

INDYGO

Board Report
March 23, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on February 23, 2017 –**
Danny Crenshaw
- A – 2** **Consideration and Approval to Exercise the Option Year for Printing Solutions –**
Bryan Luellen
- A – 3** **Initiation of Purple Line BRT Project Development Activities –**
Justin Stuehrenberg
- A – 4** **Consideration and Approval of Contract for Purple Line NEPA and Design –**
Justin Stuehrenberg
- A – 5** **Consideration and Approval of Contract for Industrial Soaps –**
Roscoe Brown
- A – 6** **Consideration and Approval of Used-Buses Purchase –**
Roscoe Brown
- A – 7** **Consideration and Approval of Purchase of Safety Vision CCTV Equipment for Buses –**
Mark Emmons

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of the Finance Report for February 2017 –**
Nancy Manley
- I – 2** **Consideration of Receipt of Operations Report for February 2017 –**
Roscoe Brown
- I – 3** **Consideration of Receipt of Planning Report for February 2017 –**
Annette Darrow/Justin Stuehrenberg
- I – 4** **Consideration of Receipt of Business Development Report for February 2017 –**
Bryan Luellen
- I – 5** **Consideration of Receipt of Human Resources Report for February 2017 –**
Phalease Crichlow
- I – 6** **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, April 27, 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, February 23, 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, February 23, 2017

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

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

IPTC executive Staff attending:

Michael A. Terry, President / CEO
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance and Controller
Roscoe Brown, COO/VP of Operations
Phalease Crichlow, VP of Human Resources
Richard Joseph, CIO / VP of Information Technology

ACTION ITEM 1: APPROVAL OF MINUTES

Upon a motion from Juan Gonzalez, seconded by Greg Hahn and unanimously passed, approval of the Minutes of the January 26, 2017 Board Meeting was given.

ACTION ITEM 2: CONSIDERATION OF BOARD OFFICERS ELECTIONS

Mike Terry, presented this action item regarding Board Officer Elections that included nominations of Danny Crenshaw for Chair, Greg Hahn for Vice-Chair and Juan Gonzalez for Secretary/Treasurer. Upon motion by Alan Rowland, seconded by Greg Hahn, motion carried unanimously.

ACTION ITEM 3: CONSIDERATION AND APPROVAL OF CONTRACT FOR CONSTRUCTION MANAGEMENT PROGRAM (RED LINE)

Justin Stuehrenberg, Director of Special Transit Projects, presented this action item. The motion by Juan Gonzalez, seconded by Tommie Jones for approval of this contract passed unanimously.

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF CORPORATION AND INVESTMENT POLICY

Action Item withdrawn.

ACTION ITEM 5: CONSIDERATION AND APPROVAL OF RESPONSIBLE BIDDER RESOLUTION 2017-02

Jill Russell, General Counsel, presented this action item.

The motion by Greg Hahn seconded by Tommie Jones for approval of Responsible Bidder Resolution 2017-02 passed unanimously.

INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) Update:

Postponed until March meeting.

INFORMATION ITEM 2: FINANCIAL REPORT – JANUARY 2017

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

The report was accepted

INFORMATION ITEM 3: OPERATIONS DIVISION REPORT-JANUARY 2017

Item was presented by Roscoe Brown, COO/VP. Juan Gonzalez requested that staff provide updates on vendor performance prior to contract options being utilized.

The report was accepted.

INFORMATION ITEM 4: PLANNING UPDATE

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

The report was accepted

INFORMATION ITEM 5: CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR JANUARY 2017

Director of Public Affairs Bryan Luellen provided the report.

The report was accepted

INFORMATION ITEM 6: CONSIDERATION OF HUMAN RESOURCES JANUARY 2017

VP of Human Resources Phalease Crichlow delivered the report for January 2017.

The report was accepted

INFORMATION ITEM 7: CONSIDERATION OF CEO REPORT:

Michael Terry, President/CEO, provided updates on State and Federal Funding for 2017 and that the corporations internal structure was being analyzed as the Marion County Transit Plan is implemented.

The Board accepted the report.

ADJOURNMENT:

Danny Crenshaw adjourned the meeting at approximately at 6:00pm.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Bryan Luellen, Director of Public Affairs
Pam White, Director of Procurement

SUBJECT: Consideration and Approval of Option Year for Printing Contract

BACKGROUND:

The Business Development Department is responsible for printing all marketing collaterals, route and system maps, rider alert information, promotional pieces and other communication tools for internal and external messaging. To streamline the process and capitalize on volume pricing, the printing needs for 2016 were bid as one scope asking capable vendors to bid a list of specific items we print frequently. Vendors were able to bid on one or as many items from the list which matched their production capabilities.

PROCUREMENT PROCESS:

On February 12, 2016 RFP 15-02-228 Printing Solution published with a posting on the IPTC website and an email blast to all registered IPTC vendors and DMWBD certified vendors. Advertisements were placed in The Indianapolis Star, The Indianapolis Recorder, The Court and Commercial Record, La Voz de Indiana, and Mass Transit Magazine. Ads ran from February 18, 2016 through February 26, 2016. Fineline was awarded the contract in 2016 with a one-year term and two (2) one year options. The current base contract will expire April 30, 2017.

DBE REQUIREMENTS:

The requirement for DBE utilization was 0%. However, Fineline is a certified MBE.

FUNDING

The IndyGo printing contract is funded 80 percent through a federal Congestion Mitigation Air Quality grant, and 20 percent local match from the operating budget.

RECOMMENDATION:

The contractor has performed exceedingly well, always beating deadlines and offering additional support for inventory management which helped avoid IndyGo more than \$6,000 in wasted print. For the option year, Fineline unit costs will not increase over the base contract rates, which offers IndyGo a good value. In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to exercise 1 option year with Fineline Printing to provide printing services for IPTC in an amount not to exceed \$120,000 inclusive of approximately 15% contingency for volume increases if needed.

Bryan Luellen
Director of Public Affairs

Pamela K White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: Initiation of Purple Line BRT Project Development Activities

BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of four rapid transit services in the City of Indianapolis/Marion County. It would connect downtown Indianapolis with the city of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners.

The Purple Line will continue the trend set by the Red Line as being a battery based all-electric Bus Rapid Transit (BRT) system. The purple line would also utilize station designs being developed for the Red Line project, so many of the station design details can be provided to the consultant.

Although the details of the project may shift with federal funding, the recent Marion County Transit Plan referendum could support this project to completion with federal participation. Projects of this magnitude take 3-4 years from the initiation of design to being open for service, so it is important to begin advancing the project as soon as possible to ensure that the project is delivered to the public in a timely fashion. Therefore, IPTC is requesting authorization to spend grant funds already awarded for the Purple Line project to advance project development activities in 2017.

PROCUREMENT PROCESS:

This action item is not directly tied to a procurement. Related procurement activities will be addressed in a separate action item.

FUNDING:

IndyGo has been awarded with a Congestion Mitigation and Air Quality (CMAQ) grant in the amount of \$1.6M from the MPO to conduct preliminary design and environmental tasks for the Purple Line. This funding requires a \$400,000 local match, which would come from the capital fund. This is the only funding authorization being requested as part of this action item.

Funding for the final design and construction would come from a combination of the Federal Small Starts program (if awarded) and local funds approved by Marion County voters in November 2016 and authorized by the Marion County City-County council in February 2017. Any additional funding beyond the CMAQ grant and related local match will require an additional board action.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to begin Purple Line project development activities, including the expenditure of up to \$2M, funded from a \$1.6M CMAQ grant and corresponding \$400,000 in local funds. These funds would be utilized to fund consultant contract Task Orders for preliminary design, environmental clearance, public outreach, and the completion of Small Starts grant applications, in addition to IndyGo project management. The selection of any consultants will be brought to the Board for a separate authorization.

Justin Stuehrenberg
Director of Special Projects

Pamela White,
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: RFP 17-01-249 Purple Line BRT NEPA and Design

BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second of four rapid transit services in the City of Indianapolis/Marion County. It would connect downtown Indianapolis with the city of Lawrence, via East 38th Street. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2014-2015. Both studies were conducted by the Indianapolis Metropolitan Planning Organization (MPO) in cooperation with IPTC, the Central Indiana Regional Transportation Association (CIRTA), and other regional partners.

The Purple Line will continue the trend set by the Red Line as being a battery based all-electric Bus Rapid Transit (BRT) system. The purple line would also utilize station designs being developed for the Red Line project, so many of the station design details can be provided to the consultant.

The selected vendor would be asked to complete a series of task orders, including design (conceptual, preliminary, detailed, and final), NEPA environmental clearance, Small Starts applications, and Construction Support Services.

PROCUREMENT PROCESS:

On February 1st, 2017 IPTC released RFP 17-01-249 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 1st, 2017 and February 7rd, 2017;

On February 15th, 2017 IPTC received twelve (12) written questions regarding RFP 17-01-249 Purple Line BRT NEPA and Design;

On February 23rd, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On March 7th, 2017 IPTC received two (2) proposals in response to RFP 17-01-249 Purple Line BRT NEPA and Design;

The evaluation team evaluated written proposals based on professional qualifications, project approach and references/ past performance. On March 14th, both firms were invited in to demonstrate their knowledge of and approach to the project via interview and presentation.

After these presentations, both vendors were scored based on categories of Qualifications, Project Approach, References, and the detailed interview and presentation. Both Vendors scored highly in all categories and the scoring was quite close, but ultimately the evaluation committee felt the qualifications and project approach offered by Parsons Brinkerhoff more closely matched the needs and expectations of IPTC.

The Parsons Brinkerhoff (PB) team is led by Project Manager Jack Gonsalves, who has led many BRT design efforts around the country, including the Emerald Express in Eugene, Oregon. Jack is based in Portland, but would spend at least half of his time here in Indianapolis. The deputy PM would be Will Tolbert, who is based in the Indianapolis office.

PB also included several major subconsultants, including PCS Engineers (DBE), Green3 (DBE), Rundell Erntsberger & Associates, CHA Consulting, and the Christman Company. The total proposed DBE participation was 18%, and the stated goal was 15%. The addition of Christman, a contractor, to conduct independent cost estimating was a unique aspect of their proposal. PB also proposed to embed one of their DBE subconsultants, PCS Engineers, within the core project team by co-locating them into the PB office.

FUNDING:

IndyGo has been awarded with a Congestion Mitigation and Air Quality (CMAQ) grant in the amount of \$1.6M from the MPO to conduct preliminary design and environmental tasks for the Purple Line.

Funding for the final design and construction would come from a combination of the Federal Small Starts program (if awarded) and local funds approved by Marion County voters in November 2016 and authorized by the Marion County City-County council in February 2017.

It is anticipated that IPTC will apply to the Small Starts program for the Purple Line in August 2017, so the project will be very fast paced.

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 Parsons Brinkerhoff and upon successful negotiations enter into a contract. Further, it is requested that the Board authorize Task Orders relating to NEPA, Small Starts, and Preliminary Design activities. Future Task Orders for Final Design and Construction support would require additional board action.

The Parsons Brinkerhoff solution ranked highest on the tallied evaluation scorecard on the criteria proposed. If IPTC is unable to reach an agreement with Parsons Brinkerhoff, it is requested that the Board authorize staff to enter in to contract negotiations with the next qualified architecture and engineering firm, which was CDM Smith.

Justin Stuehrenberg,
Director of Special Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Ed Parsley, Director of Facilities
Pamela White, Director of Procurement

SUBJECT: **RFP 17-01-248 Industrial Soaps**

BACKGROUND:

For business operations, IPTC recognizes the vital need to contract Industrial Soaps. RFP 17-01-248 was created and issued establishing that IPTC would seek vendors to supply IPTC with industrial soaps including specifically bus wash, garage floor cleaner and bus floor cleaner. The selected contractor will be required to supply specified product at contracted rate on an as needed basis. Contractor is to furnish and maintain all dispensing equipment and tanks at no charge for IPTC use during the term of the contract.

PROCUREMENT PROCESS:

On January 30th, 2017 IPTC released RFP 17-01-248 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 1st, 2017 and February 3rd, 2017;

On February 13th, 2017 IPTC received ten (10) written questions regarding RFP 17-01-248 Industrial Soaps;

On February 15th, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On February 15th, 2017 IPTC received a follow-up question and answered on February 16th, 2017, thus creating Addendum #2;

On February 22nd, 2017 IPTC received four (4) proposals in response to RFP 17-01-248 Industrial Soaps;

The evaluation team evaluated written proposals based on cost and dispensing equipment. On March 2nd, HP Products, LEI/Lynx/Dubois and RFS were invited in to demonstrate the effectiveness of their products and dispensing equipment.

During demonstration, it was found that two out of three suppliers offered optimal dispensing equipment. However, the effectiveness of the products set the suppliers apart. The product offered by LEI/Lynx/Dubois clearly matched the needs and expectations of IPTC. The proposed cost of RFS and HP Products initially seemed to be the lowest, but it was found that the product was not of the same quality.

FUNDING:

The Industrial Soaps funding source is from the general operating budget.

DIVERSITY PARTICIPATION:

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

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to begin contract negotiations with LEI/Lynx/Dubois at an estimated three-year cost of \$154,125.00. The LEI/Lynx/Dubois solution ranked highest for all evaluators on the criteria proposed.

Ed Parsley
Director of Facilities

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Victoria Learn, Director of Maintenance

SUBJECT: **Procurement of Training and Contingency Vehicles**

BACKGROUND:

Our fleet of training and contingency vehicles is just as critical in our successful service delivery as our revenue fleet of paratransit (Open Door) and fixed route coaches.

Training buses assigned to our Safety and Training Department facilitates the training of IPTC's new Professional Coach Operators, as well as all emergency responses requested by Homeland Security and the City of Indianapolis. Having the training and contingency fleet also keeps regular fixed coaches in assignment for revenue route services. The contingency and training fleet also helps to mitigate the need for fixed route revenue spare coaches that may be needed due to scheduled maintenance or other unforeseen issues, such as accidents, extended repairs and road calls. With the forecasted needs to hire and train new coach operators, we need a viable and adequate fleet of training vehicles.

Stabilizing the fleet of revenue vehicles that IPTC owns has been a high priority for the last several years. The fixed route and paratransit fleet both have comprehensive replacement plans now in place that maximize the life cycle of passenger coach vehicles. IPTC has been successful in the last several years in receiving competitive grant funding that has allowed us to facilitate the bus replacement strategy, however we still have a good number of coaches that are well beyond their useful life and continue to negatively impact our cost to maintain them.

In an effort to shore up the back end of the fleet and address current service needs, staff is seeking to retire the remaining 1999 Nova's (previously acquired from COTA) and the model year 2000 Gillig buses.

The total number of buses being sought to facilitate training and shore-up the current revenue fleet is 18.

Item No. A – 6
Page 2

As you may recall, in 2014, IPTC purchased 11 used buses from Complete Coach Works (CCW) which were model year 1997 Gilligs. At the time of solicitation, an option for up to an additional 20 buses was also added to the RFP request. Currently we are seeking to acquire an additional eighteen (18) used buses from Complete Coach Works, along with an extended warranty of 12 months for each vehicle at a cost of \$58,975.00 per unit. Each unit will be 2001 Model Gillig 40 foot diesels. Though the vehicles will be a newer model year (2001 vs 1997) the vendor has agreed to hold the 2014 base price of \$54,545.00. The additional \$4,430.00 is the warranty cost per bus for one year (engine, transmission, etc).

The total cost of this procurement (including warranty and delivery) is \$1,061,550 for 18 buses. This price equates to purchasing 2.5 new units from Gillig.

PROCUREMENT PROCESS:

IPTC will utilize the existing options under the contract with Complete Coach Works Corp. to procure these vehicles. Delivery of these units will be made in two partial shipments (spring and late fall 2017).

FUNDING:

Funding for this procurement will be provided from local funds at 100%.

RECOMMENDATION:

We request that the Board authorize the President/CEO to purchase eighteen (18) previously owned 2001 forty foot Gillig brand diesel buses for a cost not to exceed \$1,061,550, utilizing the qualifying options from RFP 14-12-189 (Used Bus Purchase).

Victoria Learn
Director of Maintenance

Roscoe Brown
COO & VP of Operations

TO: Chair and Board of Directors

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

SUBJECT: **Contract for Safety Vision Bus CCTV Equipment**

BACKGROUND:

In 2006 the IPTC board approved a new bus CCTV contract with Safety Vision, LLC. This contract was to provide IndyGo with bus cameras, DVRs, wireless download ability, a server and software. Currently all of the original 6000 Pro equipment has met its useful life and is being replaced with the newest Safety Vision 7000 series equipment as new buses are ordered.

This contract will facilitate replacing all remaining 6000 Pro equipment on fixed route buses with the new 7006/7000S system. The contract scope calls for replacing the remaining 68 fixed route buses (equipped with the 6000 series) new DVRs, GPS kits, wireless radios, IP cameras, cables, and mounting equipment.

The new digital cameras that will be installed will allow IndyGo to reuse those cameras with any new vendor's recording equipment that may be used in the future. This will help lower the cost of any subsequent systems that IndyGo may procure.

The contract will also include a three (3) year extended warranty on equipment and a one (1) year on-site maintenance agreement.

In addition, the 6000 Pro equipment that will be removed from the fixed route buses will be used to replace/repair any 6000 equipment on the paratransit fleet until new replacement vehicles are acquired.

PROCUREMENT PROCESS:

With the issue of compatibility with IndyGo's current bus CCTV system, the 7000 series DVR's are the manufactured product of Safety Vision, LLC. Thus, this will be a sole source contract as Safety Vision is the only vendor that has this equipment.

FUNDING:

This project is funded from federal grants at an 80/20 split. The operating budget will support the local match.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we request that the Board authorize the President and CEO to enter IPTC into contract with Safety Vision, LLC for an amount not to exceed \$428,285.76 for CCTV equipment for 68 fixed route coaches.

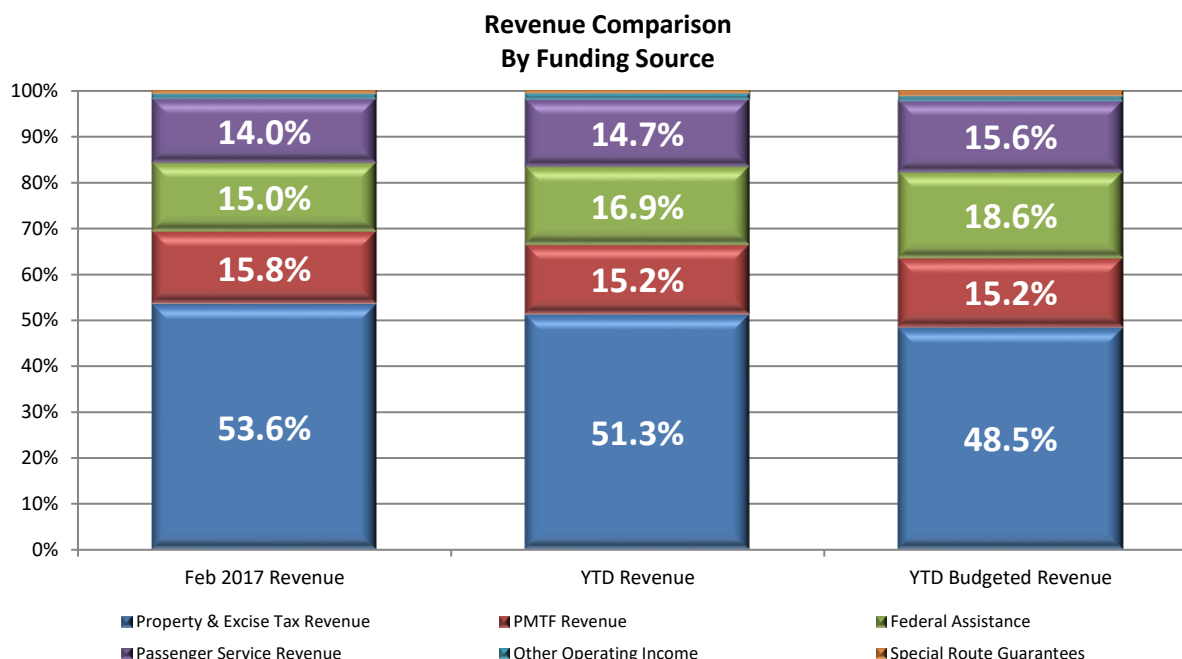
Roscoe Brown
Vice President / Chief Operating Officer

Mark Emmons
Director of Safety, Training & Security

To: Chair and Board of Directors

From: Nancy Manley- Controller

FINANCIAL REPORT – FEBRUARY 2017
Notes to the Comparative Statement of Activities – General Fund
For the month ending February 28, 2017



FTA Assistance

FTA assistance was below budget by 23.0% in February.

Other Operating Income

Other Operating Income in February was 1% over for the month.

Passenger Service Revenue

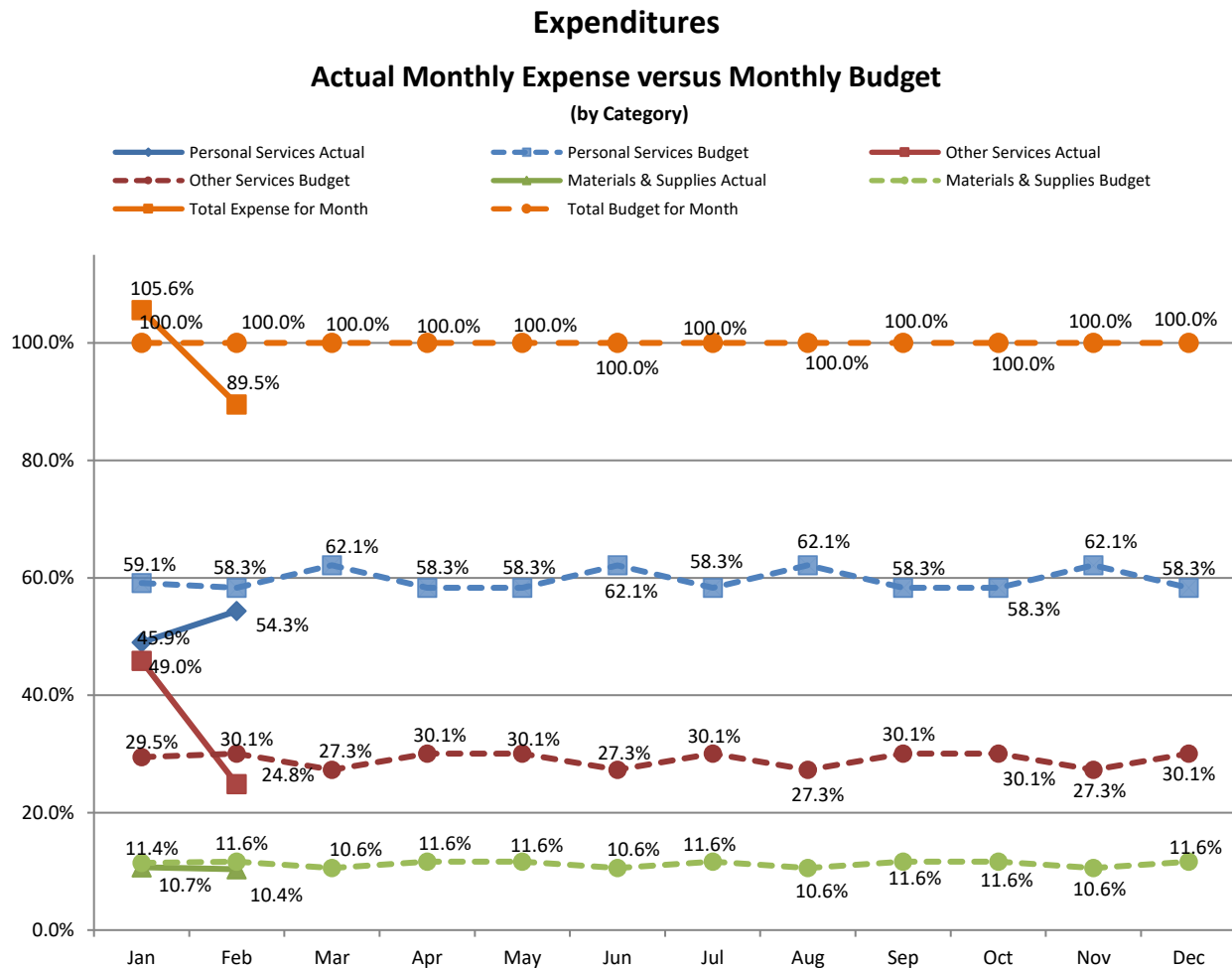
This revenue was under budget expectation for the month by 14%. We continue evaluate the revenue received for all types of ticket sales and are working closely with the fulfillment vendor to insure we are recognizing all sales during month close.

Special Route Guarantee

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

Total Revenue

As of February 28, 2017, the total revenue recognized was 4% under budget projections.



Personal Services

Overall, Personal Services were 7% under budget as of February 28, 2017. Overtime was slightly higher than expected but continues to be offset by lower than projected salary expenses.

Purchased Transportation

Service hours for the Open Door services were trending higher than this same time last year. This expense category was 5% over budget for the month of February. Over the last six months IPTC has noted an increase of service hours and will continue to monitor these services along with the service manager.

Services

Services were below budget projections for the month. YTD this line item is roughly 50% over budget due to a number of contract renewals which occurred in January.

Materials and Supplies

This category contains Fuel, Maintenance Materials, Tires & tubes as well as other ancillary materials and supplies. Overall this category was 15% under budget projections.

Total Expenses

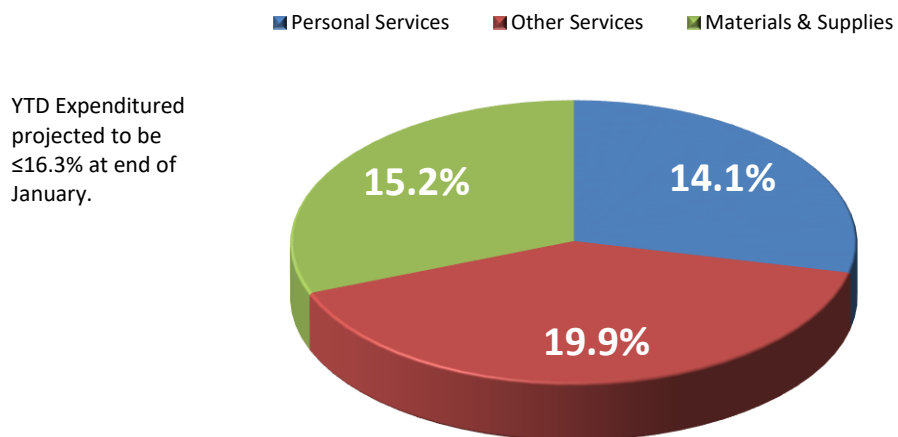
Total expenses in February were 10% under the monthly allocated budget.

SUMMARY

Year-to-date spending was lower than revenue received, as well as, allocated budget for the month. Finance will work closely with all departments to insure they have updated monthly expenditure information and develop a plan to stay within the 2017 approved budget.

The cumulative YTD expenditure goal set through the end of February was $\leq 16.3\%$. As discussed, Other Services were over the goal but offset by under spending in the other two major categories.

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



Nancy E. Manley
Vice President/CFO/Controller

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR FEBRUARY 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- February 2017

TRANSPORTATION

EMPLOYEE RECOGNITION

The February Employee of the Month was, Phillip Boicourt

COMMENDATIONS

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

Compliments:

Roger Bobbitt, James Burke, Kenneth Davis, Nichelle Green, Andre Jackson, Michael Waire, Candice Whorton and Melvin Wright

The following operators achieved an on-time performance rating of 90% or better during the month of February. 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 February is Mecca Dunn.

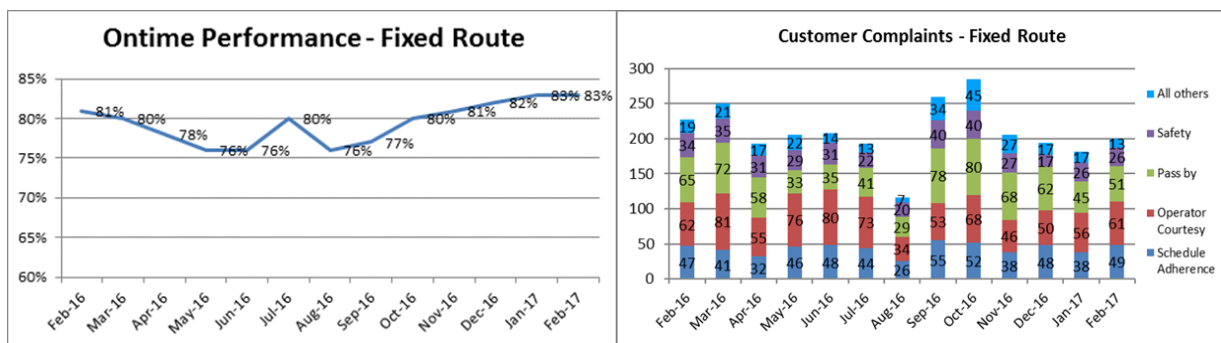
1. MICHAEL HALE	2451	98%
2. ROGER BOBBITT	8121	98%
3. ANTHONY COX	1180	97%
4. BURT GARCIA	8479	97%
5. RON BURTON	0798	97%
6. TENISHA BAINE	6978	96%
7. DENNIS CLARK	1022	96%
8. TAWANA CLAYPOOL	8366	96%
9. RACHEL COMER	8665	95%
10. DAVID JOY	8726	95%
11. MAMADOU GOUDIABY	8185	94%
12. KOURTNEY RUSSELL	6522	94%
13. TERRY LAGRONE	8727	94%
14. ATLANTA SMITH	8655	94%
15. MARY WILLIAMS	6709	94%
16. DILEXI GONZALEZ	2277	94%
17. JAMES DENTON	1495	94%

18. RHONDA WATTS	8271	93%
19. BETH MURRAY	8218	93%
20. ROSE ANDERSON	8473	93%
21. PATRICK GRAY	2339	93%
22. JEFFREY HOWARD	8141	93%
23. MECCA DUNN	1021	93%
24. LAKISHA WILLIAMS	8174	93%
25. ANTHONY LOVE	3571	93%
26. RAY WRIGHT	6979	92%
27. DEBORAH NEWELL	8577	92%
28. MATTHEW ERVIN	8815	92%
29. HARRY FOX	1981	92%
30. LAURA BECK	8445	92%
31. ROY DISHNO	8319	92%
32. CORENE WELLINGTON	8125	92%
33. LASHANDA CARROLL	8500	92%
34. LINDA HARRIS	2545	91%
35. BEVELYN ROBINSON	8194	91%
36. SCOTT DUNCAN	8523	91%
37. ADRIAN LEWIS	8192	91%
38. AKEMEE BRYANT	8336	91%
39. STEPHEN EDMONDS	1156	91%
40. RONNIE BROOKS	8353	91%
41. DEWAYNE SIMS	8456	91%
42. TONYA PENN	8040	91%
43. GREGORY SCOTT	8719	90%
44. ALFORD CALDWELL, JR.	8354	90%
45. MICHAEL RICKS	5139	90%
46. ROCHELLE MARTIN	3795	90%
47. ANDY CARPENTER	0880	90%
48. BRYANT REED	8371	90%
49. DEXTER DAVIS	1417	90%
50. RICHARD BOYSEN	0590	90%
51. BRENDA STIERS	8534	90%
52. CATHERINE STARKEY	8741	90%

Fixed Route Update:

During this reporting period, the Transportation Department personnel attended meetings at Citizens Gas, University of Indianapolis and the Pan Am Plaza for the Redline and Meridian Street projects.

Service Delivery Data:



Key Performance Indicators



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

COMMUNITY OUTREACH

Operations had representatives attend the following community stakeholder meetings:

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

MAINTENANCE

During February, Maintenance focused on completing refresher training for all mechanics for HVAC systems. Additionally, inventory was completed and preparations made for advance purchase of common HVAC part replacements to offset possible shortages during peak purchase periods in the transit industry.

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

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

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

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

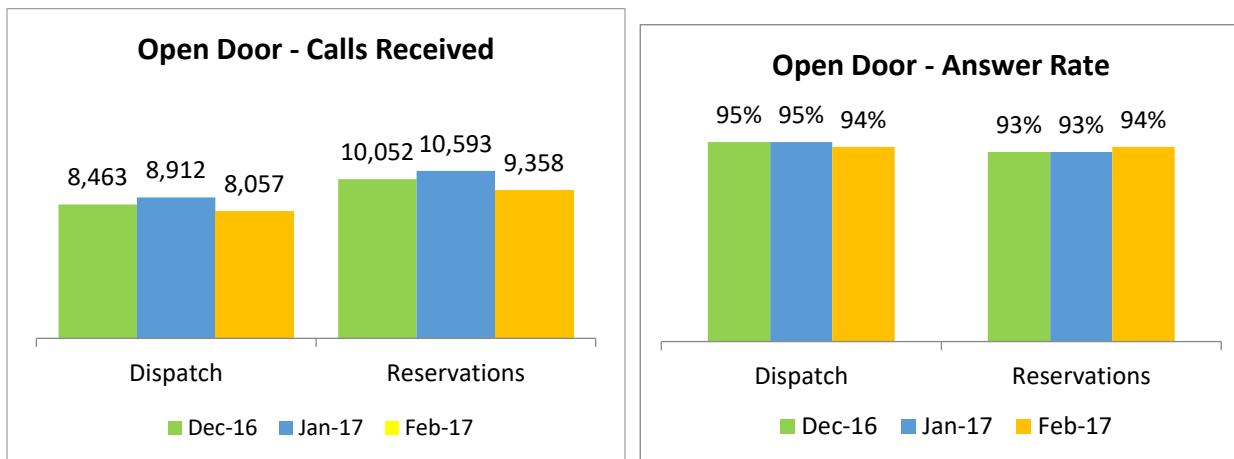
Flexible & Contracted Services IPTC Paratransit Services (d.b.a. Open Door) Open Door Performance Summary Update

Although Open Door paratransit services are usually the most effective way to provide specialized transportation service for our riders with disabilities, they are one of the most expensive, restrictive, and difficult to coordinate. IndyGo staff is continually pursuing methods to contain, control, and reduce paratransit costs (including communicating and coordinating with local agencies and service providers). As an example, IndyGo staff is working with local agencies like Outside the Box and Noble of Indiana to better coordinate the way Open Door is utilized by their clients. We are currently modifying and scheduling set pickup times for passengers employed at these agencies to ensure more quality service is provided.

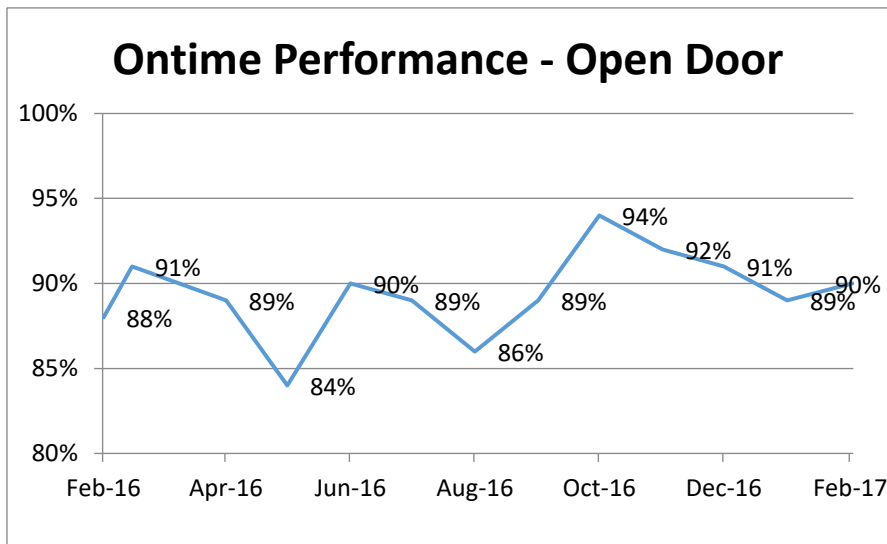
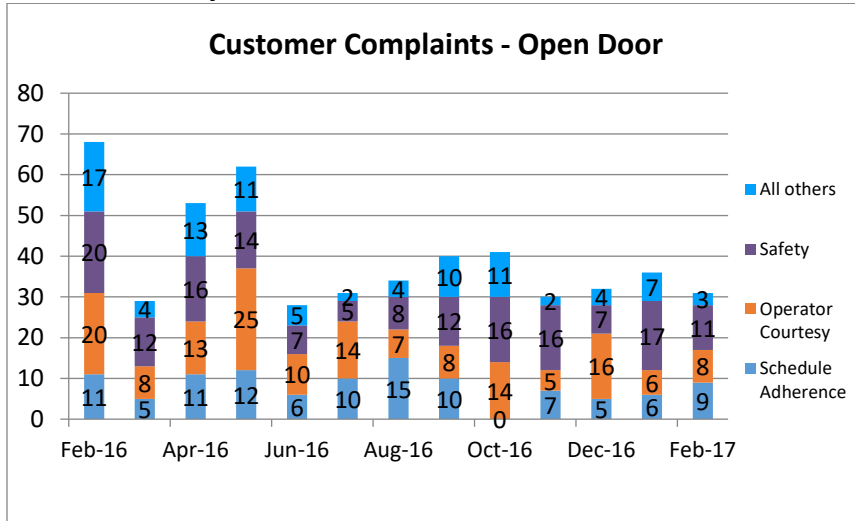
ADA regulations require maintaining certain levels of service quality to avoid capacity constraints that would have the effect of limiting the availability of paratransit service to eligible people. The regulations do not allow trip caps, trip prioritization, waiting list, or any substantial number of trip denials, missed trips, significantly late pick-ups, or excessively long ride times.

Overall demand and ridership on Open Door is trending up and requires that staff be creative in service delivery methods/options to help mitigate the increase in the overall cost of service. Open Door staff has begun reviewing its current service and will be assessing service delivery options/opportunities that can be incorporated into our paratransit services. We will also seek the involvement of the Mobility Advisory Committee in this process. Some of the assessment will look at service opportunities that include: zone service (trips whose origin and destination are within a specific area), modification of the taxi voucher program, and trip prioritization and/or premium fares for non-ADA trips. Staff will provide regular updates to the board throughout this process.

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%. In February, the dispatch area received a total of 8,057 calls, with an average answer rate of 94%. The reservations department received 9,358 calls with an average answer rate of 94%.



Service Delivery Data:



Facilities

The Julia M. Carson Transit Center is continuing to be of great appeal to the city with high customer volume and appreciation.

One outstanding construction issue remains with the walk area pavers. This is being addressed and solutions for remediation are being worked through to fully resolve the issue. Correction is anticipated to begin in March, pending weather conditions the project may extend into early summer.

Currently Facilities has two separate contracts out for public bid:

[RFP 17-01-248 Industrial Soaps](#) Vendor demonstrations were held by invitation on March 2, 2017. Recommendations for bid award will be presented to the IPTC Board at the March 23, 2017 meeting.

[RFP 17-03-256 Bus Shelter and Sign Services](#) was placed for public solicitation on March 8, 2017 with proposal due by noon on April 5, 2017. A recommendation will be made to the IPTC Board on April 27, 2017. The Bus Shelter and Sign Services project impacts every visible image to the IndyGo customer. The current vendor made 45,475 shelter inspections, removed trash, debris, cleaned spills, biohazards, cleaned benches, shelter glass, concrete pads, and power washing stops. During the 2016 calendar year, the following services were completed by the current vendor in repairs, installations and removals:

Service Performed	2016 Totals
Individual Shelter Glass Panel Replacement	131
Bus Stop Sign Installation	193
Bus Stop Sign Removals	108
Application of Details to Stops	266
Trash can installation at Bus Stop	77
Simme Seat installations	17
Pole removals	1
Benches Installed	12
Benches Removed	10
New Bus Shelter installation	3
Removal Bus Shelters	4
Transit Center Signage, including rebranding	700

RISK & SECURITY

- On February 9, 2017, an accident involving a fatal hit and run with a pedestrian occurred on the city's northeast side. IMPD reached out to IndyGo to see if the two (2) buses that were in the area at the time were able to catch the vehicle in question. After the team researched the videos, it was found that one bus did get an image of the striking vehicle before the accident. This information was given to IMPD which they used on the local news channels. Because of that image IMPD was able to find the person that struck the pedestrian.

Below is an email from the IMPD detective that was working the accident.

Hi Mark,

I wanted to let you know the latest video from the fatal hit and run, W. 38th Street and High School Road, you and your team provided us was integral in the case. You may have seen it, but I sent out an image captured by the video system on the coach and the media plastered the picture on the news. Because of the picture, we received information last night which not only led us to the vehicle, but the driver as well. During an interview, he admitted to driving when the crash occurred and he was arrested for leaving the scene of the crash.

I cannot thank you enough for assisting us with this case; without the images from the video system, I do not think we would have received the information we did and there was a very good chance the vehicle would have been repaired in the near future. Please pass along to your folks how much we appreciate the help on this one (and over the years!), it is very good to know you are there for us when we need help. Certainly can't do everything on our own!

Thank you again and please let me know if you need anything!

Tim Abrams
Detective, Hit and Run/Accident Investigations
Indianapolis Metropolitan Police Department
Department of Public Safety

SAFETY & TRAINING

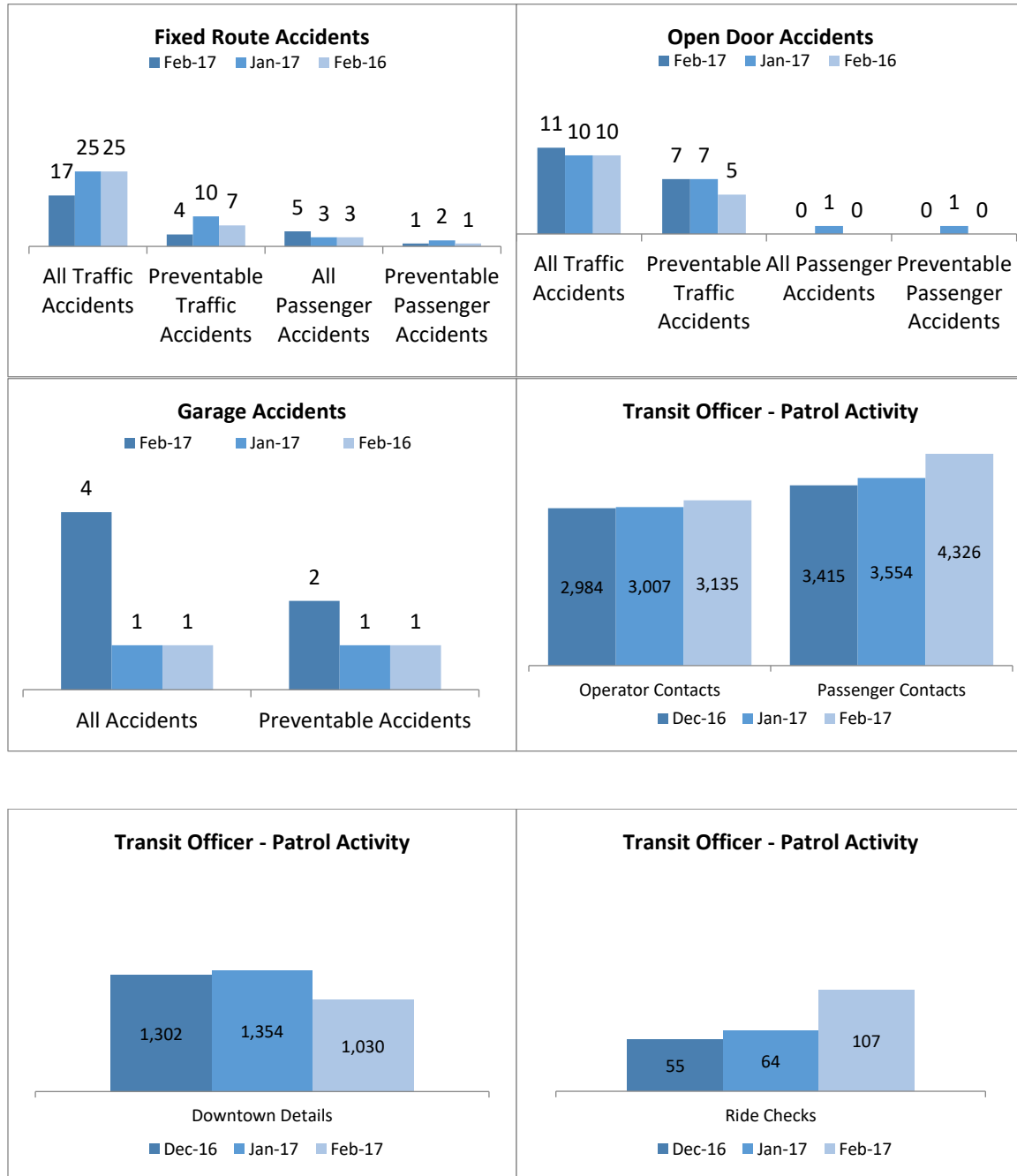
SAFE DRIVERS

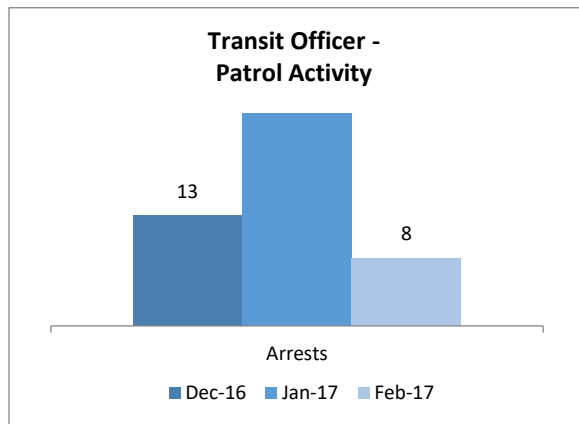
The following Operators were recognized for their safe driving:

Anthony White -	15 Years
April Irby -	14 Years
Patrick Gray -	12 Years
Terrence Harding -	11 Years
Geneva Hartwell -	10 Years
Patricia Wilson-Smith -	9 Years
Arthurene Thompkins -	6 Years

Akemee Bryant -	5 Years
Anthony Halbert -	4 Years
Loc Nguyen -	4 Years
Pamela Omotoye -	4 Years
Monalisa Baxter -	3 Years
Amon-Ra Sanders -	2 Years
Brian Bozek -	1 Year
Tony Day -	1 Year
Matthew Ervin -	1 Year
Quinton Gray -	1 Year
Tevon Green -	1 Year
Kristee Kelly -	1 Year

- IndyGo Class #17-01, which began on January 30, 2016, with 11 fixed route operator trainees, have completed all portions of the fixed route training classroom portion of the program. They will be starting on route familiarization and subbing in. They should be released to Operations by late March.
- The training staff held graduation ceremonies for classes 1603, 1604, and 1605.
- Staff had a meeting with the Environmental Management Services provider to go over details for the yearly EMS Executive meeting in March. This meeting will give information on how IndyGo did on meeting goals that were set for 2016 and what new goals we would like to reach for 2017.
- The following training sessions were conducted in February:
- Staff performed the following trainings:
 - Two operators that returned to work after an extended leave.
 - Seven operators for retraining due to a preventable accident.
 - One employee that changed classifications and received training for a general laborer position.
 - Two new employees that were hired for general laborer positions.





TO: Chair and Board of Directors

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

PLANNING UPDATE

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

Recommendation:

Receive the report.

PLANNING

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

Staff is working on putting the Marion County Transit Plan bus network into the Hastus scheduling system. Approximately 2/3 of the route and schedule scenarios have been built. The full system build-out in the Hastus scheduling software will enable IndyGo to further refine forecasted staffing and vehicles levels required to provide improved service. This is an iterative process as we continue through the public comment period in 2017 to determine how to roll out changes prior to, and in conjunction with, the Red Line.

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

The Pedestrian Safety Action Plan committee has had our first meeting. 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. Also through our partnership with the 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 Washington & Rural inbound near the East Washington Library, and Franklin & 42nd Street near Indianapolis Lighthouse Charter School. 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.

RIDERSHIP

Current Month			IndyGo	Year to Date		
Feb-16	Feb-17	% Change	Fixed Route Ridership	2016	2017	% Change
15,124	14,777	-2.3%	2 E. 34th St.	29,936	29,897	-0.1%
23,762	25,522	7.4%	3 Michigan St.	47,168	50,136	6.3%
17,416	13,169	-24.4%	4 Fort Harrison	32,797	26,511	-19.2%
27,073	17,605	-35.0%	5 E. 25th	52,978	35,946	-32.1%
	12,108		6 N. Harding		23,562	
114,915	115,972	0.9%	8 Washington St.	227,013	233,273	2.8%
91,371	89,374	-2.2%	10 10th St.	177,800	177,026	-0.4%
4,137	3,092	-25.3%	11 E. 16th St.	7,592	6,353	-16.3%
6,042	5,423	-10.2%	12 Minnesota	11,527	10,781	-6.5%
2,914	3,343	14.7%	13 Raymond	6,124	6,591	7.6%
8,848	9,005	1.8%	14 Prospect	18,058	18,455	2.2%
18,631	18,288	-1.8%	15 Riverside	36,711	36,681	-0.1%
10,495	9,898	-5.7%	16 Beech Grove	19,762	19,761	0.0%
21,656	21,436	-1.0%	17 College	43,560	41,717	-4.2%
15,739	11,035	-29.9%	18 Nora	31,177	22,946	-26.4%
27,306	36,339	33.1%	19 Castleton	53,355	73,402	37.6%
14,491	13,232	-8.7%	21 East 21st St.	27,868	25,922	-7.0%
10,295	10,352	0.6%	22 Shelby	19,237	20,724	7.7%
8,741	9,082	3.9%	24 Mars Hill	17,220	18,456	7.2%
13,567	13,466	-0.7%	25 W. 16th St.	26,739	26,567	-0.6%
14,467	14,425	-0.3%	26 Keystone	28,308	28,080	-0.8%
14,721	13,341	-9.4%	28 St. Vincent	28,406	26,572	-6.5%
8,732	6,880	-21.2%	30 30th St.	16,722	13,495	-19.3%
22,414	23,281	3.9%	31 Greenwood	43,677	46,331	6.1%
24,064	23,478	-2.4%	34 Michigan Rd.	48,042	46,572	-3.1%
37,930	36,231	-4.5%	37 Park 100	73,943	72,588	-1.8%
31,622	30,962	-2.1%	38 Lafayette Square	63,385	61,401	-3.1%
99,011	95,561	-3.5%	39 E. 38th St.	190,987	191,600	0.3%
5,951			50 Red Line	11,059		
4,368	4,304	-1.5%	55 English	8,241	7,998	-2.9%
10,062	10,481	4.2%	86 86th Street Crosstown	19,687	24,080	22.3%
10,880	11,209	3.0%	87 Eastside Circulator	20,915	21,638	3.5%
174	436		Others	504	601	
736,919	723,107	-1.9%	Total	1,440,498	1,445,663	0.4%

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.

Feb-16	Feb-17	% Change	Flexible and Contracted Services	2016	2017	% Change
22,560	25,125	11.4%	Open Door Riders on Fixed	43,214	49,131	13.7%
24,310	24,977	2.7%	Open Door	47,024	50,776	8.0%
760	747	-1.7%	Open Door Taxi Vouchers	1,579	1,481	-6.2%
31,487	23,162	-26.4%	31 Day S-Pass	57,807	44,221	-23.5%

RED LINE

The Red Line project is moving forward with the certainty of local funding now in place. Preliminary outreach continues along the corridor with key stakeholders such as IU Health and Midtown Indianapolis. The purpose of this outreach is to understand the concerns and issues that may come about during construction as well as build relationships. Items such as business access and deliveries are being considered for incorporation into the construction schedule. Additional public open houses have begun and will take place through the rest of the month.

The country is currently operating under a Continuing Resolution until April 28th. We don't anticipate any action from the FTA until April. IndyGo has pursued a Letter of No Prejudice (LONP) which would allow us to move ahead with construction until grant funds come in. There is no update on the status of the LONP.

Along the Capitol Ave portion of the corridor there is a concern from Citizens Energy about storm water drainage capacity that could lead to flooding. IndyGo is working with CDM Smith to redesign portions of the Capitol Ave section to help mitigate potential flooding due to the storm water drainage issue. Additionally, the redesign work on Capitol Ave will push back the schedule of the start of construction for the project. 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 September Board meeting.

IndyGo and CDM Smith continue to make tweaks to the station design. Discussions about materials and features have been on going. Detailed investigation into station signage needs has begun and IndyGo staff will meet with CDM Smith to finalize details for a station signage package.

The internal IndyGo team continues work on development of the project focusing on the Project Management Plan, Public Involvement Plan and Operations Plan. Construction management firm HNTB conducted a Value Engineering Workshop to help identify potential cost savings in the project.

PURPLE AND BLUE LINE

Preliminary discussions are beginning around planning for the Purple and Blue Lines. IndyGo has secured a CMAQ grant for \$2M to advance the Purple Line environmental study and design. Purple line RFQ for NEPA and Design has gone out to meet August 2017 FTA deadline for grant applications. IndyGo has made a recommendation to selection Parsons Brinkerhoff to complete this work.

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

Annette Darrow
Director of Planning

Justin Stuehrenberg
Director of Special Transit Projects

To: Chair and Board of Directors

From: Bryan Luellen, Director of Public Affairs

CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR FEBRUARY 2017

ISSUE:

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

RECOMMENDATION:

Receive the report.

Bryan Luellen

Director of Public Affairs

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Manager of Marketing and Communications

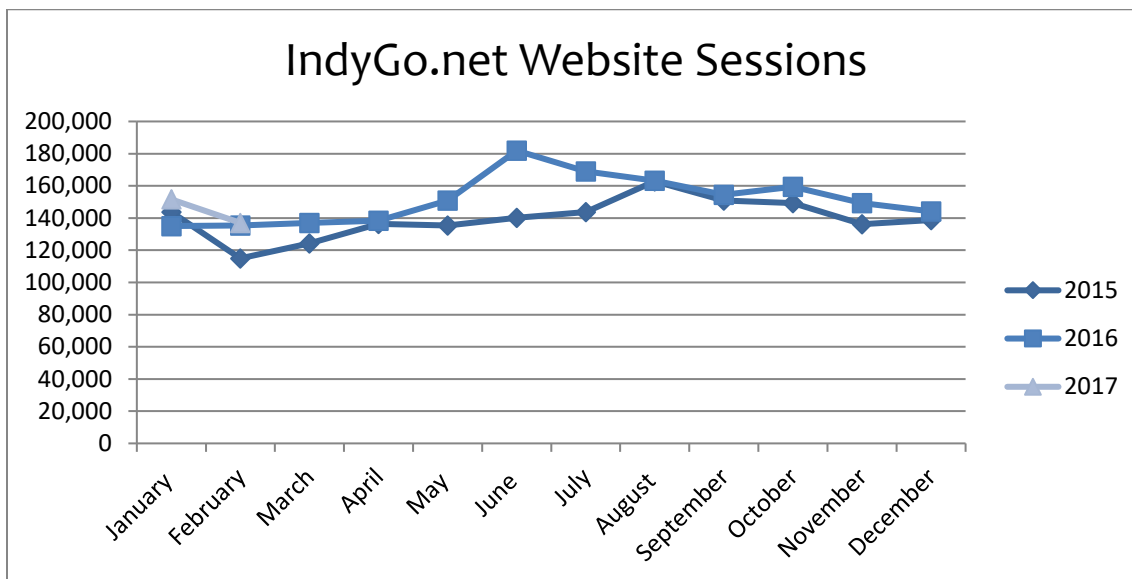
Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Ellen Forthofer, Communications and Outreach Coordinator

INDYGO.NET MONTHLY SESSIONS 2/1/17 – 2/28/17:

Page Views	327,059
New /Returning Visitors	31,163/105,848
Total Sessions	137,011



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%

FEBRUARY NEWS RECAP:

“Plans move ahead for expanding Marion County transit system” – The Washington Times, Associated Press, Miami Herald, McClatchy DC, The Charlotte Observer, The News & Observer, Star-Telegram, The Kansas City Star, Lexington Herald-Leader, The News Tribune, The Wichita Eagle, The State, The Fresno Bee, The Times of Northwest Indiana, Idaho Statesman, Bradenton Herald, FOX59, WDRB41 Louisville, The Tribune, The Bellingham Herald, Belleville News Democrat, Centre Daily Times, Herald Courier, Sun Herald, Macon Telegraph, Tri-City Herald, The Olympian, The Island Packet, The Modesto Bee, The Herald, Ledger-Enquirer, Journal News, WTHITV, Merced Sun-Star, The Republic, Daily Journal, Clay Center Dispatch, The Argus Press, Seymour Tribune, Journal Review, Brown County Democrat

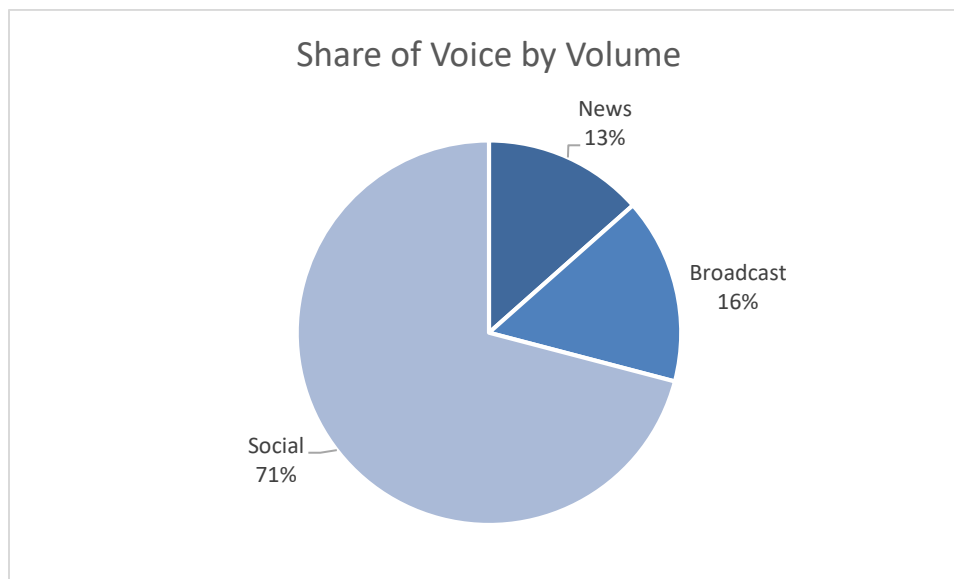
“Indy Council approves transit tax” – Indy Star

“As Indy Council weighs transit tax, Red Line grant is in doubt” – Indy Star

“Marion County transit tax gets committee approval, heads to full council” – Indy Star

“Weekend running events in downtown Indianapolis to interrupt traffic” – Fox59, CBS4

Topics Include: Mentions throughout February focused on the City-County Council vote for enactment of dedicated transit funding. The Associated Press (AP) ran a story on Marion County’s newly enacted dedicated transit funding in late February; this led to a spike in coverage nationwide on the subject. Mentions centering on the federal Small Starts grant for the Red Line appear in many mid – late February mentions.



Broadcast mentions: 109

News mentions: 94

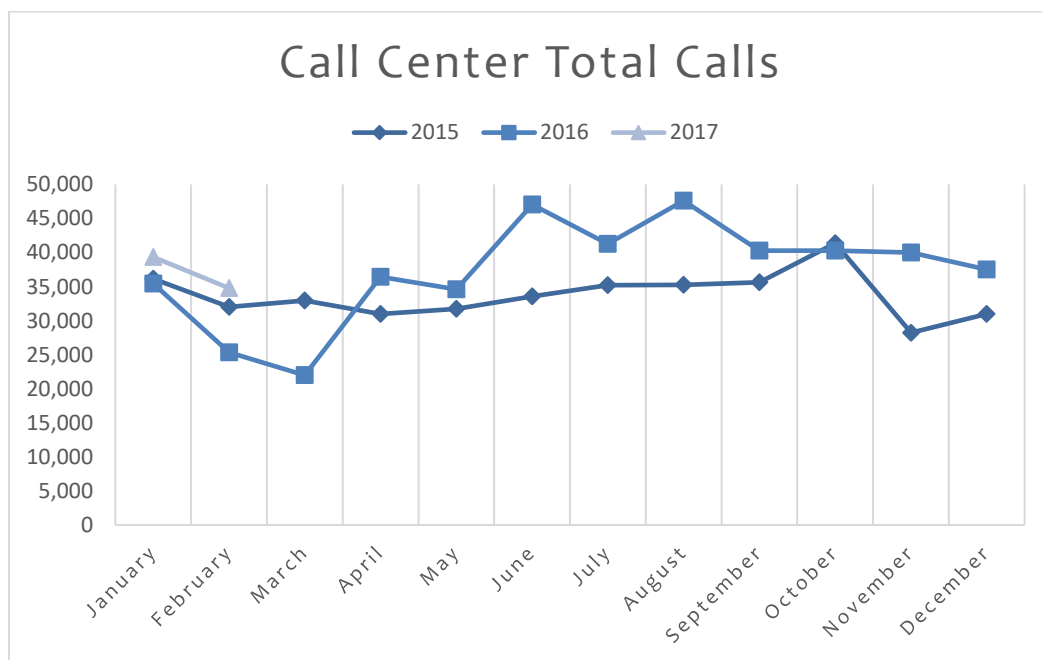
Social Media mentions: 495

FEBRUARY CALL CENTER REPORT:

34,779 total calls

1.90% calls abandoned in queue

31.08% Interactive Voice Response (IVR) calls

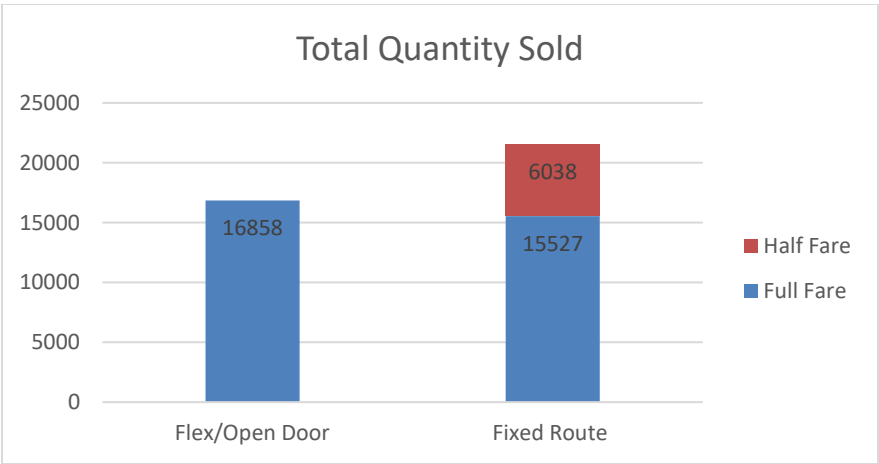
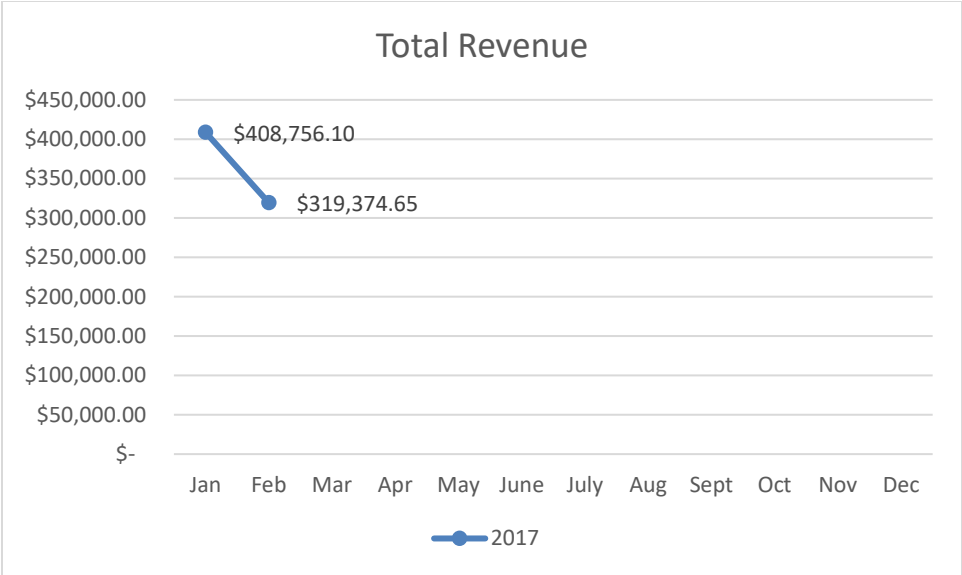


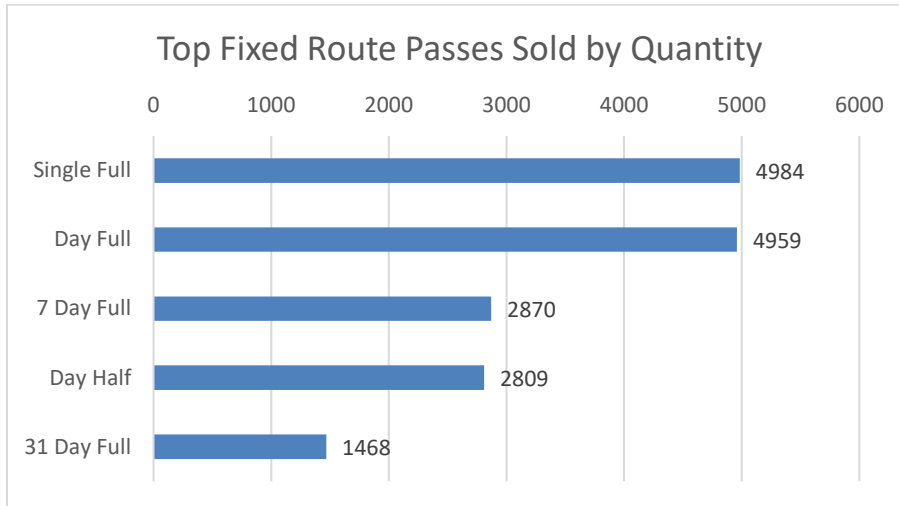
CUSTOMER COMMENTS: 329

ADA	1	OTHER	9
BUS STOP	1	PASS BY	52
CIVIL	0	RED LINE	6
COMPLIMENT	11	REQUEST	12
COURTESY	73	ROUTE	7
CUSTOMER SERVICE CENTER	4	ROUTE DETOUR	0
DENIAL	3	RULES	6
DISCRIMINATION – TITLE VI	1	SAFETY	48
FACILITY MAINTENANCE	10	SCHEDULE ADHERENCE	61
FARES	3	SUGGESTION	5
MCTP	9	VEHICLE MAINTENANCE	3
MARKETING	2	WRONG INFORMATION	1

FEBRUARY PASS SALES REPORT:

Total Quantity of Passes: 38,423





OUTREACH SUMMARY FOR FEBRUARY:

Throughout the month of February, educational outreach for the Marion County Transit Plan continued, specifically through opportunities like speaking on WFYI's No Limits.

Stakeholder meetings for the Red Line continued throughout the month to keep the project on schedule.

FEBRUARY OUTREACH EVENTS:

2/2/2017	Mayor's Neighborhood Advocates Transit Update
2/2/2017	AARP Tele Town Hall
2/2/2017	Women Transportation Seminar Midwest Conference
2/7/2017	Citizens Energy Coordination stakeholder meeting
2/14/2017	EmployIndy stakeholder meeting
2/14/2017	West Washington Business Alliance
2/16/2017	Travel Training at Emmerich Manual High School
2/16/2017	Inaugural Land use meeting NESCO
2/16/2017	NEPA Red Line Phase 3 South Marion County stakeholder meeting

2/17/2017	SPEA Roundtable event
2/18/2017	Immigrant Welcome Center Natural Helpers training
2/20/2017	Downtown Indy/ Red Line stakeholder meeting
2/21/2017	Transit Day at the Statehouse
2/23/2017	WFYI's No Limits
2/24/2017	Moving Stories community collaboration meeting

SPECIAL PROJECTS:

- On February 27, 2017, City-County Council made a historic vote to invest in transit improvements. With a positive vote of 17 to 8, Council approved Proposal 3 to enact a 0.25% income tax dedicated to transit.
- IndyGo Business Development and Human Resources Departments have partnered with Vincennes University and their CDL training school to create a better-defined pipeline to becoming a Professional Coach Operator. This partnership involves Vincennes University submitting a proposal for Class B CDL instruction to include air brake and passenger endorsements and IndyGo presenting to the March and April CDL classes.
- Beginning in November, the Business Development Department began to increase contacts and connections with organizations that assist immigrant and refugee individuals and families. These relationships have created several opportunities for partnership, including conducting improved training on transit for people within these organizations who directly assist immigrants and refugees, reducing language barriers in IndyGo services, and finding creative ways to directly present information about IndyGo to immigrants and refugees.

The Business Development Department is continuing to curate and foster these relationships. To date this year, IndyGo has provided trainings to the IPS Newcomer Program and the Immigrant Welcome Center Natural Helpers. These trainings have helped to facilitate discussion between IndyGo and organizations that support immigrant and refugee populations, providing an increased understanding of ways to elevate service to these groups. Future planned events include an IndyGo training on a

bus ride to Bilingual Storytime, a partnership between IPS and Indianapolis Public Library that offers information about library services and a storytime for children of multiple lingual backgrounds.

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

CONSIDERATION OF HUMAN RESOURCES FEBRUARY 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

February 2017
Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 02/28/2017)

Represented: 448

Non-Represented: 102

Total Employees: 550

Active Employees		
<i>MONTH</i>	<i>2016</i>	<i>2017</i>
JAN	514	542
FEB	531	550

February Separations

Represented: 5

Non-Represented: 1

Total Employees: 6

February New-Hire Employees

Represented: 0

Non-Represented: 3

Total Employees: 3

February Employee Turnover Rate: 1.09%

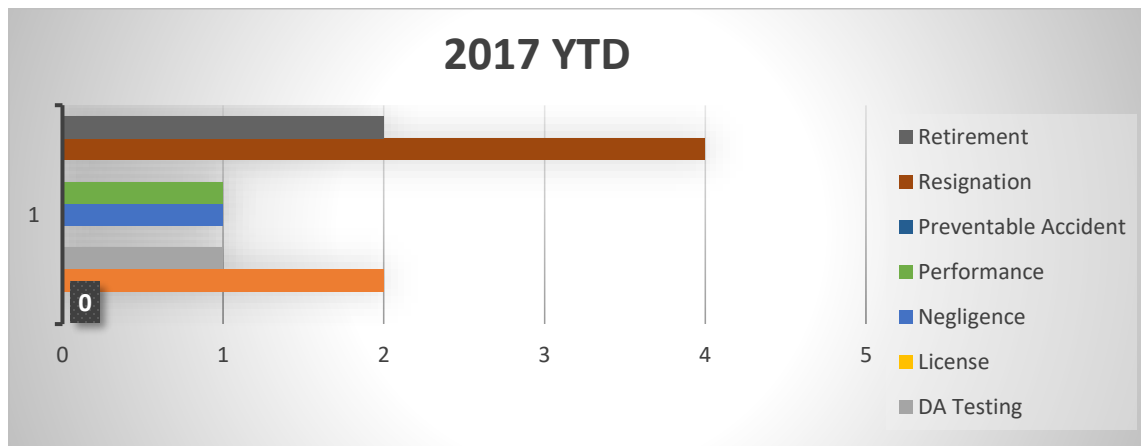
Staffing Capacity (as of 02/28/2017)

578 FTE Budget

550 FTE Actual

4.84% Below Maximum Capacity

Separations Year to Date



Drug and Alcohol Compliance

Test Type	Number of Tests
Pre-Employment	18
Random	16
Post Accident	6
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0
Total Test	34

The Department of Transportation announced in the beginning of 2017, it is proposing to amend its drug testing program regulation to add four opioids: **hydrocodone, hydromorphone, oxymorphone and oxycodone** to its drug testing panel. The current drug testing panel only checks for the following opiates: **codeine, morphine and 6-AM (heroin)**. The proposed revision of the drug testing panel is intended to harmonize with the revised Mandatory Guidelines established by the U.S. Department of Health and Human Services for Federal drug-testing programs for urine testing.

https://transit-safety.fta.dot.gov/DrugAndAlcohol/Regulations/Regulations/49CFR40/NPRM/FR_20170123_NPRM_Opioids.pdf

Benefits/ Wellness and Employee Engagement Programs

The Activate Clinic utilization remains steady in comparison to February of 2016, the Holiday Recovery Program, which included three components; Getting Finances in order, losing weight, and Tracking Healthy Habits ended.

The Weight loss challenge had 16 participants signed up with 9 completing the challenge. There was a total loss of 8% body fat among the 9 participants.

The Healthy Habits Tracking had 6 employees who tracked their healthy habits for 6 weeks.

The Financial Wellness programs will continue to be scheduled throughout the next few months.

Activate Clinic Stats for February 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	72	10	245	327
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	312	10	6	328

Activate Clinic Stats for February 2016

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	54	1	254	309
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	329	13	15	357

Learning and Development

IPTC is selected as the Host-Site for National Transit Institute's (NTI): **Risk Assessment for Transit Capital Projects Course** scheduled for June 8-9, 2017

Excel, 2016 - Level 1 – Training was held for employees – over 20 employees participated.

Excel, 2016 – Level 2 – Training will be forthcoming.

Researching information to participate in the 2014, President Obama's ambitious goal to double the number of apprenticeships to 750,000 by the end of 2018. Romona participated in the Midwest Transportation Workforce Center Webinar: Industry and Colleges: Partnerships for Successful Registered Apprenticeship Programs. Once we learn more about this program that is part of the Department of Labor's initiative, we will be able to report back to the IPTC board on our steps in moving forward here at IPTC with an Apprenticeship Program.

Teresa Boone, Director of Employee Services and Romona Camarata, Manager of Learning and Development attended the Workforce Development Subcommittee of the APTA Human Resources for Organizational Development professionals in the transit industry in Chicago, hosted by the Chicago Transit Authority (CTA).

The workshop highlighted 4 areas of workforce development: Diversity, Veterans and Underserved Populations (homeless, incarcerated, returning to workforce), Professional Development and Training programs and Internships / Apprenticeships

The goal of this session was: To engage professionals in APTA workforce activities; To highlight best practices; To identify critical issues faced by transit agencies; To develop a plan of action;

To craft a framework for regional support networks; To help members attract, develop, and train a diverse workforce.

Workers' Compensation

There were ten (10) “incidents” for the month of February. Of these ten (10) incidents, six (6) were reportable (became worker’s compensation claims) and four (4) were non-reportable. There were zero denied claims and a total of six (6) temporary total disability (TTD) claimants. The light duty program was assigned to four (4) of the new claimants with an average of 2.5 day(s) off work before being assigned. There was a total of 161 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 fifteen (15) closed claims and fifteen (15) open claims.

MONTH	REPORTABLE	NON-REPORTABLE	LIGHT DUTY	TTD	DENIED	TOTAL	LOST TIME	CUMULATIVE OPEN CLAIMS
JAN	2	2	2	3	0	4	93 Days	8
FEB	6	4	4	3	2	10	68 days	7
YTD	8	6	6	6	0	14	161 days	15

Year-End Compliance

IPTC has completed and updated the 2016 Occupational Safety and Health Administration (OSHA) Form 300 for Work-Related Injuries and Illnesses. A Summary of Work-Related Injuries and Illnesses (Form 300A), has been properly posted in compliance with OSHA guidelines as of February 1, 2017.

Per the Affordable Care Act (ACA), Human Resources completed and approved the submittal and transmission of the 2016 annual federally mandated Forms 1095-C and 1094-C via the ADP HRB Portal to the IRS. Employees were issued their individual required Form 1095-C via mail for the 2016 tax year.

The FTA/DOT MIS Reporting for the 2016 Drug and Alcohol Testing year is in the process of completion for the 2017 submission date.

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