

Date: September 17, 2020

To: General Manager
Board of Directors

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

Subject: August 2020 Monthly Performance Report

The monthly system wide ridership decreased 55.2% in August compared to the prior year's level. Passenger revenue decreased 59.1%. The system costs per boarding increased 117.0% (\$4.07 to \$8.83) compared to August 2019. The monthly Streetcar ridership decreased 37.8% compared to August 2019. The impact of COVID-19 continues to affect ridership, operations, and revenue generation.

1. Weekly system boardings decreased 54.7% in August compared to prior year's level. Weekly boardings decreased 53.1% on bus, 56.4% on MAX, 71.0% on WES and 72.7% on LIFT/Cab.
2. Weekday fixed route boardings were 129,470 in August, a decrease of 56.3% compared to the prior year's level. Boardings decreased 55.2% on bus, 57.9% on MAX and 71.0% on WES. Weekend fixed route boardings decreased 43.7% on bus and 50.6% on MAX.
3. The five MAX lines averaged a total of 47,470 weekday, 38,290 Saturday and 34,740 Sunday boardings in August. Weekday ridership on each of the five MAX lines averaged 27,060 on the Blue Line, 2,230 on the Red Line, 4,420 on the Yellow Line, 8,420 on the Green Line and 5,340 on the Orange Line. Total MAX ridership decreased 69.8% during weekday peak and 52.1% during weekday off-peak periods, resulting in a 57.9% decrease in weekday MAX ridership.

The MAX weekend ridership decreased 51.9% on Saturday and 49.1% on Sunday.

Overall, MAX weekly ridership in August decreased 56.4% compared to the same time last year.

4. Bus averaged 81,600 weekday, 58,330 Saturday and 50,160 Sunday boardings in August. Bus ridership decreased 65.0% during weekday peak time periods and 50.7% during weekday off-peak time periods, resulting in a 55.2% decrease in weekday bus ridership.

The bus weekend ridership decreased 44.4% on Saturday and 42.8% on Sunday.

The total bus weekly ridership in August decreased 53.1% compared to a year ago.

Bus weekly ridership decreased 64.0% on non-frequent routes and 44.3% on frequent routes compared to last August.

5. WES averaged 400 daily boardings in August, 71.0% below the prior year's level. In August, WES operated with 5 late train, zero train out of service, zero missed pullouts and zero vehicle mechanical failures, resulting in 98.8% 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 72.7% in August. The weekday boardings decreased 74.2% and the weekend boardings decreased 62.7% compared to prior year's level.
7. August passenger revenues were \$3.9 million, a decline of 59.1% 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 \$3.71 to \$8.39, or 126.1%, compared to prior year level.
9. Weekday Streetcar boardings averaged 2,429 on A-Loop, 2,139 on B-Loop and 2,578 on North South (NS) line in August. The weekday boardings increased 8.5% on A-Loop, 0.5% on B-Loop but decreased 58.3% on NS compared to prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 87.0%, 83.0% and 85.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Aug 20	Aug 19	% Change	FY21-TD	FY20-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	29,350	85,000	-65.5%	26,210	83,780	-68.7%
Bus-Frequent Service*	<u>52,250</u>	<u>97,000</u>	-46.1%	<u>50,255</u>	<u>96,320</u>	-47.8%
Subtotal All Bus	81,600	182,000	-55.2%	76,465	180,100	-57.5%
MAX	47,470	112,800	-57.9%	46,485	116,820	-60.2%
Commuter Rail	<u>400</u>	<u>1,380</u>	-71.0%	<u>380</u>	<u>1,420</u>	-73.2%
Fixed Route Total	129,470	296,100	-56.3%	123,330	298,340	-58.7%
<u>Paratransit</u>						
LIFT& Cabs	828	3,205	-74.2%	821	3,207	-74.4%
System Total	130,298	299,335	-56.5%	124,151	301,547	-58.8%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	178,800	496,100	-64.0%	159,335	488,310	-67.4%
Bus-Frequent Service*	<u>337,700</u>	<u>606,300</u>	-44.3%	<u>325,470</u>	<u>602,505</u>	-46.0%
Subtotal All Bus	516,500	1,102,400	-53.1%	484,805	1,090,815	-55.6%
MAX	310,400	711,600	-56.4%	303,950	733,485	-58.6%
Commuter Rail	<u>2,000</u>	<u>6,900</u>	-71.0%	<u>1,900</u>	<u>7,100</u>	-73.2%
Fixed Route Total	828,870	1,821,000	-54.5%	790,655	1,831,400	-56.8%
Frequent Bus % of Total Bus	65.4%	55.0%	10.4%	67.1%	55.2%	11.9%
<u>Paratransit</u>						
LIFT & Cabs	4,981	18,278	-72.7%	4,911	18,276	-73.1%
System Total	833,851	1,839,278	-54.7%	795,566	1,849,676	-57.0%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$10.28	\$4.70	118.72%	\$11.15	\$4.77	133.75%
Bus-Frequent Service*	\$7.40	\$3.35	120.90%	\$7.55	\$3.40	122.06%
Subtotal All Bus	\$8.39	\$3.96	111.87%	\$8.71	\$4.02	116.67%
MAX	\$7.96	\$3.18	150.31%	\$7.76	\$3.24	139.51%
Commuter Rail	\$79.22	\$19.03	316.29%	\$82.20	\$20.34	304.13%
Fixed Route Total	\$8.39	\$3.71	126.15%	\$8.51	\$3.77	125.73%
<u>Paratransit</u>						
LIFT & Cabs	\$81.37	\$40.34	101.71%	\$78.04	\$40.31	93.60%
System Total	\$8.83	\$4.07	116.95%	\$8.94	\$4.13	116.46%

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

TK

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.

i

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Aug 20	Aug 19	% Change	FY21-TD	FY20-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	129,470	296,100	-56.27%	123,330	298,340	-58.66%
Avg. Weekday Originating Rides	111,028	253,953	-56.28%	105,800	255,940	-58.66%
Monthly Boarding Rides/Rev. Hour	25.39	49.28	-48.49%	24.51	49.49	-50.48%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	9.61%	23.49%	-13.88%	9.00%	22.86%	-13.86%
System Cost/Boarding Ride	\$10.94	\$4.96	120.56%	\$11.16	\$4.99	123.65%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$197.86	\$179.63	10.15%	\$195.43	\$181.84	7.47%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	87.67%	89.99%	-2.32%	87.64%	89.98%	-2.34%
Bus & Rail Maintenance Attendance	93.71%	94.14%	-0.43%	93.49%	93.76%	-0.26%
WES Maintenance & Admin Attendance	90.24%	97.31%	-7.07%	89.33%	98.27%	-8.94%
Weekly Boarding Rides Per Full Time Employee	262.7	592.2	-55.64%	249.7	595.5	-58.06%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	20,679	17,167	20.46%	22,226	17,326	28.28%
Bus Collisions/100,000 Miles	2.24	3.23	-30.65%	2.17	2.61	-16.86%
Bus % Maintained Pullouts	99.98%	99.87%	0.11%	99.99%	99.89%	0.10%
Bus On-Time Performance(1)	93.00%	85.80%	7.20%	93.55%	85.80%	7.75%
MAX Car Miles/Svc Delay Defects(2)	11,623	11,516	0.93%	12,984	10,394	24.92%
MAX Collisions/100,000 Miles	1.71	1.06	61.32%	1.69	1.16	45.69%
MAX % Maintained Pullouts	99.51%	99.94%	-0.42%	99.74%	99.89%	-0.14%
MAX On-Time Performance(1)	90.70%	89.50%	1.20%	91.25%	89.15%	2.10%
WES Miles/Relevant Failure	6,174	10,202	-39.48%	2,587	10,276	-74.82%
WES Collisions	0.00	0.00	N/A	0.50	0.00	N/A
WES % Maintained Trips	100.00%	98.58%	1.42%	100.00%	99.29%	0.71%
WES On-Time Performance(1)	98.80%	93.40%	5.40%	97.00%	96.20%	0.80%

(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).

TK

ii

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Aug 20	Jul 20	Aug 19	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	2,429	2,062	2,238	2,175	2,806
B-Loop Boardings	2,139	1,826	2,128	1,844	2,606
North South Line Boardings	2,578	2,554	6,188	4,936	7,719
Average Weekend Ridership					
A-Loop Boardings	2,580	2,856	3,922	3,120	4,181
B-Loop Boardings	2,123	2,396	2,288	2,675	3,689
North South Line Boardings	2,582	2,629	8,471	5,776	9,783
Average Weekly Ridership					
A-Loop Boardings	14,725	13,166	15,112	13,994	18,212
B-Loop Boardings	12,818	11,526	12,928	11,896	16,719
North South Line Boardings	15,472	15,399	39,411	30,453	48,378
Monthly Ridership					
A-Loop Boardings	63,909	58,850	67,141	60,592	78,670
B-Loop Boardings	55,534	51,582	57,154	51,569	72,360
North South Line Boardings	67,048	69,258	175,457	131,454	208,557
A-Loop Boardings/Rev Hour	39.0	35.6	39.4	37.1	44.7
B-Loop Boardings/Rev Hour	34.6	31.7	33.2	32.0	41.2
North South Boardings/Rev Hour	24.2	24.6	62.1	49.9	85.0
System Boardings/Rev Hour	31.0	29.5	47.9	41.7	59.8
Service					
Vehicle Revenue Hours	6,020	6,101	6,255	5,842	6,012
Vehicle Revenue Miles	30,490	30,687	34,118	33,281	36,334
Service Quality					
A-Loop On-Time Performance	87.00%	89.00%	84.00%	85.42%	83.75%
B-Loop On-Time Performance	83.00%	85.00%	81.00%	81.33%	80.58%
North South On-Time Performance	85.00%	85.00%	82.00%	82.75%	84.92%
Operator Attendance	88.86%	91.54%	92.84%	89.30%	89.52%
Excused Absence	0.24%	0.38%	0.49%	0.35%	0.44%
Family Leave	2.32%	1.19%	0.82%	1.39%	1.58%
Unexcused Absence	0.08%	0.01%	0.00%	0.14%	0.07%
Sick Leave	4.82%	3.40%	2.70%	6.03%	4.13%
Industrial Injury	3.69%	3.08%	3.04%	2.66%	3.51%
Contractual Absence	0.00%	0.39%	0.12%	0.14%	0.75%
Maintenance Attendance	88.99%	92.43%	95.57%	94.00%	95.33%
Excused Absence	0.00%	0.00%	0.00%	0.00%	0.00%
Family Leave	5.82%	2.08%	0.00%	2.57%	1.09%
Unexcused Absence	0.00%	0.00%	0.00%	0.01%	0.01%
Sick Leave	4.30%	5.06%	3.29%	2.88%	2.60%
Industrial Injury	0.00%	0.00%	0.00%	0.29%	0.55%
Contractual Absence	0.90%	0.43%	1.14%	0.26%	0.42%
Overall Attendance	88.89%	91.74%	93.40%	90.23%	90.66%