

**MEMORANDUM
CITY OF LANCASTER, CA**

TO: City Council Members

FROM: Council Member Marvin Crist
Council Member Ken Mann

DATE: December 11, 2012

SUBJECT: **Report on the Activities of the Board of Directors for the Antelope Valley Transit Authority**

Recommendation:

Receive a report of the proceedings and issues discussed at the November 2012 regular Board of Directors meetings of the Antelope Valley Transit Authority (AVTA).

Background:

The Antelope Valley Transit Authority is a distinct government entity created under a joint powers authority agreement between the City of Lancaster, the City of Palmdale, and Los Angeles County that provides public transit services. Council members Marvin Crist and Ken Mann serve on the AVTA Board for the City of Lancaster.

The following significant events took place at the July Board meeting:

- **Attendance.** Director Tom Lackey from Palmdale was absent
- **Special Recognitions:**
 - Director Mike Dispensa of Palmdale was recognized and thanked for his years of service as an AVTA Board Member. Tom Lackey will now serve as a Director from the City of Palmdale along with Mayor Jim Ledford.
 - The Board and the Executive Director recognized and thanked the Finance staff for their hard work and dedication over the last couple years to resolve all the audit issues and helping to achieve an audit with no findings this year.
 - AVTA was awarded the California Transit Association Small Operators' 2012 Transit Excellence Award, which Chairman Hickling presented to the Executive Director. The Board thanked AVTA staff for their hard work and dedication to turn around the organization and excel.
- **Special Report.**
 - Staff presented the Fiscal Year 2012-2013 first quarter key performance indicators report.
 - Boardings – There were 884,310 system-wide boardings, which is a 7% increase over the same period 2011-2012.
 - Fare Revenue – Fare revenues were \$1.2 million, an increase of 1 % from the same period 2011-2012. This resulted in an average per passenger fare of \$1.34. Staff is currently looking into adjustments to fare adjustments and the TAP card.
 - Operating Expenses were \$5.2 million with an average cost per service hour of \$114, an increase of 5.6 % over the same period last year.

- Accidents were reported at an average of 87 accidents per 100,000 miles including four preventable accidents. This is an increase of 50 percent over the same period last year.
- Customer complaints recorded were 19 complaints per 100,000 boardings, which is a decrease of 27% during the same period last year. Staff noted an increase of 8% over last September. Staff indicated it is typical to see an increase in complaints after a service change has been implemented and at the start of the school year.
- Schedule adherence indicated an average on-time performance of 96.9 percent. This is an improvement of almost one percent over the same period last year.
- Staff presented the first quarter Coach Operator Audit results. As a component of the Mobility Management Program, the AVTA awarded a three-year contract to Moore and Associates to conduct ongoing quarterly coach operator audits. Trained observers from Moore and Associates who board AVTA buses as anonymous riders conduct the audit. The first quarter revealed a few areas for improvement including:
 - Instances of fare evasion at an average of 3.33 for local routes and 4.08 for commuter
 - Announcement of stops at an average of 1.79 for local stops and 2.08 for commuter

Staff indicated they are working with Veolia, the contracted coach operator, to address these issues and at the request of the Board, will enlist more assistance from the Sheriff if needed to address the fare evasion. The evaluation of the coaches revealed a few coaches needed to be cleaned, a few were missing brochures and most were in excellent condition with only four labeled as fair. Local busses were reported as on-time 88.8% of the time, 5.3% early and 5.9% late, whereas, the commuter busses were reported as 45% on-time, 37.5% early and 16.7% late. Staff indicated the 37.5% early arrivals for the commuters is actually not a problem since these are final destinations, whereas, the same results for the local busses would be a concern. Overall, there is room for improvement, but these results are at acceptable levels. Staff will continue to address all of the issues with Veolia. The Board thanked staff for the quarterly reports and requested a quick update on the corrective actions on a monthly basis.

- **Meeting cancellation.** The Board approved canceling the December AVTA Technical Advisory Committee Meeting and the December Board Meetings.
- **Contracts.**
 - The Board approved the Transtrack Software Maintenance and Support Agreement.
 - The Board approved staff to look for funding and other resources required to conduct a zero-emission bus demonstration project in the Antelope Valley. AVTA staff has researched other transportation agencies utilizing alternative energy busses and has researched the options and benefits of the various available coaches. Staff has been researching alternatives and speaking with other agencies. During staff's research, they discovered BYD is the only company that offers a battery that can operate as a local power source in an emergency. The batteries when removed from the bus remain 80% charged. BYD just delivered two to Stanford and is operating many in Europe. Staff

informed the Board BYD will have one of their busses on display that the AVTA offices all day on December 5th.

- **Internal Procedures.**
 - The Board approved changes to the Budget Calendar which sets the budget adoption in May. The bylaws allow for June adoption if there are still outstanding issues. The key assumptions used to drive the budget process now agree with the performance metrics reported to the Board on a quarterly basis. The Authority shall notify the jurisdictional members of their shares of the capital and operating reserve funding requirements for the coming fiscal year during the first week of March of the year prior to the budget year.
 - The Board approved changes to the Purchasing Policy including changes to clarify and improve the policy, updates to match the recently executed JPA and amended Bylaws and the addition of the new SBE Element outreach to small and local businesses.
- **Service Modifications.** Staff conducted an initial assessment of the transit system to identify any possible service changes in an effort to increase efficiency and decrease costs. Staff presented draft changes to routes 1, 10, 6/96, commuter express 785/786/787, the Lake Los Angeles Express and the TranSporter. The Board approved the staff's request to hold meetings, public hearings and conduct extensive public outreach including bi-lingual to obtain public feedback on the draft service modifications. The Board expressed concern about any changes to the two colleges in Lancaster, UAV and AVC. The Board requested staff work with UAV to hold a public meeting at the university and find another appropriate location in Palmdale to make it convenient and encourage the public to participate in giving feedback on the draft modifications. Staff will report on their progress at the January board meeting with the intent of having the final public hearing and request for Board approval of the final recommended changes at the February Board meeting. If changes result in a different distribution of service miles between jurisdictions, AVTA will present this difference and the associated cost increase/reduction in jurisdiction contributions.
- **Audit Issues.** The Board approved the draft audited financial statements and single audit of federal awards for the year ended June 30, 2012. Windes and McClaghry presented the draft to the Board expressing their appreciation and congratulations to the AVTA staff for all their hard work in correcting the previous year's audit findings. The draft report indicates there were no significant findings for the financial statements or the single audit report for the period ended June 30, 2012. AVTA received a clean bill of health.
- **Closed Session.** There were no reportable actions taken during Closed Session, just consultation with Legal Counsel regarding existing litigation (California Government Code Section 54956.9(a)). Case: Holland, Roemer v. AVTA (Case No. BC470695).