

To: AACT

From: Frank Oglesby, Deputy Director of Paratransit Contract Operations,  
Office for Transportation Access

Date: September 28, 2011

Subject: THE RIDE Report for the period beginning August 1, 2011  
Through August 30, 2011.

There were a total of 274 persons registered in the North during the month for a total of 709 FY'12 to date. There were a total of 205 persons registered in the Northwest during the month for a total of 539 FY'12 to date. There were a total of 112 persons registered in the South during the month for a total of 308 FY'12 to date. There were a total of 68 persons registered in the Southwest during the month for a total of 187 FY'12 to date. There were a total of 216 persons registered in Boston during the month for a total of 574 FY'12 to date. There were a total of 28 persons registered out of area during the month for a total of 64 FY'12 to date. There were a total of 903 persons registered during the month and 2,381 persons registered FY'12 to date.

#### Statistics for August 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 107,741 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 107,741 trips. There were 22,178 trips canceled, 8,204 trips that were no shows and 57 trips that were missed. VTLLC completed a total of 77,302 and had 715 trips late over 30 minutes during the month. VTLLC had a total of 85 complaints during the month. VTLLC had a total of 54,605.00 revenue hours and 632,200 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 96,080 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 96,080 trips. There were 16,840 trips canceled, 7,320 trips that were no shows and 48 trips that were missed. GLSS completed a total of 71,872 and had 877 trips late over 30 minutes during the month. GLSS had a total of 55 complaints during the month. GLSS had a total of 39,926.00 revenue hours and 518,797 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 84,391 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 84,391 trips. There were 14,700 trips canceled, 6,238 trips that were no shows and 27 trips that were missed. TTI completed a total of 63,426 and had a total of 169 trips late over 30 minutes during the month. TTI/YCN had a total of 59 complaints during the month. TTI/YCN had a total 40,905.00 revenue hours and 525,606 revenue miles during the month.

There were 903 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak  
Janie Guion