

# Minutes

Friday, January 10, 2014  
9:30 - 11:30 AM

SOUTH BAY CITIES  
SERVICE COUNCIL  
Regular Meeting

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Inglewood City Hall  
Conference Room A  
One Manchester Blvd.  
Inglewood, CA 90301

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines: 40, 111/311, 115, 211/215, 212/312, 607, and Rapid Line 740.

Called to Order at 9:31 a.m.

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Council Representatives:  
Ralph Franklin, Chair  
John Addleman, Vice Chair  
Jack Gabig  
James Goodhart  
Patricia Lin Hachiya  
Roye Love  
Robert Pullen-Miles  
Don Szerlip

Officers:  
Jon Hillmer, Director Service Councils  
Richard Morallo, Community Relations Mgr.  
Dolores Ramos, Council Admin Analyst  
Christina Goins, Board Secretary Office  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Scott Greene, Transportation Planning Mgr.

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Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

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Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

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กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance

2. ROLL Call and Introductions

3. SAFETY Tip, Deputy Apostol

People who ride public transit with their bikes or other items that are frequently stolen such as cell phones should write down the serial numbers of their belongings and keep in a safe place in case of theft because it helps to identify once they are recovered.

4. APPROVED Minutes from December 13, 2013 with revisions

Revised by Council Member Szerlip on page 4, paragraph 3 to read, "He commended Chair Addleman on his advocacy on behalf of the line."

5. PUBLIC COMMENTS for Items not on the Agenda

Dorothea Jaster commented that Torrance Transit's focus group emphasized the importance of drivers calling out stops. This is an improvement that could be implemented at no cost. Harbor Gateway Transit Center (HGTC) has been painted, but there are no signs posted prohibiting bicycle and skateboard use on the platform.

J.K. Drummond commented that there are no EV charging stations at HGTC. He encouraged the Council pass a resolution to support installation of charging stations in order to encourage EV motorists to park at the station and take transit to downtown Los Angeles. The HGTC's new display that shows the bus headways is only minimally helpful. He prefers the previous format which displayed the actual departure time. Ticket machines are needed at HGTC. He would like to see ExpressLanes money being invested to restore Line 344 peak hour service to downtown Los Angeles and to add more through service to South Bay destinations similar to the way Lines 450 and 550 operate through HGTC to San Pedro. HGTC also needs more bird spikes by the lighting fixtures and a "Do not feed the birds" sign. San Pedro is in need of a single bus route traveling both ways on 7th Street from Harbor Blvd. to the hospital.

Chair Franklin commented that there is a subcommittee working with staff and the Council on improvements at HGTC. He is working with Tim Lindholm, DEO and Project Manager to schedule a walk through with South Bay Council of Governments members. He will raise the need for more bird spikes and to explore potential installation of EV charging stations. He will also get clarification on who would be responsible for the cost of installation.

Wayne Wright asked that Line 205 be overhauled; it should not travel the regular route through Harbor College on holidays, weekends or evenings. He suggested that Line 205 branch out and be renumbered to the Lines 248 – 249 series. One route should continue to Western via PCH from Vermont going to San Pedro while the other branch would

serve Harbor College and continue south on Figueroa to Anaheim west of the I-110 then resume the regular route. He suggested that the changes be completed by December 2014 in preparation for the future development on Del Amo Blvd. west of Avalon and the I-405 Fwy.

6. RECEIVED Presentation on Metro's Bike Program, Anthony Jusay, Transportation Planning Manager

The development and implementation of the Bicycle Program is part of Countywide Planning/Transportation. A current project is bicycle parking expansion including a secure access door, CCTV cameras and required registration. The hub would be self-serve with parking for 50 or more bikes and a flexible area for potential services such as bike check-in, repair and retail.

Metro is developing these facilities with the first bike hub opening anticipated in fall 2014 in El Monte. The Hollywood-Vine bike hub is anticipated to open in late 2014 and the Culver City bike hub construction will be constructed by Expo and expected to open in the fall of 2014.

Education Programs have been implemented to help the public navigate the streets safely. CICLE Rides give the opportunity to practice riding a bike in the street while supported by a group with routes especially designed for beginners and families. They are held every month and will continue through 2016. An Office of Traffic Safety Grant was used to provide 88 bicycle safety classes between May through September 2013 which served 863 participants. Participants received a free helmet and front and back bike lights along with bicycling road and safety education based on the League of American Bicyclists' curriculum to promote safe and confident bicycling. Safety campaigns are also being promoted to encourage road sharing and to give tips on how people can keep their bikes safe on Metro.

Metro recognizes the need for public awareness of bicyclists and has various marketing campaigns to help with this issue. Other bike program activities include Board Motions to establish an Open Streets program similar to CicLAvia, and a report on the feasibility of Bike Share. Planning studies are also focused on addressing the First Mile - Last-Mile issue and development of an Active Transportation Strategic Plan.

Vice Chair Addleman expressed surprise at the message of the "Every lane is a bike lane" campaign. There was some discussion of under what conditions cyclists can use the entire traffic lane. Mr. Jusay clarified that cyclists can exit a bike lane (whether existing or not) and use a full traffic lane to make a left turn, pass another bicyclist, and avoid debris or hazard. When approaching an intersection the cyclist can use the through lane instead of a right turn only. These conditions are also established under California Vehicle Code 21202, however, cyclists are to stay to the right as far as "practicable." Generally cyclists tend to hug the outside lane (curb), which sometimes encourages motorists to pass them unsafely. The campaign was intended to raise awareness to these types of conditions and remind motorists that they are legally required to share the lanes with cyclists.

Vice Chair Addleman asked how many bikes have been lost due to theft in the past year. Mr. Jusay will check with the Sheriff's Department and will report back.

Council Member Gabig asked if the demand for a bike facility at the Harbor Gateway Transit Center and at the new Torrance Transit Center has been assessed. Mr. Jusay replied that he wasn't sure if the Torrance Transit Center will have a bike facility but Metro's design criterion is to create space if and when there is demand. Looking at the demand for bike lockers helps address future needs. The Aviation Station is a prime location because there is a huge demand for additional bike parking.

Council Member Gabig asked if there is a fee for using the facilities. Mr. Jusay replied that currently a bike locker rental costs \$24 for 6 months plus a \$50 key security deposit. For "bike hub" or group bike parking facilities, agencies such as BART, Washington DC, and Tri Met charge between 3-5 cents per hour to encourage use and discourage storing of bikes for excessive periods (a couple of weeks or more/months at a single time).

Council Member Szerlip asked why fees are charged to use a bike hub and asked how such facilities accommodate first time users. Mr. Jusay replied that first time users will have access to bike-transit information and staff can assist with questions (depending on the operating model; over the phone or in-person on how to use the facility as well as bike transit usage). Registration also assists with the security of the facility in the event of bike theft. The fees are used to support the operation of the bike hub. There are also bike racks that cyclists can use for free with their own bike locks.

Council Member Szerlip asked how Metro educates cyclists to interface with rail and properly store their bikes. Mr. Jusay replied that Metro promotes following of bicycle rules through public outreach campaigns which encourage cyclists to wait for people without bikes to board first. Metro also distributes a pocket guide of bike information which lists the do's and don'ts of riding the rail and bus with bikes. These messages are reinforced through Metro's social media efforts such as Facebook and Twitter. Chair Franklin stated that he would be speaking at the South Bay Cities Council of Governments meeting regarding the South Bay Service Council meeting and requested bike pamphlets to distribute.

Council Member Love asked for clarification regarding the bike share motion and asked if other cities can participate. Mr. Jusay replied that the Metro Board motion is for Metro to facilitate bike share programs and study how they can be coordinated with cities that have such programs. Metro has been issued a Board directive to develop an Implementation Plan. The First - Last Mile Strategic Plan being developed by the Southern California Association of Governments and in partnership with Metro, examines how to better encourage cities to improve transportation to transit services through improved bicycling and walking connections, treatments, design, and planning. Participating cities may be selected in future efforts to identify pilot project areas for improvements.

Council Member Goodhart commended the efforts to educate motorists regarding sharing the road with bicyclists. He added that the individual rider also has a responsibility to abide by the rules. He speculated whether a new design of bike racks would be able to accommodate more than two bikes per bus.

Council Member Hachiya asked if Metro is involved with the Safe Routes to Schools program and what the law is regarding riding on sidewalks. Mr. Jusay replied that laws regarding riding on sidewalks depend on the local jurisdiction. The City of Los Angeles allows riding on sidewalks but riders may be cited if they cause a hazard to others. Metro's bike education campaign included vehicle code information related to cycling. Metro staff Tham Nguyen is involved in the Safe Routes to School Program; Mr. Jusay will provide contact information to Council.

Chair Franklin asked if local funding was used to pay for the helmets and bike lights given to bike safety class participants. Mr. Jusay replied that it was funded by a state grant. Chair Franklin asked if Metro insures the property of registered bike locker users in case of theft or damage. Mr. Jusay replied that Metro does not assume liability and that the rider signs a waiver prior to program enrollment. Chair Franklin asked if bike hubs have been profitable. Mr. Jusay replied that Santa Monica's has been the only one that operates at a profit. Hubs in Burbank and Covina could benefit from more use. More awareness and promoting these facilities and biking for transportation can help.. Chair Franklin commented that there are no bike hubs in the South Bay and he would like to get one established in the area.

Council Member Szerlip commended Mr. Jusay and staff on the bike safety information printed in the pamphlet and expressed hopes that people take heed.

Vice Chair Addleman asked that the statement, "Every lane is a bike lane" be corrected to read, "Every lane is a bike lane unless it is striped." He is afraid that bikers will have a misconception and will hog the middle of the lane. Mr. Jusay replied that the campaign includes information from the State law, California Vehicle Code 21202.

Council Member Pullen-Miles asked if the pending Bike Share report would include information regarding potential funding sources for cities to implement their own programs. Mr. Jusay replied that the current funding made available was from Metro's Call for Projects. The next stage would be to have staff develop an implementation plan. There are potential sources of additional funding (State and Federal grants) available but the Board would need to approve pursuing those sources. Outside of Metro's Call for Projects, cities will need to identify their own sources of funding as well.

Marie Bryant suggested that Metro educate senior drivers on sharing the road with bicyclists and what the new rules are. She suggested that Metro distribute information to local libraries and community and senior centers.

Deputy Apostol commented that the handle bars depicted in a picture in the presentation are too high and illegal. If a striped bike lane is present it must be used by cyclists. If there are five cars traveling behind a cyclist, the cyclist must pull over to let them pass. It is not legal to ride a bike on sidewalks unless it is unsafe to ride on the street. A bicyclist must walk a bike in a pedestrian crosswalk. The bike must have front mounted lights and reflectors in the rear when riding at dusk. Riding bikes on platforms, bus zones or on train cars is not allowed. Council Member Szerlip asked how often deputies cite bicyclists. Deputy Apostol replied that people are cited more for riding on the sidewalk and going through stop signs but are not cited as often as they should be.

Wayne Wright commented on cyclists who ride the bus and train who have no regard for safety. There are people who put their bikes with high handlebars in the rack or bikes with fat tires that don't fit in the rack, people who ride their bikes on the platform and sometime onto the train. There are also people who put their bikes in front of a bus to claim their spot first. He has witnessed this on Line 212 where the bike nearly fell off the rack and the operator had to notify the passenger. The bike program needs to publicize the bike restrictions. He noted that many of the rail car and bus placards are in Spanish and that English cards also need to be placed on the rail cars and buses. .

J.K. Drummond hopes that bike lockers are installed at the HGTC in the near future. (Clarification: Metro's Bike Program representative has confirmed that there are bike lockers at the HGTC).

William Meyers is a 30-year member of the Los Angeles Wheelmen and a member of the League of American Bicyclists. He has taken classes offered by Metro and found them to be very comprehensive and useful. He suggested inviting the South Bay Bicyclist Coalition to clarify bike usage and laws.

7. RECEIVED Presentation on Metro's "On The Move Riders Club" Program, Lilly Ortiz, On The Move Riders Club Project Manager, Transit Safety Programs

On the Move Riders Club is a senior travel training program that uses a peer-on-peer training model to educate seniors on the joys of riding public transportation. Training is provided through group trips or one-on-one training sessions generally offered at senior centers or through other community groups. The program seeks to establish travel clubs made of experienced transit users (Travel Buddies) and inexperienced riders (Participants), who together travel to destinations of interest using public transportation throughout LA County.

Vice Chair Addleman asked if there is a cost to participate in the program and if there are age restrictions. Ms. Ortiz replied that the only cost is a day pass and money for lunch during the excursion. When she conducts outreach for the program, she seeks out people who have experience in riding transit and approaches them to volunteer. Vice Chair Addleman asked how many senior centers are in Los Angeles. Ms. Ortiz replied that there are around 250 in Los Angeles County; the South Bay currently has 6 On the Move Riders clubs. She is in discussion with Carson, Gardena, and El Segundo. She would eventually like to establish at least one club in each city throughout the county.

Council Member Szerlip asked how many employees promote the On the Move Riders Clubs. Ms. Ortiz replied that she is currently the only employee working on the program; she is a part-time consultant. She visits 60 senior centers per year on average. Council Member Szerlip stated he would share the program information with the person in Redondo Beach responsible for administering senior oriented projects, and asked if the program operates in areas where Metro does not have extensive service but that where there are municipal operators. The program is open to all areas of transit and participation is encouraged. Council Member Szerlip asked what the biggest obstacle to participating in public transportation is. Ms. Ortiz replied that the biggest obstacle is the fear of being in harm's way. She encourages seniors to travel lightly and to sit close to the

driver when riding the bus, and to know where the emergency call boxes are on the trains and on the platforms. The volunteers are taught to point out these facts. The other obstacle is utilizing the TAP card at the rail station. She trains the Travel Buddies how to properly use the TAP machines so that they can teach those in the program.

Council Member Hachiya asked that City of Hawthorne senior centers be contacted. Chair Franklin asked that the City of Inglewood also be contacted for a presentation on the program. The City has a designated person who handles senior housing and programs who can coordinate. He added that trying something new can be intimidating and he thinks the buddy system this program offers is great. Council Member Pullen-Miles offered added the City of Lawndale as a resource and expressed that he is glad to know that Lawndale is already participating.

Dorothea Jaster has been using her Rollator for 6 years. When she boards the bus, she tells the operator her destination and when she is settled in her seat, which works beautifully. However, there is no way of telling a train operator when she is safely settled in her seat. She is scared to use the train and the elevators are hard to find in the stations. There are still improvements to be made.

J.K. Drummond really liked the video but was disappointed it didn't show seniors who use mobility devices or show them using the elevators; many seniors use the elevators. Ms. Ortiz replied that there are program participants who use mobility devices and that the volunteers are trained to point out where elevators are located. A more common complaint of the seniors in her program is that the tray that dispenses TAP cards is too low and can be hard to reach for seniors and for those using mobility devices. The seniors wish the tray could be located a little higher up so they didn't have to stoop down. Mr. Drummond asked how the San Pedro Service Center can become a TAP sales outlet.

Marian Bryant commented that many people prefer to be able to receive information in paper form as opposed to online. Many do not have access to a computer or are not comfortable using one. She suggested that the South Los Angeles Alliance of Neighborhood Councils would be an excellent avenue to introduce the program to the South Los Angeles community.

William Meyers asked if the program's promotional movie is online and if the program distributes a newsletter. Ms. Ortiz replied that the movie is online at metro.net and there is no newsletter. Chair Franklin asked if a list of clubs is on the Metro website. Ms. Ortiz replied that the list is located in the "Tips for Seniors" section of the website. It can also be found by using the site's search tool. She will forward a list of clubs to the Council.

Christine Ayer asked if Metro will be expanding the program in light of the growing baby boomer population who will be Metro's potential riders. Ms. Ortiz replied that there are currently no plans to expand the program but that she thinks Metro will need to consider the growing senior population in the future.

#### 8. RECEIVED Monthly Director's Report, Jon Hillmer, Director

Latching of five Blue Line Station gates was completed on December 11<sup>th</sup>: Slauson, Firestone, Compton, Artesia, and Del Amo. Latching of Green Line stations has been

postponed until late January or early February until all of the G-Tel phone systems can be updated. All 14 Green Line Stations will be latched.

A staff proposal to restructure fares will go to the Metro Board at the January 23rd Board meeting. The proposed fare structures will recommend multi-year implementation with fare increases in FY15, 18 & 21, and then Consumer Price Index changes every two years thereafter beginning in FY23. Some of the ideas proposed may include 90 minutes for transferring with use of TAP for base fare, express zones reduced to a single zone, and regular monthly pass to be replaced by EZ pass in FY18. The Service Councils will each hold a fare forum at their March meeting to gather public comment on the proposed fare changes. All comments will be recorded, summarized and submitted to the Board for their consideration. There will also be a public fare hearing held on Saturday March 29. Each Service Council will be asked to appoint two members to attend the hearing.

The Service Council Meet and Confer with the CEO will be held on Tuesday January 28th at Metro headquarters. Agenda items include introduction of new executive staff members, a presentation on the proposed fare restructuring, and a preview of Metro's new buses.

- Metro Bus On-Time Performance: Goal: 80%; South Bay: 73.4%; System Average: 74.2%
- Complaints per 100,000 passengers: Goal 2.20, South Bay: 4.00, System Average: 4.19
- Miles between mechanical road call: Goal: 4,000, South Bay: 4,028, System Average: 3,657
- Clean Bus: Goal: 9.0, South Bay: 8.33, System Average: 8.50
- Accidents per 100,000 Miles: Goal: 3.10, South Bay: 4.46, System Average: 3.99
- Bus Station Cleanliness: Goal: 9.0, South Bay: 8.00, System Average: 8.15
- Monthly Ridership: South Bay Cities 348,439 of System Total 1,132,168

Council Member Goodhart asked if a line is involved in an accident or a complaint was filed and it shares an area with another region if it is counted twice. Mr. Hillmer replied that if the line is shared, accidents, complaints, bus cleanliness, and ridership is counted in each region. Council Member Goodhart replied that in the case of accidents it is misleading to double count and doesn't lend itself to a solution. Council Member Szerlip commented that double counting skews the trends and asked if the total miles are double counted as well. Mr. Hillmer replied that service in each region is represented as if it were the only service that the bus route offered and that bus route on time performance is collected as a total. The data is not being double counted to show more accidents or more ridership; that is why the system total is in the report. The information presented is a trend analysis. Council Member Goodhart added that on time performance may be misleading because accidents create delays. Mr. Hillmer commented that on time performance is based on the entire route. The worst on time performance is on the Westside but is improving.

J.K. Drummond asked if there is a senior disabled EZ Pass. Mr. Hillmer replied that there is.



## 9. Council Member Comments and Line Rides

Council Member Szerlip commented that Inglewood is going through major changes with the closing of Hollywood Park and the opening of The Forum. He congratulated the City of Inglewood on the work being done there. Chair Franklin shared that Madison Square Garden and the City of Inglewood invested millions into the re-opening of The Forum on January 16th. The first performance will be The Eagles followed by Justin Timberlake. The Forum is the first west coast property owned by Madison Square Garden. A meeting is requested with Metro CEO Art Leahy and staff regarding the amount of public transit that will be needed to accommodate those traveling to and from The Forum. On December 22, 2013, Hollywood Park closed for the first time since 1938. A multi mixed use project will take its place to include the building of luxury homes and restaurants, which will create many new jobs paying Union scale wages. Completion will take approximately 7 to 8 years.

Metro will need to modify the routes on Century Blvd. and Prairie Ave. as well as the surrounding roads. During a meeting at the South Bay COG he informed a Deputy from Supervisor Mark Ridley-Thomas' office regarding Rosa Parks' name not being included in the Willowbrook Station name. The deputy was not aware of the discrepancy. He also spoke to the Deputy about the upcoming improvements to the station. Tim Lindholm, DEO, Project Manager invited South Bay Council and the Deputy for a walk through to view the improvements at the Willowbrook Station.

Council Member Goodhart: Date: 1/9/2014; Line: 232; Operator Badge#75280; Bus #11057; Boarding Location: PCH & Prospect; Alighting Location: Sepulveda & Rosecrans; Time On: 12:55pm; Time Off: 1:20pm; Bus Cleanliness: Good. The bus was either 10 minutes early or 20 minutes late. The exterior was clean except for water spots on the windows. The driver was courteous, trash bags were available but there were no brochures in the bin. The interior temperature was good but the Transit TV had no sound.

Date: 1/9/2014; Line: 232; Operator Badge#74301; Bus #11009; Boarding Location: Sepulveda & Rosecrans; Alighting Location: PCH & Prospect; Time On: 1:36pm; Time Off: 2:06pm; Bus Cleanliness: Good. The bus was either 9 minutes early or 16 minutes late. The driver was courteous. The bus was freezing, Transit TV was on without sound, there was one pamphlet but no schedules and trash bags were available.

He added that Union Station will be celebrating its 75th Anniversary, as will the City of Palos Verdes Estates.

Vice Chair Addleman is a member of SCAG and a presentation was given regarding the Active Transportation Plan. State funding in the amount of \$25 million will be given to SCAG to be used in the Call for Projects program. This is of interest to the Council as item is for the Class 2 Lanes project that was created for active transportation and slow speed multi modal traffic but now they can't do that because they are not allowed. He shared Metro's First-Last Mile report with SCAG and they thought it was a great idea. SCAG will be incorporating it, calling it Class 2 Roller Lanes that will not just be for bicycle lanes but will maximize local options.

Council Member Love: Date: 1/9/2014; Line #130; Bus #11042; Boarding Location: Avalon & Victoria, Carson; Time On: 12:35pm; Time Off: 1:29pm; Alighting Location: 183rd & Cerritos Center, Los Cerritos; Bus Cleanliness: Good. The bus arrived 5 minutes late. There were 11 riders at the time of boarding but gradually filled with passengers. Transit TV and the voice annunciator were working. The bus was comfortable and schedules for Lines 125 and 205 were in the rack. It was nice seeing a placard displaying a picture of Metro's Best Operator, Milton Rodriguez.

Date: 1/9/2014; Line #130; Bus #11050; Operator #76981; Boarding Location: 183rd & Cerritos Center, Los Cerritos; Time On: 3:24pm; Alighting Location: Avalon & Victoria, Carson; Bus Cleanliness: Good. People were smoking at the bus stop when they should not have been. The bus was more than half full. There were schedules for Lines 128 and 205 available.

Chair Franklin: Date: 1/8/14; Line: 710; Operator Badge#8944; Bus #7590; Boarding Location: Imperial Hwy & Crenshaw Blvd.; Alighting Location: Crenshaw Blvd. & Manchester Blvd. Time On: 9:12am; Time Off: 9:20am; Bus Cleanliness: Good. There were schedules for Lines 246, 344, and 710. The driver did not announce major stops or transfer stops. Both monitors were turned off and the rear monitor had scratches. He arrived at 9:20am. As he exited, he noticed that his south bound connection arrived across the street and took off before he could cross the street. The 710 arrived at 9:35am. Before he boarded, he saw bus #8307, Line 115 arrive at 9:27am on Manchester Blvd going west bound, which allowed riders ample time to board.

Date: 1/8/13; Line: 710; Bus #5374; Bus Run# 10; Operator Badge#8529; Boarding Location: Crenshaw Blvd. & Manchester Blvd.; Alighting Location: Crenshaw Blvd. & Imperial Hwy; Time On: 9:35am; Time Off: 9:46am; Bus Cleanliness: Good. The bus was clean and schedules were available for Lines 710, 202, 126, and 344. The bus stop was dirty with trash and the sidewalk was full of gum and dirty spots. He took pictures and will have City staff look into having the stop cleaned. The monitors were on but there was no sound. After passengers boarded the bus it remained idle for 3 minutes. The bus departed at 9:38am. In the middle of travel the bus driver stopped at a bus stop to idle from 9:41am to 9:43am. A passenger boarded with a 4-wheel cart that took up 2 seats. Fortunately the bus was not full to accommodate the cart.

**ADJOURNED at 12:29 p.m.**