



Board Performance Report

November 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	287,649	297,407	-3.3%	291,100	289,219	0.7%
EmX Service	233,422	244,563	-4.6%	227,811	221,811	2.7%
Total	521,071	541,970	-3.9%	518,911	511,029	1.5%

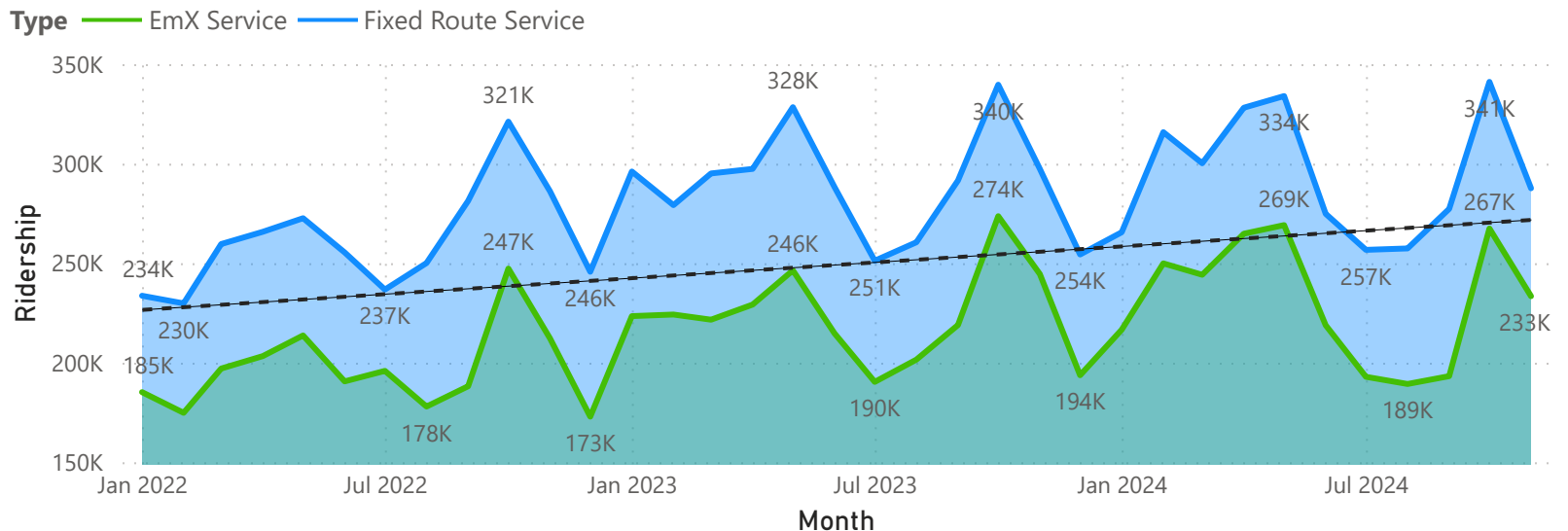
Revenue Hours

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	5,045	4,742	6.4%	58,793	58,969	-0.3%
Fixed Route Service	14,154	14,092	0.4%	168,429	172,453	-2.3%
Total	19,198	18,834	1.9%	227,222	231,422	-1.8%

Ridership per Revenue Hour

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	46.27	51.57	-10.3%	46.50	45.14	3.0%
Fixed Route Service	20.32	21.10	-3.7%	20.74	20.13	3.1%
Total	27.14	28.78	-5.7%	27.40	26.50	3.4%

Ridership Trend Last 36 Months





Board Performance Report

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Mobility Services

Ridership

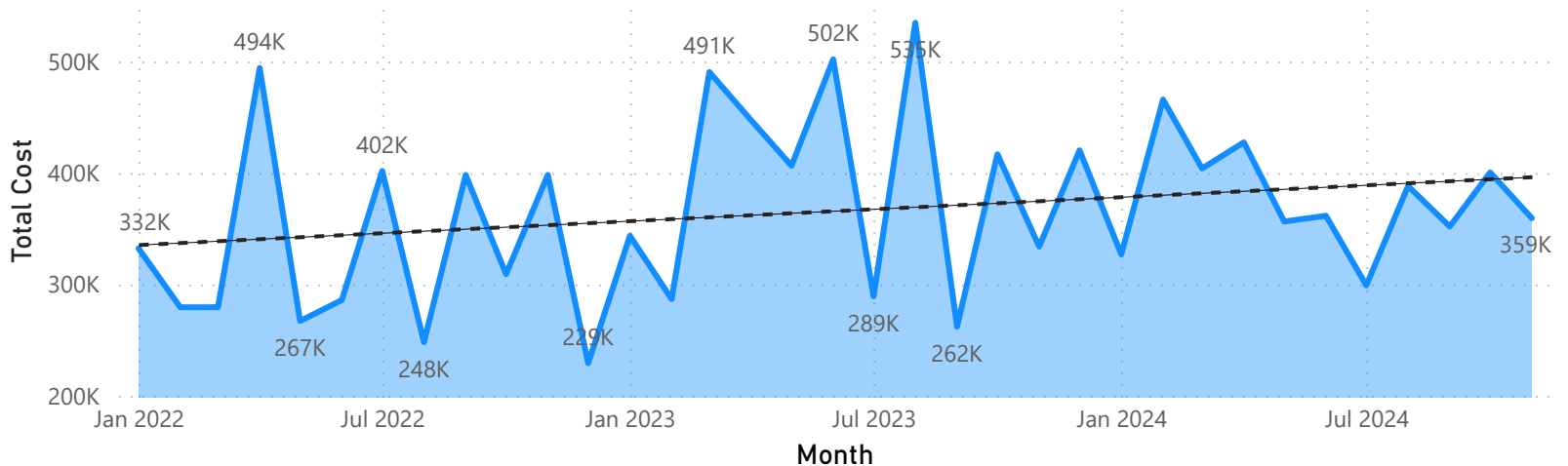
Service	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
RideSource NEMT	21,145	21,570	-2.0%	23,272	20,750	12.2%
RideSource	10,795	9,811	10.0%	10,904	8,619	26.5%
Cottage Grove Connector	1,075	1,136	-5.4%	1,187	1,175	1.1%
Rhody Express	1,037	451	129.9%	762	552	38.0%
Vanpool	806	1,160	-30.5%	976	965	1.1%
Diamond Express	783	582	34.5%	671	583	15.1%
Cottage Grove O2D	97	177	-45.2%	187	204	-8.6%
Florence ADA	84	74	13.5%	86	79	8.6%
Total	35,822	34,961	2.5%	38,045	32,926	15.5%

Fleet Maintenance

Maintenance Cost Per Mile

Month	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
November	\$2.41	\$2.25	7.1%	\$2.52	\$2.37	6.1%
Pm Service	\$0.33	\$0.24	37.4%	\$0.31	\$0.26	20.8%
Repair	\$2.08	\$2.01	3.5%	\$2.21	\$2.11	4.3%
Total	\$2.41	\$2.25	7.1%	\$2.52	\$2.37	6.1%

Maintenance Cost Trend Last 36 Months





Board Performance Report

November 2024

Operations

Substantiated Customer Complaints

Type	Complaints per 100k Boardings	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Customer Relations	0.96	5	6	-16.7%	20	16	7.1%
Miscellaneous	0.19	1	3	-66.7%	4	4	-15.0%
Reliability	1.92	10	9	11.1%	13	10	25.3%
Safety	0.38	2	5	-60.0%	10	6	34.9%
Total	3.45	18	23	-21.7%	47	36	13.6%

Operator Unanticipated Absenteeism Rate

Goal 10%

Type	% of Goal	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
On The Job Injury Time Loss	13.2%	1.3%	4.3%	-69.4%	2.4%	3.6%	-31.8%
Other	5.2%	0.5%	2.8%	-81.7%	2.3%	2.2%	8.4%
Protected	65.6%	6.6%	6.6%	-0.9%	6.4%	5.0%	27.4%
Sick	37.3%	3.7%	4.0%	-6.1%	6.6%	4.7%	42.1%
Total	121.3%	12.1%	17.8%	-31.7%	17.8%	15.4%	15.4%

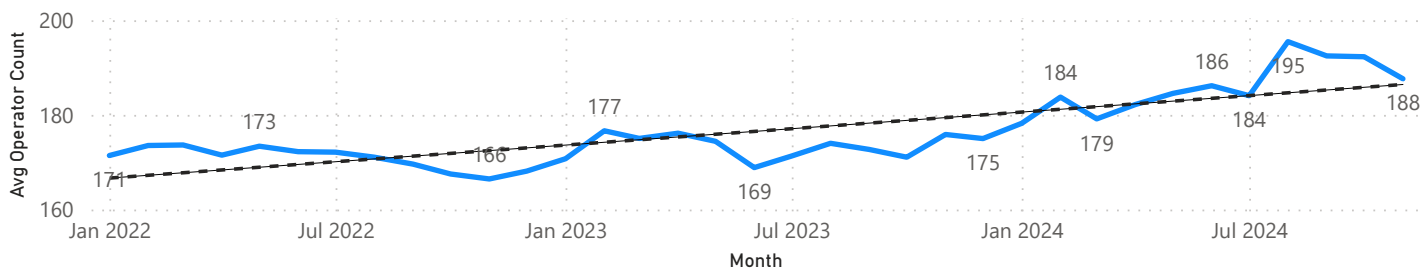
Operator Count

Goal: 215

% of Goal	2024	2023	% Change Monthly	12 Month Avg	Prior Year	% Change Rolling 12
87.3%	188	176	6.7%	185	173	7.1%

Operator Count Last 36 Months

Goal: 215





Board Performance Report

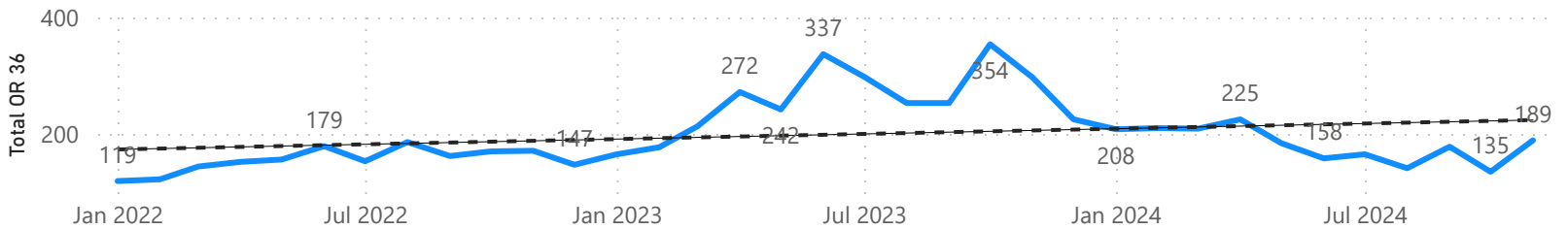
November 2024

Public Safety

Ordinance 36 Violations

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Ordinance 36 Violations	189	297	-36.4%	193	259	-25.8%
Total	189	297	-36.4%	193	259	-25.8%

Ordinance 36 Trend Last 36 Months



Assaults

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Physical	4	1	300.0%	4.4	1.5	194.4%
Non-Physical	15	8	87.5%	10.2	2.2	369.2%
Total	19	9	111.1%	14.6	3.7	297.7%

Assault Trend Jan 2024 - present

