

RIDE REPORT TO AACT COMMITTEE 10/26/11

DATE:**ACTIVITIES:**

9/28	Staff met with AACT Executive Board.
10/3	OTA conducted a public workshop on In Person Functional Assessments at 10 Park Plaza.
10/4	Staff attended an informational meeting for In Person Functional Assessment with vendors.
10/4	MBTA senior management attended meeting at BCIL with RIDE Consultant to discuss In Person Assessment Process.
10/4	Staff attended Exec. Order 530 Meeting in Worcester
10/4, 10/11, 10/18	Staff attended The Ride In Person Assessment Implementation Team meetings.
10/14, 10/17, 10/24	Staff attended Executive Order 530 Working Subgroup sessions.
10/14, 10/25/	Staff attended call with StrataGen software vendor to discuss pending upgrade.

ITEMS of NOTE:

- **13.71 %** ridership growth in September in comparison to September last year. This represents a rise in ridership of over 3,203 trips from the previous month.

SERVICE UPDATES:

Ridership was **up 13.71 %** for the month of **September 2011** compared to **September 2010** (189,783 to **215,803**), while still maintaining a **zero NA rate**.

FY12 September YTD Complaints **increased by 27.0 %** (from 512 to 648).

FY12 September YTD Vehicular accidents **were up slightly** (from 502 to 504).

FY12 September YTD RIDE applications received totaled **3,821**.
THE RIDE presently has **69,214** registered customers.