#  Human Service Transportation logo

# MONTHLY REPORT – October 2022

# 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **October 2022 Total** |
| Total # Number of Trips | 479,657 | 130,885 | 610,542 |
|  Demand-Response  Trips[[1]](#footnote-1) | 296,113 | 82,770 | 378,883 |
|  Program-Based Trips[[2]](#footnote-2) | 183,544 | 48,115 | 231,659 |
|  Shared Demand-  Response Trips | 23,264 | 37,825 | 61,089 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 342,198 | 147,156 | 489,354 |
|  Requested Rides by  - Phone | 334,050 | 144,845 | 478,895 |
|  - Requested Rides In the Portals and Phone Apps | 8,148 | 2,311 | 10,459 |

# 2. On-Time Performance

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed On-Time[[3]](#footnote-3) | 73.46% | 97.60% | > 90% |
| Demand-Response Trips Completed On-Time as measured by GPS[[4]](#footnote-4)  | 46.94% | 97.00% | > 90% |
| Program-Based Trips Completed Without A Report of Lateness  | 99.98% | 98.20% | >90% |

# 3. Unfulfilled Trip Requests

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # Of Unfulfilled Demand-Response Requests[[5]](#footnote-5) | 111 | 10 | 0 |
| Unfulfilled Demand-Response Request Rate[[6]](#footnote-6)  | 0.04% | 0.01% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[7]](#footnote-7) | 74 | 93 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[8]](#footnote-8)  | 0.04% | 0.19% | N/A |

# 4. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total Number of Incoming Calls to the Call Center | 49,237 | 20,118 | N/A |
| Average Speed to Answer | 0:06:33 | 0:05:00 | < 3 minutes |
| Abandon Call Rate[[9]](#footnote-9) | 13.70% | 12.80% | < 5% |
| Number of calls answered in less than 1 minute | 24% | 37% | >50% |

# 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 640 | 112 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 0 | 7[[10]](#footnote-10) | N/A |

# 6. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 911 | 64 | N/A |
| Complaint Rate[[11]](#footnote-11) | 0.27% | 0.05% | < 1.0% |
| Complaints resolved within 3 business days | 82.14% | 89.92% | 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. 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. Trips on time / total trips performed on the App [↑](#footnote-ref-4)
5. Total number of vendor no-shows plus return trip not completed. [↑](#footnote-ref-5)
6. Unfulfilled Demand-Response Ride Requests / Total Demand-Response Rides [↑](#footnote-ref-6)
7. Program-Based Trip Requests that are not implemented within 5 business days. Consumers unable to be scheduled are placed on a waitlist. [↑](#footnote-ref-7)
8. Unfulfilled Program-Based Ride Requests / Total Program-Based Rides [↑](#footnote-ref-8)
9. Abandoned calls / Total calls. Abandoned calls are calls where the consumer disconnects after being placed on hold. [↑](#footnote-ref-9)
10. The caps are from check engine lights/vehicle removals for safety [↑](#footnote-ref-10)
11. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-11)