

Meeting Notes

**Regional Public Transit Advisory Committee
January 21, 2014
1:30-3:30pm
CERC Redmond**

Attendees:

Nikki Roemmer (Bend), Elaine Henderson (Madras), Scott Cooper (Prineville)

Staff: Karen Friend (COIC), Tami Geiger (COIC)

The RPTAC was unable to call the meeting to order due to lack of quorum, but did proceed through the agenda.

1. General Public Comment

There were no public comments.

2. RPTAC Business

- **October 22, 2013 Meeting Minutes**

The attendees did not take action on the October 22, 2013 Meeting Minutes.

- **Review Proposed 2014 Meeting Schedule**

The attendees discussed trying to get the RPTAC meetings to fit with the CET schedule to increase attendance. They discussed changing the location to the Redmond Public Library (so that they wouldn't have to make a connection) and changing the time of the meetings in Redmond to 11:30-1:30 (would save a few hours of waiting). They agreed to re-visit the schedule at the March meeting, which will hopefully have higher attendance. Also, they noted that the 2015 meeting schedule should include a meeting in Prineville and Sisters for regional equity.

- **Facebook Policies**

Karen Friend explained that COIC staff had wanted to discuss facebook Admin duties since four people were now Administrators (Scott Aycock, Tami Geiger, Nikki Roemmer, and Kim Curley). Karen explained that Scott was writing back to people who had questions about service, and hopefully a CET Assistant would take on that duty in the near future.

3. CET Service Update

- **Review schedule changes: Rural schedule, Holiday schedule**

Karen provided the attendees with a handout showing the ridership on Martin Luther King day and Presidents Day with the new Holiday schedule (Saturday service in Bend, rural service was closed). She explained that they had not received any negative feedback about the closure/service change yesterday, Martin Luther King Day.

4. CET Farebox Recovery

- **Review and discuss fare increase proposal**

Karen explained that the previously proposed changes were too extreme for the COIC Board to be comfortable implementing them. They requested an incremental approach. She provided an overview of the new proposed changes:

- Elimination of discounts to non-profit agencies. Non-profit agencies used to contribute to the system and it made sense to provide them with a discount. Now they are not contributing but still pay a discounted fare (half-price). Plus, there is an additional cost to bill the agency. Scott Cooper asked how CET would handle agencies that wanted to sponsor the system for some consideration to the cost of fares. Karen explained that they could be involved in a group pass program.
- Column 6 should read, "Multi-Zone Price Between Zone 2&4, 1&6 and 1&3".
- The new Community Connector shuttle prices reflect distances traveled, but are less extreme than the previously proposed fare changes (increase by \$.25 based on distance).
- Shorter distances on the Community Connectors cost the same as a local ride (ex. DRW to Bend, Culver-Metolius-Madras, and Powell Butte-Prineville)
- \$.25 increase for Dial-A-Ride (DAR) in the Rural Zones
- No changes for Bend Fixed-Route or Bend DAR
- No change for cost of Bend-Redmond, Prineville-Redmond or Sisters-Redmond Community Connector rides
- Any increase in fare comes with anticipated loss in ridership, and CET needs to prioritize minimizing the loss of ridership.

The attendees had the following suggestions:

- Use location names rather than Zone #'s (the Zones are confusing)
- Change structure to reflect Prineville-Sisters travel (currently they are both called Zone 3)
- Create a different fare than the local fare for the shorter distance Community Connector runs (DRW-Bend, Culver-Metolius-Madras, and Powell Butte-Prineville)
- Request that COIC Board commit to a multi-year, incremental approach so that the RPTAC does not re-visit the fare policy every year and they move toward a target farebox recovery rate (25%?)
 - Build a multi-year approach that includes the appropriate annual fare increases.
 - Ex. Increase each by \$.25 each year until reach x% farebox recovery.
- Attendees proposed the following changes to Bend fares:
 - Day Pass should cost more than one round-trip (since most riders will inevitably be using the system for free on a day pass). Should be at least \$3 (other suggestions were \$3.25 or \$4).
 - CET does not want to lose ridership on the Bend system, and the budget is currently okay, but incremental increases would be the most palatable.
 - 90% of the riders purchase a Day Pass. However, they are transit-dependent riders and a small increase could bring in a lot for the system without damaging ridership.
 - Proposal: Day Pass - \$3.25, 6 Day Ticket book: \$18/\$9, Monthly Pass - \$30 Adult/\$15 Senior/\$20 Youth (want the Monthly Pass to be a really good deal so that people will buy it).
 - Add Annual Pass to the fare table.
 - Remove 10-Ride punch card from Bend.
 - Eliminate the low-income DAR discount in Bend.

5. Monthly Performance Report and Transportation Board Report

- **2013 in Review**

The attendees agreed to review the reports at the March meeting. They did touch on the high Medical Ride Brokerage cancellations; however, Karen explained that it was outside of CET/COIC's control since they were not allowed to sanction frequent offenders.

- **Review, discussion**

Post meeting discussion:

Nikki Roemmer asked Karen if there was potential to do a giveaway or donate passes as prizes at community events. Karen said absolutely and she and Nikki agreed to communicate about these opportunities. Elaine Henderson asked if there was a lot of ridership on the Free Transit Days. Karen explained that there was no change in ridership.

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RPTAC Meeting Schedule – 2014

The Regional Public Transportation Advisory Committee meets on the third Tuesday of alternating months from 1:30-3:30 PM.

Meeting Date	Meeting Location
Tuesday, January 21, 2014	REDMOND Cascades East Ride Center 343 E. Antler Ave
Tuesday, March 18, 2014	BEND Hawthorne Conference Room 334 NE Hawthorne Ave
Tuesday, May 20, 2014	REDMOND Cascades East Ride Center 343 E. Antler Ave
Tuesday, July 15, 2014	LA PINE TBA
Tuesday, September 16, 2014	MADRAS TBA
Tuesday, November 18, 2014	BEND Hawthorne Conference Room 334 NE Hawthorne Ave

For more information:

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Cascades East Transit Proposed Fare Policy Change Recommendations January 9, 2014

Background

As part of the Regional Transit Master Plan process conducted in 2012-13, COIC staff and the Regional Public Transit Advisory Committee (RPTAC) conducted a fare study (peer review) and developed fare policy recommendations. COIC staff analyzed fares for comparable types of service on transit systems in Oregon. Staff gathered information on population served, area served, route miles, etc. in order to help provide context for the comparisons.

The reasons for conducting the study and proposing the changes were:

1. COIC has not changed its fare policy since Cascades East Transit (CET) opened.
2. CET has experienced steady budget cuts over 2 years, and in the absence of dedicated local funding should look to new revenue generation opportunities.
3. CET dial-a-ride fares are low compared to industry averages.
4. Passengers often state a preference for paying higher fares versus losing services.
5. Community Connector shuttle fares are not sensitive to distance traveled – e.g. a rider traveling from La Pine to Madras pays the same fare as a rider traveling from Bend to Redmond.
6. Discounting an already-subsidized fare through the existing Private Non-profit Agency Program increases the burden on the system without providing sufficient revenue to pay for the cost of providing rides.

The original fare policy change recommendations included significant increases in certain fares as well as a restructuring of the Community Connector shuttle fare system. Staff presented the recommended fare policy changes at the June 2013 COIC Board meeting; however, the Board requested that they revise the proposal in order to avoid drastic increases in the cost to ride and potential ridership loss.

Revised Proposal

Attached is a revised proposal to change the COIC Fare Policy and Schedule. It includes less drastic increases to fares, yet still addresses the core concerns outlined above. The proposed changes are designed to increase the overall farebox recovery rate from approximately 11% to 15% of system costs. These changes are proposed for approval or revision at the regular RPTAC meeting on January 21, 2014.

In summary, the attached changes:

- Raise local dial-a-ride fares from \$1.25 to \$1.50 per one-way trip
- Create a distance-sensitive fare system for community connector shuttle trips
- Eliminate the Private Non-profit Agency Fare Discount program.

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RPTAC Comments/Suggestions from January 21, 2014 Meeting

- Use location names rather than Zone #'s (the Zones are confusing)
- Change structure to reflect Prineville-Sisters travel (currently they are both called Zone 3)
- Create a different fare than the local fare for the shorter distance Community Connector runs (DRW-Bend, Culver-Metolius-Madras, and Powell Butte-Prineville)
- Request that COIC Board commit to a multi-year, incremental approach so that the RPTAC does not re-visit the fare policy every year and they move toward a target farebox recovery rate (25%?)
 - Build a multi-year approach that includes the appropriate annual fare increases.
 - Ex. Increase each by \$.25 each year until reach x% farebox recovery.
- Attendees proposed the following changes to Bend fares:
 - Day Pass should cost more than one round-trip (since most riders will inevitably be using the system for free on a day pass). Should be at least \$3 (other suggestions were \$3.25 or \$4).
 - CET does not want to lose ridership on the Bend system, and the budget is currently okay, but incremental increases would be the most palatable.
 - 90% of the riders purchase a Day Pass. However, they are transit-dependent riders and a small increase could bring in a lot for the system without damaging ridership.
 - Proposal: Day Pass - \$3.25, 6 Day Ticket book: \$18/\$9, Monthly Pass - \$30 Adult/\$15 Senior/\$20 Youth (want the Monthly Pass to be a really good deal so that people will buy it).
 - Add Annual Pass to the fare table.
 - Remove 10-Ride punch card from Bend.
 - Eliminate the low-income DAR discount in Bend.

Public Comment: Received January 17, 2014- February 4, 2014

I am writing this email to express my concern over potentially losing the non-profit discount rate on zone-1 tickets. When working with students experiencing homelessness it has been extremely helpful to be able to purchase BAT passes at a discounted rate to help students easily access routes from various areas in town in order for them to attend school (couch surfing teens). Without the discounted rate we will most likely serve half of the number of students we currently serve on our very limited budget. The elimination of the non-profit rate would greatly impact our most vulnerable population.

Thank you so much for sharing this with me, I appreciate it.

I think you are headed in the right direction. You are providing an extraordinary service to our Central Oregon Community.

Will these fee increases accompany a tax rate proposal?

Marshall High School is a small alternative High School in Bend which has had the good fortune of being able to purchase discounted monthly passes to offer our students who would like to participate in Bend La Pine School District programs, such as 'School-to-Career' Health & Engineering Rotations and 'Expanded Options' (college credit during High School) all of which necessitate off-campus travel.

Marshall has a population which is very impoverished and students who face many additional challenges such as homelessness and lack of parental support/supervision or just lack of parents

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altogether. Often students cannot participate because of transportation and we have been delighted to attempt some educational equity in providing transportation (and often clothing & food) to allow our students the same opportunities as students from different demographic standards in our community.

We are just at the beginning of this endeavor and to have the discounted fares become unavailable would obliterate the opportunities for our students. We are just beginning to move in the right direction in making transportation available to the neediest of our community. Public transportation is crucial to a healthy community and clearly the funding mechanism must change; the support must come from a generalized levy (utilities?) and will require the support of our public representatives at all levels of governance. Please do not ratify changes that make transportation less available to the neediest in our community. Indeed, I am hoping with some community/government support, CET will be able to offer free transit to the entire community with a stable funding mechanism in place.

Please keep in mind the ambition of public transportation and the general idea of equity as you consider your fare changes. Also please let us know here at Marshall how we might be of service in keeping public transportation available and expanding.

Thank you for your time and consideration.

Scott, do see any potential changes in getting veterans to & from the DAV Van to Portland VAMC?

I will not be able to sit in on your meeting, as I have to be in Salem all next week. I do have a couple of comments/food for thought:

Fare structure in the new model is pretty complex. Why not just increase by a percentage? Is there any way to simplify or reduce the number of between zone prices? I'm thinking of a radius—circular away from Bend—make the farthest away zones (Madras, La Pine, --and Warm Springs if added--for instance) all be in the “outer, higher priced” zones, and then concentric circles closer to Bend would be “closer, less cost” zones (Like Sisters, Prineville, Terrebonne), and then maybe Redmond would be a bit higher to come into Bend.

What will happen if/when the Warm Springs-Madras community connector starts back up? Your policy will not include it because it is not your service? Will fares go to the Tribe, then? Just thinking ahead—would it require amendment to your fare policy to add that service? Or would it be like the Mt. Bachelor service, so all you (the Tribe) would have to do is advertise that it is available? I'm not sure how it worked when you were doing that service.

Regional Fare & Service
Change Policy-Draft Revision



Policy #: CET-002

Adopted: 2/3/11

proposed Jan 2014

Purpose: The fare policy is used to provide direction in making decisions about changes in the fare structure and major service changes. The policy guidelines specify the process COIC will use when considering changes to the fare structure and major fare changes for its public transportation services. This Fare Policy applies to the fixed-route, regional demand response and Bend Dial-a-Ride services.

OBJECTIVES

1. To promote ridership by making the fare structure attractive to users
2. To encourage the farebox recovery ratio
3. To improve the efficiency of fare collection
4. To set out a public process to be used when the system considers major service charges.

GUIDELINES

1. Recommendations for changes in the fare or major service changes will be developed by staff and the Regional Public Transportation Advisory Committee (PTAC). In formulating recommendations, PTAC will conduct a meeting to receive oral and written comment from the public on whether transit and/or demand response fares shall be increased or major service changes should occur. At least fourteen days notice will be provided of this meeting by publication in a regional newspaper. The notice shall include the time and location of the public meeting; a summary of proposed language; specify the address where written comments can be mailed; and inform the public of alternative formats available to assist in this public process.

The COIC Board will review the PTAC/staff recommendation at a public hearing, after which Board may change the fares by formal adoption or amendment to the *Fare Schedule* as part of the *Regional Fare and Service Change Policy* by roll call.

2. When considering changes to the fare, the staff, PTAC, and the Board will consider:
 - *The inflation rate*
 - *Ridership and revenue trends*
 - *Local economic trends*
 - *Trends in automobile-related costs such as gas*
 - *Service changes*
 - *Economic impact on customers*
 - *Market conditions and opportunities*
 - *The CET's financial situation*
 - *The CET's goals and objectives*

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This policy statement lists the most important factors to be considered in making recommendations for changes to the fare structure. The list of factors to be evaluated is not meant to be exclusive; other factors may need to be considered from year to year.

3. Except for special discount fares, the Bend Dial-a-Ride fare should exceed the fare of the fixed-route system to reflect the higher cost of a Bend Dial-a-Ride trip and to encourage use of the fixed-route system when possible. By law, Dial-a-Ride fares cannot exceed twice the regular fixed-route fare.
4. Increases in the farebox recovery ratio should be pursued primarily by improving the ridership productivity of the system and by improving internal operating efficiency.
5. Prepayment of fares on the fixed-route system shall be encouraged. Accordingly, passes should be priced below the cash fare.
6. Increases to the base fixed-route fare will be reviewed periodically and changes should be rotated by fare category. This policy directs that changes in the fare be incremental in nature to avoid large "catch-up" increases. Rotating fare increases by fare type allows customers to choose a fare type that is not increasing in cost that year.
7. Recommendations for fare changes will be developed prior to the budget process each spring for the following fiscal year.
8. Fare promotions can be used to attract new riders to the fixed-route system.
9. Discounted fares may be used to encourage ridership during traditionally low-demand periods.
10. Fare payment options that effectively attract a different market segment or encourage increased use of the bus by current riders shall be developed. The fare payment options should be made conveniently available to customers.
11. The design and number of fare payment instruments shall consider the ease of enforcement by bus operators and ease of understanding by customers.

CHILD FARES

Up to two children, five years and younger, ride free with each adult paying full fare. Additional children must pay full fare. Children six and older pay adult fare. Youths age six to eighteen may purchase discounted passes as noted in the fare schedule – Appendix A.

FARE MEDIA DONATIONS

CET offers fare discounts for purposes of marketing transit and to support community activities. Donations will occur in the form of fare media. Any community group may request a donation.

Authorization for free fare media must be given in writing by the ~~Bend Transit Manager or the Regional Transportation Manager~~.

~~FARE DISCOUNTS - Private Non-profit Agency Program~~

~~Cascades East Transit offers private non-profit agencies the opportunity to purchase full fare at a 50 percent discount for single zone fare products only. This discount is granted in recognition of a community need for transportation services for individuals and families who are working with these agencies to seek employment, housing, and medical services. This policy applies to any private non-profit (501-3-c and 501-19-c) agencies that provide assistance to low income individuals. Agencies wishing to participate may complete the necessary application. Upon successful certification, agency staff may call Cascades East Transit to place a fare media order.~~

~~Agencies are eligible for a 50 percent discount toward the purchase of \$350.00 of full fare media per month.~~

WHOLESALE DISCOUNTS

Cascades East Transit offers private retail sales outlets and public agencies a wholesale discount on the purchase of fare media. This discount recognizes that these organizations play an important role in the distribution of fare media to CET customers. This policy applies to all private retail outlets that CET chooses to contract with for the sales of fare media. All public agency purchases will be issued according to the same discount structure. CET offers a 5 percent discount on the purchase of fare media for private retail sales outlets who purchase fare media for their customers. Monthly passes will be consigned. All fare media must be offered by the retail outlet. The retail outlet will not monitor for age, disability or other discount programs requirements.

GROUP PASS PROGRAM

A Group Pass Program is one in which the cost of transit fares is shared by a group. Dial-a-Ride is not inclusive of this program. All persons within the group receive the transit benefit whether or not they actually use the service. The employer enters into an annual contract for services with the COIC. In this way, the cost per person for the service is significantly reduced, and ridership within the group can be expected to increase significantly.

Qualifying Organizations: COIC will consider any organization, public or private, for a group pass program if it:

1. Includes at least 10 individuals
2. Is financially capable and legally empowered to enter into a contract with COIC and meet the financial obligations dictated by that contract. The group pass program will apply to all members in the organization.
3. COIC will consider qualifying organizations on a first-come/first-served basis, only if the COIC has the service and equipment capacity to serve that organization.
4. An Organization may enter into a contract for a group pass program with COIC for a subgroup of the organization.

Cooperative Organizations: Many organizations have fewer than 10 employees and wish to participate. In order to meet this growing need, COIC will allow associations to pool

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member organizations into a single employee pool and enter into a group pass contract within the guidelines above. The association may be for government, profit or non-profit, but will be held responsible for the agreement and collecting required information and payment from the participants.

Pricing: A base rate per employee per month will be levied on individuals within the organization. The organization may choose to participate in a program for only one specific zone or multi zone. Based on the price per zone listed below, all employees regardless of number of hours worked, who have regularly assigned day shifts (between 7am-6pm, M-F) will be counted based on if they need a zone 1, zone 2, zone 3, or multi-zone to travel between work and home. Organizations with unusual employment structures for hours worked and or seasonality, such as schools may negotiate a more tailored pricing approach with COIC. Once each year the organization who has entered into a group pass contract with COIC will supply a list of all employees with the following information: last name/first initial, work location, home address, and standard shift. COIC will “certify” the correct employee count per zone and issue a certification to be used for billing the rest of the year.

Zone 1	Zone 2	Multi Zone
\$5 per month per employee	\$8 per month per employee	\$20 per month per employee

Term of the Contract: Contracts will normally be for a one-year period, with annual renewals.

Pass Identification: Group pass participants are to have photo identification that is easily verified by the bus driver. The photo identification may be either the organization's, in which case it must have a COIC zone designated validation sticker, or issued by COIC. In either case, the cost of issuing the photo identification will be borne by the organization. Participating organizations will be responsible for administering the program within their organizations.

Marketing: COIC will provide trip planning assistance for the individuals of a group pass organization. Marketing of the service to individuals of a group pass organization will be conducted where it is determined to have a significant impact on ridership.

REDUCED FARE PROGRAM

The objective is to provide reduced fares for fixed route services for seniors and people with disabilities in cooperation with the Federal Transit Administration's half-fare requirements. Community Connectors and rural demand response service is also offered at reduced fares as per the fare schedule.

Who qualifies for the half-fare or reduced fare programs?

1. Persons aged 60 and older
2. Medicare cardholders
3. Persons who receive Supplemental Security Income (SSI), *based on disability*, or Social Security Disability (SSD) benefits, as long as they continue to receive these benefits

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4. Veterans who are disabled, who receive a determination of at least 50 percent permanent disability or a non-service connected pension as determined through the Veterans Administration
5. People who meet the Federal Transit Administration's (FTA)¹ definition of people with disabilities "...means any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), are unable, without special facilities or special planning or design to utilize mass transportation and services as effectively as persons who are not so affected." See Dial-a-Ride Eligibility Policy for special assistance categories.

What must be shown to qualify?

On boarding the bus, a special Half-Price Pass or one of the following proofs must be shown to the driver if requested to qualify for half-fare.

1. Medicare card
2. Official verification of age (valid driver's license, passport, State ID card)
3. Letter of Authorization that you receive Supplemental Security Income (SSI) or Social Security Disability (SSD) benefits.
4. Verification that you receive benefits from the Veterans Administration at a 50 percent disability level or greater, or receive a disability pension from the VA
5. Dial-a-Ride certification (for those in some conditions are able to use the fixed route system for some rides)

Disability Verification: Individuals who do not have one of the proofs of eligibility listed must complete a Half-Fare Application to obtain the special pass.

Individuals with one of the listed proofs are to be issued a Half-Price Pass upon submitting a copy of the documentation. Because documentation must be shown each time on boarding, all individuals are to be encouraged to obtain the special Half-Price Pass.

LOW-INCOME POLICY – BEND DIAL-A-RIDE

The objective is to provide reduced fares, when possible, for individuals who qualify to use Bend Dial-a-Ride.

The definition of low-income is set in the Paratransit Eligibility Policy. The rate is included in the CET Fare Schedule.

MAJOR SERVICE CHANGES

A major service change is defined as a reduction in service that meets one of the following thresholds:

- Elimination of a route.
- Reductions of 25% of service hours on a route
- Loss of over 5 stops on a single route

¹ FTA is a department of the United States Department of Transportation

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- Reduction of demand response revenue service hours that exceed 10% of total weekly hours.

PROPOSED

APPENDIX A: FARE SCHEDULE

Cascades East Transit

REPLACE THE BELOW TABLE:

Fare Type	Passenger Category	Price Zone 1	Price Zone 2, 3, or 4	Price Multi Zone
Single ride — no transfers*	Adult/Youth	\$1.50	\$1.25	
	Senior/Disabled	\$0.75	\$1.00	
Day Pass — unlimited rides*	Adult/Youth	\$2.50		\$6.25
	Senior/Disabled	\$1.25		\$5.00
Day Pass ticket books* (zone 1 includes 6 rides. zone 2, 3, 4, multi zone — price is for 2 books — 12 rides.)	Adult/Youth	\$12	\$12.50	\$60
	Senior/Disabled	\$6	\$10	\$60
Monthly Pass	Adult	\$30	\$35	\$100
	Youth	\$20	\$35	
	Senior/Disabled	\$15	\$25	
Bend Dial-a-Ride	One-Way	\$2.50		
Bend Dial-a-Ride low-income	One-Way	\$1.25		

WITH THIS TABLE:

Fare Type	Passenger Category	Price Within Zone 1	Price Within Zone 2,3,4,6	Multi-Zone Price Between Zone 1&2, 2&3	Multi-Zone Price Between Zone 2&4, 1&6	Multi-Zone Price Between Zone 3&4, 1&4, 2&6	Multi-Zone Price Between Zone 4&6, 3&6
Single ride — no transfers*	Adult/Youth	\$1.50	\$1.50	\$3.75	\$4.00	\$4.25	\$4.50
	Senior/Disabled	\$0.75	\$1.25	\$3.00	\$3.25	\$3.50	\$3.75
Dial a Ride 10 trip Punch Card	Adult/Youth	\$25.00	\$15.00	n/a	n/a	n/a	n/a
	Senior/Disabled	\$12.50	\$12.50				
Day Pass — unlimited rides*	Adult/Youth	\$2.50	n/a	\$6.25	\$6.75	\$7.25	\$7.75
	Senior/Disabled	\$1.25		\$5.00	\$5.50	\$6.00	\$6.50
Day Pass ticket books* (6 Day Pass)	Adult/Youth	\$12	n/a	\$30	\$33	\$36	\$36
	Senior/Disabled	\$6	n/a	n/a	n/a	n/a	n/a
Monthly Pass	Adult	\$30	n/a	\$100	\$110	\$116	\$124
	Youth	\$20	n/a	n/a	n/a	n/a	n/a

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	Senior/Disabled	\$15	n/a	n/a	n/a		n/a
Bend Dial-a-Ride	One-Way	\$2.50					
Bend Dial-a-Ride low-income	One-Way	\$1.25					

PASSENGER CATEGORY KEY

Adults (19-59 years of age)

Seniors (60+ years of age)

Youth (6-18 years of age)

Child (0-5 years of age)

Medicare clients please show your card for half fare discount on fixed route.

PROPOSED



Cascades East Transit Monthly Management Report

December 2012

Ridership									
Demand Response	12,997	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides
Fixed Route	28,780	Bend	4,816	Rt 1 South 3rd St	4,515	Redmond/Bend	2,105	Unspecified	20
Community Connector	5,187	Redmond	4,809	Rt 2 Brookswood	4,596	Prnvl/Redmond	1,096	Baker	190
Contracted Providers	6,085	La Pine	950	Rt 3 Newport	4,074	La Pine/Bend	708	Crook	355
Mountain Service	9,362	Madras	1,017	Rt 4 N. 3rd St	5,406	Madras/Redmond	598	Deschutes	3,551
Total Rides	62,411	Prineville	1,355	Rt 5 Wells Acres	5,842	Sisters/Redmond	186	Grant	92
% Change over last December	3.6%	Sisters	50	Rt 6 Bear Creek	3,379	Wrm Spgs/Madras	142	Harney	172
				Rt 11 Galveston	968	Clvr-Metlius/Madras	307	Jefferson	483
						The Airporter	45	Malheur	664
Elderly/Disabled Rides		Total Rides	12,997	Total Rides	28,780	Total Rides	5,187	Out of Area	103
Demand Response	9,111	% Change	-19.9%	% Change	-8.8%	% Change	-12.4%	Union	365
Fixed Route	7,408							Wallowa	90
Community Connector	1,738	Dec '11	16,219	Dec '11	31,569	CC Dec '11	5,921	Total Rides	6,085
Contracted Providers	6,085					Contr. Prov. Dec '11	6,520	% Change	-6.7%
Total Rides	24,342								

Service Delivery & Performance Data						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Service Hours	1,197	1,433	1,618	823	294	5,364
Service Miles	13,304	18,585	21,557	23,747	14,326	91,519
Rides/Hour	4.0	5.7	17.8	6.3	31.8	10.5
Miles/Ride	2.8	2.3	0.7	4.6	1.5	1.6

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Service Days	
Weekdays	20
Saturdays (Bend only)	5
Sundays (Bend DAR only)	5
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	1

Safety & Security		
Incidents	1	BDAR bus stuck in snow.
Prev. Accidents	1	Car backed into bus. No damage.
Non-Prev Accdnts.	0	
Injuries	0	

Customer Service	
Total Calls Received	11,797
Ride Denials	23
FTA Denials	0
No Rides Found	41
No Shows	160
Late Cancellations	2,444

2nd Qtr Operations Financial Data (October - December)						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Fixed Contract Cost (hours)	\$29,997	\$0	\$40,551	\$0	\$0	\$70,548
COIC Admin Cost (hours)	\$9,091	\$44,887	\$12,290	\$25,780	\$0	\$92,048
Driver Cost (hours)	\$113,015	\$130,076	\$152,777	\$74,705	\$12,171	\$482,743
Other Ops Wages & Benefits	\$32,818	\$62,687	\$44,365	\$36,002	\$8,902	\$184,774
Fuel Cost (miles)	\$47,577	\$26,336	\$77,092	\$33,651	\$1,647	\$186,304
Maint. Cost (miles)	\$36,067	\$26,306	\$58,441	\$33,613	\$6,389	\$160,816
Other Cost (hours)	\$20,598	\$36,308	\$27,844	\$20,852	\$1,897	\$107,500
Total Cost	\$289,163	\$326,600	\$413,359	\$224,603	\$31,006	\$1,284,733
Farebox Revenue (Q2)	\$15,282	\$21,346	\$71,452	\$46,423	\$855.84	\$155,359
Cost/Ride (Dec.)	\$20.01	\$13.31	\$4.79	\$14.43	\$3.31	\$7.60
% Farebox Recovery (Q2)	5.3%	6.5%	17.3%	20.7%	2.8%	12.1%

Complaints & Compliments	
CET Service	
Driver Complaints	21
Call Center/Dispatch Compl.	14
Program/General Compl.	14
Total Complaints	49
Compliments	1
Brokerage Service	
Contracted Provider Compl.	12
Call Center/Dispatch Compl.	11
Program/General Compl.	2
Total Complaints	25
Compliments	0



Cascades East Transit Monthly Management Report

January 2013

Ridership												
Demand Response	14,555	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides			
Fixed Route	38,323	Bend	5,573	Rt 1 South 3rd St	5,576	Redmond/Bend	2,779	Unspecified	9			
Community Connector	6,394	Redmond	5,432	Rt 2 Brookwood	5,372	Prnvl/Redmond	1,236	Baker	175			
Contracted Providers	7,387	La Pine	1,014	Rt 3 Newport	8,145	La Pine/Bend	877	Crook	437			
Mountain Service	13,443	Madras	1,000	Rt 4 N. 3rd St	6,181	Madras/Redmond	708	Deschutes	4,199			
Total Rides	80,102	Prineville	1,476	Rt 5 Wells Acres	7,583	Sisters/Redmond	189	Grant	151			
% Change over last January	2.5%	Sisters	60	Rt 6 Bear Creek	4,296	Wrm Spgs/Madras	18	Harney	184			
			Total Rides	14,555	Rt 11 Galveston	1,170	Clvr-Metius/Madras	560	Jefferson	457		
			% Change	-16.8%	Total Rides	38,323	The Airporter	27	Malheur	979		
			% Change	11.4%	% Change	11.4%	Total Rides	6,394	Out of Area	141		
			% Change	-10.5%	% Change	-10.5%	% Change	-10.5%	Union	525		
Elderly/Disabled Rides			Jan '12	17,503	Jan '12	34,394	CC Jan '12	7,147	Wallowa	130		
Demand Response	10,289			Mtn Service Jan '12	12,274	Contr. Prov. Jan '12	6,834	Total Rides	7,387			
Fixed Route	8,476							% Change	8.1%			
Community Connector	2,142											
Contracted Providers	7,387											
Total Rides	28,294											

Service Delivery & Performance Data						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Service Hours	1,285	1,689	1,740	834	850	6,397
Service Miles	14,074	23,911	23,528	25,921	18,062	105,496
Rides/Hour	4.3	5.3	22.0	7.7	15.8	11.4
Miles/Ride	2.5	2.7	0.6	4.1	1.3	1.5

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Service Days	
Weekdays	22
Saturdays (Bend only)	4
Sundays (Bend DAR only)	4
Maj. Holidays w/Serv.	1
Maj. Holidays no Serv.	0

Safety & Security	
Incidents	0
Prev. Accidents	1
Non-Prev Accdnts.	0
Injuries	0

Customer Service	
Total Calls Received	11,058
CET ADA Denials	0
CET No Shows	485
CET Late Cancels	1,629
Brkrge Ride Denials	45
Brkrge No Rides Found	35

Operations Financial Data (January)						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Fixed Contract Cost (hours)	\$9,990	\$0	\$13,526	\$0	\$0	\$23,516
COIC Admin Cost (hours)	\$2,551	\$15,714	\$3,453	\$7,759	\$7,458	\$36,935
Driver Cost (hours)	\$37,377	\$48,017	\$50,606	\$23,710	\$13,734	\$173,445
Other Ops Wages & Benefits	\$11,413	\$19,997	\$15,453	\$9,874	\$9,904	\$66,641
Fuel Cost (miles)	\$6,071	\$9,615	\$10,150	\$10,423	\$7,522	\$43,781
Maint. Cost (miles)	\$4,981	\$5,966	\$8,327	\$6,467	\$6,150	\$31,890
Other Cost (hours)	\$3,656	\$10,375	\$4,950	\$5,123	\$9,932	\$34,035
Total Cost	\$76,039	\$109,684	\$106,464	\$63,357	\$54,699	\$410,243
Farebox Revenue	\$5,675	\$6,355	\$17,251	\$11,033	\$2,862	\$43,176
Cost/Ride	\$4.55	\$4.07	\$0.93	\$3.30	\$4.07	\$1.88
% Farebox Recovery	7.5%	5.8%	16.2%	17.4%	5.2%	10.5%

Complaints & Compliments	
CET Service	
Driver Complaints	14
Call Center/Dispatch Compl.	9
Program/General Compl.	28
Total Complaints	51
Compliments	2
Brokerage Service	
Contracted Provider Compl.	18
Call Center/Dispatch Compl.	9
Program/General Compl.	2
Total Complaints	29
Compliments	0



Cascades East Transit Monthly Management Report

February 2013

Ridership												
Demand Response	12,819	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides			
Fixed Route	36,164	Bend	4,895	Rt 1 South 3rd St	5,479	Redmond/Bend	2,683	Unspecified	13			
Community Connector	6,522	Redmond	5,021	Rt 2 Brookwood	5,200	Prnvl/Redmond	1,383	Baker	183			
Contracted Providers	6,602	La Pine	888	Rt 3 Newport	7,355	La Pine/Bend	974	Crook	394			
Mountain Service	11,058	Madras	813	Rt 4 N. 3rd St	5,942	Madras/Redmond	736	Deschutes	3,744			
Total Rides	73,165	Prineville	1,146	Rt 5 Wells Acres	7,202	Sisters/Redmond	188	Grant	105			
% Change over last February	-5.3%	Sisters	56	Rt 6 Bear Creek	3,855	Wrm Spgs/Madras	0	Harney	186			
			Total Rides	12,819	Rt 11 Galveston	1,131	Clvr-Metius/Madras	545	Jefferson	379		
			% Change	-17.8%	Total Rides	36,164	The Airporter	13	Malheur	902		
			% Change	-0.6%	% Change	-0.6%	Total Rides	6,522	Out of Area	144		
			% Change	-11.8%	% Change	-11.8%	% Change	-11.8%	Union	428		
Elderly/Disabled Rides			Feb '12	15,587	Feb '12	36,389	CC Feb '12	7,397	Wallowa	124		
Demand Response	9,055			Mtn Service Feb '12	11,347	Contr. Prov. Feb '12	6,572	Total Rides	6,602			
Fixed Route	8,470							% Change	0.5%			
Community Connector	2,185											
Contracted Providers	6,602											
Total Rides	26,312											

Service Delivery & Performance Data						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Service Hours	1,155	1,449	1,591	745	701	5,642
Service Miles	12,989	18,643	21,570	22,698	15,593	91,493
Rides/Hour	4.2	5.5	22.7	8.8	15.8	11.8
Miles/Ride	2.7	2.4	0.6	3.5	1.4	1.4

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Service Days	
Weekdays	20
Saturdays (Bend only)	4
Sundays (Bend DAR only)	4
Maj. Holidays w/Serv.	1
Maj. Holidays no Serv.	0

Safety & Security	
Incidents	0
Prev. Accidents	0
Non-Prev Accdnts.	0
Injuries	0

Customer Service	
Total Calls Received	10,841
CET ADA Denials	0
CET No Shows	533
CET Late Cancels	1,371
Bkrgr Ride Denials	59
Bkrgr No Rides Found	28

Operations Financial Data (February)						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Fixed Contract Cost (hours)	\$9,892	\$0	\$13,624	\$0	\$0	\$23,516
COIC Admin Cost (hours)	\$2,860	\$14,163	\$3,938	\$7,282	\$6,512	\$34,754
Driver Cost (hours)	\$37,012	\$40,301	\$50,972	\$20,721	\$11,502	\$160,507
Other Ops Wages & Benefits	\$10,927	\$20,072	\$15,048	\$10,320	\$8,674	\$65,041
Fuel Cost (miles)	\$14,638	\$12,373	\$24,308	\$15,064	\$11,550	\$77,932
Maint. Cost (miles)	\$4,341	\$1,496	\$7,208	\$1,822	\$5,850	\$20,717
Other Cost (hours)	\$4,372	\$4,753	\$6,021	\$2,443	\$1,435	\$19,025
Total Cost	\$84,041	\$93,157	\$121,120	\$57,651	\$45,524	\$401,493
Farebox Revenue	\$4,971	\$7,018	\$15,831	\$13,302	\$2,258	\$43,380
Cost/Ride	\$17.17	\$11.76	\$3.35	\$8.84	\$4.12	\$6.03
% Farebox Recovery	5.9%	7.5%	13.1%	23.1%	5.0%	10.8%

Complaints & Compliments	
CET Service	
Driver Complaints	16
Call Center/Dispatch Compl.	8
Program/General Compl.	18
Total Complaints	\$65,041
Compliments	2
Brokerage Service	
Contracted Provider Compl.	21
Call Center/Dispatch Compl.	8
Program/General Compl.	1
Total Complaints	30
Compliments	1



Cascades East Transit Monthly Management Report

March 2013

Ridership												
Demand Response	12,665	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides			
Fixed Route	34,289	Bend	5,208	Rt 1 South 3rd St	5,534	Redmond/Bend	2,518	Unspecified	14			
Community Connector	6,120	Redmond	4,508	Rt 2 Brookwood	4,876	Prnvl/Redmond	1,254	Baker	160			
Contracted Providers	6,691	La Pine	875	Rt 3 Newport	5,980	La Pine/Bend	970	Crook	453			
Mountain Service	9,989	Madras	931	Rt 4 N. 3rd St	5,940	Madras/Redmond	637	Deschutes	3,829			
Total Rides	69,754	Prineville	1,098	Rt 5 Wells Acres	6,955	Sisters/Redmond	183	Grant	130			
% Change over last March	-10.2%	Sisters	45	Rt 6 Bear Creek	3,869	Wrm Spgs/Madras	0	Harney	133			
			Total Rides	12,665	Rt 11 Galveston	1,135	Civr-Metlius/Madras	439	Jefferson	409		
			% Change	-25.3%	Total Rides	34,289	The Airporter	119	Malheur	873		
			% Change	-1.6%	% Change	-1.6%	Total Rides	6,120	Out of Area	126		
			% Change	-13.9%			% Change	-13.9%	Union	397		
Elderly/Disabled Rides			Mar '12	16,964	Mar '12	34,847	CC Mar '12	7,111	Wallowa	167		
Demand Response	9,123			Mtn Service Mar '12	12,005	Contr. Prov. Mar '12	6,737	Total Rides	6,691			
Fixed Route	8,160							% Change	-0.7%			
Community Connector	2,050											
Contracted Providers	6,691											
Total Rides	26,024											

Service Delivery & Performance Data						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Service Hours	1,286	1,432	1,692	783	780	5,972
Service Miles	14,020	18,994	22,948	23,521	17,590	97,073
Rides/Hour	4.1	5.2	20.3	7.8	12.8	10.6
Miles/Ride	2.7	2.5	0.7	3.8	1.8	1.5

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Service Days	
Weekdays	21
Saturdays (Bend only)	5
Sundays (Bend DAR only)	5
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	0

Safety & Security	
Incidents	0
Prev. Accidents	0
Non-Prev Accdnts.	0
Injuries	0

Customer Service	
Total Calls Received	10,420
CET ADA Denials	0
CET No Shows	428
CET Late Cancels	1,142
Brkrge Ride Denials	30
Brkrge No Rides Found	20

Operations Financial Data (March)						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Fixed Contract Cost (hours)	\$10,154	\$0	\$13,362	\$0	\$0	\$23,516
COIC Admin Cost (hours)	\$2,968	\$14,366	\$3,905	\$7,855	\$7,117	\$36,211
Driver Cost (hours)	\$34,952	\$22,842	\$45,991	\$12,490	\$11,070	\$127,346
Other Ops Wages & Benefits	\$11,386	\$34,783	\$14,982	\$19,019	\$11,285	\$91,455
Fuel Cost (miles)	\$7,128	\$8,853	\$11,668	\$10,964	\$7,901	\$46,514
Maint. Cost (miles)	\$4,010	\$3,808	\$6,564	\$4,715	\$4,915	\$24,011
Other Cost (hours)	\$4,381	\$4,842	\$5,765	\$2,648	\$1,942	\$19,578
Total Cost	\$74,980	\$89,494	\$102,237	\$57,690	\$44,230	\$368,632
Farebox Revenue (avg for Q3)	\$5,272	\$6,863	\$15,070	\$13,255	\$2,632	\$43,093
Cost/Ride	\$14.40	\$12.00	\$2.98	\$9.43	\$4.43	\$5.85
% Farebox Recovery (avg for Q3)	7.0%	7.7%	14.7%	23.0%	6.0%	11.7%

Complaints & Compliments	
CET Service	
Driver Complaints	20
Call Center/Dispatch Compl.	3
Program/General Compl.	12
Total Complaints	35
Compliments	0
Brokerage Service	
Contracted Provider Compl.	8
Call Center/Dispatch Compl.	2
Program/General Compl.	1
Total Complaints	11
Compliments	1



Cascades East Transit Monthly Management Report

April 2013

Ridership												
Demand Response	12,173	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides			
Fixed Route	37,088	Bend	5,327	Rt 1 South 3rd St	5,729	Redmond/Bend	2,950	Unspecified	28			
Community Connector	6,963	Redmond	4,210	Rt 2 Brookwood	4,898	Prnvl/Redmond	1,415	Baker	169			
Contracted Providers	7,261	La Pine	771	Rt 3 Newport	8,029	La Pine/Bend	960	Crook	518			
Mountain Service	4,496	Madras	694	Rt 4 N. 3rd St	5,756	Madras/Redmond	801	Deschutes	4,046			
Total Rides	67,981	Prineville	1,100	Rt 5 Wells Acres	7,275	Sisters/Redmond	194	Grant	114			
% Change over last March	-4.9%	Sisters	71	Rt 6 Bear Creek	4,219	Wrm Spgs/Madras	0	Harney	209			
			Total Rides	12,173	Rt 11 Galveston	1,182	Civr-Metlius/Madras	333	Jefferson	413		
			% Change	-25.4%	Total Rides	37,088	The Airporter	310	Malheur	947		
			% Change	1.2%	% Change	1.2%	Total Rides	6,963	Out of Area	100		
			% Change	-9.5%			% Change	-9.5%	Union	552		
Elderly/Disabled Rides			Apr '12	16,327	Apr '12	36,642	CC Apr '12	7,696	Wallowa	165		
Demand Response	8,921			Mtn Service Apr '12	3,939	Contr. Prov. Apr '12	6,888	Total Rides	7,261			
Fixed Route	8,406							% Change	5.4%			
Community Connector	2,333											
Contracted Providers	7,261											
Total Rides	26,921											

Service Delivery & Performance Data						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Service Hours	1,260	1,119	1,740	894	330	5,342
Service Miles	14,002	13,630	23,737	25,073	9,485	85,927
Rides/Hour	4.2	6.1	21.3	7.8	13.6	11.4
Miles/Ride	2.6	2.0	0.6	3.6	2.1	1.4

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Service Days	
Weekdays	22
Saturdays (Bend only)	4
Sundays (Bend DAR only)	4
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	0

Safety & Security		
Incidents	1	Passenger with bad leg fell; no injury
Prev. Accidents	1	Rear ended at stop light; no injury
Non-Prev Accdnts.	0	
Injuries	0	

Customer Service	
Total Calls Received	11,511
CET ADA Denials	0
CET No Shows	327
CET Late Cancels	1,159
Brkrge Ride Denials	40
Brkrge No Rides Found	40

Operations Financial Data (April)						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Fixed Contract Cost (hours)	\$9,876	\$0	\$13,640	\$0	\$0	\$23,516
COIC Admin Cost (hours)	\$2,520	\$10,775	\$3,481	\$8,610	\$3,442	\$28,828
Driver Cost (hours)	\$36,447	\$19,838	\$50,340	\$15,851	\$4,904	\$127,381
Other Ops Wages & Benefits	\$12,218	\$29,486	\$16,876	\$23,560	\$7,266	\$89,405
Fuel Cost (miles)	\$7,531	\$6,399	\$12,767	\$11,771	\$3,228	\$41,696
Maint. Cost (miles)	\$6,020	\$5,957	\$10,206	\$10,958	\$1,571	\$34,712
Other Cost (hours)	\$4,746	\$4,745	\$6,555	\$3,791	\$2,320	\$22,157
Total Cost	\$79,358	\$77,200	\$113,866	\$74,541	\$22,730	\$367,696
Farebox Revenue	\$5,003	\$6,447	\$14,933	\$10,881	\$1,334	\$38,599
Cost/Ride	\$14.90	\$11.28	\$3.07	\$10.71	\$5.06	\$6.06
% Farebox Recovery	6.3%	8.4%	13.1%	14.6%	5.9%	10.5%

Complaints & Compliments	
CET Service	
Driver Complaints	16
Call Center/Dispatch Compl.	11
Program/General Compl.	12
Total Complaints	39
Compliments	2
Brokerage Service	
Contracted Provider Compl.	23
Call Center/Dispatch Compl.	4
Program/General Compl.	2
Total Complaints	29
Compliments	0



Cascades East Transit Monthly Management Report

May 2013

Ridership											
Demand Response	11,966	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides		
Fixed Route	34,964	Bend	5,380	Rt 1 South 3rd St	5,234	Redmond/Bend	2,571	Unspecified	10		
Community Connector	6,324	Redmond	3,943	Rt 2 Brookwood	4,517	Prnvl/Redmond	1,270	Baker	226		
Contracted Providers	6,738	La Pine	867	Rt 3 Newport	6,705	La Pine/Bend	985	Crook	425		
Total Rides	59,992	Madras	632	Rt 4 N. 3rd St	5,896	Madras/Redmond	772	Deschutes	3,858		
% Change over last March	-13.6%	Prineville	1,105	Rt 5 Wells Acres	7,394	Sisters/Redmond	181	Grant	124		
		Sisters	39	Rt 6 Bear Creek	4,042	Wrm Spgs/Madras	0	Harney	168		
		Total Rides	11,966	Rt 11 Galveston	1,176	Clvr/Metlius/Madras	290	Jefferson	422		
		% Change	-26.9%	Total Rides	34,964	The Airporter	255	Malheur	811		
				% Change	-5.9%	Total Rides	6,324	Out of Area	24		
						% Change	-26.4%	Union	498		
Elderly/Disabled Rides		May '12	16,374	May '12	37,147	CC May '12	8,597	Wallowa	172		
Demand Response	8,838					Conctr. Prov. May '12	7,315	Total Rides	6,738		
Fixed Route	7,836							% Change	-7.9%		
Community Connector	2,119										
Contracted Providers	6,738										
Total Rides	25,530										

Service Delivery & Performance Data					
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Total
Revenue Hours	1,346	1,397	1,814	895	5,452
Service Miles	15,310	15,740	23,969	27,291	82,310
Rides/Hour	4.0	4.7	19.3	7.1	9.8
Miles/Ride	2.8	2.4	0.7	4.3	1.5

Service Days	
Weekdays	23
Saturdays (Bend only)	4
Sundays (Bend DAR only)	4
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	0

Safety & Security		
Incidents	1	Hard brake, threw 2 passengers to floor.
Prev. Accidents	0	
Non-Prev Accdnts.	0	
Injuries	0	

Customer Service	
Total Calls Received	10,764
CET ADA Denials	0
CET No Shows	344
CET Late Cancels	1,129
Brkrge Ride Denials	28
Brkrge No Rides Found	62
Brkrge Cancellations	1,981

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Operations Financial Data (May)					
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Total
Fixed Contract Cost (hours)	\$10,114	\$0	\$13,637	\$0	\$23,751
COIC Admin Cost (hours)	\$2,596	\$12,845	\$3,500	\$8,229	\$27,171
Driver Cost (hours)	\$38,014	\$38,177	\$51,254	\$24,459	\$151,904
Other Ops Wages & Benefits	\$12,918	\$20,004	\$17,418	\$12,816	\$63,157
Fuel Cost (miles)	\$8,624	\$6,957	\$13,502	\$12,063	\$41,146
Maint. Cost (miles)	\$4,122	\$4,276	\$6,453	\$7,413	\$22,264
Other Cost (hours)	\$6,862	\$5,338	\$9,252	\$3,420	\$24,872
Total Cost	\$83,251	\$87,597	\$115,017	\$68,399	\$354,264
Farebox Revenue	\$4,939	\$5,081	\$15,311	\$13,258	\$38,589
Cost/Ride	\$15.47	\$13.30	\$3.29	\$10.82	\$6.65
% Farebox Recovery	5.9%	5.8%	13.3%	19.4%	10.9%

Complaints & Compliments	
CET Service	
Driver Complaints	18
Call Center/Dispatch Compl.	15
Program/General Compl.	15
Total Complaints	48
Compliments	2

Brokerage Service	
Contracted Provider Compl.	22
Call Center/Dispatch Compl.	8
Program/General Compl.	1
Total Complaints	31
Compliments	1



Cascades East Transit Monthly Management Report

June 2013

Ridership									
Demand Response	10,558	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides
Fixed Route	27,964	Bend	5,112	Rt 1 South 3rd St	4,738	Redmond/Bend	1,770	Unspecified	7
Community Connector	4,285	Redmond	3,339	Rt 2 Brookwood	4,157	Prnvl/Redmond	862	Baker	179
Contracted Providers	5,881	La Pine	718	Rt 3 Newport	4,250	La Pine/Bend	737	Crook	373
Total Rides	48,688	Madras	505	Rt 4 N. 3rd St	5,222	Madras/Redmond	442	Deschutes	3,502
% Change over last March	-18.6%	Prineville	842	Rt 5 Wells Acres	5,595	Sisters/Redmond	116	Grant	91
		Sisters	42	Rt 6 Bear Creek	3,191	Wrm Spgs/Madras	0	Harney	140
		Total Rides	10,558	Rt 11 Galveston	811	Clvr/Mettius/Madras	235	Jefferson	348
		% Change	-30.2%	Total Rides	27,964	The Airporter	123	Malheur	724
				% Change	-11.6%	Total Rides	4,285	Out of Area	26
						% Change	-31.2%	Union	390
Elderly/Disabled Rides		June '12	15,132	June '12	31,631	CC June '12	6,224	Wallowa	101
Demand Response	7,971					Contr. Prov. June '12	6,798	Total Rides	5,881
Fixed Route	6,606							% Change	-13.5%
Community Connector	1,435								
Contracted Providers	5,881								
Total Rides	21,894								

Service Delivery & Performance Data					
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Total
Revenue Hours	1,235	1,161	1,618	899	4,913
Service Miles	14,135	13,147	22,324	23,487	73,093
Rides/Hour	4.1	4.7	17.3	4.8	8.7
Miles/Ride	2.8	2.4	0.8	5.5	1.7

Service Days	
Weekdays	20
Saturdays (Bend only)	5
Sundays (Bend DAR only)	5
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	0

Safety & Security		
Incidents	1	Hard brake, threw passengers to the floor.
Prev. Accidents	1	Driver backed into a tree
Non-Prev Accdnts.	0	
Injuries	0	

Customer Service	
Total Calls Received	9,492
CET ADA Denials	0
CET No Shows	250
CET Late Cancels	901
Brkrge Ride Denials	40
Brkrge No Rides Found	48
Brkrge Cancellations	1,608

Trip Purpose (Oct '10)	
Work & Training	54.0%
Other	20.6%
Medical	8.9%
Shopping	6.3%
Recreation/Social	5.9%
Senior/Meal Center	4.4%
Total	100.0%

Operations Financial Data (June)					
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Total
Fixed Contract Cost (hours)	\$10,281	\$0	\$13,471	\$0	\$23,751
COIC Admin Cost (hours)	\$3,025	\$11,672	\$3,964	\$9,040	\$27,701
Driver Cost (hours)	\$86,702	\$31,746	\$113,603	\$24,589	\$256,640
Other Ops Wages & Benefits	\$13,261	\$15,298	\$17,375	\$11,849	\$57,784
Fuel Cost (miles)	\$8,608	\$9,588	\$13,595	\$17,128	\$48,919
Maint. Cost (miles)	\$3,953	\$4,280	\$6,243	\$7,647	\$22,123
Other Cost (hours)	\$4,584	\$18,035	\$6,006	\$13,969	\$42,594
Total Cost	\$130,414	\$90,619	\$174,258	\$84,222	\$479,513
Farebox Revenue	\$4,469	\$4,580	\$10,577	\$9,334	\$28,960
Cost/Ride	\$25.51	\$16.64	\$6.23	\$19.66	\$11.20
% Farebox Recovery	3.4%	5.1%	6.1%	11.1%	6.0%

Complaints & Compliments	
CET Service	
Driver Complaints	18
Call Center/Dispatch Compl.	15
Program/General Compl.	15
Total Complaints	48
Compliments	2
Brokerage Service	
Contracted Provider Compl.	22
Call Center/Dispatch Compl.	8
Program/General Compl.	1
Total Complaints	31
Compliments	1



Cascades East Transit Monthly Management Report

July 2013

Ridership											
Demand Response	10,956	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides		
Fixed Route	29,431	Bend	5,010	Rt 1 South 3rd St	5,226	Redmond/Bend	1,842	Unspecified	12		
Community Connector	4,396	Redmond	3,695	Rt 2 Brookwood	4,057	Prnvl/Redmond	882	Baker	202		
Contracted Providers	6,470	La Pine	682	Rt 3 Newport	4,162	La Pine/Bend	912	Crook	419		
Ride the River	5,705	Madras	621	Rt 4 N. 3rd St	4,722	Madras/Redmond	424	Deschutes	3,665		
Total Rides	56,958	Prineville	911	Rt 5 Wells Acres	6,727	Sisters/Redmond	114	Grant	90		
% Change over last July	-9.3%	Sisters	37	Rt 6 Bear Creek	3,549	Wrm Spgs/Madras	0	Harney	127		
Elderly/Disabled Rides											
Demand Response	8,132	Total Rides	10,956	Rt 11 Galveston	988	Clvr/Metlius/Madras	103	Jefferson	416		
Fixed Route	7,446	% Change	-20.0%	Total Rides	29,431	The Airporter	119	Malheur	826		
Community Connector	1,473	July '12	13,703	% Change	-3.1%	CC July '12	5,574	Out of Area	85		
Contracted Providers	6,470	July '12	30,387	Ride the River July '12	6,446	Contr. Prov. July '12	6,692	Union	525		
Total Rides	23,520										
Service Delivery & Performance Data											
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Ride the River	Total					
Revenue Hours	1,303.4	1,034	1,739.8	842	158.2	5,077					
Service Miles	14,391	14,727	23,798	25,923	1294	80,133					
Rides/Hour	3.8	5.7	16.9	5.2	36.1	9.9					
Miles/Ride	2.9	2.5	0.8	5.9	0.2	1.6					
Service Days											
Weekdays	22										
Saturdays (Bend only)	4										
Sundays (Bend DAR only)	4										
Maj. Holidays w/Serv.	0										
Maj. Holidays no Serv.	1										
Safety & Security											
Incidents	2	1)W/C tipped, no injury									
Prev. Accidents	1	Rear ended at Rail Road crossing									
Non-Prev Accdnts.	1	Hit mirror on parked car									
Injuries	0										
Customer Service											
Total Calls Received	10,520										
CET ADA Denials	0										
CET No Shows	311										
CET Late Cancels	1,024										
Brkrge Ride Denials	39										
Brkrge No Rides Found	48										
Brkrge Cancellations	1,631										
Operations Financial Data (July)											
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Ride the River	Total					
Fixed Contract Cost (hours)	\$9,670	\$0	\$12,907	\$0	\$1,174	\$23,751					
COIC Admin Cost (hours)	\$2,611	\$12,217	\$3,485	\$9,941	\$317	\$28,571					
Driver Cost (hours)	\$38,321	\$36,717	\$51,149	\$29,875	\$4,651	\$160,713					
Other Ops Wages & Benefits	\$11,416	\$14,303	\$15,238	\$11,638	\$1,386	\$53,981					
Fuel Cost (miles)	\$6,230	\$7,109	\$10,302	\$12,513	\$560	\$36,714					
Maint. Cost (miles)	\$5,429	\$4,069	\$8,977	\$7,163	\$488	\$26,126					
Other Cost (hours)	\$3,838	\$3,947	\$5,123	\$3,211	\$466	\$16,586					
Total Cost	\$77,514	\$78,363	\$107,182	\$74,342	\$9,041	\$346,442					
Farebox Revenue	\$3,702	\$3,189	\$12,429	\$6,349	\$7,065	\$32,735					
Cost/Ride	\$15.47	\$13.18	\$3.64	\$16.91	\$1.58	\$6.86					
% Farebox Recovery	4.8%	4.1%	11.6%	8.5%	78.1%	9.4%					
Trip Purpose (Oct '10)											
Work & Training	54.0%										
Other	20.6%										
Medical	8.9%										
Shopping	6.3%										
Recreation/Social	5.9%										
Senior/Meal Center	4.4%										
Total	100.0%										
Complaints & Compliments											
CET Service											
Driver Complaints	21										
Call Center/Dispatch Compl.	1										
Program/General Compl.	8										
Total Complaints	30										
Compliments	1										
Brokerage Service											
Contracted Provider Compl.	29										
Call Center/Dispatch Compl.	7										
Program/General Compl.	1										
Total Complaints	37										
Compliments	0										



Cascades East Transit Monthly Management Report

August 2013

Ridership

Demand Response	10,656
Fixed Route	30,496
Community Connector	4,312
Contracted Providers	6,078
Ride the River	4,082
Total Rides	55,624
% Change over last August	-18.7%

Demand Resp.	Rides
Bend	4,809
Redmond	3,653
La Pine	617
Madras	633
Prineville	900
Sisters	44
Total Rides	10,656
% Change	-32.9%

Fixed Route	Rides
Rt 1 South 3rd St	5,642
Rt 2 Brookwood	4,015
Rt 3 Newport	3,906
Rt 4 N. 3rd St	4,969
Rt 5 Wells Acres	7,393
Rt 6 Bear Creek	3,574
Rt 11 Galveston	997
Total Rides	30,496
% Change	-5.8%

Comm. Conctr	Rides
Redmond/Bend	1,906
Prnvl/Redmond	928
La Pine/Bend	786
Madras/Redmond	371
Sisters/Redmond	128
Wrm Spgs/Madras	0
Clvr/Metlius/Madras	125
The Airporter	68
Total Rides	4,312
% Change	-26.2%

Contracted Providers	Rides
Unspecified	8
Baker	206
Crook	369
Deschutes	3,483
Grant	88
Harney	123
Jefferson	399
Malheur	781
Out of Area	68
Union	428
Wallowa	125
Total Rides	6,078
% Change	-16.8%

Elderly/Disabled Rides

Demand Response	7,879
Fixed Route	8,566
Community Connector	1,445
Contracted Providers	6,078
Total Rides	23,967

August '12 15,887

August '12 32,383

CC August '12 5,839
Contr. Prov. August '12 7,305

RTR August '12 7,039

Service Delivery & Performance Data

	Bend DAR
Service Hours	1,279.8
Service Miles	13,706
Rides/Hour	3.8
Miles/Ride	2.9

Rural DAR	Fixed Route
1,215	1,766.2
14,589	24,330
4.8	17.3
2.5	0.8

Comm. Conctr	Ride the River
799	128.15
24,285	993
5.4	31.9
5.6	0.2

Total
5,188
77,903
9.5
1.6

Service Days

Weekdays	22
Saturdays (Bend only)	5
Sundays (Bend DAR only)	4
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	0

Safety & Security

Incidents	0	
Prev. Accidents	1	Side swipe, broken mirror-other vehicle.
Non-Prev Accdnts.	0	
Injuries	0	

Customer Service

Total Calls Received	10,200
CET ADA Denials	0
CET No Shows	355
CET Late Cancels	813
Brkrge Ride Denials	32
Brkrge No Rides Found	29
Brkrge Cancellations	1,814

Operations Financial Data (August)

	Bend DAR
Fixed Contract Cost (hours)	\$9,577
COIC Admin Cost (hours)	\$1,943
Driver Cost (hours)	\$37,949
Other Ops Wages & Benefits	\$9,631
Fuel Cost (miles)	\$6,002
Maint. Cost (miles)	\$6,816
Other Cost (hours)	\$7,171
Total Cost	\$79,090

Rural DAR	Fixed Route
\$0	\$13,216
\$12,536	\$2,681
\$39,192	\$52,371
\$12,562	\$13,292
\$6,925	\$10,655
\$6,212	\$12,099
\$7,837	\$9,897
\$85,265	\$114,211

Comm. Conctr	Ride the River
\$0	\$959
\$8,244	\$195
\$25,773	\$3,800
\$8,261	\$964
\$11,528	\$435
\$10,341	\$494
\$5,154	\$718
\$69,301	\$7,565

Total
\$23,751
\$25,598
\$159,086
\$44,711
\$35,545
\$35,962
\$30,777
\$355,431

Farebox Revenue \$4,251

\$4,671 \$14,730

\$9,446 \$5,450

\$38,548

Cost/Ride \$16.45

\$14.58 \$3.75

\$16.07 \$1.85

\$7.17

% Farebox Recovery 5.4%

5.5% 12.9%

13.6% 72.0%

10.8%

Dial A Ride Trip Purpose (Redmond, Jan '13)

Work	41%
Medical	16%
Other	15%
School	13%
Shopping	10%
Senior/Meal Center	5%
Total	100%

Complaints & Compliments

CET Service	
Driver Complaints	3
Call Center/Dispatch Compl.	0
Program/General Compl.	3
Total Complaints	6
Compliments	2

Brokerage Service	
Contracted Provider Compl.	11
Call Center/Dispatch Compl.	6
Program/General Compl.	0
Total Complaints	17
Compliments	0



Cascades East Transit Monthly Management Report

September 2013

Ridership

Demand Response	10,405
Fixed Route	27,224
Community Connector	5,902
Contracted Providers	5,959
Ride the River	636
Total Rides	50,126
% Change over last August	-12.4%

Demand Resp.	Rides
Bend	4,675
Redmond	3,514
La Pine	557
Madras	698
Prineville	929
Sisters	32
Total Rides	10,405
% Change	-29.5%

Fixed Route	Rides
Rt 1 South 3rd St	4,433
Rt 2 Brookwood	3,766
Rt 3 Newport	3,057
Rt 4 N. 3rd St	4,735
Rt 5 Wells Acres	6,903
Rt 6 Bear Creek	3,484
Rt 11 Galveston	846
Total Rides	27,224
% Change	-8.4%

Comm. Conctr	Rides
Redmond/Bend	2,420
Prnvl/Redmond	1,322
La Pine/Bend	692
Madras/Redmond	601
Sisters/Redmond	327
Wrm Spgs/Madras	0
Civr/Metlius/Madras	495
The Airporter	45
Total Rides	5,902
% Change	1.1%

Contracted Providers	Rides
Unspecified	3
Baker	162
Crook	401
Deschutes	3,349
Grant	78
Harney	160
Jefferson	380
Malheur	847
Out of Area	51
Union	438
Wallowa	90
Total Rides	5,959
% Change	-5.1%

Elderly/Disabled Rides

Demand Response	7,683
Fixed Route	7,219
Community Connector	1,977
Contracted Providers	5,959
Total Rides	22,838

September '12 14,749

September '12 29,705

CC September '12 5,839
Contr. Prov. Sept '12 6,279

RTR Sept '12 653

Service Delivery & Performance Data

	Bend DAR
Service Hours	1,222.4
Service Miles	13,337
Rides/Hour	3.8
Miles/Ride	2.9

Rural DAR	Fixed Route
1,146	1,591.2
14,306	21,985
5.0	17.1
2.5	0.8

Comm. Conctr	Ride the River
765	17.2
23,196	149
7.7	37.0
3.9	0.2

Total
4,742
72,973
9.3
1.7

Service Days

Weekdays	20
Saturdays (Bend only)	4
Sundays (Bend DAR only)	5
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	1

Safety & Security

Incidents	0	
Prev. Accidents	1	Driver grazed rock while backing
Non-Prev Accdnts.	0	
Injuries	0	

Customer Service

Total Calls Received	10,127
CET ADA Denials	0
CET No Shows	372
CET Late Cancels	847
Brkrge Ride Denials	58
Brkrge No Rides Found	39
Brkrge Cancellations	1,360

Dial A Ride Trip Purpose (Redmond, Jan '13)

Work	41%
Medical	16%
Other	15%
School	13%
Shopping	10%
Senior/Meal Center	5%
Total	100%

Operations Financial Data (July - Sept)

	Bend DAR
Fixed Contract Cost (hours)	\$29,454
COIC Admin Cost (hours)	\$6,580
Driver Cost (hours)	\$111,828
Other Ops Wages & Benefits (hrs)	\$31,624
Fuel Cost (miles)	\$18,393
Maint. Cost (miles)	\$15,250
Other Cost (hours)	\$15,834
Total Cost	\$228,963

Rural DAR	Fixed Route
\$0	\$39,450
\$38,021	\$8,813
\$117,011	\$149,779
\$42,663	\$42,356
\$21,203	\$31,124
\$12,919	\$25,806
\$21,397	\$21,207
\$253,214	\$318,534

Comm. Conctr	Ride the River
\$0	\$2,349
\$25,381	\$525
\$78,110	\$8,920
\$28,479	\$2,522
\$34,379	\$1,081
\$20,946	\$897
\$14,283	\$1,263
\$201,578	\$17,557

Total
\$71,254
\$79,320
\$465,648
\$147,643
\$106,180
\$75,818
\$73,984
\$1,019,846

Farebox Revenue	\$13,870
-----------------	----------

\$13,393	\$45,630
----------	----------

\$34,915	\$11,911
----------	----------

\$119,718

Cost/Ride	\$15.80
-----------	---------

\$14.45	\$3.65
---------	--------

\$13.80	\$1.68
---------	--------

\$23.09

% Farebox Recovery	6.1%
--------------------	------

5.3%	14.3%
------	-------

17.3%	67.8%
-------	-------

11.7%

Complaints & Compliments

CET Service	
Driver Complaints	5
Call Center/Dispatch Compl.	2
Program/General Compl.	2
Total Complaints	9
Compliments	1

Brokerage Service	
Contracted Provider Compl.	11
Call Center/Dispatch Compl.	1
Program/General Compl.	0
Total Complaints	12
Compliments	2



Cascades East Transit Monthly Management Report

October 2013

Ridership											
Demand Response	12,161	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides		
Fixed Route	37,715	Bend	5,875	Rt 1 South 3rd St	6,065	Redmond/Bend	3,238	Unspecified	7		
Community Connector	8,191	Redmond	3,876	Rt 2 Brookwood	5,310	Prnvl/Redmond	1,755	Baker	234		
Contracted Providers	6,904	La Pine	662	Rt 3 Newport	7,152	La Pine/Bend	924	Crook	421		
Total Rides	64,971	Madras	679	Rt 4 N. 3rd St	6,331	Madras/Redmond	961	Deschutes	3,959		
% Change over last August	-9.8%	Prineville	1,034	Rt 5 Wells Acres	7,968	Sisters/Redmond	349	Grant	112		
		Sisters	35	Rt 6 Bear Creek	3,866	Wrm Spgs/Madras	0	Harney	152		
				Rt 11 Galveston	1,023	Clvr/Metlius/Madras	673	Jefferson	374		
						The Airporter	291	Malheur	891		
Elderly/Disabled Rides		Total Rides	12,161	Total Rides	37,715	Total Rides	8,191	Out of Area	84		
Demand Response	9,175	% Change	-30.1%	% Change	-5.1%	% Change	8.3%	Union	544		
Fixed Route	8,620	October '12	17,405	October '12	39,749	CC October '12	7,566	Wallowa	126		
Community Connector	2,744					Contr. Prov. October '12	7,316	Total Rides	6,904		
Contracted Providers	6,904							% Change	-5.6%		
Total Rides	27,443										

Service Delivery & Performance Data					
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Total
Service Hours	1,375.7	1,353	1,814.0	1,029	5,572
Service Miles	15,929	14,556	24,952	26,398	81,835
Rides/Hour	4.3	4.6	20.8	8.0	10.4
Miles/Ride	2.7	2.3	0.7	3.2	1.4

Service Days	
Weekdays	23
Saturdays (Bend only)	4
Sundays (Bend DAR only)	4
Maj. Holidays w/Serv.	0
Maj. Holidays no Serv.	0

Safety & Security		
Incidents	0	
Prev. Accidents	0	
Non-Prev Accdnts.	2	(see note below)
Injuries	0	

[W/C tip-no injury, driver brushed against const. sign-no damage](#)

Customer Service	
Total Calls Received	10,114
CET ADA Denials	0
CET No Shows	582
CET Late Cancels	418
Brkrge Ride Denials	38
Brkrge No Rides Found	34
Brkrge Cancellations	1,967

Operations Financial Data (October)					
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Total
Fixed Contract Cost (hours)	\$10,244	\$0	\$13,508	\$0	\$23,751
COIC Admin Cost (hours)	\$1,891	\$11,374	\$2,493	\$8,650	\$24,408
Driver Wages & Benefits (hours)	\$35,870	\$39,249	\$47,299	\$29,850	\$152,269
Other Ops Wages & Benefits	\$10,314	\$13,097	\$13,600	\$9,960	\$46,971
Fuel Cost (miles)	\$8,070	\$6,451	\$12,641	\$11,700	\$38,863
Maint. Cost (miles)	\$7,128	\$1,545	\$11,166	\$2,801	\$22,640
Other Cost (hours)	\$4,095	\$4,480	\$5,400	\$3,407	\$17,384
Total Cost	\$77,612	\$76,196	\$106,108	\$66,369	\$326,286
Farebox Revenue	\$5,828	\$7,554	\$18,012	\$12,762	\$44,156
Cost/Ride	\$13.21	\$12.12	\$2.81	\$8.10	\$5.62
% Farebox Recovery	7.5%	9.9%	17.0%	19.2%	13.5%

Dial A Ride Trip Purpose (Redmond, Oct '13)	
Work	41.0%
Medical	9.3%
Other	32.3%
School	9.5%
Shopping	4.9%
Senior/Meal Center	3.0%
Total	100.0%

Complaints & Compliments	
CET Service	
Driver Complaints	21
Call Center/Dispatch Compl.	7
Program/General Compl.	17
Total Complaints	45
Compliments	3

Brokerage Service	
Contracted Provider Compl.	29
Call Center/Dispatch Compl.	1
Program/General Compl.	0
Total Complaints	2
Compliments	0