

Transportation Brokerage Advisory Committee

HYBRID MEETING
Thursday, October 15, 2026
11:00am – 12:45pm

IN PERSON AT ALBANY UPSTAIRS CONFERENCE ROOM
1400 Queen Ave SE, Albany OR 97322

or Via Teams by clicking [HERE](#)

Meeting ID: 249 197 831 466 8

Passcode: AA7Za263

Mobile Call-in Number: [+1 872-242-8088](tel:+18722428088)

Phone Conference ID: 194 121 468#

Contact: Emma Sosa, echavez@ocwcog.org

- | | | | |
|-----|-------|---|--------------------------|
| 1. | 11:00 | Call to Order | Chair, Ron Oliver |
| 2. | 11:05 | Roll Call
Welcome new TBAC Members! | All |
| 3. | 11:10 | Public Comments | Chair |
| 4. | 11:15 | July 16, 2026, Meeting Minutes
(Attachment A pg. 03)
<i>Action: Decision on Minutes</i> | Chair |
| 5. | 11:20 | Community Outreach Presentation
(Attachment B pg. 16) | Ana Ojeda Duffy |
| 6. | 11:25 | TBAC CY27 Meeting Cadence
<i>Action: Decision on meeting cadence for CY27</i> | Travis Overvig |
| 7. | 11:40 | Funding Partner Contract Update | Matt Lehman |
| 8. | 11:50 | Discussion on Subcommittee Request
<i>Action: Decision on formation of subcommittee</i> | Chair/Staff |
| 9. | 12:00 | Call Center Reports (Attachment C pg. 27) | Cassandra Atlas |
| 10. | 12:15 | Transportation Reports (Attachment D pg. 35) | Andres Ojeda |
| 11. | 12:35 | Other Business: <ul style="list-style-type: none"> • Impact Story Share • Ride Line Staff Updates • Member Updates (any committee specific updates from members on their jurisdictions) | All |
| 12. | 12:45 | Adjournment
The next regularly scheduled TBAC meeting will be on Thursday, January 21, 2027. | Chair |

Current TBAC Membership for Quorum and Voting Purposes

Name	Jurisdiction	Voting Member
Ron Oliver	Benton County	Yes
Ihab Obeidi	Benton County	Alternate
Kelli Thompson	Lincoln County	Yes
Ashley Bouge Brown	Senior and Disability Services (SDS)	Yes
Gaby Esquivel	Samaritan Health Services	Yes
Savannah McIntire	Linn County	Yes
Jesse Oakley	Linn County	Alternate
Jay Mayernik	Lincoln County	Alternate
Maya O'Neal	Benton County	Yes
Cynda Bruce	Lincoln County	Yes
Ian Keene	Confederated Tribes of the Siletz Indian (CTSI)	Yes
Ex-Officios	Jurisdiction	Voting Member
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No
Rachael Manely	Operations and Policy Analyst, Medicaid Systems Division	No
Joan Stephane Lofamia	Operations Department, Oregon Health Authority	No

TBAC Bylaws, Article 6 Section B Quorum Requirements: "To conduct official business, a quorum shall exist when one-third of voting members of the Committee are present. If a member of the Committee is unable to participate, that member may designate an alternate to participate in their place. The alternate shall declare their status at the start of the meeting."

Transportation Brokerage Advisory Committee
Thursday, July 16, 2026
11:00am – 12:45pm
HYBRID MEETING
Virtually via Microsoft Teams Technologies

Attendance:

TBAC Members	Jurisdiction	Voting Member	Attendance
Ron Oliver	Benton County, Ride Line Vendor	Yes	Yes
Ihab Obeidi	Benton County, Ride Line Vendor	Alternate	Yes
Maya O'Neal	Benton County Transit District	Yes	Yes
Peggy Cogswell	City of Corvallis	Alternate	Yes
Ian Keene	Confederated Tribes of Siletz Indians (CTSI)	Yes	Yes
Kelli Thompson	Lincoln County, Ride Line Vendor	Yes	Yes
Jay Mayernik	Lincoln County, Ride Line Vendor	Alternate	Yes
Cynda Bruce	Lincoln County Transit District	Yes	No
Jesse Oakley	Linn County, Ride Line Vendor	Alternate	Yes
Savannah McIntire	Linn County, Ride Line Vendor	Yes	Yes
Amy Bliege	Samaritan Health Services, Maternity Care	Alternate	Yes
Ashley Bogue Brown	Senior and Disability Services (SDS)	Yes	Yes

Guest Present: Rich Duncan; Owner, ProMed Transport, Kristi Duncan; ProMed Transport, Valarie Milam; ProMed Transport, Amy Bliege; Maternity Care Coordinator, Samaritan Health Services, Tiffany Plemmons; Transit Program Assistant, City of Corvallis, Jacob Keen; Owner, Mid-Valley Medical Transport, Said Ahmed; Owner, SafeRide Medical Transport

Ride Line Staff Present: Emma Sosa; Ride Line Manager, Andres Ojeda; Ride Line Supervisor, Shea Patee; Ride Line Provider Relations Coordinator, Lorenza Sanchez; Ride Line CSR Coordinator, Ashlyn Muzechenko; Ride Line Reports Coordinator, Travis Overvig; Ride Line Administrative Assistant, Eric Slyter; Ride Line Scheduler, and Andrew Freborg; Ride Line Scheduler

Presenters: Taylor Thorn, Senior and Disability Services Eligibility Specialist

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Chair Election	The July Transportation Brokerage Advisory Committee (TBAC) meeting was called to order at 11:01am by Staff Sosa in place of former Chair Jesse Oakley.	Meeting called to order at 11:01 am by Staff, Sosa
2. Introductions and Roll Call	Staff Sosa conducted a roll call and introductions for those in attendance and determined a quorum of members was present.	Introductions and a Roll call were conducted.
3. Chair and Vice Chair Elections	Staff Sosa explained the process of determining the Chair and Vice Chair and the duration of the role. Jesse Oakley previously served as Chair of TBAC. Ron Oliver volunteered for Chair. Savannah McIntire volunteered for Vice Chair. Kelli Thompson motioned to approve the volunteer appointments. No objections. Motion was approved unanimously.	Chair and Vice-Chair volunteers, Ron Oliver and Savannah McIntire, respectively, were approved via unanimous consensus.
4. Public Comments	There were no public comments presented to the TBAC Members and Guests present. Chair, Ron Oliver asked about the process of forming a subcommittee. Staff Sosa shared that TBAC members are welcome to bring this as an agenda topic to the TBAC for consideration. The purpose of the Committee, its membership, etc. would need to be identified and approved by the TBAC. Staff can provide additional guidance per the TBAC bylaws at a future date when the topic is set forth on the agenda. ommittee is created, what the purpose is, and all other information needed.	There were no public comments.

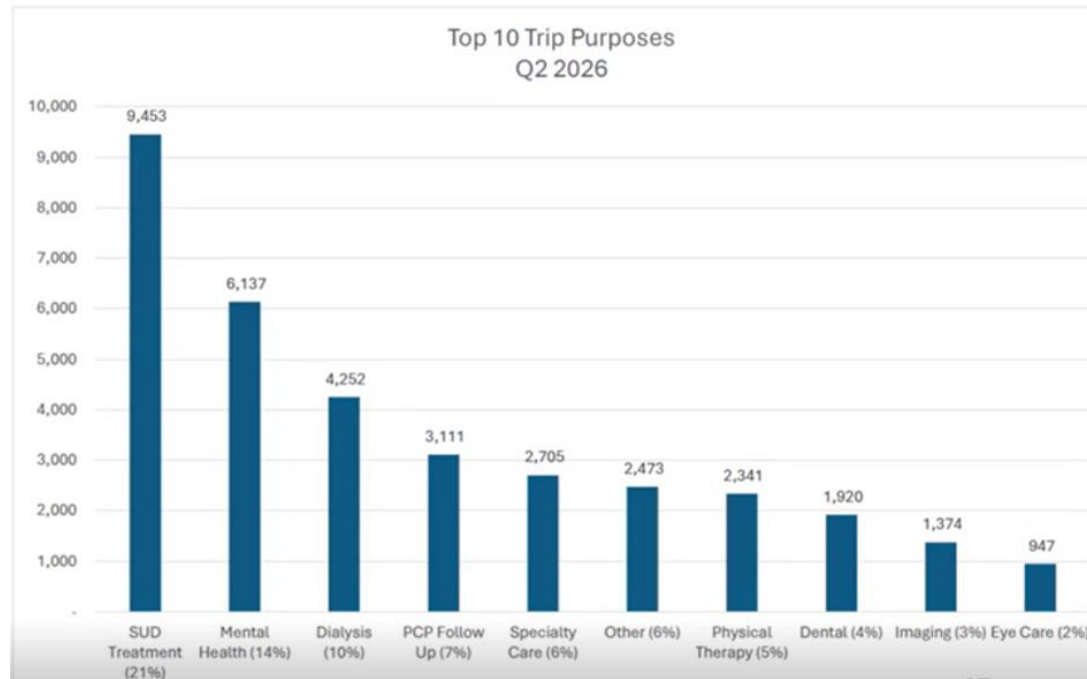
	Oliver also suggested for the TBAC to meet more frequently. Staff Sosa explained that This topic is also appropriate as a TBAC agenda topic and can be discussed at the October meeting in preparation for the new calendar year meeting logistics prep.	
5. October 16, 2025, Meeting Minutes (Attachment A) ACTION: Decision on Minutes	Thompson moved to approve the minutes of October 16, 2025, TBAC meeting with no corrections, Bogue-Brown seconded. The motion carried unanimously. There were no votes against.	TBAC approved the previous meeting minutes, October 16, 2025 via unanimous decision.
6. Presentation on Process for member loss of Coverage and Resources provided (Attachment B) ACTION: Informational	Staff Sosa discussed Attachment B, Presentation on Process for member loss of Coverage and Resources provided. Sosa explained the process of how Ride Line staff advise members who are no longer eligible for coverage and provide resources, such as contact information for other brokerages. If member is no longer eligible for Medicaid, RL staff will provide the OHP customer service phone number and additional support depending on the member's situation. RL also has a list of transportation resources that can be provided to members, based on where they reside. Further, RL can do a warm transfer to connect members directly with another agency instead of simply providing them a phone number. Thompson asked for the list of state brokerages and transportation resources. Sosa said those resources will be provided to TBAC members.	Staff Sosa discussed Ride Line's process for member loss of coverage and the resources provided
7. SHIBA Presentation (Attachment C)	Senior and Disability Services (SDS), Eligibility Staff, Thorn presented on Attachment C, Senior Health Insurance Benefits Assistance (SHIBA) program:	Staff Thorn presented on the SHIBA program, detailing the

ACTION: Informational	Thorn explained SHIBA to TBAC members, highlighting that it is a national program that is federally funded by the administration for community living and Health and Human Services and provides free, unbiased, confidential help to all Oregon residents with Medicare choices and rights. Locally, we have 21 certified volunteer counselors who are often retired medical professionals. Our counselors offer 1-on-1 appointments, teach group classes, answer phone inquiries, create info sheets, and attend community events to help educate beneficiaries on their options. Oregonians should reach out to SHIBA once they are eligible for Medicare coverage. The most popular time of the year is Medicare annual enrollment, which is October 15th to December 7th, though eligible Medicare recipients are recommended to reach at least once a year to check-in on their options and resources available, including lower-income programs. Oregonians who lost their Samaritan Advantage plan have the option to switch into another advantage plan or can go back to their original Medicare and supplement plan. Staff Sosa asked if SHIBA offers bilingual support for clients. Thorn explained that they currently do not have any bilingual volunteers available but there is access to translation and through the state office there are bilingual counselors available.	resources and support provided to those eligible for Medicare.
8. TBAC 101 Presentation (Attachment D)	Staff Muzechenko presented on Attachment D, TBAC 101: TBAC is the Transportation Brokerage Advisory Committee, which was established by Oregon Cascade West Council of Governments (OCWCOG) to advise OCWCOG staff and Board on matters relating to development and ongoing operation of Cascades West Ride Line, the transportation brokerage serving Linn, Benton, and Lincoln counties for seniors and persons with disabilities. TBAC meets quarterly and convenes to review information provided by staff, to review the operations of the Ride Line Brokerage, and provide recommendations of	Staff Muzechenko presented on Attachment D, TBAC 101, detailing the purpose of the committee and the roles and responsibilities of TBAC members.

	NEMT services. RL itself has grown to 28 staff who coordinate transportation services and mileage reimbursement for eligible OHP and Medicaid clients traveling to and from covered non-emergency medical services. TBAC member roles and responsibilities were outlined and include; attending assigned meetings, providing TBAC Staff with transition contacts when preparing to leave TBAC, notifying TBAC Staff of personnel or contact information changes, reviewing the TBAC Meeting Agenda Packet, and provide regionally specific jurisdictional updates during the Other Business portion of the TBAC meeting. Please hold the following dates of this calendar year on your schedule for TBAC Meetings. If you are missing the calendar invite holds – please reach out to Travis (Tovervig@ocwcog.org) to confirm you email and get you added to the TBAC membership email list. A new list of meeting holds will be sent out in December 2026 with dates to hold for the 2027 Calendar year. Transportation Brokerage Advisory Committee (TBAC) 2026 Meeting Schedule <u>Microsoft Teams Meeting:</u> Join the meeting now Meeting ID: 262 773 668 243 Passcode: EzNPET Dial in by phone +1 872-242-8088-177950503# Phone conference ID: 177 950 503# <table><tr><td>Third Thursday of every 3 Months 11:00 am – 12:30 pm</td></tr><tr><td>January 15 – Albany Upstairs Conference Room</td></tr><tr><td>April 16 – Albany Conference Room</td></tr><tr><td>July 16 – Albany Conference Room</td></tr><tr><td>October 15 – Albany Upstairs Conference Room</td></tr></table> Transportation Brokerage Advisory Committee (TBAC) 2027 Meeting Schedule (DRAFT) <table><tr><td>Third Thursday of every 3 Months 11:00 am – 12:30 pm</td></tr><tr><td>January 21 – Location TBD</td></tr><tr><td>April 15 – Location TBD</td></tr><tr><td>July 15 – Location TBD</td></tr><tr><td>October 21 – Location TBD</td></tr></table>	Third Thursday of every 3 Months 11:00 am – 12:30 pm	January 15 – Albany Upstairs Conference Room	April 16 – Albany Conference Room	July 16 – Albany Conference Room	October 15 – Albany Upstairs Conference Room	Third Thursday of every 3 Months 11:00 am – 12:30 pm	January 21 – Location TBD	April 15 – Location TBD	July 15 – Location TBD	October 21 – Location TBD	
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9. Call Center Reports (Attachment E)	Staff Sosa presented on Attachment E, Call Center Reports This attachment details the data for client growth. In the last quarter, Ride Line successfully added 550 new clients, which is a sizeable increase from Q2 of last year, and is averaging 47 more new clients each month. Ride Line continues to provide outreach to our communities of the programs and services provided to ensure eligible members are served. Sosa detailed the Top 10 Trip Purposes for Q2 2026, with SUD Treatment (21%), Mental Health (14%), and Dialysis (10%) making up the top three trip purposes.	Staff Sosa presented Attachment E, Call Center Reports, sharing the Q2 2026 data included; - New Client Growth - Top 10 Trip Purposes, Grievances - Appeals,										

	Guest Rich Duncan asked with the increase in clients were their additional providers added to the Ride Line service. Staff Ojeda responded that Ride Line has added three additional providers since last year and currently has 26 providers. Staff Sosa detailed the Grievances and Appeals Received Q2 2026, with 63 grievances and 5 appeals (all appeals upheld), noting that half of the grievances were due to driver complaints. Denials Received Q2 2026 detailed the number of denials totaling 1,159 cases, with most being post-service denials which are mileage reimbursement request that are usually due to untimely submittal of reimbursement request forms. Members have 45 days to submit their request forms in order to receive payment, per Oregon Administrative Rules (OARs). Ride Line subcontractor noted that at times, they have been assigned mileage reimbursement trips that they must return to Ride Line. Staff Ojeda advised that likely, this is an error when creating such a trip. Ojeda went on to detail the process for inputting mileage reimbursement trips and explained that for mileage reimbursements Ride Line has a “FAM” provider built in the system that is dedicated to mileage reimbursement requests. These trips would not be assigned to regular subcontractors and should not be part of the trips offered. Likely in error, FAM was not chosen during trip creation. Staff Sosa continued presenting data reports. Ride Line received 44,719 calls this last quarter and answered 41,233 of them (85% of calls were answered). The RL system does skew these numbers slightly as when members choose to leave a voicemail instead of waiting on hold that is considered an abandoned call. Abandoned Calls for Q2 2026, over half were abandoned by the 3-min mark. 32% were hung-up in less than 45 seconds, 26% between 46 seconds and 3 mins, 12% between 3 mins and 5 mins, and 15% between 5 mins and 10 mins.	- Denials Received - Calls Answered vs Abandoned Rate - Average Talk Time + Queue Call Backs
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Average Talk Time is 3 mins and 55 seconds. The standard queue handles intakes and schedules requests up to 90 days out. Queue call backs are utilized only in the standard queue and the expedited queue, each of which has just over 20% of callers using that options.



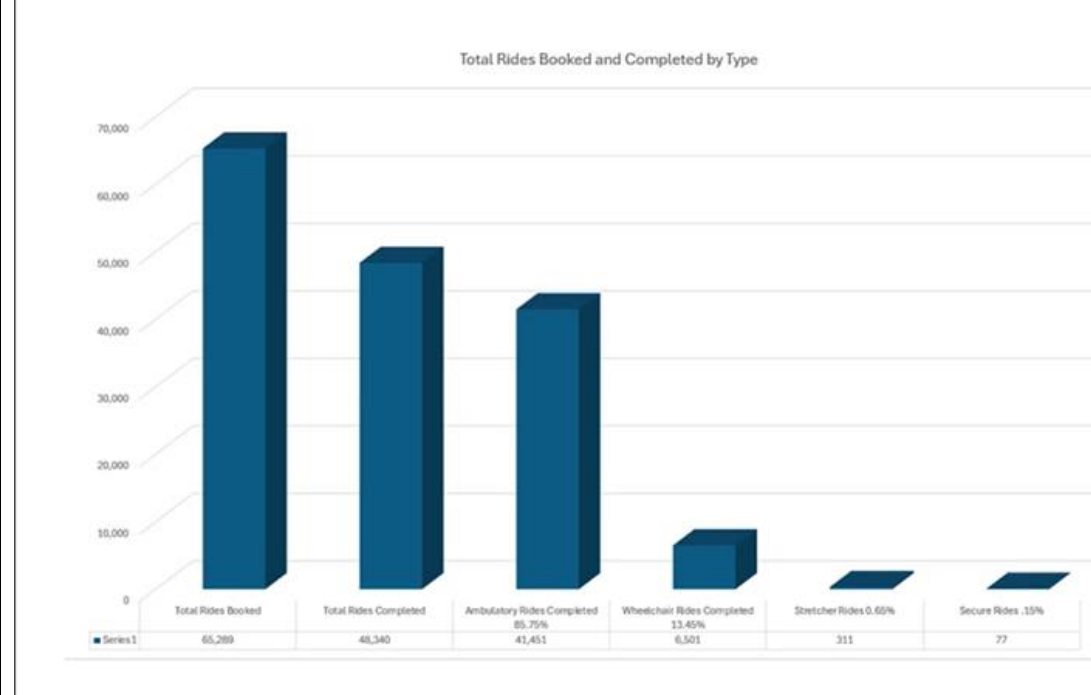
	Denials Received Q2 2026 <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Other</td><td>8</td></tr><tr><td>Unable to Verify</td><td>69</td></tr><tr><td>Not Eligible</td><td>83</td></tr><tr><td>Untimely Reimbursement Request</td><td>198</td></tr><tr><td>Not Covered Service</td><td>244</td></tr><tr><td>Not Prior Authorized</td><td>557</td></tr><tr><td>Total</td><td>1159</td></tr></tbody></table>	Category	Count	Other	8	Unable to Verify	69	Not Eligible	83	Untimely Reimbursement Request	198	Not Covered Service	244	Not Prior Authorized	557	Total	1159	
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10. Transportation Reports (Attachment F)	Staff Ojeda presented on Attachment F, Transportation Reports Ojeda shared the Q2 2026 TNC (Transportation Network Companies) Ride Count, of which there were 239 total rides booked, 207 of those rides were completed, 17 rides were cancelled by rider, and 8 rides cancelled by driver. The total cost for all rides came to \$9,831.54 with an average cost of \$47.50 per ride. Out of the 239 total rides booked, 44% or 105 were called in for same day or next day transports. Total Rides Booked and Completed by Type for Q2 2026 included a total of 65,289 rides booked and we completed 48,340. Of the rides completed, nearly 86% were for Ambulatory Rides and 13% for Wheelchair Rides, with small percentages to Stretcher Rides and Secure Rides.	Staff Ojeda presented on Attachment F, Transportation Reports, sharing the Q2 2026 data including; - TNC Ride Count - Total Rides Booked and Completed by Type																

	Funding Sources by Trip Count for Q2 2026, the majority of trips were funded by IHN totaling 46,115 followed by OHP totaling 2,223 and then Veterans Funding that totaled 2 trips in the last quarter. Ron Oliver asked how we can increase Veteran Trips. Staff Sosa explained that Veteran rides are based on funding. Currently, Ride Line is contracted with Benton County Veterans Office to provide rides for Benton County Veterans. Currently, Ride Line does not have a funding contract to provide rides for Linn and Benton Counties and when Veterans for said counties call in to Ride Line inquiring about transportation; they are guided to call their local county office. For Benton County Veterans, Benton County makes the determination on approvals and submits a pre-approval form for specific ride requests to Ride Line. Staff Sosa explained that in the past Ride Line had received pilot funding via the WellCare program which assisted with non-traditional NEMT ride requests, and had also been utilized to assist with getting veterans to a transit connection location at which Veterans were able to ride to the Veterans Affairs (VA) office. . Thompson asked what support can be provided to veterans to help provide access to bus services or other transportation resources. Staff Sosa explained that there could be options via committees that provide pilot funding. Funding opportunities may come from various agencies and are specific to what agencies can apply and come with specific criteria. IHN-CCO does have a Delivery System Transformation Committee that provides funding for pilot projects that Ride Line has historically been a member of and is looking to rejoin.. Additionally, Ride Line recently received a notification of new funding that's available for non-emergency medical transportation that Ride Line will be looking further into. Oliver asked if the pilot projects are already specified or if this would need to be created. Staff Sosa explained that what this usually looks like is; a funding agency releases a request for applications. The petitioner would need to submit an application with a detailed scope of their project. In most cases, funding opportunities are competitive.	- Funding Sources by Trip Count - Trip Count by County - After-Hours Trips by Type + Completed Trips, Miles, and Average Distance per County
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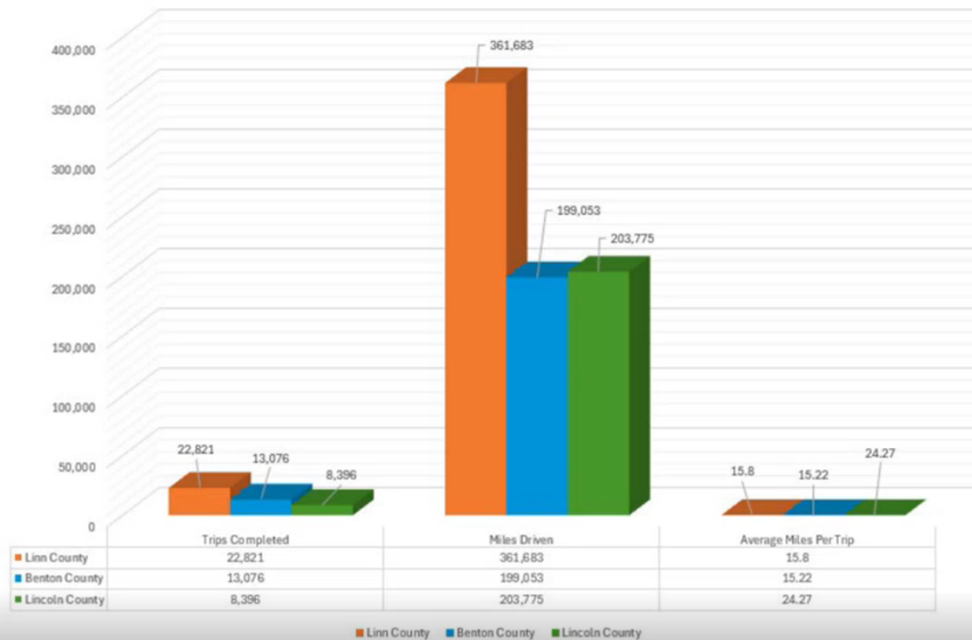
Ojeda continued with data reporting. Oregon Trip Count by County Q2 2026, Linn County has had the most with 22,821, followed by Benton County with 13,076, and Lincoln County with 8,306.

After-Hours Trips by Type detailing the types of after-hours trips requested: wheelchair 46%, sedan 36%, stretcher at 37%, and secure at 11%.

Completed Trips, Miles, and Average Distance per County, for Linn County this totaled 361,683 total miles driven (15.8 average miles per trip), 199,053 for Benton County (15.22 average miles per trip), and 203,775 for Lincoln County (24.27 average miles for trip).



Completed Trips, Miles, and Average Distance Per County



11. Phone Tree Presentation
(Attachment G)

Staff Sosa shared Attachment G, Phone Tree Presentation

The current phone tree is provided in the image below. When a caller first reaches Ride Line they connect with a digital receptionist that plays a recorded message and is interactive so that callers can select a queue if appropriate or remain on the line to enter into the screener queue.

If a caller does not select either the Provider, Spanish, or Voicemail queues, the caller will be automatically transferred through a screener process to identify which queue they will be transferring the member to.

Staff Sosa presented Attachment G, Phone Tree Presentation, detailing the process for callers and how the system operates.

	If a member is calling for ride for today or next business day, they will be sent to the Expedited or Standard Queue and at that time can select the call back feature. Attachment G <pre> graph TD RLDR["Ride Line - Digital Receptionist (ext. 880)"] PQ["Provider Queue (ext. 849)"] SQ["Spanish Queue (ext. 852)"] RLVM["RL Voicemail (ext. 917)"] RLSVM["RL Spanish Voicemail (ext. 918)"] SCQ["Screener Queue (ext. 807)"] EQ["Expedited Queue (ext. 839)"] STDQ["Standard Queue (ext. 840)"] RLDR -- "Opt #4" --> PQ RLDR -- "Opt #6" --> SQ RLDR -- "Opt #7" --> RLVM SQ -- "Opt #7" --> RLSVM RLDR --> SCQ SCQ --> QCB1((2* for QCB)) SCQ --> QCB2((2* for QCB)) QCB1 --> EQ QCB2 --> STDQ </pre>	
12. Other Business • Impact Story Share • Ride Line Staff Updates • Member Updates	Ride Line Impact Story: Thompson read a message left on a napkin from a client to a ride provider that detailed how polite and respectful they were. Ride Line Staffing Updates: Staff Sosa shared that the department has a lot of compliance requirements that need to be met as determined by OARs; many via reports. She reported that in order to assist with meeting requirements, Ashlyn Muzechenko has been assigned	Staff Sosa shared CED updates with TBAC

	Reports Coordinator for the department and in turn, we now have a new Administrative Assistant; Travis Overvig. Sosa welcomed both and congratulated them on their roles. Sosa advised TBAC members to provide and/or request presentations as well as other agenda topics to include in meetings. When doing so, please reach out to our Admin. Sosa went on to note that in future, Ride Line will have the Community Outreach Coordinator provide a presentation on outreach efforts in our communities. Additionally, Ride Line can provide additional program area presentations to have a more wholistic understanding of the program. Agenda Topics for October Meeting: - TBAC Meeting Occurrence - Ride Line Community Outreach	
13. Adjournment	The TBAC meeting was adjourned at 12:09pm by Staff Sosa. <i>The next regularly scheduled TBAC meeting will be on Thursday October 15, 2026.</i>	The meeting adjourned at 12:09 by Staff Sosa.



Community Outreach

Ana Ojeda Duffy

Community Outreach Coordinator
aduffy@ocwcog.org

*Making Lives and
communities better.*

Agenda

- What is Community Outreach?
- Who's involved?
- Presentations to organizations
 - ✓ Ride Line
 - ✓ Transportation Options
 - ✓ Travel Training
 - ✓ Get There Oregon
 - ✓ Emergency Ride Home



OUR MISSION

*Promote a thriving region through service,
connectivity, and innovation.*

VISION

Make lives and communities better.

VALUES

Belonging
Collaboration
Compassion
Integrity
Respect



Community Outreach

Community outreach refers to intentional efforts by organizations—such as nonprofits, schools, businesses, or government agencies—to connect with people outside the organization to address unmet needs, share information, or offer services. It is typically proactive, meaning the organization reaches out rather than waiting for people to seek help.

Who's involved?

Community Organizations

Albany Non-Profit Network Event (ANNE)
Linn-Benton Hispanic Advisory Committee
Corvallis Sustainability Coalition

School Districts

Colleges and Universities

City, County or State Agencies

Invitations to table or present information to staff come from various sources. Through network contacts, I've learned of events or organizations and make connections with communities I feel would benefit from learning more about Cascades West and our services.



WE ARE ON A MISSION

to promote a thriving region through supportive and transformational services.

AGING & DISABILITY SUPPORT

Connecting older adults and people with disabilities to the services, protections, and supports needed to live safely and independently.

FOOD ACCESS & NUTRITION

Expanding access to nutritious food through meal services and support programs that help individuals and families meet daily needs.

COMMUNITY SERVICE & VOLUNTEERISM

Bringing people together across generations through relationship-based volunteering, promoting companionship and mentorship.

TRANSPORTATION & MOBILITY

Improving access to care and opportunity through transportation services and regional planning that keep communities connected.

HEALTH & FINANCIAL NAVIGATION

Helping individuals navigate health coverage, financial resources, and veteran services to improve stability and well-being.

COMMUNITY & ECONOMIC DEVELOPMENT

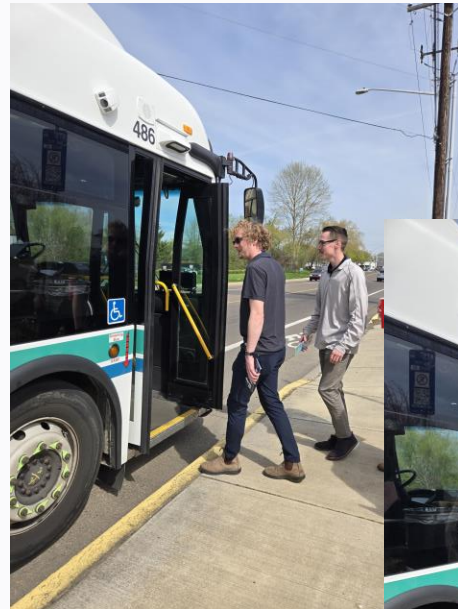
Strengthening local communities and businesses through planning, funding, and grant support that fosters regional growth.



Travel Training

From All Walks of Life

Community members new to our area or someone who's never used public transportation have an opportunity to meet with me one-on-one and together we figure out a bus route to their destination.



Community Events



Linn Co Disability Resource Fair

Corvallis Spring Roll – Cloverland Park

Baby Blast East Linn Health Center

Arcoiris Pathway to Wellness – Lincoln Co

Alsea Resource and Wellness Fair

Newport Loyalty Days/Cinco de mayo

Lebanon Sources of Strength

Area Farmers Markets

Old Mill Center

Toledo Resource Fair



Connect with Us



We're here to serve you!

Our team is always here to answer questions about who we are, how to get help, how to get involved, and what's going on in the community. Connect with us in any of the ways below!



aduffy@ocwcog.org



www.ocwcog.org



www.facebook.com/OCWCOG

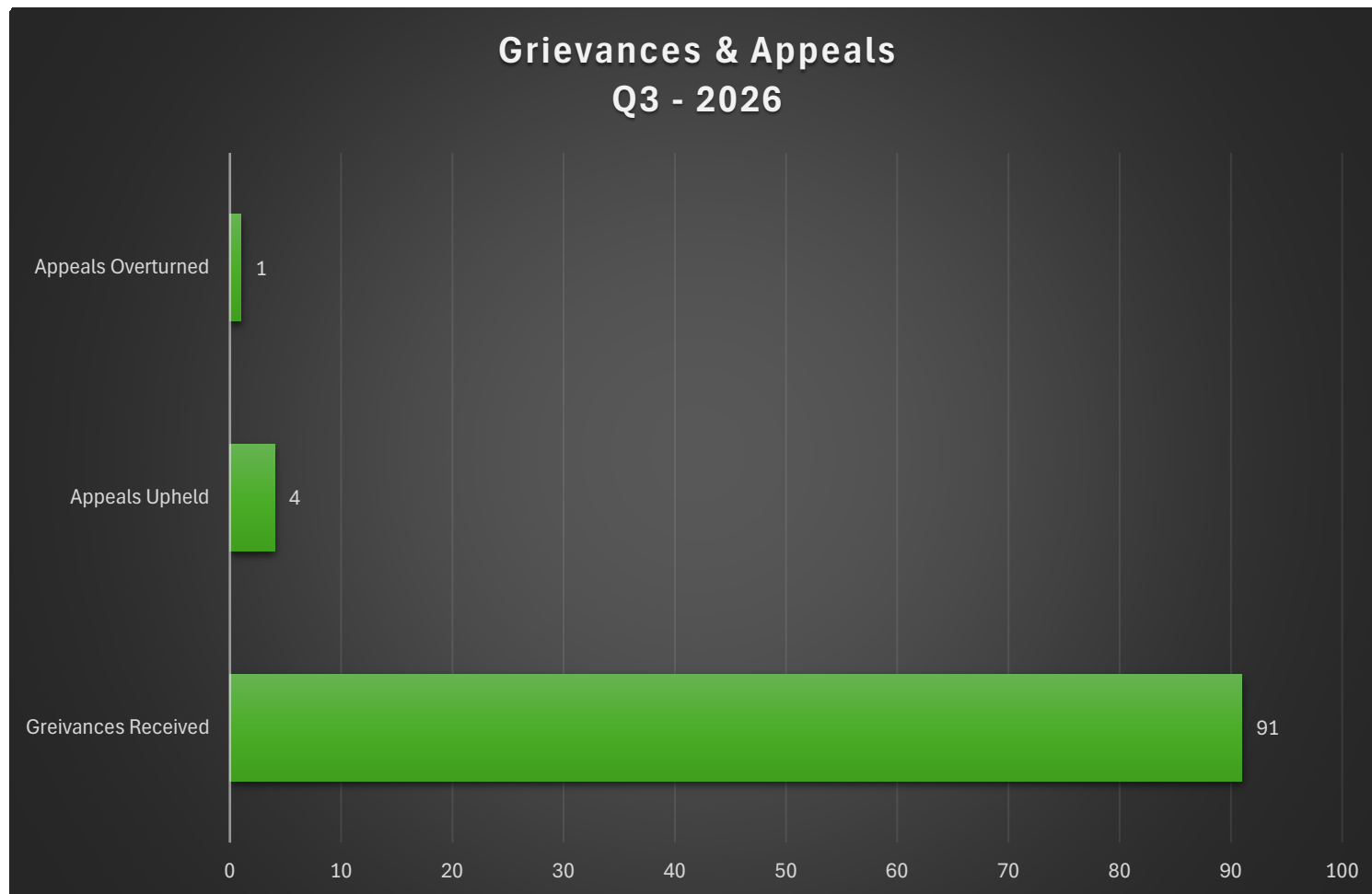
Thank You

Questions?

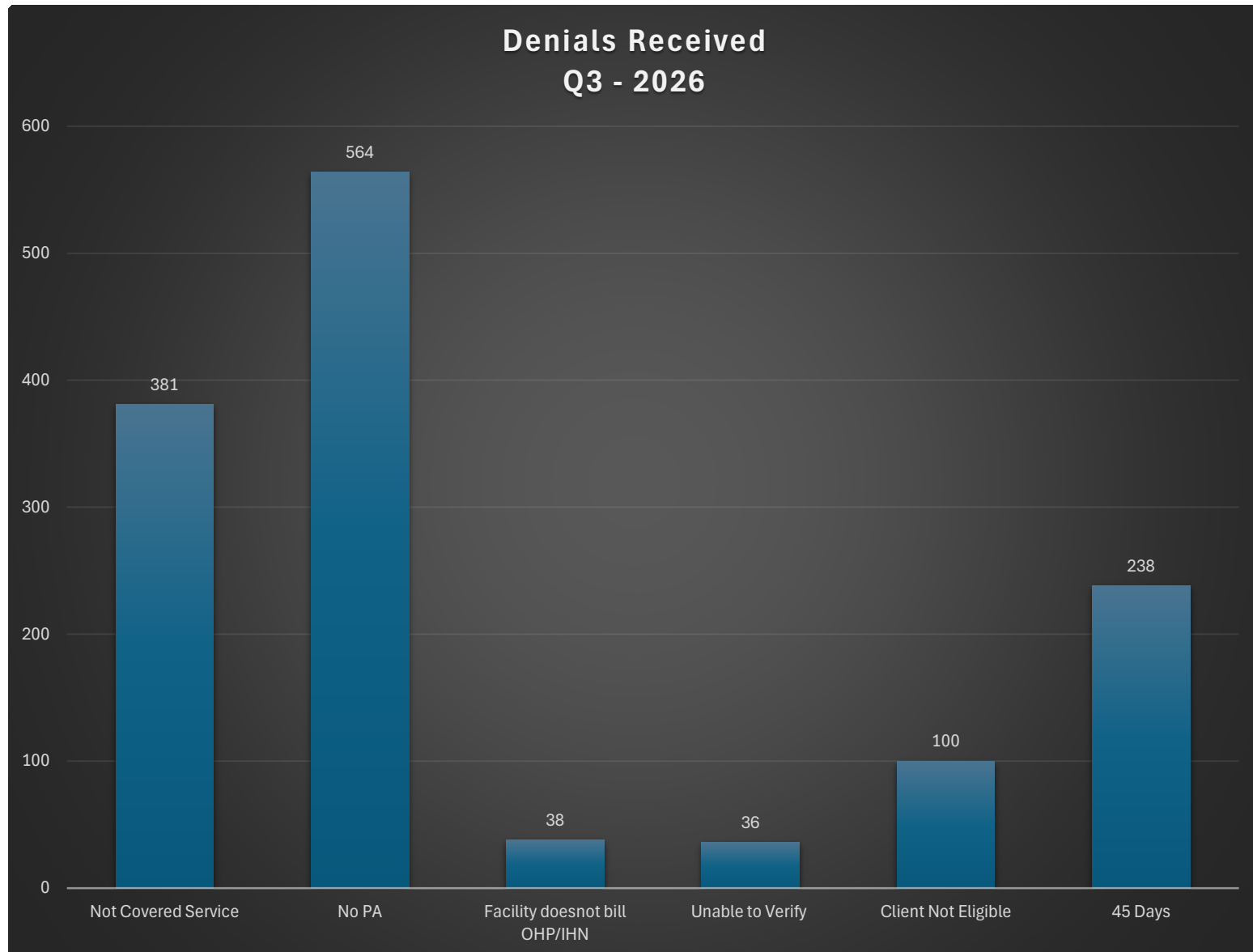


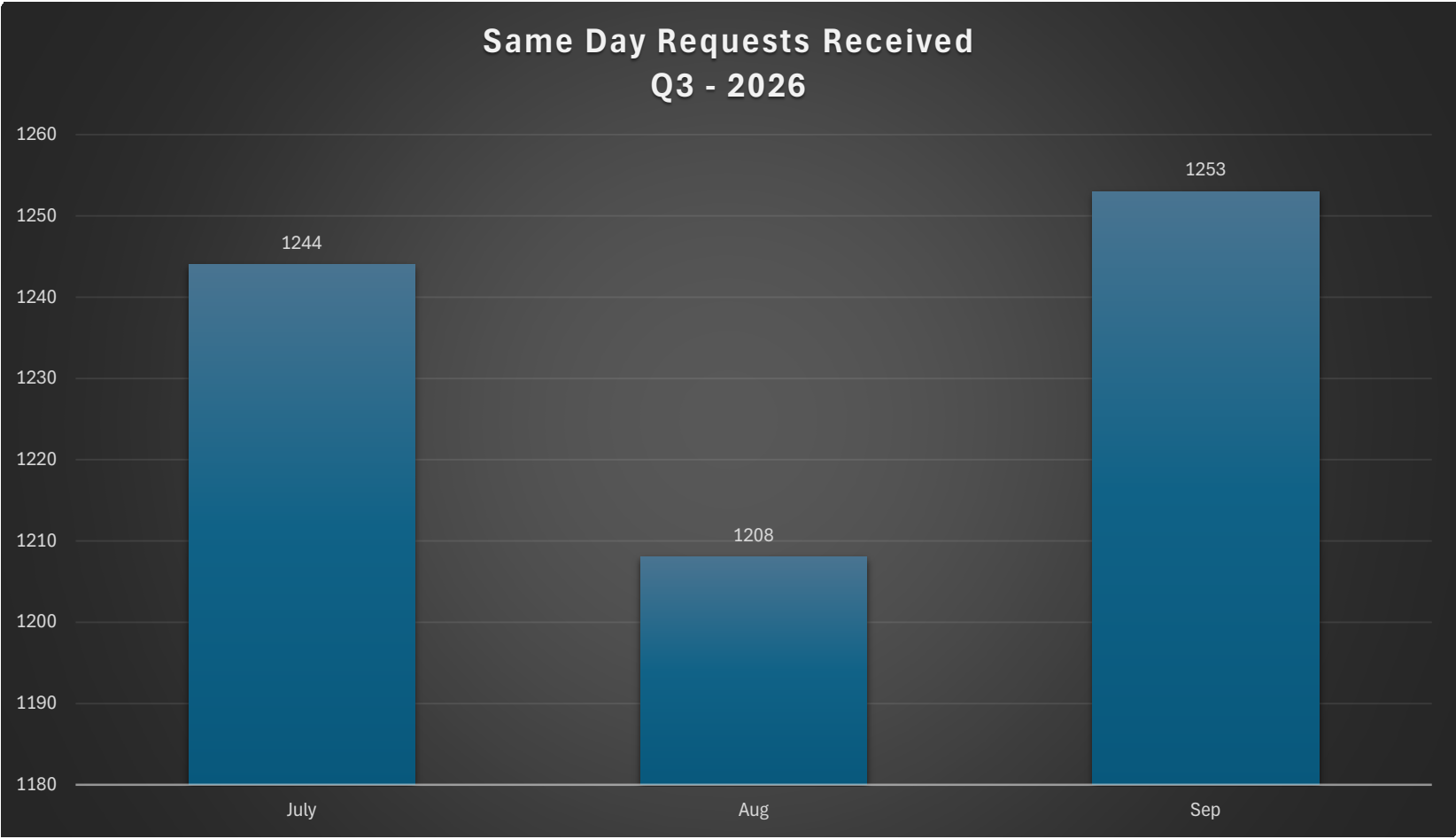
OREGON
Cascades West
Council of Governments

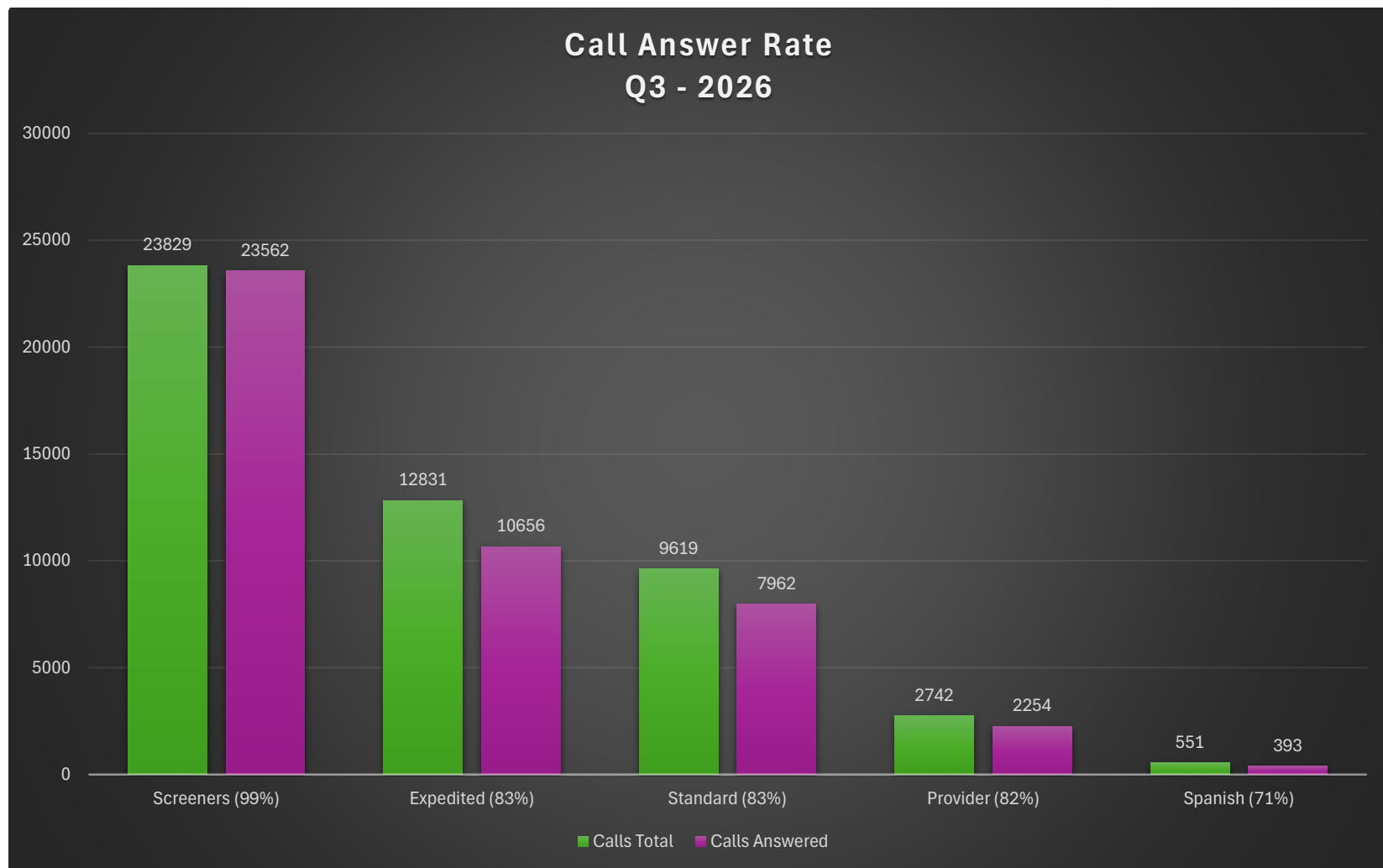


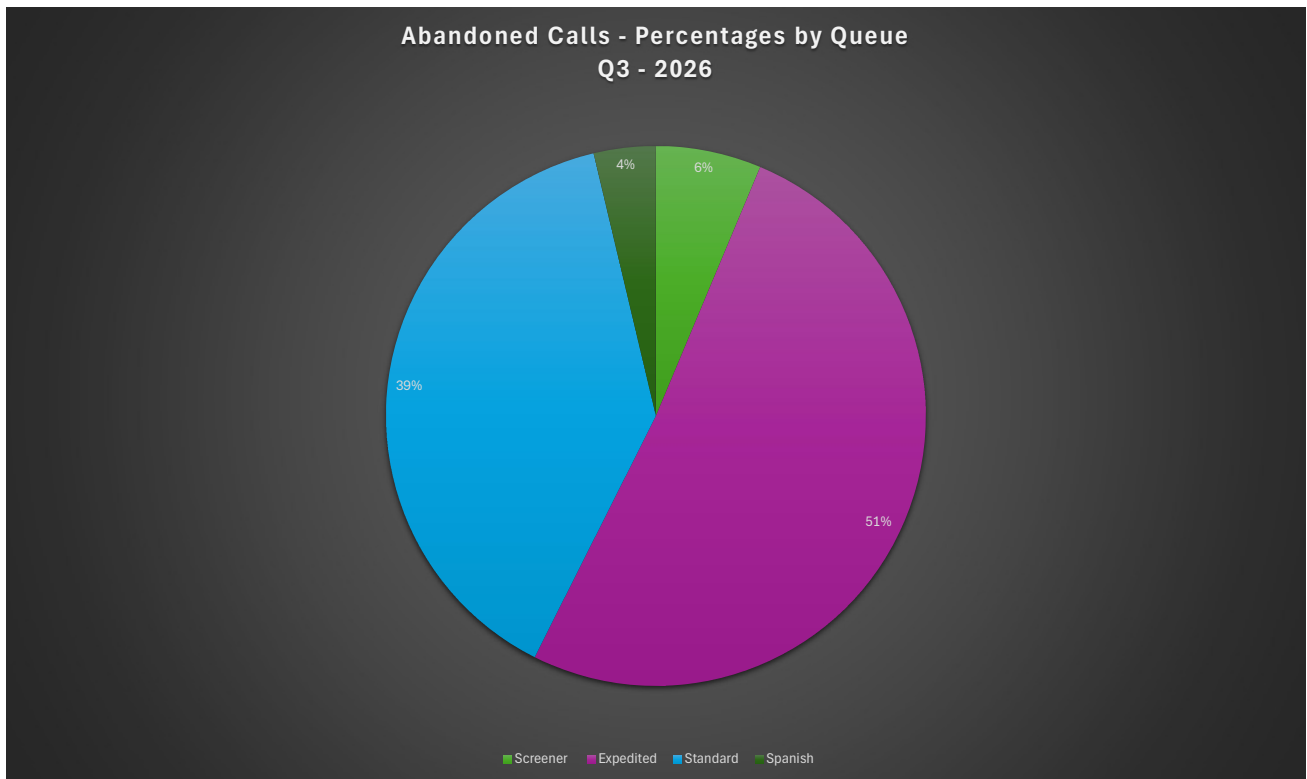
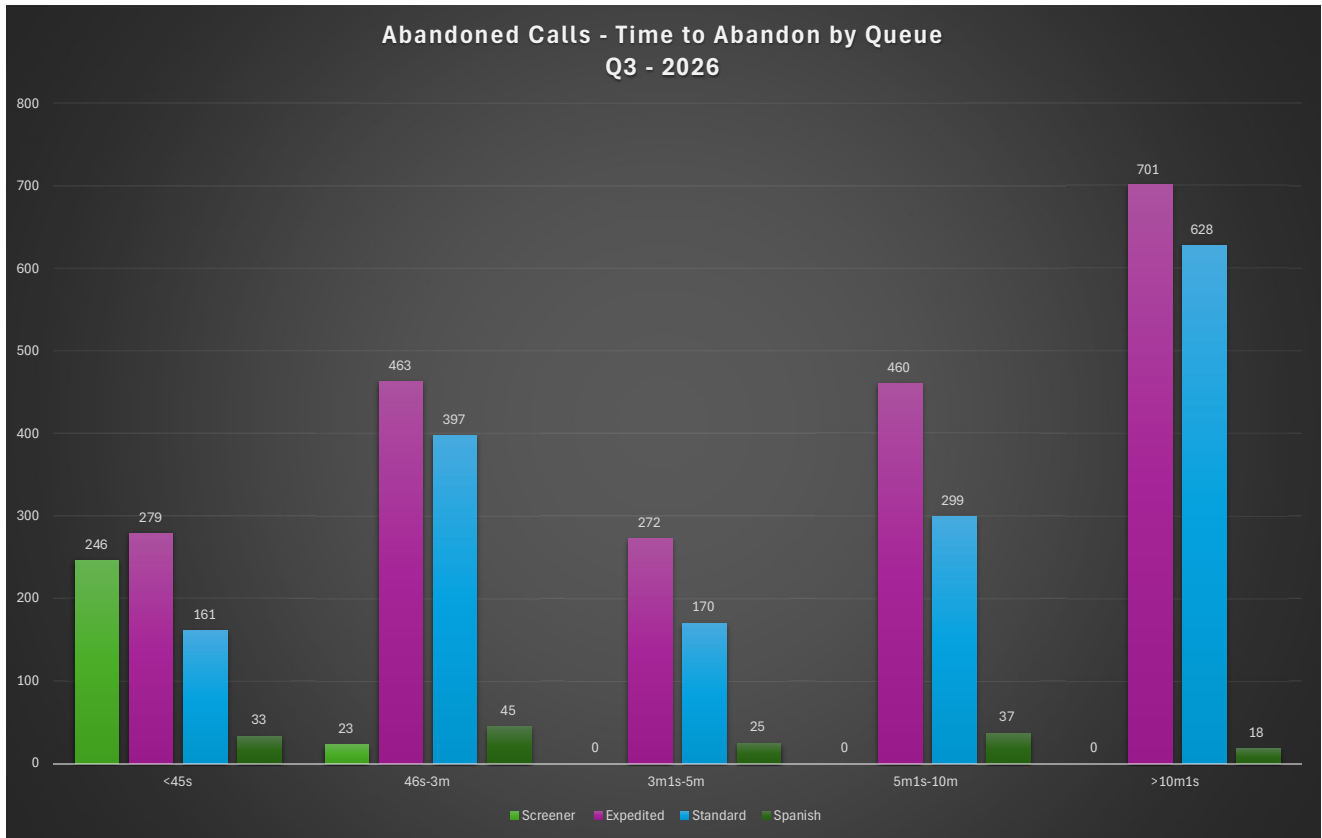


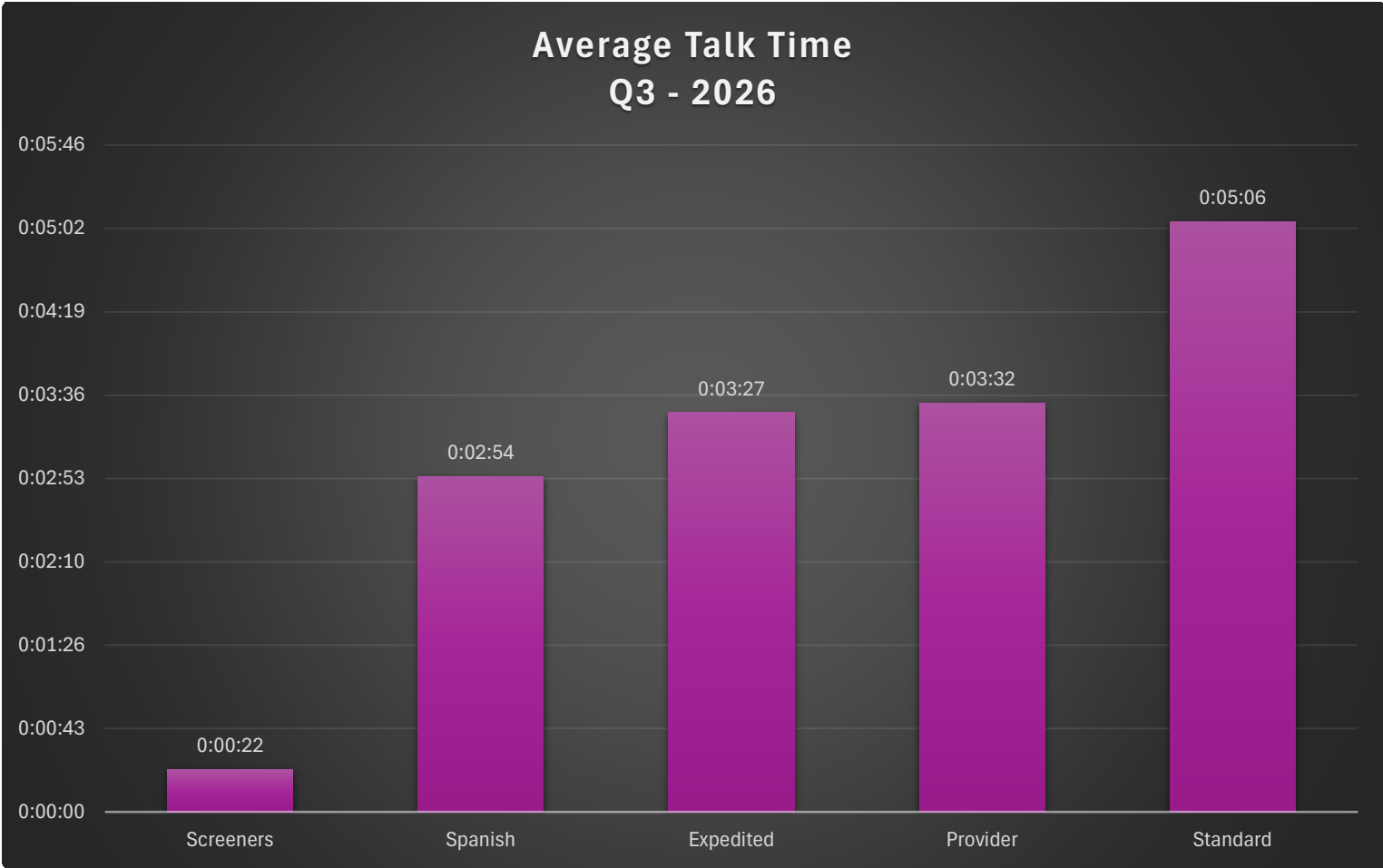
In Q3, there were 91 grievances received. Of the 47,479 completed trips, 0.2 % of trips resulted in a grievance filed.

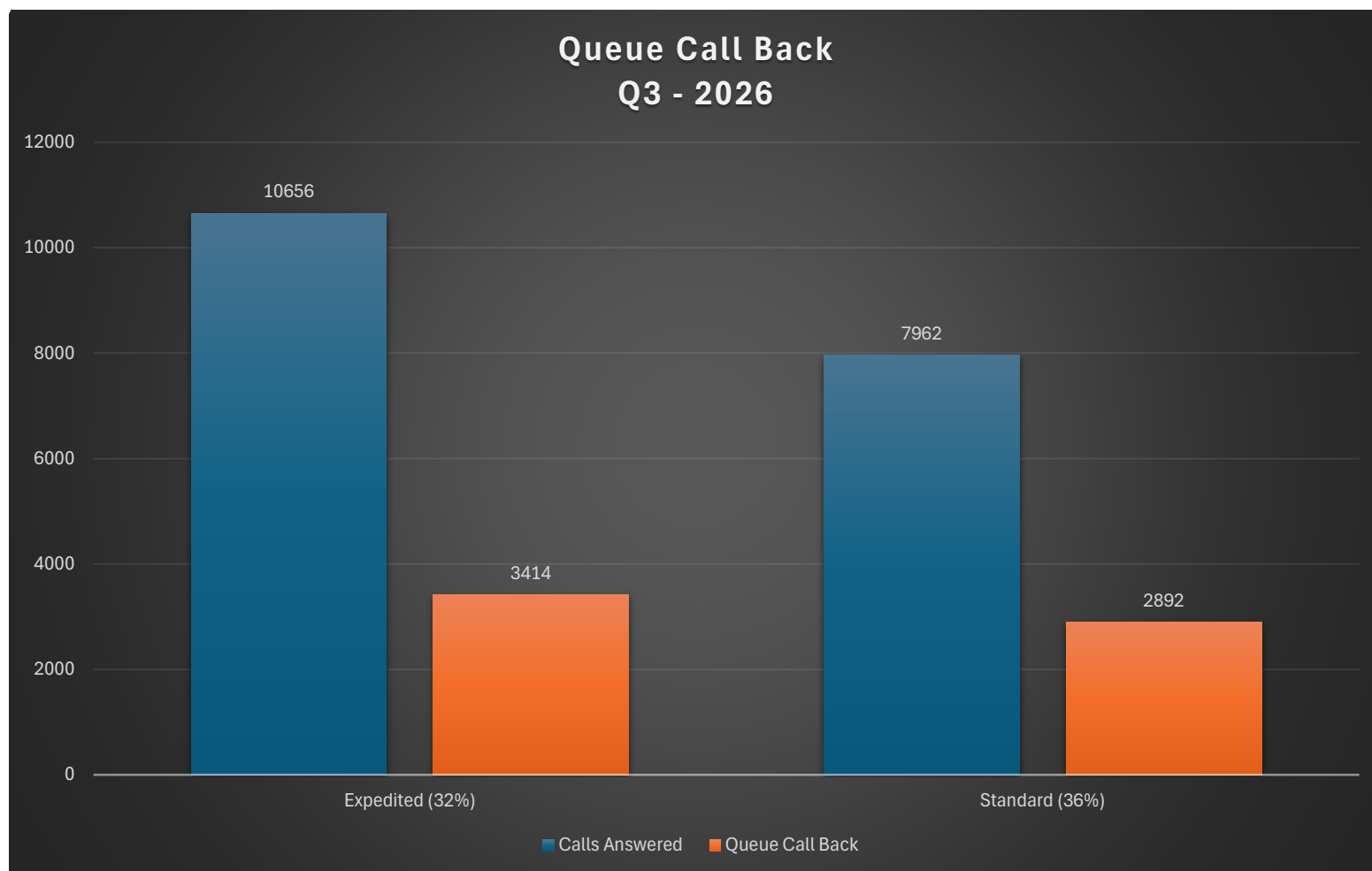


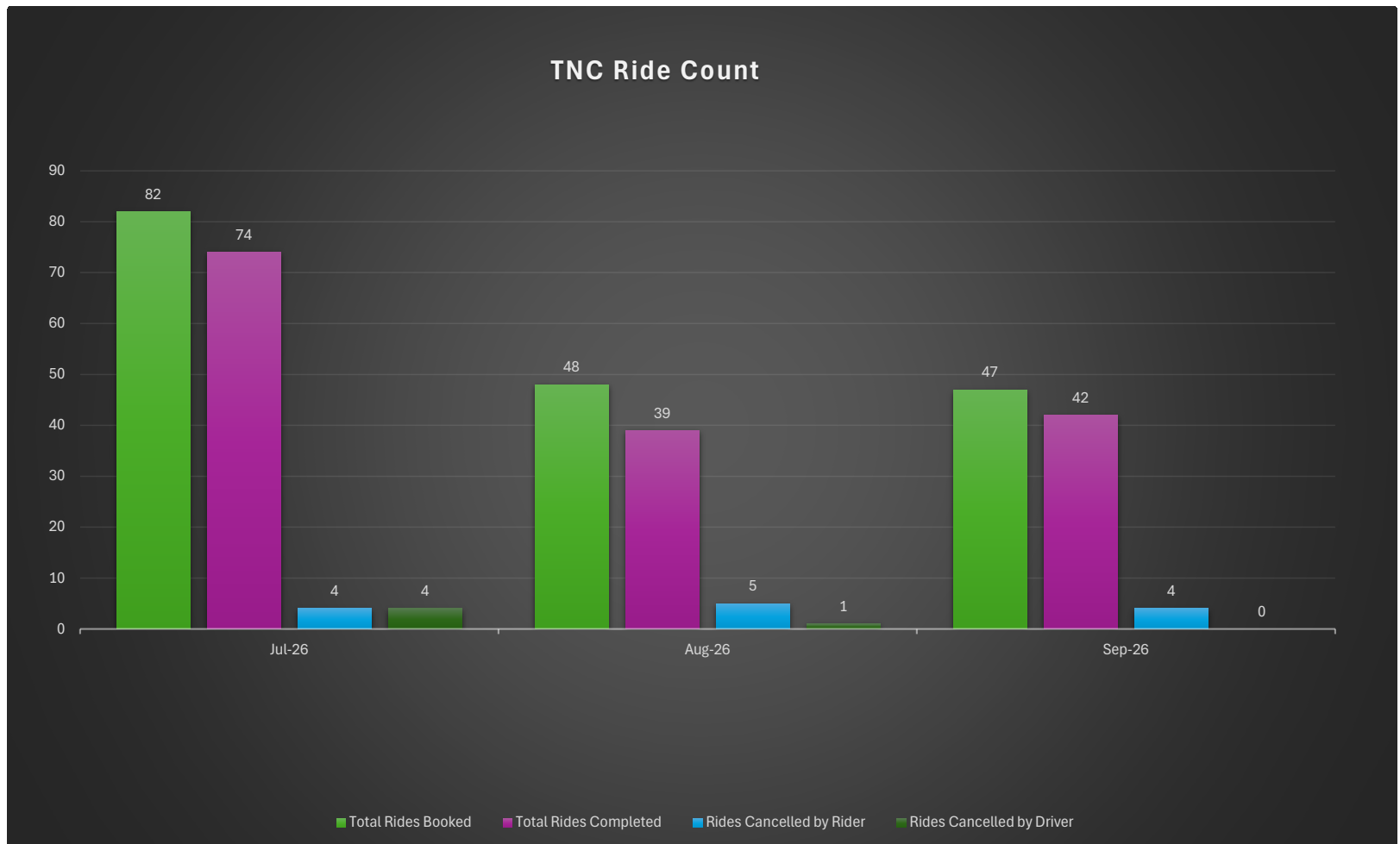






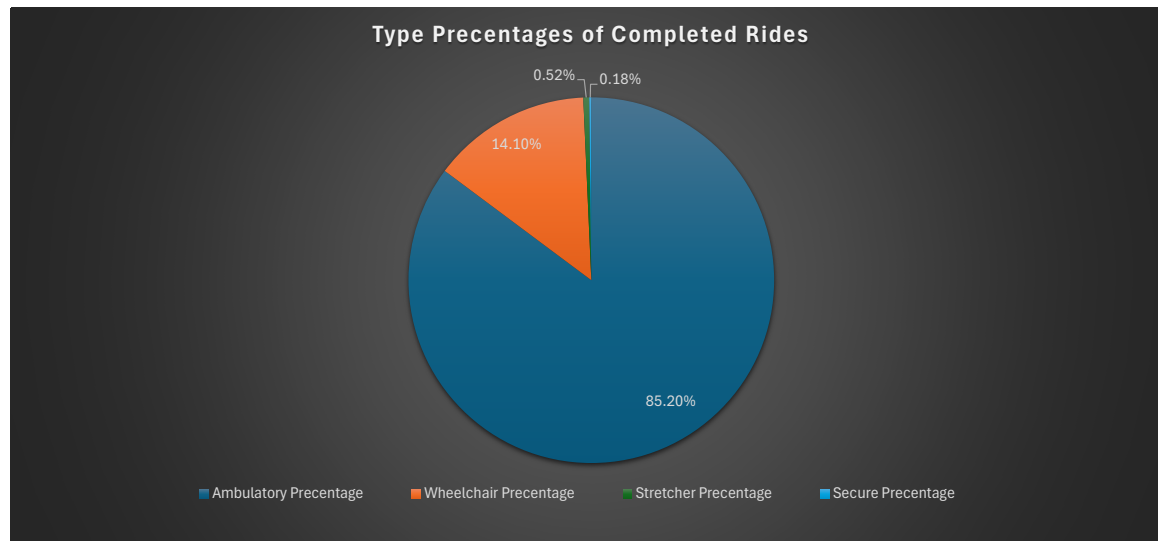
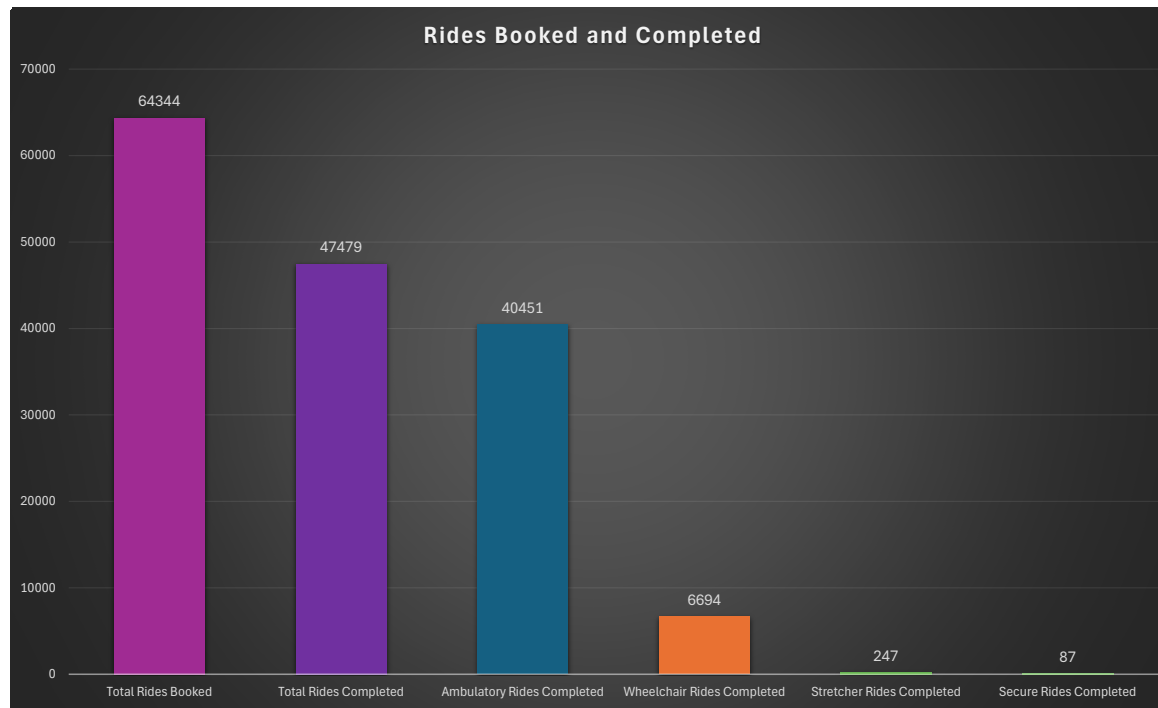


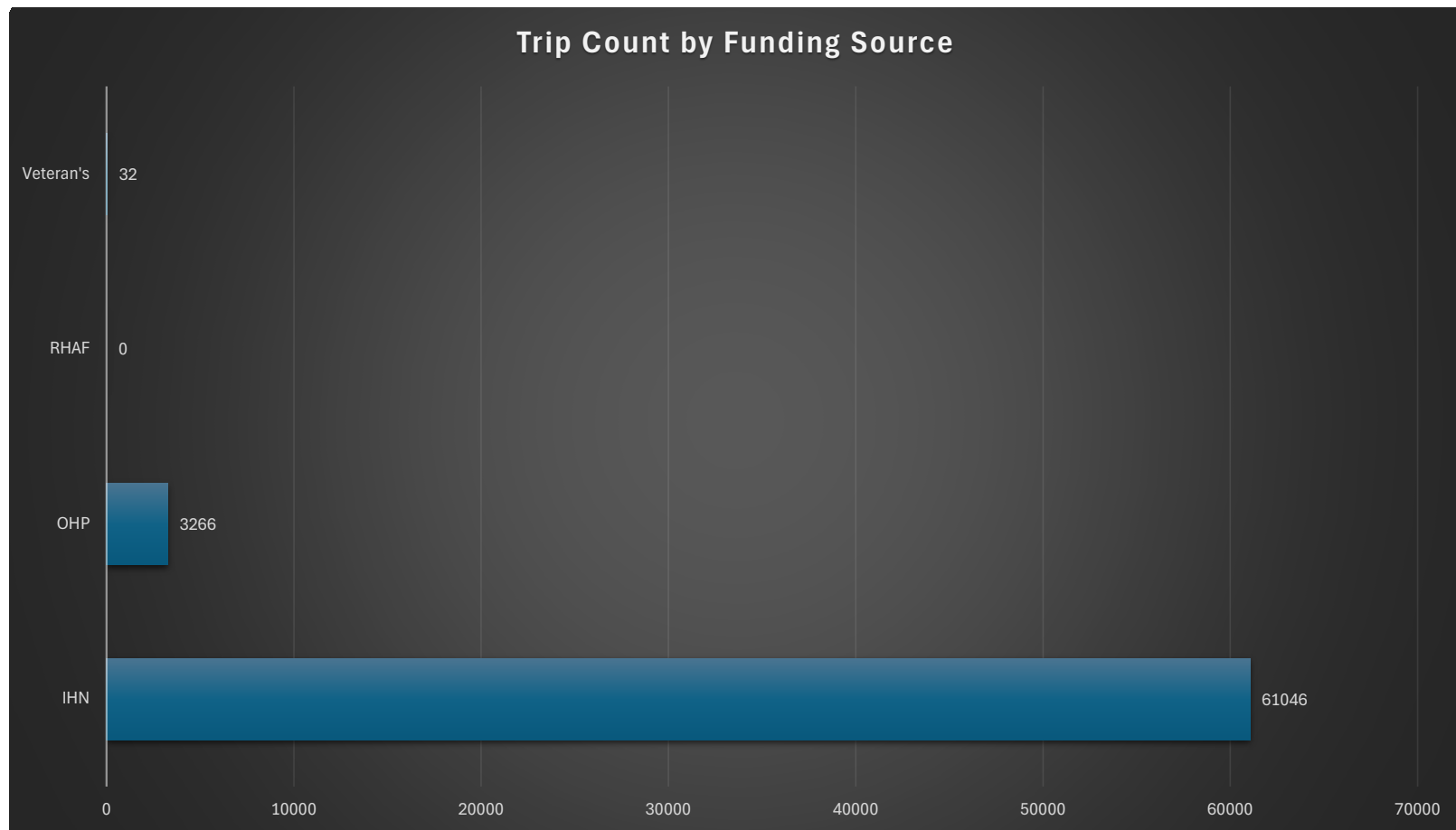




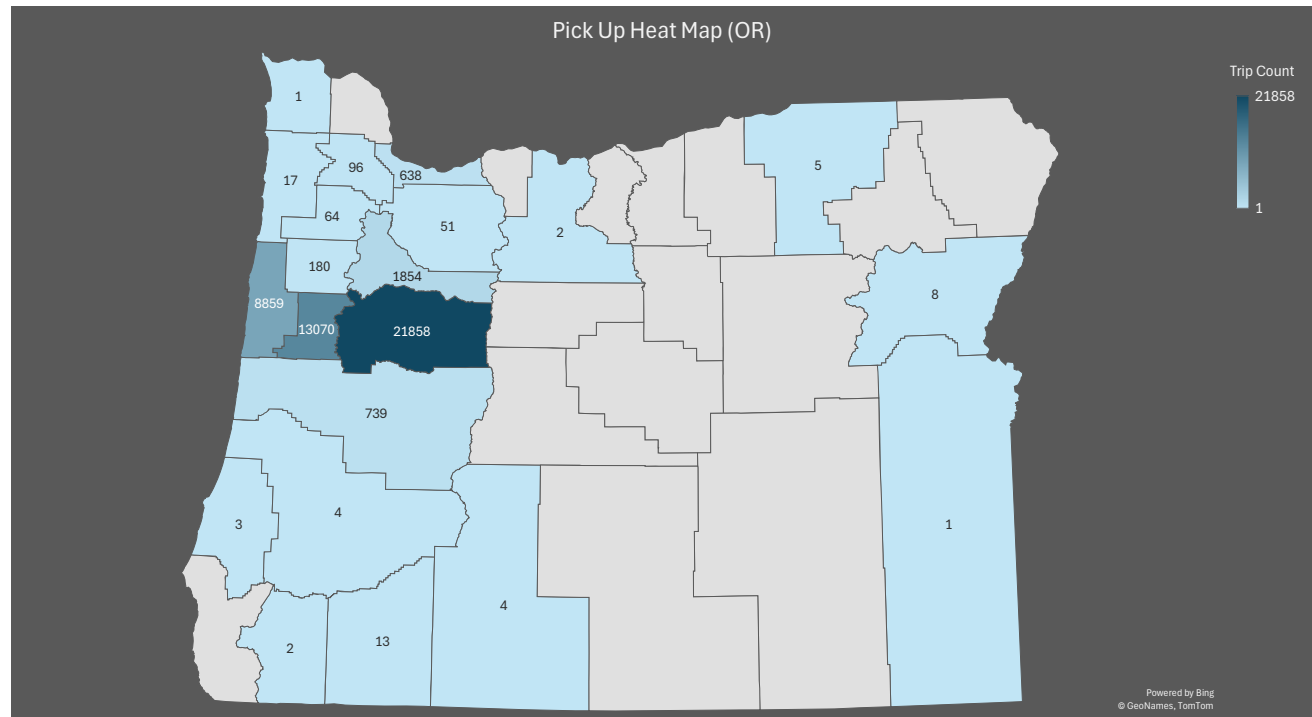
The total for all rides completed for this quarter came to \$6,117.65 with an average cost of \$39.47 per ride.

Out of the 177 Rides booked for the quarter, 77% of 137 were called in for same day transports.

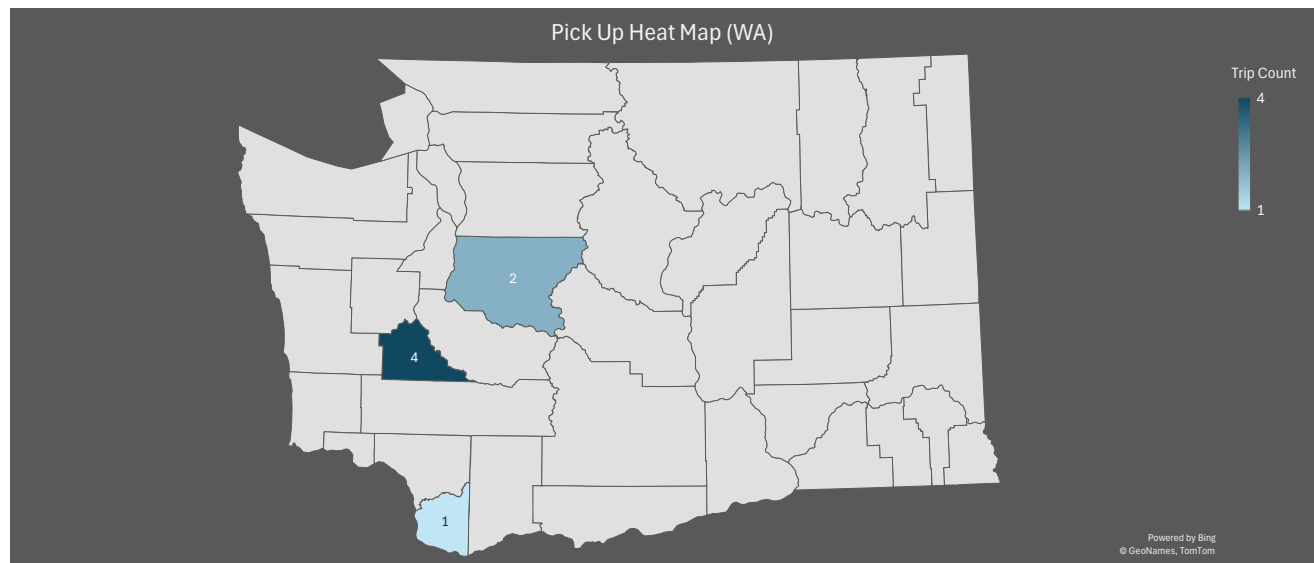




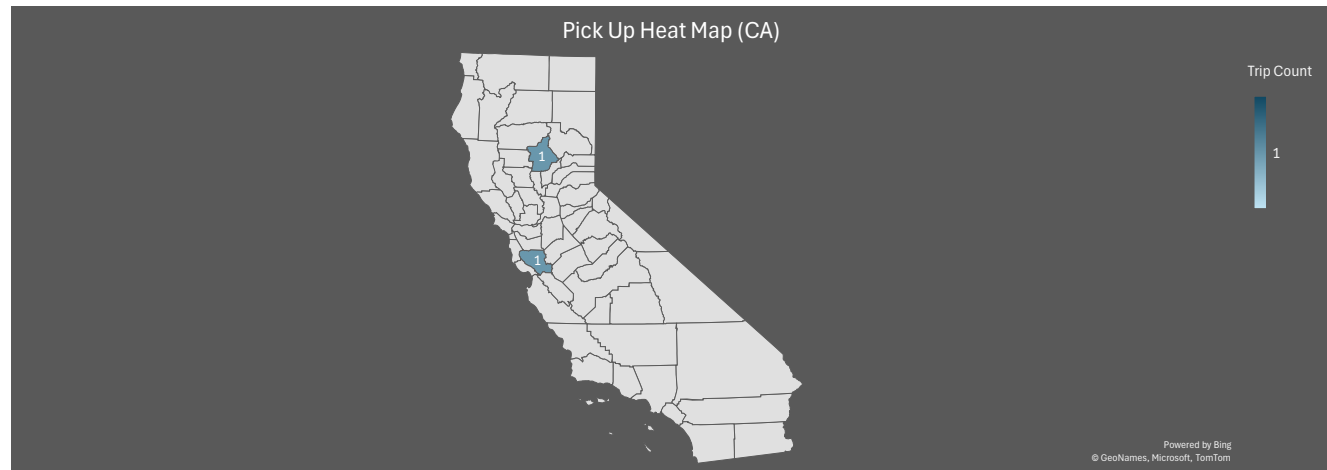
County	State	Trip Count
Baker County	Oregon	8
Benton County	Oregon	13070
Clackamas County	Oregon	51
Clatsop County	Oregon	1
Coos County	Oregon	3
Douglas County	Oregon	4
Jackson County	Oregon	13
Josephine County	Oregon	2
Klamath County	Oregon	4
Lane County	Oregon	739
Lincoln County	Oregon	8859
Linn County	Oregon	21858
Malheur County	Oregon	1
Marion County	Oregon	1854
Multnomah County	Oregon	638
Polk County	Oregon	180
Tillamook County	Oregon	17
Umatilla County	Oregon	5
Wasco County	Oregon	2
Washington County	Oregon	96
Yamhill	Oregon	64



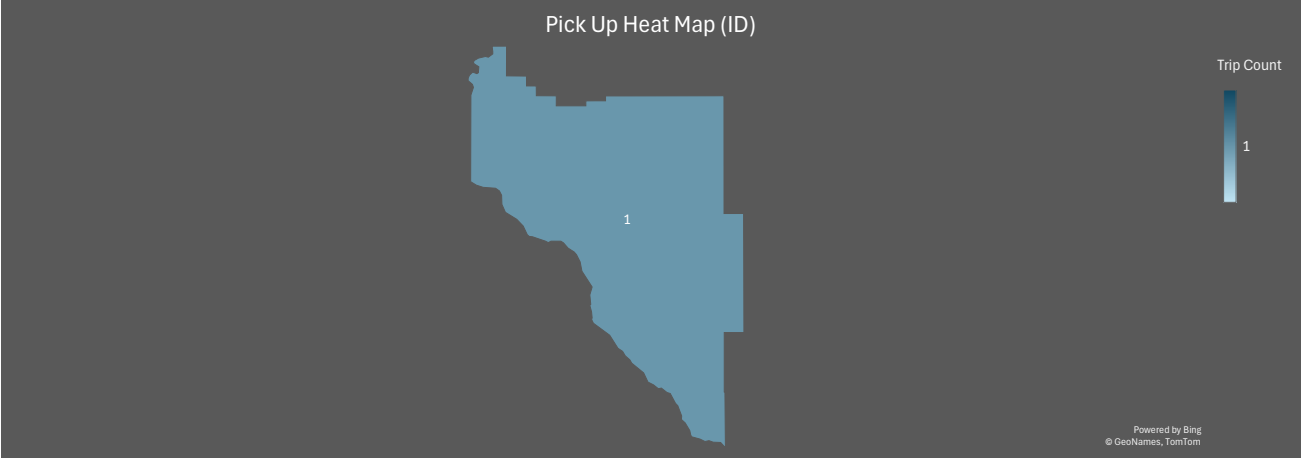
County	State	Trip Count
Clark County	Washington	1
King County	Washington	2
Thurston County	Washington	4



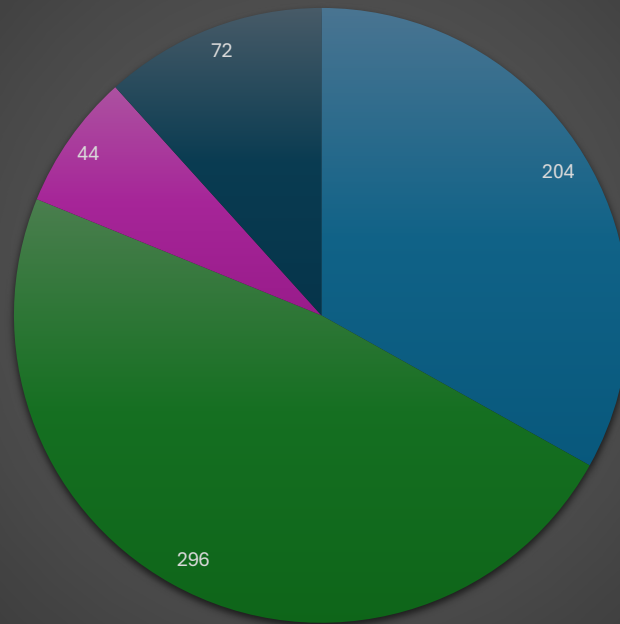
County	State	Trip Count
Butte County	California	1
Santa Clara County	California	1



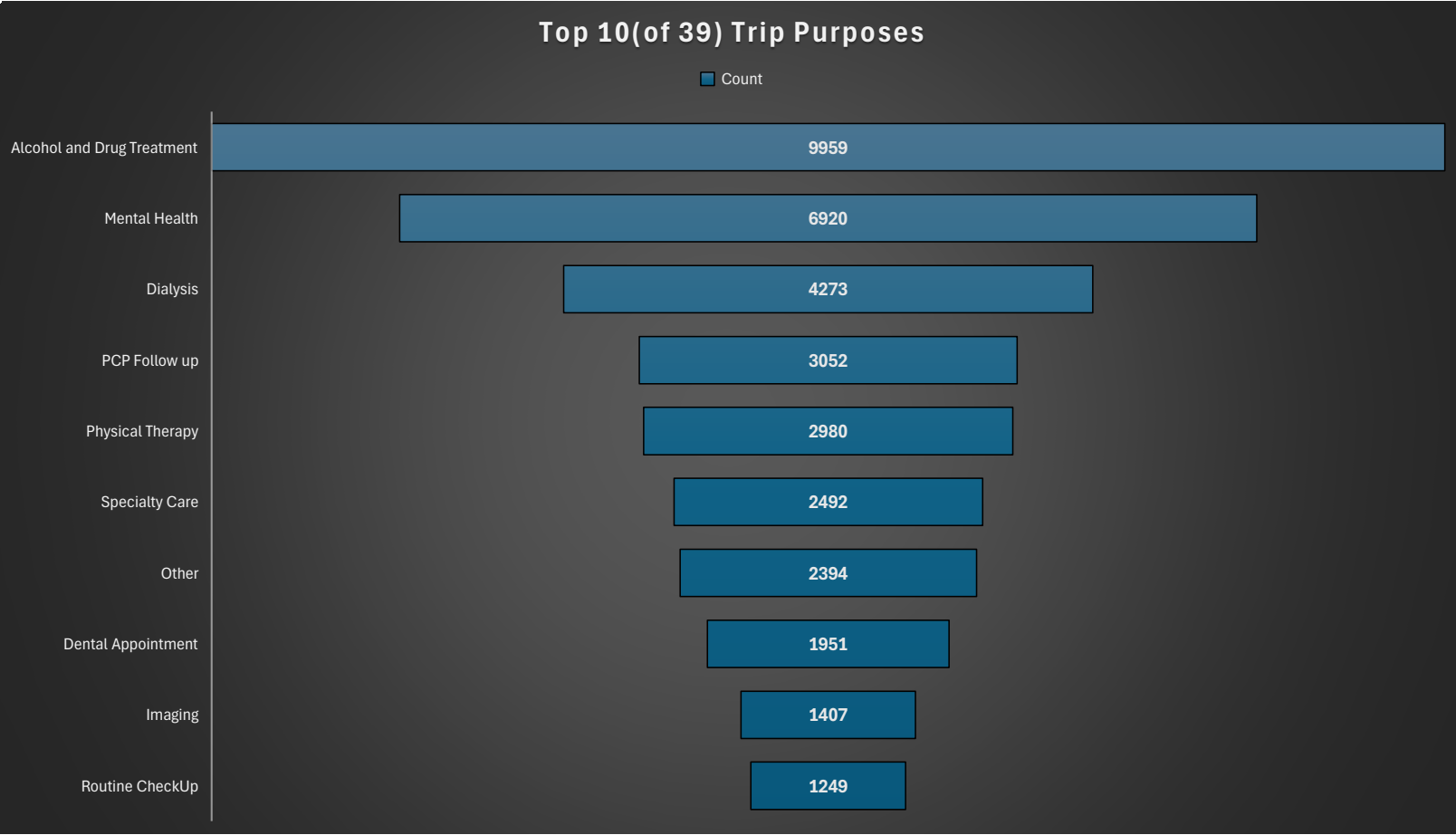
County	State	Trip Count
Canyon County	Idaho	1



Afterhours Trips by Type
Q3 Total: 616



■ Sedan ■ Wheelchair ■ Stretcher ■ Secure



Completed Trips, Miles Driven, and Average per County of TBAC Region

