



Information Update – Transportation Network Companies

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director, Mobility Solutions Michael L. Roth
Date: April 22, 2021

Transportation Network Company - Funding

BACKGROUND:

Based on our current paratransit contractor's recent performance, IPTC needs to increase our TNC partners' funding. This funding will come from reallocated funds from prior approved purchased transportation budget line and will not exceed \$300,000.

In 2020, the board authorized the President and CEO to enter into a contract with UZURZ and zTrip for Non-ADA and ADA trips. Upon completion of successful negotiations, IndyGo agreed to a term of one (1) year for an amount not to exceed \$100,000 with two (2) 6-month option terms.

The TNC companies provide enhanced services to receive, process, and accept ride requests via a mobile app (forthcoming), telephone and dispatch center. They complete rides for qualifying riders and provide broader and more convenient access between destinations.

Part of the decision to utilize the TNC's is based on the current paratransit provider TransDev. Since the onset of COVID, Transdev and many transportation authorities have experienced challenges regarding staffing and the recruitment of new Operators.

IndyGo has added additional transportation options to help mitigate the staffing challenges Transdev has been experiencing. However, due to the staffing difficulties, On-Time Performance (OTP) has been below our contractual agreement of 93%, and customer comments (complaints) have increased over the past few months. The Mobility Services team continues to address the customer comments, reminding customers of the additional transportation options available to improve their paratransit service experience.

IndyGo continues to work with Transdev in providing guidance and resources to assist with their staffing needs. IndyGo has provided Transdev with space at the East Campus and 2425 W. Michigan to hold multiple job fairs. Also, IndyGo has offered space so Transdev could have more significant training classes to increase staffing. Transdev is also using the East Campus for skills course training which is a critical element of the training process.

Transdev has brought in Corporate support to help with recruitment and employee retention. To address the on-going staffing concerns Transdev is offering a sign-on bonus and retention bonuses to employees. We will continue to monitor and provide updates on service concerns. Transdev is fully committed to delivering IndyGo and Marion county's customers with the expected and deserved service.

RECOMMENDATION:

Receive the report

Michael Roth

Senior Director, Mobility Solutions