



April 2026

# Monthly Operations Analysis

May 27, 2026

TriMet Board Meeting



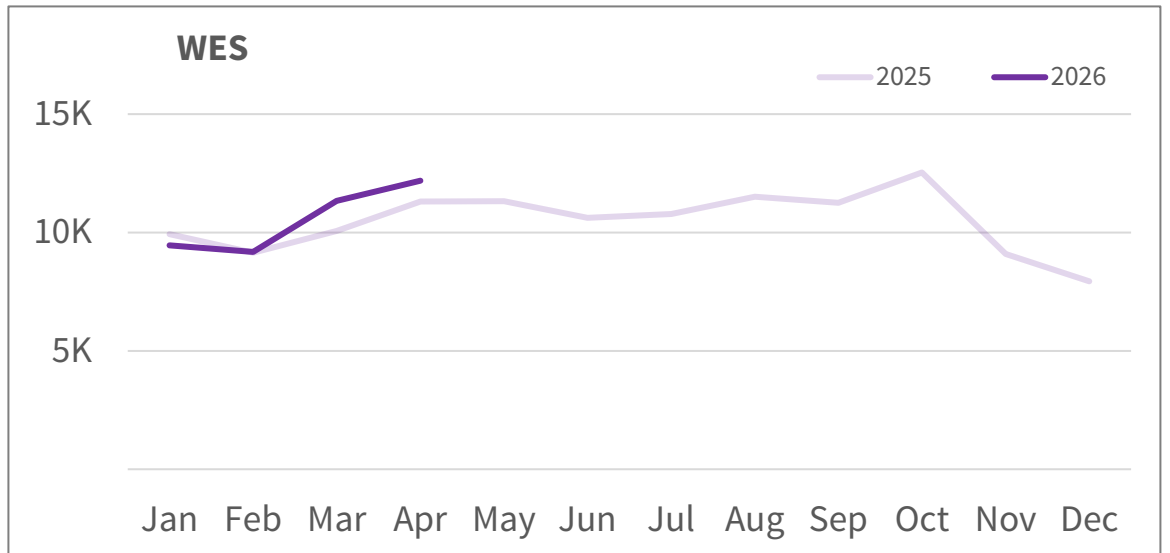
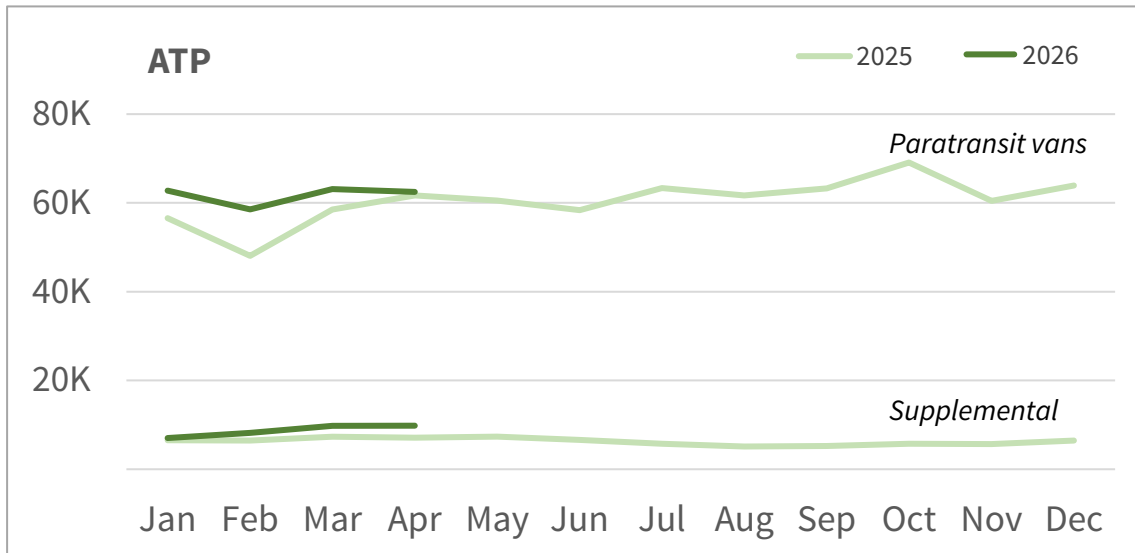
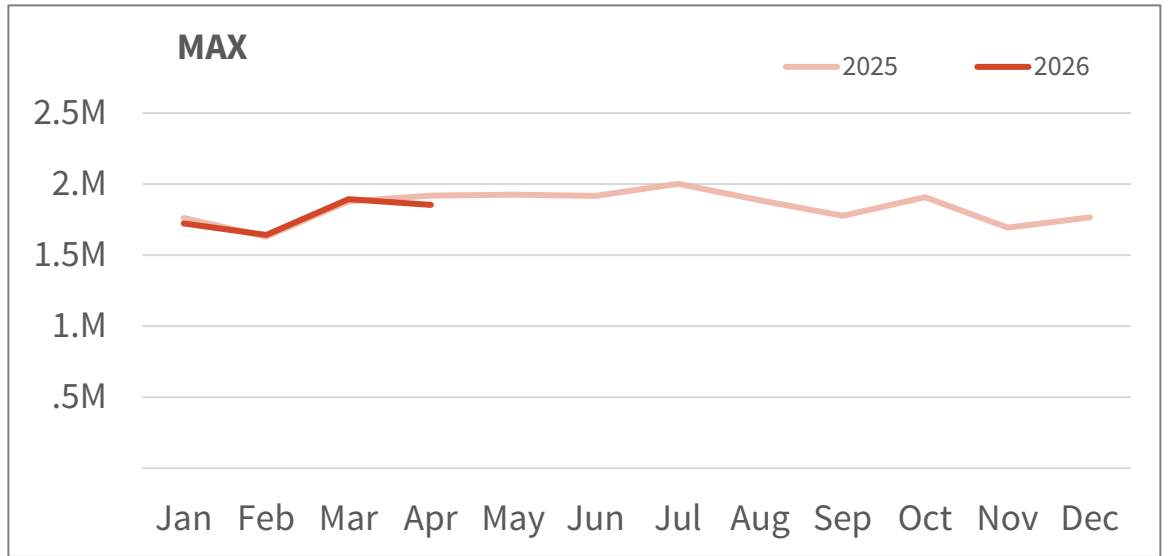
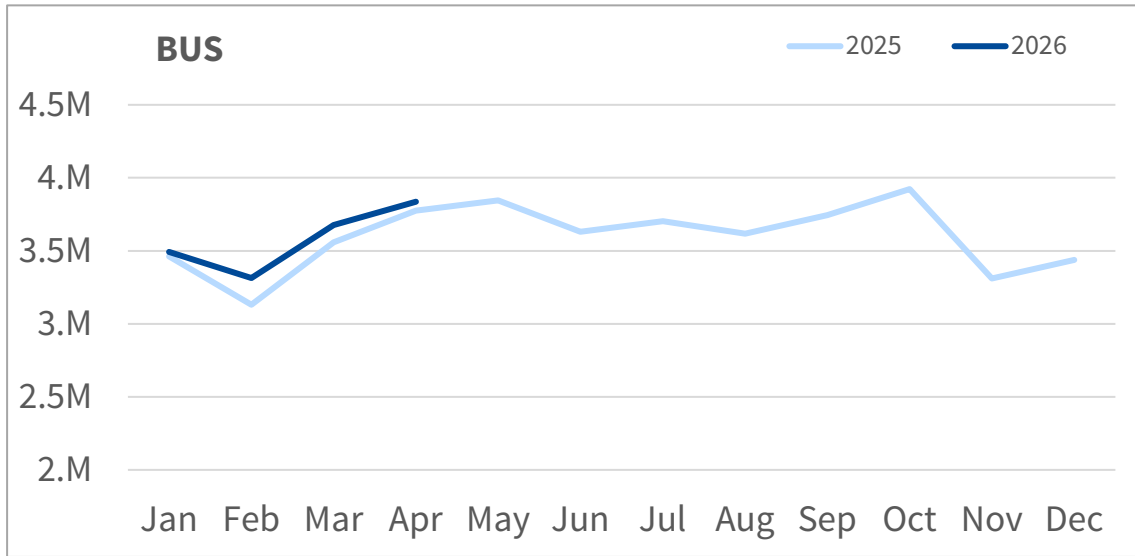
# Ridership

	Weekly Average			Monthly Total			Year-to-Date Totals		
	Apr-25	Apr-26	YoY change	Apr-25	Apr-26	YoY change	YTD 25	YTD 26	% Δ
<b>BUS</b>	1,300,649	1,322,086	1.6%	3,775,680	3,836,358	1.6%	13,927,141	14,319,497	2.8%
<b>MAX</b>	445,910	430,705	-3.4%	1,919,602	1,854,612	-3.4%	7,187,444	7,113,431	-1.0%
<b>ATP</b>	15,843	16,629	5.0%	68,800	72,253	5.0%	252,202	281,681	11.7%
<b>WES</b>	2,570	2,770	7.8%	11,308	12,188	7.8%	40,440	42,158	4.2%
<b>TOTAL</b>	1,764,972	1,772,190	0.4%	5,775,390	5,775,425	0.0%	21,407,227	21,756,767	1.6%

<b>Apr 2025:</b>	<b>22 Weekdays</b>	<b>4 Saturdays</b>	<b>4 Sundays/Holiday</b>
<b>Apr 2026:</b>	<b>22 Weekdays</b>	<b>4 Saturdays</b>	<b>4 Sundays/Holiday</b>

	Weekday Average			Saturday Average			Sunday Average		
	Apr-25	Apr-26	YoY change	Apr-25	Apr-26	YoY change	Apr-25	Apr-26	YoY change
<b>BUS</b>	139,324	140,957	1.1%	97,321	99,936	2.7%	80,318	83,890	4.4%
<b>MAX</b>	66,445	65,896	-0.8%	60,001	54,818	-8.6%	46,008	46,407	0.9%
<b>ATP</b>	2,738	2,869	4.8%	1,090	1,138	4.4%	1,061	1,146	8.0%
<b>WES</b>	514	554	7.8%						
<b>TOTAL</b>	209,021	210,276	0.6%	158,412	155,892	-1.6%	127,387	131,443	3.2%

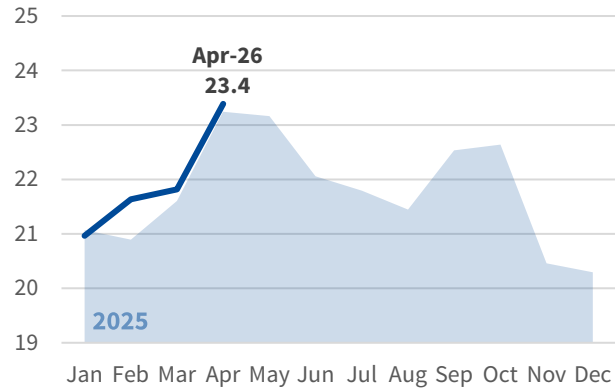
# Ridership



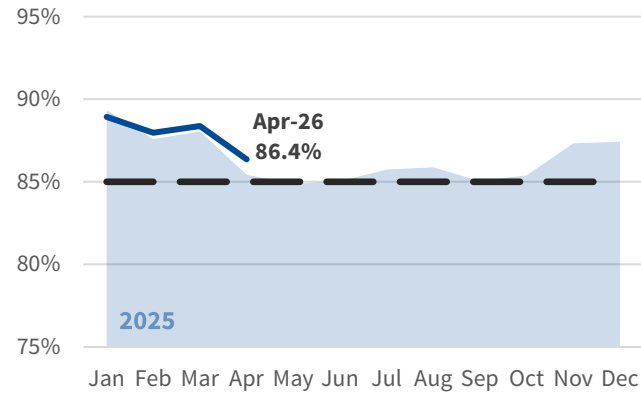


Above target or prior year is favorable

### Boarding Rides per Revenue Hour

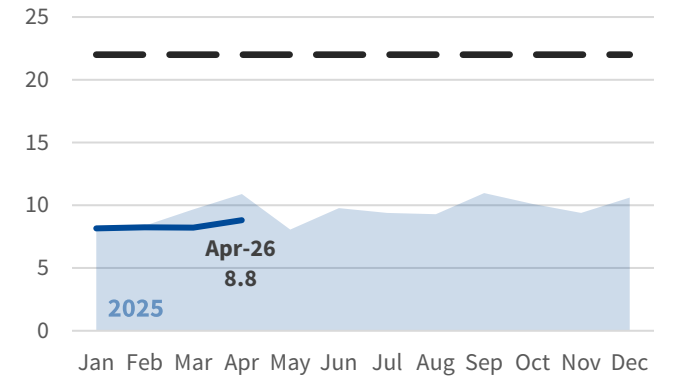


### On-Time Performance

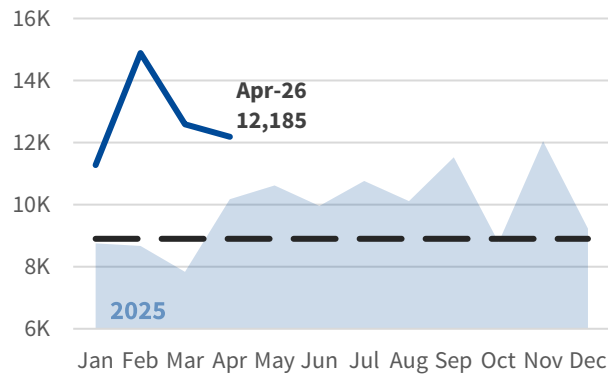


Below target is favorable

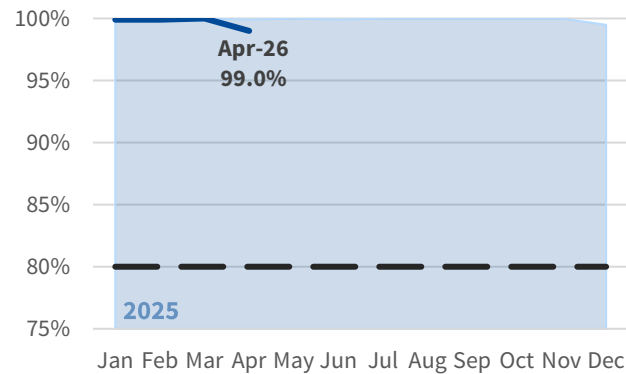
### Complaints per 100K Boardings



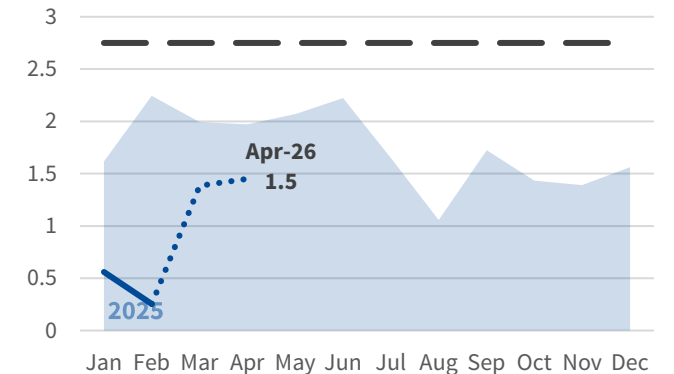
### Mean Distance Between Failure



### Preventative Maintenance Compliance



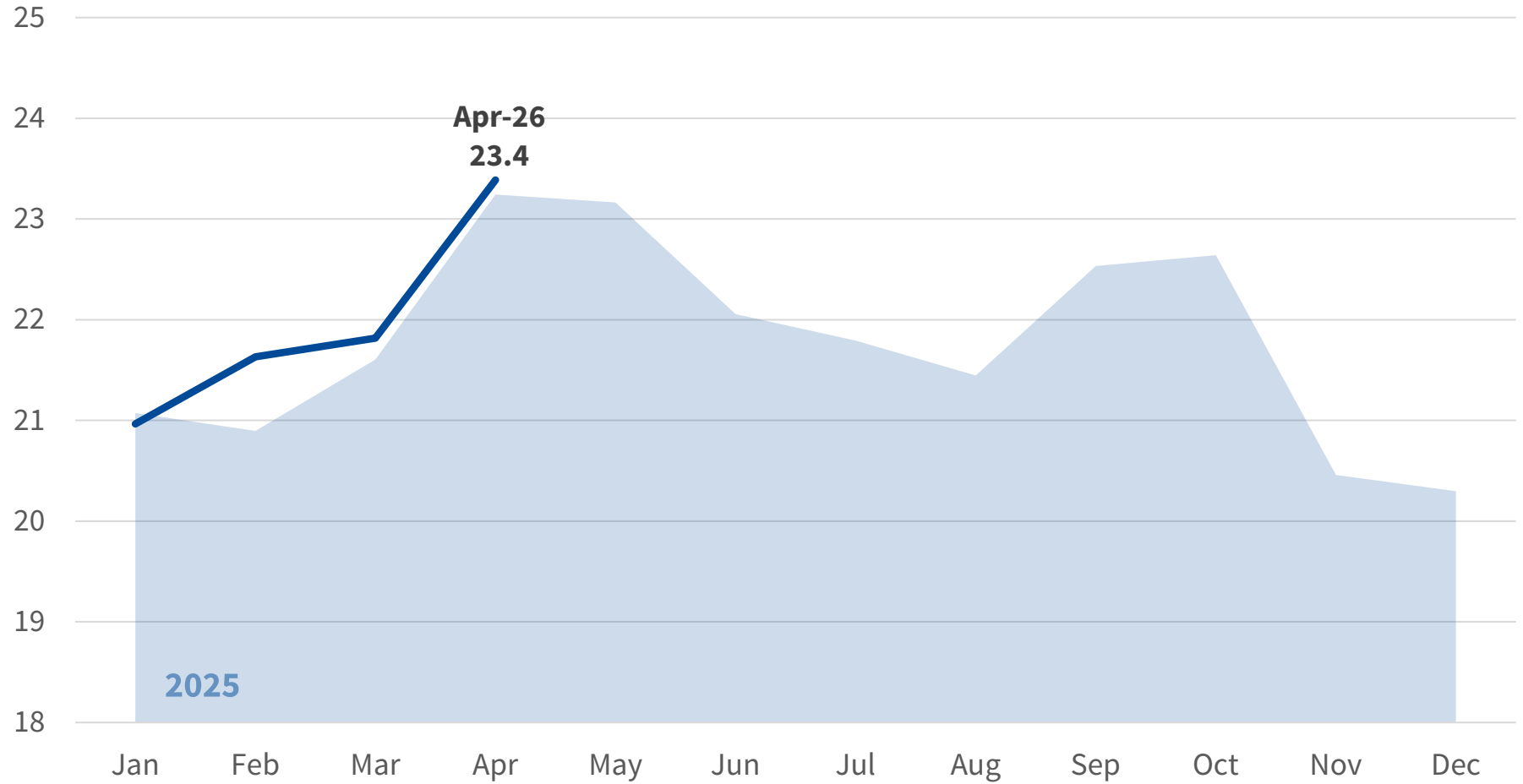
### Preventable Collisions\* per 100K Miles



\*Last two months are projections and subject to change.

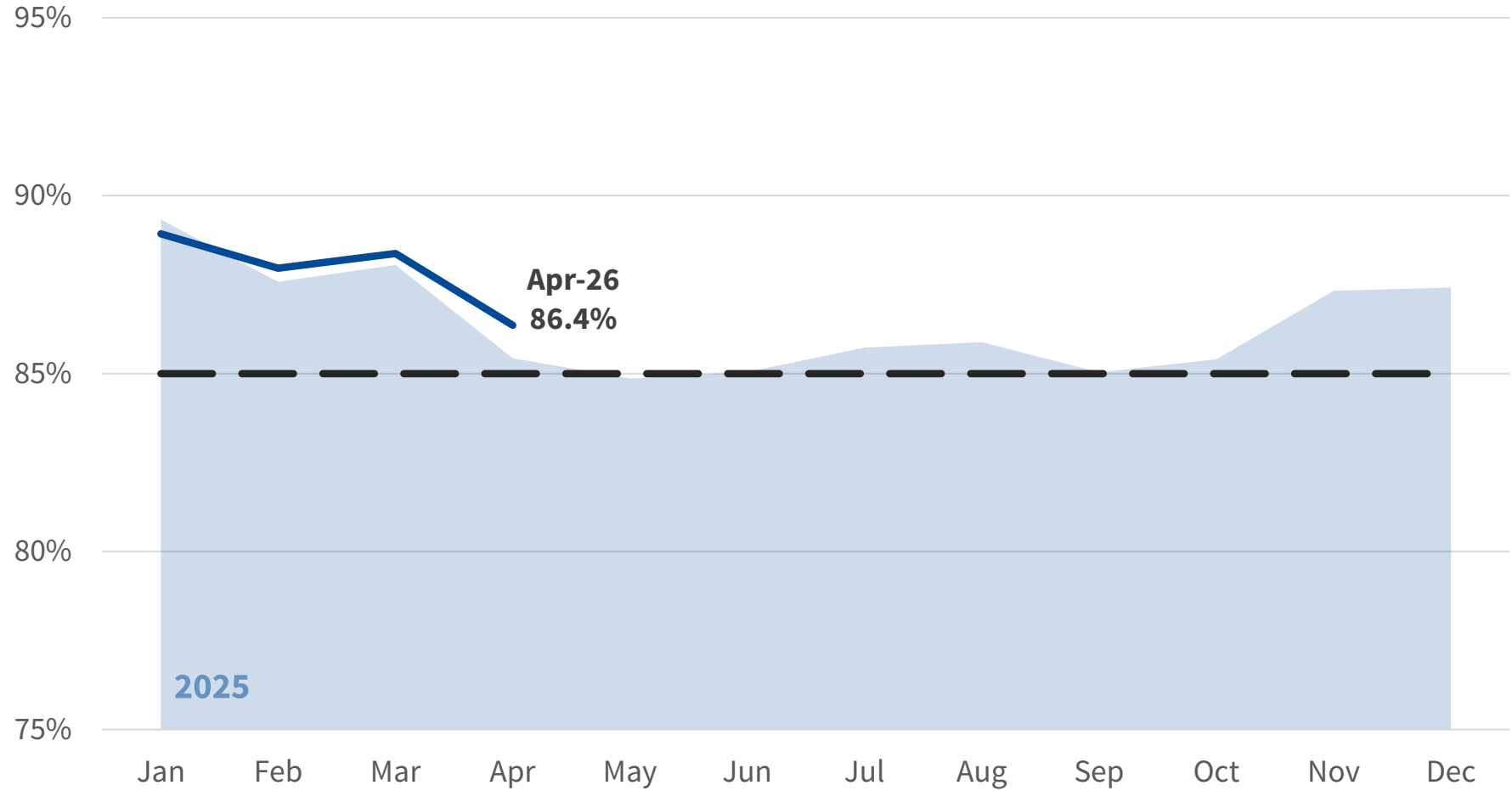
# BUS

## Boarding Rides per Revenue Hour



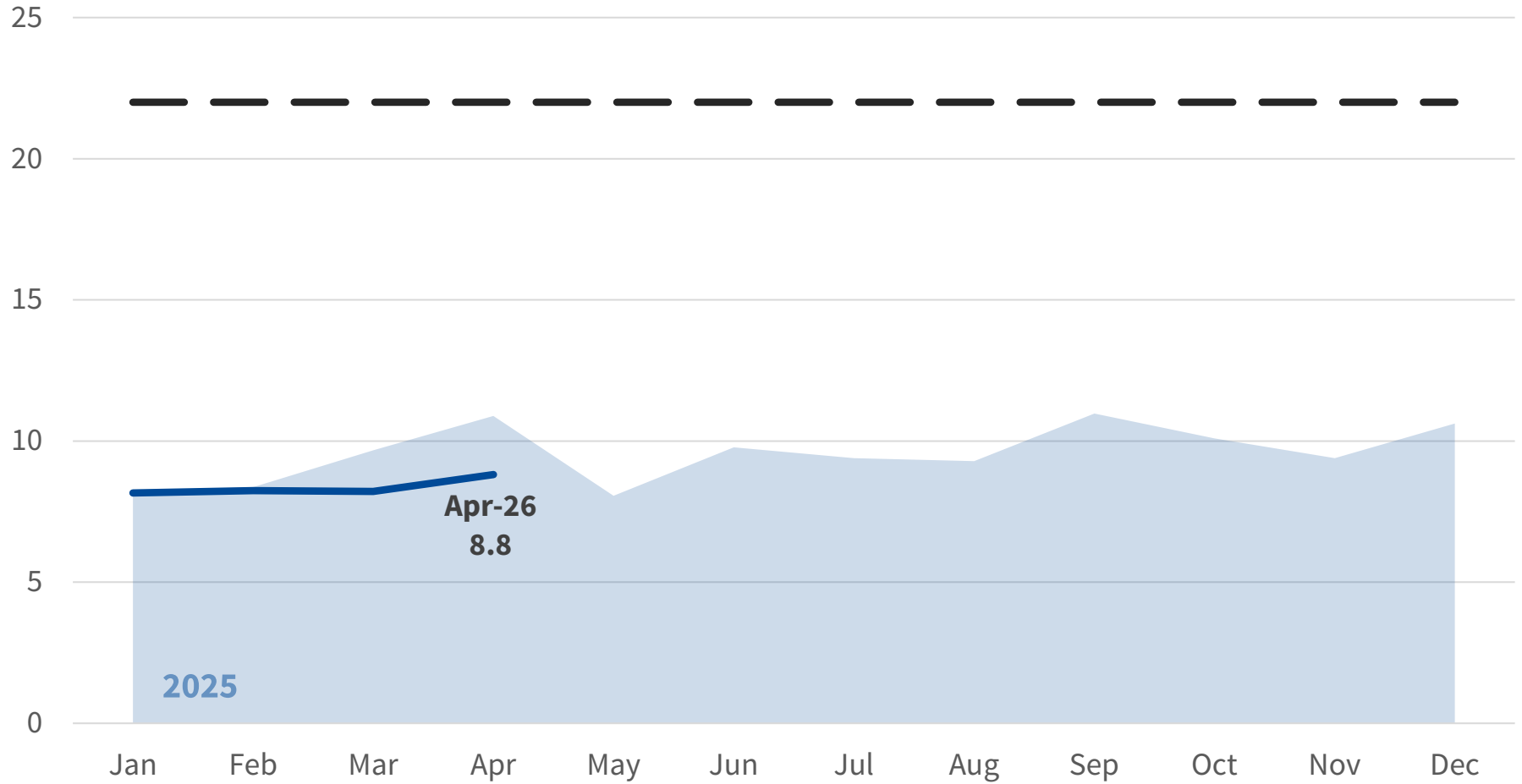
# BUS

## On-Time Performance



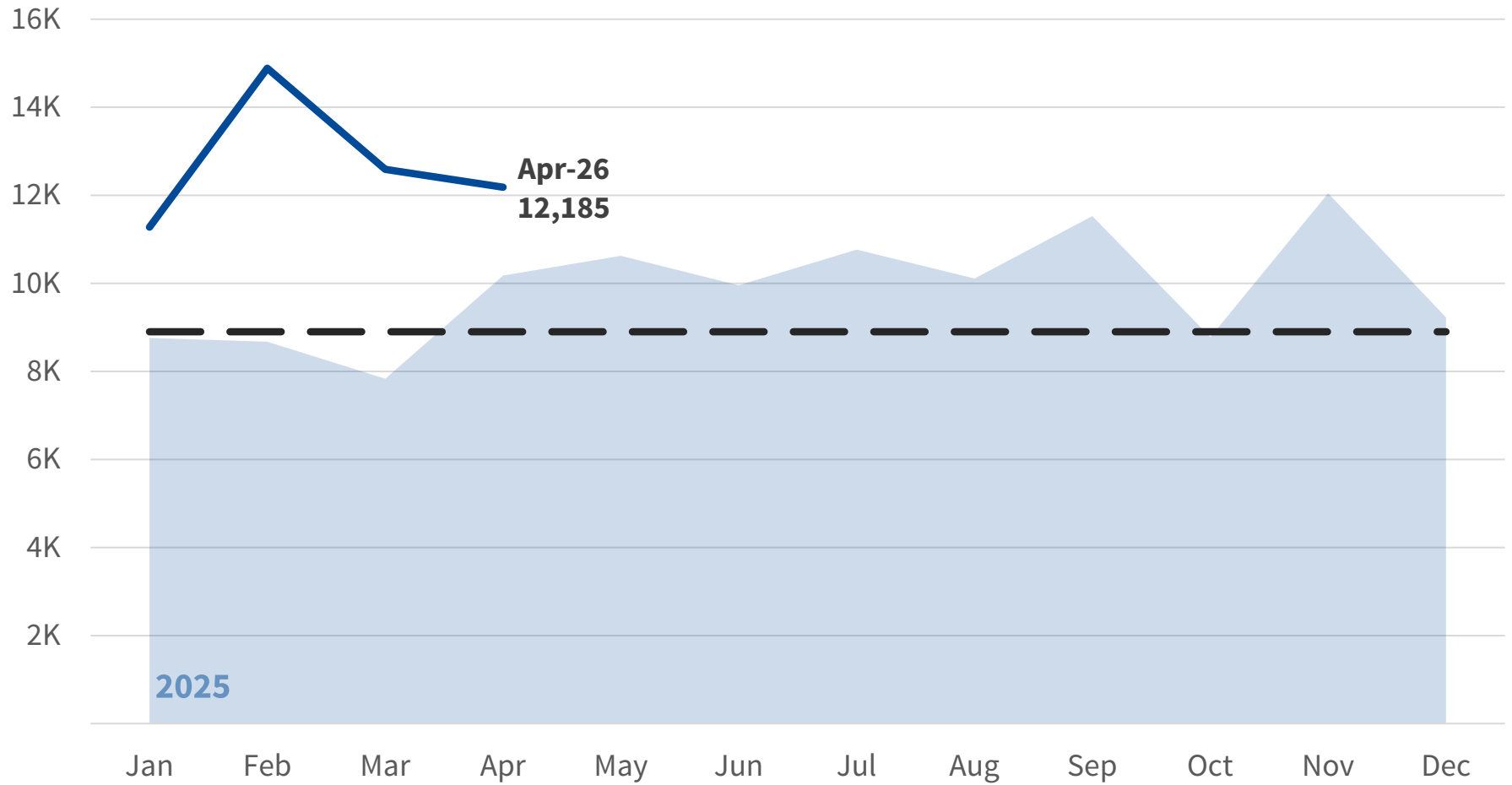
**BUS**

## Complaints per 100K Boardings



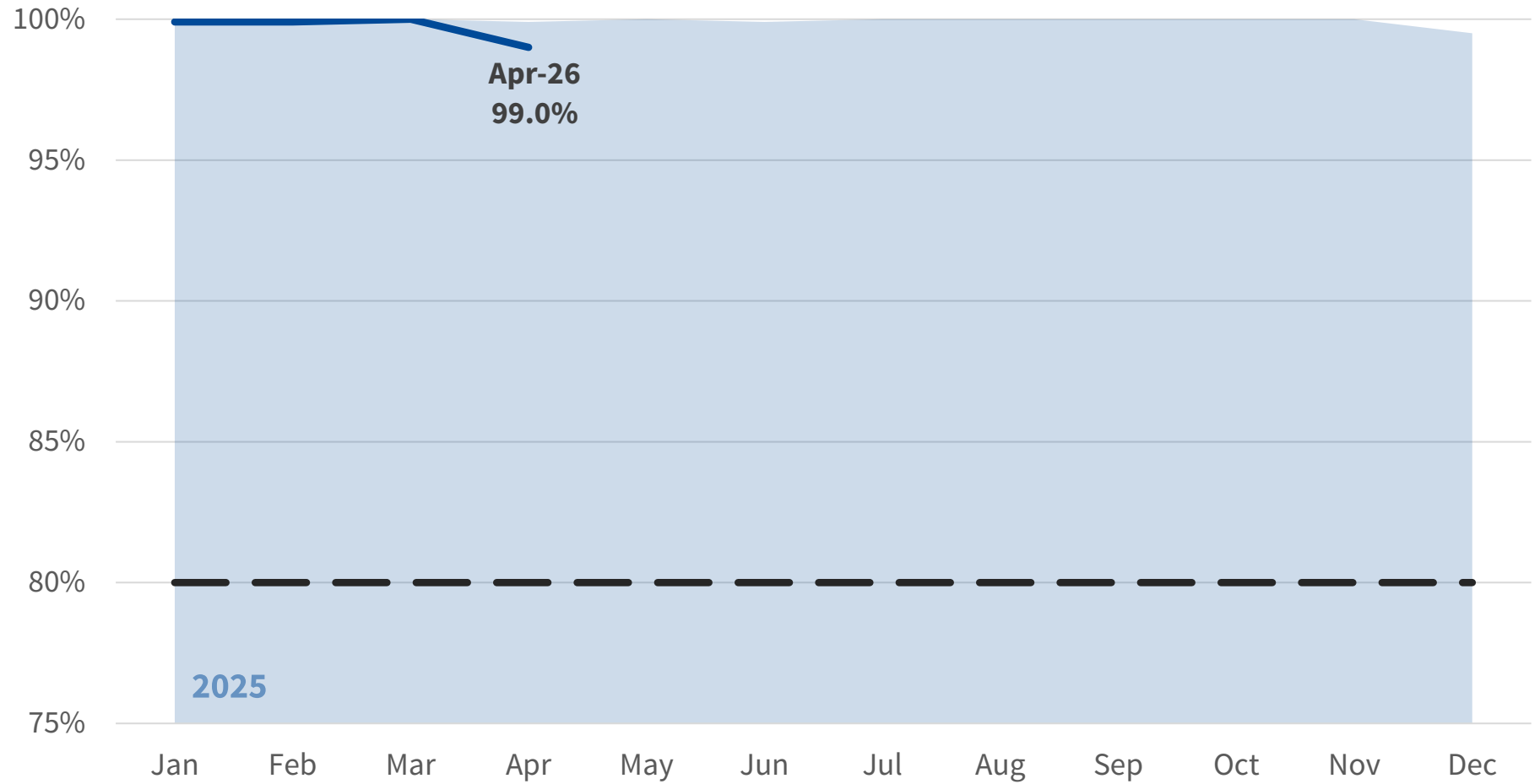
# BUS

## Mean Distance Between Failure



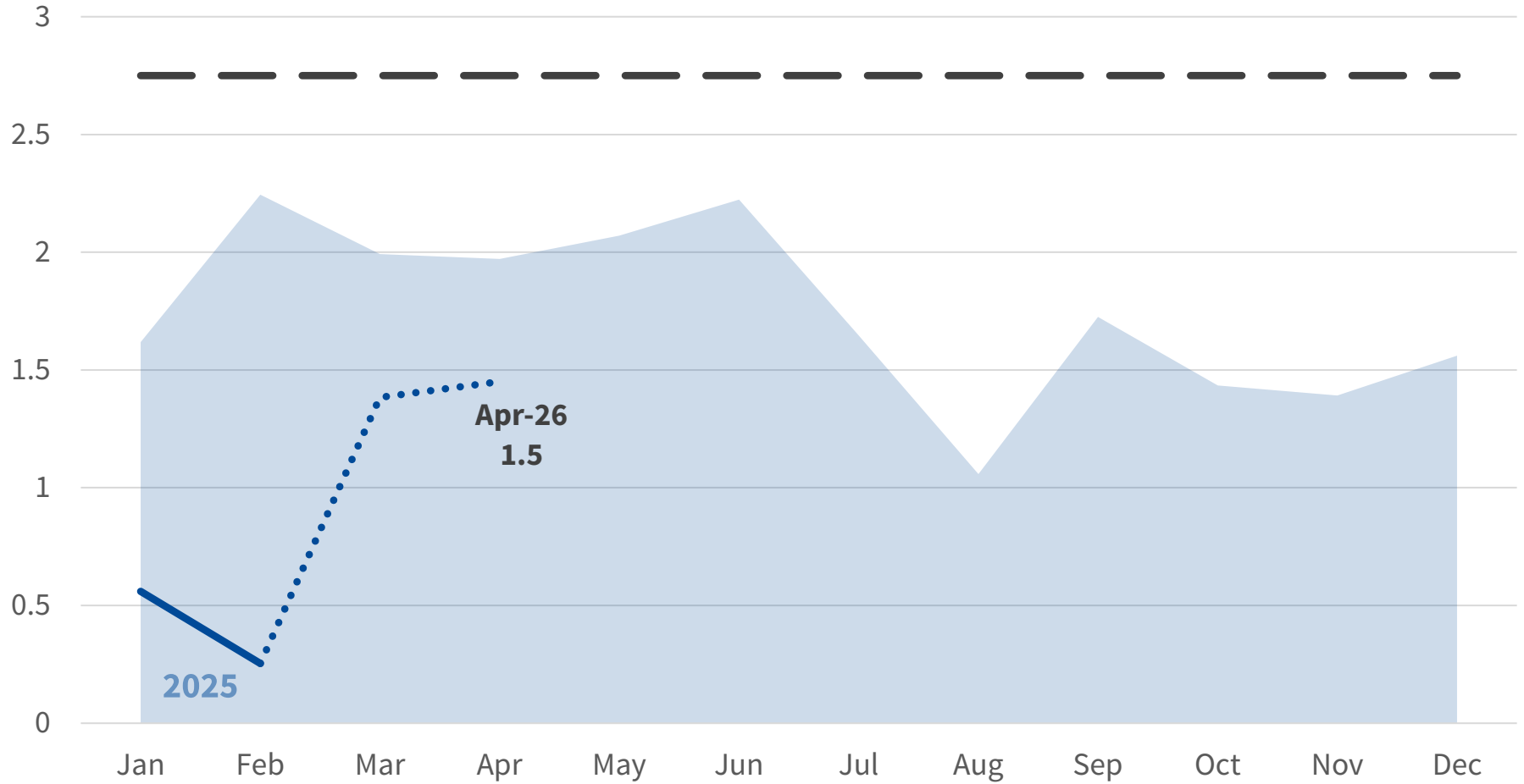
# BUS

## Preventative Maintenance Compliance



# BUS

## Preventable Collisions per 100K Miles

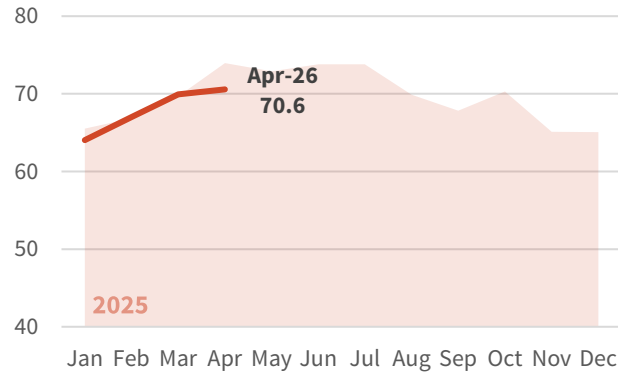


*Last two reported months are projected and subject to change after collision review period.*

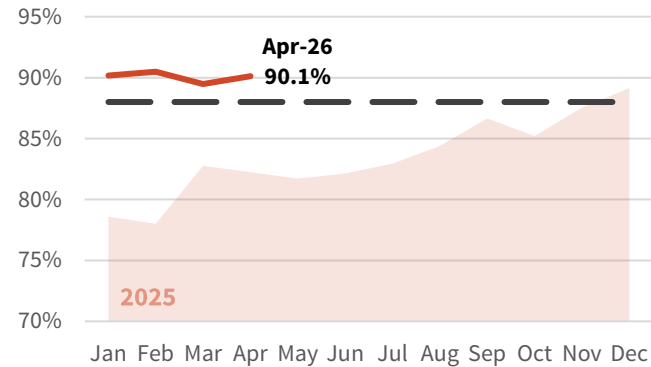


Above target or prior year is favorable

### Ridership per Revenue Hour

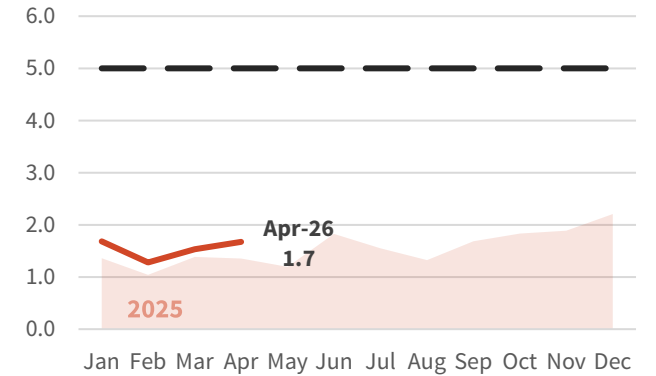


### On-Time Performance

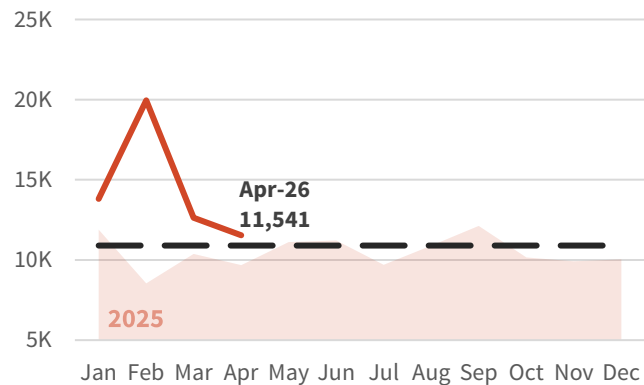


Below target is favorable

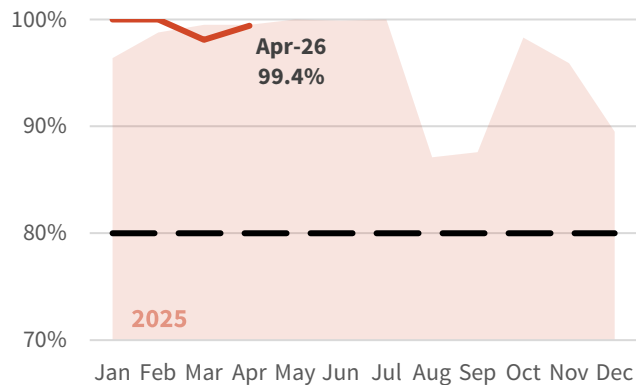
### Complaints per 100K Boardings



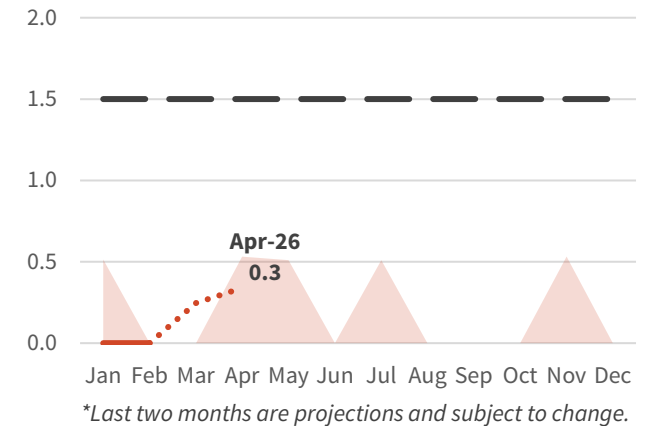
### Mean Distance Between Failure



### Preventative Maintenance Compliance



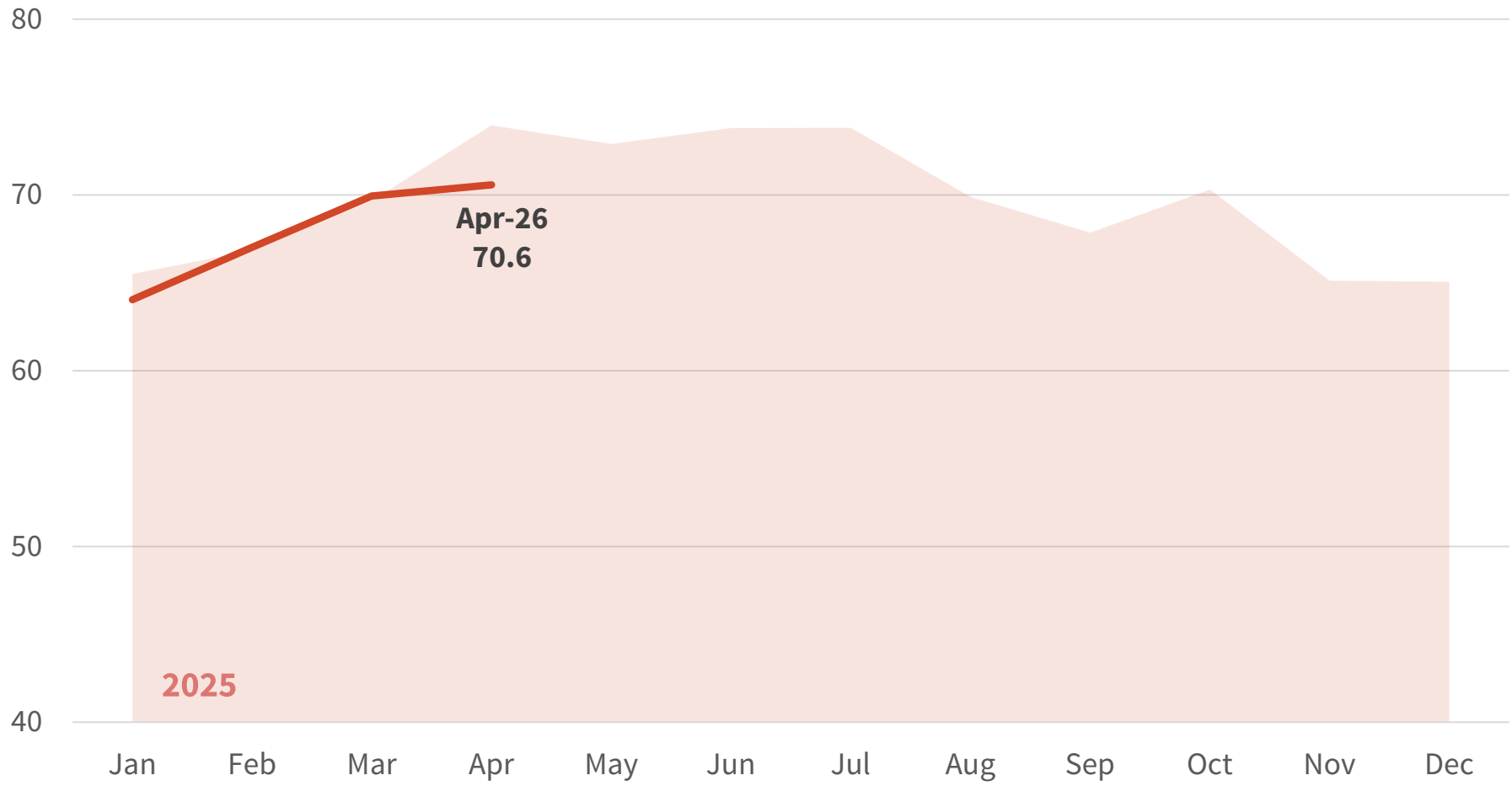
### Preventable Collisions per 100K Miles



# MAX

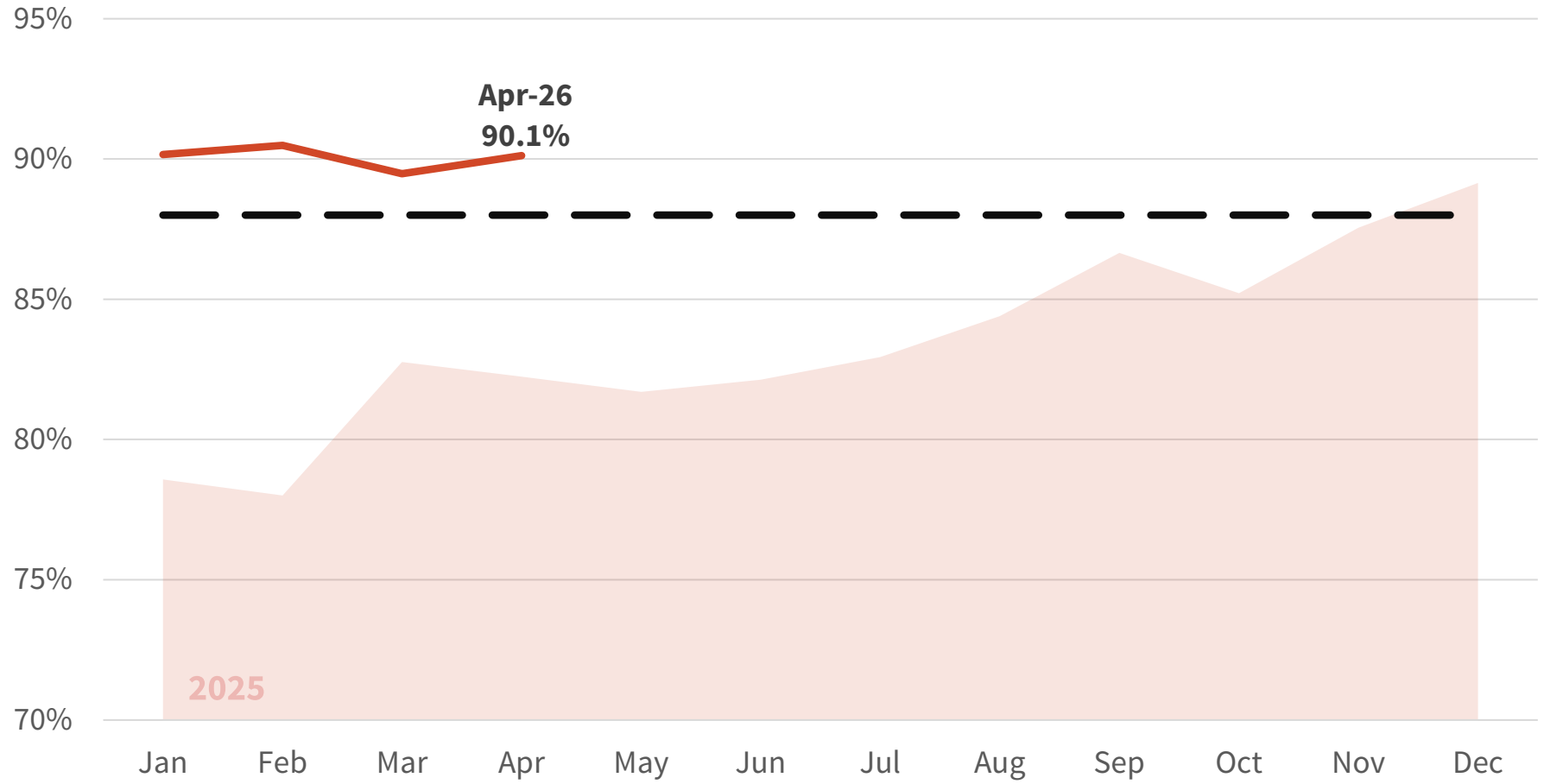
**MAX**

# Boarding Rides per Revenue Hour



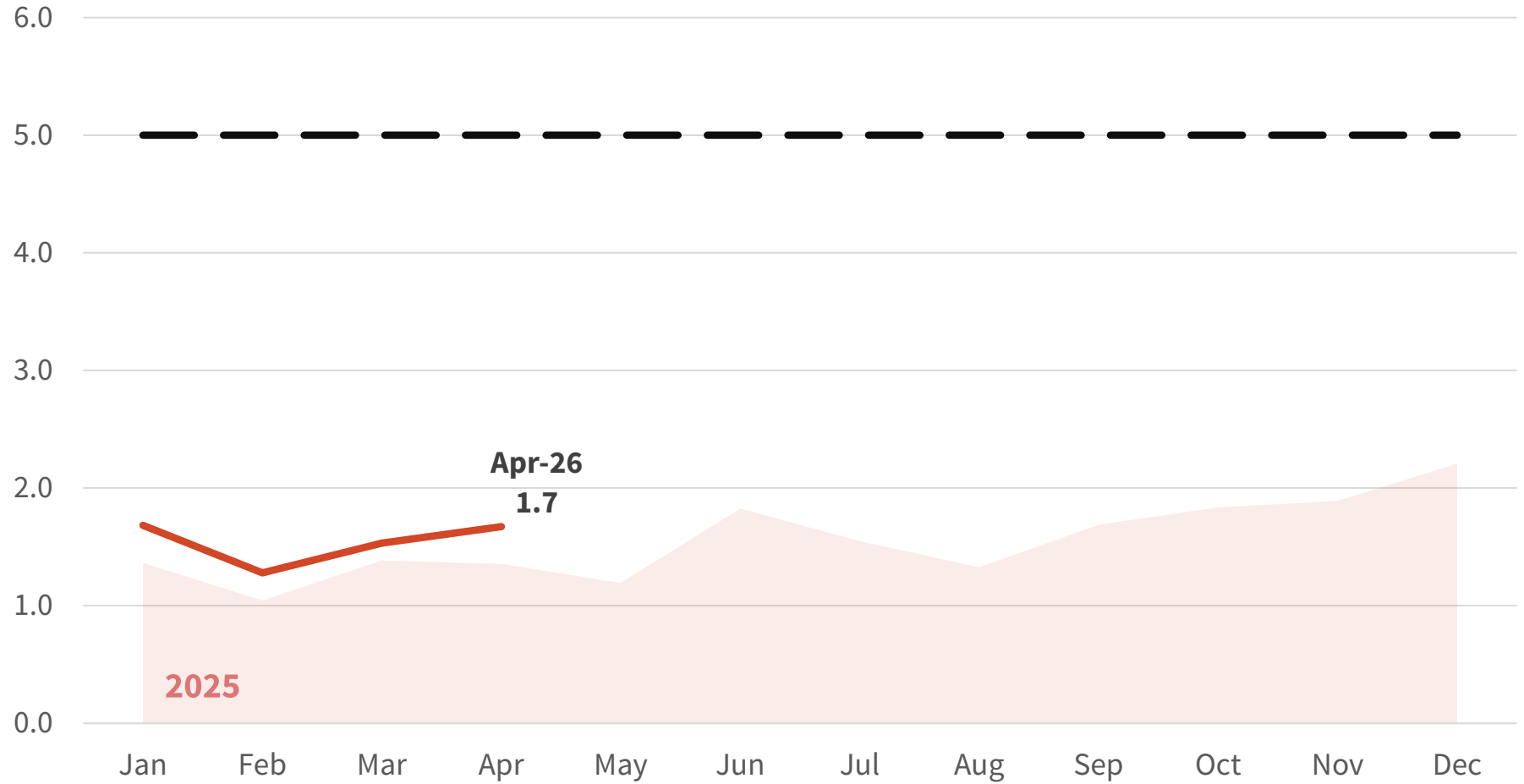
MAX

# On-Time Performance



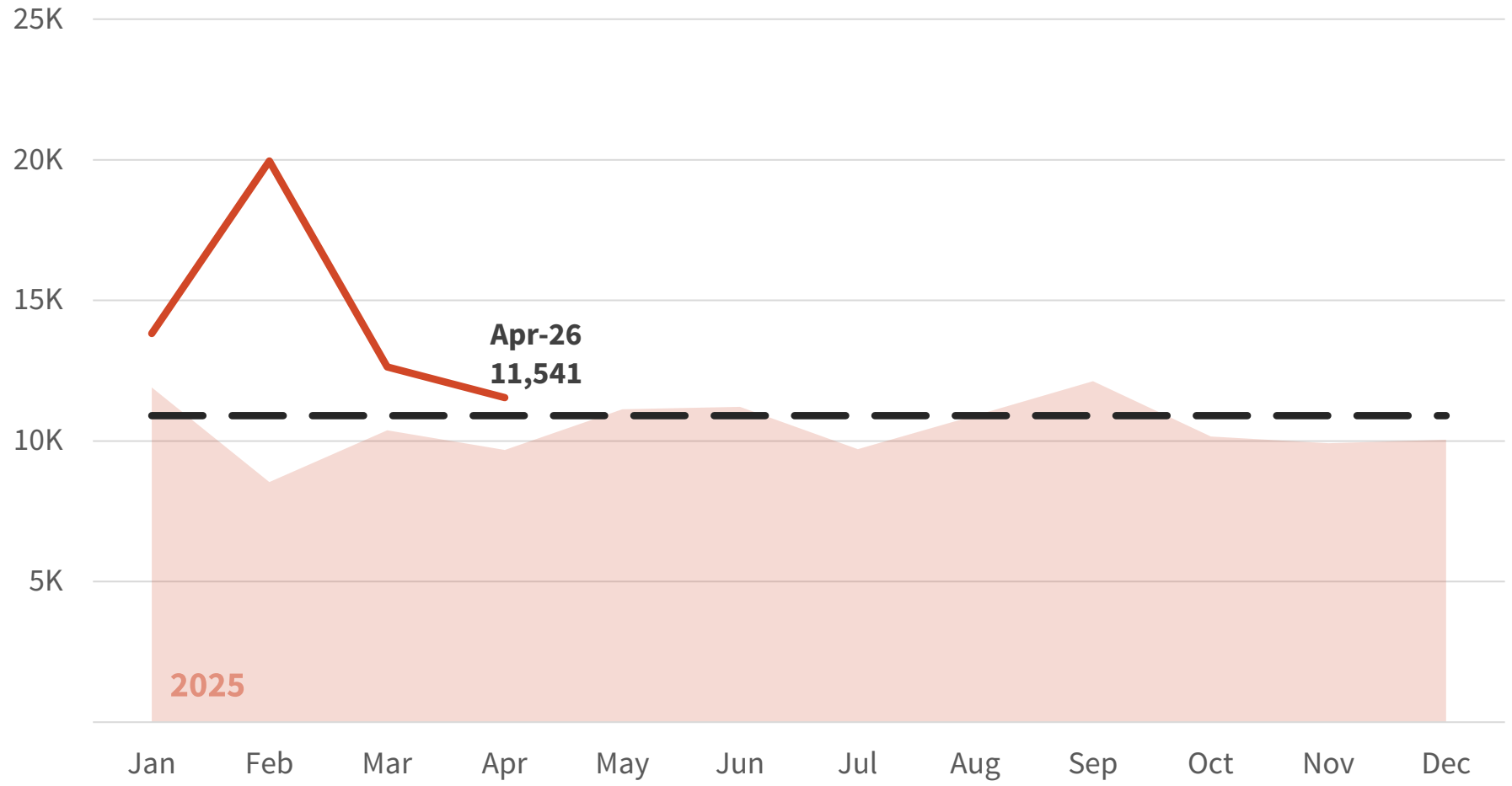
**MAX**

# Complaints per 100K Boardings

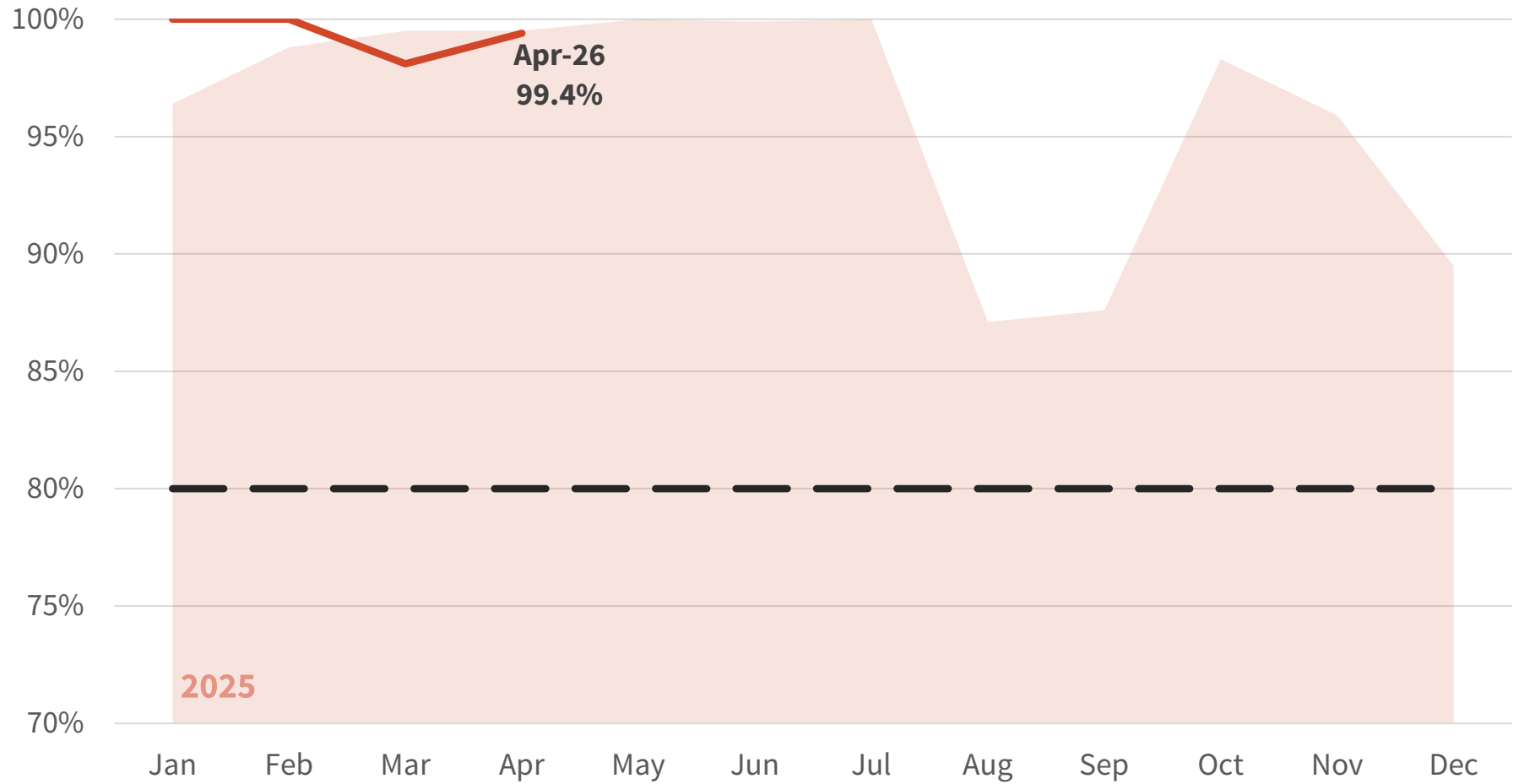


MAX

# Mean Distance Between Failure



# Preventative Maintenance Compliance

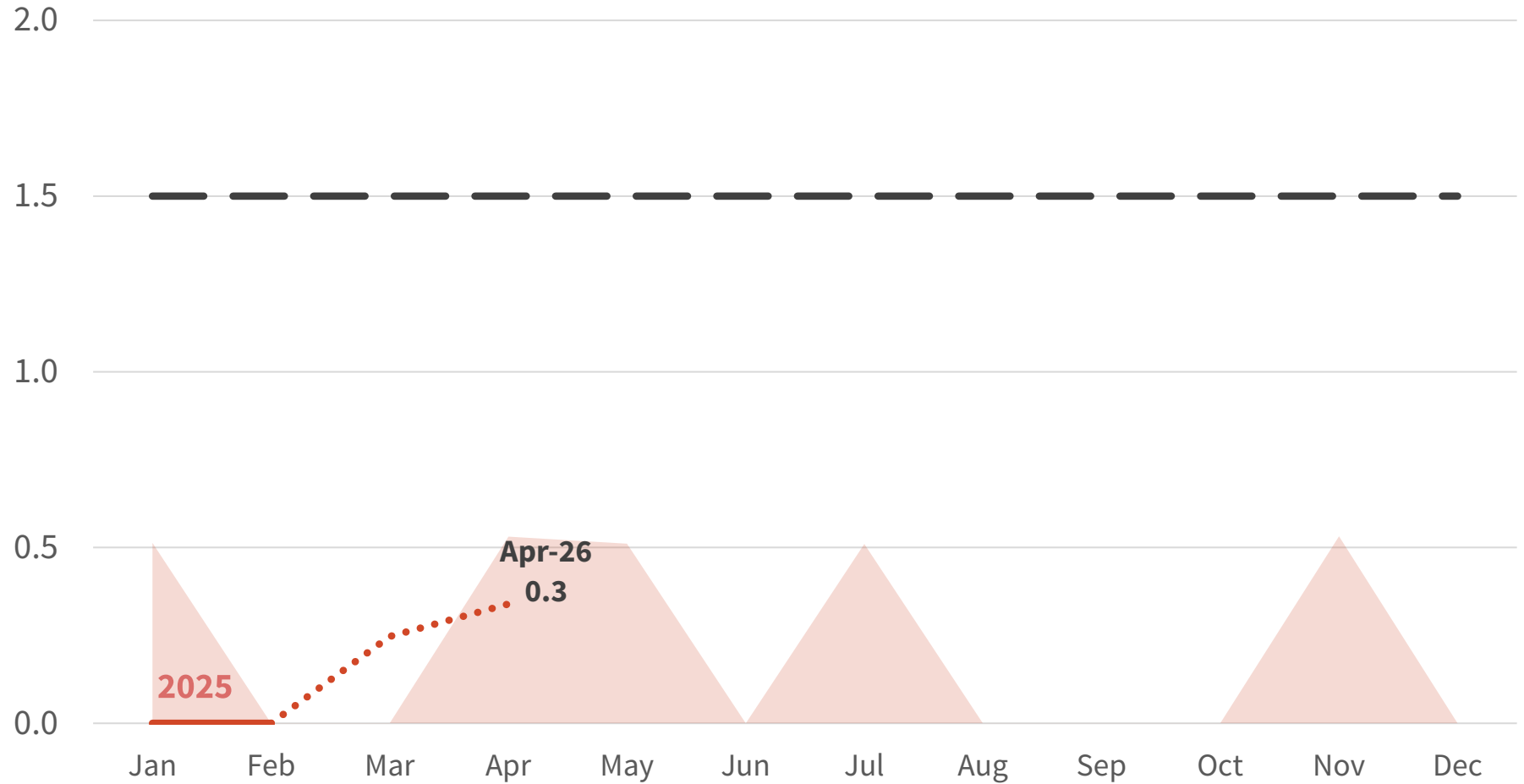


MAX

2025

MAX

## Preventable Collisions per 100K Miles

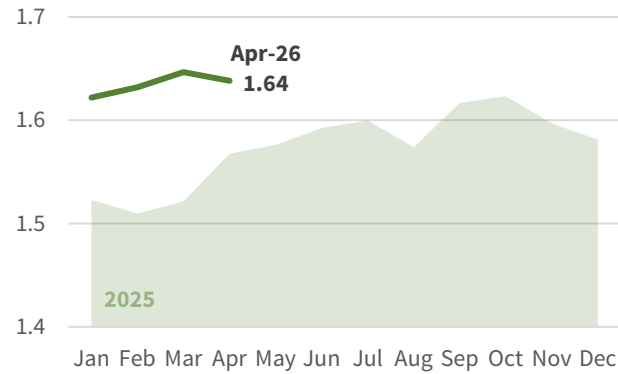


*Last two reported months are projected and subject to change after collision review period.*

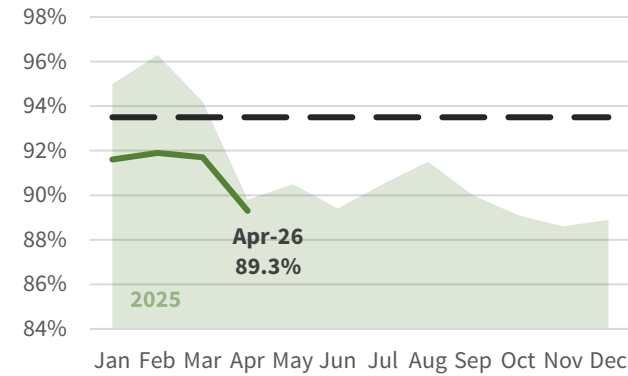


*Above target or prior year is favorable*

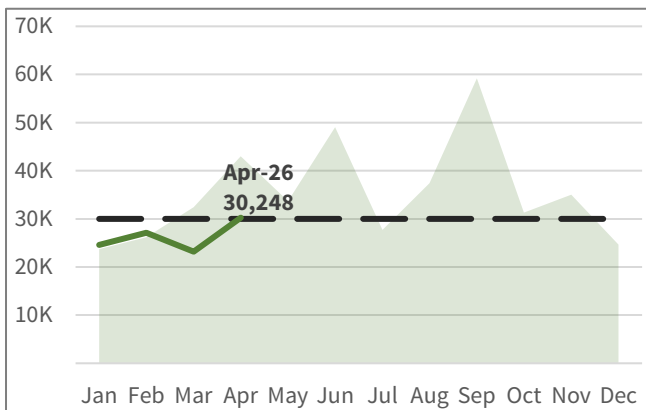
### Boarding Rides per Revenue Hour



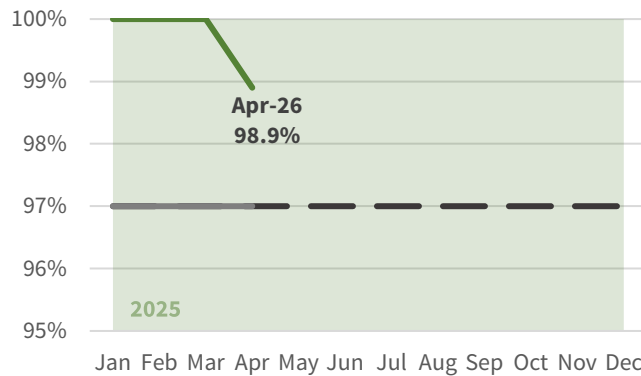
### On-Time Performance



### Mean Distance Between Failure

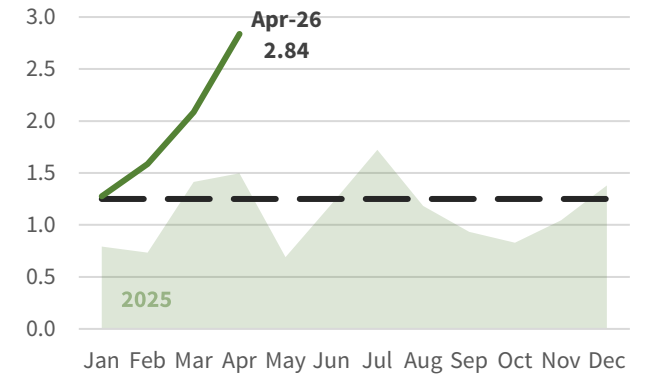


### Preventative Maintenance Compliance

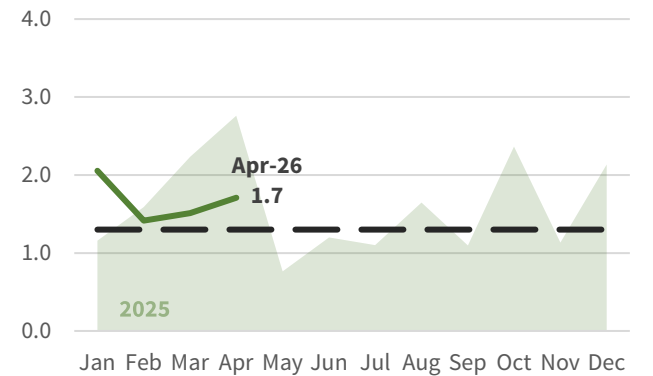


*Below target is favorable*

### Complaints per 1K Boardings

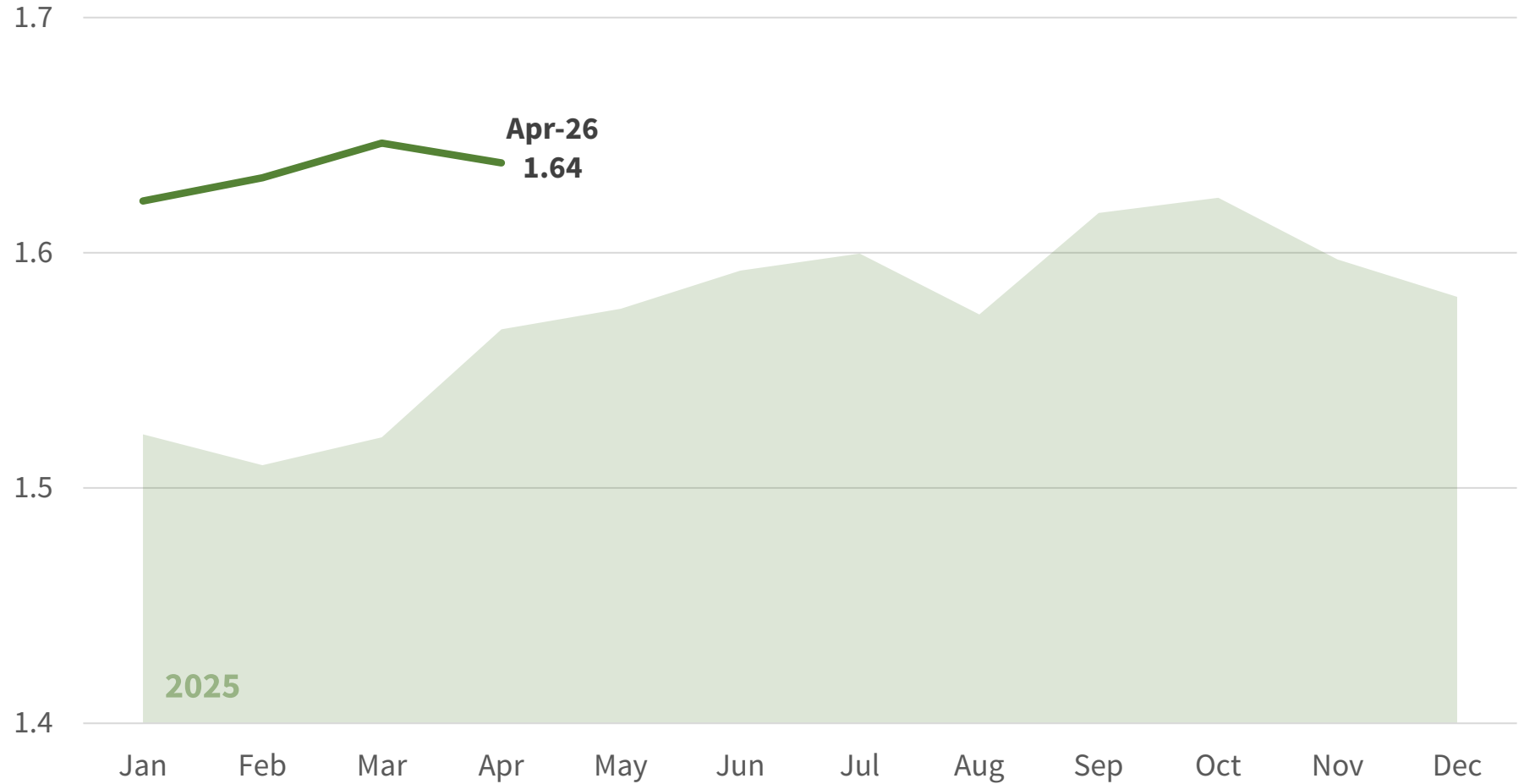


### Preventable Collision per 100K Miles



ATP

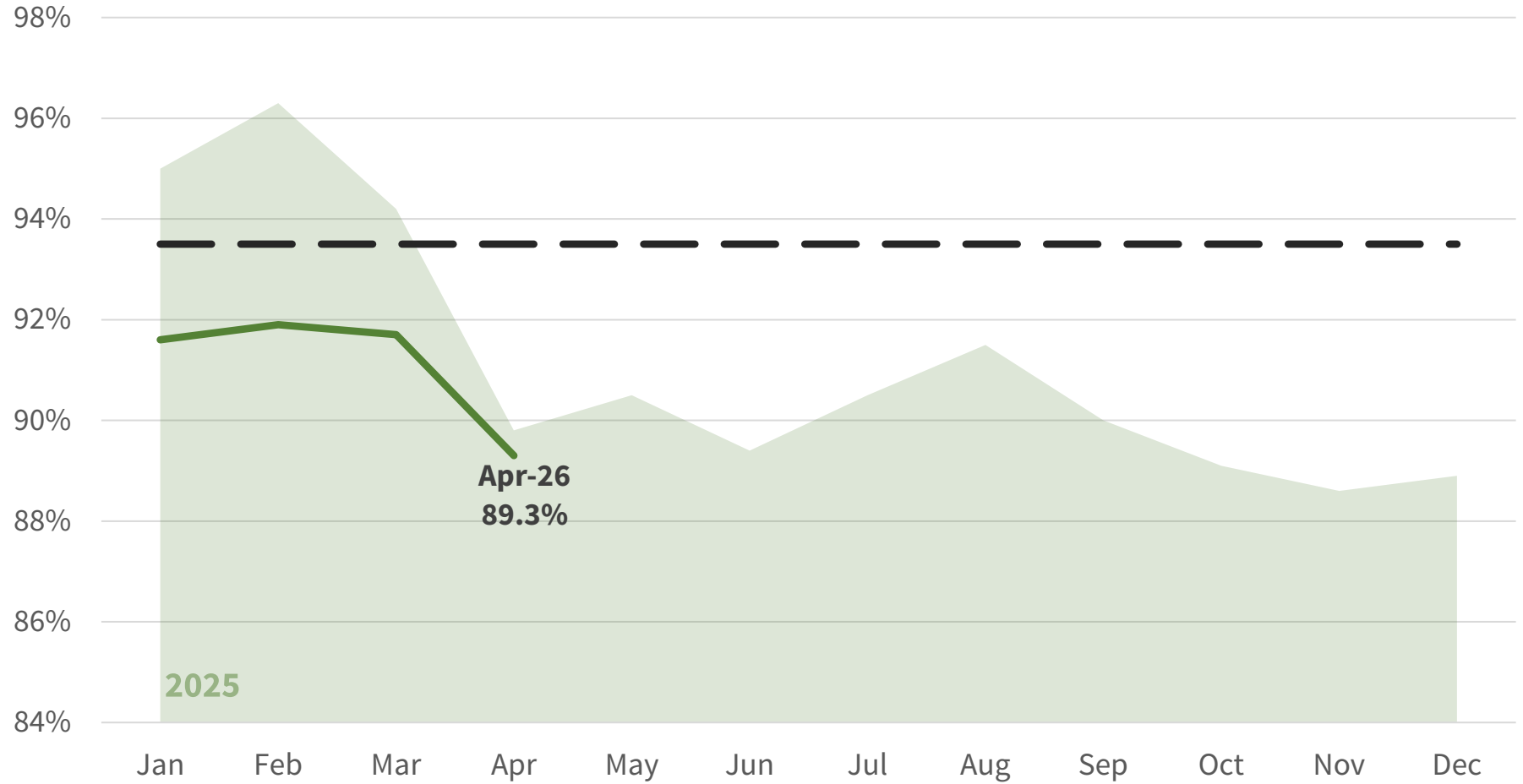
## Boarding Rides per Revenue Hour



*Paratransit only, Supplemental service excluded*

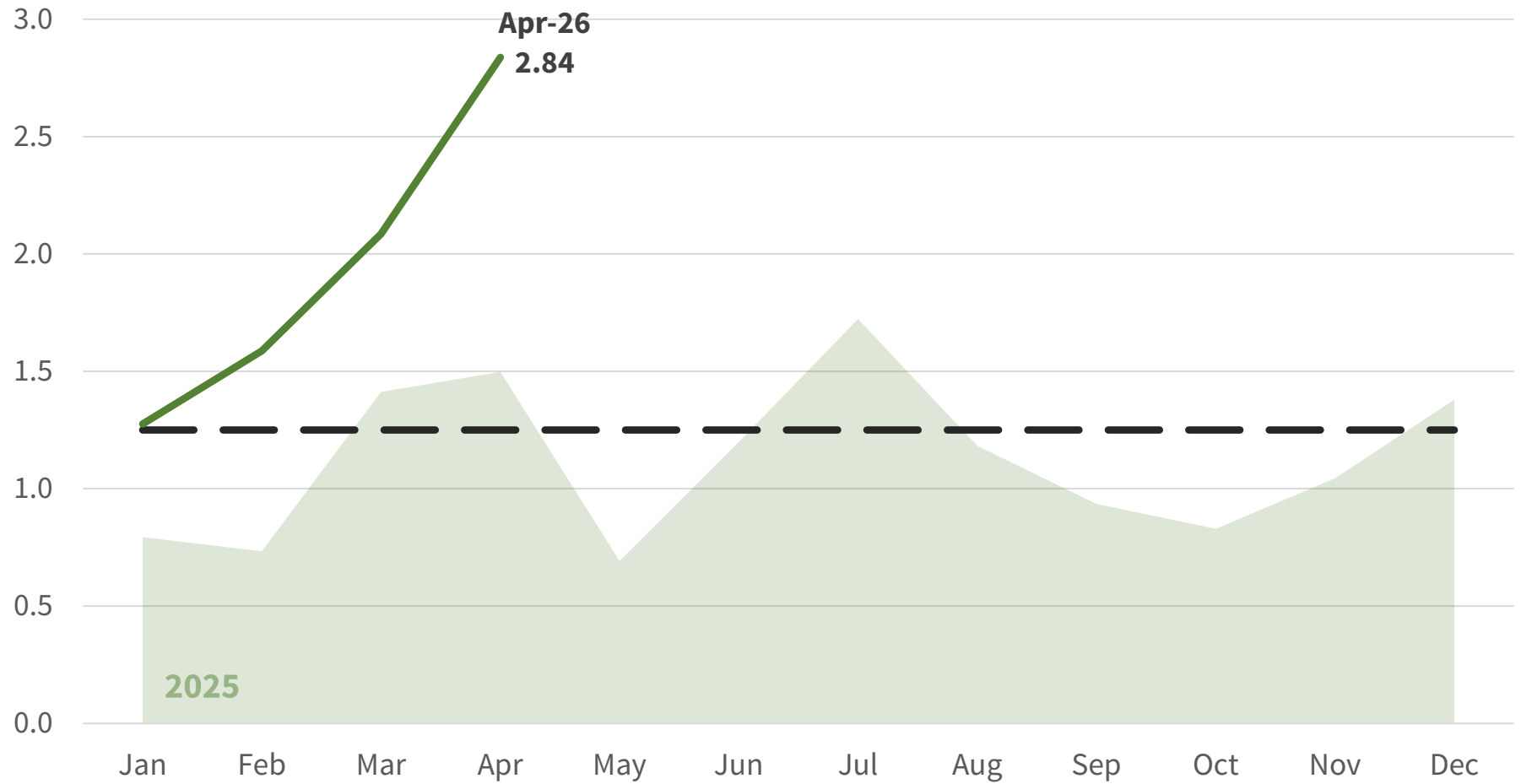
ATP

# On-Time Performance



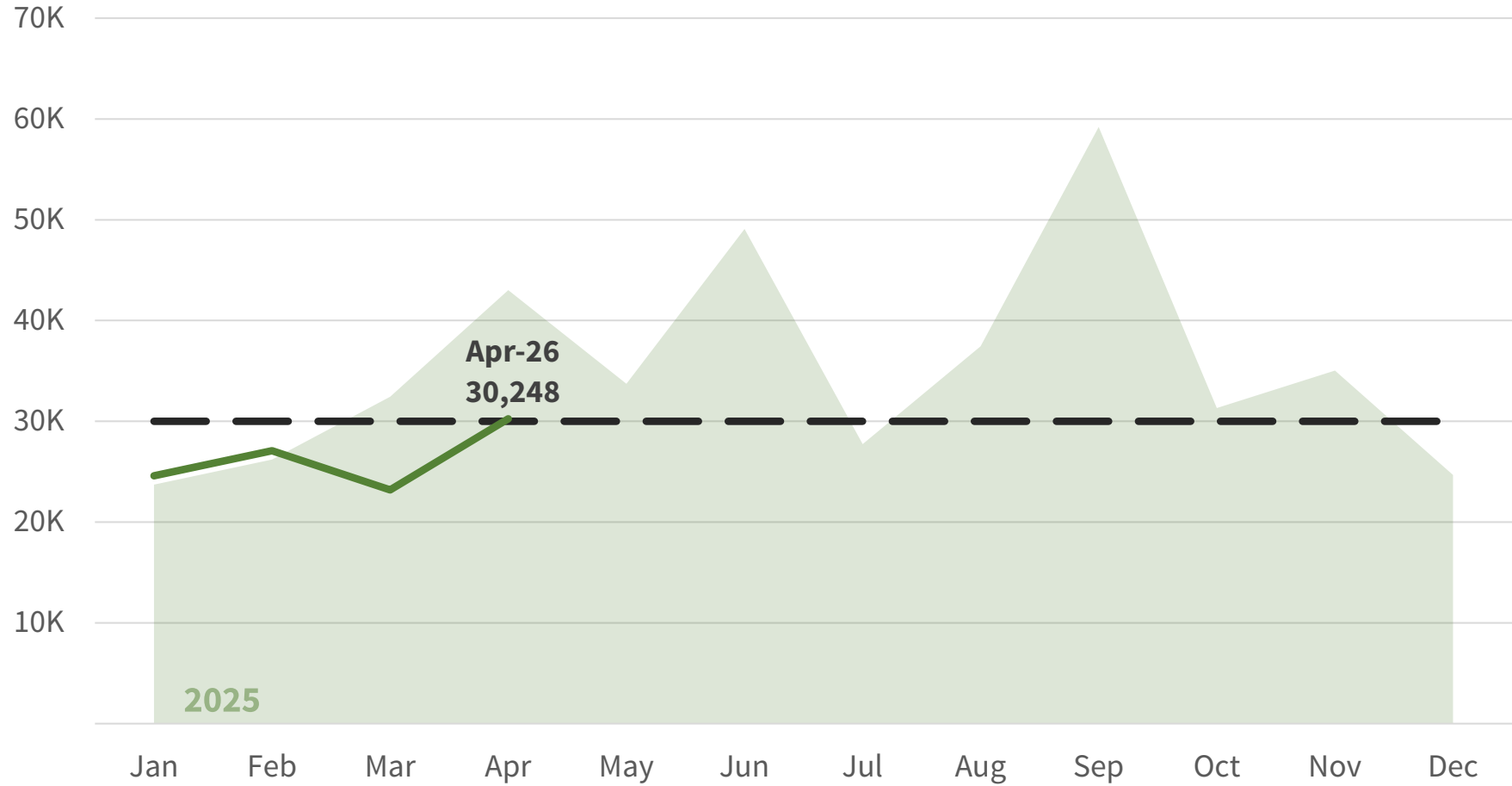
ATP

## Complaints per 1K Boardings



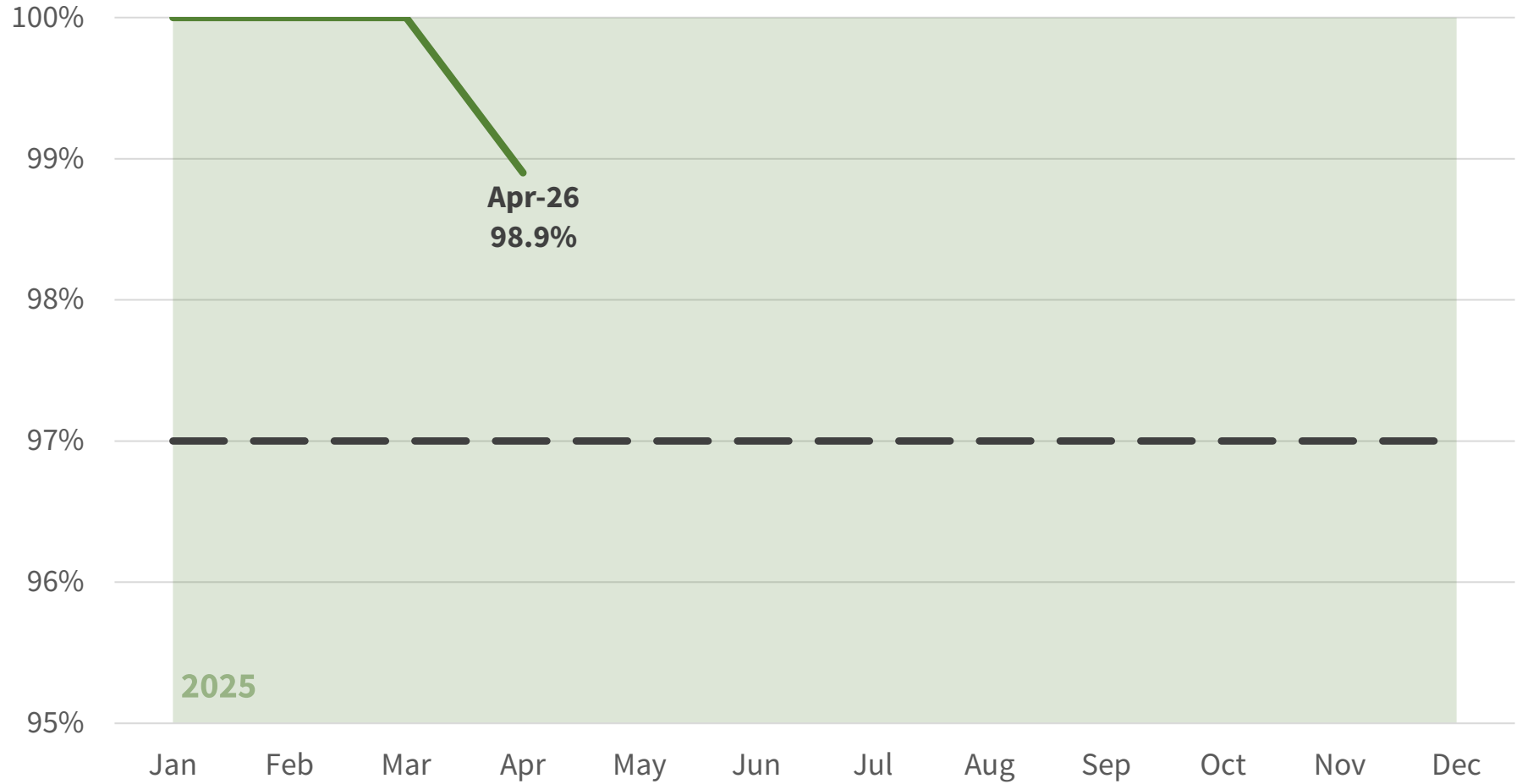
ATP

# Mean Distance Between Failure



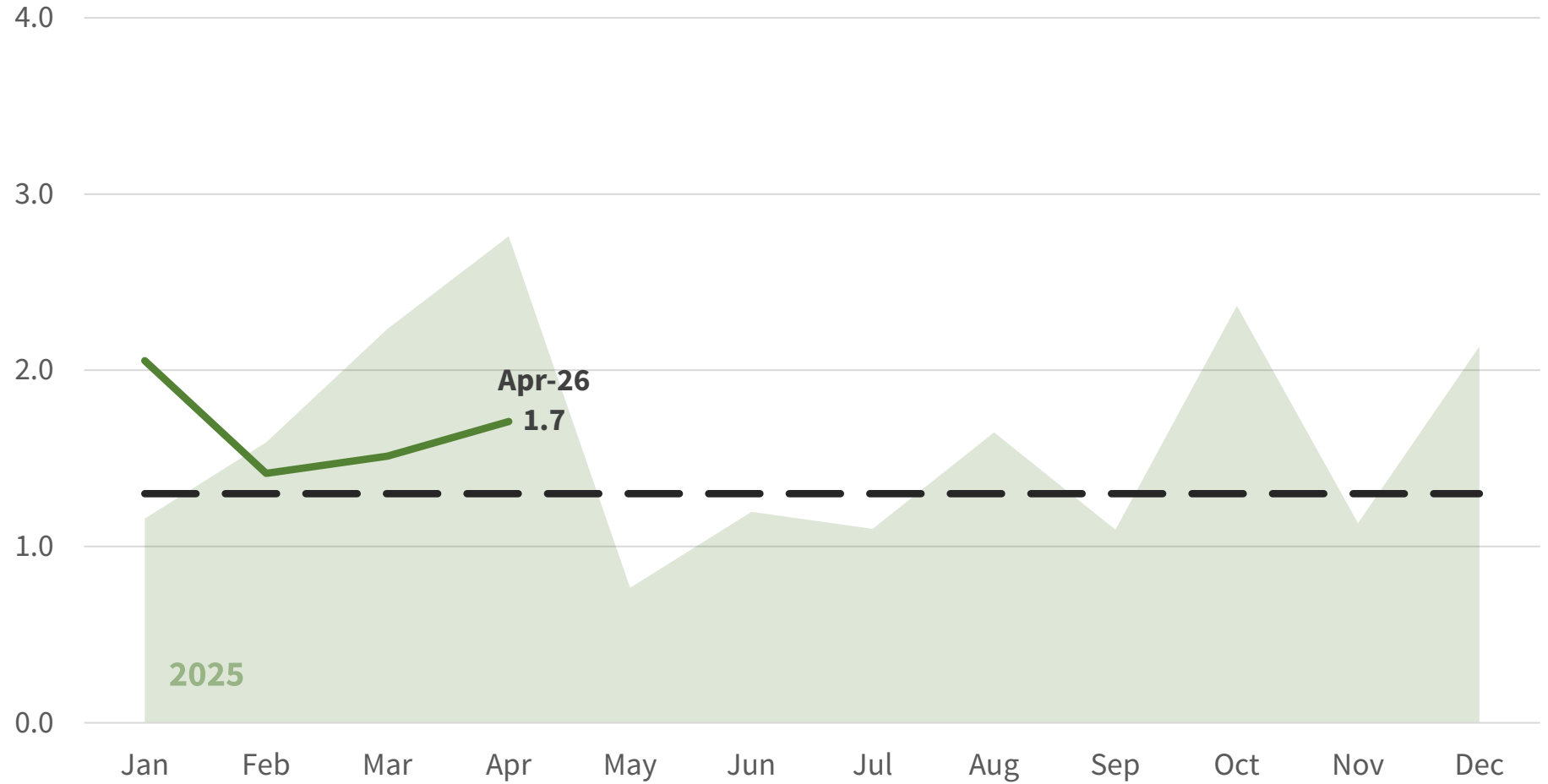
ATP

# Preventative Maintenance Compliance



ATP

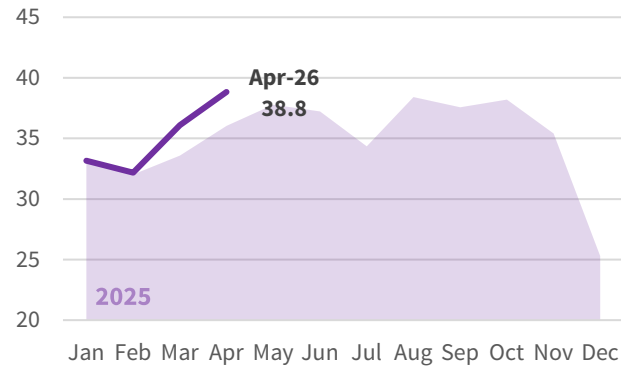
# Preventable Collisions per 100K Miles



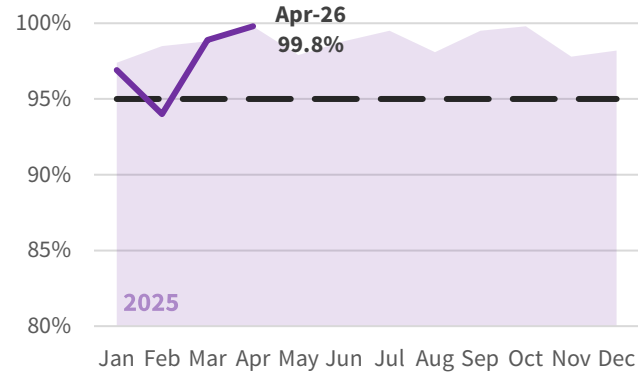


*Above target or prior year is favorable*

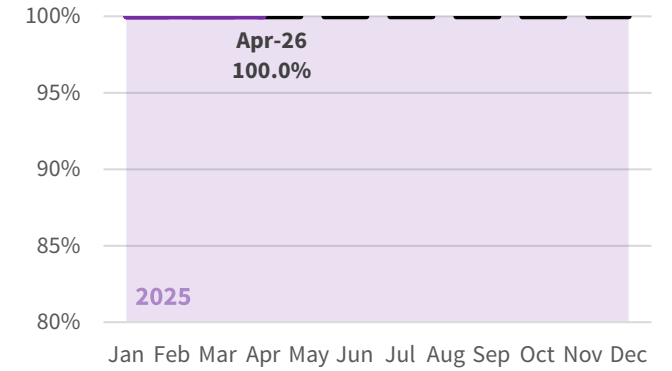
### Boarding Rides per Revenue Hour



### On-Time Performance

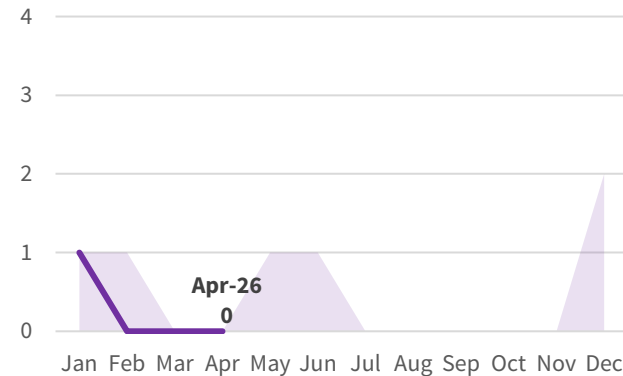


### Preventative Maintenance Compliance

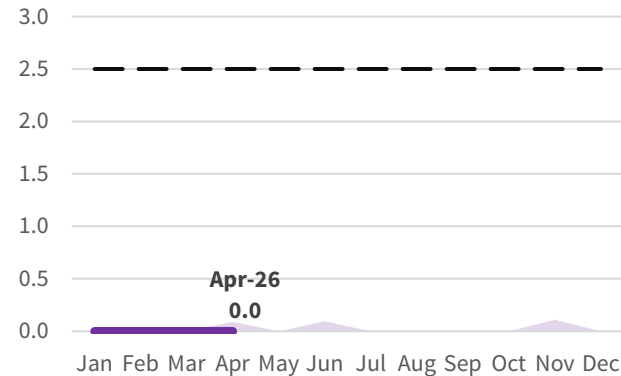


*Below target or prior year is favorable*

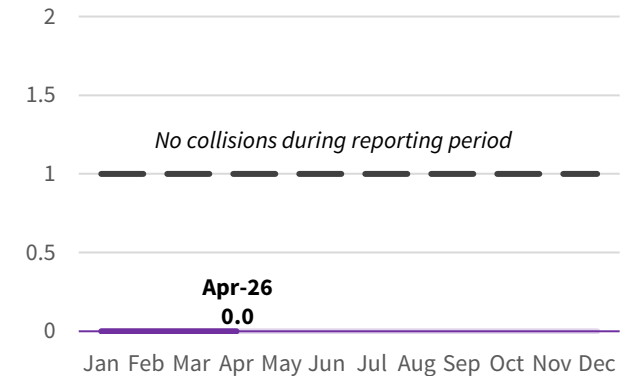
### Mechanical Failures



### Complaints per 1K Boardings

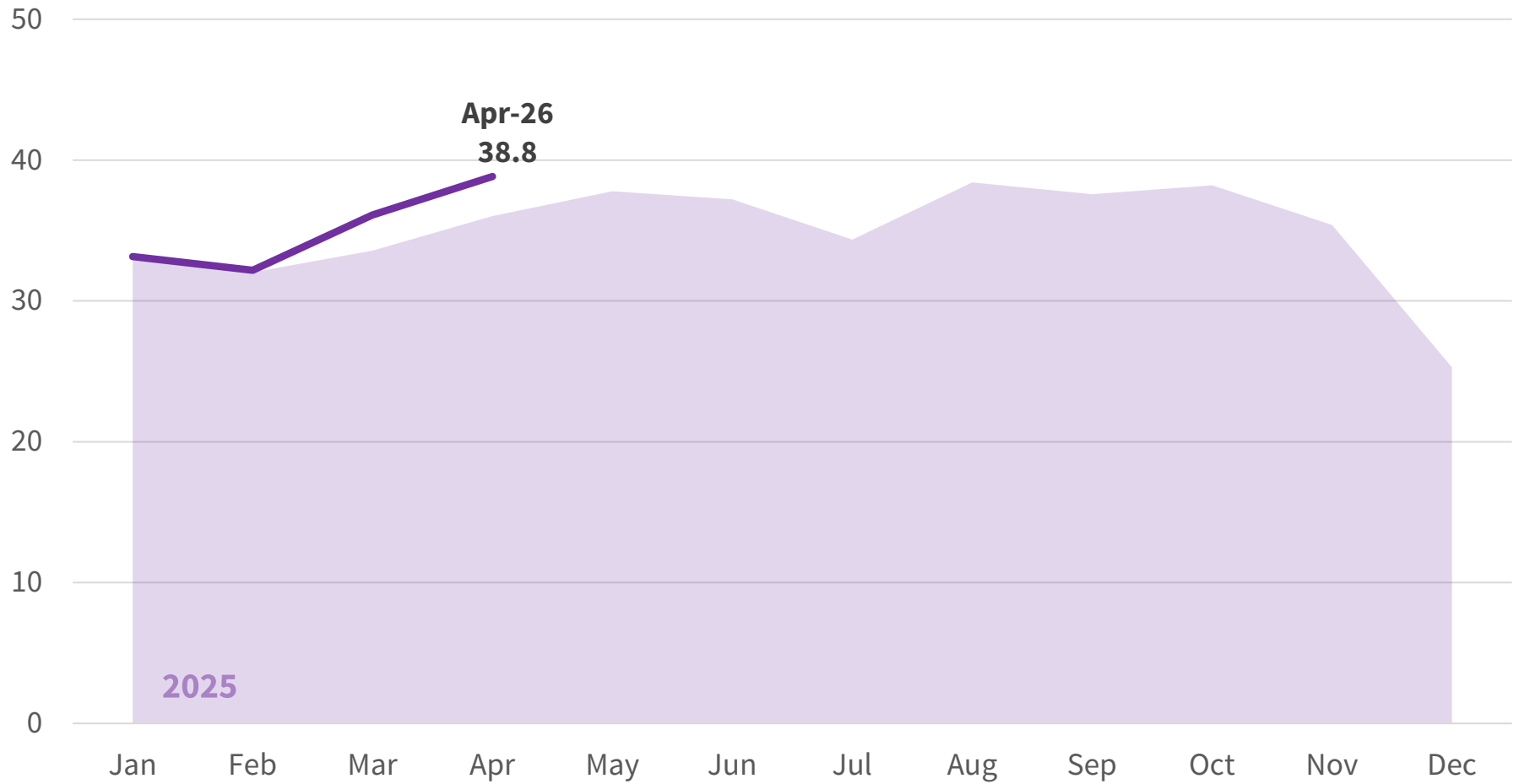


### Preventable Collisions per 100K miles



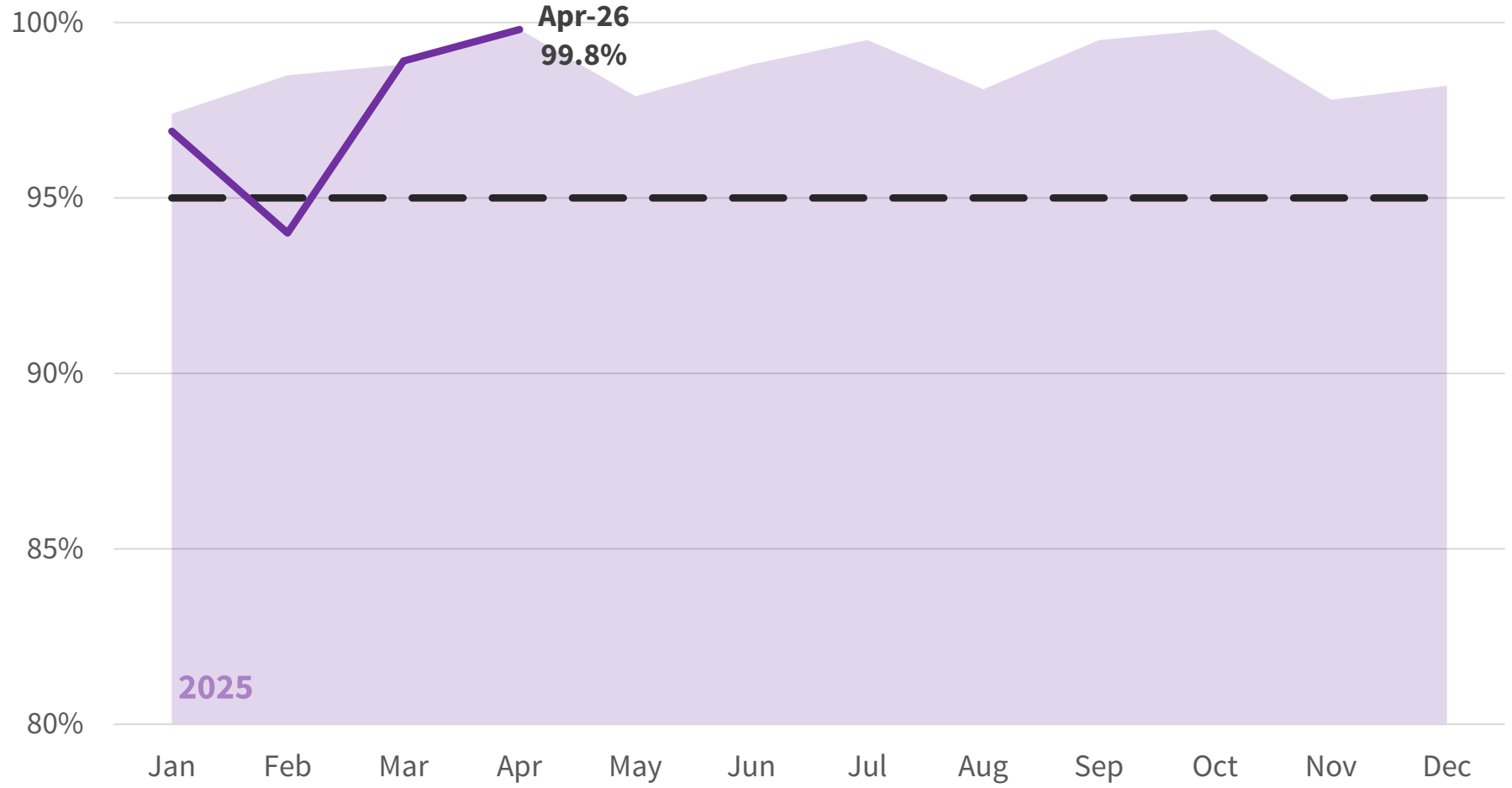
**WES**

## Boarding Rides per Revenue Hour



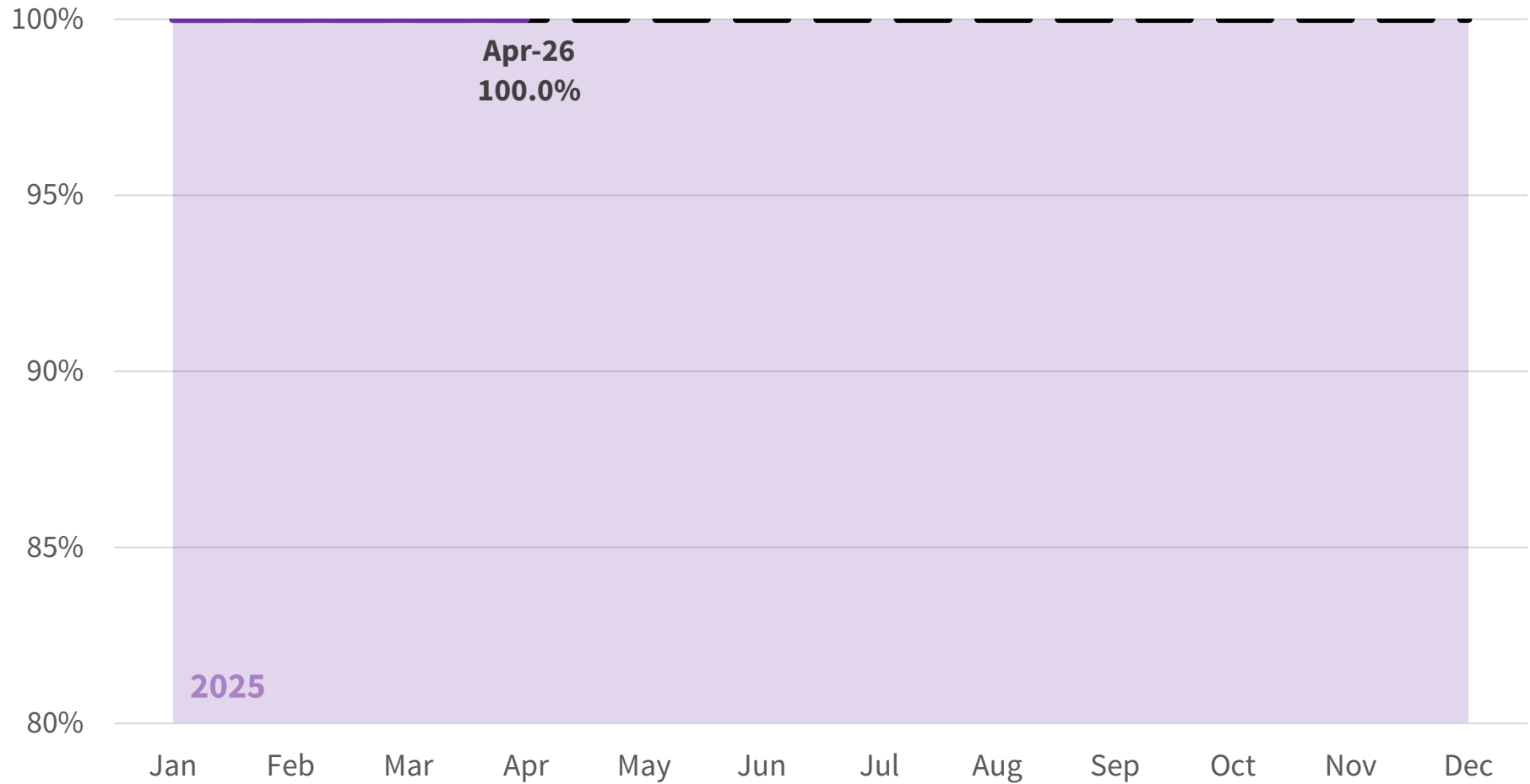
**WES**

# On-Time Performance



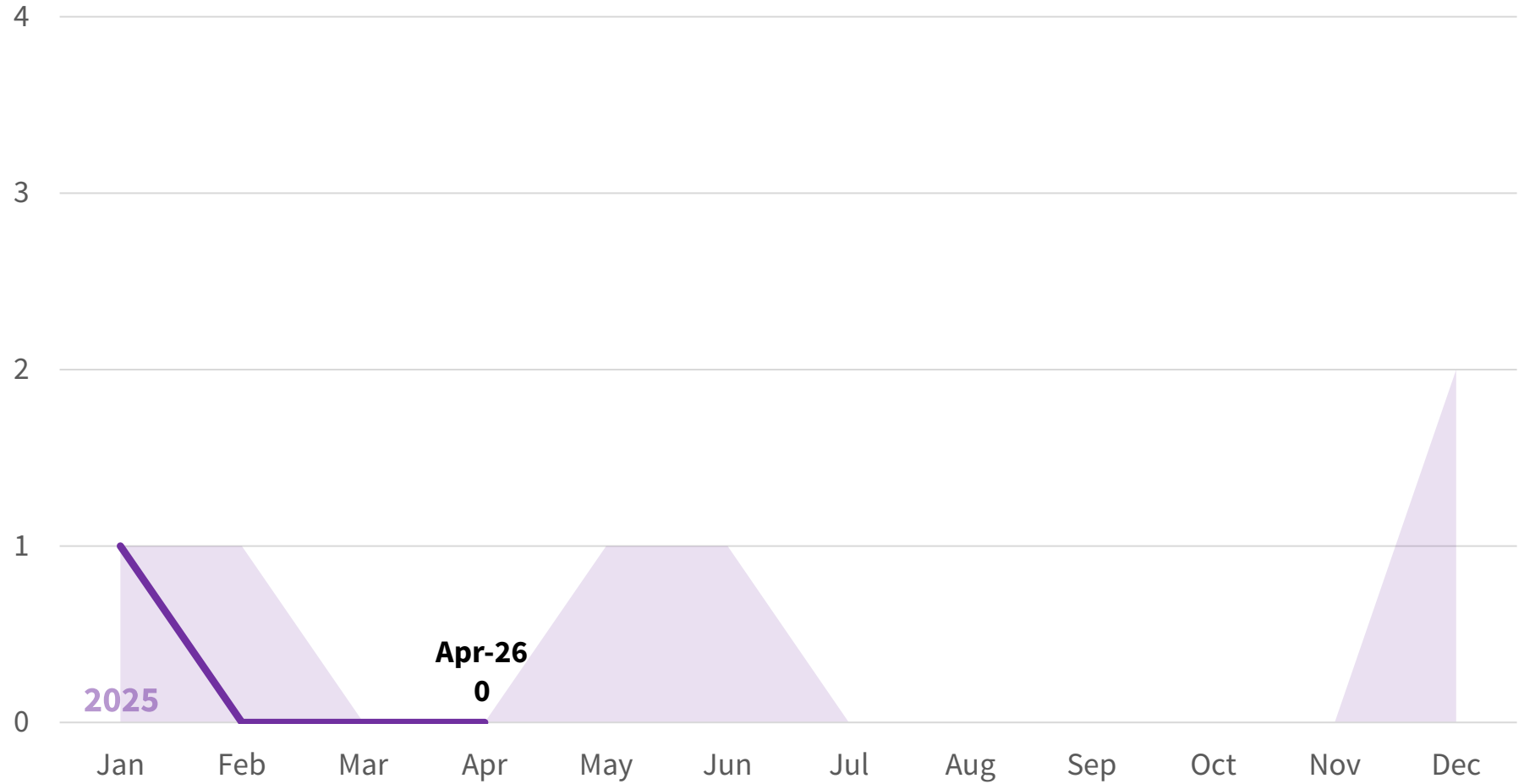
**WES**

# Preventative Maintenance Compliance



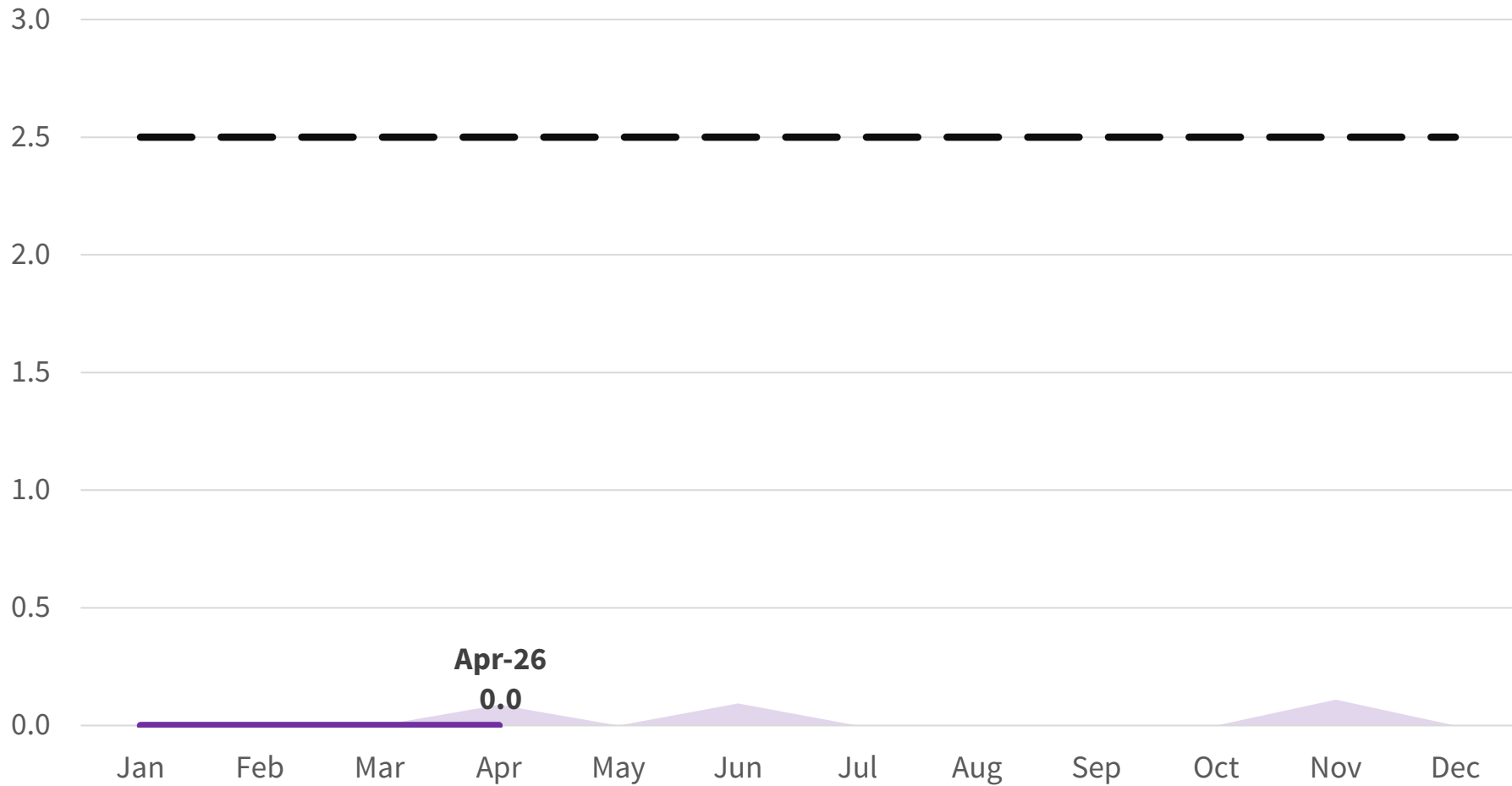
WES

# Mechanical Failures



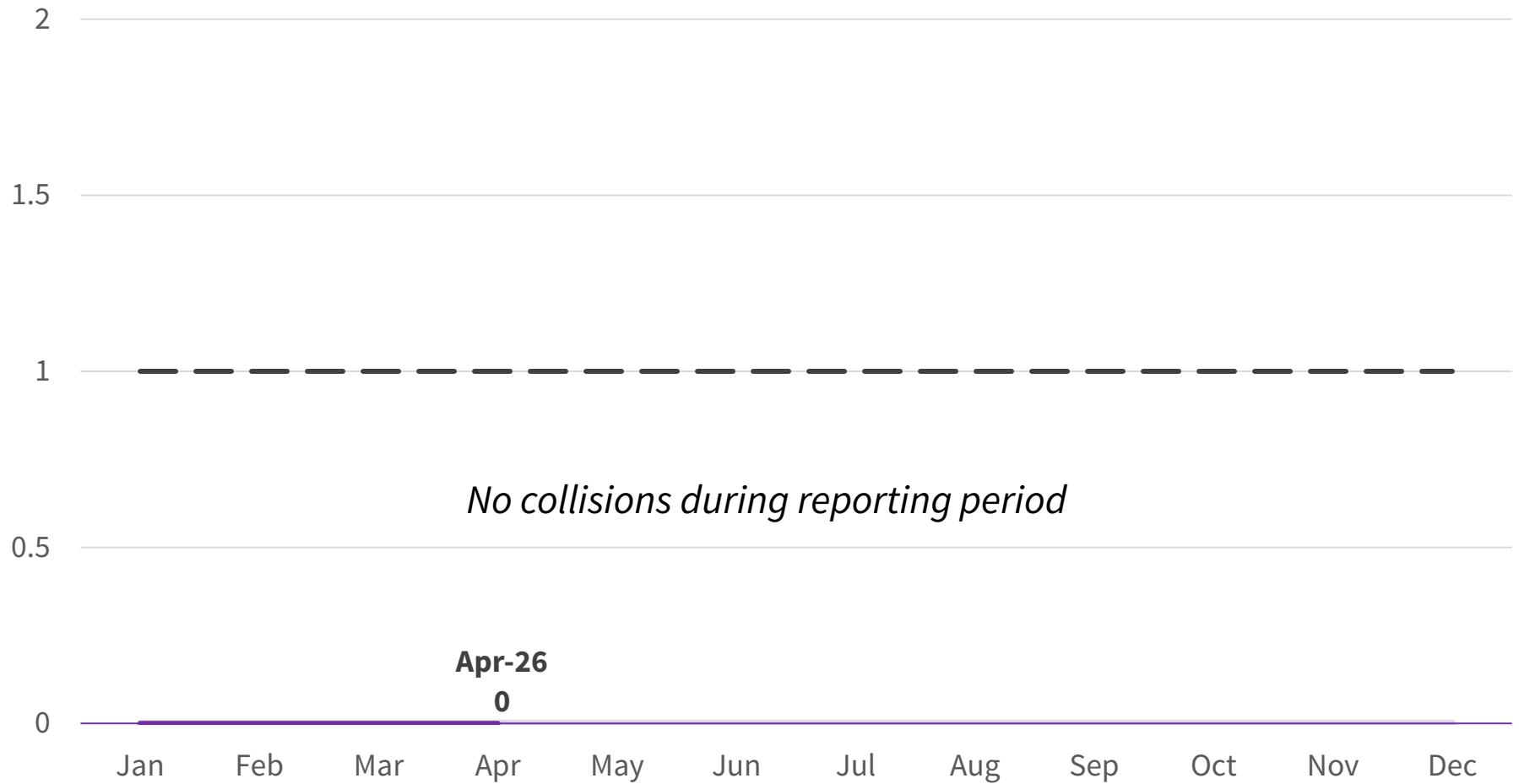
**WES**

# Complaints per 1000 Boardings



**WES**

## Preventable Collisions per 100K Miles



# Monthly performance: 12-month lookback

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</sup>   Preventative Maintenance Compliance<sup>9</sup>   Mean Distance Between Failure<sup>10</sup>

<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, WES, vehicles are “on-time” if they depart a timepoint between 1 min early and 5 minutes late; not all stops are timepoints. For ATP, “on-time” is arrival within a scheduled 30 min window.

<sup>6</sup> For Bus, MAX, WES, pullout is when a vehicle is scheduled to leave its garage/rail yard. For ATP, pullout on-time is the % on-time at first stop.

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

<sup>8</sup> A collision where the operator failed to do everything reasonable to prevent the collision from occurring.

<sup>9</sup> Percent of scheduled repair work completed on-time.

<sup>10</sup> Mean Distance Between Failure is the average distance a vehicle traveled between major and other mechanical failures. For WES, number of failures is reported.

\*Projection; value to be finalized after the full accident review period.

BUS											MAX										
Target	-	-	-	-	≥ 85%	≥ 95.0%	≤18 per 100K ons	≤2.75 per 100K mi	≥ 80%	8,900 mi	Target	-	-	-	-	≥ 88%	≥ 96.0%	≤4 per 100K ons	≤1.5 per 100K mi	≥ 80%	10,900 mi
May25	3,844,671	23.8	143,035	99.5%	84.9%	98.0%	8.1	2.1	100.0%	10,622	May25	1,926,398	75.4	23,791	99.9%	81.7%	95.3%	1.2	0.5	100.0%	11,127
Jun25	3,629,833	22.1	142,627	100.0%	85.0%	98.0%	9.8	2.2	99.9%	9,958	Jun25	1,916,867	73.8	24,172	99.8%	82.1%	97.3%	1.8	0.0	99.9%	11,216
Jul25	3,704,070	21.8	146,605	99.6%	85.7%	98.2%	9.4	1.6	100.0%	10,764	Jul25	2,002,179	73.8	23,994	99.9%	82.9%	96.2%	1.5	0.5	100.0%	9,705
Aug25	3,618,443	21.4	144,934	99.5%	85.9%	98.0%	9.3	1.1	100.0%	10,111	Aug25	1,884,477	69.9	23,797	99.6%	84.4%	93.3%	1.3	0.0	87.1%	10,906
Sep25	3,745,706	22.5	143,199	99.5%	85.0%	98.2%	11.0	1.7	100.0%	11,529	Sep25	1,777,131	67.8	25,230	99.2%	86.6%	95.9%	1.7	0.0	87.6%	12,126
Oct25	3,922,868	22.6	148,945	99.5%	85.4%	98.5%	10.1	1.4	100.0%	8,779	Oct25	1,907,962	70.3	24,748	99.7%	85.2%	96.8%	1.8	0.0	98.3%	10,156
Nov25	3,309,732	20.5	138,198	99.7%	87.3%	98.5%	9.4	1.4	100.0%	12,046	Nov25	1,692,739	65.1	22,969	99.9%	87.6%	97.8%	1.9	0.5	95.9%	9,919
Dec25	3,438,059	20.3	144,420	99.5%	87.4%	98.4%	10.6	1.6	99.5%	9,229	Dec25	1,766,891	67.4	23,895	99.6%	89.1%	96.6%	2.2	0.0	89.5%	10,041
Jan26	3,493,021	20.5	141,963	99.5%	88.9%	98.3%	8.2	0.6	99.9%	11,276	Jan26	1,723,011	62.5	23,733	99.7%	90.2%	96.9%	1.7	0.0	100.0%	13,821
Feb26	3,313,796	21.6	130,516	99.4%	88.0%	98.0%	8.2	0.3	99.9%	14,886	Feb26	1,642,016	67.0	21,635	99.9%	90.5%	98.1%	1.3	0.0	100.0%	19,956
Mar26	3,676,322	21.8	143,807	99.5%	88.4%	98.2%	8.2	1.4*	100.0%	12,589	Mar26	1,893,792	69.9	23,702	99.7%	89.5%	97.2%	1.5	0.2*	98.1%	12,635
Apr26	3,836,358	23.4	140,047	99.5%	86.4%	98.4%	8.8	1.5*	99.0%	12,185	Apr26	1,854,612	70.6	23,016	99.8%	90.1%	97.7%	1.7	0.3*	99.4%	11,541
<b>Avg</b>	<b>3,627,740</b>	<b>21.8</b>	<b>141,904</b>	<b>99.5%</b>	<b>86.5%</b>	<b>98.3%</b>	<b>9.3</b>	<b>1.4</b>	<b>99.9%</b>	<b>11,165</b>	<b>Avg</b>	<b>1,832,323</b>	<b>69.2</b>	<b>23,724</b>	<b>99.7%</b>	<b>86.7%</b>	<b>96.6%</b>	<b>1.6</b>	<b>0.2</b>	<b>96.3%</b>	<b>11,929</b>
WES																					
Target	-	-	-	-	≥ 93.5 %	≥ 93.5 %	≤1.25 per 1K ons	≤2 per 100K mi	≤97%	30,900 mi	Target	-	-	-	-	≥ 95.0%	-	≤2.5 per 1K ons	≤1 per 100K mi	= 100%	▼ # of failures
May25	65,380	1.58	62,756	100.0%	90.5%	98.4%	0.7	0.9	100.0%	34,803	May25	11,319	37.8	420	100.0%	97.9%	97.9%	0.0	0.0	100.0%	1
Jun25	62,649	1.59	59,855	100.0%	89.4%	98.1%	1.2	1.4	100.0%	50,100	Jun25	10,620	37.2	400	100.0%	98.8%	98.8%	0.1	0.0	100.0%	1
Jul25	69,078	1.60	62,934	100.0%	90.5%	98.8%	1.7	1.3	100.0%	27,749	Jul25	10,780	34.3	440	100.0%	99.5%	99.5%	0.0	0.0	100.0%	0
Aug25	66,800	1.57	60,878	100.0%	91.5%	98.7%	1.2	1.9	100.0%	37,439	Aug25	11,508	38.4	420	100.0%	98.1%	98.1%	0.0	0.0	100.0%	0
Sep25	68,477	1.62	62,804	100.0%	90.0%	95.5%	0.9	1.3	100.0%	53,164	Sep25	11,256	37.6	420	100.0%	99.5%	99.5%	0.0	0.0	100.0%	0
Oct25	74,822	1.62	69,932	100.0%	89.1%	97.9%	0.8	2.4	100.0%	31,324	Oct25	12,535	38.2	460	100.0%	99.8%	99.8%	0.0	0.0	100.0%	0
Nov25	66,077	1.60	61,569	100.0%	88.6%	98.3%	1.0	1.1	100.0%	35,039	Nov25	9,090	35.4	360	100.0%	97.8%	97.8%	0.1	0.0	100.0%	0
Dec25	70,342	1.58	65,503	100.0%	88.9%	98.3%	1.4	2.1	100.0%	24,679	Dec25	7,938	26.5	440	100.0%	98.2%	98.2%	0.0	0.0	100.0%	2
Jan26	69,771	1.62	64,680	100.0%	91.6%	98.9%	1.3	2.1	100.0%	24,601	Jan26	9,460	33.2	398	99.5%	96.9%	96.9%	0.0	0.0	100.0%	1
Feb26	66,912	1.63	61,871	100.0%	91.9%	98.6%	1.6	1.4	100.0%	27,085	Feb26	9,180	32.2	392	98.0%	94.0%	94.0%	0.0	0.0	100.0%	0
Mar26	72,898	1.65	72,598	100.0%	91.7%	98.7%	2.1	1.5	100.0%	23,192	Mar26	11,330	36.1	440	100.0%	98.9%	98.9%	0.0	0.0	100.0%	0
Apr26	72,253	1.64	66,982	100.0%	89.3%	98.3%	2.8	1.7	98.9%	30,248	Apr26	12,188	38.8	440	100.0%	99.8%	99.8%	0.0	0.0	100.0%	0
<b>Avg</b>	<b>68,778</b>	<b>1.61</b>	<b>64,125</b>	<b>100.0%</b>	<b>90.3%</b>	<b>98.2%</b>	<b>1.4</b>	<b>1.6</b>	<b>99.9%</b>	<b>33,614</b>	<b>Avg</b>	<b>10,600</b>	<b>35.4</b>	<b>419</b>	<b>99.8%</b>	<b>98.3%</b>	<b>98.3%</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0%</b>	<b>0</b>

