

# Monthly Operations Analysis

February 2025



# Ridership

Ridership Totals	Monthly Summary			Year-to-date Summary		
	Feb-24	Feb-25	YoY change	YTD 2024	YTD 2025	% Δ
<b>BUS</b>	3,662,980	3,130,927	-14.5%	7,102,078	6,593,524	-7.2%
<b>MAX</b>	1,403,482	1,629,629	16.1%	2,674,617	3,390,366	26.8%
<b>ATP</b>	53,765	51,468	-4.3%	96,588	111,279	15.2%
<b>WES</b>	8,799	9,140	3.9%	16,569	19,079	15.1%
<b>TOTAL</b>	5,129,026	4,821,164	-6.0%	9,899,852	10,114,242	2.2%

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

February 2024: 21 Weekdays 4 Saturdays 4 Sundays/Holiday  
February 2025: 20 Weekdays 4 Saturdays 4 Sundays/Holiday

February 2025 had a winter storm that prompted school cancellations and reduced travel; however, there were no modal service suspensions.

**Systemwide** monthly ridership decreased 308K (-6.0%) boardings over Feb-24.

**BUS** monthly ridership decreased by 532K boardings (-14.5%) in Feb-25 compared to Feb-24. Feb-24 had temporary bus shuttle service for Better Red-related MAX service suspensions, which were no longer needed in Feb-25.

**MAX** monthly ridership increased by 226K boardings (+16.1%) in Feb-25 compared to Feb-24. This is due to restored service in Feb-25 and construction-necessitated service suspensions in Feb-24.

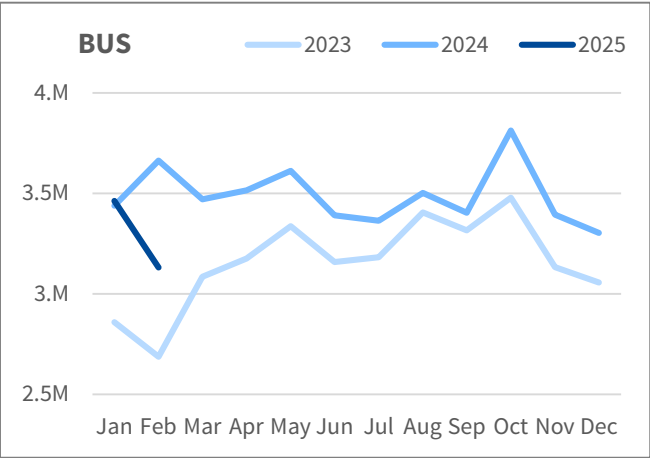
**ATP** monthly ridership decreased by 2K (-4.3%) over Feb-24, which includes trips made via arrangements with Supplemental Providers. This decrease is likely due to the occurrence of winter weather in Feb-25.

**WES** ridership was 300 boardings more (+3.9%) in Feb-25 compared to Feb-24. WES ridership is especially responsive to changes in in-office/remote work arrangements.

Average Daily Boardings	Weekday			Saturday			Sunday		
	Feb-24	Feb-25	YoY change	Feb-24	Feb-25	YoY change	Feb-24	Feb-25	YoY change
<b>BUS</b>	140,620	125,300	-10.9%	96,510	84,215	-12.7%	80,980	72,017	-11.1%
<b>MAX</b>	52,127	63,561	21.9%	43,654	47,192	8.1%	33,552	42,409	26.4%
<b>ATP</b>	2,234	2,215	-0.9%	888	905	1.9%	821	889	8.3%
<b>WES</b>	419	457	9.1%						
<b>TOTAL</b>	195,400	191,533	-2.0%	141,052	132,312	-6.2%	115,353	115,315	0.0%

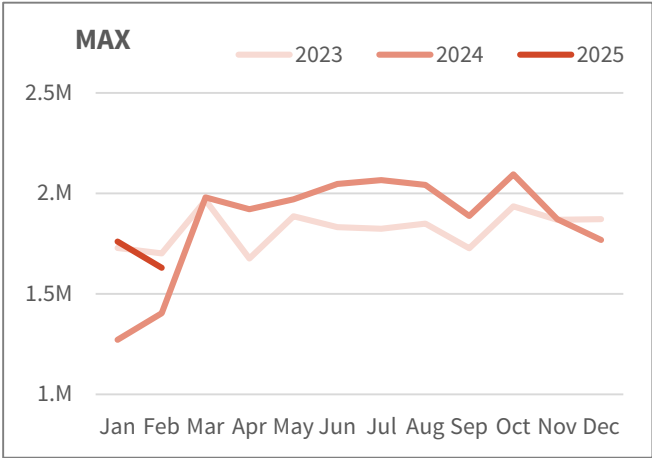
ATP Weekday/Saturday/Sunday boarding averages do not include supplemental service.

# Monthly Ridership Trend by Mode



Bus ridership was lower in Feb-25 compared to Feb-24. This can be attributed to the fact that bus shuttle service replaced MAX service in Feb-24 due to Better Red construction work and Feb-25 had several days that were impacted by winter weather.

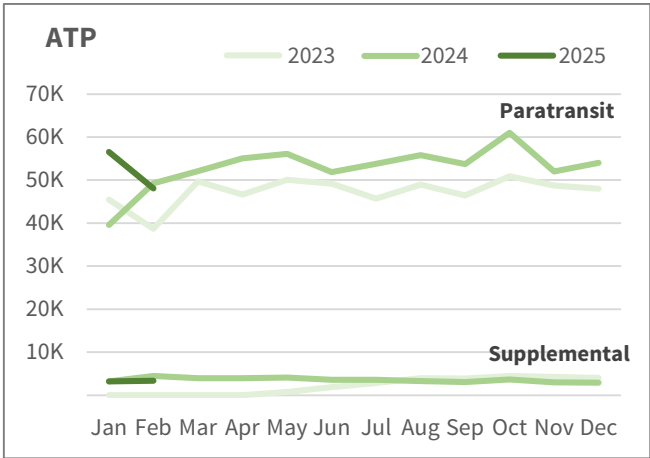
Additionally, Feb-25 had 28 days of service while Feb-24 had 29 days of service and one more weekday due to it being a leap year.



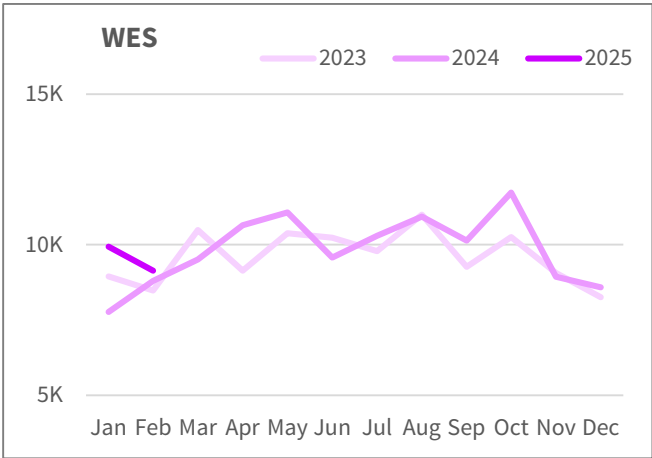
MAX ridership was higher in Feb-25 than in Feb-24.

Feb-24 MAX ridership was low due to Better Red construction work, which required some MAX service disruptions from late January through early March. During those disruptions, TriMet offered bus shuttle service to substitute for MAX service for the segments of the alignment that were shut down for construction.

Feb-25 might have been higher than pre-construction Feb-23 ridership, if not for winter weather impacts.



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.

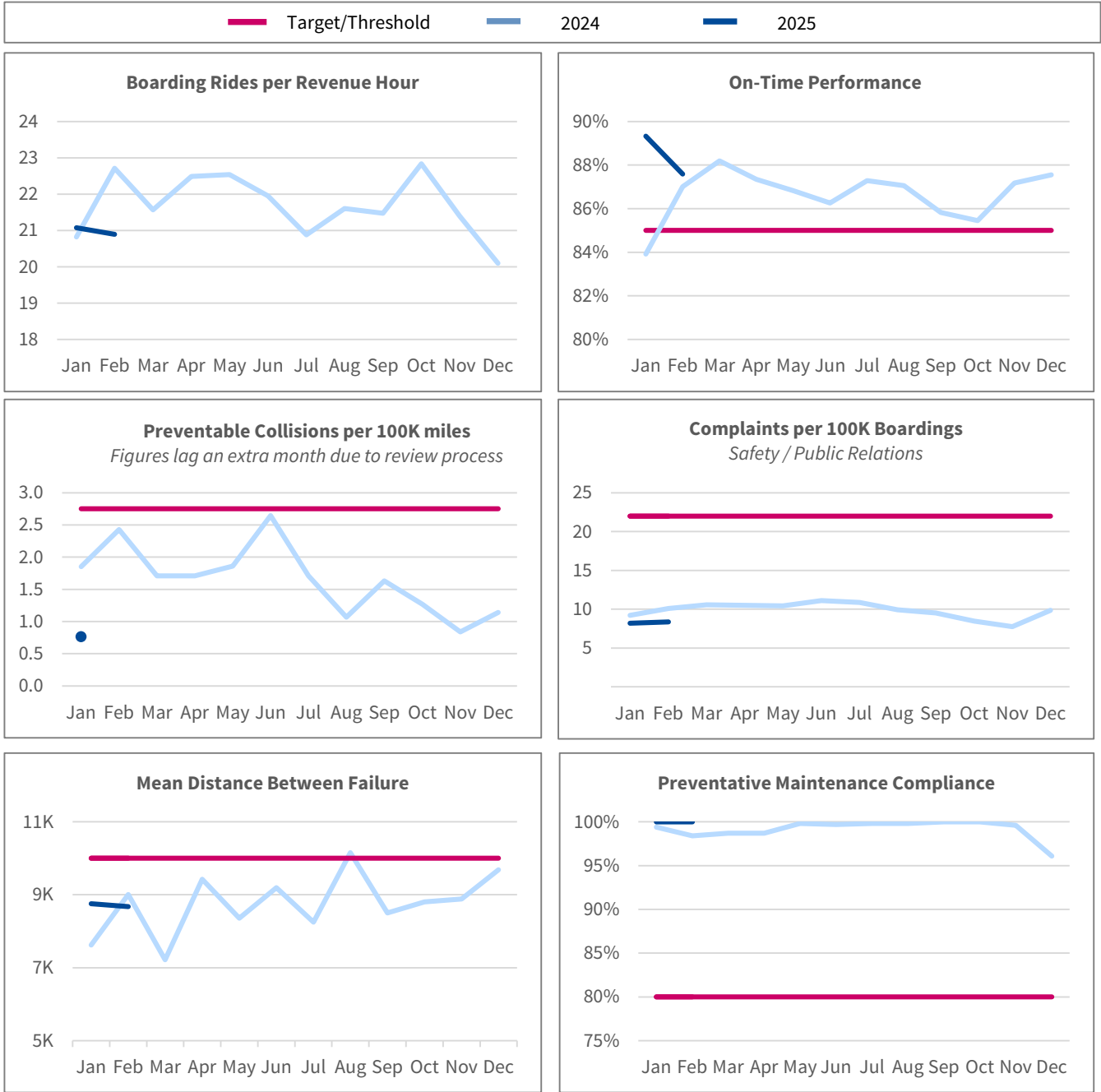


WES had higher ridership in Feb-25 compared to Feb-24.

BUS

HIGHLIGHTS:

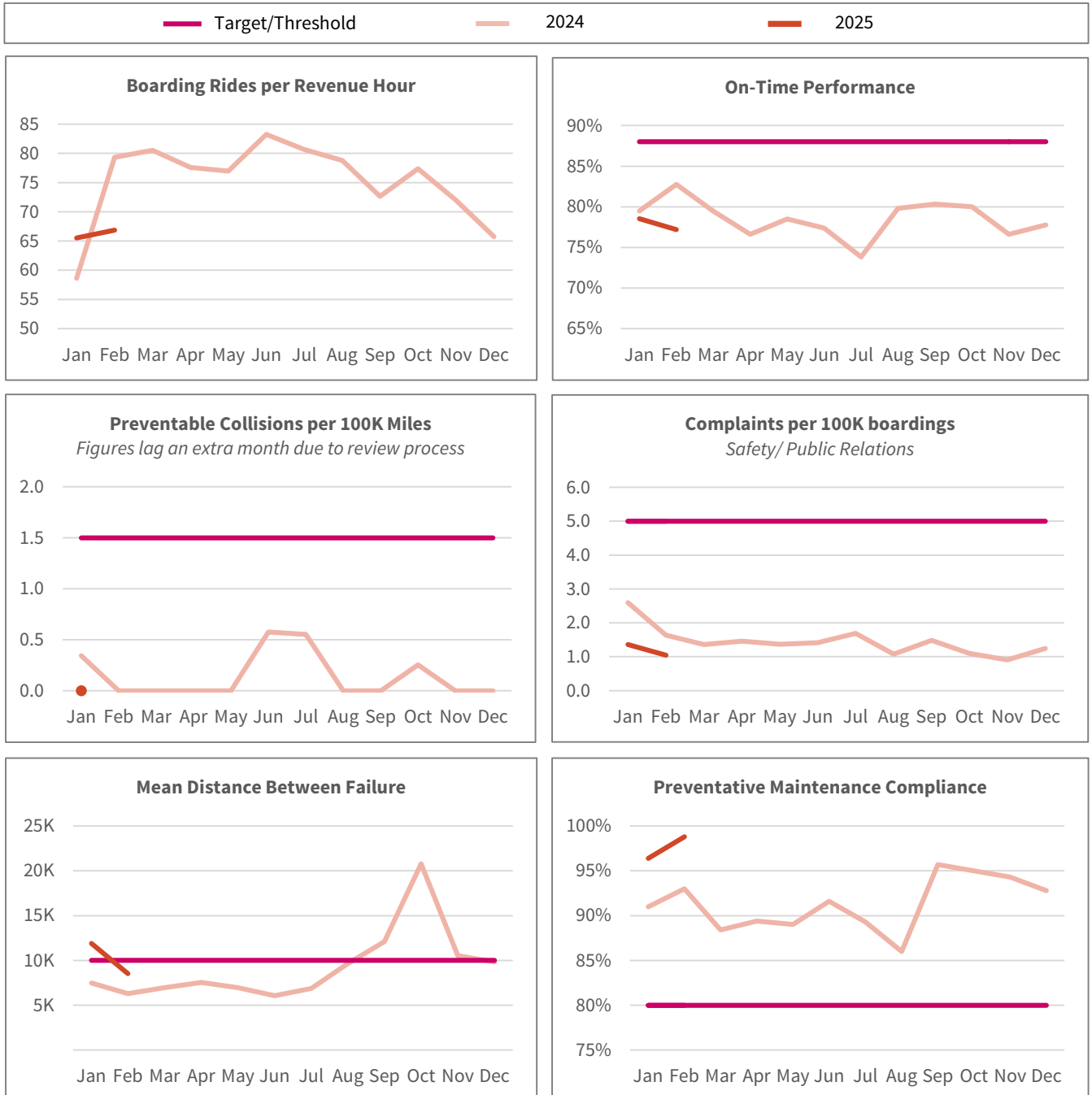
- Boarding Rides per Revenue Hour was lower than Feb-24 due to the winter storm that occurred over Valentine’s Day week.
- On-Time Performance is above target in Feb-25 and slightly higher than Feb-24.
- Preventable Collisions remained below threshold for Jan-25.
- Complaints remain well below threshold.
- Mean Distance Between Failure is below target and about the same as Feb-24.
- Preventative Maintenance Compliance is 100% for Feb-25.



# MAX

## HIGHLIGHTS:

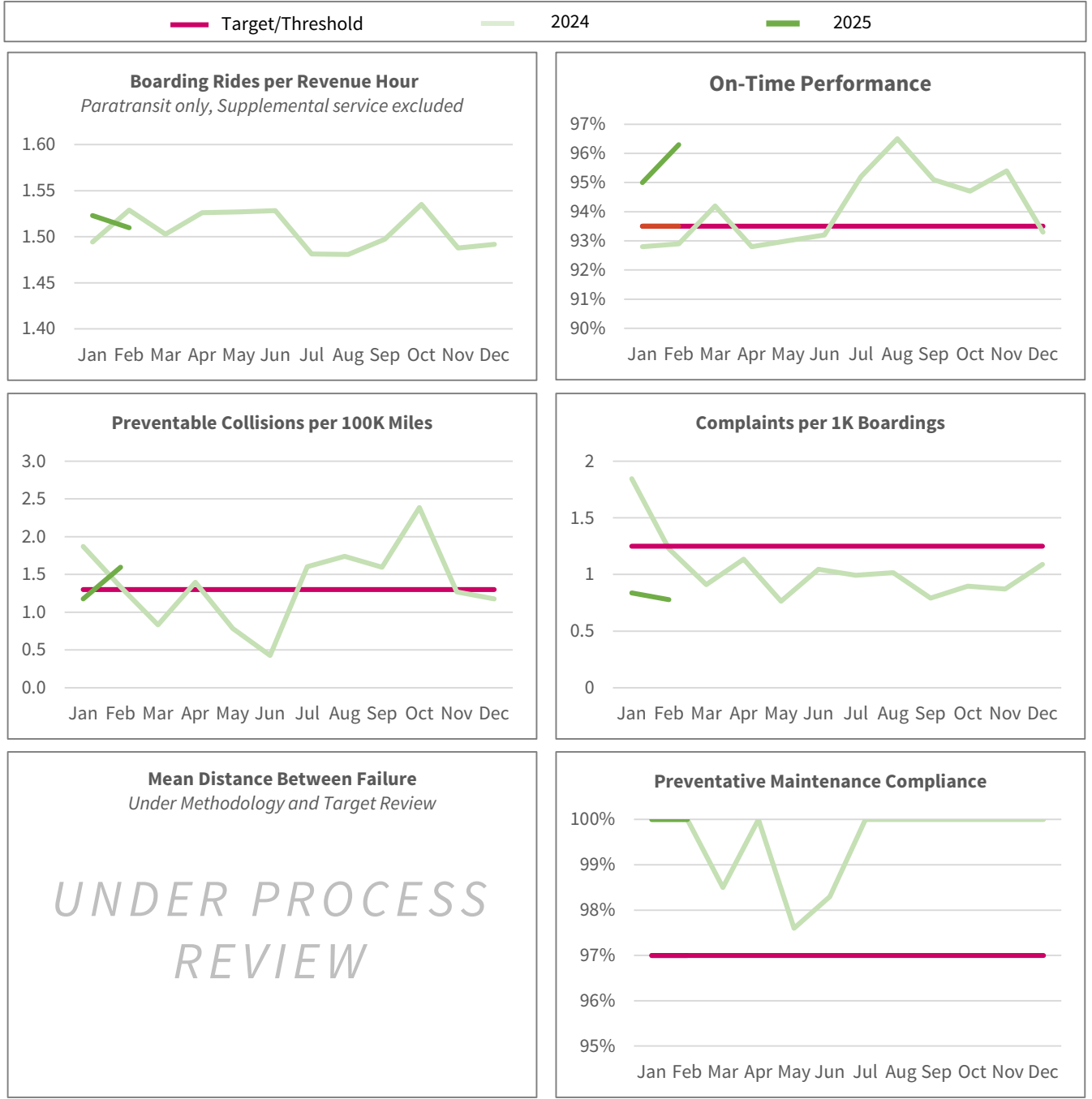
- Boarding Rides per Revenue Hour was lower than Feb-24 due to the winter storm that occurred over Valentine's Day week.
- On-Time Performance remains below target and lower than Feb-24.
- There were zero Preventable Collisions in Jan-25.
- Complaints remain well below threshold.
- Mean Distance Between Failure is below target but improved over Feb-24.
- Preventative Maintenance Compliance remains well above the target.



# ATP

HIGHLIGHTS:

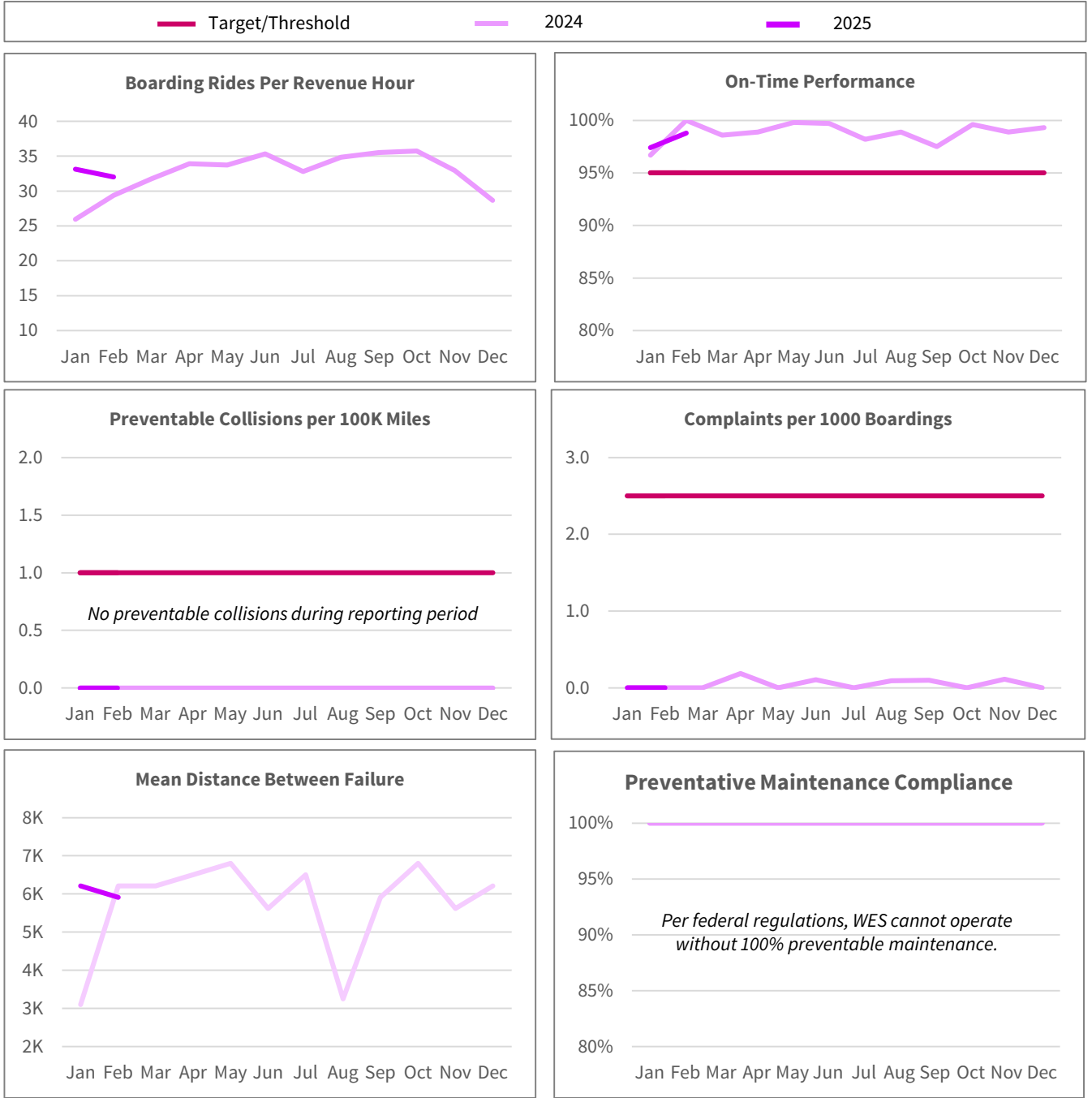
- Boarding Rides per Revenue Hour was slightly lower in Feb-25 compared to Feb-24.
- On-Time Performance is above the target and higher compared to Feb-24.
- Preventable Collisions are above the threshold in Feb-25 due to the winter weather that occurred.
- Complaints were well below threshold for Feb-25.
- 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 Feb-25.



WES

HIGHLIGHTS:

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



# Performance Data Sheet: 12 Month Lookback

BUS											0.										
Ridership <sup>1</sup>	Ridership per Revenue Hour <sup>2</sup>	Trips Operated <sup>3</sup>	Percent Scheduled Trips Completed <sup>4</sup>	On-Time Performance <sup>5</sup>	Percent Pullout on Time <sup>6</sup>	Complaints <sup>7</sup>	Preventable Collisions <sup>8,9</sup>	Preventative Maintenance Compliance <sup>10</sup>	Mean Distance Between Failure <sup>11</sup>		Ridership <sup>1</sup>	Ridership per Revenue Hour <sup>2</sup>	Trips Operated <sup>3</sup>	Percent Scheduled Trips Completed <sup>4</sup>	On-Time Performance <sup>5</sup>	Percent Pullout on Time <sup>6</sup>	Complaints <sup>7</sup>	Preventable Collisions <sup>8,9</sup>	Preventative Maintenance Compliance <sup>10</sup>	Mean Distance Between Failure <sup>11</sup>	
Target	-	-	-	≥ 85%	≥ 95.0%	≤18 per 100K ons	≤2.75 per 100K mi	≥ 80%	10,000 mi		Target	-	-	-	≥ 88%	≥ 96.0%	≤4 per 100K ons	≤1.5 per 100K mi	≥ 80%	10,000 mi	
Mar24	3,469,430	21.6	139,410	99.5%	88.2%	96.8%	10.5	1.7	98.7%	7,221	Mar24	1,979,290	81.8	24,295	99.5%	79.5%	92.0%	1.8	0.0	88.4%	6,960
Apr24	3,515,220	22.5	135,071	99.5%	87.4%	97.2%	10.5	1.8	98.7%	9,426	Apr24	1,920,724	79.0	24,421	99.2%	76.6%	90.2%	1.3	0.0	89.4%	7,539
May24	3,611,270	22.6	137,660	99.6%	86.8%	97.0%	10.4	1.9	99.8%	8,355	May24	1,970,074	77.8	24,277	99.7%	78.5%	93.4%	1.3	0.0	89.0%	6,949
Jun24	3,390,700	22.0	132,258	99.5%	86.3%	96.9%	11.1	2.6	99.7%	9,197	Jun24	2,047,311	84.3	23,337	99.7%	77.4%	95.2%	1.5	0.3	91.6%	6,047
Jul24	3,363,770	20.9	137,888	99.5%	87.3%	97.1%	10.9	1.7	99.8%	8,252	Jul24	2,065,756	81.8	24,297	99.7%	73.8%	92.6%	1.5	0.3	89.3%	6,862
Aug24	3,502,100	21.6	138,950	99.6%	87.1%	97.5%	9.9	1.1	99.8%	10,154	Aug24	2,041,823	79.8	24,214	99.8%	79.8%	96.6%	1.4	0.0	86.0%	9,650
Sep24	3,402,900	21.5	135,664	99.5%	85.8%	97.6%	9.5	1.6	100.0%	8,504	Sep24	1,886,921	73.5	23,041	99.7%	80.3%	96.1%	1.5	0.0	95.7%	12,109
Oct24	3,812,674	22.9	143,080	99.5%	85.5%	97.7%	8.4	1.2	100.0%	8,804	Oct24	2,095,277	77.9	24,037	100.0%	80.0%	97.0%	1.0	0.0	95.0%	20,784
Nov24	3,394,550	21.4	136,525	99.5%	87.2%	97.5%	7.4	0.8	99.6%	8,887	Nov24	1,871,408	72.9	23,661	99.7%	76.6%	96.4%	1.5	0.0	94.3%	10,525
Dec24	3,302,755	20.1	140,477	99.5%	88.0%	97.5%	9.8	1.1	96.1%	9,682	Dec24	1,768,205	66.6	23,904	100.0%	77.8%	95.3%	0.9	0.0	92.8%	9,837
Jan25	3,462,597	21.8	140,545	99.6%	89.3%	97.7%	8.2	0.8	100.0%	8,757	Jan25	1,760,737	65.1	23,894	100.0%	78.5%	97.7%	1.4	0.0	96.4%	11,903
Feb25	3,130,927	20.9	127,435	99.0%	87.6%	97.1%	8.4	*	100.0%	8,673	Feb25	1,629,629	66.8	21,656	100.0%	77.2%	97.7%	1.0	*	98.8%	8,538
12 mo avg	3,444,497	21.7	136,868	99.5%	87.2%	97.3%	9.5	1.4	98.9%	8,972	12 mo avg	1,914,351	75.0	23,671	99.7%	77.8%	95.0%	1.3	0.1	92.2%	10,379
ATP											WES										
Target	-	-	-	-	≥ 93.5 %	≥ 93.5 %	≤1.25 per 1K ons	≤2 per 100K mi	≤97%	**	Target	-	-	-	-	≥ 95.0%	-	≤2.5 per 1K ons	≤1 per 100K mi	= 100%	-
Mar24	56,085	1.50	52,168	100.0%	94.2%	94.2%	0.9	0.8	98.5%	-	Mar24	9,513	31.7	419	99.8%	98.6%	98.6%	0.0	0.0	100.0%	6,208
Apr24	59,016	1.53	55,157	100.0%	92.8%	92.8%	1.1	1.4	100.0%	-	Apr24	10,648	31.8	440	100.0%	98.9%	98.9%	0.2	0.0	100.0%	6,504
May24	59,016	1.53	56,619	100.0%	93.0%	93.0%	0.8	0.8	97.6%	-	May24	11,066	33.4	440	100.0%	99.8%	99.8%	0.0	0.0	100.0%	6,800
Jun24	60,193	1.53	51,989	100.0%	93.2%	93.2%	1.0	0.4	98.3%	-	Jun24	10,080	37.2	380	100.0%	99.7%	99.7%	0.1	0.0	100.0%	5,617
Jul24	57,363	1.50	51,989	100.0%	95.2%	95.2%	1.0	1.6	100.0%	-	Jul24	10,296	32.8	440	100.0%	98.2%	98.2%	0.0	0.0	100.0%	6,504
Aug24	60,696	1.48	56,168	100.0%	96.5%	96.5%	1.0	1.7	100.0%	-	Aug24	10,934	34.5	440	100.0%	98.9%	98.9%	0.1	0.0	100.0%	3,252
Sep24	57,898	1.50	53,630	100.0%	95.1%	95.1%	0.8	1.6	100.0%	-	Sep24	10,140	35.6	400	100.0%	97.5%	97.5%	0.1	0.0	100.0%	5,912
Oct24	64,689	1.54	62,059	100.0%	94.7%	94.7%	0.9	2.4	100.0%	-	Oct24	11,730	35.8	460	100.0%	99.6%	99.6%	0.0	0.0	100.0%	6,800
Nov24	55,014	1.49	53,857	100.0%	95.4%	95.4%	0.9	1.3	100.0%	-	Nov24	8,930	33.0	380	100.0%	98.9%	98.9%	0.1	0.0	100.0%	5,617
Dec24	52,079	1.49	55,509	100.0%	93.3%	93.3%	1.1	1.2	100.0%	-	Dec24	8,589	28.6	420	100.0%	99.3%	99.3%	0.0	0.0	100.0%	6,208
Jan25	59,811	1.52	58,761	100.0%	95.0%	95.0%	0.8	1.2	100.0%	-	Jan25	9,933	34.8	400	100.0%	97.4%	97.4%	0.0	0.0	100.0%	6,208
Feb25	51,468	1.51	50,627	100.0%	96.3%	96.3%	0.8	1.6	100.0%	-	Feb25	9,140	32.0	400	100.0%	98.8%	98.8%	0.0	0.0	100.0%	5,913
12 mo avg	57,856	1.51	54,854	100.0%	94.6%	94.6%	0.9	1.6	99.6%	-	12 mo avg	9,901	33.6	418	100.0%	98.8%	98.8%	0.0	0.0	100.0%	5,940

<sup>1</sup> Ridership = Unlinked Passenger Trips (Boardings). For ATP, care attendants are counted as passengers

<sup>2</sup> Revenue hours are the number of hours that a transit vehicle is available to provide service and does not include deadhead time.

<sup>3</sup> 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.

<sup>4</sup> Trips Operated to Completion ÷ Scheduled Trips

<sup>5</sup> For Bus & MAX, vehicles are “on-time” if they depart a timepoint less than 1 min early and less than 5 min late; not all stops are timepoints. For ATP, “on-time” is arrival within the scheduled 30 min window.

<sup>6</sup> Pullout is when a vehicle is scheduled to leave its garage/rail yard.

<sup>7</sup> Complaints are compiled from phone, mail, website, and social media.

<sup>8</sup> Preventable Collisions lag an additional month due to review process.

<sup>9</sup> Figure lags one month due to collision review process.

<sup>9</sup> A collision where the operator failed to do everything reasonable to prevent the collision from occurring.

<sup>10</sup> Percent of scheduled repair work completed on-time.

<sup>11</sup> 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.