

## Mobility Advisory Committee (MAC)

### Meeting Minutes

March 15, 2023

#### Attendees:

Eddie Rickenbach-MAC

Amanda Bagwell-MAC

Cori Wills-MAC

Linda Gosnell-MAC

Brodie Spears-MAC

Wilma Simmons-MAC

Chris Hollingsworth-MAC

Mike Roth-IndyGo

Angela Milroy-RATP Dev

Teisha Belton- IndyGo

Attendance of members by Mike Roth

#### Agenda Items:

- MAC Committee Nominee
  - Motion to accept Kendell Tilton (Noble Rep)-Approved
- Approval of January 2023 Minutes-Approved
- **Angela Milroy-RATP Dev**
  - New Service Providers approx. around 1<sup>st</sup> or 2<sup>nd</sup> week of April
    - A-Tin & N-Care
    - Together both providers will service about 100-125 trips per day
  - Ecolane teaching in May onsite
    - Help navigate with program updates
  - Staffing Shortages
    - Partnered with staffing agencies
    - Customer Care: staffed 12 of 15
    - Hired New Manager & Supervisor
  - Introduction of the leadership team
    - Eduardo Hernandez-Assistant General Manager
    - Mark Stanley-Maintenance Manager
    - Tammy Noupa-Safety and Training Manager
  - Job Flyers emailed out to MAC Members
- **Teisha Belton-IndyGo**
  - Mobility App
    - Working on adding an option to add payment

- Accessibility of the app must be ADA Compliant
- In the future, we will be discussing a new Integrated Fare Payment System
  - Automatically deduct balance
  - Smart Card reading capability
- **Mike Roth-IndyGo (Additional Items/Questions)**
  - Comments (Good/Bad)
    - Call Customer Care at 317-635-3344
    - Submit online at [www.indygo.net](http://www.indygo.net) and click on Contact Us for the Comment Form
    - If you are requesting a callback, request with Customer Care or select it on the Comment Form
  - Inconsistent Notifications
    - All come from Ecolane
    - Due to a shortage of operators having to move around to fill spots
  - Bylaws
    - Rewriting in progress
    - Revisiting the purpose of MAC
  - Other services for Indygo Access
    - Emergency Green Taxi Vouchers used for School, Work, and Medical Appointments
    - QRyde Vouchers used for Dialysis