

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 71,591 requests for the month of July with 0 non available. The non-available rate for JV was 0.00 percent. JV scheduled 71,591 trips. 12,795 trips were cancelled. The cancellation rate for July is 17.87 percent. There were a total of 4,985 no shows and the no show rate for July is 6.96 percent. 18 trips were missed trips. JV completed a total of 53,793 trips and had 188 trips over 30 minutes. JV had a total of 47 complaints for the month of July.

Passengers served per hour 1.5 percent
Trips greater than 60 minutes per zone 752
Transfers completed 3,737.

Accidents at fault 9
Accidents not at fault 36
Incidents 55
Same day requested 1835
Same day completed 1153
% of same day trips completed 62.83%
% of same day trips not completed 37.17%

Complaint type 1 / 3 Difficulty in getting a ride
Complaint type 2 / 0 Condition of vehicle
Complaint type 3 / 0 Comfort of ride
Complaint type 4 / 5 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 / 11 Scheduling problem explanation and apology sent.
Complaint type 6 / 2 Dispatcher problem explanation and apology sent.

Complaint type 7 / 7 Problem with a reservationist
Complaint type 8 / 1 Problem with the telephone
Complaint type 9 / 12 Problem with a driver explanation and apology sent.

Complaint type 10 / 6 Other
Compliments (7)

The Joint Venture currently has 1 General Manager, 3 Site Supervisors, 9 Managers 4 Assistant Managers 6 Safety Supervisors, 238 drivers with 0 drivers in training.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: July 2010

Date: Aug 13, 2010

REQUIRED INFORMATION

	Current Month (07/10)	Previous Month(6/10)	Cum FY to date
# Passengers served per hour	1.57%	1.58%	1.57%
# RIDEs requested	80,231	81,387	80,231
# RIDEs scheduled	80,231	81,387	80,231
# RIDEs completed	59,639	60,532	59,639
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	14,907	15,209	14,907
% Cancellations	18.58%	18.69%	18.58%
# No shows	5,664	5,622	5,664
% No Shows	7.06%	6.91%	7.06%
#Pick-ups late greater 30 minutes	395	465	395
# Missed trips	21	24	21
# Trips greater than 60 minutes per zone	793	880	793
# Transfers completed	1,401	1,366	1,401

# Direct Transfers	4,214	4,185	4,214
# Accidents (at fault)	10	11	10
# Accidents (not at fault)	41	13	41
Incidents	33	26	33
Same Day Completed	3,829	3,586	3,829
Same Day Requests	9,129	9,233	9,129
Same Day Percent	41.94%	38.84%	41.94%

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: Jul-10

Date: 08/25/2010

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.39 Previous Month 1.44

Cumulative FY to date 1.39

Trips Requested Current Month 98,125 Previous Month 103,421

Cumulative FY to date 98,125

Trips Scheduled Current Month 98,125 Previous Month 103,421

Cumulative FY to date 98,125

Trips Completed Current Month 70,289 Previous Month 74,892

Cumulative FY to date 70,289

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 20,348 Previous Month 20,848

Cumulative FY to date 20,348

% Cancelled Current Month 20.7% Previous Month 20.2%

Cumulative FY to date 20.7%

No Shows Current Month 7,477 Previous Month 7,668 Cumulative

FY to date 7,477

% No Shows Current Month 7.6% Previous Month 7.4%

Cumulative FY to date 7.6%

Late > 30 Minutes Current Month 237 Previous Month 210

Cumulative FY to date 237

Missed Trips Current Month 11 Previous Month 13 Cumulative

FY to date 11

Trips > 60 min per zone Current Month 765 Previous Month 985

Cumulative FY to date 765

Transfers Completed Current Month 7,394 Previous Month 7,719

Cumulative FY to date 7,394

Accidents (at fault) Current Month 7 Previous Month 12 Cumulative
FY to date 7

Accidents (not at fault) Current Month 22 Previous Month 21
Cumulative FY to date 22

Incidents Current Month 70 Previous Month 54 Cumulative
FY to date 70

Same Day Requested Current Month 16,531 Previous Month
16,966 Cumulative FY to date 16,531

Same Day Completed Current Month 9,316 Previous Month 9,932
Cumulative FY to date 9,316

% Same Day Completed Current Month 56.4% Previous Month
58.5% Cumulative FY to date 56.4%

Same Day Not Completed Current Month 7,215 Previous Month
7,034 Cumulative FY to date 7,215

% Same Day Not Completed Current Month 43.6% Previous Month
41.5% Cumulative FY to date 43.6%

Vendor Veterans, Drivers 309*, Site Supervisors 18, Road
Supervisors 12, Operations Supervisors 9

* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - July 2010

of Complaints: 63

All complainants contacted with explanation and apology, as
appropriate.

1. Difficulty in Getting a Ride 0

2. Condition of Vehicle 4

Letters of explanation/apology sent.

3. Comfort of Ride 2

Letters of explanation/apology sent.

4. Promptness of Pickup or Dropoff 14

Letters of explanation/apology sent.

5. Scheduling Problem 8

Letters of explanation/apology sent.

6. Dispatcher Problem 3

Letters of explanation/apology sent.

7. Problem with Reservationist 3

Letters of explanation/apology sent.

8. Problem with Telephone 0

9. Problem with Driver 29

Letters of explanation/apology sent.

1 Written warning given.

3 Drivers retrained.

10. Other 0

11. Compliments 8

4 Driver Compliments.

4 General Compliments.

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Cumulative FY to date 1.39

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Cumulative FY to date 98,125

Trips Scheduled Current Month 98,125 Previous Month 103,421
Cumulative FY to date 98,125

Trips Completed Current Month 70,289 Previous Month 74,892
Cumulative FY to date 70,289

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 20,348 Previous Month 20,848
Cumulative FY to date 20,348

% Cancelled Current Month 20.7% Previous Month 20.2%
Cumulative FY to date 20.7%

No Shows Current Month 7,477 Previous Month 7,668 Cumulative
FY to date 7,477

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Cumulative FY to date 7.6%

Late > 30 Minutes Current Month 237 Previous Month 210
Cumulative FY to date 237

Missed Trips Current Month 11 Previous Month 13 Cumulative
FY to date 11

Trips > 60 min per zone Current Month 765 Previous Month 985
Cumulative FY to date 765
Transfers Completed Current Month 7,394 Previous Month 7,719
Cumulative FY to date 7,394
Accidents (at fault) Current Month 7 Previous Month 12 Cumulative
FY to date 7
Accidents (not at fault) Current Month 22 Previous Month 21
Cumulative FY to date 22
Incidents Current Month 70 Previous Month 54 Cumulative
FY to date 70
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