

AVTA response as provided by Mr. Len Engel



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Len Engel

February 28, 2018
TDA Article 8 Hearing Board Chair
c/o Armineh Saint, Program Manager
Los Angeles County Metropolitan Transit Authority
One Gateway Plaza
Los Angeles, California 90012
RE: Fiscal Year 2018/19 TDA Article 8 Unmet Needs Hearings

Dear Ms. Saint:

At the 2017 TDA Article 8 Unmet Needs Hearing, the Board found that the Antelope Valley Transit Authority (AVTA) had no unmet needs that could not be addressed through existing funding sources. The Hearing also produced no recommended actions for AVTA at that time. As a result of a continued focus during the last 12 months on enhancements in technology, capital improvements, and service reliability, the AVTA has had several accomplishments in these areas.

Capital Improvements:

Over the past year, the AVTA made significant progress towards reaching our goal of electrifying our entire fleet of 79 buses. The first of 13 60' articulated electric buses went into service on September 1, 2017, making history as AVTA is the first transit agency in the world to implement this new technology. The buses, which have the ability to accommodate an additional 30 passengers, have been assigned to Route 1, the backbone of the AVTA system, in anticipation of a future Bus Rapid Transit corridor. The buses have already proven to provide an improved customer experience by decreasing overcrowding along that busy corridor. The AVTA is also working on improving the frequency of Route 1 to maximize the efficiency of the larger vehicle.

Enroute charging infrastructure is another component of the 100 % battery-electric fleet transformation,—utilizing wireless inductive chargers to help extend the range of the new zero-emission buses. These chargers allow the electric buses to charge wirelessly simply by driving the vehicles over charging pads embedded into the ground. The first of these wireless inductive charging stations was

completed at Sgt. Steve Owen Memorial Park (OMP), one of two major transfer centers in the AVTA service area. The station became operational on January 5, 2017. A second charging station, located at the Palmdale Transportation Center, was completed in the fall of 2017. In anticipation of the delivery of additional electric buses this year, plans for three more wireless inductive charging stations at each of these locations is now underway. When not in service, the electric buses charge their batteries at AVTA via hard-wire depot charging stations. Installation of the 85 charging stations at the AVTA facility was completed at the end of 2017, and includes a 1.5 megawatt backup generator, which can power the entire charging infrastructure in case of an emergency.

Several bus stop improvement projects made progress this year, the most notable being the relocation of the bus stop that services Kaiser Permanente Medical Offices closer to the facility. Passengers are now able to ride the bus almost to the front door of the building, making it easier and more accessible for those with limited mobility or other issues to manage their health care. The drop-off location for Dial-A-Ride at the Antelope Valley Fairgrounds was also moved closer to the main entrance and provides easier access to and from our service. Construction will soon begin on a transfer center and charging location at Palmdale Blvd. and 40th Street east, next to the South Valley Clinic. AVTA is able to move forward with this project with funds allocated from the recently passed SB1 legislation. Upgrades to several other frequently used stops are nearly completed, including stops near local educational facilities and the Antelope Valley mall. The bus stop maintenance crew at AVTA has been working on creating an inventory of all bus stops in its service area. Such an inventory will allow the agency to better track the amenities currently installed and prioritize upgrades to the stops that require improvement.

AVTA management has been in discussions with representatives from both Edwards Air Force Base and the Mojave Air & Space Port with the goal of enhancing commute options for Base and Space Port employees residing in the Antelope Valley. The agency is working towards the implementation of a vanpool program, which would greatly benefit the thousands of employees currently commuting to those locations from Lancaster and Palmdale.

Service Reliability:

In spring 2017, staff began monitoring local service performance on a daily basis and increased monitoring of the agency's contract with Transdev. Through discussion with Transdev and consulting firm Moore & Associates, it was determined that the local service operating schedule warranted a complete overhaul to not only improve on-time performance (OTP) but to also address the operating requirements of the growing electric bus fleet. Upon the Board of Directors' approval, staff implemented service changes in early August 2017. The new local service operating schedule has improved OTP, addresses concerns regarding appropriate driver/operator layover times, addresses changing needs associated with the electric bus fleet, and has provided improved intra-service connectivity.

Ongoing work is being done with service to Antelope Valley College to improve students' access to both the Lancaster and Palmdale campuses. Ridership information has been compiled and is under analysis to study the daily and monthly activity at the stops near the Lancaster campus to determine future improvements. A new route that will connect the two campuses is in the planning stages.

Concurrent with the changes to the local service schedule in August, staff also implemented a service expansion of the North County TRANSporter. This midday bus service connects A.V. residents to the Santa Clarita Valley during off-peak hours, with ten trips each weekday. The revised route now includes stops at Henry Mayo Newhall Memorial Hospital and College of the Canyons, allowing AVTA to meet the needs of our current and potential/future customers more effectively.

Technology:

The AVTA recently completed the integration of their routes into "Google Transit", a branch of Google Maps that provides real-time route and trip planning for public transit. In the same way that one uses Google Maps to get directions and live navigation by car or foot, individuals can now select the transit option and be connected to all information for AVTA routes, stops, schedules, and fares. The AVTA began the extensive process of Google Map integration back in early March, utilizing their current mapping software to aid in transferring their information. The process required a full review and certification by Google, which was completed in August 2017.

The Board of Directors also recently approved the execution of an agreement with Fluidium Concepts/Openmatics to provide Wi-Fi services on the new buses, further enhancing the passenger experience while on board.

Community Outreach Efforts:

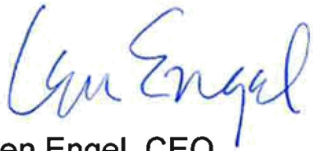
AVTA is dedicated to the community and to providing excellent customer service. Community outreach is a high priority goal and we continually seek to improve our efforts.

- Our Travel Training program allows us to reach out to those who may not feel comfortable using the bus, and we have conducted sessions with many groups this year including veterans, seniors, those with disabilities and students.
- AVTA reduced the age requirement for a reduced senior citizen fare to 62 years old, joining several other agencies and opening the doors to more constituents to take advantage of its fare-free Senior Annual Pass Program.
- Staff held in-service days with local health care providers and case workers to provide information on our Dial-a-Ride paratransit service, helping them save time and money on patient transportation needs.
- AVTA continues its participation in community events such as the annual Senior Expo and the Veterans Stand Down, increasing awareness of AVTA's services and processing applications at the events to help riders avoid the additional trip to the office.
- Customers were invited to attend a Customer Appreciation Open House, where they could purchase a monthly pass at a discount and speak directly with

management about any concerns they might have. It was extremely successful and our riders who attended expressed tremendous gratitude for the opportunity.

The AVTA values the input of our customers and stakeholders and continues to take a proactive approach to address the transit needs in the Antelope Valley. If have you questions, please contact me at (661) 729-2206.

Sincerely,

A handwritten signature in blue ink that reads "Len Engel". The signature is written in a cursive, flowing style.

Len Engel, CEO
Antelope Valley Transit Authority

Santa Clarita Transit response as provided by Mr. Adrian Aguilar



City of
SANTA CLARITA
TRANSIT

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Santa Clarita Valley Area
TDA Article 8 Hearings
February 28, 2018
Presented by Adrian Aguilar, Transit Manager

The City of Santa Clarita continues its efforts to promote public transportation as a viable alternative to the automobile. Because of this continued effort, there was single recommendation that resulted from the 2017 TDA Article 8 hearings and that was to continue to evaluate funding opportunities for transit services.

In the twelve months since the last hearing, the City of Santa Clarita has accomplished a number of key milestones.

- Design of the Vista Canyon Bus Transfer Station is 95 percent complete and we are awaiting feedback from the utility companies for final completion. Construction is 100 percent funded and the groundbreaking will begin in conjunction with Phase 2 of the Vista Canyon development.
- Completed 60 percent design of the Vista Canyon Metrolink Station. The 100 percent design and bid documents are on schedule to be completed within the next nine months.
- Taken delivery of five CNG powered commuter buses, seven CNG powered dial-a-ride buses, and one CNG trolley.
- Awarded contracts for the purchase of three commuter, six transit, and fourteen CNG powered buses.
- Completed technology upgrades including on-board security cameras, WiFi enabled routers on the commuter fleet, and improved GPS tracking hardware which allow us to provide real-time arrival information to our customers.

In an effort to close the shortfall for the construction of the Vista Canyon Metrolink Station currently in design, the City has submitted three grant applications over the past 12 months. These grants have been submitted by the City as well as in partnership with SCRRA the operator of Metrolink. Partnerships such as this demonstrate the City's ongoing commitment to public transportation and its willingness to work with local and regional partners.

I can assure you that this level of dedication will continue through the coming year. Projects planned for the next 12 months include:

- Award contract for the completion of the City's Transit Development Plan
- Undertake a bus stop improvement project designed to improve access and amenities at bus stops throughout the Santa Clarita Valley
- Award a new four year contract for the operation and maintenance of the City's Transit operation
- Take delivery of new local, commuter and dial-a-ride buses
- Work with Magic Mountain to support the transportation needs of both employees and visitors traveling to the park year-round.
- Award contract for the construction of the Vista Canyon Bus Transfer Station

The City of Santa Clarita prides itself in taking a proactive approach to addressing the transit needs of our residents. And staff is committed to providing effective and efficient service that improves the quality of life for all residents within the Santa Clarita Valley.

Thank you.

