



Veyo: NEMT Updates

Wednesday, May 25th, 2022

Agenda:

1. Metrics

- a. Trips Performed by Contracted Providers
- b. Call Volume
- c. On-Time Performance (Ambulatory, Wheelchair)

2. Transportation Network Updates

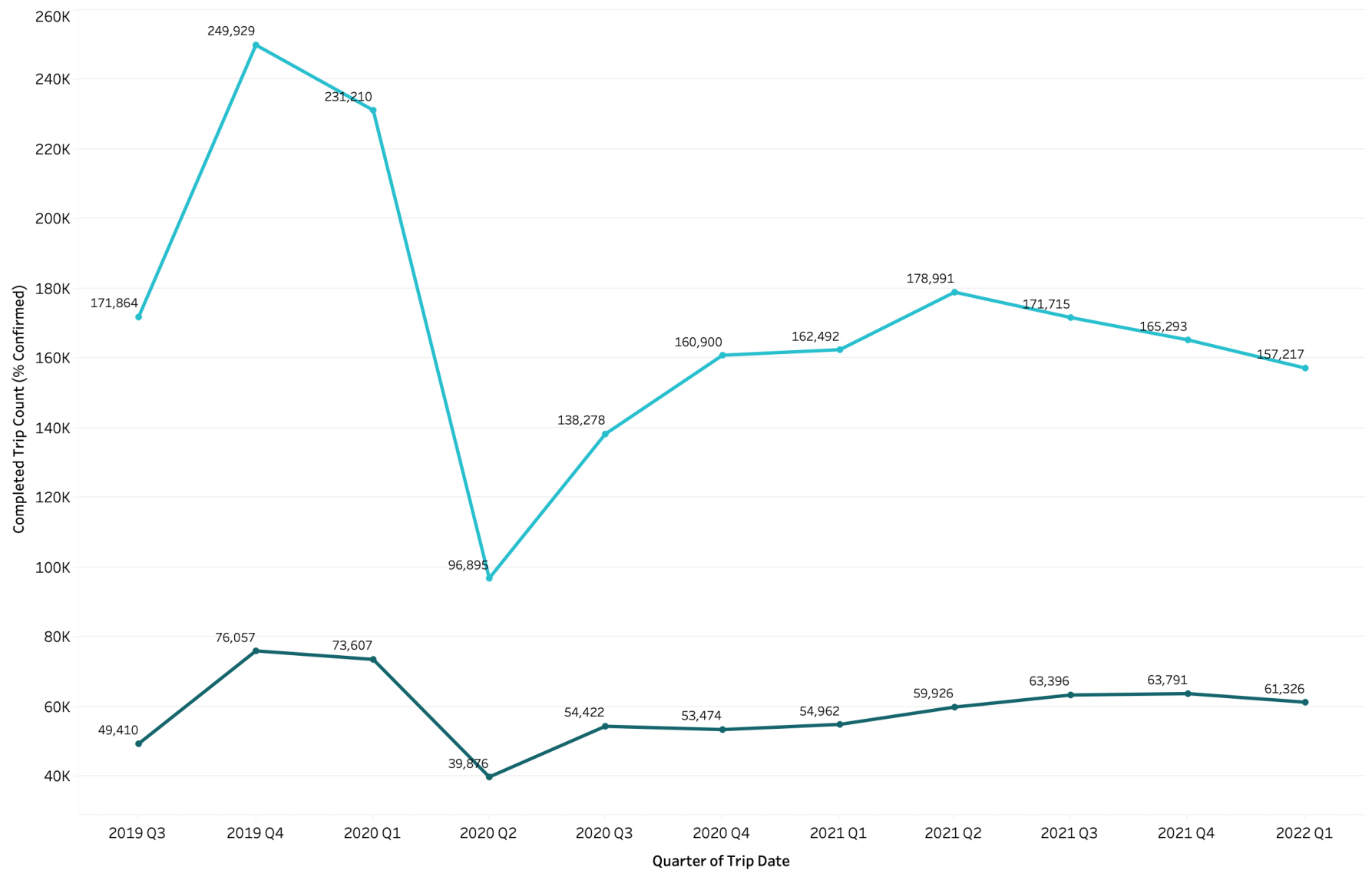
- a. IDP Trip Counts in Rural Areas
- b. Driver Network
- c. IDP vs 3PO Trip Count

3. Text Communication

- a. Updates
- b. Metrics
- c. Driver Ratings

4. General Updates

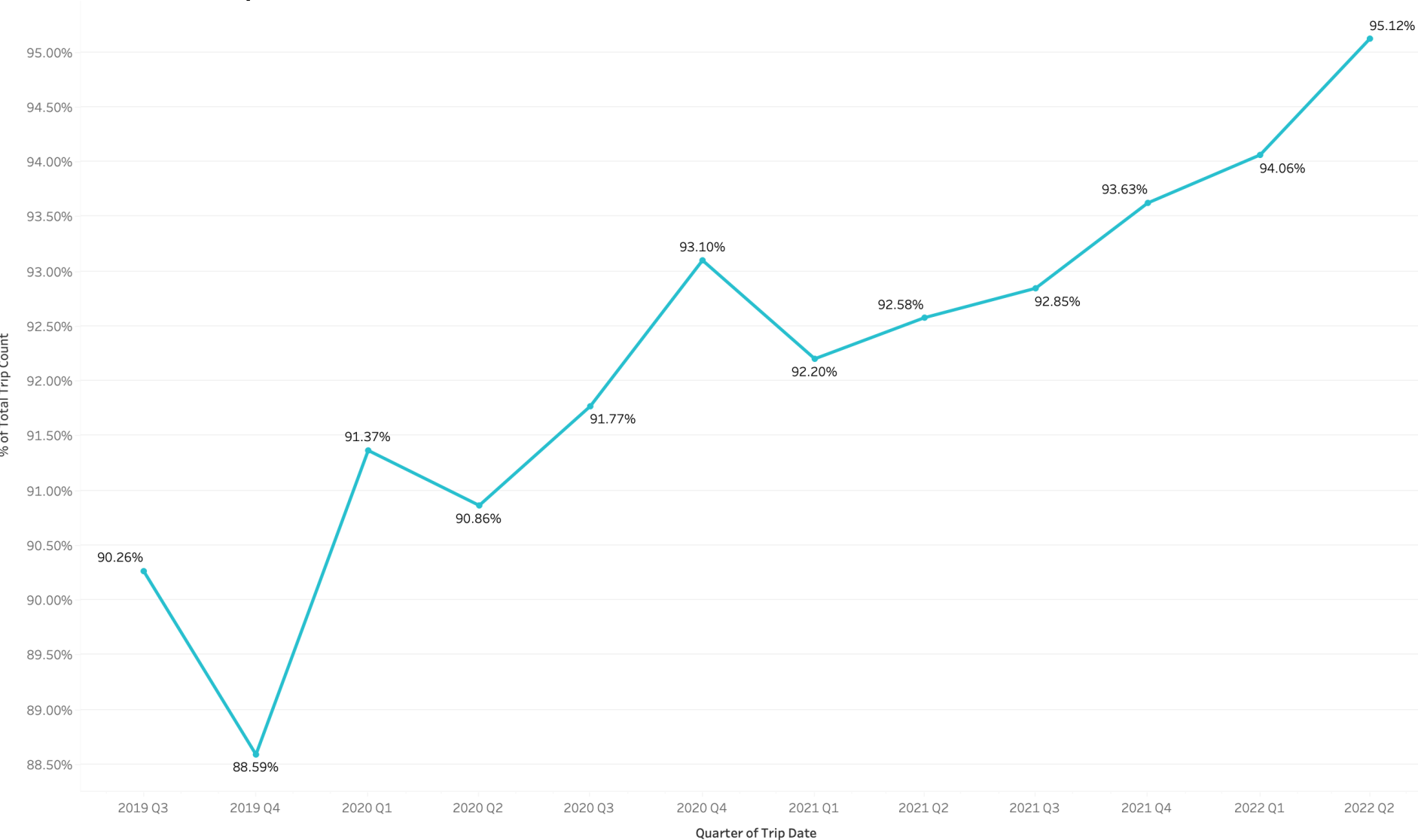
Metrics – Trips Performed by Contracted Providers



Metrics - Call Volume



Metrics - On-Time Performance (Ambulatory and Wheelchair)



Transportation Network

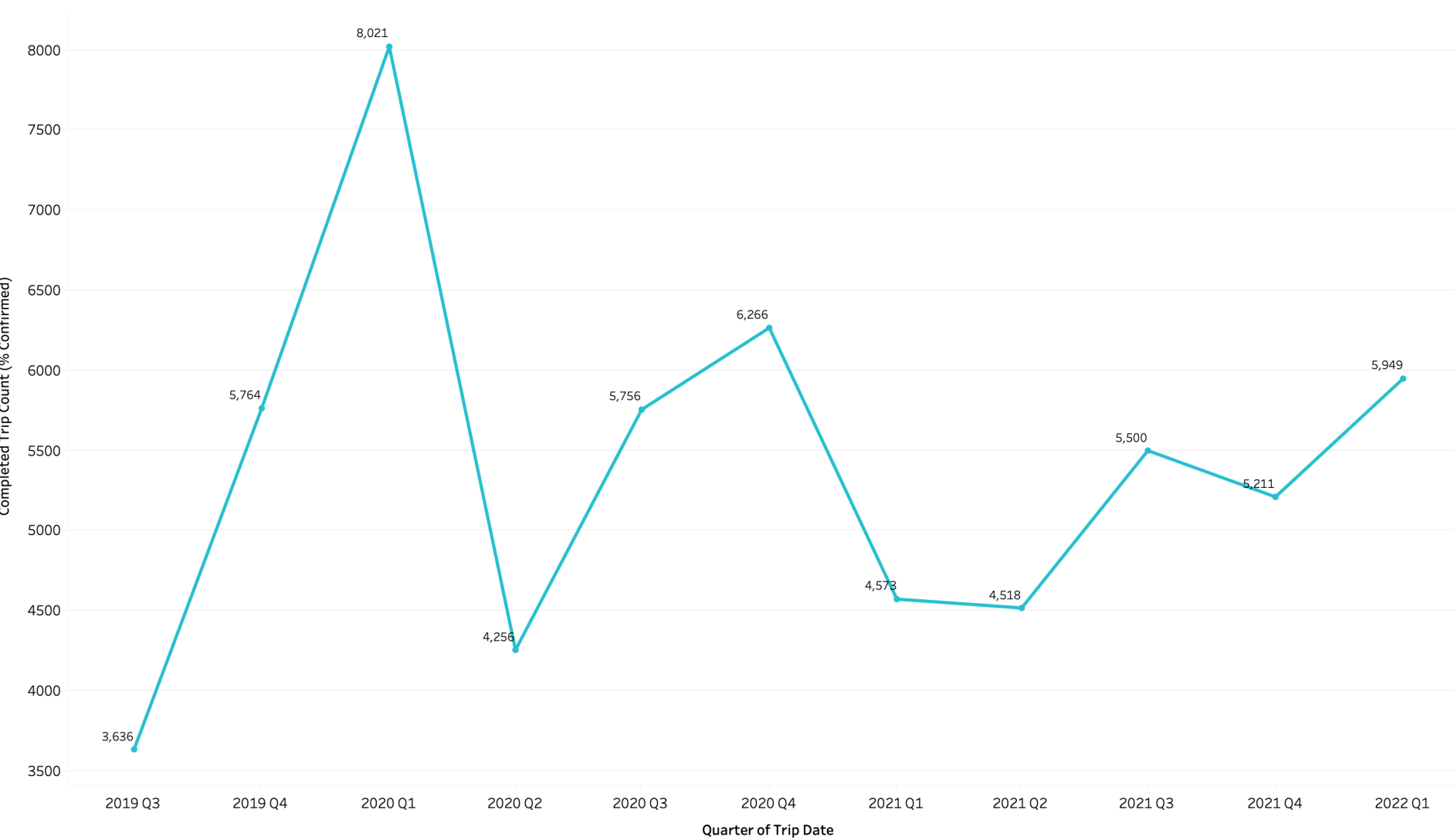
1. Transportation Provider Network

- a. 15 new transportation providers have been added to the network since 2020.
- b. 10 more transportation providers are in the contracting process.
- c. 8 providers had their contracts discontinued due to performance.

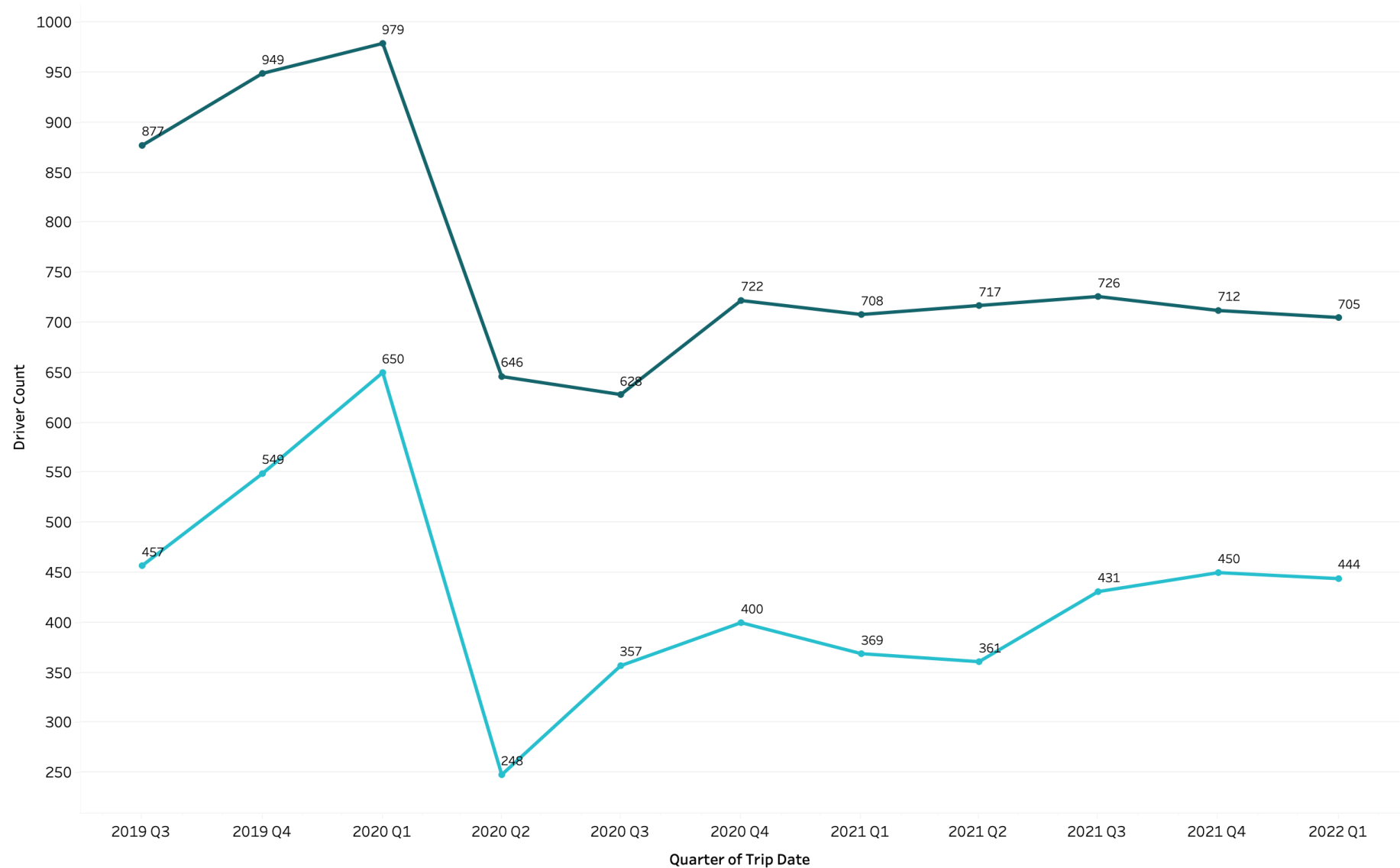
2. Independent Driver-Provider Network

- a. 2446 Active IDPs within the network. All IDPs are local to CT and recruited from within the communities and most of them are performing trips in the same areas they reside in. IDPs do not perform wheelchair level trips.
- b. IDPs supplementing transportation provider network across the state including rural areas such as the Northwestern and Northeastern regions.
- c. IDPs go through a rigorous training process that includes a strict background check, HIPAA training, CPR and First Aid training, Customer Service training, ADA training, and Bloodborne Pathogens training.

Metrics – IDP Trip Count (Rural Areas – Litchfield, Windham, New London)



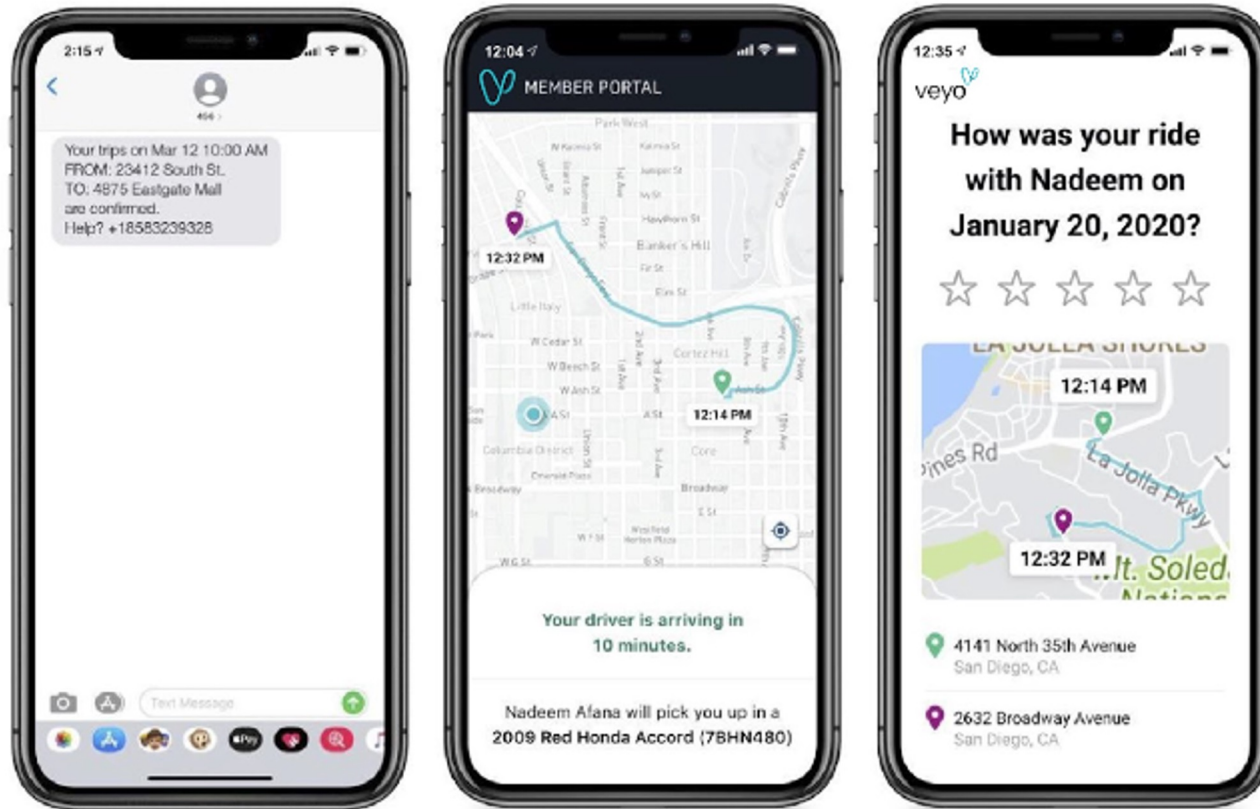
Metrics – Driver Count (IDP, Third Party)



Metrics – Trip Count (IDP, Third Party)



Text Notifications



Recently, Veyo launched new text alerts for transportation. Text alerts will help a member see the estimated time of arrival for their driver, shows a map of where the driver is. After the trip, the member can rate their driver. The return trip can be requested with one simple text!

A member must opt in to receive texts from Veyo.

Text **START** to **77987**

- Trip Booking Confirmation
- 24-hour trip reminders
- Estimated Time of Arrival
- Driver Information and Arrival
- Map Return Trip Request
- Rate My Driver

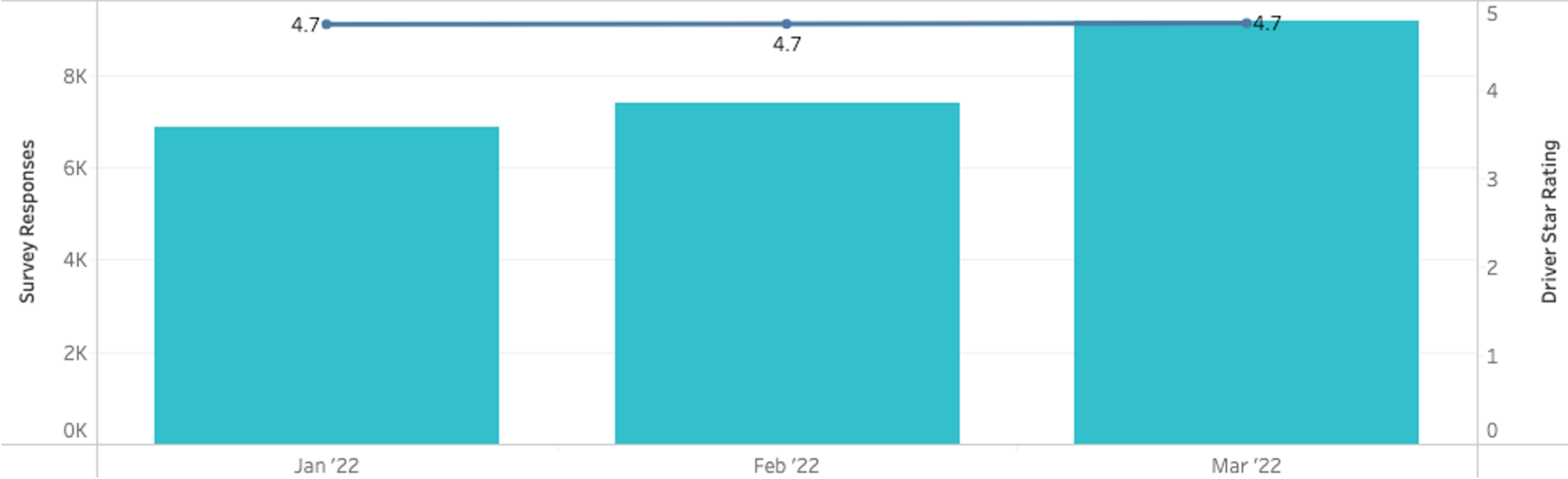
Driver Ratings

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5/13/2022



Driver Star Rating



Members that are opted into SMS Notifications or the Veyo Member Portal receive a survey at the end of their trip to rate their drivers.

Data above is Veyo’s average rating for the first quarter of 2022, with over 20k responses. Veyo uses this data to provide feedback to drivers, both positive and negative so it can be used for coaching and training.



General Updates

1. Veyo continues to monitor the suspension of bus fares.
2. A limited fleet for specialized transportation of members that have tested positive for COVID-19 continues to be available.
3. Multiloading is approved for the network except for immunocompromised members and minors.
4. Mask wearing is still mandatory for members as well as drivers.
5. Trips to get vaccine/booster and testing appointments continue to be available.



Thank You!