

Purpose

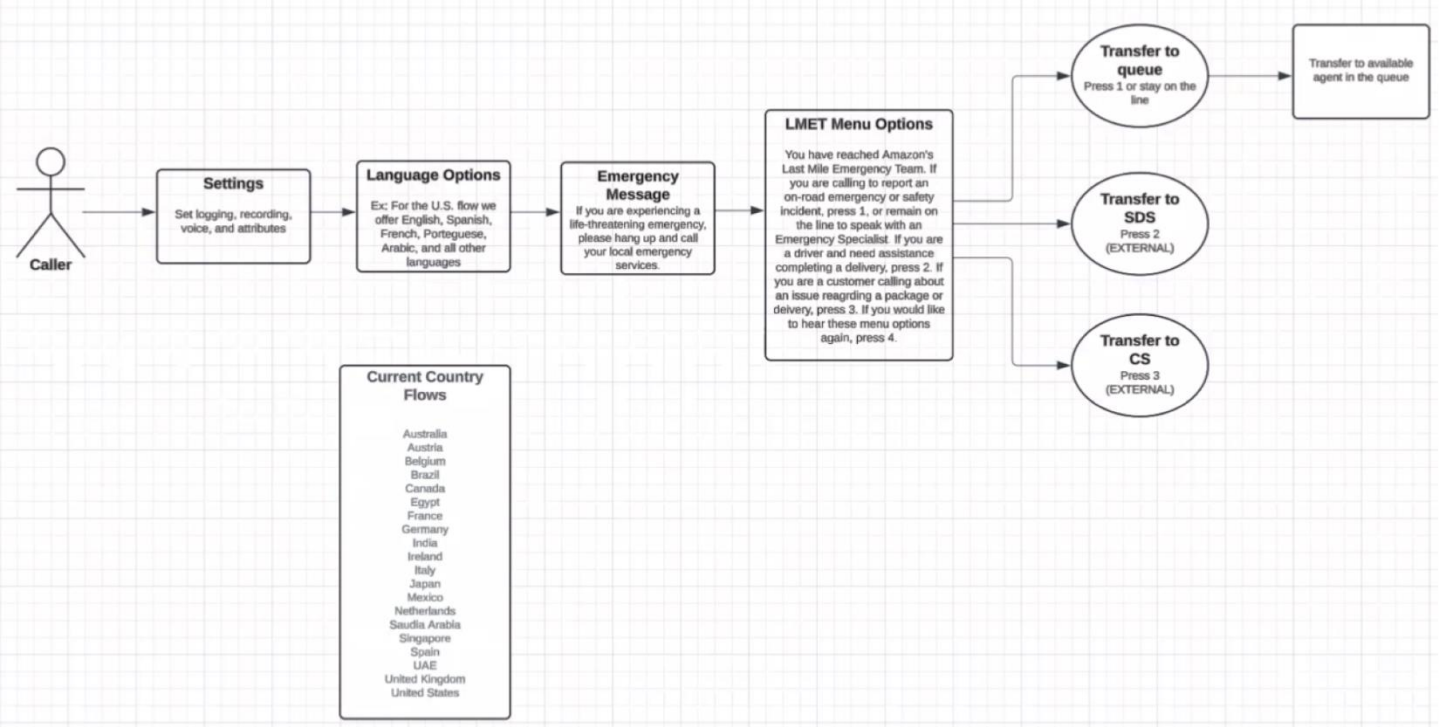
The purpose of this doc is to 1) highlight the problem with the current Last Mile Emergency Team (LMET) call flow, 2) propose an Interactive Voice Response (IVR) solution, 3) outline benefits and risks associated with the solution, and 4) outline next steps. No leadership alignment is needed at this time. GSO Tech & UX are actively working on the proposed call flow. A formal approval process will be kicked off through GSO change management on 10/1. Approvals will be gained from 10/1 to 10/18 across GSO, SDS, and Last Mile to launch in CA on 10/21 and US on 10/28. However, early feedback is appreciated at this time.

Problem

LMET has a high percentage of out-of-scope calls (40% to 65%, Appendix 1), resulting in long call wait times, up 363.27% QoQ, from 3-minutes in Q4'23 to 15-minutes in Q3'24. The long call wait times lead to a high abandon rate (14-38% in Q3'24). Additionally, in May 2024, LMET experienced a record-high 59-minute queue time for Last Mile calls. DSPs post on IDC regularly about the negative impact of the long call wait times & transfers (Appendix 7).

Current Call Flow

The current call flow expects the caller to listen to a long message (60 seconds) to identify which button to press (1 for LMET, 2 for Shipping and Delivery Support (SDS) On Road (Driver Support), 3 for Amazon Stores Customer Service (ASCS)). Despite a menu option for SDS On Road, 43% of callers who hit the LMET menu option are ultimately transferred to SDS On Road after talking to an LMET specialist (~2.2mins avg). If no button is pressed after 10 seconds, the caller is directed to LMET by default.



Proposed Solution

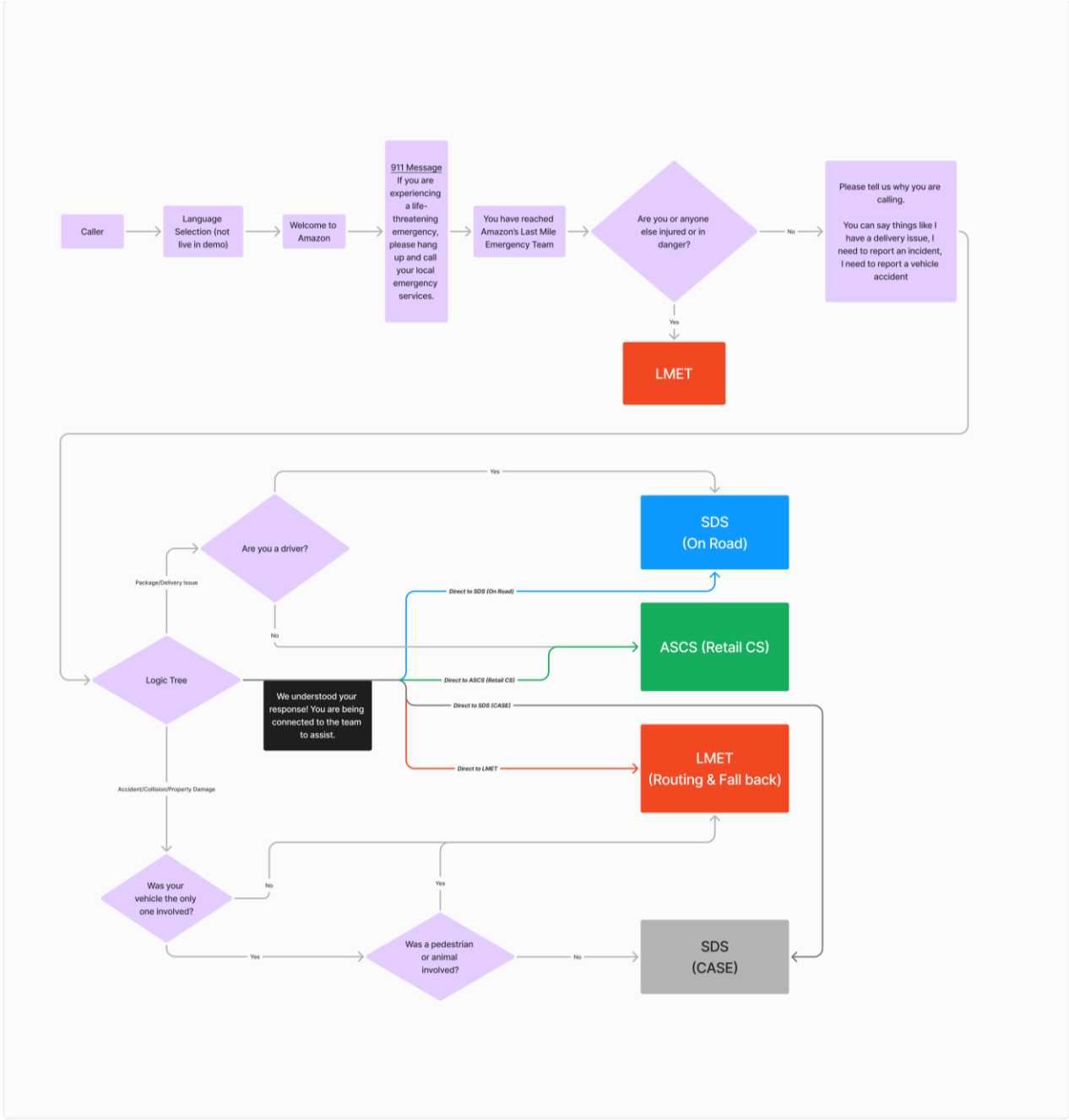
An Interactive Voice Response (IVR) system is being proposed for LMET to reduce the number of call transfers by routing the caller to the correct team the first time by eliminating the caller's judgement from the call workflow. We will launch in US and CA for English first then expand to other countries and languages. The projected annual cost of using an AWS Lex bot in this IVR proposal is \$46,428 (FAQ 7) which GSOC is expected to cover. The expected annual entitlement is \$321,097 (7 FTE) based on LMET specialist time saved handling transfers (FAQ 6).

Proposed Call Flow

After the caller selects their preferred language, the call flow will start with "Welcome to Amazon" and 911 messages, same as the current flow, to direct emergency call volume to local emergency services. The IVR will then ask "Are you or anyone else injured or in danger?". A yes will immediately route the caller to LMET as all injuries or person in danger will need LMET expertise irrespective of incident type. Next, the IVR will ask the caller to "Please tell us why you are calling. You can say things like I have a delivery issue, I need to report an incident, I need to report a vehicle accident". When the caller speaks their problem as a phrase, a pre-programmed logic tree will match the phrase to the correct routing option (Appendix 5) - LMET for incidents, SDS (On Road) for transporter delivery, package and app issues, SDS (CASE) for property damage, and ASCS for customers calling about package or delivery issues.

Each routing has phrases which will directly route to the correct team but for two use cases the IVR will ask additional clarifying questions due to similar sounding phrases. For package/delivery issue, the IVR will ask a clarifying question to understand if the caller is a driver (route to SDS (On Road)) or customer (route to ASCS). For accident/collision/property damage, we will route multi vehicle/animal/pedestrian incidents to LMET but direct all other calls to SDS (CASE) since the remainder will be property damage only. We chose not to have the IVR repeat the caller phrase back to the caller as this will waste time in cases of a crisis. When unsure (no pre-determined routing, multiple uses of the same phrase, 3x unsuccessful attempts to understand caller prompt), the logic tree will route to LMET as the fallback.

Fallback and incorrect routing defects will be tracked and assessed at a set frequency (weekly during the first month of launch then monthly) to add phrases to the IVR keyword library. In the next iteration, we would like to convey the phrase spoken by the caller to LMET or SDS specialist to avoid the caller having to repeat it when connected to a human.



Benefits and Risk Analysis

The proposed call flow simplifies the experience of the caller by allowing them to speak their problem directly to the IVR and being routed to the correct team the first time. We chose this design since it is the most natural way for a caller to interact with an IVR using voice prompts. The design is also scalable as the IVR keyword library can be easily expanded over time to account for new use cases.

53

54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96

Table 1: Benefit Comparison

#	Item	Current	Proposed
1	911 Message	X	X
2a	"You have reached Last Mile Emergency Team"	X	X
2b	"Welcome to Amazon"		X
3	Menu listing options	X	
4	"Are you or anyone else injured or in danger?" direct routing to LMET		X
5	"Please tell us why you are calling"		X
6	Examples of problems		X
7	Voice-based routing		X
8a	LMET routing if routing is unknown	X	X
8b	LMET routing if no menu option is pressed	X	
8c	LMET routing if 3x unsuccessful attempts to understand the caller		X

Risk #1: Lex Bot Effectiveness

We do not have any data on the effectiveness of the Lex bot used to route calls for our use case. Even if the logic tree programmed inputs are high quality, any gaps in the effectiveness of the Lex bot in understanding user voice prompts will pose a risk in reduction of routing success %. We will test with drivers to measure routing success %.

Risk #2: Unknown Routings

If the logic tree is unable to match the caller’s phrase to the pre-programmed keyword library, we will direct unnecessary calls to LMET. We believe that even a limited pre-programmed logic tree (with continuous updates to make it comprehensive) is better than the current state of no logic tree. But to minimize this risk, we aim to perform two rounds of field testing with callers. We also plan to launch in CA first for a week to gather real world data before launching in the US.

Risk #3: Routing Success

The current call flow directs 29% of calls to SDS and 15% of calls to ASCS based on caller selection, resulting in only 66% of calls actually making it to LMET. As language data used to train the new IVR is based off of calls that actually made it to LMET, it does not account for calls that are successfully re-directed via the current call flow options. As a result, the new IVR may be less effective at routing certain types of calls than the current call flow if there are use-cases that the current flow routes so effectively that we have no LMET call data to train the IVR. We will use the launch in CA to identify additions needed to the keyword library.

Risk #4: SDS On Road/ASCS Capacity Influx

In parallel to deploying this IVR, we are making only minor changes to the scope of SDS (Appendix 4) and no changes to the scope of ASCS. Since LMET is currently transferring out of scope calls to the appropriate CS team, we are assuming that there will be no negative impact to current call volumes for SDS & ASCS. We will test the accuracy of this assumption with the launch in CA. Our hypothesis is that the CS network is large enough that incremental volume from LMET (0.001% of CS call volume) can be absorbed even if it increases. But if this assumption proves inaccurate, CS will not have enough time to hire additional HC to support with only three weeks left until Peak.

User Testing

Demo +1 470 283 5742

GSO UX held in-person usability testing sessions with 13 participants (11 DAs and 2 dispatchers) at DTU8 and DAZ2 on 9/9 and 9/11. Participants called the demo LMET IVR phone line using scenarios that they’ve experienced.

We found that users unanimously responded positively to the new voice-response system in comparison to the current menu option experience, citing that it was faster and not as repetitive as having to listen to a long list of options. This time savings is especially important for drivers who are under pressure for time and drivers that need to be connected quickly for an emergency.

"I think this seems like quicker, which would be better." (Voice [Clip 1](#))

"I feel like especially when you're on the road and you're hot, you wanna get going and you're standing still for a long time, you're listening and it's really frustrating. So if you're able to talk the whole sentence and they direct you to the correct location, it's gonna be really helpful." (Voice [Clip 2](#))

97 “It’s just as quick as me pressing a button honestly and it’s, yeah, it’s better.” (Voice [Clip 3](#))

98

99 “If it’s like a delivery issue, you don’t want to be hearing five options, wasting time out there.” (Voice [Clip 4](#))

100

101 Of the 21 test calls carried out by drivers, 71% of calls were routed correctly. The incorrectly routed scenarios will be added to the IVR

102 keyword library by 9/20. We also identified the need for two high priority changes, instances of phone prompts cutting out and long

103 pauses due to high microphone sensitivity, and four low priority opportunities for improvement around specific prompt wording

104 changes to improve driver clarity. GSO Tech is actively working on incorporating these changes by 9/20. We also found that drivers

105 prefer to speak in one-word responses to describe why they are calling. Although the IVR is trained for one-word responses, it is more

106 effective at phrases due to lack of misinterpretation. We changed the examples provided by the IVR from one-word examples to

107 example phrases to encourage the driver to speak in phrases & also used the most common problems as examples so the driver can

108 just repeat them if they apply.

109

110 “The pause for sure” (Voice [Clip 5](#))

111

112 “‘Assault?’ I would just pick up the phone and call emergency services. Maybe the other option should be LMET, driver support, or

113 reporting an injury? Because that’s where it gets frustrating having to hang up and then go back. Or it could be like, ‘Is this an

114 emergency involving a person or object, maybe?’” (Voice [Clip 6](#))

115

116 **Metrics**

117 Success

118 **Routing Success:** 90% of calls routed to the correct team the first time

119

120 Insight (no goals)

121 **Call Wait Times (P99):** The time taken for 99% of callers to get connected to a human

122 **Injury Call %:** Calls which are diverted to LMET based on a “Yes” to “Are you or anyone injured or in danger?”

123

124 **Next Steps**

125 The IVR will undergo a continuous cycle of testing (Amazonians and DAs/DPs), feedback and iteration until the end of Sep. The IVR

126 keywork library will continue to expand through testing & defect tracking once live. GSO Change Management approvals will begin

127 at the start of Oct including GSO, SDS, and Last Mile L8 leaders. After approval, the IVR will be launched in CA on 10/21 for English

128 (1.4% of call volume) with the goal of 80%+ routing success rate. Once 80%+ routing success is achieved, the IVR will be launched in

129 US on 10/28 for English. We will pressure test & monitor the performance of the IVR through Peak to inform any iterations needed.

130 Launching the IVR in English in CA & US will cover 63.1% of the call volume.

131

132 Assuming the IVR is successful for English in CA & US through Peak, starting Feb 2025, we will launch in other countries & languages

133 in order of highest call volume. Each language/country combination will mean the development of a new call workflow by GSO Tech.

134

135 We will start expansion with Spanish in US (15.94% of call volume). Expanding in Spanish in US, will take 2-3 weeks with one

136 additional week of user testing. We will need SDS support for user testing. We may need to re-work the IVR to account for country

137 variations of languages (ex – English (US), English (UK), English (India)). Rebuilding the IVR in a language variation will take 1-2 weeks

138 with one additional week of user testing. The IVR’s ability to transfer to SDS (On Road) and ASCS will be dependent on support in the

139 language which will be assessed for all future launches. SDS and ASCS currently support at least the primary language in each

140 country (FAQ 9).

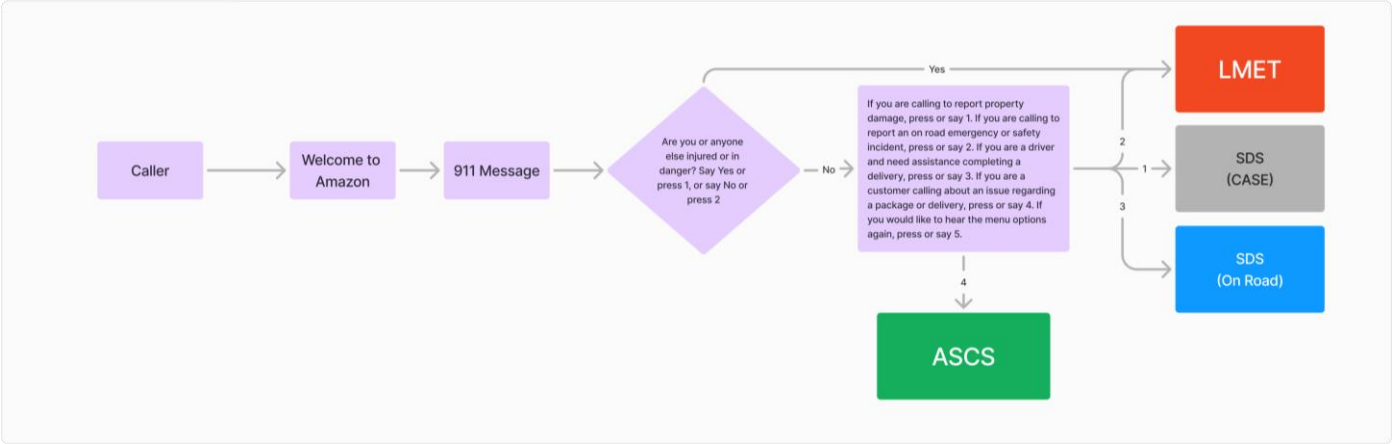
141

Language	Country	Launch	Call Volume Covered %	Cumulative Coverage %
English	CA	10/21/2024	1.40%	1.40%
English	US	10/28/2024	61.70%	63.10%
Spanish	US	Q1 2025	15.94%	79.04%
English	UK	Q1 2025	3.73%	82.77%
Hindi	IN	Q2 2025	2.09%	84.86%
Japanese	JP	Q2 2025	1.65%	86.51%

142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169
170
171

172
173
174
175
176
177
178
179
180
181
182
183
184

- FAQs**
- 1. Will SDS CASE handle all property damage?**
SDS CASE will file the ARC claim for minor property damage (mailbox, minor lawn damage, basketball hoops etc.), but will transfer major property damage (damage that impacts the functionality, security or structural integrity of the home /building/community) to LMET as LMET expertise is needed. We chose this approach as only 0.24% of property damage calls are major property damage calls so splitting major vs minor property damage in the IVR was not worth the effort as it could lead to a bad caller experience due to low routing success due to similar keywords.
- 2. How does this work overlap with the form reporting in Logistical Support Central (LSC) being built?**
While form reporting incidents such as minor property damage in LSC would be a positive impact, we cannot guarantee that all DAs/DSPs will use this form reporting feature. Additionally, Flex DPs will not have access to LSC form reporting. Thus, we still need an IVR routing workflow for incidents such as property damage to go to SDS CASE for quick action without transfers from LMET.
- 3. Should we disconnect the call if the caller says nothing for the “Please tell us why you are calling” prompt after examples are given?**
At launch, no, we will send the caller to LMET if the caller says nothing but we will gather data on how many times this happens. It is possible that a caller saying nothing is a caller who called but fell unconscious while on the phone. Current LMET SOPs instruct the specialists to disconnect the phone if the caller says nothing except for Netradyne collision detection auto LMET call use cases where the SOP instructs specialists to do call the driver three times for an answer and check Cortex. If the transporter does not answer and the vehicle is not moving (Cortex), emergency services are dispatched to the location of the transporter.
- 4. What alternatives did we consider? What improvements will you implement if the preferred workflow cannot be approved by Peak?**
Fallback Alternative Call Flow
The call flow will start with a “Welcome to Amazon” and 911 message same as the current flow to direct emergency call volume to local emergency services. The IVR will then ask “Is anyone injured or are you in danger?”. A yes will immediately direct the caller to LMET as any injuries or person in danger will need LMET expertise irrespective of incident type. Next, an updated menu will prompt the caller to select a menu option (1 for SDS (CASE), 2 for LMET, 3 for SDS (On Road), 4 for Amazon Stores Customer Service (ASCS)). The only change from the current menu is the addition of a menu option for property damage to take the caller to SDS CASE directly and re-ordering of options to bring the property damage higher due to the high volume.



- 5. How will the IVR system be updated and maintained over time to improve the routing logic and address any issues that arise?**
To ensure the IVR system continues to perform effectively and adapt to changing caller needs, we will implement a process of continuous improvement. We will track any instances where the IVR was unable to successfully route a caller to the appropriate team based on the phrase they provided. By analyzing these "fallback" defects, we can identify new phrases or updates to existing phrases that should be added to the IVR's language recognition capabilities. Additionally, we will solicit feedback from the LMET, SDS, and ASCS teams on any trends they are observing in caller inquiries that may not be well-handled by the current IVR design. This systematic review and update process will allow us to continually expand the IVR's routing logic and improve the overall customer experience over time.
- 6. How was the entitlement calculated?**
The entitlement is calculated based on the IVR redirecting 383,424 calls per year away from LMET specialists where each call takes 2.23 mins to triage & transfer to other teams.

185 Calls re-directed = Delivery/Package Issues + Driver Device/App Issue + Minor Property Damage
 186 Call re-directed (Apr + May + June) = 18,168*(14.81% + 20.37% + 14.81%) + 18,059*(17.65% + 9.8% + 29.41%) + 19,985 *(24.43% +
 187 18.18% + 20.45%)
 188 Call re-directed (3 months) = 9,082 + 10,268 + 12,602 = 31,952
 189 Calls re-directed (annual) = 31,952*12 = 383,424
 190 Time/call = 2.23mins = 134 sec
 191 Total time spent (annual) = 383424 *134 sec = 5,1378,816 sec = 856,313 mins = 14,271 hrs
 192 \$/hr = \$22.5/hr
 193 Total \$ (annual) = 14,271 hrs * \$22.5/hr = \$321,097
 194

195 **7. How was the projected AWS Lex bot cost calculated?**
 196 Total Annual Calls = (Q1 '24 + Q2 '24) *2 = (124,434 + 123,553) *2 = 495,974
 197 Projected call duration until routed = 60 secs/call
 198 [Lex bot cost](#) = \$0.0065/ 15 secs = \$0.026/ 60 secs
 199 Lex bot cost after 70% internal Amazon discount = 70%*\$0.026/ 60 secs = \$0.0078/ 60 secs
 200 Projected monthly Lex bot cost = 495,974 calls * (60 secs/call) * (\$0.0078 / 60 secs) = \$3,869
 201 Projected annual Lex box cost = \$3,869*12 = \$46,428
 202

203 **8. How was the Routing Success % benchmark chosen?**
 204 We asked for input from the AWS Connect team for a benchmark but were unable to get one due to lack of baseline. Based on call
 205 center metrics [research](#), we found 80%+ to be an industry standard for good first-time call resolution. We chose 90% as this was the
 206 top end of the research. The primary goal will be to drive down the 40-65% of out-of-scope calls to LMET.
 207

208 **9. What languages does CS support?**

Store	SDS On-Road	ASCS
CA	English, French	English, French
US	English, Spanish	English, Spanish
MX	Spanish	Spanish
BR	Portuguese	Portuguese
UK	English, Romanian	
IE (coming soon)	English	English
DE/AT	German	German
FR	French	French
IT	Italian	Italian
ES	Spanish	Spanish
NL	English, Dutch	
BE	English, French, Dutch	
SA	Arabic, English	
AE	Arabic, English	
EG	Arabic, English	
IN	English, Hindi, Telugu, Kannada, Malayalam, Tamil	
JP	English, Chinese Japanese	
SG	English	English
AU	English	English

209

210 **Appendix 1: LMET Call Volumes**

	Q4 '23	Q1 '24	Q2 '24	Q3 '24 (till 8/6)
Call Volume	139345	124434	123553	42002
Incidents (EMT)	28694	26145	26430	10604
Abandoned Calls	32470	29721	41637	4388
Out of Scope Calls	78181	68568	55486	27010
Call Wait Time (seconds/average)	258	362	815	787

211

Language	# Calls 2024 (Jan-Sep)	Call % 2024	Lex Support
Arabic	2683	0.76%	Yes
Castilian	496	0.14%	Yes
Dutch	45	0.01%	Yes
English	249516	70.98%	Yes
French	7133	2.03%	Yes
German	2233	0.64%	Yes
Hindi	12149	3.46%	Yes
Italian	524	0.15%	Yes
Japanese	6214	1.77%	Yes
NetradyneCallback	643	0.18%	N/A
Portuguese	3076	0.88%	Yes
Romanian	3492	0.99%	No
Spanish	62728	17.84%	Yes
Telugu	482	0.14%	No
Turkish	106	0.03%	No

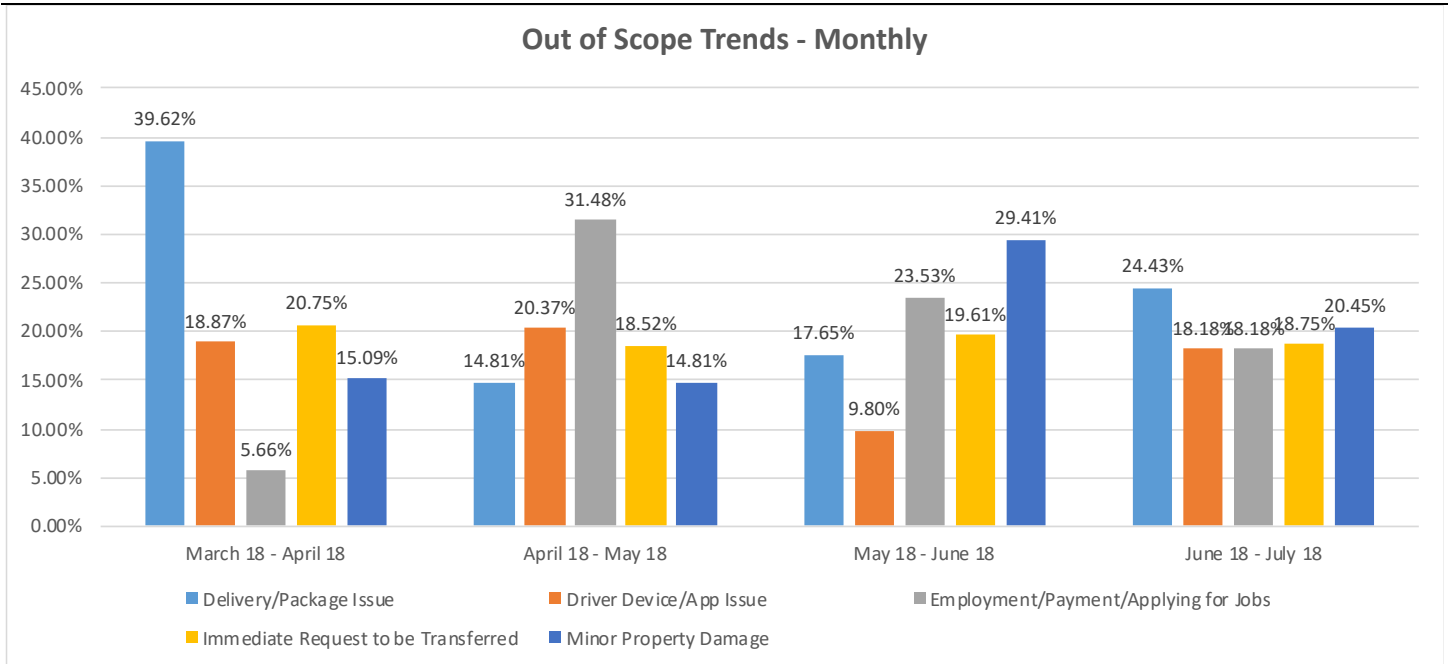
212

Language	# Calls 2024 (Jan-Sep)	Call % 2024
Arabic	2683	0.76%
Castilian	496	0.14%
Dutch	45	0.01%
English	249516	70.98%
AE	1055	0.30%
AR	1	0.00%
AT	12	0.00%
AU	3247	0.92%
AZ	3	0.00%
BE	7	0.00%
BM	3	0.00%
BR	111	0.03%
CA	4914	1.40%
CF	337	0.10%
CO	9	0.00%
CR	2	0.00%
DE	513	0.15%
DK	6	0.00%
DO	3	0.00%
EC	12	0.00%
EG	574	0.16%
ES	96	0.03%
FR	190	0.05%
GF	1	0.00%

GR	1	0.00%
HK	1	0.00%
HN	8	0.00%
HT	1	0.00%
IE	1943	0.55%
IL	1	0.00%
IN	899	0.26%
IT	145	0.04%
JM	13	0.00%
JP	398	0.11%
KR	1	0.00%
LS	1	0.00%
MQ	1	0.00%
MX	386	0.11%
N/A	3708	1.05%
NL	31	0.01%
NO	1	0.00%
NZ	4	0.00%
PA	1	0.00%
PE	3	0.00%
PL	7	0.00%
PR	101	0.03%
PT	1	0.00%
RO	4	0.00%
RS	1	0.00%
SA	126	0.04%
SE	1	0.00%
SG	576	0.16%
SV	5	0.00%
TH	1	0.00%
TN	1	0.00%
TR	1	0.00%
TT	1	0.00%
UK	13115	3.73%
US	216901	61.70%
VI	26	0.01%
XV	2	0.00%
(blank)	3	0.00%
French	7133	2.03%
German	2233	0.64%
Hindi	12149	3.46%
Italian	524	0.15%
Japanese	6214	1.77%
NetradyneCallback	643	0.18%
Portuguese	3076	0.88%
Romanian	3492	0.99%
Spanish	62728	17.84%
AR	1	0.00%
AU	41	0.01%
BR	6	0.00%
CA	104	0.03%

CF	29	0.01%
CL	1	0.00%
CO	10	0.00%
CR	1	0.00%
DE	9	0.00%
DO	21	0.01%
EC	19	0.01%
ES	219	0.06%
FR	2	0.00%
GT	2	0.00%
HN	3	0.00%
IE	407	0.12%
IN	18	0.01%
IT	1	0.00%
JP	120	0.03%
MX	4499	1.28%
N/A	412	0.12%
NL	3	0.00%
PA	4	0.00%
PE	13	0.00%
PR	597	0.17%
RO	1	0.00%
SG	2	0.00%
SV	1	0.00%
UK	153	0.04%
US	56026	15.94%
VI	3	0.00%
Telugu	482	0.14%
Turkish	106	0.03%
Grand Total	351520	100.00%

Appendix 2: LMET Out of Scope



217
218
219
220

	Delivery/Packag e Issue	Driver Device/App Issue	Employment/Payme nt/Applying for Jobs	Immediate Request to be Transferred	Minor Property Damage
March 18 - April 18	39.62%	18.87%	5.66%	20.75%	15.09%
April 18 - May 18	14.81%	20.37%	31.48%	18.52%	14.81%
May 18 - June 18	17.65%	9.80%	23.53%	19.61%	29.41%
June 18 - July 18	24.43%	18.18%	18.18%	18.75%	20.45%

Appendix 3: LMET Incidents per Type

LMET Incidents by CTI - 2024									
Incident Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Grand Total	% of Total
Detrimental Behavior	1917	1804	1965	1798	1807	1829	2005	13125	20.6%
Abusive Behavior	813	755	831	735	790	797	832	5553	8.7%
By & Towards AMZN	33	18	18	14	18	11	21	133	0.2%
By AMZN	173	133	124	114	145	137	162	988	1.6%
Towards AMZN	571	560	665	558	590	613	593	4150	6.5%
Undefined	36	44	24	49	37	36	56	282	0.4%
Active Shooter / Armed Aggressor			1					1	0.0%
No Injury			1					1	0.0%
Arson							1	1	0.0%
No Injury							1	1	0.0%
Assault	372	367	387	380	348	374	404	2632	4.1%
Injury	103	93	95	113	92	108	115	719	1.1%
Injury Unknown	4	10	11	4	9	14	8	60	0.1%
No Injury	260	261	274	248	242	243	271	1799	2.8%
Undefined	5	3	7	15	5	9	10	54	0.1%
Concerning Behavior	6	8	7	7	4	5	5	42	0.1%
By & Towards AMZN	1		2		2	1		6	0.0%
By AMZN	1	4	3	4	2		2	16	0.0%
Towards AMZN	2	2		3		1	3	11	0.0%
Undefined	2	2	2			3		9	0.0%
Hostage							1	1	0.0%
Undefined							1	1	0.0%
Impeding Egress	63	63	90	102	93	86	89	586	0.9%
By AMZN			1	1		1	1	4	0.0%
Towards AMZN	60	63	86	97	92	82	85	565	0.9%
Undefined	3		3	4	1	3	3	17	0.0%
Intimidation	2		1	4	1	2	1	11	0.0%
Undefined	2		1	4	1	2	1	11	0.0%
Kidnapping	2		6	3	5	2	3	21	0.0%
Injury	1		2	1	3	1	2	10	0.0%
Injury Unknown				1		1		2	0.0%
No Injury	1		4	1	1			7	0.0%
Undefined					1		1	2	0.0%
Robbery	124	131	107	107	109	96	119	793	1.2%
Injury	18	15	13	16	21	16	14	113	0.2%

Injury Unknown	2	4	1	2		3	3	15	0.0%
No Injury	103	110	90	85	86	76	99	649	1.0%
Undefined	1	2	3	4	2	1	3	16	0.0%
Shooting	28	26	35	19	26	16	25	175	0.3%
Fatality	1				1	1		3	0.0%
Injury	1	1		3			1	6	0.0%
Injury Unknown			2				1	3	0.0%
No Injury	13	12	17	11	14	9	15	91	0.1%
Not AMZN Related	11	12	14	4	11	5	8	65	0.1%
Undefined	2	1	2	1		1		7	0.0%
Stalking	2							2	0.0%
Undefined	2							2	0.0%
Suicide	2	2	7	6	7	7	2	33	0.1%
Fatality	1		1					2	0.0%
Suicidal Ideation / Thoughts	1	2	2	5	5	6	1	22	0.0%
Suicidal Threats / Behavior			4	1	2	1	1	9	0.0%
Theft	333	279	267	258	249	223	306	1915	3.0%
From Vehicle	148	125	137	133	127	88	135	893	1.4%
Not Vehicle Related	47	43	47	23	31	25	23	239	0.4%
Of Vehicle	135	108	80	95	88	103	144	753	1.2%
Undefined	3	3	3	7	3	7	4	30	0.0%
Threats	166	161	220	172	170	217	210	1316	2.1%
Undefined	1	3	4	13	2	8	6	37	0.1%
Verbal	164	153	209	157	165	202	192	1242	2.0%
Written	1	5	7	2	3	7	12	37	0.1%
Trespass	3	4	1	1	1	2	4	16	0.0%
First Incident	2	2	1		1	1	2	9	0.0%
Undefined	1	2		1		1	2	7	0.0%
Undefined	1					1	1	3	0.0%
Undefined	1					1	1	3	0.0%
Vandalism		8	5	4	4	1	2	24	0.0%
Undefined		8	5	4	4	1	2	24	0.0%
Hazards	5	2	3	4	5	8	4	31	0.0%
Fire					1	1	1	3	0.0%
Injury						1		1	0.0%
No Injury					1		1	2	0.0%
Power Issues				1				1	0.0%
Resolved				1				1	0.0%
Property Damage	3	2	3	3	4	5	1	21	0.0%
Major	2	2	2	1	2	4		13	0.0%
Minor				1	2	1	1	5	0.0%
Undefined	1		1	1				3	0.0%
Substance Leakage	2					2	1	5	0.0%
Injury	2					2		4	0.0%
No Injury							1	1	0.0%
Thunderstorm							1	1	0.0%

No Injury							1	1	0.0%
Medical	3922	3208	3454	3267	3764	3875	4187	25677	40.4%
Collision	1							1	0.0%
Injury	1							1	0.0%
Fatality	1		4	1		4		10	0.0%
Undefined	1		4	1		4		10	0.0%
Illness	52	65	59	69	123	224	383	975	1.5%
Not Work Related	1	1						2	0.0%
Undefined	48	64	59	69	123	224	383	970	1.5%
Unknown if Work Related	1							1	0.0%
Work Relation N/A	2							2	0.0%
Injury	3727	3029	3276	3091	3524	3545	3681	23873	37.5%
Not Work Related	1							1	0.0%
Undefined	3725	3029	3276	3091	3524	3545	3681	23871	37.5%
Unknown if Work Related	1							1	0.0%
No Injury	141	114	114	106	116	100	123	814	1.3%
Undefined	141	114	114	106	116	100	123	814	1.3%
Undefined			1		1	2		4	0.0%
Undefined			1		1	2		4	0.0%
Support	34	24	32	20	22	25	27	184	0.3%
Govt / Regulatory Visit				1				1	0.0%
Unplanned				1				1	0.0%
Law Enforcement Visit	9	6	8	3	10	8	7	51	0.1%
AMZN Related	4	3	3	3	6	7	7	33	0.1%
Not AMZN Related	5	3	3		4			15	0.0%
Undefined			2			1		3	0.0%
LP On-Call	21	14	19	14	11	16	18	113	0.2%
Undefined	21	14	19	14	11	16	18	113	0.2%
Missing Person	4	4	5	2	1	1	2	19	0.0%
Ongoing	4	3	3	2	1	1		14	0.0%
Resolved		1	2				2	5	0.0%
Undefined			2					2	0.0%
Undefined			2					2	0.0%
Undefined			2					2	0.0%
Unrest		1						1	0.0%
Protest		1						1	0.0%
AMZN Related		1						1	0.0%
Vehicle	3654	3274	3395	3295	3534	3666	3772	24590	38.7%
Collision	2993	2623	2740	2703	2955	2997	3071	20082	31.6%
Fatality	4	11	2	7	6	5	2	37	0.1%
Injury	478	393	425	407	434	439	457	3033	4.8%
Injury Unknown	65	50	73	80	69	99	101	537	0.8%
No Injury	2429	2149	2224	2189	2409	2411	2464	16275	25.6%
Undefined	17	20	16	20	37	43	47	200	0.3%
Driver Arrested	5	14	18	10	10	18	17	92	0.1%
Undefined	5	14	18	10	10	18	17	92	0.1%

221
222
223

Hit & Run	649	635	630	576	563	647	675	4375	6.9%
Injury	67	76	68	62	67	90	65	495	0.8%
Injury Unknown	1	7	4	8	4		5	29	0.0%
No Injury	574	544	550	491	482	536	585	3762	5.9%
Undefined	7	8	8	15	10	21	20	89	0.1%
Undefined			1	1		1		3	0.0%
Undefined			1	1		1		3	0.0%
Vehicle Malfunction	7	2	6	5	6	3	9	38	0.1%
Undefined	7	2	6	5	6	3	9	38	0.1%
Grand Total	9532	8313	8851	8384	9132	9403	9995	63610	100.0%

Appendix 4: SDS & LMET Scope Changes

Row Labels	Count of Future Ownership (LMET/SDS/CS)
In-App	1
In App	1
LMET	38
LMET	30
SDS	8
SDS	17
Debate	2
LMET	1
SDS	14
Grand Total	56

224
225
226
227
228
229
230
231
232
233
234
235
236
237
238
239
240
241
242
243
244
245
246
247
248
249

Appendix 5: IVR Keywords

<u>LMET</u>
• Assault
• Injury
• Weapon
• Gun
• Knife
• Suicide
• Sexual Harassment
• Hostage
• Robbery
• Kidnapping
• Fatality
• Shooting
• Heat Stroke
• Frostbite
• Stalking
• Attack
• Threat
• Harassment
• Arrested
• Hit and Run
• Missing Person
• Hypothermia
• Burn

- 250 • Emergency
- 251 • 911
- 252 • request medical assistance/seeking medical attention/seek medical attention
- 253 • Abuse
- 254 • driver threatened/threatened with violence/weapon
- 255 • injured during delivery/injury sustained during delivery
- 256 • customer threatened driver/threatened physical harm
- 257 • customer blocked driver/driver's vehicle
- 258 • driver assaulted/physically assaulted by customer
- 259 • incident report/emergency team contact
- 260 • driver thinking about killing himself
- 261 • potential injury sustained
- 262 • injury assessment
- 263 • driver was tailed by police, police apprehended the driver
- 264 • contacted emergency services/call emergency services/called emergency services
- 265 • contacted emergency services/notified emergency services/dispatched emergency services
- 266 • twisted ankle/sprained ankle/rolled ankle/twisted/sprained/rolled ankle
- 267 • fell down/fell/fell and hurt/fell during delivery/fell to the ground
- 268 • hit vehicle/car/rear-ended vehicle/backed into (vehicle/car)/sideswiped vehicle
- 269 • pulled over
- 270 • feel unsafe/threatened/aggressive behavior/verbal abuse/verbal altercation/yelling/profanity
- 271 • call police/contact dispatch/request assistance
- 272 • driver assaulted/verbally abused/cursed at customer/physical altercation/assault driver/physical contact
- 273 • pull gun/show weapon/brandish weapon
- 274 • follow driver/pursue driver
- 275 • hit parked car
- 276 • Driver harm themselves
- 277 • notified dispatch about incident/contacted dispatcher/notified dispatch of injury
- 278 • Physical altercation/Verbal altercation
- 279 • burning sensation/rash from exposure
- 280 • medical advice/poison control
- 281 • emergency with driver
- 282 • report an incident/reporting an incident/ report the incident
- 283 • reported an incident/report an incident/report the incident
- 284 • report incident/file report/file complaint
- 285 • block driveway/trespass property/enter property
- 286 • take pictures
- 287 • record video/capture video

288 SDS (On Road)

- 289 • Scan Package
- 290 • Outside the Geofence
- 291 • Missing Payment
- 292 • Late Payment
- 293 • Background Check
- 294 • App Is Not Working
- 295 • App Is Frozen
- 296 • Unable to Check-in
- 297 • Hit a Mailbox
- 298 • Driver Support
- 299 • Unable to Complete Delivery
- 300 • App Issue
- 301 • got bit by a dog/bit by a dog/dog bit me/bitten by a dog/dog bite incident/sustained a dog bite
- 302 • transfer call/transferring the call

- 303 • contact driver support/calling driver support
- 304 • driver unable to complete delivery/refused delivery
- 305 • deliver package(s)/delivering packages
- 306 • deliver package/refuse delivery/refuse entry/mark undeliverable
- 307 • returned packages to station/return the packages
- 308 • get paid for completed deliveries
- 309 • Pickup route
- 310 • Sign in issue
- 311 • complete the delivery
- 312 • Amazon locker

313 SDS (CASE)

- 314 • file a claim/filing a claim
- 315 • check on a claim

316 ASCS

- 317 • where's my package
- 318 • check my order
- 319 • prime membership/devices/media

320 Route based on Accident/Collision/Property Damage questions

- 321 • hit and run
- 322 • vehicle collision/got into an accident/involved in an accident/met with an accident
- 323 • reported an incident/accident/collision/got into an accident
- 324 • hit a mailbox
- 325 • Lawn damage
- 326 • Basketball hoop
- 327 • property damage/caused property damage
- 328 • vehicle sustained damage/vehicle damages
- 329 • property damage/caused property damage
- 330 • vehicle damage/bumper (dented/scratched/damaged)/minor damage
- 331 • side mirror

332 Route based on Driver or Customer questions

- 333 • Package issue
- 334 • Delivery issue
- 335 • Package delivery
- 336 • leaking package/chemical spill/vehicle contamination
- 337 • damaged package/leaking package/chemical spill
- 338 • Status of my account
- 339 • Password

340 Appendix 6: Working Backwards Timeline

341

343
344
345

[illegible]



Explore

Is Amazon Leadership aware of how bad LMET

Safety

amazon-response

Eli

Jun 7

Jos

Today one of my team member experienced a real emergency (he is fine). He called EMS directly for whatever reason was treated and released. Once my dispatch team found out, of course we started the Amazon required reporting process: LMET and station reporting. When the driver called LMET it just beeped and never went through. He called driver support and reported it there, but there is not a report number. Our OTR team said to notate this in the station report. Hypothetical: Driver only remembers all the pushed notifications through the Flex app about LMET being the place to report emergencies and tried and tried to get through while he was in distress. It is great to have a one button lifeline in the app the drivers use all day. This lifeline needs to work as close to 100% of the time. This is 911 for drivers. What are the next steps to fix this system?

Hi @

. Thanks for sharing your feedback, and I'm glad to hear your driver is safe. I want to be clear that your DA's experience does not meet our high bar, and there is work underway to streamline and improve the process. We will reach out to you directly for more information on this incident. Thanks for prioritizing safety.

346



Explore

Search the community

Pos

LMET needs an immediate revamp

Routes & Dispatch

Leah

Jun 29

The facts:

Today we had a driver back into the wall of a non Amazon customer.

We called LMET **TWICE** and the first time we were told that they will not be filing a case for us.

Determined not to receive a tier 2 infraction and BOC, we called back and had the pleasure of waiting for 40 minutes (see screenshot) to file report AMZ2024317305.

Apparently for a DA emergency, LMET is only allowing the DA to file the report. What DA has 40 minutes to stop and call LMET? After their route? Who is paying for the OT and WHC issues this causes?

The current situation with LMET needs to be revamped to have reasonable wait times, or completely electronic.

It's incredibly frustrating to leave a family gathering to force LMET to file a mandatory report at 8:30 PM. This team needs to raise the bar effective immediately.

347