

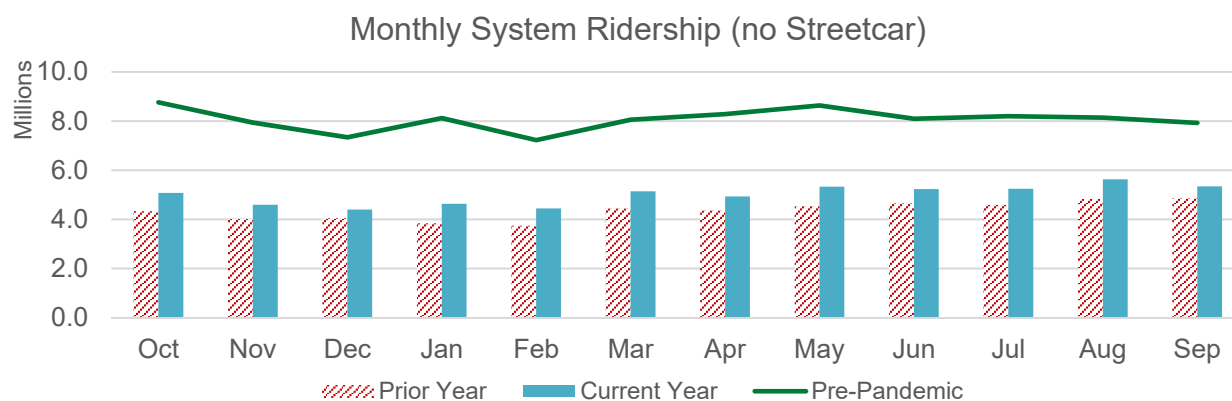
**Date:** October 18, 2023

**To:** General Manager  
Board of Directors

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

**Subject:** September 2023 Monthly Performance Report

The monthly system-wide ridership increased by 10.2% in September compared to the prior year. Passenger revenue increased by 2.04%, and the system costs per boarding increased by 8.2% from \$7.42 to \$8.03 compared to September 2022. The monthly Streetcar ridership increased by 6.3% compared to last year.



- Weekly system boardings increased 11.2% in September compared to the previous year. Weekly boardings increased 12.3% on bus, 9.4% on MAX, 15.4% on LIFT/Cab, but decreased (6.7%) on WES.
- Weekday fixed route boardings were 198,033 in September, an increase of 11.8% compared to the prior year. Boardings increased by 12.2% on bus, 11.2% on MAX, but decreased (7.4%) on WES. Weekend fixed route boardings increased by 12.7% on bus and 4.1% on MAX.
- The five MAX lines averaged 71,260 weekday, 64,390 Saturday, and 44,380 Sunday boardings in September. Weekday ridership on the five MAX lines averaged 34,810 on the Blue Line, 4,980 on the Red Line, 10,250 on the Yellow Line, 14,590 on the Green Line, and 6,630 on the Orange Line. Total MAX ridership increased 7.3% during weekday peak and 12.6% during weekday off-peak periods, resulting in an 11.1% increase in weekday MAX ridership.

The MAX weekend ridership increased by 11.6% on Saturday but decreased (5.1%) on Sunday.

The total MAX weekly ridership in September increased by 9.4% compared to last year.

4. Bus averaged 126,310 weekday, 85,870 Saturday, and 72,150 Sunday boardings in September. Bus ridership increased 9.9% during weekday peak and 13.2% during weekday off-peak periods, resulting in a 12.2% increase in weekday bus ridership.

The bus weekend ridership increased by 14.1% on Saturday and 11.2% on Sunday.

The total weekly bus ridership in September increased by 12.3% compared to a year ago.

Bus weekly ridership increased 27.8% on non-frequent routes and 6.2% on frequent routes compared to last September.

5. WES averaged 463 daily boardings in September (7.4%) below the prior year. In September, WES operated with 28 late trains, 10 trains out of service, zero missed pullouts, and one vehicle mechanical failure, resulting in 90.3% 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 15.4% in September. The weekday boardings increased by 13.4%, and the weekend boardings increased by 28.4% compared to the prior year.
7. September passenger revenues were \$4.8 million, an increase of 2.04% 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 \$6.89 to \$7.20, or 4.5%, compared to the prior year.
9. Weekday Streetcar boardings averaged 1,694 on A-Loop, 1,528 on B-Loop, and 4,717 on North South (NS) line in September. The weekday boardings increased by 6.3% on A-Loop, 5.1% on B-Loop, and 5.5% on NS compared to the prior year.

The Streetcar On-Time Performance for A-Loop, B-Loop, and NS line are 65.0%, 67.0%, and 60.0%, respectively. The Streetcar is owned by the City of Portland and operated by TriMet.

## SYSTEM RIDERSHIP SUMMARY

Measure	Sep 23	Sep 22	% Change	FY24-TD	FY23-TD	% Change
<b>Avg Weekday Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	42,120	32,700	28.8%	40,743	32,920	23.8%
Bus-Frequent Service*	<u>84,190</u>	<u>79,900</u>	5.4%	<u>80,837</u>	<u>73,040</u>	10.7%
Subtotal All Bus	126,310	112,600	12.2%	121,580	105,960	14.7%
MAX	71,260	64,100	11.2%	72,147	63,710	13.2%
Commuter Rail	<u>463</u>	<u>500</u>	-7.4%	<u>477</u>	<u>490</u>	-2.7%
Fixed Route Total	198,033	177,200	11.8%	194,203	170,160	14.1%
<b><u>Paratransit</u></b>						
LIFT& Cabs (No TNC)**	2,010	1,773	13.4%	1,867	1,697	10.0%
<b>System Total</b>	<b>200,043</b>	<b>179,010</b>	<b>11.7%</b>	<b>196,070</b>	<b>171,857</b>	<b>14.1%</b>

<b>Avg Weekly Boardings</b>						
<b><u>Fixed Route</u></b>						
Bus-Other Service	254,800	199,400	27.8%	246,050	198,056	24.2%
Bus-Frequent Service*	<u>534,800</u>	<u>503,800</u>	6.2%	<u>516,827</u>	<u>463,697</u>	11.5%
Subtotal All Bus	789,600	703,200	12.3%	762,877	661,752	15.3%
MAX	465,100	425,100	9.4%	469,957	421,570	11.5%
Commuter Rail	<u>2,315</u>	<u>2,480</u>	-6.7%	<u>2,383</u>	<u>2,472</u>	-3.6%
Fixed Route Total	1,256,955	1,130,805	11.2%	1,235,217	1,085,794	13.8%
Frequent Bus % of Total Bus	67.7%	71.6%	-3.9%	67.7%	70.1%	-2.3%
<b><u>Paratransit</u></b>						
LIFT & Cabs (No TNC)	11,862	10,276	15.4%	10,891	9,881	10.2%
<b>System Total</b>	<b>1,268,817</b>	<b>1,141,081</b>	<b>11.2%</b>	<b>1,246,108</b>	<b>1,095,675</b>	<b>13.7%</b>

### Operations Cost / Boarding Ride \*\*\*

<b><u>Fixed Route</u></b>						
Bus-Other Service	\$9.20	\$9.44	-2.54%	\$8.73	\$9.25	-5.62%
Bus-Frequent Service*	\$6.03	\$5.52	9.24%	\$5.70	\$5.84	-2.40%
Subtotal All Bus	\$7.04	\$6.63	6.18%	\$6.67	\$6.85	-2.63%
MAX	\$7.08	\$6.95	1.87%	\$6.10	\$5.94	2.69%
Commuter Rail	\$89.26	\$70.13	27.28%	\$71.74	\$73.82	-2.82%
Fixed Route Total	\$7.20	\$6.89	4.50%	\$6.57	\$6.64	-1.05%
<b><u>Paratransit</u></b>						
LIFT,Cabs &TNC	\$95.07	\$66.17	43.68%	\$79.75	\$68.71	16.07%
<b>System Total</b>	<b>\$8.03</b>	<b>\$7.42</b>	<b>8.22%</b>	<b>\$7.26</b>	<b>\$7.20</b>	<b>0.83%</b>

\* 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)

	Sep 23	Sep 22	% Change	FY24-TD	FY23-TD	% Change
<b><u>Ridership (Bus, MAX, WES)</u></b>						
Avg. Weekday Boarding Rides	198,033	177,200	11.76%	194,200	170,160	14.13%
Avg. Weekday Originating Rides	169,823	151,979	11.74%	166,600	145,970	14.13%
Monthly Boarding Rides/Rev. Hour	38.69	36.60	5.69%	38.78	35.12	10.41%
<b><u>Revenue &amp; Cost Efficiency (Bus, MAX, WES)</u></b>						
Passenger Revenue/System Cost	9.94%	11.03%	-1.09%	10.34%	11.72%	-1.38%
System Cost/Boarding Ride	\$8.96	\$8.74	2.52%	\$8.31	\$8.44	-1.54%
System Cost/Vehicle Hour (Adj. CPI to Prior Year)	\$244.85	\$236.48	3.54%	\$227.15	\$218.73	3.85%
<b><u>Labor Productivity (Bus, MAX, WES)</u></b>						
Bus & Rail Operator Attendance	90.21%	87.56%	2.65%	89.92%	86.43%	3.49%
Bus & Rail Maintenance Attendance	94.70%	93.81%	0.88%	94.86%	92.60%	2.25%
WES Maintenance & Admin Attendance	97.63%	93.22%	4.41%	98.28%	95.25%	3.03%
Weekly Boarding Rides Per Full Time Employee	407.0	393.8	3.34%	400.7	379.5	5.56%
<b><u>Service Supplied (Bus, MAX, WES)</u></b>						
Bus Miles Between Mechanical Failures - Lost Service	8,556	8,185	4.53%	7,754	8,440	-8.13%
Bus Collisions/100,000 Miles	3.50	2.70	29.63%	2.97	2.59	14.67%
Bus % Maintained Pullouts	99.82%	97.64%	2.19%	99.84%	96.80%	3.04%
Bus On-Time Performance(1)	86.60%	83.70%	2.90%	87.03%	86.47%	0.57%
MAX Car Miles/Svc Delay Defects(2)	10,586	10,069	5.13%	8,890	10,274	-13.46%
MAX Collisions/100,000 Miles	2.60	0.87	198.85%	2.13	1.58	34.81%
MAX % Maintained Pullouts	99.11%	95.11%	3.99%	98.41%	93.42%	4.99%
MAX On-Time Performance(1)	83.20%	80.30%	2.90%	83.80%	80.53%	3.27%
WES Miles/Relevant Failure	5,880	6,174	-4.76%	6,174	6,272	-1.56%
WES Collisions	0.00	0.00	N/A	0.00	0.00	N/A
WES % Maintained Trips	97.56%	100.00%	-2.44%	98.44%	100.00%	-1.56%
WES On-Time Performance(1)	90.30%	98.60%	-8.30%	93.97%	98.57%	-4.60%

(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	Sep 23	Aug 23	Sep 22	This Year	Prev. Year
<b>Average Weekday Ridership</b>					
A-Loop Boardings	1,694	1,654	1,593	1,696	1,503
B-Loop Boardings	1,528	1,499	1,454	1,561	1,382
North South Line Boardings	4,717	4,533	4,472	4,502	4,091
<b>Average Weekend Ridership</b>					
A-Loop Boardings	3,071	2,504	2,711	2,781	2,527
B-Loop Boardings	2,342	2,547	2,311	2,533	2,241
North South Line Boardings	6,876	6,563	6,160	6,163	5,700
<b>Average Weekly Ridership</b>					
A-Loop Boardings	11,541	10,774	10,676	11,259	10,042
B-Loop Boardings	9,982	10,042	9,581	10,336	9,150
North South Line Boardings	30,461	29,228	28,520	28,673	26,153
<b>Monthly Ridership</b>					
A-Loop Boardings	49,632	48,058	45,683	48,769	43,485
B-Loop Boardings	42,398	44,665	41,110	44,730	39,676
North South Line Boardings	129,996	130,511	122,097	123,871	113,425
A-Loop Boardings/Rev Hour	31.1	29.1	28.6	30.3	27.2
B-Loop Boardings/Rev Hour	27.3	27.4	26.3	28.2	25.1
North South Boardings/Rev Hour	48.1	46.3	45.0	45.3	40.5
System Boardings/Rev Hour	38.0	36.6	35.6	36.7	32.7
<b>Service</b>					
Vehicle Revenue Hours	5,848	6,101	5,870	5,929	6,006
Vehicle Revenue Miles	31,915	33,495	32,137	32,626	32,510
<b>Service Quality</b>					
A-Loop On-Time Performance	65.00%	75.00%	83.00%	81.58%	84.92%
B-Loop On-Time Performance	67.00%	73.00%	78.00%	78.58%	80.50%
North South On-Time Performance	60.00%	71.00%	78.00%	79.67%	82.17%
<b>Operator Attendance</b>	<b>89.85%</b>	<b>88.87%</b>	<b>88.60%</b>	<b>89.66%</b>	<b>89.19%</b>
Excused Absence	0.17%	0.38%	0.48%	0.54%	0.32%
Family Leave	2.47%	1.95%	2.07%	2.78%	2.36%
Unexcused Absence	0.00%	0.00%	0.24%	0.10%	0.13%
Sick Leave	6.01%	3.40%	5.61%	4.52%	6.36%
Industrial Injury	1.50%	5.08%	2.00%	2.05%	1.27%
Contractual Absence	0.00%	0.31%	1.01%	0.36%	0.38%
<b>Maintenance Attendance</b>	<b>97.84%</b>	<b>95.11%</b>	<b>93.34%</b>	<b>92.46%</b>	<b>93.35%</b>
Excused Absence	0.00%	0.00%	0.00%	0.10%	0.23%
Family Leave	1.28%	3.80%	5.21%	4.25%	1.67%
Unexcused Absence	0.08%	0.00%	0.00%	0.07%	0.25%
Sick Leave	0.80%	1.09%	1.46%	3.05%	4.19%
Industrial Injury	0.00%	0.00%	0.00%	0.03%	0.00%
Contractual Absence	0.00%	0.00%	0.00%	0.04%	0.31%
<b>Overall Attendance</b>	<b>91.85%</b>	<b>90.46%</b>	<b>89.77%</b>	<b>90.35%</b>	<b>90.23%</b>

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