

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: Jun-11
Date: 07/27/2011

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.41 Previous Month 1.41
Cumulative FY to date 1.40

Trips Requested Current Month 113,304 Previous Month 113,827
Cumulative FY to date 1,282,551

Trips Scheduled Current Month 113,304 Previous Month 113,827
Cumulative FY to date 1,282,551

Trips Completed Current Month 81,210 Previous Month 81,124
Cumulative FY to date 896,017

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 23,832 Previous Month 24,002
Cumulative FY to date 284,903

% Cancelled Current Month 21.0% Previous Month 21.1%
Cumulative FY to date 22.2%

No Shows Current Month 8,202 Previous Month 8,572 Cumulative
FY to date 100,401

% No Shows Current Month 7.2% Previous Month 7.5%
Cumulative FY to date 7.8%

Late > 30 Minutes Current Month 819 Previous Month 837
Cumulative FY to date 11,285

Missed Trips Current Month 60 Previous Month 129 Cumulative
FY to date 1230

Trips > 60 min per zone Current Month 950 Previous Month 1119
Cumulative FY to date 12,663
Transfers Completed Current Month 8,643 Previous Month 8,447
Cumulative FY to date 94,038
Accidents (at fault) Current Month 12 Previous Month 17
Cumulative FY to date 181
Accidents (not at fault) Current Month 69 Previous Month 77
Cumulative FY to date 877
Incidents Current Month 53 Previous Month 96 Cumulative
FY to date 929
Same Day Requested Current Month 20,872 Previous Month
22,036 Cumulative FY to date 235,926
Same Day Completed Current Month 12,730 Previous Month
13,704 Cumulative FY to date 135,512
% Same Day Completed Current Month 61.0% Previous Month
62.2% Cumulative FY to date 57.4%
Same Day Not Completed Current Month 8,142 Previous Month
8,332 Cumulative FY to date 100,414
% Same Day Not Completed Current Month 39.0% Previous Month
37.8% Cumulative FY to date 42.6%

Vendor Veterans, Drivers 337*, Site Supervisors 19, Road
Supervisors 12, Operations Supervisors 9
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - June 2011

of Complaints: 110

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 1
Letter of explanation/apology sent.

3. Comfort of Ride 2

Letters of explanation/apology sent.

4. Promptness of Pickup or Dropoff 31

Letters of explanation/apology sent.

5. Scheduling Problem 8

Letters of explanation/apology sent.

6. Dispatcher Problem 9

Letters of explanation/apology sent.

7. Problem with Reservationist 3

Letters of explanation/apology sent.

8. Problem with Telephone 9

Letters of explanation/apology sent.

9. Problem with Driver 32

Letters of explanation/apology sent.

3 drivers sent for retraining.

3 drivers given verbal warning.

1 driver given a final warning.

1 driver suspended.

1 driver terminated.

10. Other 11

Letters of explanation/apology sent.

11. Compliments

7 Dispatch Compliments.

13 Driver Compliments.

3 Reservationist Compliments.

2 General Compliments.