



Transportation Community Board Region 1 Meeting Agenda

(833) 827-2737 Phone Conference ID: 757 042 896#
Tuesday, January 12, 2021
10am-11am

Join on your computer or mobile app

[Click here to join the meeting](#) (Microsoft Teams)

Updates since our last meeting on Nov 17th

Improvements in call center performance and responsiveness

Location and access to self serve resources

Members requesting preferred providers

Explanation of the Level of Service Form

How does the IntelliRide payment structure work?

Can local advocacy groups or medical providers designate and dispatch the transportation type for their clients?

Concerns with the RTD cards for Non-Medical Transportation:

- Is the system for ordering them fixed?
- Do the reservationist assistants know about these discount cards?
- Will the online submission form to activate these cards be fixed?

In Feb 2020, locations of acceptable trip destinations were removed from the Ecolane self serve app, making it more difficult for clients to book tips themselves without having to call in. Has that been fixed?

Next steps/questions or format change requests for our next meeting

Open Format discussion

Next meeting: Tuesday, April 13, 2021 at 10am

Please submit any topics for discussion to us.communityboard@transdev.com.