

To: AACT

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

Date: DECEMBER , 2011 NO MEETING

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

There were a total of 443 persons registered in the North during the month for a total of 1892 FY'12 to date. There were a total of 305 persons registered in the Northwest during the month for a total of 1469 FY'12 to date. There were a total of 166 persons registered in the South during the month for a total of 779 FY'12 to date. There were a total of 114 persons registered in the Southwest during the month for a total of 509 FY'12 to date. There were a total of 388 persons registered in Boston during the month for a total of 1561 FY'12 to date. There were a total of 37 persons registered out of area during the month for a total of 171 FY'12 to date. There were a total of 1453 persons registered during the month and 6,381 persons registered FY'12 to date.

Statistics for November 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 112,854 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 112,854 trips. There were 22,017 trips canceled, 8,593 trips that were no shows and 67 trips that were missed. VTLLC completed a total of 82,177 and had 673 trips late over 30 minutes during the month. VTLLC had a total of 61 complaints during the month. VTLLC had a total of

59,528.00 revenue hours and 675,179 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 97,377 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 97,377 trips. There were 17,672 trips canceled, 7,717 trips that were no shows and 55 trips that were missed. GLSS completed a total of 71,938 and had 1235 trips late over 30 minutes during the month. GLSS had a total of 63 complaints during the month. GLSS had a total of 40,764.00 revenue hours and 518,603 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 84,807 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 84,807 trips. There were 14,337 trips canceled, 6,361 trips that were no shows and 8 trips that were missed. TTI completed a total of 64,101 and had a total of 206 trips late over 30 minutes during the month. TTI/YCN had a total of 49 complaints during the month. TTI/YCN had a total 40,912.00 revenue hours and 513,573 revenue miles during the month.

There were 1453 people registered for THE RIDE during the month.

END OF OTA REPORT.

To: AACT

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

Date: November 16, 2011

Subject: THE RIDE Report for the period beginning October 1, 2011
Through October 31, 2011.

There were a total of 316 persons registered in the North during the month for a total of 1449 FY'12 to date. There were a total of 279 persons registered in the Northwest during the month for a total of 1164 FY'12 to date. There were a total of 124 persons registered in the South during the month for a total of 613 FY'12 to date. There were a total of 89 persons registered in the Southwest during the month for a total of 395 FY'12 to date. There were a total of 277 persons registered in Boston during the month for a total of 1173 FY'12 to date. There were a total of 31 persons registered out of area during the month for a total of 134 FY'12 to date. There were a total of 1116 persons registered during the month and 4,928 persons registered FY'12 to date.

Statistics for October 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 112,749 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 112,749 trips. There were 21,946 trips canceled, 8,502 trips that were no shows and 51 trips that were missed. VTLLC completed a total of 82,250 and had 869 trips late over 30 minutes during the month. VTLLC had a total of 119 complaints during the month. VTLLC had a total of 60,295.00 revenue hours and 679,619 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 98,558 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 98,558 trips.

There were 17,409 trips canceled, 8,206 trips that were no shows and 145 trips that were missed. GLSS completed a total of 72,798 and had 1471 trips late over 30 minutes during the month. GLSS had a total of 37 complaints during the month. GLSS had a total of 41,293.00 revenue hours and 518,351 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 85,253 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 85,253 trips. There were 14,343 trips canceled, 6,086 trips that were no shows and 19 trips that were missed. TTI completed a total of 64,805 and had a total of 343 trips late over 30 minutes during the month. TTI/YCN had a total of 59 complaints during the month. TTI/YCN had a total 41,540.00 revenue hours and 524,051 revenue miles during the month.

There were 1116 people registered for THE RIDE during the month.

END OF OTA REPORTS.

Cc: Mike Hulak
Janie Guion

RIDE REPORT TO AACT COMMITTEE 11/16/11

DATE:

ACTIVITIES:

10/26	Staff met with ITD regarding digital scanning possibilities.
10/27	Staff attended Exec. Order 530 Meeting at Berkshire Regional Transit Authority in Pittsfield.
10/30	OTA Management performed On-call duty for the Operations Directorate for the weekend and implemented 'Snow Plan' for early storm
10/28, 11/3, 11/4, 11/9, 11/14	Staff attended Executive Order 530 Subgroup sessions
11/3	OTA staff conducted a 'mini' PAT training session for MBTA volunteers working the Exec Order 530 Commission Listening Session
11/3	Previous ridership level broken with 8612 trips
11/4	Staff held a transfer party for Ms. Winn, former Eligibility Coordinator.
11/7	Staff attended and assisted with Exec. Order 530 Commission Listening Session in Conf. rooms 1-3 at Ten Park Plaza.

11/9	For the 2 nd time w/in a month the ridership level was broken at 8765 trips
11/1, 11/8, 11/15	Staff attended THE RIDE In-Person Assessment Implementation Team meetings.
11/14	Staff attended Mktg/AFC mock up demonstration at Ten Park Plaza.

Items of Note:

- 11.49 % ridership growth in October in comparison to October last year. The RIDE broke 99.0% on time service within 30 minutes mark in comparison to October last year and within 15 minutes which is slightly **higher** than last year. Complaints were up despite the highest October ridership ever.

SERVICE UPDATES:

Ridership was **up 11.49 %** for the month of October 2011 compared to October 2011 (from **197,191 to 219,853**), while still maintaining a **zero NA rate**.

FY12 October YTD Complaints **increased by 22.4 %** (from 705 to 863).

FY12 October YTD Vehicular accidents **were down 3.0%**
(from 668 to 646).

FY12 October YTD RIDE applications received totaled
4,928. THE RIDE presently has **69,657** registered
customers.