Date: August 24, 2020

To: General Manager
   Board of Directors

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

Subject: July 2020 Monthly Performance Report

The monthly system wide ridership decreased 59.2% in July compared to the prior year’s level. Passenger revenue decreased 64.6%. The system costs per boarding increased 116.7% ($4.18 to $9.06) compared to July 2019. The monthly Streetcar ridership decreased 39.6% compared to July 2019. The impact of COVID-19 continues to affect ridership, operations, and revenue generation.

1. **Weekly system boardings** decreased 59.3% in July compared to prior year’s level. Weekly boardings decreased 58.0% on bus, 60.6% on MAX, 75.3% on WES and 73.5% on LIFT/Cab.

2. **Weekday fixed route boardings** were 117,190 in July, a decrease of 61.0% compared to the prior year’s level. Boardings decreased 60.0% on bus, 62.4% on MAX and 75.3% on WES. Weekend fixed route boardings decreased 48.7% on bus and 53.6% on MAX.

3. The five MAX lines averaged a total of 45,500 weekday, 37,120 Saturday and 32,900 Sunday boardings in July. Weekday ridership on each of the five MAX lines averaged 19,950 on the Blue Line, 8,140 on the Red Line, 5,530 on the Yellow Line, 8,430 on the Green Line and 3,450 on the Orange Line. Total MAX ridership decreased 71.7% during weekday peak and 58.0% during weekday off-peak periods, resulting in a 62.4% decrease in weekday MAX ridership.

   The MAX weekend ridership decreased 56.3% on Saturday and 50.2% on Sunday.

   Overall, MAX weekly ridership in July decreased 60.6% compared to the same time last year.

4. **Bus** averaged 71,330 weekday, 52,380 Saturday and 44,090 Sunday boardings in July. Bus ridership decreased 67.4% during weekday peak time periods and 56.6% during weekday off-peak time periods, resulting in a 60.0% decrease in weekday bus ridership.

   The bus weekend ridership decreased 49.0% on Saturday and 48.3% on Sunday.

   The total bus weekly ridership in July decreased 58.0% compared to a year ago.

   Bus weekly ridership decreased 70.9% on non-frequent routes and 47.7% on frequent routes compared to last July.
5. WES averaged 360 daily boardings in July, 75.3% below the prior year’s level. In July, WES operated with 22 late train, zero train out of service, zero missed pullouts and 5 vehicle mechanical failures, resulting in 95.2% 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 73.5% in July. The weekday boardings decreased 74.6% and the weekend boardings decreased 65.4% compared to prior year’s level.

7. July passenger revenues were $3.3 million, a decline of 64.6% compared to prior year level.

8. Fixed Route Operating costs/boarding 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 $3.82 to $8.63, or 125.9%, compared to prior year level.

9. Weekday Streetcar boardings averaged 2,062 on A-Loop, 1,826 on B-Loop and 2,554 on North South (NS) line in July. The weekday boardings decreased 17.5% on A-Loop, 35.1% on B-Loop and 50.0% on NS compared to prior year level. Since April, Streetcar reduced service by 18.1% due to COVID-19.

   The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 89.0%, 85.0% and 85.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.
## SYSTEM RIDERSHIP SUMMARY

<table>
<thead>
<tr>
<th>Measure</th>
<th>Jul 20</th>
<th>Jul 19</th>
<th>% Change</th>
<th>FY21-TD</th>
<th>FY20-TD</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Avg Weekday Boardings</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fixed Route</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus-Other Service</td>
<td>23,070</td>
<td>82,600</td>
<td>-72.1%</td>
<td>23,070</td>
<td>82,590</td>
<td>-72.1%</td>
</tr>
<tr>
<td>Bus-Frequent Service*</td>
<td>48,260</td>
<td>95,600</td>
<td>-49.5%</td>
<td>48,260</td>
<td>95,640</td>
<td>-49.5%</td>
</tr>
<tr>
<td>Subtotal All Bus</td>
<td>71,330</td>
<td>178,200</td>
<td>-60.0%</td>
<td>71,330</td>
<td>178,230</td>
<td>-60.0%</td>
</tr>
<tr>
<td>MAX</td>
<td>45,500</td>
<td>120,900</td>
<td>-62.4%</td>
<td>45,500</td>
<td>120,860</td>
<td>-62.4%</td>
</tr>
<tr>
<td>Commuter Rail</td>
<td>360</td>
<td>1,460</td>
<td>-75.3%</td>
<td>360</td>
<td>1,460</td>
<td>-75.3%</td>
</tr>
<tr>
<td>Fixed Route Total</td>
<td>117,190</td>
<td>300,600</td>
<td>-61.0%</td>
<td>117,190</td>
<td>300,550</td>
<td>-61.0%</td>
</tr>
<tr>
<td><strong>Paratransit</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIFT &amp; Cabs</td>
<td>814</td>
<td>3,209</td>
<td>-74.6%</td>
<td>814</td>
<td>3,209</td>
<td>-74.6%</td>
</tr>
<tr>
<td><strong>System Total</strong></td>
<td>118,004</td>
<td>303,759</td>
<td>-61.2%</td>
<td>118,004</td>
<td>303,759</td>
<td>-61.2%</td>
</tr>
</tbody>
</table>

| Avg Weekly Boardings       |        |        |          |          |          |          |
| **Fixed Route**            |        |        |          |          |          |          |
| Bus-Other Service          | 139,900| 480,500| -70.9%   | 139,890  | 480,480  | -70.9%   |
| Bus-Frequent Service*      | 313,200| 598,700| -47.7%   | 313,230  | 598,690  | -47.7%   |
| Subtotal All Bus           | 453,100| 1,079,200| -58.0% | 453,120  | 1,079,170| -58.0%   |
| MAX                        | 297,500| 755,300| -60.6%   | 297,520  | 755,330  | -60.6%   |
| Commuter Rail              | 1,800  | 7,300  | -75.3%   | 1,800    | 7,300    | -75.3%   |
| Fixed Route Total          | 752,440| 1,841,800| -59.1% | 752,440  | 1,841,800| -59.1%   |
| Frequent Bus % of Total Bus| 69.1%  | 55.5%  | 13.6%    | 69.1%    | 55.5%    | 13.7%    |
| **Paratransit**            |        |        |          |          |          |          |
| LIFT & Cabs                | 4,840  | 18,273 | -73.5%   | 4,840    | 18,273   | -73.5%   |
| **System Total**           | 757,280| 1,860,073| -59.3% | 757,280  | 1,860,073| -59.3%   |

| Operations Cost / Boarding Ride ** |        |        |          |          |          |          |
| **Fixed Route**              |        |        |          |          |          |          |
| Bus-Other Service            | $12.03 | $4.85  | 148.04%  | $12.03   | $4.85    | 148.04%  |
| Bus-Frequent Service*        | $7.70  | $3.46  | 122.54%  | $7.70    | $3.46    | 122.54%  |
| Subtotal All Bus             | $9.03  | $4.08  | 121.32%  | $9.03    | $4.08    | 121.32%  |
| MAX                          | $7.56  | $3.29  | 129.79%  | $7.56    | $3.29    | 129.79%  |
| Commuter Rail                | $85.18 | $21.65 | 293.44%  | $85.18   | $21.65   | 293.44%  |
| Fixed Route Total            | $8.63  | $3.82  | 125.92%  | $8.63    | $3.82    | 125.92%  |
| **Paratransit**              |        |        |          |          |          |          |
| LIFT & Cabs                  | $74.70 | $40.27 | 85.50%   | $74.70   | $40.27   | 85.50%   |
| **System Total**             | $9.06  | $4.18  | 116.75%  | $9.06    | $4.18    | 116.75%  |

* Frequent Bus lines are those operating at headways of 15 minutes or less. 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.
## Key Indicator Performance Report (Fixed Route)

<table>
<thead>
<tr>
<th>Ridership (Bus, MAX, WES)</th>
<th>Jul 20</th>
<th>Jul 19</th>
<th>% Change</th>
<th>FY21-TD</th>
<th>FY20-TD</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg. Weekday Boarding Rides</td>
<td>117,190</td>
<td>300,600</td>
<td>-61.01%</td>
<td>117,190</td>
<td>300,550</td>
<td>-61.01%</td>
</tr>
<tr>
<td>Avg. Weekday Originating Rides</td>
<td>100,573</td>
<td>257,919</td>
<td>-61.01%</td>
<td>100,570</td>
<td>257,920</td>
<td>-61.01%</td>
</tr>
<tr>
<td>Monthly Boarding Rides/Rev. Hour</td>
<td>23.62</td>
<td>49.70</td>
<td>-52.49%</td>
<td>23.62</td>
<td>49.70</td>
<td>-52.49%</td>
</tr>
</tbody>
</table>

**Revenue & Cost Efficiency (Bus, MAX,WES)**

<table>
<thead>
<tr>
<th></th>
<th>Jul 20</th>
<th>Jul 19</th>
<th>% Change</th>
<th>FY21-TD</th>
<th>FY20-TD</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger Revenue/System Cost</td>
<td>8.36%</td>
<td>22.25%</td>
<td>-13.89%</td>
<td>8.36%</td>
<td>22.25%</td>
<td>-13.89%</td>
</tr>
<tr>
<td>System Cost/Boarding Ride</td>
<td>$11.41</td>
<td>$5.01</td>
<td>127.74%</td>
<td>$11.41</td>
<td>$5.01</td>
<td>127.74%</td>
</tr>
<tr>
<td>System Cost/Vehicle Hour</td>
<td>$193.56</td>
<td>$184.06</td>
<td>5.16%</td>
<td>$193.56</td>
<td>$184.06</td>
<td>5.16%</td>
</tr>
</tbody>
</table>

**Labor Productivity (Bus, MAX, WES)**

<table>
<thead>
<tr>
<th></th>
<th>Jul 20</th>
<th>Jul 19</th>
<th>% Change</th>
<th>FY21-TD</th>
<th>FY20-TD</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus &amp; Rail Operator</td>
<td>87.61%</td>
<td>89.97%</td>
<td>-2.36%</td>
<td>87.61%</td>
<td>89.97%</td>
<td>-2.36%</td>
</tr>
<tr>
<td>Bus &amp; Rail Maintenance</td>
<td>93.26%</td>
<td>93.36%</td>
<td>-0.10%</td>
<td>93.26%</td>
<td>93.36%</td>
<td>-0.10%</td>
</tr>
<tr>
<td>WES Maintenance &amp; Admin</td>
<td>88.39%</td>
<td>99.11%</td>
<td>-10.72%</td>
<td>88.39%</td>
<td>99.11%</td>
<td>-10.72%</td>
</tr>
<tr>
<td>Weekly Boarding Rides</td>
<td>236.8</td>
<td>598.8</td>
<td>-60.45%</td>
<td>236.8</td>
<td>598.8</td>
<td>-60.45%</td>
</tr>
</tbody>
</table>

**Service Supplied (Bus, MAX, WES)**

<table>
<thead>
<tr>
<th></th>
<th>Jul 20</th>
<th>Jul 19</th>
<th>% Change</th>
<th>FY21-TD</th>
<th>FY20-TD</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Miles Between Mechanical Failures - Lost Service</td>
<td>23,773</td>
<td>17,484</td>
<td>35.97%</td>
<td>23,773</td>
<td>17,484</td>
<td>35.97%</td>
</tr>
<tr>
<td>Bus Collisions/100,000 Miles</td>
<td>2.09</td>
<td>1.98</td>
<td>5.56%</td>
<td>2.09</td>
<td>1.98</td>
<td>5.56%</td>
</tr>
<tr>
<td>Bus % Maintained Pullouts</td>
<td>100.00%</td>
<td>99.92%</td>
<td>0.08%</td>
<td>100.00%</td>
<td>99.92%</td>
<td>0.08%</td>
</tr>
<tr>
<td>Bus On-Time Performance(1)</td>
<td>94.10%</td>
<td>85.80%</td>
<td>8.30%</td>
<td>94.10%</td>
<td>85.80%</td>
<td>8.30%</td>
</tr>
<tr>
<td>MAX Car Miles/Svc Delay Defects(2)</td>
<td>14,940</td>
<td>9,502</td>
<td>57.24%</td>
<td>14,940</td>
<td>9,502</td>
<td>57.24%</td>
</tr>
<tr>
<td>MAX Collisions/100,000 Miles</td>
<td>1.67</td>
<td>1.25</td>
<td>33.60%</td>
<td>1.67</td>
<td>1.25</td>
<td>33.60%</td>
</tr>
<tr>
<td>MAX % Maintained Pullouts</td>
<td>100.00%</td>
<td>99.84%</td>
<td>0.16%</td>
<td>100.00%</td>
<td>99.84%</td>
<td>0.16%</td>
</tr>
<tr>
<td>MAX On-Time Performance(1)</td>
<td>91.80%</td>
<td>88.80%</td>
<td>3.00%</td>
<td>91.80%</td>
<td>88.80%</td>
<td>3.00%</td>
</tr>
<tr>
<td>WES Miles/Relevant Failure</td>
<td>1,352</td>
<td>10,349</td>
<td>-86.93%</td>
<td>1,352</td>
<td>10,349</td>
<td>-86.93%</td>
</tr>
<tr>
<td>WES Collisions</td>
<td>1.00</td>
<td>0.00</td>
<td>N/A</td>
<td>1.00</td>
<td>0.00</td>
<td>N/A</td>
</tr>
<tr>
<td>WES % Maintained Trips</td>
<td>100.00%</td>
<td>100.00%</td>
<td>0.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>WES On-Time Performance(1)</td>
<td>95.20%</td>
<td>99.00%</td>
<td>-3.80%</td>
<td>95.20%</td>
<td>99.00%</td>
<td>-3.80%</td>
</tr>
</tbody>
</table>

(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).
<table>
<thead>
<tr>
<th>Streetcar Operation</th>
<th>Jul 20</th>
<th>Jun 20</th>
<th>Jul 19</th>
<th>This Year</th>
<th>Prev. Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average Weekday Ridership</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-Loop Boardings</td>
<td>2,062</td>
<td>1,006</td>
<td>2,499</td>
<td>2,159</td>
<td>2,901</td>
</tr>
<tr>
<td>B-Loop Boardings</td>
<td>1,826</td>
<td>931</td>
<td>2,812</td>
<td>1,843</td>
<td>2,663</td>
</tr>
<tr>
<td>North South Line Boardings</td>
<td>2,554</td>
<td>1,935</td>
<td>5,103</td>
<td>5,236</td>
<td>7,902</td>
</tr>
<tr>
<td><strong>Average Weekend Ridership</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-Loop Boardings</td>
<td>2,856</td>
<td>1,518</td>
<td>4,166</td>
<td>3,232</td>
<td>4,252</td>
</tr>
<tr>
<td>B-Loop Boardings</td>
<td>2,396</td>
<td>1,454</td>
<td>3,363</td>
<td>2,689</td>
<td>3,888</td>
</tr>
<tr>
<td>North South Line Boardings</td>
<td>2,629</td>
<td>1,877</td>
<td>7,350</td>
<td>6,266</td>
<td>10,030</td>
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<tr>
<td><strong>Average Weekly Ridership</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-Loop Boardings</td>
<td>13,166</td>
<td>6,548</td>
<td>16,661</td>
<td>14,026</td>
<td>18,757</td>
</tr>
<tr>
<td>B-Loop Boardings</td>
<td>11,526</td>
<td>6,109</td>
<td>17,423</td>
<td>11,905</td>
<td>17,203</td>
</tr>
<tr>
<td>North South Line Boardings</td>
<td>15,399</td>
<td>11,552</td>
<td>32,865</td>
<td>32,448</td>
<td>49,542</td>
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<tr>
<td><strong>Monthly Ridership</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-Loop Boardings</td>
<td>58,850</td>
<td>28,204</td>
<td>74,140</td>
<td>60,861</td>
<td>81,138</td>
</tr>
<tr>
<td>B-Loop Boardings</td>
<td>51,582</td>
<td>26,298</td>
<td>77,368</td>
<td>51,704</td>
<td>74,543</td>
</tr>
<tr>
<td>North South Line Boardings</td>
<td>69,258</td>
<td>50,078</td>
<td>146,037</td>
<td>140,488</td>
<td>213,824</td>
</tr>
<tr>
<td>A-Loop Boardings/Rev Hour</td>
<td>35.6</td>
<td>17.7</td>
<td>39.8</td>
<td>37.1</td>
<td>46.5</td>
</tr>
<tr>
<td>B-Loop Boardings/Rev Hour</td>
<td>31.7</td>
<td>16.7</td>
<td>41.7</td>
<td>31.9</td>
<td>42.6</td>
</tr>
<tr>
<td>North South Boardings/Rev Hour</td>
<td>24.6</td>
<td>18.4</td>
<td>61.0</td>
<td>53.1</td>
<td>87.1</td>
</tr>
<tr>
<td>System Boardings/Rev Hour</td>
<td>29.5</td>
<td>17.7</td>
<td>48.7</td>
<td>43.2</td>
<td>61.7</td>
</tr>
<tr>
<td><strong>Service</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Revenue Hours</td>
<td>6,101</td>
<td>5,894</td>
<td>6,112</td>
<td>5,861</td>
<td>5,985</td>
</tr>
<tr>
<td>Vehicle Revenue Miles</td>
<td>30,687</td>
<td>29,672</td>
<td>37,820</td>
<td>33,583</td>
<td>36,465</td>
</tr>
<tr>
<td><strong>Service Quality</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-Loop On-Time Performance</td>
<td>89.00%</td>
<td>90.00%</td>
<td>82.00%</td>
<td>85.17%</td>
<td>83.92%</td>
</tr>
<tr>
<td>B-Loop On-Time Performance</td>
<td>85.00%</td>
<td>83.00%</td>
<td>78.00%</td>
<td>81.17%</td>
<td>80.17%</td>
</tr>
<tr>
<td>North South On-Time Performance</td>
<td>85.00%</td>
<td>84.00%</td>
<td>80.00%</td>
<td>82.50%</td>
<td>85.17%</td>
</tr>
<tr>
<td><strong>Operator Attendance</strong></td>
<td>91.54%</td>
<td>88.28%</td>
<td>88.16%</td>
<td>89.64%</td>
<td>89.15%</td>
</tr>
<tr>
<td>Excused Absence</td>
<td>0.38%</td>
<td>0.40%</td>
<td>0.13%</td>
<td>0.37%</td>
<td>0.42%</td>
</tr>
<tr>
<td>Family Leave</td>
<td>1.19%</td>
<td>0.58%</td>
<td>2.65%</td>
<td>1.26%</td>
<td>1.59%</td>
</tr>
<tr>
<td>Unexcused Absence</td>
<td>0.01%</td>
<td>0.02%</td>
<td>0.09%</td>
<td>0.13%</td>
<td>0.08%</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>3.40%</td>
<td>6.11%</td>
<td>3.46%</td>
<td>5.85%</td>
<td>4.57%</td>
</tr>
<tr>
<td>Industrial Injury</td>
<td>3.08%</td>
<td>4.22%</td>
<td>5.21%</td>
<td>2.61%</td>
<td>3.36%</td>
</tr>
<tr>
<td>Contractual Absence</td>
<td>0.39%</td>
<td>0.38%</td>
<td>0.28%</td>
<td>0.15%</td>
<td>0.83%</td>
</tr>
<tr>
<td><strong>Maintenance Attendance</strong></td>
<td>92.43%</td>
<td>98.98%</td>
<td>96.90%</td>
<td>94.55%</td>
<td>95.05%</td>
</tr>
<tr>
<td>Excused Absence</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Family Leave</td>
<td>2.08%</td>
<td>0.34%</td>
<td>0.47%</td>
<td>2.08%</td>
<td>1.12%</td>
</tr>
<tr>
<td>Unexcused Absence</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.01%</td>
<td>0.01%</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>5.06%</td>
<td>0.68%</td>
<td>2.63%</td>
<td>2.79%</td>
<td>2.79%</td>
</tr>
<tr>
<td>Industrial Injury</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.29%</td>
<td>0.55%</td>
</tr>
<tr>
<td>Contractual Absence</td>
<td>0.43%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>0.28%</td>
<td>0.48%</td>
</tr>
<tr>
<td><strong>Overall Attendance</strong></td>
<td>91.74%</td>
<td>90.63%</td>
<td>89.92%</td>
<td>90.56%</td>
<td>90.35%</td>
</tr>
</tbody>
</table>

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