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

<table>
<thead>
<tr>
<th>CY20 Q1</th>
<th>MAX 90.8%</th>
<th>Bus 90.4%</th>
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<tbody>
<tr>
<td>Change on year</td>
<td>MAX - 0.2 pct points</td>
<td>Bus + 1.2 pct points</td>
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<td>Continued emphasis on leaving garage or yard on time.</td>
<td>MAX OTP declined slightly but essentially stable.</td>
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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• Least reliable buses have been replaced by new vehicles.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

Change on year:
+12.6%

- Propulsion failures decreased ~36%

CY20 Q1
11,130
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.