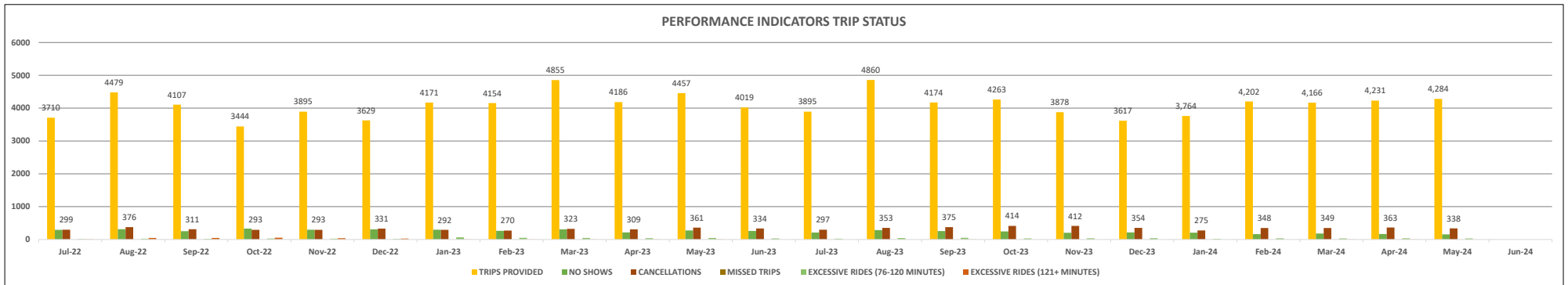


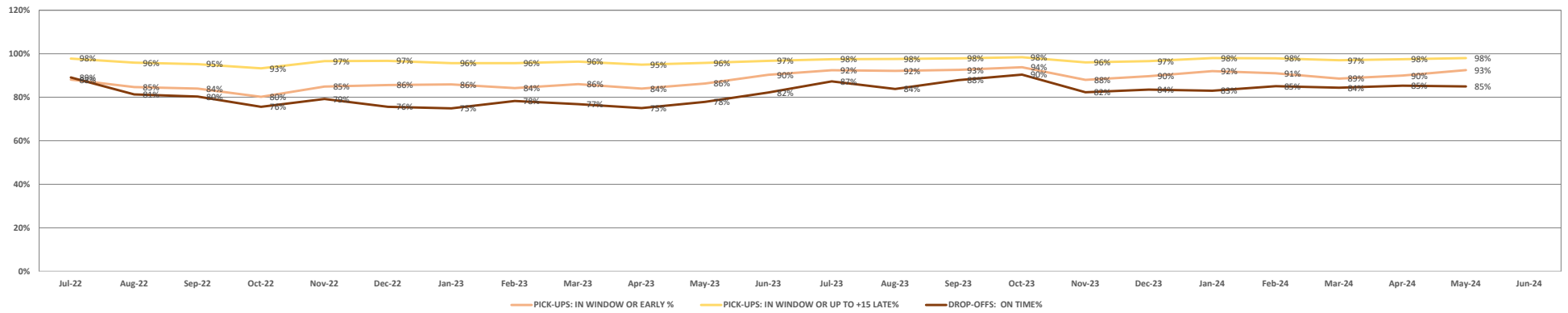
CITY OF JACKSON - JTRAN																									
CONSENT DECREE YEAR-TO-DATE SUMMARY																									
PERFORMANCE INDICATORS	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	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	4,284		
NO SHOWS	292	311	252	330	298	308	296	262	310	215	274	260	212	285	258	245	202	216	209	163	181	166	156		
CANCELLATIONS	299	376	311	293	293	331	292	270	323	309	361	334	297	353	375	414	412	354	275	348	349	363	338		
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	29	23		
MISSED TRIPS %	3%	2%	2%	3%	3%	2%	2%	2%	2%	2%	1%	1%	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	32		
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	0		
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%	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%	93%		
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%	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%	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	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	0:07		
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%	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%	100%		

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



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PERFORMANCE INDICATOR ON TIME PERFORMANCE



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

