
DATE: SEPTEMBER 2017

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

RIDE CONNECTION

1. Overall ridership for E&D services for September 2017 decreased by less than 7% (-2,102 rides) compared to September 2016. The most significant contributing factors were Mary's Woods shuttle that ended now with -1,328 less rides and Providence Elder Place with -737 less rides.
2. Total costs in September 2017 increased slightly by 2% (+\$11,598) for Ride Connection's E&D services. No significant anomalies to report. There are increases/decreases in the majority of those programs.
3. The network Cost per Trip (CPT) increased by 7%, to \$20.09 per trip compared to September 2016 (\$18.38). This is due to fewer rides being performed with costs remaining about the same. The biggest difference is with Providence Elder Place having 737 fewer rides and a total of \$9,196 in higher expenses. It is worth noting that this program's costs are not paid for with STF or TriMet monies.

RIDEWISE

1. Service Delivery Analysis. There were a total of 73 persons served through RideWise's one-on-one, classroom, group and trip planning by phone/mail training.
2. A total of 22 persons successfully exited out of one-on-one travel training, six of whom were prior participants who returned to learn a new route. There was no change from September 2016 to September 2017.
3. Under the age of 60, a total of 18 persons successfully exited out of one-on-one travel training, with an average of 15.2 training hours during September 2017.
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 four events was held:

- RideWise presented to staff at LifeWorks Northwest in Gresham.
 - RideWise presented transportation options to participants in Living With Sight Loss at Oral Hull Park, who we supported by connecting them with an out of service bus through TriMet, which took them to the MAX station on a trip.
 - RideWise met with Vocational Rehabilitation to discuss our partnership for the Summer Work Experience Program.
 - Ride Ambassadors tabled at Ride Connection's First Annual Portland Picnic.
5. Ride Ambassador Program. 78.5 volunteer hours were recorded for Rider's Club events, committee meetings and outreach. The RideWise program supported nine Rider's Club activities with 72 participants.
 6. Referral Sources. There were 35 referrals in September 2017. Four referrals were from new agencies, or new sources at agencies, with whom a relationship had already been established. Four referrals were the result of our travel options counseling efforts.
 7. School Program. 200 students received training during the month of September. There were 2,264 trips taken as a group and 109 one-on-one trips. 73 teachers and support staff reported 1,052 hours of training.

SANDY AREA METRO (SAM)

1. Total ridership this month was 10,571 compared to 10,053 riders in 2016, an overall increase of 5%. The SAM-Gresham route experienced a 6% increase in ridership. The new SAM Shopper has experienced 68% increase over the first month of implementation in December. The SAM Estacada route experienced a decrease of 9% over August 2016. This decrease is due to a road closure in Estacada that caused a disruption in service for several weeks. Although we did not stop service, one of the most frequented bus stops was impacted. Construction ceased and the road was reopened October 10. We expect to see ridership recover.
2. The Elderly and Disabled program (out-of-town medical rides) provided the same number of trips this month as compared to September 2016.

3. STAR ridership decreased by 9%. Most of the decrease can be attributed to the success of the shopper shuttle route.
4. In September, Muna Rustam, Transit's Program Administrator provided a day training in conjunction with Oral Hull for the Blind. Participants were picked up by Sandy Transit's dial-a-ride service STAR, transported to Tollgate for an informational lunch where Muna and TriMet provided information to the class about transit services. After lunch, the group transferred onto the SAM Gresham route where they connected with TriMet services in Gresham. Later, the group was returned via SAM Gresham and STAR. These types of training are an integral service that SAM provides to groups and individuals free of charge as part of our travel training program.
5. Sandy staff and TAC member Caren Topliff attended a Special Transportation Funds (STF) workgroup to discuss and create improved performance measures and reporting procedures to the STF Advisory Committee.

September	2016	2017
Fixed Route	8735	9364
Dial-a-ride (general public and ADA)	1213	1102
Out-of-town ED	105	105
Total Riders	10,053	10,571

SOUTH METRO AREA REGIONAL TRANSIT (SMART)

1. SMART had a slight decrease in out-of-town Dial-A-Ride over last year with a 5% decrease in overall ridership from last month. The decrease is insignificant as are the other categories, staying mostly static.

September 2017 Highlights:

	2016	2017
ADA Paratransit	323	264
Wheel Chair Trips	69	136
Out-of-Town DAR	246	221
Total Riders	2,559	1,511

2. SMART will receive \$1.45 million from the FTA for its participation in the Low or No Emission Vehicle Program in order to purchase two 35-foot battery-powered Proterra electric buses and the requisite charging infrastructure. The City of Wilsonville will also put in about \$250,000 of its own for a total investment of \$1.7 million. Once the buses are added, the SMART fleet will be at about 40% alternative fuel.
3. SMART, with an eye on the future, is working diligently on how to best serve its ridership and to continually upgrade amenities. We have numerous plans in place such as upgrading security features on buses, installing digital signage with real-time rider information and upgrading shelters and shelter amenities at several bus stops. We are also updating SMART's Title VI policy and are committed to translating documents into Spanish for our Spanish-speaking ridership.

CANBY AREA TRANSIT (CAT)

1. During the month of September, total CAT ridership was down 11.39%. Demand Response ridership was up 3.63% as compared to the same month in the previous year. CAT ridership continues to slip -- the reasons are still decreasing unemployment and Uber and Lyft drivers that are available to Canby residents.
6. During this period Jarrett Walker + Associates presented the updated draft of the Transit Master Plan to the Canby City Council and to members of the public and the Transit Advisory Committee. The public comment period was open until October 13, 2017.

SOUTH CLACKAMAS TRANSIT DISTRICT (SCTD)

1. South Clackamas ridership for the month of September was down by 4% from last year. The college and city routes are still the heaviest used routes.
2. Construction is still progressing on the office building. Anticipated finish date is projected to be January 2018.

TRIMET

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

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

Provider - Program	Sep 2017	Sep 2016	% Change	Current Year	Previous Year	% Change
Mt. Hood Express Service - Fixed Route (1)						
Monthly Rides	5,434	4,002	35.8%	5,569	4,660	19.5%
Monthly Cost	\$31,020	\$29,410	5.5%	\$34,949	\$31,923	9.5%
Monthly Vehicle Mile	1,846	16,585	-88.9%	18,337	17,327	5.8%
New Riders This Month	249	107	132.7%	237.7	187.5	26.8%
Cost per Ride	\$5.71	\$7.35	-22.3%	\$6.28	\$6.85	-8.3%
Cost per Mile	\$16.80	\$1.77	849.2%	\$1.91	\$1.84	3.8%
Miles per Ride	0.3	4.1	-92.7%	3.3	3.7	-10.8%

NEIGHBORHOOD HOUSE - PROVIDER

12-Month Averages

Programs	Sep 2017	Sep 2016	% Change	Current Year	Previous Year	% Change
STF Service						
Monthly Rides	417	409	2.0%	392	504	-22.2%
Monthly Cost	\$7,108	\$10,028	-29.1%	\$7,332	\$7,575	-3.2%
Monthly Vehicle Mile	1,081	990	9.2%	1,081	1,539	-29.8%
New Riders This Month	27	28	-3.6%	26.7	29.6	-9.8%
Cost per Ride	\$17.05	\$24.52	-30.5%	\$18.71	\$15.03	24.5%
Cost per Mile	\$6.58	\$10.13	-35.0%	\$6.78	\$4.92	37.8%
Miles per Ride	2.6	2.4	8.3%	2.8	3.1	-9.7%
SW Shuttle Service						
Monthly Rides	72	50	44.0%	74	90	-17.8%
Monthly Cost	\$914	\$1,666	-45.1%	\$997	\$2,125	-53.1%
Monthly Vehicle Mile	151	100	51.0%	148	175	-15.4%
New Riders This Month	2	1	100.0%	2.8	2.3	21.7%
Cost per Rider	\$12.69	\$33.32	-61.9%	\$13.52	\$23.50	-42.5%
Cost per Mile	\$6.05	\$16.66	-63.7%	\$6.75	\$12.18	-44.6%
Miles per Ride	2.1	2.0	5.0%	2.0	1.9	5.3%
Downtown RideAbout(1)						
Monthly Rides	88	117	-24.8%	157	169	-7.1%
Monthly Cost	\$501	\$1,050	-52.3%	\$664	\$766	-13.3%
Monthly Vehicle Mile	71	76	-6.6%	106	109	-2.8%
New Riders This Month	0	0	N/A	0.7	0.8	-12.5%
Cost per Ride	\$5.69	\$8.97	-36.6%	\$4.22	\$4.53	-6.8%
Cost per Mile	\$7.05	\$13.82	-49.0%	\$6.25	\$7.00	-10.7%
Miles per Ride	0.8	0.6	33.3%	0.7	0.6	16.7%

RIDE CONNECTION HEADQUARTER OFFICE - PROVIDER**12-Month Averages**

Programs	Sep 2017	Sep 2016	% Change	Current Year	Previous Year	% Change
Multnomah Co. ADS Premium						
Monthly Ride	0	16	-100.0%	9	12	-26.0%
Monthly Cost	\$0	\$974	-100.0%	\$521	\$241	116.2%
Monthly Vehicle Mile	0	190	-100.0%	103	131	-21.4%
New Riders This Month	0	3	-100.0%	2	3	-33.3%
Cost per Ride	N/A	\$60.87	N/A	\$57.39	\$19.55	193.6%
Cost per Mile	N/A	\$5.13	N/A	\$5.05	\$1.84	174.5%
Miles per Ride	N/A	11.9	N/A	11.4	10.6	7.5%
STF Service						
Monthly Ride	499	142	251.4%	306	161	90.0%
Monthly Cost	\$15,511	\$6,427	141.3%	\$12,285	\$3,662	235.5%
Monthly Vehicle Mile	3,709	1,361	172.5%	2,650	1,356	95.4%
New Riders This Month	108	45	140.0%	56	48	16.7%
Cost per Ride	\$31.08	\$45.26	-31.3%	\$40.20	\$22.77	76.5%
Cost per Mile	\$4.18	\$4.72	-11.4%	\$4.64	\$2.70	71.9%
Miles per Ride	7.4	9.6	-22.9%	8.7	8.4	3.6%
Title XIX Non Medical						
Monthly Ride	0	64	-100.0%	2	83	-98.1%
Monthly Cost	\$0	\$2,101	-100.0%	\$163	\$610	-73.3%
Monthly Vehicle Mile	0	735	-100.0%	16	878	-98.2%
New Riders This Month	0	9	-100.0%	0	16	-100.0%
Cost per Ride	N/A	\$32.83	N/A	\$102.85	\$7.32	1305.1%
Cost per Mile	N/A	\$2.86	N/A	\$10.34	\$0.69	1398.6%
Miles per Ride	N/A	11.5	N/A	9.9	10.5	-5.7%
Dialysis						
Monthly Ride	0	87	-100.0%	17	97	-82.6%
Monthly Cost	\$0	\$2,874	-100.0%	\$1,123	\$2,464	-54.4%
Monthly Vehicle Mile	0	1,090	-100.0%	205	1,103	-81.4%
New Riders This Month	0	3	-100.0%	0	3	-100.0%
Cost per Ride	N/A	\$33.03	N/A	\$66.72	\$25.51	161.5%
Cost per Mile	N/A	\$2.64	N/A	\$5.49	\$2.23	146.2%
Miles per Ride	N/A	12.5	N/A	12.2	11.4	7.0%
Wa Co DAVS						
Monthly Ride	0					
Monthly Cost	\$0					
Monthly Vehicle Mile	0					
New Riders This Month	0					
Cost per Ride	N/A					
Cost per Mile	N/A					
Miles per Ride	N/A					

RideWise Performance Report - September 2017

	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	11	85	4,420	\$147,274.40		
One-on-one travel training general trips	11	32	1,664	\$55,444.48		
Specialized travel training (contractor)						
Phone or mail personalized travel training	0		0	\$0.00		
Subtotal	22	117	6,084	\$202,718.88		
Group travel training						
Group travel training with schools	101		369	\$12,290.15		
Group travel training general	8		29	\$973.48		
Riders Club participants	72					
Subtotal			398	\$13,263.63		
Total	22	117	6,482	\$215,982.51		
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	6					
Transitional staff support only	5					
Transitional staff support and pass plan	62	200	38	109	2,264	1,052
Total	73					
Ride Connection RideWise monthly costs:						
RideWise RC program monthly cost	\$43,707.79					
Total trainer hours monthly	866.50					
Ride Ambassador hours monthly	78.50					
Value of volunteer hours monthly	\$1,894.99					
Value of transitional staff hours monthly	\$30,977.19					

RideWise Performance Report - YTD 2017

	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	36	259	13,468	\$448,753.76		
One-on-one travel training general trips	34	107	5,564	\$185,392.48		
Specialized travel trainings (contractor)	0	0	0	\$0.00		
Phone or mail personalized travel training	0	0	0	\$0.00		
Subtotal	70	366		\$634,146.24		
Group travel training with schools	113	0	413	\$13,750.36		
Group travel training general	21	0	77	\$2,555.38		
Riders Club participants	182	0	0	\$0.00		
Subtotal	316		489	\$16,305.74		
Total	386	366	489	\$650,451.98		
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	15	0	0	0	0	0
Transitional staff support only	6	0	0	0	0	0
Transitional staff support and pass plan	66	210	45	135	2,292	1,090
Total	87					
Ride Connection RideWise annual costs:						
RideWise RC program annual cost	\$143,034.91					
Annual cost avoidance of trips	\$650,451.98					
Total cost avoidance	\$507,417.07					
Total trainer hours annual	5407					
Ride Ambassador hours annual	32097					
Value of volunteer hours annual	0					
Value of transitional staff hours annual	0					