# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – December 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 477,189 | 125,900 | 603,089 |
| Demand-Response  Trips[[1]](#footnote-1) | 286,512 | 75,897 | 362,409 |
| Program-Based Trips[[2]](#footnote-2) | 190,677 | 50,003 | 240,680 |
| Shared Demand-  Response Trips | 13,833 | 27,682 | 41,515 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 767,054 | 108,807 | 875,861 |
| Requested Rides by  - Phone | 735,808 | 104,514 | 840,322 |
| - Requested Rides In the Portals and Phone Apps | 31,246 | 4,293 | 35,539 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 95.85% | 96.25% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 243 | 2 | N/A |
| Unfulfilled Demand-Response Request Rate[[4]](#footnote-4) | 0.08% | 0.00% | N/A |
| # of Unfulfilled Program-Based Trip Requests[[5]](#footnote-5) | 141 | 116 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[6]](#footnote-6) | 0.08% | 0.23% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 45,823 | 16,345 | N/A |
| Average Speed to Answer | 0:05:39 | 0:00:38 | < 3 minutes |
| Abandon Call Rate[[7]](#footnote-7) | 10.26% | 2.33% | < 5% |
| Number of calls answered in less than 1 minute | 32.00% | 85.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted[[8]](#footnote-8) | 707 | 67 | 255 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 827 | 45 | N/A |
| Complaint Rate[[9]](#footnote-9) | 0.17% | 0.04% | < 1.0% |
| Complaints resolved within 3 business days | 56.41% | 99.99% | 95% |
| Complaints resolved within 10 business days | 69.23% | 100% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[10]](#footnote-10) | 96% | 99% | 100[[11]](#footnote-11) |

# 7. Type of Complaint

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 number of vendor no-shows plus return trip not completed. [↑](#footnote-ref-3)
4. Unfulfilled Demand-Response Ride Requests / Total Demand-Response Rides [↑](#footnote-ref-4)
5. Program-Based Trip Requests that are not implemented within 5 business days. Consumers who are unable to be scheduled are placed on a waitlist. [↑](#footnote-ref-5)
6. Unfulfilled Program-Based Ride Requests / Total Program-Based Rides [↑](#footnote-ref-6)
7. Abandoned calls / Total calls. Abandoned calls are calls where the consumer disconnects after being placed on hold. [↑](#footnote-ref-7)
8. Number of vehicles inspected during the month. [↑](#footnote-ref-8)
9. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-9)
10. Brokers conduct consumer satisfaction surveys. This number measures the consumer satisfaction rating. MART and GATRA achieved 96% and 99% in customer satisfaction ratings, respectively. [↑](#footnote-ref-10)
11. HST direct survey asked, “How would you describe your trip experience?” 100% of respondents said positive. [↑](#footnote-ref-11)