

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: Apr-10
Date: 05/26/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.42 Previous Month 1.39
Cumulative FY to date 1.43
Trips Requested Current Month 97,488 Previous Month 101,294
Cumulative FY to date 918,040
Trips Scheduled Current Month 97,488 Previous Month 101,294
Cumulative FY to date 918,040
Trips Completed Current Month 70,788 Previous Month 72,503
Cumulative FY to date 659,601
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 19,630 Previous Month 21,053
Cumulative FY to date 187,681
% Cancelled Current Month 20.1% Previous Month 20.8%
Cumulative FY to date 20.4%
No Shows Current Month 7,042 Previous Month 7,714 Cumulative
FY to date 70,472
% No Shows Current Month 7.2% Previous Month 7.6%
Cumulative FY to date 7.7%
Late > 30 Minutes Current Month 382 Previous Month 323
Cumulative FY to date 4,096
Missed Trips Current Month 28 Previous Month 24 Cumulative
FY to date 286

Trips > 60 min per zone Current Month 959 Previous Month 928
Cumulative FY to date 7,718
Transfers Completed Current Month 7,065 Previous Month 7,235
Cumulative FY to date 68,377
Accidents (at fault) Current Month 14 Previous Month 13
Cumulative FY to date 104
Accidents (not at fault) Current Month 35 Previous Month 19
Cumulative FY to date 265
Incidents Current Month 72 Previous Month 68 Cumulative
FY to date 463
Same Day Requested Current Month 15,072 Previous Month
15,108 Cumulative FY to date 125,991
Same Day Completed Current Month 8,629 Previous Month 8,730
Cumulative FY to date 65,911
% Same Day Completed Current Month 57.3% Previous Month
57.8% Cumulative FY to date 52.3%
Same Day Not Completed Current Month 6,443 Previous Month
6,378 Cumulative FY to date 60,080
% Same Day Not Completed Current Month 42.7% Previous Month
42.2% Cumulative FY to date 47.7%

Vendor Veterans, Drivers 297*, Site Supervisors 16, Road
Supervisors 11, Operations Supervisors 9
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - April 2010

of Complaints: 46

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 0
3. Comfort of Ride 1

Letter of explanation/apology sent.
4. Promptness of Pickup or Dropoff 8
Letters of explanation/apology sent.
5. Scheduling Problem 7
Letters of explanation/apology sent.
6. Dispatcher Problem 3
Letters of explanation/apology sent.
7. Problem with Reservationist 2
Letters of explanation/apology sent.
8. Problem with Telephone 0
9. Problem with Driver 17
Letters of explanation/apology sent.
9 Drivers counseled.
4 Drivers retrained.
1 Driver given verbal warning.
1 Driver given 3 day suspension.
10. Other 7
Letters of explanation/apology sent.
11. Compliments 6
1 Dispatch Compliment.
5 Driver Compliments.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: April 2010

Date: May 24,2010

REQUIRED INFORMATION

	Current Month (04/10)	Previous Month(3/10)		Cum FY to date
# Passengers served per hour	1.60%	1.59%		1.58%
# RIDEs requested	79,716	81,916		762,752
# RIDEs scheduled	79,716	81,916		762,752
# RIDEs completed	58,894	59,641		551,351
# Trips not available	0	0		0
% Trips not available	0%	0%		0%
# Cancellations	15,508	16,874		156,068
% Cancellations	19.45%	20.60%		20.38%
# No shows	5,274	5,377		49,025
% No Shows	6.61%	6.56%		6.58%
# Pick-ups late greater 30 minutes	631	435		5,906
# Missed trips	40	24		308
# Trips greater than 60 minutes per zone	869	848		7,575
# Transfers completed	1,371	1,473		12,686

# Direct Transfers	3,726	3,808		36,279
# Accidents (at fault)	8	6		86
# Accidents (not at fault)	16	10		125
Incidents	13	23		205
Same Day Completed	3,408	3,222		29,412
Same Day Requests	8,981	9,231		84,276
Same Day Percent	37.95%	34.90%		36.52%

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 72,375 requests for the month of April with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 72,375 trips. 12,278 trips were cancelled. The cancellation rate for April is 16.96 percent. There were a total of 5,191 No shows and the no show rate for April is 7.17 percent. 11 trips were missed. JV completed a total of 54,895 trips and had 210 trips over 30 minutes. JV had a total of 32 complaints for the month of April.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 848
Transfers completed 3,619

Accidents at fault 7
Accidents not at fault 13
Incidents 36
Same day requested 1803
Same day completed 1029
% of same day trips completed 57.07%
% of same day trips not completed 42.93%

Complaint type 1/ 6	Difficulty in getting a ride
Complaint type 2/ 0	Condition of vehicle
Complaint type 3/ 0	Comfort of ride
Complaint type 4/ 2	Promptness pick up/drop off explanation and apology sent.
Complaint type 5/ 4	Scheduling problem explanation and apology sent.
Complaint type 6/ 1	Dispatcher problem explanation and apology sent.
Complaint type 7/ 1	Problem with a reservationists apology sent
Complaint type 8/ 2	Problem with the telephone
Complaint type 9/ 14	Problem with a driver explanation and apology sent.
Complaint type 10/2	Other
Compliments	(1)

The Joint Venture has 1 General Manager, 4 Site Supervisors, 9 Managers, 3 Assistant Managers, 6 Safety Supervisors, 227 drivers with 0 drivers in training.