

Date: February 24, 2020

To: General Manager
Board of Directors

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

Subject: January 2020 Monthly Performance Report

The monthly systemwide ridership was unchanged in January compared to the prior year's level. Passenger revenue decreased 4.0%. The system costs per boarding increased 4.1% (from \$4.18 to \$4.35) compared to January 2019. The monthly Streetcar ridership decreased 8.2% compared to January 2019.

1. Weekly system boardings were unchanged in January compared to prior year's level. Weekly boardings increased 2.1% on bus, but decreased 3.1% on MAX, 6.0% on WES and 3.5% on LIFT/Cab.
2. Weekday fixed route boardings were 304,785 in January, unchanged compared to prior year's level. Boardings increased 1.7% on bus, but decreased 2.6% on MAX and 6.0% on WES. Weekend fixed route boardings increased 4.0% on bus, but decreased 5.1% on MAX.
3. The five MAX lines averaged a total of 116,100 weekday, 69,330 Saturday and 54,990 Sunday boardings in January. Weekday ridership on each of the five MAX lines averaged 50,580 on the Blue Line, 19,940 on the Red Line, 13,180 on the Yellow Line, 20,090 on the Green Line and 12,310 on the Orange Line. Total MAX ridership decreased 1.1% during weekday peak and 3.3% during weekday off-peak periods, resulting in a 2.6% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 8.9% on Saturday, but increased 0.3% on Sunday.

Overall, MAX weekly ridership in January was down by 3.1% compared to last January.

4. Bus averaged 187,350 weekday, 98,220 Saturday and 79,640 Sunday boardings in January. Bus ridership increased 0.6% during weekday peak time periods and 2.3% during weekday off-peak time periods, resulting in a 1.7% increase in weekday bus ridership.

The total bus weekend ridership increased 4.0% and weekly ridership increased 2.1% in January.

Bus weekly ridership increased 4.0% on non-frequent routes and 0.5% on frequent routes compared to last January. The overall bus ridership has been increasing on average of 2.5% for the last 10 months and marks the longest ridership growth since March 2015.

5. WES averaged 1,335 daily boardings in January, 6.0% below the prior year's level. In January, WES operated with 14 late trains, 2 trains out of service, zero missed pullouts and zero vehicle mechanical failure, resulting in 97.7% 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 3.5% in January. The weekday boardings decreased 3.2% and the weekend boardings decreased 5.6% compared to prior year's level.
7. January passenger revenues were \$9.1 million, a decrease of 4.0% 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 \$3.85 to \$3.99, or 3.6%, compared to January 2019.
9. Weekday Streetcar boardings averaged 2,715 on A-Loop, 2,009 on B-Loop and 8,076 on North South (NS) line in January. The weekday boardings decreased 6.1% on A-Loop, 20.1% on B-Loop and 3.7% on NS compared to last January. The Portland Streetcar reduced service at the end of September 2018 from 14 cars at peak service to 12 cars through September 2019 and currently operating at 13 cars at peak service. The lack of vehicle may account for a concurrent decrease in ridership.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 84.0%, 83.0% and 84.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Jan 20	Jan 19	% Change	FY20-TD	FY19-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	87,890	84,800	3.6%	86,583	83,830	3.3%
Bus-Frequent Service*	<u>99,460</u>	<u>99,400</u>	0.1%	<u>98,554</u>	<u>96,620</u>	2.0%
Subtotal All Bus	187,350	184,200	1.7%	185,137	180,450	2.6%
MAX	116,100	119,200	-2.6%	118,326	120,900	-2.1%
Commuter Rail	<u>1,335</u>	<u>1,420</u>	-6.0%	<u>1,391</u>	<u>1,520</u>	-8.5%
Fixed Route Total	304,785	304,800	0.0%	304,854	302,870	0.7%
<u>Paratransit</u>						
LIFT& Cabs	3,219	3,325	-3.2%	3,211	3,332	-3.6%
System Total	308,004	308,145	0.0%	308,065	306,202	0.6%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	503,300	484,000	4.0%	500,079	483,805	3.4%
Bus-Frequent Service*	<u>611,300</u>	<u>608,000</u>	0.5%	<u>610,953</u>	<u>598,013</u>	2.2%
Subtotal All Bus	1,114,600	1,092,000	2.1%	1,111,031	1,081,818	2.7%
MAX	704,800	727,000	-3.1%	732,067	750,404	-2.4%
Commuter Rail	<u>6,675</u>	<u>7,100</u>	-6.0%	<u>6,957</u>	<u>7,600</u>	-8.5%
Fixed Route Total	1,826,105	1,826,090	0.0%	1,850,056	1,839,822	0.6%
Frequent Bus % of Total Bus	54.8%	55.7%	-0.8%	55.0%	55.3%	-0.3%
<u>Paratransit</u>						
LIFT & Cabs	18,170	18,822	-3.5%	18,259	18,940	-3.6%
System Total	1,844,275	1,844,912	0.0%	1,868,315	1,858,762	0.5%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.79	\$4.82	-0.62%	\$4.77	\$4.76	0.21%
Bus-Frequent Service*	\$3.49	\$3.52	-0.85%	\$3.50	\$3.44	1.74%
Subtotal All Bus	\$4.07	\$4.09	-0.49%	\$4.07	\$4.03	0.99%
MAX	\$3.62	\$3.33	8.71%	\$3.28	\$3.17	3.47%
Commuter Rail	\$28.87	\$19.30	49.59%	\$21.21	\$18.49	14.71%
Fixed Route Total	\$3.99	\$3.85	3.64%	\$3.82	\$3.74	2.14%
<u>Paratransit</u>						
LIFT & Cabs	\$40.72	\$36.69	10.98%	\$41.73	\$38.74	7.72%
System Total	\$4.35	\$4.18	4.07%	\$4.19	\$4.09	2.44%

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

TK

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.

i

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Jan 20	Jan 19	% Change	FY20-TD	FY19-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	304,785	304,800	0.00%	304,850	302,870	0.65%
Avg. Weekday Originating Rides	261,398	237,206	10.20%	261,510	235,730	10.94%
Monthly Boarding Rides/Rev. Hour	49.00	50.04	-2.06%	49.61	50.92	-2.57%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	20.41%	24.07%	-3.67%	22.22%	24.70%	-2.48%
System Cost/Boarding Ride	\$5.48	\$4.86	12.76%	\$5.10	\$4.84	5.37%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$178.35	\$179.63	-0.71%	\$168.07	\$182.28	-7.80%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.39%	89.30%	0.09%	89.94%	89.60%	0.34%
Bus & Rail Maintenance Attendance	94.60%	94.89%	-0.28%	94.12%	94.88%	-0.76%
WES Maintenance & Admin Attendance	91.32%	97.94%	-6.62%	95.32%	96.21%	-0.89%
Weekly Boarding Rides Per Full Time Employee	585.9	604.1	-3.01%	598.6	614.8	-2.64%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	23,566	14,799	59.24%	22,665	14,002	61.88%
Bus Collisions/100,000 Miles	2.58	2.64	-2.27%	2.81	2.97	-5.39%
Bus % Maintained Pullouts	99.94%	99.93%	0.01%	99.92%	99.90%	0.02%
Bus On-Time Performance(1)	88.60%	89.40%	-0.80%	86.19%	86.73%	-0.54%
MAX Car Miles/Svc Delay Defects(2)	12,219	12,449	-1.85%	11,228	12,556	-10.58%
MAX Collisions/100,000 Miles	1.51	1.50	0.67%	1.02	1.78	-42.70%
MAX % Maintained Pullouts	99.95%	99.90%	0.05%	99.88%	99.89%	-0.01%
MAX On-Time Performance(1)	90.30%	90.90%	-0.60%	89.73%	88.87%	0.86%
WES Miles/Relevant Failure	10,319	10,349	-0.29%	10,002	9,738	2.72%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	99.72%	100.00%	-0.28%	99.38%	97.35%	2.02%
WES On-Time Performance(1)	97.70%	99.90%	-2.20%	95.57%	92.86%	2.71%

(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).

TK

ii

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Jan 20	Dec 19	Jan 19	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,715	2,742	2,892	2,730	3,383
B-Loop Boardings	2,009	2,102	2,515	2,449	2,976
North South Line Boardings	8,076	6,682	8,387	7,224	8,454
Average Weekend Ridership					
A-Loop Boardings	3,895	4,082	4,428	3,989	4,793
B-Loop Boardings	3,226	3,193	3,449	3,515	4,445
North South Line Boardings	8,225	7,876	9,741	8,936	11,016
Average Weekly Ridership					
A-Loop Boardings	17,470	17,792	18,888	17,639	21,707
B-Loop Boardings	13,271	13,703	16,024	15,760	19,327
North South Line Boardings	48,605	41,286	51,676	45,058	53,286
Monthly Ridership					
A-Loop Boardings	77,066	77,208	83,153	76,306	93,863
B-Loop Boardings	58,414	59,680	70,677	68,135	83,787
North South Line Boardings	214,352	179,090	227,362	194,412	230,564
A-Loop Boardings/Rev Hour	47.0	47.4	43.9	43.4	56.5
B-Loop Boardings/Rev Hour	36.1	37.2	37.6	38.8	50.6
North South Boardings/Rev Hour	77.0	65.1	91.9	77.0	89.9
System Boardings/Rev Hour	57.9	52.8	61.0	55.9	69.0
Service					
Vehicle Revenue Hours	6,042	5,984	6,248	6,058	5,914
Vehicle Revenue Miles	35,875	35,568	37,928	36,181	35,671
Service Quality					
A-Loop On-Time Performance	84.00%	83.00%	88.00%	83.25%	84.33%
B-Loop On-Time Performance	83.00%	81.00%	82.00%	80.58%	79.75%
North South On-Time Performance	84.00%	82.00%	87.00%	83.83%	85.08%
Operator Attendance	93.15%	94.10%	91.59%	90.70%	88.66%
Excused Absence	0.57%	0.54%	0.59%	0.49%	0.28%
Family Leave	1.18%	0.80%	1.25%	1.51%	1.68%
Unexcused Absence	0.03%	0.50%	0.00%	0.19%	0.11%
Sick Leave	4.95%	3.56%	3.61%	3.62%	6.48%
Industrial Injury	0.00%	0.50%	2.51%	2.86%	2.14%
Contractual Absence	0.12%	0.00%	0.46%	0.64%	0.66%
Maintenance Attendance	88.62%	98.37%	97.72%	95.17%	93.59%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	8.54%	1.25%	1.24%	2.12%	1.97%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.01%
Sick Leave	2.85%	0.38%	1.04%	2.40%	3.31%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.55%
Contractual Absence	0.00%	0.00%	0.00%	0.31%	0.57%
Overall Attendance	92.21%	94.98%	92.91%	91.56%	89.65%