



**Transportation Community Board
Region 1
Meeting Minutes
Tuesday, January 12th, 2021
10am-11am**

Updates since our last meeting, Nov 17th

We are still working on the updates to our website to include the Community Board section. This will hopefully be up by the end of the month.

We have begun doing bi-weekly webinars for the transportation providers and are setting up bi-weekly meetings for medical facilities.

In Dec, we completed just shy of 100,000 trips throughout the state – about 49% through ambulatory transportation provider vehicles, 28% through public transit services, and 14% through mileage reimbursement.

Improvements in call center performance and responsiveness

We are still seeing an overall improvement in the call center metrics, despite the higher call volume. We have continued to bring the abandonment rate down, improve on our average speed of answer and decrease the average handle time for members.

We are still in the testing phase with the Chatbot technology

Location and access to self-serve resources

Self Service options are available through the Ecolane App (available in both Apple and Android) and the Ecolane self-service website:
<https://colorado.ecolane.com/selfservice/login>

Members requesting preferred providers

We absolutely do let members choose their preferred provider, they can note this on calls with agents, on the PDF trip submission forms or through the Chat with us feature on the website. Having a preferred provider will not guarantee that that company will be the company providing the transportation though.

Explanation of the Level of Service Form

The form is found on our website in the Member Resources section. You can also locate the form by clicking [here](#). The Level of Service form is critical to IntelliRide so we can be sure that we send the most appropriate vehicle for a member's medical needs.

How does the IntelliRide payment structure work?

IntelliRide is paid a set administrative fee (on a monthly basis) for being the broker of this program.

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

IntelliRide allows caregivers, family members, case managers, and medical facility staff to book appointments on behalf of members as long as they are able confirm the member's personal information and provide all the details of the trip needed - this can be over the phone, through email PDF forms or on the Chat with us feature. Trips need to be scheduled with Intelliride and not directly with the transportation providers (only exception is those in the Urgent Transportation program).

Concerns with the RTD cards:

- Is the system for ordering them fixed?
We have been able to fulfill ticket requests made by Case Managers for this Non-Medical Transportation program as well as members that email us the details for obtaining a SDC.

We are still working through gaining access to the Peak Pro app so we can process SDC requests through the app. This is only for the SDC and is not for ticket requests.
- Do the reservationist assistants know about these discount cards?
Agents are taught about the Non-Medical Transportation program but due to the low volume of calls related to this program, we recommend speaking with our Bus Pass Coordinator or reaching us through email with questions on NMT.

Some time ago, 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?

We have spoken with the Ecolane engineers about this and they are not aware of any changes to the system in Feb 2020. Will need to take this offline with specific examples so we can better research the issue.

Open Format discussion

Can IntelliRide put something in the script to tell every new user about choosing a preferred provider?

IntelliRide has many wonderful transportation providers and do not want members to choose a preferred provider prematurely. We would prefer new members use the providers and choose based on their experiences.

A question was asked about how previous provider had approximately 40 transportation companies and IntelliRide now has more in the metro area?

The growth in providers was done by a different manager so we were unable to talk to those decisions. We can confirm that when the contract first transitioned from Veyo to IntelliRide, the first offer was extended to companies with existing relationships.

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

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