

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:Nov-10  
Date:12/22/2010

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.41  
Cumulative FY to date 1.39  
Trips Requested Current Month 105,268 Previous Month 107,641  
Cumulative FY to date 511,863  
Trips Scheduled Current Month 105,268 Previous Month 107,641  
Cumulative FY to date 511,863  
Trips Completed Current Month 73,973 Previous Month 75,063  
Cumulative FY to date 360,782  
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 22,931 Previous Month 23,998  
Cumulative FY to date 110,498  
% Cancelled Current Month 21.8% Previous Month 22.3%  
Cumulative FY to date 21.6%  
No Shows Current Month 8,325 Previous Month 8,531 Cumulative  
FY to date 40,380  
% No Shows Current Month 7.9% Previous Month 7.9%  
Cumulative FY to date 7.9%  
Late > 30 Minutes Current Month 494 Previous Month 629  
Cumulative FY to date 2,606  
Missed Trips Current Month 39 Previous Month 49 Cumulative  
FY to date 203

Trips > 60 min per zone Current Month 998 Previous Month 1,113  
Cumulative FY to date 4,820  
Transfers Completed Current Month 7,813 Previous Month 8,089  
Cumulative FY to date 38,509  
Accidents (at fault) Current Month 13 Previous Month 19  
Cumulative FY to date 69  
Accidents (not at fault) Current Month 66 Previous Month 89  
Cumulative FY to date 310  
Incidents Current Month 53 Previous Month 83 Cumulative  
FY to date 337  
Same Day Requested Current Month 18,745 Previous Month  
19,944 Cumulative FY to date 89,728  
Same Day Completed Current Month 10,257 Previous Month  
10,217 Cumulative FY to date 48,030  
% Same Day Completed Current Month 54.7% Previous Month  
51.2% Cumulative FY to date 53.5%  
Same Day Not Completed Current Month 8,488 Previous Month  
9,727 Cumulative FY to date 41,698  
% Same Day Not Completed Current Month 45.3% Previous Month  
48.8% Cumulative FY to date 46.5%

Vendor Veterans, Drivers 337\*, Site Supervisors 18, Road  
Supervisors 12, Operations Supervisors 9  
\* 25 Additional Taxi-RIDE Drivers (FTE)

## VTS

Complaint Summary - November 2010

# of Complaints: 93

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 0

2. Condition of Vehicle 2

Letters of explanation/apology sent.

3. Comfort of Ride 4

Letters of explanation/apology sent.  
4. Promptness of Pickup or Dropoff 26  
Letters of explanation/apology sent.  
5. Scheduling Problem 14  
Letters of explanation/apology sent.  
6. Dispatcher Problem 7  
Letters of explanation/apology sent.  
7. Problem with Reservationist 2  
Letters of explanation/apology sent.  
8. Problem with Telephone 5  
Letters of explanation/apology sent.  
9. Problem with Driver 31  
Letters of explanation/apology sent.  
4 drivers retrained.  
1 written warning.  
1 suspension.  
10. Other 2  
Letters of explanation/apology sent.  
11. Compliments 14  
12 Driver Compliments.  
2 Dispatch Compliments.

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 84,807 requests for the month of November with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 84,807 trips. 14,337 trips were cancelled. The cancellation rate for November is 16.91 percent. There were a total of 6,361 no shows and the no show rate for November is 7.50 percent. 8 trips were missed trips. JV completed a total of 64,101 trips and had 206 trips over 30 minutes. JV had a total of 54 complaints for the month of November.

Passengers served per hour 1.6 percent  
Trips greater than 60 minutes per zone 1,239  
Transfers completed 4,377

Accidents at fault 6  
Accidents not at fault 17  
Incidents 52  
Same day requested 2,176  
Same day completed 1,231  
% of same day trips completed 56.94%  
% of same day trips not completed 43.06%

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 /13 Scheduling problem explanation and apology sent.  
Complaint type 6 / 6 Dispatcher problem explanation and apology sent.

Complaint type 7 / 0 Problem with a reservationist  
Complaint type 8 / 0 Problem with the telephone  
Complaint type 9/11 Problem with a driver explanation and apology sent.

Complaint type 10/4 Other  
Compliments (0)

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:** Greater Lynn Senior Service, Inc.

**Reporting Period:** NOV 2011

**Date:** DECEMBER 15,2011

**REQUIRED INFORMATION**

	<i>Current Month (11/11)</i>	<i>Previous Month(10/11)</i>	<i>Cum FY to date</i>
<i># Passengers served per hour</i>	<b>1.61%</b>	<b>1.76%</b>	<b>1.69%</b>
<i># RIDEs requested</i>	<b>97,377</b>	<b>98,548</b>	<b>478,919</b>
<i># RIDEs scheduled</i>	<b>97,377</b>	<b>98,548</b>	<b>478,919</b>
<i># RIDEs completed</i>	<b>65,674</b>	<b>72,798</b>	<b>350,192</b>
<i># Trips not available</i>	<b>0</b>	<b>0</b>	<b>0</b>
<i>% Trips not available</i>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<i># Cancellations</i>	<b>17,672</b>	<b>17,409</b>	<b>84,666</b>
<i>% Cancellations</i>	<b>18.15%</b>	<b>17.66%</b>	<b>17.85%</b>
<i># No shows</i>	<b>7,717</b>	<b>8,206</b>	<b>37,439</b>
<i>% No Shows</i>	<b>7.92%</b>	<b>8.33%</b>	<b>7.95%</b>
<i>#Pick-ups late greater 30 minutes</i>	<b>1,235</b>	<b>1,471</b>	<b>5,893</b>
<i># Missed trips</i>	<b>55</b>	<b>145</b>	<b>373</b>
<i># Trips greater than 60 minutes per zone</i>	<b>1,114</b>	<b>1,335</b>	<b>5,422</b>

<i># Transfers completed</i>	<b>779</b>	<b>1,519</b>	<b>6,805</b>
<i># Direct Transfers</i>	<b>4,727</b>	<b>5,097</b>	<b>23,744</b>
<i># Accidents (at fault)</i>	<b>11</b>	<b>7</b>	<b>50</b>
<i># Accidents (not at fault)</i>	<b>22</b>	<b>23</b>	<b>170</b>
<i>Incidents</i>	<b>67</b>	<b>42</b>	<b>247</b>
<i>Same Day Completed</i>	<b>3,777</b>	<b>3,937</b>	<b>19,850</b>
<i>Same Day Requests</i>	<b>9,879</b>	<b>10,537</b>	<b>51,724</b>
<i>Same Day Percent</i>	<b>38.23%</b>	<b>37.36%</b>	<b>38.10%</b>