

## RIDE REPORT TO AACT COMMITTEE 4/27/10

### **DATE:**

### **ACTIVITIES:**

3/30/, 4/1, 4/2, 4/6,  
4/9/, 4/13, 4/14, 4/20,  
4/26/10

Staff conducted road observations.

3/29/10

Kudos to RIDE contractors for excellent service provided through a week of torrential rain storms.

3/30/, 3/31/10

Staff interviewed candidates for the Access Representative position.

4/12/10

Staff attended Stoneham Public Meeting on MBTA issues.

4/15/10

Staff invited to attend the Women's Transportation Seminar Luncheon which featured Gary Talbot, Assistant GM of System-wide Accessibility and Peggy Griffin, Regional Civil Rights Officer, FTA. They provided an informative session on Fixed Route Accessibility and ADA compliance reviews and policy, with an emphasis on ADA Complementary Paratransit Services.

4/22/10

Staff met with digital filing professionals to gauge automation of records and their access.

### **Items of Note:**

- 8.37 % ridership growth in March in comparison to March last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to March last year and within 15 minutes we're a full percentage point better than last year. Complaints were down slightly despite the highest March ridership ever and inclement weather.

### **SERVICE UPDATES:**

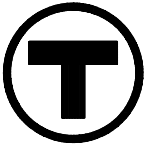
Ridership was **up 8.37 %** for the month of March 2010 compared to March 2009(from **173,857 to 188,404**), while still maintaining a **zero NA rate**.

FY10 March YTD Complaints **decreased by 8.1 %** (from 1,318 to 1,211).

5/24/2010

FY10 March YTD Vehicular accidents **were up 24.7%** (from 623 to 777).

FY10 March YTD RIDE applications received totaled **8,243**. THE RIDE presently has **68,167** registered customers.



# Massachusetts Bay Transportation Authority

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MassDOT  
Secretary & CEO

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MassDOT  
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Rail & Transit Administrator

## IMPORTANT MESSAGE TO OUR RIDE CUSTOMERS



**PHONE RESERVATION HOURS ARE NOW  
8:30 AM TO 5 PM 7 DAYS A WEEK  
INTERNET RESERVATIONS ARE UNCHANGED**

**North – Greater Lynn Senior Services, GLSS  
1-888-319-7433 (V) 1-800-621-0420 (TTY)**

**NorthWest – Veterans Transportation Services, VTS  
1-877-765-7433 (V) 1-888-553-8294 (TTY)**

**South – The Joint Venture TTI/YCN, JV  
1-888-920-7433 (V) 1-888-607-7757 (TTY)**

## **Boston residents only may use any Contractor**

### **THE RIDE Cities and Towns by Service Area**

**Boston** includes: Allston, Back Bay, Brighton, Charlestown, Chinatown, Dorchester, Downtown Boston, East Boston, Fenway, Hyde Park, Jamaica Plain, Mattapan, North End, Roslindale, Roxbury, South Boston, South End and West Roxbury

**North** includes: Beverly, Boston, Chelsea, Danvers, Everett, Lynn, Lynnfield, Malden, Marblehead, Melrose, Middleton, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Topsfield, Wakefield, Wenham and Winthrop

**NorthWest** includes: Arlington, Bedford, Belmont, Boston, Brookline, Burlington, Cambridge, Concord, Lexington, Lincoln, Medford, Newton, Somerville, Waltham, Watertown, Weston, Wilmington, Winchester and Woburn

**South** includes: Boston, Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Holbrook, Hull, Medfield, Milton, Needham, Norwood, Quincy, Randolph, Sharon, Walpole, Wellesley, Westwood and Weymouth

