

Mobility Advisory Committee (MAC)

Meeting Minutes

March 20, 2024

Attendees:

Chris Hollingsworth-MAC
Greg Meyer-MAC
Erin White-MAC
Kendell Tilton-MAC
Teisha Belton-IndyGo
Jennifer Pyrz-IndyGo

Eddie Rickenbach-MAC
Linda Gosnell-MAC
Bernadine Wilmer-MAC
Angela Milroy-RATP Dev
Mike Roth-IndyGo
Cameron Radford-IndyGo

Attendance of members by Teisha Belton

Agenda Items:

- Approval of January 2024 Minutes-Approved
- Eddie Rickenbach-6-month extension approved
- **Jennifer Pyrz**
 - Discussion for New IndyGo President & CEO process will begin next week
 - Blue Line
 - Design team looking for opportunity to create general purpose traffic lanes
 - Budget and schedule will not change if traffic lanes added
 - Currently have 30 bus stations
- **Cameron Radford**
 - Senate Bill 52
 - Thank you to all who testified and/or contacted legislatures
 - Indianapolis showed support for the Blue Line
- **Mike Roth**
 - Staffing
 - Currently have over 400 fixed route drivers
 - Looking to hire around 100 more before Purple Line launch in November 2024
 - Sign-On Bonus
 - Continues to show success
 - Will continue bonuses and reassess in a few months
 - Hiring Events
 - Fixed route & mechanics hiring events are every other Thursday
 - Apply at www.indygo.net under the employment section and please register for hiring events

- Service Frequency
 - For June Bid-Will discuss some routes having better frequency
- **Angela Milroy**
 - Staffing
 - Currently have 56 full time operators, 5 part time operators, 7 in training and 8 due to start next week. Fully staffed is 80 operators
 - By April 14th will have approximately 70-72 operators on the road
 - OTP is running at 82.5%
 - Trip Negotiations
 - Goal: Move riders back to paratransit away from TNC's unless necessary
 - ADA/Beyond ADA Zones
 - Reminder: As of January 1, 2025, Grandfather service zones will be eliminated.
 - MyKey ID Cards
 - Everyone will need to have updated ID Cards
 - Drivers will not allow you to ride without one
 - If you are awaiting the new ID, State ID/Driver's License can be used in the meantime for identification
 - Contact Customer Care at 317-635-3344 for replacement, the cost is \$5
- **Teisha Belton**
 - New Manager of Mobility Services
 - Anthony Hughes
 - Start date: 03/25/2024
 - Continuing contract oversight with RATP Dev
 - New Mac Applications emailed to Mac Members
- **Additional Questions/Concerns**
 - Would like to discuss with Ryan Wilhite about those who will no longer be grandfathered in for ADA/Beyond ADA
 - MAC members would like informational packets that are discussed during public board meetings.
 - For future, send Operations report to entire MAC committee
 - As a reminder, Emergency Green Vouchers is a temporary service and as of right now, there is no term date for the vouchers.