



A JOURNEY OF ENHANCED CUSTOMER EXPERIENCE SINCE MARCH 1, 2025

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April 10, 2025



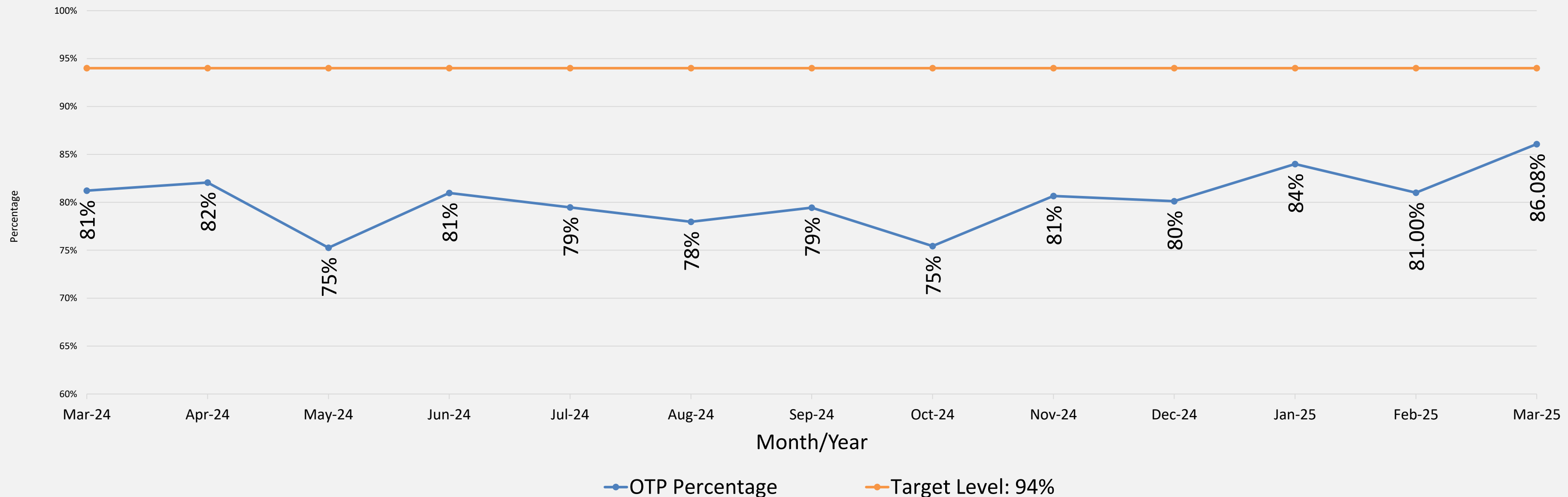
Overview of Key Improvements

- *Increased customer reliability metrics.*
- *Decreased customer comments and complaints.*
- *Additional training initiatives for dispatchers and care center agents.*

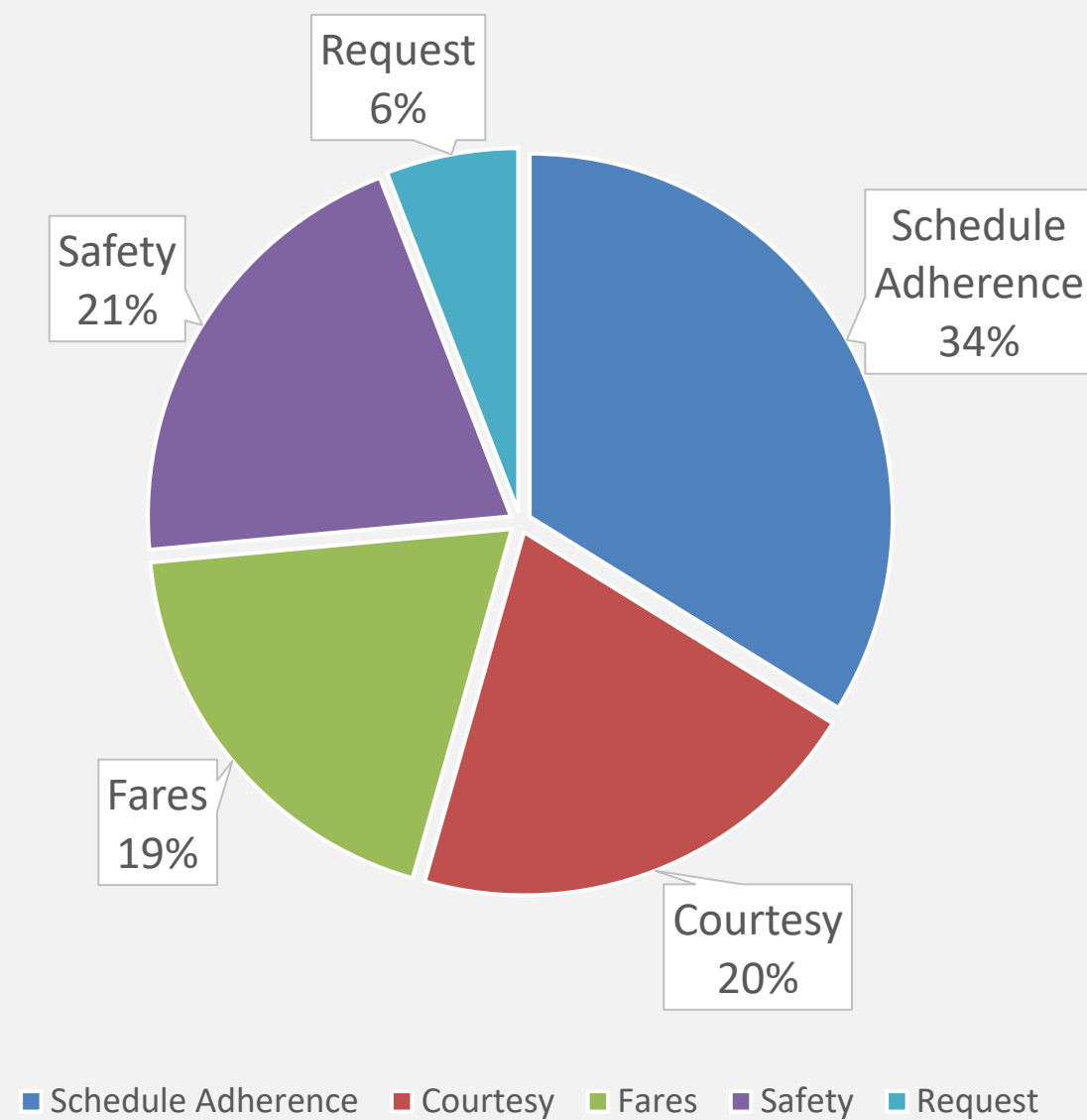


ON TIME PERFORMANCE

- March's on-time performance (OTP) reached 86.08%, a 5.84% increase.*



Customer Comments



- *18.4% reduction in customer comments.*
- *Customer service training for Operators.*
- *Increased safety training.*

MV Staffing

- 70 Operators; Goal 75 ✓
 - 18 Peoples Transit
 - 8 Silver Ride
- 6 Mechanics; Goal 7
- 5 Dispatchers; Goal 5 ✓
- 12 Care Center Agents; Goal 15
- 4 Utility; Goal 4 ✓
- 5 Management; Goal 5 ✓
- 1 Scheduler; Goal 2



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THANK YOU
QUESTIONS?

