



## Memo

**Date:** September 16, 2010

**To:** General Manager  
Board of Directors

**From:** Nancy Jarigese

**Subject:** August 2010 Monthly Performance Report

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1. Weekly system boarding rides (fixed route and paratransit) were up 2.5% in August compared to August 2009. Weekly rides declined on buses and LIFT, but were up on MAX and WES.
2. Weekday fixed route boardings were 309,350 in August, 3.0% above the prior year's level. Bus rides were down 6.5%, while MAX and WES commuter rail rides were up 19.6% and 18.6%, respectively. Weekend rides followed the same pattern, with bus rides down (-9.6%) and MAX rides up (+14.7%). Overall weekly system fixed route rides increased 2.6% over the prior year.
3. MAX ridership continued to show strong growth in August. The four MAX lines averaged a total of 128,850 weekday, 98,700 Saturday, and 76,600 Sunday boardings in August. Weekday ridership averaged 67,100 on the Blue line, 25,700 on the Red line, 15,100 on the Yellow line, and 20,500 on the Green line. In addition, about 550 people a day rode the mall rail shuttle. Total MAX ridership increased during both peak (+19.7%) and off-peak (+19.6%) periods in August. Much of the increase in MAX ridership this August was due to the startup of the Green line in mid-September 2009. In addition, Fareless Square was changed so that only MAX trains are free in the fareless zone; all bus rides now require a fare. This change caused a shift of some fareless square rides from bus to MAX.
4. Bus ridership was down in August, with declines during peak (-4.5%) and off-peak (-7.3%) time periods and on frequent and non-frequent routes. Overall weekend rides were down 9.6%, resulting in a decline in weekly bus rides of 7.0%. Weekly rides fell 7.1% on frequent routes and 6.9% on non-frequent routes.
5. WES commuter rail set a new ridership record in August, with 1,400 daily boarding rides, an increase of 18.6% over the prior year's level.
6. Weekly LIFT rides were down 1.1% in August, with weekday rides down 0.8% and weekend rides down 3.7%. Weekly LIFT and cab vehicle miles were down 3.3% compared to the prior year.
7. Ridership on the Portland Streetcar is calculated on a quarterly basis. For the summer quarter (June – August 2010), the Streetcar carried an average of 12,700 weekday, 11,500 Saturday, and

7,900 Sunday boardings. Compared to the summer quarter of 2009, weekday rides were up 9.5%, Saturday rides were up 4.5% and Sunday rides were up 8.6%.

8. Monthly fixed route (bus, MAX, WES) boarding rides per revenue hour, an indicator of the effectiveness of service in attracting rides, were up 11.3% to 60.5 rides per hour this August. This improvement was due to several factors. On the bus side, service cuts over the past year have focused on the least productive service. Thus, even though bus ridership is down, revenue hours are down even more, resulting in a 3.0% increase (from 38.6 to 39.7) in bus boarding rides per revenue hour. With the opening of the Green line in September 2009, a higher percentage of total fixed route ridership is on MAX this August. In August 2010, MAX rides accounted for almost 44% of monthly rides, compared to 37% in August 2009. Since MAX is a high capacity service, its rides per hour are significantly higher than the bus network. In August, rides per hour on MAX ranged from 165 rides/hour on the Yellow line, to about 180 rides/hour on the Green and Red lines, to 206 rides per hour on the Blue line. Also, higher ridership and stable revenue hours have resulted in 19% increase in WES rides per hour, from 84 rides per hour in August 2009 to 100 rides per hour in August 2010.

## SYSTEM RIDERSHIP SUMMARY

Measure	Aug 10	Aug 09	% Change	FY11 TD	FY10 TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	77,300	82,300	-6.1%	78,600	82,300	-4.5%
Bus-Frequent Service*	<u>101,800</u>	<u>109,200</u>	-6.8%	<u>103,050</u>	<u>110,350</u>	-6.6%
Subtotal All Bus	179,100	191,500	-6.5%	181,650	192,650	-5.7%
MAX 1	28,850	107,700	19.6%	129,640	110,550	17.3%
Commuter Rail	<u>1,400</u>	<u>1,180</u>	18.6%	<u>1,395</u>	<u>1,160</u>	20.3%
Fixed Route Total	309,350	300,400	3.0%	312,685	304,360	2.7%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,546	3,574	-0.8%	3,573	3,554	0.5%
<b>System Total</b>	<b>312,896</b>	<b>303,954</b>	<b>2.9%</b>	<b>316,258</b>	<b>307,914</b>	<b>2.7%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	445,400	478,500	-6.9%	452,350	477,950	-5.4%
Bus-Frequent Service*	<u>631,400</u>	<u>679,500</u>	-7.1%	<u>638,800</u>	<u>684,750</u>	-6.7%
Subtotal All Bus	1,076,800	1,158,000	-7.0%	1,091,150	1,162,700	-6.2%
MAX	819,600	691,400	18.5%	829,650	710,500	16.8%
Commuter Rail	<u>7,000</u>	<u>5,900</u>	18.6%	<u>6,975</u>	<u>5,775</u>	20.8%
Fixed Route Total	1,903,350	1,855,300	2.6%	1,927,775	1,878,975	2.6%
Frequent Bus % of Total Bus	58.6%	58.7%	0.0%	58.5%	58.9%	-0.3%
<b><u>Paratransit</u></b>						
LIFT & Cabs	20,164	20,397	-1.1%	20,320	20,325	0.0%
<b>System Total</b>	<b>1,923,514</b>	<b>1,875,697</b>	<b>2.5%</b>	<b>1,948,095</b>	<b>1,899,300</b>	<b>2.6%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$3.86	\$4.00	-3.62%	\$3.80	\$3.94	-3.56%
Bus-Frequent Service*	\$2.53	\$2.66	-5.09%	\$2.50	\$2.59	-3.27%
Subtotal All Bus	\$3.08	\$3.21	-4.24%	\$3.04	\$3.14	-3.27%
MAX	\$1.50	\$1.93	-21.98%	\$1.49	\$1.88	-20.38%
Commuter Rail	\$15.60	\$19.86	-21.47%	\$16.16	\$19.48	-17.08%
Fixed Route Total	\$2.45	\$2.78	-12.11%	\$2.42	\$2.71	-10.87%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$28.18	\$27.71	1.70%	\$27.75	\$27.40	1.30%
<b>System Total</b>	<b>\$2.72</b>	<b>\$3.05</b>	<b>-10.97%</b>	<b>\$2.68</b>	<b>\$2.97</b>	<b>-9.87%</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.

iii

## KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Aug 10	Aug 09	% Change	FY11 TD	FY10 TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	309,350	300,400	2.98%	312,680	304,360	2.73%
Monthly Boarding Rides Per Revenue Hour	60.54	54.39	11.31%	61.37	55.00	11.59%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	30.04%	27.30%	2.75%	29.41%	27.51%	1.90%
System Cost/Boarding Ride	\$3.14	\$3.27	-3.93%	\$3.10	\$3.18	-2.53%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$143.22	\$137.20	4.39%	143.06	\$134.68	6.22%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	88.46%	90.49%	-2.03%	88.82%	91.02%	-2.20%
Bus & Rail Maintenance Attendance	94.05%	94.31%	-0.26%	94.17%	94.68%	-0.51%
WES Maintenance & Admin Attendance	99.20%	97.56%	1.63%	99.35%	98.61%	0.75%
Weekly Boarding Rides Per Full Time Employee	810	750	7.99%	821	759	8.20%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles/Vehicle Accident	66,021	63,064	4.69%	58,854	65,985	-10.81%
Bus % Maintained Pullouts	99.36%	99.56%	-0.20%	99.54%	99.68%	-0.14%
Bus On-Time Performance(1)	82.10%	83.10%	-1.00%	81.40%	82.65%	-1.25%
Rail Car Miles/Svce Related Repair	2,838	3,612	-21.41%	2,812	3,195	-12.00%
LRV-Train Miles/Vehicle Accident	404,973	118,006	243.18%	269,637	177,459	51.94%
LRV % Maintained Pullouts	99.88%	99.87%	0.02%	99.91%	99.93%	-0.02%
Rail On-Time Performance(1)	85.20%	82.20%	3.00%	84.55%	80.50%	4.05%
WES Miles/Relevant Failure(2)	5,050	9,820	-48.58%	6,620	10,158	-34.83%
WES Miles/Vehicle Accident(2)	10,099	9,820	2.84%	9,930	10,158	-2.24%
WES % Maintained Trips	97.44%	99.40%	-1.96%	98.11%	98.13%	-0.02%
WES On-Time Performance(1)	96.30%	98.20%	-1.90%	97.10%	96.40%	0.70%

(1) By departures at route timepoints

(2) No accidents in August 2010 on WES.

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iv

## QUARTERLY STREETCAR PERFORMANCE REPORT

	Summer '10	Spring '10	Summer '09	Annual Avg Current Yr
<b>Boarding Rides</b>				
Average Weekday	12,700	12,500	11,600	11,900
Average Saturday	11,500	11,000	11,000	10,000
Average Sunday	7,900	6,100	7,000	6,600
Average Weekly	82,900	79,600	76,000	76,100
<b>Vehicle Hours</b>				
Avg Weekly Vehicle Hours	719	719	719	719
<b>Rides per Vehicle Hour</b>				
Average Weekday	117.8	116.0	107.6	110.4
Average Saturday	116.5	111.4	111.4	101.3
Average Sunday	96.9	74.8	85.9	81.0
Average Weekly	115.3	110.7	105.7	105.8

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