

Date: October 22, 2010

To: General Manager
Board of Directors

From: Nancy Jarigese

Subject: September 2010 Monthly Performance Report

1. Weekly system boarding rides (fixed route and paratransit) were down 0.7% in September compared to September 2009. Weekly rides declined on buses and LIFT, but were up on MAX and WES.
2. Weekday fixed route boardings were 316,550 in September, 0.5% below the prior year's level. Bus rides were down 5.0%, while MAX and WES commuter rail rides were up 7.2% and 28.6%, respectively. Weekend rides followed the same pattern, with bus rides down (-5.3%) and MAX rides up (+2.4). Overall weekly system fixed route rides declined 0.7% from the prior year's level.
3. The four MAX lines averaged a total of 124,400 weekday, 95,500 Saturday, and 72,000 Sunday boardings in September. Weekday ridership averaged 64,100 on the Blue line, 23,700 on the Red line, 15,300 on the Yellow line, and 20,800 on the Green line. In addition, about 500 people a day rode the mall rail shuttle. Total MAX ridership was flat during the peaks (+0.3%), but was up 10.2% during the off-peak in September. The increase in MAX ridership this September is a bit misleading since it compares ridership to September 2009 when Green Line was not running for half of the month. Compared to only the second half of September 2009, MAX ridership was up about 2.6%.
4. Bus ridership was down in September, with declines during peak (-3.7%) and off-peak (-5.6%) time periods and on frequent and non-frequent routes. Overall weekend rides were down 5.3%, resulting in a decline in weekly bus rides of 5.0%. Weekly rides fell 6.5% on frequent routes and 3.5% on non-frequent routes. The decline in bus ridership reflects the continuing weak economy, service levels which are 10% lower than the prior September, 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 6.8% improvement in bus boarding rides per revenue hour (from 41.0 in September 2009 to 43.8 this September).
5. WES commuter rail has shown steady growth in calendar year 2010. In September it set yet another ridership record, carrying an average of 1,440 rides per weekday, up 29%.

6. Weekly LIFT rides were down 0.2% in September, with weekday rides up by 0.1% (3 rides) and weekend rides down 2.4%. 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 these rides are included in the LIFT ridership totals. Excluding assessment rides, which were not being performed in September 2009, average LIFT ridership was 3,574, a decrease of 0.7% compared to the prior year.

Even with the assessment rides, weekly LIFT and cab vehicle *miles* were down 4.4% compared to the prior year. Last twelve months, LIFT and cab *ridership* has declined 2.3%, while LIFT and cab vehicle *miles* have declined 5.0%. This 2.7% increase in productivity has saved TriMet \$837,000 in continuing expenditures compared to no productivity improvement. The improvement is the result of an effort by LIFT staff and contractors to use analytics to group more rides and to manage service hours and miles to more closely match demand.

7. This September, after two years of stable fares, TriMet implemented a moderate fare increase (\$.05 cash, \$2 pass increase). Although ridership was down slightly in September, the higher fare levels helped to boost passenger revenue by 6.3% (+\$482,000) over the September 2009 level. Passenger revenues were also ahead of budget in September by \$128,000.
8. Operations cost per boarding ride measures the direct cost of providing each ride. Operations costs are expenses for labor, energy and expendables supplied to provide transit service and to maintain vehicles and plant facilities. In September, operations cost per boarding ride declined by 0.6% compared to the prior year. Total fixed ride cost/ride was \$2.41 in September, \$.02 below the prior year's level. Overall operations costs declined 1.3% due to less service, fewer employees (FTE employees in the Operations Division were down 5.7% compared to September 2009), and reductions in materials and services. At the same time, monthly fixed route ridership was down 0.7%.

The cost per bus ride grew (+4.2%) because total bus rides declined more than total bus operations costs (bus rides were down 5.1% while bus costs declined 1%). While bus vehicle *hours* were down 10% in September, costs were down just 1%. Full savings from the service reductions will not be fully realized for some months, although TriMet is reducing operator ranks through attrition as a less expensive alternative to layoffs. In addition, unit costs of union medical benefits increased 18% between September 2009 and September 2010.

September 2010 MAX operations costs were about 1% below the September 2009 level, but monthly rides were up 6.0%. As a result, the cost of providing each MAX ride declined from \$1.69 in September 2009 to \$1.57 this year.

SYSTEM RIDERSHIP SUMMARY

Measure	Sep 10	Sep 09	% Change	FY11 TD	FY10 TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	83,400	86,400	-3.5%	80,200	83,670	-4.1%
Bus-Frequent Service*	<u>107,300</u>	<u>114,300</u>	-6.1%	<u>104,467</u>	<u>111,670</u>	-6.5%
Subtotal All Bus	190,700	200,700	-5.0%	184,667	195,340	-5.5%
MAX 1	24,410	116,100	7.2%	127,897	112,410	13.8%
Commuter Rail	<u>1,440</u>	<u>1,120</u>	28.6%	<u>1,410</u>	<u>1,140</u>	23.7%
Fixed Route Total	316,550	318,000	-0.5%	313,973	308,890	1.6%
<u>Paratransit</u>						
LIFT& Cabs	3,602	3,599	0.1%	3,583	3,569	0.4%
System Total	320,152	321,557	-0.4%	317,556	312,459	1.6%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	478,200	495,600	-3.5%	460,967	483,833	-4.7%
Bus-Frequent Service*	<u>659,900</u>	<u>702,900</u>	-6.1%	<u>645,833</u>	<u>690,800</u>	-6.5%
Subtotal All Bus	1,138,100	1,198,500	-5.0%	1,106,800	1,174,633	-5.8%
MAX	789,600	744,200	6.1%	816,283	721,728	13.1%
Commuter Rail	<u>7,200</u>	<u>5,600</u>	28.6%	<u>7,050</u>	<u>5,725</u>	23.1%
Fixed Route Total	1,934,850	1,948,300	-0.7%	1,930,133	1,902,087	1.5%
Frequent Bus % of Total Bus	58.0%	58.6%	-0.7%	58.4%	58.8%	-0.5%
<u>Paratransit</u>						
LIFT & Cabs	20,493	20,540	-0.2%	20,377	20,397	-0.1%
System Total	1,955,343	1,968,840	-0.7%	1,950,511	1,922,483	1.5%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$3.65	\$3.47	5.21%	\$3.74	\$3.54	5.82%
Bus-Frequent Service*	\$2.40	\$2.34	2.50%	\$2.47	\$2.35	5.07%
Subtotal All Bus	\$2.92	\$2.81	4.18%	\$3.00	\$2.84	5.69%
MAX	\$1.57	\$1.69	-6.84%	\$1.52	\$1.71	-11.01%
Commuter Rail	\$13.84	\$19.70	-29.72%	\$15.38	\$19.24	-20.05%
Fixed Route Total	\$2.41	\$2.43	-0.61%	\$2.42	\$2.46	-1.69%
<u>Paratransit</u>						
LIFT & Cabs	\$28.36	\$28.65	-1.02%	\$27.95	\$27.75	0.74%
System Total	\$2.68	\$2.70	-0.61%	\$2.68	\$2.72	-1.56%

* 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)

	Sep 10	Sep 09	% Change	FY11 TD	FY10 TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	316,550	318,000	-0.46%	313,970	308,890	1.64%
Monthly Boarding Rides Per Revenue Hour	64.13	58.40	9.81%	62.25	56.09	10.98%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	29.61%	27.96%	1.65%	29.47%	27.76%	1.71%
System Cost/Boarding Ride	\$3.17	\$3.13	1.26%	\$3.12	\$3.15	-0.93%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$152.58	\$140.58	8.54%	146.12	\$136.08	7.38%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	88.46%	91.41%	-2.95%	88.70%	91.15%	-2.45%
Bus & Rail Maintenance Attendance	93.67%	94.06%	-0.39%	94.00%	94.48%	-0.48%
WES Maintenance & Admin Attendance	100.00%	99.23%	0.77%	99.58%	98.82%	0.76%
Weekly Boarding Rides Per Full Time Employee	828	792	4.55%	823	770	6.95%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles/Vehicle Accident	62,696	58,330	7.49%	60,018	63,335	-5.24%
Bus % Maintained Pullouts	99.71%	99.92%	-0.21%	99.59%	99.75%	-0.16%
Bus On-Time Performance(1)	81.50%	82.10%	-0.60%	81.43%	82.47%	-1.03%
Rail Car Miles/Svce Related Repair	3,019	3,225	-6.39%	2,874	3,205	-10.33%
LRV-Train Miles/Vehicle Accident	124,917	355,439	-64.86%	197,277	213,055	-7.41%
LRV % Maintained Pullouts	100.00%	99.94%	0.06%	99.94%	99.94%	0.00%
Rail On-Time Performance(1)	87.00%	80.80%	6.20%	85.37%	80.60%	4.77%
WES Miles/Relevant Failure(2)	9,776	9,878	-1.03%	9,879	10,065	-1.85%
WES Miles/Vehicle Accident(2)	9,776	9,878	-1.03%	9,879	10,065	-1.85%
WES % Maintained Trips	98.96%	100.00%	-1.04%	98.39%	98.74%	-0.35%
WES On-Time Performance(1)	98.80%	98.80%	0.00%	97.67%	97.20%	0.47%

(1) By departures at route timepoints

(2) No mechanical failures or accidents in September 2010 on WES.

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