

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 73,977 requests for the month of June with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 73,977 trips. 12,005 trips were cancelled. The cancellation rate for June is 16.23 percent. There were a total of 5,324 No shows and the no show rate for June is 7.20 percent. 33trips were missed. JV completed a total of 56,615 trips and had 242 trips over 30 minutes. JV had a total of 54 complaints for the month of June.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 960
Transfers completed 3,974

Accidents at fault 2
Accidents not at fault 23
Incidents 17
Same day requested 1893
Same day completed 1129
% of same day trips completed 59.64%
% of same day trips not completed 40.36%

| | |
|----------------------|---|
| Complaint type 1/ 1 | Difficulty in getting a ride |
| Complaint type 2/ 0 | Condition of vehicle |
| Complaint type 3/ 1 | Comfort of ride |
| Complaint type 4/ 16 | Promptness pick up/drop off explanation and apology sent. |
| Complaint type 5/13 | Scheduling problem explanation and apology sent. |
| Complaint type 6/ 5 | Dispatcher problem explanation and apology sent. |
| Complaint type 7/ 1 | Problem with a reservationists apology sent |
| Complaint type 8/ 2 | Problem with the telephone |
| Complaint type 9/ 13 | Problem with a driver explanation and apology sent. |
| Complaint type 10/2 | other |
| Compliments | (5) |

The Joint Venture has 1 General Manager, 3 Site Supervisors, 9 Managers, 4 Assistant Managers, 6 Safety Supervisors, 239 drivers with 0 drivers in training.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: June 2010

Date: July 26,2010

REQUIRED INFORMATION

| | Current Month (06/10) | Previous Month(5/10) | Cum FY to date |
|---|----------------------------------|---------------------------------|---------------------------|
| # Passengers served per hour | 1.58% | 1.59% | 1.58% |
| # RIDEs requested | 81,387 | 79,466 | 923,605 |
| # RIDEs scheduled | 81,387 | 79,466 | 923,605 |
| # RIDEs completed | 60,532 | 59,209 | 671,092 |
| # Trips not available | 0 | 0 | 0 |
| % Trips not available | 0% | 0% | 0% |
| # Cancellations | 15,209 | 14,949 | 186,226 |
| % Cancellations | 18.69% | 18.81% | 19.14% |
| # No shows | 5,622 | 5,294 | 59,941 |
| % No Shows | 6.91% | 6.66% | 6.76% |
| # Pick-ups late greater 30 minutes | 465 | 505 | 6,876 |
| # Missed trips | 24 | 14 | 346 |
| # Trips greater than 60 minutes per zone | 880 | 885 | 9,340 |
| # Transfers completed | 1,366 | 1,394 | 15,446 |

| | | | | |
|----------------------------|---------------|---------------|--|----------------|
| # Direct Transfers | 4,185 | 3,798 | | 44,262 |
| # Accidents (at fault) | 11 | 13 | | 110 |
| # Accidents (not at fault) | 13 | 12 | | 150 |
| Incidents | 26 | 26 | | 257 |
| Same Day Completed | 3,586 | 3,691 | | 36,689 |
| Same Day Requests | 9,233 | 8,995 | | 102,504 |
| Same Day Percent | 38.84% | 41.03% | | 38.80% |

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: Jun-10
Date: 07/28/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.44 Previous Month 1.39
Cumulative FY to date 1.43
Trips Requested Current Month 103,421 Previous Month 99,718
Cumulative FY to date 1,121,179
Trips Scheduled Current Month 103,421 Previous Month 99,718
Cumulative FY to date 1,121,179
Trips Completed Current Month 74,892 Previous Month 70,657
Cumulative FY to date 805,150
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 20,848 Previous Month 21,214
Cumulative FY to date 229,743
% Cancelled Current Month 20.2% Previous Month 21.3%
Cumulative FY to date 20.5%
No Shows Current Month 7,668 Previous Month 7,822 Cumulative
FY to date 85,962
% No Shows Current Month 7.4% Previous Month 7.8%
Cumulative FY to date 7.7%
Late > 30 Minutes Current Month 210 Previous Month 373
Cumulative FY to date 4,679
Missed Trips Current Month 13 Previous Month 25 Cumulative
FY to date 324

Trips > 60 min per zone Current Month 985 Previous Month 1,006
Cumulative FY to date 9,709
Transfers Completed Current Month 7,719 Previous Month 7,181
Cumulative FY to date 83,277
Accidents (at fault) Current Month 12 Previous Month 26
Cumulative FY to date 142
Accidents (not at fault) Current Month 21 Previous Month 84
Cumulative FY to date 370
Incidents Current Month 54 Previous Month 86 Cumulative
FY to date 603
Same Day Requested Current Month 16,966 Previous Month
16,662 Cumulative FY to date 159,619
Same Day Completed Current Month 9,932 Previous Month 9,381
Cumulative FY to date 85,224
% Same Day Completed Current Month 58.5% Previous Month
56.3% Cumulative FY to date 53.4%
Same Day Not Completed Current Month 7,034 Previous Month
7,281 Cumulative FY to date 74,395
% Same Day Not Completed Current Month 41.5% Previous Month
43.7% Cumulative FY to date 46.6%

Vendor Veterans, Drivers 313*, Site Supervisors 18, Road
Supervisors 12, Operations Supervisors 9
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - June 2010

of Complaints: 80

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 0
4. Promptness of Pickup or Dropoff 19
Letters of explanation/apology sent.
5. Scheduling Problem 8
Letters of explanation/apology sent.
6. Dispatcher Problem 7
Letters of explanation/apology sent.
7. Problem with Reservationist 6
Letters of explanation/apology sent.
8. Problem with Telephone 4
Letters of explanation/apology sent.
9. Problem with Driver 30
Letters of explanation/apology sent.
1 Driver given written warning.
1 Driver suspended.
10. Other 3
Letters of explanation/apology sent.
11. Compliments 12
7 Driver Compliments.
2 Dispatch Compliments.
3 General Compliments.