



Transportation Community Board Agenda Region 3

(833) 827-2737 Phone Conference ID: 862 532 056#
Thursday, December 17, 2020
10am-11:30am

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- Introduction to the Transportation Community Board
- Introduction of the Community Board Members
- Questions/Discussion Topics:
 - IntelliRide Call Center Performance
 - Complaint Process
 - Member Satisfaction Survey Results
 - 2019-2020 Results
 - Questions and Methodology for Next Survey
 - COVID-19 Precautions
 - Transportation Questions
 - Becoming a provider
 - Technology and the Transportation Providers
 - Live Tracking of Vehicles
 - Signatures Needed by Riders
 - Reporting
 - Community Board Regions work together
 - Community Board and Member Experience Advisory Council Relationships
 - Community Board work with outside agencies also working with NEMT
 - IntelliRide metrics to meet contractual obligations
 - Frequent “no-shows” for scheduled rides – i.e. driver does not show up
 - Could IntelliRide provide a list of contacts for Care Coordinators and Managers to directly contact at IntelliRide to report issues and trends?

- Losing transportation providers in Grand Junction – i.e. Elias Transportation

Open Discussion

Questions for NEMT Member Satisfaction Survey – 2019-2020:

1. Thinking of your most recent experience calling IntelliRide's customer service center, how satisfied were you with the length of time you waited before speaking with a representative?
2. Thinking of your most recent experience calling IntelliRide's customer service center, how satisfied were you with the quality of customer service provided by our Reservation Specialist?
3. Thinking of your most recent experience calling IntelliRide's customer service center, how satisfied were you with the reservation process?
4. Thinking of your most recent experience calling IntelliRide's customer service center, please rate your overall satisfaction of your call?
5. Thinking of your most recent experience using IntelliRide's self-service website, how satisfied were you with the trip request process?
6. Thinking of your most recent ride resulting from a trip request to IntelliRide, how satisfied were you with the timeliness of the driver?
7. Thinking of your most recent ride resulting from a trip request to IntelliRide, how satisfied were you with the cleanliness and appearance of the vehicle?
8. Thinking of your most recent ride resulting from a trip request to IntelliRide, how satisfied were you with the customer service of the driver?
9. Thinking of your most recent ride resulting from a trip request to IntelliRide, please rate your overall satisfaction with the driver.
10. Thinking of your most recent ride resulting from a trip request to IntelliRide, how satisfied were you with the safety of the transportation provided by the driver?
11. Thinking of your most recent ride resulting from a trip request to IntelliRide, please rate your overall satisfaction with the driver.
12. Please select the county that you currently reside in.
13. Do you have any specific feedback you would like IntelliRide to know about your most recent experience?