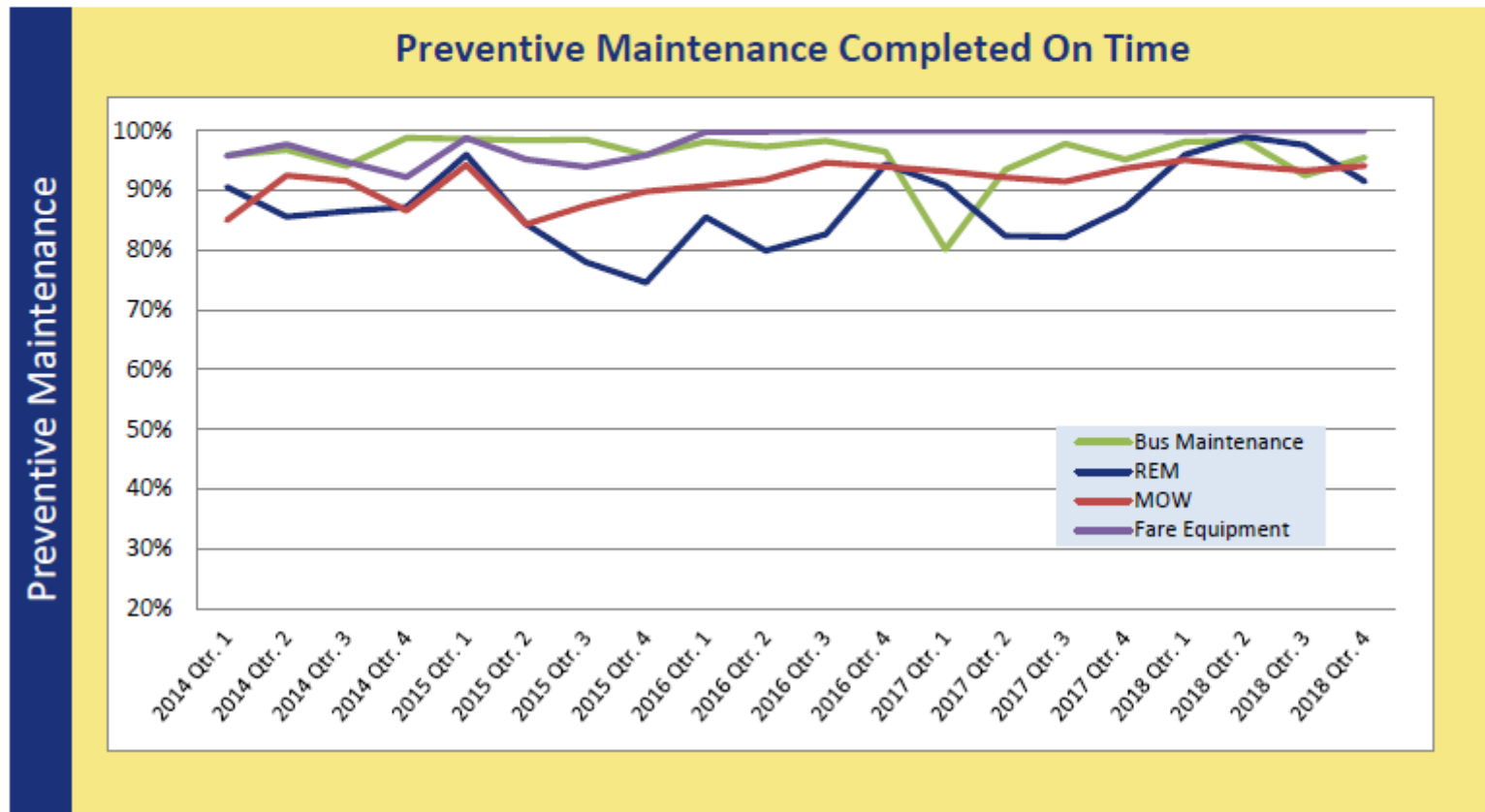


2018 4th Quarter Performance Report

TriMet Board Meeting, March 27, 2019

Preventive Maintenance Completed On Time

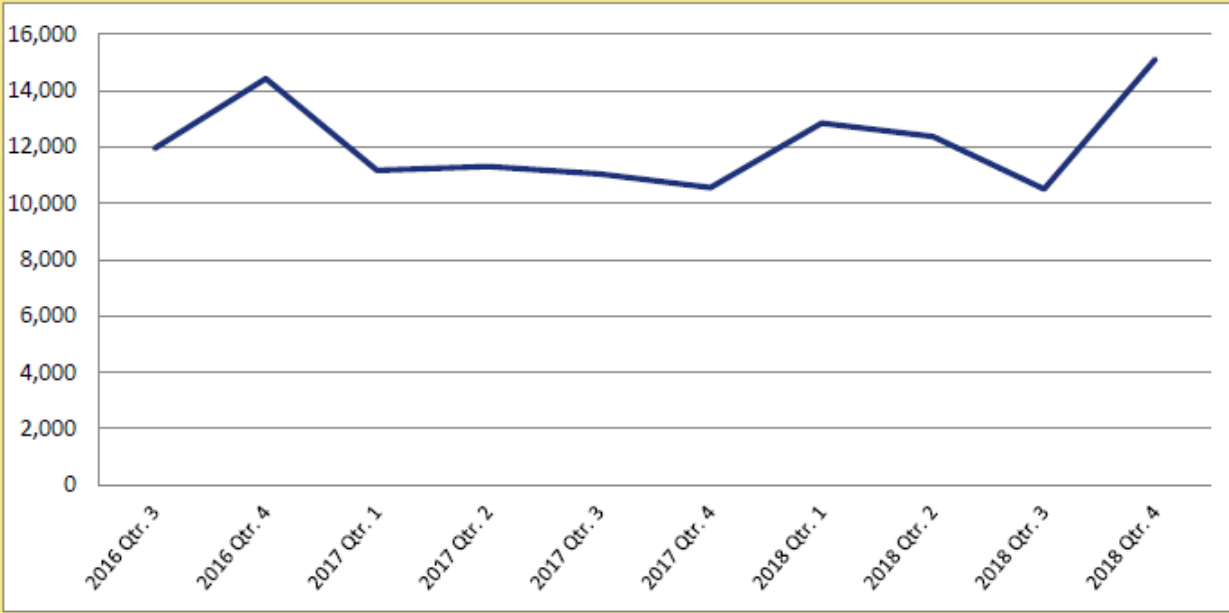
	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Pt. Change
Bus Maintenance	95.5%	92.5%	95.2%	0.3
REM	91.5%	97.6%	87.1%	4.4
MOW	94.1%	93.3%	93.7%	0.4
Fare Equipment	100.0%	100.0%	100.0%	0.0



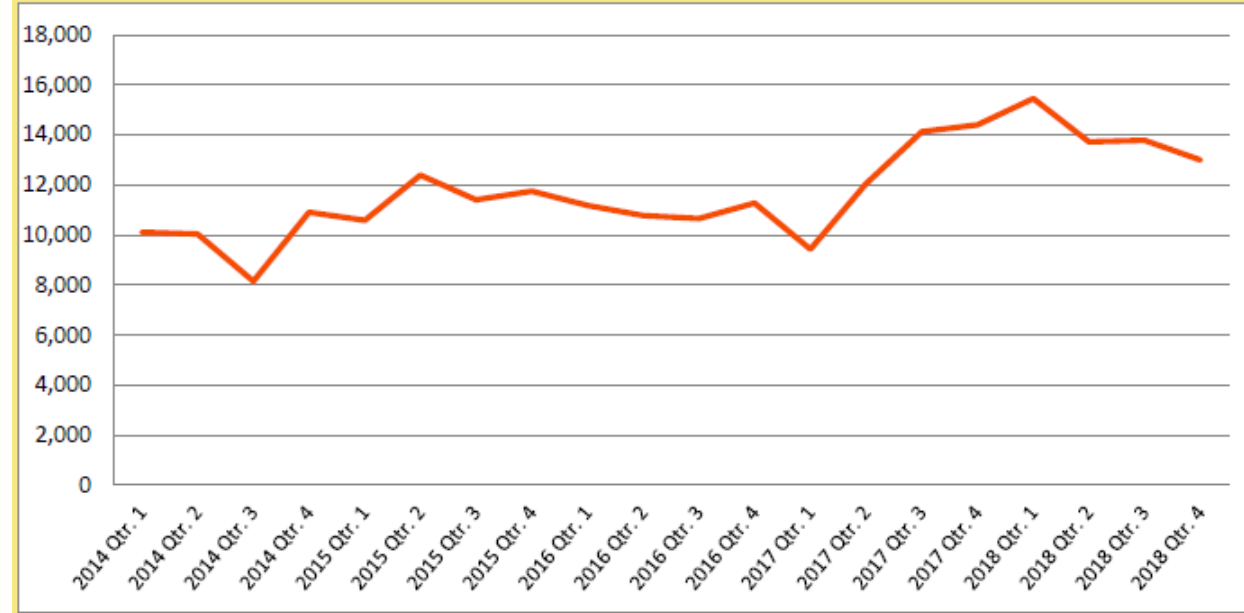
Mean Distance Between Failures (MDBF)

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
MAX Light Rail	15,115	10,508	10,559	43.2%
Fixed Route Bus	12,996	13,784	14,401	-9.8%

MAX Light Rail MDBF - Lost Service



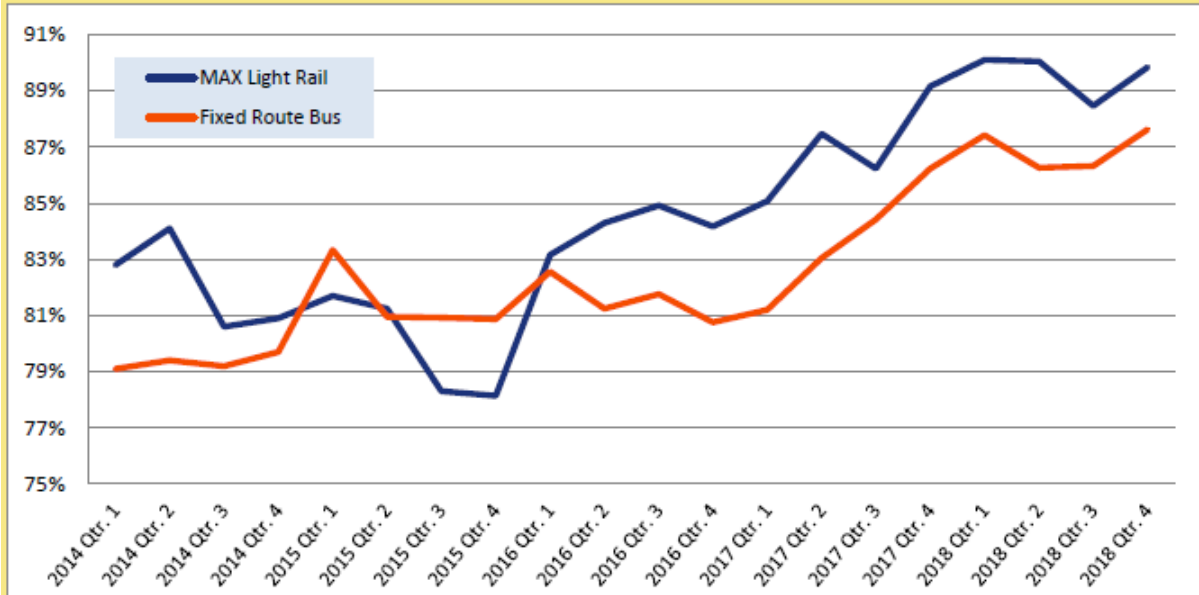
Fixed Route Bus MDBF - Lost Service



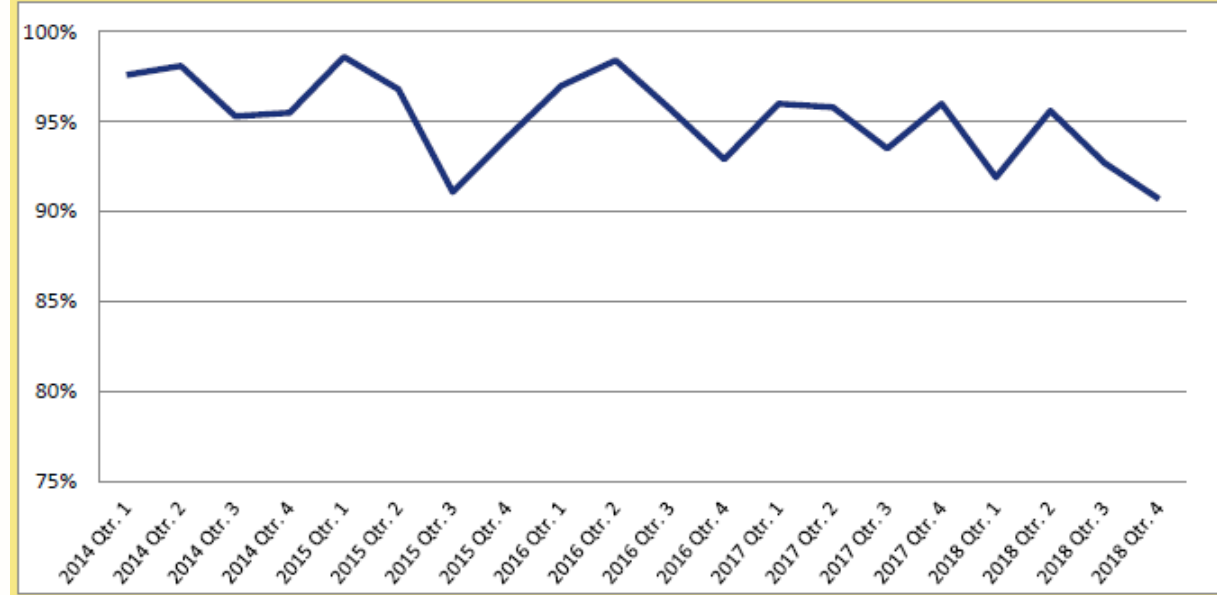
On Time Performance

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Pt. Change
Fixed Route Bus	87.6%	86.3%	86.2%	1.4
MAX Light Rail	89.9%	88.5%	89.2%	0.7
WES Commuter Rail	90.7%	92.7%	96.0%	-5.3

Bus and MAX Light Rail OTP



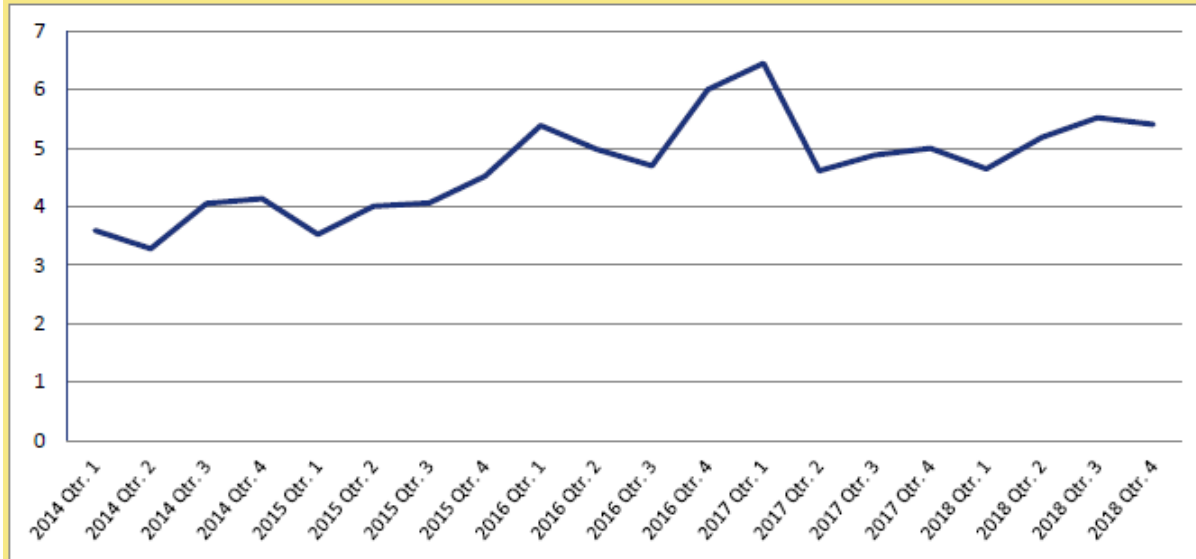
WES Commuter Rail OTP



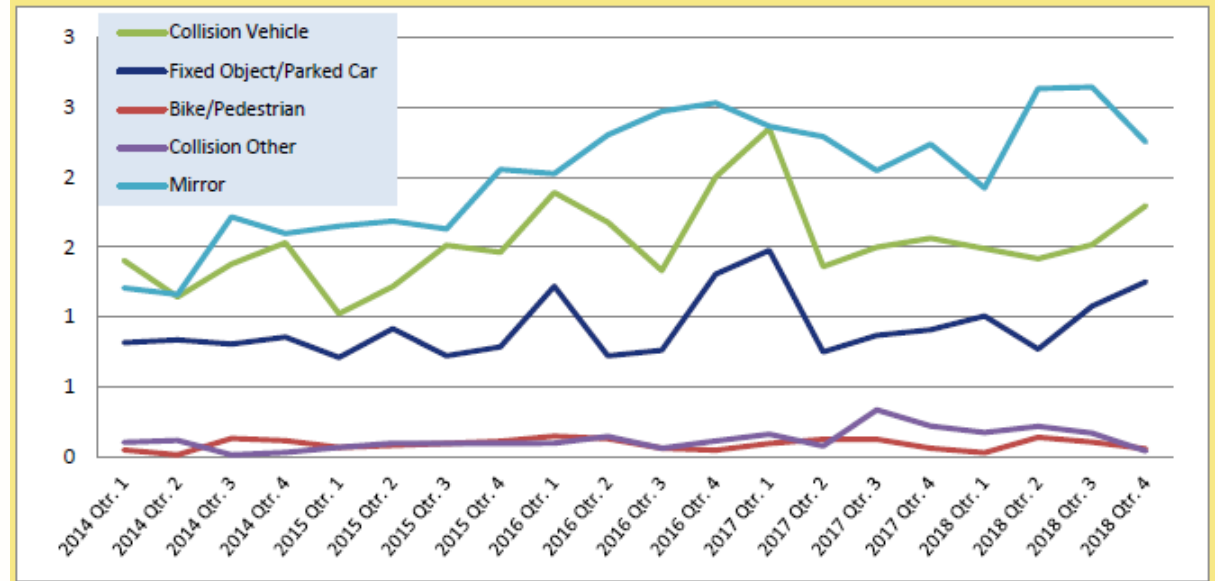
Fixed Route Bus Collisions per 100,000 Miles

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
Total	5.40	5.52	4.99	8.2%
Collision Vehicle	1.80	1.52	1.56	14.8%
Fixed Object/Parked Car	1.25	1.08	0.91	37.7%
Bike/Pedestrian	0.060	0.11	0.064	-5.4%
Collision Other	0.05	0.17	0.22	-79.7%
Mirror	2.25	2.64	2.23	0.7%

Total Bus Collisions per 100,000 Miles



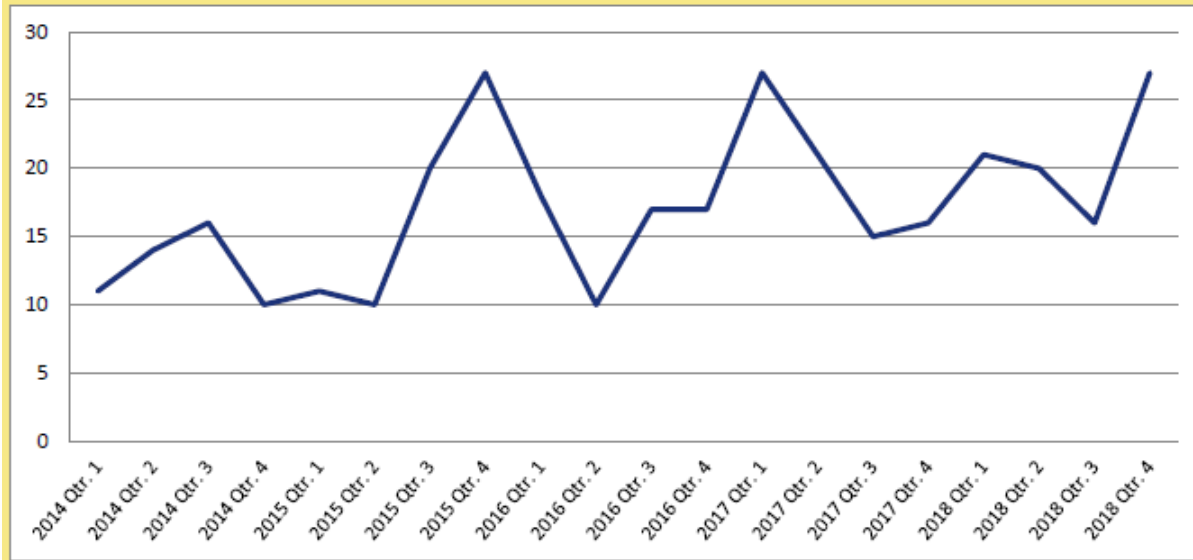
Bus Collision Types per 100,000 Miles



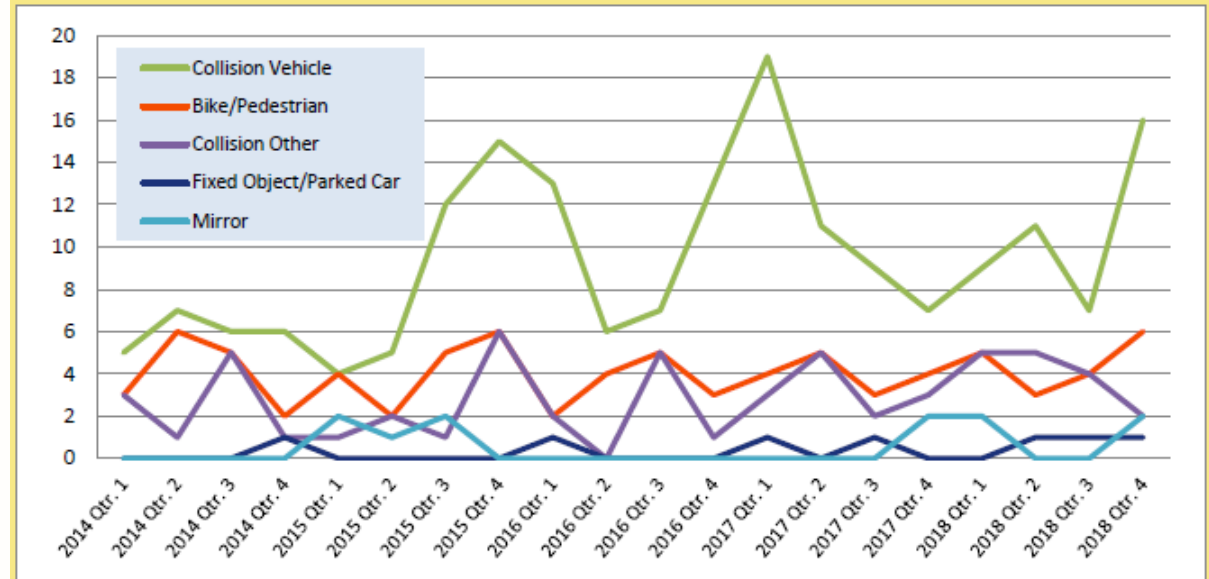
MAX Light Rail Collisions

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
Total	27	16	16	69%
Collision Vehicle	16	7	7	129%
Fixed Object/Parked Car	1	1	0	-
Bike/Pedestrian	6	4	4	33%
Collision Other	2	4	3	-33%
Mirror	2	0	2	0%

MAX Light Rail Collisions



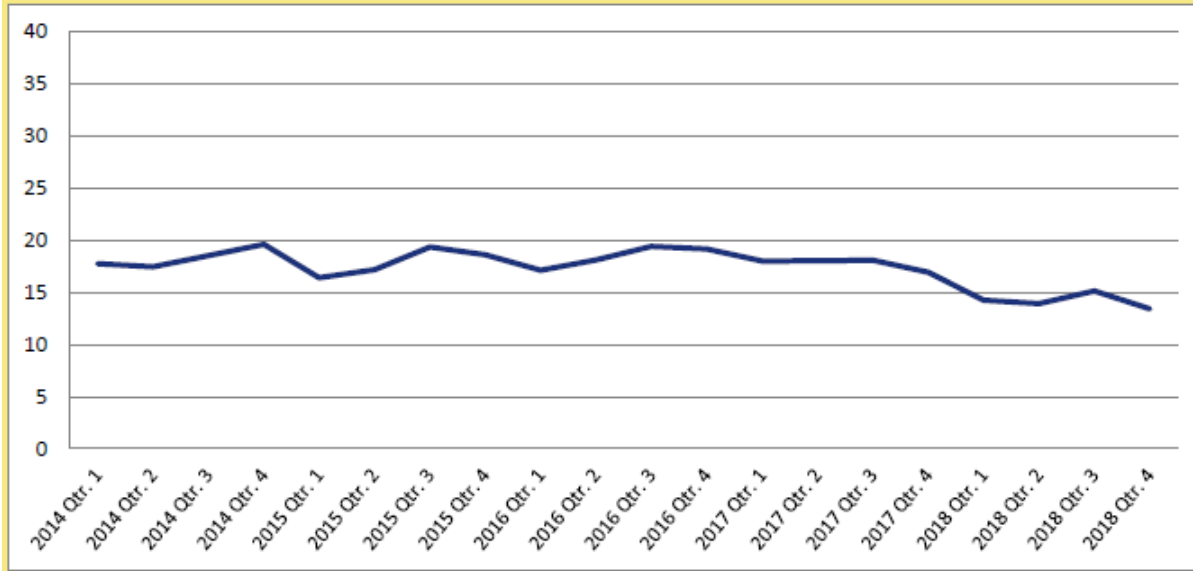
MAX Collision Types



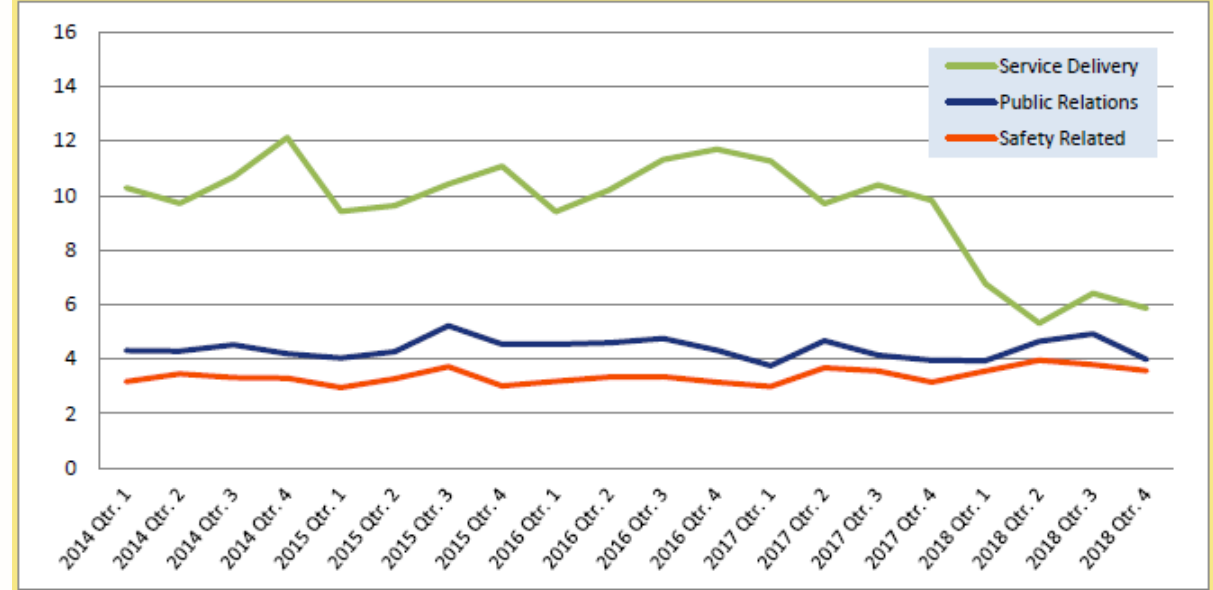
Fixed Route Bus Complaints Per 100,000 Boarding Rides

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
Total	13.4	15.1	16.9	-20.6%
Service Delivery	5.9	6.4	9.8	-40.3%
Public Relations	4.0	4.9	4.0	0.9%
Safety Related	3.6	3.8	3.2	14%

Total Operator Complaints Per 100,000 Boarding Rides



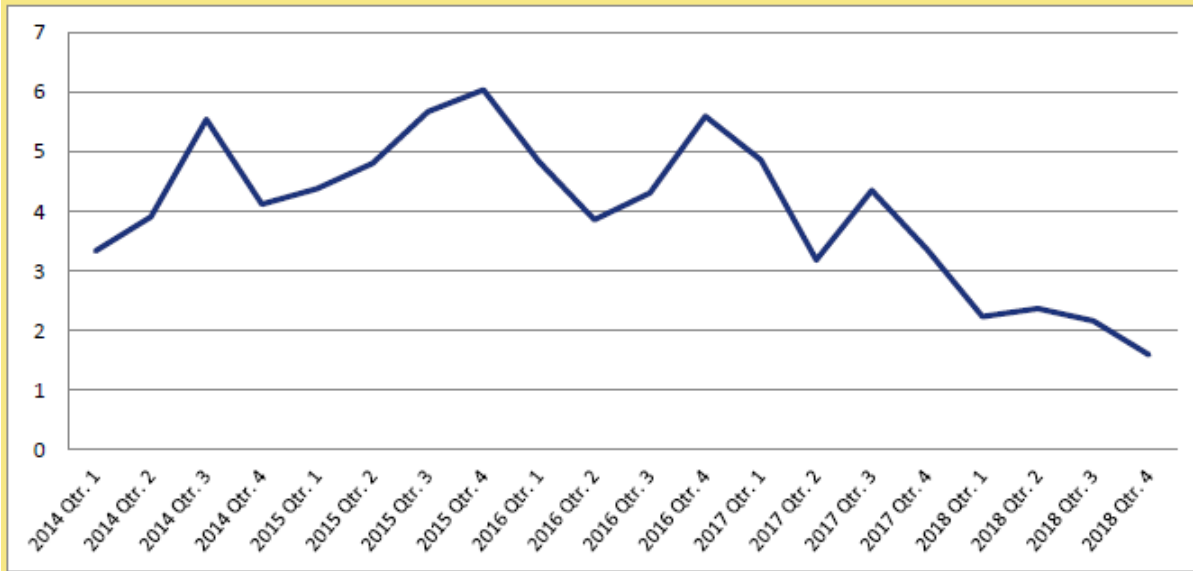
Type of Operator Complaints Per 100,000 Boarding Rides



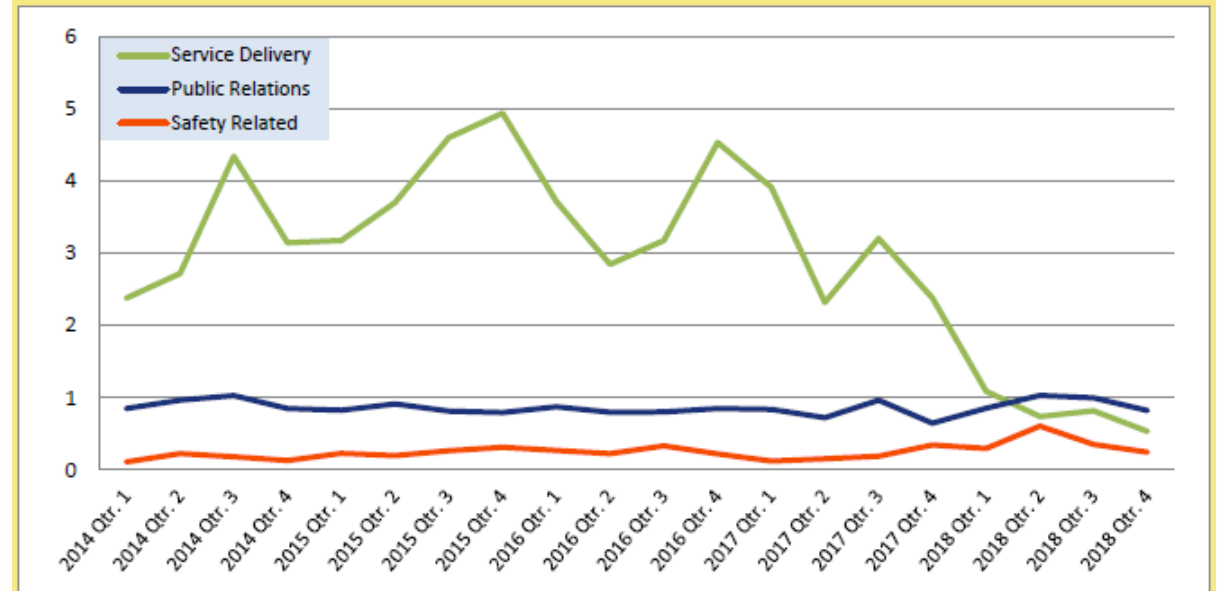
MAX Light Rail Complaints Per 100,000 Boarding Rides

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
Total	1.6	2.2	3.4	-52.6%
Service Delivery	0.5	0.8	2.4	-77.6%
Public Relations	0.8	1.0	0.6	26.8%
Safety Related	0.2	0.4	0.3	-28.9%

Total Operator Complaints Per 100,000 Boarding Rides

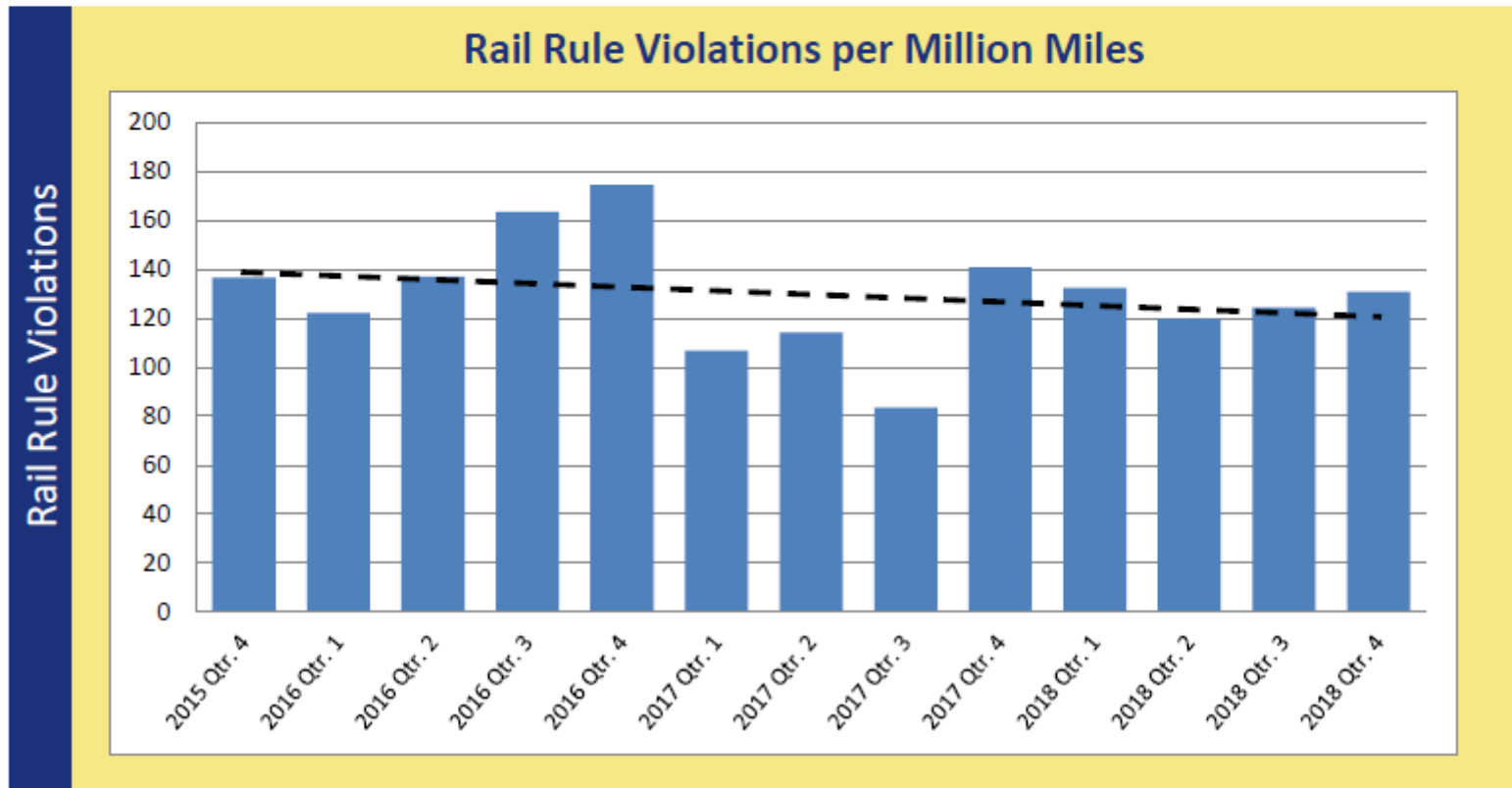


Type of Operator Complaints Per 100,000 Boarding Rides



Rail Rule Violations per Million Miles

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018-2017 Percent Change
Rail Rule Violation Rate	130.9	124.5	140.9	-7.1%



LIFT Section

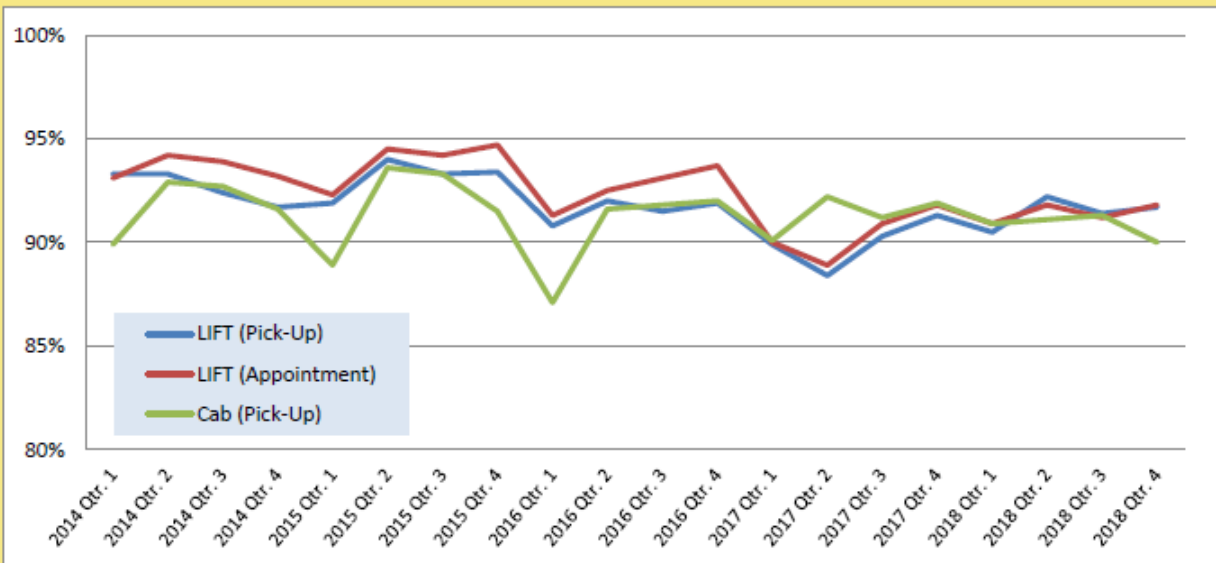
On Time Performance

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
LIFT (Pick-Up)	89.7%	91.7%	90.5%	-0.9%
LIFT (Appointment)	89.5%	91.8%	90.9%	-1.5%
Cab (Pick-Up)	87.1%	90.0%	90.9%	-4.2%

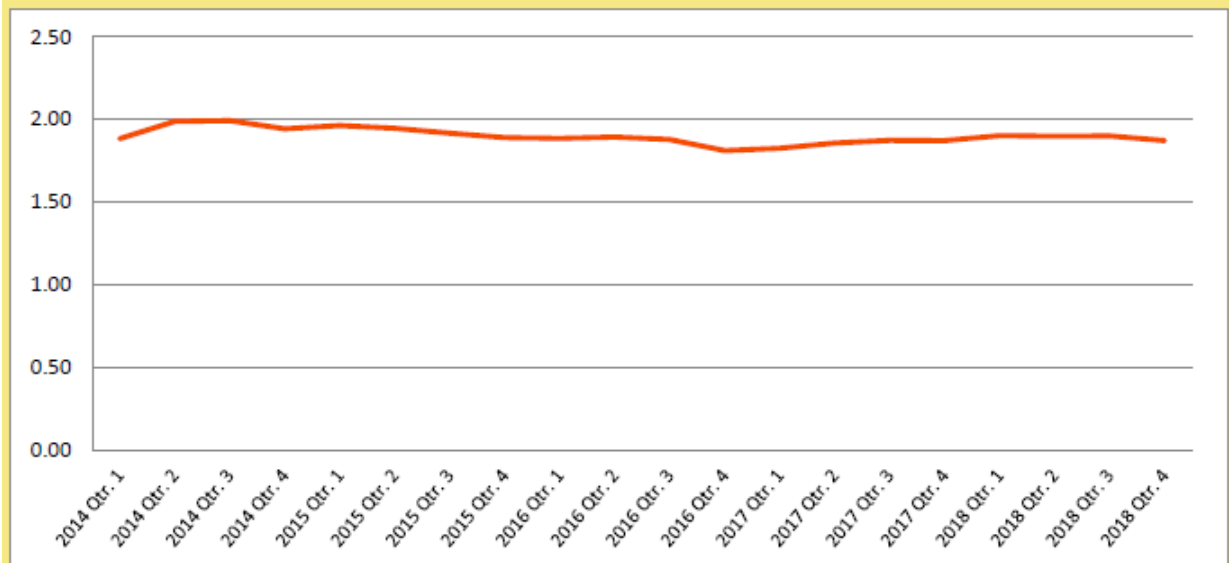
Ridership per Revenue Hour (no cab)

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
LIFT	1.87	1.90	1.87	0.0%

On Time Performance



Ridership per Revenue Hour (no cab)



Total Complaints per 1,000 Rides

	2018 Qtr. 4	2018 Qtr. 3	2017 Qtr. 4	2018 - 2017 Percent Change
LIFT (Trans)	2.01	1.48	1.94	3.7%
LIFT (Dispatch)	1.63	2.01	2.89	-43.8%
Cab (Trans & Disp)	7.97	12.07	8.85	-10.0%
Total	3.39	3.42	3.65	-7.1%

