

Date: October 15, 2020

To: General Manager
Board of Directors

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

Subject: September 2020 Monthly Performance Report

The monthly system wide ridership decreased 59.5% in September compared to the prior year's level. Passenger revenue decreased 71.1%. The system costs per boarding increased 132.9% (\$4.25 to \$9.90) compared to September 2019. The monthly Streetcar ridership decreased 45.6% compared to September 2019. The impact of COVID-19 continues to affect ridership, operations, and revenue generation.

1. Weekly system boardings decreased 60.5% in September compared to prior year's level. Weekly boardings decreased 59.3% on bus, 61.8% on MAX, 76.9% on WES and 72.9% on LIFT/Cab.
2. Weekday fixed route boardings were 117,700 in September, a decrease of 62.2% compared to the prior year's level. Boardings decreased 61.3% on bus, 63.5% on MAX and 76.9% on WES. Weekend fixed route boardings decreased 48.8% on bus and 54.8% on MAX.
3. The five MAX lines averaged a total of 43,730 weekday, 34,370 Saturday and 30,860 Sunday boardings in September. Weekday ridership on each of the five MAX lines averaged 19,050 on the Blue Line, 7,890 on the Red Line, 5,590 on the Yellow Line, 7,720 on the Green Line and 3,480 on the Orange Line. Total MAX ridership decreased 73.1% during weekday peak and 58.7% during weekday off-peak periods, resulting in a 63.5% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 58.2% on Saturday and 50.4% on Sunday.

Overall, MAX weekly ridership in September decreased 61.8% compared to the same time last year.

4. Bus averaged 73,630 weekday, 51,630 Saturday and 44,460 Sunday boardings in September. Bus ridership decreased 69.4% during weekday peak time periods and 57.3% during weekday off-peak time periods, resulting in a 61.3% decrease in weekday bus ridership.

The bus weekend ridership decreased 51.0% on Saturday and 45.9% on Sunday.

The total bus weekly ridership in September decreased 59.3% compared to a year ago.

Bus weekly ridership decreased 71.8% on non-frequent routes and 48.9% on frequent routes compared to last September.

5. WES averaged 340 daily boardings in September, 76.9% below the prior year's level. In September, WES operated with 8 late trains, 2 trains out of service, 2 missed pullouts and one vehicle mechanical failure, resulting in 97.6% 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 72.9% in September. The weekday boardings decreased 74.6% and the weekend boardings decreased 59.8% compared to prior year's level.
7. September passenger revenues were \$2.6 million, a decline of 71.1% 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 \$3.88 to \$9.42, or 142.8%, compared to prior year level.
9. Weekday Streetcar boardings averaged 2,229 on A-Loop, 2,009 on B-Loop and 2,278 on North South (NS) line in September. The weekday boardings decreased 17.0% on A-Loop, 11.4% on B-Loop and 64.0% on NS compared to prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 88.0%, 83.0% and 83.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Sep 20	Sep 19	% Change	FY21-TD	FY20-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	24,210	89,300	-72.9%	25,543	85,610	-70.2%
Bus-Frequent Service*	<u>49,420</u>	<u>101,200</u>	-51.2%	<u>49,977</u>	<u>97,950</u>	-49.0%
Subtotal All Bus	73,630	190,500	-61.3%	75,520	183,560	-58.9%
MAX	43,730	119,800	-63.5%	45,567	117,800	-61.3%
Commuter Rail	<u>340</u>	<u>1,470</u>	-76.9%	<u>367</u>	<u>1,440</u>	-74.5%
Fixed Route Total	117,700	311,700	-62.2%	121,453	302,800	-59.9%
<u>Paratransit</u>						
LIFT& Cabs	824	3,244	-74.6%	822	3,219	-74.5%
System Total	118,524	314,944	-62.4%	122,275	306,019	-60.0%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	145,200	515,000	-71.8%	154,607	497,190	-68.9%
Bus-Frequent Service*	<u>319,100</u>	<u>624,800</u>	-48.9%	<u>323,343</u>	<u>609,940</u>	-47.0%
Subtotal All Bus	464,300	1,139,800	-59.3%	477,950	1,107,130	-56.8%
MAX	283,900	743,300	-61.8%	297,260	736,760	-59.7%
Commuter Rail	<u>1,700</u>	<u>7,350</u>	-76.9%	<u>1,833</u>	<u>7,183</u>	-74.5%
Fixed Route Total	749,820	1,890,420	-60.3%	777,043	1,851,073	-58.0%
Frequent Bus % of Total Bus	68.7%	54.8%	13.9%	67.7%	55.1%	12.6%
<u>Paratransit</u>						
LIFT & Cabs	4,991	18,389	-72.9%	4,937	18,313	-73.0%
System Total	754,811	1,908,809	-60.5%	781,981	1,869,387	-58.2%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$12.91	\$4.52	185.62%	\$11.74	\$4.68	150.85%
Bus-Frequent Service*	\$8.03	\$3.76	113.56%	\$7.71	\$3.51	119.66%
Subtotal All Bus	\$9.55	\$4.10	132.93%	\$8.99	\$4.04	122.52%
MAX	\$8.67	\$3.40	155.00%	\$8.06	\$3.29	144.98%
Commuter Rail	\$96.88	\$18.63	420.02%	\$87.09	\$19.77	340.52%
Fixed Route Total	\$9.42	\$3.88	142.78%	\$8.81	\$3.80	131.84%
<u>Paratransit</u>						
LIFT & Cabs	\$82.49	\$43.30	90.51%	\$79.52	\$41.30	92.54%
System Total	\$9.90	\$4.25	132.94%	\$9.26	\$4.17	122.06%

* 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)

	Sep 20	Sep 19	% Change	FY21-TD	FY20-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	117,700	311,700	-62.24%	121,450	302,790	-59.89%
Avg. Weekday Originating Rides	100,958	267,333	-62.24%	104,190	259,740	-59.89%
Monthly Boarding Rides/Rev. Hour	22.54	50.27	-55.17%	23.85	49.74	-52.05%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	6.19%	22.16%	-15.97%	8.04%	22.63%	-14.59%
System Cost/Boarding Ride	\$12.57	\$5.13	145.03%	\$11.61	\$5.03	130.82%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$200.21	\$189.91	5.42%	\$197.99	\$184.44	7.35%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	87.38%	90.21%	-2.83%	87.55%	90.06%	-2.50%
Bus & Rail Maintenance Attendance	90.44%	94.27%	-3.82%	92.47%	93.92%	-1.45%
WES Maintenance & Admin Attendance	83.45%	96.86%	-13.41%	87.40%	97.80%	-10.40%
Weekly Boarding Rides Per Full Time Employee	238.5	614.4	-61.18%	246.0	601.8	-59.12%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	17,330	17,131	1.16%	20,594	17,261	19.31%
Bus Collisions/100,000 Miles	1.94	3.44	-43.60%	2.09	2.88	-27.43%
Bus % Maintained Pullouts	99.76%	99.96%	-0.20%	99.91%	99.92%	-0.01%
Bus On-Time Performance(1)	94.20%	84.70%	9.50%	93.77%	85.43%	8.33%
MAX Car Miles/Svc Delay Defects(2)	10,883	12,220	-10.93%	12,249	10,930	12.06%
MAX Collisions/100,000 Miles	1.16	0.26	346.15%	1.51	0.86	75.58%
MAX % Maintained Pullouts	100.00%	100.00%	0.00%	99.82%	99.93%	-0.10%
MAX On-Time Performance(1)	90.70%	91.20%	-0.50%	91.07%	89.83%	1.23%
WES Miles/Relevant Failure	6,145	4,690	31.04%	6,360	9,977	-36.25%
WES Collisions	0.00	0.00	N/A	0.33	0.00	N/A
WES % Maintained Trips	99.52%	99.69%	-0.16%	99.85%	99.41%	0.43%
WES On-Time Performance(1)	97.60%	97.20%	0.40%	97.20%	96.53%	0.67%

(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	Sep 20	Aug 20	Sep 19	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,229	2,429	2,684	2,137	2,729
B-Loop Boardings	2,009	2,139	2,267	1,823	2,540
North South Line Boardings	2,278	2,578	6,320	4,599	7,517
Average Weekend Ridership					
A-Loop Boardings	2,680	2,580	4,001	3,010	4,099
B-Loop Boardings	2,043	2,123	4,026	2,510	3,644
North South Line Boardings	2,342	2,582	9,116	5,211	9,557
Average Weekly Ridership					
A-Loop Boardings	13,825	14,725	17,421	13,694	17,743
B-Loop Boardings	12,088	12,818	15,361	11,624	16,342
North South Line Boardings	13,732	15,472	40,716	28,205	47,140
Monthly Ridership					
A-Loop Boardings	59,226	63,909	73,685	59,387	76,770
B-Loop Boardings	51,466	55,534	65,470	50,402	70,836
North South Line Boardings	58,547	67,048	171,980	122,001	203,522
A-Loop Boardings/Rev Hour	43.3	39.0	41.9	37.2	42.8
B-Loop Boardings/Rev Hour	36.5	34.6	37.0	32.0	39.4
North South Boardings/Rev Hour	20.3	24.2	64.8	46.2	82.5
System Boardings/Rev Hour	29.9	31.0	50.3	40.0	57.7
Service					
Vehicle Revenue Hours	5,661	6,020	6,185	5,798	6,081
Vehicle Revenue Miles	29,573	30,490	36,055	32,741	36,649
Service Quality					
A-Loop On-Time Performance	88.00%	87.00%	81.00%	86.00%	83.58%
B-Loop On-Time Performance	83.00%	83.00%	81.00%	81.50%	80.67%
North South On-Time Performance	83.00%	85.00%	85.00%	82.58%	85.00%
Operator Attendance	88.24%	88.86%	90.66%	89.10%	89.75%
Excused Absence	0.96%	0.24%	0.30%	0.40%	0.44%
Family Leave	1.10%	2.32%	1.25%	1.37%	1.63%
Unexcused Absence	0.01%	0.08%	0.01%	0.14%	0.08%
Sick Leave	5.12%	4.82%	4.20%	6.10%	3.85%
Industrial Injury	4.26%	3.69%	3.28%	2.74%	3.53%
Contractual Absence	0.30%	0.00%	0.29%	0.14%	0.72%
Maintenance Attendance	89.60%	88.99%	91.60%	93.84%	95.06%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	5.02%	5.82%	2.85%	2.75%	1.33%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.00%
Sick Leave	4.94%	4.30%	5.55%	2.83%	2.68%
Industrial Injury	0.00%	0.00%	0.00%	0.29%	0.55%
Contractual Absence	0.44%	0.90%	0.00%	0.29%	0.38%
Overall Attendance	88.55%	88.89%	90.85%	90.04%	90.79%