

Date: October 18, 2021

To: General Manager
Board of Directors

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

Subject: September 2021 Monthly Performance Report

The monthly system wide ridership increased 26.1% in September compared to the prior year's level. Passenger revenue increased 64.7% and the system costs per boarding decreased 17.47% (\$9.90 to \$8.17) compared to September 2020. The monthly Streetcar ridership increased 104.8% compared to September 2020. While ridership has declined 48.9% compared to pre-pandemic data in September 2019, ridership has increased on average 2.7% per month over the past 18 months thru September 2021.

1. Weekly system boardings increased 26.2% in September compared to the prior year's level. Weekly boardings increased 30.5% on bus, 18.7% on MAX, 14.7% on WES and 55.9% on LIFT/Cab.
2. Weekday fixed route boardings were 149,870 in September, an increase of 27.3% compared to the prior year's level. Boardings increased 33.5% on bus, 17.3% on MAX and 14.7% on WES. Weekend fixed route boardings increased 19.3% on bus and 23.8% on MAX.
3. The five MAX lines averaged a total of 51,250 weekday, 43,340 Saturday and 37,440 Sunday boardings in September. Weekday ridership on each of the five MAX lines averaged 21,380 on the Blue Line, 10,310 on the Red Line, 6,130 on the Yellow Line, 9,060 on the Green Line and 4,370 on the Orange Line. Total MAX ridership increased 29.7% during weekday peak and 13.0% during weekday off-peak periods, resulting in a 17.2% increase in weekday MAX ridership.

The MAX weekend ridership increased 26.1% on Saturday and 21.3% on Sunday.

Overall, MAX weekly ridership in September increased 18.7% compared to the same time last year.

4. Bus averaged 98,230 weekday, 61,720 Saturday and 52,960 Sunday boardings in September. Bus ridership increased 55.1% during weekday peak time periods and 25.6% during weekday off-peak time periods, resulting in a 33.4% increase in weekday bus ridership.

The bus weekend ridership increased 19.5% on Saturday and 19.1% on Sunday.

The total bus weekly ridership in September increased 30.5% compared to a year ago.

Bus weekly ridership increased 35.7% on non-frequent routes and 28.1% on frequent routes compared to last September.

5. WES averaged 390 daily boardings in September, 14.7% above the prior year's level. In September, WES operated with 7 late train, one train out of service, zero missed pullouts and 1 vehicle mechanical failure, resulting in 98.1% 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 55.9% in September. The weekday boardings increased 61.0% and the weekend boardings increased 31.8% compared to the prior year's level.
7. September passenger revenues were \$4.2 million, an increase of 64.7% compared to the prior year level. September 2020 was the lowest monthly passenger revenues since the pandemic began.
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 \$8.81 to \$7.64, or 13.3%, compared to the prior year level.
9. Weekday Streetcar boardings averaged 1,219 on A-Loop, 1,200 on B-Loop and 3,390 on North South (NS) line in September. The weekday boardings increased 39.6% on A-Loop, 50.4% on B-Loop and 185.8% on NS compared to the prior year level. September 2020 Streetcar ridership was the lowest since the pandemic began.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 84.0%, 78.0% and 81.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Sep 21	Sep 20	% Change	FY22-TD	FY21-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	33,560	24,200	38.7%	31,493	25,540	23.3%
Bus-Frequent Service*	<u>64,670</u>	<u>49,400</u>	30.9%	<u>61,213</u>	<u>49,980</u>	22.5%
Subtotal All Bus	98,230	73,600	33.5%	92,707	75,520	22.8%
MAX	51,250	43,700	17.3%	50,483	45,570	10.8%
Commuter Rail	<u>390</u>	<u>340</u>	14.7%	<u>393</u>	<u>370</u>	6.3%
Fixed Route Total	149,870	117,700	27.3%	143,583	121,460	18.2%
<u>Paratransit</u>						
LIFT& Cabs	1,327	824	61.0%	1,255	822	52.6%
System Total	151,197	118,524	27.6%	144,838	122,282	18.4%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	197,100	145,200	35.7%	187,000	154,607	21.0%
Bus-Frequent Service*	<u>408,700</u>	<u>319,100</u>	28.1%	<u>391,933</u>	<u>323,343</u>	21.2%
Subtotal All Bus	605,800	464,300	30.5%	578,933	477,950	21.1%
MAX	337,000	283,900	18.7%	333,237	297,260	12.1%
Commuter Rail	<u>1,950</u>	<u>1,700</u>	14.7%	<u>1,967</u>	<u>1,833</u>	7.3%
Fixed Route Total	944,810	749,820	26.0%	914,137	777,043	17.6%
Frequent Bus % of Total Bus	67.5%	68.7%	-1.3%	67.7%	67.7%	0.0%
<u>Paratransit</u>						
LIFT & Cabs	7,783	4,991	55.9%	7,436	4,937	50.6%
System Total	952,593	754,811	26.2%	921,572	781,981	17.9%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$9.92	\$12.91	-23.16%	\$10.22	\$11.74	-12.95%
Bus-Frequent Service*	\$6.47	\$8.03	-19.43%	\$6.65	\$7.71	-13.75%
Subtotal All Bus	\$7.59	\$9.55	-20.52%	\$7.80	\$8.99	-13.24%
MAX	\$7.19	\$8.67	-17.07%	\$6.94	\$8.06	-13.90%
Commuter Rail	\$88.42	\$96.88	-8.73%	\$82.03	\$87.09	-5.81%
Fixed Route Total	\$7.61	\$9.42	-19.21%	\$7.64	\$8.81	-13.28%
<u>Paratransit</u>						
LIFT & Cabs	\$76.38	\$82.49	-7.41%	\$63.34	\$79.52	-20.35%
System Total	\$8.17	\$9.90	-17.47%	\$8.09	\$9.26	-12.63%

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

TK

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.

i

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Sep 21	Sep 20	% Change	FY22-TD	FY21-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	149,870	117,700	27.33%	143,580	121,450	18.22%
Avg. Weekday Originating Rides	128,431	100,958	27.21%	123,080	104,190	18.13%
Monthly Boarding Rides/Rev. Hour	28.57	22.54	26.76%	27.74	23.85	16.31%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	10.45%	6.19%	4.26%	9.49%	8.04%	1.45%
System Cost/Boarding Ride	\$9.84	\$12.57	-21.72%	\$10.03	\$11.61	-13.61%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$193.60	\$203.40	-4.82%	\$191.12	\$201.14	-4.98%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	87.84%	87.38%	0.46%	87.50%	87.55%	-0.05%
Bus & Rail Maintenance Attendance	92.93%	90.44%	2.48%	92.66%	92.47%	0.19%
WES Maintenance & Admin Attendance	95.89%	83.45%	12.44%	96.24%	87.40%	8.84%
Weekly Boarding Rides Per Full Time Employee	320.0	238.5	34.18%	305.9	246.0	24.34%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	9,786	17,330	-43.53%	10,929	20,594	-46.93%
Bus Collisions/100,000 Miles	3.13	1.94	61.34%	2.17	2.09	3.83%
Bus % Maintained Pullouts	100.00%	99.76%	0.24%	98.75%	99.91%	-1.16%
Bus On-Time Performance(1)	88.50%	94.20%	-5.70%	90.20%	93.77%	-3.57%
MAX Car Miles/Svc Delay Defects(2)	10,035	10,883	-7.79%	9,842	12,249	-19.65%
MAX Collisions/100,000 Miles	1.71	1.16	47.41%	1.03	1.51	-31.79%
MAX % Maintained Pullouts	71.63%	100.00%	-28.37%	90.50%	99.82%	-9.32%
MAX On-Time Performance(1)	88.60%	90.70%	-2.10%	87.90%	91.07%	-3.17%
WES Miles/Relevant Failure	6,159	6,145	0.23%	6,267	6,360	-1.47%
WES Collisions	0.00	0.00	N/A	0.00	0.33	-100.00%
WES % Maintained Trips	99.76%	99.52%	0.24%	99.92%	99.85%	0.08%
WES On-Time Performance(1)	98.10%	97.60%	0.50%	97.97%	97.20%	0.77%

(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).

TK

ii

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Sep 21	Aug 21	Sep 20	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,219	1,212	873	1,121	2,024
B-Loop Boardings	1,200	1,037	798	1,018	1,722
North South Line Boardings	3,390	3,342	1,186	2,570	4,508
Average Weekend Ridership					
A-Loop Boardings	1,942	2,231	1,398	1,942	2,903
B-Loop Boardings	2,288	1,858	1,452	1,750	2,461
North South Line Boardings	5,413	5,099	1,768	3,873	5,163
Average Weekly Ridership					
A-Loop Boardings	8,037	8,291	5,763	7,549	13,023
B-Loop Boardings	8,288	7,043	5,442	6,842	11,070
North South Line Boardings	22,363	21,809	7,698	16,724	27,702
Monthly Ridership					
A-Loop Boardings	34,429	36,649	24,707	32,767	56,511
B-Loop Boardings	35,615	31,049	23,306	29,738	48,055
North South Line Boardings	95,743	96,099	32,942	72,597	119,867
A-Loop Boardings/Rev Hour	21.6	22.3	15.5	20.3	34.9
B-Loop Boardings/Rev Hour	22.8	19.2	14.9	18.8	30.2
North South Boardings/Rev Hour	35.3	34.5	12.1	26.5	45.5
System Boardings/Rev Hour	28.2	27.1	13.8	22.8	38.6
Service					
Vehicle Revenue Hours	5,870	6,042	5,870	5,934	5,815
Vehicle Revenue Miles	29,573	30,588	29,573	29,988	32,741
Service Quality					
A-Loop On-Time Performance	84.00%	88.00%	88.00%	85.67%	86.00%
B-Loop On-Time Performance	78.00%	84.00%	83.00%	81.67%	81.50%
North South On-Time Performance	81.00%	85.00%	83.00%	82.50%	82.58%
Operator Attendance	91.48%	92.49%	88.24%	89.71%	89.10%
Excused Absence	0.12%	0.27%	0.96%	0.41%	0.40%
Family Leave	3.01%	4.61%	1.10%	2.43%	1.37%
Unexcused Absence	0.53%	0.00%	0.01%	0.08%	0.14%
Sick Leave	3.20%	2.64%	5.12%	5.79%	6.10%
Industrial Injury	1.03%	0.00%	4.26%	1.45%	2.74%
Contractual Absence	0.62%	0.00%	0.30%	0.12%	0.14%
Maintenance Attendance	94.00%	88.18%	89.60%	92.56%	93.84%
Excused Absence	0.07%	0.07%	0.00%	0.11%	0.00%
Family Leave	0.00%	6.13%	5.02%	2.45%	2.75%
Unexcused Absence	0.02%	0.06%	0.00%	0.02%	0.01%
Sick Leave	4.89%	5.55%	4.94%	3.96%	2.83%
Industrial Injury	0.00%	0.00%	0.00%	0.80%	0.29%
Contractual Absence	1.02%	0.00%	0.44%	0.09%	0.29%
Overall Attendance	92.17%	91.03%	88.55%	90.44%	90.04%

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