

Date: September 6, 2017

To: General Manager
Board of Directors

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

Subject: July 2017 Monthly Performance Report

The monthly systemwide ridership decreased 2.7% in July compared to prior year's level. Passenger revenue decreased 2.1% and operations costs per boarding increased 9.3% compared to July 2016. Streetcar performance report is now available on a monthly basis with ridership, service quality and attendance data. Streetcar is owned by the City of Portland and operated by TriMet. Streetcar ridership decreased 2.0% in July compared to last July 2016.

1. Weekly system boardings decreased 2.6% in July compared to prior year's level. Weekly boardings decreased 0.9% on bus, 4.8% on MAX, 7.8% on WES and 2.3% on LIFT/Cab.
2. Weekday fixed route boardings were 303,275 in July, 2.5% below the prior year's level. Boardings decreased 0.9% on bus, 4.6% on MAX and 7.8% on WES. Weekend fixed route boardings decreased 1.2% on bus and 5.8% on MAX.
3. The five MAX lines averaged a total of 123,970 weekday, 89,510 Saturday and 71,470 Sunday boardings in July. Weekday ridership on each of the five MAX lines averaged 58,670 on the Blue Line, 22,560 on the Red Line, 12,490 on the Yellow Line, 19,290 on the Green Line, and 10,960 on the Orange Line. Total MAX ridership decreased 4.4% during weekday peak and 4.6% during weekday off-peak periods, resulting in a 4.6% decline in weekday MAX ridership. Total weekend ridership decreased 6.4% on Saturday and 5.1% on Sunday, leading to a 4.8% decrease in weekly MAX rides in July.
4. Weekday bus boardings decreased 0.9% in July, with overall decline in weekday peak time periods of 1.5% and 0.6% in weekday off-peak time periods. Weekend boardings also decreased 1.2%, resulting in a 1.0% decrease in weekly bus rides. Weekly boardings decreased 2.5% on frequent routes, but increased 1.0% on non-frequent routes.
5. WES averaged 1,725 daily boardings in July 7.8% below the prior year's level. In July, WES operated with 24 late trains, zero out of service trains, zero missed pullouts, and 1 vehicle mechanical failure, resulting in a 96.3% 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 2.3% in July. Weekday and weekend boardings declined 2.3% and 2.5% respectively, compared to prior year's level.
7. July passenger revenues were \$9.4 million, which is 2.1% below the prior year level.
8. Operations cost/boarding 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. The averaged fixed route operations costs per boarding increased from \$2.91 to \$3.19, or 9.6% compared to July 2016.
9. Weekday Streetcar boardings averaged 3,463 on A-Loop, 3,467 on B-Loop and 8,252 on North South (NS) line in July.

SYSTEM RIDERSHIP SUMMARY

Measure	Jul 17	Jul 16	% Change	FY18-TD	FY17-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	83,890	83,100	1.0%	83,890	83,100	1.0%
Bus-Frequent Service*	<u>93,690</u>	<u>96,100</u>	-2.5%	<u>93,690</u>	<u>96,100</u>	-2.5%
Subtotal All Bus	177,580	179,200	-0.9%	177,580	179,200	-0.9%
MAX	123,970	129,900	-4.6%	123,970	129,900	-4.6%
Commuter Rail	<u>1,725</u>	<u>1,870</u>	-7.8%	<u>1,725</u>	<u>1,870</u>	-7.8%
Fixed Route Total	303,275	311,000	-2.5%	303,275	310,970	-2.5%
<u>Paratransit</u>						
LIFT& Cabs	3,519	3,602	-2.3%	3,519	3,602	-2.3%
System Total	306,794	314,572	-2.5%	306,794	314,572	-2.5%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	488,300	483,400	1.0%	488,280	483,400	1.0%
Bus-Frequent Service*	<u>586,200</u>	<u>601,400</u>	-2.5%	<u>586,160</u>	<u>601,400</u>	-2.5%
Subtotal All Bus	1,074,500	1,084,800	-0.9%	1,074,440	1,084,800	-1.0%
MAX	780,800	820,400	-4.8%	780,830	820,400	-4.8%
Commuter Rail	<u>8,625</u>	<u>9,350</u>	-7.8%	<u>8,625</u>	<u>9,350</u>	-7.8%
Fixed Route Total	1,863,895	1,914,550	-2.6%	1,863,895	1,914,550	-2.6%
Frequent Bus % of Total Bus	54.6%	55.4%	-0.9%	54.6%	55.4%	-0.9%
<u>Paratransit</u>						
LIFT & Cabs	19,799	20,271	-2.3%	19,799	20,271	-2.3%
System Total	1,883,694	1,934,821	-2.6%	1,883,694	1,934,821	-2.6%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.16	\$3.94	5.58%	\$4.16	\$3.94	5.58%
Bus-Frequent Service*	\$3.05	\$2.90	5.17%	\$3.05	\$2.90	5.17%
Subtotal All Bus	\$3.55	\$3.35	5.97%	\$3.55	\$3.35	5.97%
MAX	\$2.57	\$2.22	15.77%	\$2.57	\$2.22	15.77%
Commuter Rail	\$16.46	\$13.52	21.75%	\$16.46	\$13.52	21.75%
Fixed Route Total	\$3.19	\$2.91	9.62%	\$3.19	\$2.91	9.62%
<u>Paratransit</u>						
LIFT & Cabs	\$36.56	\$34.46	6.09%	\$36.56	\$34.46	6.09%
System Total	\$3.53	\$3.23	9.29%	\$3.53	\$3.23	9.29%

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

TK

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.

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Jul 17	Jul 16	% Change	FY18-TD	FY17-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	303,275	311,000	-2.48%	303,280	310,970	-2.47%
Avg. Weekday Originating Rides	236,095	242,140	-2.50%	236,100	242,140	-2.49%
Monthly Boarding Rides/Rev. Hour	54.16	55.98	-3.25%	54.16	55.98	-3.25%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	28.69%	30.57%	-1.88%	28.69%	30.57%	-1.88%
System Cost/Boarding Ride	\$4.09	\$3.81	7.35%	\$4.09	\$3.81	7.35%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$163.18	\$163.00	0.11%	\$163.18	\$163.00	0.11%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.78%	90.17%	-0.39%	89.78%	90.17%	-0.39%
Bus & Rail Maintenance Attendance	94.65%	94.89%	-0.24%	94.65%	94.89%	-0.24%
WES Maintenance & Admin Attendance	93.56%	93.58%	-0.02%	93.56%	93.58%	-0.02%
Weekly Boarding Rides Per Full Time Employee	662.0	711.8	-7.00%	662.0	711.8	-7.00%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	13,399	11,812	13.44%	13,399	11,812	13.44%
Bus Collisions/100,000 Miles	3.10	2.45	26.53%	3.10	2.45	26.53%
Bus % Maintained Pullouts	99.92%	99.79%	0.13%	99.92%	99.79%	0.13%
Bus On-Time Performance(1)	83.20%	81.00%	2.20%	83.20%	81.00%	2.20%
MAX Car Miles/Svc Delay Defects(2)	9,402	8,592	9.42%	9,402	8,592	9.42%
MAX Collisions/100,000 Miles	0.77	1.81	-57.46%	0.77	1.81	-57.46%
MAX % Maintained Pullouts	99.95%	99.19%	0.76%	99.95%	99.19%	0.76%
MAX On-Time Performance(1)	86.20%	85.80%	0.40%	86.20%	85.80%	0.40%
WES Miles/Relevant Failure	9,408	9,408	0.00%	9,408	9,408	0.00%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%
WES On-Time Performance(1)	96.30%	98.90%	-2.60%	96.30%	98.90%	-2.60%

(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).

TK

ii

STREETCAR PERFORMANCE REPORT

12 Month Average

Streetcar Operation	Jul 17	Jun 17	Jul 16	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	3,463	3,327	3,245	3,364	2,757
B-Loop Boardings	3,467	3,084	3,300	3,275	2,755
North South Line Boarding	8,252	8,339	9,134	8,506	8,004
Average Weekend Ridership					
A-Loop Boardings	4,812	4,569	4,397	4,533	3,659
B-Loop Boardings	4,926	4,516	4,744	4,478	3,738
North South Line Boarding	12,777	11,836	13,123	11,267	11,198
Average Weekly Ridership					
A-Loop Boardings	22,127	21,204	20,622	21,355	17,445
B-Loop Boardings	22,261	19,936	21,244	20,852	17,515
North South Line Boarding	54,037	53,531	58,793	53,794	51,218
Monthly Ridership					
A-Loop Boardings	95,953	91,470	89,374	92,062	75,296
B-Loop Boardings	96,723	85,912	92,397	90,053	75,588
North South Line Boarding	236,454	230,802	256,220	231,924	221,623
A-Loop Boardings/Rev Hour	53.2	52.9	49.6	56.2	47.3
B-Loop Boardings/Rev Hour	54.8	53.3	53.4	58.5	49.3
North South Boardings/Rev Hour	92.3	92.5	101.1	98.4	89.9
System Boardings/Rev Hour	70.0	70.0	72.2	73.2	61.9
Service					
Vehicle Revenue Hours	6,129	5,835	6,069	5,658	6,021
Vehicle Revenue Miles	37,529	35,627	37,159	34,546	36,980
Service Quality					
A-Loop On-Time Performance	82%	79%	82%	80%	82.00%
B-Loop On-Time Performance	75%	70%	80%	74%	80.00%
North South On-Time Performance	79%	82%	86%	83%	86.00%
Attendance (1)					
	95.22%	95.59%	94.56%	94.09%	93.25%
Excused Absence	0.24%	0.43%	0.35%	0.48%	0.98%
Family Leave	1.12%	1.94%	2.32%	1.32%	2.62%
Unexcused Absence	0.16%	0.01%	0.05%	0.04%	0.06%
Sick Leave	2.96%	1.84%	2.36%	3.50%	2.38%
Industrial Injury	0.00%	0.00%	0.00%	0.07%	0.37%
Contractual Absence	0.30%	0.20%	0.37%	0.48%	0.34%

(1) Includes Operations and Vehicle Maintenance Staff

TK