

Mobility Advisory Committee (MAC)

Meeting Minutes

January 17, 2024

Attendees:

Chris Hollingsworth-MAC

Greg Meyers-MAC

Kristina Hornaday-Alberts-MAC

Kendell Tilton-MAC

Teisha Belton-IndyGo

Ryan Wilhite-IndyGo

Angela Milroy-RATP Dev

Eddie Rickenbach-MAC

Linda Gosnell-MAC

Bernadine Wilmer-MAC

Wilma Simmons-MAC

Mike Roth-IndyGo

Jennifer Pyrz-IndyGo

Attendance of members by Teisha Belton

Agenda Items:

- Approval of November 2023 Minutes-Approved
- Installation of new members-Approved
 - Erin White
 - Mark Early
- Request to extend Eddie Rickenbach's term
- MAC Committee Elections
 - Chairperson nominations: Chris Hollingsworth
 - Vice Chairperson nominations: Greg Meyer
- **Jennifer Pyrz**
 - Interim President & CEO as of 1/1/2024
 - IndyGo employee for 4 years
- **Mike Roth**
 - Staffing Changes
 - Mike is Deputy Chief Transportation Officer
 - Teisha is Director of Mobility Solutions
 - Fixed Route Updates
 - Staffing:
 - Currently 405 operators
 - With Purple Line, will increase to approx. 500 operators

- Hosting Bi-weekly hiring events
 - Offering retention and sign-on bonuses
 - Purple Line beginning November 2024
- **Ryan Wilhite**
 - Beyond ADA Updates
 - Creating communication plan advising riders of removal of exception area beginning January 1, 2025
 - Beginning January 1st, everyone will fall under the premium or ADA zones
 - Plan to send communication to all clients
- **Angela Milroy**
 - On Time Performance (OTP) has increased
 - Staffing currently around 50 operators
 - Continue to offer referral and sign on bonuses
 - 80% of drivers complete new hire orientation
 - Holiday Schedules are posted on IndyGo website
 - 10 new buses will start production around spring 2024
- **Teisha Belton**
 - Continuing onsite observation of RATP operations
 - Creating action plans for Customer Care Center/Operations to ensure milestone completion
 - Increase in usage for Mobility App
 - New Service Quality Specialist: Brittany Graves-Herring
- **Additional Questions/Concerns**
 - Would like to start MAC/Director Workshops
 - Bylaw Updates: Waiting on Board to meet to discuss
 - Status on Free Rides for election in November: Bill has not passed yet
 - Submit request on what IndyGo's view as comparable service
 - Possibly start In Person/Hybrid Meetings
 - No discussion of Green Vouchers stopping
 - MAC Applicants will have to reside in Marion County; possibly update to reside or working in Marion County.