

RIDE Contractor: VETERANS TRANSPORTATION SERVICES

RIDE Service Area: Arlington, Bedford, Belmont, Boston, Brookline, Burlington, Cambridge, Concord, Lexington, Lincoln, Medford, Newton, Somerville, Waltham, Watertown, Weston, Winchester, and Woburn

Reporting Period: Feb-16
Date: 03/23/2016

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.44 Previous Month 1.47 Cumulative FY to date 1.44
Trips Requested Current Month 78,756 Previous Month 79,414 Cumulative FY to date 656,493
Trips Scheduled Current Month 78,756 Previous Month 79,414 Cumulative FY to date 656,493
Trips Completed Current Month 56,078 Previous Month 58,618 Cumulative FY to date 487,491
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 18,057 Previous Month 16,159 Cumulative FY to date 132,595
% Cancelled Current Month 22.9% Previous Month 20.3% Cumulative FY to date 20.2%
No Shows Current Month 4,528 Previous Month 4,555 Cumulative FY to date 35,500
% No Shows Current Month 5.7% Previous Month 5.7% Cumulative FY to date 5.4%

Late > 30 Minutes Current Month 1,005 Previous Month 922
Cumulative FY to date 10,705
Missed Trips Current Month 93 Previous Month 82
Cumulative FY to date 907
Trips > 60 min per zone Current Month 1079 Previous Month
1204 Cumulative FY to date 11,327
Transfers Completed Current Month 4,159 Previous Month
4,404 Cumulative FY to date 36,900
Accidents (at fault) Current Month 9 Previous Month 9
Cumulative FY to date 68
Accidents (not at fault) Current Month 44 Previous Month 41
Cumulative FY to date 292
Incidents Current Month 44 Previous Month 51
Cumulative FY to date 372
Same Day Requested Current Month 6,041 Previous Month
6,545 Cumulative FY to date 50,491
Same Day Completed Current Month 3,386 Previous Month
3,614 Cumulative FY to date 27,771
% Same Day Completed Current Month 56.1% Previous
Month 55.2% Cumulative FY to date 55.0%
Same Day Not Completed Current Month 2,655 Previous
Month 2,931 Cumulative FY to date 22,720
% Same Day Not Completed Current Month 43.9% Previous
Month 44.8% Cumulative FY to date 45.0%

Vendor Veterans, Drivers 294*, Site Supervisors 15, Road
Supervisors 9, Operations Supervisors 8

* 48 Are Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - February 2016

of Complaints: 129

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 2
Letters of explanation/apology sent.

4. Promptness of Pickup or Dropoff 34
Letters of explanation/apology sent.

5. Scheduling Problem 12
Letters of explanation/apology sent.

6. Dispatcher Problem 5
Letters of explanation/apology sent.

7. Problem with Reservationist 1
Letter of explanation/apology sent.

8. Problem with Telephone 11
Letters of explanation/apology sent.

9. Problem with Driver 30
Letters of explanation/apology sent.
11 drivers coached.
3 drivers given verbal warning.
1 driver given written warning.
1 driver suspended.

10. Problem with TREC process 0

11. Other 33
Letters of explanation/apology sent.

11. Compliments 39

12 Dispatch Compliments.
21 Driver Compliments.
6 Reservationist Compliments.

AACT REPORT

RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: February 2016

The North Service Area is served by Greater Lynn Senior Services, Inc. The service area is comprised of the City of Boston, its' suburbs and the communities of Beverly, Brookline, Cambridge Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Somerville, Stoneham, Swampscott, Topsfield, Wakefield, Wenham, Wilmington and Winthrop.

Greater Lynn Senior Services (GLSS) had 79,869 trip requests and 0 not availables. The not available rate for GLSS was 0.0 percent. GLSS scheduled 79,869. There were 18,106 trips cancelled, for a cancellation percentage of 22.7 percent. GLSS had 5,273 trips that were no shows for a percentage of 6.6. GLSS completed a total of 56,398 trips with 1,133 being late greater than 30 minutes. 92 trips were missed. A total of 967 trips were more than 60 minutes long. GLSS had 8,092 Same Day Requests of which 2,405 were accommodated with a 29.7 percentage. There were 14 at fault accidents, 139 not at fault accidents and 57 Incidents. GLSS completed 971 transfers with other vendors. GLSS completed 4,284 Direct Transfers.

GLSS received 64,152 total calls for the month of February. The average hold time was thirty four seconds. The longest hold time was twenty two minutes and ten seconds. The longest wait time to be answered was twenty seven minutes and two seconds. GLSS had 2,377 calls that were abandoned.

February 2016 Complaint/Compliment Summary
Total complaints received: 93 from 55 passengers

Type	# received
1 <u>Comfort of RIDE</u>	4
2 <u>Vehicle condition</u>	0
3 <u>Difficulty getting a ride</u>	2
4 <u>Problem with Dispatch</u>	10
5 <u>Other</u>	8
6 <u>Problem with a driver</u>	20
7 <u>Problem with telephone</u>	2
8 <u>Promptness of pick-up/drop off</u>	29
9 <u>Scheduling problem</u>	14
10 <u>Problem with reservationists</u>	4
11 <u>Problem with TREC</u>	0
<u>*Compliments</u>	12

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

Drivers		297
Road Operations Supervisor	10	
Site Supervisors	5	



The Southwest Service Area is served by National Express Transit – The Ride (NEXT). 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.

NEXT had 72,146 requests for the month of February 2016 with 0 non available. The non available rate for NEXT was 0.00 percent. NEXT scheduled 72,146 trips. 15,592 trips were cancelled. The cancellation rate for February is 21.60 percent. There were a total of 4,610 no shows and the no show rate for February is 6.38 percent. 108 trips were missed trips. NEXT completed a total of 51,836 trips and had 699 trips over 30 minutes late. NEXT had a total of 50 complaints and 14 compliments for the month of February.

Passengers served per hour 1.46

Trips greater than 60 minutes per zone 1,425

Transfers completed 3,399

Accidents at fault 2

Accidents not at fault 10

Incidents 83

Same day requested 1,584

Same day completed 1,051 Percentage of same day trips completed 66.35

Percentage of same day trips not completed 35.65

Total telephone calls: 56,435

Average hold times: 53 sec

Longest hold time: 15:35

Longest wait time to be answered: 0:01

Total abandoned calls: 4,162

Complaint type 1 /	4	Difficulty in getting a ride explanation and apology sent.
Complaint type 2 /	0	Condition of vehicle
Complaint type 3 /	0	Comfort of ride
Complaint type 4 /	15	Promptness pick up/drop off explanation and apology sent.
Complaint type 5 /	8	Scheduling problem explanation and apology sent.
Complaint type 6 /	3	Dispatcher problem explanation and apology sent.
Complaint type 7 /	0	Problem with a reservationist explanation and apology sent.
Complaint type 8 /	0	Problem with telephone
Complaint type 9 /	15	Problem with a driver explanation and apology sent.
Complaint type 10 /	5	Other explanation and apology sent.
Compliments	14	Thank you letter submitted

NEXT currently has 1 General Manager, 7 Managers, 1 Operations Manager, 6 Assistant Managers, 6 Safety Supervisors, 6 Site Supervisors, and 260 drivers.