

**Date:** March 17, 2011

**To:** General Manager  
Board of Directors

**From:** Nancy Jarigese

**Subject:** February 2011 Monthly Performance Report

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1. Weekly system boarding rides (fixed route and paratransit) were down 2.9% compared to February 2010. Weekly rides declined on buses and LIFT, but were up on MAX and WES.
2. Weekday fixed route boardings were 317,800 in February, 1.7% below the prior year's level. Bus rides were down 4.8%, while MAX and WES commuter rail rides were up 3.4% and 13.5%, respectively. Weekend ridership was down sharply on both buses (-8.9%) and MAX (-7.3%). Overall weekly system fixed route rides were down 2.9% from the prior year's level. February's decline in weekly ridership was the largest we have observed this fiscal year. The unusual weather this February, with a number of days of snow or forecasts of snowy/icy weather, may have contributed to the drop in rides compared to February 2010.
3. The four MAX lines averaged a total of 123,900 weekday, 85,100 Saturday, and 58,900 Sunday boardings in February. Weekday ridership averaged 63,300 on the Blue line, 22,100 on the Red line, 16,000 on the Yellow line, and 21,800 on the Green line. In addition, 660 people a day rode the mall rail shuttle. Total MAX ridership was up during both peak (+4.8%) and off-peak (+2.8%) periods.
4. Bus ridership was down in February, with declines during peak (-3.2%) and off-peak (-5.6%) time periods and on frequent and non-frequent routes. Overall weekend rides were down 8.9%, resulting in a decline in weekly bus rides of 5.5%. Weekly rides fell 6.0% on frequent routes and 4.7% on non-frequent routes. The decline in bus ridership reflects the continuing weak economy, service levels which are 7.3% lower than the prior February, and possibly the unusually wintery weather this February. 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 2.6% improvement in bus boarding rides per revenue hour (from 43.8 in February 2010 to 44.9 this February).
5. In February, WES averaged 1,430 daily rides, 13.5% above the prior February. WES carried an average of 102 rides per revenue hour in February.
6. Weekly LIFT rides were down 4.9% in February, with weekday rides down 5.0% and weekend rides down 4.7%. Weekday ridership was affected by one inclement weather day (Feb. 24<sup>th</sup>). Excluding the inclement weather, average weekday ridership was down 2.5%. LIFT began

providing rides for required assessments of existing and potential clients in February 2010. With the program just starting up, February 2010 assessment rides were less than half the number provided this February (214 assessment rides in February 2010 vs. 569 in February 2011). Excluding assessment rides from both years and adjusting for the inclement weather day this year, February 2011 weekday LIFT rides were down 3.0%. Weekly LIFT and cab vehicle miles were down 6.1% compared to the prior year.

7. Ridership on the Portland Streetcar is calculated on a quarterly basis. For the winter quarter (December – February), the Streetcar carried an average of 10,800 weekday, 9,100 Saturday, and 6,200 Sunday rides. Compared to the winter quarter of 2009/2010, weekday rides were down 9.2%, Saturday rides were up 18.2% and Sunday rides were up 6.9%.
8. Passenger revenues were \$7.838 million in February, 5.9% above the February 2010 level. However, the raw February 2010 and 2011 passenger revenue totals are not really comparable without adjusting for a variety of factors. To be comparable, February 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. Adjusting for these factors, February 2011 passenger revenue is about 1.5% above the prior year's level. With system weekly ridership down (-2.9%), the increase in passenger revenue is primarily due to the September 2010 fare increase. Fiscal-year-to-date, passenger revenue is about \$1.04 million (+1.7%) above budget after accounting for the effect of the change in the way that banking fees are handled.
9. 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 February, fixed route operations cost per boarding ride increased 4.15% compared to the prior year. Total fixed route cost/ride was \$2.37 in February, \$.09 above the prior year's level. Overall fixed route operations costs increased by 1.2% (+\$220,000), while monthly fixed route rides declined 2.9. The growth in operations costs this February was due to timing issues related to security costs and WES materials and services. In February 2010 costs for both of these areas were lower than average, while this February, costs for these areas were well above normal. The increases in security and WES costs this February were greater than the declines in transportation and maintenance costs due to less service, fewer employees (FTE employees in the Operations Division were down by 103 employees compared to February 2010), and reductions in most materials and services. Fiscal-year-to-date, total fixed route operations cost per ride is down 2.9%.
10. 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 February, buses were on-time 82.7% of the time, the same as in the prior year, and MAX trains were on-time 87.5% of the time, an improvement of 1.2 percentage points from February 2010. Fiscal year-to-date, bus on-time performance (81.9%) is down 0.9 percentage points and rail on-time performance (85.9%) is up 2.1 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. The decrease in bus on-time performance this fiscal year is due at least partly to service cuts. On average, buses are picking up more passengers per trip than before the service cuts, resulting in slower running times, but no additional running or recovery time has been added to their schedules. Rail on-time performance has been improving for a bit over a year. MAX is improving primarily because both drivers and schedule writers are gaining experience with the Green line.

## SYSTEM RIDERSHIP SUMMARY

Measure	Feb 11	Feb 10	% Change	FY11 TD	FY10 TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	84,100	88,000	-4.4%	81,650	84,620	-3.5%
Bus-Frequent Service*	<u>108,400</u>	<u>114,200</u>	-5.1%	<u>105,538</u>	<u>111,890</u>	-5.7%
Subtotal All Bus	192,500	202,200	-4.8%	187,188	196,510	-4.7%
MAX 1	23,860	119,800	3.4%	124,878	114,980	8.6%
Commuter Rail	<u>1,430</u>	<u>1,260</u>	13.5%	<u>1,375</u>	<u>1,170</u>	17.5%
Fixed Route Total	317,790	323,300	-1.7%	313,440	312,660	0.2%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,531	3,718	-5.0%	3,584	3,615	-0.9%
<b>System Total</b>	<b>321,321</b>	<b>326,978</b>	<b>-1.7%</b>	<b>317,024</b>	<b>316,275</b>	<b>0.2%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	479,900	503,700	-4.7%	466,900	484,313	-3.6%
Bus-Frequent Service*	<u>662,300</u>	<u>704,500</u>	-6.0%	<u>647,338</u>	<u>688,138</u>	-5.9%
Subtotal All Bus	1,142,200	1,208,200	-5.5%	1,114,238	1,172,450	-5.0%
MAX	763,300	754,300	1.2%	780,738	724,317	7.8%
Commuter Rail	<u>7,150</u>	<u>6,300</u>	13.5%	<u>6,875</u>	<u>5,831</u>	17.9%
Fixed Route Total	1,912,650	1,968,800	-2.9%	1,901,850	1,902,598	0.0%
Frequent Bus % of Total Bus	58.0%	58.3%	-0.3%	58.1%	58.7%	-0.6%
<b><u>Paratransit</u></b>						
LIFT & Cabs	20,266	21,304	-4.9%	20,473	20,665	-0.9%
<b>System Total</b>	<b>1,932,916</b>	<b>1,990,104</b>	<b>-2.9%</b>	<b>1,922,323</b>	<b>1,923,263</b>	<b>0.0%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$3.35	\$3.33	0.45%	\$3.57	\$3.55	0.77%
Bus-Frequent Service*	\$2.25	\$2.25	0.10%	\$2.39	\$2.38	0.21%
Subtotal All Bus	\$2.71	\$2.70	0.41%	\$2.89	\$2.86	0.92%
MAX	\$1.69	\$1.50	13.24%	\$1.64	\$1.77	-7.48%
Commuter Rail	\$20.81	\$15.07	38.09%	\$16.50	\$19.43	-15.09%
Fixed Route Total	\$2.37	\$2.28	4.15%	\$2.42	\$2.50	-2.91%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$29.08	\$29.45	-1.26%	\$28.37	\$28.39	-0.08%
<b>System Total</b>	<b>\$2.65</b>	<b>\$2.57</b>	<b>3.26%</b>	<b>\$2.70</b>	<b>\$2.77</b>	<b>-2.71%</b>

\* 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)

	Feb 11	Feb 10	% Change	FY11 TD	FY10 TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	317,790	323,300	-1.70%	313,440	312,660	0.25%
Monthly Boarding Rides Per Revenue Hour	64.44	61.82	4.24%	63.10	57.75	9.26%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	32.53%	30.98%	1.54%	30.62%	27.94%	2.68%
System Cost/Boarding Ride	\$3.11	\$2.99	3.93%	\$3.14	\$3.22	-2.47%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$148.76	\$141.11	5.42%	147.47	\$142.75	3.30%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	89.24%	89.35%	-0.11%	88.81%	90.75%	-1.94%
Bus & Rail Maintenance Attendance	93.12%	94.29%	-1.17%	93.75%	94.26%	-0.52%
WES Maintenance & Admin Attendance	86.97%	96.97%	-10.00%	96.81%	98.38%	-1.57%
Weekly Boarding Rides Per Full Time Employee	836	819	2.06%	821	781	5.22%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles/Vehicle Accident	62,414	75,434	-17.26%	63,394	61,384	3.27%
Bus % Maintained Pullouts	99.86%	99.86%	0.00%	99.77%	99.86%	-0.09%
Bus On-Time Performance(1)	82.70%	82.70%	0.00%	81.88%	82.81%	-0.94%
Rail Car Miles/Svce Related Repair	2,971	3,794	-21.71%	2,987	3,382	-11.70%
LRV-Train Miles/Vehicle Accident	88,730	196,554	-54.86%	215,173	160,588	33.99%
LRV % Maintained Pullouts	99.68%	99.87%	-0.19%	99.84%	99.92%	-0.08%
Rail On-Time Performance(1)	87.50%	86.30%	1.20%	85.94%	83.88%	2.06%
WES Miles/Relevant Failure	3,121	9,364	-66.67%	9,871	9,844	0.28%
WES Miles/Vehicle Accident(2)	9,364	9,364	0.00%	9,871	9,844	0.28%
WES % Maintained Trips	99.53%	99.53%	0.00%	98.75%	99.05%	-0.30%
WES On-Time Performance(1)	97.60%	97.80%	-0.20%	97.84%	97.46%	0.37%

(1) By departures at route timepoints

(2) No accidents in February 2011 on WES.

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## QUARTERLY STREETCAR PERFORMANCE REPORT

	Winter '10/11	Fall'10	Winter '09/10	Annual Avg Current Yr
<b>Boarding Rides</b>				
Average Weekday	10,800	11,700	11,900	11,900
Average Saturday	9,100	9,800	7,700	10,400
Average Sunday	6,200	6,800	5,800	6,800
Average Weekly	69,300	75,100	73,000	76,700
<b>Vehicle Hours</b>				
Avg Weekly Vehicle Hours	719	719	719	719
<b>Rides per Vehicle Hour</b>				
Average Weekday	100.2	108.5	110.4	110.4
Average Saturday	92.2	99.3	78.0	105.4
Average Sunday	76.1	83.4	71.2	83.4
Average Weekly	96.4	104.4	101.5	106.6

Streetcar statistics are reported on a quarterly basis. The quarters cover the following months:

Spring = March - May, Summer = June-August, Fall = September - November, Winter = December-February

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