

REMINDER - - upcoming holiday schedules:  
No service on Labor Day ~ Monday, September 5, 2005

In honor of Labor Day, there will be no service at all on Monday, September 5, 2005. To accommodate our passengers who may be working a half day on Friday, September 2, AVTA will offer an early afternoon run.

### ROUTE 785

The first afternoon bus will begin its run at 1:00pm All other buses will run as scheduled with the exception of Run 6, which will not run.

### ROUTE 786

The first afternoon bus will begin its run at 1:00pm the second bus will run on the second run's schedule.

### ROUTE 787

The first afternoon bus will begin its run at 1:00pm. All other buses will run as scheduled, with the exception of Run 8 which will not run.

## AVTA Executive Director Randy Floyd comments on Aug. 24 Public Hearing

I would like to thank those of you who took the time to attend our recent evening board meeting and public hearing session. Several issues came up as a result of customer comments received during the public hearing. We will attempt to address these throughout the coming weeks.

1) Why don't all of the routes have the same fare? The fares are based on time and ridership. Some routes have higher ridership and so the fares are lower. We would be happy to work with the riders to develop routes that are shorter (more direct or connect to transit hubs) or to increase ridership/decrease runs. Your feedback is welcomed. There are always trade-offs.

2) Board members pointed out that our main mission is to provide local transit. In fact, the jurisdictions that make up AVTA (Palmdale, Lancaster and Los Angeles County) are required, by law, to provide local transit. In order to do this effectively AVTA cannot afford to operate other services that divert resources away from our main mission. As a result, the AVTA Board has elected to significantly raise fares in an attempt to have the commuter service provide 90% of its funding through pass sales.

3) There was an incident on 786-1 where the bus suffered a flat tire and passengers boarded 786-2. Some reported being harassed and threatened by the 786-2 riders. 786-2 riders reported no such incidents occurred. After reviewing the tapes, nothing conclusive was discovered as there were no physical altercations. This is not the first report of this type of behavior though. To help insure that everyone can enjoy a quiet, peaceful ride to and from work, AVTA will invest more in on-board security.

4) Some passengers suggested that "AVTA should just decrease profits." It is a common misconception that AVTA makes money providing these services. The goal for the commuter service is 90% cost recovery, not including capital (which is paid for largely through grants). The remaining 10% is paid for by the cities of Palmdale, Lancaster and Los Angeles County. The commuter services compete with other City and County and AVTA services for funding.

It is AVTA staff's job to implement the direction set by the Board. We hope to work with the riders to continuously improve service while staying within the funding parameters we are given. We are improving maintenance and phone systems and researching more comfortable seats. We would be interested to get your feedback on more cost effective routes, which we are currently cost modeling. Please continue to e-mail or fax us your comments and questions.

## PASSENGER COMMENT CARD

Name: \_\_\_\_\_ email address: \_\_\_\_\_

Route: \_\_\_\_\_ Run: \_\_\_\_\_ A.M. Start Point (please circle one) LCP PTC

I would like to comment on the following issue:



---

---

---

---

---

FAX YOUR COMMENTS to Pam Holland, Customer Service Manager, at 661-726-2615 or leave this form with your driver. You may also email your comments to [pholland@avta.com](mailto:pholland@avta.com)

