

RIDE REPORT TO AACT COMMITTEE 7/27/11

**DATE:**

**ACTIVITIES:**

6/23	OTA staff participated in Diversity training for the State HRD.
6/30	OTA Staff and Operations Senior Management met with GM's Staff regarding RIDE procedures.
7/7	OTA Staff participated in a meeting with ITD and our RIDE software provider regarding software upgrade.
7/7	OTA management participated in a meeting with GM Davey and members of his staff at BCIL to discuss THE RIDE.
7/15	OTA Staff/vendor, Senior Operations Staff and Design/Construction Staff met to discuss transportation solutions during construction of Porter Sq.
7/25	OTA Staff were introduced to the new Director of Quality Assurance/ Quality Control –Ops by the Sr. Director of Vehicle Procurement.

**ITEMS of NOTE:**

- **13.06 %** ridership growth in June in comparison to June last year. This represents a rise in ridership of over 25,071 trips from the previous month.
- We wish to thank VTS and notably Jack Tuttle for the shuttle service they provided during the July 4<sup>th</sup> Esplanade event.

**SERVICE UPDATES:**

Ridership was **up 13.06 %** for the month of **June** 2011 compared to **June** 2010 (192,039 to **217,110**), while still maintaining a **zero NA rate**.

FY11 June YTD Complaints **increased by 45.9 %** (from 1635 to 2385).

FY11 June YTD Vehicular accidents **were up 75.3%** (from 1,146 to 2010).

FY11 June YTD RIDE applications received totaled **15,711**. THE RIDE presently has **79,577** registered customers.