

DATE:

ACTIVITIES:

10/13/2010

New Ride record for registered daily passenger trips of 7,726 breaking previous record breaking day of 7,507 trips provided.

10/22/10

Staff participated in **Disability Employment Awareness**, MassDOT 's Partners in Transportation, Diversity luncheon at 10PP. Our very own Carol Joyce-Harrington hosted the well attended event. There were recognition awards for staffs of both System Wide Accessibility and the Office for Transportation Access -THE RIDE program, as well as, an individual recognition award for Robert Rizzo. Robert's family was in attendance and accepted a plaque (and other items) on his behalf.

Items of Note:

- 9.98 % ridership growth in September in comparison to September last year. The RIDE broke 99% on time service within 30 minutes mark in comparison to September last year and within 15 minutes which is slightly better than last year. Complaints were up slightly despite the highest August ridership ever.

SERVICE UPDATES:

Ridership was **up 9.98 %** for the month of September 2010 compared to September 2009(from **172,563 to 189,783**), while still maintaining a **zero NA rate**.

11/18/2010

FY11 September YTD Complaints **increased by 13.3 %** (from 452 to 512).

FY11 September YTD Vehicular accidents **were up 124.0%** (from 224 to 502).

FY11 September YTD RIDE applications received totaled **4,107**.
THE RIDE presently has **72,324** registered customers.