

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 85,468 requests for the month of December with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 85,468 trips. 15,046 trips were cancelled. The cancellation rate for December is 17.60 percent. There were a total of 6,211 no shows and the no show rate for December is 7.27 percent. 13 trips were missed trips. JV completed a total of 64,198 trips and had 281 trips over 30 minutes. JV had a total of 51 complaints for the month of December.

Passengers served per hour 1.3 percent
Trips greater than 60 minutes per zone 1,143
Transfers completed 4,175

Accidents at fault 14
Accidents not at fault 17
Incidents 38
Same day requested 2,167
Same day completed 1,280
% of same day trips completed 59.07%
% of same day trips not completed 40.93%

Complaint type 1 / 9	Difficulty in getting a ride
Complaint type 2 / 0	Condition of vehicle
Complaint type 3 / 0	Comfort of ride
Complaint type 4/ 10	Promptness pick up/drop off explanation and apology sent.

Complaint type 5 / 9 Scheduling problem explanation and apology sent.
Complaint type 6 / 2 Dispatcher problem explanation and apology sent.

Complaint type 7 / 3 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9 / 11 Problem with a driver explanation and apology sent.

Complaint type 10/6 Other
Compliments (1)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 9 Managers, 3 Assistant Managers, 6 Safety Supervisors, 272 drivers with 0 drivers in training.

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-11
Date: 01/25/2012

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.38
Cumulative FY to date 1.39
Trips Requested Current Month 113,085 Previous Month 112,854
Cumulative FY to date 660,978

Trips Scheduled Current Month 113,085 Previous Month 112,854
Cumulative FY to date 660,978
Trips Completed Current Month 82,115 Previous Month 82,177
Cumulative FY to date 478,248
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 22,224 Previous Month 22,017
Cumulative FY to date 132,942
% Cancelled Current Month 19.7% Previous Month 19.5%
Cumulative FY to date 20.1%
No Shows Current Month 8,703 Previous Month 8,593 Cumulative
FY to date 49,477
% No Shows Current Month 7.7% Previous Month 7.6%
Cumulative FY to date 7.5%
Late > 30 Minutes Current Month 581 Previous Month 673
Cumulative FY to date 4,330
Missed Trips Current Month 43 Previous Month 67 Cumulative
FY to date 311
Trips > 60 min per zone Current Month 698 Previous Month 805
Cumulative FY to date 5,014
Transfers Completed Current Month 8,678 Previous Month 8,748
Cumulative FY to date 50,084
Accidents (at fault) Current Month 8 Previous Month 11 Cumulative
FY to date 72
Accidents (not at fault) Current Month 22 Previous Month 68
Cumulative FY to date 385
Incidents Current Month 49 Previous Month 60 Cumulative
FY to date 341
Same Day Requested Current Month 18,161 Previous Month
18,011 Cumulative FY to date 109,230
Same Day Completed Current Month 10,919 Previous Month
10,649 Cumulative FY to date 65,617

% Same Day Completed Current Month 60.1% Previous Month
59.1% Cumulative FY to date 60.1%
Same Day Not Completed Current Month 7,242 Previous Month
7,362 Cumulative FY to date 43,613
% Same Day Not Completed Current Month 39.9% Previous Month
40.9% Cumulative FY to date 39.9%

Vendor Veterans, Drivers 332*, Site Supervisors 22, Road
Supervisors 11, Operations Supervisors 8
* 25 Additional Taxi-RIDE Drivers (FTE)

VTs

Complaint Summary - December 2011
of Complaints: 58

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 15
Letters of explanation/apology sent.
5. Scheduling Problem 6
Letters of explanation/apology sent.
6. Dispatcher Problem 3
Letters of explanation/apology sent.
7. Problem with Reservationist 1
Letter of explanation/apology sent.
8. Problem with Telephone 1
Letter of explanation/apology sent.
9. Problem with Driver 27
Letters of explanation/apology sent.
2 drivers given verbal warnings.

<i>% Trips not available</i>	0%	0%		0%
<i># Cancellations</i>	17,782	17,672		102,448
<i>% Cancellations</i>	18.14%	18.15%		17.99%
<i># No shows</i>	7,745	7,717		45,184
<i>% No Shows</i>	7.90%	7.92%		7.92%
<i>#Pick-ups late greater 30 minutes</i>	975	1,235		6,868
<i># Missed trips</i>	59	55		432
<i># Trips greater than 60 minutes per zone</i>	1,218	1,114		6,640
<i># Transfers completed</i>	1,393	779		8,198
<i># Direct Transfers</i>	4,726	4,727		28,470
<i># Accidents (at fault)</i>	10	11		60
<i># Accidents (not at fault)</i>	22	22		192
<i>Incidents</i>	58	67		305
<i>Same Day Completed</i>	3,775	3,777		23,625
<i>Same Day Requests</i>	10,125	9,879		61,849
<i>Same Day Percent</i>	37.28%	38.23%		37.69%

