



Board Report
August 23, 2018

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – AUGUST 23, 2018

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1** **Consideration of Approval of Minutes from Board Meeting held on July 30, 2018 and Minutes from Public Hearing held on August 9, 2018 – *Danny Crenshaw***
- A – 2** **Consideration and Approval of 2018-2023 Capital Plan – *Justin Stuehrenberg***
- A – 3** **Consideration and Approval of the Proposed Financial & Management Plan for Budget 2019 and Special Property Tax Resolution – *Nancy Manley***
- A – 4** **Consideration of Adoption of Blue Line Locally Preferred Alternative and Resolution to submit FTA Small Starts Grant Application for Blue Line Project – *Justin Stuehrenberg***
- A – 5** **Consideration and Approval to procure Para Transit Vehicles – *Vicki Learn***
- A – 6** **Approval of Red Line Construction Change Orders (if needed)**

Old Business

INFORMATION ITEMS

- I – 1** **Consideration of Receipt of the Finance Report for July 2018 – *Nancy Manley***
- I – 2** **Transit Projects Update– *Justin Stuehrenberg***

Department Reports in Board Packet:

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

Executive Session Prior to Board Meeting
[Per IC 5-14- 1.5.6.1(b) (2) (A) and (B) & IC 5-14-1.5.6.1 (b) (9)]

Our next Board Meeting will be Thursday, September 27, 2018.

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

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting held on July 30, 2018 and the Minutes from the IPTC Public Hearing held on August 9, 2018.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

JULY 30, 2018
IPTC BOARD MEETING
MINUTES

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
BOARD OF DIRECTORS MEETING
MINUTES**

MONDAY July 30, 2018

The Board of Directors Meeting of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:10pm, on Monday, July 30, 2018, in the IPTC Board Room at 1501 W. Washington Street. Indianapolis, IN 46222.

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

Danny Crenshaw, Chair
Greg Hahn, Treasurer
Mark Fisher, Board Member
Alan Rowland, Board Member

Board members absent:

Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary

IPTC executive staff in attendance:

Michael A. Terry, President / CEO
Jill D. Russell, General Counsel
Roscoe Brown, COO/VP of Operations
Phalease Crichlow, VP of Human Resources
Bryan Luellen, VP of Public Affairs and Communications
Justin Stuehrenberg, VP of Planning and Capital Projects

ACTION ITEM 1: APPROVAL OF MINUTES FROM JUNE 28, 2018 MEETING

Motion for approval by Greg Hahn and seconded by Alan Rowland passed unanimously.

ACTION ITEM 2: CONSIDERATION AND APPROVAL OF RED LINE CONSTRUCTION CHANGE ORDERS

No Change Orders were presented.

ACTION ITEM 3: CONSIDERATION OF CONTRACT FOR PURPLE LINE CONSTRUCTION MANAGEMENT

Presented by Justin Stuehrenberg, VP of Planning and Capital Projects, for approval authorizing the President / CEO to enter into contract negotiations with BF&S, and if unable to reach an agreement with BF&S to enter-into negotiations with the next qualified firm HNTB.

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

ACTION ITEM 4: CONSIDERATION AND APPROVAL FOR ELECTRIC BUS CHARGING FACILITY CONSTRUCTION

Presented by Justin Stuehrenberg for approval to execute a contract with Miller EADS in the amount of \$2,507,340.00.

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

ACTION ITEM 5: CONSIDERATION AND APPROVAL OF CONTRACT FOR WEB DEVELOPMENT AND SUPPORT SERVICES

Presented by Bryan Luellen, VP of Public Affairs and Communications requesting authorization for the President / CEO to enter into contract negotiations with Dovetail, Inc. for an amount not to exceed \$425,865.00 over a four (4) year period.

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

ACTION ITEM 6: ADOPTION OF CITY COUNTY PROCLAMATION FOR INDYGO FIXED ROUTE FREE FARE PROGRAM FOR VETERANS

Presented by Bryan Luellen for the adoption of City Council Resolution (Proposal 286, 2018) urging IndyGo to offer free fares for veterans on the fixed route system.

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

INFORMATION ITEM 1: CONSIDERATION OF RECEIPT OF THE SUBMISSION OF PROPOSED FINANCIAL & MANAGEMENT PLAN FOR 2019

Michael Terry, President / CEO presented the proposed 2019 financial and management plan for the Board's consideration.

The plan was accepted for consideration.

INFORMATION ITEM 2: RECEIPT OF FINANCE REPORT FOR JUNE 2018

Brian Atkinson, Director of Accounting provided the June 2018 financial report on behalf of Nancy Manley.

The report was accepted.

INFORMATION ITEM 3: TRANSIT PROJECT UPDATE

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

The report was accepted.

INFORMATION ITEM 4: REPORT ON DBE/XBE CONTRACT PARTICIPATION

Disadvantaged Business Enterprise Liaison Officer (DBELO) Chelci Hunter provided the Board an update on DBE and Minority Business participation in IndyGo projects, and outreach events hosted and planned.

The report was accepted.

INFORMATION ITEM 4: CEO UPDATE

Mike Terry reported on the APTA Mobility Summit he attended concerning the integration of multi-modal transportation services with public transit. Mr. Terry has had discussions with Indiana's federal Representatives and Senators concerning the 2019 budget for transit and proposed language concerning previously approved and budgeted transit projects with deadlines.

Jill Russell, General Counsel, introduced Teal Cracraft to the Board. Teal's position as Associate Counsel is a new position to the IndyGo Legal Department.

The report was accepted.

DEPARTMENT REPORTS 1-4:

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

ADJOURNMENT:

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

Jill D. Russell
General Counsel

AUGUST 9, 2018

IPTC BOARD PUBLIC HEARING

MINUTES

**Indianapolis Public Transportation Corporation
Board of Directors Public Hearing
Minutes**

Thursday, August 9, 2018

The Board of Directors of Indianapolis Public Transportation Corporation met on Thursday, August 9, 2018 at approximately 5:10pm for a Public Hearing on the Introduced Proposed IPTC Budget 2018 at 1501 W. Washington Street, the office of the Corporation.

Board members present:

Juan Gonzalez, Vice-Chair
Tommie Jones, Secretary
Alan Rowland, Member

IPTC executive staff attending:

Michael A. Terry, President/CEO
Jill Russell, General Counsel
Roscoe Brown, VP/COO
Nancy Manley, VP of Finance
Phalease Crichlow, VP of Human Resources
Richard Joseph, VP of Information Technology
Justin Stuehrenberg, Vice President of Planning and Capital Projects

Members of the public were also present.

Juan Gonzales, Vice-Chair, welcomed the public and announced there would be a presentation explaining the Introduced Proposed IPTC Budget 2018. He added that after the presentation, public comment would be welcome. Lauren Day and Nancy Manley narrated the Power Point presentation, which is attached.

Upon conclusion of the presentation at approximately 5:25pm, Vice-Chair Gonzalez opened the floor for any member of the public to make comment. No comments were offered.

Mr. Gonzalez encouraged any person wishing to comment on the budget could do so through www.indygo.net or by calling the customer service center at 317-635-3344.

The hearing portion of the meeting was adjourned at 5:28pm

ATTENDEES (written comments):

Mandla Moyo, representing the AARP turned in a comment that stated that AARP continues to support IndyGo's efforts to provide transit options for the 50+ population in Indy/Marion County.

INFORMATION ITEM 1: BLUE LINE PRESENTATION

Justin Stuehrenberg provided presentation on the Blue Line Locally Preferred Alternative which will be presented to Board on August 23 for approval. A copy of the presentation is attached.

Vice-Chair Juan Gonzalez concluded the meeting by again reminding the public that comments concerning the budget may be made through www.indygo.net, or by calling customer service at 317-635-3344.

August 23, 2018 will be the IPTC Board meeting when adoption of the budget will be requested. There will be two (2) City County Council meetings that will address the IndyGo budget. You can visit www.indygo.net for a listing of public meetings.

With no additional comments, Mr. Gonzalez thanked the public for attending and adjourned the meeting at 5:45p.m.

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

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

SUBJECT: Update to the IndyGo 2018-2023 Capital Plan

BACKGROUND:

In November 2016, nearly 60 percent of Marion County voters cast ballots in favor of adopting a 0.25% income tax dedicated to fund transit improvements. This transit levy was subsequently enacted by the Indianapolis-Marion County City County Council in February 2017. The resources derived from this tax will support the implementation and operation of the Transit Plan, a component of IndyConnect—Central Indiana's Regional Transit Plan—as developed by the Indianapolis Metropolitan Planning Organization (MPO), IndyGo, and the Central Indiana Regional Transit Authority (CIRTA).

The Marion County Transit Plan (Transit Plan) calls for IndyGo to expand the frequency and hours of service for its fixed-route local network, construct and operate three new rapid transit lines, and change the orientation of its network from a hub-and-spoke network to a grid system. The strategic framework for these changes were developed as part of IndyGo's 2014 Comprehensive Operational Analysis and will be implemented over the next five years, through 2022.

The investments required for a successful implementation of the Transit Plan began with initial investments in 2017 and are expected to increase in scope, scale, and complexity in 2018. In order to provide a fiscally-constrained plan, provide for financial forecasting and budgeting, and prioritize and coordinate investments, a five-year capital investment budget was created in 2017. This tool was a joint effort of the Finance and Capital Projects & Planning divisions, with input from departments across the agency. This document—IndyGo's *2018-2022 Capital Plan*— summarizes and organizes the figures included in the five-year capital budget, organizes those figures into a useful format, and provides additional detail on the sources and uses. This document is intended to serve as a benchmark for projecting, prioritizing, and programming capital expenditures for the next five years and will serve as a framework for IndyGo's official annual budgeting process. The document will assist in planning for IndyGo's pursuit of external funding, competitive grant programs, and/or debt instruments intended to finance capital expenditures.

This document was presented and adopted by the IPTC Board of Directors on December 7, 2017. At that time, it was presented that the document is a “living document” will be updated regularly, as revenue is realized and projects are advanced. It was updated in March 2018.

RECOMMENDATION:

It is requested that the Board of Directors approve an update to the 2018-2023 capital plan, as presented on August 23, 2018. A Summary of changes include:

- Added 2023 as the horizon year
- Adjusted operating costs based on recent budgeting
- Updated cash balances and cash reserve requirements
- Added Western extension of Blue Line Project (to Airport) and Airport TIF Contribution
- Shifted formula funds away from Purple and Blue lines due to a change in FTA interpretation into preventative maintenance and other facility projects
- Revised Purple Line schedule to complete mid 2021
- Revised Blue Line schedule to complete Q4 2022
- Revised Red Line Phase 2/3 schedule to complete in 2023
- Revised project budgets based on latest information, including:
 - Fare Collection System
 - Electric bus charging construction
 - Facility renovations
 - CAD/AVL system implementation

Justin Stuehrenberg
Vice President of Planning & Capital Projects

TO: Chairman and Board of Directors

FROM: Michael Terry, President/Chief Executive Officer

**CONSIDERATION OF REQUEST FOR APPROVAL OF FINANCIAL AND MANAGEMENT PLAN – BUDGET 2019 AND
LEVY OF SPECIAL TAX AND APPROPRIATIONS AND TAX RATES**

Issue: The Financial and Management Plan – Budget 2019 was introduced to the Indianapolis Public Transportation Corporation Board of Directors on July 30, 2018.

On August 9, 2018, a public hearing was held at the IPTC offices and the public was afforded the opportunity to comment on the proposed budget. There was 1 members of the public present, but no public comments were provided during the hearing. There were no written comments submitted.

On September 24, 2018, there will be a public hearing regarding the budget at the City County Building, Public Assembly Room at 7:00 p.m.

On September 26, 2018 at 5:30 p.m., the Municipal Corporation Committee will hold a meeting at the City-County Building to review and analyze proposal _____, 2019, which reviews, modifies and approves the 2019 operating budget of the Indianapolis Public Transportation Corporation.

The Indianapolis Public Transportation Corporation Financial and Management Plan - Budget 2019 will be submitted to the City County Council for final approval on Monday, October 15, 2018 at 7:00 p.m.

Recommendation: Approval of the Financial and Management Plan – Budget 2019 and Resolution for Levy of Special Tax.

Michael Terry
President/Chief Executive Officer

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
RESOLUTION 2018-03**

**Resolution for Levy of Special Tax Under Indiana Code § 36-9-4-49
and
For a Temporary Increase to the Maximum Levy**

WHEREAS, the Indianapolis Public Transportation Corporation has determined that the funds that the Corporation will be able to raise through all sources will be insufficient to defray the expenses incurred by the Corporation to provide necessary transportation services within the boundaries of the Corporation's district for 2019; and

WHEREAS, the Indianapolis Public Transportation Corporation has determined that it cannot carry out its governmental functions for 2019 under the levy limitations imposed by IC 6-1.1-18.5-3; and

WHEREAS, the Board of Directors of the Indianapolis Public Transportation Corporation is authorized by law, IC 36-9-4-49, to levy a special tax upon all of the property within the taxing district of the corporation at the rate required to defray such expenses and to fund the budget formulated by the Board pursuant to law; and

WHEREAS, notice to taxpayers has been provided of the intention of the Board of Directors to levy a Special Tax in the amount of \$14,800,000 and for a temporary increase to the Maximum Levy;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Indianapolis Public Transportation Corporation of Marion County, Indiana, that a need now exists for the establishment of a special tax and an increase in the Maximum Levy for the following purposes:

For services necessary to enable the system to provide adequate service within the municipality, and all other purposes as set forth in IC 36-9-4-1 et seq.

The proposed special tax shall not exceed \$0.040 (to raise the sum of \$14,800,000) on each \$100.00 of assessed valuation. Said tax rate will be in addition to the Maximum Levy tax rate set under IC 6-1.1-18.5-1 and shall be levied in 2019.

BE IT FURTHER RESOLVED, that a certified copy of this resolution shall be submitted to the City County Council as provided by law and that the Corporation shall petition to the City-County Council for authority to levy the special tax and for a temporary increase in its pay 2019 property tax levy above the maximum levy limits set under IC 6-1.1-18.5-1 *et seq.*

DATED this ____23th____ day of ____August_____, 2018.

FOR:

AGAINST:

ATTEST: _____

TO: Chair and Board of Directors

FROM: Justin Stuehrenberg, Vice President Planning and Capital Projects

**RESOLUTION SUPPORTING THE BLUE LINE BUS RAPID TRANSIT SERVICE AND GRANT
APPLICATION FOR FEDERAL TRANSIT ADMINISTRATION SMALL STARTS FUNDING**

Background:

The Indianapolis Public Transportation Corporation is conducting environmental and design work for the Blue Line Bus Rapid Transit service; the Blue Line project is planned as the third rapid transit service in the Indianapolis Metropolitan Area providing battery powered electric BRT service. The 24-mile Blue Line corridor will connect Cumberland in eastern Marion County to the Indianapolis International Airport in Western Marion County, as documented in a Locally Preferred Alternative (LPA) report and presented to the IPTC Board of Directors on August 23, 2018. This LPA report outlines the route, station locations, and lane configurations for the Blue Line project. IndyGo will be submitting to the Federal Transit Administration a Small Starts grant application to fund the capital investment required for Blue Line BRT. The capital cost for this project is estimated at up to \$200,000,000. The Federal Small Starts grant application will be requesting up to \$100,000,000, which is 50% of the total project funding requirement. Local funding will be utilized for the remaining 50% match.

Recommendation:

That the Indianapolis Public Transportation Corporation Board of Directors adopt the Locally Preferred Alternatives report for the Blue line project and adopt a resolution in support of the Blue Line Bus Rapid Transit project and the submission to the Federal Transit Administration a Small Starts grant application to fund the capital investment for this BRT service.

Justin Stuehrenberg
Vice President Planning and Capital Projects

RESOLUTION 2018-04
INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION (INDYGO)

A RESOLUTION
SUPPORTING THE BLUE LINE BUS RAPID TRANSIT SERVICE AND GRANT APPLICATION
FOR FEDERAL TRANSIT ADMINISTRATION SMALL STARTS FUNDING

WITNESS THAT:

WHEREAS, the Indianapolis Public Transportation Corporation is a municipal corporation and public transportation corporation providing public transit services within the city of Indianapolis and Marion County; and,

WHEREAS, the Indianapolis Public Transportation Corporation supports the vision of a regional transportation network that includes bus, bus rapid transit, express bus, bike and pedestrian paths, and road, sidewalk and highway improvements; and,

WHEREAS, the Indianapolis Public Transportation Corporation is conducting environmental and design work for the Blue Line Bus Rapid Transit service; the Blue Line project is planned as the third bus rapid transit service in the Indianapolis Metropolitan Area providing battery powered electric BRT service. It would connect Cumberland in eastern Marion County to the Indianapolis International Airport in Western Marion County; and,

WHEREAS, the Indianapolis Public Transportation Corporation will be submitting to the Federal Transit Administration a Small Starts grant application to fund the capital investment required for Blue Line BRT which will operate in the Washington Street/US 40 corridor.

IT IS HEREBY RESOLVED by the board of directors for the Indianapolis Public Transportation Corporation as follows:

The Indianapolis Public Transportation Corporation supports the Blue Line Bus Rapid Transit project and the submission to the Federal Transit Administration a Small Starts grant application to fund the capital investment for the Blue Line BRT service.

ALL OF WHICH IS RESOLVED by the Indianapolis Public Transportation Corporation on this 23th day of August 2018.

Indianapolis Public Transportation Corporation

Chairman

Attest

TO: Chair and Board of Directors

FROM: Victoria Learn, Director of Fleet and Inventory Control

SUBJECT: ADA Accessible Paratransit Vehicle Replacements

BACKGROUND:

The ADA requires public transportation companies operating fixed route transportation systems to provide comparable paratransit services to people with disabilities. IPTC's Open Door paratransit operation serves riders who qualify for the service because of a disability or a disabling health condition which prevents them from using the regular fixed route system.

Following the same business model for fleet stabilization that is being used for fixed route vehicles, we are attempting to purchase small amounts of vehicles each year. The average useful life of a paratransit vehicle is five years or 150,000 miles; a small percentage of our current paratransit fleet has exceeded its useful life. Grant funding is available that will allow us to procure 15 body on chassis paratransit vehicles that will replace older, high mileage vehicles.

Included in this request is the cost for the technology that must be installed on each new vehicle (e.g. Computer Assisted Dispatch/Automated Vehicle Location system, camera system and communication equipment). The cost per vehicle is \$61,753.00. The estimated cost for the technology is \$19,894.00 per vehicle, which brings the total per vehicle fully equipped to \$81,647.00.

PROCUREMENT PROCESS:

IPTC will utilize the State's Quantity Purchase Agreement (QPA) which meets federal procurement requirements. Based on the current QPA, Midwest Transit Equipment, Inc., is the approved vendor.

FUNDING:

The total cost of this procurement is \$1,224,705. The funding sources for this procurement are the Section 5310 and 5339 federal grant programs (80%) and 20% local match from the Capital Cum Fund.

RECOMMENDATION:

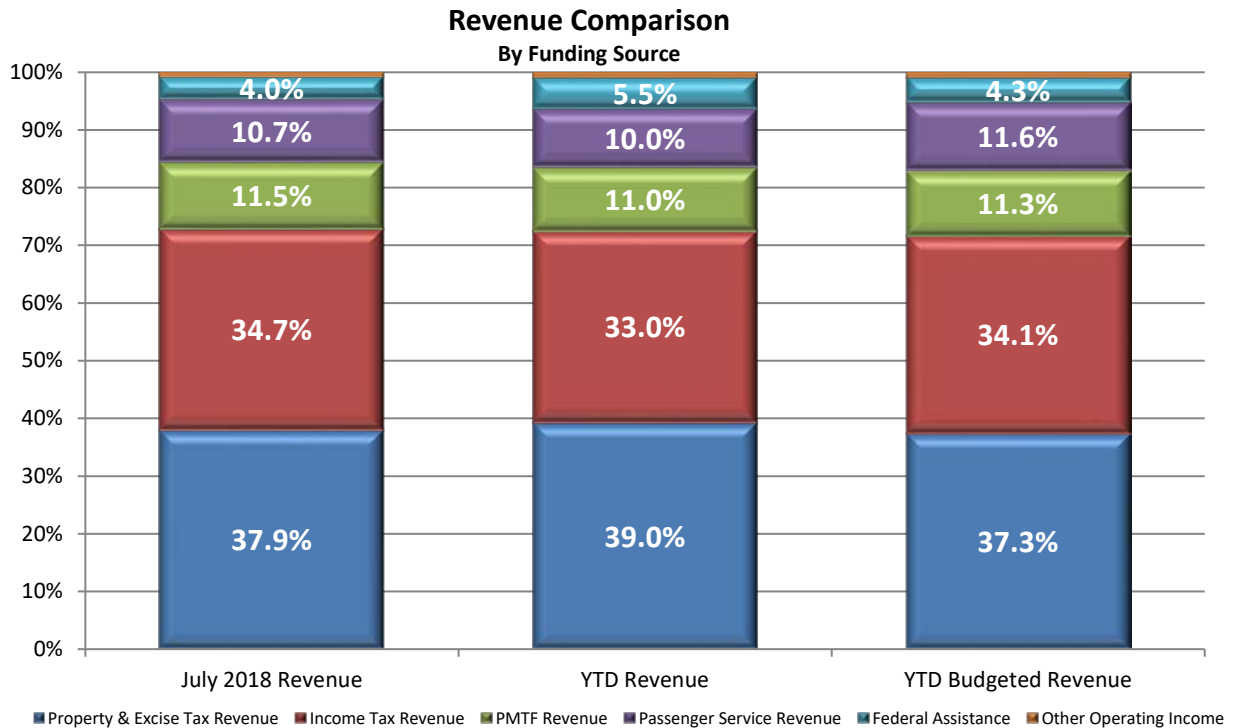
In a manner consistent with IndyGo procurement and contract award standards, we request that the Board of Directors authorize the President and CEO to enter into a purchase contract with Midwest Transit Equipment, Inc. for the immediate purchase of fifteen (15) accessible paratransit vehicles and with vendors supplying and installing the necessary operational technology for an amount not to exceed One Million Two Hundred, Twenty-Four Thousand, Seven Hundred and five dollars (\$1,224,705.00).

Victoria Learn
Director of Fleet and Inventory Control

To: Chair and Board of Directors

From: Nancy Manley - Controller

FINANCIAL UPDATE July 2018



FTA Assistance

Revenue from the FTA assistance was under budget by 9.1% for the month. This revenue is received based on eligible expenses are submitted for reimbursement.

Other Operating Income

This revenue source was under budget by 16.8% for the month. From month-to-month there can be a large variance as to the amount of revenue received for recycling. In July we did not receive as much recycling revenue as projected. A third quarter true-up will be conducted.

Passenger Service Revenue

Passenger service revenue was under budget for the month of July by 9.5% for the month. Year-to-date this category was 11.5% under budget. At close of July 2018 ridership was 6.9% higher than July 2017. YTD ridership was down by 1.2% compared to the same period in 2017.

Local Tax Revenue

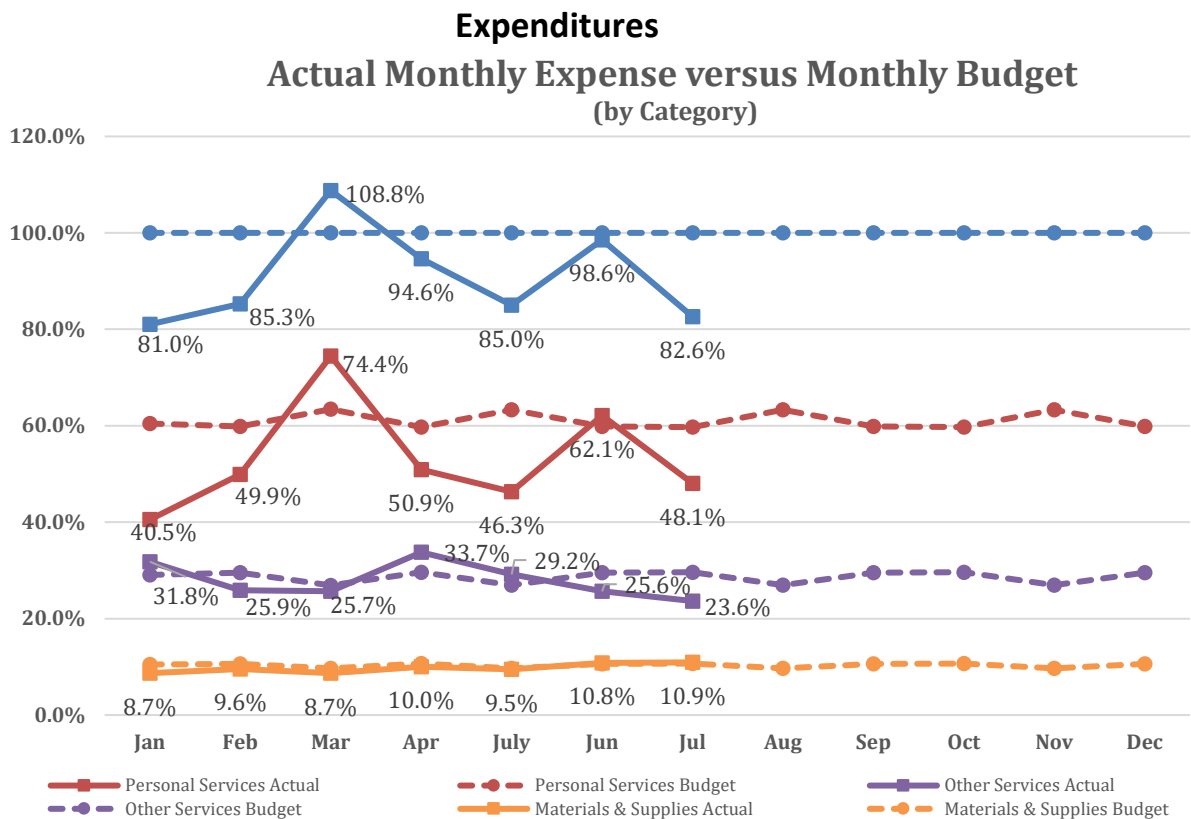
Traditionally property tax revenue is distributed by the Indianapolis City-County Treasurer in two major distributions in July and December each fiscal year. IPTC is still on track to receive the total amount of revenue appropriated by December 31, 2018.

Transit Income Tax Revenue

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

Total Revenue

For the month of July 2018, the total revenue recognized was 1.7% under projections however, year-to-date overall revenue received was 3.4% over projections.



Personal Services

Overall, Personal Services were 22.3% under budget in July. Year-to-date was under by 13.7% budget this will begin to true up as we fill vacancies and progress further into the year.

Other services and Charges

Collectively, this expense category was under budget projections by 15.7% for the month of July.

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The Board may remember that in June the Miscellaneous Expenses line of this category was under budget projections. As a result, Finance reviewed the training and travel activities and determined an adjusting entry was needed to true-up the first half of the year. The adjusting entry is reflected in the July financial report showing the Miscellaneous Expenses expense line being over budget by 75.8% and year-to-date 5.8 over budget.

A monthly reconciliation of training and travel expenses will be conducted beginning with the close of August 2018.

Materials and Supplies

For the month of July, this expense category was collectively 8.2% over budget.

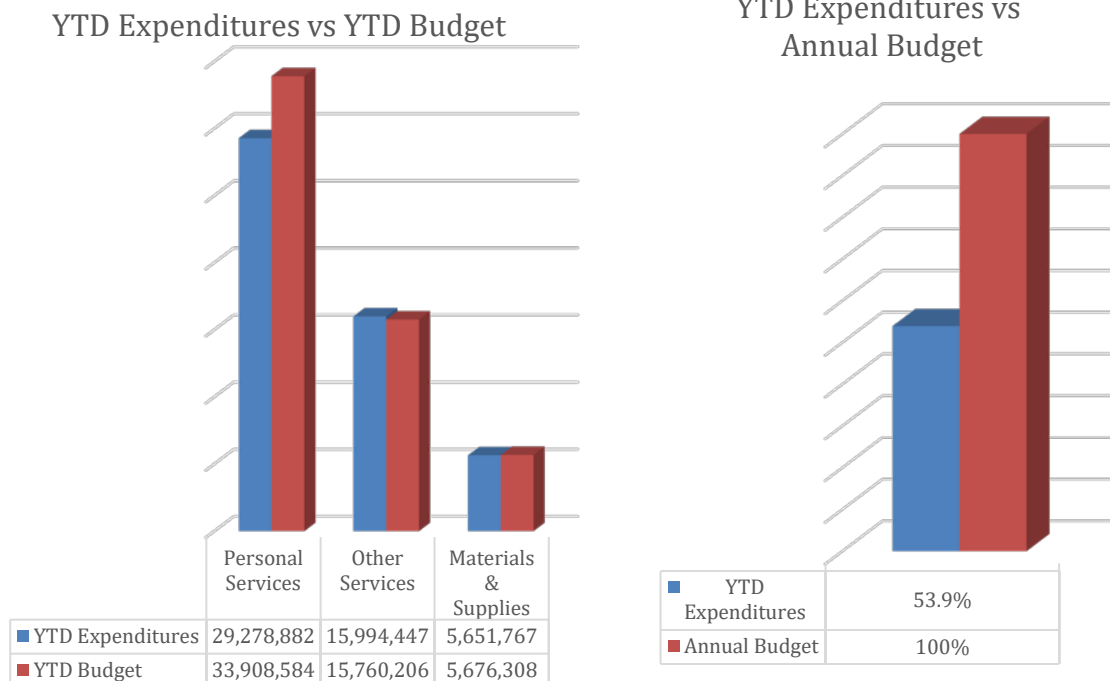
Total Expenses

Total expenses came in 17.4% under budget projection for the month of July and year-to-date we are 8.0% under budget.

Summary

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

Chart 4 below shows that through July 31, 2018 our expenditures are 53.9% of our approved budget.



Nancy E. Manley
Vice President/CFO/Controller

PUBLIC AFFAIRS REPORT JULY 2018
8/23/18
Item R – 1

To: Chair and Board of Directors
From: Bryan Luellen, Vice President of Public Affairs and Communications

CONSIDERATION OF PUBLIC AFFAIRS REPORT FOR AUGUST 2018

ISSUE:

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

RECOMMENDATION:

Receive the report.

Bryan Luellen
Vice President of Public Affairs and Communications

Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service

Lauren Day, Director of Public Relations

Iain Ferlmann, Business Analyst

Ellen Forthofer, Communications and Outreach Coordinator

Jerome Horne, Special Projects Coordinator

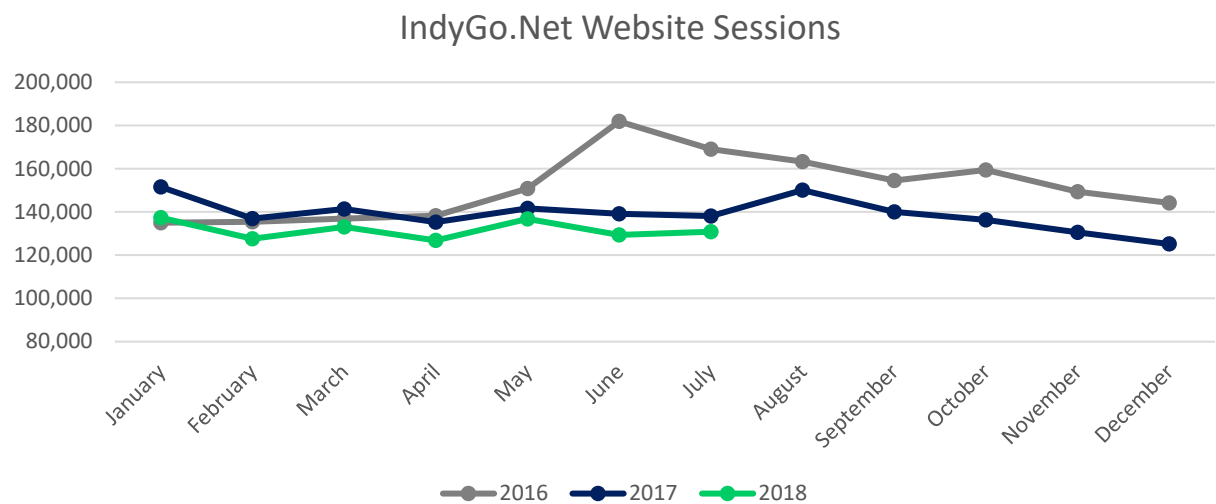
Allison Potteiger, Communications Specialist

Betsy Sattler, Graphic Specialist

Jordan Patterson, External Communications Intern

INDYGO.NET MONTHLY SESSIONS 7/1/18 – 7/31/18:

Page Views	310,816
New /Returning Visitors	30,650/20,751
Total Sessions	130,798



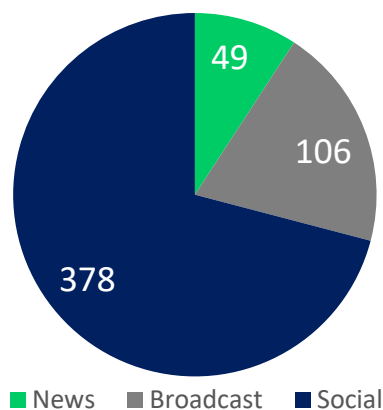
Month	Mobile	Desktop	Tablet	New	Returning
January	84.20%	14.10%	1.78%	60.70%	39.30%
February	84.22%	13.90%	1.88%	59.64%	40.36%
March	83.70%	14.47%	1.83%	60.80%	40.17%
April	85.40%	12.91%	1.69%	59.83%	40.17%
May	84.48%	13.56%	1.96%	60.83%	39.17%
June	84.82%	13.24%	1.93%	60.11%	39.89%
July	85.01%	13.04%	1.93%	59.63%	40.37%

JULY NEWS RECAP:

- “Scooters Showed Why Some People are Afraid of Spending Big Money on Transit” – IndyStar, ATT.com
- “Indianapolis Public Schools and Indy Chamber Strike \$220 Million Referendum Deal” – IndyStar
- “Veterans Can Now Ride For Free On IndyGo Bus Routes. Here’s How” – IndyStar, WTHR, RTV 6
- “Teen Found with Gunshot Wound at Downtown Bus Depot” – IndyStar, WTHR
- “Construction Continues on IndyGo Red Line” - WTHR
- “New IndyGo Bus Pass Allows Veterans to Skip Fares” – FOX 59

Topics Include: Mentions in July were largely dominated by stories about IPS budget cuts and potential partnerships with IndyGo to transport students. Mentions in early July include reports of a teenager suffering from a gunshot wound found at the Transit Center. Mid-July mentions include information about IndyGo’s potential role in helping IPS to cut costs as it considers a public referendum. Mid-late July mentions include announcement of new IndyGo Veterans Fare Program and IndyGo’s securement of a national AARP grant.

Share of Voice by Volume

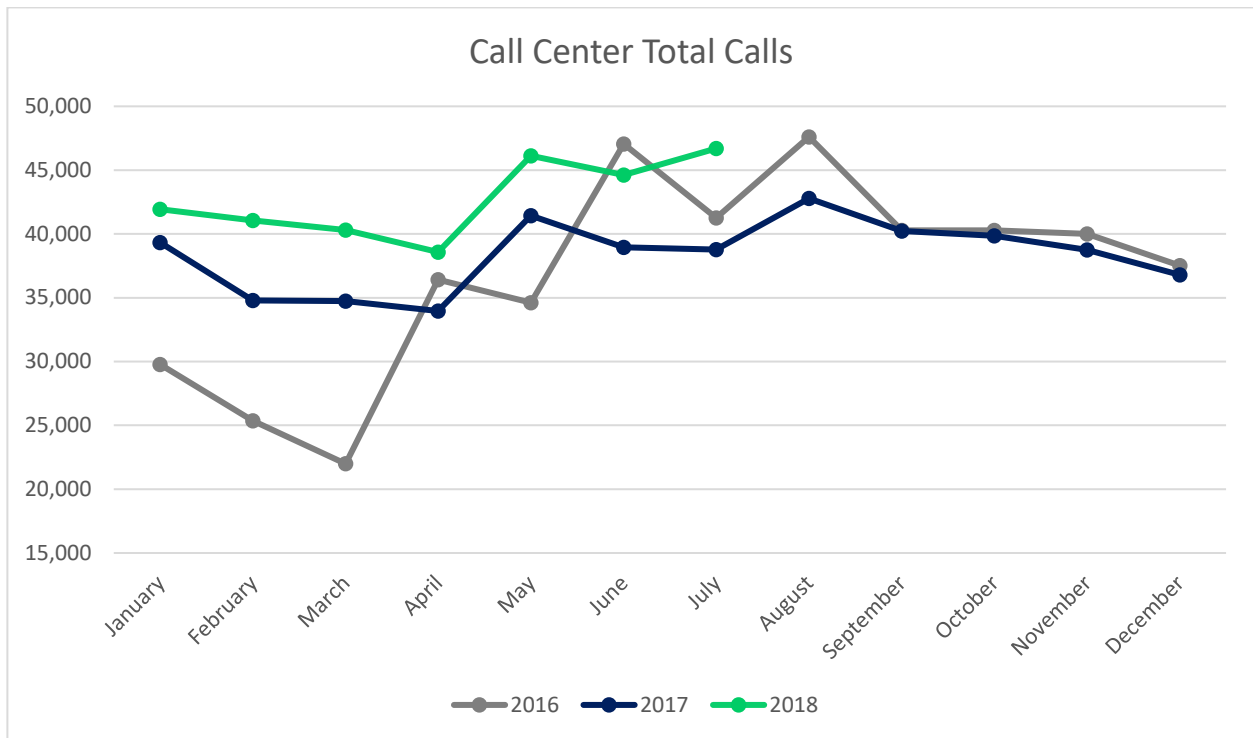


News mentions: 49
Broadcast mentions: 106
Social Media mentions: 378

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JULY CALL CENTER REPORT:

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



CUSTOMER COMMENTS: 613

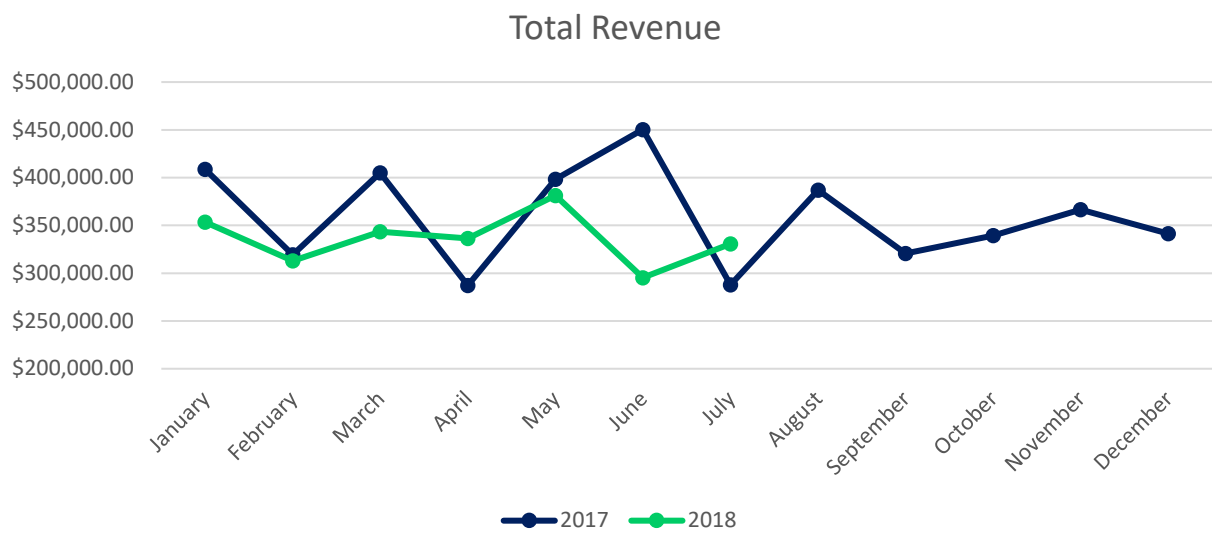
ADA	4	OTHER	26
BLUE LINE	0	PASS BY	121
BUS STOP	6	PURPLE LINE	2
CIVIL	0	REAL TIME ARRIVALS	0
COMPLIMENT	30	RED LINE	13
COURTESY	83	REQUEST	24
CUSTOMER SERVICE CENTER	2	ROUTE	9
DENIAL	6	ROUTE DETOUR	6
DISCRIMINATION – TITLE VI	3	RULES	20
EXPRESS-COMMUTER SERVICE	1	SAFETY	94
FACILITY MAINTENANCE	20	SCHEDULE ADHERENCE	95

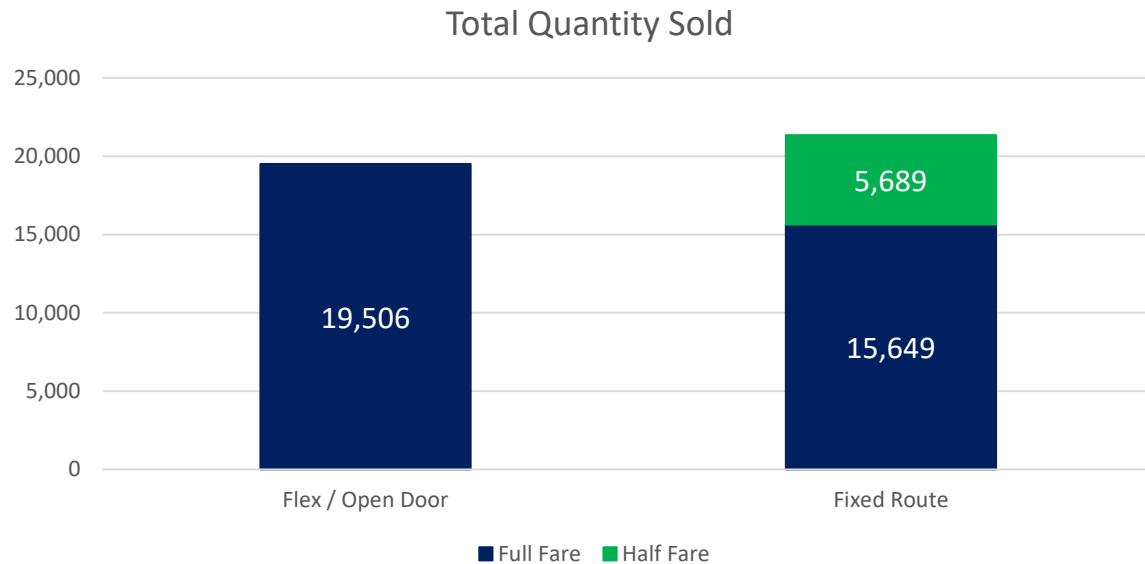
FARES	11	SERVICE CHANGES	0
INFORMATION TECHNOLOGY	0	SUGGESTION	19
MCTP	0	VEHICLE MAINTENANCE	16
MARKETING	1	WRONG INFORMATION	1

Item R – 1
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JULY PASS SALES REPORT:

Total Quantity of Passes: 40,844





Additional Revenue:

Retail Desk & Online Purchases: \$240,104.35

Cash: \$62,989.10

Checks: \$34,085.10

Credit Cards: \$143,030.10

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OUTREACH SUMMARY FOR JULY:

Outreach in June reached 5383 individuals at stakeholder, internal, and public engagements. Several stakeholder meetings continued throughout the month, particularly around the Red Line as utility work began at various parts of the corridor and the Purple Line as public meetings sought public and stakeholder input. Transit Ambassadors assisted with shifts at the Transit Center and on buses and supported the mid-July launch of the Veterans Fare Program. Mid-late July engagement focused on a series of public meetings about the Purple and Blue Lines.

JULY OUTREACH EVENTS:

7/2/2018	Stakeholder Meeting: Moe & Johnny's
7/2/2018	Stakeholder Meeting: College Ave Branch Library
7/2/2018	Stakeholder Meeting: MKNA
7/2/2018	Stakeholder Meeting: Open Society
7/6/2018	Transit Ambassador outreach: Transit Center
7/7/2018	Tacos y Tacones

7/7/2018	Biker Boyz and Girls Grand Opening
7/9/2018	Transit Ambassador Outreach: Transit Center
7/9/2018	Grace Tuxedo Park Neighborhood Meeting
7/11/2018	Transit Ambassador Outreach: Transit Center
7/14/2018	Convoy of Hope
7/14/2018	Cars & Gravy
7/14/2018	Transit Ambassador Outreach: Route 39
7/16/2018	SECS Tour of Transit Center
7/18/2018	Earth Charter Indiana tour
7/19/2018	Transit Ambassador outreach: Transit Center
7/19/2018	Transit Talks: Purple Line CAFE
7/19/2018	Indiana Black Expo Job Fair
7/20/2018	Transit Ambassador outreach: Transit Center
7/21/2018	Shalom Health Fair
7/23/2018	Transit Talk: Blue Line Englewood Christian Church
7/24/2018	Transit Talk: Blue Line Ransburg YMCA
7/25/2018	Mayor's Neighborhood City Hall
7/25/2018	Transit Talk: Blue/Purple Line Central Library
7/26/2018	Catch the Stars
7/26/2018	Transit Talk: Purple Line Resurrection Community Church
7/27/2018	Community East Bus Stops
7/27/2018	Purdue Polytechnic High School Back to School event

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Page 6

7/27/2018	Transit Ambassador Outreach: Transit Center
7/29/2018	Girls Rock Indy "Kids Rock the Park"
7/30/2018	Transit Talk: Purple Line E 38th St Branch Library
7/31/2018	Adult Child and Health Transportation Focus Group
7/31/2018	Transit Talk: Purple Line Ivy Tech Lawrence

SPECIAL PROJECTS

- IndyGo launched its Veteran Fare Program on July 18, 2018. This program offers free fares for Veterans who complete an application and show sufficient eligibility (photo ID + DD214 OR VA ID card). Since its launch, the program has served 1,071 veterans (as of August 8, 2018).

PLANNING AND CAPITAL PROJECTS REPORT

8/23/18

Item R – 2

TO: Chair and Board of Directors

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

PLANNING & CAPITAL PROJECTS UPDATE

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

Recommendation:

Receive the report.

SERVICE PLANNING

Service Scheduling

For the first time we are doing a mid-pick change effective August 12, 2018. This change is tied to the two-way conversion of Michigan Street through IUPUI's campus. Now that it is two-way it is easier for transit to operate instead of on one-way pairs as we have on Michigan/New York. We wanted to make this change before the 2018-2019 IUPUI school year begins and not wait until the next pick in October. Routes 3, 10 & 37 will now serve campus eastbound and westbound on Michigan Street. We will no longer provide service on New York Street between White River Parkway and West Street. This had already been incorporated in the Marion County Transit Plan. One new and unique feature added was a one-way bus lane between West Street and Indiana Avenue on Michigan Street. This will allow for quicker and smoother bus operations by not having to traverse West Street. It is specially marked and has a unique traffic signal that will also be deployed along the Red Line.

Transit Amenities

Planning staff is continuing work on the 2019 Marion County Bus Stop Service Improvement Plan, which will have system-wide impacts when the 2019 service improvements are implemented. A detailed analysis has been completed identifying and prioritizing bus stop level changes throughout the transit network, including infrastructure improvement recommendations for new bus stops and transfer points and for existing bus stops where increased ridership is anticipated. The removal list of existing stops due to service changes or spacing standards, is being finalized and will be ready for public comment in late summer. System-wide, designs for infrastructural improvements at over 350 existing and new bus stop locations are underway, comprising over 10% of all future bus stops. Design is underway by the consultant team at Shrewsberry & Associates and should go out to bid for construction (in phases) beginning in 2019. To date over 110 bus stops have been through this portion of the design phase.

Bus stop removals for June 2019 will be coordinated with the consultant and carried out by Shuck Corporation. These locations have been identified and a plan for the efficient switchover from pre-MCTP 2019 implementation service to post-MCTP implementation service is being formulated. Shuck Corporation staff will also handle the installation of IndyGo bus stop signage, as well as utility location coordination. IndyGo staff works with BNS for permitting needs. Moving forward, Planning staff will be working with IndyGo Community Outreach and Business Development Staff to formulate a Comprehensive Public Outreach campaign to involve and inform riders, stakeholders, and members of the community, on the proposed bus route and bus stop changes.

An RFP for a bus shelter contract will be issued this summer. This will be a 5-year contract and help build out the Marion County Transit Plan bus stop improvements. We are awaiting shipment of 100 Simme-Seat benches to be used at bus stops where limited space for benches exists.

The mid-pick service change (affecting Routes 3, 10 & 37) took effect August 12, and allows buses to serve Michigan Street in both directions between White River Parkway West and Indiana Avenue. This allows us to consolidate service to IUPUI's main corridor, instead of using paired one-ways for service through the area.

Service Standards

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

Traffic Engineering

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

With the help of new team members, planning staff can continue to coordinate and leverage resources from the community with our current assets to make improvements throughout the city. Staff is currently working on stop level improvements at the Indianapolis International Airport, St. Vincent DePaul/East 30th Street, St. Vincent Hospital/West 86th Street, 82nd Street/Castleton Square Mall area, at stops along 25th Street/Monon Trail area, East Michigan Street/Sherman area, West 10th Street/Tremont area, Michigan Road/73rd Street area, as well as many others.

Service Planning is working with consultants from Shrewsberry to study the impacts of converting several one-way streets to two-way streets. The two-way conversion studies will include Michigan Street/New York Street from College Avenue to Emerson Avenue and 29th Street/30th Street from White River Parkway to Ruckle Street. The traffic studies were submitted to DPW for approval of the proposed two-way conversions on May 3rd, 2018. Upgrading these streets to support two-way traffic will markedly improve IndyGo's efficiency and flexibility. Shrewsberry has also begun working on a study to evaluate the traffic impacts to the seven-block section of Delaware Street between the Downtown Transit Center at Washington Street and Ft. Wayne Avenue. The Delaware Street study will look at the traffic impacts of the Red Line project, Purple Line project, MCTP route changes, and Super Stops project as well as provide a documented request to DPW for IndyGo to create dedicated bus lanes and bus queue jumps along Delaware Street.

In coordination with DPW, and Downtown Transit Center staff, Planning staff continues to identify and improve traffic flow problems on the streets bounding the DTC. The vehicle detection repairs to the intersection of Delaware Street & Pearl Street on May 4th temporarily mitigated some of the traffic issues along Delaware Street, but the vehicle detection has failed again. Service Planning staff is now working with DPW on a possible plan to remove the traffic signal at Delaware Street & Pearl Street and replace it with dedicated bus-only lanes along Delaware Street, separated from general traffic by a raised median. Shrewsberry is assisting IndyGo with the study of these possible improvements. At the Alabama Street & Pearl Street signal, infrastructure improvement plans have been developed to improve bus departure times. Service Planning staff is working with the Red Line designers and construction management team to include the Alabama Street improvements in the Red Line construction project.

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

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

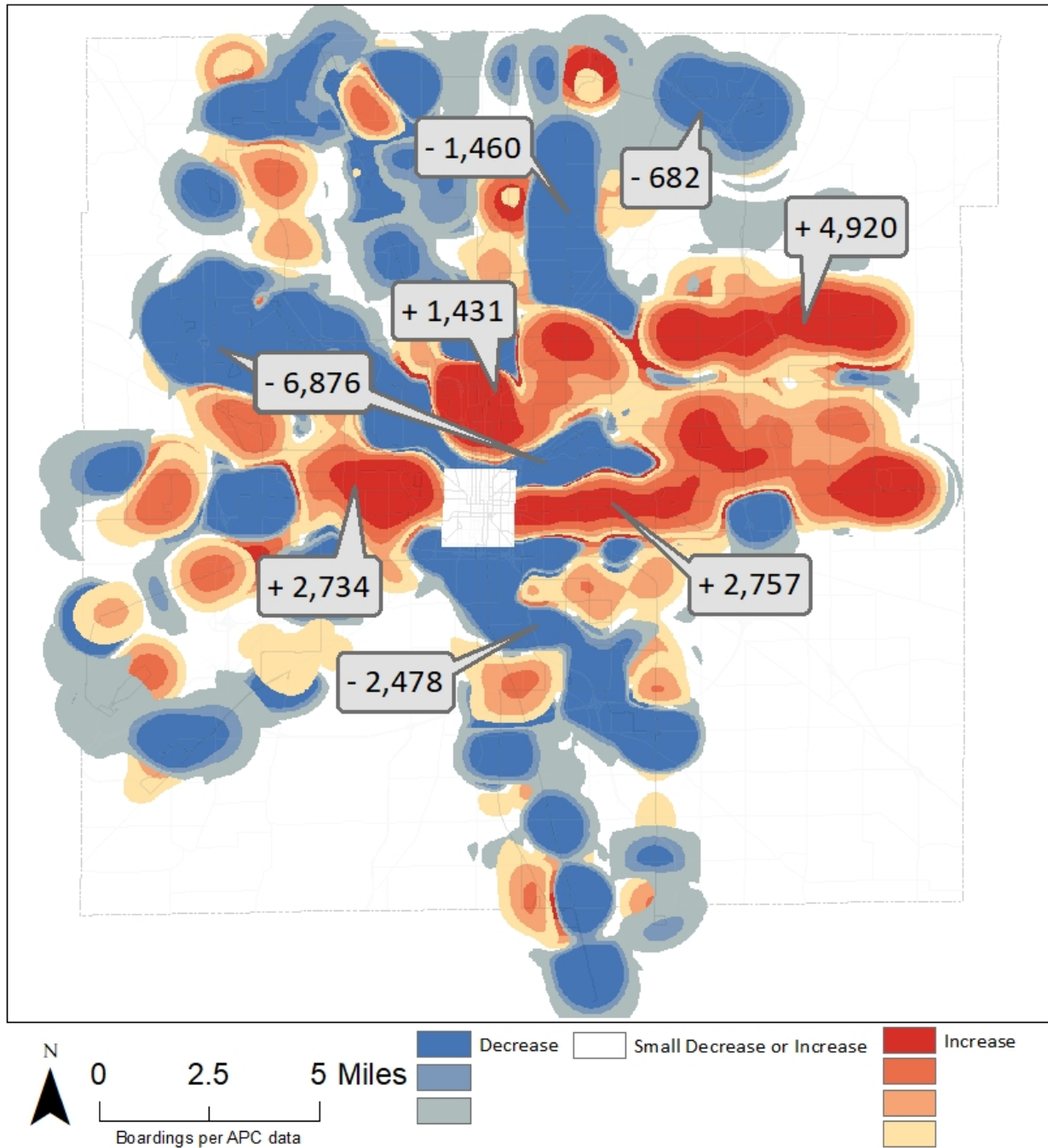
Service Planning met with Operations on May 1st to identify the scope of pavement marking and signage improvements along Harding Street, south of Washington Street. A set of conceptual construction plans and a construction cost estimate were distributed to Operations and Planning/Capital Projects staff for review and comments on June 1st. Buses are being delayed along Harding Street more frequently, as train activity continues to increase at the CSX crossing south of the main garage. Service Planning is working to identify a design engineer to complete the conceptual design and issue construction documents for the 2019 construction season.

Current Month			IndyGo	Year to Date		
Jul-17	Jul-18	% Change	Fixed Route Ridership	2017	2018	% Change
14,138	16,364	15.7%	2 E. 34th St.	104,086	108,733	4.5%
21,249	27,575	29.8%	3 Michigan St.	164,809	175,684	6.6%
12,089	12,329	2.0%	4 Fort Harrison	89,432	89,195	-0.3%
16,767	16,739	-0.2%	5 E. 25th	122,381	106,560	-12.9%
10,756	11,978	11.4%	6 N. Harding	81,073	89,745	10.7%
115,859	127,925	10.4%	8 Washington St.	826,766	851,194	3.0%
84,230	89,186	5.9%	10 10th St.	621,675	621,203	-0.1%
2,968	3,204	8.0%	11 E. 16th St.	23,131	25,360	9.6%
4,574	4,410	-3.6%	12 Minnesota	33,593	30,977	-7.8%
2,828	3,287	16.2%	13 Raymond	21,712	22,622	4.2%
8,969	9,160	2.1%	14 Prospect	64,828	61,598	-5.0%
17,111	16,146	-5.6%	15 Riverside	128,410	116,332	-9.4%
9,928	10,506	5.8%	16 Beech Grove	70,256	74,422	5.9%
23,535	21,326	-9.4%	17 College	150,441	145,783	-3.1%
8,966	10,416	16.2%	18 Nora	77,707	77,457	-0.3%
34,252	35,606	4.0%	19 Castleton	257,318	237,464	-7.7%
12,371	13,085	5.8%	21 East 21st St.	92,379	95,958	3.9%
9,559	8,758	-8.4%	22 Shelby	72,556	66,753	-8.0%
8,831	10,359	17.3%	24 Mars Hill	66,311	73,691	11.1%
14,236	13,605	-4.4%	25 W. 16th St.	98,928	96,585	-2.4%
11,942	12,350	3.4%	26 Keystone	96,461	90,713	-6.0%
12,427	12,631	1.6%	28 St. Vincent	91,281	89,762	-1.7%
5,686	7,243	27.4%	30 30th St.	46,598	49,755	6.8%
21,485	22,287	3.7%	31 Greenwood	164,175	156,523	-4.7%
24,794	26,840	8.3%	34 Michigan Rd.	176,933	170,165	-3.8%
33,250	36,777	10.6%	37 Park 100	258,266	250,066	-3.2%
30,542	28,336	-7.2%	38 Lafayette Square	222,173	196,894	-11.4%
85,593	96,661	12.9%	39 E. 38th St.	654,056	659,345	0.8%
3,853	3,393	-11.9%	55 English	27,803	24,312	-12.6%
9,323	9,351	0.3%	86 86th Street Crosstown	79,294	65,582	-17.3%
10,833	12,640	16.7%	87 Eastside Circulator	78,336	80,339	2.6%
528	653		Others	2,519	3,678	
683,472	731,126	7.0%	Total	5,065,687	5,004,450	-1.2%

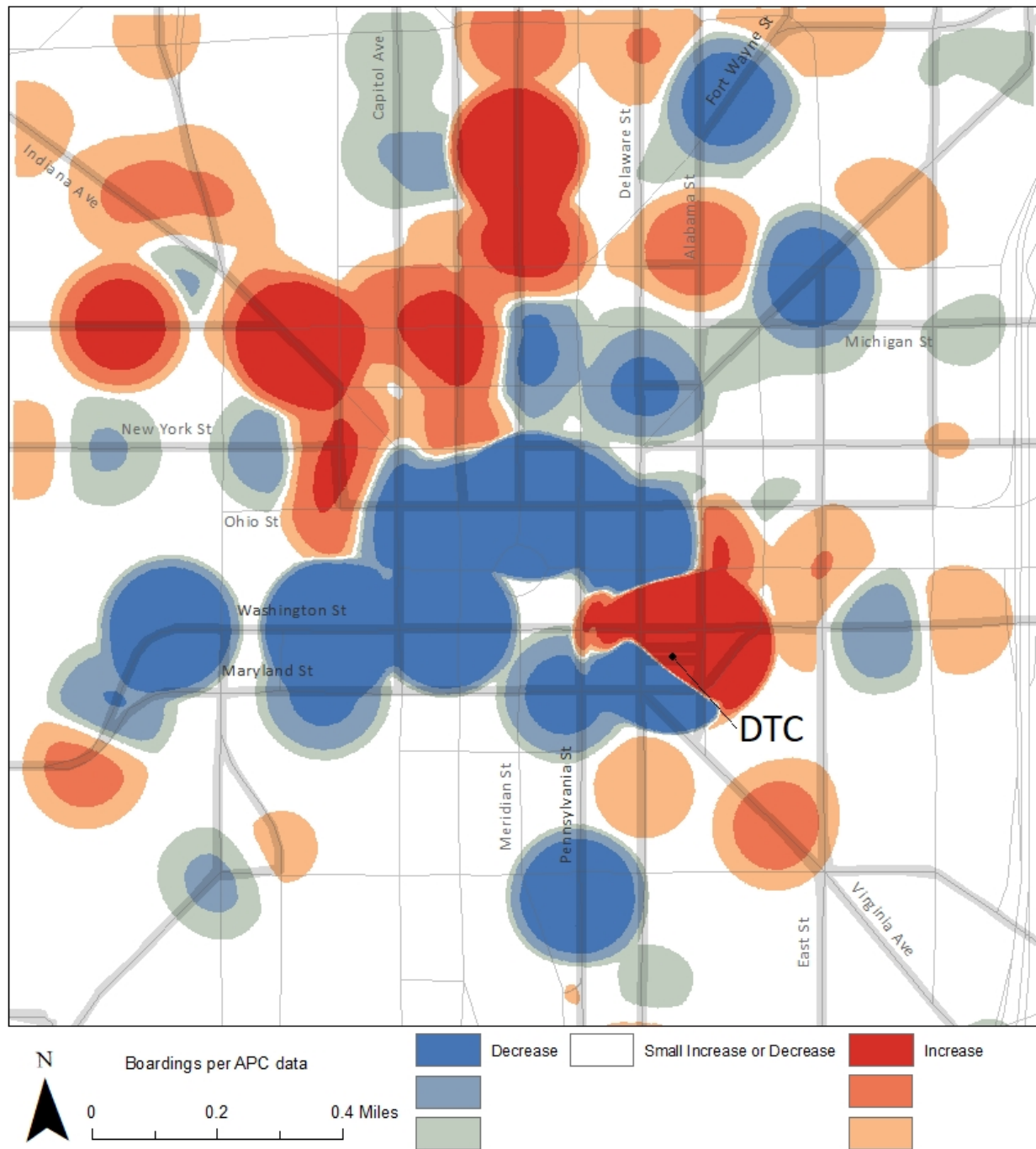
The "others" category represents a compilation of unallocated trips reported on the monthly GFI Fare Box report. These trips count as ridership, but are not allocated to a specific route.

Jul-17	Jul-18	% Change	Flexible and Contracted Services	2017	2018	% Change
26,864	30,821	14.7%	Open Door Riders on Fixed Route	190,146	195,215	2.7%
23,703	23,985	1.2%	Open Door	182,604	177,463	-2.8%
707	896	26.7%	Open Door Taxi Vouchers	5,482	5,881	7.3%
12,260	9,867	-19.5%	31 Day S-Pass	131,584	105,902	-19.5%

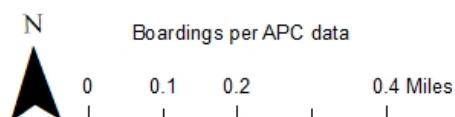
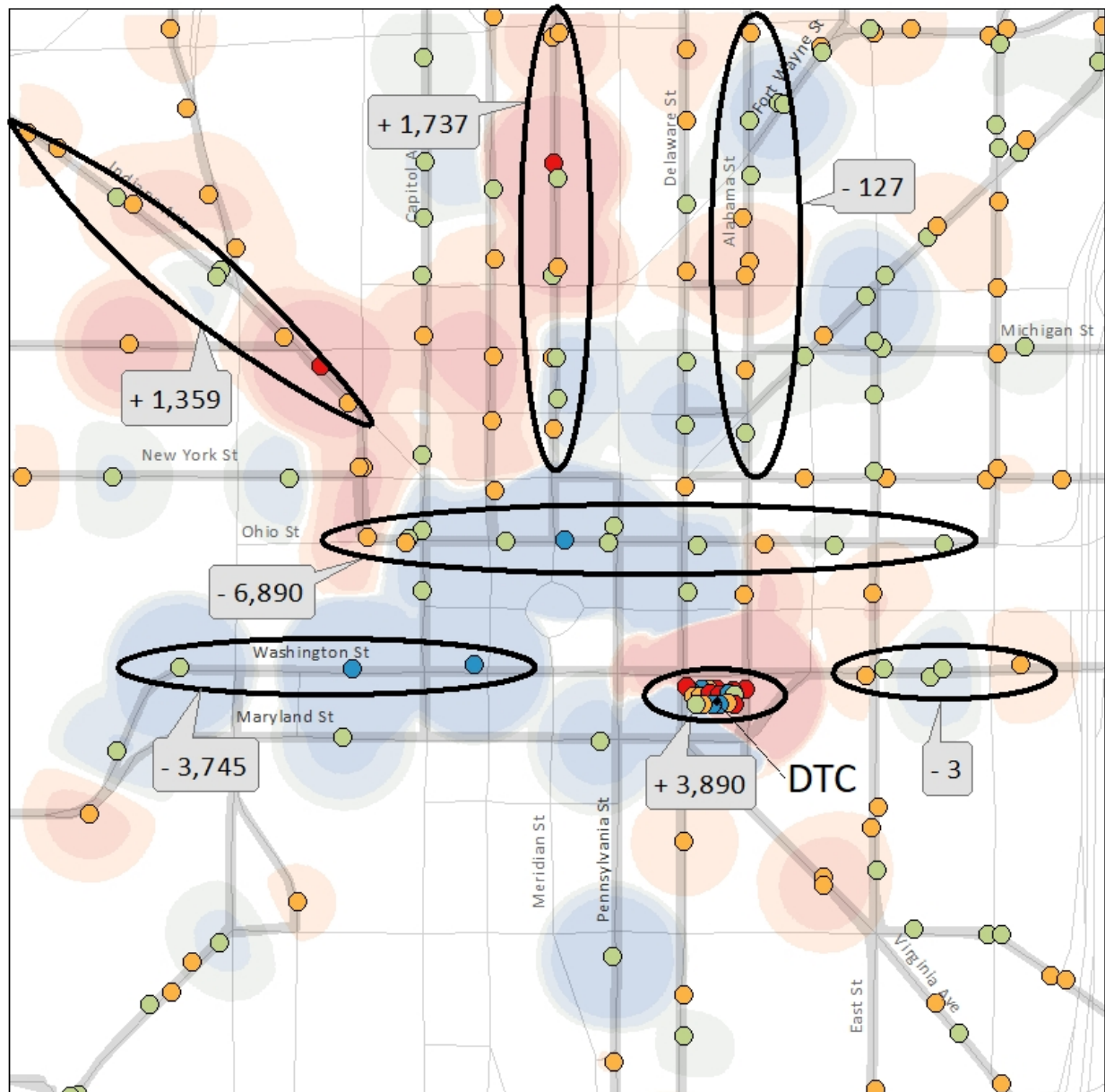
Comparison of Stop-Level Boardings July 2017 compared to July 2018 Outside of Downtown



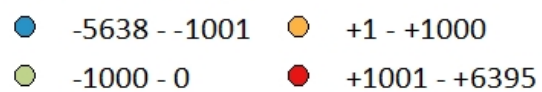
Comparison of Stop-Level Boardings, July 2017 to July 2018 Downtown



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



Change in Boardings



STRATEGIC PLANNING

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

Project Development:

- **Purple Line.** The environmental and Section 106 processes for the Purple Line are continuing to advance but have experienced some delays due to changes in street alignments and drainage. The DCE is currently scheduled to be completed in mid-November.
- **Blue Line:** The Blue Line has been formally accepted into the Federal Transit Administration Section 5309 Capital Investment Grants Project Development process. IndyGo plans to submit its application for Small Starts funding in late summer this year.

At its meeting on August 1, the Metropolitan Development Commission authorized a commitment of \$12.5 million to support the extension of the project west of Holt Road to the airport, via Washington Street, High School Road, and South Perimeter Road; with this commitment, IndyGo is able to commit to including that alignment in its Small Starts application. Additionally, the inclusion of TIF financing in the project as a value capture tool should strengthen IndyGo's federal application.

Staff continue to review IndyGo's options with potential for joint-development and value capture activities adjacent to the Blue Line. IndyGo is actively engaging the City and nonprofit partners, such as INHP – as well as coordinating with the FTA – to develop aspects of the program necessary for inclusion within the Small Starts application.

- **Super Stops:** The Super Stops project, which will provide amenities similar to those at BRT stations along the transit-heavy Alabama/Delaware Street and Fort Wayne Avenue will reach 30 percent design by August 21st. Meetings with property owners and businesses adjacent to station areas and the corridor are ongoing; the project team is working to resolve concerns that have arisen through the design process. The environmental work associated with the Super Stops is targeted for completion in Q1 of 2019.

- **Shared Use Mobility:** The team is working collaboratively the Public Affairs division in exploring and advancing strategies to promote shared use mobility options for Indianapolis. With transit systems serving as the core of any shared use mobility system – and with shared use mobility options proliferating in cities across the country, including Indianapolis with the introduction of electric scooters – this is a strategic role for the team and the agency.
As noted in previous reports, IndyGo has been awarded a technical assistance grant from the Shared Use Mobility Center (SUMC), with funding derived from the FTA, to support planning and technical assistance around developing shared use mobility strategies in neighborhoods and subareas across the county. Project staff are coordinating with SUMC staff to prepare for their initial site visit and project kickoff. IndyGo is working closely with the Personal Mobility Network, a group convened by the Central Indiana Community Foundation, to collaboratively identify and advance shared mobility options. Planning for the execution of IndyGo’s strategy is underway, with a draft concept paper under development. IndyGo will coordinate with DMD and others to engage neighborhoods to identify mobility barriers and craft solutions.
- **Grant Applications:** In addition to having been awarded the technical assistance grant from the Shared Use Mobility System, the team has submitted three federal grant applications since mid-June.
 - An application for an award under the FTA’s *Low-No Emissions* program, which would enable the agency to expand its solar array and further offset the cost of expanding the electric fleet, was submitted in mid-June.
 - In mid-July, IndyGo submitted a grant application as part of FTA’s Pilot Program for Transit Oriented Development Planning in partnership with the City of Indianapolis/DMD; this effort would fund planning efforts to develop special zones near Blue Line rapid transit stations, enabling new land use controls and development standards in those areas.
 - In early August, IndyGo submitted a grant application under the 5339(c) program that would enable IndyGo to more quickly bring its fleet into a state of good repair. This project proposed a long-term lease for vehicles that required the manufacturer to meet varying performance specifications throughout the term of the lease. This proposal was structured as a public-private partnership with a value capture component (as IndyGo would recoup savings in the long-term from operating electric vehicles that would exceed their incremental cost relative to diesel buses).
 - We expect to hear from FTA whether we were awarded these projects in the 4th quarter of 2018.

Other initiatives

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

- **Inter-governmental/regional coordination:** The team is working with CIRTa and the MPO regarding INDOT/FTA decisions regarding 5307/5311 formula funds that could impact future IndyGo revenues.
- **Strategic Planning/KPI support:** In support of the agency-wide effort to develop a strategic plan, the team has been engaged in background research relating to best practices in performance measurement and key performance indicators. This effort is also seeking to develop a comprehensive report of performance measures tracked by IndyGo at present. These efforts will inform performance measurement in alignment with the strategic plan and other agency efforts. This effort is ongoing.
- **Service standards:** The team is providing support to Service Planning and Public Affairs in the update to IndyGo's service standards. Specifically, the team has conducted a test run of the productivity reviews and other data-intensive efforts outlined in service standards processes. The team is currently working to reform the service standards productivity reviews based upon the findings of its analysis. In addition to this effort, the team is examining several measures related to on-time performance, examining various routes, time points, operators, and other factors to derive a deeper understanding of the data, potential applications for analysis, and examine various limitations.
- **Transit Asset Management plan:** The Strategic Planning team is supporting Finance and Operations in the development of the agency's Transit Asset Management (TAM) plan.
- **IPS Pilot:** The team is supporting the Public Affairs team through the provision of data analysis, mapping, and other material support to develop a successful pilot for the IPS Shortridge pilot.
- **Review and Analysis of Fare Policies:** The team continues to review and analyze various scenarios related to fares and fare policies, to assist the Executive Committee in its deliberations around policies such as transfer policies and fare capping.
- **Capital Plan Update:** The team is working with other departments within the Capital Projects division, Finance, and other divisions to develop an update to the Capital Plan. This update is being presented for board adoption at tonight's meeting.

ENGINEERING & CONSTRUCTION

Red Line

A Full NTP was issued for both Contracts A (Civil) & B (Stations) on May 15th with a Substantial Completion date of August 5th, 2019.

Construction is progressing for Package A- Civil (Reith-Riley Construction – Prime Contractor) along Shelby Street. Construction has also started on Meridian Street. Lane restrictions and left turn restrictions are in place along Meridian Street between 38th Street and 18th Street. Contractor is installing storm sewers followed by curb, ADA ramps and sidewalk. Delay in starting the utility relocation work by CEG water and gas, along with permit restrictions that were put in place by DPW for I-65 closures during the month of July have caused significant delays in the start and progress of work on both street segments. IndyGo worked with these utilities to bring in additional crews as well as with DPW to relax the permit restrictions to minimize the impact of the delays. The latest schedule that was received from Reith Riley shows a substantial completion of September 20th, 2018. (a delay of approximately 7 weeks).

For Package B-Stations (F. A. Wilhelm Construction – Prime Contractor), Contractor is proceeding with shop drawings, and fabrication work. No station work is expected to commence until end of August once the first station platform foundation is in place.

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

Purple Line

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

Blue Line

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

Other On-Street Projects

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

FACILITY PROJECTS

The 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 recommended apparent low bidder, Miller Eads was presented to the Board in July. Contract negotiations are underway, with work beginning in September 2018. IPL has contracted with one of their contractors for connection into their network; work has begun on the South side of the 1501 Washington facility. Project is on schedule.
- **CCTV Camera Improvement Placement** – WSP Task Order for design was issued June for camera assessment of cameras condition, replacements/upgrades and placement, with the recommendation for contractor being presented to the Board in October. Kickoff Meeting for the Project with IndyGo staff and WSP is Wednesday, August 15, 2018.

The Etica Group:

- **Space Planning Renovations Construction** – The Etica Group has completed Construction Documents for the Administration, HR and Operations area of Washington Street Facility and the project is currently being advertised, with a recommendation for a contractor to the September Board. Pre-Bid Meeting was Monday, August 6, 2018. Construction begins in October. There will be (4) Phases of work, broken down by areas. Phase I will begin with Operation Administration area. Phase II will be both the new HR Area (currently the Capital Projects area and Procurement area. Phase II will also begin the work in the Operators Lounge, this includes the restrooms, Service Center, Dispatch and Supervisors Office, current Conference room and Offices. Phase III will be the Administration South end (currently HR & IT areas). Phase IV will be the North end of Administration, which includes Mike Terry's Office, Finance, Legal, upgrades to the glass double doors, security desk and the unisex restroom outside the Board Room. The furniture decommissioning will be a separate procurement. The vendor selected will remove the furniture, store any furnishings IndyGo will maintain, pursue options or opportunities for resale, donations and recycle. New Furniture will be another separate procurement from the project budget but coordinated with the renovations for installation.

- **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 to finalize the designs December 2018/January 2019.
- **Vehicle Wash Rack** – Feasibility study is complete, and the design is underway for adding in a third vehicle wash with an upgrades system. Final Design to be completed September. Project is on schedule.
- **Multi-Use Training Facility** – The site layout plan has been completed. The design work will begin upon IndyGo's approval of location. The intent is to provide a full training facility with grounds for driving course as well, with room for expansion. The location is being confirmed. Tentative schedule of the construction to begin in March 2019.
- **Paint Booth** – The design for the Paint Booth has been preliminary, with the schedule of the advertisement scheduled in October 2018, with a recommendation to the Board in November.
- **Overhead Security Screen Doors** – design is 100% completed for the installation of (9) screen doors on all bay doors in the facility; the project is on hold to beginning of 2019. Advertisement for the project in February 2019, to start installation in March 2019 to have in place as the weather gets warmer.

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 JULY 2018

ISSUE:

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

RECOMMENDATION:

Receive the report.

Roscoe Brown

Chief Operating Officer/VP of Operations

Attachments

Contributing Staff includes:

Victoria Learn, Director of Maintenance

Dwight Benjamin, Director of Transportation

Mark Emmons, Director of Safety, Training & Security

Paula Haskin, Director of Flexible & Contracted Services

Ed Parsley, Director of Facilities

Lisa Evans, Administrative Assistant

Operations Division Report- July 2018

TRANSPORTATION

EMPLOYEE RECOGNITION

July Employee of the Month:
LaShonda Turner

COMMENDATIONS

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

Diahavanna Banks, Nathan Barnes, Stacy Bowen, Ian Cunningham, Star Dalton, Harry Fox, Catisha Hamilton x2, Geneva Hartwell, Donna Jandreau, Terrill Lewis, Ismaila Olaniyan, Ricardo Oxley, Victoria Pettigrew, Albert Redd, Lakeita Smith, Arthur Spain, Melvin Wright and Unidentified x3

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

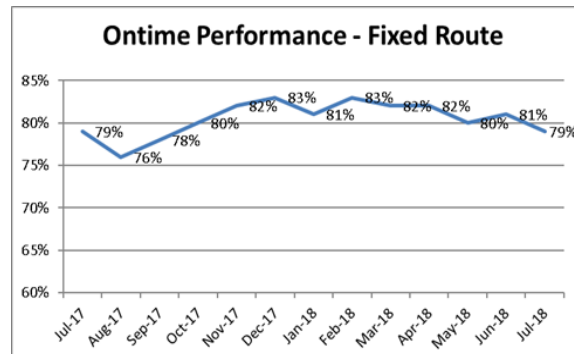
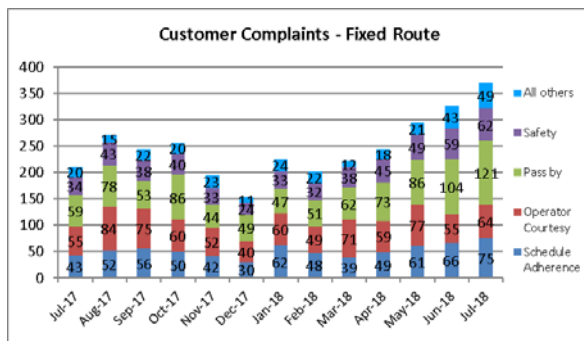
1. SCOTT DUNCAN	8523	97%
2. ROSE ANDERSON	8473	97%
3. PATRICK GRAY	2339	96%
4. MARY WILLIAMS	6709	95%
5. ROBERT FEIOCK	8620	95%
6. ROY DISHNO	8319	94%
7. LACRETIA HINTON	6933	94%
8. VIOREL SALAGEAN	8943	93%
9. DILEXI GONZALEZ	2277	93%
10. DIANE JOHNSON	8481	93%
11. ANGELA WILLIAMS	9018	93%
12. MICHAEL RICKS	5139	93%
13. ANDREW MUNDY	8767	93%
14. CORENE WELLINGTON	8125	93%
15. DONNA JANDREAU	8421	93%
16. SEAN COX	1190	92%

17. RAY WRIGHT	6979	92%
18. ANDY CARPENTER	880	92%
19. JUANITA DAVIS	8576	92%
20. MOHAMMAD ALEM	9016	91%
21. TIMOTHY MARTIN	3742	91%
22. LAURA BECK	8445	91%
23. MARILYN HUGHES	8234	91%
24. KATHY SMITH	8277	91%
25. ROBERT JORDAN	8891	91%
26. ROBERT JORDAN	8891	91%
27. RICARDO OXLEY	4538	91%
28. SCOTT ATKINSON	8982	90%
29. OTHA DUGAN	3030	90%
30. WILLIAM ENGLAND	8666	90%
31. DANIEL MENDEZ JR	9105	90%
32. LEO SCOTT	5447	90%

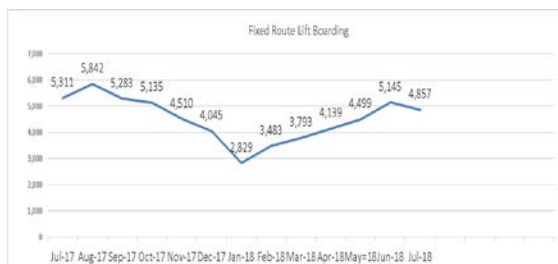
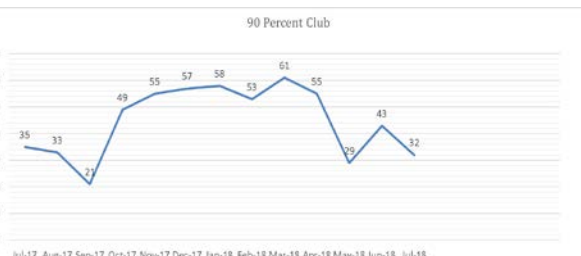
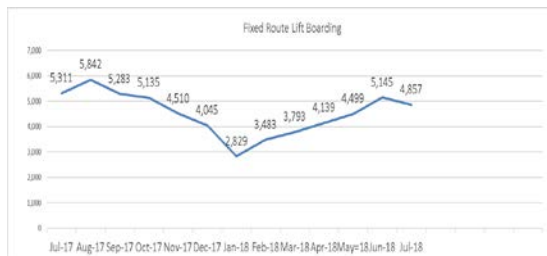
Fixed Route Update:

During this reporting period, the transportation and maintenance department supported the July 4th extended service. The holiday schedule normally concludes with the last line movements at 8:10pm. However, service was extended to 11:00pm in support of the downtown holiday festivities.

Service Delivery Data



Key Performance Indicators



COMMUNITY OUTREACH

Operations had representatives attend the following community stakeholder meetings:

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

Maintenance

During the month of July, Maintenance partnered with Thermo King to continue support efforts of maintaining all coach AC units in working condition. Additionally, the Maintenance team began preseason heat checks to ensure all units are functional and at full optimization.

Allisons Transmission was on site to provide demonstration of telematics demonstration for all transmissions in our fixed route fleet. This program would send all error codes back to the Maintenance team, allowing reduction of bus towing and downtime.

Eight new 1800 series Gillig buses have arrived and ADA signs, CAD/AVL and Fare Boxes have been installed. The buses are added to the fleet watch system. As soon license plates and registrations are received, they will be placed into active service.

Through a process of consistent Steam Cleaning, another issue of non-operating A/C can begin to be eliminated. When the radiator is clogged, or blocked up with debris it inhibits air flow and the cooling ability for the motor and the A/C. Another valuable byproduct of the steam clean program is the ability for the mechanics to be able to see and locate leaks more efficiently. The Maintenance Department now has a dedicated second steamer. This will help the Department meet its goals for the New Year as well as help to make all the vehicles safer and easier to diagnose for leaks.

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 following chart shows the distance between failures from January 2017 thru current. Each month will be compared to the prior month as a reporting standard to Maintenance to validate the predictive maintenance program.

Mean Distance

		Mean Distance Major System Failures											
		Mean Distance Between All Systems Failures											
		2018/01	2018/02	2018/03	2018/04	2018/05	2018/06	2018/07					
Major		4,895	4,392	5,342	6,238	5,016	4,181	5,164					
All		3,200	3,618	4,474	4,822	3,973	3,122	4,179					
		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

During July, Fleet Services had the distinct pleasure to volunteer for a community back to school celebration hosted annually by basketball legend Tamika Catchings and the Catch the Stars Foundation. Tamika Catchings sponsors a free back pack give-away for grades K thru 12, to stay focused on education and give the kids who might not otherwise be able to get back packs and school supplies. This is the fourth year for IndyGo's participation, and the largest ever Tamika Catchings School Celebration. Over 1200 back packs were distributed to school aged children thru High School students from the Indianapolis area, plus information about multiple services available throughout the community. Early estimates of attendees this year were well over 1500-2000 residents who were given an opportunity to learn about Women's health services, IndyGo Bus Rapid Transit information, Employment opportunities with various employment services and most of all, reading information at the Central Library for all the children of Indianapolis.

Fleet Services would also like to thank Professional Coach Operator, James Gray, for his outstanding professionalism representing IndyGo at this event. The best part of the community event was when a young girl about the age of 7, was fascinated with the IndyGo bus and then found out that when she grows up she can do the same things as the boys, which left her speechless. Professional Coach Operator Misty El-Shabazz stopped by to volunteer with the IndyGo Team and when the little girl found out she was a Professional Coach Operator, the smile on her face was remarkable and said it all.



The above pictures represent the lines of current and future IndyGo Customers



Stay in school, I'm watching you!



First backpack equals big smile

Fleet Services has been updating all standard operating procedures (SOP's) to reflect new software's or new updated procedures, such as core returns. Core charges can be very expensive, especially on engines and transmissions but all cores add additional cost to the IPTC budget if not returned in a timely manner or if the core itself is damaged.

Manufactures or Vendors limit the return time on cores, some as low as thirty (30) days, which is an old method of making a higher profit on their side. The new updated SOP has been changed to a 3-part return slip that is also identified with a tracking number, so the Core/Warranty Department can track and keep the vendor accountable for the credits owed to IPTC. With the new SOP in place, the cores returned and credited to IPC the last four (4) months have totaled over \$29,000.

Fleet Services has been utilizing several types of incentive programs to recognize those employees that are going above and beyond the normal job duties. Currently we have the Top Gun Club which is a monthly drawing for employees who have met all the requirements, such as minimum production quotas, being on time to pre-shift meetings and not calling off for the month. The Top Gun winners get their name on a perennial plaque and a small gift of appreciation such as a reusable lunch bag. But there are always other employees that just stand out beyond the normal day to day requirements.

This month, there were two General Laborers, who without a doubt, make IndyGo a better company and make daily runs and cleanliness, a very high bar for others to shoot for.

James Collins has been with IndyGo for 37 years and currently is the most senior General Labor in the GL Pool. He has held many positions within the company, From coach operator to almost every GL position. It is easy to say that James knows more about the buses than anyone. James displays a quality of work that reflects high professional standards.

Darren Satterfield is our first shift Premium Detailer. He has been with the company for three (3) years. Darren also moonlights as a DJ for hire (hint, hint) and is also a radio personality WTLC. Darren can change hats in a moment's notice, he can sub in as a wrangler with no questions asked. His work ethics is strong and in turn, he produces a quality of work that is consistent and with very high standards. Outstanding job Darren and we Thank You as well.



James Collin



Darren Slack

Flexible & Contracted Services

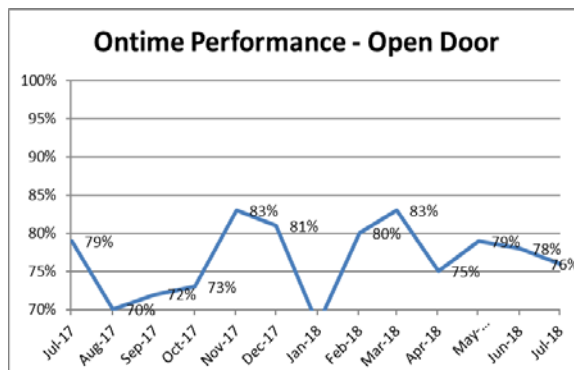
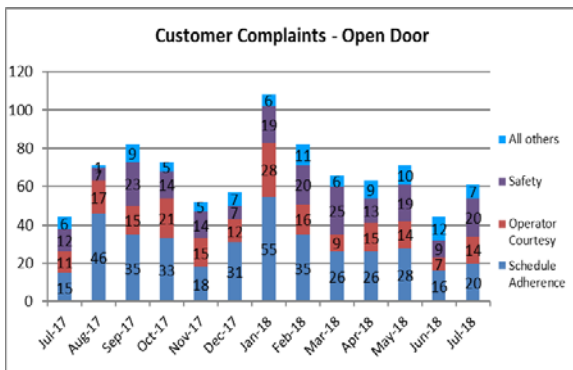
The new Dialysis Taxi Voucher program is scheduled to begin August 15, 2018. All passengers who have scheduled a ride on Open Door within the past year and traveled to or from a dialysis center were sent letters notifying them of this new, convenient mode of transportation to get them to and from their dialysis appointments. The program will run from August 2018 to January 2019, providing the benefit of improving our passenger's overall health by getting them to their appointments in a timelier manner.

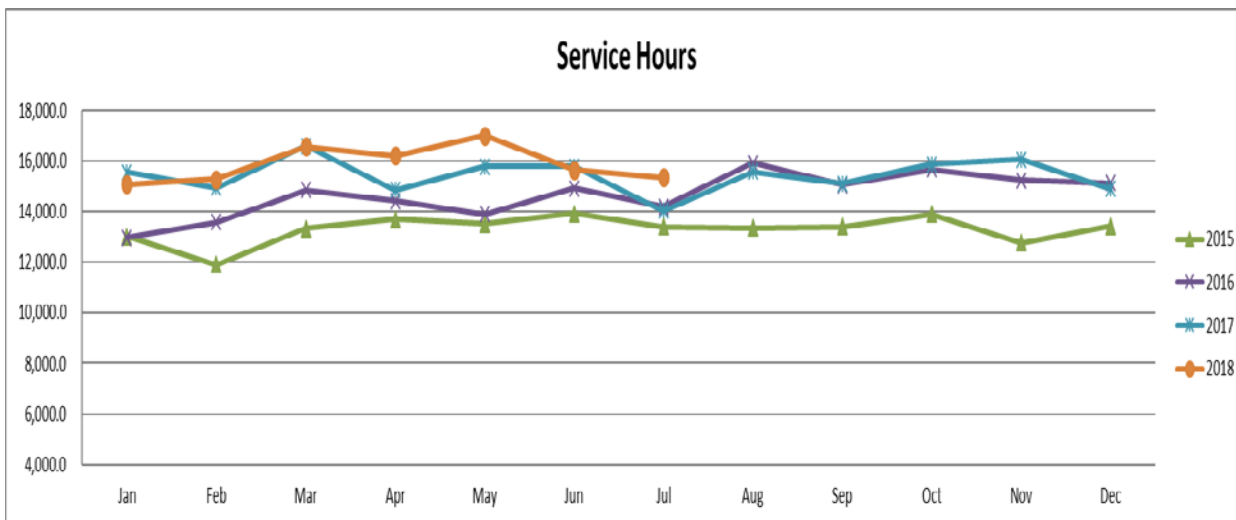
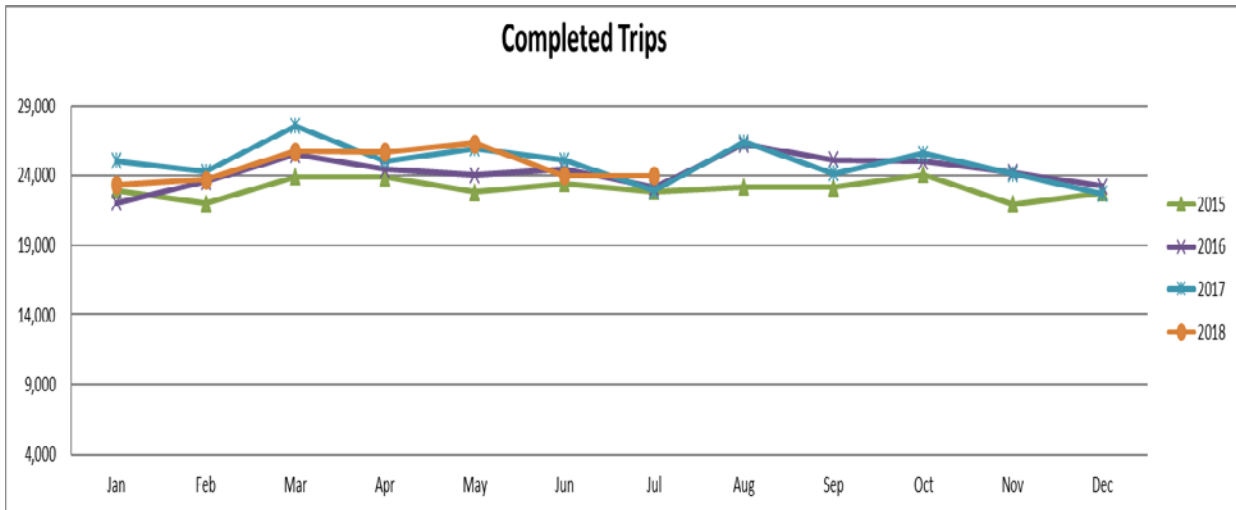
Transdev, the contractor for paratransit services, operations and maintenance facility is located at 2222 N. Hillside Avenue. Due to construction at this property, Transdev maintained most of its operations in side trailers. The building is now complete, and staff has moved into the office space. Additionally, Transdev and IPTC negotiated a move for the current customer service (reservations) and dispatch staff to the Hillside facility. This reservations and dispatch staff has been housed at the IndyGo administrative office since the services were contracted out. Details are being finalized and a move is expected no later than September for all or a portion of the administrative staff.

In their quest to increase on time performance, productivity, and the overall quality of Open Door’s paratransit service, Transdev staff has faced challenges. Many of those challenges are related to the current fleet of vehicles of which many have passed their useful life.

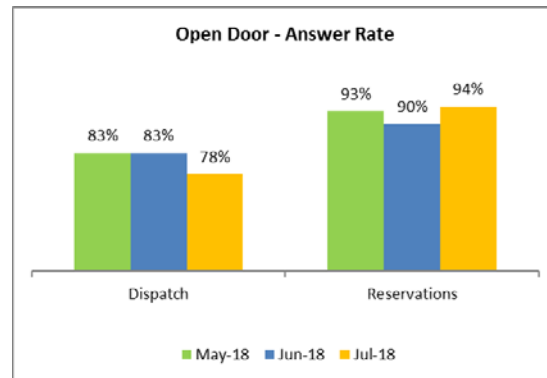
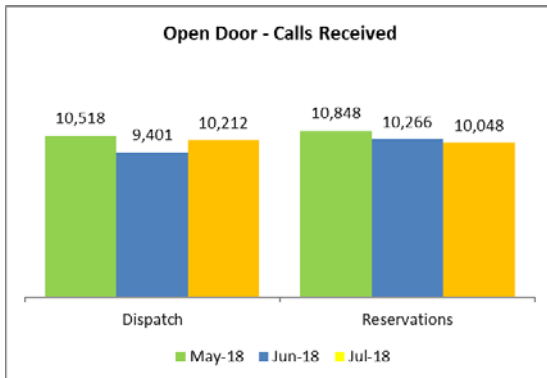
The IndyGo board of directors approved the order of 15 new paratransit vehicles and they are expected to arrive during the month of August. Once these vehicles are received they will be transferred to Transdev for immediate use in service delivery.

Service Delivery Data:





Open Door reservations and dispatch call comparison chart: Telephone response performance for both reservations and dispatch in Open Door is shown in the following charts. As shown, there was a decrease in the call answer rate for dispatch, which is related to a telephone outage.



Facilities

Meetings with Indianapolis Power & Light and our A&E Firm WSP and other designated parties continued regarding designs and electrical needs for the new Electric Buses with most final information attained for the Electric Bus Chargers and Electric Buses, IPL will now start their excavation work during the first week of August. IPL is predicting 50 working days and or 2 months to complete their part of the project weather permitting with all the trenching and installation of underground electrical lines and installation of 14 – Electrical Transformers and networking items.

In July the Board voted to award the Prime Contractor for the Bus Charging Project to Miller Eades Company which will start work hopefully sometime in late October. Miller Eades also met the XBE/DBE Goal of 13% of the project which shows another example of IndyGo trying to help XBE/DBE Contractors to succeed in the construction market.

In early July reconciled the recycling totals for the Second Quarter of the year – April, May, & June – and the Recycle Totals are as follows:

3,108 Gallons of used Oil were recycled

275 Gallons of used Anti-Freeze were recycled

17 – Fifty-Five Gallon Drums of used Oil Filters & used Fuel Filters

3 Large Containers of used Light Bulbs

1 – Five Gallon Bucket of used AAA, AA, C & D Sized Batteries

Over 20 Tons of Recycled Steel from the Maintenance Department in which IndyGo received \$4,251.60 for the efforts.

All the recycled items listed above would have gone into landfills or other waste locations instead of being recycled. This is all part of IndyGo's growing and expanding Environmental Management Program which will be expanded with the future office renovations.

During the month of July IndyGo had:

19 - Bus Stop Signs replaced or removed

1 – Bus Shelter Destroyed by a car accident

4 - Trash Cans Replaced

9 – Bus Shelter Glass Panels broken out due to vandalism and were replaced.

RISK & SECURITY

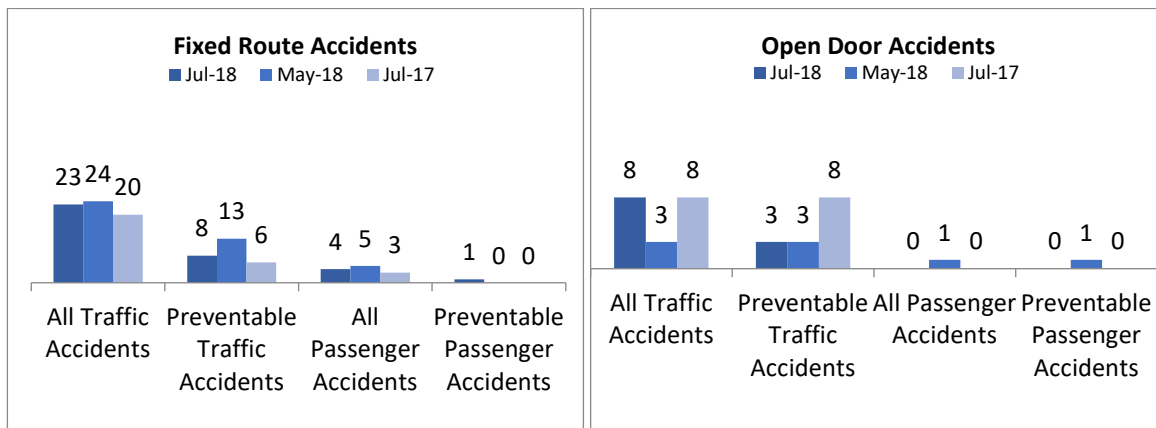
- IndyGo has started a pilot program with Safety Vision to test a new non-proprietary camera solution on two fixed route buses. Safety Vision is one of a few companies that have requested that we try their new systems so that IndyGo can see firsthand what can be offered. This will help IndyGo better write its scope of work for the new bus camera system that is due to go out for bid in mid to late 2019.

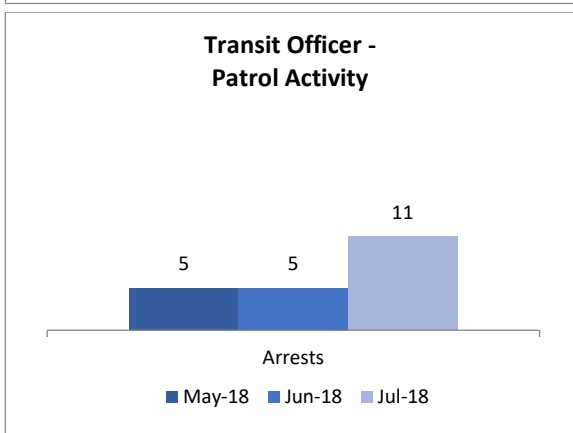
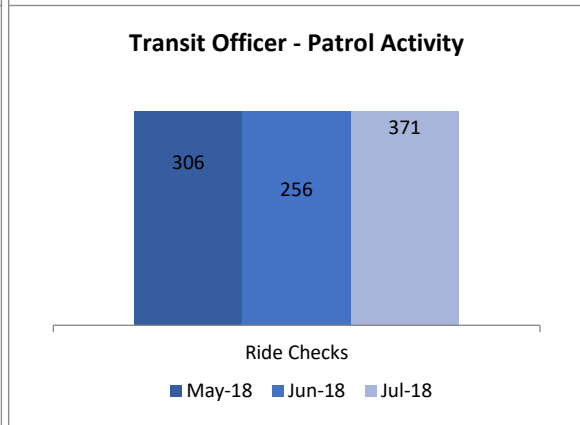
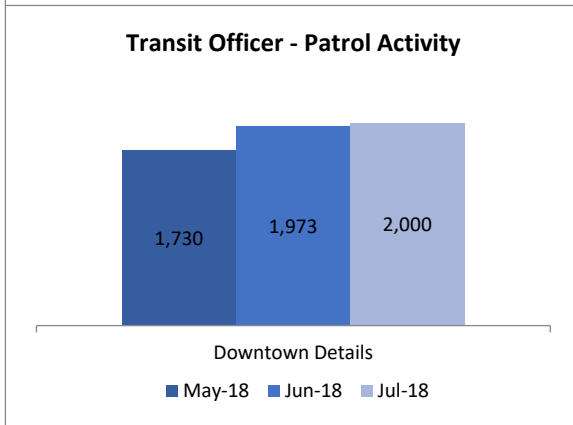
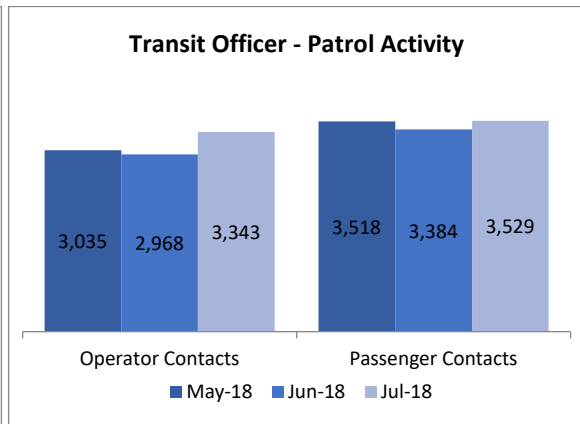
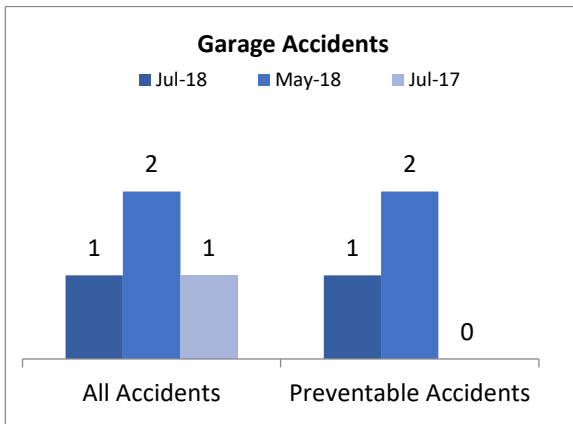
SAFETY & TRAINING

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

- | | |
|-----------------------|----------|
| • Kirk Thompson - | 18 Years |
| • Donna Langford - | 11 Years |
| • Roy Dishno - | 7 Years |
| • Sandra Hook - | 6 Years |
| • Darryl Donahue - | 5 Years |
| • Corene Wellington - | 5 Years |
| • Alford Caldwell - | 4 Years |
| • Brandi Matthews - | 4 Years |
| • Pamela Ricks - | 4 Years |
| • Sherika Robinson - | 4 Years |
| • Lisa Solorio - | 4 Years |
| • Garry Staggs - | 4 Years |
| • Misti El Shabazz - | 3 Years |
| • Reginald Taylor - | 3 Years |
| • Hardin Besley - | 2 Years |
| • Antonio Jones - | 2 Years |

- IndyGo Class #18-05 began on May 21, 2018 with 7 students. The class graduated on July 20th with 6 of the 7 students successfully completing the program. The 6 employees were transferred over to the Operations Department on July 22nd.
- IndyGo Class #18-06 began on June 18, 2018 with 7 students. The class has completed the classroom portion of the training and have started on the route familiarization portion of the training. There are still 7 in the class and staff expects the class to be able to graduate early August.
- Training staff has completed developing the CDL Training Program which is due to start on August 6th with the first CDL Skills Training Class. This will be the first CDL training class that IndyGo has taught since early in 2000. There will be an update in next month's meeting on the results of that class.
- Staff performed the following trainings:
 - One (1) employee that returned to work after an extended leave
 - Nine (9) operators for retraining due to preventable accidents





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

CONSIDERATION OF HUMAN RESOURCES JUNE

ISSUE:

A written report of Human Resources information will be presented at the board meeting.

RECOMMENDATION:

Receive Human Resources report.

Phalease M. Crichlow
Vice President of Human Resources

Contributing Staff:

Teresa Boone, Director of Employee Services
Brandon Jackson, Human Resources Programs Manager
Felicia Moodie, HRBP – Leave Administration
Brittani Carpenter, HRIS Administrator
Romona Camarata, Manager of Learning and Development

August 2018 Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 07/31/2018)

Represented: 494

Non-Represented: 156

Total Active Employees: 650

July Separations

Represented: 10

Non-Represented: 1

Total Separated Employees: 11

July New-Hire Employees

Represented: 5

Non-Represented: 8

Total New-Hire Employees: 15

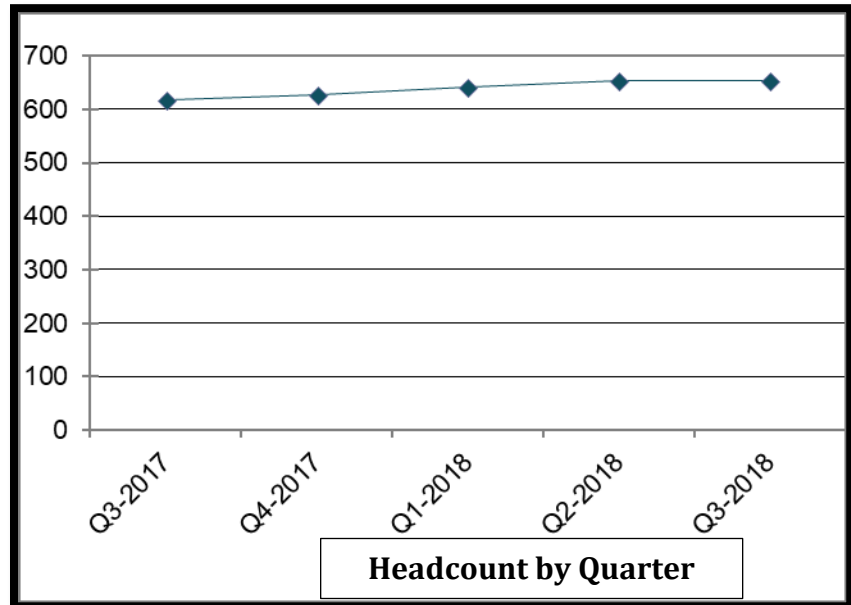
July Employee Turnover Rate: 1.67%

Staffing Capacity (as of 07/31/2018)

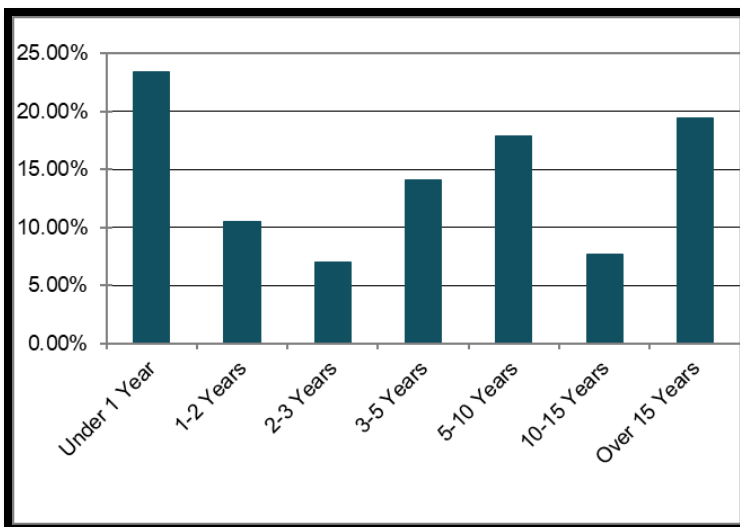
746.0 TE Budget

650.0 FTE Actual

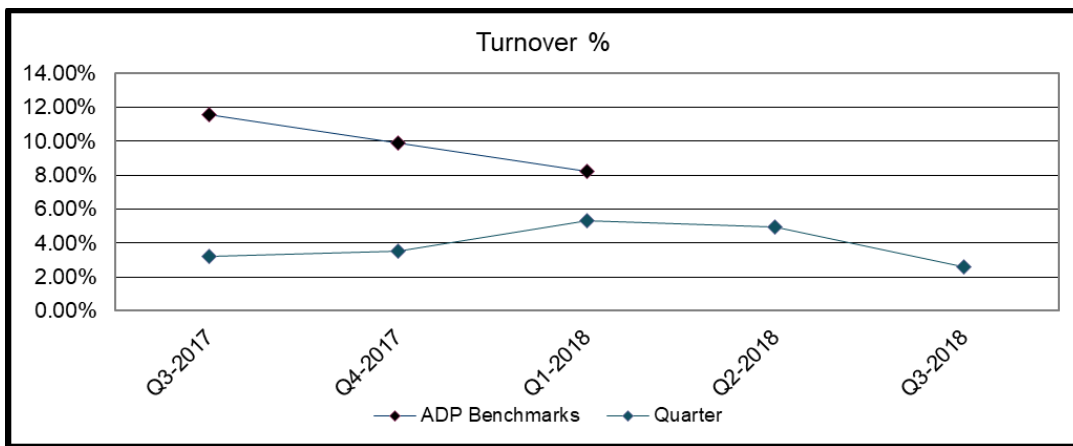
12.9% Below Maximum Capacity



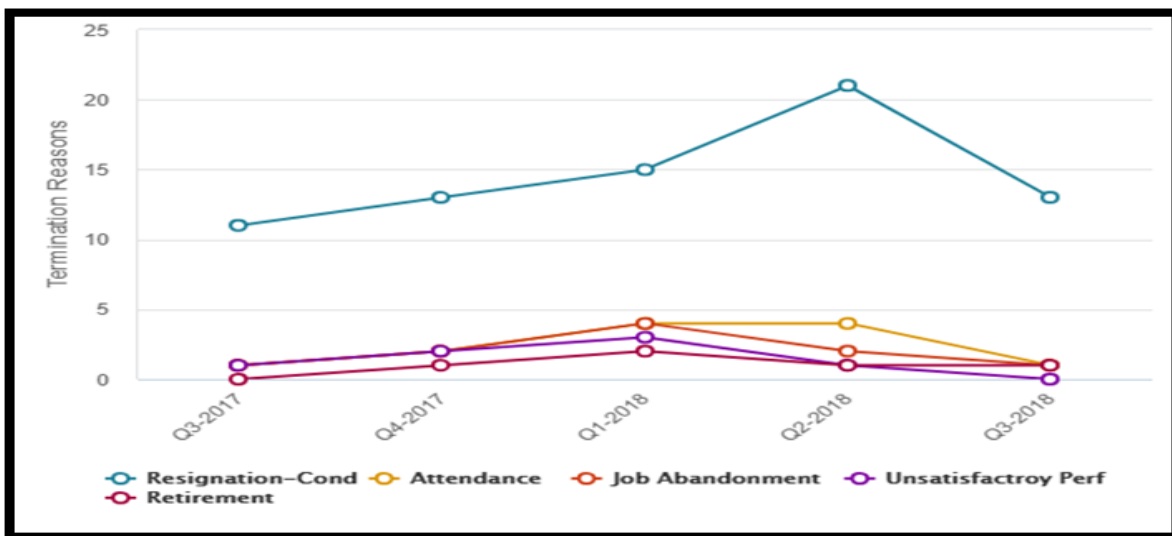
Headcount	
Period	Headcount
Q3-2017	617
Q4-2017	626
Q1-2018	641
Q2-2018	654
Q3-2018	650



Headcount by Tenure		
Tenure Band	Headcount Percentage	Headcount
<1 Year	22.46%	146
1-2 Years	11.23%	73
2-3 Years	6.77%	44
3-5 Years	14.00%	91
5-10 Years	18.46%	120
10-15 Years	7.38%	48
>15 Years	19.69%	128



Turnover Rate %				
Period	Overall Turnover %	Overall Terminations	Average Headcount	ADP Benchmarks
Q3-2017	3.22%	19	589.77	11.57%
Q4-2017	3.54%	22	622.26	9.92%
Q1-2018	5.33%	34	638.38	8.20%
Q2-2018	4.93%	32	649.29	Data not available at the time report was run
Q3-2018	2.59%	17	656.95	



Termination Reasons						
Period	Resignation	Attendance	Job Abandonment	Unsatisfactory Performance	Retirement	All Others
Q2-2017	11	1	1	1	0	5
Q3-2017	13	2	2	2	1	2
Q4-2017	15	4	4	3	2	6
Q1-2018	21	4	2	1	1	3
Q2-2018	13	1	1	0	1	1

Drug and Alcohol Compliance

FTA requires employers to provide any covered employee who violates the prohibitions of Part 655 with the name and contact information for local DOT-qualified Substance Abuse Professionals (SAPs).

DOT has long held a compliant referral practice includes providing contact information for at least two SAPs (see Section V of DOT's Substance Abuse Professional Guidelines). The one limited exception to this requirement is where the employer intends to return the employee to safety-sensitive duty after the employee completes the DOT return-to-duty process, and where the employer has a contract or other arrangement with one specific SAP for this process; it is then acceptable to provide the employee with a single contact.

July 2018	
Test Type	Number of Tests
Pre-Employment	21
Random	14
Post Accident	5
Reasonable Suspicion	0
Return-to-Duty	0
Follow-Up	0

There are two important caveats. First, an employer who chooses to terminate an employee after a second or third violation, and who had previously provided only one SAP referral as allowed above, must now provide information for at least two SAPs. Secondly, for the purposes of DOT drug and alcohol rules, the term "employee" also includes applicants or transferees seeking to begin performing safety sensitive functions. Accordingly, compliant SAP referrals must be made for individuals who fail or refuse a pre-employment test.

The Drug and Alcohol team maintains a working relationship with three (3) SAPs.

<https://transit-safety.fta.dot.gov/DrugAndAlcohol/Newsletters/issue62/pdf/Issue62.pdf>

Learning and Development

1. **Tuition Reimbursement Policy** - Final approval pending August 2018
2. **Supervisor Training Sessions (continues monthly)** - One-hour sessions in the following areas: Leadership, Communication (Tact & Finesse), Talent Acquisition (Selection, Hiring & Mock Interviews), Onboarding (Assimilation), Sexual Harassment and Leave Management (FMLA, Short-Term and all other Leaves)
3. **National Transit Institute** – (various sessions through December 2018)
 - a. Management of Transit Construction Projects (August)
 - b. Toolbox for Transit Operator Fatigue (October)

Wellness and Employee Engagement

Final preparation for the second annual 5K walk/run is underway for Saturday, August 25th. The event will be held at IndyGo headquarters beginning at 8:00 a.m. There are over 100 individuals (employees and dependents) signed up to participate.

IndyGo's wellness team continues to engage and work with Activate Clinic, LHD Benefits Advisors and Spire to coordinate and provide various types of programs to address high and moderate risk individuals in order to help address increasing obesity and diabetes rates. IndyGo continues to explore other partnerships such as the Complete Health Improvement Program (CHIP) to further engage the high and moderate risk individuals. The wellness/culture team will also continue to engage all employees to work to build comprehensive programs that address and drive an active lifestyle cultural change.

Other upcoming events:

- **IndyGo 2nd Annual 5k** – Saturday, August 25 at 08:00 a.m.
- **IndyGo 1st Annual 3-on-3 Basketball Tournament** – Sunday, September 23, 2018 at 09:00 a.m.

Activate Clinic Utilization Stats for July 2018

<u>Appointments</u>	<u>Acute Care/ Physicals</u>	<u>Lab Draw</u>	<u>Other visits (includes coaching and biometric screenings)</u>	<u>Total</u>
	<u>112</u>	<u>16</u>	<u>210</u>	<u>338</u>
<u>Participation</u>	<u>Employee Encounters</u>	<u>Spouse Encounters</u>	<u>Dependent Encounters</u>	<u>Total</u>
	<u>311</u>	<u>18</u>	<u>9</u>	<u>338</u>

Leave Management

Total Intermittent Leaves Received: 17

Total Continuous Leaves Received: 9

Total Leaves Received: 26

Total Intermittent Leaves Closed: 8

Total Continuous Leaves Closed: 4

Total Leaves Closed: 12

**Open Intermittent Leaves (as of
07/31/2018): 86**

**Open Continuous Leaves (as of
07/31/2018): 12**

July 2018	
Leave Type	Number of Days
FMLA – No Pay	37
FMLA – Personal Day	7
FMLA – Sick Day	42
FMLA – Vacation Day	15
Sick – No Pay	39
WC – No Pay	19
Total	159 Days = 1272 Hours

Total Intermittent Occurrences: 98

Total Intermittent Hours: 706.88

Workers' Compensation

2018 WORKERS' COMPENSATION CLAIM SUMMARY

	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Reportable	2	5	4	7	10	6	10						
Non-Reportable	3	3	2	3	2	4	1						
Light Duty - New	0	3	3	3	4	5	3						
Light Duty - Total	1	2	5	5	6	7	7						
TTD - New	0	0	0	1	0	3	1						
TTD - Total	3	2	2	1	0	3	3						
Denied	0	1	1	0	0	0	0						
Lost Time (days)	80	56	27	15	6	63	72						
Open Claims - New	0	0	0	7	10	10	10						
Open Claims - Total	6	6	6	17	16	19	17						
Closed Claims	6	6	0	6	1	3	7						