



Board Performance Report

October 2024

Fixed Route and EmX Ridership

Ridership

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Fixed Route Service	341,126	339,695	0.4%	291,913	288,281	1.3%
EmX Service	267,458	273,636	-2.3%	228,740	219,118	4.4%
Total	608,584	613,331	-0.8%	520,652	507,399	2.6%

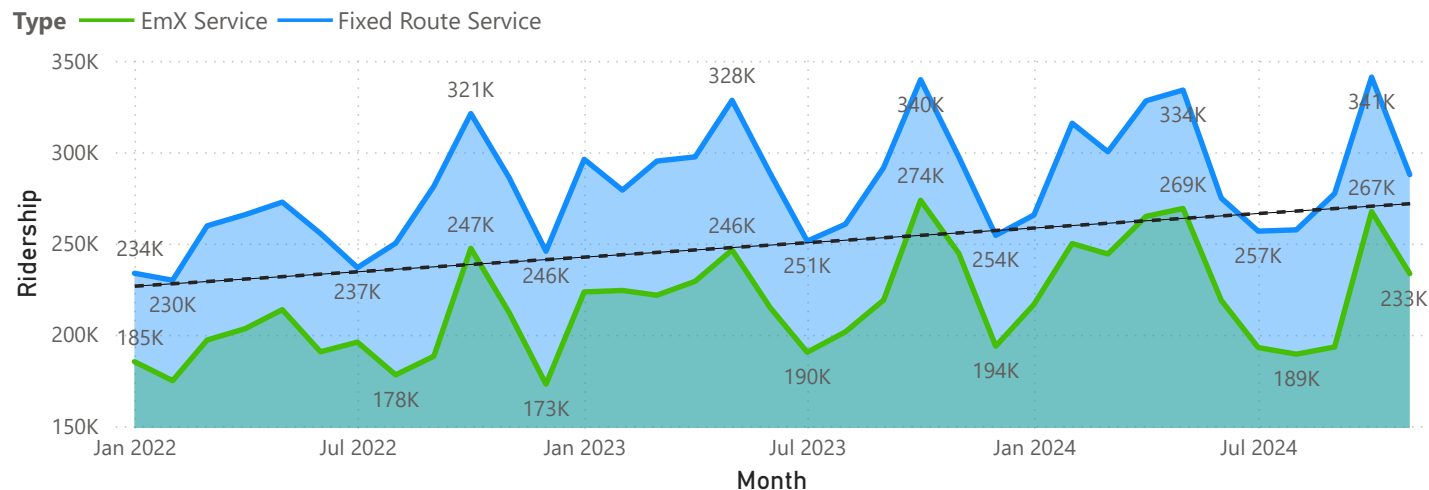
Revenue Hours

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	5,489	5,032	9.1%	58,490	59,248	-1.3%
Fixed Route Service	15,498	14,942	3.7%	168,367	172,602	-2.5%
Total	20,988	19,975	5.1%	226,858	231,850	-2.2%

Ridership per Revenue Hour

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	48.72	54.38	-10.4%	46.93	44.38	5.7%
Fixed Route Service	22.01	22.73	-3.2%	20.81	20.04	3.8%
Total	29.00	30.71	-5.6%	27.54	26.26	4.9%

Ridership Trend





Board Performance Report

October 2024

Mobility Services

Ridership

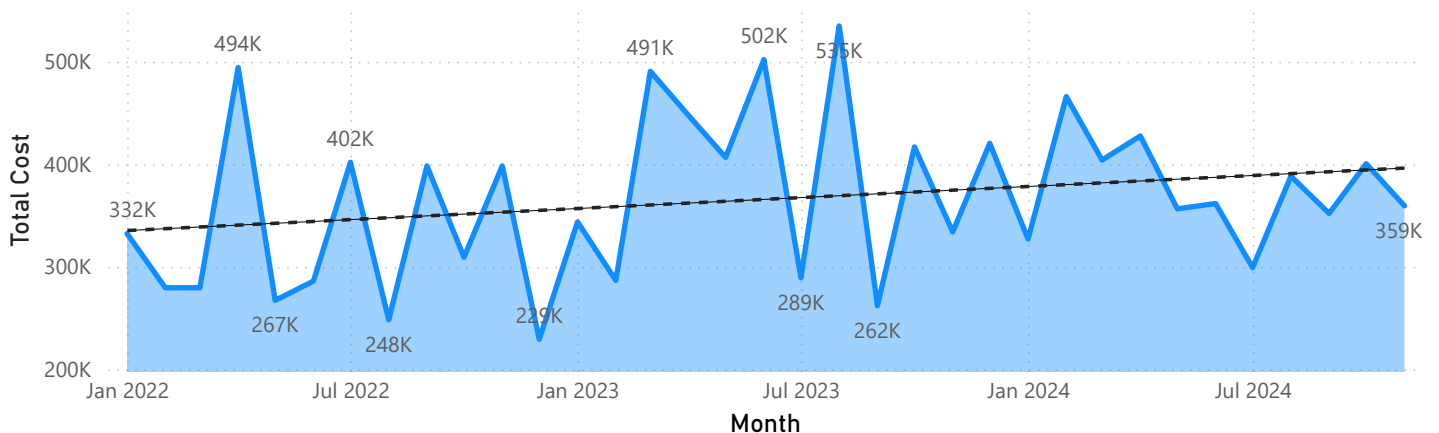
Service	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
RideSource Non-Emergency Medical Transport	25,190	23,070	9.2%	23,131	20,431	13.2%
RideSource	12,437	10,633	17.0%	10,813	8,396	28.8%
Cottage Grove Connector	1,396	1,172	19.1%	1,183	1,157	2.3%
Rhody Express	1,248	498	150.6%	736	557	32.1%
Vanpool	974	1,680	-42.0%	992	939	5.7%
Diamond Express	904	613	47.5%	664	577	15.0%
Cottage Grove O2D	174	204	-14.7%	186	211	-12.0%
Florence ADA	107	142	-24.6%	85	77	10.4%
Total	42,430	38,012	11.6%	37,789	32,345	16.8%

Fleet Maintenance

Maintenance Cost Per Mile

Month	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
October	\$2.38	\$2.49	-4.2%	\$2.51	\$2.39	4.9%
Pm Service	\$0.30	\$0.29	2.9%	\$0.30	\$0.25	19.6%
Repair	\$2.08	\$2.19	-5.2%	\$2.20	\$2.13	3.2%
Total	\$2.38	\$2.49	-4.2%	\$2.51	\$2.39	4.9%

Maintenance Cost Trend





Board Performance Report

October 2024

Operations

Substantiated Customer Complaints

Goal: 9

Department Category	CSC		Ops		PSO		Total	
	Total	Per 100k Boardings	Total	Per 100k Boardings	Total	Per 100k Boardings	Total	Per 100k Boardings
Customer Relations	1	0.16	15	2.46	3	0.49	19	3.12
Miscellaneous Complaints			5	0.82			5	0.82
Reliability	1	0.16	16	2.63			17	2.79
Safety			8	1.31			8	1.31
Total	2	0.33	44	7.23	3	0.49	49	8.05

Ordinance 36 Violations

Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
135	354	-61.9%	2,335	2,882	-19.0%

Operator Absenteeism Rate

Goal: 10%

% of Goal	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
117.6%	11.8%	20.9%	-43.7%	18.2%	14.9%	22.3%

Operator Count

Goal: 215

% of Goal	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
89.4%	192	171	12.4%	184	172	7.0%

Operator Count Trend

Goal: 215

