

To: AACT

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

Date: August 25, 2010

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

There were a total of 298 persons registered in the North during the month for a total of 298 FY'11 to date. There were a total of 232 persons registered in the Northwest during the month for a total of 232 FY'11 to date. There were a total of 107 persons registered in the South during the month for a total of 107 FY'11 to date. There were a total of 73 persons registered in the Southwest during the month for a total of 73 FY'11 to date. There were a total of 259 persons registered in Boston during the month for a total of 259 FY'11 to date. There were a total of 34 persons registered out of area during the month for a total of 34 FY'11 to date. There were a total of 1003 persons registered during the month and 1003 persons registered FY'11 to date.

Statistics for July 2010 (FY2011)

Veterans Transportation Services LLC (VTLLC) had 98,125 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 98,125 trips. There were 20,348 trips canceled, 7,477 trips that were no shows and 11 trips that were missed. VTLLC completed a total of 70,289 and had 237 trips late over 30 minutes during the month. VTLLC had a total of 63 complaints during the month. VTLLC had a total of 50,420.00 revenue hours and 552,866 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 80,231 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 80,231 trips. There were 14,907 trips canceled, 5,664 trips that were no shows and 21 trips that were missed. GLSS completed a total of 59,639 and had 395 trips late over 30 minutes during the month. GLSS had a total of 46 complaints during the month. GLSS had a total of 37,902.00 revenue hours and 457,661 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 71,591 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 71,591 trips. There were 12,795 trips canceled, 4,985 trips that were no shows and 18 trips that were missed. TTI completed a total of 53,793 and had a total of 188 trips late over 30 minutes during the month. TTI/YCN had a total of 45 complaints during the month. TTI/YCN had a total 34,886.00 revenue hours and 459,253 revenue miles during the month.

There were 1003 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion