



Board Report  
June 28, 2018

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO**  
**BOARD OF DIRECTORS’ PUBLIC MEETING**  
**AGENDA – JUNE 28, 2018**  
**(As of 6/19/18)**

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**New Business**

**RECOGNITIONS**

**ACTION ITEMS**

- A – 1**    **Consideration of Approval of Minutes from Board Meeting held on May 24, 2018 – *Juan Gonzalez***
- A – 2**    **Consideration of Vendor and Approval of Contract for Fare Collection Modernization System – *John Marron***
- A – 3**    **Consideration and Approval of Red Line Construction Change Orders **(if needed)** – *Justin Stuehrenberg***
- A – 4**    **Consideration of Contract Option Year for Paratransit Contracted Assessment Services – *Paula Haskin***
- A – 5**    **Consideration of Purchase Order for 16 (sixteen) 40’ Diesel Buses under Gillig Bus Contract (fleet replacement) – *Roscoe Brown***
- A – 6**    **Approval of Contract with Indianapolis Power & Light for Electric Bus Charging Power Supply Installation – *Justin Stuehrenberg***
- A – 7**    **Consideration and Approval of Task Order for Electric Bus Charging Construction Oversight – *LaTeeka Washington***

**Old Business**

**INFORMATION ITEMS**

- I – 1**    **Consideration of Receipt of the Finance Report for May 2018 – *Nancy Manley***
- I – 2**    **Paratransit Update – *Paula Haskin***
- I – 3**    **Transit Project Update**
- I – 4**    **CEO Update – *Mike Terry***

**Department Reports in Board Packet:**

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

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*Our next Board Meeting - **Introduce Budget 2019** - will be Monday, July 30, 2018*

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 May 24, 2018.

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

Jill D. Russell  
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

**EXECUTIVE SESSION**

**MINUTES**

**THURSDAY, May 24, 2018**

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:00pm, on Thursday, May 24, 2018 in the office of the President and CEO at 1501 W. Washington Street, Indianapolis, In 46222

**Board members present were:**

Danny Crenshaw, Chair  
Juan Gonzalez, Vice-Chair  
Tommie Jones, Secretary  
Greg Bedan, Board Member  
Mark Fisher, Board Member  
Alan Rowland, Board Member

Treasurer Greg Hahn joined the session at 4:30 pm.

Discussion was limited to matters enumerated under IC 5-14-1.5.6.1(b)(2)(A) and (B) and IC 5-14-1.5.6.1(b) (9). Session adjourned at 4:55pm.

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION**

**BOARD OF DIRECTORS MEETING**

**MINUTES**

**THURSDAY, May 24, 2018**

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:07pm, on Thursday, May 24, 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:**

Danny Crenshaw, Chair  
Juan Gonzalez, Vice-Chair  
Tommie Jones, Security  
Greg Hahn, Treasurer  
Mark Fisher, Board Member  
Greg Bedan, Board Member  
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  
Richard Joseph, CIO / VP of Information Technology  
Bryan Luellen, VP of Public Affairs and Communications  
Justin Stuehrenberg, VP of Planning and Capital Projects

**RECOGNITIONS:**

President and CEO Mike Terry recognized Coach Operator Michael Flowers for his participation and representation of IndyGo in the APTA Rodeo competition held in Tampa, Florida. Director of Transportation Dwight Benjamin explained the competition and conditions under which the contestants participated.

**ACTION ITEM 1: APPROVAL OF MINUTES FOR APRIL 26, 2018 MEETING**

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

**ACTION ITEM 2: CONSIDERATION AND APPROVAL OF BLUE LINE TASK ORDER 2 (WSP)**

Justin Stuehrenberg presented this action item for approving work related to the Blue Line 30% Design, NEPA, & Small Starts.

Motion for approval by Mark Fisher and seconded by Alan Rowland passed unanimously.

**ACTION ITEM 3: CONSIDERATION AND APPROVAL OF ON-CALL CONTRACT FOR CONSTRUCTION ENGINEERING & INSPECTION SERVICES FOR NON-BRT CORRIDORS**

Justin Stuehrenberg presented this action items seeking approval for the President / CEO to enter into negotiations and contract with Lochmueller Group.

Motion for approval by Juan Gonzalez and seconded by Greg Hahn carried unanimously.

**ACTION ITEM 4: CONSIDERATION AND APPROVAL OF RED LINE CONSTRUCTION CHANGE**

Mike Terry requested that this action item be tabled until further notice.

Motion for tabling by Board Chair Danny Crenshaw carried unanimously.

**ACTION ITEM 5: CONSIDERATION OF VENDOR AND CONTRACT APPROVAL OF TRANSIT SIGNAL PRIORITY INSTALLATION (SOLE SOURCE, GLOBAL TRAFFIC TECHNOLOGIES)**

Presented by Justin Stuehrenberg for approval to enter an agreement with Global Traffic Technologies for traffic signalization compatible with the system utilized throughout the City for the Red Line and Indianapolis Fire Department.

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

**ACTION ITEM 6: CONSIDERATION AND APPROVAL OF MOBILITY ADVISORY COMMITTEE MEMBERS**

Presented by Director of Flexible Service / Contract Services Paula Haskin for the approval of appointment of Mandla Moyo and Morgan Kirk to the Mobility Advisory Committee (MAC).

Motion for approval by Alan Rowland and seconded by Greg Bedan carried unanimously

**ACTION ITEM 7: APPROVAL OF INTERLOCAL AGREEMENT WITH DEPARTMENT OF PUBLIC WORKS**

Presented by President/CEO Mike Terry for approval to enter to an agreement with the Department of Public Works outlining the responsibilities of both parties during the construction of the Red Line and its future maintenance.

Motion for Approval by Alan Rowland and seconded by Greg Bedan passed unanimously.

#### **INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) UPDATE**

Chair Ryan Malone gave the update on the activities of MAC to the Board.

The report was accepted.

#### **INFORMATION ITEM 2: RECIEPT OF FINANCE REPORT FOR MARCH 2018**

Nancy Manley provided the April 2018 financial report.

The report was accepted.

#### **INFORMATION ITEM 3: INTRODUCTION OF SERVICE STANDARDS**

Bryan Luellen presented this information item on Service Standards. A copy of the presentation is attached.

The report was accepted.

#### **INFORMATION ITEM 4: REVIEW OF JUNE FIXED ROUTE ENHANCEMENTS**

Presented by Bryan Luellen.

The report was accepted.

#### **INFORMATION ITEM 5: CEO UPDATE**

Mike Terry informed the Board that the Small Starts Grant (SSG) for the Red Line has been fully executed and Notice to Proceed letters issued to the contractors. Mr. Terry expressed his appreciation and thanked U.S. Senators Donnelly and Young, and U.S. Representatives Brooks and Carson for their support in this matter.

The Board was advised that staff was in the process of formulating the 2019 budget.

The company is working with the Bond Bank and Counsel to package a presentation educating the public and City-County Counsel on the need for financing the Marion County Transit Plan through bonding.

Mr. Terry thanked the IndyGo team for the delivery of service to the community and work on the agreement with DPW, and concluded his remarks by wishing everyone a safe and enjoyable Memorial Day weekend.

The report was accepted.

**DEPARTMENT REPORTS 1-4:**

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

Board Chair Danny Crenshaw adjourned the meeting at approximately 6:10 pm.

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Jill D. Russell  
General Counsel

TO: Chair and Board of Directors

FROM: John Marron, Director of Strategic Planning  
Pamela White, Director of Procurement

**SUBJECT: IndyGo Fare Modernization**

**BACKGROUND:**

As part of the implementation of the Marion County Transit Plan, IPTC plans to modernize its fare collection system to provide more accessible, convenient, and streamlined service to its passengers. Through 2017, individuals across IPTC were engaged in an internal study to review and inform the future of fare collection across IPTC operations. This process resulted in the determination that the desired solution would be a single, comprehensive account-based fare collection system that will enable passengers to move across IPTC services—local fixed route transit service, bus rapid transit service, and paratransit service—in a convenient and accessible manner.

The fare study identified the following goals for the future of IPTC fare collection, to be considered as the framework through which this solicitation of fare media, fare collection equipment, systems and technology and/or the adoption of fare policies would be considered.

1. Maintain and/or increase revenue and ridership.
2. Ensure equity of opportunity and access for all users.
3. Ensure fare policy changes may be communicated to, and accepted by, the public.
4. Ease enforcement of fare policy, including easing the burden of enforcement upon coach operators.
5. Modernize fare media in such a way that it:
  - a. Promotes ease of use for riders;
  - b. Promotes intra-agency coordination across transit services (rapid, local, paratransit);
  - c. Secures operational efficiencies; and
  - d. Improves data collection capabilities.

To advance these goals, IPTC seeks a system that provides, at a minimum, the following components: an account-based system, mobile ticketing application, fare media, fare processing devices to be installed on fixed route coaches, ticket vending machines, BRT station validators, proof of payment validators and citation issuance devices, and retail desk hardware and accessories.

**PROCUREMENT PROCESS:**

On March 19<sup>th</sup>, 2018, IPTC released RFP 18-02-286 Fare Collection with an email to all registered vendors and posting on our website [www.indygo.net](http://www.indygo.net). Advertisements were placed in The Court and Commercial Recorder, The Indianapolis Business Journal, La Voz De Indiana, and Mass Transit Magazine. Ads ran beginning March 19<sup>th</sup>, 2018 and March 26<sup>th</sup>, 2018. A pre-bid meeting was held on April 2, 2018, with twenty-one (21) vendors present.

On April 6, 2018, IPTC received eighty-four (84) written questions in response to the RFP 18-02-286 Fare Collection. On April 11, 2018 IPTC released Addendum #1 answering the written questions received. On April 16, 2018, IPTC released Addendum #2 updating the Procurement Schedule, and IPTC received twenty-six (26) RFA/RFI's. On April 26<sup>th</sup>, 2018 IPTC released Addendum #3 answering the RFA/RFI's received.

On May 18, 2018, IndyGo received seven (7) proposals in response to RFP 18-02-286: the following firms responded: BEA/Delerrok, Bytemark, Genfare, INIT, Masabi, Parkeon, and Vertiba. All proposals were ruled responsive and responsible by Procurement and were sent to the evaluation committee for scoring.

IPTC convened an evaluation team comprised of the project manager, and the vice presidents of Finance, Information Technology, Public Affairs, Operations, and Capital Projects. The evaluation team evaluated written proposals based the scope of work, references and past performance, cost and project approach. Through a competitive scoring process, two (2) firms from the original list—Bytemark and Parkeon—were invited to participate in interviews and product demonstrations before the evaluation committee on June 8, 2018.

After the interviews, the evaluation team submitted final score cards, in which firms were evaluated on their best and final offer cost structure, product demonstration, project management team and schedule, and the advancement of IPTC fare-related goals. This competitive evaluation resulted in Parkeon as the top scorer. Parkeon currently has transit fare collection efforts, including ticket vending machines, validators, and/or mobile ticketing applications in operation in New York City, Minneapolis Metro, Houston, St. Louis, New Orleans, and several other domestic and international locations.

**FUNDING:**

In March 2018, the IndyGo 2018-2022 Capital Plan was adopted by the IPTC board of directors. This plan outlined \$3,026,354 in fare modernization efforts that would be funded via grants and local funds, with an additional \$2,423,646 to be funded through a combination the project budgets associated with the Red, Purple, and Blue rapid transit corridors.

Given the breakdown of costs provided by the vendor in response to the RFP, the costs within this project will be assigned to various project budgets as follows:

Capital costs by project		Expected Operations Cost by Year	
Red Line	\$1,656,287	2019	\$103,256
Purple Line	\$377,460	2020	\$186,280
Blue Line	\$652,740	2021	\$204,092
Red Line Extensions	\$157,470	2022	\$209,057
Local Fleet	\$529,980	2023	\$210,056
Total Capital Costs	\$3,373,937	Total Operations Costs	\$912,741

**Total Project Costs: \$4,286,678**

In total, the capital and expected operational costs for the comprehensive fare modernization effort totals \$4,286,678 to be expended between 2018 and 2023. These efforts will be funded from various capital project budgets, each of which will have a unique mix of federal and local funds, and the annual operations budgets through 2023.

**DIVERSITY PARTICIPATION:**

Due to the complexity and the limited Disadvantaged Business certified in this type of work, it was determined that there would be no DBE participation goal. However, it is the policy of IPTC to commit to the success of minority, women, veteran, and disability-owned businesses by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD). While not a requirement for this solicitation, the selected vendor has identified a DBE business –ESP Services from Houston, Texas – with whom it will partner on the installation of station equipment, totaling 5.2 percent of the project budget.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President and CEO to enter into contract negotiations with Parkeon and, upon conclusion of successful negotiations, enter into a contract that will result in the delivery of the capital equipment and services as outlined in RFP#18-02-286 for an amount not to exceed \$4,286,678.

John Marron  
Director of Strategic Planning

Pamela White  
Director of Procurement

IndyGo Agenda  
June 28, 2018  
Item No. A – 3

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, VP Capital and Planning Projects

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

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Contract Services

**SUBJECT: RFP 14-04-167 ParaTransit Assessment Services  
Exercise Third of Three Option Years**

**BACKGROUND:**

As required by the Americans with Disabilities Act, IPTC provides Paratransit service for those members of our community who are unable to utilize the fixed route system. As part of that service, IPTC conducts in-person assessments of applicants to determine Paratransit eligibility based upon the applicant's ability to negotiate the fixed route system by determining their ability to access a bus stop and board and ride a fixed route bus, while maintaining consistency and integrity of the process. This assessment aids IndyGo staff in determining if an applicant meets the criteria to ride Paratransit/Open Door.

**PROCUREMENT PROCESS:**

On March 31, 2014 IPTC released RFP 14-04-167 ParaTransit Assessment Services. The proposals were then evaluated by the Evaluation Committee against the published evaluation criteria, which included Understanding of Project and ADA Requirements, Qualifications/Experience, Cost Proposal, and References and Retention.

The board approved the recommendation to enter into a contract with Hawkeye Health to provide Assessment Services for a two-year contract with three (3) option years. IPTC exercised the second of the three options in 2017 with an expiration date of August 27, 2018.

**SUMMARY:**

IPTC and Hawkeye Health entered into a contract in 2014. Hawkeye Health has been providing quality service in performing functional assessments of individuals for Open Door service. Hawkeye Health's fees have remained constant during the extent of their contract in the amount of \$140,000 for the first two years and requested an increase of 3% for each of the option years.

FUNDING:

This project is funded from the Operating budget.

RECOMMENDATION:

In a manner consistent with IndyGo procurement and contract award standards, we wish to exercise the third and final of three option years as the board approved under the previous contract award dated June 26, 2014 for an amount not to exceed \$152,981.78.

A handwritten signature in black ink, appearing to read "Haskin", with a stylized initial "P" or "H" at the start.

Paula Haskin  
Director of Flexible and Contracted Services

TO: Chair and Board of Directors

FROM: Roscoe Brown, Chief Operating Officer and Vice President of Operations  
Pamela White, Procurement Director

SUBJECT: **Procurement of 16 Replacement Buses**

BACKGROUND:

IPTC has committed to evolving the Indianapolis transit bus fleet to 100% electric. The agency has been awarded three notable grants to advance electric propulsion for the transit fleet, and in 2013, IPTC received funding through the TIGER program to acquire our first 21 electric buses.

In 2014, IPTC received another TIGER grant to advance the environmental study and engineering for a fully electric Red Line rapid transit project. And in 2018, IPTC executed a Small Starts grant agreement for Red Line construction and vehicle acquisition. IPTC has placed an order for thirty-one (31) 60-foot BRT buses, which will bring the count of electric buses in operation by mid-2019 to a total of fifty-two (52). The IPTC Maintenance Division is expanding the electrical department to include twelve (12) trained High Voltage (HV) technicians during that same period.

Over the next few years, concurrent with this deployment of new technology and the Red Line, IndyGo is growing its service by 70%: Routes operating more frequently, for longer hours, seven days a week. The expansion of service is being funded by the Marion County income tax measure that was approved by voters in 2016 and enacted by City-County Council in 2017.

The application of battery technology to the transportation field is an exciting opportunity to lower operational costs and decrease the impact on the environment. IPTC issued RFP 17-10-276 Forty Foot to evaluate 100% battery electric 40-foot buses to replace the oldest diesel buses.

As with any new technology, there are challenges. Through the course of evaluating the procurement for 40-foot electric replacement buses, IPTC staff has identified two key issues that could impact the successful deployment of the Marion County Transit Plan.

- 1) Replacing 16 buses with electric units in 2019 would increase the total electric fleet to 68 units. With a fleet of 167 buses today, and a projected fleet total of 180 in mid-2019, electric vehicles would comprise approximately 38% of the IPTC fixed route fleet. It's essential that IPTC focus on equipping our workforce with the training they need to maintain these vehicles. Reliability of the transit service is absolutely critical during this time of growth.
- 2) The Marion County Transit Plan has promised longer hours of service, and better frequency throughout the system. Specifically, the weekday span is planned for 20 hours, with service operating from 5am to 1am. In order to deliver the service plan set forth, IPTC must have equipment that can operate 300 miles per day and recharge fully in 4 hours. The electric bus procurement process identified that this emerging technology has not yet matured to a point that can meet IPTC's service plan.

Above and beyond a commitment to any one type of technology, IPTC has a responsibility to deliver highly reliable transit service as promised by the Marion County Transit Plan. To that end, it is critical that IPTC replace the oldest buses in the fleet to ensure efficient, safe and reliable transit service. Each year IPTC aims to replace 16 buses from its fleet.

Staff is proposing the procurement of sixteen (16) new Gillig diesel 40-foot buses. RFP 14-02-163 provided options for up to one hundred (100) buses. IPTC has already exercised forty-two of the one hundred options (100), and this current procurement will bring the total options exercised to fifty-eight (58), with to forty-two (42) buses remaining.

All new Intelligent Transportation Systems (ITS) technology, CAD/AVL and security cameras will come already installed on the new bus order. The total cost for each fully equipped new diesel bus will be \$500,020.

#### PROCUREMENT PROCESS:

The current Gillig contract is a result of IPTC's **RFP 14-02-163** 40ft Diesel Buses approved and awarded by the IPTC board in May 2014.

**FUNDING:**

Traditional bus procurement is via purchase and as such the funding source for this procurement will be provided by the Section 5339 formula (State of Good Repair) and Section 5307 formula (Large Urban Transit) grant money provided by the Federal Transit Administration. These funding sources contain a 20% local matching fund requirement that will be funded by the IPTC cum fund.

As a financing option, staff is exploring large equipment (bus) leasing as an alternative. Leasing is an acceptable procurement strategy as viewed by the Federal Transit Administration (FTA). Staff will determine leasing feasibility prior to delivery of buses in mid-2019. Should a resourced option be available for leasing and determined advantageous, then a finance proposal will be brought back to the board for consideration and approval.

**RECOMMENDATION:**

In a manner consistent with IndyGo contract award standards, we ask the Board to authorize the President/CEO to place a bus order under the current contract option with Gillig Corporation to build, as specified by IPTC, sixteen (16) new Gillig Low Floor buses for an amount not to exceed \$8,000,320 (\$500,020 per bus).

Roscoe S. Brown Jr.  
Chief Operating Officer & Vice President of Operations

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: IPL Contract Work for Washington Street Facility Electric Upgrades**

**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 action covers the first component and would initiate a contract with Indianapolis Power & Light (IPL) to perform the work connecting into the power grid and installing the needed exterior improvements for connecting the building into their system. IPL will oversee and warranty the work and equipment used continuously; transformers, electrical vaults, lines. This contract is to cover the cost of the work according to IPL's normal operating practices.

**PROCUREMENT PROCESS:**

This is utility work and is sole-sourced from the utility provider. IPL had a list of contractors approved to complete this type of work from their qualifying process. From the IPL list there were (3) three who could complete the work needed for the project and the contractor selected had the lowest proposal, \$176,126. The contractor came back and submitted an even lower proposal amount of \$154,475.

FUNDING:

Funding for contract with IPL is planned for 100% local funds.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute a contract with Indianapolis Power & Light (IPL) for the installation of infrastructure needed for electric bus charging at the Washington street facility, for an amount not to exceed \$154,475.

Justin Stuehrenberg  
Director of Special 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: WSP Design Oversight Services during Construction for Washington Street Facility Electric Upgrades**

**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 action will initiate a Task Order with WSP for the design oversight services during construction of the portion of work to be done by IndyGo. WSP services would include support for the bid process, review contractor suggested alterations, and monitor construction progress.

**PROCUREMENT PROCESS:**

This work is with on-call vendor, WSP, for high voltage & electrical.

**FUNDING:**

Funding for Task Order with WSP is planned for 50% FTA LoNo Grant & 50% local funds.

**DBE GOAL:**

DBE Goal is 13%. WSP has contracted with The Etica Group to meet the goal for the project.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize IPTC to execute Task Order with WSP for the design oversight services during the construction of the upgrades of infrastructure needed for the Washington street facility, for an amount not to exceed \$97,361.

Justin Stuehrenberg  
Director of Special Projects

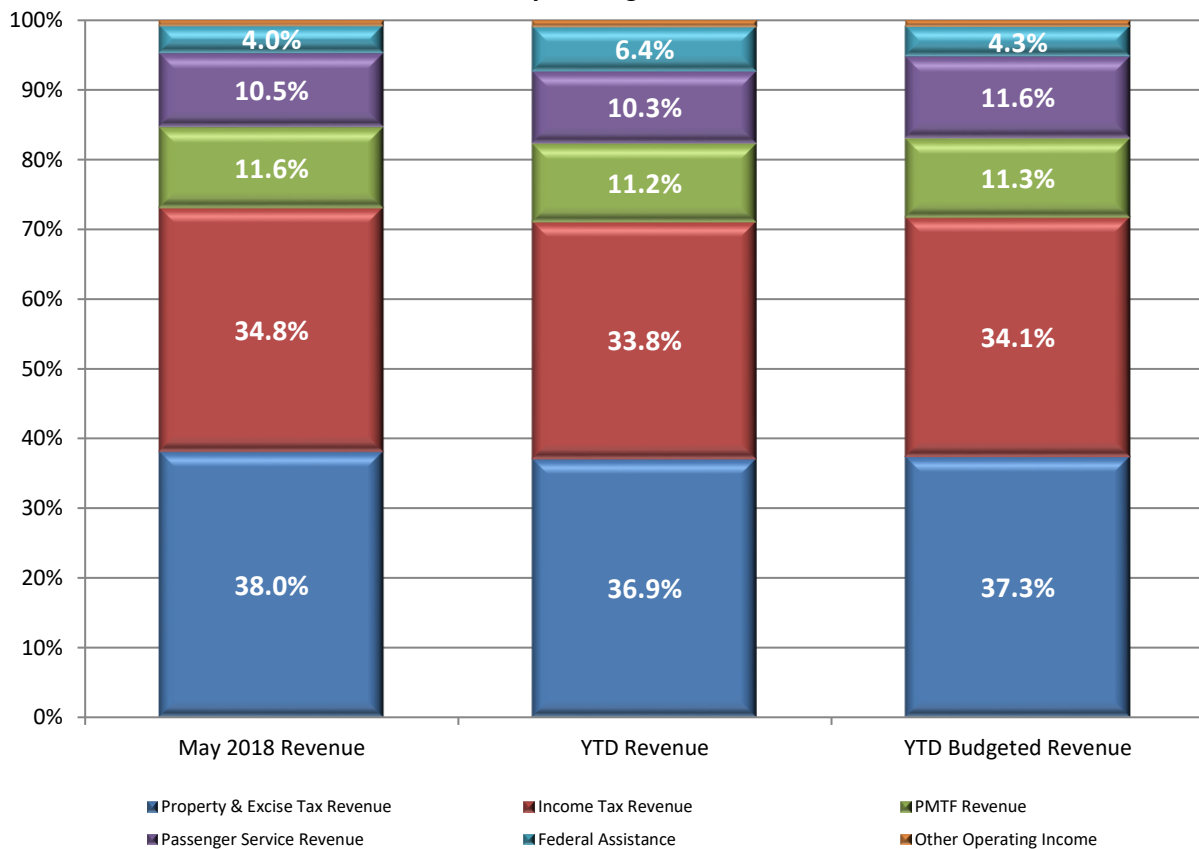
Pamela White  
Director of Procurement

To: Chair and Board of Directors

From: Nancy Manley- Controller

**FINANCIAL UPDATE  
May 2018**

**Revenue Comparison  
By Funding Source**



**FTA Assistance**

Revenue from the FTA assistance was under budget by 9.5% for the month. This revenue is received based on eligible expenses are submitted for reimbursement.

**Other Operating Income**

Other operating income was under expectation by 17.2% in May.

**Passenger Service Revenue**

Passenger service revenue was under budget by 11.3% for the month. Year-to-date has held steady the past two months at 10% under budget. Ridership has held steady as compared to the same period in 2017.

### **Local Tax Revenue**

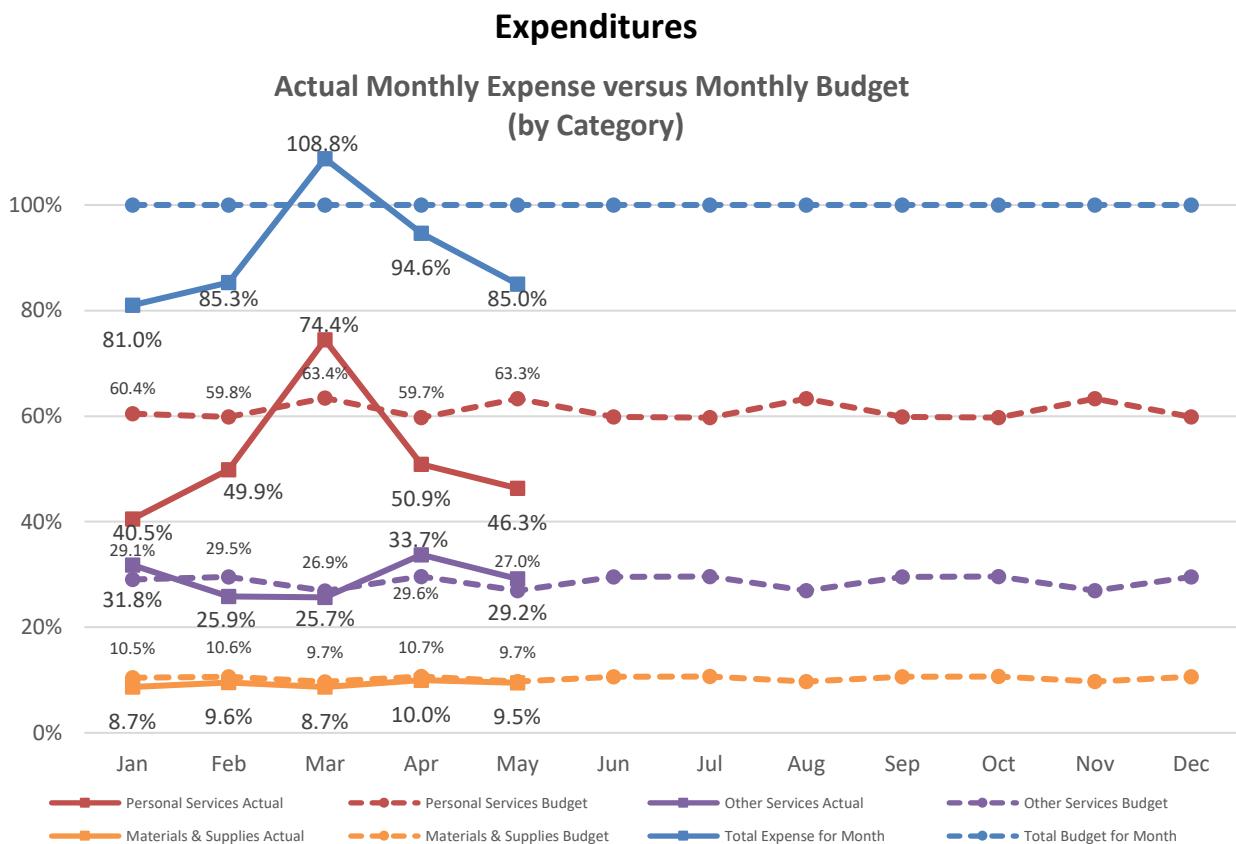
Local Tax Revenue received from property tax is estimated for May based on a 12-month straight-line distribution method and is estimated to be \$2.9M per month. The bulk of property tax revenue is received in June and December each fiscal year. Other local income taxes in the amount of approximately \$182K was received in May.

### **Transit Income Tax Revenue**

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

### **Total Revenue**

For the month of May 2018, the total revenue recognized was 1.8% under projections and year-to-date overall revenue received was on target with projections.



### **Personal Services**

Overall, Personal Services were 26.8% under budget in May. Year-to-date is under by 15.2% 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 over budget projections by 8.0% for the month of May.

In May, there was a higher number of claims settled however, this line item is 15.3% over budget year-to-date.

Miscellaneous Expenses were 271.9% under budget due to IPTC recouping approximately \$100K in bad debt.

**Materials and Supplies**

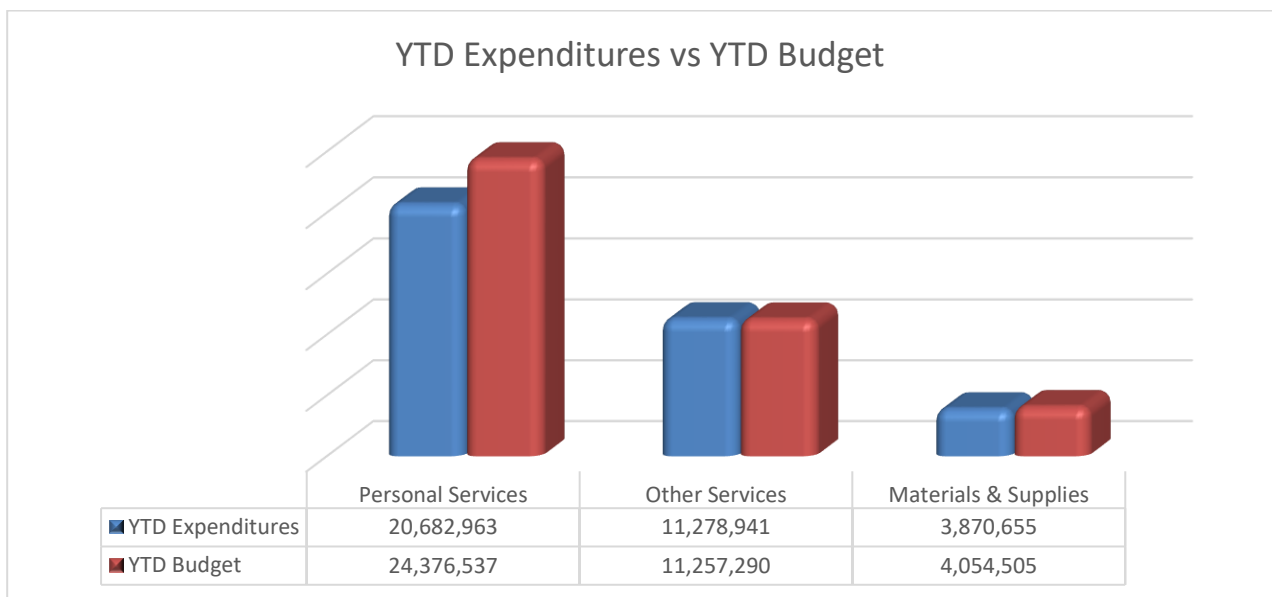
For the month of May, this expense category was collectively 2.4% under budget.

**Total Expenses**

Total expenses came in 15.0% under budget projection for the month of May and year-to-date we are 9.7% under budget.

**Summary**

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



Nancy E. Manley  
Vice President/CFO/Controller

IndyGo Agenda  
6/28/18  
Item No. I – 2

TO: Chair and Board of Directors

FROM: Paula Haskin, Director of Flexible and Contracted Services

SUBJECT: **Update on Paratransit service**

IndyGo Agenda  
6/28/18  
Item No. I – 3

TO: Chair and Board of Directors

FROM: Bryan Luellen, VP Public Affairs & Communications

SUBJECT: **Transit Project Update - Presentation**

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 JUNE 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

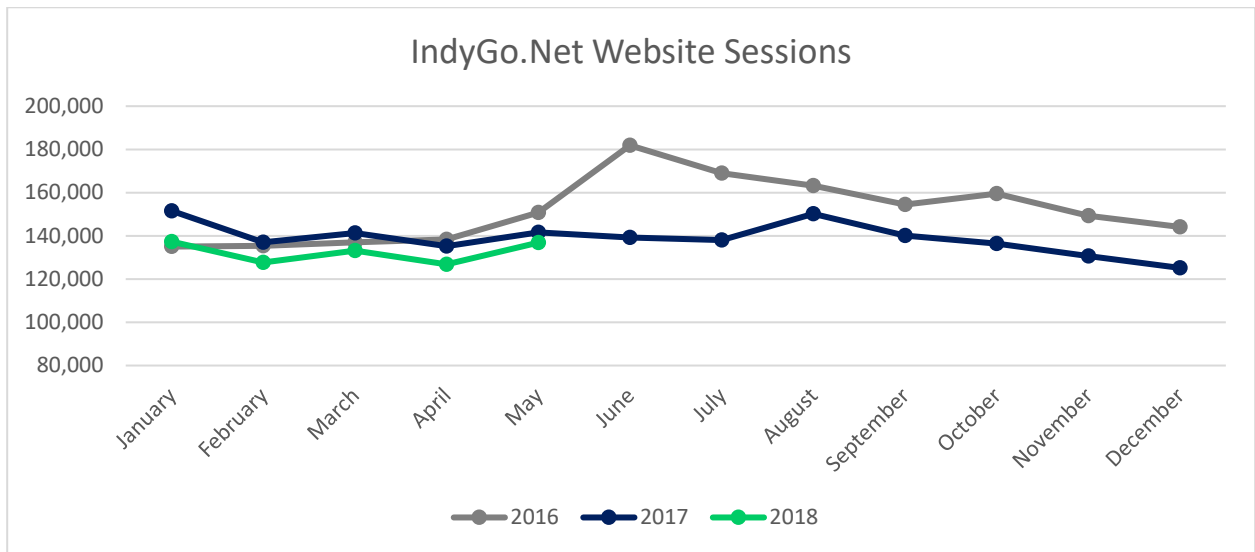
Betsy Sattler, Graphic Specialist

Kaliah Ligon, Manager of Outreach

Jordan Patterson, External Communications Intern

### INDYGO.NET MONTHLY SESSIONS 5/1/18 – 5/31/18:

Page Views	322,238
New /Returning Visitors	32,176/20,716
Total Sessions	136,822



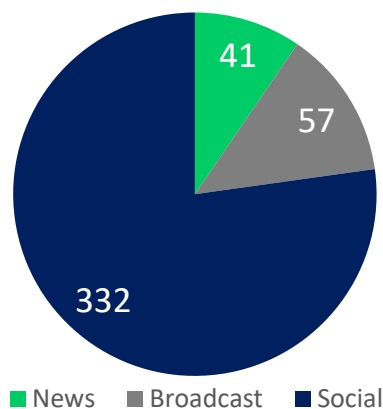
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%
May	84.48%	13.56%	1.96%	60.83%	39.17%

## MAY NEWS RECAP:

- “U.S. Department of Transportation Announces \$75 Million Grant Agreement for Bus Rapid Transit Project in Indianapolis, Indiana” – Informed Infrastructure, C+S Engineer, Indianapolis Business Journal, WISH TV 8, Mass Transit Magazine
- “Key Bank Promotes Gonzales to Market President” – Indianapolis Business Journal
- “Construction to Begin on Red Line” – Indianapolis Business Journal
- “More IPS Students Could Soon be Riding the IndyGo Bus to School” – Chalkbeat Indiana, One News Page, RTV 6
- “IndyGo Offering Summer Discounted Youth Passes” – WTHR 13
- “Super Stops Will Aim to Speed Transit Service” – Urban Times Online

**Topics Include:** Mentions in early May include federal small starts funding for the Red Line, detours and delays for community events like the Mini Marathon, and announcement of the executed \$75M grant for the Red Line. Mid-May mentions include information about IndyGo Summer Youth Passes and the Shelby Street closure due to the Dig Indy project. Late May mentions include announcement of construction beginning for Red Line and information about IPS/IndyGo pilot program partnerships.

Share of Voice by Volume



**News mentions: 41**

**Broadcast mentions: 57**

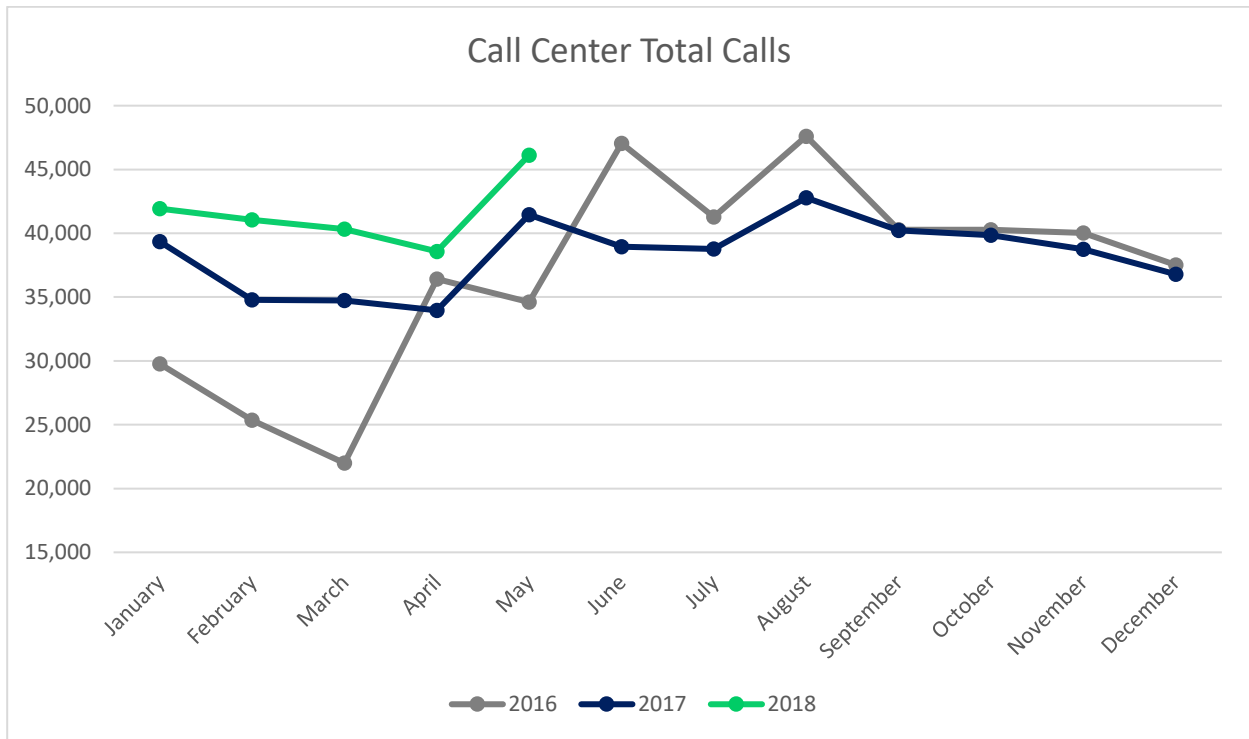
**Social Media mentions: 332**

# **MAY CALL CENTER REPORT:**

46,132 total calls

1.83% calls abandoned in queue

55.71% Interactive Voice Response (IVR) calls

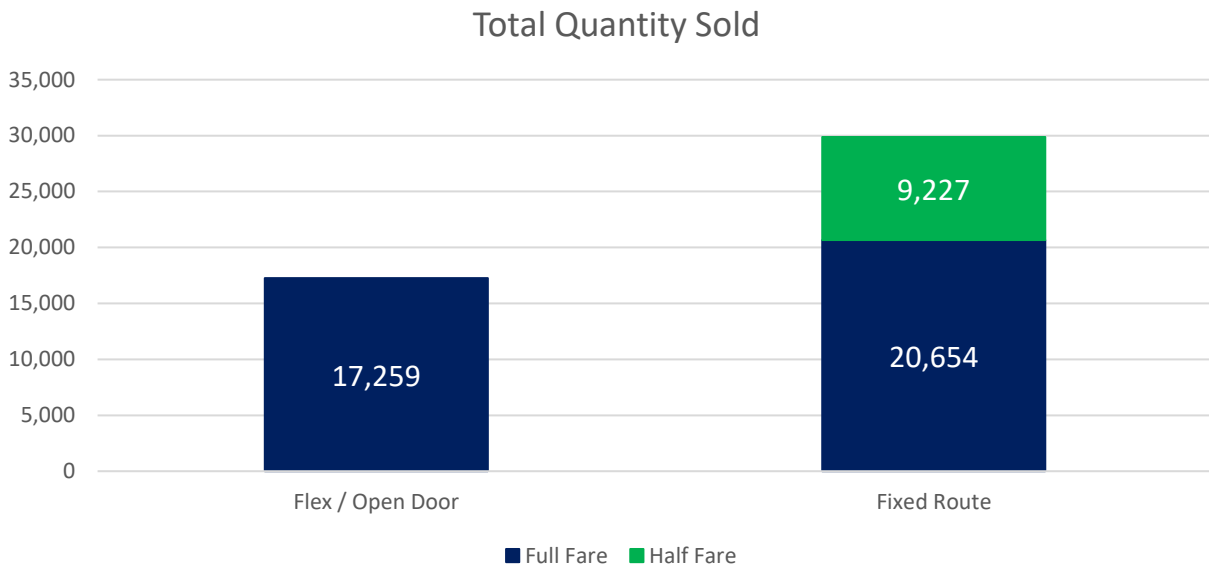
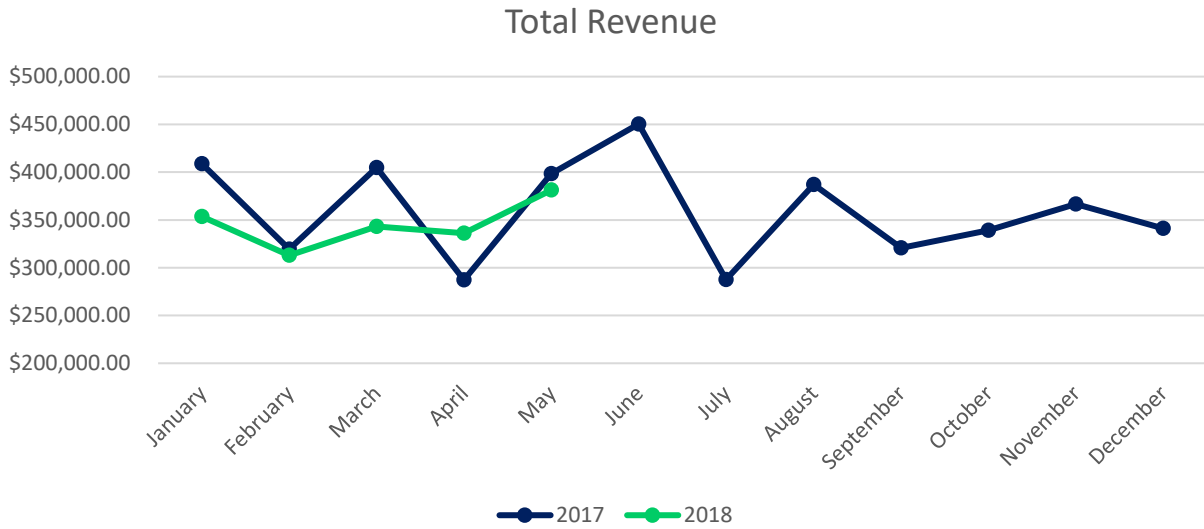


## **CUSTOMER COMMENTS: 540**

ADA	1	PASS BY	89
BUS STOP		PURPLE LINE	2
CIVIL		REAL TIME ARRIVALS	1
COMPLIMENT	32	RED LINE	11
COURTESY	95	REQUEST	40
CUSTOMER SERVICE CENTER	3	ROUTE	3
DENIAL	9	ROUTE DETOUR	1
DISCRIMINATION – TITLE VI	2	RULES	6
FACILITY MAINTENANCE	20	SAFETY	85
FARES	4	SCHEDULE ADHERENCE	91
INFORMATION TECHNOLOGY	1	SERVICE CHANGES	
MCTP	4	SUGGESTION	16
MARKETING	2	VEHICLE MAINTENANCE	11
OTHER	7	WRONG INFORMATION	2

**MAY PASS SALES REPORT:**

Total Quantity of Passes: 47,140



**Additional Revenue:**

Retail Desk & Online Purchases: \$236,828

Cash: \$65,493.20

Checks: \$31,329.90

Credit Cards: \$140,004.90

**OUTREACH SUMMARY FOR MAY:**

Outreach in May saw the Transit Ambassador program utilize both the transit system and the DTC as main sources of disseminating Marion County Transit Plan information to IndyGo riders. This month also consisted of a plethora of internal tabling sessions to educate IndyGo employees on the Blue Line as well as any questions about the Marion County Transit Plan.

**MAY OUTREACH EVENTS:**

5/3/2018	Outreach at Shortridge HS lunch
5/4/2018	Shortridge HS Parent Meeting
5/7/2018	5310 Grant 2018 Call for Projects
5/8/2017	Red Line Corridor Liaison business outreach
5/8/2018	Transit Ambassador support: Shortridge
5/10/2018	Super Stops Business Stakeholder outreach
5/14/2018	Blue Line Internal Outreach - DTC Ops lounge
5/14/2018	Blue Line Internal Outreach - DTC Ops lounge
5/15/2018	Crown Hill Neighborhood Association
5/15/2018	Irvington Community Council Meeting
5/16/2018	Blue Line Internal Outreach - DTC Ops lounge
5/16/2018	Blue Line Internal Outreach - Maintenance Lounge
5/16/2018	MAC-D
5/16/2018	Blue Line Internal Outreach - DTC Ops Lounge
5/16/2018	Blue Line Internal Outreach - Maintenance Lounge
5/16/2018	Blue Line Internal Outreach - Ops Lounge
5/17/2018	Transit Ambassador outreach: Transit Center
5/17/2018	Blue Line Internal Outreach - Ops Lounge
5/20/2018	Transit Ambassador Outreach: Transit Center
5/20/2018	Transit Ambassador Outreach: Route 37
5/21/2018	Transit Ambassador outreach: route 3W

5/23/2018	Wayne Township Fire Department stakeholder meeting
5/23/2018	Red Line Corridor Liaison business outreach
5/23/2018	Internal outreach: Maintenance
5/23/2018	Internal outreach: Maintenance
5/23/2018	Transit Talks: Mary Rigg Neighborhood Center
5/24/2018	Transit Ambassador outreach: route 10E
5/26/2018	Transit Ambassador outreach: Transit Center
5/29/2018	Transit Ambassador outreach: route 31
5/30/2018	Transit Ambassador outreach: Transit Talk
5/30/2018	Transit Ambassador outreach: Transit Center
5/30/2018	Transit Ambassador outreach: Transit center
5/30/2018	Transit Talk: Shepherd Community Center
5/31/2018	Transit Ambassador outreach: Transit Center
5/31/2018	Transit Talk: Ransburg YMCA

**SPECIAL PROJECTS:**

IndyGo is partnering with the City of Indianapolis and Brandywine Creek Farms to provide a 6-month pilot program that will offer fresh, healthy, and affordable food for purchase at the Transit Center 4 days/week (Monday – Thursday) during peak hours (3-6 PM) beginning July 9, 2018. Wednesday, June 20, will serve as the kickoff for customer pre-registration. Public Affairs staff is providing marketing support in advance of the pilot start date.

PLANNING AND CAPITAL PROJECTS REPORT

6/28/18

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 effect on June 10. More frequency was added to the following routes, consistent with the MCTP:

- 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 more trips each week. In February, 349 trips were added for an overall 2018 increase of 550 additional weekly trips. In addition, routine timing adjustments on specific routes will be made as is standard practice with operator picks. Work continues on the 2019 Service Improvements.

### **Transit Amenities**

Planning staff is continuing work on the *2019 Marion County Bus Stop Service Improvement Plan*, which will have system-wide impacts when the 2019 service improvements are implemented. A detailed analysis has been completed identifying, prioritizing specific bus stop level changes throughout the transit network. This analysis resulted in the recommendations for infrastructure improvements associated with new bus stops, new transfer points, existing stops where increased ridership is expected, and the removal of existing stops due to service changes or bus stop spacing standards. Overall, infrastructural improvement possibilities are being evaluated at more than 350 existing and new bus stop locations, roughly 10 percent of all bus stops system-wide. Design is underway by the consultant team at Shrewsberry & Associates and should go out to bid for construction (possibly in phases) this winter.

Bus stop removals for June 2019 will be coordinated with the consultant team at Shuck Corporation. These locations have been identified and a plan for the efficient switchover from pre-MCTP 2019 Implementation service to post-MCTP Implementation service is being formulated. Shuck Corp. staff will also handle the installation of IndyGo bus stop signage and utility location coordination. IndyGo staff works with the City of Indianapolis Bureau of Neighborhood Services for permitting needs. Moving forward, planning staff will be 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 and help build out the Marion County Transit Plan bus stop improvements.

### **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 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 de Paul/East 30<sup>th</sup> Street, St. Vincent Hospital/West 86<sup>th</sup> Street, 82<sup>nd</sup> Street/Castleton Square Mall area, at stops along 25<sup>th</sup> Street/Monon Trail area, East Michigan Street/Sherman area, West 10<sup>th</sup> Street/Tremont area, Michigan Road/73<sup>rd</sup> Street area, and 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 Emerson Avenue and 29<sup>th</sup> Street/30<sup>th</sup> 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 3, 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 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 Downtown Transit Center staff, Planning staff continues to identify and improve traffic flow problems on the streets bounding the DTC. The vehicle detection repairs to the intersection of Delaware Street & Pearl Street on May 4 appear to have mitigated some of the traffic issues along Delaware Street. Service Planning staff will continue to monitor traffic along Delaware Street. At the Alabama Street & 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.

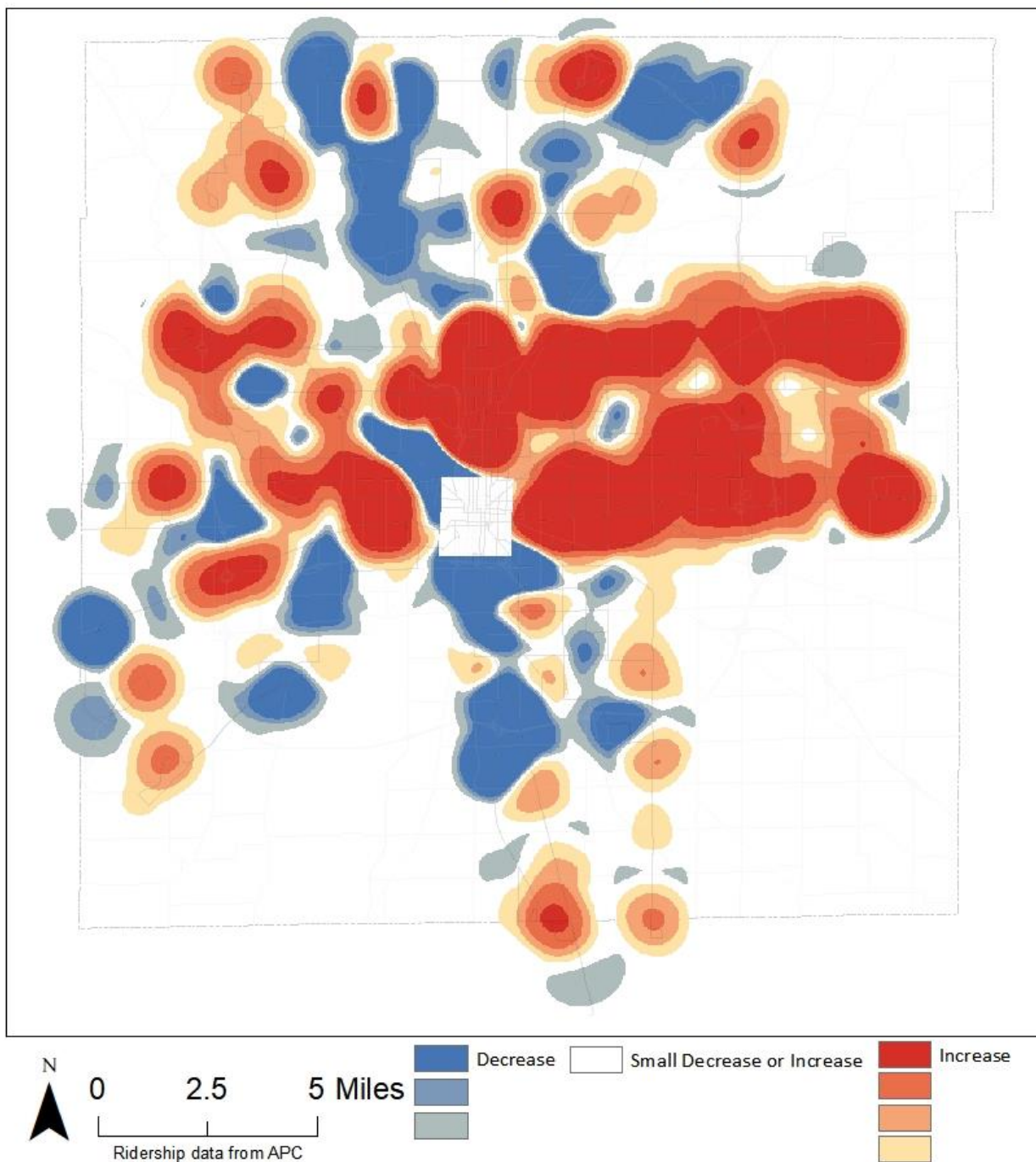
The Red Line Transit Signal Priority (TSP) contract that was approved by the Board in May has been executed. The purchase order in the amount of \$1.6 million was received by the vendor on June 6. IndyGo Service Planning staff is working with the vendor to schedule a project kickoff meeting and to schedule delivery of the first shipment of TSP equipment for the Red Line contractor to install on the traffic signals.

Planning and Procurement staff is 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 to the September Board meeting.

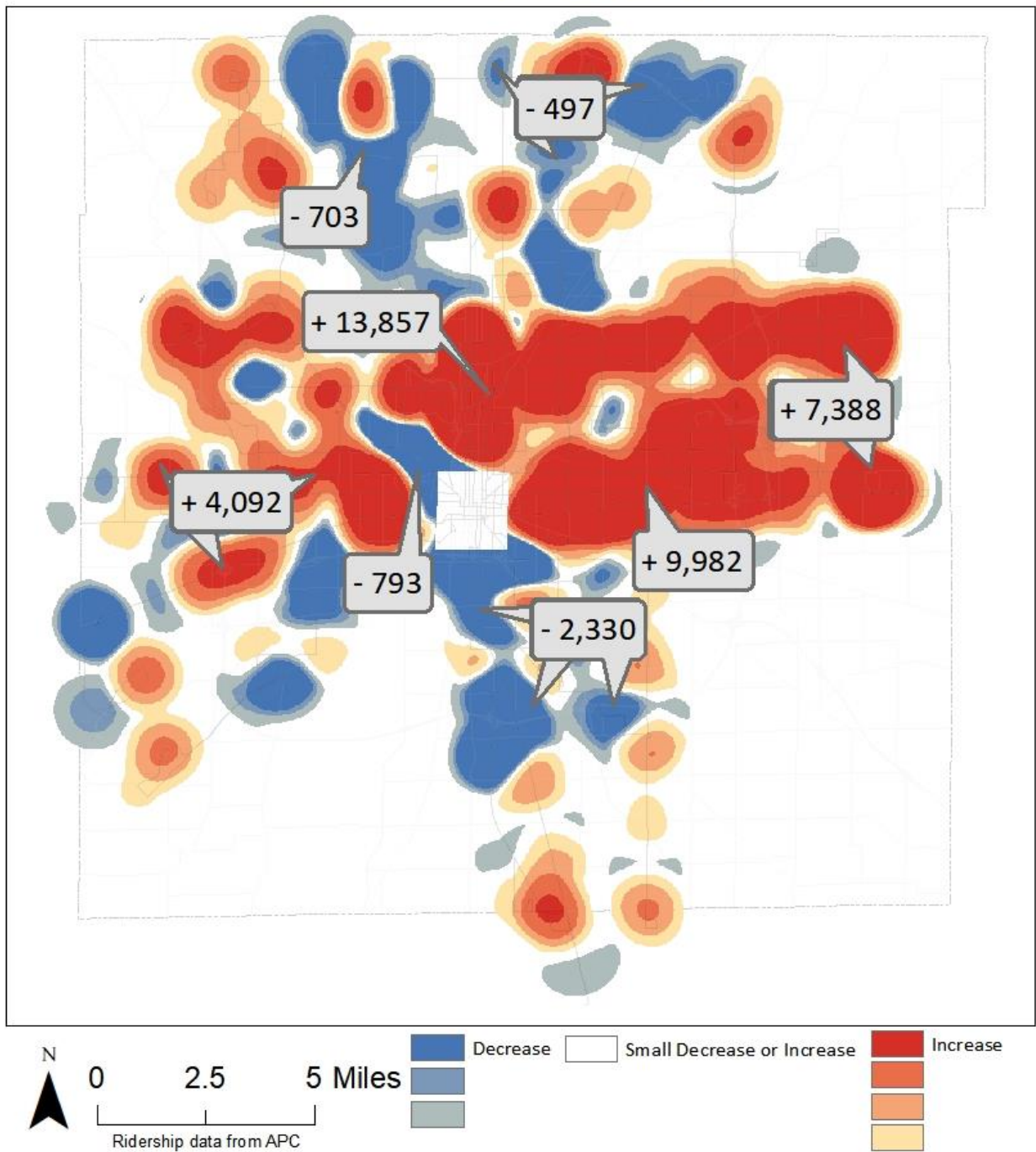
Service Planning met with Operations on May 1 to identify the scope of pavement marking and signage improvements along Harding Street, south of Washington Street. A set of conceptual construction plans and a construction cost estimate was distributed to Operations and Planning/Capital Projects staff for review and comments on June 1. Buses are being delayed along Harding Street more frequently, as train activity continues to increase at the CSX crossing south of the main garage. 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		
May-17	May-18	% Change	Fixed Route Ridership	2017	2018	% Change
15,025	16,737	11.4%	<b>2 E. 34th St.</b>	74,639	77,191	3.4%
24,325	26,456	8.8%	<b>3 Michigan St.</b>	121,245	123,286	1.7%
12,573	13,644	8.5%	<b>4 Fort Harrison</b>	64,191	64,072	-0.2%
17,858	16,326	-8.6%	<b>5 E. 25th</b>	87,751	73,269	-16.5%
11,510	13,706	19.1%	<b>6 N. Harding</b>	58,908	65,871	11.8%
120,590	133,201	10.5%	<b>8 Washington St.</b>	590,374	594,621	0.7%
90,886	95,695	5.3%	<b>10 10th St.</b>	447,785	442,747	-1.1%
3,563	3,520	-1.2%	<b>11 E. 16th St.</b>	16,891	19,103	13.1%
4,939	4,714	-4.6%	<b>12 Minnesota</b>	24,272	22,242	-8.4%
3,043	3,133	3.0%	<b>13 Raymond</b>	15,845	16,181	2.1%
9,062	8,865	-2.2%	<b>14 Prospect</b>	46,693	43,824	-6.1%
19,785	18,947	-4.2%	<b>15 Riverside</b>	93,495	83,964	-10.2%
10,216	11,300	10.6%	<b>16 Beech Grove</b>	50,559	53,058	4.9%
20,961	23,066	10.0%	<b>17 College</b>	104,534	103,059	-1.4%
11,329	11,887	4.9%	<b>18 Nora</b>	58,310	56,183	-3.6%
37,793	35,873	-5.1%	<b>19 Castleton</b>	186,287	167,480	-10.1%
13,622	15,555	14.2%	<b>21 East 21st St.</b>	66,156	69,645	5.3%
11,155	10,512	-5.8%	<b>22 Shelby</b>	52,116	48,767	-6.4%
10,244	10,825	5.7%	<b>24 Mars Hill</b>	47,824	53,555	12.0%
14,667	14,884	1.5%	<b>25 W. 16th St.</b>	69,324	68,516	-1.2%
14,710	13,956	-5.1%	<b>26 Keystone</b>	71,888	65,407	-9.0%
12,820	13,351	4.1%	<b>28 St. Vincent</b>	65,584	64,391	-1.8%
6,544	7,718	17.9%	<b>30 30th St.</b>	33,904	35,441	4.5%
24,265	24,499	1.0%	<b>31 Greenwood</b>	118,549	112,336	-5.2%
26,885	26,000	-3.3%	<b>34 Michigan Rd.</b>	124,690	117,164	-6.0%
39,223	37,531	-4.3%	<b>37 Park 100</b>	186,750	177,171	-5.1%
32,275	30,309	-6.1%	<b>38 Lafayette Square</b>	158,768	139,102	-12.4%
95,716	102,709	7.3%	<b>39 E. 38th St.</b>	475,111	466,781	-1.8%
3,935	3,964	0.7%	<b>55 English</b>	19,870	16,869	-15.1%
12,007	10,419	-13.2%	<b>86 86th Street Crosstown</b>	59,689	46,646	-21.9%
11,095	12,696	14.4%	<b>87 Eastside Circulator</b>	56,109	55,833	-0.5%
522	345		<b>Others</b>	1,893	2,856	
<b>743,143</b>	<b>772,343</b>	3.9%	<b>Total</b>	<b>3,650,004</b>	<b>3,546,631</b>	-2.8%

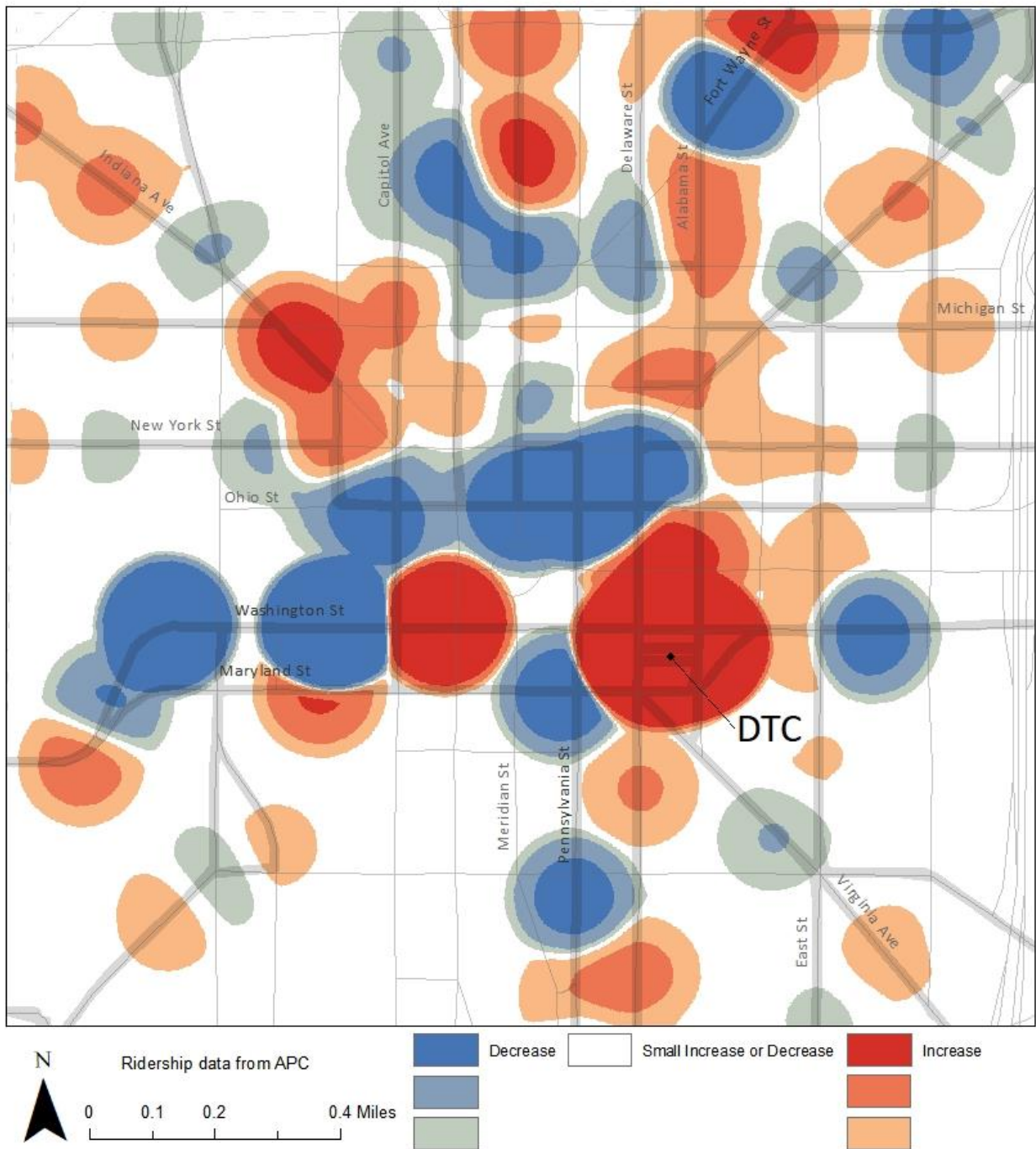
## Comparison of Stop-Level Boardings May 2017 compared to May 2018 Outside of Downtown



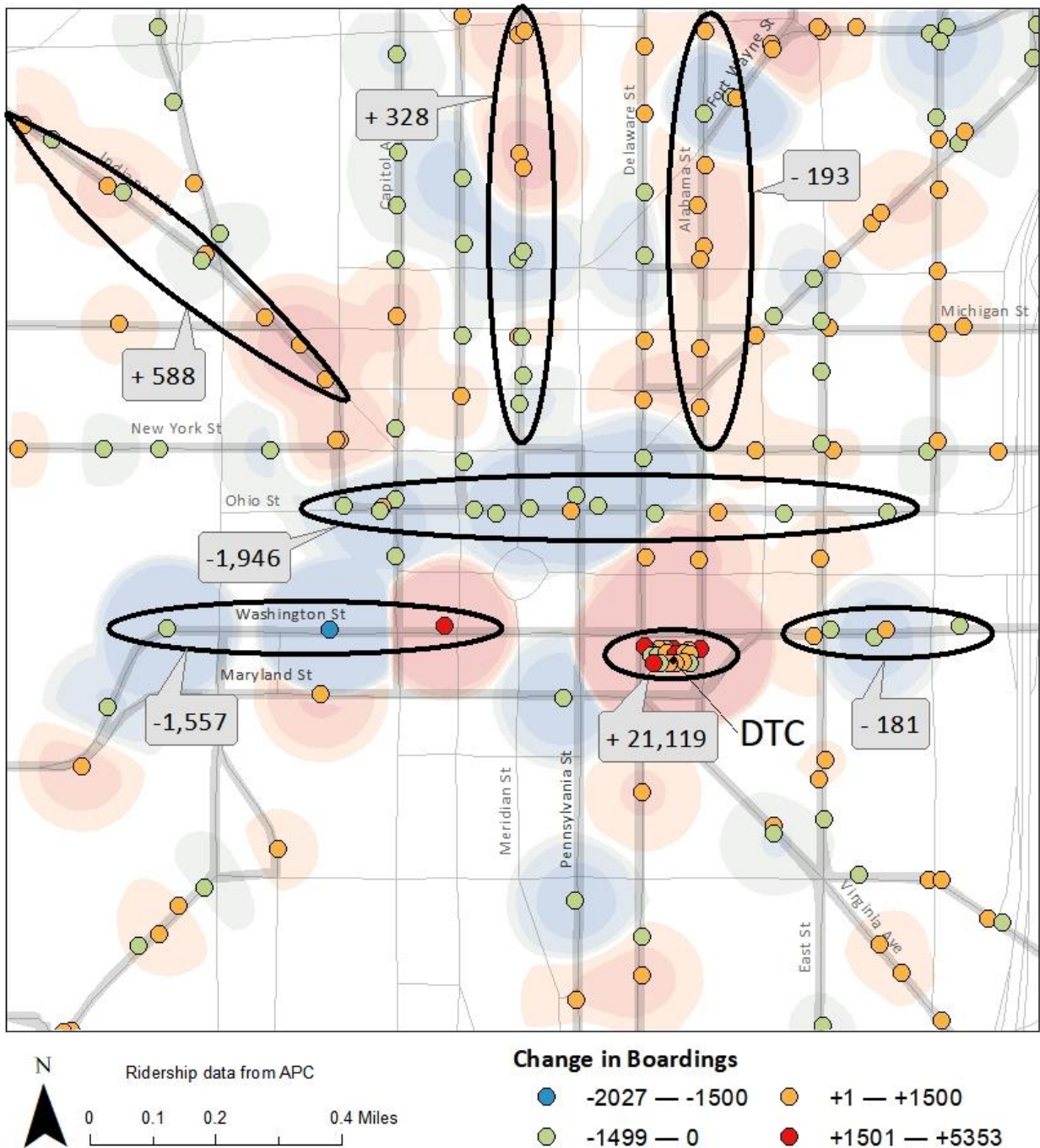
## Comparison of Stop-Level Boardings May 2017 compared to May 2018 Outside of Downtown



## Comparison of Stop-Level Boardings, May 2017 to May 2018 Downtown



## Comparison of Stop-Level Boardings, May 2017 to May 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 Lines, and Super Stops; 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 process for a Documented Categorical Exclusion (DCE) of the Purple Line has been progressing. An archaeological report for was delivered by the consultant to the State Historic Preservation Officer's (SHPO) office on May 21; a report on historic properties along the corridor was provided to SHPO on May 25. The FTA is currently reviewing an effects assessment report (as of this drafting) and will provide comments back to IndyGo and WSP later this month.

As a result of design changes – including the addition of a multi-use path adjacent to Eva Talley Park, the widening of Post Road near 38<sup>th</sup> Street, and some additional exploration needed, the environmental process will likely continue into October (originally planned for an August conclusion of activities). Additionally, an unexpected staff vacancy at the state SHPO archaeology office may result in reduced capacity of the state to evaluate reports which may further contribute to a modest delay. The team will continue to monitor the progress of all NEPA related activities to anticipate and address potential schedule issues.

- **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.

Preliminary design, preliminary NEPA work, and public outreach events are occurring. Following several public outreaches in May and June, the design team is working to finalize a draft locally-preferred alternative that will be shared with DPW for its review. Additionally, the design team is working to advance the project to 10 percent design.

The Blue Line consulting team, led by WSP with its subcontractor Anderson-Bolander, is continuing its efforts to draft a corridor specific Transit-Oriented Development (TOD) plan that will be included as documentation within the Blue Line Small Starts application. The inclusion of this plan should assist IndyGo in obtaining a favorable rating from the FTA for the potential Land Use and Economic Development benefits of the Blue Line. IndyGo is also reviewing its options with potential for joint-development and value capture activities adjacent to the Blue Line as well.

- **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.

The FTA has granted a determination of documented categorical exclusion as the appropriate level of environmental review. This determination enables the NEPA documentation work related to the project to begin; at present, the environmental work associated with the Super Stops is planned for completion in December.

- **Fare modernization:** Pending board action this month and subsequent contract negotiations, the procurement activities associated with the fare modernization program will be complete. The procured system will include an account-based system, the ticket vending and validation infrastructure necessary to vend tickets at rapid transit stations and the retail desk, provide new payment media in the form of a mobile ticketing app and a payment device/card, and the necessary equipment to conduct fare enforcement activities. The team has also delivered preliminary analyses assessing the potential benefits and impacts of adjusting fare policies for the executive committee's consideration. At present, the team plans to finalize a comprehensive report outlining the fare modernization and fare policy discussions.
- **Shared Use Mobility:** The team is working collaboratively with 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 – this is a strategic role for the team and the agency.

By the time of the board meeting, it will be publicly announced that IndyGo was the recipient of a technical assistance grant from the Shared Use Mobility Center, with funding derived from the FTA, to support planning and technical assistance around developing shared use mobility strategies in concert with neighborhoods and subareas across the county

These efforts will complement (and be complemented by) IndyGo's participation in the Transportation for America Smart Cities Collaborative and the local Personal Mobility Network efforts convened by the Central Indiana Community Foundation.

- **Grant Applications:** In addition to having been awarded the technical assistance grant from the Shared Use Mobility System, the team is preparing two additional grant applications. The first, which will have been submitted in advance of the June board meeting, is to an application to the FTA's Low-No Emissions program that would enable the agency to expand its solar array on the rooftop of the administration and operations facility that would help offset the electricity cost of expanding the electric fleet. The second FTA opportunity, which will be pursued in partnership with the City/DMD, would support planning efforts for transit oriented development around the rapid transit station locations; that grant application is due in late July.

### **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 staff has engaged with the City/DMD to promote a common understanding where transit impacts the zoning ordinance and vice versa. A similar conversation is occurring regarding the treatment of IndyGo shelters, super-stops, and transit stations relative to the City's sign ordinance.

The team is also working with CIRTa 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 – such efforts will yield a comprehensive report of all that is being tracked at present. The team will continue to support the broader strategic planning, on an as needed basis, and provide additional background research that will support future development of key performance indicators by the strategic planning committee, executive committee, department heads, the board, and/or others who may be involved in the development and finalizing of the strategic plan and key performance indicators.
- **Service standards:** the team is providing support to Service Planning and Public Affairs in the update to IndyGo's service standards. Specifically, in the coming months, the Strategic Planning team will work with IT and others to complete run through (and document) the analytical procedures outlined in the draft document to test and revise procedures as needed.
- **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 contracts A & B on May 15 with a substantial completion date of August 5, 2019.

IndyGo received revised preliminary construction schedules from both contractors based on full NTP. Reith-Riley started construction on Contract Package A on the south end of Shelby on June 4 with the construction activities to progress from south to north. However, delay to start the relocation work by Citizen Energy Group's water and gas to has created affected Reith-Riley's ability to advance work on the critical path along Shelby Street as outlined in their proposed schedule.

This has caused some unanticipated schedule delays. IndyGo is working with these utilities to bring in additional crews as necessary and to prioritize areas of conflict so that the delay can be minimized.

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

### **Purple Line**

WSP completed the 30 percent design plans for the Purple Line. The plans were reviewed by IndyGo staff as well as DPW and other stakeholders, and comments have been submitted back to WSP for review and to proceed with 60 percent design.

### **Blue Line**

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

### **FACILITY PROJECTS**

The Facilities team currently has task orders and/or projects for on-call services with WSP and 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:** The Project Design is complete and bids are being advertised through July 6. A recommendation for a selected contractor will be presented to the board in July. 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 will be issued June, with a recommendation for a selected contractor to be presented to the board in August.

**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 be advertised for bid in July, with a recommendation for a selected contractor at the August board meeting. Construction is planned to commence in September.
- **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 facility's 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 area.
- **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.
- **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; the project is projected to commence in early 2019.

**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 MAY 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- May 2018

## TRANSPORTATION

### Employee Recognition

May Employee of the Month:  
Eleanor Henderson

### Commendations

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

Efrain Amaya, Karmyn Brandon, Marlon Cawthon, Keana Clark, Rakiya Clayton, Laniese Coach, Kenneth Davis, Bryan Gray, Nichelle Green, Terrance Harding, Geneva Hartwell, Montell Johnson 2x, Vickie McGregory, Shauwn Monroe, Bevelyn Robinson, Angeline Rouldson, Michael Scott, Lisa Solorio, Sade Squires, Mary Williams, Melvin Wright and Ramona Wyatt.

The following operators achieved an on-time performance rating of 90% or better during the month of May. A random drawing is held each month from this group of operators, and the winner receives an extra personal day. The winner for the month of May is Robert Feiock.

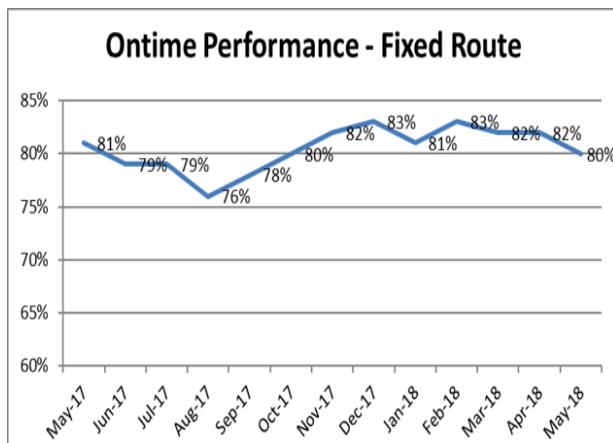
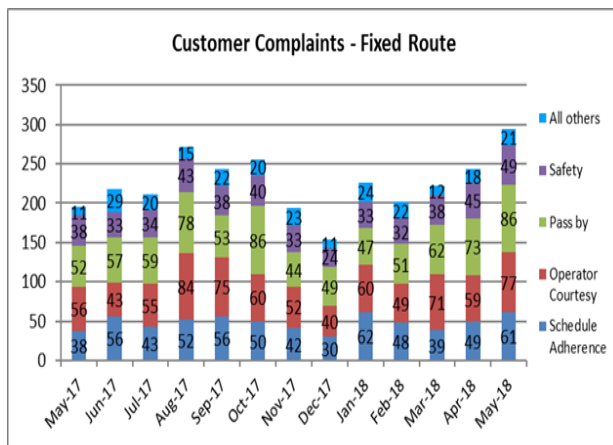
1. RON BURTON	798	99%
2. STEPHEN THEIN	5963	97%
3. EFRAIN AMAYA	224	96%
4. DAVID JOY	8726	96%
5. DONNA JANDREAU	8421	95%
6. PATRICK GRAY	2339	95%
7. ROGER BOBBITT	8121	95%
8. TIMOTHY MARTIN	3742	95%
9. SCOTT DUNCAN	8523	95%
10. OTHA DUGAN	3030	94%
11. DILEXI GONZALEZ	2277	94%
12. DEBORAH NEWELL	8577	94%
13. ROBERT FEIOCK	8620	94%
14. TAMANIKA MORROW	8627	93%
15. MICHAEL HALE	2451	93%

16. DAVID MADYUN	8399	93%
17. TREVA ANDERSON	8935	93%
18. ANDY CARPENTER	880	92%
19. BETH MURRAY	8218	92%
20. LAURA BECK	8445	92%
21. RHONDA WATTS	8271	91%
22. CAFANTE JACKSON	9087	91%
23. JUANITA DAVIS	8576	91%
24. MICHAEL RICKS	5139	91%
25. MISTI EL SHABAZZ	8619	90%
26. CALVIN JACKSON	8213	90%
27. DONNA LANGFORD	1421	90%
28. SANDRA HOOK	8430	90%
29. LISA SOLORIO	8314	90%

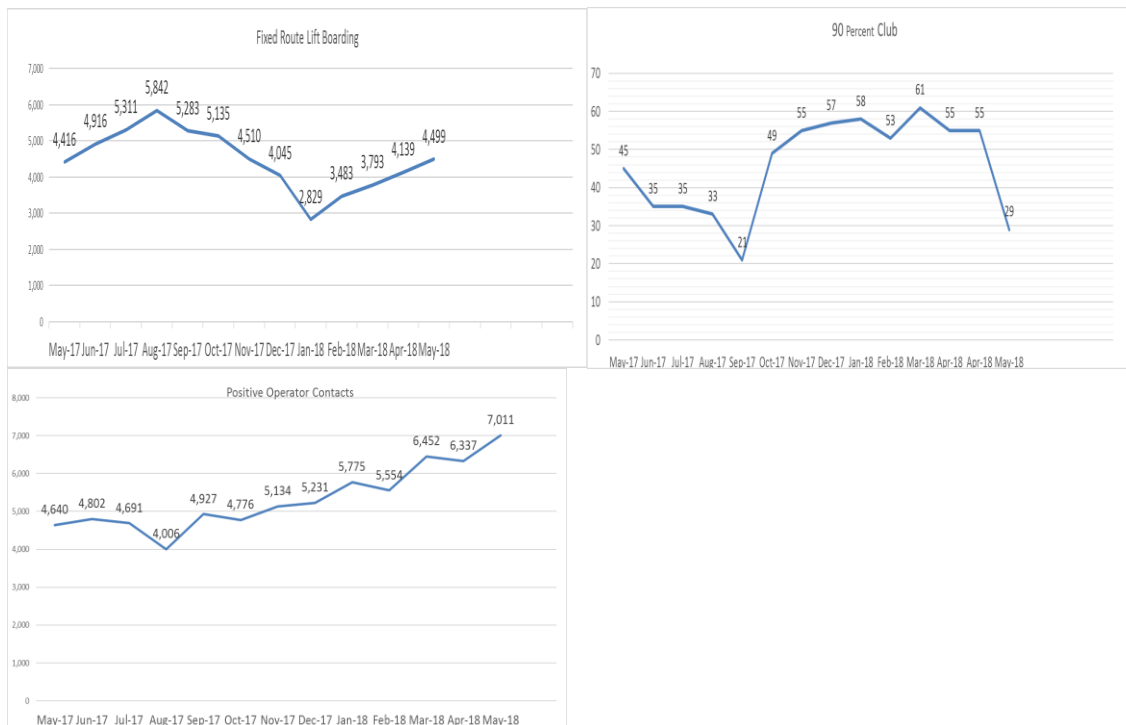
### ***Fixed Route Update:***

During this reporting period, the Maintenance and Transportation team provided buses for barricades and cooling stations to the Indianapolis Metropolitan Police Department, Indiana Homeland Security, Indianapolis EMS and Speedway Police Department for the 500 parade and Race [at the Motor Speedway].

### ***Service Delivery Data:***



## 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

## FLEXIBLE & CONTRACTED SERVICES

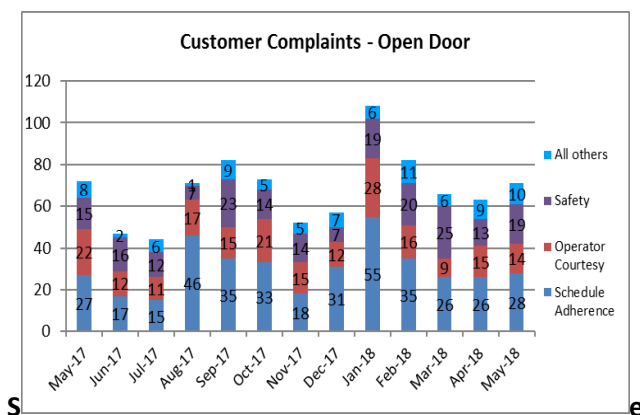
Transdev, the contractor for IndyGo paratransit services is in their second month of transition. Although the contractor is experiencing challenges with the 2009 vehicles as they are past their useful life, they have made several improvements over the previous month. To better manage the fleet, Transdev has pulled mechanics from other sites and hired outsourced mechanics to assist in their efforts.

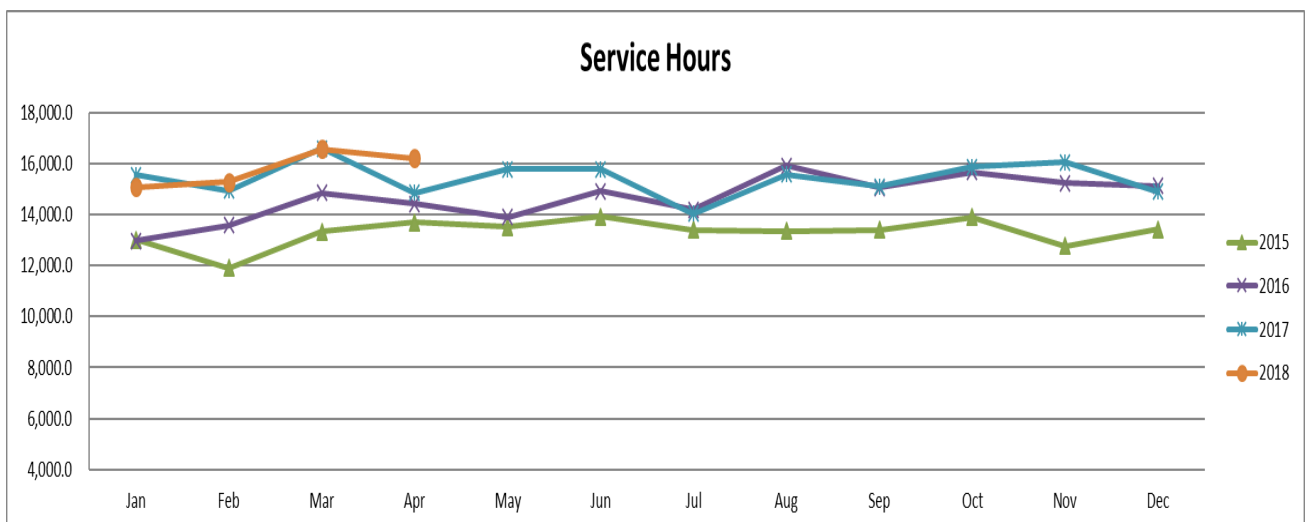
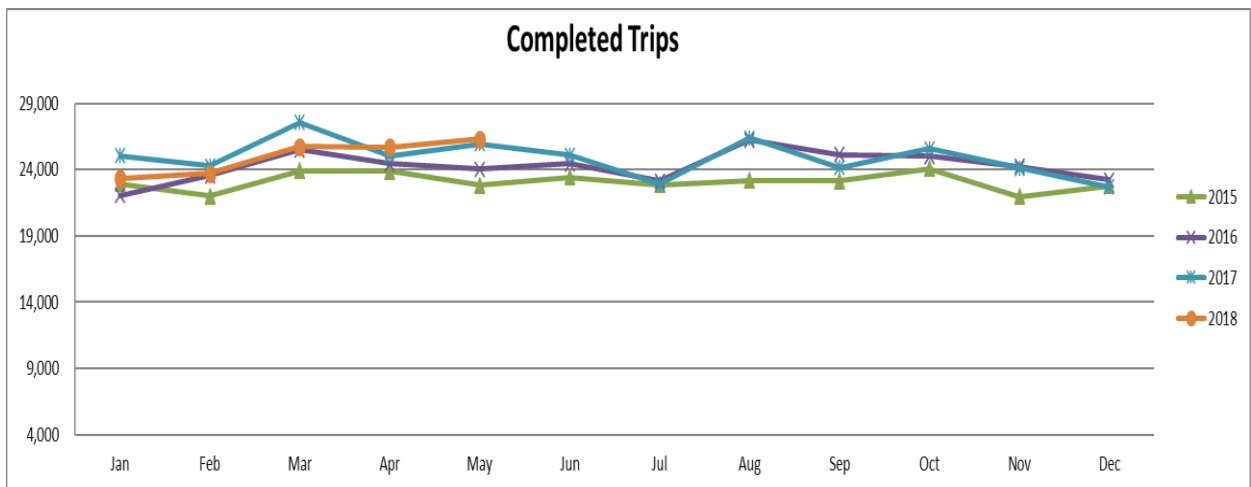
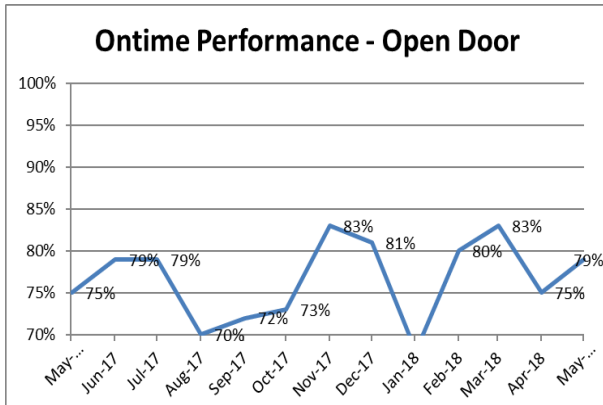
Based on these challenges, Transdev is attempting to do more with less as completed trips rose from 25,702 in April to 26,294 in May and ridership increased from 26,489 to 27,148. The increase in trips was also met by a 365-revenue hour decrease. Additionally, on time performance increased by 4% over last month and 4% increase over this time last year.

Transdev will be implementing a new amenity to improve service quality through their vision suite program allowing agencies access to their client's trips, which will assist in decreasing call center calls for estimated time of arrival and allow dispatch to focus on the movement of trips and providing faster response times to coach operators, as well as customers. In addition, Transdev is defining where they may gain the greatest opportunities for service enhancements through staffing, run cuts, and scheduling.

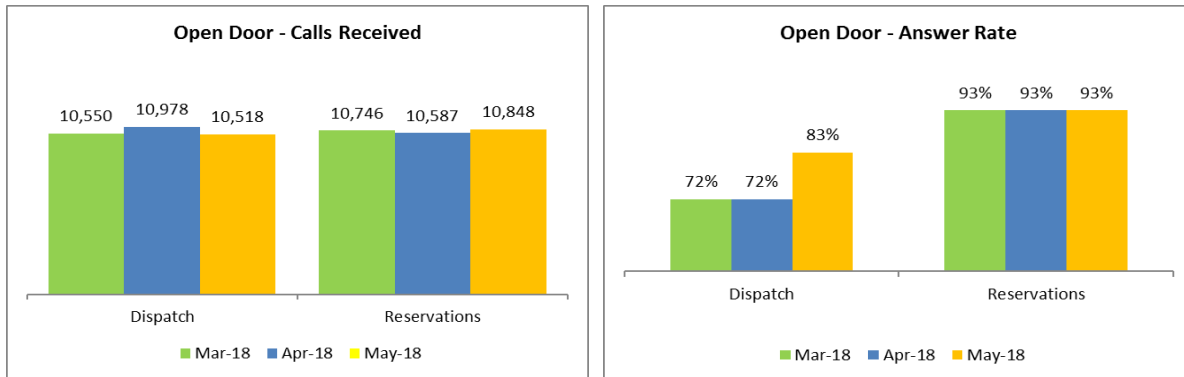
The implementation of the dialysis taxi voucher program is underway. There was a delay in beginning the service to ensure that all protocol was followed (i.e. procurement, finance, and IT related needs). The team is currently working toward notifying all clients who travel to and from dialysis centers of the upcoming project and providing information on how to opt into the program. Open Door staff is also in discussion with HBSS Software Solution regarding training and software/hardware purchase for card printing.

### 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.



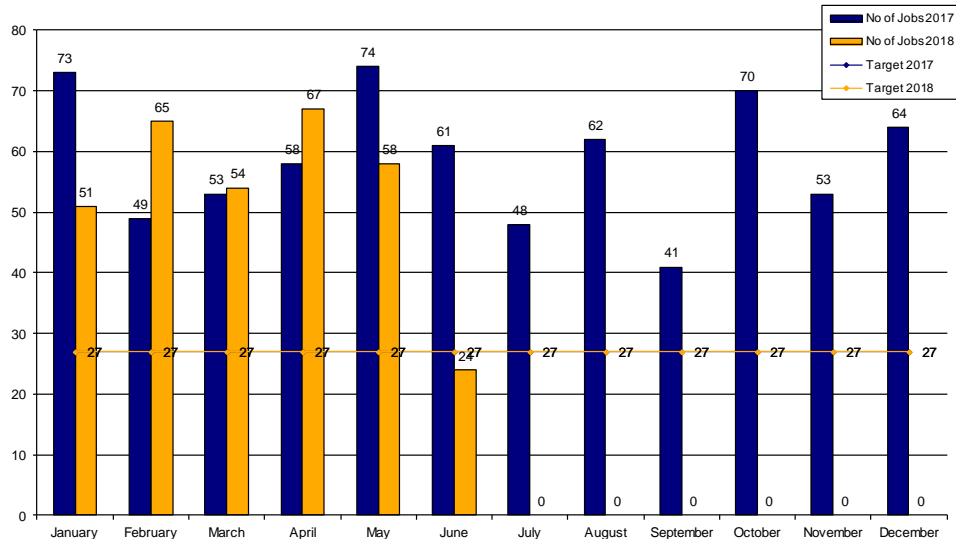
## ***FLEET MAINTENANCE***

Each bus in the fleet receives two In-service body checks yearly. It is the goal of the Preventative Maintenance department to increase this total for 2018 to complete all In-Service Body Checks twice and begin a new coach beautification project to include a more detailed inspection.

The alignment program is now across three shifts with alignments being completed weekly. The Maintenance department will continue to focus on cross training staff to be able to perform additional functions across three shifts.

Through the use of Wheelchair Ramp PM Predictive Maintenance, the Maintenance Department has seen a substantial drop in wheelchair ramp malfunctions and related issues.

### 6 Month Wheel Chair Ramp



### Mean Distance

Mean Distance Major System Failures												
Mean Distance Between All Systems Failures												
	2018/01	2018/02	2018/03	2018/04	2018/05							
Major	4,895	4,392	5,342	6,238	5,016							
All	3,200	3,618	4,474	4,822	3,973							
	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

### FLEET SERVICES

The New Fleet Services Department which includes Warehouse Operations is now staffed and operational. Currently Fleet Services is happy to report that the inclusion of the additional Supervising staff has been utilizing a technique called a “Service Writer”, similar to what Automotive Dealers do when you take your car to a dealership. Buses come in and a Supervisor will assess immediately any deficiencies and creates a work order and sends it to the Preventative Maintenance shop to schedule the repair. This process is evolving and will make the repair-side nimbler. In the past a mechanic would have to spend thirty minutes or much more in some cases identifying a defect prior to the repair. With this process, the mechanic can “jump right in” and make the repair, saving valuable mechanic time focusing on the repairs in a timely manner.

The Warehouse Warranty & Core Specialist has been creating a tracking system for both warranty recoveries and core returns. This Specialist is responsible for a cradle to grave tracking & recovery system to save money and re-invest the monies recovered back into the buses for a better IndyGo product.

One of the mandates for Fleet Services is to create a better product (Bus) for IPTC bus riders. This is completed with extensive detailing of each bus. A new tool being utilized during premium cleaning believe it or not is the “Swiffer”. Fleet Services is now utilizing a Swiffer wet pad to clean the ceilings of each bus that is premium cleaned. The ceilings have always been an issue and many ways of trying to maintain a cleaner and better-looking bus ceiling has not always been successful. The Swiffer wet pad has allowed the Premium Cleaners a more effective and efficient way of maintaining clean bus ceilings, providing a better product at the end of the day for all riders.

Fleet Services is in the process of developing a “motor pool” for all non-revenue vehicles. The process is still ongoing and completion is imminent. This motor pool will have the process very similar to a rental car agency. IndyGo employees can request a vehicle for specific duties or travel and have the confidence their needs will be met, along with the vehicle being clean, fueled and current on the preventative maintenance process.

## ***FACILITIES***

During the month of May, the Julia M. Carson Center continued to experience high customer volume. The rain gardens were cleaned of winter debris, new plants in surface beds were planted and are filling in the areas around them. New mulch was applied to all areas.

Discussions regarding design and electrical needs at 1501 W. Washington facility continued in May with Indianapolis Power & Light and our A&E Firm WSP for the new Electric Buses. Additional information was shared on electric bus parking lay outs and electric bus charger lay outs in the Bus Storage area.

IPL notified IndyGo that at least 12 trees on property will need to be removed along with stumps to prepare for a new electrical duct bank installation running from Washington Street south along the Carter Lee Lumber fence line and across the back drive lane to the west side of our building to run additional electrical power to help feed the 16 transformers that IPL will be installing behind the building. This work will begin in July per IPL.

Discussions between IndyGo and Weddle Brothers continued during May about the long overdue replacement of pavers at the Transit Center and negotiations will continue into June.

Facilities remained busy with Bus Stop sign removals and installations in preparation for all the additional route upgrades and runs and activities, also replaced 9 shelter glass panels due to vandalism. The 500 Race Parade and additional activities at the 500 Mile Race like the Grand Prix Race and Qualifying and Concerts and of course the big 500 Mile Race brought us a lot of extra challenges around the track area and downtown with all the extra trash, bottles, debris, BIOs, etc. left at bus stops and shelters, so the cleanup crews were kept extremely busy.

## ***SAFETY & TRAINING***

### ***SAFE DRIVERS***

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

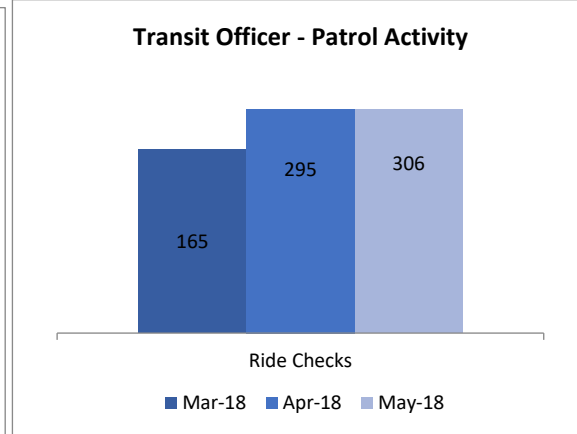
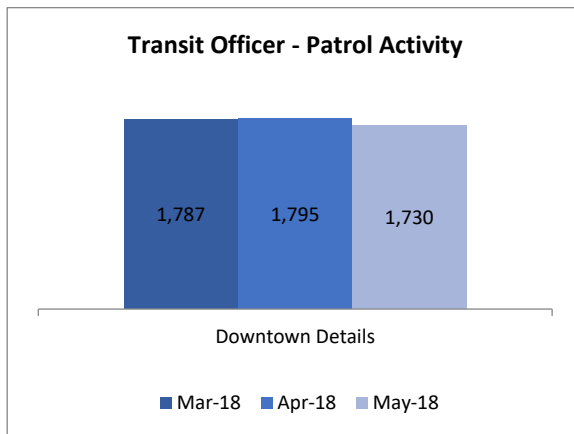
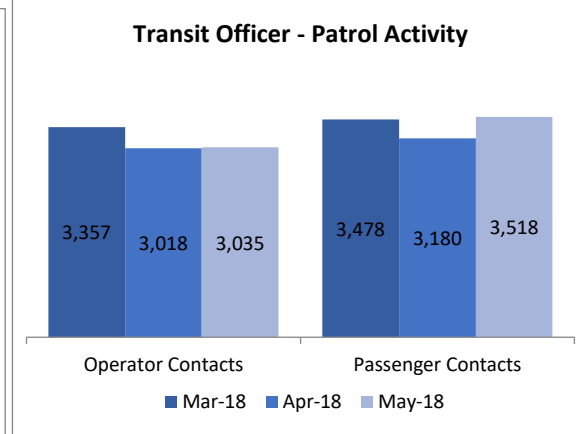
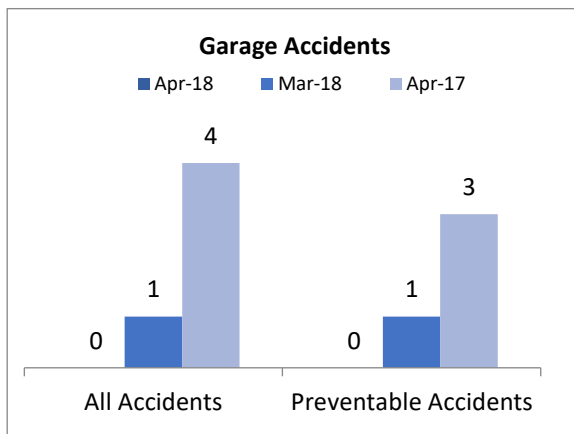
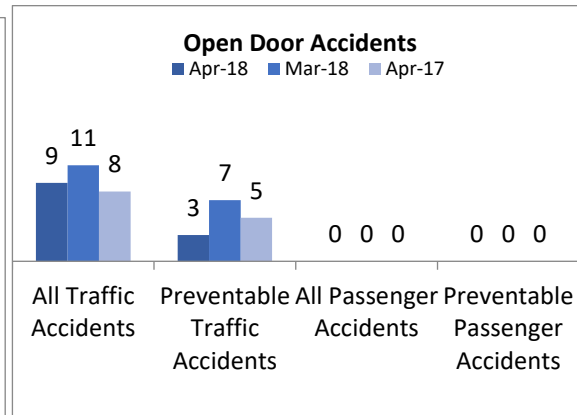
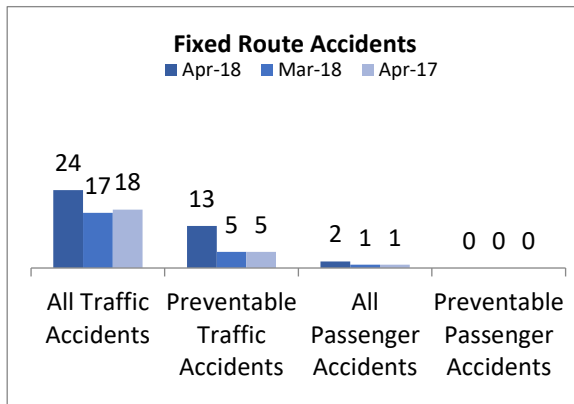
Arthur Smith -	36 Years
Bryan Gray -	21 Years
Dexter Davis -	16 Years
Rochelle Martin -	12 Years
LaVelle Tealer -	12 Years
Albert Weathers -	11 Years
Maurice Bowen -	10 Years
Christopher Mihay -	10 Years
Bryon Reed -	10 Years
Dennis Clark -	8 Years
Tomecca Hamilton -	7 Years
Michael Melvin -	7 Years
Lisa Walker -	7 Years
Mamadou Goudiaby -	6 Years
Anthony Mance -	5 Years
Daniel Hicks -	4 Years
Angela Hicks -	2 Years
Clyde Jordan -	2 Years
Shantay Bellamy -	1 Year
Sherlynn Johnson -	1 Year
Diana Williams -	1 Year

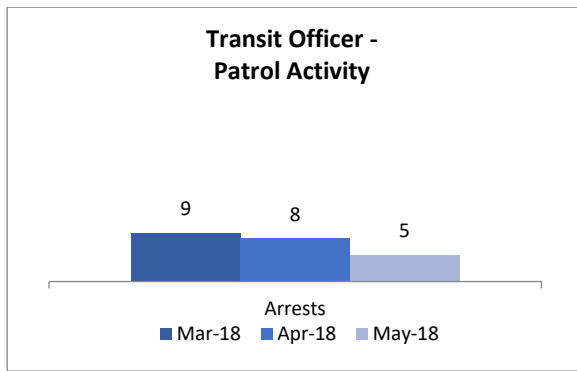
- Director of Safety, Training and Security, Mark Emmons and Director of Transportation, Dwight Benjamin attended the APTA International Bus Roadeo. The event this year was held in Tampa, FL at Pinellas Suncoast Transit Authority (PSTA) and Hillsborough Area Regional Transit Authority (HART). The event saw a total of 83 operators in either the 40-foot or 35-foot bus category and 41 maintenance teams. The event next year will take place in Louisville, KY and the winner of the IndyGo Local Roadeo in August will be attending.
- Mark Emmons, along with other members of the Red Line Project team met with leaders from the Indianapolis Fire Department to update them on information regarding traffic signaling, lane usage and draft training that will be given to our operators. They also help give ideas on how buses and emergency vehicles could interact with each other to make it easier for everyone when fire or EMS are on an emergency run.
- Risk and Safety Manager, Brian Clem, along with IndyGo's Environmental Management Service presented the EMS Annual Report. This report highlighted the goals that the Safety and Facility departments had set for 2017 and how the company did on a whole on either meeting or not meeting those goals. They also shared the items that IndyGo would like to work on for 2018.
- IndyGo Class #18-04 began on April 9, 2018 with 7 students. They have completed all the portions of the training program. They graduated on June 1 and were released to Operations on June 3, 2018.
- IndyGo Class #18-05 began on May 21, 2018 with 7 students. They are currently in classroom portion of training and staff expects that they should be ready for graduation by mid to late July. This is the first class that the training department has increased the amount of driving time to give the students more driving time 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.

The following training sessions were conducted in May:

Staff performed the following trainings:

- One (1) new Body Repair Mechanic
- One (1) new General Laborer
- Four (4) new Administrative Staff
- Nine (9) operators for retraining due to preventable accidents
- One (1) operator for customer service training





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

**CONSIDERATION OF HUMAN RESOURCES MAY**

**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

May 2018

## Human Resources Department Board Report

### Staffing and Recruitment

#### Active Employees (as of 05/31/2018)

Represented: 506

Non-Represented: 144

Total Active Employees: 650

#### May Separations

Represented: 5

Non-Represented: 4

Total Separated Employees: 9

#### May New-Hire Employees

Represented: 9

Non-Represented: 0

Total New-Hire Employees: 9

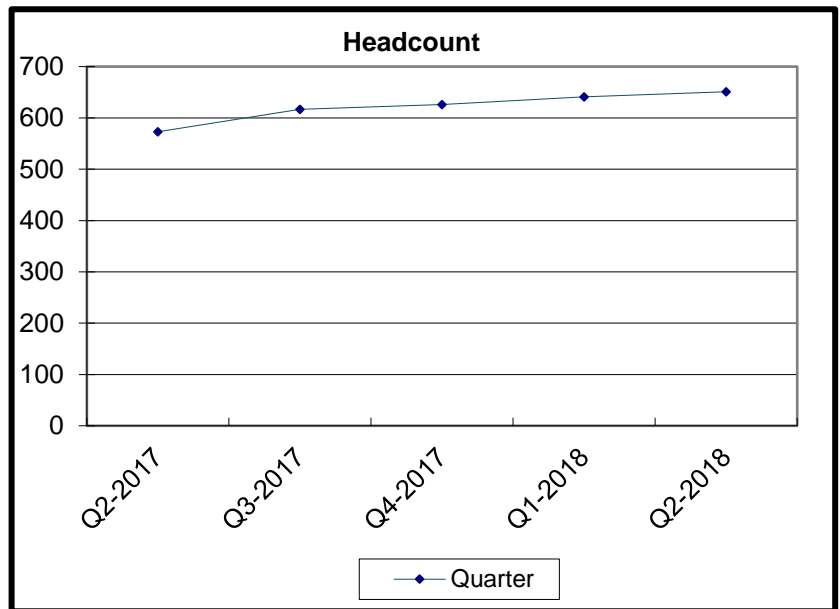
May Employee Turnover Rate: 1.39%

#### Staffing Capacity (as of 05/31/2018)

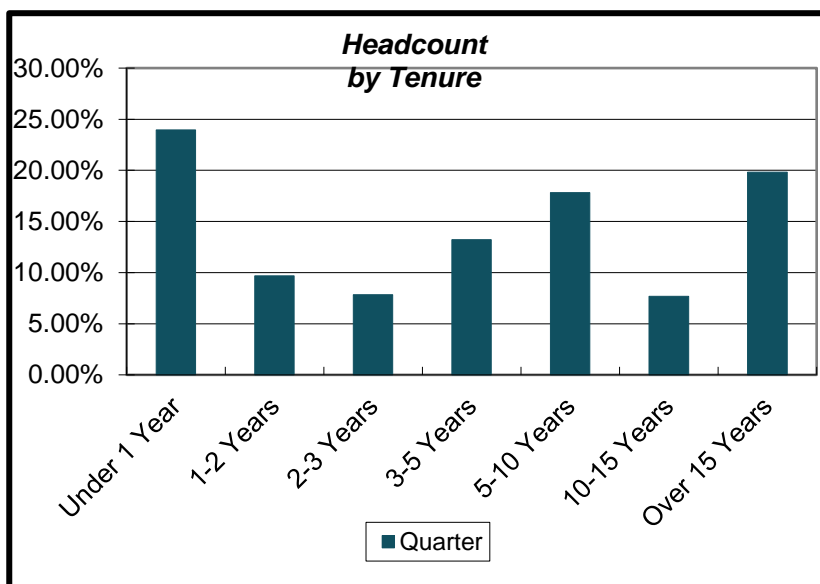
742.5 FTE Budget

650.0 FTE Actual

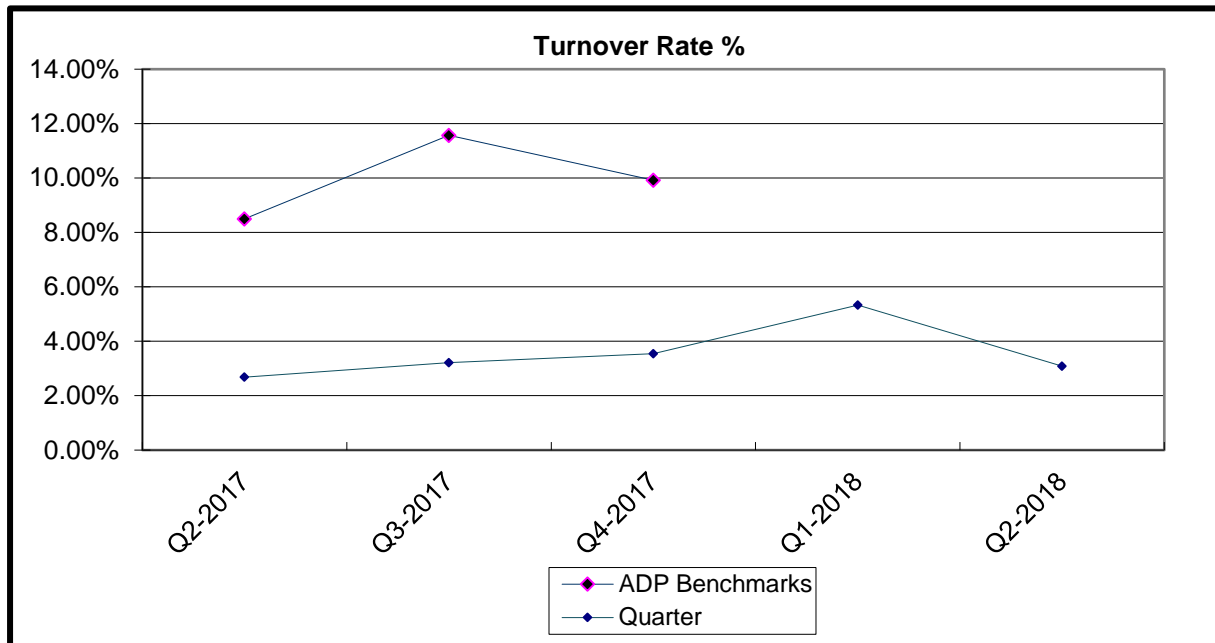
12.5% Below Maximum Capacity



Headcount	
Period	Headcount
Q2-2017	573
Q3-2017	617
Q4-2017	626
Q1-2018	641
Q2-2018	650

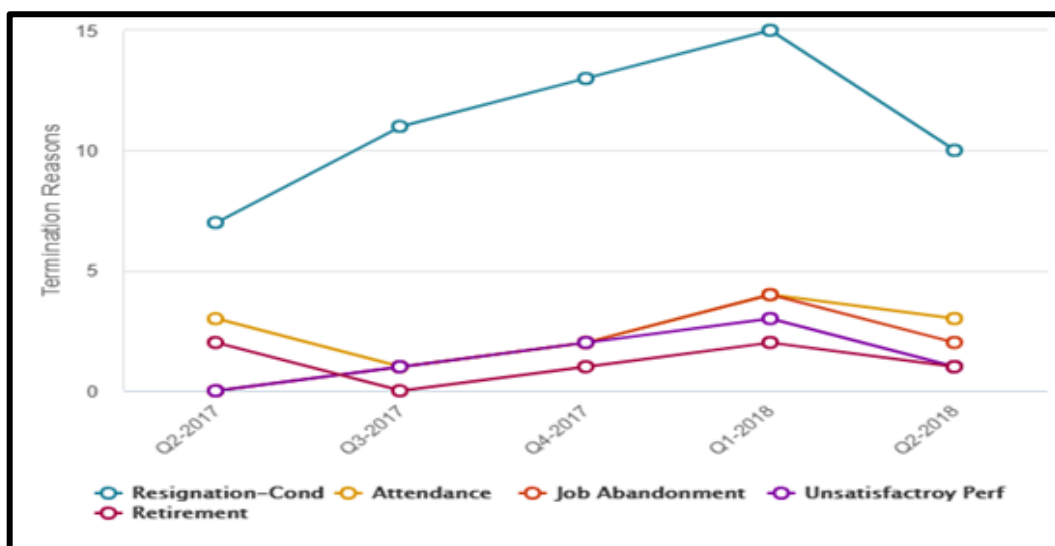


Headcount by Tenure		
Tenure Band	Headcount Percentage	Headcount
Under 1 Year	23.96%	155
1-2 Years	9.68%	63
2-3 Years	7.83%	51
3-5 Years	13.21%	86
5-10 Years	17.82%	116
10-15 Years	7.68%	50
Over 15 Years	19.82%	129



Turnover Rate %				
Period	Overall Turnover %	Overall Terminations	Average Headcount	ADP Benchmarks
Q2-2017	2.68%	15	559.68	8.50%
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	
Q2-2018	3.08%	20	648.64	
Industry - Transportation and Warehousing				

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**

### ***Policies Must Clearly Distinguish Company Provisions***

The drug and alcohol policies of many FTA-covered employers describe provisions included under company, and not FTA, authority. Among many possible examples, some employers desire to conduct post-accident testing after events not meeting FTA's definition of an accident, or choose to test for more drugs or types of drugs than those specified in Part 40.

May 2018	
Test Type	Number of Tests
Pre-Employment	24
Random	17
Post Accident	5
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	2

While employers may include company-mandated provisions in their policies, they must clearly distinguish between their own mandates and FTA's. Such policies must clearly state that company mandated provisions will lead to testing conducted on non-federal (or "non-DOT") testing forms. Provisions included under company authority may never contradict or be inconsistent with FTA requirements.

The upcoming updated IndyGo Anti-Drug and Alcohol Misuse Policy distinguishes company-mandated provisions by utilizing italicized and bolded text throughout the policy.

<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 (continue)**
  - a. Executive Education Program – continues to meet every other week; graduation is June 13<sup>th</sup>.
  - b. Leadership Development – Cohort 1 – graduated; and continue to meet on their own regularly.
  - c. Leadership Development – Cohort 2 – continues to meet every other week; 19 attendees.

## **Wellness/Employee Engagement**

United Way fundraiser planning has begun. Over the past several years participation has declined significantly. The human resources team will reach out to departments to engage employees in the planning process. The goal is to 1). increase awareness of the expanded service and programs under United Way and 2). develop innovative campaign ideas to solicit contributions in support of the program preparation for the annual campaign. We will keep the board updated on the progress of the campaign planning.

**Activate Clinic Utilization Stats for May 2018**

Appointments	Acute Care/ Physicals	Lab Draw	Other visits (includes coaching and biometric screenings)	Total
	93	23	246	362
Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	346	9	7	362

**Leave Management**

Total Intermittent Leaves Received: **10**

Total Continuous Leaves Received: **8**

**Total Leaves Received: 18**

Total Intermittent Leaves Closed: **7**

Total Continuous Leaves Closed: **8**

**Total Leaves Closed: 15**

**Open Intermittent Leaves (as of 05/31/2018): 96**

**Open Continuous Leaves (as of 05/31/2018): 8**

**Total Intermittent Occurrences: 105**

**Total Intermittent Hours: 799.25**

May 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
	<b>140 Days = 1120 Hours</b>

**Workers' Compensation**

	January	February	March	April	May	June	July	August	September	October	November	December
<b>Reportable</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>10</b>							
<b>Non-Reportable</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>							
<b>Light Duty - New</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>							
<b>Light Duty - Total</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>6</b>							
<b>TTD - New</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>							
<b>TTD – Total</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>							
<b>Denied</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>							
<b>Lost Time (days)</b>	<b>80</b>	<b>56</b>	<b>27</b>	<b>15</b>	<b>6</b>							
<b>Open Claims - New</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>10</b>							
<b>Open Claims - Total</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>17</b>	<b>16</b>							
<b>Closed Claims</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>1</b>							