

Antelope Valley Transit Authority

Fiscal Year 2018

TITLE VI

Program Update



42210 6th Street West | Lancaster, California | avta.com
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Chapter 1: Introduction

1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

This document was written in response to Federal Transit Administration (FTA) Circular 4702.1A. FTA requires transportation agencies to demonstrate compliance with Title VI of the Civil Rights Act of 1964 (Title VI) by submitting a program update every three years.

Title VI ensures that “No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

The Title VI program update consists of supporting documentation that provides evidence of equitable distribution of services; promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin; and meaningful access to transit-related programs and activities by persons with limited English proficiency.

1.2 ANTELOPE VALLEY TRANSIT AUTHORITY

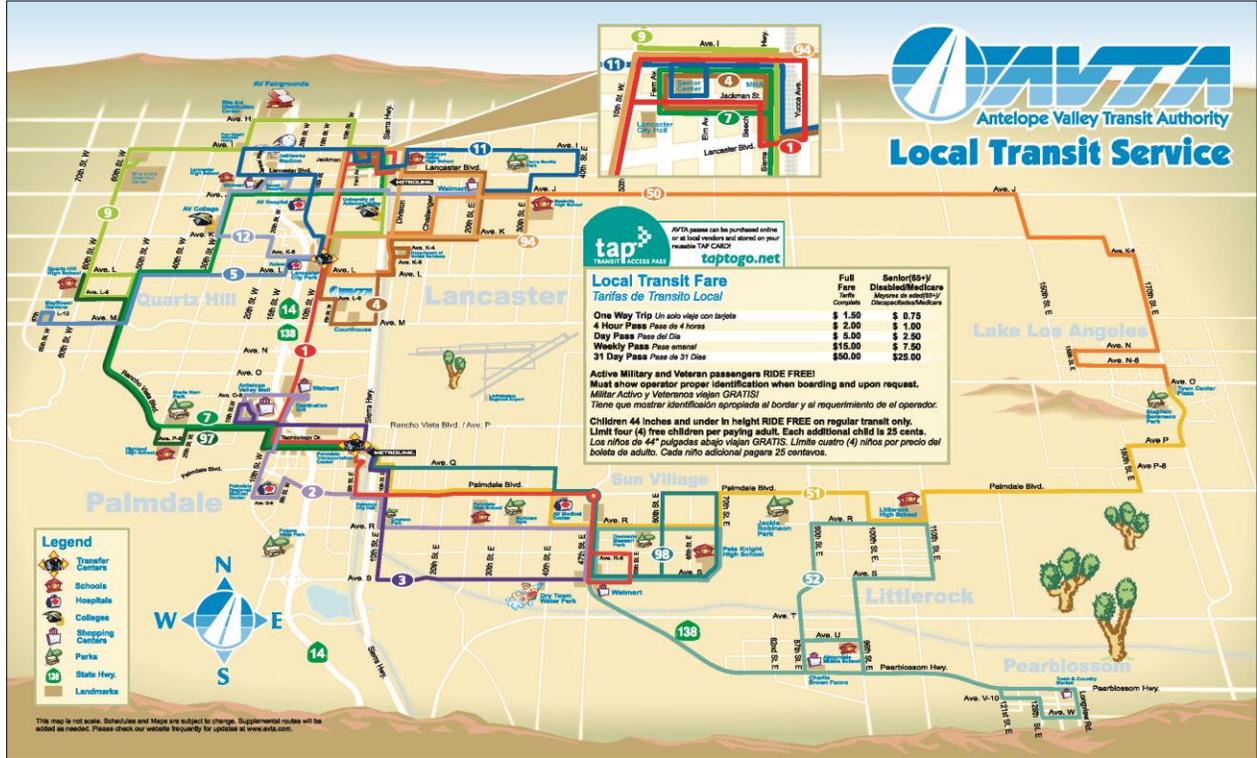
The Antelope Valley Transit Authority (AVTA) is a public entity created on July 1, 1992, pursuant to Section 6506 of the Government Code of the State of California. AVTA was formed under a Joint Exercise of Powers Agreement (JPA). Its members consist of the County of Los Angeles and the cities of Lancaster and Palmdale. The JPA members jointly contribute capital and operating funds to AVTA each year to assist in the provision of transit services to the Antelope Valley area.

The Antelope Valley Transit Authority (AVTA) is located in Southern California, approximately 70 miles north of Los Angeles. Its principal office and bus facility is situated in the City of Lancaster, California. AVTA was formed to provide and administer public transportation services for the citizens of Lancaster, Palmdale and certain unincorporated sections of the County of Los Angeles in the Antelope Valley area.

AVTA’s total service area covers approximately 1,200 square miles and is bounded by the Kern County line to the north, the San Bernardino County line to the east, the Angeles National Forest to the south, and Interstate 5 to the West. AVTA includes a network of 12 local transit routes, three commuter routes, and the North County TRANSporter (NCT) service, which operates as a bridge service between the Santa Clarita and Antelope Valleys on weekdays. AVTA provides three supplemental route services to alleviate crowding on local routes during peak hours. The supplemental service operates two times a day. Local service is operated on weekdays from 5:00 a.m. to 12:45 a.m. Weekend service is operated from 6:00 a.m. to 11:45 p.m. Commuter routes and the NCT service operate Monday through Friday from 3:50 a.m. to 7:54 p.m.

AVTA also provides urban and rural dial-a-ride service. Service within the urban zone and rural Zone 1 is available to elderly persons and persons with disabilities. Service within rural Zone 2 is open to the general public, operating on weekdays from 6:00 a.m. to 7:30 p.m. and weekends from 8:00 a.m. to 6:00 p.m. Reservations may be placed between 8:00 a.m. and 5:00 p.m. any day of the week.

AVTA fixed-route, dial-a-ride and maintenance functions are provided under contract with Transdev Transportation and Transdev IntelliRide.



1.3 AVTA VISION AND VALUES

VISION

We are the recognized leader – regionally and nationally – in providing public transportation that improves mobility and serves as a catalyst for economic opportunity for those who live, visit, or work in the communities we serve.

We exceed customer expectations by providing service that is:

- Safe and reliable.
- Valued by the community.
- Responsive and innovative.
- Caring and courteous.
- Cost effective.

VALUES

- **Communication:** We value communication that is timely, direct, open and honest.
- **Respect:** We demonstrate respect for our customers, team members, and stakeholders.
- **Transparency:** We demonstrate accountability and transparency in all activities.
- **Empowerment:** We empower our team members with resources to achieve our vision.
- **Stewardship:** We make decisions that protect the public trust.

Chapter 2: General Requirements

2.1 TITLE VI NOTICE TO THE PUBLIC

The FTA requires that AVTA provide information to the public regarding the recipient's obligations under the Title VI regulations and explain to members of the public of their rights under Title VI.

The following information is made available to the public in both English and Spanish via AVTA's website and printed brochures, which are placed at our customer service center, located in the main lobby of AVTA's administrative offices. In addition, brochures are on all fixed-route buses and restocked on a daily basis. Our complete Title VI Program is also available upon request.

Title VI Public Notice

What is Title VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

The Antelope Valley Transit Authority (AVTA) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

Who can file a complaint?

Any person who believes that they have, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with AVTA.

AVTA Title VI Policy

As a recipient of federal funds, the Antelope Valley Transit Authority (AVTA) has certified and provided assurances that it will fully comply with Title VI of the Civil Rights Act of 1964. AVTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, on the basis of race, color or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service that AVTA furnishes on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color or national origin.

How do I file a Title VI Complaint?

If you believe you have been discriminated against, you may file a signed, written complaint within 180 days of the date of alleged discrimination. The complaint should include the following information:

- a. Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- b. The location, names, and contact information of any witnesses.

The complaint may be filed in writing with AVTA:

Antelope Valley Transit Authority
42210 6th Street West
Lancaster, CA 93534
Attention: Title VI Officer

Complaint Assistance

AVTA will assist with writing a complaint if the complainant is unable to do so.

- Email: titlevi@avta.com
- Phone: 661.729.2224
- Hearing Impaired: 1.888.880.3273 (TDD)

Complainants may also file a Title VI complaint with an external entity such as the FTA, other federal or state agency, or a federal or state court. However, should a complaint be filed with AVTA and an external entity simultaneously, the external complaint will supersede the AVTA complaint and AVTA's complaint procedures will be suspended pending the external entity's findings.

In addition to the complaint process at AVTA, a complainant may file a Title VI complaint with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839.

What happens to my complaint to AVTA?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by AVTA will be recorded and immediately assigned a complaint number by AVTA Customer Service.

AVTA Customer Service will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Complaints will be elevated to the appropriate management team responsible for Title VI compliance.

In instances where additional information is needed for assessment or investigation of the complaint, AVTA will contact the complainant in writing within 15 working days. Failure of the

complainant to provide the requested information by a certain date may result in the administrative closure of the complaint.

AVTA will investigate the complaint and prepare a draft written response subject to review by AVTA. If appropriate, AVTA may administratively close the complaint.

AVTA will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon all of the information received, AVTA will prepare a draft written response subject to review by AVTA's CEO/Executive Director.

The CEO/Executive Director will determine if the complaint may be administratively closed after the draft is written, or if a final written response is needed. If a final written response is needed, AVTA will send the response to the complainant and advise the complainant of his/her right to file a complaint externally.

The complainant also will be advised of his/her right to appeal the response to federal and state authorities as appropriate. AVTA will use its best efforts to respond to a Title VI complaint within sixty (60) working days of its receipt of such a complaint, unless a complaint is filed with AVTA and an external entity simultaneously as noted previously.

How will I be notified of the outcome?

AVTA will send a final written response to the complainant and advise the complainant of his or her right to file a complaint externally. AVTA will use its best efforts to respond to Title VI complaints within 60 working days of its receipt of such complaints.

2.2 AVTA TITLE VI COMPLAINT FORM AND PROCEDURES

AVTA maintains an internally controlled comment tracking system (TransTrack) where customers are able to submit comments, suggestions or complaints through various channels, including in person at the AVTA's central facility, facsimile, and telephone or email communication.

Information on how to submit a comment, suggestion or complaint is also available in Spanish. Customers with Limited English Proficiency (LEP) can submit comments utilizing the same methods. Once a customer submits a complaint, the comment is categorized and sent to the appropriate departments and/or AVTA's Operations and Maintenance contractor.

Any complaints of discrimination on the basis of race, color, or national origin are placed in TransTrack under a specific Title VI category. These complaints are recorded and maintained in TransTrack, including the date the complaint was filed; a summary of the allegation; the status of the investigation; and any actions taken in response to the complaint as highlighted in AVTA's Notice of Customer Rights Under Title VI (Appendix A).

The AVTA Title VI Complaint Form (Appendix B) is available by e-mail, in print on request, and via PDF download on the AVTA website.

2.3 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

All transit recipients shall prepare and maintain a list on any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by the FTA;
- Lawsuits; and
- Complaints naming the Antelope Valley Transit Authority.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in AVTA Title VI Program submitted to the FTA every three years.

AVTA has had no lawsuits and only one complaint alleging Title VI violations since the submittal of its 2015 Title VI Program update, which was unsubstantiated. The following table summarizes the only complaint received.

Created On	Complaint Description	Status	Summary of Review and Action Taken
April 3, 2017	Complaint stated a passenger felt discriminated against by another passenger and operator did not sufficiently intervene. Two passengers in wheelchairs attempted to board the bus. A passenger could not board the bus as the reserved seating area for individuals with disability was occupied by another passenger with a walker. The passenger with a walker did not vacate the seating area for individual with disability. Verbal disagreements occurred between the two passengers.	Unsubstantiated	AVTA and TransDev staff reviewed video recording of the incident. The bus driver attempted to deescalate the issue but could not legally ask the passenger to vacate the seat. The driver did not violate any Title VI regulations.

2.4 PUBLIC PARTICIPATION

The Federal Transit Administration (FTA) requires a locally developed process to consider public comment before raising fares or carrying out a major reduction in transportation service (Chapter 53, Section 5307). The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public outreach process.

Actions such as the establishment of new service, fare adjustments, major modifications to existing service (25% or more), and elimination of any bus route may include a formal process of review by AVTA, including meaningful public engagement conducted by AVTA staff. AVTA uses a broad range of outreach tools as documented in the AVTA Fare and Service Change Guidelines (Appendix C).

Meaningful public engagement may include public hearings, public meetings, distribution of seat drops, written materials on all fixed route vehicles, posting of informational flyers, and the information on the AVTA website. Notices (signs and brochures) describing proposed change(s), date(s) and location(s) of any hearings or meetings are also posted on all buses and at transfer centers. AVTA also uses social media, such as Facebook status updates, Twitter feeds, and direct e-mail blasts as additional means of communication. Open public meetings and formal public hearings are frequently used in an effort to gain public review and comment.

AVTA is also in communication with many organizations throughout the region and often attends meetings and events sponsored by these groups. These groups include senior organizations, city and county partners, business associations, and other organizations within AVTA's service area.

In April 2015, AVTA conducted ten public community discussion sessions for the July 2015 proposed service changes. It recommended changes to fare structure; rider relief coupon program; and route alignments on routes 1, 2, 3, 5, and 7; as well as schedule adjustments. The outreach meetings were held between April 20 and April 28 at Lancaster City Park (now Sgt. Steve Owen Memorial Park), Palmdale Transportation Center, Resource Fair/Legacy Commons Senior Center, Antelope Valley College, AVTA's administrative offices, Antelope Valley Senior Center, and Lake Los Angeles Town Council Meeting. At all outreach events, materials were distributed in English and Spanish. The public was notified of the meeting through bilingual (English/Spanish) flyers and posters placed on all coaches as well as at the Palmdale Transportation Center, Lancaster City Park (now Sgt. Steve Owen Memorial Park), Lancaster Senior Center, Highland High School, Quartz Hill High School, and the Antelope Valley Union High School District (AVUHSD). A survey regarding the service change was distributed on a portion of trips on all routes and was available in both English and Spanish. The survey included several questions regarding the proposed fare changes and allowed respondents to write in comments. The survey distributed on commuter routes utilized different fare change questions since the proposed changes were different by route. A total of 1,229 surveys were collected on local routes and 244 were collected on commuter routes.

In March 2016, AVTA conducted ten public community discussion sessions for the August 2016 proposed service changes. It recommended changes to route alignments on routes 6, 7, 10, 15 and Lake Los Angeles Express, as well as schedule adjustments. The outreach meetings were held between March 10 and April 13 at Lancaster City Park (now Sgt. Steve Owen Memorial Park), Palmdale Transportation Center, Legacy Commons Senior Center, Antelope Valley College, University of Antelope Valley, AVTA's administrative offices, Antelope Valley Senior Center, Littlerock Town Council Meeting, Antelope Acres Town Council Meeting, and Lake LA Town Council Meeting. Members of the public were also able to submit written comments directly to AVTA.

During any AVTA public meeting, if and when any special accommodation is desired, the public can call AVTA Customer Service 72 working hours prior to the meeting to arrange the proper accommodations. Upon request, AVTA will provide Spanish translation and can offer interpreters for other languages, including American Sign Language (ASL). All AVTA meetings and hearings provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990 and facilities are wheelchair accessible.

2.5 LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Per the Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000),” AVTA is federally mandated to develop and implement a Language Assistance Plan by which Limited English Proficiency (LEP) persons can meaningfully access translations of written and oral information.

As such, AVTA must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for LEP persons.

The LEP Plan documents the four-factor analysis completed to identify appropriate language assistance measures needed to improve access to AVTA services and benefits for LEP persons. Under the analysis, it was determined that approximately 14.3% of the population within AVTA’s service area has limited proficiency in the English language. The most predominate language spoken other than English is Spanish at 90.6% of all LEP individuals within our service area. The LEP analysis documents current measures used by AVTA to assist LEP populations including:

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on programs and services.
- Provide a bilingual staff member at all community events and public hearings.
- Continue to survey bus drivers, dispatchers and customer service staff regarding their contacts with LEP persons during the previous year;
- Continue to post the AVTA Title VI notice and LEP Plan on the agency website, www.avta.com;
- Continue travel training for LEP persons with the assistance of bilingual staff;
- Include questions about whether an interviewee is bilingual on written questionnaires for bus driver and customer service staff during recruitment; and
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service.

AVTA’s Limited English Proficiency (LEP) Plan was updated for this Title VI Program and is attached in Appendix D.

2.6 MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES

The FTA states that a recipient may not, on the grounds of race, color, or national origin, deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of our service development and planning program.

AVTA is governed by a six-member Board of Directors with governance responsibilities over all activities related to the AVTA. The Board is comprised of two directors from each participating jurisdiction. A CEO/Executive Director manages day-to-day operations and implements Board policy in accordance with the duties specified in the applicable sections of the Government Code of the State of California and the JPA.

AVTA Board of Directors		
Member	Jurisdiction	Minority/Non-Minority
Marvin Crist	City of Lancaster	Non-Minority
Angela Underwood-Jacobs	City of Lancaster	Minority
R. Rex Parris	City of Lancaster (alternate)	Non-Minority
Ken Mann	City of Lancaster (alternate)	Non-Minority
Raj Malhi	City of Lancaster (alternate)	Minority
Michelle Flanagan	Los Angeles County	Non-Minority
Dianne Knippel	Los Angeles County	Non-Minority
Austin Bishop	City of Palmdale	Non-Minority
Steven D. Hofbauer	City of Palmdale	Non-Minority
Juan Carillo	City of Palmdale (alternate)	Minority
Laura Bettencourt	City of Palmdale (alternate)	Non-Minority

AVTA's Transit Advisory Committee (TAC) was established in 1992 to provide input to the Board of Directors. TAC membership is composed of two representatives from each member jurisdiction appointed by the board member. The TAC meets in accordance with a schedule adopted by the Board, typically the second Tuesday of each month, two weeks prior to the AVTA Board meeting.

Transit Advisory Committee		
Member	Jurisdiction	Minority / Non-Minority
Tammie Holladay	City of Lancaster	Non-Minority
Trolis Niebla	City of Lancaster	Minority
Matthew Simons	City of Lancaster (alternate)	Non-Minority
Ann Meiners	Los Angeles County	Non-Minority
Jordan Catanese	Los Angeles County	Non-Minority
Brian Kuhn	City of Palmdale	Non-Minority
Sayne Redifer	City of Palmdale	Minority
Jason Finch	City of Palmdale (alternate)	Non-Minority

Each year, AVTA meets with a Social Services Transit Advisory Committee (SSTAC) to solicit input and evaluate whether any unmet transit needs exist in the AVTA service area that may be reasonable to meet using Transportation Development ACT (TDA) Article 8 funds, a portion of the California Local Transportation Fund generated by $\frac{1}{4}$ of one cent of the state sales tax. The SSTAC is comprised of several groups, including the AVTA TAC members. A list of the members and respective Organization/groups are listed below.

Social Services Transit Advisory Committee (SSTAC)		
Member	Organization/Group	Minority/Non-Minority
Jason Finch	City of Palmdale	Non-Minority
Tammie Holladay	City of Lancaster	Non-Minority
Ann Meiners	Los Angeles County	Non-Minority
Adrian Aguilar	City of Santa Clarita	Minority
Eric Haack	Access Services	Non-Minority
Shari Farrar	AV Community Clinic	Non-Minority
Dan Thomas Sr.	Transdev/IntelliRide	Minority
Erika Monroe	AVTA	Minority
Geraldina Romo	AVTA	Minority
Kelly Miller	AVTA	Non-Minority

The TDA Article 8 hearing board consists of four representatives, one each from Palmdale, Lancaster, Los Angeles County, and Santa Clarita.

TDA Article 8 Hearing Board		
Member	Jurisdiction	Minority/ Non-Minority
David Perry	Los Angeles County	Non-Minority
Marvin Crist	City of Lancaster	Non-Minority
Steve Hoffbauer	City of Palmdale	Non-Minority
Adrian Aguilar	City of Santa Clarita	Minority

This year the process was concluded at a Hearing Board meeting held on February 27, 2017. The Hearing Board found that there were no unmet transit needs that were reasonable to meet using TDA Article 8 funds, and recommended that AVTA continue to monitor and evaluate all available funding sources.

2.7 MONITORING OF SUBRECIPIENTS AND CONTRACTORS

The Antelope Valley Transit Authority (AVTA) does not have any subrecipients. However, AVTA does contract out its transit operations and maintenance to Transdev Transportation and the Dial-a-Ride service to Transdev IntelliRide. As part of its efforts to ensure Transdev and IntelliRide comply with the requirements of Title VI, AVTA holds periodic meetings with representatives to discuss any potential Title VI issues that may arise or new updates in program.

AVTA requires all operations and maintenance contractors to be fully compliant with FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

2.8 FIXED FACILITY IMPACT ANALYSIS

The Title VI requires a Fixed Facility (transit centers, operations facility or yard) Impact Analysis for construction projects to assess any impacts to minority communities. If this information has been prepared as a result of an environmental impact statement, the application recipient or subrecipient should reference the relevant information by documenting page numbers and submission to the FTA.

A Title VI Equity Analysis should also be conducted during the planning stages to assess where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. The recipient shall engage in outreach to persons potentially impacted by the placement of facilities. The Title VI equity analysis must compare the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site. Additionally, environmental justice principles as reflected in the DOT Order on Environmental Justice (DOT Order 5610.2(a)), address Environmental Justice in Minority Populations and Low Income Populations. The order describes the process the Department and its modal administrations (including FTA) use to incorporate environmental justice principles into programs, policies, and activities.

As a result of FTA requirements, environmental impact analysis for fixed facilities shall include:

- A Title VI Equity Analysis conducted during planning stages to assess if or how the location will impact minority communities and provides alternatives analysis.
- A project history and background for each project or service plan within the document.
- A discussion of the potential impacts on minority communities and minority-owned businesses during and after construction.
- A discussion on all potential negative environmental impacts, such as traffic congestion, noise, air or water pollution.
- A list of minority owned businesses and household affected by construction projects.
- A description of other significant impacts on minority communities, such as: increased traffic, reduction in parking availability, etc. and
- A description of the relocation program and/or other measures adopted by the applicant used to mitigate identified adverse social, economic or environmental effects

of the proposed construction project or service plan all of which should include an environmental justice component.

During this Title VI triennial period, Antelope Valley Transit Authority did not undertake any new planning projects that required the Authority to complete a Fixed Facility Impact Analysis.

Chapter 3: Service Standards and Policies

3.1 MAJOR SERVICE CHANGE AND FARE POLICY

All transit providers that operate 50 or more fixed-route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people must conduct a Title VI equity analysis whenever they plan a fare change and/or major service change.

Federal guidelines and AVTA policy require that a public hearing be held when major service changes to the bus system are considered. Major service changes, as defined by AVTA, include the following:

- A change of 25% or more of service on any route.
- A change of 25% or more in the revenue vehicle miles made to any route.
- A new transit route is proposed.
- A poorly performing transit route is eliminated.

At the time of this Title VI Program Update, AVTA has a farebox recovery ratio target of 26.11%. AVTA reviews and reports the farebox recovery ratio compared to the target on a quarterly basis. Based on the analysis, AVTA may recommend fare adjustments as part of a range of solutions to maintain a sustainable long-term financial plan for the agency. All proposed fare changes require a Title VI Equity Analysis under the procedures established by this Title VI program.

AVTA's Service Change Guidelines and Policy is attached as [Appendix C](#).

3.2 DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD

For any proposed change that requires an equity analysis as defined in Section 3.1, AVTA will determine if the change would create a disparate or disproportionate impact to minority and/or low-income populations, respectively.

The determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route is greater than the transit system's percentage of minority and/or low-income riders.

Determination of whether a proposed fare adjustment has either a disparate or disproportionate impacts is based on minority and/or low-income populations bearing a fare rate change of greater than ten percentage points as compared to the non-minority and/or non-low-income populations.

3.3 SERVICE EQUITY ANALYSIS

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to submit a service and/or fare equity analysis. This requirement is to comply with the Title VI regulations which prohibit disparate impact discrimination, and therefore should document their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

Since the previous Title VI update, AVTA has made numerous realignments of routes through two service changes. Both of the service changes focused on minor adjustments to routes that did not require a Service Equity Analysis.

In the last three years, AVTA has modified various fare categories and instituted a half fare for Senior, Disabled, and ACCESS riders. A Fare Equity Analysis was conducted by Nelson Nygaard in May 2015. The Fare Equity Analysis found that none of the fare changes would exceed the 10 percent disparate impact threshold. The report did recommend AVTA consider additional subsidies to the Rider Relief program (provide through LA Metro) to help mitigate the impact of the fare changes on low-income customers.

3.4 SERVICE STANDARDS

FTA requires that all fixed route transit providers develop quantitative standards for all fixed-route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide.

VEHICLE LOAD

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees (total number of people [52]/amount of seated people [40]). According to the FTA, the average of all loads during the peak operating period should not exceed a vehicle's achievable capacities.

AVTA has adopted the following policies with respect to vehicle loads:

- Peak Period Local Bus – 125% of seated capacity, with no rider required to stand for more than 20 minutes
- Off-Peak Local Bus – 100% of seated capacity
- Commuter Bus – 75% of seated capacity

If the recommended ratio is exceeded, it is the intention of AVTA to relieve any overcrowding by adding supplemental runs, or through routing changes. The table below identifies vehicle load factors by vehicle and service type.

Vehicle Load Factor			
Service Type	Year and Model	Seats	Max Load Factor
Local Transit	40' Gillig Low Floor	38	1.5
Local Transit	40' Gillig Phantom – High Floor	43	1.5
Local Transit	40' NABI Low Floor	40	1.5
Local Transit	40' Gillig Low Floor	39	1.5
Local Transit	40' Gillig Low Floor Hybrid	39	1.5
Local Transit	40' BYD Low Floor Electric	32	1.5
Commuter	45' MCI Highway Coach	53	1.0

In FY15, AVTA implemented an Intelligent Transportation System (ITS) which included Automatic Passenger Counters (APCs) and Automatic Vehicle Locators (AVLs). This allows the Authority to collect essential data at the trip level. It allows stop-by-stop analysis which provides a precise understanding of customer boardings, loads, and travel patterns.

VEHICLE HEADWAY

AVTA operates 12 local fixed routes in the Antelope Valley. While service frequency and span (hours of operation) vary by route, local service generally operates every 30-60 minutes from 5:00 a.m. to 12:45 a.m. AVTA provides three supplemental route services to alleviate crowding on local routes during peak hours. The supplemental service operates two times a day. Commuter routes serve both Sgt. Steve Owen Memorial Park and the Palmdale Transportation Center. The number and frequency of trips offered varies by route. Commuter bus service begins earlier than 4:00 a.m. due to the Antelope Valley's distance from the following destinations in Los Angeles County:

- Downtown Los Angeles,
- Century City/West Los Angeles/UCLA, and
- West San Fernando Valley/CSU-Northridge.

AVTA also operates the North County TRANSporter (790), a midday route that connects the Palmdale Transportation Center with the Newhall Metrolink Station and the McBean Regional Transit Center in Santa Clarita. This route bridges most of the midday service gap during which the Metrolink Antelope Valley Line does not operate north of Santa Clarita. It is also the only bus connection between the Antelope Valley and the Santa Clarita Valley.

Below is a table highlighting AVTA's frequencies and span of service;

Service Span							
Route	Service Type	Span	Frequency (minutes)				
			AM 5AM-9AM	Midday 9AM-3PM	PM 3PM- 6PM	Evening 6PM- 9PM	Night 9PM-12AM
1	Local	5:00a – 12:45a	20	30	20	30-60	60
2	Local	5:55a – 10:45p	30	30	30	60	60
3	Local	5:55a – 10:45p	30	30	30	60	60
4	Local	5:30a – 9:20p	60	60	60	60	60
5	Local	6:05a – 9:24p	60	60	60	60	80
7	Local	5:10a – 10:55p	60	60	60	60	60
9	Local	6:30a – 8:00p	90	90	90	90	90
11	Local	5:20a – 11:57p	30	30	30	60	60
12	Local	5:05a – 11:44p	30	30	30	60	60
50	Rural	5:30a – 11:20p	120	120	120	120	120
51	Rural	5:30a – 11:20p	120	120	120	120	120
52	Local/Rural	5:30a – 11:24p	120	120	120	120	120
94	Supplemental	6:40a – 3:55p	1 trip		1 trip		
97	Supplemental	6:35a – 3:45p	1 trip		1 trip		
98	Supplemental	6:40a – 3:22p	1 trip		1 trip		
785	Commuter	3:50a – 8:55a 2:50p – 7:47p	15-20	N/A	20-25	N/A	N/A
786	Commuter	4:00a – 8:14a 2:50p – 7:28p	20-30	N/A	20-40	N/A	N/A
787	Commuter	4:00a – 8:58a 2:50p – 7:54p	10-20	N/A	20-30	N/A	N/A
790	Commuter	7:50a – 5:50p	2 trips	6 trips	2 trips	N/A	N/A

ON-TIME PERFORMANCE

A vehicle is considered on time if it departs a scheduled time point zero (0) minutes early and no more than 5 minutes late. AVTA's on-time performance target for fixed-route service is 96% or greater. AVTA monitors on-time performance and system-wide key performance indicators on a monthly basis. Trends are reported to the Board of Directors on a quarterly basis.

SERVICE AVAILABILITY

Like many urban areas, the Antelope Valley has multiple activity centers instead of a single central business district (CBD). Within the AVTA service area, there are vast areas of extremely low-density housing and employment sites. The AVTA attempts to link major trip generating sites and route vehicles along major commercial thoroughfares. This approach allows for better access to schools, shopping centers, government centers, parks, libraries, hospitals, and community and senior centers. AVTA intends to continue to route vehicles so that this type of access is preserved to these facilities.

Also, all local bus stops will be spaced no more than 0.25 miles apart in the more dense areas and no more than .50 miles apart in the rural, less dense locations of the AVTA service area.

3.5 SERVICE POLICIES

The Federal Transportation Administration (FTA) requires that all providers of fixed-route public transportation develop qualitative policies for the following procedures: Vehicle Assignment and Transit Amenities. AVTA has adopted qualitative policies as summarized below. These policies were developed to help AVTA better achieve equity for all of its transit riders.

VEHICLE ASSIGNMENTS

Vehicle assignment refers to the allocation of transit vehicles to ensure that all communities receive the same quality of rolling stock benefits. Benefits include the vehicle age and standard on-board amenities such as air conditioning and upholstery.

AVTA’s average fleet age as of the adoption of this Title VI Program is 9.9 years old. In order to ensure equitable distribution of vehicles based on vehicle age, each route is randomly assigned buses without regard to the vehicle age, as maintenance and repair needs permit. Given the length of some routes, vehicle assignment of electric vehicles may also be dependent upon the availability of electric charging facilities along the route.

Listed below is the entire transit fleet breakdown and scheduled replacement year. AVTA is transitioning to a new 100 percent battery electric fleet as early as the end of 2018.

Service Type	Number in Class	Year and Model	Scheduled Replacement
Local Transit	5	1992 40' Gillig Phantom	FY 2014
Local Transit	1	2001 40' Gillig Low Floor	FY 2014
Local Transit	6	2003 40' North American Bus Industries Low Floor	FY 2015
Local Transit	13	2004 40' Gillig Low Floor	FY 2017
Local Transit	15	2012 40' Gillig Low Floor Hybrid	FY 2024
Local Transit	2	2014 40' BYD K9M Electric	FY 2026
Local Transit	3	2015 40' Gillig Low Floor	FY 2027
Total Local Transit	45		
Commuter	13	2004 45' MCI Highway Coach	FY 2017
Commuter	6	2008 45' MCI Highway Coach	FY 2020
Commuter	6	2012 45' MCI Highway Coach	FY 2024
Commuter	5	2015 45' MCI Highway Coach	FY 2027
Total Commuter	30		
Total Active Fleet	75		

TRANSIT AMENITIES

AVTA's emphasis on customer service includes the improvements of its "front door" – the bus stops. The Bus Stop Improvement Program (BSIP), also known as the Regional Partnership Program (RPP), began in FY11. The goal was to increase the attractiveness of bus stops by creating a full-time bus stop maintenance program. The bus stop maintenance program employs five technicians who provide general maintenance and minor repairs for bus stop amenities. Technicians track bus stop maintenance, graffiti history, and customer requests. All 830 active bus stops have been geo-coded and are tracked through a bus stop database.

AVTA inventories existing amenities within the service area and determines where new or possible replacement facilities should be located based on bus stop boardings, waiting times, other nearby shelters and amenities, minority/non-minority census tract distribution, and ADA accessibility.

AVTA is currently in the process of improving bus stops within its service area by encouraging and assisting the local jurisdictions as they upgrade bus stops with new shelters, route information, and trash receptacles through the RPP. For FY18, AVTA's proposed budget includes \$494,000 in Federal Section 5307 funds to fund this program.

Transit amenities refer to fixed items of comfort and convenience available to the general riding public such as bus stop benches, shelters. AVTA reviews and ensures amenities are placed within each city without regard to race, color, national origin, or income considerations. At times these amenities are not owned or maintained by AVTA and are put in place without direction or control of the Authority.

Chapter 4: Demographics and Service Profile Maps and Charts

FTA requires transit providers receiving federal assistance to provide demographic maps that shade census tracts where the percentage of total minority and low-income population reside in the service area. These maps and charts will help the transit provider determine whether and to what extent transit service is available to minority populations within the transit provider's service area. The maps and charts must be updated: 1) at least every three years, 2) after each Federal census data become available; and 3) when there are significant changes in the transit system.

Using American Community Survey (ACS) data, AVTA created map layers and created a visual display to show demographic information in relation to its service area.

4.1 MINORITY CHARACTERISTICS

The 2015 ACS 5-year estimates identified 389,101 residents in the census tracts within the defined AVTA service area. The service area's minority population includes Black, Hispanic, Asian, Native American, and Pacific Islander populations as well as those citing two or more races. In the AVTA service area, 67.8% (263,859) of the residents were designated as minority in 2015.

Total Population	Minority		Non-Minority	
389,101	263,859	68%	125,242	32%

Appendix E shows the demographic map with census tracts where minorities reside within the AVTA service area. This map helps AVTA to determine that transit services are available to minority and non-minority populations equally within the AVTA Service area.

4.2 INCOME CHARACTERISTICS

According to results from the 2015 American Community Survey 5-year estimates, 5.8% of the population within the AVTA service area was living at or below the poverty line.

Total Population	People Below Poverty Line	Low Income Percentage
389,101	22,542	5.8%

Appendix E shows the census tracts in the AVTA service area based on percentage of residents living at or below the poverty line. This map allowed AVTA to determine that transit services are available to low income and non-low income populations equally within the Authority's service area.

4.3 MINORITY & LOW INCOME CHARACTERISTICS

In order to better understand the minority and low-income population distribution patterns, each census tract in the AVTA service area is classified into one of the following two categories: Above Average Minority, Above Average Low Income.

Appendix E shows the distribution pattern maps of minority and low-income population in the Antelope Valley service area.

4.4 DEMOGRAPHICS, RIDERSHIP AND TRAVEL PATTERNS

According to the AVTA's 2018 Limited English Proficiency (LEP) Plan, 31.2% of residents within the AVTA service area speak a language other than English. Of those residents, 86.6% are Spanish speakers (See Appendix D).

As part of AVTA's Route to Success: Comprehensive Operational Analysis (COA) and Ten Year Plan, an on-board survey of AVTA passengers was conducted January 20-24, 2014 on all local and express routes. Title VI requires an onboard survey that collects demographic data be conducted within the last five years. As a result, the on-board survey cited here and represented in total in Appendix F was conducted prior to the most recent service adjustment, which adjusted some of the routes. Current routes are represented in demographic maps provided in Appendices D, E, and G.

The local route survey featured 16 questions addressing trip purposes, resources used for trip planning, travel to and from stops, transfer activity, and priorities for service improvement. Participants were also asked to provide optional personal demographic information. The one-page survey was printed in English on one side and Spanish on the other.

Passengers on commuter Routes 785, 786, 787, and 790 received a slightly different version of the survey. The commuter route survey asked respondents to include the stop they were using in Los Angeles County.

A total of 2,057 surveys were collected. The table below shows the total number of surveys collected by route type. Overall, the margin of error was 1.8% at a 95% confidence level. The margin of error was higher on commuter routes, as the sample size was smaller.

Route Type	Total Week	Unique Riders	Surveys	Margin of Error
Local	12,069	6,896	1,866	1.9%
Commuter	1,334	667	191	6.0%
Total	13,403	7,659	2,057	1.8%

Appendix F provides details of the most recent on-board survey taken from AVTA’s Route to Success Existing Conditions report.

This current report includes data from the 2015 ACS 5-year estimates from Census Bureau which is the most recent census data available.

AVTA’s service area encompasses a population of over 389,101(Census Block Levels) with a minority population of 68%. The total population was derived from the service area of fixed route and dial-a-ride service. The total population was based from 2015 ACS 5-year estimates census block level data. The Demographic Tables and Service Profile Maps included in Appendix G illustrate the relationship the demographic makeup of the service area.

4.5 MONITORING TRANSIT SERVICES

AVTA regularly monitors the service in its service area. Performance targets against five key agency goals are monitored. Nine performance indicators are evaluated on a monthly basis to determine if the established performance targets are being met. This evaluation includes passengers per service hour, cost per vehicle service hour, call response time, number of complaints, number of preventable accidents, service on-time performance, and farebox recovery ratio.

The U.S. Census provides demographic information by census tract and block level as identified in Section 4.3, in addition to population estimates, ethnicity, income and other quick facts. This report is used in AVTA’s LEP plan and demographic maps and data to determine where minority and low-income residents live within the Authority’s service area as illustrated in Appendix D and Appendix G.

4.6 CONCLUSION

This report fulfills the compliance reporting requirements for Title VI as detailed in FTA Circular 4702.1B. This report details AVTA’s services, long-range planning efforts and general reporting requirements mentioned in the circular. The program-specific requirements were addressed with a demographic and service profile along with a description of AVTA’s service standards and policies. Service changes and service monitoring were also described. The results demonstrate that AVTA serves a diverse population and supplies public transportation equitably to all classified races, ethnicities, and income levels.

Appendix A | Notice of Customer Rights

TITLE VI NOTIFICATION

NOTIFICACIÓN DE TÍTULO VI

The Antelope Valley Transit Authority (AVTA) ensures that no person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

If you feel you have experienced discrimination in the level and/or quality of transportation services and transit-related benefits that you have received, you may file a complaint with AVTA. For more information on AVTA's Title VI policy, you may call **661.945.9445** or visit avta.com. A complainant may file a complaint in writing at the following address: Antelope Valley Transit Authority, 42210 6th Street West, Lancaster, CA 93534, Attention: Customer Service. To download a complaint form, visit avta.com/title_vi_complaint.htm.

A complainant may file a Title VI complaint directly with the Federal Transit Administration by writing to the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, CA 94105-1839.

El Antelope Valley Transit Authority (AVTA) asegura que ninguna persona por raza, color o origen nacional será objeto de discriminación en el nivel y calidad de los servicios de transporte y beneficios relacionados con el tránsito.

Si cree que ha experimentado discriminación en el nivel y / o la calidad de los servicios de transporte y los beneficios relacionados con el tránsito que ha recibido, puede presentar una queja ante AVTA. Para obtener más información sobre la política Título VI de AVTA, puede llamar al **661.945.9445** o visitar avta.com. Un reclamante puede presentar una queja por escrito en la siguiente dirección: Antelope Valley Transit Authority, 42210 6th Street West, Lancaster, CA 93534, Attention: Customer Service (Atención: Servicio al Cliente). Para descargar un formulario de queja, visite avta.com/title_vi_complaint.htm.

Un demandante puede presentar una queja de Título VI directamente con el Administración de Tránsito Federal escribiendo al U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, CA 94105-1839.



Appendix B | Title VI Complaint Form



Antelope Valley Transit Authority | 42210 6th Street West | Lancaster, California 93534 | 661.945.9445 | avta.com

Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to Customer Service: Antelope Valley Transit Authority, 42210 6th Street West, Lancaster, CA 93534.

1. Complainant's Name _____
2. Address: _____
3. City: _____ State: _____ Zip Code: _____
4. Telephone Number (home): _____ (business) _____
5. Person discriminated against (if someone other than the complainant):
Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
 - a. Race
 - b. Color:
 - c. National Origin:
7. What date did the alleged discrimination take place?



Antelope Valley Transit Authority 42210 6th Street West | Lancaster, California 93534 | 661.945.9445 | avta.com

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; with any federal or state court? Yes: [] No: []

If yes, check each box that applies:

Federal agency [] Federal court [] State agency []
State court [] Local agency []

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature _____

Date _____

Appendix C | AVTA Fare and Service Change Guidelines

Antelope Valley Transit Authority

Service Change Guidelines

Updated: May 2014

Policy Statement

It is the policy of the AVTA Board of Directors to require service routes to be periodically evaluated to ensure bus service is responsive to the community's needs while remaining an efficient delivery system. Schedule changes are conducted to modify service based on patronage and/or budget fluctuations. Service changes follow an established timeline and process coinciding with the coach operators bid schedule in June and December.

Each service changes and enhancements at AVTA are developed and evaluated by the planning staff and the operations team based on service improvement concepts recommended by customers and employees, service design studies, and performance monitoring results.

As our community grows, it becomes necessary to adjust our routes to serve new developments and adjust to the changing environment.

The evaluation process includes a formal public review of the proposals, a technical evaluation of ridership and resource impacts based on established service guidelines and standards, environmental considerations, and coordination with key stakeholders in the regional transit system.

Federal guidelines and AVTA policy require that, based on specific measures, a public hearing is held when major service changes to the transit system are considered. Before each proposed service adjustment is approved, the public is notified of the upcoming changes. AVTA conducts public hearings, public outreach, ride-a-longs on impacted lines, and rider surveys for public comments. We also make the proposed service change information easily available onboard AVTA buses.

The Board has developed a process for receiving public testimony, which is utilized to evaluate proposed changes before any decision is approved by the Board. Once a program is reviewed and approved by the Board of Directors new public timetables and bus operator work assignments are developed.

AVTA recommends fare policy changes based on the requirement of achieving minimum farebox recovery ratio objectives set for Fixed-Route and Commuter Services. AVTA is required by the Transportation Development Act to maintain a farebox recovery ratio of at least 20% for its general public services.

Service Change Timeline

Key Activities	Required Lead Time*
Planning Process Begins	6
Develop Preliminary Recommendations, Routing and Schedules	5
Impact Analysis on Proposed Changes	3-4
Public Review and Feedback	3-4
Finalize Program	2
Program Approval	2
Develop Operator Assignments	2
Print Public Schedules and Maps	1

**Required Lead Time: Months prior to service implementation.*

Implementing Minor Changes on an Interim Basis

Minor service changes are generally route and/or schedule modifications that can be accommodated without impacting the vehicle or operator requirements of the service. AVTA can make minor route and/or schedule modifications (not requiring a public hearing) not to exceed an annual cost.

Service Change Measures

Federal guidelines and AVTA policy require that a public hearing be held when major service changes to the transit system are considered. Major Service Changes, as defined by AVTA, include the following:

- A change of 25% or more of service on any route.
- A change of 25% or more in the revenue vehicle miles made to any route.
- A new transit route is proposed.
- A transit route is eliminated.

Standard seasonal variations in transit service are exempt from public hearing requirements.

Emergency service changes may be instituted for 180 days or less without prior notification. A public hearing must be held during that time if the emergency service is to remain in effect for more than 180 days.

Impact Analysis for Proposed Changes

Prior to approval, service changes undergo a technical evaluation. The purpose of the evaluation is two-fold: 1) to define and evaluate the impact on riders; and 2) to develop appropriate mitigation measures if needed. Factors considered are: service performance, availability of alternatives and special mitigation strategies. As part of this evaluation process, resource impacts including in-service hours and vehicles are also tracked to ensure compliance with budget parameters.

Title VI Process for Major Service Changes

Title VI of the 1964 Civil Rights Act states that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Title VI bars intentional discrimination as well as disparate impact discrimination (i.e., a neutral policy or practice that has a disparate impact on protected groups).

Chapter V part 4 of the Federal Transit Administration Circular 4702.1A requires transit agencies serving large urbanized areas to evaluate significant system-wide service and fare changes at the planning and programming stages to determine whether proposed changes would have a discriminatory impact. For service changes, this requirement applies to “major service changes” only and the recipient should establish guidelines or thresholds for what it considers a “major service change” to be.

AVTA must ensure that there is Title VI consideration whenever there is a change in service that could impact minority communities. AVTA must describe significant service changes relating to hours or days of operation, headways or fares, and provide an analysis of the effect that any proposed changes may have on minority, Limited English Proficiency (LEP), and low-income communities.

All major service changes will be screened to determine if they have a disproportionate impact on minority, low-income and LEP communities (target populations). The routing of those services, for which major changes are recommended, will be analyzed using U.S. Census information to determine if the route serves a large share of the target population(s). If it does, then the impacts of the change will be determined, and if they are significant, mitigation may be recommended, alternative services identified, and the change could be withdrawn. If the route does not serve a large share of the target populations, no further review will be required.

Public Hearing Process

After a service change has been developed by AVTA staff, a public hearing will be scheduled identifying the date, time, and location of the hearing. Information pertaining to the service change program will be summarized and presented in an informational report to the AVTA Board of Directors. The public hearing may be held at the conclusion of an outreach program of at least 30 days.

Public Outreach

Prior to the public hearing, a number of public outreach efforts are made so that the greatest number of patrons may respond to the changes at either a public hearing, or by submitting written comments via email, mail, or fax. The public outreach efforts include:

- Distribution of informational brochures on AVTA buses and at information centers, which include route number, route name and route changes.
- Placement of information cards in holders located behind the bus operator.

- Public outreach at key transportation centers, bus stops, and on-board vehicles occurs up to one month before the public hearing is held. This effort reaches patrons who may not have time to attend a public hearing, and informs them of other communication methods available for filing public comment.

Public participation in the public hearing process is an important step in assisting staff in developing and approving final service changes.

Appendix D | AVTA Limited English Proficiency (LEP) Plan

Antelope Valley Transit Authority Limited English Proficiency (LEP) Plan

Updated: May 2017

Introduction

The Limited English Proficiency (LEP) Plan has been prepared to address the Antelope Valley Transit Authority's (AVTA) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. AVTA will take reasonable steps to ensure that all persons have meaningful access to its programs, service and information, at no additional cost.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicate that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including AVTA.

AVTA's goal is to take responsible steps to ensure meaningful access to benefits, services and information for LEP persons in the service area and eliminate, as much as possible, language barriers. All residents in this service area should be able to understand and utilize the transit services provided.

Plan Summary

AVTA has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by AVTA. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required and how to notify LEP persons that assistance is available.

In order to prepare this plan, AVTA undertook the U.S. Department of Transportation's (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with AVTA programs, activities or services.
3. The nature and importance of services provided by AVTA to the LEP population.
4. The resources available to AVTA and overall cost to provide LEP assistance.

A summary of the results of AVTA’s four factor analysis is in the following section.

Four-Factor Analysis

1. The number and proportion of LEP persons served or encountered in the eligible service population.

AVTA’s service area covers the Antelope Valley and a small portion of the Santa Clarita Valley. The Antelope Valley consists of the cities of Palmdale and Lancaster with some various unincorporated areas of Los Angeles County. For planning purposes, AVTA reviewed the 2011-2015 American Community Survey 5-year estimates “Languages Spoken at Home” (B16001) by Census Tract for the AVTA service area.

The AVTA service area has a total population of 353,673 over five years of age. In this population, 68.8% speak only English. Of the 31.2% that speak a language other than English, approximately 50,664 residents, or 14.33%, indicated that they speak English “less than very well”. Of the 50,664 residents that would be considered LEP, (speak English “less than very well”) 45,902 or 91% are Spanish speakers.

Other languages spoken within the AVTA service area include: **Indo-European** (Persian and Armenian), **Asian and Pacific Island** (Tagalog, Chinese, Cambodian, Korean, and Vietnamese) and all **other languages** (Arabic). The table below illustrates the number of LEP residents by language.

AVTA Population with Limited English Proficiency		
Language	LEP Speakers	LEP Percent of Total Population
Spanish	45,903	12.98%
Tagalog	1,407	0.40%
Vietnamese	620	0.18%
Korean	617	0.17%
Arabic	552	0.16%
Chinese	525	0.15%
Armenian	357	0.10%
Persian	350	0.10%
Mon-Khmer/Cambodian	333	0.09%
Total	50,664	14.33%

Source: 2015 ACS 5-year estimates

Based on the demographics outlined above, the primary focus of AVTA efforts is on the Spanish speaking segment of the LEP population.

2. The frequency with which LEP persons come in contact with AVTA programs, activities or services.

AVTA serves LEP persons daily via our fixed route and dial-a-ride services. The majority of our LEP persons are Spanish speakers. To date, the most frequent contact between LEP persons and our transit staff is with bus operators. In order to have more Spanish assistance on board our buses, all coach operator recruiting flyers and website postings have included that, “Spanish is desired”. The second highest is our customer service representatives, of which 67% speak Spanish fluently and have the ability to translate. The local language resources at AVTA had been sufficient to meet the needs of LEP persons. At this time we do not track which calls or in person visits are from LEP individuals. However our call center phone system allows patron to request to speak with a Spanish speaking individual.

- LEP Attachment 1 provides the full 2010-2015 American Community Survey “Languages Spoken at Home” (S16001) by the Census Tract level of the service area.
- LEP Attachment 2 illustrates the service area and route map with Spanish language densities.

3. The nature and importance of services provided by AVTA to the LEP population.

AVTA provides important transit services to the public through its fixed route and Dial-a-Ride services. AVTA is the only major public transportation provider in the Antelope Valley and provides Commuter bus service between the Antelope Valley and the Los Angeles basin (Century City, San Fernando and the Downtown Los Angeles). AVTA also provides service to Santa Clarita with the Route 790, dubbed the North County TRANSporter. AVTA provides residents, including LEP persons, transportation services for the purpose of commuting to work, shopping, recreational needs, personal errands, school and other services the public accesses frequently.

4. The resources available to AVTA and overall cost to provide LEP assistance.

Providing translation services to allow LEP populations to participate in the development of AVTA’s core planning and investment policies is a routine practice for the Authority. AVTA’s customer service call center, which processes customer comments by phone, mail, email, and in-person, currently benefits from having four of six staff members who speak, read, and write Spanish. Two of the three IntelliRide call takers (who handle the Dial-A-Ride call center) also speak Spanish.

Documents translated into Spanish include rider alerts posted on our buses and at bus stops; fare and/or service change information; and current fare and pass information. AVTA currently provides a Spanish translator at all community events and has developed Spanish language marketing campaigns promoting the benefits of public transportation via Spanish newspapers, television and radio ads. AVTA’s website also provides a one-button/click solution to for translation to Spanish. In addition, AVTA has developed 15 English and Spanish travel training videos as part of its mobility management program.

Based on the four-factor analysis, AVTA developed its LEP Plan as outlined in the following section.

Limited English Proficiency (LEP) Plan Outline

How AVTA and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a bilingual staff person greet participants as they arrive to an AVTA sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Consistently monitor the number of people that access the transit website in Spanish. And continue to update the site wherever needed.
4. If a vehicle operator encounters a customer in need of assistance in a language other than English, vehicle operators are instructed to try to obtain their contact information and give this information to their manager for follow-up.
5. Automated phone tree is available in English and in Spanish. Callers are given the opportunity to speak directly to a Spanish speaking staff person.

Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which AVTA staff responds to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on programs and services.
- Provide a bilingual staff member at all community events and public hearings.
- Continue to survey bus operators, dispatchers and customer service staff, on their experience concerning any contacts with LEP persons during the previous year;
- Continue to post the AVTA Title VI notice and LEP Plan on the agency website, www.avta.com;
- Continue travel training to LEP persons with the assistance of bilingual staff;
- Include language "Spanish a plus" on bus operator and customer service staff recruitment flyers and onboard recruitment posters;
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service within the given time notice.

Staff Training

The following training is provided to all AVTA staff:

1. Information on the AVTA's Title VI procedures and LEP responsibilities
2. Documentation of language assistance requests
3. How to handle a potential Title VI/LEP complaint

All contractors or subcontractors performing work AVTA will be required to follow the Title VI and LEP guidelines.

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas will also be printed in the alternative language based on the known LEP population (Spanish). Interpreters will also be available as needed.

Monitoring and Updating the LEP Plan

AVTA will update the LEP plan as required by the U.S. DOT. At minimum, the plan will be reviewed and updated every three years or when it is clear that higher concentrations of LEP individuals are present in the AVTA service area.

Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether AVTA's financial resources are sufficient to fund language assistance resources needed
- Determine whether AVTA has fully complied with the goals of this LEP plan
- Determine whether complaints have been received concerning AVTA's failure to meet the needs of LEP individuals

Dissemination of the Antelope Valley Transit Authority LEP Plan

A link to the AVTA LEP Plan and the Title VI Notice is included on the AVTA website at www.avta.com. Any person or agency with internet access will be able to access and download the plan. Alternatively, any person or agency may request a copy of the plan via telephone, fax, and mail or in person and shall be provided with a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which AVTA will provide.

Questions or comments regarding the LEP Plan may be submitted to:

Title VI Officer
42210 6th Street West Lancaster, CA. 93534
Phone: (661) 729-2224
Fax: (661) 726-2615
Email: titlevi@avta.com

AVTA Demographics Study

Limited English Proficiency Table

Language Spoken at Home and Ability to Speak English	
Language	Total
Spanish or Spanish Creole	95421
Speak English "very well"	49518
Speak English less than "very well"	45903
Asian	8673
Speak English "very well"	4788
Speak English less than "very well"	3885
Indo-European Languages	4263
Speak English "very well"	2679
Speak English less than "very well"	1584
All Other Languages	1882
Speak English "very well"	1233
Speak English less than "very well"	649

Source: 2015 ACS 5-year estimates

AVTA Population with Limited English Proficiency		
Language	LEP Speakers	LEP Percent of Total Population
Spanish	45,903	12.98%
Tagalog	1,407	0.40%
Vietnamese	620	0.18%
Korean	617	0.17%
Arabic	552	0.16%
Chinese	525	0.15%
Armenian	357	0.10%
Persian	350	0.10%
Mon-Khmer/Cambodian	333	0.09%
Total	50,664	14.33%

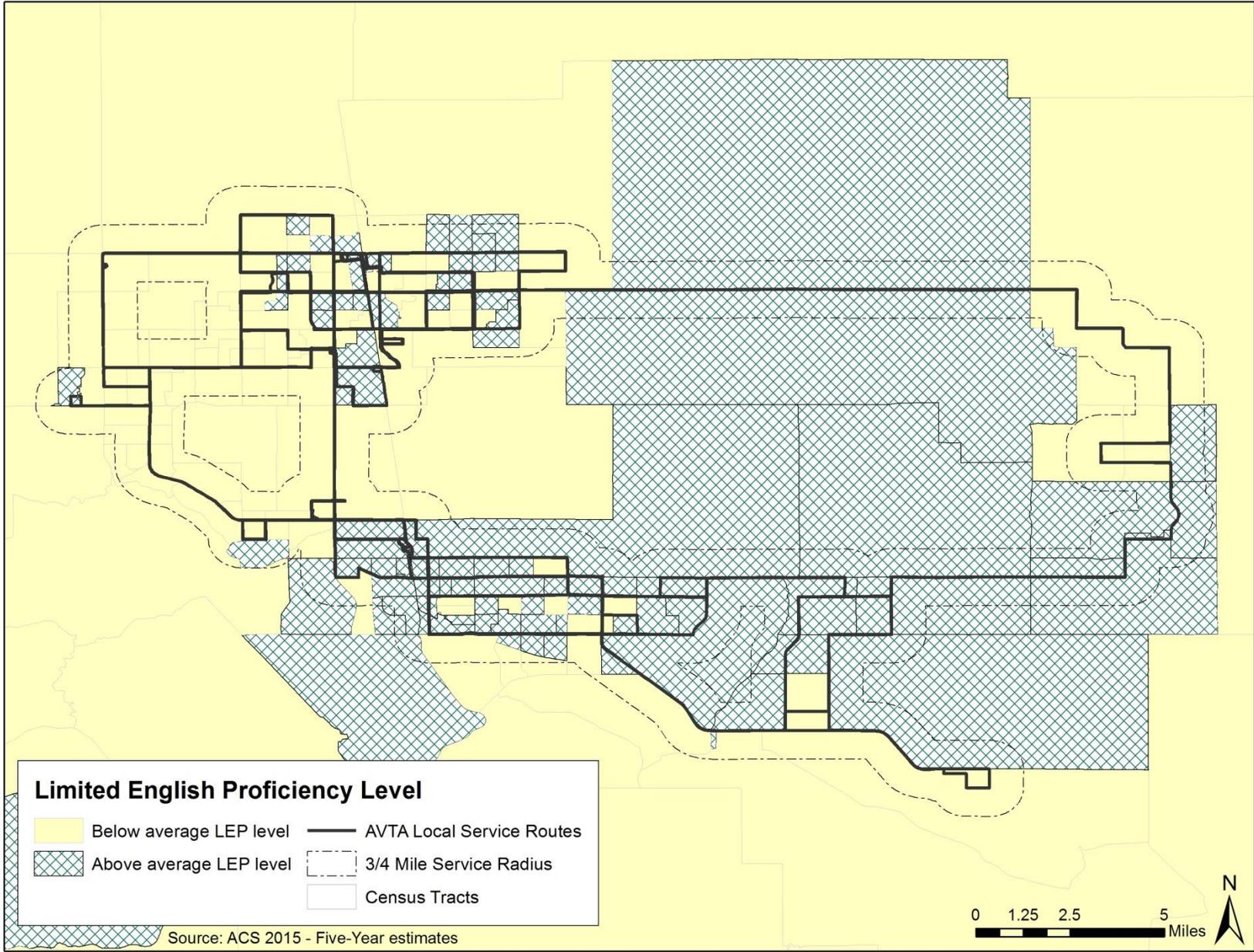
Source: 2015 ACS 5-year estimates

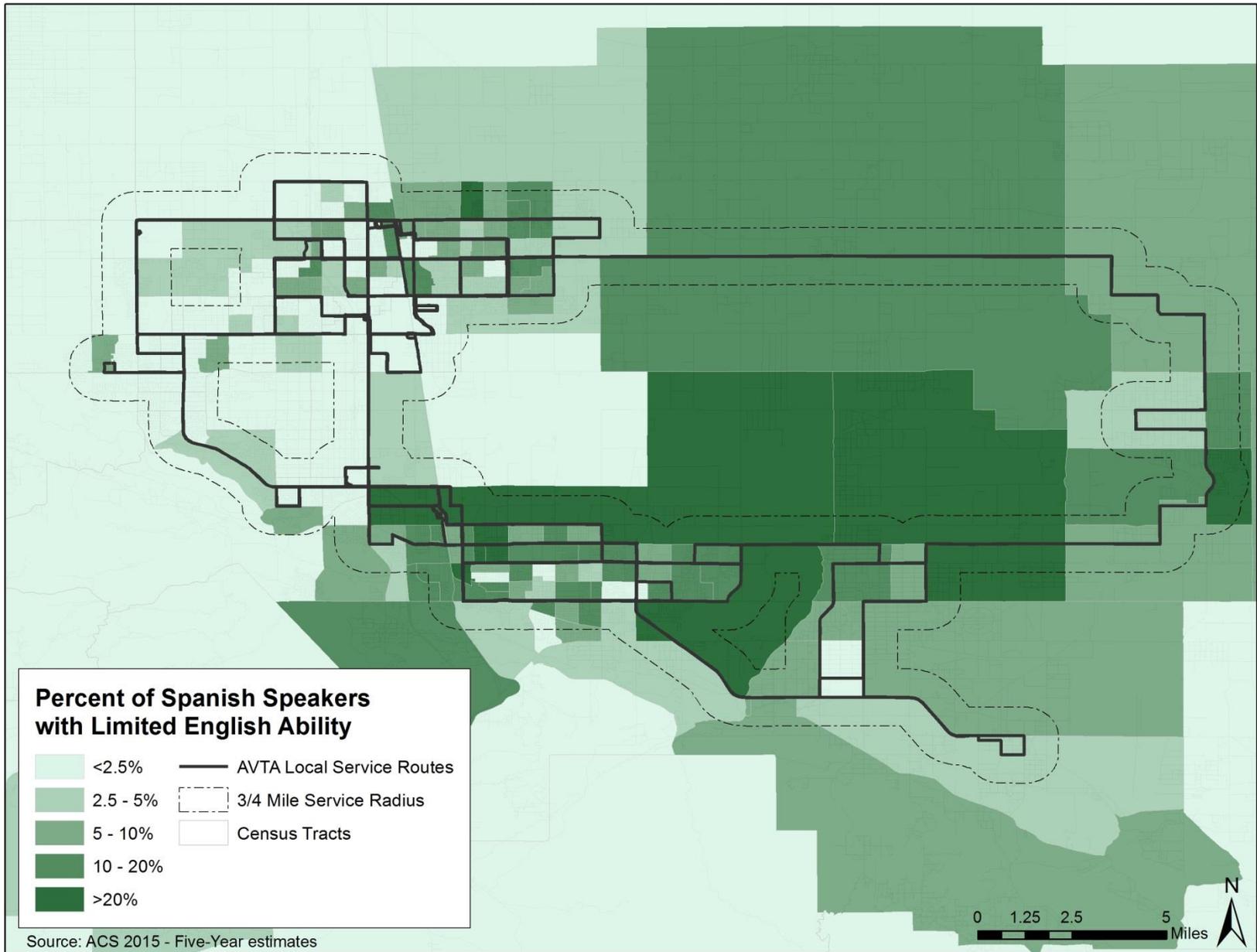
Language Spoken at Home	Total	Language Spoken at Home	Total
Spanish or Spanish Creole:	95421	Other Slavic languages:	75
Speak English "very well"	49518	Speak English "very well"	65
Speak English less than "very well"	45903	Speak English less than "very well"	10
French:	518	Armenian:	722
Speak English "very well"	371	Speak English "very well"	365
Speak English less than "very well"	147	Speak English less than "very well"	357
French Creole:	29	Persian:	544
Speak English "very well"	22	Speak English "very well"	194
Speak English less than "very well"	7	Speak English less than "very well"	350
Italian:	172	Gujarati:	0
Speak English "very well"	138	Speak English "very well"	0
Speak English less than "very well"	34	Speak English less than "very well"	0
Portuguese or Portuguese Creole:	92	Hindi:	75
Speak English "very well"	76	Speak English "very well"	45
Speak English less than "very well"	16	Speak English less than "very well"	30
German:	482	Urdu:	48
Speak English "very well"	389	Speak English "very well"	38
Speak English less than "very well"	93	Speak English less than "very well"	10
Yiddish:	4	Other Indic languages:	471
Speak English "very well"	4	Speak English "very well"	199
Speak English less than "very well"	0	Speak English less than "very well"	272
Other West Germanic languages:	139	Other Indo-European languages:	372
Speak English "very well"	102	Speak English "very well"	325
Speak English less than "very well"	37	Speak English less than "very well"	47
Scandinavian languages:	84	Chinese:	928
Speak English "very well"	72	Speak English "very well"	403
Speak English less than "very well"	12	Speak English less than "very well"	525
Greek:	93	Japanese:	305
Speak English "very well"	46	Speak English "very well"	176
Speak English less than "very well"	47	Speak English less than "very well"	129
Russian:	223	Korean:	956
Speak English "very well"	152	Speak English "very well"	339
Speak English less than "very well"	71	Speak English less than "very well"	617
Polish:	89	Mon-Khmer, Cambodian:	556
Speak English "very well"	58	Speak English "very well"	223
Speak English less than "very well"	31	Speak English less than "very well"	333
Serbo-Croatian:	31	Hmong:	0
Speak English "very well"	18	Speak English "very well"	0
Speak English less than "very well"	13	Speak English less than "very well"	0

Source: 2015 ACS 5-year estimates Table B16001

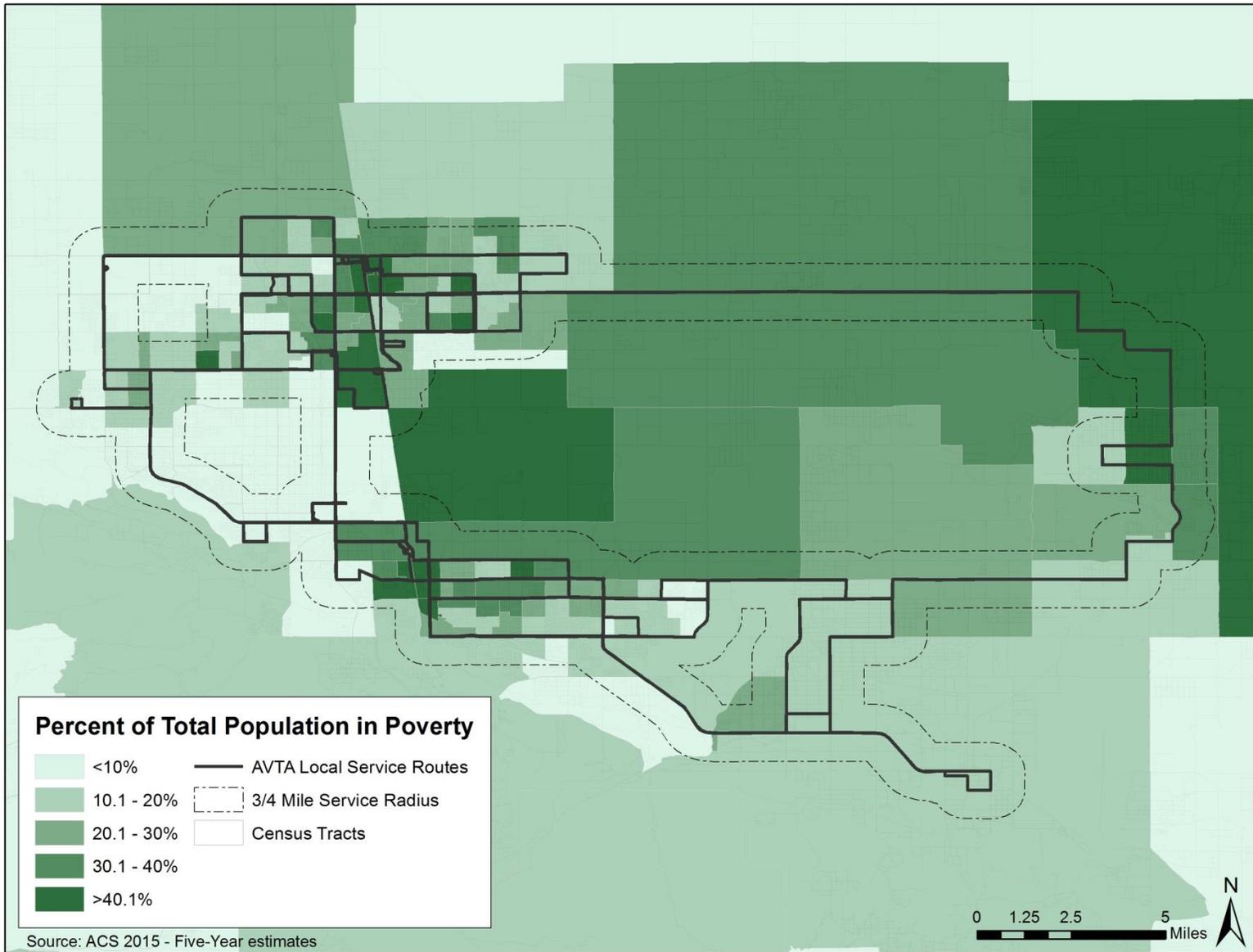
Language Spoken at Home	Total	Language Spoken at Home	Total
Thai:	195	Other Native North American languages:	17
Speak English "very well"	150	Speak English "very well"	17
Speak English less than "very well"	45	Speak English less than "very well"	0
Laotian:	53	Hungarian:	17
Speak English "very well"	26	Speak English "very well"	9
Speak English less than "very well"	27	Speak English less than "very well"	8
Vietnamese:	945	Arabic:	1104
Speak English "very well"	325	Speak English "very well"	552
Speak English less than "very well"	620	Speak English less than "very well"	552
Other Asian languages:	283	Hebrew:	20
Speak English "very well"	185	Speak English "very well"	10
Speak English less than "very well"	98	Speak English less than "very well"	10
Tagalog:	4109	African languages:	262
Speak English "very well"	2702	Speak English "very well"	226
Speak English less than "very well"	1407	Speak English less than "very well"	36
Other Pacific Island languages:	343	Other and unspecified languages:	445
Speak English "very well"	259	Speak English "very well"	402
Speak English less than "very well"	84	Speak English less than "very well"	43
Navajo:	17		
Speak English "very well"	17		
Speak English less than "very well"	0		

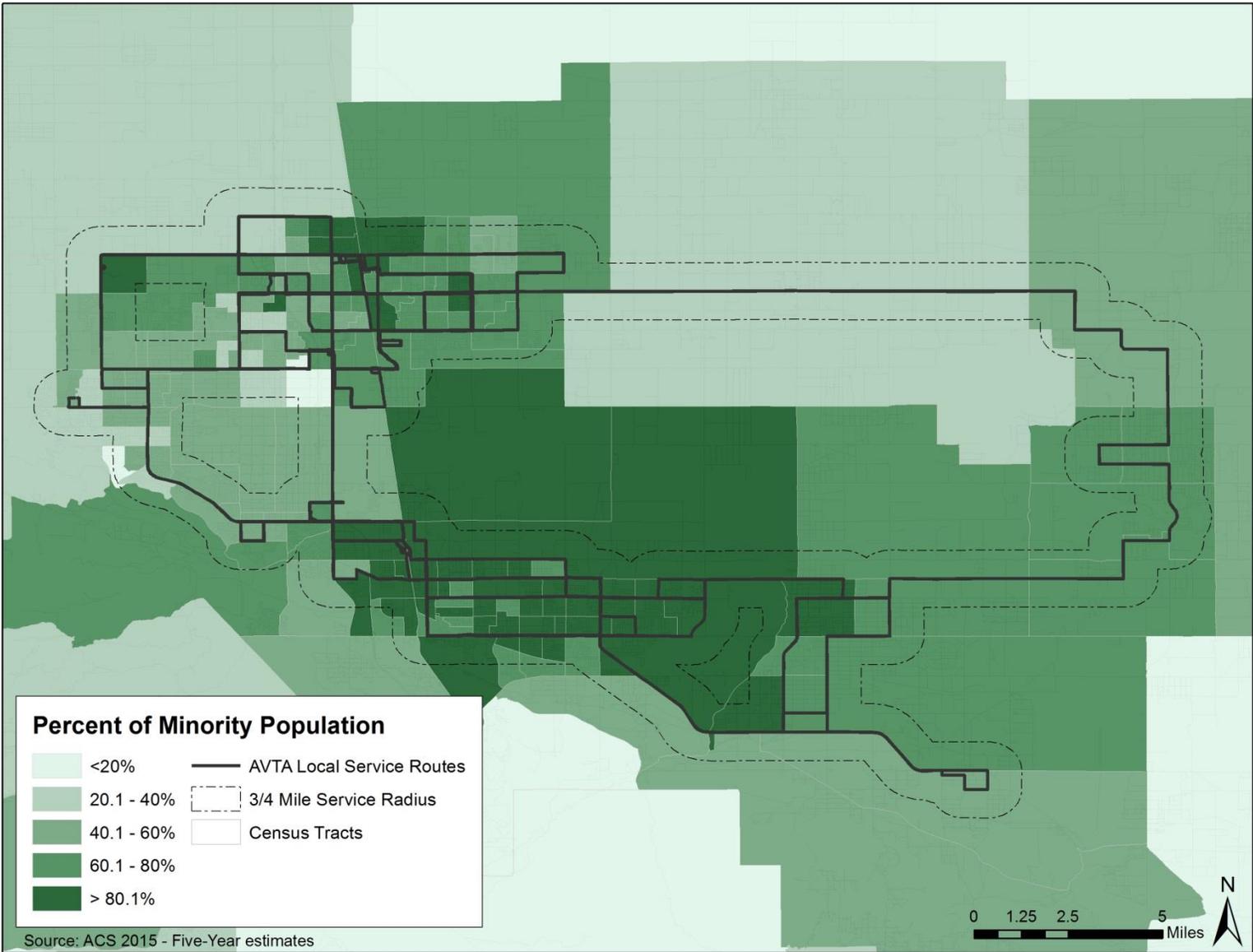
Source: 2015 ACS 5-year estimates Table 16001

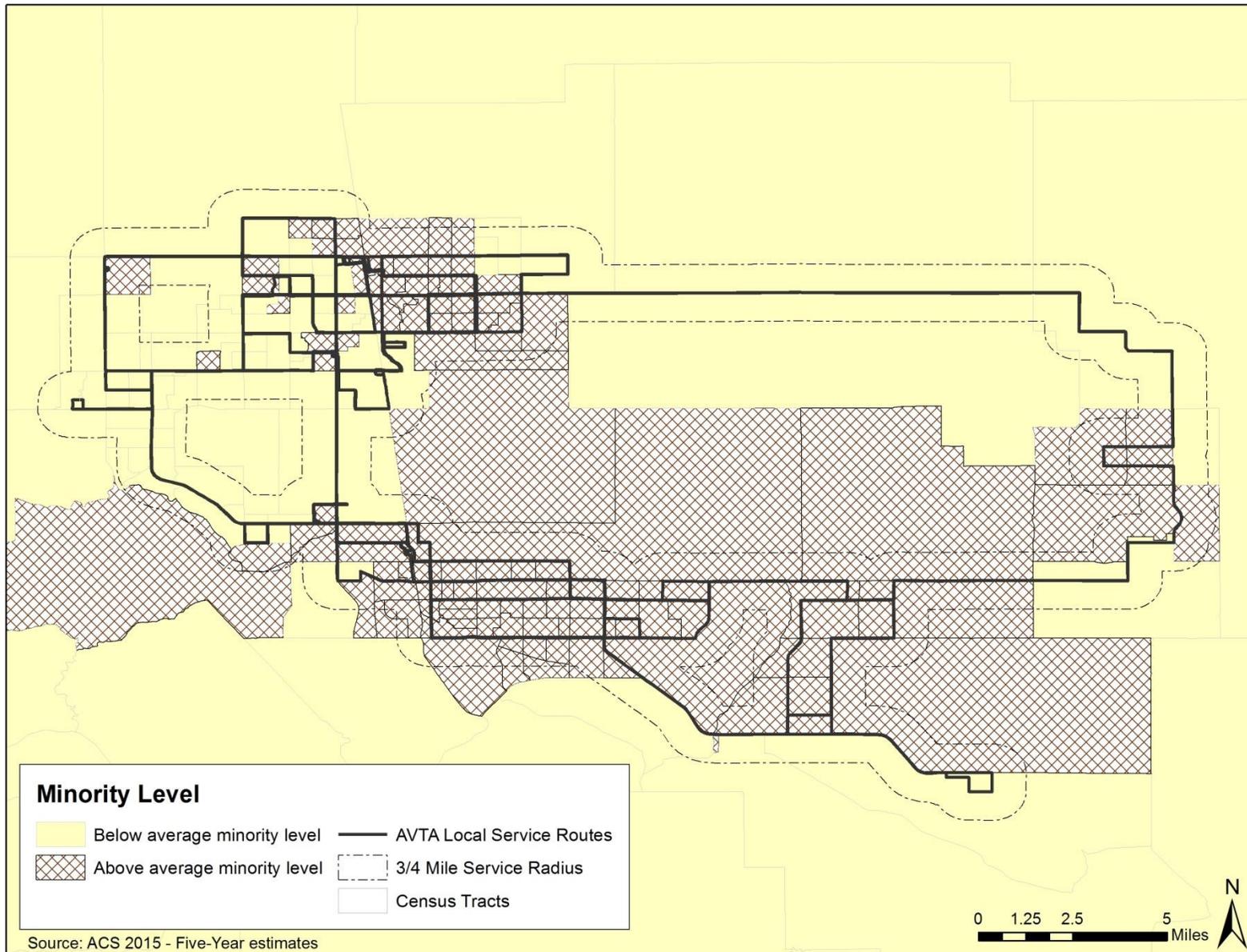




Appendix E | AVTA Low Income and Minority Levels







Appendix F | Onboard Survey

5 CUSTOMER AND PUBLIC OUTREACH

PASSENGER SURVEY

An on-board survey of AVTA passengers was conducted between January 20th and 24th on all local and express routes.

The local route survey featured 16 questions addressing trip purposes, resources used for trip planning, travel to and from stops, transfer activity, and priorities for service improvement. Participants were also asked to provide personal demographic information. The one-page survey was printed in English on one side and Spanish on the other.

Passengers on commuter Routes 785, 786, 787, and 790 received a slightly different version of the survey. The commuter route survey asked respondents to include the stop they were using in the Los Angeles basin.

A total of 2,057 surveys were collected. Figure 13 shows the total number of surveys collected by route type. Overall, the margin of error was 1.8% at a 95% confidence level. The margin of error was higher on commuter routes, as the sample size was smaller.

Figure 13 Survey Response by Route Group

Route Type	Total Week	Unique Riders	Surveys	Margin of Error
Local	12,069	6,896	1,866	1.9%
Commuter	1,334	667	191	6.0%
Total	13,403	7,659	2,057	1.8%

Respondent Origins and Destination

Figure 14, Figure 15, and Figure 16 show survey respondent origins and destinations for respondents on both local and commute routes. Because commute trips were surveyed in the morning, destinations in Los Angeles are shown, while all trips originated in the Antelope Valley. The most trips originated in Lancaster near Avenue I & 10th Street West, in Palmdale near 10th Street E & Palmdale Boulevard, and near Avenue S & 47th Street East. Destinations were similar, although destinations also included the area between Antelope Valley College and the Antelope Valley Hospital. In the Los Angeles area, most destinations were in downtown Los Angeles.

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Figure 14 Survey Origins – Antelope Valley

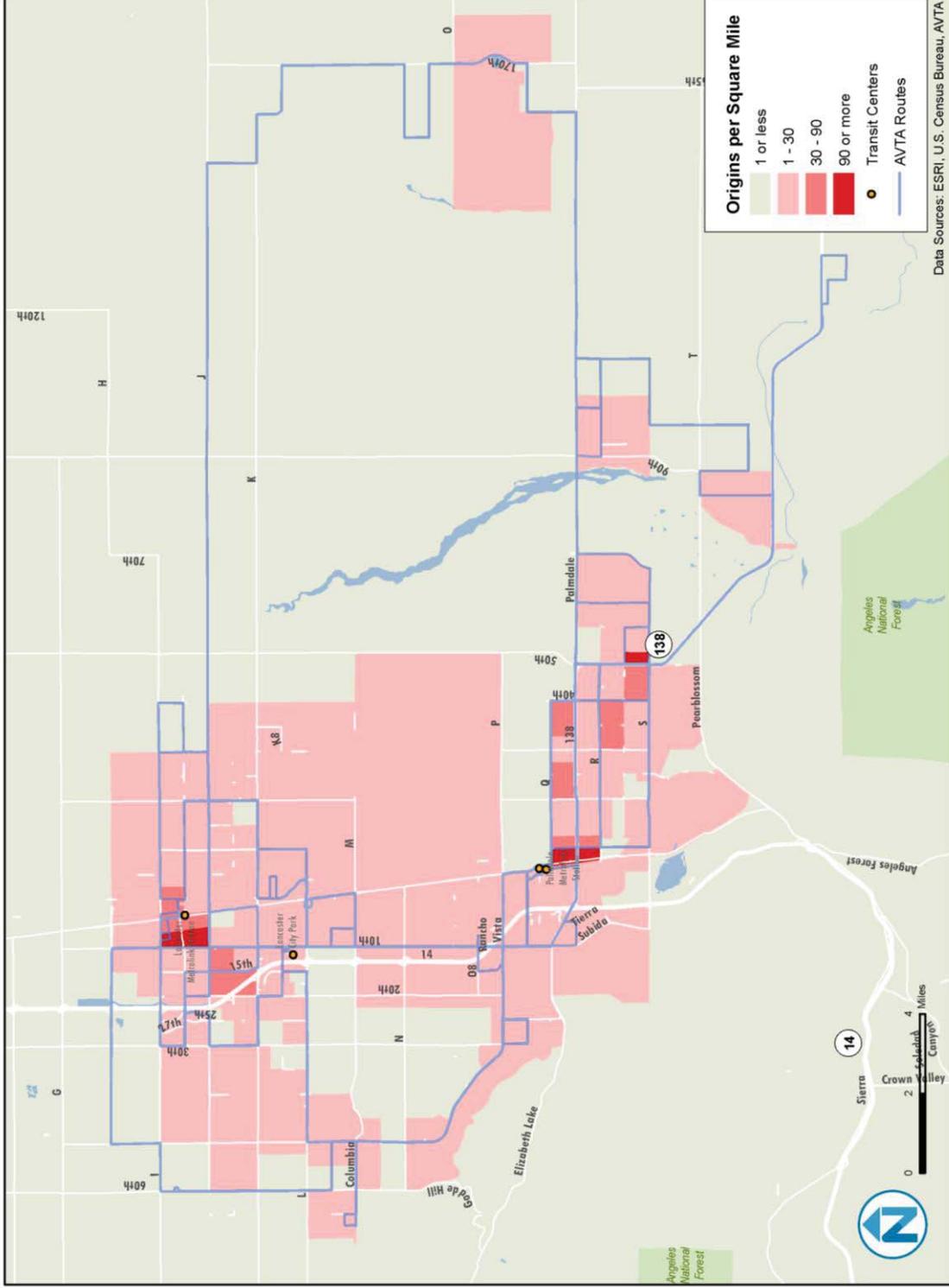


Figure 15 Survey Destinations – Antelope Valley

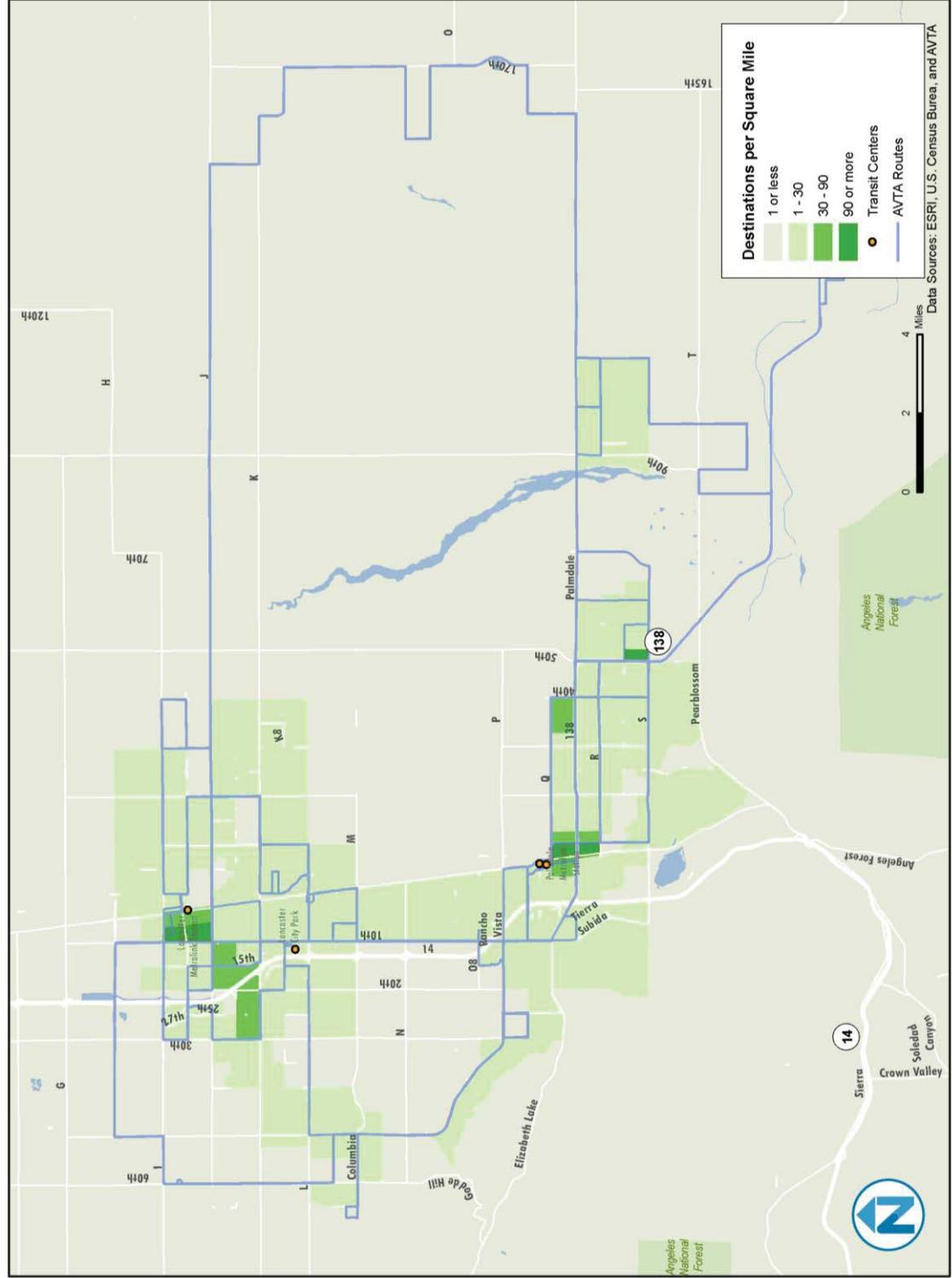
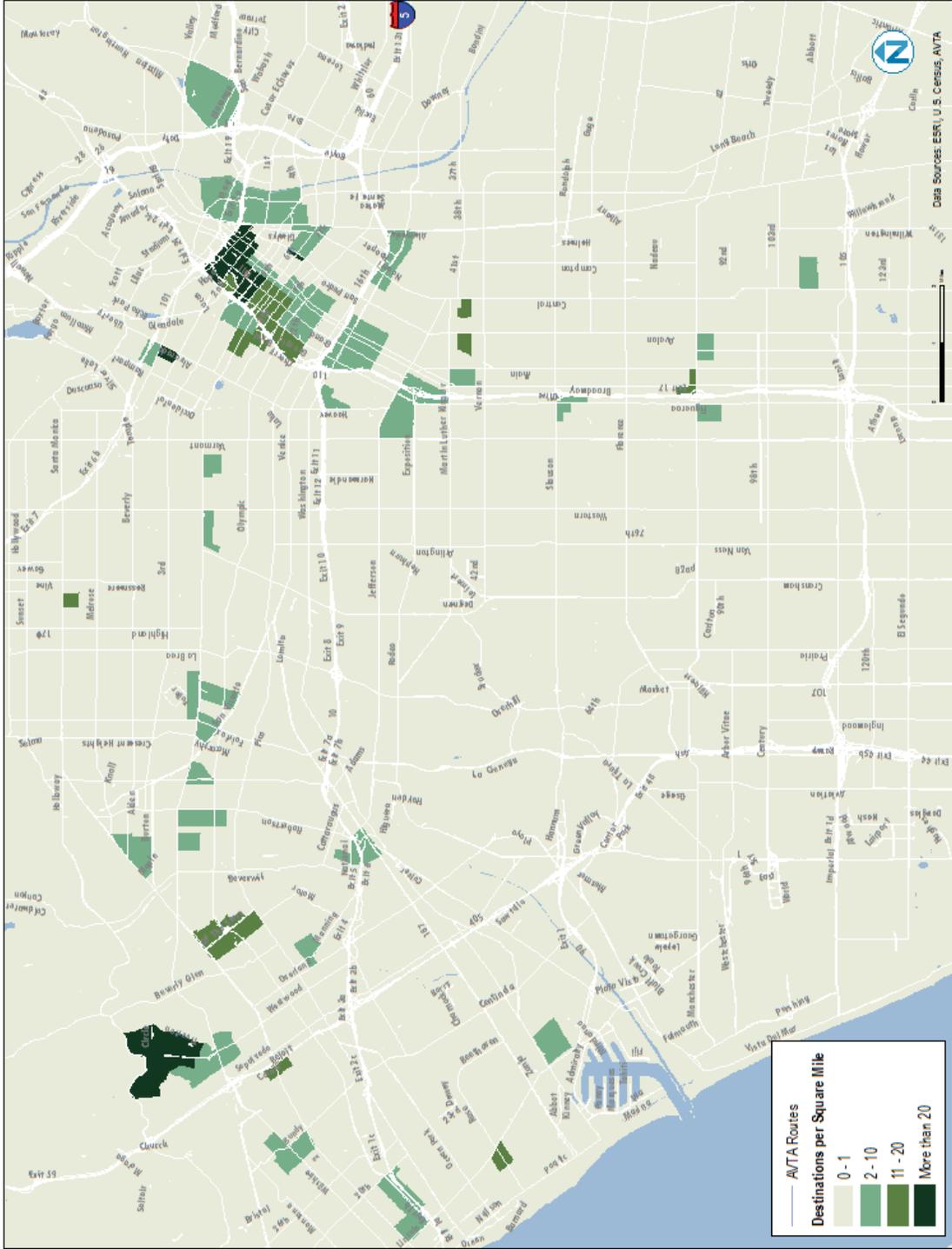


Figure 16 Survey Destinations – Los Angeles



Survey Response by Route and Hour

The number of surveys included in this analysis is shown by route in Figure 17. The largest number of surveys were collected on Routes 1 and 12 followed by Route 2, Route 3, Route 11, and Route 4. Approximately 100 or fewer surveys were collected on other routes.

Response rate by route for local routes is shown in Figure 18. Only local routes are included as ridership data on the day of the survey was only collected on local service. Some of the routes with very low ridership have high response rates because it was very easy to distribute surveys to all passengers. All routes in the system had above a 10% response rate.

Figure 17 Surveys by Route

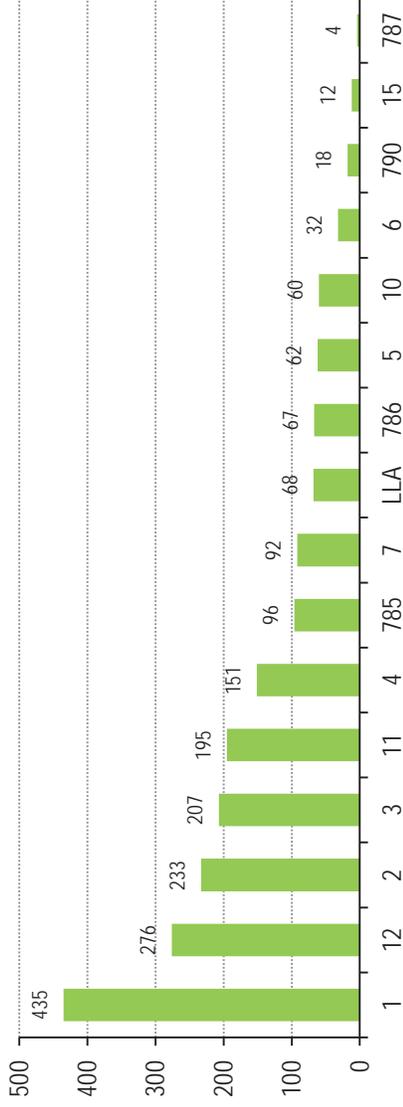


Figure 18 Response Rate by Route

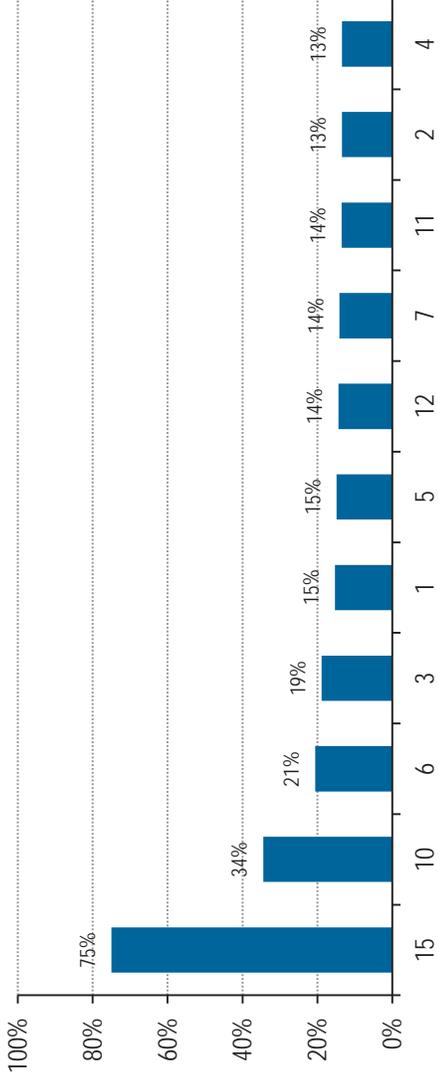
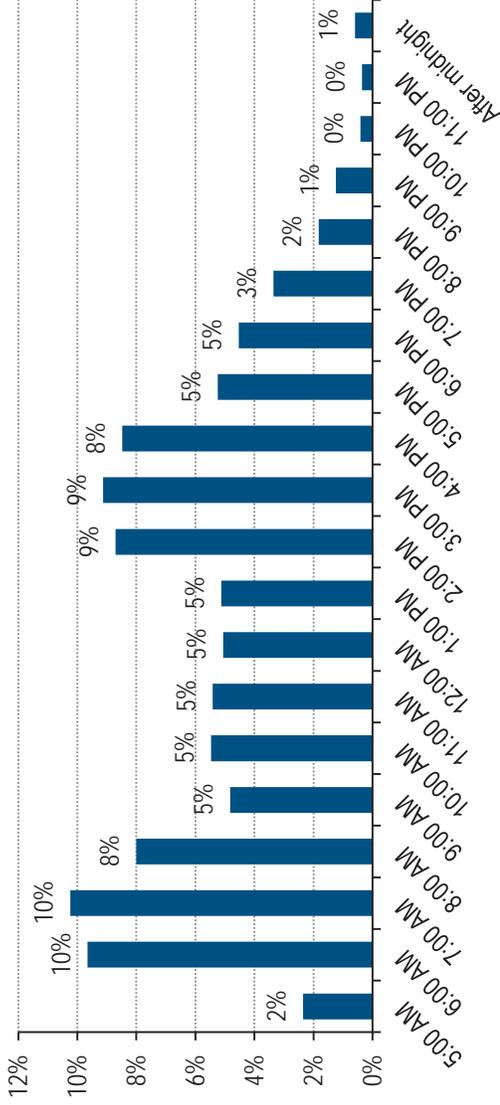


Figure 19 shows boardings per hour for local AVTA routes. Most surveys were collected during peak service hours. Fewer surveys were collected in the evening, as many passengers had likely already been surveyed and many routes do not operate evening service.

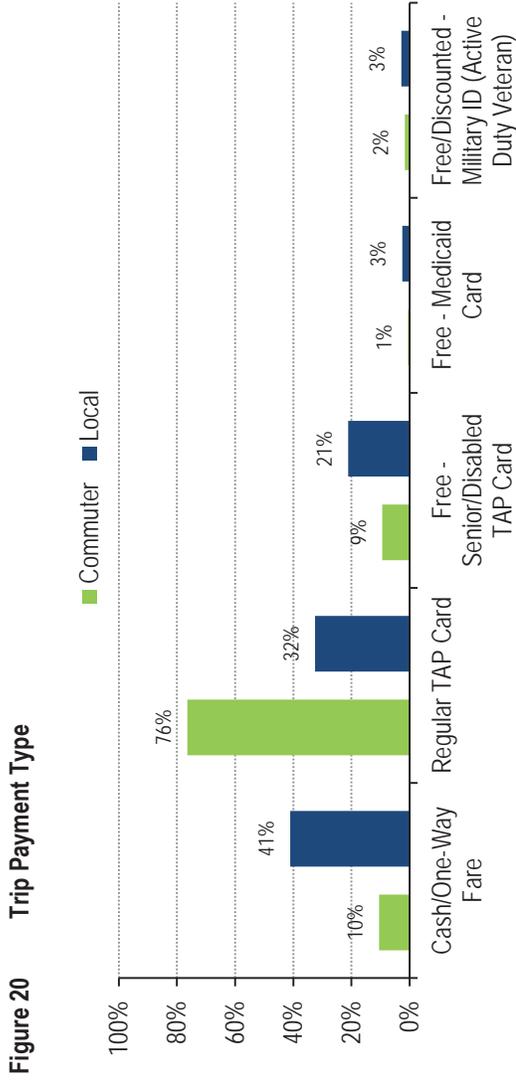
Figure 19 Local Route Boardings by Hour



Fare Payment

Figure 20 shows fare payment for local and commuter passengers. On local routes, the most common payment method was cash (41%) followed by TAP card (32%) and Free - Senior/Disabled TAP Card (21%). An additional 10% of local bus riders used cash, and 9% used a free fare TAP card. A small minority of local bus riders used a Medicaid card (3%) or military ID card (3%) to pay for their trip.

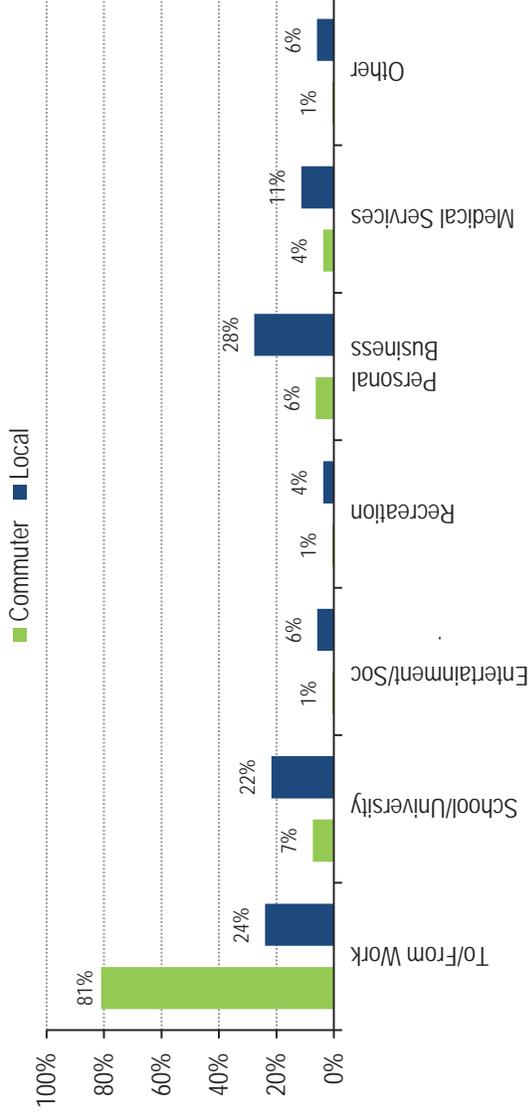
On commuter routes, a large majority of riders used a TAP card (76%), which provides a significant savings over paying by cash.



Trip Purpose

Figure 21 illustrates the trip purpose for respondents on local and commuter routes. On local routes, 28% of respondents were riding for personal business (shopping or errands), 24% were riding to or from work, 22% were riding to school or university, 11% to medical services, 6% to entertainment/social, 4% to recreation. The percentage of local bus riders riding to or from work is relatively low compared to similar-sized transit systems. These findings also indicate that students are a primary market that should be more closely studied. Distinguishing high school and college students and identifying their transit needs and preferences is important in retaining attracting and more young riders. On commuter routes, most riders (81%) were riding to or from work. The remaining 17% of commuter bus riders were riding to school/university (7%), for personal business (6%), or to medical services (4%).

Figure 21 Trip Purpose

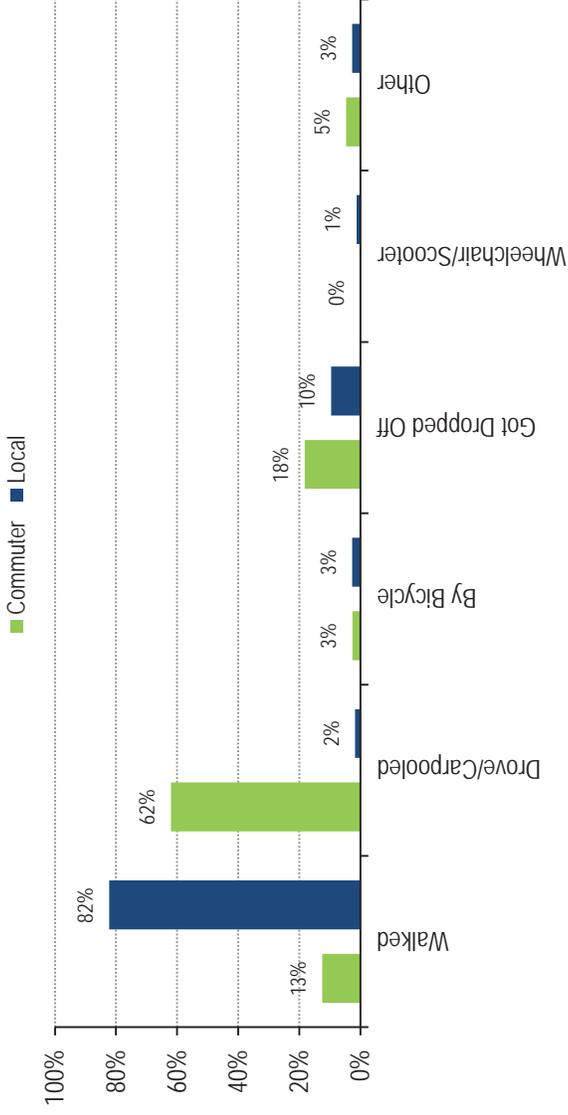


Transit Access Mode

most passengers (82%) walked, while 10% got dropped off, 3% bicycled, 2% drove or carpooled, 1% used a mobility aid, and 3% reported “other”. Responses for other included taking a taxi, using a walker, and skateboarding. On commuter routes, the majority of riders (62%) drove or carpooled and an additional 10% got dropped off. A total of 15% used non-motorized transportation modes including walking and biking. The fact that most local passengers access the bus by foot highlights the importance of pedestrian amenities at stop locations, as well as pedestrian-friendly design at transit centers.

Figure 22 illustrates how riders reached the bus. On local routes, most passengers (82%) walked, while 10% got dropped off, 3% bicycled, 2% drove or carpooled, 1% used a mobility aid, and 3% reported “other”. Responses for other included taking a taxi, using a walker, and skateboarding. On commuter routes, the majority of riders (62%) drove or carpooled and an additional 10% got dropped off. A total of 15% used non-motorized transportation modes including walking and biking. The fact that most local passengers access the bus by foot highlights the importance of pedestrian amenities at stop locations, as well as pedestrian-friendly design at transit centers.

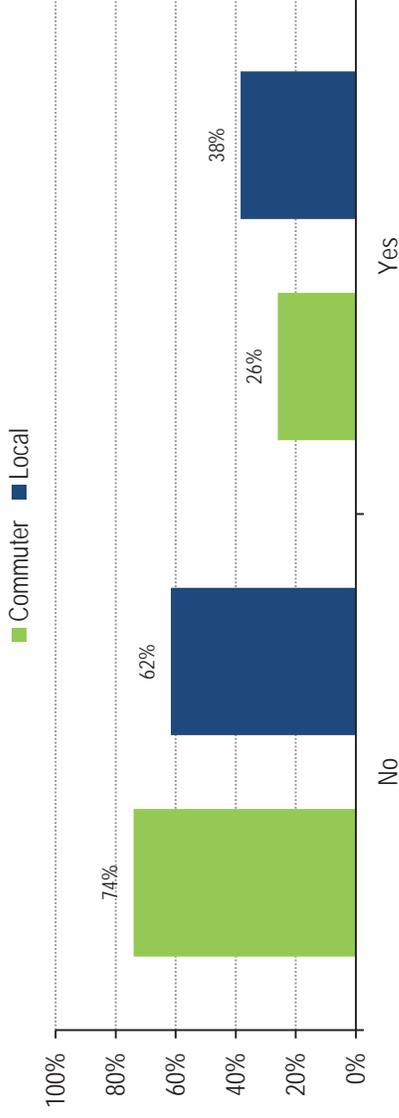
Figure 22 Transit Access Mode



Transfer Patterns

Riders were asked whether they transferred to or from another transit route (Figure 23). Over a third (38%) of local riders reported transferring, while a quarter (26%) of commuter routes reported transferring. The high percentage of riders transferring emphasizes the importance of ensuring that transfers are well-coordinated and easy.

Figure 23 Are you transferring from or to any other routes today?



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Figure 25 shows Commuter Express transfer patterns. Approximately a quarter of commuter riders make a transfer. Of those, the majority transfer to MTA service in Los Angeles, including commuter rail as well as buses. Other services include Big Blue Bus in Santa Monica, DASH in Los Angeles, and USC shuttle service.

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Figure 24 shows the routes that local riders were transferring to and from. Cells in the table with over 10 transfers are shaded orange. Route 1 as the most transferred-to and transferred-from route. Transfers were most common between Route 1 and Route 2, Route 1 and Route 12, and Route 1 and Route 4.

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Figure 24 Local Transfer Patterns

TO	1	2	3	4	5	6	7	10	11	12	15	785	787	LLA	MetroLink	Total
FROM																
1		20	7	30	5	6	3	2	13	30				5		121
2	30		11	1		2	2	3						4		53
3	11	18				2	3	1					1	1	2	39
4	20	1			2		4	1	10	8				2		48
5	6			5			1		7	6				1		26
6	5	3	1													9
7	6	3	9	4	1				3					1		27
10	5	4	3	1		1	1		3	4				2		24
11	12			12	5		4	5		16					3	57
12	35			10	6		2		17			1		4		75
15	2	1						1								4
785			1													1
786			1													1
787														1		1
790																5
LLA	4	2		5	1		1	1	4	9	1				1	29
MetroLink	4	1	2													7
Total	140	53	40	68	20	11	21	14	57	73	1	1	1	21	6	527

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Figure 25 Commuter Transfer Patterns

To	785	786	Grand Total
BBB 1		1	1
BBB 3		1	1
BBB 5		1	1
DASH	4		4
MTA 105/705		1	1
MTA 14	2		2
MTA 48	1		1
MTA 51	2		2
MTA 60	1		1
MTA 70/71	3		3
MTA 720		2	2
MTA 81	1		1
MTA Blue Line	2	1	3
MTA Purple Line	2		2
USC Tram	2		2
MTA Red Line	1		1
MTA Gold Line	1		1
Grand Total	22	7	29

Rider Characteristics

Riders were asked whether they would have access to a vehicle if AVTA service was not available for their trip. Only 13% of respondents on local routes reported that they would have access to a vehicle. Figure 20 reveals that close to two-thirds (59%) reported that they would not, while 28% would “sometimes”. On commuter routes, approximately half of respondents reported that they would have access to a vehicle, and another 21% would have access to a vehicle sometimes. Only 30% would not have access to a vehicle if AVTA service was not available. These findings indicate that those riding on local routes are very transit-reliant; very few have the option of using a vehicle for their trip on a regular basis.

Figure 26 Access to a Vehicle

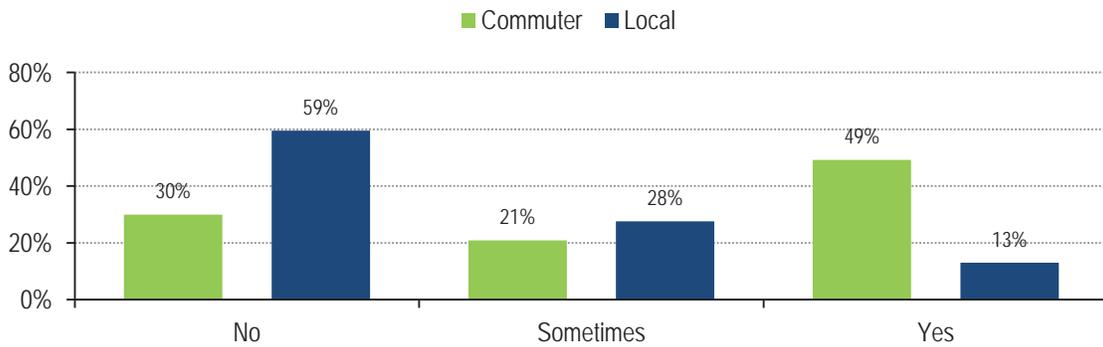
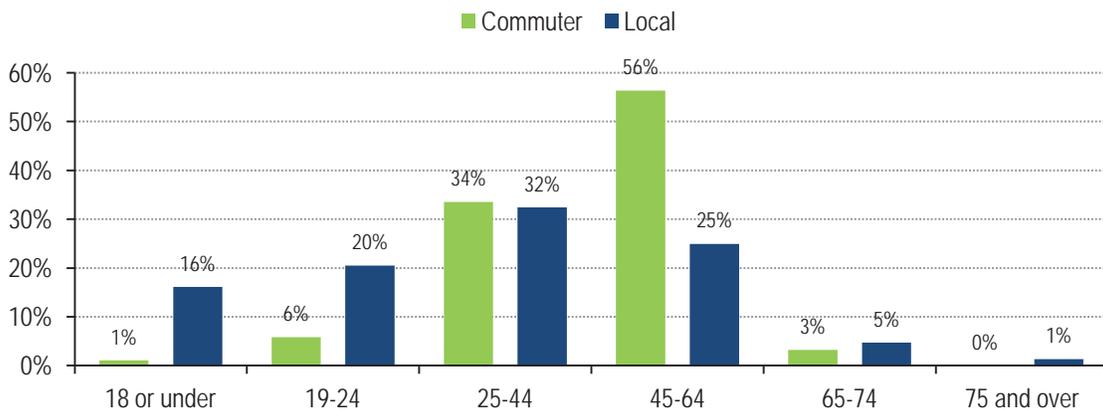


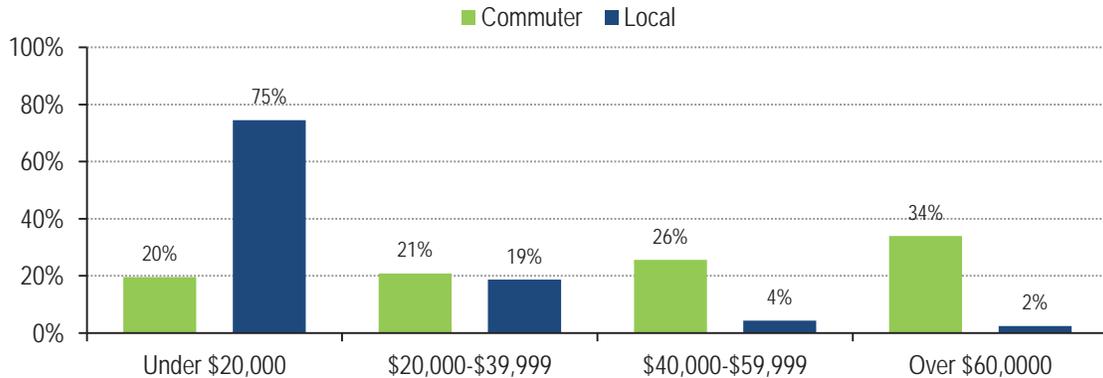
Figure 27 shows survey respondent age. Riders on local routes were most likely to be aged 25-44 (32%), 45-64 (25%), 19-24 (20%), or 18 and under (16%). Very few riders were over 65, which is surprisingly low. It is possible that older riders were less likely to take the survey. Riders on the commuter buses mostly fell into working-age groups. Fifty-six percent of commuter bus riders were aged 45-64 and 34% were aged 25-44.

Figure 27 Age



Household income is shown in Figure 28. On local routes, a large majority of riders (75%) reported earning under \$20,000 per year. Only 19% earned \$20,000-\$39,999, and 6% earned \$40,000 or more. On commute routes, incomes were much higher. Thirty-four percent of commuter bus riders earned \$60,000 and over per year, while only 2% of local riders earned the same amount.

Figure 28 Household Income



Household size did not vary significantly by route type. On local routes, approximately 18% of riders reported household sizes of 1, 2, 3, and 4 persons. An additional 13% reported household sizes of 5, and 14% reported 6 or more. On commuter routes, the largest group of riders reported a household size of 2 (23%), 4 (20%), 1 (18%), and 3 (18%). An additional 15% had households of 5 and 10% had 6 or more.

Figure 29 Persons per Household

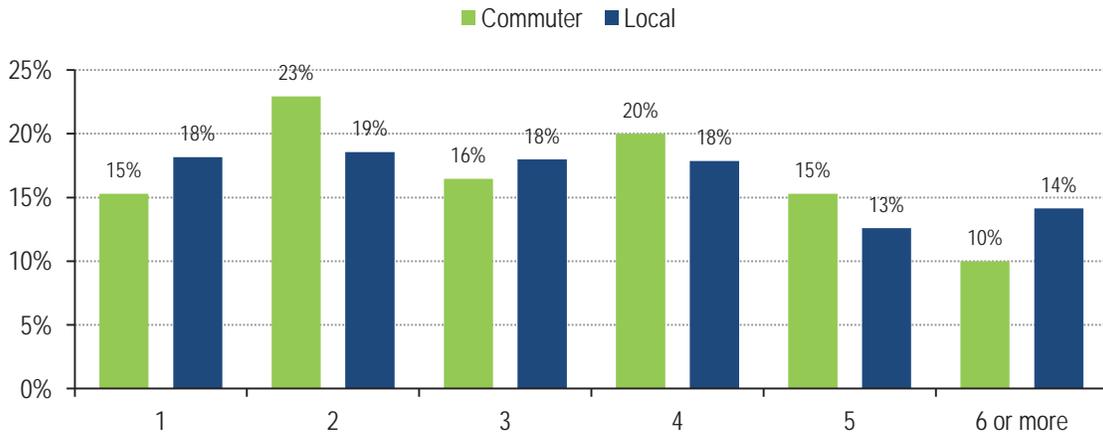
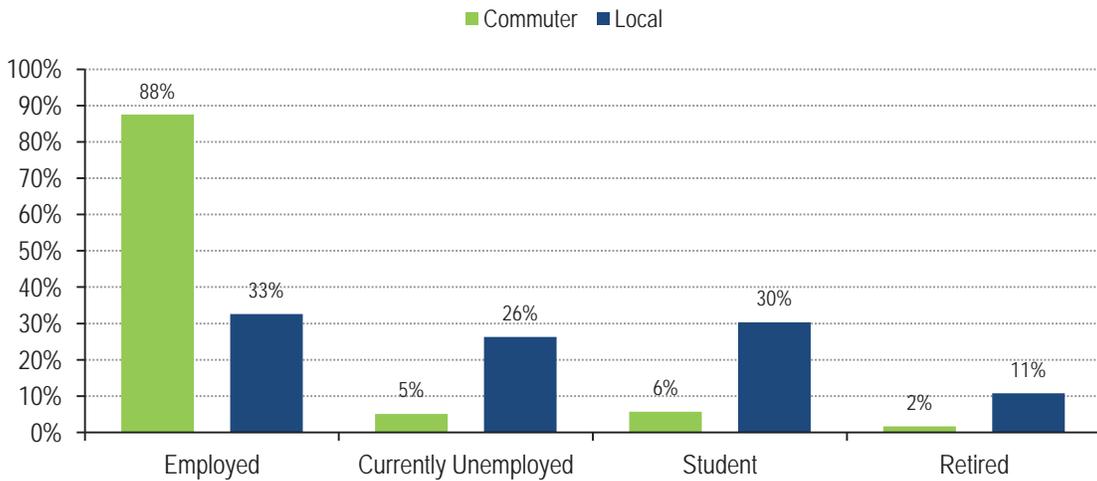


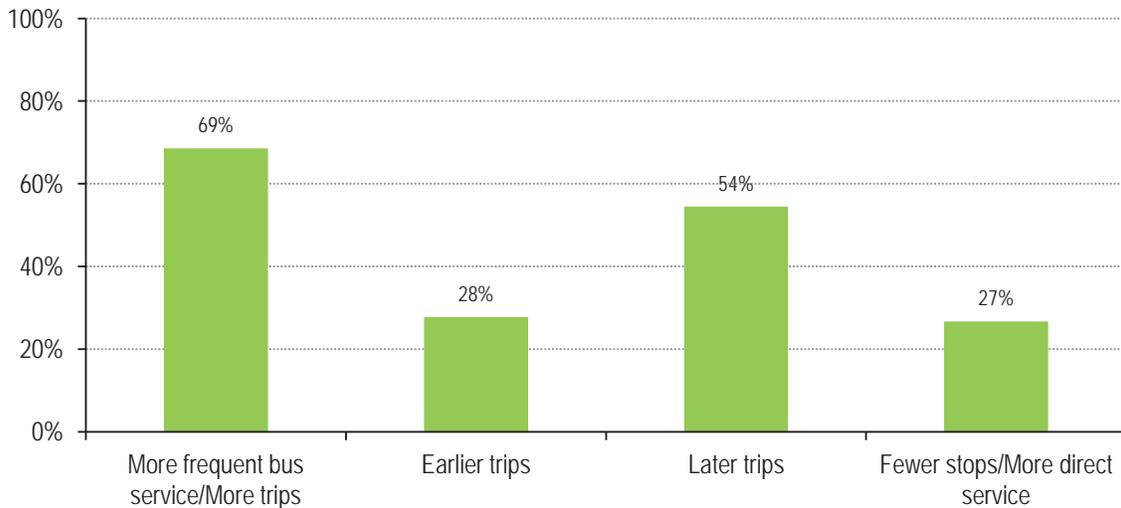
Figure 30 illustrates the employment status of riders. On local routes, approximately one third of riders (33%) were employed, while 26% were unemployed, 26% were students, and 11% were retired. On commuter routes, a larger majority of riders (88%) were employed. Only 5% were unemployed, 6% were students, and 2% were retired.

Figure 30 Employment Status



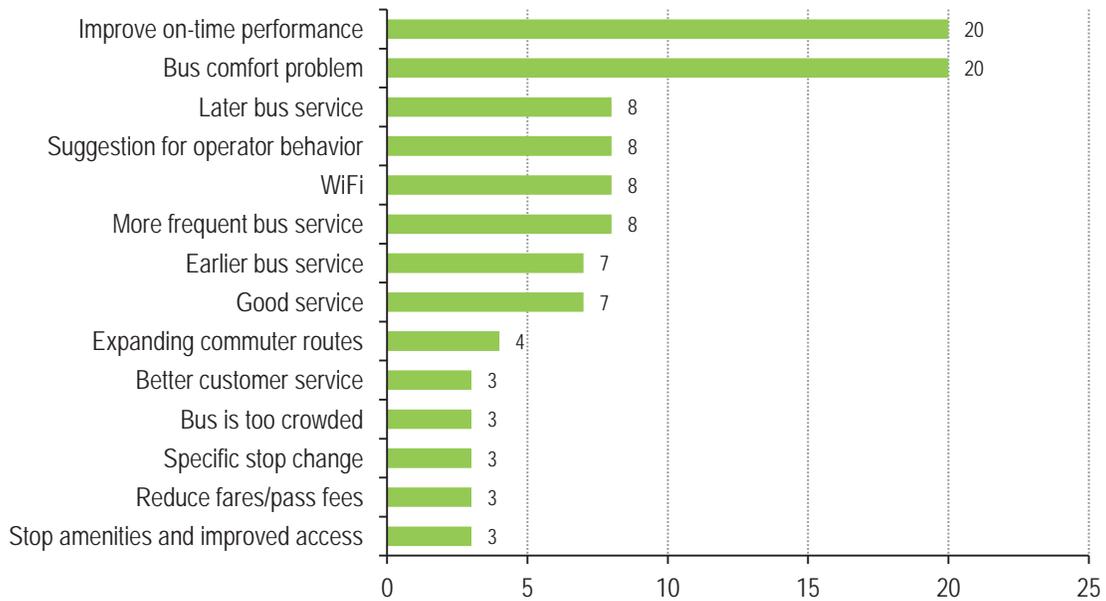
Commuter bus riders were asked about their preference on improvements to the AVTA transit system (Figure 31). Respondents were able to select as many as three service improvements, so the total of all responses is greater than 100%. The most popular service improvements were more frequent service/more trips (69%) and later trips (54%). Less popular service improvements included earlier trips (28%) and fewer stops/more direct service (27%).

Figure 31 Commuter Route Rider Improvement Preferences



Respondents were also able to write in suggestions for other improvements they would like to see (Figure 32). The most common comments related to improving on-time performance (20 comments) and bus comfort issues (20 comments). Other comments addressed more frequent bus service, WiFi, operator behavior problems, later bus service, and earlier bus service. Fewer comments addressed amenities, reduced fares, specific stop changes, expansion of the commuter routes, bus overcrowding, and customer service improvements.

Figure 32 Other Commuter Improvement Preferences



Local bus riders were also asked about their preference for improvements to the AVTA transit system (Figure 33). The survey included several additional responses that were relevant to local service. As with the commute survey, respondents selected multiple responses, so the total percentages add up to over 100 percent.

The most popular service improvements included more frequent service, more weekend service, and later service, with nearly half of respondents selecting these options as a top priority. Less popular service improvements, with roughly a quarter of respondents selecting as important, including earlier service, improved connections, more direct/faster service, and service to new areas. Twelve percent of people wrote in a comment for “other”.

Figure 34 shows the most common types of answers for “other”. The most common other comments related to more frequent bus service, specific bus stop changes, bus comfort issues, better coordination of schedules, and weekend service. Less frequently, comments concerned adding more routes to the network, improving on-time performance, stop amenities and access, operator behavior, and commendations of good service. Several other types of comments had under 10 comments.

Figure 33 Local Route Rider Improvement Preferences

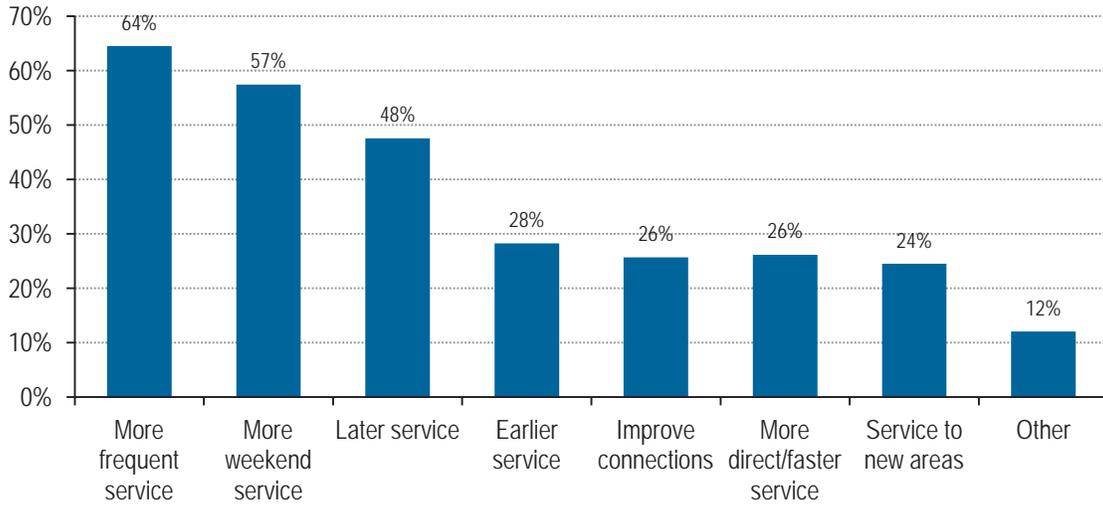
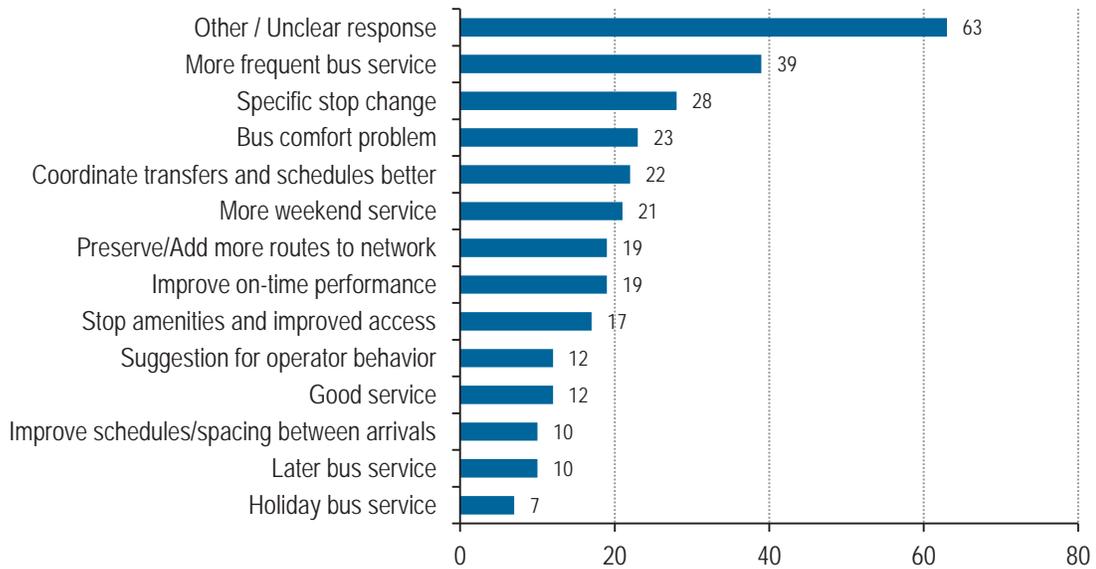


Figure 34 Other Local Route Rider Improvement Preferences



ONLINE SURVEY

As a supplement to the passenger survey, an online survey was developed to capture the opinions and attitudes towards transit held by both existing and potential customers. The online survey was posted on the AVTA website homepage for six weeks. The survey had a total of 86 responses.

As represented in Figure 29, approximately two-thirds of online survey respondents were existing customers. Figure 30 illustrates that of the primary reason why non-riders chose to not take transit is that they prefer to drive.

Figure 35 Do you ride AVTA bus service?

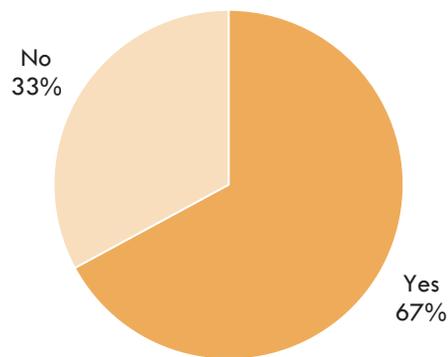
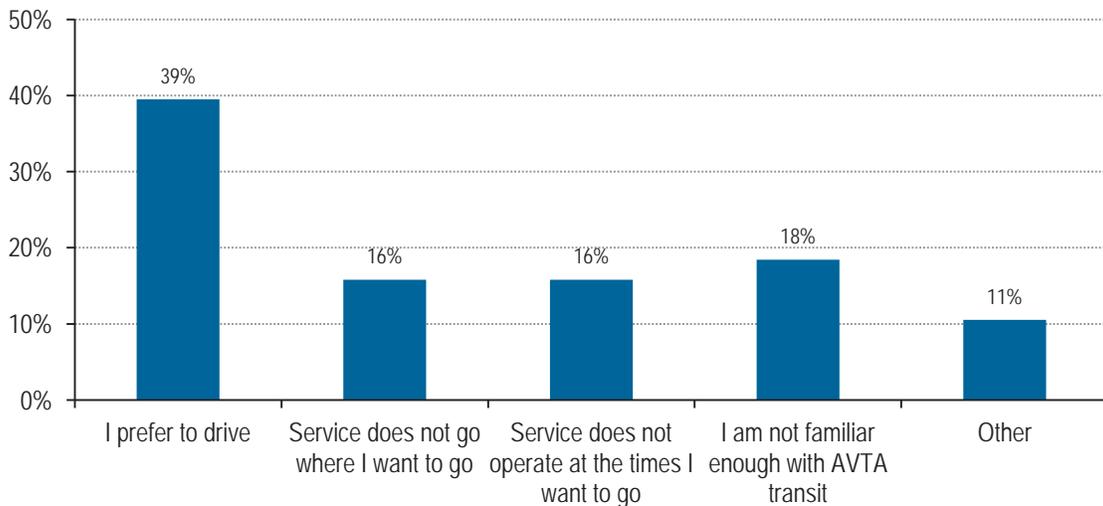


Figure 36 Non-Rider: Why don't you ride AVTA?



Trip Characteristics

Survey respondents were asked a series of questions about their most recent trip on AVTA. Results from these questions are shown in figures 37 to 40.

As shown in Figure 37, the highest number of responses came from riders of Route 785, followed by routes 786 and 12. No responses were received from riders of routes 2, 10, and the North County TRANSporter. When asked if they transferred to another route, 38 % of respondents said yes and 62% said no (see Figure 38).

As shown in Figure 39, the most popular payment method is the regular TAP card (59%), followed by the senior/disabled TAP card that may be used for free rides (22%) on local routes, and cash/one-way fare (17%). Just 2% said that they used a military ID to ride free.

Trip purpose is shown in Figure 40. The most common trip purpose by a wide margin is traveling to and from work, which represented 58% of responses. Other popular responses were school/university (15%) and personal business (11%).

Figure 37 AVTA Riders: What route are you riding/Did you most recently ride?

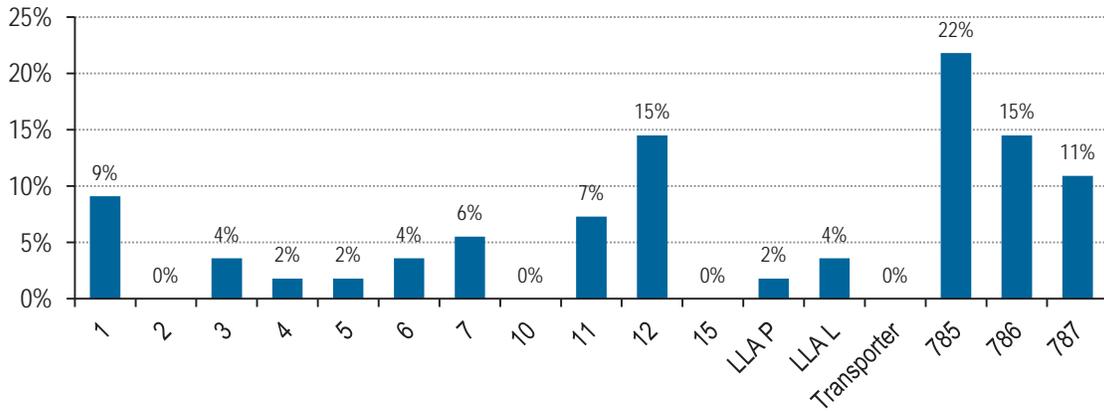


Figure 38 AVTA Riders: Are you transferring to or from any other routes today?

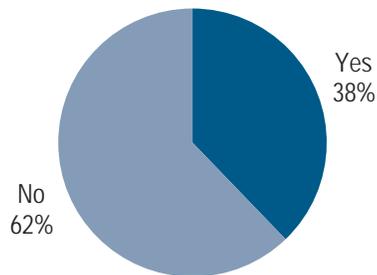


Figure 39 AVTA Riders: How did you pay for your trip?

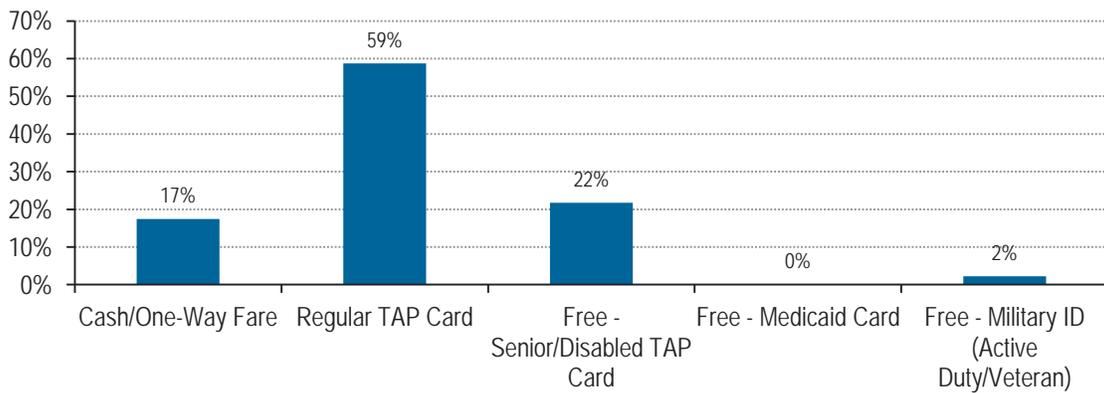
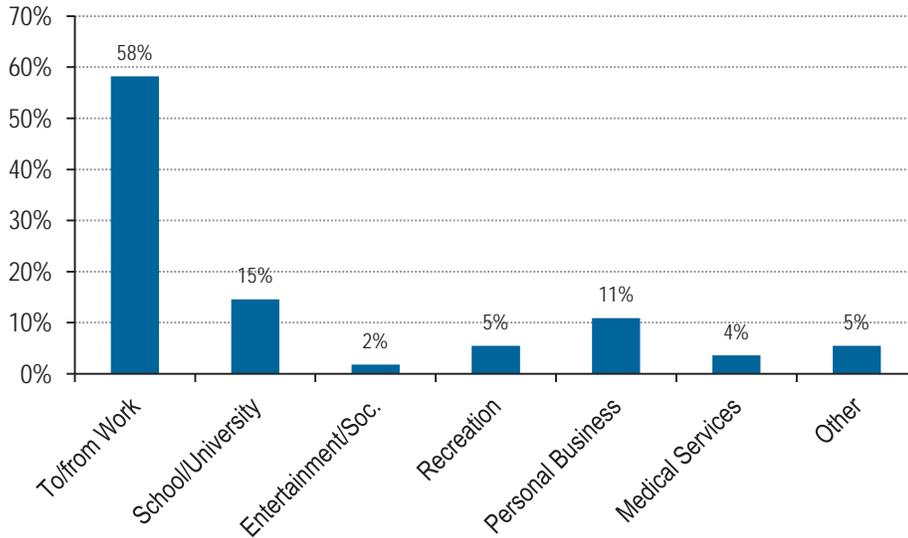


Figure 40 Trip Purpose



Rider Characteristics and Opinions

Responses to rider characteristic questions are shown in the following charts.

Over three-quarters of riders have access to a smart phone, as shown in Figure 41. When asked if they would have a vehicle available if AVTA service was not available, 66% said “yes”, 24% said “no”, and 10% said “sometimes.” This indicates that driving is not an option for about one-quarter of respondents.

When respondents were asked which transit improvements they favored, the most popular choice by a wide margin was “more frequent bus service.” The next three most popular choices were “later bus service,” “improved connections with other routes at Lancaster,” and “earlier bus service.” The remainder of the choices received significant responses as well (see Figure 43).

Figure 41 Do you regularly have smart phone with internet access or texting?

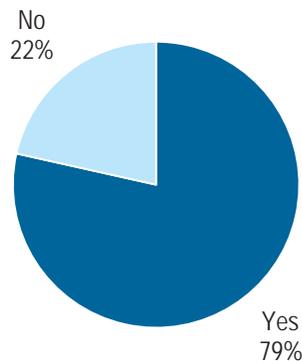


Figure 42 Would you have a vehicle available for your trip if AVTA service was not available?

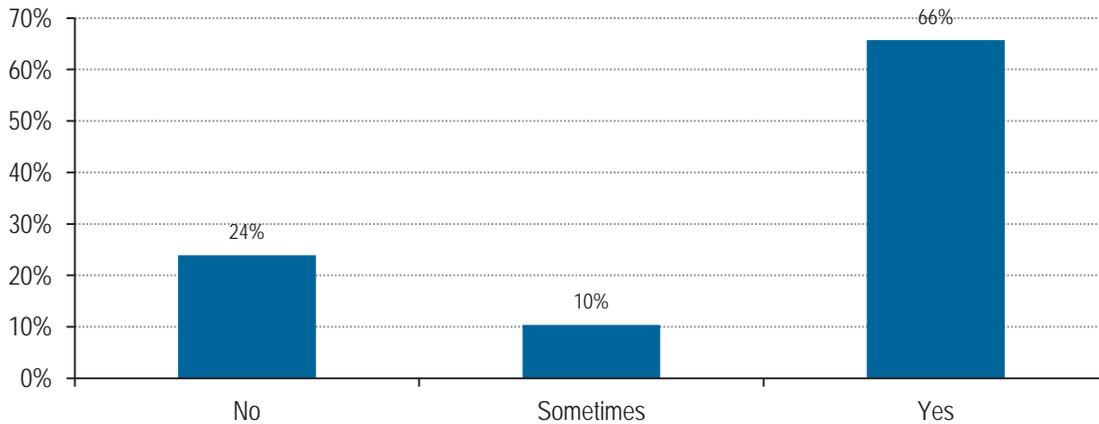
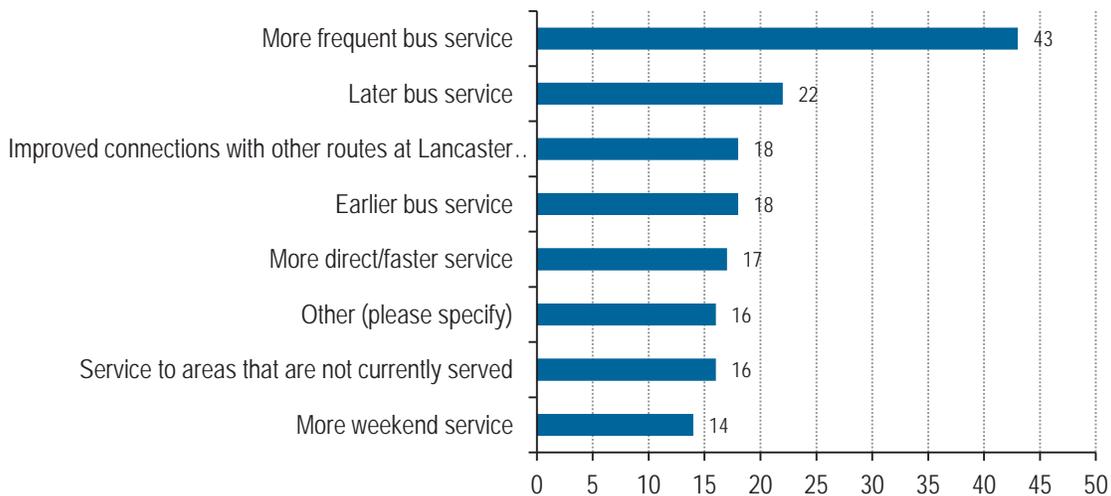


Figure 43 Desired Service Improvements



Demographics

The following charts present demographic characteristics of the survey respondents.

About three-quarters of respondents were between the ages of 25 and 64. Seniors (ages 65-74) made up 12% of respondents, people ages 19-24 made up 3%, and the 18 and under age group made up 9%.

The survey asked for current employment status, and 70% said that they were employed. The remainder were unemployed (10%), students (10%), retired (3%) or other (7%).

In terms of income, 54% had a household income above \$60,000, while 10% were \$40,000 to \$59,000, 20% between \$20,000 and \$39,000, and 16% under \$20,000.

Figure 44 Age

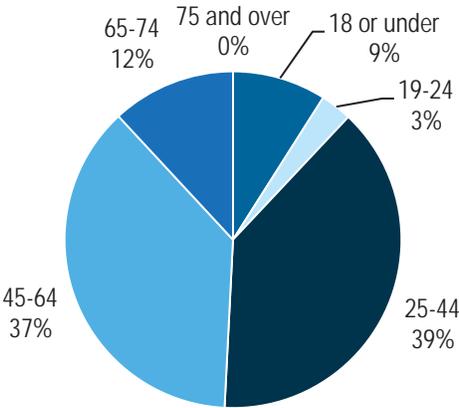


Figure 45 Employment Status

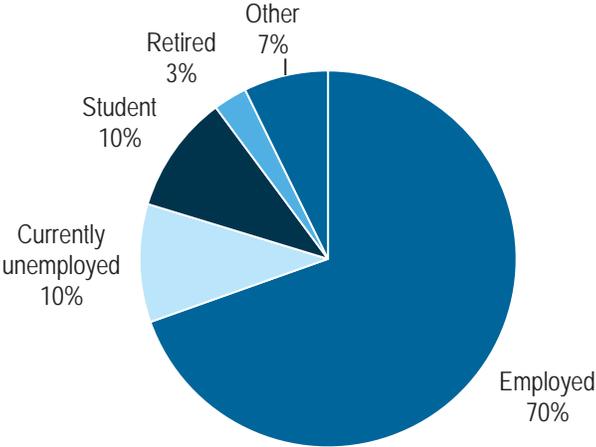
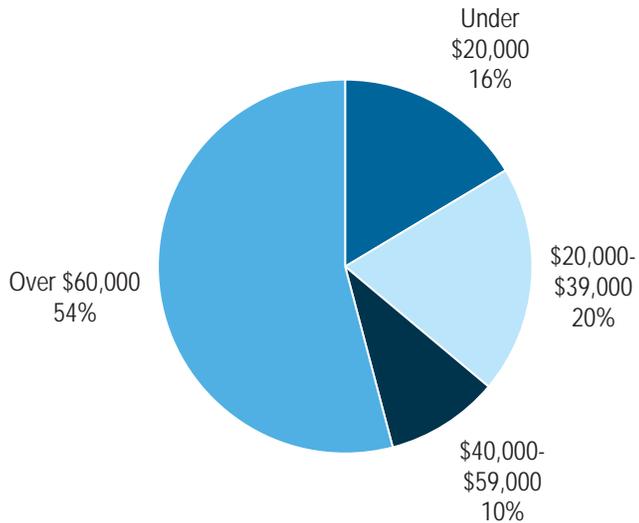


Figure 46 Income



TRANSIT CENTER OUTREACH

To better understand community perceptions, needs and priorities related to public transit, qualitative research was conducted at Lancaster City Park and Palmdale Transportation Center, on January 30, 2014 between the hours of 12:00 pm – 6:00 pm. Field researchers approached riders who were waiting for their buses, and in several cases, boarded and rode buses in order to obtain information. Relying on an interview guide with open-ended questions, researchers talked with riders both one-to-one and in small groups. For example, when there were multiple riders sitting together at bus stops, or on the bus, researchers conducted impromptu focus groups. The open-ended questions offered the opportunity for researchers to probe for more information, rather than simply accepting “yes or no” answers, and to ask follow-up questions in order to obtain greater insight.

A total of 101 individuals representing a sample of transit riders from all age groups provided feedback. A complete record of customer comments is included in Appendix C.

The following is a summary of key themes categorized by the topics which drew the most frequently stated responses, and/or the most emotional responses.

Service Span

Respondents stated the need for extended hours of service. Several persons stated that they and most of their acquaintances and family members, work in the service industry. Customers working closing shifts or shifts with variable end times mentioned leaving work after bus service has ended for the night and relying on taxi service, or friends and family, or walk, to get home. Weekend service is also needed because of the demands of service-industry type of jobs. Some respondents who rely on public transit also emphasized the need for longer weekend hours in order to attend movies and recreational activities, or simply to visit friends.

Schedule Reliability

Buses frequently arriving late were a repeated comment. Another frequently cited concern was that connections are too tight. Many respondents noted that missed connections result in long wait times. Missing connections is a common experience.

Frequency

The buses are spaced too far apart, in terms of headways, was an often repeated concern. The wait between buses is too long. People who ride #1, #10, #12 lines especially stated that their key concern was the long waits. Also, infrequent bus service on weekends was cited as an issue for service-industry workers.

Customers stated that it is important to connect #1 and #2 buses, and #4 needs to run more frequently especially, because it goes to government offices with fixed hours of operation.

Safety and Comfort

Service to Lake LA was described as inferior by the majority of Lake LA riders. This comment was expressed by high school students, mothers with young children, disabled and elderly people. They complained of the long waits between buses, the lack of stops and amenities, and no lighting at stops. Several individuals, including teenagers and the elderly, stated that bus drivers pass waiting passengers due to the poor visibility at dusk and night.

Overall, when on the bus, riders feel safe, and they generally like the drivers. However, a key concern was that several bus stops are too dark, and need lights. This was a high priority. Specifically, #3 southbound feels dangerous and there is a dark stop at 10th and County Road.

Access and Amenities

Access and amenities were described as good or acceptable by most respondents. However, some individuals expressed the need for shade and shelter from wind at all stops in AV.

Information

Most riders rely on printed buses schedules, although a significant number of individuals stated they rely on word of mouth, i.e. asking people waiting at bus stops about the destinations/stops and schedules. Approximately 60% of customers surveyed at both transit centers and on-board buses own a smart phone.

Fares

Many riders stated that they do not pay fares. The majority of those that do pay fares stated that they thought the fare was acceptable, although students stated there should be lower student fares. A majority felt that transfers should be provided. It is easier to come up with \$1.50 fare each day, than the large outlay of cash for a TAP card, according to several transit dependent riders.

A frequently stated suggestion was that passengers should be able to purchase fares via vending machines at the transit centers.

ANTELOPE VALLEY COLLEGE OUTREACH

Nelson\Nygaard and AVTA staff surveyed students and other pedestrians traversing the main courtyard at Antelope Valley College on January 30, 2014. Survey respondents included regular riders, occasional riders, former riders, and non-riders.

Several students expressed interest in a student pass program to simplify fare payment. Customers commuting from Quartz Hill and East Palmdale requested a direct connection to the college to reduce overall travel time. Approximately 73% of the 18 survey respondents requested more frequency on weekdays and weekends. Several customers expressed the need for faster service. Approximately 83% of survey respondents own a smart phone. A complete record of respondent feedback is included in Appendix C.

Appendix G | AVTA Demographics of Service Area Maps

