



Indianapolis Public Transportation Corporation  
dba IndyGo  
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[www.IndyGo.net](http://www.IndyGo.net)

## Mobility Advisory Committee (MAC) Update – March 2022

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**To:** Chair and Board of Directors  
**Through:** President/CEO Inez P. Evans  
**From:** Mobility Advisory Committee (MAC) Chair Mandla Moyo  
**Date:** April 28, 2022

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### Mobility Advisory Committee Update – March 2022

**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**

**March 16, 2022**

#### **Attendees**

**Mandala Mayo- MAC Chair**  
**Cori Willis-MAC**  
**Greg Meyer-MAC**  
**Eddie Wilmer-MAC**  
**Linda Gosnell- Mac**  
**Leslie Dailey- MAC**  
**Carlos Taylor- Visitor**  
**Annette Darrow- IndyGo**  
**Latosha Higgins- IndyGo**  
**Lisa Pace- Indy Board**  
**Maurice Bell- RATPDEV**

**Mike Roth- IndyGo**  
**Inez Evans- IndyGo**  
**Aaron Vogel- IndyGo**  
**Charlie Carlino- IndyGo**  
**Jennifer Pyrz- IndyGo**  
**Teresa Franklin- IndyGo**  
**Ryan Wilhite- IndyGo**  
**Chauncyia Colman- IndyGo**  
**Myisha Foster- IndyGo**  
**Lloyd Graham- IndyGo**  
**Angela Milroy- RATPDEV**

#### **Welcome and Introductions:**

- Manager of Mobilities Solutions, Teresa Franklin took the attendance of the MAC members
- Approval of the January 2022 Minutes- Approved
- Approval of the March 2022 Agenda- Approved
- Approval of Adding elections to this month's agenda-Approved
- Approval of Greg Meyers 6-month extension- Approved
- Approval of Eddie Vice-Chair becoming Chair after Mandala Mayo's term is completed- Approved

#### **Mike Roth/ Senior Director of Mobilities Solutions**

- Mike Roth Reviewed the MAC Bi-laws

#### **Aaron Vogel/ VP of Operations/ COO**

- Bus rapid transit Quantum Wheelchair securements- all 31 are working.
- There are some configurations to ensure Quantum Wheelchair Securements continue working properly.
- UVC and lighting system for 40-foot bus fleet will start installation next week with a completion date of April 11<sup>th</sup>.
- Paratransit UVC lighting system will be installed on March 28 and completed on April 2<sup>nd</sup>
- Paratransit Fleet will have a UVC system installed first
- 2021 ended with 5,000,000 boardings this number is less than the year 2020
- OTP was at 81% for fixed route
- Changes to route 902 (extension of the Redline). Due to I465 construction, no more 60ft coach heading south of the University of Indianapolis instead 40ft coaches will be used instead.
- Walmart warehouse caught on fire today and IndyGo fixed route assisted transporting employees from Walmart safely
- Q: Is there any media going out to the public regarding any updates/ improvements
- A: The media has been updated on all changes
- Federal mask mandate is ongoing until April 18<sup>th</sup>

**Jennifer Pyrz/ CDO & VP Infrastructure Strategy & Innovation**

- Purple line construction is underway
- Additional closures are underway
- 38<sup>th</sup> and colosseum work along the curbs has impacted some bus stops Eastbound and Westbound of the fairground. Temporary stops are set up due to this construction
- Location Fall-creek and Keystone storm and sewer construction is being conducted
- Buses are detoured and temporary stops have been placed due to construction
- Fort Benjamin Harrison Ivy Tech Area Closed temporary stops for construction being conducted in the area
- IndyGo.net/purple line sign up here for weekly updates with information regarding traffic impacts, closures, etc. on the IndyGo website
- Construction will run until mid-2024
- Construction updates until work is completed

**Inez Evans/ President and CEO**

- During the legislative session it was desired to attach IndyGo language to bills
- Education bill would have stopped children from using the Bus Rapid Transit line this was rejected
- Holt Rd and High School Rd wanted to construct a bi-directional lane, but the language stated all of Washington street needed to be Bi-directional.
- No changes to the Blue line about IndyGo
- The Voice of the collective matters and thanks to all who shared their opinions and views

**Chauncyia Coleman/ Director of Mobility Solutions**

- Customer care center has noticed an increase in phone calls, comments, etc.
- Response time has improved- answer rate 48.9% answering calls within 20 Seconds
- Call duration slight decrease- CCRs are becoming more efficient in answering calls
- Average wait time and abandonment rate – The rate has dropped
- Web-comment – Web submitted comments were answered at a 46% answer rate
- Goal is to answer 80% of calls within 20 seconds or less
- ½ fare restructure- 2019 board approved for Jan 1<sup>st</sup> 2023, the open-door riders won't ride for free/ they will pay the half fare using Mykey system
- IndyGo personnel will set up at centers (open door riders frequent) to relay the message and make necessary transactions for new Mykey cards
- Letter will be mailed out to riders regarding changes soon
- Mykey reloading as of now- Care center desk, phone App, Ticket machine on BRT platforms

**Ryan Wilhite/ Manager Special Project and Reg Mobility Integration**

- Website update
- Jan 1, 2023, Beyond ADA will launch, those who are grandfathered in won't need to make changes
- If Rider is Grandfathered and residentially moves, they will not be able to benefit from the grandfathering system in place
- We are on track to offer a same day service

**Teresa Franklin/ Manager of Mobilities Solutions**

- Self-service application for cell phones
- We would like to get as many riders signed up as possible under this application
- Recent customer service comments some were hold times
- Self-service application will allow for the rider to cancel within 90 minutes, and they don't have to make a phone call – eliminates hold times

- All riders with an email have been contacted via phone to see if they would like to participate in the self-service application
- 206 canceled trips last month were completed through the self-service application
- Balance for Ecolane can be tracked on the Self-service app
- When centers are visited regarding the Mykey card exchange, the IndyGo team will explain and update riders on all the details about the service
- Self-service Application riders and caregivers can see where their ride is after leaving the last stop or get an estimate on the arrival of the coach.

#### **Lloyd Gram/ Diversity and Workforce Development Manager**

- Introduced Carlos Taylor Program Manager for the Gregory S Fare Box center at Eskenazi health
- Offering Internship opportunities to college students in Indiana with some type of disabilities hearing, vision, etc. To help with employment outcomes
- Several students come back for more than one opportunity with the program
- Students from 35 different colleges around the state of Indiana have participated
- Ball State and Eskenazi started as a partnership with one student
- The program has grown and expanded
- The person in which the program is named is an attorney in the Indianapolis area who also has a disability himself
- Gregory S. Fare's vision was to see equal work opportunities for those with disabilities
- 23 employers and Eskenazi have hosted interns
- 52 interns are in the program
- Ability, Accend Indiana, City of the Indianapolis, Eiteljorg museum, several other companies just to name a few
- IndyGo is due to host an intern in which Carlos expressed his excitement
- The program is important here's a review a past intern expressed: "I learned that not only did I possess the qualification to complete the work asked of me. I also realized I can work independently and problem-solve effectively". This internship gave me the confidence that I can be a contributing employee once I graduate.
- IndyGo this year is our Pilot year to bring on an intern
- 8-week summer program starting June 6- July 29
- IndyGo wants to raise awareness and raise consciousness regarding individuals with disabilities.
- Carlos Taylor- email [Carlos.taylor@eskenazihealth.edu](mailto:Carlos.taylor@eskenazihealth.edu)

#### **Mike Roth/ Senior Director of Mobilities Solutions**

- Anyone with more in-depth questions regarding Gregory S. Fare Box Center must contact [Carlos.Taylor@eskenazihealth.edu](mailto:Carlos.Taylor@eskenazihealth.edu)
- New Logo for Open-door is named IndyGo Access and will be implemented on June 1<sup>st</sup>, 2022
- An example of the appearance of the new logo was given for our seeing impaired guest