

North County Transit District

Annual Transit Operations Performance Report

FY 2020

**NORTH COUNTY
TRANSIT DISTRICT**



North County Transit District

The North County Transit District (NCTD) provides public transportation for North San Diego County. NCTD's services are a vital part of San Diego's regional transportation network. NCTD moves approximately 8.3 million passengers annually across its five (5) modes.

Mission

Our mission is to deliver safe, convenient, reliable, and user-friendly public transportation services.

Vision

Our vision is to build an integrated transit system that enables our customers to travel easily and efficiently throughout our growing region.

Our five (5) transit modes:



BREEZE
Bus System



COASTER
Commuter Rail



SPRINTER
Hybrid Rail



FLEX
On-Demand



LIFT
Paratransit

SERVICE PRINCIPLES

Overview

The Annual Transit Operations Performance Report (TOPR) communicates the transit system's performance to the Board of Directors on a monthly and annual basis. This performance report is intended to answer the primary questions of how NCTD performed in fiscal year (FY) 2020 and why performance changed from prior years. NCTD holds itself accountable to stakeholders via this focused set of key performance indicators (KPIs). Monitoring and tracking KPIs enable NCTD to evaluate how well it is achieving its mission and vision. Measuring key areas of performance allows NCTD to identify areas for improvement and link transit performance to investment decisions in the District's capital and operating budgets.

Service Quality Priorities

NCTD tracks the following key performance indicators in order to monitor progress towards NCTD's defined goals. Definitions of these indicators are included in the Glossary section of this report.

Goals	Key Performance Indicators
Place service to our customers first	<ul style="list-style-type: none">• On-time performance• Passenger concerns• Farebox recovery• Total boardings• Percent of scheduled service operated• Accidents and incidents• Mechanical failures• Subsidy per passenger
Ensure the safety and security of our customers and employees	
Deliver high-quality transit services	
Develop and maintain facilities that sustain and promote current and future transportation services	
Seek the maximum return on the public investment, secure adequate revenue, and protect our assets.	
Work in partnership with our communities and other stakeholders	
Encourage innovation, creativity, and leadership	

PERFORMANCE DASHBOARD

The Annual Transit Operations Performance Report (TOPR) provides information to the Board of Directors and stakeholders on boardings, operating costs, fare revenue, and performance indicators for NCTD's services. The TOPR includes the following modes: BREEZE bus, SPRINTER hybrid rail, COASTER commuter rail, LIFT paratransit, and FLEX demand response. Detailed performance information can be found in the Comprehensive Annual Financial Report.



STANDARD/GOAL

Blue indicates the goal and/or minimum performance standard derived from historical trends, contractual requirements for operators, and the budget development process for FY 2020. Note that goals were not adjusted in FY 2020 to account for impacts from COVID-19.



STANDARD/GOAL MET

Green indicates the goal and/or minimum performance standard was met.



STANDARD/GOAL NOT MET

Red indicates the goal and/or minimum performance standard was not met.

EXAMPLE



- Standard/Goal
- Actual Performance

SYSTEM SUMMARY

FY 2020 HIGHLIGHTS

During the first eight (8) months of FY 2020, systemwide performance was on a positive and upward trend due to the successful plans and policies that the Operations, Service Planning, and Marketing Departments were diligently implementing, as outlined below. When the COVID-19 pandemic was officially acknowledged in March 2020 and the Governor issued the Stay at Home Order directive, NCTD chose to maintain normal service levels on BREEZE, SPRINTER and FLEX. This decision demonstrated NCTD's commitment to its customers consisting of many essential workers who depend on NCTD to get to their essential jobs. NCTD has continued to provide normal service throughout the COVID-19 pandemic and ridership has responded positively, at an upward trend month over month into FY 2021.

Percent Change in Boardings from FY 2019 to FY 2020

Mode	July - February	March	April	May	June	FY 2019 - FY 2020
BREEZE	-1%	-36%	-71%	-65%	-51%	-19%
COASTER	-5%	-58%	-96%	-95%	-93%	-33%
SPRINTER	5%	-32%	-64%	-58%	-45%	-14%
FLEX	11%	-4%	-35%	-49%	-43%	-5%
LIFT	-13%	-48%	-84%	-80%	-70%	-31%
SYSTEM	-0.1%	-38%	-72%	-67%	-57%	-20%

To help protect the health of bus operators and customers, NCTD implemented the following health and safety protocols:

- Rear-door boarding on BREEZE buses to safeguard passengers and operators
- Mandatory face coverings for operators and passengers
- Daily enhanced cleaning and sanitizing of NCTD buses, trains, paratransit vehicles, and transit facilities

Passenger adherence to these new protocols is high; for example, mask compliance on all modes has been 99%.

On the national level, COVID-19 has caused similar impacts at other transit agencies. NCTD has engaged a Ridership Recovery Task Force with local transit agencies to develop strategies to build back ridership. NCTD also joined the (APTA) Health and Safety Commitment Program as a pledge to adopt industry best practices during the pandemic.

SYSTEM SUMMARY

FY 2020 PERFORMANCE HIGHLIGHTS

Boardings

NCTD's system-wide boardings were 6,824,334 for the first eight (8) months of the fiscal year, only a 0.1% decline from the prior year period of 6,831,176. This is a significant improvement over the last four (4) years, where ridership has dropped each year on average of -5%. In March, ridership declined -38% compared to the prior year and then -72% compared to the prior year in April. In May and June, ridership began to increase again, and NCTD finished FY 2020 with a total decline of 20% from the previous fiscal year. COVID-19 was the primary factor in a systemwide decline in boardings. COASTER service was reduced 45% on weekdays and suspended on weekends. COASTER boardings declined by 33% from the previous fiscal year as more people worked from home and recreational trips ceased. LIFT boardings declined by 31% over the same time period. Many LIFT riders cancelled medical appointments and non-essential trips during the pandemic. BREEZE declined by 19%, SPRINTER by 14%, and FLEX by 5% as passengers continued to make essential trips once the impacts and mitigation requirements of COVID-19 were known. On the national level, COVID-19 has caused similar ridership impacts at other transit agencies. NCTD has engaged a Ridership Recovery Task Force with local transit agencies to develop strategies to build back ridership.

On-Time Performance

NCTD's system-wide on-time performance (OTP) was 92.5% for the first eight months of FY 2020, which was a 0.5% increase from FY 2019's OTP of 92%. This was driven by improvements in OTP for COASTER, SPRINTER and LIFT, at 3%, 1%, and 4%, respectively. The Stay At Home Orders to mitigate the impacts of COVID-19 reduced vehicle miles traveled and resulted in improved OTP during the last four (4) months of the year, and NCTD ended the year at 93.2%, a 1% increase in OTP over the prior year. During the last four (4) months of the year, BREEZE and LIFT's OTP increased compared to the first eight (8) months of the year by 6% and 10%, respectively. As an overall comparison between FY 2019 and FY 2020, LIFT's OTP improved from 85% in FY 2019 to 90% in FY 2020. COASTER's OTP improved over the same period from 91% to 93%. FLEX's OTP continued to exceed the performance standard of 95%. SPRINTER and BREEZE maintained the same level of OTP at 98% and 88%, respectively.

Mechanical Performance

During the first eight (8) months of FY 2020, NCTD's system-wide total mechanical failures decreased by 1% compared to the prior year, from 581 to 573. This was driven by a decrease in mechanical failures by COASTER from 23 to 8 (-65%), SPRINTER from 163 to 30 (-82%), and LIFT from 54 to 15 (-72%). During the last four (4) months of the year, mechanical failures decreased systemwide by -46% compared to the first eight (8) months of the year, from 573 to 310. Overall, system-wide total mechanical failures decreased 3.4% from the previous year, from 914 to 883. In FY 2020, the Technical Support and Material Management Agreement (TSMMA) was signed to ensure that necessary locomotive parts and technical support are available for COASTER service. NCTD and Bombardier continued working on SPRINTER capital improvement projects to mitigate mechanical failures. Ten (10) new BREEZE buses were placed into revenue service in FY 2020. Approximately 111 of the 200-vehicle fleet (56%) for BREEZE, FLEX, and LIFT have reached the end of their useful life and require replacement. Additional vehicle replacements are planned for BREEZE, FLEX, and LIFT in FY 2021. With the delivery of approximately 100 new buses and vans, the average age of NCTD's BREEZE fleet will be reduced from 11 years old to 4.6 years old. NCTD's LIFT fleet, which currently has an average age of 6.7 years old, will be replaced with an all new fleet of vehicles. The delivery schedule for the BREEZE, FLEX, and LIFT vehicles will vary.

SYSTEM SUMMARY

FY 2020

Chargeable Accidents

NCTD's system-wide chargeable accidents decreased by 2.4% from the previous year, from 85 to 83. During the first eight (8) months of the year, systemwide chargeable accidents was up 15% compared to prior year, from 52 to 60, but then fell to -30% from the prior year for the last four (4) months of FY 2020 (33 to 23). This was led by a decline in BREEZE chargeable accidents from July-February and March-June from 52 to 21, respectively, or a -60% decline. NCTD and MV are working to improve operator and dispatcher training needs to reduce the number of incidents and promote safety.

Passenger Concerns

For the first eight (8) months of FY 2020, normalized systemwide concerns were down -10% from prior year, from 23 to 21 complaints per 100,000 boardings, but then climbed to 73% higher than the prior year, from 17 to 29 complaints per 100,000 boardings, for the last four (4) months of the year. This was due to BREEZE rude operator and pass-by complaints, which have historically been the primary complaint category and did not change as ridership dropped. NCTD ended the year with 22 complaints per 100,000 boardings, compared to 21 in FY 2019, a 6% increase. NCTD continues its commitment to improve the customer experience through enhanced customer service training for operators and train attendants.

Financial Performance

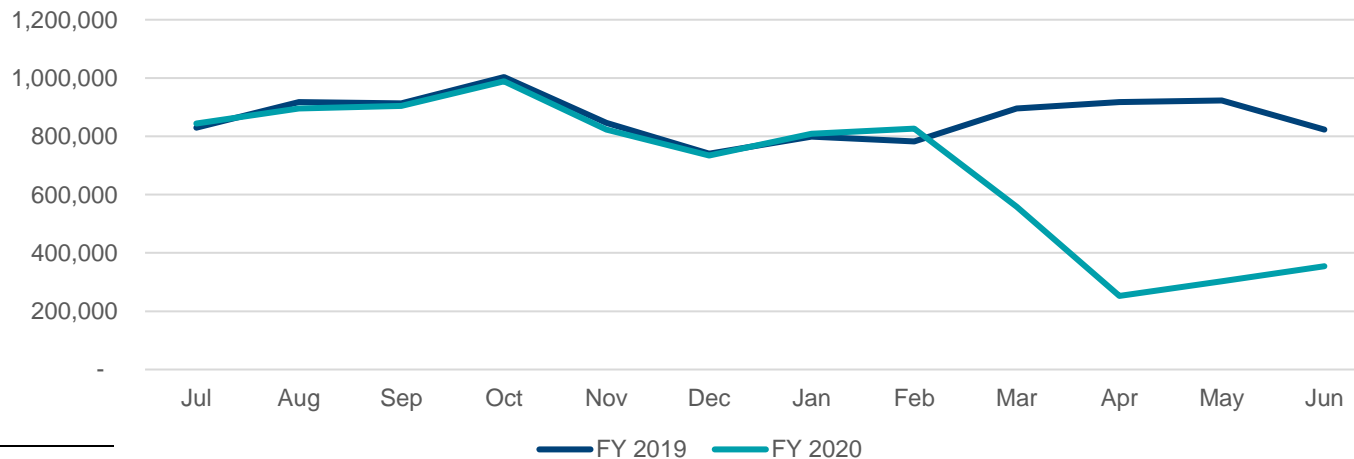
NCTD's systemwide farebox recovery was 16.5% for the first eight (8) months of FY 2020, and then dropped to 5.9% for the last four (4) months of the fiscal year, which resulted in an overall decrease from 16% in FY 2019 to 13% in FY 2020. The decline in ridership across all modes directly led to the decline in fare revenue. In FY 2019, COASTER customer revenue accounted for 35% of total customer revenue. COASTER revenue declined by \$1,072,133 (-20%) in FY 2020 compared with FY 2019. Over the same period, BREEZE revenue declined by \$1,245,937 (-19%), SPRINTER by \$323,524 (-12%), FLEX by \$36,924 (-19%), and LIFT by \$24,414 (-3%). In order to improve operator and passenger safety during the pandemic, NCTD implemented rear door boarding on BREEZE vehicles and suspended the collection of cash fares. This, combined with overall decline in ridership, contributed to the decline in farebox recovery. Driver barriers will be installed on the BREEZE fleet by January 2021, at which point NCTD will resume the collection of cash fares at the farebox.

SYSTEM SUMMARY

FY 2020

<i>Performance Indicator</i>	BREEZE	SPRINTER	COASTER	LIFT	FLEX	SYSTEM TOTAL	% CHANGE FROM FY19
<i>Total Boardings</i>	5,135,360	2,066,091	944,109	116,437	30,813	8,292,810	-20%
<i>Percent of Total Boardings</i>	62%	25%	11%	1%	0.4%	---	---
<i>Boardings per Revenue Hour</i>	12	88	129	1.9	1.8	16	-15%
<i>Vehicle Revenue Miles</i>	5,090,269	519,131	230,008	1,077,905	313,050	7,230,363	-7%
<i>Farebox Recovery</i>	11.6%	9.9%	19.8%	7.0%	7.2%	12.4%	-23%
<i>On-Time Performance</i>	88.4%	97.9%	93.1%	90.5%	96.4%	93.2%	1%
<i>Total Passenger Concerns¹</i>	1,197	65	65	496	22	2,249	-18%
<i>Mechanical Failures²</i>	782	47	8	21	25	883	-3%
<i>Accidents/Incidents³</i>	73	1	0	8	1	83	-2%

Total Systemwide Boardings by Month, FY 2019 and FY 2020



¹ The system total includes non-modal complaints. The total is not adjusted for ridership.

² Mechanical failures include both “major” and “other” mechanical failures. A “major mechanical failure” is a failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip. “Other mechanical failures” refer to a failure of some other mechanical element of the revenue vehicle that, because of NCTD policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. (i.e. farebox malfunctioning or a radio that is inoperable).

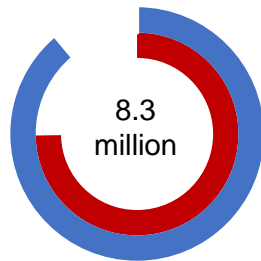
³ This number refers to “preventable accidents” (also referred to as chargeable accidents) in which the bus or train operator could have done something to prevent or avoid the accident regardless of fault, even if the investigation places fault on the other driver. A non-preventable accident is one that could not have been avoided no matter what actions were taken.

SYSTEM SUMMARY

FY 2020

Total Boardings

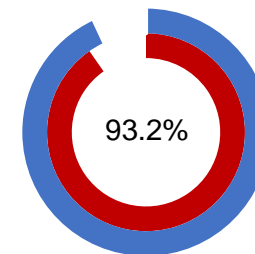
Boardings were 8.3 million, below the budgeted system-wide goal of 10 million.



- Goal \geq 10 million

On-Time Performance

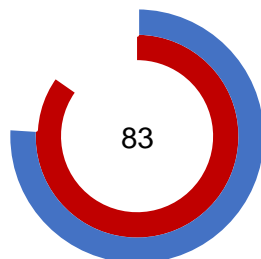
On-time performance was 93.2%, below the system-wide minimum performance goal of 94%.



- Standard \geq 94%

Safety

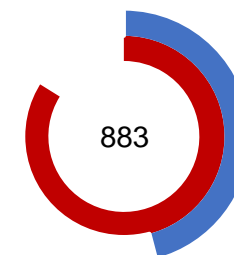
Accidents/Incidents were 83, exceeding the system-wide minimum performance goal 76.



- Standard \leq 76

Total Mechanical Failures

Total Mechanical failures were 883, exceeding the system-wide minimum performance goal of 467.



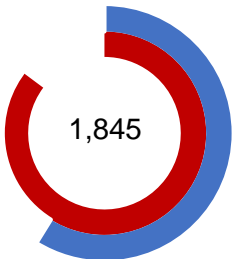
- Standard \leq 467

SYSTEM SUMMARY

FY 2020

Passenger Concerns

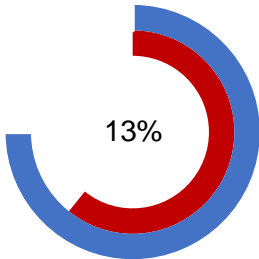
Customer concerns in FY 2020 were 1,845, above the system-wide minimum performance target of 1,232.



- Standard \leq 1,232

Farebox Recovery

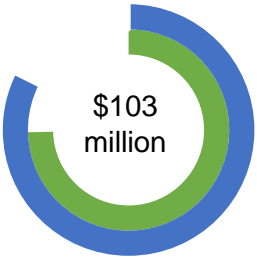
System-wide Farebox recovery was 13%, below the budgeted goal of 15%.



- Goal \geq 15%

Operating Expense

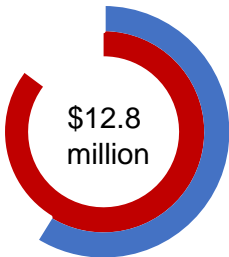
System-wide operating expense was \$103 million, below the budgeted goal of \$117 million.



- Goal \leq \$117 million

Fare Revenue

System-wide fare revenue was \$12.8 million, below the budgeted goal of \$16.9 million.



- Goal \geq 16.9 million

BREEZE PERFORMANCE

BREEZE Boardings

Total BREEZE boardings in FY 2020 was 5.14 million, or 17% below the goal of 6.17 million. COVID-19 was the primary cause of ridership decline.

BREEZE On-Time Performance (OTP)

BREEZE OTP in FY 2020 was 88%, below the minimum contractual standard of 90%. BREEZE OTP was hindered by mechanical failures, drivers deviating from the scheduled route, and operational issues. The *BREEZE Cause of Delay* chart provides a breakdown of the causes of delay which impact OTP.

BREEZE Mechanical Performance

In FY 2020, mechanical failures account for 57% of delays. Approximately 74 BREEZE buses reached the end of their useful life by the end of FY 2020. In FY 2021, 20 vehicles will be retired, and 20 new vehicles will be placed into revenue service.

BREEZE Accidents

BREEZE operations had 73 preventable accidents and 93 non-preventable accidents in FY 2020. Fifty-nine percent of BREEZE accidents are categorized as vehicle vs. bus which includes events such as damage to bus side mirrors and side swipes from other vehicles.

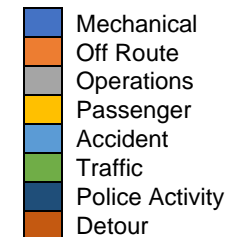
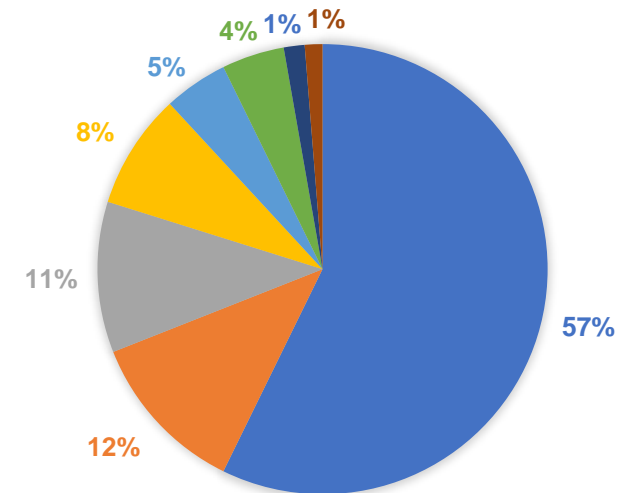
BREEZE Passenger Concerns

BREEZE operations received 1,197 concerns, an increase of 27% compared to FY 2019 (when adjusted for ridership). Operator Related (i.e., perceived rude operator or operator driving performance) and Service Related (i.e., late service or vehicle passing by customers) reports comprised most concerns, 76% of the total for BREEZE.

BREEZE Financial Performance

BREEZE farebox recovery, as measured by passenger revenue divided by operating cost was 11.6% in FY 2020, below the budgeted goal of 16.6%. Operating expenses were 1% higher than the budgeted projection, and fare revenue 29% below the budgeted goal. COVID-19 was the main cause of decreased passenger fare revenue.

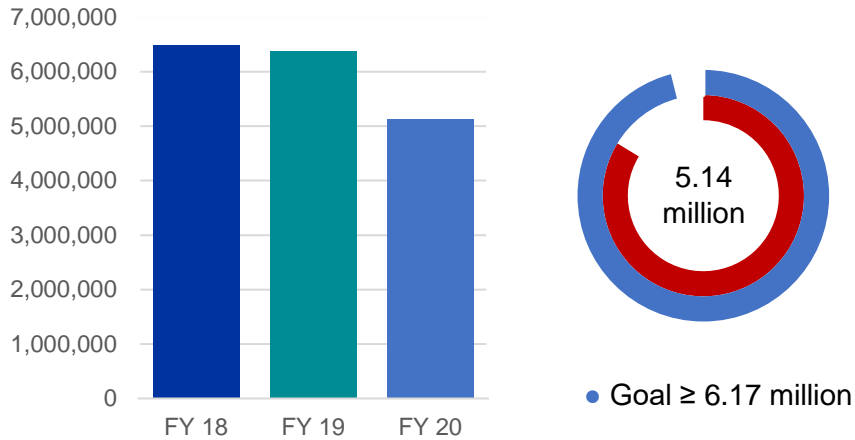
BREEZE CAUSE OF DELAY



BREEZE PERFORMANCE

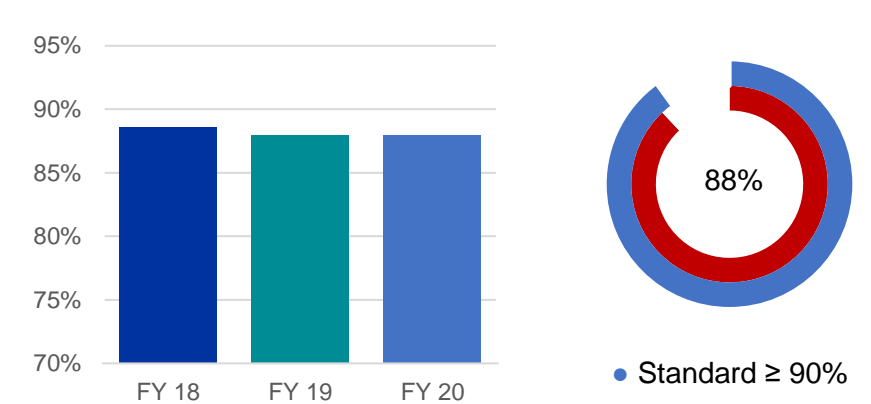
Boardings

Boardings were 5.14 million, below the budgeted goal of 6.17 million.



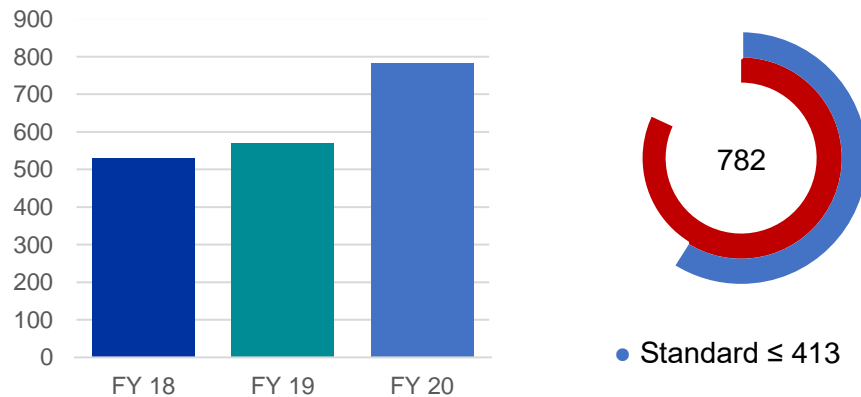
On-Time Performance

On-time performance was 88%, below the contractual standard of 90%.



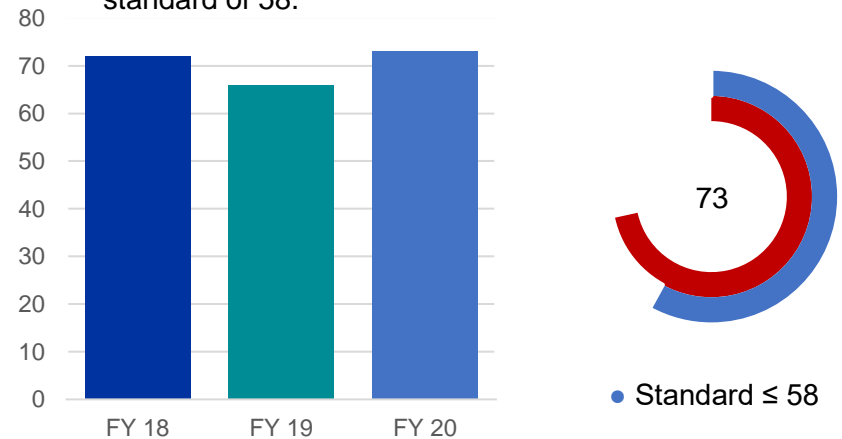
Total Mechanical Failures

Total mechanical failures were 782, exceeding the contractual standard of 413.



Safety

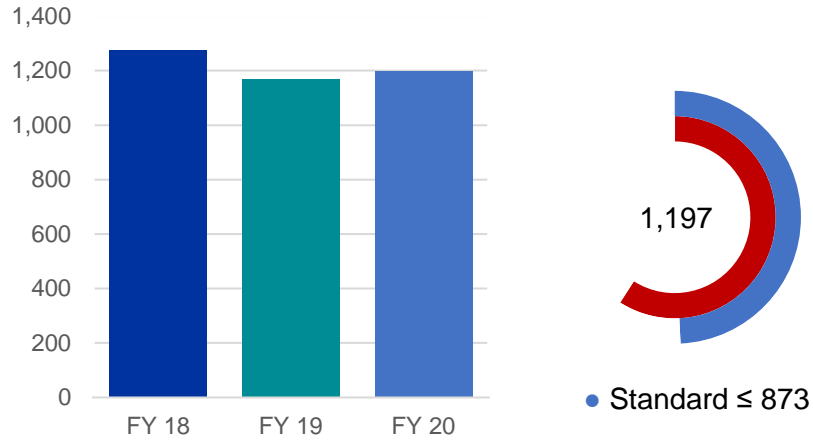
Accidents/Incidents were 73, exceeding the contractual standard of 58.



BREEZE PERFORMANCE

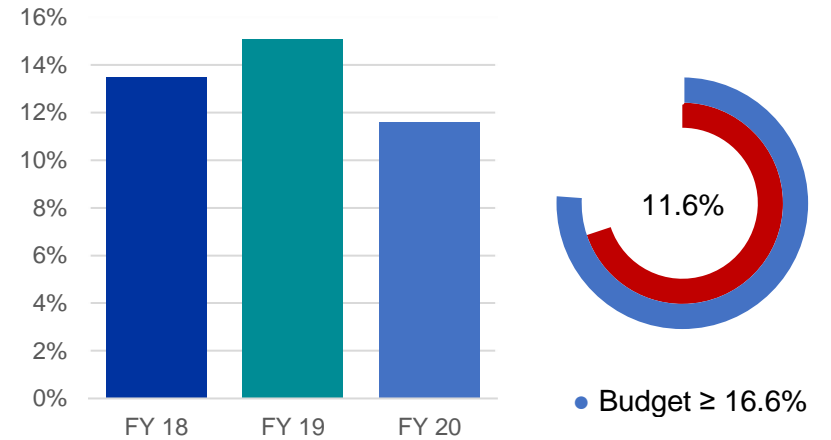
Passenger Concerns

Passenger concerns were 1,197, exceeding the contractual standard of 873.



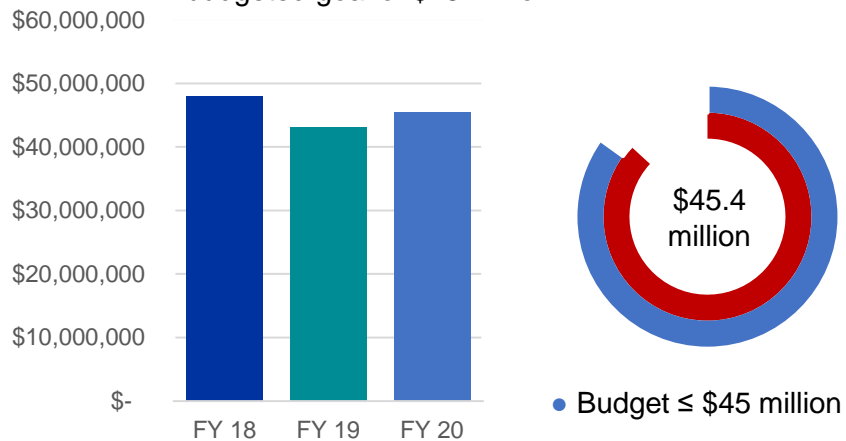
Farebox Recovery

Farebox recovery was 11.6%, below the budgeted goal of 16.6%.



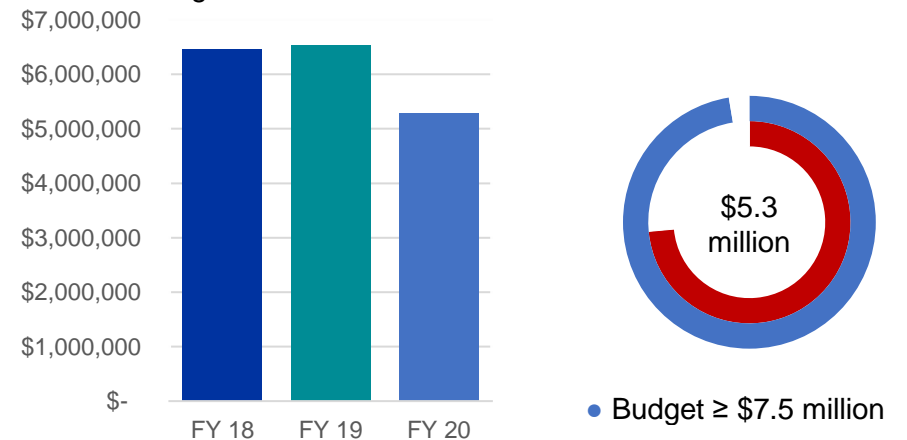
Operating Expense

Operating expense was \$45.4 million, exceeding the budgeted goal of \$45 million.



Fare Revenue

Fare revenue was \$5.3 million, below the budgeted goal of \$7.5 million.



COASTER PERFORMANCE

COASTER Boardings

Total COASTER boardings in FY 2020 was 0.94 million, or 31% below the goal of 1.37 million. COVID-19 was the primary cause of ridership decline.

COASTER On-Time Performance (OTP)

COASTER OTP in FY 2020 was 93%, which fell below the minimum contractual standard of 95%. About 35% percent of delays were due to train congestion with Amtrak, Metrolink, and BNSF. Other delays were due to COASTER mechanical problems, crossing issues, and speed restrictions. The *COASTER Cause of Delay* chart on the right provides a breakdown of the causes of delay.

COASTER Mechanical Performance

COASTER mechanical delays were the second most common type of delay. Recognizing the mechanical issues, NCTD took steps to alleviate train terminations and annulments caused by mechanical failures by increasing preventive maintenance inspections and proactively replacing parts and components that were trending toward failure. Five (5) new locomotives will be placed into revenue service during calendar year 2021.

COASTER Accidents

In FY 2020, NCTD had zero (0) preventable and zero (0) non-preventable accidents on COASTER.

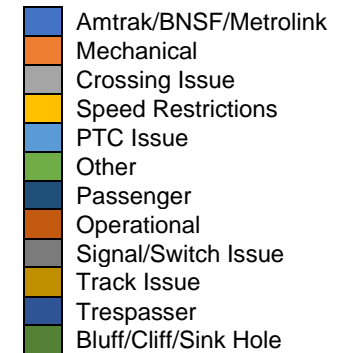
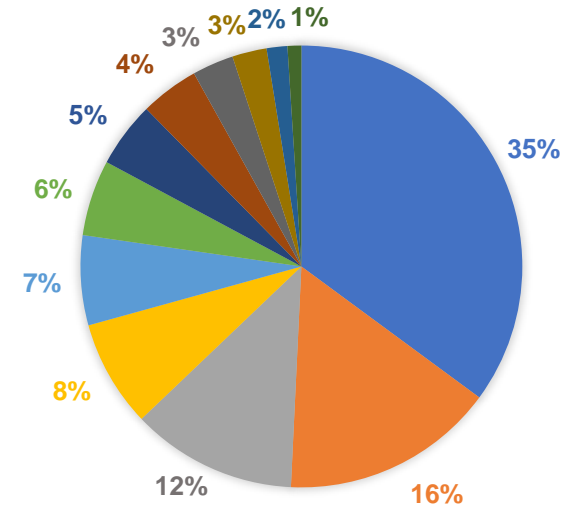
COASTER Passenger Concerns

COASTER received 65 concerns, a decrease of 63% from FY 2019 (when adjusted for ridership). The most concerns were related to equipment and service-related issues.

COASTER Financial Performance

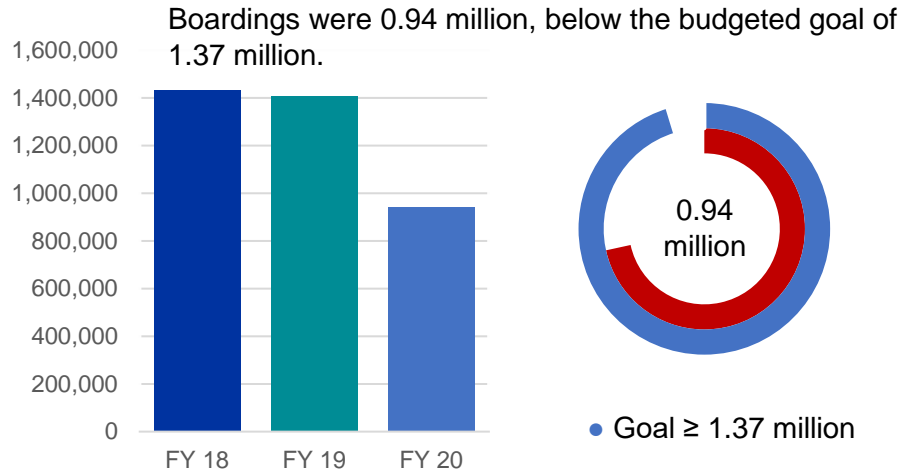
COASTER farebox recovery, as measured by passenger revenue divided by operating cost was 19.8% in FY 2020, below the budgeted goal of 23.3%. Operating expenses were 10% below the budgeted projection, and fare revenue 23% below the budgeted goal. COVID-19 was the main cause of decreased passenger fare revenue.

COASTER CAUSE OF DELAY

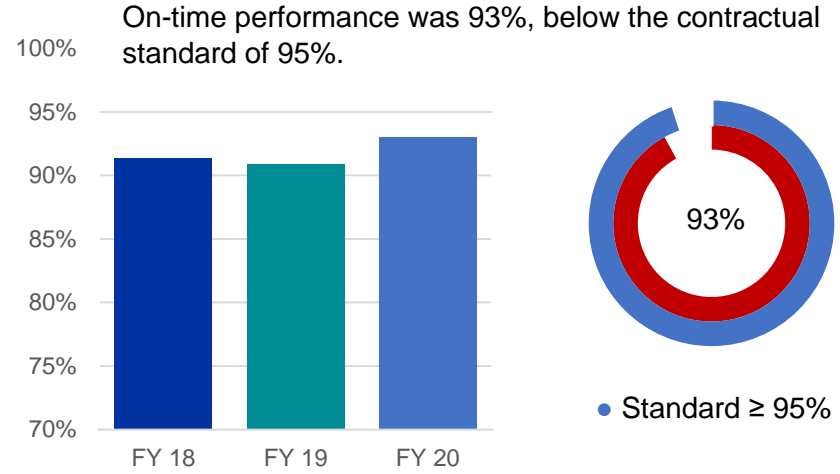


COASTER PERFORMANCE

Boardings

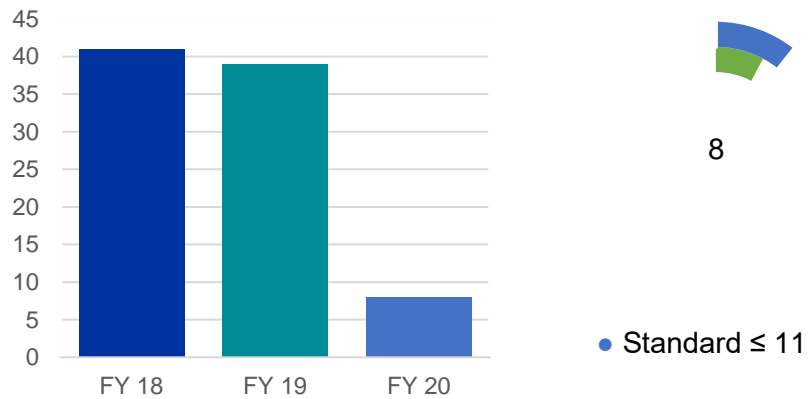


On-Time Performance



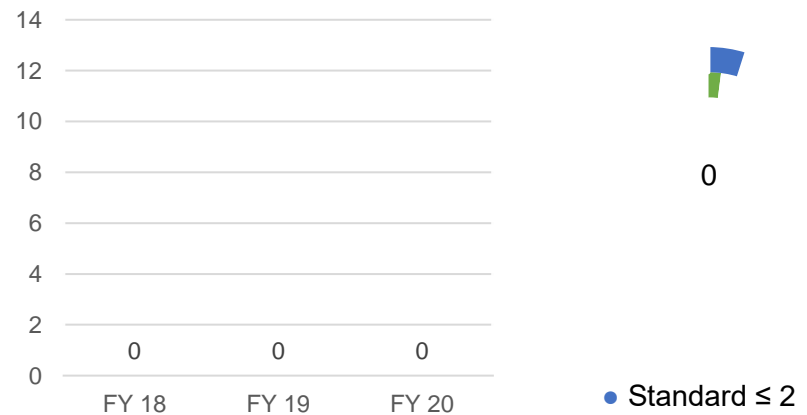
Total Mechanical Failures

Total mechanical failures were 8, below the contractual standard of 11.



Safety

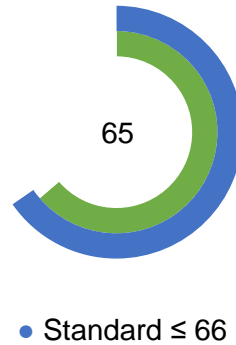
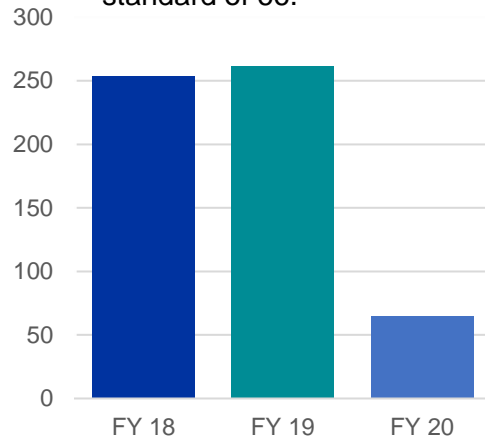
Accidents/Incidents in were 0, below the contractual standard of 2.



COASTER PERFORMANCE

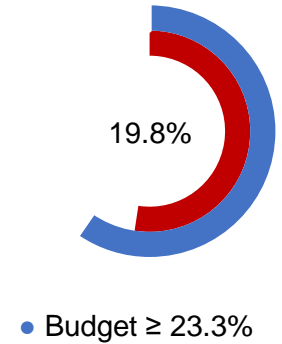
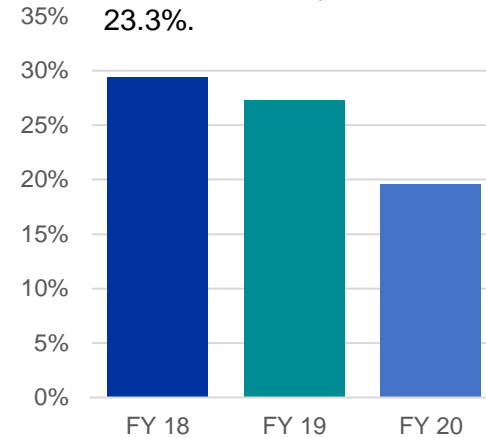
Passenger Concerns

Passenger concerns were 65, below the contractual standard of 66.



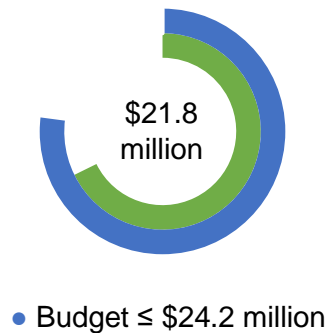
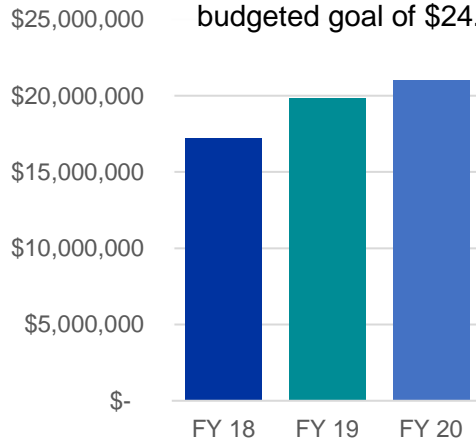
Farebox Recovery

Farebox recovery was 19.8%, below the budgeted goal of 23.3%.



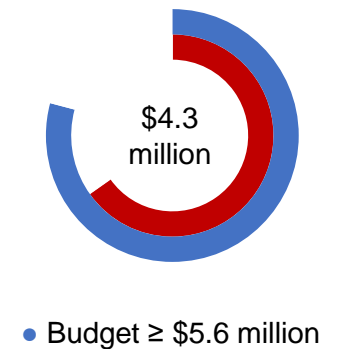
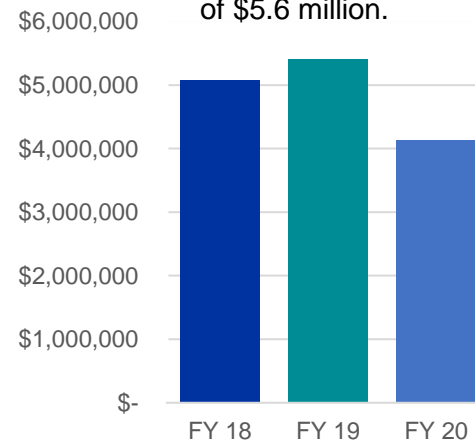
Operating Expense

Operating expense was \$21.8 million, below the budgeted goal of \$24.2 million.



Fare Revenue

Fare revenue was \$4.3 million, below the budgeted goal of \$5.6 million.



SPRINTER PERFORMANCE

SPRINTER Boardings

Total SPRINTER boardings in FY 2020 was 2.07 million, or 9% below the goal of 2.28 million. COVID-19 was the primary cause of ridership decline.

SPRINTER On-Time Performance (OTP)

SPRINTER OTP in FY 2020 was 98%, which met the minimum contractual standard. SPRINTER had 431 total delays in FY 2020, with mechanical issues accounting for 35%, switch issues for 15%, and crossing and signals issues for 15%. The *SPRINTER Cause of Delay* chart on the right provides a breakdown of the causes of delay.

SPRINTER Mechanical Performance

NCTD is completing major vehicle component overhauls for the entire fleet of 12 diesel-multiple units. The overhaul program includes upgrades of parts and components that generated service failures. The overhaul project is anticipated to be complete in 2022.

SPRINTER Accidents

In FY 2020, SPRINTER had one (1) preventable accident, which included a non-fatal vehicle accident at the SPRINTER Operations Facility. In FY 2020, there were two (2) non-preventable accidents which included non-fatal trespasser strikes.

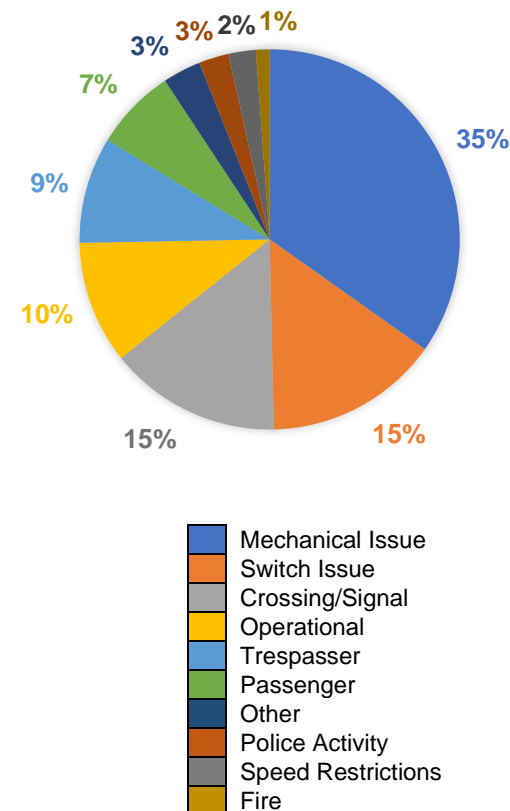
SPRINTER Passenger Concerns

SPRINTER received 65 concerns, a decrease of 59% from FY 2019 (when adjusted for ridership). SPRINTER concerns were related to various issues such as equipment maintenance, service, safety and security, interactions with the fare inspector or operator, and concerns of other passengers.

SPRINTER Financial Performance

SPRINTER farebox recovery, as measured by passenger revenue divided by operating cost was 9.9% in FY 2020, below the budgeted goal of 11.1%. Operating expenses were 7% below the budgeted projection, and fare revenue 17% below the budgeted goal. COVID-19 was the main cause of decreased passenger fare revenue.

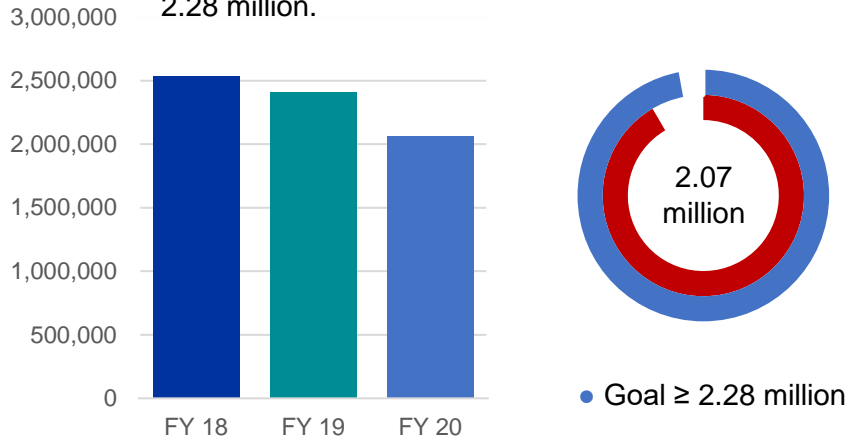
SPRINTER CAUSE OF DELAY



SPRINTER PERFORMANCE

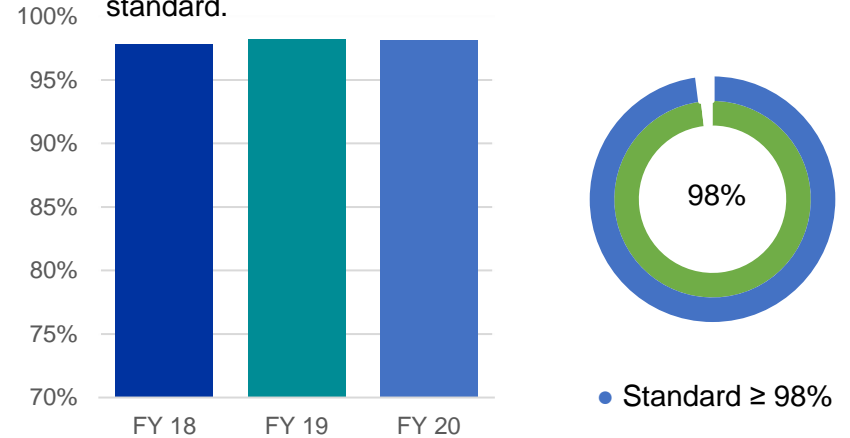
Boardings

Boardings were 2.07 million, below the budgeted goal of 2.28 million.



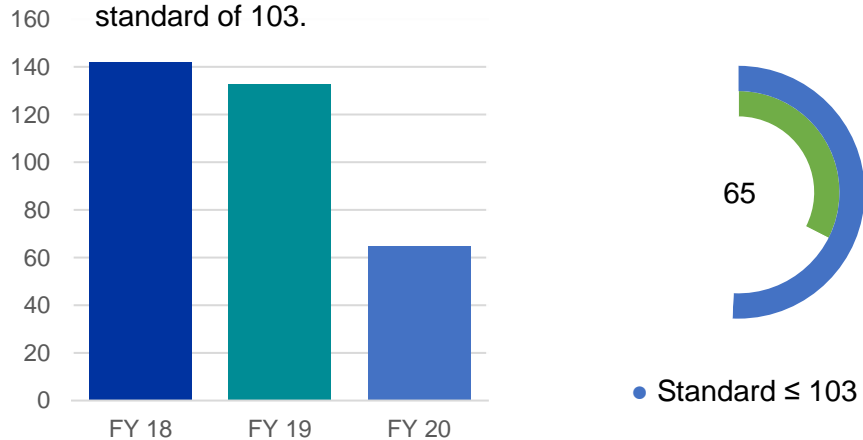
On-Time Performance

On-time performance was 98%, meeting the contractual standard.



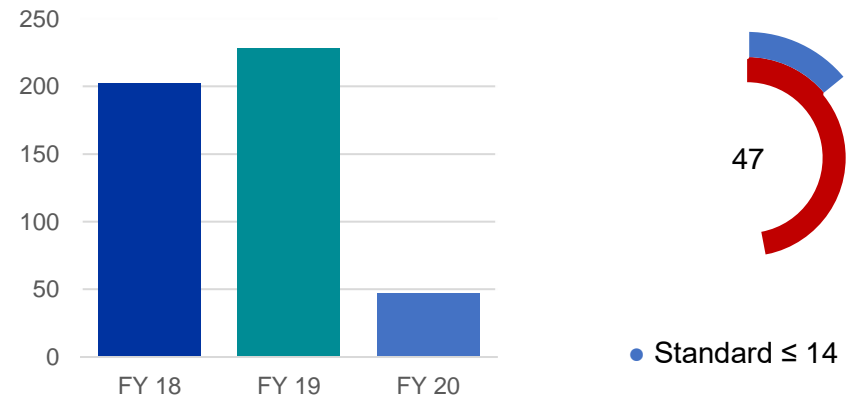
Passenger Concerns

Passenger concerns were 65, below the contractual standard of 103.



Total Mechanical Failures

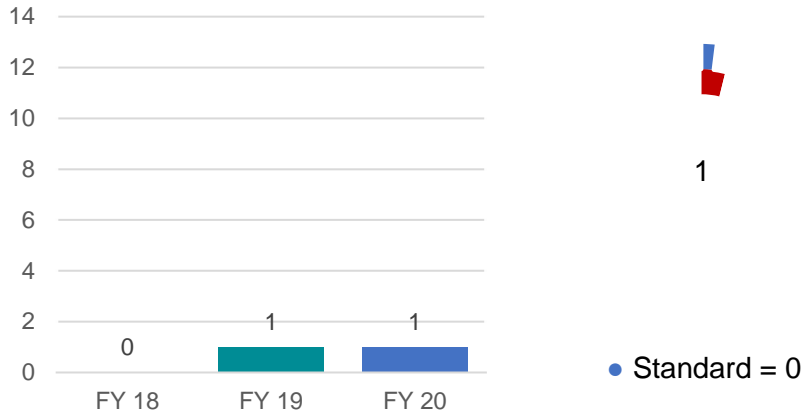
Total mechanical failures were 47, exceeding the contractual standard of 14.



SPRINTER PERFORMANCE

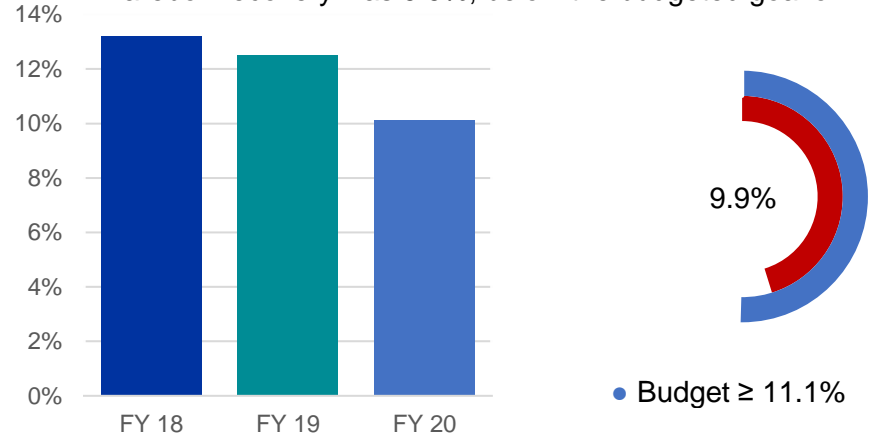
Safety

Accidents/Incidents was 1, above the contractual standard of 0.



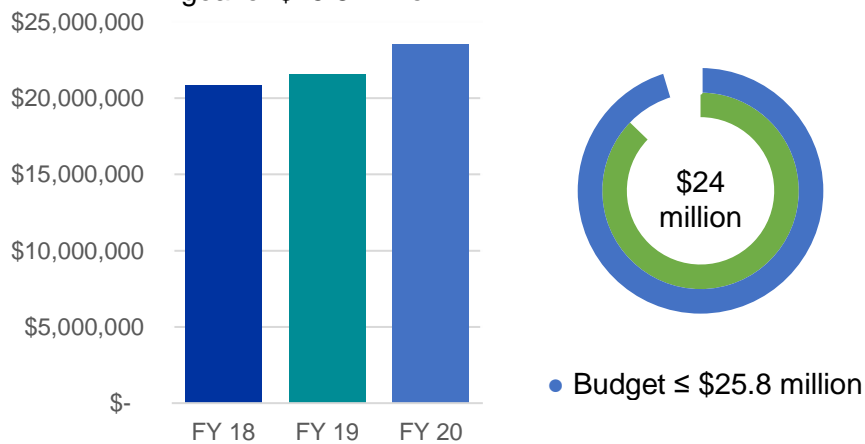
Farebox Recovery

Farebox recovery was 9.9%, below the budgeted goal of 11.1%.



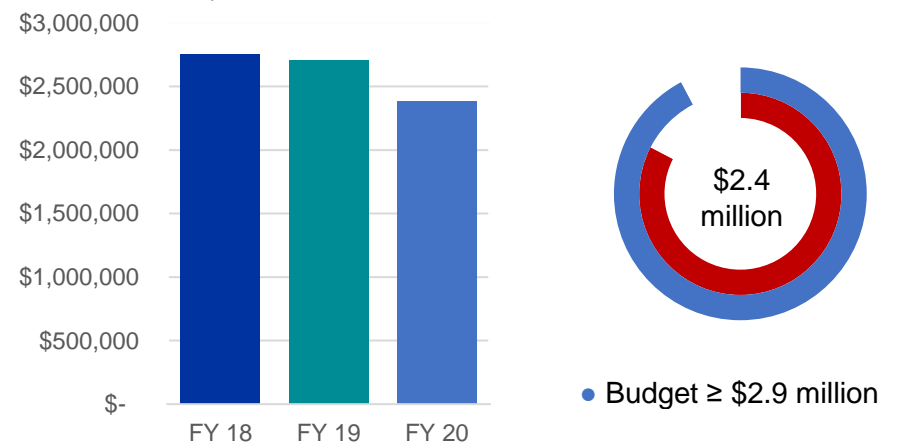
Operating Expense

Operating expense was \$24 million, below the budgeted goal of \$25.8 million.



Fare Revenue

Fare revenue was \$2.4 million, below the budgeted goal of \$2.9 million.



FLEX PERFORMANCE

FLEX Boardings

Total FLEX boardings in FY 2020 was 30,813, or 2% above the goal of 30,219.

FLEX On-Time Performance (OTP)

FLEX OTP was 96%, which exceeded the minimum performance standard of 95%. FLEX had 63 delays in FY 2020 with mechanical failures comprising of 32% of all delays, detours at 19%, and operational issues at 14%. The breakdown is shown on the *FLEX Cause of Delay* chart to the right.

FLEX Mechanical Performance

MV Transportation completed two FLEX engine and transmission rebuilds in FY 2020. Eight (8) FLEX cutaways met or exceeded their useful life by the end of FY 2020 and will be replaced with new vehicles by the end of FY 2021.

FLEX Accidents

FLEX operations had one (1) preventable accident in FY 2020.

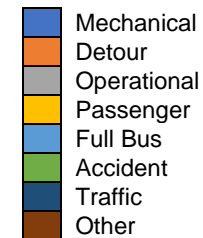
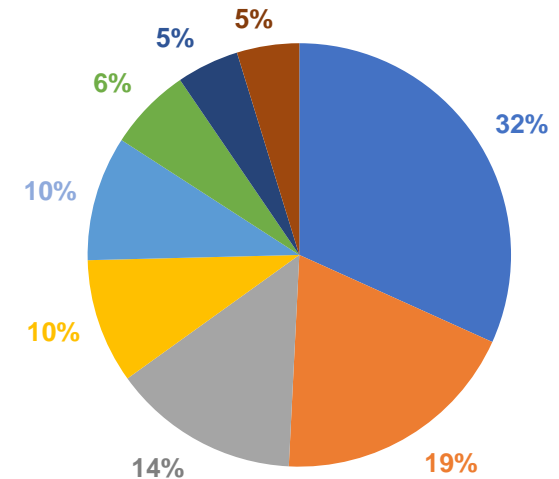
FLEX Passenger Concerns

FLEX received 22 concerns, an increase 42% from FY 2019 (when adjusted for ridership). Most concerns were related to service (late service, pass by) or toward operators.

FLEX Financial Performance

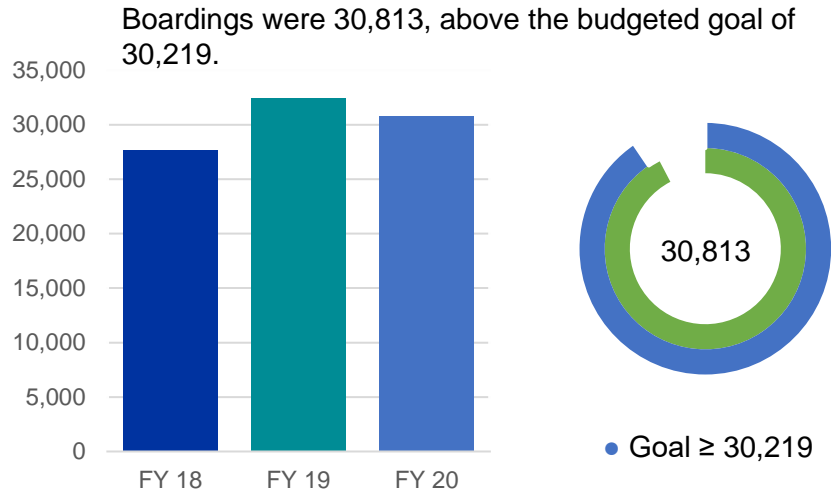
FLEX farebox recovery, as measured by passenger revenue divided by operating cost was 7.2%, below the budgeted goal of 7.6%. Operating expenses were 7% below the budgeted projection, and fare revenue 11% below the budgeted goal.

FLEX Cause of Delay

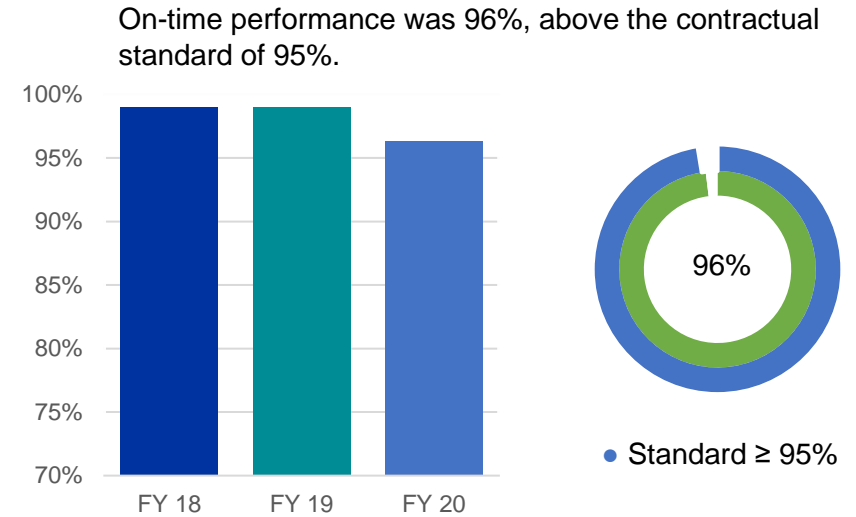


FLEX PERFORMANCE

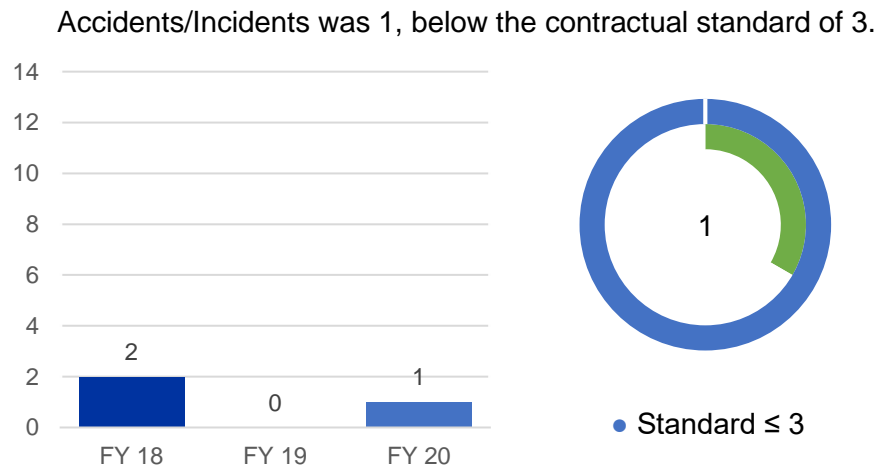
Boardings



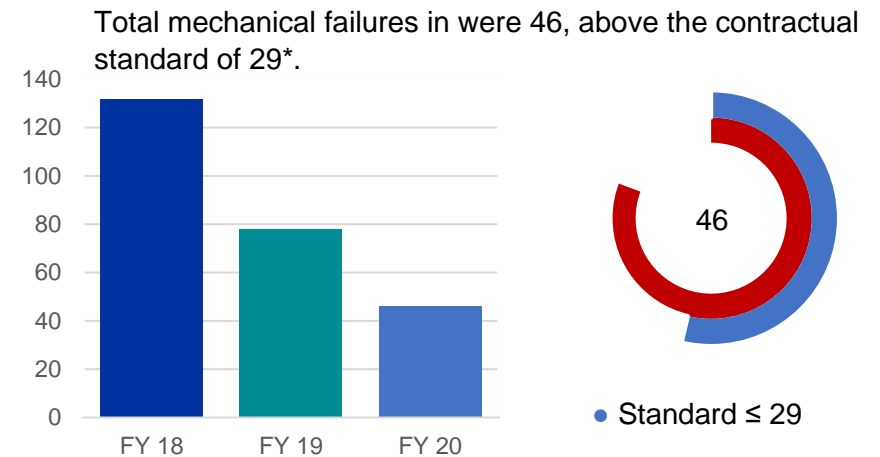
On-Time Performance



Safety



Total Mechanical Failures

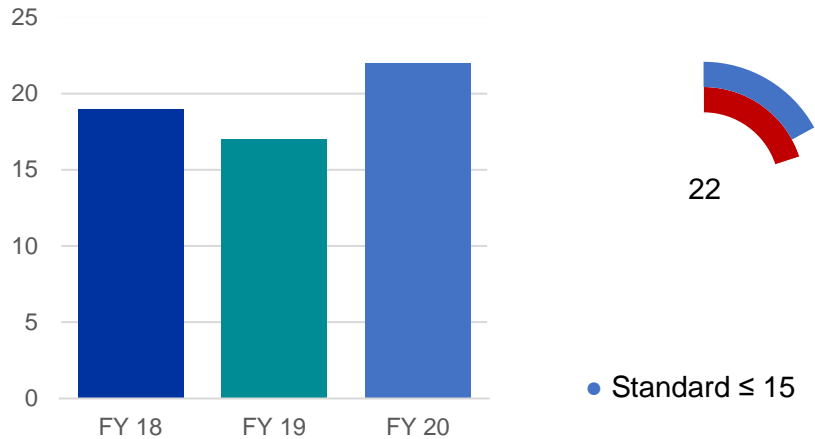


* Per Agreement 17033 with MV Transportation, *Combined Fixed Route, Paratransit Service and Specialized Transportation*, the Standard for Mechanical Failures combines LIFT and FLEX modes.

FLEX PERFORMANCE

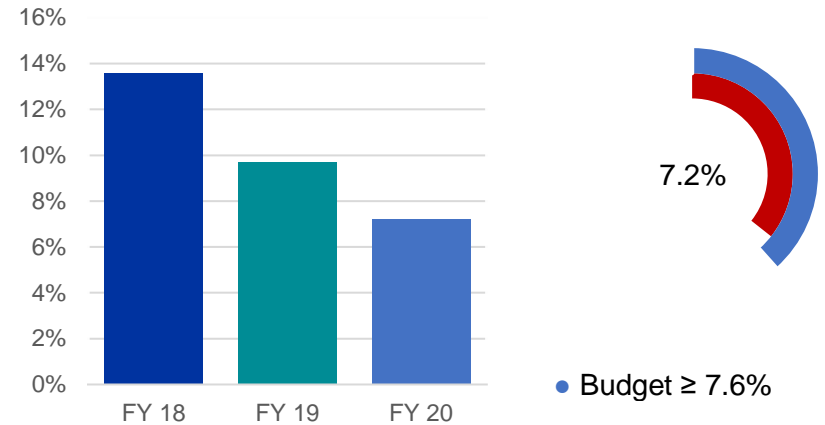
Passenger Concerns

Passenger concerns were 22, exceeding the contractual standard of 15.



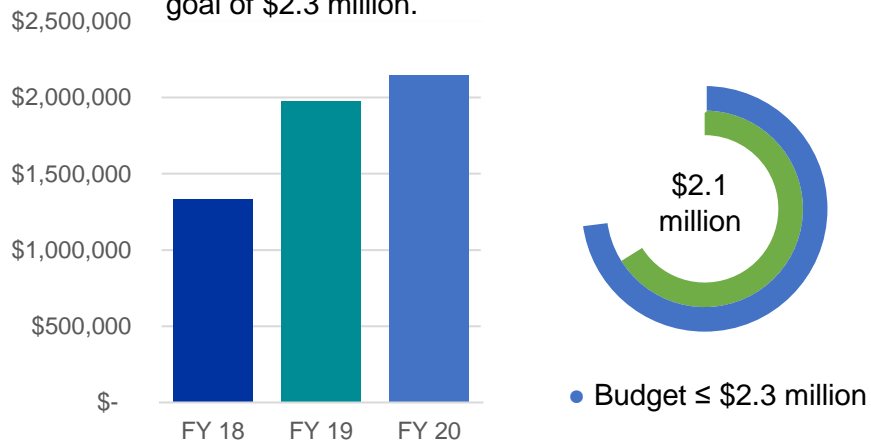
Farebox Recovery

Farebox recovery was 7.2%, below the budgeted goal of 7.6%.



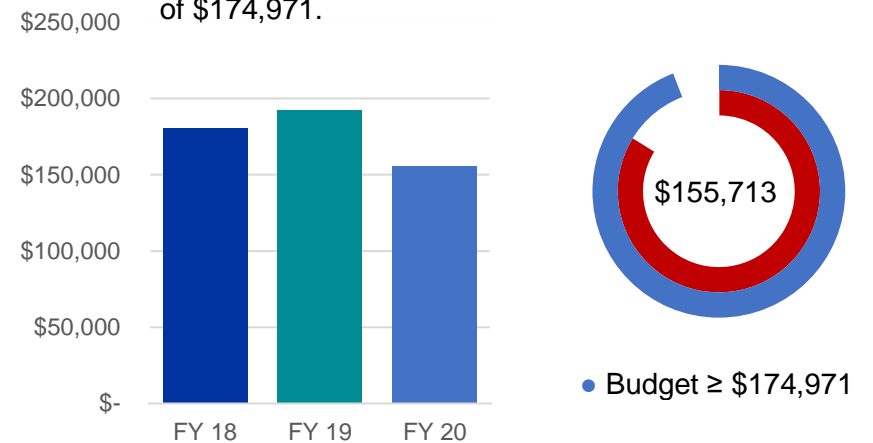
Operating Expense

Operating expense was \$2.1 million, below the budgeted goal of \$2.3 million.



Fare Revenue

Fare revenue was \$155,713, below the budgeted goal of \$174,971.



LIFT PERFORMANCE

LIFT Boardings

Total LIFT boardings in FY 2020 was 116,437, or 33% below the projection of 172,877. COVID-19 was the primary cause of ridership decline.

LIFT On-Time Performance (OTP)

LIFT OTP was 90%, which fell below the contractual standard. There were 71 total LIFT incidents in FY 2020; the breakdown is shown on the *LIFT Cause of Delay* chart to the right. Accidents and medical aid/injuries resulted in the largest percentage of incidents, followed by mechanical issues and passenger slip and falls. Note that delays resulting from scheduling are not captured as incidents.

LIFT Mechanical Performance

During the year, MV Transportation completed three (3) engine rebuilds and five (5) transmission rebuilds. Twenty-one (21) vehicles in the LIFT fleet met or exceeded their useful life by the end of FY 2020. NCTD will replace all forty (40) LIFT vehicles by the end of FY 2021.

LIFT Accidents

In FY 2020, LIFT had eight (8) preventable accidents; LIFT/FLEX had eleven (11) non-preventable accidents. Fifty percent of LIFT/FLEX accidents are categorized as vehicle vs. bus.

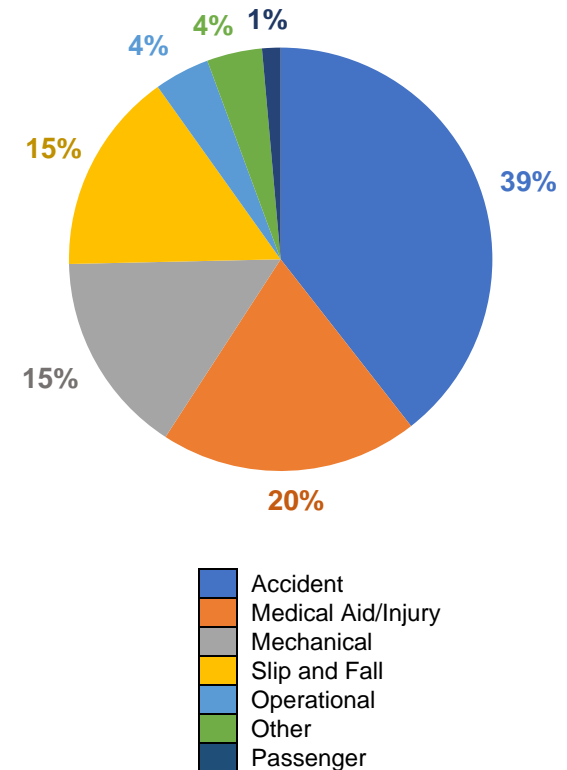
LIFT Passenger Concerns

LIFT received 496 concerns, a decrease 92% over FY 2019 (when adjusted for ridership). Most concerns were service related as NCTD and MV implemented more shared-ride trips throughout FY 2020.

LIFT Financial Performance

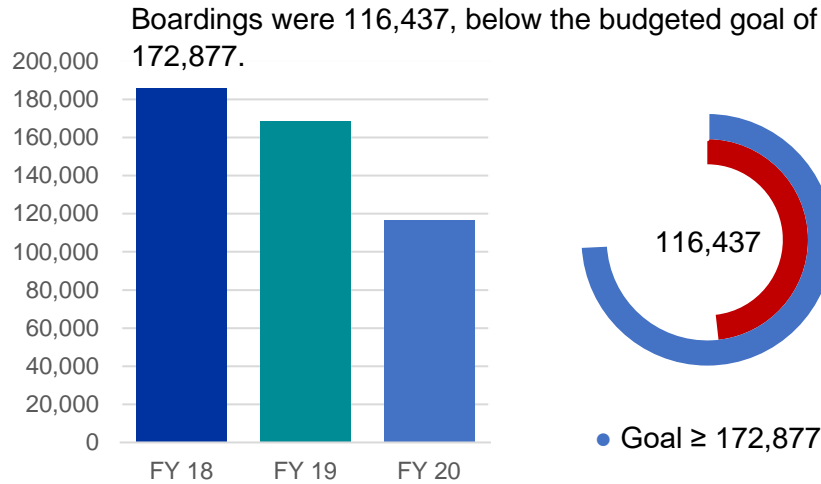
LIFT farebox recovery, as measured by passenger revenue divided by operating cost was 7% in FY 2020, above the budgeted goal of 6.7%. Operating expenses were 16% below the budgeted projection, and fare revenue 12% below the budgeted goal. COVID-19 was the main cause of decreased operating expenses and passenger fare revenue.

LIFT Cause of Delay

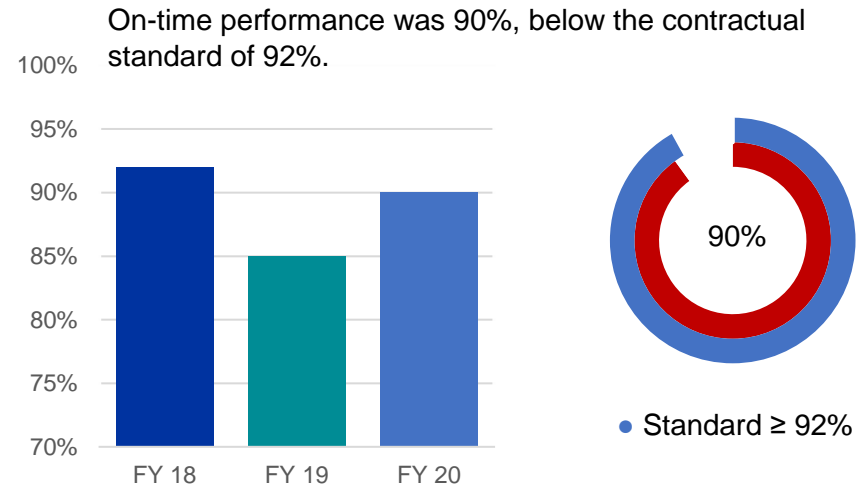


LIFT PERFORMANCE

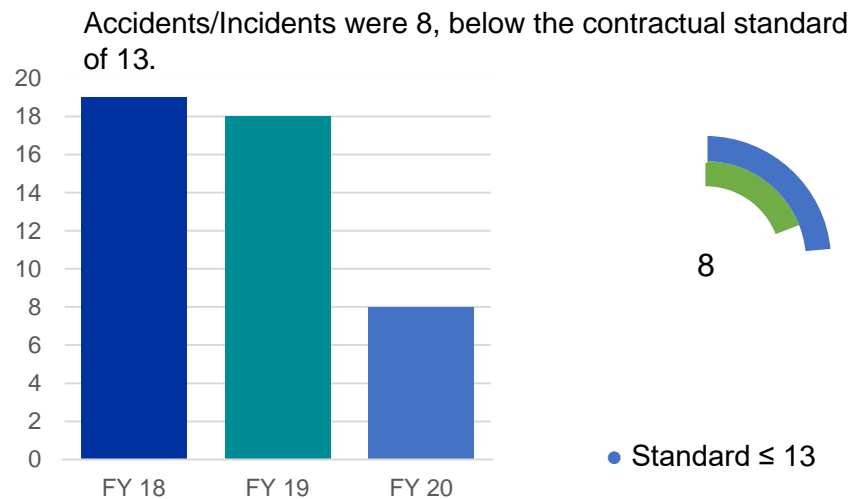
Boardings



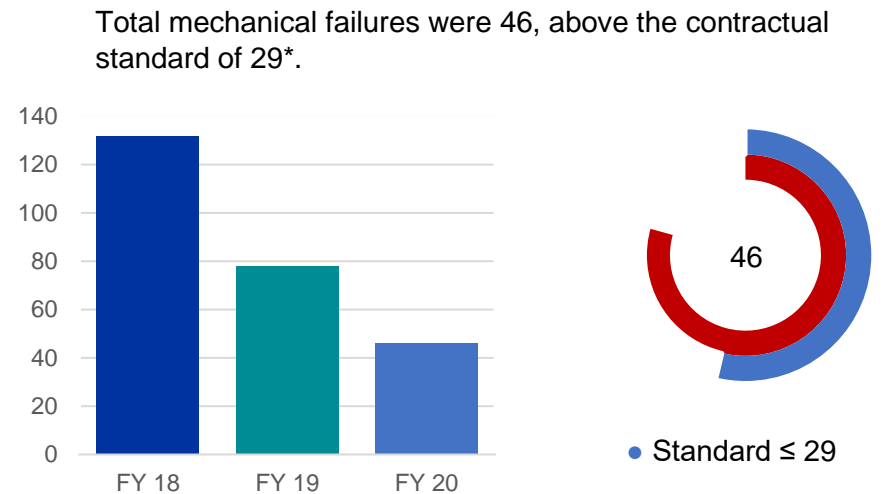
On-Time Performance



Safety



Total Mechanical Failures

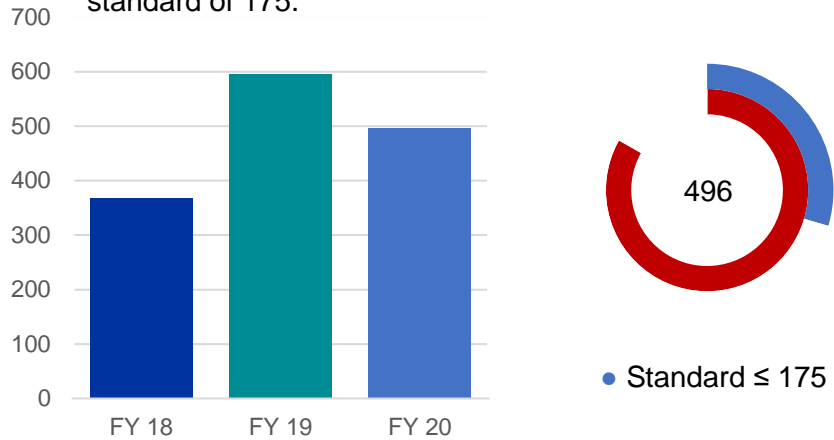


* Per Agreement 17033 with MV Transportation, Combined Fixed Route, Paratransit Service and Specialized Transportation, the Standard for Mechanical Failures combines LIFT and FLEX modes.

LIFT PERFORMANCE

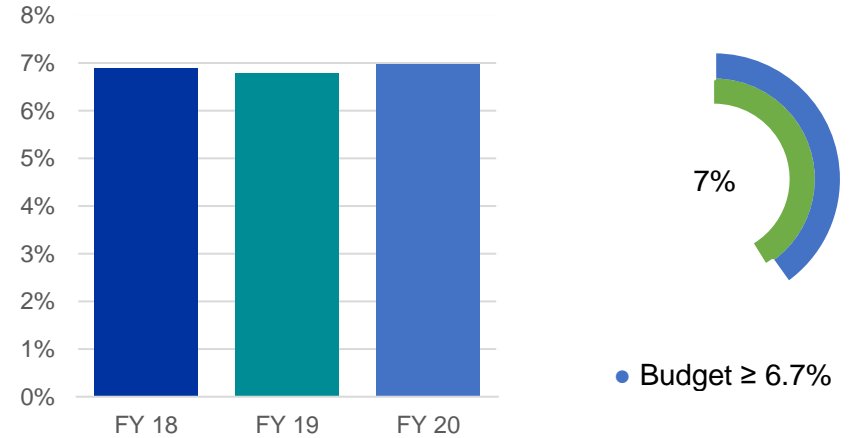
Passenger Concerns

Passenger concerns were 496, exceeding the contractual standard of 175.



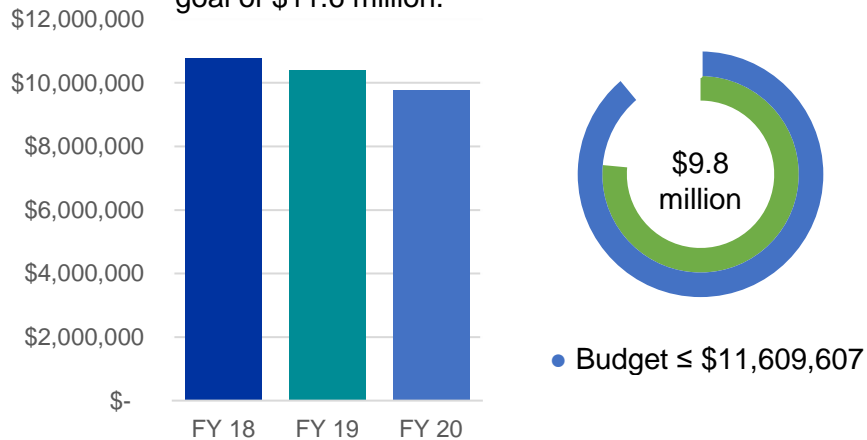
Farebox Recovery

Farebox recovery was 7%, above the budgeted goal of 6.7%.



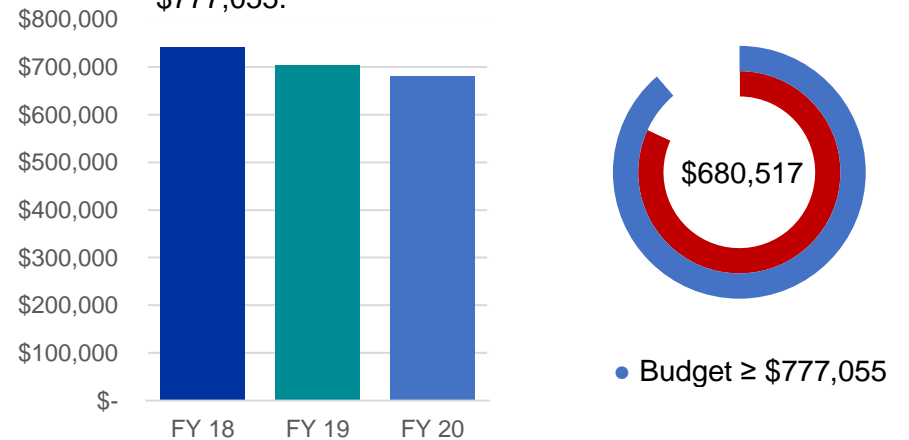
Operating Expense

Operating expense was \$9.8 million, below the budgeted goal of \$11.6 million.



Fare Revenue

Fare revenue was \$680,517, below the budgeted goal of \$777,055.



GLOSSARY

Metric	Definition	Goals/Minimum Performance Standards
Total Boardings	The total individuals boarding a revenue transit vehicle, excluding operators, transit employees and contractors.	Established annually with the budget and based on historical trends.
Average Weekday Boardings	The weekday boardings divided by the total number of weekdays of the period.	Established annually with the budget and derived from historical weekday boardings.
Boardings Per Revenue Hour	The total boardings divided by the total revenue hours.	Established annually with the budget based on forecasted service levels and historical boardings, except for LIFT which has a contractual goal of 1.8 boardings per revenue hour.
Percent of Service Operated	The percent of scheduled service that was operated.	Established in contractual requirements for operators.
On-time Performance	The percentage of actual arrival or departure times that are between an established range at stations and timepoints.	Established in contractual requirements for operators.
Major Mechanical Failures	A failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip. *	Established in contractual requirements for operators.
Other Mechanical Failures	A failure of some other mechanical element of the revenue vehicle that, because of NCTD policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. * (For example farebox malfunctioning or a radio that is inoperable).	Established in contractual requirements for operators.
Chargeable Accidents per 100,000 Miles	The number of preventable accidents per 100,000 miles operated where the operator was at fault.	Established in contractual requirements for operators.
Passenger Concerns per 100,000 Boardings	The number of passenger concerns per 100,000 boardings.	Established in contractual requirements for operators.
Call Response Time	The average length of time that a customer is on hold when calling the LIFT call center.	Established in contractual requirements for the LIFT operator.
Average Length of the Call	The average length that a customer is on the phone when calling LIFT call center.	The goal of two (2) minutes has been developed as a metric to satisfactorily address the customer's need.

*NTD Definition