

INDYGO

Board Report
July 31, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
REVISED AGENDA – JULY 31, 2017

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1 **Consideration of Approval of Minutes from Board Meeting held on June 22, 2017 – Danny Crenshaw**
- A – 2 **Consideration of Vendor and Approval of Contract for A & E Task Orders – Justin Stuehrenberg**
- A – 3 **Approval of BYD Contract – Justin Stuehrenberg/Vicki Learn**
 a. Purchase 13 Fully Electric 60’ BRT Buses for Red Line Project
 b. Purchase 18 Fully Electric 60’ BRT Buses for Capital Bus Replacement
- A – 4 **Amendment to Contract for CDM Smith Red Line Project – Justin Stuehrenberg**
- A – 5 **Consideration and Approval of Renewal Option # 1 of Nolan Security Contract – Mark Emmons**
- A – 6 **Ratification of Contract for-Financial Advisor Services – Nancy Manley**

Old Business

INFORMATION ITEMS

- I – 1 **Consideration of Receipt of the Submission of the Proposed Financial & Management Plan for Budget 2018 – Michael Terry**
- I – 2 **Consideration of Receipt of the Finance Report for June 2017 – Nancy Manley**
- I – 3 **Consideration of Receipt of Operations Report for June 2017 – Roscoe Brown**
- I – 4 **Consideration of Receipt of Planning & Capital Projects Report for June 2017 –Justin Stuehrenberg**
- I – 5 **Consideration of Receipt of Public Affairs & Communications Report for June 2017 – Bryan Luellen**
- I – 6 **Consideration of Receipt of Human Resources Report for June 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)]

Public Hearing on Budget 2018 will be Thursday, August 10, 2017 @ 5:00 p.m.
Board Meeting for Final Adoption of Budget 2018 will be Thursday, August 24, 2017 @ 5:00 p.m.

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 that was held on Thursday, June 22, 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, June 22, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, June 22, 2017, in the IPTC Board Room at 1501 W. Washington St. 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:

Juan Gonzalez, Secretary-Treasurer
Alan Rowland, Board Member
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 of Operations
Phalease Crichlow, VP of Human Resources
Bryan Luellen, VP of Public Affairs and Communications
Justin Stuehrenberg, VP of Planning and Capital Projects

RECOGNITIONS:

Lelia Watts

Michael Terry and Director of Transportation Dwight Benjamin recognized Lelia Watts and presented an award for her achievement in placing 2nd nationally at the American Public Transportation Association Roadeo in customer service.

Sam Garrison

In recognition of 50 years of service, a video tribute to Mr. Garrison, prepared by the Public Affairs Department, was played. The video included an interview with Mr. Garrison and testimonials from management and fellow operators about his outstanding character. Mr. Garrison was presented a framed version of the June 5th, 2017 City-County Council Special Ordinance recognizing his career, and personal gift from the IPTC Board of Directors.

ACTION ITEM 1: APPROVAL OF MINUTES

Upon a motion from Tommie Jones and seconded by Greg Hahn unanimously passed, approval of the Minutes of the May 25, 2017 Board Meeting was given.

ACTION ITEM 2: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR WIRELESS COMMUNICATION EQUIPMENT

VP of Technology and CIO Rich Joseph presented this item for award of the contract for Wireless Communication Equipment. Approval of selection of WAAV, Inc. upon motion by Greg Hahn and seconded by Greg Bedan carried unanimously.

ACTION ITEM 3: CONSIDERATION OF APPROVAL OF AMENDMENT TO RESOLUTION 2017-03

General Counsel Jill Russell presented this item for the Amendment to Resolution 2017-03 to include additional properties requiring temporary easements during the construction period of the Red Line only. Approval of addition upon motion by Tommie Jones and seconded by Greg Hahn carried unanimously.

ACTION ITEM 4: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR OCCUPATIONAL HEALTH AND DRUG & ALCOHOL TESTING, PHYSICAL ABILITY TESTING, AND PHYSICAL THERAPY SERVICES

VP of Human Resources Phalease Crichlow presented this item for award of this contract for Occupational Health and Testing Services to U.S. HealthWorks. The motion by Tommie Jones, and seconded by Greg Hahn carried unanimously.

INFORMATION ITEM 1: FINANCIAL REPORT – MAY 2017

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

The report was accepted.

INFORMATION ITEM 2: OPERATIONS DIVISION REPORT – MAY 2017

Item was presented by COO/VP Roscoe Brown.

The report was accepted.

INFORMATION ITEM 3: PLANNING AND CAPITAL PROJECTS REPORT – MAY 2017

VP of Planning and Capital Projects, Justin Stuehrenberg presented the report.

The report was accepted.

INFORMATION ITEM 4: CONSIDERATION OF PUBLIC AFFAIRS AND COMMUNICATIONS REPORT – MAY 2017

VP of Public Affairs, Bryan Luellen provided the report.

The report was accepted.

INFORMATION ITEM 5: CONSIDERATION OF HUMAN RESOURCES REPORT - MAY 2017

VP of Human Resources, Phalease Crichlow delivered the report.

The report was accepted.

INFORMATION ITEM 6: CONSIDERATION OF CEO REPORT:

President/CEO Michael Terry acknowledged the presence of former COO Trevor Ocock. Also recognized was Chair of the Mobility Advisory Committee (MAC) Jewel Lofton, who shared that there were two positions available on the MAC for interested parties. Michael Terry reported that the results of the 2017 Triennial were exceptional, requiring only documentation of existing practices in two areas and recognizing the efforts of Director of Compliance and Civil Rights Marilyn Sadler for her organization and lead in IndyGo's response. The Board was advised and updated of the 2018 Budget process underway and of the August 10, 2017 public Budget Hearing. The Operations and Safety Team were recognized for their coordination with the Department of Public Safety for the upcoming 4th of July activities and plan for moving people out of downtown after the festivities. Michael Terry concluded by wishing everyone a safe 4th of July.

The Board accepted the report.

ADJOURNMENT:

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

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

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

SUBJECT: Task Orders for Facility Planning

BACKGROUND:

Due to the significant expansion in the IPTC organization resulting from the recent Marion County Transit Plan referendum, it was determined that the facility at 1501 W. Washington St. will need an assessment of current space, and any alterations that may be needed to house the additional staff that will be hired and buses that will be purchased.

Currently the paratransit operation is housed within a leased facility operated by the current vendor, MV Transportation. The paratransit fleet is owned by IPTC. To reduce risk exposure to the paratransit operation if a contracted vendor is not able to fulfil their obligations, as well as reduce costs, IPTC has a desire to purchase a facility that the contracted vendor would base operations. This would place IPTC in control of all physical assets needed to deliver service. It would also provide a secondary location for fixed route service to originate if it would be needed (Emergency Disaster/Continuation of Operations).

A potential facility was identified that is currently vacant and for sale. As part of our due diligence, it was determined that a full assessment of that facility should be conducted, including the condition of the structure and mechanical system, and a plan for how the paratransit operation would utilize the space. In addition, projected costs associated with facility improvements will be identified.

PROCUREMENT PROCESS:

The IPTC Board of Directors selected The Etica Group as the organization's on-call vendor for facility architecture work in April 2017. An on-call contract was subsequently executed by both parties. Task orders would be issued from that on-call agreement subject of Board approval.

Etica Group was provided two (2) Task Orders for study proposals for facility space planning and feasibility to meet the growing demands of the agency.

Task Order #1: Determine space needs and conceptual renovation plans for 1501 W. Washington St. Facility

This task is to evaluate the space requirements for the projected increases in administrative staff/vehicle fleet/operations and develop two (2) conceptual alternatives for renovations. This will include the Mezzanine Level, approximately 20,000 square feet, Human Resource area, Procurement Offices, and Red Line/Capital Projects area, the Operations office space, including the Operator Lounge and restrooms. The stair and an elevator could be designed to gain access to the Mezzanine Level. The existing restrooms throughout 1501 W. Washington St. will be evaluated for ADA compliance, and may be relocated to accommodate new office layout and add a new restroom on the Mezzanine Level. The bus garage will be evaluated for space to accommodate space for staff, new electric buses, charging stations, and required maintenance facilities.

Task Order #2: Conduct Analysis of Facility at 2001 N Olney St. to determine feasibility for Para Transit Operation

This task will evaluate the site, structural, mechanical, plumbing, electrical, building envelope, and environmental condition of the facility to determine what renovations would be required to place the facility into use by IndyGo. The facility is approximately 100,000 square feet, including an office buildout. Two (2) conceptual alternative schematic layouts will be developed for the facility. The study shall indicate how vehicles would circulate to determine storage capacity for Paratransit, potentially fixed route vehicles, and any other renovations that would be required to allow the facility to operate efficiently. This could include, but not limited to, the removal/replacement of the metal roof and siding, the replacement and/or addition of the floor drains, and the implementation of an exhaust venting system. Any office renovations and reconfiguration to accommodate the program needs will be identified. The site would include above ground fuel tanks, replace the asphalt parking lot, and address any on-site drainage issues and perimeter fence and security. This site will be used as a driver training facility and provide charging stations.

FUNDING:

Funding for these task orders would come from a combination of existing 5307 grants for facility engineering and capital cumulative funds.

DIVERSITY PARTICIPATION:

The Etica Group is an INDOT certified DBE firm and city certified WBE firm. Etica Group would be self-performing 53% of Task Order 1 and 51% of Task Order 2, with sub-consultants CE Solutions and Applied Engineering performing the remainder of the work.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President/CEO to execute two task orders with The Etica Group - one to evaluate the existing facility at 1501 W. Washington St. for a total not to exceed \$114,609 and another to evaluate a potential facility for suitability for our paratransit operation for a total not to exceed \$140,833.

Justin Stuehrenberg
Director of Special Projects

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: RFP 16-11-243 Bus Rapid Transit (BRT) Battery Electric (60') Buses – Contract Execution and Red Line Order

BACKGROUND:

The Red Line BRT project requires specialty vehicles to operate service, which have a long lead on production in many cases over one year. These vehicles are 60 feet long, full battery electric, and include doors on both sides. The lead time on the vehicles and the need to have them on hand for training several months before opening the line to service necessitates the purchase of these vehicles by the summer of 2017.

RFP 16-11-243 was created and issued establishing that IPTC would seek vendors to supply IPTC for the manufacture and delivery of no less than thirteen (13) sixty-foot full battery electric bus rapid transit vehicles (“buses”), training, and spare parts. It included an option to procure up to an additional 75 bus rapid transit vehicles, chargers, training, and spare parts within five (5) years to support the remaining BRT lines that are a part of the Marion County Transit Plan and the IPTC capital bus replacement program .

On April 27, 2017 IPTC awarded BYD the contract to supply these vehicles and directed staff to begin contract negotiations with BYD and present to the board for final contract approval.

Since the date of the previous board action, Congress has appropriated \$50M to the Red Line Small Starts grant, allowing the contract to move forward.

PROCUREMENT PROCESS:

The Procurement process was detailed in the April 27, 2017 Board Letter, which resulted in a proposal price from BYD of \$1,296,948 per bus, including all chargers, over the lifetime of the 5-year contract.

The BYD solution provided all the performance characteristics that IPTC was seeking, including a range of 275 miles on a single charge. BYD’s proposal ranked highest for all evaluators on the criteria proposed. It also met all Buy America compliance requirements, with the majority of assembly being done at their Lancaster, CA plant.

After the award of the contract, BYD offered to reduce the price by 5% if multiple orders were placed simultaneously – to a total of \$1,232,101 per bus. Future bus option purchases would revert to the proposed price of \$1,296,948.

After the award of the contract, BYD offered to reduce the price by 5% if multiple orders were placed simultaneously – to a total of \$1,232,101 per bus. Future bus option purchases would revert to the proposed price of \$1,296,948.

FUNDING:

The purchase of the 13 Red Line buses is included in the established Red Line budget, which would be 80% funded by a Small Starts grant and 20% funded by local funds already committed to the project.

Payment is due for the buses upon delivery, which is currently expected from Q4 2018 through Q1 2019.

DIVERSITY PARTICIPATION:

The solicitation did not require a DBE participation goal as it is a manufactured product without substantial opportunity for subcontracting. However, it is 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 execute a contract with BYD America for the purchase of full battery electric BRT buses and all supporting chargers, equipment, and training. This contract is intended to supply enough vehicles to support the entire Marion County Transit Plan.

It is also requested that the Board authorize a purchase order from this contract for 13 sixty-foot full battery electric buses for the Red Line project for a total of \$16,017,313 contingent upon Buy America Compliance and FTA issuance of a Letter of No Prejudice.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Roscoe Brown, Chief Operating Officer and Vice President of Operations
Pamela White, Procurement Director

SUBJECT: Procurement of 60ft Electric Battery Articulated Buses

BACKGROUND:

IPTC has a fleet replacement strategy that is driven by fleet vehicle useful life and current and projected service delivery needs. Over the past four years IPTC has made great strides in updating the fleet with new vehicle replacements. IPTC has however, had to be creative in the past in addressing its fleet needs.

In 2013, IPTC purchased 17 refurbished 60' articulated diesel buses to better accommodate the demands on high ridership routes like Route 39 (East 38th Street). These 2002 model New Flyer vehicles had an anticipated useful life of five years, when purchased, and are at the end of useful life. Service efficiencies, and ridership demands for the Route 39 currently and projected, require maintaining the larger capacity articulated buses in our fleet and on this route.

As has been previously announced, IPTC's fleet composition will begin total conversion from diesel to electric battery propulsion starting with our 2019 new bus orders. IPTC has 21 full battery electric 40' ZEPs coaches operating in revenue service currently.

To facilitate the needs of the route 39 services and maintain the capital bus replacement strategy, IPTC will need to acquire 60 foot electric articulated buses to be available in 2019.

As the Route 39 will share the Red Line boarding stations along the Meridian Street corridor, the new Route 39 buses will be required to have both right and left side doors to accommodate passenger boarding and alighting. This also, facilitates the utility of these vehicles for use with the proposed Purple Line BRT service, which will replace the current Route 39 projected to be operational in 2020.

This procurement includes the purchase of eighteen (18) full battery electric 60-foot articulated buses to replace older diesel vehicles that are beyond their useful life. Specifically, these new 60' full battery electric articulated buses will replace the current balance of 2002 New Flyer diesel articulated buses currently in service. IPTC proposes to acquire these 18 units as part of the BYD bus contract.

PROCUREMENT PROCESS:

The IPTC Board approved the award of a contract for BRT vehicles to BYD in April 2017 and directed staff to begin contract negotiations. The BYD proposal included a price of \$1,296,948 per bus (including all chargers, CAD/AVL and communication equipment) for 13 buses with options for 75 more, over the 5- year contract. The BYD solution provided all the performance characteristics that IPTC was seeking, including a range of 275 miles on a single charge.

After the award, BYD offered to reduce the unit price 5% if the Red Line order and the fleet replacement order of 18 units were made simultaneously, resulting in a discounted price of \$1,232,101 per bus. A savings of nearly \$65,000 per unit (or \$2,010,257 total for a 31 unit order).

This procurement will utilize 18 of the 75 options for bus purchase under the BYD contract. As with all bus purchases, payment for these buses will be due upon delivery in 2019.

FUNDING:

The funding source for this procurement will utilize a combination of funding from Federal Transit Administration (FTA) formula grants (5307, 5339) and local capital funding (Capital Cum Fund, Income tax for capital, Income tax revenue bonds) to be determined and finalized in 2018.

IndyGo has requested a Letter of No Prejudice (LONP) from the FTA to ensure that the costs for this fleet replacement bus procurement could be applied towards a future Purple Line Small Starts grant, if awarded.

DIVERSITY PARTICIPATION

According to the Federal Transit Administration (FTA) Rolling Stock procurement, each Transit Vehicle Manufacturer (TVM) must certify directly with FTA their compliance with Section 26.49 of 49 CFR Part 26 by submitting their annual DBE goal directly to FTA. In addition, 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 IndyGo contract award standards, we ask the Board to authorize the President/CEO to place a bus order under the contract option with BYD Corporation for eighteen (18) new 60-foot full battery electric articulated buses to accommodate the needs of the IPTC fleet and service delivery, for an amount not to exceed \$22,177,818 (\$1,232,101 per bus) contingent on Buy America certification and a Letter of No Prejudice issued by the FTA.

Roscoe S. Brown Jr.
Chief Operating Officer & Vice President of Operations

Pamela White
Director of Procurement

To: Chair and Board of Directors

From: Justin Stuehrenberg, Vice President of Planning & Capital Projects
Dave Adamson, Contract Specialist

SUBJECT:

CDM SMITH CONTRACT AMENDMENT FOR FINAL DESIGN AND CONSTRUCTION SERVICES

BACKGROUND:

In 2014, IPTC was awarded a TIGER grant from the Federal DOT to continue development of the Red Line – including environmental and design tasks. The project lead responsibilities were shifted from the MPO to IPTC to reflect a new implementation phase of the project, although the MPO and regional jurisdictions will continue to play a significant role in making project decisions. In addition, the Indianapolis region has played a major role in advancing electric vehicle technology – especially with regard to municipal and car-share fleets – and the Red Line will continue that trend by being the first battery based all-electric BRT system. Also in 2014, the FTA designated this project as eligible for a Documented Categorical Exclusion (DCE) for NEPA purposes.

In May 2015, the IPTC Board of Directors selected CDM Smith to lead all design and NEPA work for the project, and approved a contract with CDM Smith to begin preliminary design and environmental tasks for a total of \$3,000,000.

In June 2016, the IPTC Board of Directors approved an amendment to the original contract for Final Design and Construction Support services. The approved amounts were \$4,673,512.59 for Final Design and \$1,135,000 for Construction Services. The amendment for Final Design was subsequently executed, while the Construction Services amendment was held until completion of the Final Design.

As the Final Design effort has progressed, there have been a number of revisions to plans that have been requested from IndyGo, DPW, and various public stakeholders to improve the project or lower the construction cost in some way. These revisions were not scoped during the initial budgeting and therefore require an additional fee of up to \$410,009.

Similarly, during the course of Final Design, we identified several additional task items that were desired from CDM Smith during construction. It is anticipated that those additions will require an additional fee of \$783,000 over and above the amount already authorized, for a total of \$1,918,000.

PROCUREMENT PROCESS:

n/a

DBE REQUIREMENT:

The requirement for DBE utilization will remain unchanged at 20%.

VENDOR EVALUATION:

n/a

FUNDING:

All funds expended after April 2015, when the FTA named the Red Line as eligible for Project Development, are included in the overall project cost. Therefore, all costs for the Design and Construction services would eventually be reimbursed by the Small Starts grant which was appropriated by Congress in May 2017 and is expected to be awarded by the end of 2017. IndyGo has pledged \$6M of Capital Funding towards the construction of the Red Line, which would fund any expenditures on the project prior to that grant award, including Final Design.

These additional expenditures are included in the project budget and do not require an overall budget revision.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President/CEO to enter into two contract amendments with CDM Smith to provide additional Final Design services, for an additional amount not to exceed \$410,009, and Construction Support Services, for a total amount not to exceed \$1,918,000 (\$783,000 higher than the previous authorization) for the Red Line Phase 1 BRT system.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Dave Adamson
Contract Specialist

TO: Chair and Board of Directors

FROM: Mark Emmons, Director of Safety, Security & Training

SUBJECT: First Option Year for Transit Security

BACKGROUND:

In 2015 the IPTC Board approved a security contract that allowed IPTC to deploy off duty police officers into transit services. In May, 2016 the Board approved an increase in the contract to allow for use of Law Enforcement Officers (LEO) and Armed Security Officers (AO) at the Julia M. Carson Downtown Transit Center (DTC). The objective of this contract is to provide a notably and visibly professional armed police force in an efficient and cost effective manner within the community we serve. This service is designed to assist the organization to maintain and improve safety throughout the transit system to include bus stops, passenger shelters, on buses and at IPTC owned or controlled property.

The program continues to be a great success. In the period from August 2016 to June 2017, the officers assigned to IndyGo have made 35,444 contacts with operators, performed 1,337 route checks, made 45,824 passenger contacts, and apprehended 125 individuals for criminal offenses while at the same time reducing crime statistics in every category from disturbances to damaged property.

IPTC continues to fund the program from the Operations budget.

PROCUREMENT PROCESS:

On June 25, 2015, the Board approved a do not exceed amount of \$629,199.98 for two years of security services with Nolan Security. The Board also approved the three (3) one year options for a total not to exceed \$1,599,795.56. It was also asked that the Board authorize the contract to include the DTC costs for an additional not to exceed amount of \$2,819,348.48 over the 5 years. In May 2016, the Board approved an increase to the contract to allow for the addition of the both AOs and LEOs at the DTC. The approved amount was not to exceed \$525,000 through December 2016.

The base two-year contract expires on July 31, 2017. As the security program has proved itself very successful, staff seeks to exercise the first option year and 5 months of the second option year. This would include an amendment to the contract's service hours to better meet the needs at all locations. To align the contract to the budget calendar year, staff would like to extend the option year to a 17-month term (through December 2018).

Staff is requesting to modify the option and add the following additional hours of service:

- 258 hours of AO time starting September 1, 2017 to December 31, 2017 to cover immediate needs at 1501 W. Washington St. to assist with traffic control on AM and PM pullouts from the garage.
- 9,540 hours of AO time to start January 2, 2018 to allow for 24-hour security coverage and traffic control for AM and PM pullouts at the 1501 W. Washington St. location.
- 936 hours of LEO time starting January 2, 2018. This would allow for Sunday coverage both at the DTC and on-route service.

This would be for an amount not to exceed \$2,261,774.26.

FUNDING:

This project is funded from the Operating budget.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President/CEO to exercise the first option year plus 5 months of the second option year (with modifications in service hours) on the current Nolan security contract for an amount not to exceed \$2,261,774.26 for security services that would expire on December 31, 2018.

Mark Emmons
Director of Safety, Security, & Training

Roscoe Brown
Vice President & COO

TO: Chair and Board of Directors
FROM: Nancy E. Manley, Vice President of Finance and CFO

SUBJECT: Ratification of Financial Advisor RFI 17-05-261

BACKGROUND:

On February 27, 2017, the Indianapolis/Marion County City-County Council approved a dedicated income tax of 0.25% to support improvement to the Marion County public transportation system, Indianapolis Public Transportation Corporation "IPTC".

IPTC is led by the President/CEO and the Board of Directors. They determined that the organization needed financial advisor services upon the approval of the dedicated income tax. The selected financial advisor will be responsible for performing municipal financial analysis and calculation in connection with the planning and financing of the Marion County Transit Plan and provide services customarily associated with the issuance of municipal bonds.

PROCUREMENT PROCESS:

On May 19, 2017, IPTC Procurement Department published RFI 17-05-261. As policy dictates, the RFI was posted on the IPTC website and local newspapers including, La Voz de Indiana, IndyStar, IBJ, Mass Transit, and the Court Recorder.

Crowe Horwath and LWG CPAs & Advisors both submitted responses on to the RFI by the due date, June 6, 2017. After reviewing both responses IPTC sent both vendors the terms of the Electronic Quote "EQ" with responses due on June 16, 2017. Crowe Horwath and LWG CPAs & Advisors both submitted an EQ. Upon the review of the quotes both vendors were found to be responsive and responsible and at that point IPTC decided to interview both vendors the week of June 26, 2017. Crowe Horwath requested a list of questions prior to the interview and on June 22, 2017, IPTC provided both vendors with a list of five questions.

On Monday, June 26, 2017, LWG CPAs & Advisors notified IPTC that they were withdrawing their quote. At that time, IPTC choose to still interview Crowe Horwath to insure both IPTC and Crowe Horwath were viewing the same solicitation. There were IPTC team members from Finance, Planning & Capital Projects, and Public Affairs who participated in the interview.

Crowe Horwath provided a fee structure broken out in two-phases;

Phase I: General Municipal Advisory Services

Professional Services: \$50,000 plus 10% contingency¹

Phase II: Financing Financing Services: \$100,000 plus 10% contingency¹

¹ Contingency includes out-of-pocket expenses experience by Crowe Horwath including, but not limited to, communication, printing, binding, electronic marketing, electronic bidding expense, evaluation software and travel expenses incurred on behalf of IPTC.

FUNDING:

Financial advisor service is funded by the operational budget and/or proceeds from a bond issuance.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, IPTC requests the Board to ratify a contract with Crowe Horwath for Financial Advisor services in an amount not to exceed \$165,000.

Nancy E. Manley
Vice President of Finance and CFO

TO: Chair and Board of Directors

FROM: Michael A. Terry, President/CEO

CONSIDERATION OF RECEIPT OF THE SUBMISSION OF THE PROPOSED FINANCIAL & MANAGEMENT PLAN FOR BUDGET 2018

ISSUE: An oral report will be given at the Board meeting.

RECOMMENDATION:
Receive the report.

Michael A. Terry
President/CEO

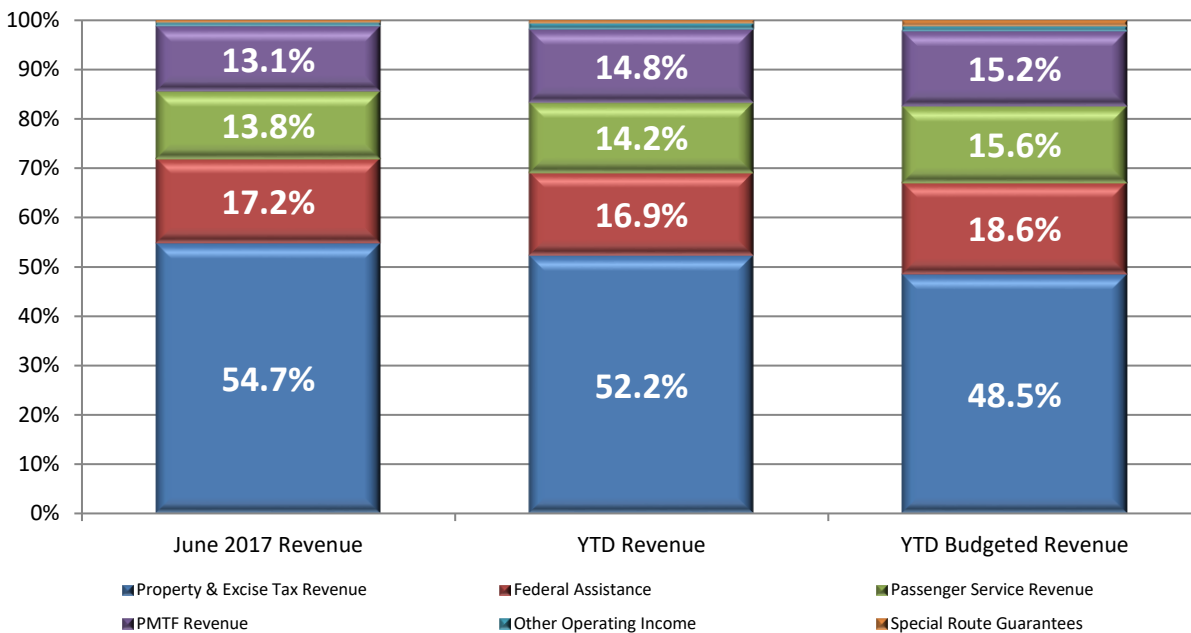
To: Chair and Board of Directors

From: Nancy Manley- Controller

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

Revenue Comparison

By Funding Source



FTA Assistance

Revenue from FTA assistance is over budget by 7%. PM makes up about 80% of Federal Operating Revenues. The variance in eligible PM expenses is a result of the predictive maintenance model utilized by Operations.

Other Operating Income

Other operating income was under revenue expectation by 12% in June.

Passenger Service Revenue

Passenger service revenue was over budget by 3% for the month and overall YTD under budget by 6.7% which is an improvement over May.

Property & Excise Tax Revenue

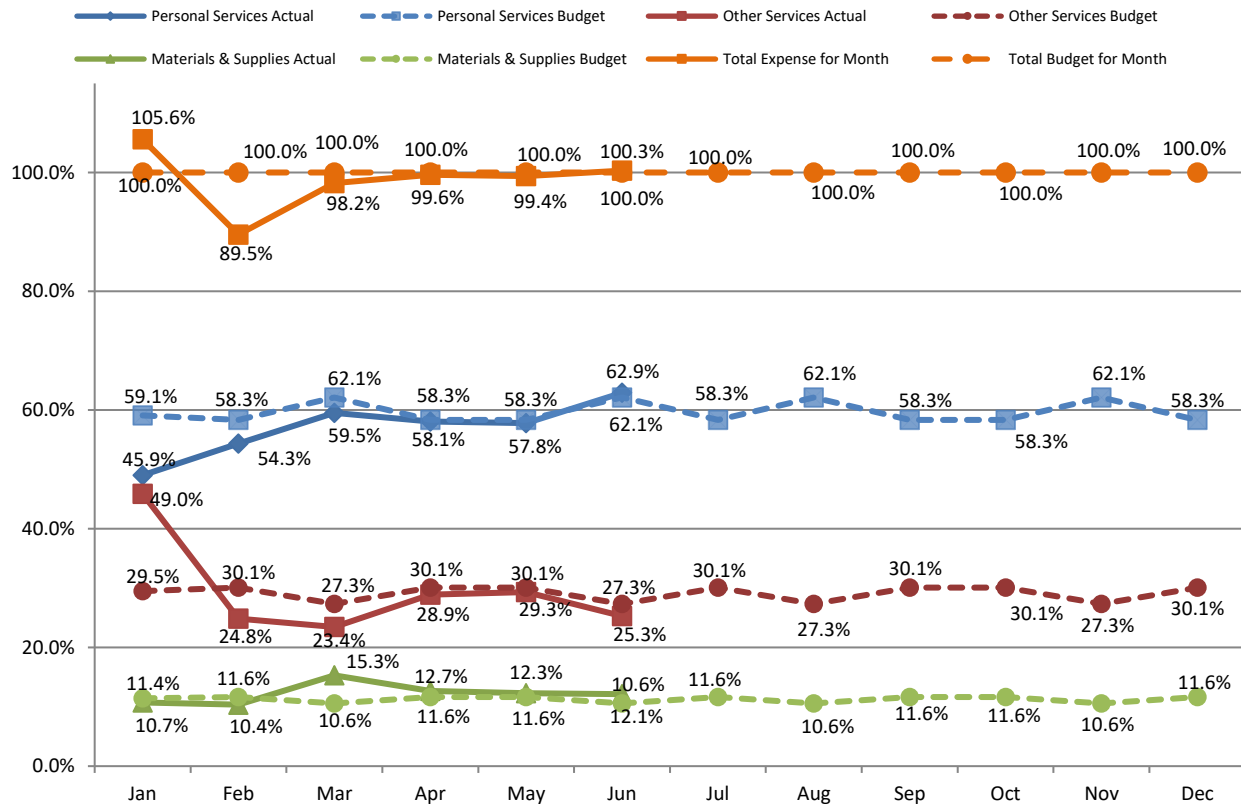
Through June 30, 2017 IPTC had received 54% of the total anticipated annual Property and Excise Tax Revenue.

Total Revenue

As of June 30, 2017, the total revenue recognized was 16% above projections.

Expenditures

Actual Monthly Expense versus Monthly Budget (by Category)



Personal Services

Overall, Personal Services were 1% over budget in June however, year-to-date personal services were under budget expectations by 7%. Overtime continues to run over budgeted levels but is offset by lower expenses in salaries for the same period.

Other services & Charges

This expense category was under budget projections by 6% for the month of June and 4% under YTD.

Materials and Supplies

For the month of June, this expense category was collectively 10% over budget however, year-to-date the category was collectively under budget by 13%.

Total Expenses

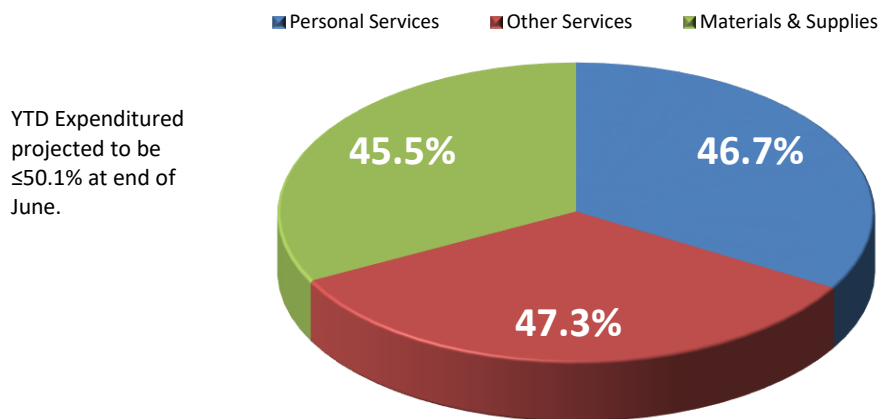
Total expenses in June came in as projected.

Summary

Year-to-date spending was lower than the allocated budget for the same period by 8%. Finance continues to work closely with all departments to insure they have updated monthly expenditure information and develop a plan to stay within the 2017 approved budget.

The cumulative YTD expenditure goal set through the end of June was $\leq 50.1\%$. All three major expense categories came in under the established goal for the first quarter of 2017.

**YTD Expenditures as a Percentage of Total Allocated Budget
by Major Category**



Nancy E. Manley
Vice President of Finance and CFO

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR JUNE 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- June 2017

TRANSPORTATION DEPARTMENT RECOGNITION

Employee of the Month:

The June Employee of the Month was; Tanika Stewart.

Commendations:

The following Transportation employees were recognized for their extraordinary customer service during the month of June.

Compliments:

Jerry Atkinson, Phillip Boicourt, Joetta Camden, Andy Carpenter, Nichelle Green, Terrance Harding, Thomas Jacobs, Demetrich Leslie, John Redmond. and Dwight Watson.

The following operators achieved an on-time performance rating of 90% or better during the month of June. 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 June is Bryant Reed.

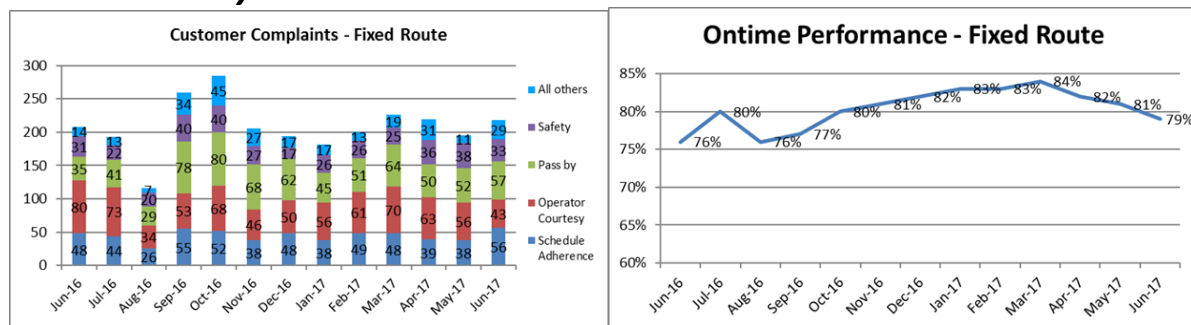
1. ANTHONY COX	1180	97%
2. TAWANA CLAYPOOL	8366	97%
3. RON BURTON	0798	96%
4. STEPHEN THEIN	5963	96%
5. JEROME NORRIS	4405	95%
6. ROGER BOBBITT	8121	95%
7. ROY DISHNO	8319	95%
8. ROBERT FEIOCK	8620	94%
9. BETH MURRAY	8218	94%
10. RACHEL COMER	8665	93%
11. RICHARD BOYSEN	0590	93%
12. SCOTT DUNCAN	8523	93%
13. DENNIS CLARK	1022	93%
14. BRYANT REED	8371	93%
15. BURT GARCIA	8479	93%
16. JONATHAN JACKSON	8739	92%
17. CALVIN JACKSON	8213	92%
18. RAY WRIGHT	6979	92%
19. ATLANTA SMITH	8655	92%
20. PATRICK GRAY	2339	91%
21. DAVID JOY	8726	91%
22. RICARDO OXLEY	4538	91%

23. ROCHELLE MARTIN	3795	91%
24. CHRISTOPHER MIHAY	3968	91%
25. DEMETRICH LESLIE	8940	91%
26. ERICA HARDEN	8667	90%
27. GARRY STAGGS	8376	90%
28. MISTI EL SHABAZZ	8619	90%
29. DEBORAH NEWELL	8577	90%
30. MARK WILLS	8132	90%
31. DILEXI GONZALEZ	2277	90%
32. JEFFREY HOWARD	8141	90%
33. OTHA DUGAN	3030	90%
34. RAYMOND FORD	8689	90%
35. ROSE ANDERSON	8473	90%

FIXED ROUTE UPDATE

During this reporting period, the Transportation Department and IndyGo Security team met with IMPD representatives, to create the extended service and security plan for July 4, 2017.

Service Delivery Data:



Key Performance Indicators:



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

Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

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

FLEET MAINTENANCE

During June, the remaining eight (8) new 2017 Gillig Diesel buses arrived. All teams have completed the in-service requirements for IPTC equipment and certifications and the buses were revenue service ready within two weeks.

Cummins Engine has assigned a support technician on-site for all warranty repairs. Cummins has a two (2) year warranty on all new engines. IPTC has enough units on-site under warranty to keep a warranty Cummins Technician available for forty hours per week. This saves IPTC down time, travel time, and keeps maintenance resources ready and available for other units and campaigns, saving IPTC additional dollars and resources for other projects.

June also brought the first four (4) units of the eighteen (18) used bus purchase the Board approved in April. The remaining five (5) units of the first half delivery will be arriving before the end of July. The remaining nine (9) units are scheduled for delivery at year end. These used New Flyer buses with both Cummins engines and Allison transmissions will help IPTC train new bus operators and give IPTC a chance to retire the Nova buses.

The Maintenance Departments tracking of multiple preventative maintenance areas has been expanded to include tire safety inspections.

The Maintenance Department started the pre-season A/C checks in January and continue to raise the bar in the performance of these areas. 151 coaches have been checked for A/C thus far this year.

The maintenance department continues to record the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January, 2014 thru current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance Major System Failures						
Mean Distance Between All Systems Failures						
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06
Major	5,834	9,585	6,907	5,745	5,269	7,070
All	4,805	7,465	5,708	5,359	4,615	5,730
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06
Major	5,587	4,823	4,661	4,617	3,633	3,861
All	4,429	4,129	4,014	4,068	3,343	2,943
	2015/01	2015/02	2015/03	2015/04	2015/05	2015/06
Major	5,967	6,633	6,181	7,905	6,047	5,223
All	4,986	4,501	5,053	5,797	4,855	4,147
	2014/01	2014/02	2014/03	2014/04	2014/05	2014/06
Major	4,828	5,736	5,992	4,565	5,186	3,815
All	3,382	3,813	4,887	3,771	4,370	3,247

FLEXIBLE & CONTRACTED SERVICES

The paratransit review committee continues to meet on a bi-weekly basis to discuss and strengthen the service design process of the current paratransit contract. Understanding that the current paratransit model cannot afford to scale to meet increasing demand, the committee has formed a tentative list of services for consideration. These services may be implemented during the current contract, executed along with the new contract, and/or be programs that may be applied at a later time.

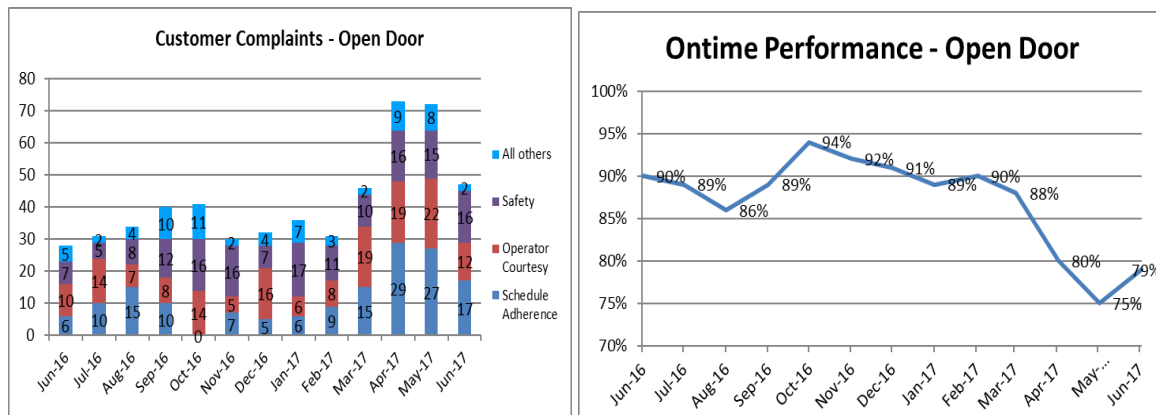
Some of the services that may be feasible include a vanpool program which would provide transportation to groups of eligible customers who are traveling to specific sites such as adult daycare, senior centers, or employment, supplemental services provided by taxi, grocery delivery services. Services may include as well: collaborations with supportive living facilities, senior centers, adult day care organizations, medical centers, community centers, and organization that serve clients with special needs.

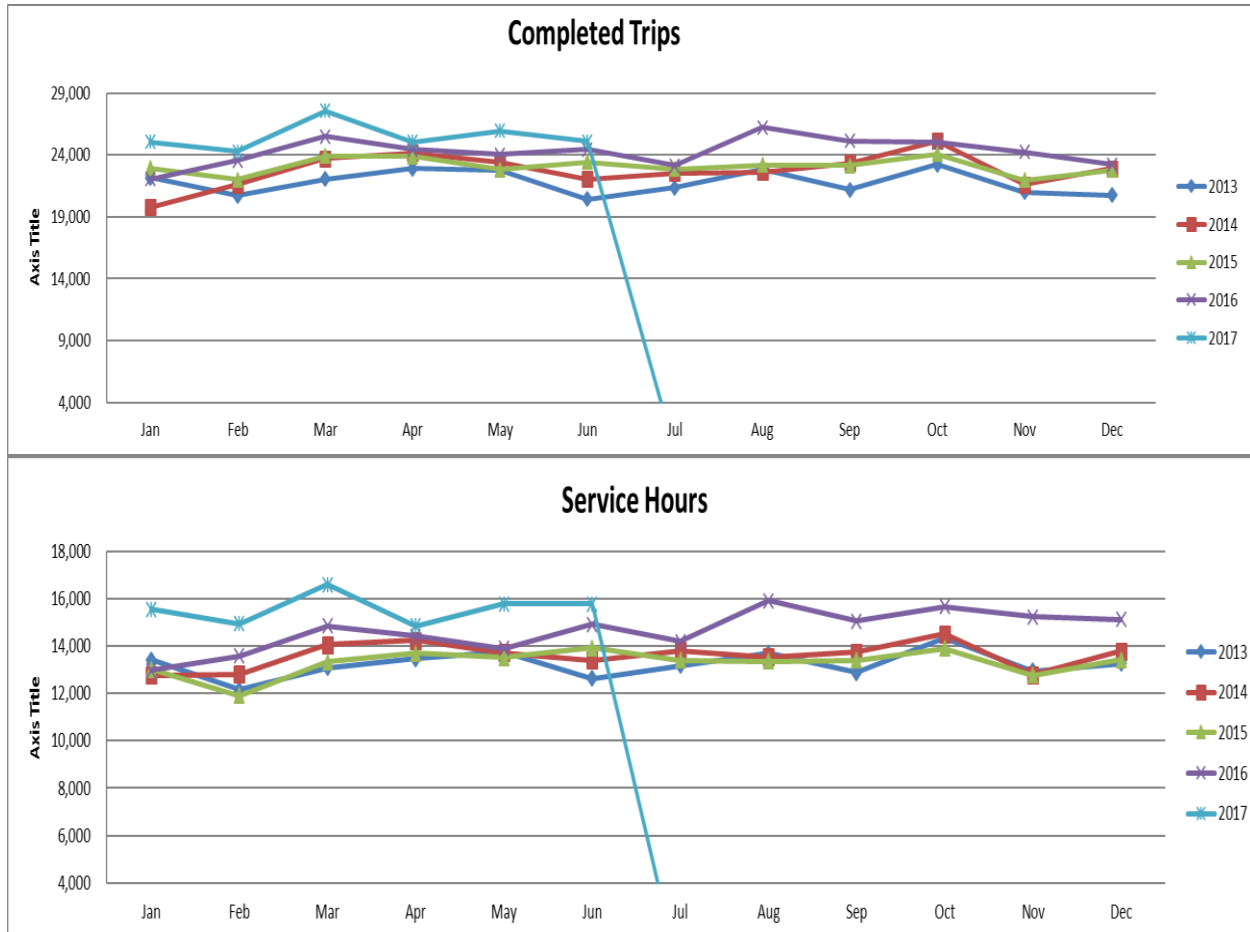
Additionally, fixed route feeder services that connect riders to the nearest transit stop and the implementation of conditional eligibility could also decrease the challenges faced by Open Door.

Service Delivery Data:

In June the IPTC Board of Directors was advised of many of the issues that have had an adverse effect on Open Door service delivery, especially in the area of On Time Performance. One of the main issues included cracked frames in several vehicles. Due to this, on time performance declined. In mid-June, the contracted service provider, MV Transportation shipped in ten (10) vehicles from its Chicago operation for use in Open Door service. This was at no additional cost to IPTC.

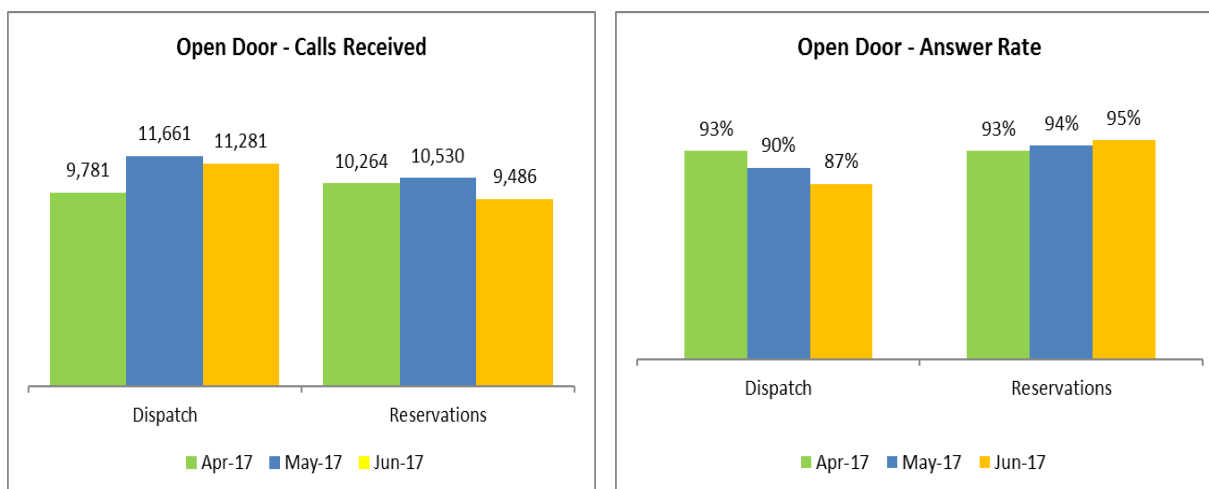
Although on time performance is still down (compared to the same period last year) as reflected in the chart below, it did increase (+4 points) to 79% over the previous month of May. Also, corresponding as a result. Customer Comments decreased 35% during the report period.





Open Door Reservations and Dispatch:

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%, which was met by the reservations staff.



Grant Administration Activity:

The Central Indiana Council on Aging, Tangram, and Gateway Services/Access Johnson County were notified of the approval for award of vehicles for the 2017 Call for Projects. These organizations are being provided funding for capital projects (vehicles). The FTA provide 80% funding through the Section 5310 grant program. As for all awards of this project, IPTC will place vehicle orders through the State QPA. The agencies will provide a 20% local match and will receive their vehicle awards during the summer of 2018.

All vehicles from the 2016 Call for Projects have been delivered with the exception of one vehicle for Tangram Services, which is expected in late summer/fall.

Open Door received 16 vehicles through the 2016 Section 5310 grant program. These vehicles will be outfitted with CAD/AVL before being placed into service.

FACILITIES

The Julia M. Carson Transit Center remained extremely busy during the month of June. The plants replaced under warranty in May appear to have taken root enhancing the aesthetics of the center.

Eskenazi Hospital continues hosting multiple wellness events at the Transit Center. The educational outreach offers blood pressure screenings, tips on controlling blood pressure, spotting a stroke, stroke risk assessment along with information on salt and sugar consumptions.

During the month of June, Weddle Brothers Construction completed a 1500 sq. ft. mock up area of the improved paver system at the site to demonstrate a proposed resolution. Usage and paver movement will be monitored until the repair process proposed for September can begin.

During the month of June IndyGo had to replace 8 shelter glass panels and 7 plexi glass ad panels/ IndyGo also removed 2 benches all due to vandalism and installed 14 new bus stop signs.

Solar Array Update:

The One Megawatt Solar Farm consisting of just over 4,100 solar panels located on the roof of our IndyGo building (completed and turned on December ¹⁷, 2015) has been performing with great success. Since the start up there has been a total of 1,353,494.564 megawatt hours produced. In 2016 there were 872,547.220 megawatt hours produced. So far through June 2ND of this year there has been 480,947.344 megawatt hours produced.

There has been enough solar power produced in the summer months to virtually charge all 21 electric buses. The best month so far was June 2016, at the end of that month we showed that the solar farm created 83,000 more KWHs [kilowatt hours} than the electric buses consumed.

Over the last 12 months the solar farm has out produced the bus charger demands 7 of the last 12 months. With the smallest overage being 10101 KWH, and the largest deficit {where the charging has required more power than the solar produced} being 66170 KWH in December 2016.

The winter months are typically the worst months for production of solar power due to shorter daylight hours and more cloudy days. Overall, the solar farm has been performing very well when suppling power to charge the 21 Electric ZEP Buses. In the process, the amount of CO2 reduced has been 1,292,021.31 kg., which is just another savings in our Environmental Management Program enhancing our green foot print for IndyGo.

RISK & SECURITY

The Transportation Security Administration (TSA) visited IndyGo and met with the CEO and COO, and the Safety & Security team to discuss the final results of the Baseline Assessment for Security Enhancement (BASE) Review. The BASE was last performed in 2014 when IndyGo scored a weighted score of 97%. This was due to the category of Cyber Security not being counted in the final score for that year. This year IndyGo is proud to announce that it scored a non-weighted score of 96% on the review.

The review covers 17 different categories such as written emergency plans, comprehensive cyber security plans, tests and drills, and others. IndyGo also scored higher than the BASE Participant Average in all categories. IndyGo will not have to participate in another BASE until 2020.

SAFETY & TRAINING

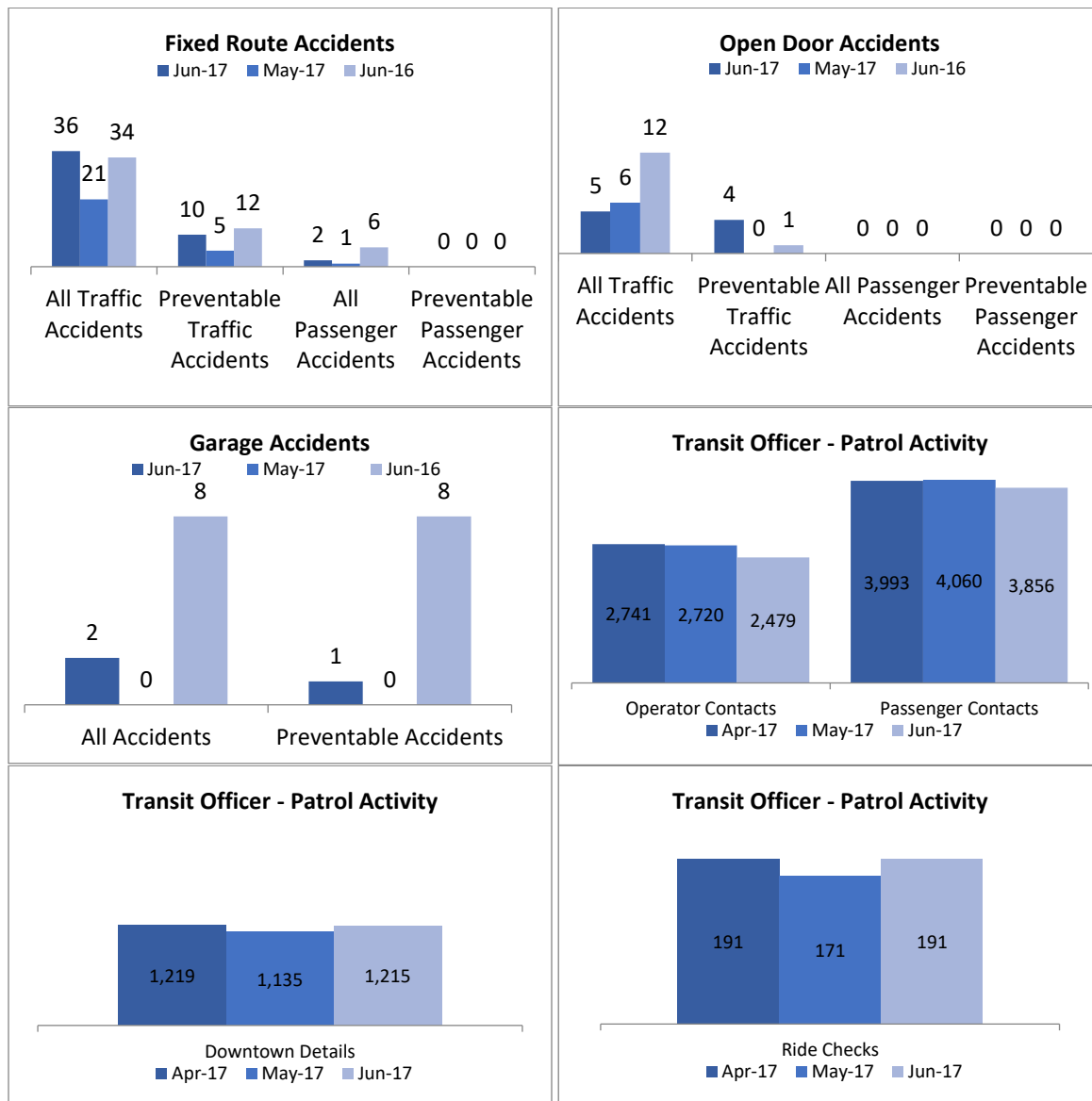
The following Operators were recognized for their safe driving:

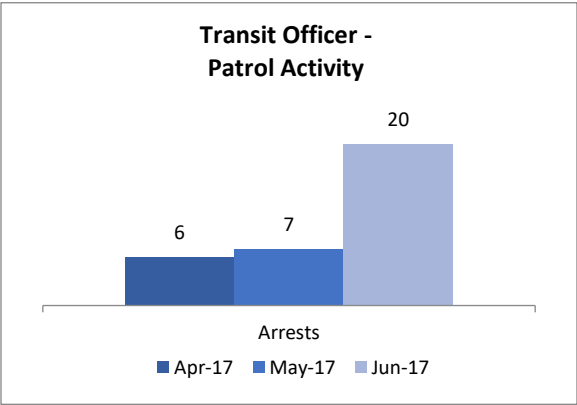
Anthony Cox -	34 Years	Kourtney Russell -	5 Years
Donald Ellison -	15 Years	Lionel Barnett -	4 Years
Tenisha Baine -	11 Years	Nicole Byrd -	3 Years
Stephanie Holman -	10 Years	LaShanda Carroll -	3 Years
Shawn Clark -	8 Years	Sean Davis -	3 Years
Dionna McCane -	8 Years	Mark Wills -	3 Years
Jeffery Orkman -	8 Years	Sharlene Cole -	2 Years
Nichelle Green -	7 Years	Anthony Hodges -	2 Years
Claude Crawford -	6 Years	LaShonta Matthews -	2 Years
Derren Luster -	6 Years	Kenya Stocking -	2 Years
		Eric Roberts -	1 Year

- IndyGo conducted a fire drill, on June 13, at the 1501 W. Washington St. location to test the employee readiness should it had been a real event. The test was a success with all departments and employees reported to the correct areas quickly. IndyGo will be performing another fire drill sometime in the third quarter.
- IndyGo Class #17-03 which started on April 04, 2017, with eight (8) students, have completed all portions of the training program. They were released to the Operations Department on June 25, 2017.
- IndyGo Class #17-04 which started on May 22, 2017 with four (4) students, have completed the classroom portion and route familiarization of the training program have started the "subbing-in" portion of the training. They should be complete with all portions of the training and release to Operations by mid-July.
- IndyGo Class #17-05 began on June 26, 2017 with 14 fixed route students. The fixed route class should complete all portions of the class and be release to Operations by mid to mid-to-late August.

May Training Sessions:

- Staff performed the following trainings:
 - Three (3) operators for retraining due to preventable accidents.
 - One (1) mechanic for retraining due to a preventable accident.
 - Two (2) general laborer and two (2) administrative employee new hires for orientation training.





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 Julia M. Carson Downtown Transit Center has been operational for over a year. The new Transit Center expedites bus transfers, improves overall on-time performance and system-wide efficiency. However, with the magnitude of changes to the entire bus network, it takes time for new patterns and travel trends to emerge. Planning continues to monitor rider trends and Boarding patterns to further improve the entire bus system. As such we are already working on minor scheduling and routing adjustments for the October “pick.”

Staff is working on putting the Marion County Transit Plan bus network into the Hastus scheduling system. Routing and scheduling scenarios have been built and updated. The full system build-out in the Hastus scheduling software enables IndyGo planning staff to refine forecasted vehicle and operator staffing levels required to provide planned improvements in time for the system redesign and the Red Line opening in 2019. This is an iterative process, as we work through the public comment period to determine specifically how to roll out changes prior to, and in conjunction with, the Red Line.

Staff is also working on system changes that can be rolled out ahead of 2019 to allow us to provide more service on existing lines that are not having major structural changes. Most of the proposed changes are later evening and weekend increases.

The Hastus 2015 software upgrade took place on August 12, 2016. All new modules, along with other features, have been implemented. Employee Performance Management and Self-Service is currently being tested and will be deployed, as well as the FMLA feature in the Daily Module later this fall.

Facilities and Planning Department staff is reassessing new contracts for shelter maintenance and construction to ensure that regular maintenance of our 3,600+ stops will continue seamlessly into 2018 and beyond. Planning is working to improve the IndyGo bus stop database and system-wide bus stop spacing, placement, and amenities to give riders optimal locations to await their bus, while ensuring that the stops themselves serve the routes and enable buses to operate in the most efficient manner.

The Pedestrian Safety Action Plan Committee continues to meet monthly. Through research and analysis of current pedestrian infrastructure conditions and various data sets we are assisting DPW and Health by Design with the process of improving target areas within Marion County to make improvements to policy, educational opportunities/community outreach, and physical street-level improvements. This work is being done to collaborate with the Vision Zero Plan a multi-faceted approach to achieving level of traffic safety in which no fatalities or serious injuries involving pedestrians and motor vehicles occurs.

Through our partnership with the DPW, and various public/private entities, we continue to work together to improve access to transit with appropriate bus stop amenities and ADA compliant sidewalks. We are also working on achieving appropriate bus stop placement and spacing ahead of improvements to bus frequencies to allow Boarding's and lightings to occur in a manner which allows coaches to operate as efficiently as possible. Plans are moving forward on sidewalk improvements along 82nd St. between Allisonville Rd. and the I-69 overpass which will allow us to improve accessibility along Routes 19 & 86 and W. Michigan St. between White River Pkwy. and Indiana Ave. which will impact Routes 3, 10, & 37, as well as 86th St. between Township Line Rd. and Ditch Rd., impacting routes 28, 34, & 37.

Planning continues to work with Capital Projects staff 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 being determined.

RIDERSHIP

*Note that service was free for the last week of June 2016, skewing the comparison to 2017.

Current Month			IndyGo			
			Year to Date			
Jun-16	Jun-17	% Change	Fixed Route Ridership	2016	2017	% Change
15,851	15,309	-3.4%	2 E. 34th St.	93,265	89,948	-3.6%
24,632	22,315	-9.4%	3 Michigan St.	145,523	143,560	-1.3%
16,082	13,152	-18.2%	4 Fort Harrison	99,074	77,343	-21.9%
28,146	17,863	-36.5%	5 E. 25th	167,603	105,614	-37.0%
2,889	11,409	294.9%	6 N. Harding	2,889	70,317	2333.8%
125,060	120,533	-3.6%	8 Washington St.	715,188	710,907	-0.6%
97,823	89,660	-8.3%	10 10th St.	554,772	537,445	-3.1%
4,012	3,272	-18.4%	11 E. 16th St.	23,518	20,163	-14.3%
6,086	4,747	-22.0%	12 Minnesota	35,146	29,019	-17.4%
2,936	3,039	3.5%	13 Raymond	18,298	18,884	3.2%
10,415	9,166	-12.0%	14 Prospect	56,735	55,859	-1.5%
20,942	17,804	-15.0%	15 Riverside	120,220	111,299	-7.4%
12,890	9,769	-24.2%	16 Beech Grove	67,255	60,328	-10.3%
23,439	22,372	-4.6%	17 College	137,804	126,906	-7.9%
15,066	10,431	-30.8%	18 Nora	95,587	68,741	-28.1%
30,981	36,779	18.7%	19 Castleton	169,206	223,066	31.8%
13,192	13,852	5.0%	21 East 21st St.	82,396	80,008	-2.9%
10,857	10,881	0.2%	22 Shelby	60,627	62,997	3.9%
10,489	9,656	-7.9%	24 Mars Hill	61,895	57,480	-7.1%
15,089	15,368	1.8%	25 W. 16th St.	86,257	84,692	-1.8%
14,225	12,631	-11.2%	26 Keystone	87,430	84,519	-3.3%
14,746	13,270	-10.0%	28 St. Vincent	87,749	78,854	-10.1%
9,182	7,008	-23.7%	30 30th St.	52,332	40,912	-21.8%
23,495	24,141	2.7%	31 Greenwood	138,587	142,690	3.0%
26,928	27,449	1.9%	34 Michigan Rd.	156,999	152,139	-3.1%
39,646	38,266	-3.5%	37 Park 100	227,422	225,016	-1.1%
33,247	32,863	-1.2%	38 Lafayette Square	190,630	191,631	0.5%
102,332	93,352	-8.8%	39 E. 38th St.	596,591	568,235	-4.8%
2,616			50 Red Line	27,224		
4,284	4,080	-4.8%	55 English	26,443	23,950	-9.4%
12,069	10,282	-14.8%	86 86th Street Crosstown	64,289	69,971	8.8%
10,714	11,394	6.3%	87 Eastside Circulator	63,018	67,503	7.1%
1,354	98		Others	2,695	1,991	
781,717	732,211	-6.3%	Total	4,514,669	4,381,987	-2.9%

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.

Jun-16	Jun-17	% Change	Flexible and Contracted Services	2016	2017	% Change
21,968	28,617	30.3%	Open Door Riders on Fixed Route	145,195	163,282	12.5%
25,470	25,983	2.0%	Open Door	149,032	158,901	6.6%
764	866	13.4%	Open Door Taxi Vouchers	4,683	4,775	2.0%
14,308	13,660	-4.5%	31 Day S-Pass	150,724	119,324	-20.8%

STRATEGIC PLANNING

The Strategic Planning department has been working to complete a comprehensive study of how the organization should collect fares in the future, coordinating an internal cross-departmental committee to inform the effort. The study is comprised of a survey of other transit agencies, emerging practices in fare collection systems and technologies, and a review of IndyGo's past, present, and projected revenue and ridership. It is anticipated that the study will be complete in the third quarter of 2017.

The department has also begun developing a detailed five-year capital investment planning document. This document will reflect the input of several divisions and departments in previous capital planning discussions and distill the information into an easily consumable, project-by-project summary of sources and uses.

In June, the department led an effort – in concert with Service Planning and Public Affairs – to submit a grant application to fund upgrades to IndyGo's electric charging infrastructure, that would facilitate the transition to an all-electric fleet.

Lastly, the Strategic Planning department is supporting the initiatives of several other divisions as well. Namely, John Marron is providing mapping and analytical services to the Paratransit committee, evaluating common origins, destinations, and times of service to assess the potential to realize efficiencies in paratransit operations. Additionally, John has worked with Public Affairs staff to leverage two potential partnerships with IUPUI's Polis Center and the School of Public and Environmental Affairs (SPEA), respectively. In the former, a partnership between IndyGo and the Polis Center would examine data and analyze trends associated with IndyGo's ridership survey; in the latter, IndyGo has submitted a proposal to work with a SPEA capstone class on developing a comprehensive analysis of the intersection of transit with human and social service providers along rapid transit corridors.

CAPITAL PROJECTS

RED LINE

100% Construction Drawings were delivered from CDM Smith on July 7, and final bid documents are expected by the end of July in preparation of the bidding process starting in August. Reviews are underway to execute the Small Starts grant - the construction documents, project management plan, and other related materials were submitted to the FTA on June 1, 2017, and the Risk Assessment workshop is scheduled for July 20-21.

PURPLE LINE

Public and stakeholder meetings through June and July have yielded great feedback to determine how the project should look. The team is still soliciting public input ahead of the Small Starts grant application, which is due September 8.

BLUE LINE

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

FACILITY PROJECTS

Etica Group is now under contract, and initial task orders for feasibility of office and maintenance area expansions, as well as a new paratransit facility is being brought to the Board this month.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

To: Chair and Board of Directors

From: Bryan Luellen, Director of Public Affairs

CONSIDERATION OF PUBLIC AFFAIRS & COMMUNICATIONS REPORT FOR JULY 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, Manager of Marketing and Communications

Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

INDYGO.NET MONTHLY SESSIONS 6/1/17 – 6/30/17:

Page Views	339,323
New /Returning Visitors	35,564/104,634
Total Sessions	139,198

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%

JUNE NEWS RECAP:

“Willie Brown, Charles Marohn Headlined the Transport Chicago Conference” – Streetsblog Chicago

“ABQ Ride Hosts Indianapolis Transit to Exchange Ideas on Bus Rapid Transit” – Mass Transit Magazine

“IndyGo to seize properties as crews prepare to construct Red Line” – FOX59, CBS4

“IndyGo plans to seize pub’s parking spaces for Red Line rapid transit” – Indy Star, The Star Press, Pal-Item, FOX59

“Red line contractors briefed amid potential lawsuit” – FOX59, CBS4

“As Jobs Sprawl Outside Indianapolis, Transit Tries to Keep Pace” – Streetsblog

“30 Laws in 30 Days: Brainstorming bike trail expansions” – Herald Times, Greensburg Daily News, WTHR, The Reporter-Times

Topics Include: Mentions in early June include a description of IndyGo’s trip to Albuquerque and articles about the federal budget and its implications for transit projects nationwide. Mentions throughout mid-June include coverage of bike trail expansion conversations that included IndyGo employees, IndyGo’s partnership with IndyHub to promote Dump the Pump Day, and installments of the Streetsblog series “Getting Transit Right” that focus on Indianapolis. Late-June mentions focus on eminent domain for the Red Line rapid transit project.

Broadcast mentions: 34

News mentions: 41

Social Media mentions: 298

JUNE CALL CENTER REPORT:

38,956 total calls

4.76% calls abandoned in queue

43.46% Interactive Voice Response (IVR) calls

CUSTOMER COMMENTS: 420

ADA	1	PASS BY	58
BUS STOP	0	REAL TIME ARRIVALS	1
CIVIL	0	RED LINE	3
COMPLIMENT	15	REQUEST	34
COURTESY	62	ROUTE	5
CUSTOMER SERVICE CENTER	10	ROUTE DETOUR	7
DENIAL	6	RULES	8
DISCRIMINATION – TITLE VI	5	SAFETY	71
FACILITY MAINTENANCE	17	SCHEDULE ADHERENCE	76
FARES	4	SERVICE CHANGES	1
MCTP	3	SUGGESTION	9
MARKETING	2	VEHICLE MAINTENANCE	11
OTHER	9	WRONG INFORMATION	2

JUNE PASS SALES REPORT:

Total Quantity of Passes: 51,136

Additional Revenue Figures:

Fixed Route Cash Farebox \$457,297.98

Open Door Cash Farebox: \$29,771.00

Retail Desk & Online Purchases: \$235,145.00

Cash: \$69,176.50

Checks: \$16,991.10

Credit Cards: \$148,770.75

JUNE PASS DONATION SUMMARY:

Beginning in January 2017, the Public Affairs Department has more actively encouraged organizations that are requesting passes to move towards 50/50 Match donations, where IndyGo and the requesting organization each contribute 50% of the total cost. This change has been implemented to strategically donate limited pass resources to as many organizations in need as possible throughout Indianapolis and increase the amount of equal value trade partnerships.

From January – June 2017, a total of \$23,718.50 of pass media has been donated to 41 organizations in need: \$14,897.50 of pass media has been donated through 50/50 Match + Non-Match donations to 24 organizations; an additional \$8,821.00 has been donated to 17 organizations through equal value trades and travel trainings.

January – June 2016 saw \$28,230.00 in pass media donated to 18 unique organizations. Due to differences in tracking, this number refers to all donations (50/50 Match, Non-Match, Equal Value Trades & Travel Trainings).

The Public Affairs Department is working to refine a Pass Donation Policy that codifies the changes above, streamlines the donation process, and moves towards equal-value trades for IndyGo pass media. A draft policy is expected to be ready for review by the Board within the next 2-3 months.

OUTREACH SUMMARY FOR JUNE:

Outreach in June consisted of stakeholder meetings for the Purple Line, outreach and training for the Purdue Polytechnic High School transportation partnership, and several outreach opportunities at public community events, including the Indianapolis Food Summit, Touch a Truck at Broad Ripple Park, IndyVolved, Circle Up for Peace Festival, and the Immigrant Welcome Center Transportation Fair.

JUNE OUTREACH EVENTS:

6/1/17	Mayor's Neighborhood Advocates update
6/2/17	ICAT Meeting
6/2/17	Cummins Behavioral Health Services Travel Training
6/3/17	Indianapolis Food Summit
6/5/17 – 6/7/17	Lift Indy
6/6/17	Transit/Zoning/Infrastructure/Construction Coordination
6/6/17	Purdue Polytechnic High School travel training
6/7/17	Q2 Netfor Training

6/8/17	Red Line Costs with Greenwood leadership
6/8/17	Southside Neighborhood Association Meeting
6/12/17	Village Centers Near North Public Meeting
6/12/17	State Fairgrounds Purple Line Stakeholder Meeting
6/13/17	Mary Rigg Neighborhood Center
6/13/17	38 th Core Segment – Purple Line Stakeholder Meeting
6/14/17	38 th + Post Rd. Segment – Purple Line Stakeholder Meeting
6/14/17	Marion County Commission on Youth Travel Training
6/15/17	LaRue Carter Travel Training
6/15/17	Downtown Segment – Purple Line Stakeholder Meeting
6/15/17	Mayor’s Neighborhood Advocates update
6/15/17	Red Line: Troy Ave intersection @ Zink Distributing Co.
6/15/17	IndyVolved
6/16/17	Near North Village Plan Client Meeting
6/16/17	Touch a Truck at Broad Ripple Park
6/17/17	MCANA Meeting
6/20/17	Red Line + Broad Ripple Parking Garage: Park & Ride
6/21/17	Morales Group Town Hall
6/21/17	Community Alliance of the Far Eastside Economic Development meeting
6/22/17	MIB ASCE sustainability presentation
6/22/17	Immigrant Welcome Center Transportation Fair
6/24/17	Circle Up for Peace Festival
6/26/17	Meeting with Councilor Osili
6/26/17	Purple Line On-Bus Engagement Transit Ambassador Training
6/27/17	Red Line Contractor Outreach Event
6/27/17	Meeting with Councilor Oliver
6/28/17	ATU meeting
6/29/17	Red Line + UIndy stop meeting
6/29/17	Mayor’s Neighborhood Advocates update
6/30/17	Purple Line On-Bus Engagement

SPECIAL PROJECTS:

- IndyGo staff and volunteer Transit Ambassadors conducted on-bus engagement on Route 39 in advance of public meetings. Purple Line On-Bus Engagement allowed riders to learn more about the Marion County Transit Plan, specifically the Purple Line, as well as the many ways to offer feedback.
- Purdue Polytechnic High School and IndyGo have come together in a partnership to provide transportation services for nearly 150 students. Outreach has been conducted at the school to help inform parents and students of the services available in advance of their July 31 start date.
- IndyGo staff have begun conducting quarterly trainings with Netfor Customer Service Representatives to identify gaps in knowledge and strengthen weaknesses. Each training focuses on specific areas of concern. The Q2 Training held on June 7 covered Title VI, ADA, and the Marion County Transit Plan upcoming timeline.

To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES JUNE 2017

ISSUE:

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

RECOMMENDATION:

Receive Human Resources report.

Phalease M. Crichlow

Vice President of Human Resources

Contributing Staff:

Teresa Boone, Director of Employee Services

Brandon Jackson, Human Resources Program Manager

Lillian Motton, Benefits Manager

Oreanna Crain, Human Resources Generalist

Romona Camarata, Manager of Learning and Development

June 2017

Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 06/30/2017)

Represented: 466

Non-Represented: 106

Total Employees: 572

June Separations

Represented: 6

Non-Represented: 2

Total Employees: 8

June New-Hire Employees

Represented: 16

Non-Represented: 2

Total Employees: 18

June Employee Turnover Rate: 0.88%

Staffing Capacity (as of 06/30/2017)

590 FTE Budget

572 FTE Actual

3% Below Maximum Capacity

The HR Team continues to conduct outreach and build partnerships with educational institutions, social service agencies, faith-based, and other community organizations for Fixed Route Coach Operators and other multiple vacant positions in preparation for the 2018/19 expansion initiatives. The IndyGo Recruitment Committee has drafted an approved recruitment strategy and plan for the 2018 through 2021.

The strategy is designed to address IndyGo's future staffing needs while aligning with the organizational needs.

Drug and Alcohol Compliance

FTA requires random selections be conducted no less frequently than quarterly. Whether an employer chooses to perform selections on a quarterly, monthly, weekly, or even daily basis, they must ensure the random rosters are accurate at the time the selection list is created. Thus, every employer must have a method to ensure rosters are consistently updated to include newly hired employees and to remove terminated or retired employees.



Test Type	Number of Tests
Pre-Employment	34
Random	14
Post-Accident	5
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

Depending on the organization, employees on extended leave (those who will not return to safety-sensitive duties for one or more selection periods) may also be removed from the random pool. Roster accuracy ensures all safety-sensitive employees are subject to random testing and have an equal chance of being selected. IndyGo random selections are conducted monthly.

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue62/pdf/Issue62.pdf>

Learning and Development

Classes Held

- **Tues. June 6 – Excel – 2016 – Level 1 and Level 2**
IndyGo successfully partnered with ETI to conduct on-site Excel Training for 22 employees.
- **Thurs. June 8 and Fri. June 9 – Risk Assessment for Capital Transit Projects**
NTI's provide 17 IndyGo employees and one outside agency participant with content specific information on preparation for the Red Line and Blue Line expansion relevant to Project Status, Identifying Risks, Risk Response, Risk Protection, and Risk Management.
- **Mon. Jun 26 – Building Diversity Skills in the Transit Workplace**
This NTI class was a 'train-the-trainer' opportunity for 28 employees across departments to engage in up-to-the-minute information on diversity sensitivity issues in the workplace. The instructor provided real-life examples, engaging activities, and welcoming perspective on how to build understanding of diversity across multiple areas of the company.
- **Tues. June 27 – Crisis Communication for Transit Employees**
NTI provided training items so that the 28 employees who attended, could bring this back information back to their respective department and train their employees on the issues relevant to Crisis Communication in the workplace.

Initiatives

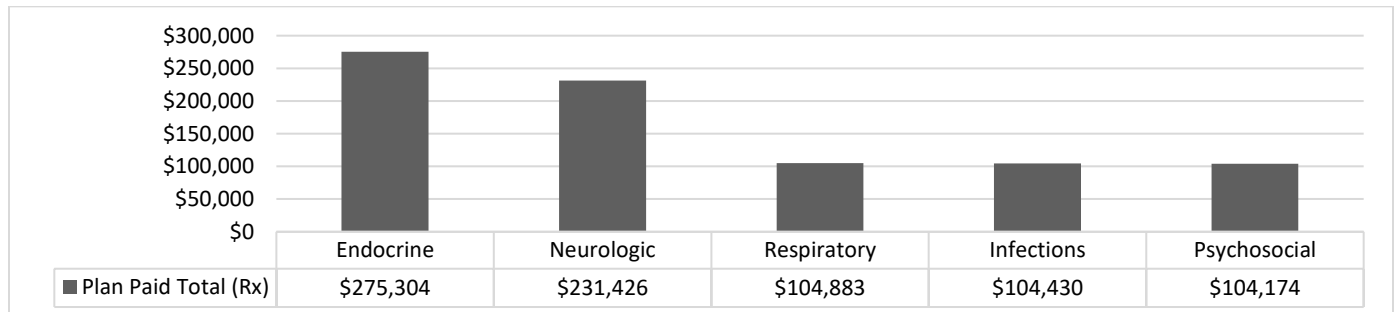
- A major priority of the Manager of Learning and Development is to develop and implement Supervisor Training Modules to provide current/new supervisors with tools to assist them in their roles. This major initiative will help to support the supervisor while addressing the opportunities to communicate consistent messages, processes and procedures to those under their supervision.

- The Professional Development initiative is at its final stages of discussion and then initiation. This PILOT program will serve a Leadership Platform as we build onto our staff development-learning & development initiatives. More on the partnership with the local education institution, Butler University-Executive Education Program will be forthcoming.

Wellness and Employee Engagement

LHD Benefit Advisors has prepared an aggregate report showing claims data from Anthem and Activate. Based on the quarterly report, there are no new high claimants, but there are five (5) members that are at a high risk for becoming a high claimant in the next 12 months. Some highlights from the report include:

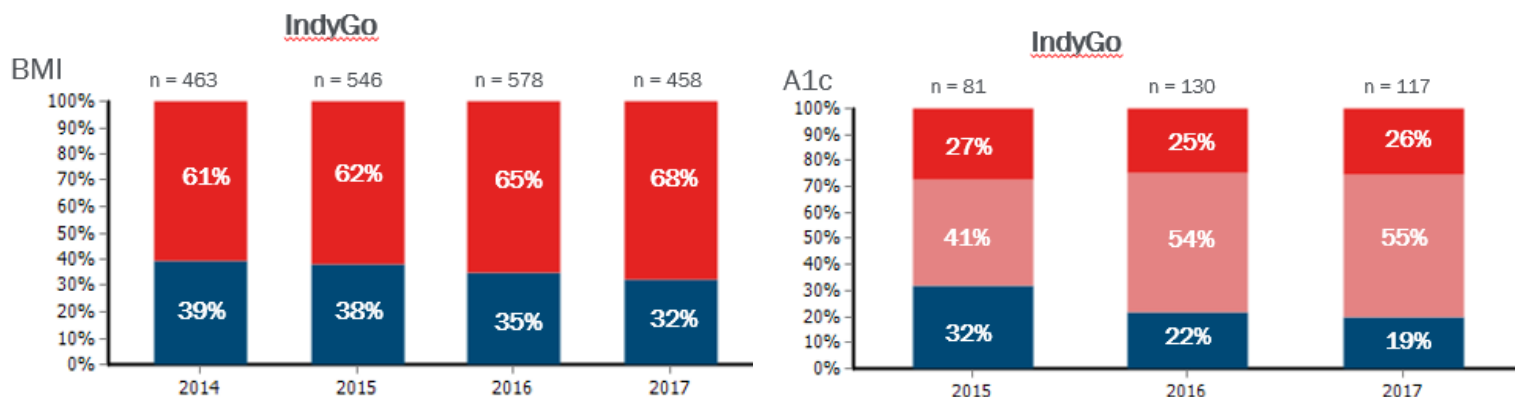
Our highest pharmacy spend is on endocrine drugs (70% of which is on non-insulin medication to control diabetes)



To help in this area, the Wellness Team is committed to searching for and contracting with a Lifestyle Coach and/or a Registered Dietitian who can help our members control their diabetes.

Biometric Condition and Risks:

Compared to Johns Hopkins national benchmark data, IndyGo's population biometric risks are of great concern around weight management, blood glucose and A1c control.



Other Biometric Conditions and Risks:

- Hypertension – 83% of members with hypertension, have controlled blood pressure.
- Diabetes – 50% of those diagnoses have blood sugars that are controlled; 60% of those being treated with medication had an uncontrolled a1C in the last 12 months.
- Asthma – Members diagnosed with Asthma, 40% have been to the ER at least once in the last 12 months; this group has the highest percentage of ER utilization among the population.

CONDITION NAME	Identification in Population			Rx Treatment			Biometric Control	
	Number of ID'ed Mbrs	% of Pop ID'ed	Prevalence Rate (CDC)	% of ID'ed Mbrs Treated with Rx	% of ID'ed Mbrs Untreated with Rx	% Treated with >=2 Rx Gaps	% of ID'ed Mbrs with Biometric	% of Biometrics Controlled
DIABETES	115	15%	9.70%	79%	3%	27%	57%	50%
HYPERTENSION	284	38%	33%	43%	4%	12%	75%	83%

- 94% of all employees continue to participate in the Wellness Program.
- 63% of all employees and spouses covered under IndyGo's group health insurance have engaged in at least one service offered by Activate; and
- A total of 91% of those with high biometrics are participating in coaching.

	No Information	Healthy User	Low Risk	Moderate Risk	High Risk	Very High Risk
Clinic Participant Count	1	39	78	279	47	16
Clinic Non-Participant Count	30	49	51	118	26	11
Clinic Participant Avg Plan Paid (Med & Rx)	\$0	\$6	\$119	\$1,322	\$5,082	\$10,206
Clinic Non-Participant Avg Plan Paid (Med & Rx)	\$0	\$36	\$214	\$1,376	\$6,447	\$6,167

Biometric	% Improved Q1
BMI	4%
Blood Pressure	19%
Hgb A1c	22%

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

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

- IndyGo's Walk/Run Club started in June. Spire Wellness provided the walk/run coaches and our very own Aletra Edison is the lead champion. 85 participants have signed up. The training consists of building individuals from .5 miles to 3.5 miles of walking, jogging or running. August 19, 2017, IndyGo will hold a 5k Fun Run/Walk for all employees, spouses, and dependents. Board members are welcome to participate.
- June 27, 2017 was national HIV Awareness Day. Bellflower Clinic was on-site to provide free, confidential HIV testing. Seven (7) employees took advantage of the free testing.
- Weight Watchers is coming back, after multiple requests from employees. On-site sessions will begin mid-July and run for 13 weeks.



- The IndyGo Wellness Garden continues to thrive. There are ten (10) employees who are dedicated to the growth and care of our first garden. Ruth Wendt is leading the charge for the Garden Club.

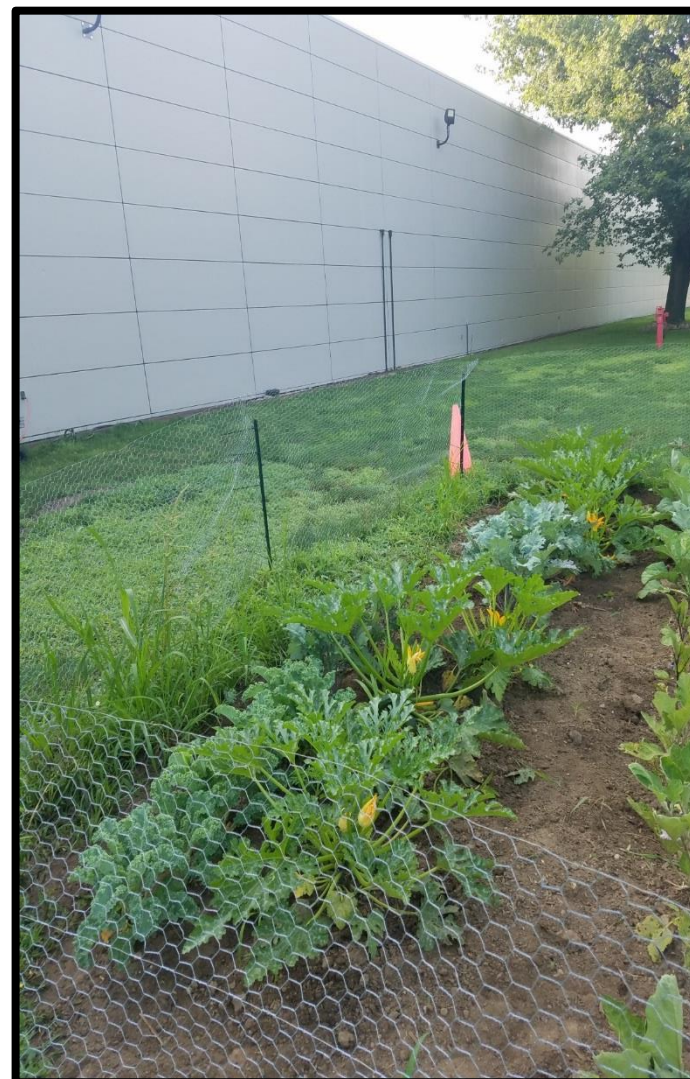
The IndyGo Wellness Garden is located on the west side of the facility.

Many assisted in the setup of the garden.

Ed Parsley and **Mark Crane** were essential in **building** the foundation and **Daryl Carter** for prepping the soil for planting!



What's in the Garden? Tomatoes, bell peppers, banana peppers, jalapenos, collard greens, Zucchini squash, romaine lettuce, eggplant, kale, cilantro, basil, parsley, dill, cilantro and rosemary.



FMLA

The benefits team continues to work with Cigna to communicate and manage the number of employees certified for FMLA and on short-term leave.

Leave Type	Number of Days
FMLA – No Pay	42
FMLA – Personal Day	23
FMLA – Sick Day	18
FMLA – Vacation Day	21
Sick – No Pay	17
	121 Days = 968 Hours

Workers' Compensation

There were eight (8) “incidents” for the month of June. Of these eight (8) incidents, five (5) were reportable (became worker’s compensation claims) and three (3) were non-reportable. There was one (1) denied claim and a total of two (2) temporary total disability (TTD) claimants. The light duty program was assigned to three (3) of the new claimants with an average of 2.0 day(s) off work before being assigned. There was a total of 73 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 thirty-seven (37) closed claims and forty-seven (47) open claims.

2017 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	3	6	6	3	4	5							27
Non-Reportable	1	4	1	1	4	3							14
Light Duty - New	1	2	4	3	1	3							14
Light Duty - Total	2	4	6	5	2	3							22
TTD - New	0	1	1	0	1	0							3
TTD - Total	3	3	5	4	2	2							19
Denied	0	0	0	0	0	1							1
Lost Time (hrs)	93	68	124	96	66	73							520
Open Claims - New	2	4	3	2	1	3							15
Open Claims - Total	8	7	9	6	8	9							47
Closed Claims	3	12	5	5	6	6							37

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