# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – October 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 512,864 | 139,292 | 652,156 |
| Demand-Response  Trips[[1]](#footnote-1) | 296,204 | 81,549 | 377,753 |
| Program-Based Trips[[2]](#footnote-2) | 216,660 | 57,743 | 274,403 |
| Shared Demand-  Response Trips | 6,770 | 30,278 | 37,048 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 385,212 | 111,973 | 497,185 |
| Requested Rides by  - Phone | 365,942 | 107,033 | 472,975 |
| - Requested Rides In the Portals and Phone Apps | 19,270 | 4,940 | 24,210 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 94.94% | 96.05% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 358 | 10 | N/A |
| Unfulfilled Demand-Response Request Rate[[4]](#footnote-4) | 0.12% | 0.01% | N/A |
| # of Unfulfilled Program-Based Trip Requests[[5]](#footnote-5) | 171 | 118 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[6]](#footnote-6) | 0.08% | 0.20% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 55,846 | 19,129 | N/A |
| Average Speed to Answer | 0:09:42 | 0:02:50 | < 3 minutes |
| Abandon Call Rate[[7]](#footnote-7) | 18.02% | 9.65% | < 5% |
| Number of calls answered in less than 1 minute | 15.00% | 42.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 885 | 148 | 142 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 920 | 96 | N/A |
| Complaint Rate[[8]](#footnote-8) | 0.18% | 0.07% | < 1.0% |
| Complaints resolved within 3 business days | 29.40% | 99.93% | 95% |
| Complaints resolved within 10 business days | 39.79% | 100% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[9]](#footnote-9) | 96% | 100% | 93[[10]](#footnote-10) |

# 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. Abandoned calls / Total calls. Abandoned calls are calls where the consumer disconnects after being placed on hold. [↑](#footnote-ref-7)
8. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-8)
9. Brokers conduct consumer satisfaction surveys. This number measures the consumer satisfaction rating. MART and GATRA achieved 96% and 99% in customer satisfaction ratings, respectively. [↑](#footnote-ref-9)
10. HST direct survey asked, “How would you describe your trip experience.” 93% of respondents said positive. [↑](#footnote-ref-10)