

**Date:** September 21, 2017

**To:** General Manager  
Board of Directors

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

**Subject:** August 2017 Monthly Performance Report

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The monthly systemwide ridership decreased 2.3% in August compared to prior year's level. Passenger revenue decreased 6.0% in August partly due to two days of fare free. The operations costs per boarding increased 10.5% compared to August 2016 increase items related to maintenance material for revenue equipment, inventory adjustment expense and liability claimed. Monthly Streetcar ridership increased 1.8% in August compared to last August 2016.

1. Weekly system boardings decreased 2.3% in August compared to prior year's level. Weekly boardings decreased 2.5% on bus, 1.8% on MAX, 10.7% on WES and 10.9% on LIFT/Cab.
2. Weekday fixed route boardings were 298,720 in August, 1.9% below the prior year's level. Boardings decreased 2.7% on bus, 0.7% on MAX and 10.9% on WES. Weekend fixed route boardings decreased 1.5% on bus and 5.8% on MAX.
3. The five MAX lines averaged a total of 121,720 weekday, 85,530 Saturday and 67,710 Sunday boardings in August. Weekday ridership on each of the five MAX lines averaged 57,060 on the Blue Line, 21,440 on the Red Line, 12,720 on the Yellow Line, 19,430 on the Green Line, and 11,070 on the Orange Line. Total MAX ridership decreased 4.0% during weekday peak, however an increase of 0.9% during weekday off-peak periods, resulting in a 0.7% decline in weekday MAX ridership. Total weekend ridership decreased 4.8% on Saturday and 7.1% on Sunday, leading to a 1.8% decrease in weekly MAX rides in August.
4. Weekday bus boardings decreased 2.7% in August, with overall decline in weekday peak time periods of 3.4% and 2.3% in weekday off-peak time periods. Weekend boardings also decreased 1.5%, resulting in a 2.5% decrease in weekly bus rides. Weekly boardings decreased 3.2% on frequent routes and 1.6% on non-frequent routes.
5. WES averaged 1,640 daily boardings in August 10.9% below the prior year's level. In August, WES operated with 49 late trains, 40 out of service trains, zero missed pullouts, and zero vehicle mechanical failure, resulting in a 86.6% of trips made on time. Train run slower when temperatures reached 95 degrees and higher. If it reached 105 degrees or more all trains will cancelled runs then Bus Bridge is required. 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 10.9% in August. Weekday boardings declined 12.4%, but weekend boardings increased 1.0% compared to prior year's level.
7. August passenger revenues were \$9.2 million, which is 6.0% 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 \$2.99 to \$3.34, or 11.7% compared to August 2016.
9. Weekday Streetcar boardings averaged 3,475 on A-Loop, 3,378 on B-Loop and 8,233 on North South (NS) line in August.

## SYSTEM RIDERSHIP SUMMARY

Measure	Aug 17	Aug 16	% Change	FY18-TD	FY17-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	82,860	84,400	-1.8%	83,375	83,750	-0.4%
Bus-Frequent Service*	<u>92,500</u>	<u>95,800</u>	-3.4%	<u>93,095</u>	<u>95,950</u>	-3.0%
Subtotal All Bus	175,360	180,200	-2.7%	176,470	179,700	-1.8%
MAX	121,720	122,600	-0.7%	122,845	126,250	-2.7%
Commuter Rail	<u>1,640</u>	<u>1,840</u>	-10.9%	<u>1,683</u>	<u>1,850</u>	-9.1%
Fixed Route Total	298,720	304,600	-1.9%	300,998	307,800	-2.2%
<b><u>Paratransit</u></b>						
LIFT& Cabs	3,149	3,594	-12.4%	3,334	3,598	-7.3%
<b>System Total</b>	<b>301,869</b>	<b>308,234</b>	<b>-2.1%</b>	<b>304,332</b>	<b>311,398</b>	<b>-2.3%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	483,600	491,400	-1.6%	485,955	487,400	-0.3%
Bus-Frequent Service*	<u>579,700</u>	<u>598,900</u>	-3.2%	<u>582,940</u>	<u>600,150</u>	-2.9%
Subtotal All Bus	1,063,300	1,090,300	-2.5%	1,068,895	1,087,550	-1.7%
MAX	761,800	775,700	-1.8%	771,335	798,063	-3.3%
Commuter Rail	<u>8,200</u>	<u>9,180</u>	-10.7%	<u>8,413</u>	<u>9,263</u>	-9.2%
Fixed Route Total	1,833,390	1,875,200	-2.2%	1,848,643	1,894,875	-2.4%
Frequent Bus % of Total Bus	54.5%	54.9%	-0.4%	54.5%	55.2%	-0.6%
<b><u>Paratransit</u></b>						
LIFT & Cabs	18,014	20,217	-10.9%	18,907	20,244	-6.6%
<b>System Total</b>	<b>1,851,404</b>	<b>1,895,417</b>	<b>-2.3%</b>	<b>1,867,549</b>	<b>1,915,119</b>	<b>-2.5%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$4.21	\$3.85	9.35%	\$4.19	\$3.90	7.44%
Bus-Frequent Service*	\$3.07	\$2.78	10.43%	\$3.06	\$2.84	7.75%
Subtotal All Bus	\$3.59	\$3.27	9.79%	\$3.57	\$3.31	7.85%
MAX	\$2.84	\$2.47	14.98%	\$2.71	\$2.35	15.32%
Commuter Rail	\$16.56	\$13.17	25.74%	\$16.51	\$13.35	23.67%
Fixed Route Total	\$3.34	\$2.99	11.71%	\$3.27	\$2.95	10.85%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$38.11	\$34.19	11.47%	\$37.33	\$34.32	8.77%
<b>System Total</b>	<b>\$3.68</b>	<b>\$3.33</b>	<b>10.51%</b>	<b>\$3.61</b>	<b>\$3.28</b>	<b>10.06%</b>

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

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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.

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## KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Aug 17	Aug 16	% Change	FY18-TD	FY17-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	298,720	304,600	-1.93%	301,000	307,800	-2.21%
Avg. Weekday Originating Rides	232,546	237,097	-1.92%	234,320	239,620	-2.21%
Monthly Boarding Rides/Rev. Hour	54.03	55.03	-1.81%	54.10	55.49	-2.52%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	25.42%	29.56%	-4.15%	26.97%	30.05%	-3.08%
System Cost/Boarding Ride	\$4.37	\$3.91	11.76%	\$4.23	\$3.86	9.59%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$173.01	\$164.12	5.42%	\$167.96	\$163.57	2.68%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	89.59%	89.82%	-0.23%	89.69%	90.00%	-0.31%
Bus & Rail Maintenance Attendance	93.77%	94.36%	-0.59%	94.18%	94.61%	-0.43%
WES Maintenance & Admin Attendance	90.94%	95.52%	-4.58%	92.19%	94.60%	-2.41%
Weekly Boarding Rides Per Full Time Employee	649.8	682.0	-4.73%	655.9	696.7	-5.86%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	14,386	9,327	54.24%	13,893	10,570	31.44%
Bus Collisions/100,000 Miles	2.18	1.87	16.58%	2.64	2.16	22.22%
Bus % Maintained Pullouts	99.88%	99.90%	-0.02%	99.90%	99.85%	0.05%
Bus On-Time Performance(1)	84.20%	81.20%	3.00%	83.70%	81.10%	2.60%
MAX Car Miles/Svc Delay Defects(2)	7,101	5,707	24.42%	8,110	6,924	17.12%
MAX Collisions/100,000 Miles	2.29	1.32	73.48%	1.53	1.57	-2.55%
MAX % Maintained Pullouts	100.00%	100.00%	0.00%	99.97%	99.60%	0.37%
MAX On-Time Performance(1)	83.30%	83.10%	0.20%	84.75%	84.45%	0.30%
WES Miles/Relevant Failure	10,231	10,716	-4.53%	9,820	10,062	-2.41%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	94.57%	99.05%	-4.48%	97.09%	99.49%	-2.40%
WES On-Time Performance(1)	86.60%	89.70%	-3.10%	91.45%	94.30%	-2.85%

(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).

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# STREETCAR PERFORMANCE REPORT

12 Month Average

Streetcar Operation	Aug 17	Jul 17	Aug 16	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	3,475	3,463	3,212	3,386	3,025
B-Loop Boardings	3,378	3,467	3,205	3,289	3,023
North South Line Boarding	8,233	8,252	8,241	8,505	8,100
<b>Average Weekend Ridership</b>					
A-Loop Boardings	4,873	4,812	4,854	4,535	4,063
B-Loop Boardings	5,059	4,926	4,856	4,495	4,143
North South Line Boarding	12,124	12,777	12,896	11,202	11,293
<b>Average Weekly Ridership</b>					
A-Loop Boardings	22,248	22,127	20,914	21,466	19,188
B-Loop Boardings	21,949	22,261	20,881	20,941	19,256
North South Line Boarding	53,289	54,037	54,101	53,726	51,794
<b>Monthly Ridership</b>					
A-Loop Boardings	99,417	95,953	93,292	92,573	83,070
B-Loop Boardings	97,930	96,723	93,139	90,452	83,350
North South Line Boarding	237,855	236,454	241,127	231,652	224,417
A-Loop Boardings/Rev Hour	56.0	53.2	50.7	56.6	47.6
B-Loop Boardings/Rev Hour	57.0	54.8	53.7	58.8	49.7
North South Boardings/Rev Hour	91.4	92.3	94.1	98.2	90.3
System Boardings/Rev Hour	71.4	70.0	69.7	73.3	64.8
<b>Service</b>					
Vehicle Revenue Hours	6,093	6,129	6,137	5,655	6,031
Vehicle Revenue Miles	37,202	37,529	37,518	34,519	37,029
<b>Service Quality</b>					
A-Loop On-Time Performance	85%	82%	79%	80%	80.50%
B-Loop On-Time Performance	74%	75%	77%	74%	78.50%
North South On-Time Performance	82%	79%	83%	83%	84.50%
<b>Attendance (1)</b>					
	<b>92.82%</b>	<b>95.22%</b>	<b>93.34%</b>	<b>94.05%</b>	<b>93.50%</b>
Excused Absence	0.42%	0.24%	0.18%	0.50%	0.68%
Family Leave	3.24%	1.12%	2.40%	1.39%	2.51%
Unexcused Absence	0.08%	0.16%	0.01%	0.05%	0.06%
Sick Leave	2.71%	2.96%	3.32%	3.45%	2.50%
Industrial Injury	0.00%	0.00%	0.00%	0.07%	0.36%
Contractual Absence	0.73%	0.30%	0.76%	0.48%	0.39%

(1) Includes Operations and Vehicle Maintenance Staff

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