

Date: September 13, 2019

To: General Manager
Board of Directors

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

Subject: August 2019 Monthly Performance Report

The monthly systemwide ridership decreased 1.6% in August compared to the prior year's level. Passenger revenue decreased 2.9% and system costs per boarding increased 1.2% (from \$4.02 to \$4.07) compared to August 2018. The monthly Streetcar ridership decreased 28.4% compared to August 2018. The two weeks closure at Lloyd for MAX track repair had a significant impact on MAX ridership.

1. Weekly system boardings decreased 0.2% in August compared to prior year's level. Weekly boardings increased 4.0% on bus, but decreased 5.9% on MAX, 12.7% on WES and 4.5% on LIFT/Cab.
2. Weekday fixed route boardings were 296,130 in August, decreasing 0.6% compared to prior year's level. Boardings increased 3.8% on bus, but decreased 6.8% on MAX, 12.7% on WES. Weekend fixed route boardings increased 5.1% on bus, but decreased 2.1% on MAX.
3. The five MAX lines averaged a total of 112,770 weekday, 79,530 Saturday and 68,260 Sunday boardings in August. Weekday ridership on each of the five MAX lines averaged 60,350 on the Blue Line, 14,100 on the Red Line, 11,210 on the Yellow Line, 16,150 on the Green Line and 10,960 on the Orange Line. Total MAX ridership decreased 4.5% during weekday peak and 7.9% during weekday off-peak periods, resulting in a 6.8% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 5.3% on Saturday, but increased 2.0% on Sunday.

Overall, MAX weekly ridership in August decreased 5.9% compared to August 2018.

4. Bus averaged 181,980 weekday, 104,930 Saturday and 87,630 Sunday boardings in August. Bus ridership increased 3.4% during weekday peak time periods and 4.0% during weekday off-peak time periods, resulting in a 3.8% increase in weekday bus ridership.

The total bus weekend ridership increased 5.1%, resulting in a 4.0% increase in weekly bus ridership in August.

Bus weekly ridership increased 6.2% on frequent routes and 1.5% on non-frequent routes compared to last August. Overall bus ridership has been increasing since April 2019.

5. WES averaged 1,380 daily boardings in August, 12.7% below the prior year's level. In August, WES operated with 36 late trains, 10 trains out of service, zero missed pullouts and zero vehicle mechanical failure, resulting in 93.4% 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 4.5% in August. The weekday boardings decreased 5.1% and 0.4% on the weekend compared to prior year's level.
7. August passenger revenues were \$9.5 million, a decrease of 2.9% 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 \$3.67 to \$3.71, or 1.1% compared to August 2018.
9. Weekday Streetcar boardings averaged 2,238 on A-Loop, 2,128 on B-Loop and 6,188 on North South (NS) line in August. The weekday boardings decreased 33.7% on A-Loop, 24.3% on B-Loop and 26.2% on NS compared to last August. The Portland Streetcar reduced service at the end of September 2018 from 14 cars at peak service to 12 cars due to lack of vehicles availability, which may account for a concurrent decrease in ridership.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 84.0%, 81.0% and 82.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Aug 19	Aug 18	% Change	FY20-TD	FY19-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	84,970	83,900	1.3%	83,780	83,940	-0.2%
Bus-Frequent Service*	<u>97,010</u>	<u>91,400</u>	6.1%	<u>96,325</u>	<u>91,460</u>	5.3%
Subtotal All Bus	181,980	175,300	3.8%	180,105	175,400	2.7%
MAX	112,770	121,000	-6.8%	116,815	122,240	-4.4%
Commuter Rail	<u>1,380</u>	<u>1,580</u>	-12.7%	<u>1,420</u>	<u>1,600</u>	-11.3%
Fixed Route Total	296,130	297,900	-0.6%	298,340	299,240	-0.3%
<u>Paratransit</u>						
LIFT& Cabs	3,205	3,376	-5.1%	3,207	3,356	-4.4%
System Total	299,335	301,296	-0.7%	301,547	302,596	-0.3%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	496,100	489,000	1.5%	488,310	489,168	-0.2%
Bus-Frequent Service*	<u>606,300</u>	<u>570,900</u>	6.2%	<u>602,505</u>	<u>570,695</u>	5.6%
Subtotal All Bus	1,102,400	1,059,900	4.0%	1,090,815	1,059,863	2.9%
MAX	711,600	756,000	-5.9%	733,485	765,220	-4.1%
Commuter Rail	<u>6,900</u>	<u>7,900</u>	-12.7%	<u>7,100</u>	<u>8,025</u>	-11.5%
Fixed Route Total	1,821,000	1,823,780	-0.2%	1,831,400	1,833,108	-0.1%
Frequent Bus % of Total Bus	55.0%	53.9%	1.1%	55.2%	53.8%	1.4%
<u>Paratransit</u>						
LIFT & Cabs	18,278	19,142	-4.5%	18,276	19,020	-3.9%
System Total	1,839,278	1,842,922	-0.2%	1,849,676	1,852,128	-0.1%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.70	\$4.61	1.95%	\$4.77	\$4.58	4.15%
Bus-Frequent Service*	\$3.35	\$3.31	1.21%	\$3.40	\$3.31	2.72%
Subtotal All Bus	\$3.96	\$3.91	1.28%	\$4.02	\$3.90	3.08%
MAX	\$3.18	\$3.20	-0.62%	\$3.24	\$2.95	9.83%
Commuter Rail	\$19.03	\$15.85	20.06%	\$20.34	\$16.42	23.87%
Fixed Route Total	\$3.71	\$3.67	1.09%	\$3.77	\$3.56	5.90%
<u>Paratransit</u>						
LIFT & Cabs	\$40.34	\$37.04	8.91%	\$40.31	\$38.26	5.36%
System Total	\$4.07	\$4.02	1.24%	\$4.13	\$3.91	5.63%

* 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.

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Aug 19	Aug 18	% Change	FY20-TD	FY19-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	296,130	297,900	-0.59%	298,340	299,240	-0.30%
Avg. Weekday Originating Rides	253,953	231,922	9.50%	255,940	232,960	9.86%
Monthly Boarding Rides/Rev. Hour	49.28	51.76	-4.78%	49.49	51.91	-4.65%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	23.59%	24.74%	-1.14%	22.91%	25.97%	-3.06%
System Cost/Boarding Ride	\$4.96	\$4.79	3.55%	\$4.99	\$4.60	8.48%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$164.36	\$184.22	-10.78%	\$166.38	\$177.55	-6.29%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.99%	89.46%	0.53%	89.98%	89.69%	0.30%
Bus & Rail Maintenance Attendance	94.14%	94.62%	-0.48%	93.76%	94.68%	-0.93%
WES Maintenance & Admin Attendance	97.31%	94.26%	3.05%	98.27%	95.11%	3.16%
Weekly Boarding Rides Per Full Time Employee	592.2	613.4	-3.46%	595.5	618.9	-3.79%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	17,167	14,214	20.78%	17,326	14,353	20.71%
Bus Collisions/100,000 Miles	3.23	3.26	-0.92%	2.61	2.93	-10.92%
Bus % Maintained Pullouts	99.87%	99.84%	0.03%	99.89%	99.82%	0.07%
Bus On-Time Performance(1)	85.80%	85.40%	0.40%	85.80%	85.60%	0.20%
MAX Car Miles/Svc Delay Defects(2)	11,516	11,099	3.75%	10,394	10,904	-4.68%
MAX Collisions/100,000 Miles	1.06	1.77	-40.11%	1.16	1.40	-17.14%
MAX % Maintained Pullouts	99.94%	99.90%	0.04%	99.89%	99.84%	0.04%
MAX On-Time Performance(1)	89.50%	86.80%	2.70%	89.15%	87.15%	2.00%
WES Miles/Relevant Failure	10,202	5,336	91.19%	10,276	10,202	0.73%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	98.58%	98.64%	-0.06%	99.29%	98.58%	0.71%
WES On-Time Performance(1)	93.40%	96.60%	-3.20%	96.20%	91.25%	4.95%

(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	Aug 19	Jul 19	Aug 18	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,238	2,499	3,376	2,806	3,637
B-Loop Boardings	2,128	2,812	2,810	2,606	3,157
North South Line Boardings	6,188	5,103	8,387	7,719	8,258
Average Weekend Ridership					
A-Loop Boardings	3,922	4,166	4,778	4,181	4,873
B-Loop Boardings	2,288	3,363	4,680	3,689	4,592
North South Line Boardings	8,471	7,350	11,441	9,783	11,027
Average Weekly Ridership					
A-Loop Boardings	15,112	16,661	21,658	18,212	23,058
B-Loop Boardings	12,928	17,423	18,730	16,719	20,378
North South Line Boardings	39,411	32,865	53,376	48,378	52,317
Monthly Ridership					
A-Loop Boardings	67,141	74,140	96,760	78,670	99,869
B-Loop Boardings	57,154	77,368	83,350	72,360	88,197
North South Line Boardings	175,457	146,037	238,665	208,557	226,659
A-Loop Boardings/Rev Hour	39.4	39.8	61.5	44.7	59.8
B-Loop Boardings/Rev Hour	33.2	41.7	50.7	41.2	53.0
North South Boardings/Rev Hour	62.1	61.0	87.9	85.0	85.7
System Boardings/Rev Hour	47.9	48.7	70.6	59.8	69.3
Service					
Vehicle Revenue Hours	6,255	6,112	5,935	6,012	5,985
Vehicle Revenue Miles	34,118	37,820	35,691	36,334	35,504
Service Quality					
A-Loop On-Time Performance	84.00%	82.00%	86.00%	83.75%	83.67%
B-Loop On-Time Performance	81.00%	78.00%	76.00%	80.58%	79.17%
North South On-Time Performance	82.00%	80.00%	85.00%	84.92%	84.00%
Operator Attendance	92.84%	88.16%	88.47%	89.52%	89.82%
Excused Absence	0.49%	0.13%	0.36%	0.44%	0.30%
Family Leave	0.82%	2.65%	0.94%	1.58%	2.00%
Unexcused Absence	0.00%	0.09%	0.03%	0.07%	0.10%
Sick Leave	2.70%	3.46%	7.94%	4.13%	5.85%
Industrial Injury	3.04%	5.21%	1.23%	3.51%	1.19%
Contractual Absence	0.12%	0.28%	1.04%	0.75%	0.74%
Maintenance Attendance	95.57%	96.90%	92.22%	95.33%	94.30%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	0.00%	0.47%	0.38%	1.09%	2.19%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.00%
Sick Leave	3.29%	2.63%	5.53%	2.60%	2.99%
Industrial Injury	0.00%	0.00%	0.00%	0.55%	0.00%
Contractual Absence	1.14%	0.00%	1.88%	0.42%	0.53%
Overall Attendance	93.40%	89.92%	89.22%	90.66%	90.78%