2019 3rd Quarter (July, Aug, Sept)
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 37% since end of 2017
* MAX Collision rate lowest in 5 years

TriMet Board Meeting, January 22, 2020
Bus and MAX On Time Performance

- **CY19 Q3**
  - MAX 90.0%
  - Bus 86.1%

**Change on year**
- MAX +1.5 pct points
- Bus -0.2 pct points

- Continued emphasis on leaving garage or yard on time.
- Continued emphasis on beginning each trip on time.
WES On Time Performance

CY19 Q3
97.1%
Change on year
+4.4 pct points

- WES OTP has recovered nicely after PTC (Positive Train Control) work was completed in late 2018.
- Heat and construction impacts CY18 Q3.
Fixed-Route Bus Operator Complaints per 100,000 Boardings

**CY19 Q3**
- Serv. Delivery: 5.1
- Pub. Relations: 4.3
- Safety Related: 3.7

**Change on year**
- Serv. Delivery **-1.3** pct points
- Pub. Relations **-0.6** pct points
- Safety Related **-0.1** pct points

- As OTP increases Service Delivery complaints decline.
- Pub. Rel. and Safety stable over time.
MAX Operator Complaints per 100,000 Boardings

### CY19 Q3
- Serv. Delivery: 0.6
- Pub. Relations: 0.9
- Safety Related: 0.6

**Change on year**
- Serv. Delivery: -0.2 pct points
- Pub. Relations: -0.1 pct points
- Safety Related: +0.2 pct points

- As OTP increases Service Delivery complaints decline.
- Pub. Rel. and Safety stable over time.
# CY19 Q3 Safety-Related Operator Complaints

For both Bus and MAX safety-related operator complaints deal primarily with vehicle operation.

<table>
<thead>
<tr>
<th>Bus</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Driving Behavior</strong></td>
<td>227</td>
<td>34.8%</td>
</tr>
<tr>
<td><strong>Unsafe Lane Change</strong></td>
<td>87</td>
<td>13.3%</td>
</tr>
<tr>
<td><strong>Rough Ride</strong></td>
<td>81</td>
<td>12.4%</td>
</tr>
<tr>
<td><strong>Speeding</strong></td>
<td>51</td>
<td>7.8%</td>
</tr>
<tr>
<td><strong>Ran red light</strong></td>
<td>44</td>
<td>6.7%</td>
</tr>
<tr>
<td><strong>Pedestrian safety</strong></td>
<td>43</td>
<td>6.6%</td>
</tr>
<tr>
<td><strong>Bicyclist safety</strong></td>
<td>28</td>
<td>4.3%</td>
</tr>
<tr>
<td><strong>Report Veh,Ped,Cyclist strike</strong></td>
<td>25</td>
<td>3.8%</td>
</tr>
<tr>
<td><strong>Bus position at stop</strong></td>
<td>23</td>
<td>3.5%</td>
</tr>
<tr>
<td><strong>Unsafe right turn</strong></td>
<td>16</td>
<td>2.5%</td>
</tr>
<tr>
<td><strong>Endangerment of public safety</strong></td>
<td>13</td>
<td>2.0%</td>
</tr>
<tr>
<td><strong>Erratic or Agressive Driving</strong></td>
<td>7</td>
<td>1.1%</td>
</tr>
<tr>
<td><strong>Use of audio/video device</strong></td>
<td>6</td>
<td>0.9%</td>
</tr>
<tr>
<td><strong>Intimidation of public</strong></td>
<td>2</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>MAX</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rough Ride</strong></td>
<td>30</td>
<td>55.6%</td>
</tr>
<tr>
<td><strong>Driving Behavior</strong></td>
<td>12</td>
<td>22.2%</td>
</tr>
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<td><strong>Pedestrian safety</strong></td>
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<tr>
<td><strong>Ran red light</strong></td>
<td>1</td>
<td>1.9%</td>
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Total Safety-Related Operator Complaints small compared to total number of boardings:
- Bus: 653 / 14,360,440
- MAX: 54 / 9,578,400
Rail Rule Violations per 1,000,000 Miles

- **CY19 Q3**: 87.2 per million miles
  - Change on year: -21.7%
  - Process to identify operators needing refresher training for lines not operated within past year.
  - Consistent speed signage installed.
LIFT – Miles between Road Calls

CY19 Q3
78,957

Change on year
+73% (33,328 miles)

• Number of older, less reliable vehicles were replaced in CY19 Q1 (14 veh.) and Q2 (13 veh.) leading to improved performance in CY19 Q3.
Fixed Route Bus MDBF - Lost Service

CY19 Q3
16,768

Change on year
+21.7%

- Two bus maintenance supervisors now in OCC to ensure any vehicle trades are necessary.
- Least reliable buses have moved from active fleet to contingency.
MAX Light Rail MDBF – Lost Service

Change on year: 27.4%

• REM program to overhaul Type 2 and 3 Auxiliary Inverters in past year.
Fixed Route Bus Collisions per 100,000 Miles

CY19 Q3
5.40

Change on year
-2.1%

- Decline primarily driven by a decrease in mirror strikes.
**MAX Collisions per 100,000 Miles**

- **CY19 Q3**: 0.86
- **Change on year**: -37%

- Lowest quarterly collision rate in past 5 years.
- Most MAX collisions are not due to operator fault.
MAX Collisions, Last 5 Years, 340 Total

- 70% of all collisions occurred in areas noted by red boxes.
- Safety task force being formed to address MAX collisions and auto-in-right-of-way issues.

Collisions per 1/4 – mile grid cell

- Hillsboro (Hatfield to 12th) 5.6% (19)
- Beaverton (Baseline to 158th) 4.7% (16)
- Interstate Ave (Drexler to Killingsworth) 10.0% (34)
- Downtown Portland 42.1% (143)
- RQTC to Lloyd (Holladay & 13th) 9.7% (33)
- E Burnside (97th to 197th) 10.0% (34)
- Ruby east to Cleveland 5.0% (17)
- Other 12.9% (44)

70% of all collisions occurred in areas noted by red boxes.

Safety task force being formed to address MAX collisions and auto-in-right-of-way issues.