

Date: January 18, 2018

To: General Manager
Board of Directors

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

Subject: December 2017 Monthly Performance Report

The monthly systemwide ridership decreased 3.4% in December compared to prior year's level. Passenger revenue decreased 6.1% and operations costs per boarding increased 6.7% (from \$3.87 to \$4.13) compared to December 2016. The December 2017, snow and ice contributed to an increase of operations costs and decrease of ridership. Monthly Streetcar ridership decreased 2.8% compared to December 2016.

1. Weekly system boardings decreased 1.6% in December compared to prior year's level. Weekly boardings increased 1.3% on bus, 12.5% on LIFT/Cab, but decreased 5.7% on MAX and 4.3% on WES.
2. Weekday fixed route boardings were 283,150 in December, 2.5% below the prior year's level. Boardings increased 1.0% on bus, but decreased 7.3% on MAX and 4.3% on WES. Weekend fixed route boardings increased 2.7% on bus and 1.3% on MAX.
3. The five MAX lines averaged a total of 112,170 weekday, 79,970 Saturday and 61,760 Sunday boardings in December. Weekday ridership on each of the five MAX lines averaged 52,140 on the Blue Line, 20,380 on the Red Line, 11,590 on the Yellow Line, 17,910 on the Green Line, and 10,150 on the Orange Line. Total MAX ridership decreased 7.6% during weekday peak and 7.1% during weekday off-peak periods, resulting in a 7.3% decrease in weekday MAX ridership. The weekend ridership decreased 0.9% on Saturday, but increased 4.3% on Sunday, leading to a 5.7% decrease in weekly MAX rides in December.
4. Weekday bus boardings increased 1.0% in December, an increase in weekday peak time periods of 1.3%, and 0.8% in weekday off-peak time periods. Total weekend boardings increased 2.7%, resulting in a 1.3% increase in weekly bus rides. Weekly boardings decreased 0.2% on frequent routes, but increased 3.1% on non-frequent routes.
5. WES averaged 1,550 daily boardings in December, 4.3% below the prior year's level. In December, WES operated with 37 late trains, 2 out of service trains, zero missed pullouts, and 3 vehicle mechanical failures, resulting in a 93.9% 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 increased 12.5% in December. The weekday and weekend boardings also increased 14.2% and 1.2%, respectively compared to prior year's level.
7. December passenger revenues were \$9.3 million, which is 6.1% below the prior year level.
8. Operations cost/boarding measures 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 operations costs per boarding increased from \$3.52 to \$3.75, or 6.5% compared to December 2016.
9. Weekday Streetcar boardings averaged 3,278 on A-Loop, 2,784 on B-Loop and 7,197 on North South (NS) line in December. Boardings increased 8.4% on A-Loop, but decreased 4.2% on B-Loop and 5.8% on NS line compared to last December. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Dec 17	Dec 16	% Change	FY18-TD	FY17-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	79,370	77,200	2.8%	85,387	85,330	0.1%
Bus-Frequent Service*	<u>90,060</u>	<u>90,600</u>	-0.6%	<u>95,132</u>	<u>97,480</u>	-2.4%
Subtotal All Bus	169,430	167,800	1.0%	180,518	182,810	-1.3%
MAX	112,170	121,000	-7.3%	121,045	124,270	-2.6%
Commuter Rail	<u>1,550</u>	<u>1,620</u>	-4.3%	<u>1,679</u>	<u>1,790</u>	-6.2%
Fixed Route Total	283,150	290,400	-2.5%	303,243	308,870	-1.8%
<u>Paratransit</u>						
LIFT& Cabs	3,390	2,969	14.2%	3,470	3,532	-1.8%
System Total	286,540	293,389	-2.3%	306,712	312,402	-1.8%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	460,400	446,500	3.1%	493,987	492,933	0.2%
Bus-Frequent Service*	<u>559,300</u>	<u>560,400</u>	-0.2%	<u>589,795</u>	<u>603,417</u>	-2.3%
Subtotal All Bus	1,019,700	1,006,900	1.3%	1,083,782	1,096,350	-1.1%
MAX	702,600	744,900	-5.7%	753,605	772,636	-2.5%
Commuter Rail	<u>7,750</u>	<u>8,100</u>	-4.3%	<u>8,396</u>	<u>8,933</u>	-6.0%
Fixed Route Total	1,729,970	1,759,900	-1.7%	1,845,783	1,877,920	-1.7%
Frequent Bus % of Total Bus	54.8%	55.7%	-0.8%	54.4%	55.0%	-0.6%
<u>Paratransit</u>						
LIFT & Cabs	19,130	17,000	12.5%	19,602	19,917	-1.6%
System Total	1,749,100	1,776,900	-1.6%	1,865,385	1,897,837	-1.7%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$4.88	\$4.74	2.95%	\$4.28	\$4.05	5.68%
Bus-Frequent Service*	\$3.51	\$3.38	3.85%	\$3.12	\$2.95	5.76%
Subtotal All Bus	\$4.12	\$3.98	3.52%	\$3.64	\$3.44	5.81%
MAX	\$3.05	\$2.73	11.72%	\$2.73	\$2.54	7.48%
Commuter Rail	\$20.37	\$18.76	8.58%	\$16.69	\$15.80	5.63%
Fixed Route Total	\$3.75	\$3.52	6.53%	\$3.33	\$3.12	6.73%
<u>Paratransit</u>						
LIFT & Cabs	\$39.38	\$40.35	-2.40%	\$37.87	\$35.76	5.90%
System Total	\$4.13	\$3.87	6.72%	\$3.69	\$3.46	6.65%

* 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)

	Dec 17	Dec 16	% Change	FY18-TD	FY17-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	283,150	290,400	-2.50%	303,240	308,870	-1.82%
Avg. Weekday Originating Rides	220,349	226,147	-2.56%	236,000	240,400	-1.83%
Monthly Boarding Rides/Rev. Hour	49.27	50.86	-3.13%	53.11	54.48	-2.52%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	25.30%	27.61%	-2.31%	26.57%	28.87%	-2.30%
System Cost/Boarding Ride	\$4.92	\$4.64	6.03%	\$4.37	\$4.12	6.07%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$176.99	\$180.15	-1.75%	\$169.61	\$171.03	-0.83%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.55%	89.15%	0.40%	89.58%	89.85%	-0.27%
Bus & Rail Maintenance Attendance	93.82%	94.01%	-0.19%	94.23%	94.34%	-0.12%
WES Maintenance & Admin Attendance	90.15%	97.73%	-7.58%	93.92%	95.10%	-1.18%
Weekly Boarding Rides Per Full Time Employee	608.3	633.2	-3.93%	652.8	683.5	-4.49%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	16,226	12,001	35.21%	14,374	11,075	29.78%
Bus Collisions/100,000 Miles	3.30	4.57	-27.79%	2.79	2.84	-1.76%
Bus % Maintained Pullouts	99.89%	99.89%	0.01%	99.93%	99.90%	0.03%
Bus On-Time Performance(1)	86.80%	76.50%	10.30%	84.42%	80.27%	4.15%
MAX Car Miles/Svc Delay Defects(2)	11,045	8,986	22.92%	9,208	7,454	23.53%
MAX Collisions/100,000 Miles	2.85	1.03	176.70%	1.33	1.49	-10.74%
MAX % Maintained Pullouts	99.95%	98.85%	1.10%	99.96%	99.57%	0.39%
MAX On-Time Performance(1)	89.00%	84.10%	4.90%	87.13%	84.18%	2.95%
WES Miles/Relevant Failure	3,126	3,190	-2.00%	9,746	9,837	-0.92%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	99.69%	99.26%	0.43%	98.69%	99.19%	-0.50%
WES On-Time Performance(1)	93.90%	93.70%	0.20%	94.73%	94.27%	0.47%

(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	Dec 17	Nov 17	Dec 16	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	3,278	3,725	3,025	3,501	3,237
B-Loop Boardings	2,784	3,287	2,907	3,216	3,242
North South Line Boarding	7,197	8,242	7,638	8,386	8,537
Average Weekend Ridership					
A-Loop Boardings	4,199	4,819	3,839	4,682	4,310
B-Loop Boardings	3,141	4,329	3,747	4,498	4,408
North South Line Boarding	10,729	11,536	9,924	11,270	11,587
Average Weekly Ridership					
A-Loop Boardings	20,589	23,444	18,964	22,188	20,497
B-Loop Boardings	17,061	20,764	18,282	20,576	20,618
North South Line Boarding	46,714	52,746	48,114	53,201	54,271
Monthly Ridership					
A-Loop Boardings	88,333	99,542	82,720	95,591	88,661
B-Loop Boardings	72,207	88,108	79,782	88,768	89,256
North South Line Boarding	201,444	223,443	210,018	229,183	234,952
A-Loop Boardings/Rev Hour	51.1	59.2	46.7	59.1	49.8
B-Loop Boardings/Rev Hour	42.2	51.5	46.9	58.1	52.0
North South Boardings/Rev Hour	74.3	86.1	83.8	95.6	93.3
System Boardings/Rev Hour	58.8	68.7	62.3	72.9	68.6
Service					
Vehicle Revenue Hours	6,152	5,988	5,977	5,670	6,015
Vehicle Revenue Miles	31,389	36,174	36,569	34,007	36,751
Service Quality					
A-Loop On-Time Performance	81%	80%	78%	81%	80.00%
B-Loop On-Time Performance	79%	76%	72%	75%	76.17%
North South On-Time Performance	82%	84%	82%	82%	84.00%
Operator Attendance	89.26%	93.01%	92.51%	92.56%	92.08%
Excused Absence	0.09%	0.28%	0.52%	0.62%	0.70%
Family Leave	2.84%	1.66%	1.69%	1.93%	2.43%
Unexcused Absence	0.01%	0.02%	0.18%	0.04%	0.07%
Sick Leave	4.14%	4.29%	4.47%	3.88%	3.94%
Industrial Injury	3.08%	0.00%	0.00%	0.31%	0.33%
Contractual Absence	0.57%	0.74%	0.62%	0.66%	0.45%
Maintenance Attendance	95.20%	98.56%	98.40%	97.02%	96.24%
Excused Absence	0.00%	0.00%	0.09%	0.05%	0.01%
Family Leave	3.66%	0.42%	0.00%	0.55%	1.90%
Unexcused Absence	0.00%	0.00%	0.00%	0.00%	0.11%
Sick Leave	1.14%	0.59%	1.17%	1.98%	1.28%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.00%
Contractual Absence	0.00%	0.42%	0.35%	0.40%	0.45%
Overall Attendance	90.48%	94.20%	93.72%	93.50%	92.94%