

Date: April 16, 2020

To: General Manager
Board of Directors

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

Subject: March 2020 Monthly Performance Report

The monthly systemwide ridership decreased 31.6% in March compared to the prior year's level. Passenger revenue decreased 23.9%. The system costs per boarding increased 58.8% (from \$4.13 to \$6.56) compared to March 2019. The monthly Streetcar ridership decreased 35.1% compared to March 2019. Sharp declines in ridership and fare revenue will continue to increase as large numbers of riders shelter at home due to COVID-19.

1. Weekly system boardings decreased 32.7% in March compared to prior year's level. Weekly boardings decreased 30.9% on bus, 34.9% on MAX, 41.6% on WES and 45.5% on LIFT/Cab.
2. Weekday fixed route boardings were 203,060 in March, decreased 32.5% compared to prior year's level. Boardings decreased 31.2% on bus, 34.5% on MAX and 41.4% on WES. Weekend fixed route boardings decreased 29.4% on bus and 36.6% on MAX.
3. The five MAX lines averaged a total of 76,880 weekday, 46,810 Saturday and 46,170 Sunday boardings in March. Weekday ridership on each of the five MAX lines averaged 32,840 on the Blue Line, 12,880 on the Red Line, 9,740 on the Yellow Line, 13,400 on the Green Line and 8,020 on the Orange Line. Total MAX ridership decreased 35.9% during weekday peak and 33.8% during weekday off-peak periods, resulting in a 34.5% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 42.4% on Saturday and 29.4% on Sunday.

Overall, MAX weekly ridership in March decreased 34.9% compared to March 2019.

4. Bus averaged 125,360 weekday, 66,910 Saturday and 63,530 Sunday boardings in March. Bus ridership decreased 34.5% during weekday peak time periods and 29.6% during weekday off-peak time periods, resulting in a 31.2% decrease in weekday bus ridership.

The bus weekend ridership decreased 34.8% on Saturday and 22.8% on Sunday.

The total bus weekly ridership in March decreased 30.9% compared to March 2019.

Bus weekly ridership decreased 43.8% on non-frequent routes and 20.8% on frequent routes compared to last March, ending the 11 months of positive bus ridership growth.

5. WES averaged 820 daily boardings in March, 41.6% below the prior year's level. In March, WES operated with zero late train, zero train out of service, zero missed pullouts and zero vehicle mechanical failure, resulting in 100.0% 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 45.5% in March. The weekday boardings decreased 45.4% and the weekend boardings decreased 46.6% compared to prior year's level.
7. March passenger revenues were \$7.3 million, a decline of 23.9% compared to prior year level.
8. Fixed Route Operating costs/boardings measure 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 \$3.79 to \$6.15, or 62.3%, compared to March 2019.
9. Weekday Streetcar boardings averaged 2,306 on A-Loop, 1,911 on B-Loop and 4,804 on North South (NS) line in March. The weekday boardings decreased 20.6% on A-Loop, 27.8% on B-Loop and 42.4% on NS compared to last March.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 89.0%, 84.0% and 86.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Mar 20	Mar 19	% Change	FY20-TD	FY19-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	47,700	83,400	-42.8%	82,711	83,590	-1.1%
Bus-Frequent Service*	<u>77,660</u>	<u>98,800</u>	-21.4%	<u>96,720</u>	<u>96,970</u>	-0.3%
Subtotal All Bus	125,360	182,200	-31.2%	179,431	180,560	-0.6%
MAX	76,880	117,400	-34.5%	113,977	120,120	-5.1%
Commuter Rail	<u>820</u>	<u>1,400</u>	-41.4%	<u>1,325</u>	<u>1,490</u>	-11.1%
Fixed Route Total	203,060	301,000	-32.5%	294,733	302,170	-2.5%
<u>Paratransit</u>						
LIFT& Cabs	1,801	3,298	-45.4%	3,071	3,297	-6.9%
System Total	204,861	304,283	-32.7%	297,804	305,467	-2.5%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	271,400	482,500	-43.8%	476,888	481,978	-1.1%
Bus-Frequent Service*	<u>485,800</u>	<u>613,500</u>	-20.8%	<u>599,658</u>	<u>599,762</u>	0.0%
Subtotal All Bus	757,200	1,096,000	-30.9%	1,076,546	1,081,741	-0.5%
MAX	477,400	733,400	-34.9%	704,669	744,620	-5.4%
Commuter Rail	<u>4,100</u>	<u>7,020</u>	-41.6%	<u>6,625</u>	<u>7,464</u>	-11.2%
Fixed Route Total	1,238,720	1,836,405	-32.5%	1,787,839	1,833,825	-2.5%
Frequent Bus % of Total Bus	64.2%	56.0%	8.2%	55.7%	55.4%	0.3%
<u>Paratransit</u>						
LIFT & Cabs	10,255	18,830	-45.5%	17,461	18,741	-6.8%
System Total	1,248,975	1,855,235	-32.7%	1,805,300	1,852,566	-2.6%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$7.43	\$4.88	52.25%	\$5.02	\$4.81	4.37%
Bus-Frequent Service*	\$4.86	\$3.41	42.52%	\$3.61	\$3.45	4.64%
Subtotal All Bus	\$5.78	\$4.06	42.36%	\$4.22	\$4.05	4.20%
MAX	\$6.51	\$3.22	102.17%	\$3.73	\$3.21	16.20%
Commuter Rail	\$31.74	\$23.45	35.35%	\$21.26	\$19.30	10.16%
Fixed Route Total	\$6.15	\$3.79	62.27%	\$4.09	\$3.77	8.49%
<u>Paratransit</u>						
LIFT & Cabs	\$56.70	\$37.54	51.04%	\$43.53	\$38.90	11.90%
System Total	\$6.56	\$4.13	58.84%	\$4.46	\$4.12	8.25%

* 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)

	Mar 20	Mar 19	% Change	FY20-TD	FY19-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	203,060	301,000	-32.54%	294,730	302,170	-2.46%
Avg. Weekday Originating Rides	174,158	234,213	-25.64%	252,820	235,180	7.50%
Monthly Boarding Rides/Rev. Hour	32.79	49.45	-33.69%	47.81	50.54	-5.39%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	16.28%	23.67%	-7.38%	21.59%	24.29%	-2.70%
System Cost/Boarding Ride	\$8.03	\$5.01	60.28%	\$5.34	\$4.94	8.10%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$176.54	\$182.60	-3.32%	\$171.25	\$184.44	-7.15%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	88.95%	89.27%	-0.32%	89.74%	89.49%	0.24%
Bus & Rail Maintenance Attendance	94.44%	93.56%	0.88%	94.30%	94.65%	-0.36%
WES Maintenance & Admin Attendance	88.39%	97.24%	-8.85%	93.95%	96.11%	-2.16%
Weekly Boarding Rides Per Full Time Employee	397.2	600.3	-33.83%	577.3	609.7	-5.31%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	16,716	15,694	6.51%	16,342	13,935	17.27%
Bus Collisions/100,000 Miles	1.97	2.53	-22.13%	2.72	2.97	-8.42%
Bus % Maintained Pullouts	99.86%	99.76%	0.10%	99.90%	99.89%	0.02%
Bus On-Time Performance(1)	92.70%	89.10%	3.60%	87.16%	87.14%	0.01%
MAX Car Miles/Svc Delay Defects(2)	10,918	11,270	-3.12%	11,093	12,469	-11.03%
MAX Collisions/100,000 Miles	1.26	1.76	-28.41%	1.05	1.67	-37.13%
MAX % Maintained Pullouts	99.37%	100.00%	-0.63%	99.80%	99.91%	-0.11%
MAX On-Time Performance(1)	91.80%	90.30%	1.50%	89.87%	89.11%	0.76%
WES Miles/Relevant Failure	10,349	9,864	4.92%	9,975	9,700	2.83%
WES Collisions	0.00	0.00	N/A	0.00	0.11	-100.00%
WES % Maintained Trips	100.00%	99.85%	0.15%	99.51%	97.76%	1.75%
WES On-Time Performance(1)	100.00%	97.30%	2.70%	96.56%	93.99%	2.57%

(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	Mar 20	Feb 20	Mar 19	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,306	2,947	2,904	2,674	3,272
B-Loop Boardings	1,911	2,413	2,648	2,363	2,883
North South Line Boardings	4,804	7,481	8,344	6,829	8,520
Average Weekend Ridership					
A-Loop Boardings	3,297	4,603	4,505	3,921	4,688
B-Loop Boardings	2,628	3,611	3,809	3,381	4,309
North South Line Boardings	5,950	7,909	10,748	8,351	11,036
Average Weekly Ridership					
A-Loop Boardings	14,827	19,338	19,025	17,293	21,048
B-Loop Boardings	12,183	15,676	17,049	15,196	18,723
North South Line Boardings	29,970	45,314	52,468	42,496	53,634
Monthly Ridership					
A-Loop Boardings	65,368	80,226	83,509	75,046	90,976
B-Loop Boardings	53,913	64,749	74,653	65,942	81,138
North South Line Boardings	132,141	186,269	228,964	184,012	231,605
A-Loop Boardings/Rev Hour	42.4	52.1	44.2	43.9	54.3
B-Loop Boardings/Rev Hour	36.3	43.5	40.0	38.6	48.5
North South Boardings/Rev Hour	50.5	71.2	93.2	71.4	91.9
System Boardings/Rev Hour	44.6	58.7	62.3	54.1	68.3
Service					
Vehicle Revenue Hours	5,643	5,643	6,211	6,011	5,912
Vehicle Revenue Miles	33,613	33,613	37,846	35,762	35,718
Service Quality					
A-Loop On-Time Performance	89.00%	85.00%	83.00%	83.67%	84.33%
B-Loop On-Time Performance	84.00%	82.00%	79.00%	80.92%	80.00%
North South On-Time Performance	86.00%	84.00%	86.00%	83.67%	85.42%
Operator Attendance	88.00%	93.05%	87.85%	90.95%	89.06%
Excused Absence	0.01%	0.40%	0.43%	0.47%	0.31%
Family Leave	2.54%	1.17%	1.54%	1.56%	1.62%
Unexcused Absence	0.00%	0.00%	0.09%	0.17%	0.08%
Sick Leave	5.75%	3.73%	3.88%	3.69%	5.70%
Industrial Injury	3.61%	1.46%	3.46%	2.81%	2.31%
Contractual Absence	0.09%	0.19%	2.74%	0.36%	0.92%
Maintenance Attendance	95.38%	92.78%	90.10%	95.58%	93.50%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	0.85%	6.15%	5.88%	2.15%	2.00%
Unexcused Absence	0.00%	0.13%	0.00%	0.01%	0.01%
Sick Leave	1.40%	0.95%	4.02%	1.78%	3.60%
Industrial Injury	2.37%	0.00%	0.00%	0.20%	0.55%
Contractual Absence	0.00%	0.00%	0.00%	0.27%	0.34%
Overall Attendance	89.58%	93.00%	88.30%	91.85%	89.95%