



The Role of Train Attendants

Passengers riding on the SPRINTER trains may have noticed some new additions on board this last year. Train Attendants are now riding trains, checking tickets, ensuring the cleanliness of vehicles, and providing customer support to passengers. Train Attendants are a member of the crew, assigned to a SPRINTER train along with a Vehicle Operator. They verify that each passenger has a valid ticket while riding the train. They also help keep the train clean for customers by monitoring it for trash, spills, graffiti, etc.

"I feel better about riding the SPRINTER," said Kaya K., a SPRINTER rider. "I see a noticeable difference in the cleanliness of the train and I like that there is someone there now to answer questions when I have one."

Safety is a top priority for the North County Transit District (NCTD). As such, Train Attendants ensure that all passengers are safely on the train or platform prior to the Operator departing the station. If passengers ever need to evacuate the train, the Train Attendant ensures that passengers are safely de-trained and moved to a secure area.

Adding Train Attendants to the SPRINTER is part of a series of enhancements that NCTD has made. If you see something suspicious, need assistance, or just want to say hi, the Train Attendants are there to help you. ■



TRAIN ATTENDANT HIGHLIGHT

Name: Clinton

Title: Train Attendant

How long have you worked with NCTD?

I have been working with NCTD for 17 years.

Best part of the job?

The best part of the job is being able to assist the passengers on the train by giving them information. I enjoy making their trip as comfortable as possible and providing customer service.

Memorable moment from work?

Was when a passenger who had an injured leg who was on the train for the first time missed her stop. I radioed the Train Operator about the situation and he then radioed the Train Operator on the next eastbound train so when the trains met at Civic Center Vista Station

we were able to use teamwork to get the passenger back on track and to her rightful destination.

What do you want passengers to know?

I would like for passengers to know that we are there for their needs. To assist them in anyway we can. ■

NCTD prides itself on providing a high level of on-time performance for the SPRINTER. With fifteen stops and thousands of passengers each day, sometimes the SPRINTER may run behind on its schedule. While recognizing all of the factors that play into its operations and also the need to provide customers with reliable service, the SPRINTER is considered on-time if it arrives at its final destination within five minutes of the scheduled arrival time.



System Wide On-Time Performance (OTP)

July 2017 – December 2017

Mode	Ridership	OTP
SPRINTER	1,312,877	98.05%

* SPRINTER is considered on-time up to 5 minutes behind schedule.



What's New April 1, 2018

Route 101 Weekday and weekend schedule adjustments to improve on-time performance.

Route 302 Weekday and weekend schedule adjustments to improve on-time performance and connections with other services.

Route 303 Weekday and weekend schedule adjustments to improve on-time performance and connections with other services.

Route 304 Weekday and weekend schedule adjustments to improve connections with other services.

Route 306 Weekday schedule adjustments to improve connections with other services.

Route 308 Weekday and weekend schedule adjustments to improve connections with other services.

Route 309 Weekday and weekend schedule adjustments to improve on-time performance.

Route 311 Schedule adjustments to improve 3:22 p.m., 4:20 p.m., and 5:23 p.m. southbound trips with SPRINTER.

Route 313 Schedule adjustments to improve COASTER and SPRINTER connections.

Route 315/325 Weekday and weekend schedule adjustments to improve on-time performance.

Route 318 Weekday schedule adjustments to improve on-time performance.

Route 323 3:56 p.m., 4:56 p.m., and 5:56 p.m. southbound, and 4:14 p.m. and 5:14 p.m. northbound trips adjusted to depart 2 minutes earlier.

Route 332 Weekday and weekend schedule adjustments to improve SPRINTER connections.

Route 350 Weekday and weekend schedule adjustments to meet passenger demand, increase on-time performance, and improve connections with other services.

Route 351/352 Weekday schedule adjustments to improve on-time performance and connections with other services.

Route 353 Schedule adjustments to improve on-time performance and connections with other services. Weekdays and weekends now operate on the same schedule.

Route 355 12:04 p.m. and 1:04 p.m. trips adjusted to improve SPRINTER connection.

FLEX 371 First westbound and eastbound trips in the morning adjusted to improve connection with SPRINTER.

Route 388 Schedule adjustments to 6:54 a.m. and 1:01 p.m. southbound trip to improve on-time performance.

FLEX 392 Weekday and weekend schedule adjustments to reduce travel times and improve connections with other services.

FLEX 395 Schedule adjustments to reduce travel times and improve connections with other services.

Route 444 Schedule adjustments to improve on-time performance.

Route 445 Schedule adjustments to improve on-time performance.



UPDATE

On-Time Performance

In public transportation, on-time performance (OTP) refers to the level of success of the service (such as a bus or train) compared to the published schedule. Delays can be due to road traffic and other slow-downs beyond the operator's control. OTP is based on the time points for the route that are listed in the Rider's Guide. For BREEZE, a bus can be up to 5 minutes and 59 seconds behind the published schedule before it is considered late. ■



System Wide On-Time Performance (OTP) July 2017 – December 2017		
Mode	Ridership	OTP
BREEZE	3,216,873	88.72%

* BREEZE is considered on-time up to 5 minutes and 59 seconds behind schedule.



Remember to pick up your new Rider's Guide for the most current information.