

Date: February 15, 2012

To: General Manager
Board of Directors

From: Nancy Jarigese

Subject: January 2012 Monthly Performance Report

1. Weekly system boarding rides (fixed route and paratransit) were up 1.2% in January compared to January 2011, the tenth consecutive month of positive system ridership results. Weekly rides were up on bus, MAX and WES, but were down on LIFT. The increase in fixed route ridership occurred despite a fare increase and flat service levels compared to January 2011.
2. Weekday fixed route boardings were 323,900 in January, 1.8% above the prior year's level. Rides were up on bus (+1.5%), MAX (+2.0%) and WES commuter rail (+17.4%). Weekend ridership improved on buses (+1.7%), but fell on MAX (-5.1%). Overall weekly system fixed route rides increased by 1.3% over the prior year's level.
3. The four MAX lines averaged a total of 124,700 weekday, 77,700 Saturday, and 55,900 Sunday boardings in January. Weekday ridership was up on each MAX line, averaging 63,200 on the Blue line, 21,900 on the Red line, 16,400 on the Yellow line, and 23,200 on the Green line. Total MAX weekday ridership was up 3.2% during the peaks and 1.5% during the off-peak. With weekend MAX rides down, overall MAX weekly ridership grew by 0.7% in January.
4. After posting losses throughout FY10 and FY11, bus ridership started to rebound this fiscal year. Weekday bus rides have been up for the past six months. In January, weekday bus rides were up 1.52% over the prior year, with peak ridership up very slightly (+0.3%) and off-peak ridership up by 2.1%. Overall weekend rides were up 1.7%, resulting in weekly bus rides that were up 1.5% compared to January 2011. Weekly rides increased 1.3% on frequent routes and 1.8% on non-frequent routes.
5. In January, WES averaged 1,620 daily rides, 17.4% above the prior year. WES operated reliably in January. All scheduled trips were provided, there were no relevant mechanical failures or accidents, and 99.0% 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. In January, average weekday LIFT ridership fell by 1.7% compared to the prior year. LIFT ridership has been down for 11 of the last 13 months. Weekend ridership fell by 0.6%, resulting in a 1.6% decline in weekly ridership. Average weekly lift and cab hours also fell 2.2% compared to January 2011.
7. Passenger revenues were \$8.21 million in January, 2.4% above the January 2011 level. Adjusting for timing issues related to Portland Public School payments for high school stickers, January passenger revenue was 3.7% above the January 2011 level. Fiscal year-to-date, passenger revenue is 0.4% (\$240,000) below budget. Adjusted for Portland Public Schools payment timing issues, passenger revenue is down 0.2% compared to budget (-\$140,000).
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, operations cost per boarding ride fell by 2.3% compared to the prior year. Total fixed route cost/ride was \$2.45 in January, \$.06 below the prior year's level. Fiscal year-to-date, fixed route cost per boarding rides is down 1.06% compared to the prior year. FY-to-date, the growth in overall fixed route ridership (+2.2%) is greater than the increase in costs (+1.1%), resulting in the drop in average cost per ride.

SYSTEM RIDERSHIP SUMMARY

Measure	Jan 12	Jan 11	% Change	FY12	FY11	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	86,900	85,500	1.6%	83,314	81,300	2.5%
Bus-Frequent Service*	<u>110,700</u>	<u>109,200</u>	1.4%	<u>106,357</u>	<u>105,130</u>	1.2%
Subtotal All Bus	197,600	194,700	1.5%	189,671	186,430	1.7%
MAX	124,700	122,200	2.0%	129,914	125,020	3.9%
Commuter Rail	<u>1,620</u>	<u>1,380</u>	17.4%	<u>1,610</u>	<u>1,370</u>	17.5%
Fixed Route Total	323,920	318,300	1.8%	321,196	312,820	2.7%
<u>Paratransit</u>						
LIFT & Cabs	3,566	3,627	-1.7%	3,587	3,592	-0.1%
System Total	327,486	321,937	1.7%	324,783	316,412	2.6%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	492,800	484,300	1.8%	477,471	465,043	2.7%
Bus-Frequent Service*	<u>670,500</u>	<u>661,600</u>	1.3%	<u>651,129</u>	<u>645,200</u>	0.9%
Subtotal All Bus	1,163,300	1,145,900	1.5%	1,128,600	1,110,243	1.7%
MAX	756,100	750,800	0.7%	808,329	783,229	3.2%
Commuter Rail	<u>8,100</u>	<u>6,900</u>	17.4%	<u>8,050</u>	<u>6,836</u>	17.8%
Fixed Route Total	1,927,500	1,903,600	1.3%	1,944,979	1,900,307	2.4%
Frequent Bus % of Total Bus	57.6%	57.7%	-0.1%	57.7%	58.1%	-0.4%
<u>Paratransit</u>						
LIFT & Cabs	20,283	20,603	-1.6%	20,473	20,502	-0.1%
System Total	1,947,783	1,924,203	1.2%	1,965,451	1,920,809	2.3%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$3.41	\$3.56	-4.30%	\$3.49	\$3.62	-3.51%
Bus-Frequent Service*	\$2.39	\$2.42	-1.25%	\$2.39	\$2.41	-0.92%
Subtotal All Bus	\$2.82	\$2.90	-2.69%	\$2.86	\$2.92	-2.21%
MAX	\$1.78	\$1.83	-2.26%	\$1.67	\$1.64	2.24%
Commuter Rail	\$12.46	\$14.26	-12.64%	\$14.54	\$16.00	-9.13%
Fixed Route Total	\$2.45	\$2.51	-2.33%	\$2.41	\$2.44	-1.06%
<u>Paratransit</u>						
LIFT & Cabs	\$30.28	\$28.77	5.26%	\$29.52	\$28.27	4.41%
System Total	\$2.74	\$2.79	-1.96%	\$2.69	\$2.71	-0.69%

* 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)

	Jan 12	Jan 11	% Change	FY12	FY11	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	323,920	318,300	1.77%	321,200	312,820	2.68%
Monthly Boarding Rides Per Revenue Hour	63.53	63.51	0.04%	64.63	62.78	2.95%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	29.66%	30.04%	-0.39%	30.80%	30.08%	0.72%
System Cost/Boarding Ride	\$3.28	\$3.27	0.56%	\$3.21	\$3.18	0.70%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$156.09	\$157.80	-1.08%	153.83	\$152.19	1.08%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.04%	88.28%	0.76%	90.29%	88.25%	2.04%
Bus & Rail Maintenance Attendance	94.50%	93.78%	0.72%	94.47%	93.84%	0.63%
WES Maintenance & Admin Attendance	95.42%	96.14%	-0.72%	96.32%	98.04%	-1.72%
Weekly Boarding Rides Per Full Time Employee	884	835	5.91%	894	819	9.11%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles/Vehicle Accident	78,409	81,758	-4.10%	63,705	63,523	0.29%
Bus % Maintained Pullouts	99.83%	99.86%	-0.04%	99.76%	99.76%	0.00%
Bus On-Time Performance(1)	81.00%	82.60%	-1.60%	81.06%	81.76%	-0.70%
Rail Car Miles/Svce Related Repair	3,005	2,502	20.11%	2,873	2,989	-3.89%
LRV-Train Miles/Vehicle Accident	340,434	356,969	-4.63%	235,684	265,750	-11.31%
LRV % Maintained Pullouts	99.11%	99.88%	-0.77%	99.52%	99.86%	-0.34%
Rail On-Time Performance(1)	86.00%	86.60%	-0.60%	85.89%	85.71%	0.17%
WES Miles/Relevant Failure	9,878	3,259	203.13%	9,945	9,944	0.02%
WES Miles/Vehicle Accident(2)	9,878	9,776	1.04%	9,945	9,944	0.02%
WES % Maintained Trips	100.00%	98.96%	1.04%	100.00%	98.65%	1.35%
WES On-Time Performance(1)	99.00%	98.00%	1.00%	98.59%	97.87%	0.71%

(1) By departures at route timepoints

(2) No accidents in January 2012 on WES.

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