

To: AACT

From: Paul Strobis Jr., Assistant Manager of Paratransit Contract Operations, Office for Transportation Access

Date: May 26, 2010

Subject: THE RIDE Report for the period beginning April 1, 2010 Through April 30, 2010.

There were a total of 290 persons registered in the North during the month for a total of 2653 FY'10 to date. There were a total of 244 persons registered in the Northwest during the month for a total of 2194 FY'10 to date. There were a total of 91 persons registered in the South during the month for a total of 977 FY'10 to date. There were a total of 65 persons registered in the Southwest during the month for a total of 755 FY'10 to date. There were a total of 302 persons registered in Boston during the month for a total of 2477 FY'10 to date. There were a total of 19 persons registered out of area during the month for a total of 198 FY'10 to date. There were a total of 1,011 persons registered during the month and 9,254 persons registered FY'10 to date.

Statistics for April 2010 (FY2010)

Veterans Transportation Services LLC (VTLLC) had 97,488 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 97,488 trips. There were 19,630 trips canceled, 7,042 trips that were no shows and 28 trips that were missed. VTLLC completed a total of 70,788 and had 382 trips late over 30 minutes during the month. VTLLC had a total of 46 complaints during the month. VTLLC had a total of 49,991.00 revenue hours and 551,460 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 79,716 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 79,716 trips. There were 15,508 trips canceled, 5,274 trips that were no shows and 40 trips that were missed. GLSS completed a total of 58,894 and had 631 trips late over 30 minutes during the month. GLSS had a total of 59 complaints during the month. GLSS had a total of 36,813.00 revenue hours and 445,481 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 72,375 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 72,375 trips. There were 12,278 trips canceled, 5,191 trips that were no shows and 11 trips that were missed. TTI completed a total of 54,895 and had a total of 210 trips late over 30 minutes during the month. TTI/YCN had a total of 30 complaints during the month. TTI/YCN had a total 34,807.00 revenue hours and 473,646 revenue miles during the month.

There were 1011 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak  
Janie Guion

## RIDE REPORT TO AACT COMMITTEE 5/26/10

<b>DATE:</b>	<b>ACTIVITIES:</b>
4/26, 5/10, 5/13, 5/24	Staff conducted road observations.
5/2	The MBTA provided logistical services during 'The Walk for Hunger'
5/4	Staff participated in meeting with digital storage companies
5/6	Staff participated in an internal MassDOT Roundtable Meeting
5/6, 5/11, 18, 26	Staff attended internal Anti-Discrimination and Harassment Prevention training
5/12	Staff participated in MBTA Advisory Board Meeting
5/12	Staff attended internal Diversity Awareness training
5/12, 26	Staff participated in MassDOT's internal Diversity celebration
5/17, 18	Staff attended AACT site visits to VTS and GLSS
5/18	Staff attended an Alzheimer's Seminar at Standish Village, Dorchester Lower Mills
5/19	Staff attended Ride Contractor business meeting with Deputy COO
5/20	Staff conducted a RIDE Safety Meeting at OTA with RIDE contractors
5/26	Staff participated in the production of a 2011 APTA Conference Video

### **Items of Note:**

6.0 % ridership growth in April in comparison to April last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to April last year and within 15 minutes we're a full percentage point better than last year. Complaints were down slightly despite the highest April ridership ever.

**SERVICE UPDATES:**

Ridership was **up 6.23 %** for the month of April 2010 compared to April 2009(from **173,757 to 184,577**), while still maintaining a **zero NA rate**.

FY10 April YTD Complaints **decreased by 6.0 %** (from 1,432 to 1,346).

FY10 April YTD Vehicular accidents **were up 27.0%** (from 685 to 870).

FY10 April YTD RIDE applications received totaled **8,243**. THE RIDE presently has **68,549** registered customers.