

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: Oct-11
Date: 11/16/2011

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.36 Previous Month 1.38
Cumulative FY to date 1.39

Trips Requested Current Month 112,749 Previous Month 109,399
Cumulative FY to date 435,039

Trips Scheduled Current Month 112,749 Previous Month 109,399
Cumulative FY to date 435,039

Trips Completed Current Month 82,250 Previous Month 79,924
Cumulative FY to date 313,956

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 21,946 Previous Month 21,371
Cumulative FY to date 88,701

% Cancelled Current Month 19.5% Previous Month 19.5%
Cumulative FY to date 20.4%

No Shows Current Month 8,502 Previous Month 8,048 Cumulative
FY to date 32,181

% No Shows Current Month 7.5% Previous Month 7.4%
Cumulative FY to date 7.4%

Late > 30 Minutes Current Month 869 Previous Month 959
Cumulative FY to date 3,076

Missed Trips Current Month 51 Previous Month 56 Cumulative
FY to date 201

Trips > 60 min per zone Current Month 982 Previous Month 949
Cumulative FY to date 3,511
Transfers Completed Current Month 8,568 Previous Month 8,271
Cumulative FY to date 32,658
Accidents (at fault) Current Month 14 Previous Month 12
Cumulative FY to date 53
Accidents (not at fault) Current Month 71 Previous Month 58
Cumulative FY to date 295
Incidents Current Month 62 Previous Month 48 Cumulative
FY to date 232
Same Day Requested Current Month 18,330 Previous Month
17,404 Cumulative FY to date 73,058
Same Day Completed Current Month 11,325 Previous Month
10,559 Cumulative FY to date 44,049
% Same Day Completed Current Month 61.8% Previous Month
60.7% Cumulative FY to date 60.3%
Same Day Not Completed Current Month 7,005 Previous Month
6,845 Cumulative FY to date 29,009
% Same Day Not Completed Current Month 38.2% Previous Month
39.3% Cumulative FY to date 39.7%

Vendor Veterans, Drivers 347*, Site Supervisors 19, Road
Supervisors 11, Operations Supervisors 8
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - October 2011

of Complaints: 119

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 2

Letters of explanation/apology sent.

2. Condition of Vehicle 4

Letters of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 28

Letters of explanation/apology sent.

5. Scheduling Problem 13

Letters of explanation/apology sent.

6. Dispatcher Problem 13

Letters of explanation/apology sent.

7. Problem with Reservationist 2

Letters of explanation/apology sent.

8. Problem with Telephone 4

Letters of explanation/apology sent.

9. Problem with Driver 40

Letters of explanation/apology sent.

3 drivers given verbal warnings.

2 drivers suspended.

10. Other 12

Letters of explanation/apology sent.

11. Compliments 12

3 Dispatch Compliments.

8 Driver Compliments.

1 General Compliment.

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 85,253 requests for the month of October with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 85,253 trips. 14,343 trips were cancelled. The cancellation rate for October is 16.82 percent. There were a total of 6,086 no shows and the no show rate for October is 7.14 percent. 19 trips were missed trips. JV completed a total of 64,805 trips and had 343 trips over 30 minutes. JV had a total of 59 complaints for the month of October.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 1,358
Transfers completed 4,338

Accidents at fault 10
Accidents not at fault 16
Incidents 47
Same day requested 2,215
Same day completed 1,260
% of same day trips completed 56.88%
% of same day trips not completed 43.12%

Complaint type 1 /05 Difficulty in getting a ride
Complaint type 2 / 0 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4/ 15 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 /16 Scheduling problem explanation and apology sent.
Complaint type 6 / 5 Dispatcher problem explanation and apology sent.

Complaint type 7 / 3 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9/15 Problem with a driver explanation and apology sent.

Complaint type 10/0 Other
Compliments (3)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers, 3 Assistant Managers, 6 Safety Supervisors, 272 drivers with 0 drivers in training.

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: October 2011

The North Service Area is served by Greater Lynn Senior Services, Inc. The service area is comprised of the City of Boston and the communities of Beverly, Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Topsfield, Wakefield, Wenham and Winthrop.

Greater Lynn Senior Services (GLSS) had 98,548 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 98,548. There were 17,390 trips cancelled, for a cancellation percentage of 17.65 percent. GLSS had 8,206 trips that were no shows for a percentage of 8.33%. GLSS had 145 trips that were missed trips. GLSS completed a total of 72,798 trips with 1,471 being late greater than 30 minutes. A total of 1,335 trips were more than 60 minutes long. GLSS had a total of 37 complaints in October 2011 from 34 people. GLSS had 41,293 service hours and 518,351 revenue service miles for the month.

Passengers served per hour -	1.76%
Total RIDES requested -	98,548
RIDES Scheduled -	95,548
RIDES Completed -	72,798
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	17,390
Percent of requests cancelled –	17.65%
No shows-	8,206
Percent of no-shows -	8.33%
Pick-ups late greater than 30 minutes	1,471
Missed trips -	145

Same Day Requests	10,537
Same Day Completed	3,937
%Same Day Requests	37.36%
Vehicle to Vehicle transfers -	1,506
Accidents at fault-	7
Accidents not at fault-	23

October 2011 Complaint Summary
Total complaints received: 37
Type# received

1	Comfort of RIDE	1
2	Vehicle condition	1
3	Difficulty getting a ride	2
4	DISPATCH PROBLEM	4
5	OTHER	1
6	Problem with a driver	7
7	Problem with telephone	2
8	Promptness of pick-up/drop off	12
9	Scheduling problem	6
10	Problem with reservationists	1
	Compliments	7

All complaints for the month have been investigated and responses sent to complainants.

Drivers	329.6	FTE
Operations Supervisor	11.0	
Road Superviors	0	
Site Supervisors	0	