

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: MAY 2011

Date: June 15,2011

REQUIRED INFORMATION

	Current Month (05/11)	Previous Month(4/11)		Cum FY to date
# Passengers served per hour	1.84%	1.73%		1.75%
# RIDEs requested	91,795	90,894		946,135
# RIDEs scheduled	91,795	90,894		946,135
# RIDEs completed	69,645	67,991		695,712
# Trips not available	0	0		0
% Trips not available	0%	0%		0%
# Cancellations	15,417	16,468		179,006
% Cancellations	16.79%	18.12%		17.77%
# No shows	6,675	6,408		70,925
% No Shows	7.27%	7.05%		7.30%
#Pick-ups late greater 30 minutes	1,283	716		9,104
# Missed trips	58	27		492
# Trips greater than 60 minutes per zone	1,036	788		9,773
# Transfers completed	1,423	1,526		15,881

# Direct Transfers	4,605	4,363		46,494
# Accidents (at fault)	11	5		120
# Accidents (not at fault)	21	13		271
Incidents	42	54		449
Same Day Completed	4,271	3,909		43,487
Same Day Requests	9,594	9,969		106,176
Same Day Percent	44.52%	39.21%		42.33%

