

RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: January 2011

Date: Feb.11,2011

REQUIRED INFORMATION

	Current Month (01/11)	Previous Month(12/10)			Cum FY to date
# Passengers served per hour	1.47%	1.52%			1.49%
# RIDEs requested	83,390	89,019			584,664
# RIDEs scheduled	83,390	89,019			584,664
# RIDEs completed	55,912	63,319			427,117
# Trips not available	0	0			0
% Trips not available	0%	0%			0%
# Cancellations	20,309	18,467			113,057
% Cancellations	24.35%	20.74%			21.90%
# No shows	7,095	7,169			44,255
% No Shows	8.51%	8.05%			8.11%
#Pick-ups late greater 30 minutes	1,242	761			4,135
# Missed trips	74	64			235
# Trips greater than 60 minutes per zone	900	900			6,032
# Transfers completed	1,143	1,470			10,142

# Direct Transfers	4,718	4,276			29,271
# Accidents (at fault)	13	13			79
# Accidents (not at fault)	35	28			196
Incidents	45	48			267
Same Day Completed	4,390	4,208			27,508
Same Day Requests	10,381	10,625			67,199
Same Day Percent	42.29%	39.60%			41.30%

