

Mobile Advisory Committee Agenda

Date: January 15, 2025

Time: 5:00pm – 6:30pm

Location: zoom

Roll call

Elections

Presentation of MAC candidates

Discussion of 2025 MAC priorities

- Jennie Pyrz-President and CEO IndyGo-
 - IndyGo's Strategic Plan Initiatives
 - How does the MAC fit into this strategy
- Community outreach
 - Quarterly meetings with disability organizations.
 - Sending MAC representatives to organizations meetings
 - Printed information on the MAC
 - Purpose
 - Makeup
 - Goals
 - Meetings
- Social media

Discussion of meeting times and places

- In person meeting
- Hybrid meetings
- Transportation to and from meetings
- Meetings on non-IndyGo properties

Discussion of vouchers and their usage.

Anthony Hughes-Manager, Mobility Services/IndyGo Access –

- Increasing OTP
- Updated Rider Guidelines
- Our Focus for 2025

Discussion of Fares

- Angela Milroy-General Manager RAPT Dev –
 - Reminder on Access/TNC providers
 - Complaint Procedures
- Fare Updates ADA/Beyond and MyKey payment options.

Discussion of data received from Indygo

- Mike Roth-Deputy Chief Transportation Officer –
 - Data sent to MAC – would it be beneficial to review data that is provided?
 - FINANCIAL DATA

- Staffing – Fixed Route, Red Line, and Blue Line

LaTessa McClendon-Director, Mobility Solutions –

- New paratransit provider – March 1, 2025
 - Transition plan with MV – MAC participation

- January 1, 2025 – Subscription trip – technology issue

Aaron Vogel – Chief Operations Officer/COO-

- New Board Member
- Social Services Counselor

Donna Foreman-Manager of Quality Assurance –

- Customer Service Statistics – Top 3 customer concerns for modes of service.
 - IndyGo Access
 - BRT
 - Fixed Route