

# INDYGO

Board Report  
February 23, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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317.635.3344



**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO**  
**BOARD OF DIRECTORS’ PUBLIC MEETING**  
**AGENDA – FEBRUARY 23, 2017**

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**New Business**

***RECOGNITIONS***

***ACTION ITEMS***

- A – 1**      **Consideration of Approval of Minutes from Board Meeting held on January 26, 2017 –**  
*Danny Crenshaw*
- A – 2**      **Consideration of Board Officers Elections –** *Mike Terry*
- A – 3**      **Consideration and Approval of Contract for Construction Management Program (Red**  
**Line) –** *Justin Stuehrenberg*
- A – 4**      **Consideration and Approval of Corporation Investment Policy –** *Nancy Manley*
- A – 5**      **Consideration and Approval of Responsible Bidder Resolution 2017-02 –** *Jill Russell*

**Old Business**

***INFORMATION ITEMS***

- I – 1**      **Mobility Advisory Committee (MAC) Update –** *Christine Meyer, Vice Chair*
- I – 2**      **Consideration of Receipt of the Finance Report for January 2017 –** *Nancy Manley*
- I – 3**      **Consideration of Receipt of Operations Report for January 2017 –** *Roscoe Brown*
- I – 4**      **Consideration of Receipt of Planning Report for January 2017 –** *Annette Darrow/Justin*  
*Stuehrenberg*
- I – 5**      **Consideration of Receipt of Business Development Report for January 2017 –** *Bryan Luellen*
- I – 6**      **Consideration of Receipt of Human Resources Report for January 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, March 23, 2017*

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

**APPROVAL OF MINUTES**

**ISSUE:** Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting that was held on Thursday, January 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, January 26, 2017**

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, January 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  
Juan Gonzalez, Secretary-Treasurer  
Tommie Jones, Board Member  
Greg Hahn, Board Member  
Mark Fisher, Board Member

**Board member absent:**

Alan Rowland, Vice Chair  
Greg Bedan, 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  
Richard Joseph, CIO / VP of Information Technology

**ACTION ITEM 1: APPROVAL OF MINUTES**

Upon a motion from Tommie Jones, seconded by Greg Hahn and unanimously passed, approval of the Minutes of the December 8, 2016 Board Meeting was given.

**ACTION ITEM 2: CONSIDERATION AND APPROVAL OF TITLE VI UPDATE – RESOLUTION 2017-01**

Annette Darrow, Director of Planning, presented this action item for approval of the Title VI Policies and Programs updated by the 2016 Service Improvements Service Equity Analysis and to be submitted to the Federal Transit Administration by February 1, 2017.

The motion by Juan Gonzalez seconded by Tommie Jones for approval of updated Title VI Policies and Program passed unanimously.

#### **INFORMATION ITEM 1: FINANCIAL REPORT – DECEMBER 2016**

Nancy Manley, CFO, VP of Finance and Controller presented the financial report for the month of December 2016.

The report was accepted

#### **INFORMATION ITEM 2: OPERATIONS DIVISION REPORT-DECEMBER 2016**

Item was presented by Roscoe Brown, COO/VP.

The report was accepted.

#### **INFORMATION ITEM 3: PLANNING UPDATE**

Director of Public Affairs Bryan Luellen and Director of Special Transit Projects Justin Stuehrenberg provided a presentation on the Marion County Transit Plan and an update on the Red Line project.

The report was accepted

#### **INFORMATION ITEM 4: CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR NOVEMBER 2016**

Director of Public Affairs Bryan Luellen provided the report.

The report was accepted

#### **INFORMATION ITEM 5: CONSIDERATION OF HUMAN RESOURCES NOVEMBER 2016**

VP of Human Resources Phalease Crichlow delivered the report for November and December 2016.

The report was accepted

#### **INFORMATION ITEM 6: CONSIDERATION OF CEO REPORT:**

Michael Terry, President/CEO, acknowledged and thanked Addison Pollack and Jewel Lofton for being present. Reminded Board members that election of officers would be in February, and discussed the creation of the 501(c)(3) foundation required by passage of the transit referendum and in February the presentation of an adoption of a policy similar to Responsible Bidders Ordinance passed by the City-County Council.

The Board accepted the report.

**ADJOURNMENT:**

Danny Crenshaw adjourned the meeting at approximately at 5:56 p.m.

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Jill D. Russell  
General Counsel

TO: Board of Directors  
FROM: Mike Terry, President/CEO

### **BOARD OFFICER ELECTIONS**

**Background:** On an annual basis, the Board of Directors conducts an election for the offices of Chair, Vice-Chair and Secretary/Treasurer. These elections will serve for the calendar year 2017.

The nominations for Officers will be presented at the board meeting:

#### **OFFICERS**

<b>Chair</b>	Danny Crenshaw
<b>Vice-Chair</b>	Greg Hahn
<b>Secretary/Treasurer</b>	Juan Gonzalez

**Recommendation:** Conduct the elections for Board officers.

Mike Terry  
President/CEO

TO: Chair and Board of Directors

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

**SUBJECT: RFP 16-12-247 Construction Program and Project Management Software**

**BACKGROUND:**

The Red Line Project is in need of a cloud-based construction program and project management software system and licensing to manage project needs from planning to operation connecting internal and external users.

The system would allow the Red Line Team and other departments within IndyGo to effectively manage documents, budget & costs, schedule and communicate effectively throughout the project. It will also improve accountability and overall productivity by using the best industry practices and standards. The construction program and project management software would increase the efficiency of communication and document sharing throughout the organization and external consultants and the FTA as the number of construction projects increase in moving forward. The software will have the capability to generate the required reports and tracking of submittals for FTA compliance. From the number of documents starting with design and environmental, through procurement and accepting proposals, to construction and project closeout, the construction management software can ensure the level of quality control needed to manage the magnitude of the projects IndyGo is embarking upon.

It is important to make this selection now because IPTC will be requiring all contractors to use the new system and that requirement must be included in bidding documents. It will also take some time to get it fully set up, which needs to be complete prior to the start of construction.

The approved system will be cloud-based and owned by IndyGo. By being a cloud-based system this will allow external users access without having access to IndyGo's internal server. Access can also be controlled allowing access only the needed documents that is a necessity to complete their tasks.

The approved Construction Management Software will be implemented with the assistance of HNTB per their approved contract. The system will begin to be implemented upon approval immediately and will be in place prior to construction services procurement.



PROCUREMENT PROCESS:

On December 16, 2016 IPTC released RFP 16-12-247 Construction Program and Project Management Software published with a posting on the IPTC website and an outreach by HNTB for qualified 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 December 16, 2016 through January 13, 2016;

On January 5, 2017 IPTC received six (6) written questions regarding RFP 16-12-247 Construction Program and Project Management Software;

On January 9, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On January 13, 2017 IPTC received four (4) proposals in response to RFP 16-12-247 Construction Program and Project Management Software. The proposing firms and pricing were:

- Aconex
  - \$30,000 standard setup + \$2,000/day for customization
  - \$70,000 for first year, no commitment for future year pricing
- E-Builder
  - \$155,525 custom setup
  - \$97,680 annually
- PMWeb
  - \$80,000 custom setup
  - \$202,500 annually (scaled based on incorrect user quantity in proposal)
- CapitalSoft
  - \$112,800 custom setup
  - \$175,000 annually

On February 6, 2017 all four proposing software suppliers were evaluated by the Evaluation Committee; Justin Stuehrenberg, LaTeeka Washington, Richard Joseph, Kevin Campbell (HNTB) and Steven Schantzen (HNTB). The proposals were evaluated by the following criteria:

- Cost
- Global system and software capabilities
- Length of implementation
- Maintenance requirements

All criteria were evaluated equally and the scores for the proposal were combined for the 'Final Score'. All proposals were comparable in the length of implementation and maintenance requirements, but varied on cost and capabilities. E-Builder and PMWeb contained nearly all of the desired functionality, while Aconex and CapitalSoft were missing key functionality that IPTC was seeking.

The cost of the Aconex system initially seemed to be the lowest, however they explicitly stated that the pricing was for the first year only and was lower than their standard rate. After repeated inquiries, they failed to submit a pricing commitment for future years, which presented a significant risk to the organization.

The price of the PMWeb system was also lower at first glance, however they only included 43 users rather than the 150 users required in the RFP. After adjusting that pricing, they were the most expensive on an ongoing basis.

FUNDING:

The Construction Program and Project Management Software is being funded from the Red Line budget, but can be used on future projects without additional costs. The Construction Management Software is a budgeted cost under the Administrative line of the Red Line project budget. These costs can be reimbursed from the Small Starts grant, once it is awarded.

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 e-Builder and upon successful negotiations enter into a contract. The e-Builder solution ranked highest for functionality of all the systems proposed, and included integrated scheduling systems, android and iPhone apps for field work, and unlimited document file storage.

The cost of this service includes \$155,525 in one-time setup cost and \$97,680 annually in licensing costs. This will total no more than \$350,885 over the two-year span of the Red Line construction. There is no long-term agreement required for the service and IPTC can renew annual at our option. While these costs are significant, they represent less than 0.4% of the Red Line budget and it is anticipated that this system will more than pay for itself in improved coordination and quality control on the project. Currently there is no system in place that can handle the magnitude of documents that the Red Line project will generate.

The e-Builder solution includes unlimited users across unlimited organizations, which can be assigned and modified at any time by IPTC personnel. The service can also be used on an unlimited number of projects, enabling IPTC to leverage this system for all other capital projects for the organization. Once the bulk of the Marion County Transit Plan construction activities are complete and the number of users decreases, the subscription model can be scaled back to a per user fee, which would allow IPTC to continue to use the service at a minimal cost.

Justin Stuehrenberg  
Director of Special Projects

Pamela White,  
Director of Procurement

TO: Chair and Board of Directors

FROM: Nancy E. Manley  
Vice President/CFO/Controller

**REQUEST FOR ADOPTION OF INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (IPTC)  
INVESTMENT POLICY STATEMENT – RESOLUTION 2017-03**

**Background:** Each January, all Municipal Corporations with oversight by the Marion County Treasurer's Office must report the annual investment outcomes for the previous year. During the development of the report it was noted that IPTC had not updated the investment policy statement for many years. It is recommended by the Treasurer's office that each organization renew the investment policy every two years or when there is a change in statute impacting the current investment policy statement.

A draft of the IPTC Investment Policy Statement has been under review for approximately two months. In addition, the Finance Committee was provided an investment update by Fifth Third Bank on February 21, 2017.

The most significant change found in the proposed investment policy statement permits IPTC the ability to increase the duration of an investment from a maximum of 2 years up to a maximum of 5 years as prescribed in state statute. IPTC will likely continue to invest with terms of 3 years or less however, if there is an opportunity for higher gains on a longer term investment this revised policy allows IPTC take that action. If the opportunity presents, IPTC would seek approval from the Finance Committee before making an investment longer than 3 years.

**Recommendation:** Adopt the Indianapolis Public Transportation Corporation (IPTC) Investment Policy Statement.

Nancy E. Manley  
Vice President/CFO/Controller

**2017 IPTC Investment Policy Statement  
for Adoption by  
The IPTC Board of Directors**

**Resolution 2017-03**

The following is a the IPTC Investment Policy Statement available to the public at IndyGo Administrative Offices and on-line at [www.IndyGo.net](http://www.IndyGo.net). Approval by the IPTC Board of Directors will be noted by signature below and a copy of the Investment Policy Statement will be provided to all Financial Institution with which IPTC hold accounts.

**This program** was adopted by the IPTC Board of Directors **Resolution No. 2017-03**. Board approval date February 23, 2017.

FOR:

AGAINST:


ATTEST: \_\_\_\_\_

TO: Chair and Board of Directors

FROM: Michael Terry, President/CEO  
Jill Russell, General Counsel

**Resolution 2017-02**

**Request for Adoption of Responsible Bidding Practices and Submission Requirements Policy**

**Background:** In April of 2016, the City County Council of the City of Indianapolis Marion County passed Proposal No. 160 amending Chapter 261, Article IV of the Revised Code of the Consolidated City and County by the addition of Section 261-408 titled Responsible bidding practice and submission requirements concerning public works projects. Subsequently, the City County Council passed Special Proposal No. 161 urging the governing bodies of the municipal corporations to adopt responsible bidding practices and submission requirements similar to those set forth in Proposal No. 160, 2016.

The attached policy incorporates those requirements and codifies the procurement process already utilized by IPTC for public works projects while also taking into consideration the deference required to the Indiana Code and Federal Transit Administration regulations, which IPTC is subject.

The IPTC Responsible Bidding Practices and Submission Requirements Policy is attached.

**Recommendation:** Approve Resolution 2017-02 Adopting IPTC Responsible Bidding Practices and Submission Requirements Policy.

Jill Russell  
General Counsel

Attachments

RESOLUTION 2017-02 OF THE BOARD OF DIRECTORS OF THE

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION AUTHORIZING THE ADOPTION OF THE  
RESPONSIBLE BIDDING POLICY IN ACCORDANCE WITH THE CITY OF INDIANANPOLIS-MARION  
COUNTY CITY COUNTY COUNCIL SPECIAL PROPOSAL NO. 161, 2016

**WHEREAS**, the City of Indianapolis-Marion County City County Council passed Proposal No. 160 establishing responsible bidding practices and submission requirements on public works projects administered by the Consolidated City of Indianapolis and Marion County; and

**WHEREAS**, the City County Council issued Special Resolution No. 161 urging the municipal corporations of the City of Indianapolis-Marion County to adopt responsible bidding practices and submission requirements similar to those set forth in Proposal No. 160, 2016; and

**WHEREAS**, the Board of Directors of the Indianapolis Public Transportation Corporation is desirous of complying with Special Resolution No. 161; and

**WHEREAS**, the attached Responsible Bidding Practices and Submission Requirements Policy is in accord and similar to those contained in Proposal No. 160;

**NOW, THEREFORE, BE IT RESOLVED** that this Responsible Bidding Practices and Submission Requirements Policy is adopted and approved by the I.P.T.C. Board of Directors RESOLUTION No. 2017-02. Board approval date February 23, 2017.

FOR:

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AGAINST:

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ATTEST: \_\_\_\_\_  
Jill D. Russell, General Counsel IPTC

## **IPTC Responsible Bidding Practices & Submission Requirements Policy**

PROPOSAL FOR A GENERAL POLICY establishing responsible bidding practices and submission requirements on public works projects.

WHEREAS, the Indianapolis Public Transportation Corporation ("IPTC") is required by IC 36-1-12-4 to award certain contracts for public works projects to the "lowest responsible and responsive" bidder;

WHEREAS, IC 36-1-12-4(b)(10) further requires IPTC awarding a public works contract where bids are required to consider certain factors when determining whether a bidder is "responsive", with such factors including: (1) whether the bidder has submitted a bid that conforms in all material respects to the specifications; (2) whether the bidder has submitted a bid that complies specifically with the invitation to bid and the instructions to bidders; and (3) whether the bidder has complied with all applicable statutes, ordinances, resolutions or rules pertaining to the award of a public contract;

WHEREAS, IC 36-1-12-4(b)(11) further requires IPTC awarding a public works contract where bids are required to consider certain factors when determining whether a bidder is "responsible", with such factors including: (1) the ability and capacity of the bidder to perform the work; (2) the integrity, character, and reputation of the bidder; and (3) the competence and experience of the bidder;

WHEREAS, IPTC seeks to enhance its ability to identify "responsible and responsive" bidders on all IPTC construction projects by institution of more comprehensive submission requirements consistent with IC 5-16-13 et seq. and IC 36-1-12 et seq.;

WHEREAS, this "Responsible Bidding Practices and Submission Requirements" Policy will preserve administrative resources by ensuring that only qualified contractors and subcontractors are awarded contracts on IPTC construction projects; and

WHEREAS, this "Responsible Bidding Practices and Submission Requirements" Policy will assure efficient use of taxpayer dollars, will promote public safety and is in the public interest; and

WHEREAS, IPTC shall approve the award and amendment of public construction contracts required to be bid under IC 36-1-12; now, therefore:

### SECTION 1. Responsible bidding practices and submission requirements.

(a) Bid submission requirements. Contractors proposing to submit bids on any IPTC project estimated to be at least three hundred thousand dollars (\$300,000) must, with their bid submission, submit a statement made under oath and subject to perjury laws, on a form designated by the IPTC (including electronic form at the IPTC's discretion) and must include:

- (1) Certification of eligibility to do business in the State of Indiana. Within 72 hours of bid-opening, the apparent low bidder must provide a copy of a print-out of the Indiana Secretary of State's online records for the bidder dated within sixty (60) days of the submission of said document showing that the bidder is in existence, current with the Indiana Secretary of State's Business Entity Reports, and eligible for a certificate of good standing. If the bidder is an individual, sole proprietor, or partnership, this subsection shall not apply;
- (2) A list identifying all former business names.
- (3) Any determinations by a court or governmental agency for violations of federal, state, or local laws including, but not limited to violations of contracting or antitrust laws, tax or licensing laws, environmental laws, the Occupational Safety and Health Act ("OSHA"), or federal Davis-Bacon and related Acts;
- (4) A statement describing the bidder's full-time staffing capabilities and intended additional labor



(skilled labor and unskilled labor) sources from which labor will be derived on the public works project;

- (5) Certification of bidder's labor force participation in training programs applicable to the tasks to be performed on the project, and/or participation in apprenticeship and/or training programs approved by and registered with the United States Department of Labor's Office of Apprenticeship, or its successor organization, if required under IC 5-16-13-12. Within 72 hours of bid-opening, the apparent low bidder must provide evidence of participation in apprenticeship and/or training programs, applicable to the work to be performed on the project. The required evidence includes a copy of all applicable apprenticeship certificates or standards for those training programs.
- (6) Certification that the bidder has implemented an employee drug testing plan that meets, or exceeds, the requirements set forth in IC 36-1-12-24. Within 72 hours of the bid-opening, the apparent low bidder must provide a copy of a written plan for employee drug testing that: (1) covers all employees of the bidder who will perform work on the public work project; and (2) meets, or exceeds, the requirements set forth in IC 36-1-12-24;
- (7) Certification that the bidder will utilize project managers and superintendents with sufficient relevant management experience to complete the bidder's scope of work on the project. Within 72 hours of bid-opening, the apparent low bidder must provide a list of the names and description of the relevant management experience of each of the bidder's project managers and superintendents that bidder intends to assign to work on the project;
- (8) Certification that the bidder and/or its management personnel possesses any and all professional or trade licenses required by law for any trade or specialty area in which bidder is seeking a contract award without suspension or revocation of such licensure(s) within the previous five years. Within 72 hours of bid-opening, the apparent low bidder must provide proof of such licensure, as well as disclosure of any letters of suspension or revocation within the previous five years of any professional or trade license held by the company, or of any director, officer or manager employed by the bidder;
- (9) Certification that the contractor is utilizing a surety company which is on the United States Department of Treasury's listing of approved sureties. Within 72 hours of bid-opening, the apparent low bidder must provide evidence of utilization of a surety company listed as an approved surety by the United States Department of Treasury.
- (10) A written statement listing and describing any federal, state, or local tax liens or tax delinquencies owed to any federal, state, or local taxing body in the last five years; and
- (11) Certification that the contractor is qualified under IC 4-13.6-4 or IC 8-23-10, or will be prior the commencement of any work, and that all subcontractors utilized on the job will likewise meet the qualification requirements of IC 5-16-13-10(c). The apparent low bidder must provide evidence that the apparent low bidder has been qualified under IC 4-13.6-4 or IC 8-23-4 prior to issuance of the Notice to Proceed.

The IPTC at its sole discretion may rely solely upon the certified statements of bidders without requiring or evaluating submissions of evidentiary support for determining Responsible Bidder status. By submitting a certified statement under this subsection, however, a bidder agrees to provide evidentiary support for all statements made in its certified statement under this subsection. The IPTC reserves the right to require supplemental information from the bidder for verification of any of the information provided by the bidder and may also conduct random inquiries of the bidder's current and prior customers. Notwithstanding the foregoing, this section shall not apply to a public work project performed by the IPTC in accordance with IC 36-1-12-3(b).

(b) Submissions from contractors.

- (1) All bidders shall provide a written list that discloses the name, address, and type of work for each first-tier subcontractor from whom the bidder has accepted a bid and/or intends to hire on any part of the public work project, including individuals performing work as independent contractors. All bidders shall adhere to IPTC policy and procedures pertaining to minority owned business and women owned business utilization.
- (2) In addition, each such first-tier subcontractor shall be required to adhere to the requirements of subsection (a) of this section as though it were bidding directly to the IPTC, except that first-tier subcontractors shall submit the required information to the bidder and the bidder shall then forward said information to the IPTC. The IPTC must receive this subcontractor information no later than five (5) business days after the subcontractor's first day of work on the public works project. Payment shall be withheld from any first-tier subcontractor who fails to timely submit said information until such information is submitted and approved by the IPTC.
- (3) Upon request, the IPTC may require any bidder to provide the required information (including name, address, type of work on the project and the name of the higher-tier subcontractor) about its second and lower-tier subcontractors. Subject to IC 36-1-12, payments shall be withheld from any bidder who fails to timely submit this information until this information is submitted and approved by the IPTC. Additionally, the IPTC may require the successful bidder to remove the relevant subcontractor or second or lower-tier subcontractor from the project and replace it with a responsive and responsible subcontractor.
- (4) Subject to IC 36-1-12, the IPTC may withhold all payments otherwise due to a bidder for work performed by a subcontractor until such subcontractor submits the information required pursuant to this chapter and the IPTC approves such information. Successful bidders shall only be permitted to use approved first tier subcontractors which have provided required information to the IPTC about the applicable responsive and responsible subcontractor.
- (5) The disclosure of a subcontractor ("Disclosed Subcontractor") by a bidder or a subcontractor shall not create any rights in the Disclosed Subcontractor. A bidder and/or subcontractor may not substitute another subcontractor ("Substitute Subcontractor") for a Disclosed Subcontractor without written approval of IPTC. The contractor shall provide written notice of the name, address, and type of work of the Substitute Subcontractor. The Substitute Subcontractor shall be subject to all of the obligations of a subcontractor under this chapter.

(c) Validity of Responsible Bidder Status.

- (1) Upon designation by the IPTC that a contractor's bid submission is complete and timely, and upon any further consideration deemed necessary by the IPTC, the contractor or subcontractor may be deemed a Qualified Responsible Bidder for future IPTC public works projects. A contractor's or subcontractor's classification as "Qualified Responsible Bidder" shall exempt the contractor or subcontractor from the comprehensive submission requirements contained herein for as long as contractor remains qualified under IC 4-13.6-4 or IC 8-23-10, or for a period of twelve (12) months, whichever is shorter. Thereafter, contractors or subcontractors who are deemed a Qualified Responsible Bidder must submit a complete application for continuation of "Qualified Responsible Bidder" status, subject to bid submission requirements under subsections (a) and (b) above, with its next bid submission to IPTC.
- (2) Any material changes to the contractor's status, at any time, must be reported in writing within ten (10) days of its occurrence to the IPTC. The Qualified Responsible Bidder designation is solely within the discretion of the IPTC and the IPTC specifically reserves the right to change or revoke the designation for stated written reason(s).
- (3) Denial of pre-qualification shall be in writing and shall be forwarded to the contractor within seven (7) working days of such decision. Any contractor denied or losing Qualified Responsible Bidder status may request reconsideration of the decision by submitting such request in writing to the

IPTC within five (5) business days of receipt of notice of denial.

(d) Incomplete submissions by bidders. It is the sole responsibility of the bidder to comply with all submission requirements made applicable to the bidder by this section by no later than the public bid opening. Submissions from first tier subcontractors, and any other lower tier subcontracts as required by IPTC, must be in accordance with subsections (a) and (b) above and in a form designated by the IPTC. Submissions deemed inadequate, incomplete, or untimely by the IPTC may result in the disqualification of the bid.

(e) Responsive and responsible bidder determination. The IPTC, after review of complete and timely bid submissions, shall, in its sole discretion, after taking into account all information in the submission requirements, the invitation to bid and bid documents, determine whether a bidder is responsive and responsible pursuant to IC 36-1-12-4. The IPTC specifically reserves the right to utilize all information provided in the contractor or subcontractor's submission or any information obtained by the IPTC through its own independent verification of the information provided by the contractor.

(f) Certified payroll. For projects on which the estimated cost is at least is at least Two Hundred and Fifty Thousand Dollars (\$250,000), the successful bidder and all subcontractors working on a public work project shall submit a certified payroll report utilizing the federal form now known as the WH-347 which must be prepared on a weekly basis and submitted to the IPTC within ten (10) calendar days after the end of each week in which the bidder or subcontractor performed its work on the public works project. These certified payroll records shall identify the job title, work classification, rate of pay, and craft of each employee on the project, e.g., journeyman electrician or apprentice electrician.

Subject to IC 36-1-12, the IPTC may withhold payment for work performed by a bidder if the bidder fails to timely submit its certified payroll reports until such times as such certified payroll reports are submitted. Subject to IC 36-1-12, the IPTC may also withhold payment due for the work performed by a subcontractor if the subcontractor fails to timely submit its certified payroll reports until such time the certified payroll reports are submitted. The IPTC shall not withhold payment to a bidder for work performed by the bidder or for work performed by subcontractors who have submitted their certified payroll reports, because one or more other subcontractors failed to timely submit their certified payroll reports.

(g) Public records. Unless otherwise prohibited by applicable federal law and/or regulations, all information submitted by a bidder or a subcontractor pursuant to this chapter are public records subject to the Indiana Access to Public Records law (IC 5-14-3). Evidentiary support required by subsections (a) and (b), to the extent provided, may be produced as required in response to a public records request for the information, subject to IC 5-14-3.

(h) Penalties for false, deceptive, or fraudulent statements/information. Any bidder that willfully makes, or willfully causes to be made, a false, deceptive or fraudulent statement, or willfully submits false, deceptive or fraudulent information in connection with any bid submission made to the IPTC may, at the discretion of the IPTC, be disqualified from bidding and deemed not responsible in accordance with IC 36-1-12 on future IPTC projects for a period of up to three (3) years.

SECTION 2. This policy and all requirements set forth herein shall be interpreted and construed in harmony with IC 36-1-12, IC 5-16-13, and all other applicable provisions of the Indiana Code as they pertain to public work projects, and nothing herein shall be interpreted to be in conflict therewith. Should there be any conflict, the applicable provisions of the Indiana Code shall control and govern.

SECTION 3. Should any provision (section, paragraph, sentence, clause, or any other portion) of this policy conflict with the particular requirements set forth in the bid documents of a given project, the terms of the bid documents shall control and govern.

SECTION 4. The expressed or implied repeal or amendment by this policy of any other policy or part of any other policy does not affect any rights or liabilities accrued, penalties incurred, or proceedings begun prior to the effective date of this policy. Those rights, liabilities, and proceedings are continued, and

penalties shall be imposed and enforced under the repealed or amended ordinance as if this policy had not been adopted.

SECTION 5. Should any provision (section, paragraph, sentence, clause, or any other portion) of this policy be declared by a court of competent jurisdiction to be invalid for any reason, the remaining provision or provisions shall not be affected, if and only if such remaining provisions can, without the invalid provision or provisions, be given the effect intended by the IPTC in adopting this ordinance. To this end the provisions of this policy are severable.

SECTION 6. This resolution shall be in effect from its passage by the IPTC Board.

The foregoing was passed by the IPTC Board of Directors this \_\_\_\_\_ day of \_\_\_\_\_, 2017, at \_\_\_\_\_ p.m.

ATTEST:

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MOBILITY ADVISORY COMMITTEE UPDATE

2-23-17

Item I – 1

TO: Chair and Board of Directors

FROM: Christine Meyer – Vice 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.

MOBILITY ADVISORY COMMITTEE  
MEETING MINUTES  
WEDNESDAY, JANUARY 18, 2017

ATTENDEES

Addison Pollock – MAC Chair  
Christine Meyer – MAC Vice Chair  
Karen Dodson – MAC  
Rhonda Chapman – MAC  
Jewel Lofton – MAC  
Ryan Malone – MAC  
Greg Meyer – MAC Sub-Committee

Mike Terry - IndyGo  
Paula Haskin - IndyGo  
Jerome Horne - IndyGo  
Ruth Wendt - IndyGo  
Bryan Luellen - Indygo  
Greg Bedan - IPTC Board Member  
Marilyn Sadler - IndyGo  
Mark A. Emmons - IndyGo

**Welcome and Introduction:**

MAC Chair, Addison Pollock, asked everyone to introduce themselves.

**Approval of the October 2016 minutes:**

MAC Chair, Addison Pollock, asked for a motion to approve the October 2016 minutes.

Ryan Malone made the motion.  
Jewell Lofton seconded the motion.  
Motion passed.

**Approval of the January 2017 Agenda:**

MAC Chair, Addison Pollock, asked for a motion to approve the January 2017 agenda.

Christine Meyer made the motion.  
Ryan Malone seconded the motion.  
Motion passed.

**President/CEO Report, Mike Terry**

- Downtown Transit Center issues:
  - ❖ Pavers still need to be fixed, some are cracked, broken and uneven.
  - ❖ Still working on signage.
- 2017 will be a big year with a lot of activity going on.
- Waiting to see if the City Council approves the 0.25 funding.
- Small Starts funding will be used for the Purple and Blue line if approved.
- Red line is moving forward.

**Director of Public Affairs, Bryan Luellen**

- IndyGo will make a presentation to the full Council on January 30, 2017 in regards to the 0.25 funding.
- Final vote by City Council will be on February 27, 2017

**Community Engagement Coordinator, Jerome Horne Red Line Overview**

- The Red Line will run 13 ½ miles from Broad Ripple, downtown, and to the University of Indianapolis.
- There will be 28 stations with buses running every 10 minutes.
- Each station will have real time information.
- Each station will have emergency call boxes.
- The Red Line will use 60 ft. electric buses.

**Open Door Report: Director of Flexible and Contracted Services, Paula Haskin**

- For the months of October, November, and December 2016 there was an average of 30,000 trip requests.
- On Time Performance for October 94%, November 92%, and December 89-90%.

❖ Question: Has Open Door ridership increased since last year? Paula stated, “yes, we are providing around 1,100 more trips per month this year.”

**Sub-Committee Discussion:**

MAC Chair, Addison Pollock, asked each Sub-Committee Chair to give a brief update on their committee goals for 2017.

MAC member Rhonda Chapman, Chair of the Community Relations committee stated “our committee will work with any outreach event opportunities IndyGo may have.”

MAC member Christine Meyer, Chair of the Education and Outreach committee stated “we will have a new member training in February.” Christine reminded all members that have not done their shadowing at Indygo, to please do so.

Nominations Sub-committee chair, Greg Meyer, stated “one thing the committee will be looking at, is, developing a template for possible new members so they will know what questions will be asked at the interview.” Greg also stated that the Nominations and Education and Outreach committees will be working together in the coming year.

Addison Pollock, MAC Chair and Chair of the Legislative committee said that he would be sending out meeting dates for the City Council meetings to everyone. He also stated that Transit Day will be held on February 21<sup>st</sup> 2017.

There we no public comments

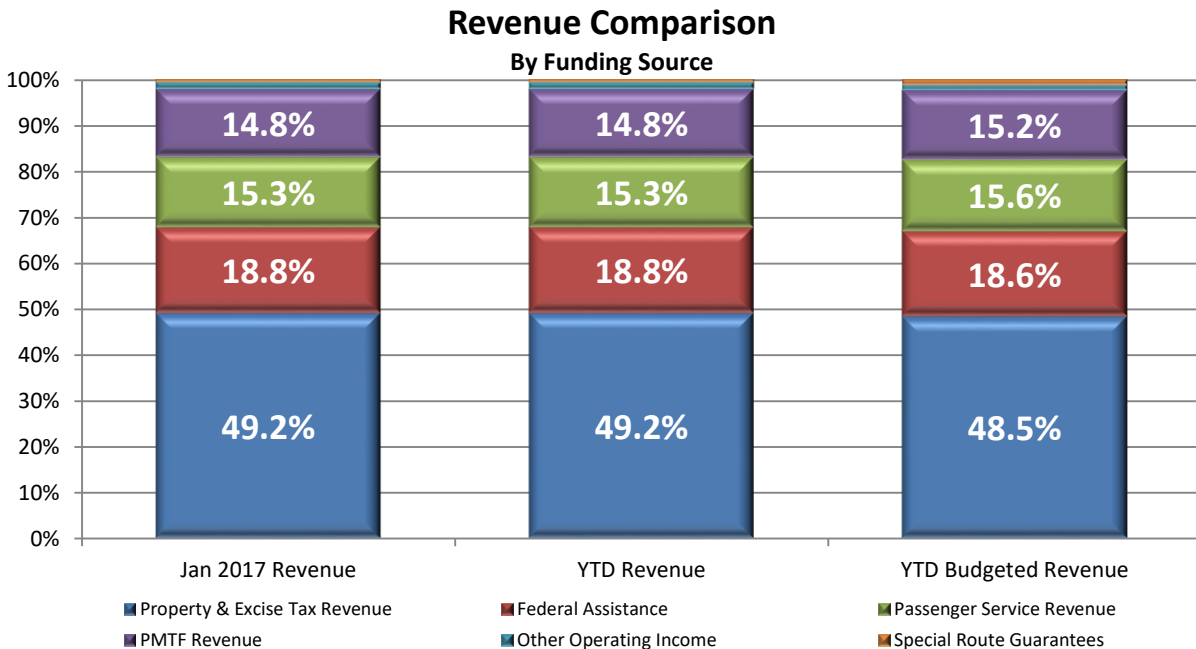
Meeting was adjourned at 6pm

Next MAC meeting: Wednesday, April, 19, 2017



To: Chair and Board of Directors  
From: Nancy Manley- Controller

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



**FTA Assistance**

FTA assistance was over budget by 4.0% in January due slightly higher than expected eligible preventative maintenance expenditures during the month.

**Other Operating Income**

Other Operating Income in January was 38% over for the month.

**Passenger Service Revenue**

This revenue was over budget expectation for the month by 1%. We continue evaluate the revenue received for all types of ticket sales and are working closely with the fulfillment vendor to insure we are recognizing all sales during month close.

**Special Route Guarantee**

This revenue is running 46% under budget. The revenue is under budget due to a delay in drawing federal funds for eligible taxi voucher expenses.

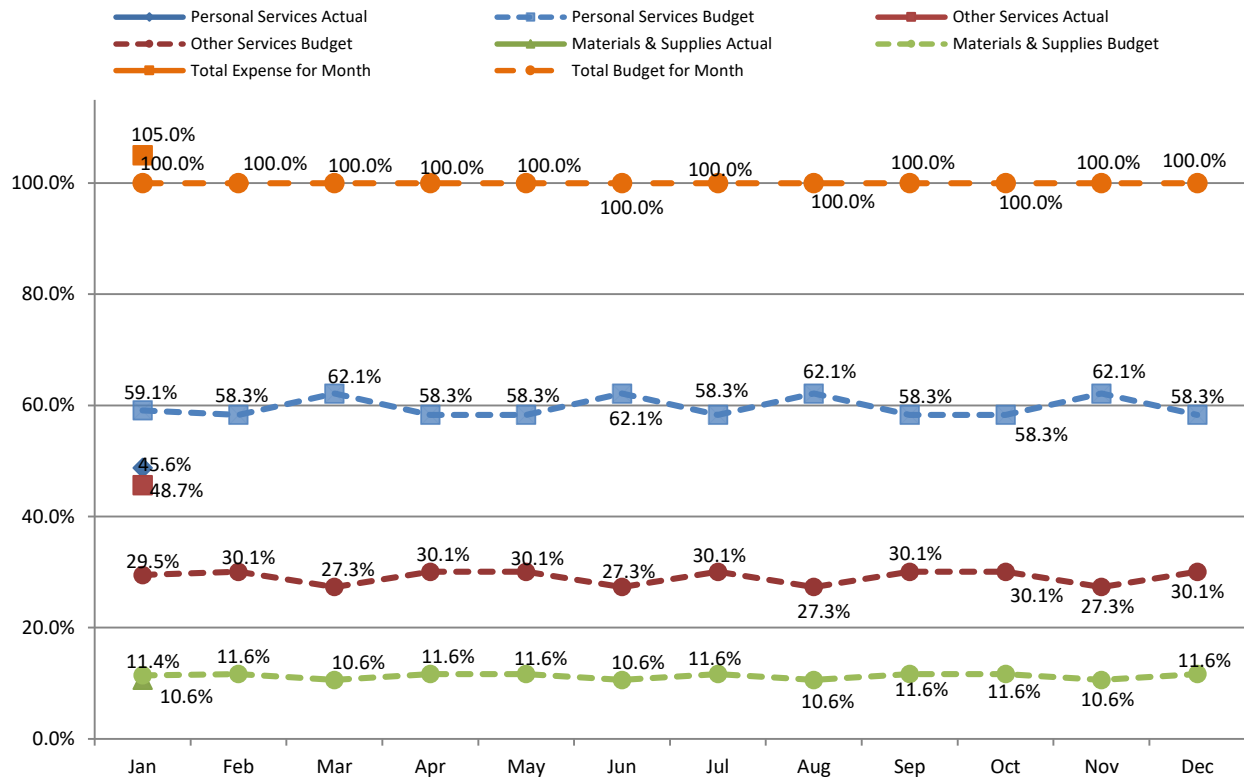
**Total Revenue**

As of January 31, 2017 the total revenue recognized was 3% over budget projections.

## Expenditures

### Actual Monthly Expense versus Monthly Budget

(by Category)



#### Personal Services

Overall, Personal Services were 17% under budget as of January 31, 2017. Overtime was slightly higher than expected but continues to be offset by lower than projected salary expenses.

#### Purchased Transportation

Service hours for the Open Door services are trending higher than this same time last year. This expense category was 16% over budget for the month of January. Finance will work closely with the manager to monitor this category.

#### Services

Services ran higher than projected during the month. There were five weeks of security services billed rather than the typical four weeks likely due to the holiday season. There were also a number of contract renewals for software licenses, professional services, etc. during the month as well.

**Materials and Supplies**

This category contains Fuel, Maintenance Materials, Tires & tubes as well as other ancillary materials and supplies. Overall this category was 6% under budget projections.

**Total Expenses**

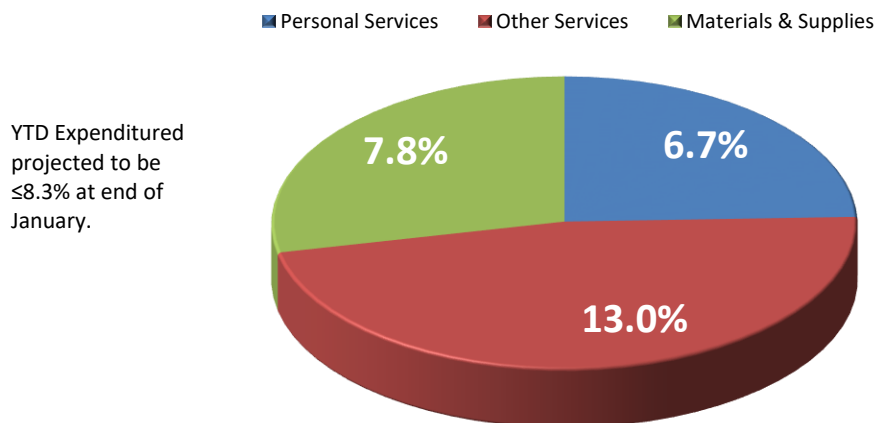
Total expenses in January were 6% over the monthly allocated budget. Contributing factors include increase service contract, software renewals, a slight increase in utility costs and supplies.

**SUMMARY**

Year-to-date spending was higher than revenue received, as well as, allocated budget for the first month of the year. Finance will 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 January was  $\leq 8.3\%$ . As discussed, Other Services were over the goal but offset by under spending in the other two major categories.

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



Nancy E. Manley  
Vice President/CFO/Controller

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

## **CONSIDERATION OF OPERATIONS DIVISION REPORT FOR JANUARY 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- January 2017

## **TRANSPORTATION**

### **EMPLOYEE RECOGNITION**

The January Employee of the Month was; Mary Williams

### **COMMENDATIONS**

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

Compliments:

Karmyn Brandon, Roy Dishno, Nichelle Green, Yolanda Lee, Eleanor Northington, Nicole Poindexter, JoAnn Sanders, Michael Williams and two unidentified complements

The following operators achieved an on-time performance rating of 90% or better during the month of January. 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 January is Ronald Skates.

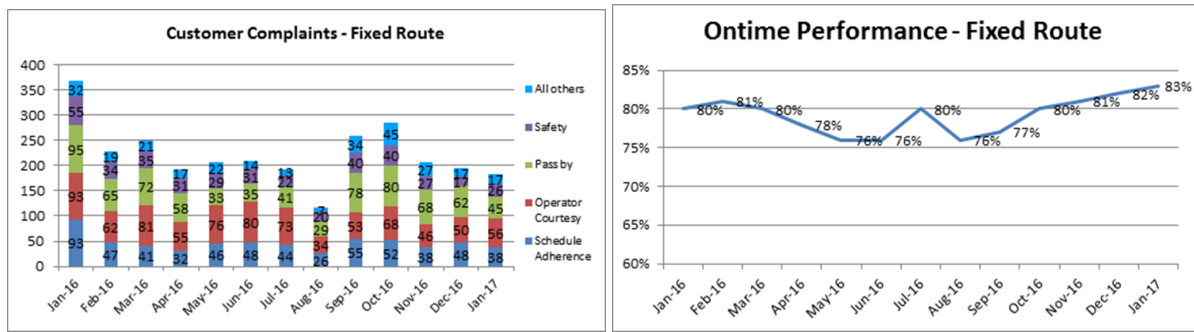
1. ROGER BOBBITT	8121	98%
2. ROBERT FEIOCK	8620	98%
3. BURT GARCIA	8479	97%
4. ANTHONY COX	1180	97%
5. ROSE ANDERSON	8473	96%
6. RON BURTON	0798	96%
7. DEXTER DAVIS	1417	95%
8. BRIAN ANTONIO	0237	95%
9. DENNIS CLARK	1022	95%
10. RACHEL COMER	8665	95%
11. JAMES DENTON	1495	95%
12. ANTHONY WHITE	3334	95%
13. MICHAEL HALE	2451	95%
14. SCOTT DUNCAN	8523	94%
15. WESLEY ROBERTSON	8488	94%
16. JEFFREY HOWARD	8141	94%
17. STEPHEN THEIN	5963	94%
18. RAY WRIGHT	6979	93%
19. MAURICE BOWEN, SR	0593	93%

20. ADAM BURKE	8432	93%
21. PATRICK GRAY	2339	93%
22. RONALD SKATES	8720	93%
23. ROY DISHNO	8319	93%
24. GREGORY SCOTT	8719	93%
25. LAURA BECK	8445	93%
26. CHRISTOPHER FLETCHER	8701	93%
27. JENNIFER JOURNEY	8235	93%
28. TAMANIKA MORROW	8627	93%
29. ADRIAN LEWIS	8192	93%
30. SANDRA HOOK	8430	92%
31. DEWAYNE SIMS	8456	92%
32. SEAN COX	1190	92%
33. SHANEZ SAVAGE	8584	92%
34. HARDIN BESLEY	8794	91%
35. MATTHEW ERVIN	8815	91%
36. VANORA PERKINS	8652	91%
37. MICHAEL DETIENNE	8356	91%
38. SAMUEL ABEBE	8472	91%
39. BETH MURRAY	8218	91%
40. DAMIEN LAPSLEY	8510	91%
41. TERESA FRANKLIN	8774	91%
42. JAMES GRAY	8829	91%
43. CALVIN JACKSON	8213	91%
44. ALVIN KNOX	8191	91%
45. KOURTNEY RUSSELL	6522	91%
46. LISA WALKER	6300	90%
47. MARGARET CALLAHAN	0821	90%
48. JONATHAN JACKSON	8739	90%
49. STEPHEN EDMONDS	1156	90%
50. QUINTON GRAY	8816	90%
51. EFRAIN AMAYA	0224	90%
52. TAMARA SMITH	8629	90%
53. DILEXI GONZALEZ	2277	90%
54. LASHANDA CARROLL	8500	90%
55. ANDY CARPENTER	0880	90%
56. BILLY CRUTCHER	8041	90%

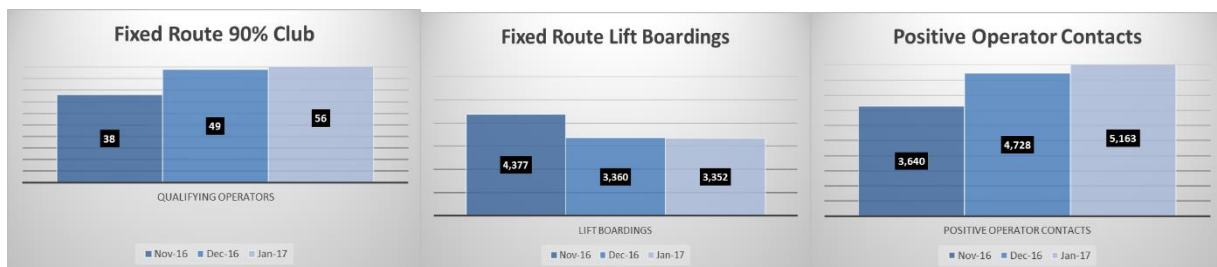
### Fixed Route Update:

During this reporting period, the Transportation Department initiated the February run selection process for coach operators, that began on February 12, 2017. Also during the month of January, the updated work rules were distributed to the transportation team.

### 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 an 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
- Operations continue to work with law enforcement and other agencies in regards to special events in Indianapolis

## **MAINTENANCE**

January's focus remained on maintaining any heat related issues on the fleet. Currently with the unseasonably warm winter heat complaints and repairs have been minimal for the season.

Several Vendor meetings took place with Cummins Corporate. Cummins replaced two Diesel Exhaust Fluid after- treatment units better known as DEF units with new units. Cummins could then complete analysis on older units for research. The goal is to improve the units through technology. The DEF units essentially wash the exhaust when leaving the bus so the emissions are reduced prior to public interaction. The DEF units also add a significant cost to all new diesel running vehicles at approximately \$10,000 per vehicle. Cummins covered the costs for installing the two new DEF systems on the two IndyGo buses.

The Maintenance Department started the pre-season A/C checks in January in preparation for the upcoming summer weather. The goal is to complete all pre-season checks by the end of March and have each bus certified with fully functioning Air Conditioning.

Each bus in the fleet will have two In-service body inspections annually. The goal after completing these will be to maintain a new coach condition/appearance project that includes a more detailed inspection.

Through the use of Wheelchair Ramp PM Predictive Maintenance, we continue to see a significant decline in wheelchair ramp malfunctions and related issues.

Through a process of consistent Steam Cleaning another issue of non-operating A/C can begin to be eliminated. When the radiator is clogged or blocked up with debris it inhibits air flow and the cooling ability for the motor and the A/C. Another valuable byproduct of the steam clean program is the ability for the mechanics to be able to see and locate leaks more efficiently. The Maintenance Department now has a dedicated second steamer. This will help the Department to meet its goals for the New Year as well as help to make all of the vehicles safer and easier to diagnose for leaks.



***Flexible & Contracted Services***  
***IPTC Paratransit Services (d.b.a. Open Door)***  
***Open Door Performance Summary Update***

IPTC contracts the operations of its 75 paratransit vehicles to outside contractors who specialize in paratransit service operations. MV Transportation is the current service provider for the IPTC Open Door paratransit service. MV is a national company providing paratransit service for a number of transit systems and cities/communities across the country, and has been our service provider for several years. Currently, MV is completing a third option year of an original 3-year service contract that has a total of four (one-year) options. This current option expires on March 31, 2017. There is one additional one-year option remaining in this current contract. The IPTC Board of Directors approved the base three-year three-month contract with four individual options years. Staff is prepared to exercise the fourth and final year option which would become effective April 1, 2017.

As a part of the previous option year renewals, MV requested an amount in addition to the base rate as a maintenance surcharge for the high number of vehicles that were beyond their useful life. However, during the final option year the maintenance surcharge will be dropped due to IPTC's replacement of the majority of those vehicles. MV continues to operate 32 vehicles, which are beyond their useful life. Sixteen (16) of those vehicles will be replaced mid-2017, leaving sixteen (16) for replacement; however, twelve (12) of those vehicles will be used as part of the spare ratio.

As previously reported, staff has continuously monitored MV performance as a result of recognized declines in service performance noted during the latter half of 2015 leading into January of 2016. These performance issues included:

- Lower on time percentages and excessive trip lengths
- Manpower shortages & insufficient staffing (coach operators and managers)
- Ineffective and poorly performing subcontractors

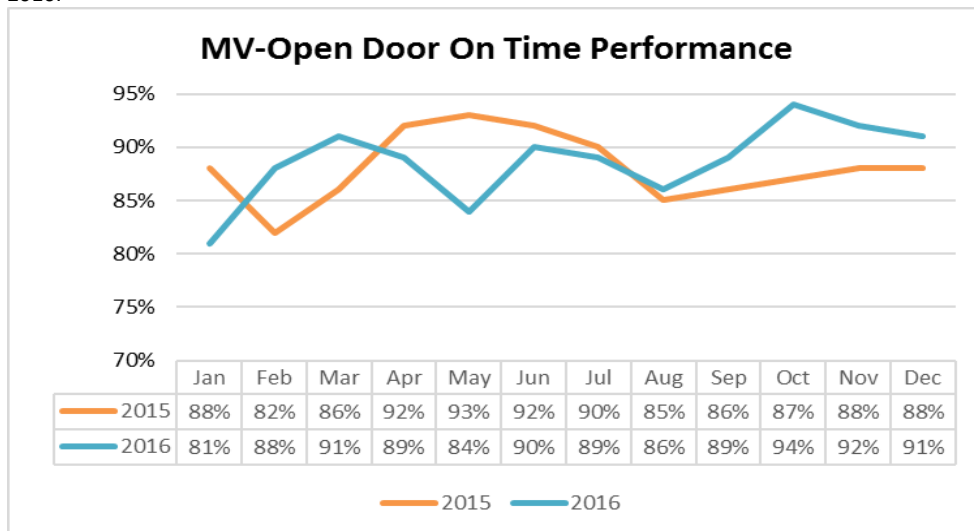
Several meetings were held with MV Transit Corporate and local management personnel to address their contract performance. MV began to immediately address our concerns of service performance, recognizing an immediate need to bolster its staffing efforts. MV had already addressed its management staffing vacancies (hiring a full-time General Manager and a manager for the scheduling and dispatch services). MV also, had also terminated agreement with an underperforming DBE subcontractor, transferring that work to a second DBE subcontractor that was under contract. MV management also implemented signing bonuses and attendance bonuses, which helped in their recruiting/staffing efforts and also improved driver attendance resulting in decreased driver call-offs and closing of routes.

MV currently has 113 coach operators and has hired above and beyond the number of dispatchers and customer service representatives as required in the contract. They continue to have back-to-back training classes for coach operators to address attrition and are working on adding an additional call center supervisor.

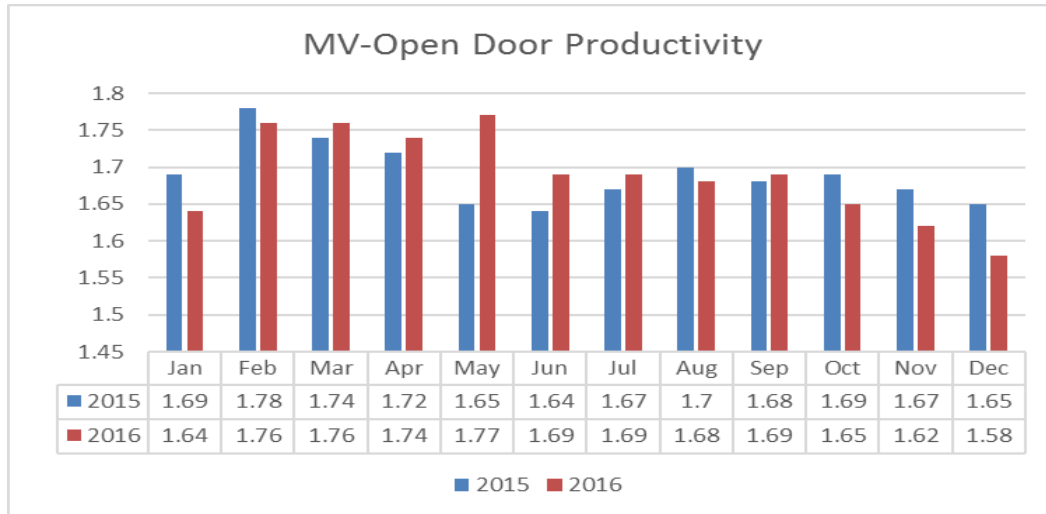
As a result, we have seen marked increase in service delivery performance illustrated in the charts below.

Paratransit service is federally mandated to have zero denials. Since 2015, ridership has increased by 17,399 passengers. Productivity (passengers per hour) has remained constant from 2015 to 2016 but increased by .22% since 2014. On time performance has also increased by 1%. MV also achieved decreases in the areas of missed trips, customer complaints, and extended trips from 2015 – 2016. It is IPTC’s intent to exercise the last and final option of the MV Open Door paratransit contract.

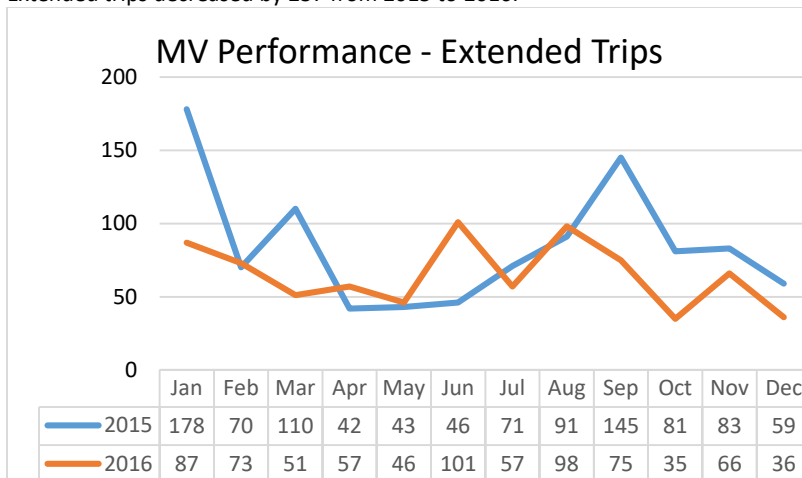
On-time performance is improving as reflected in the chart below. On time performance increased 1% on average from 2015 to 2016.



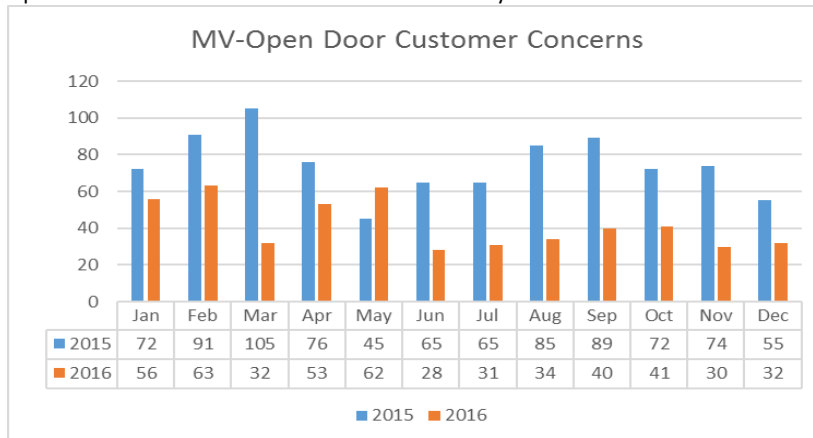
Productivity percentages increased on average from 2014 (1.47) to 2015 (1.69) by 0.22 percentage points and remained constant from 2015-2016.



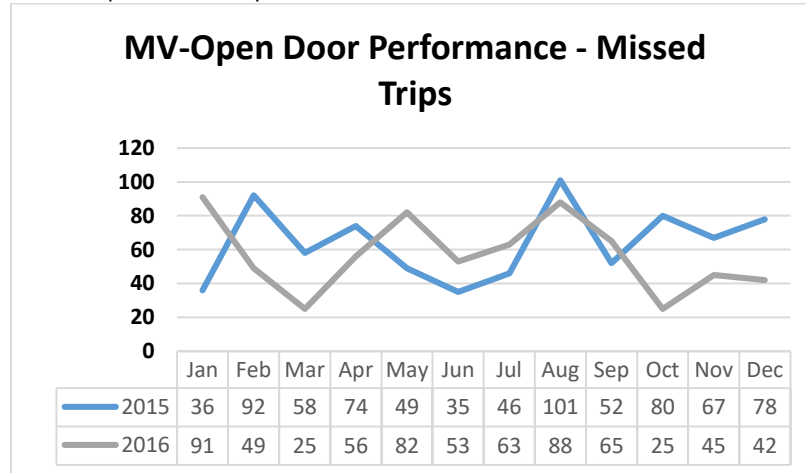
Extended trips decreased by 237 from 2015 to 2016.



Open Door customer comments have decreased by 392 from 2015 to 2016.



Missed trips decreased by 84 from 2015 to 2016.



The current MV Open Door contract costs \$44.42 per revenue hour plus \$96,180 per month for the call center (customer service and dispatch) portion of the contract. The final year contract extension with MV Transportation includes a base amount of \$45.49 per revenue hour plus \$100,196 for customer service and dispatch. Peer agencies of similar size have various costs associated with paratransit. The chart below provides some of the current expenses that other agencies have for purchased transportation services.

Agency	Cost per Revenue Hour	Service Area (Sq. MI)	Call Center Costs	Revenue Hours	Average # Monthly Trips
IPTC Open Door	\$45.48	396	\$100,196	14,000	25,124
COTA	\$30.54	562	\$190,000	14,500	22,000
The Rapid	\$46.68	180	Not Provided	11,000	22,802
TARC*	\$36.23	262	\$101,500**	20,000	29,000

\* contractor performs 2/3 of the trips and Cab company performs the remaining at the meter rate

The paratransit contract with MV Transportation will expire on March 31, 2018; therefore, IPTC will need to prepare a request for proposal for paratransit services in the fall of 2017. With the new solicitation, IPTC should anticipate an increase in the per revenue hour cost as well as the cost to the administration portion of the contract. Several factors will impact the cost of a new contract such as a contractor owned facility versus an IPTC owned facility, contractor owned vehicles versus IPTC owned vehicles, and the cost related to maintaining those vehicles are also a determining factor in the costs related to a new contract.

## ***Facilities***

The Julia M. Carson Transit Center is continuing to perform with high customer volume with and few problems.

CIRTA has proven to be a quality fit for the 2<sup>nd</sup> floor office space utilization and are very good tenants.

Paver remediation is planned to begin in mid-March. The exact timeline is contingent on weather factors.

The one Megawatt Solar Farm has produced 939 MWh (megawatt hours) since it has gone into service. With the largest production produced during summer months, the largest month so far was June of 2016 at 184 MWh.

The Industrial Soaps contract is currently out for bid under RFP 17-01-248. Proposals are due on February 22<sup>nd</sup>, and it will be presented to the Board of Directors at the March 23, 2017 meeting.

During the month of January IndyGo replaced or repaired 19 bus stop signs.

## ***SECURITY, SAFETY AND TRAINING***

- IndyGo had its quarterly sprinkler inspection in January. This inspection covered the inspection of the sprinklers, Inergen systems, smoke detectors and sprinkler risers. There was one issue that was found that issue is currently being corrected.

### ***SAFE DRIVERS***

The following Operators were recognized for their safe driving:

John Davis -	32 Years
James Wilson-	28 Years
Joyce Ledell -	24 Years
Edgar Birdsong -	18 Years
Calvin Cargile -	15 Years
Angeline Rouldson -	10 Years
Tiffany Bellamy -	7 Years
George Durham -	6 Years

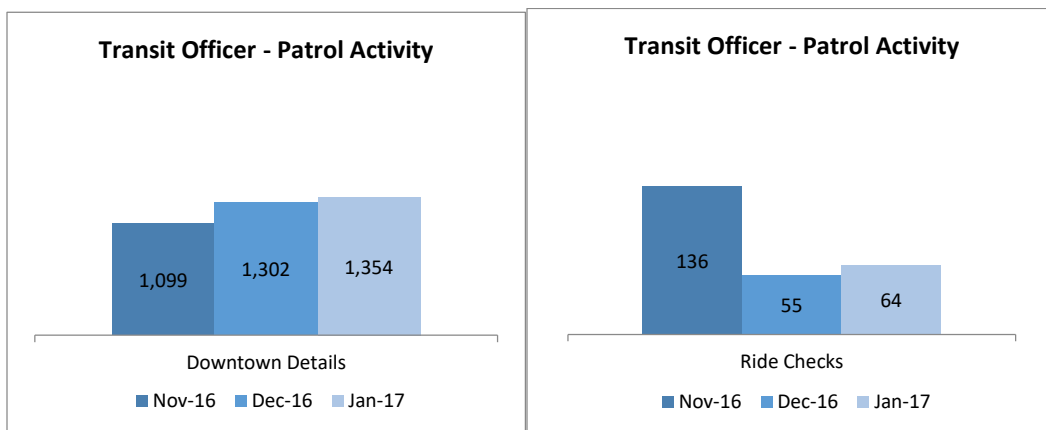
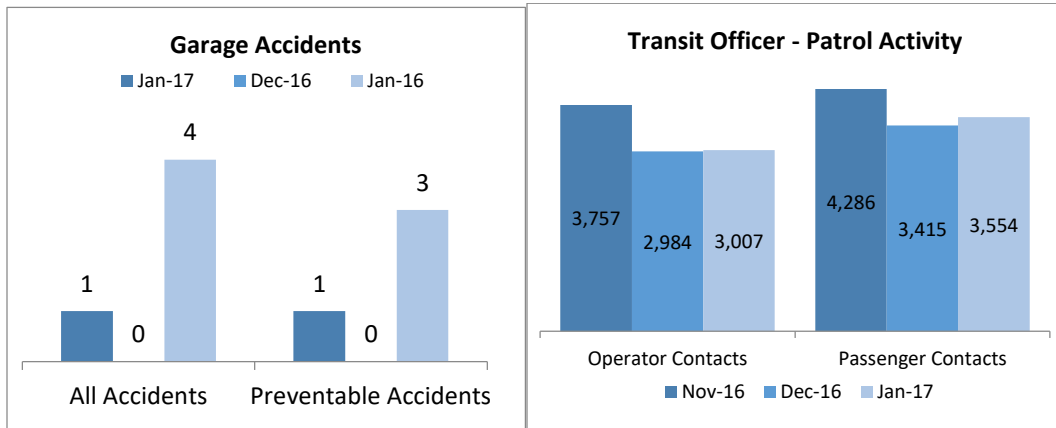
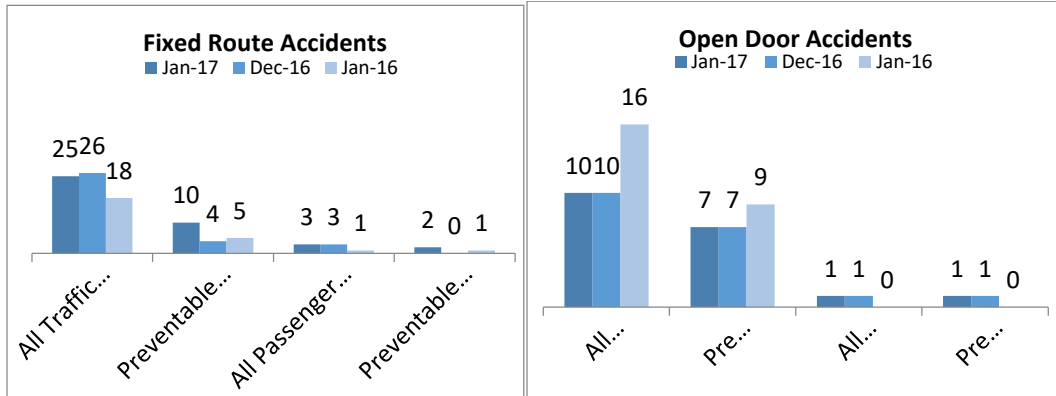
Bobby Morgan -	6 Years
Carmon Bobbitt -	4 Years
Ramona Wyatt -	4 Years
Scott Duncan -	3 Years
Wanda Ford -	3 Years
Crystal Barnett -	2 Years
Rachel Comer -	2 Years
Tamanika Morrow -	2 Years
Brian Hunter -	1 Year

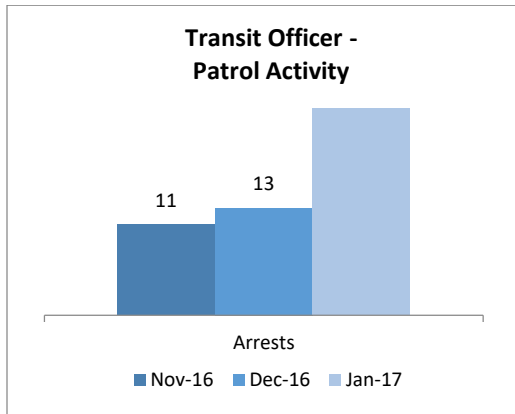
- IndyGo Class #16-07, which began on November 7, 2016, with 13 fixed route operator trainees, have completed all portions of the fixed route training program. Of the 13 students started the program 11 students were transferred to Fixed Route Operations on January 15, 2017.
- IndyGo Class #17-01 began on January 30, 2017, with 11 Fixed Route Students. They will be starting the classroom portion of the class that should last approximately 3 weeks. They class should start the route familiarization portion of the training toward the end of February.

The following training sessions were conducted in January:

Staff performed the following trainings:

- Two new General Laborers that started on January 30, 2017.
- One operator that returned to work after an extended leave.
- One operator retraining due to a preventable accident.
- Three new employees that were hired for other departments within IndyGo







TO: Chair and Board of Directors

FROM: Annette Darrow, Director of Planning  
Justin Stuehrenberg, Director of Special Transit Projects

## **PLANNING UPDATE**

**Issue**            A Planning Report will be presented at the board meeting.

**Recommendation:**

Receive the report.

## PLANNING

The Julia Carson Downtown Transit Center has now been operational for seven months. The new center facilitates smoother off-street transfers, improves IndyGo on-time performance, and overall route efficiency. However, with the magnitude of changes to the entire bus network it takes time for new patterns and travel trends to emerge. On February 12, 2017 the new Driver Pick took effect and another five (5) route adjustments have enabled us to further improve on-time performance. As always, Planning will continue to monitor rider trends and boarding patterns to continue to make improvements to the system.

Staff is working on putting the Marion County Transit Plan bus network into the Hastus scheduling system. Approximately 1/3 of the route and schedule scenarios have been built. The full system build-out in the Hastus scheduling software will enable IndyGo to further refine forecasted staffing and vehicles levels required to provide improved service. This is an iterative process as we continue through the public comment period in 2017 to determine how to roll out changes prior to, and in conjunction with, the Red Line.

The Hastus 2015 software upgrade took place on August, 12, 2016. Two out of three new modules, along with other features, will roll out in the summer of this year. Employee Performance Management and Self-Service will be deployed as well as the FMLA feature in the Daily Module. The third, ATP, was deployed at the same time as the system upgrade in August 2016.

The MPO in partnership with IndyGo has conducted an On-Board Passenger Survey that took place from Labor Day until Thanksgiving. This is now required by FTA every five years. The survey captured demographic information which is used for Title VI reporting, as well as travel patterns. The data will be used for the MPO Travel Demand Model, as well as for IndyGo Service Planning. IndyGo also used this data for analysis contributing to the Title VI update submitted to FTA on January 31, 2017.

IndyGo has representation on the Complete Streets Advisory Group, along with personnel from Health by Design, CIRT, DPW, DMD, ICAT, the MCHD, and others. Together with consultant Nelson\Nygaard, the group has completed a pedestrian study entitled Walkways, which along with the city's recently adopted Complete Streets Ordinance will inform pedestrian infrastructural improvements in Indianapolis moving forward. We also have representation on a newly formed subcommittee which will begin work on a Pedestrian Safety Action Plan in March, allowing the City of Indianapolis to be eligible for federal funds which will be utilized to improve targeted areas of the city which have experienced a high rate of pedestrian-oriented accidents. Through this work IndyGo has also strengthened connections with the DPW enabling us to make improvements to bus stops when our efforts overlap. In the last two years' improvements were made to bus stops along Georgetown Road, Hoover Road, East 38<sup>th</sup> Street, West 34<sup>th</sup> Street and West Washington Street, among others.

# RIDERSHIP

Current Month			IndyGo	Year to Date		
Jan-16	Jan-17	% Change	Fixed Route Ridership	2016	2017	% Change
14,812	15,120	2.1%	2 E. 34th St.	14,812	15,120	2.1%
23,406	24,614	5.2%	3 Michigan St.	23,406	24,614	5.2%
15,381	13,342	-13.3%	4 Fort Harrison	15,381	13,342	-13.3%
25,905	18,341	-29.2%	5 E. 25th	25,905	18,341	-29.2%
	11,454		6 N. Harding		11,454	
112,098	117,301	4.6%	8 Washington St.	112,098	117,301	4.6%
86,429	87,652	1.4%	10 10th St.	86,429	87,652	1.4%
3,455	3,261	-5.6%	11 E. 16th St.	3,455	3,261	-5.6%
5,485	5,358	-2.3%	12 Minnesota	5,485	5,358	-2.3%
3,210	3,248	1.2%	13 Raymond	3,210	3,248	1.2%
9,210	9,450	2.6%	14 Prospect	9,210	9,450	2.6%
18,080	18,393	1.7%	15 Riverside	18,080	18,393	1.7%
9,267	9,863	6.4%	16 Beech Grove	9,267	9,863	6.4%
21,904	20,281	-7.4%	17 College	21,904	20,281	-7.4%
15,438	11,911	-22.8%	18 Nora	15,438	11,911	-22.8%
26,049	37,063	42.3%	19 Castleton	26,049	37,063	42.3%
13,377	12,690	-5.1%	21 East 21st St.	13,377	12,690	-5.1%
8,942	10,354	15.8%	22 Shelby	8,942	10,354	15.8%
8,479	9,374	10.6%	24 Mars Hill	8,479	9,374	10.6%
13,172	13,101	-0.5%	25 W. 16th St.	13,172	13,101	-0.5%
13,841	13,655	-1.3%	26 Keystone	13,841	13,655	-1.3%
13,685	13,231	-3.3%	28 St. Vincent	13,685	13,231	-3.3%
7,990	6,615	-17.2%	30 30th St.	7,990	6,615	-17.2%
21,263	23,050	8.4%	31 Greenwood	21,263	23,050	8.4%
23,978	23,094	-3.7%	34 Michigan Rd.	23,978	23,094	-3.7%
36,013	36,357	1.0%	37 Park 100	36,013	36,357	1.0%
31,763	30,439	-4.2%	38 Lafayette Square	31,763	30,439	-4.2%
91,976	96,039	4.4%	39 E. 38th St.	91,976	96,039	4.4%
5,108			50 Red Line	5,108		
3,873	3,694	-4.6%	55 English	3,873	3,694	-4.6%
9,625	13,599	41.3%	86 86th Street Crosstown	9,625	13,599	41.3%
10,035	10,429	3.9%	87 Eastside Circulator	10,035	10,429	3.9%
330	165		Others	330	165	
703,579	722,538	2.7%	Total	703,579	722,538	2.7%

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.

Jan-16	Jan-17	% Change	Flexible and Contracted Services	2016	2017	% Change
20,654	24,006	16.2%	Open Door Riders on Fixed Route	20,654	24,006	16.2%
22,714	25,799	13.6%	Open Door	22,714	25,799	13.6%
819	734	-10.4%	Open Door Taxi Vouchers	819	734	-10.4%
26,320	21,059	-20.0%	31 Day S-Pass	26,320	21,059	-20.0%

### RED LINE

The Red Line project is moving forward and close to final design. Preliminary individual outreach continues along the corridor with key stakeholders such as Downtown Indy, IU Health and The University of Indianapolis. The purpose of this outreach is to understand the concerns and issues that may come about as a result of construction. Items such as business access and deliveries are being considered for incorporation into the construction schedule. Additional public open houses have been scheduled for March 2017 and pending the results of the City Council vote for dedicated transit funding on February 27<sup>th</sup>.

The country is currently operating under a Congressional Continuing Resolution until April 28<sup>th</sup>, the earliest FTA could make any decisions regarding awarding of grant funds won't be until March. As a result, the IndyGo has pursued a Letter of No Prejudice (LONP) which would allow us to move ahead with construction until grant funds come in. There is no update on the status of the LONP at this time. The LONP will not be utilized without federal appropriation.

IndyGo and CDM Smith continue to make tweaks to the station design. Discussions about materials and features have been on going. Highlights include exploring bollard placement, wayfinding signage, and whether or not to implement a snow melt system into the platforms. More detailed investigation into station signage needs will begin soon.

The internal IndyGo team continues work on development of the project focusing on the Project Management Plan, Public Involvement Plan and Operations Plan. Construction management firm HNTB continues to conduct final design reviews and guide the project through bid and construction. Additionally, HNTB is revising the project schedule to include two versions. One with LONP and one without. CDM Smith released 90% plan drawings for the Capitol Ave portion of project and those plans are currently being reviewed. They will work to get the rest of the corridor up to 90% plans by March 21<sup>st</sup>.

### PURPLE AND BLUE LINE

Preliminary discussions are beginning around planning for the Purple and Blue Lines. IndyGo has secured a CMAQ grant for \$2M to advance the Purple Line environmental study and design. Purple line RFQ for NEPA and Design has gone out to meet August 2017 FTA deadline for grant applications. However, pending City County Council decision later this month, the RFQ may be pulled.

Both projects will be much more infrastructure-heavy than the Red Line because there are long stretches of both corridors without any sidewalks or stormwater drainage and the existing sidewalk and pavement conditions are very poor in some sections. We will be working with the city to form creative partnerships to make those corridors major assets for the city.

**Annette Darrow**  
Director of Planning

**Justin Stuehrenberg**  
Director of Special Transit Projects

To: Chair and Board of Directors  
From: Bryan Luellen, Director of Public Affairs

## **CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR JANUARY 2017**

### **ISSUE:**

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

### **RECOMMENDATION:**

Receive the report.

Bryan Luellen  
Director of Public Affairs

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Manager of Marketing and Communications

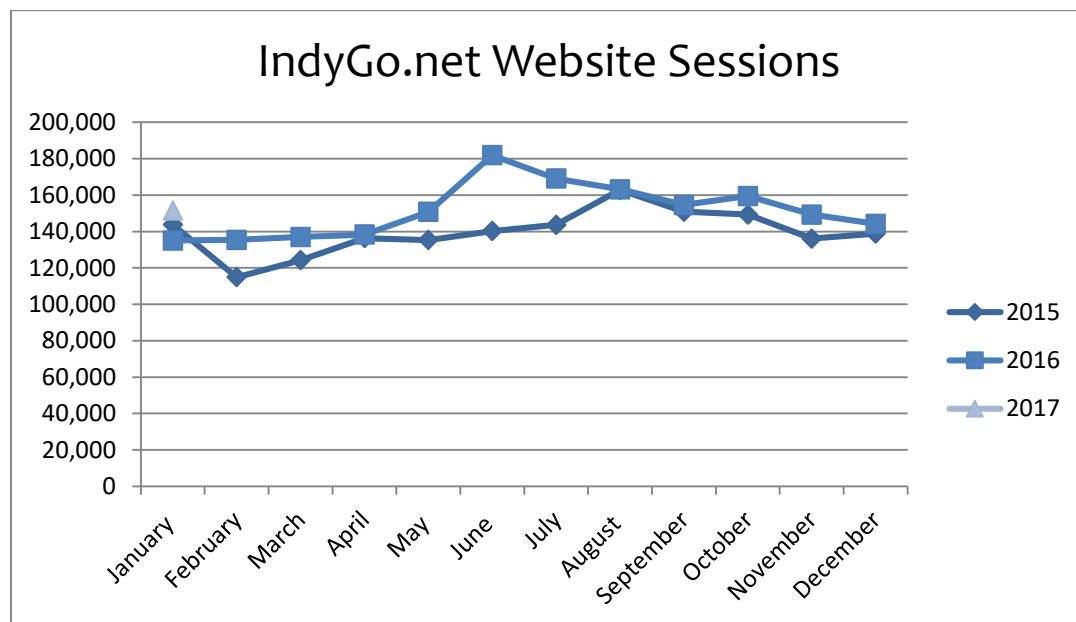
Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Ellen Forthofer, Communications and Outreach Coordinator

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

Page Views	354,038
New /Returning Visitors	33,857/117,729
Total Sessions	151,586

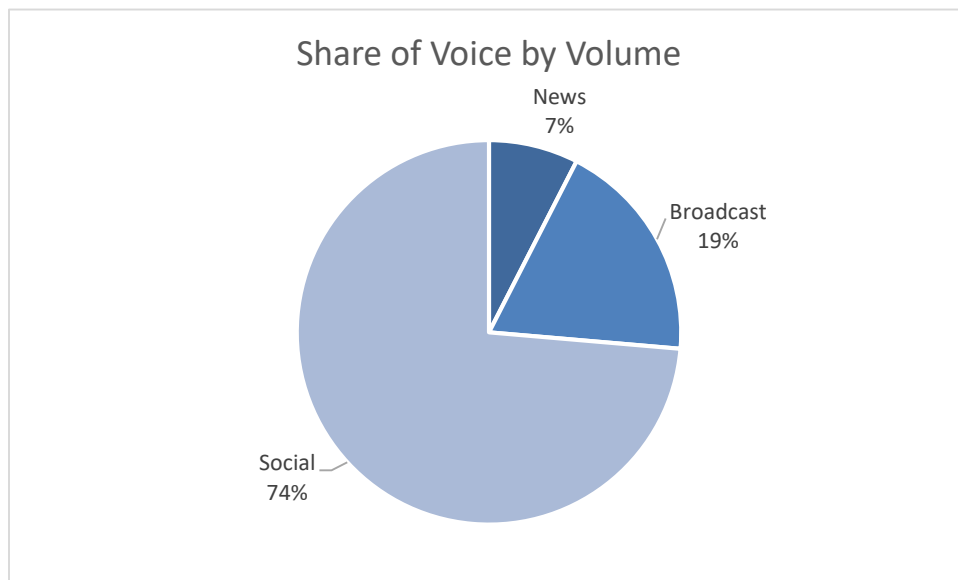


Month	Mobile	Desktop	Tablet	New	Returning
January	82.54%	14.65%	2.82%	25.55%	74.45%

**JANUARY NEWS RECAP:**

“IndyGo presents mass transit proposal to City-County Council” – WTHR, Automotive Industry Today  
 “Council could find Marion County tax hike will pay for Red Line funding after all” – Fox 59, CBS 4  
 “Pain at the pump: Gas prices heading up after years of decline” – The Republic, IBJ  
 “Multiple vehicles, 2 IndyGo buses involved in crash on near west side” – Fox 59, CBS 4,  
 “City-county council holds first post-referendum transit hearing” – Fox 59  
 “Support, opposition at first post-referendum transit hearing” – CBS 4  
 “Safety over schedule: IndyGo’s Winter Weather protocol” – Fox 59, CBS 4,  
 “Letter to the Editor: City Leaders Call for Funding of the Marion County Transit Plan” – World News Report, NUVO News

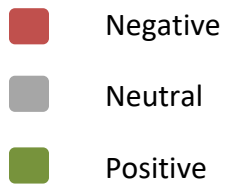
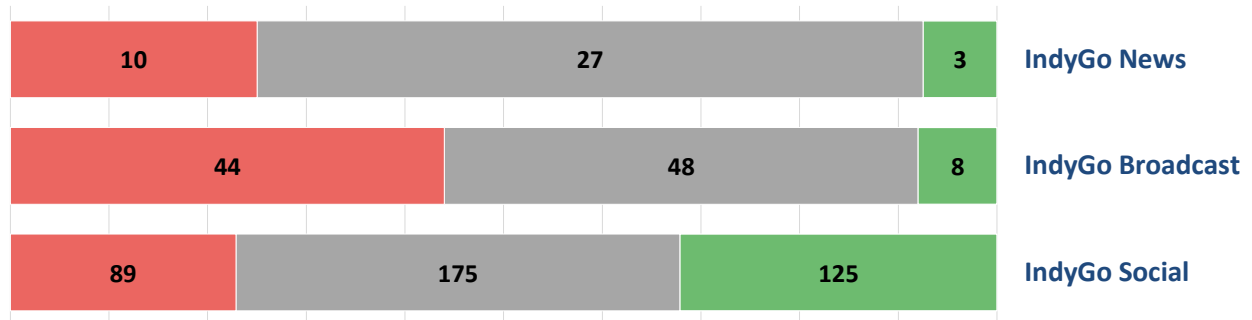
**Topics Include:** Mentions in early to mid-January include calls for funding of the Marion County Transit Plan despite uncertainty about federal funding for the Red Line. The Marion County Transit Plan can be fully built with or without the \$75 million Small Starts grant; timelines and completion dates would shift if built without the federal funding. In late January, media mentions focused on the January 30<sup>th</sup> City-County Council public hearing on Proposal 3, a measure that could enact dedicated transit funding for the Transit Plan.



**Broadcast mentions: 100**  
**News mentions: 40**  
**Social Media mentions: 391**



### Mention Sentiment Analysis, 1/1/17 – 1/31/17

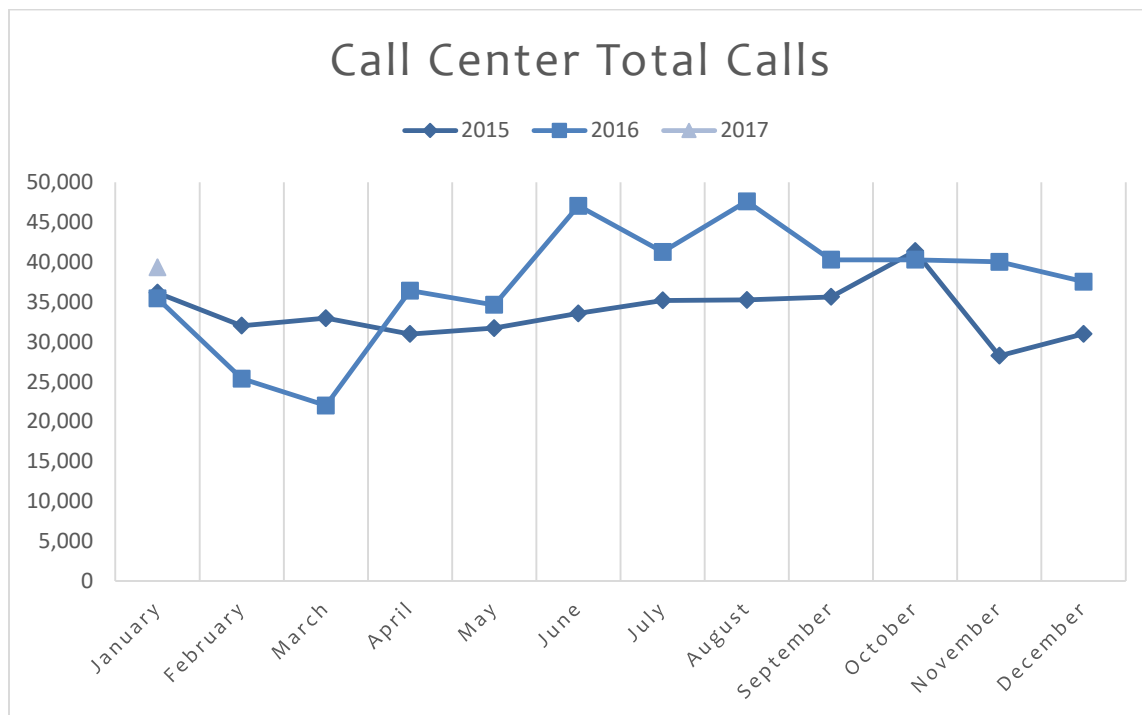


### JANUARY CALL CENTER REPORT:

39,337 total calls

1.88% calls abandoned in queue

33.37% Interactive Voice Response (IVR) calls



**CUSTOMER COMMENTS: 344**

ADA	1	PASS BY	46
CIVIL	0	RED LINE	5
COMPLIMENT	12	REQUEST	15
COURTESY	63	ROUTE	10
CUSTOMER SERVICE CENTER	1	ROUTE DETOUR	2
DENIAL	3	RULES	7
DISCRIMINATION – TITLE VI	0	SAFETY	69
FACILITY MAINTENANCE	15	SCHEDULE ADHERENCE	45
FARES	7	SUGGESTION	5
MCTP	7	VEHICLE MAINTENANCE	10
MARKETING	5	WRONG INFORMATION	1
OTHER	15		

**OUTREACH SUMMARY FOR JANUARY:**

In early January, IndyGo continued a biannual partnership with IUPUI International Affairs. Twice each year at the beginning of semesters, IUPUI welcomes an influx of international students. IndyGo participates in the Services Fair, which provides a one-stop shop for information on housing, transportation, banking, and other services that new students need. IndyGo also presents a travel training which outlines the transit network in Indianapolis and walks students through how to purchase passes, ride the bus, and make the most of all IndyGo amenities.

In mid-January, IndyGo Marketing representatives presented to a Vincennes University CDL class in what will become an ongoing partnership to recruit more drivers.

As Proposal 3 continues to move through the Council process, IndyGo has presented and answered questions on the Marion County Transit Plan. Throughout 2016, IndyGo focused resources and personnel on education efforts about the Marion County Transit Plan, reaching over 22,000 people at over 650 events through the IndyConnect partnership.

**JANUARY Outreach Events**

1/3/2017	IUPUI International Affairs Spring 2017 Services Fair
1/5/2017	IUPUI Shuttle & IndyGo presentation
1/10/2017	Vincennes Driver Recruiting
1/10/2017	Far Eastside Neighborhood Association (FENA) Meeting
1/18/2017	City of Indianapolis stakeholder meeting
1/30/2017	MCTP presentation at City-County Council meeting

To: Chair and Board of Directors

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

## **CONSIDERATION OF HUMAN RESOURCES JANUARY 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 Manager

Lillian Motton, Benefits Manager

Oreanna Crain, Human Resources Generalist

Romona Camarata, Manager of Learning and Development

**January 2017**  
**Human Resources Department Board Report**

**Staffing and Recruitment**

**Active Employees (as of 1/31/2017)**

Represented: 454

Non-Represented: 100

**Total Employees: 554**

**January Separations**

Represented: 6

Non-Represented: 0

**Total Employees: 6**

**January New-Hire Employees**

Represented: 15

Non-Represented: 1

**Total Employees: 16**

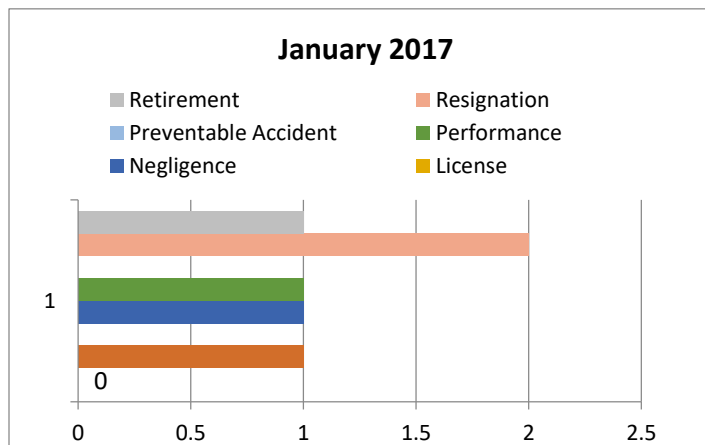
**January Employee Turnover Rate: 1.10%**

**Staffing Capacity (as of 1/31/2017)**

572 FTE Budget

554 FTE Actual

3.15% Below Maximum Capacity



## Drug and Alcohol Compliance

January 2017	
Test Type	Number of Tests
Pre-Employment	23
Random	14
Post-Accident	8
Return-to-Duty	0
Reasonable Suspicion	0
Follow-Up	1

The IndyGo drug and alcohol team is required by 49 CFR Part 40 to collaborate with other DOT-regulated employers to obtain and provide employee drug and alcohol records. The regulation states:

*When conducting a previous employer check per 40.25, current employers are required to contact all DOT-regulated employers where the employee performed a safety-sensitive function during the two years before the date of the employee's application (or transfer). These prior employers would then provide the information specified in 40.25(b), including alcohol tests with a concentration of 0.04 or higher, verified positive drug tests, refusals to be tested, other violations of DOT agency drug and alcohol testing regulations and, if applicable, documentation related to the return-to-duty process.*

The team has created forms for candidates to complete if they have applied for a safety-sensitive position. The information obtained is sent to previous DOT-regulated employers. If the information comes back "clear" the candidates continue in the recruitment process. If the information comes back with "issues", the team reaches out to the candidate to determine if they are a viable for a position at IndyGo.

FTA Drug and Alcohol. (2017, January). *Prior Employer Testing Histories*. Retrieved from <https://transitsafety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue58/pdf/Issue58.pdf>

## Employee Leave, Benefits and Wellness Management and Workers' Compensation

In the month of January there was 1,088 hours of lost productivity due to FMLA usage and sick leave usage.

### **Wellness and Employee Engagement Programs**

In January we started our Holiday Recovery Program which has three components; Losing Weight, Tracking Healthy Habits and Getting Finances in Order

The Weight Loss Challenge has sixteen (16) participants. Each participant started with a weigh-in, body fat percentage test and measurements. They will have six (6) weeks of tracking their exercise and food. They will weigh-in once a week and at the end of the six (6) weeks, each participation will get their final weigh-out, body fat percentage and measurements. This challenge ends February 25, 2017.

The Healthy Habits Tracking has Six (6) employees. For six (6) weeks, each employee will set their own health and wellness goals and will keep track of how they achieve them. This challenge ends February 25, 2017.

The Financial Wellness Elements conducted an onsite Estate planning seminar and included in the seminar were individual credit reviews. Ten (10) employees attended the Estate Planning session and fifteen (15) employees took advantage of the one-on-one credit review process. There will be more classes in the Elements series coming in February.

#### **January Activate Clinic Utilization**

<b>Appointments</b>	
Acute Care	56
Physicals	45
Lab Draw	16
Other	171
Coaching	103
<b>Total Visits</b>	<b>375</b>
<b>Participation</b>	
Total Employee Encounters	374
Total Spouse Encounters	15
Total Dependent Encounters	8
<b>Total Encounters</b>	<b>397</b>
<b>% Total Participation</b>	<b>71%</b>

### **Worker's Compensation Monthly Claims**

For the month of January there were a total of four (4) incidents. Two (2) of the incidents became workers' compensation claims. The month closed with eight (8) open claims.

The US Department of Labor requires all work-related injuries and illnesses to be recorded. The OSHA Form 300 log was completed and the final Summary 300A was posted for the 2016 year.

MONTH	REPORTABLE	NON-REPORTABLE	LIGHT DUTY NEW	LIGHT DUTY TOTAL	TTD NEW	TTD TOTAL	DENIED	LOST TIME (HRS)	OPEN CLAIMS NEW	OPEN CLAIMS TOTAL	CLOSED CLAIMS
JAN	2	2	1	2	0	3	0	93	2	8	2
YTD	2	2	1	2	0	3	0	93	2	8	2

### **Learning and Development**

The Learning and Development Manager continues to work with staff on professional development goals, finalizing the 2016 performance review process and gathering information on development and training opportunities for all employees.



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