

# Meeting Notes

## Regional Public Transit Advisory Committee

May 13, 2014

11:15am-1:15pm

Redmond Public Library, 827 SW Deschutes Ave Redmond OR 97756

**Attendees:** Mike Lovely (Bend), Angie Gilley (Prineville), Elaine Henderson (Madras), Scott Cooper (Redmond/Prineville), Anthony Allen (Bend), Molly Baker Ray (La Pine), Jordan Ohlde (Rider), Nikki Roemmer (Bend), Sara Thompson (Bend)

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

**Public Attendees:** K. Kessell (Retired Citizen), Sue Barker (Redmond Senior Center), Judy Bowden (Retired Citizen), Arlene Noble (Disabled Citizen), Kim Curley (Commute Options), Tom Granger (Provider for Rider in Prineville), Don Aljets (Representing Riders from Sisters and Redmond), Ruby Aljets (Representing Riders from Sisters and Redmond), Seth Johnson (OFCO).

### 1. **General Public Comment**

Scott Cooper called the meeting to order at 11:20am. He explained that the Regional Transit Advisory Committee (RPTAC) was required by state statute and was made up of representatives from the different communities Cascades East Transit (CET) serves.

He explained that COIC operates CET and only 7% of the service is covered by fares, the rest is state and federal funding/grants. The RPTAC had been instructed by the COIC Board to raise the farebox recovery rate, as fares had not increased since the service was started in 2008. The RPTAC's previous proposals had been reviewed and returned by the COIC Board, but this proposal represented the most modest increase. He added that the goal was to incrementally increase fares until farebox recovery reached 15%.

He opened the floor to public comment on the proposed fare policy.

*Question: Is the federal funding for CET going to change?* Karen explained that the federal fund was expected to run out this fall because the current mechanism was not sustainable. She anticipated that they would do something politically to extend funding to the transit systems and prevent them from shutting down.

*Question: Will Opportunity Foundation riders be affected?* Karen explained that CET provides a lot of rides to OFCO and they were concerned about the fare increase; however, they understood why the community had a general expectation that the riders pay more of the cost of the ride. Scott encouraged the attendees to write to their lawmakers and ask them to fund transit operations in rural communities where there are more transit dependent riders than they recognize.

*Question: What other rural areas/systems did you compare CET's fares to?* Karen explained it was a comprehensive study, but she did not remember specifically. They compared areas with similar populations; however, none of the systems was exactly the same in the services they provided and so it was hard to draw a direct comparison.

**Action Item:** Email a copy of the fare study to the public attendees.

*Question: How many people did you survey about the fare increase? What were the demographics of those people (rural vs. urban)?* Karen explained that the Bend system is always separate from the rural system because it is fixed route and rural. She explained that there were community meetings in each community CET serves during the last round of service cuts and COIC heard from riders that they would rather pay more than lose service. COIC also completed a random phone survey that was statistically significant for the region and those responders indicated that they would like riders to pay their appropriate share. She added that the Transit Funding Committee, a workgroup of leaders in the community seeking solutions for transit funding, found that riders needed to have more “skin in the game” to sell it to the general public and to pass a vote for a permanent tax base.

Tony Allen added that they had done service reductions since he had been on the RPTAC and there had been general cost cutting done by CET. It had been a painful process to develop a fare increase proposal but the current increase was nominal compared to previous proposals. Scott added that CET lost riders when they reduced service, and needed to have additional revenue to attract more riders.

*Comment: Cutting service left a lot of people without a way to get around and doesn't seem to have made any difference.* Scott responded that it made a big difference in the sense that CET was no longer losing so much money from providing rides at those times to those areas. Tony and Nikki Roemmer added that the runs that were cut were underutilized.

*Comment: Seth Johnson commented that he had gone to the City of Redmond and asked them to contribute because OFCO had serious concerns about the stability of the service for their clients. He encouraged the rest of the public attendees to take their concerns to the City of Redmond because it was up to them to contribute more money to the system and they had chosen not to.*

*Question: Where do your grants come from and what is your operating budget?* Karen responded that they receive state and federal grants and the rural service budget is about \$2 million/year.

*Question: It used to be required to reserve a ride on the community connector from Sisters-Redmond. Now that the reservation is not required, is there a noticeable difference in the number of riders?* Karen answered no. She added that there was a proposal to change the community connector from Sisters-Redmond to Sisters-Bend because it is so underutilized.

*Question: Are you looking to cut more routes?* Karen, no.

*Question: Why do you feel you are losing money on the monthly pass?* Karen explained that with the monthly pass, CET was not paid for every ride, even though every ride on a Dial A Ride system costs CET more money.

*Question: What is the difference in cost if I want to go from Prineville to Bend and ride the service in Bend?* Karen explained that the monthly pass in Bend is the same because it is fixed route. The only increase is the in-town ride in Prineville and the fare is increasing \$.25.

*Comment: I am grateful to OFCO who got the bus system going to get me out of Prineville. The riders are generally people who are not well to do financially, they are perhaps unemployed or receive government benefits.*

*Question: A rider has to pay \$1.25 each way to get to the Senior Center and back correct? Karen responded yes, correct.*

*Question: Any thought of not eliminating the monthly pass but just increasing the price? Karen responded that one of the challenges with the monthly pass was the expectation of service. Unfortunately CET cannot guarantee rides because they are based on availability and capacity. Nikki added that Dial-A-Ride is like a taxi service. The monthly pass on fixed route makes sense because the bus is running regardless of whether anyone is riding; however, each ride on the DAR service costs CET more money. By eliminating the monthly pass, hopefully the farebox recovery will become a bit more manageable.*

*Question: How many people on your admin staff and schedulers? Karen explained that besides her there were three on the admin staff, CET also had three dispatchers who scheduled rides for the entire region.*

*Question: Last I heard, Redmond was only short \$50-100k to get a fixed route system, which would be a drop in the bucket in the City budget. What would have been the impact to Redmond if it had fixed route? Karen explained that with fixed route they would have continued to offer the monthly pass.*

*Comment: The dollar amount to the City was relatively small to get fixed route in Redmond. Scott responded that the political challenge was bigger.*

*Comment: Redmond's unwillingness to contribute is actually causing these changes. If they had increase their contribution this could have been prevented. Scott responded that the RPTAC agreed that it would be good for Redmond; however, it currently didn't resonate with the entire City Council.*

*Comment: Kim Curley from Commute Options announced that they partner with ODOT to offer free real time carpool matching through Drive Less Connect. Jordan Ohlde asked why there wasn't a representative from Commute Options on the RPTAC. Karen explained that the committee was designed to represent communities, not organizations.*

*Question: Has CET/COIC ever looked at bonds? Karen explained that bonds usually funded capital, not operations and that was where CET was struggling. Scott added that they had looked at payroll tax, property tax, and city utility fee. He explained that the RPTAC believed that transit would be a growing issue confronting local government because the population is not getting younger and more people need service as the economy recovers and employment picks up. He encouraged the public to help provide some heat to their City governments and encourage them to support transit. He closed the public comment period.*

## **2. RPTAC Business**

- **March 18, 2014 Meeting Minutes**

Tony motioned to accept the minutes, Elaine Henderson seconded. Minutes were approved by consensus.

### **3. CET Fare Proposal**

Tony expressed that his only concern with approving the fare policy was the elimination of the monthly pass. The RPTAC agreed that they had done their due diligence explaining why it had to be eliminated. Scott suggested that if it was not eliminated then they needed to print on the pass "Does Not Guarantee A Ride." Karen explained that she met with OFCO and agreed to bill them their rides to minimize the hassle of eliminating the pass.

Tony motioned to accept the proposed fare policy and Jordan seconded. The proposal was approved by consensus.

### **4. Monthly Performance Report and Transportation Board Report**

Scott commented that all ridership was down, even Bend fixed route. Karen commented that student enrollment at COCC is down, which meant the economy was picking back up and people were going to work instead of school.

- **Discussion**

Scott asked about progress with OSU Cascades. Karen explained that Scott Aycock was representing CET/COIC on the transportation taskforce and they had recognized that they needed service, but were unsure how to pay for it. She added that they had submitted a letter of intent as a part of their site planning and were having discussions about the cost. Scott asked if there would be a direct route from Redmond to campus. Karen explained that the campus would affect demand for every route, especially Route 11 that currently serves that area but doesn't run all day.

Jordan Ohlde requested a shadow bus for Route 5 that always seemed to run 15 minutes late. Karen agreed to look into it and explained that CET was anticipating a service improvement that would alert them of midpoint on-time performance. He also commented that people were not happy when their permanent ride schedule was removed. Karen explained that the law only allowed 50% subscription rides so riders were now only allowed to book out two weeks in advance instead of a month. Jordan added that they were upset that they were not informed in advance. Nikki confirmed that no one was left without a ride. Karen explained that no, they were just upset that they couldn't book out farther in advance.

**Action Item:** Karen to request a shadow bus for Route 5.

Mike Lovely asked what would happen when funding from Bend's General Fund expired (2015). Karen explained that they have been verbally told they would get an extension. Nikki asked if that would require a City Council vote. Karen explained yes, and CET would have a Federal triennial review next summer that requires a three year plan for funding. The City understood that their vote would need to be in place in order to demonstrate the funding plan to the federal reviewers.

Nikki requested that they follow up on the action items from the March RPTAC meeting:

March 18 Action Item: Post RPTAC meeting notices at Hawthorne Station for additional public engagement.

A flyer was posted at Hawthorne and distributed in the buses announcing the RPTAC meeting and proposed fare changes.

March 18 Action Item: Reserve Redmond Library meeting room for May 20 (rescheduled for May 13th) and Bend DAR vans for July and September meetings.

The RPTAC met at the Redmond Library. The July 15<sup>th</sup> meeting will be held at 1:30pm in La Pine at the Parks and Rec building. Kim Curley offered to carpool with her van from Bend.

March 18 Action Item: Molly, Tami and Karen to set up a public meeting in La Pine for comment.

A meeting for additional public comment on the fare policy was held in La Pine on Friday, May 8<sup>th</sup>.

March 18 Action Item: RPTAC to work on recruiting additional representatives from the other cities (missing Sisters, Metolius/Culver).

Nikki asked about inviting Seth Johnson (OFCO) or Sue Barker (Senior Center). The RPTAC agreed that both represented important populations that didn't want to lose service. They also discussed inviting a representative from Mosaic Medical or St. Charles, and agreed that St. Charles may be better because they are less strapped for staff.

**Action Item:** Contact Seth Johnson and Sue Barker and extend invitations to apply.

**Action Item:** Send Kim Curley an application for her contacts and make sure it is posted on the COIC website.

**Action Item:** Post a notice on the Culver/Metolius/Madras bus to recruit an RPTAC representative.

March 18 Action Item: Contact the City of Bend volunteer coordinator to start developing a "Friends of the Bus" program.

Jordan explained that he had helped one lady figure out how to take the bus and would continue helping people out. Karen explained that she had given Andrew Spreadborough two suggestions to bring to the City of Bend volunteer coordinator, one was to recruit volunteers as 'Friends of the Bus' (provide information, help new riders etc) and the other was to "Adopt a Stop" to keep them clean.

**Action Item:** Update on progress with volunteers at the July RPTAC meeting.

Karen announced that Warm Springs was considering bringing back CET service and may connect with Culver/Metolius/Madras, and possibly include a small fixed route in Madras. Mike asked why Warm Springs stopped participating. Karen explained that for a long time they thought they wanted to do it themselves, but they recognized how expensive it is. Tony added that there have been complaints, since they only have one bus, that they are unable to provide rides in Warm Springs while the bus is in Madras for shopping trips. Also, it is free to riders and very costly to provide the rides.

Kim Curley announced that there was a ribbon cutting for the new Klamath Falls- Chiloquin bus on Tuesday the 20<sup>th</sup> at 11am in Chiloquin and she could provide a ride to anyone who was interested.

Mike asked if there was a way to collect donations to subsidize fares for people who can't afford them.

Karen explained that COIC is a government entity and so the only way to collect donations was as pass through from charitable organizations. Kim suggested that Commute Options could set up a donation fund that coincides with their Drive Less Connect campaign in October.

**Action Item:** Karen and Kim to discuss a donation campaign.

Meeting adjourned at 12:45pm. The next RPTAC meeting will be Tuesday, July 15<sup>th</sup> 2014, 1:30pm-3:30pm in La Pine at the Parks and Recreation building. Carpool will leave from Hawthorne Station at 12:30pm.

DRAFT

# Building Partnerships to Build Transit

May/June 2014

## Transit Promotes Central Oregon Values

Cascades East Transit (CET) already provides a wide array of positive public goods to Central Oregon communities and families, and with system improvements it is poised to more profoundly serve the region's needs in the immediate future:

- Promoting economic development: Providing businesses with access to labor and providing customers and tourists access to businesses.
- Serving education goals: COCC students are currently the largest rider group on the system, and the new OSU-Cascades Campus will need a strong(er) transit system to thrive and meet community goals.
- Meeting the needs of vulnerable populations and promoting self-reliance: Providing a means for vulnerable populations to access essential destinations such as school, work, and medical services, in turn supporting their ability to provide for themselves and be independent and self-reliant.
- Infrastructure efficiency and congestion reduction – Providing a means to extend the capacity of existing transportation infrastructure, reducing congestion and traffic safety concerns, and supporting land use objectives.
- Environmental benefits – Providing opportunities to reduce overall transportation-related pollutant and greenhouse gas emissions.
- Public health – The Central OR Health Impact Assessment identified fixed-route transit as a means to encouraging people to walk and bike to and from transit stops, and associated reductions in illnesses such as obesity and diabetes.
- Community livability – Together, these values and benefits of public transit help to create “complete communities” that support a wide array of social, economic, and environmental outcomes and support and provide good value to every member of the community.



**Unfortunately, transit in Central Oregon is currently not funded to the extent that it can fully realize these values and goals. But COIC and regional partners have a plan.**

**Read on to find out how you can help.**

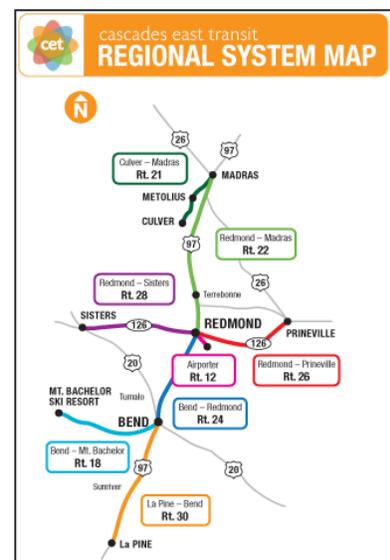
## Need for Local Funding

Since its inception, CET has been funded by a mix of grants, contracts and local contributions. COIC has succeeded in leveraging local contributions to maximize available state and federal grants, but the result has been a volatile funding framework composed of over 40 different sources. **While the entrepreneurial approach to funding the CET system worked well during the start-up period, a more stable, sustainable funding model is needed to protect, stabilize, and grow the system.** Currently, CET does not have a dedicated local funding source, such as a property tax, payroll tax, or state sales tax set-aside and is far and away the largest transit system in Oregon without a dedicated local funding source.

**COIC has already developed a plan to grow transit to better meet the needs of Central Oregon** – e.g. to meet the needs of the new OSU-Cascades campus, the ever-increasing percentage of commuters that don't live in the town where they work, and the highly transit-supportive Millennial generation on one end of the age spectrum and increasing transit dependency of senior populations on the other end.

Recognizing these needs and the fact that they cannot be addressed through insecure state and federal funding, the COIC Board developed a Local Dedicated Public Funding Committee, composed of six COIC Board members and fourteen additional regional leaders representing business, education, health care, local governments, and other stakeholders. The committee's recommendations were adopted by the COIC Board on February 6, 2014. Among other priorities, the **Funding Strategy commits COIC staff and partners to developing a region-wide dedicated local property tax to sustain the transit system.** However, a late 2013 survey of registered voters found that **registered voters are in favor of transit but are not yet ready to pay for it.** For these reasons, the target for proposing a transit ballot measure has been set for no sooner than 2018. In the meantime, the Funding Strategy focuses on the following key components:

- Engage cities and counties in funding core transit services and determining what those services should be for each community;
- Develop win-win “focused partnerships” with logical partners such as educational institutions, social service agencies, tourist agencies and businesses, and health care institutions.
- **Implement a three-year strategic investment in Outreach and Engagement** targeting stakeholders and community members to help them understand the transit system, why it exists, and the values it provides, with the ultimate goal of developing leadership and voter support for the region-wide property tax by 2018.



## Outreach and Engagement Initiative

The Cascades East Transit Outreach and Engagement initiative will be a three-year, strategic program of work aimed at helping leaders, stakeholders, and the general public understand the role that transit already serves - and that it could better serve with an enhanced system – to meet the current and future needs and priorities of Central Oregon communities. The strategy relies primarily on the development of funding to support a new Outreach & Engagement coordinator at the Central Oregon Intergovernmental Council, budget to purchase media and technical support, and partnerships with organizations like Commute Options to extend the initiative's reach and impact. The approach will be a combination of grassroots engagement with existing networks and organizations, plus strategic guidance and leadership by an internal and external team of committed leaders.

The full cost of the Initiative is estimated at \$185,000/year and the funding plan includes funds from the CET budget, as well as additional funding from local, state, federal, and philanthropic sources. As of May 2014, COIC has already raised \$85,000 towards this goal, and we plan to commence the initiative once we have \$120,000 in hand. **Any and all contributions are critical to help show support for the initiative, improving our chances of success in other funding efforts, and to provide a faster bridge to implementation.** A full scope of work is available upon request.

## Background

Cascades East Transit (CET) is a regional transit system serving Central Oregon. CET was opened by the Central Oregon Intergovernmental Council (COIC) in 2008 in response to a series of transportation planning and coordination efforts that demonstrated that there was a need for general public transit across the eight cities and three counties of Central Oregon. CET now offers local transit service in all Central Oregon communities, as well as “community connector shuttles” connecting them. All services are open to any member of the public and include dial-a-ride, local fixed routes, and special seasonal services such as the Mt. Bachelor (ski hill) shuttle. For more on CET’s services, see: [www.cascadeseasttransit.com](http://www.cascadeseasttransit.com).

The system has grown considerably since it was first developed – from 229,054 rides in 2008 to 656,204 in 2013. While CET is primarily used by “transit-dependent” customers, including senior citizens, persons with disabilities, and low-income individuals and families, transit is recognized as important regional infrastructure to promote a variety of community goals – including the OSU-Cascades Campus expansion, business recruitment and retention, and a variety of social, economic, and environmental considerations that support community quality of life. Riders use CET to access work, school (together constituting approximately 50% of local trips and 70-80% of shuttle trips) medical services, shopping, and other essential needs.



**CENTRAL OREGON INTERGOVERNMENTAL COUNCIL  
JOB DESCRIPTION**

<b>Job Title:</b> Outreach and Engagement Administrator	<b>Effective Date:</b> July 2, 2014
<b>Supervisor:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>Revised Date:</b>
<b>Grade Level:</b> 9 (Complete New Job Description Grading sheet HR-0030)	<b>Status:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> FTE <input type="checkbox"/> P-T (___%) <b>Temporary</b> <input type="checkbox"/>
<b>Department:</b> CED <b>Department Manager:</b> Scott Aycock	<b>Work Location:</b> Hawthorne Administration <b>Reports to:</b> Community and Economic Development Mng.
<b>Safety-Sensitive Position:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>Subject to Drug/Alcohol Testing:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

**POSITION SUMMARY:** Provides leadership in developing and implementing a strategic outreach and engagement initiative for the CET system, with the goal of developing transit support among the public, local governments, and stakeholder institutions. Employee will support the Executive Director, Transportation Manager and Community and Economic Development Manager in their efforts to develop CET partnerships with institutions and local governments. Employee will work directly with key partners and local government stakeholders, and will attend high-level strategy meetings. Employee will serve as point of contact for partnership development activities and community outreach. Employee will be responsible for preparing materials and reports on CET funding, outcomes and goals, as well as developing new funding sources to support outreach and engagement work.

**ESSENTIAL JOB FUNCTIONS** (general % of work time)

60%	<b>Outreach and Engagement for Cascades East Transit (CET):</b> Develop and implement a strategic outreach and engagement initiative for the CET system. The focus of the initiative is to develop decision-maker, stakeholder, and general public support for the transit system, including the current and future roles of transit in helping to achieve a broad array of community values and interests. Develop a baseline of support to improve the potential that transit will be funded by partners and voters. Utilize grassroots engagement, earned media, paid media, social media and any other appropriate tools to achieve these objectives. Manage the outreach and engagement budget. Lead junior staff in achieving identified goals.
15%	<b>Development activities:</b> (e.g. grant writing and contract development) to support transit outreach and engagement and planning functions.
15%	<b>Partnership and collaboration:</b> Engage current and potential COIC partners to accomplish strategic organizational partnership goals. This could include public transportation and transportation options, natural resource program partners, and/or regional shared services programs.
10%	<b>Other duties as assigned:</b> The CED Manager and Executive Director will work with the Outreach and Engagement Program Administrator to identify, refine, and implement additional departmental and organizational strategic objectives.

**MINIMUM EDUCATION & SKILLS REQUIRED**

<b>Educational/Experience Requirements:</b> Bachelors Degree plus 5 years of work experience in outreach, development, planning or related field or the equivalent combination of education and experience in related field may be substituted.
<b>Basic Job Requirements:</b> Must be bondable. Must pass a criminal background and driving background check. Must have a valid Oregon driver's license and access to a private vehicle or equivalent means of transportation.

<b>Required Knowledge, Skills and Abilities:</b> <ul style="list-style-type: none"><li>• Work independently and effectively without close supervision</li><li>• Communicate effectively, both in writing and verbally</li><li>• Establish and maintain cooperative working relationships and work as a team</li><li>• Effective time management skills</li><li>• Demonstrated public speaking and presentation skills</li><li>• Exhibit professionalism</li><li>• Work effectively under pressure</li><li>• Exercise discretion in confidential matters</li><li>• Must be highly efficient, organized and reliable</li><li>• Must be proficient in use of Excel, Word and MS Office Suite</li></ul>
<b>General Knowledge, Skills and Abilities:</b> Must be adaptable and be able to function in a fast-paced environment. Must have strong interpersonal skills, and be able to work productively with many personalities. Must have strong initiative, decision-making skills and attention to detail. Mobility to work in a typical office setting and use standard office equipment.
<b>Physical Requirements:</b> While performing the responsibilities of the job, the employee is required to clearly communicate in person or over the telephone. Vision abilities required by the job include close vision to read printed materials and a computer screen. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Occasional lifting up to 20 pounds. Employee may be required to drive a motor vehicle to various work sites. Reasonable accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.
<b>Work Environment:</b> Office. Some travel to meetings.
<b>Exposure to Confidential Information: HIPAA:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> <b>Payroll:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**H.R. Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*This job description is Not all inclusive and is subject to change. Additional duties and tasks may be assigned, as necessary. Employment remains "AT-WILL" at all times.*



# Cascades East Transit Monthly Management Report

**April 2014**

## Ridership

Demand Response	9,002
Fixed Route	37,002
Community Connector	7,583
Contracted Providers	7,613
Mtn Service	3,943
<b>Total Rides</b>	<b>65,143</b>
<b>% Change over last April</b>	<b>-3.8%</b>

Demand Resp.	Rides
Bend	4,109
Redmond	3,145
La Pine	547
Madras	371
Prineville	814
Sisters	16
<b>Total Rides</b>	<b>9,002</b>
<b>% Change</b>	<b>-26.0%</b>

Fixed Route	Rides
Rt 1 South 3rd St	5,923
Rt 2 Brookwood	5,317
Rt 3 Newport	6,971
Rt 4 N. 3rd St	6,192
Rt 5 Wells Acres	7,064
Rt 6 Bear Creek	4,378
Rt 11 Galveston	1,157
<b>Total Rides</b>	<b>37,002</b>
<b>% Change</b>	<b>-0.2%</b>

Comm. Conctr	Rides
Redmond/Bend	3,036
Prnvl/Redmond	1,772
La Pine/Bend	883
Madras/Redmond	762
Sisters/Redmond	343
Wrm Spgs/Madras	0
Clvr/Metlius/Madras	601
The Airporter	186
<b>Total Rides</b>	<b>7,583</b>
<b>% Change</b>	<b>8.9%</b>

Contracted Providers	Rides
Unspecified	15
Baker	292
Crook	423
Deschutes	4,520
Grant	144
Harney	170
Jefferson	375
Malheur	904
Out of Area	65
Union	597
Wallowa	108
<b>Total Rides</b>	<b>7,613</b>
<b>% Change</b>	<b>4.8%</b>

## Elderly/Disabled Rides

Demand Response	6,678
Fixed Route	8,446
Community Connector	2,540
Contracted Providers	7,613
<b>Total Rides</b>	<b>25,277</b>

Apr '13 12,173

Apr '13 37,088

CC Apr '13 6,963  
Contr. Prov. Apr '13 7,261

Mtn Service Apr '13 4,200

## Service Delivery & Performance Data

	Bend DAR
Revenue Hours	1,346.6
Revenue Miles	15,554
Rides/Hour	3.1
Miles/Ride	3.8

Rural DAR	Fixed Route
1,199	1,739.8
14,921	23,716
4.1	21.3
3.0	0.6

Comm. Conctr	Mtn. Service
1,006	358
27,356	18,029
7.5	11.0
3.6	4.6

Total
5,649
99,576
10.2
1.7

## Service Days

Weekdays	22
Saturdays (Bend only)	4
Sundays (Bend DAR only)	4
Maj. Holidays w/ "Sat." Service	0
Maj. Holidays w/ Full Service	0
Maj. Holidays no Service	0

## Safety & Security

Incidents	0
Prev. Accidents	0
Non-Prev Accdnts.	0
Injuries	0

## Dial A Ride Trip Purpose (Redmond, Dec '13)

Work	40.5%
Medical	9.9%
Other	31.4%
School	8.1%
Shopping	6.2%
Senior/Meal Center	3.9%
<b>Total</b>	<b>100.0%</b>

## Cumulative Operations Financial Data (July '13 - March '14)

	Bend DAR
Fixed Contract Cost (hours)	\$89,730
COIC Admin Cost (hours)	\$20,435
Driver Cost (hours)	\$295,006
Other Ops Wages & Benefits	\$99,637
Fuel Cost (miles)	\$66,493
Vehicle Maint. Cost (miles)	\$69,637
Other Cost (hours)	\$42,334
<b>Total Cost</b>	<b>\$683,272</b>

Rural DAR	Fixed Route
\$0	\$115,928
\$92,779	\$26,401
\$315,317	\$381,138
\$103,379	\$128,728
\$53,973	\$101,385
\$26,874	\$106,180
\$42,909	\$54,694
<b>\$635,231</b>	<b>\$914,454</b>

Comm. Conctr	Mtn. Service
\$0	\$0
\$77,893	\$31,060
\$264,726	\$63,819
\$86,792	\$38,536
\$98,954	\$27,590
\$49,271	\$14,053
\$36,025	\$15,570
<b>\$613,662</b>	<b>\$190,630</b>

Total
\$205,658
\$248,569
\$1,320,006
\$457,072
\$348,395
\$266,016
\$191,532
<b>\$3,037,249</b>

Farebox Revenue	\$47,342
<b>Cost/Ride</b>	<b>\$16.57</b>
<b>% Farebox Recovery</b>	<b>6.9%</b>

\$44,148	\$158,964
\$13.31	\$3.17
6.9%	17.4%

\$147,633	\$19,839
\$10.99	\$7.11
24.1%	10.4%

\$417,926	\$6.60	13.8%
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# Cascades East Transit Monthly Management Report

**May 2014**

Ridership									
Demand Response	9,060	Demand Resp.	Rides	Fixed Route	Rides	Comm. Conctr	Rides	Contracted Providers	Rides
Fixed Route	33,740	Bend	4,740	Rt 1 South 3rd St	5,574	Redmond/Bend	2,811	Unspecified	10
Community Connector	6,439	Redmond	2,673	Rt 2 Brookwood	5,097	Prnvl/Redmond	1,397	Baker	293
Contracted Providers	7,148	La Pine	454	Rt 3 Newport	5,651	La Pine/Bend	764	Crook	358
Mtn Service	0	Madras	417	Rt 4 N. 3rd St	6,048	Madras/Redmond	531	Deschutes	4,204
<b>Total Rides</b>	<b>56,387</b>	Prineville	757	Rt 5 Wells Acres	6,469	Sisters/Redmond	335	Grant	148
<b>% Change over last May</b>	<b>-6.0%</b>	Sisters	19	Rt 6 Bear Creek	3,917	Wrm Spgs/Madras	0	Harney	128
				Rt 11 Galveston	984	Civr/Metlius/Madras	474	Jefferson	420
				<b>Total Rides</b>	<b>33,740</b>	The Airpporter	127	Malheur	882
				<b>% Change</b>	<b>-3.5%</b>	<b>Total Rides</b>	<b>6,439</b>	Out of Area	58
						<b>% Change</b>	<b>1.8%</b>	Union	554
<b>Elderly/Disabled Rides</b>								Wallowa	93
Demand Response	7,008	May '13	11,966	May '13	34,964	CC May '13	6,324	<b>Total Rides</b>	<b>7,148</b>
Fixed Route	7,658			Mtn Service May '13	0	Contr. Prov. May '13	6,738	<b>% Change</b>	<b>6.1%</b>
Community Connector	2,157								
Contracted Providers	7,148								
<b>Total Rides</b>	<b>23,971</b>								

Service Delivery & Performance Data						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Revenue Hours	1,307.4	1,222	1,691.9	917	0	5,138
Revenue Miles	14,917	11,469	22,968	24,715	0	74,069
Rides/Hour	3.6	3.5	19.9	7.0	#DIV/0!	9.6
Miles/Ride	3.1	2.7	0.7	3.8	#DIV/0!	1.5

Dial A Ride Trip Purpose (Redmond, Dec '13)	
Work	40.5%
Medical	9.9%
Other	31.4%
School	8.1%
Shopping	6.2%
Senior/Meal Center	3.9%
<b>Total</b>	<b>100.0%</b>

Service Days	
Weekdays	21
Saturdays (Bend only)	5
Sundays (Bend DAR only)	4
Maj. Holidays w/ "Sat." Service	0
Maj. Holidays w/ Full Service	0
Maj. Holidays no Service	0

Safety & Security	
Incidents	0
Prev. Accidents	2
Non-Prev Accdnts.	0
Injuries	0

Customer Service	
Total Calls Received	10,618
CET ADA Denials	0
Brkrge Ride Denials	73
Brkrge No Rides Found	58
Brkrge Cancellations	1,729

Cumulative Operations Financial Data (July '13 - May '14)						
	Bend DAR	Rural DAR	Fixed Route	Comm. Conctr	Mtn. Service	Total
Fixed Contract Cost (hours)	\$99,756	\$0	\$129,092	\$0	\$0	\$228,849
COIC Admin Cost (hours)	\$25,818	\$118,395	\$33,410	\$88,845	\$34,436	\$300,904
Driver Cost (hours)	\$425,422	\$407,308	\$550,531	\$305,648	\$68,999	\$1,757,908
Other Ops Wages & Benefits	\$129,237	\$134,250	\$167,243	\$100,742	\$47,322	\$578,795
Fuel Cost (miles)	\$83,469	\$59,647	\$128,520	\$128,536	\$31,597	\$431,769
Vehicle Maint. Cost (miles)	\$93,941	\$31,528	\$144,643	\$67,940	\$11,974	\$350,025
Other Cost (hours)	\$6,907	\$54,093	\$8,939	\$40,592	\$15,063	\$125,593
<b>Total Cost</b>	<b>\$864,551</b>	<b>\$805,220</b>	<b>\$1,162,378</b>	<b>\$732,302</b>	<b>\$209,392</b>	<b>\$3,773,843</b>
Farebox Revenue	\$64,033	\$59,001	\$199,369	\$191,093	\$21,364	\$534,860
Cost/Ride	\$17.01	\$14.23	\$3.26	\$10.85	\$4.56	<b>\$6.54</b>
% Farebox Recovery	7.4%	7.3%	17.2%	26.1%	10.2%	14.2%

Complaints & Compliments	
CET Service	
Driver Complaints	21
Call Center/Dispatch Compl.	19
Program/General Compl.	34
<b>Total Complaints</b>	<b>74</b>
Compliments	4
Brokerage Service	
Contracted Provider Compl.	19
Call Center/Dispatch Compl.	13
Program/General Compl.	2
<b>Total Complaints</b>	<b>34</b>
Compliments	0