

**Date:** July 21, 2011

**To:** General Manager  
Board of Directors

**From:** Nancy Jarigese

**Subject:** June 2011 Monthly Performance Report (Includes FY11 Summary)

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1. For the third month in a row, the system posted positive ridership results this June. Weekly system boarding rides (fixed route and paratransit) were up 2.1% compared to June 2010 and weekly system rides surpassed 2.0 million. Weekly rides declined on LIFT and buses but were up on MAX and WES. For FY11, total average weekly boarding rides were up 0.6%.
2. June fixed route boardings: Weekday fixed route boardings were 324,600 in June, 2.0% above the prior year's level. Rides were down on bus (-1.1%) and up on MAX (+6.7%) and WES commuter rail (+22.7%). Weekend ridership was down 1.2% on buses and up 6.8% on MAX. Overall weekly system fixed route rides were up 0.7% from the prior year's level. A slowly improving economy and continued high gasoline prices were among the factors contributing to June's positive ridership results.
3. FY11 annual fixed route boardings: In fiscal year 2011, a total of 100.0 million boardings were carried on TriMet's fixed route system – an increase of 0.7% over FY10. Weekday boardings (318,500) were up 1.0% for the fiscal year, while Saturday (200,600) and Sunday (143,200) boardings were each down 1.0%. Strong MAX ridership fueled the growth in fixed route system rides in FY11.
4. June MAX boardings: The four MAX lines averaged a total of 132,500 weekday, 126,500 Saturday, and 79,900 Sunday boardings in June. Weekday ridership averaged 68,700 on the Blue line, 25,000 on the Red line, 15,800 on the Yellow line, and 21,700 on the Green line. Total MAX ridership was up during peak and off-peak periods (+6.6%, +6.7% respectively). As usual, weekend ridership was boosted by June's Rose Festival events. Weekend ridership (125,500 Saturday, 79,900 Sunday) surpassed the 200,000 mark for the first time.
5. FY11 annual MAX boardings: During fiscal year 2011, MAX carried a total of 41.2 million boardings, up 7.3% over FY10, and averaged 126,800 weekday (+8.3%), 95,100 Saturday (+4.4%) and 67,600 Sunday (+3.0%) rides. Fiscal year weekday boardings averaged 65,200 (+2.2%) on the Blue line, 23,600 (-1.7%) on the Red line, 15,800 (+11.3%) on the Yellow line and 21,700 (+17%) on the Green line. Approximately 500 boardings per day were also carried on the free Mall shuttle. The Mall shuttle was discontinued this June.

6. June bus boardings: Weekday bus ridership was down in June, with declines in peak (-0.7%) and off-peak (-1.3%) time periods. Overall weekend rides were down 1.2%, resulting in a 1.1% decline in weekly bus rides. Weekly rides fell 2.3% on frequent routes and were up 0.5% on non-frequent routes.
7. FY11 annual bus boardings: Buses carried a total of 58.4 million boardings in FY11, a decline of 3.6% from the FY10 level. Buses averaged 190,300 weekday (-3.4%), 105,500 Saturday (-5.4%) and 75,700 Sunday (-4.3%) rides in FY11. Compared to FY10, weekly frequent bus rides were down 4.5% and non-frequent bus rides declined 2.4%. While bus ridership has been down for the past two years, the rate of decline is slowing. In FY10 bus ridership was down 8.6% and for the first half of FY11 weekly rides were down 5.0%. However, for the second half of this fiscal year, bus rides were down an average of 2.3% and for the last quarter of F11 rides were down an average of only 0.5%. Bus patronage appears to be gradually recovering.

A number of factors have contributed to the decline in bus rides over the past two years. Bus ridership was hit particularly hard by the weak economy. In addition, fareless square was eliminated from buses in January 2010, shifting some fareless square bus rides from bus to MAX. Finally, bus service levels were reduced. Weekly bus hours were 8.5% lower in FY11 than in the prior year. 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 5.3% improvement in bus boarding rides per revenue hour (from 41.5 average for FY10 to 43.7 average for FY11)..

8. June WES boardings: WES averaged 1,640 daily rides, 22.7% above the prior year. WES patronage has been increasing this fiscal year and surpassed 1,600 rides per day each of the last three months. In June, WES operated reliably with no missed trips and a 99.0% on-time rate. A WES train is considered on-time if it arrives at the destination platform (Beaverton TC or Wilsonville) within 4 minutes of the published arrival time.
9. FY11 annual WES boardings: WES carried a total of 370,800 boardings in FY11 and averaged 1,449 daily rides (+20.8%).
10. June LIFT rides: Weekly LIFT rides were down 0.7% in June, with weekday rides down 1.5% and weekend rides up 5.3%. Excluding assessment rides, weekly rides were down 0.9% and weekday rides were down 1.8%.
11. FY11 LIFT rides: For FY11, LIFT carried a total of 1,063,900 rides, a decrease of 0.8% from the prior year. LIFT began providing rides for required assessments of existing and potential clients in February 2010. With the program just starting up, total assessment rides in FY10 were only 1,683 compared to 7,215 assessment rides in FY11. Excluding assessment rides from both years, fiscal year 2011 LIFT rides were down 1.4%.

Including the hours required to provide the assessment rides, FY11 weekly LIFT and cab vehicle *miles* were down 2.3% while LIFT and cab *rides* were down 0.8%. This improvement in productivity is the result of an effort by LIFT staff and contractors to use analytics to group more rides and to manage service miles and hours more closely to match demand.

12. June passenger revenue: June passenger revenues were \$8.5 million, 17% below the June 2010 level. However, June 2010 passenger revenues included \$2.6 million in BETC revenues (payments for Portland Public School youth passes) for F10 that were not accrued in earlier months of the year. Adjusting for these payments plus an adjustment for credit card fees that were netted against revenue last year (but not this year), June 2011 passenger revenue was flat compared to June 2010.
13. FY11 passenger revenue: Total passenger revenues for FY11 were \$96.9 million, 3.3% over the 2010 level. To compare the two years several adjustments must be made. FY11 passenger revenues included \$469,000 in BETC payments that were received for Portland Public School youth passes for FY10 and FY10 passenger revenues included BETC payments of \$1,008,000 for passes for FY09. In addition, credit card fees were netted against passenger revenues in FY10 but not in FY11. Adjusting for all these factors, FY11 passenger revenues are 3.2% above the F10 level. The increase in passenger revenue reflects higher ridership and the effect of the September 2010 fare increase. Compared to the FY11 *budget*, FY11 passenger revenue was about \$500,000 (+0.5%) over budget, after accounting for the effect of the change in the way banking fees are handled and adjusting for the BETC revenue from FY10.
14. FY11 operations cost per boarding: Operations cost/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. FY11 fixed route operations cost per boarding ride declined 4.8% compared to the prior year. Total fixed route cost/ride averaged \$2.39 in FY11, \$0.12 below the prior year's level. FY11 fixed route operations costs declined by 4.2% due to less service (annual vehicle hours were 7.2% below the FY10 level), fewer employees (FTE employees in the Operations Division were down by 109 positions compared to FY10), and reductions in materials and services. At the same time, annual fixed route rides were up 0.6%. Lower costs and slightly higher ridership resulted in the drop in the average cost per ride for FY11.
15. FY11 on-time performance (fixed route): On-time performance is a direct measure of the percent of monthly service that is on-time at each timepoint for buses and rail. A vehicle is considered on-time when it departs a timepoint from between 1 minute before to 5 minutes after the published scheduled time. Customers consistently rate on-time performance as one of the most important considerations (only safety considerations rate higher) in their decision to ride TriMet. A variety of factors can affect on-time performance, including traffic conditions, accidents, variations among drivers, passenger boardings (more boardings than usual, for example, will incrementally delay the vehicle), wheelchair boardings, mechanical problems, etc. TriMet monitors on-time performance carefully to identify instances where schedules need to be fine-tuned or re-written and where more service needs to be added to allow the bus/train to remain on schedule.

In FY11, buses were on-time 82.1% of the time (compared to 83.1% the prior year), and MAX trains were on-time 86.3% of the time (compared to 84.7% in FY10). On buses, on-time performance has declined on both frequent and other routes, but has been most pronounced on the frequent service routes. The dip in bus on-time performance comes after about four years of improved on-time performance. The decrease in bus on-time performance this fiscal year is due at least partly to service cuts. On average, buses are picking up more passengers per trip than

before the service cuts, resulting in slower running times, but no additional running or recovery time has been added to their schedules. Rail on-time performance has been improving for a bit over a year. MAX is improving primarily because both drivers and schedule writers are gaining experience with the Green line.

16. Preliminary data: Please note that the cost and revenue figures shown in the Monthly Performance Report are preliminary and unaudited. The audited financial figures, which will be available this fall, may reflect some changes.

## SYSTEM RIDERSHIP SUMMARY

Measure	Jun 11	Jun 10	% Change	FY11	FY10	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	83,400	83,500	-0.1%	83,150	85,170	-2.4%
Bus-Frequent Service*	<u>107,100</u>	<u>109,100</u>	-1.8%	<u>107,125</u>	<u>111,780</u>	-4.2%
Subtotal All Bus	190,500	192,600	-1.1%	190,275	196,950	-3.4%
MAX	132,500	124,200	6.7%	126,748	117,120	8.2%
Commuter Rail	<u>1,620</u>	<u>1,320</u>	22.7%	<u>1,449</u>	<u>1,200</u>	20.8%
Fixed Route Total	324,620	318,200	2.0%	318,473	315,270	1.0%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,569	3,625	-1.5%	3,612	3,643	-0.8%
<b>System Total</b>	<b>328,189</b>	<b>321,785</b>	<b>2.0%</b>	<b>322,085</b>	<b>318,913</b>	<b>1.0%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	481,600	479,200	0.5%	475,675	487,267	-2.4%
Bus-Frequent Service*	<u>662,100</u>	<u>677,400</u>	-2.3%	<u>656,833</u>	<u>687,967</u>	-4.5%
Subtotal All Bus	1,143,700	1,156,600	-1.1%	1,132,508	1,175,233	-3.6%
MAX	868,900	814,400	6.7%	796,383	742,345	7.3%
Commuter Rail	<u>8,100</u>	<u>6,600</u>	22.7%	<u>7,246</u>	<u>6,000</u>	20.8%
Fixed Route Total	2,020,700	1,977,600	2.2%	1,936,138	1,923,578	0.7%
Frequent Bus % of Total Bus	57.9%	58.6%	-0.7%	58.0%	58.5%	-0.5%
<b><u>Paratransit</u></b>						
LIFT & Cabs	20,597	20,738	-0.7%	20,663	20,836	-0.8%
<b>System Total</b>	<b>2,041,297</b>	<b>1,998,338</b>	<b>2.1%</b>	<b>1,956,800</b>	<b>1,944,414</b>	<b>0.6%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$3.64	\$3.91	-6.93%	\$3.53	\$3.62	-2.33%
Bus-Frequent Service*	\$2.44	\$2.55	-4.55%	\$2.36	\$2.43	-2.73%
Subtotal All Bus	\$2.94	\$3.12	-5.54%	\$2.86	\$2.92	-2.12%
MAX	\$1.58	\$1.63	-2.88%	\$1.61	\$1.73	-7.10%
Commuter Rail	\$14.98	\$22.38	-33.05%	\$15.84	\$19.57	-19.06%
Fixed Route Total	\$2.41	\$2.57	-6.30%	\$2.39	\$2.51	-4.80%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$31.00	\$29.03	6.81%	\$29.02	\$28.62	1.40%
<b>System Total</b>	<b>\$2.70</b>	<b>\$2.85</b>	<b>-5.20%</b>	<b>\$2.67</b>	<b>\$2.79</b>	<b>-4.27%</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.

## KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Jun 11	Jun 10	% Change	FY11	FY10	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	324,620	318,200	2.02%	318,470	315,260	1.02%
Monthly Boarding Rides Per Revenue Hour	68.02	62.52	8.79%	64.45	59.06	9.13%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	29.65%	35.68%	-6.03%	30.70%	28.78%	1.93%
System Cost/Boarding Ride	\$3.24	\$3.30	-1.83%	\$3.11	\$3.23	-3.77%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$161.66	\$157.71	2.50%	146.68	\$146.24	0.30%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	90.63%	89.49%	1.14%	88.70%	89.54%	-0.84%
Bus & Rail Maintenance Attendance	94.58%	95.03%	-0.45%	93.71%	94.29%	-0.58%
WES Maintenance & Admin Attendance	100.00%	100.00%	0.00%	96.45%	97.98%	-1.52%
Weekly Boarding Rides Per Full Time Employee	895	839	6.71%	840	796	5.53%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles/Vehicle Accident	70,465	46,024	53.10%	63,130	60,263	4.76%
Bus % Maintained Pullouts	99.82%	99.77%	0.05%	99.79%	99.83%	-0.05%
Bus On-Time Performance(1)	81.60%	83.10%	-1.50%	82.06%	83.08%	-1.03%
Rail Car Miles/Svce Related Repair	2,706	3,049	-11.25%	2,962	3,299	-10.21%
LRV-Train Miles/Vehicle Accident	117,204	392,648	-70.15%	154,994	160,001	-3.13%
LRV % Maintained Pullouts	99.88%	100.00%	-0.12%	99.85%	99.92%	-0.07%
Rail On-Time Performance(1)	85.70%	84.20%	1.50%	86.32%	84.74%	1.57%
WES Miles/Relevant Failure	5,175	5,138	0.72%	9,986	9,858	1.31%
WES Miles/Vehicle Accident(2)	10,349	10,275	0.72%	9,986	9,858	1.31%
WES % Maintained Trips	100.00%	99.29%	0.71%	99.12%	99.00%	0.13%
WES On-Time Performance(1)	99.00%	99.10%	-0.10%	97.98%	97.42%	0.56%

(1) By departures at route timepoints

(2) No accidents in June 2011 on WES.

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