

2021 4th Quarter (Oct, Nov, Dec) Performance Report Highlights

Business Plan Goals:

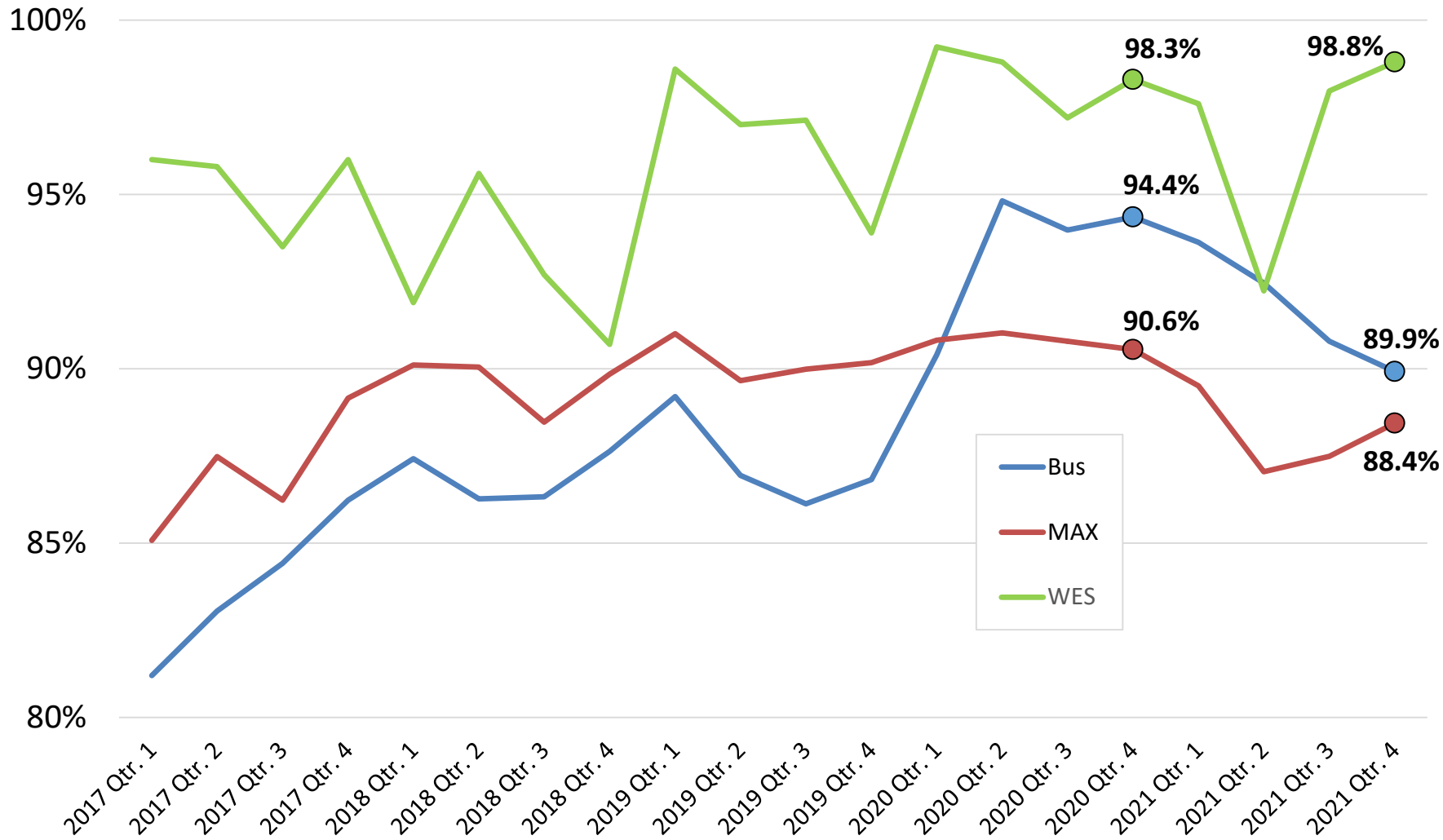
- ***Satisfied Riders***
- ***Deliver Safe, Efficient, and Equitable Service***
- ***Ensure a Culture of Safety***

Key Points

- ***COVID-19 (Omicron) spike in December***
- ***Great Resignation impacted TriMet staffing (especially front-line staff)***

TriMet Board Meeting, March 23, 2022

Bus, MAX, and WES On Time Performance



CY21 Q4

Bus 89.9%

MAX 88.4%

WES 98.8%

Change on year

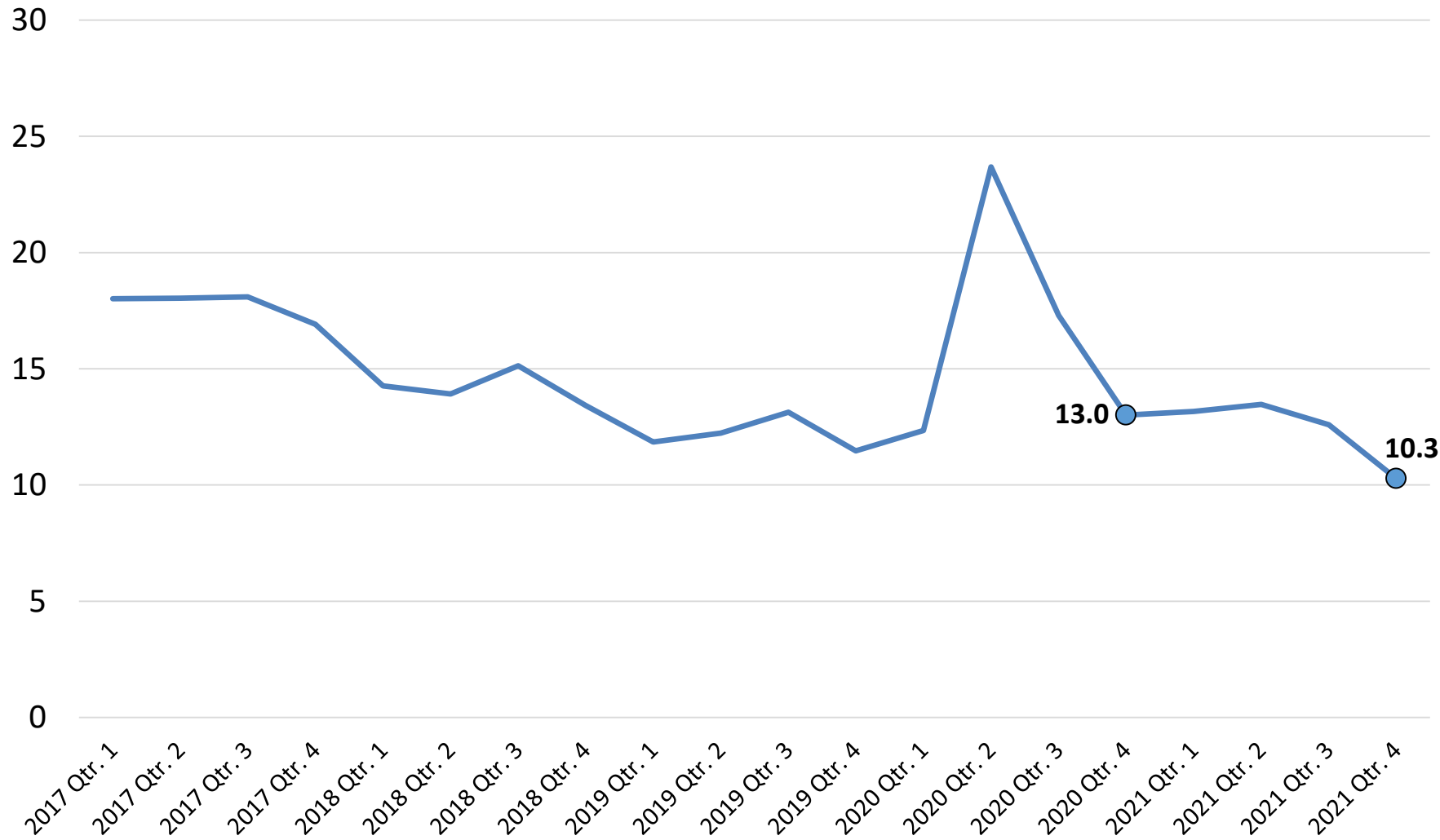
Bus - 4.4 pct points

MAX - 2.1 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



CY21 Q4

10.3 per 100k boardings

Change on year

- 2.7 per 100k boardings

Breakdown by Type

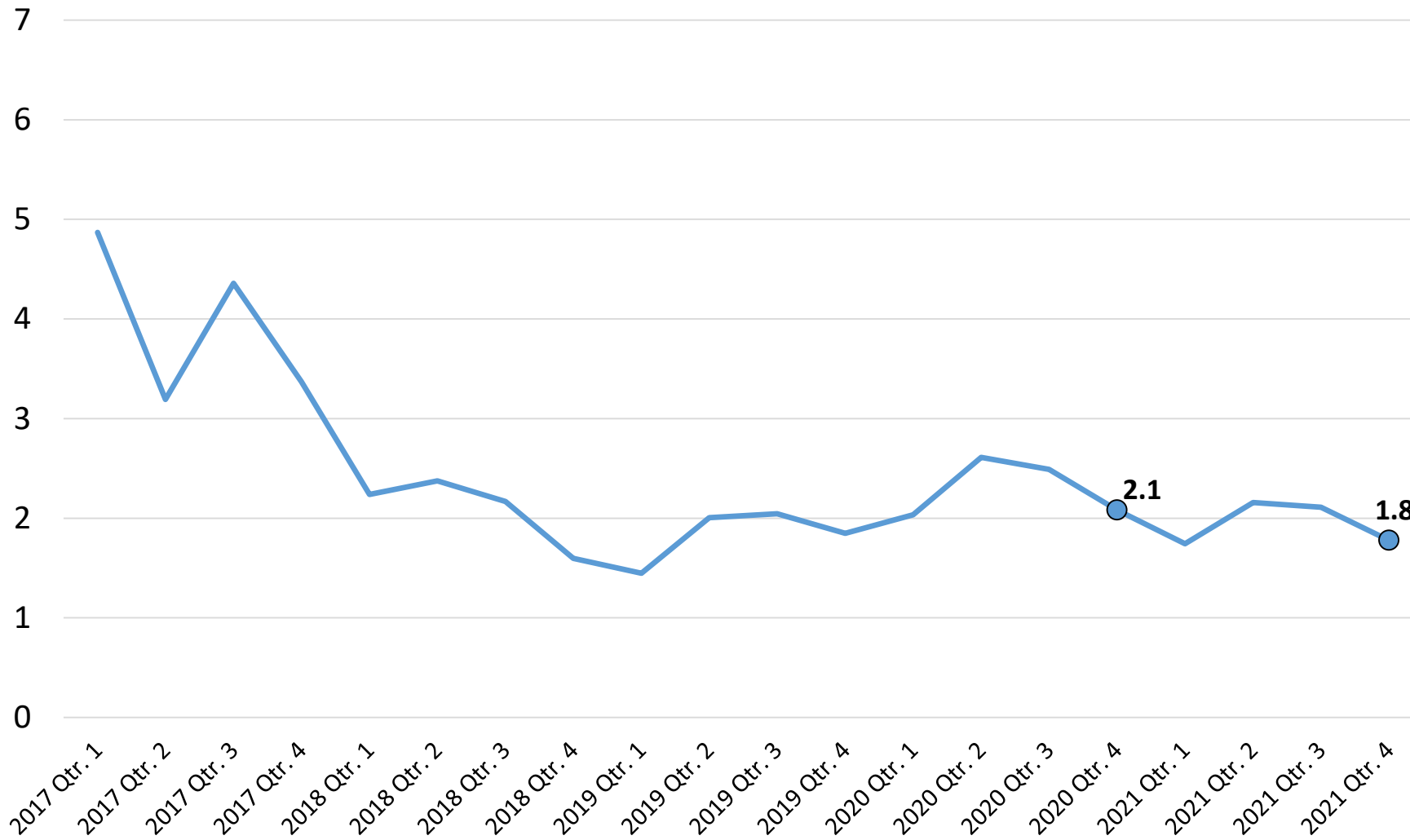
Pub. Relations: 35% (275)

Serv. Delivery: 36% (288)

Safety Related: 29% (231)

- This year Q4:
794 complaints /
7,727,530 boardings
- Last year Q4:
790 complaints /
6,071,760 boardings

MAX Operator Complaints per 100,000 Boardings



CY21 Q4

1.8 per 100k boardings

Change on year

- 0.3 per 100k boardings

Breakdown by Type

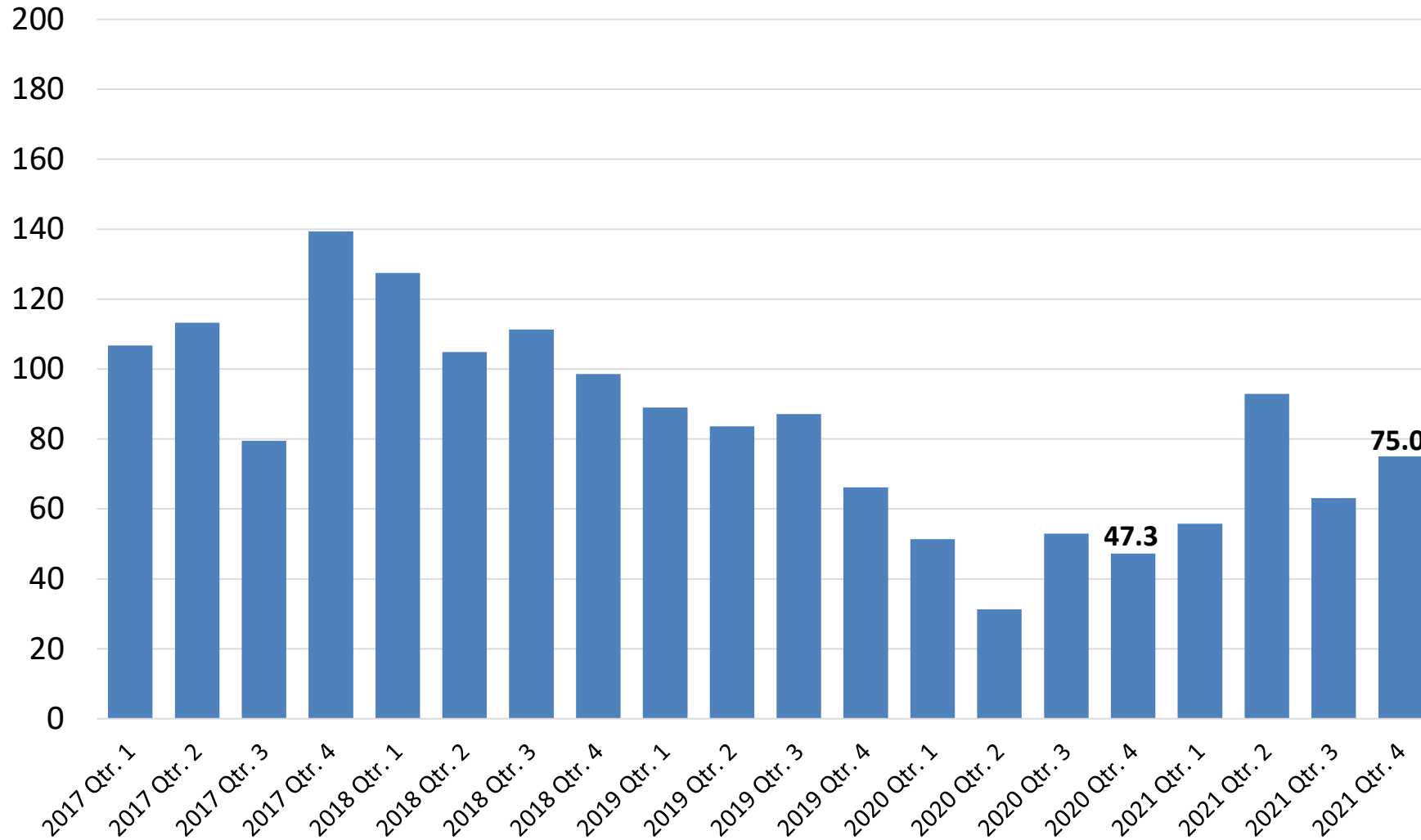
Pub. Relations: 61% (49)

Serv. Delivery: 24% (19)

Safety Related: 15% (12)

- This year Q4:
80 complaints /
4,499,210 boardings
- Last year Q4:
76 complaints /
3,651,770 boardings

Rail Rule Violations per 1,000,000 Miles



CY21 Q4

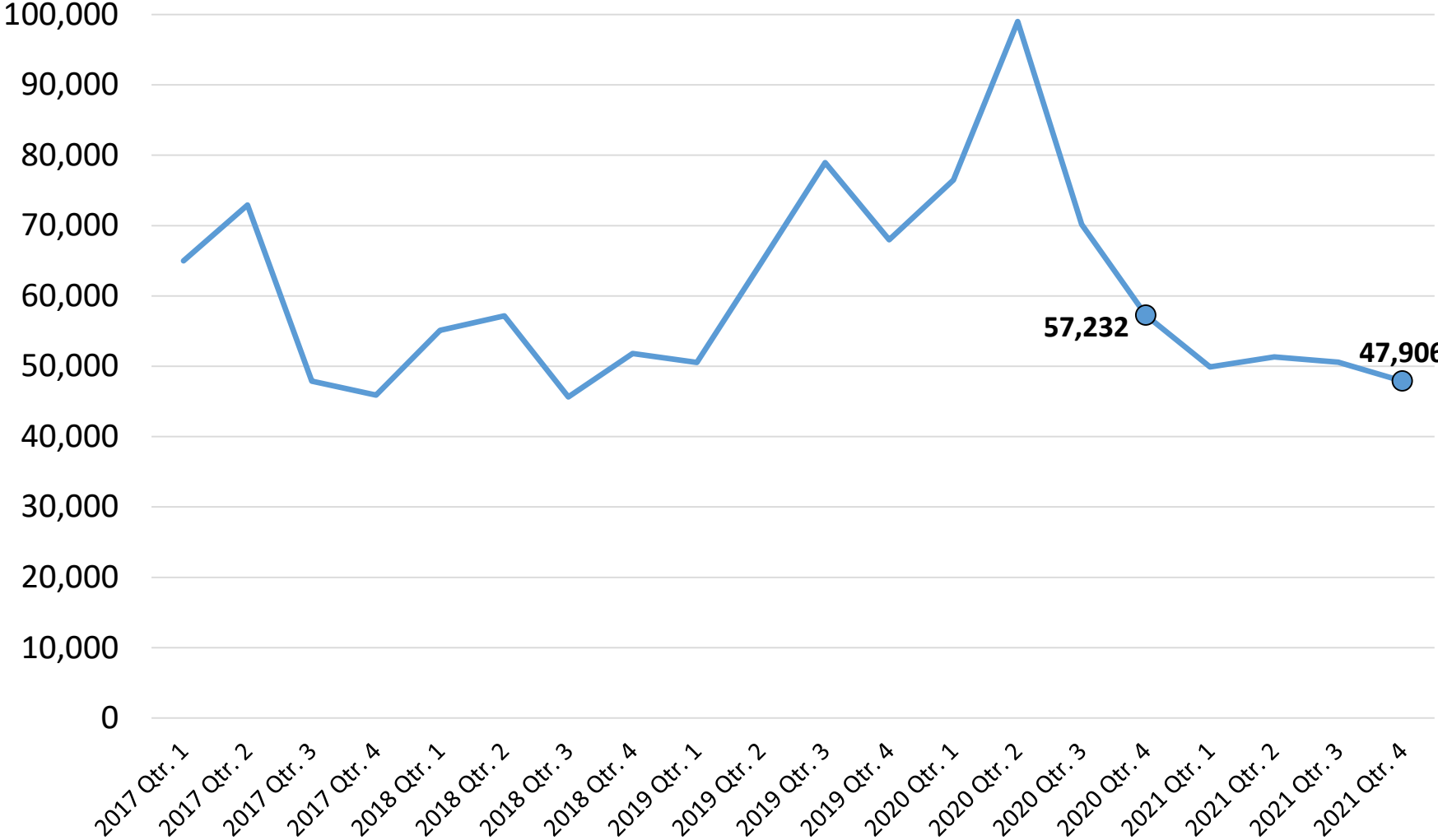
75.0 per million miles

Change on year:

+ **27.7** per mil. miles

- Better auditing of cell phone compliance
- ATS Trips were the biggest increase by category (common amongst new operators)
- Train orders and doors off platform are overall down
- Improved data capture around rule violations in general.

LIFT – Miles between Road Calls

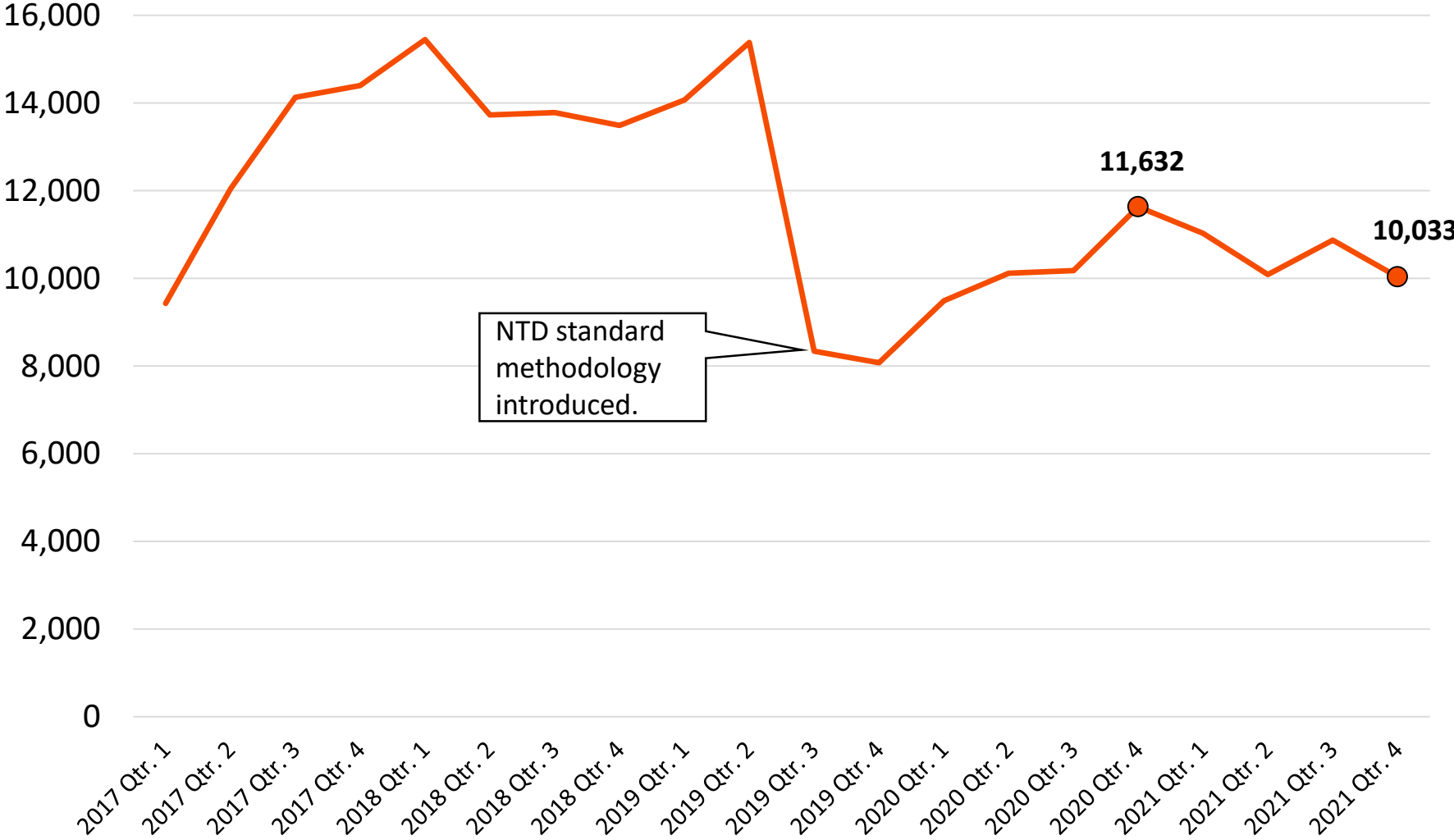


CY21 Q4
47,906 miles

Change on year
-9,326 miles (-16.3%)

- Relying heavily on largest but oldest vehicles due to COVID-19 capacity restrictions.
- The older vehicles are at the end of their useful life but not scheduled for replacement until FY23.

Fixed Route Bus MDBF - Lost Service

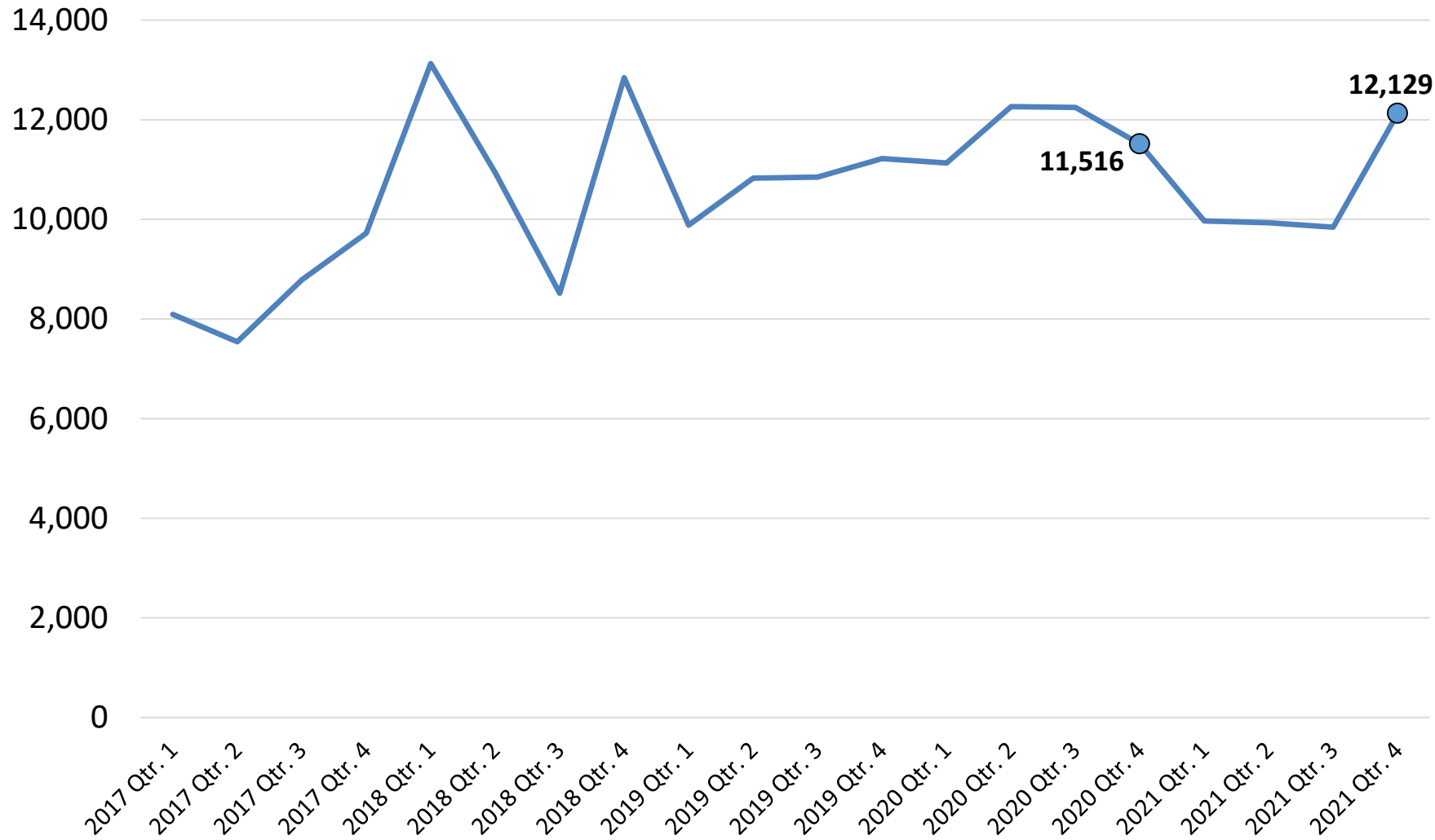


CY21 Q4
10,033 miles

Change on year
- 1,599 miles (- 13.7%)

- Relatively stable since revised measurements introduced.
- Almost half of this decrease is explained by engine system failures increasing.

MAX Light Rail MDBF – Lost Service



CY21 Q4

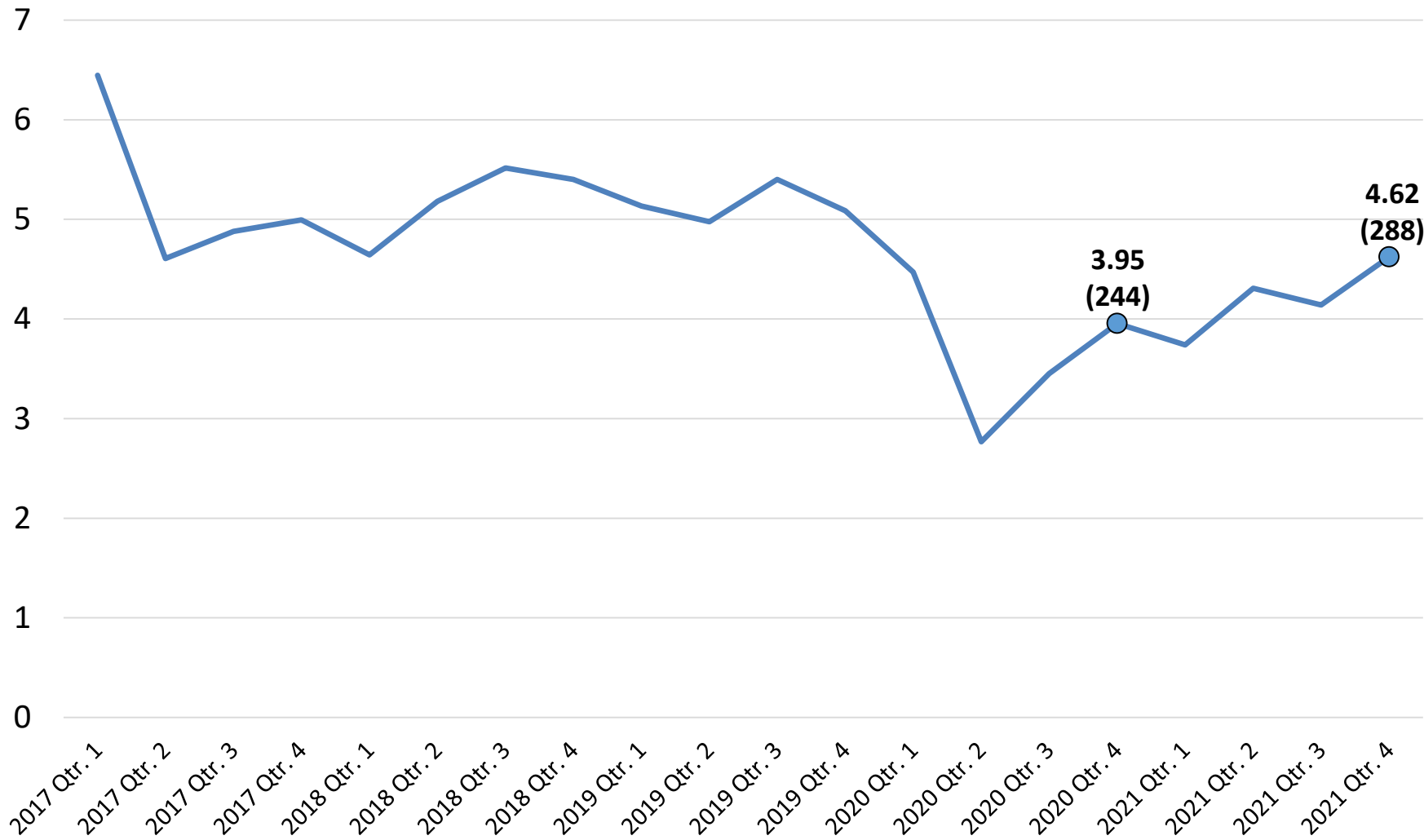
12,129 miles

Change on year:

+ 613 (+ 5.3%)

- Decreases in mainline failures related to auxiliary inverters and carbody defects.

Fixed Route Bus Collisions per 100,000 Miles



CY21 Q4

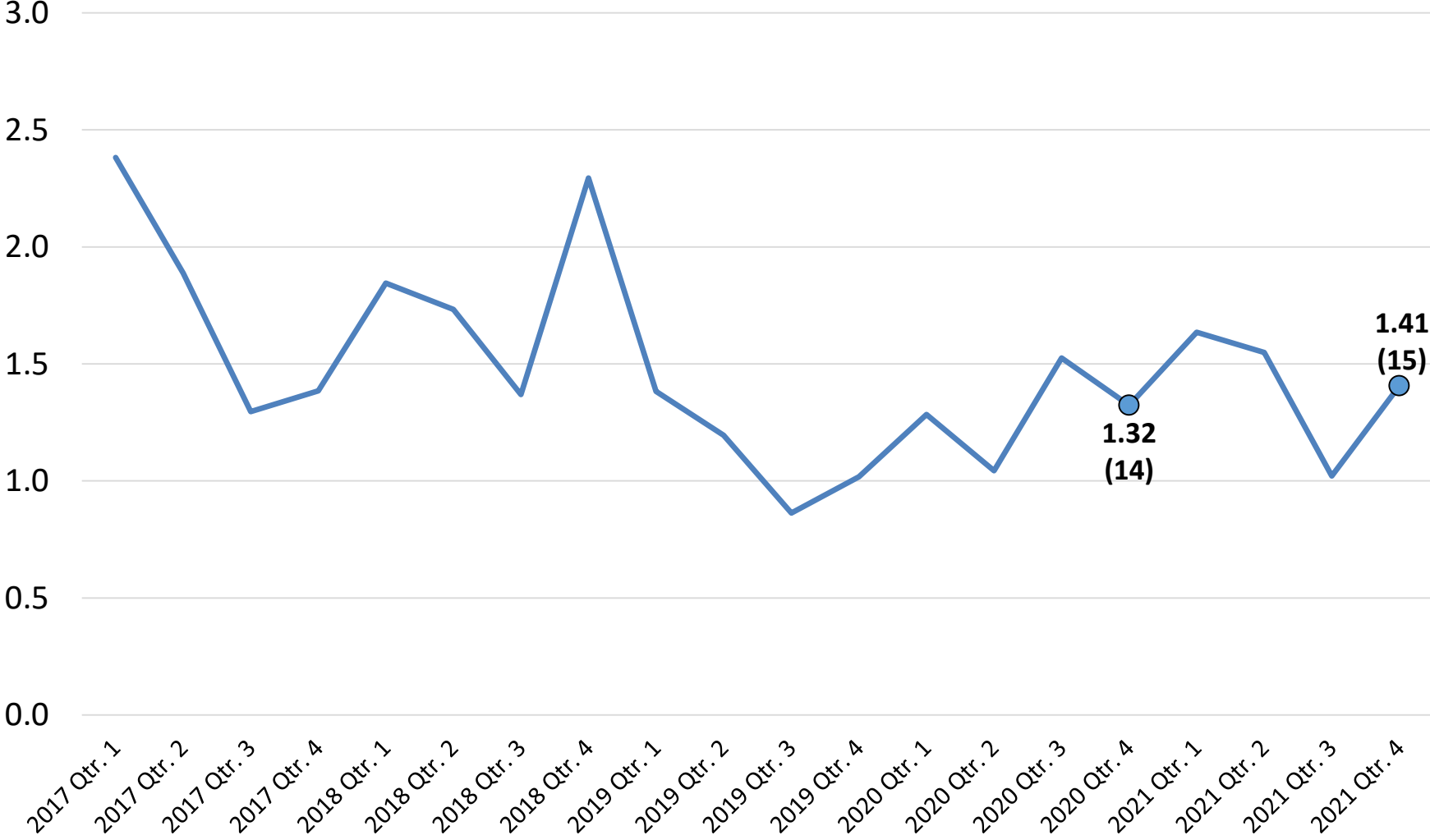
4.62 per 100k miles

Change on year

+ 0.67 per 100k miles
(+ 17%)

- 288 collisions / 6,231,667 miles
- Mirror strikes remain the most numerous at around 44% of total collisions

MAX Collisions per 100,000 Miles



CY21 Q4
1.41 per 100k miles

Change on year
+ 0.08 per 100k miles
(+ 6.1%)

- Overall rate remains low.
- This year Q4: 15 collisions / 1,066,821 miles
- Last year Q4: 14 collisions / 1,058,056 miles