

Transportation Community Board Agenda Region 1 Meeting Minutes

(833) 827-2737 Phone Conference ID: 113 860 606#
Tuesday, November 17, 2020
10am-11:30am

** note – many of the questions below came in to [our email](mailto:Us.CommunityBoard@Transdev.com) before the meeting, so there were prepared answers. Other questions occurred during the call and are notated as such.
Us.CommunityBoard@Transdev.com

- Introduction to the Transportation Community Board
 - Kevin: The plan is for this to be a conversation going forward. Initially there will be aspects of a 'data dump' as we convey initial information. We'll discuss topics that have been sent in by you, some talking points of our own, and anything that comes up in during the call is fair game as well.
- Introduction of the Community Board Members
- Questions/Discussion Topics:
 - IntelliRide Call Center Performance
 - Laura Jordan (abbreviated response):
 - IntelliRide is taking this issue very seriously and working to rectify the long hold time for callers
 - IntelliRide has nearly tripled the call center staff and doubled the management staff that work on this program since July. The QA program has been completely revamped to uphold the quality of service provided and help agents reduce their hold and talk times.
 - Since August, IntelliRide has increased the percent of calls that were answered by 18%, decreased average speed of answered by 61%, decreased hold times by 21% and decreased handle times by 20%.
 - IntelliRide will be launching AI technology to the call center. We are in the process of implementing a Chat Bot to the phone system.
 - This will give callers needing help with cancelling a ride or checking on the ETA of their ride the chance to use it and have a 0 second hold time for these items.
 - Ultimately this is going to be built out to assist with additional tasks.
 - This is set to launch in Q1 2021.
 - Question: What metrics does the call center measure?

Total number of calls answered
Total number of urgent request calls answered

Total calls received after 5 PM
Total weekend calls received
Average speed to answer
Percent of calls answered in less than three minutes
Average talk time
Number and percent of abandoned calls

- Question: How are non-English calls handled?
 - IntelliRide offers a line/queue for members that speak Spanish
 - For other languages, IntelliRide uses a third party translation/conference call.

- Complaint Process

Complaints can come into the center in a variety of ways. They are all documented, tracked and addressed. When the Complaint Specialist follows up on the complaint with the Complainant, they are asked if they want a follow up once the investigation is completed. submit complaints, members may call us, chat in, mail a letter or use our email box. All follow the same process when received.

- Question: Do we track a percentage of resolution?
 - All complaints are logged and tracked in our system
 - We do our best to reach a final determination on each complaint at the end of the investigation.

- Member Satisfaction Survey Results

- 2019-2020 Results:

The biggest feedback piece we received was about the wait times to get into the center, which has been addressed with aggressive hiring and uptraining of current staff. Overall we found members were satisfied with the service and especially by the customer service received by the agents and the transportation providers.

We attached the survey questions to see if you have suggestions, ideas, or concerns for our next survey. We welcome the feedback to find ways to serve everyone better.

Questions and Methodology for Next Survey

- The group was asked to look over the attached questions which made up our 2019-2020 Client Survey. Please provide any suggestions for what questions we should use for the 2021 surveys, how can we involve more participants, and reach more members with the survey.

Please send suggestions to US.CommunityBoard@Transdev.com.

- COVID-19 Precautions
 - Our owner/operator transporters spoke to this:
 - Drivers wear masks – cover nose and mouth (required when transporting a passenger or anywhere near a passenger)
 - Disinfecting car thoroughly each day
 - Wiping down after each passenger – anywhere there is any contact (handle, seatbelt, tablet, etc)
 - Changing gloves between every pick up
 - Disinfectant spray
 - Be sure there is kleenex, wipes, hand sanitizer

- Transportation Questions
 - How to become a provider

We began by first offering current providers that partnered with the previous broker (Veyo) to stay on. Then evaluated providers that were interested in doing NEMT services based on their fleet, availability, service area, insurance levels, status of MCT permits, and other criteria. Currently, there is a wait list in most markets to join our transportation team in Region 1.

 - Technology and the Transportation Providers
 - Live Tracking of Vehicles - What keeps IntelliRide from using an app/system like Uber or Lyft or zTrip uses for tracking a ride so members know where their ride is and when it will arrive?
 - This is not something currently available but is something we can look into to see if this may be something to build in the future

 - Do all transportation providers follow the same requirements for rides? For example, do some have paperwork that the member needs to have signed by the appointment provider while other transportation providers do not?
 - Yes, all providers have the same requirements for riders.

 - Question: Do we have availability to support niche transporters, who specialize in specific needs?
 - We have a waitlist for providers who want to join the program and may have the ability to do this based on the specific need.

 - Is there a list of all providers and exactly what markets they cover?
 - Ryan – yes, he will share that offline directly with the person that asked.

- Reporting

- Community Board Regions work together
 - I think this is a great question for the group to see if and how you would like the groups to work together. This is an open topic to discuss each meeting. We encourage everyone here to submit ideas and feedback to the Community Board email.
- Community Board work with outside agencies also working with NEMT
 - This board includes members from various touchpoints for NEMT so we can get feedback from many that work with NEMT and see the service from many different sides.
- IntelliRide metrics to meet contractual obligations

Open Discussion

Question: Will these board meetings be made public?

- Yes and no. We are building a webpage that will be focused only on posting meeting minutes, questions, and a feedback tool however we would like the meeting attendance to be for the board members.

Question: I have heard there may be a change to charging cash co-pays in 2021

- Ryan – It is a possibility as benefits are adjusted. As of this time (Nov 2020) the earliest that could possibly be is April/May 2021. If this does come down, Ryan suggested that hopefully the co-pay only need be assessed once a day, regardless of legs and trips.

Question: There is a web portal that should allow qualified Medicaid patients to order a bus pass for Non-Medical Transportation, and that is not working.

- IT is aware and working on the issue. For now, there is a manual work around process. The client should email us at sdccolorado@transdev.com. Amanda will walk through what is needed for the manual process of getting a Special Discount Card.

Question: Locations in the EcoLane App – there was a system change in the Ecolane app earlier this year that restricted access to known acceptable locations. The locations used to load, and the agents over the phone can load them, but it limits self service.

- IntelliRide was not aware of this problem and this is being discussed with Ecolane

Next Meeting: Tuesday, January 12th at 10am

Future agenda items can be sent to us.communityboard@transdev.com