

GoBus Update

RFPs

The RFP for new On-Demand software for GoBus is nearing completion and should be published in the coming weeks.

The RFP for a new service provider is still scheduled for release in Spring 2021.

Assessment No-Shows

Due to significant numbers of no-shows since November, we have adjusted our communication processes slightly. Previously, customer names and contacts were sent to Horizon and they mail or email the necessary documents to the customer along with a set date/time for their assessment. They then issue a confirmation call 48 hours in advance. Under the revised procedure, customers will now receive a confirmation call 72 hours in advance of their appointment times (rather than 48). If the customer cannot be reached within 24 hours, the appointment will be cancelled and the customer's account may be suspended until we hear from them. However, every effort will be made to avoid any interruption of service for active customers.

We ask that the committee remind their consumers who use GoBus to cancel their assessment appointments appropriately (24 hrs) if they cannot make it and to update their contact information with GoBus regularly.

MVT Telephone System Upgrades

In December, MVT upgraded their telephone system to ensure improved continuity of service during events where staff cannot get into the office (such as events like snowmageddon or in response to covid work-from-home rules). The system also provides the ability for calls to be monitored for training purposes which is having a positive impact on customer service.