

**DATE:**

**ACTIVITIES:**

7/29/10	Staff participated in safety meeting at the Joint Venture Offices
8/3, 10, 17, 24	Staff attended the Chief Operating Officer's weekly staff meeting
8/5	Staff attended meeting with GLSS Management at 10 Park Plaza
8/12	Staff participated in internal OTA Staff Meeting
8/17	Staff attended meeting with the Executive Director of the Massachusetts Association of Regional Transit Authorities

**Items of Note:**

- 10.09 % ridership growth in July in comparison to July last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to July last year and within 15 minutes we're a full percentage point better than last year. Complaints were down slightly despite the highest July ridership ever.

**SERVICE UPDATES:**

Ridership was **up 10.09 %** for the month of July 2010 compared to July 2009(from **166,877 to 183,721**), while still maintaining a **zero NA rate**.

FY11 July YTD Complaints **decreased by 16.8 %** (from 185 to 154).

FY11 July YTD Vehicular accidents **were up 189.0%** (from 65 to 188).

FY11 July YTD RIDE applications received totaled **1,003**. THE RIDE presently has **69,886** registered customers.

9/17/2010