

RIDE Contractor: VETERANS TRANSPORTATION SERVICES
RIDE Service Area: Arlington, Bedford, Belmont, Boston, Brookline,
Burlington, Cambridge, Concord, Lexington, Lincoln, Medford,
Newton, Somerville, Waltham, Watertown, Weston,
Wilmington, Winchester, and Woburn

Reporting Period: Aug-10
Date: 09/22/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.39
Cumulative FY to date 1.39
Trips Requested Current Month 99,630 Previous Month 98,125
Cumulative FY to date 197,755
Trips Scheduled Current Month 99,630 Previous Month 98,125
Cumulative FY to date 197,755
Trips Completed Current Month 69,845 Previous Month 70,289
Cumulative FY to date 140,134
Trips Not Available Current Month 0 Previous Month 0 Cumulative
FY to date 0
% Trips Not Available Current Month 0.0% Previous Month 0.0%
Cumulative FY to date 0.0%
Trips Cancelled Current Month 21,772 Previous Month 20,348
Cumulative FY to date 42,120
% Cancelled Current Month 21.9% Previous Month 20.7%
Cumulative FY to date 21.3%
No Shows Current Month 7,974 Previous Month 7,477 Cumulative
FY to date 15,451
% No Shows Current Month 8.0% Previous Month 7.6%
Cumulative FY to date 7.8%
Late > 30 Minutes Current Month 483 Previous Month 237
Cumulative FY to date 720
Missed Trips Current Month 39 Previous Month 11 Cumulative
FY to date 50

Trips > 60 min per zone Current Month 838 Previous Month 765
Cumulative FY to date 1,603
Transfers Completed Current Month 7,440 Previous Month 7,394
Cumulative FY to date 14,834
Accidents (at fault) Current Month 15 Previous Month 7 Cumulative
FY to date 22
Accidents (not at fault) Current Month 73 Previous Month 22
Cumulative FY to date 95
Incidents Current Month 66 Previous Month 70 Cumulative
FY to date 136
Same Day Requested Current Month 17,166 Previous Month
16,531 Cumulative FY to date 33,697
Same Day Completed Current Month 9,145 Previous Month 9,316
Cumulative FY to date 18,461
% Same Day Completed Current Month 53.3% Previous Month
56.4% Cumulative FY to date 54.8%
Same Day Not Completed Current Month 8,021 Previous Month
7,215 Cumulative FY to date 15,236
% Same Day Not Completed Current Month 46.7% Previous Month
43.6% Cumulative FY to date 45.2%

Vendor Veterans, Drivers 323*, Site Supervisors 18, Road
Supervisors 12, Operations Supervisors 9
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - August 2010

of Complaints: 77

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 1

Letter of explanation/apology sent.

2. Condition of Vehicle 2

Letters of explanation/apology sent.

3. Comfort of Ride 0
4. Promptness of Pickup or Dropoff 16
Letters of explanation/apology sent.
5. Scheduling Problem 5
Letters of explanation/apology sent.
6. Dispatcher Problem 5
Letters of explanation/apology sent.
7. Problem with Reservationist 4
Letters of explanation/apology sent.
8. Problem with Telephone 0
9. Problem with Driver 38
Letters of explanation/apology sent.
10. Other 6
Letters of explanation/apology sent.
11. Compliments
5 Driver Compliments.
3 Dispatch Compliments.
5 General Compliments.

The Southwest Service Area is served by The Joint Venture of TTY/YCN, LLC. The service area is comprised of the City of Boston and communities of Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth.

The Joint Venture of TTI/YCN, LLC had 72,284 requests for the month of August with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 72,284 trips. 12,244 trips were cancelled. The cancellation rate for August is 16.94 percent. There were a total of 5,371 no shows and the no show rate for August is 7.43 percent. 14 trips were missed trips. JV completed a total of 52,858 trips and had 143 trips over 30 minutes. JV had a total of 43 complaints for the month of August.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 795
Transfers completed 3,797

Accidents at fault 10
Accidents not at fault 24
Incidents 42
Same day requested 2174
Same day completed 1254
% of same day trips completed 57.68%
% of same day trips not completed 42.32%

Complaint type 1 / 4 Difficulty in getting a ride
Complaint type 2 / 2 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4 / 11 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 8 Scheduling problem explanation and apology sent.
Complaint type 6 / 0 Dispatcher problem explanation and apology sent.

Complaint type 7 / 1 Problem with a reservationist
Complaint type 8 / 2 Problem with the telephone
Complaint type 9 / 11 Problem with a driver explanation and apology sent.

Complaint type 10 / 4 Other
Compliments (0)

The Joint Venture currently has 1 General Manager, 3 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 227 drivers with 12 drivers in training.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: August 2010

Date: Sept 20,2010

REQUIRED INFORMATION

	Current Month (08/10)	Previous Month(7/10)	Cum FY to date
# Passengers served per hour	1.55%	1.57%	1.56%
# RIDEs requested	81,706	80,231	161,937
# RIDEs scheduled	81,706	80,231	161,937
# RIDEs completed	61,362	59,639	121,001
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	14,584	14,907	29,491
% Cancellations	17.85%	18.58%	18.21%
# No shows	5,744	5,664	11,408
% No Shows	7.03%	7.06%	7.04%
#Pick-ups late greater 30 minutes	324	395	719
# Missed trips	16	21	37
# Trips greater than 60 minutes per zone	768	793	1561
# Transfers completed	1,386	1,401	2,787

# Direct Transfers	4,175	4,214	8,389
# Accidents (at fault)	15	10	25
# Accidents (not at fault)	23	41	64
Incidents	48	33	81
Same Day Completed	3,853	3,829	7,682
Same Day Requests	9,283	9,129	18,412
Same Day Percent	41.50%	41.94%	41.72%

