Monthly Operations Analysis

December 2024

TRI◎MET

Ridership

Ridership Totals	Monthly Summary			Year Summary		
	Dec-23	Dec-24	YoY change	2023	2024	% Δ
BUS	3,055,860	3,302,755	8.1%	37,873,020	41,842,619	10.5%
MAX	1,872,246	1,768,205	-5.6%	21,865,619	22,321,406	2.1%
ATP	52,079	56,976	9.4%	49,329	56,392	14.3%
WES	8,260	8,589	4.0%	115,265	117,991	2.2%
TOTAL	5,040,524	5,193,501	3.0%	61,043,296	65,636,614	7.5%

Monthly ridership figures are preliminary and subject to revision on a quarterly basis.

December 2023:	**20 Weekdays**	**5 Saturdays**	**6 Sundays/Holiday**
December 2024:	**21 Weekdays**	**4 Saturdays**	**6 Sundays/Holiday**

Systemwide monthly ridership increased 152K (+3.0%) boardings over December 2023. In general, December is one of the lower ridership months of the year, as holidays impact travel patterns–especially work commutes.

BUS monthly ridership increased by 247K boardings (+8.1%) in December 2024 compared to December 2023. This increase is a welcome observation after bus service improvements were implemented in late August 2024.

MAX monthly ridership decreased by 104K boardings (-5.6%) in December 2024 compared to December 2023. MAX ridership is slightly impacted by the change from late night MAX trains to late night bus service.

ATP monthly ridership increased by 5K (+9.4%) over December 2023, which includes trips made via arrangements with Supplemental Providers.

WES ridership was 330 boardings more (3.0%) in December 2024 compared to December 2023. WES operated 21 days in Dec-24, compared to 20 operating days in Dec-23.

| Average Daily Boardings	Weekday			Saturday			Sunday		
	Dec-23	Dec-24	YoY change	Dec-23	Dec-24	YoY change	Dec-23	Dec-24	YoY change
BUS	113,870	120,357	5.4%	77,560	82,259	5.7%	65,110	74,369	12.45%
MAX	66,828	61,400	-8.8%	52,117	50,838	-2.5%	45,851	45,910	0.13%
ATP	2,131	2,279	6.9%	906	954	5.2%	818	883	8.0%
WES	2,065	2,045	-0.98%						
TOTAL	184,894	186,081	0.6%	130,583	134,051	2.7%	111,779	121,162	8.4%

ATP Weekday/Saturday/Sunday boarding averages do not include supplemental service.

Monthly Ridership Trend by Mode

BUS — 2023 — 2024
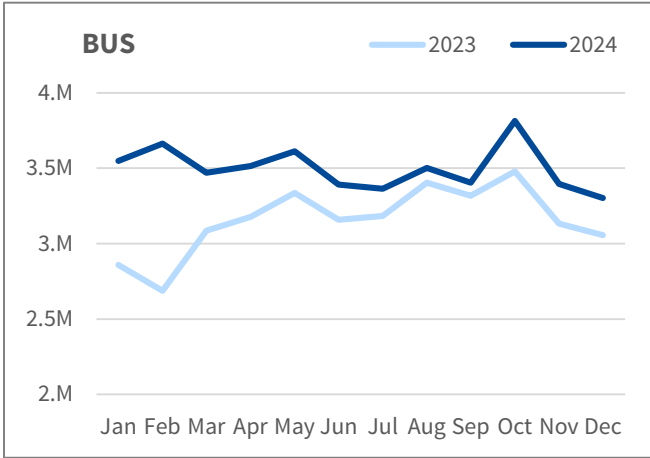
Bus ridership was higher in December 2024 than December 2023. Both the weekday and weekend average went up from the prior year, as did the peak and off-peak averages.

Although ridership on Bus is higher than the prior year, there is an annual downward trend in ridership the last two months of the year. This is the same for all modes except for LIFT and tracks similarly with national trends for November and December.

MAX — 2023 — 2024
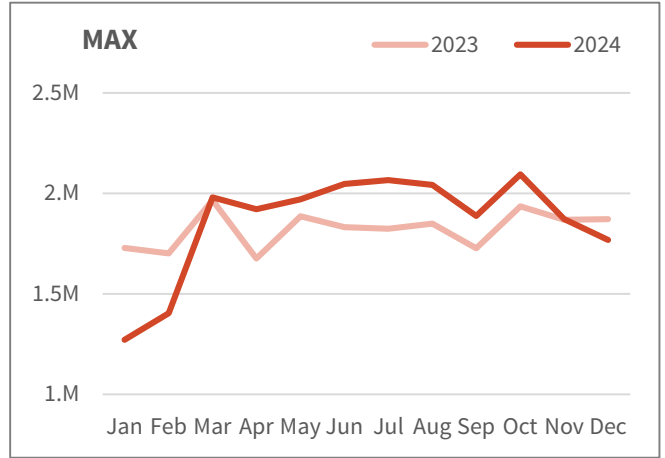
MAX ridership was slightly lower in December 2024 than December 2023. Some of this trend may be attributable to a widely observed ridership dip in December 2024. Peer agencies RTD (Denver), MTS (San Diego), Valley Metro (Phoenix), Miami-Dade Transit Agency, and others also had lower ridership in Dec-24 compared to Dec-23.

This may be part of light-rail's role in work commute patterns. As Christmas 2024 fell on a Wednesday, some employees may be taking days off for holiday.

ATP

LIFT
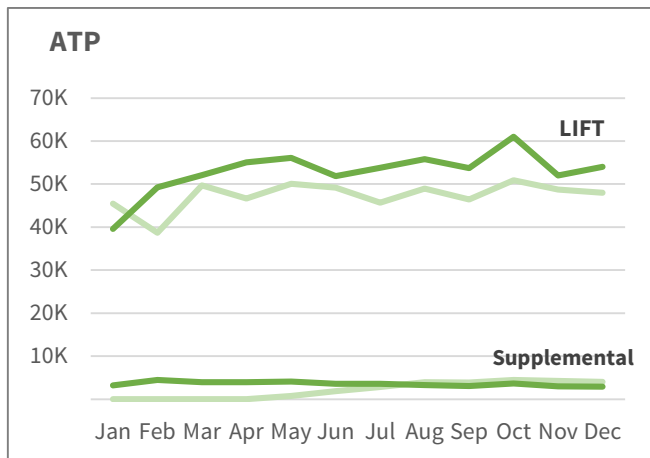
Supplemental

ATP ridership has been growing due to new, award-winning programs that diversify the services available to qualified riders. ATP has been piloting partnerships with supplementary service providers for cost efficiencies, strategic fleet utilization, and improved customer experience.
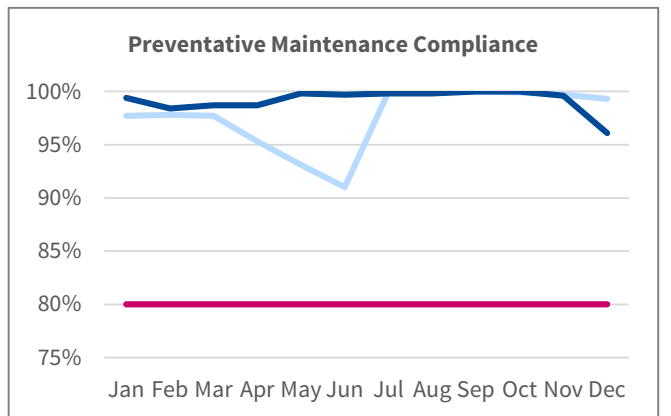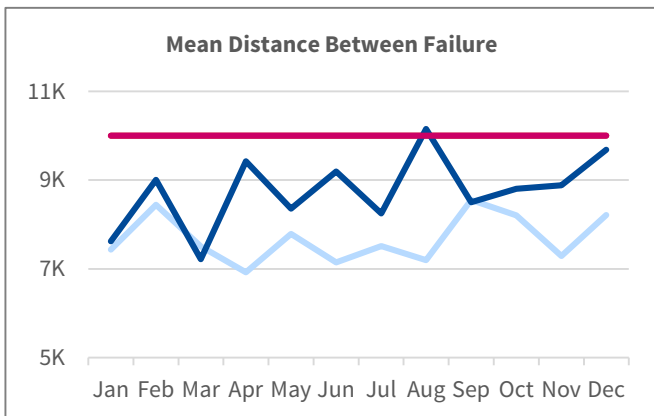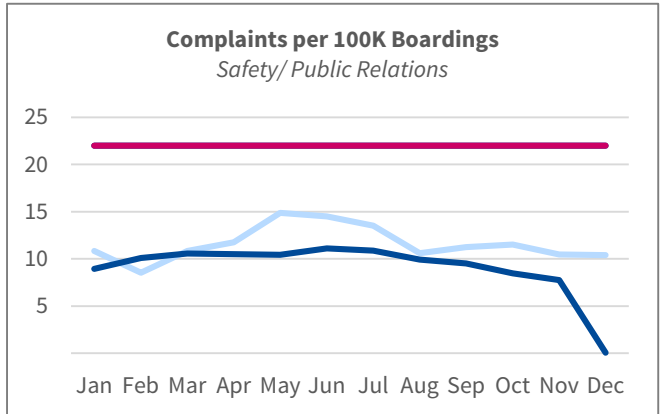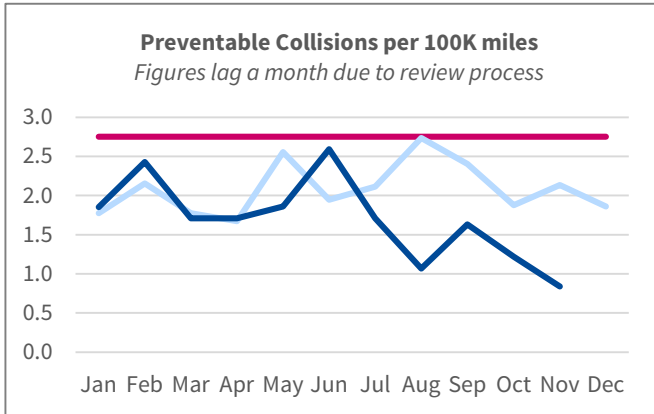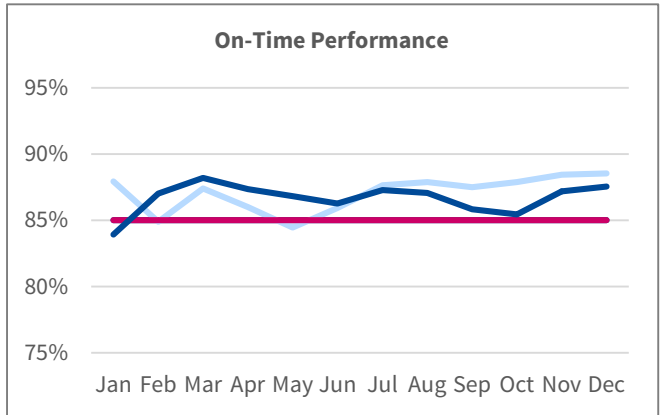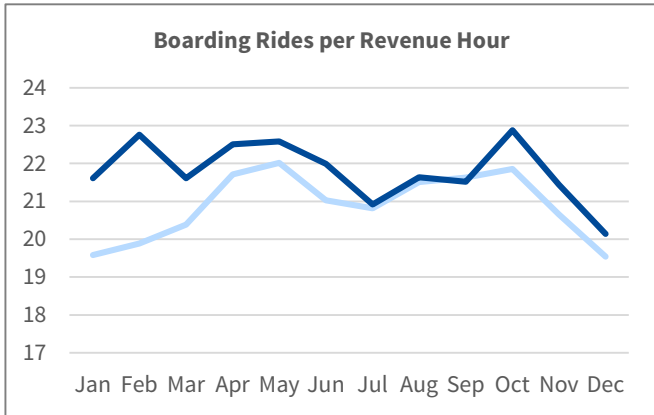
WES — 2023 — 2024
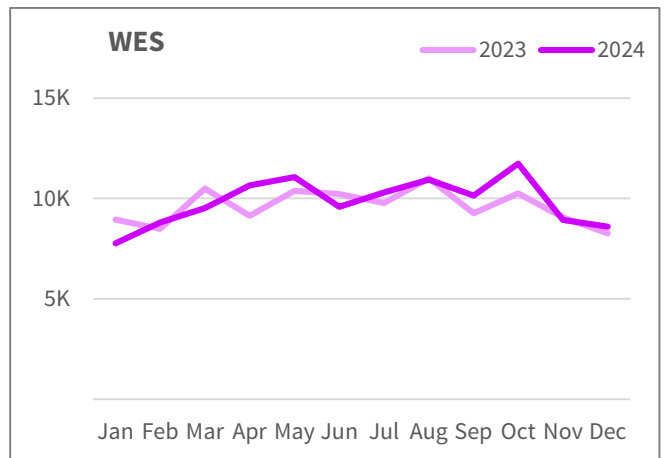
WES continues to have consistent ridership patterns between 2023 and 2024.

BUS

HIGHLIGHTS:

- Boarding Rides per Revenue Hour is higher in Dec-24 than Dec-23.
- On-Time Performance is flat for 2024 and above target all year except for the winter storm that occurred in Jan-24.
- Preventable Collisions is significantly lower than last year and well below the target.
- Complaints reduced significantly in the last two months of the year and are well below the target.
- Mean Distance Between Failure is on an upward trend and finished the year very close to the target.
- Preventative Maintenance Compliance is well above the target, but did decrease a bit towards the end of the year.

Target/Threshold	2023	2024

Boarding Rides per Revenue Hour

On-Time Performance

Preventable Collisions per 100K miles
Figures lag a month due to review process

Complaints per 100K Boardings
Safety/ Public Relations

Mean Distance Between Failure

Preventative Maintenance Compliance

MAX

HIGHLIGHTS:
- Boarding Rides per Revenue Hour is down from Dec-23 due to diminished ridership. See pg. 3 for ridership details.
- On-Time Performance continues to register below target, and an investigation has linked the poor performance to:
    - Increased "too early" trains traced back to Red Line specifically.
        - Technical work is underway to eliminate false earlies at the new MAX Gateway North station.
    - 2023 & 2024 increases in new rail operator hires—while needed to complete service — have a higher tendency to run late. Separate analysis found that schedule adherence improves after 1 year of experience.
    - Analysis is underway to ascertain whether known data errors from aging equipment in the light rail system could be interfering with the On-Time Performance calculations, as was the case with MAX ridership.

| ▬ Target | 2023 | 2024 |

Boarding Rides per Revenue Hour

On-Time Performance

Preventable Collisions per 100K Miles
Figures lag a month due to review process

Complaints per 100K boardings
Safety/ Public Relations

Mean Distance Between Failure

Preventative Maintenance Compliance
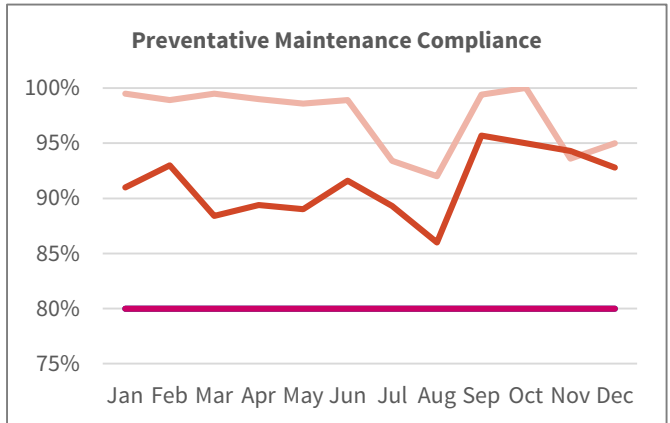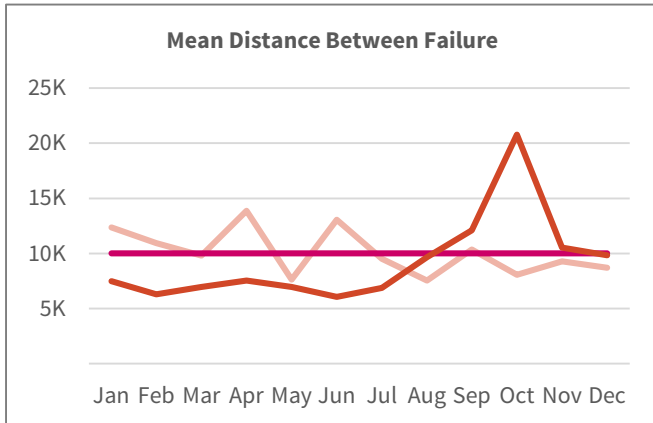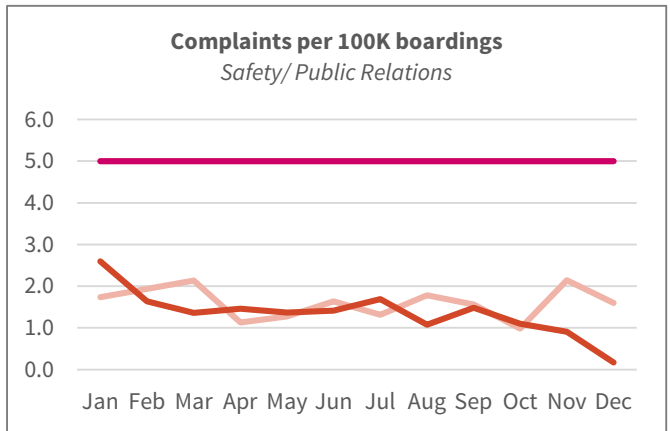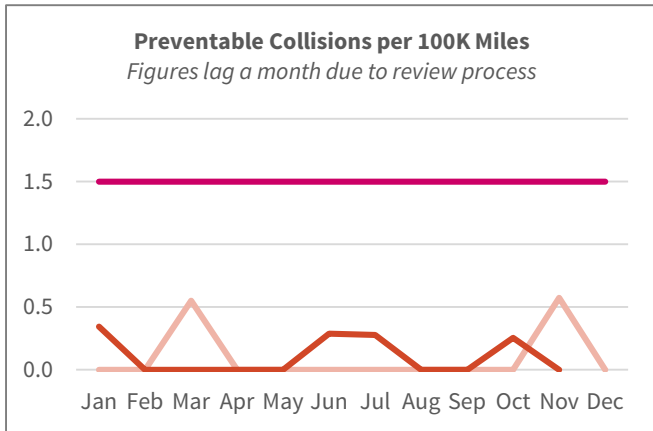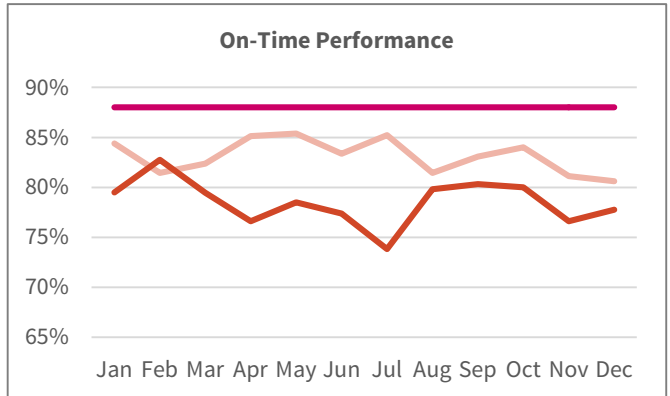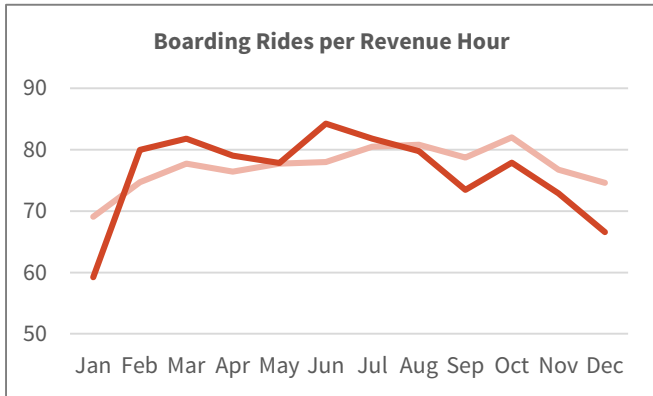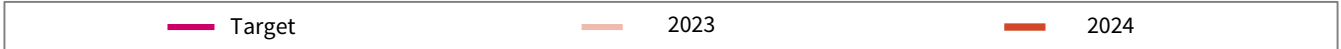
ATP

HIGHLIGHTS:
- Riders per revenue remained steady all year long and ended the year slightly lower the 2023.
- On-Time Performance finished the year strong staying steadily above the target.
- Preventable Collisions, although above the target, are trending downward at the end of the year.
- Complaints have consistently been below the target for majority of the year.
- Mean Distance Between Failure is below the target, but trending upwards toward the end of year.
- Preventative Maintenance Compliance has been above the target all year and finished out the year at 100%.
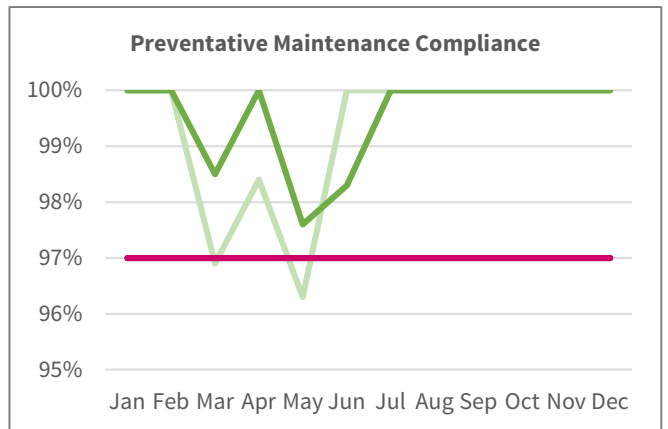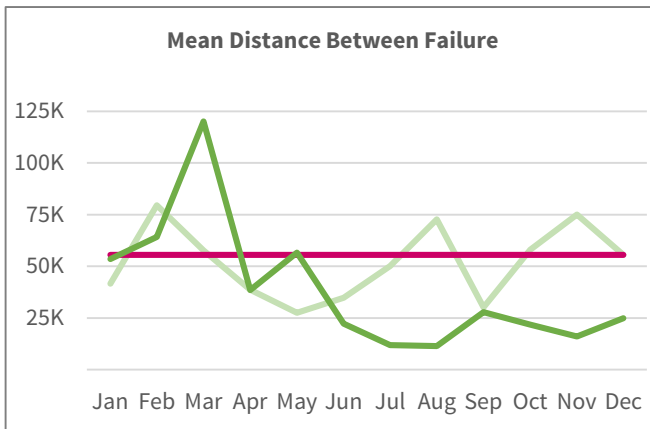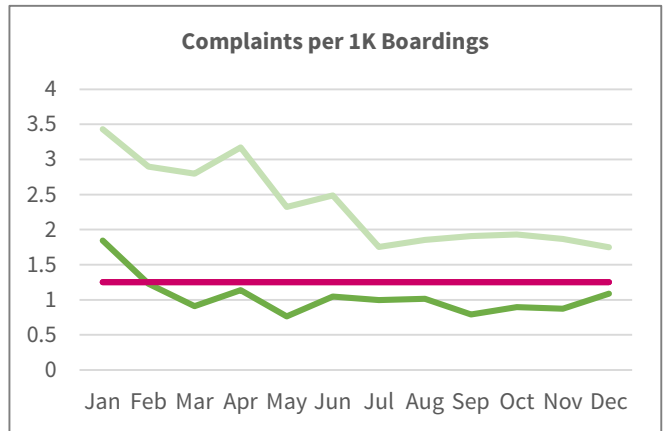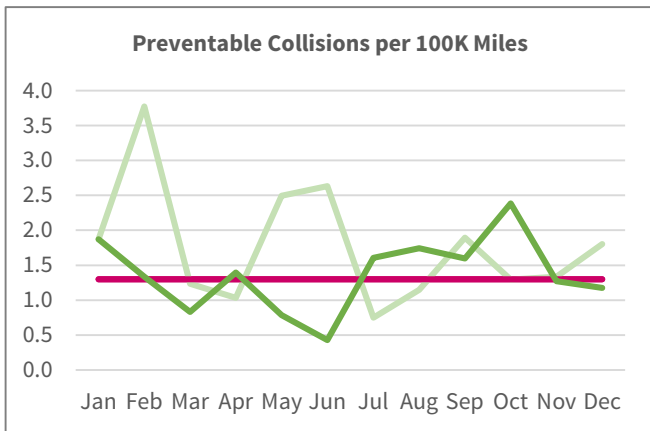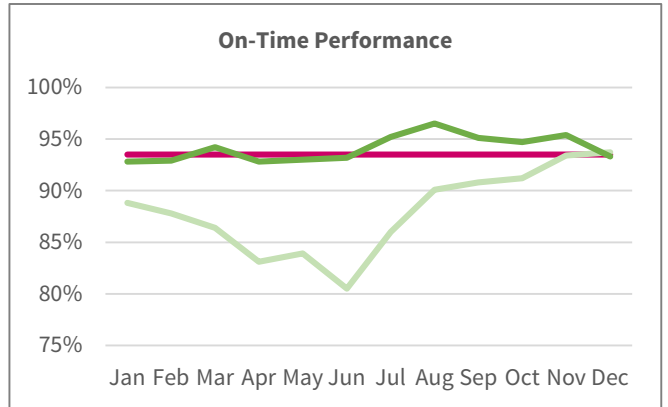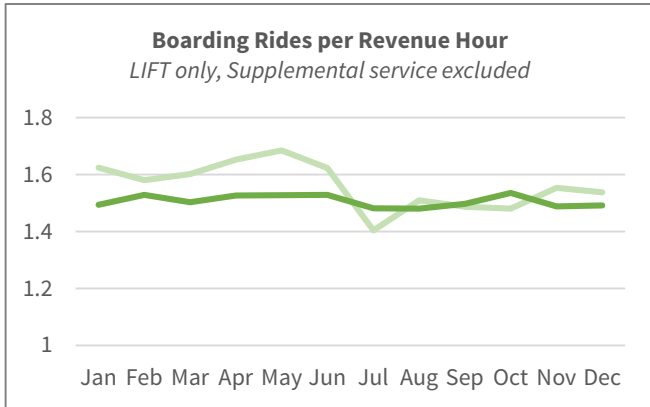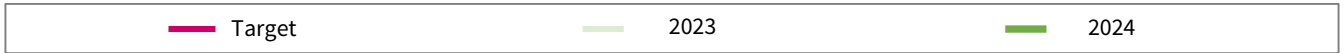
WES

HIGHLIGHTS:
- Boarding Rider per Revenue Hour for December 2024 are about the same as previous year December 2023.
- On-Time Performance continues to be above target.
- Preventable Collisions per 100K miles have been at zero for the reporting period.
- Complaints per 1000 Boardings are generally very low; in December there were no customer complaints.
- Mean Distance Between Failure is as expected for December 2024.
- Preventative Maintenance Compliance is a pre-requisite for commuter rail operations, per federal regulation.

Legend: Target | 2023 | 2024

Boarding Rides Per Revenue Hour

On-Time Performance

Preventable Collisions per 100K Miles

No preventable collisions during reporting period

Complaints per 1000 Boardings

Mean Distance Between Failure

Preventative Maintenance Compliance

Per federal regulations, WES cannot operate without 100% preventable maintenance.
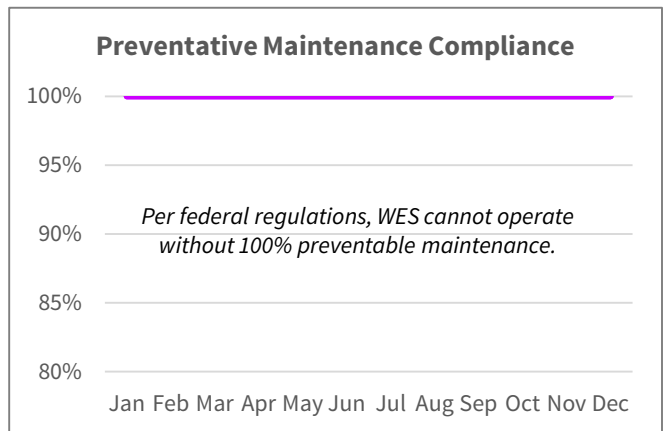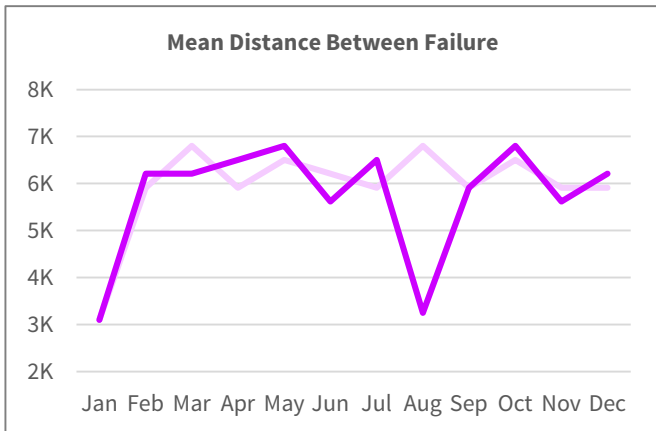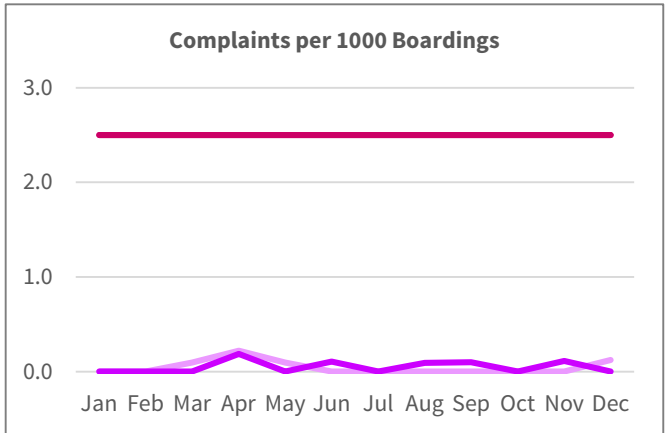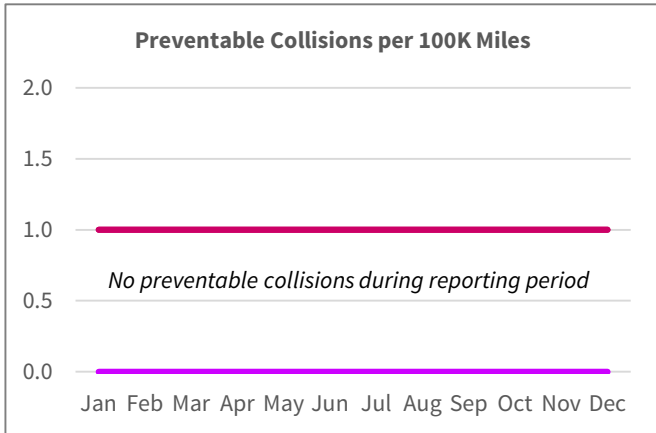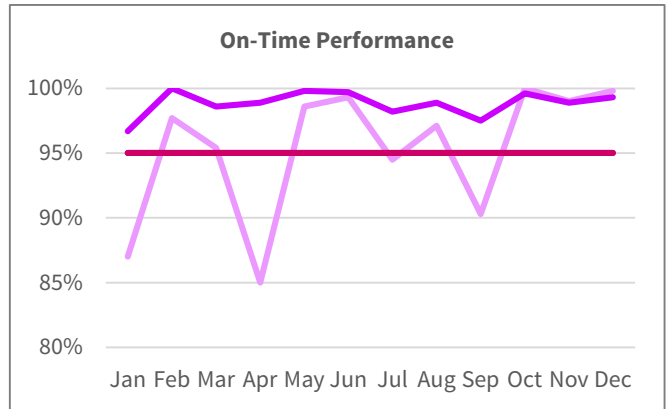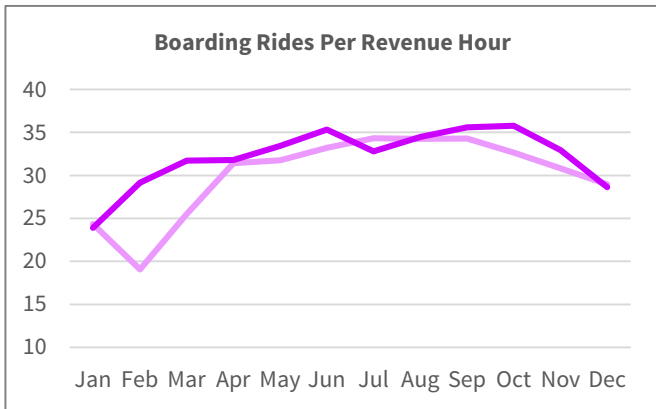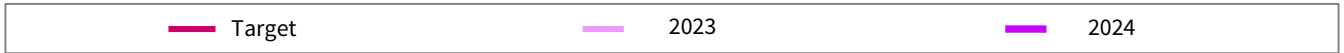
Performance Data Sheet: 12 Month Lookback

BUS

	Ridership[1]	Ridership per Revenue Hour[2]	Trips Operated[3]	Percent Scheduled Trips Operated[4]	On-Time Performance[5]	Percent Pullout on Time[6]	Complaints[7]	Preventable Collisions[8,9]	Preventative Maintenance Compliance[10]	Mean Distance Between Failure[11]
Target	–	–	–	–	≥ 85%	≥ 95.0%	≤18 per 100K ons	≤2.75 per 100K mi	≥ 80%	10,000 mi
Jan24	3,548,344	20.8	143,025	96.9%	83.9%	92.6%	9.3	1.9	99.4%	7,625
Feb24	3,662,980	22.8	146,529	99.4%	87.0%	96.3%	10.1	2.4	98.4%	9,005
Mar24	3,469,430	21.6	139,410	99.5%	88.2%	96.8%	10.5	1.7	98.7%	7,221
Apr24	3,515,220	22.5	135,071	99.5%	87.4%	97.2%	10.5	1.8	98.7%	9,426
May24	3,611,270	22.6	137,660	99.6%	86.8%	97.0%	10.4	1.9	99.8%	8,355
Jun24	3,390,700	22.0	132,258	99.5%	86.3%	96.9%	11.1	2.6	99.7%	9,197
Jul24	3,363,770	20.9	137,888	99.5%	87.3%	97.1%	10.9	1.7	99.8%	8,252
Aug24	3,502,100	21.6	138,950	99.6%	87.1%	97.5%	9.9	1.1	99.8%	10,154
Sep24	3,402,900	21.5	135,664	99.5%	85.8%	97.6%	9.5	1.6	100.0%	8,504
Oct24	3,812,674	22.9	143,080	99.5%	85.5%	97.7%	8.4	1.2	100.0%	8,804
Nov24	3,394,550	21.4	136,525	99.5%	87.2%	97.5%	7.4	0.8	99.6%	8,887
Dec24	3,302,755	20.1	140,477	99.5%	88.0%	97.5%	0.1	*	96.1%	9,682
12 mo avg	3,498,058	21.3	138,878	99.3%	87.1%	96.8%	9.0	1.7	99.2%	8,759

MAX

	Ridership[1]	Ridership per Revenue Hour[2]	Trips Operated[3]	Percent Scheduled Trips Operated[4]	On-Time Performance[5]	Percent Pullout on Time[6]	Complaints[7]	Preventable Collisions[8,9]	Preventative Maintenance Compliance[10]	Mean Distance Between Failure[11]
Target	–	–	–	–	≥ 88%	≥ 96.0%	≤4 per 100K ons	≤1.5 per 100K mi	≥ 80%	10,000 mi
Jan24	1,271,135	59.2	24,949	99.6%	79.5%	89.0%	2.6	0.3	91.0%	7,495
Feb24	1,403,482	80.0	23,879	100.0%	82.8%	90.6%	1.8	0.0	93.0%	6,306
Mar24	1,979,290	81.8	24,295	99.5%	79.5%	92.0%	1.8	0.0	88.4%	6,960
Apr24	1,920,724	79.0	24,421	99.2%	76.6%	90.2%	1.3	0.0	89.4%	7,539
May24	1,970,074	77.8	24,277	99.7%	78.5%	93.4%	1.3	0.0	89.0%	6,949
Jun24	2,047,311	84.3	23,337	99.7%	77.4%	95.2%	1.5	0.3	91.6%	6,047
Jul24	2,065,756	81.8	24,297	99.7%	73.8%	92.6%	1.5	0.3	89.3%	6,862
Aug24	2,041,823	79.8	24,214	99.8%	79.8%	96.6%	1.4	0.0	86.0%	9,650
Sep24	1,886,921	73.5	23,041	99.7%	80.3%	96.1%	1.5	0.0	95.7%	12,109
Oct24	2,095,277	77.9	24,037	100.0%	80.0%	97.0%	1.0	0.0	95.0%	20,784
Nov24	1,871,408	72.9	23,661	99.7%	76.6%	96.4%	1.5	0.0	94.3%	10,525
Dec24	1,768,205	66.6	23,904	100.0%	77.8%	95.3%	0.9	*	92.8%	9,837
12 mo avg	1,860,117	76.2	24,061	99.7%	78.5%	93.7%	1.4	0.1	94.3%	9,255

ATP

	Ridership[1]	Ridership per Revenue Hour[2]	Trips Operated[3]	Percent Scheduled Trips Operated[4]	On-Time Performance[5]	Percent Pullout on Time[6]	Complaints[7]	Preventable Collisions[8,9]	Preventative Maintenance Compliance[10]	Mean Distance Between Failure[11]
Target	–	–	–	–	≥ 93.5 %	≥ 93.5 %	≤1.25 per 1K ons	≤2 per 100K mi	≤97%	45,000 mi
Jan24	42,823	1.49	40,194	100.0%	92.8%	92.8%	1.8	1.9	100.0%	53,487
Feb24	53,765	1.53	50,339	100.0%	92.9%	92.9%	1.2	1.3	100.0%	64,202
Mar24	56,085	1.50	52,168	100.0%	94.2%	94.2%	0.9	0.8	98.5%	120,139
Apr24	59,016	1.53	55,157	100.0%	92.8%	92.8%	1.1	1.4	100.0%	38,566
May24	59,016	1.53	56,619	100.0%	93.0%	93.0%	0.8	0.8	97.6%	56,557
Jun24	60,193	1.53	51,989	100.0%	93.2%	93.2%	1.0	0.4	98.3%	22,338
Jul24	57,363	1.50	51,989	100.0%	95.2%	95.2%	1.0	1.6	100.0%	11,874
Aug24	60,696	1.48	56,168	100.0%	96.5%	96.5%	1.0	1.7	100.0%	11,482
Sep24	57,898	1.50	53,630	100.0%	95.1%	95.1%	0.8	1.6	100.0%	27,861
Oct24	64,689	1.54	62,059	100.0%	94.7%	94.7%	0.9	2.4	100.0%	21,804
Nov24	55,014	1.49	53,857	100.0%	95.4%	95.4%	0.9	1.3	100.0%	16,076
Dec24	52,079	1.49	55,509	100.0%	99.3%	99.3%	1.1	1.3	100.0%	24,834
12 mo avg	49,558	1.51	53,307	100.0%	94.1%	94.1%	1.0	1.5	99.5%	39,102

WES

	Ridership[1]	Ridership per Revenue Hour[2]	Trips Operated[3]	Percent Scheduled Trips Operated[4]	On-Time Performance[5]	Percent Pullout on Time[6]	Complaints[7]	Preventable Collisions[8,9]	Preventative Maintenance Compliance[10]	Mean Distance Between Failure[11]
Target	–	–	–	–	≥ 95.0%	–	≤2.5 per 1K ons	≤1 per 100K mi	= 100%	–
Jan24	8,510	23.9	420	100.0%	96.7%	96.7%	0.0	0.0	100.0%	3,104
Feb24	8,799	29.1	420	100.0%	100.0%	100.0%	0.0	0.0	100.0%	6,208
Mar24	9,513	31.7	419	99.8%	98.6%	98.6%	0.0	0.0	100.0%	6,208
Apr24	10,648	31.8	440	100.0%	98.9%	98.9%	0.2	0.0	100.0%	6,504
May24	11,066	33.4	440	100.0%	99.8%	99.8%	0.0	0.0	100.0%	6,800
Jun24	10,080	37.2	380	100.0%	99.7%	99.7%	0.1	0.0	100.0%	5,617
Jul24	10,296	32.8	440	100.0%	98.2%	98.2%	0.0	0.0	100.0%	6,504
Aug24	10,934	34.5	440	100.0%	98.9%	98.9%	0.1	0.0	100.0%	3,252
Sep24	10,140	35.6	400	100.0%	97.5%	97.5%	0.1	0.0	100.0%	5,912
Oct24	11,730	35.8	460	100.0%	99.6%	99.6%	0.1	0.0	100.0%	6,800
Nov24	8,930	33.0	380	100.0%	98.9%	98.9%	0.1	0.0	100.0%	5,617
Dec24	8,589	28.6	420	100.0%	99.3%	99.3%	0.0	0.0	100.0%	6,208
12 mo avg	9,833	32.1	421	100.0%	98.8%	98.8%	0.0	0.0	100.0%	5,728

[1] Ridership = Unlinked Passenger Trips (Boardings). For ATP, care attendants are counted as passengers

[2] Revenue hours are the number of hours that a transit vehicle is available to provide service and does not include deadhead time. A fleet of 800 vehicles providing service for 1 hour would constitute 800 revenue hours.

[3] For Bus, MAX, WES, a trip is when a vehicle travels from one terminus to another and back. For ATP, it is the number of customers receiving a trip.

[4] Trips Operated ÷ Scheduled Trips

[5] For Bus & MAX, vehicles are "on-time" if they depart a timepoint less than 1 min early and less than 5 min late; not all stops are timepoints. For ATP, "on-time" is arrival within the scheduled 30 min window.

[6] Pullout is when a vehicle is scheduled to leave its garage/rail yard.

[7] Complaints are compiled from phone, mail, website, and social media.

[8] Preventable Collisions lag an additional month due to review process.

[9] A collision where the operator failed to do everything reasonable to prevent the collision from occurring.

[10] Preventative Maintenance Compliance is the percentage of scheduled repair work completed on-time.

[11] Mean Distance Between Failure is the average distance a vehicle traveled between major and other mechanical failures. If no failures occurred, monthly mileage is reported.