



A **TotalTransit** Company

Veyo / Total Transit Update

September 25, 2019

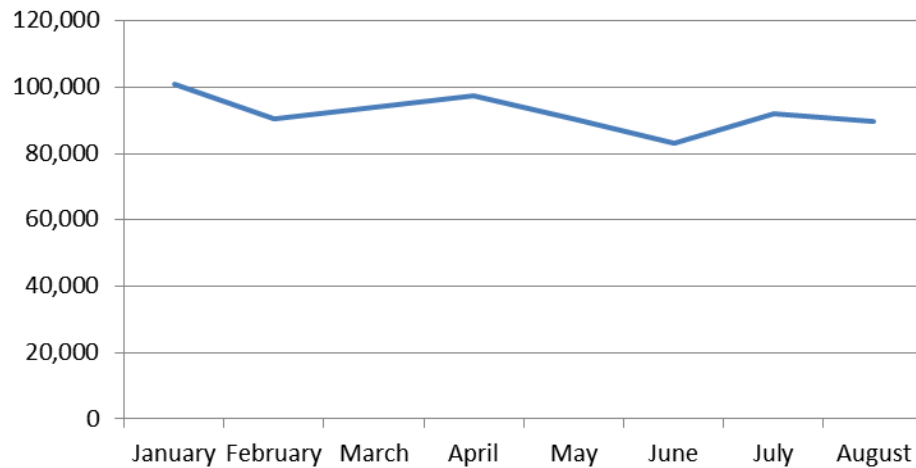
Introduction

- Contact Center Summary
- Completed Trips
- Complaints Data
- Wheelchair Data Analysis
- Dialysis Transportation Update
- Facility Portal Rollout
- Next Steps

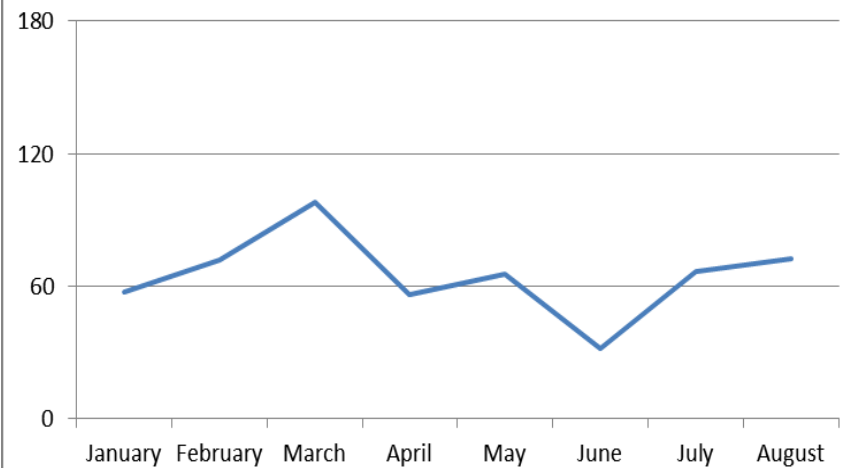
Contact Center Summary

	January	February	March	April	May	June	July	August
Answered calls	101,007	90,500	93,828	97,353	90,451	83,211	92,169	89,813
Avg. speed to answer (seconds)	57.1	71.6	98.1	56	65.5	31.6	66.9	72.5
Abandon calls %	3.80%	3.4%	5.5%	3.0%	3.9%	1.5%	3.8%	4.8%
Avg. call handle time (minutes)	5.1	4.9	5	4.6	4.7	4.5	4.7	4.6

Total Calls Answered



Avg. Speed to Answer



Completed Trips and Complaints

	January	February	March	April	May	June	July	August
Completed trips	391,748	360,727	399,615	406,296	423,573	387,550	425,032	421,819
Substantiated Complaints	275	316	318	244	256	234	253	170
Substantiated Complaint %	0.07%	0.09%	0.08%	0.06%	0.06%	0.06%	0.06%	0.04%

Wheelchair Trips

	Total Requests	Completed Trips	Canceled Trip (by the member or facility)	Unassigned Trips
July	414	304	109	1
August	380	301	78	1

Dialysis Trips

	Completed Trips	Provider no-show	Rescue Trips
July	22,711	12	9
August	23,068	21	16

- Veyo continues to gather feedback regularly from dialysis facility via in person meetings, emails, and monthly reports.
- Veyo is currently making sure that all holiday dialysis schedules are updated to ensure that members do not face any concerns.

Facility Portal Rollout - Rideview

- Allows healthcare facilities to book and manage transportation for multiple members from one easy location
- Easily accessible via a browser window
- Real-time trip information
- Contact information for each transportation provider
- Supports multiple facility locations
- Trip booking includes support for:
 - Specific needs (e.g. oxygen tank)
 - Recurring trips
 - Driver notes

Veyo

- is continuing the rollout of Rideview (Facility Portal) to facilities throughout CT.
- continuous working to ensure provider network adequacy and improvements across the state.
- working with transportation providers to ensure that they are adhering to the Key Performance Indicators, with a special focus on on-time performance.
- conducts quarterly meetings with Transportation Providers to address their concerns and discuss the NEMT program.
- will be at the iCan Conference on 9/26!

Thank You

