



Indianapolis Public Transportation Corporation  
dba IndyGo  
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[www.IndyGo.net](http://www.IndyGo.net)

## Mobility Advisory Committee (MAC) Update – May 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Mobility Advisory Committee (MAC) Chair Mandla Moyo  
**Date:** June 23, 2022

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### Mobility Advisory Committee Update – May 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**

**May 19, 2022**

#### **Attendees**

Linda Gosnell- Mac  
Justin Muller - Mac  
Brittany Latoz- Mac  
Erin Hardwick- Mac  
Eric Schlegel- Mac  
Eddie Richenbach-Mac  
Bernie Wilmer- Visitor  
Tom Coburn- Visitor  
Marion Bates-Visitor

Teresa Franklin- IndyGo  
Ryan Wilhite- IndyGo  
Chauncyia Colman-IndyGo  
Myisha Foster- IndyGo  
Latosha Higgins- IndyGo  
Brian Clem-IndyGo  
Angela Milroy- RATPDEV

#### **Welcome and Instructions:**

**Manager of Mobilities Solutions, Teresa Franklin** took the attendance of the MAC members

- **Approval of the March 2022 Minutes- Approved**
- **Approval of the May Agenda 2022 Minutes- Approved**

**Eddie Richenbach/ MAC Vice Chairman**

- **Expected Behavior read by Eddie**

**Brian Clem/ Director of Risk & Safety**

- **65 units in Paratransit coaches have UVC disinfectant installs completed and in operation**
- **4 Units still available to install on coaches currently not in IndyGo possession**
- **System kills mold, mildew, pollen, viruses, and cleaning the air**
- **1<sup>st</sup> entire transportation fleet in North America to have UVC Luminair installed**
- **Decals in regards to UVC Luminair system are on coach**
- **Radio ads, and outside decals on coaches are being discussed so the public can be informed**

**Chauncyia Coleman/ Director of Mobilities Services**

- **Call Center metric**
- **Overall total call volume has decreased by 7% between March and April**
- **March 18,000 live calls**
- **April 15,000 live calls**
- **Service level matrix decrease for April 2022**
- **Call duration has decreased & falls within acceptable measures**
- **Teresa and I have mailed out letters regarding new changes for IndyGo Access**

- Letter went out the first week of May and email went out 2<sup>nd</sup> week of May
- Centers will be contacted for site visits regarding changes
- RATPDEV has hosted a job fair to hire to help improve the metric
- Runs are not canceled due to lack of coaches- employee shortages are the culprit

**Ryan Whilhite/ Manager Special Projects and Reg Mobility Integration**

- Beyond ADA
- Continues to work internally for the transition that will take place on January 1,2023
- Earlier this month we hit a milestone which includes mailing out letters and emails regarding these changes
- Letter will be placed online
- Mikes team has reached out to centers to visit and give updates
- More milestones are underway including Open Door cards being exchanged
- Title VI survey that was sent out- requirements include looking at demographics for board
- Title VI updates will be updated per its requirements

**Teresa Franklin/ Manager Service**

- Self Service App
- We are pushing for as many riders as possible to be on the app
- The app eliminates the need for canceling trips via phone and riders can book trips on the application
- This is good for riders and IndyGo
- We are placing signs and flyers on Open Door coach to enroll riders into the app
- Flyers and signs on the coach will have our phone numbers to be contacted to enroll and ask questions
- The app riders can see est. time for being home
- Goodwill can be set up as a center so staff can see how coach ETA is running

**Angela Milroy/ General Manager RATPDEV**

- M-F 60-70 drivers are needed for peak hours 1-5pm
- 34 drivers are needed just to pick up group locations
- We currently have 48 fulltime drivers
- We are working on creating better schedules
- Dispatch is monitoring long trips
- Email phone calls from Zach so he can create better schedules so riders can be picked up on time
- Operations supervisor will be hired to add more eyes and ears to assist with trip
- RATPDEV is doing everything possible for the customer experience for curb appeal – vehicle maintenance
- Coaches have been steam cleaned
- We are adding an operation supervisor
- Ratpdev run's 90%-100% range on the weekend
- All current drivers tend to be willing to work overtime