



Quarterly Performance Report

2022 3rd Quarter Report

(Jul., Aug., Sep.)

High Quality Service through Continuous Improvement 2022 3rd Quarter (Jul., Aug., Sep.) Performance Report

TriMet Board Meeting, April 2023

Quality is a never-ending quest and continuous improvement is a never-ending way to discover and eliminate the root causes of problems. It accomplishes this by using sustainable, incremental improvements rather than implementing one large change. It is a way of looking at how we can do our work better.

Key performance indicators are performance measurements that identify the level of progress toward attaining stated objectives and are defined for fixed-route service (Bus, MAX, and WES) as well as for LIFT paratransit service.

APPROACH

Focus on TriMet's three primary areas for improvement:

1. Vehicle and System Reliability

Goal: Reduce service disruptions through effective preventive maintenance and asset management.

Key Performance Indicators:

Fixed Route - Preventive maintenance schedule compliance, mean distance traveled between mechanical failures, and maintenance employee attendance.

LIFT - Miles between road calls.

2. Service Delivery

Goal: Ensure efficient service delivery by creating staffing levels and reporting structures that increase the ability to respond quickly to service and customer needs. Improve route design and service delivery through ongoing line reviews.

Key Performance Indicators:

Fixed Route - On time performance (OTP), operator attendance, and boarding rides per revenue hour.

LIFT - On time performance (OTP) and boarding rides per revenue hour.

3. Operator Support

Goal: Improve safety and customer service through customized training programs for operators and supervisors.

Key Performance Indicators:

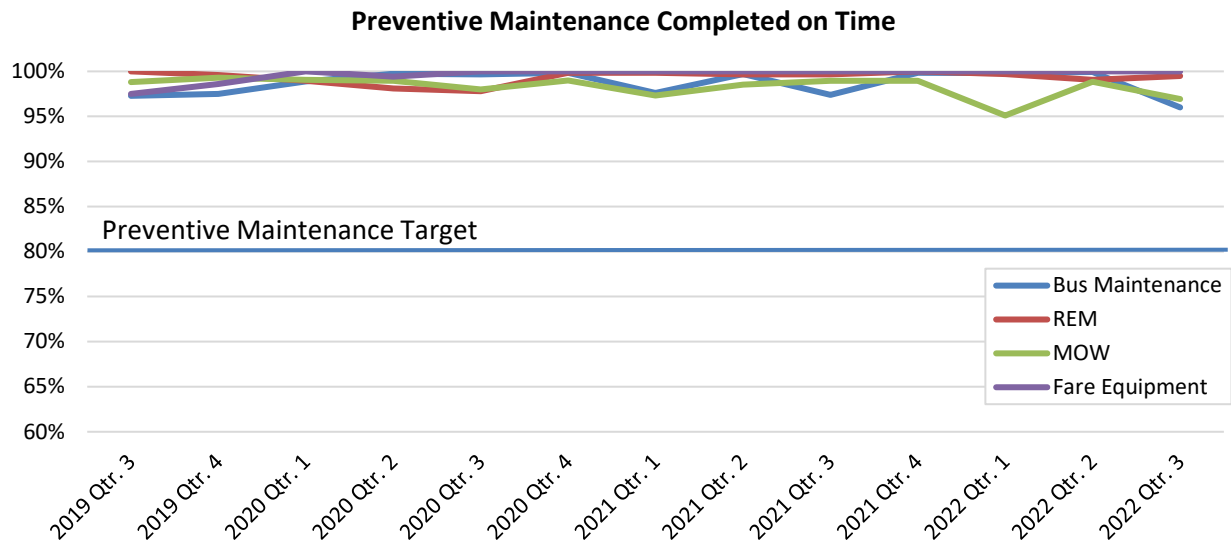
Fixed Route - Collisions, commendations, complaints, and rail rule violations.

LIFT - Collisions, commendations, complaints, and call center hold times.

Preventive Maintenance Completed on Time

Preventive maintenance (PM) compliance for all disciplines was 97% or higher, exceeding TriMet's preventive maintenance target of 80%.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Bus Maintenance	96.0%	99.9%	97.4%	-1.4
REM	99.5%	99.1%	99.7%	-0.2
MOW	96.9%	98.9%	99.0%	-2.0
Fare Equipment	100.0%	100.0%	100.0%	0.0

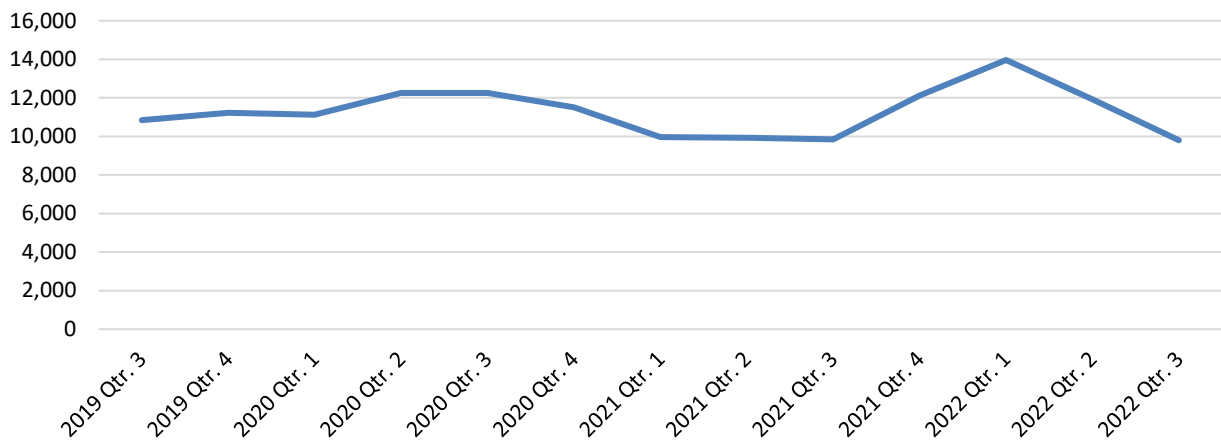


Mean Distance Between Failures (MDBF)

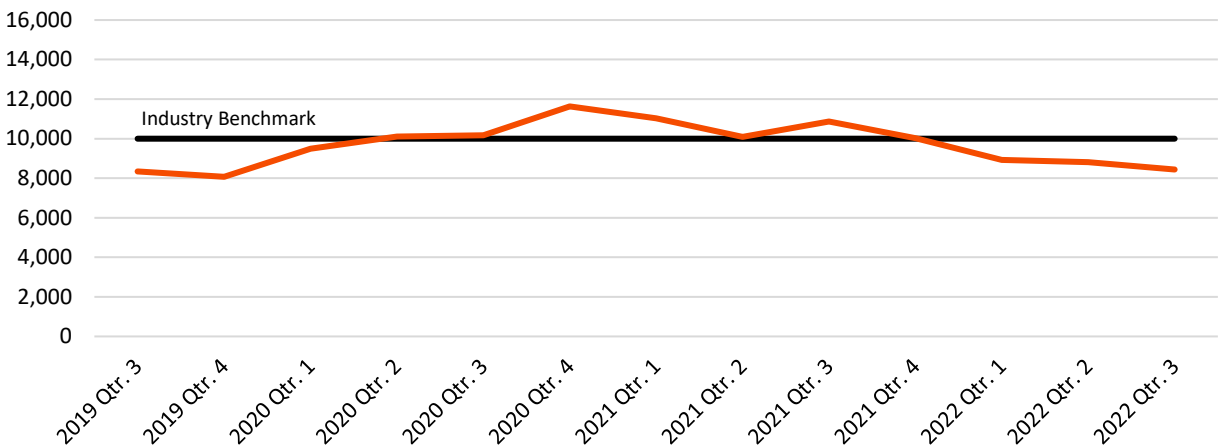
- MAX light rail mean distance between failures (MDBF) at 9,802 miles represents an increase of 40 miles compared to this period last year. Propulsion remained the most common type of failure with a 5% increase compared to 2022 Q2. HVAC systems also had a increased in failures likely due to the higher temperatures observed during the summer months.
- Fixed route bus MBDF decreased 2,430 miles on the prior year to 8,440. Engine failures account for the largest number of failures followed by air system failures. Cooling systems failures had the largest decrease due lessons learned from hot weather in 2021.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
MAX Light Rail	9,802	11,917	9,842	-40
Fixed Route Bus	8,440	8,807	10,870	-2,430

MAX Light Rail MDBF - Lost Service



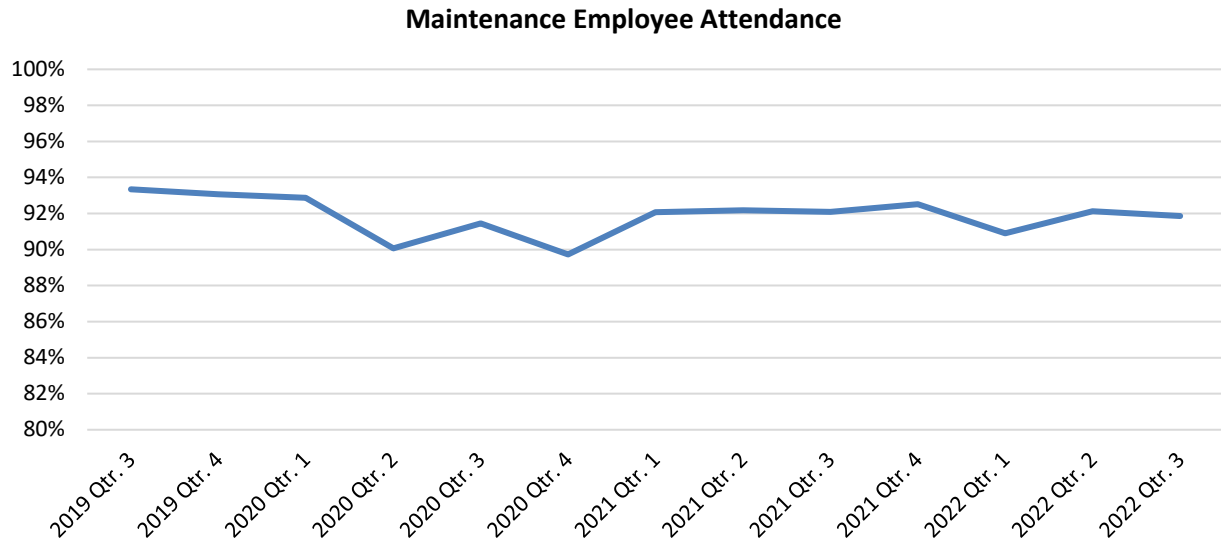
Fixed Route Bus MDBF - Lost Service



Maintenance Employee Attendance

Maintenance attendance decreased 0.2 percentage points from the prior year to 91.9%.

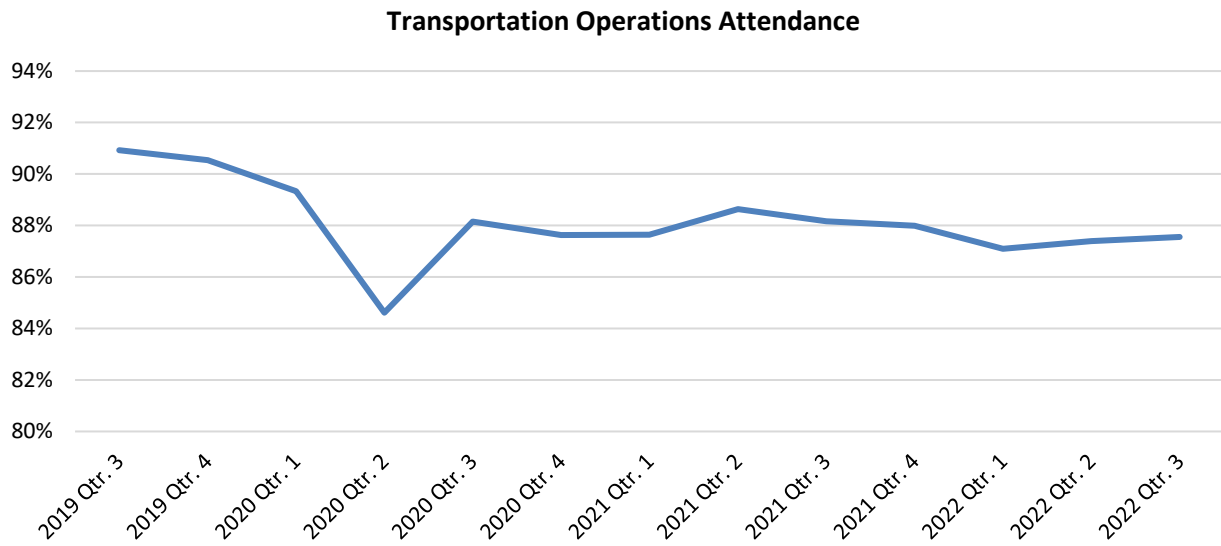
	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Maintenance	91.9%	92.1%	92.1%	-0.2



Transportation Operations Employee Attendance

Transportation employee attendance decreased slightly to 87.6%, a change of 0.6 percentage points from the prior year.

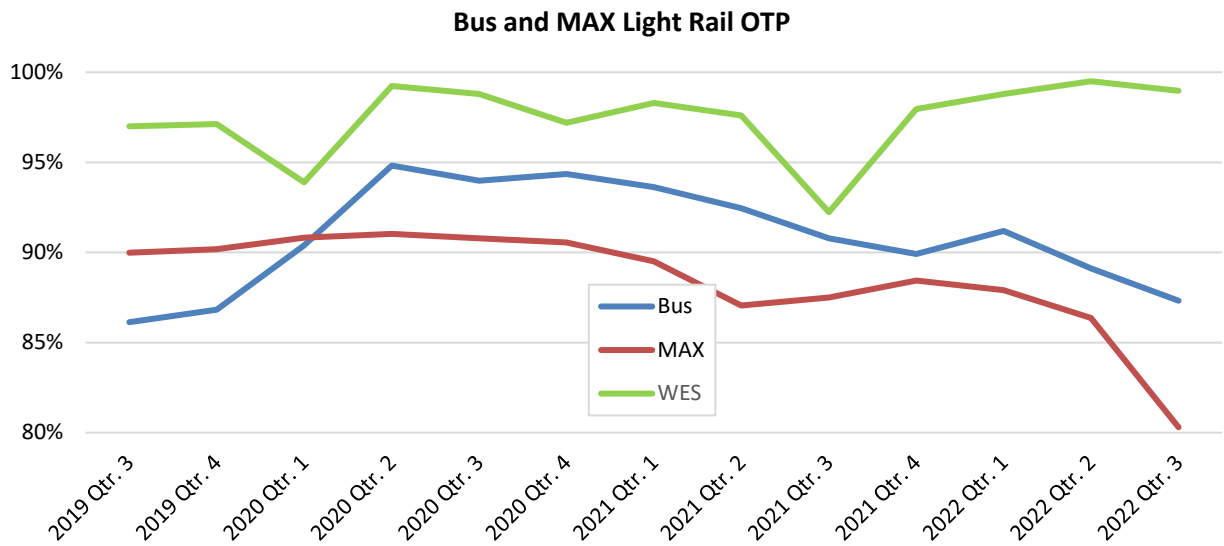
	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Transportation Operations	87.6%	87.4%	88.2%	-0.6



On Time Performance

- Bus in-service OTP declined to 87.3% compared to the previous year; this is still above the target of 87.0% on time.
- MAX OTP declined to 80.3% this quarter compared to a year ago; this is below the target of 89.0% on time.
- WES OTP increased to 98.6% this quarter compared to a year ago.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Fixed Route Bus	87.3%	89.1%	90.8%	-3.5
MAX Light Rail	80.3%	86.4%	87.5%	-7.2
WES Commuter Rail	98.6%	99.0%	98.0%	0.6



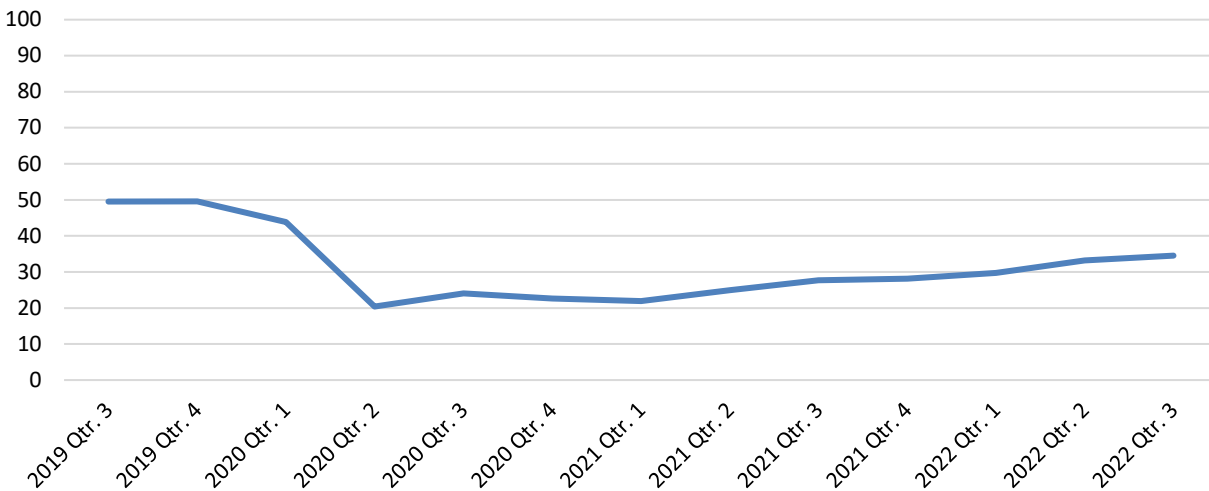
Boarding Rides Per Revenue Hour

Total fixed route boarding rides per revenue hour increased by 6.8 compared to the same period last year.

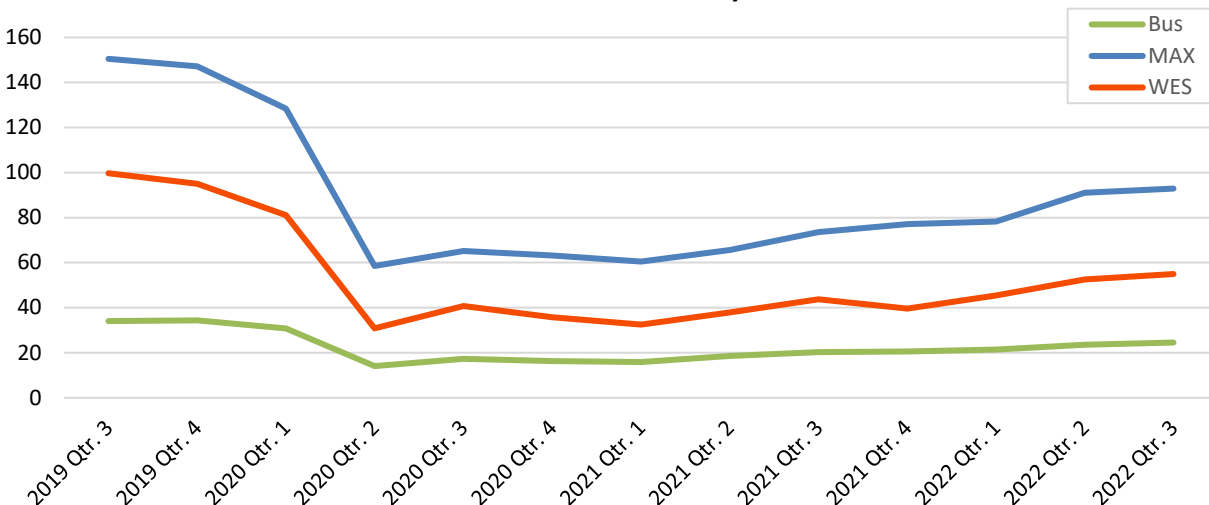
- Fixed route bus boardings per revenue hour were up by 4.3 compared to the previous year.
- MAX boardings per revenue hour were up by 19.4 compared to the previous year.
- WES boardings per revenue hour were up by 11.2 compared to the previous year.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	34.5	33.2	27.7	6.8
Fixed Route Bus	24.6	23.5	20.3	4.3
MAX Light Rail	92.9	91.1	73.5	19.4
WES Commuter Rail	54.9	52.5	43.7	11.2

Total Fixed Route Rides Per Revenue Hour



Rides Per Revenue Hour By Mode

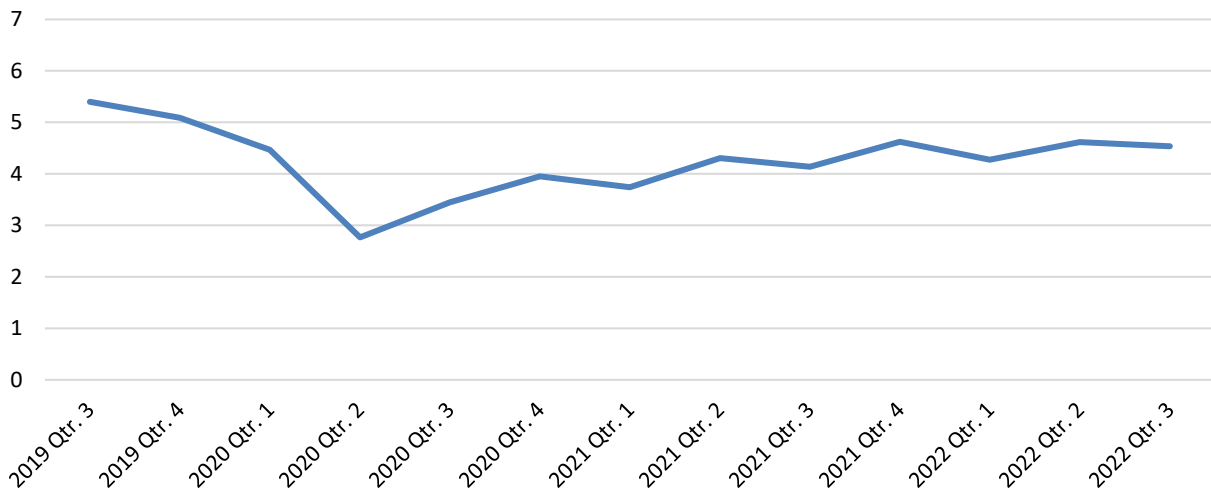


Fixed Route Bus Collisions per 100,000 Miles

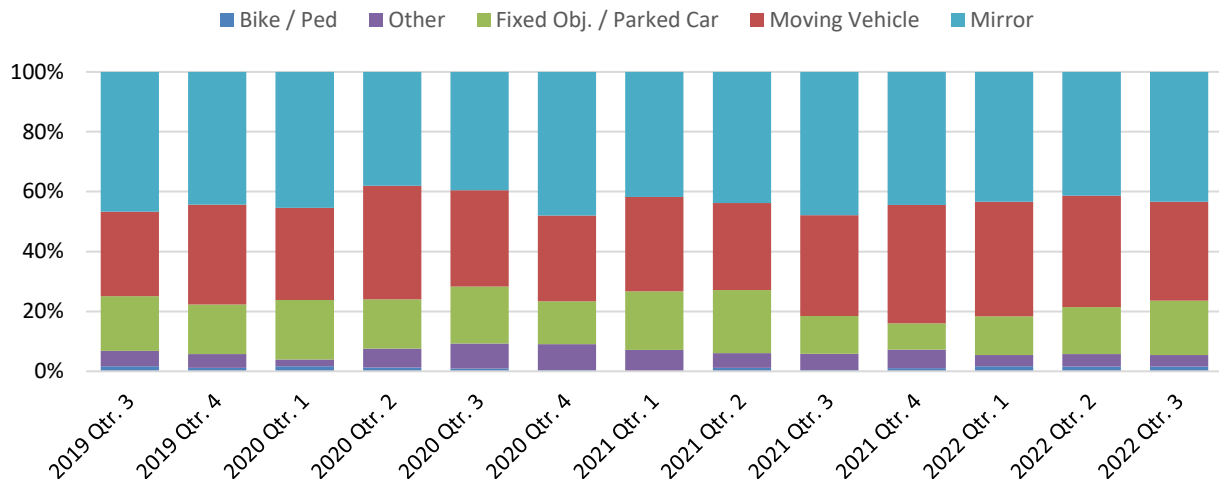
Total bus collisions per 100,000 miles increased by 0.4 compared to last year. Mirror strikes (43%) and collisions with other vehicles (33%) accounted for just over 76% of all collisions.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	4.5	4.6	4.1	0.4
Moving Vehicle	1.5	1.7	1.4	0.1
Fixed Object/Parked Car	0.8	0.7	0.5	0.3
Bike/Pedestrian	0.1	0.1	0.0	0.1
Other	0.2	0.2	0.2	-0.1
Mirror	2.0	1.9	2.0	0.0

Total Bus Collisions per 100,000 Miles



Bus Collision Type by Share of Total

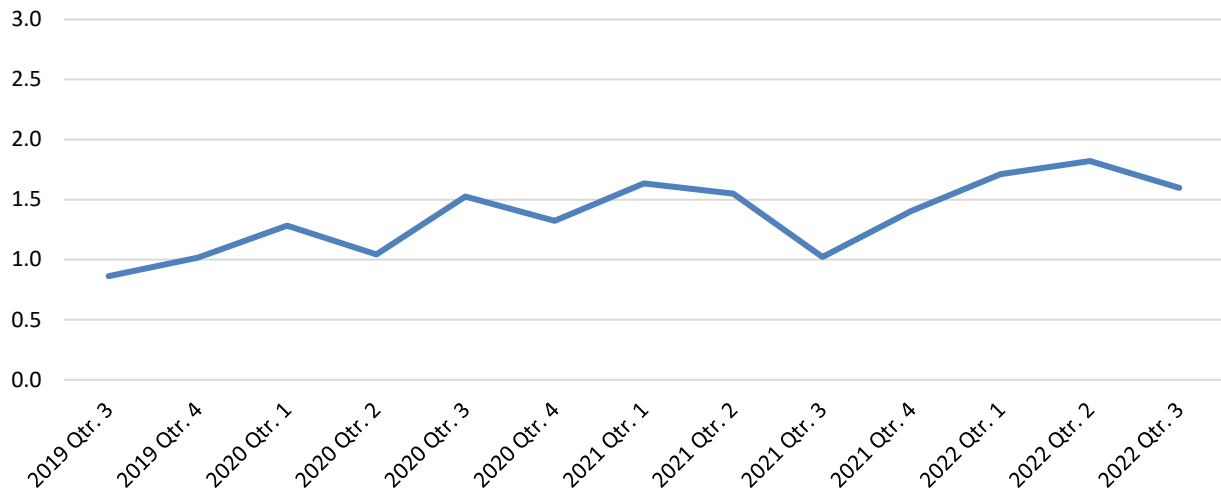


MAX Light Rail Collisions per 100,000 Miles

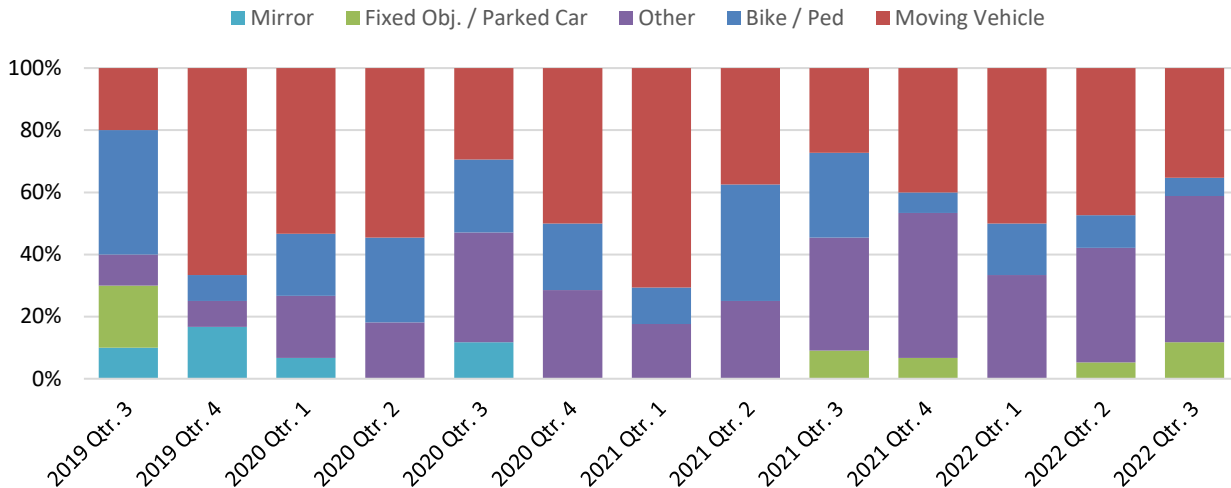
MAX had an average of 1.8 collisions per 100,000 service miles, an increase of 0.6% from the prior year. "Other" collisions include those with objects that don't fit the other categories, such as shopping carts.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	1.6	1.8	1.0	0.6
Moving Vehicle	0.6	0.9	0.3	0.3
Fixed Object/Parked Car	0.2	0.1	0.1	0.1
Bike/Pedestrian	0.1	0.2	0.3	-0.2
Other	0.8	0.7	0.4	0.4
Mirror	0.0	0.0	0.0	0.0

Total MAX Light Rail Collisions per 100,000 Miles



MAX Collision Type by Share of Total

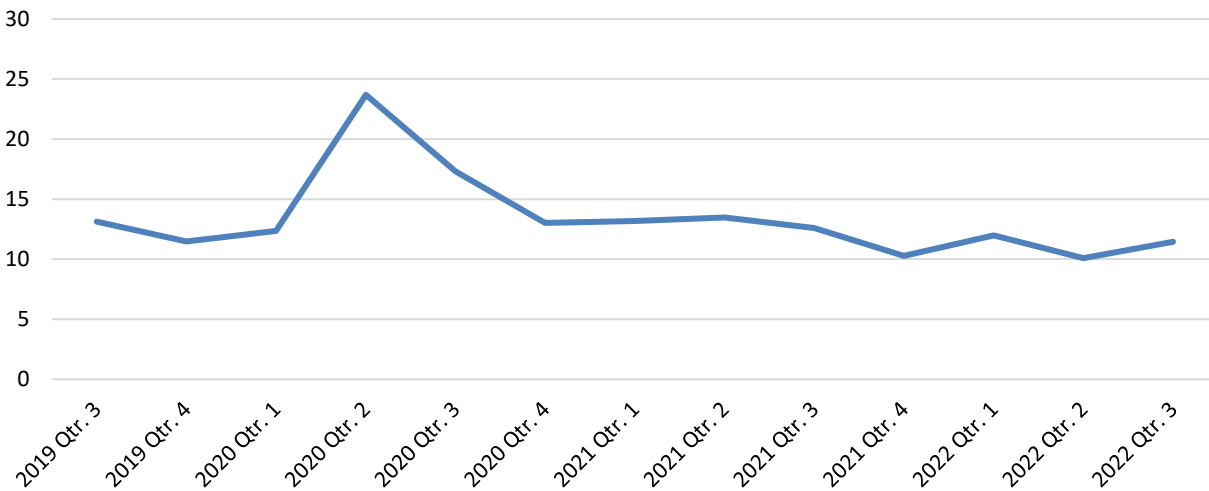


Fixed Route Bus Complaints Per 100,000 Boarding Rides

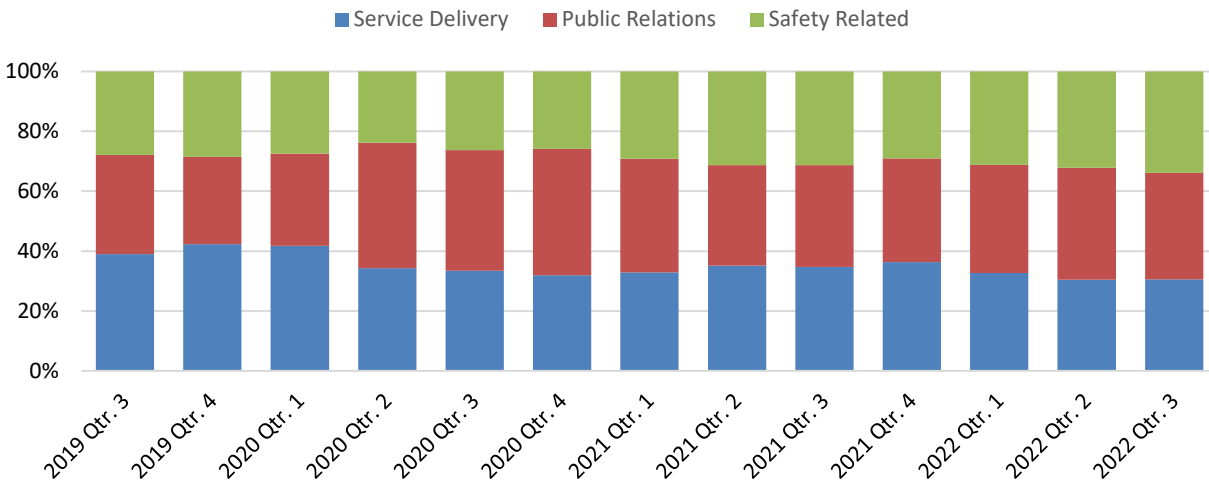
The number of bus operator complaints per 100,000 boarding rides decreased 10% compared to the past year from 12.6 to 11.4 per 100,000 boarding rides. Service Delivery complaints decreased from 4.4 to 3.5; Public Relations complaints decreased from 4.3 to 4.1; and, Safety Related complaints were flat at 3.9 complaints per 100,000 boarding rides compared to the same quarter a year ago.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	11.4	10.1	12.6	-1.1
Service Delivery	3.5	3.1	4.4	-0.9
Public Relations	4.1	3.8	4.3	-0.2
Safety Related	3.9	3.2	3.9	-0.1

Total Bus Operator Complaints Per 100,000 Boarding Rides



Bus Operator Complaint Type by Share of Total

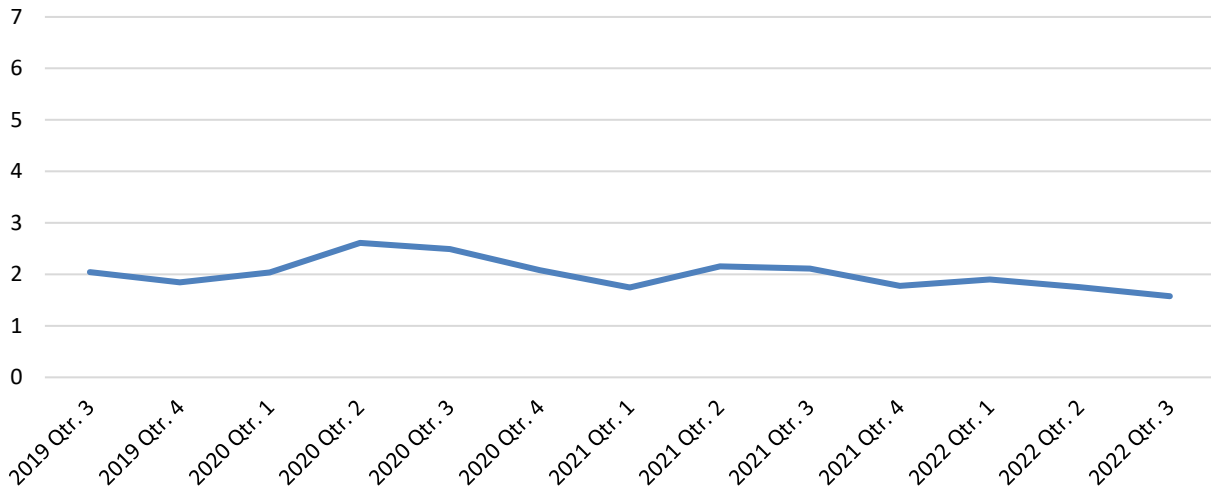


MAX Light Rail Complaints Per 100,000 Boarding Rides

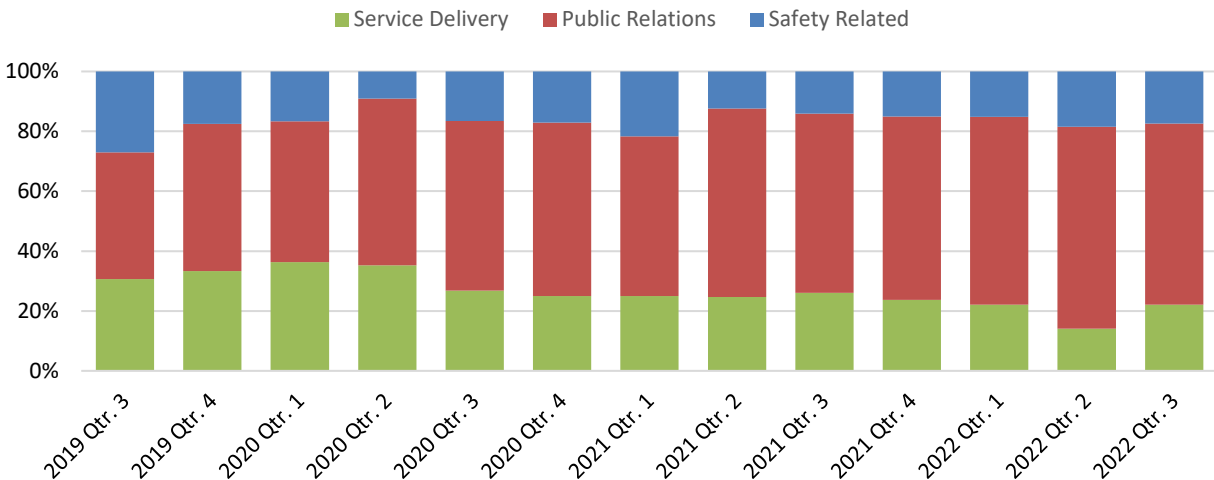
Total MAX operator complaints per 100,000 boarding rides decreased 24% from 2.1 to 1.6 complaints per 100,000 boarding rides compared to the same period last year. Service Delivery and Public Relations each declined, while Safety Related complaints remained flat at 0.3 complaints per 100,000 boarding rides. All categories remain relatively small overall.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	1.6	1.8	2.1	-0.5
Service Delivery	0.3	0.2	0.6	-0.2
Public Relations	1.0	1.2	1.3	-0.3
Safety Related	0.3	0.3	0.3	0.0

Total MAX Operator Complaints Per 100,000 Boarding Rides



Type of Operator Complaints Per 100,000 Boarding Rides

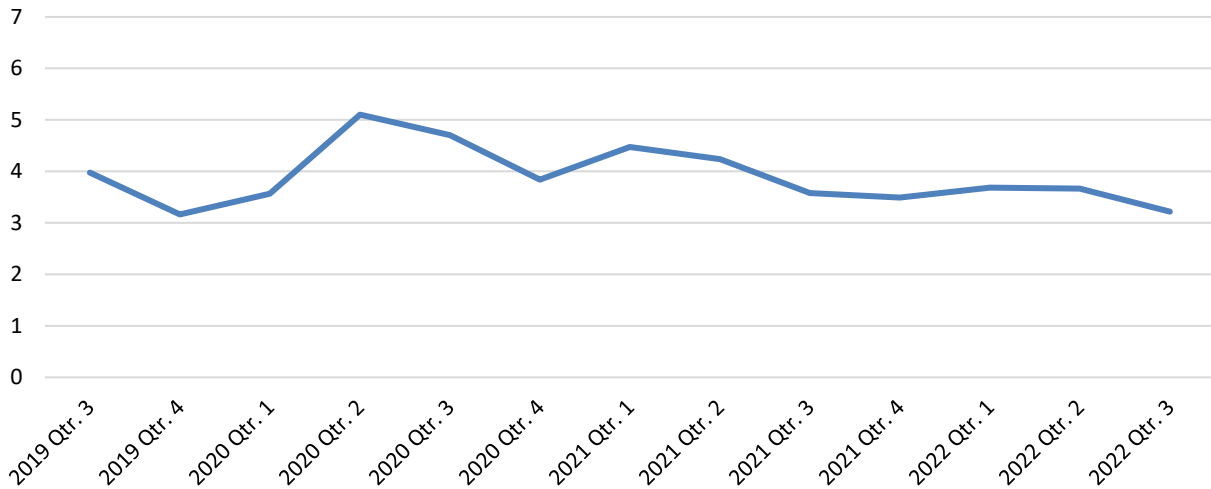


Fixed Route Bus and MAX Light Rail Commendations

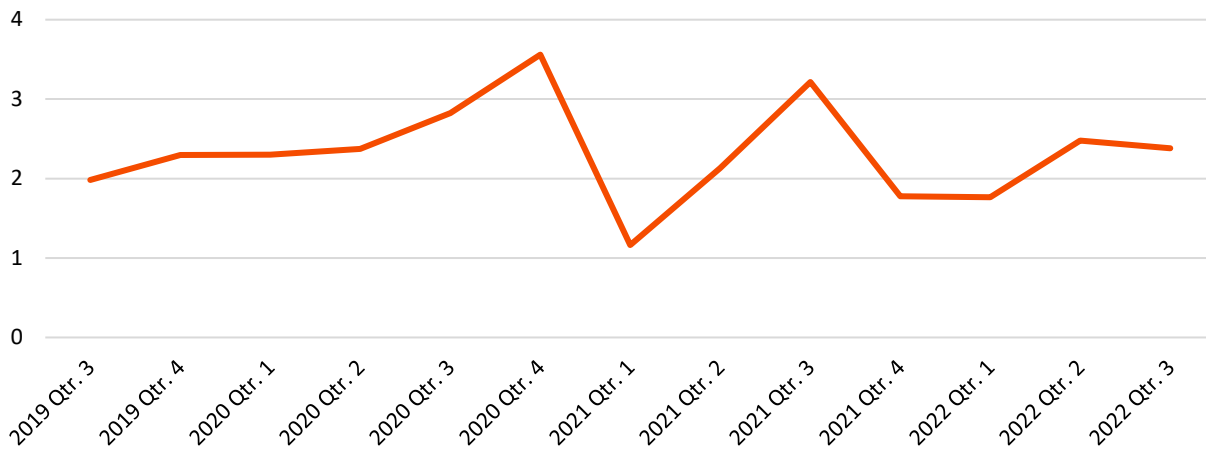
Commendation rates for Fixed Route Bus decreased by 0.4 per 100,000 boarding rides and decreased by 0.8 per 100,000 boarding rides for MAX Light Rail.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Fixed Route Bus Per 100,000 Boardings	3.2	3.7	3.6	-0.4
MAX Light Rail Per Million Boardings	2.4	2.5	3.2	-0.8

Total Bus Operator Commendations Per 100,000 Boarding Rides



Total MAX Light Rail Commendations Per Million Boarding Rides

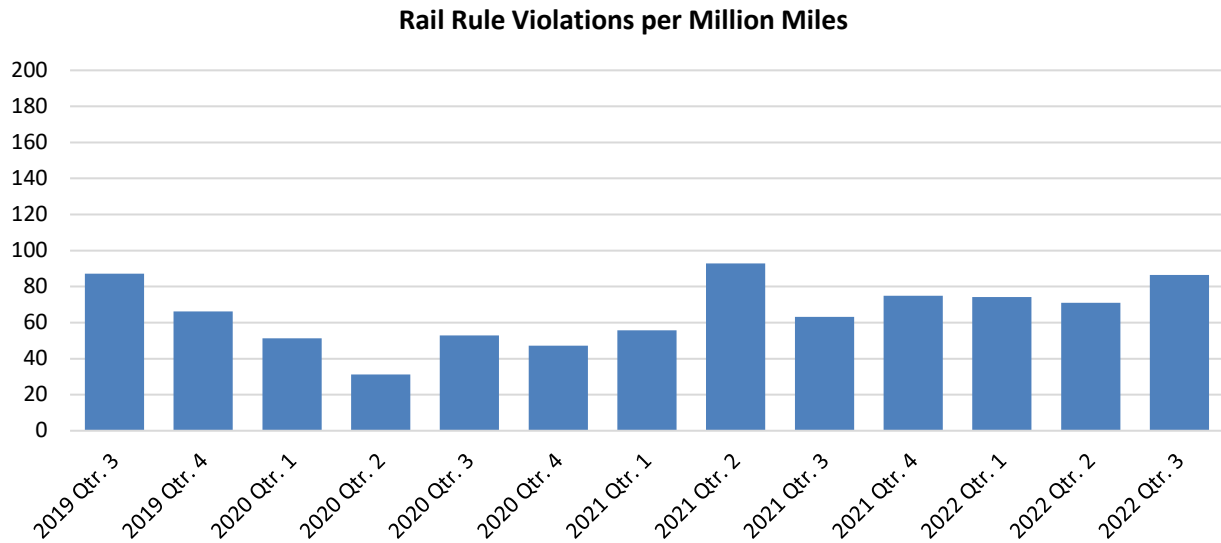


Rail Rule Violations per Million Miles

MAX rule violations per million miles increased by 23.3 per million miles compared to Q3 2021.

The majority of the rail rule violations are for Automatic Train Stop Signal Trips and Other violations.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Rail Rule Violation Rate	86.4	70.9	63.1	23.3



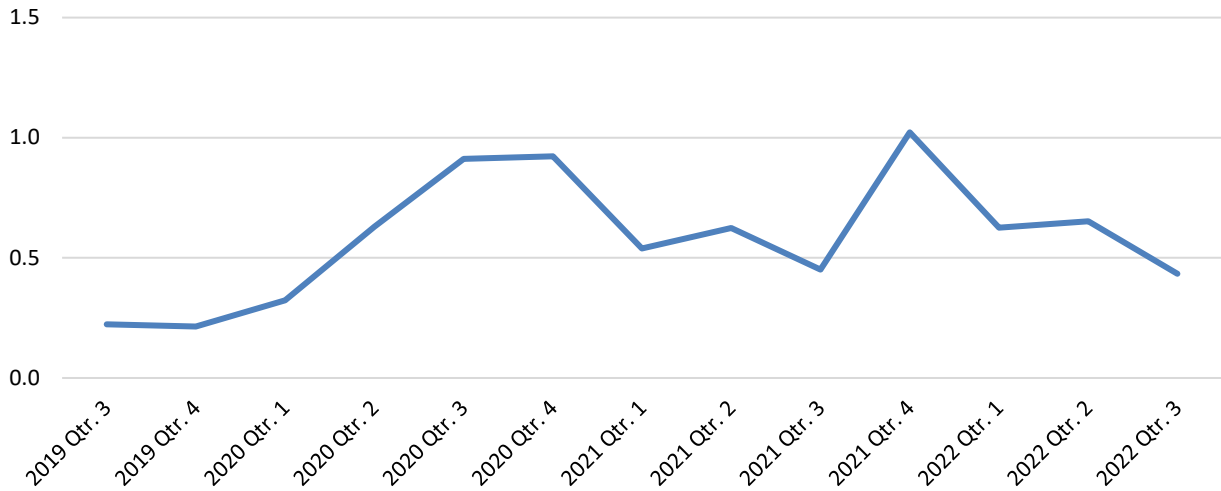
Fixed Route Bus and MAX Light Rail Employee Safety

Employee Safety Incident rates for Fixed Route Bus decreased 0.02 per 100,000 boarding rides and increased 0.03 per 100,000 boarding rides for MAX Light Rail.

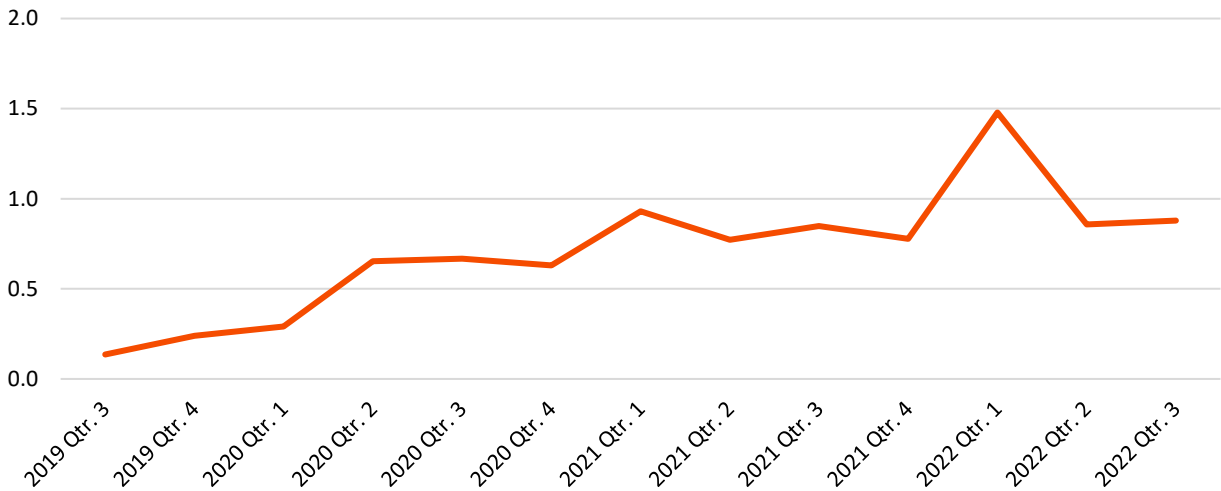
	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Fixed Route Bus	0.43	0.65	0.45	-0.02
MAX Light Rail	0.88	0.86	0.85	0.03

Per 100,000 Boardings

Fixed Route Bus Violent Incidents Per 100,000 Boarding Rides



Total MAX Light Rail Violent Incidents Per 100,000 Boarding Rides

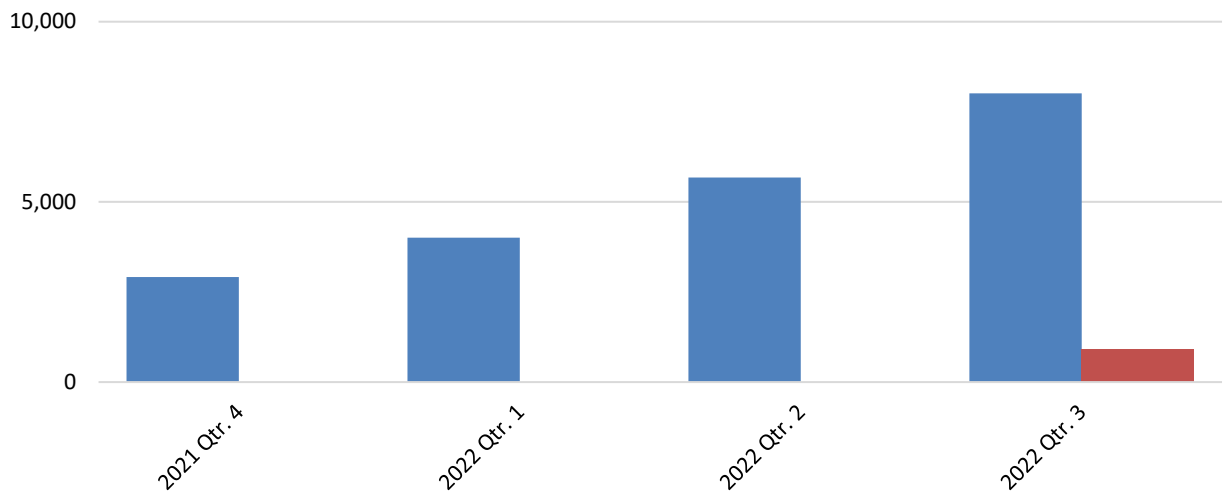


Systemwide Safety Response Team Activity

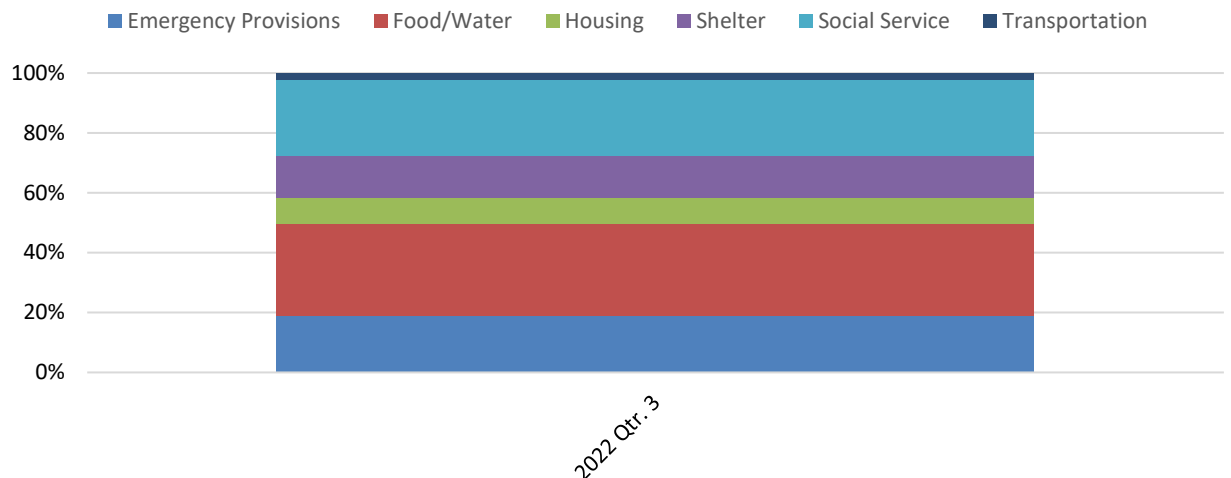
In 2022 Q3, there were 8,010 requests for service made to the Safety Response Team. Starting in 2022 Q3, the Safety Response Team program began to refer to services based on request type.

	2022 Qtr. 3	2022 Qtr. 2
Total requests	8,010	5,680
Total referrals	920	0

Safety & Security Calls and Responses by Quarter



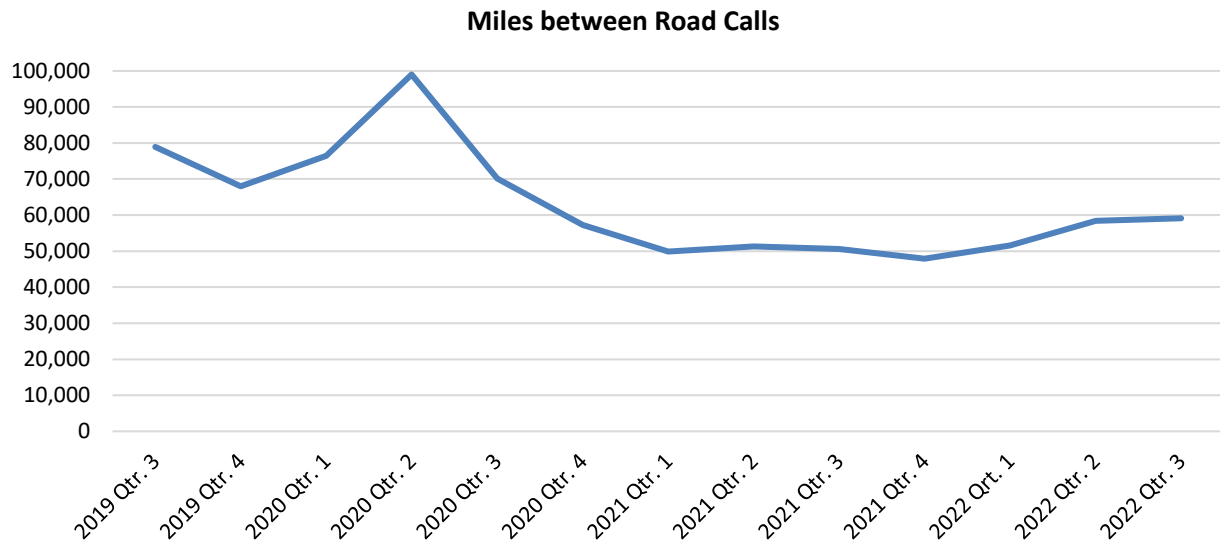
Type of Safety Response by Quarter



Miles between Road Calls

LIFT miles between road calls increased by 8,558 miles from the previous year to 59,136. This increase can be attributed to the elimination of COVID-19 capacity restrictions, which previously required LIFT to use larger but older vehicles in order to maintain a safe distance between passengers and operators. With this requirement no longer in place, LIFT is able to use our newer Ford Transit Vans in service more frequently, which is leading to fewer mechanical problems. LIFT will begin replacing their oldest cutaways starting FY24.

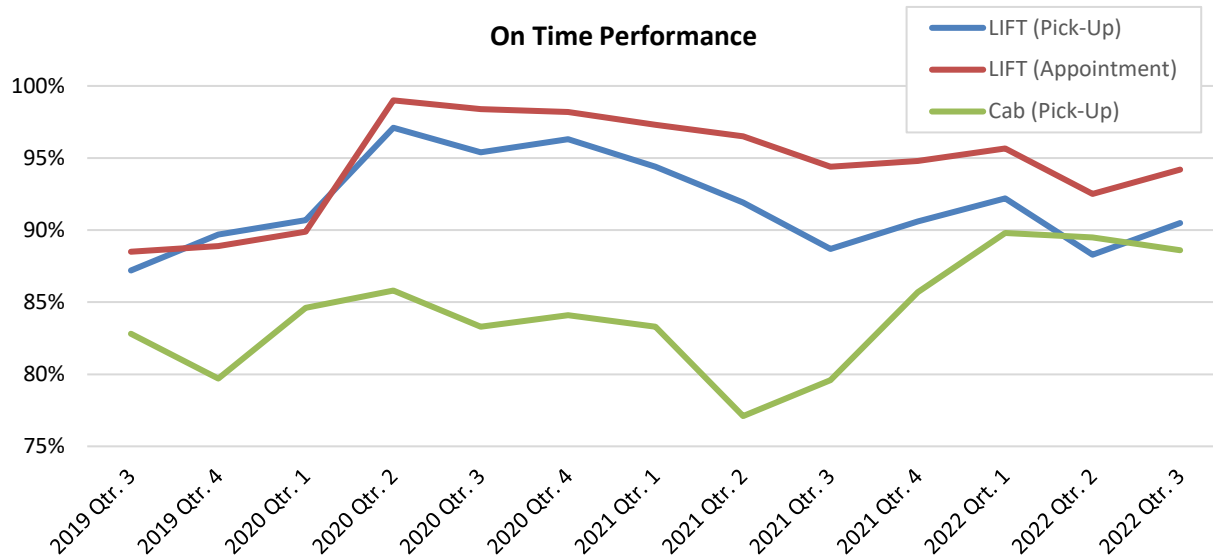
	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
LIFT	59,136	58,439	50,577	8,558



On Time Performance

LIFT OTP increased from prior year for trips where riders elected to designate a pick-up window and decreased for trips where riders specified an arrival time for appointments at 90.5% and 94.2% respectively. Taxicab pick-up OTP increased to 88.6%. LIFT has been working with Broadway Cab to return trips to TriMet that they cannot provide service in a timely fashion. This has led to Broadway Cab prioritizing TriMet trips to maximize revenue.

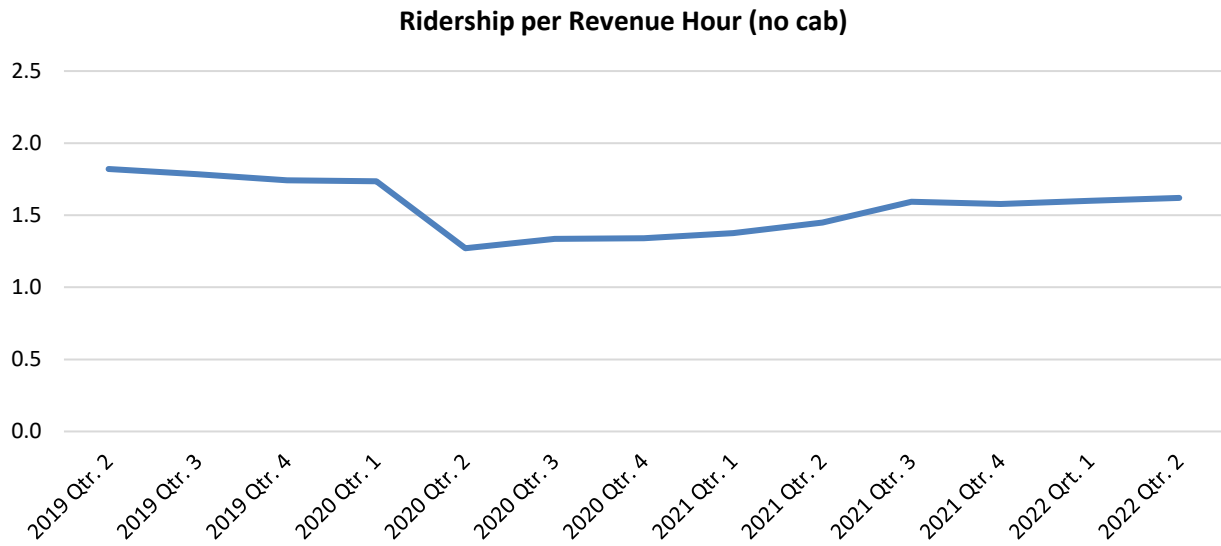
	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
LIFT (Pick-Up)	90.5%	88.3%	88.7%	1.8
LIFT (Appointment)	94.2%	92.5%	94.4%	-0.2
Cab (Pick-Up)	88.6%	89.5%	79.6%	9.0



Ridership per Revenue Hour (no cab)

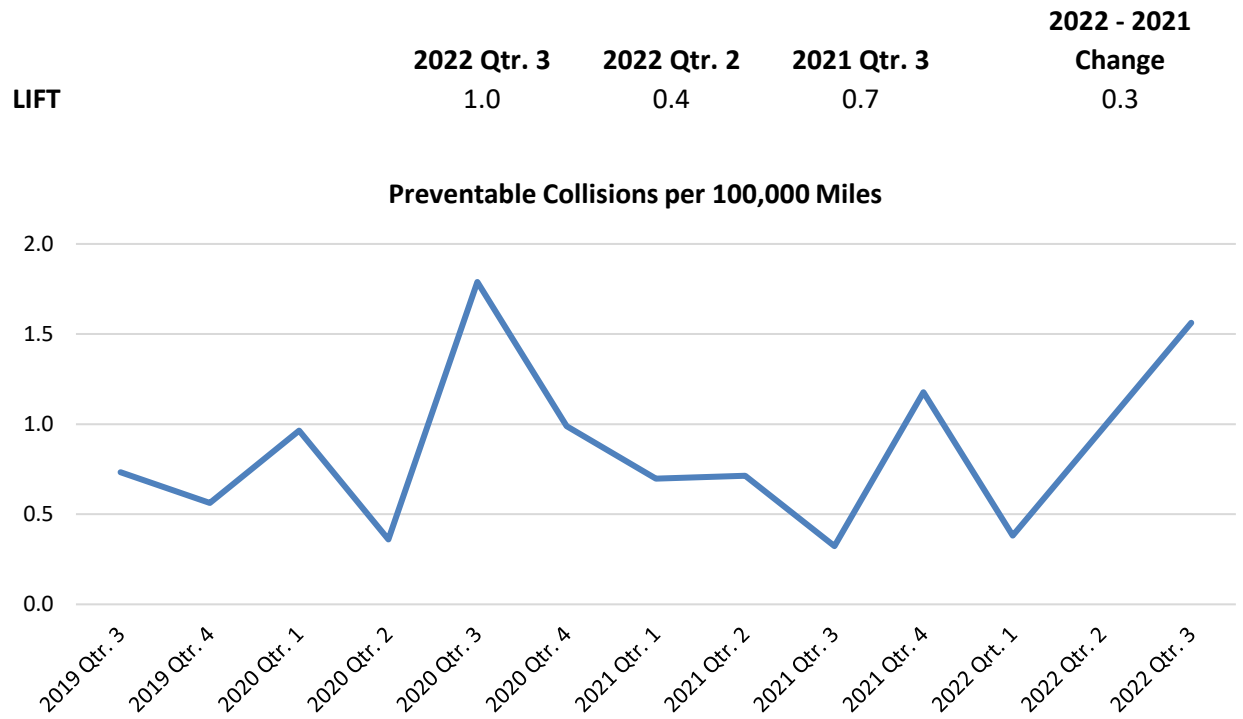
LIFT ridership per revenue hour (excluding riders served by cabs) remained the same compared to a year ago at 1.6 rides per revenue hour. Decline in demand due to COVID-19 pandemic has been balanced with levels of service.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
LIFT	1.6	1.6	1.6	0.0



Preventable Collisions per 100,000 Miles

LIFT preventable collisions increased by 0.3 per 100,000 miles from the prior year.

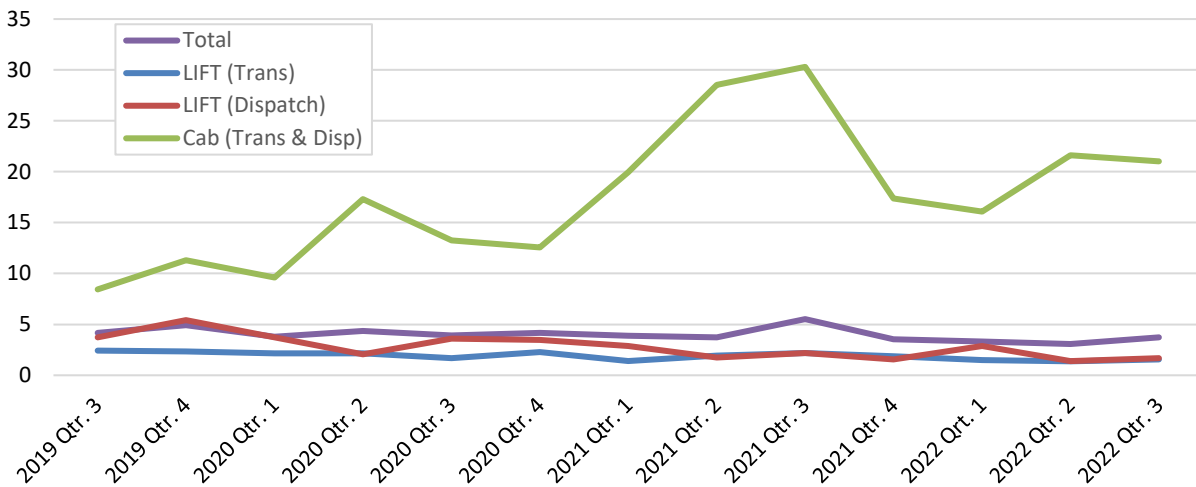


Total Complaints per 1,000 Rides

Total LIFT complaints per 1,000 rides decreased to 3.7 from 5.5 the prior year. The complaint rates decreased for Dispatch, Cab, and Transportation.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	3.7	3.1	5.5	-1.8
LIFT (Trans)	1.6	1.4	2.2	-0.6
LIFT (Dispatch)	1.7	1.4	2.2	-0.5
Cab (Trans & Disp)	21.0	21.6	30.3	-9.3

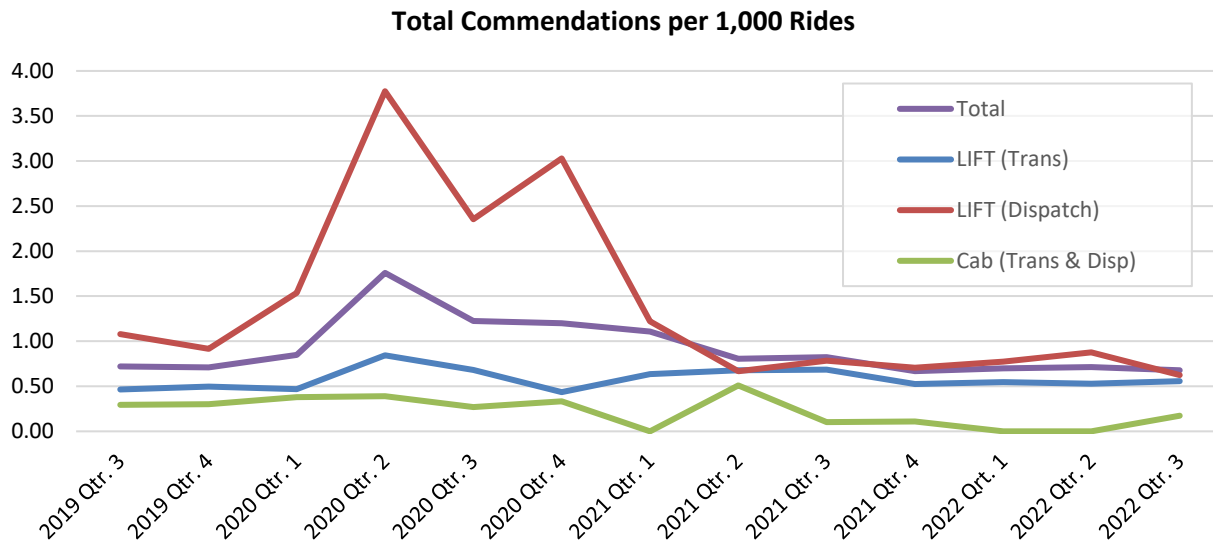
Total Complaints per 1,000 Rides



Total Commendations per 1,000 Rides

Total LIFT commendations per 1,000 rides decreased to 0.7 compared to 0.8 last year.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Total	0.7	0.7	0.8	-0.1
LIFT (Trans)	0.6	0.5	0.7	-0.1
LIFT (Dispatch)	0.6	0.9	0.8	-0.2
Cab (Trans & Disp)	0.2	0.0	0.1	0.1



Call Center - Percent of Calls Answered within 5 Minutes

The percentage of Call Center calls that were answered within five minutes remains high, above 98% for Reservations, Dispatch, and Customer Service.

	2022 Qtr. 3	2022 Qtr. 2	2021 Qtr. 3	2022 - 2021 Change
Reservations	99.6%	98.5%	97.4%	2.2
Dispatch	99.5%	99.3%	99.0%	0.5
Customer Service	99.0%	99.1%	98.9%	0.1

