

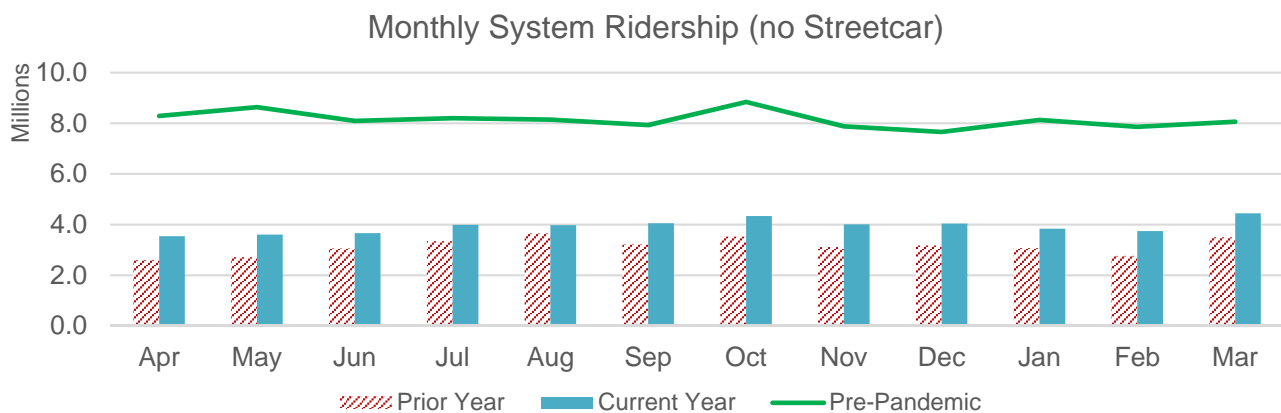
**Date:** April 19, 2022

**To:** General Manager  
Board of Directors

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

**Subject:** March 2022 Monthly Performance Report

The monthly system wide ridership increased 27.3% in March compared to the prior year's level. Passenger revenue increased 49.3% and the system costs per boarding decreased 10.6% (\$9.07 to \$8.11) compared to March 2021. The monthly Streetcar ridership increased 69.6% compared to the same time last year. The shutdown due to COVID-19 began in mid-March 2020. The first full month impacted was April 2020 with 68.5% decline in ridership. While ridership is increasing at a slow rate, total system wide ridership is down 51.6% compared to pre-pandemic data.



1. Weekly system boardings increased 27.3% in March compared to the prior year's level. Weekly boardings increased 23.7% on bus, 32.4% on MAX, 44.7% on WES and 69.5% on LIFT/Cab.
2. Weekday fixed route boardings were 154,700 in March, an increase of 27.0% compared to the prior year's level. Boardings increased 25.0% on bus, 30.5% on MAX and 46.7% on WES. Weekend fixed route boardings increased 19.1% on bus and 38.3% on MAX.
3. The five MAX lines averaged a total of 57,420 weekday, 51,960 Saturday and 42,220 Sunday boardings in March. Weekday ridership on each of the five MAX lines averaged 24,020 on the Blue Line, 11,470 on the Red Line, 6,780 on the Yellow Line, 10,320 on the Green Line and 4,830 on the Orange Line. Total MAX ridership

increased 38.2% during weekday peak and 27.9% during weekday off-peak periods, resulting in a 30.6% increase in weekday MAX ridership.

The MAX weekend ridership increased 34.9% on Saturday and 42.6% on Sunday.

Overall, MAX weekly ridership in March increased 32.4% compared to the same time last year.

4. Bus averaged 96,840 weekday, 64,300 Saturday and 52,660 Sunday boardings in March. Bus ridership increased 38.3% during weekday peak time periods and 19.9% during weekday off-peak time periods, resulting in a 24.9% increase in weekday bus ridership.

The bus weekend ridership increased 16.7% on Saturday and 22.3% on Sunday.

The total bus weekly ridership in March increased 23.7% compared to a year ago.

Bus weekly ridership increased 20.7% on non-frequent routes and 25.1% on frequent routes compared to last March.

5. WES averaged 440 daily boardings in March, 44.3% above the prior year's level. In March, WES operated with 5 late trains, zero train out of service, zero missed pullouts and one vehicle mechanical failure, resulting in 98.9% of trips made on time. WES runs every 45 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 increased 69.5% in March. The weekday boardings increased 76.4% and the weekend boardings increased 36.1% compared to the prior year's level.
7. March passenger revenues were \$4.8 million, an increase of 49.3% compared to last March.
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 decreased from \$8.58 to \$7.38, or 14.0%, compared to the prior year level.
9. Weekday Streetcar boardings averaged 1,293 on A-Loop, 1,434 on B-Loop and 4,007 on North South (NS) line in March. The weekday boardings increased 27.4% on A-Loop, 53.4% on B-Loop and 90.5% on NS compared to the prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 89.0%, 81.0% and 85.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Mar 22	Mar 21	% Change	FY22-TD	FY21-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	31,380	25,900	21.2%	31,608	24,800	27.5%
Bus-Frequent Service*	<u>65,460</u>	<u>51,600</u>	26.9%	<u>62,171</u>	<u>49,350</u>	26.0%
Subtotal All Bus	96,840	77,500	25.0%	93,779	74,150	26.5%
MAX	57,420	44,000	30.5%	52,327	43,400	20.6%
Commuter Rail	<u>440</u>	<u>300</u>	46.7%	<u>384</u>	<u>330</u>	16.3%
Fixed Route Total	154,700	121,800	27.0%	146,489	117,880	24.3%
<b><u>Paratransit</u></b>						
LIFT& Cabs	1,588	900	76.4%	1,363	818	66.7%
<b>System Total</b>	<b>156,288</b>	<b>122,715</b>	<b>27.4%</b>	<b>147,852</b>	<b>118,698</b>	<b>24.6%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	186,100	154,200	20.7%	186,972	146,808	27.4%
Bus-Frequent Service*	<u>415,100</u>	<u>331,700</u>	25.1%	<u>395,156</u>	<u>318,154</u>	24.2%
Subtotal All Bus	601,200	485,900	23.7%	582,128	464,962	25.2%
MAX	381,300	287,900	32.4%	343,781	282,103	21.9%
Commuter Rail	<u>2,200</u>	<u>1,520</u>	44.7%	<u>1,919</u>	<u>1,633</u>	17.5%
Fixed Route Total	984,640	775,365	27.0%	927,828	748,699	23.9%
Frequent Bus % of Total Bus	69.0%	68.3%	0.8%	67.9%	68.4%	-0.5%
<b><u>Paratransit</u></b>						
LIFT & Cabs	9,213	5,435	69.5%	8,051	4,943	62.9%
<b>System Total</b>	<b>993,853</b>	<b>780,800</b>	<b>27.3%</b>	<b>935,879</b>	<b>753,642</b>	<b>24.2%</b>

### Operations Cost / Boarding Ride \*\*

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$9.97	\$11.34	-12.08%	\$10.29	\$12.59	-18.27%
Bus-Frequent Service*	\$6.39	\$7.10	-10.00%	\$6.72	\$7.97	-15.68%
Subtotal All Bus	\$7.51	\$8.45	-11.12%	\$7.86	\$9.40	-16.38%
MAX	\$6.78	\$8.32	-18.51%	\$7.14	\$8.67	-17.65%
Commuter Rail	\$74.95	\$94.51	-20.70%	\$88.96	\$92.03	-3.34%
Fixed Route Total	\$7.38	\$8.58	-13.99%	\$7.75	\$9.30	-16.67%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$85.26	\$79.38	7.41%	\$65.48	\$85.08	-23.04%
<b>System Total</b>	<b>\$8.11</b>	<b>\$9.07</b>	<b>-10.58%</b>	<b>\$8.25</b>	<b>\$9.79</b>	<b>-15.73%</b>

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

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)

	Mar 22	Mar 21	% Change	FY22-TD	FY21-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	154,700	121,800	27.01%	146,490	117,880	24.27%
Avg. Weekday Originating Rides	132,695	104,461	27.03%	125,600	101,110	24.22%
Monthly Boarding Rides/Rev. Hour	31.82	23.43	35.79%	28.63	22.85	25.27%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	11.37%	7.71%	3.66%	10.58%	7.69%	2.89%
System Cost/Boarding Ride	\$9.33	\$11.65	-19.91%	\$9.90	\$12.52	-20.93%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$201.05	\$196.67	2.23%	\$189.65	\$206.28	-8.06%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	86.82%	87.89%	-1.07%	86.93%	87.43%	-0.50%
Bus & Rail Maintenance Attendance	93.09%	92.92%	0.17%	92.56%	92.23%	0.33%
WES Maintenance & Admin Attendance	99.67%	91.76%	7.90%	92.73%	86.75%	5.98%
Weekly Boarding Rides Per Full Time Employee	342.3	251.2	36.27%	316.7	239.9	32.01%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	8,760	12,363	-29.14%	9,985	15,070	-33.75%
Bus Collisions/100,000 Miles	1.74	2.03	-14.29%	2.39	2.11	13.27%
Bus % Maintained Pullouts	99.36%	99.92%	-0.56%	97.64%	99.88%	-2.25%
Bus On-Time Performance(1)	89.70%	93.90%	-4.20%	89.99%	93.80%	-3.81%
MAX Car Miles/Svc Delay Defects(2)	14,600	9,343	56.26%	11,616	11,200	3.71%
MAX Collisions/100,000 Miles	0.83	1.93	-56.99%	1.39	1.50	-7.33%
MAX % Maintained Pullouts	98.97%	100.00%	-1.03%	99.58%	99.94%	-0.36%
MAX On-Time Performance(1)	88.20%	89.60%	-1.40%	88.33%	90.28%	-1.94%
WES Miles/Relevant Failure	6,762	6,762	0.00%	6,238	6,251	-0.21%
WES Collisions	0.00	0.00	N/A	0.00	0.33	-100.00%
WES % Maintained Trips	100.00%	100.00%	0.00%	99.97%	99.66%	0.31%
WES On-Time Performance(1)	98.90%	99.20%	-0.30%	98.74%	97.70%	1.04%

(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). **ii**

# STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Mar 22	Feb 22	Mar 21	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	1,293	1,473	1,015	1,312	1,155
B-Loop Boardings	1,434	1,363	935	1,195	1,085
North South Line Boarding	4,007	3,727	2,103	3,407	2,023
<b>Average Weekend Ridership</b>					
A-Loop Boardings	2,188	2,326	1,527	2,226	1,769
B-Loop Boardings	2,117	2,234	1,372	1,988	1,631
North South Line Boarding	6,030	5,200	2,722	4,856	2,690
<b>Average Weekly Ridership</b>					
A-Loop Boardings	8,653	9,691	6,602	8,788	7,542
B-Loop Boardings	9,287	9,049	6,047	7,961	7,057
North South Line Boarding	26,065	23,835	13,237	21,893	12,807
<b>Monthly Ridership</b>					
A-Loop Boardings	38,491	38,764	29,453	38,030	32,801
B-Loop Boardings	41,450	36,196	26,993	34,524	30,700
North South Line Boarding	116,281	95,340	59,257	94,996	55,546
A-Loop Boardings/Rev Hour	23.3	26.1	17.8	23.9	20.4
B-Loop Boardings/Rev Hour	25.4	24.7	16.6	21.9	19.4
North South Boardings/Rev Hour	41.2	37.7	21.0	33.9	20.9
System Boardings/Rev Hour	32.2	31.1	19.0	28.0	20.4
<b>Service</b>					
Vehicle Revenue Hours	6,100	5,479	6,101	5,988	5,832
Vehicle Revenue Miles	33,495	30,081	30,687	31,103	30,241
<b>Service Quality</b>					
A-Loop On-Time Performance	89.00%	88.00%	85.00%	84.83%	87.08%
B-Loop On-Time Performance	81.00%	83.00%	84.00%	80.42%	82.17%
North South On-Time Performance	85.00%	84.00%	85.00%	83.25%	81.67%
<b>Operator Attendance</b>	<b>86.71%</b>	<b>90.27%</b>	<b>88.77%</b>	<b>91.11%</b>	<b>87.02%</b>
Excused Absence	0.19%	0.38%	0.57%	0.32%	0.46%
Family Leave	1.22%	1.69%	3.50%	1.77%	2.04%
Unexcused Absence	0.20%	0.00%	0.01%	0.09%	0.03%
Sick Leave	5.38%	7.51%	6.32%	5.56%	7.30%
Industrial Injury	4.64%	0.00%	0.83%	0.88%	3.00%
Contractual Absence	1.67%	0.15%	0.00%	0.28%	0.15%
<b>Maintenance Attendance</b>	<b>93.91%</b>	<b>94.55%</b>	<b>96.80%</b>	<b>93.87%</b>	<b>91.78%</b>
Excused Absence	0.14%	0.23%	0.70%	0.12%	0.09%
Family Leave	1.70%	1.15%	0.98%	1.67%	2.50%
Unexcused Absence	0.86%	1.15%	0.00%	0.26%	0.01%
Sick Leave	3.39%	2.93%	1.52%	3.88%	4.44%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.89%
Contractual Absence	0.00%	0.00%	0.00%	0.21%	0.29%
<b>Overall Attendance</b>	<b>88.48%</b>	<b>91.34%</b>	<b>90.54%</b>	<b>91.79%</b>	<b>88.08%</b>

(1) Streetcar is owned by the City of Portland and Operated by TriMet