

MBTA VENDOR REPORTS JAN 2012

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:Jan-12

Date:02/22/2012

REQUIRED INFORMATION

Passengers Served/Hour Current Month 1.40 Previous Month 1.39 Cumulative to date 1.39	FY
Trips Requested Current Month 113,307 Previous Month 113,085 Cumulative date 774,285	FY to
Trips Scheduled Current Month 113,307 Previous Month 113,085 Cumulative date 774,285	FY to
Trips Completed Current Month 81,513 Previous Month 82,115 Cumulative date 559,761	FY to
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 date 0.0%	FY to
Trips Cancelled Current Month 22,880 Previous Month 22,224 Cumulative date 155,822	FY to
% Cancelled Current Month 20.2% Previous Month 19.7% Cumulative date 20.1%	FY to
No Shows Current Month 8,857 Previous Month 8,703 Cumulative 58,334	FY to date
% No Shows Current Month 7.8% Previous Month 7.7% Cumulative date 7.5%	FY to
Late > 30 Minutes Current Month 575 Previous Month 581 Cumulative 4,905	FY to date
Missed Trips Current Month 57 Previous Month 43 Cumulative	FY to date 368
Trips > 60 min per zone Current Month 704 Previous Month 698 Cumulative date 5,718	FY to
Transfers Completed Current Month 8,394 Previous Month 8,678 Cumulative date 58,478	FY to
Accidents (at fault) Current Month 11 Previous Month 8 Cumulative	FY to date 83
Accidents (not at fault) Current Month 69 Previous Month 22 Cumulative date 454	FY to
Incidents Current Month 71 Previous Month 49 Cumulative	FY to date 412
Same Day Requested Current Month 18,711 Previous Month 18,161 Cumulative to date 127,941	FY

Same Day Completed Current Month 10,680 Previous Month 10,919 Cumulative FY
to date 76,297

% Same Day Completed Current Month 57.1% Previous Month 60.1% Cumulative
FY to date 59.6%

Same Day Not Completed Current Month 8,031 Previous Month 7,242 Cumulative
FY to date 51,644

% Same Day Not Completed Current Month 42.9% Previous Month 39.9% Cumulative
FY to date 40.4%

Vendor Veterans, Drivers 337*, Site Supervisors 22, Road Supervisors 11, Operations
Supervisors 8

* 25 Additional Taxi-RIDE Drivers (FTE)

VTS

Complaint Summary - January 2012

of Complaints: 84

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 1

3. Comfort of Ride 0

Letter of explanation/apology sent.

4. Promptness of Pickup or Dropoff 23

Letters of explanation/apology sent.

5. Scheduling Problem 14

Letters of explanation/apology sent.

6. Dispatcher Problem 3

Letters of explanation/apology sent.

7. Problem with Reservationist 6

Letter of explanation/apology sent.

8. Problem with Telephone 4

Letter of explanation/apology sent.

9. Problem with Driver 28

Letters of explanation/apology sent.

2 drivers given verbal warnings.

1 driver given written warning.

1 driver given final written warning.

10. Other 4

Letters of explanation/apology sent.

11. Compliments 18

4 Dispatch Compliment.

6 Driver Compliments.

4 Reservationist Compliments.

4 General Compliments.

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 83,292 requests for the month of **January** with 0 non available. The non available rate for JV was 0.00 percent. JV scheduled 83,292 trips. 15,061 trips were cancelled. The cancellation rate for January is 18.08 percent. There were a total of 6,003 no shows and the no show rate for January is 7.21 percent. 18 trips were missed trips. JV completed a total of 62,210 trips and had 181 trips over 30 minutes. JV had a total of 87 complaints for the month of January.

Passengers served per hour 1.6 percent
Trips greater than 60 minutes per zone 1,108
Transfers completed 3,694

Accidents at fault 6
Accidents not at fault 10
Incidents 57
Same day requested 2,105
Same day completed 1,195
% of same day trips completed 56.77%
% of same day trips not completed 43.23%

Complaint type 1 /16 Difficulty in getting a ride
Complaint type 2 / 1 Condition of vehicle
Complaint type 3 / 1 Comfort of ride
Complaint type 4/ 18 Promptness pick up/drop off explanation and apology sent.
Complaint type 5 /13 Scheduling problem explanation and apology sent.
Complaint type 6 / 7 Dispatcher problem explanation and apology sent.

Complaint type 7 / 5 Problem with a reservationist
Complaint type 8 / 0 Problem with the telephone
Complaint type 9/ 21 Problem with a driver explanation and apology sent.

Complaint type 10/5 Other
Compliments (1)

The Joint Venture currently has 1 General Manager, 6 Site Supervisors, 7 Managers, 5 Assistant Managers, 6 Safety Supervisors, 271 drivers with 0 drivers in training.

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: JAN 2012

Date: February 15, 2012

REQUIRED INFORMATION

Cum FY	Current	Previous	
	Month (1/12)	Month(12/11)	to date
# Passengers served per hour	1.75%	1.76%	1.73%
# RIDEs requested	95,652	98,036	672,607
# RIDEs scheduled	95,652	98,036	672,607
# RIDEs completed	70,107	72,450	492,749
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	18,066	17,782	120,514
% Cancellations	18.88%	18.14%	18.43%
# No shows	7,455	7,745	52,639
% No Shows	7.80%	7.90%	7.87%
#Pick-ups late greater 30 minutes	548	975	7,416
# Missed trips	24	59	456

# Trips greater than 60 minutes per zone	880	1,218		7,520
# Transfers completed	1,328	1,393		9,526
# Direct Transfers	4,525	4,726		32,995
# Accidents (at fault)	8	10		68
# Accidents (not at fault)	14	22		206
Incidents	67	58		372
Same Day Completed	3,967	3,775		27,592
Same Day Requests	10,598	10,125		72,447
Same Day Percent	37.43%	37.28%		37.57%