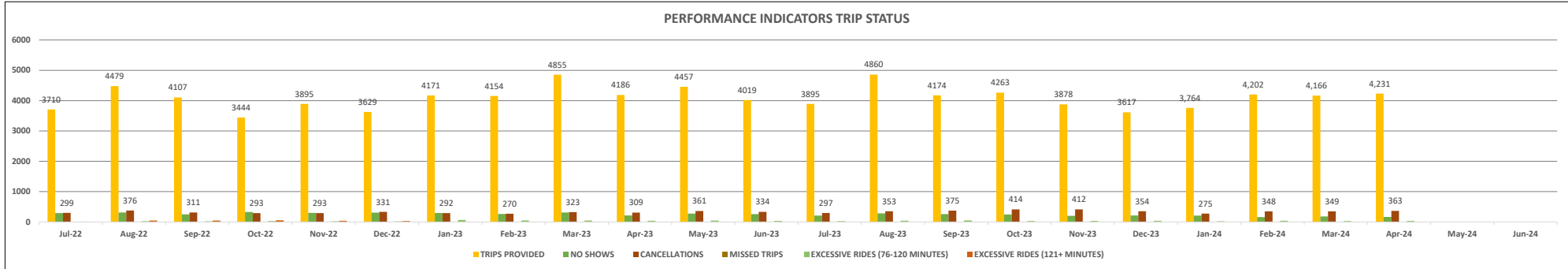


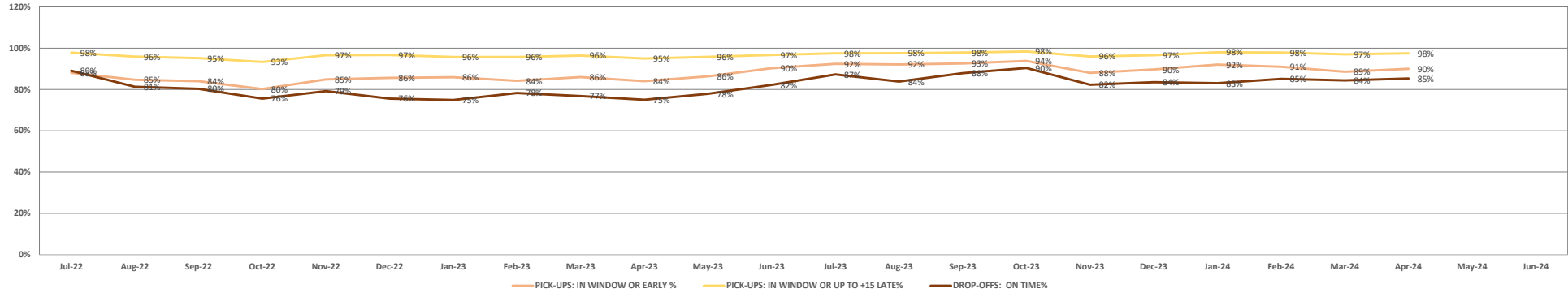
CITY OF JACKSON - JTRAN																										
CONSENT DECREE YEAR-TO-DATE SUMMARY																										
PERFORMANCE INDICATORS	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Trends	
SERVICE PROVIDED SUMMARY																										
TRIPS PROVIDED	3710	4479	4107	3444	3895	3629	4171	4154	4855	4186	4457	4019	3895	4860	4174	4263	3878	3617	3,764	4,202	4,166	4,231				
NO SHOWS	292	311	252	330	298	308	296	262	310	215	274	260	212	285	258	245	202	216	209	163	181	166				
CANCELLATIONS	299	376	311	293	293	331	292	270	323	309	361	334	297	353	375	414	412	354	275	348	349	363				
MISSED TRIPS																										
MISSED TRIPS	102	81	83	110	105	98	86	67	111	66	66	60	49	64	57	65	58	60	52	44	35					
MISSED TRIPS %	3%	2%	2%	3%	3%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%					
TRIP LENGTH																										
EXCESSIVE RIDES (76-120 MINUTES)	12	25	22	29	23	18	67	50	47	39	46	33	26	42	49	31	34	38	21	37	31	35				
EXCESSIVE RIDES (121+ MINUTES)	6	48	47	54	40	29	1	1	1	3	7	0	0	0	1	0	0	0	0	0	2	1				
EXCESSIVE TRIPS PROVIDED %	2%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
PICK-UPS																										
PICK-UPS: IN WINDOW OR EARLY %	88%	85%	84%	80%	85%	86%	86%	84%	86%	84%	86%	90%	92%	92%	93%	94%	88%	90%	92%	91%	89%	90%				
PICK-UPS: IN WINDOW OR UP TO +15 LATE%	98%	96%	95%	93%	97%	97%	96%	96%	96%	95%	96%	97%	98%	98%	98%	98%	96%	97%	98%	98%	97%	98%				
DROP-OFFS																										
DROP-OFFS: ON TIME%	89%	81%	80%	76%	79%	76%	75%	78%	77%	75%	78%	82%	87%	84%	88%	90%	82%	84%	83%	85%	84%	85%				
TRIP DENIALS																										
TRIP DENIAL	1	0	3	3	6	3	0	0	0	1	2	0	0	0	1	1	0	1	1	1	0					
TELEPHONE HOLD TIMES																										
AVERAGE HOLD TIME	-----	-----	-----	-----	-----	0:11	0:15	0:16	0:13	0:11	0:10	0:11	0:13	0:12	0:11	0:08	0:07	0:06	0:07	0:06	0:06	0:09				
HOLD TIME 3 MIN. OR LESS %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
HOLD TIME 5 MIN. OR LESS %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				

CITY OF JACKSON - JTRAN
 CONSENT DECREE YEAR-TO-DATE SUMMARY



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PERFORMANCE INDICATOR ON TIME PERFORMANCE



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 CONSENT DECREE YEAR-TO-DATE SUMMARY

