# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – February 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 623,706 | 125,293 | 748,999 |
| Demand-Response  Trips[[1]](#footnote-1) | 279,456 | 72,980 | 352,436 |
| PT1 | 262,584 | 70,304 | 332,888 |
| ECC | 16,872 | 2,676 | 19,548 |
| Program-Based Trips[[2]](#footnote-2) | 344,250 | 52,313 | 396,566 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 373,890 | 104,711 | 478,601 |
| Requested Rides by  - Phone | 351,946 | 100,077 | 452,023 |
| - Requested Rides In the Portals and Phone Apps | 21,944 | 4,634 | 26,578 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 95.55% | 96.11% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 319 | 18 | N/A |
| Unfulfilled Demand-Response Request Rate | 0.11% | 0.02% | N/A |
| # of Unfulfilled Program-Based Trip Requests | 223 | 111 | N/A |
| Unfulfilled Program-Based Trip Request Rate | 0.06% | 0.21% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 49,411 | 17,929 | N/A |
| Average Speed to Answer | 0:08:50 | 0:00:49 | < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 16.65% | 2.77% | < 5% |
| Number of calls answered in less than 1 minute | 20% | 78% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 719 | 116 | 137 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 829 | 58 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.13% | 0.05% | < 1.0% |
| Complaints resolved within 3 business days | 21.24% | 97.00% | 95% |
| Complaints resolved within 10 business days | 27.98% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 96.64% | 96.67% | 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% and 97% 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)