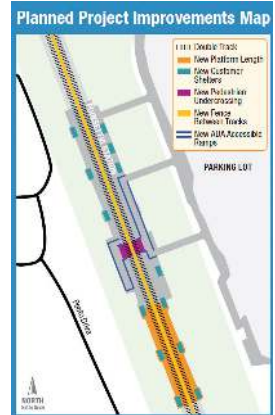




Poinsettia Station Improvements Begin

Beginning this quarter, you may notice some construction going on at the Carlsbad Poinsettia COASTER station. This construction is part of the Poinsettia Station Improvements project. The project will lengthen and elevate passenger platforms, install a fence between the tracks within the station, relocate a section of the existing tracks, and replace the existing at-grade rail crossings with an under-crossing featuring stairways and ramps on both sides of the tracks. Additional station enhancements will include new shelters, signage, and updated lighting. Construction is anticipated to be complete in 2020. ■



Renderings of the project.

Provide Your Feedback About the Regional Plan

The San Diego Association of Governments (SANDAG) is in the process of developing **San Diego Forward: The**

2019-2050 Regional Plan and your input is important. The 2019 Regional Plan will provide the big-picture vision for how our region will grow over the next 30 years. This spring and summer, community members will have several opportunities to provide input on the overarching transportation themes and

network improvements you would like to see addressed both locally and regionally.

To receive email updates about the plan and how you can get involved, please subscribe today. To subscribe and learn more about the vision, goals, and policy objectives for the 2019 Regional Plan, visit **SDForward.com**. ■





Civility Rules: Bicycles

One of the advantages of riding the COASTER is that you can bring your bike on board for free! 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* page 27. ■

UPDATE

On-Time Performance

With eight stops and thousands of passengers each day, sometimes the COASTER 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 COASTER is considered on-time if it arrives at its final destination within five minutes of the scheduled arrival time. ■



On-Time Performance (OTP) July 2017 – December 2017

Mode	Ridership	OTP
COASTER	731,255	90.2%

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

COASTER HIGHLIGHT

Name: John

Title: Conductor

How long have you worked with NCTD?
5 ½ years.

Best part of the job?

The daily interaction with my passengers is what I love most about my job. Daily commuters become train family and we get to know each other by name and share stories about our lives as I pass through the train.

Memorable moment from work?

Too many to list as most memorable, but the smiles I see on the platform and on the train as I move about from car to car.

I do get a charge when I

am recognized by a tourist who will mention that I made their previous train ride an enjoyable experience. There was a retired couple from Canada who returned back to San Diego on another trip who recognized me and commented that I was included in their vacation stories back home. That made my day!

What do you want passengers to know?

We work in conjunction with many others behind the scene to keep passengers safe. Equipment, track, and signal crews are working around the clock to ensure safe and efficient trains. We need you, our passengers, to be vigilant in your observations on the train and to alert your conductor

if something seems amiss. Working together, we can all make it home safely to our loved ones. ■

