



IDP Trip Rescue Protocol

Introduction

The below workflow is used in securing transportation for members that are not successfully matching to an Independent Driver-Provider (IDP) but are in the on-demand pool. The member support team uses this workflow to ensure all members are transported in accordance with their transportation request.

Scope

All markets operating with Veyo IDPs.

Overview

When Veyo becomes aware of an unfulfilled trip, this trip enters Veyo's "trip rescue" process and takes the following ordered steps to fulfill the trip:

1. If the trip is in area covered by a Rescue Provider, the system will automatically assign the trip to the rescue provider.
2. If there is no rescue provider in the area, the system notifies the Veyo Command Center (Dispatch) team immediately.
3. Veyo dispatch attempts to manually match the trip to the nearest available IDP.
4. If unsuccessful, Veyo dispatch will contact unavailable IDP drivers.
5. If unsuccessful, Veyo dispatch will contact Third Party Provider (3Pos) for availability.
6. As a last resort, Veyo will also work with Lyft and Uber to cover trips that are not matched with an IDP.

*NOTE: This option requires the member to have a phone number (or utilize the facility/provider's phone number)

If Veyo is unable to contact the member OR the member does not have a phone number, Veyo will offer incentives as necessary to 3PO providers to complete the trip.