#  Human Service Transportation logo

# MONTHLY REPORT - October 2021

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **October 2021 Total** |
| Total # Number of Trips | 387,041 | 103,361 | 490,402 |
|  Demand-Response  Trips[[1]](#footnote-1) | 242,503 | 69,535 | 312,038 |
|  Program-Based Trips[[2]](#footnote-2) | 144,538 | 33,826 | 178,364 |
|  Shared Demand-  Response Trips | 6,650 | 32,472 | 39,122 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 305,262 | 93,482 | 398,744 |
|  Requested Rides by  - Phone | 304,112 | 93,326 | 397,438 |
|  - Requested Rides In the Portals and  Phone Apps | 1,150 | 156 | 1,306 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed Without A Member’s Report of Lateness[[3]](#footnote-3) | 99.5% | 100% | > 90% |
| Demand-Response Trips Completed Without A Member’s Report of Lateness  | 100% | 99.99% | > 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) | 173 | 111 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7)  | 0.14% | 0.33% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 34,458 | 16,339 | N/A |
| Average Speed to Answer | 0:03:54 | 0:01:55 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 13.05% | 8.5% | < 5% |
| Number of calls answered in less than 1 minute | 58.40% | 44.3% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 451 | 67 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 0 | 6[[9]](#footnote-9) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 1,019 | 17 | N/A |
| Complaint Rate[[10]](#footnote-10) | 0.26% | 0.02% | < 1.0% |
| Complaints resolved within 3 business days | 96.20% | 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 – removed until repaired and reinspected. 2 vehicles with expired registrations – removed until renewals verified. 1 vehicle had a faded odometer and mileage couldn’t be read clearly – removed until repaired and reinspected. [↑](#footnote-ref-9)
10. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-10)