# Human Service Transportation logo

# MONTHLY REPORT – April 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **April 2023 Total** |
| Total # Number of Trips | 478,622 | 129,579 | 608,201 |
| Demand-Response  Trips[[1]](#footnote-1) | 290,502 | 79,987 | 370,489 |
| Program-Based Trips[[2]](#footnote-2) | 188,120 | 49,592 | 237,712 |
| Shared Demand-  Response Trips | 29,575 | 32,060 | 61,635 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 301,421 | 107,879 | 409,300 |
| Requested Rides by  - Phone | 290,937 | 104,404 | 395,341 |
| - Requested Rides In the Portals and Phone Apps | 10,484 | 3,475 | 13,959 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed On-Time[[3]](#footnote-3) | 97.17 % | 97.92% | > 90% |
| Demand-Response Trips Completed On-Time as measured by GPS | 94.70% | 96.85% | > 90% |
| Program-Based Trips Completed Without A Report of Lateness | 99.64% | 99.00% | >90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[4]](#footnote-4) | 339 | 42 | 0 |
| Unfulfilled Demand-Response Request Rate[[5]](#footnote-5) | 0.12% | 0.05% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 104 | 115 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.06% | 0.23% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 44,319 | 17,840 | N/A |
| Average Speed to Answer | 0:03:48 | 0:01:02 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 6.60% | 5.20% | < 5% |
| Number of calls answered in less than 1 minute | 52.00% | 51.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 383 | 107 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 1 | 5[[9]](#footnote-9) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 1,111 | 64 | N/A |
| Complaint Rate[[10]](#footnote-10) | 0.23% | 0.08% | < 1.0% |
| Complaints resolved within 3 business days | 14.77% | 99.96% | 95% |
| Complaints resolved within 10 business days | 25.80% | 100% | 100% |

# 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. On-Time refers to trips completed without Lateness. Lateness is defined as follows:

   Demand-response transportation - a transportation provider that does not arrive at a consumer’s pick-up location between 10 minutes before the scheduled pick-up time and 10 minutes after the scheduled pick-up time and/or does not arrive at the destination facility within 10 minutes of the scheduled time.

   Program-based transportation - a transportation provider that does not arrive at a consumer’s pick-up location and between 15 minutes before the scheduled pick-up time and 5 minutes after the scheduled pick-up time and/or does not arrive at the destination facility within 10 minutes of the scheduled time. [↑](#footnote-ref-3)
4. Total number of vendor no-shows plus return trip not completed. [↑](#footnote-ref-4)
5. Unfulfilled Demand-Response Ride Requests / Total Demand-Response Rides [↑](#footnote-ref-5)
6. Program-Based Trip Requests that are not implemented within 5 business days. Consumers unable to be scheduled are placed on a waitlist. [↑](#footnote-ref-6)
7. Unfulfilled Program-Based Ride Requests / Total Program-Based Rides [↑](#footnote-ref-7)
8. Abandoned calls / Total calls. Abandoned calls are calls where the consumer disconnects after being placed on hold. [↑](#footnote-ref-8)
9. Check engine light removals. [↑](#footnote-ref-9)
10. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-10)