

# APPENDIX K

## Appendix K-MATP Performance Measures

<b>Table 1: Key Performance Indicators</b>					
<b>Performance Metric</b>	<b>Target</b>	<b>Description</b>	<b>Calculation</b>	<b>Frequency of Review</b>	<b>Assessment</b>
Late Paratransit Trips	<10%	Measures the percentage of late trips (pick up outside 15 minutes from scheduled pick up time)	Total number of late trips divided by the total number of trips.	Monthly Report	Up to \$1000 for each % above 10% late per month
Missed Paratransit Trips	<1%	Measures the percentage of missed trips (trip not completed due to provider failure)	Total number of missed trips divided by the total number of trips	Monthly Report	Up to \$5000 for each % above 1% late per month
On-time Service for Medical Appointments	>90%	Measures the percentage of on-time trips to medical appointments	Total number of on-time trips to medical appointments divided by the total number of trips to medical appointments.	Monthly	Up to \$5000 for each % 1% >90%
Customer Satisfaction	>85%	Measures consumer satisfaction with service delivery. Must have an 85% Customer Satisfaction rating on the Customer Service Survey.	Independent Survey	Quarterly	Up to \$1,000 per each % < 85% per month

**Table 2: Customer Service Center Performance Indicators**

<b>Performance Metric</b>	<b>Target</b>	<b>Description</b>	<b>Calculation</b>	<b>Frequency of Review</b>	<b>Liquidated Damages</b>
Telephone Abandon Rate	Less than 5%	Measures the percentage of calls in the queue that are abandoned before call is connected to customer services representative.	Total number of abandoned calls divided by the total number of calls placed in the queue.	Monthly	Up to \$1,000 for each % above 5%.
Blocked Call Rate	Less than 1%	Measures the percentage of incoming calls that receive a busy signal.	Total number of incoming calls that receive a busy signal divided by the total number of incoming calls.	Monthly	Up to \$1,000 for each % above 1%.
Average Speed to Answer	95%	Measures the percentage of calls answered within 60 seconds or less.	Total number of incoming calls answered within 60 seconds or less divided by the total number of incoming calls	Monthly	Up to \$1,000 for each % below 95%.
Hold Time two (2) minutes or less	95%	Measures the percentage of calls placed on hold until the time the call is re-engaged.	Total number of calls on hold less than 2 minutes divided by the number of calls placed on hold.	Monthly	Up to \$1,000 for each % below 95%.

**Table 3: Other Performance Measures**

<b>Performance Metric</b>	<b>Target</b>	<b>Description</b>	<b>Calculation</b>	<b>Frequency of Review</b>	<b>Liquidated Damages</b>
Provider Compliance	100%	Adherence to Provider/driver/vehicle compliance policies and regulations		Monthly	Up to \$50 per trip for every non-compliant trip
Provider Payments	90%	Accurate Invoices must be adjudicated within thirty (30) days of receipt		Monthly	Up to \$5,000 per each % < 90% per month
Administrative	100%	Timely submission of monthly encounter data and program report		Monthly	Up to \$100 per day for each late report
Provider Payments	100 %	Accurate Invoices must be adjudicated within forty-five (45) days of receipt		Monthly	Up to \$5,000 per each % < 100% per month
Provider Payments	100 %	All Invoices must be adjudicated within ninety (90) days of receipt		Monthly	Up to \$5,000 per each % < 100% per month