

# ***2020 1st Quarter (Jan, Feb, Mar) Performance Report Highlights***

## **Business Plan Goals:**

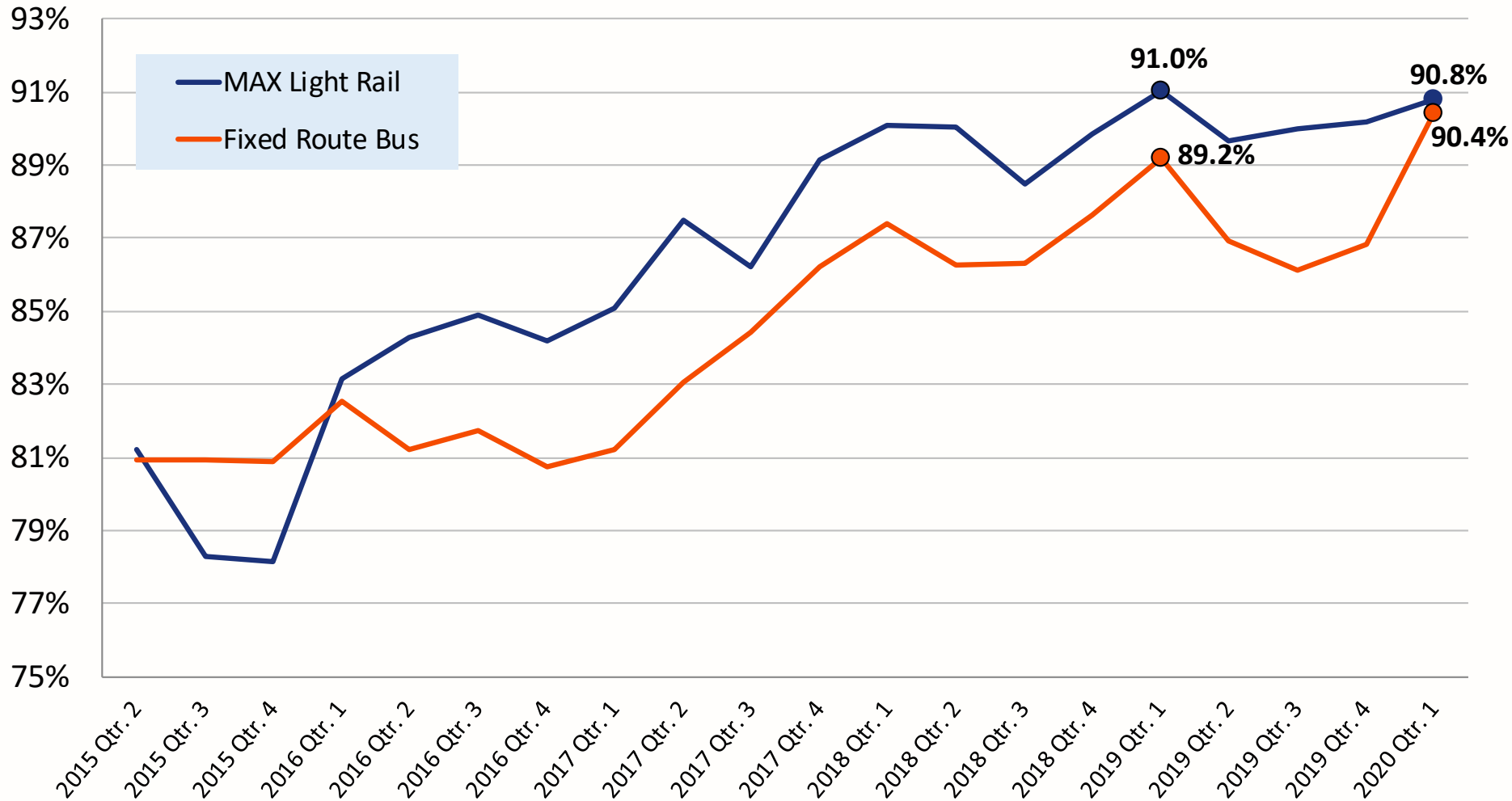
- ***Satisfied Riders***
- ***Deliver Safe, Efficient, and Equitable Service***
- ***Ensure a Culture of Safety***

## ***Key Points***

- \* ***Rail Rule Violations down more than 40%***
- \* ***Bus Collision rate one of lowest in 5 years***

TriMet Board Meeting, July 22, 2020

# Bus and MAX On Time Performance



## CY20 Q1

MAX 90.8%

Bus 90.4%

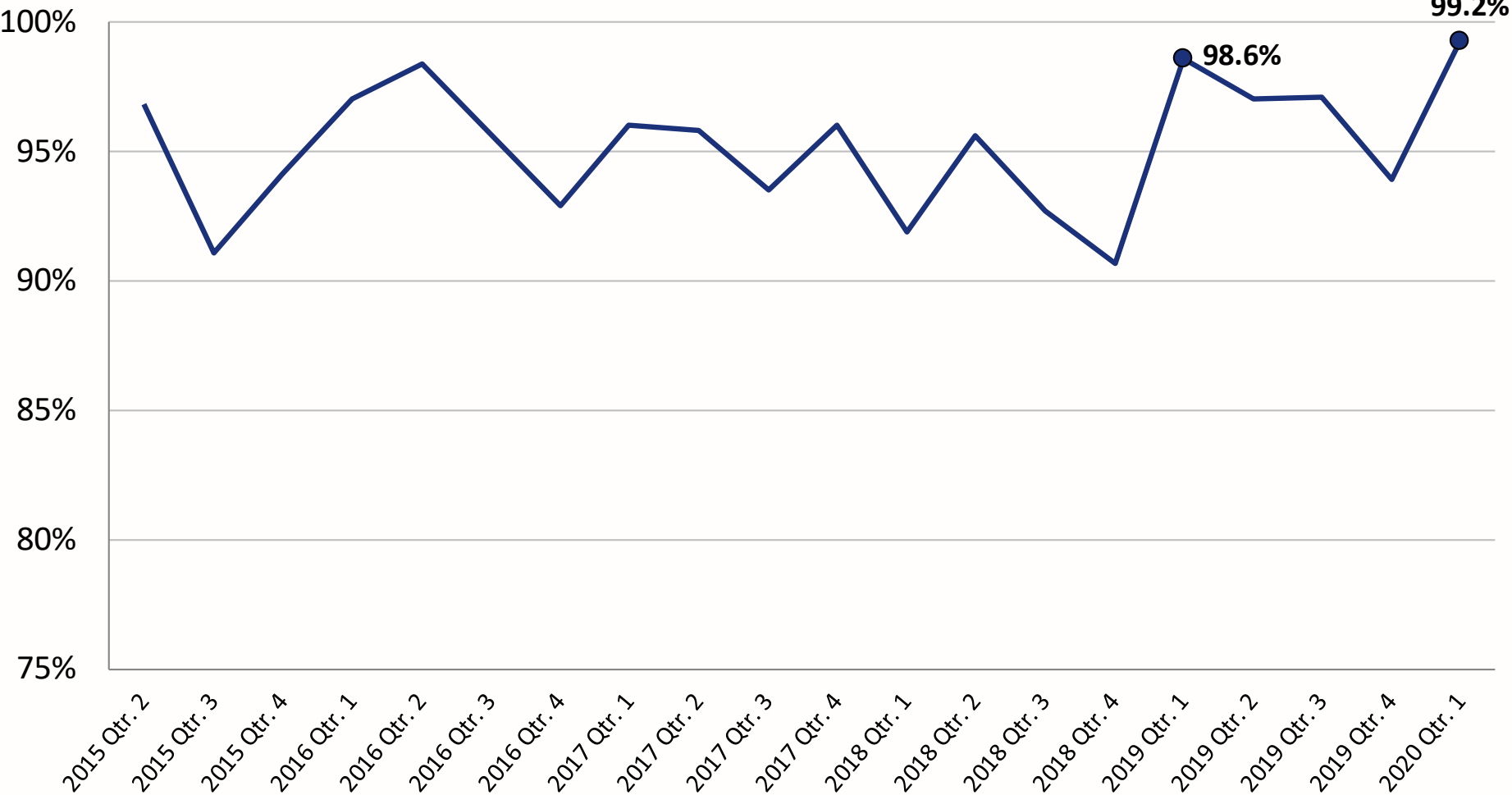
## Change on year

MAX - 0.2 pct points

Bus + 1.2 pct points

- Continued emphasis on leaving garage or yard on time.
- MAX OTP declined slightly but essentially stable.

# WES On Time Performance



**CY20 Q1**

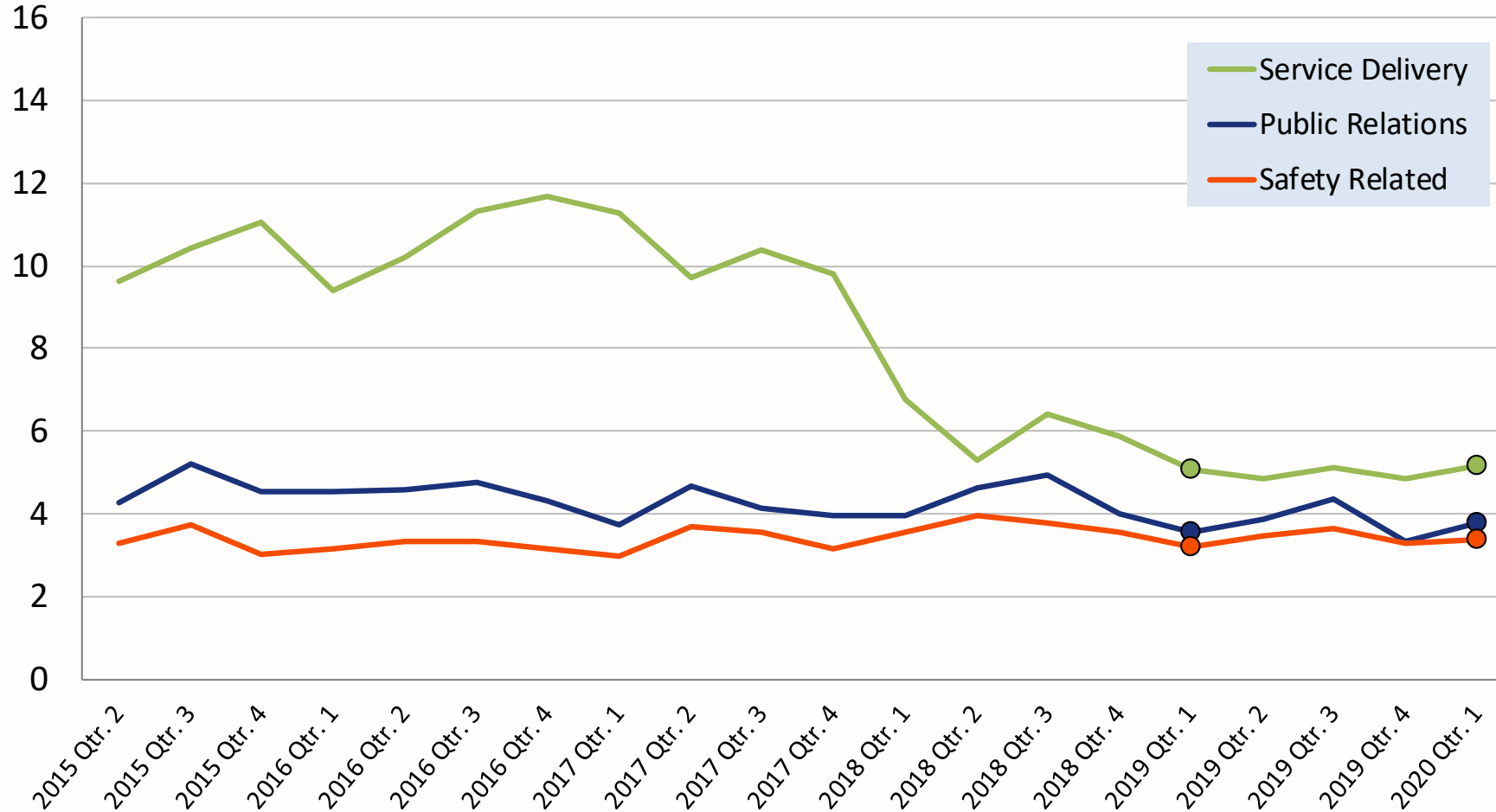
99.2%

**Change on year**

+0.6 pct points

- PTC (Positive Train Control) related delays last quarter.

# Fixed-Route Bus Operator Complaints per 100,000 Boardings



## CY20 Q1

Serv. Delivery: 5.2

Pub. Relations: 3.8

Safety Related: 3.4

## Change on year

Serv. Delivery **+0.1**

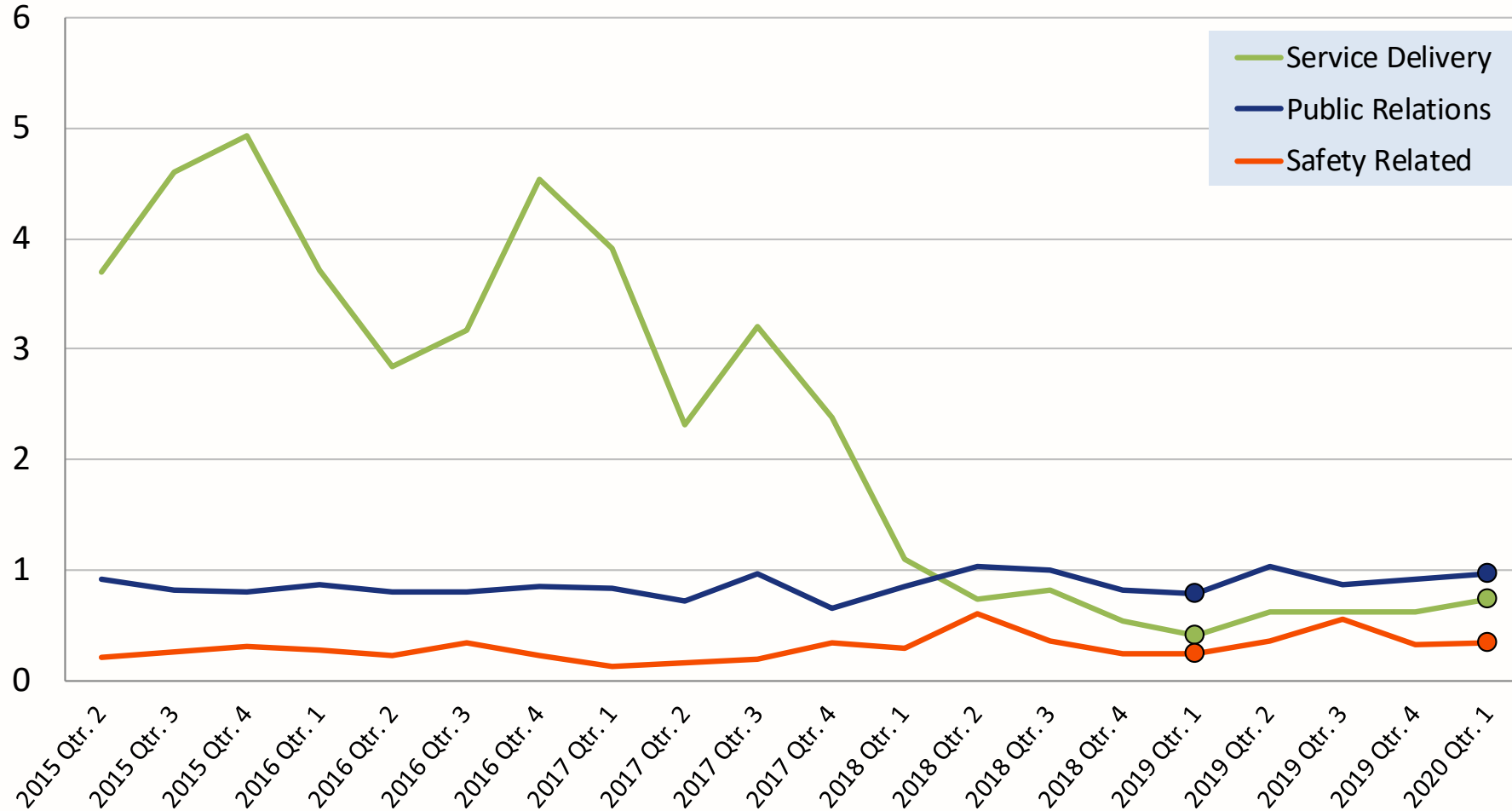
Pub. Relations **+0.2**

Safety Related **+0.2**

- Rates relatively stable for past ~two years.

- 1,602 complaints / 12,976,060 boardings

# MAX Operator Complaints per 100,000 Boardings



## CY20 Q1

Serv. Delivery: 0.7

Pub. Relations: 1.0

Safety Related: 0.3

## Change on year

Serv. Delivery **+0.3**

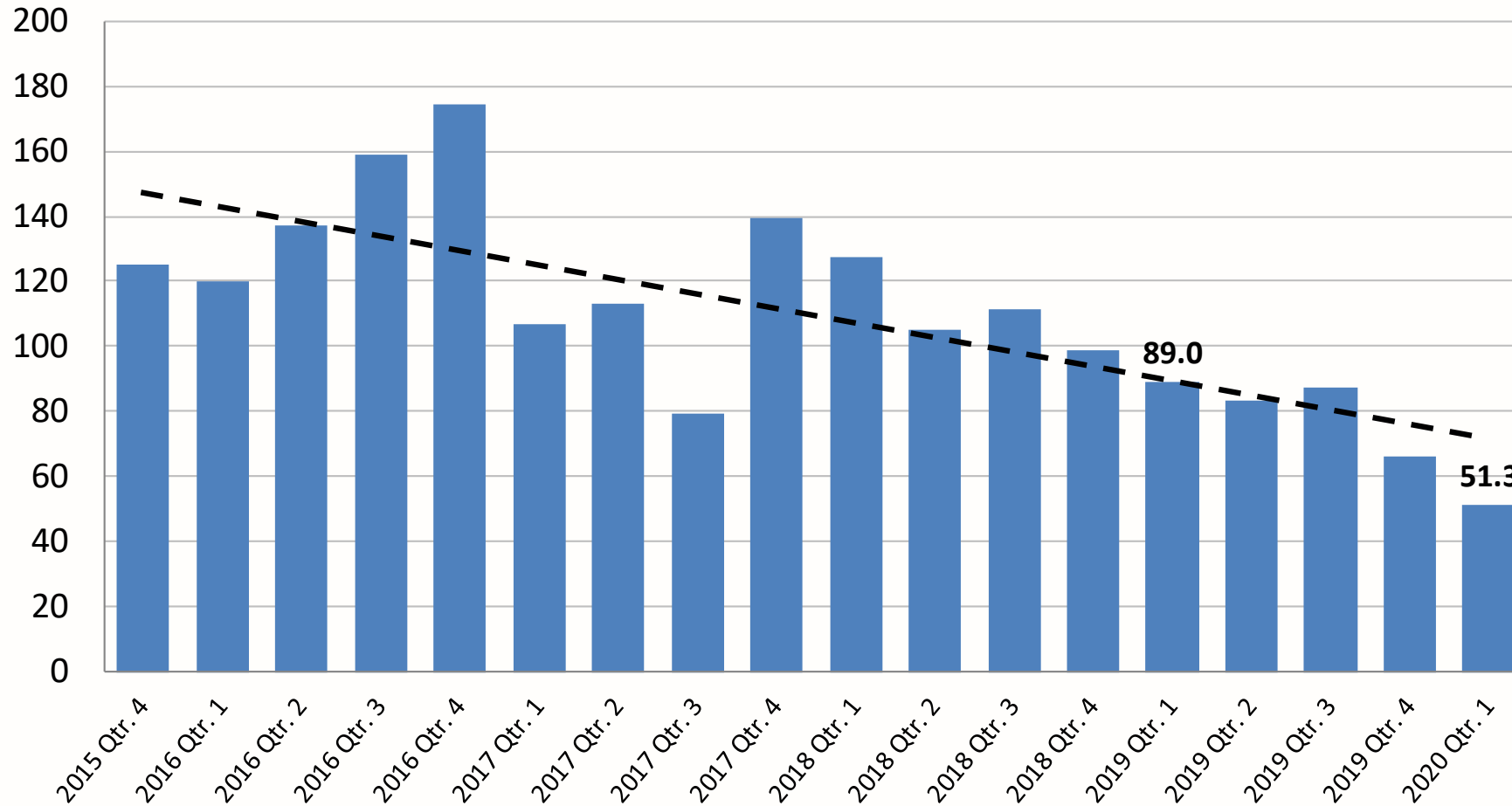
Pub. Relations **+0.2**

Safety Related **+0.1**

- Rates relatively stable for past ~two years.

- 168 complaints / 8,252,590 boardings

# Rail Rule Violations per 1,000,000 Miles



## CY20 Q1

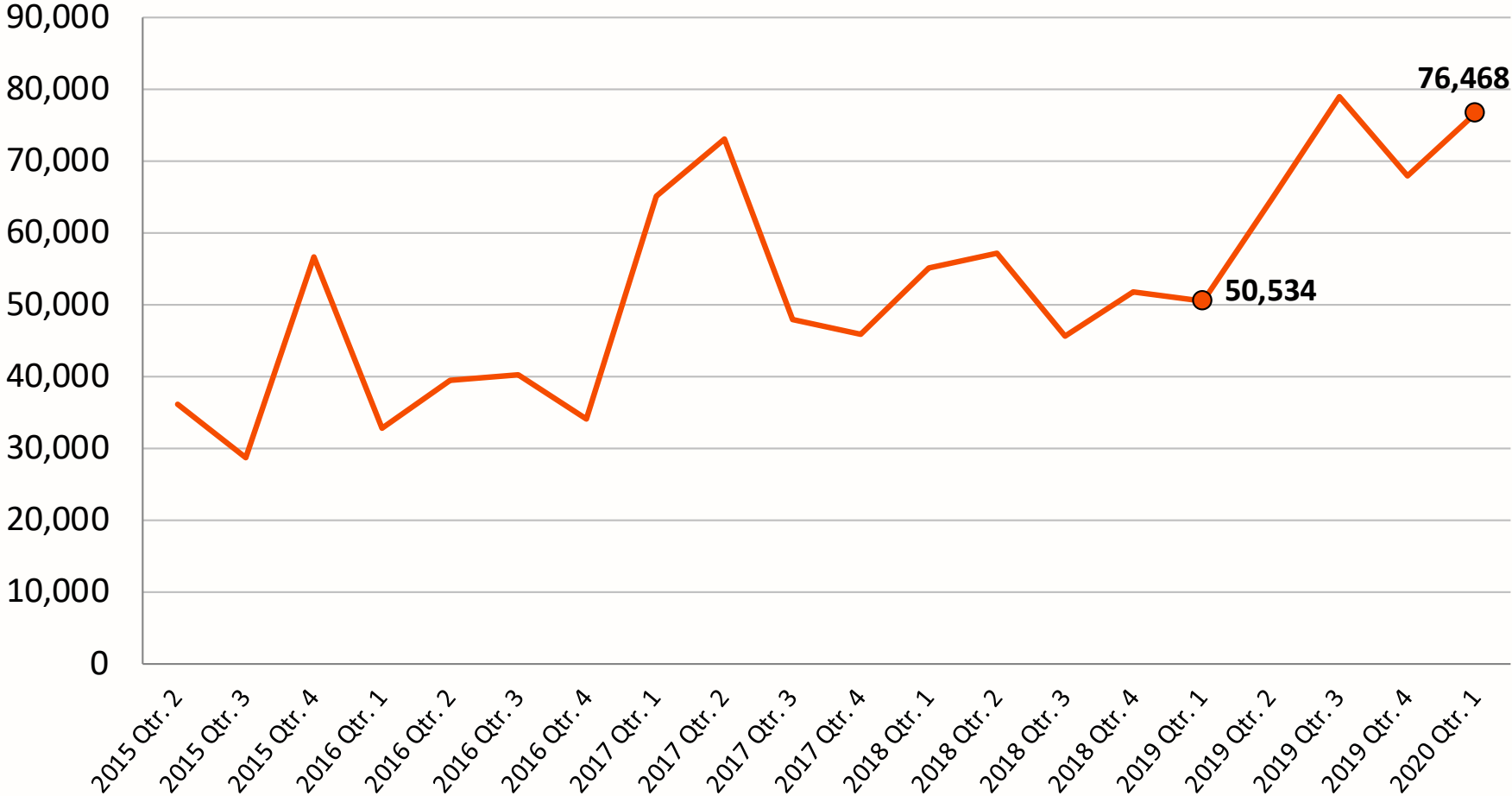
51.3 per million miles

Change on year:

**-42.3%**

- Fewer new Operators in recent months.
- OCC Rail Control Safety announcements.
- Rail Training taking a more proactive approach to rule violations.

# LIFT – Miles between Road Calls

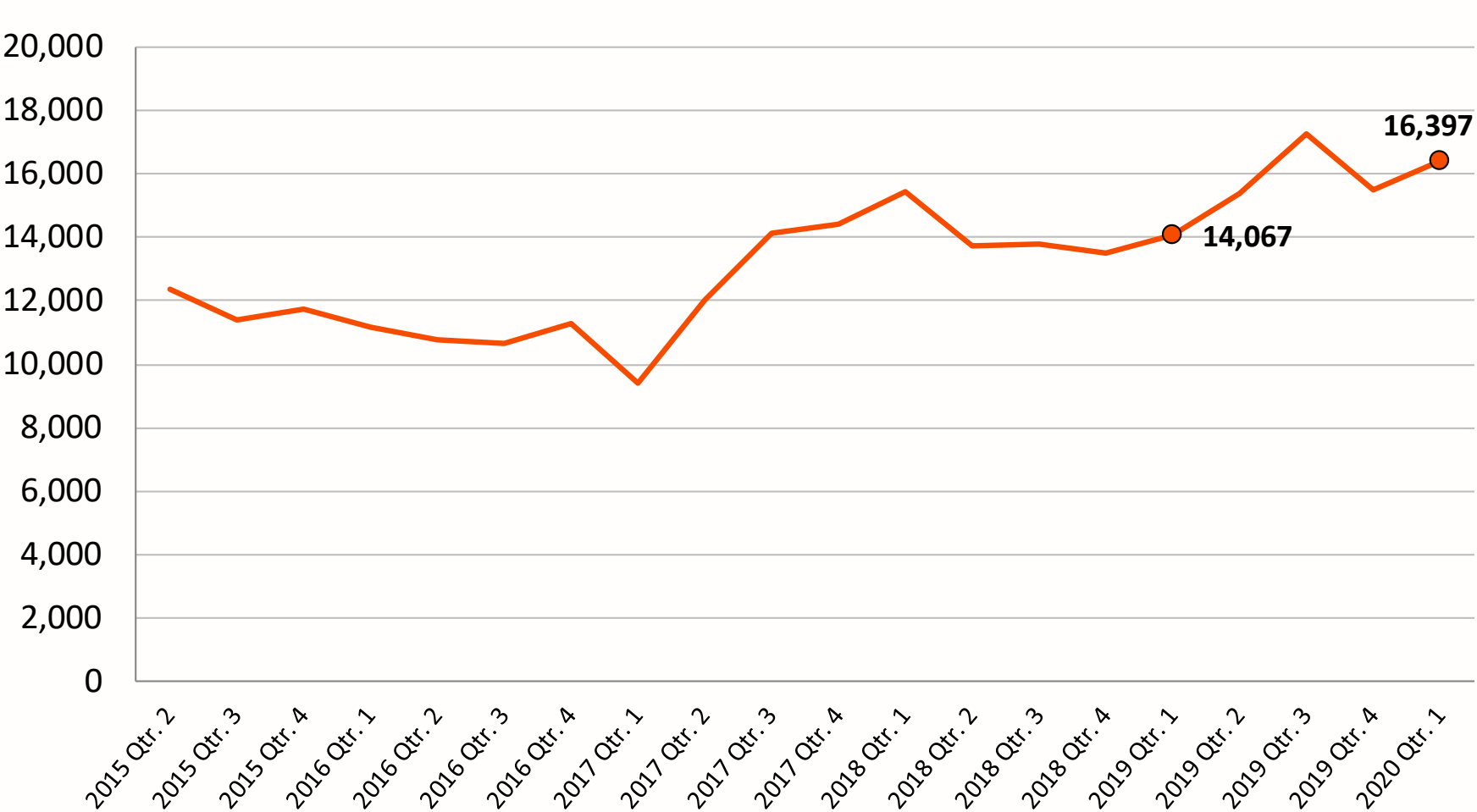


**CY20 Q1**  
74,648

**Change on year**  
**+51.3%**

- Number of older, less reliable vehicles were replaced in CY19 Q1 (14 veh.) and Q2 (13 veh.) leading to improved performance in CY19 Q3 & Q4.

# Fixed Route Bus MDBF - Lost Service



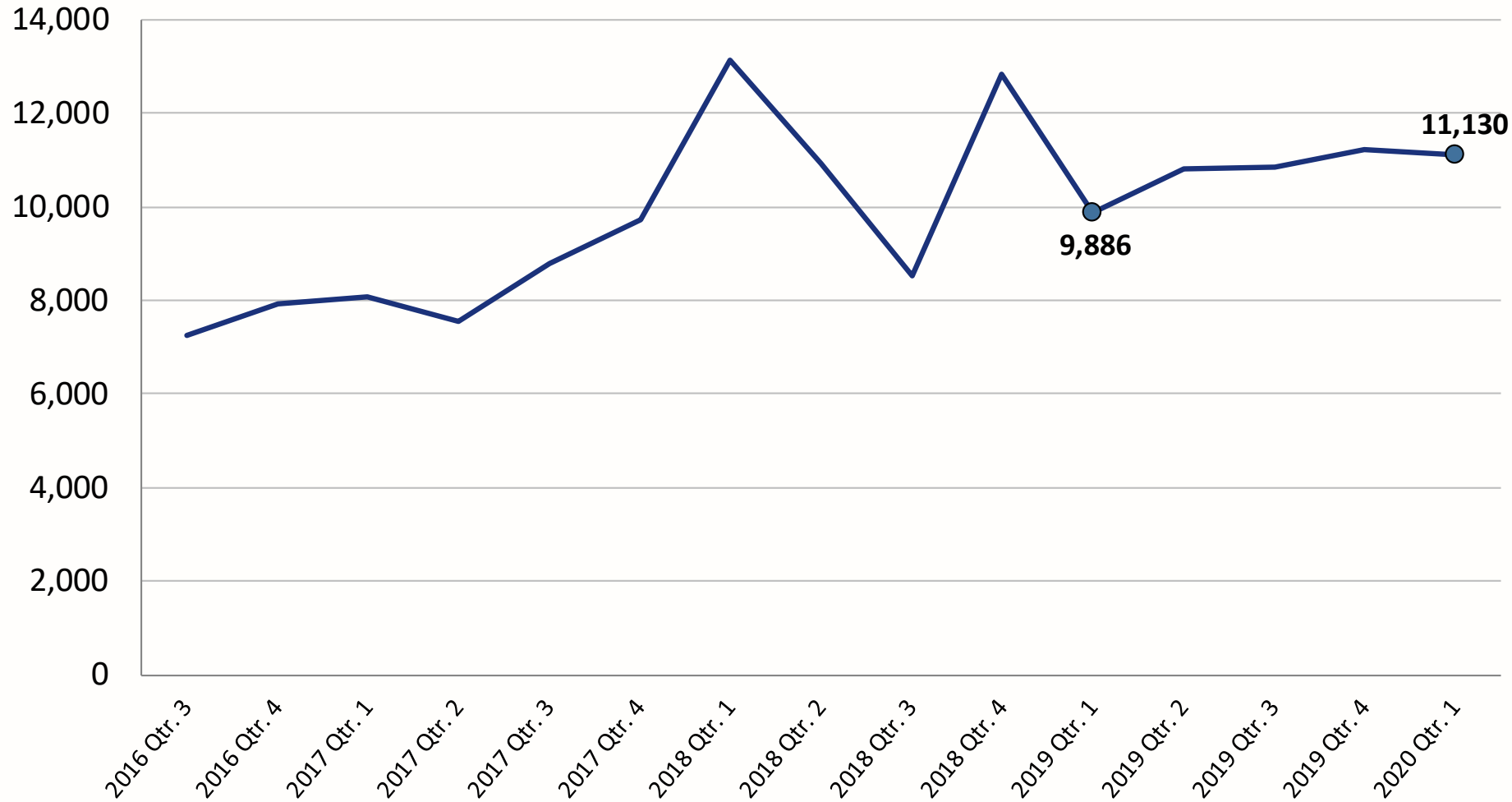
**CY20 Q1**  
16,397

**Change on year**  
**+16.6%**

- Least reliable buses have been replaced by new vehicles.



# MAX Light Rail MDBF – Lost Service

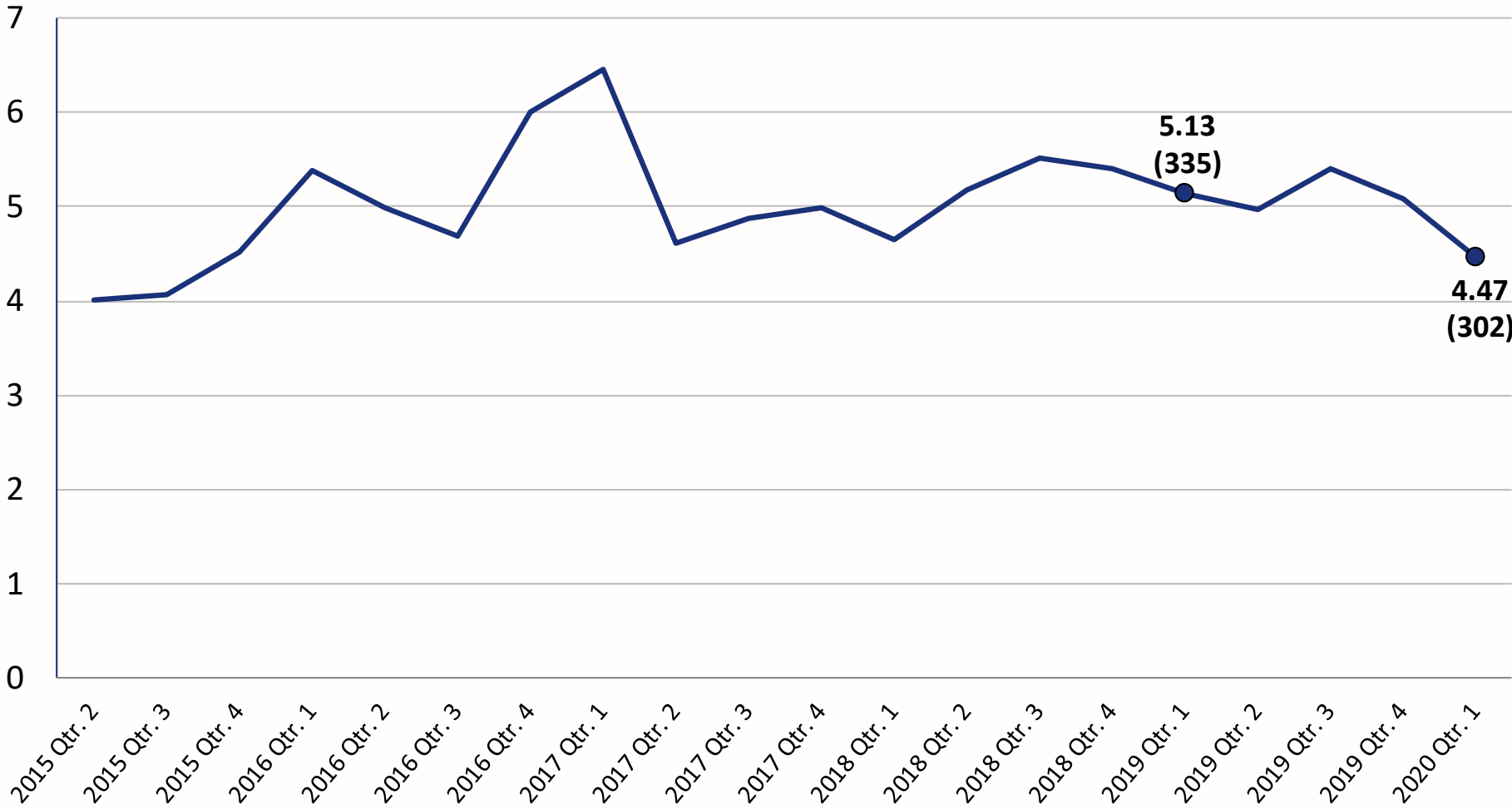


**CY20 Q1**  
11,130

**Change on year:**  
**+12.6%**

- Propulsion failures decreased ~36%

# Fixed Route Bus Collisions per 100,000 Miles

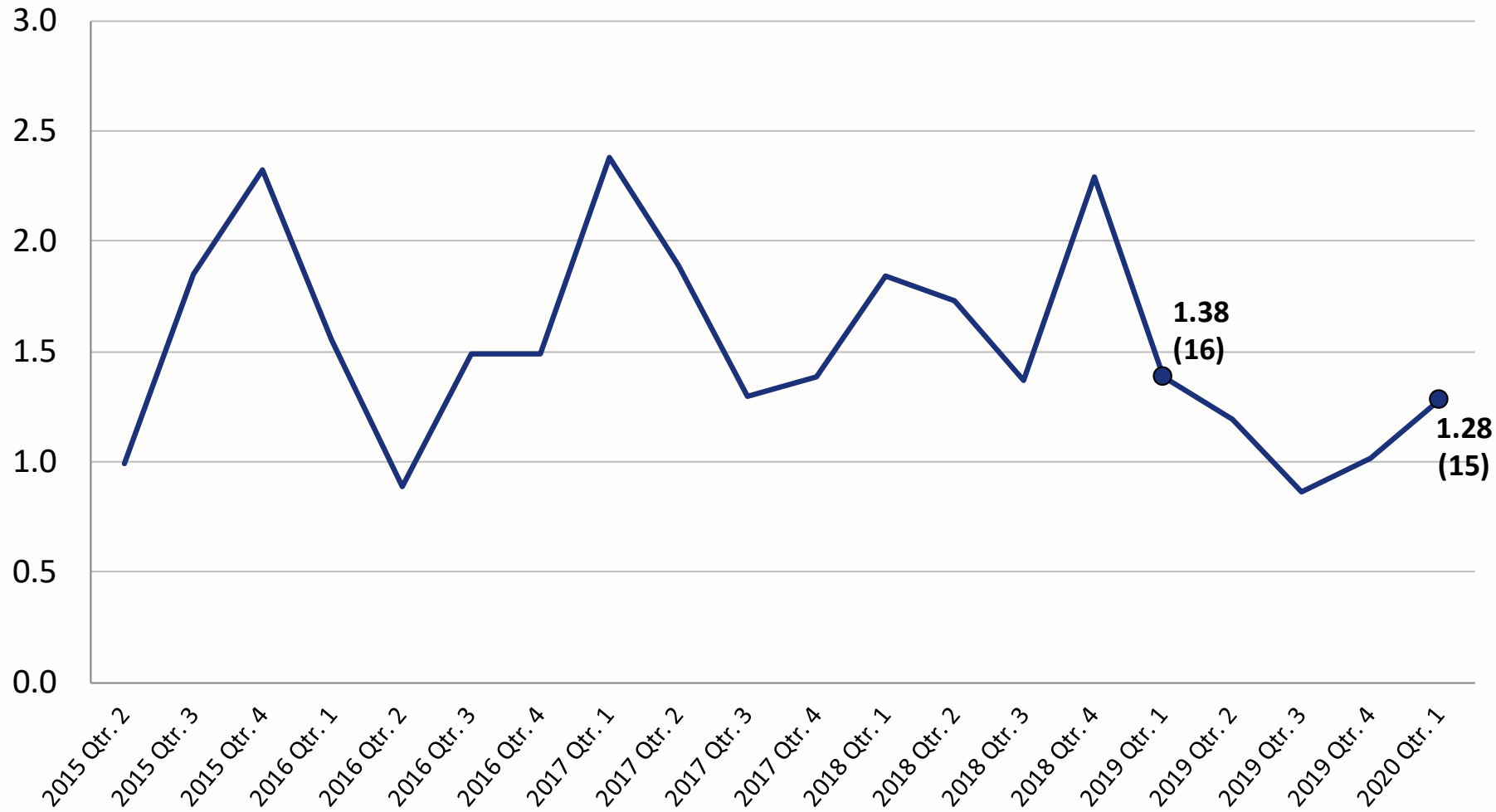


**CY20 Q1**  
4.47

**Change on year**  
-12.9%

- Decline primarily driven by a decrease in fixed object/parked vehicle collisions and mirror strikes.
- 302 collisions / 6,755,620 miles

# MAX Collisions per 100,000 Miles



**CY20 Q1**

1.28

**Change on year**

-7%

- Overall rate remains low.
- 15 collisions / 1,168,531 miles
- Approximately 1 collision per week.