



## October Board Performance Report June 2024 – Aug 2024 Rolling Results

<b>Motorbus - Directly Operated (MB-DO): Local</b>						
Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	274821	288279	-5%	292438	281622	4%
July	256720	251257	2%	293240	285013	3%
August	257433	260524	-1%	292982	285882	3%

<b>Rapid Bus - Directly Operated (RB-DO): EMX</b>						
Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	218848	214,775	2%	230860	211151	9%
July	192937	190,383	1%	232413	212399	9%
August	189340	201,571	-6%	231394	214364	8%

<b>Demand Response - Purchased Transportation (DR-PT): RideSource</b>						
Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	10784	9056	19%	10289	7443	38%
July	11099	9230	20%	10445	7687	36%
August	11312	10238	10%	10534	7928	33%

<b>Demand Response - Purchased Transportation (DR-PT): Cottage Grove Connector</b>						
Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	1009	1235	-18%	1118	1094	2%
July	1154	1107	4%	1122	1104	2%
August	1165	1257	-7%	1115	1116	0%

<b>Demand Response - Purchased Transportation (DR-PT): Florence ADA</b>						
Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	50	69	-28%	85	64	33%
July	112	75	49%	89	62	44%
August	122	137	-11%	87	66	32%

<b>Motorbus - Purchased Transportation (MB-PT): Rhody Express</b>						
Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	718	666	8%	547	533	3%
July	1093	567	93%	591	540	9%
August	1168	685	71%	631	554	14%



**Motorbus - Purchased Transportation (MB-PT): Diamond Express**

Month	2024	2023 <sup>1</sup>	% Change	12 mo. Average	Prior Yr.	% Change
June	623	637	-2%	609	555	10%
July	667	533	25%	619	559	11%
August	719	625	15%	628	562	12%

**Vanpool - Purchased Transportation (VP-PT)**

Month	2024	2023	% Change	12 mo. Average	Prior Yr.	% Change
June	830	935	-11%	1053	824	28%
July	838	922	-9%	1046	838	25%
August	955	956	0%	1046	844	24%

**Operator Count**

Month	2024	2023	% Change
June	186	169	10%
July	184	171	8%
August	195	174	12%
12-mos Average	182	172	6%

**Operator Absenteeism Rate**

Month	2024	2023	% Change
June	21.91%	14.16%	55%
July	16.66%	12.13%	37%
August	20.63%	15.94%	30%
12-mos Average	19.04%	14.39%	27%

**Ordinance 36 Violations<sup>2</sup>**

Month	2024	2023	% Change
June	158	337	-53%
July	165	298	-45%
August	141	253	-44%
12-mos Average	214	224	-5%

**Maintenance Cost per Mile - Repairs**

Month	2024	2023	% Change
June	\$2.30	\$2.92	-21%

<sup>1</sup> Saturday service began March 2023

<sup>2</sup> As defined through [LTD Board Resolution No. 2009-008](#) informing Customer Conduct on Property



<b>July</b>	\$1.62	\$1.48	10%
<b>August</b>	\$2.28	\$3.08	-35%
<b>12-mos Average</b>	\$2.21	\$2.06	7%

<b>Maintenance Cost per Mile – Preventative Maintenance</b>			
<b>Month</b>	<b>2024</b>	<b>2023</b>	<b>% Change</b>
<b>June</b>	\$ .26	\$ .24	8%
<b>July</b>	\$ .41	\$ .25	64%
<b>August</b>	\$ .33	\$ .29	12%
<b>12-mos Average</b>	\$ .29	\$ .25	14%

<b>Customer Complaints</b>			
<b>Month</b>	<b>2024</b>	<b>2023</b>	<b>% Change</b>
<b>June</b>	88	103	-15%
<b>July</b>	63	80	-21%
<b>August</b>	82	81	1%
<b>12-mos Average</b>	87	87	0%

<b>Customer Compliments</b>			
<b>Month</b>	<b>2024</b>	<b>2023</b>	<b>% Change</b>
<b>June</b>	11	16	-31%
<b>July</b>	6	13	-54%
<b>August</b>	7	17	-143%
<b>12-mos Average</b>	12	14	-17%

<b>Customer Suggestions</b>			
<b>Month</b>	<b>2024</b>	<b>2023</b>	<b>% Change</b>
<b>June</b>	2	6	-67%
<b>July</b>	4	9	-56%
<b>August</b>	6	9	-50%
<b>12-mos Average</b>	7	9	-29%