

## RIDE REPORT TO AACT COMMITTEE 1/27/10

### **DATE:**

### **ACTIVITIES:**

- 12/11/09-1/27/10 Staff conducted multiple road observations within last 30+ days
- 1/5/10 Staff participated in MassDot Open House and met the Secretary & CEO Jeffery B. Mullan.
- 1/13/10 MBTA OTA Ride staff and VTS staff met with an advocate of Ride customer to discuss service issues

### **Items of Note:**

- 8.5 % ridership growth in December in comparison to December last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to December last year and within 15 minutes we're a full percentage point better than last year. Complaints were down despite the highest December ridership ever and inclement weather.
- On December 7, 2009, OTA adding onto the existing Customer Service Avaya system, installed a new call-center phone system. In the first 20 days of operation the system has automatically handled over 3100 calls, at an average call length of 1.5 minutes, that saved 90 man-hours and allows management to better utilize our resources.

### **SERVICE UPDATES:**

Ridership was **up 8.35 %** for the month of December compared to December 2008 (from **157,861 to 171,037**), while still maintaining a **zero NA rate**.

FY10 December YTD Complaints **decreased by 12.4 %** (from 947 to 830).

FY10 December YTD Vehicular accidents **were up 12.7%** (from 463 to 522).

FY10 December YTD RIDE applications received totaled **5868**. THE RIDE presently has **66,188** registered customers.

To: AACT

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

Date: January 27, 2010

Subject: THE RIDE Report for the period beginning December 1, 2009 Through December 31, 2009.

There were a total of 310 persons registered in the North during the month for a total of 1707 FY' 10 to date. There were a total of 283 persons registered in the Northwest during the month for a total of 1390 FY' 10 to date. There were a total of 117 persons registered in the South during the month for a total of 649 FY' 10 to date. There were a total of 88 persons registered in the Southwest during the month for a total of 479 FY' 10 to date. There were a total of 317 persons registered in Boston during the month for a total of 1503 FY' 10 to date. There were a total of 27 persons registered out of area during the month for a total of 140 FY' 10 to date. There were a total of 1142 persons registered during the month and 5,868 persons registered FY' 10 to date.

#### Statistics for December 2010 (FY2010)

Veterans Transportation Services LLC (VTLLC) had 93,676 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 93,676 trips. There were 21,181 trips canceled, 7,692 trips that were no shows and 47 trips that were missed. VTLLC completed a total of 64,756 and had 579 trips late over 30 minutes during the month. VTLLC had a total of 33 complaints during the month. VTLLC had a total of 47,342.00 revenue hours and 501,304 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 78,167 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 78,167 trips. There were 17,663 trips canceled, 5,241 trips that were no shows and 42 trips that were missed. GLSS completed a total of 55,201 and had 757 trips late over 30 minutes during the month. GLSS had a total of 35 complaints during the month. GLSS had a total of 35,958.00 revenue hours and 440,930 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 69,933 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 69,933 trips. There were 14,036 trips canceled, 4,805 trips that were no shows and 12 trips that were missed. TTI completed a total of 51,080 and had a total of 250 trips late over 30 minutes during the month. TTI/YCN had a total of 31 complaints during the month. TTI/YCN had a total 34,444.00 revenue hours and 424,454 revenue miles during the month.

There were to be determined applications reviewed during the month and 1142 people registered for THE RIDE during the month.

Note: Due to the reconfiguration of THE RIDE service area beginning July 1, 1999, some trips that were recorded as two trips in the past, are now recorded as one trip. i.e. prior to July 1, 1999 a trip from Boston to Quincy was recorded as two trips, after July 1, 1999, the same trip from Boston to Quincy is recorded as one trip as a result of the reconfigured service area.

END OF OTA REPORT.

Cc: Mike Hulak  
Janie Guion