

# ***2022 3rd Quarter (July, August, September) Performance Report Highlights***

## **Business Plan Goals:**

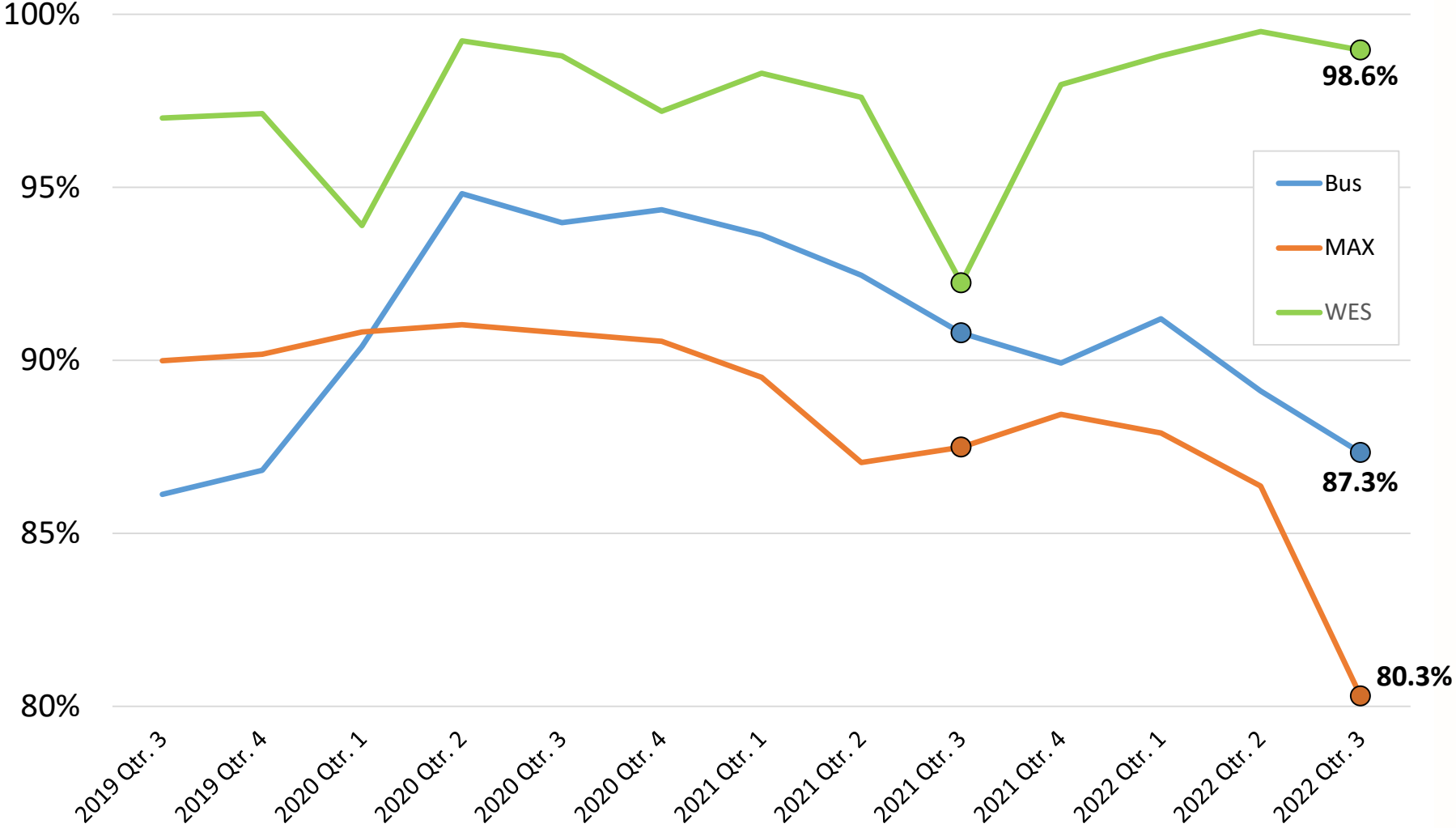
- ***Satisfied Riders***
- ***Deliver Safe, Efficient, and Equitable Service***
- ***Ensure a Culture of Safety***

## **Key Points:**

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

TriMet Board Meeting, April 26, 2023

# Bus, MAX, and WES On Time Performance



### CY22 Q3

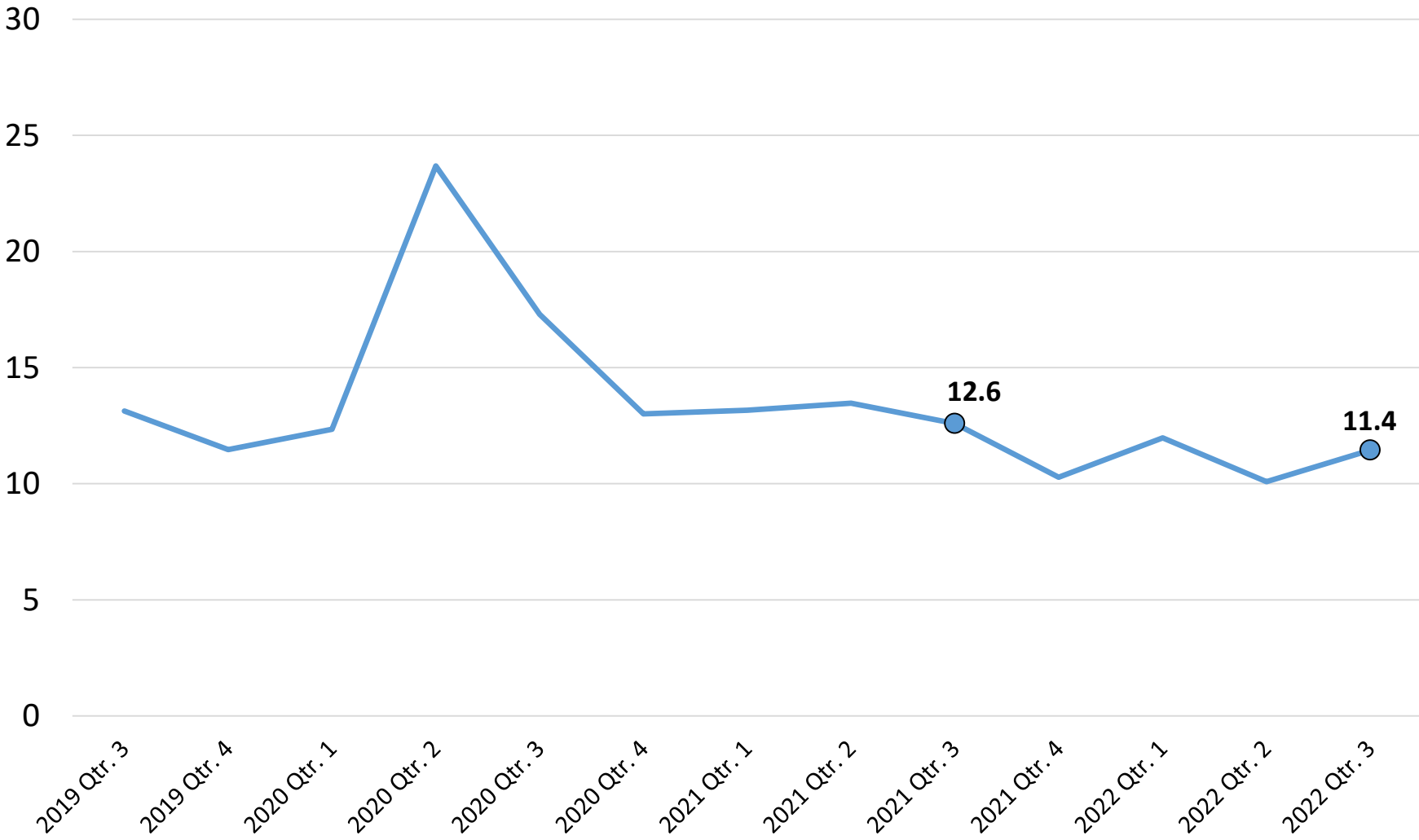
Bus	87.3%
MAX	80.3%
WES	98.6%

### Change on year

Bus	-3.5 pct points
MAX	-7.2 pct points
WES	+0.6 pct points



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



## CY22 Q3

11.4 per 100k boardings

## Change on year

-1.1 per 100k boardings

## Breakdown by Type

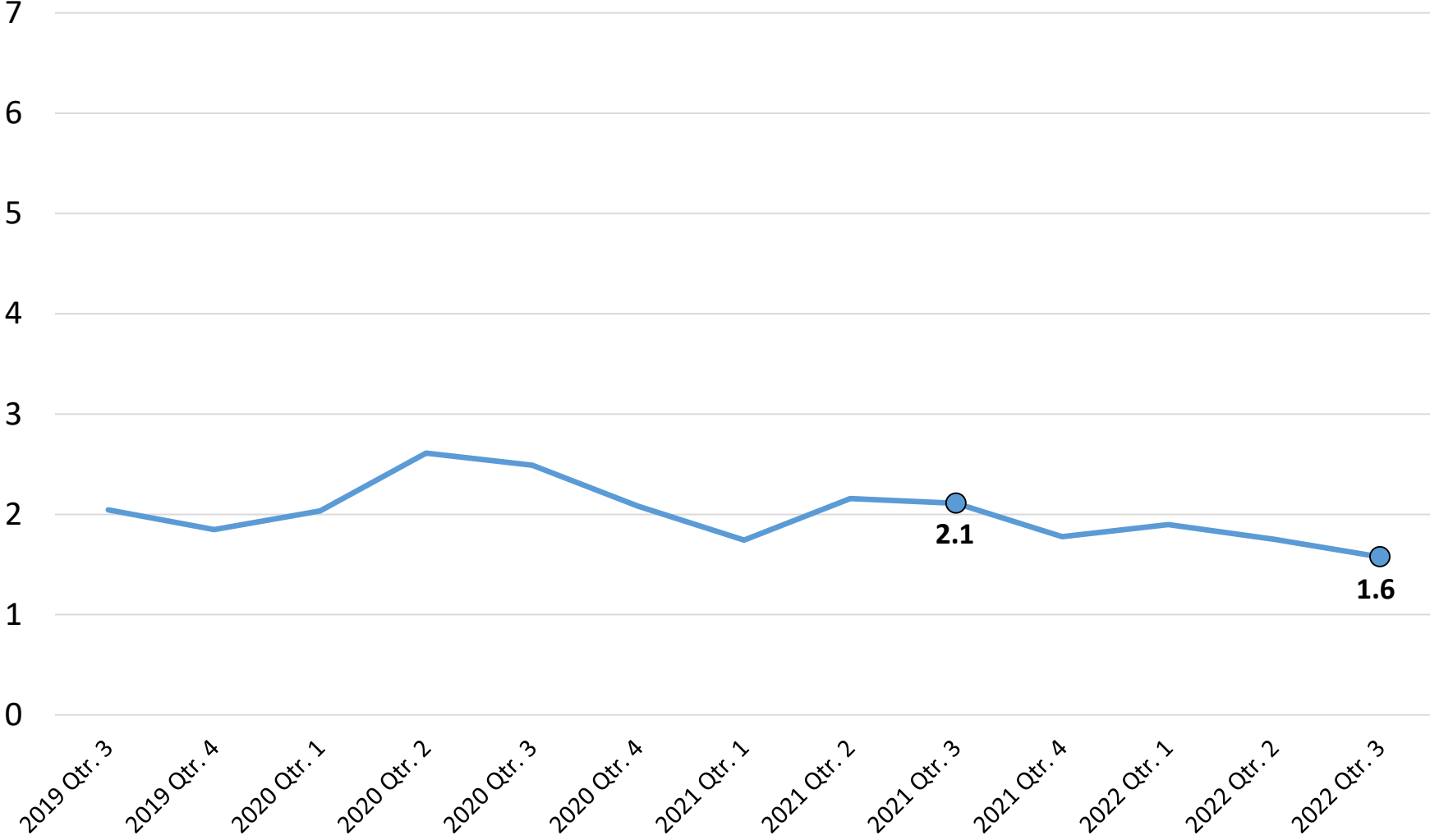
Pub. Relations: 36% (348)

Safety Related: 34% (331)

Serv. Delivery: 31% (298)

- This year Q3:  
977 complaints /  
8,537,062 boardings
- Last year Q3:  
949 complaints /  
7,537,920 boardings

# MAX Operator Complaints per 100,000 Boardings

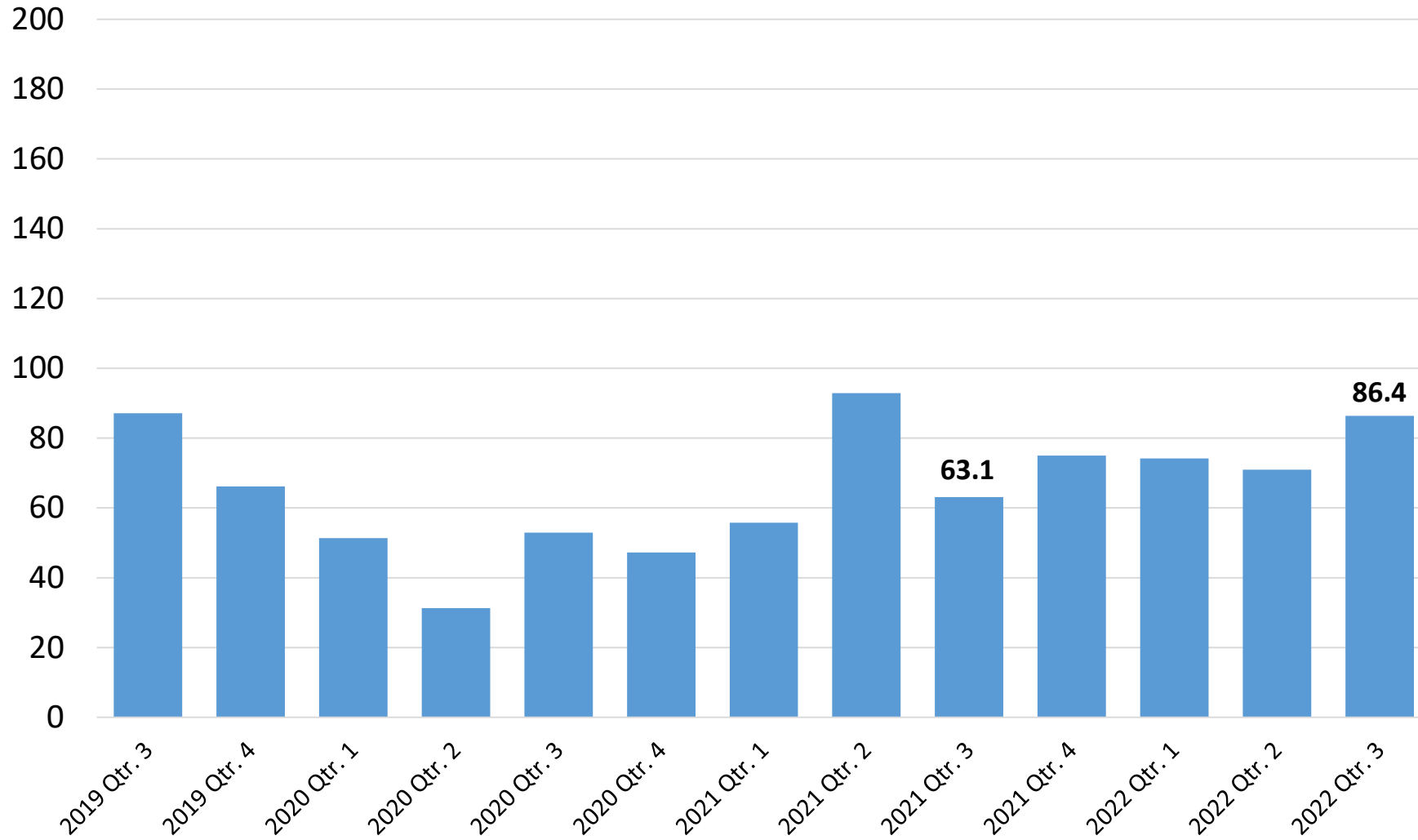


**CY22 Q3**  
1.6 per 100k boardings  
**Change on year**  
-0.5 per 100k boardings

**Breakdown by Type**  
Pub. Relations: 60% (52)  
Safety Related: 17% (15)  
Serv. Delivery: 22% (19)

- This year Q3:  
86 complaints /  
5,457,860 boardings
- Last year Q3:  
92 complaints /  
4,356,940 boardings

# Rail Rule Violations per 1,000,000 Miles



## CY22 Q3

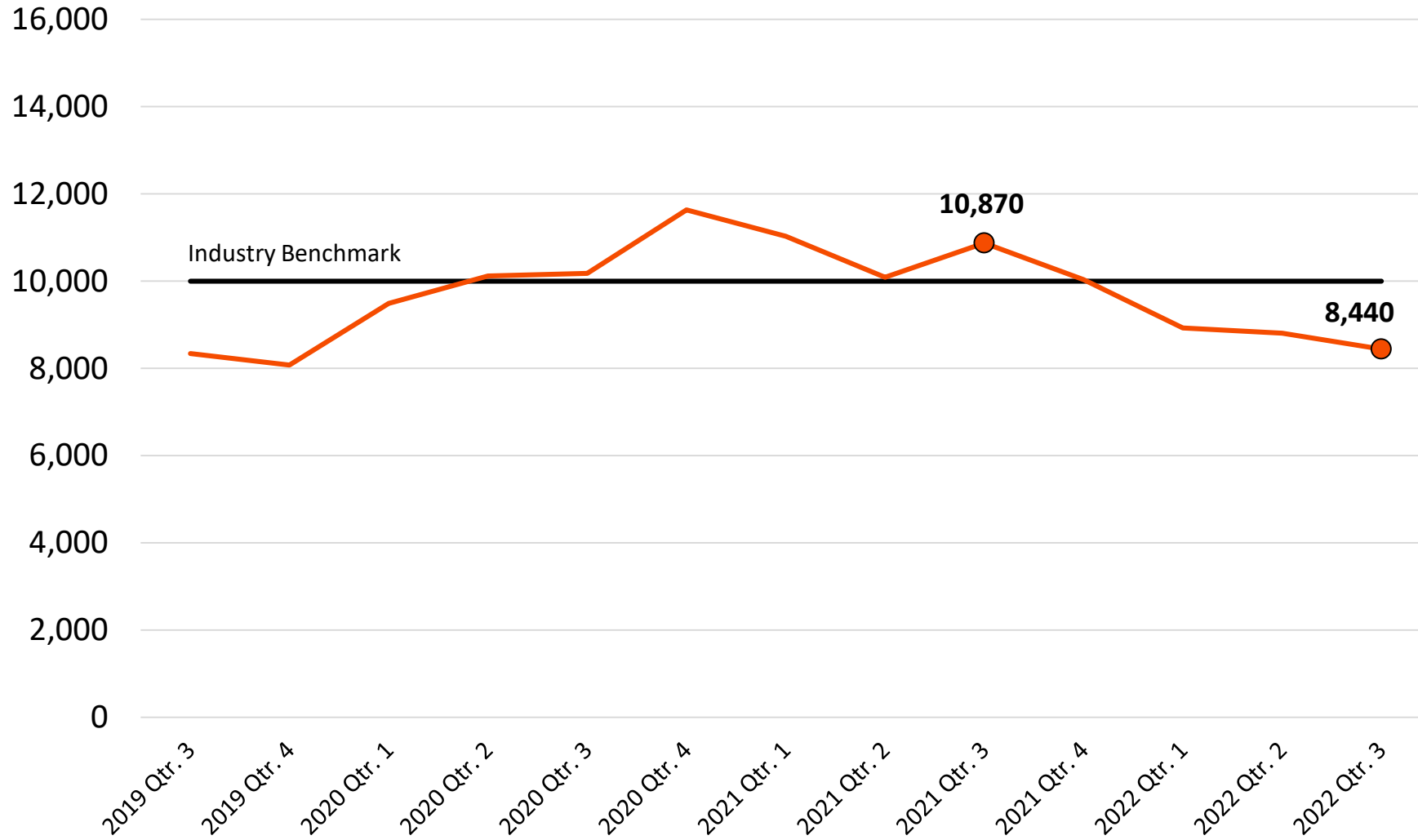
86.4 per million miles

**Change on year:**

**+23** per mil. miles

- Largest categories are for ATS Signal and Other Rule Violations

# Fixed Route Bus MDBF - Lost Service



**CY22 Q3**

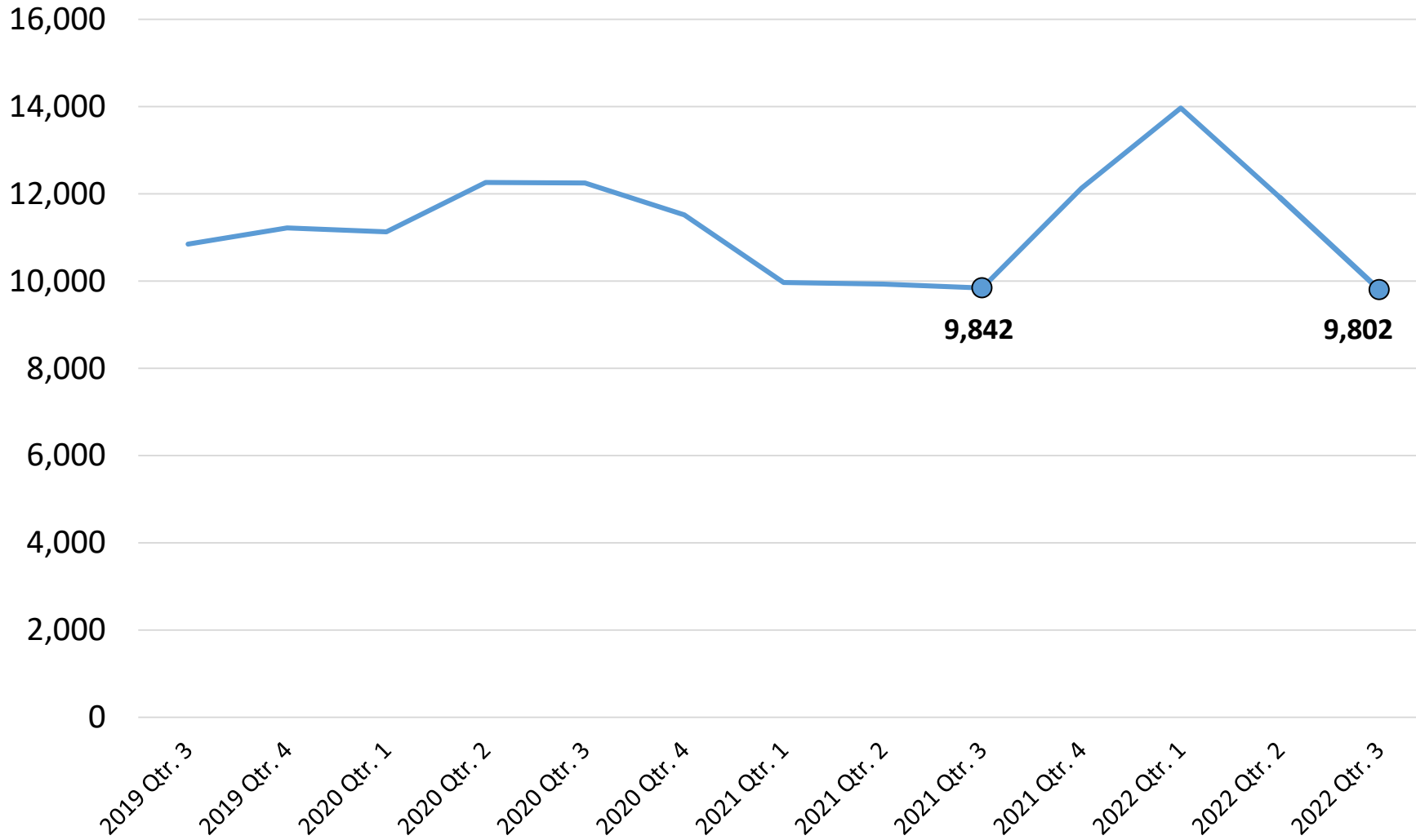
8,840 miles

**Change on year**

**-2,430 miles**

- Year-over-year, total failures increased 15%.
- Engine failures are most common failure type (28% of total).
- Air system failures increased 153% on year (17 to 43).

# MAX Light Rail MDBF – Lost Service



## CY22 Q3

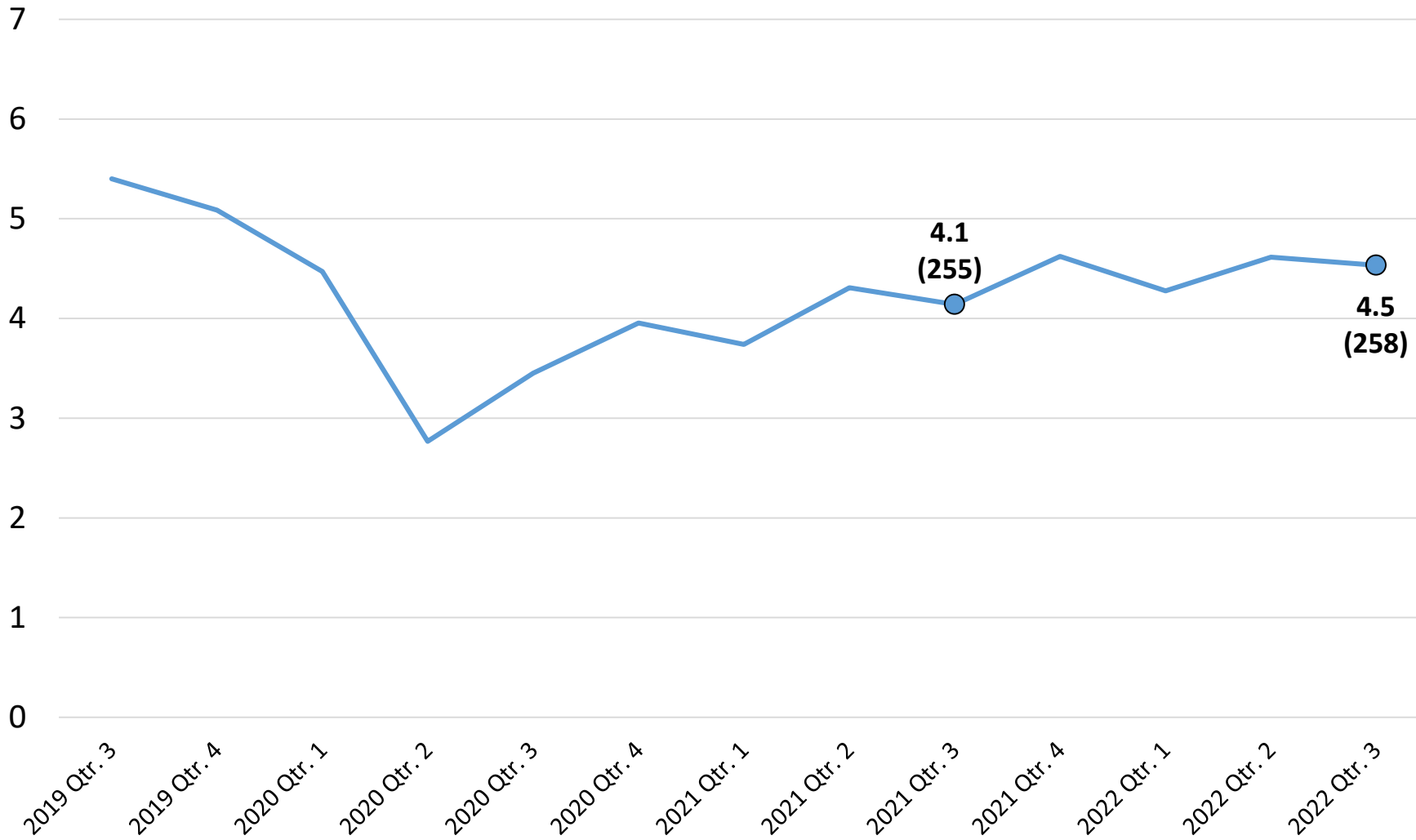
9,802 miles

## Change on year:

**-40 miles**

- The most common failure type was propulsion, with 84 failures in Q3 (up 5% from Q2).
- HVAC failures had the largest increase between Q2 and Q3. (43 to 57 failures—possibly due to higher temperatures).

# Fixed Route Bus Collisions per 100,000 Miles



**CY22 Q3**

**4.5 per 100k miles**

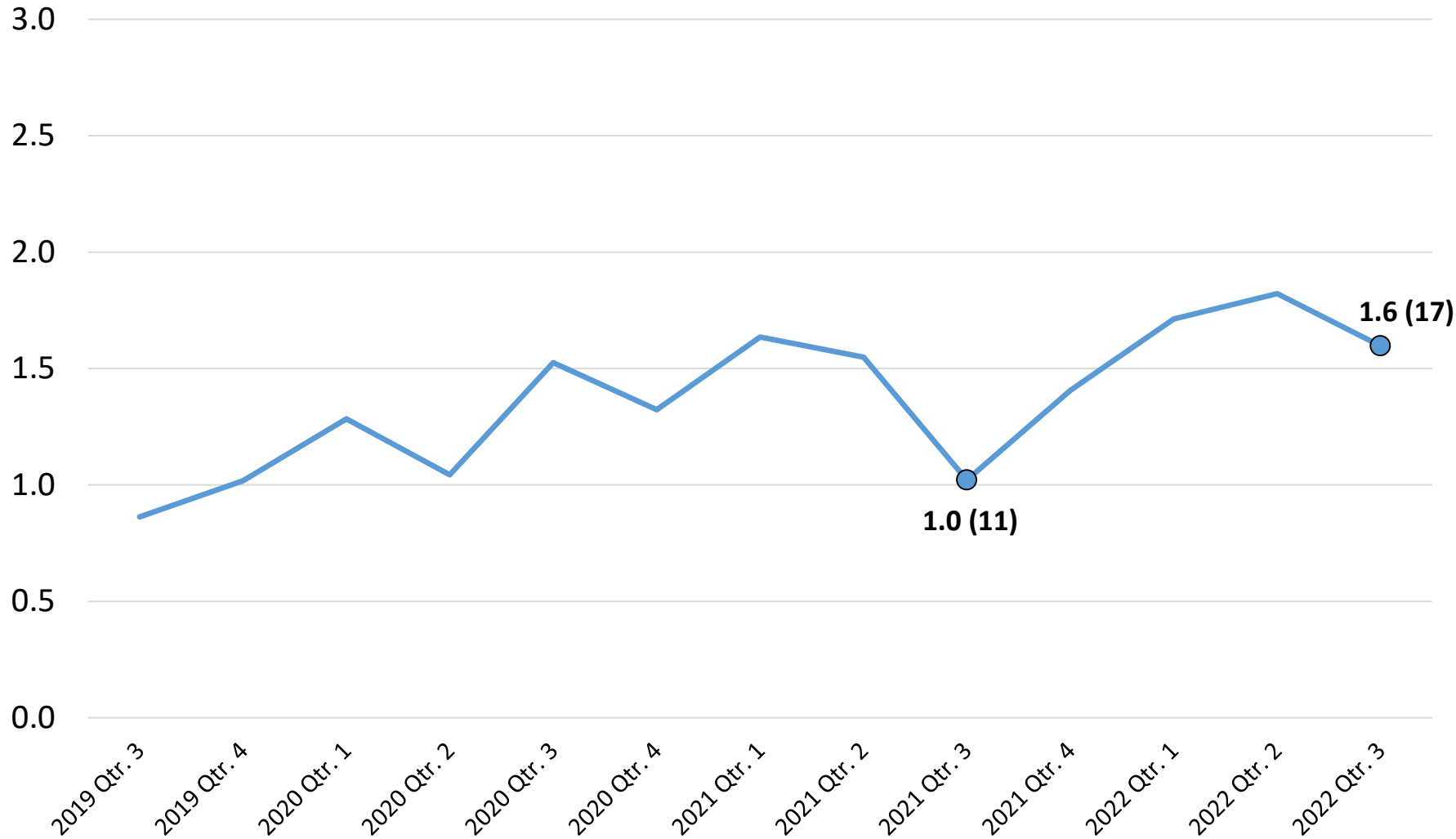
**Change on year**

**+0.4 per 100k miles**

- 258 collisions / 5,689,857 miles
- Mirror strikes remain the most numerous at 43% of total collisions



# MAX Light Rail Collisions per 100,000 Miles



## CY22 Q3

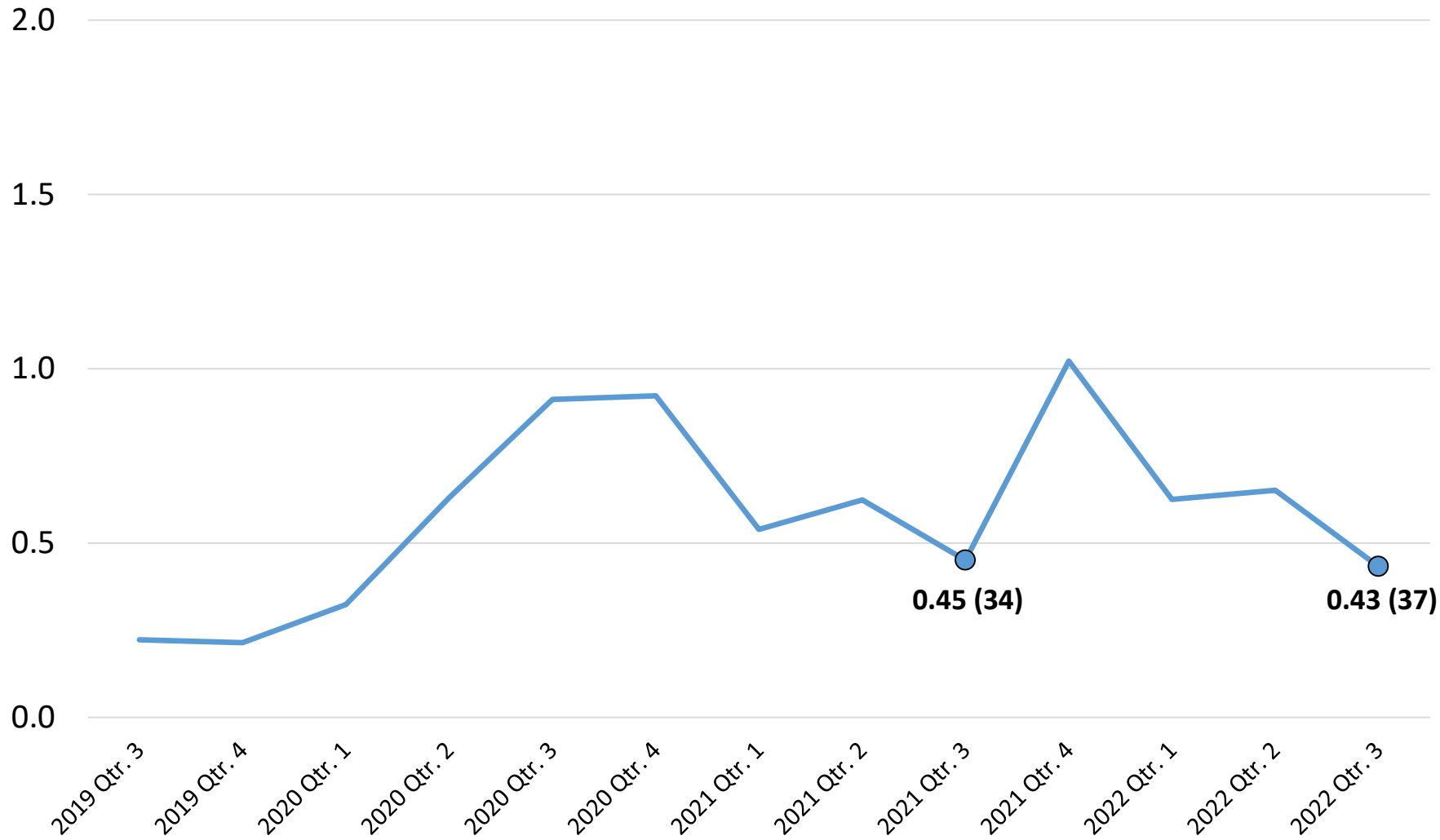
1.6 per 100k miles

## Change on year

+0.6 per 100k miles

- This year Q3:  
17 collisions /  
1,064,646 miles
- Last year Q3:  
11 collisions /  
1,077,076 miles

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



## CY22 Q3

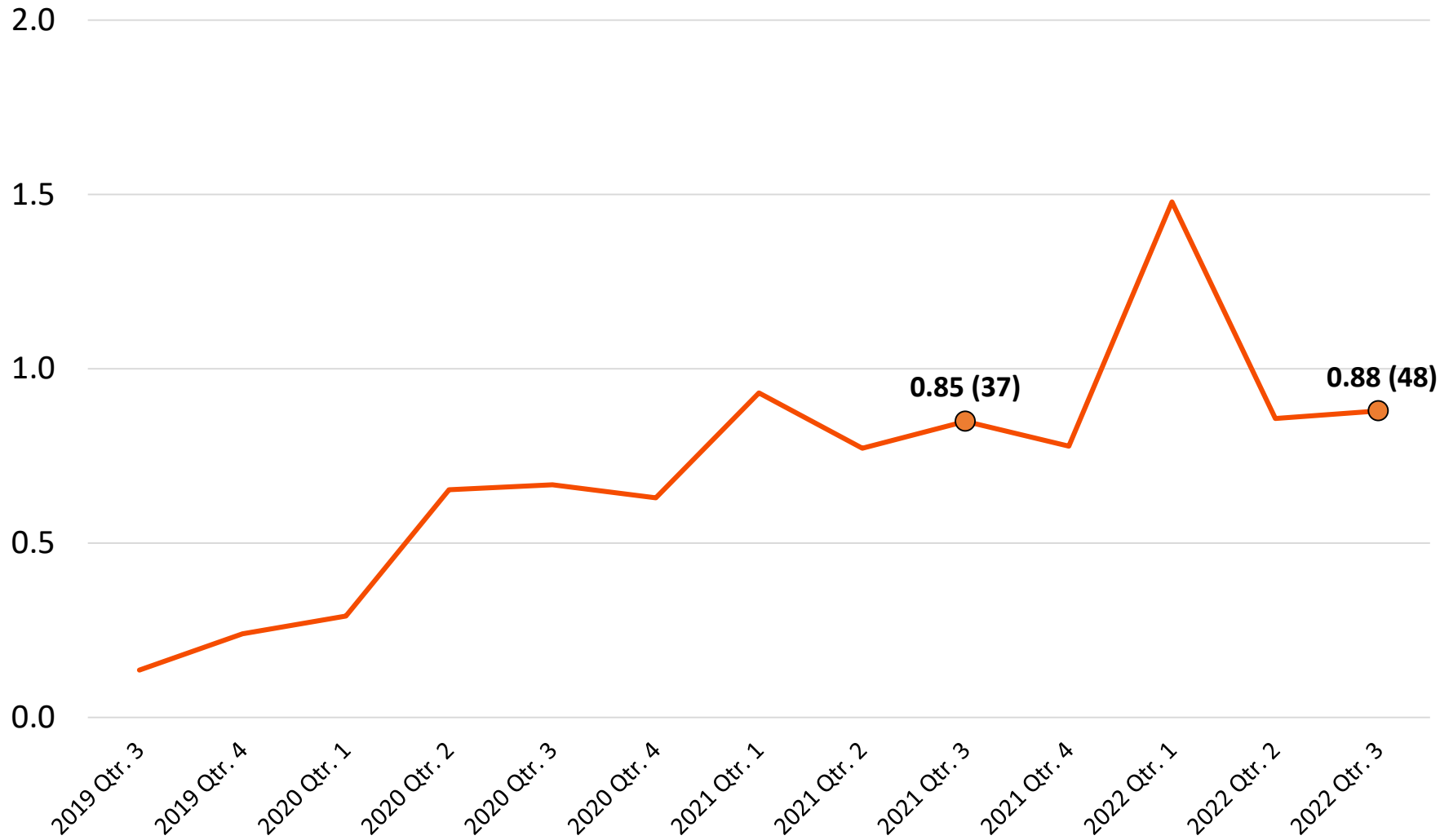
0.43 per 100k boardings

## Change on year

-0.02 per 100k miles

- This year Q3: 37 incidents / 8,537,062 boardings
- Last year Q3: 34 incidents / 7,537,920 boardings

# MAX Right Rail: Employee Safety Incidents per 100,000 Boardings



**CY22 Q3**

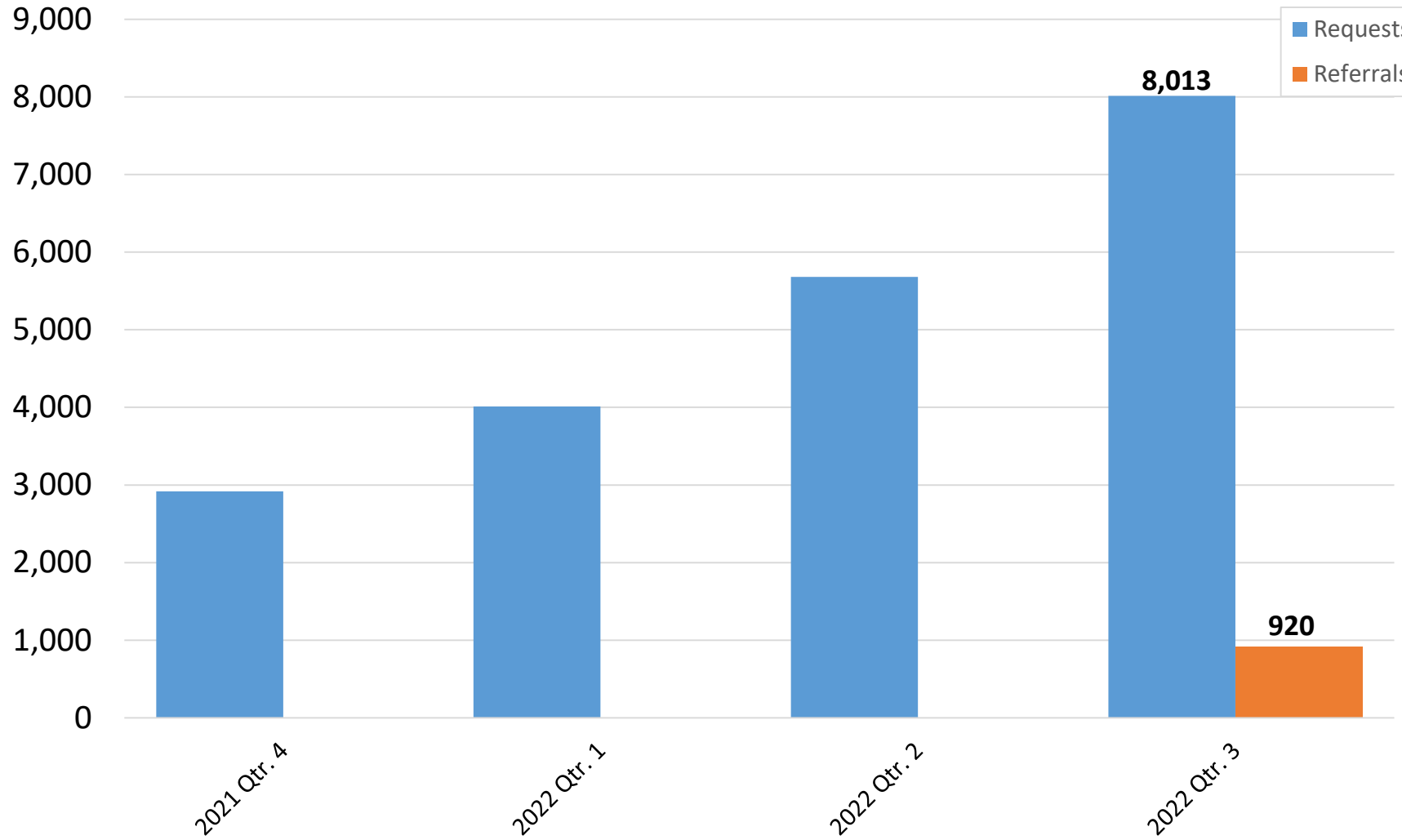
0.88 per 100k boardings

**Change on year**

+ 0.03 per 100k miles

- This year Q3: 48 incidents / 5,457,860 boardings
- Last year Q3: 37 incidents / 4,356,940 boardings

# Safety Response Team Requests and Referrals by Quarter



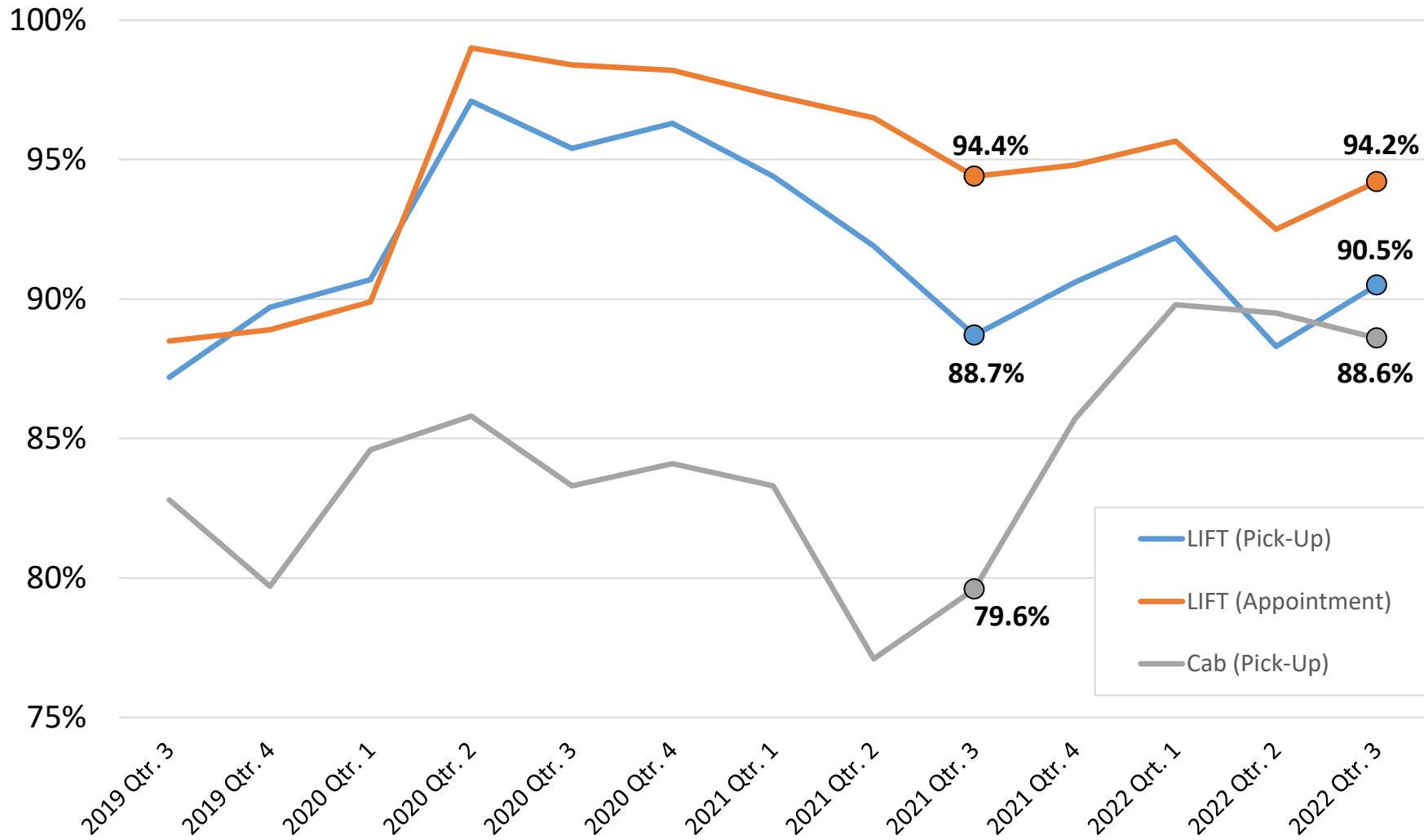
## CY22 Q3

8,013 requests

920 referrals

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

# LIFT – On-Time Performance



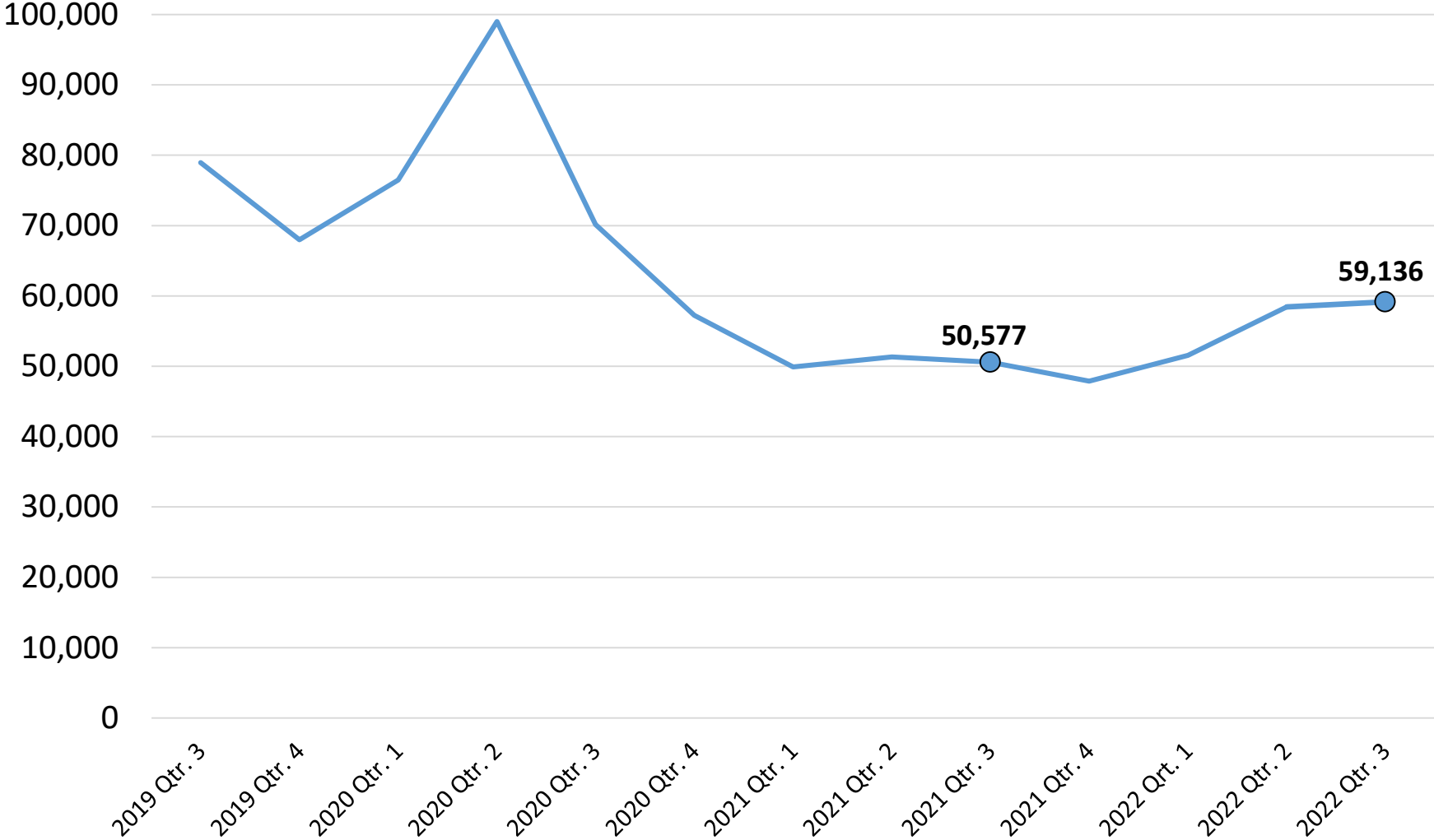
## CY22 Q3

Pick-up: 90.5%  
 Appointments: 94.2%  
 Cab: 88.6%

## Change on year

Pick-ups: +1.8 pct pts  
 Appts: -0.2 pct pts  
 Cab: +9.0 pct pts

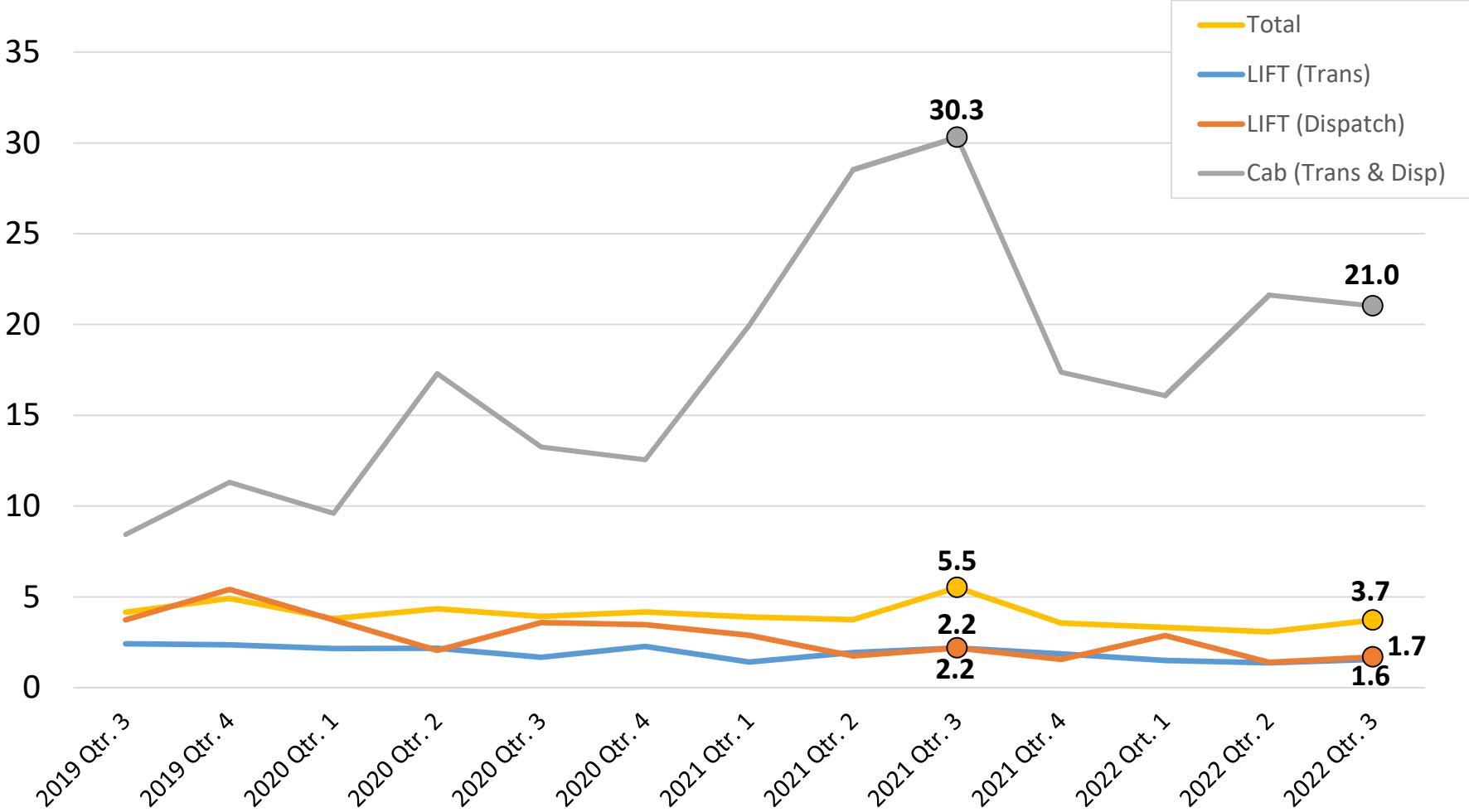
# LIFT – Miles between Road Calls



**CY22 Q3**  
59,136 miles

**Change on year**  
**+8,558 miles**

# LIFT – Complaints per 1,000 Rides



### CY22 Q3

Transport: **1.6** per 1K rides  
 Dispatch: **1.7** per 1K rides  
 Cab: **21.0** per 1K rides  
 Total: **3.7** per 1K rides

### Change on year

Transport: **-0.6** per 1K rides  
 Dispatch: **-0.5** per 1K rides  
 Cab: **-9.3** per 1K rides  
 Total: **-1.8** per 1K rides