

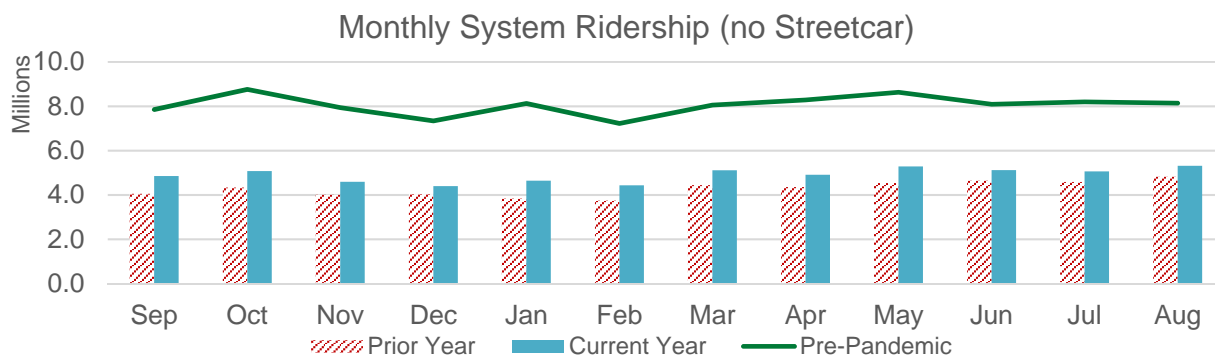
Date: September 18, 2023

To: General Manager
Board of Directors

From: Timothy Kea, Program Manager Financial Systems
Budget & Forecast Department

Subject: August 2023 Monthly Performance Report

The monthly system-wide ridership increased by 10.2% in August compared to the prior year. Passenger revenue decreased by (5.1%), and the system costs per boarding increased by 7.1% from \$7.15 to \$7.66 compared to August 2022. The monthly Streetcar ridership increased by 3.2% compared to last year.



- Weekly system boardings increased 9.9% in August compared to the previous year. Weekly boardings increased 17.0% on bus, 5.0% on LIFT/Cab, but decreased (0.9%) on MAX and (5.2%) on WES.
- Weekday fixed route boardings were 185,344 in August, an increase of 11.2% compared to the prior year. Boardings increased by 17.6% on bus, 0.7% on MAX, but decreased (4.4%) on WES. Weekend fixed route boardings increased by 14.7% on bus but decreased (5.8%) on MAX.
- The five MAX lines averaged 63,356 weekday, 51,588 Saturday, and 46,287 Sunday boardings in August. Weekday ridership on the five MAX lines averaged 31,805 on the Blue Line, 5,697 on the Red Line, 7,842 on the Yellow Line, 12,983 on the Green Line, and 5,029 on the Orange Line. Total MAX ridership increased 52.4% during weekday peak but decreased (18.0%) during weekday off-peak periods, resulting in a 0.8% increase in weekday MAX ridership.

The MAX weekend ridership decreased by (9.1%) on Saturday and (1.8%) on Sunday.

The total MAX weekly ridership in August decreased by (0.9%) compared to last year.

4. Bus averaged 121,510 weekday, 82,140 Saturday, and 70,370 Sunday boardings in August. Bus ridership increased 8.5% during weekday peak and 21.2% during weekday off-peak periods, resulting in a 17.6% increase in weekday bus ridership.

The bus weekend ridership increased by 13.9% on Saturday and 15.7% on Sunday.

The total weekly bus ridership in August increased by 17.0% compared to a year ago.

Bus weekly ridership increased 22.6% on non-frequent routes and 14.5% on frequent routes compared to last August.

5. WES averaged 478 daily boardings in August, (5.0%) below the prior year. In August, WES operated with 3 late trains, 10 trains out of service due to temperatures above 105 degrees, zero missed pullouts, and zero vehicle mechanical failure, resulting in 97.1% of trips made on time. WES runs every 45 minutes on weekdays during the morning and afternoon rush hours. It is 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 (no Transportation Network Company) boardings increased by 5.0% in August. The weekday boardings increased by 5.4%, and the weekend boardings increased by 2.6% compared to the prior year.
7. August passenger revenues were \$4.7 million, a decrease of (5.1%) compared to last year.
8. Fixed Route Operating costs/boardings measure the direct cost of providing each ride. Operations costs are labor, energy, and expendable supplies to provide transit service and maintain vehicles and plant facilities. The average fixed route operating costs per boarding increased from \$6.56 to \$6.94, or 5.8%, compared to the prior year.
9. Weekday Streetcar boardings averaged 1,676 on A-Loop, 1,528 on B-Loop, and 4,492 on North South (NS) line in August. The weekday boardings increased by 8.8% on A-Loop, 11.6% on B-Loop and 0.8% on NS compared to the prior year.

The Streetcar On-Time Performance for A-Loop, B-Loop, and NS line are 85.0%, 82.0%, and 83.0%, respectively. The Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

| Measure | Aug 23 | Aug 22 | % Change | FY24-TD | FY23-TD | % Change |
|------------------------------|----------------|----------------|--------------|----------------|----------------|-------------|
| Avg Weekday Boardings | | | | | | |
| <u>Fixed Route</u> | | | | | | |
| Bus-Other Service | 40,840 | 33,400 | 22.3% | 40,055 | 33,050 | 21.2% |
| Bus-Frequent Service* | <u>80,670</u> | <u>70,000</u> | 15.2% | <u>79,160</u> | <u>69,580</u> | 13.8% |
| Subtotal All Bus | 121,510 | 103,400 | 17.5% | 119,215 | 102,630 | 16.2% |
| MAX | 63,356 | 62,900 | 0.7% | 63,418 | 63,500 | -0.1% |
| Commuter Rail | <u>478</u> | <u>500</u> | -4.4% | <u>484</u> | <u>490</u> | -1.3% |
| Fixed Route Total | 185,344 | 166,700 | 11.2% | 183,117 | 166,620 | 9.9% |
| <u>Paratransit</u> | | | | | | |
| LIFT& Cabs (No TNC)** | 1,785 | 1,693 | 5.4% | 1,796 | 1,659 | 8.2% |
| System Total | 187,129 | 168,406 | 11.1% | 184,912 | 168,279 | 9.9% |

Avg Weekly Boardings

| | | | | | | |
|-----------------------------|------------------|------------------|-------------|------------------|------------------|-------------|
| <u>Fixed Route</u> | | | | | | |
| Bus-Other Service | 245,500 | 200,300 | 22.6% | 241,690 | 197,389 | 22.4% |
| Bus-Frequent Service* | <u>514,600</u> | <u>449,300</u> | 14.5% | <u>507,840</u> | <u>443,635</u> | 14.5% |
| Subtotal All Bus | 760,100 | 649,600 | 17.0% | 749,530 | 641,024 | 16.9% |
| MAX | 414,700 | 418,300 | -0.9% | 417,015 | 419,800 | -0.7% |
| Commuter Rail | <u>2,390</u> | <u>2,520</u> | -5.2% | <u>2,418</u> | <u>2,465</u> | -1.9% |
| Fixed Route Total | 1,177,105 | 1,070,395 | 10.0% | 1,168,962 | 1,063,289 | 9.9% |
| Frequent Bus % of Total Bus | 67.7% | 69.2% | -1.5% | 67.8% | 69.2% | -1.5% |
| <u>Paratransit</u> | | | | | | |
| LIFT & Cabs (No TNC) | 10,369 | 9,873 | 5.0% | 10,406 | 9,684 | 7.5% |
| System Total | 1,187,474 | 1,080,268 | 9.9% | 1,179,368 | 1,072,973 | 9.9% |

Operations Cost / Boarding Ride ***

| | | | | | | |
|---------------------------|---------------|---------------|--------------|---------------|---------------|--------------|
| <u>Fixed Route</u> | | | | | | |
| Bus-Other Service | \$8.60 | \$8.94 | -3.80% | \$8.49 | \$9.15 | -7.21% |
| Bus-Frequent Service* | \$5.60 | \$5.86 | -4.44% | \$5.54 | \$6.00 | -7.67% |
| Subtotal All Bus | \$6.57 | \$6.82 | -3.67% | \$6.49 | \$6.96 | -6.75% |
| MAX | \$7.20 | \$5.73 | 25.65% | \$6.38 | \$5.44 | 17.28% |
| Commuter Rail | \$75.73 | \$74.94 | 1.05% | \$62.98 | \$75.67 | -16.77% |
| Fixed Route Total | \$6.94 | \$6.56 | 5.79% | \$6.56 | \$6.51 | 0.77% |
| <u>Paratransit</u> | | | | | | |
| LIFT, Cabs & TNC | \$79.59 | \$70.61 | 12.72% | \$72.16 | \$70.01 | 3.07% |
| System Total | \$7.66 | \$7.15 | 7.13% | \$7.21 | \$7.09 | 1.69% |

* 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".

** Transportation Network Company (eff. FY2024)

*** 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)

| | Aug 23 | Aug 22 | % Change | FY24-TD | FY23-TD | % Change |
|---|----------|----------|----------|----------|----------|----------|
| <u>Ridership (Bus, MAX, WES)</u> | | | | | | |
| Avg. Weekday Boarding Rides | 185,344 | 166,700 | 11.18% | 183,120 | 166,620 | 9.90% |
| Avg. Weekday Originating Rides | 158,831 | 143,022 | 11.05% | 156,940 | 142,970 | 9.77% |
| Monthly Boarding Rides/Rev. Hour | 37.28 | 34.68 | 7.49% | 37.05 | 34.40 | 7.69% |
| <u>Revenue & Cost Efficiency (Bus, MAX, WES)</u> | | | | | | |
| Passenger Revenue/System Cost | 9.73% | 12.11% | -2.37% | 10.56% | 12.08% | -1.52% |
| System Cost/Boarding Ride | \$8.85 | \$8.30 | 6.63% | \$8.37 | \$8.28 | 1.09% |
| System Cost/Vehicle Hour (Adj. CPI to Prior Year) | \$232.61 | \$212.18 | 9.63% | \$218.54 | \$210.14 | 4.00% |
| <u>Labor Productivity (Bus, MAX, WES)</u> | | | | | | |
| Bus & Rail Operator Attendance | 89.41% | 86.47% | 2.94% | 89.77% | 85.86% | 3.91% |
| Bus & Rail Maintenance Attendance | 94.48% | 92.94% | 1.54% | 94.93% | 92.00% | 2.93% |
| WES Maintenance & Admin Attendance | 99.44% | 95.57% | 3.87% | 98.61% | 96.32% | 2.29% |
| Weekly Boarding Rides Per Full Time Employee | 380.0 | 374.9 | 1.38% | 379.5 | 372.4 | 1.92% |
| <u>Service Supplied (Bus, MAX, WES)</u> | | | | | | |
| Bus Miles Between Mechanical Failures - Lost Service | 7,194 | 8,563 | -15.99% | 7,353 | 8,568 | -14.18% |
| Bus Collisions/100,000 Miles | 3.10 | 2.25 | 37.78% | 2.70 | 2.53 | 6.72% |
| Bus % Maintained Pullouts | 99.83% | 96.76% | 3.07% | 99.85% | 96.40% | 3.46% |
| Bus On-Time Performance(1) | 87.60% | 87.30% | 0.30% | 87.25% | 87.85% | -0.60% |
| MAX Car Miles/Svc Delay Defects(2) | 7,444 | 9,928 | -25.02% | 8,244 | 10,377 | -20.55% |
| MAX Collisions/100,000 Miles | 2.20 | 3.03 | -27.39% | 1.90 | 1.94 | -2.06% |
| MAX % Maintained Pullouts | 97.25% | 93.48% | 3.77% | 98.07% | 92.60% | 5.47% |
| MAX On-Time Performance(1) | 82.20% | 77.30% | 4.90% | 84.10% | 80.65% | 3.45% |
| WES Miles/Relevant Failure | 6,762 | 6,762 | 0.00% | 6,321 | 6,321 | 0.00% |
| WES Collisions | 0.00 | 0.00 | N/A | 0.00 | 0.00 | N/A |
| WES % Maintained Trips | 97.83% | 100.00% | -2.17% | 98.84% | 100.00% | -1.16% |
| WES On-Time Performance(1) | 97.10% | 99.10% | -2.00% | 95.80% | 98.55% | -2.75% |

(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). **ii**

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

| Streetcar Operation | Aug 23 | Jul 23 | Aug 22 | This Year | Prev. Year |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|
| Average Weekday Ridership | | | | | |
| A-Loop Boardings | 1,676 | 1,713 | 1,541 | 1,689 | 1,472 |
| B-Loop Boardings | 1,528 | 1,619 | 1,369 | 1,557 | 1,361 |
| North South Line Boardings | 4,492 | 4,474 | 4,456 | 4,478 | 4,000 |
| Average Weekend Ridership | | | | | |
| A-Loop Boardings | 2,762 | 2,969 | 2,662 | 2,772 | 2,463 |
| B-Loop Boardings | 2,494 | 2,862 | 2,257 | 2,526 | 2,239 |
| North South Line Boardings | 6,235 | 5,919 | 6,732 | 6,076 | 5,638 |
| Average Weekly Ridership | | | | | |
| A-Loop Boardings | 11,142 | 11,534 | 10,367 | 11,217 | 9,822 |
| B-Loop Boardings | 10,134 | 10,957 | 9,102 | 10,310 | 9,042 |
| North South Line Boardings | 28,695 | 28,289 | 29,012 | 28,467 | 25,640 |
| Monthly Ridership | | | | | |
| A-Loop Boardings | 49,596 | 50,694 | 46,091 | 48,568 | 42,547 |
| B-Loop Boardings | 45,120 | 48,149 | 40,515 | 44,661 | 39,218 |
| North South Line Boardings | 128,256 | 122,418 | 129,416 | 123,025 | 111,229 |
| A-Loop Boardings/Rev Hour | 30.8 | 30.9 | 27.9 | 30.2 | 26.6 |
| B-Loop Boardings/Rev Hour | 28.5 | 30.2 | 24.9 | 28.2 | 24.8 |
| North South Boardings/Rev Hour | 46.9 | 44.3 | 45.9 | 45.1 | 39.6 |
| System Boardings/Rev Hour | 37.6 | 36.9 | 35.4 | 36.6 | 32.1 |
| Service | | | | | |
| Vehicle Revenue Hours | 5,931 | 5,996 | 6,101 | 5,916 | 6,006 |
| Vehicle Revenue Miles | 33,495 | 32,831 | 33,495 | 32,644 | 32,296 |
| Service Quality | | | | | |
| A-Loop On-Time Performance | 85.00% | 80.00% | 89.00% | 83.92% | 85.00% |
| B-Loop On-Time Performance | 82.00% | 77.00% | 87.00% | 80.25% | 80.50% |
| North South On-Time Performance | 83.00% | 80.00% | 85.00% | 82.17% | 82.42% |
| Operator Attendance | 88.87% | 90.28% | 90.18% | 89.56% | 89.43% |
| Excused Absence | 0.38% | 0.06% | 0.29% | 0.57% | 0.29% |
| Family Leave | 1.95% | 0.84% | 3.14% | 2.74% | 2.44% |
| Unexcused Absence | 0.00% | 0.64% | 0.12% | 0.12% | 0.16% |
| Sick Leave | 3.40% | 2.83% | 4.52% | 4.48% | 6.15% |
| Industrial Injury | 5.08% | 5.03% | 1.46% | 2.10% | 1.19% |
| Contractual Absence | 0.31% | 0.31% | 0.29% | 0.44% | 0.35% |
| Maintenance Attendance | 95.11% | 84.09% | 89.31% | 92.08% | 93.40% |
| Excused Absence | 0.00% | 0.00% | 0.00% | 0.10% | 0.23% |
| Family Leave | 3.80% | 8.02% | 4.21% | 4.58% | 1.24% |
| Unexcused Absence | 0.00% | 0.01% | 0.04% | 0.07% | 0.26% |
| Sick Leave | 1.09% | 7.75% | 6.45% | 3.10% | 4.48% |
| Industrial Injury | 0.00% | 0.00% | 0.00% | 0.03% | 0.00% |
| Contractual Absence | 0.00% | 0.12% | 0.00% | 0.04% | 0.39% |
| Overall Attendance | 90.46% | 88.62% | 89.96% | 90.17% | 90.43% |

(1) Streetcar is owned by the City of Portland and Operated by TriMet