



Board Report
June 27, 2019

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – JUNE 27, 2019

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on May 23, 2019 – Juan Gonzalez**
- A – 2** **Customer Relations Manager System (CRM)– Bryan Luellen**
- A – 3** **Consideration and Approval of Retail Network for Fare Account Reload – Justin Stuehrenberg**
- A – 4** **Consideration and Approval of Vendor for Fare Cards – Justin Stuehrenberg**
- A – 5** **Red Line Construction Change Order – Justin Stuehrenberg**
- A – 6** **Approval of Contract for Wash Rack & Paint Booth Construction Bid – LaTeeka Washington**

Old Business

INFORMATION ITEMS

- I – 1** **Mobility Advisory Committee (MAC) Update – Greg Meyer, Chair**
- I – 2** **Consideration of Receipt of the Finance Report for May 2019 – Nancy Manley**
- I – 3** **Planning and Capital Projects Update – Justin Stuehrenberg**
- I – 4** **DBE Goal Setting – Chelci Hunter**
- I – 5** **Para Transit Update – Paula Haskin**
- I – 6** **CEO Update – Mike Terry**

Department Reports in Board Packet:

- R – 1** **Public Affairs & Communications Report for May 2019 – Bryan Luellen**
- R – 2** **Planning & Capital Projects Report for May 2019 –Justin Stuehrenberg**
- R – 3** **Operations Report for May 2019 – Roscoe Brown**
- R – 4** **Human Resources Report for May 2019 – 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)]

Our next Board Meeting will be Monday, July 29, 2019

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 April 25, 2019.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
EXECUTIVE SESSION
MINUTES**

THURSDAY, May 23, 2019

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:00pm, on Thursday, May 23, 2019 in the office of the President and CEO at 1501 W. Washington Street, Indianapolis, In 46222

Board members present were:

Juan Gonzalez, Chair
Tommie Jones, Secretary
Greg Hahn, Treasurer
Mark Fisher, Vice-Chair
Danny Crenshaw, Board Member
Adairius Gardner, Board Member
Richard H. Wilson, Board Member

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 23, 2019

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order by Chair Juan Gonzalez at 5:02 pm, Thursday, May 23, 2019 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, Chair
Mark Fisher, Vice-Chair
Adairius Gardner, Board Member
Gregory Hahn, Treasurer
Danny Crenshaw, Board Member
Richard Wilson, Board Member
Tommie Jones, Secretary

IPTC executive staff in attendance:

Michael Terry, CEO/ President
Jill D. Russell, General Counsel
Nancy Manley, CFO/VP of Finance
Bryan Luellen, VP of Public Affairs and Communications
Marcus Burnside, Interim CIO
Phalease Crichlow, VP Human Resources

Roscoe Brown, COO/VP of Operations
Justin Stuehrenberg, VP of Planning and Capital Projects

RECOGNITIONS:

Rosco Brown, COO/VP of Operations presented Transportation Supervisor Charles Valentine who is retiring after 13 years of service. Charles started as a General Laborer in the Wash Rack Area of the garage and worked his way up to Transportation Supervisor. Mike Terry presented him with a certificate for his years of services.

Mike Terry recognized;

Charles Reeves, Professional Coach Operator since 2015, who was killed in a tragic event in Indianapolis on May 11, 2019.

Misty El-Shabazz, Professional Coach Operator, competed in a National Rodeo in Louisville, KY on May 19. She won the APTA Customer Service Gold Award for her excellent customer service skills.

IndyGo Board Chair Juan Gonzalez, for receiving the Rising Star Award from the Indianapolis Recorder for his work as the Central Indiana Market President for KeyBank, where he works with the company's Corporate Responsibility Group to develop leading and investment strategies.

ACTION ITEM 1: CONSIDERATION OF APPROVAL OF MINUTES FROM BOARD MEETING April 25, 2019

Motion for approval by Greg Hahn and seconded by Mark Fisher carried unanimously.

ACTION ITEM 2: CONSIDERATION AND APPROVAL OF CONTRACTS FOR TOD PLANNING SERVICES

Presented by John Marron, Director of Strategic Planning, for approval to authorize the President and CEO to enter into contract negotiations with Gould Evans for the delivery of services outlined in RFP 19-02-313 for an amount not to exceed \$399,807.00.

Motion for approval by Danny Crenshaw and seconded by Greg Hahn passed unanimously.

ACTION ITEM 3: BLUE LINE JOINT DEVELOPMENT TASK ORDER

Presented by John Marron, Director of Strategic Planning, for approval to authorize IPTC to execute a Task Order with WSP for work related to the Blue Line Joint Development activities for an amount not exceed \$146,740.00.

Motion for approval by Tommie Jones and seconded by Danny Crenshaw passed unanimously.

ACTION ITEM 4: PAYROLL/HR SERVICES CONTRACT

Presented by Phalease Crichlow, VP Human Resources, for approval for the President/CEO to enter into contract negotiations with ADP for a term of 3 years in the amount of \$497,052.72.

Motion for approval by Adairius Gardner and seconded by Greg Hahn passed unanimously.

ACTION ITEM 5: IPTC INVESTMENT POLICY/RESOLUTION

Presented by Brian Atkinson, Director of Accounting, for approval to adopt the Indianapolis Public Transportation Corporation (IPTC) investment Policy Statement.

Motion for approval by Tommie Jones and seconded by Danny Crenshaw passed unanimously.

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE FINANCE REPORT FOR APRIL 2019

Nancy Manley, CFO/VP of Finance presented. The Board accepted the report.

INFORMATION ITEM 2: PLANNING AND CAPITAL PROHECTS UPDATES

Justin Stuehrenberg, VP of Planning and Capital Projects presented. A copy of the report is attached. The Board accepted the report.

INFORMATION ITEM 3: XBE UPDATE

Chelci Hunter, Disadvantaged Business Enterprise Liaison Officer (DBELO) Officer presented. A copy of the report is attached.

The Board accepted the report.

INFORMATION ITEM 4: PARATRANSIT UPDATE:

TransDev concluded the month of April with an average on time performance (OTP) of 90%. This represents a 3% decrease over the previous month and a 15% increase over the previous year. The average OTP for the year remains at 90%.

There is a slight increase in customer comments. This is common and is based upon On Time Performance (OTP), when OTP trends down, customer comments are likely to trend up.

Daily monitoring of the contractor's performance continues along with daily conference calls, or in- person meetings regarding their performance.

Liquidated damages also continue to be assessed on a monthly basis for areas of underperformance as well as incentives in areas where performance is exceeded. You may recall that IPTC withheld payment of the contract in the past.

Many if not each of the board members have received invitations to participate in the Paratransit Analysis. Ryan Wilhite from the Planning Department is the Project Manager for this proposal which will be completed by KFH. KFH is requesting the participation of both internal and external stakeholders to include the Board of Directors, Mobility Advisory Committee, Mayors Advisory Council on Disability and many of the agencies that IndyGo provides transportation for such as Bosma and Noble. There will be a kickoff meeting held in June and staff will continue to update the board on these and other efforts.

INFORMATION 5: CEO UPDATE:

Mike Terry recognized and thanked Nila Zaman, TransDev, for her attendance at the board meeting. Also, for the partnership with TransDev and all the great work they have done.

Mark Earley, MAC Representative, for his attendance and added there will be a full MAC report at July's board meeting.

U.S Congress is still working on the Transportation Bill, which will have a lot of discussion on the infrastructure of transportation.

DEPARTMENT REPORTS 1-4:

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

ADJOURNMENT:

Chair Juan Gonzalez adjourned the meeting at approximately 6:20 pm.

Jill D. Russell
General Counsel

To: Chair and Board of Directors

From: Chauncyia Coleman, Director of Customer Service
Stacey Metz, Procurement Contract Specialist

SUBJECT:

Consideration and Approval to Enter into Agreement for a Customer Relationship Management System (CRM)

BACKGROUND:

IndyGo's Public Affairs team is responsible for facilitating internal and external communications through community partnerships and engagement, understanding the rider experience and providing customer service which includes managing customer accounts and comments history. Currently, all customer information is stored in separate systems, resulting in a limited view of IndyGo's interaction with each customer.

The Customer Relationship Management (CRM) System will integrate with the new Flowbird fare system to provide enhanced customer service and more efficient use of staff time. The CRM will provide a platform to integrate and automate communication preferences for real time service alerts, account balance notifications, public engagement opportunities, and promotional messages. The CRM will provide a scalable foundation for future integrations of other customer-facing functions across all IndyGo services and internal departments.

PROCUREMENT PROCESS:

Customer Service staff developed technical requirements for the CRM and evaluated several CRM options on the market including Salesforce, Dynamics 365, Sugar CRM, and Flowbird's CRM. Salesforce's features, support, third-party integrations, and scalability are drivers of its dominance in the market. Salesforce meets each technical requirement IndyGo developed for the CRM project, and offers unsurpassed flexibility for future innovations across several functional areas of the organization. Specifically, integrating marketing functions will enable staff to execute robust ridership campaigns, and this activity is planned for later in 2019.

Carahsoft is an authorized licenser of Salesforce.com products for government clients. Carahsoft and the State of Indiana have an existing contract, which is available for IndyGo to leverage through the State's Quantity Purchase Agreement (QPA), meeting federal procurement requirements. The implementation effort for a Salesforce deployment will require a secondary agreement with a new firm. This scope is being finalized and will be procured directly through normal IPTC procurement channels.

FUNDING:

The IndyGo printing contract is funded 80 percent through a federal Congestion Mitigation Air Quality grant, and 20 percent local match from the operating budget.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO enter into a contract with Carahsoft for a three-year base, and two (2) one-year options for the licensing and technical support of Salesforce.com CRM Licenses, in an amount not to exceed \$276,223.25.

Chauncyia Coleman
Director of Customer Service Operations

TO: Chair and Board of Directors

FROM: Annette Darrow, Director of Service Planning

SUBJECT: **Retail Network for Fare Account Reload**

BACKGROUND:

As part of Title VI requirements for proposed fare policy changes, IPTC completed a Fare Equity Analysis to determine if there is a disparate impact or a disproportionate burden related to the fare policy changes. One aspect that was analyzed was the access to ticket vending machines where the new fare media cards will be available for purchase. The only permanent method of distribution of fare media cards is at ticket vending machines (TVMs) located at future rapid transit line stations and super stops. Through this analysis process, it was determined that there is both a disparate impact and a disproportionate burden related to the geographic distribution of the ticket vending machine locations.

To correct for the equity concerns of the geographic distribution of TVMs, IPTC is pursuing an option to allow for the sale of fare media cards and the reloading of funds on fare media cards at retail locations across the IPTC service area. An added emphasis has been placed on providing access to areas and communities with higher minority populations and areas with an increased level of poverty.

PROJECT DESCRIPTION:

IPTC seeks to contract a retail network vendor for the following: retail network system development and integration with the Flowbird account-based fare system; manufacturing of fare media cards that have the necessary retail barcodes for sale and use in a retail environment; and warehousing and distribution of IndyGo fare cards to retail locations throughout the IndyGo service area.

The retail network will function similarly to how gift cards are sold at retail locations. At a participating retail location, a customer can either buy and load a new fare card or reload an existing fare card. The goal of this vendor contract is to improve the experience of IndyGo customers by increasing access to locations where customers can buy and reload fare cards across IndyGo's service area. It is expected that fare cards will be sold at 300 to 400 retail vendor locations across Marion County.

Regardless of the vendor for the retail network, there is a cost to integrate this solution into our Flowbird fare collection system.

TIMELINE:

Through an RFP process, IndyGo solicited for a fare card retail network provider contract for a term of five (5) years.

PROCUREMENT PROCESS:

- On April 22nd, 2019, RFP 19-03-314 Fare Card Retail Network published with a posting on the IPTC website.
- On May 29th, 2019, IPTC received two (2) responses to RFP 19-03-314 Fare Card Retail Network although one (1) provided a NO-BID response. The single submission was deemed responsive.
- The single response was then scored by the Evaluation Committee based on:
 - Adherence of system functionality to requirements within RFP, inclusive of retail network, manufacturing, warehousing, and reporting Relevant Project Experience
 - Increased Equity and Access to Minority and Low-Income Communities
 - Overall Increased Access Over the Full IndyGo Service Area
 - Overall Project Cost
 - Prior Experience Delivering Similar Retail Networks to Other Transit Agencies

As this solicitation received a single response, it was re-reviewed to verify:

1. Advertising was done in a proper manner to reach the proper audience.
2. The scope and technical specifications were not written in such a way that would limit competition.
3. Enough time was made available for a response.

It is Procurement's belief that all the above topics were addressed and that a withdrawal and re-post would yield the same results.

The single response was turned over to the Evaluation Committee for full review with scoring to verify that it meets or exceeds the needs of the Agency for this project. Through the evaluation process, the Committee determined that the InComm response does indeed meet the Agency's goals and scope for this project.

InComm has extensive experience providing retail network solutions for transit agencies, including for Utah Transit Authority, LA Metro, The Rapid (Grand Rapids), and Nashville MTA, among other agencies. InComm's response detailed their technical ability to integrate with the Flowbird system to allow for real time fare card activation and account balance loading at retail locations across Marion County. Because IndyGo is proposing a five-year contract, InComm has agreed to waive all development costs related to retail network setup.

In total, InComm submitted a list of 400 existing retail locations in Marion County that are included in their existing retail network, including, but not limited to, the following retailers: CVS, Walmart, Family Dollar, and Speedway gas stations. InComm will work with IndyGo to identify any gaps in retail network coverage and will approach additional retail vending locations, as needed.

Manufacturing of fare cards with retail packaging will cost IndyGo between \$1.50 to \$2.50, depending on the quantity of cards ordered. The reloadable fare cards sold at retail network locations (and via IndyGo Customer Service) will have pre-printed retail barcodes and magnetic stripe that will allow the cards to interact with payment systems at retail locations. Cards will be sold to customers at a cost of \$2 per card, with \$1 of that cost deducted and kept by InComm for fare card warehousing and distribution costs and the remaining \$1 remitted to IndyGo (daily, net five days). All value loaded to a fare card incurs a 3.5% transaction fee, which is kept by InComm. The remaining 96.5% of the loaded value is deposited directly to IndyGo. InComm has included access to a detailed sales reporting web portal that will allow IndyGo to track and download reports about retail network card sales and reloads.

FUNDING SOURCE:

The InComm retail network will be funded through IndyGo Local Operating Budget.

DIVERSITY PARTICIPATION:

This procurement is being funded by IndyGo's operating budget and therefore did not require a DBE participation goal to be set. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) "XBE" businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration's Division of Supplier Diversity. As the scope of work for this procurement allowed for limited subcontracting opportunities, no XBE participation was garnered by InComm.

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with InComm for the development and implementation of a retail network for fare card sales and reloading, for an upfront retail network setup cost not to exceed \$100,000. This amount includes the following:

- No fee (\$0) for InComm development work, due to five-year contract term.
- Transaction fee of 3.5% of the value loaded onto fare cards
- A \$1 warehousing and distribution fee deducted from the \$2 card cost charged to customers for new card sales
- \$100,000 for manufacturing and distribution of initial order of fare cards, to be distributed directly to the retail network vendor locations.

In addition, it is requested that the board authorize a change order for additional costs for development work by fare system vendor Flowbird to integrate with the InComm system in an amount not to exceed \$75,000.

Annette Darrow
Director of Service Planning

TO: Chair and Board of Directors

FROM: Annette Darrow, Director of Service Planning

SUBJECT: Fare Media Manufacturing

BACKGROUND:

IPTC seeks to contract a fare media vendor for manufacturing of NFC chip fare media that will function within the Flowbird fare system. This vendor is also required to work with the selected retail network vendor to manufacture fare cards that have the necessary retail technology to be used for fare card reloading at retail locations. Included in the project scope are manufacturing of full-fare fare cards, reduced-fare fare cards, blank fare cards, NFC chip stickers, key fobs, and bracelets.

PROJECT DESCRIPTION:

The contract with fare system vendor Flowbird includes manufacturing of reloadable, limited-use paper fare cards that will be vended from ticket vending machines at BRT stations, Super Stops, and at the Downtown Transit Center. IPTC is seeking a manufacturer to produce additional fare media options that are more durable and can be sold to customers by IndyGo Customer Service and distributed through special fare programs administered by IndyGo departments and local partner agencies.

The project scope includes fare cards for full-fare customers and reduced-fare (half-fare and fare-free) customers. These cards will include retail payment technologies, such as barcodes and magnetic stripe, which will allow the cards to be loaded at participating retail locations. IPTC is also requesting blank fare cards that can be distributed to partner groups through special fare programs, including schools, universities, and public agencies, among other partners. Additional fare media options include NFC chip stickers, which can be applied to existing IndyGo employee IDs, and non-traditional fare media options, including key fobs and bracelets.

TIMELINE:

Through an RFP process, IndyGo solicited for a fare media manufacturer contract for a term of five (5) years.

PROCUREMENT PROCESS:

- On April 22nd, 2019, RFP 19-04-316 Fare Card Manufacturing published with a posting on the IPTC website.
- On May 2nd, 2019, a pre-proposal meeting was held at IPTC, as well as by conference call, where two (2) prospective vendors attended by phone.
- On May 10th, 2019, Addendum #1 was posted which addressed moving the Vendor Interviews (If Needed) to June 10th as well as answering received written questions.
- On May 17th, 2019 Addendum #2 was posted addressing an RFP due date extension to 5/29/19 by 2:00pm EST.
- On May 29th, 2019, IPTC received two (2) responses to RFP 19-04-316 Fare Card Manufacturing. Both submissions were deemed responsive by Procurement as well as the DBE Officer.
- Both responses were scored by the Evaluation Committee based on:
 - Ability to Manufacture Fare Media That Can Be Used Within a Retail Network
 - Prior Experience Delivering Similar Fare Cards to Other Transit Agencies
 - Cost Structure

Through the evaluation process, the response by EDM, Inc was determined to be the highest scoring response. EDM met all technical requirements for fare media manufacturing and has prior experience integrating with various transit network systems. EDM's response noted their ability to produce fare cards with retail barcodes and a magstripe that will allow the cards to be recognized by retail payment systems during retail network card sales and card reloading operations. EDM provided options for IndyGo to purchase all required media types, including full-fare cards, reduced-fare cards, blank cards, NFC chip sticker fare media, and NFC chip key fobs and bracelets.

FUNDING SOURCE:

The EDM, Inc. fare media manufacturing contract will be funded through IPTC's Local Operating Budget.

DIVERSITY PARTICIPATION:

This procurement is being funded by IndyGo's operating budget and therefore did not require a DBE participation goal to be set. It is always the policy of the IPTC to commit to the success of minority, women, veteran, and disability-owned (MBE, WBE, VBE, DOBE) "XBE" businesses in Indianapolis by promoting contracting opportunities for vendors certified by the City of Indianapolis' Office of Minority and Women Business Development (OMWBD) and the Indiana Department of Administration's Division of Supplier Diversity. As the scope of work for this procurement allowed for limited subcontracting opportunities, less than one percent participation was garnered by EDM.

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with EDM, Inc. for the manufacturing of fare media, for an upfront initial order cost not to exceed \$92,300. This amount includes the following costs for the initial order of fare media:

- 100,000 full-fare cards, at a unit cost of \$0.46, and a total cost of \$46,000
- 50,000 reduced-fare cards, at a unit cost of \$0.46, and a total cost of \$23,000
- 20,000 blank fare cards, at a unit cost of \$0.40, and a total cost of \$8,000
- 10,000 NFC chip stickers, at a unit cost of \$0.55, and a total cost of \$5,500
- 1,000 key fobs, at a unit cost of \$2.30, and a total cost of \$2,300
- 1,000 bracelets, at a unit cost of \$2.50, and a total cost of \$2,500
- Expedited delivery of a portion of fare media by September 1st, at a cost of \$5,000

Annette Darrow
Director of Service Planning

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, VP of Planning & Capital projects
David Adamson, Contract Specialist

SUBJECT: Change Order to Reith Riley for Package A Civil Construction for Red Line Rapid Transit Project

BACKGROUND:

The Red Line will provide high-capacity Bus Rapid Transit (BRT) along 13.1 miles from Broad Ripple through downtown Indy to the University of Indianapolis, connecting several neighborhoods, major employers and cultural institutions with frequent, comfortable rapid transit service. The route will come within a quarter mile of more than 50,000 residents and nearly 150,000 jobs – a quarter of all jobs in Marion County. Throughout most of the day, buses will arrive every ten minutes, and the Red Line will operate for 20 hours each day, 7 days a week.

The Red Line Project was bid in November 15 of 2017. The final bid documents consisted of two bid packages – Package “A” included the site civil work, and Package “B” included the station canopy structures and related buildout. Package “A” included one bid alternate for additional red lane markings and package “B” included three bid alternates for station snow-melt systems and platform material upgrades. In December 2017, upon Board approval, IPTC executed a contract with Reith Riley Construction for Package – Civil Construction for a total not-to-exceed amount of \$30,678,687.53 1 and another one with FA Wilhelm Construction for Package B – Stations Construction for a total not-to-exceed amount of \$15,311,450. All the 4 alternates were accepted and included in the respective contracts as well. The Contractual Completion date at that time was August 8th, 2019

Due to delays in federal funding availability and the relocations of utilities, The Package A portion of the project was delayed by 114 days. At the February board meeting the IPTC Board of Directors approved a change order for Reith Riley Construction to accelerate the Package A portion of the project to meet a substantial completion date of July 31, 2019. Work is well underway based on this acceleration schedule with Reith Riley meeting the established accelerated time frames for various items.

As the construction is progressing, several changes are found necessary to build the project due to various reasons. Per standing IPTC procedures, any change to a contract that exceeds \$100,000 will require a separate board approval.

ACTION:

This board action includes a Change Order to Reith Riley is for an increased amount of \$558,719.32. This change order covers the following items:

- Cost adjustments to pay items for \$121,430.43 as a result of the quantity reconciliation. This includes deductions of remaining quantities for work items that has been already completed as well as adding additional quantities needed for work that is yet to be completed.
- In April of 2019, the Board approved a change order for resurfacing Shelby St and Virginia Ave for a total not- to-exceed amount of \$950,000.00. This NTE amount was based on the estimated quantities that were available at that time as well based on the asphalt unit prices from the bid proposal. However, as the construction progressed, it was determined that several traffic related pay items needed to be added so as to replace signal loops, detector housings etc. Also, the asphalt unit price had to be adjusted to include the material increase that occurred post bidding. As such the total cost for resurfacing Shelby St & Virginia Ave went is now at \$1,387,288.89, which is \$437,288.89 more than the board approved amount.

The sum of both these changes results in a total increased amount of \$558,719,32. No change to contract time is included in this change order. The cost of this change order is coming from the unallocated contingency in the Red Line project budget. The total project budget is unchanged.

PROCUREMENT PROCESS:

N/A

FUNDING:

The funding source for the project including all the Change Orders and Amendments is provided through a combination of funds, including an FTA Small Starts grant and local funding from the Indianapolis Department of Metropolitan Development, the Indianapolis Department of Public Works, and the IndyGo capital Cumulative fund. The total project budget is unchanged.

RECOMMENDATION:

In a manner consistent with IndyGo contract award standards, it is requested that the Board authorize the President / CEO to execute a Change Order to the contract with Reith-Riley Construction Co in the increased amount of \$558,719.32 and no change to the contract time.

Justin Stuehrenberg,
VP of Planning & Capital Projects

TO: Chair and Board of Directors

FROM: LaTeeka Washington, Facilities Projects Manager
Stacey Metz, Interim Director of Procurement

SUBJECT: Bus Wash, Paint Booth & Door Widening Construction Project

BACKGROUND:

In August of 2017, the IPTC Board of Directors authorized a space planning study to determine how much additional space is needed as the agency grows, which renovations should go first, and completed an assessment of a possible location for a Paratransit Facility.

In March 2018, the IPTC Board of Directors authorized the design of Phase I, which included the Office Renovations of the new HR area, Operator's Lounge, Operations Administration, Administration, the Security Screen Doors replacement, Vehicle Wash Rack System, Garage Doors Improvements and the Vehicle Paint Booth.

Both the Wash Rack System and the Paint booth are well beyond their useful life. The Wash Rack system requires constant repairs to stay functional, while the paint booth is entirely non-functional and has been decommissioned due to environmental concerns.

PROJECT DESCRIPTION:

The Bus Wash, Paint Booth and Door Widening was combined as one project for a contractor to oversee the installation of the two specialized systems and include enough work to appeal to a contractor to construct with all trades.

The Door Widening scope includes removal of existing overhead door and smoke curtain between bus parking area and wash/fueling bay area, expansion (widening) of existing masonry opening between bus parking area and wash / fueling area, and removal of and provide new steel bollards and associated concrete work.

The Paint Booth replacement includes removal of existing paint booth and associated mechanical, electrical, plumbing and fire protection and replacement of existing paint booth equipment, make-up air unit and associated electrical, HVAC, structural and roofing work.

The Wash Bay and Equipment Replacement includes removal of existing equipment including all associated electrical and plumbing requirements as shown on the drawings, replacement of existing wash equipment and associated work, and cleaning and painting of wall surfaces in the wash bay area.

In addition, two deductive alternates were included, one to remove the third wash bay and another to remove the paint curing system. These were included to allow flexibility in case the bids came in too high.

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. Bids were solicited on March 25, 2019 and bids were received on June 3, 2019.

FUNDING:

The project was budgeted at \$2,600,000 in the Capital Plan approved in August 2018. Three existing federal grants were assigned to the project, totaling \$2,080,000. Remaining funds would come from local sources.

DIVERSITY PARTICIPATION:

The DBE goal set for the project is 8 percent.

RESULTS:

IPTC received one bid for the project, from RL Turner at \$2,365,000. In addition, two **deductive** alternates were included, one to remove the third wash bay, which would remove \$230,000, and another to remove the paint curing system, which would remove \$50,000. Since the bid came in under the budget, staff is recommending to not exercise these deductive alternates.

RL Turner 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. *The bid proposals are currently under review of all the compliant procurement documentation.* They included a DBE participation of 6.1 percent, which includes subcontractor:

- Price Construction Group, LLC – Demolition
- DECO Coatings – Painting
- HGMC Supply – Miscellaneous Steel Fabrication/Erecting
- Aztec WFR Inc. - Miscellaneous Steel Supply

RL Turner did come in under the set DBE goal set for the project, however their Good Faith Effort was verified and deemed acceptable.

RECOMMENDATION:

In a manner consistent with IndyGo procurement contract award standards, it is requested that the Board authorize IPTC to execute a contract with RL Turner for the Bus Wash, Paint Booth & Door Widening Construction, not exercising the deductive alternates, for an amount of \$2,365,000.00.

LaTeeka Washington
Facilities Projects Manager

Stacey Metz
Interim Director of Procurement

TO: Chair and Board of Directors

FROM: Greg Meyer – Chair

Mobility Advisory Committee Update

Issue An Update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

Recommendation:

Receive MAC report.

Mobility Advisory Committee (MAC)
Meeting Minutes
May 15, 2019

Attendees

Greg Meyer – MAC Chair	Mike Terry - IndyGo
Mark Early – MAC Vice Chair	Roscoe Brown - IndyGo
Ryan Malone – MAC	Teresa Franklin - IndyGo
Suzanne McVey – MAC	Bryan Luellen - IndyGo
Cory Wells – MAC	Cheryl Purefoy - IndyGo
Jason Robinson – MAC	Marilyn Sadler - IndyGo
Eric Schlegel – MAC – conference call	Ruth Wendt - IndyGo
Mandla Moyo – MAC	Georgia Hubble – Visitor
Erin Hardwick – MAC	Ryan Wilhite - IndyGo
Bernadine Wilmer - MAC	Nila Zaman – Transdev

Welcome and Introduction:

MAC Chair, Greg Meyer, asked everyone to introduce themselves.

Greg stated, Dustin Gilmer has an excused absence.

Approval of the March 2019 minutes.

MAC Chair, Greg Meyer, asked for a motion to approve the March 2019 minutes.

Mark Early made the motion and seconded by Jason Robinson.

Approval for the May 2019 agenda.

MAC Chair, Greg Meyer, asked for a motion to approve the May agenda.

Ryan Malone made the motion and seconded by Mark Early.

President/CEO report, Mike Terry:

- Thank you to the MAC for attending meetings and informing the Board on updated information.
- BRT – Red Line moving along and on schedule, due to open on Labor Day weekend.
- Purple Line in planning stages.
- Super Stops will run along Delaware and Alabama with 2 one-way stops. This will involve approximately 30 buses.
- Bryan Luellen gave an update on the fixed route station that is nearing completion.
- MAC will be able to view the station the week after Memorial Day.
- The MyKey pilot program will take place in June and July and will be in place August 2019 for fixed route.
- Paratransit is scheduled for several months later possibly as late as mid-2020.

The question was asked, prior to the MyKey system starting up, will there be training for the public and agencies? Bryan stated, yes, we will have a Train the Trainer program that will work with the agencies.

The question was asked, will one fare card be for both fixed route and paratransit? Bryan stated, yes.

Open Door Report, Manager of Flexible and Contracted Services, Teresa Franklin:

- Twelve new coaches arrived on April 19, 2019.
- Five are currently at Transdev and in service.
- All MAC members visited Transdev to view the process of dispatch, reservations, scheduling and operations.
- Transdev will be using a Sensitivity training video that Bernie Wilmer from BOSMA provided.
- 90% club -100 drivers in March and 64 drivers in April received certificates.
- On Time Performance is improving.

Strategic Planner, Ryan Wilhite:

- IndyGo put out an RFP for a Paratransit Operations Comprehensive Analysis. They will look at the existing performance, looking at peers around the nation to see how they are doing and will be looking at policies and procedures. A consultant will then provide opportunities and ideas for improvement and performance.
- Ryan Malone – MAC was on the nomination committee for this project with the committee choosing KFH consulting.

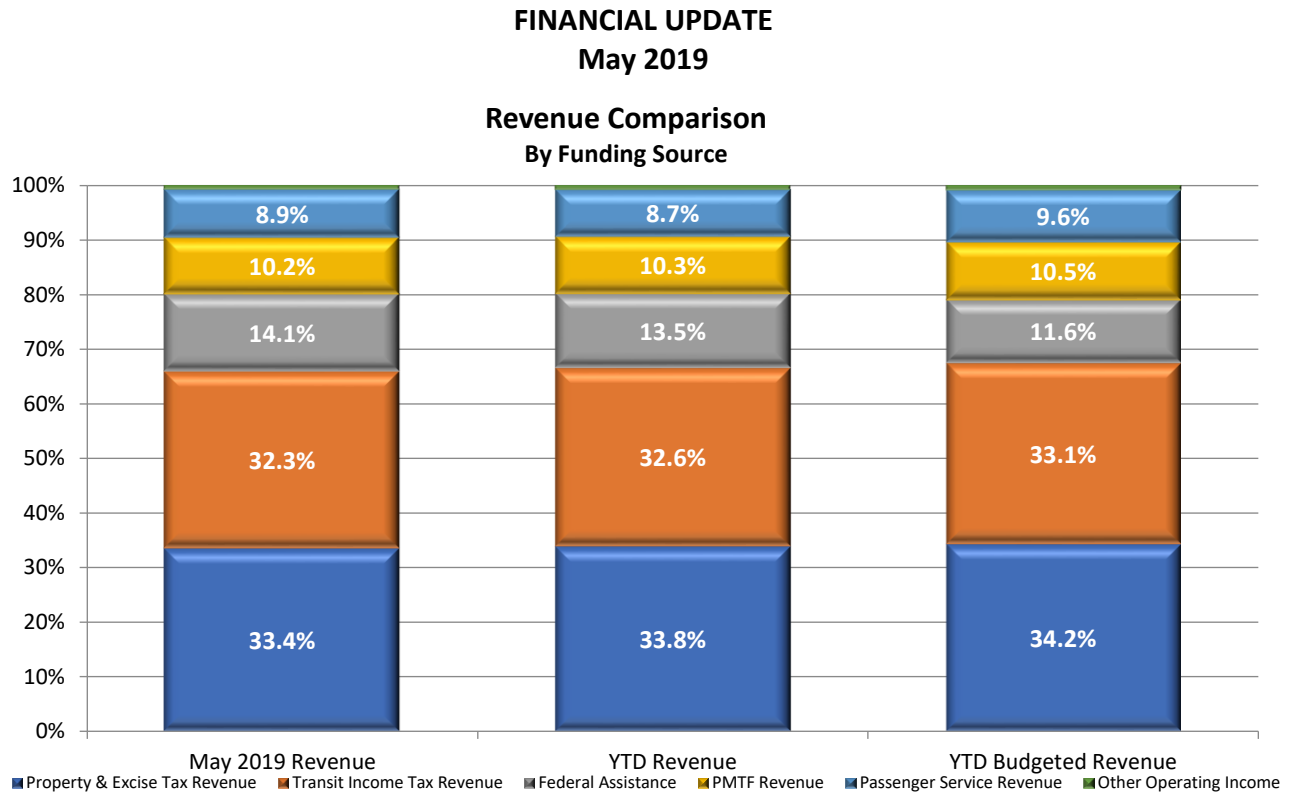
MAC Chair Greg Meyer stated he would like for the MAC to see all data reported and have some input on any improvements.

MAC Chair, Greg Meyer:

- Greg thanked all MAC members for going to Transdev.
- All MAC members enjoyed the tour and learning what goes on behind the scenes.
- The nominations committee is currently the only active committee.
- The Comprehensive Analysis will start, June 2019.
- Appeals training will take place, June 2019.

Meeting Adjourned, Next meeting will be held on Wednesday, July 17, 2019

To: Chair and Board of Directors
From: Nancy Manley - Controller



FTA Assistance

Federal Assistance came in over budget by 25% at the end of May. There was a larger number of reimbursable expenses related to preventative maintenance and the super stops project than projected. IPTC also recognized more reimbursable expenses related to ADA open door during the month as well.

Other Operating Income

Revenue received was under budget by 13%. Advertising revenue was exactly on track with budget however, revenue from recycling was less than projected.

Passenger Service Revenue

Passenger service revenue was under budget for the month of May by 5%.

Fixed Route:

- Fixed Route revenue has improved over recent months. Farebox revenue was under budget 5% however, ticket and pass sales were over budget 3%.

Open Door:

- Farebox collection were under budget by 55% for May. Fares reported by the vendor have declined due to the increased use of taxis voucher.
- Ticket and pass sales were also under Budget by 9% but are on track year to date.

Property and Income Tax Revenue

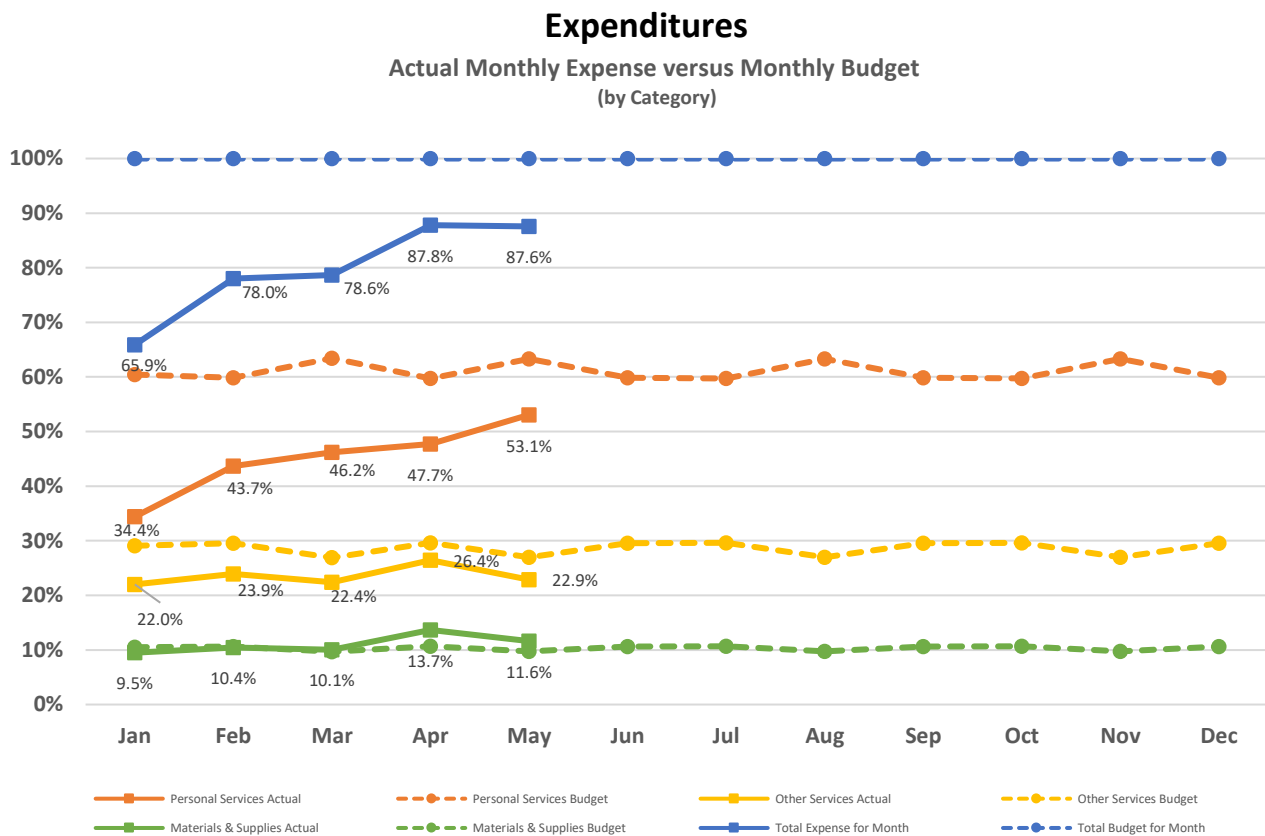
This revenue is on track with budget projections.

Service Reimbursement Program

The revenue received for service reimbursement was approximately 23% over budget projections for the month. This is directly related to taxi voucher usage.

Total Revenue

For the month of May 2019, the total revenue recognized was slightly over projections at 2.4%



Personal Services

Overall, Personal services continues to be under budget, for the month of May it was 18% under. Fringe benefits is the primary contributing factor to Personal Services being under budget however, salary is also under budget by 11%. This is due to not yet hiring all the budgeted positions anticipated to be on board by this point in the year. Overtime was over budget in May by 47% due to coverage needed for vacation and enhancement training.

Other services and Charges

Collectively, this category was under budget by 5% for the month. All categories in this were under budget in May.

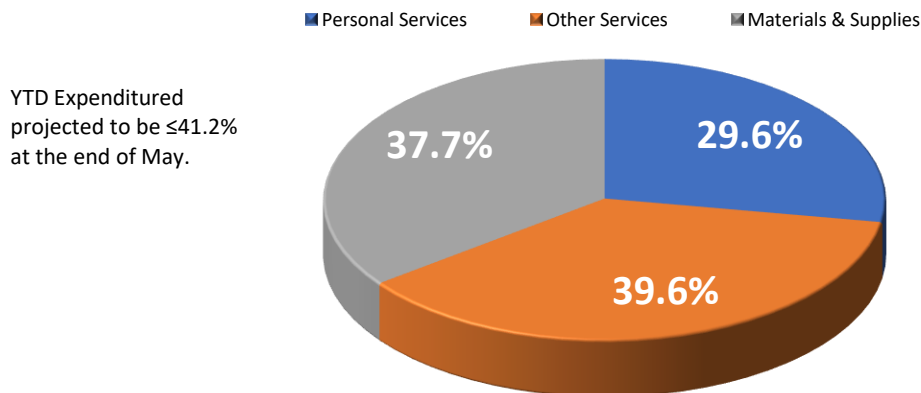
Materials and Supplies

Materials and supplies category came in 5.3% over budget in May. Fuel, Maintenance Materials and Other materials and supplies were all under budget for the month. Tubes and tires are over budget projections for the month by 93% and over budget 26% YTD as we continue to carry partial liability each month while we work to close out the previous vendor contract. Monthly Accruals have been made until a settlement can be reached.

Total Expenses

In summary, total expenses came in at 12% under budget projection in May.

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



Nancy E. Manley
Vice President/CFO/Controller

To: Chair and Board of Directors
From: Justin Stuehrenberg

PLANNING AND CAPITAL PROJECTS UPDATE

To: Chair and Board of Directors
From: Chelci Hunter

DBE GOAL SETTING

To: Chair and Board of Directors
From: Paula Haskin

PARATRANSIT UPDATE

IPTC Paratransit Service Update

June 27, 2019

Service Performance:

Since our last written update to you, we would like to share the following update on performance of our paratransit contractor:

Transdev Services concluded the month of May with an average on time performance (OTP) of 90%. OTP remains unchanged from the previous month but represents an 11% increase over the same period last year and a 15% increase over 2017. The current average OTP through June16, 2019 is 92%.

December 2018	January 2019	February 2019	March 2019	April 2019	May 2019
89%	92%	87%	93%	90%	90%

Below is an hour by hour snap shot detailing the number of trips performed during specific times of day as well as the on-time percentage associated within the hour for the month of May. The chart details how performance is affected throughout the day based on the number of trips (the lower the # of trips, the higher OTP). This is also dependent on the number of incidents which occur within and outside of the contractor's control. The charts below also show an adjustment in peak times where most trips are taken between the 0700 to 0800 hour and 1400 to 1500 hour which have significant impacts to OTP resulting in a one to two-hour recovery period to increase OTP back to normal levels. The colors in the chart reflect red within any hour OTP is below 95% and will appear green if OTP is 95% or above.



Trips	Late
435	18
1003	76
1604	104
2639	289
3129	636
1704	240
1100	67
1099	80
1272	108
1310	115
2057	229
3969	359
1190	166
654	73
524	41
365	25
315	13
229	17
175	16
84	3
Total: 24,857	Total: 2,675

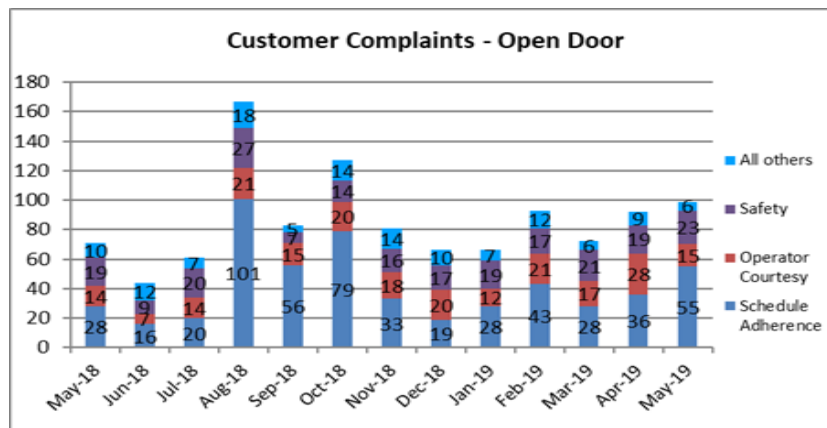
Apr/2019



Trips	Late
388	17
936	79
1512	94
2611	232
3221	615
1614	227
1057	74
1089	60
1227	103
1243	108
1976	174
4031	435
1116	194
642	85
504	58
318	8
248	11
242	10
199	11
115	10
Total: 24,289	Total: 2,605

May/2019

Although OTP remained unchanged from April to May, customer comments reflect an increase of 8% from 98 comments in April to 106 in May. The major increase is seen in the area of schedule adherence, while a decrease of 46% was found with safety concerns. Additionally, customer compliments also increased by 16%.



Monitoring and Compliance:

IPTC continues to perform daily monitoring of contractor performance. This includes, end of the day debriefs (“hot wash meetings”), and daily monitoring of dispatch operations and bi-hourly OTP by IPTC staff. Monthly, in-person meetings with Transdev Corporate support continues.

Summary of Liquidated Damages and Payment Withholding (thru May 2019)

Date	Category of Damage Assessed	Amount
Jul-18	Liquidated Damages	\$ 39,600.00
Aug-18	Liquidated Damages	\$ 78,200.00
Sep-18	Liquidated Damages	\$ 57,350.00
Oct-18	Liquidated Damages	\$ 42,050.00
Oct-18	Payment Withholding	\$ 960,307.18
Nov-18	Liquidated Damages	\$ 97,450.00
Dec-18	Liquidated Damages	\$ 23,050.00
Jan-19	Liquidated Damages	\$ 15,600.00
Feb-19	Liquidated Damages	\$ 53,250.00
Mar-19	Liquidated Damages	\$ 34,550.00
Apr-19	Liquidated Damages	\$ 43,050.00
May-19	Release Payment Withholding	\$ (960,307.18)
May-19	Liquidated Damages	\$ 31,350.00
TOTAL		\$ 515,500.00

IPTC Continuing Efforts:

Paratransit Assessments RFP

The RFP for paratransit assessments was released on May 10, 2019. The pre-bid meeting was held in the IndyGo board room on May 21, 2019 in which five individuals representing four (4) companies attended. The solicitation has been downloaded by twenty-one (21) firms and of those possibly half are qualified firms. Fourteen questions were received from two firms with responses provided on May 29, 2019. Proposals for the RFP are due on June 21, 2019. IPTC staff will seek board approval at the July board meeting. The scope of work seeks the support of the contractor to assist in effective ways to manage demand as well as ensuring that riders who need paratransit are being served through the implementation of conditional eligibility and an effective travel training program. The current contract expires in August 27, 2019.

Paratransit Operational Analysis (COA)

A kickoff meeting was held with KFH, the contractor for the paratransit analysis. KFH offers extensive experience and expertise with the Americans with Disabilities Act (ADA) and complementary paratransit. Many of their projects include ADA paratransit service planning, policy development, compliance, and eligibility certification program development. KFH will work on and off site and will make recommendations regarding the specific needs of IndyGo's Open Door paratransit services by focusing on implementable solutions and coordination of services. Ryan Wilhite is the project manager for this contract and will be updating the board of directors on the progress of the contract as well as milestones beginning with the August 20, 2019 Service Committee meeting. KFH staff also plans to attend these meetings.

Route Match Software

As a part of the Avail System ITS implementation for fixed route, which was approved by the board of directors in 2017, Avail will subcontract with Route Match to replace the current Trapeze Pass software for paratransit. Route Match held its kickoff meeting on June 4, 2019 and will travel to Indianapolis to begin its discovery phase from June 24 – 26, 2019. The change from Trapeze to Route Match has a projected net savings of approximately \$410,000 over the 5 years of the contract through the Avail/Route Match solution for paratransit.

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 MAY 2019

ISSUE:

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

RECOMMENDATION:

Receive the report.

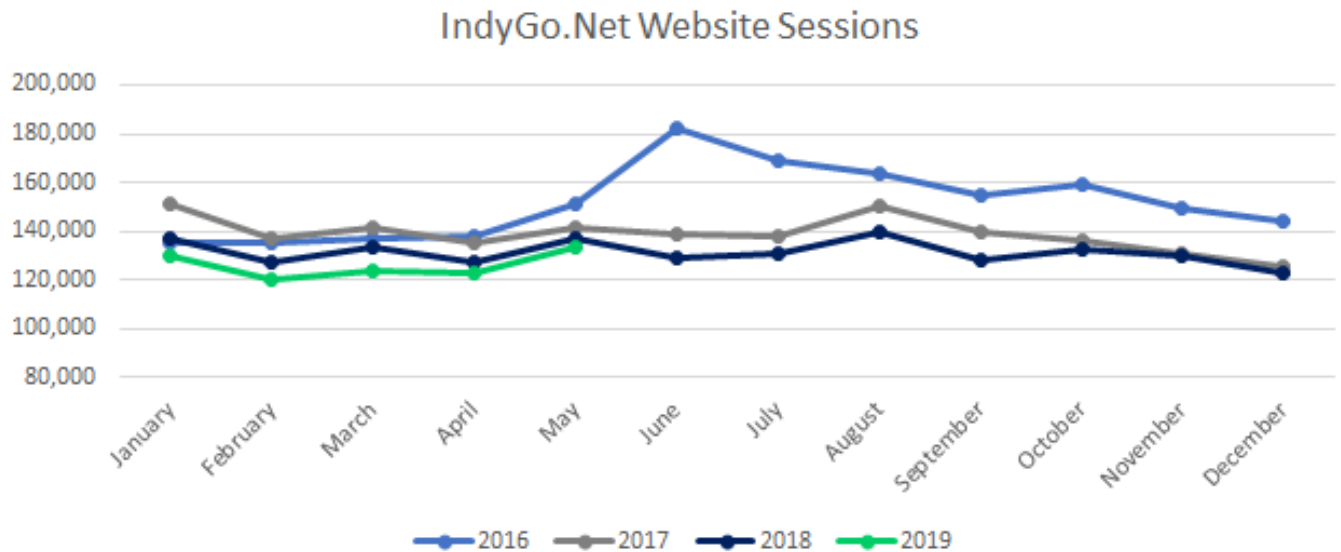
Bryan Luellen
Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:
Chauncyia Coleman, Director of Customer Service
Lauren Day, Director of Public Relations
Jerome Horne, Ridership Experience Specialist
Vanesa Rivera, External Communications Coordinator
Allison Potteiger, Organizational Communications Manager
Cheryl McElroy, Internal Communications Specialist
Jordan Patterson, Community Outreach Coordinator
Brandon Evans, Digital Strategy and Community Engagement

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

Page Views	314,732
New /Returning Visitors	29,989/18,897
Total Sessions	133,699



Month	Mobile	Desktop	Tablet	New	Returning
January	84.30%	13.97%	1.73%	60.79%	39.21%
February	84.59%	13.86%	1.55%	59.87%	40.13%
March	84.54%	13.71%	1.75%	61.03%	38.97%
April	84.19%	14.00%	1.81%	61.30%	38.70%
May	69.48%	27.48%	3.05%	62.60%	37.40%

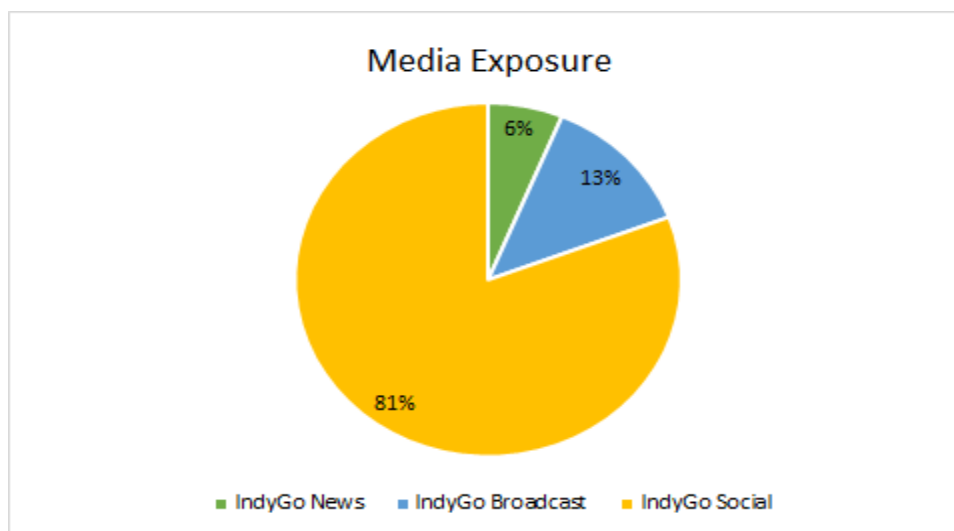
MAY NEWS RECAP:

- “Millions more being spent on IndyGo Red Line project to prevent delays” - The Indy Channel
- “Here’s the updated timeline for the Red Line launch” - IndyStar
- “History 301: How zoning affected city’s development” - Urban Times Online
- “Red Line expected to open on September 1, IndyGo says” - CBS 4 - Indianapolis News
- “Track IndyGo buses in real-time with app” - WISH-TV
- “Talk Transit with IndyGo at the College Ave. Library - May 6” - Indy Midtown Magazine
- “IndyGo to open Red Line on Labor Day weekend with free rides” - WISH-TV
- “IndyGo Red Line to open Labor Day weekend” - WISH-TV
- “IndyGo Red Line Expected to Open Labor Day weekend” – 93.1 WIBC Indianapolis
- “College Ave. Business Snapshot - UKIYO” – Indy Midtown Magazine
- “Red Line construction crews excavate rail lines along College Avenue from early 1900s” - CBS 4 - Indianapolis News
- “The story of IndyGo’s beloved ‘Mama Honey Bun’” - IndyStar
- “‘We can’t lose the homeowners that we already have’: Communities adapt along the Red Line” - IndyStar
- “City officials hope scooters can help solve residents’ transit challenges” – IBJ
- “Musicians needed to perform for IndyGo Red Line’s opening week” – TheIndyChannel.com
- “Applause!: May 17-23” – Weekly View
- “Golden Laurel honors professionals who make a difference” – Indianapolis Recorder Newspaper
- “Severe weather moving through the state” - WTHR
- “Severe weather leaves damage across central Indiana” -WTHR
- “City files eminent domain suit to acquire, demolish Oaktree Apartments” – IBJ
- “Underrated Indianapolis” – Urban Milwaukee
- “Business Owners Voice Concerns Ahead of Blue Line Construction” - WFYI
- “IndyGo looking to hire 150 drivers as service increases” – TheIndyChannel.com
- “Red Line updates: Meridian Street closures begin Monday night for bus pad work” – WISH-TV
- “IndyGo to update Blue, Purple Lines progress” – Fox59
- “How to avoid driving to Indianapolis Motor Speedway for the Indy 500” – IndyStar
- “Here’s what is open, closed on Memorial Day” - IndyStar
- “IndyGo Hears Concerns About The Purple Line” – WFYI
- “IndyGo discusses Blue Line with the Public” – TheIndyChannel.com
- “The Red Line Nears Completion, Indy Residents Gear Up For Blue Line Construction” – 93.1 WIBC Indianapolis
- “The Blue Purple lines are coming to Indianapolis. Here’s what that means.” – IndyStar
- “Area infrastructure projects land \$55.5M in federal funding” - IBJ
- “Indianapolis 500: How to get to and from the race” – TheIndyChannel.com
- “IndyGo Red Line electric buses weren’t going far enough on a charge, so they’re getting a tech fix.” – Technology Today
- “Electric bus maker BYD to pay for in-route Red Line charging stations” – IBJ

- “IndyGo Announce New Electric Bus Charging Plan” – WFYI
- “APTA 2019 Mobility Conference: Alameda-Contra Costa Transit District takes top honors during 2019 APTA International Bus Rodeo” – MassTransitmag.com
- “Several people injured in crash on IndyGo bus” – WTHR
- “BYD installing wireless charging in Indianapolis to boost disappointing range of its electric buses” – Electrek
- “Transgender woman claims construction worker mocked her with plastic ‘skirt’” - NBC4i.com
- “OH:Rail, rapid transit proposed for Columbus” – MassTransitmag.com
- “On the go: New bus line to increase transportation options for Lawrence residents” – Current Publishing
- “How to audition for a chance to perform during IndyGo red Line’s opening week” – WISH-TV
- “IndyGo Finalizes New Strategy to Charge Electric Buses” – MassTransitmag.com
- “This just in: the latest three-week outlook for Red Line Construction” – Urban Times Online
- “Public housing boss gives agency failing report card, promises firings” – Fox59

Topics Include: Early May was surrounded with information regarding IndyGo’s Red Line project. These articles gave Indianapolis residents reassurance the Red Line is opening September 1. and will offer free rides during the first month. IndyGo received a lot of positivity at the beginning of the month with an additional focus on the myStop Mobile app, which tracks buses in real-time, and the #CommittedToCollegeAve campaign. This campaign supports local businesses in the Broad Ripple area and invites all to keep visiting during construction and Misti, a Professional Bus Operator received recognition for her customer service excellence. Mid-May the search for musicians to perform for the Red Line’s opening week continued, severe weather impacts, and Hiring Hoosiers did a segment on IndyGo looking to add 150 bus drivers. In Mid-May, Blue and Purple Line meetings were held to show progress. Constituents voiced their opinions regarding construction. The BRT project in Indianapolis has been a hot topic because the range was below the promised goal. Recent news shows, IndyGo and BYD came to an agreement to add wireless charging with Momentum dynamics’ technology located at the endpoints of the route. Mentions in late May continued with updates on wireless charging and musicians needed for the opening week of the Red Line.

MAY NEWS RECAP CONTINUED:

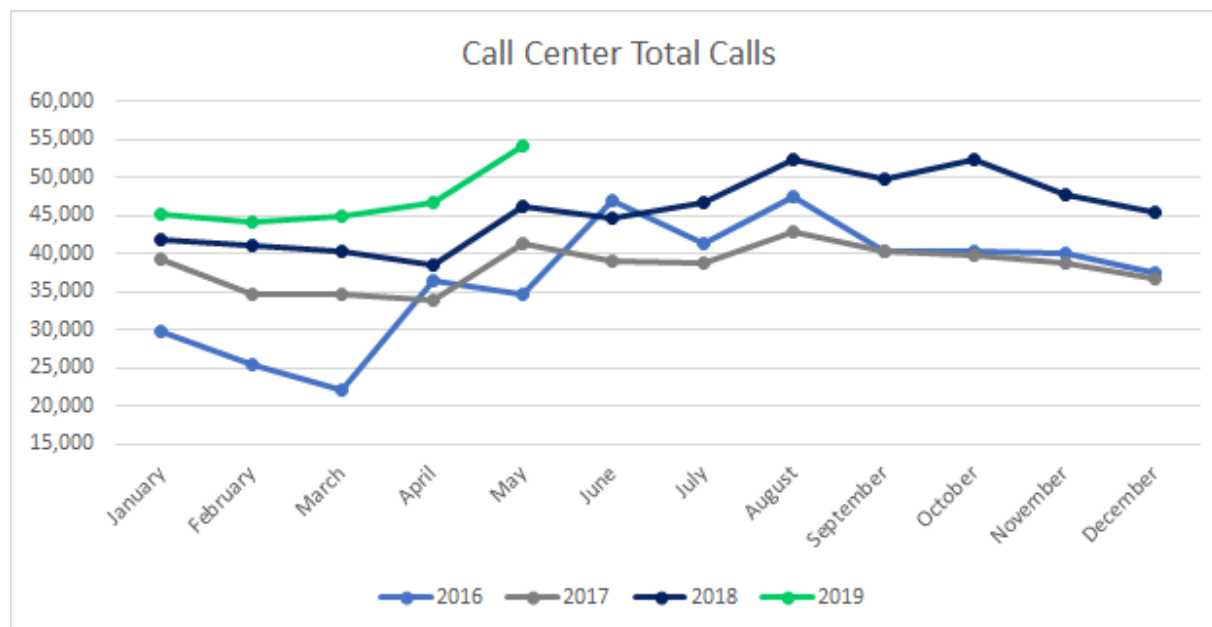


MAY CALL CENTER REPORT:

54,232 total calls

3.87% calls abandoned in queue

68.79% Interactive Voice Response (IVR) calls

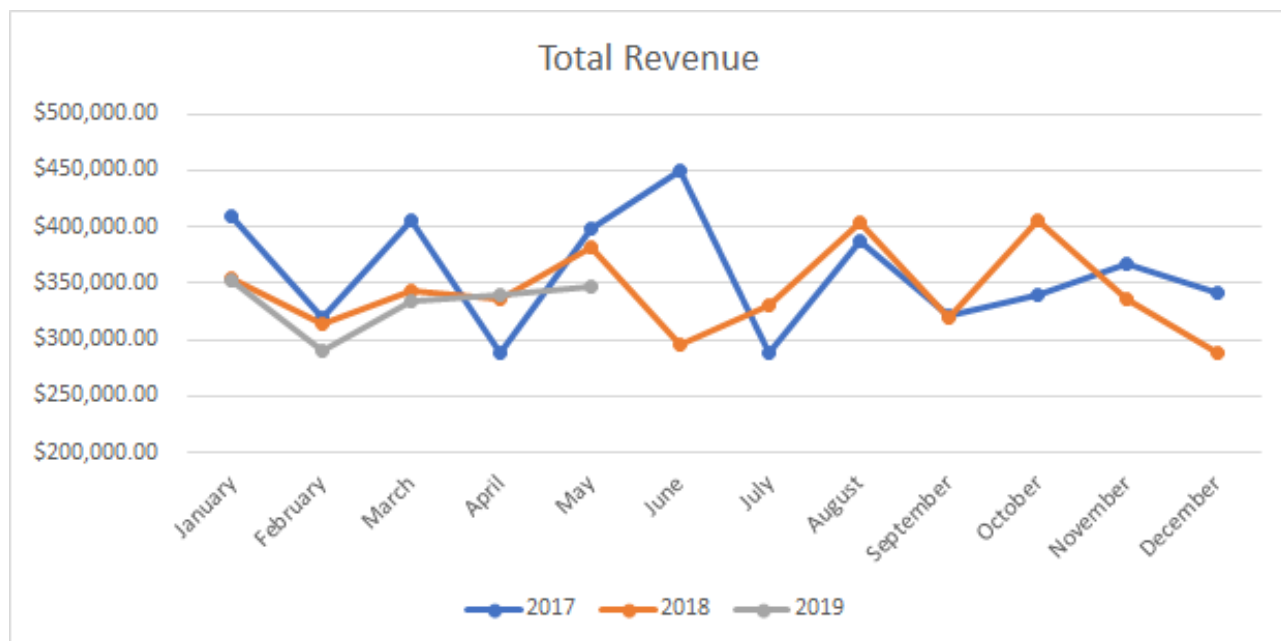


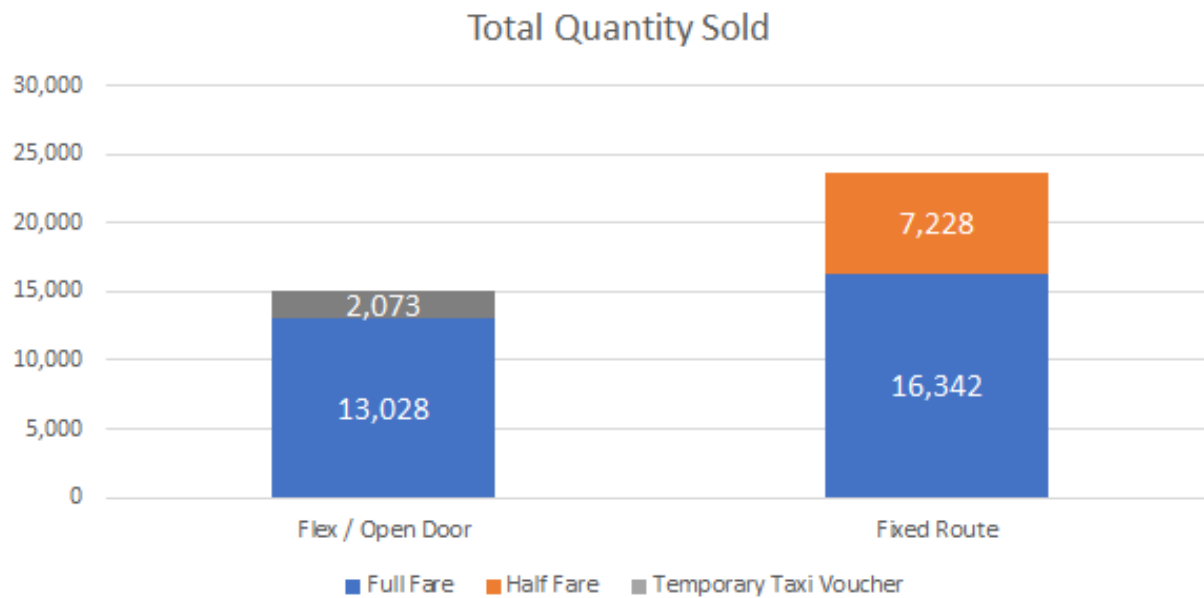
CUSTOMER COMMENTS: 581

2019 FARE CHANGE	2	OTHER	22
ADA	0	PASS BY	108
BLUE LINE	0	PURPLE LINE	2
BUS STOP	7	REAL TIME ARRIVALS	3
CIVIL	0	RED LINE	44
COMPLIMENT	22	REQUEST	20
COURTESY	74	ROUTE	11
CUSTOMER SERVICE CENTER	1	ROUTE DETOUR	6
DENIAL	11	RULES	9
DISCRIMINATION – TITLE VI	6	SAFETY	101
EXPRESS-COMMUTER SERVICE	0	SCHEDULE ADHERENCE	138
FACILITY MAINTENANCE	1	SECURITY	10
FARES	11	SERVICE CHANGES	1
INFORMATION TECHNOLOGY	0	SUGGESTION	12
MCTP	0	VEHICLE MAINTENANCE	9
MARKETING	2	WRONG INFORMATION	5

MAY PASS SALES REPORT:

Total Quantity of Passes: 38,671





Additional Revenue and Pass Information for this Month:

Retail & Online Purchases: \$231,722.20

Cash: \$67,016.78

Checks: \$10,112.00

Credit Cards: \$131,017.07

Veteran IDs Sold: 89

Total Veteran IDs Sold: 3136

Veteran Ridership: 52,595

PPHS Ridership: 5,537

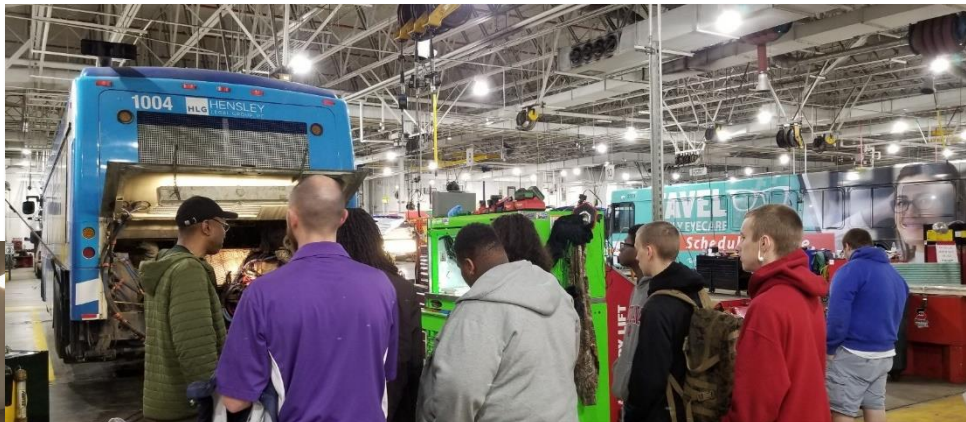
Shortridge Ridership: 3,408

Arsenal Tech Ridership: 9,493

OUTREACH SUMMARY FOR MAY:

Outreach in May included public and neighborhood association meetings, casual 'Transit Talks', a Travel Training, and Transit Ambassador shifts. Public meetings focused on the Purple & Blue Line Bus Rapid Transit projects and included a formal presentation. Engagement with stakeholders comprised of continual correspondence with businesses and residents along the Red Line Corridor. Transit Ambassadors assisted at IMPD Community Days and the College Avenue 'Transit Talks' events, as well as with shifts at the Transit Center with information about the Red Line, MyKey fare modernization, and general Marion County Transit Plan information.

MAY OUTREACH EVENTS:



Thrive
CTE
Program



College
Avenue
Public
Meeting

Fare
Public
Meeting



5/23/2019	Travel Training: Indiana Latino Institute
5/22/2019	Transit Talk: Garfield Park Library
5/21/2019	Garfield Park Neighborhood Association
5/21/2019	Purple Line Public Meeting
5/20/2019	Blue Line Public Meeting
5/18/2019	Far Eastside Festival
5/16/2019	IMPD SE Community Day
5/15/2019	IMPD NW Community Day
5/9/2019	Mapleton Fall Creek Neighborhood Association
5/7/2019	Bates Hendricks Neighborhood Association
5/6/2019	Transit Talk: College Ave Library
5/1/2019	Community Meeting – Ivy Tech North Meridian

INTERNAL COMMUNICATIONS & STRATEGIC PLANNING:

Internal outreach is focusing on the human aspect of IndyGo through employee stories that foster an engaged, employee-centric culture.

Month of June: One human-interest article in the monthly all employee newsletter, the Dispatcher, spotlighting employees.

UNDERSTANDING OUR COMPANY VALUES

IndyGo's mission includes providing safe, reliable, and accessible mobility experiences. One of the many ways IndyGo fulfills its mission is keeping our buses free of health hazards, odors, and corrosion to provide a clean and safe ride and enhance the life of our buses. Our Maintenance department works diligently to keep IndyGo buses in tip-top shape. With the help of the Human Resources team, Fleet Services hired additional wash rack co-workers.

As they on-boarded new team members, they established a performance-driven process that unites all 3 shifts through communicating amongst each other to ensure an almost seamless continuance of work from shift to shift. In the past, Fleet Services was working hard to get 15-17 buses detailed per week. After working as a team to become fully staffed, set attainable goals, and implement a supportive work flow, Fleet Services is now detailing an average of 50 buses per week. With such an astounding uptick in productivity, it's hard not to take more pride in you and your co-workers work. This is a great example of our company value of 'teamwork' and goal of 'performance' in action! Understanding how each of our different roles align with IndyGo's mission, values, and goals will keep us moving in the right direction.

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

A new Pick took effect on June 9, 2019. The only service change to the Pick is minor time adjustments to the Route 26 Weekday through Saturday schedules. The Red Line schedule and other dependent routes are being refined for the September 1 service launch. Final schedules are expected to be complete by the end of the month.

Transit Amenities

Staff continues to work on improving access to the transit-system, where needed. It will be an ongoing annual project that will eventually address each individual bus stop in terms of ADA accessibility and need for amenities. This is funded through the transit tax and will be budgeted annually. A bid was issued in April for construction of the first 185 stops. No bids were returned. A new bid was released on June 5. The construction timeline has been expanded and are hopeful this will yield bidders.

Fare System Implementation

Service Planning is responsible for coordinating the implementation of IndyGo's modernized fare payment system, which will be branded as MyKey. The modernized fare system will include new fare cards, fare card validators (on buses and at rapid transit stations), a mobile payment application, a customer website, and ticket vending machines at all rapid transit stations. The vendor for this new fare system is Flowbird.

Installation of fare validators on IndyGo's existing fixed-route fleet was completed June 4th. IndyGo has begun internal testing of the MyKey fare system, including the back-office system, mobile app, customer website, and on-vehicle fare validators. A pilot phase of the MyKey fare system on IndyGo's fixed route buses is scheduled to begin on July 1st, when additional external customer groups will be provided access to the MyKey fare system. Red Line station equipment is scheduled to be delivered in mid-August and installed at all Red Line station platforms by September 1st. The full system rollout of the MyKey fare system is scheduled for September 1st, when the system is open for all IndyGo customers.

Red Line Operations

The first draft of the Red Line operations plan was sent to Public Safety on 6/7/19. We are currently awaiting feedback from them.

The Red Line training was completed on 6/7/19. All but 14 Operators were trained. Those 14 are currently off work due to various reasons.

Traffic Engineering

Several traffic studies have been submitted to DPW for approval. These studies include the two-way conversion of Michigan Street/New York Street from College Avenue to Emerson Avenue submitted in May 2018, the two-way conversion of 29th Street/30th Street from White River Parkway to Ruckle Street submitted in May 2018, the two-way conversion of Ft. Wayne Avenue submitted in December 2018, and various infrastructure improvements to Delaware Street/Alabama Street submitted in December 2018. IndyGo is continuing to work with DPW for approval of the recommendations proposed in the studies. Upgrading these streets will support the route improvements proposed in the Marion County Transit Plan, including the Red Line project, Purple Line project, Blue Line Project, Super-Stops project, and implementation of the high-frequency grid along the local routes. DPW indicated in February 2019 that the approval of future IndyGo infrastructure improvement projects may be delayed until after the Red Line BRT project goes operational.

Shrewsberry & Associates has prepared a preliminary draft of a traffic study to look at improving bus mobility along Vermont Street. This work is being completed in anticipation of adding 20 buses per hour along Vermont Street between Senate Avenue and Alabama Street, starting with the new local service system redesign scheduled for June 2020. IndyGo staff are currently reviewing the traffic study in coordination with a plan to add four additional Super Stop locations along the Vermont Street corridor. A final draft of the memo documenting the findings is scheduled to be delivered to DPW in July. This memo will serve as a formal request to DPW for IndyGo to proceed with Vermont Street infrastructure improvements as well as approving traffic ordinances for the recommended left turn restrictions. Upon approval of the memo's recommendations, Shrewsberry will begin design of the recommended infrastructure improvements and DLZ will begin preparing a traffic signal retiming plan for the Vermont Street corridor.

Global Traffic Technologies (GTT) visited Indianapolis during the last week of May to begin inspecting, integration testing, and software installation on the TSP hardware inside the new BRT buses. Final testing of the TSP equipment is scheduled for late July/early August in preparation of the Red Line going operational.

Planning and Procurement staff have developed an "on-call" task order with DLZ, a local traffic system engineering consultant, to assist with developing and programming of traffic signal timings along the Red Line route. DLZ has been working to review the Red Line plans and prepare the traffic signal timings for 76 traffic signals along the Red Line and four traffic signals along Illinois Street that are associated with the Red Line project. To date, 50 of the 80 Red Line traffic signal controllers have been installed or are programmed and ready for the contractor to install.

In anticipation of the new local routes scheduled to roll out in June 2020, two additional local-funded task orders have been executed to provide traffic engineering assistance for non-BRT routes. The first of these task orders is a local-funded traffic signal timing task order with DLZ. The second of these is a local-funded traffic counting task order with Shrewsberry & Associates. These two contracts will provide Service Planning the resources to quickly study traffic problems, identify solutions, and implement traffic signal timing improvements.

Service Planning has coordinated with Operations to develop conceptual construction plans and a construction cost estimate for pavement markings and signage improvements along Harding Street, south of Washington Street. Increased train activity at the CSX crossing south of the IndyGo garage is causing more frequent delays for buses entering and exiting the garage. Work is on-going to determine the best way to prepare final, biddable construction plans from the conceptual drawings. Discussions have occurred between Planning & Capital Projects, Legal, and Finance to determine if it is cost-effective to have these smaller-scale projects designed in-house or if the Harding Street improvements should be completed by a consultant engineer.

Ridership

Ridership data showed an increase of 1.2 percent over the previous May, and 3.7 percent higher than was expected given seasonality and the composition of service days.

Actual vs. Expected Ridership

	Jan	Feb	Mar	Apr	May
2019 Actual	673,825	677,602	715,165	750,005	773,315
Act v Exp	7,486	(3,526)	(14,640)	(2,957)	27,481
Act V Exp %	1.1%	-0.5%	-2.0%	-0.4%	3.7%

2019 Ridership v Expected

0.39%

Actual Ridership vs. 2018

Current Month			IndyGo	Year to Date		
May-18	May-19	% Change	Fixed Route Ridership	2018	2019	% Change
16,737	15,607	-6.8%	2 E. 34th St.	77,191	76,795	-0.5%
26,456	34,531	30.5%	3 Michigan St.	123,286	159,884	29.7%
13,644	12,496	-8.4%	4 Fort Harrison	64,072	60,084	-6.2%
16,326	18,284	12.0%	5 E. 25th	73,269	83,753	14.3%
13,706	10,985	-19.9%	6 N. Harding	65,871	56,677	-14.0%
133,201	142,823	7.2%	8 Washington St.	594,621	650,681	9.4%
95,695	91,868	-4.0%	10 10th St.	442,747	427,412	-3.5%
3,520	3,672	4.3%	11 E. 16th St.	19,103	17,547	-8.1%
4,714	3,932	-16.6%	12 Minnesota	22,242	20,982	-5.7%
3,133	3,255	3.9%	13 Raymond	16,181	14,994	-7.3%
8,865	10,006	12.9%	14 Prospect	43,824	43,541	-0.6%
18,947	17,660	-6.8%	15 Riverside	83,964	80,222	-4.5%
11,300	12,104	7.1%	16 Beech Grove	53,058	53,072	0.0%
23,066	20,924	-9.3%	17 College	103,059	97,225	-5.7%
11,887	10,846	-8.8%	18 Nora	56,183	53,668	-4.5%
35,873	36,418	1.5%	19 Castleton	167,480	167,244	-0.1%
15,555	14,110	-9.3%	21 East 21st St.	69,645	65,752	-5.6%
10,512	10,059	-4.3%	22 Shelby	48,767	44,484	-8.8%
10,825	10,741	-0.8%	24 Mars Hill	53,555	51,589	-3.7%
14,884	13,186	-11.4%	25 W. 16th St.	68,516	60,557	-11.6%
13,956	14,052	0.7%	26 Keystone	65,407	65,068	-0.5%
13,351	13,272	-0.6%	28 St. Vincent	64,391	63,682	-1.1%
7,718	8,345	8.1%	30 30th St.	35,441	38,271	8.0%
24,499	25,974	6.0%	31 Greenwood	112,336	119,029	6.0%
26,000	28,216	8.5%	34 Michigan Rd.	117,164	127,663	9.0%
37,531	36,296	-3.3%	37 Park 100	177,171	172,934	-2.4%
30,309	28,616	-5.6%	38 Lafayette Square	139,102	129,634	-6.8%
102,822	99,050	-3.7%	39 E. 38th St.	466,894	469,142	0.5%
3,964	4,068	2.6%	55 English	16,869	19,151	13.5%
10,420	9,422	-9.6%	86 86th Street Crosstown	46,647	42,652	-8.6%
12,696	12,433	-2.1%	87 Eastside Circulator	55,833	56,250	0.7%
345	64		Others	2,856	273	
772,457	773,315	0.1%	Total	3,546,745	3,589,912	1.2%

May-18	May-19	% Change	Flexible and Contracted Services	2018	2019	% Change
31,832	31,254	-1.8%	Open Door Riders on Fixed Route	134,844	141,304	4.8%
27,148	23,866	-12.1%	Open Door	128,595	119,810	-6.8%
915	4,230	362.3%	Open Door Taxi Vouchers	4,111	15,705	282.0%
13,323	8,897	-33.2%	31 Day S-Pass	85,536	56,804	-33.6%

STRATEGIC PLANNING

The Strategic Planning team continues to advance the projects outlined in previous board reports, including, but not limited to, environmental and joint development activities associated with the Blue Line, advancing the Super Stops, advancing shared use mobility efforts, transit-oriented development planning, the paratransit comprehensive operations analysis, grant applications, and data analysis/research projects. 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, TOD zoning along the Blue Line, and joint development opportunities.

Project Development:

Blue Line: IndyGo formally submitted an application to the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process on September 6, 2018. Preliminary work regarding the Blue Line environmental documentation has begun. The line was granted a C-9 Documented Categorical Exclusion in September 2018; the project team is evaluating, given potential changes in project schedule and joint development opportunities if it may explore an adjustment to its environmental designation.

Super Stops: The Super-Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street corridor and Fort Wayne Avenue, is currently at the tentative 90-percent design threshold. The design will remain at 90-percent until the NEPA process is complete. Once the environmental process is closed out, any necessary adjustments will be incorporated and the project will achieve 100-percent design. 100-percent design is expected to be achieved near the end of June.

Last month, the IndyGo Board of Directors approved additional funding to conduct design work for adjustments to the Julia M. Carson Transit Center and for additional utility investigations for Super-Stops, to be conducted by Bloodhound. These utility investigations are currently underway.

The environmental process is ongoing with the Super-Stops. At the time of developing this report, the Documented Categorical Exclusion's legal review by FTA is complete and Metric is addressing comments. The team is working to ensure that these comments are addressed in a timely manner, with the input from IndyGo's legal counsel, to get the final sign-off from FTA.

The previously-reported hearing with the Indianapolis Historic Preservation Commission (IHPC) for a Certificate of Appropriateness was to be held on June 5th. However, this has been postponed indefinitely while IndyGo continues further coordination with project partners.

IndyGo will need to seek a number of code changes due to parking and one-way street conversion to two-way streets as part of the project; the summary and language for these ordinance changes are currently in development.

Julia M. Carson Transit Center/Pearl Street Signal: Shrewsberry has begun design work for the proposed modifications to the Julia M. Carson Transit Center and the signals and lane configurations to Delaware & Pearl Streets. At the time of this report, the 30-percent design is in development by Shrewsberry.

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, including Indianapolis with the introduction of electric scooters – this is a strategic role for the team and the agency.

As noted in previous reports, as part of its local pilot/demonstration project, IndyGo will partner with the John H Boner Neighborhood Center to develop a mobility district within the Near East Side to better connect residents to opportunity, via transit and other modes of shared use mobility. IndyGo and the Boner Center – in partnership with the Personal Mobility Network, an initiative of the Central Indiana Community Foundation – are preparing a business plan to advance mobility hubs and mobility integration. These efforts are informed by an RFI issued by IndyGo, surveys distributed on the Near East Side, a community listening session (as part of the Ford initiative) and other methods of input. The team is currently developing a business plan reflecting these efforts.

Indianapolis is partnering with Ford Motor Company to devise mobility solutions for the city and its neighborhoods; IndyGo – and this group in particular – is actively engaged in planning and steering that effort; John Marron is serving in a lead analytical role for the initiative.

The discovery phase of this initiative will close at the end of May; after which, interested parties will be invited to submit ideas to compete for up to \$100,000 to support a pilot project.

Blue Line TOD Planning: In July 2018, IndyGo submitted, and was subsequently awarded, a grant application as part of FTA’s Pilot Program for Transit Oriented Development (TOD) Planning in partnership with the City of Indianapolis/DMD. This effort will result in legally enforceable land use and development standards near Blue Line stations to better accommodate transit-oriented and transit-supportive developments. IndyGo continues to work alongside DMD and the MPO to develop this project and move it forward.

On May 23, 2020 the IPTC Board accepted the joint-recommendation of the team of Gould Evans (Kansas City, MO), Urban3 (Ashville, NC), Toole Design Group (Minneapolis Office), and Green3 (Indianapolis, IN) for this work and authorized the President/CEO to enter into contract negotiations with Gould Evans. A detailed scope of work is being included as part of the final contract negotiation phase, as this project is an integral part of both the City of Indianapolis’ TOD implementation strategy and the City of Indianapolis’ participation in the Bloomberg Philanthropies, American Cities Climate Challenge. It is anticipated that the Gould Evans consulting team will be under contract before the end of the month; related efforts to act on the City’s adopted TOD policies are already underway.

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:

- **Title VI Program Update:** In coordination with legal and public affairs, Capital Projects and Planning staff are working to update IndyGo’s Title VI Program. The update, last completed in 2017, is a federal requirement. IndyGo staff is completing this analysis in-house. We anticipate more dialogue with the board later in the year, as we evaluate and require feedback on our Title VI policies.
- **Purple Line Transit Impact Study:** Following in the footsteps of the MPO’s Red Line Transit Impact Study (TIS), IndyGo staff is gathering data to capture the “before” conditions of the Purple Line corridor. This project is multi-faceted: it includes a drone flyover, corridor survey, and the report on existing conditions. The intent of the report is to perform a before and after analysis of all rapid transit corridors following a defined set of time after operation begins.

- **Paratransit COA:** The Strategic Planning team is working with operations, public affairs, legal, and others to facilitate a comprehensive review of IndyGo's paratransit policies, procedures, and practices. KFH, the selected consultant, completed an on-site visit from June 3-5. The on-site visit included a kick-off meeting with IndyGo staff, stakeholder interviews, and a visit to TransDev, the contracted provider of Open Door service. KFH is expected to complete a Preliminary Existing Condition Summary by the end of July and also meet with the Mobility Advisory Committee in July.
- **Sponsored Rides:** Building off the pilot programs that exist with Purdue Polytechnic High School and Shortridge High School and the program envisioned for Indianapolis Public Schools, the Strategic Planning team is working collaboratively with the Public Affairs division to further develop IndyGo's "Fare Free" Sponsored Rides program where students, employees, and/or clients of partner organizations can ride IndyGo at no direct cost to the patron.

Additionally, IndyGo partnered with IUPUI and the Personal Mobility Network and submitted a grant request to the Kresge Foundation to improve transportation access to minority and low-income students. A letter of inquiry for this grant opportunity was submitted in late May.

- **Automatic Passenger Counter Certification:** The team is working with Service Planning, Information Technology – Connected Vehicles group, and the Avail project management team to review data, hardware, and processes that would result in a certification of IndyGo's Automatic Passenger Counter (APC) data. Upon certification, IndyGo could use APC data as its official ridership data; having this certification will be important as it will be one of the primary means by which ridership on the Red Line will be able to be verified.
- **Grant Applications:**
Volkswagen Trust Fund Program. As part of the national settlement between the United States and Volkswagen due to Volkswagen's installation of emission testing defeat devices, the Indiana Department of Environmental Management (IDEM) is releasing approximately \$41 million over three rounds for projects. Eligible projects include transit vehicles. In Round 1, currently open until June, a total of \$4.26 million is available for on-road vehicles, including transit vehicles. Based on the criteria established in the request for proposal, by the time of the meeting, IndyGo will have submitted an application for funding to purchase up to five all-electric, 40' vehicles to accelerate the replacement of our diesel vehicles. By the reading of this report, the application will have been turned into IDEM for their review and consideration. IDEM anticipates awarding funding later this year.

Bus and Bus Facilities Program. IndyGo applied for this program last year with a program ask for all-electric vehicles using a public-private partnership. The submission was highly rated but did not receive funding as this grant was highly over-subscribed. With additional funding available for the FY 2019 program (approximately an additional \$100 million), IndyGo staff believe the same application will have a good chance at receiving funding. The submitted project will be the same; asking for 27 40' electric buses that we will lease from the vendor. We debriefed with FTA last year and will modify the application to address the few shortcomings that FTA identified. By the reading of this report, the application will have been submitted to FTA for its review and consideration. This grant has a quick turnaround; we anticipate FTA announcing the awardees sometime in late summer.

Integrated Mobility Innovation: There is currently a federal opportunity to apply for mobility innovation demonstration projects; the application is due August 6, 2019. IndyGo anticipates submitting an application for this effort.

Section 5307/5311: IndyGo, MPO, and CIRTAs staff continue to refine the timeline for the 5307/5311 plan due to INDOT at the end of the year. IndyGo staff submitted its clarifications to the timeline, including the discussion of an Urbanized Area Transit Plan, which would help the Indianapolis urbanized area think about needs and the efficient use of 5307 funding across the region. The proposed plan is a modification of earlier ideas, including separate tasks on administration and centralization of services. A staff transition at CIRTAs have slowed this process.

Section 5310: IndyGo is the designated recipient for FTA Section 5310 funding in the Indianapolis Urbanized Area. Section 5310 funding is intended to fund projects to help senior citizens and individuals with disabilities. IndyGo holds an annual call for projects for non-profits and governmental entities that are eligible. Typically, funded projects are for vehicles to either replace existing vehicles or expand a fleet. Service Planning staff currently administers this project, following a transition from Operations; however, Strategic Planning staff is shadowing to enable a transition for FY 2020's call for projects. The FY2019 call for projects is ongoing and due at the end of June.

ENGINEERING & CONSTRUCTION

Red Line

Construction is continuing to progress for Package A- Civil (Reith-Riley Construction – Prime Contractor). The board has approved a change order to accelerate this contract and get it substantially completed by July 31st, 2019. As such the contractor has been working on all parts of the Red Line corridor simultaneously. 31 station foundations have been poured to date and turned over to FA Wilhelm. Most of the underground work has completed on all corridors and finishing up all concrete work. Paving work on Shelby St and Virginia St has been completed. The contractor is finishing up paving on Capital Ave and paving on College Ave and meridian St is expected to start in the next few days. All bus pads except one has been completed.

Package B Contractor, F.A. Wilhelm has erected all of the station structures and poured all plinths. They have finished roofing for 26 stations and snow melt and topping slabs on 15 stations along Shelby St, Virginia Ave and Capital Ave. IPTC has issued a construction change order to FA Wilhelm to accelerate the project to meet an August 31st, 2019 substantial completion date. As such Contractor has been working diligently to meet the new completion date. A full station mock has been completed and a tour was given to IndyGo Staff, Board Members and MAC members on June 6th.

Purple Line

WSP resubmitted the 60% design on March 1st, 2019. A risk workshop was held by FTA and the PMOC on May 16th and 17th. The PMOC is expecting to complete their risk report in late June. Citizen's Energy Group (CEG) completed their review of the 60 Percent Plans on May 6th which showed that their combined storm/sanitary sewer system is at full capacity during a 2-year storm event along the Purple Line Route. This means that the drainage, as designed at the 60% milestone, would not perform as intended. CEG requested that the storm sewer on 38th Street be separated wherever possible or the inline detention be increased to release at a 3-month storm rate into their combined system. WSP identified a viable location for separation on 38th Street at Sherman Drive, which will require an Addendum to the Environmental Document. The design team is moving forward with this course of action. The combine sewer on Meridian Street is at full capacity at a 2-year storm as well. WSP is exploring the viability of separating the sewer at 15th Street and at I-65/70. Unfortunately, there are no feasible locations to separate the sewers south of 11th Street and increased detention is not viable due to the density of other utilities in the corridor. IndyGo is working through these what this will mean for the stormwater design with CEG and DPW.

The PMOC raised concerns about the viability of the Right-of-way acquisition timeline in the Risk Workshop which was aggressive. IndyGo also received definitive direction from FTA disallowing the use of incentive payments that were put in place to help speed-up this process.

The PMOC also identified the revisions to the City Ordinance needed for the implementation of the Purple Line as a critical for the award of the Small Starts Grant. Through communications with DPW, it appears that these revisions are not likely to be passed by the City Council prior to the November 2019 elections.

Because of these three issues, IndyGo has made the decision to revise the Purple Line's design and construction schedule to the following:

- **90 Percent** – 1/24/2020
- **90 Percent Review** – 3/27/2020
- **Ready For Bid Package** – 6/1/2020
- **Bid** – Early Start July 2020 / Late Start September 2020 (Contingent on Right-of-Way Status)
- **Award** – Early Award October 2020 / Late Award December 2020
- **Construction Notice To Proceed** – Early Start November 2020 / Late Start January 2021
- **Revenue Service** – Early Start Thanksgiving Weekend 2022 / Late Start Easter Weekend 2023

An update to the Small Starts Grant Application package will be submitted in September 2019.

Blue Line

Preliminary design has started on the Blue Line project. The designer, WSP, has submitted 30% plans for all segments.

The schedule revisions on Purple Line have cascaded into the Blue Line project schedule and following revisions have been made:

- **60 Percent** – December 2020
- **60 Percent Review** – March 2021
- **90 Percent** – December 2021
- **90 Percent Review** – March 2022
- **Ready For Bid Package** – June 2022
- **Bid** – Early Start July 2020 / Late Start September 2020 (Contingent on Right-of-Way Status)
- **Award** – Early Award October 2020 / Late Award December 2020
- **Construction Notice To Proceed** – Early Start November 2020 / Late Start January 2021
- **Revenue Service** – Early Start Thanksgiving Weekend 2022 / Late Start Easter Weekend 2023

This schedule revision intends to limit the overlap of construction between the Purple and Blue Lines.

Early coordination with the Federal Transit Administration for the Blue Line has begun and details regarding the Section 106 Methodology are being worked through. Some questions regarding the methodology remain and coordination will continue with the Federal Transit Administration to clarify questions. Until the Appendix to the Environmental Document on the Purple Line is complete, work on the Blue Line's Environmental Document is on-hold.

An update to the Small Starts Grant Application package will be submitted in September 2019.

Other On-Street Projects

Several other on-street projects, including the Super Stops project, Rural Street underpass lowering, and bus stops and shelter improvements were included in the Marion County Transit Plan and the IndyGo Five-Year Capital Plan. Since no bids were received for the Bus stop improvements project when it was first issued for bid in May, IPTC has reissued that for bid and is now expected to start Construction in August of 2019. Rural Street Underpass and Superstops project are currently in design and is expected to start construction in Spring of 2020

FACILITY PROJECTS

The Capital Improvement Projects for Facilities have Task Orders/Projects for on call services with WSP for high voltage and The Etica Group for architectural. WSP is tasked to work on Electric Bus Fleet Charging Facility Upgrades and CCTV Camera Improvement placement. The Etica Group is tasked with Office Renovations, Vehicle Wash, Garage Door Improvements (Maintenance Area), Paint Booth, Security Screen Doors, Multi-Use Training Facility.

WSP:

- **Electric Bus Fleet Charging Facility Upgrades** – The project is completed and beginning the closeout. Miller –Eads are completing the last change for the project regarding striping and stop strike bars for the operators to park the vehicles in the most ideal place for charging.

The Etica Group:

- **Space Planning Renovations Construction** – Phase II Operations wing which includes the Operators Lounge, the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices is being completed, with staff starting to move into their new spaces. Phase III work is moving along well, with scheduled move-in starting week of July 1st.

Phase V has been added to complete the current cube farm/Training Room. This work will add a wall to provide additional cubicles to accommodate staff growth as well as a Maintenance Training Room; the design has started. This Phase will begin after Phase IV completion.

Activity	Start	Completion
Operations Wing Relocation into renovated space	6/10-6/21/2019	6/21/2019
Phase III Renovations construction	4/29/2019	7/12/2019
Phase III Move –in	7/1/2019	6/12/2019
Phase IV Staff Relocation	7/1/2019	7/12/2019

- **Space Planning Renovations Maintenance Area Design** – The Garage Door Improvements will begin this phase of work; this will include widen of the garage door from vehicle wash to the parking, charging area, the retrofit of the fire door and tie-in to the fire suppression system and upgrade and installation of the fire door for the front garage door near Treasury. The next phase of Maintenance will be the renovation of offices, rest rooms, fall protection, vehicle lifts, Maintenance locker rooms and lounge. The Task Order for the Maintenance area design was presented at the October 2018 Board Meeting and the design has begun with the Etica Group. The design completion is scheduled for September/October 2019.
- **Vehicle Wash Rack/ Garage Door Improvement/Paint Booth**– The project scope includes the removal and installation a new vehicle was system, removal and installation of a new paint booth system and the widening of the garage door, removing the fire suppression door and suppression system. A recommended contractor will be presented to the IndyGo Board at June 2019 Board Meeting.
- **Training & Contingency Facility** – The design is completing 60% design. Renderings will be available for presentation to the Riverside community. The location is to provide a full training facility with grounds for driving course as well, with room for expansion and operate as a contingency site for the agency. The tentative schedule of the final design is July 2019, with construction starting in Fall 2019.

- **Overhead Security Screen Doors** – The project scope is for the installation of (9) screen doors on all bay doors in the facility. A recommended contractor will be presented to the IndyGo Board at the June 2019 Board Meeting.

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 2019

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:

Dwight Benjamin, Director of Transportation

Mark Emmons, Director of Safety, Training & Security

Paula Haskin, Director of Flexible & Contracted Services

Ed Parsley, Director of Facilities

Cheryl Purefoy, Superintendent of Operations

OPERATIONS DIVISION REPORT – MAY 2019

TRANSPORTATION SERVICES

Employee Recognition:

May Employee of the Month: Juanita Davis

Misti El-Shabazz is the 44th Annual International Bus Rodeo Customer Service Challenge Winner!

Commendations:

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

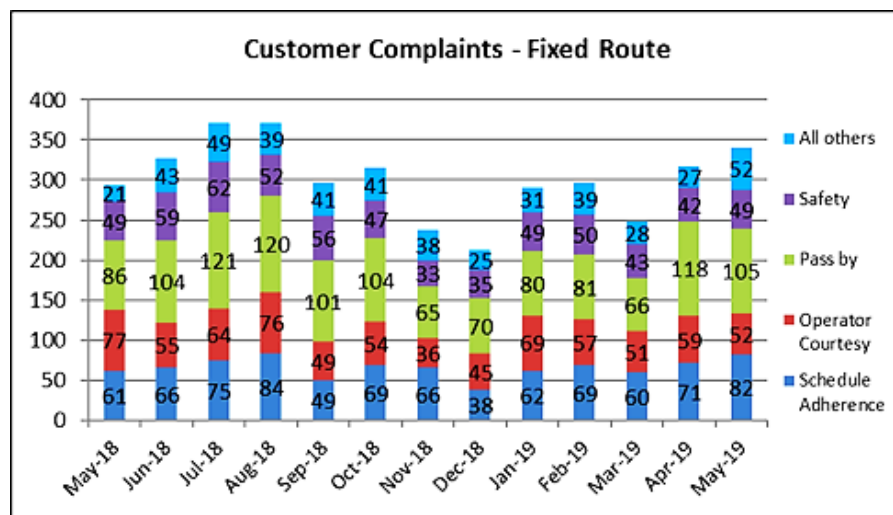
The following Transportation employees were recognized for their extraordinary customer service during the month of May:

BerTina Bounds, Karmyn Brandon, Joetta Camden, Antwyn Ealy, Michael Fox , Keith Grigsby, Sherlynn Johnson, Samuel McGhee, Christine McLaughlin, Teka Rogers, Shanez Savage and Tiana Treadwell

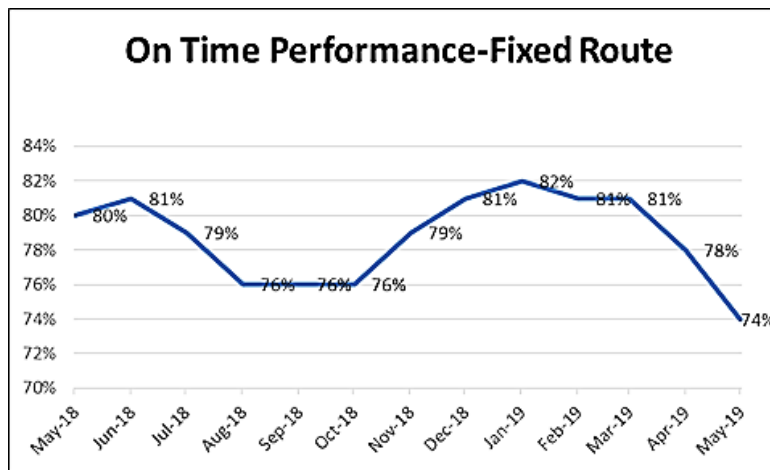
Operators that achieved an on-time performance rating of 90% or better during the month of May are entered into a random drawing each month. The winner from this group will receive an extra personal day. The winner for the month of May is David Madyun.

Key Performance Indicators:

The customer complaint chart identifies customer concerns in service delivery.



The On-Time Performance chart provides an overall outlook of the fixed route system's arrival percentage through peak and non-peak hours every month. Fixed Route On-Time Performance continues to fluctuate during the CAD/AVL migration from Trapeze to Avail Technologies.



Community Outreach:

Operations had representatives attend the following community stakeholder meetings:

- IMPD Monthly Downtown District Community Task Force Meetings
- IMS Meetings
- Event Advisory Board Meeting

Operations continue to support law enforcement and other agencies regarding special events and emergency response request

VEHICLE MAINTENANCE & REPAIR

The 2018 corresponding months completed scheduled tasks have been included to show the amount of improvements made by the Maintenance Department and preventative maintenance scheduling.

System	Year	Month	Completed	Year	Month	Completed
Alignments	2019	May	0	2018	May	4
Diesel Particulate Regen	2019	May	53	2018	May	24
Engine/Body Steam Cleans	2019	May	90	2018	May	39
Ramp Inspections	2019	May	51	2018	May	43
Body Inspections	2019	May	13	2018	May	0

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 through 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 Systems Failures
Mean Distance Between All Systems Failures

	2019/01	2019/02	2019/03	2019/04	2019/05	2019/06	2019/07	2019/08	2019/09	2019/10	2019/11	2019/12
MAJOR	6,052	7,370	8,406	5,640	5,183							
ALL	4,312	5,182	6,937	6,382	6,617							
	2018/01	2018/02	2018/03	2018/04	2018/05	2018/06	2018/07	2018/08	2018/09	2018/10	2018/11	2018/12
MAJOR	4,895	4,392	5,342	6,238	5,016	4,181	5,164	5,554	7,285	12,211	8,546	7,968
ALL	3,200	3,618	4,474	4,822	3,973	3,122	4,179	4,611	6,000	9,962	7,023	6,221
	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 & INVENTORY CONTROL

There were 171 buses detailed in May. The goal is to detail every bus at least once per month. 95% of the fleet was detailed this month.

The Storeroom received in 382 PO's in May. They inventoried 1124 stock code items and processed 1475 work order requisitions.

Mileage Summary:

We have logged 3,457,841 miles YTD

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2019	707,466	646,619	667,992	711,337	724,427							
2018	727,094	711,683	794,958	665,856	694,173							
2017	605,993	574,706	655,652	626,211	647,575							

Fluid Usage Summary:

FLUID TYPE	MAY 2019	MAY 2018	MAY 2017
ATF (qt)	90	105	111
COOLANT (qt)	1,956	1,470	1,311
ENGINE OIL (qt)	376	308	332
DIESEL (gal)	156,490	155,086	134,413
UNLEADED (gal)	1,765	1,813	2,535,

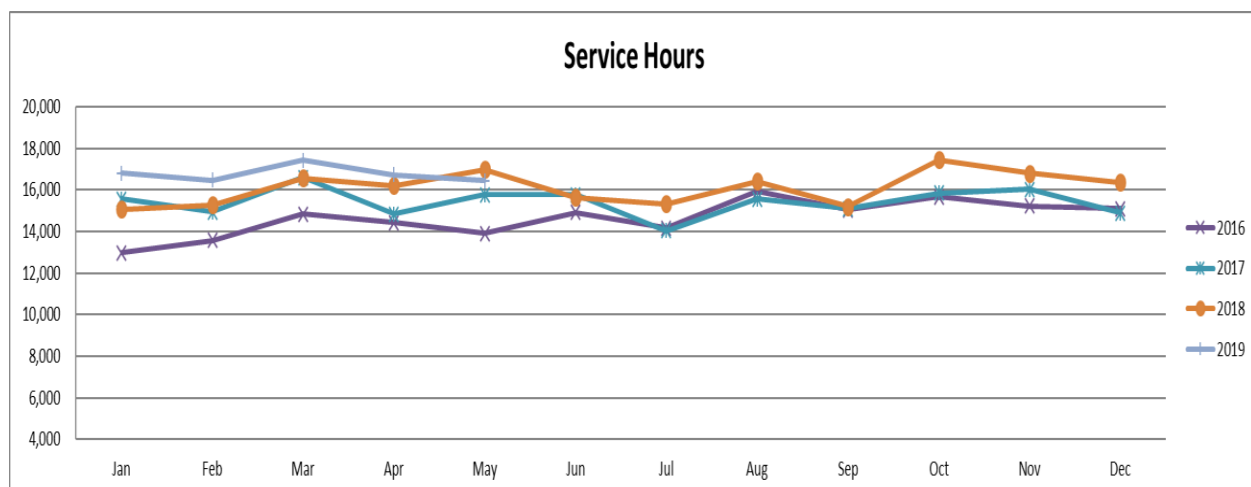
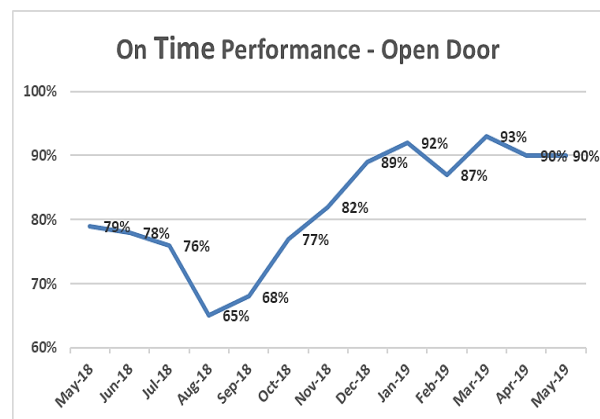
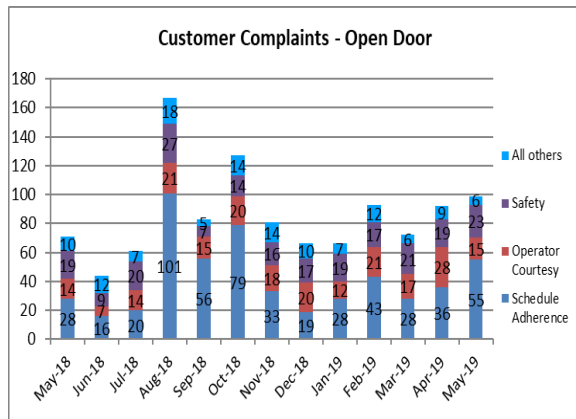
In March implemented a process where employees can request to checkout vehicles. There were 19 vehicles signed out in May for the motor pool.

FLEXIBLE & CONTRACTED SERVICES

Transdev ended May with on time performance (OTP) of 90%. OTP remains unchanged from the previous month but is an increase of 11% over prior year and a 15% increase over 2017 numbers. Transdev continues to hold with an average OTP of 90% for 2019.

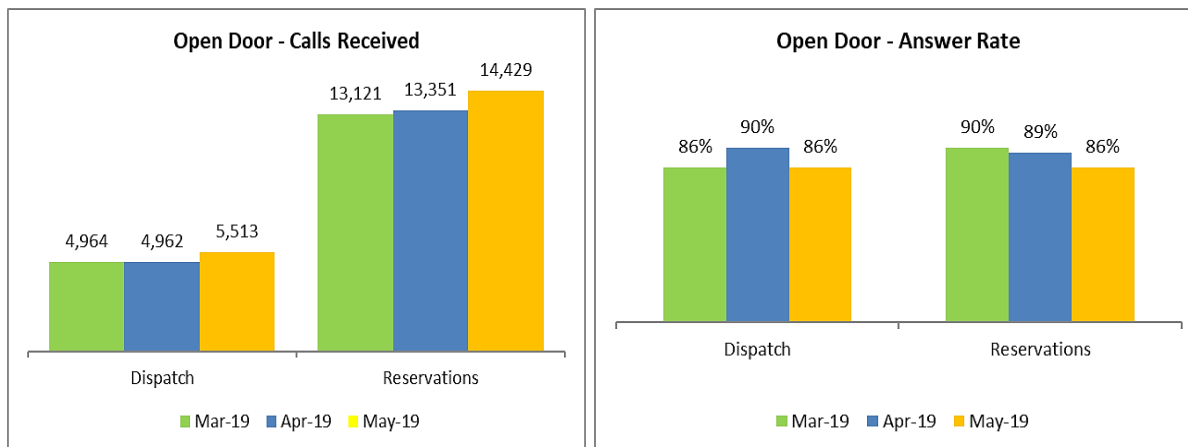
Service Delivery Data:

OTP remained unchanged and customer comments reflect an increase of 8% from 98 comments in April to 106 in May. The major increase in comments was seen in the area of schedule adherence, while a decrease of 46% was found with safety concerns. Customer compliments increased by 16%.



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.



FACILITIES

Contractor Miller Eades completed the Electric Bus Charging Project and is wrapping up a few cosmetic touchups. All dedicated BYD bus chargers, islands and accessories are all functional. Contractor R.L. Turner continued the Office Renovations Project which is in Phase 2 and 3. The former Operator's Lounge, which will now be called the South Lounge is almost complete. They have installed new flooring, new lockers, new tables and chairs. The furnishings were all delivered and installed along with two new billiard tables and a new ping pong table. Final paint touchup work continued in the Dispatch and Radio Room with several offices, the projected move date to the newly remodeled offices is mid-June and we anticipate that the Drivers/Operations area will be 90% complete by the end of June. Phase 3, the demolition of the old H.R. area and I.T. area will continue late into June, removing all old carpeting, ceilings, old wiring, duct work along with several walls and storm windows.

During the rainy month of May and with the Indy 500 Race Fans, the Julia M. Carson Transit Center was very busy. The Transit Center had well over 8,500 customer/passenger visits per day. Crime, vandalism and drug use was on the rise and will most likely elevate with summer temperatures, we have increased officer presence. We still have a lot of homeless people seeking sanctuary at the site due to the massive rain fall.

In the month of May more meetings were held to discuss maintenance and upkeep of the 34 new Redline Bus Stations.

The first week of May started our second phase of the paver and paver bed demolition and replacement. This started at the north double doors and headed towards Alabama Street, followed by the south double doors; where the entire ramp and side walk was demoed and replaced. On the east side of the building by Alabama Street work was stopped as elevation work on the concrete needs to be performed, it is scheduled for mid-June. There are several areas around the Transit Center that are barricaded off with small walkways that passengers and employees can still get around.

The Drover Street temporary training center is at capacity every day Monday through Friday with training for new operators and training for the upcoming RedLine.

Our always growing Environmental Management Programs are doing well with our new office recycling program. The program was initiated in every newly remodeled office space that opened. We have transitioned to community type trash cans which cut down 90 percent of the plastic trash bags that were going to the landfill every week from IndyGo. Each desk now has a blue recycle container to collect recyclable items that then go into larger community recycle containers and are collected and weighed.

A new RFP bid was sent out for the deep cleaning of all windows, stainless steel panels, ceramic panels, and frames along with bus bay canopies at the Transit Center. The previous contract ends late summer.

The Solar Panel System on the roof of our main building is still charging to capacity on sunny days and generating enough energy to charge all 21 ZEPS Electric Buses during those high sunny days.

During the month of May IndyGo removed, installed or replaced:

- 53 – Bus Stop Signs removed or replaced
- 2 – Small Bus Shelters removed
- 1 – Large Bus Shelter removed
- 4 – Trash Cans installed or removed
- 13 – Glass Shelter Panels

SECURITY/TRAINING/RISK & SAFETY

Risk & Safety

IndyGo had its annual inspection of the fire alarm system which includes the horn/strobes and fire alarm panel at the 1501 W Washington St location. There were a couple of deficiencies found during this inspection which will be addressed.

Safe Drivers:

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

Arthur Smith -	37 Years
Rochelle Martin -	13 Years
LaVelle Tealer -	13 Years
Maurice Wilburn -	12 Years
Maurice Bowen -	11 Years
Dennis Clark -	9 Years
Michael Melvin -	8 Years
Mamadou Goudiaby -	7 Years
Anthony Mance -	6 Years
Wesley Robertson -	5 Years
William Wilson -	4 Years
Shantay Bellamy -	2 Years
Amber Ferguson -	2 Years
Sherlynn Johnson -	2 Years
Jennifer Miller -	2 Years
Diana Williams -	2 Years

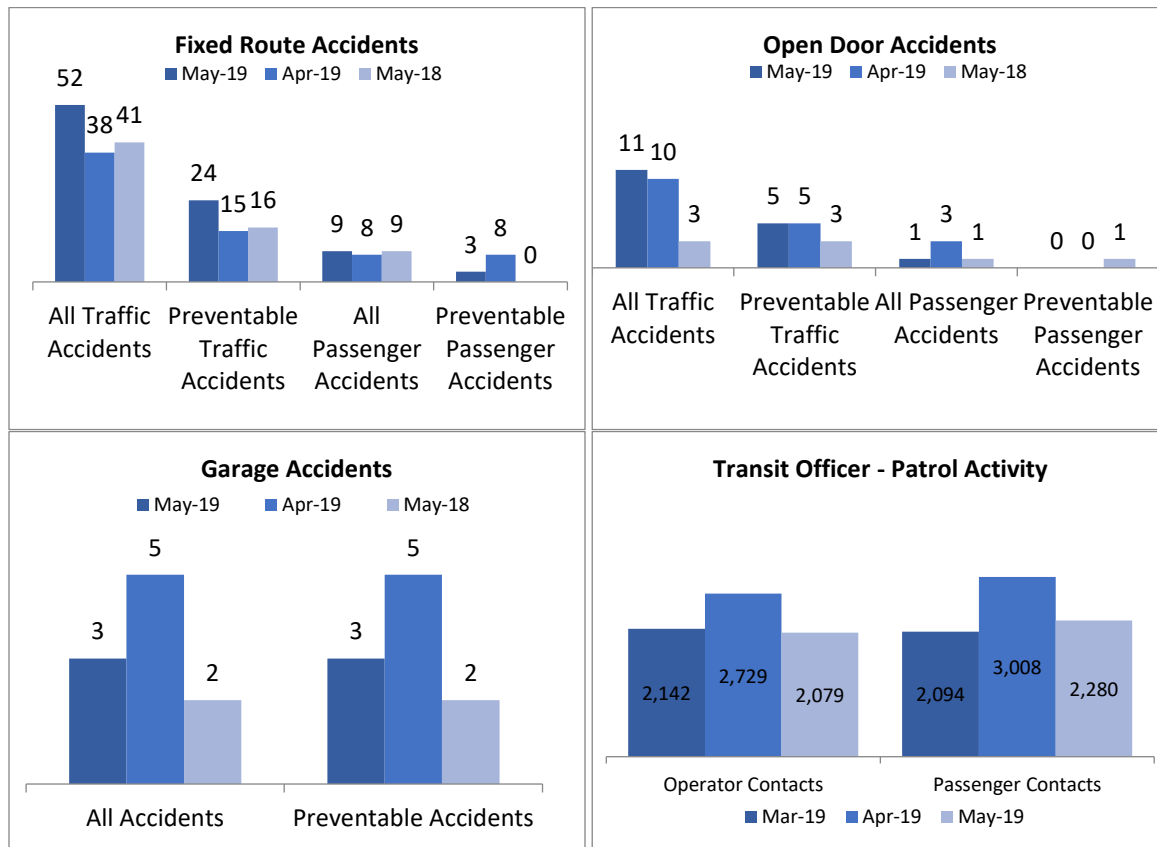
Security & Training:

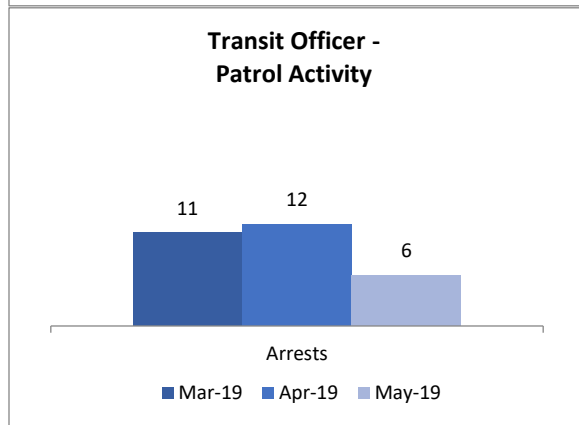
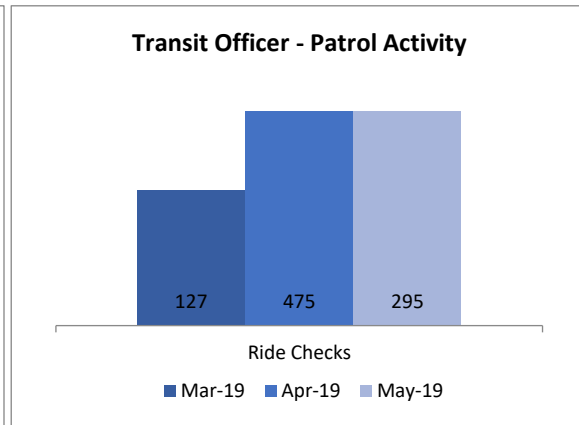
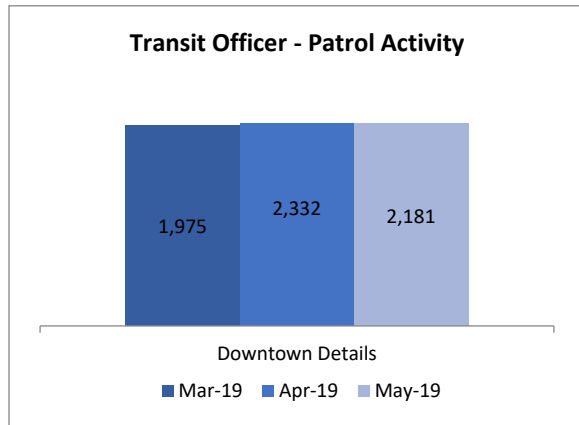
- Director of Risk and Safety, Brian Clem and Director of Security and Training, Mark Emmons, attended the TSI class on Transit System Security. This course helped to develop an increased knowledge of Transit System Security and how it relates to Safety Management Systems (SMS). It helped to gain new resources to reduce crime and improve customer and employee security. It also taught how to use a uniform format for developing and implementing security policies and procedures through a System Security Plan with crime prevention as the major component.
- Director of Transportation, Dwight Benjamin, Interim Director of Vehicle Maintenance, Kevin France, Maintenance Supervisor, Patrick Smith, and Mark Emmons attended the APTA International Bus Roadeo. The event was held from May 17th through May 22nd. The event was held in Louisville, Ky and hosted by The Transit Authority of River City (TARC).

IndyGo was represented by Professional Bus Operator, Misti El-Shabazz, who won the IndyGo Local Roadeo that was held on August 18, 2018. Ms. El-Shabazz did very well this year and was the winner of the APTA Customer Service Challenge. The challenge consisted of an oral interview which narrowed the group down to five (5) finalists. The five (5) finalists then competed in a mock challenge which involved passenger challenges that they may encounter while in revenue service. IndyGo is looking forward to the event in 2020 in San Antonio, TX, which will include its first maintenance team that will compete.

- IndyGo Class #19-02 began February 18, 2019. This class has completed all portions of the training class and graduated on May 3, 2019. They were transferred to Operations on May 5th, 2019. There were 11 students that graduated in that class.
- IndyGo Class #19-03 began March 18, 2019. This class has completed the familiarization portion of the training program and is currently working on the revenue service and subbing in portion of the class. There are currently 10 students in this class. Staff expects this class to graduate on June 7, 2019.
- IndyGo Class #19-04 began training on April 22, 2019. This class started with 24 students and there are currently 22 still in the program. The class is currently in the route familiarization portion of the class. Staff is expecting this class to be able to graduate late June to early July.

- IndyGo Class #19-05 of 11 students start on May 28th. This class is currently in the classroom portion of the class. Staff expects this class to graduate late July to early August.
- IndyGo training staff assisted in CDL tutoring of 17 candidates for the month of May. The CDL tutoring classes help those that need assistance learning the information required to obtain their CDL Learners Permit. Once the person obtains their CDL then they can apply for class and be able to start as a Trainee “A”.





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:

Elizabeth Zwierko, Sr. HRBP, Talent Acquisition

Jeffrey Brown, Director of Labor & Employee Relations

Teresa Boone, Director of Employee Services

Marc A. Stewart, Human Resources Program Manager, DAPM

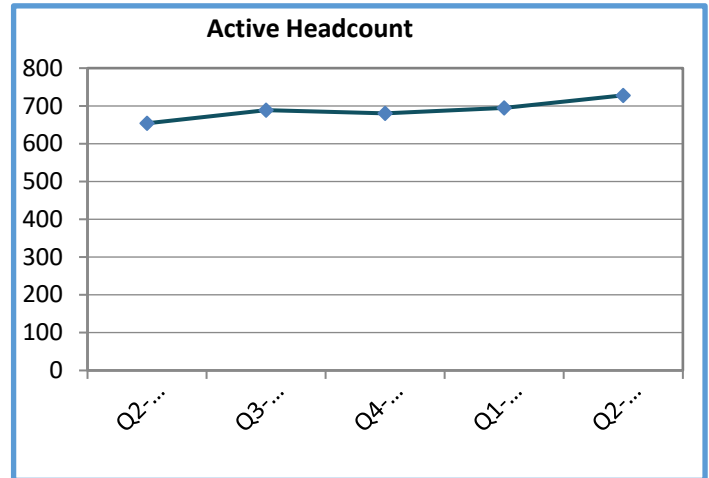
Felicia Moodie, Sr. HRBP, Benefits

May 2019 Human Resources Department Board Report

Talent Acquisition

Beth Zwierko, Sr. HRBP, Talent Acquisition

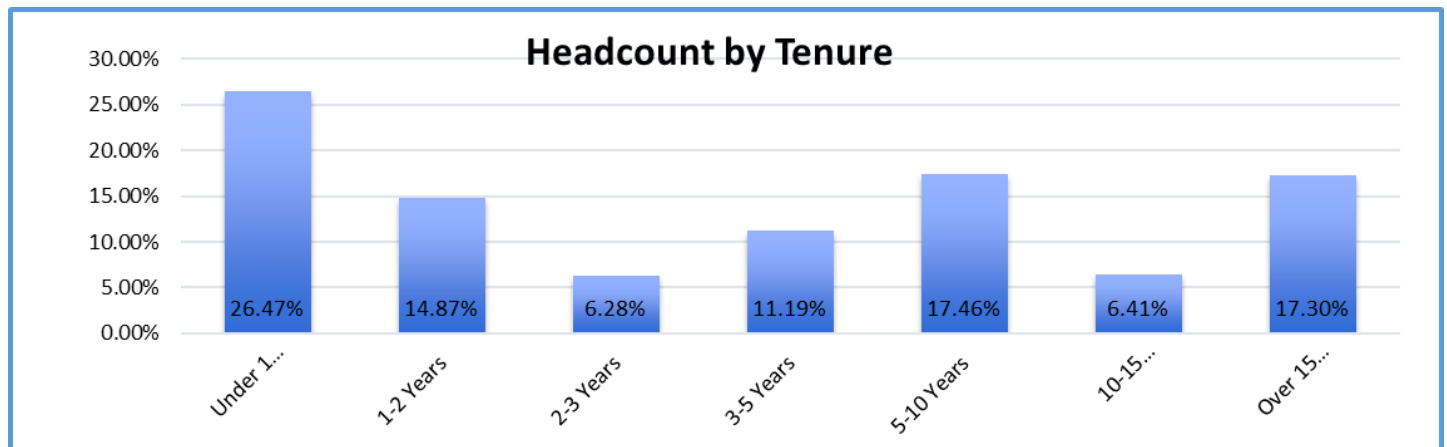
Month End Headcount			
	Active	Separations	New-Hires
Represented	514	12	2
Non-Represented	217	4	17*
Total	731	16	19
Monthly Turnover Rate			
2.06%			
Staffing Capacity			
Budgeted FTE*	885		
Incumbent FTE	731		
% of Capacity	-17%		



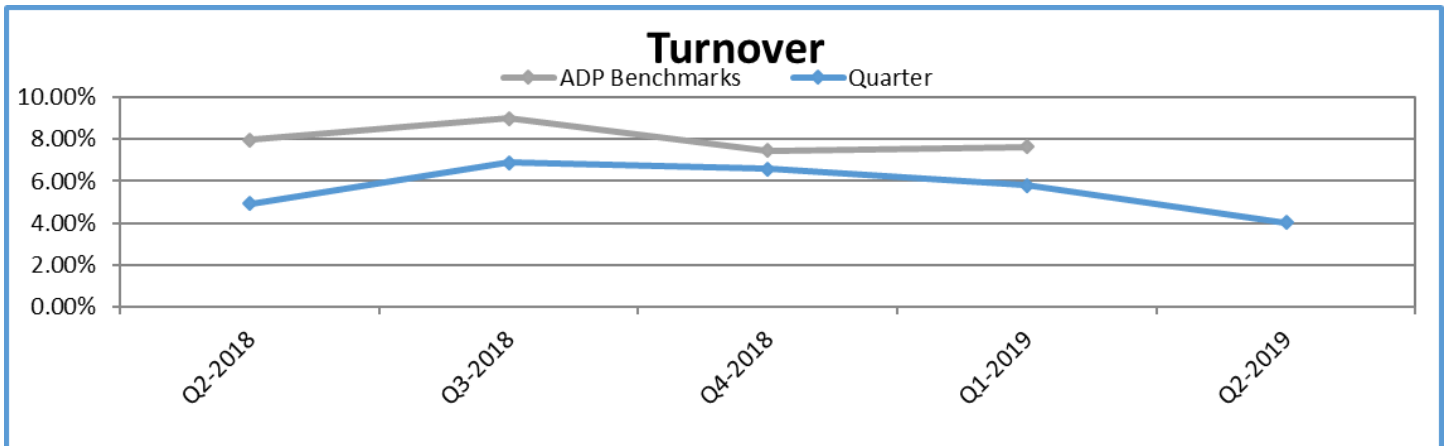
*Number includes represented (Coach Operator Trainees) and non-represented

*Budget FTE - Positions are filled based on the budgeted FTE's per quarter. The total staffing capacity represents total amount of 2019 FTE's.

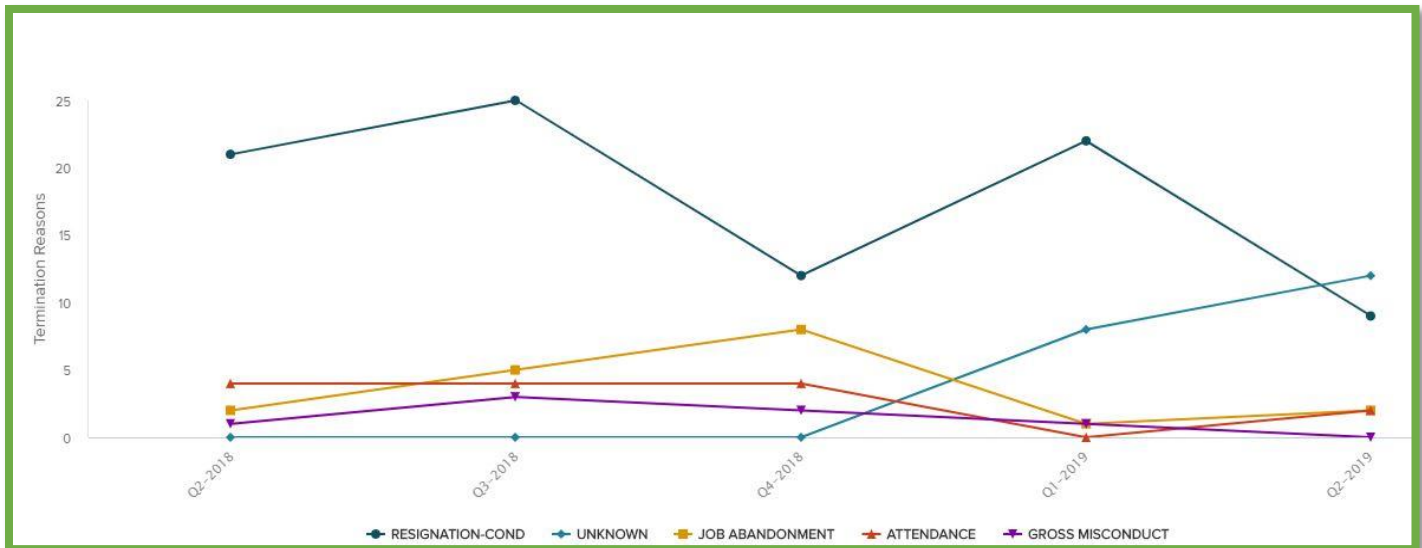
PERIOD	HEADCOUNT
Q2 – 2018	654
Q3 – 2018	689
Q4 – 2018	680
Q1 – 2019	695
Q2 – 2019	731



TENURE BAND	HEADCOUNT %	HEADCOUNT
Under 1 Year	26.47%	194
1-2 Years	14.87%	109
2-3 Years	6.28%	46
3-5 Years	11.19%	82
5-10 Years	17.46%	128
10-15 Years	6.41%	47
Over 15 Years	17.33%	127



PERIOD	Overall Turnover %	TOTAL TERMINATIONS	AVERAGE HEADCOUNT	ADP Benchmarks
Q2-2018	4.93%	32	649.29	7.97%
Q3-2018	6.89%	46	667.79	9.00%
Q4-2018	6.57%	45	684.86	7.45%
Q1-2019	5.79%	40	690.76	7.65%
Q2-2019	4.03%	29	719.74	



PERIOD	RESIGNATION-COND	JOB ABANDONMENT	ATTENDANCE	UNKNOWN	GROSS MISCONDUCT	All OTHERS
Q2-2018	21	2	4	0	1	4
Q3-2018	25	5	4	0	3	9
Q4-2018	12	8	4	0	2	19
Q1-2019	22	1	0	8	1	9
Q2-2019	12	6	3	4	0	4

Labor & Employee Relations

Jeff Brown, Director of Labor & Employee Relations

LABOR RELATIONS

A. Collective Bargaining Negotiations

Collective bargaining negotiations for a successor agreement between IndyGo and Amalgamated Transit Union, Local 1070 have been at impasse and the remaining proposals respective to wages and the pension were submitted to a third-party arbitrator for a final and binding decision. Two additional days of hearings about the pension have been scheduled for the end of July. The arbitrator is expected to issue a decision in late Summer, early Fall of 2019.

B. Grievances

The collective bargaining agreement contains a two-part grievance procedure that permits the union to challenge disciplinary decisions and disputes concerning contractual interpretation. There are no new grievances that have arisen since the last report. The following is a summary of pending grievances:

GRIEVANCES				
	Issue	Department	Step 1 Response	Step 2 Response
1	Contract Interpretation	Human Resources	Denied	Pending

C. Arbitration

The grievance procedure in the parties collective bargaining agreement further permits the union to submit disputed grievances to a third-party arbitrator for final and binding resolution. The following is a summary of the pending arbitrations:

ARBITRATIONS				
	Issue	Department	Arbitrator Selected	Hearing Date
1	Contract Interpretation	Finance	Yes	Awaiting Decision
2	Contract Interpretation	Maintenance	Yes	Awaiting Decision
3	Discipline	Transportation	Yes	July 19, 2019
4	Discipline	Facilities	Yes	Decision Issued
5	Discipline	Transportation	Yes	Awaiting Decision

D. Unemployment Claims

In YTD 2019, IndyGo has received thirteen (13) claims for unemployment insurance benefits from former employees. Since the last report, IndyGo successfully challenged benefits for nine (9) on the basis that the former employee should not receive benefits because they were discharged for just cause. IndyGo chose not to contest four (4) of the claims.

E. Review of Employment Policies and Procedures

Labor Relations is currently reviewing IndyGo policies and procedures, including its personnel manual, to ensure that those policies are informative, up-to-date, and compliant with state, federal and local law. Labor Relations anticipates submitting a modified personnel policy to the Board for consideration by Fall 2019.

Drug and Alcohol Compliance

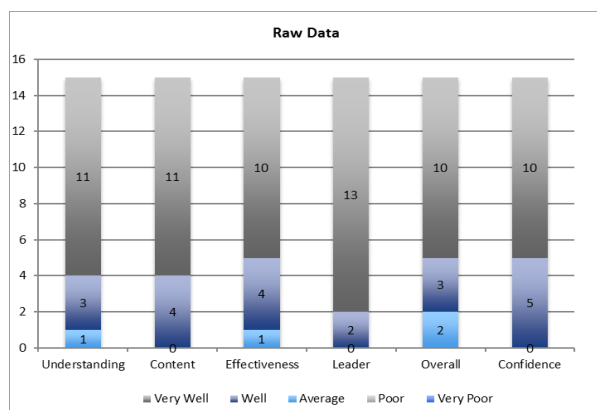
Marc Stewart, Human Resources Program Manager (DAPM)

	April	May
Test Type	Number of Tests	Number of Tests
Pre-Employment	30	27
Random	26	30
Post-Accident	8	6
Reasonable Suspicion	0	0
Return-to-Duty	0	0
Follow-Up	1	1

Learning and Development

1. **Talent Acquisition & EEO - (Q2)** – sessions scheduled
2. **Reasonable Suspicion Training and Post Accident Refresher (Q2)** – sessions scheduled
3. **Supervisor/Manager/Director**
 - a. Labor & Employee Relations continues training in the area of labor relations/discipline and (CBA)contract interpretation.
4. **Butler Program**

Cohort #3 – has completed its 4th session as of May. Below is contains the raw survey data from session 3:



5. Transportation Safety Institute

- a. Fundamentals of Bus Collision Investigation – June 2019.

The human resources team continues to provide group and individual training sessions in all aspects of policies and procedures, and employee development to support the organizations goals.

Wellness/Employee Engagement

Teresa Boone, Director of Employee Services

IndyGo HR team continues to effectively partner LHD Benefit Advisors, Activate Clinic, Anthem other third-party providers to build and manage a comprehensive health and wellness initiative that address the health issues specifically related to our workforce.

WELLNESS

Activate Clinic Utilization Stats for May 2019

Participation	Employee Encounters	Spouse Encounters	Dependent Encounters	Total
	376	1	9	386

IndyGo Clinic/April	Totals
Acute Care	64
Annual – Health Assessment	14
Biometric Screening	51
BP/Weight Check	20
Follow Up - Clinical	20
Follow Up - Coaching	156
Immunization/Injection	7
Lab Test - Activate Provider	9
Lab Test - Outside Provider	0
Women’s Preventive	1
Phone Coaching	6
Physical - DOT	38
Grand Total	431

EMPLOYEE ENGAGEMENT

We continue to plan for educational initiatives throughout the year that will include a campaign for employees to register to use LiveHealth Online, this service is provided by Anthem. Additionally, blood pressure training will be provided to employees that are interested in taking control of their health by monitoring their own BP. A more expansive focus in this area will include educational and other resources on the importance of dental and vision preventive and on-going health (stay tuned).

Activities/Events/Campaigns

Q2 - Choose to Lose - April 15 through July 5 campaign is going strong. Participants are partnering with Spire Wellness to increase their activity, drink more water and make healthier food choices.

Q2 - Garden Club – The new location with new raised beds built by IndyGo employees begins to yield a good harvest.

Q2 – Lunchtime Bike Ride Program – May (every 2nd and 4th Friday); on average five (5) employees are consistently riding for 45 minutes.

Q2/Q3 – Run/Walk club - Begins in June; end with 5k in August (coming soon).

Q2/Q3 – IndyGo Cares Week – Three (3) days of events/activities including, writing letters for children in the hospital, budgeting, retirement planning, exercise classes, stretching, chair massages and other sessions starting June 17, ending with a Health and Wellness Fair on the final day, June 20, 11 am – 2pm. The goal is to highlight IndyGo’s comprehensive benefit plans. Because many of our providers offer “value added” benefits and services, we want to take the opportunity to promote these items.

Q3 – Hydration Campaign – in conjunction with the “IndyGo Environmental Safety Initiative”, this campaign will begin in July. All IndyGo employees will receive free refillable IndyGo water bottles.

Q3 - Sleep Soundly (more details coming).

Q4 - Stress Well (more details coming).

IndyGo continues to work with all benefit providers and other third-party vendors to partner with to communicate awareness; and provide tools and resources to support wellness initiative goals of the organization.

Leave Management & Workers’ Compensation

Felicia Moodie, Sr. HRBP, Benefits

LEAVE MANAGEMENT

Total Intermittent Leaves Received: **8**

Total Continuous Leaves Received: **8**

Total Leaves Received: 16

Total Intermittent Leaves Closed: **8**

Total Continuous Leaves Closed: **4**

Total Leaves Closed: 12

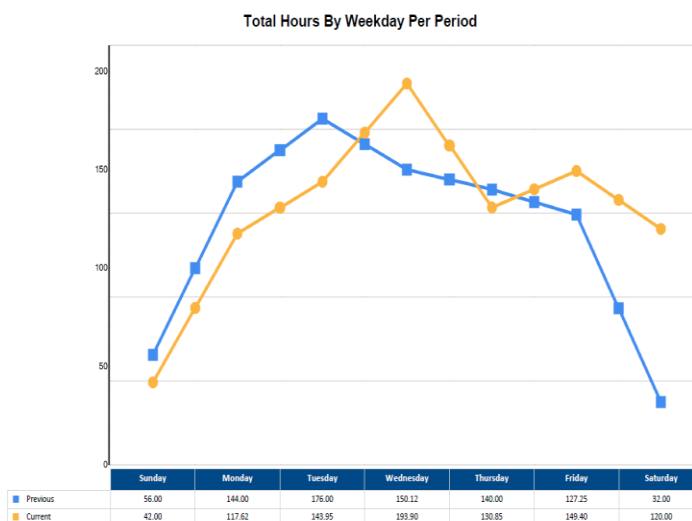
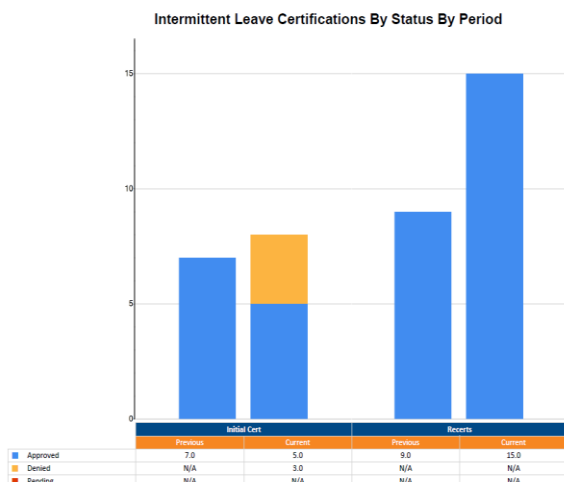
Open Intermittent Leaves Closed As of 4/30/2019: **96**

Open Continuous Leaves As of 4/30/2019: **15**

Total Intermittent Occurrences: **130**

Total Intermittent Hours: **897.72**

April 2019	
Leave Type	Number of Days
FMLA – No Pay	12
FMLA – Personal Day	8
FMLA – Sick Day	30
FMLA – Vacation Day	34
Sick – No Pay	53
Workers’ Comp – No Pay	16
Total Lost Time	151 Days = 1208 Hours



WORKERS' COMPENSATION

2019 WORKERS' COMPENSATION CLAIM SUMMARY													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	7	7	4	3	7								28
Non-Reportable	1	0	1	0	0								2
Light Duty - New	3	5	2	0	3								13
Light Duty - Total	4	7	5	1	3								20
TTD - New	0	0	1	0	0								1
TTD - Total	4	4	4	3	2								17
Denied	0	1	0	1	1								3
Lost Time (days)	137	168	158	72	100								635
Open Claims - New	7	7	5	3	7								29
Open Claims - Total	20	21	17	16	20								94
Closed Claims	9	6	14	5	5								39