# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – July 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 591,716 | 127,111 | 717,827 |
| Demand-Response  Trips[[1]](#footnote-1) | 295,944 | 73,384 | 369,328 |
| PT1 | 275,787 | 70,292 | 372,748 |
| ECC | 20,157 | 3,092 | 23,249 |
| Program-Based Trips[[2]](#footnote-2) | 295,772 | 53,727 | 349,499 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 392,672 | 73,384 | 466,056 |
| Requested Rides by  - Phone | 367,469 | 67,783 | 435,252 |
| - Requested Rides In the Portals and Phone Apps | 25,203 | 5,601 | 30,804 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 96.91% | 97.38% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 234 | 20 | N/A |
| Unfulfilled Demand-Response Request Rate | 0.08% | 0.003% | 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 | 51,876 | 19,552 | N/A |
| Average Speed to Answer | 0:07:52 | 0:00:32 | < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 13.06% | 2.12% | < 5% |
| Number of calls answered in less than 1 minute. | 24.00% | 84.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 871 | 127 | 292 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 709 | 95 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.18% | 0.07% | < 1.0% |
| Complaints resolved within 3 business days. | 66.25% | 98.90% | 95% |
| Complaints resolved within 10 business days. | 98.32% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 94.18% | 98.51% | 100%[[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 94.18% and 98.51% in customer satisfaction ratings, respectively. [↑](#footnote-ref-6)
7. HST direct survey asked, “Did you feel safe in the way your wheelchair or mobility device was secured?” 100% of respondents said yes. [↑](#footnote-ref-7)