

**Date:** June 17, 2011  
**To:** General Manager  
Board of Directors  
**From:** Nancy Jarigese  
**Subject:** May 2011 Monthly Performance Report

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1. For the second month in a row, the system posted strong ridership results this May. Weekly system boarding rides (fixed route and paratransit) were up 3.6% compared to May 2010 and weekly system rides surpassed 2.0 million. Weekly rides declined on LIFT, but were flat on buses and up on MAX and WES.
2. Weekday fixed route boardings were 337,700 in May, 4.7% above the prior year's level. Rides were up on bus (+0.4%), MAX (+11.5%) and WES commuter rail (+30.2%). Weekend ridership was down 2.3% on buses and up slightly (+0.2%) on MAX. Overall weekly system fixed route rides were up 3.6% from the prior year's level. A slowly improving economy and steadily rising gasoline prices (approaching \$4.00 in May) were certainly among the factors contributing to May's strong ridership results.
3. The four MAX lines averaged a total of 134,300 weekday, 97,800 Saturday, and 70,300 Sunday boardings in May. Weekday ridership averaged 69,300 on the Blue line, 24,100 on the Red line, 17,100 on the Yellow line, and 23,300 on the Green line. In addition, 500 people a day rode the mall rail shuttle. The Yellow line, the Green line, and overall MAX achieved record levels of weekday ridership in May. Total MAX ridership was up during both peak (+12.3%) and off-peak (+11.1%) periods.
4. May's weekday bus rides were in positive territory (+0.4%) for the first time since February 2009. Both peak and off-peak ridership were up (0.8%, 0.3% respectively). Overall weekend rides were down 2.3%, resulting in a flat weekly bus rides. Weekly rides fell 0.6% on frequent routes and were up 0.8% on non-frequent routes.
5. In May, WES averaged 1,640 daily rides, 30.2% above the prior May and a new ridership record. WES patronage has been increasing steadily this fiscal year. In May, WES operated reliably. All scheduled trips were provided and 98.8% of trips were on time. A WES train is considered on-time if it arrives at the destination platform (Beaverton TC or Wilsonville) within 4 minutes of the published arrival time.

6. Weekly LIFT rides were down 0.8% in May, with weekday rides down 0.6% and weekend rides down 1.0%. LIFT began providing rides for required assessments of existing and potential clients in February 2010. With the program just starting up, May 2010 assessment rides were only about 60% of the number provided this May (398 assessment rides in May 2010 vs. 698 in May 2011). Excluding assessment rides from both years, May 2011 weekday LIFT rides were down 1.5%.

Even with the assessment rides, weekly LIFT and cab vehicle miles were down 1.3% compared to the prior year. Fiscal year-to-date, weekly LIFT and cab *rides* had declined 1.4%, while LIFT and cab *miles* have declined 2.5%. This improvement in productivity is the result of an effort by LFIT staff and contractors to use analytics to group more rides and to manage service miles and hours more closely to match demand.

7. Ridership on the Portland Streetcar is calculated on a quarterly basis. For the spring quarter (March-May), the Streetcar carried an average of 12,300 weekday, 10,700 Saturday, and 6,500 Sunday rides. Compared to the spring quarter of 2010, weekday rides were down 1.6%, Saturday rides were down 2.7%, and Sunday rides were up 6.6%.
8. Passenger revenues were \$8.2 million in May, 0.9% below the May 2010 level. However, May 2010 passenger revenues were overstated by about \$1.0 million due to BETC payments that were received for Portland Public School youth passes from the prior (2009) year. In addition, to compare passenger revenues from the two years, May 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 the BETC payments for 2010 year Portland Public Schools youth passes. Finally, May 2010 had one less weekday and one more Saturday than May 2011. Adjusting for all of these factors, May 2011 passenger revenue was about 10.7% above the prior year's level. Fiscal-year-to-date, passenger revenue is about \$780,000 (+0.9%) 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 May, fixed route operations cost per boarding ride declined 20% compared to the prior year. Total fixed route cost/ride was \$2.24 in May, \$0.56 below the prior year's level. Fixed route operations costs declined by 16% from May 2010. Much of the decline was due to exceptionally high May 2010 self insurance costs. In addition, May 2011 had less service (monthly vehicle hours were 4.6% below the May 2011 level), fewer employees (FTE employees in the Operations Division were down by 70 employees compared to May 2010), and reductions in materials and services. At the same time, monthly rides were up by 4.9%. Fiscal-year-to-date, total fixed route operations cost per ride is down 4.8%.
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 May, buses were on-time 82.1% of the time (compared to 82.7% the prior year), and MAX trains were on-time 87.2% of the time (compared to 85.3% in May 2010). Fiscal year-to-date, bus on-time performance (82.1%) is down 1.0 percentage points and rail on-time performance (86.4%) is up 1.6 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	May 11	May 10	% Change	FY11 TD	FY10 TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	88,800	88,100	0.8%	83,127	85,320	-2.6%
Bus-Frequent Service*	<u>112,900</u>	<u>112,700</u>	0.2%	<u>107,127</u>	<u>112,020</u>	-4.4%
Subtotal All Bus	201,700	200,800	0.4%	190,255	197,340	-3.6%
MAX 1	34,340	120,500	11.5%	126,225	116,470	8.4%
Commuter Rail	<u>1,640</u>	<u>1,260</u>	30.2%	<u>1,434</u>	<u>1,190</u>	20.5%
Fixed Route Total	337,680	322,600	4.7%	317,914	315,000	0.9%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,692	3,719	-0.7%	3,616	3,644	-0.8%
<b>System Total</b>	<b>341,372</b>	<b>326,269</b>	<b>4.6%</b>	<b>321,530</b>	<b>318,644</b>	<b>0.9%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	506,900	502,800	0.8%	475,136	488,000	-2.6%
Bus-Frequent Service*	<u>689,700</u>	<u>693,800</u>	-0.6%	<u>656,355</u>	<u>688,927</u>	-4.7%
Subtotal All Bus	1,196,600	1,196,600	0.0%	1,131,491	1,176,927	-3.9%
MAX	839,800	770,200	9.0%	789,791	735,794	7.3%
Commuter Rail	<u>8,200</u>	<u>6,300</u>	30.2%	<u>7,168</u>	<u>5,945</u>	20.6%
Fixed Route Total	2,044,600	1,973,000	3.6%	1,928,450	1,918,667	0.5%
Frequent Bus % of Total Bus	57.6%	58.0%	-0.3%	58.0%	58.5%	-0.5%
<b><u>Paratransit</u></b>						
LIFT & Cabs	21,056	21,217	-0.8%	20,669	20,845	-0.8%
<b>System Total</b>	<b>2,065,656</b>	<b>1,994,217</b>	<b>3.6%</b>	<b>1,949,119</b>	<b>1,939,512</b>	<b>0.5%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$3.33	\$4.25	-21.58%	\$3.52	\$3.59	-2.10%
Bus-Frequent Service*	\$2.25	\$2.91	-22.62%	\$2.35	\$2.42	-2.68%
Subtotal All Bus	\$2.71	\$3.47	-21.90%	\$2.84	\$2.90	-1.97%
MAX	\$1.49	\$1.64	-9.34%	\$1.61	\$1.75	-7.60%
Commuter Rail	\$11.32	\$20.52	-44.86%	\$15.87	\$19.28	-17.69%
Fixed Route Total	\$2.24	\$2.80	-19.98%	\$2.39	\$2.51	-4.80%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$30.72	\$28.83	6.56%	\$28.84	\$28.58	0.90%
<b>System Total</b>	<b>\$2.53</b>	<b>\$3.07</b>	<b>-17.65%</b>	<b>\$2.67</b>	<b>\$2.79</b>	<b>-4.32%</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)

	May 11	May 10	% Change	FY11 TD	FY10 TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	337,680	322,600	4.67%	317,910	315,000	0.92%
Monthly Boarding Rides						
Per Revenue Hour	68.12	61.70	10.40%	64.22	58.75	9.31%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	31.47%	27.78%	3.69%	30.81%	28.11%	2.70%
System Cost/Boarding Ride	\$2.93	\$3.51	-16.62%	\$3.09	\$3.23	-4.10%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$145.73	\$165.45	-11.92%	145.24	\$145.23	0.01%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	89.70%	89.27%	0.43%	88.52%	89.54%	-1.02%
Bus & Rail Maintenance Attendance	92.09%	93.82%	-1.73%	93.63%	94.22%	-0.60%
WES Maintenance & Admin Attendance	96.30%	98.63%	-2.32%	96.14%	97.81%	-1.67%
Weekly Boarding Rides Per Full Time Employee	890	833	6.83%	835	792	5.42%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles/Vehicle Accident	70,367	51,431	36.82%	62,540	61,960	0.94%
Bus % Maintained Pullouts	99.86%	99.79%	0.07%	99.78%	99.84%	-0.05%
Bus On-Time Performance(1)	82.10%	82.70%	-0.60%	82.10%	83.08%	-0.98%
Rail Car Miles/Svce Related Repair	3,115	2,868	8.63%	2,986	3,325	-10.18%
LRV-Train Miles/Vehicle Accident	96,659	99,792	-3.14%	159,355	146,462	8.80%
LRV % Maintained Pullouts	99.94%	99.94%	0.00%	99.85%	99.92%	-0.07%
Rail On-Time Performance(1)	87.20%	85.30%	1.90%	86.37%	84.79%	1.58%
WES Miles/Relevant Failure	4,939	9,261	-46.67%	9,953	9,820	1.36%
WES Miles/Vehicle Accident(2)	9,878	9,261	6.66%	9,953	9,820	1.36%
WES % Maintained Trips	100.00%	98.28%	1.72%	99.04%	98.97%	0.07%
WES On-Time Performance(1)	98.80%	96.30%	2.50%	97.88%	97.26%	0.62%

(1) By departures at route timepoints

(2) No accidents in May 2011 on WES.

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## QUARTERLY STREETCAR PERFORMANCE REPORT

	Spring '11	Winter '10/11	Spring '10	Annual Avg Current Yr
<b>Boarding Rides</b>				
Average Weekday	12,300	10,800	12,500	11,900
Average Saturday	10,700	9,100	11,000	10,300
Average Sunday	6,500	6,200	6,100	6,900
Average Weekly	78,700	69,300	79,600	76,700
<b>Vehicle Hours</b>				
Avg Weekly Vehicle Hours	719	719	719	719
<b>Rides per Vehicle Hour</b>				
Average Weekday	114.1	100.2	116.0	110.4
Average Saturday	108.4	92.2	111.4	104.4
Average Sunday	79.8	76.1	74.8	84.7
Average Weekly	109.4	96.4	110.7	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