

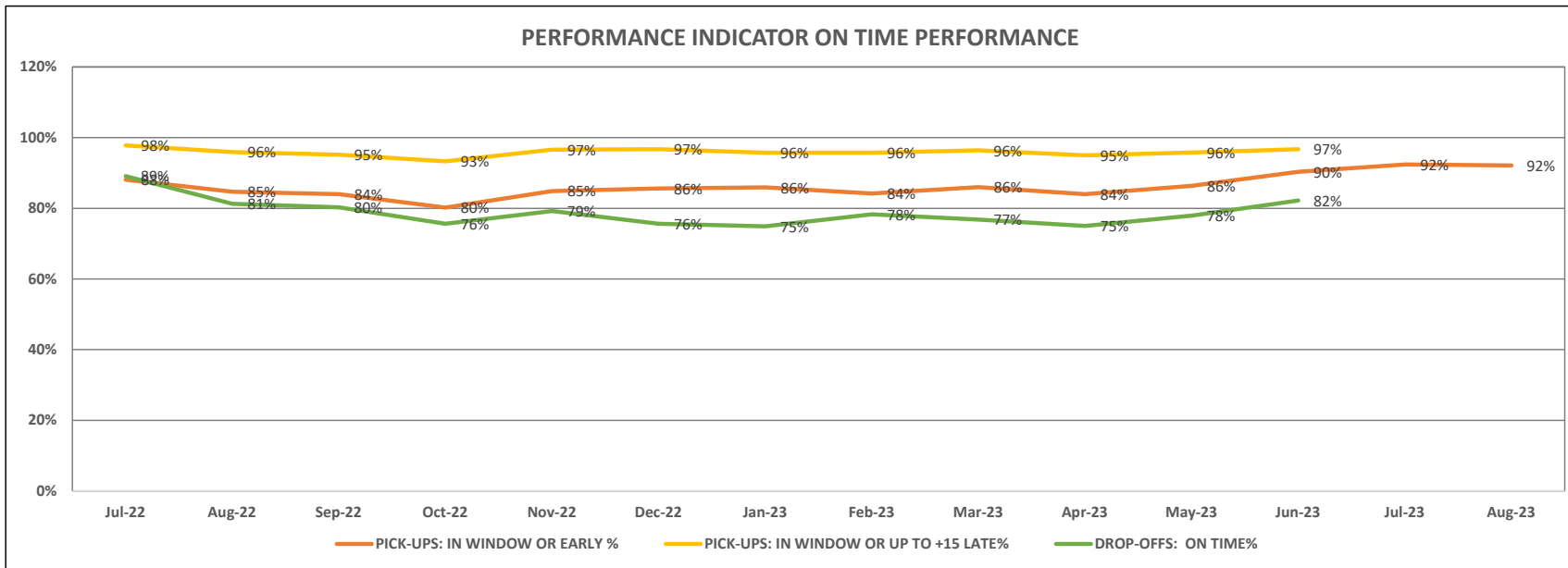
CITY OF JACKSON - JTRAN															
CONSENT DECREE YEAR-TO-DATE SUMMARY															
PERFORMANCE INDICATORS	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Trends
<b>SERVICE PROVIDED SUMMARY</b>															
TRIPS PROVIDED	3710	4479	4107	3444	3895	3629	4171	4154	4855	4186	4457	4019	3895	4860	
NO SHOWS	292	311	252	330	298	308	296	262	310	215	274	260	212	285	
CANCELLATIONS	299	376	311	293	293	331	292	270	323	309	361	334	297	353	
<b>MISSED TRIPS</b>															
MISSED TRIPS	102	81	83	110	105	98	86	67	111	66	66	60	49	64	
MISSED TRIPS %	3%	2%	2%	3%	3%	2%	2%	2%	2%	2%	1%	1%	1%	1%	
<b>TRIP LENGTH</b>															
EXCESSIVE RIDES (76-120 MINUTES)	12	25	22	29	23	18	67	50	47	39	46	33	26	42	
EXCESSIVE RIDES (121+ MINUTES)	6	48	47	54	40	29	1	1	1	3	7	0	0	0	
EXCESSIVE TRIPS PROVIDED %	2%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	
<b>PICK-UPS</b>															
PICK-UPS: IN WINDOW OR EARLY %	88%	85%	84%	80%	85%	86%	86%	84%	86%	84%	86%	90%	92%	92%	
PICK-UPS: IN WINDOW OR UP TO +15 LATE%	98%	96%	95%	93%	97%	97%	96%	96%	96%	95%	96%	97%	98%	98%	
<b>DROP-OFFS</b>															
DROP-OFFS: ON TIME%	89%	81%	80%	76%	79%	76%	75%	78%	77%	75%	78%	82%	87%	84%	
<b>TRIP DENIALS</b>															
TRIP DENIAL	1	0	3	3	6	3	0	0	0	1	2	0	0	0	
<b>TELEPHONE HOLD TIMES</b>															
AVERAGE HOLD TIME	-----	-----	-----	-----	-----	0:11	0:15	0:16	0:13	0:11	0:10	0:11	0:13	0:12	
HOLD TIME 3 MIN. OR LESS %	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%	

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

**PERFORMANCE INDICATORS TRIP STATUS**



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PERFORMANCE INDICATORS EXCESSIVE RIDE

