

INDYGO

Board Report
August 24, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS' PUBLIC MEETING
AGENDA – AUGUST 24, 2017

New Business

RECOGNITIONS: Transit Ambassadors

ACTION ITEMS

- A – 1** Consideration of Approval of Minutes from Board Meeting held on July 31, 2017 and Minutes from Public Hearing held on August 10, 2017 – *Danny Crenshaw*
- A – 2** Adoption of Budgets for 2018 and Levy of Special Tax and Appropriations and Tax Rates – *Michael Terry*
- A – 3** Consideration and Approval of Resolution 2017-07 for Purple Line Application of Small Starts Funding – *Justin Stuehrenberg*
- A – 4** Consideration of Vendor and Approval of Contract for Strategic Plan Vendor – *Bryan Luellen*
- A – 5** Consideration and Adoption of Resolution 2017-06 to Create the Indianapolis Public Transportation Foundation – *Michael Terry*
- A – 6** Consideration and Adoption of Internal Controls Policy – City Council – *Nancy Manley*

Old Business

INFORMATION ITEMS

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

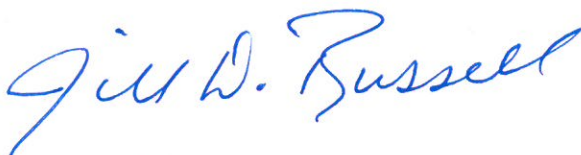
Our next Board Meeting will be Thursday, September 28, 2017

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

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on July 31, 2017 and Minutes from Public Hearing held on August 10, 2017.

RECOMMENDATION: Approve the minutes for the above listed meeting.



Jill D. Russell

General Counsel

Attachment

JULY 31, 2017

IPTC BOARD MEETING

MINUTES

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

MONDAY, July 31, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Monday, July 31, 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, Vice Chair
Mark Fisher, Board Member
Greg Bedan, Board Member

Board member absent:

Alan Rowland, Board Member

IPTC executive Staff attending:

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

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 June 22, 2017 Board Meeting was given.

ACTION ITEM 2: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR A&E TASK ORDERS

VP of Planning & Capital Projects Justin Stuehrenberg presented this item for award for Task Order #1 to determine space needs and conceptual renovation plans for IPTC administrative office at 1501 W. Washington street for an amount not to exceed \$114,509.00, and Task Order #2 to conduct an analysis of the feasibility of a paratransit facility at 2001 N. Olney Street for an amount not to exceed \$140,833.00. Approval of award to The Etica Group upon motion of Tommie Jones and seconded by Juan Gonzalez carried unanimously.

ACTION ITEM 3: APPROVAL OF BYD CONTRACT

- a. VP of Planning & Capital Projects Justin Stuehrenberg presented the first portion of this action item concerning the purchase of 13 fully electric 60" BRT buses for the operation of the Redline. Approval of purchase upon motion by Greg Hahn and seconded Tommie Jones carried unanimously.
- b. Roscoe Brown, COO/VP of Operations presented the second portion of this action item for the purchase of 18 fully electric 60' BRT buses as part of IPTC's capital bus replacement program. Approval of the purchase upon motion by Tommie Jones and seconded by Greg Hahn carried unanimously.

The minutes reflect that on page 2 of Agenda Item A-3b, the third line should read for "18" buses, And not "13" as written.

ACTION ITEM 4: AMENDMENT TO CONTRACT FOR CDM SMITH RED LINE PROJECT

VP of Planning & Capital Projects Justin Stuehrenberg presented this item seeking approval for an amendment to the CDM Smith contract for Final Design and Construction Services. Approval of the amendment upon motion by Juan Gonzalez and seconded by Greg Hahn carried unanimously.

ACTION ITEM 5: CONSIDERATION AND APPROVAL FOR RENEWAL OPTION #1 OF NOLAN SECURITY CONTRACT

Mark Emmons, Director of Safety, Security & Training presented item for renewal of the Nolan Security contract. Approval of renewal upon motion by Greg Hahn and seconded by Juan Gonzalez carried unanimously.

ACTION ITEM 6: RATIFICATION FOR FINANCIAL ADVISOR SERVICES

Nancy Manley, VP of Finance & CFO presented this action item for the award of a contract to Crowe Horwath for financial advisor services in an amount not to exceed \$165,000.00. Approval for award of contract upon motion by Tommie Jones and seconded by Greg Hahn carried unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE SUBMISSION OF THE PROPOSED FINANCIAL & MANGEMENT PLAN FOR BUDGET 2018

Upon request of Board President Danny Crenshaw, this item was presented during the CEO Update, Information Item 7.

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

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

The report was accepted.

INFORMATION ITEM 3: CONSIDERATION OF REPORT OF OPERATIONS FOR JUNE 2017

Roscoe Brown, VP and COO presented the operation report for June 2017.

The report was accepted.

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

The report for June 2017 was presented by VP of Planning & Capital Projects Justin Stuehrenberg.

The report was accepted.

INFORMATION ITEM 5: CONSIDERATION OF PUBLIC AFFAIRS & COMMUNICATIONS REPORT FOR JUNE 2017

The report for June 2017 was presented by Bryan Luellen, VP of Public Affairs & Communications.

The report was accepted.

**Items 4 and 5 were presented jointly by Justin Stuehrenberg and Bryan Luellen.*

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

Phalease Crichlow, VP of Human Resources presented the June 2017 report.

The report was accepted.

INFORMATION ITEM 7: CEO UPDATE

President & CEO Mike Terry presented the proposed 2018 IPTC Financial Plan and Budget to the Board for their consideration.

The Board accepted the report.

ADJOURNMENT:

Danny Crenshaw adjourned the meeting at approximately 6:42 p.m.

Jill D. Russell
General Counsel

AUGUST 10, 2017
IPTC BOARD
PUBLIC HEARING
MINUTES

**Indianapolis Public Transportation Corporation
Board of Directors Public Hearing
Minutes**

Thursday, August 10, 2017

The Board of Directors of Indianapolis Public Transportation Corporation met on Thursday, August 10, 2017, at 5:00 p.m. for a Public Hearing on the Introduced Proposed IPTC Budget 2018 at the office of the Corporation. Present were board members, Greg Hahn, Alan Rowland and Tommie Jones. Danny Crenshaw, Juan Gonzalez, Mark Fisher and Greg Bedan were not present.

Also present: Michael A. Terry, President/CEO, Jill Russell, General Counsel, Roscoe Brown, VP/COO, Nancy Manley, VP of Finance, Phalease Crichlow, VP of Human Resources, Richard Joseph, VP of Information Technology and Justin Stuehrenberg, Vice President of Planning and Capital Projects, and other members of staff. Members of the public were also present.

Greg Hahn, Vice-Chair, welcomed the public and announced there would be a presentation to explain the Introduced Proposed IPTC Budget 2018. He added that after the presentation, public comment would be welcome. Lauren Day and Nancy Manley narrated the Power Point presentation, which is attached.

PUBLIC COMMENTS

ORAL COMMENTS:

- 1. Lee Lange – Founder of the College Corridor Business Organization, incorporated as the College Avenue Business and Properties Organization, Inc.** – Thank you for this opportunity to speak about the Special Property Tax Levy. The second transportation tax-generating property should be reduced in light of receiving \$54 million infusion from Marion Co. residents' income tax beginning later this year. The way the Red Line Project has been conceived on College Avenue and pseudo-guideways in the middle of a too narrow street will destroy the thriving culture and economic life there.

We want better bus service on College Avenue, but not the pseudo-guideways. We want parking and driving retained. We are committed to stopping this project as currently designed. With the current plan, there are dangerous, unanswered questions about the safety of the project that need to be answered before the first shovel of dirt moves. The untested, unproven lithium-ion batteries are rolling bombs ripe for explosion in a congested area.

We're going to be working at the level of the Federal Government to kill this project in its current form. We're satisfied that someone at the Federal Government level will put a stop to this.

We don't want the federal grant stopped. Rather we want these funds to be deployed to purchase better alternatives from a proper study of the matter. However, if stopping all federal funds is what it takes to get a bad project improved, this is what we plan to do.

We are especially hopeful Mayor Hogsett will join the process of a proper study because This erroneous approach to transit was introduced by a previous administration. You know Mr. Hogsett is a highly-educated man and knows the value of comprehensive review and analysis to avoid serious problems down the road.

I ask consent that written record of my remarks be committed to the official record.

2. *Mandla Moyo –Director of Community Engagement, AARP Indiana -*

I rise in support of IndyGo proposed budget, on behalf of the state's largest membership organization – 840,000 members statewide, and just north of 100,000 in Marion County. Thank you, Chairman and members of the INDYGO budget for allowing me to speak briefly about why AARP is supports the IndyGo budget. I think we can all agree that Indianapolis is a great city – a first class city – with so much to offer.

But, what it lacks is a means by which to get those offerings if you can't drive. Today more than 20% of Americans age 65 and older do not drive. AARPIN believes transit is a vital piece to creating an Age Friendly Indianapolis and protecting those among us you cannot drive or choose not to. It's not a truly livable community because of the lack of transportation options, which are key to connecting people to economic and social opportunities.

Transit options will allow Indianapolis resident achieve their goal of aging in place – at home, where they want to be – by making sure their destination choices aren't dictated by their ability to drive.

About 90% of our members consistently tell us they want to age in place. We want, and need, to deliver on that.

We have a chance to continue to invest in a transit system that makes Indianapolis a Great, and Livable, community for residents of all ages by bolstering public transportation in Marion County.

Thank you very much for your time and consideration.

WRITTEN COMMENTS:

Lee Lange
Mandla Moyo

ADDITIONAL ATTENDEES (no comments):

Ted Planje
Scott Gooduine
Jennifer Pryz
Joanne Hamilton

Mr. Hahn added that there are additional opportunities to comment on the budget through www.indygo.net or comments can be made by calling the customer service center at 635-3344. August 24, 2017 will be the board meeting where the budget adoption will take place. There will be two (2) City County Council meetings that will address the IndyGo budget-you can visit www.indygo.net for public meetings.

With no additional comments, Mr. Hahn thanked the public for attending and adjourned the public hearing at 5:30 p.m.

Jill D. Russell
General Counsel

TO: Chairman and Board of Directors

FROM: Michael Terry, President/Chief Executive Officer

CONSIDERATION OF REQUEST FOR APPROVAL OF FINANCIAL AND MANAGEMENT PLAN – BUDGET 2018 AND LEVY OF SPECIAL TAX AND APPROPRIATIONS AND TAX RATES

Issue: The Financial and Management Plan – Budget 2018 was introduced to the Indianapolis Public Transportation Corporation Board of Directors on July 31, 2017.

On August 10, 2017, a public hearing was held at the IPTC offices and the public was afforded the opportunity to comment on the proposed budget. There were 6 members of the public present and two (2) made verbal comments. There were two (2) written comments submitted.

On September 25, 2017, there will be a public hearing regarding the budget at the City County Building, Public Assembly Room at 7:00 p.m.

On September 26, 2017 at 5:30 p.m., the Municipal Corporation Committee will hold a meeting at the City-County Building to review and analyze proposal _____, 2018, which reviews, modifies and approves the 2018 operating budget of the Indianapolis Public Transportation Corporation.

The Indianapolis Public Transportation Corporation Financial and Management Plan - Budget 2018 will be submitted to the City County Council for final approval on Monday, October 9, 2017 at 7:00 p.m.

Recommendation: Approval of the Financial and Management Plan – Budget 2018 and Resolution for Levy of Special Tax.


Michael Terry
President/Chief Executive Officer

Attachments

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
RESOLUTION 2017-04**

**Resolution for Levy of Special Tax Under Indiana Code § 36-9-4-49
and
For a Temporary Increase to the Maximum Levy**

WHEREAS, the Indianapolis Public Transportation Corporation has determined that the funds that the Corporation will be able to raise through all sources will be insufficient to defray the expenses incurred by the Corporation to provide necessary transportation services within the boundaries of the Corporation's district for 2018; and

WHEREAS, the Indianapolis Public Transportation Corporation has determined that it cannot carry out its governmental functions for 2018 under the levy limitations imposed by IC 6-1.1-18.5-3; and

WHEREAS, the Board of Directors of the Indianapolis Public Transportation Corporation is authorized by law, IC 36-9-4-49, to levy a special tax upon all of the property within the taxing district of the corporation at the rate required to defray such expenses and to fund the budget formulated by the Board pursuant to law; and

WHEREAS, notice to taxpayers has been provided of the intention of the Board of Directors to levy a Special Tax in the amount of \$14,800,000 and for a temporary increase to the Maximum Levy;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Indianapolis Public Transportation Corporation of Marion County, Indiana, that a need now exists for the establishment of a special tax and an increase in the Maximum Levy for the following purposes:

For services necessary to enable the system to provide adequate service within the municipality, and all other purposes as set forth in IC 36-9-4-1 et seq.

The proposed special tax shall not exceed \$0.042 (to raise the sum of \$14,800,000) on each \$100.00 of assessed valuation. Said tax rate will be in addition to the Maximum Levy tax rate set under IC 6-1.1-18.5-1 and shall be levied in 2018.

BE IT FURTHER RESOLVED, that a certified copy of this resolution shall be submitted to the City County Council as provided by law and that the Corporation shall petition to the City-County Council for authority to levy the special tax and for a temporary increase in its pay 2018 property tax levy above the maximum levy limits set under IC 6-1.1-18.5-1 et seq.

DATED this ____ 24th ____ day of ____ August ____, 2017.

FOR:

AGAINST:

ATTEST: _____

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President Planning and Capital Projects

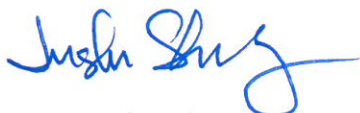
**RESOLUTION SUPPORTING THE PURPLE LINE BUS RAPID TRANSIT SERVICE AND GRANT APPLICATION
FOR FEDERAL TRANSIT ADMINISTRATION SMALL STARTS FUNDING**

Background:

The Indianapolis Public Transportation Corporation is conducting environmental and design work for the Purple Line Bus Rapid Transit service; the Purple Line project is second rapid transit services in the Indianapolis Metropolitan Area providing battery powered electric BRT service. The 14.6-mile Purple Line corridor will connect two separate municipalities within Marion County – the City of Indianapolis and the City of Lawrence. IndyGo will be submitting to the Federal Transit Administration a Small Starts grant application to fund the capital investment required for Purple Line BRT. The capital costs for this project is estimated at up to \$140,000,000. The Federal Small Starts grant application will be requesting up to \$70,000,000, which is 50% of the total project funding requirement. Local funding will be utilized for the remaining 50% match.

Recommendation:

That the Indianapolis Public Transportation Corporation Board of Directors adopt a resolution in support of the Purple Line Bus Rapid Transit project and the submission to the Federal Transit Administration a Small Starts grant application to fund the capital investment for this second BRT service.



Justin Stuehrenberg
Vice President Planning and Capital Projects

RESOLUTION 2017-07
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)

A RESOLUTION
SUPPORTING THE PURPLE LINE BUS RAPID TRANSIT SERVICE AND GRANT APPLICATION FOR
FEDERAL TRANSIT ADMINISTRATION SMALL STARTS FUNDING

WITNESS THAT:

WHEREAS, the Indianapolis Public Transportation Corporation is a municipal corporation and public transportation corporation providing public transit services within the city of Indianapolis and Marion County; and,

WHEREAS, the Indianapolis Public Transportation Corporation supports the vision of a regional transportation network that includes bus, bus rapid transit, express bus, bike and pedestrian paths, and road, sidewalk and highway improvements; and,

WHEREAS, the Indianapolis Public Transportation Corporation is conducting environmental and design work for the Purple Line Bus Rapid Transit service; the Purple Line project is second bus rapid transit services in the Indianapolis Metropolitan Area providing battery powered electric BRT service. It would connect the core city of Indianapolis with the City of Lawrence; and,

WHEREAS, the Indianapolis Public Transportation Corporation will be submitting to the Federal Transit Administration a Small Starts grant application to fund the capital investment required for Purple Line BRT which will operate from downtown Indianapolis along the Meridian Street corridor, east on 38th Street connecting on Post Road to the City of Lawrence, the Federal Finance and Social Security Administration facilities.

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

The Indianapolis Public Transportation Corporation supports the Purple Line Bus Rapid Transit project and the submission to the Federal Transit Administration a Small Starts grant application to fund the capital investment for the Purple Line BRT service.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 24th day of August 2017.

Indianapolis Public Transportation Corporation

Chairman

Attest

TO: Chair and Board of Directors

FROM: Allison Potteiger, Communications Specialist
Pamela White, Director of Procurement

SUBJECT: **RFP 17-06-262 Strategic Planning Consultant**

BACKGROUND:

Developing mission, vision, and values statements will help us best align with the Strategic Plan. Additionally, it will help solidify our employee's commitment to IndyGo, our riders, and our city as well as build community and a cohesive internal corporate culture. IndyGo will be able to better communicate and collaborate as we develop a plan to focus our time, energy, resources, and funds as efficiently as possible. The goal is to ensure all IndyGo employees voices are heard and employees feel excited, empowered, and valued at work.

The Strategic Plan will establish short and long-range goals to effectively execute the Marion County Transit Plan as well as provide a list of priorities for programs, projects, and processes to be implemented within the 2018 - 2028 timeframe.

DELIVERABLES:

- Mission, Vision, and Values
- Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis
- SMART Objectives (Goals, Tactics)
- Timelines for each Objective
- Implementation Process/Planning Calendar
- Key Performance Indicators (KPI's) and/or Performance Measures/Indicators

TIMELINE:

Tasks (to be completed within a year):

- 2017: Mission, Vision, Values Creation
- 2018: SWOT & Comprehensive Strategic Plan

PROCUREMENT PROCESS:

On June 22nd, 2017 IPTC released RFP 17-02-262 with a posting on the IPTC website. Advertisements were placed in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning

June 19th, 2017 and June 23rd, 2017;

On July 7th, 2017 IPTC received sixty-seven (67) written questions regarding RFP 17-06-262 Strategic Planning Consultant;

On July 14th, 2017 IPTC released Addendum #1 answering written questions received and providing clarification of the project scope;

On July 21st, 2017 IPTC received twelve (12) proposals in response to RFP 17-06-262 Strategic Planning Consultant.

Three proposals were ruled non-responsive and were not evaluated by the evaluation committee.

The evaluation team evaluated nine (9) written proposals based on Approach, Experience of the Firm, Qualifications of the Proposed Team, and Pricing.

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

FUNDING:

Funding for the RFP 17-07-262 Strategic Planning Consultant will come from the IndyGo Operating Budget and Congestion Mitigation and Air Quality (CMAQ) funds.

DIVERSITY PARTICIPATION:

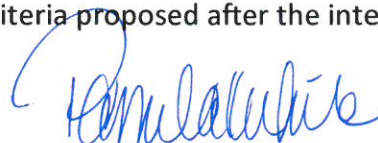
This solicitation required a 7% DBE participation goal. That goal will be met in by an Indiana Certified Disadvantaged Business, Armand Resource Group, Inc. with 22% of the contract. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis Division of Minority-Owned and Women Owned Business Department (DMWBD).

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with MGT Consulting Group (MGT) and upon successful negotiations enter into a contract not to exceed \$174,660 over a twelve (12) month period. MGT Consulting Group ranked highest overall on the criteria proposed after the interview.



Allison Potteiger
Communications Specialist



Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

Resolution 2017-06


Request for Adoption of Resolution Authorizing Creation of Transit Foundation

Background: In February of 2017 the City-County Council of the City of Indianapolis Marion County passed Proposal No. 3, approving an additional income tax of 0.25%. The additional tax is to be used for improving or establishing public transportation service in the county through a public transportation project that will create a connected network of buses and rapid transit lines, increase service frequency, extend operation hours, and implement three new rapid transit lines. Proposal 3 resulted from the passing of a public referendum approving the increase in income tax to fund a transportation project (Marion County Transit Plan) in accordance with the provisions contained in Indiana Code 8-25-1.

With the adoption of Proposal 3, Indiana Code 8-25-7-3 was triggered requiring the IPTC Board of Directors to establish a foundation organized as a nonprofit corporation exempt from federal income taxation under Section 501(c)(3) of the Internal Revenue Code. The purpose of the foundation is to solicit and accept private funding, gifts, donations, bequests, devises, and contributions to meet 10% of the operating costs of the transportation project as outlined in Indiana Code 8-25-3-6(a).

Recommendation: Approve Resolution 2017-06 Authorizing the Creation of a Transit Foundation by IPTC staff and designated Board members as required by Indiana Code 8-25-7-3.


Michael A. Terry
President/CEO


Jill D. Russell
General Counsel

RESOLUTION 2017-06

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION AUTHORIZING THE CREATION OF A FOUNDATION TO FUND IN PART A PUBLIC TRANSPORTATION PROJECT IN ACCORDANCE WITH THE CITY OF INDIANAPOLIS-MARION COUNTY CITY COUNTY COUNCIL SPECIAL PROPOSAL NO. 3, 2017

WHEREAS, pursuant to IC 8-25-3-1 and IC 6-3.6-3-3(b), the City of Indianapolis-Marion County City County Council passed Proposal No. 3, 2017 increasing the local income tax rate by 0.25% for improving or establishing public transportation service in the county through a public transportation project that will create a connected network of buses and rapid transit lines, increase service frequency, extend operation hours and implement three new rapid transit lines; and

WHEREAS, pursuant to IC 8-25-7-3 the creation of a public transportation foundation as a nonprofit corporation exempt from federal taxation under Section 501(c)(3), is required to fund in part a public transportation project as authorized under IC 8-25-7-4 and as required by IC 8-25-3-6(a); and

WHEREAS, pursuant to IC 8-25-7-3, the Board of Directors of the Indianapolis Public Transportation Corporation is the statutorily appointed body charged with the creation of said foundation;

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Indianapolis Public Transportation Corporation hereby approves and directs staff, with the assistance Board members, to commence the creation of a nonprofit foundation to fund in part a public transportation project as required by IC 8-25-7-3 and IC 8-25-3-6(a).

The foregoing was adopted and approved by the I.P.T.C. Board of Directors this 24th day of August, 2017.

For:

Against:

TO: Chair and Board of Directors
FROM: Nancy E. Manley
Vice President/CFO/Controller

Request for Adoption of Internal Controls Policy

Background: In 2015, Indiana Code 5-11-1-27 was updated due to changes made to the Uniform Compliance Guidelines for Examinations and Reports in Section 24 of the same chapter.

Indiana Code 5-11-1-27 requires (1) all political subdivisions to adopt the minimum level of internal control standards developed by the State Board of Accounts as published in the Uniform Internal Control Standards for Indiana Political Subdivisions; (2) requires each political subdivision to maintain that system of internal control in order to promote government accountability and transparency; and (3) ensure that personnel receive training concerning the internal control standards and procedures adopted by the political subdivision.

In December 2016, the City-County Council of the City of Indianapolis - Marion County passed Proposal No. 385 adopting internal control standards as defined by the State Board of Accounts and established a materiality threshold (\$5,000).

IPTC has reviewed the policy adopted by the City-County Council of the City of Indianapolis - Marion County and has incorporated those internal control standards and materiality threshold in the attached policy while also taking into consideration the deference required to the Indiana Code and Federal Transit Administration regulations, which IPTC is subject. This policy will be administered to and training completed by all officers or employees whose official duties fall within the scope of the policy.

The IPTC Internal Controls Policy is attached.

Recommendation: Adopt the Indianapolis Public Transportation Corporation (IPTC) Internal Controls Policy.



Nancy E. Manley
Vice President/CFO/Controller

EXHIBIT A
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
INTERNAL CONTROLS POLICY PURSUANT TO IND. CODE § 5-11-1-27

The purpose of this policy is to communicate the Indianapolis Public Transportation Corporation's internal control objectives to all employees and appointed officials of the Indianapolis Public Transportation Corporation ("IPTC") and to firmly commit the IPTC to the seventeen key principles of internal controls as established by the Indiana State Board of Accounts.

COMPONENT ONE: CONTROL ENVIRONMENT

Principle 1: The oversight body and management demonstrate a commitment to integrity and ethical values.

The IPTC has the responsibility to establish and maintain an adequate system of internal control and to furnish to the IPTC Board of Directors, Office of the Mayor of Indianapolis, City-County Council, various governmental agencies, creditors and others reliable financial information on a timely basis. An adequate system of internal control is necessary for the IPTC to discharge these responsibilities.

Controls help ensure that assets are not exposed to unauthorized access and use, transactions are properly recorded in the financial records, and the resultant financial information is reliable. External organizations and stakeholders of the IPTC rely on financial information to make decisions toward appropriations, loans and other debt, grants, and other contractual relationships. IPTC resources are dependent upon the system of internal control. Auditors are required annually to report upon the adequacy of the IPTC's systems for control over financial reporting and compliance per I.C. 5-11-1-27(e). The safeguarding of IPTC assets and the reliability which the IPTC and others can place upon its financial records is dependent upon the effectiveness of the internal control process.

As the fiscal body, the City-County Council expects the IPTC leadership to effect an internal control environment with policies and procedures necessary to provide reasonable assurance that practices cause effective and efficient operations, reliable financial reporting, and compliance with applicable state laws and regulations while also taking into consideration the deference required to the Indiana Code and Federal Transit Administration regulations, which IPTC is subject.

The system of internal control is meant to keep the IPTC on course toward its mission. The system promotes efficiency, minimizes risks of asset loss, helps ensure the reliability of financial information, and compliance with applicable laws, rules, and regulations.

Internal control is a process; a means to an end, and not an end unto itself. The control environment is the foundation upon which all components of internal control are based. It sets the tone for IPTC operations. Internal control is about people, operations, communications, and the work environment. It is not about policies and forms though it takes shape through the implementation of relevant policies, procedures, and practices. Internal control can provide reasonable assurance, but no system of control can provide absolute assurance to the IPTC and other users of financial information.

The Division of Finance shall be charged with:

- Conveying periodic messages of the IPTC's internal control philosophy and expectations to all employees;
- Evaluating the IPTC's internal control system for weaknesses on a periodic (but no less frequently than annual) basis.

The Directors of Budget, Accounting and the Chief Financial Officer ("CFO") shall be charged with:

- Working with the Corporation Counsel to establish a confidential reporting system for individuals to report suspected fraud and abuse of internal control policies; and
- Instituting procedures to address violations of policies and consequences for violations in consultation with Corporation Counsel
- Providing solutions to discovered weaknesses, provide adjustments to the internal control policy as changes are needed

Principle 2: The oversight body oversees the IPTC's internal control system.

As the oversight body for the IPTC, the IPTC Board of Directors is responsible for setting the institutional expectations for internal control, ensuring management is aware of those expectations, requiring the upward communications channels are open through all levels of management, and evaluating management's effectiveness toward monitoring the control environment and implementing sound control policies and procedures. The Director of Accounting and CFO will be the IPTC's chief agents in implementing and managing the internal control policies and procedures.

Principle 3: Management establishes an organizational structure, assigns responsibility, and delegates authority to achieve the IPTC's objectives.

Individuals with delegated approval authority, e.g. Appointed Officials, Executives, and Department Directors are responsible for establishing, maintaining, and supporting a system of internal controls within their areas of responsibility and for creating the control environment that encourages compliance with IPTC policies and procedures.

Adequate supervision is necessary to monitor that internal controls are operating as intended, and to help ensure the reliability of accounting and operational controls by pointing out errors, omissions, exceptions, and inconsistencies in procedures. Staffs in leadership roles are responsible for the application of this policy and the design, development, implementation, and maintenance of systems of internal controls focusing on the effectiveness of operations and the safeguarding of assets within their respective areas of responsibility. All levels of management and supervision are responsible for strengthening internal controls when weaknesses are detected. Department managers should periodically review departmental procedures to ensure that the general principles of internal control are being followed.

The CFO has the primary responsibility for internal control over financial reporting and compliance with applicable laws, rules, and regulations. The Director of Accounting is IPTC's chief source for information and assistance to staff, Department Directors, and Executives on this topic and will make resources available to assist in administering this policy.

The Human Resources Department is responsible for internal controls over employee recruitment, hiring, separation, promotion, job classification, employee rights, and salary administration. The Human Resources Director and Corporation Counsel are the IPTC sources for information and assistance on this topic and will make resources available to assist in administering this policy.

All levels of internal control are subject to examination by internal and external auditors who are required to report on the adequacy of internal controls over finance and compliance.

Department Directors and Executives are responsible for prompt corrective action on all internal control findings and recommendations made by internal and external auditors. The audit process is completed only after Department Directors and Executives receive the audit results and act to correct internal control weaknesses, improve systems, or demonstrate that management action is not warranted. Department Directors and Executives have the responsibility to ensure that those who report to them have adequate knowledge, skills, and abilities to function within, and contribute to, an effective internal control environment. This includes providing access to appropriate training on topics relevant to their job responsibilities.

Principle 4: Management demonstrates a commitment to recruit, develop, and retain competent individuals.

The Human Resources Division is responsible for providing management with guidance on recruiting and maintaining quality employees. Prior to employment individuals may be subject to pre-employment background screening and/or a credit history check. IPTC will continue to assess the best recruitment pools and tools for the different skill sets necessary to adequately implement and maintain quality internal controls including appropriate staffing levels.

Job descriptions will be updated where necessary to reflect internal control responsibilities and duties. Employees will be regularly trained in internal control methods and all training will be documented in employees' personnel files. Employees will be regularly evaluated by their supervisors on internal control duties and receive feedback on possible improvements.

Principle 5: Management evaluates performance and holds individuals accountable for their internal control responsibilities.

Individuals are held accountable for their internal control responsibilities through a recognized structure which includes relevant job descriptions, operating procedures, periodic reviews, regular feedback, and a progressive disciplinary policy. Additionally, the leadership of the IPTC seeks to address issues in specific departments and positions through regular one-on-ones with Department Directors.

COMPONENT TWO: RISK ASSESSMENT

Principle 6: Management defines objectives clearly to enable the identification of risks and risk tolerances.

Through the creation of standard operating procedures and accurate organizational reporting charts management conveys and identifies objectives, missions, policies, and risk tolerances to employees. The CFO will lead a risk analysis of three major areas:

1. The effectiveness and efficiency of operations.
2. The reliability of reporting for internal and external use.
3. Compliance with applicable laws and regulations.

For each category, the CFO will define objectives in specific measurable terms in order to enable the design of internal control for related risk, increase understanding at all levels, assess performance, identify what is to be achieved, who is to achieve it, how it will be achieved, when it will be achieved and incorporate external requirements.

Principle 7: Management identifies, analyzes, and responds to risks related to achieving the defined objectives.

The CFO will identify, analyze and respond to the risks identified in Principle 6 by determining:

1. How likely is the risk to occur?
2. How will it impact the objective?
3. Is the risk based on complex or unusual transactions?
4. Is the risk based on fraud?

Once each risk has been identified and analyzed, the CFO will work with Department Directors and Executives to determine how to respond to each risk with a specific solution and action.

Principle 8: Management considers the potential for fraud when identifying, analyzing, and responding to risks.

Management is committed to fraud prevention by utilizing a “trust but verify” approach. The potential for fraud, misappropriation, and outright theft are contemplated as controls are designed for various IPTC Departments. Fraud responses will include statutorily required responses to fraud, including, but not limited to Ind. Code § 5-11-1-27(l) relating to the Report of Misappropriation of Funds to State Board of Accounts and Prosecuting Attorney and Ind. Code § 5-11-1-27(j) relating to the Report of Material Variances, Losses, Shortages or Thefts to the State Board of Accounts and the Federal Granting Authority when the situation is governed by federal compliance rules and regulations. The IPTC shall utilize a materiality threshold of \$5,000.

Principle 9: Management identifies, analyzes, and responds to significant changes that could impact the internal control system.

The CFO, in coordination with Department Directors, and Executives, will regularly evaluate and adjust internal control policies in order to accommodate for the impact of future changes, including but not limited to, personnel changes, newly elected/appointed officials, new programs, new technology, new laws and regulations, and financial fluctuations.

COMPONENT THREE: CONTROL ACTIVITIES

Principle 10: Management designs control activities to achieve objectives and respond to risks.

The Finance office will establish and maintain a system of internal controls that satisfies the IPTC’s objectives in the following categories:

1. Risks are identified and effectively managed
2. Assets are secured and safeguarded
3. Financial information is reliable and accurate
4. IPTC departments comply with policy, plans, procedures, laws and regulations
5. Resources are used economically and efficiently
6. Operations and programs are managed to meet the established objectives and goals.

A. General internal control principles for Departments are:

1. Separation of duties
 - a. Duties are separated so that one person's work routinely serves as a check on another's work.

- b. No one person has complete control over all key functions or critical activities (e.g., authorizing, approving, certifying, disbursing, receiving, or reconciling).
 2. Authorization and approval
 - a. Proposed transactions are authorized when proper and consistent with IPTC policy and the department's plans.
 - b. Transactions are approved by the person who has delegated approval authority, which is usually delegated on the basis of special competency or knowledge.
 3. Custodial and security arrangements
 - a. Responsibility for physical security/custody of IPTC assets is separated from record keeping/accounting for those assets.
 - b. Unauthorized access to IPTC assets, institutional data and information systems is prevented.
 4. Timely and accurate review and reconciliation
 - a. Departmental accounting records and documents are examined by employees who have sufficient understanding of the IPTC accounting and financial systems to verify that recorded transactions took place and were made in accordance with IPTC policies and procedures.
 - b. Departmental accounting records and documentation are compared with IPTC accounting system reports and financial statements to verify their reasonableness, accuracy, and completeness.
 5. The general internal control principles should be applied to all departmental operations, especially accounting records and reports, payroll, purchasing/receiving/dissemination approval, equipment and supply inventories, cash receipts, petty cash and change funds, billing and accounts receivable.
- B. All IPTC systems, processes, operations, functions, and activities are subject to evaluations of internal control systems. The results of these evaluations provide information regarding the IPTC's overall system of control.
- C. Information and communication – Information must be timely and communicated in a manner that enables people to carry out their responsibilities.
 1. All covered employees must be trained on Internal Controls per Ind. Code § 5- 11-1-27(g).
All personnel must receive a clear message from the IPTC's leadership that control responsibilities are to be taken seriously. Failure to comply with established practices will subject individuals to the terms of disciplinary action or dismissal.
 2. Employees must understand their own roles in the internal control system, as well as how individual activities relate to the work of others. To this end, whenever a new budgetary unit, financial activity, etc. is set up, the Controller will provide notification to the appropriate parties of the responsibilities incumbent on them for good business practices and sound financial management, including reference to the principles within this policy.

3. Employees must have a means of communicating significant information to the IPTC's leadership.
 4. The IPTC must communicate effectively with external parties, such as auditors, creditors, contractors, suppliers, regulators and other stakeholders.
- D. Internal control is meant to keep IPTC focused on achieving its mission while mitigating risks. There is a balance between controls and mission accomplishment. Costs associated with internal controls should not exceed their benefit, nor should controls be allowed to stifle mission effectiveness and timely action. All levels of management must assess the costs, benefits, and risks when designing controls to develop a positive control environment and compensate for the risks of non-compliance, loss of assets, or unreliable reporting while accomplishing IPTC's mission.

The following specific internal control policies are adopted for use by IPTC Departments:

Payroll Activities

1. Salaries and wage rates are verified by the Human Resources Departments.
2. The responsibilities for hiring, terminating, and approving promotions are segregated from those preparing payroll transactions or inputting data.
3. The responsibilities for approving time sheets are segregated from those for preparing payroll transactions or inputting data.
4. Payroll adjustment reports are submitted by someone outside of the payroll process.
5. Employees' time and attendance records are approved by their supervisors.
6. Corrections to recorded time and attendance records are approved by the employee and employee's supervisor.
7. Procedures are in place to ensure that changes in employment status are promptly reported to the payroll processing unit.
8. Payroll disbursements are reviewed and approved by an authorized individual prior to payment.
9. Access to payroll applications is appropriately controlled by user logins and passwords.
10. Changes to a payroll disbursement are approved by an individual other than the ones authorized to process the changes.
11. Access to the signature stamp used to sign payroll checks is adequately controlled.
12. Payroll checks are mailed or distributed by someone outside the normal payroll distribution function.
13. Unclaimed payroll checks shall be returned to the Accounting Director.
14. Employees are cross-trained on the payroll process; those assigned to payroll take regular vacations.

Disbursement Activities

1. The responsibility for approving claims is segregated from those preparing the claims.
2. Checks are written by an individual other than the one approving the claim.
3. Checks are signed by an individual other than the one preparing them.
4. Access to the signature stamp used to sign accounts payable checks is adequately controlled.
5. The responsibility for acknowledging the receipt of goods or services is segregated from those preparing claims and writing checks.
6. Signature cards must be on file with the Accounting Office for any checks that are to be returned to the department/agency for distribution. A written signature will be required for the release of the check by the Accounting Director and it will be the responsibility of the department/agency to maintain the security of the check until distributed.

7. Vendor checks are accounted for in numerical order and reconciled to the disbursement ledger.
8. Invoices or other receipts are attached to each claim to support the disbursement.
9. A review is completed by an individual outside the disbursement process in which the claim amount is compared to the supporting documentation attached to the claim and the amount of the check.
10. Access to disbursement applications is appropriately controlled by user logins and passwords.

Receipting Activities

1. The responsibility for collecting money and issuing receipts is segregated from those preparing the bank deposit.
2. The responsibility for making bank deposits is segregated from those preparing the monthly bank reconciliation.
3. Receipts are issued for all money collected and the receipt is retained with supporting documentation.
4. Receipts are reconciled to the cash receipts ledger by an individual other than the one collecting money and issuing receipts.
5. Posting of receipts to the ledger is completed by an individual other than the one who collects money and makes the deposit.
6. Receipts indicate the type of payment received (cash, check, etc.) and this is reconciled to the make-up of the bank deposit.
7. Accounts receivable records are maintained by an individual other than the one(s) involved in the billing process.
8. The billing process is completed by an individual other than the one who collects cash payments from customers.
9. Adjustments to customer accounts are approved by management only after review.

Cash Activities

1. A reconciliation between the recorded cash balance, the bank balance and the general ledger is completed monthly by an individual separate from the receipting and disbursing processes.
2. The monthly reconciliation between the recorded cash balance and the bank balance is thoroughly reviewed and approved by the management.
3. Disbursements from and reimbursements to petty cash funds are periodically reviewed by an individual other than the one responsible for maintaining the petty cash fund.

Credit Cards Transactions

1. A designated official or employee oversees the issuance and use of the credit cards.
2. A policy created by management exists that states the purposes for which the credit card may be used.
3. A designated person, separate from the disbursement process, reviews transactions listed on the credit card statements for sufficient documentation and inclusion in claim to the Board.

Principle 11: Management designs the IPTC's information system and related control activities to achieve objectives and respond to risks.

The CFO and Accounting Director will work with the Information Technology Department to ensure that information technology is used as an integral part of the internal control system. This may include, but not be limited to:

1. Setting permission such that only certain users may perform certain tasks
2. Using technology to accomplish segregation of duties by forcing duties to be completed by different users
3. Automating certain processes and calculations
4. Limiting the authority to access different components of various software to employees with duties specifically related to that component
5. Prohibiting user ID and password sharing among employees
6. Restricting the authority to key employees to correct or make adjustments to records
7. Requiring the use of prescribed forms or the approval of alternative forms

Principle 12: Management implements control activities through policies.

The IPTC has an employee handbook that is regularly updated to communicate policies to employees. Additionally, the Finance office regularly works with departments and employees who handle financial transactions to recommend and ensure best practices. All procedures are in writing and communicated frequently to all relevant employees. Policies are available both electronically and in hard copy form.

COMPONENT FOUR: INFORMATION AND COMMUNICATION

Principle 13: Management uses quality information to achieve the IPTC's objectives.

The IPTC strives to lead in the areas of financial transparency and accountability. By adopting standards and investing in systems that exceed State mandated minimums, IPTC management provides employees and stakeholders with high quality information and informatics systems. Employees of IPTC and Board of Directors attend training and industry seminars to stay abreast of changes and developments in requirements and communicate that information effectively to impacted employees.

Principle 14: Management internally communicates the necessary quality information to achieve the IPTC's objectives.

Internal communications about internal controls are adopted as formal policies by the President/CEO, Finance Office and/or IPTC Board of Directors or documented through memos from the Corporation Counsel, Human Resources or relevant Department Director. Internal memos and reports are maintained to document communication.

Principle 15: Management externally communicates the necessary quality information to achieve the IPTC's objectives.

Communications with the State Board of Accounts, other State agencies, grantor agencies, and regulatory agencies are documented by email, memos, letters, and other forms of written correspondence. All documents are maintained in accordance with the IPTC and state's record retention policies. Reports and policies are cross checked for accuracy, relevancy, and timeliness of information.

COMPONENT FIVE: MONITORING ACTIVITIES

Principle 16: Management establishes and operates monitoring activities to monitor the internal control system and evaluate the results.

IPTC Administration monitors and evaluates compliance with internal control policies via multiple vectors. Separation of duties, redundancy policies, layered approval systems, monthly reports, and

physical controls management observation.

The CFO and Corporation Counsel shall implement a system of monitoring that includes:

1. Periodic checks to determine if controls are in place and working effectively
2. Reviewing control activities to determine if the actual activities are in compliance with established procedures
3. Documenting deficiencies in the internal control processes and remediating them quickly. Monitoring activities will be documented by signatures, initials, or other appropriate methods.

Principle 17: Management remediates identified internal control deficiencies on a timely basis.

Breaches of internal controls are subject to significant levels of internal scrutiny. If informed of a material breach of internal controls, the Corporation Counsel shall actively investigate and address said breach and CFO shall adjust policies and procedures to prevent such breaches in the future. Once breaches are identified and investigated, a formal or informal corrective action plan will be developed.

TO: Chair and Board of Directors

FROM: Jewel Lofton – 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 (MAC)
MEETING MINUTES
WEDNESDAY, JULY 19, 2017

ATTENDEES

Bernadine Wilmer – MAC
Terry Sutherland – MAC
Addison Pollock – MAC
Kathleen Norcutt – MAC
Mark Early – MAC
Jason Robinson – MAC
Greg Meyer – MAC Sub Committee
Ryan Malone – MAC Vice Chair

Mike Terry - IndyGo
Allison Potteiger - IndyGo
Mark Emmons - IndyGo
Marilyn Sadler - IndyGo
Ruth Wendt - IndyGo
Georgia Hubble – Visitor
Corry Wells – Visitor

Welcome and Introduction:

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

Approval of the April 2017 minutes:

MAC Vice Chair, Ryan Malone, asked for a motion to approve the April 2017 minutes.

Addison Pollock made the motion
Mark Early seconded the motion.
Motion passed.

Approval of July 2017 Agenda:

MAC Vice Chair, Ryan Malone, asked for a motion to approve the July 2017 agenda.

Addison Pollock made the motion.
Mark Early seconded the motion.
Motion passed.

MAC member Jewel Lofton has an excused absence.

IndyGo Update: Allison Potteiger, Communications Coordinator

- ❖ To ensure that businesses are aware of the Redline, IndyGo will have outreach in August/September and be available to answer questions.
- ❖ The Purple Line is one component of the Marion County Transit Plan and will replace the Route 39 - Public meetings started last week for the Purple Line.
- ❖ President/CEO, Mike Terry advised the MAC that, Justin Stuehrenberg is the Project Manager for the Redline.

- ❖ Mr. Terry said there will be a station and side boarding for the Redline.
- ❖ The Paratransit Review Committee has met to review the upcoming new contract. Some proposed changes are:
 1. Eligibility conditions.
 2. Multiple contractors for Open Door service.
 3. Changes to the taxi voucher program.
- ❖ Greg Meyer and Cory Wells stated that they would like to be on the Paratransit Review Committee.

Open Door Report: Ruth Wendt, Flexible Services Operations Specialist

- ❖ Increased 2 hour trips and decreased OTP for the months of May and June due to shortage of vehicles. Seven vehicles were found to have cracked-frames and had to be pulled from service.
- ❖ In June, MV transported 10 vehicles from Chicago to assist in the delivery of Open Door service.
- ❖ The 10 vehicles were not equipped with radios or MDT's. Experienced operators were placed on these vehicles with hand held radios and the use of paper manifest.
- ❖ A new run pick was implemented toward the end of June.
- ❖ Open Door received 16 new vehicles – with the last delivery last week. They will be equipped with CAD/AVL and MDTs before being released into service.

Discussion Items:

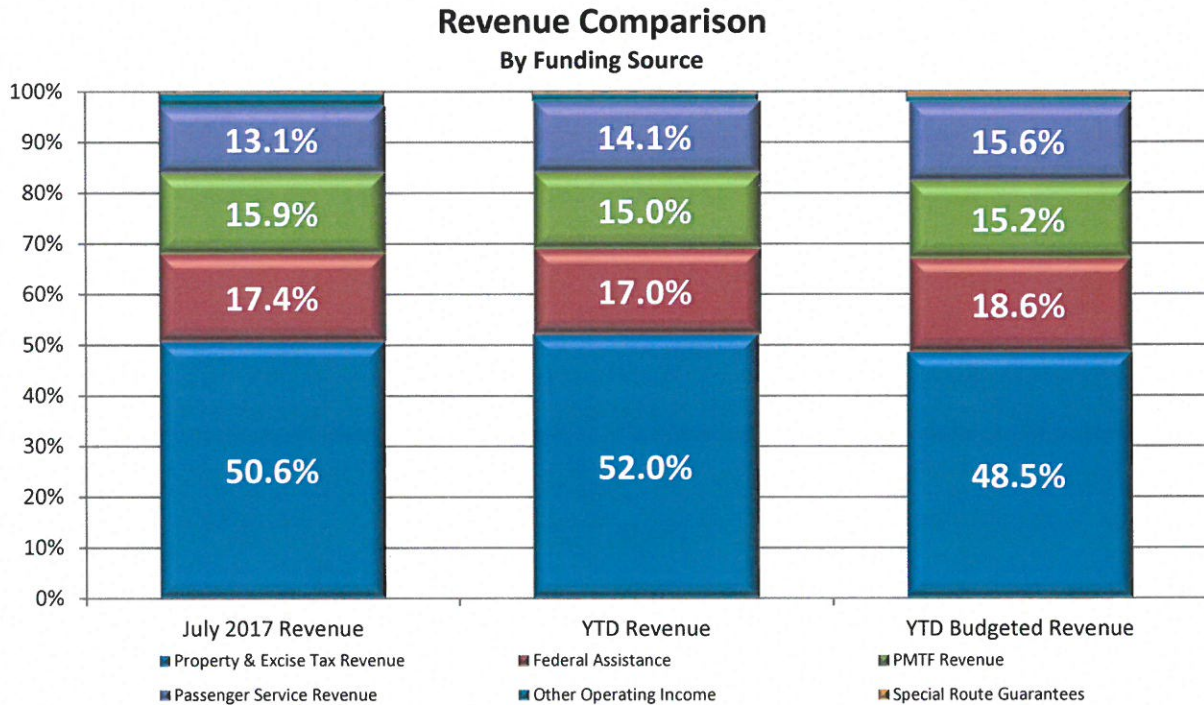
- ❖ MAC would like to set up a MAC/IndyGo Facebook page.
 - Allison asked, do you want an open Facebook page or closed?
 - Allison suggested, MAC used the Indygo Facebook
- ❖ MAC would like to establish their own email.
 - Mike Terry suggested, the MAC think about both matters (FB and email) a while longer, once they have considered all options.
- ❖ Greg Meyer stated that a new MAC Sub-committee would need to be established.
- ❖ Kathleen Norcutt – MAC, stated the Jordan YMCA would like for Indygo/MAC have a booth at their September Health Fair.
 - Ruth suggested the YMCA contact Paula or herself.
- ❖ Greg Meyer would like clarification as to if the MAC can represent themselves when addressing agencies or attending events such as the Health Fair.

Meeting adjourned:

Next MAC meeting: October 18, 2017

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

FINANCIAL REPORT – JULY 2017
Notes to the Comparative Statement of Activities – General Fund
For the month ending July 31, 2017



FTA Assistance

Revenue from FTA assistance is under budget by 11%. 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 over revenue expectation by 124% in July. Due to the receipt of sub-recipient match funds for vehicles.

Passenger Service Revenue

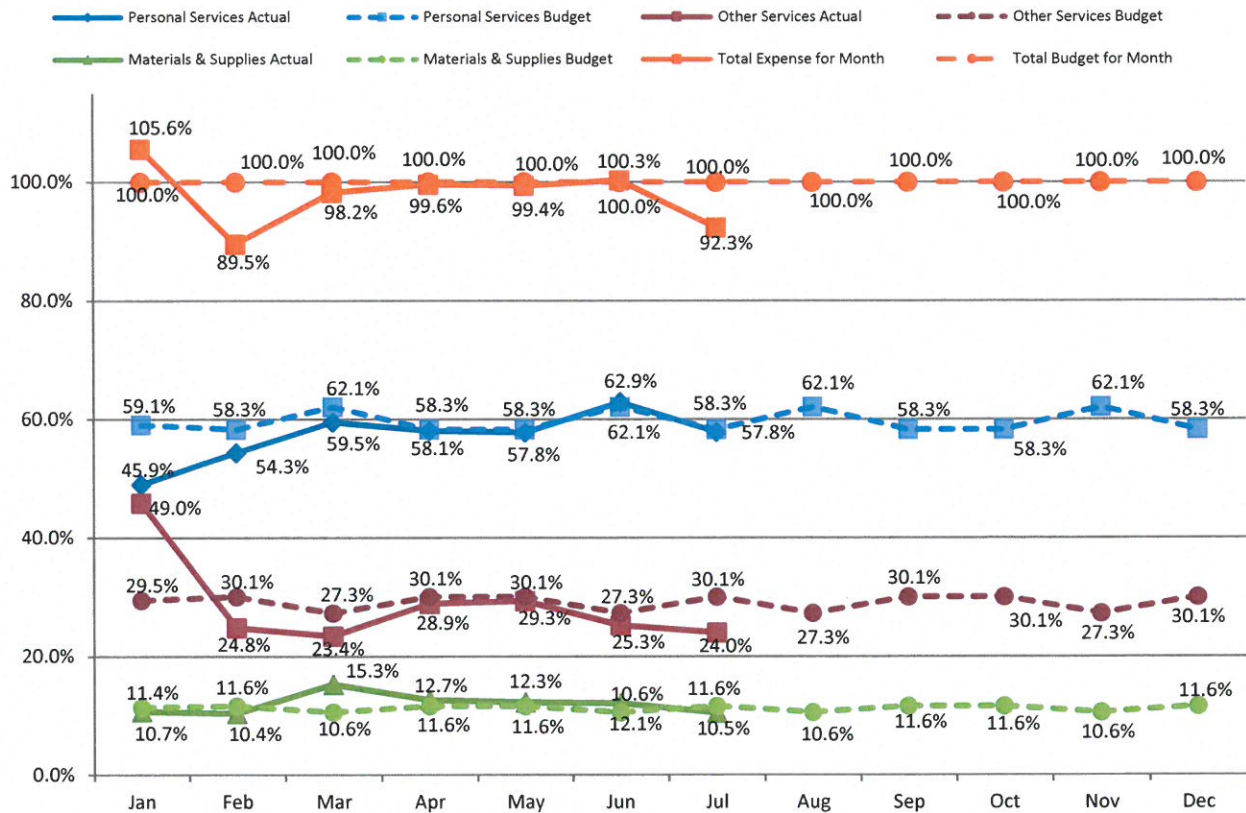
Passenger service revenue was under budget by 20% for the month and overall YTD under budget by 9%. Accounting and Customer Service are working on the final reconciliation with the current ticket sales contractor. Once complete IPTC will take over house accounts and ultimately all ticket sales.

Total Revenue

As of July 31, 2017, the total revenue recognized was 5% under projections.

Expenditures

Actual Monthly Expense versus Monthly Budget (by Category)



Personal Services

Overall, Personal Services were 1% under budget in July however, year-to-date personal services were under budget expectations by 6%. 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 19% for the month of July and 6% under year-to-date.

Materials and Supplies

For the month of July, this expense category was collectively 14% under budget and year-to-date the category was collectively remains under budget by 13%.

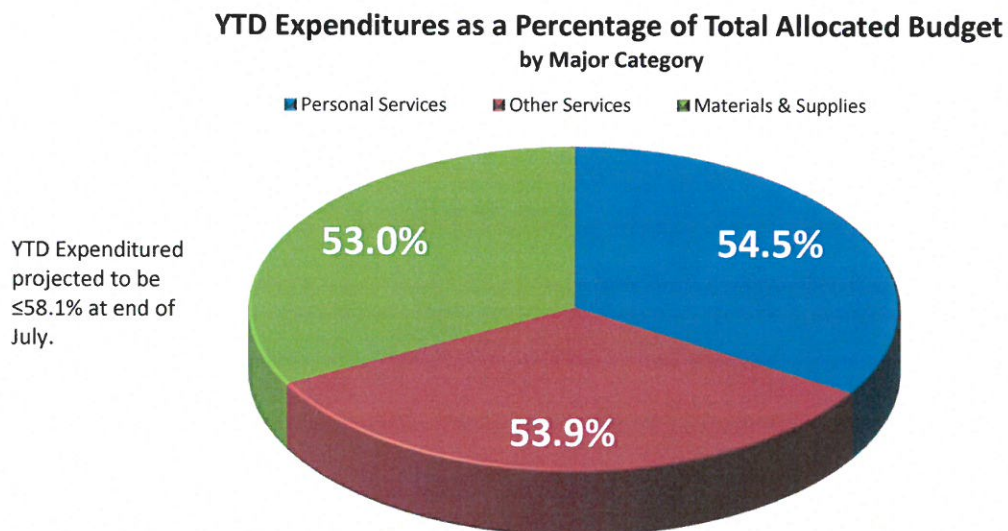
Total Expenses

Total expenses came in 8% under projection for the month of July.

Summary

Year-to-date spending was lower than the allocated budget for the same period by 7%. The entire organization continues to work together to review monthly reports and insure we stay within the 2017 approved budget.

The cumulative YTD expenditure goal set through the end of July was $\leq 58.1\%$. All three major expense categories came in under the established goal for the first quarter of 2017.




Nancy E. Manley
Vice President/CFO/Controller



Period Selected: 07
Year Selected: 2017
District 0001 GENERAL FUND - PRODUCTION

Indianapolis Public Transportation Corporation Comparative Statement of Activities

	Current Month		Year To Date		
	Actual	Budget	Actual	Budget	
Revenue					
Federal Assistance	976,849.00	1,095,300.00	7,079,898.00	7,667,099.00	-8%
Other Operating Income	140,211.38	62,500.00	582,601.76	437,500.00	33%
Passenger Service Revenue	736,295.80	916,671.00	5,869,432.99	6,416,665.00	-9%
PMTF Revenue	892,545.00	892,545.00	6,247,815.00	6,247,815.00	0%
Property & Excise Tax Revenue	2,840,207.70	2,848,841.00	21,677,927.54	19,941,899.00	9%
Special Route Guarantees	25,873.94	63,373.00	227,789.58	443,615.00	-49%
Total Revenue	5,611,982.82	5,879,230.00	41,685,464.87	41,154,597.00	1%
Expenses					
Personal Services					
Fringe Benefits	1,211,909.48	998,946.79	8,113,866.20	7,192,083.99	13%
Overtime	285,580.45	193,995.00	2,172,651.30	1,357,966.00	60%
Salary	1,786,905.78	2,113,240.40	12,666,250.30	15,849,287.52	-20%
Total Wages and Benefits	3,284,395.71	3,306,182.19	22,952,767.80	24,399,337.51	-6%
Other Services & Charges:					
Claims	82,335.71	128,334.00	718,876.98	898,331.00	-20%
Miscellaneous Expenses	17,970.32	64,906.00	152,316.69	454,318.00	-66%
Purchased Transportation	750,212.13	750,212.13	5,431,878.54	5,251,484.91	3%
Services	454,937.62	646,763.00	4,140,793.98	4,527,301.00	-9%
Utilities	59,829.53	93,334.00	607,100.71	653,331.00	-7%
Total Other Services & Charges:	1,365,285.31	1,683,549.13	11,050,966.90	11,784,765.91	-6%
Materials & Supplies:					
Fuel & Lubricants	274,377.57	290,392.00	1,523,641.79	2,032,738.00	-25%
Maintenance Materials	256,036.54	305,584.00	1,930,950.59	2,139,081.00	-10%
Other Materials & Supplies	24,720.60	60,166.00	498,836.61	421,160.00	18%
Tires & Tubes	39,600.57	33,333.00	251,325.97	233,333.00	8%
Total Materials & Supplies:	594,735.28	689,475.00	4,204,754.96	4,826,312.00	-13%
Total Expenses	5,244,416.30	5,673,206.32	38,208,489.66	41,010,415.42	-7%
Net Income	367,566.52	200,023.68	3,476,975.21	144,181.58	3,332,793.63

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

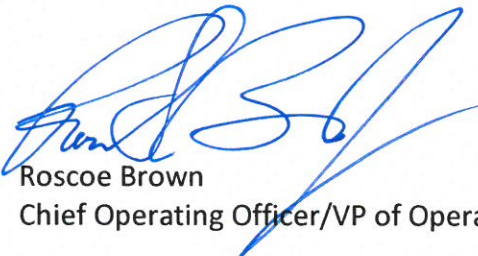
CONSIDERATION OF OPERATIONS DIVISION REPORT FOR JULY 2017

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- July 2017

TRANSPORTATION

EMPLOYEE RECOGNITION

The July Employee of the Month was; Debra Newell.

COMMENDATIONS

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

Compliments:

Phillip Boicourt, Akiella Bounds, Stacey Bowen, Joetta Camden, Laniese Coach, Terrance Harding, Clyde Jordan, Derren Luster, Rodriguez McGuire, Christine McLaughlin, Gerry Poindexter, Pamela Ricks, Arthur Smith, Lisa Solorio and Edward White.

The following operators achieved an on-time performance rating of 90% or better during the month of July. 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 July is Scott Duncan

1. EDGAR HOLLYFIELD III	98%
2. RHONDA WATTS	98%
3. STEPHEN THEIN	97%
4. DENNIS CLARK	95%
5. RICHARD BOYSEN	95%
6. SHAWN CLARK	94%
7. ROBERT FEIOCK	94%
8. LAKISHA WILLIAMS	94%
9. TAMANIKA MORROW	94%
10. BURT GARCIA	93%
11. SCOTT DUNCAN	93%

19. AKEMEE BRYANT	92%
20. RACHEL COMER	92%
21. RICARDO OXLEY	92%
22. TERESA FRANKLIN	91%
23. TERRY LAGRONE	91%
24. GARRY STAGGS	91%
25. JONATHAN JACKSON	91%
26. DEWAYNE SIMS	91%
27. ADRIAN LEWIS	91%
28. JEFFREY HOWARD	90%
29. ALEXANDER WEAH	90%

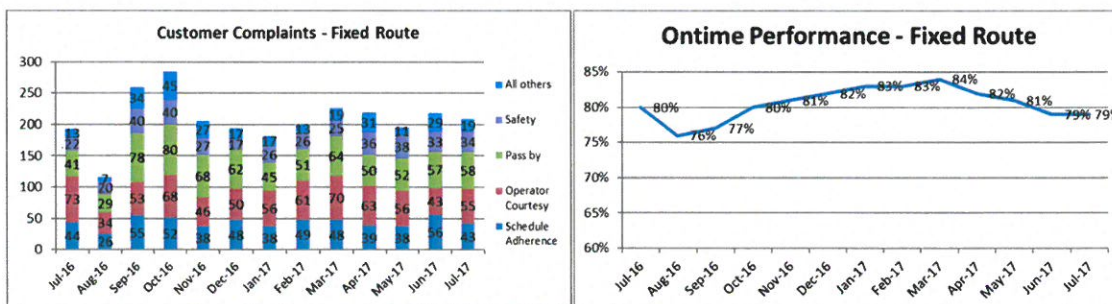
12. DANIEL LEWIS	93%
13. DAVID JOY	93%
14. ROSE ANDERSON	93%
15. VANORA PERKINS	93%
16. BRYANT REED	92%
17. WESLEY ROBERTSON	92%
18. DEMETRICH LESLIE	92%

30. KOURTNEY RUSSELL	90%
31. SAMUEL ABEBE	90%
32. MICHAEL RICKS	90%
33. RONNIE BROOKS	90%
34. CALVIN JACKSON	90%
35. CHRISTOPHER FLETCHER	90%

FIXED ROUTE

During this reporting period, the Transportation and Maintenance Departments supported Home Land Security with cooling stations and hard barricades, in support of the Big Machine Brickyard 400.

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:

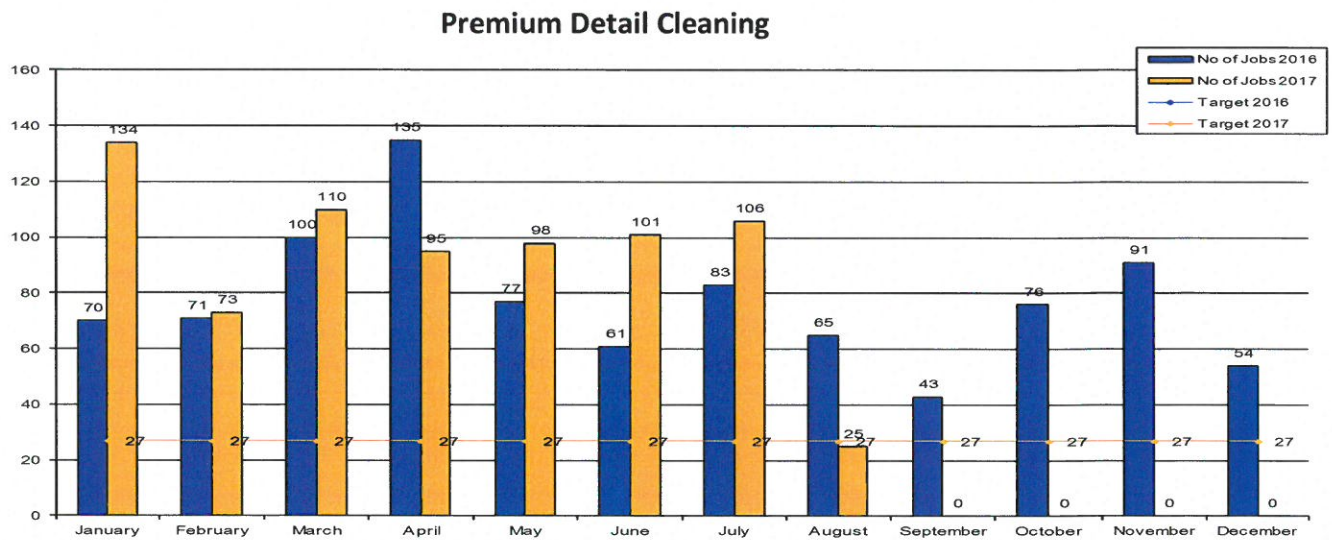
- IMPD Monthly Downtown District Community Task Force Meetings
- Event Advisory Board Meeting
- Speedway monthly meeting
- Operations continue to work with law enforcement and other agencies in regards to special events in Indianapolis

MAINTENANCE

During July, the Maintenance and Transportation Department had two ZEPS buses and a booth at the Catch the Stars Back to School Celebration, which distributed over 1000 backpacks and school supplies to families in need of a hand up. IPTC distributed multiple program details for new Routes and Red Line information, along with the “We are Hiring” campaign postcards. It was another great turnout and over 1500 people attended.



IndyGo and the Maintenance Department has committed to achieving a sustainable cleaning/detailing program. This will change the opinion of public transportation; one rider at a time as the bar continues to be raised in this area. A total of 926 details were completed in 2016. So far, this year 742 details have been completed. The Maintenance Department should complete over 1,000 premium details by the end of 2017! To put things into perspective in the year 2015 only 572 details were done for the entire year.



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

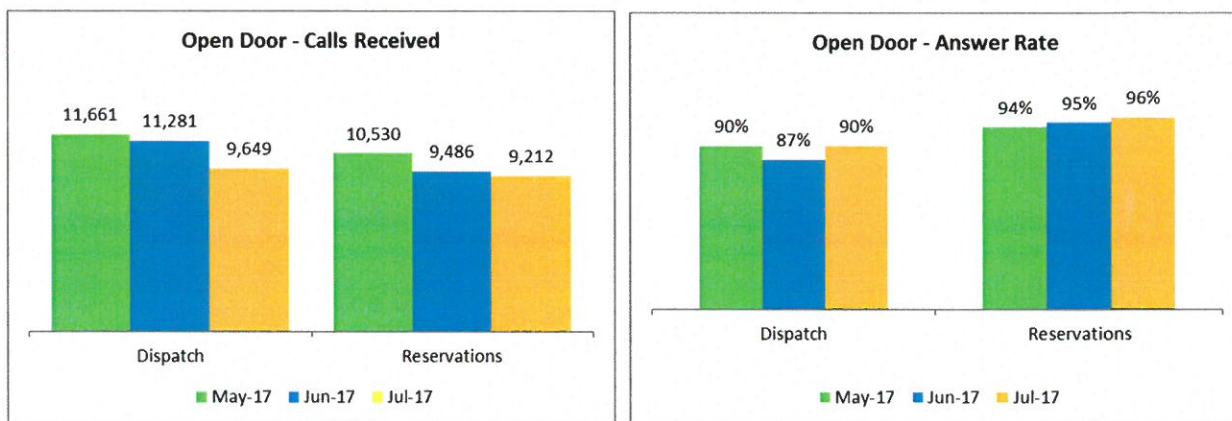
Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07					
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655					
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979					
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08	2016/09	2016/10	2016/11	2016/12
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189	5,787	6,099	5,564	7,318
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318	4,390	5,416	4,912	5,582
	2015/01	2015/02	2015/03	2015/04	2015/05	2015/06	2015/07	2015/08	2015/09	2015/10	2015/11	2015/12
Major	5,967	6,633	6,181	7,905	6,047	5,223	5,073	5,275	5,882	5,137	4,814	6,653
All	4,986	4,501	5,053	5,797	4,855	4,147	3,880	3,759	4,452	4,651	4,064	5,291
	2014/01	2014/02	2014/03	2014/04	2014/05	2014/06	2014/07	2014/08	2014/09	2014/10	2014/11	2014/12
Major	4,828	5,736	5,992	4,565	5,186	3,815	5,000	6,852	6,942	7,610	7,158	5,357
All	3,382	3,813	4,887	3,771	4,370	3,247	4,462	5,324	5,814	6,572	5,856	4,733

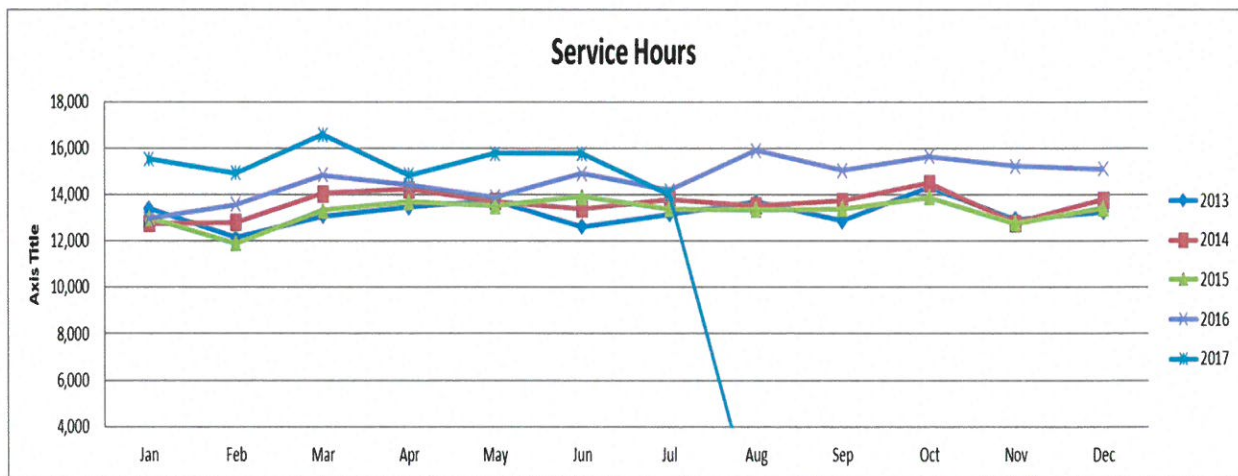
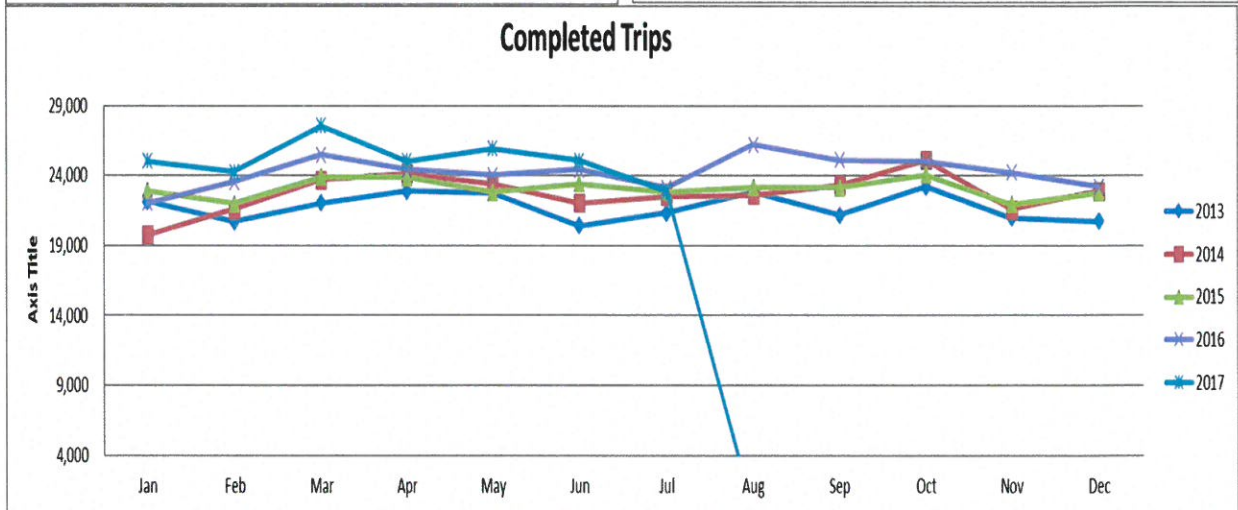
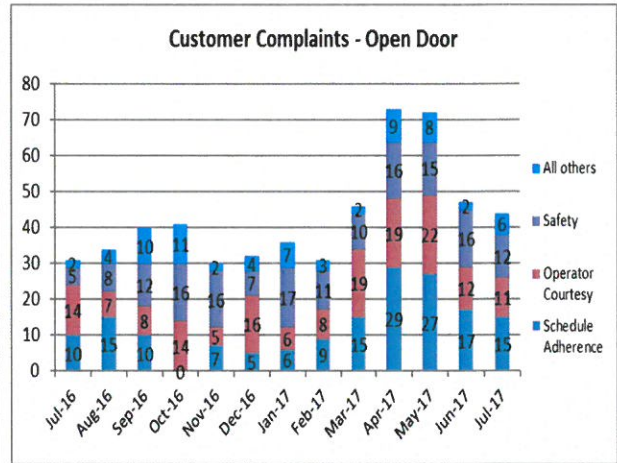
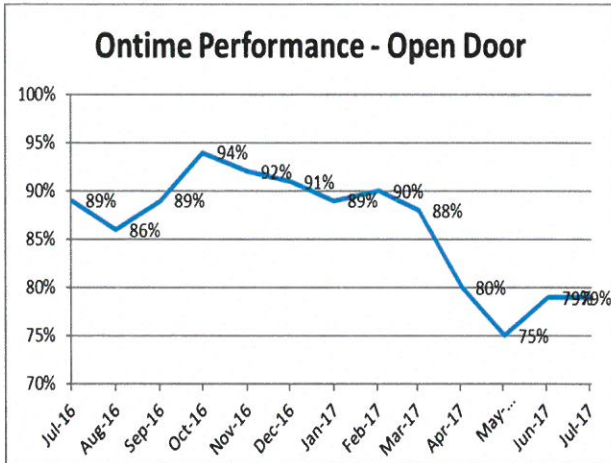
FLEXIBLE & CONTRACTED SERVICES

The Mayor's Advisory Council on Disability (MACD) hosted its annual Access and Inclusion Awards in July, and celebrated the 27th anniversary of the Americans with Disabilities Act (ADA). The award ceremony promotes the inclusion and empowerment of people with disabilities within the Indianapolis community. Paula Haskin, Director of Flexible and Contracted Services and member of the MACD, along with Dwight Benjamin, Marilyn Sadler, and Victoria Learn were all in attendance. IndyGo also was represented as an exhibitor at the ceremony which was held at the Indianapolis Artsgarden.

The paratransit review committee has formed a list of solutions to assist in the improvement of Open Door paratransit services. Members of the committee are now scheduling meetings to preview the list of options with IndyGo stakeholders to include the Mobility Advisory Committee as well as the Board of Directors. Open Door continues to present with challenges based on the number of riders requesting Open Door service and the FTA requirement of Zero Denials.

Service Delivery Data:





Grant Activity:

Contracts for the 2017 Section 5310 Grant program will be executed in October 2017.

All vehicles for the 2016 Call for Projects were delivered with the exception of one vehicle for Tangram Services, which is expected in September 2017. The delivery of this vehicle will close out the 2016 Call for Projects through the Section 5310 Grant Program.

FACILITIES

The Julia M. Carson Transit Center is maintaining high customer volume during the summer months.

Work and discussions continue regarding site issues relative to the walkway pavers.

Energy generated from the rooftop solar array remains strong. For the month of July, energy generated resulted in a negative 69000 kwh showing on the meter for the bus chargers. This savings indicates that solar energy continues to support charging of the entire electric fleet.

During July, IndyGo completed the following repairs at shelters and stops:

- 3 glass panels replaced
- 2 Plexiglass panels replaced
- 14 signs installed
- Repairs made to 3 ad cases
- 3 shelters removed- 1 due to being destroyed by a car, 1 due to limited number of boarding's, and 1 temporary removal due to construction in area.

RISK & SECURITY

Staff met with Nolan Security, who is the current security contractor, to discuss some changes coming with the first option year of the security contract. IndyGo is looking to add Law Enforcement Officers (LEO) on Sunday to both the DTC and on the routes. Currently IndyGo has no LEO coverage on Sunday. There is also going to be an increase in Armed Security hours to allow for armed security at 1501 W. Washington St, 24 hours a day, seven days a week. This will allow for coverage at all times and will allow for parking lot sweeps, building sweeps, and employee assistance after normal office hours.

SAFETY & TRAINING

SAFE DRIVERS

The following Operators were recognized for their safe driving:

Rodriquez McGuire -	13 Years
Donna Langford -	10 Years
James Bledsoe -	7 Years
Roy Dishno -	6 Years
Michael Detienne -	5 Years
Sandra Hook -	5 Years
Donnisha Johnson -	5 Years
Darryl Donahue -	4 Years
Shilanda Moss -	4 Years
Wesley Robertson -	4 Years
Corene Wellington -	4 Years
Alford Caldwell -	3 Years
Brandi Matthews -	3 Years
Conniejoe Morton -	3 Years
Garry Staggs -	3 Years
Misti El Shabazz -	2 Years
Shanez Savage -	2 Years
Hardin Besley -	1 Year
Antonio Jones -	1 Year
Jennifer Miller -	1 Year
Aaron Thomas -	1 Year

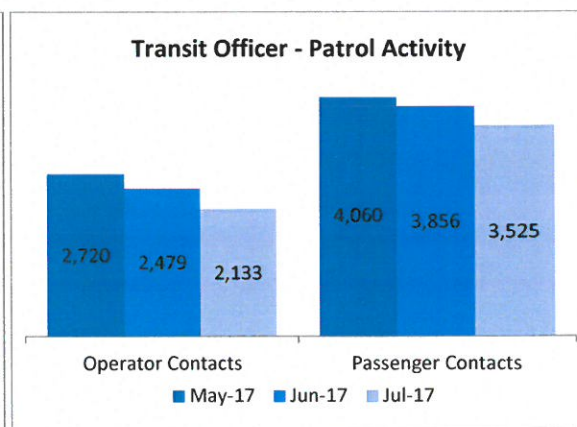
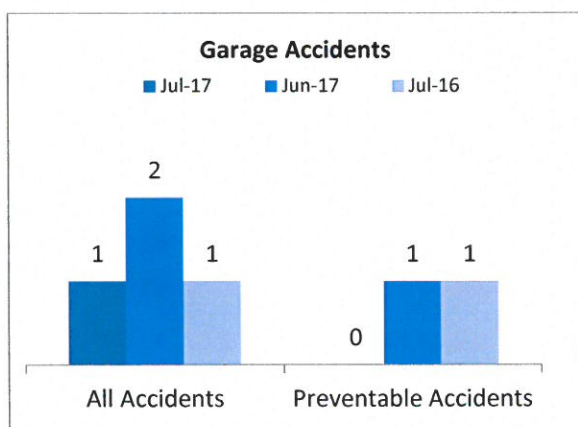
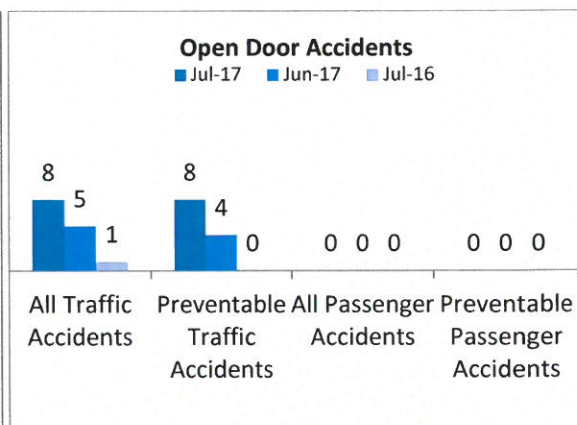
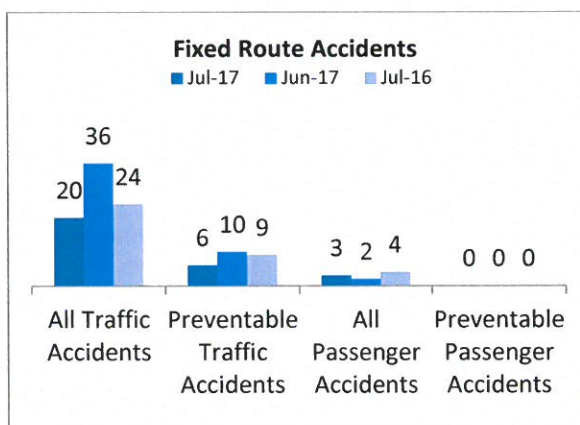
- IndyGo had its quarterly sprinkler inspection this month. This inspection checked the operation of all the sprinkler and high-hazard devices. There were no defects found during this inspection.
- IndyGo Class #17-04 which started on May 22, 2017, with four (4) students, have completed all portions of the training program. They were released to the Operations Department on July 14, 2017.
- IndyGo Class #17-05 which started on June 26, 2017 with 14 students, have completed the classroom portion of the program. They have started the route familiarization portion of the training program. They should be complete with all portions of the training and released to Operations by mid-August.

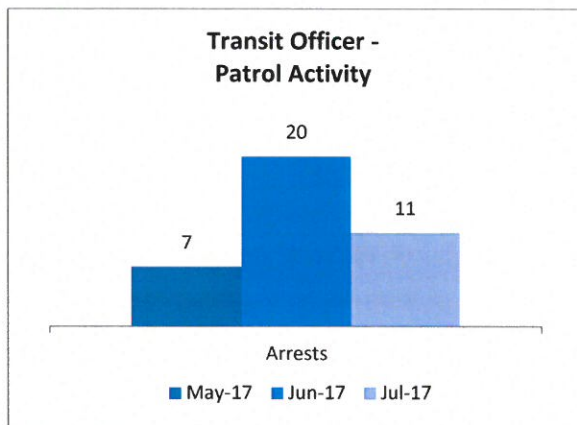
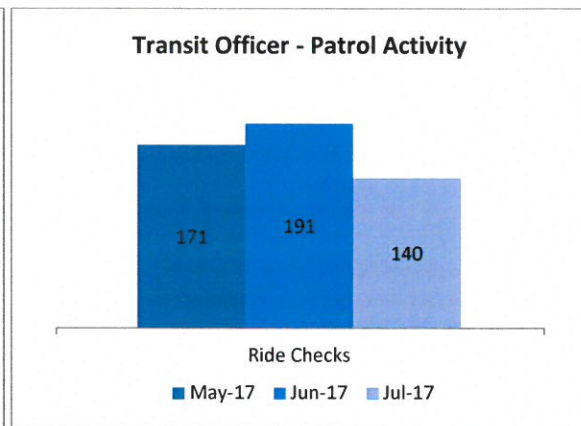
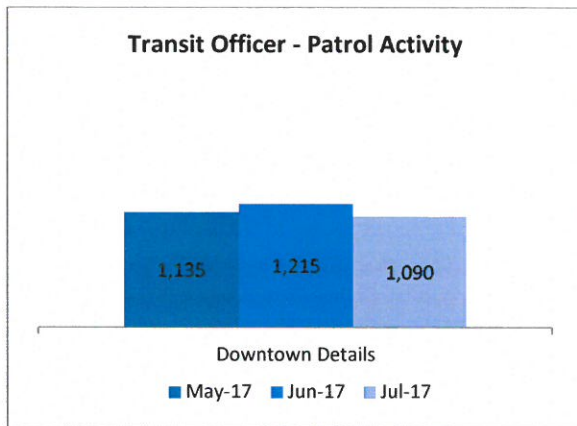
- IndyGo Class #17-06 began on July 24, 2017 with 13 fixed route students. The fixed route class is currently in the classroom portion of the class and should be complete with all portions of the class by late August or early September.

The following training sessions were conducted in July:

Staff performed the following trainings:

- Six (6) operators for retraining due to preventable accidents.
- Two (2) Vehicle Maintenance Supervisors and three (3) general laborers 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

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 2017 “pick”. Minor schedule changes are expected on several routes. One change of note is to the Route 37 Park 100. Now that the new road in Intech Park will be opening in September 2017 IndyGo will be adjusting the outbound routing in the park. This means that customers assessing the Social Security Administration and Lowe’s call center (the two most popular destinations for riders) will now save time by not having to walk a long distance from the closest stop or wait on the bus during the layover to complete their trip.

Staff is working on the Marion County Transit Plan bus network into the Hastus scheduling system. Routing and scheduling scenarios have been built and are being adjusted. The full system build-out in the scheduling software enables planning staff to refine forecasted vehicle and coach operator staffing levels required to provide planned improvements in time for the Red Line to open in 2019.

In Operations - Employee Performance Management and Self-Service has been installed. It will be deployed once testing is complete and staff has been trained. The final system update is expected in October and will improve payroll, NTD, staff management, and an FMLA reporting feature in the Daily Module.

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

Staff is planning to expand the Service Planning Department and is interviewing candidates for a Manager of Scheduling. Interviews will take place in the coming weeks.

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 occur.

Through our partnership with the DPW, and various public/private entities, we continue to work together to improve access to transit with appropriate bus stop amenities and ADA compliant sidewalks. We are also working on achieving appropriate bus stop placement and spacing ahead of improvements to bus frequencies to allow boardings and lightings to occur in a manner which allows coaches to operate as efficiently as possible. Plans are moving forward on sidewalk improvements within Intech Park which will allow us to improve accessibility along Route 37 and W. Michigan Street between White River Pkwy and Indiana Avenue which will impact Routes 3, 10, & 37, as well as 86th Street between Township Line Road and Ditch Road, impacting routes 28, 34 & 37.

Ridership

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

Current Month			IndyGo	Year to Date		
Jul-16	Jul-17	% Change	Fixed Route Ridership	2016	2017	% Change
14,784	14,138	-4.4%	2 E. 34th St.	108,049	104,086	-3.7%
23,162	21,249	-8.3%	3 Michigan St.	168,685	164,809	-2.3%
13,547	12,089	-10.8%	4 Fort Harrison	112,621	89,432	-20.6%
17,194	16,767	-2.5%	5 E. 25th	184,797	122,381	-33.8%
7,838	10,756	37.2%	6 N. Harding	10,727	81,073	655.8%
126,417	115,859	-8.4%	8 Washington St.	841,605	826,766	-1.8%
94,624	84,230	-11.0%	10 10th St.	649,396	621,675	-4.3%
3,099	2,968	-4.2%	11 E. 16th St.	26,617	23,131	-13.1%
4,448	4,574	2.8%	12 Minnesota	39,594	33,593	-15.2%
3,097	2,828	-8.7%	13 Raymond	21,395	21,712	1.5%
10,342	8,969	-13.3%	14 Prospect	67,077	64,828	-3.4%
18,574	17,111	-7.9%	15 Riverside	138,794	128,410	-7.5%
11,990	9,928	-17.2%	16 Beech Grove	79,245	70,256	-11.3%
23,807	23,535	-1.1%	17 College	161,611	150,441	-6.9%
9,672	8,966	-7.3%	18 Nora	105,259	77,707	-26.2%
38,071	34,252	-10.0%	19 Castleton	207,277	257,318	24.1%
11,966	12,371	3.4%	21 East 21st St.	94,362	92,379	-2.1%
10,475	9,559	-8.7%	22 Shelby	71,102	72,556	2.0%
8,066	8,831	9.5%	24 Mars Hill	69,961	66,311	-5.2%
14,322	14,236	-0.6%	25 W. 16th St.	100,579	98,928	-1.6%
14,771	11,942	-19.2%	26 Keystone	102,201	96,461	-5.6%
13,468	12,427	-7.7%	28 St. Vincent	101,217	91,281	-9.8%
7,831	5,686	-27.4%	30 30th St.	60,163	46,598	-22.5%
22,448	21,485	-4.3%	31 Greenwood	161,035	164,175	1.9%
25,517	24,794	-2.8%	34 Michigan Rd.	182,516	176,933	-3.1%
38,086	33,250	-12.7%	37 Park 100	265,508	258,266	-2.7%
34,886	30,542	-12.5%	38 Lafayette Square	225,516	222,173	-1.5%
100,333	85,593	-14.7%	39 E. 38th St.	696,924	653,828	-6.2%
			50 Red Line	27,224		
3,711	3,853	3.8%	55 English	30,154	27,803	-7.8%
11,896	9,323	-21.6%	86 86th Street Crosstown	76,185	79,294	4.1%
11,326	10,833	-4.4%	87 Eastside Circulator	74,344	78,336	5.4%
452	528		Others	3,147	2,519	
750,220	683,472	-8.9%	Total	5,264,889	5,065,459	-3.8%

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

Jul-16	Jul-17	% Change	Flexible and Contracted Services	2016	2017	% Change
22,165	26,864	21.2%	Open Door Riders on Fixed Route	167,360	190,146	13.6%
24,234	23,703	-2.2%	Open Door	173,266	182,604	5.4%
638	707	10.8%	Open Door Taxi Vouchers	5,321	5,482	3.0%
12,726	12,260	-3.7%	31 Day S-Pass	163,450	131,584	-19.5%

The team is working together internally and across divisions to more fully analyze ridership trends and year over year comparisons as well as develop models to assess the impact of special events, weather, weekends and holidays, and other considerations that influence ridership. As part of this analysis, the team identified a relatively large discrepancy between farebox ridership numbers (which are generally regarded as more reliable and have served as the basis of reporting ridership numbers) and the automatic passenger counter (APC) data; the team is monitoring this discrepancy to assess any patterns or reasons why the discrepancy may exist.

Based on the APC data, July 2017 experienced a 4.5 percent decline in ridership (relative to the 8.9 percent decline identified by GFI data); of that decline, 74.1 percent of the decline in ridership can be explained by comparing ridership on days that were free in 2016 – following the opening of the Downtown Transit Center – with the same days in 2017 which did not operate free service. After controlling for free days of service, the year over year decline in ridership would have been 1.0 percent, based on APC data.

In addition to comparing ridership on days in which the service was free in 2016 versus operating in regular service in 2017, the team has started examining boarding and alighting patterns at downtown stops to assess whether passengers are walking to the Downtown Transit Center who might otherwise have boarded and transferred downtown. The results of the 2016 Ridership Survey suggested that transfer activity have declined which suggests perhaps that individuals are walking to the DTC and taking one trip to a destination rather than two. The specific results of this analysis at this point are inconclusive; the team will continue to monitor these trends and assess the impact on ridership figures.

STRATEGIC PLANNING

This month the Strategic Planning department continued to work with Public Affairs and other divisions on two partnerships with IUPUI. A baseline study for how nonprofit organizations along IndyGo's future rapid transit lines and their consumers currently use IndyGo services was approved into IUPUI-SPEA's capstone program. Through this effort, IndyGo will have an opportunity have its project selected from among many community projects for the final project of students finishing their undergraduate or graduate studies; the results of this study should assist IndyGo in its long-range planning and help us be better positioned to partner with nonprofit partners throughout these corridors. We are also partnering on an analysis being conducted by the IUPUI Polis Center, as part of its SAVI Talks! series, on how the implementation of the Marion County Transit Plan will benefit riders across market segments.

The Strategic Planning department continues to support the initiatives of the Planning and Capital Projects division and other IndyGo departments. The team has worked with the Procurement department on issuing an RFI for the modernization of IndyGo's fare collection approach; this information will enable us to finalize our fare study, begin a fare equity analysis, and issue a future RFP for modernization of the fare system. The team is also working with other departments in drafting a five-year capital plan which will capture descriptions of planned expenditures, estimated costs, and potential revenue sources for IndyGo capital projects over the next five years. It is anticipated this document will be finalized within the next two months. The Strategic Planning department is also working on a competitive grant application to assist in the funding of a new paratransit facility, continuing to support the Paratransit committee with data analysis, and serving on the review committee to select the IndyGo Strategic Planning consultant.

CAPITAL PROJECTS

Capital Budgeting

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

Red Line

The FTA held the Risk Assessment workshop July 21-22 for the Red Line project, which was favorable. The project has a healthy contingency (\$11.6M) which can be used to weather unforeseen circumstances. The FTA's final report on project readiness is due in September, which will allow the Small Starts Grant to be executed. The actual execution process can take up to 3 months, so the FTA has recommended that IndyGo plan on a December grant award. Because of this, IndyGo has altered the bid procurement schedule to be awarded at the December 7 board meeting rather than October 26 as previously planned. The bid advertisement is planned for August 31, with the bids due back in November. This will give contractors ample time to form teams and understand this complex project.

There will be a series of traffic code ordinance revisions that will go before the City-County Council in September. The current codes have very specific descriptions of the roadway (i.e. "No parking from a point 50 ft. south of the intersection to a point 250 ft. North of the intersection"). Because the project will make changes to the street, many of these ordinances need to be altered.

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

Purple Line

The Purple Line team organized or attended over a dozen public and stakeholder meetings over the past month, in preparation for the Small Starts application due September 8. The discussion has largely centered on Segment 3, from Fall Creek to Shadeland Ave. The limited street width, poor pavement condition, and lack of sidewalks make this section of the corridor very challenging. Final cost estimates are still in development, but the project is anticipated to cost between \$130-140M.

The FTA has granted a Letter of No Prejudice (LONP) to allow fleet replacement buses approved in the July board meeting to be paid for from a future Purple Line grant, if awarded. IndyGo is planning to apply for a 50% matching grant (\$65-70M) for the project, which is lower than the Red Line share in order to improve the ratings in the federal system. The grant recommendation will come in early/mid 2018 with the budget proposal for in federal fiscal year 2019, and depending upon the federal budgeting process, would likely be appropriated in the Summer of 2019.

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

Blue Line

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

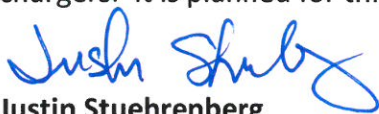
Other On-Street Projects

Several other street projects, including conversions of one-way streets to two-way and bus stop and shelter improvements were included in the Marion County Transit Plan. Initial outreach and design work for those projects will begin in early 2018.

Facility Projects

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

A task order is being developed with WSP for the design of the electric charging infrastructure needed for the incoming electric buses. While each bus includes the charger, IndyGo must make facility improvements in wiring and transformers to bring adequate power to those chargers. It is planned for this task order to come to the board in September.



Justin Stuehrenberg

Vice President of Planning & Capital Projects

To: Chair and Board of Directors

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

CONSIDERATION OF PUBLIC AFFAIRS 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

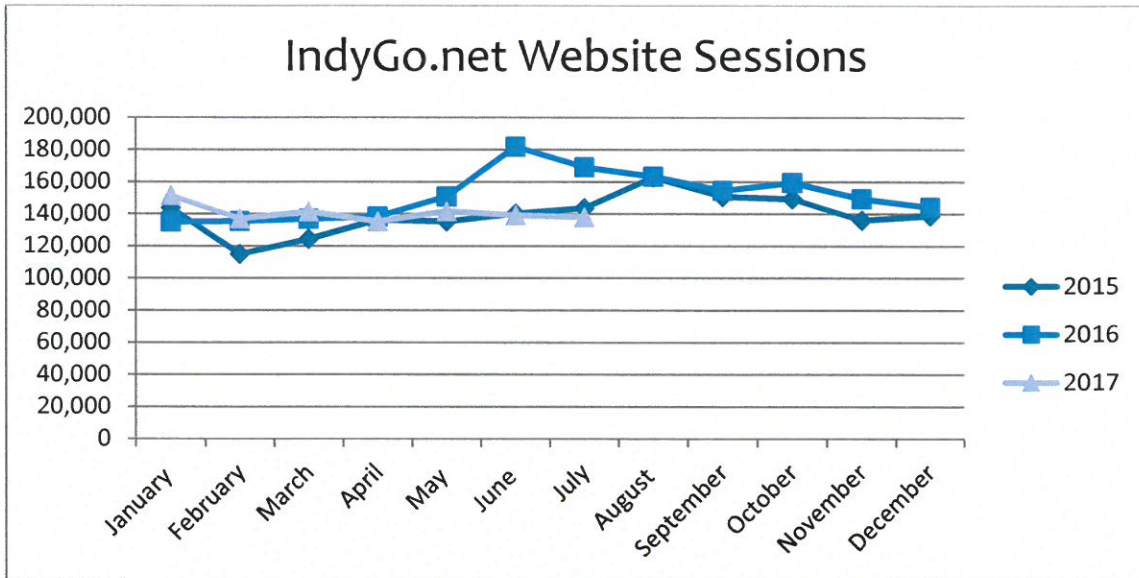
Betsy Sattler, Graphic Specialist

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

INDYGO.NET MONTHLY SESSIONS 7/1/17 – 7/31/17:

Page Views	334,153
New /Returning Visitors	34,307/103,796
Total Sessions	138,103



Month	Mobile	Desktop	Tablet	New	Returning
January	81.3%	14.04%	4.66%	22.3%	77.7%
February	80.98%	14.07%	4.95%	22.7%	77.3%
March	82.66%	15.09%	2.26%	25.20%	74.80%
April	83.56%	14.37%	2.07%	25.5%	74.5%
May	83.33%	14.62%	2.05%	24.95%	75.05%
June	82.92%	14.94%	2.14%	24.83%	75.17%
July	83.43%	14.48%	2.09%	24.82%	75.28%

JULY NEWS RECAP:

“IndyGo and Purdue Polytechnic High School Form Innovative Partnership” – Mass Transit

Magazine

“IndyGo to expand to Lawrence, staff asking for residents’ feedback” – WISH-TV

“IndyGo Seeks Input on Purple Line Rapid Transit” – MassTransit

“IndyGo’s Purple Line plans to be unveiled in Lawrence” – FOX59, CBS 4

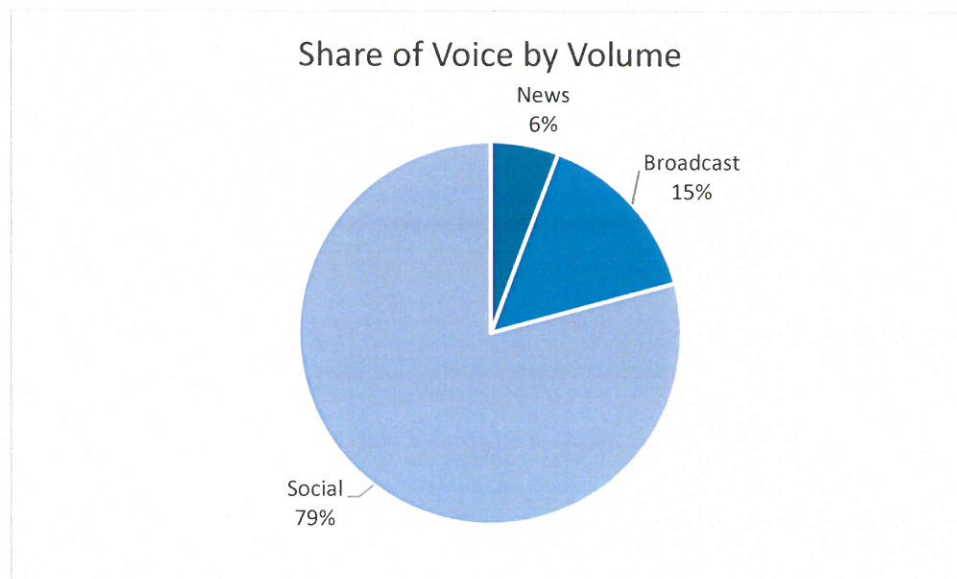
“IndyGo seeks public input for northeast side rapid transit line” – NUVO

“Bus Rapid Transit Progressing in Indy” – Inside INdiana Business

“In search of a new vision for our community” – Indianapolis Recorder Newspaper

“DoubleMap innovates transportation system for the blind” – Indy Star

Topics Include: Mentions in early July focus on Purple Line Public Meetings held throughout the Purple Line corridor and IndyGo’s involvement with Pack the Parks. Mentions throughout mid-late July include the innovative partnership between IndyGo and Purdue Polytechnic High School to provide transportation for students and information on upcoming events in which IndyGo was a participant or sponsor – Kids Rock the Park and Indy Jazz Fest.



Broadcast mentions: 69

News mentions: 26

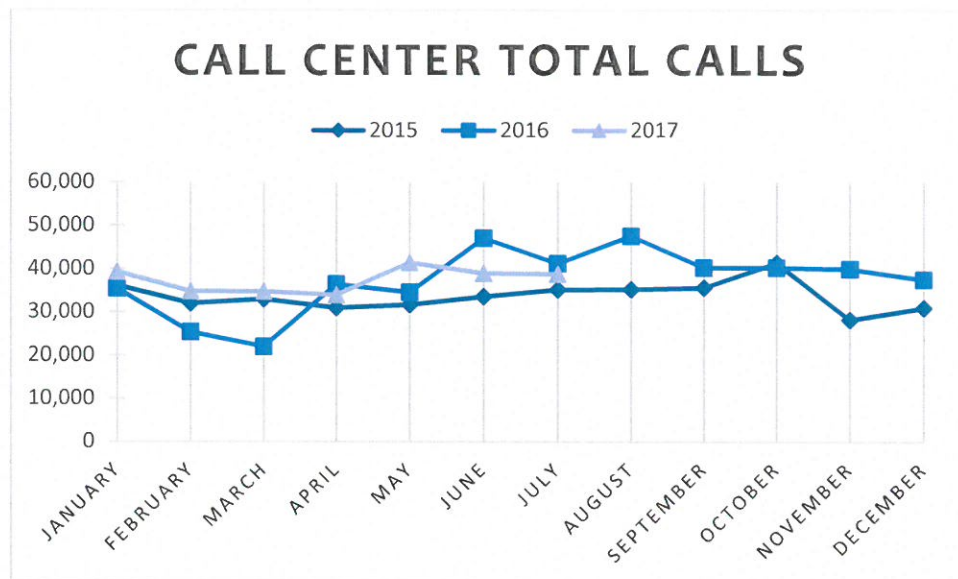
Social Media mentions: 362

JULY CALL CENTER REPORT:

38,766 total calls

4.60% calls abandoned in queue

35.69% Interactive Voice Response (IVR) calls

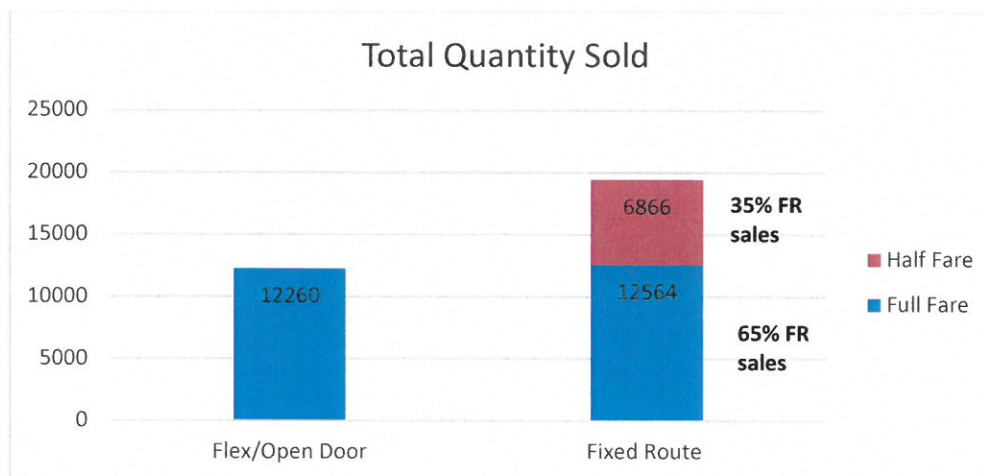
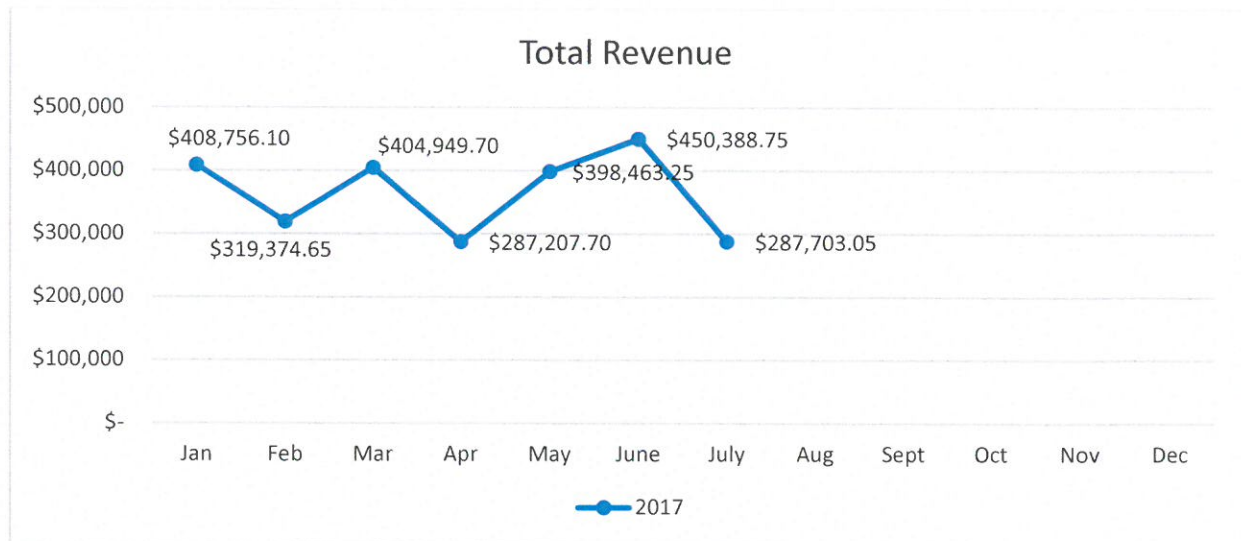


CUSTOMER COMMENTS: 399

ADA	4	PASS BY	59
BUS STOP	1	REAL TIME ARRIVALS	2
CIVIL	0	RED LINE	6
COMPLIMENT	21	REQUEST	33
COURTESY	69	ROUTE	4
CUSTOMER SERVICE CENTER	4	ROUTE DETOUR	1
DENIAL	8	RULES	1
DISCRIMINATION – TITLE VI	2	SAFETY	64
FACILITY MAINTENANCE	21	SCHEDULE ADHERENCE	59
FARES	10	SERVICE CHANGES	0
MCTP	7	SUGGESTION	5
MARKETING	3	VEHICLE MAINTENANCE	5
OTHER	8	WRONG INFORMATION	2

JULY PASS SALES REPORT:

Total Quantity of Passes: 31,910



Additional Revenue:

Retail Desk & Online Purchases: \$279,374.30

Cash: \$63,180.50

Checks: \$6,171.80

Credit Cards: \$122,743.00

OUTREACH SUMMARY FOR JULY:

Outreach in early July focused on informing the public of opportunities to give feedback at upcoming Purple Line public meetings; IndyGo staff and volunteers conducted on-bus engagement on Route 39 to give updates and collect feedback. Various Purple Line stakeholder meetings continued throughout the month, as well as several opportunities for public engagement, including Pack the Parks, Indy Criterium, Smart Cities Readiness Workshop, and the Zion Hope Church Community Day and Back to School Rally.

JULY OUTREACH EVENTS:

7/1/2017	Purple Line On-Bus Engagement
7/5/2017	Purple Line On-Bus Engagement
7/6/2017	Purple Line On-Bus Engagement
7/7/2017	War Memorial Stakeholder Meeting
7/7/2017	Purple Line On-Bus Engagement
7/7/2017	Near North Village Center Client Meeting
7/7/2017	Federal Courthouse Stakeholder Meeting
7/8/2017	Pack the Parks: Tarkington Park
7/8/2017	Indy Criterium
7/10/2017	Purple Line Public Meeting: Lawrence Government Center
7/11/2017	Washington Business Alliance Meeting
7/11/2017	Purple Line Public Meeting: Avondale Meadows YMCA
7/12/2017	IndyGo Hiring Presentation at Center for Working Families
7/12/2017	Ball State University PLAN 100 Class Visit
7/12/2017	IU Health Stakeholder Meeting

7/12/2017	Purple Line Public Meeting: CAFE
7/13/2017	MNA Transit Update
7/13/2017	Travel Training: Thompson Village Apartments
7/13/2017	Destination Fall Creek Projects Meeting
7/14/2017	West Washington Street Meeting
7/17/2017	Children's Museum Red Line Update
7/17/2017	Purple Line Public Meeting: 12:00pm at Central Library
7/17/2017	Purple Line Public Meeting: 6:00pm at Central Library
7/18/2017	Smart Cities Readiness Workshop
7/18/2017	Village Center Near North Public Meeting
7/18/2017	ISPE Tour of DTC
7/19/2017	MAC Meeting
7/20/2017	Arts, Culture, & Transportation Reception
7/22/2017	Zion Hope Church Community Day and Back to School Rally
7/23/2017	Catch the Stars Backpack Giveaway
7/25/2017	Councillor Adamson Ordinance Review
7/25/2017	Visit Indy Stakeholder Meeting
7/26/2017	Teamster Stakeholder Meeting
7/26/2017	ATU Meeting
7/27/2017	MNA Transit Update
7/27/2017	Indiana Latino Scholarship Fund Dinner Event

7/28/2017	St. Richard's Stakeholder Meeting
7/30/2017	Kids Rock the Park: Broad Ripple Park
7/31/2017	PPHS Partnership: Getting to School
7/31/2017	PPHS Partnership: Getting Home
7/31/2017	IPTC Board Meeting: Budget

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. IndyGo staff assisted during the first week of school to ensure that students were comfortable finding their way to school and back home.
- The Transit Ambassadors Program has been refined into a more structured and long-term volunteer program that will leverage and expand the efforts of IndyGo community outreach. Applications for the program will go live on www.indygo.net in late August.
- IndyGo is hosting September Transit Talks as a casual opportunity for anyone with a question to stop by before or after work.

Transit Talk dates:

- Tuesday, September 12, 7:00 am: Calvin Fletcher's Coffee
- Thursday, September 14, 4:30 pm: Hotel Tango
- Wednesday, September 20, 7:00 am: Mile Square Coffee
- Wednesday, September 20, 7:00 am: Quill's Coffee
- Wednesday, September 20, 4:30 pm: Two Deep Brewery
- Thursday, September 28, 4:30 pm: Upland Tasting Room
- Friday, September 28, 7:00 am: HoiTea ToiTea

To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES JULY 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

July 2017 Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 07/31/2017)

Represented: 479

Non-Represented: 107

Total Employees: 586

July Separations

Represented: 3

Non-Represented: 1

Total Employees: 4

July New-Hire Employees

Represented: 16

Non-Represented: 2

Total Employees: 18

July Employee Turnover Rate: 0.69%

Staffing Capacity (as of 07/31/2017)

602.5 FTE Budget

556 FTE Actual

7.7% Below Maximum Capacity

Like most transit agencies, IndyGo struggles with the retention of staff in some positions. The **Retention Rate** is defined as the percentage of employees at start of a time period who remained employed at end of time period.

According to a recent report by Glassdoor, employees and would-be employees have an edge in today's job market, with 90 percent of recruiters surveyed saying it's a candidate-driven market. The report reveals important points for businesses looking to hire and keep the most qualified workers. In today's candidate-driven environment, companies need to prioritize employee retention. Employee compensation & benefits and employee engagement is a big part of that.

As the report points out, recruiting is more expensive for businesses when the market favors job candidates.

- It costs **\$4,000** on average for U.S. businesses to fill an open position.

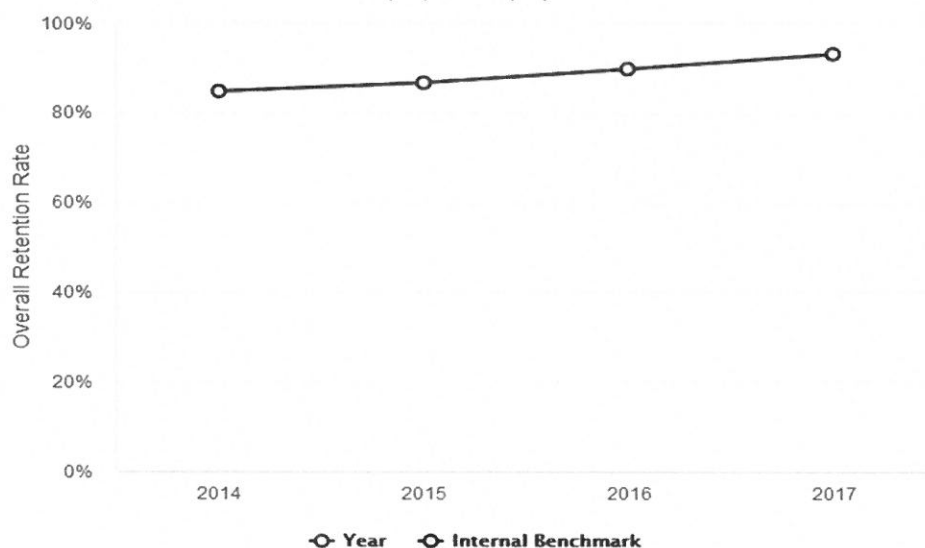
- On average, it takes **52 days** for businesses to fill a job opening (up from 48 days in the year 2011).

**** IndyGo averages \$4740 (direct and indirect) costs to fill open positions which takes an average 52 to 75 days to fill****

The survey also asked recruiters which obstacles presented the most problems when it came to filling job openings, with a shortage of candidates and lengthy hiring practices ranking highest at 31 percent and 27 percent, respectively. (These are two of IndyGo's two top obstacles as well)

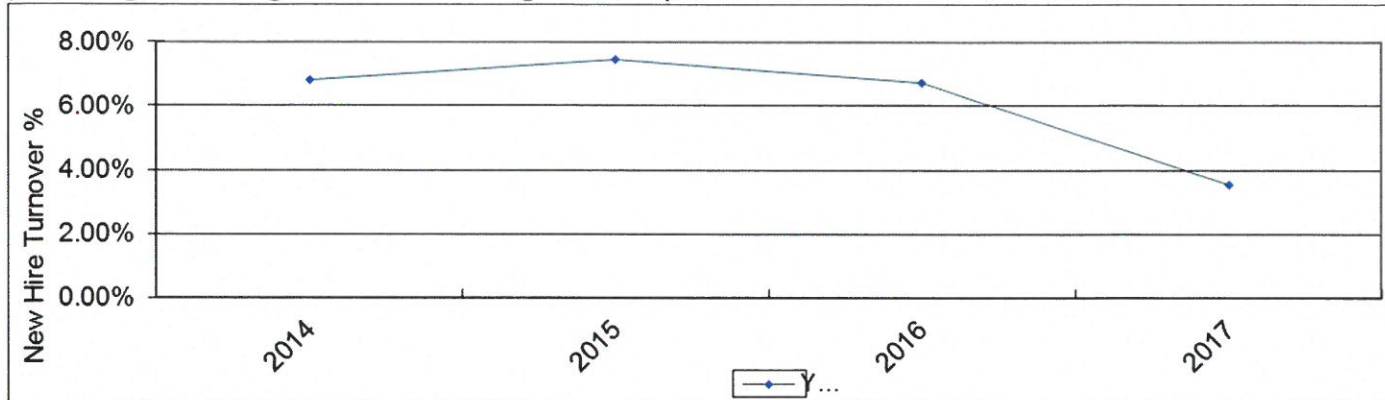
The report also shows that companies in 2017 are concerned about preventing good workers from leaving—and with good reason, as 51 percent of employees surveyed said they're thinking about looking for a new job. This makes sense if you consider that more than three-quarters of job seekers say benefits are either "very important" or "extremely important" when considering a job offer.

In summary, the report shows that employees are willing to leave a job if they can find better compensation and benefits elsewhere. Companies can contain recruiting costs and prevent current employees from leaving by reexamining their benefits package and offering more flexible and cost-conscious options for health and other benefits. IndyGo provides a comprehensive salary and benefit package, including an on-site primary clinic. HR will continue to stay abreast of trends and best practices to help access and promote the "hire to keep" philosophy.



Period	Overall Retention Rate
2014	84.77%
2015	86.69%
2016	89.81%
2017	93.19%

New Hire Turnover Rate - Total new hire terminations (with less than one year tenure) as a percentage of average headcount for a given time period.

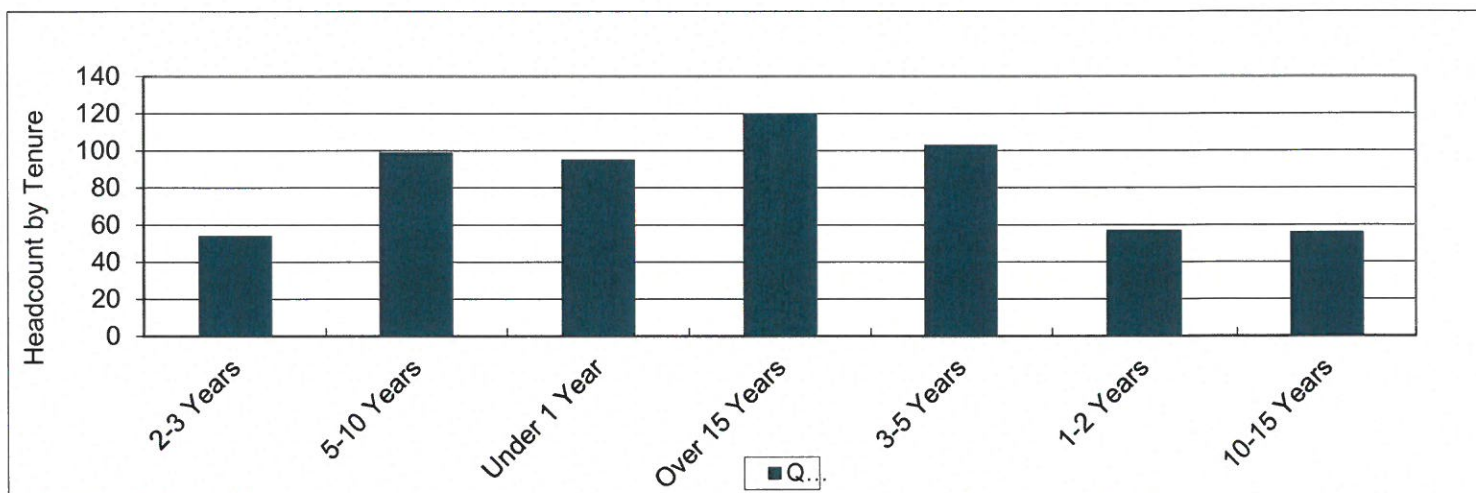


Period	New Hire Turnover %	Total New Hire Terminations	Average Headcount
2014	6.82%	35	512.92
2015	7.46%	39	523.08
2016	6.73%	36	534.88
2017	3.55%	20	562.69

Headcount by Tenure – Percentage of headcount by tenure ranges.

Tenure Band	Headcount	Headcount Percentage
2-3 Years	54	9.25%
5-10 Years	99	16.95%
Under 1 Year	95	16.27%
Over 15 Years	120	20.55%
3-5 Years	103	17.64%
1-2 Years	57	9.76%
10-15 Years	56	9.59%

Test Type	Number of Tests
Pre-Employment	37
Random	12
Post-Accident	4
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0
Total Tests	53



Drug and Alcohol Compliance

Occasionally, a drug test will have a negative result, but will also be dilute. In these instances, each employer must decide if they will send the employee for an immediate retest, as allowed by section 40.197(b)(2). All employees with negative-dilute test results must be treated the same; employers are prohibited from retesting some employees but not others. An employer may, however, establish different negative-dilute policies for different test types (e.g., conduct retests for pre-employment situations, but not for random testing situations). The position each FTA-covered employer takes on whether or not to perform negative-dilute retests must be clearly stated in their anti-drug and alcohol misuse statement, per 655.15(d). IndyGo's policy is to send an applicant/employee for a second drug test when the result is negative-dilute in all testing categories.

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue61/pdf/Issue61.pdf>

Learning and Development

The Professional Development initiative for the PILOT program at Butler which will serve a Leadership Platform as we build onto our staff development-learning & development initiatives, has begun. Nineteen (19) staff members will attend engaging bi-weekly sessions under the direction of Butler University Executive Education Program.

Upcoming programs and initiatives include:

MS Office (Word, Excel and Outlook Training)
Supervisory Training
Business Writing
Business Communication
Performance Management

Wellness and Employee Engagement

In preparation for 2018 the IndyGo HR Team 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:

- August 19, 2017, IndyGo will hold a 5k Fun Run/Walk for all employees, spouses and dependents. Board members are welcome to come join us.
- Weight Watchers is back, and on-site in its 5th week with 20 participants.
- The IndyGo Wellness Garden continues to thrive.
- September 30th, there will be a 3-on-3 basketball tournament and cook off. More Details Coming!

Clinic Utilization

Activate Clinic Stats for July 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	90	13	168	271
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	248	10	13	271

Activate Clinic Stats for July 2016

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	89	21	244	354
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	212	8	9	229

Leave Administration

The benefits team continues to work with the third-party 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
Total Lost Time	121 Days = 968 Hours

Workers' Compensation

There were seven (7) "incidents" for the month of July. Of these seven (7) incidents, five (5) were reportable (became worker's compensation claims) and two (2) were non-reportable. There were no denied claims for the month and a total of two (2) temporary total disability (TTD) claimants. The light duty program was assigned to two (2) of the new claimants with an average of 1.5 day(s) off work before being assigned. There was a total of 63 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 forty-six (46) closed claims and fifty-five (55) open claims.

2017 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	3	6	6	3	4	5	5						32
Non-Reportable	1	4	1	1	4	3	2						16
Light Duty - New	1	2	4	3	1	3	2						16
Light Duty - Total	2	4	6	5	2	3	2						24
TTD - New	0	1	1	0	1	0	0						3
TTD - Total	3	3	5	4	2	2	2						21
Denied	0	0	0	0	0	1	0						1
Lost Time (hrs)	93	68	124	96	66	73	63						583
Open Claims - New	2	4	3	2	1	3	2						17
Open Claims - Total	8	7	9	6	8	9	8						55
Closed Claims	3	12	5	5	6	6	9						46

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