

INDYGO

Board Report
October 26, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

WWW.INDYGO.NET
317.635.3344



INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – OCTOBER 26, 2017

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1 Consideration of Approval of Minutes from Board Meeting held on September 28, 2017 –
 *Danny Crenshaw***

- A – 2 RFP 17-09-272 Bus Shelter and Stop Cleaning and RFP 17-09-273 Bus Shelter and Sign
 Maintenance/Installation – *Ed Parsley***

- A – 3 Consideration of Task Order for Design of Downtown Local Bus Stop Improvements -*Justin
 Stuehrenberg***

- A – 4 Consideration of Vendor and Approval of Contract for Group Dental Insurance – *Phalease
 Crichlow***

- A – 5 Consideration of Vendor and Approval of Contract for Group Health Insurance – *Phalease
 Crichlow***

- A – 6 Consideration of Vendor and Approval of Contract for Group Short & Long-Term Disability and
 Approval of Contract for Group Life Insurance – *Phalease Crichlow***

- A – 7 Consideration of Vendor and Approval of Contract for HR/Payroll Administration Program –
 *Brian Atkinson***

- A – 8 Consideration of Vendor and Approval of Contract for Lighting Upgrade at Facility – *Ed Parsley***

Old Business

INFORMATION ITEMS

- I – 1 Consideration of Receipt of the Finance Report for September 2017 – *Nancy Manley***
- I – 2 Consideration of Receipt of Public Affairs & Communications Report for September 2017 – *Bryan Luellen***
- I – 3 Consideration of Receipt of Planning & Capital Projects Report for September 2017 – *Justin Stuehrenberg***
- I – 4 Consideration of Receipt of Operations Report for September 2017 – *Roscoe Brown***
- I – 5 Consideration of Receipt of Human Resources Report for September 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, December 7, 2017

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 September 28, 2017.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

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

THURSDAY, September 28, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, September 28, 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:

Greg Hahn, Vice Chair
Juan Gonzalez, Secretary-Treasurer
Tommie Jones, Board Member
Mark Fisher, Board Member
Greg Bedan, Board Member

Board member absent:

Danny Crenshaw, Chair
Alan Rowland, Board Member

IPTC executive staff attending:

Michael A. Terry, President / CEO
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance and Controller
Phalease Crichlow, VP of Human Resources
Richard Joseph, CIO / VP of Information Technology
Justin Stuehrenberg, VP Planning & Capital Projects
Bryan Luellen, VP of Public Affairs & Communications

IPTC executive staff absent:

Roscoe Brown, COO / VP Operations

ACTION ITEM 1: APPROVAL OF MINUTES

Upon motion by Mark Fisher and seconded by Greg Hahn, approval of the Minutes of the August 24, 2017 Board Meeting passed unanimously.

ACTION ITEM 2: ELECTRIC BUS CHARGING MASTER PLAN & DESIGN TASK ORDER

Justin Stuehrenberg presented this action item requesting authorization for President / CEO Michael Terry to issue a task order to WSP for the evaluation and design of charging system for the facility at 1501 W. Washington Street in an amount not to exceed \$430,999.00.

Upon motion by Juan Gonzalez and seconded by Greg Bedan, the action passed unanimously.

DUE TO SCHEDULING CONFLICTS, THE INFORMATION ITEMS WERE PRESENTED AS FOLLOWS:

INFORMATION ITEM 3: CONSIDERATION OF RECEIPT OF PUBLIC AFFAIRS & COMMUNICATIONS REPORT FOR AUGUST 2017

Bryan Luellen gave a presentation “Distribution of Payment: Cash Vs Pass, Jan. 2016 – Aug. 2017”. John Marron then gave a presentation “Fare Study: Update & Progress Report”. A copy of which is attached to these minutes.

After extensive discussion, the report was accepted.

INFORMATION ITEM 4: CONSIDERATION OF PLANNING & CAPITAL PROJECTS FOR SEPTEMBER 2017

Justin Stuehrenberg presented the report for August 2017 and introduced Sri Venugopalan, who recently joined IPTC as Director of Engineering & Construction.

The report was accepted.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF 2016 IPTC AUDIT

Nancy Manley presented the results of the 2016 audit to the Board.

After discussion, the report was accepted.

INFORMATION ITEM 2: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR AUGUST 2017

Nancy Manley presented the August 2017 Finance Report.

The report was accepted.

INFORMATION ITEM 5: CONSIDERATION OF OPERATIONS REPORT FOR AUGUST 2017

Mark Emmons, Director of Safety, Training & Security presented the report for August 2017 for absent COO / VP of Operations Roscoe Brown.

The report was accepted.

INFORMATION ITEM 7: UPDATE ON INFORMATION TECHNOLOGY PREJECTS

Rich Joseph presented the update to Board.

The Board accepted the update.

INFORMATION ITEM 6: CONSIDERATION OF HUMAN RESOURCES REPORT FOR AUGUST 2017

Phalease Crichlow presented the August 2017 report.

The report was accepted.

INFORMATION ITEM 8: CEO UPDATE

Mike Terry provided the update. Mr. Terry thanked the Board for their time and attention during this meeting with limited action items that allowed for the updates provided by Bryan Luellen and Rich Joseph to be heard. Mr. Terry informed the Board of his upcoming trip to Washington DC.

The Board accepted the report.

ADJOURNMENT:

Vice Chair Greg Hahn adjourned the meeting at approximately 6:52 p.m.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Ed Parsley, Director of Facilities
Pamela White, Director of Procurement

**SUBJECT: RFP 17-09-272 Bus Shelter and Stop Cleaning
RFP 17-09-273 Bus Shelter and Sign Maintenance/Installation**

BACKGROUND:

For business operations, IPTC recognizes the vital need to contract Bus Shelter and Stop Cleaning and Shelter and Sign Installation and Maintenance Services. In order to emphasize IPTC's strong commitment to diversity participation of our vendors, IPTC posted separate solicitations for the required services. RFP 17-09-272 was created and issued establishing that IPTC would seek vendors to supply bus shelter and stop cleaning services, including: cleaning, mowing, trash pickup and snow removal. RFP 17-09-273 was created and issued establishing that IPTC would seek vendors to supply bus shelter and sign maintenance and installation services. The selected contractor(s) will be required to supply all equipment to provide specified services at a contracted rate on an as needed basis. Contractor is required to maintain and service all Bus Shelter and Sign locations, as well as replace damaged property and install new locations for IPTC use during the term of the contract. This contract will also include subsequent stop and shelter amenities for enhanced services (included BRT) as a part of the Marion County Transit Plan.

PROCUREMENT PROCESS:

Both solicitations were posted concurrently with the following procurement schedule:

On September 6, 2017 IPTC released RFPs 17-09-272 and 17-09-273 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Record, the Indianapolis Recorder, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning September 6, 2017 and September 8, 2017.

On September 12, 2017 IPTC conducted a Pre-Proposal meeting, with nine (9) vendors present.

On September 15, 2017, IPTC released Addendum #1 to RFP 17-09-273 presenting the specifications for signs, seats, benches and shelters installation and repairs.

On September 18, 2017 IPTC received twenty-five (25) written questions regarding RFP 17-09-272 (cleaning services) and twenty-eight (28) questions regarding RFP 17-09-273 (maintenance and installation).

On September 22, 2017 IPTC released Addendum #1 for RFP 17-09-272 and Addendum #2 for RFP 17-09-273 answering written questions received and providing a Bid Cost Offer Form to provide a cost for combining the services.

On October 2, 2017 IPTC received six (6) proposals in response to RFP 17-09-272 Bus Shelter and Stop Cleaning.

Four of the five were found to be responsive and included: Pristine Image International; Keys to Work; Newpoint Services; and Stowe's Mowing and Landscaping. Two proposers: TNT Services and Team Cruiser were found to be Non-Responsive and Not Responsible respectively.

No separate bids were received for RFP 17-09-273 Bus Shelter and Sign Maintenance/Installation.

This solicitation sought pricing base on piece work as needed (e.g. shelter install or replacement, bench install or replacement, bus stop sign Install or replacement, shelter glass panel replacement, bike rack installation or replacement, etc.). Though IPTC could not project actual maintenance/installation needs, we did provide historical needs data experienced over the past year. Expenses based on actual need cannot be determined and may be lower or high than expenses based on experienced needs.

IPTC did receive two service proposals that combined the scopes of RFP 17-09-272 and RFP 17-09-273 (Shuck Corporation and Team Cruiser). One was found to be responsive and responsible which was Shuck Corporation.

As best value solicitations, the written proposals were scored based on technical proposal which included a management plan, response time and past experience. The top scorer presented a combined cost offer for both RFP 17-09-272 and RFP 17-09-273 which was Shuck Corporation.

FUNDING:

The Bus Shelter and Sign Services funding source is from the general operating budget.

DIVERSITY PARTICIPATION:

RFP 17-09-272 and RFP 17-09-273 required a local diversity participation goal to match the City of Indianapolis Diversity Plan of fifteen percent (15%) MBE; eight percent (8%) WBE; three (3%) VBE; and one percent (1%) DOBE. The interested bidders were required to provide letters of agreement for services to match one or more goal. If they were unable to find participants,

bidders were required to provide documentation which demonstrated their good faith efforts in obtaining such participation. The top scorer provided letters of agreement to match 16% minority participation from City of Indianapolis certified M/W/V/DOBE vendor list.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to begin contract negotiations with Shuck Corporation for 3 year combined cleaning and maintenance/installation services at an estimated cost of \$1,011,936 for three-years of Cleaning services; and a per task cost for Maintenance and Installation services. Based on IPTC historical bus stop maintenance and installation services the cost has been approximately \$1,000,000 per year

Ed Parsley,
Director of Facilities

Pamela White,
Director of Procurement

TO: Chair and Board of Directors

FROM: Austin Gible, Project Development Planner in Capital Projects & Planning

SUBJECT: Consideration of Task Order for Design of Downtown Local Bus Stop Improvements

BACKGROUND:

The Marion County Transit Plan includes multiple local routes coming from the north and eastern parts of the city and meeting to access the Julia M. Carson Transit Center via Alabama and Delaware Streets, including future routes 3, 19, 28, 10, and 4. To speed and enhance local service through the Downtown area, IndyGo is proposing lane improvements and “super-stops,” which may have some of the characteristics of bus rapid transit. This will provide a more comfortable waiting environment and allow buses to get into and out of downtown much more quickly, saving operating costs.

In addition, to accommodate Level Boarding of bus rapid transit vehicles from the Red, Purple, and Blue Lines, the Julia M. Carson Transit Center needs some minor alterations.

The Metropolitan Planning Organization notified IndyGo that they have funding remaining on the grant that funded the Green Line study in the Northeast corridor, and that design work for other improvements in that corridor would be eligible to use that funding. IndyGo is in the process of defining an MOU with the MPO that would allow the funding to be used on this project.

PROCUREMENT PROCESS:

The IPTC Board of Directors selected Shrewsberry as the organization’s on-call vendor for Architecture & Engineering work for on-street facilities in April 2017. An on-call contract was subsequently agreed to by both parties. These task orders would be issued from that on-call agreement.

IndyGo approached Shrewsberry to complete the planning, environmental, and design work for this project under their on-call contract. This would include design of lane improvements, signal improvements, and enhanced bus stops.

FUNDING:

Funding for these task orders would come from a combination of remaining funds from the Northeast Corridor (Green Line) Downtown Study-area funds (80%) and future IndyGo capital revenues (20%).

DIVERSITY PARTICIPATION:

A DBE goal for the task was set at 11%. Shrewsberry is an INDOT certified DBE firm, and would be self-performing 53% of the work, with subconsultants WSP and Metric Environmental (also DBE) performing the remainder of the work.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to budgetary approval with Shrewsberry for the task orders to carry out necessary design work for the local route “super stops” and Julia M. Carson Transit Center platform modifications not to exceed \$588,300.

Justin Stuehrenberg
VP of Planning & Capital Projects

Pamela White,
Director of Procurement

TO: Chairman and Board of Directors

FROM: Phalease Crichlow, Vice President Human Resources
Pamela White, Director of Procurement

SUBJECT: RFP 17-08-269 Group Dental Insurance

BACKGROUND:

IPTC is committed to providing affordable benefit plans to its employees. Like most employers IPTC is concerned with the costs and effectiveness of its health and wellness programs. In the wake of the Affordable Care Act's excise tax IPTC continues to aggressively manage all group benefit programs.

IPTC views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans.

With the rise in healthcare costs IPTC finds innovative ways to help employees stay healthy and productive while simultaneously reducing all health care costs associated with preventable chronic diseases. The clinic has been a proven cost-effective method over the past several years to drive down the cost of care. A strong wellness program built on a culture of health that interweaves individual health needs with the overall company goals along with a fully integrated system will be the next phase. Benefit plans designs are collectively negotiated between IPTC and the Amalgamated Transit Union (ATU) Local 1070. There were no changes to the benefit plans for 2018.

With the anticipated growth over the next few years IPTC will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IPTC to review more competitive proposals from Dental Insurance carriers and lower the fiscal impact on its operating budget.

Separate RFP's were posted for all benefits with scope development by IPTC Human Resources and its Benefits Consultant LHD Benefit Advisors. An evaluation team made up of departmental leadership, Human Resource staff and an ATU representative reviewed all proposals with guidance from our LHD project manager.

PROCUREMENT PROCESS

On August 18, 2017 IPTC released RFP 17-08-269 Group Dental Insurance. The RFP was published with a posting on our website at www.indygo.net and advertised in The Indianapolis Star, The Indianapolis Recorder, The Court & Commercial Record, and La Voz De Indiana. IPTC received three (3) questions for clarifications or further information which were answered in an Addendum posted on September 6, 2017.

By request from the bidders, IPTC extended the deadline for proposal submission to September 27, 2017. IPTC received five (5) responses for Group Dental Insurance. All Responses were found to be responsive and responsible.

- Anthem
- CIGNA
- Delta
- MetLife
- United Healthcare

On October 17, 2017, the Benefits Evaluation Committee met to discuss and evaluate the proposals received against the published evaluation criteria. The scoring criteria consisted of the following; Total cost of Services Requested, Contractual Benefits & Administration Flexibility, Provider Network Strength and Multi-Year Contract.

Final Comparison

Costs Analysis:

Upon final review, IPTC's current vendor Delta Dental proposed a 2.00% overall premium reduction over the current year's rate with a two (2) year rate guarantee. This reduction amounts to a total savings of \$12,125.52 over the two (2) year contract (\$6,062.76 savings per contract year). In comparison, CIGNA proposed an 8.75% overall premium reduction over the current year's rate with a two (2) year rate guarantee also. This reduction amounts to a total savings of \$40,856.16 over the two (2) year contract (\$20,428.08 savings per contract year).

Contractual Benefits& Administration Flexibility:

Based on third party analysis that compares network discounts of each dental provider network, Delta Dental's overall network discount in 2016 was 28% which was 6.2% better compared to the average of other dental carriers in the Indianapolis market. The difference of the contractual discount paid by the carrier to the provider is passed on to the member as additional out-of-pocket pocket expense.

Provider Network Strength:

Provider network strength is a significant criterion for determining which carrier to choose. Members must have access to providers to obtain services. The broader the access to providers, the more likely members will seek services for themselves and their dependents on a regular basis. Access disruption impacts the member's ability to seek and receive care with their current provider and within a designated radius. Delta Dental has the largest network in the market in Marion and surrounding counties in the state of Indiana.

In summary, IPTC believes that Delta Dental is the best overall value for the quality and level of services requested in this RFP process for the following reasons:

- Two percent (2%) premium reduction over current premiums with a 2-year rate guarantee. Cost savings to employees and IPTC.
- Best contractual provider discounts at 6.2% greater than other carriers (which lessens the burden of out-of-pocket costs for members and dependents).
- Broadest provider network – less disruption; more availability and access (allows for more access to care within member zip code radius radius)
- It supports the comprehensive wellness philosophy.

“IPTC promotes healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, and continues to focus on wellness and smarter consumerism”

FUNDING:

Group dental insurance is funded by the operational budget. IPTC policy for diversity participation follows the City of Indianapolis guidance for Minority, Women, Veteran and Disability Owned Business Enterprise. However, the availability of diverse providers for group dental insurance is not available for solicitation.

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, authorize the President and CEO to negotiate and enter into a two (2) year contract with Delta Dental for group dental premiums and coverage for current member enrollment at a cost of \$291,663, subject to increase based on future enrollments.

Phalease Crichlow
Vice President Human Resources

Pamela White
Director of Procurement

TO: Chairman and Board of Directors

FROM: Phalease Crichlow, Vice President Human Resources
Pamela White, Director of Procurement

SUBJECT: RFP 17-08-274 Group Health Insurance

BACKGROUND:

IPTC is committed to providing affordable benefit plans to all employees. Like most employers IPTC is concerned with the costs and effectiveness of its health and wellness programs. In the wake of the Affordable Care Act's excise tax IPTC continues to aggressively manage all benefit programs.

IPTC views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans.

With the rise in healthcare costs IPTC finds innovative ways to help employees stay healthy and productive while simultaneously reducing health care costs associated with preventable chronic diseases. The clinic has been a proven cost-effective method over the past several years to drive down the cost of care. A strong wellness program built on a culture of health that interweaves individual health needs with the overall company goals along with a fully integrated system will be the next phase. Benefit plan designs are collectively negotiated between IPTC and the Amalgamated Transit Union (ATU) Local 1070. There were no changes to the benefit plans for 2018.

With the anticipated growth over the next few years IPTC will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IPTC to review more competitive proposals from Insurance carriers and lower the fiscal impact on its operating budget.

Separate RFP's were posted for all benefits with scope development by IPTC Human Resources and its Benefits Consultant LHD Benefit Advisors. An evaluation team made up of departmental leadership, Human Resource staff and an ATU representative reviewed all proposals with guidance from our LHD project manager.

PROCUREMENT PROCESS:

On September 6, 2017 IPTC released RFP 17-08-274 Group Health Insurance published with a posting on the IPTC website and an email blast to all registered IPTC vendors. Advertisements were placed in The Indianapolis Star, The Court and Commercial Record, the Indianapolis Recorder, and LaVoz De Indiana and ran from September 6 through September 15, 2017 when the proposal was released.

Five (5) questions were received for Group Health Insurance and answered in an Addendum posted on October 2, 2017.

Proposals were originally supposed to be due on October 4, 2017. However, bidders requested more time to send their proposals, and the due date was pushed back to October 12, 2017. IPTC received three (3) responsive and responsible proposals from:

- Anthem BCBS
- IU Health Plans
- United Healthcare

On October 17, 2017, the Benefits Evaluation Committee met to discuss and evaluate the proposals received against the published evaluation criteria. The scoring criteria consisted of the following; Total cost of Services Requested, Contractual Benefits & Administration Flexibility, Provider Network Strength, Multi-Year Contract, Implementation Process Timelines and Guarantees, References & Retention

Final Comparison

In summary, IPTC believes that Anthem is the best overall value for the quality and level of services requested in this RFP process for the following reasons:

Provider	Proposed Annual	Percent Increase	Cost Increase
Anthem BCBS	\$8,010,054	0.00%	\$0.00
IU Health Plans	\$8,376,696	4.6%	\$366,642
United Healthcare	\$8,740,603	9.1%	\$730,549

- A one year contract with no increase in premiums for 2018
- A proposed rate guarantee in 2019 based on 2018 loss ratio (this is optional); IU Health Plans offers 2-year rate guarantee at 4.6% over Anthem BCBS; United Healthcare has proposed a 9.1% rate increase over Anthem's current rates.
- In comparison to IU Health Plans, Anthem BCBS provides the greater discounts overall.

- Anthem has a broader provider network – less disruption; more availability and access (allows for more access to care within member zip code radius radius); IU Health Plan has a limited network, which will cause extensive disruption to members and dependents.
- It supports the comprehensive wellness philosophy; and is fully integrated with the current on-site clinic Activate.

FUNDING:

Group health insurance is funded by the operational budget. IPTC policy for diversity participation follows the City of Indianapolis guidance for Minority, Women, Veteran and Disability Owned Business Enterprise. However, the availability of diverse providers for group health insurance is not available for solicitation.

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, authorize the President and CEO to negotiate and enter into a one (1) year contract with Anthem Blue Cross Blue Shield for group health premiums and insurance coverage for current member enrollment at a cost of \$8,010,054.00, subject to increase based on future enrollments.

Phalease Crichlow
Vice President Human Resources

Pamela White
Director of Procurement

TO: Chairman and Board of Directors

FROM: Phalease Crichlow, Vice President Human Resources
Pamela White, Director of Procurement

**SUBJECT: RFP 17-08-268 Group Short-term/Long-term Disability Insurance
& FMLA Certification
RFP 17-08-270 Group Life and AD&D Insurance**

BACKGROUND:

IPTC is committed to providing affordable benefit plans to all employees. Like most employers IPTC is concerned with the costs and effectiveness of its health and wellness programs. In the wake of the Affordable Care Act's excise tax IPTC continues to aggressively manage all benefit programs.

IPTC views a healthy and productive workforce as a business imperative and continues to focus on the opportunities that preserve quality and effectiveness of the benefit plans.

With the rise in healthcare costs IPTC finds innovative ways to help employees stay healthy and productive while simultaneously reducing health care costs associated with preventable chronic diseases.

In addition to health, dental and vision insurance, IPTC offers additional benefit coverage such as short and long-term disability and life insurance which includes accidental death and dismemberment at no cost to employees. These lines of coverage are an essential part of the health and wellness program. They allow employees and their families some financial relief during short/long term illness and provides financial security in case of loss. Benefit plan designs are collectively negotiated between IPTC and the Amalgamated Transit Union (ATU) Local 1070. There were no changes to the benefit plans for 2018.

With the anticipated growth over the next few years IPTC will need to continue to take proactive initiatives with all group insurance programs to manage the health and welfare of the workforce. With new healthier lifestyle strategies that encourage health maintenance, personal responsibility and financial relief, the corporation's continued focus on wellness and smarter consumerism enables IPTC to review more competitive proposals from Insurance carriers and lower the fiscal impact on its operating budget.

Separate RFP's were posted for all benefits with scope development by IPTC Human Resources and its Benefits Consultant LHD Benefit Advisors. An evaluation team made up of departmental leadership,

Human Resource staff and an ATU representative reviewed all proposals with guidance from our LHD project manager.

PROCUREMENT PROCESS:

On August 18, 2017 IPTC released RFP 17-08-268 Group Short-term/Long-term Disability and FMLA Certification and RFP 17-08-270 Group Life and AD&D Insurance published with a posting on the IPTC website and an email blast to all registered IPTC vendors. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, and La Voz De Indiana and ran from August 1, 2017 through September 21, 2017.

On August 24, 2017 at 2:00 pm a pre-proposal meeting was held in which two (2) firms were represented.

Proposals for RFP 17-08-268 Short-term/Long-term Disability Insurance and FMLA Certification were due September 21, 2017. IPTC received four (4) responses for three (3) responses were found to be responsive and responsible and one (1) was found to be unresponsive.

Proposals for RFP 17-08-270 Group Life and AD&D Insurance were due September 21, 2017. IPTC received four (4) responses Three (3) responses were found to be responsive and responsible and one (1) was unresponsive.

- Anthem
- CIGNA
- Dearborn
- MetLife

Due to incomplete information received by vendors; all were contacted and given the opportunity to correct their proposals and resend by October 10, 2017.

Final corrected proposals for RFP 17-08-268 and RFP 17-08-270 were due on October 10, 2017. IPTC received and evaluated the four (4) proposals and all four were found responsive and responsible:

- Anthem
- CIGNA
- Dearborn
- MetLife

On October 17, 2017, the Benefits Evaluation Committee met to discuss and evaluate the proposals received against the published evaluation criteria. The scoring criteria consisted of the following; Total cost of Services Requested, Contractual Benefits & Administration Flexibility, Provider Network Strength, Multi-Year Contract, Implementation Process Timelines and Guarantees, References & Retention.

Final Comparison

In summary, IPTC believes that Cigna is the best overall value for the quality and level of services requested in this RFP process for the following reasons:

Provider	Proposed Annual	Percent Increase	Cost Increase
Anthem	\$575,376	41.00%	\$168,404
CIGNA	\$446,896	10.00%	\$39,924
Dearborn	\$456,876	12.00%	\$49,904
MetLife	Life quote only		

- A two (2) year contract with a 10% increase in premiums for 2018.
- A premium rate hold for 2019 (same rate as 2018).

FUNDING:

Group short-term/long-term disability and life and accidental death and dismemberment insurance employee is funded by the operational budget. IPTC policy for diversity participation follows the City of Indianapolis guidance for Minority, Women, Veteran and Disability Owned Business Enterprise. However, the availability of diverse providers for group short/long-term disability and life and accidental death & dismemberment insurance is not available for solicitation.

RECOMMENDATION:

In a manner consistent with IPTC procurement and contract award standards, authorize the President and CEO to negotiate and enter into a two (2) year contract with CIGNA for Group Short/Long-term Disability and Life and Accidental Death and Dismemberment premiums and coverage for current member enrollment at a cost of \$893,792, subject to increase based on future enrollment.

Phalease Crichlow
Vice President Human Resources

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Phalease Crichlow, Vice President of Human Resources
Brian Atkinson, Director of Accounting

SUBJECT: **RFP 17-05-259 HR and Payroll System**

BACKGROUND:

IPTC currently uses ADP Workforce Now, ADP E-Time, ADP Interface, ADP Selection, HASTUS, as well as the Ellipse HR/Payroll Resource Planning (HR/PAYROLL) system to support most of the major functions of IPTC. The Ellipse system is an older proprietary system with inadequate functionality and reporting capabilities. IPTC is currently in the implementation phase of replacing the Ellipse system with Microsoft Dynamics AX which utilizes state of the art technology and offers more robust functionality and data reporting capabilities. The overall goal of this project is to find a human resources, payroll and timekeeping system that will provide technology support to IPTC's HR and Payroll functional areas and support the new ERP system. IPTC seeks to purchase a new HR/PAYROLL system that employs up-to-date technology, provides support for progressive business practices and provides greater flexibility in reporting.

PROCUREMENT PROCESS:

On May 25, 2017 IPTC released RFP 17-05-259 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Record, The Indianapolis Recorder, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning May 22nd, 2017 and May 29th, 2017;

On June 8th, 2017 IPTC received sixty (60) written questions regarding the RFP;

On June 14th, 2017 IPTC release Addendum #1 answering written questions received;

On July 28th, 2017 IPTC received six (6) proposals in response. The evaluation team reviewed written proposals based on criteria of:

- Business & System requirements
- Initial and On-going Costs
- Implementation
- Technical & Hardware Requirements
- General Vendor (include number & size of comparable installations)
- Financial Stability
- Completeness and Quality of Proposal Response

The six (6) vendors were:

ADP, LLC. - Current Vendor

Kronos

Paycom Payroll, LLC.

Aspire (SAP) – WBE Certified Vendor

Workday

Sita (SAP)

The top three (3) solutions were interviewed.

The evaluation team interviewed teams from ADP, Kronos, and Paycom based on the following criteria:

- Functionality
- Service & Support
- Investment & Cost
- Ability to deliver “out of the box” functionality
- Business & Systems Requirements
- Vendor Viability
- Additional Added Value

FUNDING:

Funding for RFP 17-05-259 HR and Payroll System will come directly from the IPTC operating budget.

DIVERSITY PARTICIPATION:

As this project is not federally funded, a DBE participation goal is not required. However, there was one WBE company that did submit a proposal but was unable to provide a solution to meet the scope of work. IPTC policy for Diversity Participation on non-federally funded projects follows the City of Indianapolis Minority, Women, Veteran and Disability Owned Business Enterprise goals for local participation (MBE 15%; WBE 8%; VBE 3% and DOBE 1%). A specific local participation goal was not set for this solicitation as the vendor participation for this particular opportunity is very limited locally. Therefore, IPTC posted the legal notice for this solicitation in La Voz De Indiana and the Indianapolis Recorder, two minority publications. The Procurement Administrator has also participated in several minority vendor outreach events, such as the Reverse Trade Show sponsored by the City of Indianapolis, to promote this and other upcoming IPTC procurements.

RECOMMENDATION:

In a manner, consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with Paycom Payroll, LLC. and upon successful negotiations enter into a contract for a term of three (3) years in the amount of \$563,581.30 which is broken out by year below. The base contract cost is unit pricing based on an estimate of 550 employees at \$320.19 each.

Contract Year	Base Amount of Contract Year	One-Time Installation	Total per year
Year 1	\$176,103.72	\$35,270.14	\$211,373.86
Year 2	\$176,103.72	\$0	\$176,103.72
Year 3	\$176,103.72	\$ 0	\$176,103.72
Total	\$528,311.16	\$35,270.14	\$563,581.30

Brian Atkinson
Director of Accounting

Pamela White
Director of Procurement

To: Chair and Board of Directors:
From: Ed Parsley, Director of Facilities

SUBJECT:

IFB 17-09-272 Lightning Replacement

BACKGROUND:

This procurement facilitates the installation of new energy efficient interior LED light fixtures throughout the IndyGo Bus Storage and Maintenance Garage areas at 1501 West Washington Street, Indianapolis, IN 46222. The scope of work also includes demolition and off-site disposal of existing light fixtures as indicated, field investigations to locate and trace existing 277 volt circuits and coordination with IndyGo for powering down of existing branch circuits. The successful bidder will also work with the IPTC Project Manager for developing a work plan that coordinates the schedule of work with IndyGo operations to insure minimal disruptions. This lighting project will result in better and safer working conditions for employees, with brighter lighting in bus traffic and work zone areas. This project will also reduce the maintenance of replacing lights as LED lights have twice the life expectancy of a normal bulb therefore saving IndyGo on replacement and labor costs.

PROCUREMENT PROCESS:

IPTC released this Lighting bid for solicitation September 7, 2017.

IPTC had a Pre-Bid meeting on September 12, 2017 with 4 people attending representing 4 different companies.

Questions were due to IPTC on September 19, 2017. IndyGo received no questions.

Answers were scheduled by September 26, 2016.

Bids were due on October 5, 2017. IndyGo received 3 bids in which 2 were found to be responsive and 1 nonresponsive.

IndyGo has an ICE (Independent Cost Estimate) – for this project established at \$338,000.00

The 3 bidders consisted of:

ATEC, Inc.: \$340,832.00 – found responsive: 100 % DBE Participation

Electric Plus, Inc.: \$264,370.00 – found nonresponsive: 0 % DBE Participation

Genesis Factor, LLC.: \$ 329,414.00 – found responsive: 12 % DBE Participation.

DIVERSITY PARTICIPATION

This solicitation is funded by a federal grant and required an 8% DBE goal.

FUNDING:

The funding for this project will come from GRANT IN040039 (80%) and local funds at (20%).

RECOMMENDATION:

The evaluation committee recommends that in a manner consistent with IPTC procurement standards, the board authorize the President and CEO to enter into contract negotiations with Genesis Factor, LLC for the Lighting Replacement project for a total not to exceed \$329,414.

Ed Parsley
Director of Facilities

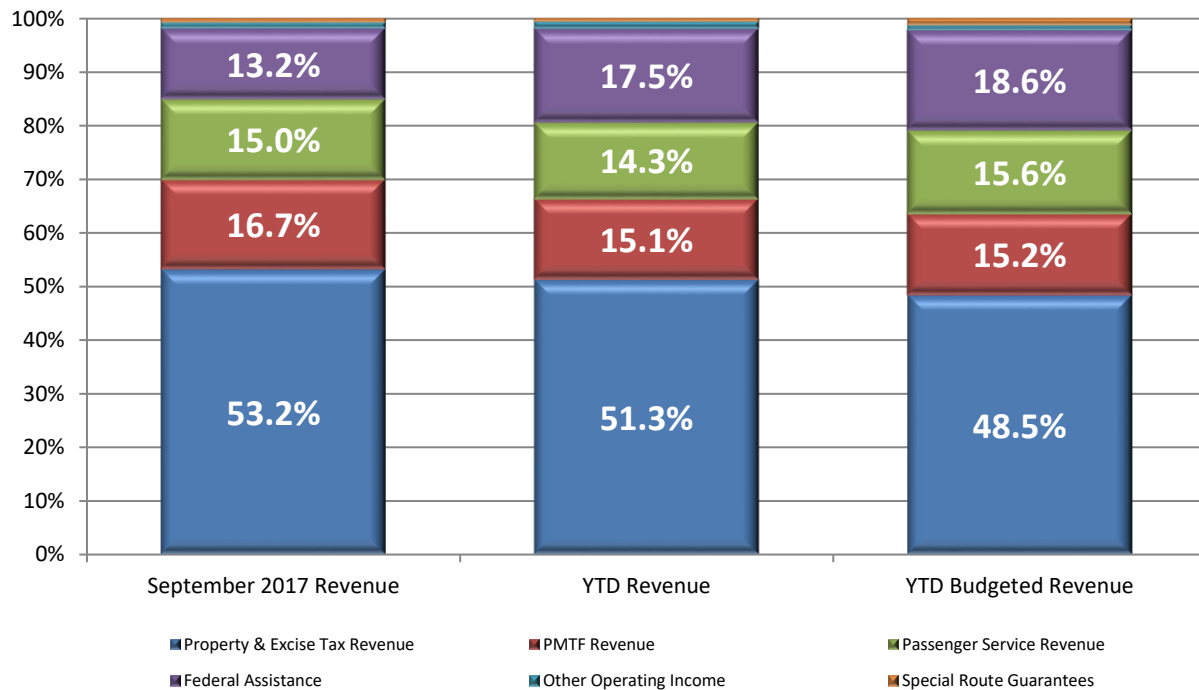
To: Chair and Board of Directors

From: Nancy Manley- Controller

FINANCIAL REPORT – SEPTEMBER 2017
Notes to the Comparative Statement of Activities – General Fund
For the month ending September 30, 2017

Revenue Comparison

By Funding Source



FTA Assistance

Revenue from FTA assistance was under budget by 36% but under budget by 5% year-to-date. The variance in eligible PM expenses is a result of the predictive maintenance model utilized by Operations.

Other Operating Income

Other operating income was under expectation by 5% in September. Year-to-date Other Operating Income was over expectations by 24%.

Passenger Service Revenue

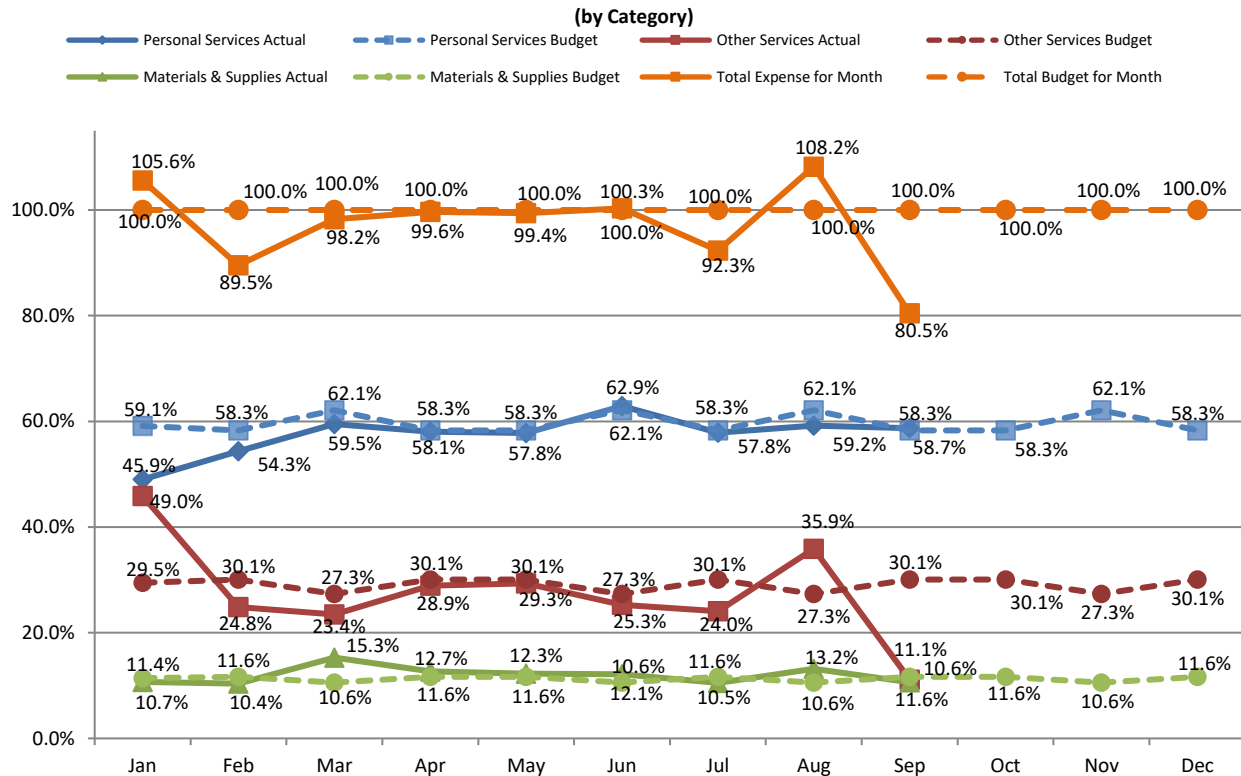
Passenger service revenue was under budget by 13% for the month and overall YTD continues to trend 7% under budget.

Total Revenue

For the month of September 2017, the total revenue recognized was 9% under projections and 1% over projections year-to-date.

Expenditures

Actual Monthly Expense versus Monthly Budget



Personal Services

Overall, Personal Services were 1% over budget in September, year-to-date personal services remains under budget expectations by 5%. Overtime continues to run over budgeted levels but is offset by lower expenses in salaries for the same period.

Other services & Charges

This expense category was under budget projections by 62% for the month of September and 8% under year-to-date. At the close of September, the Finance Department processed adjustments for quarter 3 of this year. The adjustments impacted the Miscellaneous Expenses and Services line items.

Materials and Supplies

For the month of September, this expense category was collectively 12% under budget and year-to-date the category is still trending under budget by 9%.

Total Expenses

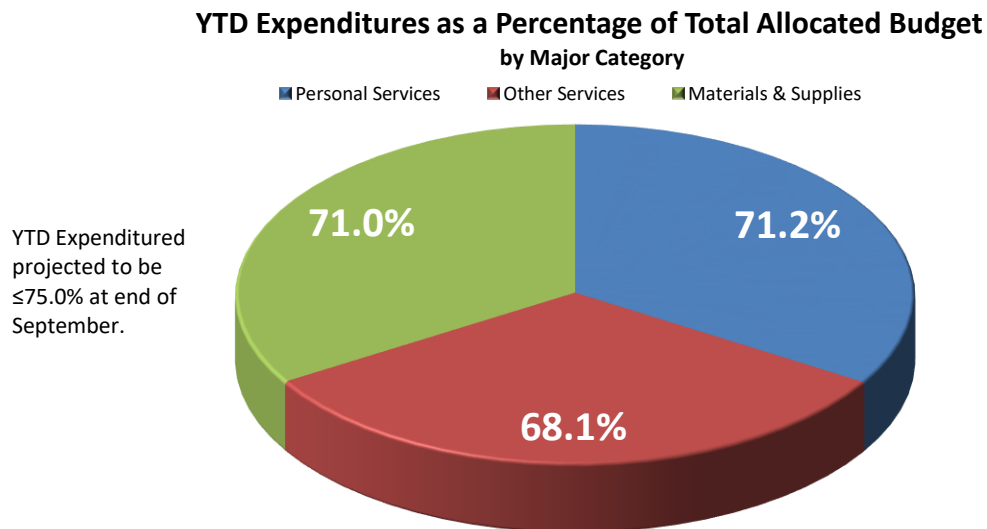
Total expenses came in 20% under projection for the month of September and year-to-date under by 6%.

Summary

Overall spending, in September, was less than revenue received in the month of September and year-to-date expenses remain under year-to-date revenue received by roughly \$3.7 million.

The organization continues to review monthly reports and communicate when potential issues arise.

The cumulative YTD expenditure goal set through the end of September was $\leq 75.0\%$. The average of all three major expense categories were 70.1% of the total allocated budget for FY17.



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 SEPTEMBER 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

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

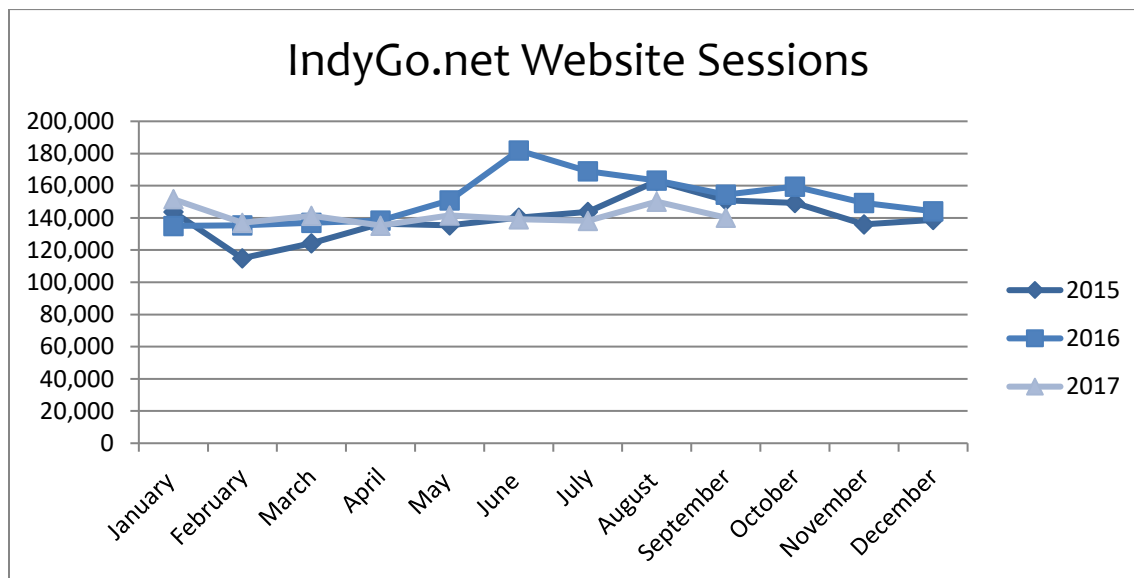
Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

INDYGO.NET MONTHLY SESSIONS 9/1/17 – 9/30/17:

Page Views	333,375
New /Returning Visitors	33,063/107,037
Total Sessions	140,100



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%

SEPTEMBER NEWS RECAP:

“BYD Expands Its U.S. Battery Bus Factory” – Fleets and Fuels.com

“USDOT awarding \$55M to support purchase of Low-No buses; electric buses and infrastructure” – Green Car Congress

“IndyGo Receives \$1.45M grant to enhance charging infrastructure” – CBS 4, FOX 59

“11 things you might not know about the Red Line and other transit changes” – IBI

“IndyGo ridership study released ahead of tax hike, budget” – CBS 4, FOX 59

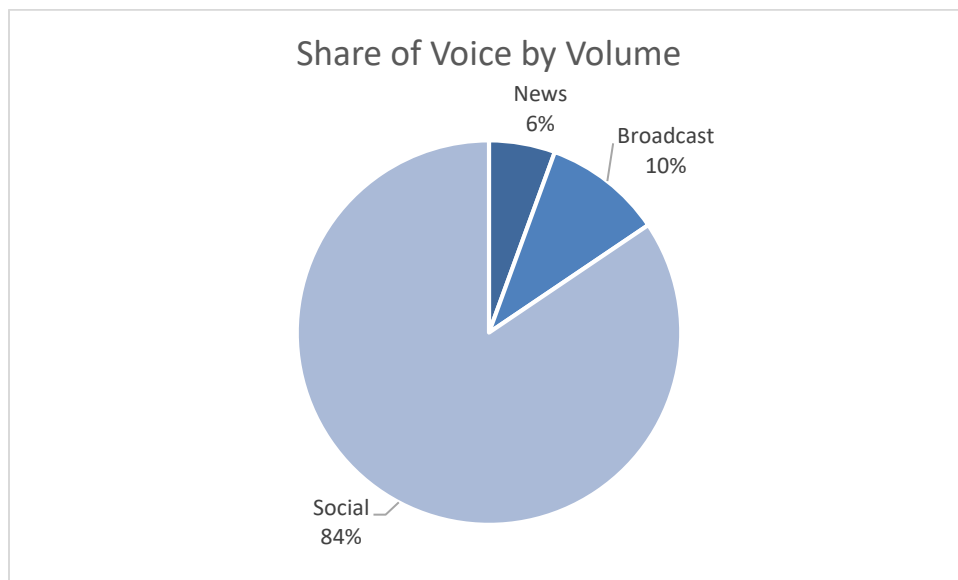
“New opposition to IndyGo Red Line after council passes left-turn, parking restrictions” – CBS 4, FOX 59

“City-County Council approves major parking, turn ordinances for Red Line” –

TheIndyChannel.com

“Family of five adopts ‘car-lite’ lifestyle” – WISH-TV

Topics Include: Mentions throughout September focused heavily on the Red Line, beginning with early September articles covering the bid-seeking process. Mid-September mentions focus on the left-turn restrictions along the corridor made public through the ordinance process, as well as information about IndyGo ridership from a study completed at the Polis Center. Late September mentions focus on the \$1.45M grant to enhance electrical charging infrastructure and City County Council approving ordinances for left-turn and parking restrictions along the Red Line corridor.



Broadcast mentions: 34

News mentions: 61

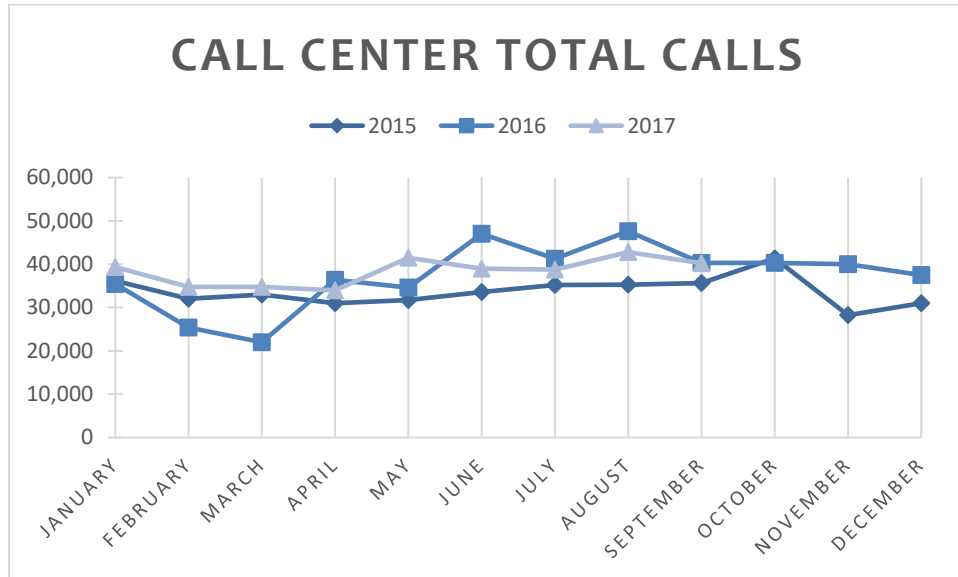
Social Media mentions: 516

SEPTEMBER CALL CENTER REPORT:

40,222 total calls

3.60% calls abandoned in queue

39.62% Interactive Voice Response (IVR) calls

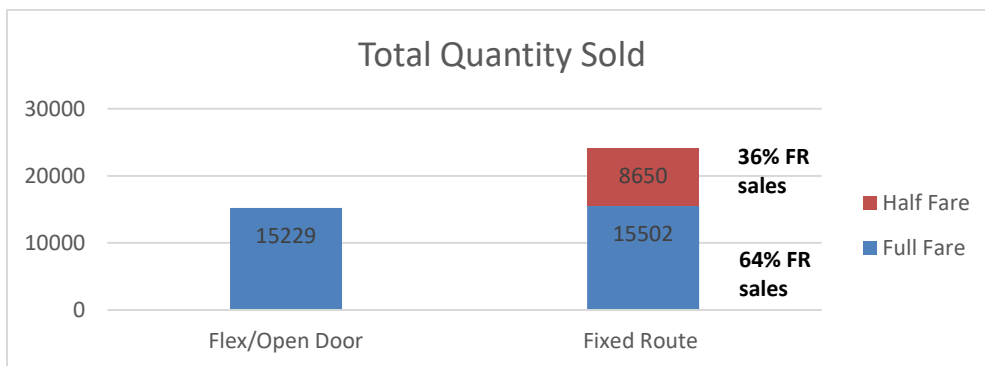
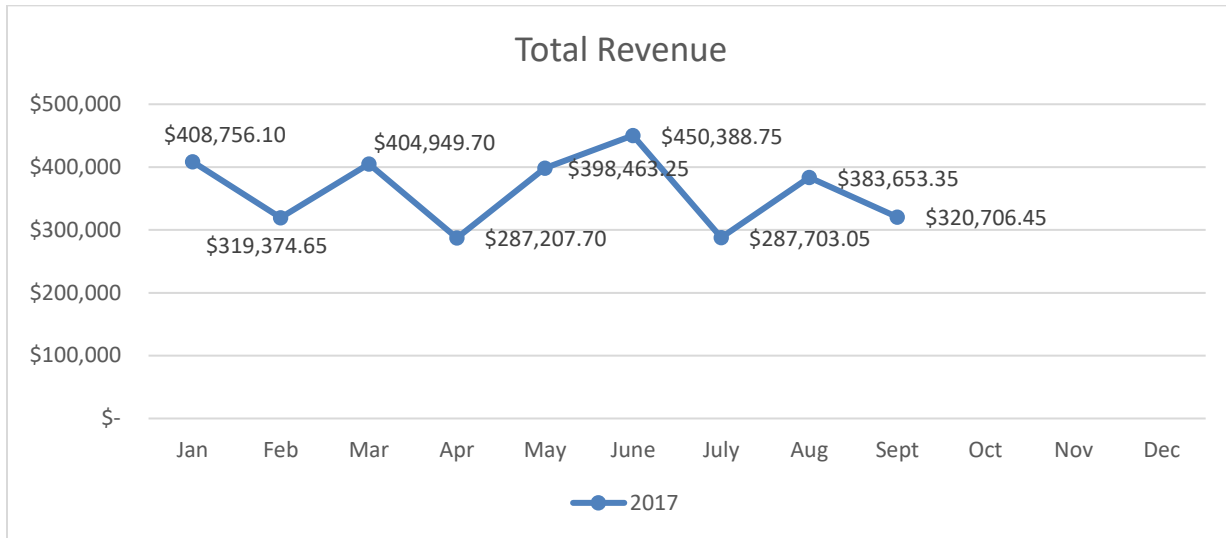


CUSTOMER COMMENTS: 460

ADA	3	PURPLE LINE	0
BUS STOP	2	REAL TIME ARRIVALS	2
CIVIL	1	RED LINE	17
COMPLIMENT	21	REQUEST	37
COURTESY	100	ROUTE	0
CUSTOMER SERVICE CENTER	7	ROUTE DETOUR	3
DENIAL	8	RULES	6
DISCRIMINATION – TITLE VI	3	SAFETY	75
FACILITY MAINTENANCE	9	SCHEDULE ADHERENCE	93
FARES	4	SERVICE CHANGES	0
MCTP	3	SUGGESTION	0
MARKETING	2	VEHICLE MAINTENANCE	5
OTHER	5	WRONG INFORMATION	1
PASS BY	53		

SEPTEMBER PASS SALES REPORT:

Total Quantity of Passes: 39,381



Additional Revenue:

Retail Desk & Online Purchases: \$293,233.40

Cash: \$79,435.12

Checks: \$61,532.70

Credit Cards: \$152,265.58

OUTREACH SUMMARY FOR SEPTEMBER:

Outreach in September largely focused on the Transit Talks – casual opportunities for the public to hear updates on transit and get their questions answered at locations along the future Red Line corridor. These efforts were complemented by regular outreach to community organizations to provide updates on transit.

SEPTEMBER OUTREACH EVENTS:

9/1/2017	ICAT monthly meeting
9/1/2017	IndyGo Red Line/IPS
9/5/2017	Transit Zoning/Infrastructure/Construction Coordination
9/6/2017	IndyGo/Councillor Holliday
9/7/2017	LaRue Carter Travel Training
9/7/2017	MAC transit update
9/7/2017	MNA update
9/7/2017	SE Transit Task Force
9/8/2017	IndyGo Purple Line/War Memorial commission
9/11/2017	Amarillo City Transit visit
9/12/2017	Transit Talk: Calvin Fletcher's
9/12/2017	West Washington Business Alliance
9/12/2017	Indy Jazz Fest DTC performance
9/12/2017	Service Dog Training
9/14/2017	SAVI Talks
9/14/2017	Tabling at DTC
9/14/2017	Transit Talk: Hotel Tango
9/14/2017	Municipal Corporations CCC budget hearing
9/15/2017	Creative Placemaking in Transit: TDI + Arts Council of Indianapolis
9/15/2017	Tabling at DTC

9/16/2017	Materials at FIESTA
9/19/2017	Red Line update – Crown Hill Neighborhood Association
9/20/2017	Transit Talk: Mile Square Coffee
9/20/2017	Transit Talk: Quills Coffee
9/20/2017	Morales Group Town Hall/Travel Training
9/20/2017	ATU update
9/20/2017	Transit Talk: Two Deep Brewing Company
9/21/2017	IndyGo/Councillors Gray, Clay, & Jackson
9/21/2017	IMPD District Community Day
9/21/2017	MNA update
9/22/2017	Car Free Day
9/22/2017	IN Chapter ASLA transit update
9/25/2017	City County Council meeting
9/28/2017	THRIVE CTE tour of IndyGo HQ/Travel Training
9/28/2017	Transit Talk: Upland Brewing Company
9/29/2017	Transit Talk: HoiTea ToiTea
9/30/2017	Nora Pedestrian Connectivity planning/kickoff
9/30/2017	IndyGo/Adult Ed workshop with Swahili speaking refugee community

SPECIAL PROJECTS:

- The Transit Talks series represented a new approach to public meetings that involved more casual interactions with IndyGo staff. During the month of September, staff participated in 7 events at locations throughout the Red Line corridor and interacted with 176 individuals.

PLANNING AND CAPITAL PROJECTS REPORT

10/26/17

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.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

SERVICE PLANNING

As IndyGo moves forward with implementation of the Marion County Transit Plan, the Service Planning department is responsible for rebuilding the entire network. A new level of analysis and revisions to the schedules are critical as routes run more frequently. Planning continues to monitor rider trends and boarding patterns to further improve the entire bus system. For the Operator Pick change in October several routes had minor timing adjustments to improve schedule efficiency. One change of note is to the Route 37 Park 100. Now that the new road (Intech Way) in Intech Park will be opened in September we were able to get rid of the one-way loop. This means that customers accessing the Social Security Administration and Lowe's call center (the two most popular destinations for riders) will now save time by not having to walk a long distance from the closest stop or wait on the bus during the layover to complete their trip.

Staff is working on placing the Marion County Transit Plan bus network into the Hastus scheduling system. Routing and scheduling scenarios have been built and are being adjusted. The full system build-out in the 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.

Planning and Capital Projects staff continues to ensure that service is rolled out smoothly in 2018/2019 and beyond. Work is underway to coordinate all bus stop amenities and sign changes that will coincide with service changes that will take place when the Marion County Transit Plan improvements are put into service. Major service intersections have been identified and the number of shelter installations, relocations and removals is being determined, as well as optimal areas for pedestrian infrastructure improvements.

Through our partnership with the DPW, and various public/private entities, we continue to work together to improve access to transit with appropriate bus stop amenities and ADA compliant sidewalks. We are also working on achieving appropriate bus stop placement and spacing ahead of improvements to bus frequencies to allow boardings and alightings to occur in a manner which allows coaches to operate as efficiently as possible. Preliminary designs for numerous improvements throughout the city are currently underway.

Current Month			IndyGo	Year to Date		
Sep-16	Sep-17	% Change	Fixed Route Ridership	2016	2017	% Change
15,874	16,618	4.7%	2 E. 34th St.	139,645	138,121	-1.1%
27,106	25,487	-6.0%	3 Michigan St.	224,345	218,000	-2.8%
15,490	13,871	-10.5%	4 Fort Harrison	143,927	118,602	-17.6%
18,000	19,195	6.6%	5 E. 25th	221,143	161,718	-26.9%
13,080	11,160	-14.7%	6 N. Harding	38,211	104,833	174.4%
128,829	118,600	-7.9%	8 Washington St.	1,108,065	1,074,108	-3.1%
100,647	92,185	-8.4%	10 10th St.	851,595	811,939	-4.7%
3,051	3,451	13.1%	11 E. 16th St.	33,059	30,791	-6.9%
5,623	4,765	-15.3%	12 Minnesota	51,151	43,886	-14.2%
3,561	3,131	-12.1%	13 Raymond	28,256	28,086	-0.6%
10,143	9,204	-9.3%	14 Prospect	87,633	84,255	-3.9%
22,388	19,921	-11.0%	15 Riverside	183,042	169,628	-7.3%
11,589	10,256	-11.5%	16 Beech Grove	103,772	91,983	-11.4%
24,368	24,398	0.1%	17 College	210,663	198,840	-5.6%
11,668	11,512	-1.3%	18 Nora	128,711	101,050	-21.5%
42,140	37,109	-11.9%	19 Castleton	290,102	333,302	14.9%
14,071	14,415	2.4%	21 East 21st St.	122,250	122,669	0.3%
12,098	11,459	-5.3%	22 Shelby	95,485	96,025	0.6%
9,651	9,875	2.3%	24 Mars Hill	89,613	87,220	-2.7%
15,927	15,565	-2.3%	25 W. 16th St.	132,900	131,572	-1.0%
16,746	13,944	-16.7%	26 Keystone	135,522	124,631	-8.0%
14,438	14,395	-0.3%	28 St. Vincent	130,654	120,853	-7.5%
9,452	7,150	-24.4%	30 30th St.	79,671	62,068	-22.1%
24,794	23,583	-4.9%	31 Greenwood	211,728	213,416	0.8%
27,224	27,960	2.7%	34 Michigan Rd.	237,535	233,180	-1.8%
44,096	36,057	-18.2%	37 Park 100	354,022	337,057	-4.8%
37,866	33,044	-12.7%	38 Lafayette Square	300,693	289,397	-3.8%
108,746	93,608	-13.9%	39 E. 38th St.	916,585	850,412	-7.2%
			50 Red Line	27,224		
4,373	4,114	-5.9%	55 English	39,038	36,305	-7.0%
12,597	10,479	-16.8%	86 86th Street Crosstown	101,372	100,524	-0.8%
12,072	12,017	-0.5%	87 Eastside Circulator	98,377	102,848	4.5%
129	442		Others	3,493	3,050	
817,837	748,970	-8.4%	Total	6,919,484	6,620,369	-4.3%

RIDERSHIP

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.

Sep-16	Sep-17	% Change	Flexible and Contracted Services	2016	2017	% Change
28,631	29,465	2.9%	Open Door Riders on Fixed Route	224,293	251,280	12.0%
25,969	24,852	-4.3%	Open Door	226,403	234,620	3.6%
728	715	-1.8%	Open Door Taxi Vouchers	6,966	7,012	0.7%
27,505	23,767	-13.6%	31 Day S-Pass	210,364	173,046	-17.7%

STRATEGIC PLANNING

Over the past month, the strategic planning department has continued to steer the fare modernization effort, in partnership with several other divisions and departments across the agency. As noted in the September board meeting, IndyGo had issued a Request for Information from qualified vendors of components and services required to modernize IndyGo's fare system. The agency received 17 responses to its RFI. Some respondents provided systems that provided mobile-ticketing applications, account-based systems, and ticket vending machines, while others focused on specific components of a comprehensive solution. Before issuing an RFP for a fare modernization system, the agency will need to reach several strategic decisions and technical questions; a fare equity analysis will also need to be conducted to evaluate the potential impact of any changes to the fares, fare structures, or fare payment media on low-income and minority populations. An internal meeting of the fare steering committee was held in mid-October and individuals, departments, and divisions were assigned responsibility for advancing strategic and technical questions to support the procurement department in its development and issuance of an RFP, expected later this year or early next year. The Strategic Planning department will continue to support this effort across departments and divisions.

CAPITAL PROJECTS

Capital Budgeting

The Capital Projects team has been coordinating a detailed 5-year capital investment plan with the entire IndyGo team. This plan will lay out a proposed expenditure plan, by quarter, for every capital investment planned for the next 5 years. It will also include a specific funding source, or combination of sources, for each of those projects. It is anticipated that this will be presented to the board this fall.

Red Line

The Red Line Project continues to progress with the advertisement on August 31, 2017 of the Invitation for Bids. IndyGo consolidated all civil and traffic control work into one construction package – Package A, and all station structure, finishes, and communications work into a second construction package – Package B.

These two packages are being let at the same time, with the bidders permitted to submit bids on either of the two packages, or a combined bid for both packages. Bids are due November 13, 2017 at 2:00 p.m. local time.

Three (3) addendum have been issued to-date which includes responses to first round of contractor questions and other items identified post advertisement for bids. A last and final addendum will be issued on or before November 1, 2017 which will address some design changes as well as responses to additional questions received by October 23rd, 2017. The contract awards are expected to be brought to the December 2017 IndyGo Board Meeting. Construction is expected to start in early 2018 and be completed by April of 2019, with revenue service forecast to start in June 2019.

The Red Line project team has expanded in the past month to prepare for the start of construction. Implementation of project management and document control systems is underway. IndyGo began implementation of the e-Builder system in May. Final configuration of system processes is underway. Administrator training and initial roll-out of live modules began in September 2017, with initial user training scheduled in October 2017 and user adoption of the processes in November 2017.

The Red Line Team continued to hold a more detailed briefing for the Board at noon on Wednesday the week before the Board Meeting.

Purple Line

The Purple Line Small Starts grant application was submitted on September 8. Final cost estimates came in at \$139.5M, which includes a very healthy contingency, and the federal request was for 49.9% of that cost.

The grant recommendation will come in early/mid 2018 with the budget proposal in federal fiscal year 2019, and depending upon the federal budgeting process, would likely be appropriated in the Summer of 2019.

The Project team is working towards having bid documents prepared in early 2019 so that construction could start in 2019.

Blue Line

The Blue Line is anticipated to kick off with a design consultant procurement near the end of 2017.

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.

Facility Projects

Etica Group task orders for facility feasibility studies have been completed and the projects are underway. Etica plans to present draft findings in November, with final reports coming in January.

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

Justin Stuehrenberg
VP of Planning & Capital Projects

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR SEPTEMBER 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- September 2017

TRANSPORTATION SERVICES

EMPLOYEE RECOGNITION

The September Employee of the Month was; Jonathan Jackson.

COMMENDATIONS

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

Kadijah Bidiane, Hardin Besley, Lisa Campbell, Tawanna Claypool, Rena' Dean, Crystal Green x 2, Daniel Hicks, Calvin Jackson, LaShonta Matthews, Loc Nguyen, Frank Phillips, Michael Ricks, Angeline Rouldson, Terisha Thomas, Arthurene Thompkins, Donald Turentine

PERFORMANCE RECOGNITIONS

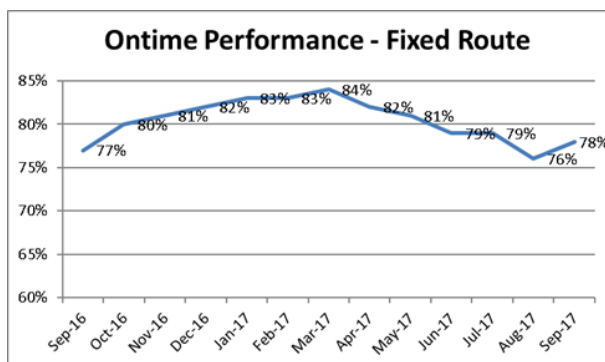
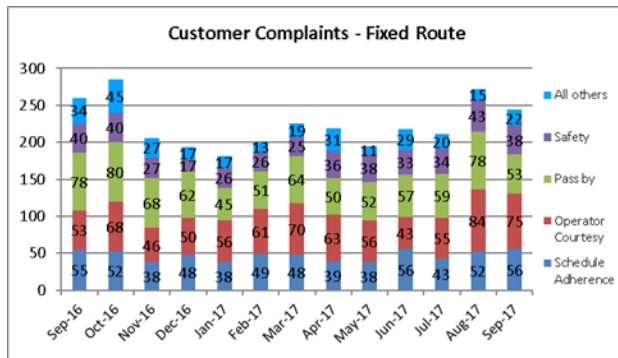
The following operators achieved an on-time performance rating of 90% or better during the month of September. A random drawing is held each month from this group of operators, and the winner receives an extra personal day. The winner for the month of September was Roy Dishno.

1. EDGAR HOLLYFIELD III	8649	96%
2. ROY DISHNO	8319	96%
3. RAY WRIGHT	6979	96%
4. STEPHEN EDMONDS	1156	93%
5. SCOTT DUNCAN	8523	93%
6. ADAM BURKE	8432	93%
7. RICHARD BOYSEN	0590	93%
8. LEONARD AGUSTUS	8351	92%
9. MISTI EL SHABAZZ	8619	92%
10. BETH MURRAY	8218	92%
11. ROGER BOBBITT	8121	92%
12. JEROME NORRIS	4405	91%
13. DENNIS CLARK	1022	91%
14. SHAWN CLARK	8091	91%
15. TERRY LAGRONE	8727	91%
16. SAMUEL ABEBE	8472	90%
17. TAWANA CLAYPOOL	8366	90%
18. JENNIFER JOURNEY	8235	90%
19. DEXTER DAVIS	1417	90%
20. VIOREL SALAGEAN	8943	90%
21. DEBORAH NEWELL	8577	90%

FIXED ROUTE UPDATE

During this reporting period, the Transportation Department supported Indianapolis based Homeland Security and the IMPD with hard barricades (coaches) for the Circle City Classic Parade.

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.

Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

- IMPD Monthly Downtown District Community Task Force Meetings
- Event Advisory Board Meeting
- Speedway monthly meeting
- Operations continue to work with law enforcement and other agencies regarding special events in Indianapolis

FLEXIBLE & CONTRACTED SERVICES UPDATE

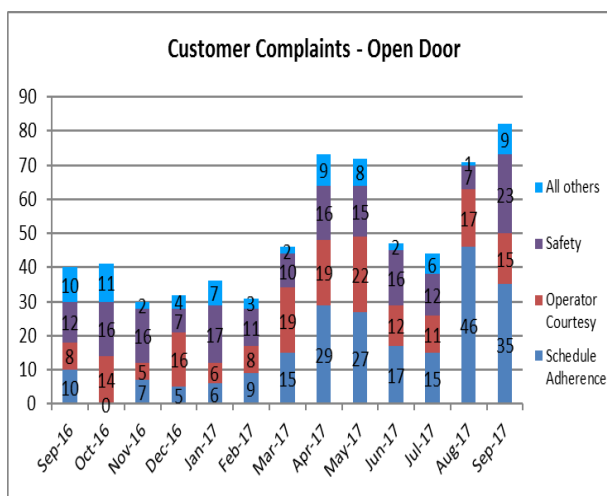
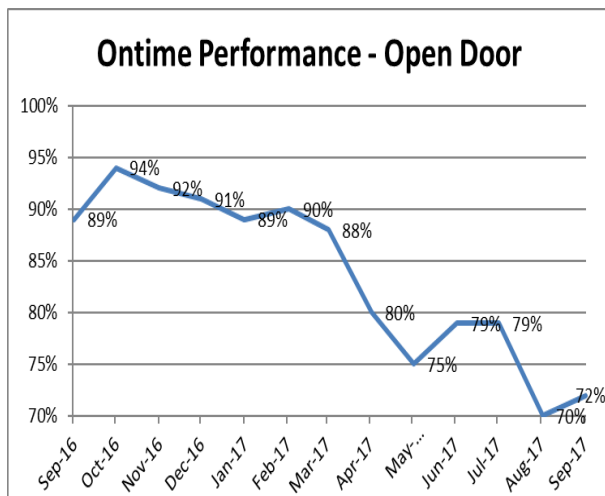
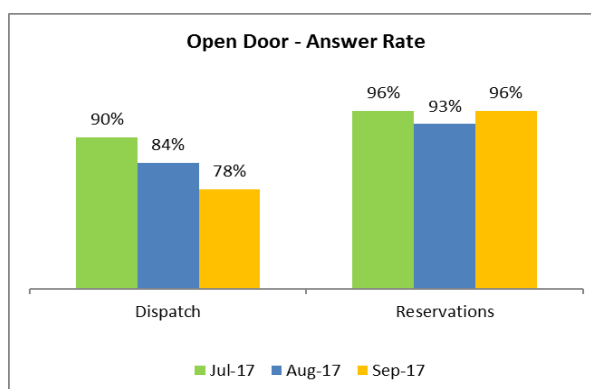
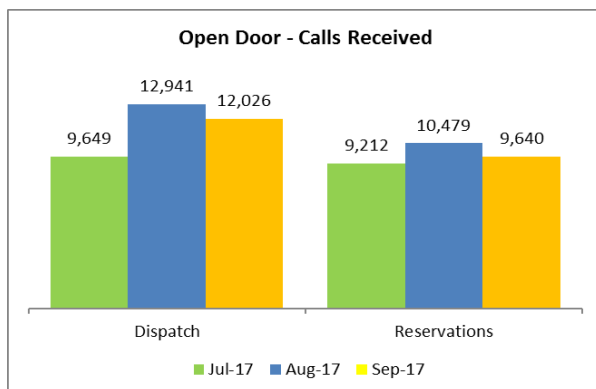
Open Door received sixteen (16) new vehicles provided through the Section 5310 grant program. All vehicles have been equipped with CAD/AVL, MDT's, and Camera's and are in operation.

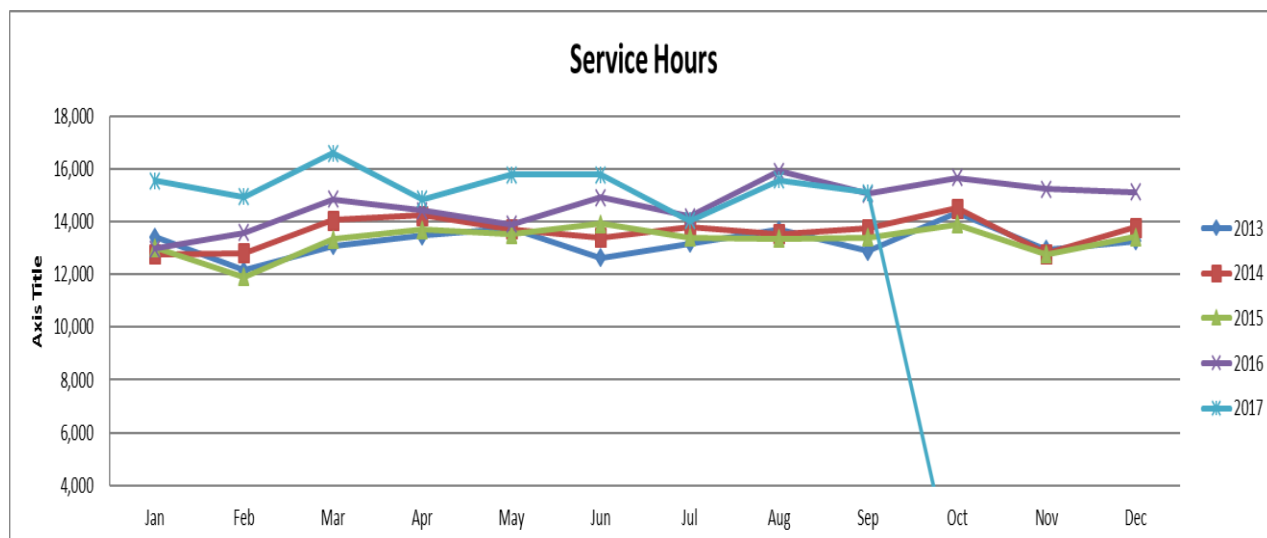
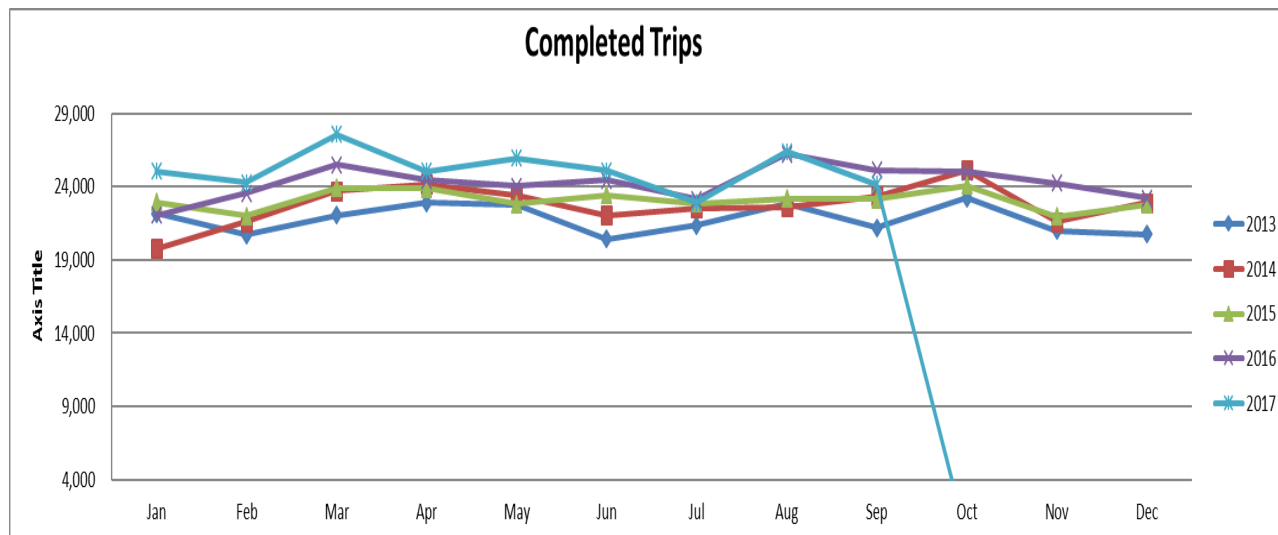
The paratransit department continues to work through the challenges it is experiencing due to ridership trends, budgeted hours, staffing, etc. During this month and the upcoming months, meetings are being held with stakeholders to inform them of various options available to increase the reliability of the service.

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 that follow. Staff continues to monitor and evaluate the call response performance and work toward a minimum answer rate of 95% for both dispatch and reservations. The reservations team surpassed their goal of 95%.





Grant Activity:

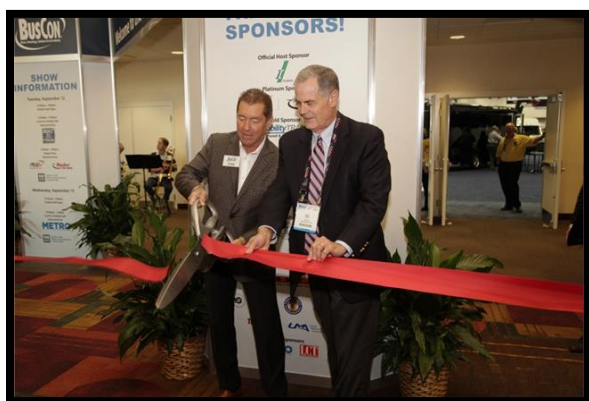
Contracts for the 2017 Section 5310 Grant program will be executed in October 2017. During this time, annual audits of each subrecipient will be completed.

Tangram, Inc. received their awarded vehicle from the Section 5310 grant program. This completes all vehicle orders for the 2016 vehicle awards.

FLEET MAINTENANCE

During September IndyGo was the host agency for BusCon. This annual convention which has been held in Indianapolis for the last four years and will return next year, is the hallmark of technical training and many discussions of where Transit will be heading soon, such as autonomous vehicles and alternative energy vehicles, like electric vehicles.

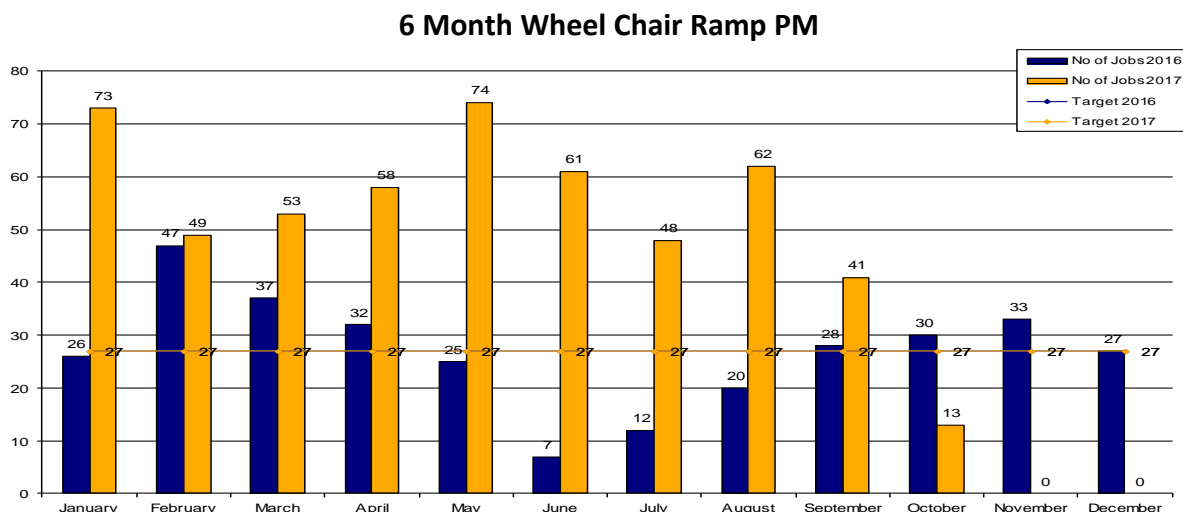
As the host agency, Mr. Michael Terry opens BusCon every year with Ty Bobit of Bobit Business Media, the founder of BusCon.



Fleet Services Updates:

Wheelchair Ramp PM Predictive Maintenance

As a result of predictive maintenance, the Fleet Maintenance Department has seen a substantial drop in wheelchair ramp malfunctions and related issues. There should be a drop-in ramp related pull offs this winter with the wheel chair ramp PM's being completed more consistently. With 532 ramp PM's completed to date, the Maintenance Department has exceeded its goal of completing 500 Six Month Wheel Chair Ramp PM's this year. In 2016, the Maintenance Department completed 324 wheel chair ramp PM's.



Fleet Cleaning and Detailing

The Maintenance Department has committed to achieving a sustainable cleaning/detailing program. The biggest accomplishment for the Scheduling department and IndyGo has been the detailed cleaning of the entire fleet. A total of 926 details were completed in 2016. So far this year, 1025 details have been completed.

Distance Between Service Calls

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 thru the current month. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the performance of 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
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08	2016/09
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189	5,787
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318	4,390

FACILITY SERVICES

Downtown Transit Center Update

The Julia M. Carson Transit Center experienced another very busy month with a heavy volume of over 8,000 customers per day visiting the site throughout the work week. The upstairs training rooms were being used by IndyGo almost daily Monday through Friday for various employee training sessions. This activity will continue through October.

On September 27th, Jill Russell and Ed Parsley attended an American Institute of Architects awards banquet at the Crowne Plaza in downtown Indy for the American Institute of Architects for the Ohio, Indiana, and Kentucky region. There were 54 building entries for different categories from the 3 states. Indiana received 3 of the largest awards for Architecture and Interiors for projects over \$1 million dollars. The Julia M. Carson Transit Center was one of the three projects recognized and receiving an award.

IndyGo Facility Update

During the third quarter of 2017 – July, August, and September, IndyGo recycled 3,795 gallons of used oil and 14 – full 55 gallon drums of used oil filters and used fuel filters as part of our Environmental Management Program. IndyGo also recycled 11.8 tons of metal from our garage area receiving \$2,124.00 for the efforts as this is also part of our IndyGo Environmental Management Program.

During the month of September, IndyGo sent out 3 bids for Facility Projects. The first one was for Bus Shelter and Bus Stop Maintenance and Repairs, the second one was for Bus Shelter and Bus Stop Cleaning, as the two Bus Shelter and Bus Stop bids were split apart for the first time. The third bid was for a Lighting Project that will replace just over 600 over head lighting fixtures with all LED lighting fixtures in the mechanics garage area and bus storage area and an area in the parts department. This will highly increase the lighting output in all those areas making better working conditions for the employees and saving future maintenance bills as LED lighting has a life expectancy twice that of any regular lighting fixture. The winning bidders will be presented to the board at the October board meeting.

Transit Amenities Update

During the month of September IndyGo had to replace 9 shelter glass panels and 3 trash cans due to vandalism, and had to install or replace 10 bus stop signs.

RISK & SECURITY

The Transportation Security Administration (TSA) performed a building profile report for the Julia M. Carson Downtown Transit Center. This profile report checked all aspects of safety and security for the building. This included the layout of the building, security cameras, security presence, and safety and security SOPs. This type of report will be generated on any future buildings that IndyGo may purchase or build. The profiles will be reviewed again in IndyGo's next Baseline Assessment for Security Enhancement (BASE) review that will be performed in 2020.

SAFETY & TRAINING

The following Operators were recognized for their safe driving:

Ronnie Burton -	30 Years	Peter Reintjes -	10 Years
Michael Flowers -	26 Years	Roman Durham -	6 Years
Stephen Thein -	25 Years	Calvin Jackson -	6 Years
Phillip Boicourt -	21 Years	Shauwn Monroe -	6 Years
Stephen Edmonds -	19 Years	Leonard Augustus -	5 Years
Michael Hale -	18 Years	Lisa Campbell -	5 Years
Donald Turentine -	16 Years	Paul Person -	5 Years
Richard Boysen -	15 Years	Raymond Ford -	3 Years
Timothy Martin -	15 Years	Catherine Starkey -	2 Years
Leo Scott -	13 Years	Christopher Fletcher -	1 Year
Edward White -	11 Years	Tyrone Young -	1 Year

IndyGo performed a fire drill at the Julia M Carson Downtown Transit Center on September 29th to test the knowledge of the employees and tenants at that location, and to make sure they know what to do in case of a real fire. The drill was a success and everyone responded correctly. There was one issue with an outside loud speaker that is being addressed with our Life Safety provider. IndyGo will be conducting one more drill before the end of the year at that location.

IndyGo hosted a meet and greet with members of the Marion County Health Department (MCHD). The MCHD wanted to come and visit the IndyGo facility and tour the building to help build a stronger working relationship. IndyGo works with the MCHD department whenever one of the buses has an oil, fuel, hydraulic, or coolant spill that needs cleaned up on the streets.

IndyGo Class #17-06 started on July 24, 2017. There were 15 students that completed the course and they were released to the Operations Department on September 24, 2017.

IndyGo Class #17-07 started on August 21, 2017 with 17 students. There are still 15 students in the class, and they are expected to be completed with training and released to the Operations department on October 22, 2017.

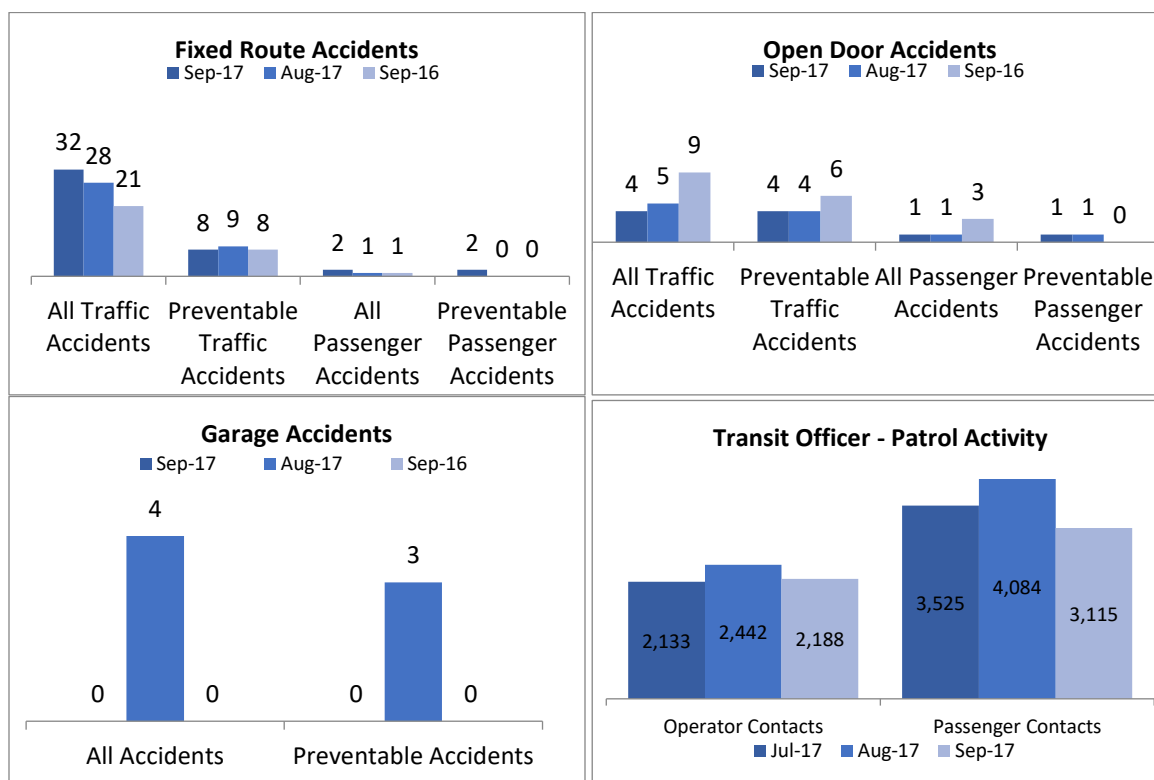
IndyGo Class #17-08 began on September 25, 2017 with 17 fixed route students. There are still 15 students in the class, and they are expected to be released to the Operations department by early to mid-November.

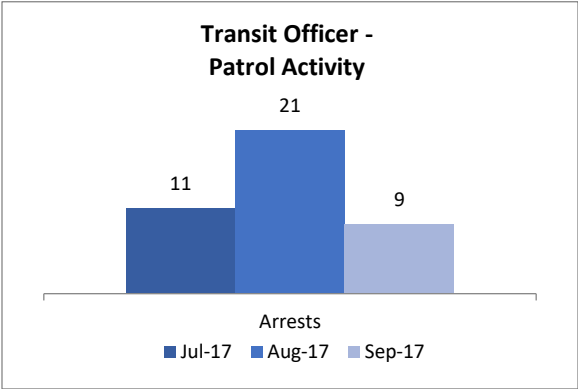
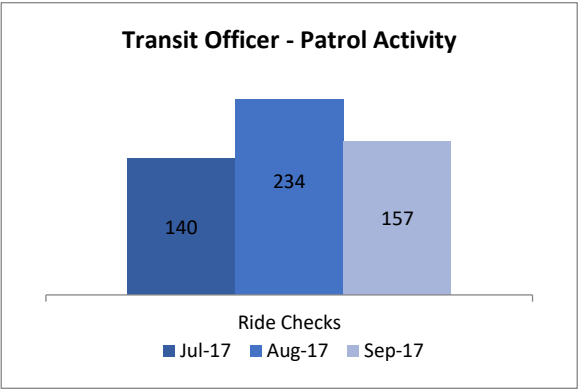
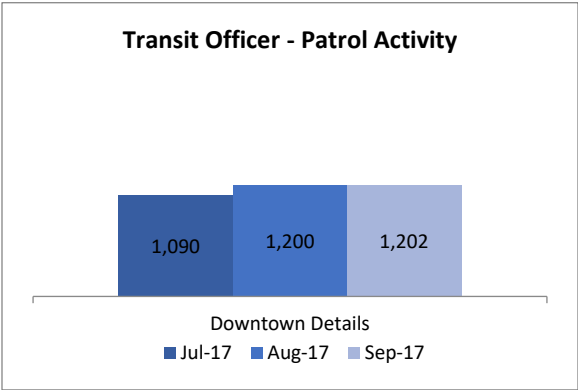
The following training sessions were conducted in September:

Staff performed the following trainings:

- Five (5) operators for retraining due to preventable accidents.
- One (1) operator for return to work training after being off for an extended amount of time.
- One (1) operator for retraining on customer service issues.
- Three (3) general laborer hires for orientation training.

Safety and Security Statistical Data (see charts below)





To: Chair and Board of Directors

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

- **CONSIDERATION OF HUMAN RESOURCES SEPTEMBER 2017**

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

Oreanna Crain, Human Resources Generalist

Romona Camarata, Manager of Learning and Development

September 2017
Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 09/30/2017)

Represented: 503

Non-Represented: 114

Total Employees: 617

August Separations

Represented: 8

Non-Represented: 1

Total Employees: 9

August New-Hire Employees

Represented: 19

Non-Represented: 3

Total Employees: 22

August Employee Turnover Rate: 1.50%

Staffing Capacity (as of 09/30/2017)

605.5 FTE Budget

571.0 FTE Actual

5.70% Below Maximum Capacity

Drug and Alcohol Compliance

Should an employer determine there is reasonable suspicion that a covered employee has used a prohibited drug or has misused alcohol, reasonable suspicion testing must be promptly conducted. If the employer is unable to administer the alcohol test within two hours, they must create a record explaining the reason for the delay. If eight hours elapsed following the determination and the alcohol test is still not performed, the employer must cease attempting to perform the test and must create a record explaining why the test was not conducted.

Test Type	Number of Tests
Pre-Employment	39
Random	15
Post Accident	3
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0
Total Tests	57

All reasonable suspicion determinations must be made by appropriately trained supervisors or company officials who make a contemporaneous observation, per section 655.43(b). The decision to test must be made at the time of the observation and must not be based on knowledge the company official has about an employee's lifestyle, including alcohol and/or drug use. Employers are reminded reasonable suspicion alcohol testing is only allowed if a supervisor's observations leading to testing are made during, just preceding or just after the employee's performance of safety-sensitive duties.

The drug and alcohol team at IPTC, holds Supervisor Reasonable Suspicion training sessions multiple times throughout the year. The training is two (2) additional hours of drug and alcohol training that focus on the effects of prohibited drugs and the misuse of alcohol. In addition, attendees learn how to confront an employee who they suspect is under the influence of a prohibited substance.

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue63/pdf/Issue63.pdf>

Learning and Development

No updates this month in this area.

Wellness and Employee Engagement

IndyGo's HR Team continues 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, ER utilization, weight management, and condition management – especially diabetes.

Diabetes is the number one condition that impacts our employees, more significantly drivers, in that the illness causes an increase in blood sugar levels and affects several major organs and can impact Commercial Drivers' Licenses (CDL). An individual with uncontrolled diabetes costs seven times more to care for than that of an individual who is closely managing their diabetes.

Because an insulant dependent diabetic is disqualified from holding a CDL, IndyGo is working with a Registered Dietitian to develop and implement a program that is designed to help high risk individuals to assist with nutrition and healthy alternatives to manage and ultimately decrease their blood sugar levels.

Following are some current activities and programs that support on-going wellness initiatives:

- Weight Watchers is on-going and on-site in its 12th week with 17 enrollments and 10 active participants. A new 12-week session will begin Thursday, October 19

- The IndyGo Wellness Garden continues to thrive.
- IndyGo sponsored its first 3-on-3 basketball tournament. Five (5) teams of IndyGo employees registered to play in double elimination games. There were no registrations for the cook off, however the HR and VM teams came out to grill for the participants of the tournament.

Clinic Utilization

Activate Clinic Stats for August 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	95	24	239	358
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	388	18	4	410

Activate Clinic Stats for August 2016

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	83	18	236	337
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	356	10	10	376

The benefits team is preparing for open enrollment which will be held November 6 through November 17, 2017. All employees must attend open enrollment to ensure enrollment in all plans for the 2018 plan year. Each year IndyGo invites vendors, spouses and dependents to participate in the enrollment process. This gives employees and spouses the opportunity to meet with Activate Clinic staff, ask relevant benefit questions regarding all benefit coverages and take advantage of other added value services.

The first Annual Employee Recognition Banquet will be Sunday, December 10, 2017, from 4:00 p.m. to 8:00 p.m. The event program will include a recognition ceremony with various service awards, dinner and dancing. Invitations will go out to current employees, retirees, board members and a selected group of city/county and state officials.

Leave Administration

The benefits team welcomes a new Human Resources Business Partner (HRBP) – Leave Administration, Felicia Moodie. Felicia has a wealth of experience in leave management including but not limited to; family and medical leave (FML), short and long-term disability in the insurance industry and with private employers. She will continue to work with the third-party Cigna to communicate and manage the number of employees certified for FMLA and on short-term leave while assessing the entire leave process for future modifications.

Leave Type	Number of Days
FMLA – No Pay	44
FMLA – Personal Day	8
FMLA – Sick Day	41
FMLA – Vacation Day	8
Sick – No Pay	47
Total Lost Time	148 Days = 1,184 Hours

Workers' Compensation

There were nine (9) “incidents” for the month of September. Of these nine (9) incidents, six (6) were reportable (became worker’s compensation claims) and three (3) were non-reportable. There were no denied claims for the month and a total of three (3) temporary total disability (TTD) claimants. The light duty program was assigned to five (5) of the new claimants with an average of 1.8 day(s) off work before being assigned. There was a total of 36 hours of lost time from regular work assignments due to work-related injuries (this does not include light duty hours). IPTC ends the month with sixty-three (63) closed claims and four (4) open claims.

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				40
Non-Reportable	1	4	1	1	4	3	2	4	3				23
Light Duty - New	1	2	4	3	1	3	2	2	5				23
Light Duty - Total	2	4	6	5	2	3	2	2	6				32
TTD - New	0	1	1	0	1	0	0	0	1				4
TTD - Total	3	3	5	4	2	2	2	2	3				26
Denied	0	0	0	0	0	1	0	0	0				1
Lost Time (hrs)	93	68	124	96	66	73	63	64	36				683
Open Claims - New	2	4	3	2	1	3	2	1	2				20
Open Claims - Total	8	7	9	6	8	9	8	6	4				65
Closed Claims	3	12	5	5	6	6	9	8	9				63

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