

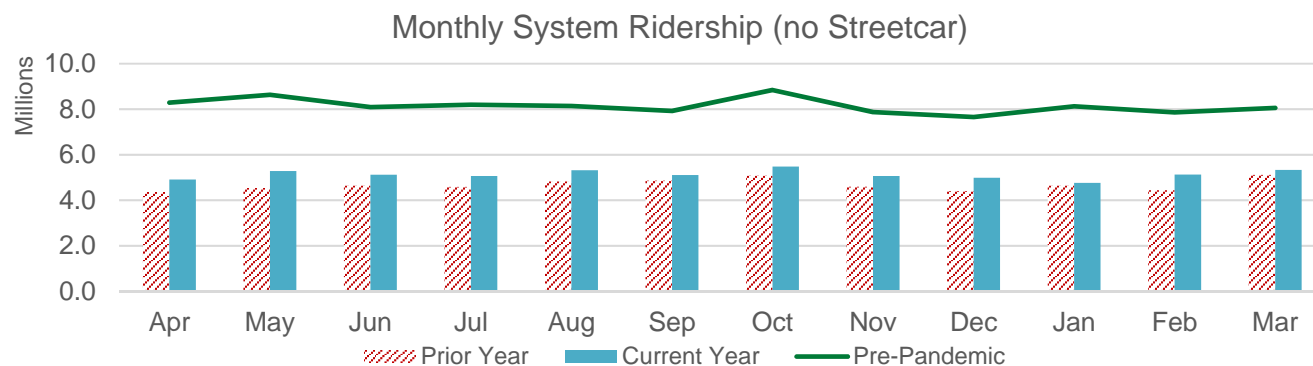
Date: April 18, 2024

To: General Manager
Board of Directors

From: Timothy Kea, Program Manager Financial Systems
Budget & Forecast Department

Subject: March 2024 Monthly Performance Report

The monthly system-wide ridership increased by 4.3% in March compared to the prior year. Passenger revenue increased by 1.9%, and the system costs per boarding increased by 31.9% from \$7.67 to \$10.12 compared to March 2023. The system costs per boarding increased mostly due to a large-scale state of good repair project replacing rail and ties on the alignment. The monthly Streetcar ridership increased by 8.6% compared to last year.



1. Weekly system boardings increased 6.8% in March compared to the previous year. Weekly boardings increased by 15.5% on buses and 21.2% on LIFT/Cab but decreased (7.1%) on MAX and (0.7%) on WES.
2. Weekday fixed route boardings were 189,382 in March, an increase of 6.0% compared to the prior year. Boardings increased by 14.3% on buses but decreased (7.3%) on MAX and (1.5%) on WES. Weekend fixed route boardings increased by 20.8% on buses but decreased (6.5%) on MAX.
3. The five MAX lines averaged 62,549 weekdays, 54,236 Saturdays, and 42,587 Sunday boardings in March. Weekday ridership on the five MAX lines averaged 28,203 on the Blue Line, 10,258 on the Red Line, 8,234 on the Yellow Line, 10,408 on the Green Line, and 5,446 on the Orange Line. Total MAX ridership decreased (7.9%) during the weekday peak and (6.9%) during weekday off-peak periods, resulting in a (7.3%) decrease in weekday MAX ridership.

The MAX weekend ridership decreased by (4.8%) on Saturday and (8.5%) on Sunday.

The total MAX weekly ridership in March decreased by (7.1%) compared to last year.

4. Bus averaged 126,380 weekdays, 88,990 Saturdays, and 74,100 Sunday boardings in March. Bus ridership increased 9.9% during weekday peak periods and 18.0% during weekday off-peak periods, resulting in a 14.2% increase in weekday bus ridership.

The bus weekend ridership increased by 20.2% on Saturday and 21.5% on Sunday.

The total weekly bus ridership in March increased by 15.5% compared to a year ago.

Bus weekly ridership increased 9.5% on non-frequent routes and 18.2% on frequent routes compared to last March.

5. WES averaged 453 daily boardings in March (1.5%) below the prior year. In March, WES operated with five late trains, one train out of service, zero missed pullouts, and one vehicle mechanical failure, resulting in 98.6% of trips made on time. WES runs every 45 minutes on weekdays during the morning and afternoon rush hours. It is 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 (no Transportation Network Company) boardings increased by 21.2% in March. The weekday and weekend boardings increased by 21.1% and 21.3%, respectively, compared to the prior year.
7. March passenger revenues were \$5.3 million, an increase of 1.9% compared to last year.
8. Fixed Route Operating costs/boardings measure the direct cost of providing each ride. Operations costs are labor, energy, and expendable supplies to provide transit service and maintain vehicles and plant facilities. The average fixed route operating costs per boarding increased from \$7.15 to \$9.40, or 31.5%, compared to the prior year.
9. Weekday Streetcar boardings averaged 1,895 on A-Loop, 1,787 on B-Loop, and 4,988 on North South (NS) line in March. The weekday boardings increased by 11.3% on A-Loop, 11.2% on B-Loop, and 10.0% on NS compared to the prior year.

The Streetcar On-Time Performance for A-Loop, B-Loop, and NS line are 84.0%, 75.0%, and 79.0%, respectively. The Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Mar 24	Mar 23	% Change	FY24-TD	FY23-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	37,720	35,500	6.3%	40,751	34,390	18.5%
Bus-Frequent Service*	<u>88,660</u>	<u>75,100</u>	18.1%	<u>83,557</u>	<u>73,170</u>	14.2%
Subtotal All Bus	126,380	110,600	14.3%	124,307	107,560	15.6%
MAX	62,549	67,500	-7.3%	61,420	63,950	-4.0%
Commuter Rail	<u>453</u>	<u>460</u>	-1.5%	<u>445</u>	<u>460</u>	-3.3%
Fixed Route Total	189,382	178,600	6.0%	186,172	171,970	8.3%
<u>Paratransit</u>						
LIFT& Cabs (No TNC)**	2,246	1,854	21.1%	2,027	1,728	17.3%
System Total	191,628	180,428	6.2%	188,199	173,698	8.3%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	230,400	210,500	9.5%	245,969	204,303	20.4%
Bus-Frequent Service*	<u>564,600</u>	<u>477,800</u>	18.2%	<u>530,899</u>	<u>463,248</u>	14.6%
Subtotal All Bus	795,000	688,300	15.5%	776,868	667,551	16.4%
MAX	409,600	440,800	-7.1%	399,279	418,622	-4.6%
Commuter Rail	<u>2,265</u>	<u>2,280</u>	-0.7%	<u>2,224</u>	<u>2,317</u>	-4.0%
Fixed Route Total	1,206,823	1,131,386	6.7%	1,178,372	1,088,490	8.3%
Frequent Bus % of Total Bus	71.0%	69.4%	1.6%	68.3%	69.4%	-1.1%
<u>Paratransit</u>						
LIFT & Cabs (No TNC)	13,013	10,740	21.2%	11,747	10,048	16.9%
System Total	1,219,836	1,142,126	6.8%	1,190,119	1,098,539	8.3%

Operations Cost / Boarding Ride ***

<u>Fixed Route</u>						
Bus-Other Service	\$8.83	\$9.55	-7.54%	\$8.80	\$9.49	-7.27%
Bus-Frequent Service*	\$5.99	\$6.18	-3.07%	\$6.06	\$6.17	-1.78%
Subtotal All Bus	\$6.81	\$7.22	-5.68%	\$6.92	\$7.18	-3.62%
MAX	\$14.03	\$6.68	110.03%	\$8.86	\$6.47	36.94%
Commuter Rail	\$80.20	\$75.35	6.44%	\$86.73	\$85.87	1.00%
Fixed Route Total	\$9.40	\$7.15	31.47%	\$7.65	\$7.06	8.36%
<u>Paratransit</u>						
LIFT,Cabs &TNC	\$77.82	\$61.12	27.32%	\$87.03	\$69.93	24.45%
System Total	\$10.12	\$7.67	31.94%	\$8.44	\$7.63	10.62%

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

All other bus lines, plus special services are included under "Other Bus Services".

** Transportation Network Company (eff. FY2024)

*** 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.

KEY INDICATOR PERFORMANCE REPORT (FIXED ROUTE)

	Mar 24	Mar 23	% Change	FY24-TD	FY23-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	189,382	178,600	6.04%	186,170	171,970	8.26%
Avg. Weekday Originating Rides	162,235	153,222	5.88%	159,480	147,520	8.11%
Monthly Boarding Rides/Rev. Hour	36.44	36.71	-0.74%	36.36	35.20	3.31%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	8.14%	11.01%	-2.88%	9.23%	9.96%	-0.74%
System Cost/Boarding Ride	\$11.98	\$9.05	32.38%	\$10.02	\$9.85	1.73%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$308.28	\$244.44	26.12%	\$256.22	\$255.47	0.29%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.24%	88.44%	0.80%	89.31%	87.49%	1.82%
Bus & Rail Maintenance Attendance	94.09%	92.32%	1.77%	94.49%	92.78%	1.70%
WES Maintenance & Admin Attendance	97.07%	97.88%	-0.82%	95.72%	96.03%	-0.31%
Weekly Boarding Rides Per Full Time Employee	372.1	377.2	-1.34%	374.0	373.4	0.16%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	7,221	7,507	-3.81%	7,870	7,866	0.04%
Bus Collisions/100,000 Miles	3.40	2.90	17.24%	3.19	2.90	10.00%
Bus % Maintained Pullouts	99.95%	99.96%	0.00%	99.64%	98.42%	1.22%
Bus On-Time Performance(1)	87.80%	87.00%	0.80%	86.82%	86.01%	0.81%
MAX Car Miles/Svc Delay Defects(2)	6,956	9,652	-27.93%	8,270	10,620	-22.13%
MAX Collisions/100,000 Miles	0.30	2.80	-89.29%	1.32	1.88	-29.79%
MAX % Maintained Pullouts	98.14%	97.39%	0.75%	98.41%	95.74%	2.67%
MAX On-Time Performance(1)	79.50%	82.90%	-3.40%	82.20%	81.58%	0.62%
WES Miles/Relevant Failure	6,159	6,762	-8.92%	6,140	6,168	-0.46%
WES Collisions	0.00	0.00	N/A	0.00	0.11	-100.00%
WES % Maintained Trips	99.76%	100.00%	-0.24%	99.44%	99.89%	-0.45%
WES On-Time Performance(1)	98.60%	95.40%	3.20%	97.33%	96.73%	0.60%

(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). **ii**

STREETCAR PERFORMANCE REPORT (1)

12 Month Average

Streetcar Operation	Mar 24	Feb 24	Mar 23	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,895	1,888	1,703	1,774	1,634
B-Loop Boardings	1,787	1,769	1,607	1,665	1,487
North South Line Boardings	4,988	5,021	4,533	4,698	4,407
Average Weekend Ridership					
A-Loop Boardings	2,806	2,780	2,446	2,854	2,692
B-Loop Boardings	3,085	2,711	2,577	2,569	2,443
North South Line Boardings	6,669	6,663	6,245	6,248	6,161
Average Weekly Ridership					
A-Loop Boardings	12,281	12,220	10,961	11,726	10,864
B-Loop Boardings	12,020	11,556	10,612	10,896	9,876
North South Line Boardings	31,609	31,768	28,910	29,740	28,195
Monthly Ridership					
A-Loop Boardings	53,825	48,880	48,953	50,721	47,073
B-Loop Boardings	52,952	46,224	47,269	47,052	42,818
North South Line Boardings	138,093	127,072	129,239	128,123	122,118
A-Loop Boardings/Rev Hour	32.8	31.7	29.7	31.4	29.1
B-Loop Boardings/Rev Hour	33.0	30.5	29.0	29.7	26.9
North South Boardings/Rev Hour	49.8	48.4	45.8	46.8	44.4
System Boardings/Rev Hour	40.7	39.1	37.0	38.0	35.6
Service					
Vehicle Revenue Hours	6,020	5,686	6,101	5,939	5,957
Vehicle Revenue Miles	33,054	31,217	33,495	32,631	32,758
Service Quality					
A-Loop On-Time Performance	84.00%	79.00%	84.00%	80.17%	84.42%
B-Loop On-Time Performance	75.00%	74.00%	87.00%	74.92%	80.50%
North South On-Time Performance	79.00%	78.00%	85.00%	77.17%	81.50%
Operator Attendance	90.77%	91.16%	88.73%	89.44%	88.45%
Excused Absence	0.08%	0.26%	1.00%	0.30%	0.52%
Family Leave	0.88%	1.20%	4.09%	2.19%	3.26%
Unexcused Absence	0.14%	0.12%	0.01%	0.12%	0.14%
Sick Leave	5.92%	4.40%	3.61%	5.32%	5.44%
Industrial Injury	2.20%	2.30%	2.11%	2.39%	1.76%
Contractual Absence	0.00%	0.55%	0.46%	0.25%	0.43%
Maintenance Attendance	96.72%	95.13%	88.72%	94.55%	92.87%
Excused Absence	0.10%	0.00%	0.07%	0.03%	0.24%
Family Leave	0.00%	0.35%	5.98%	2.78%	2.79%
Unexcused Absence	0.03%	1.39%	0.00%	0.14%	0.08%
Sick Leave	3.15%	2.14%	4.90%	2.36%	3.79%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.03%
Contractual Absence	0.00%	0.99%	0.33%	0.15%	0.21%
Overall Attendance	92.06%	92.28%	88.72%	90.62%	89.51%

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