

To: AACT
From: Frank Oglesby, Deputy Director of Paratransit Contract Operations,
Office for Transportation Access
Date: October 26, 2011
Subject: THE RIDE Report for the period beginning September 1, 2011
Through September 30, 2011.

There were a total of 424 persons registered in the North during the month for a total of 1133 FY'12 to date. There were a total of 346 persons registered in the Northwest during the month for a total of 885 FY'12 to date. There were a total of 181 persons registered in the South during the month for a total of 489 FY'12 to date. There were a total of 119 persons registered in the Southwest during the month for a total of 306 FY'12 to date. There were a total of 322 persons registered in Boston during the month for a total of 896 FY'12 to date. There were a total of 39 persons registered out of area during the month for a total of 103 FY'12 to date. There were a total of 1431 persons registered during the month and 3,812 persons registered FY'12 to date.

Statistics for September 2011 (FY2012)

Veterans Transportation Services LLC (VTLLC) had 109,399 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 109,399 trips. There were 21,371 trips canceled, 8,048 trips that were no shows and 56 trips that were missed. VTLLC completed a total of 79,924 and had 959 trips late over 30 minutes during the month. VTLLC had a total of 98 complaints during the month. VTLLC had a total of 58,094.00 revenue hours and 657,410 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 95,447 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 95,447 trips. There were 16,391 trips canceled, 7,491 trips that were no shows and 74 trips that were missed. GLSS completed a total of 71,491 and had 1513 trips late over 30 minutes during the month. GLSS had a total of 58 complaints during the month. GLSS had a total of 40,200.00 revenue hours and 514,106 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 85,189 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 85,189 trips. There were 14,339 trips canceled, 6,436 trips that were no shows and 26 trips that were missed. TTI completed a total of 64,388 and had a total of 377 trips late over 30 minutes during the month. TTI/YCN had a total of 67 complaints during the month. TTI/YCN had a total 41,178.00 revenue hours and 528,486 revenue miles during the month.

There were 1431 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion