

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: FEB 2010

Date: March 22,2010

REQUIRED INFORMATION

	Current Month (02/10)	Previous Month(1/10)	Cum FY to date
# Passengers served per hour	1.58%	1.53%	1.55%
# RIDEs requested	71,890	74,056	595,120
# RIDEs scheduled	71,890	74,056	595,120
# RIDEs completed	51,022	53,435	432,816
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	16,130	15,800	123,686
% Cancellations	22.44%	21.33%	22.00%
# No shows	4,716	4,810	38,374
% No Shows	6.56%	6.49%	6.54%
# Pick-ups late greater 30 minutes	472	368	4,840
# Missed trips	22	11	244
# Trips greater than 60 minutes per zone	667	605	5,858
# Transfers completed	1,198	1,118	9,842

# Direct Transfers	3,346	3,521		28,745
# Accidents (at fault)	9	6		72
# Accidents (not at fault)	15	17		99
Incidents	16	21		169
Same Day Completed	2,956	3,138		22,782
Same Day Requests	8,491	8,274		66,064
Same Day Percent	34.81%	37.92%		35.30%

MBTA DEPARTMENT OF SYSTEM-WIDE ACCESSIBILITY FIXED ROUTE REPORT – March 24, 2010

PATRICK-MURRAY ADMINISTRATION NOMINATES NEW GM

Governor Deval Patrick and MassDOT Secretary and CEO Jeffrey Mullan have appointed Richard A. Davey as MassDOT's new Rail and Transit Administrator, where he will oversee 15 Regional Transit Authorities (RTAs) and Mass DOT's freight and passenger rail program. The Governor and Secretary are also recommending that Davey serve as the new MBTA General Manager, pending approval by the MassDOT Board at a special Board meeting this week. Davey currently serves as MBCR General Manager.

AACT REQUEST FOR UP AND DOWN ESCALATORS

At the February 24th AACT meeting Chair Ben Haynes and other AACT Board and general members requested both an up and a down escalator in all MBTA renovation and new station construction projects. Currently, most MBTA stations with escalators have an up escalator only. While System-Wide Accessibility would fully support additional escalators wherever possible, they are not required by the ADA or the MBTA/BCIL Settlement Agreement.

We consulted with our Design & Construction Directorate regarding AACT's request as the adoption of AACT's request would be a major change in our current design practices. A fully installed escalator on average costs a little over \$1 million dollars. In some cases the building footprint would have to be enlarged to accommodate the additional escalator, and each additional escalator represents additional maintenance and operating expenses.

At this time, with the MBTA's current budget crisis it appears that the MBTA would not be able to add additional escalators to current projects. Also, going forward the MBTA must focus on State of Good repair projects to keep our system running, over projects such as an additional escalator that could enhance customer convenience but are not required.

BUS OPERATOR SAFETY RECORD IMPROVES FOR 2ND YEAR

For the second year in a row the safety record of MBTA Bus Operators has improved with both the total number of accidents and the number of preventable accidents going down. The MBTA's accident rate is equal to a car driver going six years between accidents, while operating 40 - 60-foot-long vehicles that pull in and out of stops constantly on congested streets, and taking care of customers. The ongoing improvements can be credited to a number of safety related initiatives including the Operator recertification program, new training equipment that enables the Operator to "experience" the driving environment without actually being on the road (i.e. a bus simulator), and a zero-tolerance policy on possession of cell phones and electronic devices.

SWA-BACK BAY CHARLIECARD OUTREACH PROGRAM

Staff from the Department of System-Wide Accessibility at Back Bay are visiting area Senior Centers and other facilities an average of twice per month to issue Senior, Transportation Access Pass (TAP) and Blind Access CharlieCards to eligible MBTA customers. Outreach events are scheduled through June: Quincy/April 13, Wellesley/April 27, Saugus/May 12, Milton/May 24, Cohasset/June 14, Newton/June 21. More information about the events is available at www.mbta.com, or by calling the MBTA Customer Support Services Center at 617-222-3200 voice; 617-222-5146 TTY.

MBTA BUS OPERATIONS RECERTIFICATION TRAINING

Bus Operations continues to hold monthly recertification training classes at the Charlestown Bus Garage for Operators and other Bus personnel. The training classes include modules and videos illustrating the MBTA's policies on assisting customers with disabilities, service animals, use of ramps and lifts, and other accessibility-related topics. The next class will be on April 13th. Please contact Laura Brelsford in the MBTA's System-Wide Accessibility Department at 617-222-1688 voice; 617-222-5045 TTY; lbrelsford@mbta.com, if you are interested in attending this or future classes.

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:Feb-10

Date:03/24/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.38 Cumulative FY to date 1.44
Trips Requested Current Month 86,625 Previous Month 88,675 Cumulative FY to date 719,258
Trips Scheduled Current Month 86,625 Previous Month 88,675 Cumulative FY to date 719,258
Trips Completed Current Month 60,589 Previous Month 62,121 Cumulative FY to date 516,310
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 19,594 Previous Month 19,575 Cumulative FY to date 146,998
% Cancelled Current Month 22.6% Previous Month 22.1% Cumulative FY to date 20.4%
No Shows Current Month 6,439 Previous Month 6,963 Cumulative FY to date 55,716

% No Shows Current Month 7.4% Previous Month 7.9%
Cumulative FY to date 7.7%
Late > 30 Minutes Current Month 198 Previous Month 228
Cumulative FY to date 3,391
Missed Trips Current Month 3 Previous Month 16
Cumulative FY to date 234
Trips > 60 min per zone Current Month 590 Previous Month
691 Cumulative FY to date 5,831
Transfers Completed Current Month 6,151 Previous Month
6,300 Cumulative FY to date 54,077
Accidents (at fault) Current Month 5 Previous Month 11
Cumulative FY to date 77
Accidents (not at fault) Current Month 36 Previous Month 19
Cumulative FY to date 211
Incidents Current Month 48 Previous Month 56 Cumulative
FY to date 323
Same Day Requested Current Month 12,851 Previous
Month 12,635 Cumulative FY to date 95,811
Same Day Completed Current Month 6,846 Previous Month
6,680 Cumulative FY to date 48,552
% Same Day Completed Current Month 53.3% Previous
Month 52.9% Cumulative FY to date 50.7%
Same Day Not Completed Current Month 6,005 Previous
Month 5,955 Cumulative FY to date 47,259
% Same Day Not Completed Current Month 46.7% Previous
Month 47.1% Cumulative FY to date 49.3%

Vendor Veterans, Drivers 302*, Site Supervisors 16, Road
Supervisors 9, Operations Supervisors 8

* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - February 2010

of Complaints: 34

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 0
4. Promptness of Pickup or Dropoff 5
Letters of explanation/apology sent.
5. Scheduling Problem 2
Letters of explanation/apology sent.
6. Dispatcher Problem 3
Letters of explanation/apology sent.
7. Problem with Reservationist 1
Letter of explanation/apology sent.
8. Problem with Telephone 0
9. Problem with Driver 18
Letters of explanation/apology sent.
4 Drivers counseled.
2 Drivers to be retrained.
1 Driver given warning.
10. Other 4
Letters of explanation/apology sent.
11. Compliments 8
5 Driver Compliments.
3 General Compliments.