human service transportation office

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**HST ANNUAL BROKER PERFORMANCE REPORT FY2022**

#  Human Service Transportation logo

# HST BROKER ANNUAL PERFORMANCE REPORT2

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **FY 2022 Total** |
| **Total Expenditure** | $171,010,423.97 | $46,302,855.57 | 217,313,279.54  |
|  Demand Response Expenditure | $ 90,655,989.17 | $27,443,959.44 | $118,099,948.61 |
|  Program-Based Expenditure |  80,354,434.80 | $18,858,896.13 | $99,213,330.93 |
| **Total # Number of Trips** | 4,805,286 | 1,316,371 | 6,121,657 |
|  Demand-Response  Trips[[1]](#footnote-1) | 3,021,212 | 857,572 | 3,878,784 |
|  Program-Based Trips[[2]](#footnote-2) | 1,784,074 | 458,799 | 2,242,873 |
|  **Broker Management Fee** | $10,692,936 | $3,000,000 | $13,692,936.00 |
|  Boker Management Fee Per Trip | $2.23 | $2.28 | $2.24 |
| **Average Cost Per Trip[[3]](#footnote-3)** | $35.59  | $35.17 | $35.50 |
|  Average Cost Per Trip: DR | $30.01 | $32.00 | $30.45 |
|  Average Cost Per Trip: PB | $45.04 | $41.10 | $44.23 |
| **Total # Number of Request** |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 3,798,225 | 1,168,072 | 4,966,297 |
|  Requested Rides by  Phone | 3,758,346 | 1,161,437 | 4,919,783 |
|  Requested Rides In the Portals and Apps[[4]](#footnote-4) | 39,879[[5]](#footnote-5) | 6,635[[6]](#footnote-6) | 46,514 |

|  |  |
| --- | --- |
|  **Total Number of Service Recipients** | **Brokerage**  |
|  **FY2022 Total** | 50,233 |
|  **Demand-Response** | 41,105 |
|  DMA | 34,945 |
|  ECC | 6,160 |
|  **Program-Based** | 9,128 |
|  DMH | 609 |
|  DAYHAB | 5,520 |
|  MRC | 106 |
|  DDS | 1,518 |
|  DPH/EIP | 411 |
|  MH/EIP | 964 |

# 2. On-Time Performance & Inspection

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed On-Time[[7]](#footnote-7) | 99.69% | 99.74% | > 90% |
| Demand-Response Trips Completed Without A Report of Lateness | 99.63% | 99.72% | > 90% |
| Program-Based Trips Completed Without A Report of Lateness  | 99.74% | 99.75% | >90% |
| Vehicle Inspections | 4,240 | 966 | 958[[8]](#footnote-8) |

# HST recognized that “report or complaint of lateness” is not the best measure of On-Time Performance.

# In FY2023, HST engaged with the Brokers to design a system to track On-Time performance using GPS technology. The report will present On-Time Performance differently in FY2023*.*

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Unfulfilled Demand-Response Request Rate[[9]](#footnote-9)  | 0.03% | 0.0042% | 0% |
| Unfulfilled Program-Based Trip Request Rate [[10]](#footnote-10)  | 0.10% | 0.28% | N/A |

# Unfulfilled demand response requests consist of i) vendor no-show and ii) incomplete return trip. HST Brokerage averaged 0.017% for the year.

# Unfulfilled program-based request number is driven by the number of consumers on the wait list at the end of the month. It changes from month to month and is different for each broker. HST Brokerage averaged 0.19% for the year.

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 536,599[[11]](#footnote-11) | 200,187[[12]](#footnote-12) | N/A |
| Average Speed to Answer[[13]](#footnote-13) | 0:05:20 | 0:02:06 | < 3 minutes |
| Abandon Call Rate[[14]](#footnote-14) | 14.30% | 8.58% | < 5% |
| Number of calls answered in less than 1 minute[[15]](#footnote-15) | 39.94% | 41.50% | >50% |

# 5. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Complaints Per 1000 Trips[[16]](#footnote-16) | 3\* | 0.26^ | N/A |
| Complaint Rate[[17]](#footnote-17) | 0.31% | 0.03% | < 1.0% |
| Complaints resolved within 3 business days | 90.48% | 97.91% | 95% |
| Complaints resolved within 10 business days | 99.74% | 100.00% | 100% |

* MART\*: 3 complaints per 1000 trips
* GATRA^: 0.26 complaints per 1000 trips
* Complaint Rate: MART and GATRA consistently stayed within the contract requirement month to month during FY22. Each Broker’s average complaint rate for the year is below the contract requirement.

# 6. Type of Complaint

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* The table above depicts the distribution and type of complaints handled and managed by the Brokerage in FY2022. OTP (On-Time Performance) complaints represent the highest complaints often called or reported to the Brokers.
1. Transportation provided in response to an approved request of a consumer for transportation to a covered medical service or other human service activity on an as-needed basis; also called PT-1 transportation, which refers to the Provider Request for Transportation (PT-1) form. [↑](#footnote-ref-1)
2. Regularly scheduled trips to the Department of Public Health’s Early Intervention program, Department of Developmental Services’ Day/work programs, MassHealth-funded Day Habilitation, Department of Mental Health’s Clubhouse programs, and certain programs or services through the Massachusetts Commission for the Blind and the Massachusetts Rehabilitation Commission. [↑](#footnote-ref-2)
3. Total Expenditure by the total number of trips. [↑](#footnote-ref-3)
4. In FY2022, members were able to schedule trips on the apps and consumer portal. [↑](#footnote-ref-4)
5. 39,879 requests (MART) for rides through the apps, consumer, and facilities portal. The requests made on these 3 platforms combined grew month on month on average by 28.21%. [↑](#footnote-ref-5)
6. 6,635 requests (GATRA) for rides through the apps, consumer, and facilities portal. The requests made on these 3 platforms combined grew month on month on average by 46.77%. [↑](#footnote-ref-6)
7. On-Time refers to trips completed without Lateness. Lateness is defined as follows:

Demand-response transportation - a transportation provider that does not arrive at a consumer’s pick-up location between 10 minutes before the scheduled pick-up time and 10 minutes after the scheduled pick-up time and does not arrive at the destination facility within 10 minutes of the scheduled time.

Program-based transportation - a transportation provider that does not arrive at a consumer’s pick-up location between 15 minutes before the scheduled pick-up time and 5 minutes after the scheduled pick-up time and/or does not arrive at the destination facility within 10 minutes of the scheduled time. [↑](#footnote-ref-7)
8. HST Compliance team conducts vehicle inspection in the field as a way to monitor vendors adherence to Transportation Performance Standard. [↑](#footnote-ref-8)
9. Unfulfilled Demand-Response Ride Requests / Total Demand-Response Rides. [↑](#footnote-ref-9)
10. Unfulfilled Program-Based Ride Requests / Total Program-Based Rides. [↑](#footnote-ref-10)
11. MART recorded an average of 44,716 calls per month. [↑](#footnote-ref-11)
12. GATRA reported an average of 16,682 calls per month. [↑](#footnote-ref-12)
13. Average Speed to Answer (ASA). The number is the average for the year. MART underperformed for the year. GATRA’s average is within the contract requirement. [↑](#footnote-ref-13)
14. Abandoned calls / Total calls. Abandoned calls are calls where the consumer disconnects after being placed on hold. The number is the average for the year. Both Brokers underperformed for the year. [↑](#footnote-ref-14)
15. This metric measures the activities at the call center. Both Brokers underperformed in FY22. The contract requirement is >50%. MART reported numbers greater than 50% in October and November 2021. GATRA reported numbers greater than 50% in December 2021 and March 2022. [↑](#footnote-ref-15)
16. A measure of the number of complaints per 1000 trips [↑](#footnote-ref-16)
17. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-17)