New Business

RECOGNITIONS

ACTION ITEMS

A – 1  Consideration of Approval of Minutes from the Board Meeting held on May 26, 2016 – Danny Crenshaw

A – 2  Consideration of Vendor Selection and Approval of Contract for ERP System – Nancy Manley

A – 3  Consideration of Vendor Selection and Approval of Contract for Benefits Insurance Broker – Phalease Crichlow

A – 4  Consideration of Vendor Selection and Approval of Contract for BRT Construction Management – Justin Stuehrenberg

A – 5  CDM Smith Contract Amendment for BRT Design Services – Justin Stuehrenberg

Old Business

INFORMATION ITEMS

I – 1  Consideration of Receipt of the 2015 IPTC Audit – Nancy Manley

I – 2  Consideration of Receipt of the Finance Report for May 2016 – Nancy Manley


I – 4  Consideration of Receipt of Planning Report for May 2016 – Annette Darrow/Justin Stuehrenberg

I – 5  Consideration of Receipt of Business Development Report for May 2016 – Bryan Luellen

I – 6  Consideration of Receipt of Human Resources Report for May 2016 – 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 - Introduce Budget 2017 will be Thursday, August 1, 2016@ 5:00 p.m.
Public Hearing on Budget 2017 will be Thursday, August 11, 2016 @ 5:00 p.m.
Board Meeting for Final Adoption of Budget 2017 will be Thursday, August 25, 2016 @ 5:00 p.m.
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, May 26, 2016.  

**RECOMMENDATION:** Approve the minutes for the above listed meeting.  

Jill D. Russell  
General Counsel  

Attachment
The Board of Directors of Indianapolis Public Transportation Corporation met on Thursday, May 26, 2016, at 5 p.m. at the office of the Corporation. Present were board members Danny Crenshaw, Alan Rowland, Juan Gonzalez, Tommie Jones, Gregory Hahn, Mark Fisher and Greg Bedan.

Also present: Michael A. Terry – President/CEO, Jill Russell – General Counsel, Nancy Manley – CFO/VP of Finance and Controller, Phalease Crichlow – VP of Human Resources, Richard Joseph – VP of Information Technology, and other members of staff. Members of the public were also present.

Danny Crenshaw called the May 26, 2016 Indianapolis Public Transportation Corporation Board of Directors’ Meeting to order.

**Recognitions**

Mike Terry recognized John Redmond who represented IndyGo at the International Bus Roadeo held in Charlotte, NC. Mr. Redmond joined IndyGo in January 2013 and has demonstrated safety and skill as an operator both in his daily routes as well as competing and placing in IPTC’s local Roadeo.

Mr. Terry introduced Kammie Dixon who will be taking the position as Manager of the new Downtown Transit Center. Ms. Dixon has been with IndyGo since March 2012, became a Road Supervisor in 2013. Ms. Dixon brings 20 years of prior transportation experience including logistics, HR, Customer Service and Planning.

Mr. Terry welcomed newest MAC Member Jason Robinson, and added that Mr. Robinson was awarded Achiever of the Year at the Goodwill Awards Breakfast.

Nancy Manley recognized Annette Darrow and Cassandra Bilbee for their outstanding work in relation to the coordination and management of IPTC grants.
Action Items

**Action Item 1: Consideration of Approval of Minutes from the Board Meeting Held on April 28, 2016**

Mr. Crenshaw asked if everyone had an opportunity to review the minutes from the April 28th board meeting, and if there were any changes or amendments. The motion by Tommie Jones to accept the minutes from the April 28, 2016 board meeting was seconded by Juan Gonzalez and carried unanimously.

**Action Item 2: Consideration and Approval of Waiver of 1-week Fare Revenue During DTC/Routing Change**

Bryan Luellen Director of Public Affairs, presented the action item. Opening Day for the new Julia M. Carson Transit Center is June 26, 2016. It is IPTC’s first passenger facility since the 1960’s. Service restructuring is now necessary since buses will no longer be using the currently established “loop”. Two key stops on the current Loop (Capitol/Market and Maryland/Pennsylvania) will be abandoned to create a direct line to the transit center at 201 E. Washington St. All 28 routes that serve downtown will change stop patterns. In addition to route and stop pattern differences, the time certain routes will depart downtown also change on opening day of the transit center. The new schedules have just been finalized this May and are available online for download.

Providing a comfortable modern transfer facility will improve the rider experience. The facility will provide rest amenities for the coach operators and provide valuable infrastructure for on-street supervision.

To help ease the adjustment period for these changes, IndyGo staff is recommending that for the first full week of operation of the transit center (Sunday, June 26 through Saturday, July 2), the board approve free fares across the entire system, including paratransit. The total amount of lost revenue for one week is estimated between $200,000 and $250,000. This loss of revenue will be offset by the current advertising contract with Clear Channel that guarantees IPTC $600,000 in revenue this year which is $200,000 more than originally budgeted for 2016.

Offering free rides will be an effective tool to build goodwill in the community, promote ridership, and ease the transition to a more streamlined downtown routing system.

**Board Discussion:**

When Mark Fisher commented that it will be a great opportunity to gain new riders and wanted to know the particular plans to promote the new center, Mr. Luellen stated that there is earned media and paid advertising. Mr. Gonzalez added that there have been several discussions with Mr. Luellen and his team regarding the intended extensive promotion of the new transit center.
Tommie Jones added that she is very pleased that the customers will have a free week to ride and those who have never used transit can now have an opportunity to do so. Ms. Jones stated that with the introduction of the new downtown transit center, this is a historic moment for the City of Indianapolis.

When Greg Bedan asked the particulars of the split with Clear Channel on the advertisement, Mr. Luellen stated that it is 60/40 of net profits above the guarantee of $600,000.

Mr. Crenshaw stated he was totally in favor of the free fares for that week, however, he asked if it was feasible to extend to July 4th and Mr. Terry said it could be extended.

The motion by Tommie Jones to support free fares from June 26 through July 2nd was seconded by Greg Bedan and carried unanimously. Chair Danny Crenshaw asked for an amendment for the time frame of the free fares to extend through the holiday weekend through the 4th of July. The motion by Greg Hahn to amend the dates of the free fares from June 26 through July 4th was seconded by Tommie Jones and carried unanimously.

**Action Item 3 Consideration and Approval of Amendment to Nolan Security Contract**

Mark Emmons, Director of Safety, Training and Security, presented the action item. IndyGo currently has a contract with Nolan Securities that provides manned security at our 1501 West Washington Street facility with armed security officers (AO’s) and off duty law enforcement officers (LEO’s) on downtown routes and loop.

With the addition of the new Julia M. Carson Transit Center (DTC), security needs to be expanded to include its daily operations. Security of the transit center will be facilitated by 65 onsite cameras and manned security 24 hours a day. The center will require manned security presence and monitoring both interior and exterior of the site.

The DTC is an open two (2) acre site in the heart of downtown Indianapolis, that also includes a 14,000 sq. ft. two story public facility that will house offices, a driver lounge, passenger waiting areas, customer service center (with pass sales), public restrooms, and a private leased retail space.

Upon the center’s opening, IndyGo will facilitate interior security and CCTV monitoring through the contract with Nolan Securities. IndyGo staff have also had discussions with the MCSD to provide an exterior security presence and has received a preliminary proposal from the MCSD. However, the MCSD will not be available to provide services until January of 2017. The estimated need will require an additional 18,531 hours of service to accommodate the DTC 24/7 security needs.
Based on IPTC’s projected needs and current Nolan Security costs ($20 p/hr. for AO’s and $40 p/hr. for LEO’s), the estimate for additional security cost for at the DTC (through December 2016) will be no more than $525,000.

Board Discussion:
Mr. Terry stated that the security needs at the transit center have been evaluated over many months talking with IMPD and the Sheriff’s Department. In the beginning, the hours of security at the center will be substantial, but there will be a constant evaluation to determine the ongoing needs for the safety and security of IndyGo’s passengers, visitors and employees.

Tommie Jones stated that safety and security is paramount in the world now and she asked about the cameras at the Downtown Transit Center. Mr. Emmons stated the center will have 65 CCTV cameras inside and outside the facility. The feed can be monitored not only at the transit center but also at the IndyGo offices. Ms. Jones also asked how long the footage is saved or kept and Mr. Emmons stated at this time the timeframe is 30 days.

When Mr. Crenshaw asked if there were any Homeland Security grants that may be obtained, Mr. Terry told him staff previously received one, but it appears that the larger legacy systems with rail are more likely to secure those grants.

The motion by Greg Hahn to increase the existing contract with Nolan Securities to facilitate the provision of manned security presence and monitoring at the Julia M. Carson Transit Center through December 2016 for an amount not to exceed $525,000 was seconded by Alan Rowland and carried unanimously.

INFORMATION ITEMS

1 – 1: Mobility Advisory Committee (MAC) Update

Addison Pollock, Chair, delivered the report.
The last meeting was April 20th and Mr. Terry provided an update on the Downtown Transit Center and talked about a preview tour of the facility that will be held on June 18th to display the accessibility features of the center. All MAC members are encouraged to be there. MAC members voted to approve Jason Robinson and Karen Dodson as new members of the MAC. Mr. Pollock said that subcommittee chairs were appointed and he asked for each to establish 3 – 4 new goals for 2016.

Board Discussion:
Mike Terry stated that Mr. Pollock has done an outstanding job as Chair of the MAC with his leadership in obtaining structure in the MAC.
The Board accepted the report.
I – 2:  **Consideration of Receipt of the Finance Report for April 2016**

Nancy Manley, Vice President/Controller, delivered the report. For April, FTA Assistance is below budget by 3% due to fewer qualifying preventative maintenance expenses.

Other Operating Income was over budget projections for the month by 121%, primarily due to reconciliation received from the Advertising Contract which was $38,000 over the monthly guarantee.

As of April 30, 2016, Passenger Service revenue is below budget by 12%.

Total Revenue year to date is 2% under projected budget.

On the expense side, Personal Service expenditures were 9% under budget.

Materials and Supplies expenses are under budget by 1%.

Total expenses were 11% under the appropriated budget for April.

**Board Discussion:**
Juan Gonzalez congratulated the staff on the savings and efficiencies this year.

The Board accepted the report.

**Information Item 3: Consideration of Receipt of the Operations Report for April 2016**

Paula Haskin, Director Flexible Service/Contract Services, delivered the report.

The following Transportation employees were recognized for their extraordinary customer service during the month of April: Tenisha Baine, Lionel Barnett, Geneisha Berry (2x), Lisa Campbell (2x), George Durham, Lorenzo Johnson, Rochelle Martin, Leo Scott and Dwight Watson.

Stephen Thein achieved an on-time performance rating of 100% for the second month in a row.

The following Professional Coach Operators have 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 Andy Carpenter.


The following Operators were recognized for their safe driving: Cameron Irwin - 15 Years, Myron Cornett - 12 Years, Anthony Hurd - 9 Years, Michael Williams -9 Years, Janelle Smith - 6 Years, Tareese Bouye Kathleen Robinson and Paul Person - 4 Years, Barry Fields - 3 Years, Walter Green and Burt Garcia - 2 Years, Darryl Kinslow and Atlanta Smith – 1 year.

Preparations continue for the June implementation of operations at the DTC. Weekly meetings involving all departments have been addressing areas such as: staffing, training, security, facility management, emergency procedures, bay assignments, bus access & egress, promotions and public info campaigns, etc.

The transportation team met with Speedway officials, IMPD and State Police in preparation for the Indy 500 Race Day routing.

The maintenance department continued their emphasis on prepping for the warm weather season. During April, the maintenance team completed onsite training with our vendor Thermo King for servicing air conditioning on the coaches during the summer season

The FTA Section 5310 grants Call for Projects was held on March 29th announcing the availability of $423,534 in federal grant assistance for the Indianapolis Urban area. The application deadline was Tuesday, April 29, 2016 and five (5) agencies sent in requests for a total of 13 vehicles. Grant award announcements are anticipated by mid-June 2016.

Board Discussion:

The Board accepted the report.

**INFORMATION ITEM 4: CONSIDERATION OF RECEIPT OF THE PLANNING REPORT FOR APRIL 2016**

Annette Darrow, Director of Planning and Justin Stuehrenberg, Director of Special Transit Projects, delivered the report.

Ms. Darrow highlighted the many route and system changes that will occur in June with the opening of the Julia M. Carson Transit Center. Operating the DTC requires a complete overhaul of the service structure downtown. Many routes (north/south east sides of town) that now
navigate the core of downtown will end at the transit center. This allows for route efficiencies that can save 12-18 minutes per trip by now traveling the current loop.

Over 700 of the 3800 bus stops have been updated/installed or eliminated. New route books for all IndyGo staff with maps and turn by turn directions for each route have been created. All routes will be monitored for evaluation of any tweaks or changes that may need to be made.

**Board Discussion:**
Greg Bedan asked if any stops will be eliminated and Ms. Darrow stated there is a reduction in routes, but everything will be monitored and change if needed.

Justin Stuehrenberg, Director of Special Transit Projects, provided an update of the Red Line project through a PowerPoint presentation, which is attached. Mr. Gonzalez wanted to clarify that there will be no construction until 2017.

To try to clear up general confusion on the part of the public, Mr. Hahn asked for an explanation of the relationship of the Red Line to the Referendum. Mr. Stuehrenberg explained that the Red Line Phase I is not contingent on the Referendum. The Future phases will be contingent on the Referendum.

The Board accepted the report.

**INFORMATION ITEM 5: CONSIDERATION OF RECEIPT OF BUSINESS DEVELOPMENT REPORT FOR APRIL 2016**

Bryan Luellen, Director of Public Affairs, delivered the report. There was a great deal of news coverage in April which included the transit referendum and educating the public regarding the transit plan. The referendum is proposing a .25 income tax and if it passes, there would be 70% increase in service across the city, with more hours and more frequency of service.

June 26, 2016 is the first day that buses will drive on the transit center facility and there will be coordination of changes of all the routes across the city. There is a new schedule for every route downtown. The business development team of Lauren Day, Jerome Horne, Allison Potteiger and Betsy Sattler have been working to cultivate a group of volunteers called the Transit Ambassador Program who will help engage with riders one-on-one on the street to explain what the changes are with the routes.

The schedules are posted online at [www.IndyGo.net](http://www.IndyGo.net)

Sunday, June 19th is Family Day for Employees and families of IndyGo that will include free food, fun and games for all. The Ribbon Cutting will occur on June 21st at 3:00 p.m. The Customer
Service/Retail operations center will move by June 22nd. The official opening of the Julia M. Carson Transit Center will be June 26, 2016.

Board Discussion:

The Board accepted the report.

**INFORMATION ITEM 6: CONSIDERATION OF RECEIPT OF THE HUMAN RESOURCES REPORT FOR APRIL 2016**

Phalease Crichlow, VP of Human Resources, delivered the report. The Activate Clinic is fully integrated with IPTC’s health insurance provider, Anthem. Which means that Anthem is sending monthly medical, prescription and memberships extracts to Activate. The integration allows for a more comprehensive continuity of care. Activate has access to Anthem’s medical records to review patient information including, office visits, lab services, diagnostic services and treatment plans. This will allow Activate to identify, assess and coordinated any gaps in care for the member.

The next step is for Anthem to receive the Activate Clinic encounter data so that it can be added to their predictive modeling tool, which looks for identification/compliance of chronic members and gaps in care for the entire population.

The exchange of information will allow the Activate physician and nurse to work closely with member to meet their wellness and personal health goals, as well as monitor any chronic or acute conditions.

Anthem and Activate are fully HIPAA compliant and IPTC has no access to the information they share.

Board Discussion:

The Board accepted the report.

**INFORMATION ITEM 7: CONSIDERATION OF CEO TOPICS**

Michael Terry, President/CEO, delivered the report. The City Council approved putting the transit referendum on the November ballot 18-6 for a .25 income tax increase.
Future procurements include the ERP, Benefits Insurance Broker Services, Design of Fuel Line & Bus Wash and Construction Manager for the BRT.

The budget process has begun with the scheduling of department meetings to talk through next year’s budget. More information will follow as the budgeting procedure continues.

There is no July board meeting and the board meeting for the budget introduction is August 1st, with the public hearing on August 11th and the budget adoption meeting will be August 25, 2016.

**Board Discussion:**

The Board accepted the report.

Danny Crenshaw adjourned the meeting.

________________________________

Jill D. Russell
General Counsel
TO: Chair and Board of Directors

FROM: Nancy Manley, VP of Finance / CFO  
Shaun Stromberger, Contract Specialist

SUBJECT:  
RFP 16-01-223 ERP SYSTEM

BACKGROUND:  
In May 2015, IPTC Board of Directors approved the President and CEO to contract with a consulting firm to update the overarching information technology plan. This plan has been essential in establishing the strategy for implementation and funding of updates to systems, equipment, hardware, programs and applications. One of the critical projects identified was the need to update/replace the current enterprise resource planning system (ERP).

The MinCom product, Ellipse, is the current ERP application that supports core financial, procurement, grant management, and asset management functions. Ellipse is also used to support bus maintenance by the Operations department. Ellipse is an ERP system originally purchased in late 2006. The following modules purchased include the following:

- Base Package (Including Chart of Accounts, EDI, Journal Holding & Fax Interface)
- Finance Modules
- Maintenance Modules
- Materials Modules
- Human Resources / Payroll Modules
- Additional Products (Including Reporting, Scheduler, Integration, Mobile, Fuel Mgmt., Online Reference/Training, Employee Self-service)

Even a casual look at this system quickly revealed its limitations and the need to upgrade the technology which is contemporary with the Microsoft XP PC operating environment. In addition, inefficiencies and duplications of functions exist between the current Ellipse ERP application and other software systems in IPTC’s enterprise. It is imperative that IPTC replace Ellipse with a product that will allow and support improved budgeting and planning processes, greater integration across departments and remove antiquated technology. All of these factors were key considerations that have driven the need to implement a new ERP platform.
**Procurement Process:**
On January 1, 2016 IPTC released RFP 16-01-223 ERP System published with a posting on the IPTC website and an email blast to all registered IPTC 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 January 1, 2016 through January 8, 2016;

On January 19, 2016 IPTC held a pre-proposal meeting in which ten (10) firms were represented. On January 26, 2016 IPTC received sixty-two (62) written questions regarding RFP 16-01-223 ERP System. On February 4, 2016 IPTC issued an addendum answering written questions received and providing clarification. On March 4, 2016 IPTC received four (4) proposals in response to RFP 16-01-223 ERP System: Artha Systems, Sita Corp, Quantrum, and Crowe Horwath and all were found to be responsive and responsible.

**DBE Requirement:**
The requirement for DBE utilization was 0% for this procurement. Our DBE liaison researched the availability of DBE companies with experience, and found that a DBE goal of 0% was fair and reasonable. Instead, IPTC strongly encouraged participation from vendors certified by the City of Indianapolis Division of Minority-Owned and Women Owned Business Enterprises (DMWBD).

**Vendor Evaluation:**
The four (4) finalists were capable and had good references with the ability to meet IPTC requirements. The evaluation committee scored proposals on Business and System Requirements; Cost, including both initial and on-going; Implementation; Technical & Hardware Requirements; and General Vendor Qualifications. On May 6, 2016, all four finalists participated in interviews.

On May 16, 2016, the evaluation committee scored interviews based on Software Capability, Implementation Approach and Methodology, System Requirements, and User Friendliness. The firms were ranked in the following order starting with the most favorable:

1. Crowe Horwath
2. Site Corp
3. Artha Systems
4. Quantrum

**Funding:**
The IPTC ERP system will be partially funded with the FY2017 STP 5307 grant. In addition, up to 20 percent of the entire contract may be funded through local match using the Capital Cumulative Fund.
**RECOMMENDATION:**
In a manner consistent with IPTC contract award standards, it is requested that the Board authorize the President/CEO to enter into contract negotiations with Crowe Horwath and upon successful negotiations enter into a contract that will allow Crowe Horwath to provide and implement IPTC’s new Enterprise Resource Planning System with a budget amount not to exceed $3,000,000. In the event a mutual agreement cannot be met, it is requested that the Board authorize staff to enter into contract negotiations with the next qualified firm.

Nancy Manley
VP of Finance / CFO

Shaun Stromberger
Contract Specialist
TO: Chair and Board of Directors

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

SUBJECT: RFP 16-05-232, Benefits Insurance Broker

BACKGROUND:

Over the past several years, IPTC has utilized the services of a benefit consultant firm to provide project management services required to support the Employee Benefits Program which includes, but is not limited to, the following coverage plans: medical, dental, vision, on-site clinic, wellness program, term life, accidental death & dismemberment, short and long-term disability, FMLA and Employee Assistance Program (EAP).

In 2009, the IPTC Board of Directors supported and encouraged our vision to pursue the aim of partnering with a consultant whose dual focus was to improve the overall health of the organization by reducing costs by developing and implementing an On-Site Clinic and Wellness Program.

Despite the recent increased costs in healthcare, IPTC has made significant progress in the area of health and wellness programs, disease management and on-site clinic utilization. The ultimate comprehensive strategy of the organization is to:

- Fully integrate the on-site clinic with medical plan
- Leverage on-site clinic and medical claims data to drive down overall claims costs
- Assess, design and implement strategies that will better position IPTC to accurately assess future funding options
- Build a robust disease management program and track aggregate data to provide ongoing program support through additional services/programs, communication and education
- Engage and promote spousal participation in the clinic and wellness program
With the support of Senior Leadership, the Amalgamated Transit Union, Local 1070, IPTC employees have achieved significant gains in the past 6 years. Going forward, our benefits consulting partner’s critical focus areas must be:

1. The on-going development and expansion of the IPTC on-site clinic and wellness programs.
2. A detailed year round education and communication campaign that informs and encourages behavior change and smart consumerism by IPTC employees.
3. Aggressive vendor partner management that aids the integration of services

**PROCUREMENT PROCESS**

A Procurement/Evaluation Committee was formed and was comprised of representatives from IPTC and ATU Local 1070. The functions of the committee were to:

1) Formulate the basic outline of the RFPs, and  
2) Review and evaluate the proposals received, and  
3) Make recommendations to the Board.

IPTC is required to advertise publicly when we release an RFP. Advertisements were placed in the Indianapolis Star, Court & Commercial Record, La Voz de Indiana, Mass Transit and the Indianapolis Recorder from May 20 - 23, 2016. In addition, notifications were sent to all vendors registered with IPTC and all certified DMWBD vendors with the City of Indianapolis via email.

IPTC held a Pre-Bid Meeting on May 23 at 2:30 p.m. with three (3) people attending representing three (3) different firms. IPTC received ten (10) questions and issued an addendum on May 31, 2016 to answer those questions.

Proposals were due June 3, 2016, and in response to the RFP, IPTC received proposals from seven (7) firms by the RFP deadline. One proposal arrived after the deadline and therefore was returned to the vendor as non-responsive.

- AON - responsive
- Gregory & Appel Insurance - responsive
- LHD Benefit Advisors - responsive
- National Benefit Service Center - responsive
- Segal - responsive
- USI Insurance Services, Indiana - responsive
- Old National Risk – nonresponsive
The evaluation criteria published in the RFP was: Approach, Methodology and Data Analysis; Experience and Qualifications; Price; and References and Responses with 100 total points available for scoring equally among each criteria.

IPTC held an evaluation meeting on June 8, 2016 where the firms were scored against the evaluation criteria. Of the six (6) firms, the top three (3) were selected for further evaluation and scheduled for interviews.

Evaluations continued on June 16, 2016 with the three (3) finalists responding to thirteen (13) specific questions sent in advance. The three (3) vendors were scored again and final scoring was submitted on June 16, 2016, 5:00 pm. Scoring criteria was based on the thirteen (13) specific questions sent in advance of the presentation. The evaluation team selected LHD, as the vendor of choice for RFP 16-5-232, Benefit Insurance Broker.

**FUNDING:** Funding for Benefits Insurance Broker would be funded by the operational budget.

**RECOMMENDATION:** In a manner consistent with IndyGo procurement and contract award standards, authorize the President and CEO to negotiate and enter into a two (2) year contract with three (3) one (1) year options with LHD for an amount not to exceed $365,000.

Phalease M. Crichlow  
Vice President of Human Resources

Pamela White  
Director of Procurement
To: Chair and Board of Directors
From: Justin Stuehrenberg, Director of Special Transit Projects
        Shaun Stromberger, Contract Specialist

SUBJECT:
RFP 16-03-230 BRT CONSTRUCTION MANAGEMENT

BACKGROUND:
The Red Line bus rapid transit (BRT) project is envisioned to be the first of many rapid transit services in the Indianapolis Metropolitan Area. It would connect the core city of Indianapolis with several regionally significant destinations; including connecting the two largest employment clusters in the State of Indiana – Downtown Indianapolis and the US 31 corridor in Carmel. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2012-2013 which resulted in the determination of the Red Line corridor being the top priority in a regional transit network. Both of these 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.

In 2014 IPTC was awarded with a TIGER grant from the Federal DOT to continue development of the Red Line – including environmental and design tasks. The project lead responsibilities were shifted from the MPO to IPTC to reflect a new implementation phase of the project, although the MPO and regional jurisdictions will continue to play a significant role in making project decisions. In addition, the Indianapolis region has played a major role in advancing electric vehicle technology – especially with regard to municipal and car-share fleets – and the Red Line will continue that trend by being the first battery based all-electric BRT system. Also in 2014, the FTA designated this project as eligible for a Documented Categorical Exclusion (DCE) for NEPA purposes. In May 2015, the IPTC Board of Directors approved a contract with CDM Smith to complete preliminary design and environmental tasks.

Phase 1 of the Red Line would run 13.5 miles from Broad Ripple to the University of Indianapolis and would operate in dedicated lanes for more than 50% of the route. It would include 28 station areas with a full canopy, level boarding, security systems, fare collection machines, and Wi-Fi. The vehicles would be 60 ft. articulated fully electric buses, the first application of electric buses in a BRT implementation. Phase 1 would cost $96.3M and in February 2016 was recommended for a $75M federal Small Starts grant award by the Federal Transit Administration. It is anticipated to open for service in late 2018.
In order to continue progress on the project, IPTC is requesting to hire a construction management firm. This firm would conduct cost and constructability reviews throughout the final design process, structure the bid packages, and oversee construction. This project is much larger than any previously completed by IndyGo and is, in fact, one of the larger street infrastructure projects ever in the City of Indianapolis. It is imperative that IndyGo be supported by seasoned professionals familiar with this scale of construction project.

**PROCUREMENT PROCESS:**
On April 1, 2016 IPTC released RFP 16-03-230 BRT Construction Manager published with a posting on the IPTC website and an email blast to all registered IPTC 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 April 1, 2016 through April 8, 2016;

On April 15, 2016 IPTC held a pre-proposal meeting in which thirty-seven (37) people attended representing thirty (30) firms. On April 21, 2016 IPTC received fifteen (15) written questions regarding RFP 16-03-230 BRT Construction Management

On May 3, 2016 IPTC issued an addendum answering written questions received and providing clarification;

On May 16, 2016, IPTC received three (3) proposals in response to RFP 16-03-230 BRT Construction Management; Christman, HNTB and Hunt. Of the three (3), all were found to be responsive and responsible.

**DBE REQUIREMENT:**
The requirement for DBE utilization was 15% for this procurement. Our DBE liaison researched the availability of DBE companies with experience, and found that a DBE goal of 15% was fair and reasonable. The recommended firm proposed a DBE participation of 20%.

**VENDOR EVALUATION:**
The three (3) finalists were capable and had good references with the ability to meet IndyGo requirements.

The evaluation committee scored proposals on professional qualifications, Project approach, References and Past Performance and Cost. On June 6, 2016 all three finalists participated in interviews.

On June 8, 2016, the evaluation committee scored interviews based Personal Roles and Responsibilities; Detail Risks and Outlining Approach, and Risk Avoidance / Mitigation.
Based on the scoring of the Evaluation Committee, responding firms were ranked as follows:

1. HNTB
2. Christman / Parsons Brinkerhoff
3. Hunt / AECOM

**FUNDING:**
All funds expended after April 2015, when the FTA named the Red Line as eligible for Project Development, are included in the overall project cost. Therefore, all costs for the Construction Management services would eventually be matched by the Small Starts grant. However, because an actual award of the Small Starts grant is contingent upon a project being ready for construction, progress must be made between now and the time of the award. IndyGo has pledged $6M of Capital Funding towards the construction of the Red Line, which would fund any expenditures on the project prior to that grant award, including Construction Management.

**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 HNTB and upon successful negotiations enter into a contract that will allow HNTB to provide Construction Management Services for the Red Line Phase 1 BRT system for an amount not to exceed $5,000,000. In the event a mutual agreement cannot be met, it is requested that the Board authorize staff to enter into contract negotiations with the next qualified firm.

Justin Stuehrenberg  
Director of Special Transit Projects  
Shaun Stromberger  
Contract Specialist
To: Chair and Board of Directors  
From: Justin Stuehrenberg, Director of Special Transit Projects  
Shaun Stromberger, Contract Specialist

SUBJECT: CDM Smith Contract Amendment for BRT Design Services

BACKGROUND:  
The Red Line bus rapid transit (BRT) project is envisioned to be the first of many rapid transit services in the Indianapolis Metropolitan Area. It would connect the core city of Indianapolis with several regionally significant destinations; including connecting the two largest employment clusters in the State of Indiana – Downtown Indianapolis and the US 31 corridor in Carmel. The project was identified in the regional transit framework, Indy Connect, in 2009-2010 and advanced to an Alternatives Analysis (AA) study in 2012-2013 which resulted in the determination of the Red Line corridor being the top priority in a regional transit network. Both of these 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.

In 2014, IPTC was awarded with a TIGER grant from the Federal DOT to continue development of the Red Line – including environmental and design tasks. The project lead responsibilities were shifted from the MPO to IPTC to reflect a new implementation phase of the project, although the MPO and regional jurisdictions will continue to play a significant role in making project decisions. In addition, the Indianapolis region has played a major role in advancing electric vehicle technology – especially with regard to municipal and car-share fleets – and the Red Line will continue that trend by being the first battery based all-electric BRT system. Also in 2014, the FTA designated this project as eligible for a Documented Categorical Exclusion (DCE) for NEPA purposes. In May 2015, the IPTC Board of Directors approved a contract with CDM Smith to complete preliminary design and environmental tasks.

Phase 1 of the Red Line would run 13.5 miles from Broad Ripple to the University of Indianapolis and would operate in dedicated lanes for more than 50% of the route. It would include 28 station areas with a full canopy, level boarding, security systems, fare collection machines, and Wi-Fi. The vehicles would be 60 ft. articulated fully electric buses, the first application of electric buses in a BRT implementation. Phase 1 would cost $96.3M and in February 2016 was recommended for a $75M federal Small Starts grant award by the Federal Transit Administration. It is anticipated to open for service in late 2018.
In order to continue progress on the project, IPTC is requesting to amend the contract with CDM Smith to add Final Design and Construction tasks for Phase 1. This will allow CDM Smith to produce a full set of biddable construction plans for the project and provide design support during construction.

**PROCUREMENT PROCESS:**

n/a

**DBE REQUIREMENT:**

The requirement for DBE utilization will remain unchanged at 20%.

**VENDOR EVALUATION:**

n/a

**FUNDING:**

All funds expended after April 2015, when the FTA named the Red Line as eligible for Project Development, are included in the overall project cost. Therefore, all costs for the Construction Management services would eventually be matched by the Small Starts grant. However, because an actual award of the Small Starts grant is contingent upon a project being ready for construction, progress must be made between now and the time of the award. IndyGo has pledged $6M of Capital Funding towards the construction of the Red Line, which would fund any expenditures on the project prior to that grant award, including Final Design.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to enter into a contract amendment that will allow CDM Smith to provide Final Design and Construction Support Services for the Red Line Phase 1 BRT system for an additional amount not to exceed $5,808,512.59.

Justin Stuehrenberg  
Director of Special Transit Projects

Shaun Stromberger  
Contract Specialist
TO: Chair and Board of Directors

FROM: Nancy Manley, Controller

CONSIDERATION OF ACCEPTANCE OF IPTC 2015 AUDIT REPORT

- The Audit Committee met with our Auditors, Crowe Horwath LLP, and reviewed the results of the audit for the year ended December 31, 2015 in draft form.
- From our Auditors, we received all the communications required by those charged with governance.

**Highlights:**
- We received an unqualified opinion on the basic financial statements
- There were no reportable findings on federal expenditures for 2015.
- There were no disagreements with management.
- There were corrected audit adjustments which were the result of 100% turnover of the senior members of the finance team.

**Financial Highlights:**
- IPTC’s assets exceeded its liabilities at December 31, 2015 by $110.5 million (net position). Of this amount, $16.6 million (unrestricted net position) may be used to meet IPTC’s ongoing obligations arising from providing transportation service to the community.
- Fare revenues for 2015 decreased 3 percent over that of the prior year.
- FTA capital contributions for 2015 increased 174 percent from that of the prior year.
- FTA local operating and planning grants and preventative maintenance funding for 2015 increased by 12 percent over that of the prior year.
- Operating expenses before depreciation decreased 8 percent from the prior year.
- Net position increased approximately $37.5 million, or 51 percent.

**Audit Findings**
- A finding identified during the 2014 audit was downgraded in the 2015 audit to a significant deficiency from a material weakness associated with internal controls concerning account reconciliation and financial reports. Management has updated related policies and procedures for reconciling accounts on monthly or quarterly basis.

Nancy Manley
VP of Finance/CFO
To: Chair and Board of Directors  
From: Nancy Manley - Controller

FINANCIAL REPORT – MAY 2016
Notes to the Comparative Statement of Activities – General Fund
For the month ending May 31, 2016

Revenue Comparison
By Funding Source

FTA Assistance
FTA Revenue includes ADA, CMAQ and Preventative Maintenance (PM)/Operating Funds. Revenue from FTA assistance is under budget by 5%. PM makes up about 80% of Federal Operating Revenues. The variance in eligible PM expenses is a result of the predictive maintenance model utilized by Operations.

Other Operating Income
Other Operating Income for the month was over projections by 58%. This is primarily the result of the very effective advertising contract.

Passenger Service Revenue
Passenger service revenue is under budget projection by 11% year-to-date.
Special Route Guarantees
Special Route Guarantees revenue YTD are under budget by 34%. Reimbursement for eligible taxi voucher expenses were processed in June which will bring this revenue line item closer to the projected budget.

Total Revenue
Year-to-date revenue is 2% under budget projection. IPTC continues to have fewer eligible preventative maintenance expenditures which does not result in lost revenue but does allow for IPTC to utilize the federal funds for capital projects rather than preventative maintenance.

Expenditures

Personal Services expenditures were 11% under budget as of May 31, 2016 and under budget YTD by 9%. As we open and begin operating the Transit Center we anticipate this category to true up with the budget as the staff associated with the Transit Center will be fully on board.
**Claims**  
Claims came in over budget in May by 30% due to a number of cases being concluded. The timing of the reconciliation of outstanding claims is difficult to estimated, consequently a significant variance in this line item from month-to-month is not usual.

**Miscellaneous Expenses**  
Through the end of May 2016 miscellaneous expenses were 66% under expectation as a result of fewer than anticipated expenses related to travel, staff development and dues/subscriptions.

**Materials and Supplies**  
All expenditure items in this category were, collectively, 6% under budget in May 2016. A large factor in this trend is strong oversight of inventory and spending.

**Total Expenses**  
Total expenses in May were 9% under the appropriated budget.

**SUMMARY**  
Overall spending in all major expenditure categories were less than the allocated budget for the month. Year-to-date spending is 11% under anticipated levels as a result of all members of the organization have been diligent at prioritizing and managing their spending activities.

Revenue collection continues to outpace expenses through Mary 31, 2016. Expenses were approximately $3M less than actual recognized revenue year-to-date.

A goal of ≤ 40.9% was set as the YTD expenditures as a percentage of the allocated budget. All major categories came in under this goal as shown in the table below.

### YTD Expenditures as a Percentage of Allocated Budget by Major Category

- Personal Services: 38.6%
- Other Services: 37.0%
- Materials & Supplies: 34.0%

YTD Expenditures projected to be ≤ 40.9% at end of May.

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 MAY 2016**

**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-May 2016

TRANSPORTATION

EMPLOYEE RECOGNITION

The Fixed Route May Employee of the Month was Bobby Morgan.

COMMENDATIONS

The following Transportation employees were recognized for their extraordinary customer service during the month of May:

George Durham, Michael Deitienne, Rodriguez McGuire, Vernessa Foster, Tanika Stewart, Rolando Carter, Roderick Williams and Angeline Rouldson

The Professional Coach Operators listed below have achieved an on-time performance rating of 90% or better during the month of May. 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 May is Geneva Hartwell.

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>PIN</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>STEPHEN THEIN</td>
<td>5963</td>
<td>99%</td>
</tr>
<tr>
<td>2.</td>
<td>SEAN COX</td>
<td>1190</td>
<td>97%</td>
</tr>
<tr>
<td>3.</td>
<td>RON BURTON</td>
<td>0798</td>
<td>96%</td>
</tr>
<tr>
<td>4.</td>
<td>TENISHA BAINES</td>
<td>6978</td>
<td>94%</td>
</tr>
<tr>
<td>5.</td>
<td>ROSE ANDERSON</td>
<td>8473</td>
<td>94%</td>
</tr>
<tr>
<td>6.</td>
<td>GENEVA HARTWELL</td>
<td>2581</td>
<td>94%</td>
</tr>
<tr>
<td>7.</td>
<td>RICHARD BOYSEN</td>
<td>0590</td>
<td>93%</td>
</tr>
<tr>
<td>8.</td>
<td>ANTHONY WHITE</td>
<td>3334</td>
<td>93%</td>
</tr>
<tr>
<td>9.</td>
<td>ROGER BOBBITT</td>
<td>8121</td>
<td>93%</td>
</tr>
<tr>
<td>10.</td>
<td>JEROME NORRIS</td>
<td>4405</td>
<td>92%</td>
</tr>
<tr>
<td>11.</td>
<td>ROY DISHNO</td>
<td>8319</td>
<td>92%</td>
</tr>
<tr>
<td>12.</td>
<td>EDGAR BIRDSONG</td>
<td>1016</td>
<td>92%</td>
</tr>
<tr>
<td>13.</td>
<td>LARRY PATTERSON</td>
<td>4612</td>
<td>92%</td>
</tr>
<tr>
<td>14.</td>
<td>SAMUEL GARRISON</td>
<td>2180</td>
<td>92%</td>
</tr>
<tr>
<td>15.</td>
<td>STEPHEN EDMONDS</td>
<td>1156</td>
<td>92%</td>
</tr>
<tr>
<td>16.</td>
<td>DAVID JOY</td>
<td>8726</td>
<td>91%</td>
</tr>
<tr>
<td>17.</td>
<td>JAMES BOONE</td>
<td>0587</td>
<td>91%</td>
</tr>
<tr>
<td>18.</td>
<td>ANDY CARPENTER</td>
<td>0880</td>
<td>91%</td>
</tr>
<tr>
<td>19.</td>
<td>HARRY FOX</td>
<td>1981</td>
<td>91%</td>
</tr>
</tbody>
</table>
20. APRIL IRBY 2871 91%
21. CAMERON IRWIN 2877 91%
22. BRANDI MATTHEWS 8626 90%
23. BARRY FIELDS 8359 90%
24. EFRAIN AMAYA 0224 90%
25. ROYETTA BLOW 8634 90%
26. SHAUNTE STEWART 8150 90%
27. MARK WILLS 8132 90%
28. LAURA BECK 8445 90%

**Fixed Route Update:**

During this reporting period, the Transportation Department provided coaches for cooling stations at the 500 festival parade and the Indianapolis 500, in support of the Marion County EOC and Home Land Security. The Department continues to conduct interviews for Transportation Road Supervisors. Operator John Redmond, Director Mark Emmons and Dwight Benjamin attended the APTA Bus and Paratransit Conference.

**Key Performance Indicators**

<table>
<thead>
<tr>
<th>Positive Operator Contacts</th>
<th>Fixed Route Lift Boardings</th>
<th>Fixed Route 90% Club</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-16</td>
<td>Apr-16</td>
<td>May-16</td>
</tr>
<tr>
<td>3,080</td>
<td>2,971</td>
<td>1,831</td>
</tr>
</tbody>
</table>

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

**COMMUNITY OUTREACH**

Operations had representatives attend the following community stakeholder meetings in April:

- IMPD Monthly Downtown District Community Task Force Meeting
- Event Advisory Board Meeting
- City of Speedway special event meeting
**Service Delivery Data – Fixed Route**

![Customer Complaints - Fixed Route](image)

**Ontime Performance - Fixed Route**

![Ontime Performance - Fixed Route](image)

**Maintenance**

Victoria Learn, Director of Maintenance, attended the 2016 APTA (American Public Transportation Association) meeting in May. She was a guest speaker delivering a presentation on the IndyGo Zero Emission Propulsion (ZEPS) buses to the members of APTA and other entities in the electric bus market. The meeting was well attended with many sub-groups being formed to discuss this rapidly growing market.

Cummins Corporate Distribution held a meeting at IndyGo to further understand the Bus Industry needs. Cummins is also building a new corporate office across the street from the new IndyGo downtown transit center. Roscoe Brown and Nathan Lee (Manager of Maintenance Scheduling) hosted the meeting with a great discussion of the industry needs. The take-away’s from the meeting gives Cummins Corporate a new perspective on the Transit needs for expedited services due to the down time associated with waiting for Cummins engines and engine parts, such as the newer after treatment emissions products that are in high demand.
With the early arrival of extreme temperatures, Maintenance has had Thermal King and Carrier HVAC services onsite to address any air conditioning needs and certifications. This will continue thru the summer to ensure comfort service delivery for both customers and operators. The alignment program includes work being performed on all three shifts. The information for tire usage rate and front end component potential savings is being analyzed. The maintenance division is cross-training other employees on these functions.

Through a process of consistent Steam Cleaning another issue of non-operating A/C can begin to be eliminated. When a radiator is clogged or blocked 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.

Maintenance has increased the monthly regen process and the use of diesel particulate filter (DPF) and catalyst have drastically decreased. The filters are designed to remove diesel particulate matter and soot from the exhaust gas of the diesel engines. The catalyst lowers the soot combustion temperature allowing the filter to self-regenerate during periods of high exhaust temperature. This has also saved on the amount of filters and catalyst the store room sends out to be cleaned. Additionally, this process helps the environment.

**Flexible & Contracted Services**

Since ADA paratransit eligibility is established as a civil right, methods are in place to ensure that "due process" is observed. Federal regulations state that the administrative appeal process is intended to give applicants who have been denied eligibility, or who have been deemed conditionally eligible, the opportunity to have their case heard by a panel independent of the transit authority or initial decision maker. To ensure this process, Paula Haskin, Director of Flexible and Contracted Services, held an introductory ADA Appeals training class in which participants from IndyGo, the Mobility Advisory committee (MAC), and various organizations attended. The training provided a brief overview of the ADA, transportation requirements, regulatory standards for ADA paratransit eligibility, and a practical guidance framework for making determinations of eligibility as it relates to appeals. Participants received hands on training through exercises determining the eligibility of applicants, reviewing information in a written application, and information generated from in-person assessments in preparation to become a part of an independent panel of judges qualified to make eligibility decisions.

The draft report of the IPTC ADA complementary paratransit review that took place the week of February 15, 2016 was received. The team is reviewing the document and preparing responses. The IndyGo Board of Directors will be briefed once the final report is released.
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%.

### Open Door - Calls Received

<table>
<thead>
<tr>
<th></th>
<th>Dispatch</th>
<th>Reservations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-16</td>
<td>7,985</td>
<td>9,887</td>
</tr>
<tr>
<td>Apr-16</td>
<td>8,820</td>
<td>9,731</td>
</tr>
<tr>
<td>May-16</td>
<td>9,256</td>
<td>10,010</td>
</tr>
</tbody>
</table>

### Open Door - Answer Rate

<table>
<thead>
<tr>
<th></th>
<th>Dispatch</th>
<th>Reservations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar-16</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Apr-16</td>
<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>May-16</td>
<td>93%</td>
<td>92%</td>
</tr>
</tbody>
</table>

GRANTS:
During the report period, IPTC received three vehicles which were pending delivery for sub recipients from the 2015 Section 5310 Call for Projects. These vehicles were 12 passenger accessible body-on-chassis transit vehicles (“Open Door” style). One sedan is currently pending and will complete the delivery of the 2015 Section 5310 Call for Projects grant awards. Vehicles awarded through these grants were procured by IPTC, on behalf of the grant recipients, utilizing the State’s quantity purchase agreement. The costs of operating the vehicles (labor, insurance, fuel, maintenance, storage, etc.) are the full responsibility of the grant recipients. The grant recipients are required to include IPTC as additionally insured on all insurances for grant provided vehicles. In addition, IPTC will retain a lien on all vehicle titles until such time as the vehicle’s useful life has expired.

Grant application deadline for this year’s call for projects was Tuesday, April 29, 2016. Five agencies sent in requests for a total of 13 vehicles. Grant award announcements went out to Tangram Inc., Access Johnson Count, CICOA Aging and In-Home Solutions, Noble, and Janus Developmental Services. All grant awarded projects will be able to commence January 2017.
SERVICE DELIVERY DATA:

**Risk & Security**

- Director of Safety, Training & Security, Mark Emmons, and Director of Transportation, Dwight Benjamin, attended the 2016 International Bus Roadeo and Bus & Paratransit Conference that was held in Charlotte, NC. Mark and Dwight are members of the APTA Bus Roadeo Committee and are also course judges for the event. Mr. John Redmond, professional coach operator, represented IndyGo as this year's participant. Mr. Redmond competed against 40 other operators in the 40ft bus category.
The competition includes a pre-trip inspection, uniform inspection, customer service challenge and a timed obstacle course that consists of 11 obstacles. Mr. Redmond did very well for his first International Roadeo event.

- Mark Emmons and Dwight Benjamin, along with other members of Transportation Management, met with the Emergency Operations Center (EOC) Manager at the Indianapolis Regional Operations Center (ROC). The purpose of the meeting was to update IndyGo's information with the EOC and see the new changes to the center. IndyGo participates in the EOC at times when the EOC is activated. IndyGo is an ESF-1 partner and controls all of the transportation logistics during the duration of the emergency.

**Safety & Training**

**Safe Drivers**

The following operators were recognized for their safe driving:

<table>
<thead>
<tr>
<th>Operator</th>
<th>Years</th>
<th>Operator</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arthur Smith</td>
<td>35 Years</td>
<td>Tomecca Hamilton</td>
<td>5 Years</td>
</tr>
<tr>
<td>Harry Fox</td>
<td>15 Years</td>
<td>Michael Melvin</td>
<td>5 Years</td>
</tr>
<tr>
<td>Dexter Davis</td>
<td>14 Years</td>
<td>Mamadou Goudiaby</td>
<td>4 Years</td>
</tr>
<tr>
<td>Dwight Watson</td>
<td>12 Years</td>
<td>Eleanor Henderson</td>
<td>3 Years</td>
</tr>
<tr>
<td>Rochelle Martin</td>
<td>10 Years</td>
<td>Anthony Mance</td>
<td>3 Years</td>
</tr>
<tr>
<td>Albert Weathers</td>
<td>9 Years</td>
<td>Royetta Blow</td>
<td>2 Years</td>
</tr>
<tr>
<td>Christopher Mihay</td>
<td>8 Years</td>
<td>Vandall Grady</td>
<td>2 Years</td>
</tr>
<tr>
<td>Dennis Clark</td>
<td>6 Years</td>
<td>Daniel Hicks</td>
<td>2 Years</td>
</tr>
<tr>
<td>Margaret Callahan</td>
<td>5 Years</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

IndyGo Class #16-03, which began on April 11, 2016, has completed all the classroom and route familiarization training. The students began the subbing-in portion of training on May 25th. The class should be completed and released to Fixed Route operations by early June. IndyGo Class #16-04, began training on May 16, 2016 with 6 fixed route students and 1 fixed route supervisor. The class should complete the classroom portion of the class by early June and start in the route familiarization portion of training. Staff anticipates that the class should be complete and released to operations by early July. Training for the saw-tooth parking and new route changes have been completed. Staff will continue to offer saw-tooth parking training at the DTC site as construction allows.
The following training sessions were conducted in May:

- Seven full-time general laborers and one part-time that started on May 9, 2016.
- One fixed route operator for retraining due to preventable accidents.
Facilities

1. Parts and equipment have arrived for the Lighting Upgrade project. Installation will begin the first week of June 2016.

2. Work continued on the new Julia M. Carson Transit Center. Landscaping was being done, with over 1700 individual plants and trees being placed at the center. Several thousand block pavers were installed for the walking paths, over 300 canopy lights were being installed as well as continued work on installing overhead canopy glass. Information Kiosks were installed in four locations throughout the site. These kiosks will provide the customers valuable information on bus departures, arrivals, as well as additional information.

3. The Traffic Signalization Project continued on Delaware and Alabama streets and was ready for activation in June for the opening.

4. During the month of May, over 20 bus shelter glass panels were shot out or vandalized. Also work started on changing over more than 700 bus stop signs for new route info and development.
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 new transit center opens on June 26, 2016 which means system wide route and stop changes. This is not without impact. Longer walks and some new transfers will emerge. We will also have real time departure information at each bus bay, kiosks at the center, Google real time, texting for next bus, phone IVR, and eventually email. These tools will help to improve the customer experience but also expose other issues.

Staff has been preparing for this change for over a year. This translates to-

* New routing for all routes serving downtown as well some realignments outside of the core.

* New maps and schedules for all routes

* Over 700+ bus stops updated/installed/eliminated (we have approx. 3800)

* Changes for all of our customers in some way.

Once the transit center opens, work will begin immediately on any changes to schedules and routing for the October pick.

RED LINE

The Red Line project is accelerating the pace of engineering work and planning to meet the current implementation schedule. The internal IndyGo team is expanding to add three additional employees to support the implementation of the project. The new staff should be starting in mid-July.

In late May, Public Works requested some changes to the project that the team is working through and investigating as to their feasibility. We will continue to work directly with DPW to resolve any concerns and deliver the best project for the city as a whole.

More detailed construction cost estimates were prepared with the latest set of plans, which indicate that the project is within the existing budget and is still maintaining a healthy contingency of 25%.

More detailed plans for the entire project will be released in June and the design team will shift their focus to less visible aspects of the design such as communications, utilities, and drainage. This next phase of work will require an amendment to the contract for CDM Smith to add this scope and fee, which is being considered by the board this month.
The team is also adding a Construction Management firm to conduct final design reviews and guide the project through bid and construction. Proposals were due on May 16th and the recommendation is being considered by the board this month. With the additional internal staff, the CDM Smith amendment, and the Construction Manager, the core team for a successful implementation will be in place. The project is still expected to start bidding near the end of this year or early 2017 and will likely be bid in several different phases.

A Station Design Competition has also been released, which will provide concepts for the station canopies to be built on the line. Design submissions are due in early July and a selection should be made in early August. There will be an opportunity for the public to participate and review the submissions.

**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. Work is expected to begin in November, as the referendum will be critical in determining the scope and timeline of the project.

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 5/30/16

CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR MAY 2016

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:
Annette Darrow, Director of Planning
Justin Steuhrenberg, Director of Special Transit Projects
Lauren Day, Manager of Marketing and Communications
Betsy Sattler, Graphic Specialist
Allison Potteiger, Communications Coordinator
Jerome Horne, Community Engagement Coordinator
Chauncyia Coleman, Manager of Customer Service
## BUSINESS DEVELOPMENT REPORT

### Fixed Route Ridership

<table>
<thead>
<tr>
<th>Current Month</th>
<th>IndyGo</th>
<th>Year to Date</th>
<th>2015</th>
<th>2016</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-15</td>
<td>May-16</td>
<td>% Change</td>
<td>Fixed Route Ridership</td>
<td>2015</td>
<td>2016</td>
</tr>
<tr>
<td>18,102</td>
<td>14,928</td>
<td>-17.5%</td>
<td>2 E. 34th St.</td>
<td>85,836</td>
<td>77,414</td>
</tr>
<tr>
<td>25,769</td>
<td>24,915</td>
<td>-3.3%</td>
<td>3 Michigan St.</td>
<td>130,353</td>
<td>120,891</td>
</tr>
<tr>
<td>19,310</td>
<td>16,422</td>
<td>-15.0%</td>
<td>4 Fort Harrison</td>
<td>93,974</td>
<td>82,992</td>
</tr>
<tr>
<td>30,477</td>
<td>28,223</td>
<td>-7.4%</td>
<td>5 E. 25th/N. Harding</td>
<td>145,330</td>
<td>139,457</td>
</tr>
<tr>
<td>126,094</td>
<td>120,035</td>
<td>-4.8%</td>
<td>8 Washington St.</td>
<td>597,314</td>
<td>590,128</td>
</tr>
<tr>
<td>97,294</td>
<td>91,517</td>
<td>-5.9%</td>
<td>10 10th St.</td>
<td>468,657</td>
<td>456,949</td>
</tr>
<tr>
<td>4,001</td>
<td>3,973</td>
<td>-0.7%</td>
<td>11 E. 16th St.</td>
<td>21,209</td>
<td>19,506</td>
</tr>
<tr>
<td>6,710</td>
<td>5,905</td>
<td>-12.0%</td>
<td>12 Minnesota</td>
<td>29,151</td>
<td>29,060</td>
</tr>
<tr>
<td>3,198</td>
<td>3,183</td>
<td>-0.5%</td>
<td>13 Raymond</td>
<td>15,378</td>
<td>15,362</td>
</tr>
<tr>
<td>9,211</td>
<td>9,905</td>
<td>7.5%</td>
<td>14 Prospect</td>
<td>46,485</td>
<td>46,320</td>
</tr>
<tr>
<td>21,923</td>
<td>20,160</td>
<td>-8.0%</td>
<td>15 Riverside</td>
<td>99,619</td>
<td>99,278</td>
</tr>
<tr>
<td>10,866</td>
<td>11,500</td>
<td>5.8%</td>
<td>16 Beech Grove</td>
<td>53,577</td>
<td>54,365</td>
</tr>
<tr>
<td>26,004</td>
<td>23,314</td>
<td>-10.3%</td>
<td>17 College</td>
<td>120,821</td>
<td>114,365</td>
</tr>
<tr>
<td>15,786</td>
<td>15,907</td>
<td>0.8%</td>
<td>18 Nora</td>
<td>78,126</td>
<td>80,521</td>
</tr>
<tr>
<td>31,199</td>
<td>28,641</td>
<td>-8.2%</td>
<td>19 Castleton</td>
<td>145,804</td>
<td>138,225</td>
</tr>
<tr>
<td>14,053</td>
<td>13,481</td>
<td>-4.1%</td>
<td>21 East 21st St.</td>
<td>65,125</td>
<td>69,204</td>
</tr>
<tr>
<td>10,451</td>
<td>9,973</td>
<td>-4.6%</td>
<td>22 Shelby</td>
<td>48,671</td>
<td>49,770</td>
</tr>
<tr>
<td>9,553</td>
<td>10,747</td>
<td>12.5%</td>
<td>24 Mars Hill</td>
<td>47,790</td>
<td>51,406</td>
</tr>
<tr>
<td>16,622</td>
<td>14,980</td>
<td>-9.9%</td>
<td>25 W. 16th St.</td>
<td>75,219</td>
<td>71,168</td>
</tr>
<tr>
<td>16,421</td>
<td>15,210</td>
<td>-7.4%</td>
<td>26 Keystone</td>
<td>76,449</td>
<td>73,205</td>
</tr>
<tr>
<td>15,976</td>
<td>14,715</td>
<td>-7.9%</td>
<td>28 St. Vincent</td>
<td>76,605</td>
<td>73,003</td>
</tr>
<tr>
<td>9,485</td>
<td>8,466</td>
<td>-10.7%</td>
<td>30 30th St.</td>
<td>46,259</td>
<td>43,150</td>
</tr>
<tr>
<td>27,219</td>
<td>23,760</td>
<td>-12.7%</td>
<td>31 Greenwood</td>
<td>133,154</td>
<td>115,092</td>
</tr>
<tr>
<td>29,768</td>
<td>27,246</td>
<td>-8.5%</td>
<td>34 Michigan Rd.</td>
<td>134,539</td>
<td>130,071</td>
</tr>
<tr>
<td>40,492</td>
<td>37,823</td>
<td>-6.6%</td>
<td>37 Park 100</td>
<td>188,938</td>
<td>187,776</td>
</tr>
<tr>
<td>35,299</td>
<td>31,678</td>
<td>-10.3%</td>
<td>38 Lafayette Square</td>
<td>176,044</td>
<td>157,383</td>
</tr>
<tr>
<td>105,529</td>
<td>98,141</td>
<td>-7.0%</td>
<td>39 E. 38th St.</td>
<td>514,131</td>
<td>494,259</td>
</tr>
<tr>
<td>3,998</td>
<td>3,393</td>
<td>-15.1%</td>
<td>50 Red Line</td>
<td>26,835</td>
<td>24,608</td>
</tr>
<tr>
<td>3,540</td>
<td>4,446</td>
<td>25.6%</td>
<td>55 English</td>
<td>18,136</td>
<td>22,159</td>
</tr>
<tr>
<td>10,771</td>
<td>10,458</td>
<td>-2.9%</td>
<td>86 86th Street Crosstown</td>
<td>49,016</td>
<td>52,220</td>
</tr>
<tr>
<td>10,772</td>
<td>10,153</td>
<td>-5.7%</td>
<td>87 Eastside Circulator</td>
<td>55,082</td>
<td>52,304</td>
</tr>
<tr>
<td>1,730</td>
<td>560</td>
<td>-</td>
<td>Others</td>
<td>8,230</td>
<td>1,341</td>
</tr>
<tr>
<td><strong>807,623</strong></td>
<td><strong>753,758</strong></td>
<td><strong>-6.7%</strong></td>
<td><strong>Total</strong></td>
<td><strong>3,876,857</strong></td>
<td><strong>3,732,952</strong></td>
</tr>
</tbody>
</table>

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.
### Flexible and Contracted Services

<table>
<thead>
<tr>
<th>Service</th>
<th>2014</th>
<th>2015</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Door Riders on Fixed Route</td>
<td>106,856</td>
<td>123,227</td>
<td>15.3%</td>
</tr>
<tr>
<td>Open Door</td>
<td>117,879</td>
<td>123,562</td>
<td>4.8%</td>
</tr>
<tr>
<td>Open Door Taxi Vouchers</td>
<td>3,956</td>
<td>3,919</td>
<td>-0.9%</td>
</tr>
<tr>
<td>31 Day S-Pass</td>
<td>177,820</td>
<td>136,416</td>
<td>-23.3%</td>
</tr>
</tbody>
</table>

### GOOGLE ANALYTICS:

367,583 page views on IndyGo.net

29.3% New Visitors
70.7% Returning

### INDYGO.NET MONTHLY SESSIONS:

Total May sessions: 150,806
Up 11.46% from May 2015
Up 43.99% from May 2014
RECENT INDYGO ARTICLES:

‘IndyGo holds contest for Dump the Pump Day’ – Fox 59: 6/16/16
‘Week of free IndyGo rides to kick off new Transit Center opening’ – Fox 59: 6/7/16
‘Indianapolis partnering with IndyGo to offer free bus passes to veterans’ – WISH TV: 6/8/16
‘IndyGo Summer Youth Pass offers access to jobs, school, activities’ – Indianapolis Recorder: 5/27/16
‘IndyGo Announces Design Competition’ – Inside Indiana Business: 5/26/16
‘IndyGo volunteers spread word about transit changes’ – IBJ: 6/18/16
‘Leaders to Toast New Downtown Bus Hub’ – Inside Indiana Business: 6/20/16
‘A look inside downtown’s new transit center’ – WISH TV: 6/20/16
‘Free rides to cost IndyGo up to $250,000’ – IndyStar: 6/10/16
‘Letter: Residents deserve the right to choose on mass transit’ – Current in Carmel: 6/22/16

CALL CENTER MONTHLY REPORT:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td></td>
</tr>
</tbody>
</table>

Total May calls: 34,612
Up 2.65% from May 2015
Down 16.46% from May 2014
Call Center Answer Rate

Answer rate 81.35% in May 2016* (IVR Calls were 15.80%)
Down 14.63% since May 2015
Down 9.41% since May 2014

CUSTOMER COMMENTS: 395

<table>
<thead>
<tr>
<th>Category</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Stop</td>
<td>3</td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>CAD/AVL/ANNUNCIATORS</td>
<td>0</td>
<td></td>
<td>41</td>
</tr>
<tr>
<td>Compliment</td>
<td>14</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Courtesy</td>
<td>111</td>
<td></td>
<td>12</td>
</tr>
<tr>
<td>Customer Service Center</td>
<td>4</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Denial</td>
<td>2</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Discrimination - Title VI</td>
<td>0</td>
<td></td>
<td>65</td>
</tr>
<tr>
<td>Facility Maintenance</td>
<td>10</td>
<td></td>
<td>64</td>
</tr>
<tr>
<td>Fares</td>
<td>7</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Marion County Transit Plan</td>
<td>3</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Marketing</td>
<td>4</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>ADA</td>
<td>2</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>
VOCUS REPORT:
45 news media mentions
Topics include: Marion County Transit Plan, Taxes, and Transit Center

OUTREACH SUMMARY FOR MAY:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/4/2016</td>
<td>Connexion Event hosted by Indy Chamber @IMS</td>
</tr>
<tr>
<td>5/9/2016</td>
<td>Full City County Council Meeting</td>
</tr>
<tr>
<td>5/10/2016</td>
<td>West Washington Business Alliance</td>
</tr>
<tr>
<td>5/11/2016</td>
<td>Indy Hub: Dinner Series @ Speedway</td>
</tr>
<tr>
<td>5/18/2016</td>
<td>MCTP Presentation @ ASCE</td>
</tr>
</tbody>
</table>
LATEST PROJECT SUMMARIES:
Business Development team continues to do community outreach in relation to the Marion County Transit Plan and will continue throughout the Spring and Summer. Real Time Arrival Information has launched and many riders are finding it useful in planning their trips. Transit Center dedication was heavily attended and the facility is nearly complete with finishing touches being added. IndyGo Transit Ambassadors have been out on the streets since May 23rd to communicate with riders about the changes coming with the Transit Center Opening. The Red Line Station Design Competition has launched with final submission deadline of July 8th, 2016. The competitive process will call on local and regional architects and artists to contribute design ideas and plans for the Red Line BRT stations.
To: Chair and Board of Directors  
From: Phalease M. Crichlow, Vice President of Human Resources

**CONSIDERATION OF HUMAN RESOURCES MAY 2016**

**ISSUE:**  
A written report of Human Resources information will be presented at the board meeting.

**RECOMMENDATION:**  
Receive Human Resources report.

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Phalease M. Crichlow  
Vice President of Human Resources

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Contributing Staff:  
Teresa Boone, Director of Employee Services  
Brandon Jackson, Human Resources Program Manager  
Lillian Motton, Benefits Manager  
Oreanna Crain, Human Resources Generalist
MAY 2016
HUMAN RESOURCES DEPARTMENT BOARD REPORT

STAFFING AND RECRUITMENT

STAFFING - AS OF 5/31/2016
Active Employees: 540
Union: 450
Non-Union: 90

SEPARATIONS: 10
Union: 10
Non-Union: 0

NEW Hires: 15
Union: 13
Non-Union: 2

TURNOVER RATE
MAY 2016 – 1.86%

STAFFING CAPACITY
4.26 % Below Maximum Capacity
564.0 FTE Budget
540 FTE Actual – May 2016
STAFFING

<table>
<thead>
<tr>
<th>Position</th>
<th>2015 Monthly Turnover Rate</th>
<th>2016 Monthly Turnover Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route Coach Operator</td>
<td>1.73</td>
<td>1.35</td>
</tr>
<tr>
<td>General Laborer</td>
<td>1.94</td>
<td>2.40</td>
</tr>
<tr>
<td>Transportation Supervisor</td>
<td>1.74</td>
<td>1.50</td>
</tr>
<tr>
<td>Mechanic-Defect</td>
<td>2.32</td>
<td>1.32</td>
</tr>
<tr>
<td>Administrative Assistant-Legal</td>
<td>1.91</td>
<td>0.76</td>
</tr>
<tr>
<td>Project Analyst</td>
<td>1.89</td>
<td>1.53</td>
</tr>
<tr>
<td>Deputy Project Manager</td>
<td>1.53</td>
<td>0.65</td>
</tr>
<tr>
<td>Administrative Assistant – Special Proj</td>
<td>39</td>
<td>32</td>
</tr>
<tr>
<td>Total</td>
<td>203</td>
<td></td>
</tr>
</tbody>
</table>

RECRUITMENT

In the month of May there were no significant staffing level increases. Recruitment efforts are continuous in the following areas:

<table>
<thead>
<tr>
<th>Position</th>
<th>Applications/Resumes Processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route Coach Operator</td>
<td>40</td>
</tr>
<tr>
<td>General Laborer</td>
<td>40</td>
</tr>
<tr>
<td>Transportation Supervisor</td>
<td>16</td>
</tr>
<tr>
<td>Mechanic-Defect</td>
<td>10</td>
</tr>
<tr>
<td>Administrative Assistant-Legal</td>
<td>39</td>
</tr>
<tr>
<td>Project Analyst</td>
<td>19</td>
</tr>
<tr>
<td>Deputy Project Manager</td>
<td>7</td>
</tr>
<tr>
<td>Administrative Assistant – Special Proj</td>
<td>32</td>
</tr>
<tr>
<td>Total</td>
<td>203</td>
</tr>
</tbody>
</table>

DRUG AND ALCOHOL COMPLIANCE

<table>
<thead>
<tr>
<th>May 2016 Drug and Alcohol Tests Stats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing Category</td>
</tr>
<tr>
<td>Pre-Employment</td>
</tr>
<tr>
<td>Random</td>
</tr>
<tr>
<td>Post-Accident</td>
</tr>
<tr>
<td>Reasonable Suspicion</td>
</tr>
<tr>
<td>Return-to-Duty</td>
</tr>
<tr>
<td>Follow-Up</td>
</tr>
<tr>
<td>Totals</td>
</tr>
</tbody>
</table>
EMPLOYEE SERVICES

EMPLOYEE BENEFITS AND WELLNESS
Wellness participation continues to trend high. Employees are fully engaged in their own health and wellness goals. As a result of this goal, incentives continue to trend high as well. Over 50% of employees are receiving the maximum allowable benefit of $150.00 per year.

For the 2016 year, employees can expect to receive their allotted incentives on their paychecks in the upcoming weeks. As we prepare to design and implement the total rewards program for 2017, we anticipate continued increase in this area.

Activate Clinic Stats for May 2016

<table>
<thead>
<tr>
<th>Appointments</th>
<th>Acute Care/ Physicals</th>
<th>Lab Draw</th>
<th>Other visits (includes coaching)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>75</td>
<td>11</td>
<td>147</td>
<td></td>
<td>233</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participation</th>
<th>Employee Encounters</th>
<th>Spouse Encounters</th>
<th>Dependent Encounters</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>219</td>
<td></td>
<td>7</td>
<td>7</td>
<td>233</td>
</tr>
</tbody>
</table>

EMPLOYEE & LABOR RELATIONS

In the month of May, IPTC management team along with the ATU Local 1070 leadership continue to work and partner to communicate and mediate labor disputes on a regular basis.

LEAVE MANAGEMENT & WORKERS’ COMPENSATION

LEAVE MANAGEMENT
The Human Resources Department and the Operations Department continue to meet weekly to address “leaves” and staffing productivity. In the month of May, tracking FMLA certifications and leaves are now fully managed by Cigna. There were 856 hours of lost time recorded in the area of sick, FML no-pay, FML—sick, FML-vacation and FML-personal.

WORKERS’ COMPENSATION
There were nine (9) “incidents” for the month of May. Of these nine (9) incidents, five (5) were reportable (became worker’s compensation claims) and four (4) were non-reportable. There were zero denied claims. There were a total two (2) temporary total disability (TTD) claimants in the month of May. The light duty program was assigned to one (1) of the five (5) new claimants with an average 1.6 day(s) off work before being assigned. There was a total of 576 hours lost from regular work hours (does not include light duty hours). IPTC ends the month with four (4) open claims.
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