# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – July 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 471,711 | 129,024 | 600,735 |
| Demand-Response  Trips[[1]](#footnote-1) | 284,167 | 77,994 | 362,161 |
| Program-Based Trips[[2]](#footnote-2) | 187,544 | 51,030 | 238,574 |
| Shared Demand-  Response Trips | 20,574 | 29,921 | 50,495 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 284,167 | 110,791 | 394,958 |
| Requested Rides by  - Phone | 272,368 | 106,698 | 379,066 |
| - Requested Rides In the Portals and Phone Apps | 11,799 | 4,093 | 15,892 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 95.26% | 96.32% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 214 | 4 | N/A |
| Unfulfilled Demand-Response Request Rate[[4]](#footnote-4) | 0.08% | 0.01% | N/A |
| # of Unfulfilled Program-Based Trip Requests[[5]](#footnote-5) | 103 | 112 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[6]](#footnote-6) | 0.05% | 0.22% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 47,518 | 16,610 | N/A |
| Average Speed to Answer | 0:02:20 | 0:01:44 | < 3 minutes |
| Call Abandonment Rate[[7]](#footnote-7) | 2.95% | 6.35% | < 5% |
| Number of calls answered in less than 1 minute | 53.00% | 64.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 310 | 110 | 142 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 694 | 75 | N/A |
| Complaint Rate[[8]](#footnote-8) | 0.15% | 0.06% | < 1.0% |
| Complaints resolved within 3 business days | 28.83% | 99.31% | 95% |
| Complaints resolved within 10 business days | 62.78% | 100% | 100% |

# 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 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. Number of calls when members hung up before their calls get answered/number of inbound calls made by members. [↑](#footnote-ref-7)
8. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-8)