

Date: September 20, 2021

To: General Manager
Board of Directors

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

Subject: August 2021 Monthly Performance Report

The monthly system wide ridership increased 9.0% in August compared to the prior year's level. Passenger revenue decreased 1.5% and the system costs per boarding decreased 7.25% (\$8.83 to \$8.19) compared to August 2020. The monthly Streetcar ridership decreased 12.2% compared to August 2020. While ridership has declined 51.2% compared to pre-pandemic data in August 2019, ridership has increased on average 2.7% per month over the past 17 months thru August 2021.

1. Weekly system boardings increased 8.0% in August compared to the prior year's level. Weekly boardings increased 8.6% on bus, 6.4% on MAX, 51.5% on LIFT/Cab, but decreased 2.5% on WES.
2. Weekday fixed route boardings were 139,660 in August, an increase of 7.8% compared to the prior year's level. Boardings increased 9.4% on bus, 5.2% on MAX but decreased 2.5% on WES. Weekend fixed route boardings increased 5.6% on bus and 9.9% on MAX.
3. The five MAX lines averaged a total of 49,990 weekday, 42,460 Saturday and 37,830 Sunday boardings in August. Weekday ridership on each of the five MAX lines averaged 21,140 on the Blue Line, 10,380 on the Red Line, 5,800 on the Yellow Line, 8,510 on the Green Line and 4,160 on the Orange Line. Total MAX ridership increased 12.0% during weekday peak and 3.3% during weekday off-peak periods, resulting in a 5.3% increase in weekday MAX ridership.

The MAX weekend ridership increased 10.9% on Saturday and 8.9% on Sunday.

Overall, MAX weekly ridership in August increased 6.4% compared to the same time last year.

4. Bus averaged 89,280 weekday, 61,160 Saturday and 53,400 Sunday boardings in August. Bus ridership increased 25.1% during weekday peak time periods and 4.4% during weekday off-peak time periods, resulting in a 9.4% increase in weekday bus ridership.

The bus weekend ridership increased 4.9% on Saturday and 6.5% on Sunday.

The total bus weekly ridership in August increased 8.6% compared to a year ago.

Bus weekly ridership increased 1.2% on non-frequent routes and 12.6% on frequent routes compared to last August.

5. WES averaged 390 daily boardings in August, 2.5% below the prior year's level. In August, WES operated with 17 late train, zero trains out of service, zero missed pullouts and 2 vehicle mechanical failures, resulting in 96.1% 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 51.5% in August. The weekday boardings increased 54.1% and the weekend boardings increased 38.6% compared to the prior year's level.
7. August passenger revenues were \$3.8 million, decrease of 1.5% 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 \$8.51 to \$7.66, or 10.0%, compared to the prior year level.
9. Weekday Streetcar boardings averaged 1,212 on A-Loop, 1,037 on B-Loop and 3,342 on North South (NS) line in August. The weekday boardings decreased 50.1% on A-Loop, 51.5% on B-Loop, but increased 29.6% on NS compared to the prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 88.0%, 84.0% and 85.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Aug 21	Aug 20	% Change	FY22-TD	FY21-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	30,300	29,400	3.1%	30,460	26,210	16.2%
Bus-Frequent Service*	<u>58,980</u>	<u>52,200</u>	13.0%	<u>59,485</u>	<u>50,260</u>	18.4%
Subtotal All Bus	89,280	81,600	9.4%	89,945	76,470	17.6%
MAX	49,990	47,500	5.2%	50,100	46,480	7.8%
Commuter Rail	<u>390</u>	<u>400</u>	-2.5%	<u>395</u>	<u>380</u>	3.9%
Fixed Route Total	139,660	129,500	7.8%	140,440	123,330	13.9%
<u>Paratransit</u>						
LIFT& Cabs	1,276	828	54.1%	1,219	821	48.4%
System Total	140,936	130,298	8.2%	141,659	124,151	14.1%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	180,900	178,800	1.2%	181,935	159,335	14.2%
Bus-Frequent Service*	<u>380,100</u>	<u>337,700</u>	12.6%	<u>383,550</u>	<u>325,470</u>	17.8%
Subtotal All Bus	561,000	516,500	8.6%	565,485	484,805	16.6%
MAX	330,200	310,400	6.4%	331,340	303,950	9.0%
Commuter Rail	<u>1,950</u>	<u>2,000</u>	-2.5%	<u>1,975</u>	<u>1,900</u>	3.9%
Fixed Route Total	893,150	828,870	7.8%	898,800	790,655	13.7%
Frequent Bus % of Total Bus	67.8%	65.4%	2.4%	67.8%	67.1%	0.7%
<u>Paratransit</u>						
LIFT & Cabs	7,546	4,981	51.5%	7,262	4,911	47.9%
System Total	900,696	833,851	8.0%	906,062	795,566	13.9%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$10.18	\$10.28	-0.97%	\$10.37	\$11.15	-7.00%
Bus-Frequent Service*	\$6.71	\$7.40	-9.32%	\$6.75	\$7.55	-10.60%
Subtotal All Bus	\$7.83	\$8.39	-6.67%	\$7.91	\$8.71	-9.18%
MAX	\$7.20	\$7.96	-9.55%	\$6.82	\$7.76	-12.11%
Commuter Rail	\$79.10	\$79.22	-0.15%	\$78.83	\$82.20	-4.10%
Fixed Route Total	\$7.75	\$8.39	-7.63%	\$7.66	\$8.51	-9.99%
<u>Paratransit</u>						
LIFT & Cabs	\$59.97	\$81.37	-26.30%	\$56.82	\$78.04	-27.19%
System Total	\$8.19	\$8.83	-7.25%	\$8.05	\$8.94	-9.96%

* 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)

	Aug 21	Aug 20	% Change	FY22-TD	FY21-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	139,660	129,500	7.85%	140,440	123,330	13.87%
Avg. Weekday Originating Rides	119,741	111,028	7.85%	120,400	105,800	13.80%
Monthly Boarding Rides/Rev. Hour	27.22	25.39	7.21%	27.34	24.51	11.56%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	9.37%	9.61%	-0.24%	9.12%	9.00%	0.11%
System Cost/Boarding Ride	\$10.09	\$10.94	-7.77%	\$10.13	\$11.16	-9.23%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$188.83	\$202.48	-6.74%	\$190.45	\$199.99	-4.77%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	87.13%	87.67%	-0.54%	87.33%	87.64%	-0.31%
Bus & Rail Maintenance Attendance	92.25%	93.71%	-1.46%	92.53%	93.49%	-0.96%
WES Maintenance & Admin Attendance	95.22%	90.24%	4.99%	96.40%	89.33%	7.07%
Weekly Boarding Rides Per Full Time Employee	299.2	262.7	13.90%	298.9	249.7	19.71%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	11,185	20,679	-45.91%	11,500	22,226	-48.26%
Bus Collisions/100,000 Miles	1.25	2.24	-44.20%	1.70	2.17	-21.66%
Bus % Maintained Pullouts	97.59%	99.98%	-2.39%	98.14%	99.99%	-1.86%
Bus On-Time Performance(1)	91.50%	93.00%	-1.50%	91.05%	93.55%	-2.50%
MAX Car Miles/Svc Delay Defects(2)	9,015	11,623	-22.44%	9,751	12,984	-24.90%
MAX Collisions/100,000 Miles	0.83	1.71	-51.46%	0.69	1.69	-59.17%
MAX % Maintained Pullouts	99.67%	99.51%	0.15%	99.63%	99.74%	-0.11%
MAX On-Time Performance(1)	86.60%	90.70%	-4.10%	87.55%	91.25%	-3.70%
WES Miles/Relevant Failure	3,234	6,174	-47.62%	6,321	2,587	144.32%
WES Collisions	0.00	0.00	N/A	0.00	0.50	-100.00%
WES % Maintained Trips	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
WES On-Time Performance(1)	96.10%	98.80%	-2.70%	97.90%	97.00%	0.90%

(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	Aug 21	Jul 21	Aug 20	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,212	1,329	2,429	1,093	2,175
B-Loop Boardings	1,037	1,140	2,139	985	1,844
North South Line Boardings	3,342	3,300	2,578	2,387	4,936
Average Weekend Ridership					
A-Loop Boardings	2,231	2,407	2,580	1,896	3,120
B-Loop Boardings	1,858	1,992	2,123	1,680	2,675
North South Line Boardings	5,099	5,183	2,582	3,569	5,776
Average Weekly Ridership					
A-Loop Boardings	8,291	9,052	14,725	7,359	13,994
B-Loop Boardings	7,043	7,692	12,818	6,605	11,896
North South Line Boardings	21,809	21,683	15,472	15,502	30,453
Monthly Ridership					
A-Loop Boardings	36,649	40,121	63,909	31,957	60,592
B-Loop Boardings	31,049	34,068	55,534	28,712	51,569
North South Line Boardings	96,099	96,458	67,048	67,364	131,454
A-Loop Boardings/Rev Hour	22.3	24.3	39.0	19.8	37.1
B-Loop Boardings/Rev Hour	19.2	21.1	34.6	18.1	32.0
North South Boardings/Rev Hour	34.5	34.3	24.2	24.5	49.9
System Boardings/Rev Hour	27.1	28.1	31.0	21.6	41.7
Service					
Vehicle Revenue Hours	6,042	6,077	6,020	5,934	5,842
Vehicle Revenue Miles	30,588	30,588	30,490	29,988	33,281
Service Quality					
A-Loop On-Time Performance	88.00%	82.00%	87.00%	86.00%	85.42%
B-Loop On-Time Performance	84.00%	78.00%	83.00%	82.08%	81.33%
North South On-Time Performance	85.00%	83.00%	85.00%	82.67%	82.75%
Operator Attendance	92.49%	90.93%	88.86%	89.44%	89.30%
Excused Absence	0.27%	0.67%	0.24%	0.48%	0.35%
Family Leave	4.61%	1.89%	2.32%	2.27%	1.39%
Unexcused Absence	0.00%	0.11%	0.08%	0.04%	0.14%
Sick Leave	2.64%	6.40%	4.82%	5.95%	6.03%
Industrial Injury	0.00%	0.00%	3.69%	1.72%	2.66%
Contractual Absence	0.00%	0.00%	0.00%	0.10%	0.14%
Maintenance Attendance	88.18%	97.23%	88.99%	92.20%	94.00%
Excused Absence	0.07%	0.15%	0.00%	0.11%	0.00%
Family Leave	6.13%	0.59%	5.82%	2.87%	2.57%
Unexcused Absence	0.06%	0.00%	0.00%	0.02%	0.01%
Sick Leave	5.55%	2.04%	4.30%	3.97%	2.88%
Industrial Injury	0.00%	0.00%	0.00%	0.80%	0.29%
Contractual Absence	0.00%	0.00%	0.90%	0.04%	0.26%
Overall Attendance	91.03%	92.53%	88.89%	90.13%	90.23%

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