

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: September 2010

Date: Oct 18,2010

REQUIRED INFORMATION

	Current Month (09/10)	Previous Month(8/10)	Cum FY to date
# Passengers served per hour	1.56%	1.55%	1.56%
# RIDEs requested	81,789	81,706	243,726
# RIDEs scheduled	81,789	81,706	243,726
# RIDEs completed	61,524	61,362	182,525
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	14,206	14,584	43,697
% Cancellations	17.37%	17.85%	17.96%
# No shows	6,037	5,744	17,445
% No Shows	7.38%	7.03%	7.21%
#Pick-ups late greater 30 minutes	509	324	1228
# Missed trips	22	16	59
# Trips greater than 60 minutes per zone	949	768	2,510
# Transfers completed	1,476	1,386	4,263

# Direct Transfers	4,009	4,175	12,398
# Accidents (at fault)	9	15	34
# Accidents (not at fault)	28	23	92
Incidents	36	48	117
Same Day Completed	3,666	3,853	11,348
Same Day Requests	9,162	9,283	27,574
Same Day Percent	40.01%	41.50%	40.86%

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 75,003 requests for the month of September with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 75,003 trips. 12,370 trips were cancelled. The cancellation rate for September is 16.49 percent. There were a total of 5,936 no shows and the no show rate for September is 7.91 percent. 50 trips were missed trips. JV completed a total of 56,647 trips and had 525 trips over 30 minutes. JV had a total of 77 complaints for the month of September.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 1123
Transfers completed 4,051

Accidents at fault 31
Accidents not at fault 10
Incidents 48
Same day requested 2268
Same day completed 1330
% of same day trips completed 58.64%
% of same day trips not completed 41.36%

Complaint type 1 / 9 Difficulty in getting a ride
Complaint type 2 / 0 Condition of vehicle
Complaint type 3 / 1 Comfort of ride
Complaint type 4 / 25 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 13 Scheduling problem explanation and apology sent.
Complaint type 6 / 4 Dispatcher problem explanation and apology sent.

Complaint type 7 / 4 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9 / 18 Problem with a driver explanation and apology sent.

Complaint type 10 / 3 Other
Compliments (3)

The Joint Venture currently has 1 General Manager, 3 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 241 drivers with 10 drivers in training.