

Mobility Advisory Committee (MAC)

Meeting Minutes

January 15, 2025

Attendees:

Greg Meyer-MAC

Erin White-MAC

Chris Hollingsworth-MAC

Anthony Hughes-IndyGo

LaTessa McClendon-IndyGo

Aaron Vogel-IndyGo

Donna Foreman-IndyGo

Bernadine Wilmer-MAC

Mike Roth-IndyGo

Amanda Bagwell-MAC

Jennnifer Pyrz-IndyGo

Ryan Wilhite-IndyGo

Adairius Gardner-IndyGo

Angela Milroy-RATP-Dev

Attendance of members by LaTessa McClendon

Agenda Items:

- **MAC Concerns**

- Rider Guidelines Updates
 - Updated guidelines have been approved effective 1/1/2025
 - Rider Guidelines updates do not require public hearing
 - A copy has been emailed to every MAC member
- New Paratransit Providers/Qualifications
 - Proposals submitted for new contract
 - A committee thoroughly reviewed each proposal and voted on
 - MV Transportation was selected as new Paratransit Contractor effective March 1, 2025.
 - Operations and Maintenance will be transferred over to MV Transportation.
 - All current employees with RATP-Dev can interview with MV and transition if selected.
- Timelines regarding Data
 - Data shows OTP for Paratransit, Fixed Route and BRTs
 - Calculated every Monday and will be sent out weekly
 - LaTessa will send out email to MAC Members to set up date and time for tutorials on data.
 - Data shows Customer Comments
 - Calculated Monthly at the end of the month.
 - It will be sent out about 1 to 2 weeks after the prior month has ended.
- Distribution of Board Packets

- Board information is distributed once all documents have been received.
 - MAC contributions to Board
 - MAC representation will be needed at February's meeting.
 - Moving forward, add MAC members on RFP as advisory.
 - Reinstate Chris Hollingsworth for 2nd term
 - Reinstatement Approved
 - Elect Chairman and Vice Chairman
 - Nominations for Chairman- Chris Hollingsworth
 - Nominations for Vice Chairman: Greg Meyer
 - Chairman and Vice Chairman Approved
- **Jennifer Pyrz**
 - Updated Strategic Plan
 - Top 3 Things: Protecting Frontline Workers, Increase Ridership, and Prioritize Long term Sustainability
 - New Board Member
 - William Stinson will start in February 2025.
 - Blue Line Grant Funding
 - Received funding for the final portion of Blue Line.
- **Michael Roth**
 - Social Services Counselor
 - Assist individuals that may have diagnosed or undiagnosed mental health issues that can be referred for additional assistance if needed.
 - Stay tuned for new position
 - Financial Data
 - Trying to determine format for data; updates soon.
 - Staffing
 - Currently 458 operators for fixed route and BRTs
 - MAC Meeting Times & Places
 - Transportation to meetings: TBD
 - In person vs Hybrid: Both are an option
 - Paratransit Vehicles
 - Current fleet: 75
 - 11 vehicles out of service for preventive maintenance (oil changes) and/or defects (broken mirrors, tail lights).
 - 64 active vehicles
- **Anthony Hughes**
 - OTP has increased to 80% over the last few months
 - If updated Rider Guidelines are needed, reach out to Anthony.

- 2025 Focus: Continuously improve in our services
- **Angela Milroy**
 - TNC's
 - Will be used for trips to ensure OTP is met.
 - Feel free to contact Customer Care with any questions.
 - Dispatch will reach out to clients if the vehicle has changed.
 - Complaints
 - All complaints should be called into the Customer Care Center
 - If MAC Members take complaints, please fill out the form on behalf of rider with all necessary information.
 - Fare Updates
 - Beyond ADA charges of \$7.00 began January 1, 2025.
 - MyKey cards can now be used for payment on the paratransit bus.
 - Wages
 - Operators: \$19.66/hr with increases every April and every year on work anniversary.
- **LaTessa McClendon**
 - MV's contract begins March 1, 2025.
 - Ecolane glitch on January 1st with subscription riders but all has been resolved.
- **Donna Foreman**
 - Fixed Route Top Comments
 - Pass-Bys, Safety and Schedule Adherence
 - BRT Top Comments
 - Safety, Pass-Bys and Vehicle Maintenance
 - Paratransit Top Comments
 - Schedule Adherence, Courtesy and Fares