

**Date:** April 15, 2021

**To:** General Manager  
Board of Directors

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

**Subject:** March 2021 Monthly Performance Report

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The monthly system wide ridership decreased 36.7% in March compared to the prior year's level. Passenger revenue decreased 56.1%. The system costs per boarding increased 38.26% (\$6.56 to \$9.07) compared to March 2020. The monthly Streetcar ridership decreased 54.0% compared to March 2020. One year into the pandemic. In next month's report we will likely see a positive percent variance on ridership, however the system costs per boarding will remain high until the ridership returns to the level prior to the pandemic.

1. Weekly system boardings decreased 37.5% in March compared to prior year's level. Weekly boardings decreased 35.8% on bus, 39.7% on MAX, 62.8% on WES and 47.0% on LIFT/Cab.
2. Weekday fixed route boardings were 121,815 in March, a decrease of 40.0% compared to the prior year's level. Boardings decreased 38.2% on bus, 42.8% on MAX and 62.8% on WES. Weekend fixed route boardings decreased 24.7% on bus and 26.7% on MAX.
3. The five MAX lines averaged a total of 43,960 weekday, 38,510 Saturday and 29,610 Sunday boardings in March. Weekday ridership on each of the five MAX lines averaged 19,330 on the Blue Line, 8,230 on the Red Line, 5,150 on the Yellow Line, 8,010 on the Green Line and 3,240 on the Orange Line. Total MAX ridership decreased 55.9% during weekday peak and 36.6% during weekday off-peak periods, resulting in a 42.8% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 17.7% on Saturday and 35.9% on Sunday.

Overall, MAX weekly ridership in March decreased 39.7% compared to the same time last year.

4. Bus averaged 77,550 weekday, 55,120 Saturday and 43,050 Sunday boardings in March. Bus ridership decreased 46.8% during weekday peak time periods and 34.2% during weekday off-peak time periods, resulting in a 38.2% decrease in weekday bus ridership.

The bus weekend ridership decreased 17.6% on Saturday and 32.2% on Sunday.

The total bus weekly ridership in March decreased 35.8% compared to a year ago.

Bus weekly ridership decreased 43.2% on non-frequent routes and 31.7% on frequent routes compared to last March.

5. WES averaged 305 daily boardings in March, 62.8% below the prior year's level. In March, WES operated with 6 late trains, zero trains out of service, zero missed pullouts and zero vehicle mechanical failures, resulting in 99.2% of trips made on time. WES train runs every 45 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 47.0% in March. The weekday boardings decreased 50.0% and the weekend boardings decreased 25.2% compared to prior year's level.
7. March passenger revenues were \$3.2 million, a decline of 56.1% compared to prior year level.
8. Fixed Route Operating costs/boardings measure 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 operating costs per boarding increased from \$6.15 to \$8.58, or 39.5%, compared to prior year level.
9. Weekday Streetcar boardings averaged 1,015 on A-Loop, 935 on B-Loop and 2,103 on North South (NS) line in March. The weekday boardings decreased 56.0% on A-Loop, 51.1% on B-Loop and 56.2% on NS compared to prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 85.0%, 84.0% and 85.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Mar 21	Mar 20	% Change	FY21-TD	FY20-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	25,900	47,700	-45.7%	24,801	82,710	-70.0%
Bus-Frequent Service*	<u>51,650</u>	<u>77,700</u>	-33.5%	<u>49,351</u>	<u>96,720</u>	-49.0%
Subtotal All Bus	77,550	125,400	-38.2%	74,152	179,430	-58.7%
MAX	43,960	76,900	-42.8%	43,403	113,980	-61.9%
Commuter Rail	<u>305</u>	<u>820</u>	-62.8%	<u>327</u>	<u>1,320</u>	-75.3%
Fixed Route Total	121,815	203,100	-40.0%	117,882	294,730	-60.0%
<b><u>Paratransit</u></b>						
LIFT& Cabs	900	1,801	-50.0%	818	3,071	-73.4%
<b>System Total</b>	<b>122,715</b>	<b>204,861</b>	<b>-40.1%</b>	<b>118,700</b>	<b>297,801</b>	<b>-60.1%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	154,200	271,400	-43.2%	146,808	476,888	-69.2%
Bus-Frequent Service*	<u>331,700</u>	<u>485,800</u>	-31.7%	<u>318,154</u>	<u>599,658</u>	-46.9%
Subtotal All Bus	485,900	757,200	-35.8%	464,962	1,076,546	-56.8%
MAX	287,900	477,400	-39.7%	282,103	704,669	-60.0%
Commuter Rail	<u>1,525</u>	<u>4,100</u>	-62.8%	<u>1,633</u>	<u>6,625</u>	-75.3%
Fixed Route Total	775,365	1,238,720	-37.4%	748,699	1,787,839	-58.1%
Frequent Bus % of Total Bus	68.3%	64.2%	4.1%	68.4%	55.7%	12.7%
<b><u>Paratransit</u></b>						
LIFT & Cabs	5,435	10,255	-47.0%	4,943	17,461	-71.7%
<b>System Total</b>	<b>780,800</b>	<b>1,248,975</b>	<b>-37.5%</b>	<b>753,642</b>	<b>1,805,300</b>	<b>-58.3%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$11.34	\$7.43	52.62%	\$12.59	\$5.02	150.80%
Bus-Frequent Service*	\$7.10	\$4.86	46.09%	\$7.97	\$3.61	120.78%
Subtotal All Bus	\$8.45	\$5.78	46.19%	\$9.40	\$4.22	122.75%
MAX	\$8.32	\$6.51	27.80%	\$8.67	\$3.74	131.82%
Commuter Rail	\$94.51	\$31.74	197.76%	\$92.03	\$23.00	300.13%
Fixed Route Total	\$8.58	\$6.15	39.51%	\$9.30	\$4.10	126.83%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$79.38	\$56.70	40.00%	\$85.08	\$43.53	95.45%
<b>System Total</b>	<b>\$9.07</b>	<b>\$6.56</b>	<b>38.26%</b>	<b>\$9.79</b>	<b>\$4.47</b>	<b>119.02%</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)

	Mar 21	Mar 20	% Change	FY21-TD	FY20-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	121,815	203,100	-40.02%	117,880	294,730	-60.00%
Avg. Weekday Originating Rides	104,461	174,158	-40.02%	101,110	252,820	-60.01%
Monthly Boarding Rides/Rev. Hour	23.43	32.79	-28.55%	22.85	47.81	-52.20%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	7.71%	16.28%	-8.57%	7.69%	21.59%	-13.89%
System Cost/Boarding Ride	\$11.65	\$8.03	45.08%	\$12.52	\$5.34	134.46%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$191.24	\$194.20	-1.52%	\$200.58	\$188.41	6.46%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	87.89%	88.95%	-1.06%	87.43%	89.74%	-2.30%
Bus & Rail Maintenance Attendance	92.92%	94.44%	-1.52%	92.23%	94.30%	-2.07%
WES Maintenance & Admin Attendance	91.76%	88.39%	3.37%	86.75%	93.95%	-7.20%
Weekly Boarding Rides Per Full Time Employee	251.2	397.2	-36.76%	239.9	577.3	-58.44%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	12,363	16,716	-26.04%	15,070	16,342	-7.78%
Bus Collisions/100,000 Miles	2.03	1.97	3.05%	2.11	2.72	-22.43%
Bus % Maintained Pullouts	99.92%	99.86%	0.06%	99.88%	99.90%	-0.02%
Bus On-Time Performance(1)	93.90%	92.70%	1.20%	93.80%	87.16%	6.64%
MAX Car Miles/Svc Delay Defects(2)	9,343	10,918	-14.43%	11,200	11,093	0.97%
MAX Collisions/100,000 Miles	1.93	1.26	53.17%	1.50	1.05	42.86%
MAX % Maintained Pullouts	100.00%	99.37%	0.63%	99.94%	99.80%	0.14%
MAX On-Time Performance(1)	89.60%	91.80%	-2.20%	90.28%	89.87%	0.41%
WES Miles/Relevant Failure	6,762	10,349	-34.66%	6,251	9,975	-37.33%
WES Collisions	0.00	0.00	N/A	0.33	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	99.66%	99.51%	0.15%
WES On-Time Performance(1)	99.20%	100.00%	-0.80%	97.70%	96.56%	1.14%

(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 21	Feb 21	Mar 20	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	1,015	816	2,306	1,155	2,674
B-Loop Boardings	935	859	1,911	1,085	2,363
North South Line Boardings	2,103	2,005	4,804	2,023	6,829
<b>Average Weekend Ridership</b>					
A-Loop Boardings	1,527	1,564	3,297	1,769	3,921
B-Loop Boardings	1,372	1,369	2,628	1,631	3,381
North South Line Boardings	2,722	3,101	5,950	2,690	8,351
<b>Average Weekly Ridership</b>					
A-Loop Boardings	6,602	5,644	14,827	7,542	17,293
B-Loop Boardings	6,047	5,664	12,183	7,057	15,196
North South Line Boardings	13,237	13,126	29,970	12,807	42,496
<b>Monthly Ridership</b>					
A-Loop Boardings	29,453	22,576	65,368	32,801	75,046
B-Loop Boardings	26,993	22,656	53,913	30,700	65,942
North South Line Boardings	59,257	52,504	132,141	55,546	184,012
A-Loop Boardings/Rev Hour	17.8	15.2	42.4	20.4	43.9
B-Loop Boardings/Rev Hour	16.6	15.5	36.3	19.4	38.6
North South Boardings/Rev Hour	21.0	20.8	50.5	20.9	71.4
System Boardings/Rev Hour	19.0	17.8	44.6	20.4	54.1
<b>Service</b>					
Vehicle Revenue Hours	6,101	5,479	5,643	5,832	6,011
Vehicle Revenue Miles	30,687	27,641	33,613	30,241	35,762
<b>Service Quality</b>					
A-Loop On-Time Performance	85.00%	87.00%	89.00%	87.08%	83.67%
B-Loop On-Time Performance	84.00%	82.00%	84.00%	82.17%	80.92%
North South On-Time Performance	85.00%	81.00%	86.00%	81.67%	83.67%
<b>Operator Attendance</b>	<b>88.77%</b>	<b>86.37%</b>	<b>88.00%</b>	<b>87.02%</b>	<b>90.95%</b>
Excused Absence	0.57%	1.02%	0.01%	0.46%	0.47%
Family Leave	3.50%	4.46%	2.54%	2.04%	1.56%
Unexcused Absence	0.01%	0.10%	0.00%	0.03%	0.17%
Sick Leave	6.32%	5.68%	5.75%	7.30%	3.69%
Industrial Injury	0.83%	1.98%	3.61%	3.00%	2.81%
Contractual Absence	0.00%	0.40%	0.09%	0.15%	0.36%
<b>Maintenance Attendance</b>	<b>96.80%</b>	<b>91.92%</b>	<b>95.38%</b>	<b>91.78%</b>	<b>95.58%</b>
Excused Absence	0.70%	0.00%	0.00%	0.09%	0.00%
Family Leave	0.98%	0.00%	0.85%	2.50%	2.15%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.01%
Sick Leave	1.52%	8.08%	1.40%	4.44%	1.78%
Industrial Injury	0.00%	0.00%	2.37%	0.89%	0.20%
Contractual Absence	0.00%	0.00%	0.00%	0.29%	0.27%
<b>Overall Attendance</b>	<b>90.54%</b>	<b>87.40%</b>	<b>89.58%</b>	<b>88.08%</b>	<b>91.85%</b>

(1) Streetcar is owned by the City of Portland and Operated by TriMet