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Len Engel

February 9, 2017

TDA Article 8 Hearing Board Chair  
c/o Armineh Saint, Program Manager  
Metropolitan Transit Authority  
One Gateway Plaza  
Los Angeles, California 90012

### RE: Fiscal Year 2016/17 TDA Article 8 Unmet Needs Hearings

Dear Ms. Saint:

At the 2016 TDA Article 8 Unmet Needs Hearing, the Board found the Antelope Valley Transit Authority (AVTA) had no unmet needs that could not be addressed through existing funding sources. At the Hearing, the AVTA received comments from the public in the areas of technology, capital improvements, and service reliability. The AVTA is committed to providing quality and reliable service. As a result of the public response, the AVTA had several accomplishments in the areas listed above.

Over the past year, we made significant progress towards reaching our goal of electrifying our 79 bus fleet. These new and improved zero emission buses will create a smooth ride for our customers. To improve service and enhance the overall rider experience, the AVTA developed a new Customer Code of Conduct, extended the Bus Stop Maintenance Program to the City of Lancaster and upgraded the Bus Stop Improvement program. In addition, we work with and maintain a close relationship with companies we have worked with in the past such as Avail Technologies, Inc. and TransTrack Systems, Inc. System-wide key performance indicators continue to be monitored to ensure that we are providing the best possible level of service.

Staff will respond as service changes and enhancements are indicated through the system-wide key performance indicators. Data is collected from a variety of sources including the farebox, contractor reports, and financial performance data. The internal service development plan has been helpful because it allows staff to analyze and develop service recommendations based on customer inquiries and/or feedback on a bi-annual basis. Staff regularly holds informational meetings on any proposed service enhancements.

The AVTA offers these comments as follow-up to last year's TDA Article 8 Hearing process:

Overcrowding/Service Frequency, Scheduling Issues, and Service/Route Adjustments -

Progress Report: The Antelope Valley Transit Authority has implemented new service enhancements and will continue to do so based off the needs of the community. In addition, AVTA has 13 60' articulated buses on order. These battery-electric buses will be assigned to Route 1 where most of the crowding occurs. Buses should begin to enter service by late summer 2017.

On-board Safety/Cleanliness/Conditions and Transit Stop Conditions -

Progress Report: A successful partnership between AVTA and the public depends upon AVTA employees and the traveling public behaving in a mutually respectful and courteous manner. We developed the Customer Code of Conduct to inform patrons of the rules and guidelines for riding the bus.

The AVTA is purchasing new buses to replace its entire bus fleet that will not have the same issues as noted in the outdated vehicles. In addition, the Authority has implemented an increase in response to cleanliness and maintenance on all of its revenue generating vehicles and bus stop facilities. We will continue to apply for new funding resources to purchase new buses, enhance bus stop facilities, and increase fixed route services and customer accessibility. The Authority has been very successful working with State agencies to bring new and additional financial resources to the region. As transit services are examined, the Authority will implement improvements based on customer needs.

Coordinate services with Metrolink, Metro and other transit providers -

Progress Report: AVTA continues to work closely with local municipal operators such Santa Clarita, LA Metro and Metrolink. In an effort to provide improved connectivity, AVTA has placed a focus on providing improved transfer connections at major transfer hubs with minimal wait times, specifically at Lancaster City Park, Palmdale Transportation Center and 47th Street and Avenue S.

Additional commuter service between the Antelope Valley and the industrial area in west Santa Clarita Valley was implemented last summer. The new service would provide public transportation during the afternoon hours when Metrolink and both local bus services rarely provide commuter service. Staff has also met with Metrolink in recent months to discuss ways to improve emergency response services between the two agencies.

*Bus Stop Requests:* AVTA investigates all requests for additional bus stops to be placed along existing routes or with minor deviations. Bus stop requests may be denied due to unsafe conditions, the existence of current bus stops within close proximity, proposed location not near an established route, or lack of ADA accommodations.

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,



Len Engel  
Executive Director\CEO



City of  
**SANTA CLARITA**  
**TRANSIT**

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Santa Clarita Valley Area  
TDA Article 8 Hearings  
February 27, 2017  
Presented by Adrian Aguilar, Transit Manager

Over the past 12 months, the City of Santa Clarita has continued to make enhancements with regards to capital improvements, technology and service reliability. As a result, last years' TDA Article 8 hearings produced just one recommended action:

*1. Continue to evaluate funding opportunities for transit services.*

As a general practice, the City of Santa Clarita explores all potential funding opportunities. 2016 was no exception. The City submitted two grant applications over the past 12 months seeking funding to construct the future Vista Canyon Metrolink Station. This effort represents the City's ongoing commitment to ensure transit services meet the demands of our growing community.

Since the last year's TDA Article 8 hearings, Santa Clarita Transit has taken delivery of five CNG commuter coaches and two CNG powered dial-a-ride vehicles. In addition, the City has awarded contracts for the purchase and delivery of five additional CNG powered commuter buses and eight CNG powered local transit buses. The continued shift toward a commuter fleet of clean burning and cost-effective alternative fuel vehicles represents our agency's commitment to the future, but more importantly our commitment to providing the most efficient service possible to our patrons.

During last year's hearing, staff reported that the City had awarded the design contract for its much-anticipated Vista Canyon transit center project. Today I am happy to report that the design for this project is approximately 50 percent complete and is currently undergoing review by the City's Planning and design review Committee. The complete design and construction documents are scheduled to be completed within the next 12 months.

The City continues to make adjustments to local and commuter schedules in an effort to better coordinate with neighboring transit providers and improve overall on time performance. Following the most recent schedule adjustments, the on-time performance for the local service has averaged 90.3 percent, while the commuter service on-time performance rate increased to 92.2 percent.

The City also continues to improve and expand its use of technology. Over the past 12 months, the City has upgraded the vehicle tracking hardware installed on a number of its vehicles ensuring the system provides our customers with accurate real-time arrival information. To improve the experience of our commuter customers, the City recently issued an Invitation for Bids to replace the aging passenger WiFi system installed on each of the City's 30 commuter buses. This will ensure that our commuter customer continue to have access to reliable and speedy internet access while on-board the bus. When off the bus, our customers continue to benefit from the City's investment in technology.

In addition to the City's own smart phone transit app and the integration of the City's transit data into Moovit, the City has worked with additional third party software developers to include Santa Clarita Transit real-time arrival information into their platform. This past year, the City worked with Apple and the developers of *Transit App* to include the City's transit data feed in their smartphone applications. As a result riders have the ability to access real-time arrival information for the Santa Clarita Transit system via six different platforms depending on their individual preferences or needs.

The City strongly believes that in order to provide the most effective and efficient service possible, it must actively partner with local and regional stakeholders. As such, Santa Clarita Transit regularly communicates and collaborates with, partners including Access Services, Antelope Valley Transit Authority, Caltrans, County of Los Angeles, Metro, and Metrolink, just to name a few. We also work closely with the City's Economic Development Corporation and local businesses to promote public transportation.

The City of Santa Clarita continues to address the transit needs of our residents in a proactive manner and is committed to providing an effective and efficient service that improves the quality of life within the Santa Clarita Valley.

Thank you.