Quarterly Performance Report
2023 4th Quarter Report
(Oct., Nov., Dec.)

High Quality Service through Continuous Improvement
2023 4th Quarter (Oct., Nov., Dec.) Performance Report
TriMet Board Meeting, April 2024

Quality is a never-ending quest and continuous improvement is a way to discover and eliminate the root causes of problems. Continuous improvement accomplishes this by using sustainable, incremental improvements. It is a way of repeatedly 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.

Significant Key Performance Indicators:

1. Ridership, Vehicle, and System Reliability
Key Performance Indicators:
Total System Ridership - Total boarding rides for all modes combined
Fixed Route - Preventive maintenance schedule compliance, mean distance between mechanical failures, and maintenance employee attendance.
LIFT - mean distance between mechanical failures.

2. Service Delivery
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
Key Performance Indicators:
Fixed Route - Collisions, commendations, complaints, and rail rule violations.
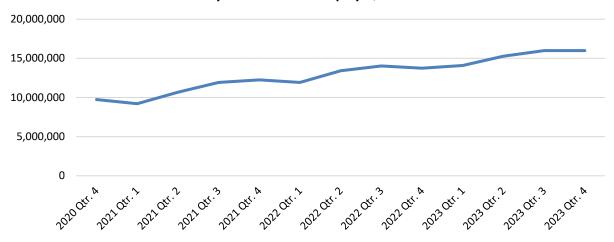*LIFT* - Collisions, commendations, complaints, and call center hold times.

Total System Ridership

2023 Qtr. 4 ridership remained flat from Qtr. 3; this is typical of seasonal patterns. Year-over-year, ridership increased 16% from 2022 Qtr. 4.

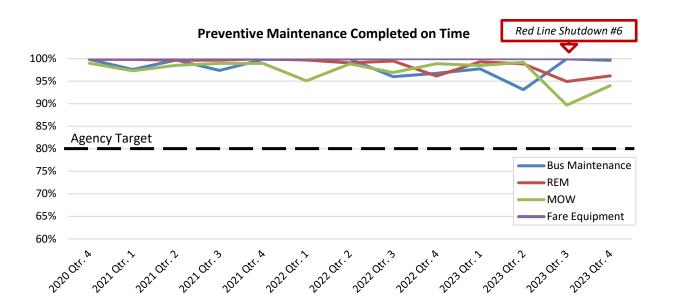|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
Total system ridership	15,277,210	15,988,260	15,981,700

Systemwide Ridership by Quarter

Preventive Maintenance Completed on Time

Preventive maintenance (PM) compliance for all disciplines was 94% or higher, exceeding TriMet's preventive maintenance target of 80%.
TriMet's longest ever BRRST Shutdown (A Better Red Shutdown 6) occurred from 6/18/23 to 10/21/23. The MOW and REM preventative maintenance on-time completion rate exceeded the target throughout the shut down.

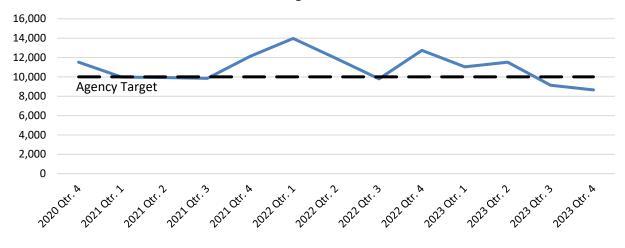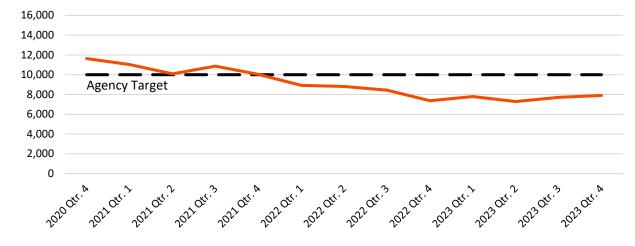|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
Bus Maintenance	93.1%	100.0%	99.6%
REM	98.8%	94.9%	96.2%
MOW	99.2%	89.7%	94.0%
Fare Equipment	100.0%	100.0%	100.0%

Mean Distance Between Failures (MDBF)

• MAX Light Rail Mean Distance Between Failures decreased 491 miles (5%). Type 1 vehicles (oldest rail cars in service) make up the largest proportion of failures during this time period. Propulsion failures are up overall mainly due to failures in this fleet. Type 1 vehicles are currently scheduled to be replaced over the next year as Type 6 vehicles go into service. Type 2/3 door overhaul campaign was recently started to help make this component more reliable. Currently 88% of REM union positions are filled.
• Fixed Route Bus Mean Distance Between Failures increased by 197 miles (3%). Lack of staff in Bus Maintenance is making it challenging to complete corrective repairs. Bus Maintenance currently has 76% of union positions filled. This continues to be an area of focus as workforce is available.

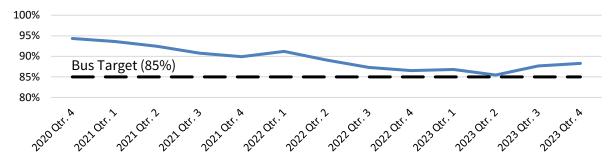|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
MAX Light Rail	11,519	9,142	8,651
Fixed Route Bus	7,286	7,707	7,904

MAX Light Rail MDBF

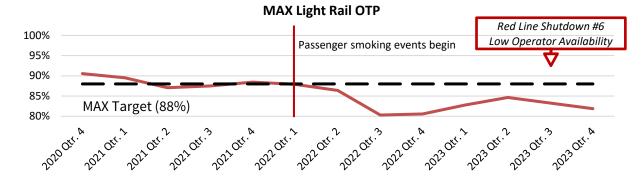

Fixed Route Bus MDBF

On Time Performance (OTP)

● Bus in-service OTP increased to 88.3% compared to the previous quarter; this is above the target of 85.0% on time.
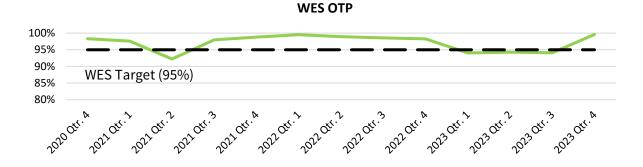● MAX OTP decreased to 81.9% compared to the previous quarter; this is below the target of 88.0% on time.
● WES OTP increased to 99.6% compared to the previous quarter; this is above the target of 95.0% on time.

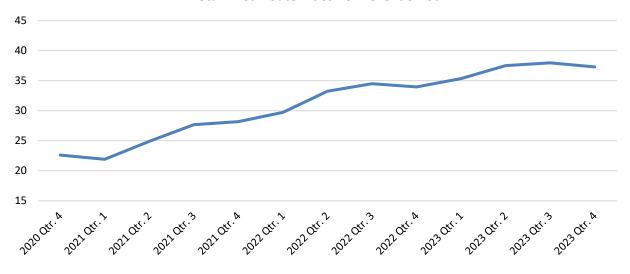|	2023 Qtr. 2	2023 Qtr. 3	2023 Qtr. 4
Fixed Route Bus	85.5%	87.7%	88.3%
MAX Light Rail	84.6%	83.3%	81.9%
WES Commuter Rail	94.3%	94.1%	99.6%

Bus OTP

MAX Light Rail OTP

WES OTP

Boarding Rides Per Revenue Hour

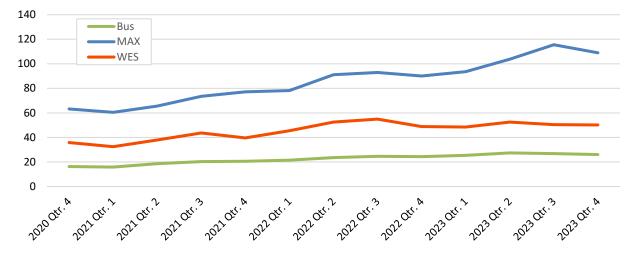Total fixed route boarding rides per revenue hour increased by 3.3 compared to the 4th Quarter 2022.
● Fixed route bus boardings per revenue hour increased by 1.7 compared to the 4th Quarter 2022.
● MAX boardings per revenue hour increased by 19.0 compared to the 4th Quarter 2022.
● WES boardings per revenue hour increased by 1.3 compared to the 4th Quarter 2022.

	2023 Qtr. 2	**2023 Qtr. 3**	**2023 Qtr. 4**
Total	37.5	38.0	37.3
Fixed Route Bus	27.4	26.8	26.1
MAX Light Rail	103.7	115.5	109.0
WES Commuter Rail	52.5	50.4	50.2

Total Fixed Route Rides Per Revenue Hour
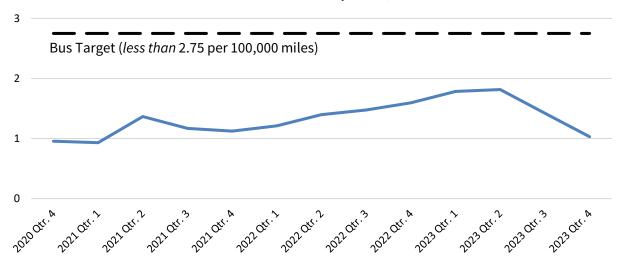

Rides Per Revenue Hour By Mode

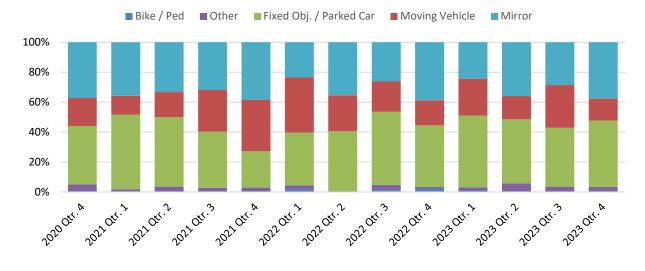**Fixed Route Preventable Bus Collisions per 100,000 Miles**

Preventable bus collisions per 100,000 miles decreased by 0.4 compared to the previous quarter. This is below the target of 2.75. Over 80% of all preventable collisions were with a fixed object/parked car (44%) or mirror strikes (38%).

	2023 Qtr. 2	2023 Qtr. 3	2023 Qtr. 4
Total	1.8	1.4	1.0
Moving Vehicle	0.3	0.4	0.2
Fixed Object/Parked Car	0.8	0.6	0.5
Bike/Pedestrian	0.0	0.0	0.0
Other	0.1	0.1	0.0
Mirror	0.7	0.4	0.4

Preventable Bus Collisions per 100,000 Miles

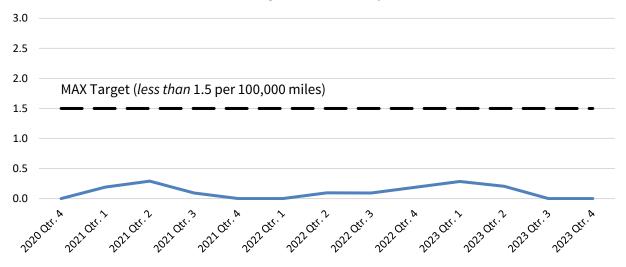**Preventable Bus Collision Type by Share of Total**
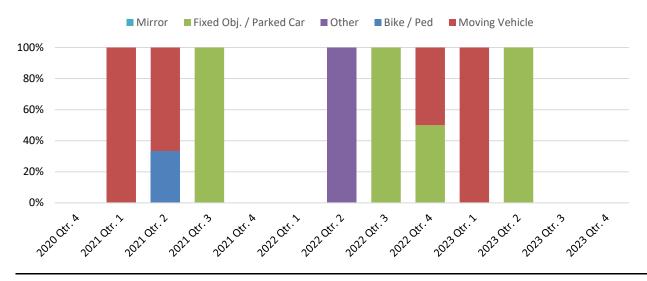
MAX Light Rail Preventable Collisions per 100,000 Miles

MAX had 0 preventable collisions per 100,000 service miles in 2023 Qtr. 4.

	2023 Qtr. 2	2023 Qtr. 3	2023 Qtr. 4
Total	0.2	0.0	0.0
Moving Vehicle	0.0	0.0	0.0
Fixed Object/Parked Car	0.2	0.0	0.0
Bike/Pedestrian	0.0	0.0	0.0
Other	0.0	0.0	0.0
Mirror	0.0	0.0	0.0

Preventable MAX Light Rail Collisions per 100,000 Miles
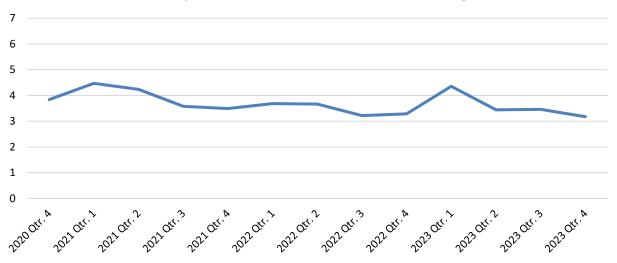

Preventable MAX Collision Type by Share of Total

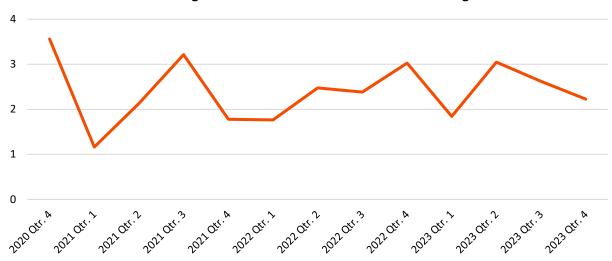**Fixed Route Bus and MAX Light Rail Commendations**

Commendation rates for Fixed Route Bus increased by 0.1 per 100,000 boarding rides and decreased by 0.4 per 1,000,000 boarding rides for MAX Light Rail.

	2023 Qtr. 2	**2023 Qtr. 3**	**2023 Qtr. 4**
Fixed Route Bus	3.4	3.1	3.2
Per 100,000 Boardings			
MAX Light Rail	3.0	2.6	2.2
Per Million Boardings			

Total Bus Operator Commendations Per 100,000 Boarding Rides

Total MAX Light Rail Commendations Per Million Boarding Rides

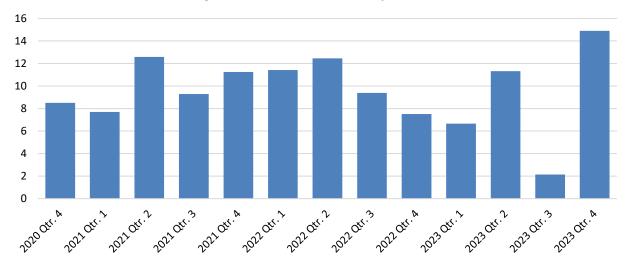**Significant Rail Rule Violations per Million Miles**

TriMet continues to work with ODOT and other stakeholders to properly define and categorize rule violations by severity and specificity. The chart below reflects the most significant rule violations ().

MAX rule violations per million miles increased by 7.4 per million miles compared to 2022 Qtr. 4. The majority of significant rail rule violations are for Doors Off Platform attributed to newer operators. 2023 Q4 had an increase in senior operator retirements and were replaced by new operators who have less experience on the alignment. Rail Transportation continues to perform compliance testing for the use of point and call. Rail Training is providing additional training support to operators when problems are identified.

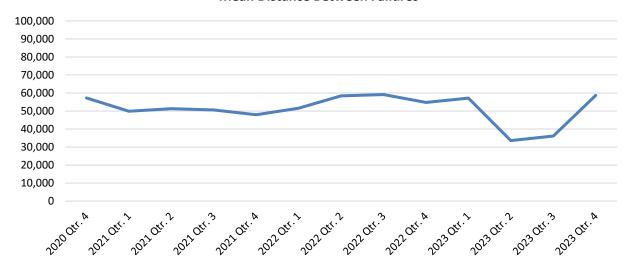|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
Significant Rail Rule Violation Rate	11.3	2.1	14.9

Significant Rail Rule Violations per Million Miles

Mean Distance Between Failures

LIFT miles between failures increased by 22,530 miles from the previous quarter to 58,691. This increase brings LIFT miles between road calls back in line with rates in 2022 and early 2023. 70 new vehicles went into service during Quarter 4, replacing the oldest fleet in operation.

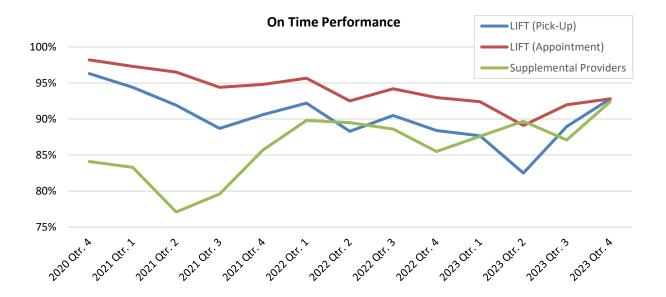|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
LIFT	33,601	36,160	58,691

Mean Distance Between Failures

On Time Performance

LIFT OTP increased from the prior quarter for trips where riders elected to designate a pick-up window and for trips where riders specified an arrival time for appointments to 92.8% and 92.8%, respectively. Supplemental Service pick-up OTP increased to 92.4%. Multiple initiatives, including more hiring drivers, new vehicles, additional supplemental providers, and improvements to scheduling parameters have contributed to improved OTP.
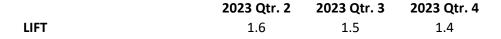
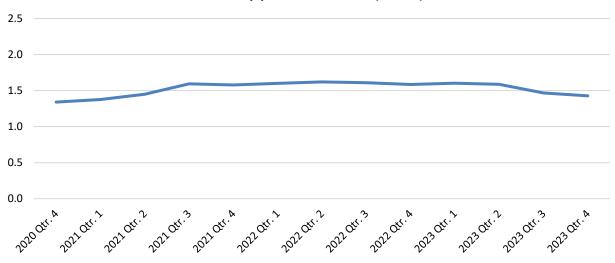|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
LIFT (Pick-Up)	82.5%	89.0%	92.8%
LIFT (Appointment)	89.1%	92.0%	92.8%
Supplemental Providers	89.7%	87.1%	92.4%

Ridership per Revenue Hour (no cab)

LIFT ridership per revenue hour (excluding riders served by supplemental providers) decreased by 0.1. Decline in demand reflects initiatives to provide transit services in lieu of LIFT rides.
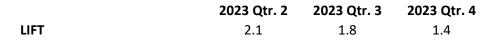
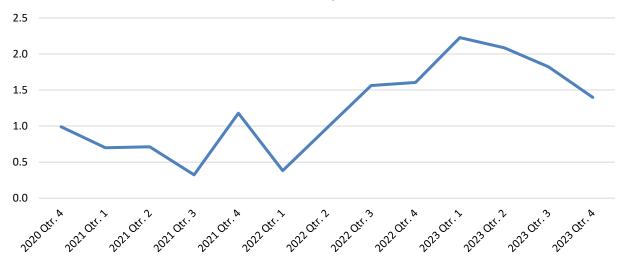|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
LIFT	1.6	1.5	1.4

Ridership per Revenue Hour (no cab)

Preventable Collisions per 100,000 Miles

LIFT preventable collisions decreased by 0.4 per 100,000 miles from the previous quarter.

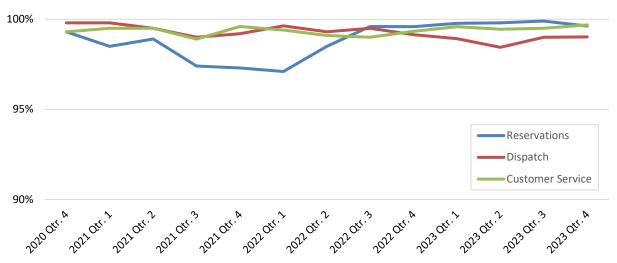|	**2023 Qtr. 2**	**2023 Qtr. 3**	**2023 Qtr. 4**
LIFT	2.1	1.8	1.4

Preventable Collisions per 100,000 Miles

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.

	2023 Qtr. 2	**2023 Qtr. 3**	**2023 Qtr. 4**
Reservations	99.8%	99.9%	99.6%
Dispatch	98.4%	99.0%	99.0%
Customer Service	99.4%	99.5%	99.7%

Call Center - Percent of Calls Answered within 5 Minutes

Total Commendations per 1,000 Rides

Total LIFT commendations per 1,000 rides did not change (0.3) compared to the previous quarter.

	2023 Qtr. 2	**2023 Qtr. 3**	**2023 Qtr. 4**
Total	0.5	0.3	0.3
LIFT (Trans)	0.6	0.3	0.2
LIFT (Dispatch)	0.4	0.3	0.3
Supplemental Providers	0.3	0.4	0.3

Total Commendations per 1,000 Rides