# Human Service Transportation logo

# MONTHLY REPORT - November 2021

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **November 2021 Total** |
| Total # Number of Trips | 390,281 | 106,550 | 496,831 |
| Demand-Response  Trips[[1]](#footnote-1) | 242,688 | 68,276 | 310,964 |
| Program-Based Trips[[2]](#footnote-2) | 147,593 | 38,274 | 185,867 |
| Shared Demand-  Response Trips | 5,769 | 32,901 | 39,122 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 294,538 | 93,254 | 387,792 |
| Requested Rides by  - Phone | 292,840 | 92,936 | 385,776 |
| - Requested Rides  In the Portals and  Phone Apps | 1,698 | 318 | 2,016 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed Without A Member’s Report of Lateness[[3]](#footnote-3) | 99.82% | 99.99% | > 90% |
| Demand-Response Trips Completed Without A Member’s Report of Lateness | 99.65% | 99.99% | > 90% |
| Program Based Trips Completed Without A Report of Lateness | 99.99% | 100% | >90% |

# 3. Unfulfilled Rides

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** | |
| # of Unfulfilled Demand-Respone Requests[[4]](#footnote-4) | 0 | 0 | 0 |
| Unfulfilled Demand-Respone Request Rate[[5]](#footnote-5) | 0.00% | 0.00% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 116 | 132 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.09% | 0.34% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 46,191 | 16,510 | N/A |
| Average Speed to Answer | 0:02:24 | 0:02:25 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 7.83% | 9.90% | < 5% |
| Number of calls answered in less than 1 minute | 54.03% | 38.43% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 507 | 67 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 0 | 5[[9]](#footnote-9) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 931 | 12 | N/A |
| Complaint Rate[[10]](#footnote-10) | 0.24% | 0.01% | < 1.0% |
| Complaints resolved within 3 business days | 86.60% | 100% | 95% |
| Complaints resolved within 10 business days | 100% | 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. 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. 3 vehicles with check engine lights. 1 vehicle with broken windshiled. 1 vehicle with broken interor light. Resolved and fixed. [↑](#footnote-ref-9)
10. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-10)