

Coordinated Brokered Transportation

MART's Operations

The Montachusett Regional Transit Authority (MART) is a non-profit regional transit authority providing public transportation primarily outside of the Greater Boston area.



Montachusett Regional Transit Authority is a \$80 million a year operation that provides public transportation to 22 north central Massachusetts communities. The authority contracts with a variety of service providers to offer fixed route and paratransit services. MART also provides transportation services to several Councils- On - Aging, Welfare to Work programs and veterans' organizations. MART's current fleet consists of 91 vans, 26 buses, 23 station wagons, and 2 trolleys.

MART coordinates with more than 200 private sector operators to cover 2/3 of the state of Massachusetts for its brokered transportation services. MART brokers transportation services for several state funded programs in Massachusetts.

MART's Brokerage Technology Backbone

- MART's ITS Technologies:
 - IVR (Interactive Voice Response) and VoIP Distributed Telephony
 - Client and Trip Management Software
 - Web-based Vendor Portal providing :
 - Low-cost auto-assignment of trips to vendors
 - Trip Posting and Attendance Reconciliation
 - Automated Invoice Preparation and Reconciliation
 - Complaint Management - Tracking and Resolution
 - Vendor Rates Management
 - Vendor Vehicle and Driver Management
 - Automated Scheduling and Dispatching



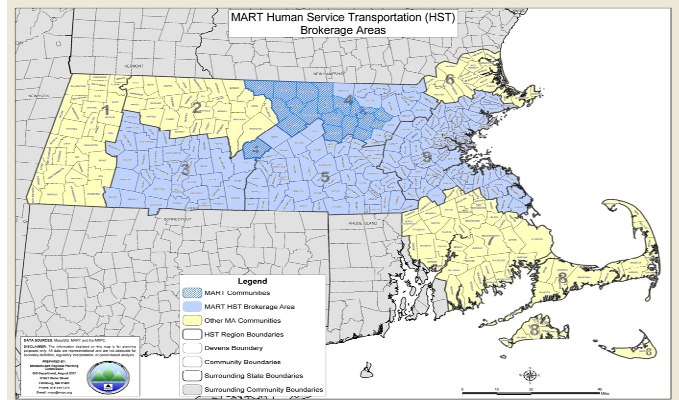
1-978-379-0010

www.hbssonline.com

MART's Coordinated Brokered Transportation - A Case Study

MART's Brokerage

MART, in partnership with HBSS, a MA technology provider, has developed a Robust Electronic Brokered Transportation Model – that allows Government Agencies (Medicaid, DDS etc.) that pay for transportation to use a not-for-profit broker for reducing overall cost of transportation and reduce state expenditure significantly.



MART currently Brokers Human Service Transportation (HST) including DMA (Medicaid), DDS (Department of Developmental Services), DPH (Department of Public Health) programs as well as special education programs.

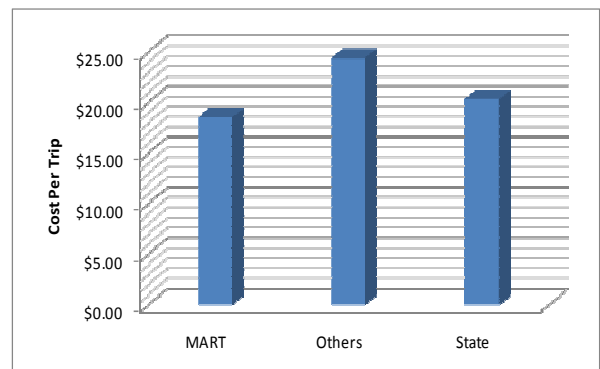
MART's Brokerage Service Area in Blue

MART utilizes approximately 200 vendors including its fleet, other RTA's, private taxi and not for profit organizations to perform all of its brokered services.

*MART Lowered the cost per ride by creating an operation that enables fair, **competitive bidding** and **increased shared rides** across while offering a **High Quality of Service**.*

Mart is currently:

- Brokering 73% of Massachusetts' HST Brokered transportation services (approximately)
- Managing \$72+ million of Massachusetts HST brokerage services
- Managing \$5+ Million in local Special Education brokerage services
- Brokering 3.7 million out 5 million total HST trips annually
- Brokering 275,000 Special Education trips annually



Total Average Cost Per Trip
(Brokered Service Only)



1-978-379-0010

www.hbssonline.com

MART's Coordinated Brokered Transportation - A Case Study

MART's Brokerage Contributes.....

Towards Its Vendors..

- Better Business Environment for Vendors to Succeed by Creating a Competitive Process via an Automated System
- MART Automated System Prepares Vendor Invoices, Reducing Vendor's Administrative Costs and Ensuring Greater Accuracy
- MART Automated System Automatically Assigns Trips to the lowest cost vendor, assuring transparency and competitive rates
- Improve Cash Flow by Reducing Payment Cycles to 15 days Ensuring Prompt Payments and Assisting in Emergency Situations
- Prompt Review and Resolution of Invoice Disputes with Vendors
- Provide Assistance to Vendors for Vehicle Procurement
- Allows Vendors to Transport Riders Paid for by More Than One Funding Agency



Towards the Commonwealth of Massachusetts...

- Improved Economic and Business Environment in the State
- Reduce the Cost of Operating Subsidized Transportation without Sacrificing the Quality of Service
- Very High Level of Transparency in Operations – both operational and Fiscal
- Maintaining Tight Control on Providers to Assure Quality
- Transporting More People Together
- Distributing Funding Sources Across Multiple Providers from the Public and Private Sector
- Sustainable, Scalable and Replicable Operations Driven by Technology



1-978-379-0010

www.hbssonline.com

MART's Coordinated Brokered Transportation - A Case Study

MART's National Recognition

- One of five sites selected as 2005 recipient of United We Ride National Leadership Award—for MART's Brokerage Services.
- Recognized in 2005 by 108th US Congress for its leadership in transportation coordination initiatives
- Selected in 2007 as one of seven sites in the United States for a Mobility Services for All Americans (MSAA) / United We Ride (UWR) demonstration of a model for how enhanced human services coordinated transportation works (M-ITS Project)
- Selected in 2009 for Implementation grant of the MSAA / UWR model (M-ITS Project)
- Presented in 2008 and 2009 at the National Rural ITS Conference on Coordinated Human Service Transportation



1-978-379-0010

www.hbssonline.com