

To: AACT

From: Frank Oglesby, Deputy Director of Paratransit Contract Operations,
Office for Transportation Access

Date: April 27, 2011

Subject: THE RIDE Report for the period beginning March 1, 2011
Through March 31, 2011.

There were a total of 355 persons registered in the North during the month for a total of 3274 FY'11 to date. There were a total of 308 persons registered in the Northwest during the month for a total of 2544 FY'11 to date. There were a total of 140 persons registered in the South during the month for a total of 1203 FY'11 to date. There were a total of 96 persons registered in the Southwest during the month for a total of 830 FY'11 to date. There were a total of 358 persons registered in Boston during the month for a total of 2891 FY'11 to date. There were a total of 19 persons registered out of area during the month for a total of 259 FY'11 to date. There were a total of 1276 persons registered during the month and 11001 persons registered FY'11 to date.

Statistics for March 2011 (FY2011)

Veterans Transportation Services LLC (VTLLC) had 119,367 trips requests and 0 not availables. The not available rate for VTLLC was .00% percent. VTLLC scheduled 119,367 trips. There were 24,923 trips canceled, 9,064 trips that were no shows and 61 trips that were missed. VTLLC completed a total of 85,319 and had 628 trips late over 30 minutes during the month. VTLLC had a total of 75 complaints during the month. VTLLC had a total of 59,652.00 revenue hours and 667,477 revenue miles during the month.

Greater Lynn Senior Services (GLSS) had 96,586 trips requests and 0 not availables. The not available rate for GLSS was 0.00% percent. GLSS scheduled 96,586 trips. There were 16,766 trips canceled, 6,876 trips that were no shows and 31 trips that were missed. GLSS completed a total of 72,913 and had 606 trips late over 30 minutes during the month. GLSS had a total of 85 complaints during the month. GLSS had a total of 42,700.00 revenue hours and 547,502 revenue miles during the month.

The Joint Venture of Thompson Transit, Inc., and YCN Transportation, Inc. (TTI/YCN) had 86,594 trips requests and 0 not availables. The not available rate for TTI/YCN was .00% percent. TTI/YCN scheduled 86,594 trips. There were 14,002 trips canceled, 5,985 trips that were no shows and 6 trips that were missed. TTI completed a total of 66,581 and had a total of 87 trips late over 30 minutes during the month. TTI/YCN had a total of 51 complaints during the month. TTI/YCN had a total 41,893.00 revenue hours and 544,238 revenue miles during the month.

There were 1276 people registered for THE RIDE during the month.

END OF OTA REPORT.

Cc: Mike Hulak
Janie Guion