

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: Jan-11  
Date: 02/23/2011

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.35 Previous Month 1.37  
Cumulative FY to date 1.38  
Trips Requested Current Month 104,121 Previous Month 108,730  
Cumulative FY to date 724,714  
Trips Scheduled Current Month 104,121 Previous Month 108,730  
Cumulative FY to date 724,714  
Trips Completed Current Month 67,225 Previous Month 74,116  
Cumulative FY to date 502,123  
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 27,903 Previous Month 25,644  
Cumulative FY to date 164,045  
% Cancelled Current Month 26.8% Previous Month 23.6%  
Cumulative FY to date 22.6%  
No Shows Current Month 8,761 Previous Month 8,872 Cumulative  
FY to date 58,013  
% No Shows Current Month 8.4% Previous Month 8.2%  
Cumulative FY to date 8.0%  
Late > 30 Minutes Current Month 1,914 Previous Month 799  
Cumulative FY to date 5,319  
Missed Trips Current Month 232 Previous Month 98 Cumulative  
FY to date 533

Trips > 60 min per zone Current Month 1232 Previous Month 1144  
Cumulative FY to date 7,196  
Transfers Completed Current Month 6,695 Previous Month 7,823  
Cumulative FY to date 53,027  
Accidents (at fault) Current Month 23 Previous Month 18  
Cumulative FY to date 110  
Accidents (not at fault) Current Month 88 Previous Month 75  
Cumulative FY to date 473  
Incidents Current Month 87 Previous Month 97 Cumulative  
FY to date 521  
Same Day Requested Current Month 21,114 Previous Month  
20,955 Cumulative FY to date 131,797  
Same Day Completed Current Month 12,127 Previous Month  
12,343 Cumulative FY to date 72,500  
% Same Day Completed Current Month 57.4% Previous Month  
58.9% Cumulative FY to date 55.0%  
Same Day Not Completed Current Month 8,987 Previous Month  
8,612 Cumulative FY to date 59,297  
% Same Day Not Completed Current Month 42.6% Previous Month  
41.1% Cumulative FY to date 45.0%

Vendor Veterans, Drivers 336\*, Site Supervisors 19, Road  
Supervisors 12, Operations Supervisors 9  
\* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - January 2011

# of Complaints: 101

All complainants contacted with explanation and apology, as  
appropriate.

1. Difficulty in Getting a Ride 4

Letters of explanation/apology sent.

2. Condition of Vehicle 2

Letters of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 31

Letters of explanation/apology sent.

5. Scheduling Problem 4

Letters of explanation/apology sent.

6. Dispatcher Problem 8

Letters of explanation/apology sent.

7. Problem with Reservationist 6

Letters of explanation/apology sent.

8. Problem with Telephone 9

Letters of explanation/apology sent.

9. Problem with Driver 30

Letters of explanation/apology sent.

2 drivers given verbal warnings.

1 driver suspended.

10. Other 6

Letters of explanation/apology sent.

11. Compliments 26

16 Driver Compliments.

9 Dispatch Compliments.

1 General Compliments.