

ATTACHMENT F

**2015-16 TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY AND WRITTEN COMMENTS
SUMMARY TABULATION SHEET - ALL HEARINGS**

		Santa Clarita	Antelope Valley	Avalon
1	General increase in service, including longer hours, higher frequency, and/or more days of operation			
1.1	Poor service of commuter bus due to late arrival times	1		
1.2	Overcrowding on the commuter bus	1		
1.3	Maintain summer beach bus service to Santa Monica	1		
1.4	Extend fixed route connections to Golden Valley from Canyon Country	1		
1.5	Operate a fixed route from canyon Country to transit center	1		
1.6	Improve route 5&6 on SCT	1		
1.7	Fixed route service requested in the Antelope Valley areas specifically 280th West and 138th Highway areas		2	
1.8	Improve bus stop location at Metrolink station	1		
1.9	Improve bus stop signage at Metrolink station	1		
2	Demand responsive service, Dial-a-Ride availability			
2.1	Extend Dial-A-Ride Service Hours		2	
2.2	Improve public awareness on availability of Dial-A-Ride service		1	
2.3	Service route suggestions for Dial-A-Ride service		2	
3	Improve LED screens/Transit App/Introduce better apps for riders			
3.1	Improve audio announcements on SCT buses	1		
3.2	Improve existing SC transit app	1		
3.3	Integrate better transit apps	1		
3.4	Improve/install Led screens that scroll upcoming intersections	1		
4.0	Other Issues/Support Public Hearing on Unmet Needs			
4.1	Support for public hearing on unmet transit needs	1		
4.2	Extend Metro Red Line to Santa Clarita	1		
5.0	Metrolink Issues			
5.1	Improve SCT connections with Metrolink	1		
5.2	Improve signage at Metrolink Santa Clarita station	1		
6	Avalon - Funding			
	The formula for allocation of funds should be modified to take into account the transit needs of millions of tourists visiting the island			1
	Sub-total:	16	7	1

Totals -

24

Total of 24 comments extracted from verbal and written comments by 7 individuals

ATTACHMENT F

**TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY AND WRITTEN COMMENTS (Summary)
FY 16 - CODED COMMENTS - AVALON & SANTA CLARITA**

AVALON COMMENTS					
No.	Code	Comment	City/County	Name or Agency	Written / Verbal Comments
<u>1</u>		Funding Allocation		Cinde MacGugan-	Written
	1	Funding Allocation for Unmet Needs should also include a consideration to the transit needs of the over one million tourist			
SANTA CLARITA COMMENTS					
<u>1</u>		Extend the Metro Red Line to Santa Clarita	Santa Clarita	Alan Mesropian	Written
	1.1	Strongly suggest the extension of Metro red line to Santa Clarita. Public transportation use tends to be difficult since there are still no direct connections. Delays are experienced on the current available systems. The Red Line will be more convenient.			
	1.2	Possibility in the future for Metro to provide service in Santa Clarita Valley			
<u>2</u>		Late Arrival of Commuter Bus 797	Santa Clarita	Deborah Flessa	Written
	2.1	Previously, the first morning Commuter Bus 797 arrived in Westwood between 6:30-6:40 am. The bus currently arrives at 7:00am and is usually either full to capacity with little room for riders to stand. "On Monday, 3/9/15 about 10 commuters stood in the bus through the Sepulveda Pass for an hour (6am-7am)". Since the bus does not leave early it bumps into the traffic on the 405 which starts backing up at 6:00am.			
	2.2	Many workers are reporting late to work due to the late arrival of the bus in the Westwood and surrounding communities and on the verge of losing their jobs. This is also forcing many commuters to drive again so they can get to work on time.			
	2.3	The city of Santa Clarita "failed to honor my request for the schedule of the Commuter bus".			
	2.4	Seniors who reside in the area have difficulty making it to the UCLA medical center for geriatric care due to the late arrivals. Many of them depend on the Commuter bus for their medical appointment in Westwood.			
<u>3</u>		Overcrowding in Commuter Bus 797	Santa Clarita	Deborah Flessa	Written
	3.1	Due to the late arrival of the early morning commuter bus there is overcrowding in the morning buses. For instance, the delay of the arrival times of the first bus causes riders who would usually take the second bus to be on the first bus so they can make it to work on time.			
<u>4</u>		Improve onboard bus audio announcements/ Need for LED Screens/Transit App	Santa Clarita	Matt Winner	Verbal
	4.1	Audio announcements on bus are not loud and clear for riders. Since this is an important resource for visually impaired riders. The current system should be improved. This is not in compliance with ADA and should be addressed. For example, "I ask drivers to announce my stop and they forget even though they acknowledge my request was heard".			
	4.2	Santa Clarita buses need LED screens like what exist on Metro buses. The LED screens show the upcoming intersections/stops, and very visible to riders. These are complimented with loud and clear audio announcements which are very helpful to riders and would make riding experiences "more efficient and less stressful".			
	4.3	SCT should consider integrating the Google transit or apps like the "Move It." These apps give walking directions to the bus stops and route times. They also help with trip planning. SCT's current transit app is not user friendly and just "doesn't work". "I use "Move It" for my Metro trip. It conveniently connects to the buses on-board computer and gives real time Estimated Time Arrival (ETA). It also shows a map of the person's movement, and the number of stops to their destination, "which I think is really cool". "Move It" is used on a number of Transit systems including San Diego Transit, Metro, Long Beach, Santa Monica, I believe Culver City. Every update comes from the transit agency.			
<u>5</u>		Improve Bus Connections / Bus Routes 5 & 6 Suggestions	Santa Clarita	Matt Winner/Bruce Bingham	Verbal/Written
	5.1	There is currently no bus connections to the Target by Golden Valley. Easy access to "The Habit" and Chipotle out that way will be a great idea. "I would like to see a route that goes somewhere up there between that Target and possibly the Transit Center via cross-valley connector". Extend routes 5 and 6 to do the loop up to the quadrant center. Route at the "Target and the transit center, perhaps, or something along those lines that may also serve the Newhall Ranch Road and Bouquet Canyon where the Best Buy is located".			
		Possibility in the future for Metro to provide service in Santa Clarita Valley			
<u>6</u>		Maintain Summer Beach Bus to Santa Monica	Santa Clarita	Bruce Bingham	Verbal
	6.1	Maintain Summer Beach Bus to Santa Monica			

ATTACHMENT F

<u>7</u>		Metrolink Connections	Santa Clarita	Matt Winner	Verbal
	7.1	Improve Santa Clarita connections to Metrolink. Going from the bus stops and back to Canyon Country (where I live) tends to be challenging. The schedule of the buses does not compliments that of Metrolink and "I always have to run".			
<u>8</u>		Improve Bus stop Location at the Metrolink station	Santa Clarita	Matt Winner	Verbal
	8.1	Depending on the time of the day the bus stops either by the platform or on the street. I always have to ask the guard.			
<u>9</u>		Improve Signage at Santa Clarita Metrolink Station	Santa Clarita	Matt Winner	Verbal
	9.1	Signs at the Metrolink Santa Clarita station should include hours of times and where and when a train is arriving from and leaving to respectively.			

Total of **1** comment made by **1** individual in Avalon.

Total of **16** comments made by **4** individuals in Santa Clarita.

ATTACHMENT F

**TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY
FY 16 - CODED COMMENTS - ANTELOPE VALLEY**

<u>No.</u>	<u>Code</u>	<u>Comment</u>	<u>City/County</u>	<u>Name or Agency</u>	<u>Written/ Verbal Comments</u>
1		Extend Fixed Route/Dial-A-Ride Service Hours	Antelope Valley	Dorothy Matson/Paul Henreid	Verbal
	1.1	Dial-A-Ride service operations is limited and ends too early. Residents are unable to go for evening programs and dinners because the service ends too early. Since Dial-A-Ride is the only service available especially for residents on 280th West and 138th Highways area.			
2		Service Route Suggestions for Dial-A-Ride	Antelope Valley	Dorothy Matson	Verbal
	2.1	Extend and revisit re-routing options for Dial-A-Ride service areas			
3		Publicity of Dial-A-Ride Service	Antelope Valley	Dorothy Matson	Verbal
	3.1	Residents should be made aware of the Dial-A-Ride service available to them. Posters and flyers of schedules should be placed at convenient public places for residents. Notices get lost in mail with penny saver and others people tend to treat as trash			
4		Extend Fixed Route Service	Antelope Valley	Dorothy Matson/Paul Henreid	Verbal
	4.1	If possible fixed route service should be extended to the 280th West and 138th Highway areas to capture public transit dependents in the area. A bus service twice a week in the evening and evenings will be ideal.			
5		Support public hearing on unmet transit needs	Antelope Valley	Paul Henreid	Verbal
	5.1	Support public hearing on unmet transit needs. "Good use of public funds"			

Total of 5 coded comments made by 2 individuals for the Antelope Valley