#  Human Service Transportation logo

# BROKER PERFORMANCE REPORT – September 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 479,045 | 128,659 | 607,704 |
|  Demand-Response  Trips[[1]](#footnote-1) | 279,685 | 75,692 | 355,377 |
|  Program-Based Trips[[2]](#footnote-2) | 199,360 | 52,967 | 252,327 |
|  Shared Demand-  Response Trips | 13,161 | 27,700 | 40,861 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 371,273 | 111,931 | 483,204 |
|  Requested Rides by  - Phone | 355,083 | 107,685 | 462,768 |
|  - Requested Rides In the Portals and Phone Apps | 16,190 | 4,246 | 20,436 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS  | 97.56% | 97.51% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 308 | 17 | N/A |
| Unfulfilled Demand-Response Request Rate[[4]](#footnote-4)  | 0.10% | 0.02% | N/A |
| # of Unfulfilled Program-Based Trip Requests[[5]](#footnote-5) | 163 | 114 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[6]](#footnote-6)  | 0.07% | 0.25% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 50,120 | 18,280 | N/A |
| Average Speed to Answer | 0:05:44 | 0:02:02 | < 3 minutes |
| Abandon Call Rate[[7]](#footnote-7) | 10.73% | 7.06% | < 5% |
| Number of calls answered in less than 1 minute | 48.00% | 49.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 777 | 65 | 142 |
|  Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 542 | 75 | N/A |
| Complaint Rate[[8]](#footnote-8) | 0.11% | 0.06% | < 1.0% |
| Complaints resolved within 3 business days | 31.98% | 99.95% | 95% |
| Complaints resolved within 10 business days | 58.77% | 100% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[9]](#footnote-9) | 96% | 97% | 83[[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 97% in customer satisfaction ratings, respectively. [↑](#footnote-ref-9)
10. HST direct survey asked, “Are you satisfied with the quality of your Broker’s service or response.” 83% of respondents said yes. [↑](#footnote-ref-10)