

April 16, 2025 Regular Meeting of the Board of Directors of the Hood River County Transportation District

224 Wasco Loop, Board Conference Room Hood River, OR 97031 4:00pm – 5:30pm

Agenda

The Hood River County Transportation District Board of Director's Meeting can be attended live through Zoom conferencing technology. Members of the public can attend by calling (253)215-8782, Meeting ID: 838 8911 3516, Password: 554889 or by using the below link: https://us02web.zoom.us/j/83889113516?pwd=bi91Z0diTTRUVW9lbnkwajJFalpVUT09

- 1) Call Meeting to Order 4:00pm
- 2) Roll Call: Greg Pack Chair, Megan Ramey Vice Chair, Tamra Taylor –
 Secretary/Treasurer, Meghan Larivee, Eleazar Reyes, Gisela Ayala Echeverria, Matt
 Althoff
- 3) Approval of March 19, 2025, Meeting Minutes Greg Pack 4:05 pm
- 4) Public Comment

<u>Public Comment Note:</u> This part of the agenda is reserved for members of the public to address the Board on any issue. <u>Please note the following instructions:</u>

- a. To indicate that you would like to provide testimony, please use the raise your hand button.
- b. For those attending via phone only, press *9 on your phone to raise your hand.
- c. When it is your time to speak, your name will be called.
 - i. For those attending via phone only, the last four (4) digits of your phone number will be called.
- d. Please state your name, city of residence, and whom you are representing for the audio recording.
 - i. Once you have provided testimony, your hand will be lowered. Please do not raise your hand again. Only one opportunity to speak is provided.
- e. For those unable or not wanting to speak publicly, testimony may be provided via e-mail at Amy.schlappi@catransit.org
- f. Three (3) minutes per community member.
- 5) Quarterly Financial Report Emily Becktold 4:10 pm
- 6) Resolutions & Action Items 4:20 pm
 - a. Approval of Free City of Hood River Fares on July 4th
- 7) Operations Manager Report Amy Schlappi 4:25 pm
 - a. Employee of the Month



- b. Performance Report
- c. Ridership
- d. Gorge-to-Mountain Recap
- e. Dog Mountain Update

8) Executive Director's Report - Amy Schlappi - 4:35pm

- a. FY25-27 Biennium Funding Update
- b. City of Hood River Route/Upper Valley Update Changes Fall 2025
- c. Dispatch Implementation Update
- d. Legislative Transit Day Recap

9) Executive Session – 4:50 pm

- a. ORS 192.660(2)(i) and 192.660(8) "To review and evaluate the performance of an officer, employee or staff member if the person does not request an open meeting. The reason for executive session may not be used to do a general evaluation of an agency goal, objective or operation or any directive to personnel concerning those subjects."
- b. ORS 192.660(2)(d) "To conduct deliberations with persons designated by the governing body to carry on labor negotiations"

10) Discussion Items

11) Upcoming Events

a. 1st Budget Committee – Wednesday April 23rd at 5PM

12) Adjournment - 5:30pm

To request a reasonable accommodation or language interpreter, including alternative formats and translation of printed materials, please contact CAT's Administration Office no later than 48 hours prior to the meeting at 541-386-4202 (voice) or 7-1-1 (TTY through Oregon Relay Service).

Se Habla Español.



Wednesday, March 19th, 2025 Regular Meeting of the Board of Directors of the Hood River County Transportation District

224 Wasco Loop, Board Conference Room Hood River, OR 97031 4:00 p.m. – 5:30 p.m.

Meeting Minutes

1. Call Meeting to Order

Greg Pack called the Board of Directors Meeting to order at 4:00 PM.

2. Roll Call

Tiah took roll call: Greg Pack - Board Chair, Megan Ramey - Board Vice Chair, Tamra Taylor - Board Secretary/Treasurer, Meghan Larivee, Eleazar Reyes, Matt Althoff

Absent: Gisela Ayala-Echeverria

Staff: Amy Schlappi, Tiah Mayhew, Tim Ravins

Public: Jovi Arellano – Oregon Department of Transportation, Jacquelyn Broader –

Swiftly & Spare

3. Approval of February 19th, 2025, Board of Director Meeting Minutes

Greg asked if there were any changes that the Board would like to make to the February meeting minutes. The meeting minutes were included in the Board meeting materials. No changes were requested.

Motion: Matt made a motion to approve the January 15th Meeting Minutes. The motion was seconded by Meghan L.

Approved by: Greg, Megan R., Tamra, Meghan L., and Matt

Opposed by: None

4. Public Comment

No public comment was made.

5. Monthly Financial Report - Tiah Mayhew

The February financial report was included in the meeting materials. Tiah reported that all numbers look good and are on track. The process for next year's budget has begun, and the Budget Committee meeting dates have been set for April 23rd and May 28th. Both meetings will be from 5-6:30pm. Tiah also mentioned that funds from CAT's money markets have successfully been moved to separate LGIP accounts. Currently just one of the LGIP accounts has earned almost double the interest that previous money markets earned.



6. Resolution and Action Items -

a. Approval of Janitorial Contract

Included in the meeting materials was the new contract for janitorial services. After reviewing three proposals in response to our RFP, United Cleaning Systems has been selected based on qualifications, experience, and cost. Staff is recommending The Board approve United Cleaning Systems.

Motion: Tamra made a motion to approve the janitorial contract for United Cleaning Systems. The motion was seconded by Megan R.

Approved by: Greg, Megan R., Tamra, Eleazar, Meghan L., and Matt

Opposed by: None.

b. Approval of Dispatch Contract

Staff has selected Spare and Swiftly as new dispatch software, STIF Discretionary funding for the Intelligent Information's System project has allowed the upgrade in software as well as cameras installed on buses. The intent of both programs is to increase efficiency and improve operations and rider experience.

Swiftly is a dispatch program that focuses on fixed routes and will allow CAT to create detailed reports, track ridership and vehicles, and provide Real Time information to riders through 3rd party applications like Google or transit app. Swiftly is used by other Oregon agencies comparable in size to CAT (i.e. Josephine County, Tillamook County Transportation District, Albany Transit), the agencies that staff were able to talk to all gave the Swiftly software great reviews.

Spare is a dispatch program that manages the scheduling of Dial-A-Ride and Complementary Paratransit rides. A customer app will also allow riders to book their own rides, which could reduce the number of scheduling calls for staff. Spare is also used by other Oregon agencies comparable in size to CAT, as well as larger agencies. Amy did note this software will not accommodate Upper Valley Deviated Fixed Routes, meaning that if the Board approves staff to sign the Spare contract, the implementation will need to coincide with the planned transition (per the Transit Master Plan) of the Upper Valley Route from a deviated fixed route into a fixed route system. Tamra asked about funding sources and clarification on the contract length.

Jacquelyn from Swiftly gave background on the company's history, the biggest take away being that these are established companies as opposed to a less established start-up company. Greg had a question about a termination clause and Jacquelyn said one does exist and that she would consult with her legal team and follow up with more details. Amy stated that she would ensure both contracts included a termination clause that would address Board concerns. Matt had a question about the start date of the contract, overlap time using the existing and new program and if that would affect the transition of the Upper Valley route to a fixed route. Amy does have a plan to roll out the new software while still using our existing software as well as notifying the public about any changes to the Upper Valley.



Motion: Megan R. made a motion to approve the contract for Swiftly and Spare for a 3-year term. Tamra seconded the motion

Approved by: Greg, Megan R., Tamra, Eleazar, Meghan L., and Matt

Opposed by: None.

c. Approval of Drug & Alcohol Policy

In February CAT had a Drug & Alcohol compliance review. Only a couple of areas of our policy need revision. Changes to the policy have been highlighted in the meeting materials. Examples of refusals and the list safety sensitive positions were two main areas that will be updated.

Motion: Megan R. made a motion to approve the updated Drug & Alcohol Policy. Meghan L. seconded the motion.

Approved by: Greg, Megan R., Tamra, Eleazar, Meghan L., and Matt

Opposed by: None.

d. Approval of Updated Office Hours

The lobby of CAT is currently open seven days a week from 6:30am-6:30pm, current phone service hours are from 5:30am-7:30pm. Upon review we found that CAT's lobby hours were far greater than other equivalent transit agencies. Maintaining the current lobby hours has become increasingly challenging due to limited staffing during early mornings, late evenings, and weekends. We have seen a significant increase in people abusing the lobby and not utilizing it for the intended purpose and causing disruptions. To improve operational efficiency while maintaining customer service, staff proposes updating lobby hours to Monday – Friday, 8:00am – 6:00 pm. Customer service phone hours will remain unchanged at 5:30am – 7:30pm, seven days a week. The customer bathroom will not require a key and be available during weekend hours and will receive a new and improved lock for when it is closed after hours.

Motion: Tamra made a motion to approve the proposed new lobby hours. Meghan L. seconded the motion.

Approved by: Greg, Megan R., Tamra, Eleazar, Meghan L., and Matt

Opposed by: None.

7. Operations Manager Report – Amy Schlappi

a. Performance Report

Overall, February's safety score reached 100 due to no speeding and no harsh events and no crashes. For the month, CAT vehicles were driven 1,310 hours and 36,542 miles, both down slightly due to the shorter month and some closures for winter weather. Fuel costs have increased by \$0.22/gallon and totaled \$17,251.73 for a cost per mile of \$0.47.

There were no formal customer complaints. Vehicle incidents involved a Gorge-To-Mountain Express bus became stuck on Mt. Hood Meadows access road, the driver was



not using chains per ODOT requirements, this issue has been addressed per District policy. Tire chains caused some damage to a Gorge-To-Mountain Express bus mud flap. Staff were able to fix the mud flap. A coolant line broke and created steam in the cabin of Gorge-To-Mountain Express bus. The driver pulled over and another bus was brought to transport riders the remainder of the trip, our mechanic was able to fix onsite and return to CAT. A Gorge-To-Mountain Express bus was leaking oil, the bus was switched out with a minor interruption to service.

Customer incidents during February were a Mt. Hood Meadow's customer was angered by where the bus was parked up at the ski resort and threatened to move the bus. Mt. Hood Meadows employee stepped in and diffused the situation. There was a complaint regarding the Hood River circulator route and how there was not a more direct option. A rider left phone on bus and was angered when they could not immediately go back on bus. A Field Supervisor stepped in and resolved the situation. A Gorge-to-Mountain Express rider told parents they were denied a ride because the ski rack was full. The driver stated that the rider wanted them to wait for their friend and that they needed to use the ski rack. A rider was laying in the back of the Hood River City route bus and was frustrated and became angry when driver stated that there had to be a safe location to stop at for a flag stop.

b. Ridership

Overall ridership and hours of service were down but that was to be expected with less days in service due to the short month and weather delays/cancelations. When compared to last year's ridership for the same month it was up by 3%.

c. Employee of the Month

John Jobe has been named CAT's Employee of the Month.

8. Executive Director Report – Amy Schlappi

a. Real Property Purchase Update

The property purchase has been completed, CAT is now the owners of the empty lot just south of the CAT office. Currently the lot is being used as stand-by bus storage which reduces congestion in our bus barn area.

b. Grant Update

The NoLow grant that was awarded a couple years ago with the purpose of electrifying some of the fleet and facility modifications has not been executed fully. Status of that grant may change but the end date should still be September 2026. This leaves less time to execute the grant but Amy is working with Jovi from ODOT who coordinates with FTA on what can and can't be used for the grant. Jovi added that final details will be coming and she should have updates for next month's meeting.

Federal funding for the next fiscal year may see delays. ODOT is working to figure out funding they can assist with and when the funding may arrive. Figures to maintain service



have been provided to ODOT and Amy is hoping to hear back by the end of the month or early next month.

c. Multnomah Falls Permit Checker Program

Funding has been secured for this year's program. Funds come from partners at the U.S. Forest Service, ODOT and Clackamas County Tourism. A request for proposal will go out by the end of the week and the program will operate similar to last year.

d. Upcoming Election Update

For Board Members whose terms are ending and that would like to run again, the due date for submissions and payment is Mar. 20th at 5pm.

e. Review of Proposed FY26 Board Priorities

The priorities are to maintain current service levels, transition the Upper Valley to a fixed route, reduce inefficiencies on the City route and permanent bus stop infrastructure, add bus stops in Cascade Locks at Forest Lane, implement new dispatch software to increase operational efficiencies and improve rider experience, continue to grow the Gorge Pass program, ongoing training for staff and Human Resources leadership, expand and improve facilities, construction of a new park and ride lot as funding allows, continue to expand outreach to vulnerable communities, explore innovative options and implement solutions to address specific transportation needs, and procure new vehicles for local and regional services. Amy is just looking for general approval from the Board that these are all heading in the right direction. The Board had no suggestions and agreed with these priorities.

9. Discussion Items

There were no major discussion items. Megan R. did mention a social media post praising CAT's services.

10. Upcoming Events

April 10th is the Gorge Transit Summit with Jarrett Walker presenting. Tamra was approached to attend the Transportation Justice Institute with a focus on marginalized group. Any useful info she gathers will be shared with the group.

11. Adjournment

Motion: Megan R. made a motion to adjourn the meeting. The motion was seconded by Meghan L.

Approved by: Greg, Megan R., Tamra, Eleazar, Meghan L., and Matt

Opposed by: None

The meeting was adjourned at 4:55PM.

The Hood River County Transportation District Board of Directors meeting minutes are prepared and presented in summary form. Video recordings of the meetings are on file at CAT and are part of the approved minutes. If you would like to watch the recording of the

Prepared by: Tim Ravins, Administrative Assistant

Approved by: Tamra Taylor, Secretary-Treasurer



Memorandum

To: Hood River County Transportation District – Board of Directors

From: Emily Becktold, CPA

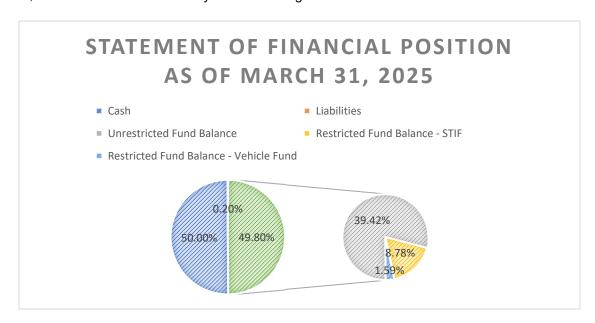
Date: April 10, 2025

Re: Financial Report Analysis for the Quarter Ended March 31, 2025

Statement of Financial Position (Balance Sheet)

<u>Cash Balance</u> – Total available cash at the end of March 2025 was about \$1.4m – a \$113k increase over this time last year. Management worked to redistribute the District's cash between several new accounts this last year, which is reflected in the change in account names and balances.

In June 2024, The District's \$1m of savings funds were moved out of the County's account and into its own LGIP account, which earned an average interest rate of 4.64%% in March, a slight decrease from the 4.85% earned in December. Thanks to this increase in interest income, management decided to move the restricted funds out of Umpqua Money Market accounts and into two separate LGIP accounts, which was completed in March of 2025. All the District's reserve and restricted funds are now in LGIP accounts, which allows the District easy access and higher interest rates.



<u>Credit Cards & Other Current Liabilities</u> – The credit card balance was \$3k as of March 31, 2025, \$2k more than the \$1k balance in the prior year. Accrued payroll of \$2k at the end of March consisted of retirement contributions and union dues which were withheld but not yet paid as of the end of the month. Outstanding payroll liabilities from the prior month are routinely paid at the beginning of the following month.

<u>Fund Balance (Equity)</u> – The total fund balance (or "equity") of the District as of March 31, 2025 was almost \$1.4m, a \$116k increase from the prior year. Of this balance, approximately \$280k is restricted and \$1.1m is unrestricted as of March 31, 2025. Note that the restricted fund balances are tied to the related LGIP account balances. The STIF fund balance is preliminary, as the Q3 adjustments are not made until after all the grant reporting is complete in April.

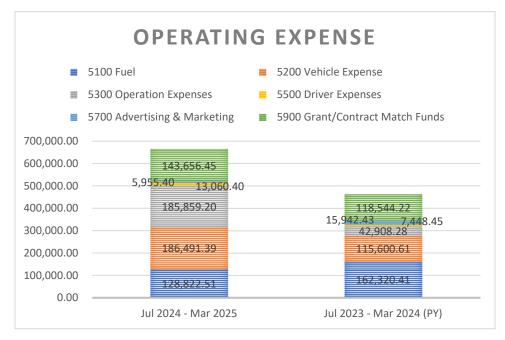
Statement of Activity (Income Statement)

<u>Total Revenue</u> – Total revenue earned through the end of March was \$2.7m, which is \$622k more than FY24. For the first three quarters of the year, the District received \$369k more of federal and \$180k more of state grants than compared to the prior year, thanks to the federal grant reimbursement received for the new buses and more state STIF Discretionary funds received to offset the decrease is CARES funds.

Interest income is significantly increased from prior year, thanks to the District transferring its reserve funds to its own LGIP account. All other revenue lines fluctuated somewhat above or below the prior year, but collectively remained fairly stable.

Total revenue for the three quarters FY25 was \$2.4m less than budget, but this is primarily due to capital projects still outstanding and capital reimbursement grants for the property purchase that will be submitted with the Q3 reimbursement requests.

<u>Cost of Goods Sold</u> – Total cost of goods sold for the first three quarters of FY25 was approximately \$664k, \$200k more than FY24 and \$28k under budget. The sub-accounts for the cost of goods sold include:



<u>Fuel</u> – Fuel expenses through March 2025 totaled \$129k, significantly less than both the budget and prior year expenses by \$81k and \$33k respectively.

<u>Vehicle Expense</u> – Vehicle supplies, insurance, repairs and maintenance, tires, and janitorial expenses for the quarter were \$186k, which is \$70k more than the prior year due to an increase in vehicle repair expenses. There were several factors that contributed to this increase, including the increasing age of the District's current fleet, the cost inflation of parts and supplies, and the District's new mechanic which is both more expensive and more proactive on repair work compared to the prior mechanic. This additional maintenance work to not expected to be recurrent, and the District's vehicle expense for the three quarters of the year is still \$7k under budget.

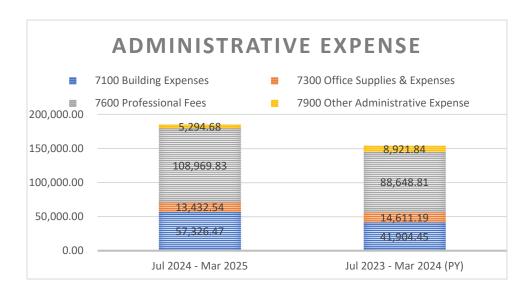
<u>Operation Expenses</u> – Merchant processing fees, shop supplies, dispatch, GPS software, 2-way radio software, and cellular data expenses through the end of March totaled \$186k, which is \$143k more than this time last year. This is due to purchase of new dispatch software, as approved in the March Board meeting. The cost covers 3 years of service.

<u>Driver Expenses</u> – Driver expenses were \$13k through the third quarter, which is about \$6k more than both the prior year and budgeted amounts. This is attributed to additional driver uniform and safety equipment purchased, as well as a new driver training program, Smith System.

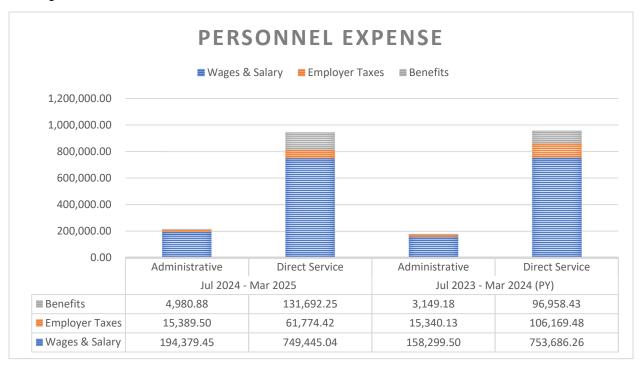
<u>Advertising & Marketing</u> – Advertising expense through the end of March 2025 fell just under \$6k, which is below both the budget and the FY24 expense by \$9k and \$10k respectively.

<u>Grant / Contract Match Funds</u> – Grant and contract match funds for the first three quarters of FY25 were \$144k, which is \$49k under budget, but \$25k more than the prior year, due to another agency's delay in billing from the prior year.

Administrative Expenses – Administrative expenses through the end of March totaled \$185k, which is \$31k more than the prior year. The largest difference is a \$20k increase in professional fees due to an increase in audit fees and IT consultants. Additionally, there was a \$15k increase in building maintenance expenses in the current year due to roof, heating, and fire suppression system repairs, as well as the installation of a new eyewash station. Total administrative expenses are \$224k less than the budget due to lower than anticipated professional expenses caused by a delay in awarded grant contracts.



<u>Personnel</u> –Total personnel expenses through the end of March 2025 were \$1.1m, which is \$278k less than the budgeted amount of \$1.4mk. The budget variance is approximately 5% administrative and 95% operating, thanks to scheduling efficiency and the ending of the seasonal services. Wages for the first three quarters were \$38k higher for admin and \$14k lower for operating compared to the prior year, for a net wage increase of \$24k.



<u>Capital Outlay</u> – The District spent \$940k in capital asset purchases so far this year. The District was able to purchase an empty lot across the street from their headquarters for \$322k, which will be used to construct a new park-and-ride facility in the coming years. Two new buses, costing \$617k, were finally received this quarter as well. The buses were purchased with grant money, which has already been received. The majority of the land purchase grant reimbursement is anticipated to be received in Q4, with a remaining \$60k anticipated in FY26. The District plans to develop that site and move forward on additional fleet replacements, as funding and availability allow.

<u>Net Operating Revenue</u> – The net operating loss for the first three quarters of FY25 was (\$252k), which is significantly less than the prior year and budgeted amounts. The majority of this difference is due to grant expenses which have yet to be reimbursed, specifically the property and dispatch technology purchases.

Other Notes and Comments

<u>Accounts Receivable</u> – On an accrual basis of accounting, the outstanding A/R at the end of March was \$16k. All receivables are within 90 days of being billed.

<u>Accounts Payable</u> – The outstanding amount due to vendors as of March 31, 2025 was \$23k, and almost all vendor balances are within 30 days.

<u>Budget</u> – The FY25 budget appears to be on track. Because capital purchases were budgeted for, but not yet received this year, the total administrative and operating expenses so far this year are still far under budget.

As of March 31, 2025

| | Actual | Approved | Under/(Over) | |
|----------------------|-----------|-----------|--------------|-------------|
| | Expense | Budget | Budget | Remaining % |
| Administrative | | | | |
| Materials & Services | 185,024 | 547,200 | 362,176 | |
| Personnel Expense | 214,750 | 304,926 | 90,176 | |
| Capital Outlay | - | - | - | |
| Total Administrative | 399,774 | 852,126 | 452,352 | 53.1% |
| | | | | |
| Operating | | | | |
| Materials & Services | 663,845 | 920,352 | 256,507 | |
| Personnel Expense | 942,912 | 1,609,110 | 666,198 | |
| Capital Outlay | 940,016 | 3,412,653 | 2,472,637 | |
| Total Operating | 2,546,773 | 5,942,115 | 3,395,342 | 57.1% |

Other Updates

Merina and Company helped reformat and streamline the Gorge partner pass purchase tracking
and distribution spreadsheet, which has allowed for much cleared tracking and timely reporting to
the other partners in the program. The new spreadsheet also allows for expansion of the
program, if the retail pass program moves forward as planned. Both staff and transportation
partners have reported significant time savings and more clarity, as a result of the new process.



Quarterly Financial Reports - Cash Basis July 1, 2024 - March 31, 2025

Prepared on April 10, 2025

Statement of Financial Position Comparison

As of March 31, 2025

| TOTAL LIABILITIES AND EQUITY | \$1,365,256.26 | \$1,251,707.19 | \$113,549.07 | 9.07 % |
|--|----------------|--------------------|---------------|------------|
| Total Equity | \$1,359,774.74 | \$1,243,464.52 | \$116,310.22 | 9.35 % |
| Net Revenue | (252,642.13) | 246,114.80 | (498,756.93) | (202.65 %) |
| Total 3200 Fund Balance - Restricted | 283,398.72 | 200,000.00 | 83,398.72 | 41.70 % |
| 3220 Restricted Capital Asset Funds | 43,537.93 | | 43,537.93 | |
| 3210 Restricted STIF Funds | 239,860.79 | 200,000.00 | 39,860.79 | 19.93 % |
| 3200 Fund Balance - Restricted | | | | |
| 3100 Fund Balance - Unassigned | 1,329,018.15 | 797,349.72 | 531,668.43 | 66.68 % |
| Equity | | | • | - |
| Total Liabilities | \$5,481.52 | \$8,242.67 | \$ (2,761.15) | (33.50 %) |
| Total Current Liabilities | \$5,481.52 | \$8,242.67 | \$ (2,761.15) | (33.50 %) |
| Total Other Current Liabilities | \$2,160.68 | \$6,921.06 | \$ (4,760.38) | (68.78 %) |
| 2500 Accrued Payroll | 2,160.68 | 6,921.06 | (4,760.38) | (68.78 %) |
| Other Current Liabilities | | | | |
| Total Credit Cards | \$3,320.84 | \$1,321.61 | \$1,999.23 | 151.27 % |
| 2200 Umpqua - Credit Card | 3,320.84 | 1,321.61 | 1,999.23 | 151.27 % |
| Credit Cards | | | | |
| Current Liabilities | | | | |
| Liabilities | | | | |
| LIABILITIES AND EQUITY | | | | |
| TOTAL ASSETS | \$1,365,256.26 | \$1,251,707.19 | \$113,549.07 | 9.07 % |
| Total Current Assets | \$1,365,256.26 | \$1,251,707.19 | \$113,549.07 | 9.07 % |
| Total Bank Accounts | \$1,365,256.26 | \$1,251,707.19 | \$113,549.07 | 9.07 % |
| 1050 Petty Cash | 100.00 | 100.00 | 0.00 | 0.00 % |
| 1032 LGIP - Vehicle Fund | 41,952.93 | | 41,952.93 | |
| 1031 LGIP - STIF Funds | 239,860.79 | | 239,860.79 | |
| 1030 LGIP - Savings (6634) | 968,278.63 | | 968,278.63 | |
| 1020 Hood River County - LGIP | 893.77 | 969,955.00 | (969,061.23) | (99.91 % |
| (deleted) | 0.00 | 2 10,7 10.0 1 | (210,710.01) | (100.00 70 |
| 1000 Ompqua - Operating (0900) 1001 Umpqua - Money Market - STIF Funds (4890) | 0.00 | , | (245,749.54) | (100.00 % |
| Bank Accounts 1000 Umpqua - Operating (6906) | 114,170.14 | 35,902.65 | 78,267.49 | 218.00 % |
| Current Assets | | | | |
| ASSETS | | | | |
| | 2025 | (PY) | | CHANGE |
| | AS OF MAR 31, | AS OF MAR 31, 2024 | CHANGE | 9 |
| | | TOTAL | | |

Note

Unaudited - Should Be Used for Management Purposes Only

Statement of Activity Comparison

July 2024 - March 2025

| | | TOTAL | | |
|---|---------------------|--------------------------|--------------|-------------|
| | JUL 2024 - MAR 2025 | JUL 2023 - MAR 2024 (PY) | CHANGE | % CHANGE |
| Revenue | | | | |
| 4100 Fare Revenue | 183,799.50 | 169,663.05 | 14,136.45 | 8.33 % |
| 4200 Contract Revenue | 80,000.00 | 102,484.00 | (22,484.00) | (21.94 %) |
| 4500 Federal Funds | 898,503.00 | 529,284.00 | 369,219.00 | 69.76 % |
| 4700 State Funds | 1,187,260.84 | 1,006,825.75 | 180,435.09 | 17.92 % |
| 4800 Tax Revenue | 253,169.83 | 246,180.90 | 6,988.93 | 2.84 % |
| 4900 Other Revenue | | | | |
| 4910 Interest Income | 53,502.14 | (487.35) | 53,989.49 | 11,078.18 % |
| 4920 Reimbursement Income | 14,515.05 | 3,682.76 | 10,832.29 | 294.14 % |
| 4940 Sales of Equipment | 3,166.00 | 11,691.23 | (8,525.23) | (72.92 %) |
| 4990 Misc Revenue | 19,538.39 | 1,168.25 | 18,370.14 | 1,572.45 % |
| Total 4900 Other Revenue | 90,721.58 | 16,054.89 | 74,666.69 | 465.07 % |
| Total Revenue | \$2,693,454.75 | \$2,070,492.59 | \$622,962.16 | 30.09 % |
| Cost of Goods Sold | | | | |
| 5100 Fuel | 128,822.51 | 162,320.41 | (33,497.90) | (20.64 %) |
| 5200 Vehicle Expense | 186,491.39 | 115,600.61 | 70,890.78 | 61.32 % |
| 5300 Operation Expenses | 185,839.26 | 42,908.28 | 142,930.98 | 333.11 % |
| 5500 Driver Expenses | 13,080.34 | 7,448.45 | 5,631.89 | 75.61 % |
| 5700 Advertising & Marketing | 5,955.40 | 16,045.55 | (10,090.15) | (62.88 %) |
| 5900 Grant/Contract Match Funds | 143,656.45 | 118,544.22 | 25,112.23 | 21.18 % |
| Total Cost of Goods Sold | \$663,845.35 | \$462,867.52 | \$200,977.83 | 43.42 % |
| GROSS PROFIT | \$2,029,609.40 | \$1,607,625.07 | \$421,984.33 | 26.25 % |
| Expenditures | | | | |
| 7000 Administrative Expenses | 0.00 | 0.00 | 0.00 | |
| 7100 Building Expenses | 57,326.47 | 41,904.45 | 15,422.02 | 36.80 % |
| 7300 Office Supplies & Expenses | 13,432.54 | 14,611.19 | (1,178.65) | (8.07 %) |
| 7600 Professional Fees | 108,969.83 | 88,648.81 | 20,321.02 | 22.92 % |
| 7900 Other Administrative Expense | 5,294.68 | 8,921.84 | (3,627.16) | (40.65 %) |
| Total 7000 Administrative Expenses | 185,023.52 | 154,086.29 | 30,937.23 | 20.08 % |
| 8000 Personnel Expense | | | | |
| 8100 Administrative Personnel Expense | 0.00 | 0.00 | 0.00 | |
| 8110 Administrative Wages & Salary | 194,379.45 | 158,299.50 | 36,079.95 | 22.79 % |
| 8130 Administrative Employer Taxes | 15,389.50 | 15,340.13 | 49.37 | 0.32 % |
| 8150 Administrative Benefits | 4,980.88 | 3,149.18 | 1,831.70 | 58.16 % |
| Total 8100 Administrative Personnel Expense | 214,749.83 | 176,788.81 | 37,961.02 | 21.47 % |

Statement of Activity Comparison

July 2024 - March 2025

| | | TOTAL | | |
|---|---------------------|--------------------------|-----------------|------------|
| | JUL 2024 - MAR 2025 | JUL 2023 - MAR 2024 (PY) | CHANGE | % CHANGE |
| 8200 Direct Service Personnel Expense | 0.00 | 0.00 | 0.00 | |
| 8210 Direct Service Wages & Salary | 749,445.04 | 753,686.26 | (4,241.22) | (0.56 %) |
| 8230 Direct Service Employer Taxes | 61,774.42 | 106,169.48 | (44,395.06) | (41.82 %) |
| 8250 Direct Service Benefits | 131,692.25 | 96,958.43 | 34,733.82 | 35.82 % |
| Total 8200 Direct Service Personnel Expense | 942,911.71 | 956,814.17 | (13,902.46) | (1.45 %) |
| Total 8000 Personnel Expense | 1,157,661.54 | 1,133,602.98 | 24,058.56 | 2.12 % |
| 9000 Capital Outlay | | | | |
| 9100 Land, Buildings, & Facilities | 322,631.14 | 73,821.00 | 248,810.14 | 337.05 % |
| 9500 Equipment - Operating | 617,385.33 | | 617,385.33 | |
| Total 9000 Capital Outlay | 940,016.47 | 73,821.00 | 866,195.47 | 1,173.37 % |
| Unapplied Cash Bill Payment Expense | (450.00) | 0.00 | (450.00) | |
| Total Expenditures | \$2,282,251.53 | \$1,361,510.27 | \$920,741.26 | 67.63 % |
| NET OPERATING REVENUE | \$ (252,642.13) | \$246,114.80 | \$ (498,756.93) | (202.65 %) |
| NET REVENUE | \$ (252,642.13) | \$246,114.80 | \$ (498,756.93) | (202.65 %) |

Note

Unaudited - Should Be Used for Management Purposes Only

Budget vs. Actuals: FY25 July 2024 - March 2025

| | | TO | ΓAL | |
|---|----------------|----------------|-------------------|------------|
| | ACTUAL | BUDGET | OVER BUDGET | % OF BUDGE |
| Revenue | | | | |
| 4100 Fare Revenue | 183,799.50 | 169,500.06 | 14,299.44 | 108.44 % |
| 4200 Contract Revenue | 80,000.00 | 95,249.97 | (15,249.97) | 83.99 % |
| 4500 Federal Funds | 898,503.00 | 2,711,211.84 | (1,812,708.84) | 33.14 % |
| 4700 State Funds | 1,187,260.84 | 1,855,463.22 | (668,202.38) | 63.99 % |
| 4800 Tax Revenue | 253,169.83 | 189,000.00 | 64,169.83 | 133.95 % |
| 4900 Other Revenue | | 0.00 | 0.00 | |
| 4910 Interest Income | 53,502.14 | 15,000.03 | 38,502.11 | 356.68 % |
| 4920 Reimbursement Income | 14,515.05 | | 14,515.05 | |
| 4940 Sales of Equipment | 3,166.00 | 10,000.00 | (6,834.00) | 31.66 % |
| 4990 Misc Revenue | 19,538.39 | 7,499.97 | 12,038.42 | 260.51 % |
| Total 4900 Other Revenue | 90,721.58 | 32,500.00 | 58,221.58 | 279.14 % |
| Total Revenue | \$2,693,454.75 | \$5,052,925.09 | \$ (2,359,470.34) | 53.30 % |
| Cost of Goods Sold | | | | |
| 5100 Fuel | 128,822.51 | 209,999.97 | (81,177.46) | 61.34 % |
| 5200 Vehicle Expense | 186,491.39 | 193,513.97 | (7,022.58) | 96.37 % |
| 5300 Operation Expenses | 185,839.26 | 73,424.97 | 112,414.29 | 253.10 % |
| 5500 Driver Expenses | 13,080.34 | 7,500.06 | 5,580.28 | 174.40 % |
| 5700 Advertising & Marketing | 5,955.40 | 14,625.00 | (8,669.60) | 40.72 % |
| 5900 Grant/Contract Match Funds | 143,656.45 | 192,749.94 | (49,093.49) | 74.53 % |
| Total Cost of Goods Sold | \$663,845.35 | \$691,813.91 | \$ (27,968.56) | 95.96 % |
| GROSS PROFIT | \$2,029,609.40 | \$4,361,111.18 | \$ (2,331,501.78) | 46.54 % |
| Expenditures | | | | |
| 7000 Administrative Expenses | 0.00 | | 0.00 | |
| 7100 Building Expenses | 57,326.47 | 30,100.00 | 27,226.47 | 190.45 % |
| 7300 Office Supplies & Expenses | 13,432.54 | 13,500.00 | (67.46) | 99.50 % |
| 7600 Professional Fees | 108,969.83 | 356,249.97 | (247,280.14) | 30.59 % |
| 7900 Other Administrative Expense | 5,294.68 | 9,150.03 | (3,855.35) | 57.87 % |
| Total 7000 Administrative Expenses | 185,023.52 | 409,000.00 | (223,976.48) | 45.24 % |
| 8000 Personnel Expense | | | | |
| 8100 Administrative Personnel Expense | 0.00 | | 0.00 | |
| 8110 Administrative Wages & Salary | 194,379.45 | 198,407.25 | (4,027.80) | 97.97 % |
| 8130 Administrative Employer Taxes | 15,389.50 | 23,160.69 | (7,771.19) | 66.45 % |
| 8150 Administrative Benefits | 4,980.88 | 7,126.56 | (2,145.68) | 69.89 % |
| Total 8100 Administrative Personnel Expense | 214,749.83 | 228,694.50 | (13,944.67) | 93.90 % |
| 8200 Direct Service Personnel Expense | 0.00 | | 0.00 | |
| 8210 Direct Service Wages & Salary | 749,445.04 | 922,536.72 | (173,091.68) | 81.24 % |
| 8230 Direct Service Employer Taxes | 61,774.42 | 123,984.09 | (62,209.67) | 49.82 % |
| 8250 Direct Service Benefits | 131,692.25 | 160,311.78 | (28,619.53) | 82.15 % |
| Total 8200 Direct Service Personnel Expense | 942,911.71 | 1,206,832.59 | (263,920.88) | 78.13 % |
| Total 8000 Personnel Expense | 1,157,661.54 | 1,435,527.09 | (277,865.55) | 80.64 % |
| 9000 Capital Outlay | | | | |

Budget vs. Actuals: FY25 July 2024 - March 2025

| | TOTAL | | | | | | |
|-------------------------------------|-----------------|----------------|-------------------|---------------|--|--|--|
| | ACTUAL | BUDGET | OVER BUDGET | % OF BUDGET | | | |
| 9100 Land, Buildings, & Facilities | 322,631.14 | 828,474.75 | (505,843.61) | 38.94 % | | | |
| 9500 Equipment - Operating | 617,385.33 | 1,731,015.00 | (1,113,629.67) | 35.67 % | | | |
| Total 9000 Capital Outlay | 940,016.47 | 2,559,489.75 | (1,619,473.28) | 36.73 % | | | |
| Unapplied Cash Bill Payment Expense | (450.00) | | (450.00) | | | | |
| Total Expenditures | \$2,282,251.53 | \$4,404,016.84 | \$ (2,121,765.31) | 51.82 % | | | |
| NET OPERATING REVENUE | \$ (252,642.13) | \$ (42,905.66) | \$ (209,736.47) | 588.83 % | | | |
| Other Revenue | | | | | | | |
| 9910 Beginning Fund Balance | | 870,000.03 | (870,000.03) | | | | |
| Total Other Revenue | \$0.00 | \$870,000.03 | \$ (870,000.03) | 0.00% | | | |
| Other Expenditures | | | | | | | |
| 9950 Contingency | | 299,744.28 | (299,744.28) | | | | |
| 9970 Reserve for Future Use | | 524,999.97 | (524,999.97) | | | | |
| Total Other Expenditures | \$0.00 | \$824,744.25 | \$ (824,744.25) | 0.00% | | | |
| NET OTHER REVENUE | \$0.00 | \$45,255.78 | \$ (45,255.78) | 0.00% | | | |
| NET REVENUE | \$ (252,642.13) | \$2,350.12 | \$ (254,992.25) | (10,750.18 %) | | | |

Note

Unaudited - Should Be Used for Management Purposes Only

Bill Payment List

March 2025

| DATE | NUM | VENDOR | AMOUN1 |
|---------------------|-----------------|---------------------------------------|----------------|
| 1000 Umpqua - Ope | erating (6906) | | |
| 03/05/2025 | 22947 | Bohn's Printing | (95.93 |
| 03/05/2025 | 22948 | Butterfield Testing Solutions | (313.50 |
| 03/05/2025 | 22949 | MCEDD | (10,130.86 |
| 03/05/2025 | 22950 | Amalgamated Transit Union | (212.50 |
| 03/05/2025 | 22951 | Hendrix Heavy Wrench | (4,380.00 |
| 03/12/2025 | | Valic | (1,973.06 |
| 03/28/2025 | 22952 | Day Wireless Systems | (44.00 |
| 03/28/2025 | 22953 | Special Districts Insurance | (11,725.00 |
| 03/28/2025 | 22954 | Providence OCC Travel Medicine Clinic | (190.00 |
| 03/28/2025 | 22955 | VanKoten & Cleaveland, LLC | (105.00 |
| 03/28/2025 | 22956 | HR Answers | (3,533.50 |
| 03/28/2025 | 22957 | Napa Auto Parts | (1,989.20 |
| 03/28/2025 | 22958 | Weatherly Printing | (320.50 |
| 03/28/2025 | 22959 | Butterfield Testing Solutions | (747.00 |
| 03/28/2025 | 22960 | Hendrix Heavy Wrench | (10,938.28 |
| 03/28/2025 | 22961 | UniteGPS LLC | (936.00 |
| 03/28/2025 | 22962 | Cintas | (256.80 |
| 03/28/2025 | 22963 | Downtowner App, LLC | (1,000.00 |
| 03/28/2025 | 22964 | Gorge Area Business Assistance | (626.41 |
| 03/28/2025 | 22965 | Access Tech LLC | (916.00 |
| 03/28/2025 | 22966 | Peterson Trucks | (11.79 |
| 03/28/2025 | 22967 | SST/Security Systems Technology | (590.00 |
| 03/28/2025 | 22968 | Valencia Lawn Care LLC | (300.00 |
| 03/28/2025 | 22969 | Swiftly Inc | (51,136.00 |
| 03/28/2025 | 22970 | Spare | (84,744.00 |
| 03/28/2025 | 22971 | Merina & Co | (2,400.00 |
| Total for 1000 Umpo | qua - Operating | (6906) | \$ (189,615.33 |

Note

Unaudited - Should Be Used for Management Purposes Only

A/R Aging Summary

As of March 31, 2025

| | CURRENT | 1 - 30 | 31 - 60 | 61 - 90 | 91 AND OVER | TOTAL |
|-------------------------|------------|----------|------------|------------|-------------|-------------|
| City of Hood River | | | 6,000.00 | | | \$6,000.00 |
| Emily K Reed Consulting | 3,533.50 | | | 5,000.00 | | \$8,533.50 |
| MCEDD (The Link) | | 170.00 | | | | \$170.00 |
| USDA Forest Service | | | 1,532.60 | | | \$1,532.60 |
| TOTAL | \$3,533.50 | \$170.00 | \$7,532.60 | \$5,000.00 | \$0.00 | \$16,236.10 |

Note

Unaudited - Should Be Used for Management Purposes Only

Note: This is exclusively an accrual basis report, and therefore not included in any of the cash basis reports provided.

A/P Aging Summary

As of March 31, 2025

| | CURRENT | 1 - 30 | 31 - 60 | 61 - 90 | 91 AND OVER | TOTAL |
|---------------------------------|-------------|-------------|---------|---------|-------------|-------------|
| Bohn's Printing | 56.70 | | | | | \$56.70 |
| Butterfield Testing Solutions | | 253.50 | | | | \$253.50 |
| Cintas | 256.80 | | | | | \$256.80 |
| Greg Pack | 30.00 | | | | | \$30.00 |
| Meghan Larivee | 30.00 | | | | | \$30.00 |
| O'Reilly Automotive | | | | | -10.01 | \$ -10.01 |
| Special Districts Insurance | 10,668.00 | 11,725.00 | | | | \$22,393.00 |
| SST/Security Systems Technology | 270.00 | | | | 180.00 | \$450.00 |
| Weatherly Printing | 31.00 | | | | | \$31.00 |
| TOTAL | \$11,342.50 | \$11,978.50 | \$0.00 | \$0.00 | \$169.99 | \$23,490.99 |

Note

Unaudited - Should Be Used for Management Purposes Only

Note: This is exclusively an accrual basis report, and therefore not included in any of the cash basis reports provided.



Memo

To: HRCTD - BOARD OF DIRECTORS

From: Tiah Mayhew, Office Manager

Date: 4/16/2025

Re: July 4th Free Fares

Background

In previous years, CAT has offered free fares on the Hood River City Route on July 4th. This initiative helps reduce traffic congestion and encourages community members and visitors to use public transit to attend the 4th of July festivities.

In 2024, CAT did not offer free fares on July 4th because staff did not bring the request to the board in time for approval. Moving forward, staff would like the Board to consider the following two options:

- 1. Approve ongoing annual free fares on the City Route every July 4th.
- 2. Require staff to bring this request to the Board each year for individual approval.

Issues or Impact

Offering free service on the City Route for the 4th of July will result in a loss of fare revenue (roughly \$100) for that day. However, it presents an opportunity to strengthen our partnership with the City of Hood River and support local efforts to manage downtown traffic congestion. CAT staff will collaborate with the City of Hood River to promote the free service and ensure strong public awareness.

Action Required

The Board should discuss and vote to approve or not approve one of the options suggested by staff.

Recommendation



Staff recommend that we provide free fares on the City Route on July 4th and are open to either option. If option 2 is selected staff will update their processes to ensure that every June the Board has the option to approve or not approve the policy.



March 2025 Operations Report

| Safety Scores | | | | | | | | | | |
|----------------------|------------|---------------|--------------|---------------|--|--|--|--|--|--|
| Category | March 2025 | February 2025 | January 2025 | December 2024 | | | | | | |
| Overall Safety Score | 100 | 100 | 99 | 98 | | | | | | |
| Crashes | 0 | 0 | 2 | 1 | | | | | | |
| Harsh Events | 0 | 0 | 3 | 5 | | | | | | |
| % Speed -Moderate | %0.2 | %.06 | %.2 | .9% | | | | | | |
| % Speed- Heavy | %.003 | %.002 | %.007 | .02% | | | | | | |
| % Speed - Severe | %.001 | %.0 | %.001 | 0% | | | | | | |

- Safety Score was maintained from last month due to the continued reduction in harsh events and crashes.
- The percentage of over speed limit is defined by the percentage of drive time where speeding occurred.
- In March, fuel costs decreased by \$.09 per gallon.

| Operations Data | | | | | | | | | | |
|--------------------|-------------|---------------|--------------|---------------|--|--|--|--|--|--|
| Category | March 2025 | February 2025 | January 2025 | December 2024 | | | | | | |
| Fixed OTP | | | | | | | | | | |
| DAR OTP | | | | | | | | | | |
| Vehicle Hours | 1,460 | 1,314 | 1,555 | 1,113 | | | | | | |
| Driven | | | | | | | | | | |
| Vehicle Miles | 40,969 | 36,542 | 43,826 | 35,975 | | | | | | |
| Driven | | | | | | | | | | |
| Fuel Cost | \$15,748.08 | \$17,251.73 | \$12,763 | \$11,416 | | | | | | |
| Fuel Cost per Mile | \$.38 | \$.47 | \$0.29 | \$0.31 | | | | | | |
| | | · | | | | | | | | |
| Category | March 2025 | February 2025 | January 2025 | December 2024 | | | | | | |
| Formal Customer | 3 | 0 | 1 | 1 | | | | | | |
| Complaints | | | | | | | | | | |
| Vehicle Incidents | 3 | 4 | 5 | 3 | | | | | | |
| Customer Incidents | 6 | 5 | 5 | 1 | | | | | | |
| Vandalism | 0 | 0 | 1 | 0 | | | | | | |

Formal Complaints:

- A rider called to report that a driver had been rude, questioning her ability to use the stairs.
- A rider wanted to express that all buses should wait for each other and not leave until each route had arrived.

• Vehicle Incidents:

- Driver bumped into the mirror of another bus while in the bus garage, no damage.
- The CGE bus lost air from suspension while in route but aired up when shut down. The bus was deemed safe to drive back to the CAT station.
- The ski/snowboard equipment rack on bus #469 fell off while the bus was operating between
 Mt Hood Meadows and the CAT station.
- The fire suppression alarm started going off on the CGE bus on its way back to CAT. The bus returned, taken out of service, and the mechanics were made aware.

Customer Incidents:

- Rider boarded the Hood River bus and told the driver that they had lost their pass and asked if they could board without one. The driver told them that they needed a pass or \$1. The rider continued to ask to ride for free but ultimately paid.
- Rider boarded the Upper Valley bus, when the driver asked which stop they were going to, the
 rider used profane language asking why it mattered then stated he was going to the CAT station.
 The driver informed the rider that this was the Upper Valley bus so the rider de-boarded.
- Gorge-to-Mountain driver reported that riders were consistently eating on the bus and leaving their food trash. The driver made an announcement that food was not allowed, however, if you do eat, please clean up your mess but excessive trash was still left.
- Two individuals were in the bathroom at the CAT station for an extended period. Staff checked
 on them and the individuals stated that they were cleaning the bathroom. Staff went back out
 and the individuals had exited but still had the bathroom key, staff asked for the key, and they
 became verbally aggressive.
- The Hood River City bus driver had finished the route and was waiting for the next driver. A rider wanted to board the bus, and the driver asked them to wait, the rider did not wait and boarded.
- A rider called upset to see when the Hood River City bus was coming as they had been standing out in the rain. Upon review the bus had already been to the stop as scheduled but the rider was not at the stop. The rider was able to catch the next bus.
- Staff received a call requesting that the CGE bus be held while they attempted to make it. They
 were informed that we are unable to do so and became verbally aggressive and hung up.
- A rider came into the CAT office upset that they had just arrived and was upset that the CGE bus had left. Staff verified that the bus had left on time and let the rider know when the next bus was. The rider wanted to file a formal complaint as they did not feel that any bus should leave until all the others had arrived.
- A rider was upset that her deviated ride was not at the location it should have been. The driver called dispatch and had the location updated.
- Staff observed a rider that was waiting for the Link bus light a fire in the street across from CAT.
 The police were called, and the fire was put out without incident.

- A rider came into the CAT office to complain that a driver did not stop for them at the Walgreens stop. Upon review staff found that the rider was not at the bus stop.
- A rider that was upset feeling that the driver had not stopped for them was approaching staff at their vehicles as they arrived at work. The rider was pounding on the staff members' windows asking what we were going to do about the driver. The rider was asked to stop but unfortunately the behavior escalated, and police were notified resulting in the rider being trespassed for 30 days.
- Riders on the CGE bus consistently leave food trash on the bus. The driver spoke to the riders
 and informed them of the no food rule and asked if they do have trash to please dispose of it.
- Vandalism:
 - o None
- Harsh Events/Distracted Driving:
 - o None

EMPLOYEE OF THE MONTH:

Rod Espe



| | Ridership | | | | | | | | | | | | |
|------------------------|-----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | 25-Mar | FEB. 25 | JAN. 25 | DEC. 24 | Nov. 24 | Oct. 24 | Sep. 24 | Aug. 24 | Jul. 24 | Jun. 24 | May. 24 | Apr. 24 | Mar. 24 |
| Dial-A-Ride | 370 | 313 | 363 | 352 | 336 | 443 | 291 | 389 | 385 | 356 | 379 | 390 | 383 |
| Upper Valley | 220 | 142 | 246 | 263 | 321 | 450 | 390 | 368 | 390 | 354 | 388 | 364 | 331 |
| Hood River Connector | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 32 | 41 |
| Hood River City | 1866 | 1662 | 1819 | 1822 | 1557 | 1899 | 1911 | 2216 | 2243 | 2270 | 2023 | 1826 | 1764 |
| Columbia Gorge Express | 3223 | 2426 | 2746 | 2548 | 2788 | 3487 | 4160 | 5954 | 4985 | 4272 | 3476 | 2871 | 2615 |
| Gorge to Mountain | 2133 | 2885 | 2905 | 1202 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2176 |
| Dog Mountain | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 857 | 3797 | 198 | 0 |
| White Salmon Wknd | 0 | 0 | 0 | 0 | 0 | 0 | 84 | 175 | 123 | 25 | 0 | 0 | 0 |
| Total | 7812 | 7428 | 8079 | 6187 | 5002 | 6279 | 6836 | 9102 | 8126 | 8134 | 10063 | 5681 | 7310 |
| % Change Compared to | | | | | | | | | | | | | |
| Prev Month | 6% | 31% | 24% | -20% | -8% | -25% | 12% | 0% | -19% | 77% | -22% | 1% | 21% |
| % Change Compared to | | | | | | | | | | | | | |
| Same Month Previous | | | | | | | | | | | | | ĺ |
| Year | 7% | 42% | 10% | 2% | 3% | 10% | 8% | -4% | 5% | 24% | -3% | -6% | 6% |

| Hours of Service | | | | | | | | | | | | | |
|-----------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | MAR. 25 | FEB. 25 | JAN. 25 | DEC. 24 | Nov. 24 | Oct. 24 | Sep. 24 | Aug. 24 | Jul. 24 | Jun. 24 | May. 24 | Apr. 24 | Mar. 24 |
| Dial-A-Ride | 189 | 171 | 207 | 189 | 180 | 207 | 198 | 198 | 198 | 171 | 198 | 198 | 189 |
| Upper Valley | 110 | 92 | 121 | 137 | 140 | 161 | 164 | 182 | 182 | 157 | 182 | 181.5 | 173 |
| Hood River Connector | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 29 | 41 |
| Hood River City | 334 | 302 | 339 | 325 | 314 | 339 | 336 | 336 | 336 | 320 | 336 | 327 | 334 |
| Columbia Gorge Express | 503 | 438 | 503 | 486 | 470 | 503 | 562 | 645 | 645 | 624 | 645 | 491 | 508 |
| Gorge to Mountain | 320 | 308 | 370 | 114 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 284 |
| Dog Mountain | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 110 | 165 | 37 | 0 |
| White Salmon Wknd | 0 | 0 | 0 | 0 | 0 | 0 | 24 | 54 | 42 | 24 | 0 | 0 | 0 |
| Total | 1456 | 1311 | 1540 | 1251 | 1104 | 1210 | 1284 | 1415 | 1403 | 1406 | 1526 | 1264 | 1529 |

| Boardings Per Hour | | | | | | | | | | | | | |
|-----------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | MAR. 25 | FEB. 25 | JAN. 25 | Dec. 24 | Nov. 24 | Oct. 24 | Sep. 24 | Aug. 24 | Jul. 24 | Jun. 24 | May. 24 | Apr. 24 | Mar. 24 |
| Dial-A-Ride | 1.96 | 1.83 | 1.75 | 1.86 | 1.87 | 2.14 | 1.47 | 1.96 | 1.94 | 2.08 | 1.91 | 1.97 | 2.03 |
| Upper Valley | 2.00 | 1.54 | 2.03 | 1.93 | 2.29 | 2.80 | 2.38 | 2.02 | 2.15 | 2.25 | 2.13 | 2.01 | 1.91 |
| Hood River Connector | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 1.10 | 1.00 |
| Hood River City | 5.59 | 5.50 | 5.37 | 5.61 | 4.96 | 5.60 | 5.69 | 6.60 | 6.67 | 7.09 | 6.02 | 5.58 | 5.28 |
| Columbia Gorge Express | 6.41 | 5.54 | 5.46 | 5.24 | 5.93 | 6.93 | 7.40 | 9.23 | 7.73 | 6.85 | 5.39 | 5.85 | 5.15 |
| Gorge to Mountain | 6.67 | 9.37 | 7.85 | 10.54 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 7.66 |
| Dog Mountain | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 7.79 | 23.01 | 0.00 | 0.00 |
| White Salmon Wknd | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 3.50 | 3.24 | 2.93 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total | 5.37 | 5.67 | 5.25 | 4.95 | 4.53 | 5.19 | 5.32 | 6.4 | 5.8 | 5.8 | 6.6 | 4.5 | 4.8 |