# Human Service Transportation logo MONTHLY REPORT - August 2021

## 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **August 2021 Total** |
| Total # Number of Trips | 368,859 | 89,929 | 458,788 |
| Demand-Response  Trips[[1]](#footnote-1) | 230,729 | 65,481 | 296,210 |
| Program-Based Trips[[2]](#footnote-2) | 138,130 | 24,448 | 162,578 |
| Shared Demand-Response Trips | 16,174 | 27,395 | 43,569 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 370,468 | 91,028 | 461,496 |
| Requested Rides by  Phone | 369,884 | 91,028 | 460,912 |
| Requested Rides  In the Portals and Phone Apps | 584 | 0 | 584 |

## 2. On-Time Performance and Unfulfilled Rides

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed Without A Member’s Report of Lateness[[3]](#footnote-3) | 99.97% | 99.90% | > 90% |
| Demand-Response Trips Completed Without A Member’s Report of Lateness | 99.95% | 99.80% | > 90% |
| Program-Based Trips Completed Without A Member’s Report of Lateness | 99.99% | 100% | > 90% |
|  |  |  |  |
| # of Unfulfilled Demand-Respone Requests[[4]](#footnote-4) | 0 | 0 | 0 |
| Unfulfilled Demand-Respone Request Rate[[5]](#footnote-5) | 0% | 0% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 318 | 85 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.23% | 0.34% | N/A |

## 3. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total # of Calls Requesting Ride | 46,572 | 14,850 | N/A |
| Average Speed to Answer | 0:11:27 | 0:01:01 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 23.80% | 5.20% | < 5% |
| Average Call Duration | 0:04:07 | 0:02:57 | N/A |

## 4. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 1,501 | 12 | N/A |
| Complaint Rate[[9]](#footnote-9) | 0.41% | 0.01% | < 1.0% |
| Complaints resolved within 3 business days | 85% | 100% | 95% |
| Complaints resolved within 10 business days | 100% | 100% | 100% |

## 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 378 | 82 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 1 | 5[[10]](#footnote-10) | N/A |

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. Lateness is defined as follows:

   Demand-reponse 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. Demand Response Trip Requests that are not implemented within 3 business days. [↑](#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 wait list. [↑](#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. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-9)
10. 4 GATRA vehicles failed inspections due to “Check Engine” indicators, 1 vehicle failed due to tire condition which required replacement. MART issued a CAP to 1 vendor requiring re-training in wheelchair securement for all drivers [↑](#footnote-ref-10)