

- RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: June 2011

Date: July 18, 2011

REQUIRED INFORMATION

	Current Month (06/11)	Previous Month(5/11)		Cum FY to date
# Passengers served per hour	1.83%	1.84%		1.79%
# RIDEs requested	94,723	91,795		1040,858
# RIDEs scheduled	94,723	91,795		1040,858
# RIDEs completed	71,011	69,645		766,723
# Trips not available	0	0		0
% Trips not available	0%	0%		0%
# Cancellations	16,747	15,417		195,753
% Cancellations	17.68%	16.79%		17.72%
# No shows	6,900	6,675		77,825
% No Shows	7.28%	7.27%		7.29%
#Pick-ups late greater 30 minutes	1,799	1,283		10,903
# Missed trips	65	58		557
# Trips greater than 60 minutes per zone	1,094	1,036		10,867
# Transfers completed	1,565	1,423		17,446

# Direct Transfers	4,563	4,605		51,057
# Accidents (at fault)	12	11		132
# Accidents (not at fault)	35	21		306
Incidents	56	42		505
Same Day Completed	4,137	4,271		47,624
Same Day Requests	10,418	9,594		116,594
Same Day Percent	39.71%	44.52%		41.02%