

Indianapolis Public Transportation Corporation

Mobility Advisory Committee (MAC)

New MAC Member Orientation Materials



What is the MAC?

The Mobility Advisory Committee (MAC) is a sub-committee of the IndyGo's Board of Directors and comprised of volunteers who meet quarterly in an advisory capacity to IndyGo. The committee, operating under a set of sanctioned bylaws, advises IndyGo on the provision of public transportation services for individuals with disabilities and provides education to the general public about these transportation needs.

The group of nine members offers a diverse representation of individuals with disabilities throughout the IndyGo service area, along with the groups who serve them.

Each appointed MAC member serves a two-year term and shall serve no more than two consecutive full terms. After serving two consecutive terms, a MAC member may apply for a new MAC appointment after a period of being off of the MAC for one year.

The MAC meets quarterly in the IndyGo Boardroom located at 1501 West Washington Street, accessible via Open Door and local route 8- Washington Street, which—like all IndyGo vehicles—is ADA compliant. MAC meetings are open to the public and a great forum for consumers, employers, organizations and elected representatives to raise concerns, offer ideas and propose solutions for improving transportation service and mobility options to individuals with disabilities.

Current MAC Members

Riders/Advocates: (6)

- Jewell Lofton – Rider
- Ryan Malone
- Karen Dodson
- Jason Robinson

Agency: (3)

- Addison Pollock
- Kristin Burch

Employer: (2)

- Christine Meyer
- Rhonda Chapman

MAC Bylaws

Article I - Name

The name of the body shall be the Mobility Advisory Committee, hereinafter referred to as the “MAC.”

Article II – Purpose

A. The MAC is established by Board of Directors of the Indianapolis Public Transportation Corporation (IPTC), hereinafter the “Board” to:

- Represent the diversity of individuals with disabilities within the IPTC service area and advocate for the transportation needs of those individuals.
- Provide education and foster awareness of the transportation needs of disabled individuals to the general public.
- Advise and provide appropriate input to IPTC concerning the provision of public transportation to individuals with disabilities.
- Provide a forum in which consumers, employers, organizations and elected representatives can raise concerns, ideas and proposed solutions for improving transportation service and mobility options to individuals with disabilities.
- Advocate for public transportation.

MAC Bylaws

Article III – Limitations on Authorization

The MAC serves in an advisory capacity to IPTC and shall have no independent duties to take actions that bind IPTC or its Board of Directors. No MAC member may speak for the MAC or to the Board on behalf of the MAC without authorization by affirmative vote of the MAC. The MAC chairperson may make reports to the Board and IPTC staff.

MAC Bylaws

Article IV – Membership

A. The MAC shall consist of eleven (11) members who have been appointed by the IPTC Board of Directors. These members shall consist of the following, each having the same duties and responsibilities:

- Six (6) individuals residing within the IPTC service area who are persons with disabilities and familiar with paratransit and/or local route service within the area.
- Three (3) individuals who shall represent agencies, businesses or not-for-profit groups within the IPTC service area that provide services to persons with disabilities.
- Two (2) individuals who shall represent employers who have demonstrated their commitment to hiring and supporting the needs of persons with disabilities.

MAC Bylaws

B. Each appointed MAC member shall serve a term of two years and shall serve no more than two consecutive full terms. After serving two consecutive terms, a member may apply for a new committee appointment after a period of one year.

- Members may only be removed by the Board. Any recommendation by the MAC for removal of a member will require a majority vote of the MAC for that members' failure to participate in committee activities or for engaging in behavior that reflects negatively upon the MAC's purpose. Any person appointed to fill a vacancy so created shall serve the remaining term of the member removed.
- Members may resign from the MAC by giving written notice to the chair. The notice shall specify an effective date of resignation, and when possible be submitted 30 days prior to that date.
- No person may be a MAC member if that person represents a company, person or entity that does, or seeks to do business with IPTC; or has filed, participated in or had an interest in a claim or lawsuit involving IPTC within the past twelve months of the appointment, or during a term of appointment.

MAC Bylaws

Article V – Attendance

- A. Committee members are expected to attend in person all regularly scheduled and special Committee meetings.

- B. Failure to attend two (2) regular meetings without a valid excuse and notice to the Chair will be deemed as an automatic resignation by a committee member.

MAC Bylaws

Article VI – Officers

- A. The MAC shall elect from the among the committee members a Chairperson and Vice-Chairperson who shall preside at all meetings of the MAC and represent the MAC at all matters before the Board.
- B. Terms of office shall be for one year in length and shall not exceed two consecutive terms. Elections shall be held annually at the first meeting of the calendar year and shall be by majority vote of the MAC members in attendance. Officers must be present to be nominated and elected.

MAC Bylaws

C. Chairperson Duties:

- The Chair shall preside over all regular meetings.
- The Chair shall formulate the agenda with input from MAC members and IPTC staff.
- The Chair shall serve as spokesperson for the MAC.
- The Chair shall perform such other duties as required and approved by the MAC and the Board.

D. Vice-Chairperson Duties:

- The Vice-Chair shall assist the Chair in fulfilling his/her duties and shall serve as Chair in his/her absence.
- The Vice-Chair shall chair subcommittees or special projects as designated by the MAC.
- The Vice-Chair shall ensure that all MAC activities adhere to the MAC bylaws.
- The Vice-Chair shall perform other duties as required and approved by the MAC.

MAC Bylaws

Article VII – Meetings

- A. The MAC shall meet quarterly. The MAC shall establish in coordination with IPTC staff an annual schedule of regular meeting at its initial meeting and thereafter at the beginning of each calendar year.
 - Meetings shall be held at 1501 W. Washington Street or at facilities
 - accessible by public transportation and paratransit and in rooms accessible to individuals with disabilities.

- B. All meetings shall have an agenda. Only business items on the agenda shall be addressed at the meeting. Items for an agenda may be submitted by any member of MAC at least two weeks prior to the meeting. The IPTC Board or IPTC staff may also submit items for the agenda. All materials supportive of an agenda item should be submitted at the same time.

- C. A quorum of the MAC is a majority of the members. In the absence of a quorum, the only motion the Chair may entertain is a motion to adjourn.

MAC Bylaws

- D. Voting on all questions or motions coming before the MAC shall be by voice vote, elevating hands, or other effective method.
- E. All actions or motions of the MAC require a simple majority to carry.
- F. All meetings shall be conducted in accordance with Roberts Rules of Order.
- G. IPTC shall appoint staff as it determines necessary to serve as Secretary of the MAC and to perform other duties as necessary to support the MAC, and to assist with clerical and administrative tasks pertaining to the MAC.
- H. All MAC meeting minutes will be provided to the IPTC BOD.

MAC Bylaws

Article VIII– Subcommittees

- A. The MAC shall establish a nominating committee which shall be responsible for nominating suitable candidates for membership.
 - The Nominating Committee shall be composed of five (5) individuals: four (4) MAC members appointed by the acting Chair; one (1) individual representing IPTC staff; and one (1) individual representing the IPTC Board of Directors.
 - All candidates proposed by the Nominating Committee shall be submitted to the IPTC Service Committee for approval prior to appointment to the MAC by the IPTC Board of Directors.
- B. The MAC may establish subcommittees that may be helpful and relevant to the purpose of the committee.
 - Any officer of a subcommittee must be an appointed member of the MAC or former member.
 - Other membership of a subcommittee is not restricted to MAC members.

Article IX - Amendments

The Board may amend these bylaws upon its own authority, or by approval of a recommendation received from the MAC.

Adopted by IPTC Board on 01/28/2016

Current Sub-Committee Members

Nominating Sub-Committee

Mission: To find well diverse and qualified individuals who live within the IPTC service area that are a rider with a disability, providers of services for people with disabilities or are an employer of people with disabilities to serve on the Mobility Advisory Committee.

Members include:

- Greg Meyer (Chair)
- Anne Traub
- Jewell Lofton
- Addison Pollock
- Christine Meyer
- Mark Emmons

** The Nomination Committee will be made up of three MAC Members designated by MAC Chairman, and a representative of IPTC Staff and the IPTC Board of Directors. All candidates proposed for the MAC by the Nominating Committee shall be submitted to the IPTC Service Committee for approval prior to appointment to the MAC by the IPTC Board of Directors.*

Current Sub-Committee Members

Education and Outreach Sub-Committee

Mission:

- A. To educate new and existing MAC members to facilitate ongoing knowledge regarding transit systems and polices
 - Through new MAC member orientation
 - To attend the IndyGo board meetings and inform the MAC of potential advocacy items.
- B. Support IndyGo in transit education initiatives in the community
 - Through transportation fairs, etc.
 - Through neighborhood associations, etc.
 - Through stakeholder employers/services providers who employ or serve persons with disabilities.

Members include:

- Christine Meyer (Chair)
- Ryan Malone
- Kristin Burch

Current Sub-Committee Members

Legislative/Finance Sub-Committee

Mission:

It is the mission of this sub-committee to identify and support any opportunities at the local, state and federal levels which might serve to increase or sustain funds for developing and maintaining mass transportation. The particular focus is on mass paratransportation for the city of Indianapolis and surrounding areas. This includes developing and maintaining of infra-structure that supports mass transit. Some ideas which might implement this mission are:

- A. Establish and support connections with the other groups and organizations with similar goals.
- B. Work with elected officials and candidates to show our interest and support of these issues.

Members include:

- Addison Pollock (Chair)
- Greg Meyer
- Jewel Lofton
- Ryan Malone

Current Sub-Committee Members

Community Relations Sub-Committee

Mission: Our mission is to foster positive relationships and outcomes between IndyGo and the community (businesses, organizations and riders) pertaining to mass transit in Indianapolis.

Members include:

- Rhonda Chapman (Chair)
- Cari Willis
- Ryan Malone
- Kristin Burch

Federal ADA Paratransit Requirements

The ADA mandates specific guidelines for IndyGo Open Door service.

- Service must be provided within three-fourths (3/4) of a mile within a local route stop.
- The fare for a trip on paratransit cannot exceed twice the fare that would be charged on local route.
- No restrictions can be imposed based on trip purpose.
- Paratransit service must be available during the same days and hours as to local route service.

Historical Information

IndyGo, operating under the name “Metro,” began providing accessible transportation services in 1977 with the name “Metro Care-A-Van.” Service was provided to disabled citizens who resided in Metro’s (IndyGo’s) service area and who were unable, due to disability, to utilize the regular local route service.

In December of 1992, Metro implemented a policy to go beyond the three-quarter mile limit to serve all of Marion County.

“As long as it is economically feasible, Metro will adhere to this policy.”



ADA vs. Non-ADA Service

Service Criteria	ADA Paratransit	non-ADA Paratransit
Service Area	Must be the same as local-route bus and/or rapid rail - within 3/4 mile of a local bus route or in a 3/4 mile radius around each rapid rail station.	No requirement. May cover entire city or a very limited area.
Response Time	Must be provided on a "next-day" basis - ADA Paratransit eligible customers should be able to call anytime during regular business hours to request a trip for anytime that service is provided for the next day. A pickup must be scheduled and provided within one hour before or after the requested pickup time.	No requirement.
Fares	The fare may not exceed twice the fare that would be charged to an individual paying full fare for a trip of similar length, at a similar time of day, on the local route or rapid rail system. Fares for companions must be the same as for the ADA Paratransit rider. Personal Care Attendants, needed to assist the person with a disability, ride free.	No requirement.
Trip Purpose Restrictions	No restrictions or priorities based on trip purpose are allowed.	No requirement. Trip purposes or destinations may be limited.
Hours & Days of Service	ADA Paratransit service shall be available throughout the same hours and days as local route and/or rapid rail service.	No requirement. Hours and days of service may be limited.
Limitations on Service (a.k.a. "Capacity Constraints")	The following are not allowed: Restrictions on the number of trips; Waiting lists for service; Substantial numbers of significantly untimely pickups or return trips; Substantial numbers of trip denials or missed trips; and Substantial numbers of trips with excessive trip lengths.	No requirement. non-ADA Paratransit service may be limited.
Subscription Service (traveling to/from the same origin/ destination weekly without needing to call in daily.)	Not required. If subscription service is provided for ADA Paratransit customers, it may be limited by use of waiting lists, trip purpose restrictions, etc	Not required. If subscription service is provided, it may be limited by use of waiting lists & trip purpose, etc.

ADA Transportation Resources

The Transit Access Project:

<http://www.transitaccessproject.org/InternalDocs/RiderInfo/RidersGuide.txt>

IndyGo Open Door Rider Guidelines:

http://www.indygo.net/wp-content/uploads/2014/12/Open-Door-Rider-Guidelines_2016.pdf

IndyGo Local Route Rider Guidelines:

http://www.indygo.net/wp-content/uploads/2014/12/Fixed-Route-Rider-Guidelines_2016_updated-1.pdf

DREDF Topic Guide Series on ADA Transportation:

<http://www.dredf.org/ADAtg/index.shtml>

Great Lakes ADA:

<http://adagreatlakes.org/>

The IndyGo Team

IndyGo Executive Team

- Michael Terry – President & CEO
- Roscoe Brown – Vice President & Chief Operating Officer
- Nancy Manley – Vice President of Finance & Controller
- Phalease Crichlow – Vice President of Human Resources
- Jill Russell – General Counsel
- Rich Joseph – Vice President of Technology/Chief Information Officer
- Diane Schmitz – Executive Assistant

IndyGo Directors

- Dwight Benjamin – Director of Transportation
- Annette Darrow – Director of Planning
- Paula Haskin – Director of Flexible and Contracted Services Victoria Learn –
Director of Maintenance
- Mark Emmons – Director of Safety, Training, & Security
- Ed Parsley – Director of Facilities
- Bryan Luellen – Director of Public Affairs
- Brian Atkinson – Director of Accounting
- Pamela White – Director of Procurement

IndyGo's Current Service

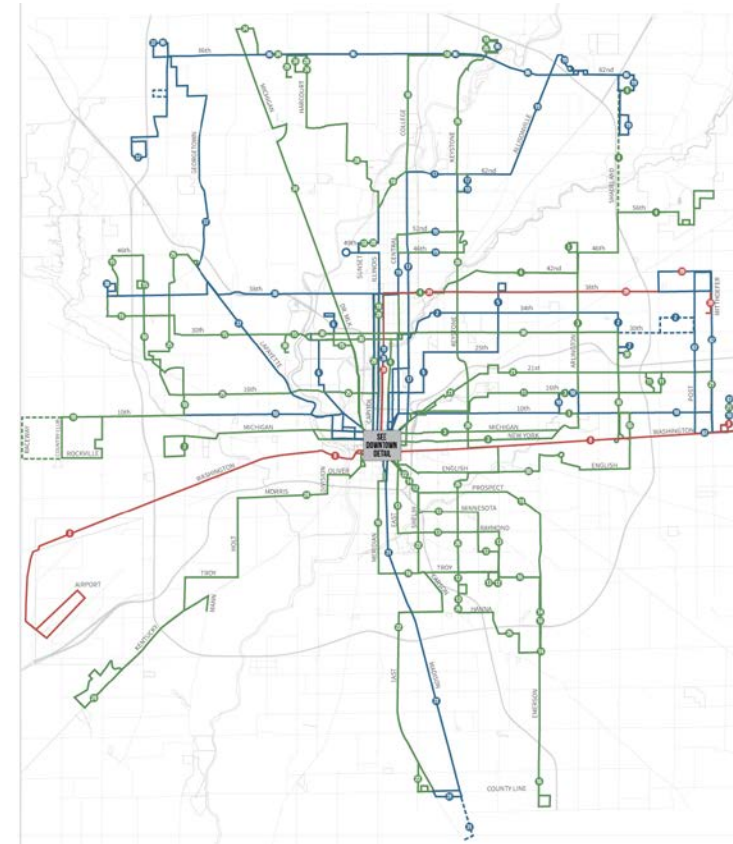
31 Local Routes (local service)
ADA Paratransit Service (Open Door)

Fleet Size:

- 168 Local Route Buses
- 75 ADA Paratransit Buses

Cost to Ride:

- \$1.75 Single Ride Fare
- \$4.00 Day Pass
- \$60.00 31-Day Pass
- \$3.50 Open Door Single Ride Fare



Local Routes



- Local Route (fixed routes) operate on a fixed schedule & travel pattern
- Usage is tracked by rides, not by people
- IndyGo provides more than 10 million passengers trips a year
- Current system is a “hub and spoke” design, with 27 routes converging a the Transit Center.
- Local routes are operated by IndyGo employees, members of Amalgamated Transit Union (ATU) Local 1070
- Passengers may pay with exact fare or fare passes on board

Open Door

- Federally mandated program for all public transit providers
- Origin to destination service for persons with disabilities
- Written and in-person certification required to be eligible to use service
- Reservation based
- Open Door operations contracted to reduce expenses
- IndyGo delivered more than 140,000 rides a year
- IndyGo delivers more service than required by the federal ADA law



IndyGo Funding Sources

Depending on the funding source, allocations may be used towards either Operational or Capital Expenditures.

Operating expenses include personnel wages/benefits, materials and supplies. Capital expenses include facility maintenance, fleet procurement and transit amenities. These funds are awarded by formula or competitive grant application processes. With FTA permission, IndyGo converts some of its Operating Dollars for use to maintain capital assets.

- Federal – Capital
- State – Operating
- Local – Operating
- Passenger Revenue – Operating

For more budget information, check out this link:

<http://www.indygo.net/about-indygo/financial-information/2016-budget-cycle>

IndyGo Budget Process

As a municipal corporation of Marion county, the IndyGo budget is subject to review and approval by both the IndyGo board of directors and City- County Council. Each August, the budget cycle begins with the introduction of the proposed budget at a Board of Directors meeting. After the budget introduction, IndyGo holds a public hearing for comments on the proposed budget. The budget is then approved by the IndyGo Board of Directors before it's handed off to the City-County Council, where municipal corporations committee reviews and recommends final approval of the budget to the full Council. The Council then adopts the IndyGo budget along with all of the municipal corporations budgets in October.

IndyGo financial information can be found:

<http://www.indygo.net/about-indygo/financial-information/>

Transit Advocacy

IndyGo continues to face challenges including, but limited to:

- Uncertain revenues from local property tax collections with no other dedicated source of local funding
- Uncertain revenues from state tax collections
- Uncertain revenues from federal resources
- Binding arbitration with Union labor agreements
- Uncertain year-to-year costs for fuel and health benefits
- Maintenance of an aging fleet and main facility
- Lack of transit-friendly city infrastructure (sidewalks, express lanes and priority signals)
- Continuance of full county coverage of Open Door
- Sparse transit coverage and budget compared to similarly sized cities
- Negative public perception – lack of understanding from general public, civic and community leaders

Allies in Advocacy

ICAT (Indiana Citizen's Alliance for Transit): A statewide alliance that educates on the benefits of transit and advocates for the immediate development and ongoing support of comprehensive transit options in communities across Indiana.

<http://www.indianacat.org/>

Indy Connect: Central Indiana's Transportation Planning Initiative is about connecting people to people and people to places through a network of bus routes, rapid transit lines, walking and biking paths and roadways.

<http://indyconnect.org/pages/Home/>

ITA (Indiana Transportation Association): A statewide association representing public transportation, intercity and private charter bus operators in Indiana, in addition to a commuter railroad and other transportation-related agencies (including manufacturers, insurance companies, consultants and government and planning agencies).

<http://indianatransportationassociation.com/>

CIRTA (Central Indiana Regional Transportation Authority): A quasi-governmental organization (IC 36-9-3) focused on bringing more transportation options to Central Indiana.

<http://cirta.us/pages/home/default.aspx>

Health by Design: A diverse and growing coalition, bringing together advocates of community design, transportation and health to support healthy and active living in Central Indiana and beyond.

<http://healthbydesignonline.org/>

Advocacy Toolkit

Indiana Citizens' Alliance for Transit: Transit Advocacy Toolkit

This toolkit is designed to provide the information and resources you need to educate your fellow Hoosiers and your elected officials on the benefits of improved transit service and the need for more dedicated funding.

http://www.indianacat.org/wp-content/uploads/2009/02/ICAT_Advocacy_Toolkit.pdf

Indiana General Assembly District Lookup:

<https://iga.in.gov/legislative/find-legislators/>

