

# IntelliRide

by  transdev



## Transportation Community Board Agenda Region 3

Thursday March 18<sup>th</sup>, 2021  
10am

Updates since our last meeting, December 17<sup>th</sup>, 2020

Improvements in call center performance and responsiveness

Location and Access to Self Serve Resources

Clients requesting preferred providers

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

[Level of Service form](#) – how it works

Open format questions and discussions

It was mentioned we have a [user guide for the Ecolane self service](#) cell phone app. It was suggested it would be attached to these notes.

I am still building this. The one I have is an internal document and needs to be cleaned up and written for a general audience.

What decides what trips are urgent, and can override the 2 day advanced notice rule?

Going forward, it is an option to have a video component on the call, to talk through forms and such.