

Date: October 18, 2017

To: General Manager
Board of Directors

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

Subject: September 2017 Monthly Performance Report

The monthly systemwide ridership decreased 2.4% in September compared to prior year's level. Passenger revenue decreased 3.7% and operations costs per boarding increased 6.0% compared to September 2016. Monthly Streetcar ridership was flat in September compared to September 2016.

1. Weekly system boardings decreased 0.8% in September compared to prior year's level. Weekly boardings increased 0.8% on MAX, but decreased 1.9% on bus, 4.1% on WES and 3.4% on LIFT/Cab.
2. Weekday fixed route boardings were 309,280 in September, 0.8% below the prior year's level. Boardings increased 0.8% on MAX, but decreased 1.8% on bus and 3.9% on WES. Weekend fixed route boardings decreased 2.0% on bus, but increased 0.7% on MAX.
3. The five MAX lines averaged a total of 121,420 weekday, 85,430 Saturday and 66,830 Sunday boardings in September. Weekday ridership on each of the five MAX lines averaged 55,330 on the Blue Line, 21,070 on the Red Line, 13,220 on the Yellow Line, 20,390 on the Green Line, and 11,410 on the Orange Line. Total MAX ridership increased 0.8% during weekday peak and 0.9% during weekday off-peak periods, resulting in a 0.8% increase in weekday MAX ridership. The weekend ridership increased 3.4% on Saturday but decreased 2.6% on Sunday, leading to a 0.8% increase in weekly MAX rides in September.
4. Weekday bus boardings decreased 1.8% in September, with overall decline in weekday peak time periods of 2.3% and 1.6% in weekday off-peak time periods. Total weekend boardings also decreased 2.0%, resulting in a 1.9% decrease in weekly bus rides. Weekly boardings decreased 3.0% on frequent routes and 0.5% on non-frequent routes.
5. WES averaged 1,750 daily boardings in September 3.8% below the prior year's level. In September, WES operated with 16 late trains, zero out of service trains, zero missed pullouts, and two vehicle mechanical failures, resulting in a 97.5% 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 3.4% in September. Weekday boardings declined 3.6% and 1.4% on weekend boardings compared to prior year's level.

7. September passenger revenues were \$9.0 million, which is 3.7% below the prior year level.
8. Operations cost/boarding 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 averaged fixed route operations costs per boarding increased from \$3.17 to \$3.33, or 5.0% compared to September 2016.
9. Weekday Streetcar boardings averaged 3,573 on A-Loop, 3,104 on B-Loop and 8,228 on North South (NS) line in September. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Sep 17	Sep 16	% Change	FY18-TD	FY17-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	87,980	88,500	-0.6%	84,910	85,330	-0.5%
Bus-Frequent Service*	<u>98,130</u>	<u>101,100</u>	-2.9%	<u>94,773</u>	<u>97,670</u>	-3.0%
Subtotal All Bus	186,110	189,600	-1.8%	179,683	183,000	-1.8%
MAX	121,420	120,400	0.8%	122,370	124,300	-1.6%
Commuter Rail	<u>1,750</u>	<u>1,820</u>	-3.8%	<u>1,705</u>	<u>1,840</u>	-7.3%
Fixed Route Total	309,280	311,800	-0.8%	303,758	309,140	-1.7%
<u>Paratransit</u>						
LIFT& Cabs	3,550	3,683	-3.6%	3,406	3,626	-6.1%
System Total	312,830	315,508	-0.8%	307,164	312,766	-1.8%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	509,100	511,600	-0.5%	493,673	495,467	-0.4%
Bus-Frequent Service*	<u>607,000</u>	<u>625,800</u>	-3.0%	<u>590,967</u>	<u>608,700</u>	-2.9%
Subtotal All Bus	1,116,100	1,137,400	-1.9%	1,084,640	1,104,167	-1.8%
MAX	759,400	753,200	0.8%	767,343	783,108	-2.0%
Commuter Rail	<u>8,750</u>	<u>9,120</u>	-4.1%	<u>8,525</u>	<u>9,217</u>	-7.5%
Fixed Route Total	1,884,240	1,899,725	-0.8%	1,860,508	1,896,492	-1.9%
Frequent Bus % of Total Bus	54.4%	55.0%	-0.6%	54.5%	55.1%	-0.6%
<u>Paratransit</u>						
LIFT & Cabs	19,942	20,638	-3.4%	19,252	20,375	-5.5%
System Total	1,904,182	1,920,363	-0.8%	1,879,760	1,916,867	-1.9%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.38	\$3.97	10.33%	\$4.25	\$3.92	8.42%
Bus-Frequent Service*	\$3.19	\$2.90	10.00%	\$3.10	\$2.86	8.39%
Subtotal All Bus	\$3.73	\$3.38	10.36%	\$3.62	\$3.33	8.71%
MAX	\$2.61	\$2.69	-2.97%	\$2.68	\$2.46	8.94%
Commuter Rail	\$16.48	\$16.28	1.23%	\$16.50	\$14.32	15.22%
Fixed Route Total	\$3.33	\$3.17	5.05%	\$3.29	\$3.02	8.94%
<u>Paratransit</u>						
LIFT & Cabs	\$39.19	\$33.43	17.23%	\$37.95	\$34.02	11.55%
System Total	\$3.70	\$3.49	6.02%	\$3.64	\$3.35	8.66%

* 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)

	Sep 17	Sep 16	% Change	FY18-TD	FY17-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	309,280	311,800	-0.81%	303,760	309,140	-1.74%
Avg. Weekday Originating Rides	240,649	242,572	-0.79%	236,430	240,600	-1.73%
Monthly Boarding Rides/Rev. Hour	53.81	55.07	-2.30%	54.00	55.35	-2.44%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	25.80%	27.43%	-1.63%	26.58%	29.15%	-2.57%
System Cost/Boarding Ride	\$4.36	\$4.17	4.56%	\$4.28	\$3.96	8.08%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$171.18	\$175.05	-2.21%	\$168.60	\$167.35	0.75%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.39%	90.62%	-1.23%	89.59%	90.20%	-0.62%
Bus & Rail Maintenance Attendance	94.53%	94.69%	-0.17%	94.29%	94.64%	-0.34%
WES Maintenance & Admin Attendance	97.83%	96.85%	0.98%	94.01%	95.44%	-1.43%
Weekly Boarding Rides Per Full Time Employee	669.3	690.6	-3.09%	660.3	694.7	-4.94%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	14,660	11,271	30.07%	14,148	10,803	30.96%
Bus Collisions/100,000 Miles	3.21	2.38	34.87%	2.83	2.23	26.91%
Bus % Maintained Pullouts	99.97%	99.94%	0.03%	99.92%	99.88%	0.05%
Bus On-Time Performance(1)	82.60%	80.70%	1.90%	83.33%	80.97%	2.37%
MAX Car Miles/Svc Delay Defects(2)	9,852	7,456	32.13%	8,613	7,094	21.42%
MAX Collisions/100,000 Miles	0.80	1.34	-40.30%	1.29	1.49	-13.42%
MAX % Maintained Pullouts	100.00%	99.59%	0.41%	99.98%	99.60%	0.38%
MAX On-Time Performance(1)	87.20%	86.00%	1.20%	85.57%	84.97%	0.60%
WES Miles/Relevant Failure	4,704	9,878	-52.38%	9,682	10,001	-3.18%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	98.02%	99.66%	-1.64%
WES On-Time Performance(1)	97.50%	98.40%	-0.90%	93.47%	95.67%	-2.20%

(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

12 Month Average

Streetcar Operation	Sep 17	Aug 17	Sep 16	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	3,573	3,475	3,166	3,420	3,127
B-Loop Boardings	3,104	3,378	3,328	3,271	3,113
North South Line Boarding	8,228	8,233	8,142	8,512	8,212
Average Weekend Ridership					
A-Loop Boardings	5,032	4,873	4,204	4,604	4,040
B-Loop Boardings	4,904	5,059	4,551	4,524	4,268
North South Line Boarding	10,500	12,124	12,343	11,049	11,488
Average Weekly Ridership					
A-Loop Boardings	22,897	22,248	20,034	21,704	19,677
B-Loop Boardings	20,424	21,949	21,191	20,877	19,835
North South Line Boarding	51,640	53,289	53,053	53,609	52,547
Monthly Ridership					
A-Loop Boardings	97,550	99,417	85,739	93,557	85,172
B-Loop Boardings	87,438	97,930	90,647	90,184	85,892
North South Line Boarding	218,784	237,855	227,277	230,944	227,775
A-Loop Boardings/Rev Hour	57.1	56.0	48.7	57.3	47.7
B-Loop Boardings/Rev Hour	51.5	57.0	52.3	58.7	49.9
North South Boardings/Rev Hour	83.8	91.4	91.2	97.5	90.4
System Boardings/Rev Hour	67.1	71.4	67.5	73.3	66.2
Service					
Vehicle Revenue Hours	6,017	6,093	5,984	5,658	6,027
Vehicle Revenue Miles	36,346	37,202	36,609	34,497	36,994
Service Quality					
A-Loop On-Time Performance	84%	85%	79%	80%	80.00%
B-Loop On-Time Performance	81%	74%	77%	74%	78.00%
North South On-Time Performance	85%	82%	83%	83%	84.00%
Attendance (1)					
Attendance (1)	95.30%	92.82%	95.28%	94.05%	93.64%
Excused Absence	0.19%	0.42%	0.34%	0.49%	0.69%
Family Leave	1.29%	3.24%	0.99%	1.42%	2.32%
Unexcused Absence	0.01%	0.08%	0.01%	0.05%	0.06%
Sick Leave	2.66%	2.71%	2.97%	3.43%	2.60%
Industrial Injury	0.00%	0.00%	0.40%	0.04%	0.33%
Contractual Absence	0.55%	0.73%	0.00%	0.53%	0.36%

(1) Includes Operations and Vehicle Maintenance Staff

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