#  Human Service Transportation logo

# BROKER PERFORMANCE REPORT – August 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 580,140 | 137,011 | 717,151 |
|  Demand-Response  Trips[[1]](#footnote-1) | 297,679 | 72,637 | 370,316 |
|  PT1 | 277,561 | 69,379 | 346,940 |
|  ECC | 20,118 | 3,258 | 23,376 |
|  Program-Based Trips[[2]](#footnote-2) | 282,461 | 64,374 | 346,835 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 388,103 | 103,912 | 492,015 |
|  Requested Rides by  - Phone |  353,912 | 98,394 | 452,206 |
|  - Requested Rides In the Portals and Phone Apps | 34,191 | 5,518 | 39,709 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS  | 96.97% | 97.21% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 220 | 9 | N/A |
| Unfulfilled Demand-Response Request Rate  | 0.07% | 0.001% | N/A |
| # of Unfulfilled Program-Based Trip Requests  | 0 | 0 | N/A |
| Unfulfilled Program-Based Trip Request Rate  | 0.00% | 0.00% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 51,229 | 18,784 | N/A |
| Average Speed to Answer | 0:12:50 | 0:00:47 |  < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 22.58% | 3.46% | < 5% |
| Number of calls answered in less than 1 minute. | 15.00% | 76.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 682 | 139 | 441 |
|  Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 583 | 82 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.12% | 0.06% | < 1.0% |
| Complaints resolved within 3 business days. | 61.29% | 94.00% | 95% |
| Complaints resolved within 10 business days. | 99.14% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 94.18% | 98.51% | 92%[[7]](#footnote-7) |

# 7. Type of Complaint

1. Transportation is provided on an as-needed basis in response to a consumer's approved request for transportation to a covered medical service or other human service activity. 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 specific 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 96.33% and 98.51% 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)