

Date: April 18, 2019

To: General Manager
Board of Directors

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

Subject: March 2019 Monthly Performance Report

The monthly systemwide ridership decreased 3.8% in March compared to prior year's level. Passenger revenue decreased 7.0% and system costs per boarding decreased 4.62% (from \$4.33 to \$4.13) compared to March 2018. The monthly Streetcar ridership decreased 9.3% compared to March 2018.

1. Weekly system boardings decreased 1.9% in March compared to prior year's level. Weekly boardings decreased 1.5% on bus, 2.3% on MAX, 8.8% on WES and 7.6% on LIFT/Cab.
2. Weekday fixed route boardings were 300,985 in March, decreased 2.0% compared to prior year's level. Boardings decreased 1.6% on bus, 2.3% on MAX and 8.8% on WES. Weekend fixed route boardings decreased 0.9% on bus and 2.4% on MAX.
3. The five MAX lines averaged a total of 117,350 weekday, 81,260 Saturday and 65,380 Sunday boardings in March. Weekday ridership on each of the five MAX lines averaged 51,610 on the Blue Line, 21,220 on the Red Line, 12,950 on the Yellow Line, 19,920 on the Green Line and 11,650 on the Orange Line. Total MAX ridership decreased 2.8% during weekday peak and 2.1% during weekday off-peak periods, resulting in a 2.3% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 6.1% on Saturday, but increased 2.8% on Sunday.

Overall, MAX weekly ridership in March decreased 2.3% compared to last March.

4. Bus average of 182,230 weekday, 102,550 Saturday and 82,290 Sunday boardings in March. Bus ridership decreased 1.0% during weekday peak time periods and 1.9% during weekday off-peak time periods, resulting in a 1.6% decrease in weekday bus ridership.

The total bus weekend ridership decreased 0.9%, leading to a 1.5% decrease in weekly bus ridership in March.

Bus weekly ridership increased 1.5% on frequent routes, but decreased 5.1% on non-frequent routes compared to last March.

5. WES averaged 1,405 daily boardings in March, 8.8% below the prior year's level. In March, WES operated with 17 late trains, 1 train out of service, zero missed pullouts and zero vehicle mechanical failure, resulting in a 97.3% 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 7.6% in March. The weekday boardings decreased 8.1% and 3.6% decreased on the weekend compared to prior year's level.
7. March passenger revenues were \$8.9 million, a decline of 7.0% compared to prior year level.
8. Fixed Route Operating costs/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 average fixed route operating costs per boarding decreased from \$3.97 to \$3.79, or 4.5% compared to March 2018.
9. Weekday Streetcar boardings averaged 2,904 on A-Loop, 2,648 on B-Loop and 8,344 on North South (NS) line in March. The weekday boardings decreased 19.6% on A-Loop, 14.7% on B-Loop, but increased 0.8% on NS compared to last March.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 83.0%, 79.0% and 86.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

| Measure | Mar 19 | Mar 18 | % Change | FY19-TD | FY18-TD | % Change |
|------------------------------|----------------|----------------|--------------|----------------|----------------|--------------|
| Avg Weekday Boardings | | | | | | |
| <u>Fixed Route</u> | | | | | | |
| Bus-Other Service | 83,450 | 87,800 | -5.0% | 83,590 | 86,190 | -3.0% |
| Bus-Frequent Service* | <u>98,780</u> | <u>97,400</u> | 1.4% | <u>96,970</u> | <u>95,970</u> | 1.0% |
| Subtotal All Bus | 182,230 | 185,200 | -1.6% | 180,560 | 182,160 | -0.9% |
| MAX | 117,350 | 120,100 | -2.3% | 120,119 | 120,560 | -0.4% |
| Commuter Rail | <u>1,405</u> | <u>1,540</u> | -8.8% | <u>1,516</u> | <u>1,640</u> | -7.6% |
| Fixed Route Total | 300,985 | 307,000 | -2.0% | 302,195 | 304,360 | -0.7% |
| <u>Paratransit</u> | | | | | | |
| LIFT& Cabs | 3,298 | 3,590 | -8.1% | 3,297 | 3,460 | -4.7% |
| System Total | 304,283 | 310,550 | -2.0% | 305,492 | 307,820 | -0.8% |

Avg Weekly Boardings

| | | | | | | |
|-----------------------------|------------------|------------------|--------------|------------------|------------------|--------------|
| <u>Fixed Route</u> | | | | | | |
| Bus-Other Service | 482,500 | 508,400 | -5.1% | 481,978 | 497,828 | -3.2% |
| Bus-Frequent Service* | <u>613,500</u> | <u>604,600</u> | 1.5% | <u>599,762</u> | <u>593,885</u> | 1.0% |
| Subtotal All Bus | 1,096,000 | 1,113,000 | -1.5% | 1,081,741 | 1,091,713 | -0.9% |
| MAX | 733,400 | 750,900 | -2.3% | 744,620 | 748,110 | -0.5% |
| Commuter Rail | <u>7,025</u> | <u>7,700</u> | -8.8% | <u>7,581</u> | <u>8,214</u> | -7.7% |
| Fixed Route Total | 1,836,405 | 1,871,520 | -1.9% | 1,833,941 | 1,848,037 | -0.8% |
| Frequent Bus % of Total Bus | 56.0% | 54.3% | 1.7% | 55.4% | 54.4% | 1.0% |
| <u>Paratransit</u> | | | | | | |
| LIFT & Cabs | 18,830 | 20,379 | -7.6% | 18,741 | 19,579 | -4.3% |
| System Total | 1,855,235 | 1,891,899 | -1.9% | 1,852,682 | 1,867,616 | -0.8% |

Operations Cost / Boarding Ride **

| | | | | | | |
|---------------------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <u>Fixed Route</u> | | | | | | |
| Bus-Other Service | \$4.88 | \$5.11 | -4.50% | \$4.81 | \$4.40 | 9.32% |
| Bus-Frequent Service* | \$3.41 | \$3.61 | -5.54% | \$3.45 | \$3.19 | 8.15% |
| Subtotal All Bus | \$4.06 | \$4.30 | -5.58% | \$4.05 | \$3.74 | 8.29% |
| MAX | \$3.22 | \$3.31 | -2.72% | \$3.21 | \$2.84 | 13.03% |
| Commuter Rail | \$23.45 | \$21.22 | 10.51% | \$18.58 | \$17.81 | 4.32% |
| Fixed Route Total | \$3.79 | \$3.97 | -4.53% | \$3.77 | \$3.44 | 9.59% |
| <u>Paratransit</u> | | | | | | |
| LIFT & Cabs | \$37.54 | \$37.85 | -0.82% | \$38.90 | \$37.95 | 2.50% |
| System Total | \$4.13 | \$4.33 | -4.62% | \$4.12 | \$3.80 | 8.42% |

* 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)

| | Mar 19 | Mar 18 | % Change | FY19-TD | FY18-TD | % Change |
|-------------------------------------------------------------|----------|----------|----------|----------|----------|----------|
| <u>Ridership (Bus, MAX, WES)</u> | | | | | | |
| Avg. Weekday Boarding Rides | 300,985 | 307,000 | -1.96% | 302,200 | 304,370 | -0.71% |
| Avg. Weekday Originating Rides | 234,213 | 238,859 | -1.95% | 235,200 | 236,860 | -0.70% |
| Monthly Boarding Rides/Rev. Hour | 49.45 | 53.06 | -6.81% | 50.54 | 53.03 | -4.68% |
| <u>Revenue & Cost Efficiency (Bus, MAX, WES)</u> | | | | | | |
| Passenger Revenue/System Cost | 21.91% | 22.49% | -0.58% | 22.61% | 25.97% | -3.36% |
| System Cost/Boarding Ride | \$5.01 | \$5.14 | -2.53% | \$4.94 | \$4.54 | 8.81% |
| System Cost/Vehicle Hour (Adj. CPI to Prior Year) | \$179.43 | \$202.55 | -11.41% | \$181.22 | \$179.38 | 1.03% |
| <u>Labor Productivity (Bus, MAX, WES)</u> | | | | | | |
| Bus & Rail Operator Attendance | 89.27% | 88.55% | 0.72% | 89.49% | 89.23% | 0.26% |
| Bus & Rail Maintenance Attendance | 93.56% | 93.20% | 0.36% | 94.65% | 93.98% | 0.68% |
| WES Maintenance & Admin Attendance | 97.24% | 95.98% | 1.26% | 96.11% | 94.27% | 1.84% |
| Weekly Boarding Rides Per Full Time Employee | 600.3 | 654.9 | -8.34% | 609.7 | 652.2 | -6.52% |
| <u>Service Supplied (Bus, MAX, WES)</u> | | | | | | |
| Bus Miles Between Mechanical Failures - Lost Service | 15,694 | 15,618 | 0.49% | 13,935 | 14,730 | -5.40% |
| Bus Collisions/100,000 Miles | 2.53 | 3.08 | -17.86% | 2.97 | 2.77 | 7.22% |
| Bus % Maintained Pullouts | 99.76% | 99.88% | -0.13% | 99.89% | 99.92% | -0.03% |
| Bus On-Time Performance(1) | 89.10% | 88.40% | 0.70% | 87.14% | 85.56% | 1.59% |
| MAX Car Miles/Svc Delay Defects(2) | 11,270 | 12,593 | -10.51% | 12,469 | 10,043 | 24.15% |
| MAX Collisions/100,000 Miles | 1.76 | 2.03 | -13.30% | 1.67 | 1.47 | 13.61% |
| MAX % Maintained Pullouts | 100.00% | 99.95% | 0.05% | 99.91% | 99.95% | -0.04% |
| MAX On-Time Performance(1) | 90.30% | 89.40% | 0.90% | 89.11% | 87.96% | 1.16% |
| WES Miles/Relevant Failure | 9,864 | 10,349 | -4.69% | 9,700 | 9,836 | -1.38% |
| WES Collisions | 0.00 | 0.00 | N/A | 0.11 | 0.00 | N/A |
| WES % Maintained Trips | 99.85% | 100.00% | -0.15% | 97.76% | 99.06% | -1.30% |
| WES On-Time Performance(1) | 97.30% | 96.20% | 1.10% | 93.99% | 93.80% | 0.19% |

(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 | Mar 19 | Feb 19 | Mar 18 | This Year | Prev. Year |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|
| Average Weekday Ridership | | | | | |
| A-Loop Boardings | 2,904 | 3,017 | 3,614 | 3,272 | 3,544 |
| B-Loop Boardings | 2,648 | 2,709 | 3,105 | 2,883 | 3,201 |
| North South Line Boarding | 8,344 | 8,688 | 8,274 | 8,520 | 8,203 |
| Average Weekend Ridership | | | | | |
| A-Loop Boardings | 4,505 | 4,217 | 5,264 | 4,688 | 4,725 |
| B-Loop Boardings | 3,809 | 4,037 | 4,705 | 4,309 | 4,566 |
| North South Line Boarding | 10,748 | 10,122 | 11,025 | 11,036 | 11,166 |
| Average Weekly Ridership | | | | | |
| A-Loop Boardings | 19,025 | 19,302 | 23,334 | 21,048 | 22,444 |
| B-Loop Boardings | 17,049 | 17,582 | 20,230 | 18,723 | 20,569 |
| North South Line Boarding | 52,468 | 53,562 | 52,395 | 53,634 | 52,180 |
| Monthly Ridership | | | | | |
| A-Loop Boardings | 83,509 | 77,208 | 103,785 | 90,976 | 96,994 |
| B-Loop Boardings | 74,653 | 70,328 | 90,195 | 81,138 | 88,852 |
| North South Line Boarding | 228,964 | 214,248 | 232,867 | 231,605 | 225,570 |
| A-Loop Boardings/Rev Hour | 44.2 | 45.2 | 58.8 | 54.3 | 59.4 |
| B-Loop Boardings/Rev Hour | 40.0 | 41.2 | 52.8 | 48.5 | 55.7 |
| North South Boardings/Rev Hour | 93.2 | 95.9 | 86.3 | 91.9 | 92.3 |
| System Boardings/Rev Hour | 62.3 | 64.1 | 69.2 | 68.3 | 70.9 |
| Service | | | | | |
| Vehicle Revenue Hours | 6,211 | 5,648 | 6,169 | 5,912 | 5,802 |
| Vehicle Revenue Miles | 37,846 | 34,418 | 37,210 | 35,718 | 34,718 |
| Service Quality | | | | | |
| A-Loop On-Time Performance | 83.00% | 86.00% | 86.00% | 84.33% | 82.17% |
| B-Loop On-Time Performance | 79.00% | 83.00% | 77.00% | 80.00% | 76.42% |
| North South On-Time Performance | 86.00% | 86.00% | 85.00% | 85.42% | 82.58% |
| Operator Attendance | 87.85% | 90.17% | 86.85% | 89.06% | 91.59% |
| Excused Absence | 0.43% | 0.23% | 0.31% | 0.31% | 0.59% |
| Family Leave | 1.54% | 1.64% | 1.91% | 1.62% | 1.99% |
| Unexcused Absence | 0.09% | 0.21% | 0.52% | 0.08% | 0.10% |
| Sick Leave | 3.88% | 4.71% | 8.39% | 5.70% | 4.43% |
| Industrial Injury | 3.46% | 2.20% | 1.85% | 2.31% | 0.67% |
| Contractual Absence | 2.74% | 0.86% | 0.17% | 0.92% | 0.64% |
| Maintenance Attendance | 90.10% | 93.08% | 90.99% | 93.50% | 96.12% |
| Excused Absence | 0.00% | 0.00% | 0.00% | 0.00% | 0.02% |
| Family Leave | 5.88% | 0.73% | 5.02% | 2.00% | 1.01% |
| Unexcused Absence | 0.00% | 0.00% | 0.00% | 0.01% | 0.00% |
| Sick Leave | 4.02% | 5.74% | 2.04% | 3.60% | 2.32% |
| Industrial Injury | 0.00% | 0.00% | 0.00% | 0.55% | 0.00% |
| Contractual Absence | 0.00% | 0.46% | 1.95% | 0.34% | 0.52% |
| Overall Attendance | 88.30% | 90.81% | 87.64% | 89.95% | 92.59% |

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