#  Human Service Transportation logo

# BROKER PERFORMANCE REPORT – September 2024

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **Brokerage** |
| Total # Number of Trips | 467,096 | 128,953 | 596,049 |
|  Demand-Response  Trips[[1]](#footnote-1) | 275,921 | 67,856 | 343,777 |
|  PT1 | 257,282 | 64,844 | 322,126 |
|  ECC | 18,639 | 3,012 | 21,651 |
|  Program-Based Trips[[2]](#footnote-2) | 260,865 | 61,097 | 321,962 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 366,386 | 99,311 | 465,697 |
|  Requested Rides by  - Phone | 326,590 | 93,252 | 419,842 |
|  - Requested Rides In the Portals and Phone Apps | 39,796 | 6,059 | 45,855 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Demand-Response Trips Completed On-Time as measured by GPS  | 96.82% | 94.97% | > 90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[3]](#footnote-3) | 189 | 13 | N/A |
| Unfulfilled Demand-Response Request Rate  | 0.07% | 0.002% | 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 | 52,603 | 18,830 | N/A |
| Average Speed to Answer | 0:20:01 | 0:01:02 |  < 3 minutes |
| Abandon Call Rate[[4]](#footnote-4) | 31.74% | 4.82% | < 5% |
| Number of calls answered in less than 1 minute. | 10.00% | 73.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **HST** |
| # of Inspections Conducted | 631 | 104 | 243 |
|  Contract Requirement | 160 | 47 | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 601 | 105 | N/A |
| Complaint Rate[[5]](#footnote-5) | 0.13% | 0.08% | < 1.0% |
| Complaints resolved within 3 business days. | 66.47% | 99.96% | 95% |
| Complaints resolved within 10 business days. | 98.96% | 100.00% | 100% |
|  |  |  |  |
| Consumer Satisfaction Rating[[6]](#footnote-6) | 94.18% | 98.92% | 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 94.18% and 98.92% 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)