



Veyo / Total Transit Update

January 23, 2019

Introduction

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- **Unfulfilled Trips**
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Contact Center Summary

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Call Center Summary

January 16, 2019

Service Level KPI's	Service Level KPI	80.0%
	Call Service Level Seconds Option	180
	Abandon Rate KPI	5.0%

Call Count Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Avg Daily Calls Received	3,130	3,285	3,278	3,723	3,509	3,085
Total Calls Answered	94,015	98,804	94,767	111,201	101,007	91,041
Answered %	95.0%	95.2%	94.1%	94.2%	93.8%	96.8%

Average Speed Of Answer Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Avg Speed of Answer (seconds)	41.0	42.4	53.2	53.7	57.1	28.7

Average Abandon Rate Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Total Calls Abandoned	2,933	2,953	3,433	4,026	4,090	1,372
Abandon %	3.0%	2.8%	3.4%	3.4%	3.8%	1.5%

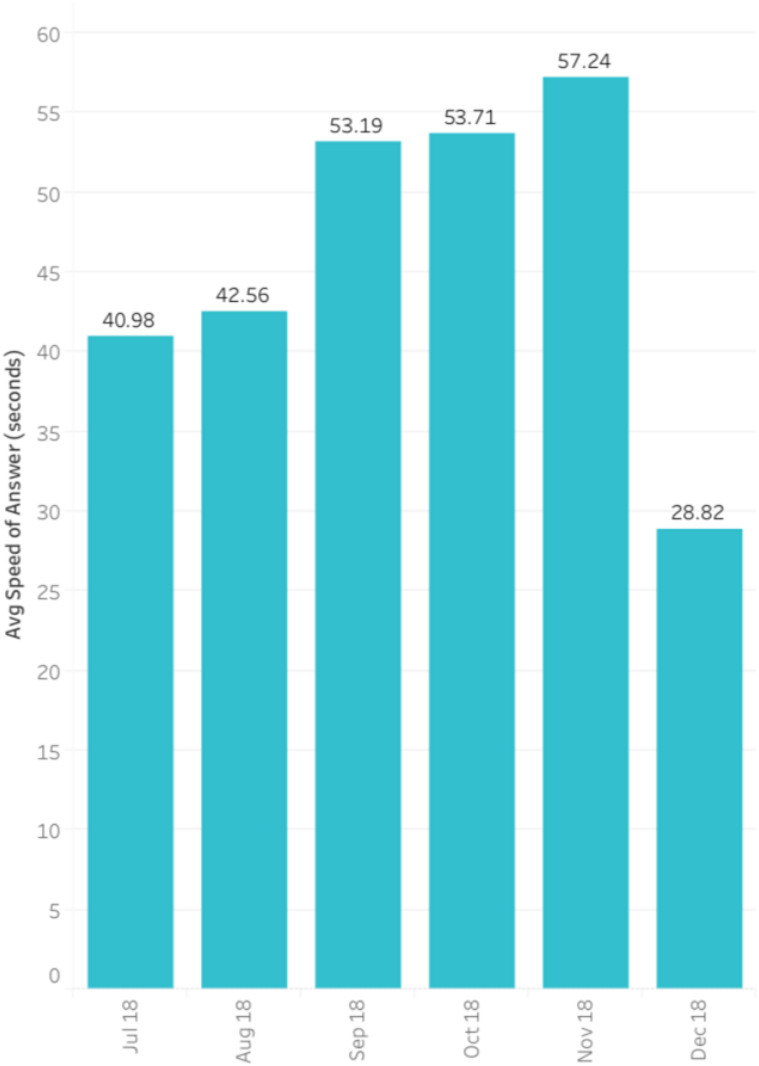
Average Handle Time Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Answered	94,015	98,804	94,767	111,201	101,007	91,041
Avg Handle Time (minutes)	4.9	4.9	5.1	5.3	5.1	5.1

Service Level Summary

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Handled Within Service Level	87,748	92,715	86,804	99,918	88,871	88,356
Handled Outside Service Level	9,276	9,129	11,540	15,506	16,387	4,180
Total Calls Received	98,935	103,835	100,704	118,048	107,688	94,067
Service Level	90.4%	91.0%	88.3%	86.6%	84.4%	95.5%

Average Speed of Answer

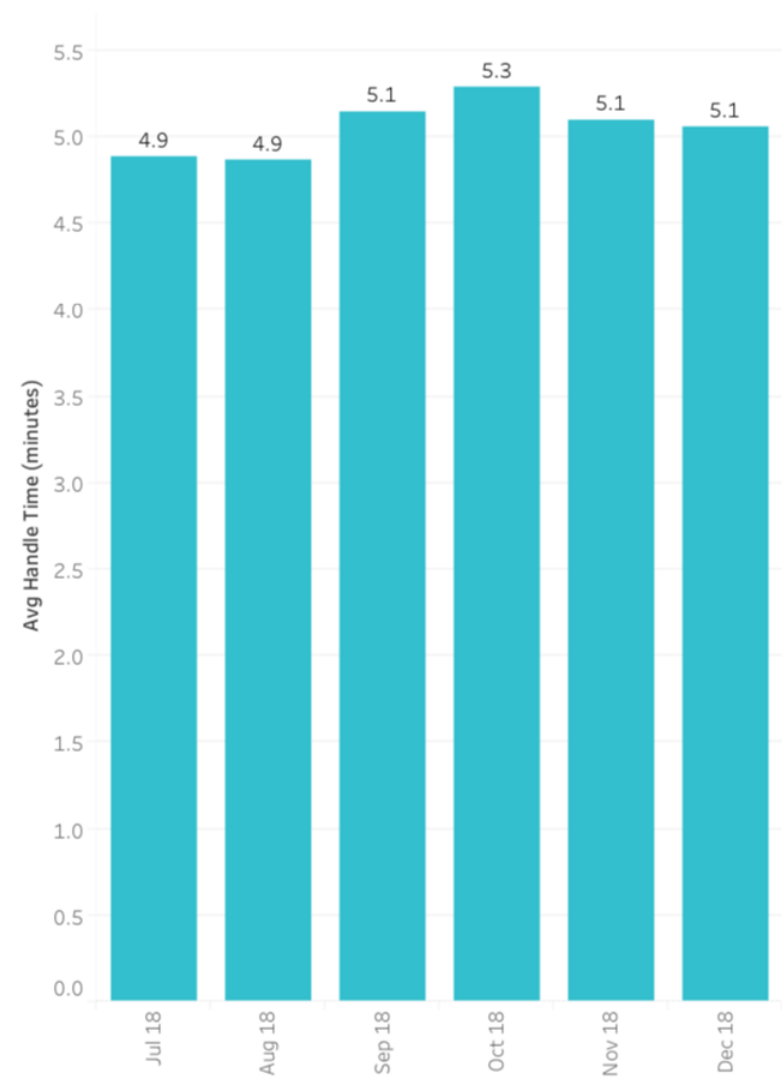


This is the cumulative total length of time of calls that are in a routing queue or that are ringing before being answered by an agent, divided by the total numbers of calls answered.

Contractual Requirement - 180 seconds

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Avg Speed of Answer (seconds)	40.98	42.56	53.19	53.71	57.24	28.82

Average Handle Time



The average of talk time, hold time, and after-call work time (follow up work from the call). For e.g. agent reaching out to dispatch via message or email to accommodate an urgent ride requested.

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Total Calls Answered	93,104	97,848	93,820	110,911	100,700	89,905
Avg Handle Time (minutes)	4.9	4.9	5.1	5.3	5.1	5.1

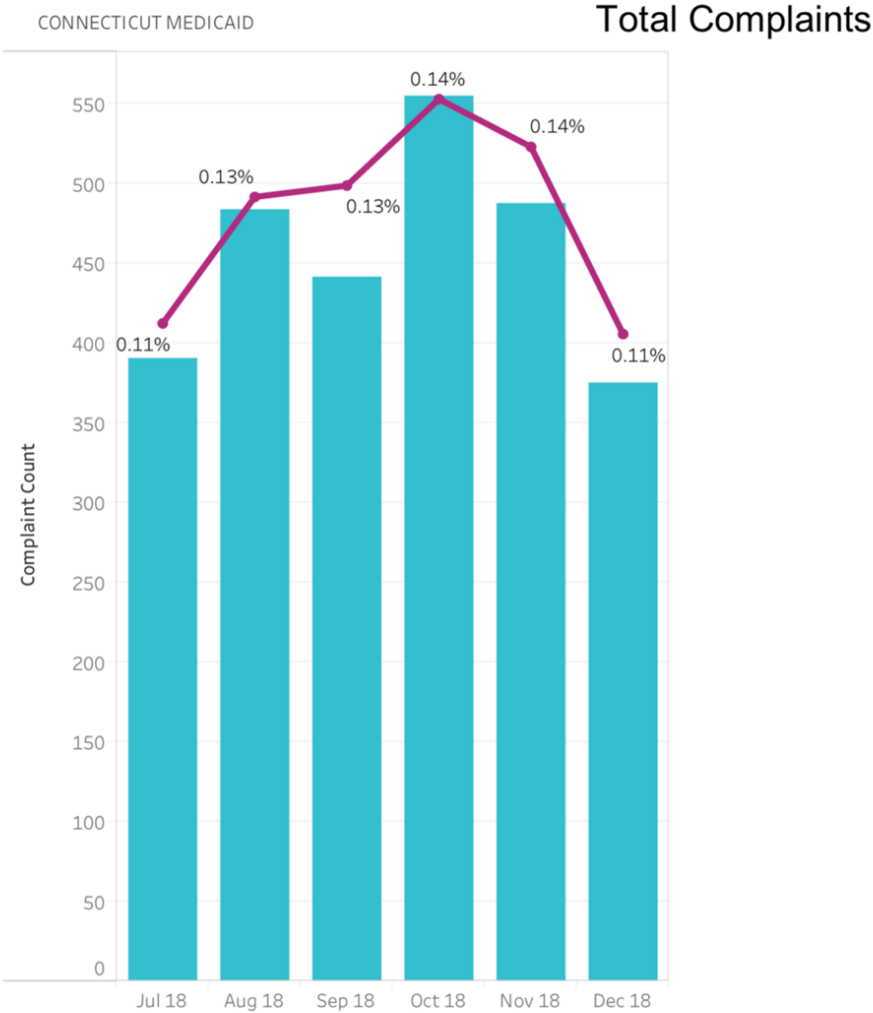
Service Levels



Calls that are handled within service levels mean calls that were answered within the first 3 minutes in accordance with the contract.

	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Handled Within Service Level	86,900	91,777	85,926	99,645	88,564	87,237
Handled Outside Service Level	9,213	9,109	11,471	15,489	16,387	4,162
Total Calls Received	98,012	102,872	99,754	117,756	107,379	92,927
Service Level	90.4%	91.0%	88.2%	86.5%	84.4%	95.4%

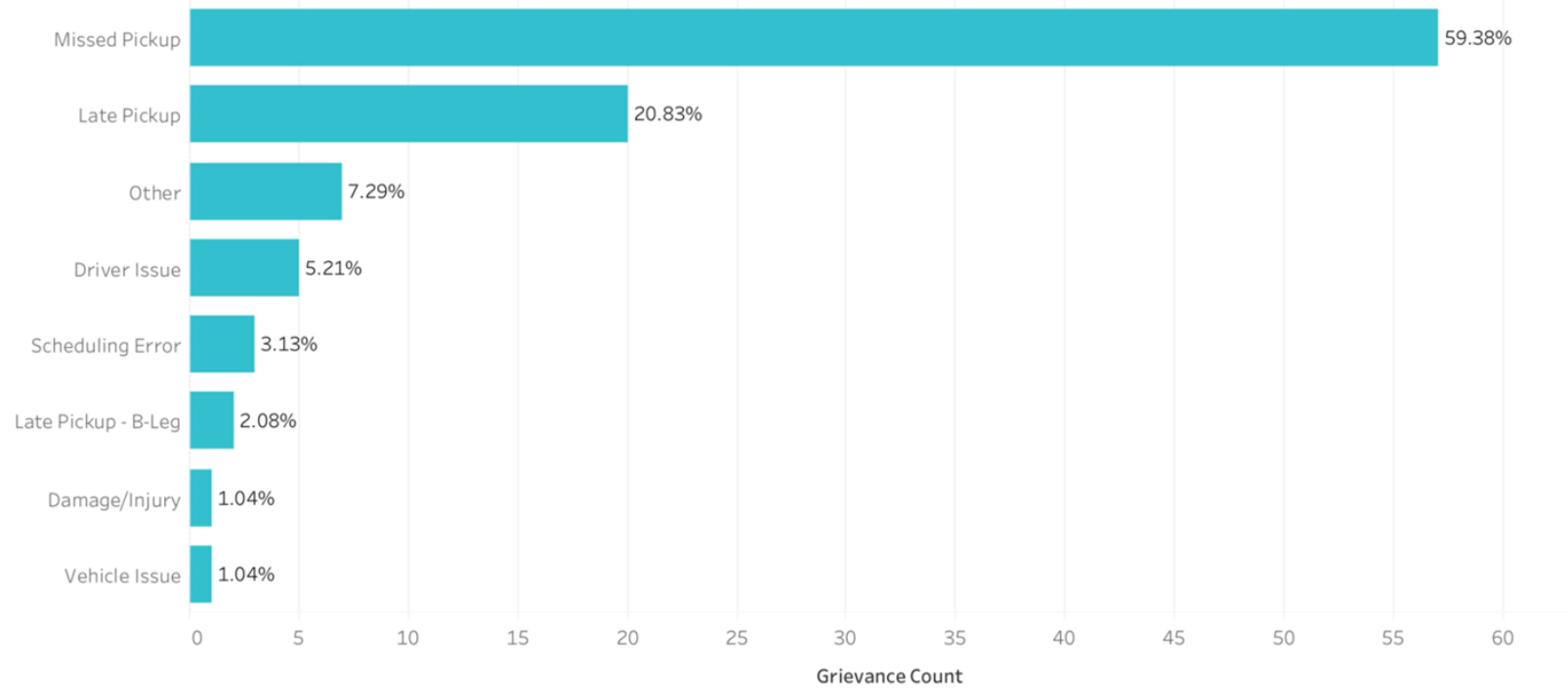
Complaints



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Completed Trips	365,143	379,119	341,276	386,538	359,332	355,975
Total Complaint Count	391	484	442	555	488	375
Complaint %	0.11%	0.13%	0.13%	0.14%	0.14%	0.11%

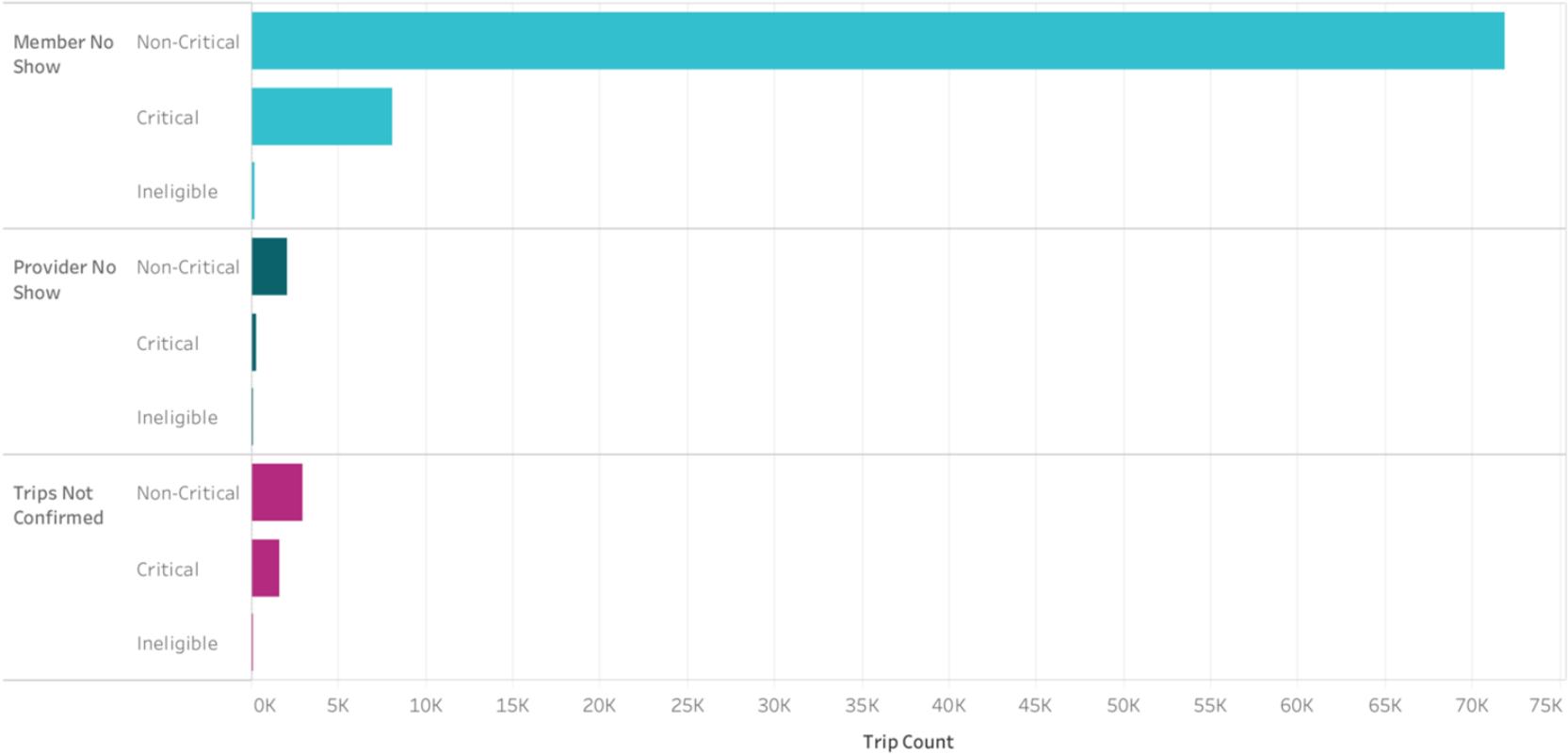
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Substantiated Complaints by Subcategory



	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Missed Pickup	112	158	158	201	123	73
Late Pickup	82	89	80	82	52	23
Late Pickup - B-Leg	22	37	26	27	17	3
Driver Issue	23	24	20	16	11	5
Other	20	18	19	19	10	10
Safety Concern	5	14	8	3	5	
Scheduling Error	5	5	8	6	3	3
Agent Issue	1	4	3	5	2	
Damage/Injury			4	6		1
Early Arrival	2	4				
Vehicle Issue		1		1	2	1

Unfulfilled Trip Data



		July 2018	August 2018	September 2018	October 2018	November 2018	December 2018
Member No Show	Critical	1,300	1,369	1,210	1,459	1,393	1,339
	Non-Critical	12,363	15,468	10,249	11,289	10,588	11,847
	Ineligible	65	39	13	32	33	17
Provider No Show	Critical	31	25	65	53	69	42
	Non-Critical	250	323	345	398	387	294
	Ineligible			3		5	
Trips Not Confirmed	Critical	248	227	279	405	175	255
	Non-Critical	349	258	567	986	450	297
	Ineligible				5	2	2
Total Unfulfilled		14,606	17,709	12,731	14,627	13,102	14,093

Wheelchair Data

Month	Total Requests	Completed Trips	Cancelled Trips (Member or Facility Cancelled)	Unassigned Trips
November	289	242	47	0
December	307	247	59	1

Dialysis Data

Month	Completed Number of Trips	Number of Provider No-Shows	Rescue Trips
November	22028	14	11
December	22738	16	13

- Veyo continues to gather feedback regularly from dialysis facility via in person meetings, emails, and monthly reports.
- Veyo has dedicated agents to work specifically on dialysis trips to make sure trips are assigned with preferred providers, and to solve any real time transportation concerns.

Member Advisory Committee - December '18 Meeting

Topics that were discussed:

- **Specialized Transportation Forms** - reviewing medical necessity and importance of having the forms on file while placing overrides.
- Experience with **Contact Center Agents**
- Feedback on **Process Improvement strategies** to ease member experience

Facility Outreach Update

Veyo has met with the following facilities in the last month -

- Root Center, Hartford
- Smilow Cancer Hospital, New Haven
- Davita Downtown, Hartford
- Waterbury Hospital
- Waterbury Behavioral Health
- US Renal Care, Orange
- Pendleton Health and Rehab, Mystic
- Rushford Medical Center, Meriden
- Apple Rehab, Rocky Hill
- Hartford Healthcare, Torrington
- Davita, New Haven
- Northbridge Health Care Center, Bridgeport
- Pathways, Enfield

Next Steps

- **Transportation Provider Network Accountability**
- **Missed Trips Initiative to make sure no trips are unaccommodated**
- **Increased presence with facilities across the state**



Thank You