**HST Broker Performance Report – November 2023 Analysis**

**MART**

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| **Items** | **Month-to-Month Change** |
| **Total Number of Trips** | -6.08% |
| Demand-Response Trips | -4.55% |
| Program-Based Trips | -8.17% |
| Shared Demand-Response Trips | 11.12% |
| **Total Number of Requests for Ride** | 39.63% |
| Requested by Phone | 40.24% |
| Request Rides Online (Web Portal or Phone Apps | 28.00% |
| Total Number of Incoming Calls to the Call Center | -9.13% |
| Substantiated Complaints | 20.33% |

* The number of trips decreased by 6.08% from October 2023.
* The number of Demand Response trips decreased by 4.55%.
* The number of Program-Based trips decreased by 8.17%.
* The Shared-ride number is up by 11.12%
* The number of requests for rides has increased by 39.63%.
* The number of rides requested by phone has increased by 40.24%.
* The number of requests online increased by 28.00%**.** The number of ride requests online includes the facility portal, consumer portal, and consumer apps.
* The number of incoming calls to the call center decreased by 9.13%.
* The number of complaints received and resolved by MART is up by 20.33%.
* The on-time performance, as measured by GPS for MART is 95.21%.

**GATRA**

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| **Items** | **Month-to-Month Change** |
| **Total Number of Trips** | -5.39% |
| Demand-Response Trips | -4.93% |
| Program-Based Trips | -6.05% |
| Shared Demand-Response Trips | -8.24% |
| **Total Number of Requests for Ride** | -1.22% |
| Requested by Phone | -0.88% |
| Request Rides Online (Web Portal or Phone Apps | -8.50% |
| Total Number of Incoming Calls to the Call Center | -29.71% |
| Substantiated Complaints | 3.13% |

* The number of trips decreased by 5.39% from October 2023.
* The number of Demand-Response Trips decreased by 4.93%.
* The number of Program-Based decreased by 6.05%.
* The Shared-ride number decreased by 8.24%.
* The number of requests for rides has decreased by 1.22%.
* The number of rides requested by phone has decreased by 0.88%.
* The number of requests online decreased by 8.50%. The number of ride requests online includes the facility portal, consumer portal, and consumer apps.
* The number of incoming calls to the call center decreased by 29.71%.
* The number of complaints received and resolved by GATRA is up by 3.13%.
* The on-time performance measured by GPS for GATRA is 96.05%.