

Transportation Community Board Agenda Region 2 Meeting Minutes

(833) 827-2737 Phone Conference ID: 113 860 606#
Thursday, November 19th, 2020
10am-11:30am

** note – many of the questions below came in to [our email](#) 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 are the actual wait times to get into the center? What information can we give to our members to prepare them to call in?
 - The wait times vary, but the highest call volume is always on Mondays. So much so that we advise in the IVR that people call on other days when possible. The metrics for the call center have been consistently improving week over week
- Alternatives to calling in
 - Laura then suggested members can use alternate channels for almost all requests and they are often quicker in the response times. These involve the chat feature on our webpage - <https://gointelliride.com/colorado/>. In addition, there are self serve options for clients that include a cell phone app (Ecolane, in the play store), and on our self service web page - <https://colorado.ecolane.com/selfservice/login>
 - In addition, our wait times are minimal if not zero on Wednesdays and Thursdays if possible. You can also remind clients that they can book more than one trip per call. Our goal is to have the answer time average under 1 minute.
- Question – When will Intelliride being servicing Mesa County?
 - Intelliride is handling all counties statewide. However, there are certain providers still being onboarded and may have individual exemptions from the state for direct billing. A specific transportation provider was mentioned, and it was clarified by Ryan and Laura that they are in the Intelliride program and do not have an exemption to bill the state directly. Ryan is looking into that offline.
- 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.
- 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

- Kevin asked transportation providers to give insight on these...
 - 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)
 - Be sure there is kleenex, wipes, hand sanitizer
- Regarding Intelliride's Covid precautions in the office.
 - We have a deep cleaning of the office multiple times per week, cleaning supplies are set out around the office for each employee to use at the start of their shift to wipe down their workstation, high touch areas are wiped down several times per day and employees are to wear masks while in the workplace.
 - As an added precaution, we have moved more than 75% of our staff home to work from home to avoid close contact with one another.
 - Yesterday we received a temperature scanner that each employee will have to use before coming in to our office and we have prohibited any outside guests from visiting our offices right now to reduce outside exposures.

○ Transportation Questions

- We began by first offering current providers that partnered with the previous broker (Veyo) to stay on and as we did the statewide expansion, we talked with the NEMT providers already doing business in the area to. Currently, there is a wait list in most markets to join our transportation team. Questions about this can from through here, and we'll work with our transportation manager, Berni Lyons, for resolution.

○ Technology and the Transportation Providers

- 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.

Open Discussion

Question: Can we do a separate custom meeting for MEAC (Member Experience Advisory Council) and can we have more members involved?

- Laura explained that the meeting minutes notes (this very document) will be published, public, and shared.
- Kevin added that he would much prefer more client engagement, but response has been very small.
- Samantha added she will personally engage the MEAC for her region to drum up more public participation in these meetings.

Question: Is there information on the expectations of the call center and reporting available, and is this information provided to the state? In addition, the call center metrics are reported weekly and monthly to the state per the contract.

- On a weekly basis, IntelliRide reports on the number of calls received, percent of calls answered, percent of calls answered within the service level, percent of calls abandoned and the average speed of answer.
- On a monthly basis, IntelliRide reports on:
 - 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 does training for the tablets work? Is that available and how in depth?

- We do encourage use of the tablets by our providers and use of the tablets has many benefits. Berni Lyons, Transportation Manager, will follow up to see if tablets would work for you.

Question: With the holidays coming up, how will Intelliride manage? Several transportation companies have changed their schedules for the holidays. How is Intelliride adjusting?

- We are proactively reaching out to medical facilities to see who is open, who is on modified schedules and who is closed. We are adjusting standing orders and trips as we get that information.
- The Transportation team is working with the providers to get their schedule changes and reassign trips if needed.

Question: When will we have access to see who is coming, where they are when we are waiting for appointments?

- We are in the process now of an AI system in our call center that will help members when they have questions on where their ride is without having to wait in the queue.

Question: Can clients request specific providers?

- Yes, and that can be loaded into the client's profile. Due to availability, they may not always get them, but most of the time they will. Clients can call us anytime to update their preferences.

Question: I have had clients tell me that only medical doctor appointments are covered and not behavioral health appointments, therapist appts, case management appts. Is that true?

- No, we do cover those types of appointments. If you hear from any of our agents that those are not covered services, please let us know those situations so we can provide necessary retraining.

Question: Are only two rides/four trips allowed per week?

- No, there is no cap on rides as long as they meet the NEMT criteria.

Question: Clients have complained they are being picked up too early, and have arrived at appointments several hours early. Is there a way around that?

- That should not be happening. Our system figures the drive time to an appointment and builds in a small buffer to allow for getting in and out of the vehicle. No one should be getting picked up hours early. If that is happening, please let us know, with as much specifics as possible so we can investigate it.

Next Meeting: Thursday, February 18th 2021 at 10am

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