



Transportation Community Board Agenda Region 3

- Introduction to the Transportation Community Board
- Introduction of the Community Board Members
- Questions/Discussion Topics:
 - IntelliRide Call Center Performance
 - 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 26%, decreased average speed of answered by 85%, and decreased hold times by 17%.
 - 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.

Alternatives and shortcuts to reach us. We have a chat feature on our webpage that goes real-time to an agent and trips can be booked that way. In addition, there is a self-serve website and a self-serve cell phone application available for Apple and Android. Lastly, it is best to not call us on a Monday, if it can be avoided. Our call volume is consistently higher on Mondays, which will equate to longer hold times to get an agent.

- Complaint Process

Complaints can come into the center in a variety of ways. 100% of them are addressed and tracked. Whenever requested, the client and all parties are informed the resolution. To submit complaints, members may call us, chat in, or use our email box. All are just as effective. intelliride@transdev.com

- Caller had a concern about retribution or retaliation from an agent if she reported a complaint.

- We provide many different avenues to submit a complaint and the caller can remain anonymous if they would like. We track who files the complaint but it is not visible to the agents when someone calls in.
- Member Satisfaction Survey Results
 - 2019-2020 Results
 - You will see attached on the last page our last survey question, done in August of 2020. 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. 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.
 - Overall the survey results showed that people were satisfied with the transportation providers, their timeliness, cleanliness of the vehicles and the driver's customer service.
 - Questions and Methodology for Next Survey –
 - We are looking for ideas and feedback as to our 2021 survey. If you have suggestions, please email them to us below.
- COVID-19 Precautions
 - 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
- Transportation Questions
 - Becoming a provider
 - We looked to continue using the transportation providers that were already doing NEMT before IntelliRide received the contract. As new companies ask about joining the network, we evaluate the market and if we need additional coverage in that area, we will onboard. If not, we will add them to the waitlist. Currently, there is a wait list in most markets to join our transportation team.
- Technology and the Transportation Providers
 - Live Tracking of Vehicles
 - At this time, I do not believe that Ecolane has plans for this type of technology being released to the public to use to track a vehicle. It is definitely something we can look further at to see if we can offer it in the future.

Caller question – they have had trouble getting hospital discharges on nights and weekend.

- We have just added two large companies to the Western Slope which should alleviate that. In addition, there is a section on our site for 'Urgent Transportation' where medical facilities can call providers directly for help with these items.

Caller question – was told recently that Gunnison did not have any providers.

- While we may not have a provider *based* in Gunnison, we do have several vendors that do serve the area.
- Frequent “no-shows” for scheduled rides – i.e. driver does not show up
 - Those are tracked by our transportation manager, Berni. We reach out to the vendors, and we can suspend them as well.
- Could Intelliride provide a list of contacts for Care Coordinators and Managers to directly contact at Intelliride to report issues and trends?

Our Clinical Coordinators are Tracey Reid & Alex Jacobs. You can reach them at us.coclinicalcoordinator@transdev.com or by calling 1.855.489.4999 option 2

- Losing transportation providers in Grand Junction

We have recently added two large companies to the Western Slope area - Sunshine Rides and Medride.

Additional outreach for medical facilities

- We will be hosting bi-weekly webinars beginning the first week of January. The information will be posted on our website with dates, times, and links.

Here is an email account we created just for this group

Us.CommunityBoard@Transdev.com

Our next meeting will be Thursday, March 18th at 10am. I will send out the agenda and call in details as we get closer.