

Date: December 21, 2017

To: General Manager
Board of Directors

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

Subject: November 2017 Monthly Performance Report

The monthly systemwide ridership decreased 2.7% in November compared to prior year's level. Passenger revenue decreased 4.6% and operations costs per boarding increased 10.0% (from \$3.41 to \$3.75) compared to November 2016. The increase mostly related to maintenance inventory adjustments, maintenance material revenue equipment and Accessible Transportation Program direct service providers. Monthly Streetcar ridership decreased 0.1% compared to November 2016.

1. Weekly system boardings decreased 2.8% in November compared to prior year's level. Weekly boardings decreased 2.0% on bus, 3.9% on MAX, 5.7% on WES and 1.1% on LIFT/Cab.
2. Weekday fixed route boardings were 304,795 in November, 3.1% below the prior year's level. Boardings decreased 2.2% on bus, 4.3% on MAX and 5.9% on WES. Weekend fixed route boardings decreased 0.9% on bus and 1.6% on MAX.
3. The five MAX lines averaged a total of 120,430 weekday, 73,850 Saturday and 60,570 Sunday boardings in November. Weekday ridership on each of the five MAX lines averaged 54,540 on the Blue Line, 19,900 on the Red Line, 13,220 on the Yellow Line, 20,860 on the Green Line, and 11,910 on the Orange Line. Total MAX ridership decreased 4.2% during weekday peak and 4.4% during weekday off-peak periods, resulting in a 4.3% decrease in weekday MAX ridership. The weekend ridership decreased 1.9% on Saturday and 1.2% on Sunday, leading to a 3.9% decrease in weekly MAX rides in November.
4. Weekday bus boardings decreased 2.2% in November, a decline in weekday peak time periods of 2.7%, and 1.9% in weekday off-peak time periods. Total weekend boardings decreased 0.9%, resulting in a 2.0% decrease in weekly bus rides. Weekly boardings decreased 2.9% on frequent routes and 0.9% on non-frequent routes.
5. WES averaged 1,675 daily boardings in November, 5.6% below the prior year's level. In November, WES operated with 13 late trains, 10 out of service trains, zero missed pullouts, and one vehicle mechanical failure, resulting in a 96.5% 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 1.1% in November. Weekday boardings declined 1.5%, but increased 1.6% on weekend boardings compared to prior year's level.
7. November passenger revenues were \$9.3 million, which is 4.6% below the prior year level.
8. Operations cost/boarding 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 averaged fixed route operations costs per boarding increased from \$3.06 to \$3.37, or 10.1% compared to November 2016.
9. Weekday Streetcar boardings averaged 3,725 on A-Loop, 3,287 on B-Loop and 8,242 on North South (NS) line in November. Boardings increased 12.0% on A-Loop, but decreased 5.5% on B-Loop and 7.6% on NS line compared to last November. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Nov 17	Nov 16	% Change	FY18-TD	FY17-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	86,560	87,500	-1.1%	86,590	86,960	-0.4%
Bus-Frequent Service*	<u>96,130</u>	<u>99,300</u>	-3.2%	<u>96,146</u>	<u>98,860</u>	-2.7%
Subtotal All Bus	182,690	186,800	-2.2%	182,736	185,820	-1.7%
MAX	120,430	125,900	-4.3%	122,820	124,920	-1.7%
Commuter Rail	<u>1,675</u>	<u>1,780</u>	-5.9%	<u>1,705</u>	<u>1,820</u>	-6.3%
Fixed Route Total	304,795	314,500	-3.1%	307,261	312,560	-1.7%
<u>Paratransit</u>						
LIFT& Cabs	3,567	3,620	-1.5%	3,485	3,645	-4.4%
System Total	308,362	318,095	-3.1%	310,746	316,205	-1.7%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	497,200	501,900	-0.9%	500,714	502,220	-0.3%
Bus-Frequent Service*	<u>591,100</u>	<u>608,600</u>	-2.9%	<u>595,896</u>	<u>612,020</u>	-2.6%
Subtotal All Bus	1,088,300	1,110,500	-2.0%	1,096,610	1,114,240	-1.6%
MAX	736,600	766,100	-3.9%	763,810	778,184	-1.8%
Commuter Rail	<u>8,375</u>	<u>8,880</u>	-5.7%	<u>8,525</u>	<u>9,100</u>	-6.3%
Fixed Route Total	1,833,245	1,885,468	-2.8%	1,868,945	1,901,524	-1.7%
Frequent Bus % of Total Bus	54.3%	54.8%	-0.5%	54.3%	54.9%	-0.6%
<u>Paratransit</u>						
LIFT & Cabs	20,185	20,412	-1.1%	19,696	20,500	-3.9%
System Total	1,853,430	1,905,880	-2.8%	1,888,641	1,922,024	-1.7%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.35	\$3.91	11.25%	\$4.16	\$3.91	6.39%
Bus-Frequent Service*	\$3.16	\$2.86	10.49%	\$3.04	\$2.86	6.29%
Subtotal All Bus	\$3.71	\$3.33	11.41%	\$3.55	\$3.33	6.61%
MAX	\$2.77	\$2.51	10.36%	\$2.67	\$2.50	6.80%
Commuter Rail	\$13.20	\$16.88	-21.80%	\$15.95	\$15.21	4.87%
Fixed Route Total	\$3.37	\$3.06	10.13%	\$3.24	\$3.05	6.23%
<u>Paratransit</u>						
LIFT & Cabs	\$38.01	\$35.24	7.86%	\$37.57	\$34.84	7.84%
System Total	\$3.75	\$3.41	9.97%	\$3.60	\$3.38	6.51%

* 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)

	Nov 17	Nov 16	% Change	FY18-TD	FY17-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	304,795	314,500	-3.09%	307,260	312,560	-1.70%
Avg. Weekday Originating Rides	237,184	244,751	-3.09%	239,140	243,250	-1.69%
Monthly Boarding Rides/Rev. Hour	52.27	54.37	-3.87%	53.88	55.22	-2.42%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	26.51%	29.11%	-2.59%	26.83%	29.14%	-2.30%
System Cost/Boarding Ride	\$4.45	\$4.14	7.49%	\$4.27	\$4.02	6.22%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$169.51	\$171.40	-1.10%	\$167.91	\$169.19	-0.76%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.62%	89.76%	-0.14%	89.59%	89.99%	-0.41%
Bus & Rail Maintenance Attendance	94.39%	93.88%	0.51%	94.31%	94.41%	-0.11%
WES Maintenance & Admin Attendance	93.28%	91.89%	1.39%	94.63%	94.53%	0.10%
Weekly Boarding Rides Per Full Time Employee	644.1	681.7	-5.52%	661.7	693.6	-4.60%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	15,044	10,009	50.30%	14,004	10,890	28.59%
Bus Collisions/100,000 Miles	2.52	2.33	8.15%	2.69	2.49	8.03%
Bus % Maintained Pullouts	99.95%	99.95%	0.00%	99.94%	99.90%	0.04%
Bus On-Time Performance(1)	86.30%	81.30%	5.00%	83.94%	81.02%	2.92%
MAX Car Miles/Svc Delay Defects(2)	9,388	7,555	24.27%	8,906	7,201	23.67%
MAX Collisions/100,000 Miles	0.26	1.33	-80.45%	1.03	1.59	-35.22%
MAX % Maintained Pullouts	99.95%	99.90%	0.05%	99.97%	99.72%	0.25%
MAX On-Time Performance(1)	88.40%	82.10%	6.30%	86.76%	84.20%	2.56%
WES Miles/Relevant Failure	9,731	9,820	-0.91%	9,819	9,890	-0.72%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	98.68%	99.40%	-0.73%	98.50%	99.17%	-0.67%
WES On-Time Performance(1)	96.50%	94.30%	2.20%	94.90%	94.38%	0.52%

(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	Nov 17	Oct 17	Nov 16	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	3,725	3,771	3,326	3,480	3,229
B-Loop Boardings	3,287	3,132	3,477	3,226	3,229
North South Line Boarding	8,242	8,604	8,920	8,423	8,527
Average Weekend Ridership					
A-Loop Boardings	4,819	4,870	4,281	4,652	4,277
B-Loop Boardings	4,329	4,408	4,038	4,549	4,408
North South Line Boarding	11,536	11,274	10,159	11,203	11,565
Average Weekly Ridership					
A-Loop Boardings	23,444	23,725	20,911	22,053	20,420
B-Loop Boardings	20,764	20,068	21,423	20,678	20,551
North South Line Boarding	52,746	54,294	54,759	53,318	54,198
Monthly Ridership					
A-Loop Boardings	99,542	104,489	88,644	95,124	88,372
B-Loop Boardings	88,108	88,475	90,939	89,400	89,020
North South Line Boarding	223,443	238,825	231,957	229,897	234,746
A-Loop Boardings/Rev Hour	59.2	62.2	50.6	58.7	49.6
B-Loop Boardings/Rev Hour	51.5	52.6	52.6	58.5	51.7
North South Boardings/Rev Hour	86.1	88.8	93.8	96.4	93.1
System Boardings/Rev Hour	68.7	71.4	69.1	73.3	68.4
Service					
Vehicle Revenue Hours	5,988	6,051	5,953	5,656	6,026
Vehicle Revenue Miles	36,174	36,483	36,004	34,438	36,877
Service Quality					
A-Loop On-Time Performance	80%	83%	82%	81%	80.40%
B-Loop On-Time Performance	76%	75%	75%	74%	77.00%
North South On-Time Performance	84%	82%	85%	82%	84.40%
Operator Attendance	93.01%	93.87%	91.14%	92.83%	92.09%
Excused Absence	0.28%	0.63%	0.60%	0.66%	0.77%
Family Leave	1.66%	1.68%	1.35%	1.83%	2.54%
Unexcused Absence	0.02%	0.01%	0.09%	0.06%	0.06%
Sick Leave	4.29%	3.37%	6.35%	3.91%	3.77%
Industrial Injury	0.00%	0.00%	0.00%	0.05%	0.37%
Contractual Absence	0.74%	0.44%	0.46%	0.67%	0.42%
Maintenance Attendance	98.56%	97.09%	98.07%	97.29%	96.28%
Excused Absence	0.00%	0.00%	0.00%	0.05%	0.01%
Family Leave	0.42%	0.38%	1.15%	0.25%	1.99%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.11%
Sick Leave	0.59%	2.54%	0.78%	1.98%	1.18%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.00%
Contractual Absence	0.42%	0.00%	0.00%	0.43%	0.43%
Overall Attendance	94.20%	94.48%	92.66%	93.77%	92.95%