

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: Aug-11
Date: 09/28/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.42 Previous Month 1.42
Cumulative FY to date 1.42
Trips Requested Current Month 107,741 Previous Month 105,150
Cumulative FY to date 212,891
Trips Scheduled Current Month 107,741 Previous Month 105,150
Cumulative FY to date 212,891
Trips Completed Current Month 77,302 Previous Month 74,480
Cumulative FY to date 151,782
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 22,178 Previous Month 23,206
Cumulative FY to date 45,384
% Cancelled Current Month 20.6% Previous Month 22.1%
Cumulative FY to date 21.3%
No Shows Current Month 8,204 Previous Month 7,427 Cumulative
FY to date 15,631
% No Shows Current Month 7.6% Previous Month 7.1%
Cumulative FY to date 7.3%
Late > 30 Minutes Current Month 715 Previous Month 533
Cumulative FY to date 1,248
Missed Trips Current Month 57 Previous Month 37 Cumulative
FY to date 94

Trips > 60 min per zone Current Month 946 Previous Month 634
Cumulative FY to date 1,580
Transfers Completed Current Month 7,979 Previous Month 7,840
Cumulative FY to date 15,819
Accidents (at fault) Current Month 20 Previous Month 7 Cumulative
FY to date 27
Accidents (not at fault) Current Month 82 Previous Month 84
Cumulative FY to date 166
Incidents Current Month 57 Previous Month 65 Cumulative
FY to date 122
Same Day Requested Current Month 18,381 Previous Month
18,943 Cumulative FY to date 37,324
Same Day Completed Current Month 10,772 Previous Month
11,393 Cumulative FY to date 22,165
% Same Day Completed Current Month 58.6% Previous Month
60.1% Cumulative FY to date 59.4%
Same Day Not Completed Current Month 7,609 Previous Month
7,550 Cumulative FY to date 15,159
% Same Day Not Completed Current Month 41.4% Previous Month
39.9% Cumulative FY to date 40.6%

Vendor Veterans, Drivers 342*, Site Supervisors 20, Road
Supervisors 12, Operations Supervisors 8
* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - August 2011

of Complaints: 85

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 2

Letters of explanation/apology sent.

3. Comfort of Ride 1

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 21

Letters of explanation/apology sent.

5. Scheduling Problem 9

Letters of explanation/apology sent.

6. Dispatcher Problem 15

Letters of explanation/apology sent.

7. Problem with Reservationist 3

Letters of explanation/apology sent.

8. Problem with Telephone 3

Letters of explanation/apology sent.

9. Problem with Driver 24

Letters of explanation/apology sent.

1 driver given verbal warning.

1 driver given written warning.

10. Other 5

Letters of explanation/apology sent.

11. Compliments 18

4 Dispatch Compliments.

10 Driver Compliments.

3 Reservationist Compliments.

1 General Compliment.