

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: APRIL 2011

Date: May 13, 2011

REQUIRED INFORMATION

	Current Month (04/11)	Previous Month(3/11)	Cum FY to date
# Passengers served per hour	1.73%	1.71%	1.67%
# RIDEs requested	90,894	96,586	854,340
# RIDEs scheduled	90,894	96,586	854,340
# RIDEs completed	67,991	72,913	626,067
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	16,468	16,766	163,589
% Cancellations	18.12%	17.36%	18.76%
# No shows	6,408	6,876	64,250
% No Shows	7.05%	7.12%	7.33%
#Pick-ups late greater 30 minutes	716	606	7,821
# Missed trips	27	31	434
# Trips greater than 60 minutes per zone	788	899	8,737
# Transfers completed	1,526	1,547	14,458

# Direct Transfers	4,363	4,634		41,889
# Accidents (at fault)	5	13		109
# Accidents (not at fault)	13	15		250
Incidents	54	43		407
Same Day Completed	3,909	4,403		39,216
Same Day Requests	9,969	10,241		96,582
Same Day Percent	39.21%	42.99%		40.14%

