

Date: November 19, 2019

To: General Manager
Board of Directors

From: Timothy Kea, Senior Financial Analyst
Budget & Grants Department

Subject: October 2019 Monthly Performance Report

The monthly systemwide ridership increased 1.0% in October compared to the prior year's level. Passenger revenue decreased 7.7% partly due to the 3.0% discount correction for the employer program which did not apply properly at the time of issued. The system costs per boarding increased 4.1% (from \$3.87 to \$4.03) compared to October 2018. The monthly Streetcar ridership decreased 13.9% compared to October 2018.

1. Weekly system boardings increased 1.0% in October compared to prior year's level. Weekly boardings increased 2.5% on bus, but decreased 1.1% on MAX, 9.1% on WES and 3.7% on LIFT/Cab.
2. Weekday fixed route boardings were 322,670 in October, increasing 0.8% compared to prior year's level. Boardings increased 2.3% on bus, but decreased 1.2% on MAX and 9.1% on WES. Weekend fixed route boardings increased 3.5% on bus, but decreased 0.7% on MAX.
3. The five MAX lines averaged a total of 124,550 weekday, 78,750 Saturday and 65,720 Sunday boardings in October. Weekday ridership on each of the five MAX lines averaged 53,890 on the Blue Line, 21,860 on the Red Line, 14,050 on the Yellow Line, 21,770 on the Green Line and 12,980 on the Orange Line. Total MAX ridership decreased 2.3% during weekday peak and 0.7% during weekday off-peak periods, resulting in a 1.2% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 3.8% on Saturday, but increased 3.3% on Sunday.

Overall, MAX weekly ridership in October was down by 1.1% compared to last October.

4. Bus averaged 196,620 weekday, 105,990 Saturday and 83,880 Sunday boardings in October. Bus ridership increased 2.5% during weekday peak time periods and 2.1% during weekday off-peak time periods, resulting in a 2.3% increase in weekday bus ridership.

The total bus weekend ridership increased 3.5% and 2.5% in weekly ridership in October.

Bus weekly ridership increased 4.8% on non-frequent routes and 0.6% on frequent routes compared to last October. The overall bus ridership has been increasing on average of 2.2% for the last 7 months and marks the longest ridership growth since March 2015.

5. WES averaged 1,500 daily boardings in October, 9.1% below the prior year's level. In October, WES operated with 5 late trains, zero train out of service, zero missed pullouts and zero vehicle mechanical failure, resulting in 99.3% of trips made on time. WES train runs every 30 minutes on weekdays during the morning and afternoon rush hours and considered on-time if it arrives at the destination platform (Beaverton TC to Wilsonville) within 4 minutes of the published arrival time.
6. Weekly LIFT/Cab boardings decreased 3.7% in October. The weekday boardings decreased 3.6% and 4.7% on the weekend compared to prior year's level.
7. October passenger revenues were \$9.6 million, a decrease of 7.7% compared to prior year level.
8. Fixed Route Operating costs/boardings measures the direct cost of providing each ride. Operations costs are expenses for labor, energy and expendable supplies to provide transit service and to maintain vehicles and plant facilities. The average fixed route operating costs per boarding increased from \$3.52 to \$3.67, or 4.3%, compared to October 2018.
9. Weekday Streetcar boardings averaged 2,846 on A-Loop, 2,525 on B-Loop and 7,669 on North South (NS) line in October. The weekday boardings decreased 1.5% on A-Loop, 10.8% on B-Loop and 18.3% on NS compared to last October. The Portland Streetcar reduced service at the end of September 2018 from 14 cars at peak service to 12 cars due to lack of vehicle availability, which may account for a concurrent decrease in ridership.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 81.0%, 79.0% and 82.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Oct 19	Oct 18	% Change	FY20-TD	FY19-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	92,900	88,700	4.7%	87,430	85,580	2.2%
Bus-Frequent Service*	<u>103,720</u>	<u>103,500</u>	0.2%	<u>99,390</u>	<u>96,990</u>	2.5%
Subtotal All Bus	196,620	192,200	2.3%	186,820	182,570	2.3%
MAX	124,550	126,100	-1.2%	119,490	123,570	-3.3%
Commuter Rail	<u>1,500</u>	<u>1,650</u>	-9.1%	<u>1,453</u>	<u>1,630</u>	-10.9%
Fixed Route Total	322,670	320,000	0.8%	307,763	307,770	0.0%
<u>Paratransit</u>						
LIFT& Cabs	3,262	3,383	-3.6%	3,230	3,378	-4.4%
System Total	325,932	323,403	0.8%	310,993	311,148	0.0%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	532,800	508,600	4.8%	506,095	495,204	2.2%
Bus-Frequent Service*	<u>640,200</u>	<u>636,300</u>	0.6%	<u>617,495</u>	<u>601,370</u>	2.7%
Subtotal All Bus	1,173,000	1,144,900	2.5%	1,123,590	1,096,574	2.5%
MAX	767,200	776,000	-1.1%	744,375	769,195	-3.2%
Commuter Rail	<u>7,500</u>	<u>8,250</u>	-9.1%	<u>7,263</u>	<u>8,138</u>	-10.8%
Fixed Route Total	1,947,690	1,929,060	1.0%	1,875,228	1,873,907	0.1%
Frequent Bus % of Total Bus	54.6%	55.6%	-1.0%	55.0%	54.8%	0.1%
<u>Paratransit</u>						
LIFT & Cabs	18,597	19,315	-3.7%	18,384	19,173	-4.1%
System Total	1,966,287	1,948,375	0.9%	1,893,612	1,893,079	0.0%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.57	\$4.48	2.01%	\$4.66	\$4.59	1.53%
Bus-Frequent Service*	\$3.31	\$3.24	2.16%	\$3.47	\$3.33	4.20%
Subtotal All Bus	\$3.89	\$3.79	2.64%	\$4.01	\$3.90	2.82%
MAX	\$3.17	\$2.96	7.09%	\$3.26	\$2.98	9.40%
Commuter Rail	\$20.97	\$16.91	24.01%	\$20.07	\$17.10	17.37%
Fixed Route Total	\$3.67	\$3.52	4.26%	\$3.77	\$3.58	5.31%
<u>Paratransit</u>						
LIFT & Cabs	\$41.06	\$38.66	6.21%	\$41.24	\$39.25	5.07%
System Total	\$4.03	\$3.87	4.13%	\$4.13	\$3.94	4.82%

* Frequent Bus lines are those operating at headways of 15 minutes or less.

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All other bus lines, plus special services are included under "Other Bus Services".

** Operations Cost: Expenses for labor, energy and expendable supplies required to provide transit service and maintain vehicles and plant facilities. Does not include General and Administrative, interest or depreciation.

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KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Oct 19	Oct 18	% Change	FY20-TD	FY19-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	322,670	320,000	0.83%	307,760	307,770	0.00%
Avg. Weekday Originating Rides	276,764	249,037	11.13%	263,990	239,560	10.20%
Monthly Boarding Rides/Rev. Hour	52.30	53.13	-1.56%	50.40	52.28	-3.60%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	21.92%	25.75%	-3.83%	22.44%	25.68%	-3.24%
System Cost/Boarding Ride	\$4.92	\$4.62	6.49%	\$5.00	\$4.67	7.07%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$171.64	\$180.81	-5.07%	\$168.05	\$180.68	-6.99%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	90.08%	89.34%	0.74%	90.06%	89.64%	0.42%
Bus & Rail Maintenance Attendance	94.61%	95.30%	-0.69%	94.11%	94.92%	-0.81%
WES Maintenance & Admin Attendance	96.61%	93.38%	3.23%	97.50%	94.84%	2.66%
Weekly Boarding Rides Per Full Time Employee	632.2	645.0	-1.98%	609.4	630.4	-3.32%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	18,909	12,216	54.79%	18,198	13,434	35.46%
Bus Collisions/100,000 Miles	3.36	3.78	-11.11%	3.00	3.10	-3.23%
Bus % Maintained Pullouts	99.91%	99.93%	-0.03%	99.91%	99.87%	0.04%
Bus On-Time Performance(1)	85.00%	85.80%	-0.80%	85.33%	85.70%	-0.38%
MAX Car Miles/Svc Delay Defects(2)	10,295	14,749	-30.20%	10,760	11,594	-7.19%
MAX Collisions/100,000 Miles	1.00	2.78	-64.03%	0.89	1.72	-48.26%
MAX % Maintained Pullouts	99.95%	99.85%	0.10%	99.93%	99.88%	0.05%
MAX On-Time Performance(1)	88.90%	89.40%	-0.50%	89.60%	88.23%	1.37%
WES Miles/Relevant Failure	10,819	10,819	0.00%	10,187	10,040	1.47%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	99.57%	99.27%	0.30%
WES On-Time Performance(1)	99.30%	94.40%	4.90%	97.23%	93.13%	4.10%

(1) By departures at route timepoints

(2) Eff. Jan 2017, MAX car miles divided by in-service delays(>5 mins w/mech incident) and mainline failures(out of service).

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STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Oct 19	Sep 19	Oct 18	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,846	2,684	2,889	2,725	3,567
B-Loop Boardings	2,525	2,267	2,831	2,514	3,129
North South Line Boardings	7,669	6,320	9,385	7,374	8,367
Average Weekend Ridership					
A-Loop Boardings	4,061	4,001	4,664	4,048	4,852
B-Loop Boardings	3,504	4,026	3,542	3,641	4,491
North South Line Boardings	9,539	9,116	11,874	9,362	11,187
Average Weekly Ridership					
A-Loop Boardings	18,291	17,421	19,109	17,675	22,686
B-Loop Boardings	16,129	15,361	17,697	16,212	20,135
North South Line Boardings	47,884	40,716	58,799	46,230	53,020
Monthly Ridership					
A-Loop Boardings	81,702	73,685	85,103	76,486	98,165
B-Loop Boardings	72,091	65,470	79,281	70,237	87,124
North South Line Boardings	214,543	171,980	263,351	199,455	229,837
A-Loop Boardings/Rev Hour	46.2	41.9	53.9	42.1	59.8
B-Loop Boardings/Rev Hour	41.0	37.0	48.1	38.8	53.2
North South Boardings/Rev Hour	80.2	64.8	96.9	81.1	87.3
System Boardings/Rev Hour	59.4	50.3	72.0	56.7	70.1
Service					
Vehicle Revenue Hours	6,204	6,185	5,944	6,102	5,921
Vehicle Revenue Miles	36,176	36,055	35,703	36,688	35,100
Service Quality					
A-Loop On-Time Performance	81.00%	81.00%	84.00%	83.33%	83.67%
B-Loop On-Time Performance	79.00%	81.00%	79.00%	80.67%	79.42%
North South On-Time Performance	82.00%	85.00%	85.00%	84.75%	84.17%
Operator Attendance	90.59%	90.66%	87.59%	90.00%	88.75%
Excused Absence	0.20%	0.30%	0.44%	0.42%	0.28%
Family Leave	1.04%	1.25%	1.83%	1.57%	1.92%
Unexcused Absence	0.01%	0.01%	0.02%	0.07%	0.10%
Sick Leave	5.22%	4.20%	5.74%	3.81%	6.44%
Industrial Injury	2.76%	3.28%	4.30%	3.40%	1.81%
Contractual Absence	0.18%	0.29%	0.09%	0.73%	0.71%
Maintenance Attendance	95.92%	91.60%	98.63%	94.84%	94.29%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	2.04%	2.85%	0.34%	1.47%	2.15%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.01%
Sick Leave	2.04%	5.55%	1.03%	2.76%	2.99%
Industrial Injury	0.00%	0.00%	0.00%	0.55%	0.00%
Contractual Absence	0.00%	0.00%	0.00%	0.38%	0.57%
Overall Attendance	91.74%	90.85%	89.91%	90.95%	89.91%