

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: Sep-11  
Date: 10/26/2011

## REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.38 Previous Month 1.42  
Cumulative FY to date 1.40  
Trips Requested Current Month 109,399 Previous Month 107,741  
Cumulative FY to date 322,290  
Trips Scheduled Current Month 109,399 Previous Month 107,741  
Cumulative FY to date 322,290  
Trips Completed Current Month 79,924 Previous Month 77,302  
Cumulative FY to date 231,706  
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 21,371 Previous Month 22,178  
Cumulative FY to date 66,755  
% Cancelled Current Month 19.5% Previous Month 20.6%  
Cumulative FY to date 20.7%  
No Shows Current Month 8,048 Previous Month 8,204 Cumulative  
FY to date 23,679  
% No Shows Current Month 7.4% Previous Month 7.6%  
Cumulative FY to date 7.3%  
Late > 30 Minutes Current Month 959 Previous Month 715  
Cumulative FY to date 2,207  
Missed Trips Current Month 56 Previous Month 57 Cumulative  
FY to date 150

Trips > 60 min per zone Current Month 949 Previous Month 946  
Cumulative FY to date 2,529  
Transfers Completed Current Month 8,271 Previous Month 7,979  
Cumulative FY to date 24,090  
Accidents (at fault) Current Month 12 Previous Month 20  
Cumulative FY to date 39  
Accidents (not at fault) Current Month 58 Previous Month 82  
Cumulative FY to date 224  
Incidents Current Month 48 Previous Month 57 Cumulative  
FY to date 170  
Same Day Requested Current Month 17,404 Previous Month  
18,381 Cumulative FY to date 54,728  
Same Day Completed Current Month 10,559 Previous Month  
10,772 Cumulative FY to date 32,724  
% Same Day Completed Current Month 60.7% Previous Month  
58.6% Cumulative FY to date 59.8%  
Same Day Not Completed Current Month 6,845 Previous Month  
7,609 Cumulative FY to date 22,004  
% Same Day Not Completed Current Month 39.3% Previous Month  
41.4% Cumulative FY to date 40.2%

Vendor Veterans, Drivers 349\*, Site Supervisors 19, Road  
Supervisors 11, Operations Supervisors 8  
\* 25 Additional Taxi-RIDE Drivers (FTE)

## VTS

Complaint Summary - September 2011

# of Complaints: 98

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 1

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 33

Letters of explanation/apology sent.

5. Scheduling Problem 8

Letters of explanation/apology sent.

6. Dispatcher Problem 13

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 28

Letters of explanation/apology sent.

1 driver given verbal warning.

1 driver given written warning.

10. Other 6

Letters of explanation/apology sent.

11. Compliments 17

6 Dispatch Compliments.

6 Driver Compliments.

4 Reservationist Compliments.

1 General Compliment.