# Human Service Transportation logo

# MONTHLY REPORT – February 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **February 2023 Total** |
| Total Number of Trips | 437,180 | 122,235 | 559,415 |
| Demand-Response  Trips[[1]](#footnote-1) | 270,400 | 77,110 | 347,510 |
| Program-Based Trips[[2]](#footnote-2) | 166,780 | 45,125 | 211,905 |
| Shared Demand-  Response Trips | 28,761 | 33,637 | 62,398 |
|  |  |  |  |
| Total Number of Requests for Rides (Demand-Response only) | 293,083 | 107,742 | 400,825 |
| Requested Rides by  - Phone | 282,893 | 104,467 | 387,360 |
| - Requested Rides In the Portals and Phone Apps | 10,190 | 3,275 | 13,465 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed On-Time[[3]](#footnote-3) | 97.28 % | 98.02% | > 90% |
| Demand-Response Trips Completed On-Time as measured by GPS | 95.21% | 97.05% | > 90% |
| Program-Based Trips Completed Without A Report of Lateness | 99.34% | 99.00% | >90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Number of Unfulfilled Demand-Response Requests[[4]](#footnote-4) | 92 | 18 | 0 |
| Unfulfilled Demand-Response Request Rate[[5]](#footnote-5) | 0.03% | 0.02% | 0% |
| Number of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 73 | 106 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.04% | 0.23% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 46,676 | 16,738 | N/A |
| Average Speed to Answer | 0:05:30 | 1:46:00 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 11.00% | 5.60% | < 5% |
| Number of calls answered in less than 1 minute | 30.00% | 46.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Number of Inspections Conducted | 235 | 78 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 0 | 4[[9]](#footnote-9) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 817 | 57 | N/A |
| Complaint Rate[[10]](#footnote-10) | 0.19% | 0.05% | < 1.0% |
| Complaints resolved within 3 business days | 2.49%[[11]](#footnote-11) | 96.00% | 95% |
| Complaints resolved within 10 business days | 6.10% | 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)
11. The resolution time for complaints lagged in February. This is directly attributed to staffing levels (two resignations). “The actions we have taken are working, and the March numbers are looking good.” [↑](#footnote-ref-11)