

Mobility Advisory Committee

July 18th, 2023

19th
MR

Brittany Latoz removed

Name	Present		May Meeting Minutes		19th							
	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay	Yay	Nay
Chris Hollingsworth	✓		✓		✓							
Eddie Richenbach	✓		✓		✓							
Amanda Bagwell	✓		✓		✓							
Cori Wills	✓		✓		*							
Justin Muller	✓		✓		*							
Linda Gosnell	✓		✓		✓							
Brodie Spears (Resigned)												
Kristina Hornaday-Alberts	✓		✓		✓							
Wilma Simmons	✓		✓		✓							
Brittany Latoz (Remove)												
Kendel Tilton	✓		✓		✓							

Michael Roth
Michael Roth

7.19.23
Date

Per MAC chair:

- Remove Brittany Latoz ✓
- Brodie Spears (Resigned) ✓

* left meeting early.

AGENDA

MAC Meeting

July 19, 2023 @ 5:00 pm

Expected:

- Treat all participants with kindness, respect, and consideration, and value a diversity of views and opinions (including those you may not share.)
- Communicate openly, respect other participants, and critique ideas rather than individuals.
- Refrain from demeaning, discriminatory, or harassing behavior and speech directed toward others.

Unacceptable:

- Harassment, intimidation, or discrimination in any form.
- Unwelcome or offensive verbal comments.

Inez Evans - IndyGo

Aaron Vogel – IndyGo

Ryan Wilhite – IndyGo

- Beyond ADA – Grandfathering reminder

Angela Milroy – RATP Dev

- IndyGo Access Paratransit updates- Still undergoing staffing challenges but have seen an overall improvement in our OTP (on time performance numbers) Train the trainer and ongoing training in all departments, with a focus on safety and positive customer experience, with a strong emphasis on professionalism and courtesy.
- Staffing opportunities- We currently are understaffed at 55 Fulltime operators with a goal of eighty, as well as two positions in dispatch, one road supervisor, a shift supervisor, and our call center is down to five out of fifteen agents. We have a new recruiter that has been bringing in quality candidates and we have a pipeline of people awaiting orientation.
- Incare – updates- We have added a third TNC to the lineup. One can call the care center to book trips with Incare, in the same way as UZURV. A trip may be booked 1-3 days in advance, as well as subscription. The forms of payment accepted are balance and ticket.
- Reminder, all trips booked to IndyGo Access, UZURV, WellTrans, and Incare must come through to the care center or the dispatch line (cancellations and where is my ride)
- We are looking for ongoing community support to remind riders to please use my service app to book or cancel trips, as well as view their vehicle ETA.
- Reminder of care center phone hours, Mon- Friday 6a-7p, Sat, Sun, and Holidays 7a-4p. The call que pushes through to dispatch and is the only phone line available after the care center closes. In the event the phones are not working, or the calls are not going through, calling the care center during regular business hours to file a comment or complaint, is the proper method. We have an evening manager and supervisor on the shift now, to assure phones are on and being utilized properly in the afternoon and evening hours. At times call volumes get high and it is important to remember that in the evening and weekend hours, there are 1-2 dispatchers in the office, during those hours as well.

Mike Roth - IndyGo

- Customer Service Comments – Fixed and IndyGo Access for June 2023

- QA – Customer Calls – Review
- Hiring Events – Fixed Route/Staffing opportunities

Teisha Belton – IndyGo

- Mobility Service App & Adjustments – updates
- Mobility Services – Ride Observations

Open discussion

- Membership
 - Reapprove Justin Muller ✓
 - Extend Cori Wills
 - Remove Brittany Latoz
 - Brodie Spears has asked to resign.
- Call center issues
- Ecolane notifications, texts etc. ✓
- Hiring and retention issues including funding

CFO - Budget / Copy

Mobility Advisory Committee (MAC)

Meeting Minutes

May 17, 2023

Attendees:

Eddie Richenbach-MAC

Amanda Bagwell-MAC

Cori Wills-MAC

Linda Gosnell-MAC

Wilma Simmons-MAC

Chris Hollingsworth-MAC

Kristina Hornaday-Alberts-MAC

Mike Roth-INDYGO

Teisha Belton-INDYGO

Angela Milroy-RATP DEV

Jennifer Pyrz-INDYGO

Attendance of members by Mike Roth

Agenda Items:

- Approval of March 2023 Minutes-Approved
- **Jennifer Pyrz-IndyGo**
 - BRT Project Update
 - Red Line
 - In operation since September 2019
 - Pavement enhancements
 - Completed patching on Capital Ave, Shelby St, Virginia Ave and currently working on Meridian St. and College.
 - Concrete Repair
 - Expected to finish by the end of July 2023
 - Installations of Audible Pedestrian signals at all stations
 - Starting in June 2023 and ending in September 2023
 - Purple Line
 - Currently working on Orchard Station, 38th & Emerson
 - Installation of Audible Pedestrian signals at all stations
 - Phase 1 has been completed.
 - Expected completion in Fall of 2024
 - Blue Line

- Installations of Audible Pedestrian signals at all stations
- Expected completion Late 2024

- **Angela Milroy-RATP DEV**

- Introducing new TNC to public
 - INCare will start first on 05/19/2023
 - We will start out booking around 20-25 trips
 - ADA-compliant with service animals
 - Wheelchair accessible vehicles
- Hired a new Recruiter, Care Center Manager & Supervisor
- Increased the number of drivers to 58 to 60 following the recent orientation class with a goal of 80 to 100 drivers

- **Teisha Belton**

- IndyGo Mobility App
 - Implementing payment option is on hold due to the finance dept.

- **Mike Roth**

- **Questions/Concerns**
 - Accessible Bus Stops: The planning team, for the last 2-years is prioritizing the stops to make sure they are accessible. They will continue to do so throughout the city. You may put in a comment regarding which stop you feel should be prioritized and why. You can fill out a form online at www.indygo.net under contact us and/or call our Customer Care Center at 317-635-3344.
 - Fixed Routes: Riders with half-fare are not able to scan their phone for payment. Why and can it be fixed?
 - Tours of IndyGo Facilities: Members would like to tour IndyGo Access buildings. Teisha Belton will be a tour guide for the building located at 2425 W. Michigan Street. Mike Roth will be the tour guide for the building at 1501 W. Washington Street.
 - Future MAC Meetings: Physical location, virtually or hybrid. IndyGo will not be able to give free rides for MAC meetings.
 - Bylaws Submission: Speak with Jill Russell and Mike Roth
 - Safety Regulations: No traffic laws for vehicles when ADA buses are loading/unloading. Contact City of Indianapolis and/or FTA (Federal Transit Administration) as a committee.