



2007 Annual Report



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Michael Mendez
Mayor

Cheri Kelley
Vice Mayor

Jesse M. Luera
Councilmember

Rick Ramirez
Councilmember

Gordon Stefenhagen
Councilmember

Ernie V. Garcia
City Manager



MESSAGE FROM THE DIRECTOR

For over 30 years, Norwalk Transit System (NTS) has provided vital access to community services including; education, health care, employment, and training. In the past year, over two and a half million riders relied on NTS to provide a safe and comfortable ride to their destination. We are able to make this commitment to quality service through our family of 150 NTS employees, many who have serviced us faithfully for as long as 33 years, (providing equipment maintenance, dispatching, customer service, training and administrative services).

We offer sub-regional transportation service throughout the southeast region including the cities of Artesia, Bellflower, Cerritos, La Habra, La Mirada, Norwalk, Whittier and Santa Fe Springs and unincorporated areas of L.A. County.

NTS, with its 2.7 million passengers, 36 fixed-route buses serving 725 stops on 9 routes; and 21 Dial-A-Ride vans, providing paratransit annual trips, provide our community a variety of mobility options. Senior citizens, students, and commuters from all walks of life, have the opportunity to access these services seven days a week, 365 days a year. We do this with one of the lowest base fares in the industry (only 60 cents) so that cost does not prohibit access.

We are able to serve our passengers quickly and cost effectively because of the attention we pay to maintaining our fleet of buses, and vans. We pride ourselves on being environmentally sensitive. We are the only city in California using two types of alternative fuel hybrid electric technology vehicles.

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We are committed to being a good neighbor by involving ourselves with the needs of our community by sponsoring a stuff a bus holiday toy drive, canned food drive, and outreach programs to local civic groups, schools and clubs.

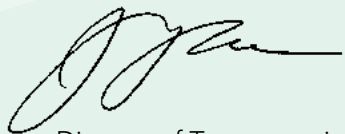
Beyond safety, cleanliness, and reliability, NTS' reputation also rests on the more than 100 drivers that are the face of Norwalk Transit on a daily basis. They are our eyes and ears, letting us know how to improve the passenger's ride.

NTS provides a fully staffed customer service center, operating daily Monday through Friday from 8:00 a.m. to 5:00 p.m., selling fare media, providing maps, schedules and information on how best to utilize the NTS family of services.

As you can see, it takes a lot of energy and talent to make sure the transportation needs of our community are met. Each day comes with new challenges, but we look forward to solving them and affording this community the best transit service possible.

We want to thank our patrons for using NTS, the City of Norwalk for its constant support and all the employees that make up the Norwalk Transit family for their devotion to providing efficient and economic public transportation services, in keeping with our commitment to quality, safety and effectiveness.

Sincerely,



Director of Transportation





MISSION

Norwalk Transit System's mission is to meet the needs of its community by providing efficient and economic public transportation services in keeping with our commitment to quality, safety and effectiveness.

Mission



PROJECTS

Bus Stop Improvement Project

A total of 194 bus stops were completed with new shelters, benches, schedule holders, and lighting in July 2007. Olivas Valdez, Inc. was the contractor for this project.

Included in the upgrades are 19 i-SHELTER™ solar LED lighting systems mounted on Kaleidoscope canopies, as well as 194 units of its fully self-contained, solar-powered i-STOP® LED illuminated bus stops with edge-lit schedules. This project included a complete overhaul of bus stops including landscaping, bus pull-outs, benches, trash receptacles and other street furniture.

Dispatching System

NTS operates a Demand-Responsive Dial-A-Ride service for the disabled and elderly residents of Norwalk; and a General Public Dial-A-Ride System for the residents of the City of La Mirada. We manage a fleet of 21 paratransit vehicles to provide these services. Currently, all dispatch activity for these paratransit vehicles is done manually. The current system requires that dispatch personnel handle incoming reservation calls, take trip detail information and handle trip cancellations. Opportunities to improve vehicle productivity and customer service is time consuming and is often an omission in the dynamic environment of a manual dispatch operation. In keeping with its mandate and commitment to provide superior public transportation in a safe and efficient manner, the department determined that an automated dispatch system would significantly benefit current service-delivery efforts, allow for more efficient scheduling, improved on-time performance, consistent data collection for mandated reporting, and to facilitate any future expansion considerations. Trapeze Software Group, Inc. has been awarded the contract known as CAD (Computer Aided Dispatch System).

Projects

SERVICES

Fixed-Route

The fixed-route service provides service within Norwalk and adjoining communities, as well as connecting bus service between the Metro Rail Green Line Station and the Norwalk/Santa Fe Springs Transportation Center (Metrolink Station).

Currently, the fixed-route service consists of nine routes operating in Norwalk and the adjacent communities of Artesia, Bellflower, Cerritos, La Habra, La Mirada, Santa Fe Springs, Whittier, and the unincorporated areas of Los Angeles County.

Dial-A-Ride

The Dial-A-Ride program continues to expand to further assist seniors and disabled. The program now offers subregional taxi-voucher service to medical facilities located in Norwalk's surrounding communities.

Through the Norwalk Dial-A-Ride Taxi Voucher program, eligible residents are able to travel to doctors' offices located in facilities such as the Kaiser Permanente facilities in Bellflower and Downey, Lakewood Regional Medical Center, Presbyterian Intercommunity Hospital, and Downey Regional Medical Center. This new option has been of great benefit to our senior and disabled customers who need to travel to surrounding communities for essential medical appointments. Since inception, we have added a total of 40 new medical facilities to which patrons can travel using taxi vouchers.

Services



NTS ANNUAL RIDERSHIP

Percentage Increase from 2002 to 2007 shows a 64% Increase in Unlinked Passenger Trips



Ridership levels have grown over 60% from 2002 through 2007. The growth can be attributed to rising gas prices when compared to the low fare of \$.60 one way on Norwalk Transit. Other factors that have contributed to Norwalk's spectacular growth rate include cleaner and newer buses, adding three more routes, incorporating more regional communities into Norwalk Transit's service area, as well as the superb value Norwalk Transit offers. Norwalk Transit's fare has not changed in over 10 years!

NTS Annual Ridership



COMMUNITY INVOLVEMENT

Stuff-A-Bus Toy Drive and Canned-Food Drive

Norwalk Transit has taken an active role in assisting local disadvantaged children and their families within our community during the holidays. Our goal in creating the Holiday Bus is to create a mobile billboard that advertises the joy of giving during the holidays.

For approximately one month each year, one of our buses is fully wrapped in holiday-themed graphics and placed on our various routes.

The Stuff-A-Bus program is a toy drive aimed at collecting enough toys and articles of clothing to “stuff” an entire transit bus. The items collected are donated to local community organizations for distribution to needy children during the holidays. The program has been well received by our community and the struggling families among us during the holiday season.

In addition, for two days during the holiday season, NTS offers free rides to passengers who donate one can of food on-board the bus. All collected items are donated to the City of Norwalk Senior Services Center for its food bank.



STATISTICS

Norwalk Transit System FY 2006-2007 Statistics

Service Supplied	Fixed Route	Demand Responsive	Total System
Fleet Size	36	21	57
Budget FY 2007	\$10,205,177	\$1,706,622	\$11,911,799
Service Hours	100,517	16,055	116,572
Number of Routes	9	N/A	9
Passengers Carried	2,745,282	69,490	2,817,322
Farebox Revenue	\$1,085,866	\$45,753	\$1,131,619

Norwalk Transit System FY 2005-2006 Statistics

Service Supplied	Fixed Route	Demand Responsive	Total System
Fleet Size	36	19	55
Budget FY 2006	\$9,432,569	\$2,047,416	\$11,479,985
Service Hours	100,371	20,897	121,268
Number of Routes	9	N/A	9
Passengers Carried	2,741,211	92,729	2,833,940
Farebox Revenue	\$1,110,018	\$75,692	\$1,185,710



Statistics

FINANCIALS

Summary of Expenses & Revenues

Actual FY 2007

Operating Expenses

Transit Operations	\$6,957,391
Vehicle Maintenance	\$2,893,251
Non-Vehicle Maintenance	\$12,469
Administration	\$2,048,688
Total Expenses	\$11,911,799

Capital Expenses

Capital Outlay	\$438,866
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Operating Revenue

Proposition A Local Return	\$1,494,033
Prop A Discretionary	\$1,644,403
Proposition C Local Return	\$613,713
Prop C Discretionary (Other)	\$844,105
TDA Article 4 Funds	\$2,454,966
STA (TDA Article 6.5) Funds	\$854,221
Miscellaneous	\$19,511
Passenger Fares	\$1,131,619
Special Bus Service	\$1,417,503
Advertising	\$22,000
Transportation Management Assoc.	\$363,000
Other	\$2,048,000
Total Revenue	\$12,907,074



Financials

