

Date: December 17, 2020

To: General Manager
Board of Directors

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

Subject: November 2020 Monthly Performance Report

The monthly system wide ridership decreased 60.5% in November compared to the prior year's level. Passenger revenue decreased 69.6%. The system costs per boarding increased 140.8% (\$4.14 to \$9.97) compared to November 2019. The monthly Streetcar ridership decreased 65.8% compared to November 2019. The impact of COVID-19 continues to affect ridership, operations, and revenue generation.

1. Weekly system boardings decreased 60.8% in November compared to prior year's level. Weekly boardings decreased 59.1% on bus, 62.9% on MAX, 77.9% on WES and 73.4% on LIFT/Cab.
2. Weekday fixed route boardings were 115,500 in November, a decrease of 62.7% compared to the prior year's level. Boardings decreased 61.1% on bus, 65.1% on MAX and 77.9% on WES. Weekend fixed route boardings decreased 49.3% on bus and 53.3% on MAX.
3. The five MAX lines averaged a total of 42,450 weekday, 33,130 Saturday and 30,620 Sunday boardings in November. Weekday ridership on each of the five MAX lines averaged 18,740 on the Blue Line, 7,490 on the Red Line, 5,000 on the Yellow Line, 7,900 on the Green Line and 3,320 on the Orange Line. Total MAX ridership decreased 73.4% during weekday peak and 61.0% during weekday off-peak periods, resulting in a 65.1% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 56.7% on Saturday and 48.9% on Sunday.

Overall, MAX weekly ridership in November decreased 62.9% compared to the same time last year.

4. Bus averaged 72,740 weekday, 48,890 Saturday and 44,540 Sunday boardings in November. Bus ridership decreased 68.1% during weekday peak time periods and 57.6% during weekday off-peak time periods, resulting in a 61.1% decrease in weekday bus ridership.

The bus weekend ridership decreased 51.8% on Saturday and 46.3% on Sunday.

The total bus weekly ridership in November decreased 59.1% compared to a year ago.

Bus weekly ridership decreased 71.3% on non-frequent routes and 49.2% on frequent routes compared to last November.

5. WES averaged 310 daily boardings in November, 77.9% below the prior year's level. In November, WES operated with 8 late trains, 3 trains out of service, zero missed pullouts and two vehicle mechanical failures, resulting in 97.2% 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 73.4% in November. The weekday boardings decreased 74.8% and the weekend boardings decreased 63.2% compared to prior year's level.
7. November passenger revenues were \$2.8 million, a decline of 69.6% compared to prior year level.
8. Fixed Route Operating costs/boardings measure 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 \$3.78 to \$9.53, or 152.1%, compared to prior year level.
9. Weekday Streetcar boardings averaged 1,065 on A-Loop, 1,070 on B-Loop and 2,179 on North South (NS) line in November. The weekday boardings decreased 64.1% on A-Loop, 56.8% on B-Loop and 72.2% on NS compared to prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 88.0%, 83.0% and 80.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Nov 20	Nov 19	% Change	FY21-TD	FY20-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	24,330	87,700	-72.3%	25,534	87,480	-70.8%
Bus-Frequent Service*	<u>48,410</u>	<u>99,200</u>	-51.2%	<u>50,190</u>	<u>99,360</u>	-49.5%
Subtotal All Bus	72,740	186,900	-61.1%	75,724	186,840	-59.5%
MAX	42,450	121,600	-65.1%	44,732	119,910	-62.7%
Commuter Rail	<u>310</u>	<u>1,400</u>	-77.9%	<u>355</u>	<u>1,440</u>	-75.3%
Fixed Route Total	115,500	309,900	-62.7%	120,811	308,190	-60.8%
<u>Paratransit</u>						
LIFT& Cabs	813	3,222	-74.8%	828	3,228	-74.4%
System Total	116,313	313,122	-62.9%	121,639	311,418	-60.9%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	145,100	505,100	-71.3%	153,664	505,904	-69.6%
Bus-Frequent Service*	<u>312,000</u>	<u>613,800</u>	-49.2%	<u>324,128</u>	<u>616,760</u>	-47.4%
Subtotal All Bus	457,100	1,118,900	-59.1%	477,792	1,122,664	-57.4%
MAX	276,000	744,400	-62.9%	291,698	744,376	-60.8%
Commuter Rail	<u>1,550</u>	<u>7,000</u>	-77.9%	<u>1,775</u>	<u>7,210</u>	-75.4%
Fixed Route Total	734,680	1,870,340	-60.7%	771,265	1,874,250	-58.8%
Frequent Bus % of Total Bus	68.3%	54.9%	13.4%	67.8%	54.9%	12.9%
<u>Paratransit</u>						
LIFT & Cabs	4,874	18,311	-73.4%	4,973	18,370	-72.9%
System Total	739,554	1,888,651	-60.8%	776,238	1,892,620	-59.0%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$12.67	\$4.88	159.63%	\$11.90	\$4.70	153.19%
Bus-Frequent Service*	\$8.05	\$3.54	127.40%	\$7.71	\$3.48	121.55%
Subtotal All Bus	\$9.51	\$4.14	129.71%	\$9.04	\$4.03	124.32%
MAX	\$9.04	\$3.13	188.82%	\$8.27	\$3.24	155.25%
Commuter Rail	\$106.61	\$15.47	589.14%	\$87.76	\$19.15	358.28%
Fixed Route Total	\$9.53	\$3.78	152.12%	\$8.92	\$3.77	136.60%
<u>Paratransit</u>						
LIFT & Cabs	\$78.46	\$41.93	87.12%	\$78.52	\$41.38	89.75%
System Total	\$9.97	\$4.14	140.82%	\$9.37	\$4.13	126.88%

* 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.

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Nov 20	Nov 19	% Change	FY21-TD	FY20-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	115,500	309,900	-62.73%	120,810	308,190	-60.80%
Avg. Weekday Originating Rides	99,063	265,880	-62.74%	103,620	264,370	-60.80%
Monthly Boarding Rides/Rev. Hour	22.10	49.93	-55.75%	23.50	50.31	-53.28%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	6.71%	22.92%	-16.21%	8.61%	22.54%	-13.93%
System Cost/Boarding Ride	\$12.95	\$5.03	157.46%	\$11.83	\$5.01	136.13%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$203.10	\$185.43	9.53%	\$198.44	\$185.74	6.84%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	86.86%	89.87%	-3.01%	87.52%	90.02%	-2.50%
Bus & Rail Maintenance Attendance	90.21%	94.47%	-4.27%	91.98%	94.18%	-2.20%
WES Maintenance & Admin Attendance	83.06%	96.73%	-13.67%	86.61%	97.36%	-10.76%
Weekly Boarding Rides Per Full Time Employee	236.4	604.9	-60.92%	245.4	608.5	-59.67%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	10,264	15,098	-32.02%	18,117	15,938	13.67%
Bus Collisions/100,000 Miles	2.22	2.44	-9.02%	2.08	2.89	-28.03%
Bus % Maintained Pullouts	99.83%	99.92%	-0.09%	99.88%	99.91%	-0.03%
Bus On-Time Performance(1)	94.60%	86.30%	8.30%	93.92%	85.52%	8.40%
MAX Car Miles/Svc Delay Defects(2)	11,704	9,105	28.55%	11,859	10,390	14.14%
MAX Collisions/100,000 Miles	0.87	0.78	11.54%	1.25	0.87	43.68%
MAX % Maintained Pullouts	100.00%	99.67%	0.33%	99.89%	99.88%	0.01%
MAX On-Time Performance(1)	89.60%	89.10%	0.50%	90.74%	89.50%	1.24%
WES Miles/Relevant Failure	2,918	9,379	-68.89%	6,274	10,026	-37.42%
WES Collisions	0.00	0.00	N/A	0.20	0.00	N/A
WES % Maintained Trips	99.25%	99.69%	-0.44%	99.72%	99.59%	0.13%
WES On-Time Performance(1)	97.20%	97.00%	0.20%	97.48%	97.18%	0.30%

(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 20	Oct 20	Nov 19	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,065	1,121	2,967	1,722	2,727
B-Loop Boardings	1,070	1,049	2,477	1,482	2,506
North South Line Boardings	2,179	2,440	7,846	3,600	7,301
Average Weekend Ridership					
A-Loop Boardings	1,741	1,981	4,141	2,530	4,018
B-Loop Boardings	1,737	1,733	3,423	2,173	3,623
North South Line Boardings	3,100	3,556	8,628	4,204	9,196
Average Weekly Ridership					
A-Loop Boardings	7,066	7,586	18,976	11,138	17,654
B-Loop Boardings	7,087	6,978	15,808	9,580	16,155
North South Line Boardings	13,995	15,756	47,858	22,203	45,700
Monthly Ridership					
A-Loop Boardings	29,786	33,550	80,045	48,310	76,354
B-Loop Boardings	29,846	30,972	66,655	41,561	69,948
North South Line Boardings	58,956	69,893	200,060	96,054	196,978
A-Loop Boardings/Rev Hour	18.9	20.3	48.7	30.2	42.5
B-Loop Boardings/Rev Hour	19.3	19.1	40.5	26.6	38.9
North South Boardings/Rev Hour	22.2	24.9	82.1	35.9	79.7
System Boardings/Rev Hour	20.5	22.1	60.6	32.0	56.5
Service					
Vehicle Revenue Hours	5,776	6,077	5,726	5,809	6,081
Vehicle Revenue Miles	29,475	30,588	34,530	31,854	36,512
Service Quality					
A-Loop On-Time Performance	88.00%	89.00%	84.00%	87.00%	83.42%
B-Loop On-Time Performance	83.00%	84.00%	76.00%	82.50%	80.25%
North South On-Time Performance	80.00%	83.00%	81.00%	82.58%	84.50%
Operator Attendance	87.89%	91.19%	92.47%	88.77%	90.14%
Excused Absence	0.17%	0.77%	0.91%	0.39%	0.48%
Family Leave	1.58%	1.03%	1.04%	1.42%	1.53%
Unexcused Absence	0.00%	0.01%	0.97%	0.06%	0.16%
Sick Leave	7.98%	3.38%	3.10%	6.36%	3.77%
Industrial Injury	2.38%	3.26%	1.51%	2.85%	3.20%
Contractual Absence	0.00%	0.37%	0.00%	0.15%	0.71%
Maintenance Attendance	92.48%	96.26%	100.00%	93.24%	95.28%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	2.29%	1.69%	0.00%	2.91%	1.44%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.00%
Sick Leave	5.23%	2.05%	0.00%	3.26%	2.68%
Industrial Injury	0.00%	0.00%	0.00%	0.29%	0.25%
Contractual Absence	0.00%	0.00%	0.00%	0.29%	0.35%
Overall Attendance	88.94%	92.27%	94.02%	89.66%	91.15%