



**Season 2 of the
Columbia Gorge
Express**
May 26 – September 4, 2017



Vehicles this year



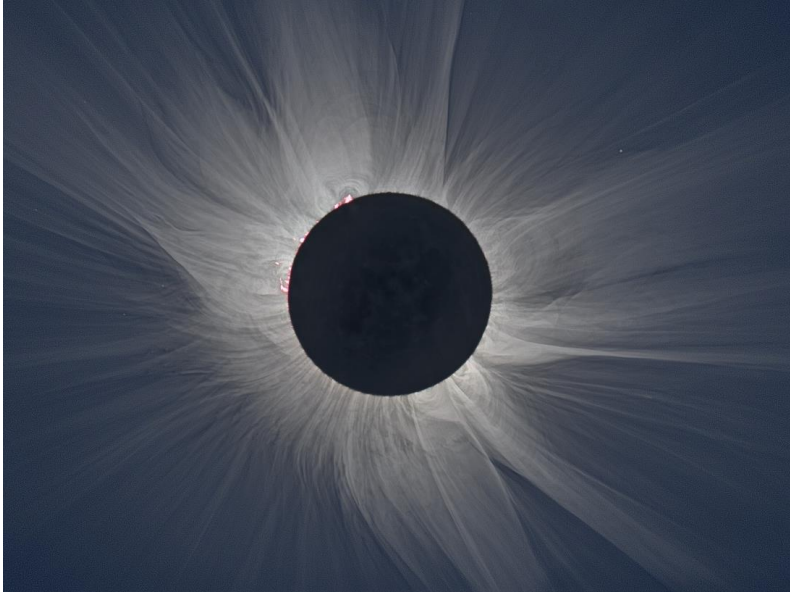


Challenges & Surprises



Image credit: Corbett Citizens Patrol

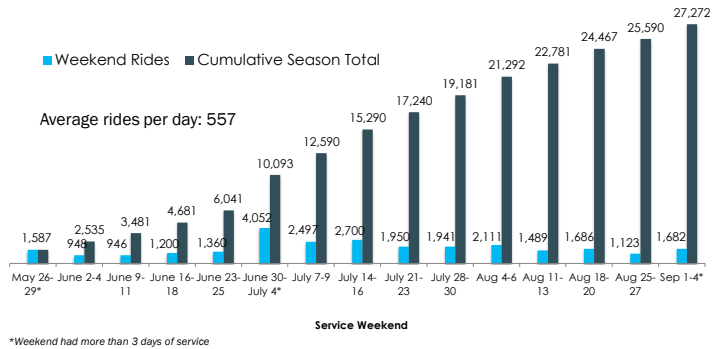






Numbers

Columbia Gorge Express 2017 Season Ridership

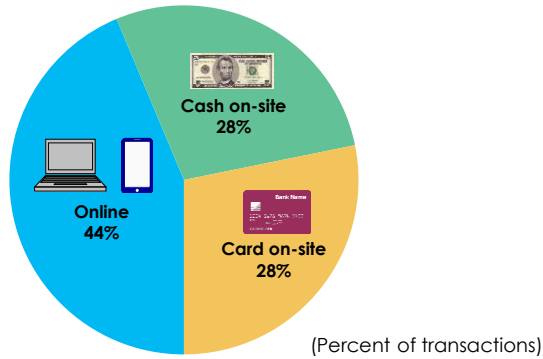


Mid-season Schedule Change

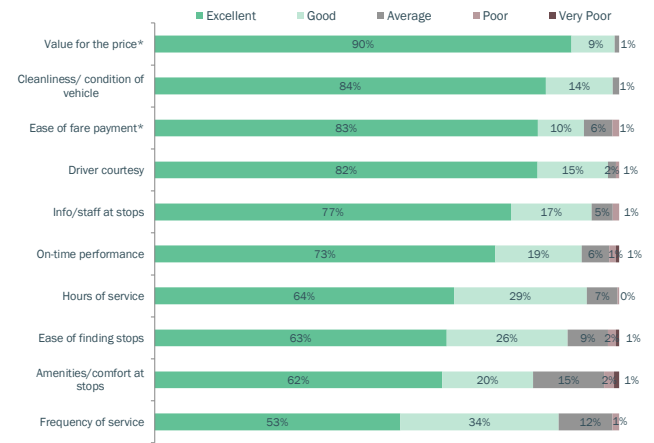
	Before schedule change	After schedule change
On-time performance		
Gateway	67%	76%
Rooster Rock	61%	86%
Multnomah Falls	61%	84%
Fare Recovery	15%	23%
Driver satisfaction	Lower	Higher



Fare Payment



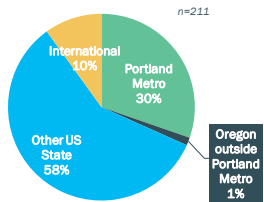
Customer Satisfaction Ratings



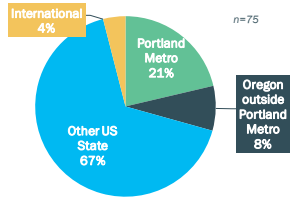
*=Gateway riders only



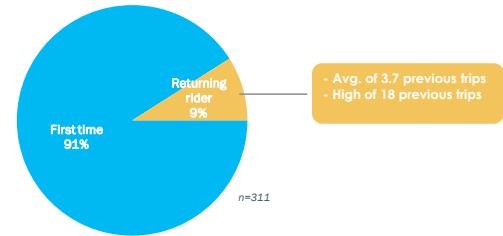
Home residence of Gateway riders



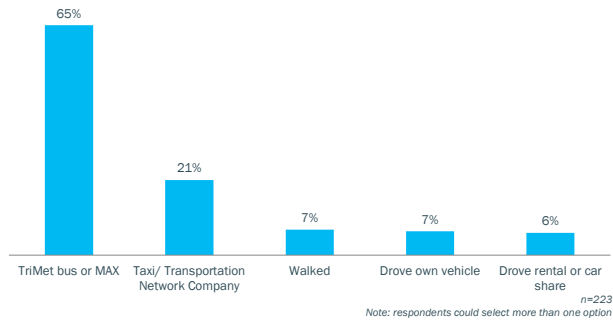
Home residence of Rooster Rock riders



Is this your first time taking the CGE?



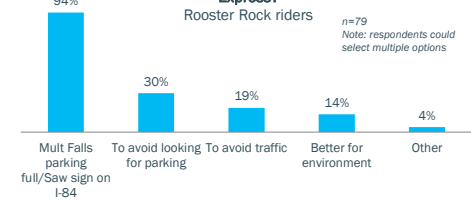
Travel mode to Gateway Transit Center



Why did you choose to use the Columbia Gorge Express?
Gateway riders



Why did you choose to use the Columbia Gorge Express?
Rooster Rock riders



99% of riders said they would recommend the Columbia Gorge Express to others.



Top suggestions for improvement

Service increases (frequency, days, hours)

Better information/signage at stops

Improved stop amenities (e.g. seating, shade)

Ticketing improvements

