

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: Mar-11  
Date: 04/27/2011

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.43 Previous Month 1.38  
Cumulative FY to date 1.39  
Trips Requested Current Month 119,367 Previous Month 100,572  
Cumulative FY to date 944,653  
Trips Scheduled Current Month 119,367 Previous Month 100,572  
Cumulative FY to date 944,653  
Trips Completed Current Month 85,319 Previous Month 67,831  
Cumulative FY to date 655,273  
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 24,923 Previous Month 24,152  
Cumulative FY to date 213,120  
% Cancelled Current Month 20.9% Previous Month 24.0%  
Cumulative FY to date 22.6%  
No Shows Current Month 9,064 Previous Month 8,216 Cumulative  
FY to date 75,293  
% No Shows Current Month 7.6% Previous Month 8.2%  
Cumulative FY to date 8.0%  
Late > 30 Minutes Current Month 628 Previous Month 2926  
Cumulative FY to date 8,873  
Missed Trips Current Month 61 Previous Month 373 Cumulative  
FY to date 967

Trips > 60 min per zone Current Month 1014 Previous Month 1342  
Cumulative FY to date 9,552  
Transfers Completed Current Month 8,750 Previous Month 6,826  
Cumulative FY to date 68,603  
Accidents (at fault) Current Month 19 Previous Month 11  
Cumulative FY to date 140  
Accidents (not at fault) Current Month 83 Previous Month 102  
Cumulative FY to date 658  
Incidents Current Month 89 Previous Month 102 Cumulative  
FY to date 712  
Same Day Requested Current Month 21,647 Previous Month  
18,300 Cumulative FY to date 171,744  
Same Day Completed Current Month 13,310 Previous Month  
10,232 Cumulative FY to date 96,042  
% Same Day Completed Current Month 61.5% Previous Month  
55.9% Cumulative FY to date 55.9%  
Same Day Not Completed Current Month 8,337 Previous Month  
8,068 Cumulative FY to date 75,702  
% Same Day Not Completed Current Month 38.5% Previous Month  
44.1% Cumulative FY to date 44.1%

Vendor Veterans, Drivers 349\*, Site Supervisors 18, Road  
Supervisors 12, Operations Supervisors 9  
\* 25 Additional Taxi-RIDE Drivers (FTE)

## VTS

Complaint Summary - March 2011

# of Complaints: 75

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 1

Letter of explanation/apology sent.

2. Condition of Vehicle 1

Letter of explanation/apology sent.

3. Comfort of Ride 3

Letters of explanation/apology sent.

4. Promptness of Pickup or Dropoff 14

Letters of explanation/apology sent.

5. Scheduling Problem 6

Letters of explanation/apology sent.

6. Dispatcher Problem 3

Letters of explanation/apology sent.

7. Problem with Reservationist 1

Letter of explanation/apology sent.

8. Problem with Telephone 9

Letters of explanation/apology sent.

9. Problem with Driver 31

Letters of explanation/apology sent.

2 verbal warnings.

1 written warning.

10. Other 6

Letters of explanation/apology sent.

11. Compliments 23

6 Driver Compliments.

9 Dispatch Compliments.

4 Reservationist Compliments.

4 General Compliments.