



Indianapolis Public Transportation Corporation
dba IndyGo
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Mobility Advisory Committee (MAC) Update – November 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee (MAC) Chair Mandla Moyo
Date: December 9, 2021

Mobility Advisory Committee Update – November 2021

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

November 17, 2021

Attendees

Mandala Mayo- MAC Chair
Linda Gosnell- MAC
Erin Hardwick- MAC
Cori Wills- MAC
Greg Meyer- MAC
Eddie Rickenbach- MAC
Eric Schlegel- MAC
Tammy Hollingsworth-Visitor
Belinda Jones-Visitor
Latash Higgins- Visitor
Sarah L Meyer-Visitor
Andrea's Iphone-Visitor
Brittany Latoz-Visitor
DeeAnn Hart-Visitor

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Aaron Vogel- IndyGo
Ryan Wilhite- IndyGo
Chauncyia Colman- IndyGo
Myisha Foster- IndyGo
Jennifer Pyrz- IndyGo
Schlanda Maxwell-IndyGo
Ricardo Boulware-RATPDEV
Angela Milroy-RAPTDEV

Welcome and introduction:

- **Manager of Mobility Solutions, Teresa Franklin** Took the attendance of the MAC members

Approval of the September Minutes- Mandla Moyo

- **Meeting Agenda-** Presented to MAC for Approval, Approved
- **Motion to add vote for Chair and Vice Chair to agenda-** TBD MAC bylaws need review
- **Motion to vote for One new member added to MAC-** Approved
- **Brittany Latoz MAC new member introduction-** Approved
- **Minutes from September 2021** Meeting presented to MAC for approval, Approved.

Aaron Vogel - Chief Operating Officer

- Service Operating hour adjustments have been implemented for fixed route
- These adjustments are due to driver shortages
- Service frequency has decreased for fixed route
- Currently we are sitting at 83% On time performance
- Fixed route is not closing routes, no riders have been stranded
- Fixed route is still reliable
- Announcing IndyGo board of directors awarding a contract with Luminair to deploy and equip all vehicles with air filtration UVC light technology
- Luminair will clean, disinfect, reduce pathogens, allergens, and eliminate odors
- This will provide clear air to our riders and operators to give the best experience possible
- Fixed route fleet along with Paratransit fleet, BRT fleet will be equipped with this technology

- This Technology allows for IndyGo to promote safety within its fleet
- Goal is to install this technology within the next 30days

Brian Clem - Director of Risk and Safety

- UVC Technology- Luminair
- This is to provide clean air in a public transit vehicle – some of the cleanest air in the world
- IndyGo is one of the first agencies to install this UVC Technology
- 901 Vehicles will also be equipped with this technology
- The first Fleet of our vehicles that will have this technology is our paratransit vehicles
- This Technology is the same technology hospitals use to clean and disinfect surgical rooms
- Technology will be installed within 30 days
- To locate a video of this equipment and how it's installed you can watch on IndyGo.net and/or Luminair.com

Cameron Radford - VP of Government Affairs

- 2022 Budget passed through the city council by participant support
- Question: Did the full budget get passed or did city make cuts
- Answer: No adjustment made to the 2022 Budget

Jennifer Pyrz - VP of Infrastructure, Strategy, and Innovation

- Bids have been received for the purple line project
- Contractors have had an opportunity to look over plans and submit a cost
- 2 low bidders currently
- 1 Bidder for package A which is all the civil work ex: Road, drainage, sidewalk, and ramps etc.
- Package B will be brought to the board December 2nd- Board meeting will be December 9th and will be recorded
- Once board approves construction should start
- CAC (Citizen Advisory committee) meeting for both project where conducted this week
- Blue line and Purple line CAC meetings are different meetings depending upon which stake holders are on the committee
- Full on public meetings will be had in the Spring
- Strong planning for local route planning is being conducted to ensure regular routes aren't affected by projects
- Rubber rails will be added to boarding platforms of the new project to prevent damage to the coaches

Ryan Wilhite - Manager of Special Projects and Regional Mobility

- A team is working on making sure the education and policies are written from September's meeting regarding new practices
- Fare change policy discussed
- Transition to half fare for open door riders discussed
- Fare transition due to be in progress by January 3, 2023

Mike Roth - Sr. Director of Mobilities Solutions

- Mobility Summit seminar past two days was attended by Mike Roth
- Facilitator was: Head by Design
- Local Transportation companies within the county and state of Indiana including states outside of Indiana Discussed Challenges with hiring operators to run service
- Discussed service cuts due to the demand/lack of drivers
- The struggle to have top tier service due to not having enough drivers
- RATPDEV and IndyGo continue to work through the challenges of not having enough drivers

- RATPDEV is looking into alternative solution which are TNC's, but please keep in mind TNC's are struggling with staffing as well
- IndyGo understands there are issue due to the pandemic

Ricardo Boulware - General Manager of RATPDEV

- Significant improvement has been spotted already since Oct 1 regarding improving OTP
- Strategy is to use high volume location to better contain groups so those riders can be pickup and dropped off on time
- Ecolane system updates have helped improve service as well for scheduling
- High volume locations, Dialysis locations, and centers RATPDEV is strategizing to find solutions to perform better on time performance
- For hiring- job fairs are to be conducted at Public library, communication with workone, radio ads, and help from the RATPDEV corporate level
- Staffing solutions are underway
- Dispatchers have been working on proficiency in Ecolane
- **Angela Milroy – Manager of Operations RATPDEV** is working diligently with group centers with set drop off and pickup times
- Grouping riders to send vehicles to centers would be better than random vehicles with sporadic trips
- Dispatchers are being trained to work together as a team
- 4 Dispatchers are in the dispatch office at any given time
- Self Service app “IndyGo Mobility” is a wonderful tool to use to book and cancel trips
- December 31st Green vouchers is due to end
- December 31st Welltrans options will be over; however, RATPDEV will have opportunity to negotiate with Welltrans
- Q: Can a line in brail be added for seeing impaired individuals
- A: John Mann will be contacted regarding the brail line – this has been checked on and the printer won't allow per Mike Roth
- All other brail or seeing impaired questions or concerns please contact Teresa Franklin Manager of Mobility Services