



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

Mobility Advisory Committee (MAC) Update – July 2022

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

Mobility Advisory Committee Update – July 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

July 20, 2022

Attendees

Mandala Mayo- MAC Chair
Cori Willis-MAC
Greg Meyer-MAC
Eddie Rickenbach-MAC
Bernie Wilmer-MAC
Chris Hollingsworth-MAC
Ryan Malone-MAC
Brittany Latoz- MAC
Kristina Hornaday-Alberts-MAC

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Myisha Foster- IndyGo
Angela Milroy- RATPDEV
Vickie York- RATPDEV
Wilma Simons- MAC
Erin Hardwick- MAC

Welcome and Introductions:

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

Approval of the March 2022 minutes, Approved

Acceptance of the July 2022 Agenda, Approved

Motion to vote in new Mac members, Chris Hollingsworth, Wilma Simmons, & Kristina Hornaday-Alberts, Approved.

Motion to vote on Chair and Vice Chair nominations, Approved.

Chauncyia Coleman/ Director of Mobility Solutions

- Ridership is up 6%
- Redline BRT is up 25% from 330,000 to 416,000
- Year over year ridership is up over 25%
- IndyGo will be adding rub rails to Red Line platforms
- For Detours, construction, and motorist impact, please visit IndyGo.net
- Capital Avenues 65-day closure for Northbound buses will use Illinois South bound coaches will use curbside pick-up along Capital St
- Call center metrics May-June call volume has increased
- 78.10% June up from 56.0% in May
- Additional staff have been added to the call center- due to staff answering more calls
- Target goal of answering calls is 20%
- Mobilities Solutions has added a Voice of Customer report
- Working on adding Voice of Customer Report to the IndyGo Website
- Voice of Customer report is an annual report
- Voice of Customer report is the first of its kind
- More details will be shared as the months go on regarding the Voice of Customer report

Angela Milroy- General Manager of RATPDEV

- 18 Customer Care representatives are the goal; however, currently, we have 15
- Having 15 Customer Care representatives on the phone has helped earn a better scorecard
- We are currently looking to add 2 Customer Care Reps to the goal for a total of 20
- RATPDEV recruiters are working to assist with staffing demands
- Mobile pop-up job fairs are happening 1-2x a week in the effort to bring in new staff
- RATPDEV is also setting up community events to bring in new staff
- RATPDEV's goal is to have 60.5 full-time operators and 7 part-time drivers
- This continues to be a challenge to fully staff drivers
- RATPDEV has made attempts to recruit in Plainfield and Avon, expanding their reach
- Drivers receive three weeks of training before they go into revenue service
- Bosma is working with IndyGo for a partnership to assist with Bosma contacts being considered for staffing needs
- 42.5 operators are currently where RATPDEV lies
- On-time performance (OTP) has increased upward due to an increased amount of drivers
- RATPDEV created a makeshift maintenance area
- New Training manager Tammy is on board
- Revamp for all employees is due- there is an improvement need, and RATPDEV is working on this
- Transit universal training, customer service piece of training will be required and retrained starting this upcoming Monday

Ryan Wilhite/ Manager Special Project and Reg Mobility Integration

- Updates for the Beyond ADA policy
- New fare policy will take place in January
- Current client is exempted from new policies until January 1st, 2025 – Grandfathered
- New policies are expected to be updated on the IndyGo website
- Same-day services will be piloted to charge more- however, it will be a premium service to offer to clients
- Half-fare will be expected for the fixed route for IndyGo Access riders
- If you have any additional questions, please reach out to Ryan Wilhite

Teresa Franklin/ Manager of Mobilities Solutions

- Self-service app
- If any rider wants to participate in the self-service application, they need to contact Myisha Foster or Teresa Franklin
- Process should only take 2 minutes to complete
- This is an excellent service to use, and the riders who use it love it
- Currently up 1.4% enrollment in the Self-service app.
- 140 active current service accounts- self-service account
- The self-service app is booking 27.0% of trips
- Downturn or trips needing to be booked as of the application is unable to book trips due to no availability on routes, and riders will need to contact reservation for those issues
- Cancellation was 400 this month by the app and up 14.9% since May
- Updated Rider's guide is complete and is available currently
- Self-service information and balance details are inside the new riders' guide

- If you want a new riders guide, please reach out to customer service, and they will advise you on where to locate one
- Bosma, Noble, New Hope, ID card trade-out will be happening soon, and riders can ask any other detailed questions from the IndyGo Access team that will be present at each event.
- Updated member list of MAC members will be sent this upcoming week
- Q: Can same-day service (trips) be added to the app
- A: A discussion with management will be had regarding this question; we will touch on this again
- IndyGo connect accessible on the South/East side of Indy only
- Download the app and create an account

For more details, you can log into [IndyGo.net](https://www.indygo.net) for region details

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