

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-11
Date: 05/25/2011

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.43 Previous Month 1.43
Cumulative FY to date 1.39
Trips Requested Current Month 110,767 Previous Month 119,367
Cumulative FY to date 1,055,420
Trips Scheduled Current Month 110,767 Previous Month 119,367
Cumulative FY to date 1,055,420
Trips Completed Current Month 78,410 Previous Month 85,319
Cumulative FY to date 733,683
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 23,949 Previous Month 24,923
Cumulative FY to date 237,069
% Cancelled Current Month 21.6% Previous Month 20.9%
Cumulative FY to date 22.5%
No Shows Current Month 8,334 Previous Month 9,064 Cumulative
FY to date 83,627
% No Shows Current Month 7.5% Previous Month 7.6%
Cumulative FY to date 7.9%
Late > 30 Minutes Current Month 756 Previous Month 628
Cumulative FY to date 9,629
Missed Trips Current Month 74 Previous Month 61 Cumulative
FY to date 1041

Trips > 60 min per zone Current Month 1,042 Previous Month 1014
Cumulative FY to date 10,594
Transfers Completed Current Month 8,345 Previous Month 8,750
Cumulative FY to date 76,948
Accidents (at fault) Current Month 12 Previous Month 19
Cumulative FY to date 152
Accidents (not at fault) Current Month 73 Previous Month 83
Cumulative FY to date 731
Incidents Current Month 68 Previous Month 89 Cumulative
FY to date 780
Same Day Requested Current Month 21,274 Previous Month
21,647 Cumulative FY to date 193,018
Same Day Completed Current Month 13,036 Previous Month
13,310 Cumulative FY to date 109,078
% Same Day Completed Current Month 61.3% Previous Month
61.5% Cumulative FY to date 56.5%
Same Day Not Completed Current Month 8,238 Previous Month
8,337 Cumulative FY to date 83,940
% Same Day Not Completed Current Month 38.7% Previous Month
38.5% Cumulative FY to date 43.5%

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

VTS

Complaint Summary - April 2011

of Complaints: 77

All complainants contacted with explanation and apology, as appropriate.

1. Difficulty in Getting a Ride 2

Letters of explanation/apology sent.

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 19
Letters of explanation/apology sent.
5. Scheduling Problem 8
Letters of explanation/apology sent.
6. Dispatcher Problem 4
Letters of explanation/apology sent.
7. Problem with Reservationist 1
Letter of explanation/apology sent.
8. Problem with Telephone 7
Letters of explanation/apology sent.
9. Problem with Driver 26
Letters of explanation/apology sent.
1 driver given written warning.
3 drivers given verbal warnings.
10. Other 8
Letters of explanation/apology sent.
11. Compliments 18
13 Driver Compliments.
5 Dispatch Compliments.

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