

- RIDE Contractor: Greater Lynn Senior Service, Inc.

Reporting Period: JULY 2011

Date: August 12, 2011

REQUIRED INFORMATION

	Current Month (07/11)	Previous Month(6/11)	Cum FY to date
# Passengers served per hour	1.79%	1.83%	1.79%
# RIDEs requested	91,467	94,723	91,467
# RIDEs scheduled	91,467	94,723	91,467
# RIDEs completed	68,357	71,011	68,357
# Trips not available	0	0	0
% Trips not available	0%	0%	0%
# Cancellations	16,354	16,747	16,354
% Cancellations	17.88%	17.68%	17.88%
# No shows	6,705	6,900	6,705
% No Shows	7.33%	7.28%	7.33%
#Pick-ups late greater 30 minutes	797	1,799	797
# Missed trips	51	65	51
# Trips greater than 60 minutes per zone	845	1,094	845
# Transfers completed	1,463	1,565	1,463

# Direct Transfers	4,595	4,563		4,595
# Accidents (at fault)	6	12		6
# Accidents (not at fault)	67	35		67
Incidents	51	56		51
Same Day Completed	4,286	4,137		4,286
Same Day Requests	10,917	10,418		10,917
Same Day Percent	39.26%	39.71%		39.26%

