# Human Service Transportation logo

# MONTHLY REPORT – May 2023

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **May 2023 Total** |
| Total # Number of Trips | 524,752 | 141,008 | 665,760 |
| Demand-Response  Trips[[1]](#footnote-1) | 308,658 | 84,379 | 393,037 |
| Program-Based Trips[[2]](#footnote-2) | 216,094 | 56,629 | 272,723 |
| Shared Demand-  Response Trips | 33,606 | 31,559 | 65,165 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 292,043 | 115,193 | 407,236 |
| Requested Rides by  - Phone | 278,857 | 111,007 | 389,864 |
| - Requested Rides In the Portals and Phone Apps | 13,186 | 4,186 | 17,372 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed On-Time[[3]](#footnote-3) | 97.41 % | 97.55% | > 90% |
| Demand-Response Trips Completed On-Time as measured by GPS | 95.02% | 96.11% | > 90% |
| Program-Based Trips Completed Without A Report of Lateness | 99.80% | 99.00% | >90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[4]](#footnote-4) | 202 | 27 | 0 |
| Unfulfilled Demand-Response Request Rate[[5]](#footnote-5) | 0.07% | 0.03% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 133 | 122 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.07% | 0.22% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 51,003 | 19,477 | N/A |
| Average Speed to Answer | 0:05:09 | 0:01:22 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 8.49% | 4.80% | < 5% |
| Number of calls answered in less than 1 minute | 31.00% | 60.00% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 197 | 155 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 0 | 10[[9]](#footnote-9) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 1,117 | 94 | N/A |
| Complaint Rate[[10]](#footnote-10) | 0.21% | 0.07% | < 1.0% |
| Complaints resolved within 3 business days | 30.61% | 99.92% | 95% |
| Complaints resolved within 10 business days | 57.80% | 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 lights – with a mix of some missing equipment. [↑](#footnote-ref-9)
10. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-10)