

Mobility Advisory Committee (MAC)

Meeting Minutes

July 17, 2024

Attendees:

Chris Hollingsworth-MAC
Bernadine Wilmer-MAC
Kendel Tilton-MAC
Kristina Hornaday-Alberts-MAC
Anthony Hughes-IndyGo
Angela Milroy-RATP DEV

Amanda Bagwell-MAC
Greg Meyer-MAC
Erin White-MAC
Mike Roth-IndyGo
Donna Foreman-IndyGo

Attendance of members by Mike Roth

Agenda Items:

- **Approval of May 2024 Minutes-Approved**
- **Membership Updates**
 - Kristina Hornaday-Alberts was approved to serve one more term
 - Three open positions: 2 Riders & 1 Agency
- **Mike Roth**
 - Fixed Route Updates
 - Currently 434 Operators
 - Currently at OTP 85%, Goal is 80%
 - Current BRT (Red Line) OTP 76%
 - BRT (Bus Rapid Transit) Lines: Purple Line launch October 2024, Blue Line launch 2027
- **Angela Milroy**
 - Leadership Updates
 - The new AGM is Tiffany Turner
 - Acting Director of Maintenance is currently Dave Ramirez
 - New Director of Maintenance is starting July 29
 - IndyGo Access OTP 85%
 - Approx 37 or 39 buses on the road
 - Vehicle Issues
 - Air compressors for Air Conditioners are on backorder nationwide
 - Any current delays are due to trying to swap out buses
 - Head Count/Employment Opportunities
 - Approx. 20 drivers short
 - New orientation class starting Monday

- Complaint Protocol
 - Please get in touch with the call center with any complaints. Do not call Dispatch or advise drivers of complaints.
- Lost & Found Protocol on IndyGo Access
 - Item will be tagged, bagged, and taken to CTC the following day
- Trunk-or-Treat Planning will be starting
 - What is Trunk or Treat
 - It is a free event where any child attending will be given a new costume, trick or treat bag/bucket, walk around to the booths/cars, and receive treats with music, pumpkin patch, face painting, etc.
 - If an employer wants to become a vendor, please refer them to Angela Milroy.
- **Anthony Hughes**
 - Beyond ADA
 - As of January 1, 2025, any ride beyond ADA coverage will cost \$7.00 each way instead of \$3.50 for those who have Grandfather status. Grandfather status will expire as of January 1.
 - MyKey ID update
 - New Fare Box Validators approximately October 1, 2024, inside all IndyGo Access buses
 - You will be able to use your My Key Access card to tap and pay for trips on the bus.
 - IndyGo will do Townhall Meetings with centers to introduce new fare boxes
- **Donna Foreman**
 - Fixed Route Top 3 Concerns
 - Pass-By, Courtesy & Safety
 - Paratransit Top 3 Concerns
 - Schedule Adherence, Courtesy & Safety
 - Schedule Adherence improvement: Decreased from 36 comments to 15 comments
 - Valid Comments: Decreased from 26 comments to 8 comments
 - On-time performance (OTP) has increased
 - How to determine Valid Comments with Fixed Route/IndyGo Access
 - Listen to the recorded call
 - Review camera footage on the bus
 - Review IndyGo policies/procedures
 - Courtesy Comments
 - In May, 7 Valid Comments.
 - In June, 2 Valid Comments
 - To submit Comments
 - Call Customer Care Call Center at 317-635-3344
 - Fill out the form online at www.indygo.net and click on Contact Us