# Human Service Transportation logo MONTHLY REPORT - September 2021

## 1. Overview

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Montachusett RTA (MART)** | **Greater Attleboro and Taunton RTA (GATRA)** | **September 2021 Total** |
| Total # Number of Trips | 376,969 | 102,331 | 479,300 |
| Demand-Response  Trips[[1]](#footnote-1) | 232,304 | 65,562 | 297,866 |
| Program-Based Trips[[2]](#footnote-2) | 144,665 | 36,769 | 181,434 |
| Shared Demand-Response Trips | 6,626 | 29,069 | 35,695 |
|  |  |  |  |
| Total # of Requests for Rides (Demand-Response only) | 244,086 | 90,369 | 334,455 |
| Requested Rides by  Phone | 243,364 | 90,276 | 333,640 |
| Requested Rides  In the Portals and Phone Apps | 722 | 93 | 815 |

## 2. On-Time Performance and Unfulfilled Rides

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Overall Trips Completed Without A Member’s Report of Lateness[[3]](#footnote-3) | 99.85% | 99.9% | > 90% |
| Demand-Response Trips Completed Without A Member’s Report of Lateness | 99.76% | 99.8% | > 90% |
| Program-Based Trips Completed Without A Member’s Report of Lateness | 98.90% | 100% | > 90% |
|  |  |  |  |
| # of Unfulfilled Demand-Respone Requests[[4]](#footnote-4) | 0 | 0 | 0 |
| Unfulfilled Demand-Respone Request Rate[[5]](#footnote-5) | 0% | 0% | 0% |
| # of Unfulfilled Program-Based Trip Requests[[6]](#footnote-6) | 223 | 138 | N/A |
| Unfulfilled Program-Based Trip Request Rate [[7]](#footnote-7) | 0.15% | 0.27% | N/A |

## 3. Call Center Operations

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Total # of Calls Requesting Ride | 32,678 | 16,305 | N/A |
| Average Speed to Answer | 0:10:00 | 0:01:11 | < 3 minutes |
| Abandon Call Rate[[8]](#footnote-8) | 25.90% | 5.10% | < 5% |
| Average Call Duration | 0:04:19 | 0:03:02 | N/A |

## 4. Complaints Management

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| Substantiated Complaints | 1,361 | 13 | N/A |
| Complaint Rate[[9]](#footnote-9) | 0.36% | 0.011% | < 1.0% |
| Complaints resolved within 3 business days | 99% | 100% | 95% |
| Complaints resolved within 10 business days | 100% | 100% | 100% |

## 5. Inspections

|  |  |  |  |
| --- | --- | --- | --- |
|  | **MART** | **GATRA** | **Contract Requirement** |
| # of Inspections Conducted | 408 | 84 | MART:160, GATRA: 47 |
| Corrective Action Plans (CAPs) Issued | 1[[10]](#footnote-10) | 3[[11]](#footnote-11) | N/A |

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. Substantiated Complaints / Total Number of Trips [↑](#footnote-ref-9)
10. MART CAP.Vehicle did not have a fire extinguisher mounted. Resolved and verified by 9/29/21. [↑](#footnote-ref-10)
11. GATRA CAPs 1 Vehicle with rotted equipment (permanently removed) and 2 vehicles with check engine lights. [↑](#footnote-ref-11)