# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – May 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 627,809 | 139,454 | 767,263 |
| Demand-Response  Trips[[1]](#footnote-1) | 308,294 | 77,479 | 385,773 |
| PT1 | 288,853 | 74,196 | 363,049 |
| ECC | 19,441 | 3,283 | 22,724 |
| Program-Based Trips[[2]](#footnote-2) | 319,515 | 61,975 | 381,490 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 407,594 | 112,342 | 519,936 |
| Requested Rides by  - Phone | 381,410 | 106,582 | 487,992 |
| - Requested Rides In the Portals and Phone Apps | 26,184 | 5,760 | 31,944 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 94.99% | 95.85% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 258 | 12 | N/A |
| Unfulfilled Demand-Response Request Rate | 0.08% | 0.15% | N/A |
| # of Unfulfilled Program-Based Trip Requests | 281 | 124 | N/A |
| Unfulfilled Program-Based Trip Request Rate | 0.88% | 0.20% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 54,182 | 19,517 | N/A |
| Average Speed to Answer | 00:06:23 | 00:00:34 | < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 16.19% | 2.17% | < 5% |
| Number of calls answered in less than 1 minute. | 31.05% | 83.31% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 465 | 179 | 156 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 766 | 83 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.12% | 0.06% | < 1.0% |
| Complaints resolved within 3 business days. | 14.84% | 99.92% | 95% |
| Complaints resolved within 10 business days. | 46.08% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 96.30% | 94.71% | 92%[[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 96.3% and 94.71% 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)