

Transportation Brokerage Advisory Committee

HYBRID MEETING
Thursday, October 16, 2025
11:00am – 12:30pm

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

or Via Teams by clicking [HERE](#)
 Meeting ID: 228 264 863 676
 Passcode: RN2Wm9JN
Mobile Call-in Number: +1 872-242-8088
 Phone Conference ID: 194 121 468#
Contact: Jesus Jara, jjara@ocwcog.org

- | | | | |
|----|-------|--|---------------------|
| 1. | 11:00 | Call to Order | Chair, Jesse Oakley |
| 2. | 11:02 | Introductions and Roll Call | All |
| 3. | 11:08 | Public Comments | Chair |
| 4. | 11:10 | April 03, 2025, Meeting Minutes (Attachment A)
<i>ACTION: Decision on Minutes</i> | Chair |
| 5. | 11:15 | Provider Requested Discussion
Tima O'Malley, a Ride Line Provider, requested to add an agenda topic to discuss the following with the TBAC members and Ride Line Staff: <ul style="list-style-type: none"> • Scheduling drop times. • Planning one week in advance and working together to reconcile a solution. • Reconsidering the current meeting frequency for the TBAC committee. • Proposal to consider holding meetings every other month. • Alternative Proposal, if meeting schedule stays the same – reschedule a cancelled meeting to occur sooner, rather than just cancel. | Tima O'Malley |
| 6. | 11:30 | Introduction to TBAC (Attachment B)
Staff to give a TBAC 101 presentation for new members. The presentation also serves as a reminder of roles and expectations for returning members. | Ashlyn Muzechenko |
| 7. | 11:45 | New Client Growth (Attachment C)
Attachment to detail new clients for Cascades West Ride Line for the months of April, May, June, July, August, and September in both 2024 and 2025. Please note this | Jesus |

attachment displays two quarters worth of data as a meeting was missed last quarter.

8. 11:50 **TNC Update ([Attachment D](#))** Jesus
Informational update on TNC.
9. 12:00 **Grievances Analysis ([Attachment E](#))** Jesus
Six-month snapshot on grievances, appeals, and denial counts.
10. 12:10 **Program Reports ([Attachment F](#))** Jesus
 - Utilization Report – since QRyde Implementation
 - Trip Medical Reasoning – since QRyde implementation
 - Quality Assurance Report – call center metrics for the quarter
 - Performance Reports
 - Ride Line Heat Map
11. 12:25 **Other Business:** Ride Line Staff/All
 - Ride Line Staff Updates
 - Member Updates (any committee specific updates from members on their jurisdictions)
12. 12:30 **Adjournment** Chair
The next regularly scheduled TBAC meeting will be in 2026. The 2026 meeting schedule will be sent out to members and posted to the TBAC website before the end of this calendar year.

TBAC Membership for Quorum and Voting Purposes:

Name	Jurisdiction	Voting Member
Cynda Bruce	Special Transportation Program Coordinator, Lincoln County Transit District	Yes
Jesse Oakley	Operator, Oakley's Medical Transport	Yes
Pam Barlow-Lind	Tribal Planner, Confederated Tribe of Siletz Indians (CTSI)	Yes
Ashley Bogue Brown	Program Supervisor, Senior and Disability Services (SSAC & DSAC)	Yes
Jasper Smith	Program Manager, Developmental Diversity (DD) Program	Yes
Gaby Esquivel	Maternity Care Coordinator, Samaritan Health Services	Yes
Justin Thomas	Program Manager, Linn County Alcohol and Drug	Yes
Charlene Pech	Benton County Special Transportation Coordinator	Yes
Ex-Officios	Jurisdiction	Voting Member
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division	No
Vacant	Samaritan Health Plans, MPH Manager	No

Transportation Brokerage Advisory Committee

Thursday, April 03, 2025

10:30am – 12:00pm

VIRTUAL MEETING

Virtually via Microsoft Teams Technologies

Committee Members Present: Jesse Oakley, Ashley Bouge-Brown, Cynda Bruce, Charlene Pech, Gaby Esquivel

Guests: Lucille Vinet Vincelio (Ex-Officio), Paul Egbert (OCWCOG Agency Director),

Staff Present: Britny Chandler, Jacob Keen, Cassandra Atlas, Ashlyn Muzechenko

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to Order and Chair Election	<p>The April Transportation Brokerage Advisory Committee (TBAC) meeting was called to order at 10:35am by the 2024 Chair Jesse Oakley.</p> <p>The Chair Nominations item was skipped. Elections will be held at the next TBAC Meeting.</p>	Meeting called to order at 10:35 am by Chair Jesse Oakley.
2. Introductions and Roll Call	<p>The group conducted introductions of those present to determine quorum and give the new TBAC members a chance to get to know the committee and staff.</p> <p>Quorum was reached with voting members identified as Jesse Oakley, Ashley Bouge Brown, Cynda Bruce, Charlene Pech, and Gaby Esquivel.</p>	
3. Public Comments	There were no public comments provided to the TBAC Members and guests in attendance.	There were no public comments.
4. November 07, 2024, Meeting Minutes (Attachment A) ACTION: Approval of Minutes	<p>Britny Chandler presented a change to the minutes on item 6. The change was to remove "Supervisor" from the second sentence.</p> <p>Britny Chandler motioned to approve the November 07, 2024, meeting minutes with the above corrections. Jesse Oakley seconded the motion. The motion passed unanimously, and the minutes were approved with corrections.</p>	Britny Chandler motioned to approve the November 07, 2024, meeting minutes. Jesse Oakley seconded the motion. Motion

	<p>The following voting members voted in favor of approving the November 07, 2024, meeting minutes: Jesse Oakley, Ashley Bouge Brown, Cynda Bruce, Charlene Pech, and Gaby Esquivel.</p> <p>There were no votes against or abstentions on approving the November 07, 2024, meeting minutes.</p>	<p>passed unanimously and the minutes were approved with corrections.</p>
<p>5. TBAC meeting Schedule Discussion (Attachment B1 and B2)</p>	<p>Chandler shared attachments B1 and B2 which show the current and proposed TBAC meeting schedules.</p> <p>Chandler explained the reasoning behind updating the TBAC meeting schedule to be the third Thursday of every 3 months rather than the first to get a better reflection of quarterly data updates.</p> <p>Charlene moved to adopt the new meeting schedule as proposed by staff. Ashley Bouge-Brown seconded. The motion was voted upon and approved unanimously.</p> <p>Staff will send out updated calendar invites to members before the end of next week.</p>	<p>Charlene moved to adopt the new meeting schedule as proposed by staff. Ashley Bouge-Brown seconded. The motion was voted upon and approved unanimously.</p>
<p>6. QRyde Software Update (Attachment C)</p>	<p>Chandler shared a QRyde software update covering the upcoming Rider App and Member Portal. Clarity was provided that prior to a client using the portal, they will need to call Ride Line to get set up with a new profile.</p> <p>This is a new service that clients have started using and the feedback received from clients has been positive.</p> <p>Chair Oakley inquired if clients can book next day trips in the App.</p> <p>Chandler answered that the app cannot book trips that are scheduled within 72 Hours as the QRyde software auto assigns scheduling on that cycle.</p> <p>Chair Oakley asked if clients could cancel their trips in the app. Chandler confirmed.</p> <p>Gaby Esquivel asked about the Rider App and if it is available in multiple languages.</p>	

	<p>Chandler answered it is currently only available in English, but QRyde is working toward a Spanish translation as well. Chandler will provide an update at the next TBAC with the implementation date of the Spanish Translation.</p> <p>Jacob Keen, Ride Line Customer Service Supervisor, provided a member portal demonstration for the TBAC members and guests in attendance.</p>	
7. New Client Growth (Attachment D)	<p>Chandler shared attachment D, which details new clients for Cascades West Ride Line for the months of January, February, and March in both 2024 and 2025.</p> <p>Chandler noted this will be a standing agenda item for all upcoming TBAC meetings.</p> <p>It was noted that Ride Line is trending in new client growth across Q1 of 2025 and compared to the same timeframe the year prior.</p> <p>Chandler provided background on the four main funding sources for Cascades West Ride Line which are Benton County Veteran's Services, Oregon Health Plan (OHP) Open Card, Samaritan Advantage Health Plan SAHP, and Inter-Community Health Network (IHN). Chandler noted that the client allocation by funding sources will be noted and reviewed in Attachment G.</p>	
8. TNC Update (Attachment E)	<p>Chandler shared background on the Transportation Network Company (TNC) Utilization. Ride Line has partnered with both Uber and Lyft which shows in Attachment E of the meeting agenda packet.</p> <p>Chandler shared the monthly findings from the TNC providers from January to March in 2025.</p> <p>Charlene Pech inquired about the training for the Uber and Lyft drivers.</p> <p>Chandler answered that the training and expectations set for the TNC pilot are not as rigorous as the traditional subcontracted driving companies. Chandler also noted that the options for trips available to clients for TNC is limited as they are not trained in special accommodation and can only transport ambulatory clients, or clients who can walk unassisted.</p>	

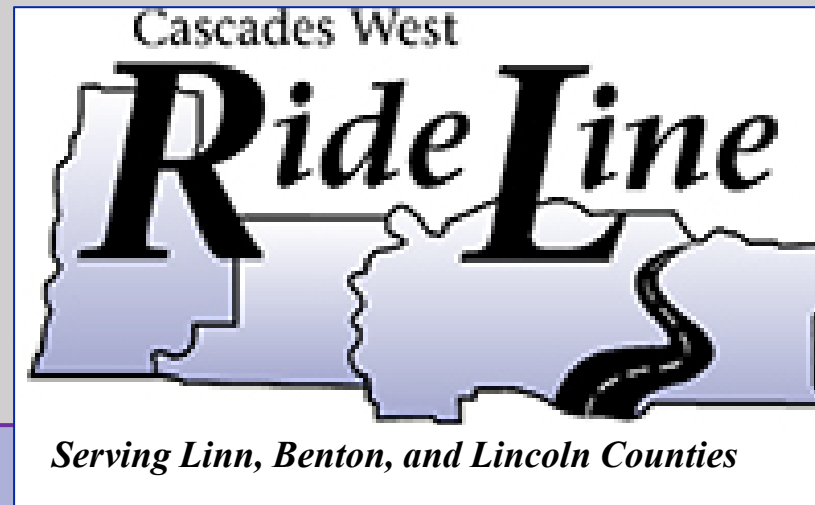
	<p>Uber and Lyft will not take rides over the regular Non-emergent Medical Transportation (NEMT) Drivers already contracted with Ride Line. Currently, Ride Line utilizes the TNC partners after the in-network subcontracted capacity is exhausted.</p> <p>Pech inquired about who all (what brokerages) are participating in the pilot project, specifically Tri-Met.</p> <p>Chandler shared she will bring that information back to the next TBAC meeting.</p> <p>Chandler also noted there are additional client permissions required prior to assigning a trip to a TNC partner.</p>	
9. Grievances Analysis (Attachment F)	<p>Chandler shared attachment F which covers the grievances analysis.</p> <p>Chandler shared a six-month snapshot on grievances, appeals, and denials processed by Ride Line and relevant to the IHN population.</p> <p>Chandler added on future agenda attachments, the data on grievances will have a deeper dive, with more information as this current attachment was a one-time pull to get the conversation started.</p> <p>Chandler noted the increase in grievances each month. Ride Line has been working to re-train staff on how to recognize what constitutes as a “grievance” and how to report and follow the grievance process appropriately.</p> <p>Chandler provided a background on the denial requirements and process for the TBAC members and guests in attendance.</p> <p>Chair Jesse Oakley inquired as to when the stipulations regarding client documentation to see a provider outside of the service region started.</p> <p>Chandler answered this isn’t a new process, however, the language on this process has changed due to the funding providers requirements. The language was</p>	

	<p>standardized and outlined in the member handbook as a covered benefit. Implementing a standard of document review and processing to be aligned with contractor expectations was implemented. Chandler clarified that Ride Line used to reference this documentation as a “referral.” However, a true referral does not demonstrate the medical need to seek services from a provider that is not the nearest provider of type. Ride Line currently calls this form a “Note of Medical Necessity.”</p> <p>Chandler added that the note of medical necessity must come directly from the provider or health insurance representative and not from the client. .</p> <p>Chandler asked if it would be helpful to have this information readily available to the subcontracted driving company network, to be better informed of the Ride Line practices and procedures. Chair Oakley confirmed. Chandler to ensure the network is informed of this clarity.</p>	
<p>10. Quarterly Reports (Attachment G)</p> <ul style="list-style-type: none"> • Monthly Call Center Metrics • Monthly Trip Status • Trip Counts by funding source • Trips by County • Trips by Vehicle Type 	<p>Chandler shared the monthly statistics for trips. Attachment G in the meeting agenda packet covers monthly call center metrics, monthly trip status, trip counts by funding source, Trips by County, and Trips by vehicle type.</p> <p>All Quarterly reports cover January through March 2025.</p> <p>Chandler provided further explanation on the reports shared in attachment G and what each one details for the members and guests in attendance.</p> <p>Pech asked who the providers are for Cascades West Ride Line.</p> <p>Cassandra Atlas, Provider Relations Supervisor, shared there are 25 subcontractors totaling over 130 vehicles between Linn, Benton, and Lincoln Counties.</p> <p>Chandler shared for a future TBAC meeting staff will bring a list of all 25 subcontractors to the next TBAC meeting.</p> <p>Chandler provided a background on Ride Line and their provider network for the TBAC members and guests in attendance.</p>	

	<p>Keen shared the inbound and outbound call volume reports which are current from January 2025 through March 21, 2025.</p> <p>Keen provided background on the call center reports and the policies and procedures relating to operations for the TBAC members and guests in attendance.</p> <p>Keen added the use of the TNC pilot program has allowed for outbound calls to be greatly reduced which allows for increased morale for the call center staff.</p> <p>Keen shared reports covering statistics on calls answered by a live voice in 45 seconds as this is a metric required by the Ride Line funding partners. For the last week in March, the call center is answering in about a 92% success rate which beats the metric of 80%.</p> <p>Keen shared the reports covering average wait time, which are impacted by the number of staff available. Currently the Ride Line has 13 staff available. The current goal is to assist clients within a three-minute window.</p> <p>Chandler added the flu season hit the call center hard in February, which additionally impacted the network as well due to the lower amount of volume being able to tackle.</p> <p>Keen shared a report covering abandoned calls for the TBAC members and guests in attendance. Currently the Ride Line team is focused on improving their abandonment call rates.</p> <p>Chandler shared in order to better address concerns; there are anticipated changes to the call center coming with an update available at the next TBAC meeting. The goal would be to share an updated phone tree and data on whether it has been effective in addressing concerns.</p>	
11. Other Business	<p>Atlas shared an update on the pre-delegation update as the next round of renewals are happening soon as they are on a two-year cycle. Prior to renewing the contracts,</p>	

<ul style="list-style-type: none"> • Pre-Delegation Audit Update • Member Updates • Other Business 	<p>a pre-delegation audit will be conducted. The purpose of the audits is to prepare an infrastructure to provide better quality assurance for the members.</p> <p>Ashley Bouge-Brown shared for the OCWCOG financial stability unit; benefits were not closed during the COVID period due to protections. Over the last 6 months, staff have been redetermining benefits for Oregonians. Benefits are now closing for folks as they no longer meet the program requirements. This could mean users of this benefit may lose their insurance for Ride Line.</p> <p>There was no additional business shared at this time.</p>	
<p>10. Adjournment</p>	<p>The TBAC meeting was adjourned at 12:00pm by Chair Jesse Oakley.</p> <p><i>The next regularly scheduled TBAC meeting is set for July 17, 2025, as adopted for the calendar year at this meeting.</i></p>	<p>Meeting adjourned at 12:00pm by Chair Jesse Oakley.</p>

Overview of the Transportation Brokerage Advisory Committee



Ashlyn Muzechenko
Executive Assistant

Jesus Jara
Ride Line Program Manager

Andres Ojeda
Ride Line Supervisor

Lorenza Sanchez
Ride Line Supervisor

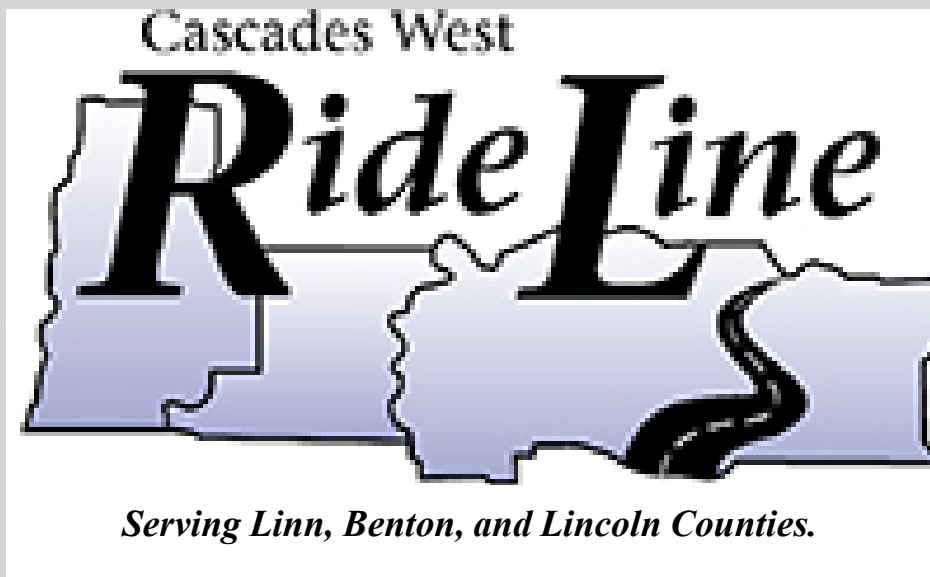
Part One: About the TBAC

- What is the Transportation Brokerage Advisory Committee(TBAC)?
- Who are our Members?
- What is our Jurisdiction?
- Who are the staff?

Part Two: Member Roles and Responsibilities

- Member Roles/Responsibilities
- Upcoming Meetings to save the dates for

Part One: About The Transportation Brokerage Advisory Committee (TBAC)



What is the Transportation Brokerage Advisory Committee?

The Transportation Brokerage Advisory Committee (TBAC) is established by the Oregon Cascades 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 and on other means of improving transportation for seniors and persons with disabilities.

TBAC Website: [Transportation Brokerage Advisory Committee | OCWCOG](https://www.ocwcog.org/transportation/cascades-west-ride-line/tbac/)
(<https://www.ocwcog.org/transportation/cascades-west-ride-line/tbac/>)



The TBAC meets quarterly and convenes to review information provided by staff and to review the operations of the Ride Line brokerage. Ride Line itself has grown to 26 staff who coordinate transportation services for eligible Oregon Health Plan (OHP), Medicaid, and select Medicare clients traveling to and from covered non-emergency medical services.

Transportation is provided to those OHP eligible clients living in Linn, Benton, and Lincoln Counties who have no other way to get to their medical services.

Transportation is arranged through locally contracted transportation providers. Rides are limited by the availability of providers, so it is important to schedule rides in advance.

Who are our members?

Article 2 Membership

- A. The voting membership of the Committee shall not exceed seventeen (17) and shall consist of a mix of the following representatives from Linn, Benton and Lincoln Counties.
- a. The Special Transportation Coordinators for Linn, Benton and Lincoln Counties.
 - b. Representatives of the Inter-Community Health Network Coordinated Care Organization (IHN-CCO).
 - c. Community representatives (including but not limited to Seniors People with disabilities, representatives of Children, Adults and Families) People with low income and representatives of people with low income.
 - d. Public transportation providers, public transportation coordinators, and users of public transportation.
 - e. People who use brokerage transportation services, representatives of people who use brokerage transportation services and providers of brokerage transportation services.
 - f. Representatives of organizations providing health services.
 - g. Representatives of organizations providing human services.
 - h. Representatives of residential care facilities.
 - i. Members of the Oregon Cascades West Senior Services Advisory Council.
 - j. Members of the Oregon Cascades West Disability Services Advisory Council.
 - k. Members of City Councils, Tribal Councils, and County Boards of Commissioners.

Article 2 Membership Section B.

The COG Board may also appoint Ex-Officio, non-voting members such as representatives of the Oregon Department of Human Services, the Oregon Health Authority and the Oregon Department of Transportation whose involvement, advice and expertise will enhance the ability of the Committee to fulfill its responsibilities.

ARTICLE 3 TERM OF OFFICE

- A. Committee members shall be appointed by the COG Board to serve a term of two (2) years, effective July 1 through June 30 with overlapping terms (e.g. the terms of one half of the members will end on June 30, 2018, and the terms of one half of the members will end on June 30, 2019). Under the provisions of these revised bylaws, in order to maintain overlapping terms, the Board may decide to initially appoint members to one-, two-, or three-year terms ending on June 30.
- B. The COG Board may appoint an Alternate for a specific person appointed to the Committee. Alternates will be invited to participate in all meetings but will not hold voting privileges unless the appointed (regular) member is absent from the meeting.
- C. If a vacancy occurs the COG Board may appoint a person to the remainder of the unexpired term.
- D. In the event that a member has three (3) unexcused absences within a twelve (12) month period, the Committee will review the circumstances and make a recommendation to the COG Board on whether the member's position shall be considered vacated.

TBAC Membership

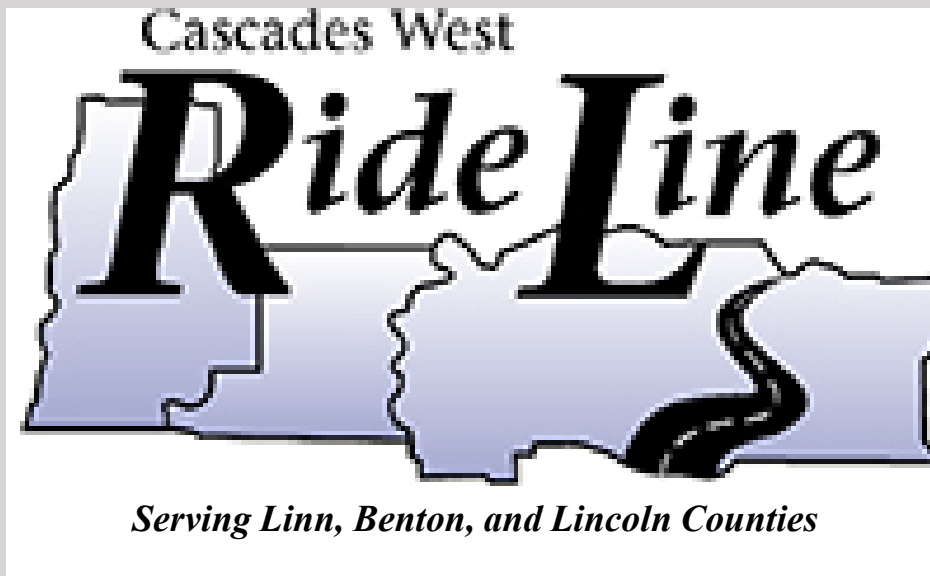
Name	Jurisdiction
Cynda Bruce	Special Transportation Program Coordinator, Lincoln County Transit District
Jesse Oakley	Operator, Oakley's Medical Transport
Charlene Pech	Benton County Special Transportation Coordinator
Pam Barlow-Lind	Tribal Planner, Confederated Tribe of Siletz Indians (CTSI)
Ashley Bouge Brown	Program Supervisor, Senior and Disability Services (SDS)
Jasper Smith	Program Manager, Developmental Diversity (DD) Program
Gaby Esquivel	Maternity Care Coordinator, Samaritan Health Services
Justin Thomas	Program Manager, Linn County Alcohol and Drug
Ex-Officios	Jurisdiction
Vacant	Samaritan Health Plans, MPH Manager
Donny Jardine	Medicaid Transformations Program Manager, OHA, Health Services Division

What is our Jurisdiction?

The TBAC's jurisdiction follows the jurisdiction of Oregon Cascades West Council of Governments (OCWCOG) which includes Linn, Benton, and Lincoln counties.



Part Two: Member Roles and Responsibilities



TBAC Member Roles and Responsibilities:

- TBAC members are responsible for attending the assigned meetings sent out at the beginning of the calendar year. If you are unable attend, please do try to assign an alternate to attend for you. If no one is able to attend in your place, please let staff know you are unable to make the meeting.
- Members are responsible for providing TBAC Staff with transition contacts when preparing to leave the TBAC, or when the TBAC membership is assigned to a new member at the same jurisdiction.
- Members are responsible for notifying TBAC staff of personnel or contact information changes.
- Members are responsible for reviewing the TBAC Meeting Agenda Packet and providing updates or recommendations to staff when requested.

TBAC Member Roles and Responsibilities:

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 Ashlyn (amuzechenko@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 2025 with dates to hold for the 2026 Calendar year.

Transportation Brokerage Advisory Committee (TBAC)

2025 Meeting Schedule

Microsoft Teams Meeting:

[Join the meeting now](#)

Meeting ID: 262 773 668 243

Passcode: EzNPET

Dial in by phone

[+1 872-242-8088](tel:+18722428088), [177950503](tel:+177950503)#

Phone conference ID: 177 950 503#

Third Thursday of every 3
Months

11:00 am – 12:30 pm

January 16 – Albany Admin
Conference Room

April 17 – Albany Admin
Conference Room

July 17 – Albany Admin
Conference Room

October 16 – Albany Admin
Conference Room

Staff Contact Information:

Jesus Jara

Ride Line Manager

jjara@ocwcog.org

Andres Ojeda

Interim Ride Line Provider Relations Supervisor

aojeda@ocwcog.org

Lorenza Sanchez

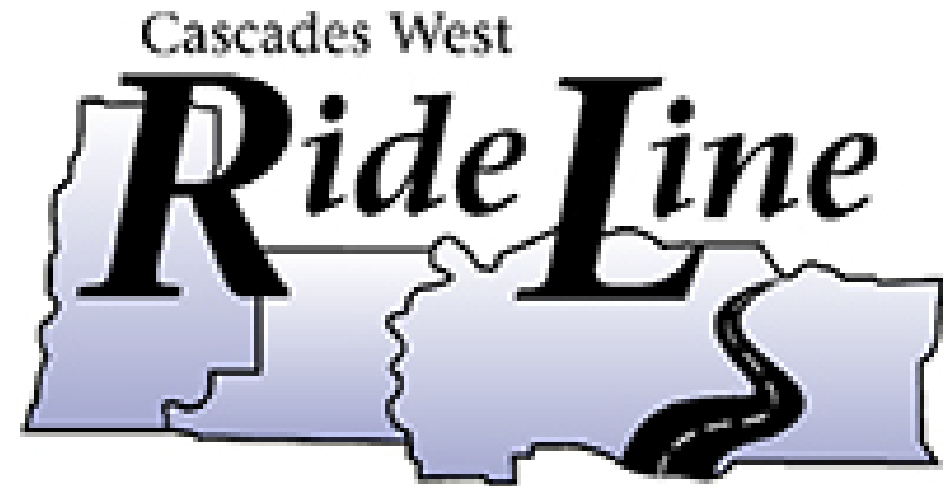
Interim Ride Line Customer Service Supervisor

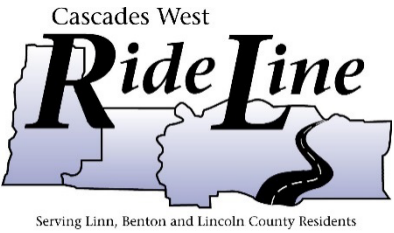
lsanchez@ocwcog.org

Ashlyn Muzechenko

Executive Assistant

amuzechenko@ocwcog.org

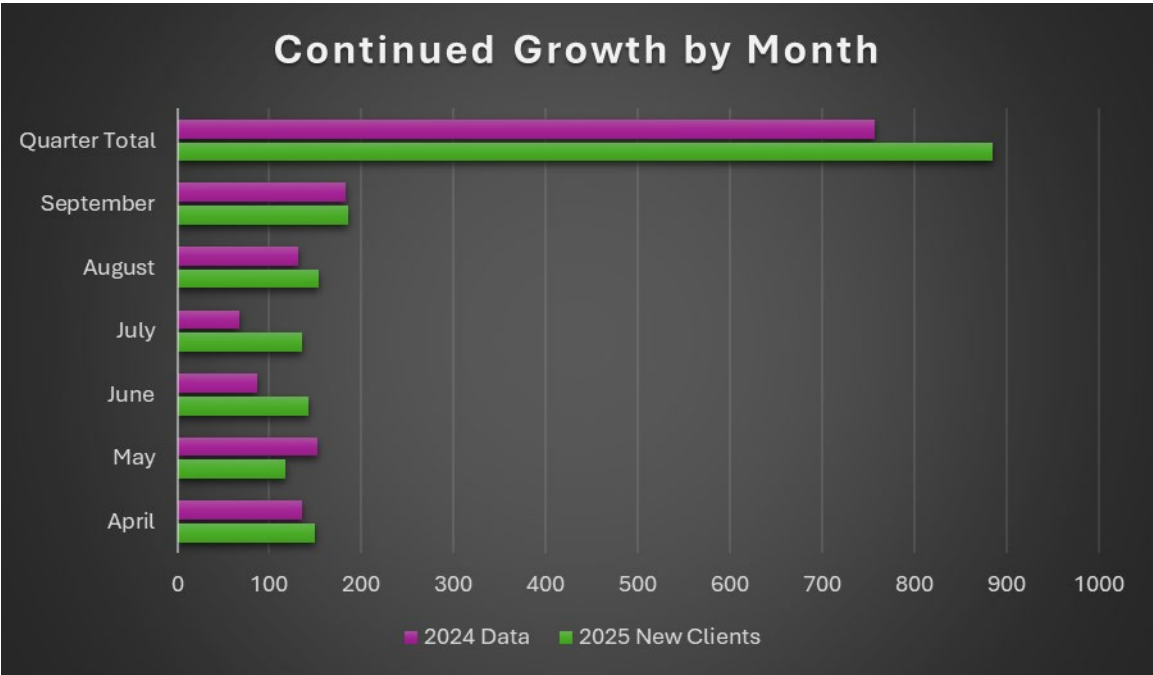




Cascades West Ride Line

1400 Queen Ave. SE, Suite 205 • Albany, OR 97322
Phone: 541-924-8738 • Toll Free: 1-866-724-CWRL (2975)
TTY/TDD: 711 • Fax: 541-791-4347
www.ocwcog.org

Overview: In the two quarters, Cascades West Ride Line (CWRL) successfully added 884 new clients via our Ride Line call-in system. This represents an increase in new client sign-ups compared to these months last year. Ride Line Continues to do outreach and increase awareness of our program’s services to better serve the communities of our region.



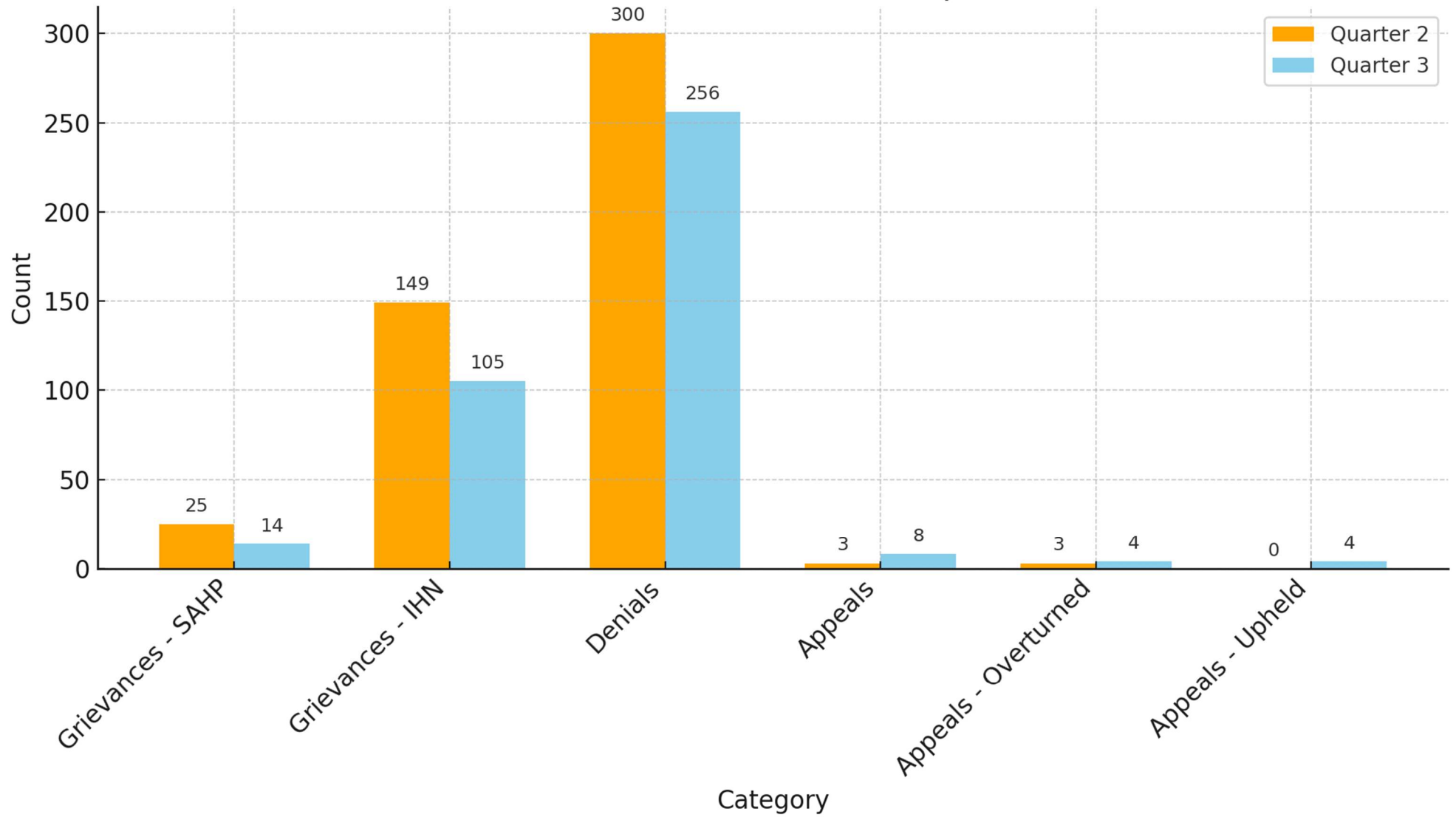
MEMBER GOVERNMENTS—COUNTIES: Benton, Lincoln, and Linn **CITIES:** Adair Village, Albany, Brownsville, Corvallis, Depoe Bay, Halsey, Harrisburg, Lebanon, Lincoln City, Lyons, Millersburg, Monroe, Newport, Philomath, Scio, Siletz, Sweet Home, Soda Ville, Tangent, Toledo, Waldport, Yachats **OTHER:** Confederated Tribes of Siletz Indians, and Port of Newport

Q2 - TNC PILOT DATA

	April 2025	May 2025	June 2025	Totals	
Total Rides Booked	131	132	129	392	
Total Rides Completed	117	117	125	359	
Cancelled by Rider	3	3	3	9	
Cancelled by Driver	12	11	6	29	
Ambulatory	131	132	129	392	
Percentage of Ambulatory	100	100	100	100	
Total Fares	\$7,141.66	\$6,007.66	\$6,788.88	\$6,646.07	Average
Avg Cost per Ride	\$54.52	\$45.51	\$52.63	\$50.89	

INFO	Quarter 2	Quarter 3
Grievances - SAHP	25	14
Grievances - IHN	149	105
Denials	300	256
Appeals	3	8
Appeals - Overturned	3	4
Appeals - Upheld	0	4

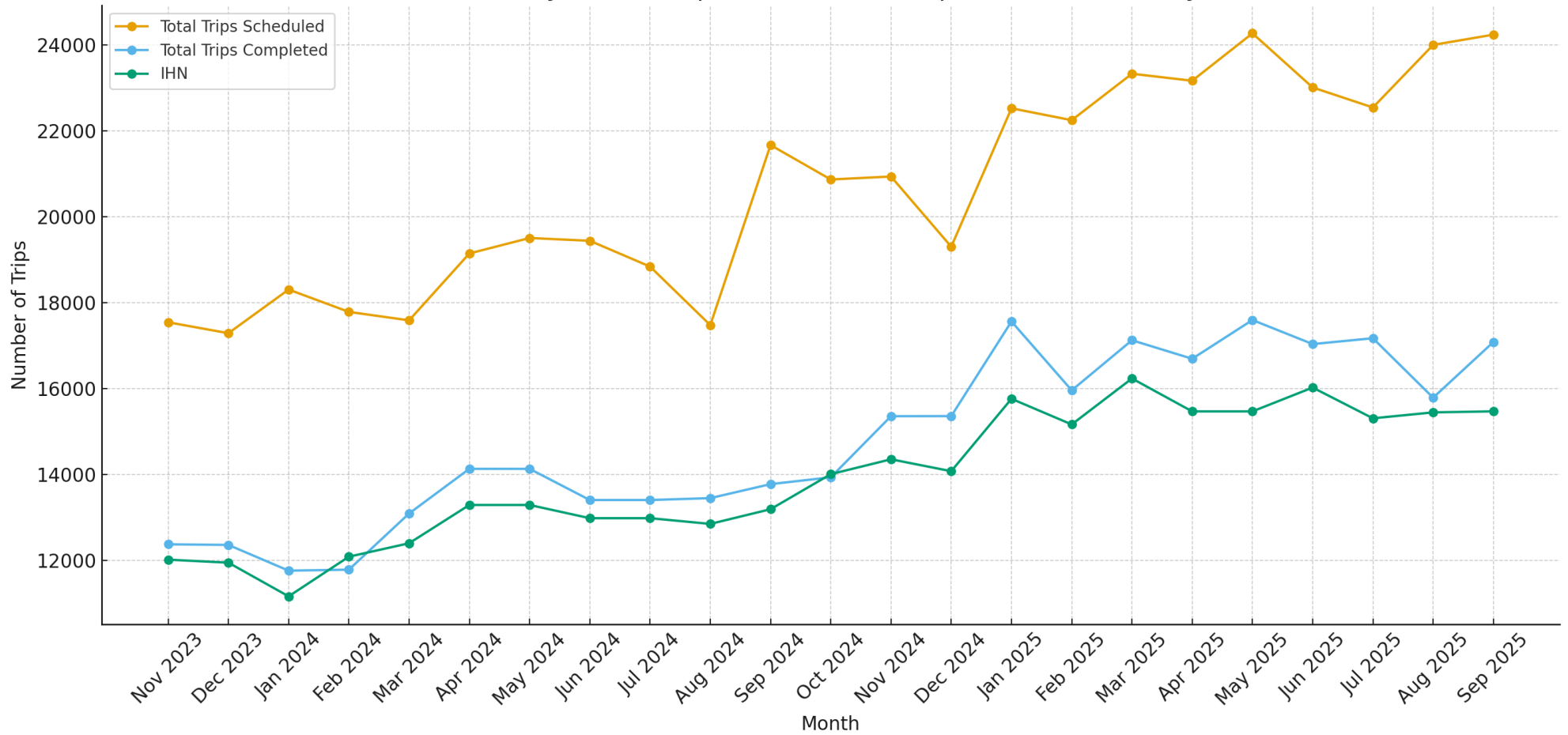
Quarter 2 vs Quarter 3 Comparison



Month	Number of Call-Back Requests Received by NEMT	Number of Call-Back Requests Returned within 3 Business Hours	Improvement Target 82.0%
March	2469	2,456	99.47%
April	1273	1,266	99.45%
May	380	370	97.37%
June	628	604	96.18%
July	480	459	95.63%
August	508	418	82.28%
September	685	672	98.10%
Total	6423	6245	97.23%

MONTH	TOTAL TRIPS SCHEDULED	TOTAL TRIPS COMPLETED	IHN	SAHP	OTHER (Veterans/FBDE)
NOVEMBER 2023	17549	12381	12024	357	0
DECEMBER 2023	17295	12367	11954	413	0
JANUARY 2024	18311	11768	11117	650	1
FEBRUARY 2024	17791	12909	12150	750	9
MARCH 2024	17594	13099	12406	686	7
APRIL 2024	19181	14309	13424	881	4
MAY 2024	19511	14138	13297	839	2
JUNE 2024	17477	12726	11954	769	3
JULY 2024	18846	13412	12598	814	0
AUGUST 2024	18743	13458	12589	867	2
SEPTEMBER 2024	17612	12575	11776	797	2
OCTOBER 2024	20873	15213	14043	1170	0
NOVEMBER 2024	18970	12987	12010	971	6
DECEMBER 2024	19330	13287	12254	1023	10
JANUARY 2025	24058	17568	16035	1351	182
FEBRUARY 2025	22253	15965	14495	1171	299
MARCH 2025	23334	17611	15896	1241	474
APRIL 2025	24613	18343	16188	1492	663
MAY 2025	24275	17602	15475	1529	598
JUNE 2025	22912	16773	14821	1430	522
JULY 2025	24575	17872	15936	1474	462
AUGUST 2025	23198	17109	15214	1463	432
SEPTEMBER 2025	24244	17809	15775	1546	488
TOTALS	472545	341281	313431	23684	4166

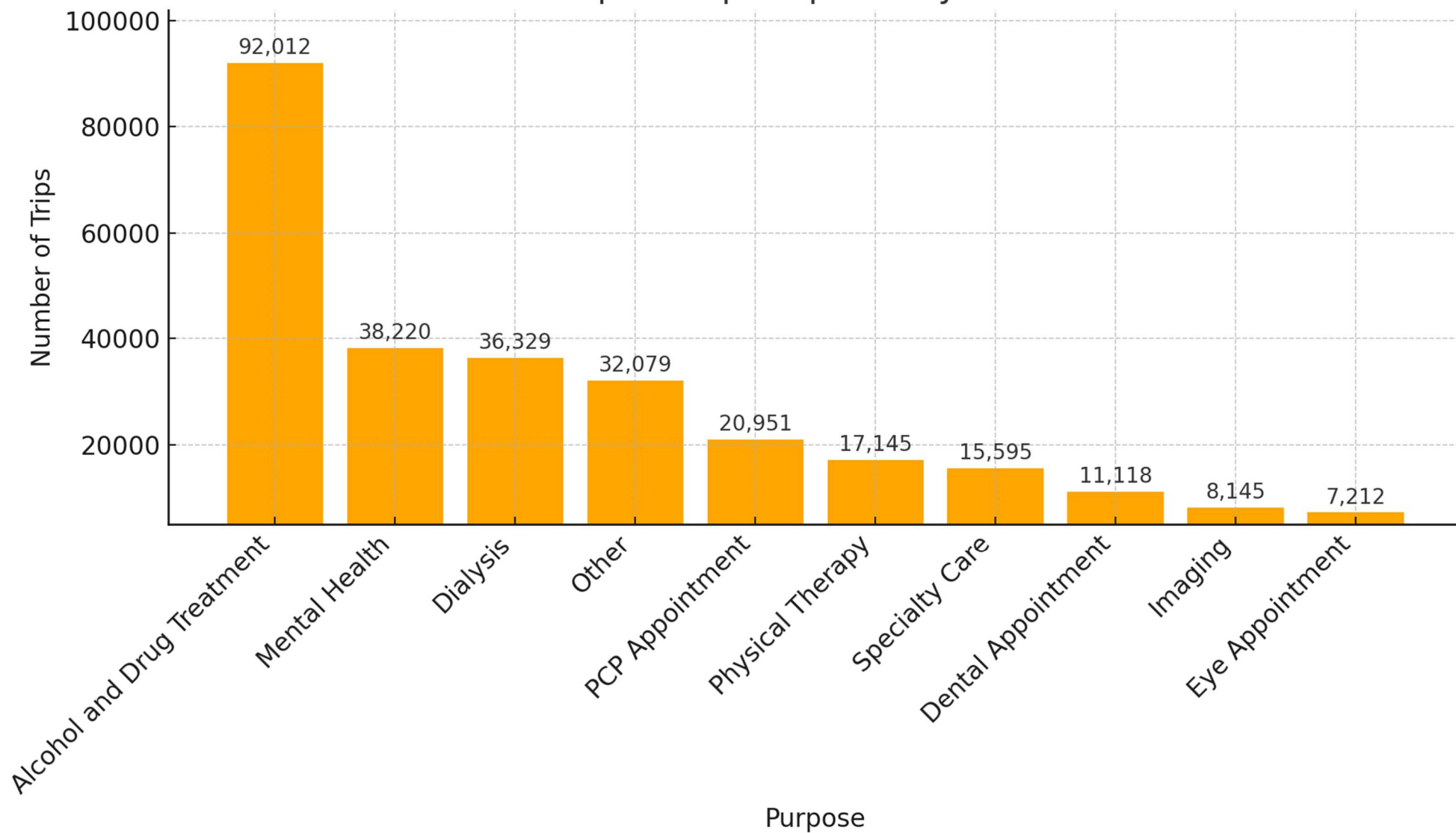
Monthly Trends: Trips Scheduled, Completed, and IHN Only



Purpose	Count
Alcohol and Drug Treatment	92012
Mental Health	38220
Dialysis	36329
Other	32079
PCP Appointment	20951
Physical Therapy	17145
Specialty Care	15595
Dental Appointment	11118
Imaging	8145
Eye Appointment	7212
Wound Care	5890
Lab Work	5491
Routine Check-Up	5302
Hospital Discharge	5059
Infusion	4794
Pre Op - Post Op	4617
After Hours Request	4223
New Patient Appointment	3814
Socialization	3310
Diabetes Management	2952
Pain Management	2454
Procedure	2328
Pharmacy	2269
Foot Care	2048
OBGYN	1491
Surgery	1423
Vaccination	1394
Occupational Therapy	1361
Sleep Study	907
Speech Therapy	888
Urgent Care	460

31 COUNTIES SERVED
(COMPLETED TRIPS - 341,281) - 19.19 MILES AVG TRIP

Top 10 Trip Purposes by Count



Allowed Events:	Apr-25	May-25	Jun-25	Total for the Quarter
Driver no-show	10	14	0	24
Client no-show	21	18	23	62
Client cancellations < 24 hours prior	1634	1579	1376	4589
Driver cancellations < 24 hour prior	92	87	76	255
Same day rides scheduled	1210	1254	1150	3614
Same day rides requested	1210	1254	1150	3614
Late rides (after 15 minute window)	0	0	0	0
Incorrect vehicle type dispatched	0	0	0	0
Rides scheduled	21049	20868	19712	61629
Mode - Sedan	18539	18328	17359	54226
Mode - Wheelchair Van	2436	2451	2264	7151
Mode - Stretcher Van	54	69	68	191
Mode - Secure Transport	20	20	21	61
Mode - Non-emergent ambulance	0	0	0	0
Mode - Public Transportation	0	0	0	0
Transportation Network Companies (TNCs)	125	130	130	385
Hospital Discharge Pickups - Total	231	213	174	618

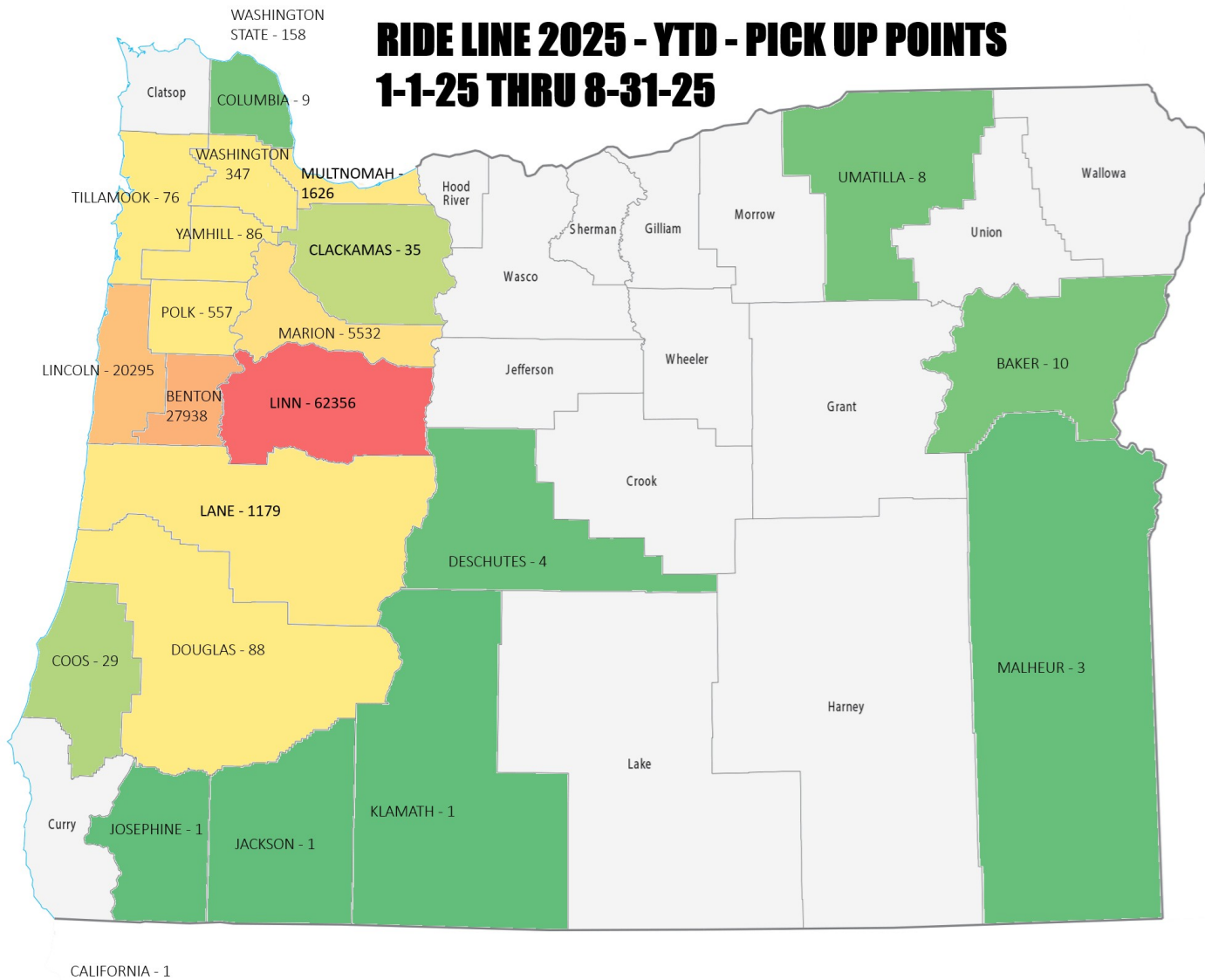
Call Center Information	Apr-25	May-25	Jun-25	Total for the Quarter
Total Number of Calls Presented for Period	9133	8237	7543	24913
Answer Rate (Wait Time)- Percent of calls answered by a live voice within forty-five (45) seconds, using the difference in time from when the caller enters the queue and receives a live response.	90.2	93.3	94.1	92.53
Average Hold Time - Average call hold time, including transfers to other staff.	00:17	00:13	00:12	00:14
Abandonment rate- % of calls abandoned prior to live response	6.23%	7.04%	10.74%	8.00%

Month	Number of Calls Received by NEMT	Number of Calls Answered By a Live Voice within 45 Seconds	Improvement Target 80.0%
January	10284	7278	70.77%
February	8872	6033	68.00%
March	9081	7238	79.70%
April	9133	8234	90.16%
May	8237	7688	93.33%
June	7543	7101	94.14%
July	7866	6874	87.39%
August	6967	6623	95.06%
September	7385	2897	39.23%
Total	75368	59966	79.56%

Month	Number of Scheduled Rides (Wheelchair, Ambulatory [Sedan], Stretcher, Secure, Greyhound)	Number of No-Show Rides (not at pick-up location)	Improvement Target 2.0%
January	21337	327	1.53%
February	19414	266	1.37%
March	20048	248	1.24%
April	21054	296	1.41%
May	20868	291	1.39%
June	19706	296	1.50%
July	21258	291	1.37%
August	19819	261	1.32%
September	20694	346	1.67%
Total	184198	2622	1.42%

Month	Number of Scheduled Rides	Number of Successfully Completed Rides	Improvement Target 73.0%
January	21337	15667	73.43%
February	19414	14062	72.43%
March	20048	15327	76.45%
April	21054	15636	74.27%
May	20868	15066	72.20%
June	19706	14404	73.09%
July	21258	15490	72.87%
August	19819	14694	74.14%
September	20694	15216	73.53%
Total	184198	135562	73.60%

RIDE LINE 2025 - YTD - PICK UP POINTS 1-1-25 THRU 8-31-25



County	Count	Percentage of total Rides
Linn	62356	51.8165%
Benton	27938	23.2159%
Lincoln	20295	16.8647%
Marion	5532	4.5970%
Multnomah	1626	1.3512%
Lane	1179	0.9797%
Polk	557	0.4629%
Washington	347	0.2883%
WA State	158	0.1313%
Douglas	88	0.0731%
Yamhill	86	0.0715%
Tillamook	76	0.0632%
Clackamas	35	0.0291%
Coos	29	0.0241%
Baker	10	0.0083%
Columbia	9	0.0075%
Umatilla	8	0.0066%
Deschutes	4	0.0033%
Malheur	3	0.0025%
Jackson	1	0.0008%
Josephine	1	0.0008%
Klamath	1	0.0008%
CA State	1	0.0008%
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