

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: May-11  
Date: 06/22/2011

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.41 Previous Month 1.43  
Cumulative FY to date 1.39  
Trips Requested Current Month 113,827 Previous Month 110,767  
Cumulative FY to date 1,169,247  
Trips Scheduled Current Month 113,827 Previous Month 110,767  
Cumulative FY to date 1,169,247  
Trips Completed Current Month 81,124 Previous Month 78,410  
Cumulative FY to date 814,807  
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 24,002 Previous Month 23,949  
Cumulative FY to date 261,071  
% Cancelled Current Month 21.1% Previous Month 21.6%  
Cumulative FY to date 22.3%  
No Shows Current Month 8,572 Previous Month 8,334 Cumulative  
FY to date 92,199  
% No Shows Current Month 7.5% Previous Month 7.5%  
Cumulative FY to date 7.9%  
Late > 30 Minutes Current Month 837 Previous Month 756  
Cumulative FY to date 10,466  
Missed Trips Current Month 129 Previous Month 74 Cumulative  
FY to date 1,170

Trips > 60 min per zone Current Month 1,119 Previous Month 1042  
Cumulative FY to date 11,713  
Transfers Completed Current Month 8,447 Previous Month 8,345  
Cumulative FY to date 85,395  
Accidents (at fault) Current Month 17 Previous Month 12  
Cumulative FY to date 169  
Accidents (not at fault) Current Month 77 Previous Month 73  
Cumulative FY to date 808  
Incidents Current Month 96 Previous Month 68 Cumulative  
FY to date 876  
Same Day Requested Current Month 22,036 Previous Month  
21,274 Cumulative FY to date 215,054  
Same Day Completed Current Month 13,704 Previous Month  
13,036 Cumulative FY to date 122,782  
% Same Day Completed Current Month 62.2% Previous Month  
61.3% Cumulative FY to date 57.1%  
Same Day Not Completed Current Month 8,332 Previous Month  
8,238 Cumulative FY to date 92,272  
% Same Day Not Completed Current Month 37.8% Previous Month  
38.7% Cumulative FY to date 42.9%

Vendor Veterans, Drivers 347\*, Site Supervisors 19, Road  
Supervisors 12, Operations Supervisors 9  
\* 25 Additional Taxi-RIDE Drivers (FTE)

## VTS

Complaint Summary - May 2011

# of Complaints: 95

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 3

Letters of explanation/apology sent.

3. Comfort of Ride 0  
4. Promptness of Pickup or Dropoff 33  
Letters of explanation/apology sent.  
5. Scheduling Problem 3  
Letters of explanation/apology sent.  
6. Dispatcher Problem 4  
Letters of explanation/apology sent.  
7. Problem with Reservationist 0  
8. Problem with Telephone 11  
Letters of explanation/apology sent.  
9. Problem with Driver 32  
Letters of explanation/apology sent.  
4 verbal warnings.  
1 final warning.  
1 termination.  
10. Other 7  
Letters of explanation/apology sent.  
11. Compliments 21  
5 Dispatch Compliments.  
11 Driver Compliments.  
2 Reservationist Compliments.  
3 General Compliments.