

MUNICIPAL CORPORATIONS COMMITTEE

DATE: January 31, 2005

CALLED TO ORDER: 4:34 p.m.

ADJOURNED: 5:36 p.m.

ATTENDANCE

Attending Members

Ron Gibson, Chair
Vernon Brown
Sherron Franklin
Isaac Randolph
Earl Salisbury

Absent Members

Lonnell Conley
Scott Keller

IndyGo year-end presentation – Gil Holmes

MUNICIPAL CORPORATIONS COMMITTEE

The Municipal Corporations Committee of the City-County Council met on Monday, January 31, 2005. Chair Ron Gibson called the meeting to order at 4:34 p.m. with the following members present: Vernon Brown, Sherron Franklin, and Isaac Randolph. Earl Salisbury arrived shortly thereafter. Absent were Lonnell Conley and Scott Keller.

IndyGo year-end presentation – Gil Holmes

Mr. Holmes stated that in addition to discussing the 2004 review, he would also be highlighting initiatives for 2005. He distributed Exhibit A, which is attached, for the Committee's review.

Mr. Holmes discussed 2004 service. He explained that because of the Hyper Fix construction earlier in 2004, IndyGo had an opportunity to be more available for public transportation. Additionally, *The Indianapolis Star* published an editorial that called for public transportation support throughout the community. He added that through a public/private initiative between Duke Realty, Hewlett Packard, and IndyGo, ridership increased by nearly 20%. He stated that he would like to focus on future opportunities such as this partnership, because it gives people a chance to see how valuable public transportation can be.

Mr. Holmes stated that a Comprehensive Operational Analysis was initiated to evaluate the current system and provide a strategy for future service. This report will be available in March. He noted that this report is important, because currently out of 100 transportation systems in the country Indianapolis is number 71. He said there is much work for IndyGo to do. Upon completion of this report, he would like to develop a service strategy, a financial needs assessment, and a platform for regional rapid transit.

Mr. Holmes stated that the new Central Indiana Commuter Services (CICS) program was recently introduced. It is fully Federally funded and encourages carpooling. So far, over 500 people have enrolled, and the number continues to grow. Businesses such as the City of Indianapolis, Clarian Health, and a variety of insurance and financial services have joined.

Mr. Holmes discussed 2004 infrastructure. He said that IndyGo introduced a new Bio-Diesel fuel alternative that is produced from soybeans and seems to be working well. He said that IndyGo has acquired two new electric hybrid full size buses that are very fuel-efficient. He noted that Seattle uses 200 of these buses, and IndyGo hopes to acquire more in the near future.

[Clerk's Note: Councillor Salisbury arrived at this time 4:53 p.m.]

Mr. Holmes summarized that IndyGo is working in cooperation with the Department of Public Works (DPW) on a new Bus Sign project. This project will help produce more informational signage and will offer detailed information concerning bus routes.

Mr. Holmes added that IndyGo has developed Human Resource hiring guidelines that focus on customer service and people skills, as well as increased internal training programs for supervisors.

Mr. Holmes discussed service enhancements for 2005 such as:

- Increased frequency on select routes
- Service to new areas
- Website overhaul to provide more accessible and comprehensive information
- City of Lawrence (pending City approval)
- Airport to downtown express shuttle (pending Federal funding)

Mr. Holmes stated that in the near future IndyGo will continue to add at least 170 more bus shelters. He explained that the process is elaborate, and they currently have a local engineering firm to help in this regard. He said it is not a simple process, it requires knowing where the stops are, the on/off boarding data, site surveys, and must meet accessibility requirements. Councillor Brown asked how many shelters will be added in 2005. Mr. Holmes answered that it depends, but he complimented DPW for its hard work and said that constrained resources continue to be an issue. Councillor Brown asked if the new shelters will have route maps. Mr. Holmes answered in the affirmative.

Councillor Randolph asked what the terms were of the original \$2 million loan from the City to IndyGo. Mr. Holmes answered that these terms have not yet been finalized. Councillor Randolph stated that he feels this information is important, and when the information becomes known he would like some notification. He also congratulated IndyGo on the completion of Route 37 and said he would encourage private/public partnerships along this route.

Mr. Holmes stated that IndyGo is also working on implementing a para transit voucher program, as well as para transit recertification of eligibility and travel training. He explained that the para transit program offers services to physically challenged riders. He feels that a voucher program would be beneficial so that there is no rejection rate for ridership. He said that ridership services are supposed to be equal to that of ridership that is not physically challenged; however, it is not. He said that his ultimate goal is to get IndyGo's denial rate down to zero, which is required. Currently the denial rate is 4.8%. He noted that every IndyGo bus is American Disabilities Act (ADA) accessible; however, 90% of the bus stops are not.

Concerning future plans, Mr. Holmes stated that the current transit store on Delaware Street is unattractive and is not easily accessible. He said there are plans to utilize kiosks as an alternative, as well as to have a review of potential urban transfer centers. There are also plans to review potential Park and Ride locations. He added that he wants to make IndyGo very competitive and will continue to strive for more strategic marketing. He said that he wants to focus on marketing that is route specific and also geared more toward the Hispanic community.

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He also wants to include IndyGo more in special events (IndyGo already is involved in special events such as Black Expo, the Indianapolis 500, Colts games, etc.) and also has plans to work more with schools throughout the county. He said that there are current discussions with IUPUI and Ivy Tech.

Councillor Franklin asked about service enhancements for the City of Lawrence. Mr. Holmes reiterated that this is pending City approval. He explained that there were a series of presentations and meetings in Lawrence, but the Lawrence City Council would like more information. He believes there is some disagreement between the Lawrence City Council and the Mayor of Lawrence, and he is concerned that this delay may cause a lack of services in the Lawrence area. Councillor Franklin, who is a Councillor in the Lawrence area, stated that she fully supports this service enhancement and may pursue her own discussions with the Lawrence City Council.

Chair Gibson asked about the airport to downtown express shuttle. Mr. Holmes explained that there has been a grant secured to fund and operate this shuttle, and it will be initiated this year.

Chair Gibson asked if IndyGo has been thinking about a dedicated funding source for the 2006 budget. Mr. Holmes said that when the Comprehensive Operational Analysis returns in March he will be able to make a lot more capable decisions.

Chair Gibson asked about any Indiana General Assembly activities that may affect IndyGo. Mr. Holmes stated that IndyGo is not currently lobbying, but is actively engaged in understanding some options that are being considered. He said there are nearly a half dozen bills that are being considered that involve local funding options.

Chair Gibson complimented Mr. Holmes for his work and dedication to IndyGo and stated that he hopes to continue hearing more exciting information in the near future. He thanked Mr. Holmes for his time and information.

With no further business pending, and upon motion duly made, the Municipal Corporations Committee of the City-County Council was adjourned at 5:36 p.m.

Respectfully submitted,

Ron Gibson, Chair
Municipal Corporations Committee

RG/hfs