



Improving On-Time Performance

March 9, 2016

Presented by:

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Our Vision: To do our part in making our community the best place to live in the country.

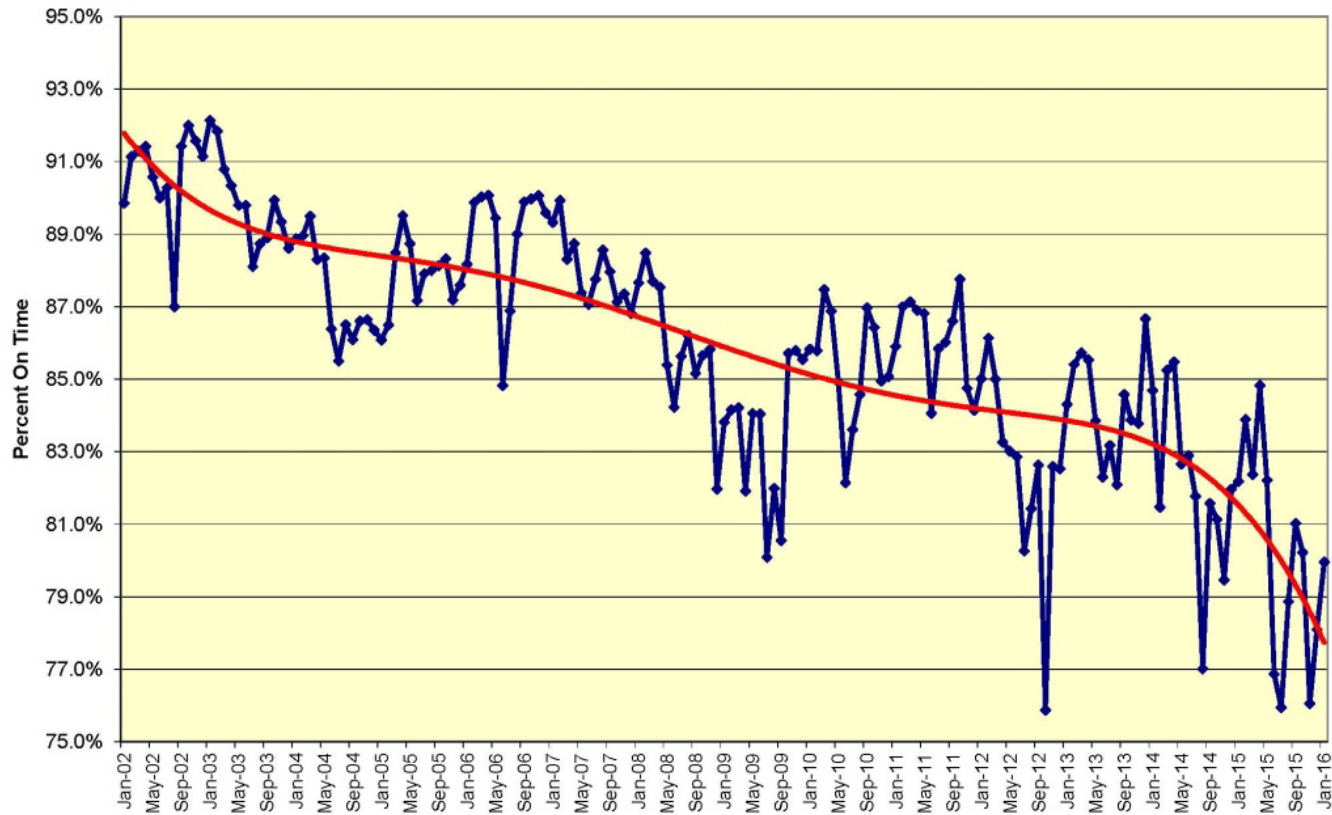


We Make a Difference

- **101.7m** rides in 2015 (**320,000 avg. weekday trips**)
- **77%** of our riders are “choice riders”*
- **87%** of riders satisfied with overall TriMet experience
- **87%** of non-riders value the benefits TriMet provides

*2015 Attitude & Awareness Survey

Monthly MAX On-time Performance



- Over many years, OTP has been declining

Improving Our OTP

1. Short Term Goal

- Stabilize OTP from further long-term decline
- Stabilize: mid-year range of 81.5%-83%
- Long-term: goal to improve to 90%

1st Goal: Stabilize

WEEK	ON-TIME	EARLY	LATE
1/3/16	70.7%	3.5%	25.8%
1/10/16	82.4%	3.2%	14.4%
1/17/16	82.1%	3.2%	14.7%
1/24/16	83.9%	2.8%	13.3%
1/31/16	86.0%	3.1%	11.0%
2/7/16	82.8%	2.6%	14.5%
2/14/16	87.2%	2.8%	10.0%
2/21/16	82.9%	3.1%	14.0%

- **Last 30 days in Feb: 84.9% (incl. Orange Line)**
- **Early progress is evident**

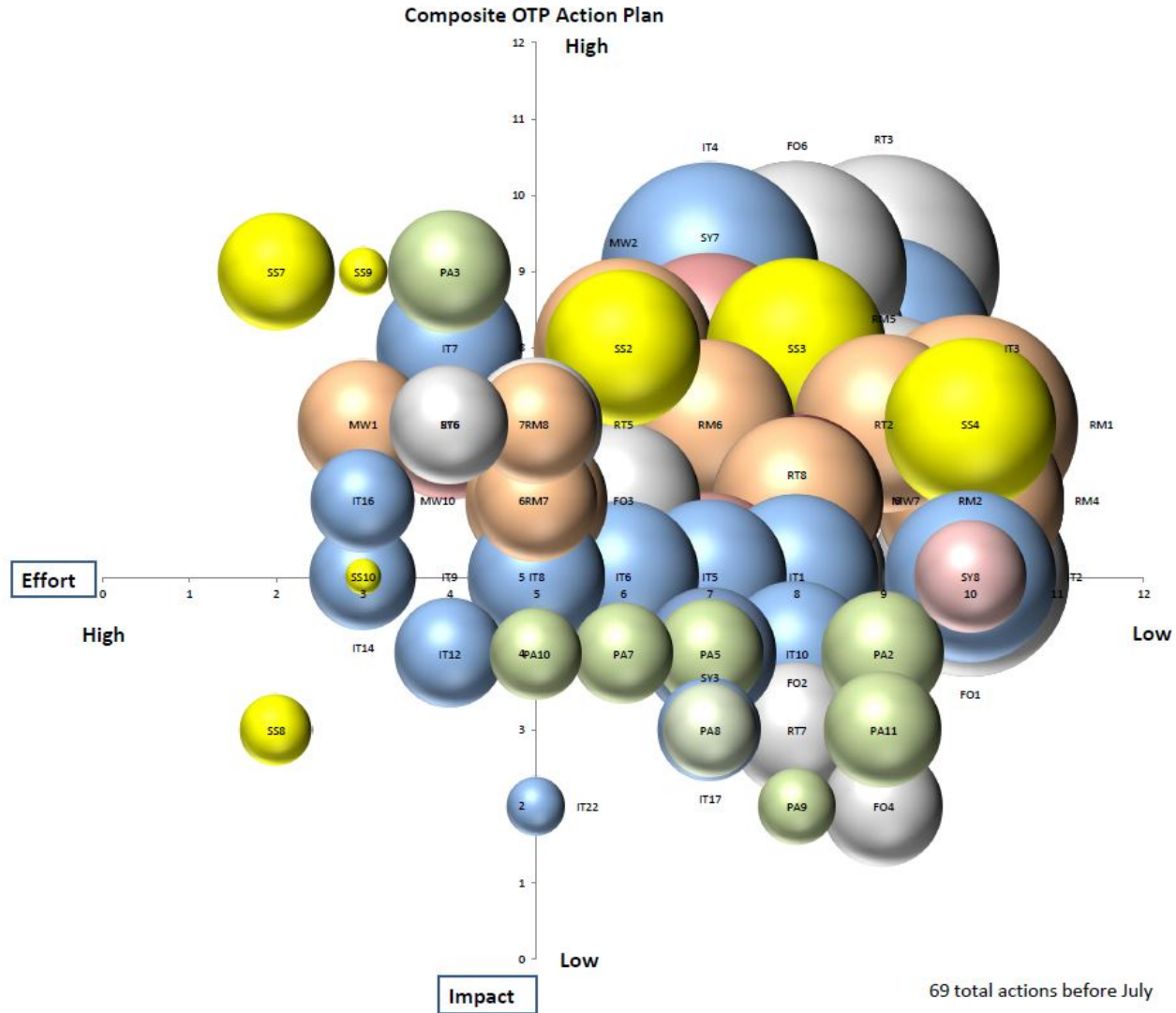
Improving Our OTP

2. Process

- Bottom-up approach
- Developed 150 Suggestions
- Narrowed to 42
- Implement by July 1
- High impact, low effort approach
- Work plans developed → now implementing

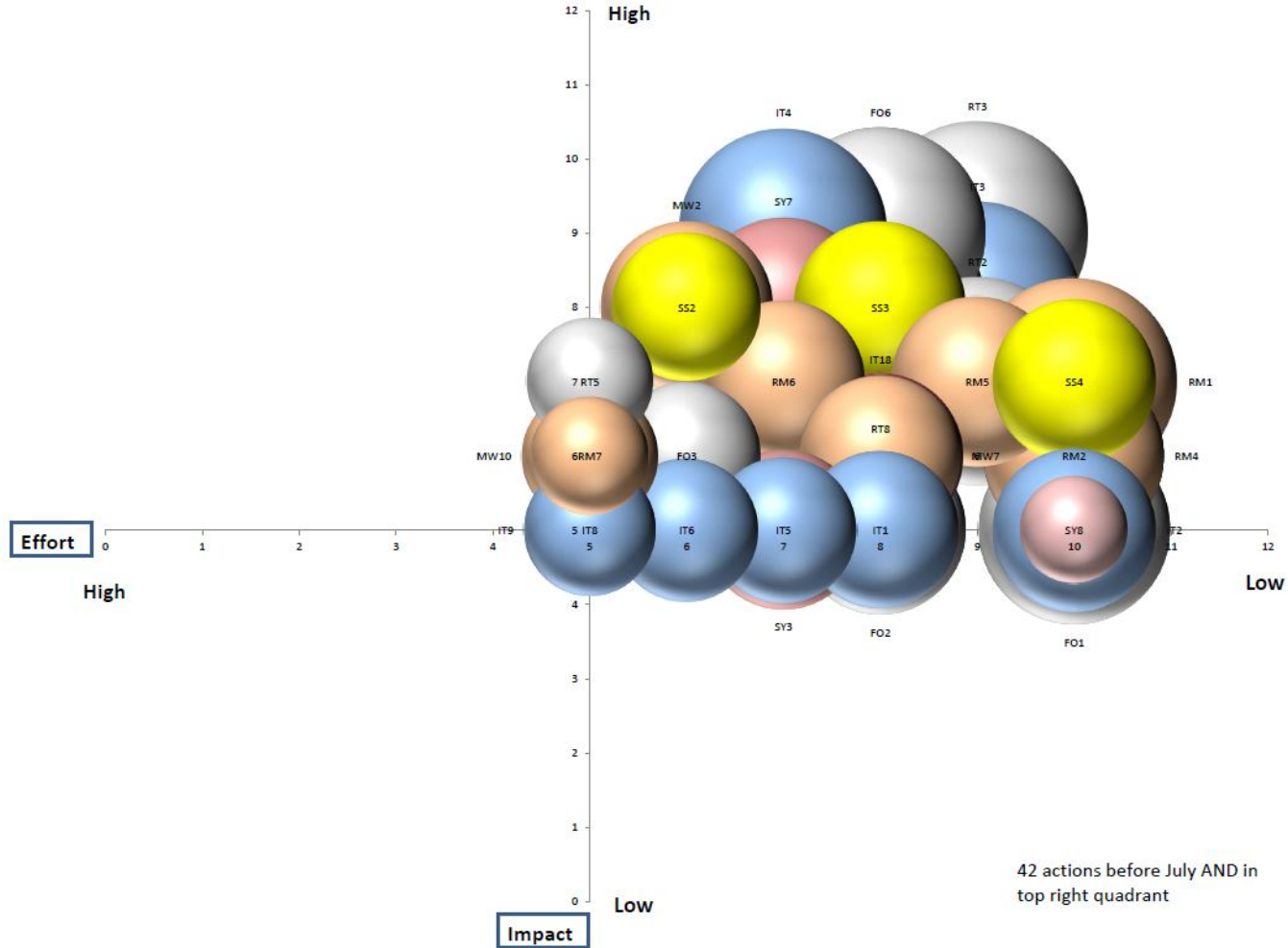
...OTP Focus Never Ends

Prioritizing Divisional Action Plans



42 Focused Plans to Improve OTP

Composite OTP Action Plan: Top Right Quadrant

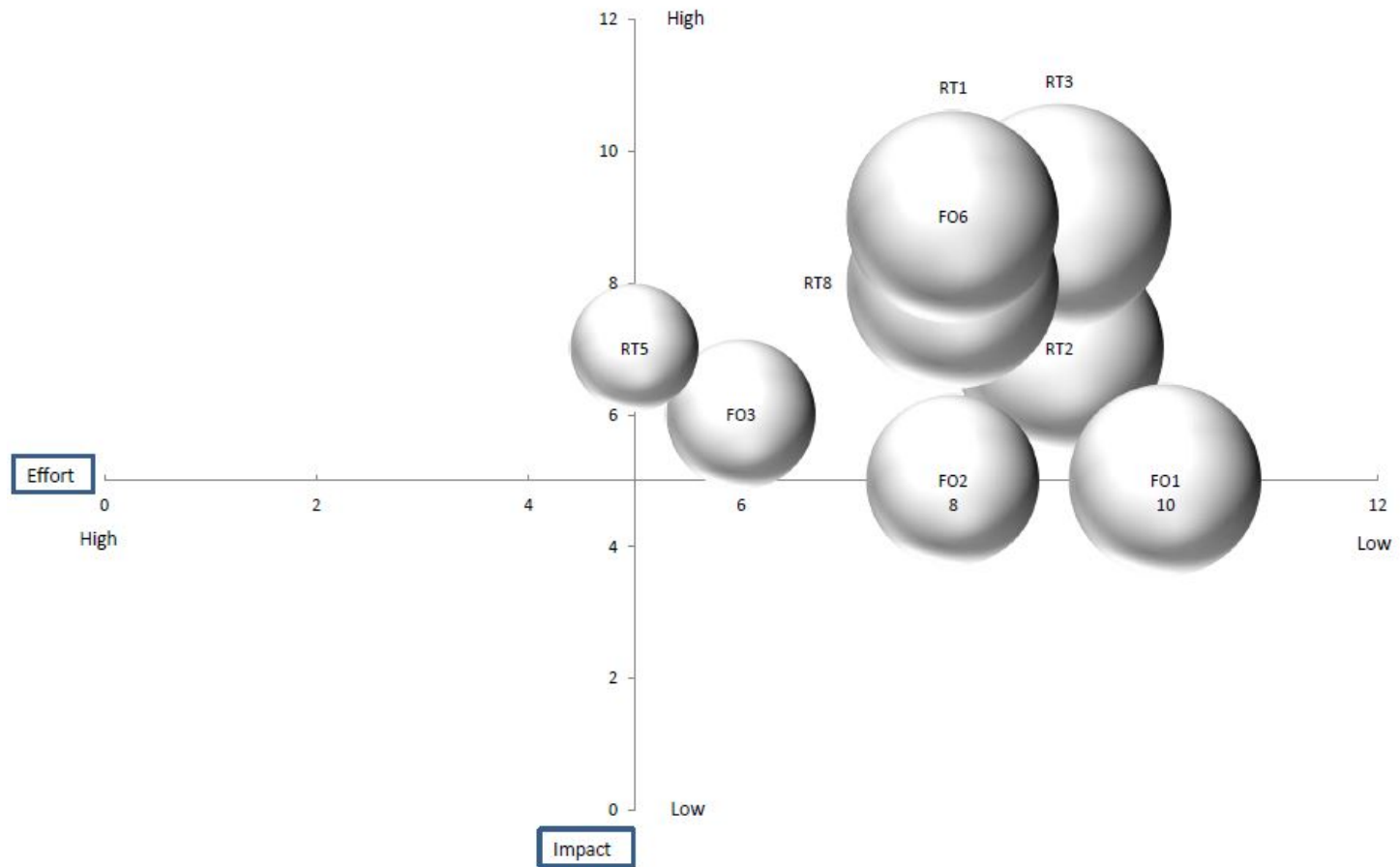


Key Areas for Improvement

- IT Enhancements
- Reduce Signal/Track Defects (MOW)
- Improve Operator Performance
- Improve Terminus Management
- Support OCC Performance
- Delay Reduction Practices
- Reduce Disruption Recovery Times
- Enhance Engineering Support
- Increase LRV Performance

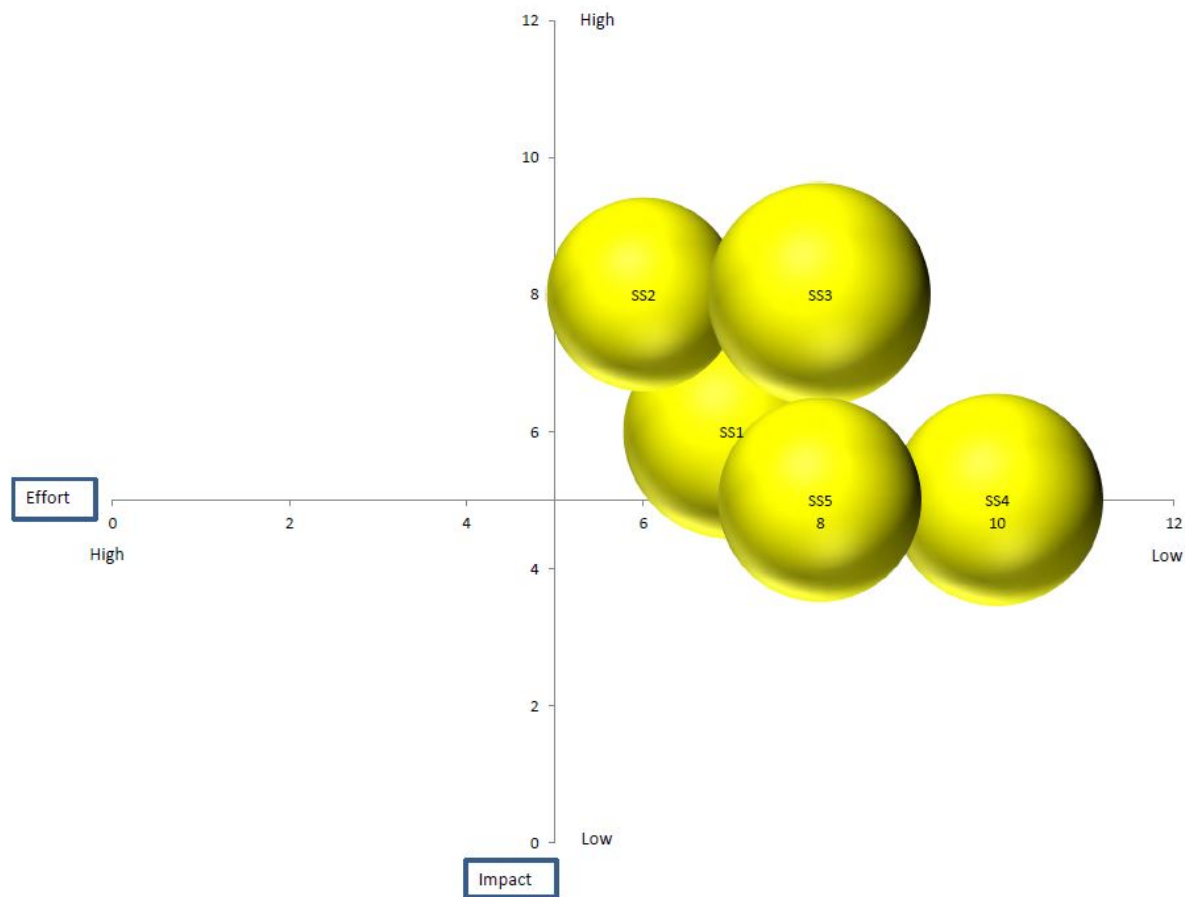
Examples of Divisional Plans: Rail Transportation

OTP Action Plan Analysis: Transportation



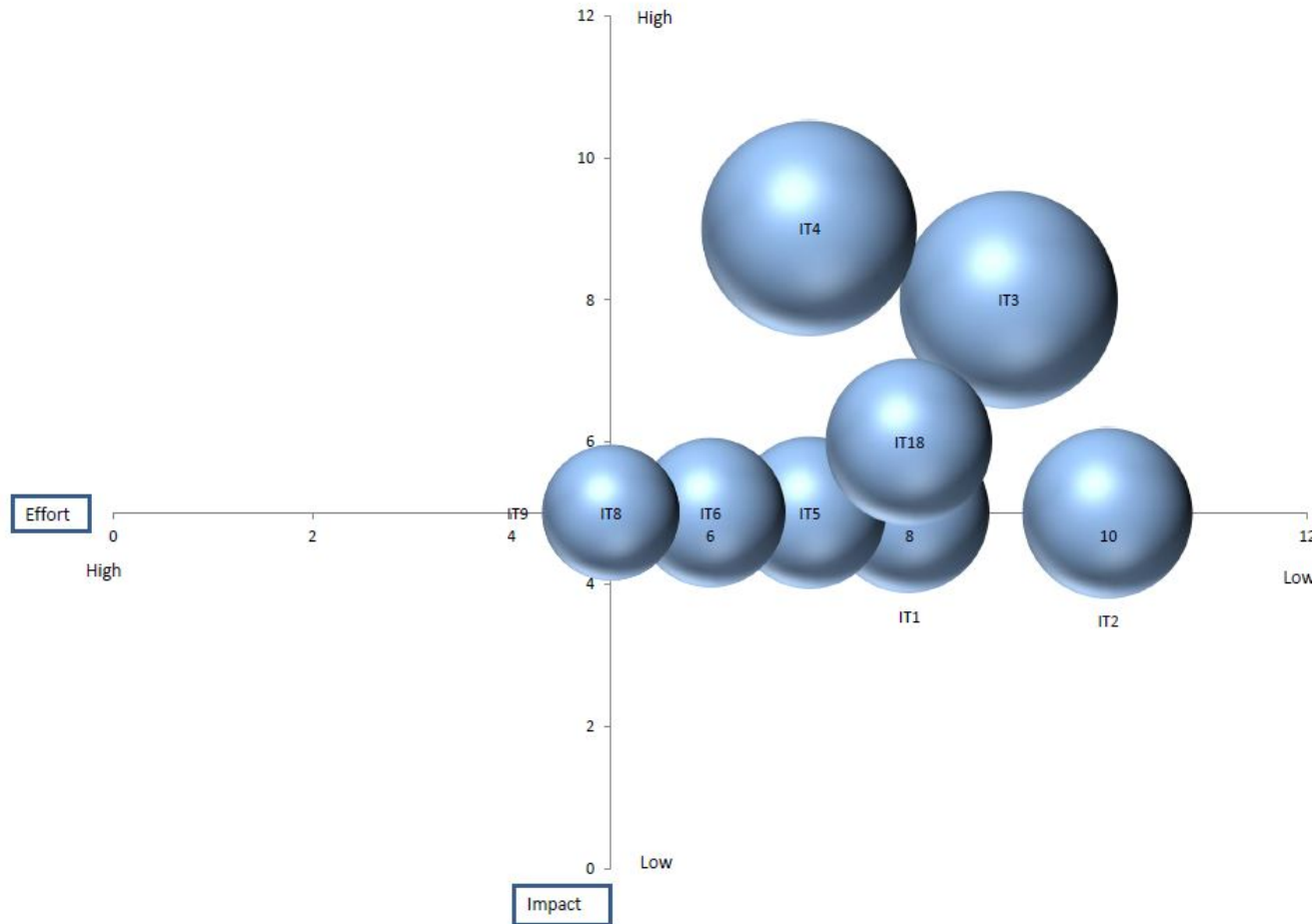
Examples of Divisional Plans: Safety & Security

OTP Action Plan Analysis: Safety & Security



Examples of Divisional Plans: Information Technology

OTP Action Plan Analysis: IT



Questions?