



Board Performance Report

December 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	263,052	254,399	3.4%	291,821	289,943	0.6%
EmX Service	189,506	193,727	-2.2%	227,459	223,545	1.8%
Total	452,558	448,126	1.0%	519,280	513,488	1.1%

Revenue Hours

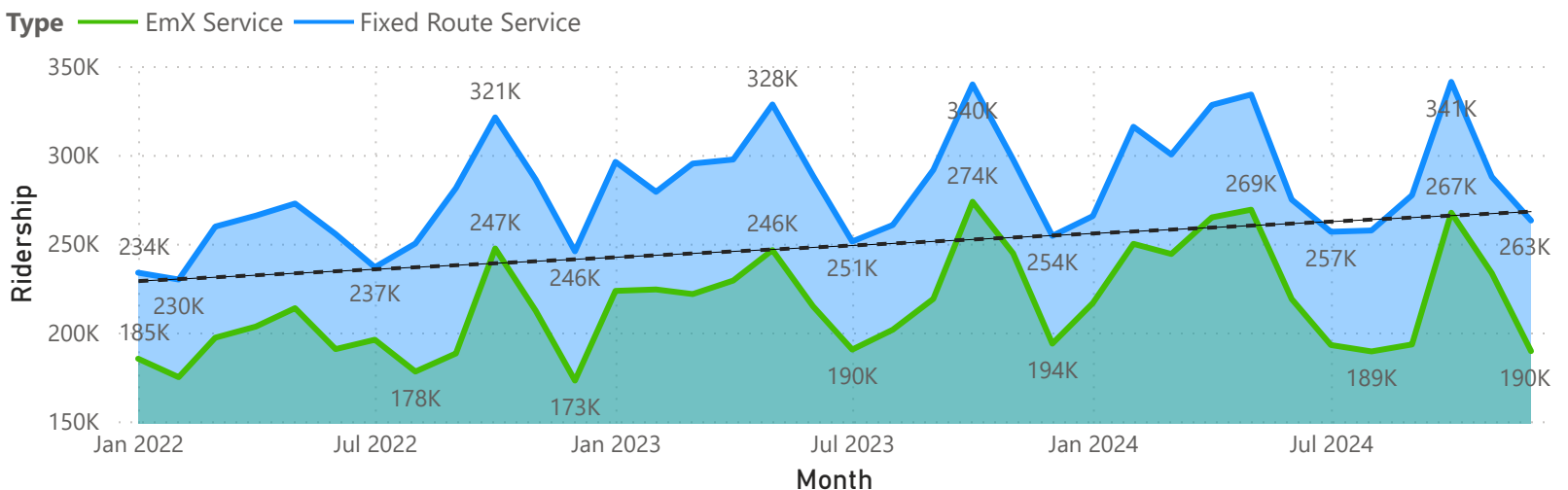
Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	5,215	4,813	8.4%	4,933	4,873	1.2%
Fixed Route Service	14,491	13,979	3.7%	14,078	14,293	-1.5%
Total	19,706	18,792	4.9%	19,011	19,166	-0.8%

Ridership per Revenue Hour

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	36.34	40.25	-9.7%	46.11	45.87	0.5%
Fixed Route Service	18.15	18.20	-0.3%	20.73	20.29	2.2%
Total	22.97	23.85	-3.7%	27.31	26.79	1.9%

Ridership Last 36 Months

Jan 2022 - Dec 2024





Board Performance Report

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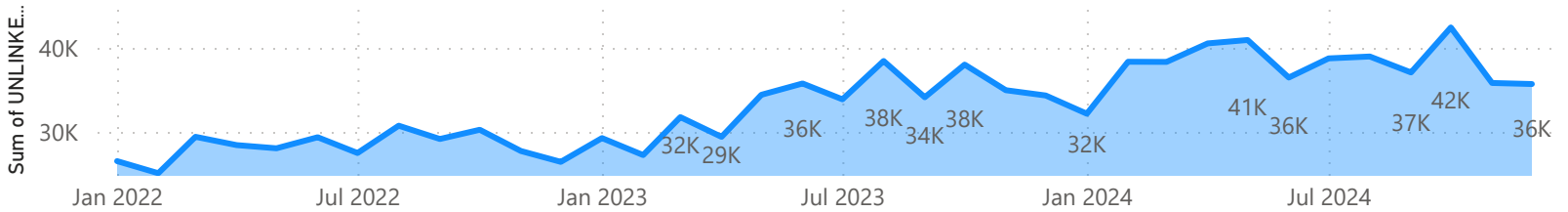
Mobility Services

Ridership

Service	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
RideSource NEMT	20,947	21,143	-0.9%	23,079	21,097	9.4%
RideSource	10,864	9,935	9.4%	10,973	8,883	23.5%
Cottage Grove Connector	1,171	1,216	-3.7%	1,174	1,183	-0.8%
Rhody Express	1,096	412	166.0%	842	539	56.0%
Diamond Express	728	507	43.6%	699	584	19.6%
Vanpool	711	814	-12.7%	939	992	-5.3%
Florence ADA	99	110	-10.0%	85	85	-1.0%
Cottage Grove O2D	80	195	-59.0%	170	203	-16.3%
Total	35,696	34,332	4.0%	37,960	33,567	13.1%

Mobility Services Ridership Last 36 Months

Jan 2022 - Dec 2024



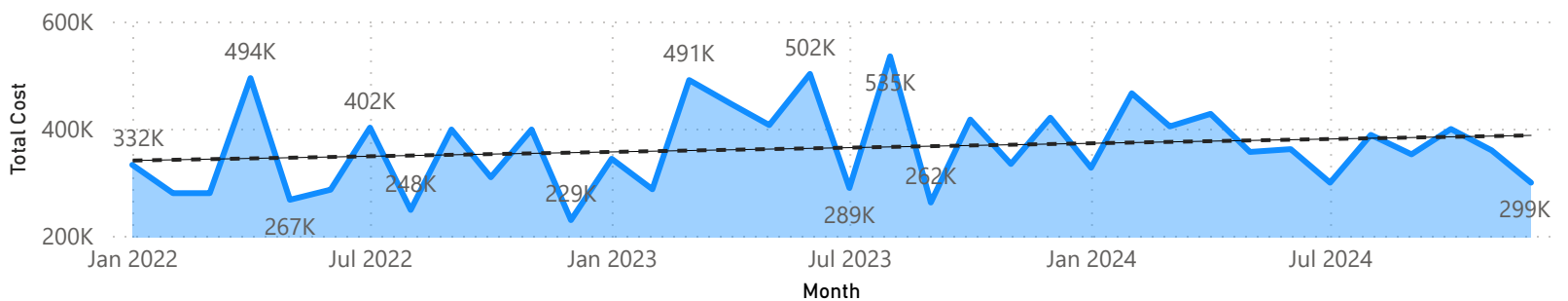
Fleet Maintenance

Maintenance Cost Per Mile

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Pm Service	\$0.30	\$0.31	-5.6%	\$0.31	\$0.27	16.2%
Repair	\$1.62	\$2.38	-32.2%	\$2.14	\$2.22	-3.8%
Total	\$1.91	\$2.70	-29.1%	\$2.45	\$2.49	-1.6%

Maintenance Cost Last 36 Months

Jan 2022 - Dec 2024





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Customer Service

Compliments

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Compliment	12	7	71.4%	10.3	12.9	-26.3%
Customer Relations				4.0	1.0	75.0%
Safety				1.0	1.0	0.0%
Total	12	7	71.4%	15.3	14.9	2.0%

Complaints

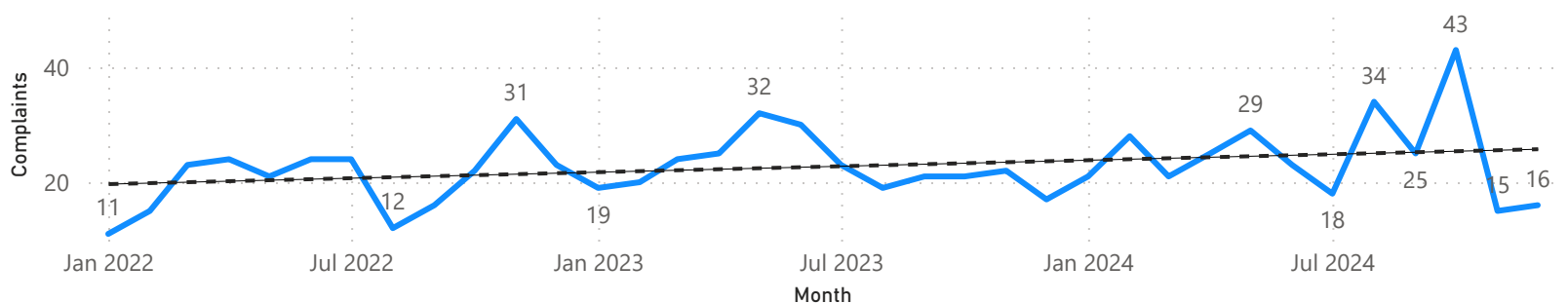
Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Customer Relations	6	4	50.0%	19.9	15.6	21.8%
Miscellaneous		1	-100.0%	2.5	2.3	9.1%
Reliability	10	11	-9.1%	12.7	10.3	18.6%
Safety		1	-100.0%	9.4	6.2	33.9%
Total	16	17	-5.9%	44.5	34.4	22.7%

Complaints per 100k Boardings

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Customer Relations	1.33	0.89	48.53%	3.84	3.00	27.88%
Miscellaneous		0.22	-100.00%	0.48	0.44	10.00%
Reliability	2.21	2.45	-9.98%	2.44	1.99	22.83%
Safety		0.22	-100.00%	1.81	1.20	51.27%
Total	3.54	3.79	-6.80%	8.57	6.62	29.41%

Complaints Trend Last 36 Months

Jan 2022 - Dec 2024





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Operations

Operator Unanticipated Absenteeism Rate

Goal 10%

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
On The Job Injury Time Loss	0.7%	4.3%	-84.9%	2.13%	3.62%	-41.16%
Other	0.5%	2.0%	-72.8%	2.22%	2.28%	-2.34%
Protected	9.6%	6.0%	58.1%	6.59%	5.17%	27.40%
Sick	8.3%	6.1%	36.6%	6.83%	4.52%	50.98%
Total	19.1%	18.4%	3.6%	17.77%	15.59%	13.99%

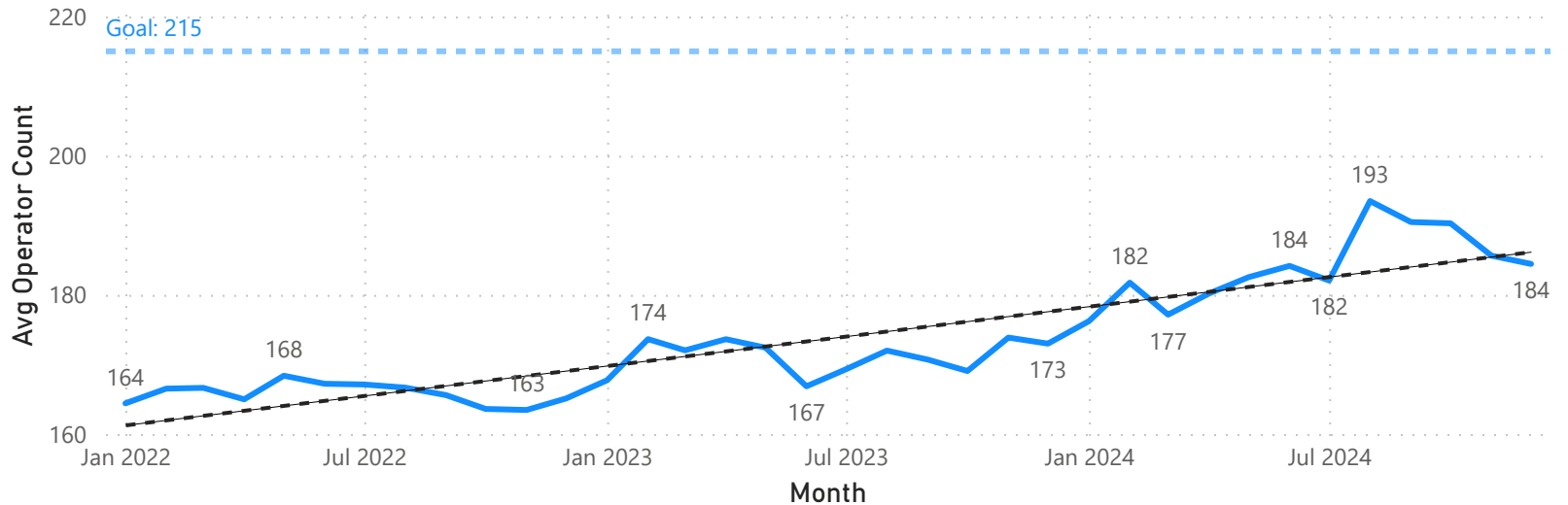
Average Operator Count

Goal: 215

% of Goal	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
85.8%	184	173	6.6%	184	171	7.5%

Operator Count Trend Last 36 Months

Jan 2022 - Dec 2024





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Public Safety

Ordinance 36 Violations

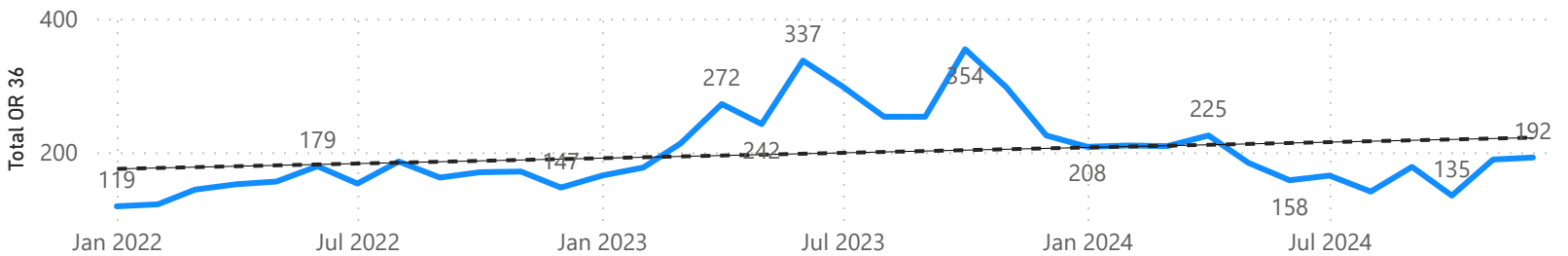
Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Ordinance 36 Violations	192	225	-14.7%	190	266	-28.7%

Ordinance 36 Violations Per 100 Revenue Hours

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Ordinance 36 Violations	9.74	11.97	-18.6%	9.62	13.42	-28.3%

Ordinance 36 Trend Last 36 Months

Jan 2022 - Dec 2024



Assaults

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Non-Physical	17	12	41.7%	10.6	3.2	234.2%
Physical	2	2	0.0%	4.4	1.7	165.0%
Total	19	14	35.7%	15.0	4.8	210.3%

Assaults Trend Last 36 Months

Jan 2024 - Dec 2024

