

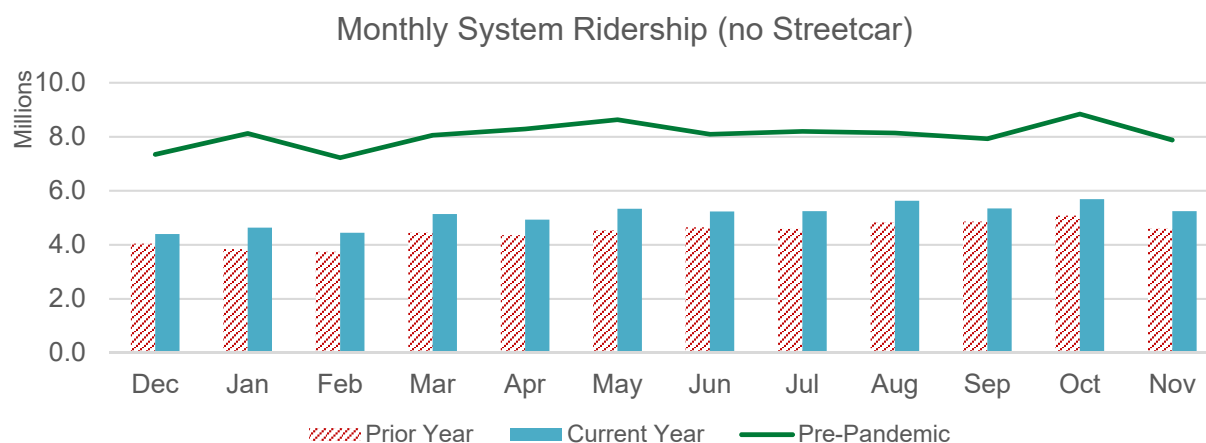
Date: December 18, 2023

To: General Manager
Board of Directors

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

Subject: November 2023 Monthly Performance Report

The monthly system-wide ridership increased by 14.2% in November compared to the prior year. Passenger revenue increased by 7.5%, and the system costs per boarding increased by 14.4% from \$7.36 to \$8.42 compared to November 2022. The monthly Streetcar ridership increased by 11.5% compared to last year.



- Weekly system boardings increased 12.2% in November compared to the previous year. Weekly boardings increased 10.2% on bus, 15.3% on MAX, 23.0% on LIFT/Cab, but decreased (3.2%) on WES.
- Weekday fixed route boardings were 193,753 in November, an increase of 11.4% compared to the prior year. Boardings increased by 9.1% on bus, 15.0% on MAX, but decreased (3.6%) on WES. Weekend fixed route boardings increased by 14.8% on bus and 15.7% on MAX.
- The five MAX lines averaged 75,120 weekdays, 57,570 Saturdays, and 48,230 Sunday boardings in November. Weekday ridership on the five MAX lines averaged 32,460 on the Blue Line, 12,130 on the Red Line, 9,990 on the Yellow Line, 13,580 on the Green Line, and 6,960 on the Orange Line. Total MAX ridership increased 14.2% during weekday peak and 15.5% during weekday off-peak periods, resulting in a 15.1% increase in weekday MAX ridership.

The MAX weekend ridership increased by 15.5% on Saturday and 16.0% on Sunday.

The total MAX weekly ridership in November increased by 15.2% compared to last year.

4. Bus averaged 118,180 weekdays, 76,350 Saturdays, and 69,150 Sunday boardings in November. Bus ridership increased 3.8% during weekday peak and 11.4% during weekday off-peak periods, resulting in a 9.1% increase in weekday bus ridership.

The bus weekend ridership increased by 8.7% on Saturday and 22.3% on Sunday.

The total weekly bus ridership in November increased by 10.2% compared to a year ago.

Bus weekly ridership increased 9.7% on non-frequent routes and 10.4% on frequent routes compared to last November.

5. WES averaged 453 daily boardings in November (3.6%) below the prior year. In November, WES operated with four late trains, zero trains out of service, zero missed pullouts, and one vehicle mechanical failure, resulting in 99.0% 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 23.0% in November. The weekday boardings increased by 23.1%, and the weekend boardings increased by 22.9% compared to the prior year.
7. November passenger revenues were \$4.8 million, an increase of 7.5% 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 \$6.72 to \$7.75, or 15.5%, compared to the prior year.
9. Weekday Streetcar boardings averaged 1,779 on A-Loop, 2,054 on B-Loop, and 4,783 on North South (NS) line in November. The weekday boardings increased by 6.6% on A-Loop, 30.6% on B-Loop, and 13.9% on NS compared to the prior year.

The Streetcar On-Time Performance for A-Loop, B-Loop, and NS line are 80.0%, 71.0%, and 77.0%, respectively. The Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Nov 23	Nov 22	% Change	FY24-TD	FY23-TD	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	38,480	35,600	8.1%	40,642	34,390	18.2%
Bus-Frequent Service*	<u>79,700</u>	<u>72,700</u>	9.6%	<u>81,230</u>	<u>73,810</u>	10.1%
Subtotal All Bus	118,180	108,300	9.1%	121,872	108,200	12.6%
MAX	75,120	65,300	15.0%	73,276	64,660	13.3%
Commuter Rail	<u>453</u>	<u>470</u>	-3.6%	<u>470</u>	<u>490</u>	-4.1%
Fixed Route Total	193,753	174,000	11.4%	195,618	173,350	12.8%
<u>Paratransit</u>						
LIFT& Cabs (No TNC)**	2,166	1,760	23.1%	1,987	1,730	14.8%
System Total	195,919	175,797	11.4%	197,605	175,080	12.9%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	231,100	210,600	9.7%	244,984	205,573	19.2%
Bus-Frequent Service*	<u>505,300</u>	<u>457,700</u>	10.4%	<u>517,722</u>	<u>467,976</u>	10.6%
Subtotal All Bus	736,400	668,300	10.2%	762,706	673,549	13.2%
MAX	481,400	417,700	15.3%	475,370	423,608	12.2%
Commuter Rail	<u>2,265</u>	<u>2,340</u>	-3.2%	<u>2,349</u>	<u>2,444</u>	-3.9%
Fixed Route Total	1,220,065	1,088,365	12.1%	1,240,425	1,099,601	12.8%
Frequent Bus % of Total Bus	68.6%	68.5%	0.1%	67.9%	69.5%	-1.6%
<u>Paratransit</u>						
LIFT & Cabs (No TNC)	12,506	10,164	23.0%	11,547	10,048	14.9%
System Total	1,232,571	1,098,529	12.2%	1,251,972	1,109,650	12.8%

Operations Cost / Boarding Ride ***

<u>Fixed Route</u>						
Bus-Other Service	\$9.51	\$9.31	2.15%	\$8.86	\$9.09	-2.53%
Bus-Frequent Service*	\$6.88	\$6.01	14.48%	\$5.95	\$5.82	2.23%
Subtotal All Bus	\$7.70	\$7.05	9.22%	\$6.88	\$6.81	1.03%
MAX	\$7.52	\$5.80	29.66%	\$6.35	\$5.99	6.01%
Commuter Rail	\$79.31	\$79.13	0.23%	\$77.73	\$83.96	-7.42%
Fixed Route Total	\$7.76	\$6.72	15.48%	\$6.81	\$6.65	2.41%
<u>Paratransit</u>						
LIFT,Cabs &TNC	\$72.95	\$75.00	-2.73%	\$78.40	\$70.21	11.67%
System Total	\$8.42	\$7.36	14.40%	\$7.49	\$7.23	3.60%

* 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)

	Nov 23	Nov 22	% Change	FY24-TD	FY23-TD	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	193,753	174,000	11.35%	195,620	173,350	12.85%
Avg. Weekday Originating Rides	166,313	149,309	11.39%	167,830	148,700	12.86%
Monthly Boarding Rides/Rev. Hour	37.57	34.46	9.03%	38.67	35.43	9.15%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	9.12%	9.09%	0.03%	9.98%	11.10%	-1.12%
System Cost/Boarding Ride	\$9.87	\$10.50	-6.00%	\$8.69	\$8.81	-1.36%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$246.53	\$265.77	-7.24%	\$222.20	\$230.26	-3.50%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	89.54%	87.72%	1.82%	89.88%	87.02%	2.85%
Bus & Rail Maintenance Attendance	94.45%	93.21%	1.24%	94.84%	93.04%	1.80%
WES Maintenance & Admin Attendance	90.92%	97.84%	-6.92%	95.87%	96.35%	-0.48%
Weekly Boarding Rides Per Full Time Employee	386.5	373.8	3.40%	399.8	382.1	4.64%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	7,293	7,683	-5.08%	7,752	8,089	-4.18%
Bus Collisions/100,000 Miles	2.90	2.90	0.00%	3.08	2.72	13.24%
Bus % Maintained Pullouts	99.86%	99.03%	0.83%	99.83%	97.59%	2.23%
Bus On-Time Performance(1)	87.60%	86.00%	1.60%	87.16%	86.08%	1.08%
MAX Car Miles/Svc Delay Defects(2)	9,273	10,364	-10.53%	8,757	10,952	-20.04%
MAX Collisions/100,000 Miles	0.30	3.20	-90.63%	1.64	1.81	-9.39%
MAX % Maintained Pullouts	98.65%	95.52%	3.13%	98.42%	94.25%	4.17%
MAX On-Time Performance(1)	81.60%	82.80%	-1.20%	83.36%	80.82%	2.54%
WES Miles/Relevant Failure	5,880	5,888	-0.14%	6,174	6,176	-0.03%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	100.00%	100.00%	0.00%	99.05%	100.00%	-0.95%
WES On-Time Performance(1)	99.00%	96.50%	2.50%	96.18%	98.34%	-2.16%

(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	Nov 23	Oct 23	Nov 22	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,779	1,860	1,669	1,713	1,536
B-Loop Boardings	2,054	1,698	1,573	1,609	1,424
North South Line Boardings	4,783	4,906	4,200	4,553	4,189
Average Weekend Ridership					
A-Loop Boardings	2,774	2,958	2,655	2,808	2,570
B-Loop Boardings	2,340	2,191	2,583	2,474	2,332
North South Line Boardings	5,518	6,387	5,709	6,117	5,850
Average Weekly Ridership					
A-Loop Boardings	11,669	12,258	11,000	11,375	10,252
B-Loop Boardings	12,610	10,681	10,448	10,518	9,453
North South Line Boardings	29,433	30,917	26,709	28,881	26,795
Monthly Ridership					
A-Loop Boardings	49,786	54,027	46,801	49,299	44,384
B-Loop Boardings	53,401	47,153	44,556	45,488	40,994
North South Line Boardings	125,059	136,346	113,435	124,849	116,207
A-Loop Boardings/Rev Hour	31.4	32.9	29.5	30.6	27.5
B-Loop Boardings/Rev Hour	34.2	29.2	28.5	28.7	25.8
North South Boardings/Rev Hour	46.5	49.0	42.2	45.7	42.3
System Boardings/Rev Hour	39.1	39.3	35.1	37.0	33.8
Service					
Vehicle Revenue Hours	5,835	6,042	5,835	5,930	5,955
Vehicle Revenue Miles	32,137	33,272	32,137	32,644	32,724
Service Quality					
A-Loop On-Time Performance	80.00%	85.00%	82.00%	81.42%	85.42%
B-Loop On-Time Performance	71.00%	75.00%	73.00%	77.67%	80.75%
North South On-Time Performance	77.00%	79.00%	80.00%	79.17%	82.08%
Operator Attendance	91.53%	88.54%	89.20%	89.60%	88.86%
Excused Absence	0.76%	0.31%	0.73%	0.54%	0.33%
Family Leave	2.38%	3.32%	1.56%	2.98%	2.43%
Unexcused Absence	0.10%	0.04%	0.29%	0.08%	0.16%
Sick Leave	2.29%	4.89%	4.14%	4.47%	6.10%
Industrial Injury	2.52%	2.14%	2.04%	2.10%	1.57%
Contractual Absence	0.42%	0.75%	2.04%	0.23%	0.56%
Maintenance Attendance	98.07%	96.17%	93.08%	93.37%	92.78%
Excused Absence	0.00%	0.00%	0.00%	0.09%	0.23%
Family Leave	0.78%	0.00%	0.82%	3.61%	2.31%
Unexcused Absence	0.02%	0.00%	0.25%	0.06%	0.23%
Sick Leave	1.13%	3.83%	5.85%	2.83%	4.23%
Industrial Injury	0.00%	0.00%	0.00%	0.00%	0.03%
Contractual Absence	0.00%	0.00%	0.00%	0.04%	0.18%
Overall Attendance	93.26%	90.44%	90.24%	90.48%	89.81%