

Date: April 19, 2018

To: General Manager
Board of Directors

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

Subject: March 2018 Monthly Performance Report

The monthly systemwide ridership decreased 4.0% in March compared to prior year's level. Passenger revenue decreased 2.2% and operations costs per boarding increased 28.1% (from \$3.38 to \$4.33) compared to March 2017, the increase contributed by one year of retro-pay to represented personal as a result of settling the ATU contract. The monthly Streetcar ridership decreased 4.5% compared to March 2017.

1. Weekly system boardings decreased 2.6% in March compared to prior year's level. Weekly boardings decreased 1.7% on bus, 3.9% on MAX, 13.3% on WES and 0.2% on LIFT/Cab.
2. Weekday fixed route boardings were 306,960 in March, 3.1% below the prior year's level. Boardings decreased 2.1% on bus, 4.5% on MAX and 13.5% on WES. Weekend fixed route boardings increased 0.4% on bus, but decreased 1.3% on MAX.
3. The five MAX lines averaged a total of 120,140 weekday, 86,540 Saturday and 63,630 Sunday boardings in March. Weekday ridership on each of the five MAX lines averaged 54,930 on the Blue Line, 19,760 on the Red Line, 12,770 on the Yellow Line, 21,090 on the Green Line and 11,590 on the Orange Line. Total MAX ridership decreased 5.2% during weekday peak and 4.2% during weekday off-peak periods, resulting in a 4.5% decrease in weekday MAX ridership. The weekend ridership increased 0.9% on Saturday, but decreased 4.2% on Sunday, leading to a 3.9% decrease in weekly MAX rides in March.
4. Weekday bus boardings decreased 2.1% in March, decreased in weekday peak time periods of 3.1% and 1.6% during weekday off-peak time periods, resulting in a 2.1% decrease in weekday bus ridership. Total weekend boardings increased 0.4%, however a 1.7% decreased in weekly bus rides. Weekly boardings decreased 3.0% on frequent routes and flat on non-frequent routes.
5. WES averaged 1,540 daily boardings in March, 13.2% below the prior year's level. In March, WES operated with 27 late trains, zero trains out of service, zero missed pullouts, and zero vehicle mechanical failure, resulting in a 96.2% 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 0.2% in March. The weekday boardings decreased 1.2%, but increased 8.4% on weekend compared to prior year's level.
7. March passenger revenues were \$9.5 million, which is 2.2% below the prior year level.
8. Fixed Route 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 average fixed route operations costs per boarding increased from \$3.04 to \$3.97, or 30.6% compared to March 2017. The increase related to retro-pay to represented personal salaries and benefits.
9. Weekday Streetcar boardings averaged 3,614 on A-Loop, 3,105 on B-Loop and 8,274 on North South (NS) line in March. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Mar 18	Mar 17	% Change	FY18-TD	FY17-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	87,850	88,200	-0.4%	86,190	86,040	0.2%
Bus-Frequent Service*	<u>97,430</u>	<u>101,000</u>	-3.5%	<u>95,972</u>	<u>98,560</u>	-2.6%
Subtotal All Bus	185,280	189,200	-2.1%	182,162	184,600	-1.3%
MAX	120,140	125,800	-4.5%	120,564	123,900	-2.7%
Commuter Rail	<u>1,540</u>	<u>1,780</u>	-13.5%	<u>1,643</u>	<u>1,770</u>	-7.2%
Fixed Route Total	306,960	316,800	-3.1%	304,369	310,270	-1.9%
<u>Paratransit</u>						
LIFT& Cabs	3,590	3,634	-1.2%	3,460	3,470	-0.3%
System Total	310,550	320,409	-3.1%	307,830	313,740	-1.9%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	508,400	508,600	0.0%	497,828	497,256	0.1%
Bus-Frequent Service*	<u>604,600</u>	<u>623,200</u>	-3.0%	<u>593,885</u>	<u>610,778</u>	-2.8%
Subtotal All Bus	1,113,000	1,131,800	-1.7%	1,091,713	1,108,033	-1.5%
MAX	750,900	781,200	-3.9%	748,110	769,880	-2.8%
Commuter Rail	<u>7,700</u>	<u>8,880</u>	-13.3%	<u>8,214</u>	<u>8,850</u>	-7.2%
Fixed Route Total	1,871,520	1,921,875	-2.6%	1,848,037	1,886,763	-2.1%
Frequent Bus % of Total Bus	54.3%	55.1%	-0.7%	54.4%	55.1%	-0.7%
<u>Paratransit</u>						
LIFT & Cabs	20,379	20,410	-0.2%	19,579	19,527	0.3%
System Total	1,891,899	1,942,285	-2.6%	1,867,616	1,906,290	-2.0%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$5.11	\$3.89	31.36%	\$4.40	\$4.04	8.91%
Bus-Frequent Service*	\$3.61	\$2.72	32.72%	\$3.19	\$2.93	8.87%
Subtotal All Bus	\$4.30	\$3.25	32.31%	\$3.74	\$3.43	9.04%
MAX	\$3.31	\$2.55	29.80%	\$2.85	\$2.56	11.33%
Commuter Rail	\$21.22	\$19.04	11.45%	\$17.81	\$16.51	7.87%
Fixed Route Total	\$3.97	\$3.04	30.59%	\$3.44	\$3.13	9.90%
<u>Paratransit</u>						
LIFT & Cabs	\$37.85	\$35.33	7.13%	\$37.95	\$36.31	4.52%
System Total	\$4.33	\$3.38	28.11%	\$3.80	\$3.47	9.51%

* 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)

	Mar 18	Mar 17	% Change	FY18-TD	FY17-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	306,960	316,800	-3.11%	304,370	310,270	-1.90%
Avg. Weekday Originating Rides	238,859	246,518	-3.11%	236,860	241,470	-1.91%
Monthly Boarding Rides/Rev. Hour	53.06	55.85	-4.98%	53.03	54.93	-3.46%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	22.19%	27.84%	-5.65%	25.57%	28.50%	-2.93%
System Cost/Boarding Ride	\$5.14	\$4.01	28.18%	\$4.54	\$4.14	9.66%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$197.71	\$167.28	18.19%	\$175.11	\$172.84	1.31%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	88.55%	89.52%	-0.97%	89.23%	89.38%	-0.15%
Bus & Rail Maintenance Attendance	93.20%	94.17%	-0.97%	93.98%	94.18%	-0.20%
WES Maintenance & Admin Attendance	95.98%	97.25%	-1.27%	94.27%	95.36%	-1.09%
Weekly Boarding Rides Per Full Time Employee	654.9	683.4	-4.17%	652.2	682.6	-4.46%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	15,618	10,171	53.55%	14,730	10,526	39.93%
Bus Collisions/100,000 Miles	3.08	2.83	8.83%	2.77	3.26	-15.03%
Bus % Maintained Pullouts	99.88%	99.92%	-0.04%	99.92%	99.87%	0.05%
Bus On-Time Performance(1)	88.40%	84.70%	3.70%	85.56%	80.44%	5.11%
MAX Car Miles/Svc Delay Defects(2)	12,593	7,111	77.09%	10,043	7,461	34.61%
MAX Collisions/100,000 Miles	2.03	1.78	14.04%	1.47	1.79	-17.88%
MAX % Maintained Pullouts	99.95%	99.90%	0.05%	99.95%	99.68%	0.27%
MAX On-Time Performance(1)	89.40%	86.90%	2.50%	87.96%	84.20%	3.76%
WES Miles/Relevant Failure	10,349	10,819	-4.34%	9,836	9,883	-0.48%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	99.06%	99.26%	-0.20%
WES On-Time Performance(1)	96.20%	96.90%	-0.70%	93.80%	94.86%	-1.06%

(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 (1)

12 Month Average

Streetcar Operation	Mar 18	Feb 18	Mar 17	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	3,614	3,635	3,536	3,544	3,271
B-Loop Boardings	3,105	3,373	3,456	3,201	3,263
North South Line Boarding	8,274	7,972	8,728	8,203	8,602
Average Weekend Ridership					
A-Loop Boardings	5,264	4,719	4,953	4,725	4,432
B-Loop Boardings	4,705	4,777	4,717	4,566	4,442
North South Line Boarding	11,025	9,602	11,628	11,166	11,364
Average Weekly Ridership					
A-Loop Boardings	23,334	22,894	22,633	22,444	20,786
B-Loop Boardings	20,230	21,642	21,997	20,569	20,756
North South Line Boarding	52,395	49,462	55,268	52,180	54,374
Monthly Ridership					
A-Loop Boardings	103,785	91,576	101,140	96,994	89,663
B-Loop Boardings	90,195	86,568	98,356	88,852	89,696
North South Line Boarding	232,867	197,848	247,256	225,570	234,603
A-Loop Boardings/Rev Hour	58.8	57.2	57.9	59.4	51.3
B-Loop Boardings/Rev Hour	52.8	54.2	59.9	55.7	54.8
North South Boardings/Rev Hour	86.3	78.7	95.6	92.3	93.8
System Boardings/Rev Hour	69.2	65.8	74.8	70.9	70.2
Service					
Vehicle Revenue Hours	6,169	5,712	5,976	5,802	5,900
Vehicle Revenue Miles	37,210	34,484	36,467	34,718	36,016
Service Quality					
A-Loop On-Time Performance	82%	83%	79%	82%	79.44%
B-Loop On-Time Performance	82%	82%	73%	77%	75.22%
North South On-Time Performance	83%	83%	84%	82%	83.33%
Operator Attendance	86.85%	86.36%	92.32%	91.59%	92.39%
Excused Absence	0.31%	0.06%	0.31%	0.59%	0.56%
Family Leave	1.91%	1.95%	1.62%	1.99%	2.41%
Unexcused Absence	0.52%	0.14%	0.02%	0.10%	0.05%
Sick Leave	8.39%	9.58%	4.75%	4.43%	4.10%
Industrial Injury	1.85%	1.69%	0.00%	0.67%	0.05%
Contractual Absence	0.17%	0.23%	0.97%	0.64%	0.44%
Maintenance Attendance	90.99%	93.34%	96.20%	96.12%	96.65%
Excused Absence	0.00%	0.00%	0.00%	0.02%	0.04%
Family Leave	5.02%	1.24%	0.36%	1.01%	1.78%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.04%
Sick Leave	2.04%	4.17%	2.08%	2.32%	1.02%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.00%
Contractual Absence	1.95%	1.24%	1.36%	0.52%	0.47%
Overall Attendance	87.64%	87.66%	93.08%	92.59%	93.26%