



## Memo

**Date:** October 19, 2011

**To:** General Manager  
Board of Directors

**From:** Nancy Jarigese

**Subject:** September 2011 Monthly Performance Report

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1. Weekly system boarding rides (fixed route and paratransit) were up 2.8% in September, the sixth consecutive month of positive system ridership results. Weekly rides declined on LIFT, but were up on bus, MAX and WES. The increase occurred despite a fare increase and flat service levels compared to September 2010.
2. Weekday fixed route boardings were 326,700 in September, 3.2% above the prior year's level. Rides were up on bus (+0.8%), MAX (+6.8%) and WES commuter rail (+13.2%). On the weekends, bus rides were down (-0.7%), while MAX rides improved (+3.0%). Overall weekly system fixed route rides increased by 2.8% over the prior year's level.
3. The four MAX lines averaged a total of 132,800 weekday, 98,200 Saturday, and 74,300 Sunday boardings in September. Weekday ridership averaged 68,000 on the Blue line, 24,100 on the Red line, 17,200 on the Yellow line, and 23,500 on the Green line. Total MAX weekday ridership was up during both peak (+7.4%) and off-peak (+6.7%) periods. Weekly MAX rides were up 5.9%.
4. September's weekday bus rides were up 0.8%. Peak ridership was at the same level as September 2010, but off-peak ridership was up 1.2%. Overall weekend rides were down 0.7%, resulting in weekly bus rides that were up 0.6% compared to September 2010. Weekly rides fell 0.2% on frequent routes and were up 1.7% on non-frequent routes.
5. In September, WES averaged 1,630 daily rides, 13.2% above the prior September. WES patronage has been increasing steadily over the past year and has surpassed 1,600 rides a day in each the past six months.
6. Weekly LIFT rides were down 0.8% in September, with weekday rides down by 0.8% and weekend rides down 0.6%. Assessment rides decreased by 0.5% and did not have an effect on overall weekday growth.
7. Passenger revenues were \$8.7 million in September, 11.1% above the September 2010 level. To compare passenger revenues from the two years, September 2010 revenues must be adjusted for timing differences associated with PSU Term pass and Portland Public Schools

“BETC” program payments. Adjusting for these timing issues, September’s passenger revenue was about 5.9% above the prior year’s level. The combined effect of the September fare increase and higher monthly ridership (+2.8%) accounts for the improvement in passenger revenue.

8. Operations cost per boarding ride measures the direct cost of providing each ride. Operations costs are expenses for labor, energy and expendable supplied to provide transit service and to maintain vehicles and plant facilities. In September, operations cost per boarding ride declined by 0.4% compared to the prior year. Total fixed ride cost/ride was \$2.40 in September, \$.01 below the prior year’s level. Overall operations costs increased by 2.4% this September due to higher materials and services costs, primarily in the rail equipment maintenance and commuter rail areas. However, overall fixed route ridership grew by 2.8% for the month, resulting in a small decline in average cost per ride.

## SYSTEM RIDERSHIP SUMMARY

Measure	Sep 11	Sep 10	% Change	FY12	FY11	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	84,700	83,400	1.6%	81,367	80,200	1.5%
Bus-Frequent Service*	<u>107,600</u>	<u>107,300</u>	0.3%	<u>103,767</u>	<u>104,470</u>	-0.7%
Subtotal All Bus	192,300	190,700	0.8%	185,133	184,670	0.3%
MAX	132,800	124,400	6.8%	135,033	127,900	5.6%
Commuter Rail	<u>1,630</u>	<u>1,440</u>	13.2%	<u>1,637</u>	<u>1,410</u>	16.1%
Fixed Route Total	326,730	316,600	3.2%	321,803	313,980	2.5%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,574	3,602	-0.8%	3,547	3,583	-1.0%
<b>System Total</b>	<b>330,304</b>	<b>320,152</b>	<b>3.2%</b>	<b>325,350</b>	<b>317,563</b>	<b>2.5%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	486,200	478,200	1.7%	469,000	460,967	1.7%
Bus-Frequent Service*	<u>658,600</u>	<u>659,900</u>	-0.2%	<u>639,500</u>	<u>645,833</u>	-1.0%
Subtotal All Bus	1,144,800	1,138,100	0.6%	1,108,500	1,106,800	0.2%
MAX	836,500	789,600	5.9%	854,100	816,283	4.6%
Commuter Rail	<u>8,150</u>	<u>7,200</u>	13.2%	<u>8,183</u>	<u>7,050</u>	16.1%
Fixed Route Total	1,989,450	1,934,800	2.8%	1,970,783	1,930,133	2.1%
Frequent Bus % of Total Bus	57.5%	58.0%	-0.5%	57.7%	58.4%	-0.7%
<b><u>Paratransit</u></b>						
LIFT & Cabs	20,337	20,493	-0.8%	20,192	20,377	-0.9%
<b>System Total</b>	<b>2,009,787</b>	<b>1,955,293</b>	<b>2.8%</b>	<b>1,990,976</b>	<b>1,950,511</b>	<b>2.1%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$3.44	\$3.65	-5.77%	\$3.53	\$3.74	-5.79%
Bus-Frequent Service*	\$2.36	\$2.40	-1.64%	\$2.40	\$2.47	-2.60%
Subtotal All Bus	\$2.82	\$2.92	-3.63%	\$2.88	\$3.00	-4.05%
MAX	\$1.70	\$1.57	8.02%	\$1.54	\$1.52	1.24%
Commuter Rail	\$16.40	\$13.84	18.46%	\$14.70	\$15.38	-4.43%
Fixed Route Total	\$2.40	\$2.41	-0.42%	\$2.34	\$2.42	-2.98%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$29.52	\$28.36	4.09%	\$29.24	\$27.95	4.62%
<b>System Total</b>	<b>\$2.68</b>	<b>\$2.68</b>	<b>-0.28%</b>	<b>\$2.62</b>	<b>\$2.68</b>	<b>-2.45%</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.

## KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Sep 11	Sep 10	% Change	FY12	FY11	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	326,730	316,600	3.20%	321,800	313,970	2.49%
Monthly Boarding Rides						
Per Revenue Hour	66.31	64.13	3.40%	65.77	62.25	5.66%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	31.98%	29.33%	2.65%	30.90%	29.21%	1.69%
System Cost/Boarding Ride	\$3.18	\$3.20	-0.67%	\$3.12	\$3.15	-0.87%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$154.34	\$156.18	-1.18%	150.14	\$149.54	0.40%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	90.76%	88.05%	2.71%	90.65%	88.30%	2.35%
Bus & Rail Maintenance Attendance	95.18%	93.67%	1.51%	94.93%	94.00%	0.93%
WES Maintenance & Admin Attendance	98.41%	100.00%	-1.59%	97.43%	99.58%	-2.15%
Weekly Boarding Rides Per Full Time Employee	914	828	10.43%	905	823	9.91%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles/Vehicle Accident	81,057	62,696	29.29%	81,395	60,018	35.62%
Bus % Maintained Pullouts	99.76%	99.71%	0.05%	99.69%	99.59%	0.09%
Bus On-Time Performance(1)	81.10%	81.50%	-0.40%	80.97%	81.43%	-0.47%
Rail Car Miles/Svce Related Repair	3,058	3,019	1.29%	2,669	2,874	-7.15%
LRV-Train Miles/Vehicle Accident	327,223	124,917	161.95%	1,002,145	197,277	407.99%
LRV % Maintained Pullouts	99.88%	100.00%	-0.12%	99.90%	99.94%	-0.04%
Rail On-Time Performance(1)	87.00%	87.00%	0.00%	86.53%	85.37%	1.17%
WES Miles/Relevant Failure	9,878	9,776	1.04%	10,035	9,879	1.58%
WES Miles/Vehicle Accident(2)	9,878	9,776	1.04%	10,035	9,879	1.58%
WES % Maintained Trips	100.00%	98.96%	1.04%	100.00%	98.39%	1.61%
WES On-Time Performance(1)	98.20%	98.80%	-0.60%	98.83%	97.67%	1.17%

(1) By departures at route timepoints

(2) No accidents in September 2011 on WES.

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