

Date: June 22, 2012

To: General Manager
Board of Directors

From: Nancy Jarigese

Subject: May 2012 Monthly Performance Report

1. May weekly system boarding rides (fixed route and paratransit) were up 1.9%, the fourteenth consecutive month of positive system ridership results. Weekly rides were up on fixed route (bus, MAX and WES) and were down on LIFT.
2. Fixed route ridership was strong in May, with over 9.1 million rides carried in the month. This is only the third time that monthly rides have exceeded 9 million (both other instances were in 2008). Weekday fixed route boardings were 341,150, 1.0% above the prior year's level. Rides were up 1.7% on bus and 6.7% on WES commuter rail, but were down slightly (-0.1%) on MAX. Weekend ridership improved on buses and MAX (+5.6%, +7.7% respectively). Overall weekly fixed route rides increased by 2.0% over the prior year's level. May's average weekly rides (2.085 million) were just 0.3% shy of the record level achieved in July 2008.
3. The four MAX lines averaged a total of 134,200 weekday, 115,300 Saturday, and 83,400 Sunday boardings in May. Weekday ridership averaged 67,900 on the Blue line, 23,800 on the Red line, 17,900 on the Yellow line, and 24,600 on the Green line. Total MAX weekday ridership was up 1.3% during the peaks but was down 0.6% during the off-peak, resulting in overall flat (-0.1%) weekday rides. Weekend MAX rides were up, resulting in a 1.5% overall weekly ridership increase on MAX in May. MAX patronage growth has slowed recently, averaging a weekly increase of only 1.8% during the period January –May 2012 compared to 3.6% average increase over the July-December 2011 period. TriMet has increased fare enforcement efforts this fiscal year and fare evasion is down this spring compared to spring and fall 2011. At least a portion of the slowdown in MAX growth is likely related to the increased fare enforcement.
4. After posting losses throughout FY10 and FY11, bus ridership started to rebound this fiscal year. Weekday bus rides have been up for the past ten months. In May, weekday bus rides were up 1.7% over the prior year. Rides were up during both peak (+0.2%) and off-peak (+2.5%) periods. Overall weekend rides grew by 5.6%, resulting in weekly bus rides that were up 2.3% compared to May 2011. Weekly rides increased 1.8% on frequent routes and 3.0% on non-frequent routes.
5. In May, WES averaged 1,750 daily rides, up 6.7% and new ridership record. WES operated reliably in May. All scheduled trips were provided, there were no relevant mechanical failures or accidents, and 99.3% of trips were on time. 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.

6. In May, average weekday LIFT ridership fell 3.8% compared to the prior year. However, drivers at Regions One and Two went on strike on Wednesday, May 9th. As a result, all trips except life-sustaining trips were cancelled. Only 701 rides were provided that day, almost solely by Region Three and cabs. Excluding the day of the strike, weekday ridership was 3,678, a 0.4% decrease from the prior year. Weekend ridership, which was not affected by the strike, fell by 0.5%. Adjusting for the strike day, weekly LIFT ridership was down 0.4%. Weekly LIFT and cab miles, which were also affected by the strike, were down 2.7% compared to May 2011.
7. Ridership on the Portland Streetcar is calculated on a quarterly basis. For the spring quarter (March-May 2012), the Streetcar carried an average of 11,600 weekday, 10,600 Saturday, and 7,400 Sunday boardings. Compared to the spring quarter of 2011, weekday rides were down 4.7% and weekend rides were up 5.7%.
8. Passenger revenues were \$8.78 million in May, 6.8% above the May 2011 level, but about \$620,000 below *budget*. The FY12 budget assumed that April-June passenger revenues would be up significantly compared to earlier months in the year, based on historical patterns of high ridership for these months. This May, ridership was strong, but it was still below the budgeted level. In addition, the average fare in May was lower than budgeted, suggesting a different distribution of fares than expected. For example, a higher proportion of rides on honored citizen fares or Fareless Rail or more rides per pass than expected would lower the average fare. Also, the average fare on MAX is higher than on buses and MAX ridership growth was less than half of that assumed in the budget. Fiscal year-to-date, passenger revenue is 2.8% (\$2.7 million) below budget. Over half of the variance (\$1.42 million) is related to timing issues associated with payments for the student sticker-pass program for Portland Public School (PPS) high school students, and lower than projected revenues from PPS students January to June 2012. Most of the rest of the variance is related to the lower than budgeted average fare as described above.
9. 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 May, operations cost per boarding ride increased by 1.9% compared to the prior year. Total fixed route cost/ride was \$2.28 in May, \$.04 above the prior year's level. Fiscal year-to-date, fixed route cost per boarding ride is down 0.26% compared to the prior year. FY-to-date, the growth in overall fixed route ridership (+2.6%) is greater than the increase in costs (+2.3%), resulting in the drop in the average cost per ride.

SYSTEM RIDERSHIP SUMMARY

Measure	May 12	May 11	% Change	FY12	FY11	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	90,900	88,800	2.4%	85,291	83,130	2.6%
Bus-Frequent Service*	<u>114,300</u>	<u>112,900</u>	1.2%	<u>108,536</u>	<u>107,130</u>	1.3%
Subtotal All Bus	205,200	201,700	1.7%	193,827	190,260	1.9%
MAX	134,200	134,300	-0.1%	129,827	126,230	2.8%
Commuter Rail	<u>1,750</u>	<u>1,640</u>	6.7%	<u>1,630</u>	<u>1,430</u>	14.0%
Fixed Route Total	341,150	337,700	1.0%	325,285	317,920	2.3%
<u>Paratransit</u>						
LIFT& Cabs	3,550	3,692	-3.8%	3,610	3,616	-0.2%
System Total	344,700	341,372	1.0%	328,895	321,536	2.3%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	522,300	506,900	3.0%	488,964	475,136	2.9%
Bus-Frequent Service*	<u>702,400</u>	<u>689,700</u>	1.8%	<u>665,300</u>	<u>656,355</u>	1.4%
Subtotal All Bus	1,224,700	1,196,600	2.3%	1,154,264	1,131,491	2.0%
MAX	852,000	839,800	1.5%	811,673	789,791	2.8%
Commuter Rail	<u>8,750</u>	<u>8,200</u>	6.7%	<u>8,150</u>	<u>7,168</u>	13.7%
Fixed Route Total	2,085,450	2,044,600	2.0%	1,974,086	1,928,450	2.4%
Frequent Bus % of Total Bus	57.4%	57.6%	-0.3%	57.6%	58.0%	-0.4%
<u>Paratransit</u>						
LIFT & Cabs	20,334	21,056	-3.4%	20,648	20,669	-0.1%
System Total	2,105,784	2,065,656	1.9%	1,994,735	1,949,119	2.3%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$3.27	\$3.33	-1.86%	\$3.43	\$3.52	-2.52%
Bus-Frequent Service*	\$2.26	\$2.25	0.33%	\$2.36	\$2.36	-0.05%
Subtotal All Bus	\$2.69	\$2.71	-0.61%	\$2.81	\$2.85	-1.31%
MAX	\$1.58	\$1.49	6.20%	\$1.66	\$1.61	2.77%
Commuter Rail	\$13.26	\$11.37	16.69%	\$14.39	\$15.94	-9.69%
Fixed Route Total	\$2.28	\$2.24	1.92%	\$2.38	\$2.39	-0.26%
<u>Paratransit</u>						
LIFT & Cabs	\$31.52	\$30.72	2.61%	\$29.87	\$28.84	3.56%
System Total	\$2.56	\$2.53	1.44%	\$2.67	\$2.67	-0.08%

* 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)

	May 12	May 11	% Change	FY12	FY11	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	341,150	337,700	1.02%	325,280	317,910	2.32%
Monthly Boarding Rides Per Revenue Hour	68.65	68.12	0.77%	65.42	64.13	2.02%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	31.35%	31.18%	0.17%	30.79%	30.52%	0.27%
System Cost/Boarding Ride	\$3.00	\$2.95	1.50%	\$3.16	\$3.13	1.03%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$156.24	\$153.15	2.02%	156.19	\$152.69	2.29%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.88%	89.70%	0.18%	89.89%	88.52%	1.36%
Bus & Rail Maintenance Attendance	94.71%	92.09%	2.62%	94.68%	93.63%	1.05%
WES Maintenance & Admin Attendance	99.05%	96.30%	2.75%	95.96%	96.14%	-0.17%
Weekly Boarding Rides Per Full Time Employee	936	890	5.18%	889	835	6.39%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles/Vehicle Accident	53,902	70,367	-23.40%	61,605	62,540	-1.50%
Bus % Maintained Pullouts	99.93%	99.86%	0.07%	99.78%	99.78%	0.00%
Bus On-Time Performance(1)	81.80%	82.10%	-0.30%	81.65%	82.10%	-0.45%
Rail Car Miles/Svce Related Repair	2,506	3,115	-19.54%	2,888	2,986	-3.30%
LRV-Train Miles/Vehicle Accident	84,988	96,659	-12.07%	153,866	159,355	-3.44%
LRV % Maintained Pullouts	99.12%	99.94%	-0.82%	99.41%	99.85%	-0.44%
Rail On-Time Performance(1)	83.10%	87.20%	-4.10%	85.51%	86.37%	-0.86%
WES Miles/Relevant Failure	10,349	4,939	109.54%	10,006	9,953	0.53%
WES Miles/Vehicle Accident(2)	10,349	9,878	4.77%	10,006	9,953	0.53%
WES % Maintained Trips	100.00%	100.00%	0.00%	100.00%	99.04%	0.96%
WES On-Time Performance(1)	99.30%	98.80%	0.50%	98.45%	97.88%	0.57%

(1) By departures at route timepoints

(2) No accidents in May 2012 on WES.

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QUARTERLY STREETCAR PERFORMANCE REPORT

	Spring '12	Winter '11-'12	Spring '11	Annual Avg Current Yr
Boarding Rides				
Average Weekday	11,600	10,200	12,300	11,200
Average Saturday	10,600	7,500	10,700	10,100
Average Sunday	7,400	5,200	6,500	6,900
Average Weekly	76,000	63,700	78,700	73,000
Vehicle Hours				
Avg Weekly Vehicle Hours	704	704	719	708
Rides per Vehicle Hour				
Average Weekday	107.6	94.6	114.1	103.9
Average Saturday	107.4	76.0	108.4	102.3
Average Sunday	90.8	63.8	79.8	84.7
Average Weekly	107.9	90.4	109.4	103.1

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