# Human Service Transportation logo

# MONTHLY REPORT – January 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **January 2023 Total** |
| Total # Number of Trips | 477,378 | 131,757 | 609,135 |
| Demand-Response  Trips[[1]](#footnote-1) | 297,163 | 83,387 | 380,550 |
| Program-Based Trips[[2]](#footnote-2) | 180,215 | 48,370 | 228,585 |
| Shared Demand-  Response Trips | 31,878 | 36,933 | 68,811 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 314,460 | 163,532 | 477,992 |
| Requested Rides by  - Phone | 305,172 | 161,144 | 466,316 |
| - Requested Rides In the Portals and Phone Apps | 9,288 | 2,388 | 11,676 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed On-Time[[3]](#footnote-3) | 96.97% | 98.49% | > 90% |
| Demand-Response Trips Completed On-Time as measured by GPS | 94.93% | 97.09% | > 90% |
| Program-Based Trips Completed Without A Report of Lateness | 99.02% | 99.90% | >90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[4]](#footnote-4) | 81 | 20 | 0 |
| Unfulfilled Demand-Response Request Rate[[5]](#footnote-5) | 0.03% | 0.02% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 80 | 113 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.05% | 0.26% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 50,547 | 14,867 | N/A |
| Average Speed to Answer | 0:06:39 | 0:01:03 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 13.20% | 4.80% | < 5% |
| Number of calls answered in less than 1 minute | 22.00% | 39.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 370 | 103 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 0 | 2[[9]](#footnote-9) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 813 | 87 | N/A |
| Complaint Rate[[10]](#footnote-10) | 0.17% | 0.07% | < 1.0% |
| Complaints resolved within 3 business days | 7.13%[[11]](#footnote-11) | 98.70% | 95% |
| Complaints resolved within 10 business days | 19.07% | 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 January. This is directly attributed to staffing levels (two resignations), prolonged illness for a key member, and vacations [↑](#footnote-ref-11)