# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – November 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 485,351 | 123,240 | 608,591 |
| Demand-Response  Trips[[1]](#footnote-1) | 279,140 | 65,989 | 345,129 |
| PT1 | 259,353 | 52,967 | 312,320 |
| ECC | 19,787 | 3,022 | 22,809 |
| Program-Based Trips[[2]](#footnote-2) | 206,211 | 57,251 | 263,462 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 377,787 | 101,322 | 479,109 |
| Requested Rides by  - Phone | 331,641 | 94,341 | 425,982 |
| - Requested Rides In the Portals and Phone Apps | 46,146 | 6,981 | 53,127 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 96.85% | 97.58% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 219 | 11 | N/A |
| Unfulfilled Demand-Response Request Rate | 0.078% | 0.16% | 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 | 47,276 | 16,193 | N/A |
| Average Speed to Answer | 0:09:40 | 0:01:17 | < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 31:03% | 6.42% | < 5% |
| Number of calls answered in less than 1 minute. | 7.00% | 67.79% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 736 | 76 | 140 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 558 | 73 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.11% | 0.06% | < 1.0% |
| Complaints resolved within 3 business days. | 44.86% | 97.92% | 95% |
| Complaints resolved within 10 business days. | 99.36% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 93.18% | 97.4% | 93%[[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 93.18% and 97.4% in customer satisfaction ratings, respectively. [↑](#footnote-ref-6)
7. HST direct survey asked, “How would you describe your trip experience?” 93% of respondents said positive. [↑](#footnote-ref-7)