

Date: February 22, 2021

To: General Manager
Board of Directors

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

Subject: January 2021 Monthly Performance Report

The monthly system wide ridership decreased 62.3% in January compared to the prior year's level. Passenger revenue decreased 70.2%. The system costs per boarding increased 141.6% (\$4.35 to \$10.51) compared to January 2020. The monthly Streetcar ridership decreased 66.7% compared to January 2020. The impact of COVID-19 continues to affect ridership, operations, and revenue generation.

1. Weekly system boardings decreased 61.4% in January compared to prior year's level. Weekly boardings decreased 60.5% on bus, 62.5% on MAX, 78.3% on WES and 74.0% on LIFT/Cab.
2. Weekday fixed route boardings were 111,450 in January, a decrease of 63.4% compared to the prior year's level. Boardings decreased 62.4% on bus, 64.9% on MAX and 78.4% on WES. Weekend fixed route boardings decreased 50.1% on bus and 51.2% on MAX.
3. The five MAX lines averaged a total of 40,780 weekday, 32,560 Saturday and 28,150 Sunday boardings in January. Weekday ridership on each of the five MAX lines averaged 17,740 on the Blue Line, 7,430 on the Red Line, 4,930 on the Yellow Line, 7,500 on the Green Line and 3,180 on the Orange Line. Total MAX ridership decreased 74.2% during weekday peak and 60.2% during weekday off-peak periods, resulting in a 64.9% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 53.0% on Saturday and 48.8% on Sunday.

Overall, MAX weekly ridership in January decreased 62.5% compared to the same time last year.

4. Bus averaged 70,380 weekday, 48,110 Saturday and 40,610 Sunday boardings in January. Bus ridership decreased 69.8% during weekday peak time periods and 58.7% during weekday off-peak time periods, resulting in a 62.4% decrease in weekday bus ridership.

The bus weekend ridership decreased 51.0% on Saturday and 49.0% on Sunday.

The total bus weekly ridership in January decreased 60.5% compared to a year ago.

Bus weekly ridership decreased 71.9% on non-frequent routes and 51.0% on frequent routes compared to last January.

5. WES averaged 290 daily boardings in January, 78.3% below the prior year's level. In January, WES operated with 7 late trains, 2 trains out of service, zero missed pullouts and 2 vehicle mechanical failures, resulting in 97.7% of trips made on time. WES train 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 decreased 74.0% in January. The weekday boardings decreased 75.7% and the weekend boardings decreased 60.2% compared to prior year's level.
7. January passenger revenues were \$2.7 million, a decline of 70.2% 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 \$3.99 to \$10.13, or 153.9%, compared to prior year level.
9. Weekday Streetcar boardings averaged 1,049 on A-Loop, 923 on B-Loop and 1,986 on North South (NS) line in January. The weekday boardings decreased 61.4% on A-Loop, 54.1% on B-Loop and 75.4% on NS compared to prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 85.0%, 79.0% and 79.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Jan 21	Jan 20	% Change	FY21-TD	FY20-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	23,760	87,900	-73.0%	25,007	86,580	-71.1%
Bus-Frequent Service*	<u>46,620</u>	<u>99,500</u>	-53.1%	<u>49,224</u>	<u>98,550</u>	-50.1%
Subtotal All Bus	70,380	187,400	-62.4%	74,231	185,130	-59.9%
MAX	40,780	116,100	-64.9%	43,734	118,330	-63.0%
Commuter Rail	<u>290</u>	<u>1,340</u>	-78.4%	<u>336</u>	<u>1,390</u>	-75.8%
Fixed Route Total	111,450	304,800	-63.4%	118,302	304,850	-61.2%
<u>Paratransit</u>						
LIFT& Cabs	781	3,219	-75.7%	815	3,211	-74.6%
System Total	112,231	308,004	-63.6%	119,117	308,061	-61.3%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	141,200	503,300	-71.9%	150,029	500,079	-70.0%
Bus-Frequent Service*	<u>299,500</u>	<u>611,300</u>	-51.0%	<u>317,299</u>	<u>610,953</u>	-48.1%
Subtotal All Bus	440,700	1,114,600	-60.5%	467,327	1,111,031	-57.9%
MAX	264,600	704,800	-62.5%	284,891	732,067	-61.1%
Commuter Rail	<u>1,450</u>	<u>6,680</u>	-78.3%	<u>1,682</u>	<u>6,957</u>	-75.8%
Fixed Route Total	706,680	1,826,105	-61.3%	753,901	1,850,056	-59.2%
Frequent Bus % of Total Bus	68.0%	54.8%	13.1%	67.9%	55.0%	12.9%
<u>Paratransit</u>						
LIFT & Cabs	4,730	18,170	-74.0%	4,911	18,259	-73.1%
System Total	711,410	1,844,275	-61.4%	758,811	1,868,315	-59.4%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$13.64	\$4.79	184.76%	\$12.31	\$4.76	158.61%
Bus-Frequent Service*	\$8.88	\$3.49	154.44%	\$7.96	\$3.50	127.43%
Subtotal All Bus	\$10.38	\$4.07	155.04%	\$9.34	\$4.06	130.05%
MAX	\$9.22	\$3.62	154.70%	\$8.55	\$3.28	160.67%
Commuter Rail	\$105.47	\$28.87	265.33%	\$93.19	\$21.21	339.37%
Fixed Route Total	\$10.13	\$3.99	153.88%	\$9.22	\$3.82	141.36%
<u>Paratransit</u>						
LIFT & Cabs	\$69.21	\$40.72	69.97%	\$84.61	\$41.73	102.76%
System Total	\$10.51	\$4.35	141.61%	\$9.71	\$4.18	132.30%

* 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)

	Jan 21	Jan 20	% Change	FY21-TD	FY20-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	111,450	304,800	-63.44%	118,300	304,850	-61.19%
Avg. Weekday Originating Rides	95,587	261,398	-63.43%	101,470	261,510	-61.20%
Monthly Boarding Rides/Rev. Hour	21.50	49.00	-56.14%	22.92	49.61	-53.80%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	6.40%	20.41%	-14.00%	7.99%	22.22%	-14.23%
System Cost/Boarding Ride	\$13.59	\$5.48	147.99%	\$12.24	\$5.10	140.00%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$207.42	\$198.11	4.70%	\$199.30	\$186.68	6.76%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	86.68%	89.39%	-2.71%	87.32%	89.94%	-2.62%
Bus & Rail Maintenance Attendance	93.53%	94.60%	-1.08%	91.94%	94.12%	-2.18%
WES Maintenance & Admin Attendance	82.66%	91.32%	-8.66%	85.37%	95.32%	-9.95%
Weekly Boarding Rides Per Full Time Employee	228.1	585.9	-61.07%	240.8	598.6	-59.77%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	9,852	13,290	-25.87%	16,025	15,882	0.90%
Bus Collisions/100,000 Miles	1.95	2.58	-24.42%	2.06	2.81	-26.69%
Bus % Maintained Pullouts	99.98%	99.94%	0.04%	99.91%	99.92%	0.00%
Bus On-Time Performance(1)	94.90%	88.60%	6.30%	94.11%	86.19%	7.93%
MAX Car Miles/Svc Delay Defects(2)	11,626	11,186	3.93%	11,844	11,091	6.80%
MAX Collisions/100,000 Miles	0.57	1.51	-62.25%	1.29	1.02	26.47%
MAX % Maintained Pullouts	100.00%	99.95%	0.05%	99.92%	99.88%	0.04%
MAX On-Time Performance(1)	91.00%	90.30%	0.70%	90.77%	89.73%	1.04%
WES Miles/Relevant Failure	2,926	10,319	-71.65%	6,241	10,002	-37.60%
WES Collisions	2.00	0.00	N/A	0.43	0.00	N/A
WES % Maintained Trips	99.50%	99.72%	-0.22%	99.73%	99.38%	0.36%
WES On-Time Performance(1)	97.70%	97.70%	0.00%	97.74%	95.57%	2.17%

(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	Jan 21	Dec 20	Jan 20	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,049	1,026	2,715	1,440	2,730
B-Loop Boardings	923	962	2,009	1,296	2,449
North South Line Boardings	1,986	2,032	8,076	2,705	7,224
Average Weekend Ridership					
A-Loop Boardings	1,870	1,789	3,895	2,170	3,989
B-Loop Boardings	1,863	1,555	3,226	1,923	3,515
North South Line Boardings	3,099	2,876	8,225	3,360	8,936
Average Weekly Ridership					
A-Loop Boardings	7,115	6,919	17,470	9,369	17,639
B-Loop Boardings	6,478	6,365	13,271	8,403	15,760
North South Line Boardings	13,029	13,036	48,605	16,884	45,058
Monthly Ridership					
A-Loop Boardings	31,217	30,520	77,066	40,598	76,306
B-Loop Boardings	28,689	28,092	58,414	36,451	68,135
North South Line Boardings	56,572	57,424	214,352	72,767	194,412
A-Loop Boardings/Rev Hour	19.2	18.6	47.0	25.5	43.4
B-Loop Boardings/Rev Hour	18.0	17.4	36.1	23.4	38.8
North South Boardings/Rev Hour	20.7	20.6	77.0	27.5	77.0
System Boardings/Rev Hour	19.5	19.2	57.9	25.8	55.9
Service					
Vehicle Revenue Hours	5,961	6,042	6,042	5,807	6,058
Vehicle Revenue Miles	30,391	30,588	35,875	30,982	36,181
Service Quality					
A-Loop On-Time Performance	85.00%	85.00%	84.00%	87.25%	83.25%
B-Loop On-Time Performance	79.00%	81.00%	83.00%	82.17%	80.58%
North South On-Time Performance	79.00%	80.00%	84.00%	82.00%	83.83%
Operator Attendance	88.23%	83.92%	93.15%	87.51%	90.70%
Excused Absence	0.66%	0.16%	0.57%	0.36%	0.49%
Family Leave	1.47%	3.72%	1.18%	1.68%	1.51%
Unexcused Absence	0.00%	0.13%	0.03%	0.02%	0.19%
Sick Leave	7.79%	9.47%	4.95%	7.09%	3.62%
Industrial Injury	1.86%	2.59%	0.00%	3.18%	2.86%
Contractual Absence	0.00%	0.00%	0.12%	0.14%	0.64%
Maintenance Attendance	84.15%	84.76%	88.62%	91.73%	95.17%
Excused Absence	0.35%	0.00%	0.00%	0.03%	0.00%
Family Leave	7.33%	3.56%	8.54%	3.00%	2.12%
Unexcused Absence	0.06%	0.03%	0.00%	0.02%	0.00%
Sick Leave	5.00%	5.15%	2.85%	3.84%	2.40%
Industrial Injury	3.11%	6.51%	0.00%	1.09%	0.00%
Contractual Absence	0.00%	0.00%	0.00%	0.29%	0.31%
Overall Attendance	87.33%	84.10%	92.21%	88.45%	91.56%

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