

INDYGO

Board Report
May 25, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – MAY 25, 2017

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on April 27, 2017 – *Danny Crenshaw***
- A – 2** **Consideration of Vendor and Approval of Contract for Workers Compensation & Risk Management – *Phalease Crichlow***
- A – 3** **Acceptance of Proposed Amendment to the Mobility Advisory Bylaws – *Paula Haskin***
- A – 4** **Consideration and Approval of Mobility Advisory Committee Members – *Paula Haskin***
- A – 5** **Consideration and Approval of Purchase of Seventeen (17)40’ Diesel Buses – *Roscoe Brown***
- A – 6** **Consideration and Approval of Resolution 2017-03 to Exercise Eminent Domain Authority – *Jill Russell***

Old Business

INFORMATION ITEMS

- I – 1** **Mobility Advisory Committee (MAC) Update – *Jewel Lofton, Chair***
- I – 2** **Consideration of Receipt of the Finance Report for April 2017 – *Nancy Manley***
- I – 3** **Consideration of Receipt of Operations Report for April 2017 – *Roscoe Brown***
- I – 4** **Consideration of Receipt of Planning Report for April 2017 – *Annette Darrow/Justin Stuehrenberg***
- I – 5** **Consideration of Receipt of Business Development Report for April 2017 – *Bryan Luellen***
- I – 6** **Consideration of Receipt of Human Resources Report for April 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, June 22, 2017

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

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting that was held on Thursday, April 27, 2017.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

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

THURSDAY, April 27, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, March 23, 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:

Alan Rowland, Board Member
Tommie Jones, Board Member
Mark Fisher, Board Member
Greg Bedan, Board Member
Juan Gonzalez, Secretary-Treasurer
Absent: Danny Crenshaw, Chair
Greg Hahn, Vice Chair

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

RECOGNITIONS

Mike Terry recognized Bob Williams receipt of his awards for his service as a reserve officer with the Indianapolis Metropolitan Police Department. Bob serves as a sergeant with the IMPD.

Nathan Barnes and Kevin France were recognized for their nominations for the Rose Award.

ACTION ITEM 1: APPROVAL OF MINUTES

Upon motion for approval by Tommie Jones and Seconded by Mark Fisher, approval of the Minutes of the March 24, 2017 Board Meeting carried unanimously.

ACTION ITEM 2: Consideration of Vendor and Approval of Contract for BRT 60' Buses – Justin Stuehrenberg

Director of Special Transit Projects Justin Stuehrenberg presented this item for electric bus purchase from the BYD Company. The motion for approval by Mark Fisher and seconded by Greg Bedan carried unanimously.

ACTION ITEM 3: Consideration of Vendor and Approval of Contract for Bus Shelter and Signs – Ed Parsley

Presented by Roscoe Brown, COO/VP of Operations for award of contract to Ellis Mechanical. A correction was noted in that the total contract price for Ellis was \$1,262,430.00, not &1,232,00.00. After discussion concerning the need for increased monitoring and trash removal at bus shelters, motion for approval from Tommie Jones and seconded by Alan Rowland carried unanimously.

ACTION ITEM 4: Consideration of Vendor and Approval of On Call A & E – Justin Stuehrenberg

Justin Stuehrenberg presented item for approval to contract with WSP Parsons Brinkerhoff, the Etica Group and Shrewsberry & Associates for On Call A & E services. Motion for approval by Alan Rowland and seconded by Tommie Jones carried unanimously.

INFORMATION ITEM 1: Consideration of Receipt of the Finance Report for March 2017

CFO and VP of Finance Nancy Manley presented the March 2017 financial report. Mark Fisher raised concerns about over-time costs and discussion followed concerning obstacles facing the corporations recruiting efforts.

The report was accepted.

INFORMATION ITEM 2: Consideration of Receipt of Operations Report for March 2017

Roscoe Brown, COO and VP of Operations presented the operations report for March 2017, acknowledging the sudden and untimely loss of Professional Coach Operator Charles Washington and Manager of Transportation Dave Perkins.

The report was accepted.

INFORMATION ITEM 3: Consideration of Receipt of Planning Report for March 2017

Justin Stuehrenberg presented the March 2017 planning report.

The report was accepted.

INFORMATION ITEM 4: Consideration of Receipt of Business Development Report for March 2017

Bryan Luellen, Director of Public Affairs presented the March 2017 Business Development.

The report was accepted.

INFORMATION ITEM 5: Consideration of Receipt of Human Resources Report for March 2017

Phalease Crichlow, VP of Human Resources presented the report summarizing activities and staffing levels for March 2017.

The report was accepted.

INFORMATION ITEM 6: CEO Update

CEO and President Michael Terry presented his report after acknowledging Jewel Lofton as the new Chair of the Mobility Advisory Committee. Mr. Terry reported on his trip to Washington DC, the status of the federal budget and informed the Board of the upcoming Triennial Review in May.

The report was accepted.

ADJOURNMENT:

Alan Rowland adjourned the meeting at approximately 6:30pm.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Phalease M. Crichlow, Vice President of Human Resources
Pam White, Procurement Director

SUBJECT: RFP 13-02-127–WORKERS’ COMPENSATION/RISK MANAGEMENT

BACKGROUND:

Per state statute, employers are required to provide insurance for work-related injuries. IndyGo is self-insured for workers’ compensation and utilizes a Third-Party Administrator (TPA) to adjudicate claims for work-related injuries. IPTC is seeking a provider to process all workers’ compensation claims under the Indiana Workers’ Compensation and Occupational Diseases Acts along with risk claims in a timely manner. Services sought include, but are not limited to, managing the claims process for workers’ compensation and risk, investigations, setting reserves and payments, subrogation, filing mandatory reports with the state and excess insurance provider, negotiating and settling of claims for pre-approved amount by IPTC.

The provider must be able to work within the confines of IPTC policies, procedures and Collective Bargaining Agreement. The goal established for workers’ compensation and risk management services is that of cost containment for the corporation through the process of collaboration, a single service model, efficient claims processing and reporting analytics.

PROCUREMENT PROCESS:

On February 24th, 2017 IPTC released RFP 17-02-252 Workers’ Compensation and Risk Management 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 February 24th, 2017 and February 27th, 2017.

On March 9th, 2017 IPTC received forty-seven (47) written questions regarding RFP 17-02-252 Workers’ Compensation and Risk Management.

On March 17th, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope.

On April 3rd, 2017 IPTC received seven (7) proposals in response to RFP 17-02-252 Workers' Compensation and Risk Management.

The evaluation team evaluated written proposals based on claims management approach, claims management experience, total cost of services and information management systems. It was determined that interviews of the three firms would be necessary.

On April 27th, the evaluation team held interviews for the top three scoring firms. The team then evaluated the presentations and found CorVel Corporation to be the highest scoring firm.

SELECTION DETAILS:

The seven (7) firms were: CCMSI, CorVel, JWF Specialty, PMA Companies, Solace Risk Management, Tristar and York.

The three (3) firms that were selected to present were: CorVel, JWF Specialty and Tristar. Items that made the final determination:

- Overall cost of claim fees.
- Flat fee for liability (auto, bodily and property) for 198 vehicles, including (supervisor vehicles, company cars, etc.). This would cover any accident that IPTC reports with no additional fees unless there are more than 5 persons injured. The flat fee schedule allows the ability to better forecast the budget throughout the year which potentially yields additional savings.
- Coordination of workers' compensation and risk claims subrogation.

DIVERSITY PARTICIPATION:

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

FUNDING:

Funding for RFP 17-02-252 Worker's Compensation and Risk Management will come from the IPTC Operating Budget.

RECOMMENDATION:

In a manner, consistent with IPTC procurement and contract award standards, it is recommended that the Board authorize the President and CEO to enter into a contract with CorVel Corporation to administer, adjust and adjudicate worker's compensation and risk claims (auto/property and bodily).

Phalease M. Crichlow
Vice President of Human Resources

Pam White
Procurement Director

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Flexible and Contracted Services

SUBJECT: Recommended Changes to the MAC Bylaws

BACKGROUND:

In January 2010, the Mobility Advisory Committee (MAC) was reorganized from a group consisting of only Open Door riders to a diverse group of individuals representing agencies, employers, and transit system users. At this time, the MAC was also presented with a new set of bylaws which governed the committee and changed its focus to educating the public, improving transportation options, and advocating for transit.

The MAC meets quarterly to review and discuss the transportation needs of the community and make recommendations. The MAC also updates and informs IndyGo staff of any transportation issues which affect the community and may require action.

On January 28, 2016, the IPTC Board of Directors accepted and approved various changes to language in the MAC bylaws as well as an increase from nine (9) to eleven (11) members. Over the past few months, the MAC has held meetings to reevaluate a portion of language in the current bylaws regarding membership. In doing so, the MAC has suggested one change to incorporate flexibility in their membership by adding “educational entities” into the agency category.

If the change is accepted Article IV – Membership bullet #A2 would read:

Three (3) individuals who shall represent agencies, educational entities, businesses or not-for-profit groups within the IPTC service area that provides services to persons with disabilities.

A copy of the current MAC Bylaws is attached

RECOMMENDATION:

The MAC recommends that the Board of Directors accept the proposed amendment to the Mobility Advisory Bylaws to go into effect immediately.

Paula D. Haskin
Director Flexible Svc/Contract Services

Attachment



Bylaws

IPTC Mobility Advisory Committee (MAC)

Article I - Name

The name of the body shall be the Mobility Advisory Committee, hereinafter referred to as the “MAC.”

Article II – Purpose

- A. The MAC is established by Board of Directors of the Indianapolis Public Transportation Corporation (IPTC), hereinafter the “Board” to:
1. Represent the diversity of individuals with disabilities within the IPTC service area and advocate for the transportation needs of those individuals.
 2. Provide education and foster awareness of the transportation needs of disabled individuals to the general public.
 3. Advise and provide appropriate input to IPTC concerning the provision of public transportation to individuals with disabilities.
 4. Provide a forum in which consumers, employers, organizations and elected representatives can raise concerns, ideas and propose solutions for improving transportation service and mobility options to individuals with disabilities.
 5. Advocate for public transportation.

Article III – Limitations on Authorization

The MAC serves in an advisory capacity to IPTC and shall have no independent duties to take actions that bind IPTC or its Board of Directors. No MAC member may speak for the MAC or to the Board on behalf of the MAC without authorization by affirmative vote of the MAC. The MAC chairperson or their designee may make reports to the Board and IPTC staff.

Article IV - Membership

- A. The MAC shall consist of eleven (11) members who have been appointed by the IPTC Board of Directors. These members shall consist of the following, each having the same duties and responsibilities:
 - 1. Six (6) individuals residing within the IPTC service area who are persons with or without disabilities and/or familiar with paratransit service and/or fixed route service within the area.
 - 2. Three (3) individuals who shall represent agencies, businesses or not-for-profit groups within the IPTC service area that provides services to persons with disabilities.
 - 3. Two (2) individuals who shall represent employers who have demonstrated their commitment to hiring and supporting the needs of persons with disabilities.
- B. Each appointed MAC member shall serve a term of two years and shall serve no more than two consecutive full terms. After serving two consecutive terms, a member may apply for a new committee appointment after a period of one year.
 - 1. Members may only be removed by the Board. Any recommendation by the MAC for removal of a member will require a majority vote of the MAC for that members' failure to participate in committee activities or for engaging in behavior that reflects negatively upon the MAC's purpose.
 - 2. Members may resign from the MAC by giving written notice to the chair. The notice shall specify an effective date of resignation, and when possible be submitted 30 days prior to that date.

3. The term of any person appointed by the Board to fill a vacancy shall be two years beginning with the next regular MAC meeting. Such appointee may serve no more than two consecutive full terms.
4. No person may be a MAC member if that person represents a company, person or entity that does, or seeks to do business with IPTC, with the exception of sub-recipient grant recipients; or has filed, participated in or had an interest in a claim or lawsuit involving IPTC within the past twelve months of the appointment, or during a term of appointment.

Article V – Attendance

- A. Committee members are expected to attend, in person, all regularly scheduled and special Committee meetings.
- B. Failure to attend two (2) regular consecutive meetings without a valid excuse and notice to the Chair will be deemed as an automatic resignation by a committee member.

Article VI - Officers

- A. The MAC shall elect from among the committee members a Chairperson and Vice-Chairperson who shall preside at all meetings of the MAC and represent the MAC at all matters before the Board.
- B. Terms of office shall be for one year in length and shall not exceed two consecutive terms. Elections shall be held annually at the first meeting of the calendar year and shall be by majority vote of the MAC members in attendance. Officers must be present to be nominated and elected.
- C. Chairperson Duties:
 1. The Chair shall preside over all regular meetings.
 2. The Chair shall formulate the agenda with input from MAC members and IPTC staff.
 3. The Chair shall serve as spokesperson for the MAC.
 4. The Chair shall perform such other duties as required and approved by the MAC and the Board.

D. Vice-Chairperson Duties:

1. The Vice-Chair shall assist the Chair in fulfilling his/her duties and shall serve as Chair in his/her absence.
2. The Vice-Chair may chair Sub-Committees or special projects as designated by the MAC.
3. The Vice-Chair shall ensure that all MAC activities adhere to the MAC bylaws.
4. The Vice-Chair shall perform other duties as required and approved by the MAC.

Article VII – Meetings

- A. The MAC shall meet quarterly. The MAC shall establish in coordination with IPTC staff an annual schedule of regular meetings at its initial meeting and thereafter at the beginning of each calendar year. Meetings shall be held at 1501 W. Washington Street or at facilities accessible by public transportation and paratransit and in rooms accessible to individuals with disabilities.
- B. All meetings shall have an agenda. Only business items on the agenda shall be addressed at the meeting. Items for an agenda may be submitted by any member of MAC at least two weeks prior to the meeting. The IPTC Board or IPTC staff may also submit items for the agenda. All materials supportive of an agenda item should be submitted at the same time.
- C. A quorum of the MAC is a majority of the members. In the absence of a quorum, the only motion the Chair may entertain is a motion to adjourn.
- D. Voting on all questions or motions coming before the MAC shall be by voice vote, elevating hands.
- E. All actions or motions of the MAC require a simple majority to carry.
- F. All meetings shall be conducted in accordance with Roberts Rules of Order.
- G. IPTC shall appoint staff as it determines necessary to serve as Secretary of the MAC and to perform other duties as necessary to support the MAC, and to assist with clerical and administrative tasks pertaining to the MAC.
- H. All MAC meeting minutes will be provided to the IPTC Board of Directors.

Article VIII – Sub-Committees

- A. The MAC shall establish a Nominating Sub-Committee, which shall be responsible for nominating suitable candidates for membership.
 - 1. The Nominating Sub-Committee shall be composed of five (5) individuals: four (4) MAC members or Sub-Committee members appointed by the acting Chair; and one (1) individual representing IPTC staff.
 - 2. All candidates proposed by the Nominating Sub-Committee shall be submitted to the MAC for recommendation to the IPTC Service Committee for approval prior to appointment to the MAC by the IPTC Board of Directors.

- B. The MAC may establish Sub-Committees that may be helpful and relevant to the purpose of the MAC.
 - 1. Any Chair of a Sub-Committee must be a member of the MAC or a former MAC member.
 - 2. Other membership on a Sub-Committee is not restricted to MAC members.

Article IX - Amendments

The Board may amend these bylaws upon its own authority, or by approval of a recommendation received from the MAC.

Adopted by IPTC Board on 01/28/2016

Effective April 20, 2016

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Flexible and Contracted Services
Michael A. Terry, President and CEO

CONSIDERATION AND APPROVAL OF MOBILITY ADVISORY COMMITTEE MEMBER

ISSUE: Bylaws of the Mobility Advisory Committee (MAC) require a staggering of the members' terms to assure continuity in representation as well as new membership. However, several positions have become available due to the ending of terms as well as resignations. The MAC has voted to nominate two new members. The MAC has recommended Bernadine Wilmer and Kathleen Norcutt to fulfill one rider and one employer positions. The nomination was submitted to the Service Committee on May 23, 2017 with recommendations for approval by the IPTC Board of Directors.

The attached biographies represent the nominees recommended by the IPTC Service Committee for appointment to the Mobility Advisory Committee.

RECOMMENDATION:

Approval of the nominees recommended for membership to the Mobility Advisory Committee.

Paula D. Haskin
Director Flexible Svc/Contract Services

Kathleen Norcutt

Ms. Norcutt is being recommended to fill the rider position. Ms. Norcutt is an Open Door rider who has experience serving on various committees. She served on the Steering Committee for Habitat for Humanity through the Carrier Corporation and assisted in building homes. She is also the Indiana Chapter's founding president for an employee's services organization previously known as NESRA. Ms. Norcutt has a background in human resources and worked for Manpower and participated in the hiring of individuals with disabilities for various positions throughout Indianapolis. She believes that her experience on the Mobility Advisory Committee will be most helpful with the future plans of the IPTC organization.

Bernadine Wilmer

Bernadine Wilmer has been employed with Bosma Enterprises for 11 years. She works in the production department packing and shipping items to various businesses. Ms. Wilmer has been involved with several committees at Bosma. She believes that serving as a MAC member will provide the knowledge she needs to educate her co-workers as well as other users of the service.

TO: Chair and Board of Directors

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

SUBJECT: Procurement of 40ft Diesel Buses

BACKGROUND:

IPTC utilizes federal formula funding grant funds from FTA Section 5339 (State of Good Repair) and FTA Section 5307 (Large Urban Transit) for the purchase of new diesel coaches.

This procurement includes the purchase of seventeen (17) 40-foot diesel buses for the 2018 fiscal year, to continue to retire model year 2000 Gillig buses and buses purchased from Central Ohio Transit (COTA). The seventeen (17) new coaches will continue to stabilize our fleet of aged vehicles and will replace high mileage, high maintenance cost vehicles that have exceeded their useful life.

This procurement is being placed on our current Gillig contract from RFP 14-02-163 which provided an option for up to one hundred (100) additional buses on future orders when more funding became available

Staff is also asking the board of directors to authorize the purchasing of new CAD/AVL equipment for these units.

PROCUREMENT PROCESS:

The current Gillig contract is a result of IPTC's **RFP 14-02-163** 40ft Diesel Buses approved and awarded by the IPTC board in May 2014.

FUNDING:

The funding source for this procurement is utilizing 5339 formula (State of Good Repair) and Section 5307 (Large Urban Transit) grant money provided by the Federal Transit Administration. These funding sources require a 20% local match from the IPTC Capital Cum Fund. The CAD/AVL equipment will be funded from 5307 grants as well.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, we ask the Board to authorize the President/CEO to place a bus order under the current contract option with Gillig Corporation to build, as specified by IPTC, seventeen (17) new 40-foot Gillig Low Floor Diesel Buses for an amount not to exceed \$8,075,000 (\$475,000 per bus) and allow the purchase and installation of required technology (CAD/AVL) for an amount not to exceed \$187,000.

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

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Jill D. Russell, General Counsel

RESOLUTION 2017-03 -- AUTHORIZATION USE OF EMINENT DOMAIN

Background: On March 24, 2016, the Indianapolis Public Transportation Corporation Board of Directors formally approved the Marion County Transit Plan. The Red Line is one component of the larger Marion County Transit Plan, which proposes significant improvements system-wide. The Red Line's frequent, fast and reliable service will become the central spine of an efficient and connected grid of routes central to the plan.

Construction of the Red Line is scheduled to begin later this year, and will require the acquisition of certain properties along it's corridor. None of the property to be acquired consists of buildings or residences. While it is anticipated that a majority of the properties necessary for construction will be acquired through donation or standard offer and acceptance of a purchase price, IPTC can also anticipate situations where the owner will not agree to the acquisition of the property, or the parties cannot arrive at a mutually agreed upon the price.

Indiana Code 36-9-4-32 grants the directors of a public transportation corporation the power of eminent domain for the condemnation of any interest in real or personal property for use within the taxing district of the corporation. In order to exercise that power, the board must adopt a resolution generally describing the property to be acquired, state that the public interest and necessity that requires the acquisition of the property and that its acquisition is necessary for the establishment, development, extension or improvement of the system.

The exercise of eminent domain through condemnation proceedings can only occur after IPTC has had the property appraised, made the property owner an offer based upon that appraisal and conducted a good faith negotiation with them. The property owner has a minimum of 30 days to respond. In the event a property owner refuses the offer or fails to respond after 30 days, only then may IPTC initiate legal proceedings.

Recommendation: Authorize the President and CEO, on behalf of the Indianapolis Public Transportation Corporation, to execute and attest all such pleadings, documents, instruments, certificates and closing papers and do all such things as they, upon advice of counsel, determine necessary or desirable to carry out the intent and purpose of this resolution.

Jill D. Russell
General Counsel

Attachment

RESOLUTION NO. 2017- 03

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

PROPOSAL FOR A RESOULTION approving the use of eminent domain as authorized under Indiana Code 36-9-4-32 for the development and expansion of service as planned under the Marion County Transit Plan.

WHEREAS, the Indianapolis Public Transportation Corporation (IPTC), pursuant to the Marion County Transit Plan is developing a Bus Rapid Transit Line named the “Red Line” and;

WHEREAS, the development of the Red Line is necessary for the increase in service frequency and extension of operational hours for the benefit of the public good, and;

WHEREAS, the development of the Red Line requires the acquisition of certain privately held real property along the route, specifically:

- 1) 0.013 acre located at 2165 and 2159 Shelby Street, Indianapolis IN 46203
- 2) 0.025 acre located at 1731 N. Capitol Ave., Indianapolis IN 46202
- 3) 0.044 acre located at 3777 N. Meridian Street, Indianapolis IN 46208
- 4) 0.065 acre located at 3787 N. Meridian Street, Indianapolis IN 46208
- 5) 0.004 acre located at 4573 N. College Ave., Indianapolis IN 46205
- 6) 0.002 acre located at 5167 N. College Ave., Indianapolis IN 46205
- 7) 0.005 acre located at 5363 N. College Ave., Indianapolis IN 46220
- 8) 0.015 acre located at 3778 N. Meridian Street, Indianapolis IN 46208
- 9) 0.009 acre located at 3762 N. Meridian Street, Indianapolis IN 46208
- 10) 0.001 acre located at 3774 M. Meridian Street, Indianapolis IN 46208
- 11) 0.003 acre located at 5202 N. College Ave., Indianapolis IN 46220
- 12) 0.083 acre located at 3000 N. Meridian Street, Indianapolis IN 46208

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION:

Section 1. (a) The Board finds it necessary to exercise its authority for the use of Eminent Domain under Indiana Code 36-9-4-32 for the acquisition of real property in the development and construction of the Red Line necessary for increased service frequency and extended operational hours pursuant to the Marion County Transit Plan and benefiting the public good.

Section 2. The Board hereby authorizes and directs the President and CEO, on behalf of the Indianapolis Public Transportation Corporation, to execute and attest all such pleadings, documents, instruments, certificates and closing papers and do all such things as they, upon advice of counsel, determine necessary or desirable to carry out the intent and purpose of this resolution, and such determination will be conclusively evidenced by their execution,

Section 3. This Resolution shall be in full force and effect from and after its adoption and compliance with all laws pertaining thereto.

Section 4. If any section, paragraph or provision of this resolution shall be held to be invalid or unenforceable for any reason, the invalidity or unenforceability of any such section, paragraph or provision shall not affect any of the remaining provisions of this resolution.

Adopted this 25th day of May, 2017.

BOARD OF DIRECTORS INDIANAPOLIS
PUBLIC TRANSPORTATION CORPORATION

Chairman of the Board of Directors

Attest:

Secretary to the Board of Directors

TO: Chair and Board of Directors

FROM: Jewel Lofton, MAC Chair

Mobility Advisory Committee Update

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

Recommendation:

Receive MAC report.

MOBILITY ADVISORY COMMITTEE
MEETING MINUTES
WEDNESDAY, JANUARY 18, 2017

ATTENDEES

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

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

Welcome and Introduction:

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

Approval of the October 2016 minutes:

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

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

Approval of the January 2017 Agenda:

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

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

President/CEO Report, Mike Terry

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

Director of Public Affairs, Bryan Luellen

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

Community Engagement Coordinator Jerome Horne Red Line Overview

- The Red Line will run 13.5 miles from Broad Ripple, downtown, and to the University of Indianapolis.
- There will be 28 stations with buses running every 10 minutes.
- Each station will have real time information.
- Each station will have emergency call boxes.
- The Red Line will use 60 ft. electric buses.

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

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

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

Sub-Committee Discussion:

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

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

MAC member Christine Meyer, Chair of the Education and Outreach committee stated “We will have a new member training in February.” Christine reminded all members that haven’t done their shadowing at IndyGo, please do so.

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

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

There were no Public Comments

Meeting was adjourned at 6:00pm

Next MAC meeting: Wednesday, April 19, 2017

MOBILITY ADVISORY COMMITTEE (MAC)
MEETING MINUTES
WEDNESDAY, APRIL 19, 2017
5:00PM

ATTENDEES

Addison Pollock - MAC
Christine Meyer – MAC Vice Chair
Jewel Lofton – MAC
Terry Southerland – MAC
Ryan Malone – MAC
Rhonda Chapman – MAC
Mark Early - MAC
Jason Robinson - MAC
Greg Meyer – MAC Sub Committee

Mike Terry - IndyGo
Paula Haskin - IndyGo
Marilyn Sadler - IndyGo
Brian Clem - IndyGo
Mark Emmons - IndyGo
Lauren Day - IndyGo
Ruth Wendt - IndyGo
Cory Wells - Visitor
Georgia Hubble - Visitor
Bernadine Wilmer – Visitor
Kathleen Norcutt - Visitor

Welcome and Introduction:

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

Approval of the January 2017 minutes:

MAC member, Addison Pollock, asked for a motion to approve the April 2017 minutes.

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

Approval of the April 2017 Agenda:

MAC member, Addison Pollock, asked for a motion to approve the April 2017 agenda.

Jewel Lofton made the motion.
Addison Pollock seconded the motion.
Motion passed.

MAC member Karen Dodson has an excused absence.

President/CEO Report, Mike Terry

Red Line/bus transit plan Up Date:

- ❖ Federal Money – still waiting on Congress to approve some or all of the 2017 fiscal year budget.
- ❖ Need to increase frequency on some key fixed routes.
- ❖ Transit plan is very complex.
- ❖ Need to hire several professional coach operators.
- ❖ Many routes will have extended hours.

Consideration of Bylaw changes:

Bylaw change: add educational entities to the agency category

Addison Pollock made the motion to amend the current bylaws.

Ryan Malone seconded the motion.

Motion passed.

Consideration of MAC Applicants:

Bernadine (Bernie) Wilmer – employer

Kathleen Norcutt – rider

MAC Vice Chair, Christine Meyer, asked for a motion to approve Kathleen Norcutt as a new MAC member.

Rhonda Chapman made the motion.

Mark Early seconded the motion.

Motion passed.

MAC Vice Chair, Christine Meyer, asked for a motion to approve Bernadine Wilmer as a new MAC member

Addison Pollock made the motion.

Ryan Malone seconded the motion.

Motion passed.

Both terms will start as of June 1, 2017 pending board approval

Christine Meyer announced she was stepping down from MAC due to a conflict with her employment position.

Vote on MAC open positions:

Christine Meyer nominated Jewell Lofton as the MAC chair. Jewell accepted the nomination.

Christine Meyer made the motion to accept Jewell Lofton as the new MAC chair.

Mark Early seconded the motion.

Motion passed.

Addison Pollock nominated Ryan Malone as the MAC Vice chair. Ryan accepted the nomination.

Addison made the motion to accept Ryan Malone as the MAC Vice chair.

Terry Southerland seconded the motion.

Motion passed.

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

- ❖ A paratransit committee has been established which includes, a MAC member, IndyGo staff's and an IPTC board member.
- ❖ MV service contract ends March 2018.
- ❖ Bids for new service provider will go out between September and October 2017.
- ❖ Ridership increased by 4,000 rides from February 2017 to March 2017.

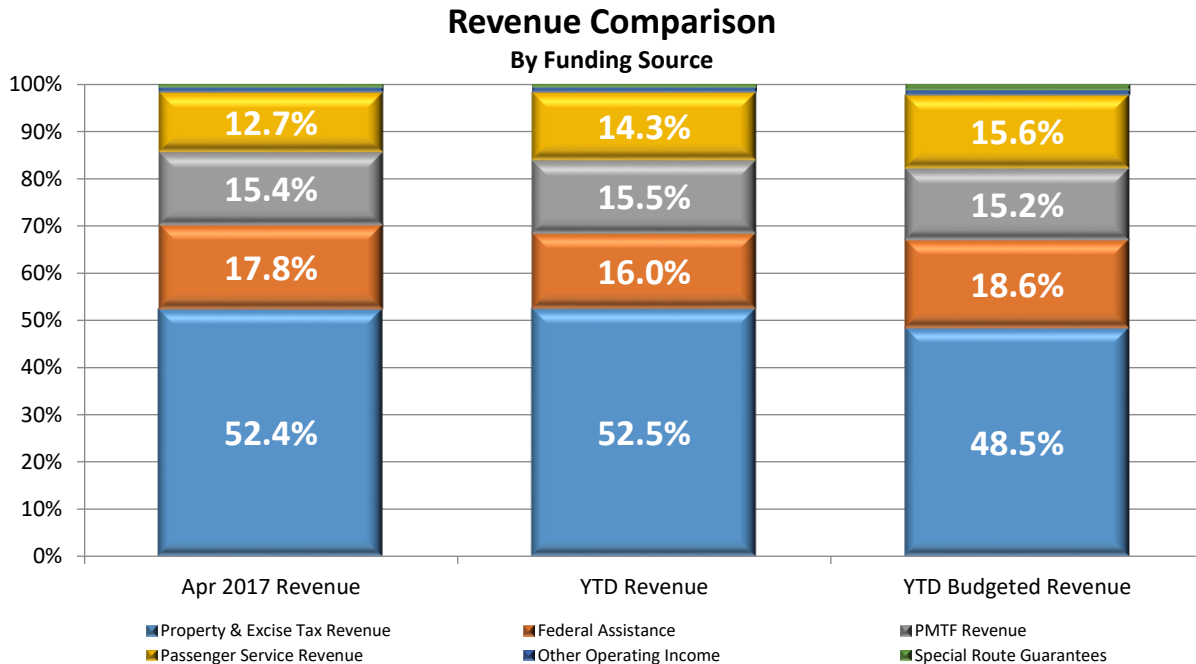
Meeting was adjourned at 6:15pm.

Next MAC meeting: Wednesday, July 19, 2017

To: Chair and Board of Directors

From: Nancy Manley- Controller

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



FTA Assistance

FTA assistance was 5.8% under budget for the month and 16.2% under YTD. This was primarily due to less federal draws related to preventative maintenance which could be attributed to the mild seasonal weather. We have seen a declining trend in PM drawdowns since February which does not hurt, meaning we can utilize those funds towards capital projects.

Other Operating Income

Other operating income was down 3.8% for the month and 2.5% YTD. This was primarily due to a shift in accounting for liquidation damages received from the vendor for the Open Door services.

Passenger Service Revenue

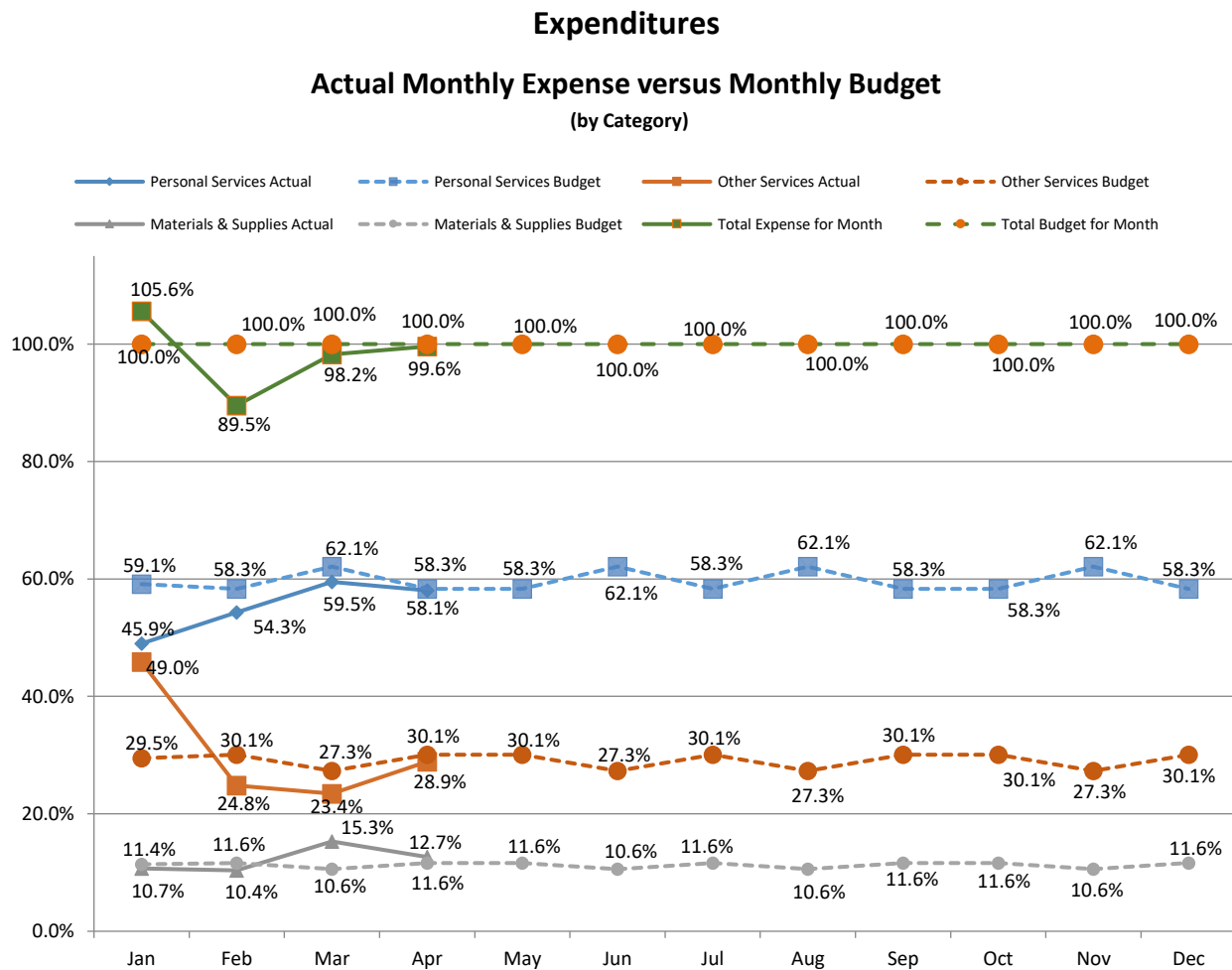
Passenger service revenue was under budget by 19.9% for the month and 10% YTD. The decline appears to be primarily in Fixed Route revenue collections. Ridership showed a decrease of about 5% over last month.

Special Route Guarantee

This revenue remains 46% under revenue projections. The reconciliation process associated with the taxi voucher program is under review. Historically, the reimbursements of eligible expenses for this program have been reconciled annually. This process will likely change to a more frequent reconciliation cycle (at minimum semi-annually, if not quarterly).

Total Revenue

As of April 30, 2017, the total revenue recognized was 2% under projections.



Personal Services

Overall, Personal Services was 10% under budget year-to-date. Overtime continues to run higher than budget due to not having the optimal number of personnel in Operations.

Other services & Charges

This expense category was under budget projections by 3% for the month and 6% under YTD. Purchase Transportation, a subset of this category, continues to run slightly higher than expectation due to an ongoing increase in demand for services.

Materials & Supplies

This category was 4% over budget for the month. IPTC had paid for the one-time annual maintenance costs for one of the Operations software (Subset- Other Materials & Supplies) in the month of April which attributed to the increase in this category for the month. Overall, the category was under budget by 22%.

Total Expenses

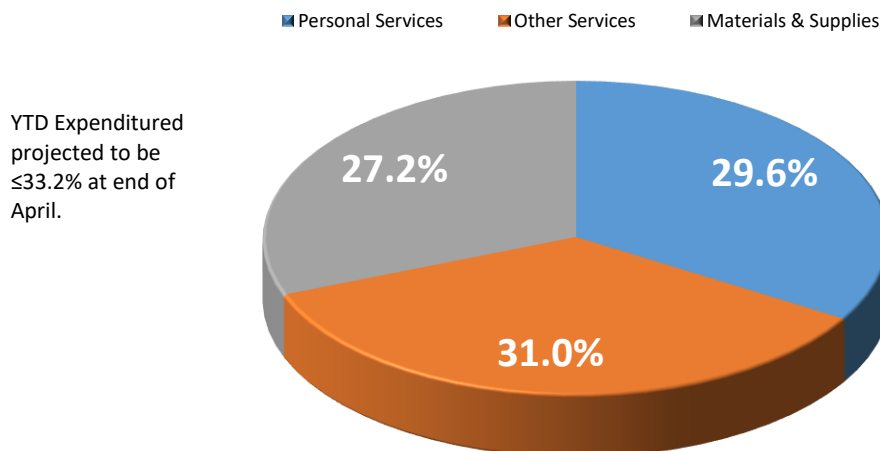
Total expenses in April were right on target with the monthly allocated budget.

Summary

Year-to-date spending was lower than the allocated budget. Finance will continue to work with all departments to insure they have updated monthly expenditure information and develop a plan to stay within the 2017 approved budget.

The cumulative YTD expenditure goal set through the end of April was $\leq 33.2\%$. All three major expense categories came in under the established goal through the end of April 2017.

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



Nancy E. Manley
Vice President/CFO/Controller

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR APRIL 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- April 2017

TRANSPORTATION

EMPLOYEE RECOGNITION

The April Employee of the Month was Tyrone Young

COMMENDATIONS

The following Transportation employees were recognized for their extraordinary customer service during the month of April: Gina Bragg, Joetta Camden, Laniese Coach, Donald Ellison, Michael Flowers, Bryan Gray, Tomecca Hamilton, Loretia Hinton, Rodriguez McGuire, Kathleen Robinson, Albert Weathers, and Ray Wright

The following coach operators achieved an on-time performance rating of 90% or better during the month of April. 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 April is Rhonda Watts.

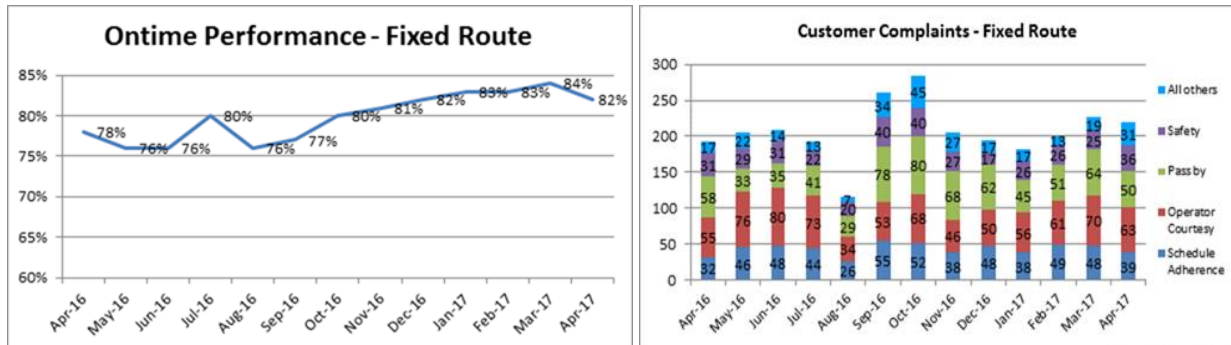
1. MICHAEL HALE	2451	99%
2. RICHARD BOYSEN	0590	96%
3. SCOTT DUNCAN	8523	96%
4. STEPHEN THEIN	5963	96%
5. ROGER BOBBITT	8121	96%
6. DENNIS CLARK	1022	96%
7. BETH MURRAY	8218	95%
8. RAY WRIGHT	6979	95%
9. RHONDA WATTS	8271	95%
10. ANTHONY WHITE	3334	95%
11. TERRY LAGRONE	8727	95%
12. JEROME NORRIS	4405	95%
13. STEPHEN EDMONDS	1156	95%
14. TAMANIKA MORROW	8627	95%
15. RACHEL COMER	8665	95%
16. ROSE ANDERSON	8473	95%
17. CORENE WELLINGTON	8125	95%
18. EFRAIN AMAYA	0224	94%
19. ROY DISHNO	8319	94%
20. PATRICK GRAY	2339	94%
21. CHRISTOPHER MIHAY	3968	94%
22. LAVELLE TEALER	5948	94%
23. CRYSTAL GREEN	8764	94%

24. BURT GARCIA	8479	94%
25. WESLEY ROBERTSON	8488	93%
26. DEWAYNE SIMS	8456	93%
27. JAMES DENTON	1495	93%
28. RONNY SMITH	5719	93%
29. MATTHEW ERVIN	8815	93%
30. LINDA HARRIS	2545	91%
31. ANTHONY LOVE	3571	91%
32. APRIL IRBY	2871	91%
33. ERICA HARDEN	8667	91%
34. MARK WILLS	8132	91%
35. ROBERT FEIOCK	8620	91%
36. HARDIN BESLEY	8794	91%
37. MICHAEL RICKS	5139	91%
38. KOURTNEY RUSSELL	6522	91%
39. TOURE MEADOWS	8193	90%
40. LACRETIA HINTON	6933	90%
41. NICHELLE GREEN	2392	90%
42. DWIGHT WATSON	6404	90%
43. ALEXANDER WEAH	8603	90%
44. ANTHONY MANCE	8555	90%
45. GARRY STAGGS	8376	90%
46. JERRY ATKINSON	8444	90%
47. JEFFREY HOWARD	8141	90%

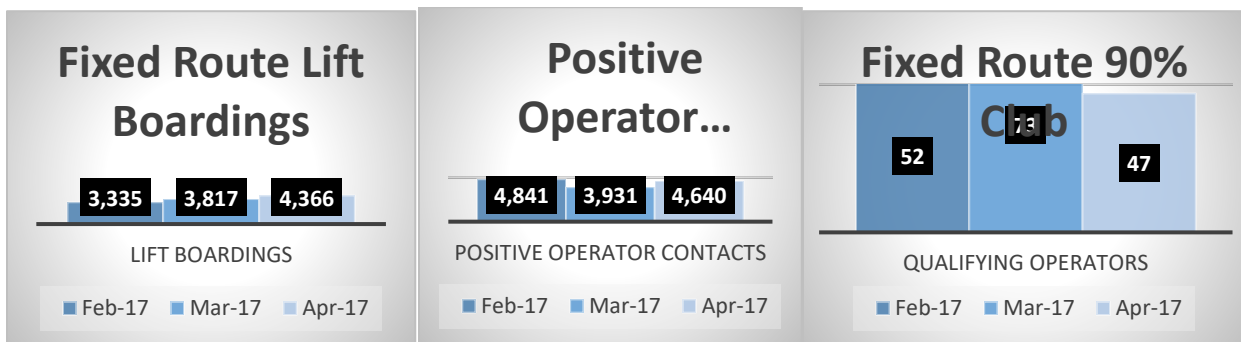
Fixed Route Update:

During this reporting period, Transportation Department personnel attended the Giro Self-Service and EPM Hastus module training. The team also supported the Human Resources Department, by conducting employment interviews and providing departmental expectations at the IndyGo Hiring Event on April 29, 2017.

Service Delivery Data:



Key Performance Indicators:



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

Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

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

Maintenance Update:

During the report period, Maintenance Director Vicki Learn visited Complete Coach Works (CCW) in California, and hand selected eighteen (18) used buses for purchase on behalf of IPTC. The 18 were selected from a lot of 25, and will be delivered in two orders of nine (9) buses each. The first nine will arrive in late June or early July. The remaining nine (9) will arrive towards the end of the year. The model year 2001 New Flyer buses are in great shape and will

come fully painted, IndyGo branded and DOT ready. The additional contingency buses will help with the increased driver training demands and other needs such as emergency evacuations, leaving the fixed route buses in service for normal business. Below is an example selection for the pending order.



During the month of April, Maintenance focused on evaluating air conditioning needs in preparation for ordering parts in advance, before the industry AC resources are depleted. Maintenance has also continued to evaluate coaches to ensure Thermal King and Carrier are available for increased service needs as we move into the warmer summer months.

Maintenance tracks monthly, the mean distance between failures on the buses. This information is also reported and submitted to the National Transit Database (NTD). Every month IPTC's goal is to increase the miles before experiencing a failure and looking at methods of prevention. As this number increases, it also directly relates to acquiring newer buses for the fleet, along with the predictive and regular maintenance programs currently in place. The chart below shows the distance between failures for current months from 2014 thru 2017. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance (miles) Between System Failures (Major and All Failures):

	January		February		March		April	
	Major	All	Major	All	Major	All	Major	All
2017	5834	4805	9585	7465	6907	5708	5745	5359
2016	5587	4429	4823	4129	4661	4014	4617	4068
2015	5967	4986	6633	4501	6181	5053	7905	5797
2014	4828	3382	5736	3813	5992	4887	4565	3771

**Major failures resulting in tow-ins*

Flexible & Contracted Services Update:

Open Door provides approximately 3% of IPTC's ridership, but it is accountable for a great share of the agencies expenses due to the demand response nature of paratransit service delivery. Several factors contribute to the rising cost of paratransit services. Unlike fixed route which travels along a set route and carries many individuals, Open Door riders typically use mobility devices such as wheelchairs, scooters, walkers, or require some assistance to and from their origin or destination. Open Door is also on a time schedule and federal requirements state that paratransit services must deliver riders at a time that is comparable to the fixed route, which impedes its ability to pick up more than a few passengers except in unique situations. Issues such as these result in longer service/revenue hours related to getting individuals to and from their destinations and an increase in service cost.

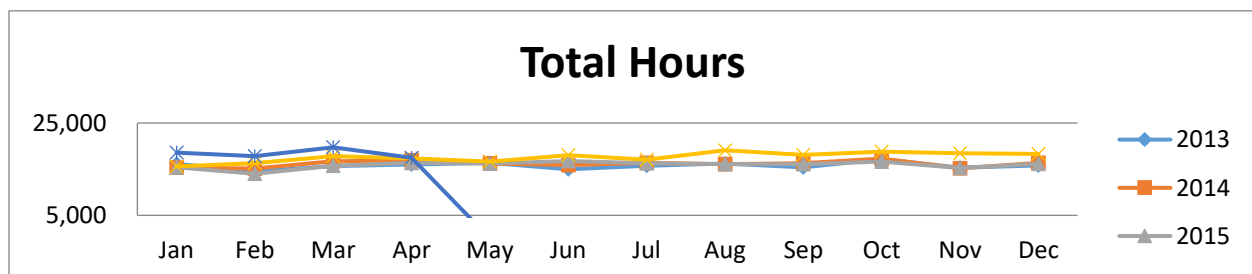
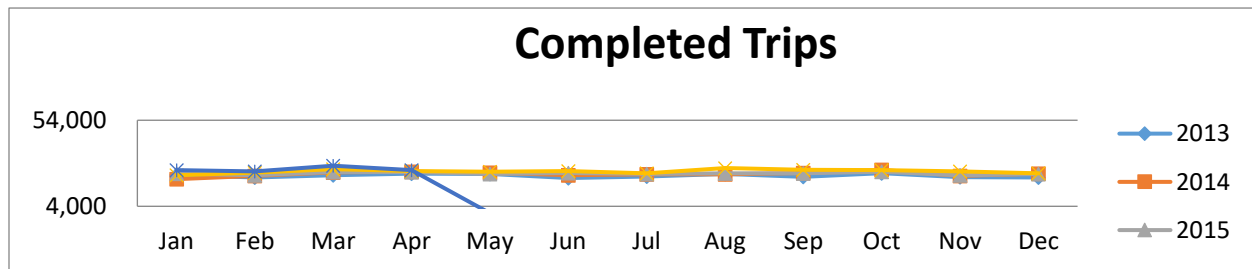
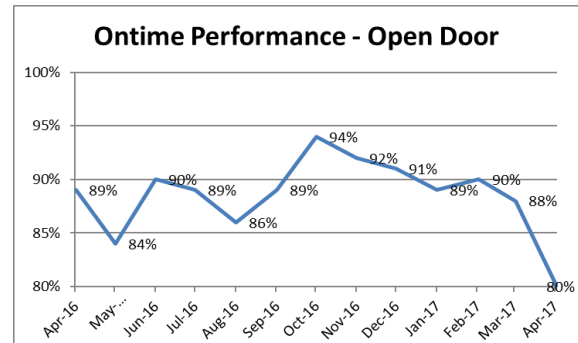
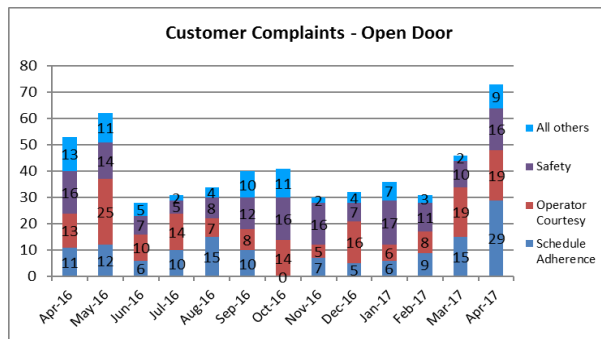
Additionally, the paratransit fare is a small fraction (approximately 11%) of how much it costs the agency to provide the service. The increased number of trips per year are also a significant part of the rising costs for paratransit. Although the number of registered riders has decreased (from 6,976 in April 2016 to 6,255 in April 2017), those who are registered for the service are taking more trips, which shows that they are more active and dependent on Open Door services.

The recently established paratransit review committee continues its discussion on service opportunities, which may be recommended for consideration, such as the integration of taxi and ride hailing services, fixed route feeder, conditional eligibility, and premium charges for services beyond the $\frac{3}{4}$ mile; all of which may be considered as cost saving measures for current and future costs of the paratransit contract.

Service Delivery Data:

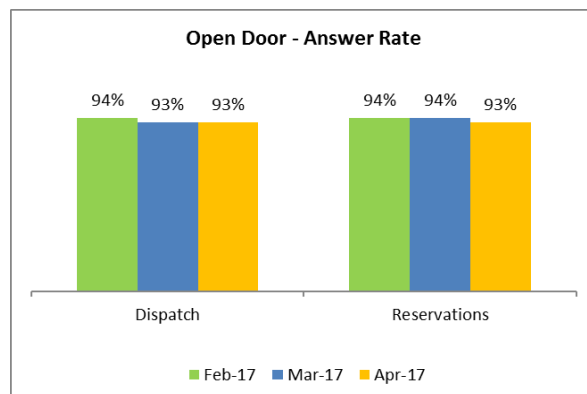
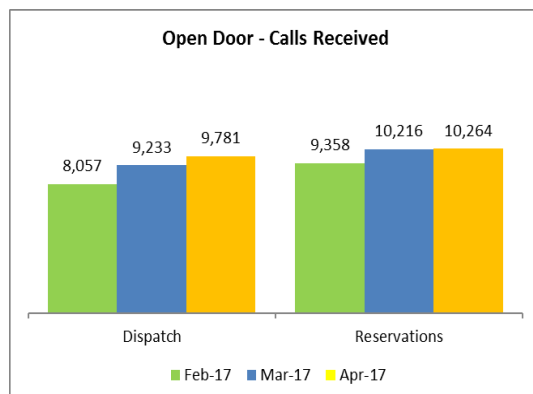
In last month's board report, on time performance versus productivity was discussed. The following chart is a continuation of activities that the paratransit department is working on and reflects the balance between productivity and on time performance as well as other factors that affect the service. Open Door vehicles operated at maximum capacity was decreased on average from 65 to 62, to increase productivity and decrease revenue hours. During this effort, productivity averaged 1.73 but on time performance decreased to 80%.

Due to the decrease in on-time performance, customer comments also increased; however, revenue hours decreased and were more in alignment with the number of budgeted hours. The paratransit department will continue to work towards aligning its service to better serve the citizens of Marion County while controlling costs.



Open Door reservations and dispatch call comparison chart:

Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. Staff continues to monitor and evaluate the call response performance and work toward a minimum answer rate of 95%.



Grant Activity:

A Call for Projects was held on Tuesday, April 18, 2017 to announce the availability of approximately \$501,723 in federal assistance from the Section 5310 grant program. Several agencies from around the State attended this meeting. Grant applications for capital projects are due May 18, 2017.

Facilities Update

During April, the Julia M. Carson Transit Center remained very busy. The Rain Gardens performed well in dispensing the extra storm water generated from the excessive rain. The excess water was dispersed onsite through the IndyGo storm water system that is part of our LEED Silver program.

Paperwork was turned into our Procurement Department for 3 additional electric bus battery chargers to be installed in the garage area, and the chargers will be ordered and custom made for the electric buses very soon.

During the month of April, IndyGo replaced 31 glass shelter panels due to vandalism and vehicle accidents, along with installing 19 new trash cans, and 8 bus stop signs, and removing 7 benches.

Risk & Security Update

During the report period, the TSA visited IndyGo to review the 2017 Baseline Assessment for Security Enhancement (BASE) Review before final submission. The review will be checked by the local office and then submitted to TSA Headquarters in Washington DC for final approval.

Safety & Training Update

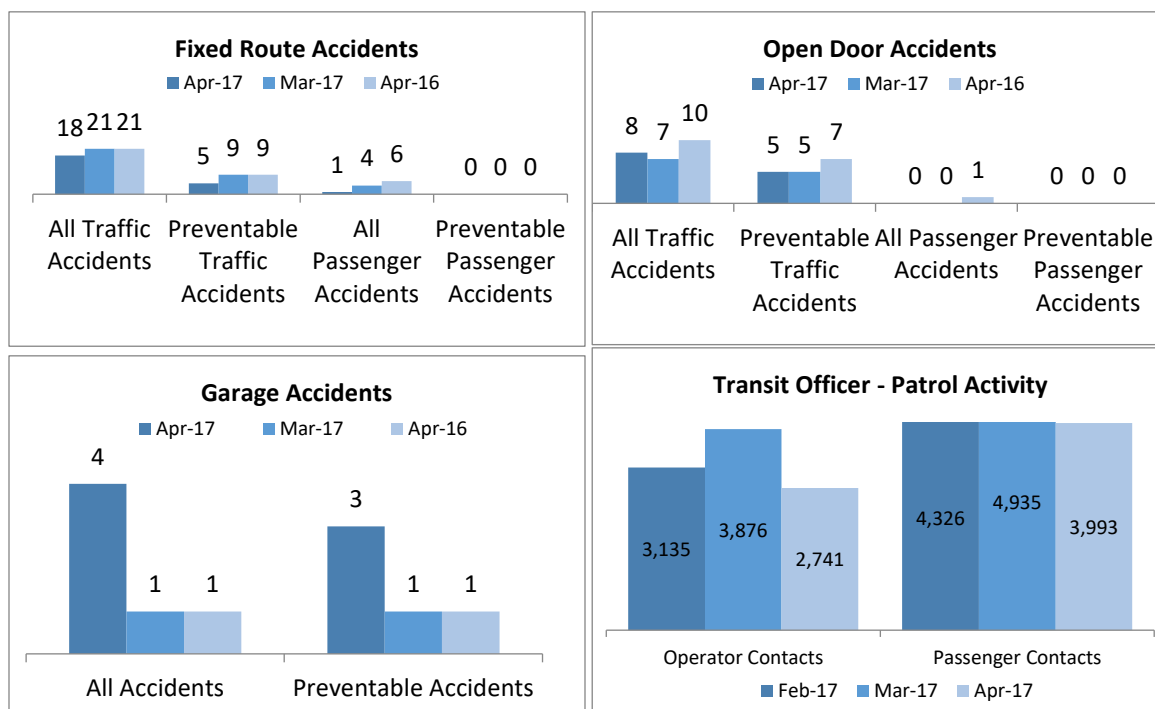
SAFE DRIVERS:

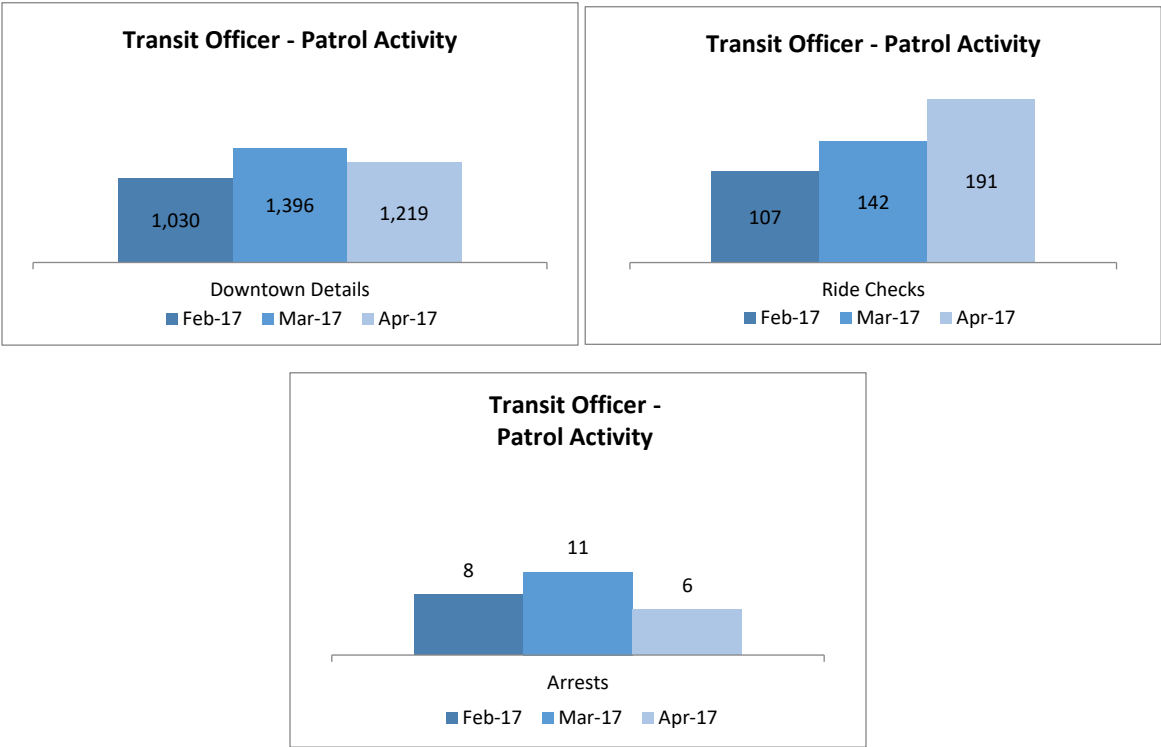
The following Operators were recognized for their safe driving:

Cameron Irwin -	16 Years
Myron Cornett -	13 Years
Anthony Hurd -	10 Years
Kathleen Robinson -	5 Years
Barry Fields -	4 Years
David Madyun -	4 Years
Burt Garcia -	3 Years

Tanika Stewart - 2 Years
Trevor Jaboro - 1 Year
Ronald Skates - 1 Year
Heather Underwood -1 Year

- IndyGo Class #17-02 started on March 13, 2017 with 11 students. They should be released to the Operations Department by mid-May.
- IndyGo Class #17-03 started on April 24, 2017 with 8 students. They are currently in the classroom portion of the training program should start in route familiarization by early May.
- Training staff performed the following trainings:
 - Six operators for retraining due to preventable accidents.
 - One new part-time general laborer and one new HVAC mechanic.





TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning and Capital Projects

PLANNING & CAPITAL PROJECTS UPDATE

Issue A Planning & Capital Projects Report will be presented at the board meeting.

Recommendation:

Receive the report.

SERVICE PLANNING

The Julia M. Carson Transit Center has now been operational for eleven (11) months. The new center facilitates smoother off-street transfers, and improves IndyGo on-time performance and overall route efficiency. However, with the magnitude of changes to the entire bus network, it takes time for new patterns and travel trends to emerge. Staff just completed the new driver pick to take place in May and become effective in June. As always, Planning will continue to monitor rider trends and boarding patterns to continue to make improvements to the system.

Staff is working on putting the Marion County Transit Plan bus network into the Hastus scheduling system. All route and schedule scenarios have been built for the 2021 system build out. The full system build-out in the Hastus scheduling software will enable IndyGo to further refine forecasted staffing and vehicle levels required to provide improved service. This is an iterative process as we continue through the public comment period in 2017 to determine how to roll out changes prior to, and in conjunction with, the Red Line. Staff is currently working on possible service increases for 2018 once the tax revenues are received.

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

The Pedestrian Safety Action Plan committee has continued monthly meetings. Through research and analysis of current pedestrian infrastructure conditions and various relevant factors, we are in the process of identifying areas to target within Marion County to make the most optimal improvements to policy, educational opportunities/community outreach and physical improvements. Through our partnership with DPW, and various public/private entities, we continue to work together to improve access to transit through appropriate bus stop amenities and fully ADA compliant sidewalks. Areas that have been improved recently are Intech Blvd. (Park 100), 38th & Eagle Creek Pkwy, and Central & 16th Street. Plans are moving forward on sidewalk improvements along 82nd Street between Allisonville Road and the I-69 overpass which will allow us to improve accessibility along Routes 19 & 86 and W. Michigan Street between White River Pkwy and Indiana Avenue which will impact Routes 3, 10, & 37.

Planning is continuing to work with Red Line staff to ensure that service is rolled out smoothly in 2018/2019. Work is underway to coordinate all bus stop and sign changes that will coincide with service alterations when the Marion County Transit Plan improvements are put into service.

RIDERSHIP

Current Month			IndyGo	Year to Date		
Apr-16	Apr-17	% Change	Fixed Route Ridership	2016	2017	% Change
15,786	13,962	-11.6%	2 E. 34th St.	62,486	59,614	-4.6%
24,882	23,318	-6.3%	3 Michigan St.	95,976	96,920	1.0%
16,245	11,997	-26.1%	4 Fort Harrison	66,570	51,618	-22.5%
28,649	16,582	-42.1%	5 E. 25th	111,234	69,893	-37.2%
	11,437		6 N. Harding		47,398	
120,209	115,385	-4.0%	8 Washington St.	470,093	469,784	-0.1%
93,280	87,892	-5.8%	10 10th St.	365,432	356,899	-2.3%
4,013	3,421	-14.8%	11 E. 16th St.	15,533	13,328	-14.2%
5,354	4,215	-21.3%	12 Minnesota	23,155	19,333	-16.5%
2,882	3,028	5.1%	13 Raymond	12,179	12,802	5.1%
9,340	9,149	-2.0%	14 Prospect	36,415	37,631	3.3%
20,312	18,245	-10.2%	15 Riverside	79,118	73,710	-6.8%
11,459	10,153	-11.4%	16 Beech Grove	42,865	40,343	-5.9%
23,571	20,946	-11.1%	17 College	91,051	83,573	-8.2%
16,507	11,594	-29.8%	18 Nora	64,614	46,981	-27.3%
27,403	36,986	35.0%	19 Castleton	109,584	148,494	35.5%
13,920	12,743	-8.5%	21 East 21st St.	55,723	52,534	-5.7%
9,815	9,568	-2.5%	22 Shelby	39,797	40,961	2.9%
11,542	9,304	-19.4%	24 Mars Hill	40,659	37,580	-7.6%
14,637	13,955	-4.7%	25 W. 16th St.	56,188	54,657	-2.7%
15,482	14,326	-7.5%	26 Keystone	57,995	57,178	-1.4%
14,799	12,700	-14.2%	28 St. Vincent	58,288	52,764	-9.5%
8,701	6,638	-23.7%	30 30th St.	34,684	27,360	-21.1%
23,491	23,403	-0.4%	31 Greenwood	91,332	94,284	3.2%
27,372	25,864	-5.5%	34 Michigan Rd.	102,825	97,805	-4.9%
37,200	35,285	-5.1%	37 Park 100	149,953	147,527	-1.6%
30,841	32,087	4.0%	38 Lafayette Square	125,705	126,493	0.6%
100,833	91,178	-9.6%	39 E. 38th St.	396,118	379,395	-4.2%
4,922			50 Red Line	21,215		
4,402	3,583	-18.6%	55 English	17,713	15,935	-10.0%
10,936	12,119	10.8%	86 86th Street Crosstown	41,762	47,682	14.2%
10,914	11,084	1.6%	87 Eastside Circulator	42,151	45,014	6.8%
148	107		Others	781	1,371	
759,847	712,254	-6.3%	Total	2,979,194	2,906,861	-2.4%

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.

Apr-16	Apr-17	% Change	Flexible and Contracted	2016	2017	% Change
28,039	28,808	2.7%	Open Door Riders on Fixed	96,972	105,161	8.4%
25,262	25,959	2.8%	Open Door	98,696	105,274	6.7%
831	816	-1.8%	Open Door Taxi Vouchers	3,181	3,105	-2.4%
28,039	21,936	-21.8%	31 Day S-Pass	114,722	88,194	-23.1%

RED LINE

The Red Line project is moving forward with the certainty of local funding now in place. At the beginning of the month, a bipartisan federal spending bill included \$50 million for phase one of the Red Line rapid transit project. This funding will allow the project to stay on schedule with a construction start time at the end of this year and revenue service to begin in mid-2019.

The internal IndyGo team continues work on development of the project focusing on the Project Management Plan, Public Involvement Plan and Operations Plan. A workshop was held in April with people from other transit agencies who have prior experience with creating different plans associated with transit projects. The workshop provided guidance to IndyGo staff to help solidify and give direction for various project plans. These plans will undergo internal and external review before being submitted to the FTA in early June.

IndyGo and CDM Smith continue to refine the station design. Discussions about materials and features have been on going. Detailed investigation into station signage needs has begun. IndyGo staff met with CDM Smith recently to solidify locations of stations signs and complete preliminary artwork and fonts to be featured on signage.

Parking locations to replace metered parking displaced by the project are close to being finalized. IndyGo intends to replace locations and avoid buying out the spaces if possible. Additionally, several ordinance changes are necessary for the project and work has begun on that process. Ordinance changes are needed for parking relocation, no turn on red, dedicated lanes, new signals, and fare enforcement.

Along the Capitol Ave portion of the corridor there was a concern with drainage and storm water capacity. IndyGo worked with CDM Smith to redesign portions of the Capitol Ave section to help mitigate potential flooding. The resolution agreed upon by all parties including DPW consists of a perforated pipe being installed along Capitol Ave. This pipe will meter the flow of water into the combined storm water/sewage drainage system at a more gradual rate. The Capitol Ave segment will now be combined back with the rest of the corridor. We anticipate the construction bids will now be presented at the October Board meeting.

PURPLE LINE

The design process has begun with a recent Purple Line Kick off taking place at the end of last month. Stakeholder and public outreach will be conducted in June and July to gather feedback for a preferred alternative for the Purple Line.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

To: Chair and Board of Directors

From: Bryan Luellen, Vice President of Public Affairs

CONSIDERATION OF PUBLIC AFFAIRS AND COMMUNICATIONS REPORT FOR APRIL 2017

ISSUE:

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

RECOMMENDATION:

Receive the report.

Bryan Luellen

Vice President of Public Affairs

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Manager of Marketing and Communications

Allison Potteiger, Communications Specialist

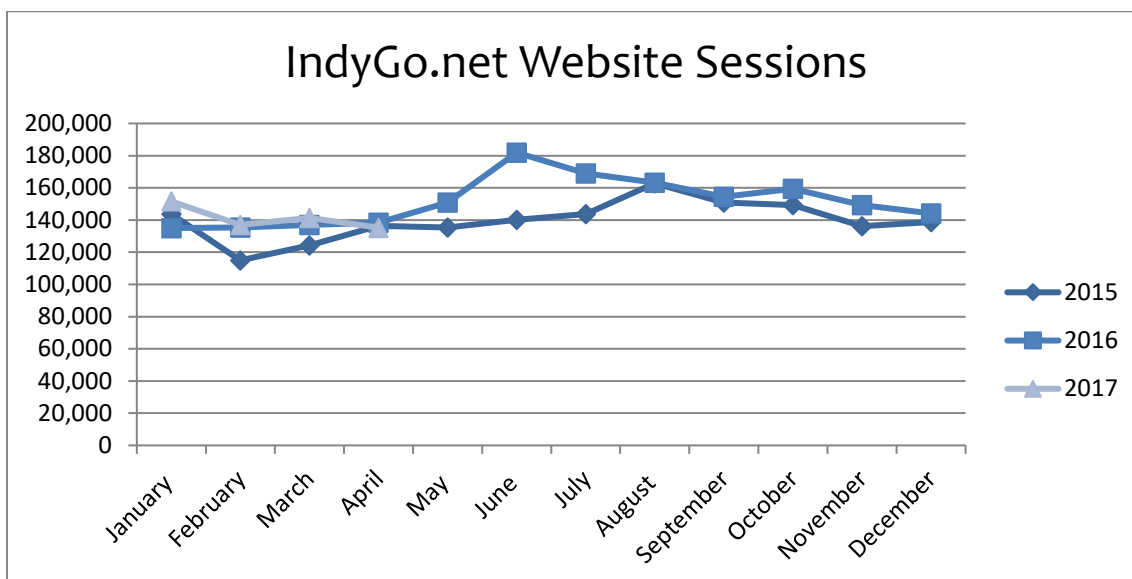
Betsy Sattler, Graphic Specialist

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

INDYGO.NET MONTHLY SESSIONS 4/1/17 – 4/30/17:

Page Views	315,502
New /Returning Visitors	34,438/100,824
Total Sessions	135,262



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%

APRIL NEWS RECAP:

“Numerous activities in downtown Indianapolis this week to disrupt traffic” – FOX59, CBS4

“Indianapolis team studying ART” – ABQ Journal Online, Associated Press, Mass Transit Magazine

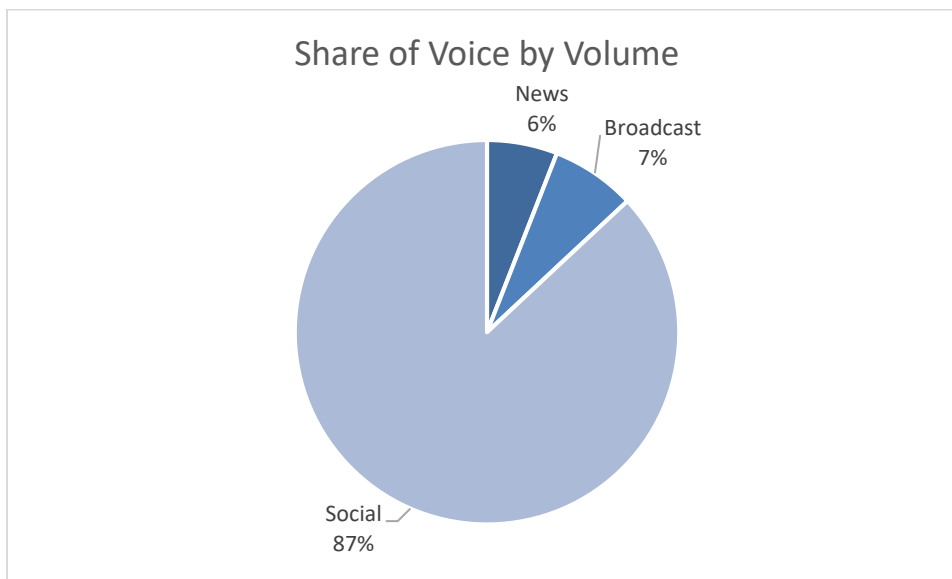
“Beech Grove getting big infrastructure improvements” – WISH-TV

“IndyGo Looking to Fill New Jobs” – Inside Indiana Business

“Trump Administration’s Proposed Cuts to Public Transit Puts 800,000 Jobs at Risk and Reduces Economic Output by \$90B” – Mass Transit Magazine

“APTA’s Capitol Hill forum addresses benefits of public transportation investment” – Metro Magazine

Topics Include: Mentions in early April focus on traffic and bus service disruptions due to several events downtown. Mentions throughout mid-April include IndyGo Red Line team’s trip to Albuquerque, NM to study the Albuquerque Rapid Transit Line and information for the Hiring Event hosted at IndyGo Headquarters on April 29. Mentions in late April discuss the federal budget and its implications for Indianapolis transit and transit nationwide.



Broadcast mentions: 18

News mentions: 15

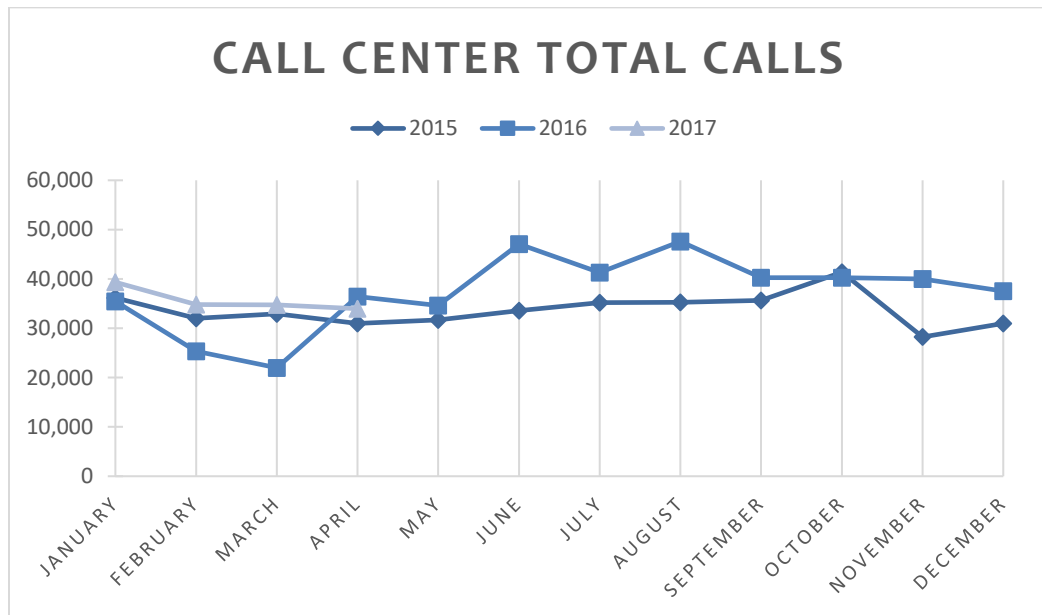
Social Media mentions: 220

APRIL CALL CENTER REPORT:

33,963 total calls

2.79% calls abandoned in queue

29.40% Interactive Voice Response (IVR) calls

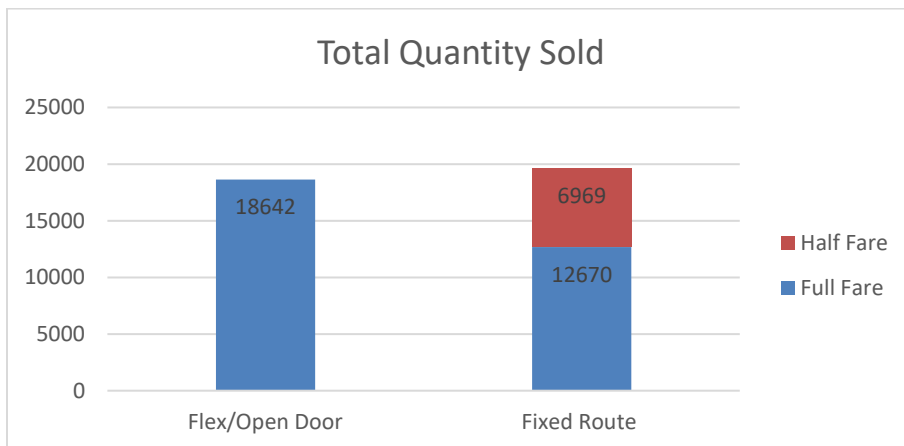
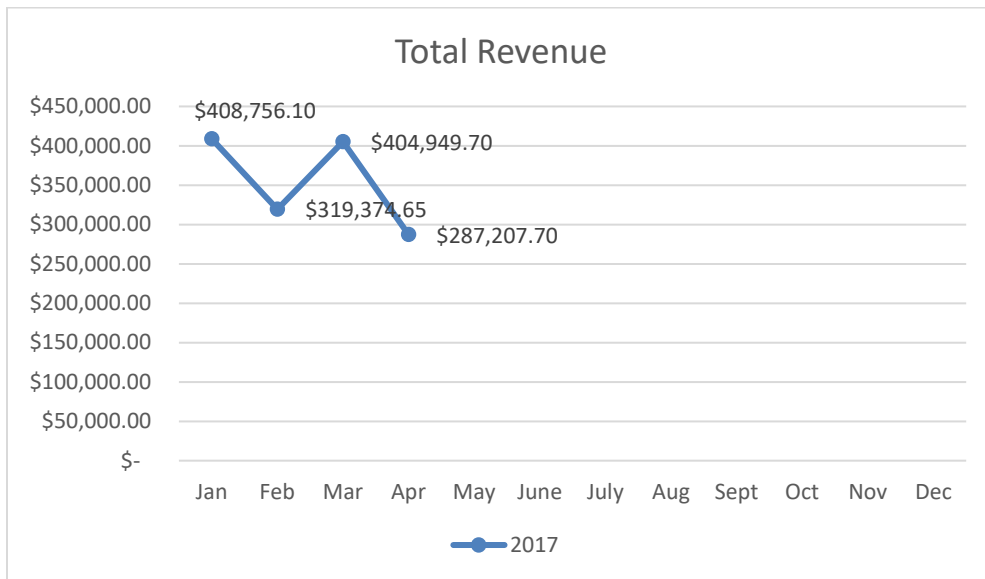


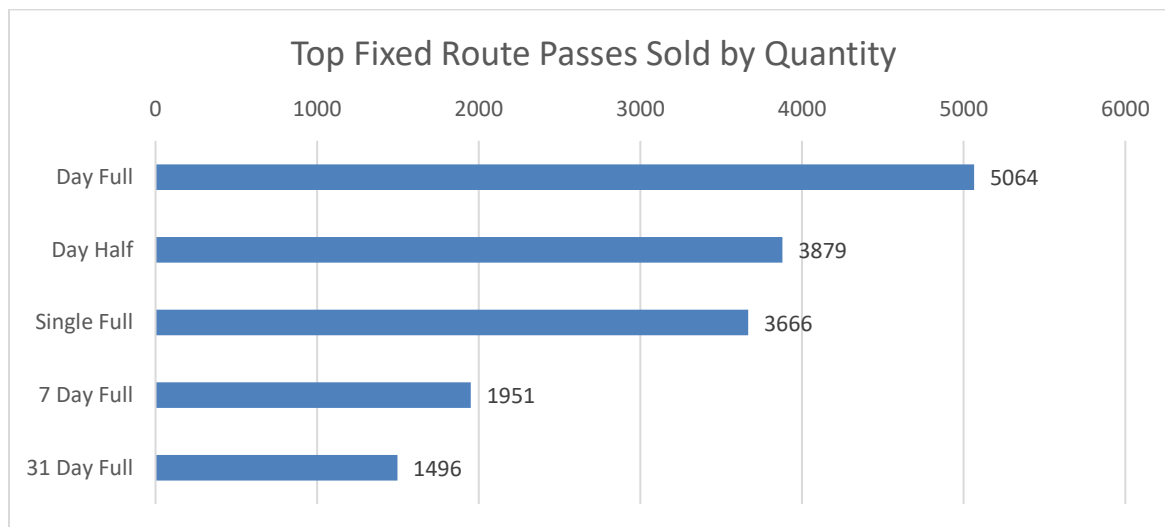
CUSTOMER COMMENTS: 400

ADA	1	PASS BY	51
BUS STOP	0	REAL TIME ARRIVALS	2
CIVIL	0	RED LINE	2
COMPLIMENT	15	REQUEST	24
COURTESY	91	ROUTE	7
CUSTOMER SERVICE CENTER	10	ROUTE DETOUR	0
DENIAL	3	RULES	6
DISCRIMINATION – TITLE VI	3	SAFETY	64
FACILITY MAINTENANCE	13	SCHEDULE ADHERENCE	69
FARES	3	SUGGESTION	7
MCTP	3	VEHICLE MAINTENANCE	12
MARKETING	2	WRONG INFORMATION	2
OTHER	10		

APRIL PASS SALES REPORT:

Total Quantity of Passes: 38,281





OUTREACH SUMMARY FOR APRIL:

Outreach in April included several discussions on transit and the impending improvements to come in the Marion County Transit Plan through events like the Updates on Transit Community Discussion at Kheprw Institutes and the OneAmerica Earth Day Fair. A Hiring Event was held in late April as a part of an extensive and continued effort on IndyGo's part to recruit Coach Operators and other vital employees for the implementation of the Transit Plan. Approximately 50 people attended the Hiring Event, with nearly half of them being pre-screened applicants.

APRIL OUTREACH EVENTS:

4/6/17	Mayor's Neighborhood Advocates transit update
4/6/17	Destination Fall Creek Projects Meeting
4/6/17	Kheprw Institute: Updates on Transit Community Discussion
4/7/17	University of Illinois Urbana-Champaign Planning Student Organization visit
4/20/17	Ball State University Urban Planning class discussion
4/20/17	Holy Cross Neighborhood Meeting

4/21/17	OneAmerica Earth Day Red Line Outreach
4/23/17	EmployIndy Board Meeting
4/23/17	MCTP presentation to National Bank of Indianapolis
4/27/17	Larue Carter Travel Training + Transit Center tour
4/29/17	IndyGo Hiring Event

SPECIAL PROJECTS:

- As part of an extensive and ongoing recruitment effort, IndyGo hosted a Hiring Event at its Administrative Offices on Saturday, April 29. This event attracted approximately 50 attendees, with nearly half being pre-screened applicants. It is expected that 90 positions will need to be filled in 2017 alone, with demand increasing in the coming years as the implementation of the Transit Plan moves forward.

To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES APRIL 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

April 2017
Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 04/30/2017)

Represented: 457

Non-Represented: 105

Total Employees: 562

Active Employees		
<i>MONTH</i>	<i>2016</i>	<i>2017</i>
JAN	514	542
FEB	531	550
MAR	527	554
APR	534	562

March Separations

Represented: 3

Non-Represented: 0

Total Employees: 3

March New-Hire Employees

Represented: 10

Non-Represented: 1

Total Employees: 11

March Employee Turnover Rate:

0.54%

Staffing Capacity (as of 04/30/2017)

578 FTE Budget

562 FTE Actual

2.77% Below Maximum Capacity

Drug and Alcohol Compliance

Test Type	Number of Tests
Pre-Employment	30
Random	9
Post-Accident	2
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0
<i>Total Tests</i>	<i>41</i>

IndyGo is required under DOT drug and alcohol testing regulations to maintain records that document its testing program consistent with 49CFR Part 40 and Part 655. IndyGo is required to keep the following: test results, testing process administration, return-to-duty process administration, employee training and supervisor training. All records are required to be kept in a secure location with controlled access.

FTA Records Retention Requirements	
1 Year: Negative drug test results. Alcohol test results less than 0.02.	2 Years: Education and training records. Records related to the alcohol and drug collection process.
3 Years: Previous employer records.	5 Years: Annual MIS reports. Employee evaluation and referrals to SAPs. Follow-up tests and follow-up schedules. Refusals to test. Alcohol test results 0.02 or greater. Verified positive drug test results.

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

Learning and Development

IndyGo has been selected to be a host site by National Transit Institute – for two more classes:
One: ***Building Diversity Skills in the Transit Workplace*** – Monday, June 26, 2017.
Two: ***Crisis Communication for Employees*** – Tuesday, June 27, 2017.

Also, as a reminder IndyGo will be a host site for the National Transit Institute – for ***Risk Assessment for Transit Capital Projects*** – Thursday, June 8th and Friday, June 9th, 2017.

An effective Toolkit Training class was held targeting initially participation of the Operations leadership staff: ***“Managing Negative Chatter and Toxic Behavior at Work: Controlling Gossip Without Violating Employees’ Rights.”***

There were 4 activities in this Training Class – one a Human Development Activity (HDA) that helped participants understand their ‘learning style’ and another was the ‘ladder’ activity to ‘build trust and encourage team dynamics’.

Wellness and Employee Engagement

There were several IndyGo sponsored financial wellness events for the month of April. Investment Planning, Estate Planning and Identity theft. April was National Stress Awareness Month and in recognition of this national initiative, IndyGo sponsored free ten-minute chair massages on April 14th and 18th. Thirty-four (34) employees took advantage of the stress relieving activity.

The IndyGo Health and Safety Fair & Employee Appreciation Event was held on Thursday, May 18 from 11:00 a.m.to 3:30 p.m.

Activate Clinic Stats for April 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	77	15	170	262
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	240	19	3	262

Activate Clinic Stats for April 2016

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	77	10	155	242
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	229	11	3	243

Workers' Compensation

There were three (3) "incidents" for the month of April. Of these three (3) incidents, two (2) were reportable (became worker's compensation claims) and one (1) was non-reportable. There were zero denied claims and a total of four (4) temporary total disability (TTD) claimants. There were no new light duty assignments for the month. There was a total of 96 hours of lost time from regular work assignments due to work-related injuries (this does not include light duty hours). IndyGo ends the month with twenty-six (26) closed claims and twenty-nine (29) open claims.

MONTH	REPORTABLE	NON-REPORTABLE	LIGHT DUTY	TTD	DENIED	TOTAL	LOST TIME	CUMULATIVE OPEN CLAIMS
JAN	3	1	2	3	0	4	93 Days	8
FEB	6	4	4	3	2	10	68 days	7
MAR	5	1	6	5	0	6	155 days	9
APR	2	1	5	4	0	3	96 days	5
YTD TOTAL	16	7	17	15	2	23	412 days	29

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