

# ***2019 3rd Quarter (July, Aug, Sept) Performance Report Highlights***

## **Business Plan Goals:**

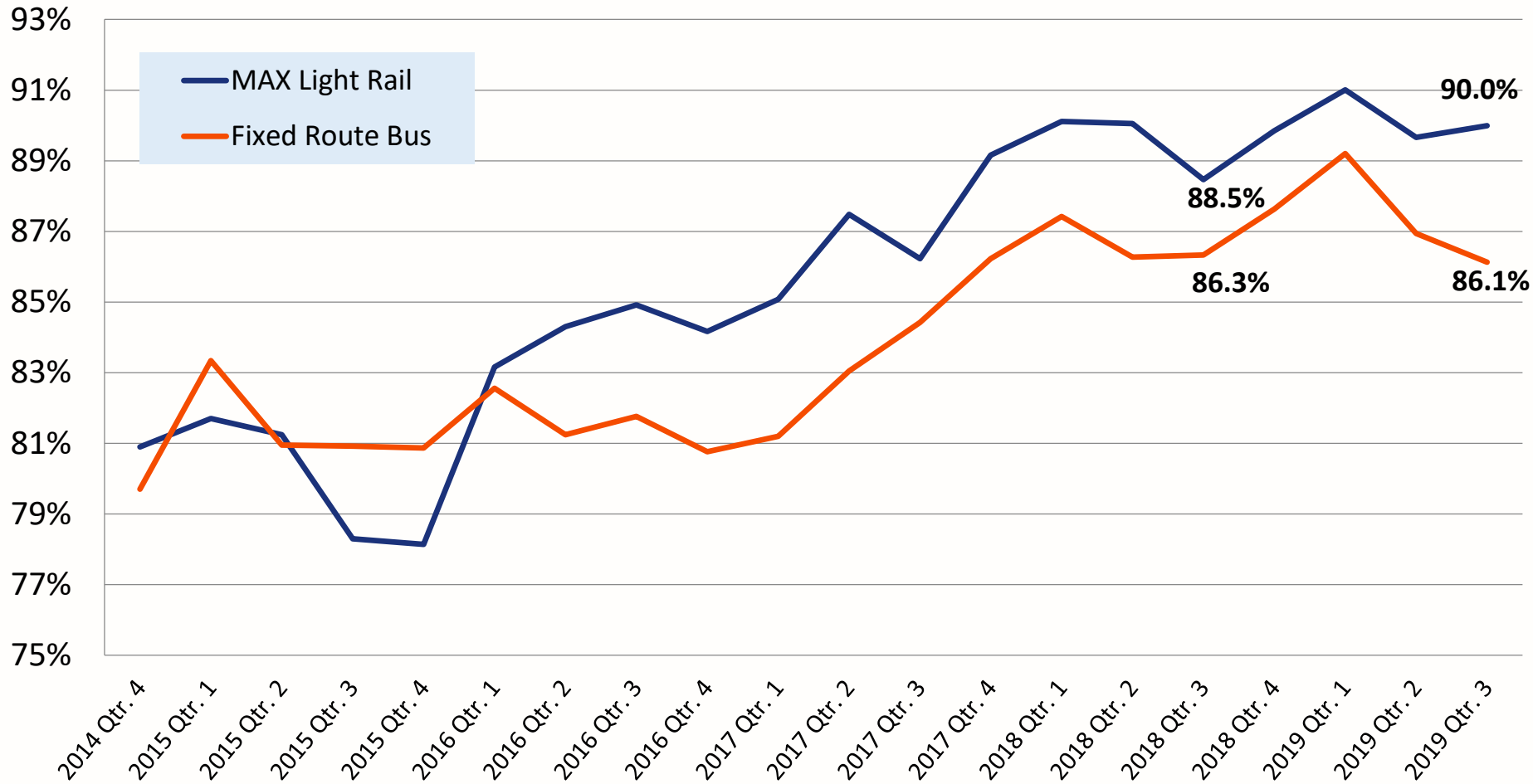
- ***Satisfied Riders***
- ***Deliver Safe, Efficient, and Equitable Service***
- ***Ensure a Culture of Safety***

## ***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%

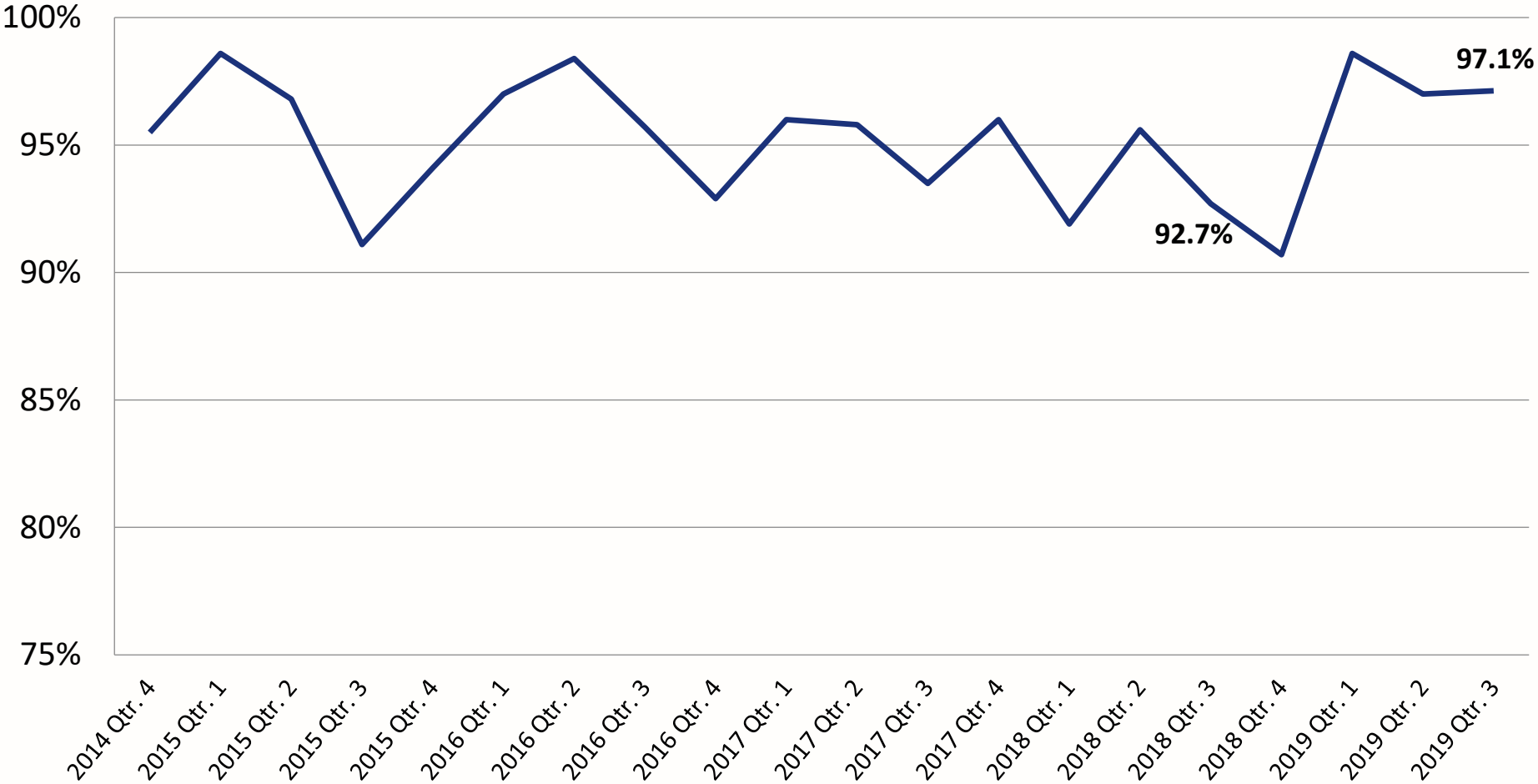
## Change on year

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**

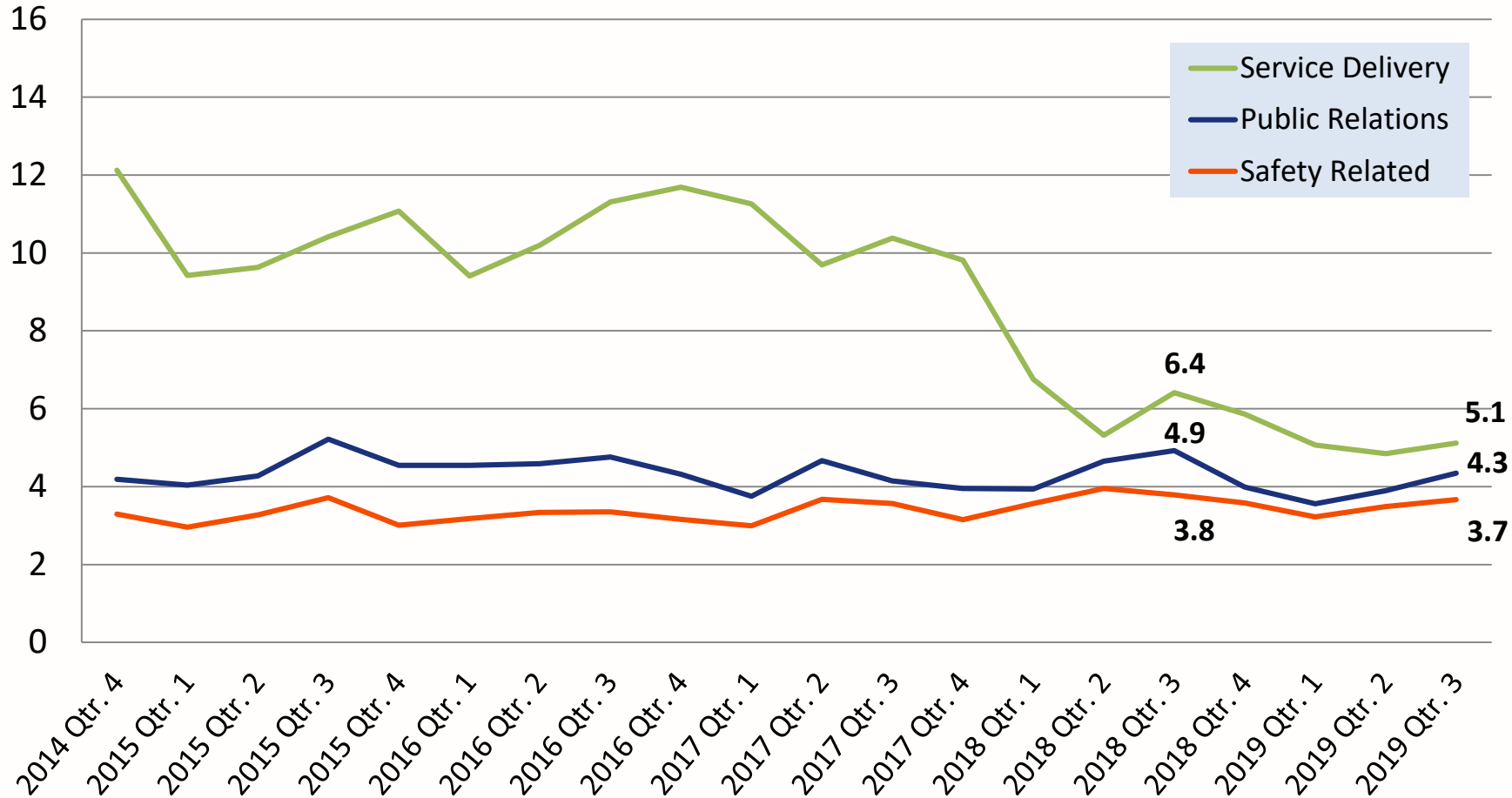
97.1%

**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

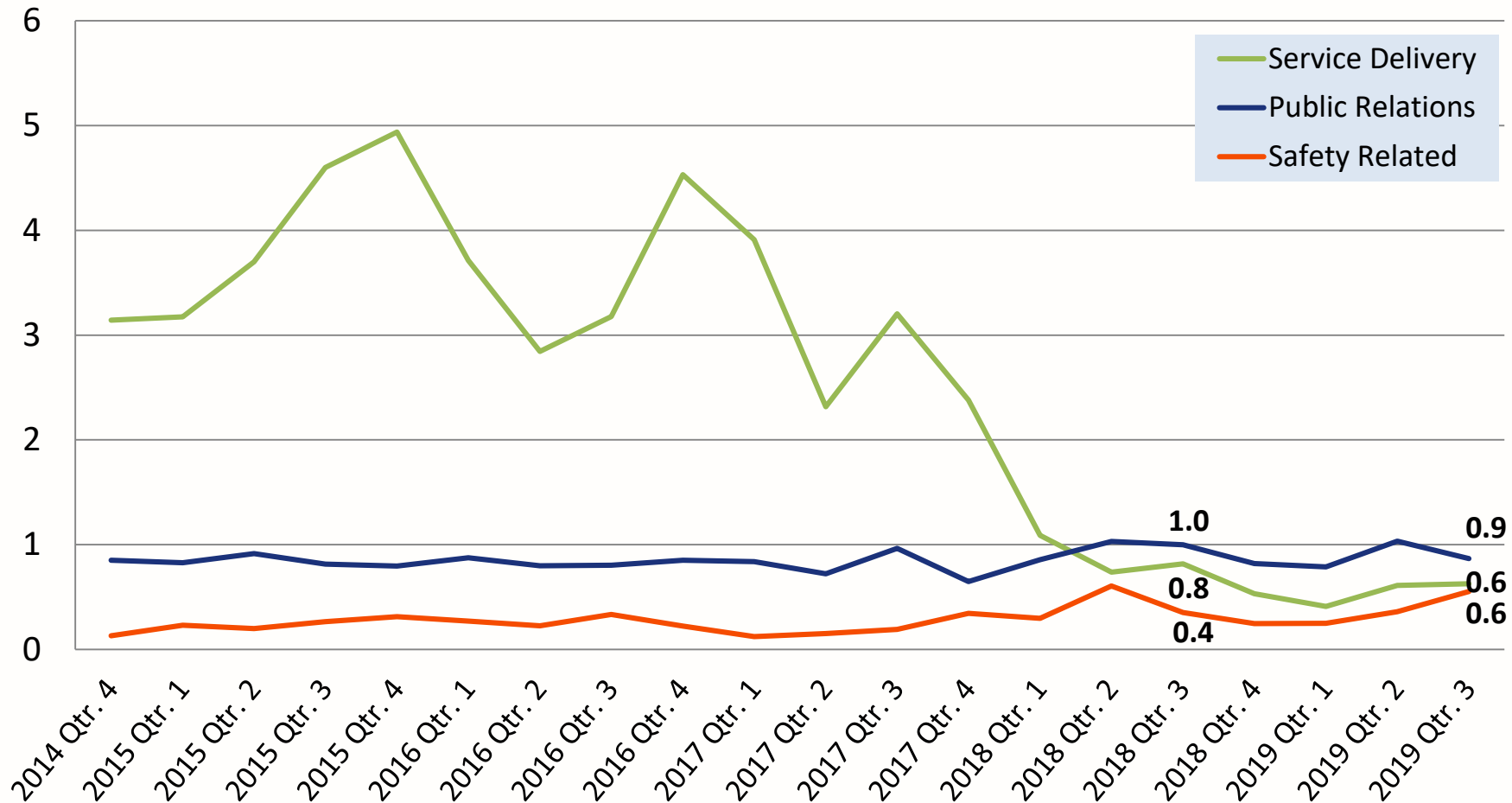
Serv. Delivery **-1.3** pct points

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.

## Bus

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

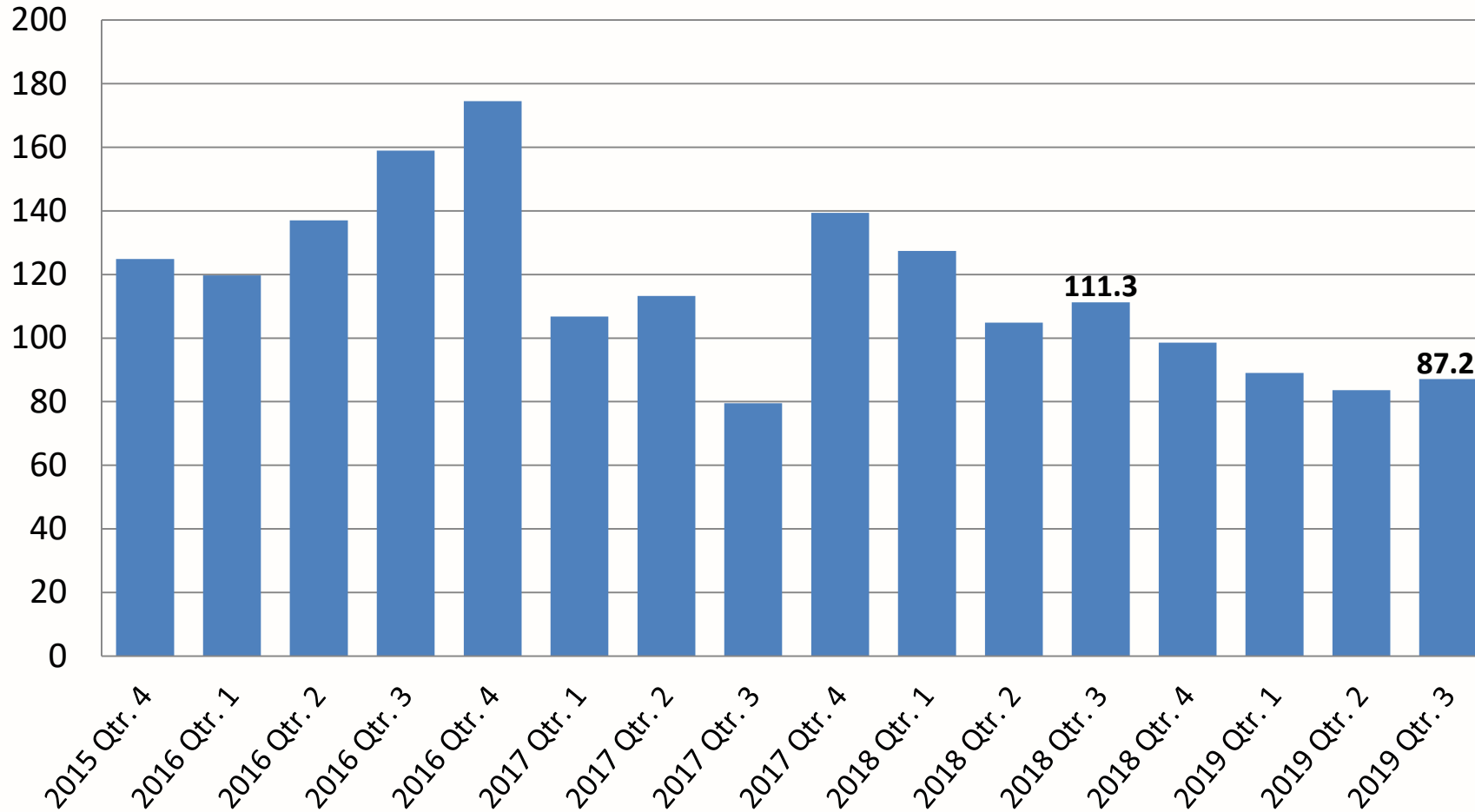
## MAX

|                               |    |       |
|-------------------------------|----|-------|
| Rough Ride                    | 30 | 55.6% |
| Driving Behavior              | 12 | 22.2% |
| Pedestrian safety             | 4  | 7.4%  |
| Bicyclist safety              | 2  | 3.7%  |
| Endangerment of public safety | 2  | 3.7%  |
| Ran red light                 | 1  | 1.9%  |
| Report Veh,Ped,Cyclist strike | 1  | 1.9%  |
| Speeding                      | 1  | 1.9%  |
| Use of audio/video device     | 1  | 1.9%  |

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

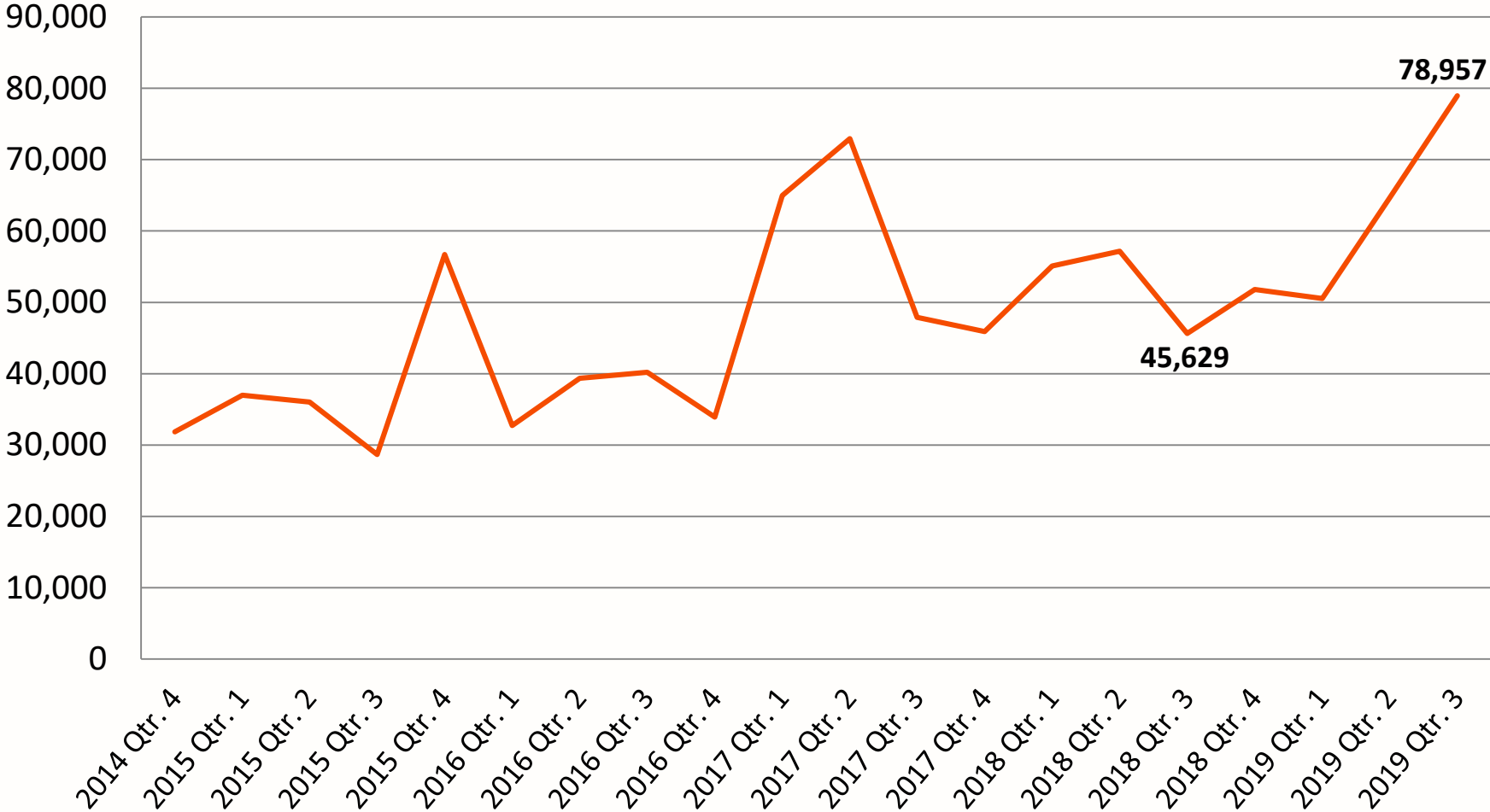
87.2 per million miles

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



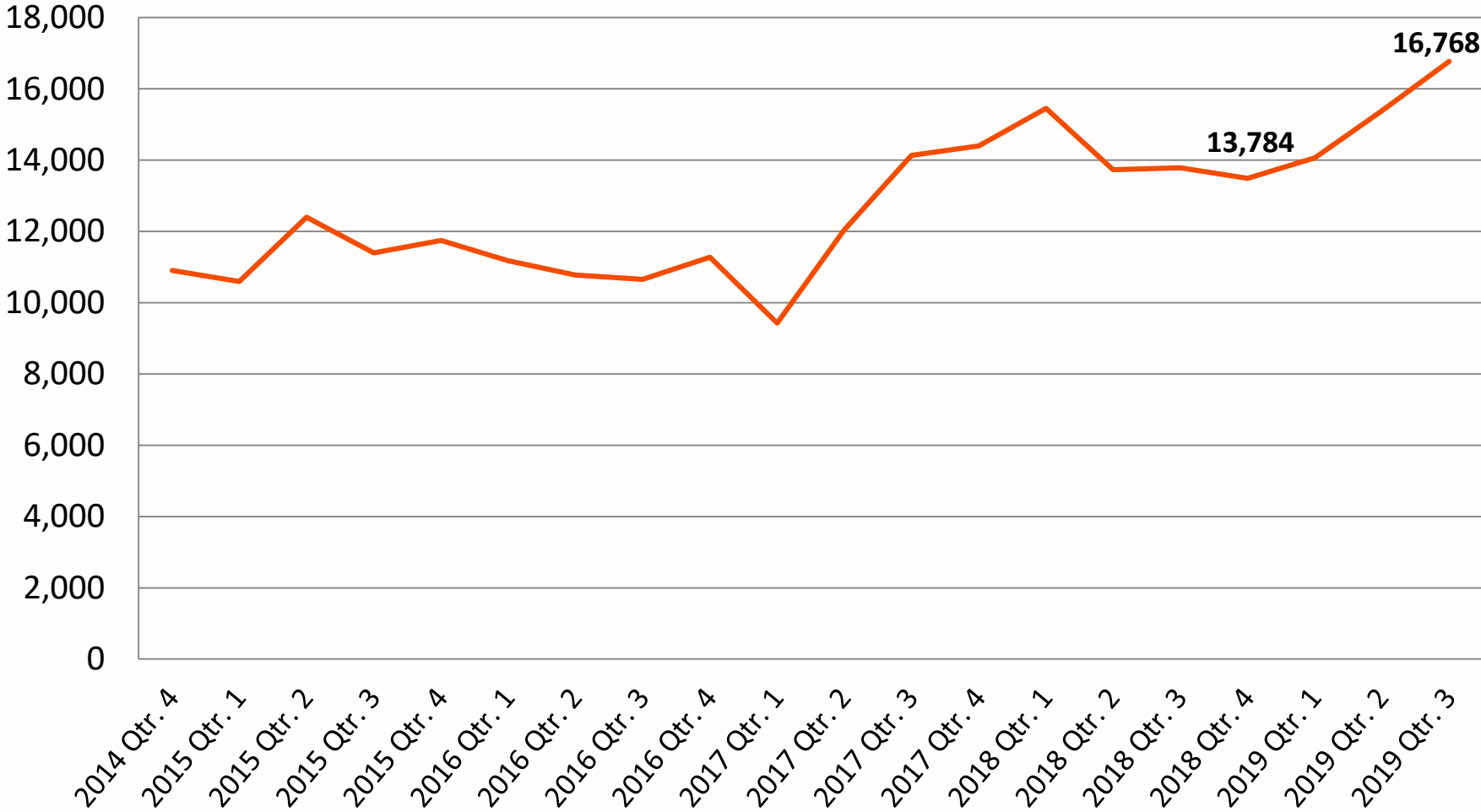
**CY19 Q3**  
78,957

**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

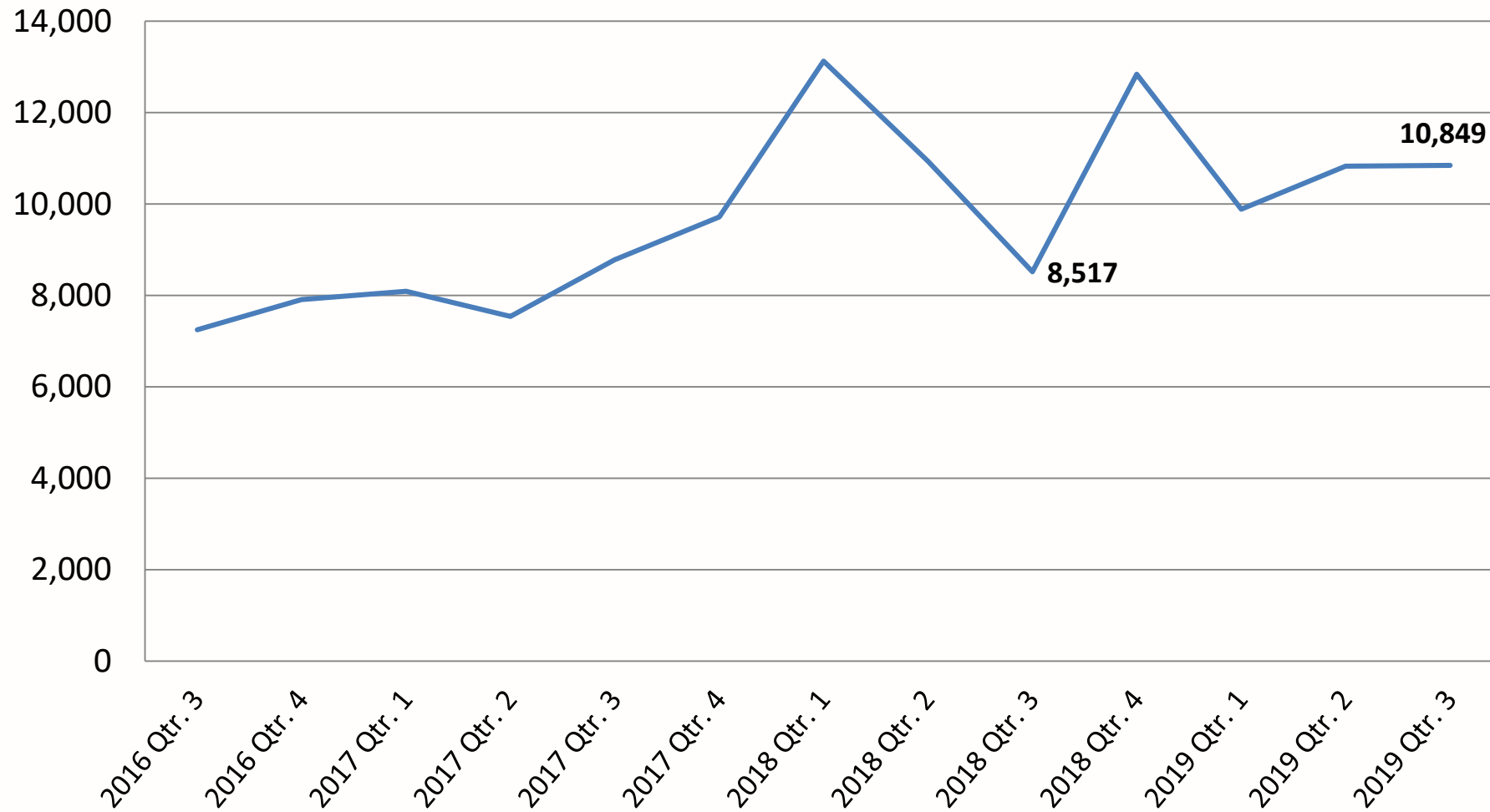


**CY19 Q3**  
16,768

**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



**CY19 Q3**

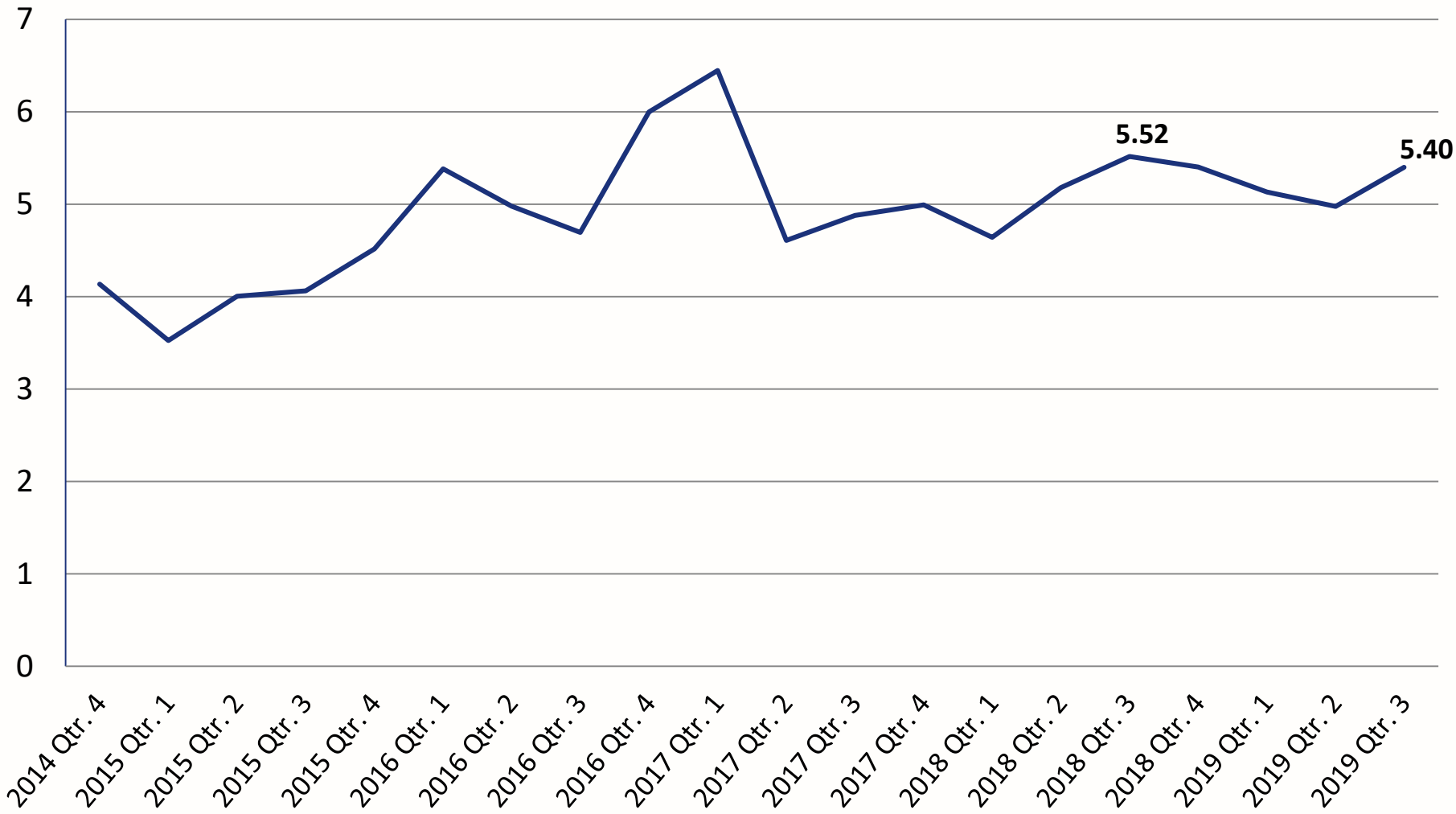
10,849

**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

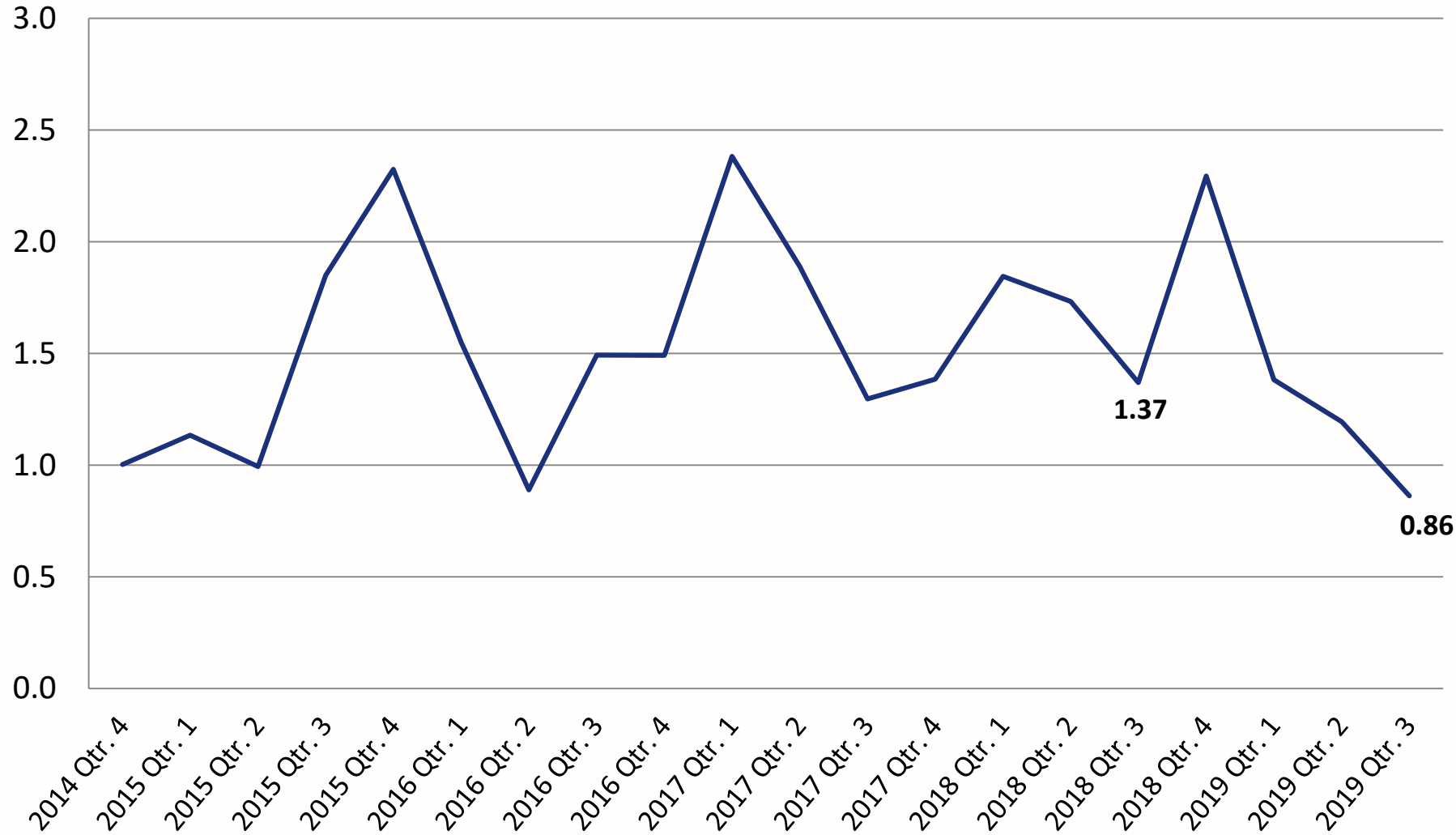


**CY19 Q3**  
5.40

**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.

