



## MOBILITY Management Report January 2024 -Whitestown Connector

### CIRTA and Vendor Performance:

- The Mobility Manager monitors the route weekly for vendor compliance and route appearance.
- Weekly discussions with our consultant TransPro Consulting are occurring to discuss the Whitestown Workforce Connector Study for Workforce Connector regarding the new service model.
- CIRTA’s call volume has been up since January 2024. In December CIRTA had 62 calls and January is at 70 calls. The caller inquiries are asking how this Workforce Connectors operate and how they connect with IndyGo.
- Minimal concerns have been raised by the riders that commute via the Connector buses.
- Monthly meetings are being held with the vendor Royal Transportation to address concerns, provide services, and ensure compliance.
- Our vendor, Royal Transportation, is actively collecting data daily using the new ridership form, which now includes columns for both on and off counts, enhancing our ridership tracking. This is a daily task.
- December 2023 ridership was 536 total riders and January 2024 ridership was 496 total riders.

\*This is a 7% decrease in ridership\*

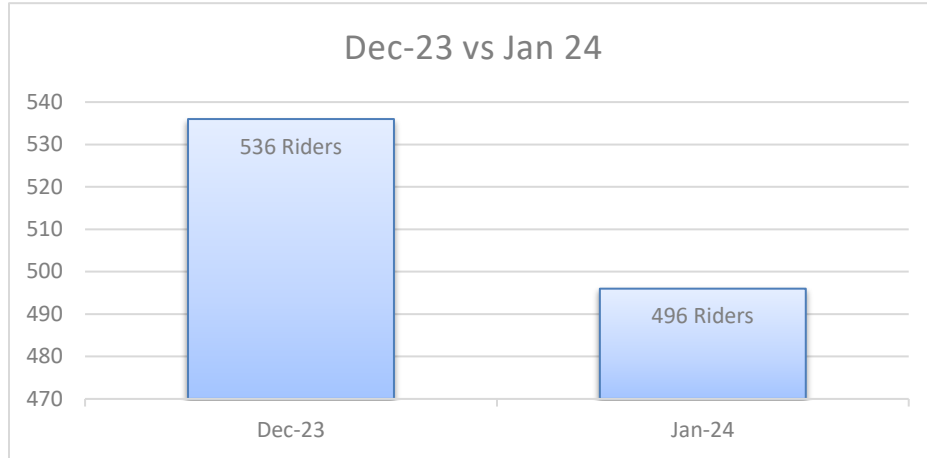
### Whitestown Dates Ridership

Monday	1/1/2024	0
Tuesday	1/2/2024	16
Wednesday	1/3/2024	14
Thursday	1/4/2024	19
Friday	1/5/2024	25
Saturday	1/6/2024	7
Sunday	1/7/2024	0
Monday	1/8/2024	27
Tuesday	1/9/2024	29
Wednesday	1/10/2024	27
Thursday	1/11/2024	20
Friday	1/12/2024	21
Saturday	1/13/2024	9
Sunday	1/14/2024	0
Monday	1/15/2024	10
Tuesday	1/16/2024	0
Wednesday	1/17/2024	24
Thursday	1/18/2024	17
Friday	1/19/2024	1
Saturday	1/20/2024	9
Sunday	1/21/2024	0
Monday	1/22/2024	17
Tuesday	1/23/2024	20
Wednesday	1/24/2024	24
Thursday	1/25/2024	29
Friday	1/26/2024	33



Saturday	1/27/2024	14
Sunday	1/28/2024	0
Monday	1/29/2024	11
Tuesday	1/30/2024	22
Wednesday	1/31/2024	23

**Total: 496**



**Media:**

In early December 2023, CIRTA launched a comprehensive media awareness campaign for zero fares, utilizing a variety of channels including social media, television, radio, and CIRTA outreach efforts. The attached form provides additional earned media that CIRTA received to promote the Connectors in January.

**Legislative:**

House Bill 1328 Department of Local Government Finance (Snow) passed out of the House 92-0. This is the bill that Senator Buchanan plans to amend the voluntary expansion of EID language into. The amendment will allow for voluntary expansion of the EIDs in Whitestown. The bill has been referred to the Senate and is awaiting a committee assignment.



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- Minimal concerns have been raised by the riders that commute via the Connector buses.
- Monthly meetings are being held with the vendor Royal Transportation to address concerns, provide services, and ensure compliance.
- Our vendor, Royal Transportation, is actively collecting data daily using the new ridership form, which now includes columns for both on and off counts, enhancing our ridership tracking. This is a daily task.
- January 2024 ridership was 496 total riders compared to 413 riders in February.

\*This is a 16% decrease in ridership, due peak hours ending\*

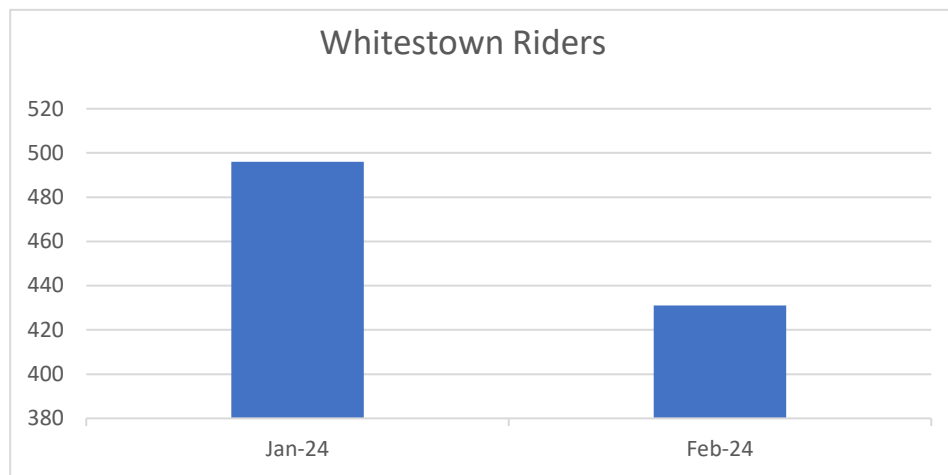
Whitestown	Dates	Total
Thursday	2/1/2024	19
Friday	2/2/2024	24
Saturday	2/3/2024	7
Sunday	2/4/2024	
Monday	2/5/2024	22
Tuesday	2/6/2024	20
Wednesday	2/7/2024	28
Thursday	2/8/2024	24
Friday	2/9/2024	31
Saturday	2/10/2024	11
Sunday	2/11/2024	
Monday	2/12/2024	21



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Tuesday	2/13/2024	20
Wednesday	2/14/2024	18
Thursday	2/15/2024	13
Friday	2/16/2024	14
Saturday	2/17/2024	10
Sunday	2/18/2024	
Monday	2/19/2024	12
Tuesday	2/20/2024	19
Wednesday	2/21/2024	17
Thursday	2/22/2024	15
Friday	2/23/2024	17
Saturday	2/24/2024	9
Sunday	2/25/2024	
Monday	2/26/2024	12
Tuesday	2/27/2024	16
Wednesday	2/28/2024	13
Thursday	2/29/2024	19
	<b>Total</b>	<b>431</b>





## Legislative:

[House Bill 1328 Department of Local Government Finance \(Snow\)](#) now contains language that will allow for voluntary expansion of Economic Improvement Districts (EIDs). This language will allow both the Whitestown, Plainfield, and future EIDs the ability to increase their boundaries and add properties who wish to participate. Participation is voluntary and will allow a local unit to amend EID boundaries only if a property owner wishes to include their property and voluntarily enters into a written agreement with the local unit. For properties who voluntarily enter into the EID boundaries and are later sold, the new owner of the property has the ability to opt-out of the prior owner's agreement. The opt-out language was added by the Senate Committee Chairman as a condition of allowing the voluntary expansion.

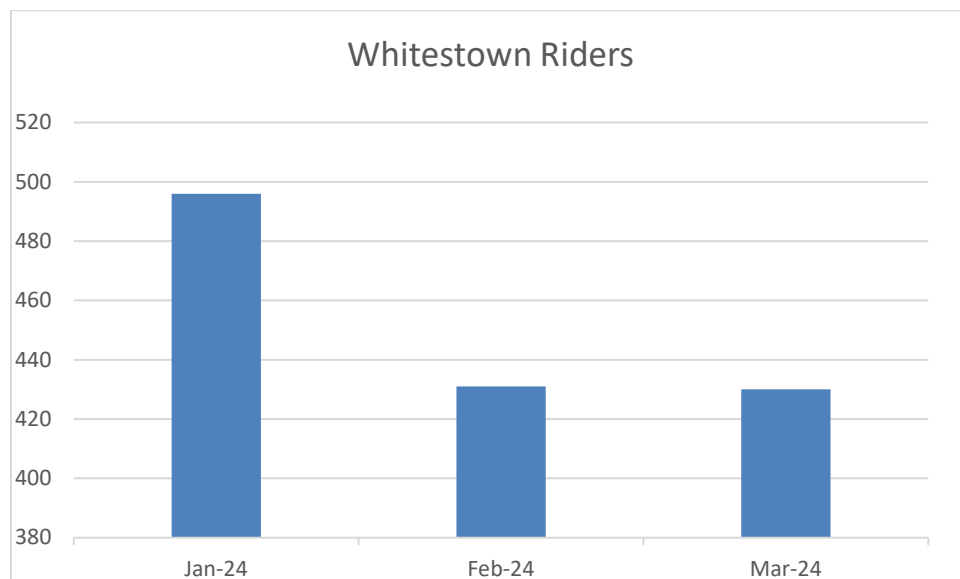
You can view the provisions of the bill [here](#) beginning at the bottom of page 62 and extending to the top of page 63. The bill passed out of the Senate and has been returned to the House where the author can either concur or dissent on changes made.



## Mobility Management Report March 2024 - Whitestown Connector

### CIRTA and Vendor Performance:

- The new Mobility Manager has been training in the role and is striving for a seamless transition.
- The new Mobility Manager monitors the route weekly for vendor compliance and route appearance, with the assistance of our Outreach Rep that covers the connector route.
- Weekly discussions occur with TransPro Consulting to discuss the Workforce Connector Study regarding the new service model.
- CIRTA's office continues to receive calls asking how the Workforce Connectors operate and how they connect with IndyGo.
- Minimal concerns have been raised by the riders that commute via the Connector buses.
- Monthly meetings are being held with Royal Transportation to address concerns, provide services, and ensure compliance.
- Royal Transportation is actively collecting data each day using the ridership form (including on and off counts) to enhance our ridership tracking.
- March 2024 ridership was 430 total riders, compared to 431 riders in February.





Whitestown	Date	Total
Friday	3/1/2024	27
Saturday	3/2/2024	10
Sunday	3/3/2024	
Monday	3/4/2024	14
Tuesday	3/5/2024	16
Wednesday	3/6/2024	20
Thursday	3/7/2024	17
Friday	3/8/2024	17
Saturday	3/9/2024	12
Sunday	3/10/2024	
Monday	3/11/2024	18
Tuesday	3/12/2024	15
Wednesday	3/13/2024	23
Thursday	3/14/2024	17
Friday	3/15/2024	20
Saturday	3/16/2024	13
Sunday	3/17/2024	
Monday	3/18/2024	16
Tuesday	3/19/2024	16
Wednesday	3/20/2024	28
Thursday	3/21/2024	13
Friday	3/22/2024	12
Saturday	3/23/2024	11
Sunday	3/24/2024	
Monday	3/25/2024	13
Tuesday	3/26/2024	16
Wednesday	3/27/2024	22
Thursday	3/28/2024	9
Friday	3/29/2024	23
Saturday	3/30/2024	12
Sunday	3/31/2024	
	<b>TOTAL</b>	<b>430</b>





## Mobility Management Report April 2024 - Whitestown Connector

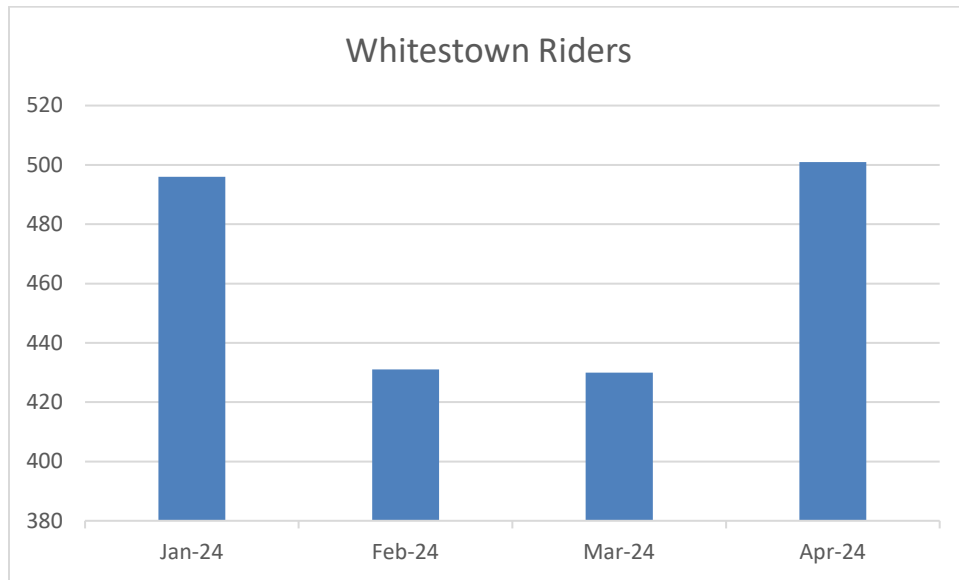
### CIRTA and Vendor Performance:

- The new Mobility Manager, Amanda, has jumped right into the role and is ensuring continuity of program management.
- Amanda monitors the route weekly for vendor compliance and route appearance, with the assistance of our Outreach Rep that covers the connector route.
- Regular discussions occur with TransPro Consulting to discuss the Plainfield Workforce Connector Study regarding the new service model.
- During a visit to Royal Amanda had a discussion with some of the drivers and it was identified that bike racks are needed for passengers. CIRTA obtained a quote to have these bike racks added to the Royal buses.
- CIRTA's office continues to receive calls asking how the Workforce Connectors operate and how they connect with IndyGo.
- Minimal concerns have been raised by the riders that commute via the Connector buses.
- Regular meetings are being held with Royal Transportation to address concerns, provide services, and ensure compliance. We recently shared a list of testimonials from riders at the April board meeting that were graciously shared by the Plainfield shuttle driver.
- Royal Transportation is actively collecting data each day using the ridership form (including on and off counts) to enhance our ridership tracking.
- The Outreach Team continues to connect with Whitestown employers and employees to educate about the WFC. In April our team was at GXO in Whitestown twice and registered 26 employees. They also had an informational table at GNC twice.
- Events are attended regularly to educate Marion County residents such as the Marion County Child Support Resource Fair that they had a table at in April.
- Amanda, Mobility Manager, held a meeting to educate the Director and Business Representative at Work One to educate on transportation alternatives, including the WFC.
- April 2024 ridership was 430 total riders, compared to 430 riders in March.





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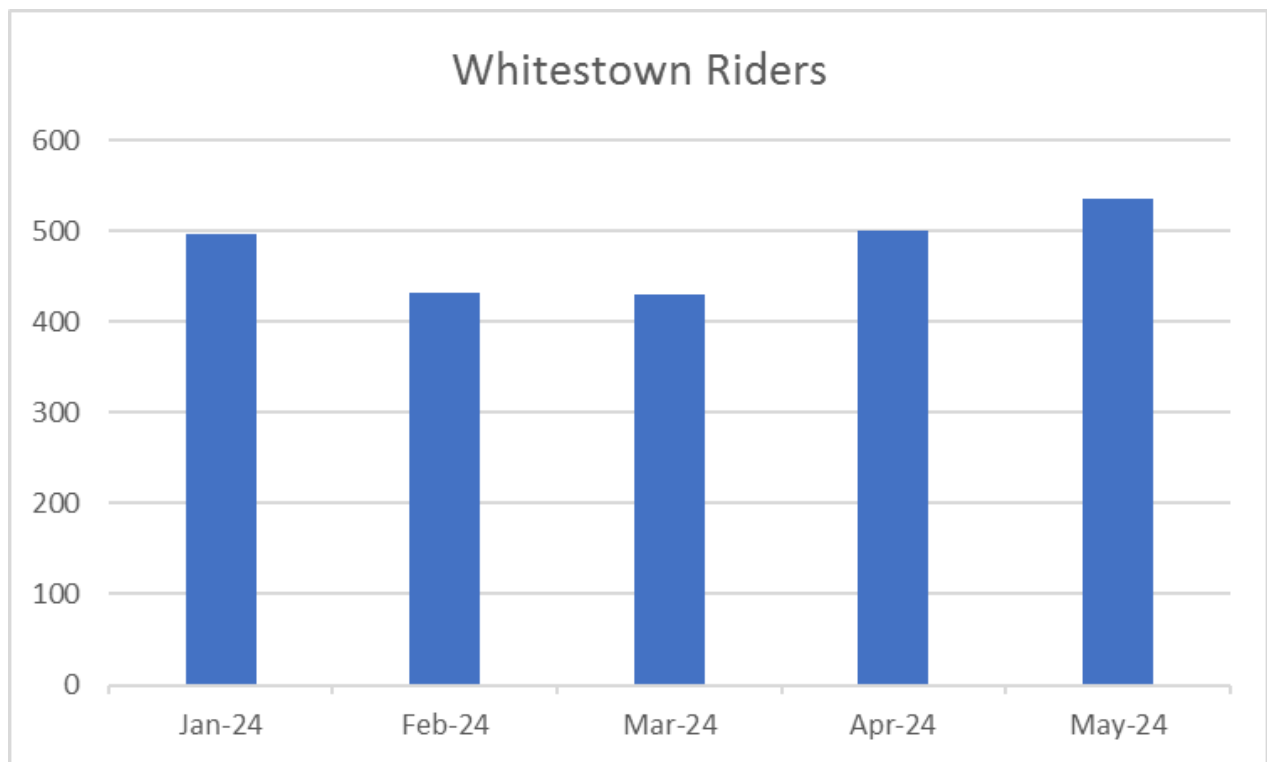
Whitestown	Dates	Total
Monday	4/1/2024	20
Tuesday	4/2/2024	19
Wednesday	4/3/2024	20
Thursday	4/4/2024	17
Friday	4/5/2024	18
Saturday	4/6/2024	10
Sunday	4/7/2024	
Monday	4/8/2024	16
Tuesday	4/9/2024	16
Wednesday	4/10/2024	21
Thursday	4/11/2024	18
Friday	4/12/2024	17
Saturday	4/13/2024	11
Sunday	4/14/2024	
Monday	4/15/2024	25
Tuesday	4/16/2024	31
Wednesday	4/17/2024	24
Thursday	4/18/2024	17
Friday	4/19/2024	21
Saturday	4/20/2024	13
Sunday	4/21/2024	
Monday	4/22/2024	21
Tuesday	4/23/2024	24
Wednesday	4/24/2024	24
Thursday	4/25/2024	20
Friday	4/26/2024	22
Saturday	4/27/2024	17
Sunday	4/28/2024	
Monday	4/29/2024	22
Tuesday	4/30/2024	17
<b>TOTAL</b>		<b>501</b>



## Mobility Management Report May 2024 - Whitestown Connector

### CIRTA and Vendor Performance:

- The Mobility Manager, Amanda, is ensuring continuity of program management.
- Amanda monitors the route weekly for vendor compliance and route appearance, with the assistance of our Outreach Rep that covers the connector route.
- Amanda attended the FTA Drug and Alcohol training to aid in ensuring vendor compliance.
- Regular discussions occur with TransPro Consulting to discuss the Whitestown Workforce Connector Study regarding the new service model.
- During a visit to Royal Amanda had a discussion with some of the drivers and it was identified that bike racks are needed for passengers. CIRTA obtained a quote to have these bike racks added to the Royal buses. Please contact CIRTA if interested in adding. This would also add more reach for EID stakeholders.
- CIRTA's office continues to receive calls asking how the Workforce Connectors operate and how they connect with IndyGo.
- Minimal concerns have been raised by the riders that commute via the Connector buses.
- Regular meetings are being held with Royal Transportation to address concerns, provide services, and ensure compliance.
- Royal Transportation is actively collecting data each day using the ridership form (including on and off counts) to enhance our ridership tracking.
- The Outreach Team continues to connect with Whitestown employers and employees to educate about the WFC. In May our team was at two GXO locations, GNC and MavPak. The team also attended the Zionsville Green Fest to promote our programs and WFC.
- The Outreach Team took advantage of Earth Month by attending multiple events to educate Marion County residents on our programs and the WFC including Earth Day Indiana at Garfield Park, Earth Day at the JCC, IMPD Southeast Community Day, Excel Center Southeast Spring Bash, and Bike to Work Day at Lugar Plaza.
- The Outreach Team has a table every other week at the IndyGo Transit Center to educate riders.
- Work One serves multiple counties, including Boone. Amanda has developed a strong relationship with Work One and was invited to their all-staff meeting to present to educate on transportation alternatives, including the WFC. Additionally, they invite us regularly to job fairs where our team can share about the WFC as an option for commuters.
- May 2024 ridership was 536 total riders, compared to 430 riders in April.





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Whitestown	Dates	Total
Wednesday	5/1/2024	26
Thursday	5/2/2024	18
Friday	5/3/2024	24
Saturday	5/4/2024	10
Sunday	5/5/2024	
Monday	5/6/2024	21
Tuesday	5/7/2024	24
Wednesday	5/8/2024	25
Thursday	5/9/2024	29
Friday	5/10/2024	29
Saturday	5/11/2024	15
Sunday	5/12/2024	
Monday	5/13/2024	17
Tuesday	5/14/2024	17
Wednesday	5/15/2024	15
Thursday	5/16/2024	30
Friday	5/17/2024	20
Saturday	5/18/2024	15
Sunday	5/19/2024	
Monday	5/20/2024	12
Tuesday	5/21/2024	21
Wednesday	5/22/2024	24
Thursday	5/23/2024	22
Friday	5/24/2024	19
Saturday	5/25/2024	9
Sunday	5/26/2024	
Monday	5/27/2024	
Tuesday	5/28/2024	16
Wednesday	5/29/2024	28
Thursday	5/30/2024	25
Friday	5/31/2024	25
	<b>Total</b>	<b>536</b>



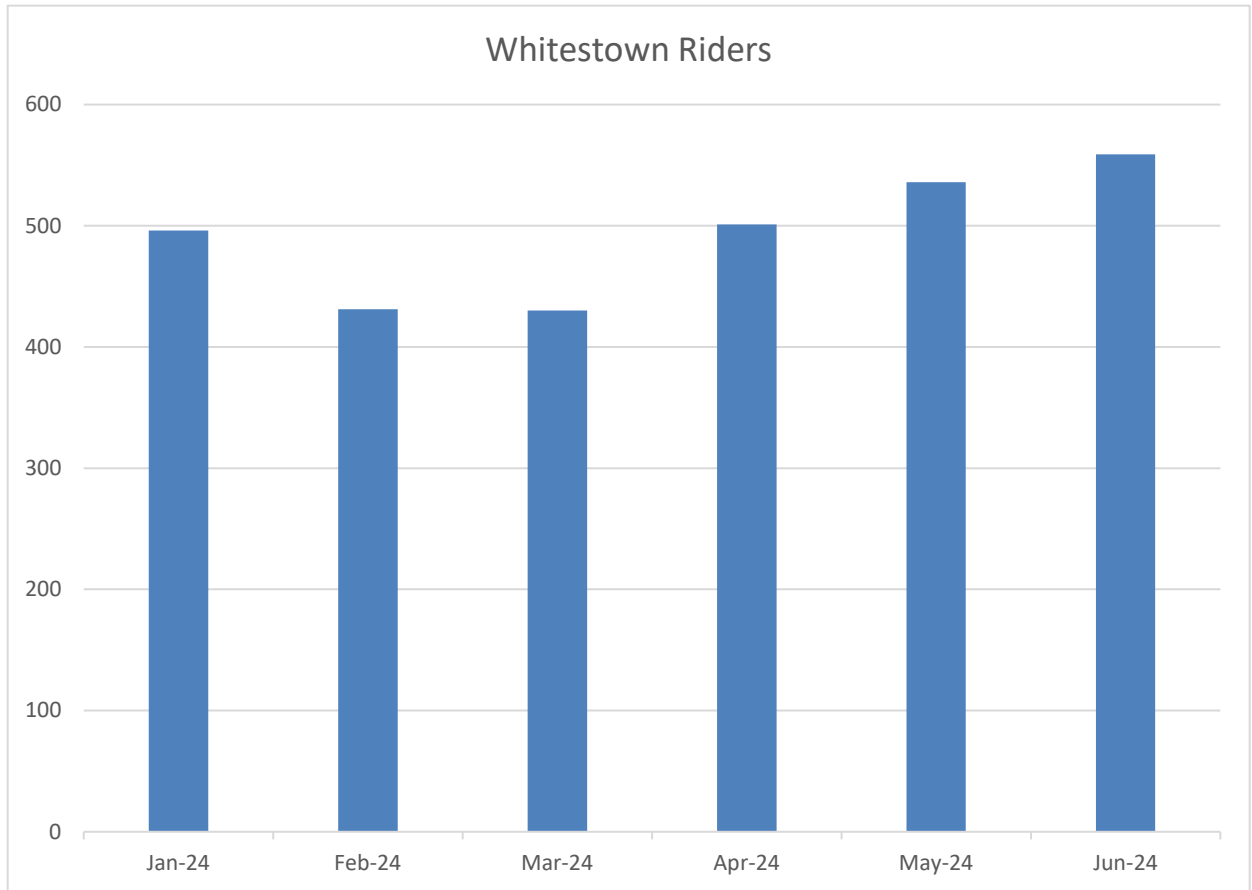
## Mobility Management Report June 2024 - Whitestown Connector

### CIRTA and Vendor Performance:

- The Mobility Manager, Amanda, is ensuring continuity of program management.
- Amanda monitors the route weekly for vendor compliance and route appearance, with the assistance of our Outreach Rep that covers the connector route.
- Regular discussions occur with TransPro Consulting to discuss the Whitestown Workforce Connector Study regarding the new service model.
- During a visit to Royal Amanda had a discussion with some of the drivers and it was identified that bike racks are needed for passengers. CIRTA obtained a quote to have these bike racks added to the Royal buses. Please contact CIRTA if interested in adding. This would also add more reach for EID stakeholders. The Plainfield EID board voted to add a bike rack to their Connector, and this was ordered at the end of June.
- CIRTA's office continues to receive calls asking how the Workforce Connectors operate and how they connect with IndyGo.
- Minimal concerns have been raised by the riders that commute via the Connector buses.
- Regular meetings are being held with Royal Transportation to address concerns, provide services, and ensure compliance.
- Royal Transportation is actively collecting data each day using the ridership form (including on and off counts) to enhance our ridership tracking.
- The Outreach Team continues to connect with Whitestown employers and employees to educate about the WFC.
- The Outreach Team has a table every other week at the IndyGo Transit Center to educate riders.
- Work One serves multiple counties, including Boone. Amanda has developed a strong relationship with Work One and was invited to their all-staff meeting to present to educate on transportation alternatives, including the WFC. Additionally, they invite us regularly to job fairs where our team can share about the WFC as an option for commuters.
- June 2024 ridership was 559 total riders, compared to 536 riders in May.



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Whitestown	Dates	Total
Saturday	6/1/2024	9
Sunday	6/2/2024	
Monday	6/3/2024	24
Tuesday	6/4/2024	22
Wednesday	6/5/2024	26
Thursday	6/6/2024	24
Friday	6/7/2024	28
Saturday	6/8/2024	12
Sunday	6/9/2024	
Monday	6/10/2024	21
Tuesday	6/11/2024	25
Wednesday	6/12/2024	22
Thursday	6/13/2024	20
Friday	6/14/2024	24
Saturday	6/15/2024	6
Sunday	6/16/2024	
Monday	6/17/2024	27
Tuesday	6/18/2024	27
Wednesday	6/19/2024	22
Thursday	6/20/2024	27
Friday	6/21/2024	27
Saturday	6/22/2024	15
Sunday	6/23/2024	
Monday	6/24/2024	25
Tuesday	6/25/2024	29
Wednesday	6/26/2024	31
Thursday	6/27/2024	25
Friday	6/28/2024	26
Saturday	6/29/2024	15
Sunday	6/30/2024	
	<b>TOTAL</b>	<b>559</b>