

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: September 2011

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 95,447 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 95,477. There were 16,391 trips cancelled, for a cancellation percentage of 17.18% percent. GLSS had 7,491 trips that were no shows for a percentage of 7.85%. GLSS had 74 trips that were missed trips. GLSS completed a total of 71,872 trips with 877 being late greater than 30 minutes. A total of 1,131 trips were more than 60 minutes long. GLSS had a total of 44 complaints in September 2011 from 32 people. GLSS had 40,200 service hours and 514,106 revenue service miles for the month.

Passengers served per hour -	1.78%
Total RIDES requested -	95,477
RIDES Scheduled -	95,477
RIDES Completed -	71,491
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	16,391
Percent of requests cancelled -	17.18%
No shows-	7,491
Percent of no-shows -	7.85%
Pick-ups late greater than 30 minutes	1,513
Missed trips -	74
Same Day Requests	10,333
Same Day Completed	3,925
%Same Day Requests	37.98%
Vehicle to Vehicle transfers -	1,506
Accidents at fault-	8
Accidents not at fault-	19

September 2011 Complaint Summary

Total complaints received: 44

Type	# received
<u>1 Comfort of RIDE</u>	<u>0</u>
<u>2 Vehicle condition</u>	<u>1</u>
<u>3 Difficulty getting a ride</u>	<u>2</u>
<u>4 DISPATCH PROBLEM</u>	<u>2</u>
<u>5 OTHER</u>	<u>3</u>
<u>6 Problem with a driver</u>	<u>11</u>
<u>7 Problem with telephone</u>	<u>0</u>
<u>8 Promptness of pick-up/drop off</u>	<u>16</u>
<u>9 Scheduling problem</u>	<u>7</u>
<u>10 Problem with reservationists</u>	<u>2</u>
<u>Compliments</u>	<u>2</u>

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

Drivers	322.7	FTE
Operations Supervisor	11.0	
Road Supervisors	0	
Site Supervisors	0	

Next PAT Training is scheduled for: 11/9/2011

Next CPR/FIRST AID Training is scheduled for: 11/10/2011