

INDYGO

Board Report

SEPTEMBER 28, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – SEPTEMBER 28, 2017

New Business

RECOGNITIONS: 1st, 2nd and 3rd place Local Bus Rodeo Winners

ACTION ITEMS

- A – 1 Consideration of Approval of Minutes from Board Meeting held on August 24, 2017 – *Danny Crenshaw***
- A – 2 Consideration and Approval of WSP Task Order for the Facility Charging Infrastructure Design – *Justin Stuehrenberg***

Old Business

INFORMATION ITEMS

- I – 1 Consideration of Receipt of the 2016 IPTC Audit – *Nancy Manley***
- I – 2 Consideration of Receipt of the Finance Report for August 2017 – *Nancy Manley***
- I – 3 Consideration of Receipt of Public Affairs & Communications Report for August 2017 – *Bryan Luellen***
- I – 4 Consideration of Receipt of Planning & Capital Projects Report for August 2017 – *Justin Stuehrenberg***
- I – 5 Consideration of Receipt of Operations Report for August 2017 – *Roscoe Brown***
- I – 6 Update on Information Technology Projects – *Rich Joseph***
- I – 7 Consideration of Receipt of Human Resources Report for August 2017 – *Phalease Crichlow***
- I – 8 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, October 26, 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 held on August 24, 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, August 24, 2017

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, August 24, 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
Greg Hahn, Vice Chair
Juan Gonzalez, Secretary-Treasurer
Tommie Jones, Board Member
Alan Rowland, Board Member
Mark Fisher, Board Member

Board member absent:

Greg Bedan, Board Member

IPTC executive Staff attending:

Michael A. Terry, President / CEO
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance and Controller
Roscoe Brown, COO/VP of Operations
Richard Joseph, CIO / VP of Information Technology
Justin Stuehrenberg, VP Planning & Capital Projects
Bryan Luellen, VP of Public Affairs & Communications

ACTION ITEM 1: APPROVAL OF MINUTES

Upon a motion from Tommie Jones seconded by Greg Hahn and unanimously passed, approval of the Minutes of the July 31, 2017 Board Meeting and August 10, 2017 Public Hearing was given.

ACTION ITEM 2: ADOPTION OF BUDGET FOR 2018 AND LEVY OF SPECIAL TAX AND APPROPRIATION AND TAX RATES

President and CEO Michael Terry presented for adoption the 2018 Budget, levy of special tax and appropriation and tax rates. After discussion, adoption of the action item upon motion of Juan Gonzalez and seconded by Tommie Jones carried unanimously.

ACTION ITEM 3: CONSIDERATION AND APPROVAL OF RESOLUTION 2017-07 FOR PURPLE LINE APPLICATION OF SMALL STARTS FUNDING

VP of Planning & Capital Projects Justin Stuehrenberg presented this action item for approval of grant application for the Purple Line. Approval of resolution upon motion by Mark Fisher and seconded by Alan Rowland carried unanimously.

ACTION ITEM 4: CONSIDERATION OF VENDOR AND APPROVAL OF CONTRACT FOR STRATEGIC PLAN VENDOR

Communications Coordinator Allison Potteiger presented this item seeking approval for award of the contract for Strategic Planning to the MGT Consulting Group. After discussion and questions from Board members, approval of award upon motion by Greg Hahn and seconded by Tommie Jones carried unanimously.

ACTION ITEM 5: CONSIDERATION AND ADOPTION OF RESOLUTION 2017-06 TO CREATE THE INDIANAPOLIS PUBLIC TRANSPORTATION FOUNDATION

Michael Terry, President and CEO presented this resolution authorizing staff and appropriate Board members to create the Indianapolis Public Transportation Foundation. Adoption of resolution upon motion by Juan Gonzalez and seconded by Alan Rowland carried unanimously.

ACTION ITEM 6: CONSIDERATION AND ADOPTION OF INTERNAL CONTROLS POLICY – CITY COUNCIL

Nancy Manley, VP of Finance & CFO presented this action item for adoption of an internal controls policy. Upon motion by Greg Hahn and seconded by Tommie Jones, the adoption of the policy carried unanimously.

INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) UPDATE

Jewell Lofton, MAC Chair, provided the Board with an update of the committee's activities and actions.

The report was accepted.

INFORMATION ITEM 2: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR JULY 2017

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

The report was accepted.

INFORMATION ITEM 3: CONSIDERATION OF REPORT OF OPERATIONS FOR JULY 2017

Roscoe Brown, VP and COO presented the operations report for July 2017.

The report was accepted.

INFORMATION ITEM 4: CONSIDERATION OF RECEIPT OF PLANNING & CAPITAL PROJECTS FOR JULY 2017

The report for July 2017 was presented by VP of Planning & Capital Projects Justin Stuehrenberg.

The report was accepted.

INFORMATION ITEM 5: CONSIDERATION OF PUBLIC AFFAIRS & COMMUNICATIONS REPORT FOR JULY 2017

The report for July 2017 was presented by Bryan Luellen, VP of Public Affairs & Communications.

The report was accepted.

INFORMATION ITEM 6: CONSIDERATION OF HUMAN RESOURCES REPORT FOR JUNE 2017

Due to the absence of Phalease Crichlow, VP of Human Resources, no oral report for July 2017 was provided

The Board accepted the written report provided in the packet.

INFORMATION ITEM 7: CEO UPDATE

President & CEO Mike Terry provided the update. Mr. Terry thanked the Board for their help with the 2018 Budget, and provided the Board with the dates for its presentation before the City-County Council and committees. Acknowledged for being present was JoAnn Hamilton from the Marion County Alliance of Neighborhood Associations, and recently appointed manager of the DTC, Jerry Wilson. Mr. Terry advised the Board the staff were working on grant application for low emission buses as well as a bus facility. Mr. Terry closed by wishing the Board, staff, and individuals present a safe holiday weekend.

The Board accepted the report.

ADJOURNMENT:

Danny Crenshaw adjourned the meeting at approximately 6:28 p.m.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning & Capital Projects
Pamela White, Director of Procurement

SUBJECT: Electric Bus Charging Master Plan & Design Task Order

BACKGROUND:

IndyGo has a long-term goal to transition the entire bus fleet to electric. This will improve passenger ride quality, reduce fuel costs, lower maintenance costs, and improve the agency's environmental footprint. As part of the transition, the facility at 1501 W Washington St. must be modified to bring electric cables to the bus bays and new, higher power, service must be brought to the building. IndyGo approached WSP, our on-call vendor for specialty electrical design, to design these facility modifications.

PROCUREMENT PROCESS:

The IPTC board of directors selected WSP as the organization's on-call vendor for specialty electrical work in April 2017. An on-call contract was subsequently agreed to by both parties. These task orders would be issued from that on-call agreement.

This task order will determine the overall master plan to expand electrical distribution and services needed to support the large BRT electric bus fleet, including how to best accommodate the near term and long-term growth and allow for current facility modifications to not interfere or limit future improvements.

This task will create Washington Street 100% Electric Bus Master Plan – a long term task aimed at future proofing current and near-term facility modifications to be in conformance with a goal of supporting the conversion of all IndyGo's transit bus fleet to electric vehicles.

The task order will also fund the detailed design of BRT Electric Bus Charging Stations, developing bid and construction documents for electrical infrastructure improvements including expanded electrical service, electrical distribution and installation of electric bus charging stations to support the incoming electric 60-foot articulated BRT vehicles and future 4-foot electric local buses. All new improvements should be in conformance with the Washington Street 100% Electric Bus Master Plan.

FUNDING:

Funding for these task orders would come from a combination of existing 5307 grants for facility engineering and capital cumulative funds.

DIVERSITY PARTICIPATION:

WSP has contracted with The Etica Group as a sub consultant to meet DBE requirements. The Etica Group will perform 9% of the work on the project, exceeding the required 2%. Bus charging infrastructure has only been done on this scale in one location (Albuquerque, currently under construction), which was also designed by WSP. That knowledge is critical to use on our project; combined with The Etica Group's knowledge of our facilities, they are instrumental in completing the project on time.

RECOMMENDATION:

In a manner, consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to a task order with WSP for a task order to evaluate the bus charging needs and design the bus charging system for the facility at 1501 W Washington St for a total not to exceed \$430,999.

Justin Stuehrenberg
Director of Special Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Nancy Manley, CFO/VP of Finance and Controller

CONSIDERATION OF ACCEPTANCE OF IPTC 2016 AUDIT REPORT

- The Audit Committee met with our Auditors, BKD, LLP, and reviewed the results of the audit for the year ended December 31, 2016 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 Fiscal Year 2016 (“FY16”).
- There were no disagreements with management.
- There were financial statement audit adjustments which were attributable to 100% turnover of the senior members of the finance team.

Financial Highlights:

- IPTC’s assets exceeded its liabilities at December 31, 2016 by \$121.7 million (net position). Of this amount, \$14.2 million (unrestricted net position) may be used to meet IPTC’s ongoing obligations arising from providing transportation service to the community.
- Fare revenues for 2016 decreased 8 percent over that of the prior year.
- FTA capital contributions for 2016 decreased 71 percent from that of the prior year.
- FTA local operating and planning grants and preventative maintenance funding for 2016 decreased by 11 percent over that of the prior year.
- Operating expenses before depreciation decreased 13 percent from the prior year.
- Net position increased approximately \$11.2 million, or 10 percent.

Audit Findings

- BKD, LLC sighted one finding in the FY16 audit. Finding 2016-01 is classified as a material weakness and is focused on internal controls.
- A similar finding was noted in the FY15 audit as a significant deficiency. Given that the 2016 audit was conducted by a different audit firm and additional staff turnover the change in the classification of the finding was not unexpected.
- Management provided a corrective action plan in response to this finding and is included in the audit document. The implementation of the new ERP (Financial Management System) to replace the 10-year-old Ellipse system, will be instrumental in the correction of Finding 2016-01 and improvement in overall financial management and reporting.

There were no findings or concerns noted regarding our federal grants.

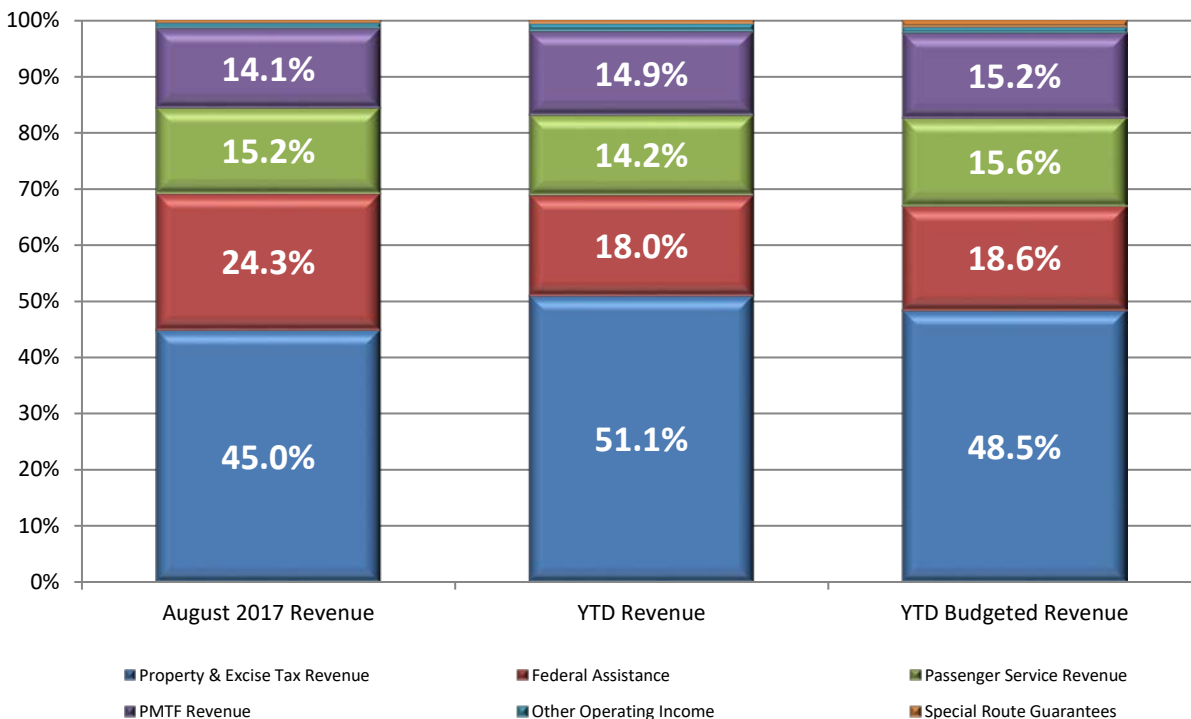
To: Chair and Board of Directors

From: Nancy Manley- CFO/VP of Finance and Controller

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

Revenue Comparison

By Funding Source



FTA Assistance

Revenue from FTA assistance was over budget by 40% but under budget by 2% year-to-date. There was a delay in drawing down funds for eligible expenses due to the grant information and funds were not available in the Federal grant system until mid-August.

Other Operating Income

Other operating income was under expectation by 8% in August. Year-to-date Other Operating Income was over expectations by 28%.

Passenger Service Revenue

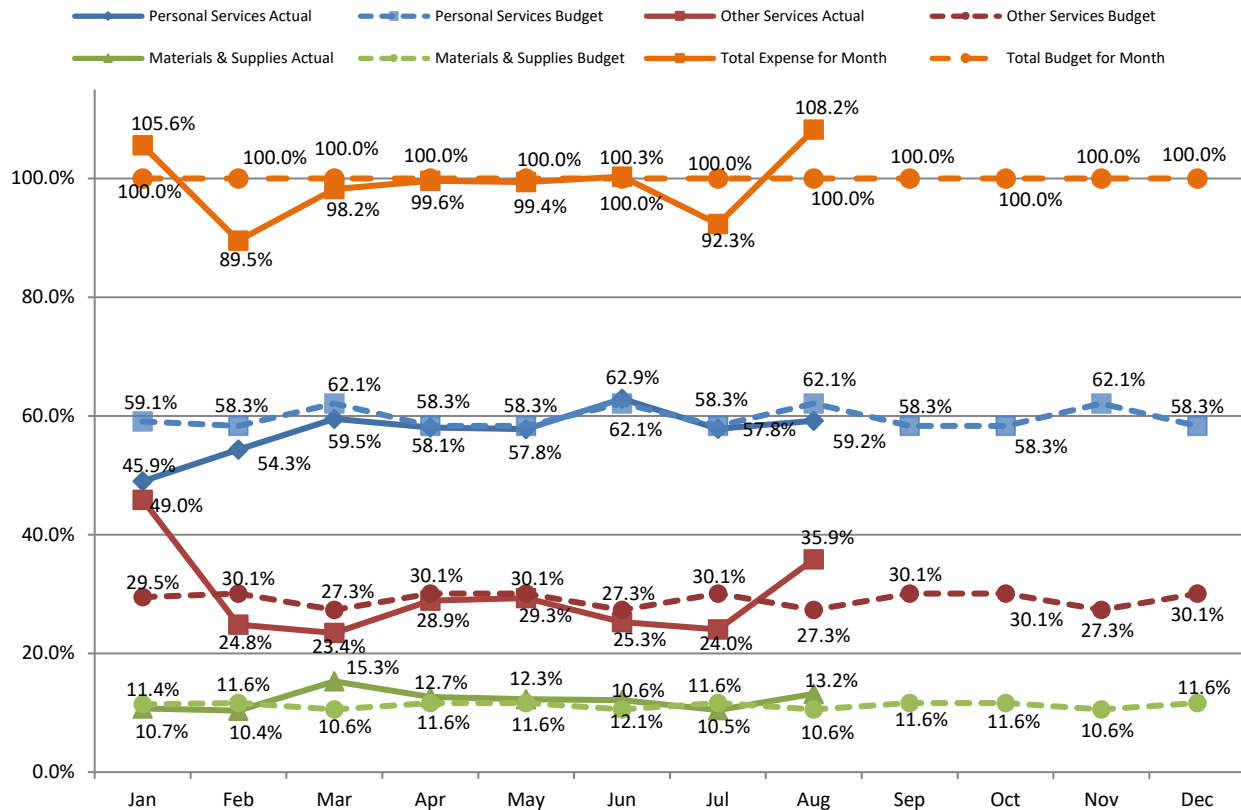
Passenger service revenue was over budget by 5% for the month and overall YTD under budget by 7%. This is an improvement over July 2017 where YTD was 9% under budget.

Total Revenue

As of August 31, 2017, the total revenue recognized was 7% over projections.

Expenditures

Actual Monthly Expense versus Monthly Budget (by Category)



Personal Services

Overall, Personal Services were 5% under budget in August, year-to-date personal services remains under budget expectations by 6%. Overtime continues to run over budgeted levels but is offset by lower expenses in salaries for the same period.

Other services & Charges

This expense category was over budget projections by 33% for the month of August and 1% under year-to-date. There was a significant claim payment processed in August.

Materials and Supplies

For the month of August, this expense category was collectively 20% over budget and year-to-date the category is still trending under budget by 9%.

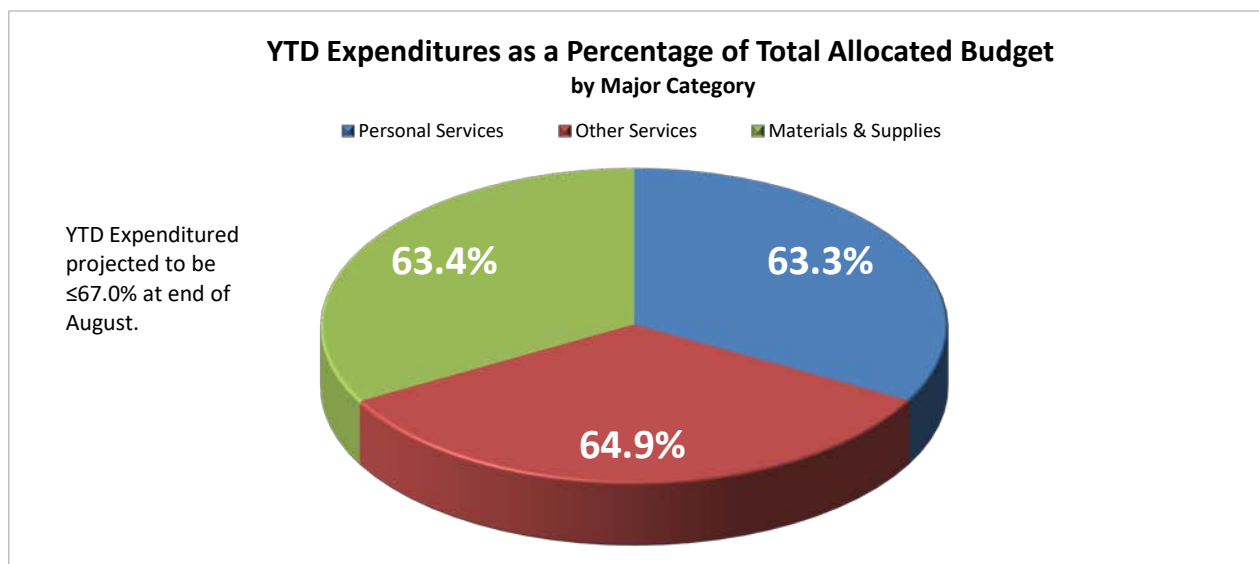
Total Expenses

Total expenses came in 8% over projection for the month of August.

Summary

Year-to-date spending was under the allocated budget for the same period by 5%. The organization continues to review monthly reports and communicate when potential issues arise.

The cumulative YTD expenditure goal set through the end of August was $\leq 67.0\%$. The average of all three major expense categories were 63.8% of the total allocated budget for FY17.



Nancy E. Manley
CFO/VP of Finance and Controller

To: Chair and Board of Directors

From: Bryan Luellen, Vice President of Public Affairs and Communications

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR AUGUST 2017

ISSUE:

A report of IndyGo Public Affairs will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Bryan Luellen

Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Manager of Marketing and Communications

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

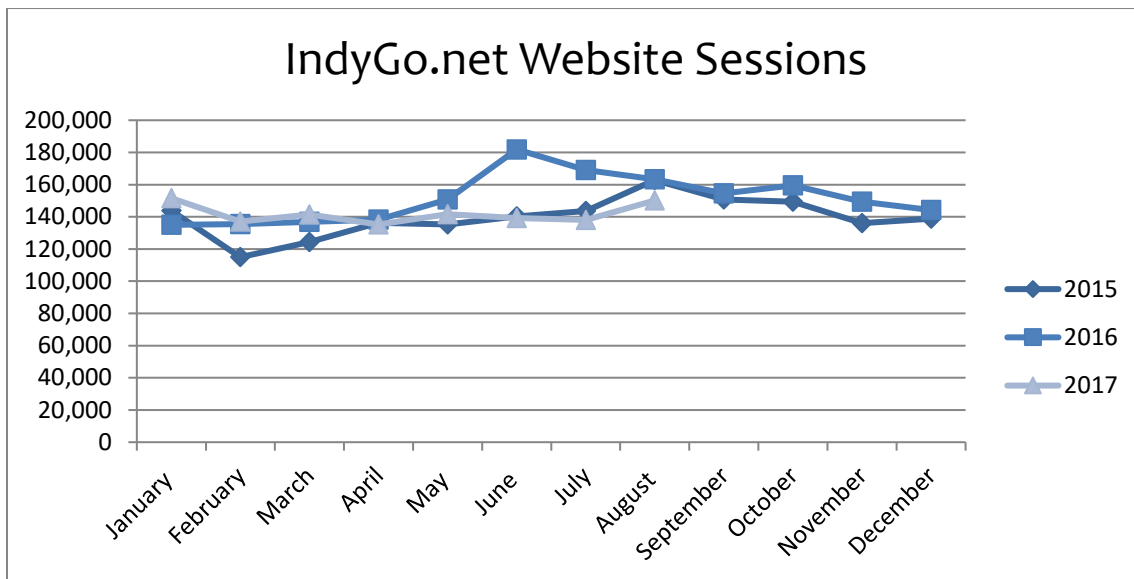
Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

INDYGO.NET MONTHLY SESSIONS 8/1/17 – 8/31/17:

Page Views	356,940
New /Returning Visitors	38,319/111,803
Total Sessions	150,122



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%
April	83.56%	14.37%	2.07%	25.5%	74.5%
May	83.33%	14.62%	2.05%	24.95%	75.05%
June	82.92%	14.94%	2.14%	24.83%	75.17%
July	83.43%	14.48%	2.09%	24.82%	75.28%
August	82.84%	15.08%	2.08%	25.50%	74.50%

AUGUST NEWS RECAP:

“IndyGo Indianapolis Public Transportation Corporation hosts ‘Transit Talks’ in September” – 4 Traders

“IndyGo releases Red Line BRT construction bid package” – Metro Magazine

“IndyGo Seeking Bids for Red Line” – Inside INdiana Business

“IndyGo uses eminent domain against unhappy businesses along rapid-transit line” – IBJ, FOX 59, CBS 4

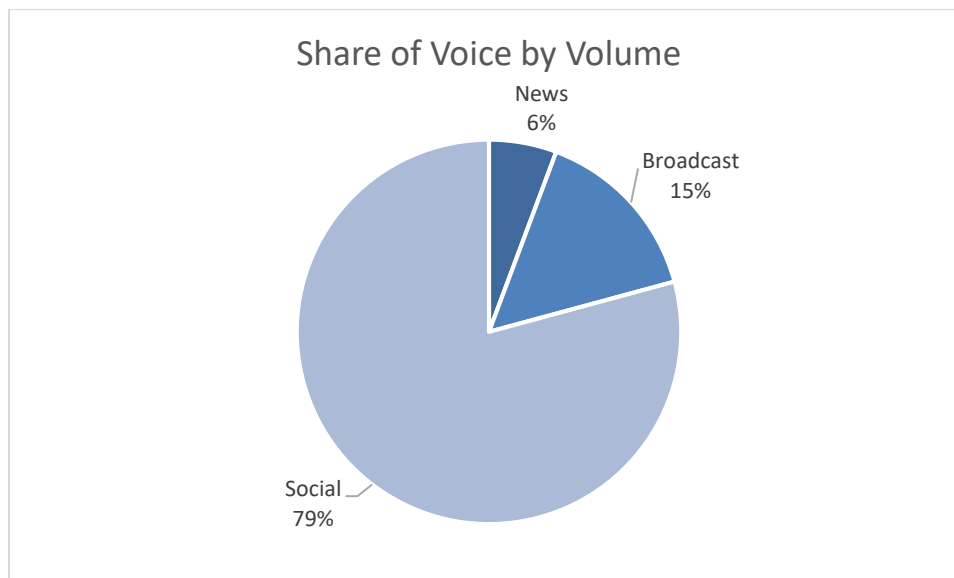
“IndyGo Re-Launches Successful Transit Ambassador Program” – Mass Transit Magazine

“IndyGo to Host ‘Transit Talks’” – High Beam Research

“Owner of Popular Restaurant Speaks Out Against IndyGo Project” – 93.1 WIBC Indianapolis

“Red Line moves forward as opponents raise questions about safety” – WTHR, TheIndyChannel.com, One News Page

Topics Include: Mentions in early August focus on IndyGo’s use of eminent domain along the Red Line corridor and the MPO study to measure pre-and post-construction benefits and impacts of the Red Line. Mentions throughout mid-late August include several mentions of transit’s role in food accessibility with note of the city’s \$500k plan to promote grocery development in low-income areas, coverage of concerned business owners along the College Ave section of the Red Line corridor, and information about IndyGo’s September ‘Transit Talks.’



Broadcast mentions: 44

News mentions: 27

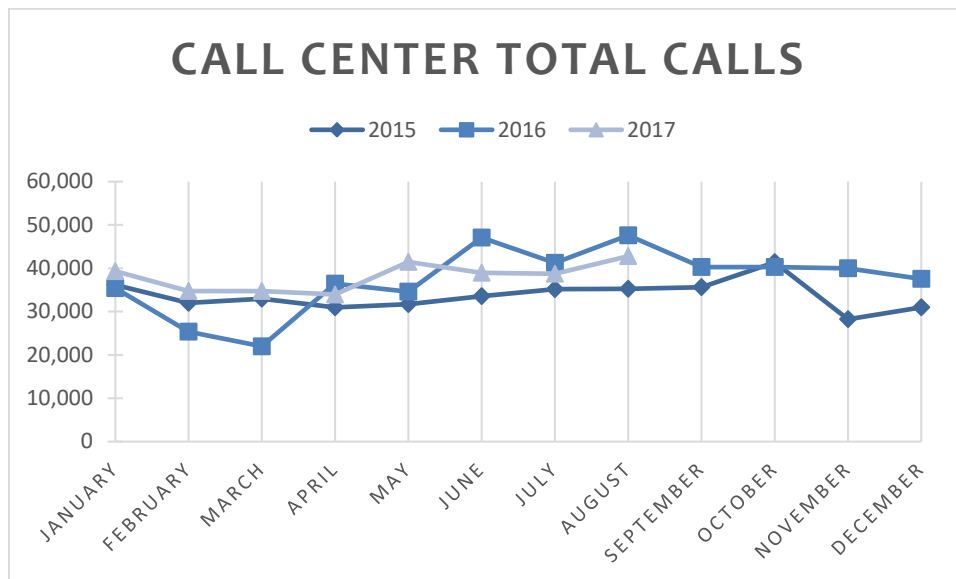
Social Media mentions: 272

AUGUST CALL CENTER REPORT:

42,783 total calls

4.06% calls abandoned in queue

38.07% Interactive Voice Response (IVR) calls

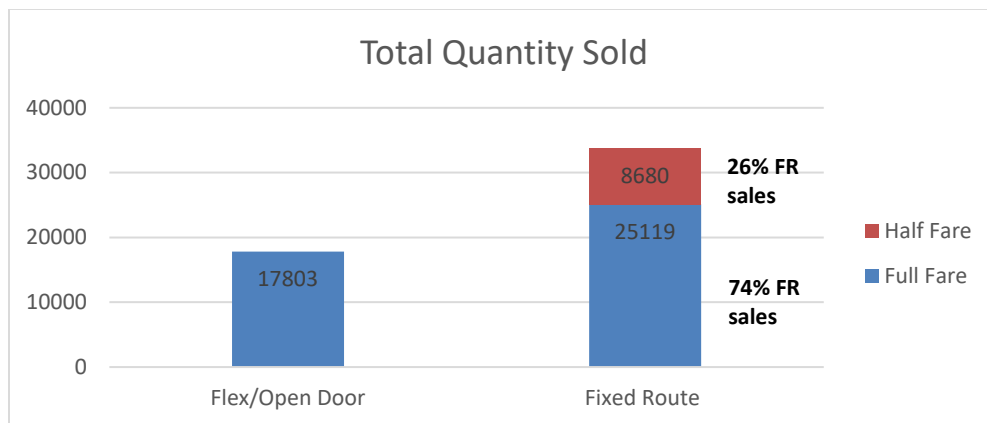
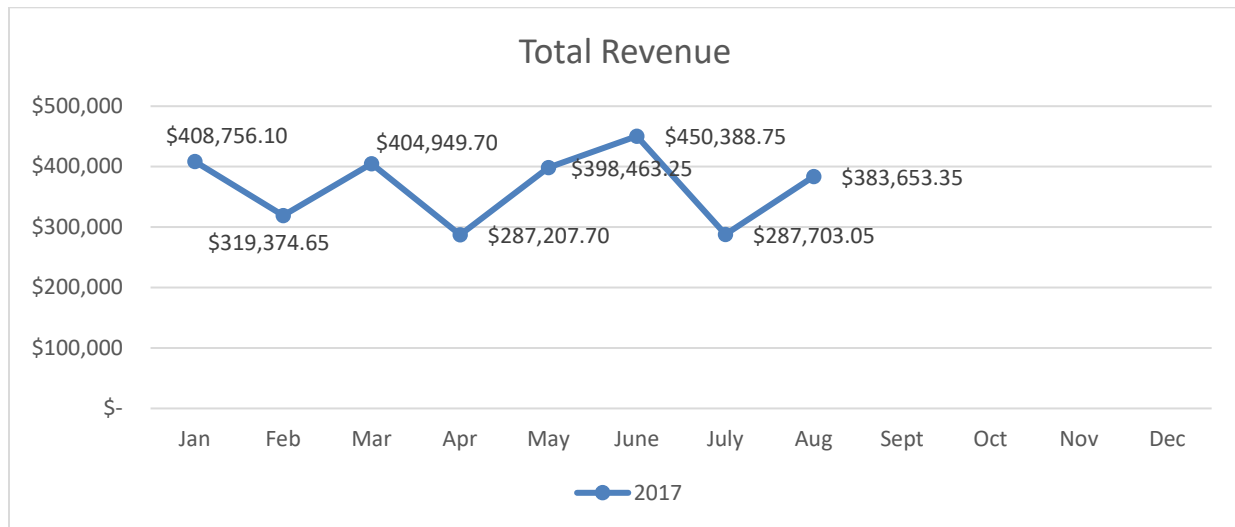


CUSTOMER COMMENTS: 501

ADA	3	PURPLE LINE	4
BUS STOP	1	REAL TIME ARRIVALS	5
CIVIL	0	RED LINE	8
COMPLIMENT	15	REQUEST	27
COURTESY	109	ROUTE	6
CUSTOMER SERVICE CENTER	5	ROUTE DETOUR	2
DENIAL	4	RULES	0
DISCRIMINATION – TITLE VI	1	SAFETY	67
FACILITY MAINTENANCE	27	SCHEDULE ADHERENCE	99
FARES	5	SERVICE CHANGES	0
MCTP	1	SUGGESTION	15
MARKETING	4	VEHICLE MAINTENANCE	4
OTHER	8	WRONG INFORMATION	2
PASS BY	79		

AUGUST PASS SALES REPORT:

Total Quantity of Passes: 51,641



Additional Revenue:

Retail Desk & Online Purchases: \$350,042.15

Cash: \$70,655.45

Checks: \$124,971.65

Credit Cards: \$154,415.05

OUTREACH SUMMARY FOR AUGUST:

Outreach in early August focused on the Purdue Polytechnic High School partnership and community events. Various Purple Line stakeholder meetings continued throughout the month, as well as several community events and meetings that featured updates from IndyGo on the Transit Plan, Red Line, and Purple Line.

AUGUST OUTREACH EVENTS:

8/1/2017	PPHS Partnership: Getting to School
8/1/2017	PPHS Partnership: Getting Home
8/1/2017	Transit Zoning/Infrastructure/Construction Coordination
8/1/2017	BNS/IndyGo
8/2/2017	PPHS Partnership: Getting to School
8/2/2017	PPHS Partnership: Getting Home
8/2/2017	BRVA update
8/3/2017	SE Transit Task Force
8/5/2017	Starfish Initiative Back to School Kickoff event
8/7/2017	Purple Line/Marion County Health Dept.
8/7/2017	Councillor Fanning update on parking along Red Line
8/7/2017	Lawrence City Council/Purple Line
8/10/2017	Marion County Juvenile Court Facilitation Pilot Kickoff
8/10/2017	Women's Council of Realtors update
8/10/2017	Mayor's Neighborhood Advocates update
8/10/2017	IPTC Board Meeting: budget public hearing

8/11/2017	DPW/IndyGo
8/14/2017	IUPUI International Orientation Services Fair
8/14/2017	City County Council: Budget introduction
8/15/2017	IUPUI Project Lead the Way technology field trip
8/15/2017	Councillor Adamson update
8/15/2017	Red Line/Public Safety Follow Up
8/15/2017	Community Conversation: ANU/Purple Line
8/16/2017	St. Patrick's Day Parade stakeholder meeting
8/16/2017	Purple Line/Courthouse update
8/16/2017	IUPUI International Student presentation
8/18/2017	MCTP & Promise Zone
8/21/2017	Purple Line/Marian University
8/21/2017	Marion County Democrats update
8/22/2017	Fountain Square Merchants Association
8/23/2017	ATU update
8/23/2017	Browning, IndyGo & FHRA/Purple Line
8/23/2017	Positively Perry – Township Visioning and Planning forum
8/24/2017	Travel Training: Partners in Housing
8/24/2017	Councillor Lewis update
8/24/2017	Mayor's Neighborhood Advocates update
8/25/2017	Hanna International Square Development in the International Marketplace
8/25/2017	Indiana Black Chamber event

8/26/2017	Studio G Community Day
8/28/2017	Councillor Clay Town Hall
8/29/2017	Indianapolis East Redevelopment Committee
8/29/2017	Indianapolis International Airport/Blue Line
8/29/2017	Destination Fall Creek meeting

SPECIAL PROJECTS:

- The Transit Ambassadors Program has been refined into a more structured and long-term volunteer program that will leverage and expand the efforts of IndyGo community outreach. Applications for the program can be found online; interviews for prospective Ambassadors will continue throughout late September, with training in early October.
- IndyGo is a proud supporter of Car Free Day on Friday, September 22. Staff will partner with CIRT and MPO to conduct outreach about the event on Monument Circle during the afternoon of September 22.

PLANNING AND CAPITAL PROJECTS REPORT

9/28/17

Item I – 4

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning and Capital Projects

PLANNING & CAPITAL PROJECTS UPDATE

Issue Planning & Capital Projects Report will be presented at the board meeting.

Recommendation:

Receive the report.

SERVICE PLANNING

The Service Planning Department is pleased to announce that after a competitive candidate search to fill the new position of Manager of Service Scheduling, Thomas Coon has accepted the new role at IndyGo. Tom has more than 40 years of experience in the transit industry, and has served IndyGo as Scheduler full time for 20 years. As IndyGo moves forward with implementation of the Marion County Transit Plan, the Service Planning department will be responsible for rebuilding the entire network. A new level of analysis and revisions to the schedules will be critical as routes run more frequently. To support this new level of work, the Manager of Service Scheduling position was created. In the new role of Manager of Service Scheduling, Tom will oversee the creation of all fixed route schedules, run cuts, and will train new employees in the department. His former position is posted and we hope to fill it soon.

Planning continues to monitor rider trends and boarding patterns to further improve the entire bus system. As such we are already working on minor scheduling and routing adjustments for the October 2017 “pick”. Minor schedule changes are expected on several routes. One change of note is to the Route 37 Park 100. Now that the new road in Intech Park will be opening in September 2017, IndyGo will be adjusting the outbound routing in the park. This means that customers assessing the Social Security Administration and Lowe’s call center (the two most popular destinations for riders) will now save time by not having to walk a long distance from the closest stop or wait on the bus during the layover to complete their trip.

Staff is working on the Marion County Transit Plan bus network into the Hastus scheduling system. Routing and scheduling scenarios have been built and are being adjusted. The full system build-out in the scheduling software enables planning staff to refine forecasted vehicle and coach operator staffing levels required to provide planned improvements in time for the Red Line to open in 2019.

Planning and Capital Projects staff continues to ensure that service is rolled out smoothly in 2018/2019 and beyond. Work is underway to coordinate all bus stop amenity and sign changes that will coincide with service changes that will take place when the Marion County Transit Plan improvements are put into service. Major service intersections have been identified and the number of shelter installations, relocations and removals is being determined.

The Pedestrian Safety Action Plan committee continues to meet monthly. Through research and analysis of current pedestrian infrastructure conditions, and various other data sets, we are assisting DPW and Health by Design with the process of improving target areas within Marion County to make improvements to policy, educational opportunities/community outreach and physical street-level improvements. This work is being done to collaborate with the Vision Zero Plan, a multi-faceted approach to achieving a level of traffic safety in which no fatalities or serious injuries involving pedestrians and motor vehicles occur.

Through our partnership with the DPW, and various public/private entities, we continue to work together to improve access to transit with appropriate bus stop amenities and ADA compliant sidewalks. We are also working on achieving appropriate bus stop placement and spacing ahead of improvements to bus frequencies to allow boardings and alightings to occur in a manner which allows coaches to operate as efficiently as possible. Plans are moving forward on sidewalk improvements along 38th Street, impacting Route 39. Plans are also underway to improve W. Michigan Street between White River Pkwy and Indiana Avenue which will impact Routes 3, 10, & 37, as well as 86th Street between Township Line

RIDERSHIP

Current Month			IndyGo	Year to Date		
Aug-16	Aug-17	% Change	Fixed Route Ridership	2016	2017	% Change
15,722	17,417	10.8%	2 E. 34th St.	123,771	121,503	-1.8%
28,554	27,704	-3.0%	3 Michigan St.	197,239	192,513	-2.4%
15,816	15,299	-3.3%	4 Fort Harrison	128,437	104,731	-18.5%
18,346	20,142	9.8%	5 E. 25th	203,143	142,523	-29.8%
14,404	12,600	-12.5%	6 N. Harding	25,131	93,673	272.7%
137,631	128,742	-6.5%	8 Washington St.	979,236	955,508	-2.4%
101,552	98,079	-3.4%	10 10th St.	750,948	719,754	-4.2%
3,391	4,209	24.1%	11 E. 16th St.	30,008	27,340	-8.9%
5,934	5,528	-6.8%	12 Minnesota	45,528	39,121	-14.1%
3,300	3,243	-1.7%	13 Raymond	24,695	24,955	1.1%
10,413	10,223	-1.8%	14 Prospect	77,490	75,051	-3.1%
21,860	21,297	-2.6%	15 Riverside	160,654	149,707	-6.8%
12,938	11,444	-11.5%	16 Beech Grove	92,183	81,700	-11.4%
24,684	24,001	-2.8%	17 College	186,295	174,442	-6.4%
11,784	11,831	0.4%	18 Nora	117,043	89,538	-23.5%
40,685	38,875	-4.4%	19 Castleton	247,962	296,193	19.5%
13,817	15,875	14.9%	21 East 21st St.	108,179	108,254	0.1%
12,285	12,010	-2.2%	22 Shelby	83,387	84,566	1.4%
10,001	11,034	10.3%	24 Mars Hill	79,962	77,345	-3.3%
16,394	17,079	4.2%	25 W. 16th St.	116,973	116,007	-0.8%
16,575	14,226	-14.2%	26 Keystone	118,776	110,687	-6.8%
14,999	15,177	1.2%	28 St. Vincent	116,216	106,458	-8.4%
10,056	8,320	-17.3%	30 30th St.	70,219	54,918	-21.8%
25,899	25,658	-0.9%	31 Greenwood	186,934	189,833	1.6%
27,795	28,287	1.8%	34 Michigan Rd.	210,311	205,220	-2.4%
44,418	42,734	-3.8%	37 Park 100	309,926	301,000	-2.9%
37,311	34,180	-8.4%	38 Lafayette Square	262,827	256,353	-2.5%
110,915	102,748	-7.4%	39 E. 38th St.	807,839	756,576	-6.3%
			50 Red Line	27,224		
4,511	4,388	-2.7%	55 English	34,665	32,191	-7.1%
12,590	10,751	-14.6%	86 86th Street Crosstown	88,775	90,045	1.4%
11,961	12,495	4.5%	87 Eastside Circulator	86,305	90,831	5.2%
217	116		Others	3,364	2,635	
836,758	805,712	-3.7%	Total	6,101,647	5,871,171	-3.8%

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.

Aug-16	Aug-17	% Change	Flexible and Contracted Services	2016	2017	% Change
28,302	31,669	11.9%	Open Door Riders on Fixed Route	195,662	221,815	13.4%
27,168	27,164	0.0%	Open Door	200,434	209,768	4.7%
917	815	-11.1%	Open Door Taxi Vouchers	6,238	6,297	0.9%
19,409	17,695	-8.8%	31 Day S-Pass	182,859	149,279	-18.4%

STRATEGIC PLANNING

The strategic planning department continues to support initiatives of the Planning and Capital Projects division and other IndyGo departments. Specifically, the team has worked across divisions to steer and produce an internal fare study that is currently in draft form. This fare study formed the basis for a Request for Information issued by IndyGo’s procurement department late last month; IndyGo has received and responded to questions from interested vendors early in September and expects responses from vendors by the end of the month. Input from vendors will help provide IndyGo with information to finalize the fare study, select a direction with respect to fare system modernization, conduct a Title VI fare equity analysis, and move forward with issuing an RFP for fare vending.

The strategic planning team is also working with other departments in drafting a five-year capital plan which will capture descriptions of planned expenditures, estimated costs, and potential revenue sources for IndyGo capital projects over the next five years. It is anticipated this document will be finalized within the next two months. The team also coordinated the submission of a grant application to support the development of a new paratransit facility; the FTA is expected to make award announcements by mid-Fall.

As mentioned in previous reports, the team has worked collaboratively with the Public Affairs division on two initiatives with IUPUI. The first is a focus on transit through the IUPUI Polis Center’s SAVI Talks! Series. As part of this effort, Polis researchers conducted an analysis of IndyGo ridership data to create groupings or clusters of riders based on similar characteristics. This report provided the impetus for a public event and panel held at WFYI on the morning of September 14 (this report drafted in advance of that meeting and outcomes are not known). IndyGo’s Capstone proposal was also selected by a team of IUPUI SPEA graduate student-researchers who will be conducting an analysis and baseline of how nonprofit organizations, and their consumers, along the Red and Purple Line corridors are currently using IndyGo to help baseline current utilization and inform efforts going forward.

The strategic planning team has been engaged in several external efforts as well. The team has been represented on the MPO's Long Range Transportation Plan committee, who developed the MPO's 2045 Long Range Transportation Plan, which is currently available for public review and comment. The team is also participating on the MPO's IRTIP scoring review sub-committee which will discuss changes to the criteria in which projects and programs are scored as part of the MPO competitive funding rounds. The team is also working with MPO staff to provide support to their Red Line baseline economic study, which will enable the MPO and IndyGo to monitor and measure community economic development outcomes attributable to the development of the Red Line.

CAPITAL PROJECTS

Capital Budgeting

The Capital Projects team has been coordinating a detailed 5-year capital investment plan with the entire IndyGo team. This plan will lay out a proposed expenditure plan, by quarter, for every capital investment planned for the next 5 years. It will also include a specific funding source, or combination of sources, for each of those projects. It is anticipated that this will be presented to the board this fall.

Red Line

The Red Line bid packages were advertised on August 31, and a pre-bid meeting was held September 19. Bids are due on November 13, in preparation for an award at the December 7 board meeting.

There will be a series of traffic code ordinance revisions that will go before the City-County Council in September. The current codes have very specific descriptions of the roadway (i.e. "No parking from a point 50 ft. south of the intersection to a point 250 ft. North of the intersection"). Because the project will make changes to the street, many of these ordinances need to be altered. These were introduced September 11, and heard by the Public Works committee on September 12.

The Red Line Team continued to hold a more detailed briefing for the Board at noon on Wednesday the week before the Board Meeting.

Purple Line

The Purple Line Small Starts grant application was submitted on September 8. Final cost estimates came in at \$139.5M, which includes a very healthy contingency, and the federal request was for 49.9% of that cost.

The grant recommendation will come in early/mid 2018 with the budget proposal for federal fiscal year 2019, and depending upon the federal budgeting process, would likely be appropriated in the Summer of 2019.

The Project team is working towards having bid documents prepared in early 2019 so that construction could start in 2019.

Blue Line

The Blue Line is anticipated to kick off with a design consultant procurement near the end of 2017.

Other On-Street Projects

Several other street projects, including conversions of one-way streets to two-way and bus stop and shelter improvements were included in the Marion County Transit Plan. Initial outreach and design work for those projects will begin in early 2018.

Facility Projects

Etica Group task orders for facility feasibility studies have been completed and the projects are underway. Etica plans to present draft findings in November, with final reports coming in January.

A task order is being presented to the board this month for the design of the electric charging infrastructure needed for the incoming electric buses. While each bus includes the charger, IndyGo must make facility improvements in wiring and transformers to bring adequate power to those chargers. It is planned for this task order to come to the board in September.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

To: Chair and Board of Directors
From: Roscoe Brown, COO/VP of Operations

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR AUGUST 2017

ISSUE:

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

RECOMMENDATION:

Receive the report.

Roscoe Brown
COO/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- August 2017

TRANSPORTATION SERVICES

EMPLOYEE RECOGNITION

The August Employee of the Month was; Jonathan Jackson.

COMMENDATIONS

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

Lionel Barnett, Prashant Chander, Donald Ellison, Latonya Ingram, Louis Picket, Jimmy Quarles, Angeline Rouldson, Kenya Stocking and Arthurene Thompkins.

Multiple operators included in one comment

Rachel Comer, Sean Davis, Calvin Jackson, Deborah Newell and Robert Webb.

PERFORMANCE RECOGNITIONS

The following operators achieved an on-time performance rating of 90% or better during the month of August. 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 August is Ron Burton.

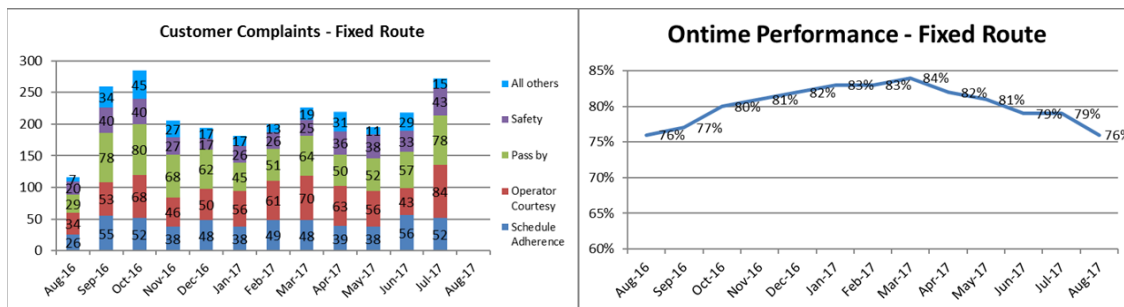
1. MICHAEL HALE	2451	99%
2. ANTHONY COX	1180	97%
3. EDGAR HOLLYFIELD III	8649	96%
4. STEPHEN THEIN	5963	96%
5. ROY DISHNO	8319	96%
6. JAMES DENTON	1495	95%
7. RICHARD BOYSEN	590	94%
8. ROGER BOBBITT	8121	94%
9. GARRY STAGGS	8376	94%
10. LEONARD AGUSTUS	8351	94%
11. RON BURTON	798	93%
12. RAY WRIGHT	6979	93%
13. TAWANA CLAYPOOL	8366	93%
14. SAMUEL ABEBE	8472	92%
15. SCOTT DUNCAN	8523	92%
16. STEPHEN EDMONDS	1156	92%

17. TAMANIKA MORROW	8627	92%
18. ROCHELLE MARTIN	3795	91%
19. JEROME NORRIS	4405	91%
20. OTHA DUGAN	3030	91%
21. MARK WILLS	8132	91%
22. VANORA PERKINS	8652	91%
23. CHRISTOPHER MIHAY	3968	91%
24. ANTHONY MANCE	8555	91%
25. RHONDA WATTS	8271	91%
26. BETH MURRAY	8218	90%
27. WESLEY ROBERTSON	8488	90%
28. BURT GARCIA	8479	90%
29. KOURTNEY RUSSELL	6522	90%
30. DANIEL LEWIS	8623	90%
31. CORENE WELLINGTON	8125	90%
32. DEMETRICH LESLIE	8940	90%
33. LAURA BECK	8445	90%

FIXED ROUTE UPDATE

During this reporting period, the Transportation and Training Departments held the 2017 Bus Roadeo competition on August 26, 2017, at the old International Airport parking lot location.

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:

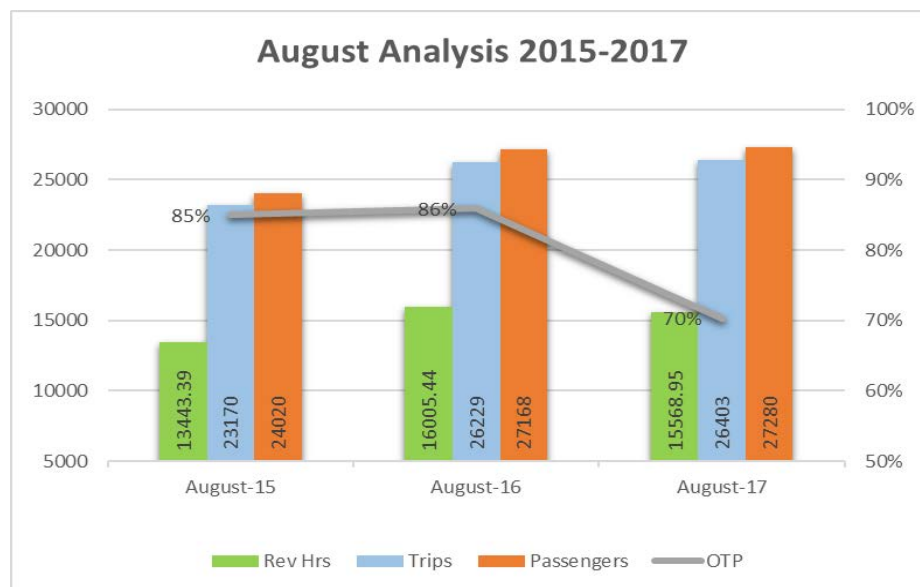
- IMPD Monthly Downtown District Community Task Force Meetings
- Event Advisory Board Meeting
- Speedway monthly meeting
- Operations continue to work with law enforcement and other agencies regarding special events in Indianapolis

FLEXIBLE & CONTRACTED SERVICES UPDATE

On time performance saw a decline during the report period. This was due to a combination of factors, including: technology failure issues that had a major impact on four days of service, staffing issues impacting run coverages, and several buses down for mechanical reasons, resulting in fewer vehicles operated on the road.

There were 26,403 trips (27,280 passengers) in August, which is the 3rd highest month of 2017. Trends show that with nearly 180 more trips and 112 more passengers in 2017 than in 2016, Open Door should have operated with more revenue hours to accommodate the additional trips.

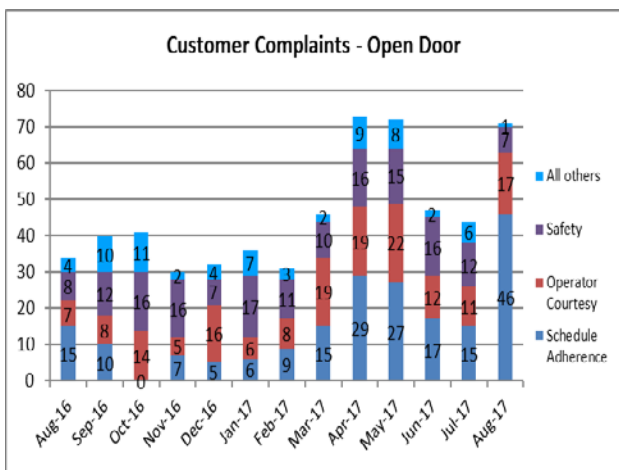
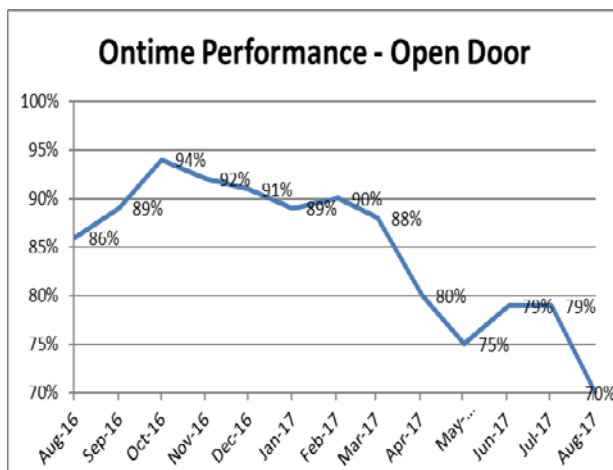
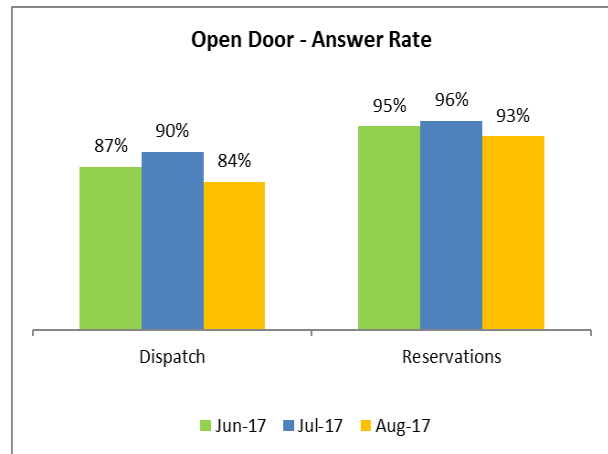
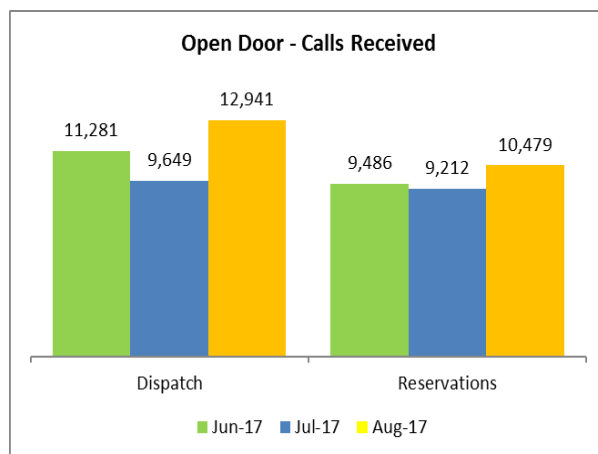
The chart below shows that trips continue to trend upward, as they have over the last two years, as represented in the trend line. IndyGo staff has held several meetings with MV Transportation to discuss operational strategies to increase the reliability of the service despite the increased growth.

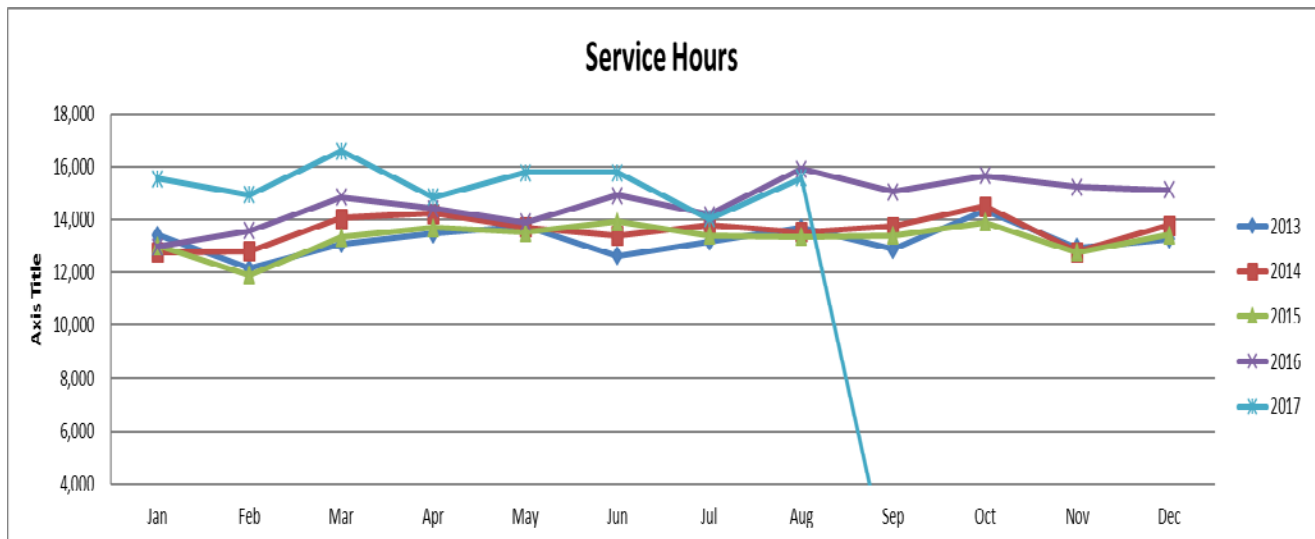
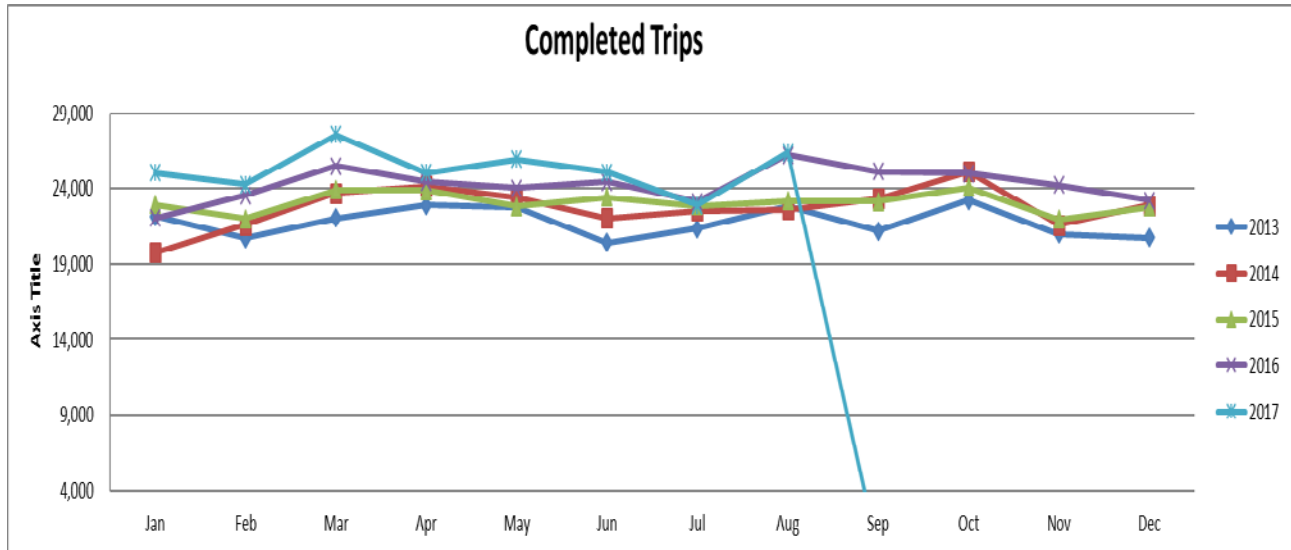


Service Delivery Data:

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%. This month there was a huge increase in calls for the dispatch and reservations areas due to service delivery concerns which resulted in lower call answer rates.





Grant Activity:

Contracts for the 2017 Section 5310 Grant program will be executed in October 2017.

All vehicles for the 2016 Call for Projects were delivered except for one vehicle for Tangram Services, which is expected in September 2017. The delivery of this vehicle will close out the 2016 Call for Projects through the Section 5310 Grant Program.

FLEET MAINTENANCE

During August, the IndyGo Maintenance Director and members from IndyGo's Operations and Planning Departments, attended the APTA Sustainability and Multimodal Workshop. Multiple sessions and roundtables of the Transit Industry's leading experts were at the Minneapolis Minnesota Conference this year. Topics discussed were multiple planning efficiencies and zero emission buses. Electric buses were the hot topic again this year with many agencies asking how to implement both the buses and route scheduling. Both Antelope Valley Transit (AVTA) and IndyGo, the two largest electric bus fleets in the country, discussed roll out options during the round table discussions.

Fleet Services Updates:

A/C & Heat Checks

The Maintenance Department started the pre-season A/C checks in January and continue to raise the bar in the performance of these areas. All buses have been checked for A/C this year. Heat checks have been started and will be reported as to how many have been completed over the next month's reports.

Vehicle Body Checks

Each bus in the fleet will now have two In-service body checks yearly. It is the hope of Preventative Maintenance department to increase this total for 2017 to complete all In-Service Body Checks twice and begin a new coach beautification project to include a more detailed inspection.

Fleet Cleaning and Detailing

The Maintenance Department has committed to achieving a sustainable cleaning/detailing program. The biggest accomplishment for the Scheduling department and IndyGo has been the detailed cleaning of the entire fleet. A total of 926 details were completed in 2016. So far this year 847 details have been completed. The Maintenance Department should complete over 1,000 premium details by the end of 2017

Distance Between Service Calls

The maintenance department has been recording the mean distance between road failures to the National Transit Database (NTD). As Maintenance improves the predictive maintenance program, the distance between failures should also increase. The chart below shows the distance between failures from January, 2016 thru current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the performance of the predictive maintenance program.

Mean Distance Major System Failures								
Mean Distance Between All Systems Failures								
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07	2017/08
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062
	2016/01	2016/02	2016/03	2016/04	2016/05	2016/06	2016/07	2016/08
Major	5,587	4,823	4,661	4,617	3,633	3,861	4,384	6,189
All	4,429	4,129	4,014	4,068	3,343	2,943	2,930	4,318

FACILITY SERVICES

Downtown Transit Center Update

During the report period of August, the Julia M. Carson Transit Center experienced another very busy month with a heavy volume of over 8,000 customers per day visiting the site throughout the work week.

All the new foliage array of flowers and ornamental grasses and trees have really taken hold during their first full summer of growth to create a beautiful green space area.

The Julia M. Carson Transit Center will receive another award to be presented in September from the AIA Indiana Honor Award in the “New Construction (Project Cost Greater Than \$1 Million)” Category with the ceremony being held at the Crowne Hotel in September.

Major construction across the street at the City County Building continued for the new park like plaza on the south end of the property. This work does not currently impact services and/or access at the transit center. Staff continue to monitor this project.

IndyGo Facility Update

In August, Facilities was proud to announce the addition of a new member to our team, Angela Drake. Angela is the Facilities Department Administrative Assistant, and will handle many of the day to day office and clerical needs of the department, and assisting with the new Bus Stop/Bus Shelter Maintenance and Install Program that goes out for bid in September. Angela is expected to be a huge asset to the Facility Department.

Transit Amenities Update

During the month of August IndyGo removed or replaced 26 Bus Stop Signs and replaced 11 shelter glass panels due to vandalism and replaced 1 shelter destroyed in a vehicle accident

RISK & SECURITY

Mark Emmons, Director of Safety, Training and Security and Brian Clem, Risk and Safety Manager attended the annual APTA Risk Management Seminar. This year it was held in San Diego, CA and it was for 3 1/2 days. Some of the items covered were insurance market updates, cyber security, operator de-escalation techniques and many other things. This year Mark Emmons became the Chair for the Committee due to the current chair not being able to fulfill their duties. He will remain the Chair for the committee for the next two years.

SAFETY & TRAINING

The following Operators were recognized for their safe driving:

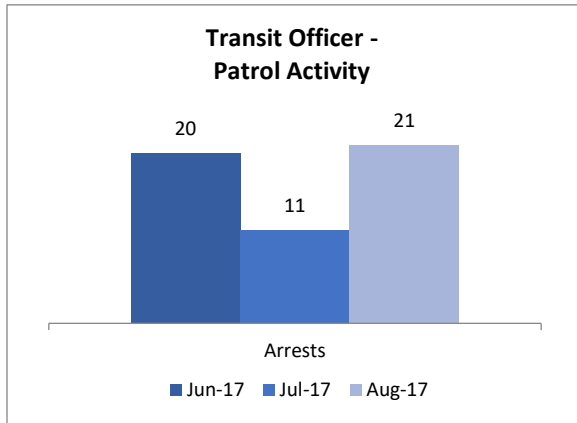
Victor Garrett	11 years	Tracy Clark	4 years
JoAnn Sanders-Snorten	11 years	Janie Jones	4 years
Michael Williams	10 years	Deborah Sturdevant-Newell	4 years
Dilexi Rosario	9 years	William England	3 years
Billy Crutcher	8 years	Robert Feiock	3 years
George Evans	8 years	Lakeita Smith	3 years
Alvin Knox	8 years	Latricia Bahar	2 years
Lakisha Williams	8 years	Terry LaGrone	2 years
Bevelyn Robinson	7 years	Catherine Stark	2 year

Jennifer Journey	5 years	Alexander Weah	2 year
Samuel Abebe	4 years	Louis Pickett	1 year
Rose Anderson	4 years	Tonya Sims	1 year

- IndyGo held both a severe weather and fire drill in August. Both drills went well and all departments responded appropriately. After action reports will be drafted and results will be shared with all the department heads.
- IndyGo held its annual Fixed Route Rodeo at the Indianapolis Airport parking grounds. There were 5 operators that participated in the event this year. The winner of this year's event, Robert Feiock, will represent IndyGo at the 2018 International Bus Rodeo that will be held in Tampa, FL. The top three participants of the event finished as follows: 1st was Robert Feiock, 2nd was Michael Flowers and 3rd went to Laura Beck. The other two participants were Scott Duncan and Bert Garcia.
- IndyGo Training Department started the yearly Fixed Route In-Service training on August 22, 2017. The 8-hour training session covers areas such as: work rules, policies and procedures updates; wheelchair securement, and yearly required OSHA information.
- IndyGo Class #17-05 which started on June 26, 2017, with 14 students, have completed all portions of the training program. There were 13 students that completed the course and they were released to the Operations Department on August 20, 2017.
- IndyGo Class #17-06 which started on July 24, 2017 with 15 students still has 10 students in the class. They have completed the classroom portion of the program and are starting on the route familiarization portion of the class. They are expected to be completed and released to the Operations department on August 24, 2017.
- IndyGo Class #17-07 began on August 21, 2017 with 17 fixed route students. Of the 17 that started, there are still 16 in the class. They have completed the classroom portion of the class and have started the route familiarization portion of the class. They are expected to be released to the Operations department by early to mid-September.

Safety and Security Statistical Data (see charts below)





TO: Chair and Board of Directors

FROM: Richard Joseph, CIO / VP of Information Technology

INFORMATION TECHNOLOGY (IT) ACTIVITIES REPORT

TECHNOLOGY STATUS:

While IndyGo's and Public Transportation as an industry's basic mission hasn't changed; to provide reliable, clean and convenient transportation services to the public, the methods which those services are delivered has changed dramatically.

Public Transportation has become a Technology Industry. It's the mission of the IndyGo IT team to keep up and even stay ahead of the technology curve.

In order to continue to prepare for new solutions and electronic systems, as well as to continue to support legacy platforms, the IT team maintains a Road Map for IT projects and initiatives.

Most IT initiatives happen behind the scenes and don't provide a great deal of "Wow" factor to staff and to the public. However, these initiatives are imperative to provide consistency to the electronic systems which drive the services IndyGo provides to the community.

Some project highlights are:

Intelligent Transportation System (ITS) – Improvement to the existing platform and/or replacement through the current solicitation.

- Over two hundred questions relating to the solicitation were posed by perspective vendors through the solicitation process.
- Selection of a solution will be presented to the Board at the October 2017 meeting.
- Implementation of the ITS solution is scheduled to begin in January of 2018 and be complete by the end of Q1 2018.

Digital Data Communications on Buses

- The contract for cellular devices on IndyGo vehicles is in the final stages of negotiation.
- Pending a final, signed contract, implementation of the cellular devices on the vehicles will begin in November of 2017.

- Initially, the enhanced bandwidth and speed will be used to provide more robust and efficient data collection from our vehicles, driving more accurate location and performance information.

Business Continuity and Disaster Preparedness

- IndyGo continues to move forward with Business Continuity initiatives. In 2016, IndyGo's critical communications including email, instant messaging and phone systems began to move to cloud based services. Cloud services basically means, someone else's data center, but also, a geographically distributed model. This means data and applications are hosted from multiple locations in different geographic regions. These solutions provide an "always-on" consistency of service as well as the ability to continue Operations from a communications perspective regardless of location and hardware.
 - Initiatives are under-way to move critical systems and system data to a more distributed and highly available platform through the use of cloud services and utilizing infrastructure at the Transit Center for backup and fail over.
 - The server platform at IndyGo has been expanded to host more systems and provide more efficiency and better system availability and performance.
 - Monitoring and Incident Reporting systems are being implemented in Q3 and 4 of 2017 to provide a more proactive response to issues before they impact system performance, functionality or availability.

Intranet and Internal Communications

- All IndyGo employees now have access to IndyGo email and the internal Intranet for corporate communications and to better facilitate information sharing to all staff. Employees can access email and the intranet through their own mobile and personal computing devices through secure and encrypted access controls.
- The IndyGo Intranet is currently being used to provide access to Important Updates for the Operations group, Incident Tracking and Knowledge sharing for the IT team as well as collaboration of projects and business workflow process.

Document Management – Training Documentation, Functional Procedures and Design documentation

- Documentation is critical in order to support the use and administration of technology systems at IndyGo. As new systems are implemented, the team is gathering documentation on the uses and administration of these systems.
- A good example of training documentation and good document management is the new ERP platform which will go live with Phase 1 in November of 2017. All training and instructional documentation provided by the implementation partner and the project team is being collected and formatted into a consistent document management and lifecycle process for more efficient user reference in the future.

- Design Documentation has been a critical missing component in regards to the IT teams ability to fully support the many systems and platforms implemented over time. In a good many cases, the applications have been customized and changed with no documentation or changes to documentation describing the communication or server structure. The IT staff is working diligently with vendors of these platforms and reverse-engineering where needed the applications and communications in order to document the current state in order to monitor and more effectively troubleshoot application issues.

Enhanced Real Time Services and Public Information

- In 2016, IndyGo invested heavily in Real Time capabilities to be released in tandem with the new Julia M. Carson Transit Center. These services provide schedule, route and departure information to riders at the Transit Center. Since implementation only one year ago, the technology has continued to change and improve. IndyGo strives to keep up with those enhancements in order to provide a more efficient and reliable service.
- The IT team is actively working on solutions to put more information into the hands of our riders and the community.
- Currently, IndyGo provides signage and interactive kiosks at the Transit Center which provide Real Time schedule, service alerts, arrival and departure information.
- As IndyGo and Indianapolis continues to move forward, the goal is to provide additional information related to IndyGo services and how our community can get around Indianapolis efficiently using all available modes of transportation.
- Methods for delivering more information to the public are:
 - Added capability for trip planning and Real-Time information on our web site
 - Mobile applications which allow riders access to information, trip planning and routes on the go.
 - New interactive content and kiosks which can be deployed at key locations throughout Indianapolis (University Campus', Airport, Circle Center Mall, City County Building, City Market, Amazon HQ2?, etc.).
 - Collaboration with partners around the city to provide a "Transportation Portal" providing residents of Indianapolis and visitors information on the many options for getting around Indy.

The IndyGo IT team will continue working to improve the consistency, performance and availability of systems and data to support both the internal operations at IndyGo as well as the services IndyGo provides to the public.

Richard Joseph
CIO / VP of Information Technology

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

CONSIDERATION OF HUMAN RESOURCES AUGUST 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

August 2017
Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 08/31/2017)

Represented: 491

Non-Represented: 111

Total Employees: 602

August Separations

Represented: 6

Non-Represented: 0

Total Employees: 6

August New-Hire Employees

Represented: 18

Non-Represented: 4

Total Employees: 22

August Employee Turnover Rate: 1.01%

Staffing Capacity (as of 08/31/2017)

605.5 FTE Budget

571.0 FTE Actual

5.70% Below Maximum Capacity

Drug and Alcohol Compliance

The collector's role in DOT- regulated drug testing is to collect a urine specimen following the protocols outlined in 49 CFR Part 40 and the Urine Specimen Collection Guideline. From the time the donor enters the collection site until the time the specimen is securely stored, the collector has a narrowly defined series of steps to follow to ensure the specimen is faithfully collected in compliance with the regulations. Part 40 contains numerous security procedures to minimize a donor's opportunity to cheat. The collector may not exceed the security requirements of Part 40 to "catch" someone attempting to manipulate the testing process. The integrity of the testing process relies on every party involved, from the employer and collector to the laboratory and MRO.

Test Type	Number of Tests
Pre-Employment	43
Random	14
Post-Accident	3
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0
Total Tests	57

Inherent in the regulations are protections for the privacy of the donor, regardless of the suspicions of the collector. Undue searches, such as falsely declaring a specimen's temperature out of range to force the requirement for a directly observed test, are direct violations of an individual's rights. IPTC collection site vendor is U.S. HealthWorks (USHW). Currently IPTC is using the Raymond Street and Southeastern Avenue locations. However, due to the upcoming growth in the organization, IPTC will start utilizing USHW Shadeland Avenue and Georgetown Road locations also.

Inherent in the regulations are protections for the privacy of the donor, regardless of the suspicions of the collector. Undue searches, such as falsely declaring a specimen's temperature out of range to force the requirement for a directly observed test, are direct violations of an individual's rights. IPTC collection site vendor is U.S. HealthWorks (USHW). Currently IPTC is using the Raymond Street and Southeastern Avenue locations. However, due to the upcoming growth in the organization, IPTC will start utilizing USHW Shadeland Avenue and Georgetown Road locations also.

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue63/pdf/Issue63.pdf>

Learning and Development

The Professional Development initiatives for the entire organization continue to expand.

Upcoming programs and initiatives include:

MS Office (Word, Excel and Outlook Training)
Supervisory Training
Business Writing
Business Communication
Performance Management

Wellness and Employee Engagement

IndyGo HR Team continues to partner and coordinate with Activate, LHD Benefits Advisors and all benefit plan providers (Anthem and Delta Dental) to create and implement strategies around education of preventative care, ER utilization, weight management, and condition management – especially diabetes. IndyGo along with the Activate Clinic is working to bring in a Registered Dietician to assist with nutrition and healthy alternatives for moderate to high risk individuals.

Following are some current activities and programs that support on-going wellness initiatives:

- On August 19, 2017, IndyGo held its first 5k Fun Run/Walk for all employees, spouses and dependents. Great turnout of about 60 employees and family members. Everyone successfully completed the event and received medals for their achievement.

- Weight Watchers is on-going and on-site in its 8th week with 20 participants.
- The IndyGo Wellness Garden continues to thrive.
- September 30th, there will be a 3-on-3 basketball tournament and cook off. More Details Coming!

Clinic Utilization
Activate Clinic Stats for August 2017

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching)	Total
	134	14	225	373
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	366	12	10	388

Leave Administration

The benefits team continues to work with the third-party Cigna to communicate and manage the number of employees certified for FMLA and on short-term leave.

Leave Type	Number of Days
FMLA – No Pay	44
FMLA – Personal Day	12
FMLA – Sick Day	18
FMLA – Vacation Day	11
Sick – No Pay	30
Total Lost Time	115 Days = 920 Hours

Workers' Compensation

There were six (6) “incidents” for the month of August. Of these six (6) incidents, two (2) were reportable (became worker’s compensation claims) and four (4) were non-reportable. There were no denied claims for the month and a total of two (2) temporary total disability (TTD) claimants. The light duty program was assigned to two (2) of the new claimants with an average of 2.0 day(s) off work before being assigned. There was a total of 64 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 fifty-four (54) closed claims and sixty-one (61) open claims.

2017 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	3	6	6	3	4	5	5	2					34
Non-Reportable	1	4	1	1	4	3	2	4					20
Light Duty - New	1	2	4	3	1	3	2	2					18
Light Duty - Total	2	4	6	5	2	3	2	2					26
TTD - New	0	1	1	0	1	0	0	0					3
TTD - Total	3	3	5	4	2	2	2	2					23
Denied	0	0	0	0	0	1	0	0					1
Lost Time (hrs)	93	68	124	96	66	73	63	64					647
Open Claims - New	2	4	3	2	1	3	2	1					18
Open Claims - Total	8	7	9	6	8	9	8	6					61
Closed Claims	3	12	5	5	6	6	9	8					54

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