



Board Report
July 30, 2018

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – JULY 30, 2018

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1 Consideration of Approval of Minutes from Board Meeting held on June 28, 2018 – *Danny Crenshaw*
- A – 2 Consideration and Approval of Red Line Construction Change Orders **(if needed)** – *Justin Stuehrenberg*
- A – 3 Consideration and Approval of Contract for Purple Line Construction Management – *Justin Stuehrenberg*
- A – 4 Approval of Bid for Electric Bus Charging Facility Construction – *Justin Stuehrenberg*
- A – 5 Consideration of Vendor and Approval of Contract for Website Bid – *Bryan Luellen*
- A – 6 Adoption of City Council Proclamation for IndyGo Program for Veterans to Ride Fixed Route Free –
Bryan Luellen

Old Business

INFORMATION ITEMS

- I – 1 Consideration of Receipt of the Submission of the Proposed Financial & Management Plan for 2019 Budgets – *Mike Terry*
- I – 2 Consideration of Receipt of the Finance Report for June 2018 – *Nancy Manley*
- I – 3 Transit Project Updates – *Justin Stuehrenberg, Bryan Luellen*
- I – 4 Report on DBE/XBE Contract Participation – *Chelci Hunter*
- I – 5 CEO Update – *Mike Terry*

Department Reports in Board Packet:

- R – 1 Public Affairs & Communications Report for June 2018 – *Bryan Luellen*
- R – 2 Planning & Capital Projects Report for June 2018 – *Justin Stuehrenberg*
- R – 3 Operations Report for June 2018 – *Roscoe Brown*
- R – 4 Human Resources Report for June 2018 – *Phalease Crichlow*

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)]

Public Hearing -2019 Budgets, Blue Line Locally Preferred Alternative will be Thurs, August 9, 2018 @ 5:00 p.m.
Board Meeting for Final Adoption of Budget 2019 will be Thursday, August 23, 2018 @ 5:00 p.m.

TO: Board of Directors
FROM: Jill D. Russell, General Counsel

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on June 28, 2018.

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, June 28, 2018

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:07pm, on Thursday, June 28, 2018, 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:

Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary
Greg Hahn, Treasurer
Mark Fisher, Board Member
Greg Bedan, Board Member

Board members absent:

Danny Crenshaw, Chair
Alan Rowland, 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
Phalease Crichlow, VP of Human Resources
Bryan Luellen, VP of Public Affairs and Communications
Justin Stuehrenberg, VP of Planning and Capital Projects

RECOGNITIONS:

Mr. Michael Terry presented to the Board the LEED Gold Award received by IPTC for the design and construction of the Julia M. Carson Transit Center. LEED stands for Leadership in Energy and Environmental Design.

Professional Coach Operator Ron Burton was recognized for 1 million miles of safe driving.

Professional Coach Operator John Davis was also recognized for 1 million miles of safe driving and his 36 years of service to the company.

Mr. Terry recognized Professional Coach Operator Anthony "Tony" Cox, on his retirement after 38 years of exemplary service. Tony is the father to IndyGo Professional Coach Operator Sean Cox, and Tim Cox, IndyGo's Bus Rapid Transit Integration Specialist.

ACTION ITEM 1: APPROVAL OF MINUTES FROM MAY 24, 2018 MEETING

Motion by Greg Bedan and seconded by Mark Fisher, approval of the Minutes of the May 24, 2018 Board Meeting passed unanimously.

ACTION ITEM 2: CONSIDERATION OF APPROVAL OF CONTRACT FOR FARE COLLECTION MODERNIZATION SYSTEM

Justin Stuehrenberg, VP of Planning and Capital Projects presented this action on behalf of John Marron seeking approval for the President / CEO to enter negotiations and contract with Parkeon. The vendor has committed to working with ESP Services, a DBE certified company for the installation of station equipment.

Motion for approval by Greg Hahn and seconded by Tommie Jones passed unanimously.

ACTION ITEM 3: CONSIDERATION AND APPROVAL OF RED LINE CONSTRUCTION CHANGE ORDERS

No Change Orders were presented for approval.

ACTION ITEM 4: CONSIDERATION OF OPTION YEAR FOR PARATRANSIT CONTRACTED ASSESSMENT SERVICES

Presented by Director of Contracted and Flexible Service Paula Haskin, for approval to enter the third and final option year of the existing contract with Hawkeye Health.

Motion for approval by Tommie Jones and seconded by Greg Bedan carried unanimously.

ACTION ITEM 5: CONSIDERATION AND APPROVAL FOR PROCUREMENT OF 16 DIESEL REPLACEMENT BUSES

Presented by VP / COO of Operations Roscoe Brown for the purchase of 16 diesel buses under the existing contract with Gillig, entered into May 2014.

Motion for approval by Mark Fisher and seconded by Tommie Jones carried unanimously

ACTION ITEM 6: APPROVAL OF CONTRACT WITH INDIANAPOLIS POWER & LIGHT (IPL) FOR ELECTRIC BUS CHARGING POWER SUPPLY INSTALLATION

Presented by Justin Stuehrenberg seeking approval to enter to a contract with IPL for facility electrical upgrade for providing the installation of infrastructure and power to the Washington Street facility for the charging of electric buses.

Motion for Approval by Greg Hahn and seconded by Tommie Jones passed unanimously.

ACTION ITEM 7: CONSIDERATION AND APPROVAL OF TASK ORDER FOR ELECTRIC BUS CHARGING CONSTRUCTION OVERSIGHT

Presented by Justin Stuehrenberg for the approval of a Task Order in the amount of \$97,361.00 to IPTC's on-call contractor WSP for construction oversight for facility electrical upgrade.

Motion for Approval by Tommie Jones and seconded by Mark Fisher passed unanimously.

INFORMATION ITEM 1: RECEIPT OF FINANCE REPORT FOR MAY 2018

Nancy Manley provided the May 2018 financial report.

The report was accepted.

INFORMATION ITEM 2: PARATRANSIT UPDATE

Paula Haskin provided the update on paratransit service. In the second month of service by new provider Transdev, on-time performance has improved 4%. The service is still challenged with condition and age of the fleet. Transdev is utilizing mechanics from out of state and added additional mechanics to address the vehicle needs. An update on the Taxi Voucher program was provided.

The report was accepted.

INFORMATION ITEM 3: TRANSIT PROJECT UPDATE

Bryan Luellen presented this update on the implementation of the Marion County Transit Plan. A copy of the presentation is attached.

The report was accepted.

INFORMATION ITEM 4: CEO UPDATE

Mike Terry had Phalease Crichlow, VP of Human Resources, to present to the Board Mr. Jeffrey Brown, IndyGo's new Director of Employee and Labor Relations. Mr. Brown comes to IndyGo with a strong legal background in labor and employment matters.

Mr. Terry advised the Board that a Request for Proposals (RFP) will be issued for assistance in XBE (Minority Business) outreach and relations development. This will assist bringing more minority businesses in on IPTC projects in compliance with IPTC's stated participation goals.

The Council of the City of Indianapolis Marion County has been in discussion with IPTC concerning a new program for military veterans for free passage on IPTC fixed routes. IPTC has requested from the Council a resolution so stating.

Mr. Terry reported that he will be beginning discussion with our elected officials in Washington DC concerning future transit funding and grant opportunities, specifically funding for the Purple Line.

IPTC is working with the Indianapolis Metropolitan Police Department on the upcoming 4th of July and providing support for the celebrations by increasing service to and from the downtown area.

Mr. Terry recognized and congratulated Vice-Chair Juan Gonzalez on his recent promotion and thanked the IndyGo team on their work and the Board for their support and voice in the community.

Everyone was wished a safe and enjoyable 4th of July.

The report was accepted.

DEPARTMENT REPORTS 1-4:

The Board and public are directed to the reports contained in the Board Packet.

ADJOURNMENT:

Vice Chair Juan Gonzalez adjourned the meeting at approximately 6:15 pm.

Jill D. Russell
General Counsel

IndyGo Agenda
July 30, 2018
Item No. A – 2

TO: Chair and Board of Directors

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

SUBJECT: **Consideration and Approval of Red Line Construction Change Orders**

TO: Chair and Board of Directors

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

SUBJECT: **RFQ 18-05-291 Purple Line BRT Construction Management Services**

BACKGROUND:

The Purple Line bus rapid transit (BRT) project is envisioned to be the second Bus Rapid Transit (BRT) service in the Indianapolis metropolitan area. It would connect downtown Indianapolis with the City of Lawrence running along Post Road, 38th Street, Meridian Street, Ohio Street, and Delaware/Alabama corridors.

The Purple Line is an upgrade to the existing Route 39 local bus. This service sees the highest ridership per mile on IndyGo's entire existing network and travels through some of the most historically disadvantaged neighborhoods in Indianapolis-Marion County. The implementation of the Purple Line will decrease travel times, increase frequency, and improve reliability for existing and new users of the service.

Construction Management and Inspection services must be performed to ensure constructability of the design and to ensure that the construction meets contract plans, specifications, and applicable ADA standards, as well as to follow FTA's quality management guidelines. The Construction Management services will include constructability reviews, independent cost estimates, daily construction inspection/oversight, and material testing.

According to federal procurement rules, Construction Engineering services shall use a Qualification-Based selection, so pricing is not a consideration. The selected vendor would enter into a task-order based contract with IPTC for various construction management tasks.

Construction contracts for the Purple Line BRT will be done via a separate procurement in 2019.

PROJECT DESCRIPTION:

This action would be to initiate a task-order based contract with the selected vendor to complete Construction Management services for the Purple Line BRT project.

PROCUREMENT PROCESS:

On June 4, 2018 IPTC released RFQ 18-05-291 for Purple Line BRT Construction Management Services 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 were placed on May 21, 2018 and May 29, 2018. IPTC set a DBE goal of 15% for this RFQ.

On June 11th, 2018 there was a pre-proposal meeting for the purpose of reviewing the RFQ and to provide networking opportunities. At this time, IndyGo representatives discussed the RFQ scope, requirements and procedures.

On June 18th, 2018 IPTC received six (6) written questions regarding RFQ 18-05-291 for Purple Line BRT Construction Management Services.

On June 22nd, 2018 IPTC released Addendum #1 answering written questions received.

On July 3rd, 2018 IPTC received three (3) proposals in response to RFQ 18-05-291 Purple Line BRT Construction Management Services.

IndyGo convened an evaluation team comprised of IndyGo, Indianapolis DPW staff & City of Lawrence to evaluate the proposals. The evaluation team evaluated written proposals based on professional qualifications, project approach and references/ past performance. On July 9th, evaluation team met to discuss the proposals. After the meeting, the evaluation team submitted scorecards for the written proposals. Based on the total scores on the written proposals, the top two scoring teams were notified to appear for an interview.

The evaluation team conducted interviews on July 16th and submitted interview scores based on interview performance that included cohesiveness of team, ability to address all required topics and ability to engage with IndyGo project stakeholders.

Based on the combined scoring on the written proposals and interview, Butler, Fairman & Seufert emerged as top scorer. BF&S's team included RQAW (30%), Shrewsberry & Associates (DBE, 7%), Infrastructure Engineering (DBE, 15%), BLA (5%), SRF Consulting (5%), Pepper Construction (2%) and CTL Engineering (1%). The total proposed DBE participation is 22%, more than the stated goal of 15%.

FUNDING:

This action item relates only to a consultant selection and does not include a funding amount. However, the total value of the contract is expected to be in the range of \$5,000,000 to \$10,000,000. Funding for this contract would come from the Purple Line project budget, including an anticipated Small Starts Grant.

DIVERSITY PARTICIPATION:

This solicitation required a 15% DBE participation goal. That goal will be exceeded. It is always 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' Office of Minority and Women Business Development (OMWBD).

Company Name:	Prime/Sub	Certification	Propose Participation	Address	Total DBE Utilization	Total XBE Utilization
Butler, Fairman & Seufert	Prime	No Certification	35%	8450 Westfield Blvd. #300. Indianapolis, IN 46240		
RQAW Corporation	Sub	No Certification	30%	8770 North St., Fishers, IN 46038		
Infrastructure Engineering	Sub	DBE/MBE	15%	201 S. Capitol Ave. #490, Indianapolis, IN 46225	15%	15%
Shrewsberry & Associates.	Sub	DBE/MBE/VBE	7%	7321 Shadeland Station, Indianapolis, IN 46256	7%	7%
BLA, Inc.	Sub	No Certification	5%	8720 Castle Creek Parkway #329 Indianapolis, IN 46250		
SRF Consulting Group, Inc.	Sub	No Certification	5%	11270 West Park Place 1 Park Plaza #280, Milwaukee, WI 53224*		
Pepper Construction.	Sub	No Certification	2%	1850 W. 15th Street, Indianapolis, IN 46202		
CTL Engineering	Sub	MBE	1%	1310 S. Franklin Rd, Indianapolis, IN 46239		1%
				Total DBE/EXBE	22%	23%

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 Butler, Fairman & Seufert (BF&S) and upon successful negotiations enter into a contract.

The BF&S team ranked highest on the tallied evaluation scorecard on the criteria proposed. If IPTC is unable to reach an agreement with BF&S, it is requested that the Board authorize staff to enter in to contract negotiations with the next qualified firm, which was HNTB.

Justin Stuehrenberg
Vice President of Planning & Capital Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

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

SUBJECT: IPTC 2022 Fleet Electric Bus Charging Facility Improvements Construction

BACKGROUND:

To accommodate the new electric BRT vehicles, installation of new infrastructure and chargers are needed in the Washington Street garage. The new BRT vehicles are expected to begin arriving in October 2018; 13 for Red Line and 18 to replace existing fleet and eventually be used on the Purple Line, totaling 31.

The IPTC Board of Directors approved a task order with WSP under their on-call agreement for high-voltage electrical system design in late 2017. Under that task order, WSP completed a master plan document showing how the garage would be able to eventually accommodate a fully electric fleet, as well as completed full construction documents for the first phase of that work.

PROJECT DESCRIPTION:

Through conversations with IPL through the design process, it was elected to break the project into two parts:

- * Exterior connection between the power grid and our facility, to be conducted by IPL
- * Charging equipment inside the facility, to be bid and constructed by IndyGo

This project is for the construction of the interior facility upgrades for the garage at 1501 Washington is to accommodate the new BRT vehicle arrivals as well as the infrastructure needed to go to a full electric fleet per WSP design. This includes charging stations, lane markings, with wheel guidelines.

Construction documents were prepared by WSP under the on-call task order and released as an invitation for bid in June 2018. The estimate of cost prepared by WSP was \$3,790,519.

PROCUREMENT PROCESS:

Per Indiana Public Works law, the project was released as an invitation for bid, with the lowest qualified bidder to be awarded the contract.

The project procurement schedule was as follows:

Pre-Bid Meeting	June 13, 2018 3:00 PM (local time)
Written Questions Due	June 19, 2018 12:00 Noon
Answers Provided	July 3, 2018
Bids Due	July 17, 2018 1:00 PM (local time)
Bid Opening	July 17, 2018 1:15 PM (local time)

A total of (3) three Addendum were issued. ---bids were received for the construction.

FUNDING:

Funding for this project includes a competitively awarded \$1,450,000 Low or No Emissions (LoNo) Grant, which was received in 2017, plus local funds.

DIVERSITY PARTICIPATION:

The DBE goal set for the project is 13%.

RESULTS:

IPTC received 5 bids for the project. The bids were:

- A. Trillium \$6,493,861
- B. RL Turner \$3,086,000
- C. Miller EADS \$2,507,340
- D. Electric Plus \$2,696,975
- E. Ermco \$2,870,000

Miller EADS was the apparent low-bid on the project and with an amount of \$2,507,340. Miller EADS is a local contractor who has performed work with IndyGo previously on other projects with extensive experience in electrical and industrial automation controls and integration. After reviewing the bid proposals (3) were considered non-responsive due to Diversity participation; leaving Miller Eads and Ermco for consideration. Both contractors included a DBE participation of 13%, which includes subcontractor:

- Atec, Inc. (DBE/XBE Certified) – Electrical and Communications

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with Miller EADS for the Fleet Electric Bus Charging Facility Improvements Construction for an amount of \$2,507,340.

Justin Stuehrenberg
Director of Special Projects

Pamela White
Director of Procurement

TO: Chair and Board of Directors

FROM: Bryan Luellen, Vice President of Public Affairs & Communications
Pamela White, Director of Procurement

SUBJECT: RFP 18-04-289 Web Development and Support Services

BACKGROUND:

IndyGo has used various contractors to develop, support and maintain critical web-based assets for the company. These web-based technologies have almost exclusively focused on providing critical route and schedule information for transit riders. More recently, with the development of the Marion County Transit Plan, the complexity of IndyGo's web presence has increased. The number of various audiences that need to be served, the breadth and depth of content, and the sheer volume of visits have contributed to a need to provide more sophisticated web-based services.

IndyGo had contracted with a single firm for the last five years to provide web development and support services. IndyGo has exercised the final option on the previous contract for the incumbent and went out to bid with a revised scope.

IndyGo intends to contract with a firm to provide professional web development and support services for existing company websites and new web developments. IndyGo's public facing websites are essential for customer service, trip planning, communication and outreach about projects and programs, transit ticket/pass sales, cross departmental processes and service delivery.

Multiple web-based platforms are currently in place to provide customers and the public with critical information and services related to IndyGo routes, projects, and ticket sales. New platforms and functionality are planned for 2018-2020, so the new vendor must be capable of integrating various types of web technologies for a seamless online experience.

TIMELINE:

Through an RFP process, IndyGo solicited a full-service web development firm in order to contract for a term of two (2) years with two (2) additional, one-year options for a total of four (4) possible years.

PROCUREMENT PROCESS:

- On April 20th, 2018 IPTC released RFP 18-04-289 with a posting on the IPTC website. Ads ran beginning April 20th, 2018 and April 25th, 2018 in The Indianapolis Star, The Court and Commercial Recorder, the Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine.
- On May 3rd, 2018 IPTC received fifty-three (53) written questions regarding RFP 18-04-289 Web Development and Support Services;
- On May 10th, 2018 IPTC released Addendum #1 answering written questions received and providing clarification of the project scope and allowing an extension within the procurement schedule;
- On May 30th, 2018 IPTC received ten (10) proposals in response to RFP 18-04-289 Web Development and Support Services;
- Seven (7) proposals were ruled responsive by Procurement and were evaluated by the evaluation committee based on the phase-one criteria: Experience and Past Performance, Proposed Project Team, Service & Support, and Cost Proposal.
- Based upon the scoring of the written proposals, two (2) top scoring firms were invited in to interview with the Evaluation Committee. The evaluation team evaluated presentations based on Interview Performance, Proposed Approach to Support, and Support Costs.

In both phases of evaluation, the team comprised of employees throughout all areas of the organization scored Dovetail, Inc. highest.

FUNDING:

Web development and support services will be funded by two federal grants (CMAQ & Super Stops Federal Grants) at 80% with a 20% local match coming from the Operating budget.

DIVERSITY PARTICIPATION:

This solicitation required a 14% DBE participation goal. Dovetail, Inc. secured a 17.5% commitment by way of subcontracts with two firms. Esource Resources, LLC located in Indianapolis, IN is a DBE as well as MBE & VBE certified with City of Indianapolis' Office of Minority and Women Business Development (OMWBD). Esource Resources will provide project management support and on-site training for web tools developed by Dovetail. An additional 3.5% is being subcontracted to Midwest Film Factory located in Avilla, IN. Midwest Film will supply photography and videography services for use on IndyGo websites.

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 Dovetail, Inc., and upon successful negotiations enter into a contract for two (2) years, plus two (2) one-year options for an amount not to exceed \$425,865 over four (4) years.

Bryan Luellen
Vice President of Public Affairs & Communications

Pamela White
Director of Procurement

To: Chair and Board of Directors
From: Bryan Luellen, Director of Public Affairs

SUBJECT: Consideration and Approval of Fixed Route Free Fare Program for Veterans

BACKGROUND:

On Monday, July 16, 2018 the Indianapolis City-County Council unanimously passed a special resolution (Proposal 286, 2018) urging IndyGo to offer a free fare program for Indianapolis veterans to use the fixed route network.

The resolution is attached for reference.

IMPLEMENTATION:

Coordination with treasury, operations, and customer service departments at IndyGo has resulted in an integrated Veterans ID/long-term transit fare card. To access the program, veterans will:

- Fill out an application in person at IndyGo's Customer Service located at the Julia M. Carson Transit Center.
- Provide proof of eligibility. To prove veteran status IndyGo will accept either:
 - Valid US Department of Veterans Affairs ID
 - or-
 - Valid Government Issued photo ID and DD 214 Certificate of Release/Discharge from Active Duty
 - Have a photo taken at the Customer Service desk for your pass.
 - Wait for the pass to be printed.
 - Pay \$2.00 for the pass.

Recommendation:

Ratify the Veterans Free Fare program.

Bryan Luellen
Vice President of Public Affairs & Communications

TO: Chair and Board of Directors

FROM: Michael A. Terry, President/CEO

**CONSIDERATION OF RECEIPT OF THE SUBMISSION OF THE PROPOSED FINANCIAL &
MANAGEMENT PLAN FOR BUDGET 2019**

ISSUE: An oral report will be given at the board meeting.

RECOMMENDATION:
Receive the report.

Michael A. Terry
President/CEO

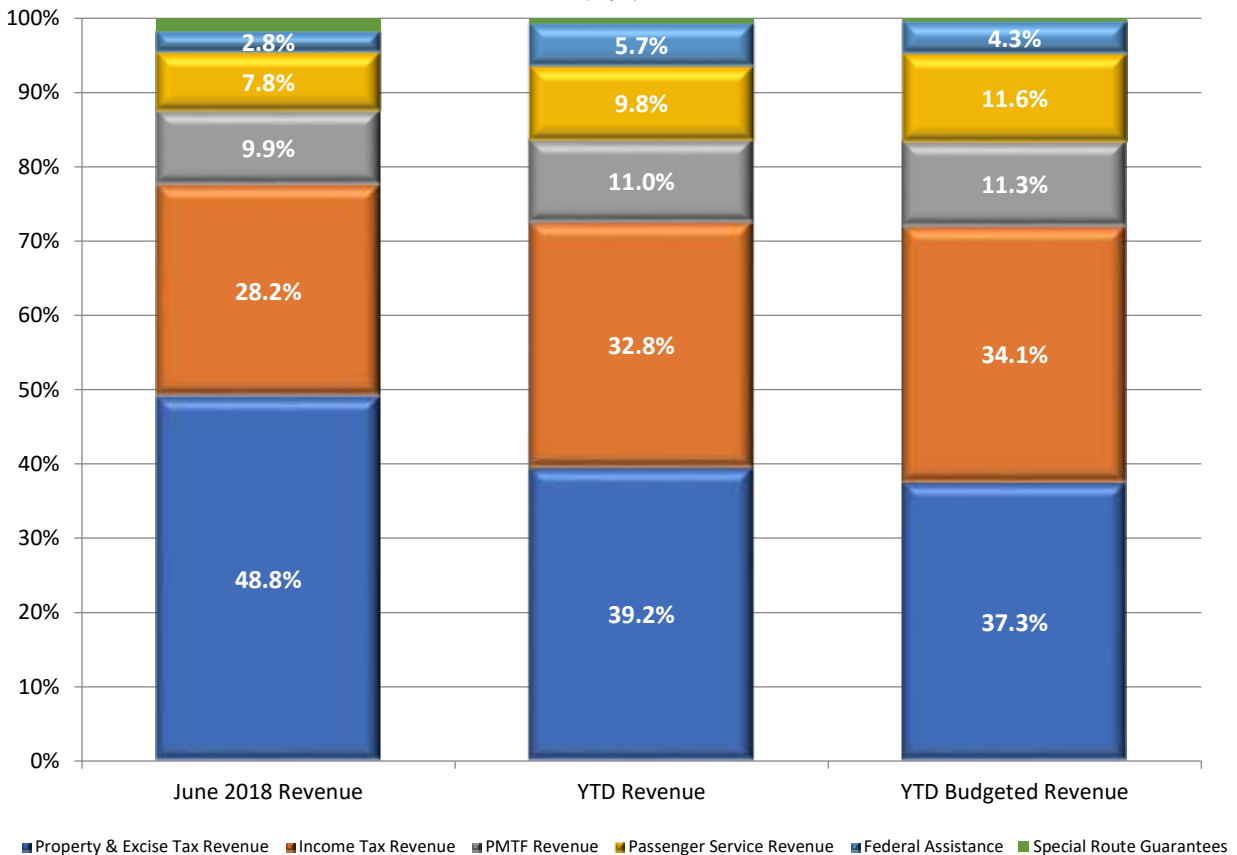
To: Chair and Board of Directors

From: Nancy Manley- Controller

**FINANCIAL UPDATE
June 2018**

**Revenue Comparison
By Funding Source**

(Graph 1)



FTA Assistance

Revenue from the FTA assistance was under budget by 21.8% for the month. This revenue is received based on eligible expenses are submitted for reimbursement.

Passenger Service Revenue

Passenger service revenue was under budget for the month of June by 19.3% for the month. Year-to-date this category is 12.3% under budget and ridership YTD through June 2018 is down by 2.5% compared to the same period in 2017.

Local Tax Revenue

Traditionally property tax revenue is distributed by the Indianapolis City-County Treasurer in two major distributions in June and December each fiscal year. However, local government units may request advancements to receive some of the distribution each month but a true-up is done in June and December. Year-to-date Local Tax Revenue received was 54% of the approved annual distribution for FY2018.

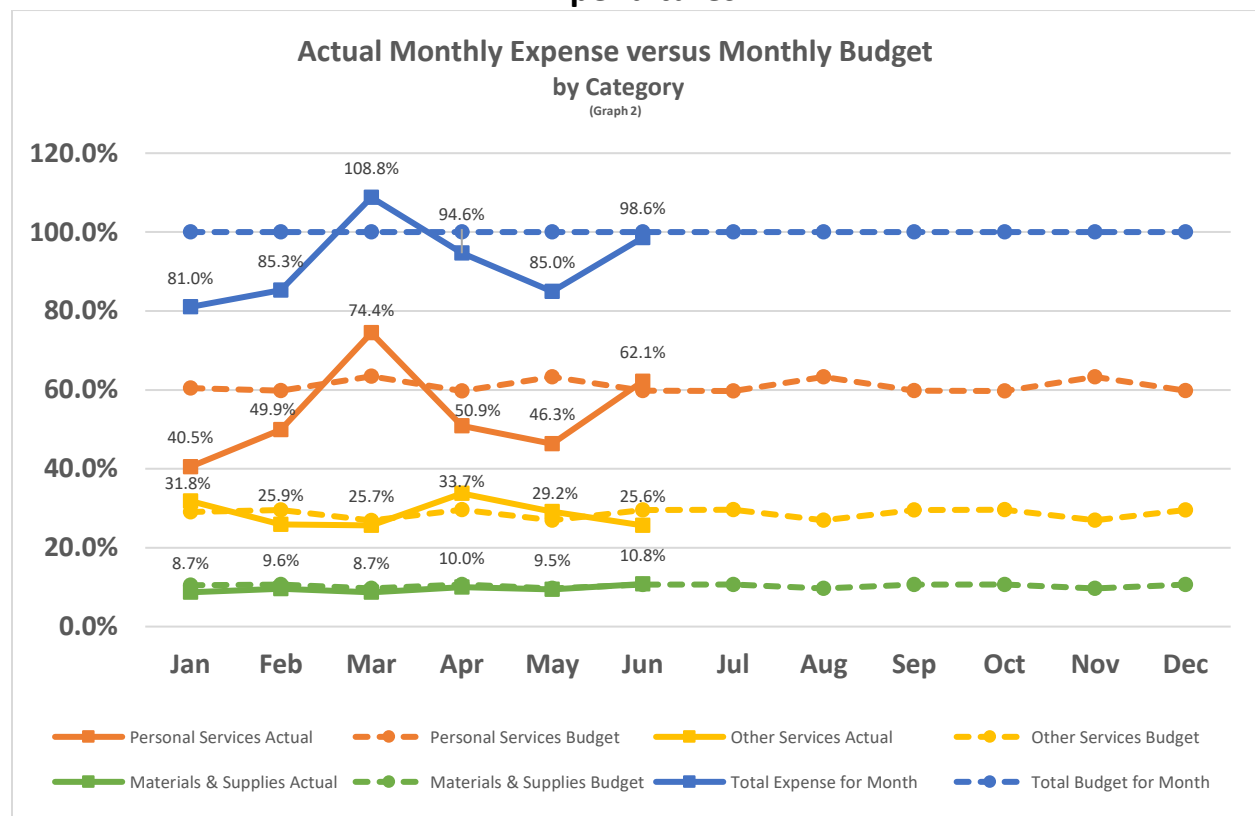
Transit Income Tax Revenue

The Transit Income Tax Revenue is a new funding source for IPTC. The distribution of these funds was received mid-June. IPTC received the expected amount of \$2.7M deposited in the operating revenue.

Total Revenue

For the month of June 2018, the total revenue recognized was 20.9% over projections and year-to-date overall revenue received was on target with projections.

Expenditures



Personal Services

Overall, Personal Services were 3.8% over budget in June. Year-to-date is under by 12.2% budget this will begin to true up as we fill vacancies and progress further into the year.

Other services and Charges

This expense category was under budget projections by 13.2% for the month of June.

Miscellaneous Expenses were 76.8% under budget due to less travel expenses then projected for the month of June. Year-to-date this category is 1.6% under projections.

Materials and Supplies

For the month of June, this expense category was collectively 1.5% over budget.

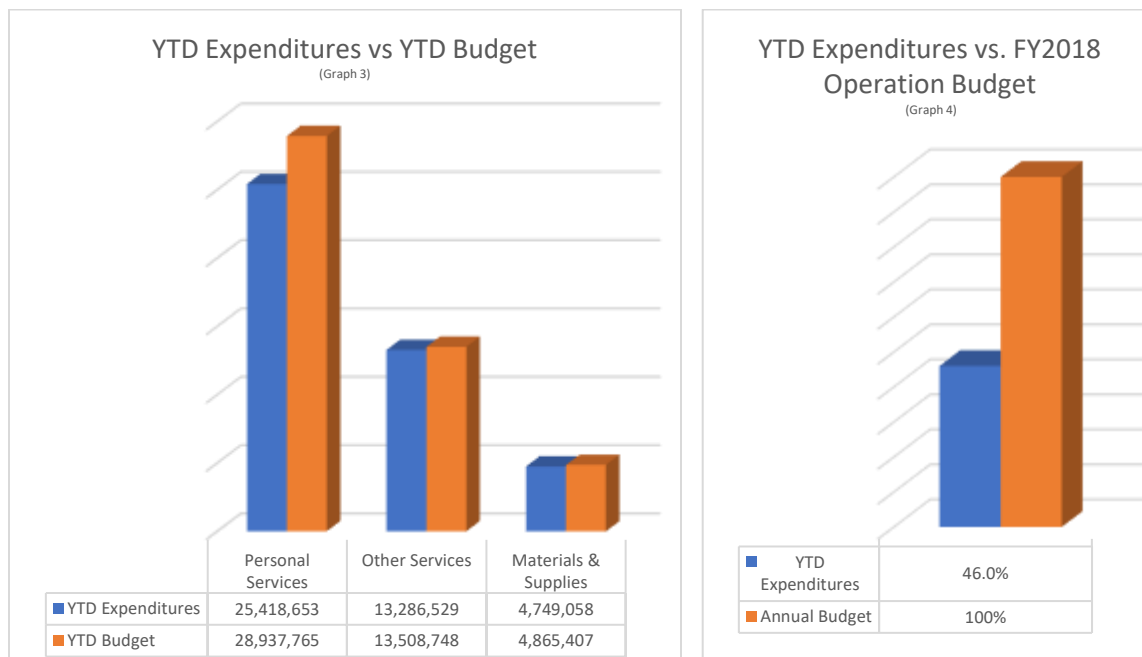
Total Expenses

Total expenses came in 1.4% under budget projection for the month of June and year-to-date we are 8.2% under budget.

Summary

Year-to-date spending continues to be under revenue received. The organization continues to review monthly reports and communicates with all divisions when potential issues arise.

Chart 4 below shows that through June 30, 2018 our expenditures are 46% of our approved budget through June 30, 2018.



Nancy E. Manley
Vice President/CFO/Controller

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President of Planning & Capital Projects
Bryan Luellen, VP Public Affairs & Communications

SUBJECT: **Transit Project Update**

IndyGo Agenda
7/30/18
Item No. I – 4

TO: Chair and Board of Directors

FROM: Chelci Hunter, Procurement Administrator

SUBJECT: **DBE/XBE Contract Participation**

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

To: Chair and Board of Directors

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

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR JULY 2018

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, Director of Public Relations

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

Allison Potteiger, Communications Specialist

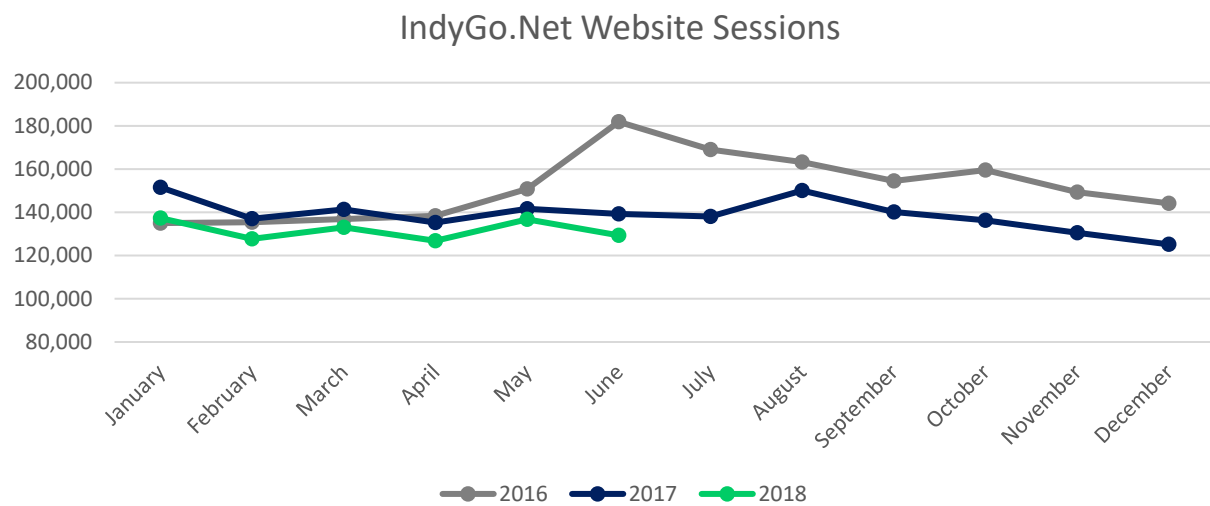
Betsy Sattler, Graphic Specialist

Kaliah Ligon, Manager of Outreach

Jordan Patterson, External Communications Intern

INDYGO.NET MONTHLY SESSIONS 6/1/18 – 6/30/18:

Page Views	304,889
New /Returning Visitors	30,744/20,400
Total Sessions	129,375



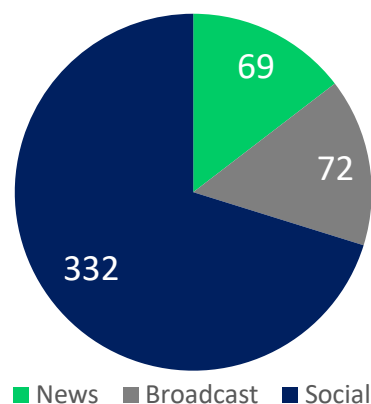
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%
May	84.48%	13.56%	1.96%	60.83%	39.17%
June	84.82%	13.24%	1.93%	60.11%	39.89%

JUNE NEWS RECAP:

- “Six Agencies are Chosen for the Mobility on Demand On-Ramp Program” – Mass Transit Magazine,
- “IndyGo Rethinks Another Electric Bus Buy” – Indianapolis Business Journal
- “IndyGo Bus Rider: No A/C on Medical Service Buses” – TheIndyChannel.com,
- “Work Starts Monday on Indianapolis’ Rapid Transit Bus System” – WTHR 13, The Charlotte Observer, The News Tribune, The Tribune, Belleville News Democrat, Centre Daily Times, The Bellingham Herald, Sun Herald, Associated Press, The Republic, The Argus-Press, The Seattle Times, The Washington Times, HeraldCourier.com, Tri-City Herald, One News Page, Newsbug.info, The Journal Gazette, Lexington Herald-Leader, The News and Observer, The Wichita Eagle, Idaho Statesman, Bradenton Herald, Macon Telegraph, Ledger-Enquirer, The Modesto Bee, MyrtleBeachOnline.com, The Olympian, The Herald, Merced Sun-Star, The Island Packet, The Sacramento Bee, Daily Herald, The Fresno Bee, Fox 59, The State, TheIndyChannel.com, WHIO TV7, CBS 4, WDRB 41 Louisville, Journal Review Online, USA Breaking News, Fort Wayne NBC, US News and World Report, WFYI, Miami Herald, Dubois County Herald, FOX19 – WXIX TV, WISH TV,
- “IndyGo Hosts Another Transit Talk” – WFYI
- “IndyGo Continues to Improve Local Routes in June with over 200 Added Weekly Trips” – Mass Transit Magazine

Topics Include: Mentions in June were largely dominated by stories about the start of Red Line construction. Mentions in early June include talk of the two-way conversion on Central Avenue and construction set to begin on the Red Line Rapid Transit project. Mid-June mentions include information about IndyGo local route improvements and the partnership with Purdue Polytechnic High School to provide transportation for students. Late June mentions include announcement of federal support in the Mobility on Demand On-Ramp program and a story on IndyGo purchase of electric buses.

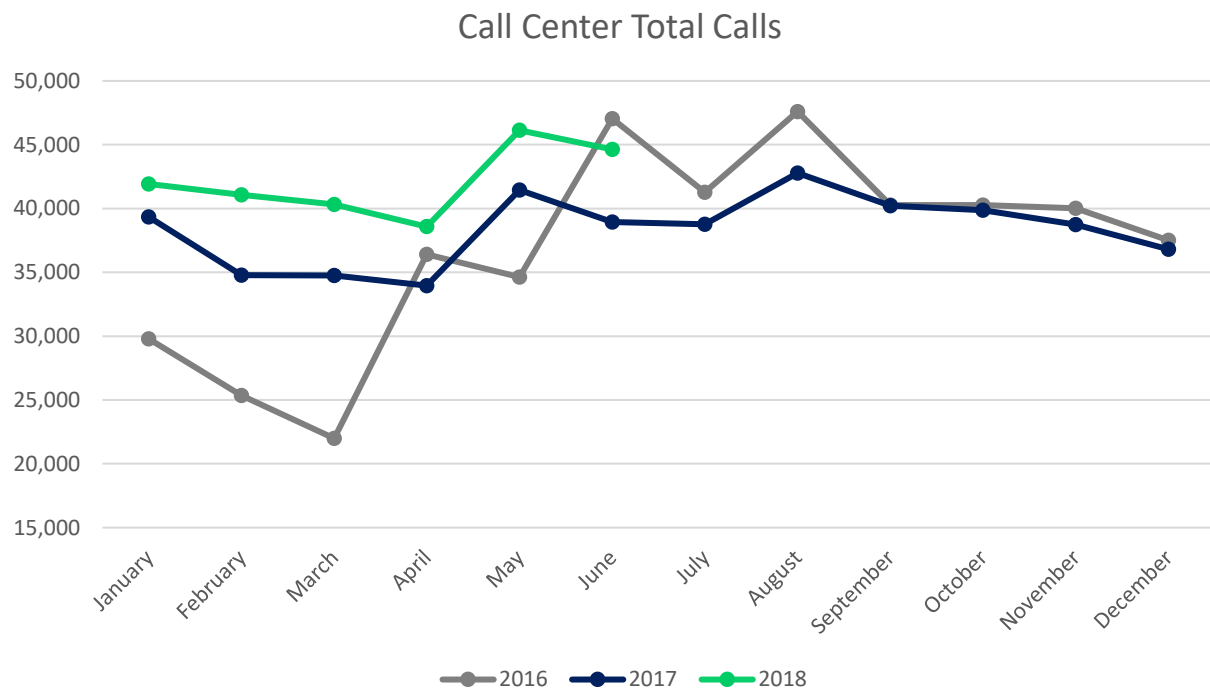
Share of Voice by Volume



News mentions: 69
Broadcast mentions: 72
Social Media mentions: 332

JUNE CALL CENTER REPORT:

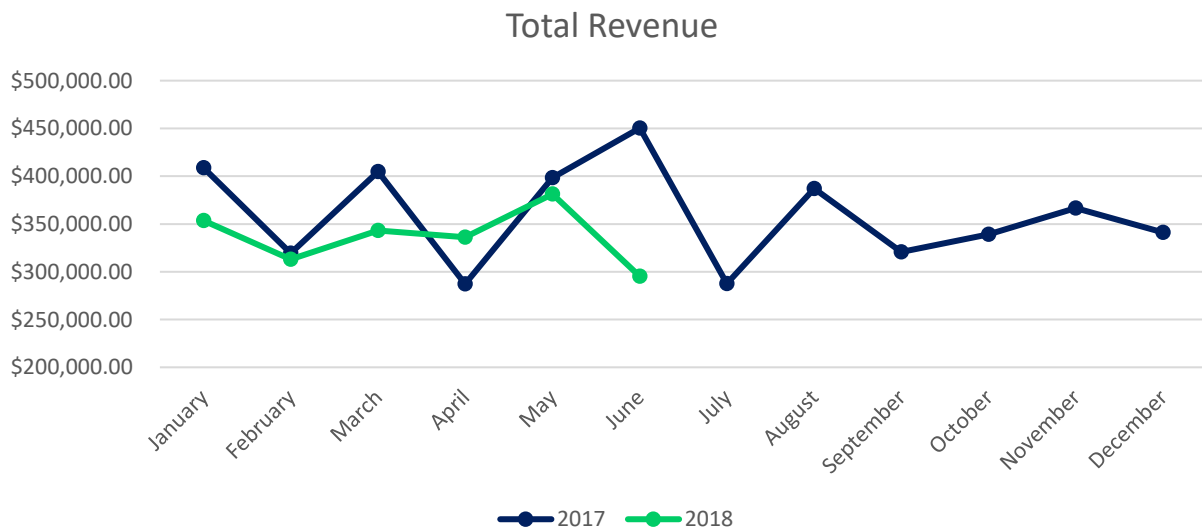
44,629 total calls
1.66% calls abandoned in queue
60.52% Interactive Voice Response (IVR) calls

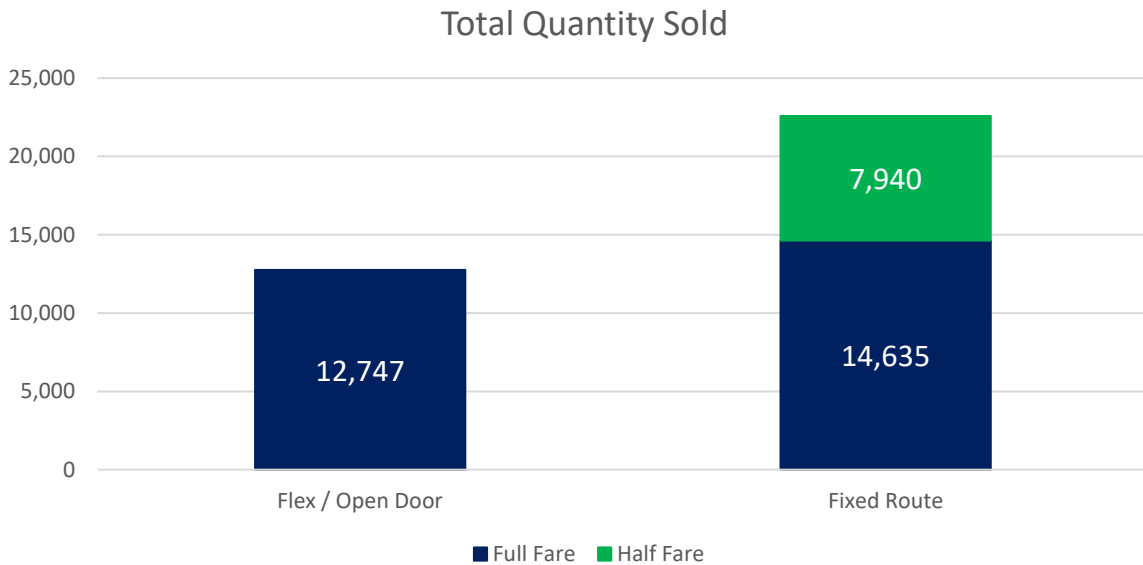


CUSTOMER COMMENTS: 583

ADA	5	PASS BY	105
BLUE LINE	7	PURPLE LINE	0
BUS STOP	9	REAL TIME ARRIVALS	1
CIVIL	1	RED LINE	11
COMPLIMENT	25	REQUEST	35
COURTESY	64	ROUTE	6
CUSTOMER SERVICE CENTER	0	ROUTE DETOUR	5
DENIAL	7	RULES	17
DISCRIMINATION – TITLE VI	0	SAFETY	92
FACILITY MAINTENANCE	21	SCHEDULE ADHERENCE	84
FARES	7	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	17
MCTP	4	VEHICLE MAINTENANCE	26
MARKETING	1	WRONG INFORMATION	4
OTHER	23		

JUNE PASS SALES REPORT:
Total Quantity of Passes: 35,322





Additional Revenue:

Retail Desk & Online Purchases: \$236,731.35

Cash: \$66,685.55

Checks: \$26,338.80

Credit Cards: \$143,707.00

OUTREACH SUMMARY FOR JUNE:

Outreach in June reached 1654 individuals at stakeholder, internal, and public engagements. The Transit Ambassador program focused on outreach through on-bus engagements on high traffic routes and tabling at the DTC; shifts in early June centered on local route improvements to come in the 1806 pick, effective June 10. Mid-June outreach included several community events and stakeholder meetings.

JUNE OUTREACH EVENTS:

6/1/2018	Stakeholder Meeting: Central State
6/1/2018	Transit Ambassador outreach: Route 37
6/1/2018	Transit Ambassador outreach: Transit Center
6/4/2018	Red Line Business Stakeholder Meeting
6/4/2018	Internal Outreach: Maintenance
6/5/2018	Red Line Business Stakeholder Meeting
6/5/2018	Transit Talk: Blue Line
6/5/2018	Internal outreach: Maintenance
6/6/2018	Transit Ambassador outreach: Route 10W
6/6/2018	Stakeholder Meeting: 1 North Capitol Building Manager
6/6/2018	Transit Talk: Blue Line
6/6/2018	Internal outreach: Maintenance
6/6/2018	Stakeholder Meeting: Ivy Tech Parking Lot
6/7/2018	Transit Ambassador outreach: Transit Center
6/8/2018	Transit Ambassador outreach: Transit Center
6/9/2018	Transit Ambassador outreach: Transit Center
6/9/2018	Walk Safe Workshop
6/11/2018	Transit Ambassador outreach: Transit Center
6/11/2018	Stakeholder phone call: 1 North Capitol Building Manager
6/11/2018	Stakeholder phone call: Planned Parenthood
6/11/2018	Stakeholder phone call: Julian Center
6/12/2018	Stakeholder meeting: Billie Milam Used Cars
6/12/2018	Stakeholder meeting: Peterman's Tire Center
6/12/2018	Red Line Construction Public Meeting
6/13/2018	BSU PLAN 100 Indianapolis site visit
6/13/2018	Food Trust Community Conversation
6/13/2018	Transit Ambassador Outreach: transit Center
6/14/2018	IndyGo Health Fair
6/14/2018	IndyVolved
6/14/2018	IMPD Community Day
6/14/2018	Stakeholder phone call: Deering Cleaners
6/15/2018	Touch a Truck
6/18/2018	Transit Ambassador Outreach: Transit Center
6/18/2018	INRC President's Roundtable
6/19/2018	Red Line Presentation for FC Tucker Realtors
6/19/2018	Stakeholder email: Colleen Fanning

6/20/2018	Stakeholder Meeting: Old National Bank
6/21/2018	Stakeholder Meeting: City Dogs
6/22/2018	Travel Training: Noble of Indiana
6/22/2018	HealthNet: Healthy Families Picnic
6/22/2018	Community BBQ Party & Art From the Heartland Exhibition Opening
6/23/2018	Red Line Big Car Craft Fair
6/25/2018	South Indy QOL Summit
6/27/2018	Travel Training: Adult & Child Health
6/27/2018	Stakeholder Meeting: Airport
6/28/2018	Goodwill SCSEP Quarterly Meeting
6/30/2018	Transit Talks: Blue Line

PLANNING AND CAPITAL PROJECTS REPORT

7/30/18

Item R – 2

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

Service Scheduling

The 1806 pick took place June 10. As part of implementing the Marion County Transit Plan, more frequency was added to the following routes:

- Route 03 Weekday service increased to 30-minutes all day.
- Route 34 Weekday service increased to 30-minute all day.
- Route 10 Saturday service increased to 20-minutes all day.
- Route 31 Sunday service increased to 60-minutes all day.
- Route 37 Sunday service increased to 60-minute all day.

This is an increase in service by an additional 201 trips each week. In February, 349 trips were added for a total increase of 550 trips each week. In addition, routine timing adjustments on specific routes have been, and will continue to be, made as is standard practice with operator picks. Work continues on developing 2019 Service Improvements.

Transit Amenities

Planning staff is continuing work on the 2019 Marion County Bus Stop Service Improvement Plan, which will be implemented throughout the system alongside the 2019 service improvements. A detailed analysis has been completed to identify and prioritize bus stop changes across the network. The analysis took sought to identify recommendations for infrastructure improvements for existing bus stops where increased ridership is anticipated as well as for new bus stops and transfer points. Design work for these improvements are underway; in total more than 350 existing and new bus stop locations are being designed. This design effort is being advanced by the consultant team at Shrewsberry & Associates; it should go out to bid for construction (possibly in phases) beginning this fall. To date more than 40 bus stops have been through this portion of the design phase.

Additionally, a list of existing stops recommended for removal, due to service changes or spacing standards, is being finalized and will be ready for public comment in late summer. These removals will occur in June 2019 by Shuck Corporation. T Shuck Corp. staff will also handle the installation of IndyGo bus stop signage as well as utility location coordination. IndyGo staff will coordinate with the City's Bureau of Neighborhood Services to acquire all necessary permits for bus stop work. Planning staff is working with IndyGo's Community Outreach and Business Development Staff to formulate a Comprehensive Public Outreach campaign to involve and inform riders, stakeholders, and members of the community, on the proposed bus route and bus stop changes.

An RFP for a bus shelter contract will be issued this summer. This will be a five-year contract to assist in the build out of Marion County Transit Plan bus stop improvements. We are also finalizing procurement of 100 Simme-Seat benches for use at bus stops with limited space for benches.

Plans are underway for a mid-pick service change (affecting Routes 3, 10 & 37) to allow bus service to use Michigan Street in both directions between White River Parkway West and Indiana Avenue. This will allow us to consolidate service on IUPUI's main corridor, instead of using paired one-ways.

Service Standards

Updates to IndyGo's Service Standards are also being finalized in coordination with IndyGo's Strategic Planning and Public Affairs staff. The final document will serve as a guide to staff for the evaluation of bus route performance for the current and future bus network. Public outreach on the service standards document is planned for late summer and early fall and will also include public engagement for the proposed bus stop changes included in 2019 Marion County Bus Stop Service Improvement Plan.

Traffic Engineering

Service Planning is also responsible for coordinating and creating the Red Line Operations Plan, which will detail key operational procedures to be used leading up to and after the start of Red Line service. The operations planning process involves extensive coordination with several IndyGo departments and divisions, as well as coordination with key institutional agencies and stakeholders. Recent coordination efforts have focused primarily on identifying needs for fare inspection and fare enforcement due to the off-board fare collection that is planned for the Red Line.

With the help of new team members, planning staff can continue to coordinate and leverage resources from the community with our current assets to make improvements throughout the city. Staff is currently working on stop-level improvements at the Indianapolis International Airport, St. Vincent DePaul/30th Street, St. Vincent Hospital/86th Street, 82nd Street/Castleton Square Mall area, 25th Street/Monon Trail area, Michigan Street/Sherman Drive area, 10th Street/Tremont Avenue area, Michigan Road/73rd Street area, as well as many others. Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets.

The two-way conversion studies include Michigan Street/New York Street from College Avenue to Ellenberger Park and 29th Street/30th Street from White River Parkway to Ruckle Street. The traffic studies were submitted to DPW for approval of the proposed two-way conversions on May 3rd, 2018. Upgrading these streets to support two-way traffic will markedly improve IndyGo's efficiency and flexibility.

Shrewsberry has also begun working on a study to evaluate the traffic impacts to the seven-block section of Delaware Street between the Downtown Transit Center (DTC) at Washington Street and Ft. Wayne Avenue. The Delaware Street study will look at the traffic impacts of the Red Line project, Purple Line project, MCTP route changes, and Super Stops project as well as provide a documented request to DPW for IndyGo to create dedicated bus lanes and bus queue jumps along Delaware Street.

In coordination with DPW and DTC staff, Planning staff continues to identify concerns and seek to address traffic flow problems on the streets bounding the DTC. The vehicle detection repairs to the intersection of Delaware Street and Pearl Street on May 4 appear to have mitigated some of the traffic issues along Delaware Street; nevertheless, Service Planning staff will continue to monitor traffic along Delaware Street. At the Alabama Street and Pearl Street signal, infrastructure improvement plans have been developed to improve bus departure times. Service Planning staff is working with the Red Line designers and construction management team to include the Alabama Street improvements in the Red Line construction project. The Red Line Transit Signal Priority (TSP) contract that was approved by the Board in May has been executed. The purchase order in the amount of \$1.6 million was received by the vendor on June 6. IndyGo Service Planning staff is working with the vendor to schedule a project kickoff meeting and to schedule delivery of the first shipment of TSP equipment for the Red Line contractor to install on the traffic signals.

Planning and Procurement staff are coordinating to develop an "on-call" contract with a traffic systems engineering consultant to assist with developing and implementing traffic signal timings along proposed BRT and local fixed-routes. The scope of the work and procurement forms have been completed and forwarded to Procurement to begin preparing the RFQ advertisement. It is anticipated that the RFQ can be advertised and consultant proposals scored in time to bring a recommendation to the September Board meeting.

Buses are being delayed along Harding Street more frequently, as train activity continues to increase at the CSX crossing south of the main garage. Service Planning met with Operations on May 1 to identify the scope of pavement marking and signage improvements along Harding Street, south of Washington Street. A set of conceptual construction plans and a construction cost estimate was distributed to Operations and Planning/Capital Projects staff for review and comments on June 1. It is anticipated that a small construction project can be quoted to make the desired improvements during the 2018 construction season.

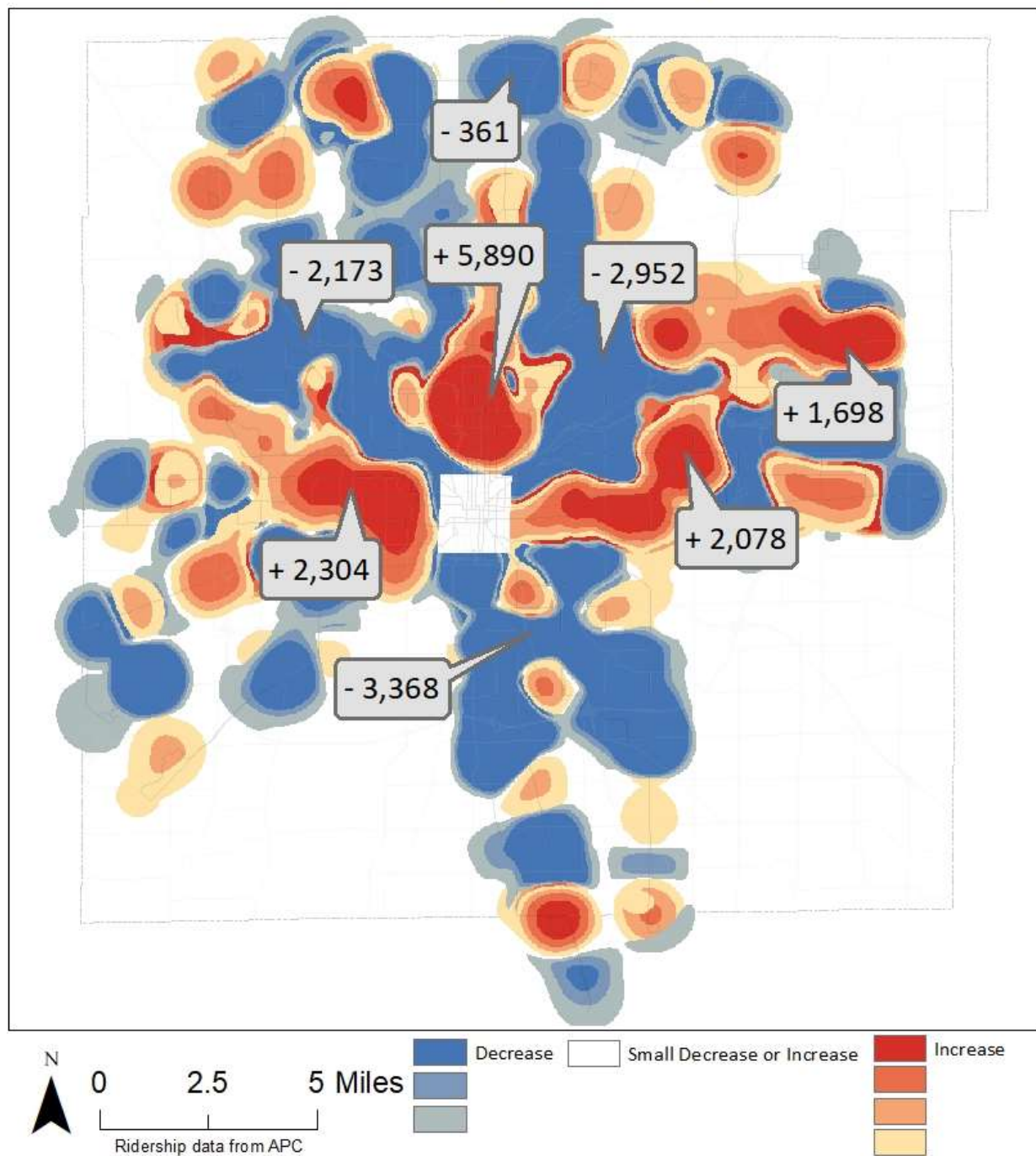
Current Month			IndyGo	Year to Date		
Jun-17	Jun-18	% Change	Fixed Route Ridership	2017	2018	% Change
15,309	15,178	-0.9%	2 E. 34th St.	89,948	92,369	2.7%
22,315	24,823	11.2%	3 Michigan St.	143,560	148,109	3.2%
13,152	12,794	-2.7%	4 Fort Harrison	77,343	76,866	-0.6%
17,863	16,483	-7.7%	5 E. 25th	105,614	89,752	-15.0%
11,409	11,824	3.6%	6 N. Harding	70,317	77,695	10.5%
120,533	128,339	6.5%	8 Washington St.	710,907	722,960	1.7%
89,660	89,250	-0.5%	10 10th St.	537,445	531,997	-1.0%
3,272	3,053	-6.7%	11 E. 16th St.	20,163	22,156	9.9%
4,747	4,325	-8.9%	12 Minnesota	29,019	26,567	-8.4%
3,039	3,154	3.8%	13 Raymond	18,884	19,335	2.4%
9,166	8,614	-6.0%	14 Prospect	55,859	52,438	-6.1%
17,804	16,222	-8.9%	15 Riverside	111,299	100,186	-10.0%
9,769	10,452	7.0%	16 Beech Grove	60,328	63,510	5.3%
22,372	21,398	-4.4%	17 College	126,906	124,457	-1.9%
10,431	10,858	4.1%	18 Nora	68,741	67,041	-2.5%
36,779	34,378	-6.5%	19 Castleton	223,066	201,858	-9.5%
13,852	13,228	-4.5%	21 East 21st St.	80,008	82,873	3.6%
10,881	9,225	-15.2%	22 Shelby	62,997	57,992	-7.9%
9,656	9,753	1.0%	24 Mars Hill	57,480	63,308	10.1%
15,368	14,413	-6.2%	25 W. 16th St.	84,692	82,929	-2.1%
12,631	12,956	2.6%	26 Keystone	84,519	78,363	-7.3%
13,270	12,722	-4.1%	28 St. Vincent	78,854	77,113	-2.2%
7,008	7,071	0.9%	30 30th St.	40,912	42,512	3.9%
24,141	21,904	-9.3%	31 Greenwood	142,690	134,240	-5.9%
27,449	26,161	-4.7%	34 Michigan Rd.	152,139	143,325	-5.8%
38,266	36,118	-5.6%	37 Park 100	225,016	213,289	-5.2%
32,863	29,456	-10.4%	38 Lafayette Square	191,631	168,558	-12.0%
93,352	95,790	2.6%	39 E. 38th St.	568,463	562,684	-1.0%
4,080	4,050	-0.7%	55 English	23,950	20,919	-12.7%
10,282	9,584	-6.8%	86 86th Street Crosstown	69,971	56,231	-19.6%
11,394	11,866	4.1%	87 Eastside Circulator	67,503	67,699	0.3%
98	571		Others	1,991	3,427	
732,211	726,013	-0.8%	Total	4,382,215	4,272,758	-2.5%

The "others" category represents a compilation of unallocated trips reported on the monthly GFI Fare Box report.

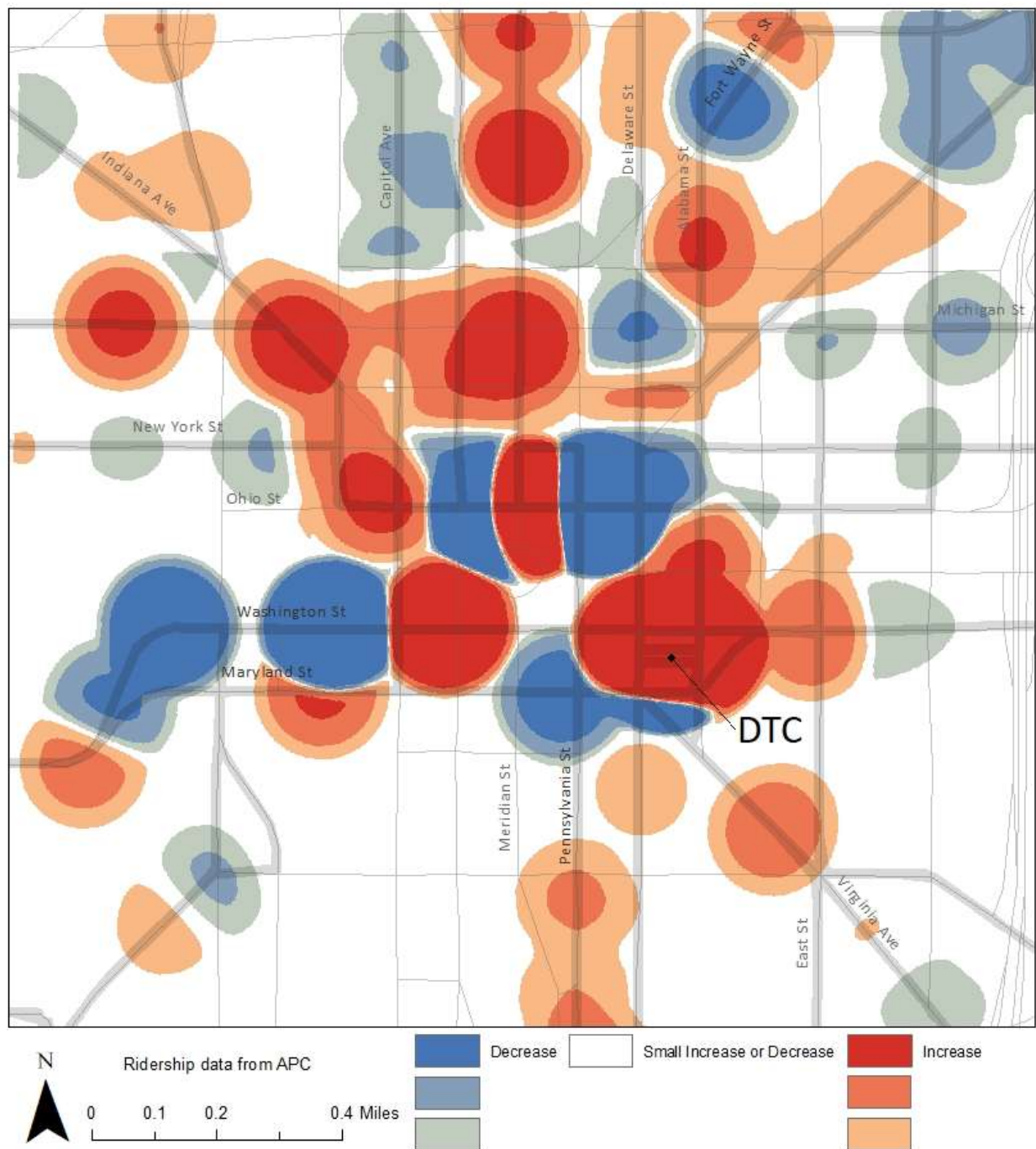
These trips count as ridership, but are not allocated to a specific route.

Jun-17	Jun-18	% Change	Flexible and Contracted Services	2017	2018	% Change
28,617	29,550	3.3%	Open Door Riders on Fixed Route	163,282	164,394	0.7%
25,983	24,883	-4.2%	Open Door	158,901	153,478	-3.4%
866	874	0.9%	Open Door Taxi Vouchers	4,775	4,985	4.4%
13,660	10,499	-23.1%	31 Day S-Pass	119,324	96,035	-19.5%

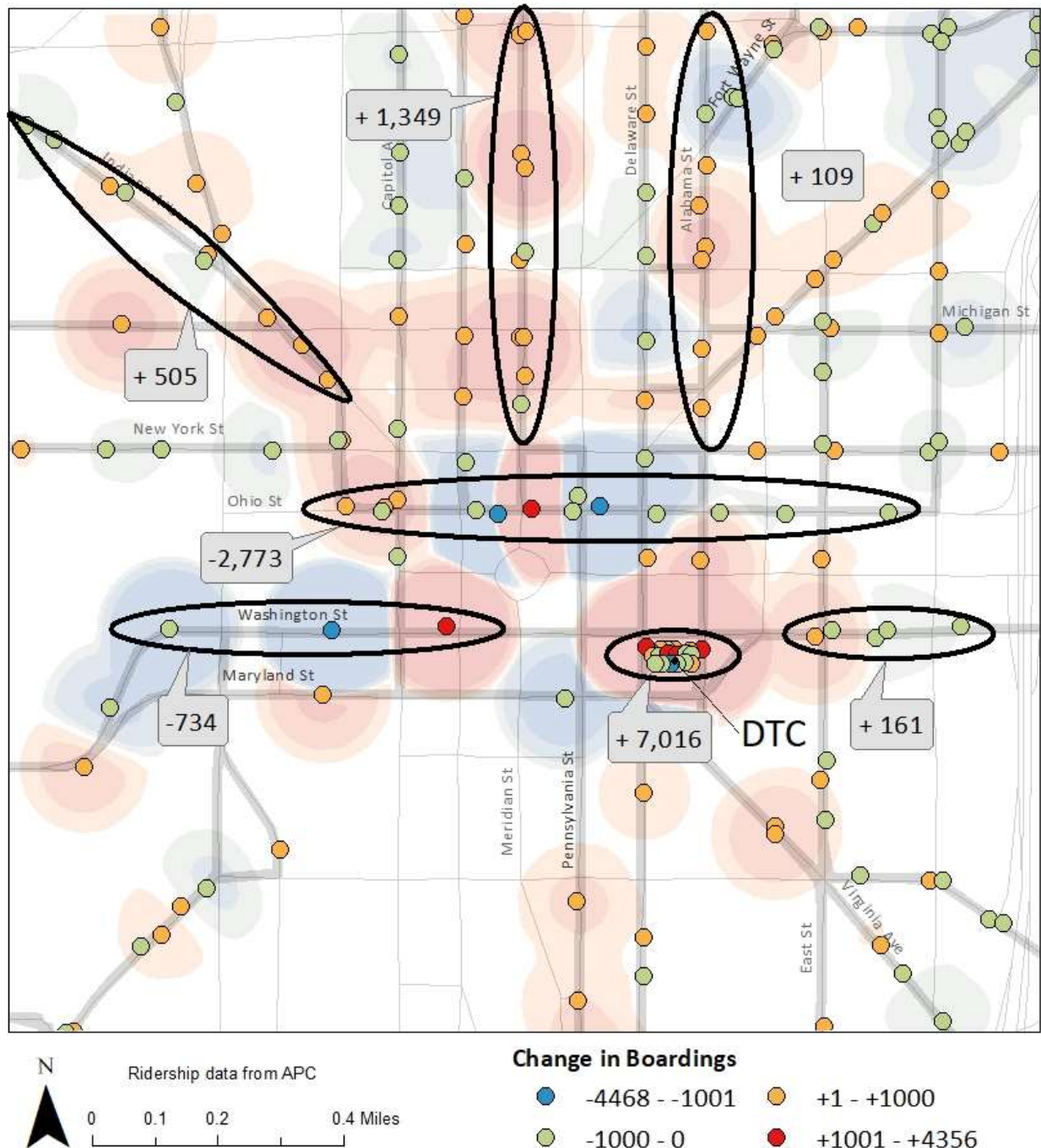
Comparison of Stop-Level Boardings June 2017 compared to June 2018 Outside of Downtown



Comparison of Stop-Level Boardings, June 2017 to June 2018 Downtown



Comparison of Stop-Level Boardings, June 2017 to June 2018 Downtown



STRATEGIC PLANNING

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, project development activities associated with the Purple and Blue Line, Super Stops, and the Central Avenue conversion; fare modernization efforts, and data/research projects including assisting with the IPS pilot program, key performance indicators, and assisting with service standards. The department continues to work with other internal and external partners around efforts to partner to develop strategies around regional coordination, transportation network companies, shared use mobility, and joint development opportunities.

Project Development:

- **Purple Line.** The environmental and Section 106 processes for the Purple Line are continuing to advance. Earlier this month, a meeting was held with identified consulting parties to tour the corridor and provide those parties an opportunity to review plans and ask questions of the project team. The team is also continuing to develop an addendum to the Documented Categorical Exclusion (DCE) document, outlining changes to the design around Eva Talley Park and the widening of Post Road. A meeting was held with Indy Parks earlier this month to discuss the design changes and request their concurrence with the new approach adjacent to Eva Talley Park. The DCE is currently scheduled to be completed in early October.
- **Blue Line:** The Blue Line has been formally accepted into the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process. IndyGo plans to submit its application for Small Starts funding in late summer this year. As of this report, the west side alignment is undetermined, pending funding for reconstruction of Washington Street west of Holt Road. Staff from Capital Projects, Public Affairs, and others have been engaged with DMD, DPW, the MDC, and other representatives of the public, private, and nonprofit sectors to secure funding for this section of the corridor. As a result of this effort, IndyGo is working with representatives of DMD to present a request to the MDC for a value capture strategy that would enable IndyGo to access the Airport Tax Increment Finance fund to support the reconstruction of this area.

Staff continue to review IndyGo's options with potential for joint-development and value capture activities adjacent to the Blue Line. A discussion with DMD and others is scheduled for later this month to develop potential value capture strategies.

- **Super Stops:** The Super Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street and Fort Wayne Avenue corridors is advancing toward 30 percent design. Meetings with property owners and businesses adjacent to station areas and the corridor are ongoing; the project team is working to resolve concerns that have arisen through the design process. The environmental work associated with the Super Stops is planned for completion in December.
- **Shared Use Mobility:** The team is working collaboratively the Public Affairs division in exploring and advancing strategies to promote shared use mobility options for Indianapolis. With transit systems serving as the core of any shared use mobility system – and with shared use mobility options proliferating in cities across the country, including Indianapolis with the introduction of electric scooters – this is a strategic role for the team and the agency.

In June, IndyGo was announced as a recipient of a technical assistance grant from the Shared Use Mobility Center (SUMC), with funding derived from the FTA, to support planning and technical assistance around developing shared use mobility strategies in neighborhoods and subareas across the county. Project staff are coordinating with SUMC staff to prepare for their initial site visit and project kickoff.

- **Grant Applications:** In addition to having been awarded the technical assistance grant from the Shared Use Mobility System, the team has submitted one application in the past month and is preparing two additional grant applications. An application for an award under the FTA's *Low-No Emissions* program, which would enable the agency to expand its solar array and further offset the cost of expanding the electric fleet, was submitted in mid-June. Staff are also working to finalize a partnership with DMD that would support transit-supportive land use planning and zoning adjacent to the Blue Line; that application is due the week of this month's board meeting. Staff are also working on a grant application to support its fleet purchases or redevelop its bus facilities; planning for this application is in the early stages and a final direction with respect to the specific request has not yet been determined.

Other initiatives

The Strategic Planning team continues to work with other departments within the Capital Projects division, as well as support Public Affairs and Operations, across several initiatives:

- **Inter-governmental/regional coordination:** In partnership with others in the Capital Projects & Planning division, the Public Affairs division, and others throughout the agency, Strategic Planning continue to work with City staff to develop transit-supportive policies – especially through DMD – to bolster transit operations. The team is also working with CIRTa and the MPO regarding INDOT/FTA decisions regarding 5307/5311 formula funds that could impact future IndyGo revenues.
- **Strategic Planning/KPI support:** In support of the agency-wide effort to develop a strategic plan, the team has been engaged in background research relating to best practices in performance measurement and key performance indicators. This effort is also seeking to develop a comprehensive report of all that is being tracked by IndyGo at present. These efforts will inform performance measurement in alignment with the strategic plan and other agency efforts.
- **Service standards:** the team is providing support to Service Planning and Public Affairs in the update to IndyGo's service standards. Specifically, the team is conducting a test run of the productivity reviews and other data-intensive efforts outlined in service standards processes. Such analysis will enable to the team to refine the analysis to be more efficient in the future, identify challenges in methodology, and/or identify changes that can be incorporated in the implementation of the plan or other IndyGo projects that will enable future analyses to be conducted more effectively and efficiently. In addition to supporting ongoing review and analysis of IndyGo routes, this effort will provide more ready data for future planning activities and performance measurement activities, as well.
- **Transit Asset Management plan:** The Strategic Planning team is supporting Finance and Operations in the development of the agency's Transit Asset Management (TAM) plan.
- **Capital Plan Update:** The team is working with other departments within the capital projects division, finance, and other divisions to develop an update to the Capital Plan. This update will cover the agency's five-year projected capital projects through 2023; this update will be delivered along with the agency's operating budget in July and August 2018.

ENGINEERING & CONSTRUCTION

Red Line

A full Notice to Proceed (NTP) was issued for both Contracts A & B on May 15 with a planned date for Substantial Completion August 5, 2019.

Construction is progressing for Package A: Civil (Reith-Riley Construction) from south to north along Shelby Street. Currently, the contractor is installing storm sewers, which will be followed by curb and sidewalk work.

Delay in the start of relocation work by Citizen's water and gas projected has affected Reith-Riley's ability to advance work on the critical path along Shelby Street,]to keep up with their proposed schedule. This has caused some unanticipated schedule delays. IndyGo has worked with these utilities to bring in additional crews as necessary and to prioritize areas of conflict so that the delay can be minimized. Additionally, permit restrictions put in place by DPW due to the I-65 closure has impacted the ability of utilities to do relocation work on Meridian Street, south of 28th Street, has also caused additional delays to the overall schedule.

For Package B: Stations (F. A. Wilhelm Construction]), the contractor is proceeding with shop drawings] and fabrication work. No field work is expected to commence until end of July, when the southbound Troy Avenue station platform foundation will be in place.

The project team is utilizing eBuilder which is IndyGo's Document Management System for project related correspondences and processes.

Purple Line

WSP has completed the 30 percent design plans for the Purple Line. The plans were reviewed by IndyGo staff as well DPW and other stakeholders. Comments have been submitted to WSP for review and resolution; this will enable them to proceed with 60 percent design.

Blue Line

Preliminary design has started on the Blue Line project. WSP submitted 5 percent plans on May 11, 2018. The 10 percent design is expected to be completed by August 2018.

Other On-Street Projects

Several other on-street projects, including the Super Stops project and bus stops and shelter improvements were included in the Marion County Transit Plan and the IndyGo Five-Year Capital Plan. Initial outreach and design work for those projects have begun, as outlined previously in other reports. The Central Avenue one- way to two- way conversion project is under construction through DPW. IndyGo is conducting traffic studies on the other two-way conversion projects included in the Marion County Transit Plan.

FACILITY PROJECTS

The facilities team currently has task orders and/or on-call services with WSP for the Etica Group. WSP has been tasked to work on Electric Bus Fleet Charging Facility Upgrades and CCTV Camera Improvement placement. The Etica Group is working on office renovations, the vehicle wash rack, improvements to the garage door in the Maintenance area, the paint booth, security screen doors, and the multi-use facility.

WSP:

- **Electric Bus Fleet Charging Facility Upgrades:** Advertisement for the project ended July 2018; the recommended contractor is being presented to the Board in tonight's meeting. IPL has contracted with one of their contractors to facilitate a connection into their network. The project remains on schedule
- **CCTV Camera Improvement Placement:** The task order for design was issued in June for an assessment of existing camera condition, recommendations for replacements and/or upgrades and camera placement. The recommendation for a selected contractor is tentatively planned to be presented to the Board in October.

The Etica Group:

- **Space Planning Renovations Construction Documents:** The Etica Group is completing construction documents for the Administration, HR and Operations area of IndyGo's main facility. The project is anticipated to advertise to bid in July, with a recommendation for a contractor to the September Board.

At present, it is planned for there to be four phases of work, broken down by building area. Phase I will include the Operations' administration area. Phase II will include the new HR Area (currently the Capital Projects area and Procurement areas). Phase II will also see the commencement of work in the Operators Lounge. Phase III will include the administration area currently occupied by HR and IT. Phase IV will include the northernmost area of the administrative facility, currently occupied by the CEO, Finance, and Lega; these efforts will also include upgrades to the entry area to the main facility. .

Furniture decommissioning is also being coordinated by Etica Group with their subcontractor Steelcase. This program provides IndyGo the opportunity to donate (waste-to-energy), resell, and recycle furniture, limiting the environmental impact of renovations. Replacement furniture will be included in a future procurement, separate from the project budget.

- **Space Planning Renovations Maintenance Area Design:** The garage door improvements will include widening of the garage door from the vehicle wash area to the charging area, the retrofit of the fire door, and tie-ins to the fire suppression system. The next phase of maintenance renovations will include the renovation of offices, rest rooms, fall protection, vehicle lifts, and maintenance locker rooms and lounge areas. These plans are expected to be finalized in December 2018/January 2019.
- **The Vehicle Wash Rack System Design and Feasibility Study:**
 - The feasibility study for adding in a third vehicle wash with an upgraded system has been completed and design for this project is underway.
 - The final design is expected to be completed in September.
- **Multi-Use Facility:** The site layout plan has been completed. The design work will begin upon IndyGo's approval of the location. The intent is to provide a full training facility with grounds for driving course as well, with room for expansion. Tentatively, construction is anticipated for March 2019
- **Paint Booth:** The preliminary design for the paint booth has been completed. It is anticipated that this project will be advertised in October 2018, with a recommendation to the board in November.
- **Security Screen Doors** The design has been completed for the installation of nine (9) screen doors on all bay doors in the facility. Advertisement for the project is expected in February 2019, with installation beginning in March.

Justin Stuehrenberg

Vice President of Planning & Capital Projects

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR JUNE 2018

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- June 2018

TRANSPORTATION

Employee Recognition

June Employee of the Month: Mark Wills

Commendations

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

James Ballard, Clywone Boutte-Williams, Prashant Chander x2, Elenora Coleman, Baba Diop, Stephen Edmonds, Vandall Grady, Samuel Horn, Darryl Kinslow, Elizabeth Lipinski, Derren Luster, Jeffery Orkmon, Tonya Sims, Kathy Smith x2, Arthur Spain, Sandra Taylor and Roxanne Thames.

The following operators achieved an on-time performance rating of 90% or better during the month of June. 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 June is Wesley Robertson.

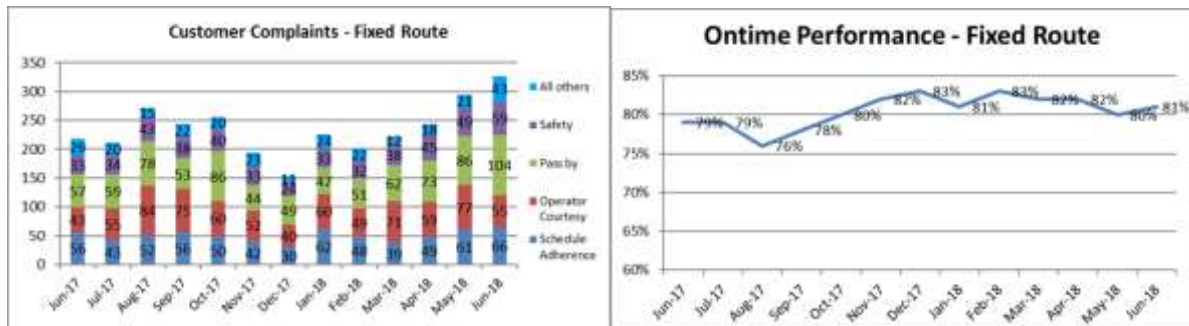
1. RON BURTON	798	98%
2. SCOTT DUNCAN	8523	98%
3. ROGER BOBBITT	8121	97%
4. BETH MURRAY	8218	96%
5. PATRICK GRAY	2339	96%
6. DEMETRICH LESLIE	8940	94%
7. DONNA LANGFORD	1421	94%
8. SHAWN CLARK	8091	94%
9. STEPHEN THEIN	5963	94%
10. TERRY LAGRONE	8727	94%
11. STEPHEN EDMONDS	1156	93%
12. DAVID JOY	8726	93%
13. RACHEL COMER	8665	93%
14. DIANE JOHNSON	8481	93%
15. SEAN COX	1190	93%
16. EDGAR HOLLYFIELD III	8649	93%
17. ANDREW MUNDY	8767	92%
18. ROCHELLE MARTIN	3795	92%
19. ROY DISHNO	8319	92%

23. ROXANNE THAMES	5944	92%
24. ADRIAN LEWIS	8192	91%
25. WESLEY ROBERTSON	8488	91%
26. LACRETIA HINTON	6933	91%
27. SHIRLEY JONES	8967	91%
28. CAFANTE JACKSON	9087	91%
29. RICARDO OXLEY	4538	91%
30. ANTHONY WHITE	3334	91%
31. MARK WILLS	8132	91%
32. ANDY CARPENTER	880	91%
33. WILLIAM ENGLAND	8666	91%
34. LAURA BECK	8445	90%
35. DARRYL DONAHUE	8269	90%
36. MICHAEL RICKS	5139	90%
37. RONNIE BROOKS	8353	90%
38. OTHA DUGAN	3030	90%
39. AKEMEE BRYANT	8336	90%
40. ANTJUAN MARTINEZ	8988	90%
41. MARILYN HUGHES	8234	90%

20. MOHAMMAD ALEM	9016	92%
21. ROBERT FEIOCK	8620	92%
22. DEWAYNE SIMS	8456	92%

42. ANGELA ARMSTRONG	8981	90%
43. NICHOLAS MILAN	9108	90%

Service Delivery Data



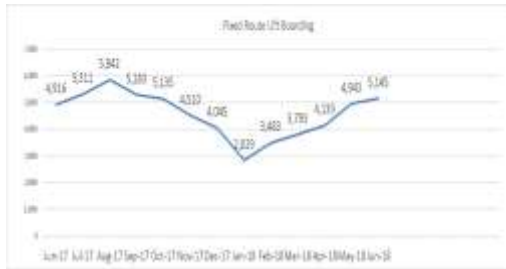
Fixed Route Update:

During this reporting period, the transportation department assisted the IMPD with clearing and/or transporting protesters from 75th Street and Shadeland Avenue to the Marion County Jail.

Transportation Supervisors partnered with Maintenance Supervisors and stocked car coolers with water, electrolyte replacements, and cooling towels to support all Professional Coach Operators on route during the excessive temperatures.

Key Performance Indicators





Community Outreach

Operations had representatives attend the following community stakeholder meetings:

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

Maintenance

The month of June posed challenges with record temperatures. The maintenance department partnered with Thermal King HVAC on weekends to ensure air conditioning services were maintained for both passenger and operator comfort. During this time, the maintenance management team also remained focused on the garage temperatures ensuring water and electrolyte replacements, as well as cooling towels were available to mechanics.

Buses within the fleet now have two In-service body checks yearly. With this Preventative Maintenance the department will be able to maintain a fleet beautification program and enhance further public perception of IndyGo products.

Maintenance continues weekly alignments across three shifts ensuring this necessary inspection and any needed corrections are completed timely to keep the fleet in the best condition possible.

Through the use of Wheelchair Ramp PM Predictive Maintenance, the Maintenance Department has seen a substantial drop in wheelchair ramp malfunctions and related issues. There continues to be a slight drop in the needed repairs to the ramps as they are also inspected at regular intervals.

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 2017 thru current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance

Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	2018/01	2018/02	2018/03	2018/04	2018/05	2018/06						
Major	4,895	4,392	5,342	6,238	5,016	4,181						
All	3,200	3,618	4,474	4,822	3,973	3,122						
	2017/01	2017/02	2017/03	2017/04	2017/05	2017/06	2017/07	2017/08	2017/09	2017/10	2017/11	2017/12
Major	5,834	9,585	6,907	5,745	5,269	7,070	6,655	8,202	7,049	6,330	5,496	7,000
All	4,805	7,465	5,708	5,359	4,615	5,730	4,979	6,062	5,258	5,333	4,389	4,895

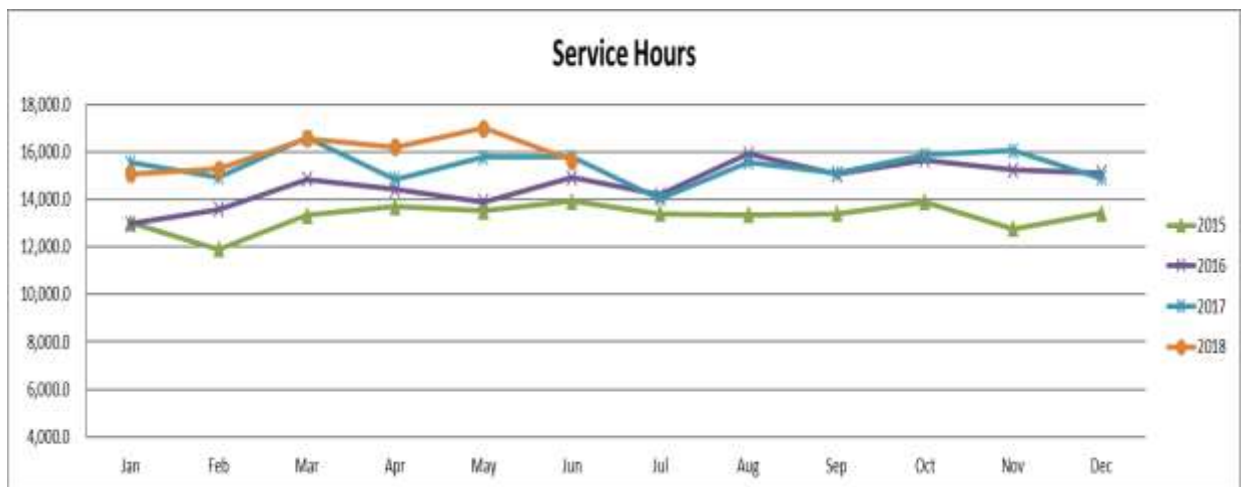
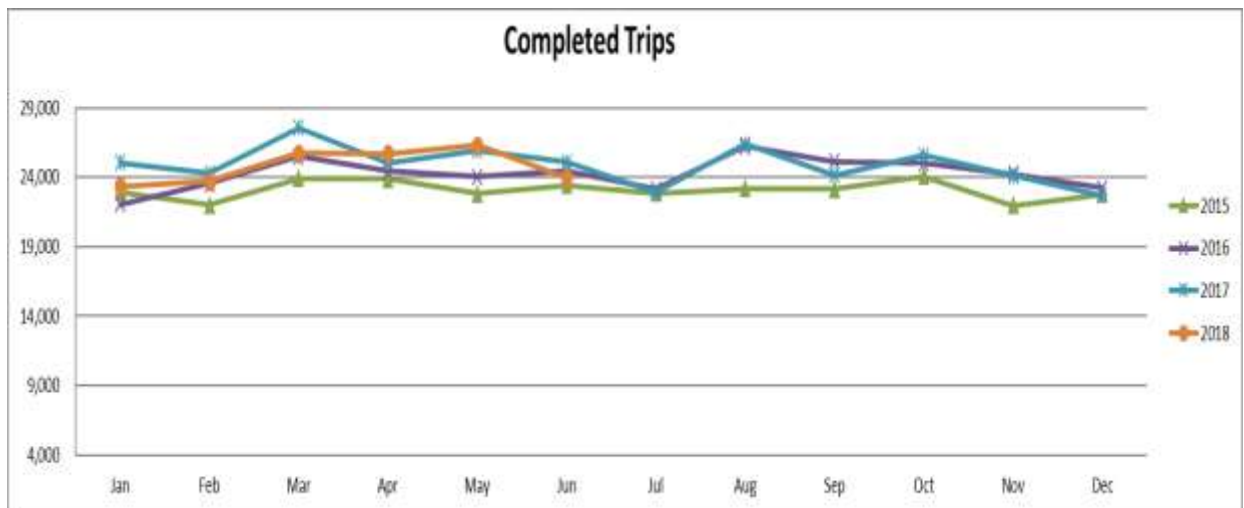
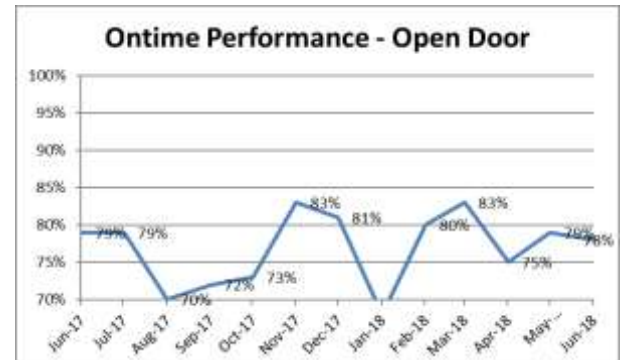
Flexible & Contracted Services

As Transdev, the contractor for paratransit services, continues to fine tune its operations, on-time performance decreased by 1% over the previous month from 79% to 78%. The decrease is related to the ongoing challenges with vehicles as well as software outages. However, Transdev is taking advantage of vehicle availability on the weekends and increasing their performance to assist in the overall monthly on time performance. Once new vehicles arrive, it is expected that a spike in on time performance will occur.

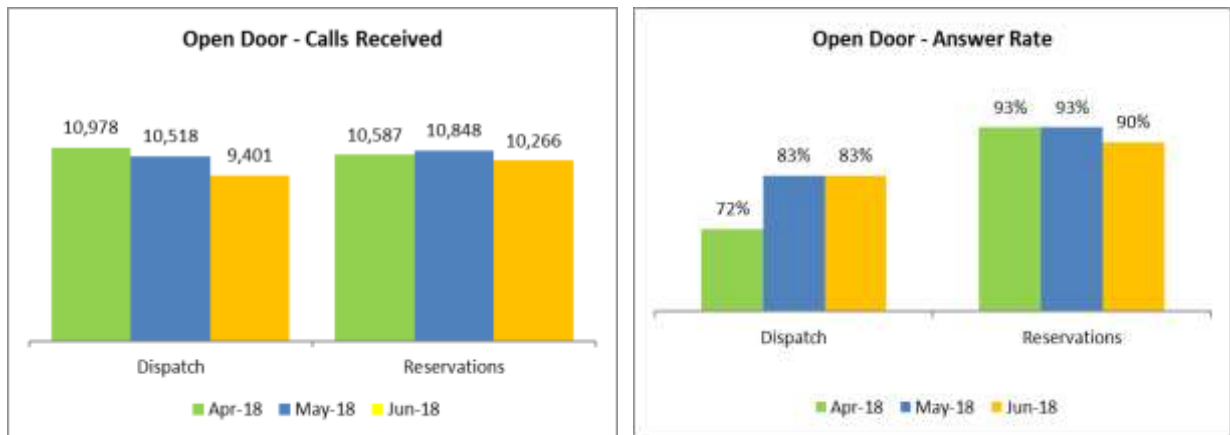
Although a small dip in on time performance occurred, customer comments decreased from 75 to 48 from the previous month. Revenue hours were also below the budgeted amount during this report period. Transdev continues to increase its staff and holds training classes on a weekly basis, there are currently 120 full-time operators.

As shown below in the following charts, there was a decrease in the call answer rate for reservations, which is related to a telephone outage. The dispatch answer rate remained constant.

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.



Fleet Services

The Fleet Services & Warehouse Distribution has currently staffed up to successfully run the 24 hour a day operation. In the past we had multiple shifts that did not have supervision or enough clerks to efficiently run the warehouse or service line (Washrack). With the stabilizing of the staff, the preventative maintenance shop can now focus on their core business of repairs instead of trying to find and bill out the bus parts necessary for repairs by themselves, leaving the preventative maintenance staff more time to focus solely on repairs. The Preventative Maintenance Shop also had to try and supervise the Washrack on the weekends as well, along with the premium detailing, this is a notable change in the Service Department business plan allowing the Preventative Maintenance team enough time to repair and diagnose the fixed route vehicles, instead of trying to run all three areas.

The first set of eight (8) buses of the 2018 Diesel Bus order of seventeen (17) buses has begun to arrive at IndyGo. They will begin service approximately Mid-August, as soon as the CAD/AVL equipment has been installed. The remaining nine (9) will start arriving in October 2018.

Facilities

With the unanticipated excessive temperatures during June, the Julia M. Carson Transit Center was again quite popular with the public seeking out cool spaces to wait for buses.

The Transit Ambassadors very active sharing valuable information regarding the new bus routes, bus route changes and Red Line updates to the public coming through the Transit Center as questions and curiosity are picking up at the Transit Center Site.

The IndyPendance Job Corps Outreach continued their outreach service to customers and the general public to help guide people to basic job training and job placement which has become popular at the Transit Center.

During the month of June, the U.S. Green Council visited the Julia M. Carson Transit Center to give congratulations for becoming one of the very few LEED GOLD Transit Centers in the United States for - Leadership in Energy & Environmental Design - which is quite an honor for IndyGo to have in place and to maintain. Also, IndyGo received their LEED GOLD 2018 Plaque that will be displayed in honor at the Julia M. Carson Center.

Meetings and conversations with Indianapolis Power & Light and our A&E Firm WSP and other designated parties continued in discussions and designs and electrical needs for the new Electric Buses with more information coming in on electric bus chargers and equipment as we ramp up for IPL to start their trenching and underground electrical work around our main building starting in late July for the extra electrical needs.

During the month of June the Facility Department used 4 different XBE/DBE contracting companies to perform small jobs around the property such as, Comfort Pro to install an inside A.C. Unit, Guyer Fire Service to install some new fire sprinkler lines, Aztec WFR, Inc. to perform some sidewalk and loading dock concrete repairs, and awarded a bid to All Points Tree Service to cut down the 12 trees needing removed for IPL to run their underground electrical lines.. All 4 of these companies are registered as XBE/DBE/MBE/ or VBE Vendors as we try to expand our use of XBE/DBE companies when we can.

In very early June, a car crashed into IndyGo's main bus Exit Gate #2 demolishing the gate in which a new 24 ft. custom made gate had to be ordered and will not arrive until late July, so temporary removable fencing is covering the gate area until the new gate arrives.

During the month of June IndyGo contractors installed or removed 23 bus stop signs, and installed or replaced 10 new trash cans and also replaced 10 glass shelter panels broken out due to vandalism.

RISK AND SECURITY

The Safety & Security department performed a Summer Safety Drill (shelter in place) at both the 1501 W Washington St and 201 E Washington St locations. The purpose of this drill is to help make employees aware of what to do should an actual shelter in place event occur. There were a few issues found during the drills that will be addressed with each department. One major issue found is that employees are not familiar with the message from the public-address system. To help with this, the Safety & Security department will start performing this drill every 60 days until it is found that all employees are proficient in how to respond.

SAFETY & TRAINING

SAFE DRIVERS

The following Operators were recognized for their safe driving for the month of June:

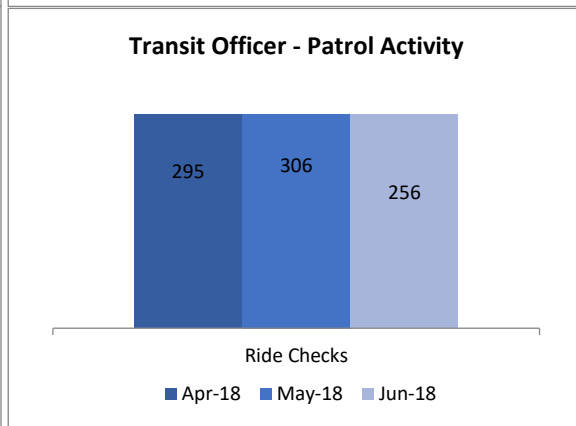
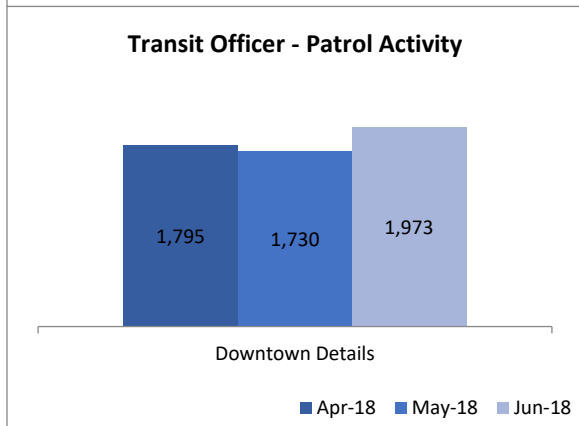
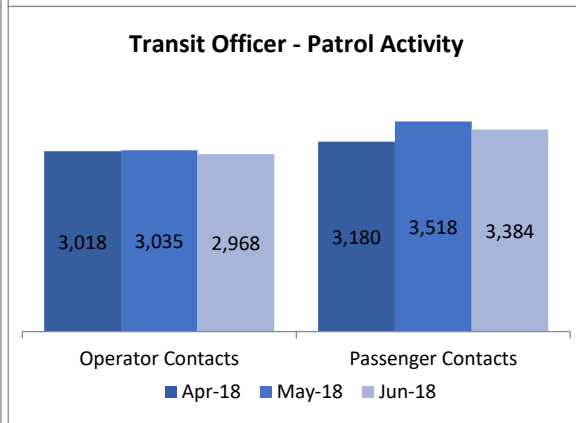
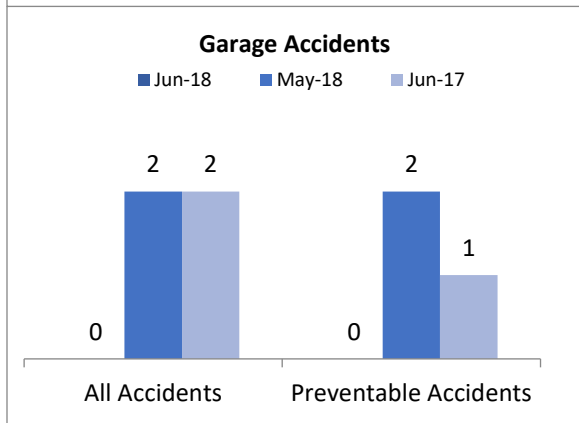
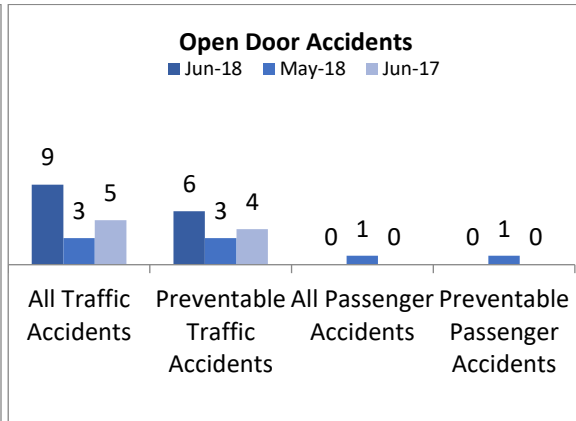
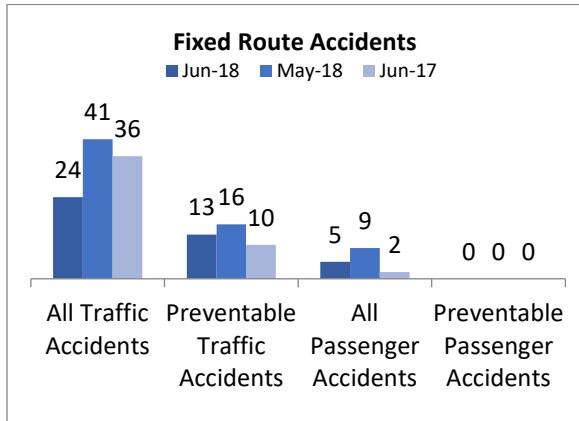
Ronny Smith -	18 Years
Ray Wright -	17 Years
Tenisha Baine -	12 Years
Michael Ricks -	10 Years
Shawn Clark -	9 Years
Nichelle Green -	8 Years
Melvin Wright -	8 Years
Lionel Barnett -	5 Years
Roger Bobbitt -	5 Years
Sean Davis -	5 Years
Nicole Byrd -	4 Years
LaShanda Carroll -	4 Years
Rolando Carter -	4 Years
Victoria Hardick -	4 Years
Edgar Hollyfield -	4 Years
Timothy McLeod -	4 Years
Laniese Coach -	3 Years
Terrance Dillard -	3 Years

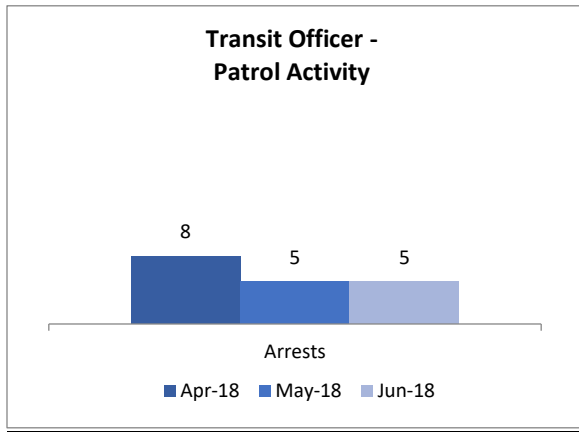
LaShonta Matthews -	3 Years
Eric Roberts -	2 Years
Matthew Chabra -	1 Year
Shirley Jones -	1 Year
Chaunitra Majors -	1 Year
Ricky Robinson -	1 Year
LaQuanta Wilson -	1 Year

- IndyGo Class #18-05 began on May 21, 2018 with 7 students. The class has completed the classroom portion of training and have started the route familiarization portion of the training. This is the first class that the training department has increased the amount of driving time to give the students more driving experience before they are released to operations. This extra time will be dedicated to those routes that are a little more challenging to give them more time to properly learn the route. Staff is expecting this class to graduate on July 20th and be released to Operations on July 22nd.
- IndyGo Class #18-06 began on June 18, 2018 with 7 students. The class is currently in the classroom portion of the class. When this is completed they will move into the route familiarization portion of the training. Staff expects this class to be complete with all portions of the training program and be graduating in mid to late August.

The following training sessions were conducted in June:

- Staff performed the following trainings:
 - Two (2) employees that returned to work after an extended leave
 - Four (4) new General Laborers
 - Two (2) new Administrative Staff
 - Nine (9) operators for retraining due to preventable accidents





To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES JUNE

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 Programs Manager
Felicia Moodie, HRBP – Leave Administration
Brittani Carpenter, HRIS Administrator
Romona Camarata, Manager of Learning and Development

July 2018 Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 06/30/2018)

Represented: 505

Non-Represented: 149

Total Active Employees: **654**

June Separations

Represented: 8

Non-Represented: 3

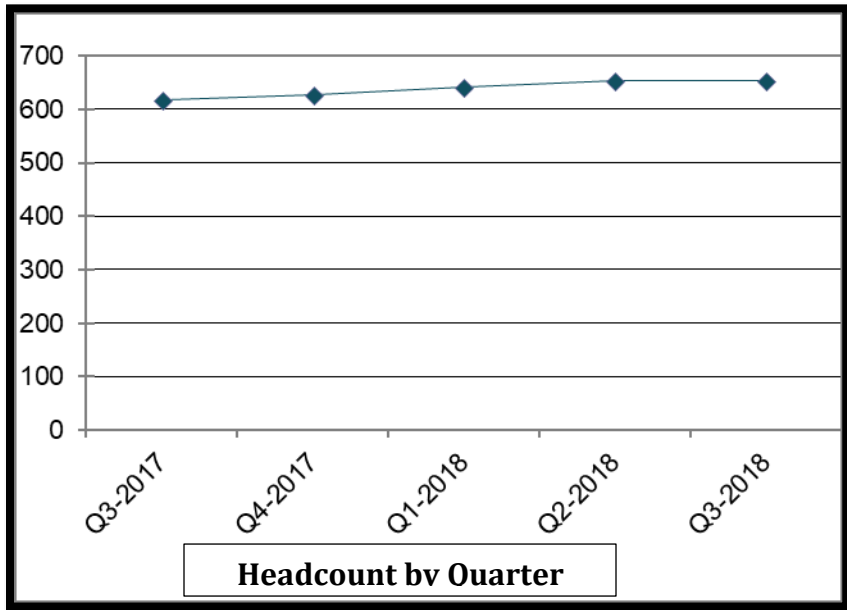
Total Separated Employees: **11**

June New-Hire Employees

Represented: 13

Non-Represented: 2

Total New-Hire Employees: **15**



June Employee Turnover Rate: 1.69%

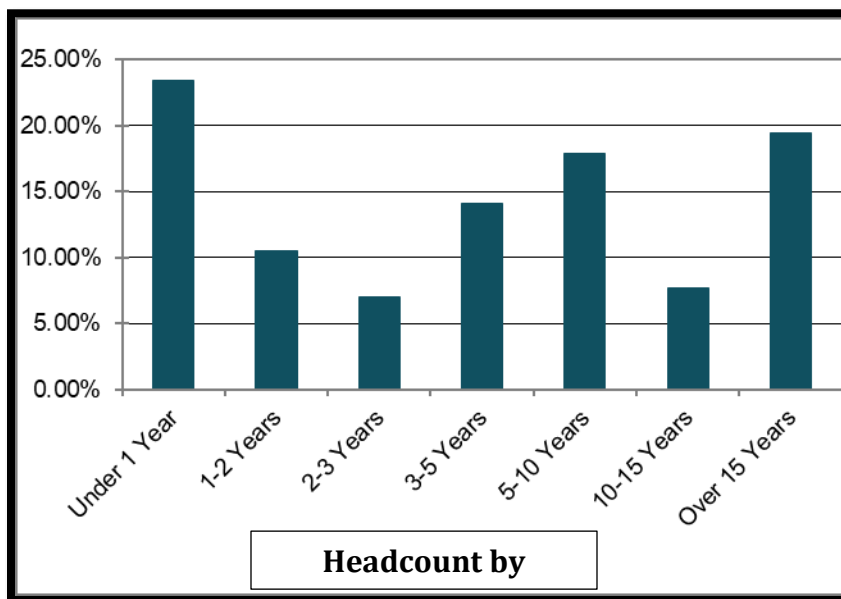
Staffing Capacity (as of 06/30/2018)

742.5 FTE Budget

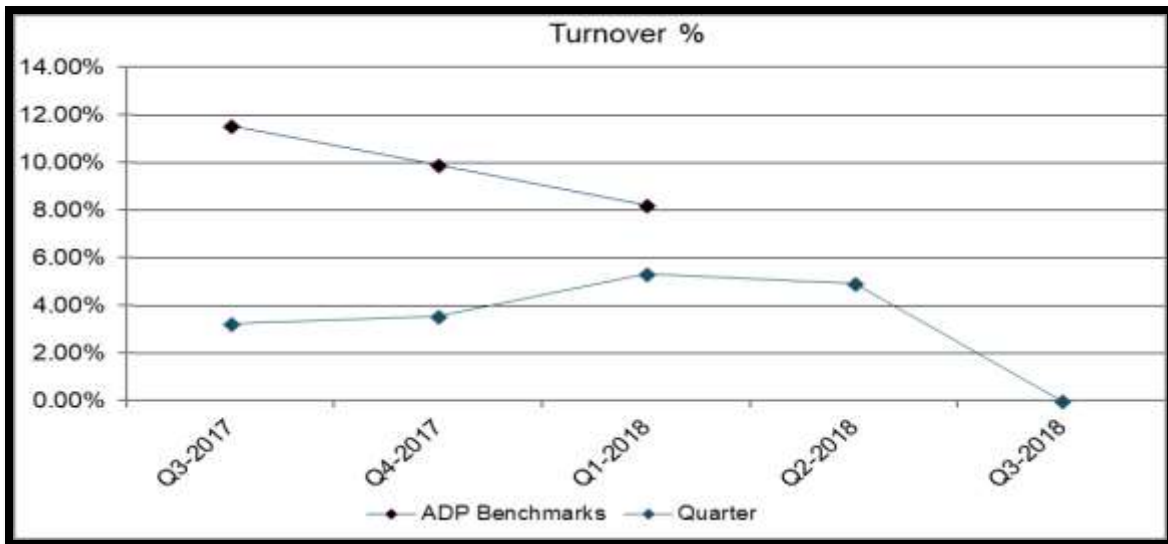
654 FTE Actual

12.0% Below Maximum Capacity

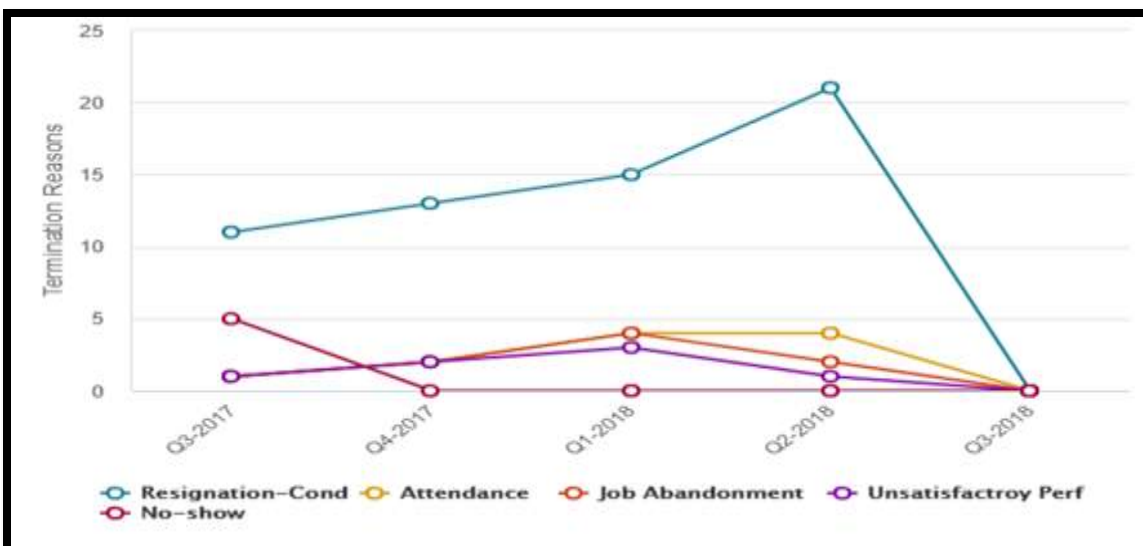
Headcount	
Period	Headcount
Q3-2017	617
Q4-2017	626
Q1-2018	641
Q2-2018	654
Q3-2018	654



Headcount by Tenure		
Tenure Band	Headcount Percentage	Headcount
<1 Year	23.39%	153
1-2 Years	10.55%	69
2-3 Years	7.03%	46
3-5 Years	14.07%	92
5-10 Years	17.89%	117
10-15 Years	7.65%	50
>15 Years	19.42%	127



Turnover Rate %				
Period	Overall Turnover %	Overall Terminations	Average Headcount	ADP Benchmarks
Q3-2017	3.22%	19	589.77	11.57%
Q4-2017	3.54%	22	622.26	9.92%
Q1-2018	5.33%	34	638.38	8.20%
Q2-2018	4.93%	32	649.29	
Q3-2018	0.00%	0	654.00	



Termination Reasons						
Period	Resignation	Attendance	Job Abandonment	Unsatisfactory Performance	Retirement	All Others
Q2-2017	7	3	0	0	2	3
Q3-2017	11	1	1	1	0	5
Q4-2017	13	2	2	2	1	2
Q1-2018	15	4	4	3	2	6
Q2-2018	10	3	2	1	1	3

Drug and Alcohol Compliance

EBT Maintenance and Test Accuracy

Manufacturers of evidential breath testing devices (EBTs) used for DOT alcohol tests must include a Quality Assurance Plan (QAP) describing the instructions on use and care with each EBT. These instructions include the required performance of external calibration checks at specified intervals. An “external calibration check”, also known as an “accuracy check” or “calibration check”, is a test of a device’s ability to read a known alcohol standard within a specified tolerance. If an EBT fails an external calibration check (i.e., it produces a result that differs by more than the tolerance stated in the QAP from the known value of the test standard), it must be taken out of service. Every result of 0.02 or above obtained on the EBT since the last valid external calibration check is cancelled. The EBT may not be used for DOT tests until it is repaired and passes an external calibration check. DOT requirements for the proper use and care of EBTs are described in §40.233.

June 2018	
Test Type	Number of Tests
Pre-Employment	35
Random	17
Post Accident	4
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

The drug and alcohol team audits all collections sites yearly. During the audit, the team verifies the calibration records for each EBT to make sure its operating within the requirements of the regulations.

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue65/pdf/issue65.pdf>

Learning and Development

1. **Tuition Reimbursement Policy** - Final approval pending
2. **Supervisor Training Sessions (continues monthly)** - One-hour sessions in the following areas: Leadership, Communication (Tact & Finesse), Talent Acquisition (Selection, Hiring & Mock Interviews), Onboarding (Assimilation), Sexual Harassment and Leave Management (FMLA, Short-Term and all other Leaves)
3. **Butler Leadership Series (continues)**
 - a. Leadership Development – Cohort 2 – continues; Graduation July 25
4. **National Transit Institute** – (various sessions through December 2018)
 - a. Harassment Prevention(June/July)
 - b. Crisis Communication (June/July)
 - c. Building Diversity Skills (June/July)
 - d. Management of Transit Construction Projects (August)
 - e. Toolbox for Transit Operator Fatigue (October)
5. **ETI – Computer Training Courses**
 - a. Excel level 2 – June 11 (21 attendees)

Wellness and Employee Engagement

The week of June 11th was our Annual Employee Appreciation/IndyGo Cares Week. The week was filled with activities and events such as chair massages, neighborhood clean-up, fruit and vegetables to snack on, writing letter to children in the hospital, and the Annual Health Fair. Employees were able to interact with vendors, ask benefit and health questions and play games. Approximately 175 employees participated in the Health Fair.

The kick - off planning meeting for the Second Annual 5K walk/run club was held. There were 50 individuals signed up to participate in the event which will take place on Saturday, August 25 beginning at 8 am at IndyGo headquarters.

IndyGo continues to work with Spire to provide nutritional coaching for 6 high risk individuals in order to help address the increasing obesity and diabetes rates. IndyGo is exploring other partnerships such as the Complete Health Improvement Program (CHIP). CHIP is an intensive educational program that includes 18 sessions to be completed over a three-month period. This program has been proven to normalize blood pressure, lower depression, help manage type two diabetes and lower weight through lifestyle coaching. The wellness/culture team will continue to engage all employees to work to build comprehensive programs that address and drive cultural change.

Other upcoming events:

- Bike Club's 10-mile ride - August 25.
- 3-on-3 Basketball Tournament - September 15.

Activate Clinic Utilization Stats for June 2018

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	96	32	251	378
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	358	6	8	372

Leave Management

Total Intermittent Leaves Received: 9

Total Continuous Leaves Received: 7

Total Leaves Received: 16

Total Intermittent Leaves Closed: 9

Total Continuous Leaves Closed: 6

Total Leaves Closed: 15

Open Intermittent Leaves (as of 06/30/2018): 84

Open Continuous Leaves (as of 06/30/2018): 10

Total Intermittent Occurrences: 103

Total Intermittent Hours: 736.75

June 2018	
Leave Type	Number of Days
FMLA – No Pay	37
FMLA – Personal Day	7
FMLA – Sick Day	42
FMLA – Vacation Day	15
Sick – No Pay	39
	140 Days = 1120 Hours

Workers' Compensation

2018 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	2	5	4	7	10	6							
Non-Reportable	3	3	2	3	2	4							
Light Duty - New	0	3	3	3	4	5							
Light Duty - Total	1	2	5	5	6	7							
TTD - New	0	0	0	1	0	3							
TTD - Total	3	2	2	1	0	3							
Denied	0	1	1	0	0	0							
Lost Time (days)	80	56	27	15	6	63							
Open Claims - New	0	0	0	7	10	10							
Open Claims - Total	6	6	6	17	16	19							
Closed Claims	6	6	0	6	1	3							