



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Mobility Advisory Committee (MAC) Update – January 2022

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee (MAC) Chair Mandla Moyo
Date: February 24, 2022

Mobility Advisory Committee Update – January 2022

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

January 19, 2022

Attendees

Mandala Mayo- MAC Chair
Erin Hardwick-MAC
Cori Wills- MAC
Greg Meyer- MAC
Eddie Rickenbach- MAC
Eric Schlegel- MAC
Bernie Wilmer- Visitor
Sarah L Meyer-Visitor
Andrea's iPhone - Visitor
Linda Pace -Visitor
317-319-1098- Visitor
317-270-3336- Visitor
Angela Cowley -Visitor

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Chauncyia Colman- IndyGo
Brian Clem- IndyGo
Myisha Foster- IndyGo
Schlanda Maxwell-IndyGo
Latosha Higgins- IndyGo
Ricardo Boulware-RATPDEV
Angela Milroy- RATPDEV

Welcome and introductions:

- **Manager of Mobilities Solutions, Teresa Franklin** Took the attendance of the MAC Members

Approval of the November 2021 Minutes- Approved

Approval of the January 2022 Agenda- Approved

- **Suggestion for Agenda's moving forward is to carve out a portion that states community questions, just so it's outlined clearly in the agenda.**

Mike Roth Senior Director of Mobility Solutions,

- **Construction is going nicely at 2425 W. Washington St**
- **Phase 1 move in- Mobilities Service staff**
- **Phase 2 move in- RATPDEV staff**
- **Phase 3 move in- Maintenance, vehicle move in**
- **Mid-February is expected date**
- **Tours will be scheduled once tours are available**
- **Presentation will be sent to MAC Committee of layout by Mike Roth**

Chauncyia Coleman/ Director Customer Service Operations

- **Call center has had a decrease in call volume this month**
- **12,000 live calls for the month of December**
- **Focus: are calls being answered in 20 Sec or less month**

- 35% of calls were answered in 20 seconds or less this month
- Average wait time is higher than normal currently
- Lower than last month / December
- Call rate is better than November
- 340 comments submitted – compliments and complaints
- Top comments: Schedule adherence, safety, and pass-by
- Comments come through various ways, call center, online, care center desk at CTC
- Process for entering comment: Hastus comment entry- System of record entry
- Comments are verified by watching video, GPS playback, etc.
- If it is fixed route comment it goes to Fixed route management
- Paratransit comments loop in T. Franklin's team including RATPDEV
- 10 day goal to resolve all comments/issues
- Lottery vouchers are mailed on the 26th of the month and good for 60days thereafter
- Green vouchers are still going on and good for 60days until further notice- Emergency TNC Program
- Any Green Vouchers that end on 12-31-2021 are still acceptable- call our department if you get push back so issue can be resolved if one should arise.

Ricardo Boulware/ General Manager RATPDEV

- Hiring efforts- remain consistent through sign on bonuses, referral programs
- Call center operations is stabilizing as well
- Shifts and changes once RATPDEV moves to new location with no interruptions to service will take place
- Training programs continued with operators and CCR's

Angela Milroy/ Operational Manager RATPDEV

- Contract with TNC's has been continued through RATPDEV
- Relationship with Welltrans has continued and Welltrans will send trips to one of their 20 vendors
- Missed trips due to TNC's error RATPDEV is doing their best to get trips scheduled and picked up same day. Coach in service or Supervisor's on the road are options to get rider picked up on time if available.
- Riders would need to choose to accept alternate trip like example mentioned above if TNC fails
- Uzurv is still accepting subscriptions
- OTP has hit Mi the upper 80's since the holiday's
- Spike in Covid cases could affect OTP moving forward
- IndyGo is doing its best to provide timely service amongst present issues.

Brian Clem/ Director of Risk and Safety

- Covid mask mandate FTA will continue until March 18th, 2022
- FTA will determine if they want to continue mask mandate after 3-18-2022
- UV lighting disinfection installation on coaches will start with paratransit fleet first
- Test to UV on paratransit coach will occur this coming Friday 1-28-2022
- February 1st installation will begin and complete on paratransit vehicles by the end of February
- Entire IndyGo fleet will have UV disinfecting light installed/ upcoming
- Inclement weather message- temps are cold and wait time for coaches could be lengthy, please protect yourself by dressing in layers. Please stay safe!
- Any comments regarding safety and camera usage on coach please contact 317-635-3344
- Front camera on coach sees out the front window
- Rear camera on coach sees out the rear of coach

Ryan Wilhite/ Project & Reg Mobility Integration Capital Projects

- Beyond ADA project now working on the implementation process
- Board passed Beyond ADA policy last year 2021
- Currently policies are underway and not sure when updates will be available
- 2023 those not grandfathered will be affected by this change
- Q: Have riders ever had to pay half fare
- A: Not Sure
- Q: Why the change
- A: One reason was that a good number of open-door riders were becoming eligible to ride open-door, but not taking open-door only using fixed route coach.

Motion for Re-election of Eddie Richenbach Term- Approved

Teresa Franklin shared she is now a member of the MAC-D (Mayor Advisory Council)

DRAFT