

## RIDE CONTRACTOR: GLSS TRANSPORTATION

Reporting Period: August 2011

The North Service Area is served by Greater Lynn Senior Services, Inc. The service area is comprised of the City of Boston and the communities of Beverly, Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Topsfield, Wakefield, Wenham and Winthrop.

Greater Lynn Senior Services (GLSS) had 96,080 trip requests and 0 not availables. The not available rate for GLSS was 0.00 percent. GLSS scheduled 96,080. There were 16,840 trips cancelled, for a cancellation percentage of 17.53% percent. GLSS had 7,320 trips that were no shows for a percentage of 7.62%. GLSS had 48 trips that were missed trips. GLSS completed a total of 71,872 trips with 877 being late greater than 30 minutes. A total of 997trips were more than 60 minutes long. GLSS had a total of 55 complaints in August 2011 from 42 people. GLSS had 39,926 service hours and 518,797 revenue service miles for the month.

Passengers served per hour -	1.80%
Total RIDES requested -	96,080
RIDES Scheduled -	96,080
RIDES Completed -	71,872
Trips not available -	0
Not available rate -	0.00%
Requests cancelled -	16,840
Percent of requests cancelled –	17.53%
No shows-	7,320
Percent of no-shows -	7.62%
Pick-ups late greater than 30 minutes	877
Missed trips -	48
Same Day Requests	10,058
Same Day Completed	3,925
%Same Day Requests	39.02%
Vehicle to Vehicle transfers -	1,538
Accidents at fault-	18
Accidents not at fault-	39

**August 2011 Complaint Summary**  
**Total complaints received: 55**

<b>Type</b>	<b># received</b>
<b>1 Comfort of RIDE</b>	<b>1</b>
<b>2 Vehicle condition</b>	<b>1</b>
<b>3 Difficulty getting a ride</b>	<b>1</b>
<b>4 DISPATCH PROBLEM</b>	<b>4</b>
<b>5 OTHER</b>	<b>4</b>
<b>6 Problem with a driver</b>	<b>15</b>
<b>7 Problem with telephone</b>	<b>1</b>
<b>8 Promptness of pick-up/drop off</b>	<b>17</b>
<b>9 Scheduling problem</b>	<b>11</b>
<b>10 Problem with reservationists</b>	<b>0</b>
<b>Compliments</b>	<b>4</b>

**All complaints for the month have been investigated and responses sent to complainants.**

<b>Drivers</b>	<b>322.3</b>	<b>FTE</b>
<b>Operations Supervisor</b>	<b>12.0</b>	
<b>Road Supervisors</b>	<b>0</b>	
<b>Site Supervisors</b>	<b>0</b>	

**Next PAT Training is scheduled for: 10/5/2011**  
**Next CPR/FIRST AID Training is scheduled for: 10/6/2011**

