

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-09
Date: 01/27/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.37 Previous Month 1.43
Cumulative FY to date 1.45
Trips Requested Current Month 93,676 Previous Month 89,342
Cumulative FY to date 543,958
Trips Scheduled Current Month 93,676 Previous Month 89,342
Cumulative FY to date 543,958
Trips Completed Current Month 64,756 Previous Month 64,218
Cumulative FY to date 393,600
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 21,181 Previous Month 17,926
Cumulative FY to date 107,829
% Cancelled Current Month 22.6% Previous Month 20.1%
Cumulative FY to date 19.8%
No Shows Current Month 7,692 Previous Month 7,166 Cumulative
FY to date 42,314
% No Shows Current Month 8.2% Previous Month 8.0%
Cumulative FY to date 7.8%
Late > 30 Minutes Current Month 579 Previous Month 436
Cumulative FY to date 2,965
Missed Trips Current Month 47 Previous Month 32 Cumulative
FY to date 215

Trips > 60 min per zone Current Month 788 Previous Month 709
Cumulative FY to date 4,550
Transfers Completed Current Month 6,577 Previous Month 6,909
Cumulative FY to date 41,626
Accidents (at fault) Current Month 15 Previous Month 10
Cumulative FY to date 61
Accidents (not at fault) Current Month 36 Previous Month 23
Cumulative FY to date 156
Incidents Current Month 65 Previous Month 37 Cumulative
FY to date 219
Same Day Requested Current Month 13,571 Previous Month
12,490 Cumulative FY to date 70,325
Same Day Completed Current Month 6,912 Previous Month 6,406
Cumulative FY to date 35,026
% Same Day Completed Current Month 50.9% Previous Month
51.3% Cumulative FY to date 49.8%
Same Day Not Completed Current Month 6,659 Previous Month
6,084 Cumulative FY to date 35,299
% Same Day Not Completed Current Month 49.1% Previous Month
48.7% Cumulative FY to date 50.2%

Vendor Veterans, Drivers 273*, Site Supervisors 15, Road
Supervisors 12, Operations Supervisors 9

* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - December 2009

of Complaints: 33

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 3

Letters of explanation/apology sent.

3. Comfort of Ride 1
Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 6
Letters of explanation/apology sent.

5. Scheduling Problem 0

6. Dispatcher Problem 2
Letters of explanation/apology sent.

7. Problem with Reservationist 0

8. Problem with Telephone 1
Letter of explanation/apology sent.

9. Problem with Driver 19
Letters of explanation/apology sent.
3 Drivers given warnings.
2 Drivers attended retraining.
1 Driver suspended.

10. Other 0

11. Compliments 3
2 General Compliments.
1 Driver Compliment.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: Dec 2009

Date: January 18,2010

REQUIRED INFORMATION

	Current Month (12/09)	Previous Month(11/09)	Cum FY to date
# Passengers served per hour	1.53%	1.54%	1.53%
# RIDEs requested	78,167	72,910	449,174
# RIDEs scheduled	78,167	72,910	449,174
# RIDEs completed	55,201	52,864	328,359
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	17,683	15,317	91,756
% Cancellations	22.62%	21.00%	21.81%
# No shows	5,241	4,706	28,848
% No Shows	6.70%	6.45%	6.58%
# Pick-ups late greater 30 minutes	757	498	4,000
# Missed trips	42	23	211
# Trips greater than 60 minutes per zone	862	743	4,586
# Transfers completed	1,254	1,305	7,526

# Direct Transfers	3,716	3,548		21,878
# Accidents (at fault)	10	12		57
# Accidents (not at fault)	11	9		67
Incidents	23	15		132
Same Day Completed	2,989	2,760		16,688
Same Day Requests	8,847	8,198		49,299
Same Day Percent	33.78%	33.67%		33.67%

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 69,933 requests for the month of December with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 69,933 trips. 14,036 trips were cancelled. The cancellation rate for December is 20.07 percent. There were a total of 4,805 no shows and the no show rate for December is 6.87 percent. 12 trips were missed. JV completed a total of 49,055 trips and had 250 trips over 30 minutes. JV had a total of 37 complaints for the month of December.

Passengers served per hour 1.4 percent
Trips greater than 60 minutes per zone 969
Transfers completed 3,229

Accidents at fault 3
Accidents not at fault 28
Incidents 15
Same day requested 1717
Same day completed 1086
% of same day trips completed 63.25%
% of same day trips not completed 36.75%

Complaint type 1/ 5	Difficulty in getting a ride
Complaint type 2/ 0	Condition of vehicle
Complaint type 3/ 0	Comfort of ride
Complaint type 4/ 7	Promptness pick up/drop off explanation and apology sent.
Complaint type 5/ 8	Scheduling problem explanation and apology sent.
Complaint type 6/ 4	Dispatcher problem explanation and apology sent.
Complaint type 7/ 0	Problem with a reservationists apology sent
Complaint type 8/ 0	Problem with the telephone
Complaint type 9/13	Problem with a driver explanation and apology sent.
Complaint type 10/0	Other
Compliments (0)	

The Joint Venture has 1 General Manager, 4 Site Supervisors, 9 Managers, 3 Assistant Managers, 6 Safety Supervisors, 232 drivers with 0 drivers in training.