

Date: August 6, 2021

To: General Manager
Board of Directors

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

Subject: June 2021 Monthly Performance Report (Includes FY2021 Summary)

The monthly system wide ridership increased 19.9% in June compared to prior year's level. Passenger revenue increased 6.2% and operations costs per boarding decreased 10.72% (from \$12.50 to \$11.16) compared to June 2020. The FY2021 total system wide ridership was 40.1 million, down 48.9% from FY2020. However, ridership is up by 40.0% from the lowest point of 2.6 million in April 2020. Total Streetcar ridership was 1.6 million, down 50.3% from FY2020.

COVID-19 has shaped the way many workers do their job, whether in person or from home. Emergent changes in work practice trends were already underway with the migration of in-person work to online and virtual environments. These changes will continue to impact the ridership and fare revenue for years to come. The cost and revenue data shown in the Monthly Performance Report are preliminary and unaudited. The audited financial data will be available this fall and may reflect some changes.

1. Weekly system boardings increased 20.0% in June compared to prior year's level. Weekly boardings increased 29.5% on bus, 6.0% on MAX 47.1% on LIFT/Cab but decreased 0.3% on WES. The FY2021 total average weekly system boardings declined 48.9% compared to FY2020.
2. Weekday fixed route boardings were 132,595 in June, 19.9% above the prior year's level. Boardings increased 30.7% on bus, 3.8% on MAX but declined 1.5% on WES. Weekend fixed route boardings increased 24.4% on bus and 13.9% on MAX. The FY2021 total average weekday fixed route boardings declined 50.9% compared to prior fiscal year.
3. The five MAX lines averaged a total of 46,100 weekday, 39,710 Saturday and 31,860 Sunday boardings in June. Weekday ridership on each of the five MAX lines averaged 19,280 on the Blue Line, 9,680 on the Red Line, 5,500 on the Yellow Line, 8,190 on the Green Line and 3,450 on the Orange Line. Total MAX ridership increased 11.7% during weekday peak and 1.3% during weekday off-peak periods, resulting in a 3.7% increase in weekday MAX ridership.

The MAX weekend ridership increased 20.7% on Saturday and 6.6% on Sunday.

Overall, MAX weekly ridership in June increased 6.0% compared to last June.

In FY2021 MAX carried a total of 17.8 million rides, declining 51.9% compared to FY2020.

4. Bus averaged 86,160 weekday, 59,270 Saturday and 48,070 Sunday boardings in June. Bus ridership increased 38.1% during weekday peak time periods and 28.3% during weekday off-peak time periods, resulting in a 30.8% increase in weekday bus ridership.

The total bus weekend ridership increased 24.4%, resulting in a 29.5% increase in weekly bus ridership in June.

Bus weekly ridership increased 26.8% on frequent routes and 35.7% on non-frequent routes compared to last June

In FY2021 bus carried a total of 25.0 million rides, declining 46.6% compared to FY2020.

5. WES averaged 335 daily boardings in June, unchanged compared to prior year's level. In June, WES operated with 27 late trains, 10 trains out of service, zero missed pullouts, and zero vehicle mechanical failure, resulting in a 91.4% of trips made on time. WES train runs every 45 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. In FY2021 WES carried a total of 84,345 rides, declining 69.0% compared to FY2020. WES is currently operating with 2-train as supposed to normal 3-train schedule.
6. Weekly LIFT/Cab boardings increased 47.1% in June. The weekday boardings increased 47.9% and 43.3% on weekend compared to prior year's level. In FY2021 LIFT/Cab carried a total of 268,155 rides, declining 62.9% compared to FY2020.
7. June passenger revenues were \$4.2 million, increasing 6.2% compared to June 2020. In FY2021 total passenger revenues decreased 57.7% or \$54.0 million compared to FY2020.
8. Fixed Route 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 for FY2021 increased from \$5.90 to \$9.34, or 58.3% compared to FY2020.
9. Weekday Streetcar boardings averaged 1,229 on A-Loop, 1,150 on B-Loop and 2,937 on North South (NS) line in June. In FY2021 Streetcar carried a total of 1.6 million rides, decreasing 50.3% compared to FY2020. Streetcar is owned by the City of Portland and operated by TriMet.

SYSTEM RIDERSHIP SUMMARY

Measure	Jun 21	Jun 20	% Change	FY2021	FY2020	% Change
Avg Weekday Boardings						
<u>Fixed Route</u>						
Bus-Other Service	29,040	21,100	37.6%	25,866	66,830	-61.3%
Bus-Frequent Service*	<u>57,120</u>	<u>44,800</u>	27.5%	<u>50,960</u>	<u>82,790</u>	-38.4%
Subtotal All Bus	86,160	65,900	30.7%	76,826	149,620	-48.7%
MAX	46,100	44,400	3.8%	43,731	95,530	-54.2%
Commuter Rail	<u>335</u>	<u>340</u>	-1.5%	<u>330</u>	<u>1,060</u>	-68.8%
Fixed Route Total	132,595	110,600	19.9%	120,887	246,210	-50.9%
<u>Paratransit</u>						
LIFT& Cabs	1,066	721	47.9%	864	2,454	-64.8%
System Total	133,661	111,356	20.0%	121,751	248,664	-51.0%

Avg Weekly Boardings

<u>Fixed Route</u>						
Bus-Other Service	172,200	126,900	35.7%	153,683	386,564	-60.2%
Bus-Frequent Service*	<u>365,900</u>	<u>288,600</u>	26.8%	<u>328,249</u>	<u>515,862</u>	-36.4%
Subtotal All Bus	538,100	415,500	29.5%	481,933	902,426	-46.6%
MAX	302,100	285,100	6.0%	284,880	593,503	-52.0%
Commuter Rail	<u>1,675</u>	<u>1,680</u>	-0.3%	<u>1,652</u>	<u>5,325</u>	-69.0%
Fixed Route Total	841,885	702,255	19.9%	768,465	1,501,254	-48.8%
Frequent Bus % of Total Bus	68.0%	69.5%	-1.5%	68.1%	57.2%	10.9%
<u>Paratransit</u>						
LIFT & Cabs	6,372	4,332	47.1%	5,218	13,999	-62.7%
System Total	848,257	706,587	20.0%	773,682	1,515,254	-48.9%

Operations Cost / Boarding Ride **

<u>Fixed Route</u>						
Bus-Other Service	\$14.09	\$15.38	-8.39%	\$12.51	\$7.64	63.74%
Bus-Frequent Service*	\$8.94	\$9.98	-10.42%	\$7.96	\$5.19	53.37%
Subtotal All Bus	\$10.59	\$11.63	-8.94%	\$9.39	\$6.07	54.70%
MAX	\$11.16	\$12.34	-9.56%	\$8.81	\$5.40	63.15%
Commuter Rail	\$86.06	\$80.99	6.26%	\$93.41	\$41.42	125.52%
Fixed Route Total	\$10.95	\$12.09	-9.43%	\$9.34	\$5.90	58.31%
<u>Paratransit</u>						
LIFT & Cabs	\$39.06	\$79.93	-51.13%	\$73.85	\$54.65	35.13%
System Total	\$11.16	\$12.50	-10.72%	\$9.77	\$6.28	55.57%

* 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)

	Jun 21	Jun 20	% Change	FY2021	FY2020	% Change
<u>Ridership (Bus, MAX, WES)</u>						
Avg. Weekday Boarding Rides	132,595	110,600	19.89%	120,890	246,220	-50.90%
Avg. Weekday Originating Rides	113,653	94,993	19.64%	103,660	211,220	-50.92%
Monthly Boarding Rides/Rev. Hour	25.68	22.38	14.77%	23.41	41.77	-43.95%
<u>Revenue & Cost Efficiency (Bus, MAX, WES)</u>						
Passenger Revenue/System Cost	6.77%	7.71%	-0.94%	7.60%	18.46%	-10.87%
System Cost/Boarding Ride	\$16.59	\$16.48	0.67%	\$12.72	\$6.41	98.44%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$292.64	\$269.78	8.47%	\$204.11	\$197.07	3.57%
<u>Labor Productivity (Bus, MAX, WES)</u>						
Bus & Rail Operator Attendance	88.24%	85.79%	2.45%	87.56%	88.91%	-1.34%
Bus & Rail Maintenance Attendance	92.84%	92.22%	0.62%	92.41%	93.55%	-1.14%
WES Maintenance & Admin Attendance	96.85%	94.66%	2.19%	89.16%	93.19%	-4.03%
Weekly Boarding Rides Per Full Time Employee	276.6	225.5	22.68%	247.5	484.6	-48.92%
<u>Service Supplied (Bus, MAX, WES)</u>						
Bus Miles Between Mechanical Failures - Lost Service	8,647	26,853	-67.80%	13,860	18,574	-25.38%
Bus Collisions/100,000 Miles	2.40	1.85	29.73%	2.19	2.47	-11.34%
Bus % Maintained Pullouts	99.07%	100.00%	-0.93%	99.76%	99.91%	-0.15%
Bus On-Time Performance(1)	91.40%	94.00%	-2.60%	93.38%	89.02%	4.37%
MAX Car Miles/Svc Delay Defects(2)	9,511	13,054	-27.14%	10,865	11,343	-4.21%
MAX Collisions/100,000 Miles	1.47	2.02	-27.23%	1.51	1.05	43.81%
MAX % Maintained Pullouts	99.93%	99.86%	0.07%	99.94%	99.81%	0.13%
MAX On-Time Performance(1)	84.80%	90.80%	-6.00%	89.52%	90.18%	-0.67%
WES Miles/Relevant Failure	6,321	3,220	96.33%	6,244	9,091	-31.32%
WES Collisions	0.00	0.00	N/A	0.25	0.00	N/A
WES % Maintained Trips	97.73%	99.55%	-1.82%	99.55%	99.57%	-0.02%
WES On-Time Performance(1)	91.40%	99.30%	-7.90%	96.33%	97.12%	-0.78%

(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	Jun 21	May 21	Jun 20	This Year	Prev. Year
Average Weekday Ridership					
A-Loop Boardings	1,229	1,113	1,006	1,255	2,195
B-Loop Boardings	1,150	903	931	1,134	1,925
North South Line Boardings	2,937	2,766	1,935	2,261	5,449
Average Weekend Ridership					
A-Loop Boardings	2,192	1,872	1,518	1,963	3,341
B-Loop Boardings	1,948	1,828	1,454	1,736	2,770
North South Line Boardings	4,898	4,458	1,877	3,146	6,660
Average Weekly Ridership					
A-Loop Boardings	8,337	7,437	6,548	8,238	14,318
B-Loop Boardings	7,698	6,343	6,109	7,406	12,397
North South Line Boardings	19,583	18,288	11,552	14,451	33,904
Monthly Ridership					
A-Loop Boardings	35,806	32,576	28,204	35,789	62,136
B-Loop Boardings	33,092	28,103	26,298	32,212	53,852
North South Line Boardings	84,206	80,173	50,078	62,676	146,886
A-Loop Boardings/Rev Hour	22.4	19.9	17.7	22.1	37.5
B-Loop Boardings/Rev Hour	21.0	17.6	16.7	20.3	32.7
North South Boardings/Rev Hour	30.9	29.0	18.4	22.9	56.1
System Boardings/Rev Hour	26.0	23.5	17.7	22.0	44.8
Service					
Vehicle Revenue Hours	5,894	5,996	5,894	5,934	5,862
Vehicle Revenue Miles	29,672	30,391	29,672	29,988	34,178
Service Quality					
A-Loop On-Time Performance	84.00%	85.00%	90.00%	86.50%	84.58%
B-Loop On-Time Performance	82.00%	80.00%	83.00%	82.58%	80.58%
North South On-Time Performance	83.00%	84.00%	84.00%	82.83%	82.08%
Operator Attendance	90.87%	92.84%	88.28%	89.19%	89.35%
Excused Absence	0.21%	0.19%	0.40%	0.45%	0.35%
Family Leave	1.81%	0.49%	0.58%	2.02%	1.38%
Unexcused Absence	0.10%	0.00%	0.02%	0.04%	0.14%
Sick Leave	6.00%	5.36%	6.11%	5.88%	5.86%
Industrial Injury	0.91%	1.12%	4.22%	2.29%	2.78%
Contractual Absence	0.10%	0.00%	0.38%	0.13%	0.14%
Maintenance Attendance	97.16%	92.60%	98.98%	91.86%	94.92%
Excused Absence	0.00%	0.00%	0.00%	0.09%	0.00%
Family Leave	1.56%	2.60%	0.34%	2.97%	1.95%
Unexcused Absence	0.00%	0.04%	0.00%	0.02%	0.01%
Sick Leave	1.28%	4.76%	0.68%	4.12%	2.59%
Industrial Injury	0.00%	0.00%	0.00%	0.80%	0.29%
Contractual Absence	0.00%	0.00%	0.00%	0.15%	0.24%
Overall Attendance	92.51%	92.78%	90.63%	89.89%	90.41%

(1) Streetcar is owned by the City of Portland and Operated by TriMet