

**Date:** November 17, 2017

**To:** General Manager  
Board of Directors

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

**Subject:** October 2017 Monthly Performance Report

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The monthly systemwide ridership increased 1.5% in October compared to prior year's level. Passenger revenue decreased 2.0% and operations costs per boarding decreased 3.8% compared to October 2016. Monthly Streetcar ridership decreased 0.6% in October compared to October 2016.

1. Weekly system boardings decreased 0.2% in October compared to prior year's level. Weekly boardings increased 0.6% on MAX, but decreased 0.6% on bus, 3.4% on WES and 2.0% on LIFT/Cab.
2. Weekday fixed route boardings were 320,235 in October, 0.2% below the prior year's level. Boardings increased 0.6% on MAX, but decreased 0.7% on bus and 3.6% on WES. Weekend fixed route boardings decreased 0.3% on bus, but increased 0.8% on MAX.
3. The five MAX lines averaged a total of 126,560 weekday, 81,120 Saturday and 66,530 Sunday boardings in October. Weekday ridership on each of the five MAX lines averaged 56,230 on the Blue Line, 21,210 on the Red Line, 13,680 on the Yellow Line, 22,600 on the Green Line, and 12,840 on the Orange Line. Total MAX ridership increased 0.2% during weekday peak and 0.8% during weekday off-peak periods, resulting in a 0.6% increase in weekday MAX ridership. The weekend ridership decreased 0.8% on Saturday but increased 2.8% on Sunday, leading to a 0.6% increase in weekly MAX rides in October.
4. Weekday bus boardings decreased 0.7% in October, a decline in weekday peak time periods of 2.3%, but a slight increase of 0.1% in weekday off-peak time periods. Total weekend boardings decreased 0.3%, resulting in a 0.6% decrease in weekly bus rides. Weekly boardings decreased 1.6% on frequent routes and increased 0.5% on non-frequent routes.
5. WES averaged 1,735 daily boardings in October, 3.6% below the prior year's level. In October, WES operated with 15 late trains, two out of service trains, zero missed pullouts, and one vehicle mechanical failure, resulting in a 97.6% 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 2.0% in October. Weekday boardings declined 2.2% and 0.3% on weekend boardings compared to prior year's level.

7. October passenger revenues were \$9.8 million, which is 2.0% below the prior year level.
8. Operations cost/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 averaged fixed route operations costs per boarding decreased from \$3.10 to \$2.99, or 3.6.0% compared to October 2016.
9. Weekday Streetcar boardings averaged 3,771 on A-Loop, 3,132 on B-Loop and 8,604 on North South (NS) line in October. Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Oct 17	Oct 16	% Change	FY18-TD	FY17-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	91,660	91,300	0.4%	86,598	86,820	-0.3%
Bus-Frequent Service*	<u>100,280</u>	<u>102,000</u>	-1.7%	<u>96,150</u>	<u>98,750</u>	-2.6%
Subtotal All Bus	191,940	193,300	-0.7%	182,748	185,570	-1.5%
MAX	126,560	125,800	0.6%	123,418	124,680	-1.0%
Commuter Rail	<u>1,735</u>	<u>1,800</u>	-3.6%	<u>1,713</u>	<u>1,830</u>	-6.4%
Fixed Route Total	320,235	320,900	-0.2%	307,878	312,080	-1.3%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,642	3,725	-2.2%	3,465	3,651	-5.1%
<b>System Total</b>	<b>323,877</b>	<b>324,620</b>	<b>-0.2%</b>	<b>311,343</b>	<b>315,731</b>	<b>-1.4%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	525,400	522,800	0.5%	501,595	502,300	-0.1%
Bus-Frequent Service*	<u>615,500</u>	<u>625,400</u>	-1.6%	<u>597,093</u>	<u>612,875</u>	-2.6%
Subtotal All Bus	1,140,900	1,148,200	-0.6%	1,098,688	1,115,175	-1.5%
MAX	780,400	775,500	0.6%	770,620	781,206	-1.4%
Commuter Rail	<u>8,675</u>	<u>8,980</u>	-3.4%	<u>8,563</u>	<u>9,156</u>	-6.5%
Fixed Route Total	1,929,955	1,932,675	-0.1%	1,877,870	1,905,538	-1.5%
Frequent Bus % of Total Bus	53.9%	54.5%	-0.5%	54.3%	55.0%	-0.6%
<b><u>Paratransit</u></b>						
LIFT & Cabs	20,542	20,963	-2.0%	19,574	20,522	-4.6%
<b>System Total</b>	<b>1,950,497</b>	<b>1,953,638</b>	<b>-0.2%</b>	<b>1,897,444</b>	<b>1,926,060</b>	<b>-1.5%</b>

### Operations Cost / Boarding Ride \*\*

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$3.70	\$3.88	-4.64%	\$4.11	\$3.91	5.12%
Bus-Frequent Service*	\$2.72	\$2.88	-5.56%	\$3.01	\$2.86	5.24%
Subtotal All Bus	\$3.17	\$3.33	-4.80%	\$3.51	\$3.33	5.41%
MAX	\$2.56	\$2.61	-1.92%	\$2.65	\$2.50	6.00%
Commuter Rail	\$17.06	\$16.19	5.37%	\$16.64	\$14.79	12.51%
Fixed Route Total	\$2.99	\$3.10	-3.55%	\$3.21	\$3.04	5.59%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$35.98	\$36.88	-2.44%	\$37.46	\$34.74	7.83%
<b>System Total</b>	<b>\$3.33</b>	<b>\$3.46</b>	<b>-3.76%</b>	<b>\$3.56</b>	<b>\$3.38</b>	<b>5.33%</b>

\* 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)

	Oct 17	Oct 16	% Change	FY18-TD	FY17-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	320,235	320,900	-0.21%	307,880	312,080	-1.35%
Avg. Weekday Originating Rides	245,123	249,685	-1.83%	238,600	242,870	-1.76%
Monthly Boarding Rides/Rev. Hour	55.09	55.63	-0.98%	54.28	55.42	-2.06%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	27.90%	29.14%	-1.23%	26.92%	29.15%	-2.23%
System Cost/Boarding Ride	\$4.10	\$4.07	0.74%	\$4.23	\$3.99	6.02%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$164.81	\$172.45	-4.43%	\$167.94	\$168.64	-0.42%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	89.56%	89.60%	-0.04%	89.58%	90.05%	-0.47%
Bus & Rail Maintenance Attendance	94.25%	94.30%	-0.05%	94.28%	94.55%	-0.27%
WES Maintenance & Admin Attendance	97.85%	95.01%	2.84%	94.99%	95.32%	-0.33%
Weekly Boarding Rides Per Full Time Employee	683.7	702.5	-2.68%	666.2	696.7	-4.37%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	12,529	12,032	4.13%	13,744	11,111	23.70%
Bus Collisions/100,000 Miles	2.43	3.43	-29.15%	2.73	2.53	7.91%
Bus % Maintained Pullouts	99.98%	99.93%	0.04%	99.94%	99.89%	0.05%
Bus On-Time Performance(1)	83.40%	80.90%	2.50%	83.35%	80.95%	2.40%
MAX Car Miles/Svc Delay Defects(2)	9,368	7,185	30.39%	8,794	7,117	23.56%
MAX Collisions/100,000 Miles	1.02	2.13	-52.11%	1.22	1.65	-26.06%
MAX % Maintained Pullouts	99.95%	99.90%	0.05%	99.97%	99.67%	0.30%
MAX On-Time Performance(1)	88.70%	84.00%	4.70%	86.35%	84.73%	1.63%
WES Miles/Relevant Failure	10,319	9,629	7.17%	9,842	9,908	-0.67%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	99.72%	97.47%	2.25%	98.46%	99.12%	-0.66%
WES On-Time Performance(1)	97.60%	90.60%	7.00%	94.50%	94.40%	0.10%

(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	Oct 17	Sep 17	Oct 16	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	3,771	3,573	3,449	3,447	3,176
B-Loop Boardings	3,132	3,104	3,478	3,242	3,168
North South Line Boarding	8,604	8,228	8,994	8,480	8,369
<b>Average Weekend Ridership</b>					
A-Loop Boardings	4,870	5,032	4,832	4,607	4,177
B-Loop Boardings	4,408	4,904	4,405	4,524	4,314
North South Line Boarding	11,274	10,500	10,799	11,088	11,558
<b>Average Weekly Ridership</b>					
A-Loop Boardings	23,725	22,897	22,077	21,842	20,055
B-Loop Boardings	20,068	20,424	21,795	20,733	20,151
North South Line Boarding	54,294	51,640	55,769	53,486	53,405
<b>Monthly Ridership</b>					
A-Loop Boardings	104,489	97,550	96,589	94,215	86,715
B-Loop Boardings	88,475	87,438	95,063	89,635	87,164
North South Line Boarding	238,825	218,784	242,869	230,607	231,123
A-Loop Boardings/Rev Hour	62.2	57.1	53.8	58.0	48.6
B-Loop Boardings/Rev Hour	52.6	51.5	54.5	58.5	50.7
North South Boardings/Rev Hour	88.8	83.8	94.6	97.1	91.7
System Boardings/Rev Hour	71.4	67.1	71.2	73.3	67.3
<b>Service</b>					
Vehicle Revenue Hours	6,051	6,017	6,107	5,653	6,022
Vehicle Revenue Miles	36,483	36,346	37,360	34,424	36,911
<b>Service Quality</b>					
A-Loop On-Time Performance	83%	84%	80%	81%	80.00%
B-Loop On-Time Performance	75%	81%	76%	74%	77.50%
North South On-Time Performance	82%	85%	85%	82%	84.25%
<b>Operator Attendance</b>	<b>93.87%</b>	<b>94.43%</b>	<b>91.57%</b>	<b>92.67%</b>	<b>92.16%</b>
Excused Absence	0.63%	0.25%	0.44%	0.69%	0.82%
Family Leave	1.68%	1.67%	2.82%	1.81%	2.70%
Unexcused Absence	0.01%	0.00%	0.09%	0.06%	0.06%
Sick Leave	3.37%	2.89%	4.46%	4.08%	3.48%
Industrial Injury	0.00%	0.00%	0.00%	0.05%	0.37%
Contractual Absence	0.44%	0.76%	0.62%	0.64%	0.42%
<b>Maintenance Attendance</b>	<b>97.09%</b>	<b>96.44%</b>	<b>94.97%</b>	<b>97.25%</b>	<b>95.72%</b>
Excused Absence	0.00%	0.05%	0.00%	0.05%	0.01%
Family Leave	0.38%	0.40%	0.85%	0.31%	2.46%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.11%
Sick Leave	2.54%	3.11%	4.18%	2.00%	1.24%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.00%
Contractual Absence	0.00%	0.00%	0.00%	0.39%	0.46%
<b>Overall Attendance</b>	<b>94.48%</b>	<b>94.81%</b>	<b>92.30%</b>	<b>93.63%</b>	<b>92.89%</b>