

Agenda

Los Angeles County
Metropolitan Transportation Authority

TDA Article 8 Hearing Board
Palmdale Chimbole Cultural Center
Sage Room
38350 Sierra Highway
Palmdale, CA

(661) 267-5656

1. Elect Chair
 2. Introductions, purpose of meeting
 3. Review of definitions: unmet transit needs and reasonable to meet (Attachment A)
 4. Review Comments:
 - Review of last year's Hearing Board's findings and recommendations, (Attachment B)
 - Transit operators progress in addressing last year's recommendations (Attachment C)
 - Public testimony and written comments (Attachment D)
 - List of SSTAC recommendations – This will be emailed on May 29th or June 1st (SSTAC meets on May 28th).
 5. [Hearing Board recommendations for FY 2009-10](#)
Hearing Board's adoption of 1) a finding regarding whether there are unmet transit needs which are reasonable to meet, and 2) recommended actions to meet the unmet transit needs, if any
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Permanent Adoption of Unmet Transit Needs Definitions

Definitions of Unmet Transit Need and Reasonable to meet transit needs were originally developed by the SSTAC and Hearing Board and adopted by Metro Board Resolution in May, 1997 as follows:

- Unmet Transit Need- any transportation need, identified through the public hearing process, that could be met through the implementation or improvement of transit or paratransit services.
- Reasonable to Meet Transit Need - any unmet transit need that can be met, in whole or in part, through the allocation of additional transit revenue and be operated in a cost-efficient and service-effective manner, without negatively impacting existing public and private transit options.

Based on discussions with and recommendations from Caltrans Headquarters' staff, these definitions have been adopted on an ongoing basis by the resolution. The Metro Board did re-approved the definitions of unmet transit need and reasonable to meet transit need at its meetings June 25, 1998 and June 24, 1999.

These definitions will continue to be used each year until further resolved by the Metro Board.

FY 2008-09 TDA ARTICLE 8
PROPOSED FINDINGS AND RECOMMENDED ACTIONS

CATALINA ISLAND AREA

- **Proposed Findings** - that in the City of Avalon there are unmet transit needs that can be met using TDA Article 8 funds; therefore, TDA Article 8 funds are to be used for the recommended action.
- **Recommended Actions** - that the City of Avalon address the following and implement if reasonable to meet: 1) maintain funding sources for transit services.

ANTELOPE VALLEY AREA

- **Proposed Findings** - that in the Cities of Lancaster and Palmdale and the unincorporated portions of North Los Angeles County, existing transit needs can be met* through the recommended actions using other funding sources. Therefore, TDA Article 8 funds may be used for street and road projects, or transit projects.
- **Recommended Actions** - that Antelope Valley Transit Authority (AVTA) address the following and implement if reasonable to meet: 1) continue to explore opportunities to improve dial-a-ride service and usability for seniors and people with disabilities; 2) explore effective service and greater outreach to rural areas of the Antelope Valley; 3) continue to evaluate more effective fixed route service, especially for seniors and people with disabilities; 4) gather information throughout the year from AVTA on public comments (comments made throughout the year will be included with all TDA Article 8 oral testimony and written comments); 5) continue to work with Metro to promote connectivity between the Antelope Valley and the Los Angeles basin; and 6) work with business groups such as chambers of commerce and the Valley Industrial Association to meet the needs of those needing transportation to and from their work.

*i.e., there are no unmet transit needs that are reasonable to meet

SANTA CLARITA VALLEY AREA

Proposed Findings - that in the City of Santa Clarita, and the unincorporated portions of the Santa Clarita Valley, existing transit needs can be met* through the recommended actions using other funding sources. Therefore, TDA Article 8 funds may be used for street and road projects, or transit projects.

- **Recommended Actions** - that Santa Clarita Transit address the following and implement if reasonable to meet: 1) continue to evaluate funding opportunities for additional Park and Ride facilities in Santa Clarita; 2) continue to assess service improvements; 3) continue to work with Metro to promote connectivity between the Antelope Valley and the Los Angeles basin; and 4) work with business groups such as chambers of commerce and the Valley Industrial Association to meet the needs of those needing transportation to and from their work.

*i.e., there are no unmet transit needs that are reasonable to meet

Response as provided by Mr. Randy Floyd

Mr. Chair and members of the Board, the Antelope Valley Transit Authority offers the following comments as follow-up to last year's TDA Article 8 Hearing process:

Recommended Actions:

1. Continue to explore opportunities to improve Dial-A-Ride service usability for seniors and people with disabilities.

AVTA recently expanded the Seniors Ride Free program to include those with disabilities. This action should significantly affect our Dial-a-Ride service making local transit the preferred mode. AVTA Continue to work with our contractor to expand service options. We anticipate involving the private sector to provide trips which are inefficient or impossible for AVTA to provide

2. Explore effective service and greater outreach to rural areas of the Antelope Valley.

We anticipate that the workload and staffing levels in FY2009-10 will allow additional outreach. As has been the case in the past, staff is available to attend town council meetings, senior center gatherings and other public venues.

3. Continue to evaluate more effective fixed route services, especially for senior and people with disabilities.

AVTA anticipates a line-by-line assessment to be complete within 60 days. This will indicate where improvements can be made.

4. Gather information throughout the year from AVTA on public comments.

Comments made throughout the year will be included with all TDA Article 8 oral testimony and written comments. AVTA has collected this information has provided it to Metro staff.

5. Continue to work with Metro to promote connectivity between Antelope Valley and the Los Angeles Basin.

AVTA has participated with the North County Connectivity Working Group to develop methods of leveraging resources and gaining efficiency so that additional alternatives can be provided for travel between the valleys. The AVTA Board recently approved the implementation of the Transit Access Pass (TAP), Smart Card program which will enhance connectivity to the other Los Angeles county transportation services.

6. Work with business groups such as the Chambers of Commerce and Valley Industrial Association to meet the needs of those needing transportation to and from their work.

AVTA continues to work with major businesses throughout the valley to determine the best method of developing a Job Access/Reverse Commute grant application. We recently completed a census tract to census tract analysis of work travel. This will also be used in the evaluation of our transit system, which will be included in the study. This should be complete in about 60 days.

AVTA has also recently implemented the new Maintenance Management System automated driver vehicle inspection system. These new systems will bring efficiency and added effective to our vehicle maintenance program which will result in less inconvenient for our patrons.

AVTA values the input of our riders and other stakeholders and looks forward to continuously working to improve the transit system in the Antelope Valley.

Response as provided by Mr. Adrian Aguilar

During the fiscal year, ridership aboard City of Santa Clarita Transit is projected to reach 3.8 million riders. This is a far cry from the 600,000 riders that we carried when the services was first introduced in 1991.

Since the formation of Santa Clarita Transit, the Santa Clarita Valley has experienced tremendous residential and commercial growth which led to significant increases in demand for transit services throughout the valley. Over the past 15 years, the city of Santa Clarita has worked closely with employers, regional transportation partners, such as Metro, County of Los Angeles and Antelope Valley Transit Authority, as well as our riders, to meet this growing demand.

The city's commitment to providing effective and efficient transit services continues to direct our focus.

As a result of last year's public hearings, four needs were identified for the Santa Clarita Valley. They include:

1. Continue to evaluate funding opportunities for additional Park n Ride facilities in Santa Clarita.
2. Continue to assess service improvements
3. Continue to work with Metro to promote connectivity
4. Work with business groups such as the Chambers of Commerce and Valley Industrial Association to meet the needs of those needing transportation to and from their work.

In response to those needs, the city of Santa Clarita continues to move ahead with the land purchase and construction of a Park and Ride facility adjacent to the McBean Regional Transit Center. This Park and Ride facility will include approximately 300 bus spaces, and the infrastructure needed to service passengers using multiple travel modes.

In addition, the city of Santa Clarita plans to add additional parking at the Jan Heidt Newhall Metrolink Station. This project will expand parking by approximately 95 spaces on property already owned by the city of Santa Clarita. This expansion will help to accommodate parking demand in the Newhall community and allow for increased usage by commuter and intermodal transit services.

In an effort to assess the overall parking demand within the Santa Clarita Valley, the city has commissioned a parking study that will help to identify future parking needs and potential solutions for meeting those needs. The study is scheduled to be completed by August 2009.

The city continuously works to assess its transit services and identify areas for improvement. Recently the City of Santa Clarita Transit commissioned a study for the city's commuter and local feeder service. The goal of this study was to measure the effectiveness and identify areas for improvement. Staff is currently working to implement a number of their recommendations outlined in that study, in conjunction with a scheduled August 2009 schedule change, and will continue to implement the recommendations over the next 12 months.

In an effort to promote increased connectivity between Santa Clarita Valley and Los Angeles Basin, the city of City of Santa Clarita Transit staff continues to work with Metro on projects such as TAP that will allow both Santa Clarita Transit and Metro customers to use a single form of fare media, the TAP card, on either service. This project will eliminate the need for cash and multiple fare types and remove one more carrier for travel within the region.

The city is also working to assess the effectiveness of Route 8, the service linking the Santa Clarita Valley and the Sylmar Metrolink station. Route 8 currently provides service seven days per week and allows Santa Clarita residents to make connections to a number of local and regional Metro routes.

City of Santa Clarita staff regularly attends and participates in membership meetings for a number of local business association organizations, including the Valencia Industrial Association. City of Santa Clarita Transit will continue these efforts and maintain an active role in the business community, as well as work with the city's Economic Development Division to promote transit as a viable alternative to the automobile within the business community.

TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY AND WRITTEN COMMENTS

FY 08 - SUMMARY TABULATION SHEET - ALL HEARINGS & AVTA Complaint listing

		Santa Clarita and Avalon	Antelope Valley	AVTA
1	General increase in service, including longer hours, higher frequency, and/or more days of operation			
1.1	More service in evening/morning, longer span of service			9
1.15	Service to and from schools			3
1.2	Weekend / Sunday / Holiday Service			1
1.25	Express Service			
1.3	Route design / special destinations / new bus stops	1	1	7
1.34	New stop at Sierra View Gardens	100		
1.35	Service for seniors / disabled			1
1.4	Increase frequency / relief of overcrowding	2	2	7
1.5	Expansion of Commuter Service hours, days, frequency, etc. Increase service to San Fernando Valley, Sylmar, Pasadena	4		
1.6	Mid-day commuter service			
1.7	Expansion of local routes			
1.8	Special Events (Summer Beach Bus)	1		
1.9	Increase service limit to rural areas			
2	Scheduling, reliability, transfer coordination			
2.1	Publish comprehensive bus routes & time tables			1
3	Demand responsive service, Dial-a-Ride availability			2
3.1	Service for Seniors			3
3.2	Access to medical care facilities	1		1
4	Bus Maintenance issues*			
4.1	Inoperable wheelchair lifts and tie-downs, wheelchair pass-ups, more wheelchair positions			
5	Security issues (Park-N-Ride lots, bus stops & buses). Include safety measures of surveillance.			
5.1	Improved pedestrian access / Safer corridor for pedestrians and bicycles			
6	Fare issues / Bus scripts			1
7	Park-N-Ride, Bus Stop, bus shelter issues, signage and amenities			
7.1	New Hub/Station at Magic Mountain	2		
8	Metrolink issues			
8.1	Other train issues: Super train/Mag Lev	1		
9	Other issues: better public information needed, bus improvements, upgrades, increase fleet, bus tokens, transit center			4
9.1	Better customer service from operators	1		1
9.2	Bus Driver Compensation	1		
10	Other, statement - Support	1		
11	Avalon - support*			
	Sub-total:	115	3	41

Totals -

159

=115+3+41

*Sub-Total of 1 coded comments by 1 individual for Avalon

Sub-Total of 18 coded comments made by 112 individuals for Santa Clarita

Sub-Total of 3 coded comments made by 2 individuals for Antelope Valley

Total of 22 comments extracted from testimony and letters by 118 individuals

GRAND TOTAL (with AVTA sheet) = 159

TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY AND WRITTEN COMMENTS (Summary)

FY 08 - CODED COMMENTS - SANTA CLARITA

<u>no.</u>	<u>code</u>	<u>Comment</u>	<u>City/County</u>	<u>Name or Agency</u>	<u>Written/Verbal</u>
		Customer Service	Santa Clarita	Tobias Bazan	Verbal
1	9.1	In the morning I bring bags of recycling. Sometimes the driver that usually picks me up, like today, he was okay with two bags per customer on this bus. And the bus driver, the one with the cap who always wears the sunglasses, lets me bring two bags of recyclables. I usually go clean up Central Park. I usually let the driver know I'm going to be heading back to Canyon Country and turn it in for recycling, because there's a recycling center down off of Soledad and Sierra Highway right next to the Mom Can Cook Thai restaurant. My question is, I seen a whole bunch of guys bringing recyclables, whole bunch of bags of groceries on the bus, and one driver got a little - very nervous about it. And I asked if I could transfer to the driver today, because the driver, he was so nice to everyone.			
		Bus Driver compensation	Santa Clarita	Mr. Goldberg	Verbal
2	9.2	A lot of the bus drivers that I see face-to-face, riding the buses, they're tired. They're exhausted. Some of them drive a lot of hours and put in a lot of overtime. They're sick. And your company's a little different than Veolia. Veolia was a little different. If something went wrong on the bus, it broke down, they had a mechanic they're to fix it right away, or they had a bus available. And what's happening is a lot of time the buses will be stuck, and there isn't anybody they're to replace the buses. ...So my point is that a lot of the drivers need to be compensated. They need to be looked at as people that are trying to keep the company going. They're real dedicated and devoted people.			
		Increase Frequency to Six Flags	Santa Clarita	Ms. Stark	Verbal
3	1.4	I work at Six Flags, and during the summer we get Internationals, like, a lot of them, especially the Thai people on the weekends. It's not as bad during the week, because we have the 501 shuttle. It goes to the back of the park during the week. But on the weekends (we have one) one bus that doesn't hold as many employees, and they start at 9 o'clock. And when you have all of these employees that start at the same time and they're trying to get on the bus, it's packed like sardines. I've taken photos of it. I've talked to one of the union reps. It's unsafe. They need to get a bridge bus, especially when we get more of the Thailand people, more of the internationals. We're going to be getting a lot more. And the park just opened full time, four weeks ago, so it's going to be -- more people are going to be getting jobs. They're going to take the bus more. And we need either a bridge bus or something, because I don't want to be stuck on a bus or stuck out there, because when we're late, we get docked points. And if we get up to ten points, we get fired. If we can't rely on the bus to get us there on time and safely, then -- I mean, I live in Canyon Country. I'm not going to walk from my house to Magic Mountain. I leave my house at 5 o'clock in the morning, which I shouldn't have to, just to beat all of the traffic and all of the people. There is like 100 people on that bus. And then there's people waiting for another bus because they can't get on because it's so full.			
		See Antelope Valley	Santa Clarita	Mr. Thomos	Verbal
4		My wife takes Number 6 AVTA, and they have cut the service to once every hour and a half, and that's not very convenient, so I was wondering who does she need to talk to about expanding the service on that particular line? (This will be tabulated with Antelope Valley comments as it is for AVTA service)			
		Service from Santa Clarita to Sylmar	Unknown	Drew Smith	Email
5	1.5	Santa Clarita just announced they plan on canceling service from Santa Clarita to Sylmar. This is a vital link between the Santa Clarita and San Fernando Valleys. Without it, there would be no local bus service between these valleys.			
		Petition for Bus Service at Sierra View Gardens (Avenue R4 and 20th Street East.	Santa Clarita	100 signatures	Written
6	1.34	Bus Service at Sierra View Gardens			

<u>no.</u>	<u>code</u>	<u>Comment</u>	<u>City/County</u>	<u>Name or Agency</u>	<u>Written/ Verbal</u>
		Metrolink on weekends and Summer beach bus	Saugus	Bruce Bingham	Written
7	8	So far the transit needs in my area have been pretty well met so what I would like to see is that Metrolink keeps on having trains coming in the Santa Clarita Valley on weekends.			
8	1.8	and also I would like to see the summer beach bus that comes every summer in the Santa Clarita Valley continue on doing that every summer.			
		Please consider changing the timing and routing for any of the routes below:	Unknown	Jeffry Jakay	Email
9	1.4	I work somewhere along Kelly Johnson Pkwy and Hercules St. in Santa Clarita 91355 and there is no bus going there though there are many companies with many employees. The only bus that goes that area is Route No. 7 that passes through Alta Vista and Constellation every 80 minutes or so making it practically very difficult to use. That is why I walk 25 minutes to take the bus No 1 or 2 at Ave Scott and Rye Canyon Rd that pass thorough every 60 minutes.			
		Service from Santa Clarita and Palmdale to Pasadena	Unknown	Peggy Burke	Email
10	1.5	Caltech in Pasadena has 2 van pools from Santa Clarita and one from Palmdale. We have about 20-25 people commuting from those area. Most of the carpools turned into vans. These are only the number of people currently using the van pools and does not include those people who drive alone. This is only people who work at Caltech, there are others who work at JPL and van pool in. There are people who live along the way in Sunland and Tujunga who might like the benefit of a bus line. I am certain that if there was a bus line you could expect people from Caltech, JPL, Parsons and other to ride it. Traffic is getting worse every day. I would much prefer to have someone else drive me so that I could end at work, less stressed. Currently if I wanted to take the metro rail from Santa Clarita I would have to ride it all the way into Union Station and then take it up to the Del Mar station and a bus from there. This would more than double my commute time. Not very efficient or eco friendly. It also seems a bit unfair to have a bus line to the Warner Center but not one to Pasadena.			
11	7.1	Why not turn that ugly area along San Fernando road and the 134 (where Levitz used to be) into a Metro hub going north, south, east and west? Trains could run there and then buses depart in each direction. It is wasted space and could be a fantastic transportation hub. Once built new light rail could branch out in each direction, along the 134 to the 405 and then south to LA. North to San Fernando and east to connect with the gold line. It certainly makes more sense than a bullet train to San Francisco which will only serve a limited group of people.			
12	10	I am very happy to see that someone is actually asking for our input in spending our tax dollars for a change. I am so tired of voting for rapid transit only to have those funds stolen and put in to the general coffers of the state.			
13	7	There is no Rideshare/Park and Ride lot on the 5 side of the freeway. The only one that I am aware of is off of the 14 near San Fernando Road. There is a rather large area at the corner of Cal grove and the Old Road near the Michael Antonovitch Reserve that would be perfect for a park and rides. It doesn't do any good to promote ride share or vanpools if there is no place for people to park.			
14	7.2	How about a transportation station at Magic Mountain? Buses, vanpool parking etc. Maybe a partnership with Magic Mountain that would benefit the whole community might be possible.			
		Service to Pasadena	Caltech	Cynthia Tognazzini	Email
15	1.5	I feel a bus service from the AV/SCV area to Pasadena would be extremely valuable. I grew up in Agua Dulce. This area is still very rural with extremely limited transportation access and service. These two areas have been growing at a great rate which makes a need for more access to public transportation even more necessary and valuable than it has been in the past. I along with many others that I know of make this daily commute from this area to the Pasadena area. I did look at commuting via Metro train to Pasadena...but my commute would have taken me over 2 hours each way... to catch the Metro...then catch the Metro gold line into Pasadena, then still would have either had to walk a mile...or catch a bus from the metro station to my work location at Caltech. This commute was just not feasible.			

<u>no.</u>	<u>code</u>	<u>Comment</u>	<u>City/County</u>	<u>Name or Agency</u>	<u>Written/ Verbal</u>
		Extend bus service - Haskell Canyon & Copperhill	Saugus	George Pargas	Email
16	1.3	I would like to see bus service extended to the northeastern part of Saugus specifically in the area of Haskell Canyon and Copperhill Hill streets. As it is right now, residents of this area have to walk almost 2 miles to Bouquet Canyon Road to catch a bus to Valencia and other parts of the valley. My elderly mother-in-law (77 years old) is always mentioning to me how much she wishes there was bus service in the vicinity she should use to relieve her boredom of having to stay home all day while my wife and I are at work since she does not drive. I am sure there are other residents who feel the same way as my mother in law. I had contacted Santa Clarita Transit about three months ago to request bus service in my area and was talk it had no plans to provide bus service in my area in the near future.			
		Service to Pasadena	Caltech	Georgia Mendoza	Email
17	1.5	I live in Sunland and have co-workers who live in Santa Clarita, even out in Palmdale, that commute to Pasadena on a daily basis. While some carpool or vanpool, there are not enough vanpools and this option offers no flexibility in the event of illness or emergency. I believe that a bus line, maybe and express line could benefit many commuters, as well as the Transportation department, cut down on traffic and pollution, and create jobs. The bus line could run early morning beginning 4:30, running every 15 to 20 minutes until 8:00 a.m. and 3:30 p.m. every 15 to 20 minutes, until 8:00 p.m. In between time the buses could run every hour. Stops for an express bus to and from Santa Clarita could include Santa Clarita, Sunland, La Crescenta, Pasadena.			
		Access Riders (Access Services)	Unknown	Mary Ann Griffin	Email
18	3.2	Access riders needs - Another pick up at Olive View - 2 p.m.; Direct rides from San Fernando Valley and Santa Clarita Valley doctors. No Olive View stop; Accommodations for heavy person in a heavy wheel chair in excess of 600 lbs.			
AVALON COMMENTS					
1	11	Support of funds to be used for transit.	Avalon	Karen Hague	Verbal

Total of 1 verbal comment for Avalon.

Total of 18 comments made by 112 individuals in Santa Clarita.

TDA ARTICLE 8 UNMET NEEDS PUBLIC TESTIMONY (Summary)

FY 08 - 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</u>
		Service Expansion	Santa Clarita Hearing relevance to AVTA	Mr. Thoms	Verbal
1	1.4	My wife takes Number 6 AVTA, and they have cut the service to once every hour and a half, and that's not very convenient, so I was wondering who does she need to talk to about expanding the service on that particular line?			
		Frequency/Bus Route	Lancaster	Ms. Herman	Verbal
2	1.5	<p>I am here to speak on behalf of the clients of the Independent Living Center of Southern California. I am a service support specialist whose job it is to assist people in our community with disabilities. Our clients feel that there are unmet transit needs. Clients feel that breakdowns of buses should be anticipated, and alternate buses should be made available as soon as possible. In rush hour times, such as school or work letting out, buses should come every 15 minutes rather than 30, especially on Avenue S and 47th Street East in Palmdale.</p> <p>In rush hour times, such as school or work letting out, buses should come every 15 minutes rather than 30, especially on Avenue S and 47th Street East in Palmdale. Route 1 comes once every hour after 5:30 p.m. and clients feel this should be changed to once every 30 minutes. And Route 4 in Lancaster runs every hour. This also needs to be changed to once every 30 minutes.</p>			
3	1.3	The clients who seek our services from Lake Los Angeles would like more effective bus routes and stops to allow them to seek employment and service in the Lancaster and Palmdale area.			

Total of 3 coded comments made by 2 individuals (Santa Clarita & Lancaster meetings) for the Antelope Valley.

AVTA

Complaints by Feedback Subtype

Received From 04-01-08 To 04-08-09 For BSR

BSR

Feedback ID	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
530	BSR				04-17-08	04-23-08
<p>Comments: Caller telephoned us yesterday and said that she has a child that goes to East Side High School, and the Supplemental Route 4 is designed for AV High School. Caller stated that East Side High School is located at Ave J8/30th St E; however after checking with Dispatch, I informed caller that the Supplemental 4 does not stop at J8/30th E. In addition, even if her child were to take the Supplemental 4 home and she walked to the bus stop, it only runs Mon, Tues, Thurs, and Fri, and not on Wed. because it is designed for AV High School. Caller feels that we should have a bus that will accommodate the students that attend East Side High School. Caller also doesn't want her child walking because she wants her child to be safe and to get to school on time. She also doesn't want her child out in the cold. Caller stated that she would also like to suggest that we have more than one route in the morning and one route in the afternoon in case the kids are running late. Caller said that she would be more than willing to pay extra to get her child to school safely and on time.</p>						
841	BSR				07-09-08	07-09-08
<p>Comments: I WOULD LIKE TO KNOW IF AVTA COULD PLACE A BUS STOP AT 154TH ST E ON PALMDALE BLVD.</p>						
842	BSR				07-09-08	07-09-08
<p>Comments: THE RESIDENTS OF EAST LANCASTER ARE NOT BEING ADEQUATELY SERVED BY AVTA. WE NEED A BUS THAT LOADS AT 30TH ST E AND AVE K GOING WEST BOUND TO 10TH ST W AND TURNS AND GOES DOWN. I HAVE A GRANDAUGHTER WHO NEEDS TO GET TO SCHOOL.</p>						
1306	BSR				10-21-08	10-21-08
<p>Comments: Caller requested an additional stop for the Lake L.A. Express on Palmdale Blvd & Longview Rd. Caller stated that Longview Rd is between 150th St E and 110th St E. Caller stated that she's pregnant and it's difficult for her to walk to Longview Rd.</p>						
1556	BSR				01-16-09	01-16-09
<p>Comments: PLEASES PUT MORE BUS STOPS ON AVE H 20TH ST EAST COORIDOR ON BUS ROUTE 7.</p>						
1636	BSR				02-18-09	02-21-09
<p>Comments: Caller wanted to request bus stops for route 1 on Sierra Hwy between E Ave R and E Ave S where AV Press and a storage unit facility is located.</p>						
1696	BSR				03-11-09	03-13-09
<p>Comments: Caller lives close to Palmdale Blvd and Longview -- and she indicated that Longview is close to 140th St E. Caller, her mother and her neighbors have to walk to Palmdale Blvd & 150th St E to catch the Lake L.A. Express to go to/from Palmdale, which is too far to walk for her 65 year old mother, and some of her neighbors who are sick. Caller wants to request a stop at Palmdale Blvd & Longview.</p>						
1718	BSR				03-18-09	03-18-09
<p>Comments: Caller is a disabled senior, and he lives over by 10th St W / Jackman by the two senior complexes -- Arbor Court and Arbor Grove. Caller is requesting a stop for the 1SB at 10th St W / Jackman. Caller walks with a cane, and it is difficult for him to walk over to the next closest stops which would either be at 10th St W / Lancaster Blvd or 10th St W / Ave I. Caller stated that there are other disabled seniors that have the same problem at this location.</p>						

Complaints by Feedback Subtype

Received From 04-01-08 To 04-08-09 For RSA

RSA

Feedback ID	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
619	RSA				05-08-08	05-09-08
Comments: ALL AVTA BUSES NEED TO RUN LONGER ON THE WEEKENDS						
621	RSA				05-08-08	05-09-08
Comments: NEED MORE BUS SERVICE IN AND OUT OF LAKE LA. ALSO MUST RUN ON PALMDALE BLVD WHERE BANKS ARE LOCATED A MUST.						
681	RSA				05-29-08	06-02-08
Comments: Caller would like route no. 1 to run every 30 minutes on weekends.						
760	RSA				06-18-08	06-18-08
Comments: Caller stated that our bus system does not have enough local lines, and she feels that it should be running faster. She suggested that we have rapid runs for the more populated areas so that the bus will be running more frequently in those areas.						
843	RSA				07-09-08	07-09-08
Comments: WITH GAS PRICES AT AN ALL TIME HIGH I BELIVE THE COMMUNITY CAN USE THIS SERVICE WE JUST NEED BUSES THAT RUN EARLIER AND LATER SO WE CAN COMMUTE TO AND FROM WORK.						
846	RSA				07-09-08	07-09-08
Comments: BUS#6? TIME CHANGE FOR WHAT ? WE NEED LONGER BUS HOURS ! AND SHORTER BUS TIME FOR THE #6.						
1079	RSA				08-27-08	08-27-08
Comments: Caller wanted to put in a suggestion that we extend the DAR service hours for the weekends so that the DAR clients can book rides up to at least 6:30 p.m.						
1149	RSA				09-11-08	09-11-08
Comments: MAYBE ADDING ANOTHER BUS IN THE MORNING FOR ROUTE 787. WE SEEM TO BE LEAVING MORE PEOPLE BEHIND EVERY DAY						
1195	RSA				09-23-08	09-23-08
Comments: Caller wants us to put designated times stops for each individual stop.						
1381	RSA				11-06-08	11-07-08
Comments: WE NEED EARLIER BUS GOING TO THE SENIOR CENTER BLUDING BECAUSE I NEED TO GET THERE AT 6:30 AM AND YOUR BUSES DONT STOP SO WE NEED EARLY BUSES FOR THOSE WHO DONT HAVE CARS RIGHT NOW.						

Complaints by Feedback Subtype

Received From 04-01-08 To 04-08-09 For RSC

RSC

Feedback ID	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
1164	RSC				09-11-08	09-17-08
<p>Comments: Caller works at AV Prison on 60th St W and she needs to be at work by 6:00 a.m. Caller starts at Ave K / 30th St W. Caller is requesting a direct route from K / 30th St W to AV Prison so that she doesn't need to take two buses; and most importantly to caller is that she is requesting that we add a route 7 that will start running earlier in order to get her to the AV Prison in time to start work by 6:00 a.m.</p>						
1235	RSC				10-01-08	10-01-08
<p>Comments: Caller is requesting a bus that will start at the Lancaster Senior Center and go to Ave J8 and 30th St E. Students start school at this location at 8:00 a.m., except on Tuesdays and Thursdays and on these days they start at 8:45 a.m. Caller stated that a bus is needed for this area not only for students at these times, but also for adults that may need to attend school conferences, PTA meetings or something else of that nature. Caller stated that some people that need to attend these meetings are seniors and they are unable to walk very far.</p>						

Complaints by Feedback Subtype

Received From 04-01-08 To 04-08-09 For SA

SA

Feedback ID	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
694	SA				06-03-08	06-03-08
Comments: Caller left message about PTC being closed to purchase passes as well as her car being broken into in the parking lot there.						
774	SA				06-20-08	06-26-08
Comments: Caller left message regarding buses running late and needing to run more frequently. He believes that the route I should run more frequently since it is the only bus in town that goes from Larcaster to Palmdale.						
784	SA				06-25-08	06-30-08
Comments: Caller left message stating that he was dropped off at 60th St. West and Ave. K, but that he can't be picked up there. Caller feels that there should be a stop there because several people have to walk to and from that stop to catch the bus.						
797	SA				06-30-08	06-30-08
Comments: Hi Pam...I used to commute to the San Fernando Valley, Canoga/Oxnard. I have now changed employers. My new employer is located in Porter Ranch. I would like to continue to ride the bus. The location where I would be dropped/picked up would be Rinaldi/Wilbur. It is right off Reseda Blvd exit. My start date is March 3.						
816	SA				07-02-08	07-08-08
Comments: I am writing to express my frustration with the way our customers are being treated. I have written to you before about this same issue but it appears that no action was taken by your company. The riders are being inconvenienced only a daily basis because your bus drivers are too "lazy" to count passengers to determine how many seats are available. On a daily basis by the time we arrive at Plummer & Reseda on the return trip home passengers board the bus only to learn there are no seats available. Before boarding the bus some passengers proceed to use the storage space only to learn there are no empty seats available. Then they have to trot off the bus & retrieve their items from the storage space. Not only is this frustrating for the passengers on the bus because of the delay it must be doubly frustrating for the passengers boarding the bus when this problem could have been prevented if only the bus driver would have counted the passengers before we arrived at the Plummer & Reseda stop. It only takes a minute for driver to get out of their "seat" to check on empty seats to count instead of "yelling" how many seats are available. Also, it is not the "responsibility" of the passengers on the bus to count empty seats when this should be the Drivers responsibility. Also, shouldn't the Bus Drivers pay more attention to the road instead of talking?						
900	SA				07-21-08	07-28-08
Comments: Caller left phone message regarding several passengers being left behind at PTC for 787. It has happened several days, and they are wondering what is going to be done about it.						
909	SA				07-21-08	07-28-08
Comments: Caller left message claiming that several people are being left behind on route 787 due to last being crowded. Why can't earlier buses do a turn around to provide more runs on heavy traffic routes?						

Complaints by Feedback Subtype

Received From 04-01-08 To 04-08-09 For SD

SD

Feedback ID	Subtype	Provider	Operator Name	Action Type	Date Received	Date Responded
1303	SD				10-18-08	10-23-08
Comments: Mr Dijon called and complained about the #6 bus going to little rock. Mr Dijon was going to Pete Knight HS @ 12:45 and found that the bus had to call for maintenance because it ran out of gas. Mr Dijon wants to know how the AVTA could allow a bus to leave the yard with checking to see if it has a full tank?						
1313	SD				10-22-08	10-24-08
Comments: Mr Stewart called and stated that we should post the supplemental time for the #4 route bus. In this way, he would know not to use that route at that time. Instead we subject him to the noise and crowd that is on the bus at the time.						
1520	SD				01-07-09	01-13-09
Comments: PLEASE DO NOT SCHEDULE BUSES THAT HAVE A LOT OF STEPS TO THE MAYFLOWER GARDENS "S" RT. THERE ARE A LOT OF SENIORS THAT LIVE OUT HERE.						
1521	SD				01-07-09	01-13-09
Comments: PLEASE USE YOUR BUSES WITHOUT ENTRY STAIRS ON THE ROUTE (S) LINE.						
664	SD	AVTA			05-19-08	05-22-08
Comments: Caller left message claiming that she was picked up on time, however she was driven around and taken by the same location twice before taken to her appointment. Caller is a Dialysis patient.						
673	SD	AVTA			05-27-08	05-28-08
Comments: Caller left message stating this was her first time using DAR and she was very disappointed. First the ride was let, then she taken to the outside to pickup 2 other passengers before being taken home. She was only 3 miles from her house and had to spend an hour the bus.						
752	SD	AVTA			06-16-08	06-20-08
Comments: Caller is now sick to her stomach due to A/C not working, bus being very dirty, and waiting on the bus with the doors closed while the driver went to pick someone up. Caller was picked up at 11:57am and didn't get home until 1:10pm. The driver was very nice, but had a horrible vehicle.						
1209	SD	AVTA			09-23-08	09-29-08
Comments: Caller left message claiming that her DAR driver was instructed to drive to Lancaster and pick up a Daycare patient, before taking her to her dr. appt. by 8:30am. Caller was very upset, because she has a dr. appt. but Dispatch doesn't seem to care. Caller canceled her other rides due to this.						
1489	SD	AVTA			12-22-08	12-24-08
Comments: Callers daughter called regarding her father Orville Rollings. He is bedridden at home and can not wait outside in the freezing weather. The driver didn't honk nor did anyone call to say that the driver was waiting. They were looking out the front window at his pick up time and no one was there.						

Customer Request for Service

04-01-08 to 04-08-09

Latisha Kirk	661-547-5246	service needed in 47th W and Ave. J	Lancaster
Constance Gentry	661-718-3692	service needed in 50th W and Ave J	Lancaster
COM system		Route 5 needs additional runs	Lancaster
COM system		service needed to Central and East San Fernando	
COM system		more service needed to Lake Los Angeles	