#  Human Service Transportation logo

# BROKER PERFORMANCE REPORT – January 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 643,274 | 133,579 | 776,853 |
|  Demand-Response  Trips[[1]](#footnote-1) | 288,864 | 77,217 | 366,081 |
|  Program-Based Trips[[2]](#footnote-2) | 354,410 | 56,362 | 410,772 |
|  Shared Demand-  Response Trips | 13,407 | 26,625 | 40,032 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 779,798 | 112,257 | 892,055 |
|  Requested Rides by  - Phone | 746,233 | 107,496 | 853,729 |
|  - Requested Rides In the Portals and Phone Apps | 33,565 | 4,761 | 38,326 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS  | 95.45% | 95.87% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 319 | 16 | N/A |
| Unfulfilled Demand-Response Request Rate[[4]](#footnote-4)  | 0.11% | 0.02% | N/A |
| # of Unfulfilled Program-Based Trip Requests[[5]](#footnote-5) | 197 | 112 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[6]](#footnote-6)  | 0.06% | 0.20% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 57,598 | 19,621 | N/A |
| Average Speed to Answer | 0:13:16 | 0:00:58 | < 3 minutes |
| Abandon Call Rate[[7]](#footnote-7) | 25.56% | 3.42% | < 5% |
| Number of calls answered in less than 1 minute | 12.00% | 75.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 731 | 100 | 251 |
|  Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 990 | 63 | N/A |
| Complaint Rate[[8]](#footnote-8) | 0.15% | 0.05% | < 1.0% |
| Complaints resolved within 3 business days | 60.71% | 99.97% | 95% |
| Complaints resolved within 10 business days | 71.43% | 100% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[9]](#footnote-9) | 96% | 97% | 100%[[10]](#footnote-10) |

# 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. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-8)
9. 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-9)
10. HST direct survey asked, “How would you describe your trip experience?” 100% of respondents said positive. [↑](#footnote-ref-10)