

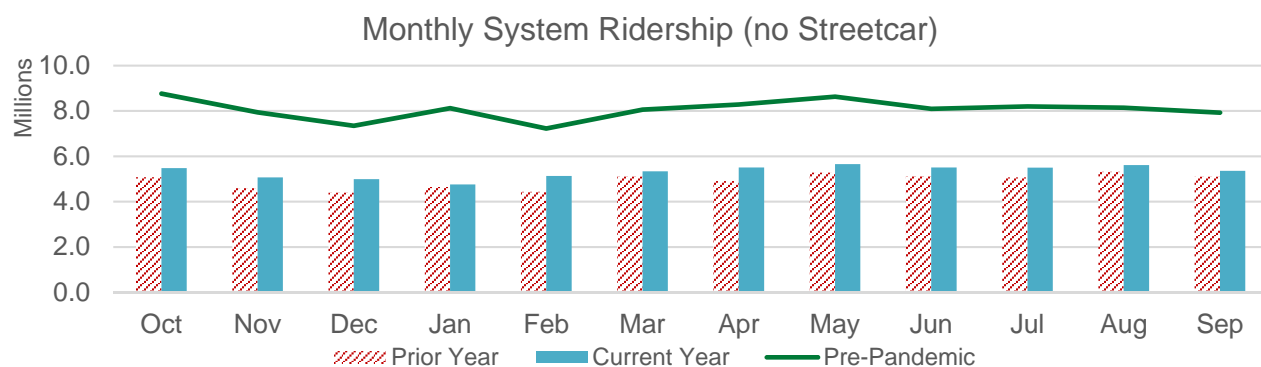
**Date:** October 17, 2024

**To:** General Manager  
Board of Directors

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

**Subject:** September 2024 Monthly Performance Report

The monthly system-wide ridership increased by 5.0% in September compared to the prior year. Passenger revenue increased by 6.8%, and the system costs per boarding increased by 8.9% from \$8.41 to \$9.16 compared to September 2023. The monthly Streetcar ridership increased by 7.2% compared to last year.



1. Weekly system boardings increased 5.7% in September compared to the previous year. Weekly boardings increased by 3.5% on buses, 9.7% on MAX, 9.3% on WES, and 15.8% on LIFT/Cab.
2. Weekday fixed route boardings were 200,160 in September, an increase of 6.0% compared to the prior year. Boardings increased by 4.4% on buses, 9.2% on MAX, and 9.5% on WES. Weekend fixed route boardings were flat on buses and increased by 11.0% on MAX.
3. The five MAX lines averaged 67,813 weekdays, 58,446 Saturdays, and 49,481 Sunday boardings in September. Weekday ridership on the five MAX lines averaged 26,971 on the Blue Line, 16,040 on the Red Line, 8,426 on the Yellow Line, 11,267 on the Green Line, and 5,109 on the Orange Line. Total MAX ridership increased 9.9% during the weekday peak and 8.6% during weekday off-peak periods, resulting in a 9.2% increase in weekday MAX ridership.

The MAX weekend ridership increased by 7.4% on Saturday and 16.5% on Sunday.

The total MAX weekly ridership in September increased by 9.7% compared to last year.

4. Bus averaged 131,840 weekdays, 90,860 Saturdays, and 67,110 Sunday boardings in September. Bus ridership increased 5.7% during weekday peak periods and 3.3% during weekday off-peak periods, resulting in a 4.4% increase in weekday bus ridership.

The bus weekend ridership increased by 5.8% on Saturday but decreased (7.0%) on Sunday.

The total weekly bus ridership in September increased by 3.5% compared to a year ago.

Bus weekly ridership increased 10.5% on frequent routes but decreased (11.1%) on non-frequent routes compared to last September.

5. WES averaged 507 daily boardings in September, a 10.2% increase compared to prior year. In September, WES operated with 10 late trains, zero trains out of service, zero missed pullouts, and zero vehicle mechanical failures, resulting in 97.5% 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 15.8% in September. The weekday and weekend boardings increased by 18.2% and 2.7%, respectively, compared to the prior year.
7. September passenger revenues were \$5.2 million, an increase of 6.8% 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 increased from \$7.55 to \$8.24, or 9.1%, compared to last September.
9. Weekday Streetcar boardings averaged 1,788 on A-Loop, 1,854 on B-Loop, and 4,944 on North South (NS) line in September. The weekday boardings increased by 5.5% on A-Loop, 21.3% on B-Loop, and 4.8% on NS compared to the prior year.

The Streetcar's On-Time Performance for the A-Loop, B-Loop, and NS line are 83.0%, 72.0%, and 81.0%, respectively. The Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Sep 24	Sep 23	% Change	FY25-TD	FY24-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	37,950	42,100	-9.9%	35,377	40,740	-13.2%
Bus-Frequent Service*	<u>93,890</u>	<u>84,200</u>	11.5%	<u>90,990</u>	<u>80,840</u>	12.6%
Subtotal All Bus	131,840	126,300	4.4%	126,367	121,580	3.9%
MAX	67,813	62,100	9.2%	69,152	62,980	9.8%
Commuter Rail	<u>507</u>	<u>463</u>	9.5%	<u>491</u>	<u>480</u>	2.2%
Fixed Route Total	200,160	188,900	6.0%	196,010	185,040	5.9%
<b><u>Paratransit</u></b>						
LIFT& Cabs (No TNC)**	2,376	2,010	18.2%	2,314	1,867	23.9%
<b>System Total</b>	<b>202,536</b>	<b>190,899</b>	<b>6.1%</b>	<b>198,324</b>	<b>186,907</b>	<b>6.1%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	226,400	254,800	-11.1%	213,037	246,050	-13.4%
Bus-Frequent Service*	<u>590,700</u>	<u>534,800</u>	10.5%	<u>577,673</u>	<u>516,827</u>	11.8%
Subtotal All Bus	817,100	789,600	3.5%	790,710	762,877	3.6%
MAX	447,000	407,500	9.7%	457,902	413,831	10.6%
Commuter Rail	<u>2,535</u>	<u>2,320</u>	9.3%	<u>2,453</u>	<u>2,383</u>	2.9%
Fixed Route Total	1,266,697	1,199,350	5.6%	1,251,065	1,179,091	6.1%
Frequent Bus % of Total Bus	72.3%	67.7%	4.6%	73.1%	67.7%	5.3%
<b><u>Paratransit</u></b>						
LIFT & Cabs (No TNC)	13,741	11,862	15.8%	13,376	10,891	22.8%
<b>System Total</b>	<b>1,280,438</b>	<b>1,211,212</b>	<b>5.7%</b>	<b>1,264,441</b>	<b>1,189,983</b>	<b>6.3%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$10.28	\$9.20	11.74%	\$9.87	\$8.73	13.06%
Bus-Frequent Service*	\$6.27	\$6.03	3.98%	\$6.00	\$5.70	5.26%
Subtotal All Bus	\$7.37	\$7.04	4.69%	\$7.04	\$6.67	5.55%
MAX	\$9.47	\$8.07	17.35%	\$7.72	\$6.95	11.08%
Commuter Rail	\$72.47	\$89.26	-18.81%	\$94.33	\$71.74	31.49%
Fixed Route Total	\$8.24	\$7.55	9.14%	\$7.45	\$6.89	8.13%
<b><u>Paratransit</u></b>						
LIFT,Cabs &TNC	\$94.15	\$95.07	-0.97%	\$85.83	\$79.75	7.62%
<b>System Total</b>	<b>\$9.16</b>	<b>\$8.41</b>	<b>8.92%</b>	<b>\$8.27</b>	<b>\$7.61</b>	<b>8.67%</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)

	Sep 24	Sep 23	% Change	FY25-TD	FY24-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	200,160	188,900	5.96%	196,010	185,040	5.93%
Avg. Weekday Originating Rides	171,512	161,802	6.00%	168,040	158,560	5.98%
Monthly Boarding Rides/Rev. Hour	36.88	36.92	-0.10%	37.29	37.00	0.78%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	9.29%	9.94%	-0.65%	9.73%	10.34%	-0.61%
System Cost/Boarding Ride	\$10.24	\$9.39	9.05%	\$9.44	\$8.71	8.38%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$271.80	\$253.97	7.02%	\$253.50	\$235.61	7.59%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	88.34%	90.21%	-1.87%	88.61%	89.92%	-1.31%
Bus & Rail Maintenance Attendance	93.49%	94.70%	-1.20%	93.82%	94.86%	-1.04%
WES Maintenance & Admin Attendance	88.19%	97.63%	-9.43%	94.15%	98.28%	-4.13%
Weekly Boarding Rides Per Full Time Employee	365.7	388.4	-5.83%	367.0	382.5	-4.05%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	8,504	8,556	-0.61%	8,970	7,754	15.68%
Bus Collisions/100,000 Miles	3.00	3.50	-14.29%	2.83	2.97	-4.71%
Bus % Maintained Pullouts	99.98%	99.82%	0.16%	99.96%	99.84%	0.12%
Bus On-Time Performance(1)	84.80%	86.60%	-1.80%	86.13%	87.03%	-0.90%
MAX Car Miles/Svc Delay Defects(2)	11,422	10,586	7.90%	9,345	8,890	5.11%
MAX Collisions/100,000 Miles	1.30	2.60	-50.00%	1.70	2.13	-20.19%
MAX % Maintained Pullouts	99.00%	99.11%	-0.11%	98.97%	98.41%	0.56%
MAX On-Time Performance(1)	79.70%	83.20%	-3.50%	78.13%	83.80%	-5.67%
WES Miles/Relevant Failure	5,880	5,880	0.00%	6,272	6,174	1.59%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	97.50%	2.50%	100.00%	98.41%	1.59%
WES On-Time Performance(1)	97.50%	90.30%	7.20%	98.20%	93.97%	4.23%

(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	Sep 24	Aug 24	Sep 23	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	1,788	1,834	1,694	1,843	1,696
B-Loop Boardings	1,854	1,857	1,528	1,837	1,561
North South Line Boardings	4,944	5,843	4,717	5,352	4,502
<b>Average Weekend Ridership</b>					
A-Loop Boardings	3,326	3,305	3,071	3,007	2,781
B-Loop Boardings	3,062	3,052	2,342	2,763	2,533
North South Line Boardings	6,884	7,226	6,876	6,700	6,163
<b>Average Weekly Ridership</b>					
A-Loop Boardings	12,266	12,475	11,541	12,221	11,259
B-Loop Boardings	12,332	12,337	9,982	11,946	10,336
North South Line Boardings	31,604	36,441	30,461	33,461	28,673
<b>Monthly Ridership</b>					
A-Loop Boardings	52,390	55,395	49,632	52,944	48,769
B-Loop Boardings	52,390	54,854	42,398	51,727	44,730
North South Line Boardings	133,300	161,421	129,996	144,525	123,871
A-Loop Boardings/Rev Hour	33.1	33.6	31.1	32.7	30.3
B-Loop Boardings/Rev Hour	33.8	33.9	27.3	32.6	28.2
North South Boardings/Rev Hour	49.8	57.5	48.1	52.6	45.3
System Boardings/Rev Hour	41.0	44.7	38.0	41.9	36.7
<b>Service</b>					
Vehicle Revenue Hours	5,811	6,077	5,848	5,947	5,929
Vehicle Revenue Miles	30,951	33,272	31,915	32,569	32,626
<b>Service Quality</b>					
A-Loop On-Time Performance	83.00%	83.00%	65.00%	81.75%	81.58%
B-Loop On-Time Performance	72.00%	72.00%	67.00%	72.25%	78.58%
North South On-Time Performance	81.00%	77.00%	60.00%	77.42%	79.67%
<b>Operator Attendance</b>	<b>85.25%</b>	<b>89.02%</b>	<b>89.85%</b>	<b>88.42%</b>	<b>89.66%</b>
Excused Absence	0.32%	0.22%	0.17%	0.27%	0.54%
Family Leave	6.69%	3.78%	2.47%	3.29%	2.78%
Unexcused Absence	0.12%	0.07%	0.00%	0.10%	0.10%
Sick Leave	7.15%	6.20%	6.01%	5.82%	4.52%
Industrial Injury	0.00%	0.31%	1.50%	1.69%	2.05%
Contractual Absence	0.47%	0.41%	0.00%	0.41%	0.36%
<b>Maintenance Attendance</b>	<b>91.36%</b>	<b>85.95%</b>	<b>97.84%</b>	<b>94.10%</b>	<b>92.46%</b>
Excused Absence	0.00%	0.31%	0.00%	0.09%	0.10%
Family Leave	5.48%	13.35%	1.28%	3.79%	4.25%
Unexcused Absence	0.00%	0.00%	0.08%	0.20%	0.07%
Sick Leave	1.93%	0.39%	0.80%	1.58%	3.05%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.03%
Contractual Absence	1.23%	0.00%	0.00%	0.24%	0.04%
<b>Overall Attendance</b>	<b>86.92%</b>	<b>88.26%</b>	<b>91.85%</b>	<b>89.80%</b>	<b>90.35%</b>