

Date: January 16, 2020

To: General Manager
Board of Directors

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

Subject: December 2019 Monthly Performance Report

The monthly systemwide ridership increased 4.2% in December compared to the prior year's level. Passenger revenue increased 3.8%. The system costs per boarding decreased 7.8% (from \$4.63 to \$4.27) compared to December 2018. The monthly Streetcar ridership decreased 6.4% compared to December 2018.

1. Weekly system boardings increased 2.8% in December compared to prior year's level. Weekly boardings increased 4.8% on bus, 0.2% on MAX, but decreased 4.4% on WES and 3.1% on LIFT/Cab.
2. Weekday fixed route boardings were 288,245 in December, increasing 3.6% compared to prior year's level. Boardings increased 5.1% on bus, 1.6% on MAX, but decreased 4.4% on WES. Weekend fixed route boardings increased 3.1% on bus, but decreased 5.1% on MAX.
3. The five MAX lines averaged a total of 112,650 weekday, 75,040 Saturday and 59,480 Sunday boardings in December. Weekday ridership on each of the five MAX lines averaged 49,500 on the Blue Line, 20,650 on the Red Line, 12,090 on the Yellow Line, 19,570 on the Green Line and 10,840 on the Orange Line. Total MAX ridership increased 2.1% during weekday peak and 1.3% during weekday off-peak periods, resulting in a 1.6% increase in weekday MAX ridership.

The MAX weekend ridership decreased 7.7% on Saturday and 1.6% on Sunday.

Overall, MAX weekly ridership in December was up by 0.2% compared to last December.

4. Bus averaged 174,400 weekday, 97,290 Saturday and 80,000 Sunday boardings in December. Bus ridership increased 5.6% during weekday peak time periods and 4.9% during weekday off-peak time periods, resulting in a 5.1% increase in weekday bus ridership. The increase is due to added bus service.

The total bus weekend ridership increased 3.1% and weekly ridership increased 4.7% in December.

Bus weekly ridership increased 6.9% on non-frequent routes and 3.1% on frequent routes compared to last December. The overall bus ridership has been increasing on average of 2.5% for the last 9 months and marks the longest ridership growth since March 2015.

5. WES averaged 1,195 daily boardings in December, 4.4% below the prior year's level. In December, WES operated with 81 late trains, 14 trains out of service, zero missed pullouts and one vehicle mechanical failure, resulting in 85.4% 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 3.1% in December. The weekday boardings decreased 2.9% and the weekend boardings decreased 4.6% compared to prior year's level.
7. December passenger revenues were \$9.1 million, an increase of 3.8% 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 decreased from \$4.26 to \$3.87, or 9.2%, compared to December 2018.
9. Weekday Streetcar boardings averaged 2,742 on A-Loop, 2,102 on B-Loop and 6,682 on North South (NS) line in December. The weekday boardings increased 8.3% on A-Loop, but decreased 8.0% on B-Loop and 8.3% on NS compared to last December. The Portland Streetcar reduced service at the end of September 2018 from 14 cars at peak service to 13 cars due to lack of vehicle availability, which may account for a concurrent decrease in ridership.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 83.0%, 81.0% and 82.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Dec 19	Dec 18	% Change	FY20-TD	FY19-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	80,780	75,400	7.1%	86,365	83,660	3.2%
Bus-Frequent Service*	<u>93,620</u>	<u>90,500</u>	3.4%	<u>98,403</u>	<u>96,160</u>	2.3%
Subtotal All Bus	174,400	165,900	5.1%	184,768	179,820	2.8%
MAX	112,650	110,900	1.6%	118,697	121,180	-2.0%
Commuter Rail	<u>1,195</u>	<u>1,250</u>	-4.4%	<u>1,401</u>	<u>1,540</u>	-9.0%
Fixed Route Total	288,245	278,100	3.6%	304,866	302,540	0.8%
<u>Paratransit</u>						
LIFT& Cabs	3,117	3,211	-2.9%	3,210	3,333	-3.7%
System Total	291,362	281,331	3.6%	308,076	305,873	0.7%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	467,700	437,700	6.9%	499,540	483,774	3.3%
Bus-Frequent Service*	<u>581,600</u>	<u>564,000</u>	3.1%	<u>610,895</u>	<u>596,350</u>	2.4%
Subtotal All Bus	1,049,300	1,001,700	4.8%	1,110,435	1,080,124	2.8%
MAX	697,800	696,400	0.2%	736,608	754,303	-2.3%
Commuter Rail	<u>5,975</u>	<u>6,250</u>	-4.4%	<u>7,004</u>	<u>7,683</u>	-8.8%
Fixed Route Total	1,753,035	1,704,350	2.9%	1,854,048	1,842,111	0.6%
Frequent Bus % of Total Bus	55.4%	56.3%	-0.9%	55.0%	55.2%	-0.2%
<u>Paratransit</u>						
LIFT & Cabs	17,797	18,373	-3.1%	18,274	18,960	-3.6%
System Total	1,770,832	1,722,723	2.8%	1,872,322	1,861,071	0.6%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$5.06	\$5.48	-7.66%	\$4.76	\$4.75	0.21%
Bus-Frequent Service*	\$3.58	\$3.89	-7.97%	\$3.50	\$3.43	2.04%
Subtotal All Bus	\$4.24	\$4.57	-7.22%	\$4.07	\$4.02	1.24%
MAX	\$3.15	\$3.67	-14.17%	\$3.22	\$3.15	2.22%
Commuter Rail	\$23.85	\$21.06	13.25%	\$19.93	\$18.36	8.55%
Fixed Route Total	\$3.87	\$4.26	-9.15%	\$3.79	\$3.72	1.88%
<u>Paratransit</u>						
LIFT & Cabs	\$44.48	\$39.98	11.26%	\$41.90	\$39.09	7.19%
System Total	\$4.27	\$4.63	-7.78%	\$4.16	\$4.07	2.21%

* 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)

	Dec 19	Dec 18	% Change	FY20-TD	FY19-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	288,245	278,100	3.65%	304,870	302,540	0.77%
Avg. Weekday Originating Rides	247,315	216,487	14.24%	261,530	235,490	11.06%
Monthly Boarding Rides/Rev. Hour	46.73	46.49	0.52%	49.71	51.07	-2.65%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	22.59%	20.88%	1.71%	22.54%	24.80%	-2.26%
System Cost/Boarding Ride	\$5.21	\$5.68	-8.27%	\$5.04	\$4.84	4.13%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$162.42	\$194.68	-16.57%	\$166.92	\$182.74	-8.66%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	90.10%	90.01%	0.09%	90.04%	89.66%	0.38%
Bus & Rail Maintenance Attendance	93.34%	94.79%	-1.45%	94.04%	94.88%	-0.84%
WES Maintenance & Admin Attendance	89.33%	98.02%	-8.69%	96.03%	95.87%	0.16%
Weekly Boarding Rides Per Full Time Employee	562.5	563.8	-0.23%	600.8	616.7	-2.58%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	37,594	14,800	154.01%	22,515	13,869	62.35%
Bus Collisions/100,000 Miles	2.66	3.41	-21.99%	2.85	3.03	-5.94%
Bus % Maintained Pullouts	99.91%	99.89%	0.02%	99.91%	99.89%	0.02%
Bus On-Time Performance(1)	87.10%	88.20%	-1.10%	85.78%	86.28%	-0.50%
MAX Car Miles/Svc Delay Defects(2)	16,365	13,052	25.38%	11,074	12,575	-11.93%
MAX Collisions/100,000 Miles	1.26	2.02	-37.62%	0.94	1.83	-48.63%
MAX % Maintained Pullouts	99.84%	99.95%	-0.10%	99.87%	99.89%	-0.02%
MAX On-Time Performance(1)	90.30%	89.20%	1.10%	89.63%	88.53%	1.10%
WES Miles/Relevant Failure	9,570	7,938	20.56%	9,950	9,636	3.26%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	97.92%	84.69%	13.23%	99.32%	96.89%	2.43%
WES On-Time Performance(1)	85.40%	84.40%	1.00%	95.22%	91.68%	3.53%

(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	Dec 19	Nov 19	Dec 18	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,742	2,967	2,531	2,745	3,440
B-Loop Boardings	2,102	2,477	2,286	2,491	3,028
North South Line Boardings	6,682	7,846	7,287	7,250	8,414
Average Weekend Ridership					
A-Loop Boardings	4,082	4,141	3,893	4,034	4,800
B-Loop Boardings	3,193	3,423	4,263	3,534	4,527
North South Line Boardings	7,876	8,628	9,483	9,062	11,007
Average Weekly Ridership					
A-Loop Boardings	17,792	18,976	16,548	17,758	21,998
B-Loop Boardings	13,703	15,808	15,693	15,989	19,665
North South Line Boardings	41,286	47,858	45,918	45,314	53,077
Monthly Ridership					
A-Loop Boardings	77,208	80,045	71,699	76,813	95,287
B-Loop Boardings	59,680	66,655	69,169	69,157	85,372
North South Line Boardings	179,090	200,060	196,875	195,496	229,984
A-Loop Boardings/Rev Hour	47.4	48.7	38.8	43.2	57.5
B-Loop Boardings/Rev Hour	37.2	40.5	37.4	38.9	51.7
North South Boardings/Rev Hour	65.1	82.1	83.6	78.2	89.1
System Boardings/Rev Hour	52.8	60.6	55.8	56.2	69.5
Service					
Vehicle Revenue Hours	5,984	5,726	6,051	6,076	5,912
Vehicle Revenue Miles	35,568	34,530	37,484	36,352	35,647
Service Quality					
A-Loop On-Time Performance	83.00%	84.00%	81.00%	83.58%	83.92%
B-Loop On-Time Performance	81.00%	76.00%	78.00%	80.50%	79.75%
North South On-Time Performance	82.00%	81.00%	87.00%	84.08%	84.58%
Operator Attendance	94.10%	92.47%	88.98%	90.57%	88.54%
Excused Absence	0.54%	0.91%	0.43%	0.49%	0.30%
Family Leave	0.80%	1.04%	0.97%	1.52%	1.75%
Unexcused Absence	0.50%	0.97%	0.12%	0.19%	0.11%
Sick Leave	3.56%	3.10%	6.77%	3.50%	6.59%
Industrial Injury	0.50%	1.51%	2.14%	3.07%	2.05%
Contractual Absence	0.00%	0.00%	0.58%	0.66%	0.66%
Maintenance Attendance	98.37%	100.00%	90.70%	95.92%	93.58%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	1.25%	0.00%	0.38%	1.51%	1.87%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.01%
Sick Leave	0.38%	0.00%	5.51%	2.25%	3.39%
Industrial Injury	0.00%	0.00%	2.94%	0.00%	0.55%
Contractual Absence	0.00%	0.00%	0.47%	0.31%	0.60%
Overall Attendance	94.98%	94.02%	89.33%	91.61%	89.59%