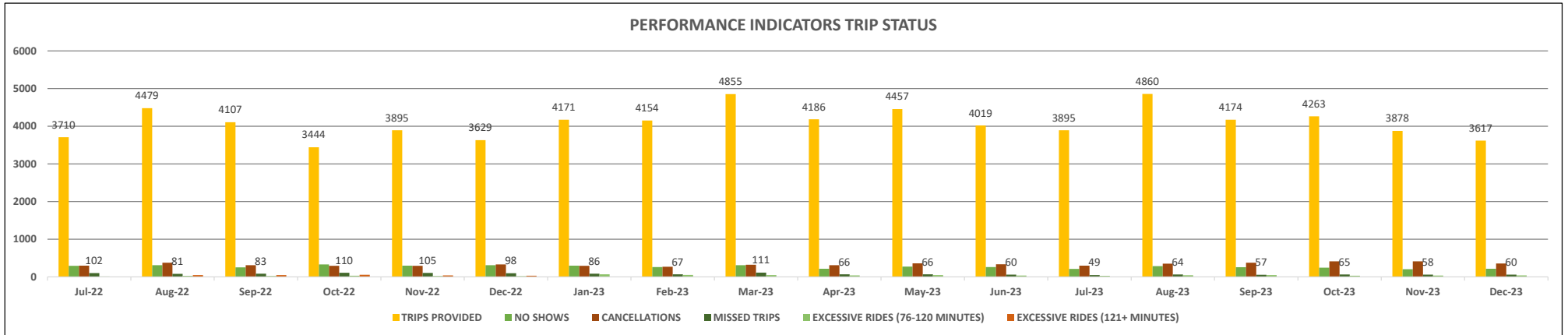


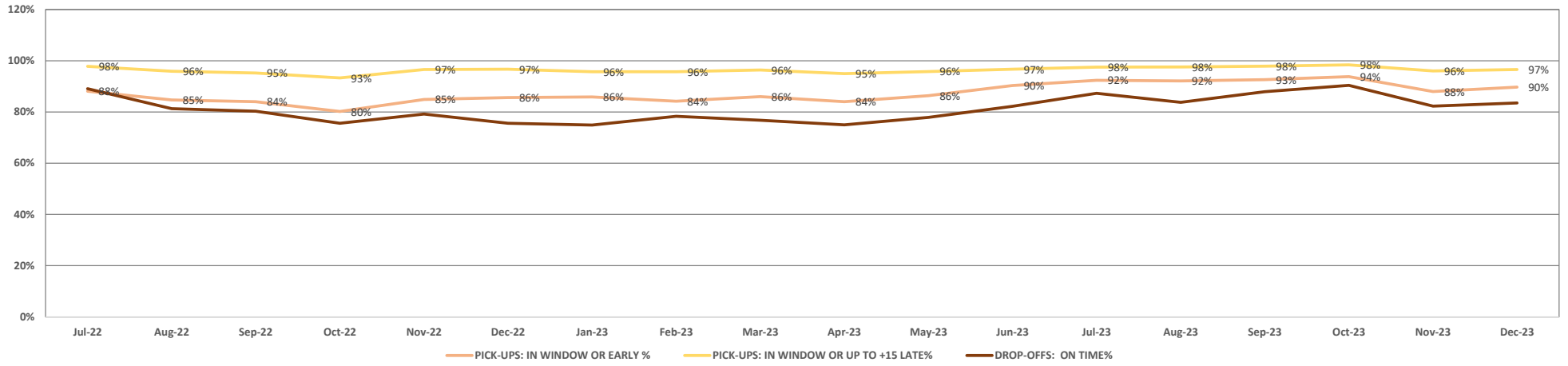
CITY OF JACKSON - JTRAN																			
CONSENT DECREE YEAR-TO-DATE SUMMARY																			
PERFORMANCE INDICATORS	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Trends
SERVICE PROVIDED SUMMARY																			
TRIPS PROVIDED	3710	4479	4107	3444	3895	3629	4171	4154	4855	4186	4457	4019	3895	4860	4174	4263	3878	3617	
NO SHOWS	292	311	252	330	298	308	296	262	310	215	274	260	212	285	258	245	202	216	
CANCELLATIONS	299	376	311	293	293	331	292	270	323	309	361	334	297	353	375	414	412	354	
MISSED TRIPS																			
MISSED TRIPS	102	81	83	110	105	98	86	67	111	66	66	60	49	64	57	65	58	60	
MISSED TRIPS %	3%	2%	2%	3%	3%	2%	2%	2%	2%	2%	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	
EXCESSIVE RIDES (121+ MINUTES)	6	48	47	54	40	29	1	1	1	3	7	0	0	0	1	0	0	0	
EXCESSIVE TRIPS PROVIDED %	2%	2%	2%	2%	2%	1%	2%	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%	
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%	
DROP-OFFS																			
DROP-OFFS: ON TIME%	89%	81%	80%	76%	79%	76%	75%	78%	77%	75%	78%	82%	87%	84%	88%	90%	82%	84%	
TRIP DENIALS																			
TRIP DENIAL	1	0	3	3	6	3	0	0	0	1	2	0	0	0	1	1	0	1	
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	
HOLD TIME 3 MIN. OR LESS %	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%	

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



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PERFORMANCE INDICATOR ON TIME PERFORMANCE



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