

Date: December 20, 2021

To: General Manager
Board of Directors

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

Subject: November 2021 Monthly Performance Report

The monthly system wide ridership increased 28.8% in November compared to the prior year's level. Passenger revenue increased 62.6% and the system costs per boarding decreased 20.5% (\$9.97 to \$7.93) compared to November 2020. The monthly Streetcar ridership increased 56.2% compared to November 2020. While ridership has declined 49.2% compared to pre-pandemic data in November 2019, ridership has increased on average 2.3% per month over the past 20 months thru November 2021.

1. Weekly system boardings increased 27.2% in November compared to the prior year's level. Weekly boardings increased 28.0% on bus, 25.2% on MAX, 16.1% on WES and 74.7% on LIFT/Cab.
2. Weekday fixed route boardings were 147,870 in November, an increase of 28.0% compared to the prior year's level. Boardings increased 30.3% on bus, 24.5% on MAX and 16.1% on WES. Weekend fixed route boardings increased 19.5% on bus and 27.8% on MAX.
3. The five MAX lines averaged a total of 52,800 weekday, 41,960 Saturday and 39,505 Sunday boardings in November. Weekday ridership on each of the five MAX lines averaged 21,740 on the Blue Line, 10,120 on the Red Line, 6,640 on the Yellow Line, 9,480 on the Green Line and 4,820 on the Orange Line. Total MAX ridership increased 33.4% during weekday peak and 21.5% during weekday off-peak periods, resulting in a 24.4% increase in weekday MAX ridership.

The MAX weekend ridership increased 26.7% on Saturday and 29.0% on Sunday.

Overall, MAX weekly ridership in November increased 25.2% compared to the same time last year.

4. Bus averaged 94,710 weekday, 59,700 Saturday and 51,950 Sunday boardings in November. Bus ridership increased 45.9% during weekday peak time periods and 24.4% during weekday off-peak time periods, resulting in a 30.2% increase in weekday bus ridership.

The bus weekend ridership increased 22.1% on Saturday and 16.6% on Sunday.

The total bus weekly ridership in November increased 28.0% compared to a year ago.

Bus weekly ridership increased 30.5% on non-frequent routes and 26.9% on frequent routes compared to last November.

5. WES averaged 360 daily boardings in November, 16.1% above the prior year's level. In November, WES operated with 1 late train, zero train out of service, zero missed pullouts and 1 vehicle mechanical failure, resulting in 99.8% of trips made on time. WES runs every 45 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 increased 74.7% in November. The weekday boardings increased 77.1% and the weekend boardings increased 62.3% compared to the prior year's level.
7. November passenger revenues were \$4.5 million, an increase of 62.6% compared to the 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 decreased from \$9.53 to \$7.42, or 22.1%, compared to the prior year level.
9. Weekday Streetcar boardings averaged 1,437 on A-Loop, 1,287 on B-Loop and 3,987 on North South (NS) line in November. The weekday boardings increased 34.9% on A-Loop, 20.3% on B-Loop and 83.0% on NS compared to the prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 80.0%, 76.0% and 81.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Nov 21	Nov 20	% Change	FY22-TD	FY21-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	32,240	24,300	32.7%	32,734	25,530	28.2%
Bus-Frequent Service*	<u>62,470</u>	<u>48,400</u>	29.1%	<u>62,356</u>	<u>50,190</u>	24.2%
Subtotal All Bus	94,710	72,700	30.3%	95,090	75,720	25.6%
MAX	52,800	42,400	24.5%	51,692	44,730	15.6%
Commuter Rail	<u>360</u>	<u>310</u>	16.1%	<u>383</u>	<u>360</u>	6.4%
Fixed Route Total	147,870	115,500	28.0%	147,165	120,810	21.8%
<u>Paratransit</u>						
LIFT& Cabs	1,440	813	77.1%	1,323	828	59.8%
System Total	149,310	116,313	28.4%	148,488	121,638	22.1%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	189,400	145,100	30.5%	193,600	153,664	26.0%
Bus-Frequent Service*	<u>395,800</u>	<u>312,000</u>	26.9%	<u>397,230</u>	<u>324,128</u>	22.6%
Subtotal All Bus	585,200	457,100	28.0%	590,830	477,792	23.7%
MAX	345,500	276,000	25.2%	339,243	291,698	16.3%
Commuter Rail	<u>1,800</u>	<u>1,550</u>	16.1%	<u>1,915</u>	<u>1,775</u>	7.9%
Fixed Route Total	932,465	734,680	26.9%	931,988	771,265	20.8%
Frequent Bus % of Total Bus	67.6%	68.3%	-0.6%	67.2%	67.8%	-0.6%
<u>Paratransit</u>						
LIFT & Cabs	8,513	4,874	74.7%	7,818	4,973	57.2%
System Total	940,978	739,554	27.2%	939,806	776,238	21.1%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$10.00	\$12.67	-21.07%	\$9.86	\$11.90	-17.14%
Bus-Frequent Service*	\$6.51	\$8.05	-19.13%	\$6.49	\$7.71	-15.82%
Subtotal All Bus	\$7.63	\$9.51	-19.77%	\$7.59	\$9.04	-16.04%
MAX	\$6.65	\$9.04	-26.44%	\$6.85	\$8.27	-17.17%
Commuter Rail	\$85.08	\$106.61	-20.20%	\$83.31	\$87.76	-5.07%
Fixed Route Total	\$7.42	\$9.53	-22.14%	\$7.47	\$8.92	-16.26%
<u>Paratransit</u>						
LIFT & Cabs	\$64.30	\$78.46	-18.05%	\$63.80	\$78.52	-18.75%
System Total	\$7.93	\$9.97	-20.46%	\$7.93	\$9.37	-15.37%

* Frequent Bus lines are those operating at headways of 15 minutes or less.

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 21	Nov 20	% Change	FY22-TD	FY21-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	147,870	115,500	28.03%	147,160	120,810	21.81%
Avg. Weekday Originating Rides	126,791	99,063	27.99%	126,150	103,620	21.74%
Monthly Boarding Rides/Rev. Hour	28.19	22.10	27.59%	28.26	23.50	20.22%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	11.67%	6.71%	4.96%	10.52%	8.61%	1.91%
System Cost/Boarding Ride	\$9.51	\$12.95	-26.56%	\$9.65	\$11.83	-18.43%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$182.80	\$205.70	-11.13%	\$184.90	\$200.97	-8.00%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	87.80%	86.86%	0.94%	87.57%	87.52%	0.04%
Bus & Rail Maintenance Attendance	94.20%	90.21%	3.99%	93.09%	91.98%	1.11%
WES Maintenance & Admin Attendance	90.20%	83.06%	7.13%	94.30%	86.61%	7.69%
Weekly Boarding Rides Per Full Time Employee	319.3	236.4	35.03%	314.5	245.4	28.14%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	10,329	10,264	0.63%	10,755	18,117	-40.64%
Bus Collisions/100,000 Miles	2.08	2.22	-6.31%	2.30	2.08	10.58%
Bus % Maintained Pullouts	97.00%	99.83%	-2.83%	97.59%	99.88%	-2.29%
Bus On-Time Performance(1)	90.40%	94.60%	-4.20%	90.06%	93.92%	-3.86%
MAX Car Miles/Svc Delay Defects(2)	12,170	11,704	3.98%	11,168	11,859	-5.83%
MAX Collisions/100,000 Miles	0.85	0.87	-2.30%	1.07	1.25	-14.40%
MAX % Maintained Pullouts	100.00%	100.00%	0.00%	99.84%	99.89%	-0.06%
MAX On-Time Performance(1)	89.90%	89.60%	0.30%	88.46%	90.74%	-2.28%
WES Miles/Relevant Failure	6,174	2,918	111.58%	6,230	6,274	-0.70%
WES Collisions	0.00	0.00	N/A	0.00	0.20	-100.00%
WES % Maintained Trips	100.00%	99.25%	0.75%	99.95%	99.72%	0.23%
WES On-Time Performance(1)	99.80%	97.20%	2.60%	98.54%	97.48%	1.06%

(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). **ii**

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Nov 21	Oct 21	Nov 20	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,437	1,590	1,065	1,192	1,722
B-Loop Boardings	1,287	1,377	1,070	1,064	1,482
North South Line Boardings	3,987	3,915	2,179	2,844	3,600
Average Weekend Ridership					
A-Loop Boardings	2,450	2,431	1,741	2,038	2,530
B-Loop Boardings	2,029	2,120	1,737	1,807	2,173
North South Line Boardings	5,441	5,209	3,100	4,206	4,204
Average Weekly Ridership					
A-Loop Boardings	9,635	10,381	7,066	7,996	11,138
B-Loop Boardings	8,464	9,005	7,087	7,126	9,580
North South Line Boardings	25,376	24,784	13,995	18,425	22,203
Monthly Ridership					
A-Loop Boardings	41,122	45,545	29,786	34,711	48,310
B-Loop Boardings	36,132	39,517	29,846	30,974	41,561
North South Line Boardings	108,023	108,260	58,956	79,883	96,054
A-Loop Boardings/Rev Hour	25.9	31.5	18.9	21.8	30.2
B-Loop Boardings/Rev Hour	23.1	26.5	19.3	19.7	26.6
North South Boardings/Rev Hour	40.2	29.4	22.2	28.3	35.9
System Boardings/Rev Hour	31.8	29.2	20.5	24.3	32.0
Service					
Vehicle Revenue Hours	5,835	6,622	5,776	5,984	5,809
Vehicle Revenue Miles	32,137	30,490	29,475	30,202	31,854
Service Quality					
A-Loop On-Time Performance	80.00%	81.00%	88.00%	84.33%	87.00%
B-Loop On-Time Performance	76.00%	78.00%	83.00%	80.58%	82.50%
North South On-Time Performance	81.00%	82.00%	80.00%	82.50%	82.58%
Operator Attendance	93.09%	91.68%	87.89%	90.18%	88.77%
Excused Absence	0.43%	0.54%	0.17%	0.41%	0.39%
Family Leave	1.11%	1.44%	1.58%	2.43%	1.42%
Unexcused Absence	0.00%	0.00%	0.00%	0.08%	0.06%
Sick Leave	4.76%	5.96%	7.98%	5.74%	6.36%
Industrial Injury	0.51%	0.00%	2.38%	1.03%	2.85%
Contractual Absence	0.11%	0.38%	0.00%	0.13%	0.15%
Maintenance Attendance	93.76%	96.34%	92.48%	92.68%	93.24%
Excused Absence	0.00%	0.06%	0.00%	0.12%	0.00%
Family Leave	0.11%	0.64%	2.29%	2.18%	2.91%
Unexcused Absence	0.49%	0.03%	0.00%	0.07%	0.01%
Sick Leave	4.18%	2.92%	5.23%	3.95%	3.26%
Industrial Injury	0.00%	0.00%	0.00%	0.80%	0.29%
Contractual Absence	1.47%	0.00%	0.00%	0.21%	0.29%
Overall Attendance	93.27%	92.95%	88.94%	90.85%	89.66%

(1) Streetcar is owned by the City of Portland and Operated by TriMet