

2022 4th Quarter (October, November, December) Performance Report Highlights

Business Plan Goals:

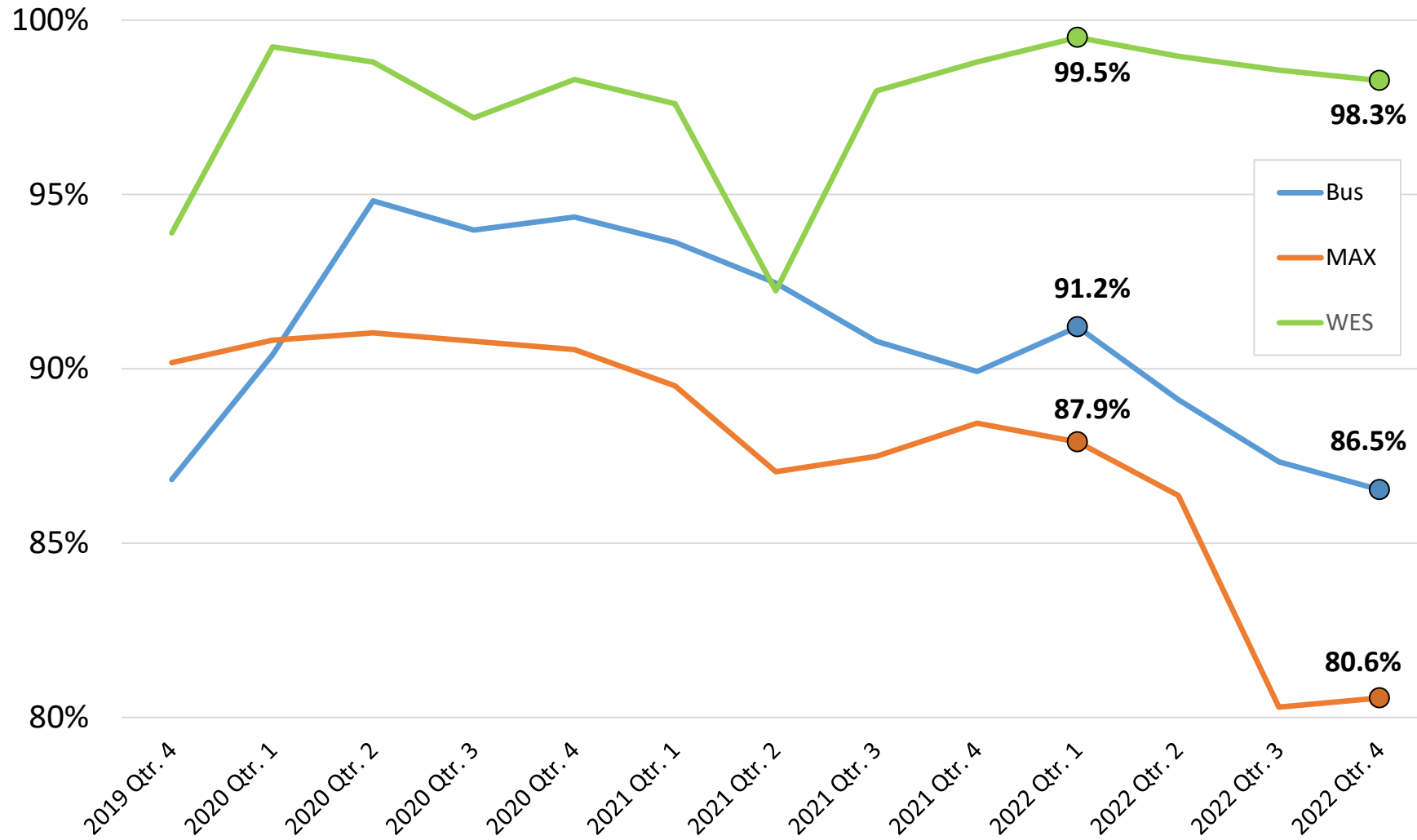
- ***Satisfied Riders***
- ***Deliver Safe, Efficient, and Equitable Service***
- ***Ensure a Culture of Safety***

Key Points:

- ***Peak months and quarters related to key open positions (operators and mechanics)***
- ***Filling jobs at rapid pace and improving***

TriMet Board Meeting, April 26, 2023

Bus, MAX, and WES On Time Performance



CY22 Q4

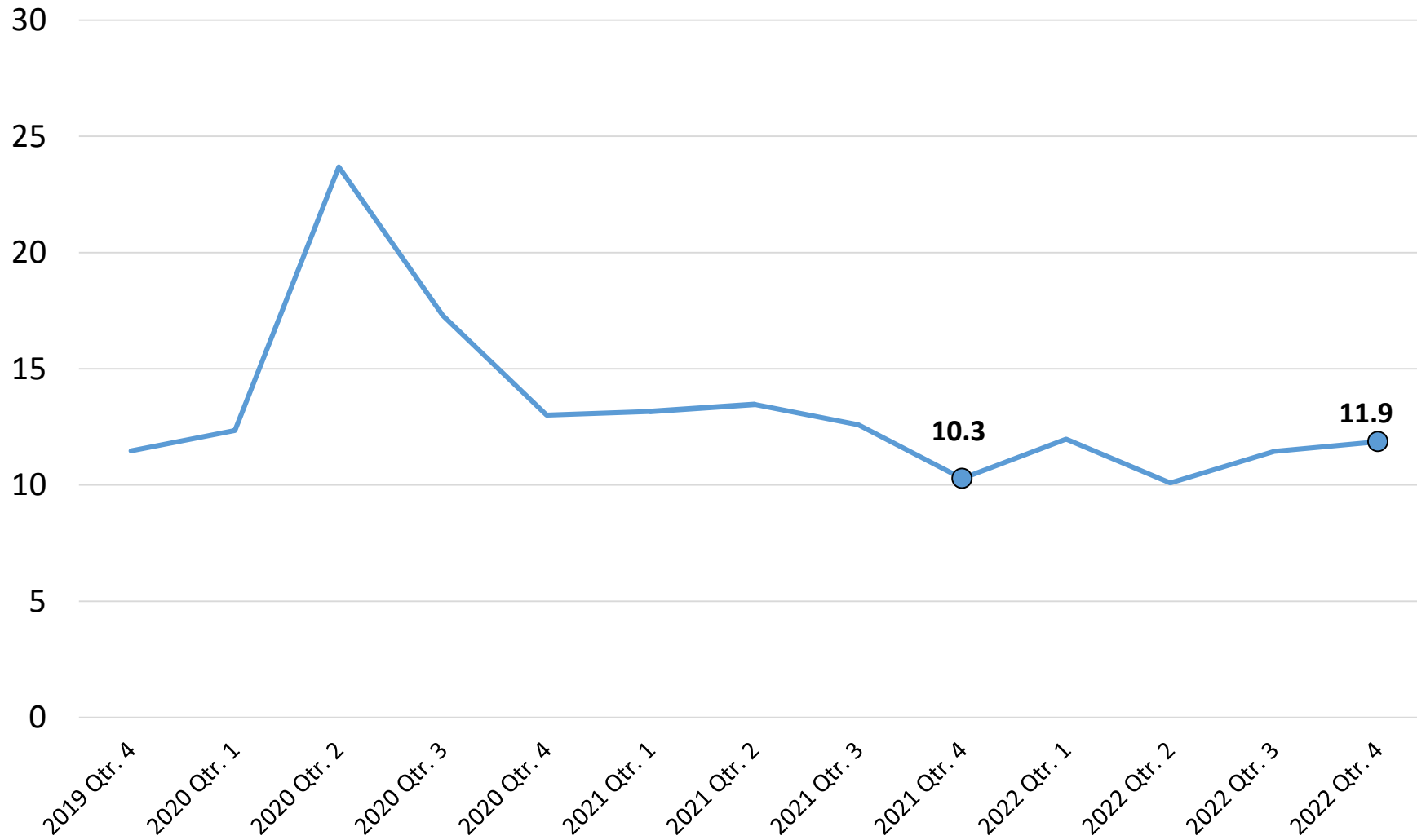
Bus	86.5%
MAX	80.6%
WES	98.3%

Change on year

Bus	-3.4 pct points
MAX	-7.9 pct points
WES	-0.5 pct points

- Traffic levels returning to pre-pandemic levels impact bus

Fixed-Route Bus Operator Complaints per 100,000 Boardings



CY22 Q4

11.9 per 100k boardings

Change on year

+1.6 per 100k boardings

Breakdown by Type

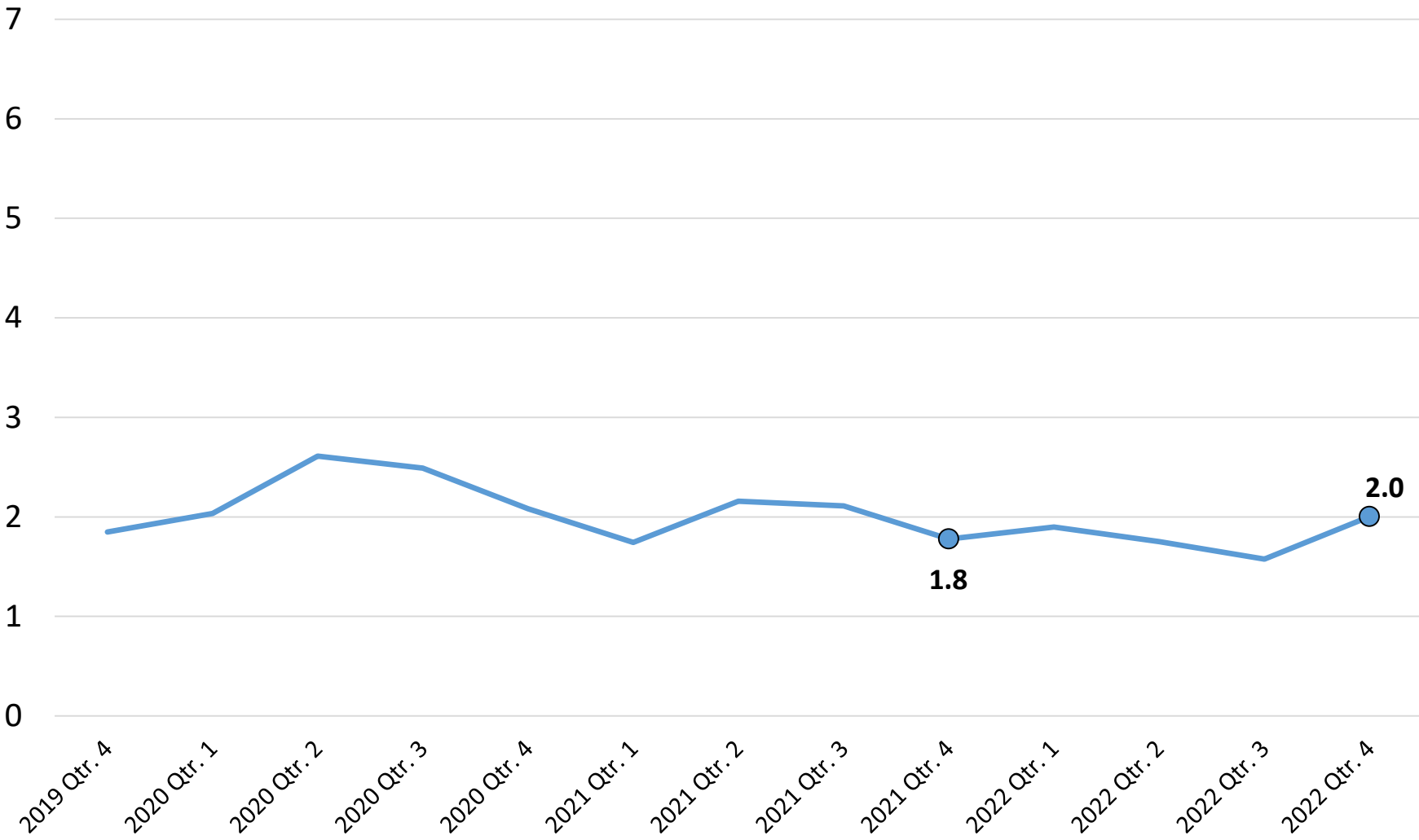
Pub. Relations: 39% (393)

Safety Related: 33% (332)

Serv. Delivery: 28% (275)

- This year Q4:
1000 complaints /
8,426,210 boardings
- Last year Q4:
794 complaints /
7,727,530 boardings

MAX Operator Complaints per 100,000 Boardings

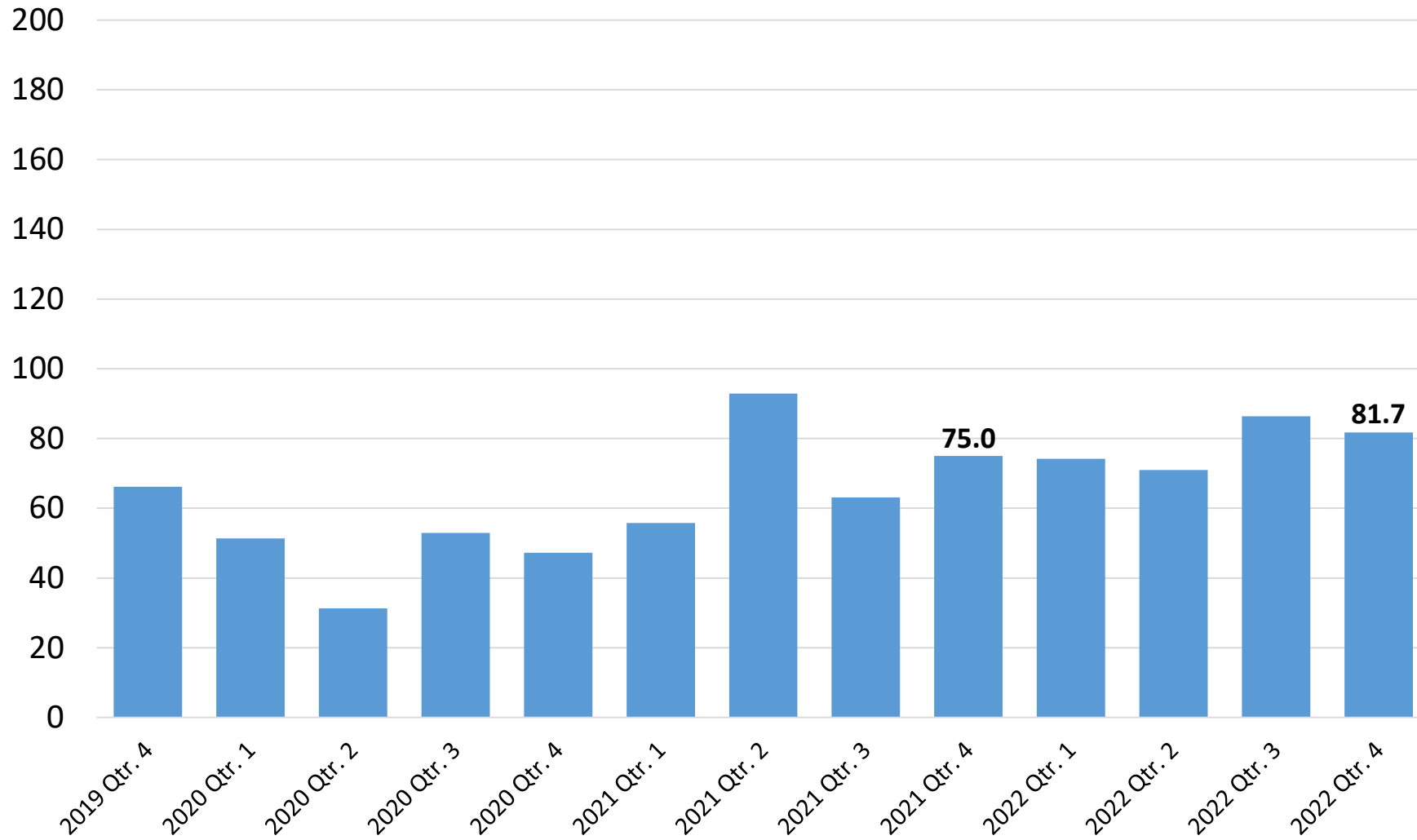


CY22 Q4
 2.0 per 100k boardings
Change on year
 +0.2 per 100k boardings

Breakdown by Type
 Pub. Relations: 75% (80)
 Safety Related: 10% (11)
 Serv. Delivery: 14% (15)

- This year Q4:
 106 complaints /
 5,288,500 boardings
- Last year Q4:
 80 complaints /
 4,499,210 boardings

Rail Rule Violations per 1,000,000 Miles



CY22 Q4

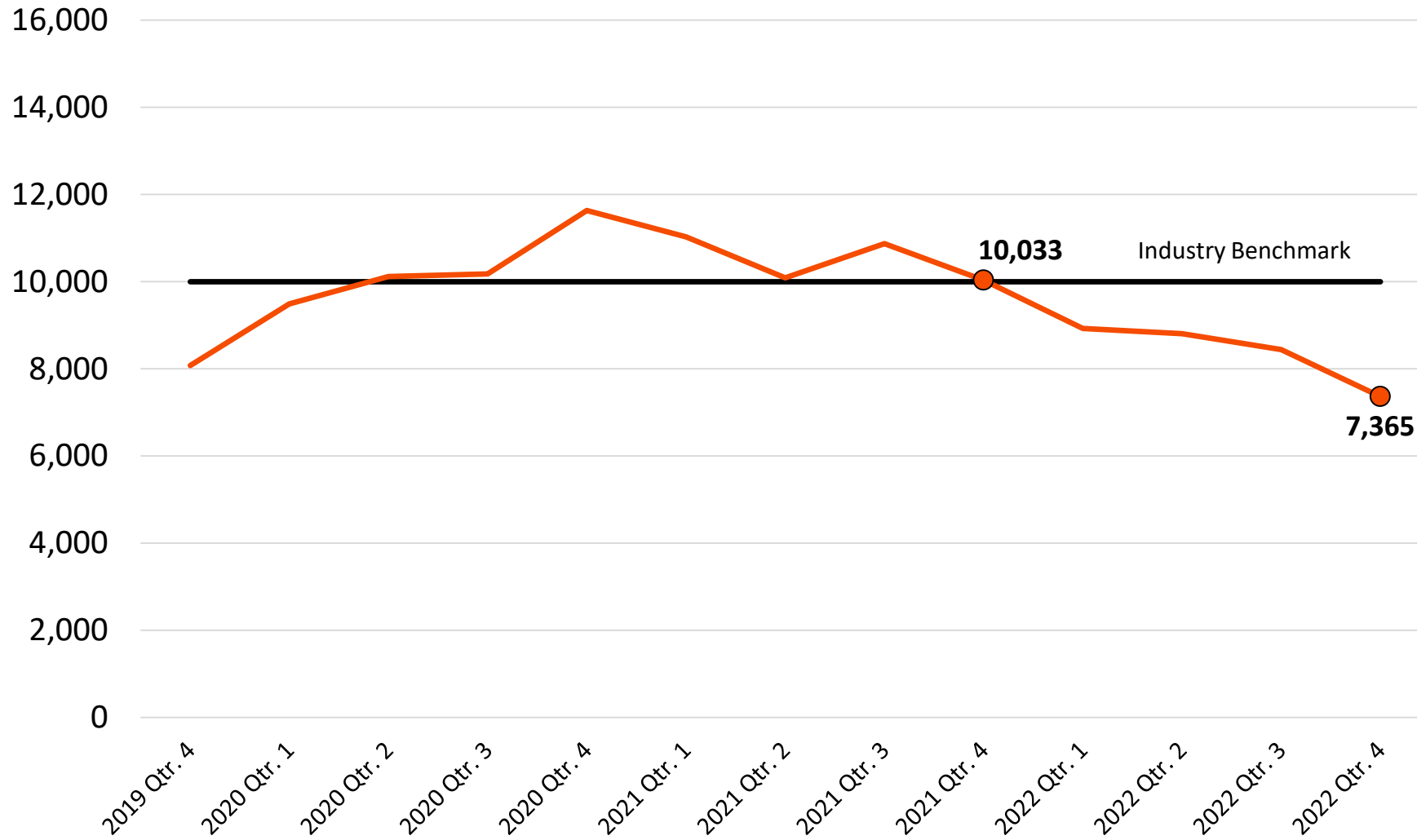
81.7 per million miles

Change on year:

+6.7 per mil. miles

- Largest categories are for ATS Signal and Other Rule Violations

Fixed Route Bus MDBF - Lost Service



CY22 Q4

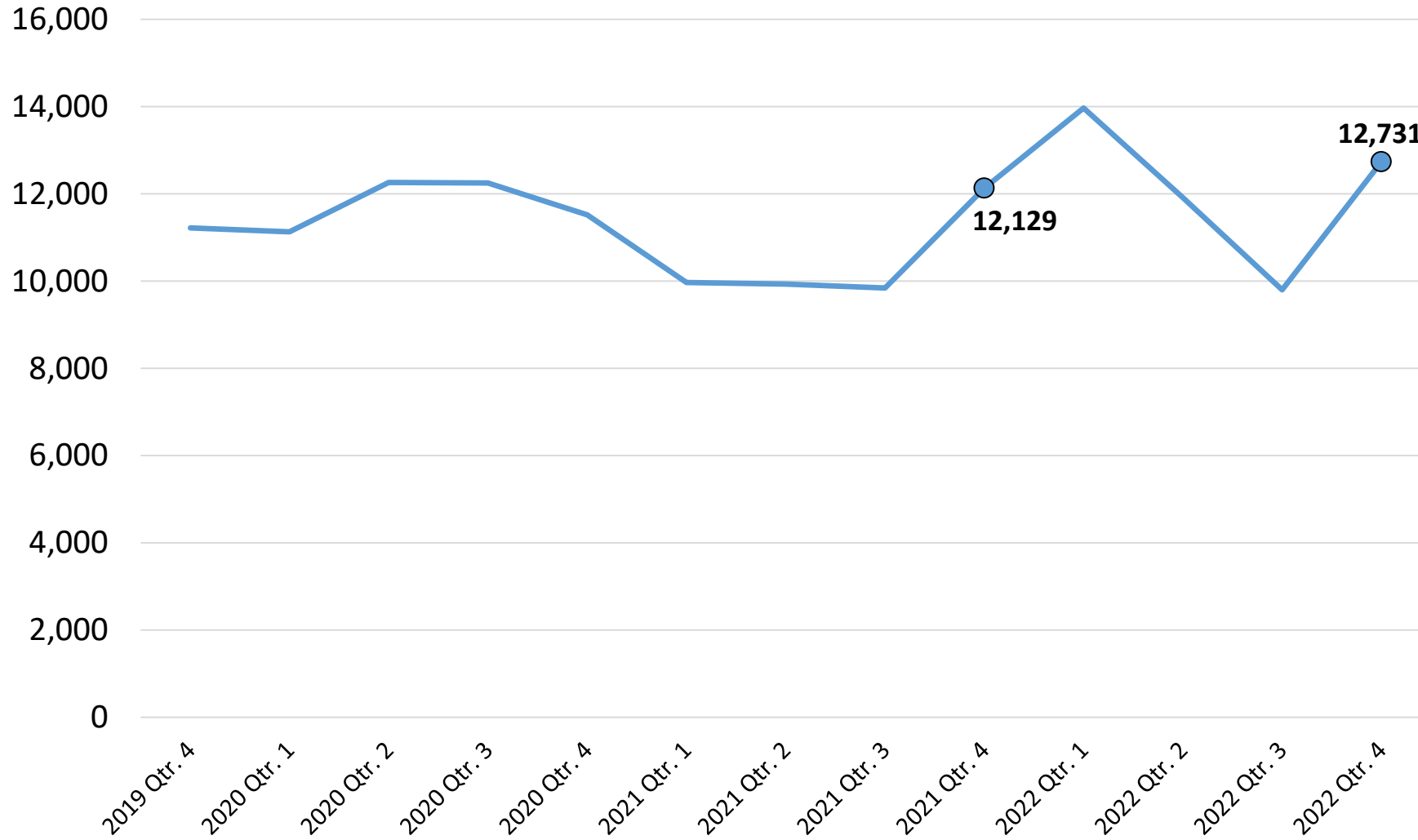
7,365 miles

Change on year

-2,668 miles (-13%)

- Engine failures accounted for 30% of bus failures in 2022 Q4.
- Exhaust system failures tripled over year (13 to 52 failures).
- Largest absolute decrease in failures occurred for cooling systems failures, from 35 to 27 on year.

MAX Light Rail MDBF – Lost Service



CY22 Q4

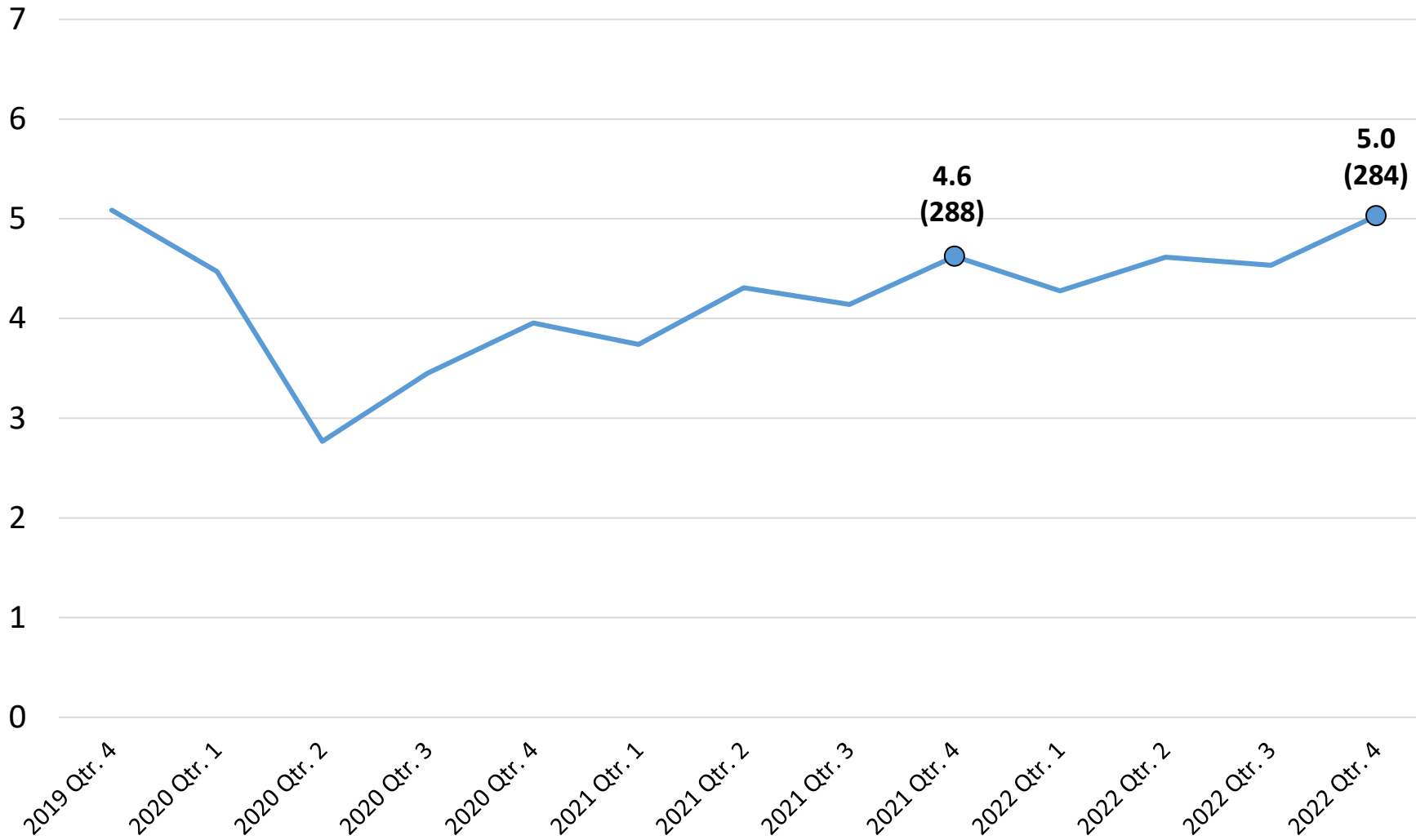
12,731 miles

Change on year:

+ 602 (+5%)

- Door failures became the most common failure type (67 door failures in 2022 Q4).
- Almost all failure types decreased in Q4, especially for auxiliary inverters and propulsion failures.

Fixed Route Bus Collisions per 100,000 Miles



CY22 Q4

5.0 per 100k miles

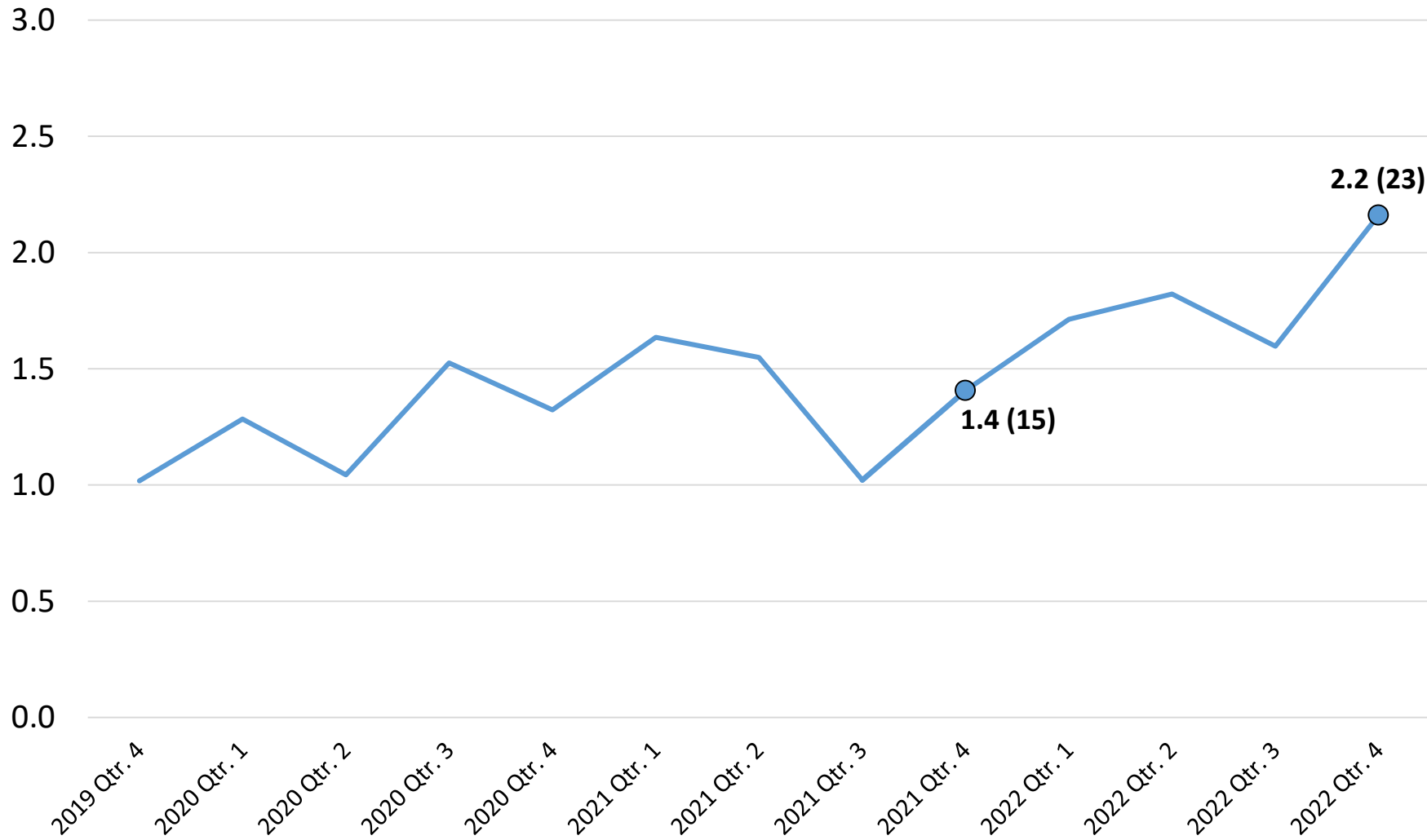
Change on year

+ 0.4 per 100k miles

(+ 8.7%)

- This year Q4:
284 collisions /
5,646,796 miles
- Last year Q4:
288 collisions /
6,231,667 miles
- Mirror strikes are most
common: 46% of total

MAX Light Rail Collisions per 100,000 Miles



CY22 Q4

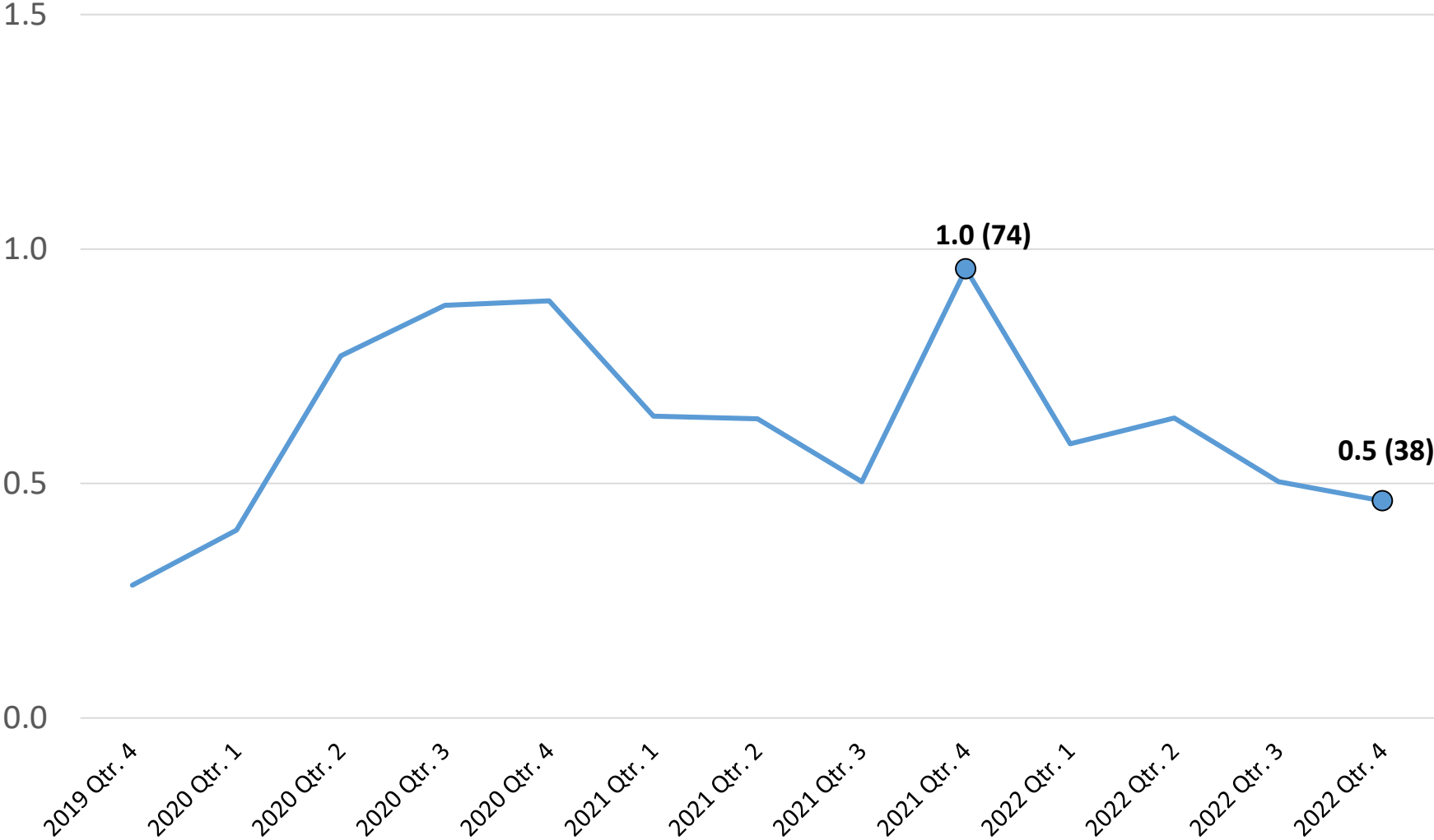
2.2 per 100k miles

Change on year

+ 0.8 per 100k miles
(+54%)

- Target rate is under 1.0 collision/100K miles
- This year Q4: 23 collisions / 1,064,479 miles
- Last year Q4: 15 collisions / 1,066,821 miles

Fixed Route Bus: Employee Safety Incidents per 100,000 Boardings

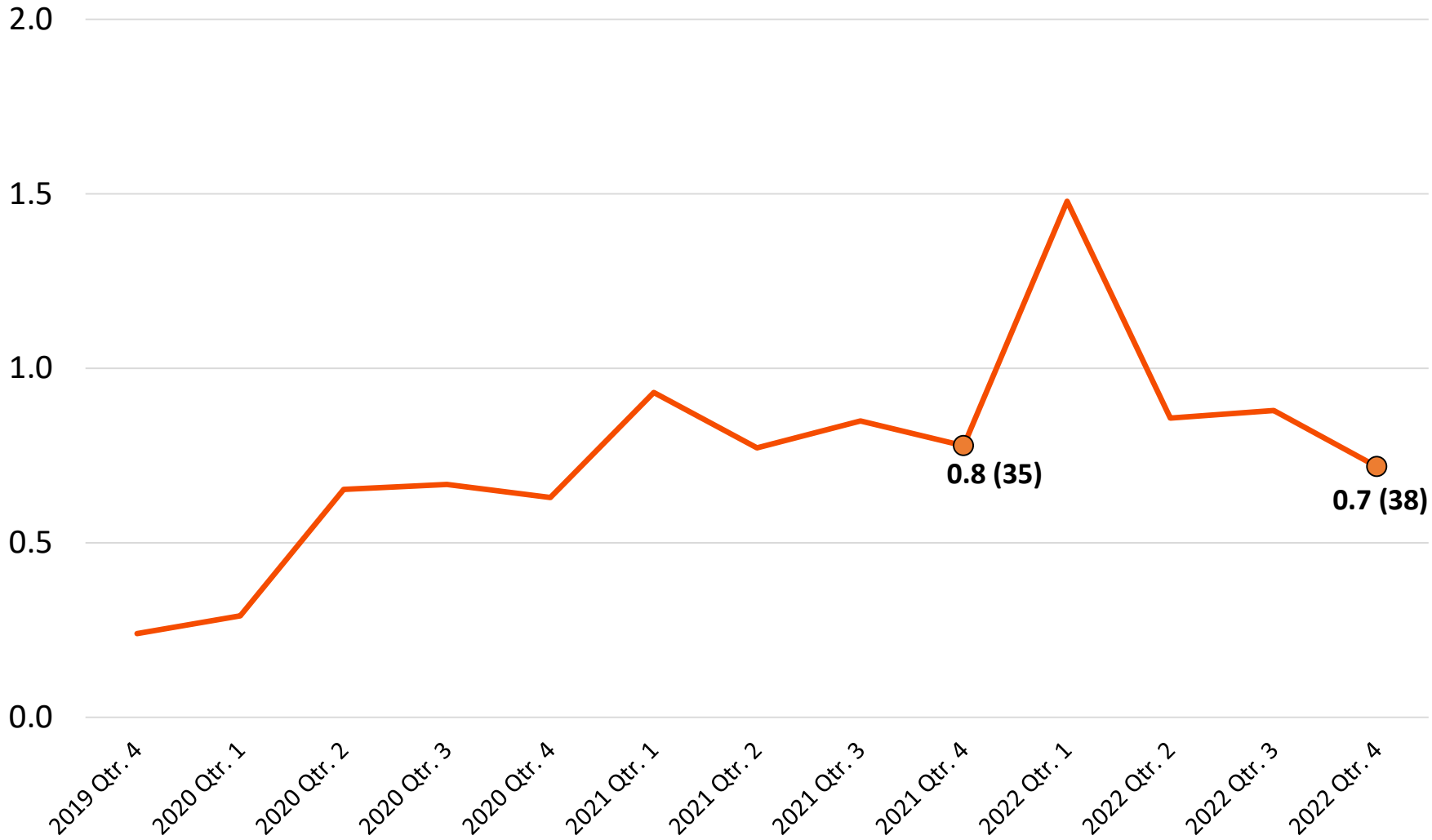


CY22 Q4
0.5 per 100k boardngs

Change on year
- 0.5 per 100k boardings

- This year Q4: 38 incidents / 8,426,210 boardings
- Last year Q4: 74 incidents / 7,727,530 boardings

MAX Light Rail: Employee Safety Incidents per 100,000 Boardings

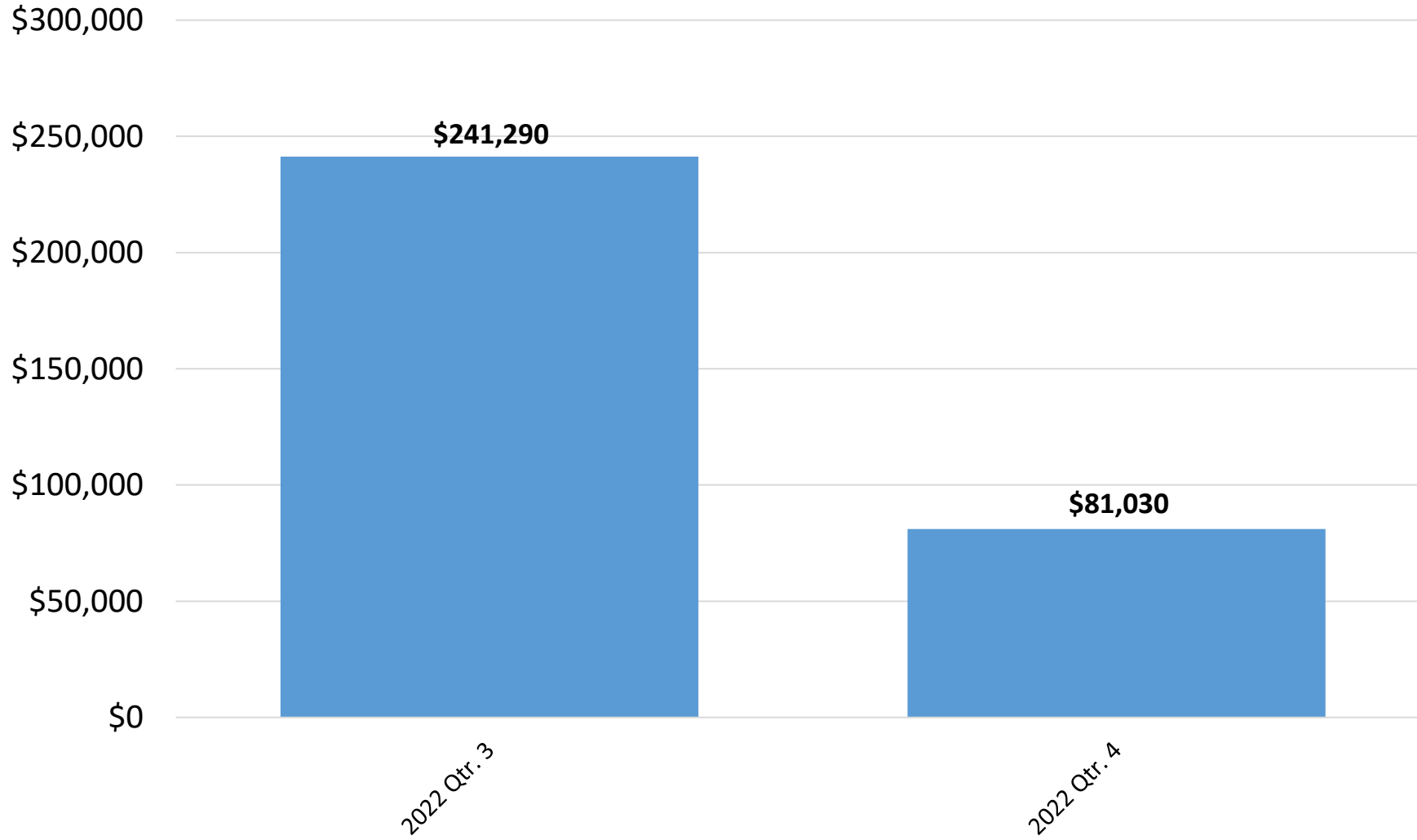


CY22 Q4
0.7 per 100k boardings

Change on year
- 0.1 per 100k boardings

- This year Q4: 38 incidents / 5,288,500 boardings
- Last year Q4: 35 incidents / 4,499,210 boardings

Total Lost Time Injury Claims by Quarter



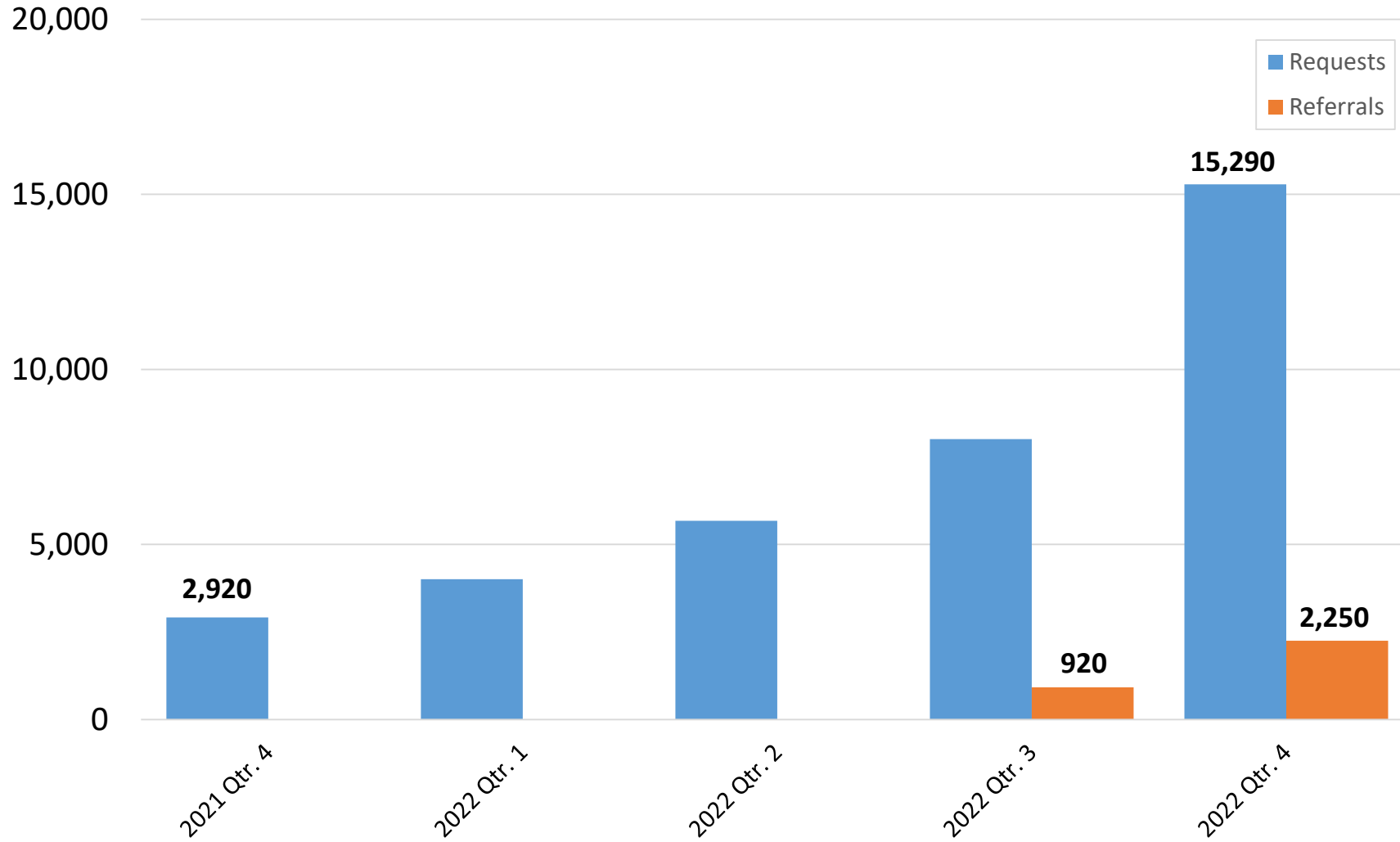
CY22 Q4

\$81,030 in operator lost time injury claims

Change on quarter

- \$160,260

Safety Response Team Requests and Referrals by Quarter



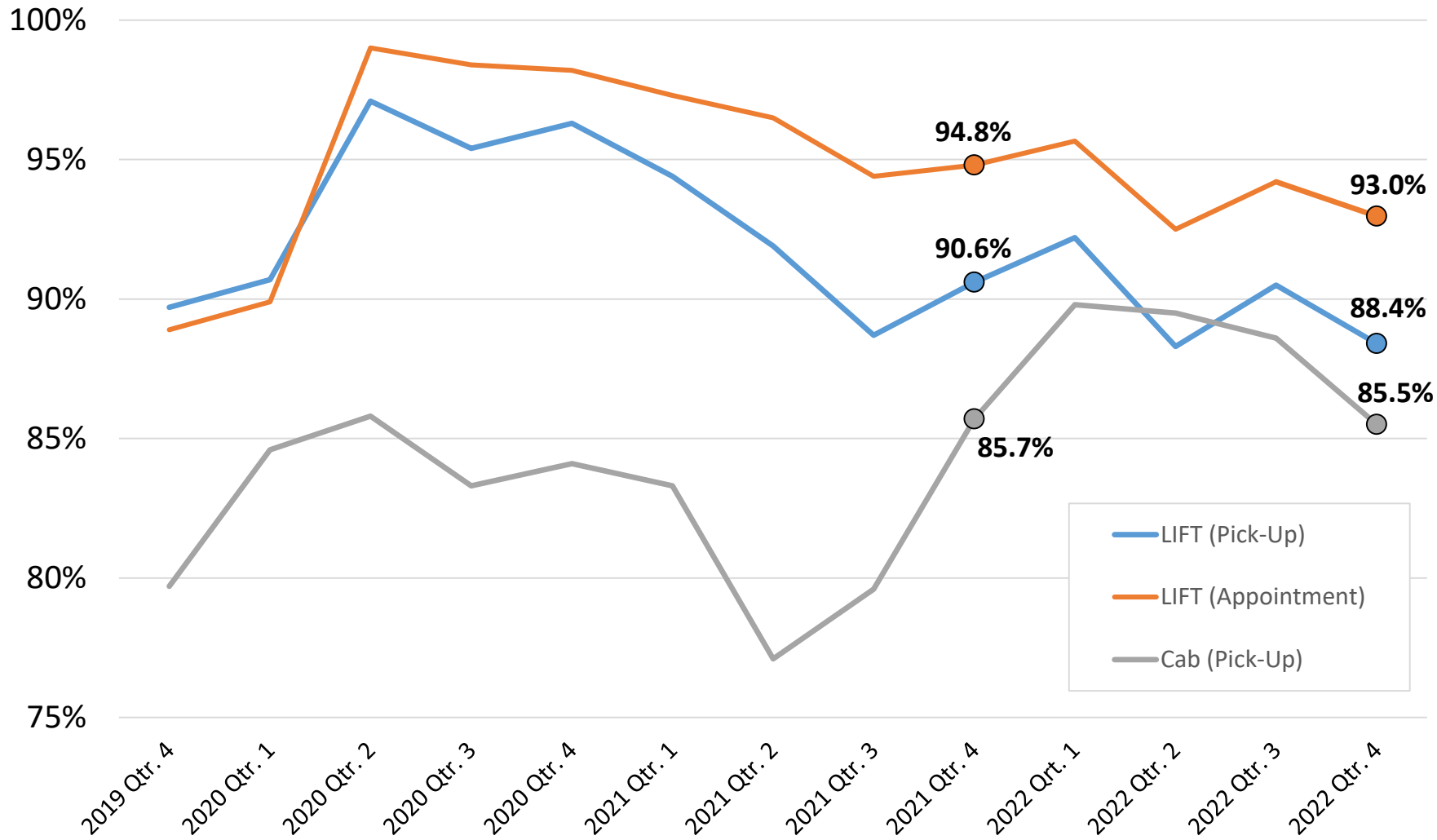
CY22 Q4

15,290 requests
2,250 referrals

**Change on year
+ 12,370 requests**

- The Safety Response Team began referrals in Q3 of 2022.

LIFT – On-Time Performance



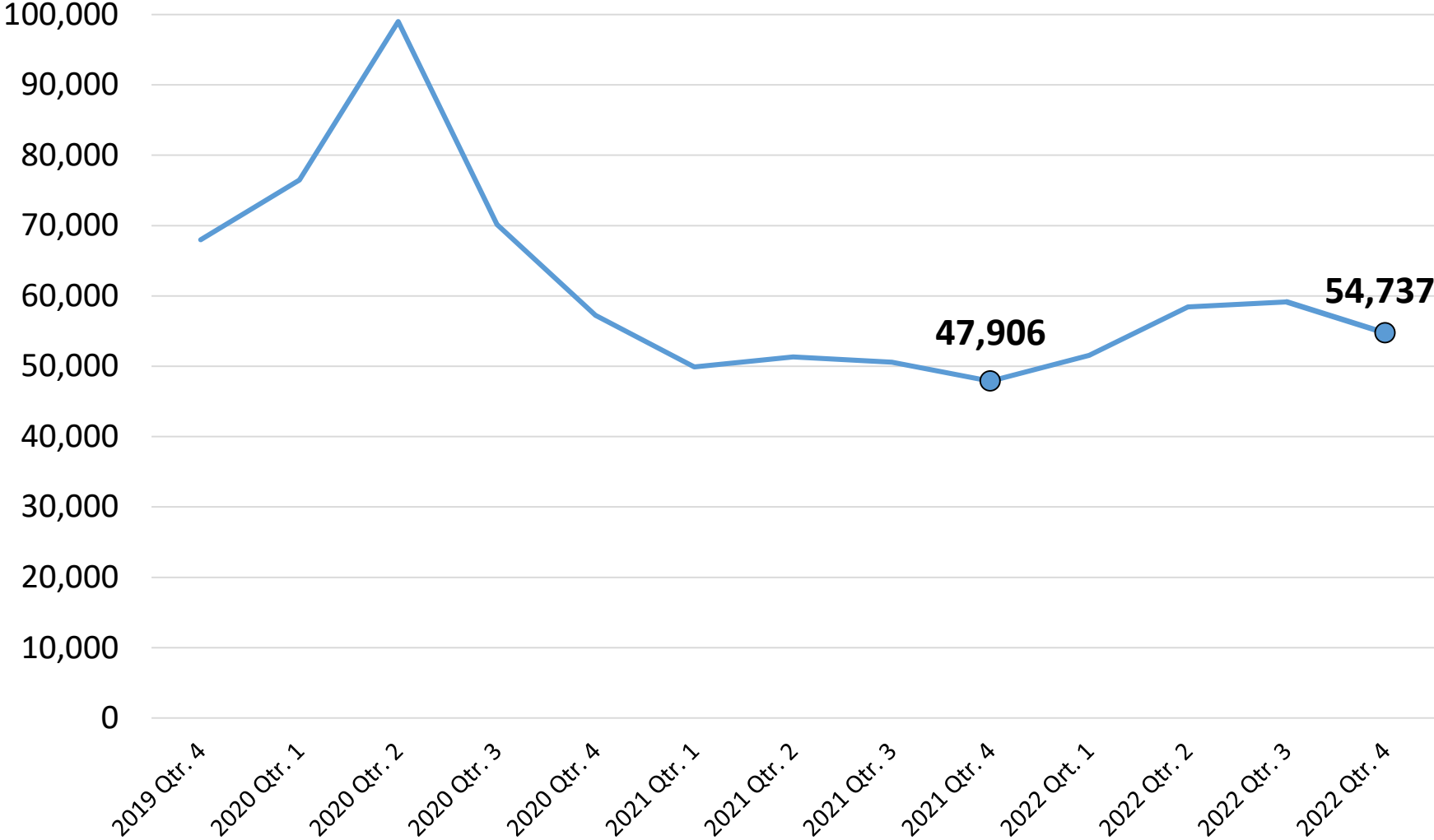
CY22 Q4

Pick-up: 88.4%
 Appointments: 93.0%
 Cab: 85.5%

Change on year

Pick-ups: -2.2 pct. pts.
 Appts: -1.8 pct. pts.
 Cab: -0.2 pct. pts.

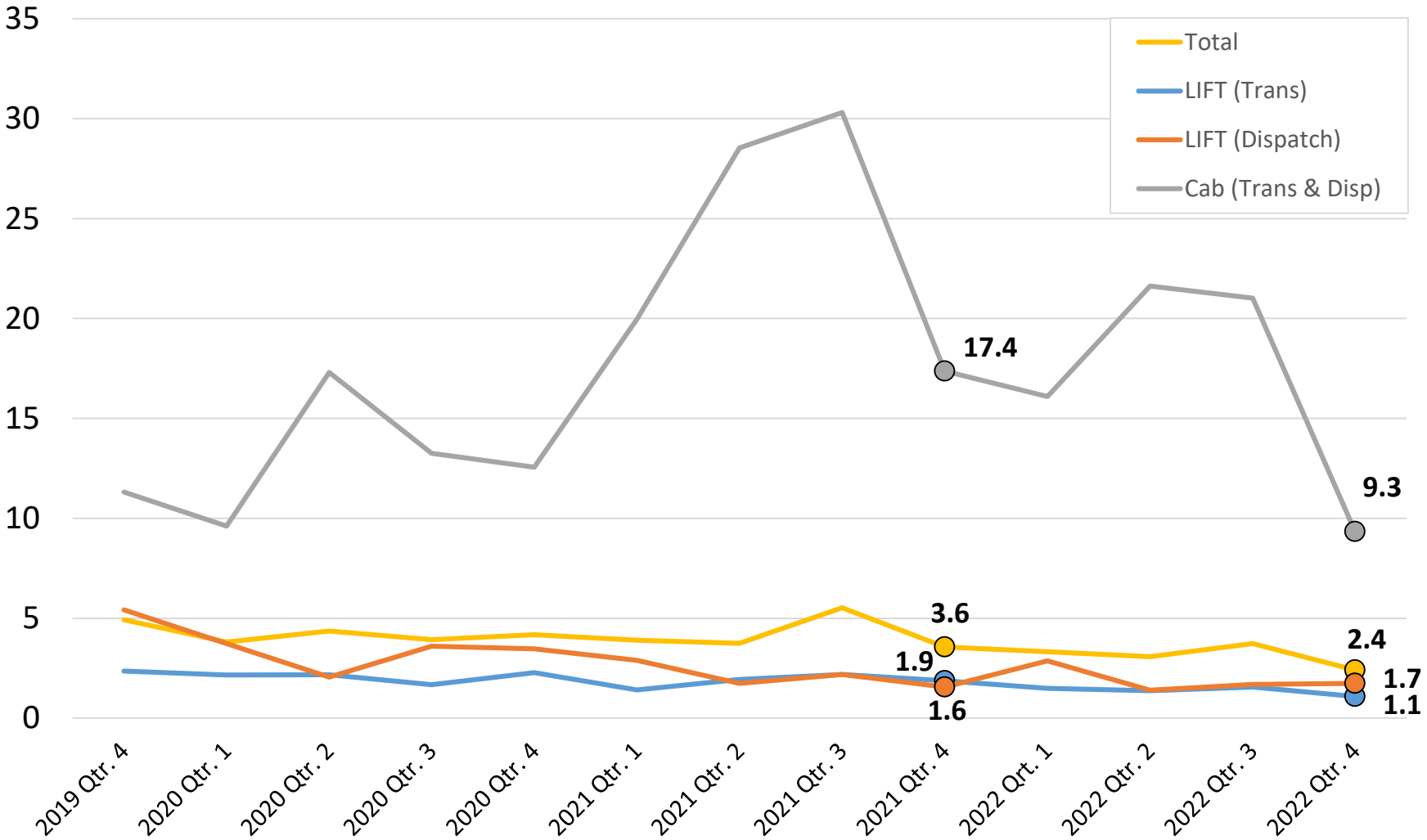
LIFT – Miles between Road Calls



CY22 Q4
54,737 miles

Change on year
+6,831 miles (+14%)

LIFT – Complaints per 1,000 Rides



CY22 Q4

Transport: **1.1** per 1K rides
 Dispatch: **1.7** per 1K rides
 Cab: **9.3** per 1K rides
 Total: **2.4** per 1K rides

Change on year

Transport: **-0.8** per 1K rides
 Dispatch: **+0.2** per 1K rides
 Cab: **-8.0** per 1K rides
 Total: **-0.7** per 1K rides