

To: AACT

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

Date: September 22, 2010

Subject: THE RIDE Report for the period beginning August 1, 2010 Through August 31, 2010.

There were a total of 567 persons registered in the North during the month for a total of 865 FY'11 to date. There were a total of 423 persons registered in the Northwest during the month for a total of 655 FY'11 to date. There were a total of 209 persons registered in the South during the month for a total of 316 FY'11 to date. There were a total of 157 persons registered in the Southwest during the month for a total of 230 FY'11 to date. There were a total of 464 persons registered in Boston during the month for a total of 723 FY'11 to date. There were a total of 36 persons registered out of area during the month for a total of 70 FY'11 to date. There were a total of 1856 persons registered during the month and 2859 persons registered FY'11 to date.

Statistics for August 2010 (FY2011)

Veterans Transportation Services LLC (VTLLC) had 99,630 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 99,630 trips. There were 21,772 trips canceled, 7,974 trips that were no shows and 39 trips that were missed. VTLLC completed a total of 69,845 and had 483 trips late over 30 minutes during the month. VTLLC had a total of 75 complaints during the month. VTLLC had a total of 50,172.00 revenue hours and 552,383 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 81,706 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 81,706 trips. There were 14,584 trips canceled, 5,744 trips that were no shows and 16 trips that were missed. GLSS completed a total of 61,362 and had 324 trips late over 30 minutes during the month. GLSS had a total of 40 complaints during the month. GLSS had a total of 39,647.00 revenue hours and 482,475 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 72,285 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 72,285 trips. There were 12,244 trips canceled, 5,371 trips that were no shows and 14 trips that were missed. TTI completed a total of 54,656 and had a total of 143 trips late over 30 minutes during the month. TTI/YCN had a total of 44 complaints during the month. TTI/YCN had a total 35,400.00 revenue hours and 468,909 revenue miles during the month.

There were 1856 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion