

Mobility Advisory Committee (MAC)

Meeting Minutes

July 19, 2023

Attendees:

Eddie Richenbach-MAC

Cori Wills-MAC

Kristina Hornaday-Alberts-MAC

Chris Hollingsworth-MAC

Kendal Tilton-MAC

Teisha Belton-INDYGO

Ryan Wilhite-INDYGO

Angela Milroy-RATP DEV

Amanda Bagwell-MAC

Justin Muller-MAC

Linda Gosnell-MAC

Wilma Simmons-MAC

Mike Roth-INDYGO

Cheryl Purefoy-INDYGO

Eduardo Hernandez-RATP DEV

Attendance of members by Mike Roth

Agenda Items:

- Approval of May 2023 Minutes-Approved
- **Cheryl Purefoy-INDYGO**
 - Fleet Acquisition
 - INDYGO recently awarded a \$19 million grant from Biden/Harris administration to purchase hybrid vehicles
 - 40-foot vehicles to replace around 18-20 fossil fuel diesel buses depending on prices
 - Purchased the 60-foot Purple Line buses
 - In the next 2 months, they will start arriving
 - Plan to have a total of 10 this year
 - The rest of the buses will arrive by the end of 1st quarter of 2024
- **Ryan Wilhite-INDYGO**
 - Beyond the ADA
 - 6 months into Beyond ADA
 - In about 6 months, we will notify riders of the expiration of 2 exception areas.
 - In January 2025, the exception area will be removed.
- **Eduardo Hernandez-RATP DEV**

- Staffing Challenges
 - Overall improvement in On-Time Performance
 - Introducing a 2-step interview process for all applicants
 - The goal is 80 drivers, and currently at 50 drivers
 - The upcoming orientation class has approximately 19 drivers
- TNCs
 - INCare
 - It started in June 2023
 - Running smoothly
 - Handles about 20 trips
 - Must be booked through Call Center
- Dispatch Phone Calls
 - At night, 1 dispatch and the Manager
 - Shift Supervisor hours: 8 pm-5 am starting next week
 - If any concerns, please place Comments/Complaints through Call Center
 - After 7 pm, call Dispatch. Before 7 pm, contact the Center or Dispatch
- **Mike Roth-INDYGO**
 - Customer comments
 - Will be broken into two reports: Fixed Route and Paratransit
 - Commitment to QA calls
 - Staffing Challenges
 - Fixed Route short about 200 drivers
 - Currently doing a \$3,000 hiring bonus
 - With Purple Line starting next year, we will need additional 100 drivers
 - Paratransit buses
 - In August, going to board 10 new Paratransit buses
 - These buses will be replacement vehicles, not expansion
- **Teisha Belton-INDYGO**
 - Mobility App
 - There has been an increase in usage of App with riders
 - Storage of credit card on the App
 - On hold due to budget and which upgrade option to utilize for storage
 - App notifications
 - Notify customer care and put in the comment so that IndyGo can investigate
 - Comments can take up to 10 days per IndyGo Policy
 - Ride Along with Paratransit buses
 - Ensure that rides and routes are working effectively
- **Additional Items**
 - Motion to have Brittany Latoz removed from MAC due to absences
 - Approved
 - Accepting applications for new MAC members