



August 28, 2020

Statement from COIC's Executive Director, Tammy Baney

*"We were alarmed to learn of the incident on August 20th. The safety of the riders on the Cascades East Transit (CET) system and those who provide these services is our number one priority. We are shocked and saddened by the events which occurred between the driver and the passenger. The driver involved is an employee of Paratransit Services, of Bremerton, WA, which is the contract service provider for CET's Bend Fixed Route service."*

*The conduct of the driver does not meet the professionalism or customer service expectations of COIC/CET. We have confirmed that this driver has been terminated, which CET fully supports. The team of drivers and staff that provide transit services in our region take great pride in their work; the behavior of this individual is deeply upsetting and not a reflection of the service the drivers provide each and every day.*

*COIC/CET is reviewing our training materials, systems, and policies to ensure that our procedures in conflict identification and resolution are clear and adhered to at all times. In addition, we are taking immediate action with our contract service provider to ensure that this type of behavior does not happen again."*