Monthly Operations Analysis

March 2025

TRI☉MET

Ridership

Ridership Totals	Monthly Summary			Year-to-date Summary		
	Mar-24	Mar-25	YoY change	YTD 2024	YTD 2025	% Δ
BUS	3,469,430	3,557,937	2.6%	10,571,508	10,151,461	-4.0%
MAX	1,797,290	1,877,476	4.5%	4,653,907	5,267,842	13.2%
ATP	56,085	62,730	11.8%	152,673	174,006	14.0%
WES	9,513	10,059	5.7%	16,569	19,079	15.1%
TOTAL	5,332,318	5,508,202	3.3%	15,394,657	15,612,388	1.4%

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

March 2024:	21 Weekdays	5 Saturdays	5 Sundays/Holiday
March 2025:	21 Weekdays	5 Saturdays	5 Sundays/Holiday

Systemwide monthly ridership increased 176K (3.3%) boardings over Mar-24.

BUS monthly ridership increased by 89K boardings (+2.6%) in Mar-25 compared to Mar-24.

MAX monthly ridership increased by 80K boardings (+4.5%) in Mar-25 compared to Mar-24.

ATP monthly ridership increased by 7K (+11.8%) over Mar-24, which includes trips made via arrangements with Supplemental Providers.

WES monthly ridership was 546 boardings more (+5.7%) in Mar-25 compared to Mar-24. WES ridership is especially responsive to changes in in-office/remote work arrangements.

Average Daily Boardings	Weekday			Saturday			Sunday		
	Mar-24	Mar-25	YoY change	Mar-24	Mar-25	YoY change	Mar-24	Mar-25	YoY change
BUS	126,380	129,435	2.4%	88,990	90,842	2.1%	74,100	77,119	4.1%
MAX	62,549	65,038	4.0%	54,236	54,830	1.1%	42,588	47,507	11.6%
ATP	2,520	2,246	12.2%	884	1,006	13.8%	899	957	6.5%
WES	453	479	5.7%						
TOTAL	191,902	197,198	2.8%	141,110	146,678	3.9%	117,587	125,583	6.8%

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

TRI◉MET

Monthly Ridership Trend by Mode

BUS — 2024 — 2025
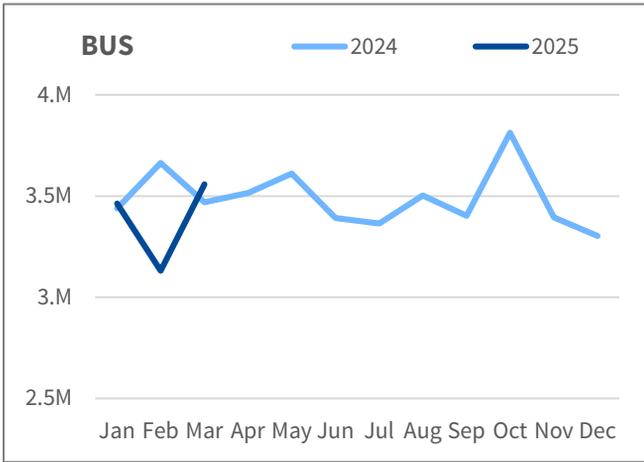
Bus ridership was higher in Mar-25 compared to Mar-24. There were no construction related impacts in the reporting month or the year prior.

MAX — 2024 — 2025

MAX ridership was higher in Mar-25 than in Mar-24. There were no construction related impacts in the reporting month or the year prior.

ATP — 2024 — 2025
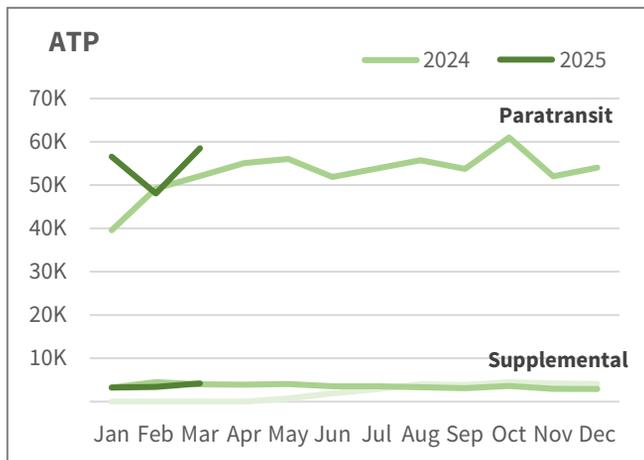
ATP ridership has been growing due to new, award-winning programs that diversify the services available to qualified riders. ATP has been piloting partnerships with supplementary service providers for cost efficiencies, strategic fleet utilization, ridership, and improved customer experience.

WES — 2024 — 2025
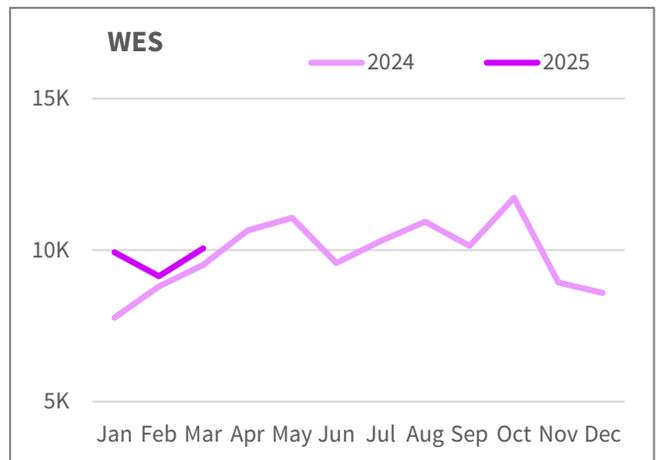
WES had higher ridership in Mar-25 compared to Mar-24.

BUS

HIGHLIGHTS:
- Boarding Rides per Revenue Hour is approximately the same as year prior. This indicates that ridership is keeping pace with service improvements.
- On-Time Performance is above target in Mar-25 and about the same as Mar-24.
- Preventable Collisions are well below threshold for Feb-25.
- Complaints remain well below threshold and slightly lower than Mar-24.
- Mean Distance Between Failure is below target but improved over Mar-24.
- Preventative Maintenance Compliance is 100% for Mar-25.

— Target/Threshold	— 2024	— 2025

Boarding Rides per Revenue Hour

On-Time Performance

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

Complaints per 100K Boardings
Safety / Public Relations

Mean Distance Between Failure

Preventative Maintenance Compliance
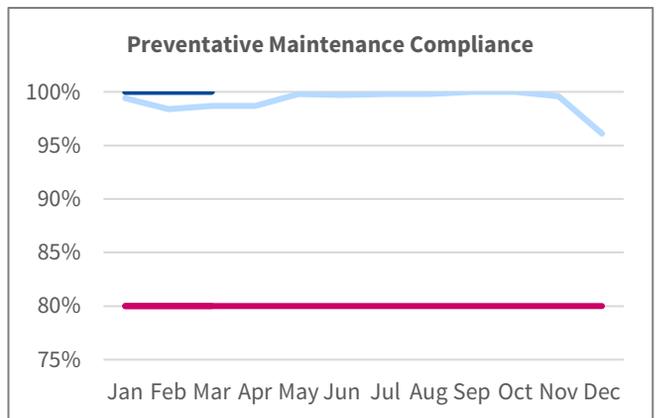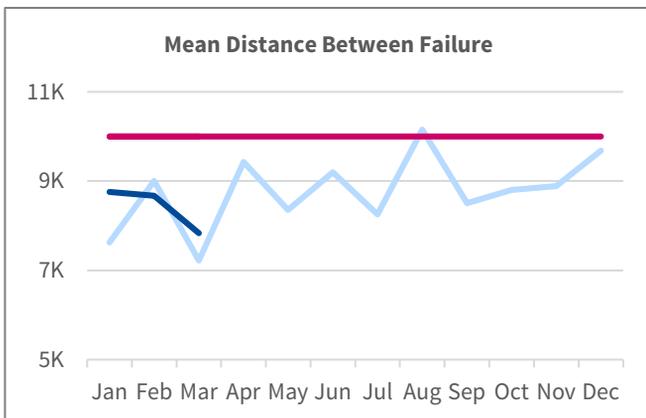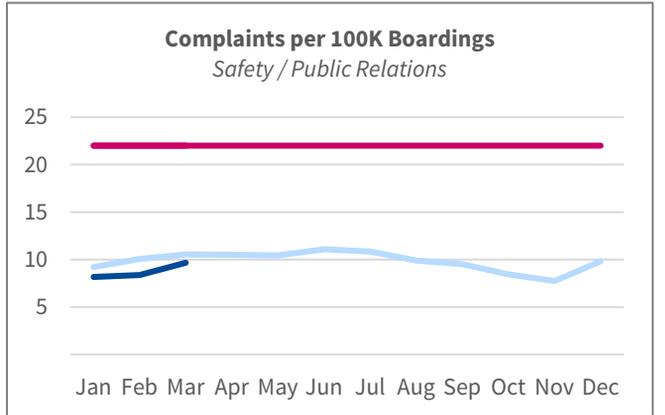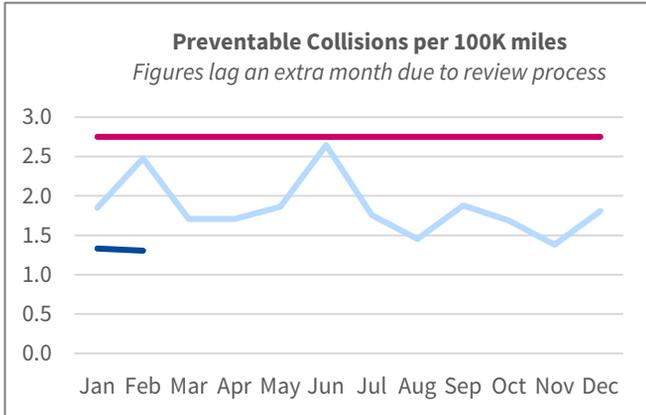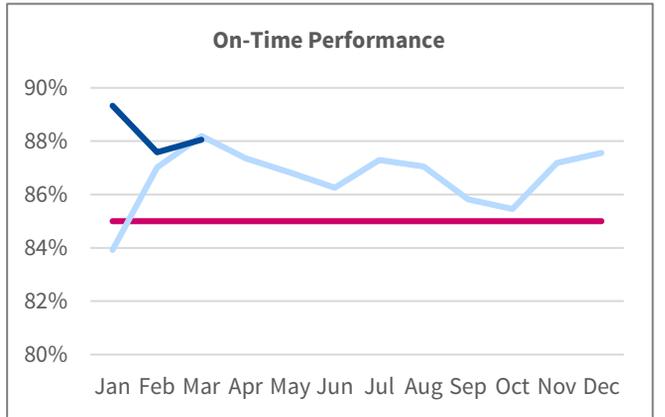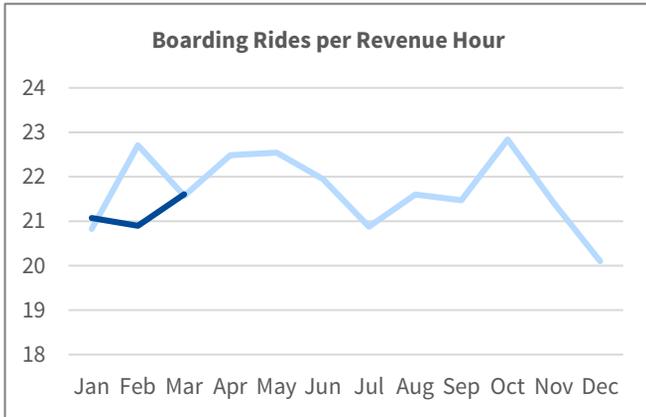
MAX

HIGHLIGHTS:
- Boarding Rides per Revenue Hour was lower than Mar-24, but higher than Feb-25.
- On-Time Performance remains below target but improved from Mar-24.
- Preventable Collisions were zero in Feb-25.
- Complaints remain well below threshold.
- Mean Distance Between Failure is above target and improved over Mar-24.
- Preventative Maintenance Compliance remains well above the target.

Legend: — Target/Threshold — 2024 — 2025

Boarding Rides per Revenue Hour

On-Time Performance

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

Complaints per 100K boardings
Safety/ Public Relations

Mean Distance Between Failure

Preventative Maintenance Compliance
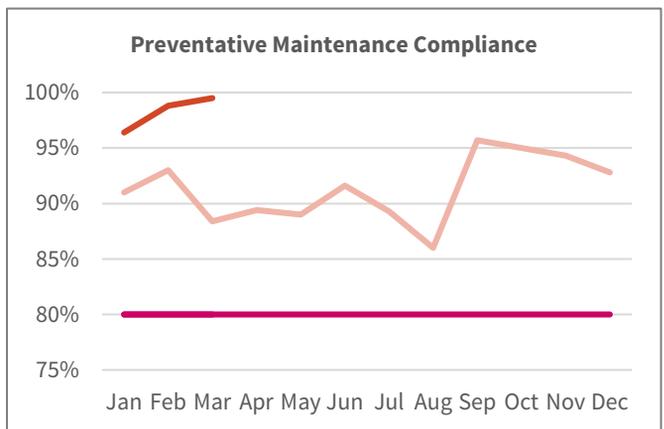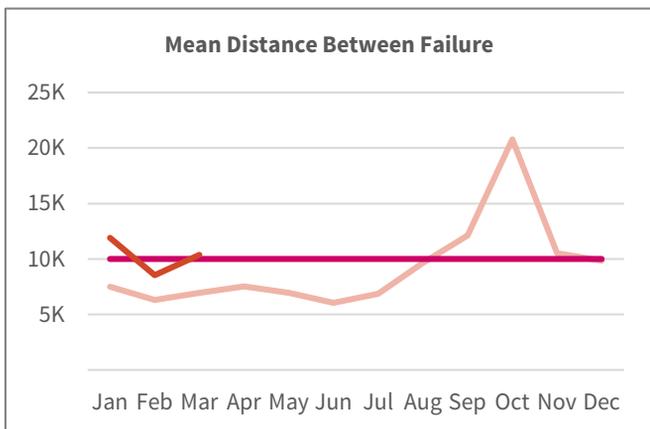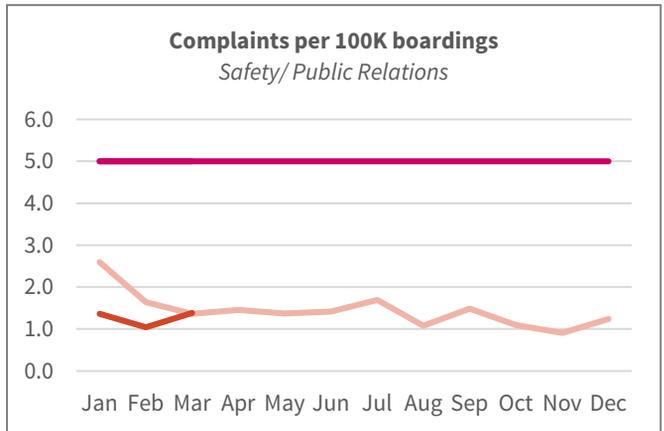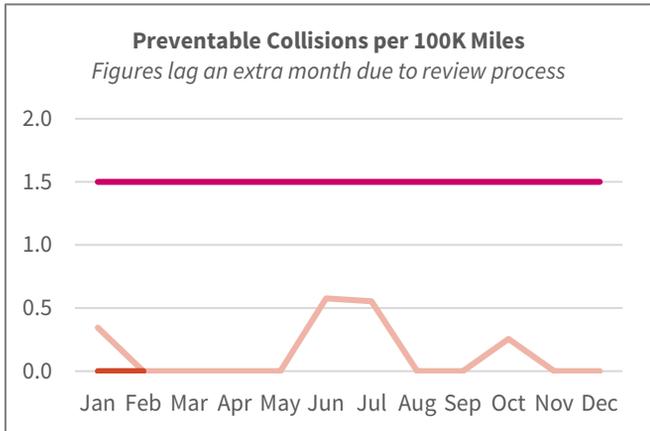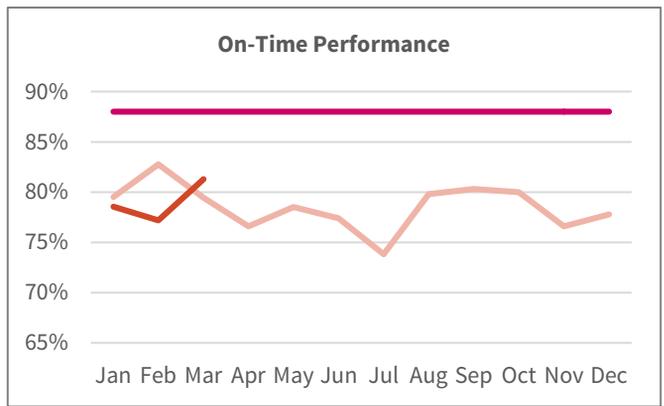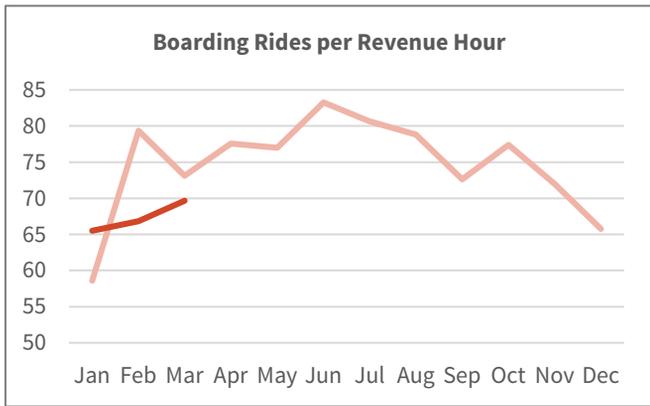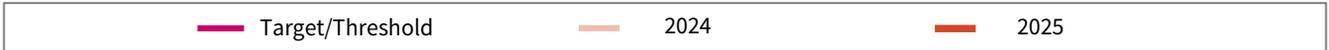
ATP

HIGHLIGHTS:
- Boarding Rides per Revenue Hour was higher in Mar-25 compared to Mar-24.
- On-Time Performance is above the target and about the same as Mar-24.
- Preventable Collisions are above the threshold.
- Complaints were above threshold for Mar-25.
- The Mean Distance Between Failure metric is currently under review because the methodology changed in Sep-24 for how mechanical failures are categorized.
- Preventative Maintenance Compliance is 100% for Mar-25.

Target/Threshold	2024	2025

Boarding Rides per Revenue Hour
Paratransit only, Supplemental service excluded

On-Time Performance

Preventable Collisions per 100K Miles
Paratransit only, Supplemental service excluded

Complaints per 1K Boardings
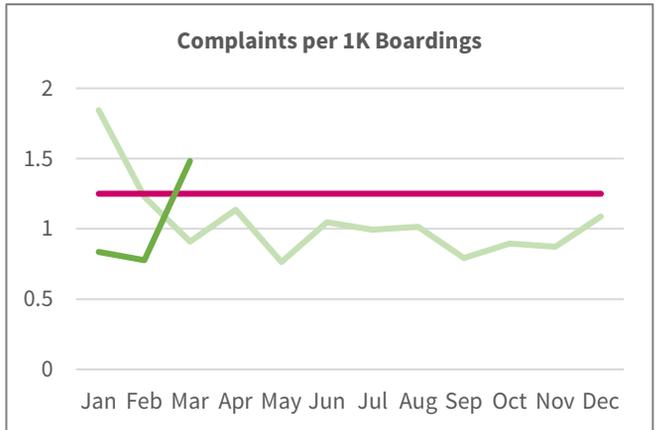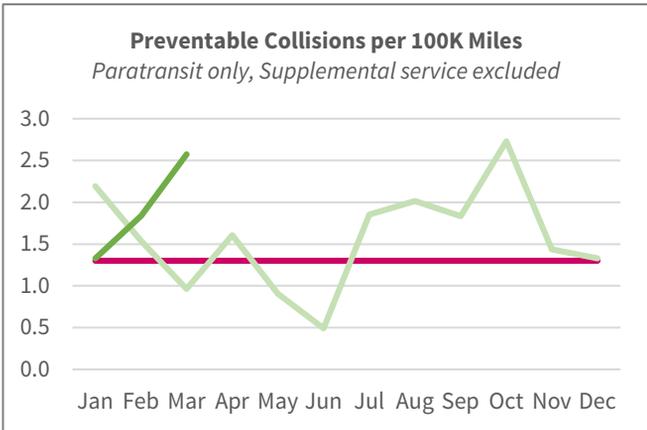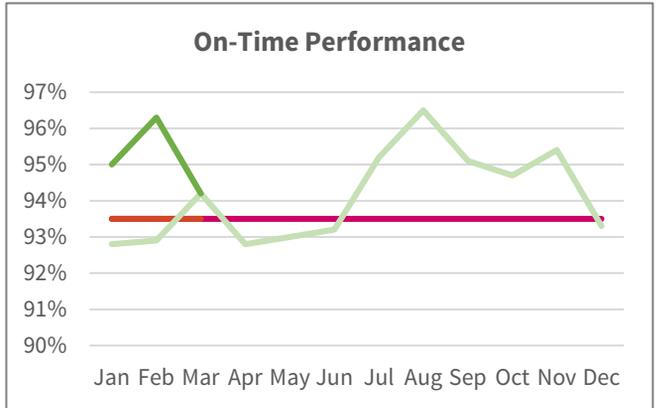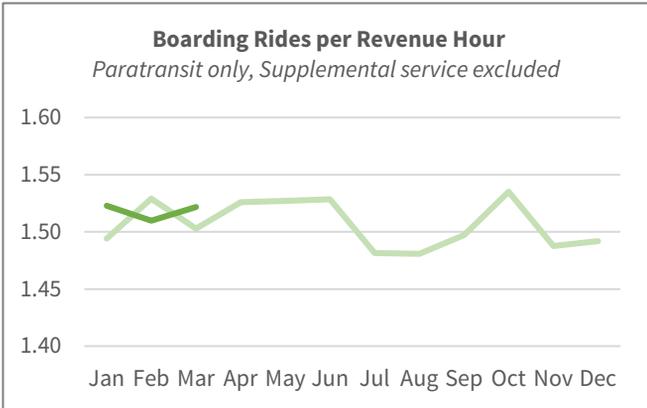
Mean Distance Between Failure
Under Methodology and Target Review

UNDER PROCESS REVIEW

Preventative Maintenance Compliance
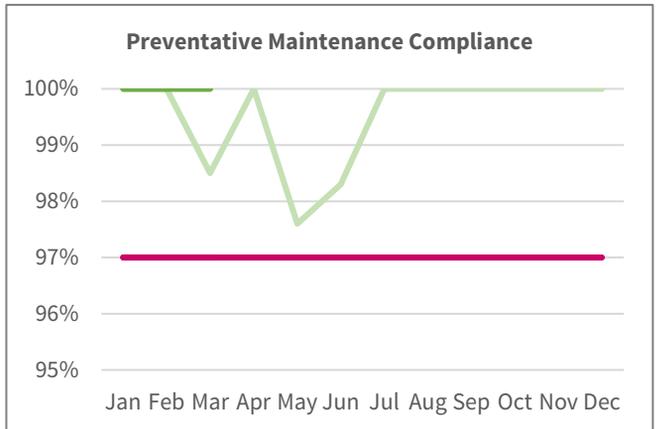
WES

HIGHLIGHTS:
- Boarding Rides per Revenue Hour is higher in Mar-25 compared to Mar-24.
- On-Time Performance is well above target, and very near 100%.
- Preventable Collisions per 100k miles have been at zero for the reporting period.
- Complaints per 1000 Boardings are generally very low; in Mar-25 there were no customer complaints.
- Mean Distance Between Failure is comparable to Mar-24.
- Preventative Maintenance Compliance is a pre-requisite for commuter rail operations, per federal regulation.

Legend: Target/Threshold — 2024 — 2025

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.
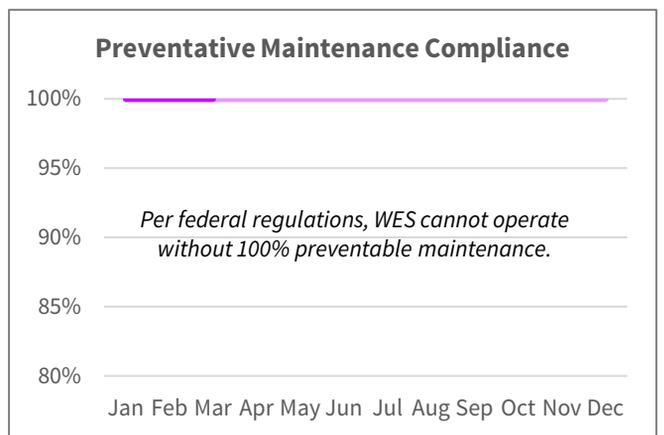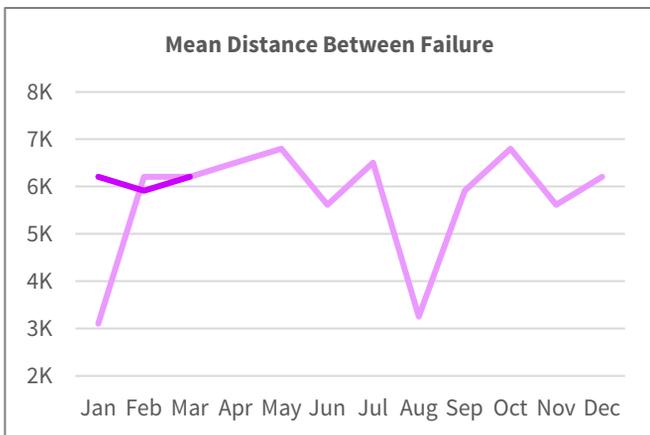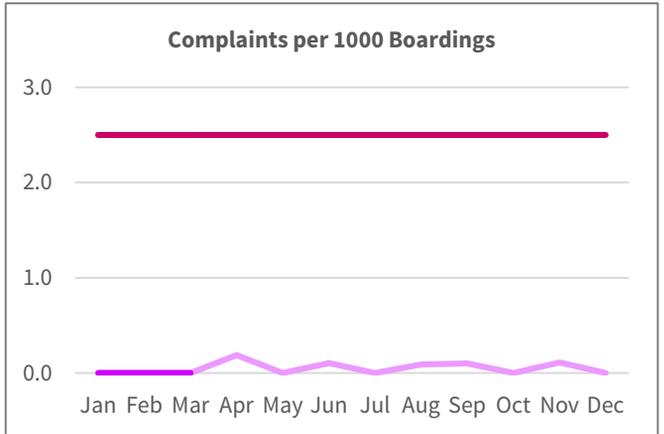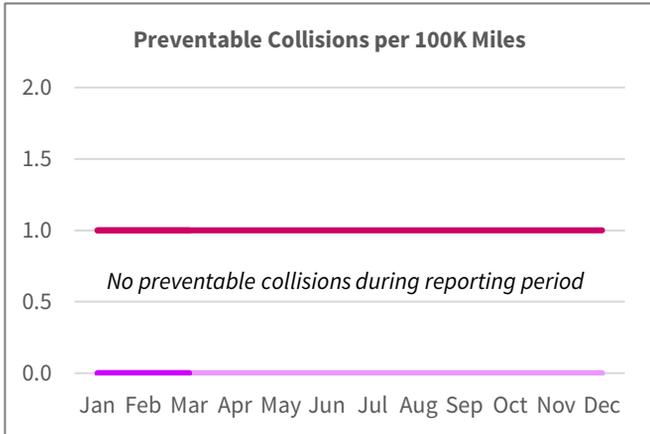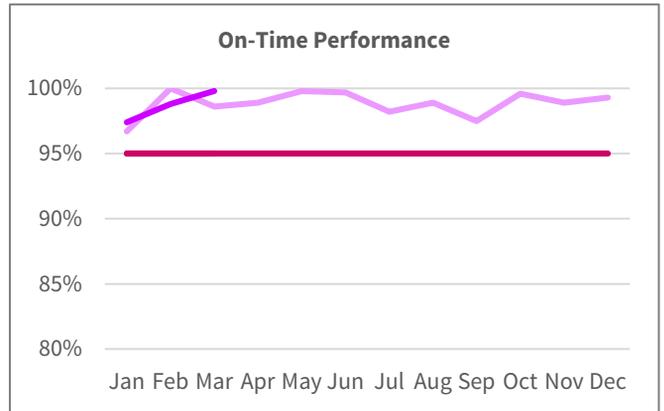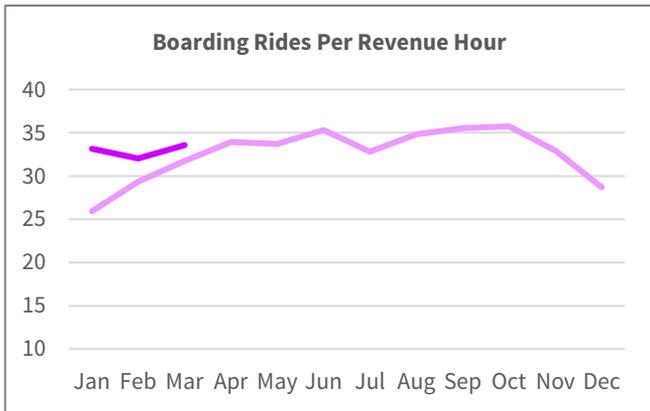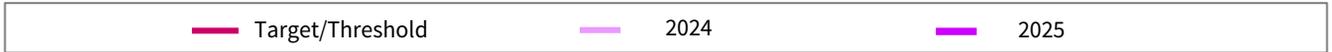
Performance Data Sheet: 12 Month Lookback

BUS

	Ridership [1]	Ridership per Revenue Hour [2]	Trips Operated [3]	Percent Scheduled Trips Completed [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
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%	9.8	1.1	96.1%	9,682
Jan25	3,462,597	21.8	140,545	99.6%	89.3%	97.7%	8.2	0.8	100.0%	8,757
Feb25	3,130,927	20.9	127,435	99.0%	87.6%	97.1%	8.4	1.3	100.0%	8,673
Mar25	3,557,937	21.6	141,592	99.5%	88.1%	98.4%	9.7	*	100.0%	7,833
12 mo avg	3,448,380	21.6	137,461	99.5%	87.2%	97.4%	9.4	1.4	99.1%	8,827

MAX

	Ridership [1]	Ridership per Revenue Hour [2]	Trips Operated [3]	Percent Scheduled Trips Completed [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
Apr24	1,920,724	79.0	24,022	98.4%	76.6%	90.2%	1.3	0.0	89.4%	7,539
May24	1,970,074	77.8	24,214	99.4%	78.5%	93.4%	1.3	0.0	89.0%	6,949
Jun24	2,047,311	84.3	23,131	98.9%	77.4%	95.2%	1.5	0.3	91.6%	6,047
Jul24	2,065,756	81.8	24,198	99.3%	73.8%	92.6%	1.5	0.3	89.3%	6,862
Aug24	2,041,823	79.8	24,139	99.5%	79.8%	96.6%	1.4	0.0	86.0%	9,650
Sep24	1,886,921	73.5	22,979	99.5%	80.3%	96.1%	1.5	0.0	95.7%	12,109
Oct24	2,095,277	77.9	24,023	99.9%	80.0%	97.0%	1.0	0.0	95.0%	20,784
Nov24	1,871,408	72.9	23,548	99.2%	76.6%	96.4%	1.5	0.0	94.3%	10,525
Dec24	1,768,205	66.6	23,873	99.9%	77.8%	95.3%	0.9	0.0	92.8%	9,837
Jan25	1,760,737	65.1	23,828	99.7%	78.5%	97.7%	1.4	0.0	96.4%	11,903
Feb25	1,629,629	66.8	21,574	99.6%	77.2%	95.6%	1.0	0.0	98.8%	8,538
Mar25	1,877,476	69.7	23,862	99.9%	81.3%	97.7%	1.4	*	99.5%	10,377
12 mo avg	1,911,278	73.9	23,616	99.4%	78.2%	95.3%	1.3	0.1	93.2%	10,093

ATP

	Ridership [1]	Ridership per Revenue Hour [2]	Trips Operated [3]	Percent Scheduled Trips Completed [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%	**
Apr24	59,017	1.53	55,157	100.0%	92.8%	97.5%	1.1	1.4	100.0%	-
May24	60,193	1.53	56,619	100.0%	93.0%	97.9%	0.8	0.8	97.6%	-
Jun24	55,411	1.53	51,989	100.0%	93.2%	98.2%	1.0	0.4	98.3%	-
Jul24	57,364	1.48	51,989	100.0%	95.2%	98.8%	1.0	1.6	100.0%	-
Aug24	59,092	1.48	56,168	100.0%	96.5%	98.8%	1.0	1.7	100.0%	-
Sep24	56,832	1.50	53,630	100.0%	95.1%	98.6%	0.8	1.6	100.0%	-
Oct24	64,689	1.54	62,059	100.0%	94.7%	98.8%	0.9	2.4	100.0%	-
Nov24	55,032	1.49	53,857	100.0%	95.4%	99.1%	0.9	1.3	100.0%	-
Dec24	56,976	1.49	55,509	100.0%	93.3%	98.7%	1.1	1.2	100.0%	-
Jan25	59,808	1.52	58,761	100.0%	95.0%	98.8%	0.8	1.2	100.0%	-
Feb25	51,468	1.51	50,627	100.0%	96.3%	98.9%	0.8	1.6	100.0%	-
Mar25	62,730	1.52	60.814	100.0%	94.2%	98.5%	1.5	2.6	100.0%	-
12 mo avg	58,220	1.51	54,854	100.0%	94.6%	98.6%	1.0	1.7	99.7%	-

WES

	Ridership [1]	Ridership per Revenue Hour [2]	Trips Operated [3]	Percent Scheduled Trips Completed [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%	–
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%	0.0	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
Jan25	9,933	34.8	400	100.0%	97.4%	97.4%	0.0	0.0	100.0%	6,208
Feb25	9,140	32.0	400	100.0%	98.8%	98.8%	0.0	0.0	100.0%	5,913
Mar25	10,059	33.6	420	100.0%	99.8%	99.8%	0.0	0.0	100.0%	6,208
12 mo avg	10,087	33.5	416	100.0%	98.9%	98.9%	0.0	0.0	100.0%	5,962

[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.

[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 to Completion ÷ Scheduled Trips

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

[6] For Bus, MAX, WES, pullout is when a vehicle is scheduled to leave its garage/rail yard. For ATP, pullout on-time is the % on-time at first stop.

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

* Figure lags one month due to collision review process.

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

[10] Percent 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.

** Under process review.