

Date: September 3, 2019

To: General Manager
Board of Directors

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

Subject: July 2019 Monthly Performance Report

The monthly systemwide ridership increased 1.9% in July compared to prior year's level. Passenger revenue decreased 5.1% and system costs per boarding increased 9.71% (from \$3.81 to \$4.18) compared to July 2018. The monthly Streetcar ridership decreased 32.2% compared to July 2018.

1. Weekly system boardings decreased 0.1% in July compared to prior year's level. Weekly boardings increased 1.8% on bus, but decreased 2.5% on MAX, 10.4% on WES and 3.3% on LIFT/Cab.
2. Weekday fixed route boardings were 300,550 in July, unchange compared to prior year's level. Boardings increased 1.6% on bus, but decreased 2.1% on MAX, 10.4% on WES. Weekend fixed route boardings increased 3.1% on bus, but decreased 3.9% on MAX.
3. The five MAX lines averaged a total of 120,860 weekday, 84,960 Saturday and 66,070 Sunday boardings in July. Weekday ridership on each of the five MAX lines averaged 54,470 on the Blue Line, 23,000 on the Red Line, 12,600 on the Yellow Line, 19,320 on the Green Line and 11,470 on the Orange Line. Total MAX ridership decreased 3.3% during weekday peak and 1.5% during weekday off-peak periods, resulting in a 2.1% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 5.9% on Saturday and 1.2% on Sunday.

Overall, MAX weekly ridership in July decreased 2.5% compared to July 2018.

4. Bus averaged 178,230 weekday, 102,730 Saturday and 85,290 Sunday boardings in July. Bus ridership increased 1.8% during weekday peak time periods and 1.5% during weekday off-peak time periods, resulting in a 1.6% increase in weekday bus ridership.

The total bus weekend ridership increased 3.1%, resulting in a 1.8% increase in weekly bus ridership in July.

Bus weekly ridership increased 4.9% on frequent routes, however weekly ridership decreased 1.8% on non-frequent routes compared to last July. Overall bus ridership has been increasing four consecutive months in a row.

5. WES averaged 1,460 daily boardings in July, 6.2% below the prior year's level. In July, WES operated with 7 late trains, zero train out of service, zero missed pullouts and zero vehicle mechanical failure, resulting in 99.0% 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 3.3% in July. The weekday boardings decreased 3.8%, however increased 0.5% on the weekend compared to prior year's level.
7. July passenger revenues were \$9.2 million, a decrease of 5.1% 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 \$3.44 to \$3.82, or 11.0% compared to July 2018.
9. Weekday Streetcar boardings averaged 2,499 on A-Loop, 2,812 on B-Loop and 5,103 on North South (NS) line in July. The weekday boardings decreased 33.9% on A-Loop, 16.5% on B-Loop and 40.0% on NS compared to last July. The decline in ridership is due to a fairly large service cut by 25% on the A/B Loops, last September.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 82.0%, 78.0% and 80.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Jul 19	Jul 18	% Change	FY20-TD	FY19-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	82,590	84,000	-1.7%	82,590	84,000	-1.7%
Bus-Frequent Service*	<u>95,640</u>	<u>91,500</u>	4.5%	<u>95,640</u>	<u>91,480</u>	4.5%
Subtotal All Bus	178,230	175,500	1.6%	178,230	175,480	1.6%
MAX	120,860	123,400	-2.1%	120,860	123,450	-2.1%
Commuter Rail	<u>1,460</u>	<u>1,630</u>	-10.4%	<u>1,460</u>	<u>1,630</u>	-10.4%
Fixed Route Total	300,550	300,600	0.0%	300,550	300,560	0.0%
<u>Paratransit</u>						
LIFT& Cabs	3,209	3,336	-3.8%	3,209	3,336	-3.8%
System Total	303,759	303,896	0.0%	303,759	303,896	0.0%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	480,500	489,300	-1.8%	480,480	489,306	-1.8%
Bus-Frequent Service*	<u>598,700</u>	<u>570,500</u>	4.9%	<u>598,690</u>	<u>570,530</u>	4.9%
Subtotal All Bus	1,079,200	1,059,800	1.8%	1,079,170	1,059,836	1.8%
MAX	755,300	774,400	-2.5%	755,330	774,450	-2.5%
Commuter Rail	<u>7,300</u>	<u>8,150</u>	-10.4%	<u>7,300</u>	<u>8,150</u>	-10.4%
Fixed Route Total	1,841,800	1,842,436	0.0%	1,841,800	1,842,436	0.0%
Frequent Bus % of Total Bus	55.5%	53.8%	1.6%	55.5%	53.8%	1.6%
<u>Paratransit</u>						
LIFT & Cabs	18,273	18,897	-3.3%	18,273	18,897	-3.3%
System Total	1,860,073	1,861,333	-0.1%	1,860,073	1,861,333	-0.1%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.85	\$4.56	6.36%	\$4.85	\$4.56	6.36%
Bus-Frequent Service*	\$3.46	\$3.32	4.22%	\$3.46	\$3.32	4.22%
Subtotal All Bus	\$4.08	\$3.89	4.88%	\$4.08	\$3.89	4.88%
MAX	\$3.29	\$2.70	21.85%	\$3.29	\$2.70	21.85%
Commuter Rail	\$21.65	\$16.99	27.43%	\$21.65	\$16.99	27.43%
Fixed Route Total	\$3.82	\$3.44	11.05%	\$3.82	\$3.44	11.05%
<u>Paratransit</u>						
LIFT & Cabs	\$40.27	\$39.47	2.03%	\$40.27	\$39.47	2.03%
System Total	\$4.18	\$3.81	9.71%	\$4.18	\$3.81	9.71%

* 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)

	Jul 19	Jul 18	% Change	FY20-TD	FY19-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	300,550	300,600	-0.02%	300,550	300,560	0.00%
Avg. Weekday Originating Rides	257,919	234,006	10.22%	257,920	234,010	10.22%
Monthly Boarding Rides/Rev. Hour	49.70	52.06	-4.52%	49.70	52.06	-4.52%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	22.25%	27.36%	-5.11%	22.25%	27.36%	-5.11%
System Cost/Boarding Ride	\$5.01	\$4.41	13.61%	\$5.01	\$4.41	13.61%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$168.22	\$170.64	-1.42%	\$168.22	\$170.64	-1.42%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.97%	89.91%	0.06%	89.97%	89.91%	0.06%
Bus & Rail Maintenance Attendance	93.36%	94.75%	-1.39%	93.36%	94.75%	-1.39%
WES Maintenance & Admin Attendance	99.11%	95.97%	3.14%	99.11%	95.97%	3.14%
Weekly Boarding Rides Per Full Time Employee	598.8	624.5	-4.11%	598.8	624.5	-4.11%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	17,484	14,492	20.65%	17,484	14,492	20.65%
Bus Collisions/100,000 Miles	1.98	2.60	-23.85%	1.98	2.60	-23.85%
Bus % Maintained Pullouts	99.92%	99.80%	0.12%	99.92%	99.80%	0.12%
Bus On-Time Performance(1)	85.80%	85.80%	0.00%	85.80%	85.80%	0.00%
MAX Car Miles/Svc Delay Defects(2)	9,502	10,715	-11.32%	9,502	10,715	-11.32%
MAX Collisions/100,000 Miles	1.25	1.02	22.55%	1.25	1.02	22.55%
MAX % Maintained Pullouts	99.84%	99.79%	0.05%	99.84%	99.79%	0.05%
MAX On-Time Performance(1)	88.80%	87.50%	1.30%	88.80%	87.50%	1.30%
WES Miles/Relevant Failure	10,349	9,731	6.35%	10,349	9,731	6.35%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	98.51%	1.49%	100.00%	98.51%	1.49%
WES On-Time Performance(1)	99.00%	85.90%	13.10%	99.00%	85.90%	13.10%

(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	Jul 19	Jun 19	Jul 18	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,499	2,687	3,778	2,901	3,645
B-Loop Boardings	2,812	2,804	3,368	2,663	3,205
North South Line Boardings	5,103	6,193	8,510	7,902	8,245
Average Weekend Ridership					
A-Loop Boardings	4,166	4,590	5,032	4,252	4,881
B-Loop Boardings	3,363	4,490	4,945	3,888	4,623
North South Line Boardings	7,350	8,481	11,982	10,030	11,084
Average Weekly Ridership					
A-Loop Boardings	16,661	18,025	23,922	18,757	23,107
B-Loop Boardings	17,423	18,510	21,785	17,203	20,646
North South Line Boardings	32,865	39,446	54,532	49,542	52,310
Monthly Ridership					
A-Loop Boardings	74,140	76,690	104,498	81,138	100,091
B-Loop Boardings	77,368	78,530	95,453	74,543	89,412
North South Line Boardings	146,037	166,265	238,620	213,824	226,592
A-Loop Boardings/Rev Hour	39.8	42.7	66.6	46.5	59.4
B-Loop Boardings/Rev Hour	41.7	43.5	60.9	42.6	53.5
North South Boardings/Rev Hour	61.0	70.5	91.1	87.1	86.0
System Boardings/Rev Hour	48.7	53.9	76.2	61.7	69.4
Service					
Vehicle Revenue Hours	6,112	5,961	5,756	5,985	5,999
Vehicle Revenue Miles	37,820	36,556	34,672	36,465	35,630
Service Quality					
A-Loop On-Time Performance	82.00%	83.00%	84.00%	83.92%	83.58%
B-Loop On-Time Performance	78.00%	82.00%	81.00%	80.17%	79.00%
North South On-Time Performance	80.00%	85.00%	85.00%	85.17%	83.75%
Operator Attendance	88.16%	86.08%	87.28%	89.15%	90.10%
Excused Absence	0.13%	0.38%	0.27%	0.42%	0.31%
Family Leave	2.65%	3.35%	2.11%	1.59%	2.29%
Unexcused Absence	0.09%	0.10%	0.25%	0.08%	0.11%
Sick Leave	3.46%	3.30%	6.64%	4.57%	5.40%
Industrial Injury	5.21%	5.74%	1.41%	3.36%	1.09%
Contractual Absence	0.28%	1.05%	2.03%	0.83%	0.71%
Maintenance Attendance	96.90%	98.15%	91.54%	95.05%	94.41%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	0.47%	0.23%	0.93%	1.12%	2.15%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.00%
Sick Leave	2.63%	0.88%	7.53%	2.79%	2.94%
Industrial Injury	0.00%	0.00%	0.00%	0.55%	0.00%
Contractual Absence	0.00%	0.74%	0.00%	0.48%	0.49%
Overall Attendance	89.92%	88.56%	88.14%	90.35%	91.03%