

RIDE REPORT TO AACT COMMITTEE 7/28/10

DATE:

ACTIVITIES:

6/24, 7/7, 7/8,
7/15, 7/23

Staff participated in ADA 20th Anniversary event Transportation Planning meeting with the Office of the Secretary of Transportation Chief of Staff.

6/24

Staff participated in safety meeting at GLSS

6/30, 7/20

Staff participated in MBTA internal Diversity Training

6/30

Staff participated in internal MassDot Diversity Committee Meeting

7/1

Staff participated in internal MassDot Roundtable Meeting

7/7

Staff accepted invitation by VPG MV1 to attend display of accessible vehicle at Spaulding Rehab Ctr. Staff extended invitation to AACT Chair for same.

7/8

Staff conducted monthly OTA Staff Meeting

7/9, 7/16, 7/23

Staff attended the 20th Anniv ADA event planning Meeting at the New England ADA Center

7/12

Staff attended Director of Planning and

Schedules monthly Staff Meeting

- 7/14 Staff attended a meeting with MBTA General Manager on the 20th Anniv ADA event
- 7/19 Staff attended Kick-off Meeting of FTA on-site Compliance Review of the MBTA's complementary Paratransit Service THE RIDE program.
- 7/20 OTA conducted a transportation meeting with the three contractors to coordinate transportation for the ADA 20th Anniversary event.
- 7/23 Staff participated in ADA 20th Anniv Event MBTA Ambassador training
- 7/26 Staff participated in 20th ADA Anniversary event on Boston Common.
- 7/27 Staff participated in internal General Engineering Contract Consultant selection interviews for Operations
- 7/27 Staff participated in FTA exit Meeting for the FTA on-site Compliance Review of the MBTA's complementary Paratransit Service THE RIDE program.

Items of Note:

- 9.74 % ridership growth in June in comparison to June last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to June last year and within 15 minutes we're a full percentage point better than last year. Complaints were down slightly despite the highest June ridership ever.

SERVICE UPDATES:

Ridership was **up 9.74 %** for the month of June 2010 compared to June 2009(from **174,994 to 192,039**), while still maintaining a **zero NA rate**.

FY10 June YTD Complaints **decreased by 3.1 %** (from 1,687 to 1,635).

FY10 June YTD Vehicular accidents **were up 44.9%** (from 791 to 1,146).

FY10 June YTD RIDE applications received totaled **10,948**. THE RIDE presently has **69,235** registered customers.