



# Board Performance Report

## Ridership

### Motorbus - Directly Operated (MB-D0): Local

Month	2024	2023	Percent Change
July	256,720	251,257	2%
August	257,433	260,524	-1%
September	277,305	291,566	-5%

### Rapid Bus - Directly Operated (RB-D0): EmX

Month	2024	2023	Percent Change
July	192,937	190,383	1%
August	189,340	201,571	-6%
September	193,268	218,942	-12%

### Demand Response - Purchased Transportation (DR-PT): RideSource

Month	2024	2023	Percent Change
July	11,099	9,230	20%
August	11,312	10,238	10%
September	10,575	9,029	17%

### Demand Response - Purchased Transportation (DR-PT): Cottage Grove Connector

Month	2024	2023	Percent Change
July	1,154	1,107	4%
August	1,165	1,257	-7%
September	1,069	1,040	3%

### Demand Response - Purchased Transportation (DR-PT): Florence ADA

Month	2024	2023	Percent Change
July	112	75	49%
August	122	137	-11%
September	129	125	3%

### Motorbus - Purchased Transportation (MB-PT): Rhody Express

Month	2024	2023	Percent Change
July	1,093	567	93%
August	1,168	685	71%
September	1,077	571	89%



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

Month	2024	2023	Percent Change
July	667	533	25%
August	719	625	15%
September	689	547	26%

## Vanpool - Purchased Transportation (VP-PT)

Month	2024	2023	Percent Change
July	838	922	-9%
August	955	956	-0%
September	998	1,109	-10%

## Operator Count

Month	2024	2023	Percent Change
July	184	171	7%
August	195	174	12%
September	192	173	11%
<b>Average</b>	<b>191</b>	<b>173</b>	<b>10%</b>

## Operator Absenteeism Rate

Month	2024	2023	Percent Change
July	16.78%	12.12%	38%
August	20.63%	15.94%	29%
September	16.01%	16.51%	-3%
<b>Average</b>	<b>17.72%</b>	<b>14.90%</b>	<b>19%</b>

## Ordinance 36 Violations

Month	2024	2023	Percent Change
July	165	298	-45%
August	141	253	-44%
September	178	253	-30%



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## Maintenance Cost Per Mile - Repairs

Month	2024	2023	Percent Change
July	\$1.42	\$1.55	-9%
August	\$2.03	\$2.74	-26%
September	\$1.66	\$1.24	34%
<b>Average</b>	<b>\$1.70</b>	<b>\$1.85</b>	<b>-8%</b>

## Maintenance Cost Per Mile - Preventative Maintenance

Month	2024	2023	Percent Change
July	\$0.36	\$0.22	68%
August	\$0.30	\$0.26	15%
September	\$0.27	\$0.23	16%
<b>Average</b>	<b>\$0.31</b>	<b>\$0.24</b>	<b>32%</b>

## Customer Complaints

Month	2024	2023	Percent Change
July	63	80	-21%
August	82	81	1%
September	106	96	10%

## Customer Suggestions

Month	2024	2023	Percent Change
July	4	9	-56%
August	6	9	-33%
September	9	10	-10%

## Customer Compliments

Month	2024	2023	Percent Change
July	6	13	-54%
August	7	17	-59%
September	8	13	-38%