



Indianapolis Public Transportation Corporation
dba IndyGo
1501 W. Washington Street
Indianapolis, IN 46222
www.IndyGo.net

Mobility Advisory Committee (MAC) Update – July 2021

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Mobility Advisory Committee Chair Mandla Moyo
Date: August 26, 2021

Mobility Advisory Committee Update – July 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
July 21, 2021
This Was a Public Meeting Due to Covid-19

Attendees

Greg Meyer- MAC
Mandla Moyo- MAC
Erin Hardwick- MAC
Eric Schlegel- MAC
Cori Wills- MAC
Bernie Wilmer- MAC
Linda Gosnell- MAC
Eddie Richenbach- MAC
Leslie Dailey- MAC
Mark Early- MAC
L. Higgins- Visitor

Mike Roth- IndyGo
Teresa Franklin- IndyGo
Ryan Wilhite- IndyGo
Myisha Foster- IndyGo
Roscoe Brown- Visitor
Melissa Burgess- Visitor
Ryan Malone- Visitor
Justin Miller- Visitor
Varunbather- Visitor
Tara Lanigan-Guest Speaker

Welcome and Introduction:

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

Motions made and Approvals

- **Meeting Agenda** – presented to MAC for approval, Approved.
- **Minutes from July 21, 2021** meeting presented to MAC for approval, Approved.
- **Motion for Cori Wills Second Term**
- **All Voted yes to Cori Wills second Term**
- **Motion for acceptance for Justin Millers membership**
- **All voted yes to Justin Millers employment**

Discussion Items:

Mandla Moyo/ MAC Chair

- **Introduction/ Acceptance of application for Justin Miller**
- **Justin Miller will be taking over Bernie Wilmer's position**
- **Justin Miller introduction**
- **Motion for acceptance for Justin Millers membership**
- **Vote to add Justin Miller to MAC as an employer representative**
- **All voted yes to Justin Millers employment**
- **Linda Gosnell will be ending her MAC membership**
- **Motion for Cori Wills Second Term**
- **Vote to accept Cori Wills Second Term**
- **All Voted yes to Cori Wills second Term**
- **August 12th is the public hearing for the budget**
- **September the board will vote and then go through the council process thereafter**

Tara Lanigan/ Policy Team for May Mobility

- May Mobility is a Self-driving shuttle
- Shuttles are in Downtown Indianapolis Area
- Also provided wheelchair accessibility
- May Mobility develops and deploys self-driving technology to support cities with their transportation goals
- Technology is built by May Mobility themselves
- Polaris Gem and Lexus RX450 platforms on the road currently
- Program was launched last month in May
- Partnership with Toyota mobility foundation, VSN, and IndyGo
- Operation hours M-F 7am-7pm until end of November
- A wheelchair option is also available
- Wheelchair accessible vehicles have all the necessary features along with a passenger's seat in the front Passengers side
- Connects IUPUI with the Red line connection
- Website: [HOME - May Mobility](#)
- This service is Free to use
- Get on & Get off
- Use map to find a route
- Second pilot Downtown Fishers, In by 2022
- Tara.lanigan@maymobility.com

Mike Roth/ Senior Director of Mobility Solutions

- OTP is currently poor
- We are working with Transdev to improve service
- Staffing continues to be a problem
- Not enough operators
- Shortage of driver causes rider trips to be late, increases on board time for rider, and caused late for pickup for riders
- Wage increase has been implemented in hopes of creating driver retention
- Unemployment checks are causing people to stay home
- The service industry continues to suffer due to the pandemic
- Mobility Service team is doing everything possible to create better results while assisting Transdev
- We are in the process of finding a new paratransit provider; in which a board meeting will be held 7-26-2021 to select a provider.
- Roscoe Brown promises to meet service expectations at Transdev's best ability
- Transdev is currently short 22 drivers
- Transdev is currently updating Recruitment material to reflect the new wage adjustments
- All Hourly employees have received the updated wage increase
- Transdev experienced an IT issue where they lost remote application due to a cyber-attack that occurred 7-2-2021
- This impacted service by corrupting 22 computers and the phone lines
- Some Transdev Staff was moved to 1501 W. Washington St. for an emergency/remote call center and operation was able to continue

Ryan Wilhite/ Manager of Special Project & Regional Mobility Integration

- Beyond ADA Task force- discussed
- Draft Policy was discussed with the task force for the ADA service
- Draft policy can be seen on IndyGo website under the beyond ADA
- Public comment form can be found here also if you have any questions or comments
- Board meeting will be held in August where public comment questions/ forms will be discussed

- Adoption of policy will be discussed September 23rd
- Jan 1, 2023 Beyond ADA Policy is projected to be in place
- Discussed improvements such as how-to designing service beyond ADA

Teresa Franklin/ Manager of Mobility Services

- TNC- Taxi Network Company discussed
- We added Uzurv and zTrip as TNC's
- Uzurv is struggling to find drivers at the current moment
- They have 55 Approved drivers that have had drug and alcohol test
- Only 33 of these approved drivers have completed trips
- July, we had 24 drivers that have transported riders
- These drivers determine their day and don't have to accept trip(s)
- When Uzurv doesn't accept a trip; trip(s) automatically moves back to Transdev
- This prevents riders from becoming stranded
- zTrip is the other TNC provider, and they have more drivers due to being in the Indianapolis market longer
- zTrip is currently not merged with our software, so when they deny a trip Mobility Solutions can't see trip(s)
- We have had riders stranded due to this system
- zTrip handles more trips than Uzurv currently
- zTrip Subscription riders that have assigned drivers has had great reviews
- We have analyzed that the shorter a trip is the less the TNC's like it because it's less pay for the driver(s)
- Longer trips across town are more desirable for the TNC drivers instead of using Transdev
- If Uzurv doesn't catch in the systems API no one knows until it's too late
- We're getting trips resolved with our system provider to fix any API issues
- If riders needs to book a trip with Uzurv rider must contact IndyGo customer service @ 317-635-3344
- Any programs that IndyGo offers please reach out to 317-635-3344 if you have any furthers questions
- zTrip accepts Purple ticket and Cash only
- Uzurv accepts Balance or Ticket only
- To place balance onto your account please contact IndyGo Customer Service at 317-635-3344
- Balance will not deduct until you take a trip, not when trips are canceled. Only when a trip is taken
- Self-Service App has launched
- Any Open-Door rider can participate
- If anyone wants to enroll please reach out to the Mobilities service department where we will enroll riders
- Rider will need to provide an email address to Mobilities Service to participate in the mobile application on smart phones
- Riders can schedule trips; trips can be canceled up to 90 minutes in advance
- Keep in mind when booking a trip & the time selected can't be offered on the app "+ or -"the 60 minutes window rider will be referred to Transdev's booking department
- App Can be downloaded on IOS or Droid located under "IndyGo Mobility"