

INDYGO

Board Report
April 27, 2017
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – APRIL 27, 2017

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on March 23, 2017**
 – *Danny Crenshaw*
- A – 2** **Consideration of Vendor and Approval of Contract for BRT 60’ Buses – Justin**
 Stuehrenberg
- A – 3** **Consideration of Vendor and Approval of Contract for Bus Shelter and Signs – Ed**
 Parsley
- A – 4** **Consideration of Vendor and Approval of On Call A & E – Justin Stuehrenberg**

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of the Finance Report for March 2017 – Nancy Manley**
- I – 2** **Consideration of Receipt of Operations Report for March 2017 – Roscoe Brown**
- I – 3** **Consideration of Receipt of Planning Report for March 2017 – Annette**
 Darrow/Justin Stuehrenberg
- I – 4** **Consideration of Receipt of Business Development Report for March 2017 – Bryan**
 Luellen
- I – 5** **Consideration of Receipt of Human Resources Report for March 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, May 25, 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, March 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, March 23, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, March 23, 2017, in the IPTC Board Room at 1501 W. Washington Street. Indianapolis, IN 46222.

Board members present at commencement of the meeting and comprising a quorum were:

Danny Crenshaw, Chair

Alan Rowland, Vice Chair

Tommie Jones, Board Member

Greg Hahn, Board Member

Mark Fisher, Board Member

Greg Bedan, Board Member

Absent: Juan Gonzalez, Secretary-Treasurer

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

ACTION ITEM 1: APPROVAL OF MINUTES

Upon a motion to approve by Tommie Jones, seconded by Greg Hahn approval of the Minutes of the February 23, 2017 Board Meeting carried unanimously.

ACTION ITEM 2: Consideration and Approval to Exercise the Option Year for Printing Solutions

Bryan Luellen, Director of Public Affairs presented this action item. The motion for approval by Alan Rowland, seconded by Greg Hahn carried unanimously.

ACTION ITEM 3: Initiation of Purple Line BRT Project Development Activities

Justin Stuehrenberg, Director of Special Transit Projects, presented this action item. Motion for approval to initiate Purple Line Activities by Greg Hahn, seconded by Tommie Jones carried unanimously.

ACTION ITEM 4: Consideration and Approval of Contract for Purple Line NEPA and Design

Justin Stuehrenberg, Director of Special Transit Projects, presented this action item. Motion to approve contract for Purple Line NEPA and Design by Alan Rowland seconded by Greg Hahn carried unanimously.

ACTION ITEM 5: Consideration and Approval of Contract for Industrial Soaps

Ed Parsley, Director of Facilities, presented this action item. Motion to approve contract by Tommie Jones, seconded by Greg Bedan carried unanimously.

ACTION ITEM 6: Consideration and Approval of Used-Buses Purchase

Victoria Learn, Director of Maintenance, presented this action item. Motion to approve purchase by Tommie Jones, seconded by Mark Fisher carried unanimously.

ACTION ITEM 7: Consideration and Approval of Purchase of Safety Vision CCTV Equipment for Buses

Mark Emmons, Director of Safety, Training & Security, presented this action item. Motion to approve by Tommie Jones, seconded by Greg Hahn carried unanimously.

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

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

The report was accepted.

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

Roscoe Brown, COO and VP of Operations presented the February operations report.

The report was accepted.

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

Justin Stuehrenberg, Director of Special Transit Projects, presented this report for the month of February 2017.

The report was accepted.

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

Bryan Luellen, Director of Public Affairs, presented the report for February 2017. Justin Stuehrenberg, Director of Special Transit Projects, presented report on station design for the Red Line.

The report was accepted.

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

Phalease Crichlow, VP of Human Resources presented the report.

The report was accepted.

INFORMATION ITEM 6: CEO Update

Mike Terry, President/CEO presented the report.

The report was accepted

ADJOURMENT:

Danny Crenshaw adjourned the meeting at approximately 6:25pm.

Jill D. Russell, General Counsel

TO: Chair and Board of Directors

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

SUBJECT: RFP 16-11-243 Bus Rapid Transit (BRT) Battery Electrical (60') Buses

BACKGROUND:

The Red Line BRT project requires specialty vehicles to operate service, which have a long lead on production in many cases of over one year. These vehicles are 60 feet long, fully electric, and include doors on both sides. The lead time on the vehicles and the need to have them on hand for training several months before opening the line to service necessitates the purchase of these vehicles by the summer of 2017.

RFP 16-11-243 was created and issued establishing that IPTC would seek vendors to supply IPTC for the manufacture and delivery of no less than thirteen (13) sixty foot fully electric bus rapid transit vehicles ("buses"), training, and spare parts. It included an option to procure up to an additional 75 bus rapid transit vehicles, chargers, training, and spare part within a five (5) years to support the remaining BRT lines that are a part of the Marion County Transit Plan.

PROCUREMENT PROCESS:

On December 5th, 2016 IPTC released RFP 16-11-243 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 December 5th, 2016 and December 12th. 2016 also December 19th. 2016.

On January 10th. 2017 Pre-Proposal meeting at IPTC Board Room, with (15) fifteen vendors attending.

On January 16th, 2017 IPTC received eight (8) written questions regarding RFP 16-11-243 Bus Rapid Transit (BRT) Battery Electrical (60') Buses;

On January 20th, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On January 27th through February 10th. 2017, IPTC received (113) Request for Alteration questions and answered on February 17th, 2017, creating Addendum #2;

On February 22nd. 2017 IPTC received Request for Extension of proposal due date to March 17, 2017, and approved on February 22nd. 2017, creating Addendum #3

On March 17th., 2017 IPTC received two (2) proposals in response to RFP 16-11-243 Bus Rapid Transit (BRT) Battery Electrical (60') Buses;

The evaluation team evaluated written proposals based on financial capability, operational specifications, vehicle design and performance, reputation and performance, cost, delivery schedule.

The vendor response to this solicitation matched what staff expected. Only two vendors currently manufacture a 60-ft. electric bus that is compliant with Buy America regulations, both of which proposed for the project. The proposals received were from BYD, a Chinese company with a US subsidiary located in Lancaster, California, and from New Flyer, and Canadian company with a US factory in Minnesota. The volume of RFI requests also was expected, and is common among these types of solicitations.

FUNDING:

The purchase of buses is included in the established Red Line budget, which would be 80% funded by a Small Starts grant and 20% funded by local funds from the newly established referendum. If the Small Starts grant is not appropriated, IPTC will evaluate alternate funding sources and review with the board.

Due to the uncertainty related to the funding, this Board Action only authorizes IPTC to enter contract negotiations, and an additional board action will be sought for the execution of the contract. No contract will be signed until the funding commitment is secure. Payment is not made to the vendor until the buses are delivered, which is expected in 2018.

DIVERSITY PARTICIPATION:

The solicitation did not require a DBE participation goal as it is a manufactured product without substantial opportunity for subcontracting. 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 BYD America for the purchase of fully electric BRT buses and all supporting chargers, equipment, and training. This contract is intended to supply enough vehicles to support the entire Marion County Transit Plan.

Due to the funding uncertainties, this board action is only to enter contract negotiations, and a separate board action will be requested to execute the final negotiated contract once the funding is confirmed.

The BYD solution provided all the performance characteristics that IPTC was seeking, including a range of 275 miles on a single charge. BYD's proposal ranked highest for all evaluators on the criteria proposed. It also met all Buy America compliance requirements, with the majority of assembly being done at their Lancaster, CA plant.

Justin Stuehrenberg
Director of Special Transit 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 17-03-256 Bus Shelter and Sign Services**

BACKGROUND:

For business operations, IPTC recognizes the vital need to contract Bus Shelter and Sign Services. RFP 17-03-256 was created and issued establishing that IPTC would seek vendors to supply bus shelter and sign maintenance services, including: cleaning, maintenance, replacement and new installations. The selected contractor will be required to supply all equipment to provide specified services at a contracted rate on an as needed basis. Contractor is required to maintain and service all Bus Shelter and Sign locations, as well as replace damaged property and install new locations for IPTC use during the term of the contract. This contract will also include subsequent stop and shelter amenities for enhanced services (included BRT) as a part of the Marion County Transit Plan.

PROCUREMENT PROCESS:

On March 8th, 2017 IPTC released RFP 17-03-256 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 March 6th, 2017 and March 13th, 2017.

On March 14th, 2017 IPTC conducted a Pre-Proposal meeting, with five (5) vendors present.

On March 14th, 2017 IPTC received fifty-two (52) written questions regarding RFP 17-03-256 Bus Shelter and Sign Services.

On March 22nd, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of Section 2.13 (Protest Policy), Section 2.2 required responses (Bid Cost Offer Form and Section A Specifications), and Section 1.3 Scope of Work (Item F).

On April 5th, 2017 IPTC received five (5) proposals in response to RFP 17-03-256 Bus Shelter and Sign Services. Four of the five were found to be responsive and included: Newman

Construction, Price Construction Group, Ellis Mechanical, and Shuck Corporation. Team Cruiser Service & Supply, LLC was deemed a non-responsive bidder.

The evaluation team evaluated written proposals based on technical proposal and cost of services listed inside RFP, with the two top performers, Ellis Mechanical and Shuck Corporation invited for interviews.

On April 14th, 2017, Ellis Mechanical and Shuck Corporation were invited for interviews.

During final evaluation, the committee determined that Ellis Mechanical better met all the evaluation criteria (pricing and technical proposal).

FUNDING:

The Bus Shelter and Sign Services 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). Though there was no requirement, the recommended vendor will be utilizing the following XBE vendors:

M.J. Schuetz Insurance Services – WBE/DBE
Stowe's Mowing & Landscaping – MBE
A.G. Mass (DBA-Titan Associates) – WBE/DBE
Putnam Industries – MBE/DBE

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 Ellis Mechanical at an estimated two-year cost of \$1,232,000.00 with the option of three (3) one (1) year extensions. This includes \$732,000 in shelter and stop amenity maintenance, and an estimated \$500,000 (based on previous year's experiences) associated with installation and removal of shelters, bus signs, trash cans, bike racks, benches, simmie seats and specialty items.

Ed Parsley
Director of Facilities

Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: **RFQ 17-02-250 On-Call A&E Services**

BACKGROUND:

IPTC frequently has need for design services on facility and infrastructure projects which are small enough in scale to not justify a separate procurement solely for design. Vendors selected under this solicitation would be engaged in an on-call contract allowing IPTC to use their services based on a predetermined hourly rate. Design services for very large projects, such as BRT corridor, will still be procured via a standalone RFQ.

This on-call contract was previously held by Parsons Brinkerhoff. In order to maximize opportunities for smaller firms and to get specialty vendors for each type of work, this solicitation was broken out into five separate disciplines.

PROCUREMENT PROCESS:

On February 15th, 2017 IPTC released RFQ 17-02-250 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 20th, 2017 and February 24th, 2017;

On March 3rd, 2017 IPTC received eleven (11) written questions regarding RFQ 17-02-250 On Call A&E Services;

On March 9th, 2017 IPTC release Addendum #1 answering written questions received and providing clarification of the project scope;

On March 16th, 2017 IPTC received eleven (11) proposals in response to RFQ 17-02-250 On Call A&E Services. The RFQ was divided into five (5) disciplines: One (1) firm responded to discipline #1, seven (7) to discipline #2, two (2) to discipline #3 and seven (7) to discipline #4. There were no responses to discipline #5;

The evaluation team evaluated written proposals based on professional qualifications and project experience. At that time, it was determined that interviews of the firms would not be necessary, the tallied evaluation determined clear leaders.

WSP Parsons Brinkerhoff rated highest in discipline #1 (Specialty Electrical Design) and discipline #3 (Safety & Security Systems Design). The Etica Group was a clear leader in discipline #2 (Facility Architecture and Engineering). Shrewsberry & Associates came out ahead in discipline #4 (Street Design).

FUNDING:

Funding for individual task orders will be determined on a case-by-case basis. Per standing IPTC procedures, any individual task order for any of these firms that exceeds \$50,000 will require a separate board approval for that task order.

DIVERSITY PARTICIPATION:

The solicitation did not specifically state a required a DBE participation goal. However, it was clarified in Addendum #1 that each task order would have its own specific goal. 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).

The Etica Group is an INDOT certified DBE firm and a City-certified WBE firm. Shrewsberry & Associates is an INDOT certified DBE firm and a City-certified MBE firm.

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 WSP Parsons Brinkerhoff, The Etica Group, and Shrewsberry & Associates and upon successful negotiations enter into a contract.

Per standing IPTC procedures, any individual task order for any of these firms that exceeds \$50,000 will require a separate board approval for that task order.

Justin Stuehrenberg,
Director of Special Projects

Pamela White
Director of Procurement

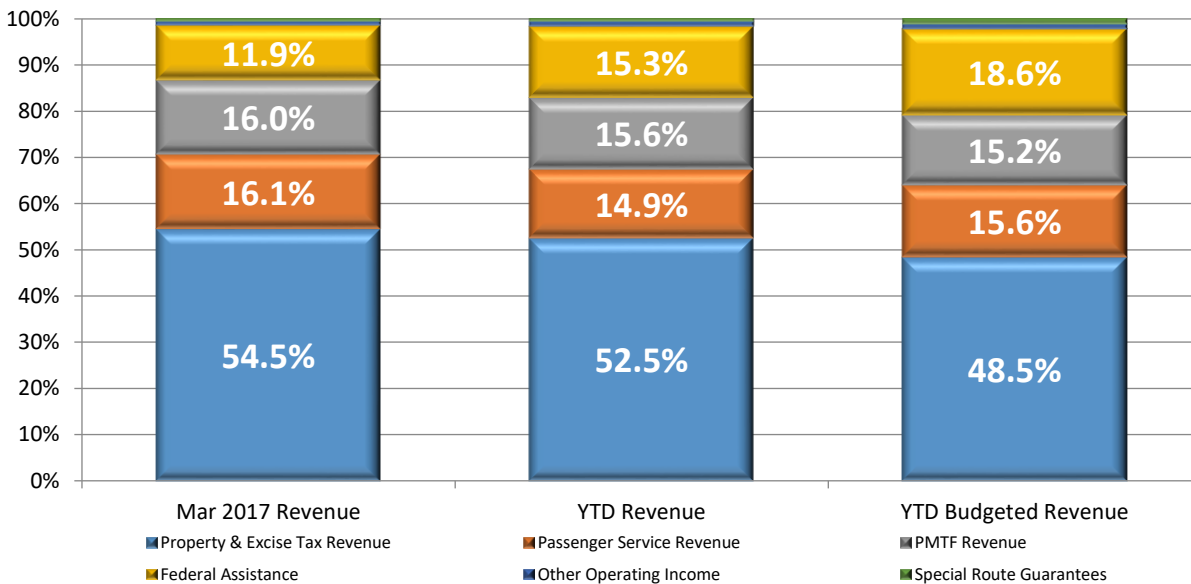
To: Chair and Board of Directors

From: Nancy Manley- Controller

FINANCIAL REPORT – MARCH 2017
Notes to the Comparative Statement of Activities – General Fund
For the month ending March 31, 2017

Revenue Comparison

By Funding Source



FTA Assistance

FTA assistance was below budget by 40% in March. Less draws made to cover preventative maintenance allows for the money to be utilized to fund capital projects.

Other Operating Income

Other operating income was under revenue expectation by 26% in March but is only 2% under revenue projections YTD.

Passenger Service Revenue

Passenger service revenue was under budget by 2% for the month and overall YTD by 6% however, it does show a slight improvement over February 2017.

Special Route Guarantee

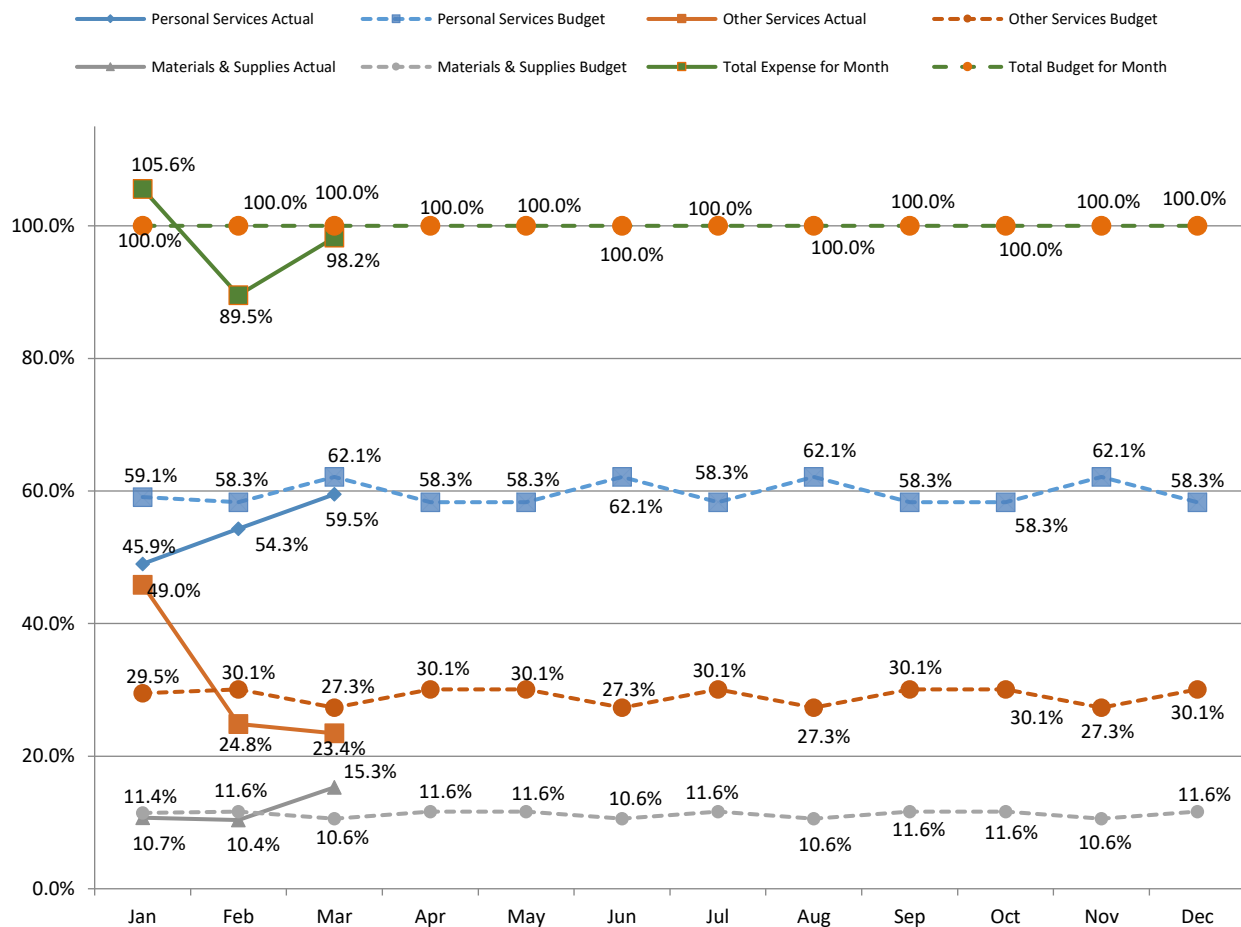
This revenue is remains 46% under revenue projections. IPTC cannot draw against a federal grant for the reimbursement of eligible expenses until there is proof of the expense. It takes considerable time to receive documentation from vendors who participate in the taxi voucher program which delays our ability to draw funds.

Total Revenue

As of March 31, 2017, the total revenue recognized was 5% under projections.

Expenditures

Actual Monthly Expense versus Monthly Budget (by Category)



Personal Services

Overall, Personal Services were 4% under budget as of March 31, 2017. Overtime shows an uptick in the expenses over February in Fixed Route Operators and Vehicle Maintenance not having optimal number of personnel to provide the services in these areas respectively.

Other services & Charges

This expense category was under budget projections by 13% for the month and 8.1% under YTD. Finance department identified some transactions that could have been capitalized to a project and for those reasons the expenses have been moved from operating funds to Capital projects for the correct accounting treatment of those transactions.

Materials and Supplies

For the month of March, this expense category was collectively 39% over budget however, year-to-date the category was collectively under budget expectation by 34%.

Total Expenses

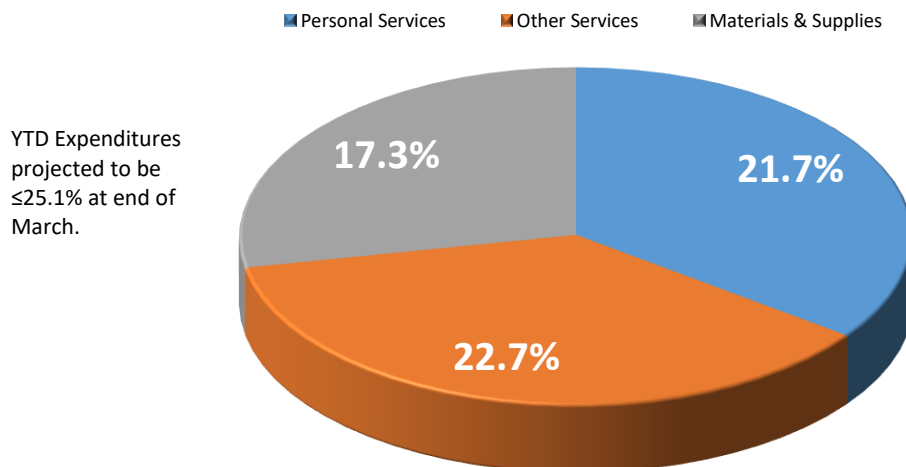
Total expenses in March were 2% under the monthly allocated budget.

Summary

Year-to-date spending was lower than the allocated budget for the same period. 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 March was $\leq 25.1\%$. All three major expense categories came in under the established goal for the first quarter of 2017.

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



Nancy E. Manley
Vice President/CFO/Controller

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR MARCH 2017

ISSUE:

A report of IndyGo Operations Division will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Roscoe Brown
Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Maintenance
Dwight Benjamin, Director of Transportation
Mark Emmons, Director of Safety, Training & Security
Paula Haskin, Director of Flexible & Contracted Services
Ed Parsley, Director of Facilities
Lisa Evans, Administrative Assistant

Operations Division Report- April 2017

TRANSPORTATION

EMPLOYEE RECOGNITION

The March Employee of the Month was; Margaret Callahan

COMMENDATIONS

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

Compliments: 1 Anonymous, LaShanda Carroll, Matthew Faumuina, Wanda Ford, Micheal Fox, James Gray, Anthony Love, Rochelle Martin (2), Timothy Martin, Rodrigues McGuire, Pamela Omotoye, Charles Washington. There was one comment with multiple drivers, Rose Anderson, Sharlene Cole, Latoya Robinson, Joetta Camden and LaShanda Carroll

The following operators achieved an on-time performance rating of 90% or better during the month of March. 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 March is Michael Detienne.

1. MICHAEL HALE	2451	99%
2. ANTHONY COX	1180	99%
3. MATTHEW ERVIN	8815	97%
4. RON BURTON	0798	97%
5. DENNIS CLARK	1022	97%
6. STEPHEN THEIN	5963	97%
7. DILEXI GONZALEZ	2277	97%
8. EDGAR HOLLYFIELD III	8649	96%
9. JONATHAN JACKSON	8739	96%
10. RAY WRIGHT	6979	96%
11. RACHEL COMER	8665	96%
12. JAMES DENTON	1495	96%
13. ROBERT FEIOCK	8620	96%
14. ROY DISHNO	8319	96%
15. STEPHEN EDMONDS	1156	95%
16. RHONDA WATTS	8271	95%
17. RICHARD BOYSEN	0590	95%
18. TERRY LAGRONE	8727	95%
19. LAVELLE TEALER	5948	95%
20. VANORA PERKINS	8652	95%

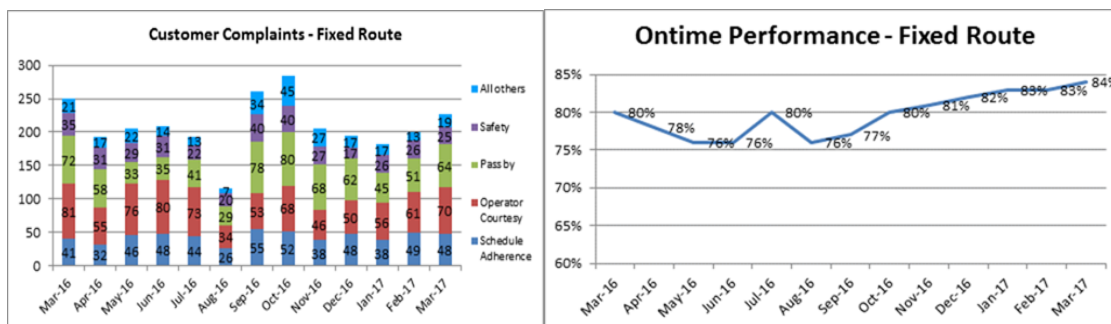
21. ROGER BOBBITT	8121	95%
22. ALBERT REDD	8370	95%
23. GREGORY SCOTT	8719	95%
24. SCOTT DUNCAN	8523	95%
25. BURT GARCIA	8479	94%
26. ROSE ANDERSON	8473	94%
27. PATRICK GRAY	2339	94%
28. ANTHONY MANCE	8555	94%
29. JEROME NORRIS	4405	94%
30. CALVIN JACKSON	8213	94%
31. EFRAIN AMAYA	0224	93%
32. ROYETTA BLOW	8634	93%
33. LAURA BECK	8445	93%
34. CHRISTOPHER MIHAY	3968	93%
35. RONNY SMITH	5719	93%
36. DEWAYNE SIMS	8456	93%
37. VICTOR GARRETT	2163	93%
38. ALFORD CALDWELL, JR.	8354	93%
39. ANTHONY WHITE	3334	92%
40. ADRIAN LEWIS	8192	92%
41. TERESA FRANKLIN	8774	92%
42. MICHAEL RICKS	5139	92%
43. CRYSTAL GREEN	8764	92%
44. DAVID JOY	8726	92%
45. TENISHA BAINE	6978	92%
46. MICHAEL DETIENNE	8356	92%
47. ROCHELLE MARTIN	3795	92%
48. ADAM BURKE	8432	92%
49. DEBORAH NEWELL	8577	92%
50. LIONEL BARNETT	1315	92%
51. JUANITA DAVIS	8576	92%
52. TOURE MEADOWS	8193	91%
53. HARDIN BESLEY	8794	91%
54. MECCA DUNN	1021	91%
55. ASHLEY LLOYD	8941	91%
56. CHRISTOPHER FLETCHER	8701	91%
57. SEAN COX	1190	91%
58. QUINTON GRAY	8816	91%
59. ATLANTA SMITH	8655	91%

60. LAKISHA WILLIAMS	8174	91%
61. JAMES GRAY	8829	90%
62. MAMADOU GOUDIABY	8185	90%
63. SHARLENE COLE	8592	90%
64. JEFFREY HOWARD	8141	90%
65. TAMARA SMITH	8629	90%
66. ANTHONY LOVE	3571	90%
67. AKEMEE BRYANT	8336	90%
68. S. BOWEN, SR	0593	90%
69. WESLEY ROBERTSON	8488	90%
70. JERRY ATKINSON	8444	90%
71. JOYCE LEDELL	3395	90%
72. RONALD SKATES	8720	90%
73. LEONARD AGUSTUS	8351	90%

Fixed Route Update

During this reporting period, the Transportation Department personnel attended a Red Line meeting with first responder officials at the Indianapolis Fire Department Head Quarters. The team also assisted the Homeland Security Division by placing coaches at strategically placed locations as barricades for the St. Patrick’s Day Run/Walk and parade.

Service Delivery Data:



Key Performance Indicators:



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

COMMUNITY OUTREACH

Operations had representatives attend the following community stakeholder meetings:

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

Maintenance

During the report period, the Maintenance team worked with the I.T. Department and Treasury to complete on boarding of the eight new 2017 Gillig 40 ft. diesel buses that have now been placed into revenue service.

During March, the Maintenance team has focused on the planning of future training (e.g. annual HVAC refresher training) and setting up air conditioning needs in preparation of advance parts purchasing before industry resources are depleted nationwide.

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

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

	January		February	
	Major	All	Major	All
2017	5834	4805	9585	7465
2016	5587	4429	4823	4129
2015	5967	4986	6633	4501
2014	4828	3382	5736	3813

**Major failures resulting in tow-ins*

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.

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

Flexible & Contracted Services

Staff continues to monitor the Open Door (paratransit) service and operating parameters and discuss creative ways to make the service more efficient. In preparation for service delivery beyond the current paratransit services contract, a working committee has been created. This committee will work with the Open Door team to review key service characteristics of the paratransit service, including operating structure, service area (commingling of ADA and Non-ADA), and span of service (days and hours). The group will essentially assist in establishing any new goals and objectives for service, provide feedback, and develop actions to address any deficiencies.

Members of this committee include representation from: MAC, IPTC Service Committee, AARP, IPTC Operations, Business Development, Legal, and Special Projects Departments.

Director of Flexible and Contracted Services, Paula Haskin, met with staff from the Trapeze Group. Trapeze is the current scheduling and dispatching software utilized by paratransit operations. The visit entailed ensuring staff understood the current features and collection of any product feedback to relay to development to improve the product. Trapeze staff was also able to answer many questions and provide suggestions on use of many of the features. Staff will continue to meet with the Trapeze Group to implement more strategies through use of the software for current and future improvements in the paratransit service.

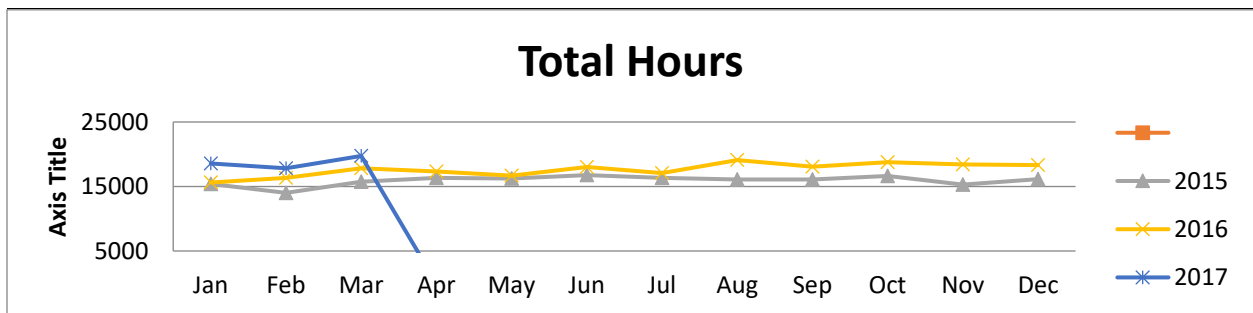
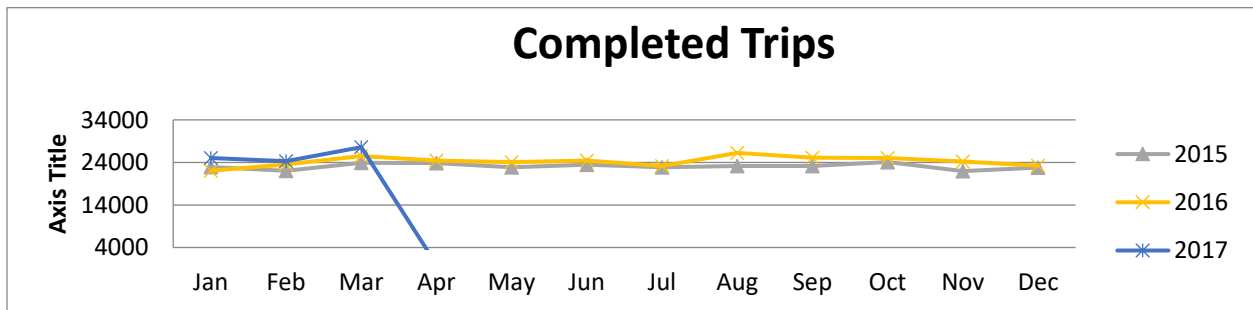
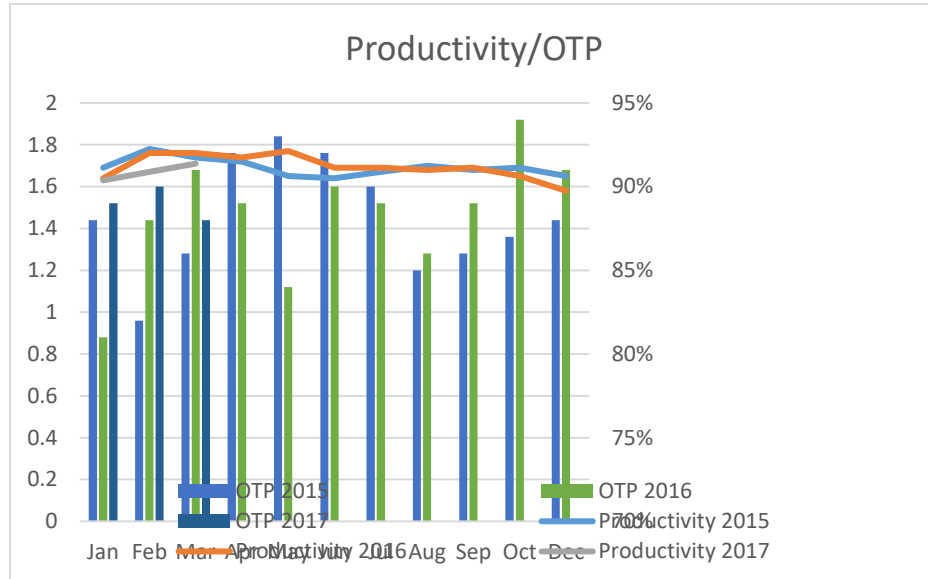
Maximizing Productivity versus Achieving High On-Time Performance (OTP):

While Open Door strives to achieve a very high OTP percentage and productivity, it should be clear that establishing complete balance is challenging as typically higher levels of one adversely impacts the other.

If Open Door schedules passenger trips tightly in an effort to maximize the number of passenger trips served within a given number of service hours, OTP is likely to suffer as actual service on the street may not meet the tight schedule: riders may take longer to get out to the vehicle for their trip than was planned; they may take longer to board than planned; the operator may take extra time getting to a pick-up location because he or she took a wrong turn; traffic may be worse that day; and so on. Each of these reasons will serve to undermine a tightly developed schedule and adversely impact on-time performance. For these reasons, in the month of April Open Door staff will begin experimenting with batch scheduling throughout the day to improve productivity as well as on time performance.

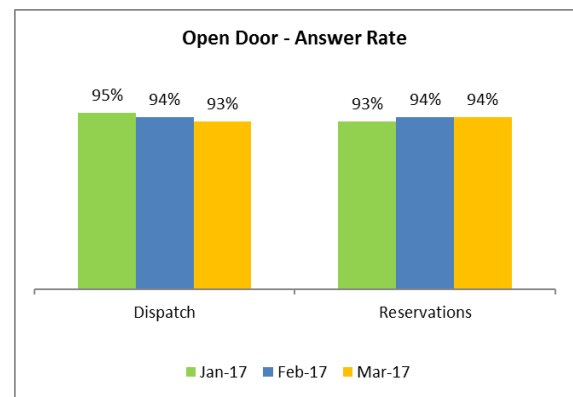
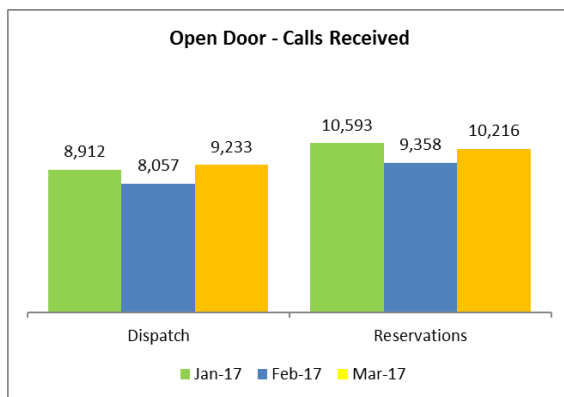
Ridership also impacts OTP and productivity. In March, ridership increased by nearly 4,000 trips over the previous month. The charts below provide a snapshot of ridership and its effect on OTP, productivity and revenue hours.

	Jan-17	Feb-17	Mar-17
Productivity	1.63	1.67	1.71
Ridership	25,799	24,977	28,539
OTP	89%	90%	88%

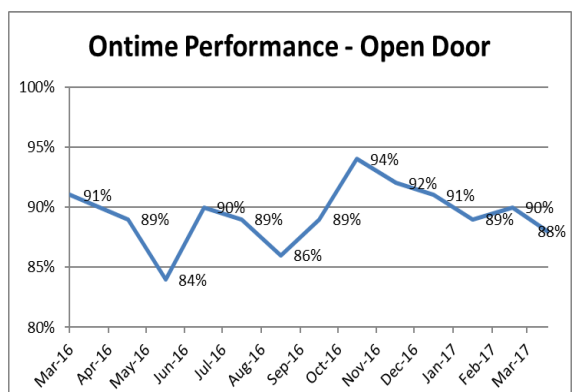
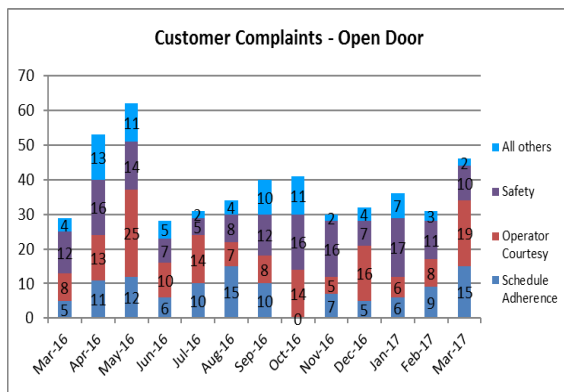


Open Door reservations and dispatch call comparison chart:

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 March, the dispatch area received a total of 9,233 calls, with an average answer rate of 93%. The reservations department received 10,216 calls with an average answer rate of 94%.



Service Delivery Data:



Grant Activity:

IPTC will host a public meeting on Tuesday, April 18, 2017 to announce a Call for Projects for eligible agencies, organizations, and companies interested in submitting transportation projects for funding consideration through the Federal Transit Administration's (FTA's) Section 5310 grant program. The meeting is open to the public and will be held at 3:00 pm EST in the IndyGo Board Room located at 1501 West Washington Street in Indianapolis, Indiana. The Section 5310 program will provide capital (vehicle) grant assistance for programs that provide "Enhanced Mobility of Seniors and Individuals with Disabilities." IPTC anticipates approximately \$501,723 in federal assistance being available for this program. Eligible recipients of the grant funds include: private Indiana not-for-profit organizations, and authorized units of local government. All funding projects must have been derived from the Indianapolis area coordinated transportation plan. All federal funded projects require local matching funds of 20% of total project costs. IPTC will make applications available to download from the IndyGo website (www.indygo.net) on April 18, 2017.

Facilities

March saw an increase of passenger traffic both inside and outside at the Julia M. Carson Transit Center with multiple passengers and visitors using the services. Eskenazi Hospital also hosted several public service health information events. Many people are enjoying the use of outdoor seating and rain gardens for lunch breaks and socializing.

Also during March, five bids were received for the Bus Shelter and Bus Stop Cleaning and Maintenance. These services include cleaning and maintenance of all stops, as well as replacing glass shelter panels, repairing ad cases in over 226 bus shelters. These shelters have a weekly, bi-weekly, and monthly cleaning and pressure washing schedule aside from the daily maintenance. There are over 4000 bus stops throughout the city. Bus Shelter and Bus Stop Sign Installation and Removal is also a part of this contract. The bid results will be voted on by the evaluation team and presented at the April Board Meeting for approval.

During the month of March, bids were received for all future A&E Service needs for IndyGo which were broken up into four different A&E categories and voted on by the evaluation team and will result with 3 different A&E firms to fulfill the future IndyGo A&E needs. The evaluation team results will be presented at the April Board Meeting for approval.

At the March Board Meeting the Industrial Soaps and Bus Wash Fluids Contract was awarded to Lynx/Dubois Chemical Company for a 5-year contract.

The first quarter Environmental Management Recycle results for January, February, and March, were received for used oil and scrap metal and the figures are as follows:

- 3,470 gallons of used oil was recycled for other uses during the 3-month period
- 17 Fifty-Five gallon drums of used Oil & Fuel Filters were collected and recycled instead of going to landfills over the 3-month period
- over 78.7 gross tons of metal was recycled over the 3-month period, in which IndyGo will receive \$2,782.50 for recycling services performed.

SAFETY & TRAINING

SAFE DRIVERS

The following Operators were recognized for their safe driving:

James Denton -	25 Years
Ray Wright -	16 Years
Vernessa Foster -	7 Years
Jeffery Howard -	7 Years
Toure Meadows -	7 Years
Roger Beharry -	5 Years
Michael Fox -	4 Years
Christine McLaughlin -	4 Years
Kenneth Davis -	3 Years
Victoria Hardrick -	3 Years
Jessica Hoffman -	3 Years
Tamara Smith -	3 Years
Sandra Taylor -	2 Years

SimplexGrinnell performed a quarterly inspection on the sprinkler system at the 1501 W Washington location. There were a few deficiencies that were found due to new codes on signage of sprinkler risers. Safety staff is working with facility maintenance to get those new signs ordered and put up.

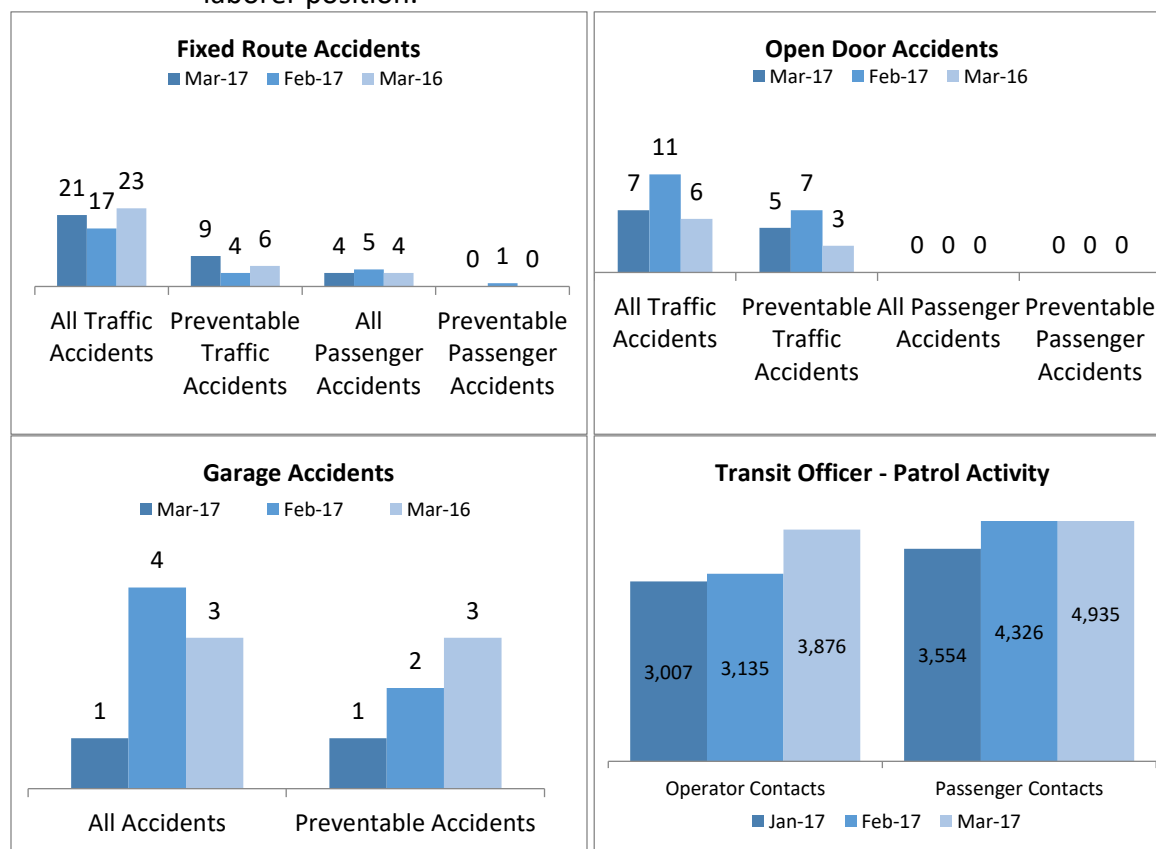
Safe Metrics, LLC., the Environmental Management Service for IndyGo, held an annual meeting for the executive management. This meeting reported information on goals that IndyGo had for 2016 and how we performed on those goals. They also presented goals that IndyGo would like to reach in 2017, most of which will work toward the APTA Sustainability Program that IndyGo is involved with.

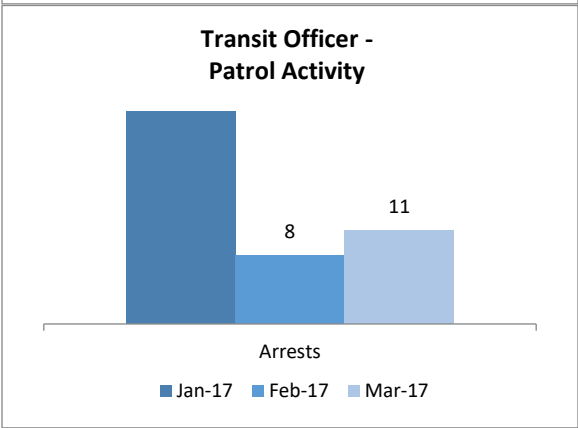
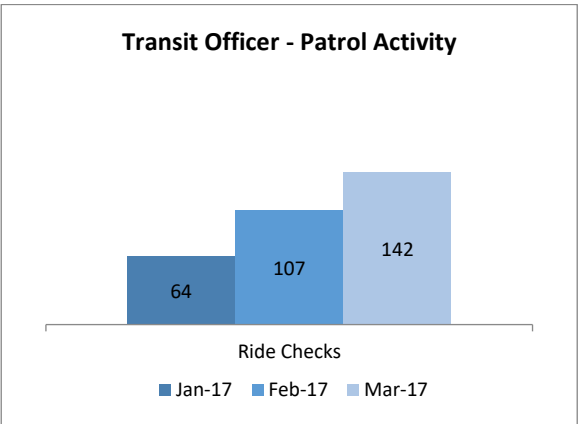
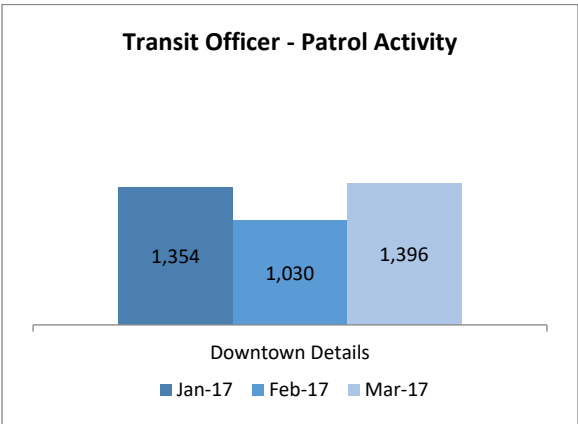
IndyGo Class #17-01, which began on January 30, 2016 completed all portions of the fixed route training. A graduation was held on March 31st for the 9 students. They started into service with Operations on Sunday, April 2, 2017.

IndyGo Class #17-02 started on March 13, 2017 with 11 students. They will start in the classroom portion of the training program should be able to start in route familiarization by early April.

Staff facilitated the following training sessions in March:

- Three operators that returned to work after an extended leave.
- Five operators for retraining due to a preventable accident.
- One employee that changed classifications and received training for a general laborer position.





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

Staff completed the first draft of the complete Marion County Transit Plan with schedules built for all routes to determine the number vehicles and operators needed for full implementation. Staff is now refining the schedules to determine how the changes can and should be phased-in over the next five (5) years. Current focus is on 2018 and what portion can be implemented prior to the Red Line completion with the appropriate resources. Much of the route restructuring is tied to Red Line routing because many other routes will become cross towns and will no longer travel to the DTC. Connections to other routes will be made ideally reducing travel and wait times. 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 in August 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 modules will be deployed, as well as the FMLA feature in the Daily Module. Staff training for EPM and Self Service modules will occur in the last two weeks of April in our test environment.

The Pedestrian Safety Action Plan Committee continues to meet to determine best practices and implementation strategies. 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 environments.

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 amenity implementation and ADA compliant sidewalks and pedestrian infrastructure. Areas that are in the initial stages of improvement are 86th Street between Township Line Road & Harcourt around the St. Vincent Hospital campus, and Dr. MLK Jr. Street from 10th to 16th Street, as well as others. Work will be done to improve pedestrian infrastructure along many parts of East and West Washington Street by DPW contractors beginning in May. 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.

Staff is also finalizing a new RFP with our Shelter Maintenance Contractor to ensure that regular maintenance of our 3,600+ stops will continue seamlessly into 2018 and beyond.

As always staff is working to improve our bus stop database, and the spacing, placement and types of amenities present at bus stops to give our riders the most comfortable place to await their bus while ensuring that the stops themselves serve the routes and enable buses to operate in the most efficient manner possible.

Finally, we'd like to welcome our Summer Intern, Tanaya Malhotra, from USC, who will be assisting the Planning Department in various ways until July 2017.

RIDERSHIP

Current Month			IndyGo		Year to Date		
Mar-16	Mar-17	% Change	Mar-16	Mar-17	%	Mar-16	
16,764	15,755	-6.0%	16,764	15,755	-6.0%	16,764	
23,926	23,197	-3.0%	23,926	23,197	-3.0%	23,926	
17,528	13,110	-25.2%	17,528	13,110	-25.2%	17,528	
29,607	17,365	-41.3%	29,607	17,365	-41.3%	29,607	
	12,399			12,399			
122,871	120,972	-1.5%	122,871	120,972	-1.5%	122,871	
94,352	91,886	-2.6%	94,352	91,886	-2.6%	94,352	
3,928	3,554	-9.5%	3,928	3,554	-9.5%	3,928	
6,274	4,337	-30.9%	6,274	4,337	-30.9%	6,274	
3,173	3,183	0.3%	3,173	3,183	0.3%	3,173	
9,017	10,027	11.2%	9,017	10,027	11.2%	9,017	
22,095	18,784	-15.0%	22,095	18,784	-15.0%	22,095	
11,644	10,429	-10.4%	11,644	10,429	-10.4%	11,644	
23,920	20,910	-12.6%	23,920	20,910	-12.6%	23,920	
16,930	12,441	-26.5%	16,930	12,441	-26.5%	16,930	
28,826	38,106	32.2%	28,826	38,106	32.2%	28,826	
13,935	13,869	-0.5%	13,935	13,869	-0.5%	13,935	
10,745	10,669	-0.7%	10,745	10,669	-0.7%	10,745	
11,897	9,820	-17.5%	11,897	9,820	-17.5%	11,897	
14,812	14,135	-4.6%	14,812	14,135	-4.6%	14,812	
14,205	14,772	4.0%	14,205	14,772	4.0%	14,205	
15,083	13,453	-10.8%	15,083	13,453	-10.8%	15,083	
9,261	7,227	-22.0%	9,261	7,227	-22.0%	9,261	
24,164	24,550	1.6%	24,164	24,550	1.6%	24,164	
27,411	25,369	-7.4%	27,411	25,369	-7.4%	27,411	
38,810	39,653	2.2%	38,810	39,653	2.2%	38,810	
31,479	33,005	4.8%	31,479	33,005	4.8%	31,479	
104,298	96,617	-7.4%	104,298	96,617	-7.4%	104,298	
5,234			5,234			5,234	
5,070	4,354	-14.1%	5,070	4,354	-14.1%	5,070	
11,139	11,483	3.1%	11,139	11,483	3.1%	11,139	
10,322	12,292	19.1%	10,322	12,292	19.1%	10,322	
129	640		129	640		129	
778,849	748,363	-3.9%	778,849	748,363	-3.9%	778,849	

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.

Mar-16	Mar-17	% Change	Mar-16	Mar-17	%	Mar-16
25,719	27,222	5.8%	25,719	27,222	5.8%	25,719
26,410	28,539	8.1%	26,410	28,539	8.1%	26,410
771	808	4.8%	771	808	4.8%	771
28,876	22,037	-23.7%	28,876	22,037	-23.7%	28,876

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 Indianapolis Parks and The University of 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 student access and deliveries are being considered for incorporation into the construction schedule. Four public open houses were held in March to update the public on the design and status of the project. New renderings for Red Line stations were shown and very well received.

The country is currently operating under a Continuing Resolution until April 28th. We don't anticipate any action from the FTA until later this month. 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 continues to work 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 Capital 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. A workshop has been scheduled with people from other transit agencies who have prior experience with creating different plans. The purpose of this workshop is to give internal IndyGo staff guidance to help solidify the various plans for 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. A project manager position has been posted for the Purple line.

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 April 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 3/1/17 – 3/31/17:

Page Views	332,878
New /Returning Visitors	35,564/105,813
Total Sessions	141,377

Month	Mobile	Desktop	Tablet	New	Returning
January	81.3%	14.04%	4.66%	22.3%	77.7%
February	80.98%	14.07%	4.95%	22.7%	77.3%
March	82.66%	15.09%	2.26%	25.20%	74.80%

MARCH NEWS RECAP:

“Metro Imagines a Future Without Federal Funding, and It Isn’t Pretty” – The Washington Post

“March Best Practices: Going to Ballot” – Mass Transit Magazine

“IndyGo Releases New Red Line Renderings” – Fox59, CBS4

“Indianapolis Woman Injured in Bus Stop Attack” – WTHR

“Indy Business Owners Appeal to White House to Stop IndyGo’s Red Line” – Fox 59, CBS4

“The Socioeconomic Stakes of Transit” – Brookings Institute

“IndyGo Schedules Public Meetings on Red Line Project” – IBJ

Topics Include: Mentions in early March focus on the City-County Council vote that enacted dedicated transit funding on February 27, 2017, and the impacts it will have city-wide. Other early March articles informed the public of upcoming Red Line meetings and transit workshops hosted in Hamilton and Johnson Counties.

Mentions throughout mid-March include the necessary paver repairs at the Julia M. Carson Transit Center, an incident of a pedestrian being struck by a bus, and uncertainty of federal transit funding after the White House released a proposed budget. Mentions in late March center on the Red Line: new renderings were released and clarification on the impact of federal funding to construction of Phase 1.

Broadcast mentions: 86

News mentions: 44

Social Media mentions: 355

FEBRUARY CALL CENTER REPORT:

34,745 total calls

1.80% calls abandoned in queue

26.85% Interactive Voice Response (IVR) calls

CUSTOMER COMMENTS: 422

ADA	0	Pass By	65
Bus Stop	1	Real Time Arrivals	0
Civil	0	Red Line	2
Compliment	24	Request	19
Courtesy	97	Route	9
Customer Service Center	10	Route Detour	2
Denial	7	Rules	10
Discrimination – Title VI	0	Safety	52
Facility Maintenance	18	Schedule Adherence	66
Fares	3	Suggestion	5
MCTP	4	Vehicle Maintenance	8
Marketing	2	Wrong Information	1
Other	17		

[Text Wrapping Break]

MARCH PASS SALES REPORT:

Total Quantity of Passes: 50,109

OUTREACH SUMMARY FOR MARCH:

Outreach in March included several events that continued IndyGo's educational efforts on transit. In early March, Jarrett Walker Associates hosted 3 transit workshops in areas that have the opportunity to invest in transit. Public meetings for the Red Line occurred in the North, Central, and South sections of the route's Phase 1. The first Hiring Fair in IndyGo's continued and extensive Operator recruiting campaign was held on Saturday, April 18, and garnered over 70 applicants.

MARCH OUTREACH EVENTS:

3/2/17	Netfor Training
3/7/17	Lawrence North HS Lifeskills DTC Tour
3/9/17	Jarrett Walker Associates Workshop – Johnson County
3/9/17	Netfor Training
3/9/17	Red Line Phase 1 Public Meeting North
3/10/17	Jarrett Walker Associates Workshop – Hamilton County
3/11/17	Jarrett Walker Associates Workshop – Lawrence
3/15/17	Red Line Public Safety – IFD
3/16/17	Mayor’s Action Center Transit Update
3/16/17	Leadership Indianapolis – SKL series
3/16/17	Mayor’s Neighborhood Advocates Transit Update
3/16/17	Red Line Phase 1 Public Meeting South
3/18/17	IndyGo Hiring Fair
3/18/17	Swahili Storytime – Nora Branch Library
3/18/17	Festival of Families
3/20/17	EmployIndy Committee meeting
3/22/17	Red Line Phase 1 Public Meeting Central noon
3/22/17	Red Line Phase 1 Public Meeting Central 6:00 p.m.
3/28/17	CIRTA Board Meeting
3/29/17	CICF/Transit Far Eastside

SPECIAL PROJECTS:

- On March 18, IndyGo hosted a Transit Driver Hiring Fair at the Julia M. Carson Transit Center as part of an extensive and ongoing recruitment campaign as the organization prepares to implement the Marion County Transit Plan. The event garnered more than 70 applicants. This recruitment campaign will continue with a Hiring Event scheduled for April 29 at IndyGo Administrative Offices.
- The Business Development Department has worked to identify gaps in the training of Netfor Customer Service Representatives. To mitigate these gaps, quarterly trainings have been scheduled to provide ample opportunities to update representatives with current information. The first of these quarterly trainings was held in early March; Business Development Department representatives met with each Customer Service Representative that receives IndyGo calls and covered information on IndyGo’s mission, Title VI requirements, and the Language Line.

- As part of an information-gathering pilot, Eskenazi Health has conducted outreach and health screenings at the Julia M. Carson Transit Center twice a month this spring. The Business Development Department continues to collect information about these experiences to help inform future decisions made about outreach at the Transit Center. All organizations conducting outreach are beholden to the Third Party Activity Policy for Downtown Transit Center which became effective in October 2016.

To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES MARCH 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

March 2017
Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 03/31/2017)

Represented: 451

Non-Represented: 103

Total Employees: 554

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

March Separations

Represented: 8

Non-Represented: 2

Total Employees: 10

March New-Hire Employees

Represented: 10

Non-Represented: 3

Total Employees: 13

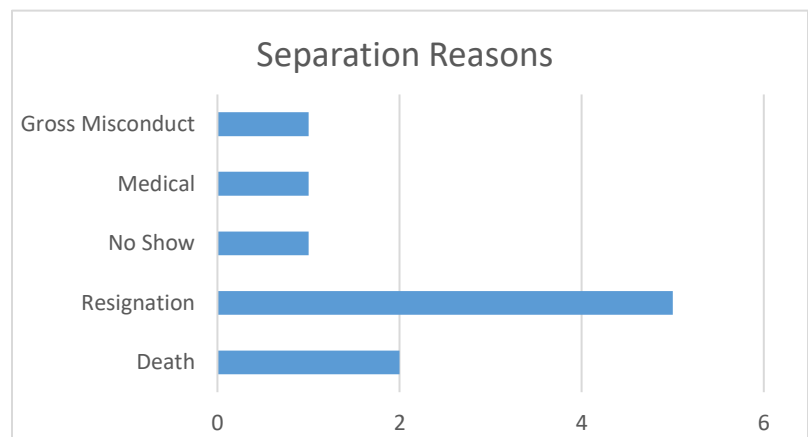
March Employee Turnover Rate:
1.80%

**Staffing Capacity (as of
03/31/2017)**

578 FTE Budget

554 FTE Actual

4.15% Below Maximum Capacity



On March 18, 2017 HR, Operations and Business Development/Marketing partnered to conduct a Hiring Event at the Julia Carson Transit Center. The event allowed for potential employees to attend Q & A sessions and receive information about IndyGo, benefits, the coach operator, mechanic and general laborer positions.

Between the hours of 9:00 a.m. and 12:30 p.m., the IndyGo team spoke with over 75 interested candidates of which 40 completed the application and testing process and received a tentative interview for the following week. The next Hiring Event will be Saturday, April 29 at the main headquarters. The details of this Event are posted on our website so for more information go to indygo.net/employment.

Drug and Alcohol Compliance

Test Type	Number of Tests
Pre-Employment	23
Random	16
Post-Accident	4
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0
<i>Total Tests</i>	<i>43</i>

Occasionally, a drug test will have a negative result, but will also be dilute. In these instances, each employer must decide if they will send the employee for an immediate retest, as allowed by section 40.197(b)(2). All employees with negative-dilute test results must be treated the same; employers are prohibited from retesting some employees but not others. An employer may, however, establish different negative-dilute policies for different test types (e.g., conduct retests for pre-employment situations, but not for random testing situations). The position each FTA-covered employer takes on whether or not to perform negative-dilute retests must be clearly stated in their anti-drug and alcohol misuse statement, per 655.15(d). IndyGo sends all donors no matter the test type for a second drug test.

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

Learning and Development

- a. Training & Development classes:
 1. ***Excel 2016 – Level 2 Training Class*** – was held on Wed. Apr. 19th – 85% of staff attending were from the Level 1 Training Class; other 15% are staff that were waiting for this next level of training.
 2. A Summary Session and Toolkit approach to ***“Managing Negative Chatter & Toxic Behavior at Work: Controlling Gossip”*** will be held on May 11th. There will be several engaging activities using competency-based learning to reinforce Intrinsic Workplace Motivation techniques.
 3. HR Team is currently exploring options for Professional Development classes to be held-on-site.

- b. Apprenticeship Program – Romona Camarata, Manager of Learning and Development attended the Transit Trainer’s Workshop in Nashville, TN.
 1. ***“The New Apprenticeship Model: Competency Based Apprenticeships”*** by Tia Brown, Transportation Learning Center, Silver Springs, MD and Diane Jones, Urban Institute, Washington, DC whereby we learned more about developing and promoting new competency-based and hybrid apprenticeship models.
 2. Following that session was ***“Bus Apprenticeship Framework – What about the Sheathing That Follows?”*** by John Schiavone, Transportation Learning Center, resulting in an understanding of the opportunity to engage as a ‘registered apprenticeship site’. In attendance at this session were 33 people from across other USA national properties, including our staff Victoria Learn, Dir. Of Maintenance, Dwight Sammy, Maintenance (union)
 3. We are exploring next steps which include: 1.) a follow up session in October 23 in conjunction with the Transportation Learning Center’s Making Connections Conference; and 2.) exploration of federal grant programs to augment funding of the apprenticeship program here at IndyGo.

Wellness and Employee Engagement

There were no wellness activities for the month of March, however wellness campaign initiatives continue throughout the year. The monthly IndyGo Stall Street Journal provides monthly wellness tidbits on nationally recognized health and wellness initiatives, it also provides updates on future IndyGo wellness activities. March’s national initiatives included National Nutrition Month, which highlighted spring cleaning your diet to eat like a rainbow. The article provided a colorful assortment of healthy vegetables and fruits to choose from to “clean up” your diet.

Upcoming wellness activities/initiatives for April/May include: National Stress Awareness Month which offers tips on managing stress; IndyGo will offer 10-minute on-site chair massages and two (2) financial wellness classes. The IndyGo’s Health and Safety Fair will be on Thursday, May 18 from 11:00 a.m.to 3:30 p.m. ***Hope to see you there!***

Activate Clinic Stats for March 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	88	22	485	595
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	570	15	9	594

Activate Clinic Stats for March 2016

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	63	16	302	381
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	362	11	19	392

Workers' Compensation

There were six (6) “incidents” for the month of March. Of these six (6) incidents, five (5) were reportable (became worker’s compensation claims) and one (1) was non-reportable. There were zero denied claims and a total of five (5) temporary total disability (TTD) claimants. The light duty program was assigned to four (4) of the new claimants with an average of 3.5 day(s) off work before being assigned. There was a total of 155 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 twenty (20) closed claims and twenty-four (24) open claims.

MONTH	REPORTABLE	NON-REPORTABLE	LIGHT DUTY	TTD	DENIED	TOTAL	LOST TIME	CUMULATIVE OPEN CLAIMS
JAN	3	1	2	3	0	4	93 Days	8
FEB	6	4	4	3	2	10	68 days	7
MAR	5	1	6	5	0	6	155 days	9
YTD	14	6	12	11	2	20	316 days	24

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