



Date: September 15, 2021  
Current Meeting: September 16, 2021  
Board Meeting: September 23, 2021

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Senior Director, Mobility Solutions Michael L. Roth  
**SUBJECT:** Consideration and Approval of Emergency Transportation Provider - WellTrans

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**ACTION ITEM A – 10**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize ratification of the emergency contract with Welltrans, a local Indiana provider, to provide emergency transportation services for our Paratransit program, for a minimum of \$200,000 from September 10, 2021, through December 31, 2021.

**BACKGROUND:**

IPTC agreed to enter into this contract on September 10, 2021. IPTC utilized emergency procurement provisions as allowed by the agency policy and procedures. Since COVID-19, recruitment in the service industry has seen an unprecedented shortage of employees on a local and national level. IPTC is not immune to the hiring challenges and continues to work on strategies to attract new talent, not only for our Paratransit also inclusive of Fixed-Route.

**DISCUSSION:**

The strategy for Paratransit is to assemble a network of emergency providers to assist with our day-to-day service challenges and to utilize the network of providers to analyze anticipated service challenges in the future. In addition, this network of providers will be instrumental in bridging the transition from Transdev to RATP DEV, our new Paratransit service provider, to allow RATP Dev to transition into their role and give an adequate time for effective recruitment.

**ALTERNATIVES:**

The Board of Directors could elect not to ratify this contract. If this alternative were selected, IPTC would continue to be affected by the local and national Operator shortages; IPTC would need to terminate the contract resulting in continued negative On-time performance will continue to fall below goal. Negative customer comments will persist, which has a negative impact on the rider experience.

**FISCAL IMPACT:**

The funding stream for this emergency service will be funded through the Board approved budget for 2021 from purchased transportation.

**DBE/XBE DECLARATION:**

No DBE participation goal for this emergency contact.

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee on September 16, 2021.