

ATTACHMENT F

FY2016-17 TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY AND WRITTEN COMMENTS
SUMMARY TABULATION SHEET - ALL HEARINGS

		Santa Clarita	Antelope Valley	Avalon
1	Overcrowding/Service Frequency			
1.1	AVTA Line 1 Buses are overcrowded and frequently unable to pick up extra passengers, forcing riders to wait long periods of time for subsequent buses to arrive.		5	
2	Scheduling Issues			
2.1	Buses on AVTA Lines 1,11 and 15 are usually late, up to 15 minutes.		1	
2.2	Existing services to ferry are unreliable and don't run on a schedule. Any new transportation services on the island should involve easier transportation to/from the ferry, and something that ideally runs on a schedule.			1
3	Service/Route Adjustments			
3.1	With route changes, trips between Palmdale and Lancaster that could be done with one bus ride now take 2 or 3 bus rides to complete, leading to far longer travel times.		2	
3.2	AVTA service to/from the Palmdale Metrolink station stops at 9:30 PM while Metrolink runs later, and those who arrive after AVTA that time have to walk their last mile or use expensive taxi/rideshare service, and its dangerous to walk the streets at that time, especially for children. Better connections with Metrolink also needed during weekends and holidays.		1	
3.3	Although ridership to areas such as Lake Los Angeles and Pearblossom may be lacking, routes to places like these allow residents in those areas to keep jobs in Palmdale/Lancaster and have freedom of movement if they don't own a car.		3	
3.4	AVTA lacks the capacity/funding to properly address all the transit needs of the area. Having Metro provide services to and within these areas would address these shortcomings.		1	
3.5	Even within Palmdale and Lancaster, it gets difficult moving around because of the lack of cohesion of the routes. Ms. Tarbora discussed how she was unable to take a job at the Red Cross in Palmdale because of a lack of transit servicing the area.		1	
3.6	Suggests the possibility of a limited service that would service the Palmdale Metrolink station to cut down on travel times.	1		
3.7	To get home on Sunday evenings, riders must depart from their starting locations much earlier than usual because evening service on Sundays is limited. For example, the last 6 bus from the Santa Clarita Transit Center leaves at about 7:50, and riders would benefit from service that lasts until maybe 10 or 11 pm.	1		
3.8	Inquired if the Santa Clarita Transit has any plans to reinstate the Commuter Express bus going to and from Van Nuys.	1		
3.9	On weekends when transferring from the route 6 to a Metrolink train I most often have to wait for up to an hour before I catch the train. My suggestion is to bring the line 6 trip that departs Shadow Pines at 9:10AM into service on weekends so that commuters will have less wait time at the Metrolink station - the train leaves toward Los Angeles at 10AM from the Santa Clarita station.	1		
3.99	Have a local route that runs when Metrolink is limited, between the McBean Transit Hub and Sylmar Station. Perhaps mid-morning, late evening, and late night. Not everyone (including Mr. Winner) wish to ride the commuter bus all the way to North Hollywood when our destination is somewhere in the north San Fernando Valley. He understands this was done in the past; perhaps it could be brought back as a pilot route.	1		

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4	On-board Safety/Cleanliness/Conditions			
4.1	AVTA buses need to be cleared of trash and grime. Kids see certain things on the buses that children shouldn't be exposed to.		1	
4.2	Drivers seem exasperated in dealing with disabled riders. Having private citizens assist drivers in strapping in wheelchair-bound passengers is a liability issue. Drivers need to remind riders not to play loud music, interfere/stand too close to wheelchair-bound riders, etc.		1	
4.3	Some AVTA buses have skipped wheelchair-bound riders waiting at bus stops.		1	
4.4	Driver dropped rider off in a flower bed instead of on a concrete/flat area, causing damage to the rider's wheels. Another time, the bus' lifting mechanism damaged the rider's wheelchair battery.		1	
5	Metrolink Issues			
5.1	Lack of fencing along Metrolink tracks allows for people to easily access those tracks, and people who trespass and jump in front of trains cause serious delays.		1	
6	Transit Stop Conditions			
6.1	Palmdale 82nd street bus stop is unsafe and should be moved or reformatted.		1	
6.2	With summer coming, waiting without shade for the bus to come becomes unbearable. More shaded areas/shelters at the bus stops would provide much-needed relief from the heat, especially for children and the elderly.		1	
7	On-board Tech Issues			
7.1	Either the automatic stop announcement doesn't work or malfunctions and announces stops at the wrong times.		1	
7.2	Visually-impaired riders can have trouble hearing the audio announcements, and Santa Clarita's LED screens simply announce a stop ahead, while other agencies (such as BBB) are able to announce the actual stops in real time.	1		
8	TVM Issues			
8.1	Passengers would benefit from there being TVMs at Lancaster City Park and Palmdale Transit.		1	
9	Phone Applications			
9.1	Moovit has been integrated into SCT, but "Transit App" has helped in LA with accurate arrival times, connection times, and destination info.	1		
10	Taxi Services			
10.1	Don't take away our affordable, wonderful taxi transportation away. For years, these \$1.50 purple tickets to eligible residents, seniors, handicapped, etc. has been the best possible system. We call the taxi at 510-2500 and they arrive within a few minutes. From 7AM to late at night they take my husband to the Avalon Medical Center, to the "mole" where we board the boat to go to Long Beach or San Pedro, and to the casino building for low-cost matinee on Tuesdays. Since we don't have mail delivery to our homes, we make daily trips to the post office. Even when we have heavy groceries, friendly taxi drivers help us up our 34 steps to our home.			1
11	Transit Infrastructure			
11.1	Lack of bike paths in Lancaster. The City would do well to install more bike paths.		1	
Sub-total:			7	24
				2

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TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY

FY 17 - CODED COMMENTS - ANTELOPE VALLEY

No.	Comment	City/County	Name or Agency	Written / Verbal Comments
1	Overcrowding/Service Frequencies			
	Line 1 Buses are overcrowded and frequently unable to pick up extra passengers, forcing riders to wait long periods of time for subsequent buses to arrive.	Antelope Valley	William Hunter/ Melissa Corkern/ Leonard Mason/ Concetta Tarbora/ Guadalupe Raymundo	Verbal/ Written
2	Scheduling Issues			
	Buses on AVTA Lines 1,11 and 15 are usually late, up to 15 minutes.	Antelope Valley	Melissa Corkern	Written
3	Service/Route Adjustments			
	With route changes, trips between Palmdale and Lancaster that could be done with one bus ride now take 2 or 3 bus rides to complete, leading to far longer travel times.	Antelope Valley	Concetta Tarbora/ Melissa Corkern	Verbal/ Written
	AVTA service to/from the Palmdale Metrolink station stops at 9:30 PM while Metrolink runs later, and those who arrive after AVTA that time have to walk their last mile or use expensive taxi/rideshare service, and its dangerous to walk the streets at that time, especially for children. Better connections with Metrolink also needed during weekends and holidays.	Antelope Valley	Guadalupe Raymundo	Verbal
	Although the speakers acknowledge that ridership to these areas may be lacking, routes to places like these allow residents in those areas to keep jobs in Palmdale/ Lancaster and have freedom of movement if they don't own a car.	Antelope Valley	Guadalupe Raymundo/ Jerel Arbaugh/ Concetta Tarbora	Verbal
	Even within Palmdale and Lancaster, it gets difficult moving around because of the lack of cohesion of the routes. Ms. Tarbora discussed how she was unable to take a job at the Red Cross in Palmdale because of a lack of transit servicing the area.	Antelope Valley	Concetta Tarbora	Verbal
	AVTA lacks the capacity/funding to properly address all the transit needs of the area. Having Metro provide services to and within these areas would address these shortcomings.	Antelope Valley	Guadalupe Raymundo	Verbal
4	On-board Safety/Cleanliness/Conditions			
	Buses need to be cleared of trash and grime. Kids see certain things on the buses that children shouldn't be exposed to.	Antelope Valley	Guadalupe Raymundo	Verbal
	Drivers seem exasperated in dealing with disabled riders. Having private citizens assist drivers in strapping in wheelchair-bound passengers is a liability issue. Drivers need to remind riders not to play loud music, interfere/stand too close to wheelchair-bound riders, etc.	Antelope Valley	Thomas Filippi Sr.	Verbal
	Some AVTA buses have skipped wheelchair-bound riders waiting at bus stops.	Antelope Valley	Thomas Filippi Sr.	Verbal
	Driver dropped rider off in a flower bed instead of on a concrete/flat area, causing damage to the rider's wheels. Another time, the bus' lifting mechanism damaged the rider's wheelchair battery.	Antelope Valley	Thomas Filippi Sr.	Verbal
5	Metrolink Issues			
	Lack of fencing along Metrolink tracks allows for people to easily access those tracks, and people who trespass and jump in front of trains cause serious delays	Antelope Valley	William Hunter	Verbal
6	Transit Stop Conditions			
	82nd street bus stop is unsafe and should be moved or reformatted.	Antelope Valley	Jerel Arbaugh	Verbal
	With summer coming, waiting without shade for the bus to come becomes unbearable. More shaded areas/shelters at the bus stops would provide much-needed relief from the heat, especially for children and the elderly.	Antelope Valley	Guadalupe Raymundo	Verbal
7	On-board Tech Issues			
	Either the automatic stop announcement doesn't work or malfunctions and announces stops at the wrong times.	Antelope Valley	Jerel Arbaugh	Verbal
8	TVM Issues			
	Passengers would benefit from there being TVMs at Lancaster City Park and Palmdale Transit.	Antelope Valley	Guadalupe Raymundo	Verbal
9	Smartphone Applications			
	none			
10	Taxi Services			
	none			
11	Transit Infrastructure			
	Lack of bike paths in Lancaster. The City would do well to install more bike paths.	Antelope Valley	William Hunter	Verbal

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TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY

FY 17 - CODED COMMENTS - SANTA CLARITA VALLEY/AVALON

<u>No.</u>	<u>Comment</u>	<u>City/County</u>	<u>Name or Agency</u>	<u>Written/ Verbal Comments</u>
1	Overcrowding/Service Frequencies			
	none			
2	Scheduling Issues			
	Existing services to ferry are unreliable and don't run on a schedule. Any new transportation services on the island should involve easier transportation to/from the ferry, and something that ideally runs on a schedule.	Avalon	Patricia Moore	Verbal
3	Service/Route Adjustments			
	Suggests the possibility of a limited service that would service the Metrolink station to cut down on travel times.	Santa Clarita	Matt Winner	Verbal
	To get home on Sunday evenings, riders must depart from their starting locations much earlier than usual because evening service on Sundays is limited. For example, the last 6 bus from the Santa Clarita Transit Center leaves at about 7:50, and riders would benefit from service that lasts until maybe 10 or 11 pm.	Santa Clarita	Matt Winner	Verbal
	Inquired if the Santa Clarita Transit has any plans to reinstate the Commuter Express bus going to and from Van Nuys.	Santa Clarita	Susan Stewart	Written
	On weekends when transferring from the route 6 to a Metrolink train I most often have to wait for up to an hour before I catch the train. My suggestion is to bring the line 6 trip that departs Shadow Pines at 9:10AM into service on weekends so that commuters will have less wait time at the Metrolink station - the train leaves toward Los Angeles at 10AM from the Santa Clarita station.	Santa Clarita	Matt Winner	Written
	Have a local route that runs when Metrolink is limited, between the McBean Transit Hub and Sylmar Station. Perhaps mid-morning, late evening, and late night. Not everyone (including Mr. Winner) wish to ride the commuter bus all the way to North Hollywood when our destination is somewhere in the north San Fernando Valley. He understands this was done in the past; perhaps it could be brought back as a pilot route.	Santa Clarita	Matt Winner	Written
4	On-board Safety/Cleanliness/Conditions			
	none			
5	Metrolink Issues			
	none			
6	Transit Stop Conditions			
	none			
7	On-board Tech Issues			
	Visually-impaired riders can have trouble hearing the audio announcements, and Santa Clarita's LED screens simply announce a stop ahead, while other agencies (such as BBB) are able to announce the actual stops in real time.	Santa Clarita	Matt Winner	Verbal
8	TVM Issues			
	none			
9	Smartphone Applications			
	Moovit has been integrated into SCT, but "Transit App" has helped in LA with accurate arrival times, connection times, and destination info.	Santa Clarita	Matt Winner	Verbal
10	Taxi Services			
	Don't take away our affordable, wonderful taxi transportation away. For years, these \$1.50 purple tickets to eligible residents, seniors, handicapped, etc. has been the best possible system. We call the taxi at 510-2500 and they arrive within a few minutes. From 7AM to late at night they take my husband to the Avalon Medical Center, to the "mole" where we board the boat to go to Long Beach or San Pedro, and to the casino building for low-cost matinee on Tuesdays. Since we don't have mail delivery to our homes, we make daily trips to the post office. Even when we have heavy groceries, friendly taxi drivers help us up our 34 steps to our home.	Avalon	Patricia Meister	Written
11	Transit Infrastructure			
	none			