

Date: August 24, 2020

To: General Manager
Board of Directors

From: Timothy Kea, Senior Financial Analyst
Budget & Grants Department

Subject: July 2020 Monthly Performance Report

The monthly system wide ridership decreased 59.2% in July compared to the prior year's level. Passenger revenue decreased 64.6%. The system costs per boarding increased 116.7% (\$4.18 to \$9.06) compared to July 2019. The monthly Streetcar ridership decreased 39.6% compared to July 2019. The impact of COVID-19 continues to affect ridership, operations, and revenue generation.

1. Weekly system boardings decreased 59.3% in July compared to prior year's level. Weekly boardings decreased 58.0% on bus, 60.6% on MAX, 75.3% on WES and 73.5% on LIFT/Cab.
2. Weekday fixed route boardings were 117,190 in July, a decrease of 61.0% compared to the prior year's level. Boardings decreased 60.0% on bus, 62.4% on MAX and 75.3% on WES. Weekend fixed route boardings decreased 48.7% on bus and 53.6% on MAX.
3. The five MAX lines averaged a total of 45,500 weekday, 37,120 Saturday and 32,900 Sunday boardings in July. Weekday ridership on each of the five MAX lines averaged 19,950 on the Blue Line, 8,140 on the Red Line, 5,530 on the Yellow Line, 8,430 on the Green Line and 3,450 on the Orange Line. Total MAX ridership decreased 71.7% during weekday peak and 58.0% during weekday off-peak periods, resulting in a 62.4% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 56.3% on Saturday and 50.2% on Sunday.

Overall, MAX weekly ridership in July decreased 60.6% compared to the same time last year.

4. Bus averaged 71,330 weekday, 52,380 Saturday and 44,090 Sunday boardings in July. Bus ridership decreased 67.4% during weekday peak time periods and 56.6% during weekday off-peak time periods, resulting in a 60.0% decrease in weekday bus ridership.

The bus weekend ridership decreased 49.0% on Saturday and 48.3% on Sunday.

The total bus weekly ridership in July decreased 58.0% compared to a year ago.

Bus weekly ridership decreased 70.9% on non-frequent routes and 47.7% on frequent routes compared to last July.

5. WES averaged 360 daily boardings in July, 75.3% below the prior year's level. In July, WES operated with 22 late train, zero train out of service, zero missed pullouts and 5 vehicle mechanical failures, resulting in 95.2% of trips made on time. WES train runs every 30 minutes on weekdays during the morning and afternoon rush hours and considered on-time if it arrives at the destination platform (Beaverton TC to Wilsonville) within 4 minutes of the published arrival time.
6. Weekly LIFT/Cab boardings decreased 73.5% in July. The weekday boardings decreased 74.6% and the weekend boardings decreased 65.4% compared to prior year's level.
7. July passenger revenues were \$3.3 million, a decline of 64.6% compared to prior year level.
8. Fixed Route Operating costs/boardings measure 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. The average fixed route operating costs per boarding increased from \$3.82 to \$8.63, or 125.9%, compared to prior year level.
9. Weekday Streetcar boardings averaged 2,062 on A-Loop, 1,826 on B-Loop and 2,554 on North South (NS) line in July. The weekday boardings decreased 17.5% on A-Loop, 35.1% on B-Loop and 50.0% on NS compared to prior year level. Since April, Streetcar reduced service by 18.1% due to COVID-19.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 89.0%, 85.0% and 85.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Jul 20	Jul 19	% Change	FY21-TD	FY20-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	23,070	82,600	-72.1%	23,070	82,590	-72.1%
Bus-Frequent Service*	<u>48,260</u>	<u>95,600</u>	-49.5%	<u>48,260</u>	<u>95,640</u>	-49.5%
Subtotal All Bus	71,330	178,200	-60.0%	71,330	178,230	-60.0%
MAX	45,500	120,900	-62.4%	45,500	120,860	-62.4%
Commuter Rail	<u>360</u>	<u>1,460</u>	-75.3%	<u>360</u>	<u>1,460</u>	-75.3%
Fixed Route Total	117,190	300,600	-61.0%	117,190	300,550	-61.0%
<u>Paratransit</u>						
LIFT& Cabs	814	3,209	-74.6%	814	3,209	-74.6%
System Total	118,004	303,759	-61.2%	118,004	303,759	-61.2%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	139,900	480,500	-70.9%	139,890	480,480	-70.9%
Bus-Frequent Service*	<u>313,200</u>	<u>598,700</u>	-47.7%	<u>313,230</u>	<u>598,690</u>	-47.7%
Subtotal All Bus	453,100	1,079,200	-58.0%	453,120	1,079,170	-58.0%
MAX	297,500	755,300	-60.6%	297,520	755,330	-60.6%
Commuter Rail	<u>1,800</u>	<u>7,300</u>	-75.3%	<u>1,800</u>	<u>7,300</u>	-75.3%
Fixed Route Total	752,440	1,841,800	-59.1%	752,440	1,841,800	-59.1%
Frequent Bus % of Total Bus	69.1%	55.5%	13.6%	69.1%	55.5%	13.7%
<u>Paratransit</u>						
LIFT & Cabs	4,840	18,273	-73.5%	4,840	18,273	-73.5%
System Total	757,280	1,860,073	-59.3%	757,280	1,860,073	-59.3%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$12.03	\$4.85	148.04%	\$12.03	\$4.85	148.04%
Bus-Frequent Service*	\$7.70	\$3.46	122.54%	\$7.70	\$3.46	122.54%
Subtotal All Bus	\$9.03	\$4.08	121.32%	\$9.03	\$4.08	121.32%
MAX	\$7.56	\$3.29	129.79%	\$7.56	\$3.29	129.79%
Commuter Rail	\$85.18	\$21.65	293.44%	\$85.18	\$21.65	293.44%
Fixed Route Total	\$8.63	\$3.82	125.92%	\$8.63	\$3.82	125.92%
<u>Paratransit</u>						
LIFT & Cabs	\$74.70	\$40.27	85.50%	\$74.70	\$40.27	85.50%
System Total	\$9.06	\$4.18	116.75%	\$9.06	\$4.18	116.75%

* Frequent Bus lines are those operating at headways of 15 minutes or less.

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All other bus lines, plus special services are included under "Other Bus Services".

** 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.

i

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Jul 20	Jul 19	% Change	FY21-TD	FY20-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	117,190	300,600	-61.01%	117,190	300,550	-61.01%
Avg. Weekday Originating Rides	100,573	257,919	-61.01%	100,570	257,920	-61.01%
Monthly Boarding Rides/Rev. Hour	23.62	49.70	-52.49%	23.62	49.70	-52.49%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	8.36%	22.25%	-13.89%	8.36%	22.25%	-13.89%
System Cost/Boarding Ride	\$11.41	\$5.01	127.74%	\$11.41	\$5.01	127.74%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$193.56	\$184.06	5.16%	\$193.56	\$184.06	5.16%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	87.61%	89.97%	-2.36%	87.61%	89.97%	-2.36%
Bus & Rail Maintenance Attendance	93.26%	93.36%	-0.10%	93.26%	93.36%	-0.10%
WES Maintenance & Admin Attendance	88.39%	99.11%	-10.72%	88.39%	99.11%	-10.72%
Weekly Boarding Rides Per Full Time Employee	236.8	598.8	-60.45%	236.8	598.8	-60.45%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	23,773	17,484	35.97%	23,773	17,484	35.97%
Bus Collisions/100,000 Miles	2.09	1.98	5.56%	2.09	1.98	5.56%
Bus % Maintained Pullouts	100.00%	99.92%	0.08%	100.00%	99.92%	0.08%
Bus On-Time Performance(1)	94.10%	85.80%	8.30%	94.10%	85.80%	8.30%
MAX Car Miles/Svc Delay Defects(2)	14,940	9,502	57.24%	14,940	9,502	57.24%
MAX Collisions/100,000 Miles	1.67	1.25	33.60%	1.67	1.25	33.60%
MAX % Maintained Pullouts	100.00%	99.84%	0.16%	100.00%	99.84%	0.16%
MAX On-Time Performance(1)	91.80%	88.80%	3.00%	91.80%	88.80%	3.00%
WES Miles/Relevant Failure	1,352	10,349	-86.93%	1,352	10,349	-86.93%
WES Collisions	1.00	0.00	N/A	1.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
WES On-Time Performance(1)	95.20%	99.00%	-3.80%	95.20%	99.00%	-3.80%

(1) By departures at route timepoints

(2) Eff. Jan 2017, MAX car miles divided by in-service delays(>5 mins w/mech incident) and mainline failures(out of service).

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ii

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Jul 20	Jun 20	Jul 19	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,062	1,006	2,499	2,159	2,901
B-Loop Boardings	1,826	931	2,812	1,843	2,663
North South Line Boardings	2,554	1,935	5,103	5,236	7,902
Average Weekend Ridership					
A-Loop Boardings	2,856	1,518	4,166	3,232	4,252
B-Loop Boardings	2,396	1,454	3,363	2,689	3,888
North South Line Boardings	2,629	1,877	7,350	6,266	10,030
Average Weekly Ridership					
A-Loop Boardings	13,166	6,548	16,661	14,026	18,757
B-Loop Boardings	11,526	6,109	17,423	11,905	17,203
North South Line Boardings	15,399	11,552	32,865	32,448	49,542
Monthly Ridership					
A-Loop Boardings	58,850	28,204	74,140	60,861	81,138
B-Loop Boardings	51,582	26,298	77,368	51,704	74,543
North South Line Boardings	69,258	50,078	146,037	140,488	213,824
A-Loop Boardings/Rev Hour	35.6	17.7	39.8	37.1	46.5
B-Loop Boardings/Rev Hour	31.7	16.7	41.7	31.9	42.6
North South Boardings/Rev Hour	24.6	18.4	61.0	53.1	87.1
System Boardings/Rev Hour	29.5	17.7	48.7	43.2	61.7
Service					
Vehicle Revenue Hours	6,101	5,894	6,112	5,861	5,985
Vehicle Revenue Miles	30,687	29,672	37,820	33,583	36,465
Service Quality					
A-Loop On-Time Performance	89.00%	90.00%	82.00%	85.17%	83.92%
B-Loop On-Time Performance	85.00%	83.00%	78.00%	81.17%	80.17%
North South On-Time Performance	85.00%	84.00%	80.00%	82.50%	85.17%
Operator Attendance	91.54%	88.28%	88.16%	89.64%	89.15%
Excused Absence	0.38%	0.40%	0.13%	0.37%	0.42%
Family Leave	1.19%	0.58%	2.65%	1.26%	1.59%
Unexcused Absence	0.01%	0.02%	0.09%	0.13%	0.08%
Sick Leave	3.40%	6.11%	3.46%	5.85%	4.57%
Industrial Injury	3.08%	4.22%	5.21%	2.61%	3.36%
Contractual Absence	0.39%	0.38%	0.28%	0.15%	0.83%
Maintenance Attendance	92.43%	98.98%	96.90%	94.55%	95.05%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	2.08%	0.34%	0.47%	2.08%	1.12%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.01%
Sick Leave	5.06%	0.68%	2.63%	2.79%	2.79%
Industrial Injury	0.00%	0.00%	0.00%	0.29%	0.55%
Contractual Absence	0.43%	0.00%	0.00%	0.28%	0.48%
Overall Attendance	91.74%	90.63%	89.92%	90.56%	90.35%