

**Date:** May 18, 2021

**To:** General Manager  
Board of Directors

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

**Subject:** April 2021 Monthly Performance Report

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The monthly system wide ridership increased 36.2% in April compared to the prior year's level. Passenger revenue decreased 27.5% and the system costs per boarding decreased 22.67% (\$11.60 to \$8.97) compared to April 2020. The monthly Streetcar ridership increased 54.6% compared to April 2020. While ridership has increased across the board compared to the same time last year, compared to the pre-pandemic data in April 2019, it has declined 57.3%. April 2020 was the month with the lowest ridership since the pandemic began.

1. Weekly system boardings increased 36.2% in April compared to prior year's level. Weekly boardings increased 46.5% on bus, 20.5% on MAX, 38.0% on WES and 94.7% on LIFT/Cab.
2. Weekday fixed route boardings were 127,865 in April, an increase of 36.3% compared to the prior year's level. Boardings increased 46.9% on bus, 20.3% on MAX and 38.0% on WES. Weekend fixed route boardings increased 44.8% on bus and 21.1% on MAX.
3. The five MAX lines averaged a total of 45,130 weekday, 37,190 Saturday and 31,300 Sunday boardings in April. Weekday ridership on each of the five MAX lines averaged 20,040 on the Blue Line, 8,450 on the Red Line, 5,220 on the Yellow Line, 8,140 on the Green Line and 3,280 on the Orange Line. Total MAX ridership increased 31.7% during weekday peak and 17.0% during weekday off-peak periods, resulting in a 20.4% increase in weekday MAX ridership.

The MAX weekend ridership increased 26.4% on Saturday and 15.4% on Sunday.

Overall, MAX weekly ridership in April increased 20.5% compared to the same time last year.

4. Bus averaged 82,390 weekday, 57,290 Saturday and 48,790 Sunday boardings in April. Bus ridership increased 58.6% during weekday peak time periods and 43.2% during weekday off-peak time periods, resulting in a 47.0% increase in weekday bus ridership.

The bus weekend ridership increased 47.7% on Saturday and 41.4% on Sunday.

The total bus weekly ridership in April increased 46.5% compared to a year ago.

Bus weekly ridership increased 54.1% on non-frequent routes and 43.1% on frequent routes compared to last April.

5. WES averaged 345 daily boardings in April, 38.0% above the prior year's level. In April, WES operated with 3 late trains, zero trains out of service, zero missed pullouts and one vehicle mechanical failure, resulting in 99.3% 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 increased 94.7% in April. The weekday boardings increased 92.1% and the weekend boardings increased 108.0% compared to prior year's level.
7. April passenger revenues were \$3.3 million, a decline of 27.5% 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 decreased from \$11.16 to \$8.75, or 21.6%, compared to prior year level.
9. Weekday Streetcar boardings averaged 1,263 on A-Loop, 993 on B-Loop and 2,364 on North South (NS) line in April. The weekday boardings increased 97.7%% on A-Loop, 31.3%% on B-Loop and 52.6% on NS compared to prior year level.

The Streetcar On-Time Performance for A-Loop, B-Loop and NS line are 86.0%, 85.0% and 86.0% respectively. Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Apr 21	Apr 20	% Change	FY21-TD	FY20-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	27,650	18,000	53.6%	25,086	76,240	-67.1%
Bus-Frequent Service*	<u>54,740</u>	<u>38,100</u>	43.7%	<u>49,890</u>	<u>90,860</u>	-45.1%
Subtotal All Bus	82,390	56,100	46.9%	74,976	167,100	-55.1%
MAX	45,130	37,500	20.3%	43,576	106,330	-59.0%
Commuter Rail	<u>345</u>	<u>250</u>	38.0%	<u>329</u>	<u>1,220</u>	-73.1%
Fixed Route Total	127,865	93,800	36.3%	118,881	274,650	-56.7%
<b><u>Paratransit</u></b>						
LIFT& Cabs	953	496	92.1%	831	2,814	-70.5%
<b>System Total</b>	<b>128,818</b>	<b>94,296</b>	<b>36.6%</b>	<b>119,712</b>	<b>277,464</b>	<b>-56.9%</b>

### Avg Weekly Boardings

<b><u>Fixed Route</u></b>						
Bus-Other Service	166,600	108,100	54.1%	148,785	440,008	-66.2%
Bus-Frequent Service*	<u>351,400</u>	<u>245,500</u>	43.1%	<u>321,484</u>	<u>564,241</u>	-43.0%
Subtotal All Bus	518,000	353,600	46.5%	470,269	1,004,249	-53.2%
MAX	294,100	244,000	20.5%	283,307	658,602	-57.0%
Commuter Rail	<u>1,725</u>	<u>1,250</u>	38.0%	<u>1,643</u>	<u>6,088</u>	-73.0%
Fixed Route Total	813,895	598,830	35.9%	755,218	1,668,939	-54.7%
Frequent Bus % of Total Bus	67.8%	69.4%	-1.6%	68.4%	56.2%	12.2%
<b><u>Paratransit</u></b>						
LIFT & Cabs	5,784	2,970	94.7%	5,027	16,012	-68.6%
<b>System Total</b>	<b>819,679</b>	<b>601,800</b>	<b>36.2%</b>	<b>760,246</b>	<b>1,684,950</b>	<b>-54.9%</b>

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

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$11.77	\$15.96	-26.25%	\$12.50	\$6.12	104.25%
Bus-Frequent Service*	\$7.46	\$10.11	-26.21%	\$7.92	\$4.26	85.92%
Subtotal All Bus	\$8.85	\$11.91	-25.69%	\$9.35	\$4.99	87.37%
MAX	\$8.04	\$9.61	-16.34%	\$8.61	\$4.33	98.85%
Commuter Rail	\$97.88	\$99.30	-1.43%	\$92.62	\$30.63	202.38%
Fixed Route Total	\$8.75	\$11.16	-21.59%	\$9.24	\$4.80	92.50%
<b><u>Paratransit</u></b>						
LIFT & Cabs	\$39.61	\$99.80	-60.31%	\$80.53	\$49.16	63.81%
<b>System Total</b>	<b>\$8.97</b>	<b>\$11.60</b>	<b>-22.67%</b>	<b>\$9.71</b>	<b>\$5.19</b>	<b>87.09%</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)

	Apr 21	Apr 20	% Change	FY21-TD	FY20-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	127,865	93,800	36.32%	118,880	274,640	-56.71%
Avg. Weekday Originating Rides	109,613	80,541	36.10%	101,960	235,590	-56.72%
Monthly Boarding Rides/Rev. Hour	24.60	18.80	30.83%	23.03	45.31	-49.17%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	7.87%	11.66%	-3.78%	7.71%	20.65%	-12.94%
System Cost/Boarding Ride	\$11.60	\$14.89	-22.10%	\$12.42	\$5.68	118.66%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$197.07	\$205.16	-3.94%	\$197.62	\$189.87	4.08%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	87.81%	89.51%	-1.70%	87.47%	89.72%	-2.24%
Bus & Rail Maintenance Attendance	93.38%	89.09%	4.29%	92.34%	93.79%	-1.45%
WES Maintenance & Admin Attendance	94.86%	85.30%	9.56%	87.56%	92.97%	-5.41%
Weekly Boarding Rides Per Full Time Employee	265.3	193.4	37.16%	242.4	538.9	-55.02%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	10,445	25,757	-59.45%	14,608	17,283	-15.48%
Bus Collisions/100,000 Miles	2.11	1.82	15.93%	2.11	2.63	-19.77%
Bus % Maintained Pullouts	99.56%	99.85%	-0.29%	99.85%	99.90%	-0.05%
Bus On-Time Performance(1)	92.90%	94.70%	-1.80%	93.71%	87.91%	5.80%
MAX Car Miles/Svc Delay Defects(2)	10,077	13,187	-23.59%	11,079	11,256	-1.57%
MAX Collisions/100,000 Miles	1.14	0.85	34.12%	1.46	1.03	41.75%
MAX % Maintained Pullouts	100.00%	99.66%	0.34%	99.94%	99.79%	0.15%
MAX On-Time Performance(1)	88.70%	91.80%	-3.10%	90.12%	90.06%	0.06%
WES Miles/Relevant Failure	6,468	6,997	-7.56%	6,273	9,677	-35.18%
WES Collisions	0.00	0.00	N/A	0.30	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	99.70%	99.55%	0.15%
WES On-Time Performance(1)	99.30%	99.60%	-0.30%	97.86%	96.86%	1.00%

(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	Apr 21	Mar 21	Apr 20	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	1,263	1,015	639	1,207	2,493
B-Loop Boardings	993	935	756	1,105	2,216
North South Line Boardings	2,364	2,103	1,549	2,091	6,306
<b>Average Weekend Ridership</b>					
A-Loop Boardings	2,184	1,527	1,103	1,859	3,768
B-Loop Boardings	1,458	1,372	1,044	1,666	3,186
North South Line Boardings	2,968	2,722	2,367	2,741	7,643
<b>Average Weekly Ridership</b>					
A-Loop Boardings	8,499	6,602	4,298	7,893	16,231
B-Loop Boardings	6,423	6,047	4,824	7,190	14,264
North South Line Boardings	14,788	13,237	10,112	13,197	39,174
<b>Monthly Ridership</b>					
A-Loop Boardings	36,522	29,453	18,470	34,305	70,438
B-Loop Boardings	27,678	26,993	20,808	31,273	61,920
North South Line Boardings	63,880	59,257	43,546	57,241	169,680
A-Loop Boardings/Rev Hour	22.9	17.8	13.4	21.2	41.6
B-Loop Boardings/Rev Hour	17.6	16.6	14.7	19.7	36.7
North South Boardings/Rev Hour	23.5	21.0	23.3	20.9	65.9
System Boardings/Rev Hour	21.7	19.0	17.8	20.7	51.3
<b>Service</b>					
Vehicle Revenue Hours	5,894	6,101	4,661	5,934	5,892
Vehicle Revenue Miles	29,672	30,687	32,705	29,988	35,403
<b>Service Quality</b>					
A-Loop On-Time Performance	86.00%	85.00%	82.00%	87.42%	83.50%
B-Loop On-Time Performance	85.00%	84.00%	77.00%	82.83%	80.58%
North South On-Time Performance	86.00%	85.00%	75.00%	82.58%	82.75%
<b>Operator Attendance</b>	<b>91.56%</b>	<b>88.77%</b>	<b>75.38%</b>	<b>88.37%</b>	<b>89.50%</b>
Excused Absence	0.10%	0.57%	0.02%	0.47%	0.42%
Family Leave	1.62%	3.50%	0.37%	2.14%	1.40%
Unexcused Absence	0.00%	0.01%	0.00%	0.03%	0.16%
Sick Leave	5.24%	6.32%	20.28%	6.04%	5.28%
Industrial Injury	1.48%	0.83%	3.96%	2.79%	2.92%
Contractual Absence	0.00%	0.00%	0.00%	0.15%	0.31%
<b>Maintenance Attendance</b>	<b>95.21%</b>	<b>96.80%</b>	<b>89.73%</b>	<b>92.23%</b>	<b>95.21%</b>
Excused Absence	0.00%	0.70%	0.00%	0.09%	0.00%
Family Leave	2.70%	0.98%	0.44%	2.69%	1.93%
Unexcused Absence	0.07%	0.00%	0.00%	0.01%	0.01%
Sick Leave	2.02%	1.52%	8.78%	3.88%	2.41%
Industrial Injury	0.00%	0.00%	1.05%	0.80%	0.29%
Contractual Absence	0.00%	0.00%	0.00%	0.29%	0.16%
<b>Overall Attendance</b>	<b>92.36%</b>	<b>90.54%</b>	<b>78.36%</b>	<b>89.30%</b>	<b>90.56%</b>

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