#  Human Service Transportation logo

# BROKER PERFORMANCE REPORT – April 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 684,335 | 138,340 | 822,675 |
|  Demand-Response  Trips[[1]](#footnote-1) | 299,371 | 77,595 | 376,966 |
|  PT1 | 280,341 | 74,519 | 354,860 |
|  ECC | 19,030 | 3,076 | 22,106 |
|  Program-Based Trips[[2]](#footnote-2) | 384,964 | 60,745 | 445,709 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 389,696 | 116,338  | 506,034 |
|  Requested Rides by  - Phone |  365,914  | 110,875  | 476,789 |
|  - Requested Rides In the Portals and Phone Apps |  23,782  | 5,463  | 29,245 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS  | 95.27% | 96.45% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 180 | 12 | N/A |
| Unfulfilled Demand-Response Request Rate  | 0.06% | 0.02% | N/A |
| # of Unfulfilled Program-Based Trip Requests  | 281 | 124 | N/A |
| Unfulfilled Program-Based Trip Request Rate  | 0.12% | 0.20% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 53,887 | 19,362 | N/A |
| Average Speed to Answer | 00:09:00 | 00:00:30 | < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 20.43% | 1.72% | < 5% |
| Number of calls answered in less than 1 minute. | 18.00% | 85.94% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 738 | 139 | 84 |
|  Contract Requirement |  160  | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 634 | 64 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.12% | 0.04% | < 1.0% |
| Complaints resolved within 3 business days. | 34.61% | 100.00% | 95% |
| Complaints resolved within 10 business days. | 81.53% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 96.45% | 94.81% | 92%[[7]](#footnote-7) |

# 7. Type of Complaint

1. Transportation is provided in response to a consumer's approved request for transportation to a covered medical service or other human service activity on an as-needed basis. This includes PT-1 transportation, which refers to the Provider Request for Transportation (PT-1) form and ECC (Enhanced Chair Car). [↑](#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 number of vendor no-shows plus return trip not completed. [↑](#footnote-ref-3)
4. Abandoned calls / Total calls. Abandoned calls are calls where the consumer disconnects after being placed on hold. [↑](#footnote-ref-4)
5. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-5)
6. Brokers conduct consumer satisfaction surveys. This number measures the consumer satisfaction rating. MART and GATRA achieved 96.45% and 94.81% in customer satisfaction ratings, respectively. [↑](#footnote-ref-6)
7. HST direct survey asked, “How would you describe your trip experience?” 92% of respondents said positive. [↑](#footnote-ref-7)