**HST ANNUAL BROKER PERFORMANCE REPORT FY2023**



human service transportation office

100 HANCOCK STREET QUINCY, MA 02171

#  HST ANNUAL BROKER PERFORMANCE REPORT: FY2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **BROKERAGE** |
| **Total Expenditures** | $234,562,504 | $64,581,361 | $299,143,864 |
|   Demand Response Expenditures | $128,886,894 | $40,117,954 | $169,004,847 |
|   Program-Based Expenditures | $105,675,610 | $24,463,407 | $130,139,017 |
| **Total Number of Trips** | 5,775,461 | 1,575,724 | 7,351,185 |
|  Demand-Response  Trips[[1]](#footnote-1) | 3,510,307 | 979,686 | 4,489,993 |
|   Program-Based Trips[[2]](#footnote-2) | 2,265,154 | 596,038 | 2,861,192 |
| **Broker Management Fee[[3]](#footnote-3)** | $10,692,936 | $3,000,000 | $13,692,936 |
|   Broker Management Fee Per Trip[[4]](#footnote-4) | $1.85 | $1.9 | $1.86 |
| **Average Cost Per Trip[[5]](#footnote-5)** | $40.61 | $40.99 | $40.69 |
|   Average Cost Per Trip: DR | $36.72 | $40.95 | $37.64 |
|   Average Cost Per Trip: PB | $46.65 | $41.04 | $45.48 |
| **Total Number of Ride Requests[[6]](#footnote-6)** | 3,988,792 | 1,466,898 | 5,455,690 |
|  Rides Requested by  Phone | 3,870,894 | 1,430,692 | 5,301,586 |
|  Rides Requested in the Portals and Apps | 117,898 | 36,206 | 154,104 |
|  Rides Requested in the Portals and Apps (Growth)[[7]](#footnote-7) | 8.41% | 13.16% | 10.79% |
| **Total Number of Service Recipients** | 64,247 | 17,953 | 82,200 |
|  **Demand-Response** | **56,148** | **15,747** | **71,895** |
| DMA | 42,813 | 13,424 | 56,237 |
| ECC | 13,335 | 2,323 | 15,658 |
|  **Program-Based** | **8,099** | **2,206** | **10,305** |
|  DMH | 503 | 127 | 630 |
|  DAYHAB | 5,062 | 1,489 | 6,551 |
|  MRC | 77 | 48 | 125 |
|  DDS | 1,618 | 342 | 1,960 |
|  DPH/EIP | 331 | 57 | 388 |
|  MH/EIP | 508 | 143 | 651 |

# 2. On-Time Performance & Inspection

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| OTP Demand-Response Trips | 80% | 86% | > 90% |
| Vehicle Inspections | 4,432 | 1,260 | 2,708[[8]](#footnote-8) |

# *In FY23, HST engaged with the Brokers to design a system to track On-Time performance using GPS technology. The QRyde technology is in use for only PT-1 trips currently. MART averaged 80%, and GATRA averaged 86% On-Time Performance for the year*.

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **BROKERAGE** |
| Unfulfilled Demand-Response Request Rate[[9]](#footnote-9)  | 0.05% | 0.02% | 0.04% |
| Unfulfilled Program-Based Trip Request Rate [[10]](#footnote-10)  | 0.05%. | 0.21% | 0.13% |

# *Unfulfilled demand response requests include i) vendor no-show and ii) incomplete return trip. HST Brokerage averaged 0.04% for the year.*

# *Unfulfilled program-based request number: 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 0.13% for the year*.

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Average Speed to Answer[[11]](#footnote-11) | 0:05:48 | 0:02:15 |  < 3 minutes |
| Call Abandonment Rate[[12]](#footnote-12) | 12% | 8% | < 5% |
| Number of calls answered in less than 1 minute.[[13]](#footnote-13) | 31% | 45% | >50% |
| Number of calls answered in less than 3 minutes. | 58% | 64% | >80% |

# 5. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Complaints Per 1000 Trips[[14]](#footnote-14) | 2.08\* | 0.58^ | N/A |
| Complaint Rate[[15]](#footnote-15) | 0.31% | 0.05% | < 1.0% |
| Complaints resolved within 3 business days. | 35% | 93% | 95% |
| Complaints resolved within 10 business days. | 63% | 100% | 100% |
| Consumer Satisfaction[[16]](#footnote-16) | 94% | 97% | 91%[[17]](#footnote-17) |

* *MART\*: 2.08 complaints per 1000 trips*
* *GATRA^: 0.58 complaints per 1000 trips.*
* *Complaint Rate: MART and GATRA consistently stayed within the contract requirement month to month during FY23. Each Broker’s average complaint rate for the year is within the contract requirement.*
* *In the HST survey,92% of respondents reported yes/positive when asked, “Do you know how to file a complaint with your Broker?”*

# 6. Type of Complaint

* *The figure above depicts the distribution and type of complaints handled and managed by the Brokerage monthly in FY23.*

# 7. Notes & Analysis

* In FY23, EOTSS (The Executive Office of Technology Services and Security) consulted with the HST office on the usability and accessibility issues that are a barrier to adopting the self-service website and app. EOTSS suggested the implementation of 6 usability recommendations, and consequent to this, the brokerage recorded an increase of 231% in rides requested in the portals and apps.
* In FY23Q1, HST, GATRA, and MART executed the inspection of all the wheelchair vehicles in the brokerage. Active wheelchair inspections and driver retraining have slightly reduced wheelchair complaints. There is an increased focus on driver training and retraining/assessment every 6 months to reduce the incidents of improper securement. Wheelchair securement as a percentage of the complaints in FY23 is 0.37% compared to 0.56% in FY22.
* OTP (On-Time Performance) complaints represent the highest complaints often called or reported to the Brokers. OTP as a percentage of complaints in FY23 is 26.71% compared to 34.17% in FY22.
* In FY23, the number of service recipients is up by 64%, driven by the ECC population at a growth rate of 60% compared to FY22.
* The Broker management fee per trip decreased by 0.38 cents due to an increase (20%) in the number of trips. The Brokerage provided more trips in FY23 than in FY22.
* The total service expenditure (not including the management fee) increased by 27% due to increased trips and service recipients.
* Average Speed to Answer (ASA) measures the activities at the brokers’ call center operations. MART’s ASA in FY23 is 5 minutes, 48 seconds (0:05:48), compared to 5 minutes, 20 seconds in FY22. GATRA’s ASA in FY23 is 0:02:15 compared to 0:02:06 in FY22. GATRA’s ASA is within the contract requirement of <3 Minutes.
* Call Abandonment Rate (CAR) metric measures the call center's performance and overall customer service. MART’s CAR in FY23 averaged 12% compared to 14.3% in FY22. FY23’s performance is better than FY22. The contract requirement is <5%. GATRA's CAR in FY23 averaged 8% compared to 8.58% in FY22.

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. The fee covers the appropriate staffing level and other necessary resources to provide the Broker function. [↑](#footnote-ref-3)
4. Broker management fee divided by total number of trips. [↑](#footnote-ref-4)
5. Total Expenditure divided by the total number of trips. [↑](#footnote-ref-5)
6. Total # of Requests for Rides (Demand-Response only) [↑](#footnote-ref-6)
7. In FY22, members were able to schedule trips on the apps and consumer portal. In FY23, GATRA recorded an average monthly growth rate of 13.16% in the use of portals and apps, and MART recorded an average monthly growth of 8.41%. See item paragraph 7 below: management statement. [↑](#footnote-ref-7)
8. HST Compliance team inspections, including the wheelchair inspection project. [↑](#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. 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-11)
12. 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-12)
13. 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 April 2023. GATRA reported numbers greater than 50% in December 2022, April, May, and June 2023. [↑](#footnote-ref-13)
14. A measure of the number of complaints per 1,000 trips [↑](#footnote-ref-14)
15. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-15)
16. Brokers conduct and report on consumer surveys monthly. MART recorded an average of 94% satisfaction rating for the year. GATRA reported 97%. The results from both brokers track the HST direct survey. [↑](#footnote-ref-16)
17. HST survey results for consumer satisfaction and experience with the brokerage. 91% of respondents reported being satisfied with the quality of the broker’s service and response. [↑](#footnote-ref-17)