

Date: December 17, 2010

To: General Manager
Board of Directors

From: Nancy Jarigese

Subject: November 2010 Monthly Performance Report

1. Weekly system boarding rides (fixed route and paratransit) were down 1.5% in November compared to November 2009. Weekly rides declined on buses and LIFT, but were up on MAX and WES.
2. Weekday fixed route boardings were 311,900 in November, 1.5% below the prior year's level. Bus rides were down 5.7%, while MAX and WES commuter rail rides were up 5.4% and 18.4%, respectively. Weekend rides followed the same pattern, with bus rides down (-5.6%) and MAX rides up (+4.2). Overall weekly system fixed route rides declined 1.5% from the prior year's level.
3. The four MAX lines averaged a total of 123,700 weekday, 83,800 Saturday, and 59,600 Sunday boardings in November. Weekday ridership averaged 62,800 on the Blue line, 22,700 on the Red line, 15,900 on the Yellow line, and 21,700 on the Green line. In addition, about 600 people a day rode the mall rail shuttle. Total MAX ridership was up during both peak (+4.9%) and off-peak (+5.7%) periods. Green line MAX has now been operating for a little over a year. Weekday ridership on this line has grown from about 18,000 per day in the early months of operation to nearly 22,000 (+22%) this November.
4. Bus ridership was down in November, with declines during peak (-5.5%) and off-peak (-5.8%) time periods and on frequent and non-frequent routes. Overall weekend rides were down 5.6%, resulting in a decline in weekly bus rides of 5.7%. Weekly rides fell 7.4% on frequent routes and 3.2% on non-frequent routes. The decline in bus ridership reflects the continuing weak economy, service levels which are 10% lower than the prior November, 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 6.3% improvement in bus boarding rides per revenue hour (from 40.85 in November 2009 to 43.44 this November).
5. WES commuter rail has grown in calendar year 2010. In November, WES rides were up 18.4% over the prior year, at 1,350 rides per day.

6. Weekly LIFT rides were down 3.2% in November, with weekday rides down 3.5% and weekend rides down 1.8%. 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 being performed in November 2009, average weekday LIFT ridership was 3,439, down 4.2%. Weekly LIFT and cab miles were down 2.2% compared to the prior year.
7. Ridership on the Portland Streetcar is calculated on a quarterly basis. For the fall quarter (September – November), the Streetcar carried an average of 11,700 weekday, 9,800 Saturday, and 6,800 Sunday boardings. Compared to the fall quarter of 2009, weekday rides were up 10.3%, Saturday rides were down 1.0%, and Sunday rides were up 4.6%.
8. Passenger revenues were \$8.11 million in November, 1.5% above the November 2009 level. However, the raw November 2009 and 2010 passenger revenue totals are not really comparable without adjusting for a variety of factors. To be comparable, November 2009 revenues must be adjusted for credit card fees which were netted against revenue last year (but not this year), PSU term pass payments (two months of revenue in November 2009), and the accounting for BETC payments related to the Portland Public School/City of Portland Youth pass program, a timing issue. November 2009 also had one less weekday and one more Sunday than November 2010. Adjusting for all of these factors, November 2010 passenger revenue is about 3% above the prior year's level. With system weekly ridership down, the increase in passenger revenue is primarily due to the September 2010 fare increase. Fiscal-year-to-date, passenger revenue is about \$575,000 or 1.5% above budget after accounting for the effect of the change in the way that banking fees are recorded.
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 November, operations cost per boarding ride declined 1.5% compared to the prior year. Total fixed route cost/ride was \$2.44 in November, \$.04 below the prior year's level. Overall operations costs declined 0.8% due to less service, fewer employees (FTE employees in the Operations Division were down by 119 employees compared to November 2009), 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 2.3% fiscal-year-to-date.

SYSTEM RIDERSHIP SUMMARY

Measure	Nov 10	Nov 09	% Change	FY11 TD	FY10 TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	82,100	85,400	-3.9%	82,240	85,180	-3.5%
Bus-Frequent Service*	<u>104,800</u>	<u>112,800</u>	-7.1%	<u>105,900</u>	<u>112,880</u>	-6.2%
Subtotal All Bus	186,900	198,200	-5.7%	188,140	198,060	-5.0%
MAX	123,680	117,300	5.4%	127,794	115,110	11.0%
Commuter Rail	<u>1,350</u>	<u>1,140</u>	18.4%	<u>1,402</u>	<u>1,150</u>	21.9%
Fixed Route Total	311,930	316,600	-1.5%	317,336	314,320	1.0%
<u>Paratransit</u>						
LIFT & Cabs	3,465	3,589	-3.5%	3,583	3,594	-0.3%
System Total	315,395	320,229	-1.5%	320,919	317,914	0.9%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	468,000	483,700	-3.2%	470,820	488,880	-3.7%
Bus-Frequent Service*	<u>638,000</u>	<u>689,000</u>	-7.4%	<u>650,720</u>	<u>695,360</u>	-6.4%
Subtotal All Bus	1,106,000	1,172,700	-5.7%	1,121,540	1,184,240	-5.3%
MAX	761,800	724,100	5.2%	804,070	730,637	10.1%
Commuter Rail	<u>6,750</u>	<u>5,700</u>	18.4%	<u>7,010</u>	<u>5,765</u>	21.6%
Fixed Route Total	1,874,550	1,902,500	-1.5%	1,932,620	1,920,642	0.6%
Frequent Bus % of Total Bus	57.7%	58.8%	-1.1%	58.0%	58.7%	-0.7%
<u>Paratransit</u>						
LIFT & Cabs	19,957	20,624	-3.2%	20,450	20,577	-0.6%
System Total	1,894,507	1,923,124	-1.5%	1,953,070	1,941,219	0.6%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$3.50	\$3.51	-0.23%	\$3.59	\$3.48	3.27%
Bus-Frequent Service*	\$2.38	\$2.40	-1.05%	\$2.40	\$2.34	2.54%
Subtotal All Bus	\$2.85	\$2.85	-0.11%	\$2.90	\$2.81	3.33%
MAX	\$1.73	\$1.69	2.33%	\$1.56	\$1.71	-8.94%
Commuter Rail	\$15.76	\$26.52	-40.56%	\$15.71	\$20.39	-22.93%
Fixed Route Total	\$2.44	\$2.48	-1.47%	\$2.39	\$2.44	-2.28%
<u>Paratransit</u>						
LIFT & Cabs	\$28.66	\$28.79	-0.47%	\$28.16	\$27.97	0.69%
System Total	\$2.72	\$2.76	-1.50%	\$2.66	\$2.71	-2.07%

* 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)

	Nov 10	Nov 09	% Change	FY11 TD	FY10 TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	311,930	316,600	-1.48%	317,340	314,320	0.96%
Monthly Boarding Rides						
Per Revenue Hour	63.71	57.56	10.69%	63.49	57.28	10.83%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	31.37%	30.80%	0.58%	30.33%	28.18%	2.15%
System Cost/Boarding Ride	\$3.21	\$3.25	-1.27%	\$3.09	\$3.15	-1.85%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$153.49	\$143.72	6.80%	147.63	\$138.81	6.35%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator						
Attendance	88.68%	91.29%	-2.61%	88.59%	90.99%	-2.40%
Bus & Rail Maintenance						
Attendance	93.49%	94.71%	-1.22%	93.74%	94.51%	-0.78%
WES Maintenance & Admin						
Attendance	97.15%	97.89%	-0.74%	98.67%	98.72%	-0.05%
Weekly Boarding Rides						
Per Full Time Employee	814	784	3.81%	829	782	5.97%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles/Vehicle Accident	68,600	67,006	2.38%	61,328	67,155	-8.68%
Bus % Maintained Pullouts	99.80%	99.93%	-0.13%	99.70%	99.83%	-0.13%
Bus On-Time Performance(1)	81.90%	83.20%	-1.30%	81.46%	82.80%	-1.34%
Rail Car Miles/Svce Related Repair	3,656	3,974	-8.01%	3,157	3,374	-6.45%
LRV-Train Miles/Vehicle Accident	87,461	97,958	-10.72%	191,696	155,099	23.60%
LRV % Maintained Pullouts	99.88%	99.94%	-0.06%	99.88%	99.94%	-0.06%
Rail On-Time Performance(1)	85.00%	85.60%	-0.60%	85.50%	82.70%	2.80%
WES Miles/Relevant Failure(2)	9,820	9,408	4.38%	9,867	9,931	99.35%
WES Miles/Vehicle Accident(2)	9,820	9,408	4.38%	9,867	9,931	99.35%
WES % Maintained Trips	99.40%	100.00%	-0.60%	98.91%	98.65%	0.26%
WES On-Time Performance(1)	97.60%	99.70%	-2.10%	98.12%	97.62%	0.50%

(1) By departures at route timepoints

(2) No accidents in November 2010 on WES.

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QUARTERLY STREETCAR PERFORMANCE REPORT

	Fall '10	Summer '10	Fall '09	Annual Avg Current Yr
Boarding Rides				
Average Weekday	11,700	12,700	10,600	12,200
Average Saturday	9,800	11,500	9,900	10,000
Average Sunday	6,800	7,900	6,500	6,700
Average Weekly	75,100	82,900	69,400	77,700
Vehicle Hours				
Avg Weekly Vehicle Hours	719	719	719	719
Rides per Vehicle Hour				
Average Weekday	108.5	117.8	98.3	113.2
Average Saturday	99.3	116.5	100.3	101.3
Average Sunday	83.4	96.9	79.8	82.2
Average Weekly	104.4	115.3	96.5	108.0

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