

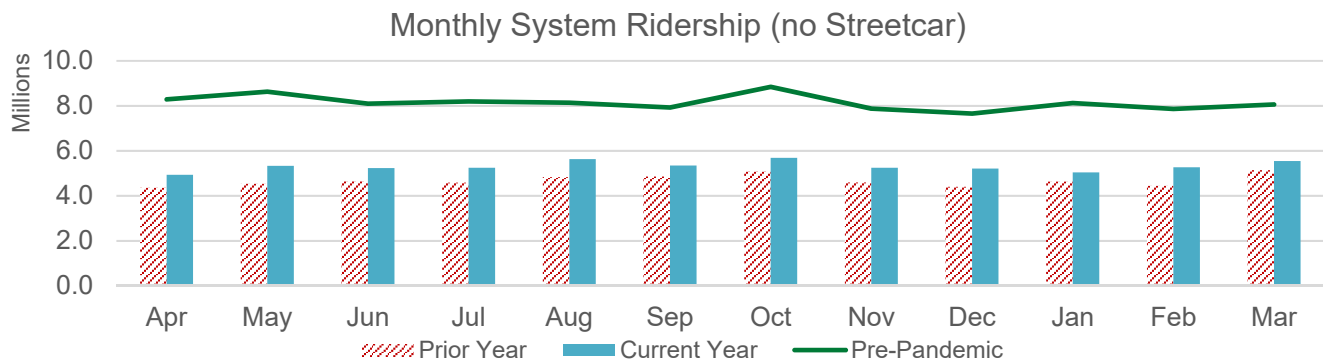
Date: April 17, 2024

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 7.9% in March compared to the prior year. Passenger revenue increased by 1.9%, and the system costs per boarding increased by 27.5% from \$7.63 to \$9.73 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.



- Weekly system boardings increased 10.5% in March compared to the previous year. Weekly boardings increased by 15.5% on buses, 2.6% on MAX, and 21.2% on LIFT/Cab but decreased (0.7%) on WES.
- Weekday fixed route boardings were 197,343 in March, an increase of 9.8% compared to the prior year. Boardings increased by 14.3% on buses and 2.6% on MAX but decreased (1.5%) on WES. Weekend fixed route boardings increased by 20.8% on buses and 2.5% on MAX.
- The five MAX lines averaged 70,510 weekdays, 57,470 Saturdays, and 48,420 Sunday boardings in March. Weekday ridership on the five MAX lines averaged 30,770 on the Blue Line, 11,160 on the Red Line, 10,880 on the Yellow Line, 10,570 on the Green Line, and 7,130 on the Orange Line. Total MAX ridership increased 36.0% during the weekday peak but decreased (11.7%) during weekday off-peak periods, resulting in a 2.6% increase in weekday MAX ridership.

The MAX weekend ridership increased by 1.1% on Saturday and 4.3% on Sunday.

The total MAX weekly ridership in March increased by 2.6% 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 \$7.11 to \$9.04, or 27.1%, 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%	40,152	34,390	16.8%
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%	123,709	107,560	15.0%
MAX	70,510	68,700	2.6%	70,136	64,470	8.8%
Commuter Rail	<u>453</u>	<u>460</u>	-1.5%	<u>445</u>	<u>460</u>	-3.3%
Fixed Route Total	197,343	179,800	9.8%	194,289	172,490	12.6%
<u>Paratransit</u>						
LIFT& Cabs (No TNC)**	2,246	1,854	21.1%	2,027	1,728	17.3%
System Total	199,589	181,660	9.9%	196,316	174,218	12.7%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	230,400	210,500	9.5%	242,694	204,303	18.8%
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%	773,593	667,551	15.9%
MAX	458,400	446,700	2.6%	453,078	420,224	7.8%
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	1,255,695	1,137,300	10.4%	1,228,895	1,090,092	12.7%
Frequent Bus % of Total Bus	71.0%	69.4%	1.6%	68.6%	69.4%	-0.8%
<u>Paratransit</u>						
LIFT & Cabs (No TNC)	13,013	10,740	21.2%	11,747	10,048	16.9%
System Total	1,268,708	1,148,040	10.5%	1,240,642	1,100,141	12.8%

Operations Cost / Boarding Ride ***

<u>Fixed Route</u>						
Bus-Other Service	\$8.83	\$9.55	-7.54%	\$8.91	\$9.49	-6.11%
Bus-Frequent Service*	\$5.99	\$6.18	-3.07%	\$6.06	\$6.17	-1.78%
Subtotal All Bus	\$6.81	\$7.22	-5.68%	\$6.95	\$7.18	-3.20%
MAX	\$12.55	\$6.59	90.44%	\$7.74	\$6.46	19.81%
Commuter Rail	\$80.20	\$75.35	6.44%	\$86.73	\$85.87	1.00%
Fixed Route Total	\$9.04	\$7.11	27.14%	\$7.33	\$7.06	3.82%
<u>Paratransit</u>						
LIFT,Cabs &TNC	\$77.82	\$61.12	27.32%	\$87.03	\$69.93	24.45%
System Total	\$9.73	\$7.63	27.52%	\$8.10	\$7.62	6.30%

* 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	197,343	179,800	9.76%	194,290	172,500	12.63%
Avg. Weekday Originating Rides	169,219	154,302	9.67%	166,620	147,980	12.60%
Monthly Boarding Rides/Rev. Hour	37.91	36.91	2.71%	37.93	35.22	7.69%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	8.14%	11.01%	-2.88%	9.32%	9.96%	-0.65%
System Cost/Boarding Ride	\$11.52	\$9.01	27.86%	\$9.51	\$9.84	-3.35%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$308.28	\$244.44	26.12%	\$253.77	\$255.47	-0.67%
<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	387.2	379.2	2.12%	390.1	374.0	4.30%
<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