

# **APPENDIX M**

## Appendix M – MATP Performance Measures

Table 1: Key Performance Indicators					
Performance Metric	Target	Description	Calculation	Frequency of Review	Assessment
Late Paratransit Trips	< 7%	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 \$1,000 for each % above 7% of late trips per month
Missed Paratransit Trips	< 0.5%	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 \$5,000 for each % above 0.5% of missed trips 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 \$5,000 for each % below 90% of on-time trips per month
Customer Satisfaction	> 85%	Measures consumer satisfaction with service delivery.	Independent Survey	Quarterly	Up to \$1,000 for each % below 85% of customer satisfaction per quarter

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<b>Table 2: Customer Service Center Performance Indicators</b>					
<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	< 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% of abandon rate per month
Blocked Call Rate	< 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% of blocked call per month
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% of average speed per month
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% of hold time per month

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Table 3: Other Performance Indicators					
Performance Metric	Target	Description	Calculation	Frequency of Review	Liquidated Damages
Provider Compliance	100%	Adherence to Provider/driver/vehicle compliance policies and regulations		Monthly	Up to \$50 per trip for every non-compliant trip per month
Provider Payments	90%	Accurate Invoices must be adjudicated within thirty (30) days of receipt		Monthly	Up to \$5,000 for each % below 90% of provider payments per month
Administrative	100%	Timely submission of monthly encounter data and program report		Monthly	Up to \$100 per day for each day beyond report due date per month
Provider Payments	100%	Accurate Invoices must be adjudicated within forty-five (45) days of receipt		Monthly	Up to \$5,000 for each % below 100% of provider payments per month
Provider Payments	100%	All Invoices must be adjudicated within ninety (90) days of receipt		Monthly	Up to \$5,000 for each % below 100% of provider payments per month
Complaints	< 1%	Measures the percentage of complaints	Total number of complaints divided by the total of trips.	Monthly	Up to \$1000 for each % above 1% of complaints per month
Timely Submission of Corrective Action Plan	100%	Corrective Action Plans are to be submitted on or before the due date.	Number of business days beyond the due date for submission of corrective action plan	For each Corrective Action Plan	Up to \$500 per business day for each day beyond CAP due date

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Timely Implementation of Approved Corrective action plan	100%	Deficiencies identified in Corrective Action Plan are to be successfully resolved within time frame(s) designated in approved Corrective Action Plan.	Number of business days beyond approved date(s) in corrective action plan for resolution of deficiency	For each Corrective Action Plan	Up to \$750 per business day for each day beyond CAP due date.
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