



Indianapolis Public Transportation Corporation  
dba IndyGo  
1501 W. Washington Street  
Indianapolis, IN 46222  
[www.IndyGo.net](http://www.IndyGo.net)

## Mobility Advisory Committee (MAC) Update – September 2021

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Mobility Advisory Committee Chair Mandla Moyo  
**Date:** October 28, 2021

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### Mobility Advisory Committee Update – September 2021

**ISSUE:** An update from the Mobility Advisory Committee (MAC) will be presented at the board meeting.

**RECOMMENDATION:** Receive the report

**Mobility Advisory Committee (MAC)  
Meeting Minutes  
September 15, 2021  
This Was a Public Meeting Held on Zoom Due to Covid-19**

**Attendees**

**Greg Meyer- MAC  
Mandla Moyo- MAC  
Erin Hardwick- MAC  
Justin Muller- MAC  
Cori Wills- MAC  
Linda Gosnell- MAC  
Eddie Richenbach- MAC  
Cori Wills- MAC  
Linda Gosnell- MAC  
Mark Early- MAC  
Melissa Burgees- Visitor  
Michael Thomas- Visitor**

**Mike Roth- IndyGo  
Teresa Franklin- IndyGo  
Aaron Vogel- IndyGo  
Myisha Foster- IndyGo  
Angela Milroy- RATP DEV  
Torla Wagner-RATP DEV  
Munirah Habeel-RATP DEV  
Richard Boulware- Visitor  
Lise Pace- Visitor  
Greg Bedan- Visitor  
Latosha Higgins- IndyGo  
Ryan Malone- Visitor**

**Welcome and Introduction:**

- **Manager of Mobility Solutions, Teresa Franklin** Took the attendance of the MAC members

**Approval of the July 19, 2021 Meeting Minutes with amendment listed below.**

**Amendment of July Minutes due to Linda Gosnell not ending her term because she hasn't exceeded her term, However Erin Hardwick is who needs to be contacted to see if she would like to recertify.**

**Motion for Erin Hardwick member renewal:**

**Teresa Franklin took the vote for Erin Hardwick- Approved and passed**

**Mark Early was thanked for his dedication to servicing the Community through being a MAC member**

**Motion to approve Septembers Agenda- Approved and passed**

**Discussion Items:**

**Mandla Moyo/ MAC Chair**

- **August MAC had the opportunity to discuss budget in which is now headed to the City Council**
- **AARP will be supporting IndyGo**
- **Budget will go for public hearing for another vote**
- **Reminders:**
- **Service committee meeting times are located on the agenda**
- **Board meeting times are located on the agenda**
- **Reports are given after every meeting**
- **Volunteers are needed and need to reach out to Mandla to participate**

#### **Aaron Vogel/ VP of Operations/COO**

- Challenges with fixed route not having enough coach operators
- Fixed route due to these challenges, it has been determined that fixed route service is currently unreliable
- Collective bargaining agreement – motion is set with ATU 1070 that IndyGo can mandate Coach Operators to stay past their shifts
- Coach Operators are finding it difficult to have a home & work life balance in which is resulting in some operators resigning
- Work force has depleted so much IndyGo has decided to factor in service adjustments.
- October 10<sup>th</sup> is the date service adjustments will be made
- This change could mean longer wait times to ensure service can sustain high quality, reliable, dependable service so riders can plan their lives.
- Challenges are present due to the National Pandemic
- Massive recruiting blitzes, newspaper advertisement amongst other tools currently being used for recruitment efforts are being conducted
- IndyGo is currently hiring for Coach Operators- If you know someone who qualifies please advise them to place an application
- The plan is to be out of this situation by January- February
- Operators' schedules will be created during this time (February) as well, this is conducted 3 times a year

#### **Mike Roth/ Senior Directors of Mobilities Solutions**

- Paratransit updates
- Driver shortage crisis is still placing a damper on Open Door service
- Transdev will end contract 9-30-2021
- RATP DEV service provider starts 10-1-2021
- RATP DEV has been recruiting for various positions
- Most incumbents will move over from Transdev with the new provided
- RATP DEV is currently recruiting
- Currently our Open-door service is disheartening due to riders being on coaches for extended amounts of time, not being picked up on time- including 3hr delays.
- We are constantly assembling a network of providers in hopes to assist with providing better service
- A mistake was made on my behalf regarding zTrip and UZURV stating they would be in Service contract with us until the end of the year, however the correct date ending service contracts with IndyGo will take place 11-5-2021
- RATP DEV could pick up the TNC's mentioned if they chose to do so.

#### **Ricardo Boulware/ RATP DEV General Manager**

- Very excited to be in Indianapolis, IN to provide this service with IndyGo
- Following management team:
- Ricardo Boulware- General Manager
- Angela Milroy- Operations Manager
- Munirah Habeel- Care Center Manager
- Michael Thomas- Maintenance Manager
- Toria Wager- Safety & Training Manager
- RATP DEV enjoys engaging with our partner
- We look forward to being all under the same roof at 2425 W. Michigan Street
- Q:3 key speaking points that can be used by MAC members
- 1. looking to make changes in service reliability by becoming fully staffed
- 2. Technology solutions Ecolane- RATP DEV is being trained to use the system to better route, schedule, and dispatch all our coaches
- 3. enhancing customer experience by providing safe and reliable service to the public

- Q/A An approved training program has been authorized that is used by RATP DEV – approved by IndyGo
- Q: What is the projected time to improve On Time Performance- RATP DEV's goal is to improve service closer to the end of 2021(December) due to needing time to do so.

**Teresa Franklin/ Manger of Mobility Services**

- Emergency Green Vouchers has launched
- 28 participants are using Emergency Voucher currently
- Used for Medical, School, Work only
- Program expires 12/31/2021
- Q: Why is the Green Vouchers only good for Medical, School, or Work
- A: Other options for riders are TNC, Open Door, & lottery if OD riders are needing alternative options
- Q: Lottery sometimes you may not get them so that's an issue
- A: Anyone who is attempting to get lottery tickets and doesn't, this could be the following reason: credit card declined -or- OD yellow card expires declined
- Solution: If changes can be made to the voucher program the MAC will be notified
- Center communications RATP DEV & Teresa will meet at centers monthly to give current updates
- Q/A: Balance program can be used for Open Door service along with WellTrans
- Q/A: Self-service app- any paratransit rider can apply to use the self-service app by reaching out to Teresa, Myisha, & Schlanda. Trips can be booked on app the same operating hours as Open Door CSR operating hours. If trips need to be canceled on the app there is a 90 minutes window to do so. This process reduces the need to contact CSR or being on hold for extended amounts of time.
- Update: We have contracted with an additional paratransit provider that can offer numerous trips daily. Provider's name is WellTrans
- WellTrans can provide 125 trips daily- both wheelchair & ambulatory riders
- WellTrans runs a program where they partner with several different rider share programs
- They state they can handle 600 trips daily
- We agreed to start them with 125 trips daily
- Due to having different rider share programs for scheduling, WellTrans needs a 48 hour trip booking notice.
- Primary trips we are currently looking to join program are current subscription trips.
- Example subscription trips: Church on Sunday's, Work Monday- Friday, Dialysis Mon- Wed- Fri, etc. standing subscriptions only
- Anyone with a current subscription trip that fits the example above this is who we are looking to place in WellTrans
- We are reaching out and contacting these subscription riders via phone
- Program starts 9-20
- Fare type for WellTrans must be balance program only, however those riders that op into WellTrans needing to exchange purple tickets/transferred into using balance has the option to do so
- Balance is on individual riders account in Ecolane, and once trip is completed trip is deducted from your balance
- WellTrans states they can continue to grow and can fulfill several trips for IndyGo
- WellTrans is local Indiana network and subcontracts out to various companies they use
- WellTrans is a short-term pilot intended to be used until the end of the year
- WellTrans can be used by RATP DEV at their resource by their choice once contract is up
- WellTrans if successful will be kept as a resource that IndyGo can use if needed in emergency type services situations
- In case on time performance isn't fixed by RATP DEV, WellTrans can be used as additional resource during the National Crisis.
- Due to this WellTrans program launching so soon the balance program is the only fare type accepted currently

- **Q/A: Operation hours are the same as Open Door**
- **Q/A: Not a demand rider service provided to subscription riders only**
- **Q/A: Facilities such as Bosma etc., will be notified of this launch when? - A: Starting October**
- **Mike Roth extended the invitation to be contacted for additional questions via email, CC Teresa Franklin in these email correspondences**
- **Q: January can MAC have a tour on new location 2425 W. Michigan St.**
- **A: Yes, weather pending**