CIO / VP of Information Technology
Bryan Luellen, VP of Public Affairs and Communications
Justin Stuehrenberg, VP of Planning and Capital Projects

ACTION ITEM 1: APPROVAL OF MINUTES

Upon a motion from Tommie Jones seconded by Greg Hahn, approval of the Minutes of the October 26, 2017 Board Meeting passed unanimously.

ACTION ITEM 2: CONSIDERATION AND APPROVAL OF BOARD MEETING DATES FOR 2018

COO and VP of Operations Roscoe Brown presented this item for approval of 2018 Board Meeting dates. Motion for approval by Greg Bedan and seconded by Mark Fisher carried unanimously.

ACTION ITEM 3: FUEL CONTRACT RATIFICATION

Pamela White, Director of Procurement presented this item for ratification of the fuel contract. Motion for approval by Greg Hahn and seconded by Greg Bedan carried unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF GIRO, HASTUS LICENSE, MAINTENANCE AND SUPPORT RENEWAL

Annette Darrow, Director of Planning presented this action item for approval of the award of contract for the licensing, maintenance and support of the HASTUS related software used in route scheduling and planning. Motion for approval by Tommie Jones and seconded by Greg Hahn carried unanimously.

ACTION ITEM 5: CONSIDERATION AND APPROVAL OF CAD/AVL

Rich Joseph, CIO/VP of Technology, presented this item for approval of Computer-Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) software to assist in managing operations and providing service. Motion for approval by Greg Hahn and seconded by Tommie Jones carried unanimously.

ACTION ITEM 6: CONSIDERATION AND APPROVAL OF RENEWAL OF TRAPEZE CONTRACT

Rich Joseph, CIO/VP of Technology, presented this item for approval of one year renewal of the Trapeze contract. Motion for approval made by Tommie Jones and seconded by Greg Hahn carried unanimously.

ACTION ITEM 7: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR PARATRANIST OPERATIONS AND ADMINISTRATION

Director of Flexible and Contracted Service Paula Haskin presented this action item for approval of award of contract for paratransit operations and administration to TransDev. Motion for approval by Greg Bedan and seconded by Tommie Jones carried unanimously.

ACTION ITEM 8: CONSIDERATION AND APPROVAL OF 2018-2022 CAPITAL PROJECTS AND BUDGET

Justin Stuehrenberg, VP of Planning and Capital Projects presented this action item for approval of Capital Projects and Budget for the years 2018-2022. Motion by Greg Hahn and seconded by Tommie Jones carried unanimously.

ACTION ITEM 9: CONSIDERATION AND APPROVAL OF MCTP FINANCING PLAN

Nancy Manley, CFO/VP of Finance and Controller presented this action item for approval of the IPTC financing plan for the Marion County Transit Plan. Motion for approval by Tommie Jones and seconded by Mark Fisher carried unanimously.

ACTION ITEM 10: APPROVAL OF CORPORATE INSURANCE PROGRAM CONTRACTS

Nancy Manley, CFO/VP of Finance and Controller requested that this item be tabled until the January 2018 Board meeting.

ACTION ITEM 11: CONSIDERATION AND APPROVAL OF LINE OF CREDIT RESOLUTION #2017-09

Nancy Manley, CFO/VP of Finance and Controller presented this item for approval of the resolution authorizing temporary tax anticipation borrowing (line of credit). Motion of approval by Mark Fisher and seconded by Greg Hahn carried unanimously.

ACTION ITEM 12: CONSIDERATION AND APPROVAL OF RED LINE RAPID TRANSIT CONSTRUCTION CONTRACTS

Justin Stuehrenberg, VP of Planning and Capital Projects presented this action item for award of construction contracts to Reith-Riley Construction and FA Wilhelm Construction. Motion for approval by Greg Hahn and seconded by Greg Bedan carried unanimously.

ACTION ITEM 13: CONSIDERATION AND APPROVAL OF CDL TRAINING SERVICES

Phalease Crichlow, VP of Human Resources presented this action for the award of contract for Commercial Driver License (CDL) training to Sage Training School. Motion for approval by Mark Fisher and seconded by Tommie Jones passed unanimously.

INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) UPDATE

Jewel Lofton, Chair of the Mobility Advisory Committee presented an update on MAC actions.

The report was accepted.

INFORMATION ITEM 2: FINANCIAL REPORT –October 2017

Nancy Manley, CFO, VP of Finance and Controller presented the financial report for the month of October 2017.

The report was accepted.

REMAINING INFORMATION ITEMS I-3 THROUGH I-6

The Board was directed to review the reports for items I-3 through I-6 contained in the Board packet.

INFORMATION ITEM 7: CONSIDERATION OF CEO REPORT:

Roscoe Brown, VP/COO of Operations acknowledged the absence of President and CEO Mike Terry and extended on behalf of the Corporation and staff condolences in this time of his bereavement. Mr. Brown thanked Jewel Lofton and the Mobility Advisory Committee (MAC) for their work and contribution. Mr. Brown reminded everyone of the Employee Banquet Sunday December 10th and commended both staff and ATU Local 1070 for the joint effort in planning the event.

Mr. Brown further thanked the Board and IPTC staff for all the hard work in the past year and the success the organization has realized. And lastly, Mr. Brown wished everyone a joyous, safe and happy holiday season.

The Board accepted the report.

ADJOURNMENT:

Danny Crenshaw adjourned the meeting at approximately 6:15 p.m.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Director of Special Projects
Pamela White, Director of Procurement

SUBJECT: RFQ 17-11-279 Blue Line BRT NEPA and Design Consultant Selection

BACKGROUND:

The Blue Line bus rapid transit (BRT) project is envisioned to be the third of four rapid transit services in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to both the town of Cumberland and the Indianapolis International Airport, via Washington Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit.

In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Blue Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. Based on that plan, design work for the Blue Line was planned to begin in the first quarter of 2018 and an application to the Small Starts program was planned for September of 2018. In order to achieve that goal, IPTC began the procurement process to select a vendor to complete that design work.

According to federal procurement rules, Architecture and Engineering services must use a Qualification-Based selection, so pricing is not a consideration. The selected vendor would enter into a task-order based contract with IPTC.

PROCUREMENT PROCESS:

On November 3rd, 2017 IPTC released RFQ 17-11-279 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning November 3, 2017 and November 10, 2017.

On November 20, 2017 IPTC received three (3) written questions regarding RFQ 17-11-279 Blue Line BRT Engineering Services;

On November 27, 2017 IPTC released Addendum #1 answering written questions received.

On December 11, 2017 IPTC received three (3) proposals in response to RFQ 17-11-279 Blue Line BRT Engineering Services, from SRF Consulting, CDM Smith, and WSP.

IndyGo convened an evaluation team comprised of IndyGo, INDOT, and Indianapolis DPW staff to evaluate the proposals. The evaluation team evaluated written proposals based on professional qualifications, project approach and references/ past performance. On December 14, all three (3) firms were deemed to have enough merit and were invited in to demonstrate their knowledge of and approach to the project via interview and presentation. Interviews were held on January 9, 2018.

After the interviews, the evaluation team submitted final scorecards, which resulted in WSP (formerly Parsons Brinkerhoff) as the top scorer, with SRF Consulting second, and CDM Smith third.

The WSP team is led by Project Manager Will Tolbert, who is currently the deputy PM for the Purple Line project. WSP included several major subconsultants, including Shrewsberry & Associates (DBE), CHA Consulting, the Etica Group (DBE), and the several others. The total proposed DBE participation was 21%, more than the stated goal of 15%.

WSP's proposal and interview excelled in both experience and their approach to the project. The evaluation team felt that their team structure was particularly beneficial. The WSP team heavily integrated their subconsultants into the team structure, including giving Shrewsberry & Associates lead design authority on one segment of the corridor. WSP also clearly articulated an efficient and straightforward approach to the project that the evaluation team felt would provide the best value for IndyGo.

WSP is currently the vendor for the Purple Line design, which initially caused some concern around their ability to handle both projects. However, WSP proposed many new staff members to assemble a separate team from the team working on the Purple Line.

FUNDING:

This action item relates only to a consultant selection, and does not include a funding amount.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into contract negotiations with WSP and upon successful negotiations enter into a contract.

The WSP solution ranked highest on the tallied evaluation scorecard on the criteria proposed. If IPTC is unable to reach an agreement with WSP, it is requested that the Board authorize staff to enter into contract negotiations with the next qualified architecture and engineering firm, which was SRF Consulting.

Justin Stuehrenberg,
Director of Special Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Director of Special Projects
Pamela White, Director of Procurement

SUBJECT: Blue Line Task Order #1 – Preliminary Design

BACKGROUND:

The Blue Line bus rapid transit (BRT) project is envisioned to be the third of four rapid transit services in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to both the town of Cumberland and the Indianapolis International Airport, via Washington Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit.

In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Blue Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. Based on that plan, design work for the Blue Line was planned to begin in the first quarter of 2018 and an application to the Small Starts program was planned for September of 2018. In order to achieve that goal, IPTC began the procurement process to select a vendor to complete that design work. The Blue Line Project is expected to open at the end of 2021.

According to federal procurement rules, Architecture and Engineering services must use a Qualification-Based selection, so pricing is not a consideration. The selected vendor would enter into a task-order based contract with IPTC.

PROCUREMENT PROCESS:

The IPTC board of Directors is anticipated to award a task-order based contract to an A & E contractor for the Blue Line project. This would be the first task order awarded from that contract.

This first task order would include the development of alternatives, public outreach support, preliminary design work, cost estimates, and the production of the Small Starts application for funding.

Additional Task Orders are anticipated in August 2018 to advance the design to 30% design, December 2018 to advance the design to 60% design, April 2019 to advance the project through 100% design, and in September 2019 for construction support services.

FUNDING:

Funding for the Blue Line project as a whole is anticipated to be from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and the Capital Cumulative Fund, as documented in the Capital Plan.

This task order would be funded entirely from the Capital Cumulative Fund. Funds from the Capital Cumulative fund totaling \$1,008,824 were allocated towards the Blue Line in the first quarter of 2018 in the Capital Plan.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute Task Order #1 with the selected Blue Line A & E Contractor for preliminary design activities on the Blue Line Rapid Transit project, for an amount not to exceed \$1,008,824.

Justin Stuehrenberg
Director of Special Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Director of Special Projects
Pamela White, Director of Procurement

SUBJECT: Purple Line Design Task Order #4 – 30% Design & Environmental

BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of four rapid transit services in the City of Indianapolis/Marion County. It would connect downtown Indianapolis to the City of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners. Those plans eventually resulted in the Marion County Transit Plan, which was presented to Marion County voters in November 2016 for adoption of a 0.25% income tax, dedicated to transit.

In December 2017, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined The Purple Line project in more detail, including the specific mix of funding sources and timelines for the development of the project. Based on that plan, design work for the Purple Line was planned to continue through 2018. The Purple Line Project is expected to open at the end of 2020.

PROCUREMENT PROCESS:

The IPTC board of Directors is anticipated to awarded a task-order based contract to WSP through a IPTC awarded a task-order based contract to WSP and funding for the initial three task orders for the Purple Line design work in March of 2017, and that work has been progressing well. The project has progressed to Task Order 4, which will complete 30% design and most environmental report activities.

Additional Task Orders are anticipated in March 2018 to advance the design to 60% design, July 2018 to advance the project through 100% design, and in December 2018 for construction support services.

FUNDING:

Funding for the Purple Line project as a whole is anticipated to be from a variety of sources, including FTA Small Starts, Bond Revenues, 5307 Formula Funds, and the Capital Cumulative Fund, as documented in the Capital Plan.

This task order would be funded entirely from the Capital Cumulative Fund. Funds from the Capital Cumulative fund totaling \$1,147,814 were allocated towards the Purple Line in the first quarter of 2018 in the Capital Plan.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute Task Order #4 with WSP for 30% design and environmental report activities on the Purple Line Rapid Transit project, for an amount not to exceed \$1,132,777.

Justin Stuehrenberg
Director of Special Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors
FROM: Nancy Manley, Vice President & Chief Financial Officer
SUBJECT: **RATIFICATION of CY2018 IPTC INSURANCE PROGRAMS**

BACKGROUND:

IPTC maintains insurance policies for Public Official Liability, Fiduciary Responsibility, Crime and Building and Contents. In early 2015 the IPTC Board of Directors approved the contract with Aon Risk Solutions to provide insurance broker services and insurance consulting. Throughout 2016, Aon has worked closely with IPTC staff to ensure the organization has all the information needed, changes to policies based on business changes and providing information on best coverage opportunities or services.

SELECTION PROCESS:

After review and discussion of exposures, claims, risks, retentions and coverage limits with IPTC management, the Aon team solicited in the market place for the best program and price to blend a comprehensive and coordinated insurance plan for IPTC. The following policies/coverages were solicited for final review:

Coverage	Vendor	January 1, 2017	Vendor	January 1, 2018	% Change
Property	CNA	\$ 122,683	CNA	\$ 118,775	-3.18%
Retained Limits Liability	Munich	\$ 196,675	Munich	\$ 206,025	4.75%
Crime	AIG	\$ 4,630	AIG	\$ 4,587	-0.93%
Fiduciary	Travelers	\$ 6,500	Travelers	\$ 6,680	2.77%
Public Officials	RSUI	\$ 21,740	RSUI	\$ 35,910	-65.2%
Total Premiums		\$ 352,228		\$ 371,977	5.61%

FUNDING:

The funding source for this procurement is provided by operations budget

RECOMMENDATION:

Due to the expiration and effective date of these insurance plans, the CEO has executed these insurance contracts to maintain coverage. Requesting the board of directors to ratify this action.

Nancy E. Manley
Vice President of Finance/CFO/Controller

Michael A. Terry
President and CEO

TO: Chair and Board of Directors
FROM: Paula Haskin, Director of Flexible and Contracted Services

SUBJECT: PROCUREMENT OF TRANSIT VEHICLES FOR FTA’S SECTION 5310 GRANTEES

BACKGROUND:

The Enhanced Mobility of Seniors and Individuals with Disabilities Program (aka Section 5310) is a FTA grant program providing funding assistance for eligible entities in providing transportation support for the elderly and persons with disabilities. Typically, Section 5310 grant funds are utilized to replace/provide capital (e.g. vehicles) of organizations allowing them to continue or expand transportation support to eligible individuals where public transportation is lacking or not available.

In December of 2012 the Governor selected IndyGo as the designated recipient for Section 5310 funds for the Indianapolis Urban Area. To facilitate the process of distributing grant funds IndyGo conducted a Call for Projects in April 2017. As a result of the CFP, three eligible recipients were awarded funding to support acquisition of a total of seven (7) transit vehicles. Grant agreements were executed between IPTC and each subrecipient in October 2017. Each grantee (subrecipient) was required to provide a 20% local match for their award. The award breakdown is as follows:

<u>Agency:</u>	<u>Vehicle Type:</u>	<u>Qty:</u>	<u>Unit Price:</u>	<u>Total:</u>	<u>Fed:</u>	<u>Local:</u>
Tangram	Low Floor Minivan	2	\$35,748	\$71,496	\$57,196.80	\$14,299.20
CICOA Aging and In-Home Solutions	Low Floor Minivan	2	\$35,748	\$71,496	\$57,196.80	\$14,299.20
Access Johnson County	Small Transit BOC	3	\$50,000	\$150,000	\$120,000	\$30,000
Totals:		7		\$292,992	\$234,393.60	\$58,598.40

In an effort to ensure procurement compliance, IndyGo will be procuring these vehicles on behalf of the subrecipients. Once delivered, the vehicles will then be distributed to all grant awarded subrecipients. IPTC will place a lien on vehicle titles until such time as the federal vehicle useful life has expired. All subrecipients are contractually obligated and responsible for total operation, maintenance, insurance, and garaging of all awarded rolling stock.

PROCUREMENT PROCESS:

IPTC will utilize the State's Quantity Purchase Agreement (QPA) which meets federal procurement requirements. Based on the current QPA, Midwest Transit Equipment, Inc., and Advantage Ford are the approved vendors.

FUNDING:

Total cost of this procurement is \$292,992. The FTA Section 5310 grant will provide for 80% of the costs and the 20% local match (\$58,598.40) has been received from the three subrecipients.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to enter into a purchase contract with Midwest Transit Equipment, Inc. for the immediate purchase of seven (7) accessible transit vehicles to include: 4 each Low Floor Minivans and 3 each Small Transit BOC vehicles for an amount not to exceed \$292,992.

Paula Haskin
Director of Flexible and Contracted Services

To: Chair and Board of Directors

From: Nancy Manley- Controller

FINANCIAL UPDATE

January 2018

Summary

In late 2017, IPTC implemented a new financial system. Due to this implementation, we are working closely with the product vendor and our audit firm to ensure we consolidate data from both systems accurately and completely.

Once the fiscal year close is complete documentation summarizing the year will be provided to the Board.

The following document provides a breakout of the FY2018 Operating Budget by source and a breakout by major category.

Nancy E. Manley
Vice President/CFO/Controller

To: Chair and Board of Directors

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR DECEMBER 2017

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:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Director of Public Relations

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

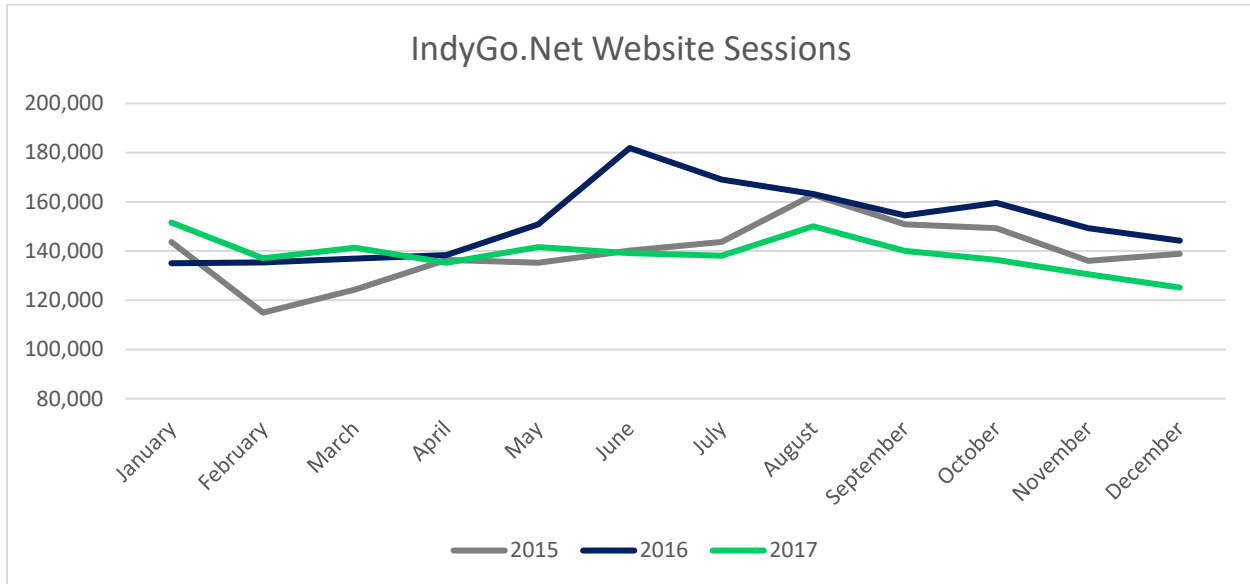
Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

INDYGO.NET MONTHLY SESSIONS 12/1/17 – 12/31/17:

Page Views	290,924
New /Returning Visitors	28,274/96,892
Total Sessions	125,166

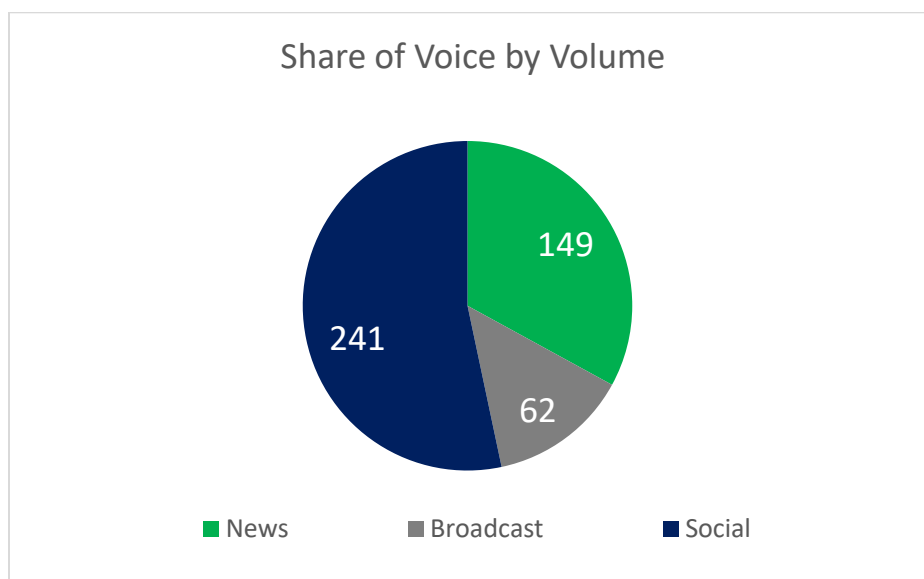


Month	Mobile	Desktop	Tablet	New	Returning
January	81.3%	14.04%	4.66%	22.3%	77.7%
February	80.98%	14.07%	4.95%	22.7%	77.3%
March	82.66%	15.09%	2.26%	25.20%	74.80%
April	83.56%	14.37%	2.07%	25.5%	74.5%
May	83.33%	14.62%	2.05%	24.95%	75.05%
June	82.92%	14.94%	2.14%	24.83%	75.17%
July	83.43%	14.48%	2.09%	24.82%	75.28%
August	82.84%	15.08%	2.08%	25.50%	74.50%
September	82.84%	13.82%	1.94%	23.60%	76.40%
October	84.51%	13.55%	1.94%	23.75%	76.25%
November	84.75%	13.43%	1.81%	23.04%	76.96%
December	85.93%	12.30%	1.77%	22.59%	77.41%

DECEMBER NEWS RECAP:

- “U.S. transit agencies cautious on electric buses despite bold forecasts” – Business Insider
- “Work to start on rapid transit bus system in Marion County” – FOX59, Chron.com
- “Construction of IndyGo’s Red Line is close to ‘finally starting’ – Indy Star
- “Car flips, multiple people are hurt in east-side collision with IndyGo bus” – IndyStar
- “IndyGo announces holiday service schedule for bus service” – FOX59

Topics Include: Mentions throughout December largely focused on the Red Line project. Early – mid December mentions focused on the Board’s awarding two contracts for Red Line construction: one for site civil work including roadway and sidewalk construction, and another for station canopy construction and related buildout. Mid-December saw national attention to electric buses being used by transit agencies. Late December mentions focused on holiday service hours and a collision between a vehicle and bus on the east side.



Broadcast mentions: 62

News mentions: 149

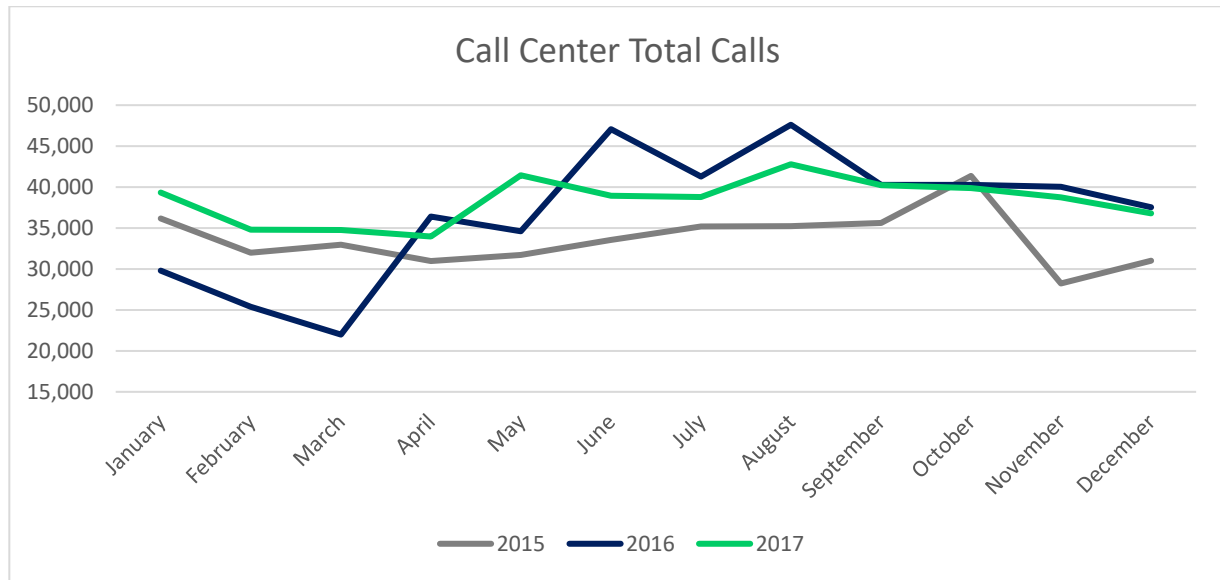
Social Media mentions: 241

DECEMBER CALL CENTER REPORT:

36,801 total calls

2.93% calls abandoned in queue

42.21% Interactive Voice Response (IVR) calls

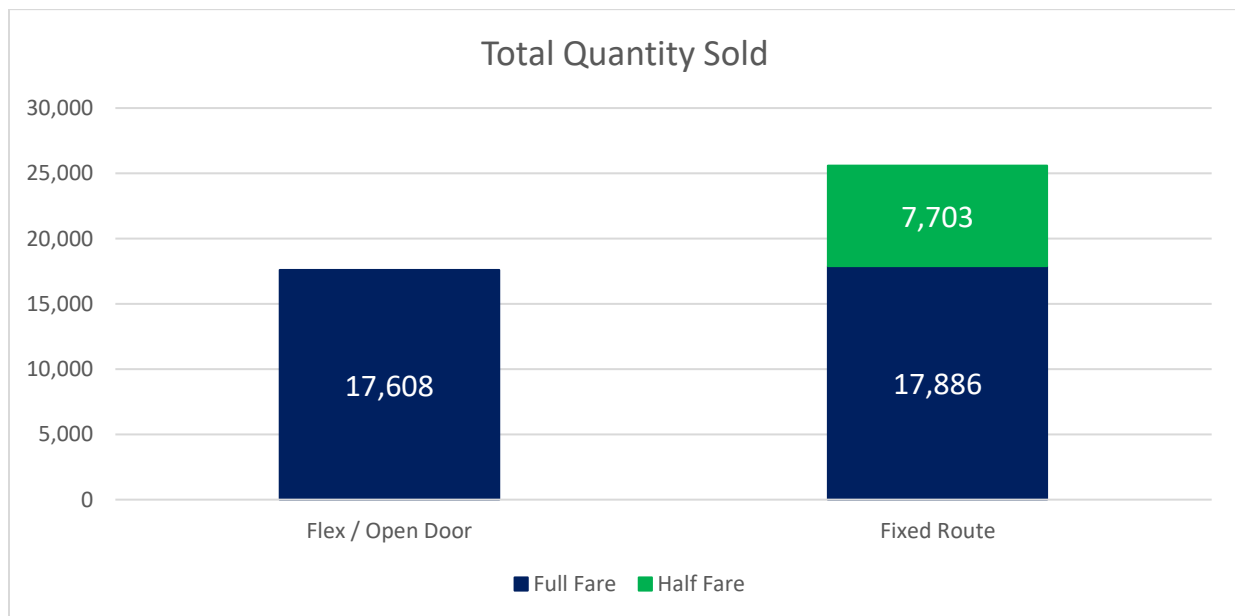
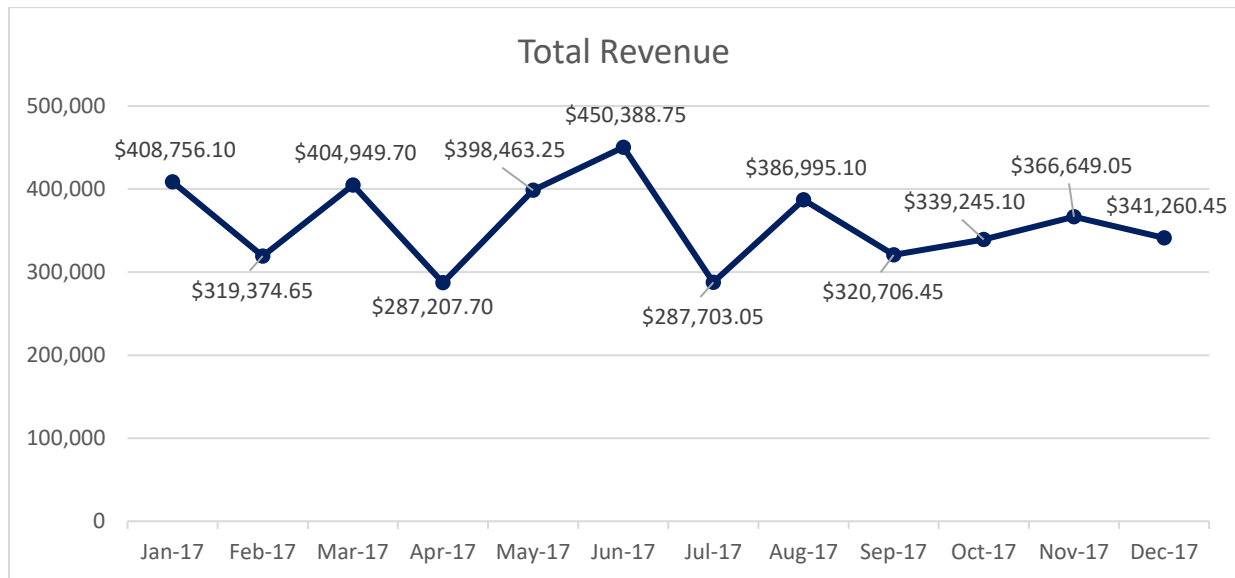


CUSTOMER COMMENTS: 460

ADA	2	PURPLE LINE	1
BUS STOP		REAL TIME ARRIVALS	
CIVIL		RED LINE	8
COMPLIMENT	19	REQUEST	26
COURTESY	53	ROUTE	1
CUSTOMER SERVICE CENTER	2	ROUTE DETOUR	
DENIAL	1	RULES	4
DISCRIMINATION – TITLE VI	2	SAFETY	50
FACILITY MAINTENANCE	10	SCHEDULE ADHERENCE	62
FARES	2	SERVICE CHANGES	
MCTP		SUGGESTION	2
MARKETING	1	VEHICLE MAINTENANCE	3
OTHER	6	WRONG INFORMATION	1
PASS BY	52		

DECEMBER PASS SALES REPORT:

Total Quantity of Passes: 43,197



Additional Revenue:

Retail Desk & Online Purchases: \$210,577.95

Cash: \$63,849.48

Checks: \$8,941.55

Credit Cards: \$137,786.92

OUTREACH SUMMARY FOR DECEMBER:

Outreach in December largely consisted of stakeholder and community meetings. These efforts were complemented by regular outreach to community organizations to provide updates on transit.

DECEMBER OUTREACH EVENTS:

12/1/2017	Citizens Energy Group 28th St Neighborhood Meeting for Employers
12/1/2017	Kheprw Institute + IndyGo stakeholder meeting
12/4/2017	Indiana Ave Senior Apts - Route 10 change community meeting
12/5/2017	Transit/Zoning/Infrastructure Coordination stakeholder meeting
12/6/2017	Sen. Breaux Purple Line Briefing
12/6/2017	Indy Moves - Smart & Resilient Mobility task force
12/6/2017	Congresswoman Brooks' office Purple Line briefing
12/7/2017	Amazon/IndyGo stakeholder meeting
12/11/2017	IndyParks/IndyGo/WSP stakeholder meeting
12/11/2017	IndyGo/IUPUI Office of Community Engagement
12/12/2017	IBJ + IndyGo media briefing
12/12/2017	West Washington Business Alliance community meeting
12/12/2017	DMD/IndyGo/WSP stakeholder meeting
12/12/2017	Goodwill SCSEP Health Fair
12/12/2017	Transit Ambassador (TA) outreach shift
12/13/2017	School Transportation stakeholder meeting
12/13/2017	ATU meeting
12/13/2017	IU Health Red Line update
12/14/2017	IndyGo/WSP/FTA stakeholder meeting
12/14/2017	Kheprw Institute Equitable Development Assembly
12/14/2017	Meridian Kessler Neighborhood Association Red Line update community meeting

12/15/2017	Red Line update to concerned citizen
12/16/2017	Transit Ambassador outreach shift
12/17/2017	Quality of Life plan for Mass Ave discussion
12/21/2017	CIRTA/Amazon service - Fringe Marion County Service
12/21/2017	Transit Ambassador outreach shift
12/28/2017	Transit Ambassador outreach shift
12/29/2017	IBJ follow up media briefing

PLANNING AND CAPITAL PROJECTS REPORT

1/25/18

Item I – 3

TO: Chair and Board of Directors

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

PLANNING & CAPITAL PROJECTS UPDATE

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

Recommendation:

Receive the report.

SERVICE PLANNING

The Service Planning Department is excited to add five new staff that started on January 8. The new staff fill the roles of Service Planner, Schedulers, BRT Integration Specialist, and Speed and Reliability Engineer. We are excited to have the new staff and added capacity to work on our major projects – bus stop/infrastructure, BRT operations, transit signal priority for BRT and local routes, and service scheduling.

Routing and scheduling scenarios have been built for the Marion County Transit Plan for 2019. The full system build-out in the Hastus scheduling software enables planning staff to refine forecasted vehicle and coach operator staffing levels required to provide planned improvements in time for the Red Line to open in 2019. This is an interactive process, as we work through the public comment period to determine how to roll out changes prior to, and in conjunction with, the Red Line.

Staff is working on the 2019 Marion County Bus Stop Plan which will have an impact to each of the 3,600 bus stops within the IndyGo system. Bus stops will be removed, relocated, or created, or simply have an informational adjustment made to them, and a logistic for how to phase the improvements ahead of the switchover is being created. Staff is also working on large scale improvements to sidewalks, and targeted bus stops, to enhance pedestrian access and improve the bus stop amenities at what we anticipate will be key transfer points in the more frequent, grid-based, network. Plans for new stops will be sent Shrewsbury this month for work to begin on the initial design phase.

Current Month			IndyGo	Year to Date		
Dec-16	Dec-17	% Change	Fixed Route Ridership	2016	2017	% Change
14,341	14,485	1.0%	2 E. 34th St.	186,760	185,833	-0.5%
21,126	20,230	-4.2%	3 Michigan St.	293,620	285,088	-2.9%
13,175	12,462	-5.4%	4 Fort Harrison	185,002	158,095	-14.5%
16,806	13,562	-19.3%	5 E. 25th	275,532	207,784	-24.6%
11,488	11,432	-0.5%	6 N. Harding	73,988	142,027	92.0%
118,204	106,927	-9.5%	8 Washington St.	1,480,259	1,419,726	-4.1%
84,642	79,924	-5.6%	10 10th St.	1,127,328	1,074,176	-4.7%
2,977	3,167	6.4%	11 E. 16th St.	42,791	40,367	-5.7%
4,922	4,493	-8.7%	12 Minnesota	66,594	58,500	-12.2%
3,044	2,750	-9.7%	13 Raymond	37,689	37,209	-1.3%
9,613	8,702	-9.5%	14 Prospect	117,479	111,501	-5.1%
17,635	15,178	-13.9%	15 Riverside	240,652	221,008	-8.2%
10,625	9,446	-11.1%	16 Beech Grove	137,525	123,090	-10.5%
19,419	20,861	7.4%	17 College	274,244	263,160	-4.0%
10,356	9,475	-8.5%	18 Nora	162,008	134,193	-17.2%
36,268	33,777	-6.9%	19 Castleton	405,843	443,247	9.2%
12,053	12,618	4.7%	21 East 21st St.	162,814	163,975	0.7%
10,754	8,958	-16.7%	22 Shelby	130,175	127,716	-1.9%
9,164	10,048	9.6%	24 Mars Hill	117,692	120,206	2.1%
13,271	13,387	0.9%	25 W. 16th St.	175,723	175,909	0.1%
14,018	12,074	-13.9%	26 Keystone	181,149	164,639	-9.1%
12,029	11,376	-5.4%	28 St. Vincent	170,476	158,840	-6.8%
6,655	6,178	-7.2%	30 30th St.	103,622	84,430	-18.5%
21,786	19,718	-9.5%	31 Greenwood	284,959	280,815	-1.5%
23,114	23,310	0.8%	34 Michigan Rd.	312,814	308,090	-1.5%
36,982	33,161	-10.3%	37 Park 100	476,078	449,527	-5.6%
29,364	27,385	-6.7%	38 Lafayette Square	398,560	379,462	-4.8%
94,466	82,844	-12.3%	39 E. 38th St.	1,222,537	1,118,788	-8.5%
			50 Red Line	27,224		
3,402	3,478	2.2%	55 English	50,402	47,507	-5.7%
10,500	9,425	-10.2%	86 86th Street Crosstown	134,390	130,481	-2.9%
11,175	10,945	-2.1%	87 Eastside Circulator	133,618	136,001	1.8%
69	127		Others	3,744	3,377	
703,443	651,903	-7.3%	Total	9,193,293	8,754,767	-4.8%

The "others" category represents a compilation of unallocated trips reported on the monthly GFI Fare Box report. These trips count as ridership, but are not allocated to a specific route.

Dec-16	Dec-17	% Change	Flexible and Contracted Services	2016	2017	% Change
22,711	24,151	6.3%	Open Door Riders on Fixed Route	303,039	333,165	9.9%
23,998	23,480	-2.2%	Open Door	301,484	309,326	2.6%
825	740	-10.3%	Open Door Taxi Vouchers	9,316	9,295	-0.2%
17,749	15,336	-13.6%	31 Day S-Pass	279,791	236,383	-15.5%

STRATEGIC PLANNING

Throughout November and December, the Strategic Planning department worked with Human Resources to post and recruit two newly created positions within the department: Strategic Planner and Data Analyst. We are happy to have hired Ryan Wilhite and Samuel Day-Woodruff for these positions. Additionally, Austin Gibble, Project Development Planner – currently coordinating efforts on the Purple Line, was formally moved to within the Strategic Planning department as well.

Mr. Wilhite has more than five years of transportation planning experience, serving as a senior planner with the Indianapolis MPO. Most recently he helped guide the MPO's 2045 Long Range Transportation Plan process, the Regional Freight Plan, and has participated in several other efforts. He holds a Master's degree in Urban and Regional Planning from Ball State University, a Master's in History from IUPUI, and a Bachelors of History from IU-Bloomington. In his role, he will support the work of the capital projects and planning team through policy research and analysis, monitoring and reporting, mapping, and coordinating with internal and external partners on long-range plans.

Samuel Day-Woodruff comes to IndyGo from Austin, Texas where he recently completed his Master's Degree in Community and Regional Planning from UT-Austin. While in Austin, he served a graduate research assistant that assisted in the university being named a Transportation Research Center, served as a GIS analyst for the City of Austin, and managed Texas *CityLab*, an interdisciplinary, applied learning program that partnered local planning agencies with university resources. Prior to his graduate work, Sam worked as a Legal assistant for a firm specializing in environmental law. Sam holds a Bachelor's degree from Earlham College. Sam will assist in qualitative, quantitative, and spatial analyses on short and long-term planning efforts for the Capital Projects and Planning team, as well as support other divisions as needed.

In addition to hiring and on-boarding new staff. The Strategic Planning department continues to lead the fare study – and is working with procurement and other departments/divisions to move toward the final development of an RFP, expected for February – and is supporting efforts of several other departments with requests for mapping and analysis. Specifically, the department has been assisting Operations with analysis of data as it relates to paratransit operations to assess trends and examine drivers of service outcomes. Further, the department has coordinated with public affairs to assist in the development of data, maps, and analysis of varying types, and these teams successfully concluded their joint oversight of the SPEA Capstone project referenced in previous reports; the team of graduate students presented their work to several IndyGo staff persons and delivered their report in early December.

CAPITAL PROJECTS

Red Line

The construction bids for the Red Line were awarded on December 7, 2017. Construction start is dependent upon FTA grant award and approval of Interlocal agreement with DPW, both of which are planned for March.

The team has developed a construction phasing schedule with the contractor, which will start on Shelby Street, the Meridian Street, then Capitol Ave, then Virginia Ave. College Ave would be constructed last.

Purple Line

The Purple Line design will hit a series of milestones this year, including 30% in March, 60% in August, and 100% by the end of the year. Each milestone will result in a new task order being presented to the Board.

Blue Line

The Project team is presenting a selection for the Blue Line design consultant at the January Meeting.

Other On-Street Projects

Several other street projects, including conversions of one-way streets to two-way and bus stop and shelter improvements were included in the Marion County Transit Plan. Initial outreach and design work for those projects will begin in early 2018. DPW has already approved the Central Ave project to move forward, and IndyGo is conducting traffic studies on the others.

Facility Projects

Etica Group task orders for facility feasibility studies have been completed and the projects are underway. Etica has presented draft reports for our review.

WSP task order for electric bus charging infrastructure is also underway.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

OPERATIONS DIVISION REPORT -NOVEMBER/DECEMBER 2017

1/25/18

Item No. I – 4

To: Chair and Board of Directors
From: Roscoe Brown, Chief Operating Officer/VP of Operations

**CONSIDERATION OF OPERATIONS DIVISION REPORT FOR NOVEMBER/DECEMBER
2017**

ISSUE:

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

RECOMMENDATION:

Receive the report.

Roscoe Brown
Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Maintenance
Dwight Benjamin, Director of Transportation
Mark Emmons, Director of Safety, Training & Security
Paula Haskin, Director of Flexible & Contracted Services
Ed Parsley, Director of Facilities
Lisa Evans, Administrative Assistant

Operations Division Report- November/December 2017

TRANSPORTATION

EMPLOYEE RECOGNITION

November/December Employee of the Month:
Frank Phillips/Akemee Bryant

COMMENDATIONS

The following Transportation employees were recognized for their extraordinary customer service during the month of November and December 2017:

November: Angela Armstrong, Nathan Barnes, Laura Beck x2, Brian Bozek, Laniese Coach, Baba Diop, Patrick Gray, Stephanie Holman x2, Christopher Mihay, Kathleen Robinson, Sherika Robinson, Dilexi Rosario x3, Tonya Sims and Tanika Stewart. **December:** Angela Armstrong, Nathan Barnes, Akiella Bounds, Laniese Coach, Roy Dishno, Misti E-Shabazz, Stephanie Holman x 2, Sheila Johnson, Albert Redd, Deborah Robinson, Pamela Williams and Ray Wright

The following operators achieved an on-time performance rating of 90% or better during the month of November and December. A random drawing is held each month from this group of operators, and the winner receives an extra personal day. The winner for the month of November is Dennis Clark and December's winner is Lavelle Tealer.

Nov		Nov		Nov		Nov	
MICHAEL HALE	98.9%	15	SADE SQUIRES	94.5%	29	JENNIFER JOURNEY	92.1%
ROGER BOBBITT	98.7%	16	ADRIAN LEWIS	94.4%	30	SHAWN CLARK	92.1%
ANTHONY COX	98.3%	17	BYRON REED	94.3%	31	LIONEL BARNETT	92.0%
DWIGHT WATSON	97.4%	18	DENNIS CLARK	94.2%	32	TERRY LAGRONE	91.9%
ANTHONY WHITE	97.2%	19	SCOTT DUNCAN	94.2%	33	ANDY CARPENTER	91.8%
BETH MURRAY	97.1%	20	JAMES DENTON	93.7%	34	DAVID JOY	91.8%
LAKISHA WILLIAMS	96.9%	21	TAMANIKA MORROW	93.6%	35	AKEMEE BRYANT	91.4%
LAVELLE TEALER	96.7%	22	RICARDO OXLEY	93.5%	36	RON BURTON	91.4%
ANDREW MUNDY	96.6%	23	ROBERT FEIOCK	93.5%	37	ADAM BURKE	91.3%
CHRISTOPHER FLETCHER	95.6%	24	MARK WILLS	93.1%	38	DEBORAH NEWELL	91.3%
OTHA DUGAN	95.5%	25	CALVIN JACKSON	93.0%	39	MAMADOU GOUDIABY	91.3%
EFRAIN AMAYA	94.7%	26	RAY WRIGHT	92.8%	40	JUANITA DAVIS	91.2%
EDGAR HOLLYFIELD III	94.6%	27	SCOTT ATKINSON	92.5%	41	MONA LISA BAXTER	90.8%
RACHEL COMER	94.5%	28	DILEXI GONZALEZ	92.2%	42	DAVID MADYUN	90.7%
					43	ANTONIO JONES	90.6%
					44	LEO SCOTT	90.6%
					45	EDGAR BIRDSOING	90.5%
					46	KATHY SMITH	90.5%
					47	GARRY STAGGS	90.4%
					48	TREVOR JABORO	90.4%
					49	VIOREL SALAGEAN	90.4%
					50	LACRETIA HINTON	90.3%
					51	VANDALL GRADY	90.1%
					52	KIRK THOMPSON	89.7%
					53	LAURA BECK	89.6%
					54	MOHAMMAD ALEM	89.6%
					55	SHAUWN MONROE	89.5%

Dec		
1	ROGER BOBBITT	99.3%
2	ANTHONY WHITE	98.2%
3	BETH MURRAY	97.8%
4	MICHAEL HALE	97.4%
5	DWIGHT WATSON	96.6%
6	JENNIFER JOURNEY	96.3%
7	EDGAR HOLLYFIELD III	96.1%
8	BURT GARCIA	96.0%
9	STEPHEN EDMONDS	95.9%
10	TERRY LAGRONE	95.6%
11	DENNIS CLARK	95.5%
12	ROBERT FEIOCK	95.4%
13	LAKISHA WILLIAMS	95.3%
14	ANDREW MUNDY	94.8%
15	RON BURTON	94.8%

Dec		
16	OTHA DUGAN	94.7%
17	RACHEL COMER	94.7%
18	LAVELLE TEALER	94.6%
19	MICHAEL RICKS	94.5%
20	LISA WALKER	94.4%
21	SCOTT DUNCAN	94.4%
22	RHONDA WATTS	94.2%
23	CALVIN JACKSON	94.1%
24	DIANE JOHNSON	94.1%
25	SADE SQUIRES	94.0%
26	ADAM BURKE	93.9%
27	ADRIAN LEWIS	93.7%
28	DAVID MADYUN	93.7%
29	CHRISTOPHER FLETCHER	93.4%
30	DAVID JOY	93.2%

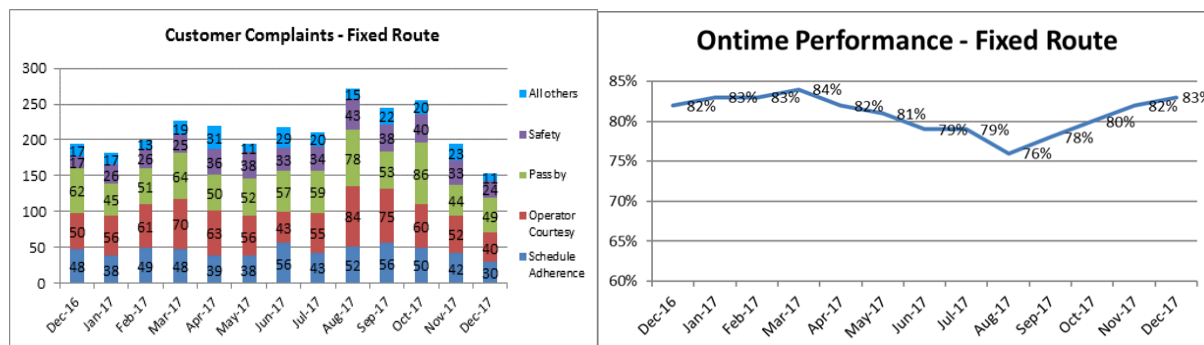
Dec		
31	VIOREL SALAGEAN	93.2%
32	LACRETIA HINTON	92.9%
33	RAY WRIGHT	92.9%
34	TAMANIKI MORROW	92.9%
35	ANTJUAN MARTINEZ	92.8%
36	SHAWN CLARK	92.8%
37	S. BOWEN, SR	92.6%
38	LAURA BECK	92.4%
39	ANTHONY MANCE	92.0%
40	CORENE WELLINGTON	91.8%
41	MONA LISA BAXTER	91.7%
42	GARRY STAGGS	91.5%
43	KEVIN MALLORY	91.2%
44	DEBORAH NEWELL	91.1%
45	MARILYN HUGHES	90.8%

Dec		
46	MOHAMMAD ALEM	90.7%
47	VANDALL GRADY	90.6%
48	JEROME NORRIS	90.4%
49	TREVA ANDERSON	90.3%
50	ERICA HARDEN	90.2%
51	GENEISHA BERRY	90.2%
52	ANGELA ARMSTRONG	90.0%
53	MARK WILLS	90.0%
54	MISTI EL SHABAZZ	89.8%
55	RICARDO OXLEY	89.8%
56	ALBERT REDD	89.5%
57	JENNIFER MILLER	89.5%

Fixed Route Update:

During this reporting period, the Transportation and Maintenance Departments supported the Indianapolis Homeland Security Division, by strategically placing Nova and Gillig 40 foot coaches at downtown intersections as Hard Barricades. The Hard Barricades were used to protect the public at the Veterans Day Parade, Circle of Lights and the New Year's Eve Event on Georgia Street.

Service Delivery Data:



Key Performance Indicators:



Positive Operator Contacts represent every time a Transportation Supervisor engages a Professional Coach Operator whether it be on site at IndyGo or by visiting their coach.

MAINTENANCE

December was a busy month in Maintenance, especially with some of the record setting wintry weather. The focus remained on the heat and making sure we kept the public as warm as possible during inclement weather.

Cummins International is one of our local Manufacturing Partners and during December, Michael Terry, Roscoe Brown and Victoria Learn had an in-depth meeting with the Chairman/CEO Tom Linebarger of Cummins Global about the possibility of teaming up resources to develop a grant for the Volkswagen Diesel Settlement to look at alternative energy buses for future use. As the project matures, IndyGo will keep the Board of Directors apprised of the progress. Cummins is in the process of developing an electric drivetrain and that will be available to the mass market sometime in late 2018 or early 2019. Victoria Learn also in on the Cummins Electric Vehicle Transit commission which meets quarterly on technology as innovative technology develops and matures.

The last two years IndyGo has been running and testing the Zero Emissions Electric Buses (Zeps). In that two years, Maintenance has worked very closely with the Manufacturer to upgrade all issues that arose. Improvements in the battery buses have emerged and multiple manufactures are in it for the long haul. Listed below are some of the recent statistics with our electric fleet:

- Front heater defroster would break due to a design issue. The ceramic insulation used to isolate the HV heater coils wires were snapping due to vibration, causing electrical shorts inside the defrost heater. The Manufacture redesigned a new type of defrost heater and all original heater defrosters were replaced in the Zep’s fleet. Zero issues with the newly designed defroster have occurred.
- Based on an average of 20,000 miles p/bus, IPTC realized an approximate savings of \$150,150 for the 21 electric buses against their diesel equivalent or approximately \$7150 per bus in just fuel/energy savings. In the future IndyGo hopes to see that savings grow with the addition of newly advanced electric buses added to the fleet. Other cost savings realized will be in the areas of fluids, filters, oil use and drive train repairs.

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January 2016 and 2017. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07	2017/08	2017/09	2017/10	2017/11	2017/12
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08	2016/09	2016/10	2016/11	2016/12
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189	5,787	6,099	5,564	7,318
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318	4,390	5,416	4,912	5,582

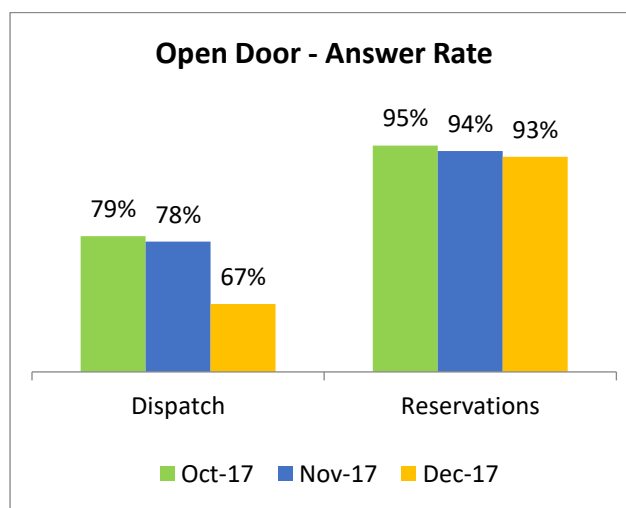
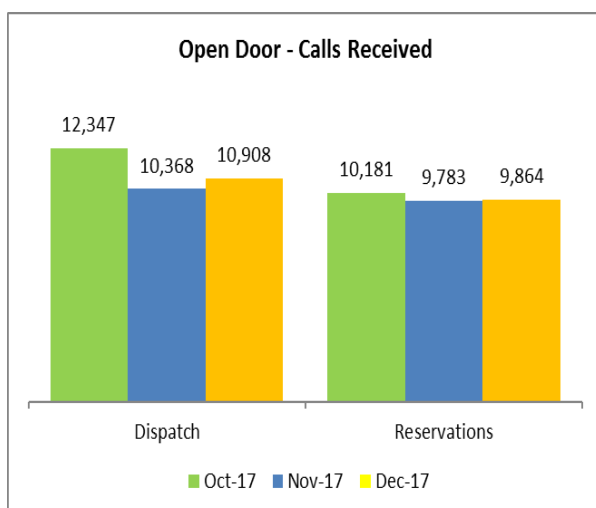
FLEXIBLE & CONTRACTED SERVICES

A paratransit review committee was formed in April 2017 and continues to meet to assess current service options and offerings and identify strategies for Open Door service improvements. Service strategies sought would focus on improvements to on-time performance, reduce trip lengths, optimize dispatch and routing, and enhance experience. The committee is comprised of members of the MAC, the IndyGo board, and IndyGo staff from the operations, public affairs, and planning divisions.

As a means of preliminary fact finding, a rider survey was conducted in December to receive feedback and input on potential service options regarding the Open Door service. IndyGo received 244 surveys, and the feedback received assisted in defining and refining the service strategy options for the committee. Development of any paratransit service strategy will be a lengthy and engaged process that will include possibly piloting various MAC endorsed service strategies to help identify the most effective/efficient options that improve and enhance service quality for our paratransit (Open Door) riders.

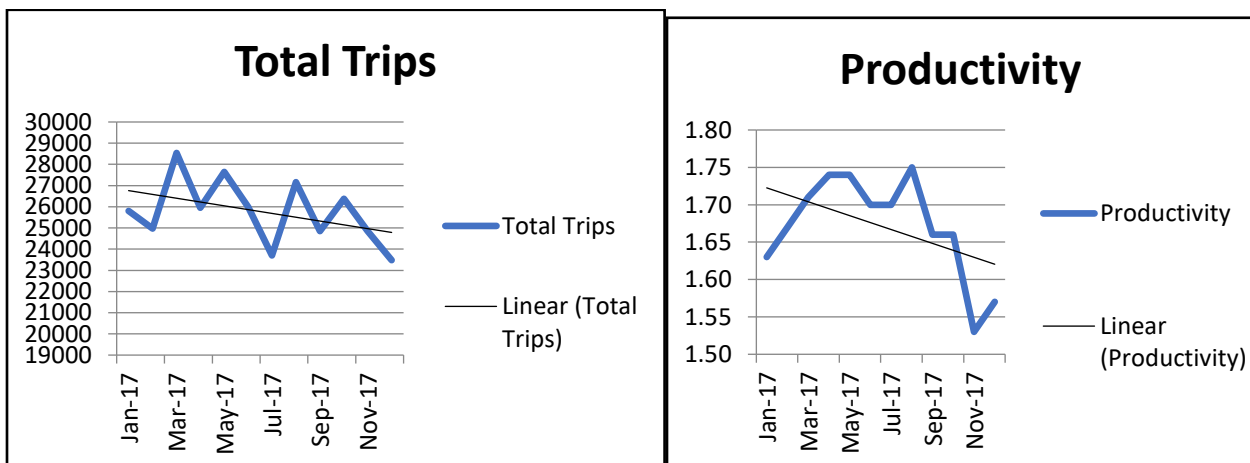
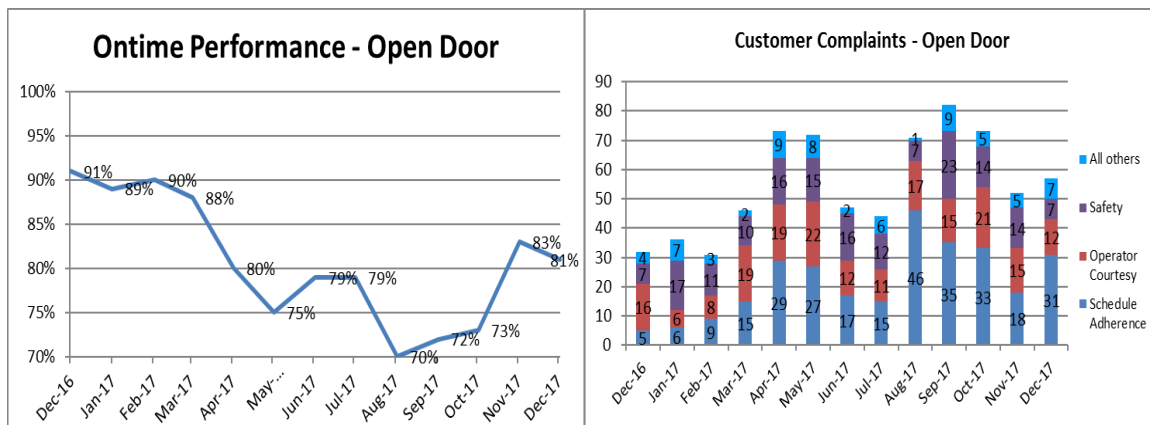
Service Delivery Data:

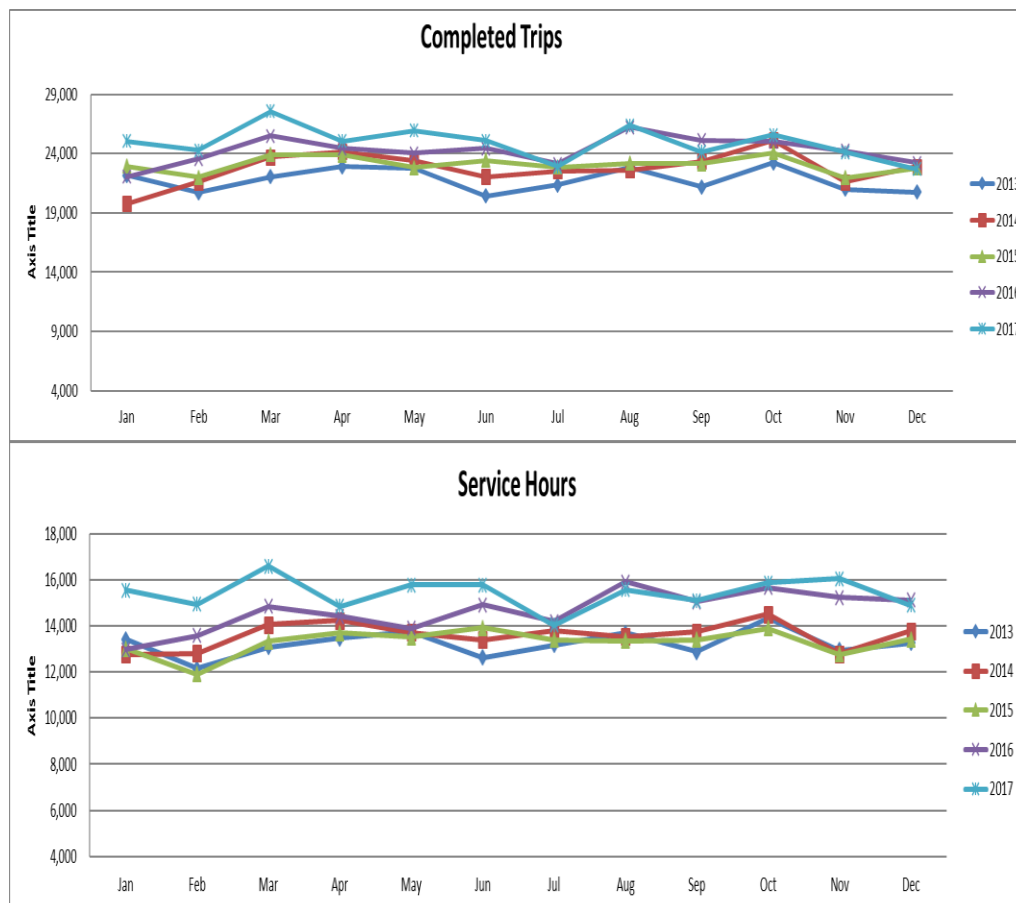
Open Door reservations and dispatch call comparison chart: Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. In 2017, the dispatch area received a total of 127,164 calls, with an average answer rate of 82%. The reservations department received 119,606 calls with an average answer rate of 94%.



There are many service level indicators monitored by Open Door staff such as ridership, on-time performance, productivity, and excessive ride times. Increased ridership brought about many challenges for paratransit in 2016 and 2017 (passenger trips increased monthly by an average of 653 trips), which were met by several meetings with the contractor, MV Transit, who currently performs the service. Additionally, efficient run selections and picks were scheduled throughout the year to change routes to meet the fluctuation in passenger needs.

The current paratransit services contract expires in March of 2018. As a result, IPTC solicited for RFP's in September of 2017 for a new contract for paratransit services. MV, the incumbent was not successful in their proposal. Transdev was the winning vendor to provide paratransit services starting in April of 2018. Contract execution is pending.





Grant Activity:

Recap of 2017

A Call for Projects was held April 18, 2017 in which representatives from various organizations attended. Representatives received training on the requirements of Title VI as well as information regarding IPTC's responsibility for sub recipient compliance when granted Section 5310 grant funds. Of the available \$501,723 in Section 5310 funding, three (3) sub recipients applied and were awarded grants for vehicle replacements. The delivery of seven (7) vehicles will occur in mid-2018.

FACILITIES

The Julia M. Carson Transit Center was extremely busy with customers during the final 2 weeks of December. The inside customer waiting area was often crowded due to frigid single digit temperatures.

IndyGo Transit Ambassadors were on site multiple days at the Transit Center handing out information about bus routes and Red Line information to the customers.

The Facility Lighting Project started in late December with replacing overhead lights in the Bus Storage and Bus Maintenance areas with LED light assemblies which will be much brighter for the employee work areas with the replacing of over 600 light fixtures. This project will continue through late February.

During the year of 2017 the Environmental Management Program recycled 14,237 gallons of Used Oil and 53 – Fifty-five Gallon Drums of Used Oil and Fuel Filters saving them from being thrown into Land Fills.

During the year of 2017 the Environmental Management Program recycled over 202,120 net pounds of metal from our maintenance area equaling just over 101.06 Tons of Recycled Metals that did not go into Land Fills and IndyGo received \$16,359.10 for the efforts.

During the year of 2017 below is a summary of all the Bus Stop and Bus Shelter amenities installed or replaced:

Signs installed	170	Bench Installed	1
Signs removed	72	Benches Removed	14
Shelters installed	7	Simme Seats Installed	15
Shelters Removed	11	Glass Panes Installed	146

RISK & SECURITY

- Mark Emmons, Director of Safety, Training and Security, is the current chair for the APTA Risk Management Committee. As part of those duties he held a meeting with AON Insurance Company to go over the Transit Benchmark Report from 2017. There were 15 agencies that participated in the benchmarking program that represented large, medium and small transit agencies. The report looked at items such as number of vehicle accidents, cameras on buses, how many agencies are self-insured or have lines of coverage, and much more. This year the report will be completed again with the help of APTA and there is hope that a larger number of agencies will respond. It will also cover more areas that are important to the transit industry. The new report should be completed and information shared by the last quarter of 2018.

- IndyGo completed its 4th quarter fire drill at both the 1501 W Washington location and 201 E Washington Street locations. Both drills were successful and any areas of concerns were addressed. The IndyGo Safety and Security department will be starting up the quarterly fire drills for 2018 later this quarter. They will also perform two (2) to (3) severe weather drills as Spring draws closer.

SAFETY & TRAINING

The following Operators were recognized for their safe driving for the months of November and December:

Nov		
1	Roxanne Thames	22 Years
2	Brian Antonio	10 Years
3	Star Dalton	10 Years
4	Ricardo Oxley	10 Years
5	Brenda Evans	10 Years
6	Mary Williams	9 Years
7	Larry Patterson	8 Years
8	Kathy Smith	7 Years
9	Bryant Reed	6 Years
10	Jerry Atkinson	5 Years
11	Laura Beck	5 Years
12	Mercedes Ingram	5 Years

Nov		
13	Darrel Jones	5 Years
14	Dewayne Sims	5 Years
15	Marilyn Hughes	4 Years
16	Nathan Barnes	3 Years
17	Samuel McGhee	3 Years
18	John Redmond	3 Years
19	Nathaniel Rhodes	3 Years
30	Demetrius Hayes	2 Years
31	Julius McMiller	2 Years
32	Qeturah McMiller	2 Years
33	Kelli Nuckolls	2 Years
34	Robert We3bb	2 Years
35	Lashanda Turner	1 year

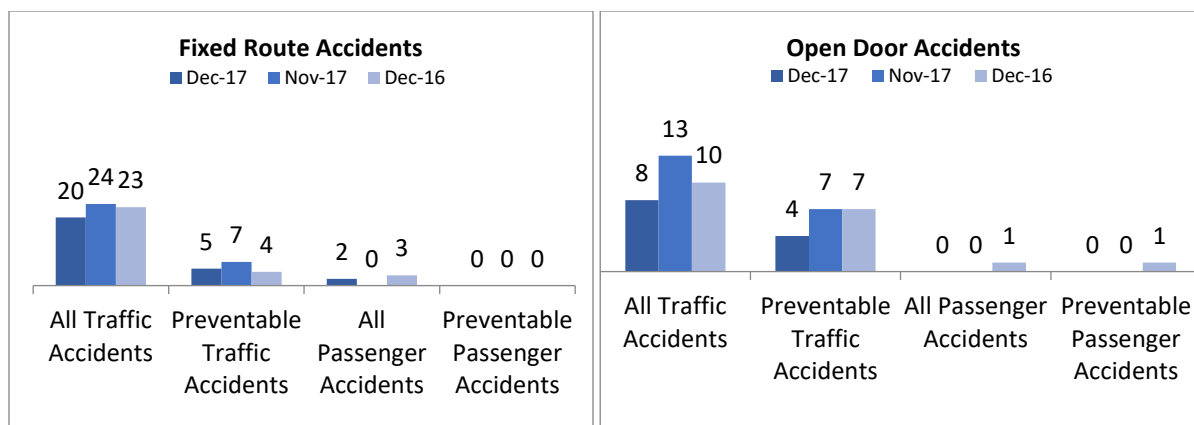
Dec		
1	Joyce Ledell	24 Years
2	Jerome Norris	20 Years
3	Harry Fox	16 Years
4	Khadijah Badiane	13 Years
5	Daron Washington	12 Years
6	Maurice Wilburn	11 Years
7	Adrian Lewis	8 Years
8	Beth Murray	7 Years
9	Tawana Claypool	4 Years
10	Eleanor Henderson	4 Years
11	Damian Lapsley	4 Years
12	Jowanna McGhee	3 years
13	William Wilson	3 years

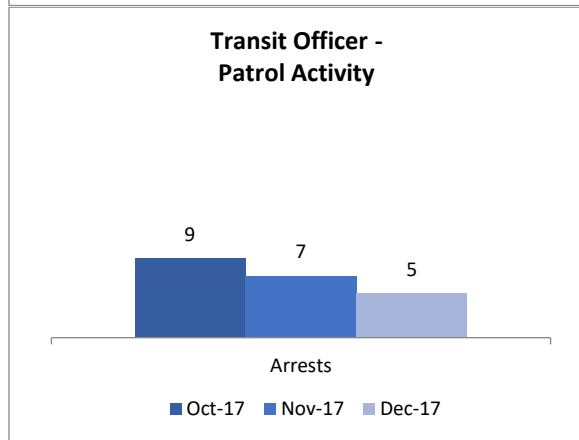
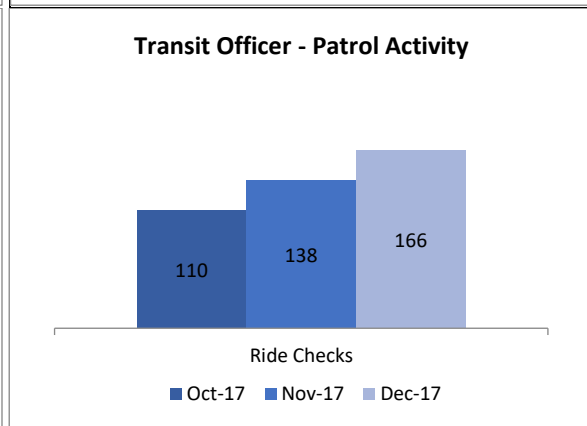
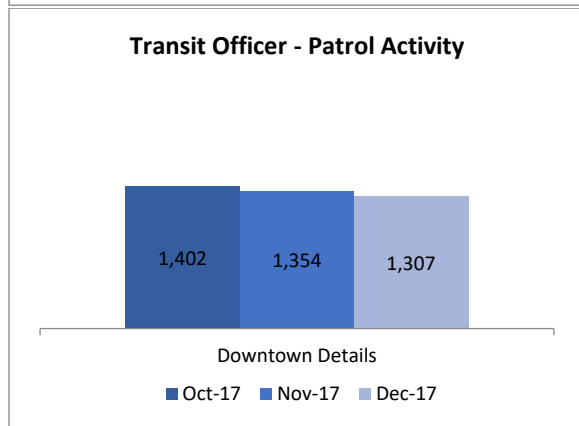
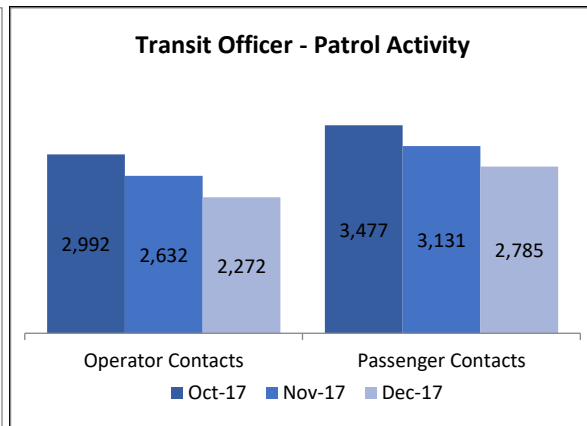
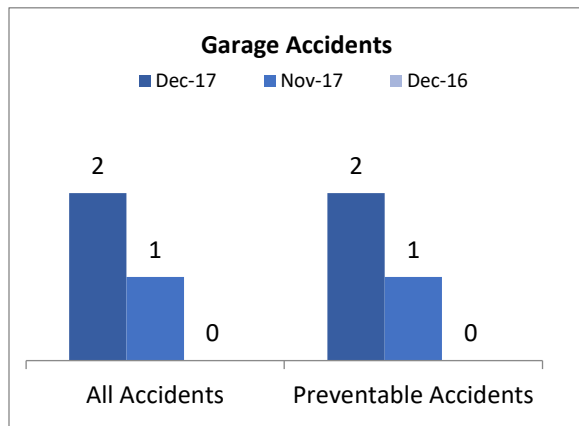
Dec		
14	David Joy	2 Years
15	Kizzy Davidson	1 Year
16	Rena Dean	1 Year

Highlights for the year of 2017:

- There were 283 traffic accidents. This is down 16 accidents from 299 accidents in 2016.
- There were 84 preventable traffic accidents. This is down 20 accidents from the 104 preventable traffic accidents that occurred in 2016.
- There were 25 passenger accidents. This is down 11 from the 36 accidents that occurred in 2016.

- There were 5 preventable passenger accidents. This is up 2 from the 3 preventable accidents that occurred in 2016.
- There were 22 garage accidents. This is down 1 from the 23 accidents that occurred in 2016.
- There were 16 preventable garage accidents. This is down 6 from the 22 preventable accidents that occurred in 2016.
- There were 97 traffic accidents for the contracted services. This is down 17 from the 114 traffic accidents that occurred in 2016.
- There were 62 preventable traffic accidents for the contracted services. This is up 3 from the 59 preventable traffic accidents that occurred in 2016.
- There were 3 passenger accidents for the contracted services. This is down 2 from the 5 accidents that occurred in 2016.
- There were 3 preventable passenger accidents for the contracted services. This is up 2 from 1 preventable passenger accident in 2016.
- For Nolan Security there were 32,617 operator contacts, 44,841 passenger contacts, 14,904 downtown details, 1811 ride checks, and 142 arrests for 2017.
- IndyGo scored a 96% on the TSA Baseline Assessment for Security Enhancement (BASE) in 2017. This was the 3rd time that IndyGo was awarded the Gold Standard Award and 4th time that IndyGo scored above 90%.
- Mark Emmons, Director of Safety, Training and Security, moved up to the Chair of the APTA Risk Management Committee and will start his 2-year term at the 2018 Risk Management Seminar.
- IndyGo held its 2nd Annual Rodeo this year and the winner will be representing IndyGo at the International Bus Rodeo that will be held in Tampa, FL in May of 2018.
- IndyGo training team started and completed the largest number of classes in recent history. The training staff started 10 classes with 9 of them graduating before the end of 2017. This was along with the yearly in-service training for all employees and a number of retraining.





To: Chair and Board of Directors

From: Phalease M. Crichlow, Vice President of Human Resources

CONSIDERATION OF HUMAN RESOURCES JANUARY

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

Phalease M. Crichlow

Vice President of Human Resources

Contributing Staff:

Teresa Boone, Director of Employee Services

Brandon Jackson, Human Resources Program Manager

Lillian Motton, Benefits Manager

Felicia Moodie, HRBP – Leave Administration

Oreanna Crain, Human Resources Generalist

Romona Camarata, Manager of Learning and Development

November 2017 - December 2017 Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 11/30/2017)

Represented: 122
Non-Represented: 498
Total Employees: 620

November Separations

Represented: 5
Non-Represented: 0
Total Employees: 5

November New-Hire Employees

Represented: 0
Non-Represented: 3
Total Employees: 3

November Employee Turnover Rate: .81%

Staffing Capacity (as of 11/30/2017)

612 FTE Budget
606.5 FTE Actual
.89% Below Maximum Capacity

Active Employees (as of 12/31/2017)

Represented: 122
Non-Represented: 504
Total Employees: 626

December Separations

Represented: 5
Non-Represented: 0
Total Employees: 5

December New-Hire Employees

Represented: 11
Non-Represented: 0
Total Employees: 11

December Employee Turnover Rate: .80%

Staffing Capacity (as of 12/31/2017)

612 FTE Budget
609.5 FTE Actual
.41% Below Maximum Capacity

Drug and Alcohol Compliance

On November 13, 2017, the Department of Transportation (DOT) published a final rule in the Federal Register ([82 FR 52229](#)). The rule, among other items, added four semi-synthetic opioids (i.e., hydrocodone, oxycodone, hydromorphone, oxymorphone). It also added methylenedioxyamphetamine (MDA) as an initial test analyte and removed the testing for methylenedioxyethylamphetamine (MDEA).

When is the final rule effective?

The final rule is **effective January 1, 2018**.

What does this mean for employees?

Employees will *also* be tested for four semi-synthetic opioids

(i.e., hydrocodone, oxycodone, hydromorphone, oxymorphone). Some common names for these semi-synthetic opioids include OxyContin®, Percodan®, Percocet®, Vicodin®, Lortab®, Norco®, Dilaudid®, Exalgo®. In addition, employees will no longer be tested for MDEA.

www.transportation.gov/odapc/frpubs

November 2017	
Test Type	Number of Tests
Pre-Employment	22
Random	17
Post Accident	2
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

December 2017	
Test Type	Number of Tests
Pre-Employment	37
Random	11
Post Accident	4
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

Wellness and Employee Engagement

Employee Engagement

Our priority in 2017 was to offer wellness activities to assist with increasing activity and providing awareness to finances and nutrition while engaging employees socially.

Following are some of the activities that were provided:

- Get back on track- beginning of the new year program for individuals to restart previous programs and/or activities.
- 12 Elements Financial classes/events;
 - Estate Planning
 - Credit Reviews
 - Social Security
 - Fraud Trends
 - Financial planning
 - Spend/Track/Save- a course on budgeting
 - Painless Budget building
 - Understanding your credit
 - HSA – Everything you want to know about electing to have a HSA account

The average class size for these classes/events was 10 employees per session. In total, 75 employees had contact with Elements throughout the year. This includes the Bank at work table events that were set up in the operations conference room.

- Wellness garden- Employees successfully planted and harvested several different types of herbs and vegetables. Everything that was harvested went to the members of the garden club. 10 employees participated in the club.
- Weight Watchers- 17 enrollees with 10 who remained active for the duration of the 12 weeks. Over 115 pounds were lost.
- Walk/Run club – a 10-week program stepping individuals from .5 miles up to 3.5 miles in preparation for the 5k. Also included in this program were workshops for nutrition, safety, stretching and strength training. 85 participants registered for the program.
- IndyGo's first ever #doitforDave 5k. – 45 participants took part in the event.
- 3-on-3 Basketball Tournament - Five teams of 3-5 players registered to play double elimination games.
- Free HIV testing – 7 employees took advantage of the onsite tests.
- Pool Tournament- over 20 individuals challenged each other in pool over two-weeks.

- Health and Safety fair plus employee recognition- had 15 benefits vendors on site along with activities such as basketball, tricycle races, and dancing. Lunch or dinner provided to all employees.
- End of the year recognition and holiday banquet- 250 came out to celebrate 2017 accomplishments.

Employee Wellness

Activate Clinic Utilization Stats for 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	681	166	1820	2667
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	4344	140	78	4562

Population Health Reporting

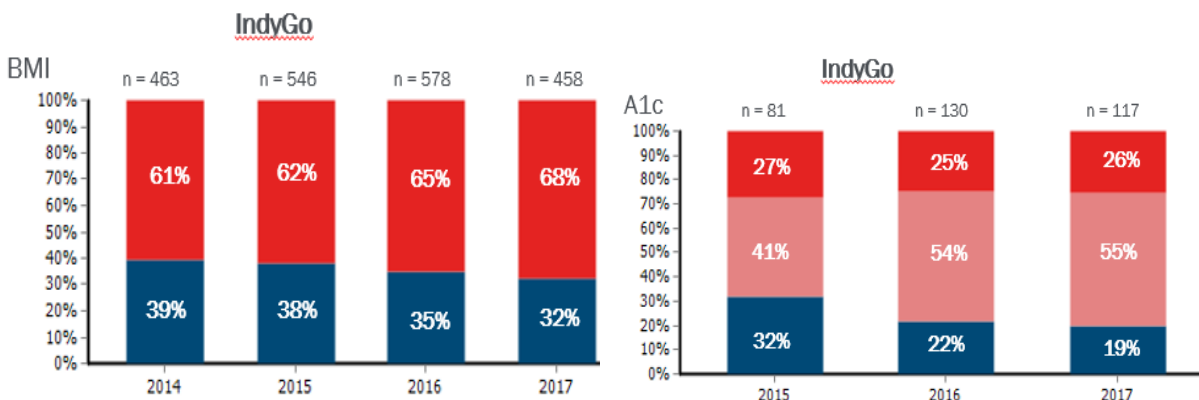
LHD Benefit Advisors prepares quarterly aggregate reports showing claims data from Anthem and Activate. Based on the 2nd quarter report, there are 7 high claimants accounting for 20% of the total spend for medical claims. This is a 36% decline from 2016.

Prescription costs saw a 23% increase from 2016 and our highest pharmacy spend is on neurological drugs with the second highest on endocrine drugs (86% of which is on non-insulin medication to control diabetes)

Biometric Condition and Risks:

Compared to Johns Hopkins national benchmark data, IndyGo's population biometric risks are of great concern around weight management and A1c control. To help in this area, the Wellness Team has contracted with a Registered Dietitian who will assist our members control their diabetes. We plan to add a Lifestyle coach to help those who are at a moderate risk for diabetes and high risk for obesity.

Other Biometric Conditions and Risks:



- Hypertension - 16% of members with hypertension, have uncontrolled blood pressure.
- Diabetes – 82% of those diagnosed have blood sugars that are controlled.
- Asthma – Members diagnosed with Asthma, 40% have been to the ER at least once in the last 12 months; this group continues to have the highest percentage of ER utilization among the population.
- 97% of all employees continue to participate in the Wellness Program.
- 5% of spouses covered under IndyGo’s group health insurance have engaged in at least one service offered by Activate; and
- A total of 91% of those with high biometrics are participating in coaching.

IndyGo will continue to partner and coordinate with Activate, LHD Benefits Advisors and all benefit plan providers (Anthem and Delta Dental) to create and implement strategies around education of preventative care, weight management, and condition management – especially diabetes.

Leave Management

November 2017		December 2017	
Leave Type	Number of Days	Leave Type	Number of Days
FMLA – No Pay	37	FMLA – No Pay	56
FMLA – Personal Day	16	FMLA – Personal Day	17
FMLA – Sick Day	25	FMLA – Sick Day	14
FMLA – Vacation Day	13	FMLA – Vacation Day	5
Sick – No Pay	51	Sick – No Pay	45
142 Days = 1136 Hours		137 Days = 1096 Hours	

Workers' Compensation

2017 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	3	6	6	3	4	5	5	2	6	3	4	3	50
Non-Reportable	1	4	1	1	4	3	2	4	3	1	4	4	32
Light Duty - New	1	2	4	3	1	3	2	2	5	3	3	2	31
Light Duty - Total	2	4	6	5	2	3	2	2	6	3	3	3	41
TTD - New	0	1	1	0	1	0	0	0	1	0	0	1	5
TTD - Total	3	3	5	4	2	2	2	2	3	3	3	4	36
Denied	0	0	0	0	0	1	0	0	0	1	2	0	4
Lost Time (hrs)	93	68	124	96	66	73	63	64	36	93	90	93	959
Open Claims - New	2	4	3	2	1	3	2	1	2	0	4	2	26
Open Claims - Total	8	7	9	6	8	9	8	6	5	6	5	8	85
Closed Claims	3	12	5	5	6	6	9	8	9	6	4	7	80

Learning and Development

2017 Summary

Employee Assistance Program – Coordinated with program counselor for on-site training related to program services.

Career Day – researched 7-10 accredited university, attendance of universities in Operators area resulted (80 staff. attendees)

Succession Planning initiatives across 4 depts-introducing 9-box matrix and other tools.... (Special Projects; Public Affairs; Legal; Operations)

Performance Management-scheduled/conducted staff training sessions on Self Assessments and Performance Evaluations.

Self-Paced E-Learning—ppt. all on SharePoint early Aug.2017)- working with Info Tech. to put on-line for employees (Nov/Dec.2017 with projected Q1 launch 2018)

National Transit Institute-initiated classes: a.) **Crisis Management for Transit** (Train-the-Trainer); b.) **Building Diversity Skills for Transit Employees** (Train-the-Trainer); c.) **Risk Assessment for Transit Capital Projects** (host site 2-day class) – overall with over 100 staff attended.

ETi-Performance Improvement-DBE/WBE (vendor) - **Excel: Level 1** (2x); **Level 2** (2x); and again **Level 1 & 2** (100 attendees)

Butler-IndyGo Leadership Development Program – Cohort #1 (19 staff across multiple departments), graduation Dec. 12, 2017 at Butler University.

Butler-IndyGo VP Executive Education Program – launching 10 sessions beginning Jan. 31, 2018.

Professional Development - Attended “Trainer’s Workshop” and “Apprenticeship Program” – APTA (Mar 26-30)

Next month upcoming Training/Development programs and initiatives for 2018

To: Chair and Board of Directors
From: Michael A. Terry, President/CEO

CONSIDERATION OF CEO REPORT

ISSUE:

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

RECOMMENDATION:

Receive CEO report.

Michael A. Terry
President/CEO