

Monthly Operations Analysis

January 2025



Ridership

Ridership Totals	Monthly Summary			Year-to-date Summary		
	Jan-24	Jan-25	YoY change	YTD 2024	YTD 2025	% Δ
BUS	3,439,098	3,462,597	0.7%	3,439,098	3,462,597	0.7%
MAX	1,271,135	1,760,737	38.5%	1,271,135	1,760,737	38.5%
ATP	42,823	59,811	39.7%	42,823	59,811	39.7%
WES	7,770	9,933	27.8%	7,770	9,933	27.8%
TOTAL	4,760,826	5,293,078	11.2%	4,760,826	5,293,078	11.2%

Monthly ridership figures are preliminary and subject to revision on a quarterly basis.

January 2024:	21 Weekdays	4 Saturdays	6 Sundays/Holiday
January 2025:	21 Weekdays	4 Saturdays	6 Sundays/Holiday

January 2024 had a major winter storm which caused 6 days of suspended service for MAX. MAX Weekday, Saturday, and Sunday averages do not include days of suspended service.

Systemwide monthly ridership increased 532K (+11.2%) boardings over Jan-24.

BUS monthly ridership increased by 23K boardings (0.7%) in Jan-25 compared to Jan-24. This increase is relatively modest due to bus shuttle service that was in operation in Jan-24 (to facilitate Better Red-related MAX service suspensions) that were no longer operating Jan-25.

MAX monthly ridership increased by 490K boardings (+38.5%) in Jan-25 compared to Jan-24. This is likely in large part due to the winter storm in Jan-24.

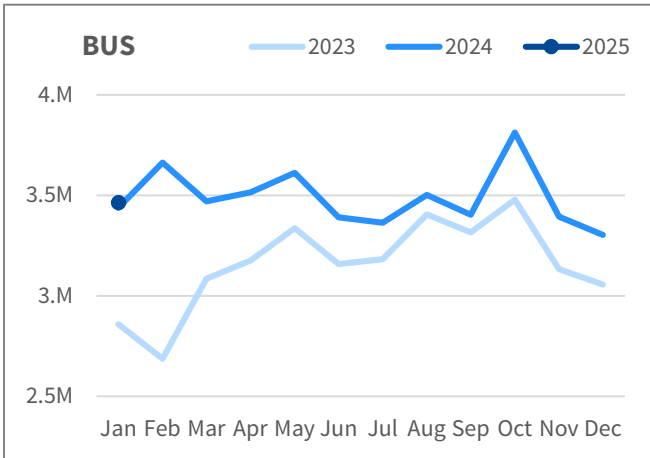
ATP monthly ridership increased by 17K (+39.7%) over Jan-24, which includes trips made via arrangements with Supplemental Providers. Similar to the other modes, due to the winter weather in Jan-24, there was less travel demand among ATP customers.

WES ridership was 2K boardings more (+27.8%) in Jan-25 compared to Jan-24. Last year's WES ridership was lower than usual due to employers allowing more remote work during the winter storm.

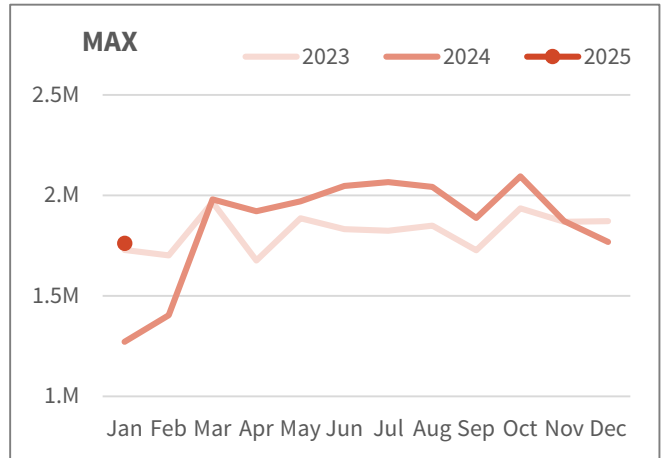
Average Daily Boardings	Weekday			Saturday			Sunday		
	Jan-24	Jan-25	YoY change	Jan-24	Jan-25	YoY change	Jan-24	Jan-25	YoY change
BUS	128,536	127,790	-0.6%	74,091	83,431	12.6%	73,913	74,213	0.4%
MAX	57,511	61,929	7.7%	40,520	48,389	19.4%	32,841	44,445	35.3%
ATP	1,696	2,398	41.4%	617	945	53.1%	594	947	59.5%
WES	370	473	27.8%						
TOTAL	188,113	192,590	2.4%	115,228	132,765	15.2%	107,348	119,605	11.4%

ATP Weekday/Saturday/Sunday boarding averages do not include supplemental service.

Monthly Ridership Trend by Mode

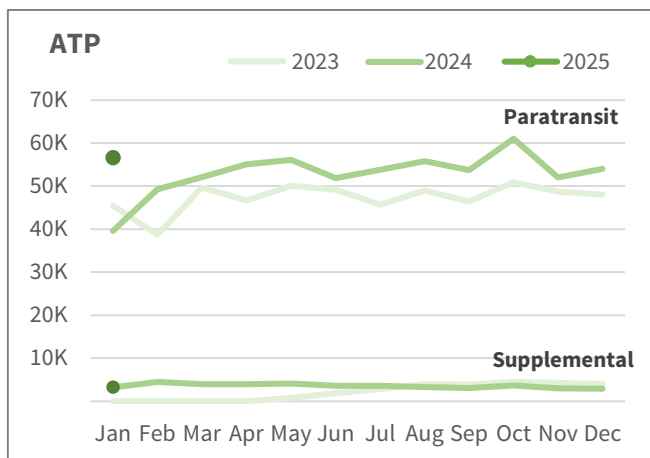


Bus ridership was slightly higher in Jan-25 compared to Jan-24. Prior year ridership included the bus shuttles used as substitute MAX service, which was suspended because of the Better Red construction efforts.

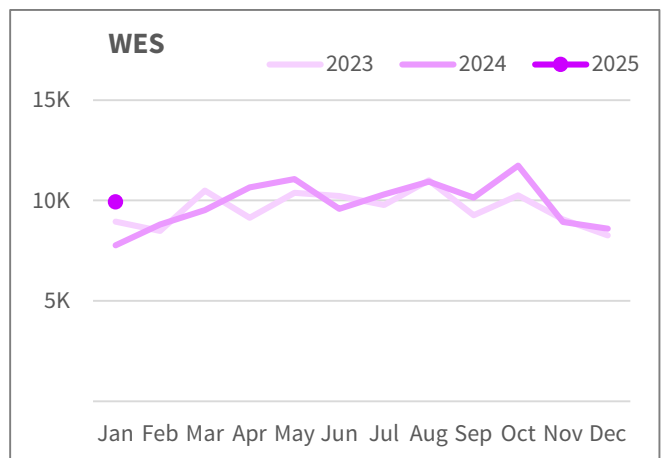


MAX ridership was much higher in Jan-25 than Jan-24 due to a severe winter storm in Jan-24 that caused 6 days of complete service suspension.

Additionally, the Better Red construction efforts required some MAX service disruptions in Jan-24. During those disruptions, TriMet offered bus shuttle service to substitute for MAX service for the segments of the alignment that were shut down for construction.



ATP ridership has been growing due to new, award-winning programs that diversify the services available to qualified riders. ATP has been piloting partnerships with supplementary service providers for cost efficiencies, strategic fleet utilization, ridership, and improved customer experience. ATP service was also impacted in Jan-24 by the six day winter weather event.

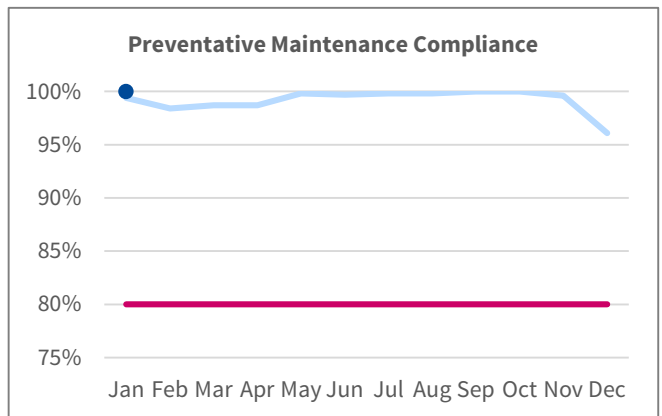
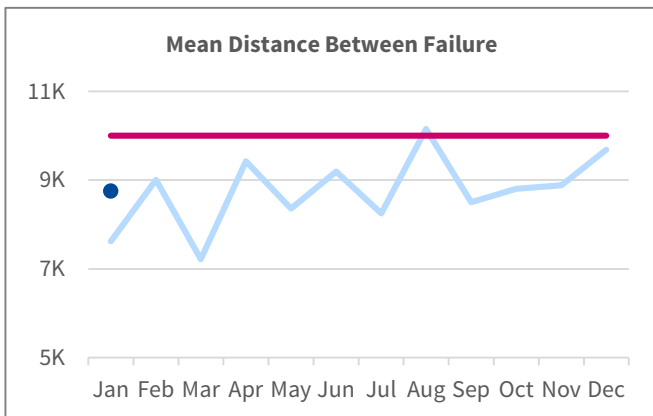
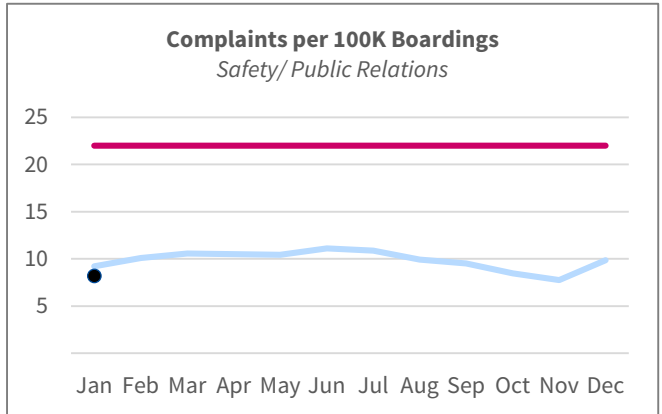
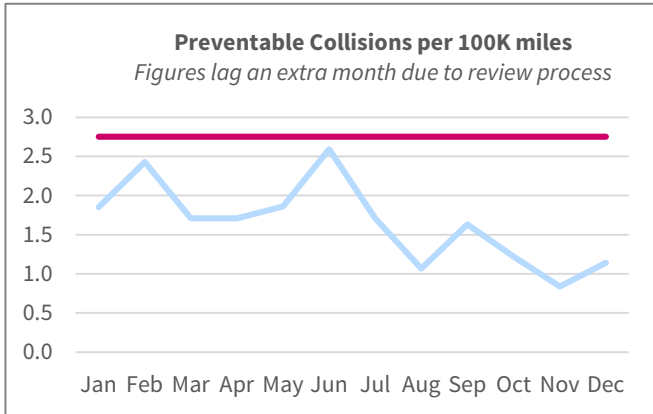
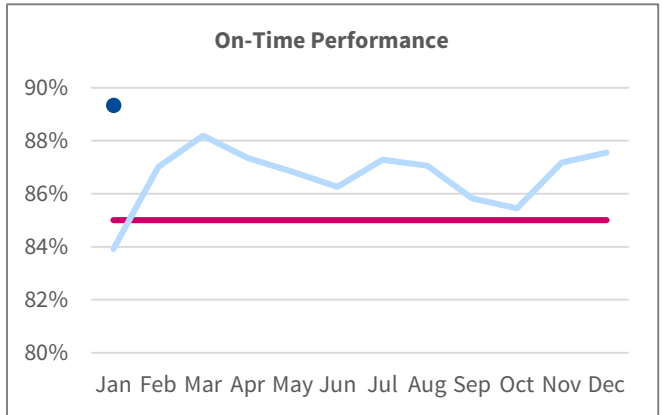
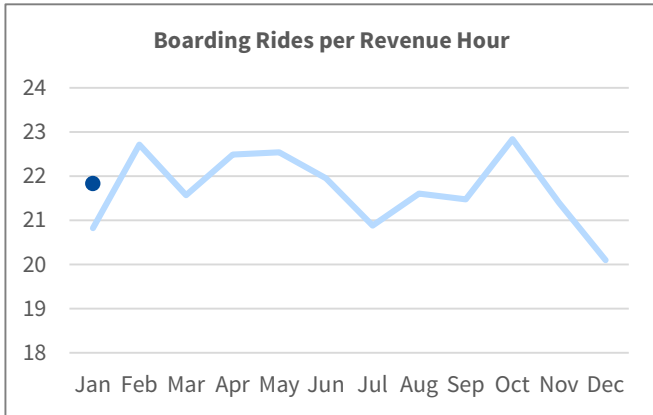


WES had higher ridership in Jan-25 compared to Jan-24. Although WES did not experience any major disruptions during the Jan-24 winter storm, the severe weather diminished WES ridership for that period, as many employers allowed WES commuters to work remotely.

BUS

HIGHLIGHTS:

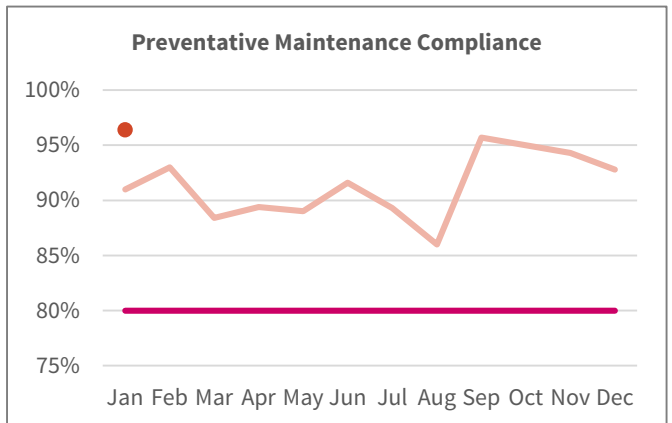
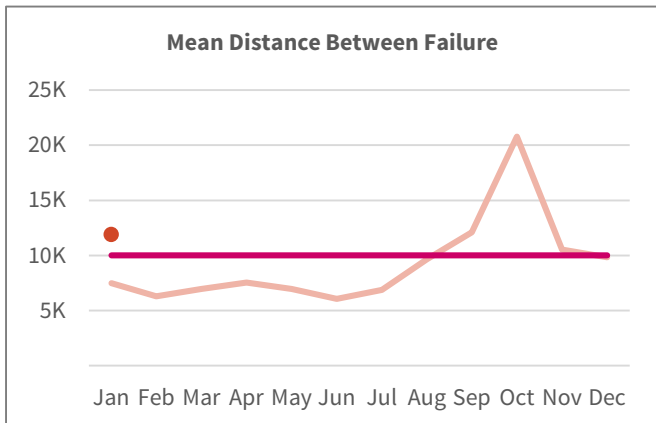
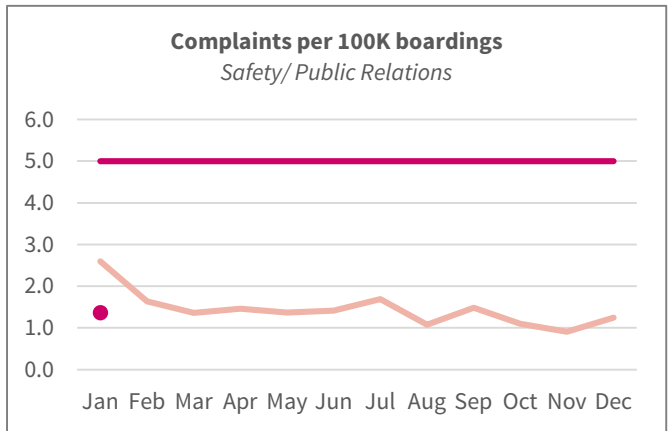
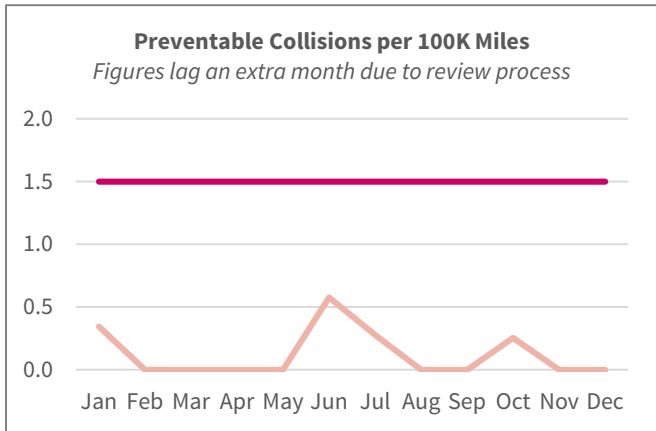
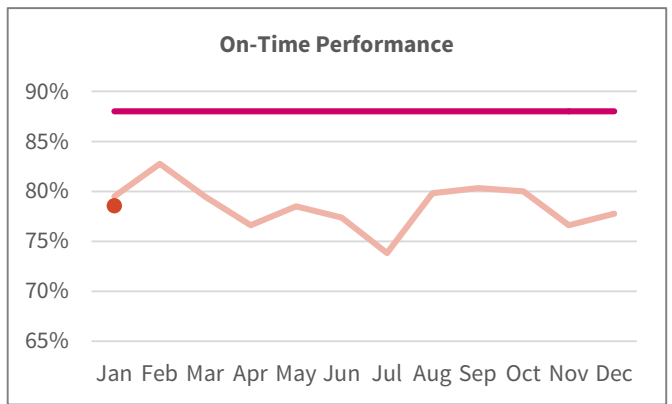
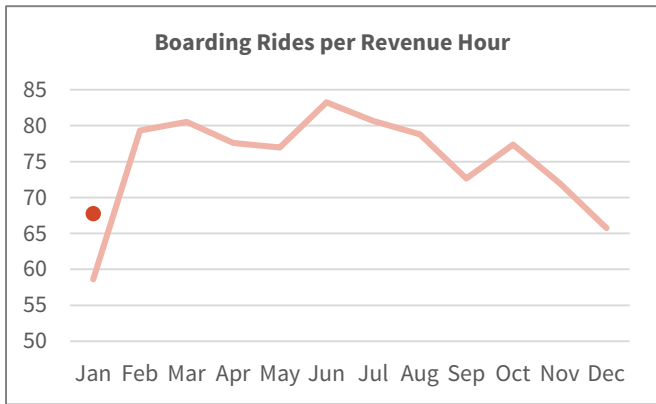
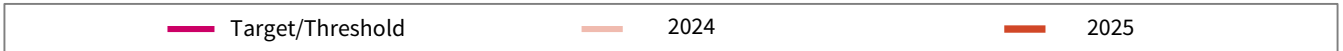
- Boarding Rides per Revenue Hour is higher in Jan-25 than Jan-24.
- On-Time Performance was exceptionally strong in Jan-25 and much higher compared to Jan-24.
- Preventable Collisions continues to trend below threshold.
- Complaints remain well below threshold.
- Mean Distance Between Failure is below target but improved over Jan-24.
- Preventative Maintenance Compliance is 100% for Jan-25.



MAX

HIGHLIGHTS:

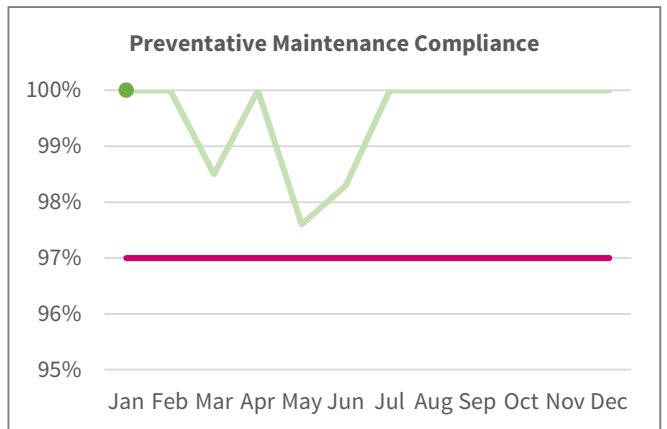
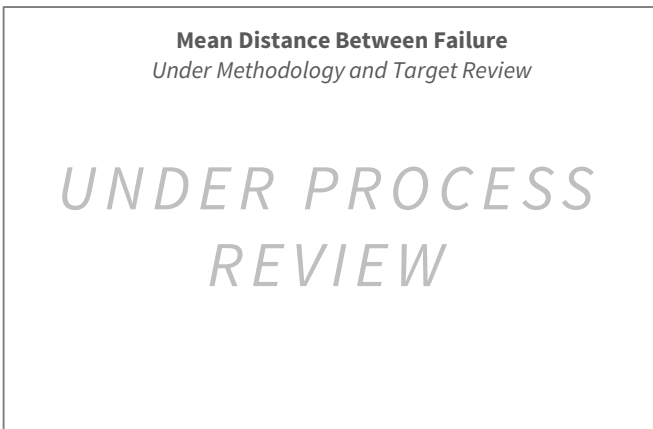
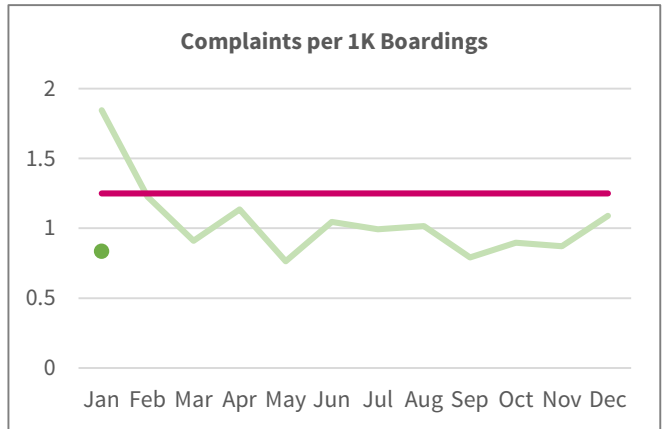
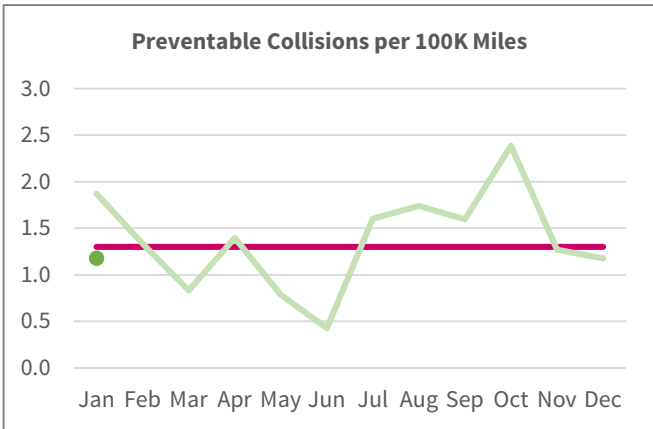
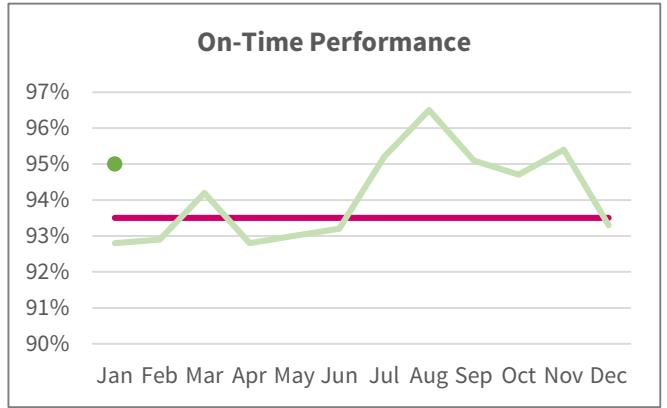
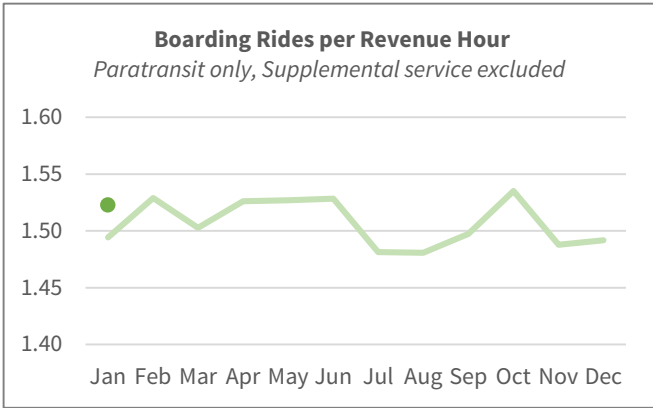
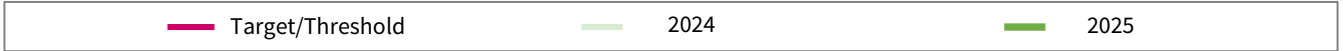
- Boarding Rides per Revenue Hour is higher in Jan-25 than Jan-24.
- On-Time Performance is about the same as Jan-24.
- Preventable Collisions were zero in Dec-24, maintaining the trend below the threshold.
- Complaints remain well below threshold.
- Mean Distance Between Failure is above target and improved compared to Jan-24.
- Preventative Maintenance Compliance remains well above the target.



ATP

HIGHLIGHTS:

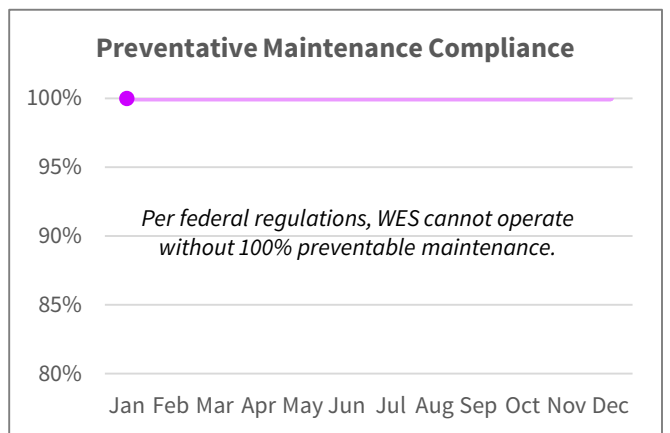
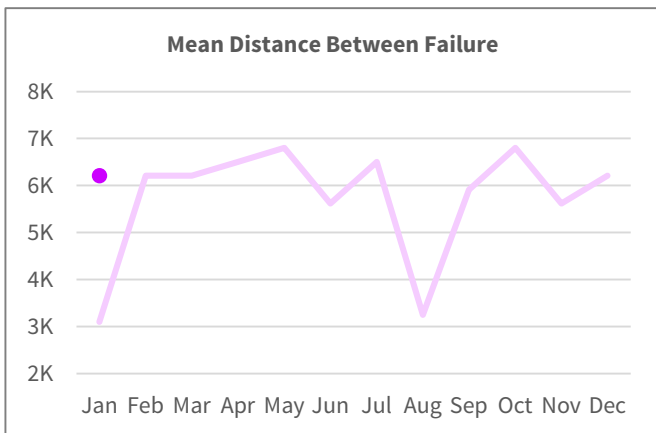
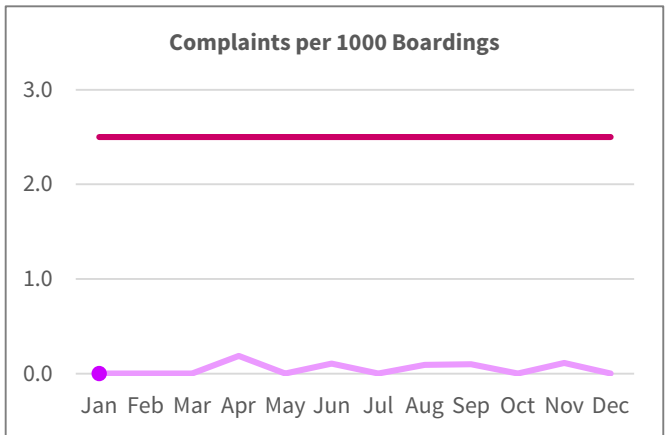
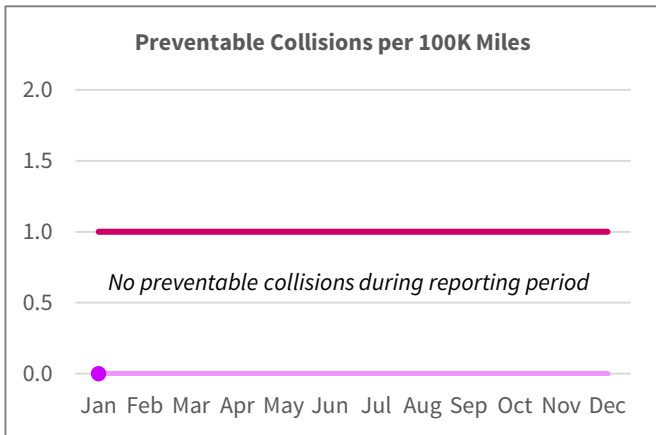
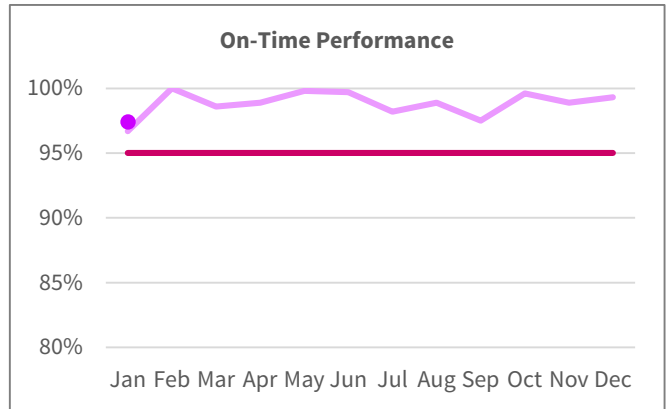
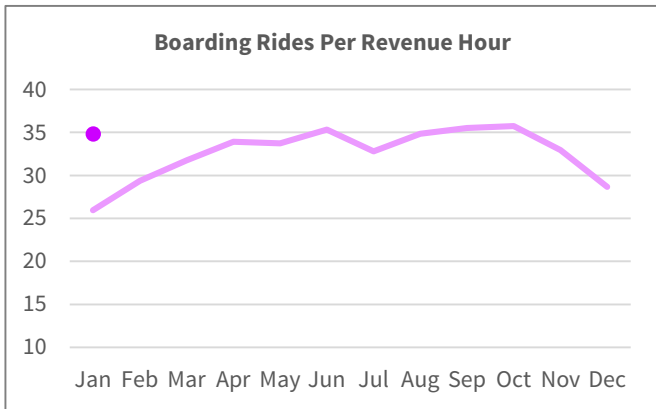
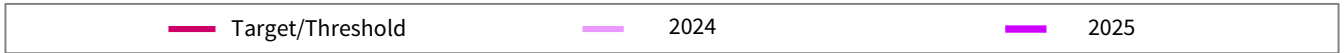
- Boarding Rides per Revenue Hour was slightly higher in Jan-25 compared to Jan-24.
- On-Time Performance is above the target and higher compared to Jan-24.
- Preventable Collisions is below threshold and lower compared to Jan-24.
- Complaints were well below threshold for Jan-25.
- The Mean Distance Between Failure metric is currently under review because the methodology changed in Sep-24 for how mechanical failures are categorized.
- Preventative Maintenance Compliance is 100% for Jan-25.



WES

HIGHLIGHTS:

- Boarding Rides per Revenue Hour is higher in Jan-25 compared to Jan-24.
- On-Time Performance is above target and slightly higher compared to Jan-24.
- Preventable Collisions per 100k miles have been at zero for the reporting period.
- Complaints per 1000 Boardings are generally very low; in Jan-25 there were no customer complaints.
- Mean Distance Between Failure is above the target and much higher compared to Jan-24.
- Preventative Maintenance Compliance is a pre-requisite for commuter rail operations, per federal regulation.



Performance Data Sheet: 12 Month Lookback

BUS											MAX										
Target	-	-	-	-	≥ 85%	≥ 95.0%	≤18 per 100K ons	≤2.75 per 100K mi	≥ 80%	10,000 mi	Target	-	-	-	-	≥ 88%	≥ 96.0%	≤4 per 100K ons	≤1.5 per 100K mi	≥ 80%	10,000 mi
Feb24	3,662,980	22.8	146,529	99.4%	87.0%	96.3%	10.1	2.4	98.4%	9,005	Feb24	1,403,482	80.0	23,879	100.0%	82.8%	90.6%	1.8	0.0	93.0%	6,306
Mar24	3,469,430	21.6	139,410	99.5%	88.2%	96.8%	10.5	1.7	98.7%	7,221	Mar24	1,979,290	81.8	24,295	99.5%	79.5%	92.0%	1.8	0.0	88.4%	6,960
Apr24	3,515,220	22.5	135,071	99.5%	87.4%	97.2%	10.5	1.8	98.7%	9,426	Apr24	1,920,724	79.0	24,421	99.2%	76.6%	90.2%	1.3	0.0	89.4%	7,539
May24	3,611,270	22.6	137,660	99.6%	86.8%	97.0%	10.4	1.9	99.8%	8,355	May24	1,970,074	77.8	24,277	99.7%	78.5%	93.4%	1.3	0.0	89.0%	6,949
Jun24	3,390,700	22.0	132,258	99.5%	86.3%	96.9%	11.1	2.6	99.7%	9,197	Jun24	2,047,311	84.3	23,337	99.7%	77.4%	95.2%	1.5	0.3	91.6%	6,047
Jul24	3,363,770	20.9	137,888	99.5%	87.3%	97.1%	10.9	1.7	99.8%	8,252	Jul24	2,065,756	81.8	24,297	99.7%	73.8%	92.6%	1.5	0.3	89.3%	6,862
Aug24	3,502,100	21.6	138,950	99.6%	87.1%	97.5%	9.9	1.1	99.8%	10,154	Aug24	2,041,823	79.8	24,214	99.8%	79.8%	96.6%	1.4	0.0	86.0%	9,650
Sep24	3,402,900	21.5	135,664	99.5%	85.8%	97.6%	9.5	1.6	100.0%	8,504	Sep24	1,886,921	73.5	23,041	99.7%	80.3%	96.1%	1.5	0.0	95.7%	12,109
Oct24	3,812,674	22.9	143,080	99.5%	85.5%	97.7%	8.4	1.2	100.0%	8,804	Oct24	2,095,277	77.9	24,037	100.0%	80.0%	97.0%	1.0	0.0	95.0%	20,784
Nov24	3,394,550	21.4	136,525	99.5%	87.2%	97.5%	7.4	0.8	99.6%	8,887	Nov24	1,871,408	72.9	23,661	99.7%	76.6%	96.4%	1.5	0.0	94.3%	10,525
Dec24	3,302,755	20.1	140,477	99.5%	88.0%	97.5%	0.1	1.1	96.1%	9,682	Dec24	1,768,205	66.6	23,904	100.0%	77.8%	95.3%	0.9	0.0	92.8%	9,837
Jan25	3,462,597	21.8	140,545	99.6%	89.3%	97.7%	8.2	*	100.0%	8,757	Jan25	1,760,737	65.1	23,894	100.0%	78.5%	97.7%	1.4	*	96.4%	11,903
12 mo avg	3,490,912	21.8	138,671	99.5%	87.1%	97.2%	9.8	1.6	99.2%	8,854	12 mo avg	1,900,917	76.1	23,956	99.7%	79.3%	94.4%	1.3	0.1	91.7%	9,623
ATP											WES										
Target	-	-	-	-	≥ 93.5 %	≥ 93.5 %	≤1.25 per 1K ons	≤2 per 100K mi	≤97%	**	Target	-	-	-	-	≥ 95.0%	-	≤2.5 per 1K ons	≤1 per 100K mi	= 100%	-
Feb24	53,765	1.53	50,339	100.0%	92.9%	92.9%	1.2	1.3	100.0%	-	Feb24	8,799	29.1	420	100.0%	100.0%	100.0%	0.0	0.0	100.0%	6,208
Mar24	56,085	1.50	52,168	100.0%	94.2%	94.2%	0.9	0.8	98.5%	-	Mar24	9,513	31.7	419	99.8%	98.6%	98.6%	0.0	0.0	100.0%	6,208
Apr24	59,016	1.53	55,157	100.0%	92.8%	92.8%	1.1	1.4	100.0%	-	Apr24	10,648	31.8	440	100.0%	98.9%	98.9%	0.2	0.0	100.0%	6,504
May24	59,016	1.53	56,619	100.0%	93.0%	93.0%	0.8	0.8	97.6%	-	May24	11,066	33.4	440	100.0%	99.8%	99.8%	0.0	0.0	100.0%	6,800
Jun24	60,193	1.53	51,989	100.0%	93.2%	93.2%	1.0	0.4	98.3%	-	Jun24	10,080	37.2	380	100.0%	99.7%	99.7%	0.1	0.0	100.0%	5,617
Jul24	57,363	1.50	51,989	100.0%	95.2%	95.2%	1.0	1.6	100.0%	-	Jul24	10,296	32.8	440	100.0%	98.2%	98.2%	0.0	0.0	100.0%	6,504
Aug24	60,696	1.48	56,168	100.0%	96.5%	96.5%	1.0	1.7	100.0%	-	Aug24	10,934	34.5	440	100.0%	98.9%	98.9%	0.1	0.0	100.0%	3,252
Sep24	57,898	1.50	53,630	100.0%	95.1%	95.1%	0.8	1.6	100.0%	-	Sep24	10,140	35.6	400	100.0%	97.5%	97.5%	0.1	0.0	100.0%	5,912
Oct24	64,689	1.54	62,059	100.0%	94.7%	94.7%	0.9	2.4	100.0%	-	Oct24	11,730	35.8	460	100.0%	99.6%	99.6%	0.0	0.0	100.0%	6,800
Nov24	55,014	1.49	53,857	100.0%	95.4%	95.4%	0.9	1.3	100.0%	-	Nov24	8,930	33.0	380	100.0%	98.9%	98.9%	0.1	0.0	100.0%	5,617
Dec24	52,079	1.49	55,509	100.0%	93.3%	93.3%	1.1	1.2	100.0%	-	Dec24	8,589	28.6	420	100.0%	99.3%	99.3%	0.0	0.0	100.0%	6,208
Jan25	59,811	1.52	58,761	100.0%	95.0%	95.0%	0.8	1.2	100.0%	-	Jan25	9,933	34.8	400	100.0%	97.4%	97.4%	0.0	0.0	100.0%	6,208
12 mo avg	57,856	1.51	54,854	100.0%	94.3%	94.3%	1.0	1.3	99.5%	-	12 mo avg	10,013	33.3	420	100.0%	98.9%	98.9%	0.0	0.0	100.0%	5,987

¹ Ridership = Unlinked Passenger Trips (Boardings). For ATP, care attendants are counted as passengers

² Revenue hours are the number of hours that a transit vehicle is available to provide service and does not include deadhead time.

³ For Bus, MAX, WES, a trip is when a vehicle travels from one terminus to another and back. For ATP, it is the number of customers receiving a trip.

⁴ Trips Operated to Completion ÷ Scheduled Trips

⁵ For Bus & MAX, vehicles are “on-time” if they depart a timepoint less than 1 min early and less than 5 min late; not all stops are timepoints.

For ATP, “on-time” is arrival within the scheduled 30 min window.

⁶ Pullout is when a vehicle is scheduled to leave its garage/rail yard.

⁷ Complaints are compiled from phone, mail, website, and social media.

⁸ Preventable Collisions lag an additional month due to review process.

⁹ A collision where the operator failed to do everything reasonable to prevent the collision from occurring.

¹⁰ Percent of scheduled repair work completed on-time.

¹¹ Mean Distance Between Failure is the average distance a vehicle traveled between major and other mechanical failures. If no failures occurred, monthly mileage is reported.

* Figure lags one month due to collision review process.

** Under process review.