

Mobility Advisory Committee (MAC)

Meeting Minutes

May 15, 2024

Attendees:

Chris Hollingsworth-MAC

Greg Meyer-MAC

Kristina Hornaday-Alberts-MAC

Amanda Bagwell-MAC

Ryan Wilhite-IndyGo

Anthony Hughes-IndyGo

Eddie Rickenbach-MAC

Linda Gosnell-MAC

Bernadine Wilmer-MAC

Angela Milroy-RATP Dev

Mike Roth-IndyGo

Donna Foreman-IndyGo

Attendance of members by Mike Roth

Agenda Items:

- **Approval of March 2024 Minutes-Approved**
- **Membership Updates**
 - Wilma Simmons has resigned
 - Currently have 2 Applicants
 - Will follow up on membership status for Erin White/Mark Early
- **Social Service Coordinator Position**
 - Designed to help those who are homeless that utilize IndyGo fixed route bus stops as shelters
 - This position will give out resources to assist them with sheltering and/or food sources
- **CEO Status**
 - Jennifer Pyrz currently interim CEO/President
 - No new updates regarding new CEO/President
- **Mike Roth**
 - Fixed Route Staffing
 - Over 400 operators currently and looking to hire around 100 more
 - Purple line will launch October 2024
 - Service Changes
 - All changes can be found on the following website link: [Upcoming Service Modifications - IndyGo](#)
 - Beginning in June 2024
 - Routes that will have timing changes: 5,19,21,24,26,28,37,38,90
 - Routes that will receive service increases:
 - Route 2- 60 minute frequency increases to 30 minutes

- Route 10- 20 minute frequency increases to 15 minutes in the core area and increases to 30 minutes from 40 minutes on the westside where the route branches off at Lynhurst Drive
 - Route 11 -90 minute frequency will increase to 30 minutes
 - Route 25- 60 minute frequency will increase to 30 minutes
- **Angela Milroy**
 - Paratransit Staffing
 - Currently at 52 full time, 6 part time and 5 in training
 - Have bi-weekly hiring events
 - TNCs
 - Still utilizing UZURZ, Welltrans & InCare
 - Welltrans
 - Will be undergoing updates on the back end
 - Please reach out if you have any questions regarding messages about your trip
 - Community Events
 - July-YMCA Backpack Give-Away
 - June-Will start planning Trunk or Treat
 - Would like to do events every other month; please reach out with suggestions
- **Ryan Wilhite**
 - Beyond ADA
 - Reminder that the exemption for Beyond ADA policy will end as of 01/01/2025
 - Communication of notification
 - Flyers will be distributed through mail
 - IVR
 - Possibly media release or advisory
- **Anthony Hughes**
 - Manger of Mobility Solutions
 - Contract oversight
 - Operator Evaluation
 - You may see IndyGo Access team members on bus riding along to ensure drivers are following protocol
- **Donna Foreman**
 - Manager of Service Quality
 - Fixed Route top 3 concerns submitted by customers
 - Pass-By, Safety & Courtesy
 - All concerns are sent to the operator's supervisor
 - We also take time to educate customer if there is a misunderstanding
 - Paratransit top 3 concerns submitted by customers
 - Schedule Adherence, Courtesy & Safety
 - All concerns are emailed to RATP-Dev

- Please remember to submit comments with any concerns/questions.
- **Additional Questions/Concerns**
 - IndyGo's data that is sent to the Board from operations; Charts are being received by MAC and no additional questions regarding them currently.
 - Diversity, Equity & Inclusion (DEI) plays a big part in all the positions at IndyGo including the open position for CEO.
 - MAC members would like to give their thoughts/ideas to the board regarding new candidates.
 - MAC Members would like the links for IndyGo meetings emailed to all members
 - Charlie Carlino is the liaison between Board of Directors and IndyGo. If MAC Members have questions that should go to the board, feel free to email Charlie at charlie.carlino@indygo.net
 - Future in person MAC Meetings would need to be discussed with MAC Chair/Vice Chair & Mike Roth