

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: December 2010

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 89,019 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 89,019. There were 18,467 trips cancelled, for a cancellation percentage of 20.74% percent. GLSS had 7,169 trips that were no shows for a percentage of 8.05%. GLSS had 64 trips that were missed trips. GLSS completed a total of 63,319 trips with 761 being late greater than 30 minutes. A total of 900 trips were more than 60 minutes long. GLSS had a total of 65 complaints in December 2010 from 60 people. GLSS had 41,507 service hours and 500,311 revenue service miles for the month.

Passengers served per hour -	1.52%
Total RIDES requested -	89,019
RIDES Scheduled -	89,019
RIDES Completed -	63,319
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	18,467
Percent of requests cancelled –	20.74%
No shows-	7,169
Percent of no-shows -	8.05%
Pick-ups late greater than 30 minutes	761
Missed trips -	64
Same Day Requests	10,625
Same Day Completed	4,208
%Same Day Requests	39.60%
Vehicle to Vehicle transfers -	1,470
Accidents at fault-	13
Accidents not at fault-	28

December 2010 Complaint Summary

Total complaints received: 65

Type	# received
1 <u>Difficulty getting a ride</u>	1
2 <u>Vehicle condition</u>	2
3 <u>Comfort of RIDE</u>	3
4 <u>Promptness of pick-up/drop off</u>	14
5 <u>Scheduling problem</u>	11
6 <u>Dispatcher problem</u>	4
7 <u>Problem with reservationist</u>	1
8 <u>Problem with telephone</u>	2
9 <u>Problem with a driver</u>	22
10 <u>Other</u>	5
<u>Compliments</u>	30

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

Drivers	303.7	FTE
Operations Supervisor	14.0	
Road Supervisors	0	
Site Supervisors	0	