

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: Dec-10
Date: 01/26/2011

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.37 Previous Month 1.39
Cumulative FY to date 1.39

Trips Requested Current Month 108,730 Previous Month 105,268
Cumulative FY to date 620,593

Trips Scheduled Current Month 108,730 Previous Month 105,268
Cumulative FY to date 620,593

Trips Completed Current Month 74,116 Previous Month 73,973
Cumulative FY to date 434,898

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 25,644 Previous Month 22,931
Cumulative FY to date 136,142

% Cancelled Current Month 23.6% Previous Month 21.8%
Cumulative FY to date 21.9%

No Shows Current Month 8,872 Previous Month 8,325 Cumulative
FY to date 49,252

% No Shows Current Month 8.2% Previous Month 7.9%
Cumulative FY to date 7.9%

Late > 30 Minutes Current Month 799 Previous Month 494
Cumulative FY to date 3,405

Missed Trips Current Month 98 Previous Month 39 Cumulative
FY to date 301

Trips > 60 min per zone Current Month 1,144 Previous Month 998
Cumulative FY to date 5,964
Transfers Completed Current Month 7,823 Previous Month 7,813
Cumulative FY to date 46,332
Accidents (at fault) Current Month 18 Previous Month 13
Cumulative FY to date 87
Accidents (not at fault) Current Month 75 Previous Month 66
Cumulative FY to date 385
Incidents Current Month 97 Previous Month 53 Cumulative
FY to date 434
Same Day Requested Current Month 20,955 Previous Month
18,745 Cumulative FY to date 110,683
Same Day Completed Current Month 12,343 Previous Month
10,257 Cumulative FY to date 60,373
% Same Day Completed Current Month 58.9% Previous Month
54.7% Cumulative FY to date 54.5%
Same Day Not Completed Current Month 8,612 Previous Month
8,488 Cumulative FY to date 50,310
% Same Day Not Completed Current Month 41.1% Previous Month
45.3% Cumulative FY to date 45.5%

Vendor Veterans, Drivers 335*, Site Supervisors 19, Road
Supervisors 12, Operations Supervisors 9
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - December 2010

of Complaints: 90

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 4

2. Condition of Vehicle 1

Letter of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.
4. Promptness of Pickup or Dropoff 27
Letters of explanation/apology sent.
5. Scheduling Problem 5
Letters of explanation/apology sent.
6. Dispatcher Problem 15
Letters of explanation/apology sent.
7. Problem with Reservationist 7
Letters of explanation/apology sent.
8. Problem with Telephone 5
Letters of explanation/apology sent.
9. Problem with Driver 25
Letters of explanation/apology sent.
4 Drivers retrained.
2 Drivers given verbal warnings.
10. Other 0
11. Compliments 15
5 Driver Compliments.
8 Dispatch Compliments.
2 General Compliments.