

North County Transit District

Annual Transit Operations Performance Report

FY 2022

**NORTH COUNTY
TRANSIT DISTRICT**



North County Transit District

North County Transit District provides public transportation for North San Diego County. NCTD's services are a vital part of San Diego's regional transportation network. NCTD moves millions of passengers annually across its five modes.

Mission

To deliver safe, convenient, reliable, and user-friendly public transportation services.

Vision

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

Our five transit modes:



BREEZE
Bus System



COASTER
Commuter Rail



SPRINTER
Hybrid Rail



FLEX
On-Demand



LIFT
Paratransit

Year in Review

September
1, 2021

PRONTO fare system launches, offering riders pay-as-you-go capability.

October
25, 2021

COASTER service increased to 30 daily weekday trips with an additional 2 on Fridays and 20 daily weekend trips.

January
11, 2022

NCTD launched NCTD+ pilot program offering discounted first-last mile service to the Sorrento Valley and Carlsbad Poinsettia COASTER stations with Uber, Lyft & Tripshot.

March 10,
2022

NCTD was awarded \$4.8 million in federal funds to purchase 8 zero-emission buses.

May 1,
2022

The Youth Opportunity Pass (YOP) pilot program launched, providing free transit passes to youth riders 18 years and younger throughout the region.

June 26,
2022

NCTD completed insourcing of rail equipment maintenance and train operations functions.

Service Principles

Overview

The Transit Operations Performance Report (TOPR) communicates the transit system's performance to the Board of Directors on a monthly and annual basis. This annual performance report summarizes NCTD's fiscal year (FY) 2022 performance. NCTD tracks numerous key performance indicators (KPIs) to monitor progress towards the agency's defined goals. KPI definitions are available in the Glossary.

Service Reliability Priorities

The *Zero Delay* Program is a core principle of NCTD's operations, maintenance, safety, and training. *Zero Delay* means engagement and empowerment of staff at NCTD and contractors, collaborating to make every possible effort to execute the mission of delivering safe, convenient, reliable, and user-friendly public transportation services. Proactive actions to achieve *Zero Delay* include: capital replacement programs, overhauls, training, predictive maintenance planning, and audit programs. The TOPR includes modal highlights relevant to key reliability performance metrics including service delays and loss of service.

Goals

- Place service to our customers first
- Ensure the safety and security of our customers and employees
- Deliver high-quality transit service
- 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

Key Performance Indicators

- On-time performance
- Passenger concerns
- Farebox recovery
- Total boardings
- Accidents and incidents
- Mechanical failures

Performance Dashboard



STANDARD/GOAL MET

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



STANDARD/GOAL NEARLY MET

Yellow indicates the actual performance was within 10% of the budgeted goal and/or minimum performance standard.



STANDARD/GOAL NOT MET

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

The Annual TOPR provides information to the Board of Directors and stakeholders on boardings, operating costs, fare revenue, and other performance indicators for NCTD services. The TOPR covers the following modes:

- BREEZE bus
- SPRINTER hybrid rail
- COASTER commuter rail
- LIFT paratransit
- FLEX deviated fixed-routes

Detailed performance information can be found in the Annual Comprehensive Financial Report.

System Summary

FY 2022 Performance Highlights

Boardings	NCTD's systemwide boardings increased 33% from the previous fiscal year. COASTER service was expanded for the first time since 1995 on October 25, 2021, adding both weekday and weekend service. Additionally, the Youth Opportunity Pass was launched in May 2021, providing fare-free transit for youth 18 and under. Compared to the previous fiscal year, COASTER boardings increased by 261.6%, LIFT boardings increased by 26%, FLEX boardings increased by 17.6%, and SPRINTER boardings increased by 7.9%. BREEZE boardings increased by 31% from the previous year, despite a temporary reduction in BREEZE service frequencies implemented in April 2022.
On-Time Performance	NCTD's systemwide on-time performance (OTP) decreased by 6.6% from the previous fiscal year. OTP decreased on all modes with LIFT and FLEX experiencing the worst declines. SPRINTER OTP decreased from 98.2% in FY21 to 97% in FY22. BREEZE OTP decreased from 90.3% in FY21 to 88.2% in FY22. COASTER OTP decreased from 95.9% in FY21 to 93.2% in FY22. FLEX OTP decreased from 96.6% in FY21 to 84% in FY22. LIFT OTP decreased from 95.2% in FY 2021 to 82.3% in FY22.
Mechanical Performance	NCTD's systemwide total mechanical failures increased by 6.6% from the previous year. Mechanical failures increased on BREEZE, COASTER, and SPRINTER between FY 2021 and FY 2022 and decreased on LIFT and FLEX. NCTD continues to advance key overhaul projects to improve the mechanical performance of its fleet.
Accidents	NCTD systemwide preventable accidents decreased by 8.9% from the previous year. Accidents decreased by 10 incidents on BREEZE service. Accidents increased by 1 incident on both SPRINTER and FLEX.
Passenger Concerns	NCTD's total passenger concerns decreased by 1.2% from the previous fiscal year. NCTD continues its commitment to improve the customer experience through enhanced customer service training for operators and attendants.
Financial Performance	NCTD's systemwide fare revenue increased by 53.8% from FY21 to FY22. The increase in boardings contributed to the increase in fare revenue.

System Performance

Performance Indicators	BREEZE	COASTER	SPRINTER	FLEX ¹	LIFT ¹	System Total	% Change From FY21
Total Boardings	3,918,669	588,409	1,322,380	25,332	72,376	5,927,166	33.0%
Percent of Total Boardings	66.1%	9.9%	22.3%	0.4%	1.2%	100%	--
Boardings per Revenue Hour	9.7	50.9	56.6	1.5	1.8	11.9	34.9%
Vehicle Revenue Miles	4,937,883	363,121	514,468	315,831	734,694	6,865,997	2.2%
Farebox Recovery²	8.6%	8.0%	3.9%	0.9%	6.8%	7.0%	27.6%
On-Time Performance	88.2%	93.2%	97.0%	84.0%	82.3%	88.9%	(6.6%)
Total Passenger Concerns	863	64	31	11	482	1,451	(1.2%)
Mechanical Failures³	509	18	59	27		613	6.6%
Preventable Accidents⁴	76	0	1	1	4	82	(8.9%)

¹ Per Agreement 17033 with MV Transportation, Combined Fixed Route, Paratransit Service and Specialized Transportation, the Standard for Mechanical Failures combines LIFT & FLEX modes

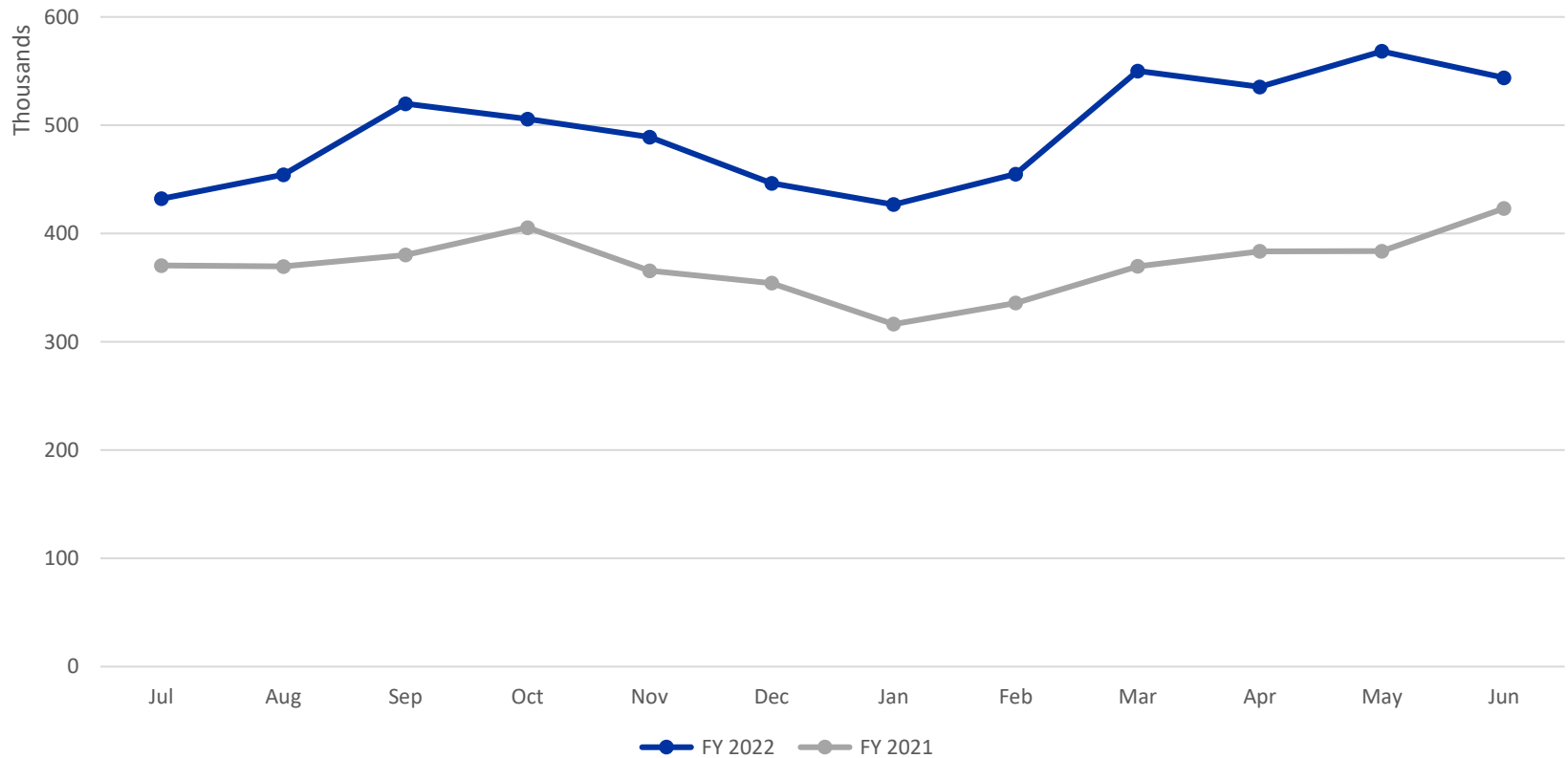
² Refer to Glossary for definition. Subsidies from the Youth Opportunity Pass are not included in fare revenue; they are reported as operating grants in the Annual Comprehensive Financial Report.

³ 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).

⁴ Preventable accidents (also referred to as chargeable accidents) are incidents in which the bus or train operator could have done something to prevent or avoid the accident regardless of fault, even if the investigation finds the other driver was at fault. A non-preventable accident is one that could not have been avoided no matter what actions were taken.

System Performance

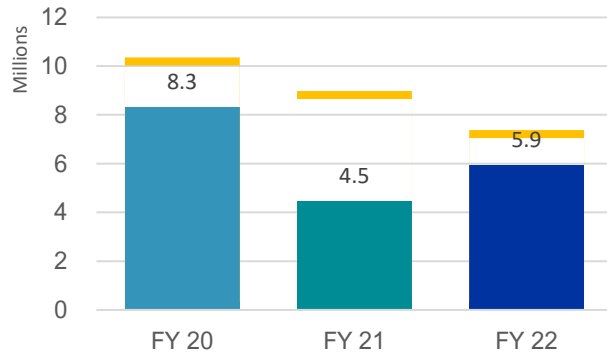
Total Systemwide Boardings by Month, FY 2021 & FY 2022



System Performance

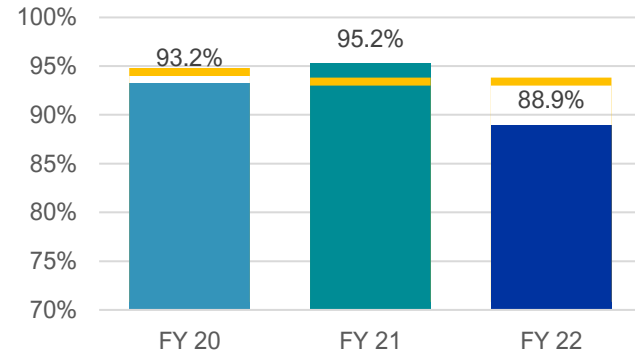
Total Boardings

Boardings were 5.9 million, below the budgeted goal of 7 million.



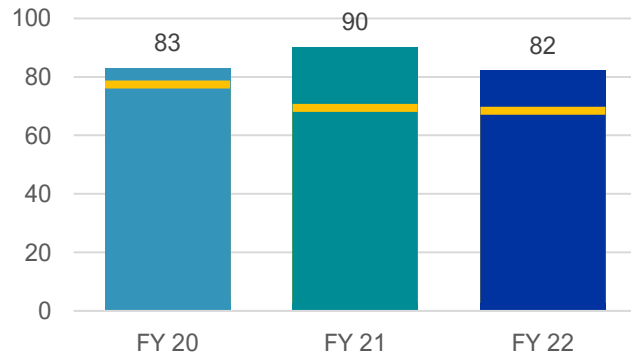
On-Time Performance

On-time performance was 88.9%, below the average contractual standards for each mode of 93%.



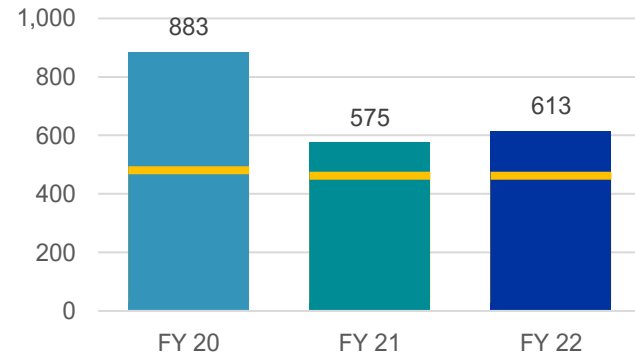
Safety

Preventable accidents were 82, above the total contractual maximums for each mode of 67.



Total Mechanical Failures

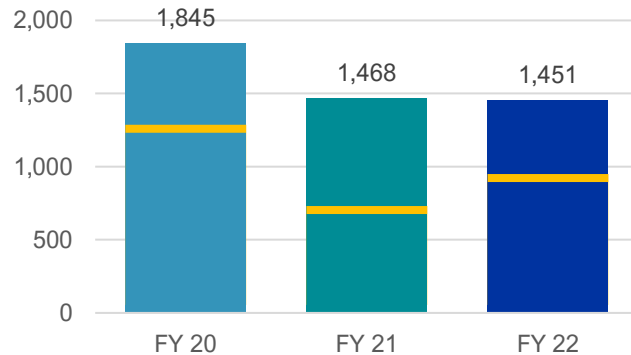
Total mechanical failures were 613, above the total contractual maximums for each mode of 448.



System Performance

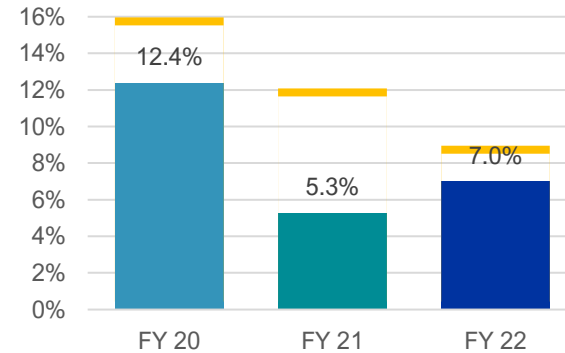
Passenger Concerns

Passenger concerns totaled 1,451, above the total contractual maximum for each mode of 895.



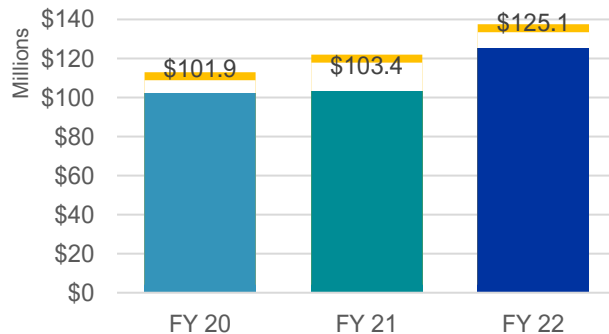
Farebox Recovery¹

Farebox recovery was 7%, below the budgeted goal of 8.5%.



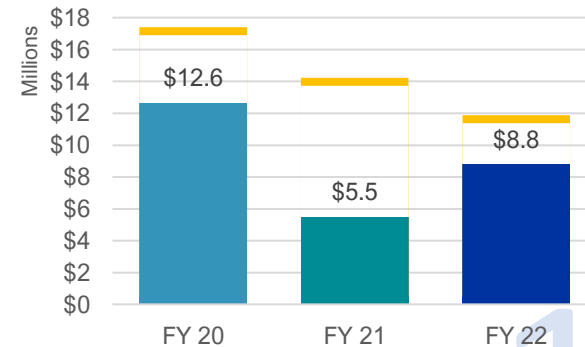
Operating Expense¹

Operating expense was \$125.1 million, below the budgeted goal of \$133.4 million.



Fare Revenue¹

Fare revenue was \$8.8 million, below the budgeted goal of \$11.4 million.



¹ Budgeted goal excludes micro-transit service that was not implemented in FY 2022

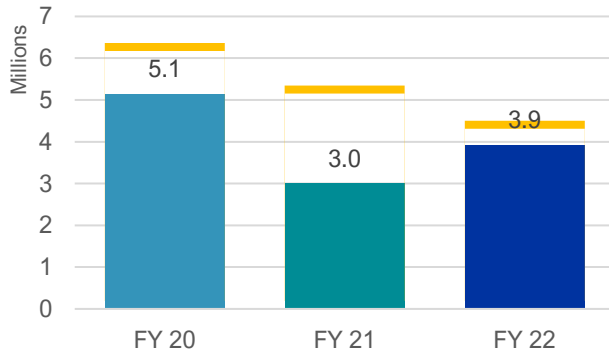


BREEZE

BREEZE Performance

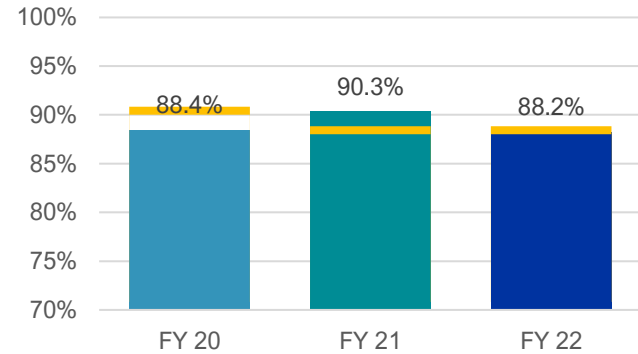
Total Boardings

Boardings were 3.9 million, below the budgeted goal of 4.3 million.



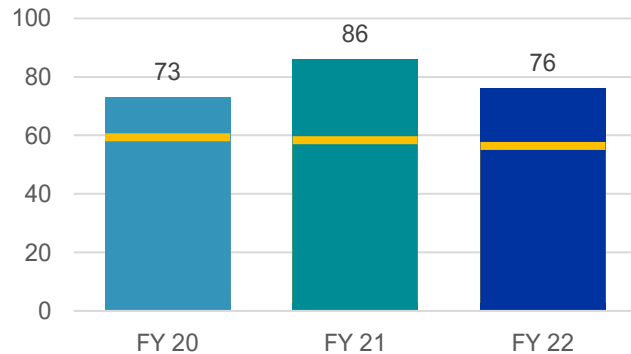
On-Time Performance

On-time performance was 88.2%, above the contractual standard of 88%.



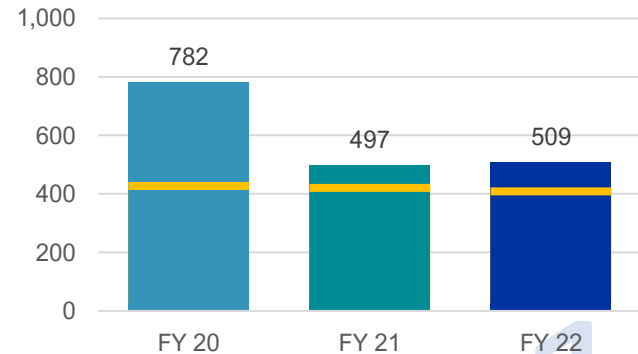
Safety

Preventable accidents were 76, above the contractual standard of 55.



Total Mechanical Failures

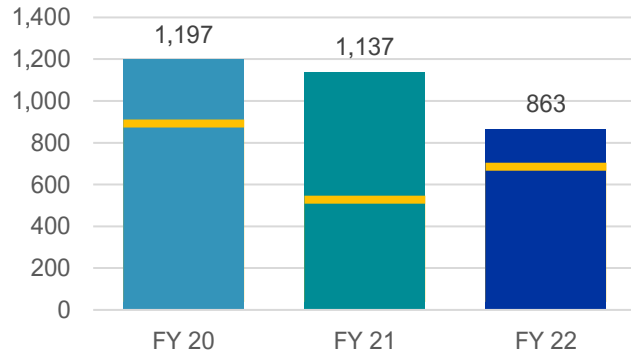
Total mechanical failures were 509, above the contractual standard of 395.



BREEZE Performance

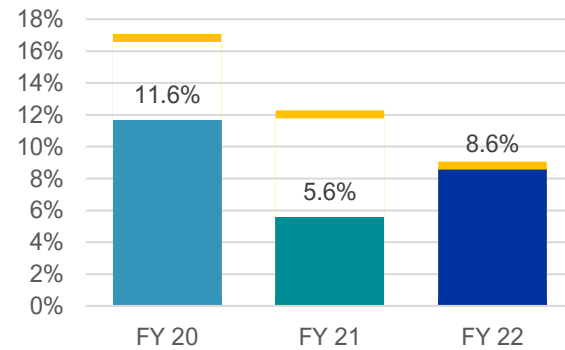
Passenger Concerns

Passenger concerns were 863, above the contractual standard of 666.



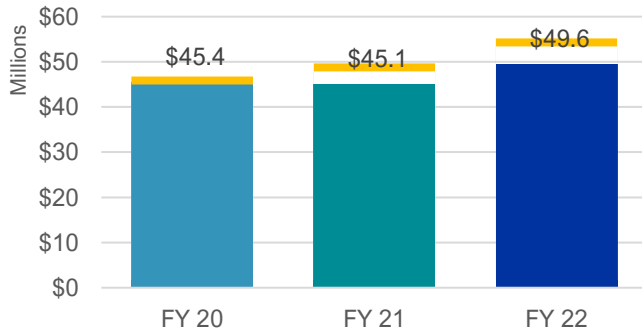
Farebox Recovery

Farebox recovery was 8.6%, same as the budgeted goal of 8.6%.



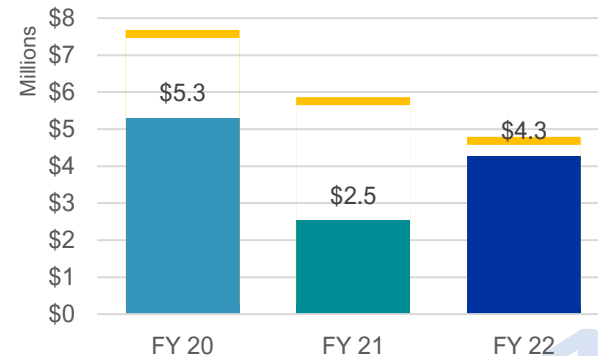
Operating Expense

Operating expense was \$49.6 million, below the budgeted goal of \$53.4 million.



Fare Revenue

Fare revenue was \$4.3 million, below the budgeted goal of \$4.6 million.



BREEZE Performance

Service Reliability Priorities

BREEZE On-Time Performance

BREEZE on-time performance (OTP) in FY22 was 88.2%, above the minimum contractual standard of 88%. In FY22, NCTD launched the BREEZE Speed & Reliability Study in close partnership with regional stakeholders, which will identify various capital and operational solutions on select routes to improve the reliability of NCTD's BREEZE network.

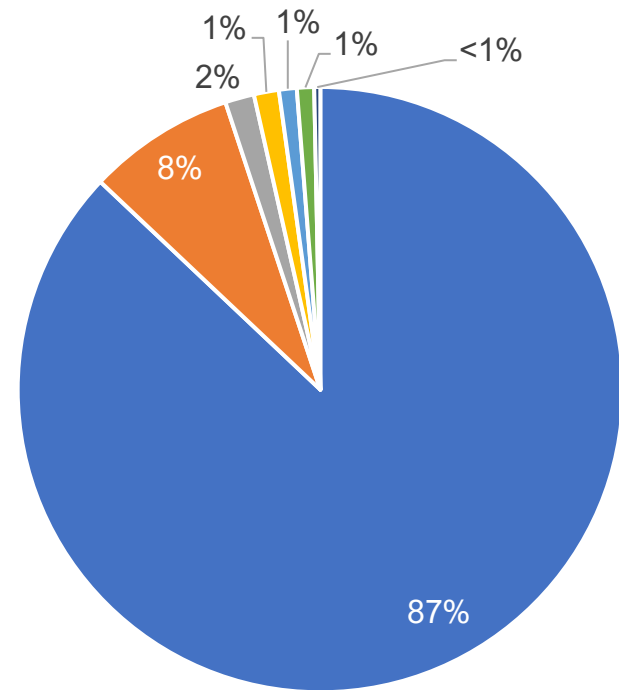
BREEZE Percent of Scheduled Service Operated

Loss of service in FY22 was due largely to manpower issues, accounting for 87% of loss of service minutes. Mitigation measures implemented in FY22 include the temporary reduction in BREEZE service to more closely align with personnel availability and increased starting wages and hiring bonuses for operators.

BREEZE Mechanical Performance

Mechanical failures accounted for 8% of loss of service minutes in FY22, down from 26% in FY21.

BREEZE MINUTES OF LOSS OF SERVICE



- Manpower
- Mechanical
- Delay of Svc
- Operator
- Accident
- Passenger
- Other

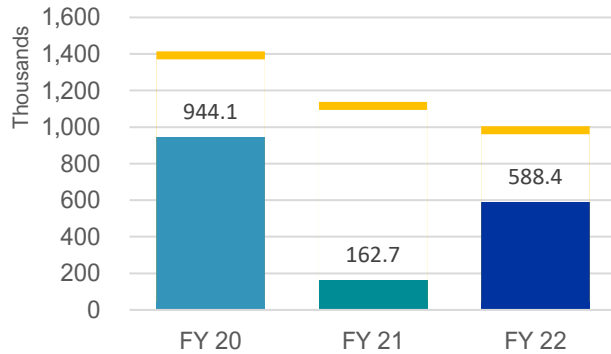


COASTER

COASTER Performance

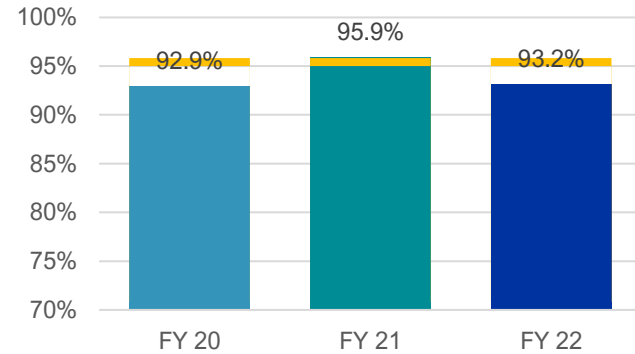
Total Boardings

Boardings were 588K, below the budgeted goal of 960K.



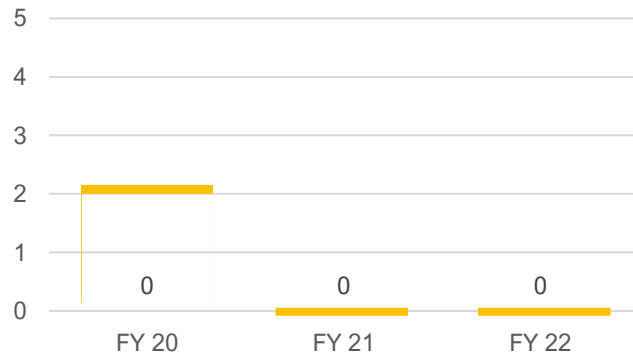
On-Time Performance

On-time performance was 93.2%, below the contractual standard of 95%.



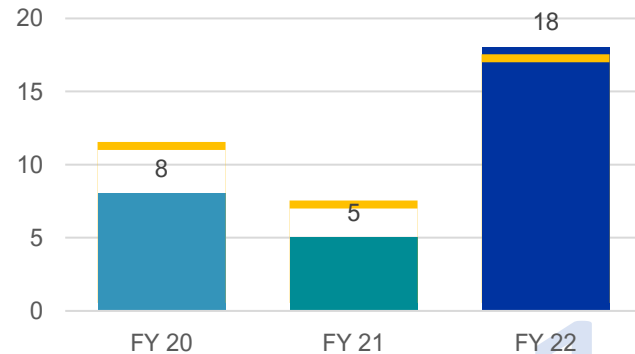
Safety

Preventable accidents were 0, meeting the contractual standard of 0.



Total Mechanical Failures

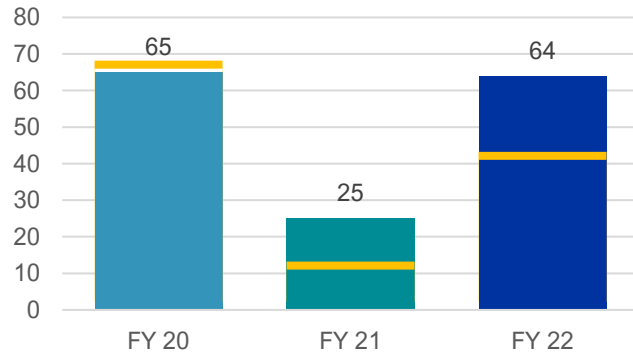
Total mechanical failures were 18, above the contractual standard of 17.



COASTER Performance

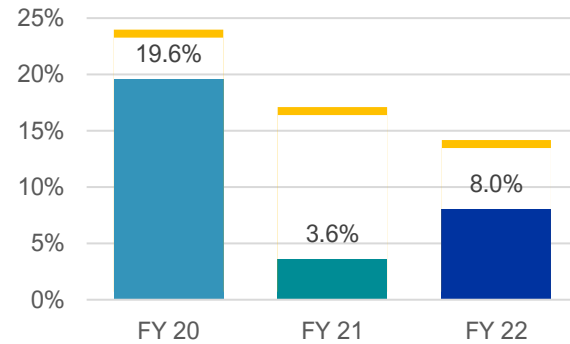
Passenger Concerns

Passenger concerns were 64, above the contractual standard of 41.



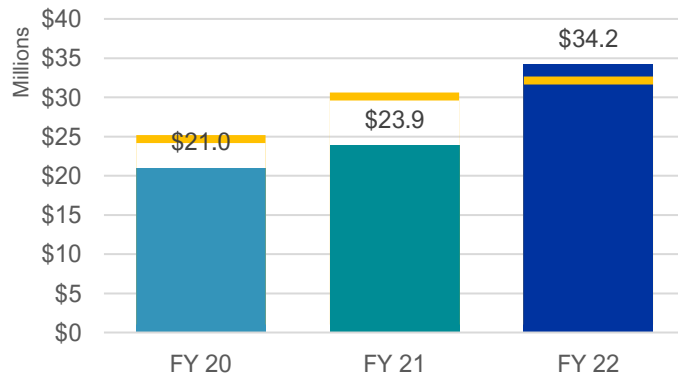
Farebox Recovery

Farebox recovery was 8.0%, below the budgeted goal of 13.5%.



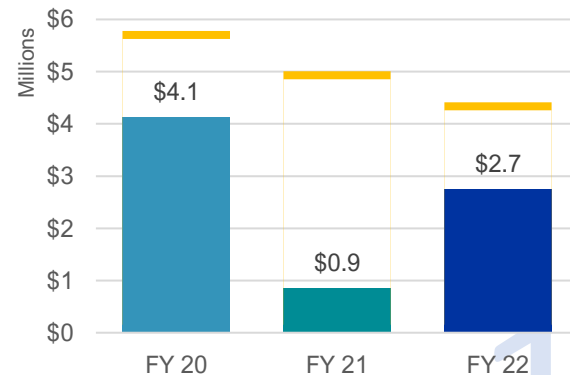
Operating Expense

Operating expense was \$34.2 million, above the budgeted goal of \$31.7 million.



Fare Revenue

Fare revenue was \$2.7 million, below the budgeted goal of \$4.3 million.



COASTER Performance

Service Reliability Priorities

COASTER On-Time Performance

COASTER on-time performance (OTP) was 93.2%, below the minimum contractual standard of 95%. Other than mechanical delays, police activity and trespassing incidents accounted for 32% of total minutes of delay in FY22. Operations and signal & communications-related incidents were also significant causes of delay to COASTER service.

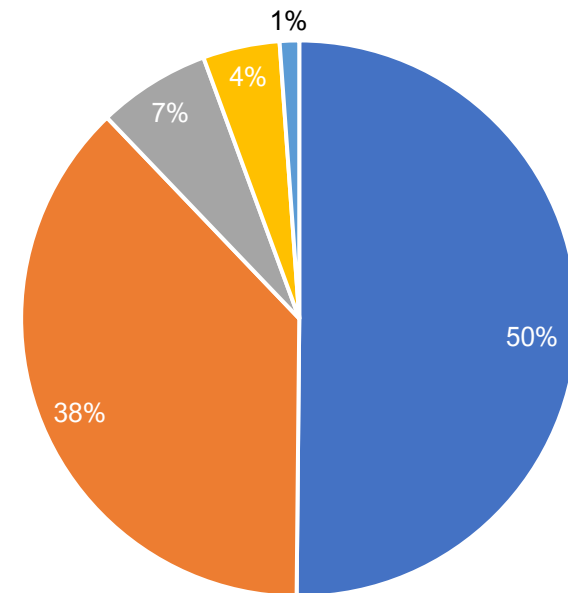
COASTER Percent of Scheduled Service Operated

COASTER percent of scheduled service operated was 99.7% in FY22. Trespasser strikes accounted for half of the total minutes of lost service. In early FY 2023, NCTD established the Rail Safety and Community Enhancement Committee to discuss opportunities related to grade crossings, grade separation, and other safety topics related to NCTD's two rail corridors.

COASTER Mechanical Performance

Mechanical issues had significant impacts on service reliability in FY 2022 – 22% of COASTER delays and 38% of lost service was due to mechanical issues. NCTD is increasing preventive maintenance inspections and proactively replacing parts and components that were trending toward failure.

COASTER MINUTES OF LOSS OF SERVICE



- Trespasser Strike
- Mechanical
- Police Activity
- PTC
- Other

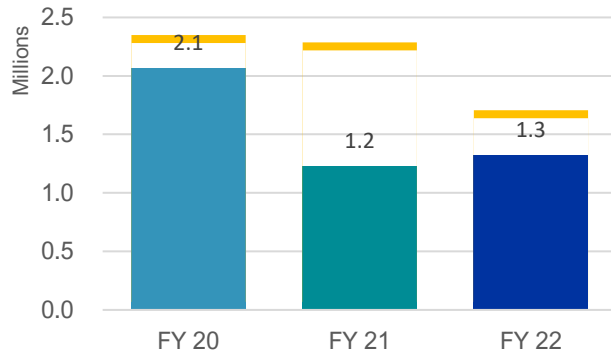


SPRINTER

SPRINTER Performance

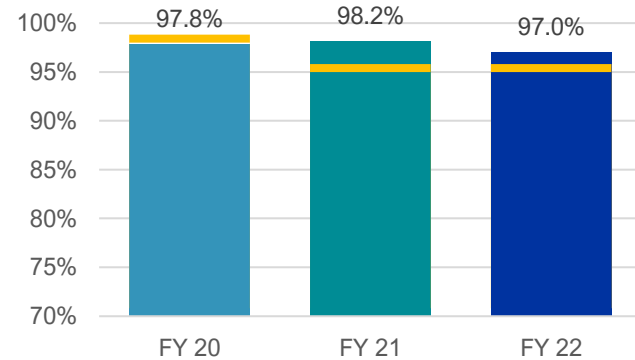
Total Boardings

Boardings were 1.3 million, below the budgeted goal of 1.6 million.



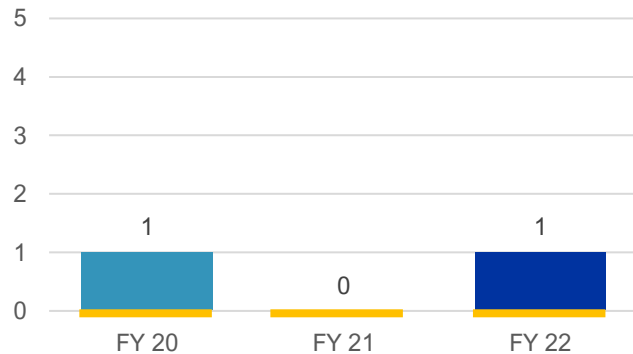
On-Time Performance

On-time performance was 97%, above the contractual standard of 95%.



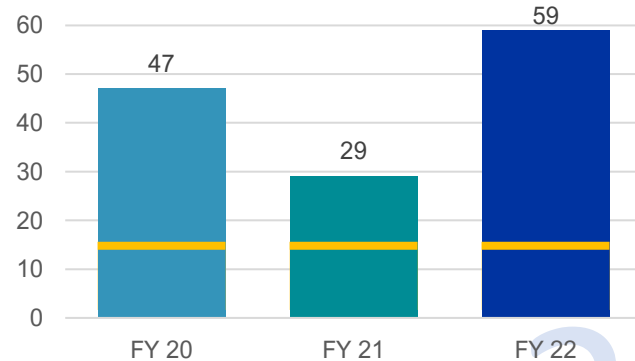
Safety

Preventable accidents were 1, above the contractual standard of 0.



Total Mechanical Failures

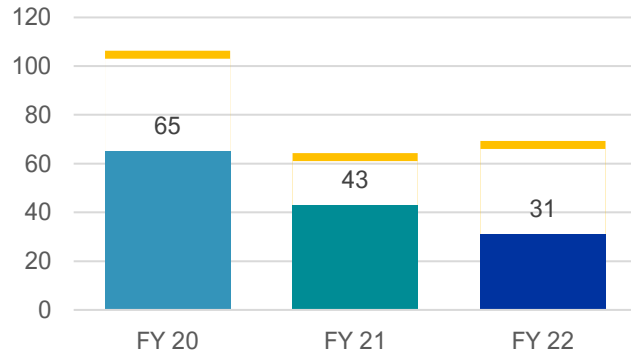
Total mechanical failures were 59, above the contractual standard of 14.



SPRINTER Performance

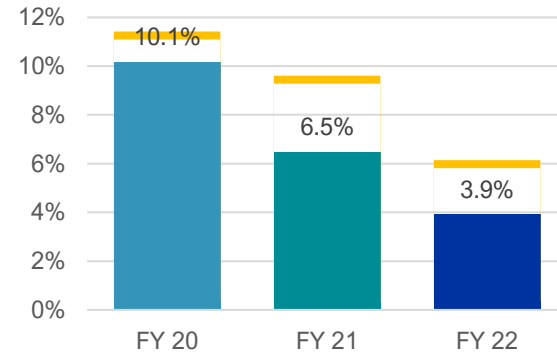
Passenger Concerns

Passenger concerns were 31, below the contractual standard of 66.



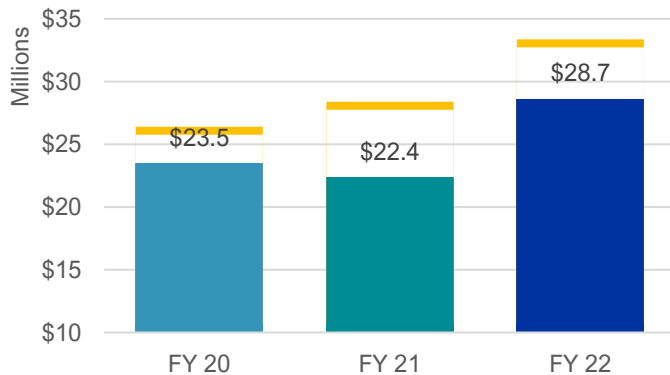
Farebox Recovery

Farebox recovery was 3.9%, below the budgeted goal of 5.8%.



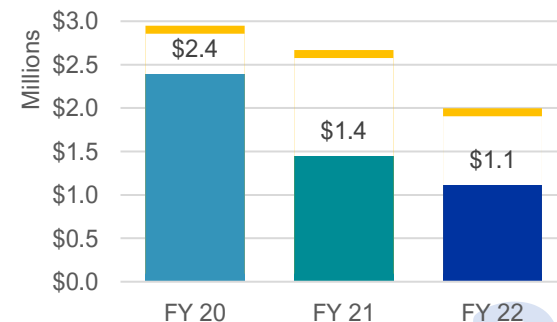
Operating Expense

Operating expense was \$28.7 million, below the budgeted goal of \$32.7 million.



Fare Revenue

Fare revenue was \$1.1 million, below the budgeted goal of \$1.9 million.



SPRINTER Performance

Service Reliability Priorities

SPRINTER On-Time Performance

SPRINTER on-time performance (OTP) in FY22 was 97.0%, above the minimum contractual standard of 95%.

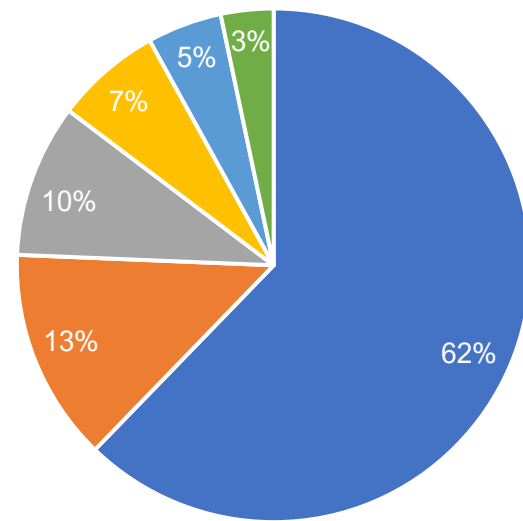
SPRINTER Percent of Scheduled Service Operated

SPRINTER operated 97.5% of its scheduled service in FY22 with mechanical problems, policy activity/trespassing, and crossing and signal issues being the major causes of loss of service.

SPRINTER Mechanical Performance

As shown in the graph, SPRINTER mechanical issues accounted for the most minutes of delay and loss of service. To address this, NCTD is undergoing major vehicle component overhauls for the entire fleet of 12 diesel-multiple units, which includes upgrades of parts and components that generated service failures.

SPRINTER MINUTES OF LOSS OF SERVICE



- Mechanical
- Police Activity/Trespassing
- Crossing/Signal/Communications
- Track Obstructions
- Operations
- Other

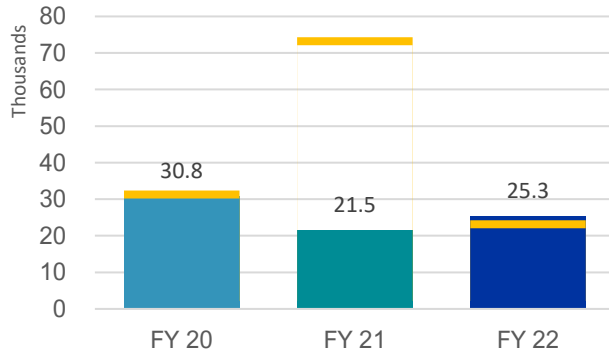


FLEX

FLEX Performance

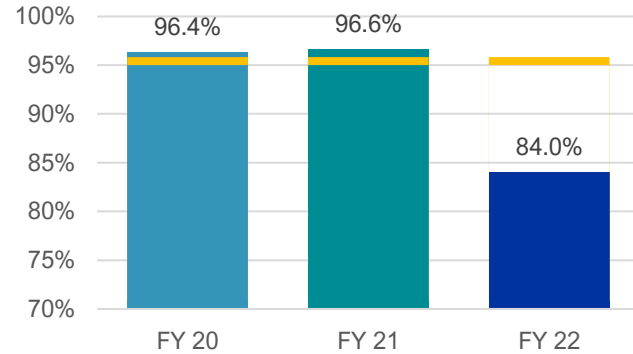
Total Boardings¹

Boardings were 25K, above the budgeted goal of 22K.



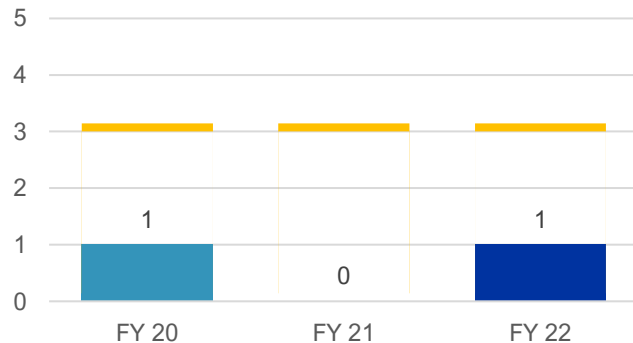
On-Time Performance

On-time performance was 84%, below the contractual standard of 95%.



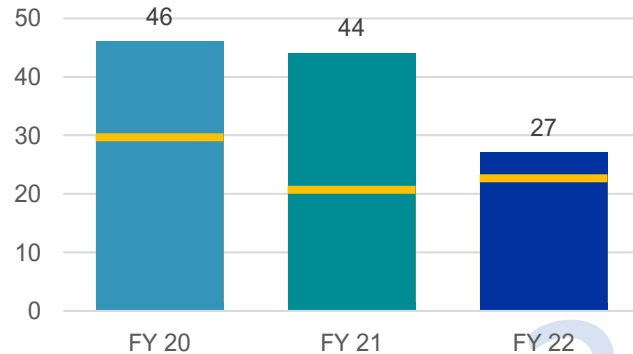
Safety

Preventable accidents were 1, below the contractual standard of 3.



Total Mechanical Failures²

Total mechanical failures were 27, above the contractual standard of 22.



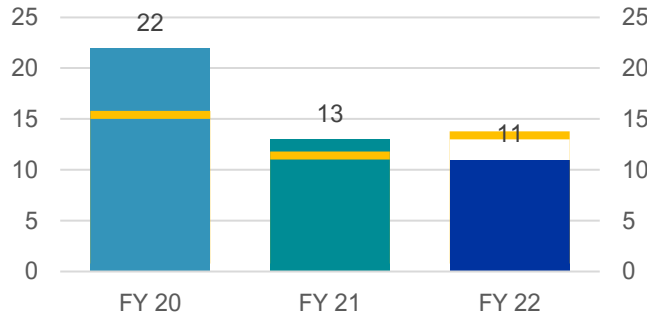
¹ Budgeted goal excludes micro-transit service that was not implemented in FY 2022

² Per Agreement 17033 with MV Transportation, *Combined Fixed Route, Paratransit Service and Specialized Transportation*, the Standard for Mechanical Failures combines LIFT & FLEX modes.

FLEX Performance

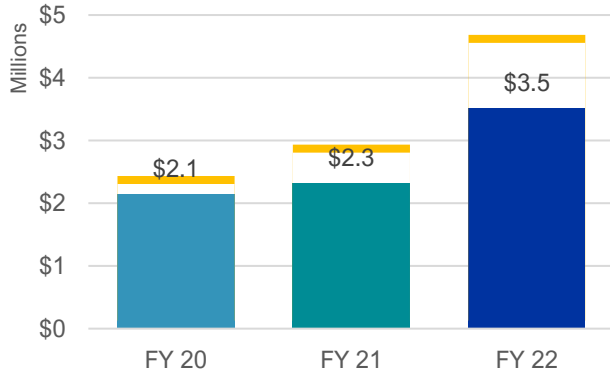
Passenger Concerns

Passenger concerns were 11, below the contractual standard of 13.



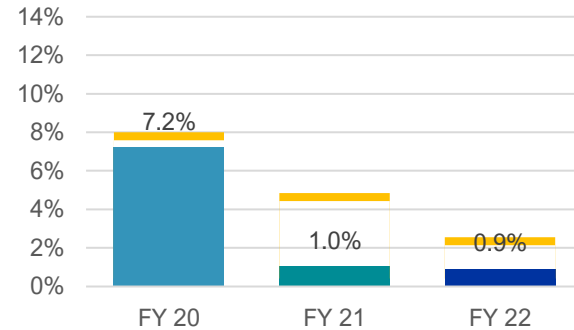
Operating Expense¹

Operating expense was \$3.5 million, below the budgeted goal of \$4.6 million.



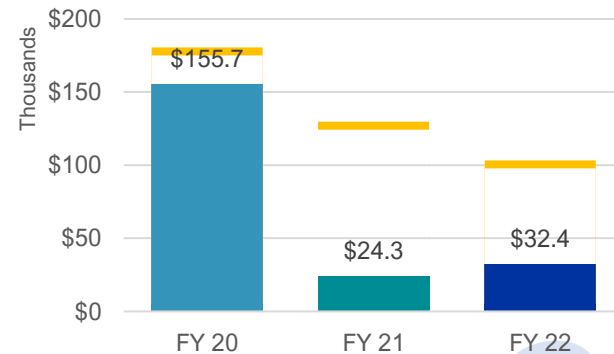
Farebox Recovery¹

Farebox recovery was 0.9%, below the budgeted goal of 2.1%.



Fare Revenue¹

Fare revenue was \$32K, below the budgeted goal of \$98K.



¹ Budgeted goal excludes micro-transit service that was not implemented in FY 2022

FLEX Performance

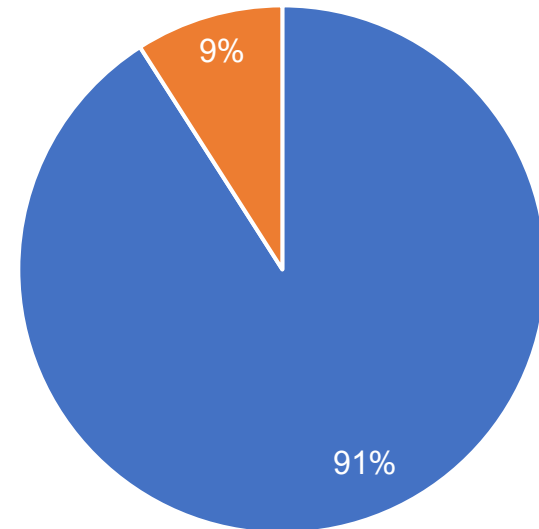
Service Reliability Priorities

FLEX On-Time Performance FLEX on-time performance (OTP) in FY22 was 84%, below the minimum contractual standard of 95%. Delays due to mechanical issues were 38%, detours made up 27%, operator error made up 26%, and traffic made up 9%.

FLEX Loss of Service FLEX loss of service totaled 331 minutes in FY21 – 91% of which was due to detours on Camp Pendleton and the remainder due to dispatch error.

FLEX Mechanical Performance Mechanical issues made up the largest share of total minutes of delay. However, FLEX/LIFT mechanical failures have decreased substantially from 44 in FY21 to 27 in FY22.

FLEX MINUTES OF LOSS OF SERVICE



■ Detour ■ Dispatch Error

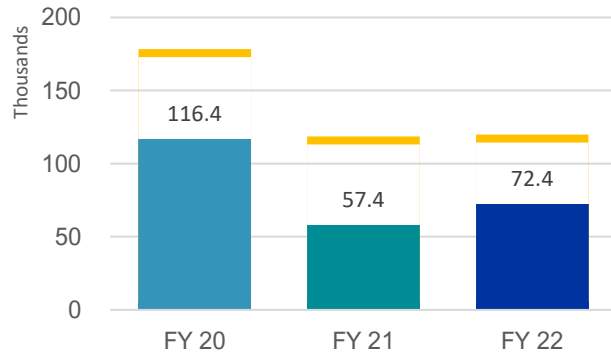


LIFT

LIFT Performance

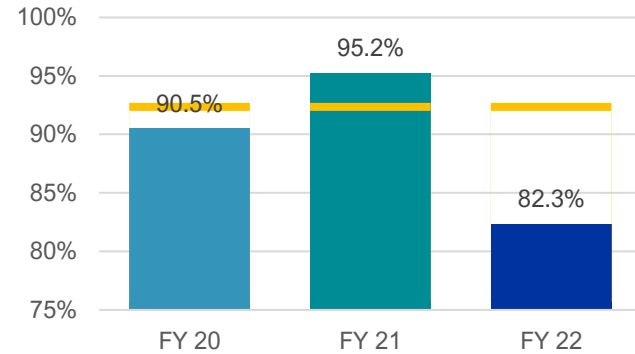
Total Boardings

Boardings were 72K, below the budgeted goal of 114K.



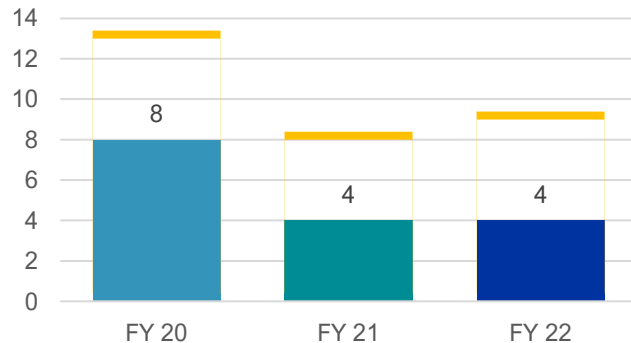
On-Time Performance

On-time performance was 82.3%, below the contractual standard of 92%.



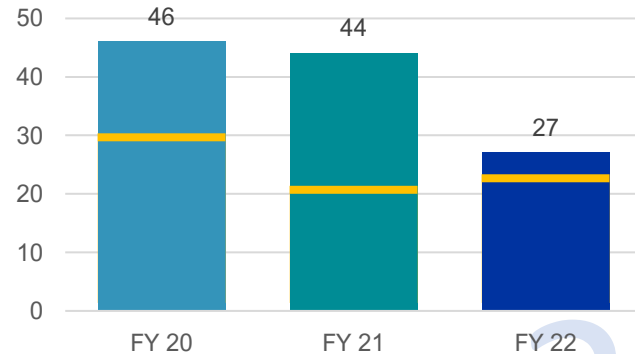
Safety

Preventable accidents were 4, below the contractual standard of 9.



Total Mechanical Failures*

Total mechanical failures were 27, above the contractual standard of 22.

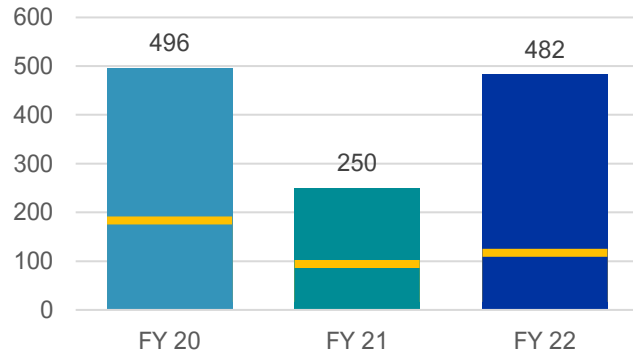


* Per Agreement 17033 with MV Transportation, Combined Fixed Route, Paratransit Service and Specialized Transportation, the Standard for Mechanical Failures combines LIFT and FLEX modes.

LIFT Performance

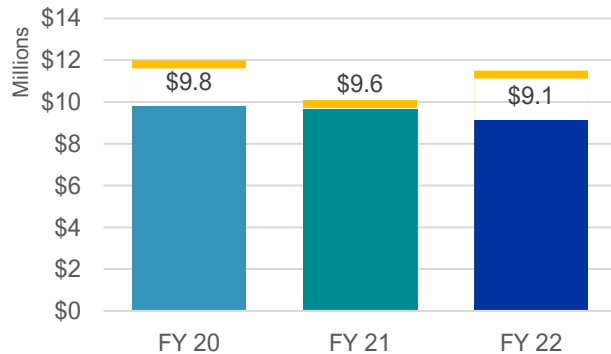
Passenger Concerns

Passenger concerns were 482, above the contractual standard of 109.



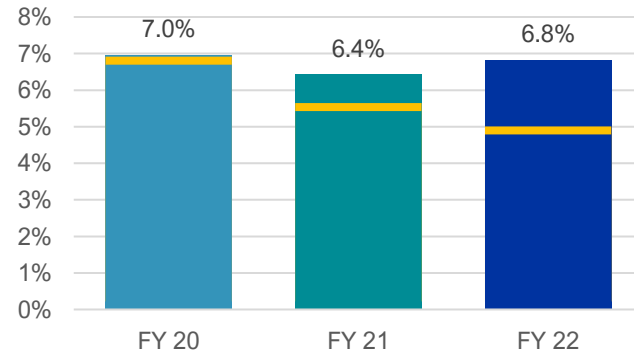
Operating Expense

Operating expense was \$9.1 million, below the budgeted goal of \$11.1 million.



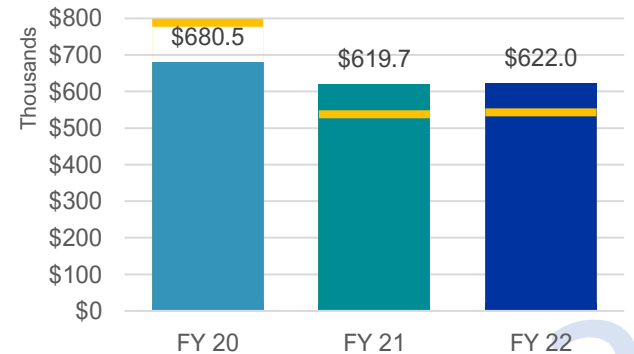
Farebox Recovery

Farebox recovery was 6.8%, above the budgeted goal of 4.8%.



Fare Revenue

Fare revenue was \$622K, above the budgeted goal of \$532K.



LIFT Performance

Service Reliability Priorities

LIFT On-Time Performance

LIFT on-time performance (OTP) in FY22 was 82.3%, below the minimum contractual standard of 92%.

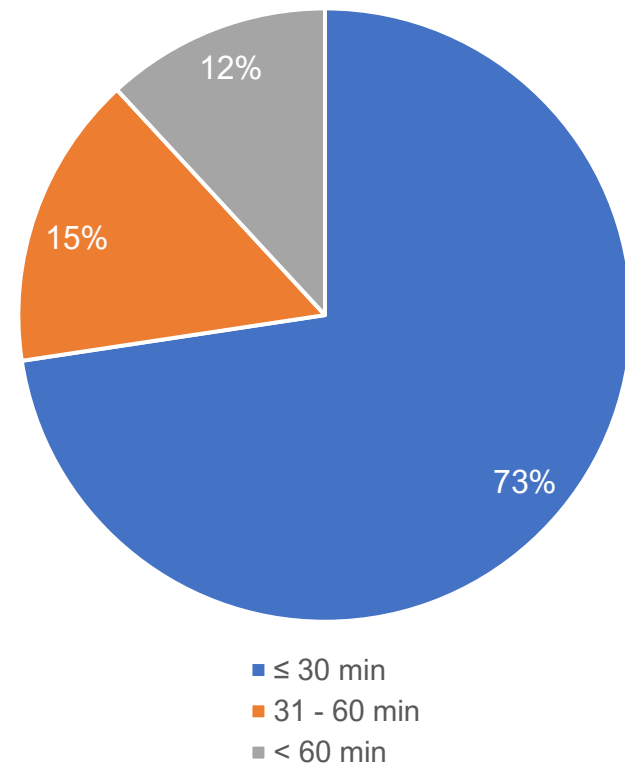
LIFT Late Scheduled Trips

There were a total of 9,962 LIFT trips outside the 30-minute pick-up window in FY22. As shown in the graph, over two-thirds of late scheduled trips were outside of the pick-up window by 30 minutes or less.

LIFT Mechanical Performance

LIFT mechanical failures total 18 in FY22, accounting for two-thirds of the combined FLEX-LIFT Total Mechanical Failures.

LIFT LATE SCHEDULED TRIPS



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.
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, due to NCTD policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle could continue in revenue service (e.g., a malfunctioning farebox or inoperable radio).	Established in contractual requirements for operators.
Preventable 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.
Percent of Scheduled Service Operated	The percent of scheduled service that was ultimately operated.	Established in contractual requirements for operators.
Farebox Recovery Ratio	Mathematical calculation that results from dividing passengers fares by operating costs. Differs from the Transportation Development Act (TDA) farebox recovery ratio calculation reported to the State Controller's office. The California Public Utilities Code allows the exclusion of certain costs and the inclusion of local funds for the purpose of calculating the TDA farebox recovery ratio. NCTD reports a single TDA farebox recovery for its fixed-route services (combined BREEZE, FLEX, COASTER, SPRINTER) and specialized service (LIFT paratransit).	Established annually with the budget and based on historical trends.