

Mobility Advisory Committee (MAC)

Meeting Minutes

September 23, 2022

Attendees

Eddie Richenbach- MAC	Aaron Vogal- IndyGo
Greg Meyer-MAC	Mike Roth- IndyGo
Cori Wills- MAC	Chauncyia Coleman- IndyGo
Justin Muller-MAC	Myisha Foster- IndyGo
Linda Gosnell-MAC	Ryan Wilhite- IndyGo
Kristina Hornaday- Alberts-MAC	Angela Milroy- RATPDEV
Wilma Simmons- MAC	Tammie Noupa- RATPDEV
Chris Hollingsworth-MAC	CharRhonda Walker- RATPDEV
	Taylor Firestine- Visitor

Welcome and Introductions:

- Sr. Director of Mobility Solutions-Mike Roth took the attendance of the MAC members
- Approval of the July 2022 minutes, Approved
- Approval of September 2022 Agenda, Approved
- Motion to vote for Eric Schlegel for Committee Chair, Approved
- Motion to vote Linda Gosnell for a 2nd Term, Approved
- Motion to vote nominee Amanda Bagwell, Approved

Eddie Rickenbach/MAC Chair

- The current structure of MAC didn't have enough time to highlight data points
- One Hour commitment is to go through all data within the allotted hour as a group
- At the next meeting, we can go into those data points for deeper discussion/ feedback from the IndyGo team.
- More discussions will be had on how to unify discussions with the IndyGo team in the future
- It's no hard set for the meeting to be on Wednesday, and this can be negotiated to a different day
- Times of the meetings are 1hr to 1.5hrs could be negotiated for 45minutes for topics and 45mins for questions
- Suggestion: Allow former and current members to have a voice, however not voting
- Question: When were the last Bi-laws created
- Answer: The year 2016
- Suggestion: We should re-evaluate the Bi-laws to make appropriate changes
- Response: The chair should be advised and then discuss changes with the Director of Mobilities solutions team
- It was discussed that a 30-minute discussion is not enough time to answer questions and have a thorough discussion
- Greg Meyer discussed the nomination committee entire MAC today; after today, Greg Meyer's position will be opened
- The current candidate is a current IndyGo Access rider Amanda Bagwell; she was interviewed and was welcomed to join the MAC

Aaron Vogal/VP of operations and COO of Transportation

- We are struggling with recruitment issues like everyone else in the industry
- 20%-25% vacancies for fixed route operators
- Temporary service reduction that has been in place for the last year and will continue until the next pick, which is going on currently- This Temp Service reduction has everything to do with staffing
- Update: Route 90- Redline U of Indy and Greenwood mall; every other coach will now be transferring at U of Indy to a 40ft coach to Greenwood mall until February.
- Hopefully, the 60ft coach will continue after construction expected in March
- A pilot program for Capital Ave corridor general purpose lane dedication for IndyGo North and South
- Accidents are happening on Capital a lot due to the North and South ability for IndyGo to travel on what is known as a one-way street
- Update new Caution bus is approaching; audio on the coach will be added to make pedestrians aware of the coach's approach

- An Operations Driver has created a fixed route bus stop sign printed in brail- We want suggestions as to where to place the sign. We would love to hear from the community about where to place the brail sign, and feedback will be accepted.

Angela Milroy-General Manager of RATPDEV

- The Care Center will no longer function under TCS starting 10-1-22 RATPDEV will manage the call center in-house under our contract.
- No more subcontractors for the call center
- RATPDEV has hired a Manager and Supervisor to run the Call Center
- 4-new hires have been hired to run the call center
- Employee partnership program – we have started with Bosma
- An employee has been hired from Bosma to work in the Call center currently-achievement
- Goodwill partnership is in the making to recruit potential employees
- Crossroad and pathways have been contacted for the employee partnership program
- High Schools will be contacted for employment for internships for juniors and seniors who are not college bound to work for RATPDEV
- Suggestion: Brian Gilbert from United way for center for working families holds a round table every month. Employment coaches speak at these events, and Eddie Rickenbach will contact Angela for more details. This may be a good speaking engagement for Angela to attend.
- We are looking to start training class with a weekly goal of 6-8 new operators and look forward to positive changes within the next 60days
- The goal in the next 6-months is to employ 80 full-time drivers and 10 Part-time drivers
- Question: how many coaches are on the road daily
- Answer: 52 coaches on the road currently
- We need at least 13 drivers on the road to hit the goal
- 54 drivers will be on the road at the end of this current week
- October 3 is the next training class, and we are only hiring quality employees, not just cheeks in seats
- We are seeing an uptick in ridership currently due to the change in season as expected

Chauncyia Coleman-Director of Mobility Solutions

- There are ridership upticks for both Fixed route and Paratransit currently
- This is resulting in an increase in call volume for the call center
- Answer call rate is low
- Answer call rate standard is 1 minute; we are currently at 2 minutes
- We have seen an increase in IVR usage from riders
- Question: How many call center agents do you have working
- Answer: 10 call center agents with 4 being new, one new call center manager, and one new call center supervisor for the call center currently

- Updates for preparation for beyond ADA- Tabling events for MyKey card exchange. September 15, it was successful
- MyKey brochures and IndyGo Access flyers were passed out, and the team was available to answer any questions
- Tabling event for Card exchange will be held at the following: Crossroads on October 28, Noble Tibbs on October 6, and Noble East on October 11
- Julia Carson Center will hold a fourth and last tabling event for Card exchanges to MyKey TBD
- The MyKey card will only replace the yellow card and allow balance deductions coupled with ID for fixed route and ID only for Paratransit; no payments will be deducted on Open door using the MyKey card

Ryan Wilhite/ Manager-Special Projects and Mobility Integration- Planning and Capital Projects

- Ryan Covers details on behalf of Jennifer Pyrz- CDO and VP of Infrastructure Strategy and Innovation for capital projects
- High points will be covered here on this call, and an email will be sent with the rest of the details
- Blue line BRT, we received cost estimates that exceeded the budget
- The planned structure for the blue line will be in similarity to the Redline
- Budget estimates that were received back will determine the infrastructure
- Question: Why does the Redline cost less on the news than other infrastructures? Also, why are Blue and Purple double the Redline
- Answer: The amount of time in work and sewer work that didn't have to happen as much as Redline may have something to do with the cost
- Redline traffic APS buttons and flashing warning lights will be added on the Redline to improve accessibility
- Construction anticipated for 2023
- Ryan covered Beyond ADA
- Policy for half fare- this policy change will include operators being trained to allow riders who present a yellow card of the upcoming changes for MyKey
- Ryan left his contact information in the chat for participants to ask more questions

Mike Roth-Senior Director of Mobility Solutions

- Notification: Board meetings are held every month and followed by an operation report that can be found on IndyGo.net
- The operations report that can be found in the board report is filled with Statistics on IndyGo Access, Ontime performance, and Voucher usage; this is all public information
- In the Archive section on IndyGo.net, you can find past board reports, and this information is public and accessible to anyone again
- Self-Service App we have sent out letters to all IndyGo Access current riders and have also sent out IVR messages that are sent to riders with cell phone numbers
- If anyone is interested in more information, please send Mike Roth an email, and he will send the details

- Bosma has been working with IndyGo Access to employ call center representatives and the dispatch center
- We are working on several initiatives with Bosma to gain feedback on the Assessments center at 2425 W. Michigan St. Bosma representatives' feedback will be helpful
- Goodwill and Eastern Seals have been working with Angela for RATPDEV recruitment options
- Question: Green Vouchers are being received 3-5 business days via mail, so can vouchers be picked up at 2425 W. Michigan
- Answer: Yes, pick up from 2425 W. Michigan st; however, no one lump sum of vouchers can not be sent off with one person because of the liability and cost of vouchers.
- Question: Late voucher arrival equals no trips; taxicab drivers are refusing customers with no voucher
- Answer: Please call complaints like these into customer service to be investigated and reported late.
- Question: There are 3-buildings IndyGo has. Can you explain the differences between them
- Answer: Post Rd location is for administrative staff- later including east side pullout for fixed route, 1501 W. Washington is the Operations team and fixed route, the 2425 W. Michigan location is for Paratransit including the call center
- Fixed route and Paratransit are doing a great job in recruitment efforts

Myisha Foster transcribed the minutes.