

INDYGO

Board Report
January 26, 2017

INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION

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INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION –INDYGO
BOARD OF DIRECTORS’ PUBLIC MEETING
AGENDA – JANUARY 26, 2017

New Business

RECOGNITIONS

ACTION ITEMS

- A – 1 Consideration of Approval of Minutes from Board Meeting held on December 8, 2016 – *Danny Crenshaw***
- A – 2 Consideration and Approval of Title VI Update – *Annette Darrow***

Old Business

INFORMATION ITEMS

- I – 1 Consideration of Receipt of the Finance Report for December 2016 – *Nancy Manley***
- I – 2 Consideration of Receipt of Operations Report for December 2016 – *Roscoe Brown***
- I – 3 Consideration of Receipt of Planning Report for December 2016 – *Annette Darrow/Justin Stuehrenberg***
- I – 4 Consideration of Receipt of Business Development Report for December 2016 – *Bryan Luellen***
- I – 5 Consideration of Receipt of Human Resources Report for December 2016 – *Phalease Crichlow***
- I – 6 CEO Update – *Mike Terry***

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

Our next Board Meeting will be Thursday, February 23, 2017

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

APPROVAL OF MINUTES

ISSUE: Attached for your review and approval are the minutes from the Board of Directors' Public Board Meeting that was held on Thursday, December 8, 2016.

RECOMMENDATION: Approve the minutes for the above listed meeting.

Jill D. Russell
General Counsel

Attachment

**INDIANAPOLIS PUBLIC TRANSPORTATION CORPORATION
EXECUTIVE SESSION
MINUTES**

THURSDAY, December 8, 2016

The Board of Directors of the Indianapolis Public Transportation Corporation held an Executive Session convening at 4:00pm, on Thursday, December 8, 2016 in the office of the President and CEO at 1501 W. Washington Street, Indianapolis, IN 46222

Board members present were:

Danny Crenshaw, Chair
Juan Gonzalez, Secretary-Treasurer
Tommie Jones, Board Member
Greg Hahn, Board Member
Greg Bedan, 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 4:50pm.

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

THURSDAY, December 8, 2016

The Board of Directors of the Indianapolis Public Transportation Corporation (IPTC) was called to order at 5:00pm, on Thursday, December 8, 2016, in the IPTC Board Room at 1501 W. Washington Street. Indianapolis, IN 46222.

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

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

Board member absent:

Alan Rowland, Vice Chair

IPTC executive Staff attending:

Michael A. Terry, President / CEO

Jill D. Russell, General Counsel

Nancy Manley, CFO/VP of Finance and Controller

Roscoe Brown, COO/VP of Operations

Phalease Crichlow, VP of Human Resources

Richard Joseph, CIO / VP of Information Technology

ACTION ITEM 1: APPROVAL OF MINUTES

Upon a motion from Juan Gonzalez seconded by Greg Hahn and unanimously passed, approval of the Minutes of the October 27, 2016 Board Meeting was given.

ACTION ITEM 2: CONSIDERATION AND APPROVAL OF IPTC BOARD MEETING DATES FOR 2017

Mike Terry, presented this action item for approval of the 2017 IPTC Board Meeting Dates.

The motion by Greg Hahn seconded by Juan Gonzalez for approval of IPTC Board Meeting Dates for 2017 passed unanimously.

ACTION ITEM 3: CONSIDERATION AND APPROVAL OF CONTRACT FOR ON-SITE CLINIC AND WELLNESS PROGRAM

Phalease Crichlow, VP of Human Resources, presented this item for approval for the awarding of the contract for the On-Site Clinic and Wellness Program to Our Health. Ms. Crichlow described the procurement process, the evaluation criteria utilized for scoring the eleven (11) proposals submitted by vendors. The four (4) highest scored proposals were invited to participate in vendor presentations on November 9, 2016. The finalists to participate were Activate Healthcare; American Health Network; CareATC and Our Health.

At the conclusion of her presentation, Juan Gonzalez thanked the staff for their work on the procurement and made the motion to reject the recommendation of Our Health and to enter into a negotiation with Activate Healthcare for a contract period not to exceed three (3) years with two (2) option years. Greg Hahn seconded the motion which passed 5-1. Board member Mark Fisher voted "No".

ACTION ITEM 4: CONSIDERATION AND APPROVAL OF RESOLUTION #2016-06 SUPPORTING 0.25% INCOME TAX DEDICATED TO TRANSIT

Mike Terry, President/CEO presented this item for approval of Resolution #2016-06 Supporting 0.25% Income Tax Dedicated to Transit.

The motion by Mark Fisher seconded by Tommie Jones to approve Resolution #2016-06 supporting a 0.25% Income Tax Dedicated to Transit passed unanimously.

ACTION ITEM 5: CONSIDERATION OF VENDOR SELECTION AND APPROVAL OF CONTRACT FOR PURCHASE OF PARA TRANSIT VEHICLES

Roscoe Brown, COO/VP of Operations, presented this item for approval of Contract for Purchase of Para Transit Vehicles with Midwest Transit Equipment.

The motion by Mark Fisher seconded by Juan Gonzalez to enter into a contract with Midwest Transit Equipment passed unanimously.

ACTION ITEM 6: CONSIDERATION OF VENDOR SELECTION AND APPROVAL OF CONTRACT FOR PURCHASE OF PARA TRANSIT VEHICLES – FOR 5310 GRANT SUB RECIPIENTS

Roscoe Brown COO/VP of Operations, presented this item for approval to enter into a purchase contract with Midwest Transit Equipment and Advantage Ford for thirteen (13) accessible vehicles for 5310 Grant Sub Recipients.

The motion by Tommie Jones seconded by Greg Bedan to enter into a purchase contract with Midwest Transit Vehicles and Advantage Ford passed unanimously.

ACTION ITEM 7: APPROVAL OF EXTENSION OF EMPLOYMENT CONTRACT FOR MICHAEL TERRY AS PRESIDENT/CEO

Board Member Juan Gonzalez, presented this item for approval of Extension of Employment Contract for Michael Terry as President/CEO.

The motion by Mark Fisher seconded by Greg Hahn to approve the Extension of Employment Contract to 180 days for Michael Terry as President/CEO passed unanimously.

ACTION ITEM 8: CONSIDERATION OF CY2017 IPTC INSURANCE PROGRAMS

Nancy Manley, CFO/VP of Finance/Controller, presented this item for consideration of policy renewals with CNA, Munich, AIG, Travelers and RSUI for property, casualty and civic insurance.

The motion by Juan Gonzalez seconded by Tommie Jones to enter into contract policy renewals with CNA, Munich, AIG, Travelers and RSUI passed unanimously.

ACTION ITEM 9: FUEL CONTRACT RATIFICATION

Pam White, Director of Procurement, presented this item for ratification of the fuel contract with Co-Alliance LLP for an amount not exceed \$3,070,500.00 over a twelve (12) month period.

The motion by Mark Fisher seconded by Greg Hahn to ratify the fuel contract with Co-Alliance LLP passed unanimously.

ACTION ITEM 10: CONSIDERATION AND APPROVAL OF TRAPEZE – ANNUAL LICENSE, MAINTENANCE AND SUPPORT RENEWAL

Richard Joseph, Chief Information Officer, presented this item for the annual license, Maintenance and Support Renewal to Trapeze Software Group to maintain the software and equipment utilized by the Company's Computer-Aided Dispatch (CAD) and Automatic Vehicle Locator (AVL) systems.

The motion by Greg Hahn seconded by Juan Gonzalez to Approve a contract with Trapeze Software Group for the Annual License, Maintenance and Support Renewal passed unanimously.

ACTION ITEM 11: CONSIDERATION AND APPROVAL OF GIRO, HASTUS – ANNUAL LICENSE, MAINTENANCE AND SUPPORT RENEWAL

Richard Joseph, Chief Information Officer, presented this item for the Annual License, Maintenance and Support Renewal of the GIRO software program HASTUS, utilized by the Company to assist in managing route planning and dispatch operations.

The motion by Juan Gonzalez seconded by Tommie Jones to Approve a contract with Giro, Hastus for the Annual License, Maintenance and Support Renewal passed unanimously.

INFORMATION ITEM 1: MOBILITY ADVISORY COMMITTEE (MAC) UPDATE

Addison Pollock, MAC Chair, presented an update for MAC

The report was accepted

INFORMATION ITEM 2: FINANCIAL REPORT – NOVEMBER 2016

Nancy Manley, CFO, VP of Finance and Controller presented the financial report for the month of October 2016.

The report was accepted

INFORMATION ITEM 3: OPERATIONS DIVISION REPORT-NOVERMBER 2016

Item was presented by Roscoe Brown, COO/VP.

The report was accepted.

INFORMATION ITEM 4: PLANNING UPDATE

Director of Special Transit Projects Justin Stuehrenberg presented the report.

The report was accepted

INFORMATION ITEM 5: CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR NOVEMBER 2016

Director of Public Affairs Bryan Luellen provided the report.

The report was accepted

INFORMATION ITEM 6: CONSIDERATION OF HUMAN RESOURCES NOVERMBER 2016

VP of Human Resources Phalease Crichlow delivered the report.

The report was accepted

INFORMATION ITEM 7: CONSIDERATION OF CEO REPORT:

Michael Terry, President/CEO, acknowledged and thanked Jason Dudich and Jennifer Jones of LHD for their help in containing IndyGo's health care costs and thanked the Board and Staff for a great 2016.

The Board accepted the report.

ADJOURNMENT:

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

Jill D. Russell
General Counsel

TO: Chair and Board of Directors

FROM: Annette Darrow
Director of Planning

REQUEST FOR ADOPTION OF TITLE VI POLICIES AND PROGRAM – RESOLUTION 2017-01

Background: Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance. To provide guidance on this issue, the Federal Transit Administration (FTA) issued Circular 4702.1B in October 2012 which outlines Title VI compliance procedures for recipients of FTA-administered transit program funds. As a recipient of FTA-administered federal funding, IndyGo must meet the requirements established in this document.

An updated IndyGo Title VI Program is due to the FTA on February 1, 2017. Under the FTA guidelines, IndyGo is required to seek review and approval of key components of its Title VI program by the IndyGo Board of Directors. This includes

- **Approval of the 2016 Service Improvements Service Equity Analysis:** The service improvements implemented by IndyGo in 2016 for the opening of the Julia M. Carson Transit Center meet the criteria for a “major service change.” A Service Equity Analysis was completed to ensure a fair and equitable distribution of service changes throughout the IndyGo service area. The analysis found no disparate impacts to minority populations and no disproportionate burdens to low-income populations as a result of the 2016 service improvements. This restructuring plan and analysis was formally adopted by the board at the April 23, 2015 meeting. The Title VI Program follows and has no appendices attached, but the full report is on file and available to the public at the IndyGo Administrative Office and on-line at www.IndyGo.net.

If approved, IndyGo will submit the final board adopted program and policies to the Federal Transit Administration by February 1, 2017.

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Recommendation: Adopt the IndyGo 2017 Title VI Program.

Annette Darrow
Director of Planning

**2017 Title VI Program Update
for Adoption by
The IndyGo Board of Directors**

Resolution 2017-01

The following is a The Title VI Program and has no appendices attached, but the full report is available to the public at IndyGo Administrative Offices and on-line at www.IndyGo.net. Approval by the IndyGo Board of Directors will be noted as Appendix G of the Title VI report that will be submitted to the Federal Transit administration no later than February 1, 2017.

This program was adopted by the I.P.T.C. Board of Directors **Resolution No. 2017-01**. Board approval date January 26, 2017.

FOR:

AGAINST:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

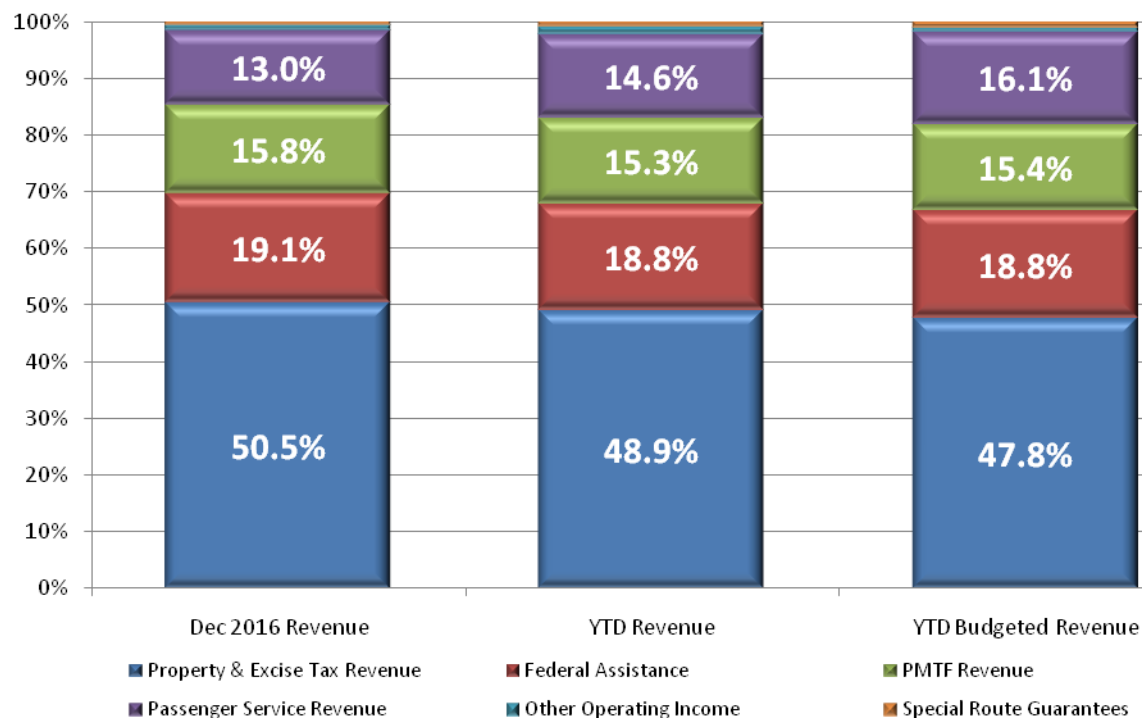
ATTEST: _____

To: Chair and Board of Directors

From: Nancy Manley- Controller

FINANCIAL REPORT – DECEMBER 2016
Notes to the Comparative Statement of Activities – General Fund
For the month ending December 31, 2016

Revenue Comparison
By Funding Source



FTA Assistance

Year-to-date the revenue from FTA assistance was over budget by 1.0%. Staff did a great job managing all eligible preventative maintenance expenditures during the year.

Other Operating Income

Other Operating Income YTD remains over budget by 73%. IPTC was able to negotiate a higher advertisement revenue during the last solicitation process.

Passenger Service Revenue

This revenue is under budget expectation YTD by 9%. There have been challenges reconciling sales over the past six months so this line item will be reviewed in more detail to ensure all revenue has been reported accurately.

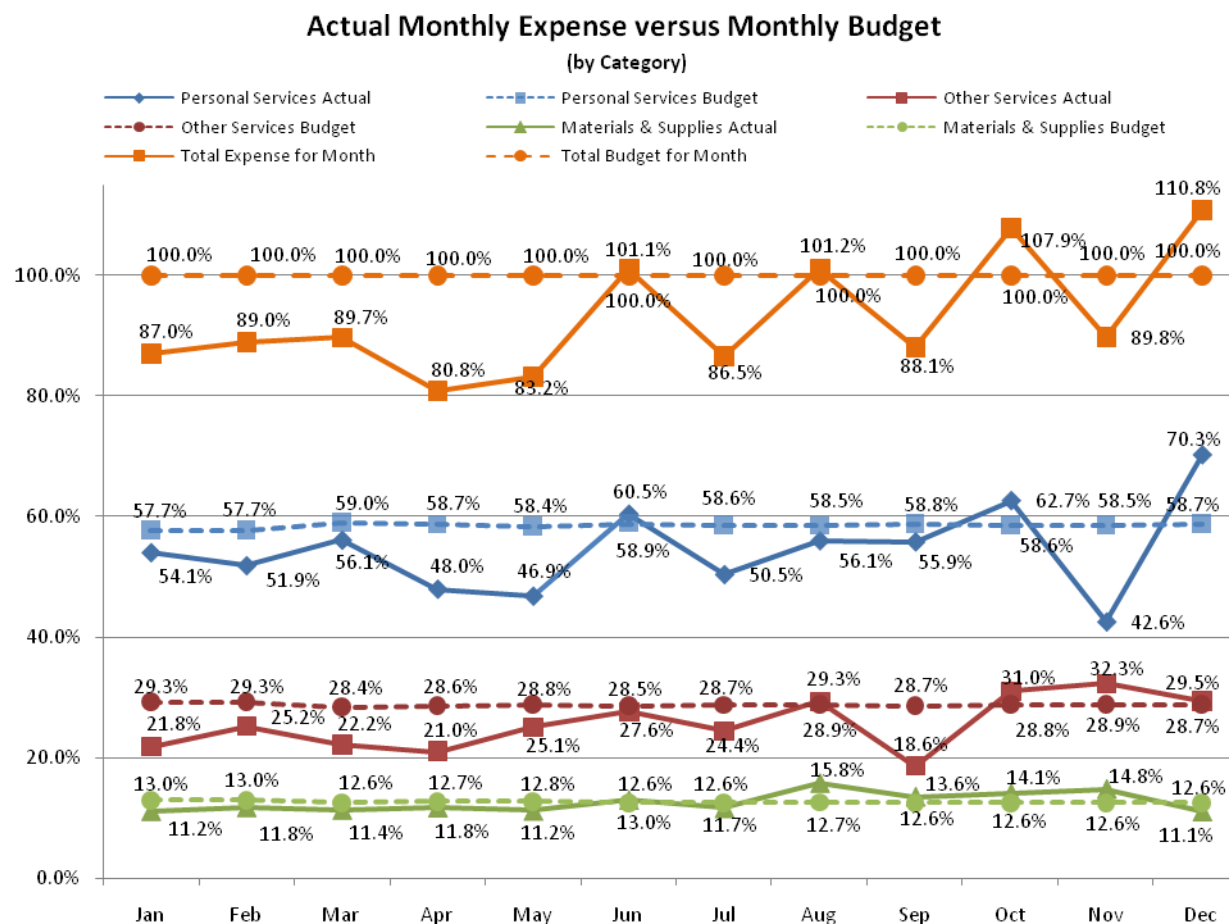
Public Mass Transportation Fund

The entire distribution from the State was received by IndyGo for the year and equaled the budgeted amount of \$10,710,540.

Total Revenue

Year-to-date revenue through December 31, 2016 was 1% over budget projections.

Expenditures



Personal Services

Overall, Personal Services are trending 5% under budget YTD. This has been the trend all year. Overtime was still running slightly higher than expected but continues to be offset by lower than projected salary expenses. Fringe Benefits ran 12% over budget YTD and 19% over in December.

Claims

In December, claims were 27% under projections and YTD were reported at 17% under budget. This is due to the nature of the claims and timing of when they are settled.

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Services

There was an uptick in services the last few months of 2016, for the year services were below expectations by 14% however, in December services were 40% over budget. The direct cause of this increase was the payment of two security service invoices in December which resulted in a higher than projected expense for the month. There was also an increase in advertising and consulting activities in November related to open enrollment which were paid in December.

Materials and Supplies

There were noticeable increases in Other Materials and Supplies in December putting that line item 117% over budget projections. This was due to the purchase of hardware and software needed for a number of projects which began in December, such as the ERP system.

Overall Materials and Supplies categories remain slightly over budget YTD by 2%.

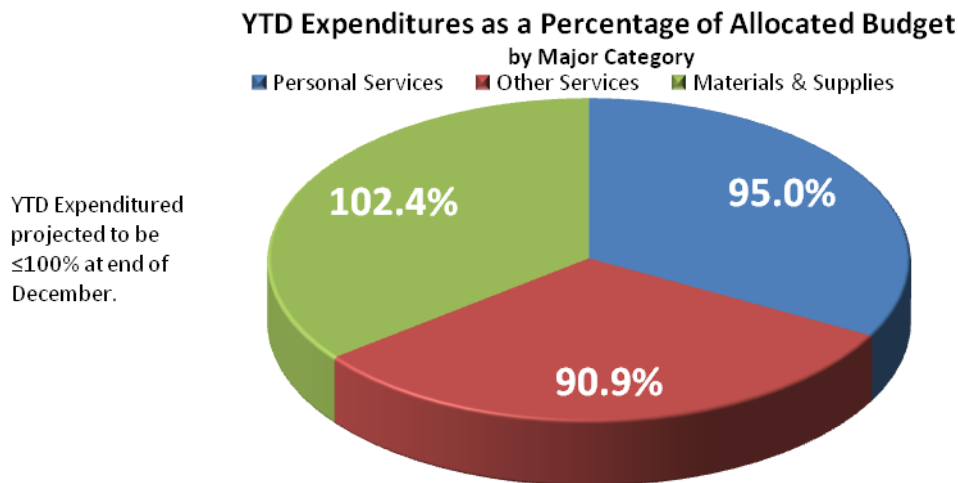
Total Expenses

Total expenses in December were 11% over the appropriated budget. Contributing factors include increase in overtime, service activities and supplies.

SUMMARY

Year-to-date spending continues to remain less than budget allocation coming in at 5% under anticipated levels.

Expenses were higher than revenue received in the month of December. The cumulative YTD expenditure goal set through the end of December was $\leq 100\%$. Collectively, total expenditures for the three main expense categories came in at 96.1%.



Nancy E. Manley

Vice President/CFO/Controller

OPERATIONS DIVISION REPORT DECEMBER 2016

1-26-167

Item No. 1 – 2

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

CONSIDERATION OF OPERATIONS DIVISION REPORT FOR DECEMBER 2016

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- November/December 2016

TRANSPORTATION

EMPLOYEE RECOGNITION

November/December Employees of the Month:

Reginald Taylor/Scott Duncan

COMMENDATIONS

The following Transportation employees were recognized for their extraordinary customer service during the month of November and December 2016:

November compliments:

Joetta Camden, James Denton, and Beth Murray

December Compliments:

Roger Bobbitt, Andy Carpenter, Roy Dishno, Yolanda Lee, Anthony Mance, Eleanor Northington, Pamela Ricks, Gregory Scott, Ethel Stockdale and Mark Wills

The following operators achieved an on-time performance rating of 90% or better during the month of November and December. 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 November is Harding Besley and December's winner is Lakisha Williams.

Nov			Dec		
1. ROGER BOBBITT	8121	98%	1. BETH MURRAY	8218	98%
2. BURT GARCIA	8479	97%	2. ANTHONY COX	1180	97%
3. BRYANT REED	8371	96%	3. ROSE ANDERSON	8473	97%
4. RHONDA WATTS	8271	95%	4. JENNIFER JOURNEY	8235	96%
5. DEXTER DAVIS	1417	95%	5. DEXTER DAVIS	1417	95%
6. RACHEL COMER	8665	95%	6. MICHAEL HALE	2451	95%
7. ROSE ANDERSON	8473	94%	7. RACHEL COMER	8665	95%
8. DENNIS CLARK	1022	94%	8. DENNIS CLARK	1022	95%
9. STEPHEN THEIN	5963	94%	9. BRIAN ANTONIO	0237	95%
10. TERRY LAGRONE	8727	93%	10. DEWAYNE SIMS	8456	95%
11. GENEVA HARTWELL	2581	93%	11. CHRISTOPHER	8701	94%

12. HARRY FOX	1981	93%
13. ATLANTA SMITH	8655	93%
14. JENNIFER JOURNEY	8235	93%
15. CORENE WELLINGTON	8125	93%
16. MICHAEL HALE	2451	93%
17. RAY WRIGHT	6979	93%
18. RON BURTON	0798	92%
19. TAMANIKA MORROW	8627	92%
20. SEAN COX	1190	92%
21. ANTHONY COX	1180	92%
22. LAKISHA WILLIAMS	8174	92%
23. DONNA LANGFORD	1421	92%
24. HARDIN BESLEY	8794	91%
25. ADRIAN LEWIS	8192	91%
26. WESLEY ROBERTSON	8488	91%
27. SCOTT DUNCAN	8523	91%
28. BILLY CRUTCHER	8041	91%
29. MARY WILLIAMS	6709	91%
30. TAWANA CLAYPOOL	8366	91%
31. TAMARA SMITH	8629	91%
32. SANDRA HOOK	8430	90%
33. VANORA PERKINS	8652	90%
34. DEBORAH NEWELL	8577	90%
35. ROY DISHNO	8319	90%
36. KENNETH DAVIS, SR.	8462	90%
37. DEWAYNE SIMS	8456	90%
38. CALVIN JACKSON	8213	90%

FLETCHER		
12. TAMANIKA MORROW	8627	94%
13. DAVID JOY	8726	94%
14. VICTOR GARRETT	2163	94%
15. BURT GARCIA	8479	94%
16. SCOTT DUNCAN	8523	94%
17. MARY WILLIAMS	6709	94%
18. TAWANA CLAYPOOL	8366	93%
19. JONATHAN JACKSON	8739	93%
20. RON BURTON	0798	93%
21. STEVEN JONES	8340	93%
22. TERRY LAGRONE	8727	93%
23. RAY WRIGHT	6979	93%
24. VANORA PERKINS	8652	92%
25. BILLY CRUTCHER	8041	92%
26. KEVIN MALLORY	8400	92%
27. ROBERT FEIOCK	8620	92%
28. ARTHURENE THOMPkins	8065	92%
29. RHONDA WATTS	8271	92%
30. LAURA BECK	8445	92%
31. ADRIAN LEWIS	8192	91%
32. TAMARA SMITH	8629	91%
33. ROY DISHNO	8319	91%
34. CALVIN JACKSON	8213	91%
35. ADAM BURKE	8432	91%
36. ALEXANDER WEAH	8603	91%
37. DILEXI GONZALEZ	2277	91%
38. MATTHEW ERVIN	8815	91%
39. WESLEY ROBERTSON	8488	90%
40. DAVID MADYUN	8399	90%
41. EFRAIN AMAYA	0224	90%
42. GENEISHA BERRY	8686	90%
43. LAKISHA WILLIAMS	8174	90%
44. BEVELYN ROBINSON	8194	90%
45. RONALD SKATES	8720	90%
46. SANDRA HOOK	8430	90%
47. CATHERINE NANCE	8741	90%
48. JANIE JONES	8544	90%
49. GREGORY SCOTT	8719	90%

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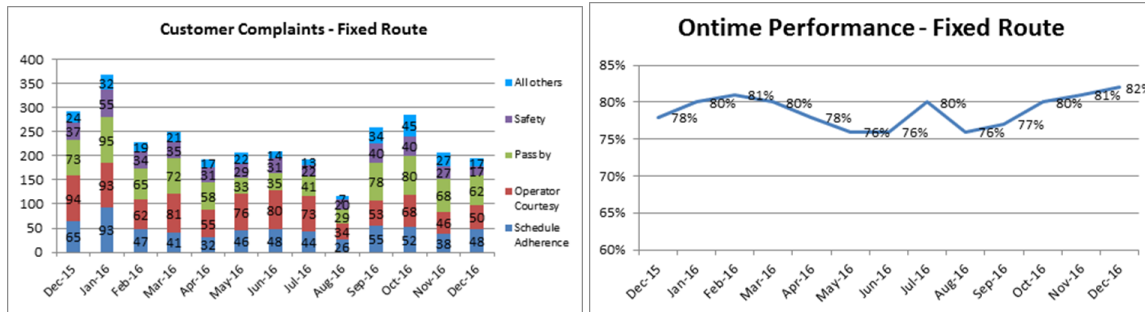
**Fixed
Route
Update:**

During this reporting period, the Transportation and Training and Safety Department

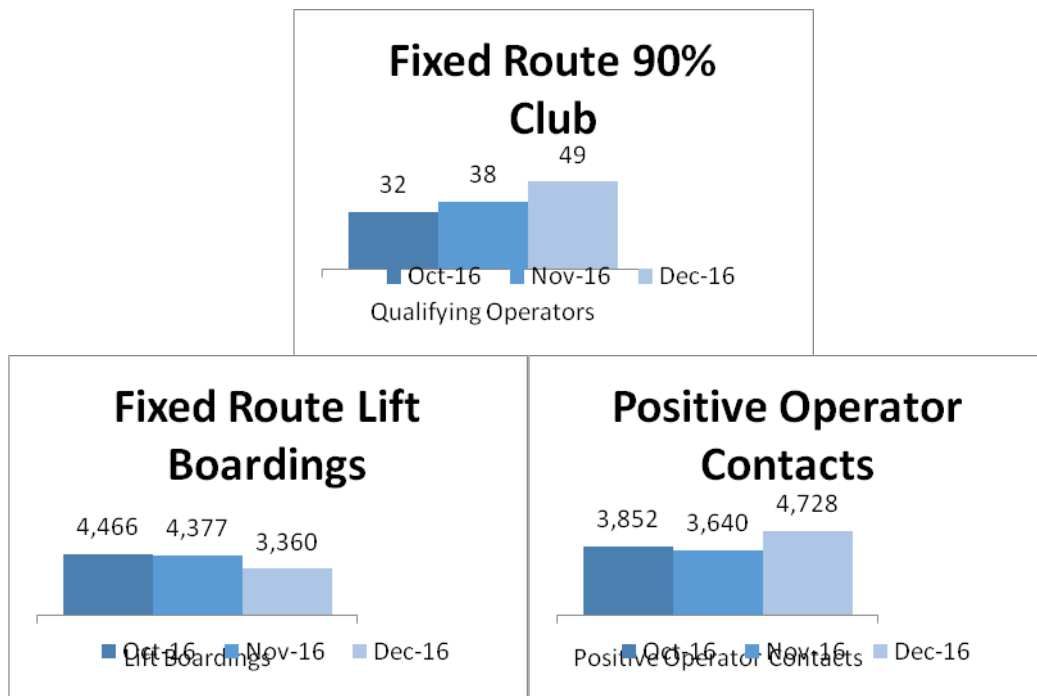
personnel attended a Tornado table top exercise at the Emergency Operations Center. The

Transportation Department team also attended a meeting with IFD personnel for emergency operation plans and procedures.

Service Delivery Data:



Key Performance Indicators



Positive Operator Contacts represent every time a Transportation Supervisor engages a Professional Coach Operator whether it be on site at an IndyGo or by visiting their coach

COMMUNITY OUTREACH

Operations had representatives attend the following community stakeholder meetings:

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

MAINTENANCE

Many milestones in Maintenance were achieved for the 2016 year, completion of the first full year operation of the zero emission electric buses (ZEPS). The 21 buses ran a half million miles using just over 740,000 KWH (kilowatt hour) with a total energy cost for the fleet of 21 buses at \$51,828 or \$2,468 per unit. In comparison, the average diesel bus runs approximately 45,000 miles per year and gets an average of five (5) miles to the gallon. The total gallons used by one diesel bus per year is around 9000 gallons and at \$1.98 per gallon = \$17,820 per unit per year. So comparing fuel cost, we ran 21 electric buses for the same cost of running three (3) diesel buses.

Through collaborations and partnerships, the Maintenance Department continued to address training updates with quarterly onsite training session with Cummins Engine. EnerDel Inc., a lithium battery manufacturer based here in Indianapolis, also provided a 40-hour training class valued over \$5000.00 per person, and two of our electric bus experts were able to attend for free as guests of Enerdel. Allison Transmission continues to support IndyGo with hands on training as well. APTA Zero Emission Bus (ZEB) group continued meeting throughout the year and is within weeks of releasing the first standards for zero emission buses. IndyGo Maintenance Director was also a guest speaker at APTA Bus and Para-Transit conference, CalStart (clean transportation) conference and the annual BusCon conference.

Through the use of Wheelchair Ramp PM Predictive Maintenance, the Maintenance Department has seen a substantial drop in wheelchair ramp malfunctions and related issues. There should be a drop in ramp related pull offs this winter with the wheel chair ramp pm being completed more consistently. It is the hope of the Predictive Maintenance Department to push the number of completed 6 Month Wheel Chair Ramp Pm's to over 500 this new year.

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 to meet its goals for the New Year as well as help to make all of the vehicles safer and easier to diagnose for leaks.

Maintenance has increased the monthly regen process with the use of diesel particulate filters (DPF) and usage of catalysts have drastically decreased. The filters are designed to remove diesel particulate matter and soot from the exhaust gas of the diesel engines. The catalyst lowers the soot combustion temperature allowing the filter to self-regenerate during periods of high exhaust temperature. This saves on the amount of filters and catalyst the store room sends out to be cleaned, and this process helps the environment.

IndyGo provided bus passes and prizes for 100 kids attending the Catch The Stars Foundation, "A Conversation with our Future" event. Vicki Learn, IDYGO Director of Maintenance has led this IndyGo Community Engagement initiative with the support of many IndyGo volunteer team members. The goal was to have conversations about bridging the division between police and minority youth. There will be more group "Conversations" scheduled for 2017 as the initial launch was well received and many young adults have a broader view on their future and looking at hope instead of despair.



Pictured retiring Colts player Robert Mathis

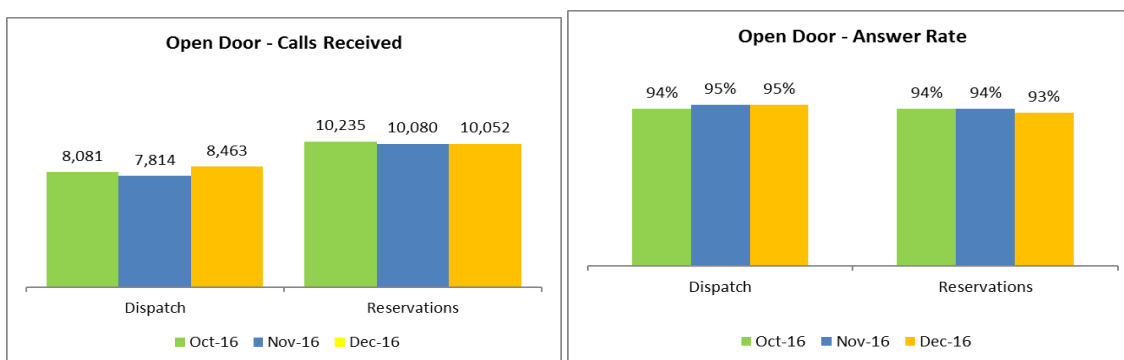


Pictured is the team of Facilitators including Supervisor Tonya Morrison

FLEXIBLE AND CONTRACTED SERVICES

Director of Flexible and Contracted Services, Paula Haskin, was in attendance at this year's Indiana Conference on Disability where the theme was "Creating a Culture of Change." The main focus of the key note speakers was aimed at the barriers and victories regarding the disability rights movement as well as the changes made in the services and supports available for people with disabilities.

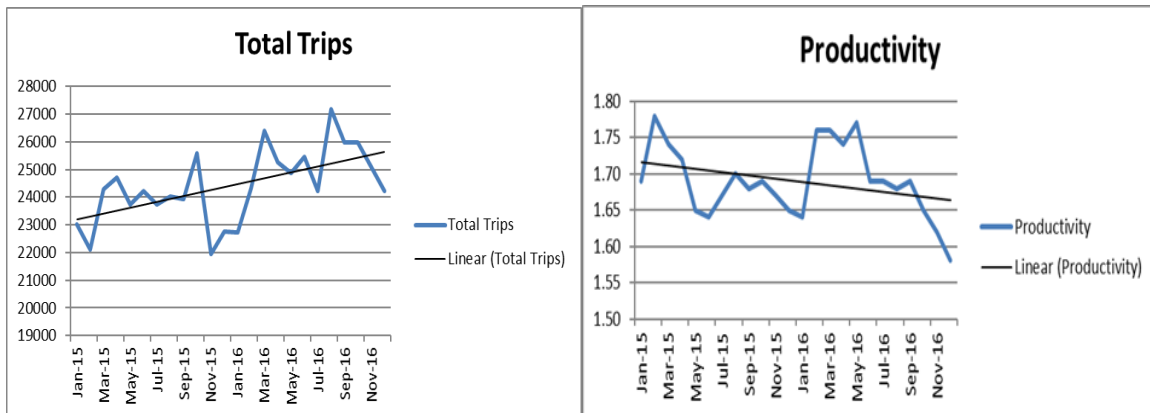
Open Door reservations and dispatch call comparison chart: Telephone response performance for both reservations and dispatch in Open Door is shown in the charts below. Staff continues to monitor and evaluate the call response performance and work toward a minimum answer rate of 95%, which was achieved by the dispatch area for the month. In 2016, the dispatch area received a total of 106,604 calls, with an average answer rate of 93%. The reservations department received 119,944 calls with an average answer rate of 93%.

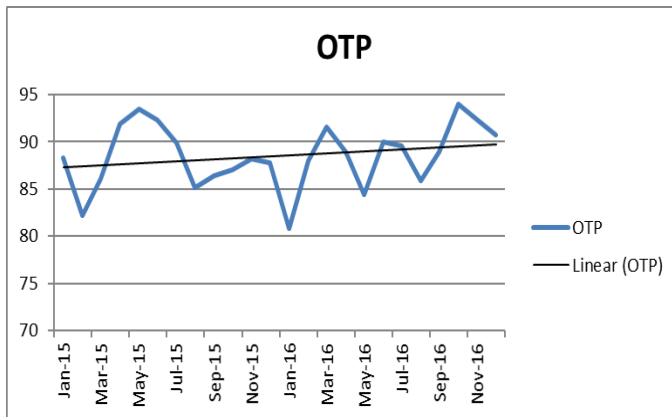


There are many service level indicators monitored by Open Door staff such as ridership, on time performance, productivity, and excessive ride times. Increased ridership brought about many challenges for paratransit in 2015 and 2016 which were met by several meetings with outside agencies to schedule/reschedule employee trips and setting up subscription rides that worked for both the employing agency, passenger, and Open Door. Additionally, efficient run selections and picks were scheduled throughout the year to change routes to meet the fluctuation in passenger needs.

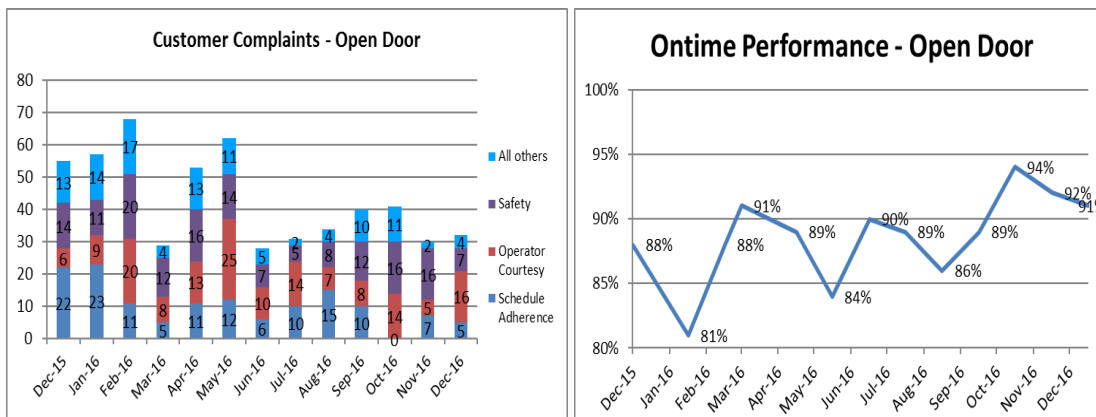
The charts below show totals and averages of several of the above mentioned indicators. Although passenger trips increased monthly by an average of 1155 trips (2015 to 2016) on time performance was increased on average by 1% and productivity remained unchanged. Average passenger trips rose from 23,674 to 25,124 and many months show an increase of 2,000 to 3,000 trips from 2015-2016.

MV IndyGo Open Door Trips/OTP Analysis 2015 - 2016					
Month	Total Trips	Change From Prev Year	OTP	Change From Prev Year	Productivity
Jan-15	23030		88%		1.69
Feb-15	22117		82%		1.78
Mar-15	24290		86%		1.74
Apr-15	24709		92%		1.72
May-15	23733		93%		1.65
Jun-15	24223		92%		1.64
Jul-15	23727		90%		1.67
Aug-15	24020		85%		1.70
Sep-15	23940		86%		1.68
Oct-15	25572		87%		1.69
Nov-15	21956		88%		1.67
Dec-15	22770		88%		1.65
Jan-16	22714	-316	81%	-7%	1.64
Feb-16	24310	2193	88%	6%	1.76
Mar-16	26412	2122	91%	5%	1.76
Apr-16	25262	553	89%	-3%	1.74
May-16	24866	1133	84%	-9%	1.77
Jun-16	25470	1247	90%	-2%	1.69
Jul-16	24234	507	89%	-1%	1.69
Aug-16	27168	3148	86%	1%	1.68
Sep-16	25969	2029	89%	3%	1.69
Oct-16	25986	414	94%	7%	1.65
Nov-16	25097	3141	92%	4%	1.62
Dec-16	23998	1228	91%	3%	1.58
	Average Monthly Change	1155.33			





SERVICE DELIVERY DATA:



GRANTS (Recap of 2016):

A Call for Projects was held March 29, 2016 in which ten (10) representatives from various organizations attended. Representatives received training on the requirements of Title VI as well as information regarding IPTC's responsibility for sub recipient compliance. Of the available \$423,534 in Section 5310 funding, five (5) sub recipients applied and were awarded grants for vehicle replacements. The delivery of thirteen vehicles will occur in mid-2017.

FACILITIES

The Julia M. Carson Transit Center opened in June 2016 and continues to see high customer use levels. More people are now moving inside the building while waiting on their designated bus during the cold weather which has put the large customer waiting area to great use.

Customers continue to be very complimentary of the building and grounds, as well as the ease to move from place to place to locate their designated buses. Real time signage, and the use of the Road Supervisors and Transit Police all helping to guide customers to their next bus has been well received by customers. IndyGo customers have remarked on the increased sense of security with these personnel visible.

Also, during 2016:

The Harding Street Facility Lighting Upgrade Project was completed. The added exterior LED lighting has increased employee and community safety. The exterior upgrades in fuel, treasury, body shop and steam room areas have enhanced the work space conditions for employees completing these job functions.

The Dome Roof Project was completed. This project reduced the number of water and air leaks in the dome roof area. Completion of the project also increased the aesthetics of the building within the community as well as to IndyGo employees.

The Fuel and Wash Replacement Project was put on hold until later in 2017.

The One Megawatt Solar Farm Project on the IndyGo main building roof completed its first full year of service and is performing above expectations and generating energy equivalent to charge many of the 21 Electric Buses daily.

During the fourth quarter of the year IndyGo recycled 2,820 gallons of used oil making the grand total of used oil recycled for the whole year a total of 12,965 gallons of used oil recycled in 2016. Also during the fourth quarter of the year IndyGo recycled 13 – Fifty-Five Gallon Barrels of used oil and fuel filters for a total of 57 – Fifty Five Gallon Barrels of used oil and fuel filters recycled in 2016

During the month of December IndyGo replaced 17 Bus Stop Signs and 4 shelter glass windows.

SECURITY, SAFETY AND TRAINING

SAFE DRIVERS

The following Operators were recognized for their safe driving:

Jerome Norris -	19 Years
Khadijah Badiane-	12 Years
Daron Washington -	11 Years
Michelle Rivers -	8 Years
Adrian Lewis -	7 Years
Beth Rodenbeck -	6 Years
Pamela Williams -	6 Years
Roger Bobbitt -	4 Years
Donna Jandreau -	4 Years
Malinda Wesley -	4 Years
Tawana Claypool -	3 Years
Damien Lapsley -	3 Years
Jowanna McGhee -	2 Years
Taquinda Simmons -	2 Years
Lelia Watts -	2 Years
William Wilson -	2 Years
Lance Howard -	1 Year
David Joy -	1 Year

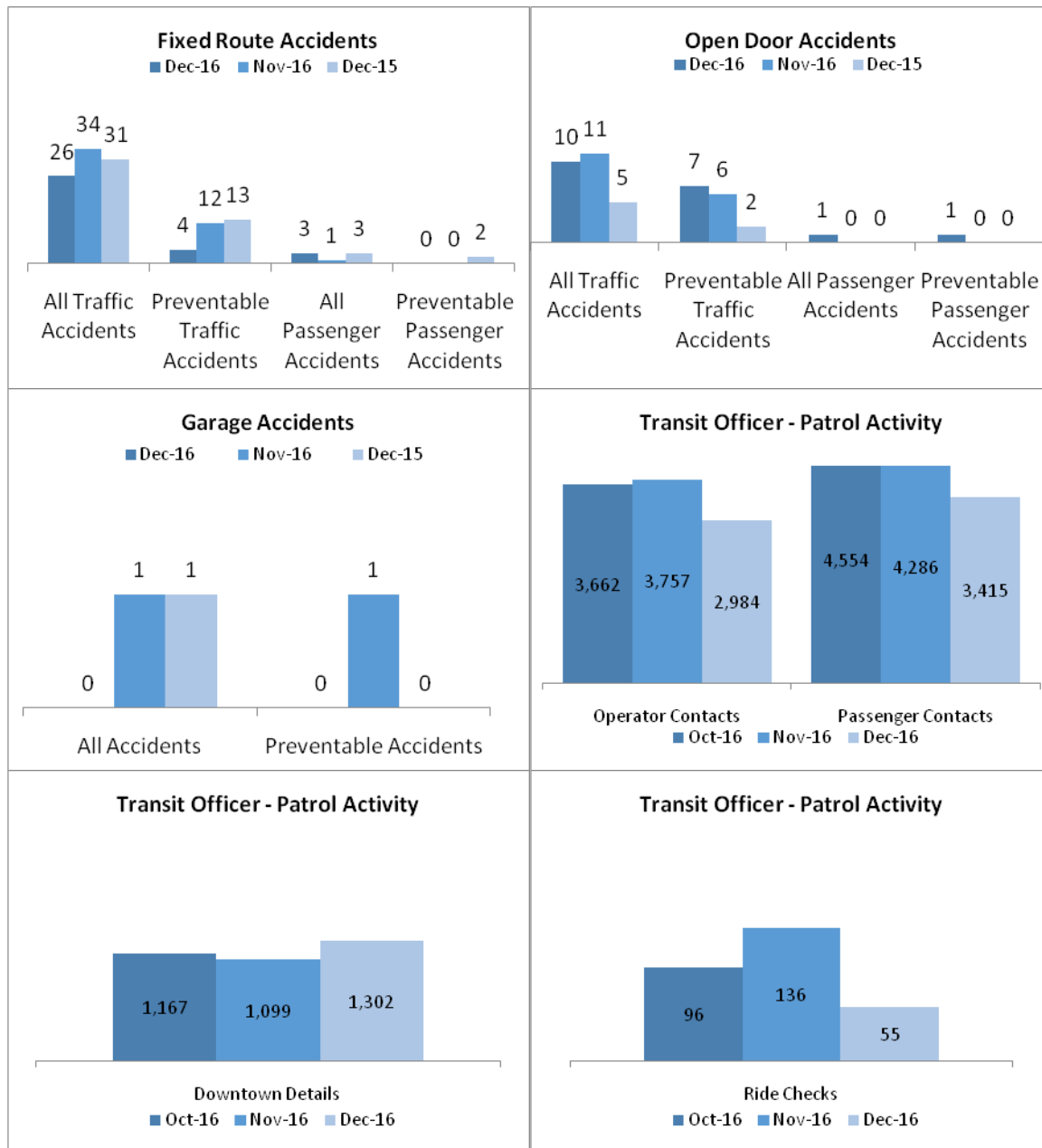
IndyGo and Safe Metrics, IndyGo's Environmental Management Services contractor, held its quarterly meeting. The meeting covered the progress of goals that were set for the 2016 year. Some of the goals that IndyGo worked on in 2016 were recycling, energy usage, and hazard waste disposal to name a few. IndyGo safety staff and Safe Metrics will be holding its annual recap meeting in late February or early March to report to the executive staff the results of 2016.

IndyGo Class #16-07, which began on November 7, 2016, with 13 fixed route operator trainees, have completed the route familiarization phase of the training program. One operator, a return employee, has completed the training program and has been transferred to operations. Of the remaining 11 students, they will be starting their subbing-in phase of training and should be released to operations by mid-January.

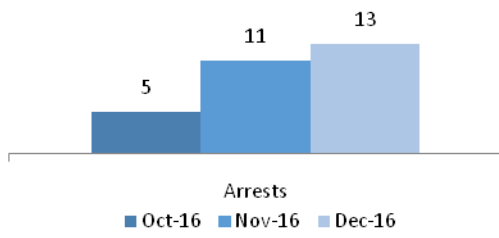
The following training sessions were conducted in December:

Staff performed the following trainings:

- 11 operator that has preventable accident retraining.



Transit Officer - Patrol Activity



PLANNING & SPECIAL PROJECTS REPORT

1-26-17

Item I – 3

TO: Chair and Board of Directors

FROM: Annette Darrow, Director of Planning

Justin Stuehrenberg, Director of Special Transit Projects

PLANNING & SPECIAL PROJECTS UPDATE

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

Recommendation:

Receive the report.

PLANNING

The new transit center has been open for six months. With the magnitude of changes to the entire bus network, it takes time for new patterns and travel trends to emerge. In October 10+ routes had timing adjusts to better meet schedules due to system changes. In February another 5 routes will have adjustments to further improve on time performance.

The MPO in partnership with IndyGo is conducted an on board passenger survey that took place from Labor Day running through Thanksgiving. This type of survey is now required every five years. The survey captured demographic information which is used for Title VI reporting as well as travel patterns. The data will be used for the MPO travel demand model as well as for IndyGo service planning. IndyGo used this data for analysis for our Title VI update that is due to FTA on February 1, 2017. The Title VI report has been completed and will be presented at the January board meeting for adoption.

The Hastus 2015 software upgrade took place on August, 12. There are two of three new modules and other features that will roll out in the first half of 2017. Employee Performance Management and Self-Service will be deployed as well as the FMLA feature in the Daily module. The third module – ATP – was deployed at the same time as the system upgrade in August 2016.

Staff is being the work to start putting the Marion County Transit Plan bus network in the Hastus scheduling system. The full system build out in the Hastus scheduling software will enable IndyGo to better refine staffing and vehicles levels required to provide service.

RIDERSHIP

Current Month			IndyGo	Year to Date		
Dec-15	Dec-16	% Change	Fixed Route Ridership	2015	2016	% Change
15,535	14,341	-7.7%	2 E. 34th St.	205,963	186,760	-9.3%
24,636	21,126	-14.2%	3 Michigan St.	310,799	293,620	-5.5%
16,997	13,175	-22.5%	4 Fort Harrison	224,884	185,002	-17.7%
29,055	16,806	-42.2%	5 E. 25th	361,832	275,532	-23.9%
	11,488		6 N. Harding		73,988	
124,992	117,923	-5.7%	8 Washington St.	1,500,438	1,479,978	-1.4%
95,839	84,642	-11.7%	10 10th St.	1,172,289	1,127,328	-3.8%
4,154	2,977	-28.3%	11 E. 16th St.	51,991	42,791	-17.7%
5,819	4,922	-15.4%	12 Minnesota	72,756	66,594	-8.5%
3,138	3,044	-3.0%	13 Raymond	37,844	37,689	-0.4%
10,526	9,613	-8.7%	14 Prospect	121,201	117,479	-3.1%
19,948	17,635	-11.6%	15 Riverside	255,005	240,652	-5.6%
10,860	10,625	-2.2%	16 Beech Grove	135,578	137,525	1.4%
23,352	19,419	-16.8%	17 College	294,265	274,244	-6.8%
15,543	10,356	-33.4%	18 Nora	199,381	162,008	-18.7%
29,558	36,268	22.7%	19 Castleton	363,512	405,843	11.6%
14,176	12,053	-15.0%	21 East 21st St.	179,048	162,814	-9.1%
10,549	10,754	1.9%	22 Shelby	127,816	130,175	1.8%
8,456	9,164	8.4%	24 Mars Hill	120,313	117,692	-2.2%
14,615	13,271	-9.2%	25 W. 16th St.	187,443	175,723	-6.3%
15,738	14,018	-10.9%	26 Keystone	194,289	181,149	-6.8%
14,720	12,029	-18.3%	28 St. Vincent	188,650	170,476	-9.6%
8,609	6,655	-22.7%	30 30th St.	114,232	103,622	-9.3%
22,922	21,786	-5.0%	31 Greenwood	314,266	284,959	-9.3%
26,930	23,106	-14.2%	34 Michigan Rd.	333,537	312,806	-6.2%
41,534	36,982	-11.0%	37 Park 100	494,311	476,078	-3.7%
33,715	29,364	-12.9%	38 Lafayette Square	433,522	398,560	-8.1%
103,790	94,466	-9.0%	39 E. 38th St.	1,272,085	1,222,537	-3.9%
5,089			50 Red Line	65,459	27,224	
4,144	3,402	-17.9%	55 English	46,850	50,402	7.6%
10,995	10,500	-4.5%	86 86th Street Crosstown	129,924	134,390	3.4%
12,056	11,175	-7.3%	87 Eastside Circulator	141,860	133,618	-5.8%
715	69		Others	15,262	3,744	
778,705	703,154	-9.7%	Total	9,666,605	9,193,004	-4.9%

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.

Dec-15	Dec-16	% Change	Flexible and Contracted Services	2015	2016	% Change
23,604	22,711	-3.8%	Open Door Riders on Fixed Route	277,222	303,039	9.3%
23,583	23,998	1.8%	Open Door	285,024	301,484	5.8%
864	825	-4.5%	Open Door Taxi Vouchers	9,648	9,316	-3.4%
26,817	17,749	-33.8%	31 Day S-Pass	385,341	279,791	-27.4%

RED LINE

The Red Line design is moving forward. CDM Smith delivered 90% plans for the Capitol Avenue portion of the corridor, which are currently in review. 90% Plans for the remainder of the corridor are expected in March.

Preliminary individual outreach has begun along the corridor with key stakeholders. The purpose of this outreach is to understand the concerns and issues that may come about as a result of construction. Items such as business access and deliveries are being considered for incorporation into the construction schedule. Additional public open houses have been scheduled for March 2017.

The Federal Government is currently operating under a Continuing Resolution until April 28th, therefore it is not expected that a congressional appropriations bill will be passed until March or April. As a result, the IndyGo has requested a Letter of No Prejudice (LONP) which would allow us to move ahead with construction until grant funds come in. We are waiting on the approval of the LONP.

IndyGo and CDM Smith continue to make tweaks to the station design. Discussions about materials and features have been ongoing. Highlights include exploring bollard placement, wayfinding signage, and whether or not to implement a snow melt system into the platforms.

The internal IndyGo team continues work on development of the project focusing on the Project Management Plan, Public Involvement Plan and Operations Plan. Construction management firm HNTB is conducting final design reviews and guiding the project through bid and construction.

Finally, the Red Line team is currently procuring a web-based construction management software tool. This tool will allow much more secure and efficient document flows, such as field inspection reports, as well as provide real-time snapshots of project status. It is expected that a vendor recommendation will be brought to the board in February.

PURPLE AND BLUE LINE

Preliminary discussions are beginning around planning for the Purple and Blue Lines. IndyGo has secured a CMAQ grant for \$2M to advance the Purple Line environmental study and design. Project activities are spooling up now in order to be prepared for a Small Starts grant application in August of this year. It is expected that the selection of a firm to complete the Purple Line design will be brought to the board in March.

Both the Purple and Blue Lines will be much more infrastructure-heavy than the Red Line because there are long stretches of both corridors without any sidewalks or stormwater drainage and the existing sidewalk and pavement conditions are very poor in some sections. We will be working with the city to form creative partnerships to make those corridors major assets for the city.

Annette Darrow
Director of Planning

Justin Stuehrenberg
Director of Special Transit Projects

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

CONSIDERATION OF BUSINESS DEVELOPMENT REPORT FOR JANUARY 2017

ISSUE:

A report of IndyGo Business Development will be presented at the board meeting.

RECOMMENDATION:

Receive the report.

Bryan Luellen
Director of Public Affairs

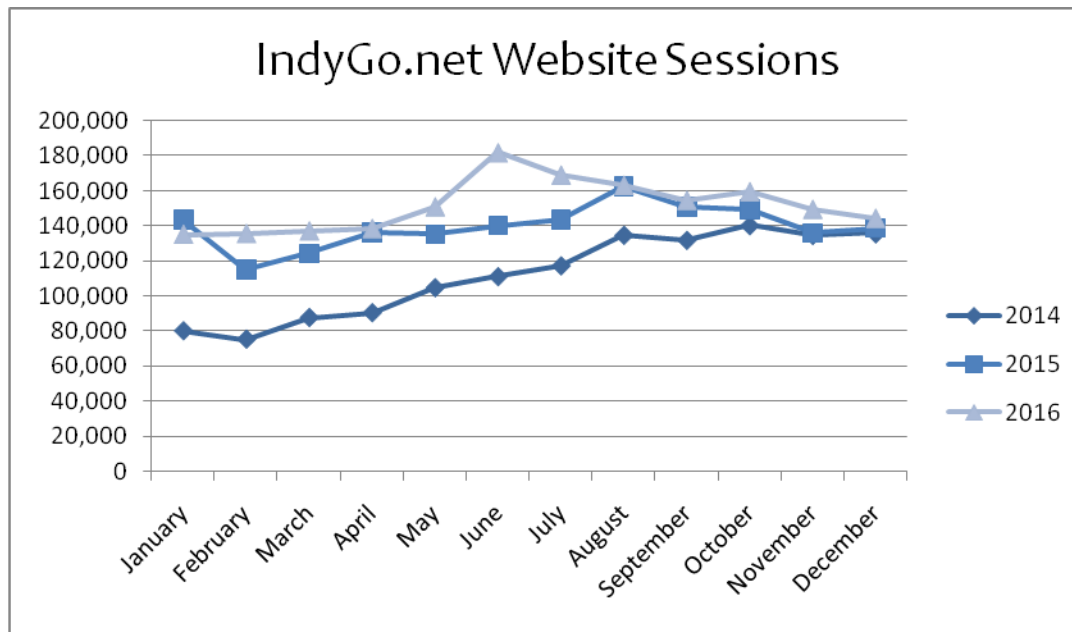
Attachments

Contributing Staff includes:

Chauncyia Coleman, Manager of Customer Service
Lauren Day, Manager of Marketing and Communications
Allison Potteiger, Communications Specialist
Betsy Sattler, Graphic Specialist
Ellen Forthofer, Communications and Outreach Coordinator

INDYGO.NET MONTHLY SESSIONS 12/1/16 – 12/31/16:

Page Views	337,384
New /Returning Visitors	32,093/112,099
Total Sessions	144,192



Month	Mobile	Desktop	Tablet	New	Returning
January	82.54%	14.65%	2.82%	25.55%	74.45%
February	78.80%	18.03%	3.17%	27.85%	72.15%
March	79.25%	17.64%	3.10%	26.91%	73.09%
April	79.79%	17.49%	2.72%	27.19%	72.81%
May	78.55%	18.37%	3.08%	29.30%	70.70%
June	77.25%	19.49%	3.26%	28.47%	71.53%
July	79.42%	17.29%	3.28%	25.81%	74.19%
August	80.32%	16.96%	2.72%	24.75%	75.25%
September	82.08%	15.51%	2.41%	24.5%	75.5%
October	81.12%	15.51%	3.37%	26.66%	73.34%
November	80.64%	15.32%	4.04%	23.90%	76.10%
December	82.44%	13.33%	4.24%	22.30%	77.70%

OCTOBER NEWS RECAP:

“President Obama Appoints Gregory S. Fehribach to the U.S. Access Board” – Ability Chicago

“IndyGo Announces Holiday Service Interruptions” – WFYI, Fox59, CBS 4, WISH-TV

“2016 TOP STORIES: Indy voters say yes to transit tax” – IBJ

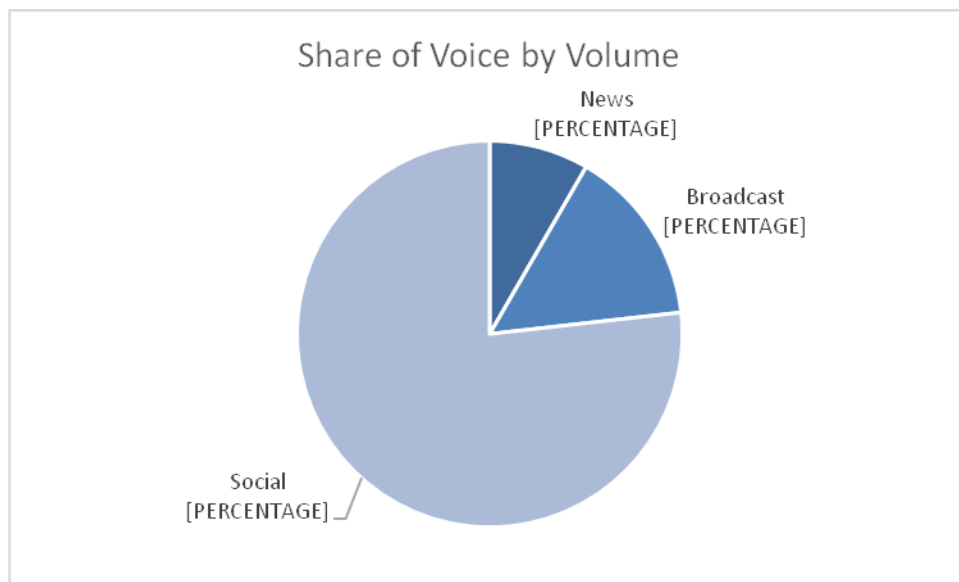
“IFD crews fight fire on IndyGo bus on city’s north side” – WTHR

“Rapid bus Red Line funding on hold” – Indy Star, The Star Press, WISH-TV, WIBC

“IndyGo bus crashed into tree on northeast side” – WISH-TV, Fox59, CBS 4

“EDITORIAL: Council should fully fund IndyGo plan” – IBJ

Topics Include: Mentions in early to mid-December focus on the Transit Plan and dedicated 0.25% income tax, an early morning fire at a northside hotel where IndyGo buses were used to warm evacuees, and an early morning IndyGo Open Door accident involving a vehicle sliding off the road into a tree. Stories later in December feature holiday service hours and stories from the referendum as several organizations compiled their lists of top 2016 stories. Late December mentions also focused on details of the Federal funding for the Red Line.

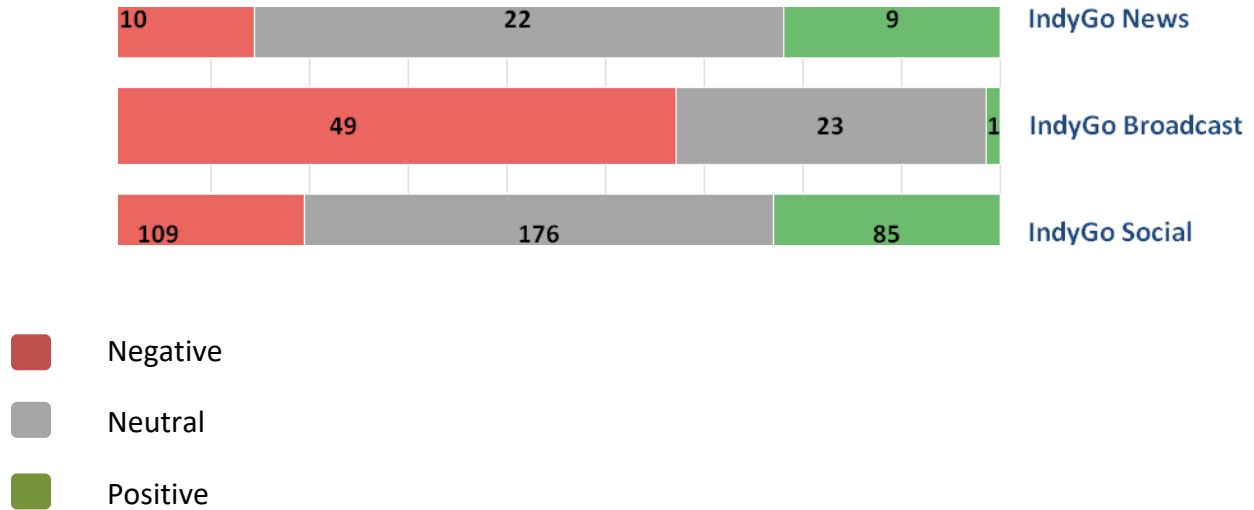


Broadcast mentions: 73

News mentions: 41

Social Media mentions: 377

Mention Sentiment Analysis, 12/1/16 – 12/31/16

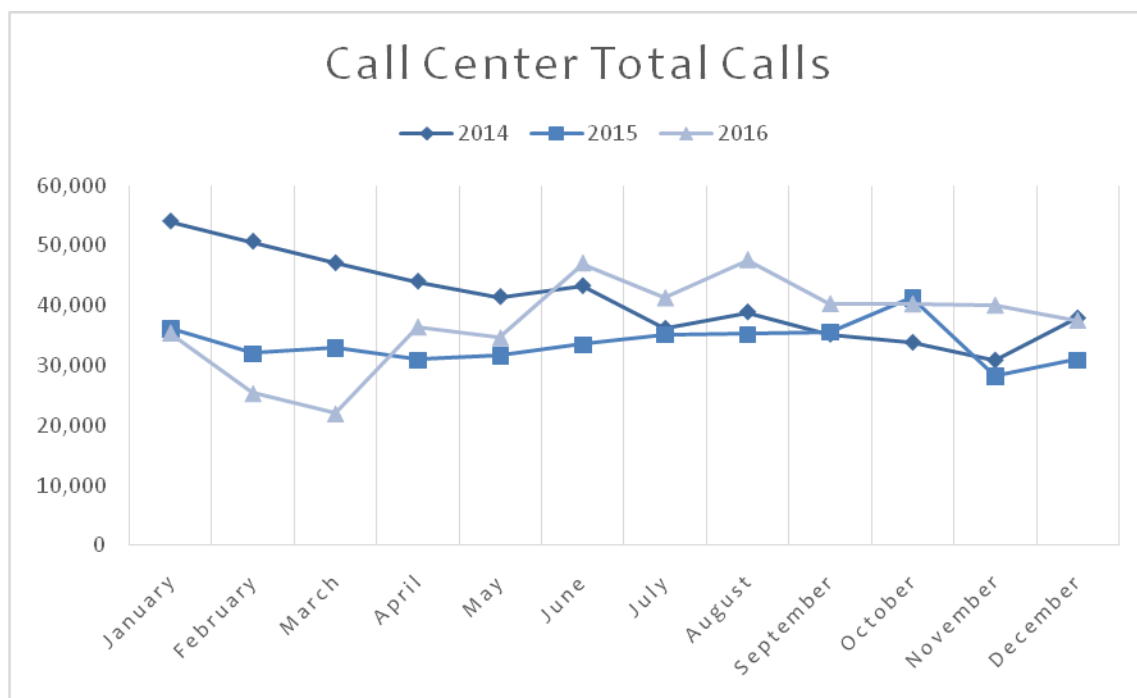


OCTOBER CALL CENTER REPORT:

37,520 total calls

1.18% calls abandoned in queue

6.0% Interactive Voice Response (IVR) calls



CUSTOMER COMMENTS: 365

COMPLIMENT	13	REAL TIME ARRIVALS	5
COURTESY	7	RED LINE	1
CUSTOMER SERVICE CENTER	4	REQUESTS	14
DENIAL	5	ROUTE	3
DISCRIMINATION – TITLE VI	3	RULES	10
FACILITY MAINTENANCE	22	SAFETY	45
FARES	2	SCHEDULE ADHERENCE	55
MCTP	4	SUGGESTION	10
MARKETING	3	VEHICLE MAINTENANCE	15
OTHER	14	WRONG INFORMATION	1
PASS BY	64		

OUTREACH SUMMARY FOR DECEMBER:

The total number of outreach events decreased in December, due to holiday and City-County Council schedules alike. During this time, IndyGo remained communicative with the public through social media, newsletters, and press releases.

Throughout 2016, IndyGo focused resources and personnel on education efforts about the Marion County Transit Plan. Reaching over 22,000 people face-to-face at over 650 events, the IndyConnect team (a collaborative of public sector transportation partners, including the MPO, CIRTa, and IndyGo) continued to educate the public about the Transit Plan and dedicated 0.25% county option income tax, averaging 1.8 events per day. IndyGo participated in public meetings, community meetings, stakeholder meetings, street team events, Transit Ambassador events, media briefings, and the delivery of informational materials about the Transit Plan to local businesses.

December Outreach Events

12/13/16	West Washington Business Alliance Meeting
12/15/16	IPS Newcomer Program Training

PROJECTS:

The IPS Newcomer Program Training was the first training offered in a new partnership between IndyGo and several organizations committed to assisting the Indianapolis immigrant and refugee populations. This partnership aims to deconstruct barriers to service by offering additional help and resources, including trainings for those who have direct interaction with immigrant and refugee individuals and families. IndyGo will expand on this partnership in 2017, attending service fairs at IPS Newcomer Program and Immigrant Welcome Center, as well as forging new relationships with these organizations to better troubleshoot and proactively prepare immigrants and refugees to understand and use transit in Indianapolis.

CITY-COUNTY COUNCIL PROPOSAL 3:

On January 9, the measure for a dedicated income tax to fund transit improvements was introduced at the City-County Council meeting. Over the course of the next several weeks, IndyGo will give presentations to various council committees. Council is expected to vote at the end of February. If a majority of councilors approve the 0.25% income tax, IndyGo will have new resources to implement transit improvements and operate an enhanced network long term.

To: Chair and Board of Directors

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

CONSIDERATION OF HUMAN RESOURCES NOVEMBER/DECEMBER 2015

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 Manager

Lillian Motton, Benefits Manager

Oreanna Crain, Human Resources Generalist

Romona Camarata, Manager of Learning and Development

2016 Year-in-Review Human Resources Department Board Report

Staffing and Recruitment

Active Employees (as of 12/31/2016)

Represented: 446

Non-Represented: 96

Total Employees: 542

2016 Separations

Represented: 55

Non-Represented: 24

Total Employees: 79

2016 New-Hire Employees

Represented: 139

Non-Represented: 31

Total Employees: 170

2016 Hire Yield Ratio: 12.89

2016 Employee Turnover Rate: 1.74%

Staffing Capacity (as of 12/31/2016)

572 FTE Budget

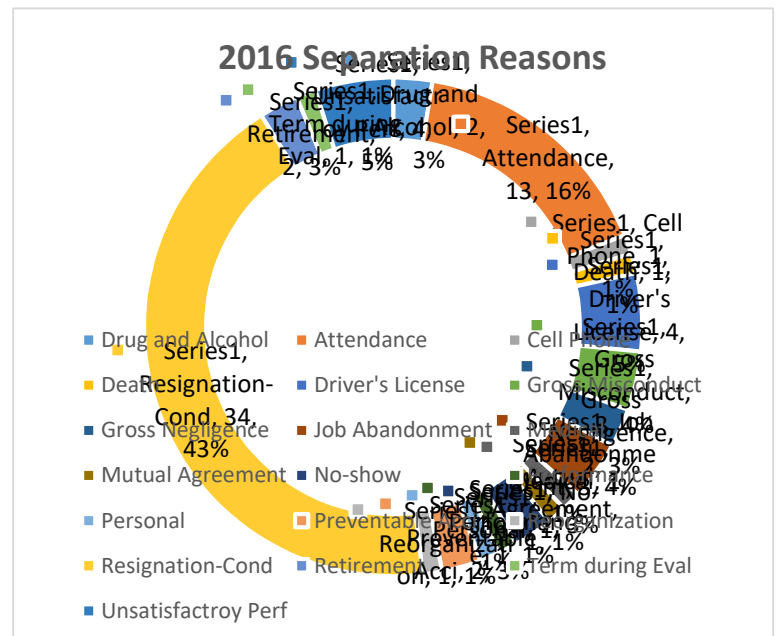
542 FTE Actual

5.24% Below Maximum Capacity

Recruitment

- Received and processed over 2191 applications
- Scheduled/Participated in over 250 interviews
- Conducted 250 Pre-Employment written tests
- Processed 19 Unemployment Claims
- Attended/Participated in 11 Employment Job Fairs
- Created relationships with many local agencies, including EmployIndy

2016 Active Employees	
January	514
February	531
March	527
April	534
May	540
June	540
July	543
August	538
September	533
October	534
November	545
December	542



Drug and Alcohol Compliance

- As of July 1, 2016 IPTC implemented a revision to the random testing non-safety sensitive “public employees”. With the exception of a few positions, IPTC removed all employees who perform non-safety sensitive job functions from the random drug and alcohol testing category.

The “exceptions” were placed into a newly created category deemed “Designated Testing Positions” (DTP). DTP are positions in which employees require agility, mobility, alertness and sound judgement which if impaired by drug and/or alcohol abuse could pose immediate threat to the public or fellow employees.

In these positions, an individual still has a “high-level” interaction with the public even though they are not considered safety-sensitive under DOT/FTA standards. The team compiled a list of positions considered DTP and sent notification to the all employees announcing the change. In addition, necessary updates to the Drug and Alcohol policy were made and a new “pool” was created for DTP employees. Moving forward, HR will review the essential functions for each new position to determine if the position is considered DTP.

- The team conducted a drug and alcohol records audit on MV Transportation (MV) in November. As a recipient of FTA funds, IPTCs HR Drug and Alcohol Program Manager (DAPM) and the Designated Employee Representative (DER) are responsible for ensuring that contractors and subcontractors who fall under FTA/DOT drug and alcohol program guidance are in compliance. IPTC will notify the Project Manager and MV Transportation team of its final findings in January.
- The team conducted Post Accident Drug and Alcohol Testing Thresholds training with the Transportation Supervisors. During the training, the Supervisors were provided with various scenarios to help decide whether testing is required or not, per DOT/FTA regulations after accidents.

2016 Drug and Alcohol Tests		
	Drug	Alcohol
Pre-Employment	193	189
Random	158	80
Post Accident	69	66
Reasonable Suspicion	0	0
Return-to-Duty	0	0
Follow-Up	7	7
	427	342
	769	

- The team conducted meetings with its collection site vendor (U.S. HealthWorks) and MRO vendor (IU Workplace Services) on multiple occasions. The team also conducted compliance audit checks and had regularly scheduled meetings with the Account Representative, Center Managers and MRO to guarantee all “pieces” related to DOT/FTA drug and alcohol regulations were in compliance.

Employee and Labor Relations

There were a total of 21 grievances that were filed in 2016. This was a reduction from the 45 grievances filed in 2015.

Employee Benefits, Wellness Management and Workers’ Compensation

Wellness and Employee Engagement Programs

- Elements Credit Union
 - Provide the following workshops:
 - Homebuyer
 - ID Theft
 - Spend. Track. Save
 - 225 Employees participated in at least one workshop
 - 15 Bank at work days
- Canned Food Drive sponsored by Wellness Committee member Sharon Remick, collected large boxes of food items and \$125.00 in donations. All was donated to the Julian Center.
- Warm clothes drive sponsored by Coach Operator Hortensia Smith, collected 102 articles of clothing
- Toy Drive sponsored by Director of Transportation Dwight Benjamin and Wellness Committee member Sharon Remick, collected 214 toys that were donated to Marine Corps Toys for Tots.
- Wellness Participation numbers averaged 90% per quarter.

2016 Activate Clinic Utilization

Appointments	
Acute Care	518
Physicals	398
Lab Draw	129
Other	1283
Coaching	1678
Total Visits	370
Participation	
Total Employee Encounters	585
Total Spouse Encounters	36
Total Dependent Encounters	57
Total Encounters	687
% Total Participation	40%

Worker's Compensation Monthly Claims

Learning and Development

IndyGo expanded the HR training and development in 2016 with the addition of Romona Camarata, Manager of Learning and Development. We partnered with IUPUI to bring training which consisted of the following:

- Building Community in Organizations
- Managing Difficult Conversations with Respect, Civility and Tact
- Communication in the Workplace
- Building Strong Teams
- Principles of Leadership: Employee Coaching for Results
- The Inspiring Leader
- How Leaders Create a Shared Vision

All management employees, including Supervisors, Managers, Directors, and Vice Presidents attended the trainings.

35 Supervisors and Managers attended Workplace Investigation training which was held by Jan Mickelson; an Attorney with Ogletree and Deakins.

65 Supervisor, Manager, Director and Vice President level staff members attended Performance Management training held by the Manager of Learning and Development

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