

Date: January 18, 2011

To: General Manager
Board of Directors

From: Nancy Jarigese

Subject: December 2010 Monthly Performance Report

1. Weekly system boarding rides (fixed route and paratransit) were up 0.5% in December compared to December 2009. Weekly rides declined on buses, but were up on MAX, WES, and LIFT.
2. Weekday fixed route boardings were 284,740 in December, 0.1% below the prior year's level. Bus rides were down 3.6%, while MAX and WES commuter rail rides were up 5.7% and 9.3%, respectively. Weekend rides followed the same pattern, with bus rides down (-0.4%) and MAX rides up (+7.5). Overall weekly system fixed route rides were up 0.5% from the prior year's level.
3. The four MAX lines averaged a total of 114,000 weekday, 82,400 Saturday, and 59,200 Sunday boardings in December. Weekday ridership averaged 59,100 on the Blue line, 21,500 on the Red line, 13,600 on the Yellow line, and 19,300 on the Green line. In addition, about 500 people a day rode the mall rail shuttle. Total MAX ridership was flat during peak periods but was up 8.2% during off-peak hours.
4. Bus ridership was down in December, with declines during peak (-4.3%) and off-peak (-3.3%) time periods and on frequent and non-frequent routes. Overall weekend rides were down only slightly (-0.4%), resulting in a decline in weekly bus rides of 3.1%. Weekly rides fell 4.1% on frequent routes and 1.6% on non-frequent routes. The decline in bus ridership reflects the continuing weak economy, service levels which are 7.3% lower than the prior December, 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 5.2% improvement in bus boarding rides per revenue hour (from 38.03 in December 2009 to 40.0 this December).
5. In December, WES averaged 1,180 daily rides, 9.3% above the prior December. WES rides have been up throughout calendar 2010, averaging over 1,300 daily rides during the period January – November. December's ridership level was lower than normal for 2010. However, WES is highly commuter oriented and thus is especially affected by time-off taken by workers over the Christmas/New Year's holiday period. In December, WES had no mechanical failures, vehicle accidents or passenger accidents. However, 21 monthly trips were missed because one of the WES vehicles was damaged in a collision with an automobile that drove onto the tracks.

These missed trips were covered by bus shuttles.

6. Weekly LIFT rides were up 2.6% in December, with weekday rides up 2.0% and weekend rides up 7.4%. The growth in LIFT rides is overstated, however. First, 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. Assessment rides were not being performed in December 2009. In addition, December 2009 LIFT ridership was negatively affected by two days of inclement weather, while there were no inclement weather days in December 2010. Adjusting for both of these factors to compare like with like, LIFT weekly rides were down 0.4% this December.
7. Passenger revenues were \$8.185 million in December, 8.3% above the December 2009 level. However, the raw December 2009 and 2010 passenger revenue totals are not really comparable without adjusting for a variety of factors. To be comparable, December 2009 revenues must be adjusted for credit card fees which were netted against revenue last year (but not this year) and timing issues associated with BETC payments for Portland Public Schools youth passes. In addition, December 2009 had one less weekday and one more Saturday than December 2010. Adjusting for all of these factors, December 2010 passenger revenue is about 2.5% above the prior year's level. With system weekly ridership up only slightly (0.5%), the increase in passenger revenue is primarily due to the September 2010 fare increase. Fiscal-year-to-date, passenger revenue is about \$1.4 million above budget after accounting for the effect of the change in the way that banking fees are handled.
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 December, fixed route operations cost per boarding ride declined 5.8% compared to the prior year. Total fixed route cost/ride was \$2.62 in December, \$.16 below the prior year's level. Overall operations costs declined 4.0% due to less service, fewer employees (FTE employees in the Operations Division were down by 113 employees compared to December 2009), and reductions in materials and services. At the same time, *monthly* fixed route ridership was up 1.9%. Total fixed route operations cost per ride is down 2.9% fiscal-year-to-date.

SYSTEM RIDERSHIP SUMMARY

Measure	Dec 10	Dec 09	% Change	FY11 TD	FY10 TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	72,400	74,100	-2.3%	80,600	83,330	-3.3%
Bus-Frequent Service*	<u>97,200</u>	<u>101,900</u>	-4.6%	<u>104,450</u>	<u>111,050</u>	-5.9%
Subtotal All Bus	169,600	176,000	-3.6%	185,050	194,380	-4.8%
MAX 1	13,960	107,800	5.7%	125,488	113,890	10.2%
Commuter Rail	<u>1,180</u>	<u>1,080</u>	9.3%	<u>1,365</u>	<u>1,140</u>	19.7%
Fixed Route Total	284,740	284,900	-0.1%	311,903	309,410	0.8%
<u>Paratransit</u>						
LIFT& Cabs	3,599	3,530	2.0%	3,586	3,583	0.1%
System Total	288,339	288,385	0.0%	315,489	312,993	0.8%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	416,900	423,800	-1.6%	461,833	478,033	-3.4%
Bus-Frequent Service*	<u>601,200</u>	<u>626,900</u>	-4.1%	<u>642,467</u>	<u>683,950</u>	-6.1%
Subtotal All Bus	1,018,100	1,050,700	-3.1%	1,104,300	1,161,983	-5.0%
MAX	711,400	670,600	6.1%	788,625	720,631	9.4%
Commuter Rail	<u>5,900</u>	<u>5,400</u>	9.3%	<u>6,825</u>	<u>5,700</u>	19.7%
Fixed Route Total	1,735,400	1,726,700	0.5%	1,899,750	1,888,314	0.6%
Frequent Bus % of Total Bus	59.1%	59.7%	-0.6%	58.2%	58.9%	-0.7%
<u>Paratransit</u>						
LIFT & Cabs	20,662	20,133	2.6%	20,486	20,503	-0.1%
System Total	1,756,062	1,746,833	0.5%	1,920,236	1,908,817	0.6%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$3.84	\$4.02	-4.43%	\$3.63	\$3.56	1.94%
Bus-Frequent Service*	\$2.47	\$2.57	-3.69%	\$2.41	\$2.38	1.45%
Subtotal All Bus	\$3.04	\$3.15	-3.71%	\$2.93	\$2.86	2.17%
MAX	\$1.87	\$2.06	-9.28%	\$1.61	\$1.77	-9.06%
Commuter Rail	\$19.37	\$19.01	1.88%	\$16.28	\$20.17	-19.29%
Fixed Route Total	\$2.62	\$2.78	-5.81%	\$2.42	\$2.50	-2.87%
<u>Paratransit</u>						
LIFT & Cabs	\$28.32	\$29.93	-5.40%	\$28.19	\$28.30	-0.39%
System Total	\$2.91	\$3.09	-5.94%	\$2.70	\$2.77	-2.72%

* 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)

	Dec 10	Dec 09	% Change	FY11 TD	FY10 TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	284,740	284,900	-0.06%	311,900	309,410	0.80%
Monthly Boarding Rides Per Revenue Hour	58.55	54.07	8.28%	62.66	56.76	10.39%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	30.61%	26.90%	3.71%	30.38%	27.96%	2.42%
System Cost/Boarding Ride	\$3.40	\$3.64	-6.44%	\$3.14	\$3.23	-2.63%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$149.01	\$150.25	-0.83%	147.40	\$140.68	4.77%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.23%	90.95%	-1.72%	88.70%	90.99%	-2.29%
Bus & Rail Maintenance Attendance	94.34%	93.52%	0.82%	93.85%	94.34%	-0.50%
WES Maintenance & Admin Attendance	96.99%	99.17%	-2.18%	98.37%	98.79%	-0.42%
Weekly Boarding Rides Per Full Time Employee	755	715	5.58%	817	771	5.91%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles/Vehicle Accident	61,254	34,055	79.87%	61,316	58,018	5.68%
Bus % Maintained Pullouts	99.95%	99.92%	0.03%	99.74%	99.84%	-0.10%
Bus On-Time Performance(1)	82.40%	81.70%	0.70%	81.62%	82.62%	-1.00%
Rail Car Miles/Svce Related Repair	2,756	2,857	-3.53%	3,082	3,269	-5.71%
LRV-Train Miles/Vehicle Accident	383,578	404,255	-5.11%	230,054	174,265	32.01%
LRV % Maintained Pullouts	99.71%	99.88%	-0.17%	99.85%	99.93%	-0.08%
Rail On-Time Performance(1)	85.90%	85.20%	0.70%	85.57%	83.12%	2.45%
WES Miles/Relevant Failure	10,496	10,349	1.42%	9,972	10,001	-0.29%
WES Miles/Vehicle Accident(2)	10,496	10,349	1.42%	9,972	10,001	-0.29%
WES % Maintained Trips	97.15%	100.00%	-2.85%	98.59%	98.88%	-0.29%
WES On-Time Performance(1)	96.50%	96.00%	0.50%	97.85%	97.35%	0.50%

(1) By departures at route timepoints

(2) One vehicle accident in December 2010 on WES.

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