# Human Service Transportation logo

# BROKER PERFORMANCE REPORT – October 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 552,633 | 143,616 | 696,249 |
| Demand-Response  Trips[[1]](#footnote-1) | 307,368 | 75,642 | 383,010 |
| PT1 | 286,278 | 72,279 | 358,557 |
| ECC | 21,090 | 3,363 | 24,453 |
| Program-Based Trips[[2]](#footnote-2) | 245,265 | 67,974 | 313,239 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 403,478 | 108,773 | 512,251 |
| Requested Rides by  - Phone | 353,746 | 101,027 | 454,773 |
| - Requested Rides In the Portals and Phone Apps | 49,732 | 7,746 | 57,478 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS | 96.83% | 95.08% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 260 | 18 | N/A |
| Unfulfilled Demand-Response Request Rate | 0.08% | 0.02% | 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 | 51,319 | 20,062 | N/A |
| Average Speed to Answer | 0:14:39 | 0:00:56 | < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 22.46% | 4.86% | < 5% |
| Number of calls answered in less than 1 minute. | 13.00% | 74.89% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Vehicle Inspections Conducted | 800 | 143 | 325 |
| Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 698 | 75 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.13% | 0.05% | < 1.0% |
| Complaints resolved within 3 business days. | 47.32% | 99.55% | 95% |
| Complaints resolved within 10 business days. | 94.89% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 95.18% | 97.74% | 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 95.18% and 97.74% 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)