

# INDYGO

Board Report  
December 7, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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317.635.3344



**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO**  
**BOARD OF DIRECTORS’ PUBLIC MEETING**  
**AGENDA – DECEMBER 7, 2017**

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**New Business**

***RECOGNITIONS***

***ACTION ITEMS***

- A – 1    Consideration of Approval of Minutes from Board Meeting held on October 26, 2017 – *Danny Crenshaw***
- A – 2    Consideration and Approval of IPTC Board Meeting Dates for 2018 – *Mike Terry***
- A – 3    Fuel Contract Ratification – *Pam White***
- A – 4    Consideration and Approval of Giro, HASTUS – Annual License, Maintenance and Support Renewal – *Annette Darrow***
- A – 5    Consideration and Approval of CAD/AVL – *Richard Joseph***
- A – 6    Consideration and Approval of Renewal of Trapeze Contract – *Rich Joseph***
- A – 7    Consideration of Vendor and Approval of Contract for Paratransit Operations and Administration – *Paula Haskin***
- A – 8    Consideration and Adoption of 2018-2022 Capital Projects and Budget – *Justin Stuehrenberg***
- A – 9    Consideration and Approval of MCTP Financing Plan – *Nancy Manley***
- A – 10   Approval of Corporate Insurance Program Contracts – *Nancy Manley***
- A – 11   Consideration and Approval of Line of Credit Resolution #2017-09 – *Nancy Manley***
- A – 12   Consideration and Approval of Red Line Construction – *Justin Stuehrenberg***
- A – 13   Consideration and Approval of CDL Training Services – *Phalease Crichlow***

**Old Business**

***INFORMATION ITEMS***

- I – 1    Mobility Advisory Committee (MAC) Update – *Jewel Lofton***
- I – 2    Consideration of Receipt of the Finance Report for October 2017 – *Nancy Manley***
- I – 3    Consideration of Receipt of Public Affairs & Communications Report for October 2017 – *Bryan Luellen***
- I – 4    Consideration of Receipt of Planning & Capital Projects Report for October 2017 – *Justin Stuehrenberg***
- I – 5    Consideration of Receipt of Operations Report for October 2017 – *Roscoe Brown***
- I – 6    Consideration of Receipt of Human Resources Report for October 2017 – *Phalease Crichlow***
- I – 7    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)]

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*Our next Board Meeting will be Thursday, January 25, 2018*

IndyGo Agenda  
December 7, 2017  
Item No. A – 1

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 October 26, 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, October 26, 2017**

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, October 26, 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  
Greg Hahn, Vice Chair  
Tommie Jones, Board Member  
Greg Bedan, Board Member

**Board member absent:**

Alan Rowland, Board Member  
Juan Gonzalez, Secretary-Treasurer  
Mark Fisher, Board Member

**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 Operations  
Justin Stuehrenberg, VP Planning & Capital Projects  
Bryan Luellen, VP of Public Affairs & Communications

**IPTC executive staff absent:**

Phalease Crichlow, VP of Human Resources  
Richard Joseph, CIO / VP of Information Technology

**RECOGNITIONS:**

Mr. Terry recognized the Indianapolis Metropolitan Planning Commission for receiving the National Award for Excellence in MPO Coordination & Partnerships for their work on the Indy Connect Project.

Also recognized was the receipt of the 2017 People's Choice Award by AECOM and REA for architecture and landscape architecture for the Julia M. Carson Transit Center. Loftus Engineering & Guidon Design also won a merit award for their engineering work. These awards were presented during the Indy Chamber of Commerce 2017 Monumental Awards dinner on October 19, 2017 at the Indiana Roof Ballroom.

#### **ACTION ITEM 1: APPROVAL OF MINUTES**

Upon motion by Tommie Jones and seconded by Greg Hahn, approval of the Minutes of the September 28, 2017 Board Meeting passed unanimously.

#### **ACTION ITEM 2: RFP 17-09-272 BUS SHELTER AND STOP CLEANING AND RFP 17-09-273 BUS SHELTER AND SIGN MAINTENANCE/INSTALLATION**

This action item was presented by Ed Parsley who requested that the Board approve award of the contract to Shuck Corporation. Upon motion by Greg Hahn and seconded by Tommie Jones, the item passed unanimously.

#### **ACTION ITEM 3: CONSIDERATION OF TASK ORDER FOR DESIGN OF DOWNTOWN LOCAL BUS STOP IMPROVEMENTS**

Justin Stuehrenberg presented this item for the award of the contract for design to IPTC's on-call vendor Shrewsberry & Associates, a certified DBE firm who will partner with WSP and Metric Environmental (also a DBE) in an amount not to exceed \$588,300.00. Upon motion by Tommie Jones and seconded by Greg Hahn, the item passed unanimously.

#### **ACTION ITEM 4: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR GROUP DENTAL INSURANCE**

Director of Employee Services Teresa Boone presented the recommendation for approval of award for the contract for Group Dental Insurance to Delta Dental as the best overall value. Upon motion by Greg Hahn and seconded by Tommie Jones, the item passed unanimously.

#### **ACTION ITEM 5: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR GROUP HEALTH INSURANCE**

Teresa Boone presented this recommendation for approval of award for the contract for Group Health Insurance to Anthem BCBS for an amount of \$8,010,054.00, subject to future increased enrollments. This contract will mark the third straight year that Anthem has not increased premiums. Upon motion by Tommie Jones and seconded by Greg Hahn, the item passed unanimously.

#### **ACTION ITEM 6: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR GROUP SHORT & LONG -TERM DISABILITY AND APPROVAL OF CONTRACT FOR GROUP LIFE INSURANCE**

Teresa Boone presented this recommendation for award of the contract for Group Short & Long-Term Disability and Life and Accidental Death and Dismemberment to CIGNA for an amount not to exceed \$893,792.00 subject to increased enrollment. Upon motion by Greg Hahn and seconded by Greg Bedan, the item passed unanimously.

**ACTION ITEM 7: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR HR/PAYROLL ADMINISTRATION PROGRAM**

Director of Accounting Brian Atkinson presented this recommendation for award of contract for the HR / Payroll Administration Program to Paycom Payroll, LLC in the amount of \$563,581.30, subject to increased employee enrollment. Upon motion by Greg Bedan and seconded by Greg Hahn, the item passed unanimously.

**ACTION ITEM 8: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR LIGHTING UPGRADE AT FACILITY**

Director of Facilities Ed Parsley presented this recommendation for award of contract for the lighting upgrade for the facility to Genesis Factor, LLC for an amount not to exceed \$329,414.00. Upon motion by Tommie Jones and seconded by Greg Hahn, the item passed unanimously.

**INFORMATION ITEMS**

**INFORMATION ITEM 1: PARATRANSIT SERVICE UPDATE**

Roscoe Brown presented to the Board an update on IPTC Paratransit Service. Greg Bedan asked how the determination for paratransit eligibility was made. Mr. Brown answered that Hawkeye Health performs in-person assessments and that many times their determination is impacted by infrastructure limitations. The presentation is attached.

After further discussion, the report was accepted.

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

Nancy Manley presented the September 2017 Finance Report.

The report was accepted

**INFORMATION ITEM 3: PRESENTATION OF FIVE-YEAR CAPITAL PLAN**

Justin Stuehrenberg presented to the Board the Five-Year Capital Plan. The presentation is attached.

The Board accepted the report.

**INFORMATION ITEM 4: CEO UPDATE**

Mike Terry reported to the Board that the IPTC 2018 Budget was approved by the City County Council October 9<sup>th</sup>. As part of the budget being approved, IPTC will be providing quarterly

reports to the Marion County Corporations Council on the Red Line budget and expenditures. The 2018 IPTC Board of Directors and Committee meetings schedule, created with the assistance of Diane Schmitz was provided to the Board.

Mr. Terry recognized the attendance by Juan Gonzalez and Mark Fisher to the annual American Public Transportation Association conference in Atlanta last month. Mr. Fisher was a presenter. The Indiana Transportation Association met in Indianapolis this week and was attended by several of FTA Region V staff including Regional Administrator Marisol Simón.

IPTC has kicked off the Strategic Planning project, which is being led by Allison Potteiger. Lastly, Mr. Terry informed the Board that he will be in Washington, DC November 1-2 meeting with Congressional staff, and hopefully staff from FTA headquarters concerning IPTC projects.

The Board accepted the report.

**ADJOURNMENT:**

Board Chair Danny Crenshaw adjourned the meeting at approximately 6:10 p.m.

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Jill D. Russell  
General Counsel

TO: Chairman and Board of Directors

FROM: Michael A. Terry, President/CEO

**BOARD MEETING DATES FOR 2018**

**ISSUE:** The following dates are proposed for Board meetings during 2018. Board meetings are scheduled for 5:00 p.m. in the IPTC Board Room.

An Executive Session may precede the board meetings as needed.

Service and Finance Committee meetings occur on Tuesdays the same week as the Board meetings.

<b>Board Meeting Dates YEAR 2018</b>	
Thursday, January 25 <sup>th</sup>	
Thursday, February 22 <sup>nd</sup>	
Thursday, March 22 <sup>nd</sup>	
Thursday, April 26 <sup>th</sup>	
Thursday, May 24 <sup>th</sup>	
Thursday, June 28 <sup>th</sup>	
Monday, July 30 <sup>th</sup>	<i>Budget 2019 introduced</i>
Thursday, August 9 <sup>th</sup>	<i>Public Hearing for Budget 2019</i>
Thursday, August 23 <sup>rd</sup>	<i>Final adoption of Budget 2019</i>
Thursday, September 27 <sup>th</sup>	
Thursday, October 25 <sup>th</sup>	
Thursday, December 6 <sup>th</sup>	

**REVIEW:** IPTC Board and Staff

**RECOMMENDATION:** Approval of the proposed dates.

Michael A. Terry  
President/CEO



TO: Chair and Board of Directors

FROM: Pam White, Director of Procurement

SUBJECT: Ratification of Fuel Contract

BACKGROUND:

IPTC's annual fuel consumption is approximately 2 million gallons per year, including 1.7 million gallons for IPTC's fixed route buses and the balance is provided to MV Transportation for the paratransit Operation. Over the past few years, fuel prices have been very volatile. In an effort to take advantage of fuel prices at their lowest, IPTC established a list of qualified fuel suppliers that would be able to competitively bid on fuel contracts.

This strategy meets FTA requirements for full and open competition and simultaneously maintains the agility to take advantage of sometimes significant price swings in the fuel market, removing some of the risks associated with contracting large fuel purchases in a volatile market. IPTC choose to continue this procedure for the next fuel solicitation.

PROCUREMENT PROCESS:

On October 27, 2017, IPTC posted a Request for Qualification seeking to qualify fuel suppliers who could provide Ultra Low Sulfur Premium #2 Red Dyed Diesel Fuel to deliver with a minimum engine cetane number of 50 per IPTC specifications.

On November 20, 2017, Co-Alliance and CERES Solutions were both found to be responsive and responsible and were qualified as suppliers by IPTC. On November 22, 2017, IPTC sent a RFB to the qualified vendors, these bids were opened on December 4, 2017 and IPTC selected the lowest qualified bidder.

IPTC agreed to order 80% of its anticipated annual diesel fuel needs through CERES Solutions at a contracted price of \$2.044/gallon. This requires IPTC to order a minimum of 1,725,000 gallons/year at this price. As IPTC will require additional fuel above the guaranteed 1,725,000 gallons, IPTC, at its discretion, will purchase the additional fuel from CERES Solution at market rate any time throughout the life of the contract while still meeting the contractual guaranteed gallons at the end of the twelve-month contract.

FUNDING:

Fuel is funded by the operational budget.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, IPTC requests that the Board ratify the contract with CERES Solutions for a guaranteed amount of 1,725,000 gallons at \$2.044 per gallon over a twelve (12) month period beginning January 1, 2018. Any fuel needed above the guaranteed amount will be purchased, at IndyGo's discretion, from CERES at rack price.

Nancy Manley  
Vice President / Chief Financial Officer

Pam White  
Director of Procurement

**TO:** Chair and Board of Directors

**FROM:** Annette Darrow

**SUBJECT: Sole Source - Annual Renewal for GIRO, HASTUS**

**BACKGROUND:**

GIRO, Inc. provides the HASTUS software solution for route scheduling and planning, customer comment tracking, and daily operational functions. Adapted for multiple platforms, HASTUS provides advanced operations optimization techniques and powerful data-management tools.

IndyGo has used HASTUS since 2005 and upgraded the system in 2015. The platform includes modules for Planning, Scheduling, Operator Bid, Daily Operations, Customer Service, and web based route planning information systems. The Daily Operations Module manages operator payroll and attendance. The Planning side provides all data from bus stops and shelters to route schedules and operator work shifts. Customer services manages comments as well as trip planning via the website and other real-time platforms.

**PROCUREMENT PROCESS:**

The GIRO software used by the Indianapolis Public Transportation Corporation (IndyGo) is a proprietary product developed, sold, and distributed exclusively by GIRO, Inc. of Montreal Quebec, Canada.

GIRO, Inc. maintains all copyright privileges for their software solutions and these products must be purchased directly from their company. There are no agents or dealers authorized to represent these products and no division of GIRO, Inc. has any right of sub-license to make a similar or competing product. Additionally, no other items or products are available for purchase that would serve the same purpose or function without costly re-integration and re-installation. There is only one price for the above-named products because of exclusive distribution and marketing rights.

**FUNDING:**

The funding source for this procurement is provided by the IndyGo operating budget.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a sole source contract with Giro Inc. to provide the required Licensing, Maintenance and Support of HASTUS related software in the amount not to exceed \$141,030 for 2018.

Annette Darrow  
Director of Service Planning

TO: Chair and Board of Directors

FROM: Richard Joseph, Vice President of Technology/ CIO  
Pamela White, Director of Procurement

**SUBJECT: RFP 17-07-263 Intelligent Transportation System**

**BACKGROUND:**

Indianapolis Public Transportation Corporation (IndyGo) has identified the need to improve technological tools to assist in managing their operations and serving their customers through the collection, analysis and dissemination of reliable data on its existing fleet of transit vehicles. Based on this need, IndyGo has deployed Computer-Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) systems for fixed route and demand response fleets of vehicles. As these systems and related hardware reach the end of their useful life, IndyGo would like to pursue state-of-the-art Intelligent Transportation System (ITS) solutions which would replace or upgrade the existing CAD/AVL system and provide enhanced data collection, real time information, web and mobile application capability/integration capability for all fleets, including our new Bus Rapid Transit (BRT) fleet for 2018. Solutions may include upgrades to, integration with and/or replacement of existing hardware and software platforms.

**TIMELINE:**

IPTC will contract over a period of five (5) years. It is anticipated that up to 400 vehicles will be outfitted over the five-year period.

**PROCUREMENT PROCESS:**

- July 14<sup>th</sup>, 2017 IPTC released RFP 17-07-263 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 July 10<sup>th</sup>, 2017 and July 17<sup>th</sup>, 2017;
- August 1<sup>th</sup>, 2017 IPTC released Addendum #1 allowing International references along with United States references;
- August 15<sup>th</sup>, 2017 IPTC received two-hundred and two (202) written questions regarding RFP 17-07-263 Intelligent Transportation System;
- August 24<sup>th</sup>, 2017 IPTC released Addendum #2 allowing an extension within the procurement schedule;

- September 7<sup>th</sup>, 2017 IPTC released Addendum #3 answering written questions received and providing clarification of the project scope;
- September 25<sup>th</sup>, 2017 IPTC received eleven (11) proposals in response to RFP 17-07-263 Intelligent Transportation System.
- October 4<sup>th</sup>, 2017 IPTC released Addendum #4 allowing an extension within the procurement schedule;

All eleven (11) proposals were ruled responsive and were evaluated by the evaluation committee.

The evaluation team consisted of seven members representing Transportation, Paratransit, Planning, Capitol Projects and Information Technology. The team evaluated written proposals based on Implementation & Migration, Cost, Maintenance Agreement, Ability to Meet Technical Requirements, and Ability to Meet Strategic Needs of Future Technology.

Based upon the scoring of the written proposals, three (3) firms were invited in to interview with the Evaluation Committee.

The evaluation team evaluated three (3) presentations based on Product Demonstration, Maintenance & Support, and Implementation & Migration.

After three phases of evaluation, the team comprised of employees throughout all areas of the organization, has found Avail Technologies as the most comprehensive and advantageous proposal.

**FUNDING:**

The funding source for this procurement is provided through a combination of Federal funding and the IndyGo Operating budget.

**DIVERSITY PARTICIPATION:**

This solicitation contained no DBE participation goal. However, it is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis Division of Minority-Owned and Women Owned Business Department (DMWBD).

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 Avail Technologies and upon successful negotiations enter into a contract not to exceed \$4,815,811.00 over a total of five (5) years.

Richard Joseph  
Vice President of Technology/ CIO

Pamela White  
Director of Procurement

**TO:** Chair and Board of Directors

**FROM:** Richard Joseph – Vice President of Technology

**SUBJECT:** Trapeze – Annual License, Maintenance and Support Renewal

**PROCUREMENT:** Sole Source Purchase for Trapeze Annual Renewal

**BACKGROUND:**

Indianapolis Public Transportation Corporation (IndyGo) has implemented technological tools to assist in managing operations and serving customers through the collection, analysis and dissemination of reliable data on their existing fleet of transit vehicles.

IndyGo has deployed Computer-Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) systems for fixed route, demand response and in the future, will deploy to our bus rapid transit (BRT) fleets of vehicles. To maintain support of the current Trapeze CAD AVL solution and related information systems, IPTC must maintain licensing and support for the current CAD AVL solution in the event the current vendor is not selected through the solicitation process.

The implementation efforts will be defined by the vendor which will allow IPTC to determine the duration of the Trapeze Subscription extension. The current implementation plans range from six months to just over one year.

The software license and support renewals cover the following Trapeze products:

- Transit Master - used for Dispatch and Operations providing vehicle location, schedule and route adherence
- PASS - Paratransit Reservation, Route Management and Dispatch
- Real-Time - providing data output to Google Maps platform
- Info IVR/SMS - provides next arrival information to riders through a dial-in or text capability

**PROCUREMENT PROCESS:**

The CAD/AVL equipment for the Indianapolis Public Transportation Corporation (IndyGo) is a proprietary product. The equipment, software, and related hardware are manufactured, sold, and distributed exclusively by Trapeze Software Group, Inc. of Cedar Rapids, Iowa, in the United States of America.



Trapeze Software Group, Inc. maintains all copyright privileges for their products and these products must be purchased directly from their company. There are no agents or dealers authorized to represent these products and no division of Trapeze Software Group, Inc. has any right of sub-license to make a similar or competing product.

Trapeze Software Group, Inc. provides technology solutions for computer automated dispatch, automatic vehicle location, fleet systems integration, and vehicle telematics reporting for fixed route, paratransit, and light rail transit agencies worldwide.

Trapeze Software Group, Inc. warrants that no other items or products are available for purchase that would serve the same purpose or function without costly re-integration and re-installation and there is only one price for the above-named products because of exclusive distribution and marketing rights.

**FUNDING:**

The funding source for this procurement is provided by the IndyGo Operating budget.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a sole source contract with Trapeze Inc. to provide the required software licensing, maintenance and support from January 1 to December 31, 2018 in the amount of \$511,423.00.

Richard Joseph  
Vice President of Technology

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Flexible and Contracted Services  
Pamela White, Director of Procurement

SUBJECT: **RFP 17-09-271 Paratransit Operations**

BACKGROUND:

The ADA requires public entities operating fixed route transportation systems to provide comparable complementary ParaTransit services to people with disabilities. Compliance with the ADA and ParaTransit service is a prerequisite for receiving federal funding. IPTC's demand-response ParaTransit services operates under the name Open Door, and provides more than 300,000 annual trips and travels nearly 3.5 million miles each year.

ADA mandates complementary ParaTransit within 0.75-mile-wide corridors on each side of a fixed route (with the same days and hours of service operated on the fixed route). Since prior to the inception of the ADA, IPTC has operated paratransit service beyond the three-quarter mile limit serving all of Marion County, even though fixed route does not service the entire county. To date, IndyGo continues the service strategy of providing paratransit services beyond the federal legal requirement.

To manage the increasing costs of providing this service, IPTC provides all of the capital equipment (vehicles, radios, software, CAD/AVL, etc.) and contracts with a private firm to provide delivery of the entire Open Door operation which includes: all vehicle operations; vehicle storage, servicing and maintenance; trip reservations and scheduling; and dispatching of service. IPTC is currently under contract with MV transportation for these services through March 2018. In the budget approved for 2018, IPTC has projected the one year cost of this contract to be \$10,994,280.

IPTC has sought to contract with a qualified contractor to provide the above-mentioned paratransit services. IndyGo, like other transit systems, historically entered into long-term contracts for ADA paratransit service based on pre-determined performance standards and goals, which has resulted in both incentives and penalties. Historically, IndyGo's paratransit service has been billed by using a fixed rate per revenue hour for its

operations contract. The Administrative services (reservations, dispatch, and scheduling etc.) have also been contracted using a fixed flat rate. IndyGo has gone through the following procurement process in an effort to contract with the most advantageous proposal to improve on-time performance and productivity.

TIMELINE:

IPTC will contract over a period of three (3) years with two (2) one-year options, for a total of five (5) possible years.

PROCUREMENT PROCESS:

On September 7<sup>th</sup>, 2017 IPTC released RFP 17-09-271 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 September 8<sup>th</sup>, 2017 and September 15<sup>th</sup>, 2017.

On September 20<sup>th</sup>, 2017 IPTC received two-hundred and twenty-one (221) written questions regarding RFP 17-09-271 Paratransit Operations;

On October 4<sup>th</sup>, 2017 IPTC released Addendum #1 answering written questions received and providing clarification of the project scope and allowing an extension within the procurement schedule;

On November 6<sup>th</sup>, 2017 IPTC received three (3) proposals in response to RFP 17-09-271 Paratransit Operations.

- MV Transportation
- SCR Medical Services
- TransDev

All three proposals were ruled responsive and were evaluated by the evaluation committee.

The evaluation team evaluated three (3) written proposals based on Operational Plan, Experience, Qualifications & Quality of Services, System Management, and Cost/Price Proposal.

Based upon the scoring of the written proposals, all three (3) firms were invited in to interview with the Evaluation Committee.

The evaluation team evaluated three (3) presentations based on Recruitment & Retention Plan, Customer Service Focus & Training, and Improvement of On-Time Performance & Productivity Plan.

In both phases of evaluation, the team comprised of employees throughout all areas of the organization and a representative from IPTC's Mobility Advisory Committee (MAC), scored Transdev highest.

Transdev's proposal as well as best and final offer (BAFO) also presented the lowest annual and overall costs of the three vendors. Transdev's BAFO for the five years is proposed as follows:

<b>Vendor Leased Facility</b>					
<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>OY-1</b>	<b>OY-2</b>	<b>Total Life of Contract</b>
\$ 10,569,139.80	\$ 10,796,356.80	\$ 11,011,202.04	\$ 11,081,100.60	\$ 11,314,240.92	\$ 54,772,040.16

**FUNDING:**

This service is funded through the Operating Budget and Federal Formula Grant funding.

**DIVERSITY PARTICIPATION:**

This solicitation required an 11% DBE participation goal. That goal will be met by an Indiana Certified Disadvantaged Business, MyCity Transportation with 11% of the contract. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis Division of Minority-Owned and Women Owned Business Department (DMWBD).

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 Transdev and upon successful negotiations enter into a three (3) year base contract not to exceed \$32,376,698.64, plus two (2) one-year options totaling \$22,395,341.52 for a grand total not to exceed \$54,772,040.16 over the total of five (5) years. All options will be revisited by the board prior to being executed.

Paula Haskin  
Director of Flexible and Contracted Services

Pamela White  
Director of Procurement

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning & Capital Projects  
Pamela White, Director of Procurement

SUBJECT: **Consideration and Adoption of the IndyGo 2018-2022 Capital Plan**

BACKGROUND:

In November 2016, nearly 60 percent of Marion County voters cast ballots in favor of adopting a 0.25% income tax dedicated to fund transit improvements. This transit levy was subsequently enacted by the Indianapolis-Marion County City County Council in February 2017. The resources derived from this tax will support the implementation and operation of the Transit Plan, a component of IndyConnect—Central Indiana's Regional Transit Plan—as developed by the Indianapolis Metropolitan Planning Organization (MPO), IndyGo, and the Central Indiana Regional Transit Authority (CIRTA).

The Marion County Transit Plan (Transit Plan) calls for IndyGo to expand the frequency and hours of service for its fixed-route local network, construct and operate three new rapid transit lines, and change the orientation of its network from a hub-and-spoke network to a grid system. The strategic framework for these changes were developed as part of IndyGo's 2014 Comprehensive Operational Analysis and will be implemented over the next five years, through 2022.

To effectively operate the increased local service and three rapid transit corridors and provide for a highly functioning transit system, IndyGo will expand its staff and operations over the next five years. Several capital investments will be required to enable IndyGo to advance the Transit Plan; these investments will include:

- **Bus Rolling Stock:** The addition and replacement of IndyGo vehicles and equipment to increase the reliability and operational efficiency of IndyGo's fleet and equipment to service and maintain the fleet;
- **On-street infrastructure and bus rapid transit:** associated with bus rapid transit, fixed-route stops, and shelters;
- **Facilities:** Expansion, renovation, repair, and maintenance of IndyGo facilities to house IndyGo employees across divisions and support the efficient execution of their job responsibilities;

- **Information Technology & Finance:** Addition and/or replacement information technology and other administrative systems to promote a modern, high-functioning workplace; and
- **Safety and security** equipment and enhancements.

The investments required for a successful implementation of the Transit Plan began with initial investments in 2017 and are expected to increase in scope, scale, and complexity in 2018. In order to provide a fiscally-constrained plan, provide for financial forecasting and budgeting, and prioritize and coordinate investments, a five-year capital investment budget was created in 2017. This tool was a joint effort of the Finance and Capital Projects & Planning divisions, with input from departments across the agency. This document—IndyGo's *2018-2022 Capital Plan*— summarizes and organizes the figures included in the five-year capital budget, organizes those figures into a useful format, and provides additional detail on the sources and uses.

The capital plan is organized into the following sections.

The *Annual Summaries* section provides a comprehensive overview of the five-year capital program as well as a summary-level annual breakdown of anticipated capital revenue and expenditures.

The *Funding Sources* section provides information on the sources of revenue expected to be programmed toward capital expenditures through 2022.

The *Capital Expenditures* section provides an explanation of the expenditure, an anticipated cost for each expenditure, and the anticipated revenue source(s) for that capital cost.

The *Annual Itemized Expenditure Tables* section provides an itemized quarterly table of expenditures for each year, sorted by category of cost.

This document is intended to serve as a benchmark for projecting, prioritizing, and programming capital expenditures for the next five years and will serve as a framework for IndyGo's official annual budgeting process. The document will assist in planning for IndyGo's pursuit of external funding, competitive grant programs, and/or debt instruments intended to finance capital expenditures. This document will be amended as needed, as revenue is realized and projects are advanced. At a minimum, the document will be updated annually to reflect IndyGo's adopted annual capital budget.

RECOMMENDATION:

It is requested that the Board of Directors adopt the IndyGo 2018-2022 capital plan as presented on December 7, 2017.

Justin Stuehrenberg  
Vice President of Planning & Capital Projects



TO: Chair and Board of Directors

FROM: Nancy E. Manley, VP Finance/CFO/Controller  
Michael A. Terry, President and CEO

SUBJECT: **CONSIDERATION AND APPROVAL OF INDYGO'S MCTP FINANCING PLAN.**

**BACKGROUND:**

On February 27, 2017, the City-County Council of Marion County and Indianapolis approved Proposal 3 to enact the 0.25% Marion County Transit Income Tax. In 2018, the Indianapolis Public Transportation Corporation ("IndyGo"), will begin the construction work on the enhancements included in the Marion County Transit Plan ("MCTP"). The dedicated transit income tax provides the financial mechanism to begin the construction process. Given that the dedicated income tax will be distributed evenly over the full fiscal year IndyGo will need to seek financing mechanisms to fund work before the monthly anticipated revenue is received. The income taxes received will then be used to pay back this debt per the terms of the financing mechanism.

The MCTP is a five-year plan comprised of several large capital projects. The total principal amount IndyGo estimates needing to finance over the five years, as of today, is \$124.4M.

IndyGo is working closely with Crowe Horwath, our municipal advisor, to insure we take advantage of the best financing options available. The next step is Board approval for IndyGo to begin working with the Indianapolis Bond Bank to build the team needed to seek the necessary approvals, issue a Request for Information (RFI) and execute a bond issuance in the first quarter of 2018.

RECOMMENDATION:

Approval for IndyGo to create a working group including, but not limited to, the Indianapolis Bond Bank, Municipal Advisor and Financial institutions to identify all possible financing options available for the MCTP. IndyGo will come back to the Board in early 2018 to seek by resolution approval to execute terms of one or more financing options.

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

Michael A. Terry  
President and CEO

TO: Chair and Board of Directors  
FROM: Nancy Manley, Vice President & Chief Financial Officer  
SUBJECT: **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		\$	%
Retained Limits Liability	Munich	\$ 189,625		\$	%
Crime	AIG	\$ 4,630		\$	%
Fiduciary	Travelers	\$ 6,500		\$	%
Public Officials	RSUI	\$ 21,740		\$	%
<b>Total Premiums</b>		<b>\$ 341,139</b>		<b>\$</b>	<b>%</b>

FUNDING:

The funding source for this procurement is provided by operations budget

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute contracts with the above listed companies.

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

Michael A. Terry  
President and CEO

To: Chair and Board of Directors

From: Nancy E. Manley, VP Finance/CFO/Controller  
Brian Atkinson, Director of Accounting  
Michael A. Terry, President and CEO

**CONSIDERATION AND APPROVAL OF RESOLUTION AUTHORIZING TEMPORARY TAX  
ANTICIPATION BORROWING (Line of Credit Resolution #2017-09)**

**ISSUE:** The Indianapolis Public Transportation Corporation (“IndyGo”) may need to borrow funds during the year in anticipation of Property Taxes to be received in June and December each year. These loan funds will assist IndyGo in its daily cash flow. The amount of these funds will not exceed fifteen million dollars (\$15,000,000) at any one time and will be repaid when the Property Tax revenues are received by IndyGo and will not extend past year end.

Funds from this Line of Credit will only be drawn down if and when needed in amounts necessary to maintain operations. The interest rate of the funds while drawn down will be seventy-five (.75) basis points above the 30-day London Inter Bank Offered Rate (LIBOR). The last loan IndyGo entered into was for the period June 30, 2016 to June 30, 2017 for \$7,000,000 per calendar year.

On Monday, November 27, 2017, the Indianapolis Bond Bank Board heard Resolution No. 4, 2017 and unanimously approved our line of credit request.

**RECOMMENDATION:**

Approval of the resolution for the tax anticipation borrowing for the period January 1, 2018 through December 31, 2018 and January 1, 2019 through December 31, 2019.

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

Michael A. Terry  
President and CEO

Attachment

\*Supporting documents to be presented to the Board for signature.

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning & Capital Projects  
Pamela White, Director of Procurement

**SUBJECT: IFB 17-07-264 Construction Contracts for Red Line Rapid Transit**

**IPTC Team:**

Owner: Indianapolis Public Transportation Corporation (dba “IndyGo”)  
Engineer of Record: CDM Smith  
Construction Manager: HNTB  
Legal Counsel: Drewry Simmons Vornehm, LLP

**BACKGROUND:**

The Red Line will provide high-capacity Bus Rapid Transit (BRT) along 13.1 miles from Broad Ripple through downtown Indy to the University of Indianapolis, connecting several neighborhoods, major employers and cultural institutions with frequent, comfortable rapid transit service. The route will come within a quarter mile of more than 50,000 residents and nearly 150,000 jobs – a quarter of all jobs in Marion County. Throughout most of the day, buses will arrive every ten minutes, and the Red Line will operate for 20 hours each day, 7 days a week.

The project was identified in the 2009 Central Indiana Transit Task Force reports, and advanced with an Alternatives Analysis in 2012-2013. The project received a TIGER grant in 2014 to advance preliminary design and environmental work, which was advanced in 2015-2016 by CDM Smith, who was selected to lead all design work in the spring of 2015. In February 2016, the project was recommended for a Small Starts grant by the Federal Transit Administration. In the summer of 2016, HNTB was selected as the Construction Manager and Final Design was initiated, wrapping up in the Summer of 2017.

The final design documents consisted of two bid packages – Package “A” included the site civil work, including concrete and asphalt work. Package “B” included the station canopy structures and related buildout. Bid documents allowed for contractors to bid on a joint A+B package as well. In order to price out additional desired work, Package “A” included one bid alternate for additional red lane markings and package “B” included three bid alternates for station snow-melt systems and platform material upgrades.

The alternate items were ones that were desired by stakeholders and the project team, but that could not fit into the previous budget while still maintaining the project contingency. The engineering estimate for the combined packages was \$47,657,950 without those alternates.

The project is intended to begin construction in early 2018 and be open for service by the summer of 2019.

PROCUREMENT PROCESS:

This Project is subject to both state and federal compliance rules and regulations, including those of the Federal Transit Administration (“FTA”), an agency of the United States Department of Transportation (“USDOT”). IPTC is a public municipal agency subject to the provisions of Indiana Code, §36-1-12-1 et seq., which provides for construction projects of this size and dollar amount being procured through competitive bidding. The competitive bid requirements dictate that an award be made to the lowest, responsible and responsive bidder.

On August 31, 2017 IPTC released IFB 17-07-264 Red Line Bus Rapid Transit (BRT) - Phase 1 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, La Voz De Indiana, and Mass Transit Magazine. Ads ran from August 21, 2017 through September 25, 2017. Notice also was posted to the IPTC Website. Because the Project involved sensitive security information (“SSI”), the Bid and Contract Documents (“Solicitation Documents”) which contained SSI were only released to prospective bidders who previously executed and turned into IPTC a Non-Disclosure Agreement prepared for that purpose.

On September 19, 2017 there was a pre-bid conference for the purpose of reviewing the Project. At this time representatives of the Owner discussed the project requirements and procedures.

From September 22, 2017 through November 13, 2017, nine addenda were issued to modify or supplement the Bid and Contract Documents.

On November 15, 2017 Bids were opened at the main offices of IPTC on West Washington St. Bids were received from 6 (six) contracting firms. Based on the IPTC Protest Procedure set out in the Bid Documents, all bid protests were to be submitted within five days of the bid opening, or by Wednesday, November 22, 2017.

The Instructions to Bidders advised that these procedures are the only basis to challenge an IPTC action or decision. No protests were timely submitted under the Protest Procedures and the Bid Documents.

On November 21, 2017 the Evaluation Committee met to review and evaluate the bids received in order to make a recommendation for the Contract award.

On November 22, 2017, five (5) out of the six (6) bids were deemed responsive and responsible by Procurement.

#### BID ANALYSIS

Package A bidders were:

- Reith-Riley Construction at \$30,299,255.71
- White Construction at \$35,977,000
- Milestone Contractors at \$45,750,000

Package B bidders were:

- Wilhelm Construction at \$12,070,000
- RL Turner Corporation at \$13,184,001
- JC Ripberger Construction at \$13,540,784

Wilhelm Construction also submitted an A+B bid, the only firm to do so, at \$46,927,000.

All bids were deemed responsive and responsible except for JC Ripberger, which was deemed as non-responsive and responsible due to an incorrect DBE status and Good Faith Efforts being made only to the City of Indianapolis XBE's.

The lowest bid combination, without alternates, came from Reith-Riley Construction Co. for Package A (\$30,299,355.71) and FA Wilhelm Construction for Package B (\$12,070,000), for a total of \$42,369,355.71. The total for the four alternates for these two bids was \$3,620,781.82.

The Reith-Riley bid for package A included the following major subcontractors:

- Miller Eads (3.37%)
- Decorative Paving (1.05%)

- RoadSafe Traffic Systems (4.45%)
- TC Electric (12.49%, DBE)

The total DBE participation for the Reith-Riley bid was 12.49%, which exceeded the goal of 8% for package A.

The Wilhelm bid for package B included the following major subcontractors:

- Smither (8.95%)
- General Interiors (1.14%)
- ERMCO (24.03%)
- National Glass & Hardware (5.80%)
- Poynter (9.94%)
- Reece Ribholz (1.89%, WBE)
- Chisholm Lumber (1.99%, MBE)
- Door Services (1.64%, WBE)
- Kingdom Steel (1.08%, DBE)
- Circle City Rebar (1.13%, DBE)

The total DBE participation for the Wilhelm bid was 2.21%, which was short of the goal of 10% for package B. However, Wilhelm included an additional 5.52% of M/WBE participation. After review of the Good Faith Effort documentation supplied by Wilhelm, it was determined that they met the Good Faith Effort requirement and were considered responsive. Note that neither of the two responsive package B bidders proposed a DBE participation over the goal.

The total of the two packages is under the engineer's estimate by \$5,288,595, or 11.1%. Based on these costs, IPTC can exercise all alternates and still retain construction costs under the original engineer's estimate. The combined bid total, with all alternates, is \$45,990,137.53, which is still 3.5% under the engineer's estimate. Remaining contingency exceeds \$12,000,000.



FUNDING:

The funding source for this procurement is provided through a combination of funds, including an FTA Small Starts grant and local funding from the Indianapolis Department of Metropolitan Development, the Indianapolis Department of Public Works, and the IndyGo capital Cumulative fund.

The FTA Small Starts grant is awaiting final execution, which is expected in February 2018.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute a contract with Reith-Riley Construction Co to construct the Red Line Package “A”, in the amount of \$30,299,355.71, plus Alternate 1 in the amount of \$379,331.82, for a total of \$30,678,687.53.

Further, in a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute a contract with FA Wilhelm Construction to construct the Red Line Package “B”, in the amount of \$12,070,000, plus Alternates 2, 3, and 4 in the amount of \$3,241,450, for a total of \$15,311,450.

For both contracts, IPTC would grant a limited notice to proceed (NTP) to the contractors upon contract execution that would allow pre-construction activities to begin. This includes tasks such as scheduling, permitting, shop drawings, and long-lead material procurements. A full NTP would be issued upon the successful execution of the Small Starts grant. Per IPTC procurement policy, any Change Orders that exceed \$100,000 would be presented to the board for approval.

Justin Stuehrenberg  
Vice President of Planning & Capital Projects

Pamela White  
Director of Procurement

TO: Chair and Board of Directors

FROM: Phalease Crichlow, Vice President of Human Resources

SUBJECT: **RFP 17-07-266 CDL Training Services**

BACKGROUND:

IPTC requested proposals for Commercial Driver License Training for applicants with CDL permits. IPTC expects to have an estimate of 100 – 150 applicants per year to receive the training program that will provide instruction where the applicants will develop and learn the necessary skills to successfully earn a State of Indiana Class B Commercial Driver's License (CDL) with public passenger and air brake endorsements. This program will prepare students for the mastery of the pre-trip, general driving skills and post-trip.

IPTC currently uses Sage Training School to assist with the training of applicants for IndyGo Coach Operator positions. Since early 2013, IndyGo has had significant challenges with hiring Coach Operators (Drivers). This shortage of drivers has impacted the state of Indiana and the Transportation industry in general. In speaking with similar agencies, driver shortages are across the industry. Both Transit and Transportation agencies are working to come up solutions to address the driver shortages.

IPTC is exploring long-term solutions to develop a comprehensive two (2) track training model to assist and guide pre-applicants (non CDL permit holders) and post-offer applicants (CDL permit holders).

PROCUREMENT PROCESS:

On July 27<sup>th</sup>, 2017 IPTC released RFP 17-07-266 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning July 26<sup>th</sup>, 2017 and July 28<sup>th</sup>, 2017;

On August 2<sup>nd</sup>, 2017 IPTC held a pre-bid meeting regarding RFP 17-07-266 CDL Training;

On August 18<sup>th</sup>, 2017 IPTC received two (2) proposals in response to RFP 17-07-266 CDL Training.

The evaluation team evaluated written proposals based on claims experience & approach, experience & qualifications of staff, total cost of services, facility locations, hours and availability of services and reporting capabilities.

The Two (2) vendors were:  
Sage Training School  
CDL Xpress

CDL Xpress submitted an incomplete pricing sheet which was required to evaluate the full scope of the services needed.

Sage Trucking School is our current vendor which provided the cost and service details required in the scope of work.

**Pricing structure includes:**

Training	Testing (BMV)	1.0 hours of Additional Training (if needed)	Transport of buses (if needed)
\$1795	\$100.00	\$100.00	\$100.00 per hour

**FUNDING:**

Funding for RFP 17-07-266 CDL Training Services will come directly from the IPTC operating budget.

**DIVERSITY PARTICIPATION:**

The solicitation did not state a required a DBE participation goal. However, it is the policy of IPTC to commit to the success of minority, women, veteran and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis Division of Minority-Owned and Women Owned Business Department (DMWBD).

**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 Sage

Training School and upon successful negotiations enter into a contract for one (1) year in the amount of \$284,250 (\$1895 per applicant up to 150 applicants).

Phalease Crichlow  
Vice President of Human Resources

MOBILITY ADVISORY COMMITTEE UPDATE

12/07/17

Item I – 1

TO: Chair and Board of Directors

FROM: Jewel Lofton, MAC Chair

## **Mobility Advisory Committee Update**

**Issue**           An Update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

**Recommendation:**

Receive MAC report.

## **Special Mobility Advisory Committee Meet (MAC)**

Wednesday, October 11, 2017  
IndyGo Paratransit Service Review

### **Attendees**

Ryan Malone – MAC  
Jason Robinson – MAC  
Jewel Lofton – MAC – Via Phone  
Greg Meyer – MAC subcommittee  
Georgia Hubble – Visitor

Mike Terry - Indygo  
Roscoe Brown - IndyGo  
Bryan Luellen - IndyGo  
Greg Bedan– Via Phone  
Ruth Wendt - Indygo

Chief Operation Officer/VP of Operations, Roscoe Brown, welcomed everyone and stated this meeting is being held to give an update of the Paratransit Service Review. Roscoe stated that Paula had a family emergency and was not able to attend and that Bryan Luellen would step in for her. Roscoe said as a corporation we want to look at all the opportunities we have to make a better service for our paratransit riders.

Vice President of Public Affairs, Bryan Luellen, gave a brief overview of what the review committee has been working on.

- Contract for service delivery expiring early 2018.
- Staff, MAC members review current operation, policies, and contracted structure for service delivery.
- Weigh trade-offs in operational efficiency, quality of service, convenience, and cost.
- Identify opportunities to structure entire Open-Door service strategically.

Bryan said, the committee met several times over the summer and identified some potential changes on how the service operates saying these are very early discussions and have not identified any changes that are pending.

Vice President of Public Affairs, Bryan Luellen, gave the definition of Paratransit.

- Paratransit (ADA) – federally mandated comparable to fixed route service.
  - ¾ mile, hours of service, ride time, zero denials
- Demand response – everything else
- Approximately 20% of Open Door trips are non-ADA -start or end outside the ¾ mile buffer.

Bryan did say, the ADA allows some flexibility such as,

- Can deny same day request.
- Can charge more for demand response (non-ADA paratransit)
- Subscription service
- Can negotiate pickup times.

Current Operational Policies

- County wide

- No distinction between ADA and non-Ada
- Zero denials
- No prioritization

Current contract structure

- Pay per revenue hour
- Fixed number of vehicles
- No external capacity (taxi contracts, etc.)

Bryan said, from 2013 to 2016 there has been an 10% increase in ridership.

- 2013 we topped out at 272,000 rides and in 2016 we topped out at 301,000

Bryan stated the committee's next steps are to

- Identify possible operational policy changes
- Discuss impacts to quality of service and ridership
- Partner with new companies, coordinate with other agencies
- Identify strategies to manage cost
- Identify opportunities to improve rider experience

Bryan said some ideas the committee has discussed are:

- Locating a Paratransit facility
- Premium fares for Non-ADA
- Zonal service – (transfers and feeders)

Roscoe Brown, Chief Operating Officer/VP of Operations and Michael Terry, President/Chief Executive Office both gave updates and information on the Paratransit services.

Greg Bedan, IPTC board member, stated from what he is hearing, IndyGo is really looking to cut Paratransit service. He understands there are challenges but he would never agree to service cuts.

Mike Terry stated that service cuts are not the intention, however, IndyGo is working on a strategic plan to improve service. This is just a discussion with many steps to go.

Bryan, also explained that, the committee is looking for creative solutions to enhance the service.

Ryan Malone, MAC member, said he is really interested in seeing the Open-Door buses linking to the Fixed Route buses because it creates so many possibilities for people. Ryan said the whole city then opens up for everyone who have no other means of transportation.

Jason Robinson, MAC member, said he would like to see us use Uber, more taxis, and other types of services.

Jewell Lofton, MAC member, said she agreed with Ryan on the possibilities that linking Open Door and Fixed Route could offer to individuals.

**MOBILITY ADVISOR COMMITTEE (MAC)  
MEETING MINUTES  
WEDNESDAY, OCTOBER 18, 2017**

**ATTENDEES**

**Ryan Malone – MAC Vice Chair  
Bernadine Wilmer – MAC  
Jason Robinson – MAC  
Addison Pollock – MAC  
Cory Wills – Visitor  
Georgia Hubble – Visitor  
Joanne Hamilton - Visitor**

**Mike Terry - IndyGo  
Roscoe Brown - IndyGo  
Bryan Luellen - IndyGo  
Jerome Horne - IndyGo  
Brian Clem - IndyGo  
Mark Emmons - IndyGo  
Ruth Wendt - IndyGo  
Jerome Horne – IndyGo  
Greg Bedan – Board of**

**Directors**

**Excused absences: Jewel Lofton, Greg Meyer, and Mark Early**

**Welcome and Introduction:**

MAC Vice Chair, Ryan Malone asked everyone to introduce themselves.

Ryan stated, there are not enough MAC members in attendance for a quorum, therefore no items would be approved or voted on.

President/CEO, Mike Terry, stated that the City County Council approved the IndyGo budget on October 9, 2017 and that IndyGo has applied for a \$50M grant request for a new paratransit facility. He also stated that IndyGo is looking to go to a total electric Fixed Route fleet.

Vice President/COO, Roscoe Brown, stated the current contract with V the paratransit provider, MV Transit, is set to expire March 31, 2018. Solicitations went out September 7, 2017 for paratransit services. The proposals are due November 6, 2017 and will go to the board for approval on December 7, 2017.

- Cory Wills asked, if Fixed Route would have a new type of fare box on the new vehicles. Mike Terry said right now we are in the beginning stages of a fare study so this is yet to be determined but did say there would be several options for paying a fare.
- Cory asked if a location had been decided on for the paratransit building? Mike Terry advised that a definite location has not been determined.



- Greg Bedan raised a question regarding the paratransit solicitation and MAC involvement. Roscoe Brown advised him that the members of the evaluation team would be provided, and a MAC member was selected as a part of the team.

Special Transit Project Coordinator, Jerome Horne, gave an update on the redline stating, they are in the final phase of submitting grants and selecting contractors. Construction will start sometime in January or February of 2018 and should rap up sometime in late 2019.

Flexible Services Operations Specialist, Ruth Wendt, provided the quarterly update for paratransit statistics.

- Greg Bedan questioned the on-time performance level of 70.2% in August. Roscoe Brown advised that MV encountered staffing and vehicle issues.

### **Adjournment**

**Next meeting, Wednesday, January 17, 2018**

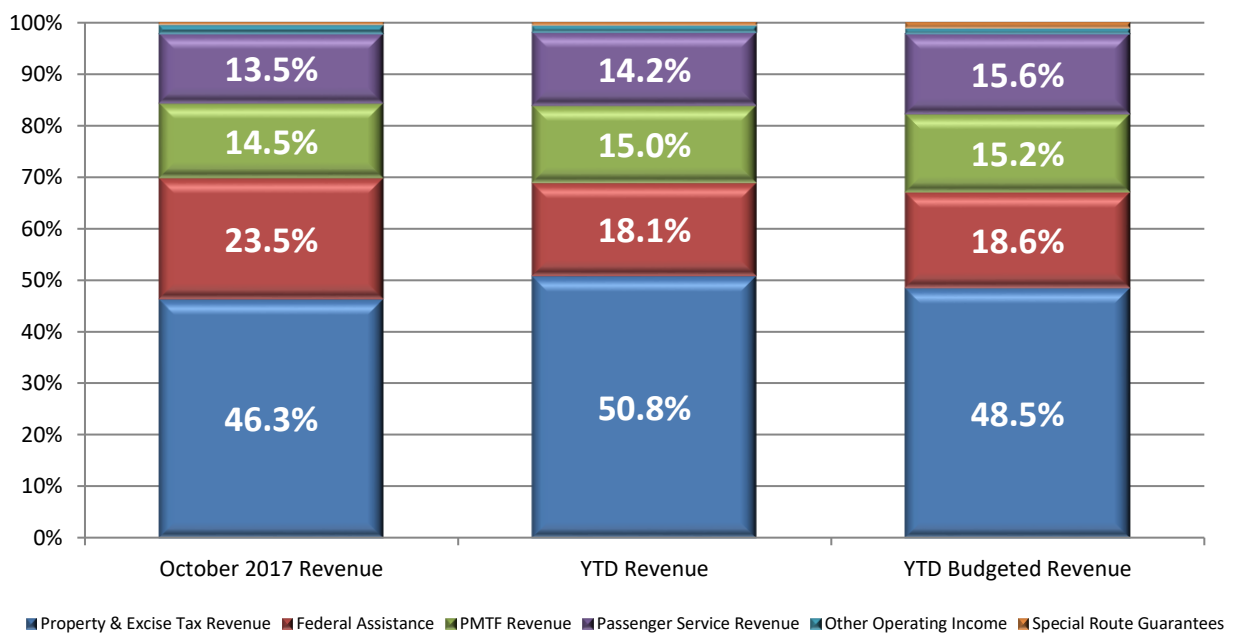
To: Chair and Board of Directors

From: Nancy Manley- Controller

**FINANCIAL REPORT – OCTOBER 2017**  
**Notes to the Comparative Statement of Activities – General Fund**  
**For the month ending October 31, 2017**

**Revenue Comparison**

By Funding Source



**FTA Assistance**

Revenue from FTA assistance was over budget by 32% but under budget by 2% 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 over expectation by 67% in October. Year-to-date Other Operating Income was over expectations by 29%.

**Passenger Service Revenue**

Passenger service revenue was under budget by 10% for the month and overall YTD continues to trend 8% under budget.

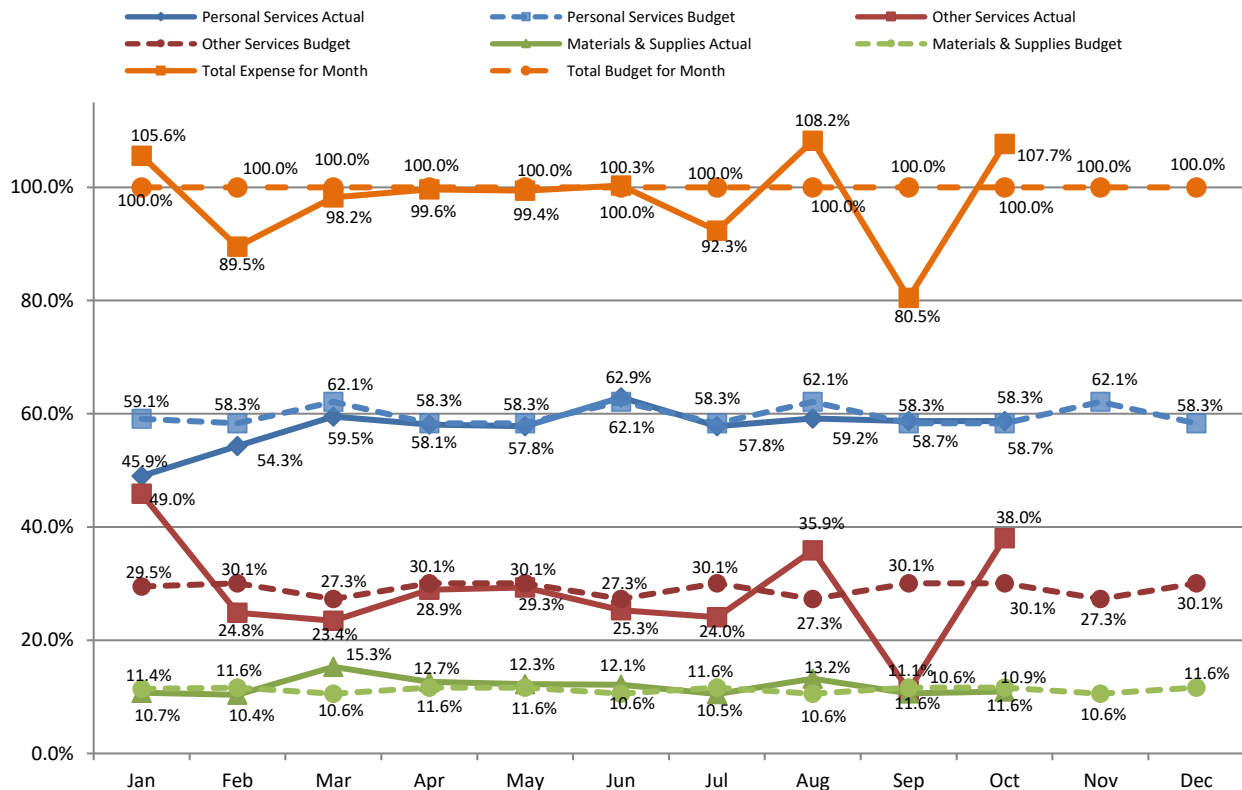
**Total Revenue**

For the month of October 2017, the total revenue recognized was 4% over projections and 1% over projections year-to-date.

## Expenditures

### Actual Monthly Expense versus Monthly Budget

(by Category)



### Personal Services

Overall, Personal Services were 1% over budget in October, year-to-date personal services remains under budget expectations by 5%.

### Other services and Charges

This expense category was over budget projections by 28% for the month of October and 4% under year-to-date. There were several service-related contracts encumbered in October for capital related projects.

### Materials and Supplies

For the month of October, this expense category was collectively 10% under budget and year-to-date the category is still trending under budget by 9%.

### Total Expenses

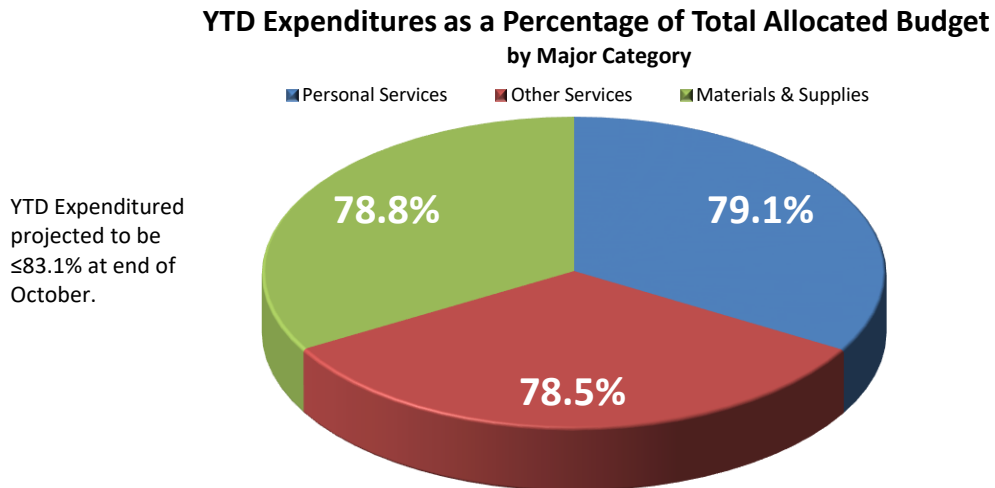
Total expenses came in 8% over projection for the month of October and year-to-date under by 5%.

**Summary**

Overall spending, in October, was more than revenue received. Year-to-date expenses remained under revenue received by roughly \$3.8 million.

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

The cumulative YTD expenditure goal set through the end of October was  $\leq 83.1\%$ . The average of all three major expense categories were 78.8% of the total allocated budget for FY17.



**Other Item of Interest**

On November 1, 2017, IPTC successfully went live with Dynamics AX, the system which replaced Ellipse. The entire team pulled together and “go-live” went relatively smooth for a project of this size and impact. We appreciate the Board’s support and approval to move from Ellipse to this secure and user-friendly application.

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 OCTOBER 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

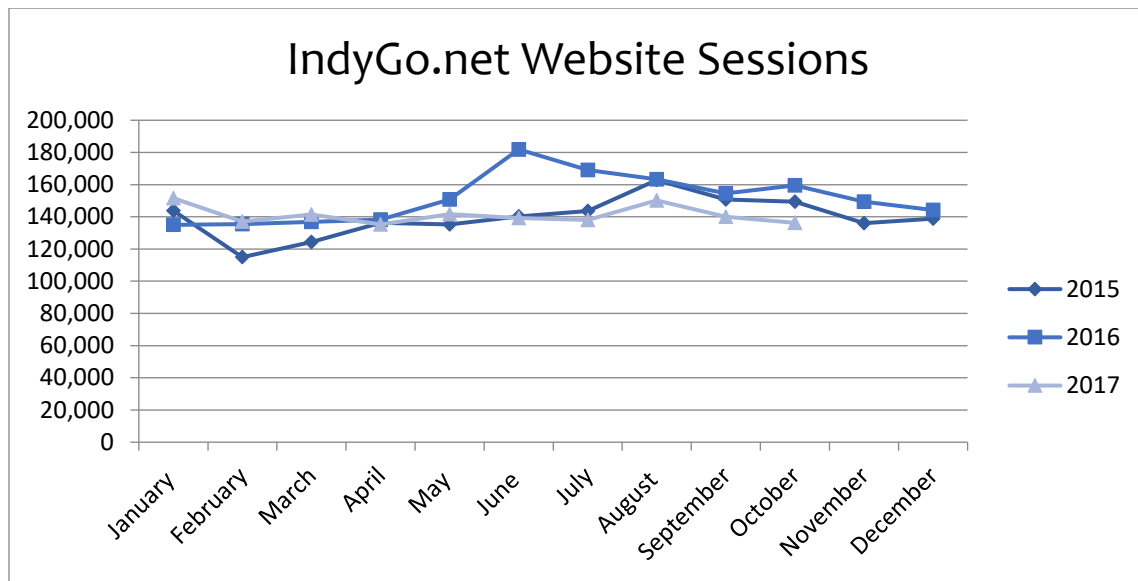
Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

## INDYGO.NET MONTHLY SESSIONS 10/1/17 – 10/31/17:

Page Views	331,782
New /Returning Visitors	32,384/103,982
Total Sessions	136,366



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%

## OCTOBER NEWS RECAP:

“IndyGo Transit Center receives awards for Excellence in Built Environment” – Fox59, Mass Transit Magazine

“Illegal bench billboards irk community leaders” – TheIndyChannel.com

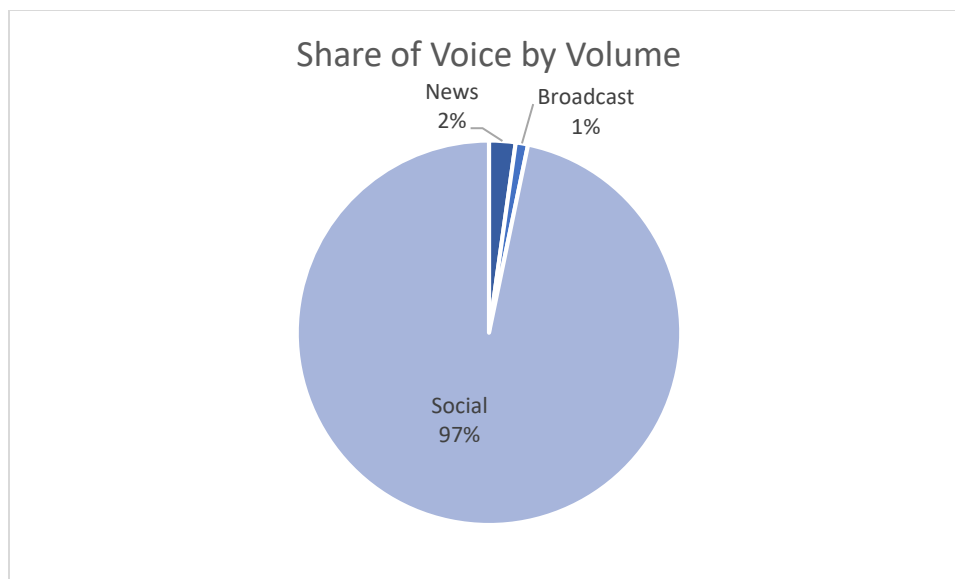
“IndyGo service to be significantly disrupted for Monumental Marathon” – TheIndyChannel.com, One News Page, Environment Guru

“IndyGo Congratulates Transit Center designers on professional award” – Mass Transit Magazine

“Plainfield wins innovation award” – Hendricks County Flyer

“Indianapolis Officials kick off Transportation Integration Plan” – Indiana Patch

**Topics Include:** Mentions throughout October focused on the Transit Center recognition at the Monumental Awards ceremony. The Transit Center project received three awards: Honor in Architecture, Achievement in Engineering, and Honor in Landscape Architecture. Small mentions were made of billboard benches at bus stops throughout mid-October. Late October mentions focus on the service disruptions due to the Monumental Marathon.



**Broadcast mentions: 7**

**News mentions: 15**

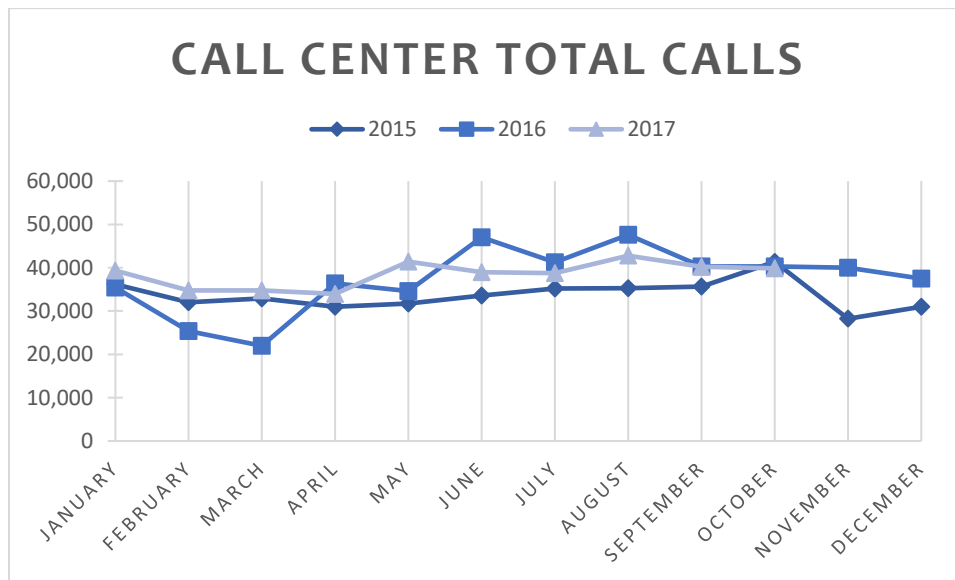
**Social Media mentions: 652**

**OCTOBER CALL CENTER REPORT:**

39,863 total calls

4.42% calls abandoned in queue

40.21% Interactive Voice Response (IVR) calls



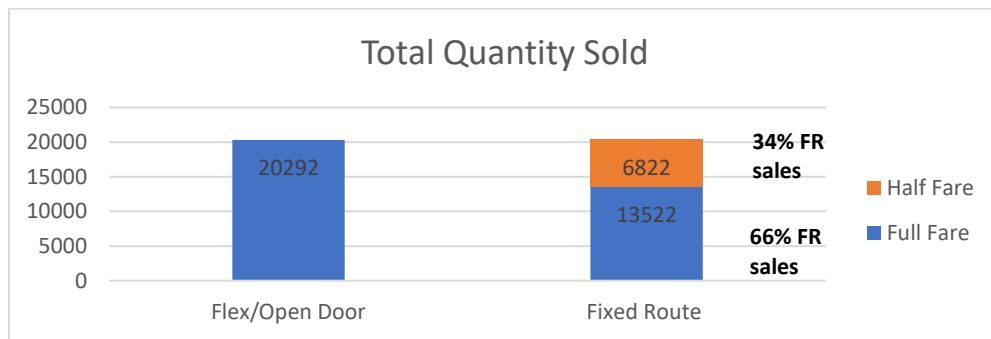
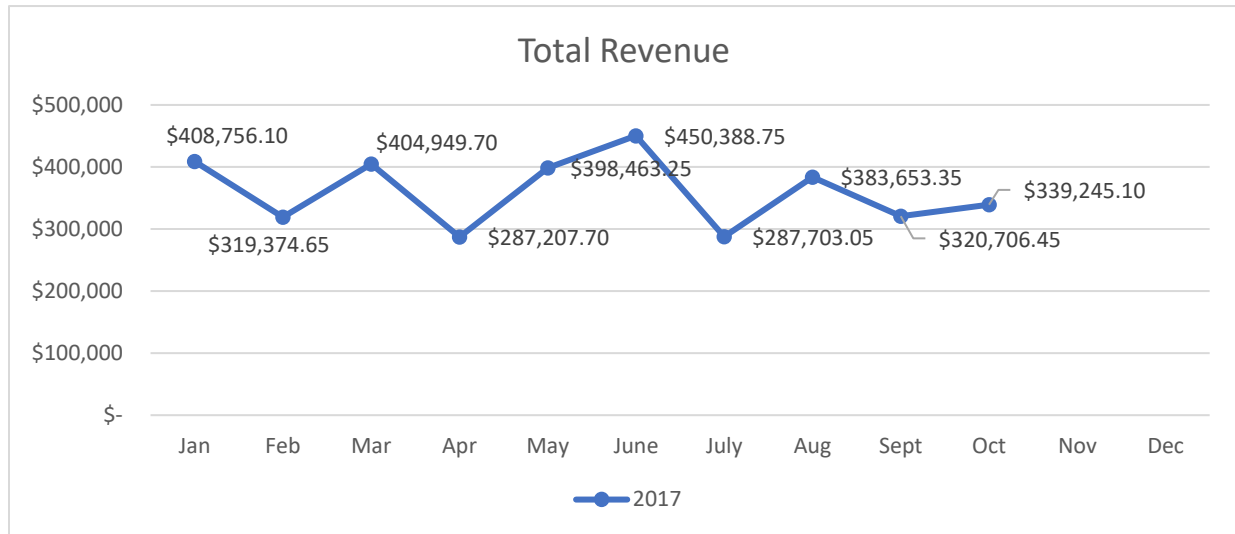
**CUSTOMER COMMENTS: 467**

ADA	2	PURPLE LINE	0
BUS STOP	2	REAL TIME ARRIVALS	1
CIVIL	0	RED LINE	11
COMPLIMENT	16	REQUEST	34
COURTESY	86	ROUTE	9
CUSTOMER SERVICE CENTER	4	ROUTE DETOUR	1
DENIAL	6	RULES	1
DISCRIMINATION – TITLE VI	2	SAFETY	74
FACILITY MAINTENANCE	9	SCHEDULE ADHERENCE	84
FARES	2	SERVICE CHANGES	0
MCTP	5	SUGGESTION	12
MARKETING	3	VEHICLE MAINTENANCE	2
OTHER	6	WRONG INFORMATION	3
PASS BY	92		



## OCTOBER PASS SALES REPORT:

Total Quantity of Passes: 40,636



### Additional Revenue:

Retail Desk & Online Purchases: \$208,145.85

Cash: \$67,016.78

Checks: \$10,112.00

Credit Cards: \$131,017.07

### OUTREACH SUMMARY FOR OCTOBER:

Outreach in October continued efforts to attend community meetings and engage stakeholders to update on transit. Trainings for IndyGo trained volunteers – Transit Ambassadors – also took place in late October. Transit Ambassadors will conduct additional outreach at the Transit Center, on routes, and at community events to spread the word on upcoming changes due to the implementation of the Transit Plan.

**OCTOBER OUTREACH EVENTS:**

10/2/2017	Monumental Marathon stakeholder meeting
10/2/2017	Airport Food Service Union/IndyGo
10/2/2017	ICAN Service Dog Training
10/3/2017	Transit Zoning/Infrastructure/Construction Coordination
10/3/2017	Stakeholder meeting with Councillor Jackson
10/5/2017	College Ave Branch Library community meeting
10/5/2017	MNA update
10/5/2017	Transit Taskforce meeting – SE Neighborhood Congress
10/6/2017	ICAT meeting
10/9/2017	Member Auto Source/IndyGo Red Line
10/9/2017	Slate Apartments/IndyGo Red Line
10/9/2017	Chilly Water Brewing Company/IndyGo Red Line
10/9/2017	CCC Full Council Meeting – 2018 budget adoption
10/10/2017	West Washington Business Alliance
10/11/2017	NNIP Conference DTC tour & presentation
10/11/2017	IndyGo/MAC special meeting
10/12/2017	Coordination meeting for Lawrence terminus – IndyGo Purple Line
10/12/2017	Wayne Township lifeskills travel training
10/13/2017	MAC/IndyGo Red Line
10/13/2017	Old National Bank/IndyGo Red Line
10/16/2017	100 Black Men IndyGo update

10/17/2017	Carpenter Realty/IndyGo Red Line
10/17/2017	Ball State University PLAN 100 presentation
10/17/2017	BRVA End of year social and annual meeting
10/18/2017	Women's Business Roundtable transit update
10/18/2017	MPO Transportation Panel meeting
10/18/2017	Clergy transit update at Roberts Park Church
10/18/2017	ATU transit update
10/18/2017	MAC Meeting/RL ADA features presentation
10/18/2017	MPO/City IndyMoves event
10/19/2017	MPO Economic Development Panel meeting
10/19/2017	Easter Seals Crossroads travel training
10/20/2017	Marion County Health Dept./IndyGo Purple Line
10/23/2017	Garfield Park Library/IndyGo Red Line
10/23/2017	Garfield Park/IndyGo Red Line
10/23/2017	IndyGo Transit Ambassador training
10/24/2017	YNPN Food Access Panel
10/25/2017	IndyGo Transit Ambassador training
10/25/2017	Lawrence Township Democratic Club MCTP presentation
10/26/2017	EmployIndy Career Counselor training & transit update
10/26/2017	Transit Trends and Technology Panel @ ITA annual meeting
10/26/2017	SE Neighborhood Congress meeting
10/27/2017	IUPUI Wellness Fair

10/28/2017	Martindale-Brightwood Community Health Fair
10/30/2017	MKNA resident/realtor update on transit
10/31/2017	CIRTA Board meeting
10/31/2017	Indiana Finance Authority conference/tour of DTC
10/31/2017	3Cindy rapid transit artist in residence info workshop

**SPECIAL PROJECTS:**

- The Transit Ambassador Program was relaunched in October, helping the Public Affairs Department to leverage outreach efforts and increase 1:1 interaction with riders and the general public. These volunteers will help throughout the implementation of the Marion County Transit Plan.

PLANNING AND CAPITAL PROJECTS REPORT

12/07/17

Item I – 4

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 Planning group has been working to put together the driver bids for February and June 2018. These are 95% complete. They include frequency improvements detailed below.

### **February 2018**

#### **Weekday**

Route 3 – all trips to Staughton/Arlington. One short trip to and from Ellenberger has been extended.

Route 8 - added evening trips. Approximately every 30-minutes after 8p

Route 39 – added evening trips. Approximately every 30-minutes after 8p

#### **Saturday**

Route 3 – all trips to Staughton/Arlington. One short trip to and from Ellenberger has been extended.

Route 8 – service increase after 9a to 15 minutes. Approximately every 30-minutes after 8p

Route 39 – service increase - 15 minutes. Approximately every 30-minutes after 8p

#### **Sunday**

Route 8 – service increase after 9a to 15 minutes until evening. Three evening trips added from Airport to downtown. They were out of service trips to the garage. Instead of deadheading they are now revenue service but they do not connect to any other routes once they arrive downtown.

Route 10 – Increased service to every 30-minutes with added trips to Girls School Rd

Route 39 – service increase - 15 minutes until evening.

Route 87 – added service from 7:20a-9:08p every 60-minutes

### **June 2018**

#### **Weekday**

Route 3 – 30-minute service all day

Route 34 – 30-minute service all day

#### **Saturday**

Route 10 – increase service to every 20-minutes instead of current 30-minute

#### **Sunday**

Route 31 – Increase service to 60-minutes from 120-minutes

Route 37 – Increase service to 60-minute from 120-minutes

The rest of the Marion County Transit Plan bus network for 2019 is being refined in 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 amenity 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 in process, as well as optimal areas for pedestrian infrastructure improvements.

Current Month			IndyGo	Year to Date		
Oct-16	Oct-17	% Change	Fixed Route Ridership	2016	2017	% Change
16,952	16,928	-0.1%	<b>2 E. 34th St.</b>	156,597	155,049	-1.0%
24,109	23,639	-1.9%	<b>3 Michigan St.</b>	248,454	241,639	-2.7%
14,706	14,050	-4.5%	<b>4 Fort Harrison</b>	158,633	132,652	-16.4%
19,093	17,351	-9.1%	<b>5 E. 25th</b>	240,236	179,069	-25.5%
12,605	13,157	4.4%	<b>6 N. Harding</b>	50,816	117,990	132.2%
130,512	122,561	-6.1%	<b>8 Washington St.</b>	1,238,577	1,196,669	-3.4%
99,909	93,909	-6.0%	<b>10 10th St.</b>	951,504	905,848	-4.8%
3,417	3,387	-0.9%	<b>11 E. 16th St.</b>	36,476	34,178	-6.3%
5,226	5,630	7.7%	<b>12 Minnesota</b>	56,377	49,516	-12.2%
3,288	3,229	-1.8%	<b>13 Raymond</b>	31,544	31,315	-0.7%
10,431	9,301	-10.8%	<b>14 Prospect</b>	98,064	93,556	-4.6%
20,893	18,647	-10.8%	<b>15 Riverside</b>	203,935	188,275	-7.7%
11,776	10,431	-11.4%	<b>16 Beech Grove</b>	115,548	102,414	-11.4%
23,249	22,082	-5.0%	<b>17 College</b>	233,912	220,922	-5.6%
11,446	12,241	6.9%	<b>18 Nora</b>	140,157	113,291	-19.2%
41,046	39,041	-4.9%	<b>19 Castleton</b>	331,148	372,343	12.4%
14,943	14,276	-4.5%	<b>21 East 21st St.</b>	137,193	136,945	-0.2%
11,894	11,774	-1.0%	<b>22 Shelby</b>	107,379	107,799	0.4%
9,385	12,164	29.6%	<b>24 Mars Hill</b>	98,998	99,384	0.4%
15,319	16,295	6.4%	<b>25 W. 16th St.</b>	148,219	147,867	-0.2%
16,997	14,724	-13.4%	<b>26 Keystone</b>	152,519	139,355	-8.6%
14,289	13,722	-4.0%	<b>28 St. Vincent</b>	144,943	134,575	-7.2%
8,896	8,484	-4.6%	<b>30 30th St.</b>	88,567	70,552	-20.3%
26,362	24,745	-6.1%	<b>31 Greenwood</b>	238,090	238,161	0.0%
27,324	26,576	-2.7%	<b>34 Michigan Rd.</b>	264,859	259,756	-1.9%
43,914	40,444	-7.9%	<b>37 Park 100</b>	397,936	377,501	-5.1%
36,383	32,359	-11.1%	<b>38 Lafayette Square</b>	337,076	321,756	-4.5%
109,208	95,997	-12.1%	<b>39 E. 38th St.</b>	1,025,793	946,409	-7.7%
			<b>50 Red Line</b>	27,224		

4,120	3,766	-8.6%	<b>55 English</b>	43,158	40,071	-7.2%
11,656	10,607	-9.0%	<b>86 86th Street Crosstown</b>	113,028	111,131	-1.7%
12,550	11,748	-6.4%	<b>87 Eastside Circulator</b>	110,927	114,596	3.3%
88	54		<b>Others</b>	3,581	3,104	
<b>811,986</b>	<b>763,319</b>	<b>-6.0%</b>	<b>Total</b>	<b>7,731,470</b>	<b>7,383,688</b>	<b>-4.5%</b>

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.

<b>Oct-16</b>	<b>Oct-17</b>	<b>% Change</b>	<b>Flexible and Contracted Services</b>	<b>2016</b>	<b>2017</b>	<b>% Change</b>
28,710	29,786	3.7%	<b>Open Door Riders on Fixed Route</b>	253,003	281,066	11.1%
25,986	26,379	1.5%	<b>Open Door</b>	252,389	260,999	3.4%
840	801	-4.6%	<b>Open Door Taxi Vouchers</b>	7,806	7,813	0.1%
27,500	25,278	-8.1%	<b>31 Day S-Pass</b>	237,864	198,324	-16.6%

## **STRATEGIC PLANNING**

The strategic planning department continues to work with other divisions and departments to advance the fare modernization efforts. Specifically, the department is working to with others to identify and assign tasks needed to prepare the RFP to ensure that any newly procured system will integrate with existing operations and achieve desired outcomes. Additionally, the department has sought to evaluate the costs and benefits, for the agency and its riders, associated with various fare policies that could be implemented alongside a new fare system.

In the last month, the strategic planning department has also been engaged in preparing and finalizing the *2018 – 2022 IndyGo Capital Plan* which will be considered by the board in its December meeting and preparing a grant application in response to the Indianapolis MPO's SFY 2022-2023 Call for Projects. The latter effort seeks funding to support the extension of the Red Line from its Phase I termini to the county lines in the north and south, consistent with the Marion County Transit Plan. In the south, the corridor is planned to extend southward on Shelby and Madison. The northern alignment is to be determined, but is anticipated to terminate near the Hamilton County line at 96<sup>th</sup> and College.

In addition to these efforts, the Director of Strategic Planning is participating in the agency's steering committee for its strategic plan update, and he continues to partner with the Public Affairs team to work with a team of IU/UI-SPEA graduate students, who are assessing how social service providers and their consumers currently rely on IndyGo and how that might inform more optimal strategies and operations as we roll out the



Marion County Transit Plan. The director is also currently serving on the MPO's 2045 Long Range Transportation Plan steering committee as well as an *ad hoc* committee to evaluate and refine the MPO's TIP (Transportation Improvement Program) Selection Criteria.

Lastly, along with the rest of the Capital Projects & Planning division, the Strategic Planning department is planning to add staff in the coming months. We are currently in the process of hiring for a strategic planner and a data analyst. We plan to interview and make offers in December and have new staff persons onboarded early in 2018.

## **CAPITAL PROJECTS**

### ***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 were received November 15, 2017 at 2:00 p.m. local time.

The bids were very favorable, and allows IndyGo to implement several of the alternates included in the bid documents while still remaining under the project budget and retain a healthy contingency.

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 currently soliciting for a Construction Management firm for the Purple Line, which is planned to bring to the board in January of 2018.

***Blue Line***

The Project team is currently soliciting for a Design firm for the Blue Line, which is planned to bring to the board in January of 2018.

***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**

Vice President 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 OCTOBER 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- October 2017

### **TRANSPORTATION**

#### **EMPLOYEE RECOGNITION**

The October Employee of the Month was Edgar Birdsong.

#### **COMMENDATIONS**

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

Robin Black, Robert Feiock, Vernessa Foster, Victoria Hardrick, Anthony Mance, Conniejo Morton, Bevelyn Robinson, Tonya Sims, Lelia Watts, Susan Perkins and 1 unidentified.

The following operators achieved an on-time performance rating of 90% or better during the month of October. 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 October was Sandra Hook.

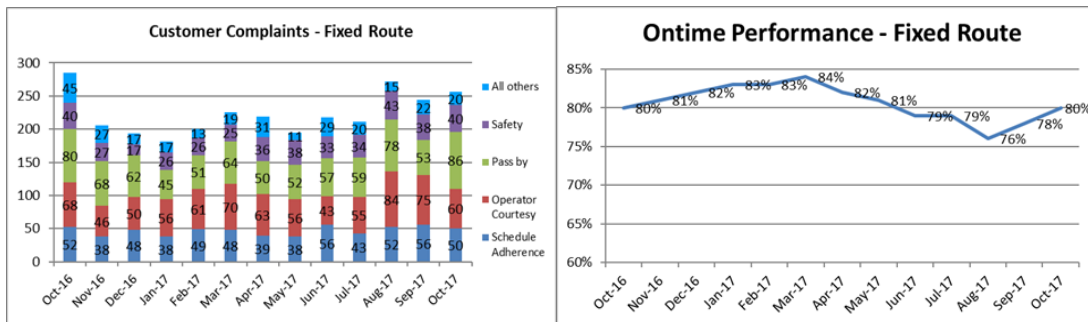
1. ANTHONY COX	1180	99%
2. MICHAEL HALE	2451	98%
3. ROSE ANDERSON	8473	98%
4. RHONDA WATTS	8271	96%
5. DENNIS CLARK	1022	95%
6. BURT GARCIA	8479	95%
7. TAMANIKA MORROW	8627	95%
8. ANTHONY WHITE	3334	95%
9. LAKISHA WILLIAMS	8174	95%
10. EDGAR HOLLYFIELD III	8649	94%
11. AKEMEE BRYANT	8336	94%
12. RICARDO OXLEY	4538	94%
13. LACRETIA HINTON	6933	94%
14. BRYANT REED	8371	93%
15. JAMES DENTON	1495	93%
16. JENNIFER JOURNEY	8235	93%
17. SANDRA HOOK	8430	93%
18. DAVID MADYUN	8399	93%
19. EFRAIN AMAYA	0224	93%
20. MARY WILLIAMS	6709	93%
21. SHAWN CLARK	8091	93%

22. RAY WRIGHT	6979	92%
23. ROBERT FEIOCK	8620	92%
24. PATRICK GRAY	2339	92%
25. QUIANA WILSON	8923	92%
26. STEPHEN THEIN	5963	92%
27. JEFFREY HOWARD	8141	92%
28. GARRY STAGGS	8376	92%
29. JEROME NORRIS	4405	92%
30. TERRANCE HARDING	2497	92%
31. ADAM BURKE	8432	91%
32. RACHEL COMER	8665	91%
33. STEPHEN EDMONDS	1156	91%
34. MARK WILLS	8132	91%
35. CALVIN JACKSON	8213	91%
36. JONATHAN JACKSON	8739	91%
37. LISA WALKER	6300	91%
38. OTHA DUGAN	3030	91%
39. MATTHEW ERVIN	8815	91%
40. RICHARD BOYSEN	0590	91%
41. LAURA BECK	8445	90%
42. MICHAEL RICKS	5139	90%
43. RON BURTON	0798	90%
44. CHRISTOPHER FLETCHER	8701	90%
45. DEXTER DAVIS	1417	90%
46. DONNA JANDREAU	8421	90%
47. MATTHEW FAUMUINA	8899	90%
48. ASHLEY BOYLE	8446	90%
49. BYRON REED	5094	90%

***Fixed Route Update:***

During this reporting period, the Transportation Department had begun the 3<sup>rd</sup> quarter run selection and held the vacation pick for 2018.

## Service Delivery:



## 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.

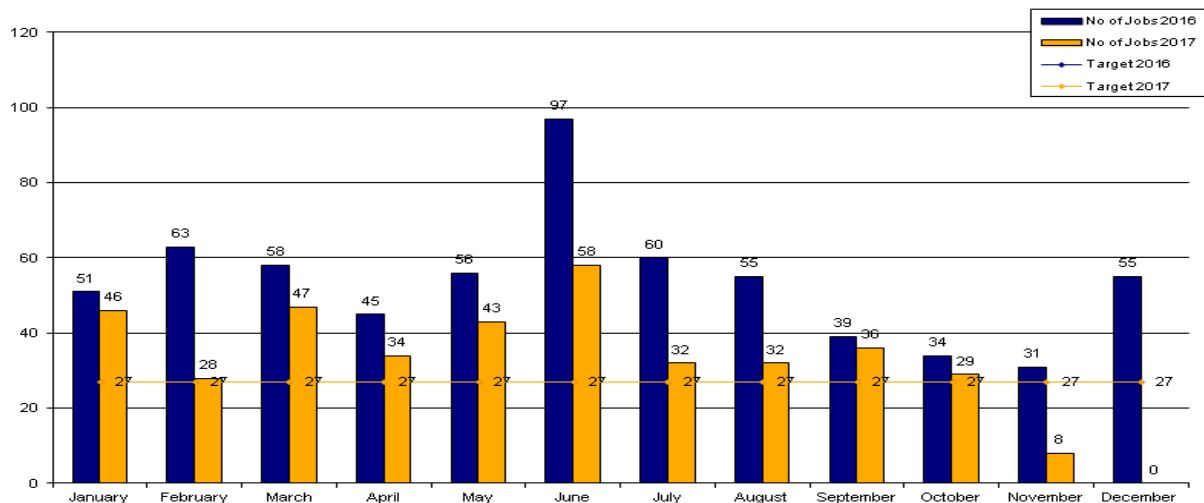
## VEHICLE MAINTENANCE

During October, the Maintenance Team spent the entire month working on the requirements for the software AX Dynamics, which had a go live date of November 1<sup>st</sup>. The entire inventory module was uploaded into AX, along with multiple training sessions with the Warehouse team.

The transition to the new software was smooth with very few errors as compared to the amount of product the warehouse must stock for IPTC, including the bus parts for multiple year buses. The warehouse did an excellent job staying committed to task at hand and embraced the change.

The Maintenance Team is challenged every year to improve the overall performance of the buses to reduce pull off's and tow's. Below is the comparison chart of actual vehicle tows for 2017 versus 2016.

In 2016 there were a total of 644 tows for the year. Thru October of 2017, there have been a total of 385 tows, so a substantial decrease in tows are anticipated for the year.



The Maintenance Department started the pre-season heat checks and continue to raise the bar in the performance of these areas. Heat checks have been started and with 153 buses completed we are on schedule to finish heat checks this month.

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD), and continues to show increasing distances between road calls.

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
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049	6,330
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08	2016/09	2016/10
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189	5,787	6,099
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318	4,390	5,416

### ***FLEXIBLE & CONTRACTED SERVICES***

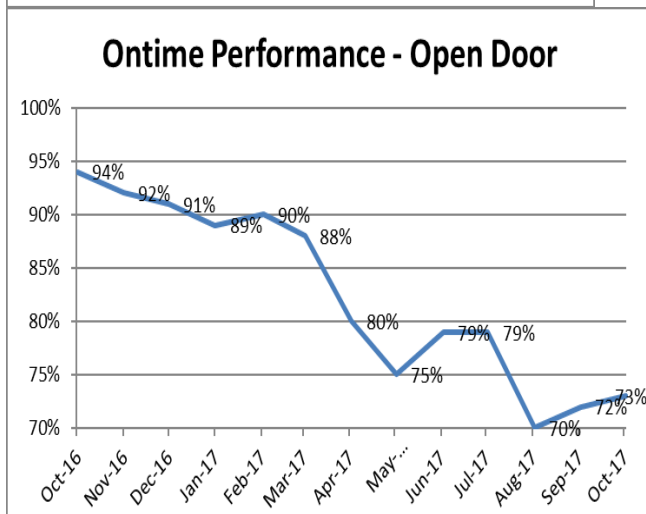
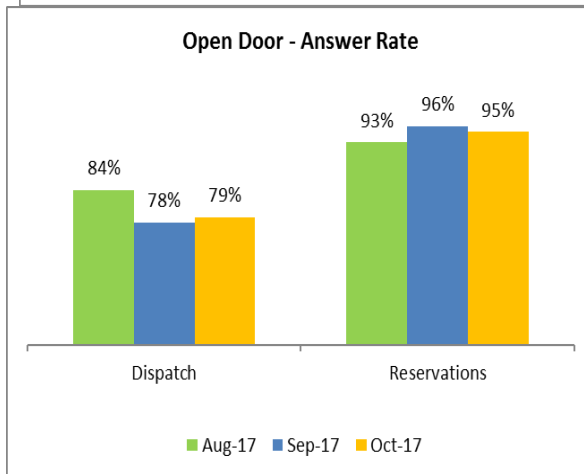
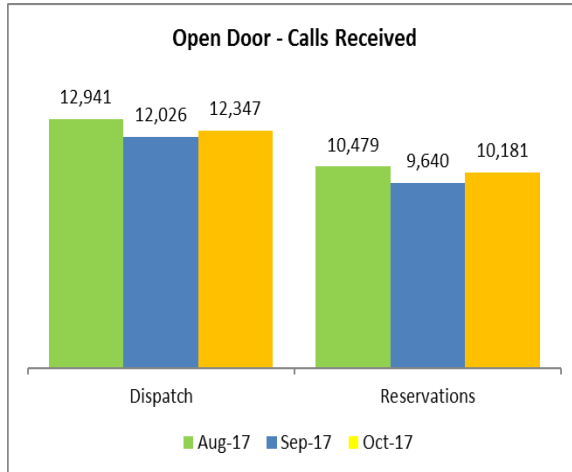
The paratransit review committee resumed in October to assess prospective solutions to improve Open Door services based on its current demands. The committee will continue to meet bi-weekly and is currently focusing on a survey to gather information related to all service offerings and their probability to enhance the program. IPTC stakeholders will be presented with this information at a later date in the form of a report and request of endorsement.

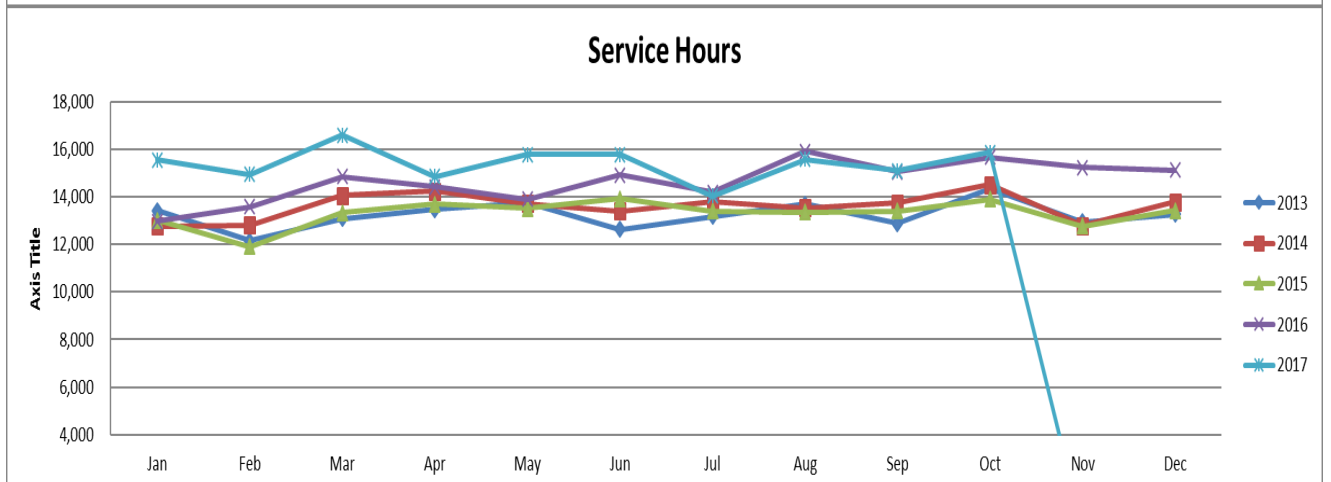
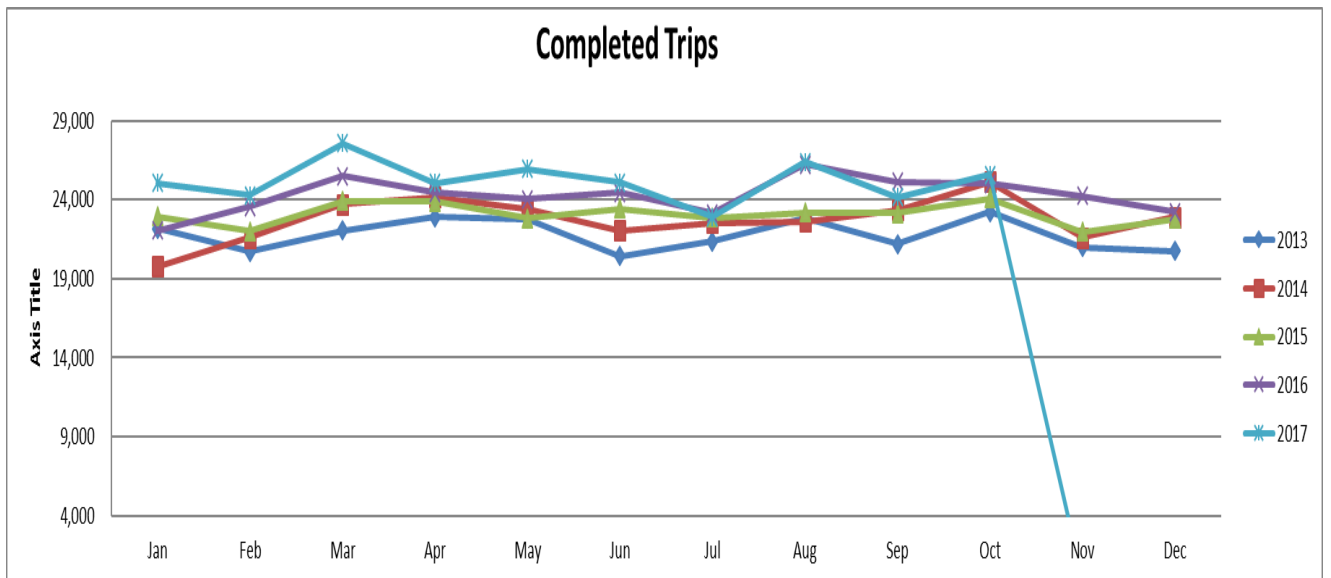
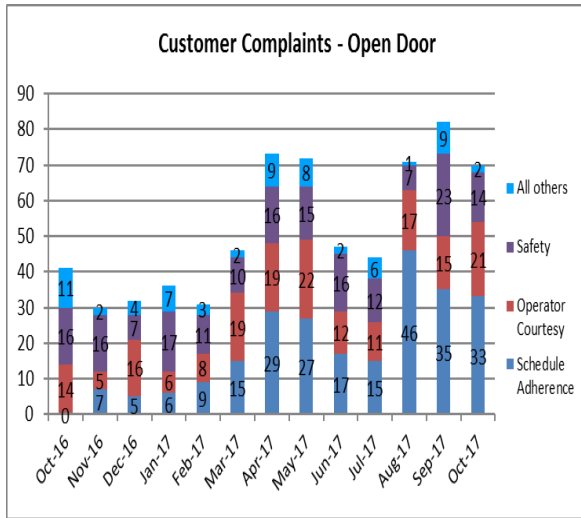
A Request for Proposals (RFP) for paratransit services was released in September 2017 with a due date of November 6, 2017. IPTC received three proposals and is currently reviewing and evaluating each vendor for an award for a three year with two 1-year options contract. the evaluation team consists of various members of IPTC as well as the Mobility Advisory Committee. The current contract held with MV Transportation expires on March 31, 2018.

### ***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. Staff continues to monitor and evaluate the call response performance and work toward a minimum answer rate of 95%.







***Grant Activity:***

Contracts for the 2017 Section 5310 Grant program were executed in October and November 2017. Program audits were conducted in October and November 2017 for all subrecipients who received vehicles through the Section 5310 grant program.

***FACILITIES***

Fall and Winter Plant cleanup was performed during the last week of November on all the Rain Gardens and Planting Beds at the Transit Center.

A second Paver Mockup was performed at the Transit Center at the east end of the site by Bay A utilizing a different configuration than the first Paver Mockup performed earlier this year.

The IndyGo Operations Training Room was converted into a 36 cubical/workstation farm area that will facilitate temporary or transitional space for new hire employees until a space can be created in their department for them. The actual Training Dept. is now located in two double wide trailers located in the south IndyGo parking lot.

The first of two Facility Contracts authorized by the Board of Directors in October was signed by Genesis Electrical Inc. for the LED Lighting Project for replacing all overhead lighting in the Bus Storage area and Maintenance Garage area with LED Lighting that will provide much brighter lighting for all employees working in the areas, and all parts have been ordered and the project will start before the end of the year. The second contract the Bus Shelter and Bus Stop Contract will be signed and started also by the end of the year.

***TRAINING, SAFETY & SECURITY***

IndyGo, with the help of the Security Manager, Aletra Edison, hosted and IMPD/Downtown Inc. meeting in the IndyGo Training Room. IndyGo is one of four (4) businesses that host this type of meeting each year. There was a great turnout and IMPD was very thankful for our continued support and partnership.

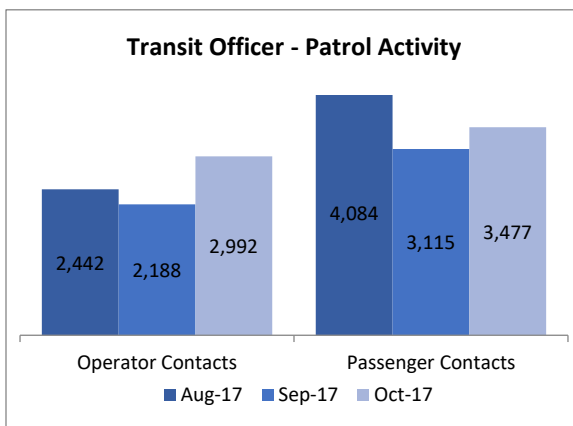
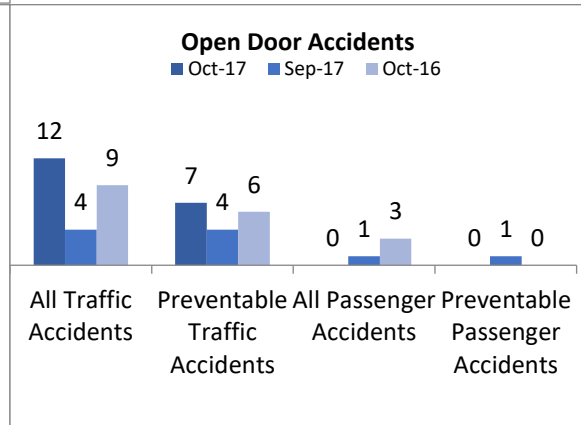
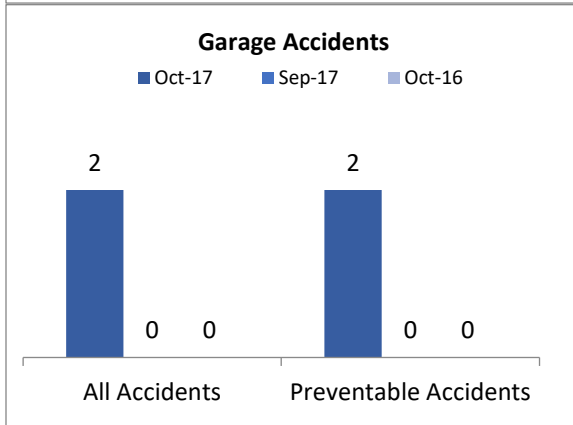
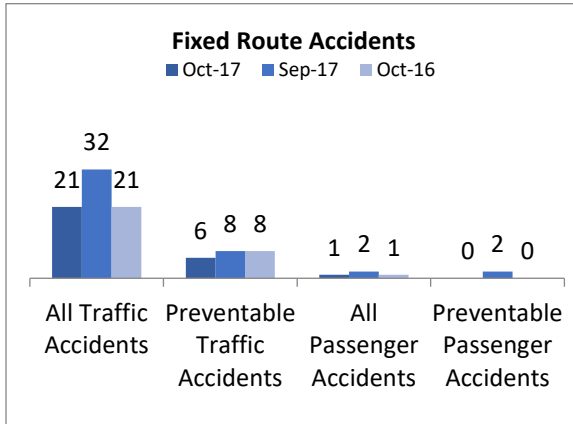
## ***SAFE DRIVERS***

The following Operators were recognized for their safe driving:

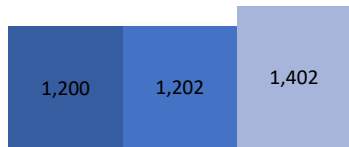
Andy Carpenter -	35 Years	Thomas Jacobs -	20 Years
Efrain Amaya -	14 Years	Dwight Watson -	13 Years
Cheryl Spence -	12 Years	Linda Harris -	9 Years
Tonya Penn -	9 Years	David Turner -	7 Years
Frank Phillips -	6 Years	Marc Stewart -	6 Years
Rodney Davis -	5 Years	Eric Wilson -	5 Years
Daryl Passwater -	4 Years	James Ballard -	3 Years
Geneisha Berry -	3 Years	Erica Harden -	3 Years
Latricia Bahar -	2 Years	Joel Boston -	2 Years
Darryl Kinslow -	2 Years	Estella Williams -	2 Years
Victoria Pettigrew -	1 Year		

## ***Training:***

- The 2017 Fixed Route In-service which began on August 22, 2017 is starting to come to completion. The last class will be on November 14, 2017. All employees, with the exception of those on long term leave, will have completed the in-service. Training staff will start to look for suggestions to start developing the 2019 In-service.
- IndyGo Class #17-07 which started on August 21, 2017 with 17 students has completed all portions of the program. A graduation was held on October 20, 2017 for the 14 students that completed the program and they were released to the Operations Department on October 22, 2017.
- IndyGo Class #17-08 which began on September 25, 2017, with 17 fixed route students, have completed the classroom portion of training. They are currently in the route familiarization phase of training and staff is looking for them to be released to the Operations Department my mid to late November.
- IndyGo Class #17-09 began on October 23, 2017 with 12 Fixed Route Students and 1 Transportation Supervisor. The class is currently in the classroom portion of the training and staff is looking for the class to be released to the Operations Department by mid to late December.
- The following training sessions were conducted in September:
  - Five (5) operators for retraining due to preventable accidents.
  - Two (2) operators for return to work training after being off for an extended amount of time.
  - Two (2) general laborer hires for orientation training.
  - One (1) Vehicle Maintenance Supervisor and other various administrative positions that were filled.



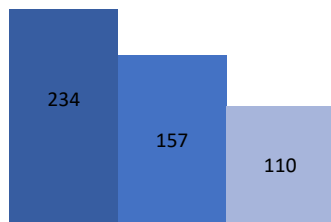
**Transit Officer - Patrol Activity**



Downtown Details

■ Aug-17 ■ Sep-17 ■ Oct-17

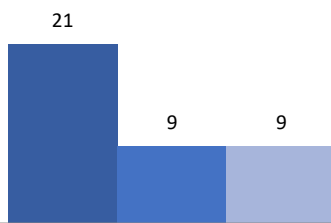
**Transit Officer - Patrol Activity**



Ride Checks

■ Aug-17 ■ Sep-17 ■ Oct-17

**Transit Officer - Patrol Activity**



Arrests

■ Aug-17 ■ Sep-17 ■ Oct-17

To: Chair and Board of Directors  
From: Phalease M. Crichlow, Vice President of Human Resources

**CONSIDERATION OF HUMAN RESOURCES OCTOBER 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  
Felicia Moodie, HRBP – Leave Administration  
Oreanna Crain, Human Resources Generalist  
Romona Camarata, Manager of Learning and Development

## October Human Resources Department Board Report

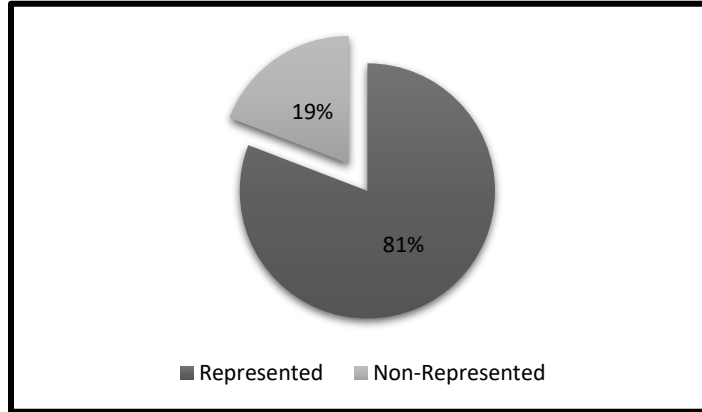
### Staffing and Recruitment

#### **Active Employees (as of 10/31/2017)**

Represented: 502

Non-Represented: 119

**Total Employees: 621**



#### **October Separations**

Represented: 11

Non-Represented: 0

**Total Employees: 11**

#### **October New-Hire Employees**

Represented: 11

Non-Represented: 5

**Total Employees: 16**

**October Employee Turnover Rate: 1.80%**

#### **Staffing Capacity (as of 10/31/2017)**

609.5 FTE Budget

594.0 FTE Actual

**2.54% Below Maximum Capacity**

### Drug and Alcohol Compliance

Pre-Employment testing differs from other test types; a Pre-Employment drug test does not begin until the applicant/employee selects or accepts the specimen cup. It is not a refusal to test if an applicant/employee fails to appear at the collection site or leaves the collection site prior to accepting or selecting the specimen cup. This is true for all of the following situations:

- New-hires (applicants)
- Transferees from non-safety sensitive positions to safety-sensitive positions
- Employees returning to safety-sensitive duties after a 90-day absence from the random testing pool



Test Type	Number of Tests
Pre-Employment	40
Random	14
Post Accident	4
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	2

The drug and alcohol team at IndyGo monitors all Pre-Employment testing closely. If an individual goes to a collection site and leaves prior to the start of the test, while it is not a refusal per DOT/FTA regulations, IndyGo will not hire the individual. All individuals who begin their career at IndyGo must successfully pass the Pre-employment drug and alcohol testing (receive a confirmed negative result) prior to their first day of employment.

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

IPTC—Annual Performance Evaluation Form

**IndyGo**<sub>IN</sub>

Employee Name		Today's Date	Review Period
			to
Title	Department	Supervisor Name	

Performance Rating Scale			
1	2	3	4
<b>Does Not Meet Expectations</b> The employee performs at a level that is consistently unsatisfactory and does not meet the basic position requirements. The employee will require significant performance improvement efforts.	<b>Sometimes Meets Expectations</b> The employee performs at a level that meets some, but not all, expectations. The employee often struggles to maintain reliable performance and needs to improve or develop new skills in order to fully meet expectations. This performance level is sometimes seen in employees learning a new role.	<b>Meets Expectations</b> The employee displays solid performance that consistently meets expectations and position requirements. The employee is a valued contributor in the achievement of the department's and organization's goals.	<b>Exceeds Expectations</b> The employee displays exemplary performance that consistently exceeds position requirements and objectives. The employee serves as a role model for others and has a significant impact on organizational effectiveness. This level of performance is not generally achieved by many.

**Section 1: Performance Factors**  
Instructions: Using the numerical performance rating scale, complete this section based on your direct observations and knowledge of the employee's performance. Include comments to support the rating given. If the team member receives a rating of 1 or 2 on any performance factor, you must work with him or her to identify at least one goal in the Performance Improvement Goals section near the end of this form.

Core Performance Factor	Comments	Rating
<b>Communication:</b> Communicates verbal and written ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives.		

IPTC—Annual Performance Evaluation Form

Page 1

September 2017 Revised

## **Learning and Development**

This year's annual performance review period started November 13, 2017 and will extend through mid-January 2018. In preparation for the review period, the Learning and Development Institute provided training sessions in October to Supervisors and their employees on the proper way to complete the required form for the process. The training sessions were attended by 80 Non-Union employees.

IndyGo held its first Career Day on October 20, 2017. Seven (7) local universities were invited and 13% of the IndyGo population participated in the event.

The IndyGo Leadership Development Cohort #1 (Butler University-Executive Education Program) continues to meet every other week and the Cohort will be graduating on December 12, 2017.

## **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.

The wellness team is working to implement a diabetes wellness program for those in need of management. This program will include education, self-directed program goals and assistance from a Registered Dietitian. More details and updates on this program will be communicated in the first quarter of 2018. IndyGo will continue to engage and expand on its 2017 wellness initiatives for the 2018 year.

## **Clinic Utilization**

### **Activate Clinic Stats for October 2017**

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	107	22	254	383
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	392	14	6	412

### **Leave Administration**

Leave Administration continues to remain challenging; However, the team continues to work toward a seamless partnership between Operations, HR, the employee on leave and Cigna. The goal is to streamline procedures and provide better communications between the groups.

### **Workers' Compensation**

There were four (4) "incidents" for the month of October. Of these four (4) incidents, three (3) were reportable (became worker's compensation claims) and one (1) was non-reportable. There was one (1) denied claim for the month of October and a total of three (3) temporary total disability (TTD) claimants. The light duty program was assigned to three (3) of the new claimants with an average of 1.5 day(s) off work before being assigned. There was a total of 93 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-nine (69) closed claims and five (5) open claims.

<b>2017 WORKERS' COMPENSATION CLAIM SUMMARY</b>													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
<b>Reportable</b>	3	6	6	3	4	5	5	2	6	3			43
<b>Non-Reportable</b>	1	4	1	1	4	3	2	4	3	1			24
<b>Light Duty - New</b>	1	2	4	3	1	3	2	2	5	3			26
<b>Light Duty - Total</b>	2	4	6	5	2	3	2	2	6	3			35
<b>TTD - New</b>	0	1	1	0	1	0	0	0	1	0			4
<b>TTD - Total</b>	3	3	5	4	2	2	2	2	3	3			29
<b>Denied</b>	0	0	0	0	0	1	0	0	0	1			2
<b>Lost Time (hrs)</b>	93	68	124	96	66	73	63	64	36	93			776
<b>Open Claims - New</b>	2	4	3	2	1	3	2	1	2	3			23
<b>Open Claims - Total</b>	8	7	9	6	8	9	8	6	4	5			70
<b>Closed Claims</b>	3	12	5	5	6	6	9	8	9	6			69

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