

Date: February 17, 2011

To: General Manager
Board of Directors

From: Nancy Jarigese

Subject: January 2011 Monthly Performance Report

1. Weekly system boarding rides (fixed route and paratransit) were down 1.0% compared to January 2010. Weekly rides declined on buses and LIFT, but were up on MAX and WES.
2. Weekday fixed route boardings were 318,300 in January, 1.0% below the prior year's level. Bus rides were down 4.4%, while MAX and WES commuter rail rides were up 4.7% and 12.2%, respectively. Weekend rides followed the same pattern, with bus rides down (-5.0%) and MAX rides up (+5.2). Overall weekly system fixed route rides were down 1.0% from the prior year's level.
3. The four MAX lines averaged a total of 122,200 weekday, 82,500 Saturday, and 57,200 Sunday boardings in January. Weekday ridership averaged 62,400 on the Blue line, 21,800 on the Red line, 15,900 on the Yellow line, and 21,500 on the Green line. In addition, about 600 people a day rode the mall rail shuttle. Total MAX ridership was up during both peak (+4.8%) and off-peak (+4.7%) periods.
4. Bus ridership was down in January, with declines during peak (-3.4%) and off-peak (-4.9%) time periods and on frequent and non-frequent routes. Overall weekend rides were down 5.0%, resulting in a decline in weekly bus rides of 4.5%. Weekly rides fell 5.1% on frequent routes and 3.6% on non-frequent routes. The decline in bus ridership reflects the continuing weak economy, service levels which are 7.3% lower than the prior January, and the discontinuation of fareless square on the buses. The bus service cuts focused on the least productive service. Thus, even though bus rides are down, revenue hours are down even more, resulting in a 3.5% improvement in bus boarding rides per revenue hour (from 43.37 in January 2010 to 44.9 this January).
5. In January, WES averaged 1,380 daily rides, 12.2% above the prior January. WES carried an average of 99.0 rides per revenue hour in January.
6. Weekly LIFT rides were down 1.9% in January, with weekday rides down 2.0% and weekend rides flat. Beginning last spring, LIFT began a new certification/recertification process requiring an in-person assessment of potential clients. LIFT provides the ride for clients to come to the assessment site, and those rides are included in the LIFT ridership totals. Excluding assessment rides, which were not performed in January 2010, average weekday LIFT ridership

was down 2.8% this January. Weekly LIFT and cab miles were down 3.0% compared to the prior year.

7. Passenger revenues were \$8.019 million in January, 12.3% above the January 2010 level. However, the raw January 2010 and 2011 passenger revenue totals are not really comparable without adjusting for a variety of factors. To be comparable, January 2010 revenues must be adjusted for credit card fees which were netted against revenue last year (but not this year) and timing issues associated with BETC payments for Portland Public Schools youth passes. In addition, January 2010 had one less weekday and one more Saturday than January 2011. Adjusting for all of these factors, January 2011 passenger revenue is about 7.0% above the prior year's level. With system weekly ridership down (-1.0%), the increase in passenger revenue is primarily due to the September 2010 fare increase. Fiscal-year-to-date, passenger revenue is about \$1.35 million (+2.5%) above budget after accounting for the effect of the change in the way that banking fees are handled.
8. Operations cost per boarding ride 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. In January, fixed route operations cost per boarding ride declined 8.9% compared to the prior year. Total fixed route cost/ride was \$2.47 in January, \$.24 below the prior year's level. Overall fixed route operations costs declined 8.3% due to less service, fewer employees (FTE employees in the Operations Division were down by 118 employees compared to January 2010), and reductions in materials and services. At the same time, *monthly* fixed route ridership was up 0.7%. Total fixed route operations cost per ride is down 3.8% fiscal-year-to-date.
9. On-time performance (fixed route) is a direct measure of the percent of monthly service that is on-time at each timepoint for buses and rail. A vehicle is considered on-time when it departs a timepoint from between 1 minute before to 5 minutes after the published scheduled time. Customers consistently rate on-time performance as one of the most important considerations (only safety considerations rate higher) in their decision to ride TriMet. A variety of factors can affect on-time performance, including traffic conditions, accidents, variations among drivers, passenger boardings (more boardings than usual, for example, will incrementally delay the vehicle), wheelchair boardings, mechanical problems, etc. TriMet monitors on-time performance carefully to identify instances where schedules need to be fine-tuned or re-written and where more service needs to be added to allow the bus/train to remain on schedule.

In January, buses were on-time 82.6% of the time, down 1.5 percentage points from the prior year and MAX trains were on-time 86.6% of the time, an improvement of 0.6 percentage points from January 2010. Fiscal year-to-date, we are seeing the same trend: bus on-time performance (81.8%) is down 1.07 percentage points and rail on-time performance (85.7%) is up 2.19 percentage points from the same period in FY10. On buses, on-time performance has declined on both frequent and other routes, but has been most pronounced on the frequent service routes. The dip in bus on-time performance comes after about four years of improved on-time performance. Rail on-time performance has been improving for a bit over a year.

SYSTEM RIDERSHIP SUMMARY

Measure	Jan 11	Jan 10	% Change	FY11 TD	FY10 TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	85,500	89,000	-3.9%	81,300	84,140	-3.4%
Bus-Frequent Service*	<u>109,200</u>	<u>114,600</u>	-4.7%	<u>105,129</u>	<u>111,560</u>	-5.8%
Subtotal All Bus	194,700	203,600	-4.4%	186,429	195,700	-4.7%
MAX 1	22,230	116,700	4.7%	125,023	114,290	9.4%
Commuter Rail	<u>1,380</u>	<u>1,230</u>	12.2%	<u>1,367</u>	<u>1,150</u>	18.9%
Fixed Route Total	318,310	321,600	-1.0%	312,819	311,140	0.5%
<u>Paratransit</u>						
LIFT& Cabs	3,627	3,701	-2.0%	3,592	3,600	-0.2%
System Total	321,937	325,261	-1.0%	316,410	314,740	0.5%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	484,300	502,600	-3.6%	465,043	481,543	-3.4%
Bus-Frequent Service*	<u>661,600</u>	<u>696,900</u>	-5.1%	<u>645,200</u>	<u>685,800</u>	-5.9%
Subtotal All Bus	1,145,900	1,199,500	-4.5%	1,110,243	1,167,343	-4.9%
MAX	750,800	716,400	4.8%	783,229	720,034	8.8%
Commuter Rail	<u>6,900</u>	<u>6,200</u>	11.3%	<u>6,836</u>	<u>5,764</u>	18.6%
Fixed Route Total	1,903,650	1,922,100	-1.0%	1,900,307	1,893,141	0.4%
Frequent Bus % of Total Bus	57.7%	58.1%	-0.4%	58.1%	58.7%	-0.6%
<u>Paratransit</u>						
LIFT & Cabs	20,603	20,999	-1.9%	20,502	20,574	-0.3%
System Total	1,924,253	1,943,099	-1.0%	1,920,809	1,913,715	0.4%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$3.47	\$3.67	-5.36%	\$3.61	\$3.58	0.79%
Bus-Frequent Service*	\$2.38	\$2.55	-6.47%	\$2.41	\$2.40	0.20%
Subtotal All Bus	\$2.84	\$3.01	-5.68%	\$2.91	\$2.88	0.98%
MAX	\$1.80	\$2.08	-13.46%	\$1.63	\$1.81	-9.81%
Commuter Rail	\$13.58	\$19.50	-30.36%	\$15.90	\$20.07	-20.82%
Fixed Route Total	\$2.47	\$2.71	-8.94%	\$2.43	\$2.53	-3.80%
<u>Paratransit</u>						
LIFT & Cabs	\$28.77	\$27.90	3.11%	\$28.27	\$28.24	0.11%
System Total	\$2.75	\$2.98	-7.72%	\$2.70	\$2.80	-3.47%

* 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".

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** 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 11	Jan 10	% Change	FY11 TD	FY10 TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	318,310	321,600	-1.02%	312,820	311,140	0.54%
Monthly Boarding Rides Per Revenue Hour	64.60	60.27	7.19%	62.93	57.23	9.95%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	30.34%	25.28%	5.06%	30.37%	27.56%	2.81%
System Cost/Boarding Ride	\$3.18	\$3.42	-7.01%	\$3.15	\$3.25	-3.28%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$153.51	\$157.52	-2.55%	148.09	\$142.96	3.59%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.07%	90.72%	-1.65%	88.75%	90.95%	-2.20%
Bus & Rail Maintenance Attendance	93.78%	93.73%	0.05%	93.84%	94.26%	-0.42%
WES Maintenance & Admin Attendance	96.14%	97.09%	-0.95%	98.04%	98.56%	-0.52%
Weekly Boarding Rides Per Full Time Employee	835	800	4.40%	819	775	5.69%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles/Vehicle Accident	81,758	76,482	6.90%	63,523	59,962	5.94%
Bus % Maintained Pullouts	99.87%	99.96%	-0.10%	99.76%	99.86%	-0.10%
Bus On-Time Performance(1)	82.60%	84.10%	-1.50%	81.76%	82.83%	-1.07%
Rail Car Miles/Svce Related Repair	2,502	3,761	-33.47%	2,989	3,333	-10.33%
LRV-Train Miles/Vehicle Accident	356,969	98,153	263.69%	265,750	156,356	69.96%
LRV % Maintained Pullouts	99.88%	99.88%	0.00%	99.86%	99.92%	-0.06%
Rail On-Time Performance(1)	86.60%	86.00%	0.60%	85.71%	83.53%	2.19%
WES Miles/Relevant Failure	3,259	9,379	-65.26%	9,944	9,912	0.32%
WES Miles/Vehicle Accident(2)	9,776	9,379	4.23%	9,944	9,912	0.32%
WES % Maintained Trips	98.96%	99.69%	-0.73%	98.65%	98.99%	-0.34%
WES On-Time Performance(1)	98.00%	97.80%	0.20%	97.87%	97.41%	0.46%

(1) By departures at route timepoints

(2) No accidents in January 2011 on WES.

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