

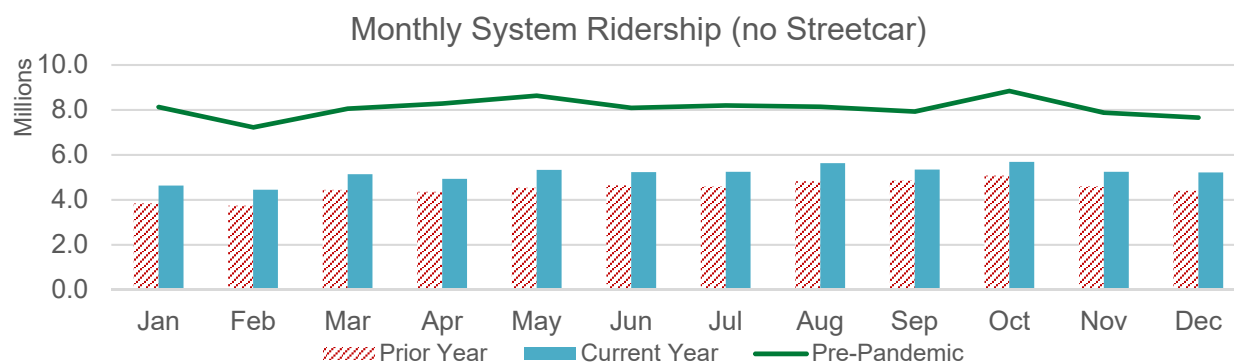
**Date:** January 18, 2024

**To:** General Manager  
Board of Directors

**From:** Timothy Kea, Program Manager Financial Systems  
Budget & Forecast Department

**Subject:** December 2023 Monthly Performance Report

The monthly system-wide ridership increased by 18.5% in December compared to the prior year. Passenger revenue increased by 6.6%, and the system costs per boarding decreased by (11.6%) from \$8.81 to \$7.79 compared to December 2022. The monthly Streetcar ridership increased by 3.7% compared to last year.



1. Weekly system boardings increased 20.0% in December compared to the previous year. Weekly boardings increased 17.2% on bus, 24.2% on MAX, 3.3% on WES, and 33.3% on LIFT/Cab.
2. Weekday fixed route boardings were 188,773 in December, an increase of 18.5% compared to the prior year. Boardings increased by 15.3% on bus, 23.7% on MAX, and 3.3% on WES. Weekend fixed route boardings increased by 25.2% on bus and 25.6% on MAX.
3. The five MAX lines averaged 74,490 weekdays, 61,680 Saturday, and 49,880 Sunday boardings in December. Weekday ridership on the five MAX lines averaged 32,900 on the Blue Line, 12,730 on the Red Line, 9,520 on the Yellow Line, 13,110 on the Green Line, and 6,230 on the Orange Line. Total MAX ridership increased 14.2% during weekday peak and 27.5% during weekday off-peak periods, resulting in a 23.8% increase in weekday MAX ridership.

The MAX weekend ridership increased by 23.2% on Saturday and 28.6% on Sunday.

The total MAX weekly ridership in December increased by 24.2% compared to last year.

4. Bus averaged 113,870 weekdays, 77,560 Saturdays, and 65,110 Sunday boardings in December. Bus ridership increased 3.8% during weekday peak and 20.8% during weekday off-peak periods, resulting in a 15.4% increase in weekday bus ridership.

The bus weekend ridership increased by 18.4% on Saturday and 34.4% on Sunday.

The total weekly bus ridership in December increased by 17.2% compared to a year ago.

Bus weekly ridership increased 7.2% on non-frequent routes and 21.7% on frequent routes compared to last December.

5. WES averaged 413 daily boardings in December 3.3% above the prior year. In December, WES operated with one late train, zero trains out of service, zero missed pullouts, and zero vehicle mechanical failure, resulting in 99.8% of trips made on time. WES runs every 45 minutes on weekdays during the morning and afternoon rush hours. It is 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 (no Transportation Network Company) boardings increased by 33.3% in December. The weekday boardings increased by 36.2%, and the weekend boardings increased by 18.0% compared to the prior year.
7. December passenger revenues were \$4.7 million, an increase of 6.6% compared to last year.
8. Fixed Route Operating costs/boardings measure the direct cost of providing each ride. Operations costs are labor, energy, and expendable supplies to provide transit service and maintain vehicles and plant facilities. The average fixed route operating costs per boarding decreased from \$8.25 to \$7.06, or (14.4%), compared to the prior year.
9. Weekday Streetcar boardings averaged 1,634 on A-Loop, 1,490 on B-Loop, and 4,436 on North South (NS) line in December. The weekday boardings increased by 6.7% on A-Loop, 12.6% on B-Loop, and 6.4% on NS compared to the prior year.

The Streetcar On-Time Performance for A-Loop, B-Loop, and NS line are 81.0%, 69.0%, and 76.0%, respectively. The Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Dec 23	Dec 22	% Change	FY24-TD	FY23-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	33,420	32,000	4.4%	39,438	33,990	16.0%
Bus-Frequent Service*	<u>80,450</u>	<u>66,800</u>	20.4%	<u>81,100</u>	<u>72,630</u>	11.7%
Subtotal All Bus	113,870	98,800	15.3%	120,538	106,620	13.1%
MAX	74,490	60,200	23.7%	73,478	63,910	15.0%
Commuter Rail	<u>413</u>	<u>400</u>	3.3%	<u>460</u>	<u>470</u>	-2.1%
Fixed Route Total	188,773	159,300	18.5%	194,477	171,000	13.7%
<b><u>Paratransit</u></b>						
LIFT& Cabs (No TNC)**	2,131	1,565	36.2%	2,011	1,703	18.1%
<b>System Total</b>	<b>190,904</b>	<b>160,825</b>	<b>18.7%</b>	<b>196,488</b>	<b>172,703</b>	<b>13.8%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	201,000	187,500	7.2%	237,657	202,560	17.3%
Bus-Frequent Service*	<u>511,000</u>	<u>420,000</u>	21.7%	<u>516,602</u>	<u>459,972</u>	12.3%
Subtotal All Bus	712,000	607,500	17.2%	754,258	662,531	13.8%
MAX	484,000	389,600	24.2%	476,810	417,948	14.1%
Commuter Rail	<u>2,065</u>	<u>2,000</u>	3.3%	<u>2,302</u>	<u>2,370</u>	-2.9%
Fixed Route Total	1,198,095	999,090	19.9%	1,233,370	1,082,850	13.9%
Frequent Bus % of Total Bus	71.8%	69.1%	2.6%	68.5%	69.4%	-0.9%
<b><u>Paratransit</u></b>						
LIFT & Cabs (No TNC)	12,382	9,289	33.3%	11,687	9,922	17.8%
<b>System Total</b>	<b>1,210,477</b>	<b>1,008,379</b>	<b>20.0%</b>	<b>1,245,057</b>	<b>1,092,771</b>	<b>13.9%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$9.59	\$10.89	-11.94%	\$8.98	\$9.39	-4.37%
Bus-Frequent Service*	\$6.43	\$7.30	-11.92%	\$6.03	\$6.07	-0.66%
Subtotal All Bus	\$7.31	\$8.40	-12.98%	\$6.95	\$7.07	-1.70%
MAX	\$6.31	\$7.56	-16.53%	\$6.34	\$6.25	1.44%
Commuter Rail	\$103.81	\$100.61	3.18%	\$82.08	\$86.73	-5.36%
Fixed Route Total	\$7.06	\$8.25	-14.42%	\$6.85	\$6.92	-1.01%
<b><u>Paratransit</u></b>						
LIFT,Cabs &TNC	\$80.27	\$68.91	16.49%	\$78.72	\$70.01	12.44%
<b>System Total</b>	<b>\$7.79</b>	<b>\$8.81</b>	<b>-11.58%</b>	<b>\$7.54</b>	<b>\$7.47</b>	<b>0.94%</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".

\*\* Transportation Network Company (eff. FY2024)

\*\*\* 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)

	Dec 23	Dec 22	% Change	FY24-TD	FY23-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	188,773	159,300	18.50%	194,480	171,000	13.73%
Avg. Weekday Originating Rides	162,085	136,651	18.61%	166,880	146,700	13.76%
Monthly Boarding Rides/Rev. Hour	36.17	32.61	10.91%	38.24	34.96	9.39%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	9.36%	9.58%	-0.22%	9.87%	10.83%	-0.96%
System Cost/Boarding Ride	\$9.59	\$10.41	-7.88%	\$8.84	\$9.06	-2.43%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$247.19	\$250.52	-1.33%	\$239.47	\$233.63	2.50%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	88.69%	87.36%	1.33%	89.68%	87.08%	2.60%
Bus & Rail Maintenance Attendance	94.17%	92.07%	2.10%	94.73%	92.88%	1.85%
WES Maintenance & Admin Attendance	93.65%	95.54%	-1.90%	95.52%	96.20%	-0.69%
Weekly Boarding Rides Per Full Time Employee	378.3	341.2	10.88%	396.2	375.2	5.59%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	8,217	6,969	17.91%	7,829	7,903	-0.93%
Bus Collisions/100,000 Miles	3.40	2.30	47.83%	3.13	2.65	18.11%
Bus % Maintained Pullouts	99.90%	98.83%	1.07%	99.84%	97.80%	2.04%
Bus On-Time Performance(1)	87.80%	85.50%	2.30%	87.27%	85.98%	1.28%
MAX Car Miles/Svc Delay Defects(2)	8,746	9,021	-3.05%	8,755	10,568	-17.16%
MAX Collisions/100,000 Miles	1.40	2.20	-36.36%	1.60	1.88	-14.89%
MAX % Maintained Pullouts	97.80%	96.91%	0.89%	98.31%	94.70%	3.61%
MAX On-Time Performance(1)	80.30%	80.60%	-0.30%	82.85%	80.78%	2.07%
WES Miles/Relevant Failure	5,880	6,174	-4.76%	6,125	6,175	-0.82%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	99.20%	100.00%	-0.80%
WES On-Time Performance(1)	99.80%	98.80%	1.00%	96.78%	98.42%	-1.63%

(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	Dec 23	Nov 23	Dec 22	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	1,634	1,779	1,531	1,722	1,554
B-Loop Boardings	1,490	2,054	1,323	1,623	1,429
North South Line Boardings	4,436	4,783	4,168	4,575	4,252
<b>Average Weekend Ridership</b>					
A-Loop Boardings	2,676	2,774	2,683	2,807	2,588
B-Loop Boardings	2,209	2,340	2,383	2,459	2,351
North South Line Boardings	5,740	5,518	5,193	6,163	5,960
<b>Average Weekly Ridership</b>					
A-Loop Boardings	10,846	11,669	10,338	11,417	10,358
B-Loop Boardings	9,659	12,610	8,998	10,573	9,496
North South Line Boardings	27,920	29,433	26,033	29,038	27,220
<b>Monthly Ridership</b>					
A-Loop Boardings	47,244	49,786	45,906	49,411	44,902
B-Loop Boardings	41,929	53,401	40,025	45,646	41,212
North South Line Boardings	119,738	125,059	115,503	125,201	117,929
A-Loop Boardings/Rev Hour	29.0	31.4	27.8	30.7	27.8
B-Loop Boardings/Rev Hour	26.3	34.2	24.7	28.8	25.9
North South Boardings/Rev Hour	43.7	46.5	41.1	45.9	42.9
System Boardings/Rev Hour	35.0	39.1	33.1	37.2	34.3
<b>Service</b>					
Vehicle Revenue Hours	5,961	5,835	6,077	5,921	5,956
Vehicle Revenue Miles	32,831	32,137	33,905	32,555	32,758
<b>Service Quality</b>					
A-Loop On-Time Performance	81.00%	80.00%	84.00%	81.17%	85.42%
B-Loop On-Time Performance	69.00%	71.00%	77.00%	77.00%	80.67%
North South On-Time Performance	76.00%	77.00%	80.00%	78.83%	81.92%
<b>Operator Attendance</b>	<b>85.00%</b>	<b>91.53%</b>	<b>87.80%</b>	<b>89.36%</b>	<b>88.46%</b>
Excused Absence	0.20%	0.76%	1.75%	0.41%	0.45%
Family Leave	1.82%	2.38%	2.26%	2.94%	2.52%
Unexcused Absence	0.16%	0.10%	0.00%	0.10%	0.16%
Sick Leave	9.38%	2.29%	6.18%	4.74%	6.12%
Industrial Injury	3.36%	2.52%	1.90%	2.22%	1.72%
Contractual Absence	0.10%	0.42%	0.12%	0.23%	0.57%
<b>Maintenance Attendance</b>	<b>97.60%</b>	<b>98.07%</b>	<b>94.31%</b>	<b>93.64%</b>	<b>92.82%</b>
Excused Absence	0.12%	0.00%	0.64%	0.05%	0.27%
Family Leave	0.54%	0.78%	2.81%	3.42%	2.31%
Unexcused Absence	0.08%	0.02%	0.11%	0.05%	0.24%
Sick Leave	1.35%	1.13%	2.14%	2.77%	4.15%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.03%
Contractual Absence	0.32%	0.00%	0.00%	0.06%	0.18%
<b>Overall Attendance</b>	<b>87.99%</b>	<b>93.26%</b>	<b>89.22%</b>	<b>90.35%</b>	<b>89.50%</b>