

BREEZE BUS OPERATOR HIGHLIGHT

Name: Orlando

Title: Bus Operator

How long have you worked with NCTD? I've worked with NCTD since 1996.

Best part of the job? The best part of the job is my ability to be with coworkers and interact with passengers.

Memorable moment from work? My most memorable moment from work is having more than 20 years of safe driving.

What do you want passengers to know? I want passengers to know they are safe when on my unit. I will get them to their destination on time. ■



Rules of Riding: Personal Shopping Carts/ Dollies/Other Utility Devices

These items must fit between the seats and must not block seats, aisles, doorways, or exits and may not take up a separate seat space. These must be folded and items will need to be removed in order to comply. ■



Bus Stop Improvements:

In June, NCTD completed a bus stop improvement project that included upgrades to passenger amenities and ADA access to seven bus stops in Escondido, four bus stops in Oceanside, and at one SPRINTER Station. Improvements at all 12 stops included the installation of a new passenger shelter, bench, and trash receptacle. Six of the stops required additional improvements, including installation of concrete foundation pads, replacement of sidewalk panels, and construction of a retaining wall. The additional improvements were necessary to assure that the upgraded bus stops will provide access for all NCTD's passengers. ■



UPDATE

UTC Route 101 Highlight



One of the enhancements that NCTD made as part of October's service changes was on BREEZE Route 101. Prior to the October 2017 service change, the 101 only served the Westfield University Town Center (UTC) Transit Center—a major trip generator and transfer point to many MTS routes—in the peak periods, not at all on the weekends, and had different routing for different times of day. As part of the October service change, all trips on weekdays and weekends now serve the newly built UTC Transit Center and UCSD, along with the addition of uniform routing. This consistency benefits riders, and overall ridership on this route has increased since the change. ■

On-Time Performance (OTP) July 2017 – March 2018

Mode	Ridership	OTP/ OTP Goal
BREEZE	4,778,943	89.01%/90%

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





New Fares on Compass Cloud

Discounted fares for Senior, Disabled, Medicare recipients (SDM), and Youth (aged 6-18) are now available on NCTD's mobile ticketing app, Compass Cloud. In order to purchase these fares, passengers will need to prove eligibility. To find out how, visit a NCTD Customer Service location or call 760-966-6500. ■

Civility Rules: Bicycles

One of the advantages of riding the SPRINTER is that you can bring your bike on board. But when you do, keep in mind that there are some important rules to follow. For example, if it's necessary to relocate your bike due to overcrowding or to accommodate a passenger with a mobility device, do so promptly and by paying attention to all train crew instructions. You can learn more about the rules of riding with a bicycle in the NCTD Rider's Guide on page 27. ■



SPRINTER TRAIN ATTENDANT HIGHLIGHT

Name: Nichole

Title: Train Attendant

How long have you worked with NCTD?

I've worked with NCTD for nine months.



Best part of the job?

The best part of my job is being able to interact with so many different people on a daily basis.

Memorable moment from work?

One of my memorable moments would have to be with one of my regular passengers and her daughter. The little girl asked if she could help me check tickets. She waited

by the door with me as passengers boarded asking "tickets please." The smile on her face was priceless.

What do you want passengers to know?

I would like passengers to know that I am here to greet them with a smile, help them in any way that I can, and get them where they need to be. ■

Pony Express Ticket

To help guests relax on their trip and save money, NCTD continues to offer the "Pony Express" ticket this year — an \$11 ticket that covers your round-trip fare on the COASTER, SPRINTER, or BREEZE, and Stretch-Run admission to the Del Mar Races for one day. The Pony Express ticket can be purchased at NCTD ticket vending machines, or online in the mobile app **Compass Cloud**. *This ticket is not valid on Opening Day. Races run July 18 to September 3.* ■

Thank You
Благодарю вас!
Gracias
ارکاش Dankie
धन्यवाद 谢谢
ຂອບໃຈ Vielen Dank

ありがとうございます
Je vous remercie
Cảm ơn bạn
고맙습니다 Faafetai
Obrigado
Grazie
مرک شتتم Salammat

On-Time Performance (OTP)

July 2017 – March 2018

Mode	Ridership	OTP/OTP Goal
SPRINTER	1,925,227	98.10%/98%

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

