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**DATE: NOVEMBER 2016**

**SUBJECT: TRI-COUNTY TRANSPORTATION FOR SENIORS AND/OR PERSONS WITH DISABILITIES MONTHLY PERFORMANCE REPORTS**

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## **RIDE CONNECTION**

1. Overall ridership for E&D services for November 2016 decreased by 6.6% compared to November 2015. Cab Services ridership declined by 54% (-4,762) due to the termination of the Title XIX non-medical program (-4,657). The reorganization of Mid-County through program swaps between RC East County and Metropolitan Family Services continues to post well for both providers overall. With the transition, both programs experienced growth compared to the previous fiscal year. RC East County improved ridership by 46% and MFS by 19% this month.
2. Total costs decreased by \$10,176, or 1.5% for Ride Connection's E&D services. Cab Services under the Title XIX program were again responsible for a significant decrease of \$94,350 corresponding with the decrease in rides due to the cessation of the Title XIX contract. A variety of programs added network costs. The largest increase came from RC East County's Mid-Multnomah County program service area with \$19,640 added. Metropolitan Family Services' N/NE Shuttle added the next largest program cost increase at \$9,974.
3. The network Cost Per Ride (CPR) increased by 5.5%, to \$18.86 per trip, compared to November 2015 (\$17.88). However, this CPR is within normal range for the network and the increase is not cause for concern. There is no single cause for this increase, it can best be explained by natural fluctuations in CPR accumulated by the nearly two dozen agencies reporting within the Ride Connection network.

\*Narrative report includes Clackamas County Consortium numbers as reported to Ride Connection for the month of November 2016.

## **RIDEWISE**

1. Service Delivery Analysis. Individuals served through RideWise (one-on-one, classroom, group and trip planning by phone/mail) was a total of 251 persons.

2. Total of 24 individuals successfully exited out of one-on-one travel training, with nine persons whom were prior participants returning to learn a new route. Percentage of change from November 2015 – a 9% increase in the number of successful customers was noted for November 2016.
3. A total of 20 individuals successfully exited out of one-on-one travel training under the age of 60. Average training hours per individual during November 2016 was 10.8 hours.
4. Outreach. The RideWise program continues to increase awareness of the program by attending resource fairs, meeting with agency professionals, mailings and presentations at staff meetings, etc.

A total of five events were held: RideWise presented to Clackamas County Developmental Disabilities; Ride Connection hosted the CTANW Quarterly Mobility Management and Travel Training Meet-up. RideWise presented to a Cultural Orientation class at Catholic Charities.

5. Ride Ambassador Program. 112.25 volunteer hours were recorded for Rider's Club events, committee meetings and outreach.
6. Riders' Clubs. The RideWise program supported nine Rider's Club activities with 57 participants.
7. Referral Sources. There were 26 referrals in November 2016. Four referrals were from new agencies, or new sources at agencies, with whom a relationship had already been established. One referral was the result of our travel options counseling efforts.
8. School Program. 487 students received training during the month of November. There were 2,242 trips taken as a group and 127 one-on-one trips. 202 teachers and support staff reported a total of 1,608 hours of training.

## **SANDY AREA METRO (SAM)**

1. Total ridership this month was 9,506. Overall ridership decreased by 3%. The SAM-Gresham route showed no significant change in ridership. The route increased by seven rides over November 2015. This is the first time in four years that SAM Gresham ridership has not experienced a decrease. This is very promising news for the new fare structure changes that took effect just last month.

2. SAM-Estacada ridership decreased by 35%. Staff made significant changes to the Estacada route and times last month. It was also discovered that a driver was counting incorrectly on this route, but this was corrected after one day. We expect Estacada ridership to rebound soon as riders get use to the changes.
3. STAR rides decreased by 3.5%. STAR has experienced some decreases due to the cancelation of same day scheduling. By January, STAR should be able to return to same day scheduling as the Shopping Shuttle will begin operations December 1. The percentage of elderly and/or disabled riders on STAR was 67%.
4. The Elderly and Disabled program (out-of-town medical rides) remained unchanged with 69 rides, the same as for November 2015.
5. The Special Transportation Fund Advisory Committee began frequent meetings in November. The STF grant process will begin in December with grants due in January. Andi Howell is the rural transit representative on this committee and will attend meetings frequently through February. Additionally, Caren Topliff was appointed to the committee as a representative from Clackamas County. She is a wonderful addition to the committee and has a long history of advocating for disabled and senior transportation in the State. It was an honor to introduce her to the committee and nominate her for the position.
6. The Mount Hood Express (MHX) service surveyed ridership in October and found that 25% of their ridership reported transferring from a SAM service. Sandy and the MHX service operated by Clackamas County continue to have a strong commitment to work together at the benefit of the systems and the riders. This relationship was once again recognized by the Federal Highway grant program (FLAP) and both Sandy and Clackamas County were awarded funding for 4 more years. The FLAP funding allows Sandy Transit to operate from 5:30-9:30 Saturday mornings and 8 runs throughout Sunday. This funding was not intended as a stable source of funding and both Sandy and Clackamas County are thrilled to receive continued support from this funding source.

## **SOUTH METRO AREA REGIONAL TRANSIT (SMART)**

1. No data provided.

## **CANBY AREA TRANSIT (CAT)**

1. Both fixed route and demand response ridership continues to slide. Implementation of a fare, TriMet service changes associated with the Orange Line opening, relocation of Albertina Kerr and CERP outside the Oregon City limits, decreasing unemployment and low gas price are all factors of this slide.
2. The City of Canby purchased an acre of property, which is the current bus storage facility and will also be the future site of a CAT administrative / operations facility.
3. Jarrett Walker + Associates are facilitating a Transit Master Plan process for CAT. The public outreach process will begin in late January 2017.

## **SOUTH CLACKAMAS TRANSIT DISTRICT (SCTD)**

1. Ridership for November was down 3% from last year. The Holidays had an effect on the downward ridership
2. The Board has finally approved the engineers going out for bid for the administrative office building.

## **TRIMET**

1. System Ridership Summary for Fiscal Year to date (next page).

## TRIMET-SYSTEM RIDERSHIP SUMMARY

| Measure                      | Nov 16         | Nov 15         | % Change     | FY17-TD        | FY16-TD        | % Change     |
|------------------------------|----------------|----------------|--------------|----------------|----------------|--------------|
| <b>Avg Weekday Boardings</b> |                |                |              |                |                |              |
| <b><u>Fixed Route</u></b>    |                |                |              |                |                |              |
| Bus-Other Service            | 87,500         | 89,800         | -2.6%        | 86,960         | 91,720         | -5.2%        |
| Bus-Frequent Service*        | <u>99,300</u>  | <u>103,600</u> | -4.2%        | <u>98,860</u>  | <u>104,320</u> | -5.2%        |
| Subtotal All Bus             | 186,800        | 193,400        | -3.4%        | 185,820        | 196,040        | -5.2%        |
| MAX                          | 125,900        | 122,100        | 3.1%         | 124,921        | 123,360        | 1.3%         |
| Commuter Rail                | <u>1,775</u>   | <u>1,720</u>   | 3.2%         | <u>1,820</u>   | <u>1,810</u>   | 0.6%         |
| Fixed Route Total            | 314,475        | 317,200        | -0.9%        | 312,561        | 321,210        | -2.7%        |
| <b><u>Paratransit</u></b>    |                |                |              |                |                |              |
| LIFT& Cabs                   | 3,620          | 3,645          | -0.7%        | 3,645          | 3,616          | 0.8%         |
| <b>System Total</b>          | <b>318,095</b> | <b>320,865</b> | <b>-0.9%</b> | <b>316,206</b> | <b>324,826</b> | <b>-2.7%</b> |

### Avg Weekly Boardings

|                             |                  |                  |              |                  |                  |              |
|-----------------------------|------------------|------------------|--------------|------------------|------------------|--------------|
| <b><u>Fixed Route</u></b>   |                  |                  |              |                  |                  |              |
| Bus-Other Service           | 501,900          | 514,900          | -2.5%        | 502,220          | 530,480          | -5.3%        |
| Bus-Frequent Service*       | <u>608,600</u>   | <u>635,100</u>   | -4.2%        | <u>612,020</u>   | <u>644,580</u>   | -5.1%        |
| Subtotal All Bus            | 1,110,500        | 1,150,000        | -3.4%        | 1,114,240        | 1,175,060        | -5.2%        |
| MAX                         | 766,100          | 754,700          | 1.5%         | 778,184          | 772,380          | 0.8%         |
| Commuter Rail               | <u>8,875</u>     | <u>8,600</u>     | 3.2%         | <u>9,100</u>     | <u>9,070</u>     | 0.3%         |
| Fixed Route Total           | 1,885,468        | 1,913,300        | -1.5%        | 1,901,524        | 1,956,510        | -2.8%        |
| Frequent Bus % of Total Bus | 54.8%            | 55.2%            | -0.4%        | 54.9%            | 54.9%            | 0.1%         |
| <b><u>Paratransit</u></b>   |                  |                  |              |                  |                  |              |
| LIFT & Cabs                 | 20,412           | 20,572           | -0.8%        | 20,500           | 20,362           | 0.7%         |
| <b>System Total</b>         | <b>1,905,880</b> | <b>1,933,872</b> | <b>-1.4%</b> | <b>1,922,024</b> | <b>1,976,872</b> | <b>-2.8%</b> |

### Operations Cost / Boarding Ride \*\*

|                           |               |               |              |               |               |               |
|---------------------------|---------------|---------------|--------------|---------------|---------------|---------------|
| <b><u>Fixed Route</u></b> |               |               |              |               |               |               |
| Bus-Other Service         | \$3.91        | \$3.51        | 11.40%       | \$3.91        | \$3.42        | 14.33%        |
| Bus-Frequent Service*     | \$2.86        | \$2.61        | 9.58%        | \$2.86        | \$2.50        | 14.40%        |
| Subtotal All Bus          | \$3.33        | \$3.01        | 10.63%       | \$3.33        | \$2.92        | 14.04%        |
| MAX                       | \$2.51        | \$2.38        | 5.46%        | \$2.50        | \$2.22        | 12.61%        |
| Commuter Rail             | \$14.02       | \$15.02       | -6.66%       | \$12.45       | \$13.69       | -9.06%        |
| Fixed Route Total         | \$3.05        | \$2.81        | 8.54%        | \$3.03        | \$2.69        | 12.64%        |
| <b><u>Paratransit</u></b> |               |               |              |               |               |               |
| LIFT & Cabs               | \$35.24       | \$34.01       | 3.62%        | \$34.84       | \$32.87       | 5.99%         |
| <b>System Total</b>       | <b>\$3.39</b> | <b>\$3.14</b> | <b>7.96%</b> | <b>\$3.37</b> | <b>\$3.00</b> | <b>12.33%</b> |

\* Frequent Bus lines are those operating at headways of 15 minutes or less.

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All other bus lines, plus special services are included under "Other Bus Services".

\*\* Operations Cost: Expenses for labor, energy and expendable supplies required to provide transit service and maintain vehicles and plant facilities. Does not include General and Administrative, interest or depreciation.

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# TRIMET - RIDE CONNECTION ELDERLY AND DISABLED TRANSPORTATION REPORT

## 12-Month Averages

| TRIMET                          | Nov 2016     | Nov 2015     | % Change | Current Year | Previous Year | % Change |
|---------------------------------|--------------|--------------|----------|--------------|---------------|----------|
| <b>Bus</b>                      |              |              |          |              |               |          |
| Monthly Rides                   | 4,706,200    | 4,758,200    | -1.1%    | 4,884,275    | 5,161,350     | -5.4%    |
| Monthly Cost                    | \$15,689,744 | \$14,306,915 | 9.7%     | \$16,056,413 | \$14,877,638  | 7.9%     |
| Monthly Vehicle Mile            | 2,011,712    | 1,946,008    | 3.4%     | 2,032,086    | 1,990,296     | 2.1%     |
| On-Time Performance             | 81.3%        | 82.4%        | -1.1%    | 80.8%        | 81.3%         | -0.5%    |
| Cost per Ride                   | \$3.33       | \$3.01       | 10.6%    | \$3.29       | \$2.88        | 14.2%    |
| Cost per Mile                   | \$7.80       | \$7.35       | 6.1%     | \$7.90       | \$7.48        | 5.6%     |
| Miles per Roadcall              | 10,009       | 10,872       | -7.9%    | 11,069       | 11,368        | -2.6%    |
| <b>Light Rail (MAX)</b>         |              |              |          |              |               |          |
| Monthly Rides                   | 3,251,565    | 3,146,800    | 3.3%     | 3,352,287    | 3,193,650     | 5.0%     |
| Monthly Cost                    | \$8,154,112  | \$7,495,050  | 8.8%     | \$8,449,538  | \$7,092,710   | 19.1%    |
| Monthly Vehicle Mile            | 373,966      | 369,695      | 1.2%     | 376,675      | 351,263       | 7.2%     |
| On-Time Performance             | 82.1%        | 76.2%        | 5.9%     | 83.0%        | 80.3%         | 2.7%     |
| Cost per Ride                   | \$2.51       | \$2.38       | 5.5%     | \$2.52       | \$2.22        | 13.5%    |
| Cost per Mile                   | \$21.80      | \$20.27      | 7.5%     | \$22.43      | \$20.19       | 11.1%    |
| Miles per Roadcall              | 1,619        | 960          | 68.6%    | 1,235        | 1,309         | -5.7%    |
| <b>Commuter Rail (WES)</b>      |              |              |          |              |               |          |
| Monthly Rides                   | 37,275       | 34,400       | 8.4%     | 37,993       | 38,561        | -1.5%    |
| Monthly Costs                   | \$522,753    | \$516,623    | 1.2%     | \$581,308    | \$543,329     | 7.0%     |
| Monthly Vehicle Mile            | 9,820        | 9,408        | 4.4%     | 9,969        | 9,994         | -0.3%    |
| On Time Performance             | 94.3%        | 92.7%        | 1.6%     | 96.0%        | 95.4%         | 0.6%     |
| Cost per Ride                   | \$14.02      | \$15.02      | -6.7%    | \$15.30      | \$14.09       | 8.6%     |
| Cost per Mile                   | \$53.23      | \$54.91      | -3.1%    | \$58.31      | \$54.37       | 7.2%     |
| Miles per Roadcall              | 9,820        | 9,408        | 4.4%     | 29,906       | 9,225         | 224.2%   |
| <b>Paratransit LIFT and Cab</b> |              |              |          |              |               |          |
| Monthly Rides                   | 86,469       | 84,660       | 2.1%     | 88,762       | 87,411        | 1.5%     |
| Monthly Cost                    | \$3,047,535  | \$2,878,962  | 5.9%     | \$3,014,127  | \$2,855,124   | 5.6%     |
| Monthly Vehicle Mile            | 740,930      | 698,343      | 6.1%     | 748,240      | 722,665       | 3.5%     |
| On-Time Performance             | 91.1%        | 91.3%        | -0.2%    | 91.4%        | 93.1%         | -1.7%    |
| Cost per Ride                   | \$35.24      | \$34.01      | 3.6%     | \$33.96      | \$32.66       | 4.0%     |
| Cost per Mile                   | \$4.11       | \$4.12       | -0.2%    | \$4.03       | \$3.95        | 2.0%     |
| Miles per Roadcall              | 7,718        | 8,414        | -8.3%    | 7,288        | 6,620         | 10.1%    |

| RIDE CONNECTION*      | Nov 2016  | Nov 2015  | % Change | 12-Month Averages |               |          |
|-----------------------|-----------|-----------|----------|-------------------|---------------|----------|
|                       |           |           |          | Current Year      | Previous Year | % Change |
| Monthly Rides         | 34,689    | 37,264    | -6.9%    | 37,410            | 38,060        | -1.7%    |
| Monthly Cost          | \$635,062 | \$674,537 | -5.9%    | \$640,992         | \$624,389     | 2.7%     |
| Monthly Vehicle Mile  | 159,434   | 169,686   | -6.0%    | 173,447           | 176,574       | -1.8%    |
| New Riders This Month | 846       | 1,014     | -16.6%   | 1,447.6           | 1,431.3       | 1.1%     |
| Cost per Ride         | \$18.31   | \$18.10   | 1.2%     | \$17.13           | \$16.41       | 4.4%     |
| Cost per Mile         | \$3.98    | \$3.98    | 0.0%     | \$3.70            | \$3.54        | 4.5%     |
| Miles per Ride        | 4.6       | 4.6       | 0.0%     | 4.6               | 4.6           | 0.0%     |

\*Excludes Mt. Hood Express Service and Rural Transit District Transportation

Monday, January 09, 2017

TriMet and Ride Connection - Summary

## RIDE CONNECTION RED - PROVIDER(1)

## 12-Month Averages

| Programs                 | Nov 2016 | Nov 2015 | % Change | Current Year | Pervious Year | % Change |
|--------------------------|----------|----------|----------|--------------|---------------|----------|
| <b>Central Beaverton</b> |          |          |          |              |               |          |
| Monthly Rides            | 684      | 381      | 79.5%    | 744          | 665           | 11.9%    |
| Monthly Cost             | \$10,283 | \$9,495  | 8.3%     | \$7,420      | \$7,385       | 0.5%     |
| Monthly Vehicle Mile     | 3,726    | 2,871    | 29.8%    | 4,053        | 3,949         | 2.6%     |
| New Riders This Month    | 23       | 12       | 91.7%    | 29.4         | 33.8          | -13.0%   |
| Cost per Ride            | \$15.03  | \$24.92  | -39.7%   | \$9.98       | \$11.11       | -10.2%   |
| Cost per Mile            | \$2.76   | \$3.31   | -16.6%   | \$1.83       | \$1.87        | -2.1%    |
| Miles per Ride           | 5.4      | 7.5      | -28.0%   | 5.5          | 5.9           | -6.8%    |
| <b>King City Shuttle</b> |          |          |          |              |               |          |
| Monthly Rides            | 303      | 240      | 26.3%    | 324          | 298           | 8.7%     |
| Monthly Cost             | \$8,067  | \$4,926  | 63.8%    | \$5,807      | \$4,588       | 26.6%    |
| Monthly Vehicle Mile     | 1,443    | 1,182    | 22.1%    | 1,255        | 1,254         | 0.1%     |
| New Riders This Month    | 7        | 13       | -46.2%   | 8.3          | 12.2          | -32.0%   |
| Cost per Ride            | \$26.62  | \$20.53  | 29.7%    | \$17.91      | \$15.41       | 16.2%    |
| Cost per Mile            | \$5.59   | \$4.17   | 34.1%    | \$4.63       | \$3.66        | 26.5%    |
| Miles per Ride           | 4.8      | 4.9      | -2.0%    | 3.9          | 4.2           | -7.1%    |
| <b>N/NE Shuttle</b>      |          |          |          |              |               |          |
| Monthly Rides            | 0        | 98       | -100.0%  | 43           | 155           | -72.3%   |
| Monthly Cost             | \$0      | \$2,767  | -100.0%  | \$1,202      | \$3,545       | -66.1%   |
| Monthly Vehicle Mile     | 0        | 1,001    | -100.0%  | 485          | 1,480         | -67.2%   |
| New Riders This Month    | 0        | 9        | -100.0%  | 5.9          | 18.8          | -68.6%   |
| Cost per Ride            | N/A      | \$28.24  | N/A      | \$28.13      | \$22.89       | 22.9%    |
| Cost per Mile            | N/A      | \$2.76   | N/A      | \$2.48       | \$2.40        | 3.3%     |
| Miles per Ride           | N/A      | 10.2     | N/A      | 11.4         | 9.6           | 18.8%    |
| <b>STF Service</b>       |          |          |          |              |               |          |
| Monthly Rides            | 493      | 490      | 0.6%     | 491          | 513           | -4.3%    |
| Monthly Cost             | \$12,771 | \$8,700  | 46.8%    | \$9,668      | \$9,173       | 5.4%     |
| Monthly Vehicle Mile     | 2,969    | 3,040    | -2.3%    | 3,198        | 3,629         | -11.9%   |
| New Riders This Month    | 20       | 39       | -48.7%   | 30.1         | 46.8          | -35.7%   |
| Cost per Ride            | \$25.90  | \$17.75  | 45.9%    | \$19.68      | \$17.89       | 10.0%    |
| Cost per Mile            | \$4.30   | \$2.86   | 50.3%    | \$3.02       | \$2.53        | 19.4%    |
| Miles per Ride           | 6.0      | 6.2      | -3.2%    | 6.5          | 7.1           | -8.5%    |
| <b>TriMet ADS</b>        |          |          |          |              |               |          |
| Monthly Rides            | 0        | 0        | N/A      | 0            | 1             | -100.0%  |
| Monthly Cost             | \$0      | \$3      | -100.0%  | \$3          | \$20          | -85.0%   |
| Monthly Vehicle Mile     | 0        | 0        | N/A      | 0            | 5             | -100.0%  |
| New Riders This Month    | 0        | 0        | N/A      | 0.0          | 0.0           | N/A      |
| Cost per Ride            | N/A      | N/A      | N/A      | N/A          | \$16.96       | N/A      |
| Cost per Mile            | N/A      | N/A      | N/A      | N/A          | \$3.77        | N/A      |
| Miles per Ride           | N/A      | N/A      | N/A      | N/A          | 4.5           | N/A      |
| <b>TriMet Service</b>    |          |          |          |              |               |          |
| Monthly Rides            | 209      | 572      | -63.5%   | 259          | 596           | -56.5%   |
| Monthly Cost             | \$2,241  | \$6,444  | -65.2%   | \$4,355      | \$7,032       | -38.1%   |
| Monthly Vehicle Mile     | 1,374    | 3,442    | -60.1%   | 1,810        | 3,319         | -45.5%   |
| New Riders This Month    | 12       | 41       | -70.7%   | 22.2         | 40.8          | -45.6%   |
| Cost per Ride            | \$10.72  | \$11.27  | -4.9%    | \$16.83      | \$11.81       | 42.5%    |
| Cost per Mile            | \$1.63   | \$1.87   | -12.8%   | \$2.41       | \$2.12        | 13.7%    |
| Miles per Ride           | 6.6      | 6.0      | 10.0%    | 7.0          | 5.6           | 25.0%    |

## CAB SERVICES - PROVIDER

### 12-Month Averages

| Programs                         | Nov 2016 | Nov 2015  | % Change | Current Year | Previous Year | % Change |
|----------------------------------|----------|-----------|----------|--------------|---------------|----------|
| <b>Dialysis</b>                  |          |           |          |              |               |          |
| Monthly Rides                    | 369      | 404       | -8.7%    | 393          |               |          |
| Monthly Cost                     | \$9,962  | \$8,723   | 14.2%    | \$10,619     |               |          |
| Monthly Vehicle Mile             | 2,160    | 1,988     | 8.7%     | 2,227        |               |          |
| New Riders This Month            | 2        | 42        | -95.2%   | 17           |               |          |
| Cost per Ride                    | \$27.00  | \$21.59   | 25.1%    | \$27.00      |               |          |
| Cost per Mile                    | \$4.61   | \$4.39    | 5.0%     | \$4.77       |               |          |
| Miles per Ride                   | 5.9      | 4.9       | 20.4%    | 5.7          |               |          |
| <b>General Public</b>            |          |           |          |              |               |          |
| Monthly Rides                    | 855      | 803       | 6.5%     | 958          | 811           | 18.1%    |
| Monthly Cost                     | \$19,972 | \$21,078  | -5.2%    | \$24,046     | \$18,677      | 28.7%    |
| Monthly Vehicle Mile             | 6,280    | 7,406     | -15.2%   | 8,065        | 6,947         | 16.1%    |
| New Riders This Month            | 4        | 9         | -55.6%   | 15           | 17            | -11.8%   |
| Cost per Ride                    | \$23.36  | \$26.25   | -11.0%   | \$25.09      | \$23.04       | 8.9%     |
| Cost per Mile                    | \$3.18   | \$2.85    | 11.6%    | \$2.98       | \$2.69        | 10.8%    |
| Miles per Ride                   | 7.3      | 9.2       | -20.7%   | 8.4          | 8.6           | -2.3%    |
| <b>Multnomah Co. ADS Premium</b> |          |           |          |              |               |          |
| Monthly Rides                    | 112      | 416       | -73.1%   | 237          | 329           | -28.0%   |
| Monthly Cost                     | \$2,539  | \$6,276   | -59.5%   | \$4,250      | \$4,279       | -0.7%    |
| Monthly Vehicle Mile             | 624      | 2,000     | -68.8%   | 1,160        | 2,438         | -52.4%   |
| New Riders This Month            | 8        | 15        | -46.7%   | 15           | 19            | -21.1%   |
| Cost per Ride                    | \$22.67  | \$15.09   | 50.2%    | \$17.93      | \$12.99       | 38.0%    |
| Cost per Mile                    | \$4.07   | \$3.14    | 29.6%    | \$3.66       | \$1.76        | 108.0%   |
| Miles per Ride                   | 5.6      | 4.8       | 16.7%    | 4.9          | 7.4           | -33.8%   |
| <b>STF Service</b>               |          |           |          |              |               |          |
| Monthly Rides                    | 1,424    | 1,320     | 7.9%     | 1,604        | 1,283         | 25.0%    |
| Monthly Cost                     | \$31,710 | \$23,899  | 32.7%    | \$33,312     | \$22,806      | 46.1%    |
| Monthly Vehicle Mile             | 8,878    | 6,447     | 37.7%    | 8,829        | 6,700         | 31.8%    |
| New Riders This Month            | 165      | 183       | -9.8%    | 303          | 191           | 58.6%    |
| Cost per Ride                    | \$22.27  | \$18.11   | 23.0%    | \$20.77      | \$17.78       | 16.8%    |
| Cost per Mile                    | \$3.57   | \$3.71    | -3.8%    | \$3.77       | \$3.40        | 10.9%    |
| Miles per Ride                   | 6.2      | 4.9       | 26.5%    | 5.5          | 5.2           | 5.8%     |
| <b>Title XIX Non Medical</b>     |          |           |          |              |               |          |
| Monthly Rides                    | 1,233    | 5,890     | -79.1%   | 2,404        | 4,944         | -51.4%   |
| Monthly Cost                     | \$28,286 | \$122,636 | -76.9%   | \$51,284     | \$102,763     | -50.1%   |
| Monthly Vehicle Mile             | 7,236    | 29,837    | -75.7%   | 12,533       | 25,158        | -50.2%   |
| New Riders This Month            | 37       | 263       | -85.9%   | 98           | 319           | -69.3%   |
| Cost per Ride                    | \$22.94  | \$20.82   | 10.2%    | \$21.34      | \$20.79       | 2.6%     |
| Cost per Mile                    | \$3.91   | \$4.11    | -4.9%    | \$4.09       | \$4.08        | 0.2%     |
| Miles per Ride                   | 5.9      | 5.1       | 15.7%    | 5.2          | 5.1           | 2.0%     |
| <b>Wa Co DAVS</b>                |          |           |          |              |               |          |
| Monthly Rides                    | 129      | 51        | 152.9%   | 158          | 58            | 172.4%   |
| Monthly Cost                     | \$3,376  | \$1,368   | 146.8%   | \$4,231      | \$1,473       | 187.2%   |
| Monthly Vehicle Mile             | 876      | 506       | 73.1%    | 1,211        | 510           | 137.5%   |
| New Riders This Month            | 4        | 11        | -63.6%   | 13           | 9             | 44.4%    |
| Cost per Ride                    | \$26.17  | \$26.82   | -2.4%    | \$26.87      | \$25.37       | 5.9%     |
| Cost per Mile                    | \$3.85   | \$2.70    | 42.6%    | \$3.49       | \$2.89        | 20.8%    |
| Miles per Ride                   | 6.8      | 9.9       | -31.3%   | 7.7          | 8.8           | -12.5%   |



# CLACKAMAS COUNTY CONSORTIUM - PROVIDER

## 12-Month Averages

| Programs                              | Nov 2016 | Nov 2015 | % Change | Current Year | Previous Year | % Change |
|---------------------------------------|----------|----------|----------|--------------|---------------|----------|
| <b>Canby Senior Center</b>            |          |          |          |              |               |          |
| Monthly Rides                         | 225      | 264      | -14.8%   | 242          | 303           | -20.1%   |
| Monthly Cost                          | \$1,800  | \$2,112  | -14.8%   | \$1,935      | \$2,466       | -21.5%   |
| Monthly Vehicle Mile                  | 1,232    | 1,384    | -11.0%   | 1,186        | 1,312         | -9.6%    |
| New Riders This Month                 | 2        | 3        | -33.3%   | 6.3          | 6.8           | -7.4%    |
| Cost per Ride                         | \$8.00   | \$8.00   | 0.0%     | \$8.00       | \$8.13        | -1.6%    |
| Cost per Mile                         | \$1.46   | \$1.53   | -4.6%    | \$1.63       | \$1.88        | -13.3%   |
| Miles per Ride                        | 5.5      | 5.2      | 5.8%     | 4.9          | 4.3           | 14.0%    |
| <b>Estacada Senior Center</b>         |          |          |          |              |               |          |
| Monthly Rides                         | 214      | 236      | -9.3%    | 227          | 236           | -3.8%    |
| Monthly Cost                          | \$1,631  | \$1,861  | -12.4%   | \$1,766      | \$1,842       | -4.1%    |
| Monthly Vehicle Mile                  | 516      | 747      | -30.9%   | 709          | 720           | -1.5%    |
| New Riders This Month                 | 2        | 5        | -60.0%   | 5.3          | 5.7           | -7.0%    |
| Cost per Ride                         | \$7.62   | \$7.89   | -3.4%    | \$7.78       | \$7.80        | -0.3%    |
| Cost per Mile                         | \$3.16   | \$2.49   | 26.9%    | \$2.49       | \$2.56        | -2.7%    |
| Miles per Ride                        | 2.4      | 3.2      | -25.0%   | 3.1          | 3.1           | 0.0%     |
| <b>Gladstone Senior Center</b>        |          |          |          |              |               |          |
| Monthly Rides                         | 187      | 230      | -18.7%   | 209          | 206           | 1.5%     |
| Monthly Cost                          | \$1,416  | \$1,725  | -17.9%   | \$1,611      | \$1,581       | 1.9%     |
| Monthly Vehicle Mile                  | 341      | 463      | -26.3%   | 505          | 830           | -39.2%   |
| New Riders This Month                 | 3        | 8        | -62.5%   | 6.7          | 9.1           | -26.4%   |
| Cost per Ride                         | \$7.57   | \$7.50   | 0.9%     | \$7.71       | \$7.70        | 0.1%     |
| Cost per Mile                         | \$4.15   | \$3.73   | 11.3%    | \$3.19       | \$1.91        | 67.0%    |
| Miles per Ride                        | 1.8      | 2.0      | -10.0%   | 2.4          | 4.0           | -40.0%   |
| <b>Hoodland Senior Center</b>         |          |          |          |              |               |          |
| Monthly Rides                         | 99       | 149      | -33.6%   | 133          | 165           | -19.4%   |
| Monthly Cost                          | \$2,735  | \$3,100  | -11.8%   | \$2,645      | \$3,236       | -18.3%   |
| Monthly Vehicle Mile                  | 1,166    | 1,051    | 10.9%    | 1,386        | 1,222         | 13.4%    |
| New Riders This Month                 | 0        | 0        | N/A      | 2.0          | 5.1           | -60.8%   |
| Cost per Ride                         | \$27.63  | \$20.80  | 32.8%    | \$19.90      | \$19.61       | 1.5%     |
| Cost per Mile                         | \$2.35   | \$2.95   | -20.3%   | \$1.91       | \$2.65        | -27.9%   |
| Miles per Ride                        | 11.8     | 7.1      | 66.2%    | 10.4         | 7.4           | 40.5%    |
| <b>Lake Oswego Adult Comm. Center</b> |          |          |          |              |               |          |
| Monthly Rides                         | 291      | 283      | 2.8%     | 249          | 289           | -13.8%   |
| Monthly Cost                          | \$2,183  | \$2,123  | 2.8%     | \$1,868      | \$2,164       | -13.7%   |
| Monthly Vehicle Mile                  | 816      | 819      | -0.4%    | 729          | 836           | -12.8%   |
| New Riders This Month                 | 0        | 0        | N/A      | 4.1          | 6.8           | -39.7%   |
| Cost per Ride                         | \$7.50   | \$7.50   | 0.0%     | \$7.50       | \$7.50        | 0.0%     |
| Cost per Mile                         | \$2.67   | \$2.59   | 3.1%     | \$2.56       | \$2.59        | -1.2%    |
| Mile per Ride                         | 2.8      | 2.9      | -3.4%    | 2.9          | 2.9           | 0.0%     |

# CLACKAMAS COUNTY CONSORTIUM - PROVIDER

## 12-Month Averages

| Programs                                     | Nov 2016 | Nov 2015 | % Change | Current Year | Previous Year | % Change |
|--|----------|----------|----------|--------------|---------------|----------|
| <b>Milwaukie Senior Center</b>               |          |          |          |              |               |          |
| Monthly Rides                                | 718      | 802      | -10.5%   | 759          | 864           | -12.2%   |
| Monthly Cost                                 | \$7,190  | \$7,580  | -5.1%    | \$7,389      | \$8,312       | -11.1%   |
| Monthly Vehicle Mile                         | 2,013    | 1,898    | 6.1%     | 2,038        | 2,148         | -5.1%    |
| New Riders This Month                        | 10       | 8        | 25.0%    | 19.3         | 18.8          | 2.7%     |
| Cost per Ride                                | \$10.01  | \$9.45   | 5.9%     | \$9.73       | \$9.62        | 1.1%     |
| Cost per Mile                                | \$3.57   | \$3.99   | -10.5%   | \$3.63       | \$3.87        | -6.2%    |
| Miles per Ride                               | 2.8      | 2.4      | 16.7%    | 2.7          | 2.5           | 8.0%     |
| <b>Molalla Senior Center</b>                 |          |          |          |              |               |          |
| Monthly Rides                                | 273      | 358      | -23.7%   | 372          | 474           | -21.5%   |
| Monthly Cost                                 | \$2,881  | \$3,537  | -18.5%   | \$4,842      | \$5,467       | -11.4%   |
| Monthly Vehicle Mile                         | 583      | 852      | -31.6%   | 962          | 859           | 12.0%    |
| New Riders This Month                        | 5        | 2        | 150.0%   | 7.9          | 8.1           | -2.5%    |
| Cost per Ride                                | \$10.55  | \$9.88   | 6.8%     | \$13.00      | \$11.53       | 12.7%    |
| Cost per Mile                                | \$4.94   | \$4.15   | 19.0%    | \$5.03       | \$6.37        | -21.0%   |
| Miles per Ride                               | 2.1      | 2.4      | -12.5%   | 2.6          | 1.8           | 44.4%    |
| <b>Pioneer Senior Center</b>                 |          |          |          |              |               |          |
| Monthly Rides                                | 762      | 561      | 35.8%    | 707          | 648           | 9.1%     |
| Monthly Cost                                 | \$6,274  | \$4,728  | 32.7%    | \$5,873      | \$5,325       | 10.3%    |
| Monthly Vehicle Mile                         | 2,205    | 1,618    | 36.3%    | 2,260        | 2,136         | 5.8%     |
| New Riders This Month                        | 16       | 6        | 166.7%   | 24.9         | 22.7          | 9.7%     |
| Cost per Ride                                | \$8.23   | \$8.43   | -2.4%    | \$8.31       | \$8.22        | 1.1%     |
| Cost per Mile                                | \$2.85   | \$2.92   | -2.4%    | \$2.60       | \$2.49        | 4.4%     |
| Miles per Ride                               | 2.9      | 2.9      | 0.0%     | 3.2          | 3.3           | -3.0%    |
| <b>Sandy Senior Center</b>                   |          |          |          |              |               |          |
| Monthly Rides                                | 230      | 207      | 11.1%    | 249          | 267           | -6.7%    |
| Monthly Cost                                 | \$2,488  | \$2,651  | -6.1%    | \$2,938      | \$3,234       | -9.2%    |
| Monthly Vehicle Mile                         | 1,036    | 1,012    | 2.4%     | 1,176        | 1,385         | -15.1%   |
| New Riders This Month                        | 12       | 9        | 33.3%    | 12.4         | 13.3          | -6.8%    |
| Cost per Ride                                | \$10.82  | \$12.80  | -15.5%   | \$11.79      | \$12.11       | -2.6%    |
| Cost per Mile                                | \$2.40   | \$2.62   | -8.4%    | \$2.50       | \$2.33        | 7.3%     |
| Miles per Ride                               | 4.5      | 4.9      | -8.2%    | 4.7          | 5.2           | -9.6%    |
| <b>Transportation Reaching People</b>        |          |          |          |              |               |          |
| Monthly Rides                                | 2,140    | 1,936    | 10.5%    | 2,246        | 2,137         | 5.1%     |
| Monthly Cost                                 | \$23,418 | \$30,529 | -23.3%   | \$26,072     | \$27,513      | -5.2%    |
| Monthly Vehicle Mile                         | 20,395   | 19,348   | 5.4%     | 20,866       | 21,780        | -4.2%    |
| New Riders This Month                        | 38       | 32       | 18.8%    | 60.1         | 65.3          | -8.0%    |
| Cost per Ride                                | \$10.94  | \$15.77  | -30.6%   | \$11.61      | \$12.87       | -9.8%    |
| Cost per Mile                                | \$1.15   | \$1.58   | -27.2%   | \$1.25       | \$1.26        | -0.8%    |
| Miles per Ride                               | 9.5      | 10.0     | -5.0%    | 9.3          | 10.2          | -8.8%    |
| <b>Transp Reaching People-School/Work(1)</b> |          |          |          |              |               |          |
| Monthly Rides                                | 174      | 152      | 14.5%    | 159          | 188           | -15.4%   |
| Monthly Cost                                 | \$2,572  | \$3,309  | -22.3%   | \$2,581      | \$3,052       | -15.4%   |
| Monthly Vehicle Mile                         | 1,201    | 1,238    | -3.0%    | 1,220        | 1,387         | -12.0%   |
| New Riders This Month                        | 0        | 0        | N/A      | 0            | 0             | N/A      |
| Cost per Ride                                | \$14.78  | \$21.77  | -32.1%   | \$16.22      | \$16.22       | 0.0%     |
| Cost per Mile                                | \$2.14   | \$2.67   | -19.9%   | \$2.12       | \$2.20        | -3.6%    |
| Miles per Ride                               | 6.9      | 8.1      | -14.8%   | 7.7          | 7.4           | 4.1%     |

(1) This program replaced the discontinued JARC, effective July 2014.

## EAST COUNTY OFFICE - PROVIDER

## 12-Month Averages

| Programs                         | Nov 2016 | Nov 2015 | % Change | Current Year | Pervious Year | % Change |
|----------------------------------|----------|----------|----------|--------------|---------------|----------|
| <b>Cherry Blossom</b>            |          |          |          |              |               |          |
| Monthly Rides                    | 41       | 19       | 115.8%   | 26           | 23            | 13.0%    |
| Monthly Cost                     | \$298    | \$95     | 213.7%   | \$157        | \$120         | 30.8%    |
| Monthly Vehicle Mile             | 185      | 92       | 101.1%   | 86           | 72            | 19.4%    |
| New Riders This Month            | 1        | 3        | -66.7%   | 0.8          | 0.7           | 14.3%    |
| Cost per Ride                    | \$7.26   | \$5.02   | 44.6%    | \$5.98       | \$5.18        | 15.4%    |
| Cost per Mile                    | \$1.61   | \$1.04   | 54.8%    | \$1.82       | \$1.67        | 9.0%     |
| Miles per Ride                   | 4.5      | 4.8      | -6.3%    | 3.3          | 3.1           | 6.5%     |
| <b>Multnomah Co. ADS Premium</b> |          |          |          |              |               |          |
| Monthly Rides                    | 95       | 44       | 115.9%   | 85           | 52            | 63.5%    |
| Monthly Cost                     | \$1,276  | \$221    | 477.4%   | \$595        | \$277         | 114.8%   |
| Monthly Vehicle Mile             | 199      | 91       | 118.7%   | 181          | 128           | 41.4%    |
| New Riders This Month            | 9        | 0        | N/A      | 5.8          | 1.0           | 480.0%   |
| Cost per Ride                    | \$13.43  | \$5.01   | 168.1%   | \$7.00       | \$5.29        | 32.3%    |
| Cost per Mile                    | \$6.41   | \$2.42   | 164.9%   | \$3.29       | \$2.16        | 52.3%    |
| Miles per Ride                   | 2.1      | 2.1      | 0.0%     | 2.1          | 2.4           | -12.5%   |
| <b>STF Discretionary</b>         |          |          |          |              |               |          |
| Monthly Rides                    | 425      | 582      | -27.0%   | 508          | 640           | -20.6%   |
| Monthly Cost                     | \$12,545 | \$12,298 | 2.0%     | \$10,760     | \$10,029      | 7.3%     |
| Monthly Vehicle Mile             | 1,451    | 1,838    | -21.1%   | 1,879        | 1,975         | -4.9%    |
| New Riders This Month            | 21       | 40       | -47.5%   | 44.3         | 29.3          | 51.2%    |
| Cost per Ride                    | \$29.52  | \$21.13  | 39.7%    | \$21.17      | \$15.67       | 35.1%    |
| Cost per Mile                    | \$8.65   | \$6.69   | 29.3%    | \$5.73       | \$5.08        | 12.8%    |
| Miles per Ride                   | 3.4      | 3.2      | 6.3%     | 3.7          | 3.1           | 19.4%    |
| <b>STF Service</b>               |          |          |          |              |               |          |
| Monthly Rides                    | 403      | 479      | -15.9%   | 444          | 499           | -11.0%   |
| Monthly Cost                     | \$11,659 | \$9,608  | 21.3%    | \$9,190      | \$8,018       | 14.6%    |
| Monthly Vehicle Mile             | 1,385    | 1,234    | 12.2%    | 1,467        | 1,430         | 2.6%     |
| New Riders This Month            | 20       | 12       | 66.7%    | 25.3         | 23.3          | 8.6%     |
| Cost per Ride                    | \$28.93  | \$20.06  | 44.2%    | \$20.70      | \$16.06       | 28.9%    |
| Cost per Mile                    | \$8.42   | \$7.79   | 8.1%     | \$6.26       | \$5.61        | 11.6%    |
| Miles per Ride                   | 3.4      | 2.6      | 30.8%    | 3.3          | 2.9           | 13.8%    |
| <b>TriMet Service</b>            |          |          |          |              |               |          |
| Monthly Rides                    | 2,200    | 1,275    | 72.5%    | 1,852        | 1,110         | 66.8%    |
| Monthly Cost                     | \$9,947  | \$4,352  | 128.6%   | \$6,686      | \$4,519       | 48.0%    |
| Monthly Vehicle Mile             | 5,297    | 4,418    | 19.9%    | 5,355        | 3,710         | 44.3%    |
| New Riders This Month            | 22       | 17       | 29.4%    | 35.6         | 27.9          | 27.6%    |
| Cost per Ride                    | \$4.52   | \$3.41   | 32.6%    | \$3.61       | \$4.07        | -11.3%   |
| Cost per Mile                    | \$1.88   | \$0.99   | 89.9%    | \$1.25       | \$1.22        | 2.5%     |
| Miles per Ride                   | 2.4      | 3.5      | -31.4%   | 2.9          | 3.3           | -12.1%   |
| <b>Veterans Volunteers</b>       |          |          |          |              |               |          |
| Monthly Rides                    | 121      | 179      | -32.4%   | 152          | 183           | -16.9%   |
| Monthly Cost                     | \$1,139  | \$764    | 49.1%    | \$1,178      | \$1,087       | 8.4%     |
| Monthly Vehicle Mile             | 1,495    | 2,174    | -31.2%   | 1,769        | 2,049         | -13.7%   |
| New Riders This Month            | 8        | 11       | -27.3%   | 15.4         | 16.8          | -8.3%    |
| Cost per Ride                    | \$9.41   | \$4.27   | 120.4%   | \$7.74       | \$5.95        | 30.1%    |
| Cost per Mile                    | \$0.76   | \$0.35   | 117.1%   | \$0.67       | \$0.53        | 26.4%    |
| Miles per Ride                   | 12.4     | 12.1     | 2.5%     | 11.6         | 11.2          | 3.6%     |

**INDIVIDUAL PROVIDER - PROGRAM**
**12-Month Averages**

| Provider - Program                                      | Nov 2016 | Nov 2015 | % Change | Current Year | Previous Year | % Change |
|---|----------|----------|----------|--------------|---------------|----------|
| <b>African American - N/NE Shuttle (Financial Only)</b> |          |          |          |              |               |          |
| Monthly Cost  | \$3,712  | \$3,529  | 5.2%     | \$2,931      | \$3,564       | -17.8%   |
| <b>David's Harp - STF Service</b>                       |          |          |          |              |               |          |
| Monthly Rides   | 158      | 42       | 276.2%   | 163          | 163           | 0.0%     |
| Monthly Cost  | \$1,220  | \$776    | 57.2%    | \$991        | \$2,146       | -53.8%   |
| Monthly Vehicle Mile                                    | 199      | 304      | -34.5%   | 168          | 239           | -29.7%   |
| New Riders This Month                                   | 1        | 1        | 0.0%     | 3.3          | 4.2           | -21.4%   |
| Cost per Ride   | \$7.72   | \$18.48  | -58.2%   | \$6.09       | \$13.19       | -53.8%   |
| Cost per Mile   | \$6.13   | \$2.55   | 140.4%   | \$5.91       | \$8.98        | -34.2%   |
| Miles per Ride  | 1.3      | 7.2      | -81.9%   | 1.0          | 1.5           | -33.3%   |
| <b>NW Pilot Project - STF Service</b>                   |          |          |          |              |               |          |
| Monthly Rides   | 127      | 186      | -31.7%   | 175          | 166           | 5.4%     |
| Monthly Cost  | \$13,526 | \$11,668 | 15.9%    | \$12,734     | \$10,060      | 26.6%    |
| Monthly Vehicle Mile                                    | 910      | 981      | -7.2%    | 963          | 994           | -3.1%    |
| New Riders This Month                                   | 34       | 6        | 466.7%   | 15.5         | 10.8          | 43.5%    |
| Cost per Ride   | \$106.51 | \$62.73  | 69.8%    | \$72.70      | \$60.51       | 20.1%    |
| Cost per Mile   | \$14.86  | \$11.89  | 25.0%    | \$13.22      | \$10.12       | 30.6%    |
| Miles per Ride  | 7.2      | 5.3      | 35.8%    | 5.5          | 6.0           | -8.3%    |
| <b>Providence Elderplace - STF Service</b>              |          |          |          |              |               |          |
| Monthly Rides   | 192      | 282      | -31.9%   | 302          | 329           | -8.2%    |
| Monthly Cost  | \$2,378  | \$3,186  | -25.4%   | \$2,989      | \$3,297       | -9.3%    |
| Monthly Vehicle Mile                                    | 634      | 755      | -16.0%   | 1,093        | 1,203         | -9.1%    |
| New Riders This Month                                   | 30       | 35       | -14.3%   | 71.8         | 68.6          | 4.7%     |
| Cost per Ride   | \$12.39  | \$11.30  | 9.6%     | \$9.89       | \$10.01       | -1.2%    |
| Cost per Mile   | \$3.75   | \$4.22   | -11.1%   | \$2.73       | \$2.74        | -0.4%    |
| Miles per Ride  | 3.3      | 2.7      | 22.2%    | 3.6          | 3.7           | -2.7%    |
| <b>Ride Together - New Freedom (Mult., Wash.)</b>       |          |          |          |              |               |          |
| Monthly Rides   | 406      | 271      | 49.8%    | 421          | 286           | 47.2%    |
| Monthly Cost  | \$2,633  | \$2,139  | 23.1%    | \$2,113      | \$1,901       | 11.2%    |
| Monthly Vehicle Mile                                    | 3,069    | 1,518    | 102.2%   | 2,780        | 1,806         | 53.9%    |
| New Riders This Month                                   | 1        | 0        | N/A      | 3.3          | 0.3           | 1000.0%  |
| Cost per Ride   | \$6.48   | \$7.89   | -17.9%   | \$5.02       | \$6.66        | -24.6%   |
| Cost per Mile   | \$0.86   | \$1.41   | -39.0%   | \$0.76       | \$1.05        | -27.6%   |
| Miles per Ride  | 7.6      | 5.6      | 35.7%    | 6.6          | 6.3           | 4.8%     |
| <b>Urban League - N/NE Shuttle</b>                      |          |          |          |              |               |          |
| Monthly Rides   | 356      | 397      | -10.3%   | 438          | 468           | -6.4%    |
| Monthly Cost  | \$4,014  | \$3,746  | 7.2%     | \$4,373      | \$4,220       | 3.6%     |
| Monthly Vehicle Mile                                    | 843      | 686      | 22.9%    | 919          | 760           | 20.9%    |
| New Riders This Month                                   | 1        | 0        | N/A      | 3.5          | 4.3           | -18.6%   |
| Cost per Ride   | \$11.28  | \$9.44   | 19.5%    | \$9.99       | \$9.01        | 10.9%    |
| Cost per Mile   | \$4.76   | \$5.46   | -12.8%   | \$4.76       | \$5.55        | -14.2%   |
| Miles per Ride  | 2.4      | 1.7      | 41.2%    | 2.1          | 1.6           | 31.3%    |

**MFS-PROJECT LINKAGE - PROVIDER**
**12-Month Averages**

| Programs                         | Nov 2016 | Nov 2015 | % Change | Current Year | Previous Year | % Change |
|----------------------------------|----------|----------|----------|--------------|---------------|----------|
| <b>Cherry Blossom</b>            |          |          |          |              |               |          |
| Monthly Rides                    | 50       | 49       | 2.0%     | 49           | 37            | 32.4%    |
| Monthly Cost                     | \$195    | \$397    | -50.9%   | \$328        | \$418         | -21.5%   |
| Monthly Vehicle Mile             | 92       | 85       | 8.2%     | 89           | 95            | -6.3%    |
| New Riders This Month            | 0        | 0        | N/A      | 1.8          | 1.0           | 80.0%    |
| Cost per Ride                    | \$3.90   | \$8.11   | -51.9%   | \$6.66       | \$11.29       | -41.0%   |
| Cost per Mile                    | \$2.12   | \$4.68   | -54.7%   | \$3.69       | \$4.39        | -15.9%   |
| Miles per Ride                   | 1.8      | 1.7      | 5.9%     | 1.8          | 2.6           | -30.8%   |
| <b>Gateway Shuttle</b>           |          |          |          |              |               |          |
| Monthly Rides                    | 156      | 182      | -14.3%   | 196          | 169           | 16.0%    |
| Monthly Cost                     | \$793    | \$825    | -3.9%    | \$795        | \$886         | -10.3%   |
| Monthly Vehicle Mile             | 221      | 230      | -3.9%    | 277          | 251           | 10.4%    |
| New Riders This Month            | 13       | 5        | 160.0%   | 5.2          | 4.2           | 23.8%    |
| Cost per Ride                    | \$5.08   | \$4.54   | 11.9%    | \$4.06       | \$5.26        | -22.8%   |
| Cost per Mile                    | \$3.59   | \$3.59   | 0.0%     | \$2.87       | \$3.53        | -18.7%   |
| Miles per Ride                   | 1.4      | 1.3      | 7.7%     | 1.4          | 1.5           | -6.7%    |
| <b>Mid Multnomah County</b>      |          |          |          |              |               |          |
| Monthly Rides                    | 480      | 844      | -43.1%   | 606          | 846           | -28.4%   |
| Monthly Cost                     | \$5,542  | \$13,209 | -58.0%   | \$9,586      | \$13,760      | -30.3%   |
| Monthly Vehicle Mile             | 1,240    | 3,635    | -65.9%   | 2,317        | 4,243         | -45.4%   |
| New Riders This Month            | 8        | 27       | -70.4%   | 19.3         | 40.7          | -52.6%   |
| Cost per Ride                    | \$11.55  | \$15.65  | -26.2%   | \$15.81      | \$16.27       | -2.8%    |
| Cost per Mile                    | \$4.47   | \$3.63   | 23.1%    | \$4.14       | \$3.24        | 27.8%    |
| Miles per Ride                   | 2.6      | 4.3      | -39.5%   | 3.8          | 5.0           | -24.0%   |
| <b>Multnomah Co. ADS Premium</b> |          |          |          |              |               |          |
| Monthly Rides                    | 16       | 14       | 14.3%    | 14           | 17            | -17.6%   |
| Monthly Cost                     | \$76     | \$25     | 204.0%   | \$40         | \$50          | -20.0%   |
| Monthly Vehicle Mile             | 66       | 18       | 266.7%   | 27           | 32            | -15.6%   |
| New Riders This Month            | 3        | 0        | N/A      | 0.8          | 0.3           | 166.7%   |
| Cost per Ride                    | \$4.76   | \$1.79   | 165.9%   | \$2.87       | \$2.98        | -3.7%    |
| Cost per Mile                    | \$1.15   | \$1.39   | -17.3%   | \$1.45       | \$1.54        | -5.8%    |
| Miles per Ride                   | 4.1      | 1.3      | 215.4%   | 2.0          | 1.9           | 5.3%     |
| <b>N/NE Shuttle</b>              |          |          |          |              |               |          |
| Monthly Ride                     | 313      | 386      | -18.9%   | 428          | 524           | -18.3%   |
| Monthly Cost                     | \$19,186 | \$9,212  | 108.3%   | \$12,485     | \$9,118       | 36.9%    |
| Monthly Vehicle Mile             | 847      | 653      | 29.7%    | 1,417        | 924           | 53.4%    |
| New Riders This Month            | 6        | 3        | 100.0%   | 26.8         | 9.8           | 173.5%   |
| Cost per Ride                    | \$61.30  | \$23.87  | 156.8%   | \$29.17      | \$17.41       | 67.5%    |
| Cost per Mile                    | \$22.65  | \$14.11  | 60.5%    | \$8.81       | \$9.87        | -10.7%   |
| Miles per Ride                   | 2.7      | 1.7      | 58.8%    | 3.3          | 1.8           | 83.3%    |
| <b>STF Service</b>               |          |          |          |              |               |          |
| Monthly Ride                     | 673      | 386      | 74.4%    | 528          | 397           | 33.0%    |
| Monthly Cost                     | \$17,843 | \$16,635 | 7.3%     | \$14,014     | \$14,211      | -1.4%    |
| Monthly Vehicle Mile             | 4,467    | 2,156    | 107.2%   | 2,892        | 1,895         | 52.6%    |
| New Riders This Month            | 58       | 21       | 176.2%   | 53.4         | 31.3          | 70.6%    |
| Cost per Ride                    | \$26.51  | \$43.10  | -38.5%   | \$26.53      | \$35.84       | -26.0%   |
| Cost per Mile                    | \$3.99   | \$7.72   | -48.3%   | \$4.85       | \$7.50        | -35.3%   |
| Miles per Ride                   | 6.6      | 5.6      | 17.9%    | 5.5          | 4.8           | 14.6%    |
| <b>TriMet Service</b>            |          |          |          |              |               |          |
| Monthly Ride                     | 977      | 331      | 195.2%   | 728          | 408           | 78.4%    |
| Monthly Cost                     | \$6,714  | \$2,824  | 137.7%   | \$5,865      | \$3,619       | 62.1%    |
| Monthly Vehicle Mile             | 5,771    | 1,391    | 314.9%   | 3,987        | 1,899         | 110.0%   |
| New Riders This Month            | 59       | 13       | 353.8%   | 43.9         | 20.8          | 111.1%   |
| Cost per Ride                    | \$6.87   | \$8.53   | -19.5%   | \$8.06       | \$8.87        | -9.1%    |
| Cost per Mile                    | \$1.16   | \$2.03   | -42.9%   | \$1.47       | \$1.91        | -23.0%   |
| Miles per Ride                   | 5.9      | 4.2      | 40.5%    | 5.5          | 4.7           | 17.0%    |

## NEIGHBORHOOD HOUSE - PROVIDER

### 12-Month Averages

| Programs                     | Nov 2016 | Nov 2015 | % Change | Current Year | Previous Year | % Change |
|------------------------------|----------|----------|----------|--------------|---------------|----------|
| <b>STF Service</b>           |          |          |          |              |               |          |
| Monthly Rides                | 304      | 439      | -30.8%   | 472          | 494           | -4.5%    |
| Monthly Cost                 | \$4,778  | \$6,717  | -28.9%   | \$7,505      | \$6,896       | 8.8%     |
| Monthly Vehicle Mile         | 943      | 1,383    | -31.8%   | 1,472        | 1,195         | 23.2%    |
| New Riders This Month        | 10       | 15       | -33.3%   | 28.3         | 26.7          | 6.0%     |
| Cost per Ride                | \$15.72  | \$15.30  | 2.7%     | \$15.89      | \$13.95       | 13.9%    |
| Cost per Mile                | \$5.07   | \$4.86   | 4.3%     | \$5.10       | \$5.77        | -11.6%   |
| Miles per Ride               | 3.1      | 3.2      | -3.1%    | 3.1          | 2.4           | 29.2%    |
| <b>SW Shuttle Service</b>    |          |          |          |              |               |          |
| Monthly Rides                | 66       | 86       | -23.3%   | 88           | 144           | -38.9%   |
| Monthly Cost                 | \$605    | \$2,450  | -75.3%   | \$1,930      | \$2,336       | -17.4%   |
| Monthly Vehicle Mile         | 144      | 170      | -15.3%   | 175          | 269           | -34.9%   |
| New Riders This Month        | 2        | 2        | 0.0%     | 2.2          | 4.3           | -48.8%   |
| Cost per Rider               | \$9.17   | \$28.49  | -67.8%   | \$22.05      | \$16.21       | 36.0%    |
| Cost per Mile                | \$4.20   | \$14.41  | -70.9%   | \$11.04      | \$8.69        | 27.0%    |
| Miles per Ride               | 2.2      | 2.0      | 10.0%    | 2.0          | 1.9           | 5.3%     |
| <b>Downtown RideAbout(1)</b> |          |          |          |              |               |          |
| Monthly Rides                | 174      | 248      | -29.8%   | 164          | 185           | -11.4%   |
| Monthly Cost                 | \$598    | \$817    | -26.8%   | \$762        | \$733         | 4.0%     |
| Monthly Vehicle Mile         | 126      | 155      | -18.7%   | 109          | 120           | -9.2%    |
| New Riders This Month        | 0        | 0        | N/A      | 0.8          | 1.3           | -38.5%   |
| Cost per Ride                | \$3.44   | \$3.29   | 4.6%     | \$4.64       | \$3.96        | 17.2%    |
| Cost per Mile                | \$4.75   | \$5.27   | -9.9%    | \$7.02       | \$6.09        | 15.3%    |
| Miles per Ride               | 0.7      | 0.6      | 16.7%    | 0.7          | 0.6           | 16.7%    |

**IMPACT NORTHWEST - PROVIDER**
**12-Month Averages**

| Programs                           | Nov 2016 | Nov 2015 | % Change | Current Year | Previous Year | % Change |
|------------------------------------|----------|----------|----------|--------------|---------------|----------|
| <b>Cherry Blossom</b>              |          |          |          |              |               |          |
| Monthly Rides                      | 46       | 72       | -36.1%   | 56           | 46            | 21.7%    |
| Monthly Cost                       | \$125    | \$696    | -82.0%   | \$471        | \$413         | 14.0%    |
| Monthly Vehicle Mile               | 33       | 45       | -26.7%   | 56           | 38            | 47.4%    |
| New Riders This Month              | 0        | 0        | N/A      | 0.3          | 0.1           | 200.0%   |
| Cost per Ride                      | \$2.72   | \$9.66   | -71.8%   | \$8.46       | \$8.92        | -5.2%    |
| Cost per Mile                      | \$3.79   | \$15.46  | -75.5%   | \$8.49       | \$10.97       | -22.6%   |
| Miles per Ride                     | 0.7      | 0.6      | 16.7%    | 1.0          | 0.8           | 25.0%    |
| <b>Multnomah Co. ADS Premium</b>   |          |          |          |              |               |          |
| Monthly Rides                      | 3        | 4        | -25.0%   | 6            | 11.3          | -45.5%   |
| Monthly Cost                       | \$19     | \$20     | -5.0%    | \$31         | \$55          | -43.6%   |
| Monthly Vehicle Mile               | 20       | 25       | -20.0%   | 48           | 73            | -34.2%   |
| New Riders This Month              | 1        | 2        | -50.0%   | 1.6          | 1.4           | 14.3%    |
| Cost per Ride                      | \$6.35   | \$5.00   | 27.0%    | \$5.27       | \$4.93        | 6.9%     |
| Cost per Mile                      | \$0.95   | \$0.80   | 18.8%    | \$0.65       | \$0.76        | -14.5%   |
| Miles per Ride                     | 6.7      | 6.3      | 6.3%     | 8.1          | 6.5           | 24.6%    |
| <b>STF Discretionary</b>           |          |          |          |              |               |          |
| Monthly Rides                      | 614      | 715      | -14.1%   | 664          | 666           | -0.3%    |
| Monthly Cost                       | \$12,535 | \$9,356  | 34.0%    | \$13,667     | \$13,199      | 3.5%     |
| Monthly Vehicle Mile               | 2,576    | 2,490    | 3.5%     | 2,715        | 2,611         | 4.0%     |
| New Riders This Month              | 40       | 0        | N/A      | 35.3         | 38.0          | -7.1%    |
| Cost per Ride                      | \$20.42  | \$13.09  | 56.0%    | \$20.59      | \$19.83       | 3.8%     |
| Cost per Mile                      | \$4.87   | \$3.76   | 29.5%    | \$5.03       | \$5.06        | -0.6%    |
| Miles per Ride                     | 4.2      | 3.5      | 20.0%    | 4.1          | 3.9           | 5.1%     |
| <b>STF Service</b>                 |          |          |          |              |               |          |
| Monthly Rides                      | 427      | 392      | 8.9%     | 461          | 464           | -0.6%    |
| Monthly Cost                       | \$10,333 | \$7,142  | 44.7%    | \$11,436     | \$8,651       | 32.2%    |
| Monthly Vehicle Mile               | 1,678    | 2,012    | -16.6%   | 1,911        | 2,014         | -5.1%    |
| New Riders This Month              | 21       | 0        | N/A      | 31.1         | 36.6          | -15.0%   |
| Cost per Ride                      | \$24.20  | \$18.22  | 32.8%    | \$24.80      | \$18.64       | 33.0%    |
| Cost per Mile                      | \$6.16   | \$3.55   | 73.5%    | \$5.99       | \$4.30        | 39.3%    |
| Miles per Ride                     | 3.9      | 5.1      | -23.5%   | 4.1          | 4.3           | -4.7%    |
| <b>Dialysis (NEW)</b>              |          |          |          |              |               |          |
| Monthly Rides                      | 1        | 3        | -66.7%   | 6            |               |          |
| Monthly Cost                       | \$10     | \$30     | -66.7%   | \$57         |               |          |
| Monthly Vehicle Mile               | 7        | 14       | -50.0%   | 40           |               |          |
| New Riders This Month              | 1        | 0        | N/A      | 1            |               |          |
| Cost per Ride                      | \$10.00  | \$10.00  | 0.0%     | \$9.71       |               |          |
| Cost per Mile                      | \$1.43   | \$2.14   | -33.2%   | \$1.43       |               |          |
| Miles per Ride                     | 7.0      | 4.7      | 48.9%    | 6.8          |               |          |
| <b>Title XIX Non Medical (NEW)</b> |          |          |          |              |               |          |
| Monthly Rides                      | 0        | 9        | -100.0%  | 3            |               |          |
| Monthly Cost                       | \$0      | \$135    | -100.0%  | \$43         |               |          |
| Monthly Vehicle Mile               | 0        | 53       | -100.0%  | 30           |               |          |
| New Riders This Month              | 0        | 2        | -100.0%  | 1            |               |          |
| Cost per Ride                      | N/A      | \$15.00  | N/A      | \$15.00      |               |          |
| Cost per Mile                      | N/A      | \$2.55   | N/A      | \$1.41       |               |          |
| Miles per Ride                     | N/A      | 5.9      | N/A      | 10.6         |               |          |



| RIDE CONNECTION HEADQUARTER OFFICE - PROVIDER |          |          |          | 12-Month Averages |               |          |
|---|----------|----------|----------|-------------------|---------------|----------|
| Programs                                      | Nov 2016 | Nov 2015 | % Change | Current Year      | Previous Year | % Change |
| <b>Multnomah Co. ADS Premium</b>              |          |          |          |                   |               |          |
| Monthly Ride                                  | 33       | 3        | 1000.0%  | 15                | 6             | 142.9%   |
| Monthly Cost                                  | \$1,955  | \$33     | 5860.7%  | \$481             | \$106         | 353.8%   |
| Monthly Vehicle Mile                          | 427      | 34       | 1155.9%  | 188               | 42            | 347.6%   |
| New Riders This Month                         | 5        | 1        | 400.0%   | 3                 | 2             | 50.0%    |
| Cost per Ride                                 | \$59.25  | \$10.93  | 442.1%   | \$31.54           | \$16.67       | 89.2%    |
| Cost per Mile                                 | \$4.58   | \$0.96   | 377.1%   | \$2.56            | \$2.53        | 1.2%     |
| Miles per Ride                                | 12.9     | 11.3     | 14.2%    | 12.3              | 6.6           | 86.4%    |
| <b>STF Service</b>                            |          |          |          |                   |               |          |
| Monthly Ride                                  | 145      | 59       | 145.8%   | 172               | 93            | 86.0%    |
| Monthly Cost                                  | \$7,602  | \$612    | 1141.3%  | \$3,738           | \$794         | 370.8%   |
| Monthly Vehicle Mile                          | 1,635    | 407      | 301.7%   | 1,508             | 507           | 197.4%   |
| New Riders This Month                         | 36       | 20       | 80.0%    | 53                | 20            | 165.0%   |
| Cost per Ride                                 | \$52.43  | \$10.38  | 405.1%   | \$21.75           | \$8.58        | 153.5%   |
| Cost per Mile                                 | \$4.65   | \$1.50   | 210.0%   | \$2.48            | \$1.57        | 58.0%    |
| Miles per Ride                                | 11.3     | 6.9      | 63.8%    | 8.8               | 5.5           | 60.0%    |
| <b>Title XIX Non Medical</b>                  |          |          |          |                   |               |          |
| Monthly Ride                                  | 6        | 103      | -94.2%   | 67                | 53            | 26.2%    |
| Monthly Cost                                  | \$364    | \$598    | -39.1%   | \$702             | \$827         | -15.1%   |
| Monthly Vehicle Mile                          | 43       | 1,330    | -96.8%   | 688               | 635           | 8.3%     |
| New Riders This Month                         | 1        | 16       | -93.8%   | 12                | 16            | -25.0%   |
| Cost per Ride                                 | \$60.74  | \$5.81   | 945.4%   | \$10.41           | \$15.47       | -32.7%   |
| Cost per Mile                                 | \$8.47   | \$0.45   | 1782.2%  | \$1.02            | \$1.30        | -21.5%   |
| Miles per Ride                                | 7.2      | 12.9     | -44.2%   | 10.2              | 11.9          | -14.3%   |
| <b>Dialysis</b>                               |          |          |          |                   |               |          |
| Monthly Ride                                  | 71       | 80       | -11.3%   | 94                | 61            | 55.6%    |
| Monthly Cost                                  | \$4,298  | \$1,076  | 299.6%   | \$2,893           | \$971         | 197.9%   |
| Monthly Vehicle Mile                          | 899      | 799      | 12.5%    | 1,121             | 607           | 84.7%    |
| New Riders This Month                         | 0        | 2        | -100.0%  | 3                 | 5             | -40.0%   |
| Cost per Ride                                 | \$60.54  | \$13.45  | 350.1%   | \$30.69           | \$16.03       | 91.5%    |
| Cost per Mile                                 | \$4.78   | \$1.35   | 254.1%   | \$2.58            | \$1.60        | 61.3%    |
| Miles per Ride                                | 12.7     | 10.0     | 27.0%    | 11.9              | 10.0          | 19.0%    |
| <b>Wa Co DAVS</b>                             |          |          |          |                   |               |          |
| Monthly Ride                                  | 0        |          |          |                   |               |          |
| Monthly Cost                                  | (\$78)   |          |          |                   |               |          |
| Monthly Vehicle Mile                          | 0        |          |          |                   |               |          |
| New Riders This Month                         | 0        |          |          |                   |               |          |
| Cost per Ride                                 | N/A      |          |          |                   |               |          |
| Cost per Mile                                 | N/A      |          |          |                   |               |          |
| Miles per Ride                                | N/A      |          |          |                   |               |          |



**RIDE CONNECTION WASHINGTON CO. OFFICE - PROVIDER**
**12-Month Averages**

| <b>Programs</b>              | <b>Nov 2016</b> | <b>Nov 2015</b> | <b>% Change</b> | <b>Current Year</b> | <b>Previous Year</b> | <b>% Change</b> |
|------------------------------|-----------------|-----------------|-----------------|---------------------|----------------------|-----------------|
| <b>General Public</b>        |                 |                 |                 |                     |                      |                 |
| Monthly Ride                 | 14              | 2               | 600.0%          | 10                  | 10                   | 0.0%            |
| Monthly Cost                 | \$1,339         | \$715           | 87.3%           | \$682               | \$813                | -16.1%          |
| Monthly Vehicle Mile         | 93              | 15              | 520.0%          | 58                  | 62                   | -6.5%           |
| New Riders This Month        | 0               | 2               | -100.0%         | 2                   | 1                    | 100.0%          |
| Cost per Ride                | \$95.64         | \$357.62        | -73.3%          | \$71.76             | \$81.32              | -11.8%          |
| Cost per Mile                | \$14.40         | \$47.68         | -69.8%          | \$11.80             | \$13.06              | -9.6%           |
| Miles per Ride               | 6.6             | 7.5             | -12.0%          | 6.1                 | 6.2                  | -1.6%           |
| <b>Job Access</b>            |                 |                 |                 |                     |                      |                 |
| Monthly Rides                | 0               | 0               | N/A             | 0                   | 0                    | N/A             |
| Monthly Cost                 | \$0             | \$0             | N/A             | \$0                 | \$0                  | N/A             |
| Monthly Vehicle Mile         | 0               | 0               | N/A             | 0                   | 0                    | N/A             |
| New Riders This Month        | 0               | 0               | N/A             | 0                   | 0                    | N/A             |
| Cost per Ride                | N/A             | N/A             | N/A             | N/A                 | N/A                  | N/A             |
| Cost per Mile                | N/A             | N/A             | N/A             | N/A                 | N/A                  | N/A             |
| Miles per Ride               | N/A             | N/A             | N/A             | N/A                 | N/A                  | N/A             |
| <b>STF Service</b>           |                 |                 |                 |                     |                      |                 |
| Monthly Rides                | 647             | 322             | 100.9%          | 527                 | 350                  | 50.6%           |
| Monthly Cost                 | \$11,230        | \$5,452         | 106.0%          | \$6,717             | \$5,239              | 28.2%           |
| Monthly Vehicle Mile         | 2,214           | 986             | 124.5%          | 1,811               | 1,278                | 41.7%           |
| New Riders This Month        | 27              | 3               | 800.0%          | 14                  | 8                    | 75.0%           |
| Cost per Ride                | \$17.36         | \$16.93         | 2.5%            | \$12.74             | \$14.96              | -14.8%          |
| Cost per Mile                | \$5.07          | \$5.53          | -8.3%           | \$3.71              | \$4.10               | -9.5%           |
| Miles per Ride               | 3.4             | 3.1             | 9.7%            | 3.4                 | 3.6                  | -5.6%           |
| <b>Title XIX Non Medical</b> |                 |                 |                 |                     |                      |                 |
| Monthly Rides                | 0               | 1               | -100.0%         | 1                   | 1                    | 0.0%            |
| Monthly Cost                 | \$0             | \$224           | -100.0%         | \$68                | \$120                | -43.3%          |
| Monthly Vehicle Mile         | 0               | 3               | -100.0%         | 5                   | 9                    | -44.4%          |
| New Riders This Month        | 0               | 1               | -100.0%         | 0                   | 1                    | -100.0%         |
| Cost per Ride                | N/A             | \$224.43        | N/A             | \$62.55             | \$102.53             | -39.0%          |
| Cost per Mile                | N/A             | \$74.81         | N/A             | \$12.71             | \$14.07              | -9.7%           |
| Miles per Ride               | N/A             | 3.0             | N/A             | 4.9                 | 7.3                  | -32.9%          |
| <b>Veterans Volunteers</b>   |                 |                 |                 |                     |                      |                 |
| Monthly Rides                | 153             | 179             | -14.5%          | 201                 |                      |                 |
| Monthly Cost                 | \$2,773         | \$3,340         | -17.0%          | \$1,952             |                      |                 |
| Monthly Vehicle Mile         | 2,581           | 2,748           | -6.1%           | 3,183               |                      |                 |
| New Riders This Month        | 9               | 9               | 0.0%            | 8                   |                      |                 |
| Cost per Ride                | \$18.13         | \$18.66         | -2.9%           | \$0.61              |                      |                 |
| Cost per Mile                | \$1.07          | \$1.22          | -11.6%          | \$9.72              |                      |                 |
| Miles per Ride               | 16.9            | 15.4            | 9.9%            | 15.9                |                      |                 |
| <b>Wa Co DAVS</b>            |                 |                 |                 |                     |                      |                 |
| Monthly Rides                | 0               | 0               | N/A             | 1                   |                      |                 |
| Monthly Cost                 | \$0             | \$74            | -100.0%         | \$59                |                      |                 |
| Monthly Vehicle Mile         | 0               | 0               | N/A             | 3                   |                      |                 |
| New Riders This Month        | 0               | 0               | N/A             | 0                   |                      |                 |
| Cost per Ride                | N/A             | N/A             | N/A             | \$89.22             |                      |                 |
| Cost per Mile                | N/A             | N/A             | N/A             | \$20.39             |                      |                 |
| Miles per Ride               | N/A             | N/A             | N/A             | 4.4                 |                      |                 |

| VEHICLE ONLY - PROGRAM                                |          |          |          | 12-Month Averages |               |          |
|---|----------|----------|----------|-------------------|---------------|----------|
| Providers   | Nov 2016 | Nov 2015 | % Change | Current Year      | Previous Year | % Change |
| <b>Albertina Kerr-(Mult.)</b>                         |          |          |          |                   |               |          |
| Monthly Rides   | 718      | 700      | 2.6%     | 709               | 673           | 5.3%     |
| Monthly Cost  | \$9,622  | \$5,272  | 82.5%    | \$8,879           | \$4,385       | 102.5%   |
| Monthly Vehicle Mile                                  | 3,294    | 3,021    | 9.0%     | 3,125             | 3,110         | 0.5%     |
| New Riders This Month                                 | 0        | 0        | N/A      | 0.0               | 1.4           | -100.0%  |
| Cost per Ride   | \$13.40  | \$7.53   | 78.0%    | \$12.53           | \$6.52        | 92.2%    |
| Cost per Mile   | \$2.92   | \$1.75   | 66.9%    | \$2.84            | \$1.41        | 101.4%   |
| Miles per Ride  | 4.6      | 4.3      | 7.0%     | 4.4               | 4.6           | -4.3%    |
| <b>American Cancer Society-(Clack., Mult., Wash.)</b> |          |          |          |                   |               |          |
| Monthly Rides   | 106      | 118      | -10.2%   | 179               | 111           | 61.3%    |
| Monthly Cost  | \$934    | \$791    | 18.1%    | \$1,624           | \$791         | 105.3%   |
| Monthly Vehicle Mile                                  | 1,217    | 859      | 41.7%    | 1,277             | 765           | 66.9%    |
| New Riders This Month                                 | 6        | 5        | 20.0%    | 19.7              | 9.1           | 116.5%   |
| Cost per Ride   | \$8.81   | \$6.70   | 31.5%    | \$9.08            | \$7.11        | 27.7%    |
| Cost per Mile   | \$0.77   | \$0.92   | -16.3%   | \$1.27            | \$1.03        | 23.3%    |
| Miles per Ride  | 11.5     | 7.3      | 57.5%    | 7.1               | 6.9           | 2.9%     |
| <b>Edwards Center-(Clack., Wash.)</b>                 |          |          |          |                   |               |          |
| Monthly Rides   | 1,088    | 856      | 27.1%    | 1,197             | 850           | 40.8%    |
| Monthly Cost  | \$3,682  | \$5,278  | -30.2%   | \$4,334           | \$3,639       | 19.1%    |
| Monthly Vehicle Mile                                  | 1,996    | 2,081    | -4.1%    | 2,327             | 2,130         | 9.2%     |
| New Riders This Month                                 | 0        | 0        | N/A      | 0.0               | 2.8           | -100.0%  |
| Cost per Ride   | \$3.38   | \$6.17   | -45.2%   | \$3.62            | \$4.28        | -15.4%   |
| Cost per Mile   | \$1.84   | \$2.54   | -27.6%   | \$1.86            | \$1.71        | 8.8%     |
| Miles per Ride  | 1.8      | 2.4      | -25.0%   | 1.9               | 2.5           | -24.0%   |
| <b>Maryville Nursing Home</b>                         |          |          |          |                   |               |          |
| Monthly Rides   | 0        | 20       | -100.0%  | 27                | 43            | -37.2%   |
| Monthly Cost  | \$0      | \$149    | -100.0%  | \$367             | \$504         | -27.2%   |
| Monthly Vehicle Mile                                  | 0        | 11       | -100.0%  | 44                | 67            | -34.3%   |
| New Riders This Month                                 | 0        | 0        | N/A      | 0.0               | 0.0           | N/A      |
| Cost per Ride   | N/A      | \$7.47   | N/A      | \$13.43           | \$11.69       | 14.9%    |
| Cost per Mile   | N/A      | \$13.57  | N/A      | \$8.41            | \$7.56        | 11.2%    |
| Miles per Ride  | N/A      | 0.6      | N/A      | 1.6               | 1.5           | 6.7%     |
| <b>Mary's Woods</b>                                   |          |          |          |                   |               |          |
| Monthly Rides   | 1,779    | 1,062    | 67.5%    | 1,412             | 985           | 43.4%    |
| Monthly Cost  | \$5,656  | \$5,581  | 1.3%     | \$5,889           | \$7,529       | -21.8%   |
| Monthly Vehicle Mile                                  | 1,682    | 1,815    | -7.3%    | 1,815             | 1,816         | -0.1%    |
| New Riders This Month                                 | 0        | 0        | N/A      | 0.0               | 0.0           | N/A      |
| Cost per Ride   | \$3.18   | \$5.25   | -39.4%   | \$4.17            | \$7.64        | -45.4%   |
| Cost per Mile   | \$3.36   | \$3.07   | 9.4%     | \$3.25            | \$4.15        | -21.7%   |
| Miles per Ride  | 0.9      | 1.7      | -47.1%   | 1.3               | 1.8           | -27.8%   |

## VEHICLE ONLY - PROGRAM

### 12-Month Averages

| Providers                       | Nov 2016  | Nov 2015  | % Change | Current Year | Previous Year | % Change |
|---------------------------------|-----------|-----------|----------|--------------|---------------|----------|
| <b>Michael's Place</b>          |           |           |          |              |               |          |
| Monthly Rides                   | 696       | 711       | -2.1%    | 707          | 758           | -6.7%    |
| Monthly Cost                    | \$738     | \$783     | -5.7%    | \$835        | \$830         | 0.6%     |
| Monthly Vehicle Mile            | 488       | 502       | -2.8%    | 521          | 514           | 1.4%     |
| New Rider This Month            | 0         | 0         | N/A      | 1.9          | 2.3           | -17.4%   |
| Cost per Ride                   | \$1.06    | \$1.10    | -3.6%    | \$1.18       | \$1.10        | 7.3%     |
| Cost per Mile                   | \$1.51    | \$1.56    | -3.2%    | \$1.60       | \$1.61        | -0.6%    |
| Miles per Ride                  | 0.7       | 0.7       | 0.0%     | 0.7          | 0.7           | 0.0%     |
| <b>Providence Elderplace</b>    |           |           |          |              |               |          |
| Monthly Rides                   | 9,120     | 8,820     | 3.4%     | 9,388        | 8,914         | 5.3%     |
| Monthly Cost                    | \$253,763 | \$234,622 | 8.2%     | \$243,602    | \$209,176     | 16.5%    |
| Monthly Vehicle Mile            | 41,051    | 33,502    | 22.5%    | 40,695       | 35,971        | 13.1%    |
| New Riders This Month           | 22        | 21        | 4.8%     | 127.5        | 23.9          | 433.5%   |
| Cost per Ride                   | \$27.82   | \$26.60   | 4.6%     | \$25.95      | \$23.47       | 10.6%    |
| Cost per Mile                   | \$6.18    | \$7.00    | -11.7%   | \$5.99       | \$5.82        | 2.9%     |
| Miles per Ride                  | 4.5       | 3.8       | 18.4%    | 4.3          | 4.0           | 7.5%     |
| <b>Tualatin Valley Workshop</b> |           |           |          |              |               |          |
| Monthly Rides                   | 165       | 278       | -40.6%   | 225          | 255           | -11.8%   |
| Monthly Cost                    | \$3,688   | \$5,118   | -27.9%   | \$4,849      | \$3,754       | 29.2%    |
| Monthly Vehicle Mile            | 846       | 891       | -5.1%    | 857          | 609           | 40.7%    |
| New Riders This Month           | 0         | 0         | N/A      | 0.0          | 0.1           | -100.0%  |
| Cost per Ride                   | \$22.35   | \$18.41   | 21.4%    | \$21.58      | \$14.71       | 46.7%    |
| Cost per Mile                   | \$4.36    | \$5.74    | -24.0%   | \$5.66       | \$6.17        | -8.3%    |
| Miles per Ride                  | 5.1       | 3.2       | 59.4%    | 3.8          | 2.4           | 58.3%    |
| <b>West Linn</b>                |           |           |          |              |               |          |
| Monthly Ride                    | 0         | 28        | -100.0%  | 78           | 156           | -50.0%   |
| Monthly Cost                    | \$0       | \$274     | -100.0%  | \$290        | \$319         | -9.1%    |
| Monthly Vehicle Mile            | 0         | 58        | -100.0%  | 107          | 77            | 39.0%    |
| New Riders This Month           | 0         | 0         | N/A      | 0.0          | 5.0           | -100.0%  |
| Cost per Ride                   | N/A       | \$9.80    | N/A      | \$3.71       | \$2.04        | 81.9%    |
| Cost per Mile                   | N/A       | \$4.73    | N/A      | \$2.71       | \$4.15        | -34.7%   |
| Miles per Ride                  | N/A       | 2.1       | N/A      | 1.4          | 0.5           | 180.0%   |

# Rural Transit District Transportation Report

## 12-Month Averages

| Rural Cities                                       | Nov 2016  | Nov 2015  | % Change | Current Year | Previous Year | % Change |
|--|-----------|-----------|----------|--------------|---------------|----------|
| <b>Canby(CAT)-Fixed Route</b>                      |           |           |          |              |               |          |
| Monthly Rides                                      | 5,149     | 6,042     | -14.8%   | 5,713        | 7,039         | -18.8%   |
| Monthly Cost                                       | \$36,939  | \$34,884  | 5.9%     | \$37,671     | \$34,514      | 9.1%     |
| Monthly Vehicle Miles                              | 13,456    | 11,338    | 18.7%    | 12,206       | 11,146        | 9.5%     |
| On-Time Performance                                | 99.0%     | 99.0%     | 0.0%     | 99.0%        | 98.9%         | 0.1%     |
| Cost per Ride                                      | \$7.17    | \$5.77    | 24.3%    | \$6.59       | \$4.90        | 34.5%    |
| Cost per Mile                                      | \$2.75    | \$3.08    | -10.7%   | \$3.09       | \$3.10        | -0.3%    |
| Miles per Roadcall                                 | 13,456    | 11,338    | 18.7%    | 12,206       | 11,146        | 9.5%     |
| <b>Canby(CAT)-Paratransit LIFT and Cab</b>         |           |           |          |              |               |          |
| Monthly Rides                                      | 1,279     | 1,195     | 7.0%     | 2,149        | 1,427         | 50.6%    |
| Monthly Cost                                       | \$38,122  | \$30,018  | 27.0%    | \$34,103     | \$32,378      | 5.3%     |
| Monthly Vehicle Miles                              | 6,177     | 4,598     | 34.3%    | 4,574        | 5,077         | -9.9%    |
| On-Time Performance                                | 99.0%     | 99.0%     | 0.0%     | 99.0%        | 99.0%         | 0.0%     |
| Cost per Ride                                      | \$29.81   | \$25.12   | 18.7%    | \$15.87      | \$22.69       | -30.1%   |
| Cost per Mile                                      | \$6.17    | \$6.53    | -5.5%    | \$7.46       | \$6.38        | 16.9%    |
| Miles per Roadcall                                 | 6,177     | 4,598     | 34.3%    | 4,574        | 5,077         | -9.9%    |
| <b>Molalla(SCTD)-Demand Response</b>               |           |           |          |              |               |          |
| Monthly Rides                                      | 7,711     | 8,263     | -6.7%    | 8,485        | 8,621         | -1.6%    |
| Monthly Cost                                       | \$47,932  | \$51,834  | -7.5%    | \$50,445     | \$50,391      | 0.1%     |
| Monthly Vehicle Miles                              | 21,135    | 20,328    | 4.0%     | 21,344       | 21,868        | -2.4%    |
| On-Time Performance                                | 97.0%     | 98.0%     | -1.0%    | 97.1%        | 89.3%         | 7.8%     |
| Cost per Ride                                      | \$6.22    | \$6.27    | -0.8%    | \$5.95       | \$5.84        | 1.9%     |
| Cost per Mile                                      | \$2.27    | \$2.55    | -11.0%   | \$2.36       | \$2.30        | 2.6%     |
| Miles per Roadcall                                 | 21,135    | 6,776     | 211.9%   | 21,344       | 10,934        | 95.2%    |
| <b>Sandy(SAM)-Fixed Route</b>                      |           |           |          |              |               |          |
| Monthly Rides                                      | 8,265     | 8,526     | -3.1%    | 8,793        | 9,596         | -8.4%    |
| Monthly Cost                                       | \$65,000  | \$65,000  | 0.0%     | \$65,000     | \$65,000      | 0.0%     |
| Monthly Vehicle Miles                              | 20,511    | 19,716    | 4.0%     | 20,947       | 20,850        | 0.5%     |
| On-Time Performance                                | 99.2%     | 100.0%    | -0.8%    | 99.7%        | 99.7%         | 0.0%     |
| Cost per Ride                                      | \$7.86    | \$7.62    | 3.1%     | \$7.39       | \$6.77        | 9.2%     |
| Cost per Mile                                      | \$3.17    | \$3.30    | -3.9%    | \$3.10       | \$3.12        | -0.6%    |
| Miles per Roadcall                                 | 20,511    | 19,716    | 4.0%     | 20,947       | 20,850        | 0.5%     |
| <b>Sandy(SAM)-Paratransit LIFT and Cab</b>         |           |           |          |              |               |          |
| Monthly Rides                                      | 1,241     | 1,283     | -3.3%    | 1,298        | 1,461         | -11.2%   |
| Monthly Cost                                       | \$20,000  | \$20,000  | 0.0%     | \$20,000     | \$20,000      | 0.0%     |
| Monthly Vehicle Miles                              | 6,564     | 6,474     | 1.4%     | 7,198        | 6,985         | 3.0%     |
| On-Time Performance                                | 98.5%     | 94.3%     | 4.2%     | 97.1%        | 96.5%         | 0.6%     |
| Cost per Ride                                      | \$16.12   | \$15.59   | 3.4%     | \$15.41      | \$13.69       | 12.6%    |
| Cost per Mile                                      | \$3.05    | \$3.09    | -1.3%    | \$2.78       | \$2.86        | -2.8%    |
| Miles per Roadcall                                 | 6,564     | 6,474     | 1.4%     | 7,198        | 6,985         | 3.1%     |
| <b>Wilsonville(SMART)-Fixed Route</b>              |           |           |          |              |               |          |
| Monthly Rides                                      | 21,764    | 20,481    | 6.3%     | 23,536       | 25,561        | -7.9%    |
| Monthly Cost                                       | \$290,498 | \$334,972 | -13.3%   | \$331,276    | \$324,022     | 2.2%     |
| Monthly Vehicle Miles                              | 43,325    | 41,092    | 5.4%     | 44,373       | 45,825        | -3.2%    |
| On-Time Performance                                | 0.0%      | 0.0%      | 0.0%     | 0.0%         | 0.0%          | 0.0%     |
| Cost per Ride                                      | \$13.35   | \$16.36   | -18.4%   | \$14.08      | \$12.68       | 11.0%    |
| Cost per Mile                                      | \$6.71    | \$8.15    | -17.7%   | \$7.47       | \$7.07        | 5.7%     |
| Miles per Roadcall                                 | 43,325    | 41,092    | 5.4%     | 44,373       | 45,825        | -3.2%    |
| <b>Wilsonville(SMART)-Paratransit LIFT and Cab</b> |           |           |          |              |               |          |
| Monthly Rides                                      | 2,698     | 2,723     | -0.9%    | 3,011        | 1,686         | 78.6%    |
| Monthly Cost                                       | \$51,264  | \$59,113  | -13.3%   | \$58,460     | \$57,180      | 2.2%     |
| Monthly Vehicle Miles                              | 5,795     | 8,053     | -28.0%   | 8,281        | 9,931         | -16.6%   |
| On-Time Performance                                | 0.0%      | 0.0%      | 0.0%     | 0.0%         | 0.0%          | 0.0%     |
| Cost per Ride                                      | \$19.00   | \$21.71   | -12.5%   | \$19.42      | \$33.91       | -42.7%   |
| Cost per Mile                                      | \$8.85    | \$7.34    | 20.6%    | \$7.06       | \$5.76        | 22.6%    |
| Miles per Roadcall                                 | 5,795     | 8,053     | -28.0%   | 8,281        | 9,931         | -16.6%   |

### RideWise Performance Report - November 2016

|  | Number Served | Expected trips per week by unduplicated individuals | Expected annual trips             | Annual avoided cost                        |   |   |
|--|---------------|---|-----------------------------------|--|---|---|
| One-on-one travel training                     |               |   |                                   |  |   |   |
| One-on-one travel training work trips          | 15            | 76  | 3,952                             | \$103,621.44                               |   |   |
| One-on-one travel training general trips       | 9             | 34  | 1,768                             | \$46,356.96                                |   |   |
| Specialized travel training (contractor)       | 0             |   |                                   |  |   |   |
| Phone or mail personalized travel training     | 0             |   | 0                                 | \$0.00                                     |   |   |
| Subtotal                                       | 24            | 110   | 5,720                             | \$149,978.40                               |   |   |
| Group travel training with schools             | 116           |   | 424                               | \$11,107.63                                |   |   |
| Group travel training general                  | 54            |   | 197                               | \$5,170.79                                 |   |   |
| Riders Club participants                       | 57            |   |                                   |  |   |   |
| Subtotal                                       | 227           |   | 621                               | \$16,278.42                                |   |   |
| <b>Total</b>                                   | <b>251</b>    | <b>110</b>  | <b>6,341</b>                      | <b>\$166,256.82</b>                        |   |   |
|  |               |   |                                   |  |   |   |
| Supportive services support of travel training | Staff         | Total number of students in training                | Number of students trained 1-on-1 | Number of trips taken with students 1-on-1 | Number of trips taken with groups of students | Total hours spent training 1-on-1 and with groups of students |
| New supportive service contacts sites          | 4             |   |                                   |  |   |   |
| Transitional staff support only                | 1             |   |                                   |  |   |   |
| Transitional staff support and pass plan       | 202           | 487   | 23                                | 127  | 2,242   | 1,608   |
| <b>Total</b>                                   | <b>207</b>    |   |                                   |  |   |   |
|  |               |   |                                   |  |   |   |
| Ride Connection RideWise monthly costs:        |               |   |                                   |  |   |   |
| RideWise RC program monthly cost               | \$39,567.06   |   |                                   |  |   |   |
| Total trainer hours monthly                    | 866.50        |   |                                   |  |   |   |
| Ride Ambassador hours monthly                  | 112.25        |   |                                   |  |   |   |
| Value of volunteer hours monthly               | \$2,644.61    |   |                                   |  |   |   |
| Value of transitional staff hours monthly      | \$47,371.68   |   |                                   |  |   |   |

### RideWise Performance Report - YTD 2016

|  | Number Served | Expected trips per week by unduplicated individuals | Expected annual trips             | Annual avoided cost                        |   |   |
|--|---------------|---|-----------------------------------|--|---|---|
| One-on-one travel training                     |               |   |                                   |  |   |   |
| One-on-one travel training work trips          | 65            | 354   | 18,408                            | \$482,657.76                               |   |   |
| One-on-one travel training general trips       | 52            | 155   | 8,060                             | \$211,333.20                               |   |   |
| Specialized travel training (contractor)       | 0             |   |                                   |  |   |   |
| Phone or mail personalized travel training     | 0             |   | 0                                 | \$0.00                                     |   |   |
| Subtotal                                       | 117           | 509   | 26,468                            | \$693,990.96                               |   |   |
| Group travel training with schools             | 337           |   | 1,231                             | \$32,269.58                                |   |   |
| Group travel training general                  | 104           |   | 380                               | \$9,958.57                                 |   |   |
| Riders Club participants                       | 471           |   |                                   |  |   |   |
| Subtotal                                       | 912           |   | 1,611                             | \$42,228.15                                |   |   |
| <b>Total</b>                                   | <b>1,029</b>  | <b>509</b>  | <b>28,079</b>                     | <b>\$736,219.11</b>                        |   |   |
|  |               |   |                                   |  |   |   |
| Supportive services support of travel training | Staff         | Total number of students in training                | Number of students trained 1-on-1 | Number of trips taken with students 1-on-1 | Number of trips taken with groups of students | Total hours spent training 1-on-1 and with groups of students |
| New supportive service contacts sites          | 29            |   |                                   |  |   |   |
| Transitional staff support only                | 6             |   |                                   |  |   |   |
| Transitional staff support and pass plan       | 202           | 487   | 23                                | 359  | 7,444   | 4,892   |
| <b>Total</b>                                   | <b>237</b>    |   |                                   |  |   |   |
|  |               |   |                                   |  |   |   |
| Ride Connection RideWise annual costs:         |               |   |                                   |  |   |   |
| RideWise RC program annual cost                | \$211,902.80  |   |                                   |  |   |   |
| Annual cost avoidance of trips                 | \$736,219.11  |   |                                   |  |   |   |
| Total cost avoidance                           | \$524,316.31  |   |                                   |  |   |   |
| Total trainer hours annual                     | 3,933.10      |   |                                   |  |   |   |
| Ride Ambassador hours annual                   | 641.25        |   |                                   |  |   |   |
| Value of volunteer hours annual                | \$15,107.85   |   |                                   |  |   |   |
| Value of transitional staff hours annual       | \$144,118.32  |   |                                   |  |   |   |