

**RIDE Contractor:** Greater Lynn Senior Service, Inc.

**Reporting Period:** MARCH 2011

**Date:** April 12,2011

**REQUIRED INFORMATION**

	<b>Current Month (03/11)</b>	<b>Previous Month(2/11)</b>		<b>Cum FY to date</b>
# Passengers served per hour	<b>1.71%</b>	<b>1.60%</b>		<b>1.62%</b>
# RIDEs requested	<b>96,586</b>	<b>82,196</b>		<b>763,446</b>
# RIDEs scheduled	<b>96,586</b>	<b>82,196</b>		<b>763,446</b>
# RIDEs completed	<b>72,913</b>	<b>58,046</b>		<b>558,076</b>
# Trips not available	<b>0</b>	<b>0</b>		<b>0</b>
% Trips not available	<b>0%</b>	<b>0%</b>		<b>0%</b>
# Cancellations	<b>16,766</b>	<b>17,298</b>		<b>147,121</b>
% Cancellations	<b>17.36%</b>	<b>21.04%</b>		<b>19.41%</b>
# No shows	<b>6,876</b>	<b>6,711</b>		<b>57,842</b>
% No Shows	<b>7.12%</b>	<b>8.16%</b>		<b>7.62%</b>
#Pick-ups late greater 30 minutes	<b>606</b>	<b>2,364</b>		<b>7,105</b>
# Missed trips	<b>31</b>	<b>141</b>		<b>407</b>
# Trips greater than 60 minutes per zone	<b>899</b>	<b>1,018</b>		<b>7,949</b>
# Transfers completed	<b>1,547</b>	<b>1,243</b>		<b>12,932</b>

# Direct Transfers	<b>4,634</b>	<b>3,621</b>		<b>37,526</b>
# Accidents (at fault)	<b>13</b>	<b>12</b>		<b>104</b>
# Accidents (not at fault)	<b>15</b>	<b>26</b>		<b>237</b>
Incidents	<b>43</b>	<b>42</b>		<b>352</b>
Same Day Completed	<b>4,403</b>	<b>3,396</b>		<b>35,307</b>
Same Day Requests	<b>10,241</b>	<b>9,173</b>		<b>86,613</b>
Same Day Percent	<b>42.99%</b>	<b>37.02%</b>		<b>41.07%</b>

