

Friday, January 14, 2011

9:40 AM

MINUTES

South Bay Governance Council

Regular Meeting

Congresswoman Juanita Millender-
McDonald Community Center
801 E. Carson Street, Room 209 A/B
Carson, CA 90745

Call to Order

Council Representatives:

Ralph Franklin, Chair
John Addleman, Vice Chair
Devon Deming
James Goodhart
Rena Kambara
Robert Pullen-Miles
Kim Turner

Officers:

Jon Hillmer, Director Governance Council
Richard Morallo, Community Relations Mgr.
Suzanne Handler, Council Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

1. Pledge of Allegiance
2. Roll Call, Don Szerlip, Absent
3. Safety Tip, Lt. Obenberger, please keep Deputy Mohamed Ahmed and his family in your prayers. Be aware of your surroundings at all times
4. APPROVE Minutes from December 10, 2010 meeting, approved with Representative Deming abstaining
5. Public Comments
 - Dorthea Jaster, please let the operators know that persons in walkers should be let off before passengers board. It has become very inconvenient to negotiate the aisles when passengers will not allow you to pass them while they are boarding.
 - Jon Hillmer, the operator is supposed to allow passengers who use the ramp to alight first.

I am still hurting from an incident going back to mid-September. I reported it to Mr. Scott Greene he looked into it and let me know that Metro has a policy of not letting the caller know what disciplinary action was taken, if any, to the operator. Scott gave me the information to file the claim, how ever you define pain, especially when separating new pain from the pain that caused me to use the walker in the first place. No one even called. (see October minutes)

- **Chair Franklin**, did you submit a written report?

Dorthea, I e-mailed Scott Greene. Apparently until I have to use a wheelchair I will have to put up with it. Thank you.

- Evaristo Ramos, good day to each and every one of you. Since this is the first meeting for 2011, I take this opportunity to wish you a very much belated happy new year. I would like to add I am extremely glad to see you once again today. The second I am a fan of Martin Luther King, Jr., one of the greatest civil rights leaders of the century. In this connection I would like to invite the planners to rename the station in Carson Mall, Martin Luther King, Jr. I would like to see a regular Metro bus going past Avalon turn left on Carson Street straight to Del Amo railroad station then proceed to Long Beach to pass the medical center and the two universities, bus passing Santa Fe down Carson Street back to the Carson Mall. This line almost materialized, there was a plan for it but was returned to the Metro.

- JK Drummond, happy new year to all. First of all we need a combined transit way schedule including the 460, we had that combined transit way schedule once before, we don't have it now.

We need toilets for the Artesia Transit Center. We need TVMs for the Artesia Transit Center, why, so people who are commuting can upgrade their monthly passes. They would not have to go downtown.

The 205 the other night refused an after dark courtesy stop. At one time we had one late night downtown to San Pedro through bus, it started out as a 45 and then went on an irregular route then changed into a 446. Then there was one Silver Line that did the same thing. It started out as a Silver Line, went to the Artesia Transit Center and it changed to a 446. I would like to see that reinstated.

Sneaky one they pulled on us, I was waiting for a 247 it whizzed on by, I asked the TOS if that was right, and he said yes, when did that happen? December 12. The 247 should stop at the San Pedro Park and ride lot as well as the 445.

We do need to rationalize the Artesia Transit Center day usage. It's reasonable to eliminate that 550, 45, 205 Torrance 1.

I would request that we get LADOT here as a speaker.

I would like to see pull cords and touch strips signals retrofitted for the new 45' buses that have been given to the Contractors. They have few buttons and are on few poles and are hard to see.

See the 246 stop once again near the Korean Bell where there is an International Hostel, this is something that should be done and the hostel included in the Metro mailing list.

I had a horrible driver, complained and took two months for MTA to answer and their answers are so phrased that you cannot get the slightest idea of what their action was. It must have been written by a lawyer.

Chair Franklin, when you complain do you give the operators badge number?

Yes, with everything, then they send me their vague non-answer response.

The TAP system is horribly mis-designed, it's hostile to newbie riders hassles first-timers visitors or choice riders, there is a quick fix and that is to take the interagency transfer and punch a knot out of it so it becomes usable on MTA all day as a bus pass.

Chair Franklin, I would like to follow up with the TVM at the Artesia Transit Center and the question I want to raise is for safety. The Machine itself, once there is money transactions it becomes like an ATM and will it be safeguarded for the benefit of the riders. There is a sub-committee of the Artesia Transit Center group in that we will take that up in our meeting. Once there is a unit that is not overseen it becomes vulnerable. Even ATM's right outside of a bank are vulnerable.

- June Saleman, I live in San Pedro and should have mentioned last month, service changes, there were major changes in December and some of the passengers did not know this, especially time changes the new schedules should note the time changes in bold letters. The possible elimination of the 247 along Harbor Blvd is the only bus route for the cruise ships and also the connection to the hospital. The 550 proposed changes for people that work in West Hollywood would have to make 3 transfers to get to work from the South Bay area, if the 550 terminates at Artesia Transit Center. Passengers would have to take the Silver Line downtown or the 445 then transfer to the Venice bus and walk to Rampart and take the 30 bus. Reconsider the changes to the 550.

6. RECEIVE Director's Report, Jon Hillmer

- Performance Report for the month of November 2010 for our systems in the South Bay
 - On Time Performance, Target 80%, South Bay 71.1%
 - Complaints per 100,000 passengers: South Bay's Target 2.78; achieve 2.40
 - Miles Between Mechanical Road Call: South Bay's Target 3,635, November 3,250
 - Accidents per 100,000: South Bay's Target 3.40, November 4.03
 - Monthly Ridership: South Bay's Target 7,540,000, November 7,580,000
 - Request for a breakdown on the ridership on the El Monte Busway vs. the Harbor Transitway. Chart/Graph comparing lines 445, 450X, 550 and the Silver Line Northbound. The Harbor Transitway carries almost 2,000 riders during peak vs. the Silver Line at Cal State Los Angeles with about 2,250. They are comparable in their demand.
- System-wide Road Calls by Type: Engine 811; Doors 264; Electrical System 157; Transmission 147; suspension 109; brake systems 97; coolant 82, tires 80, wheel chair system 78; fuel system 70; air systems 65; A/C & H 63; Mirrors 57; Bus interior 45; bus lights 45; windows 40; steering system 23; oil pressure/leak 7; head signs 6; info system 1.
- System-wide November Engine related Road Calls; 338 stalls; 130 slow bus; 120 check engine light; 54 throttle; 50 no start; 29 EMC fault light; 28 no start crank; 22 hot engine; 12 no start no crank; 11 misses; 10 smoke/fire; 3 fan belt; 3 on rear run; 1 fire alarm activated

- Revenue Hour Trends for Bus and Rail: FY 2010 Projected 337,642,350, Actual 307,906,996; FY 2011 Projected 335,351,412 as of November 150,000,000 if trending is accurate we should reach our goal and surpass by approximately 7 million.
- Metro Board Actions in December: Artesia Transit Center Improvements Project passed; Wilshire BRT Project reanalyze and consider again by the board without “condo canyon” on Wilshire Blvd. redoing EIR/EA; Regional Fare System Plan Board asked them to return with an implementation plan in February 2011 how it is going to be fully rolled out.
- Public Hearing on February 17 in the evening. There are significant changes being proposed. Line 209 proposed for cancellation this is on Arlington and VanNess; 246/247, cancellation of the 247 and modification of the 246; 445 end at Artesia Transit Center; 450X cancellation and increase service provided on the Silver Line; Western Avenue Rapid bus 757 canceled added to the 207, using articulated buses. Revenue savings 71,000 annualized hours with a savings of \$7,000,000 approximate. The bus routes that would be affected by the Expo Line are also included in the service changes, as the Expo line is brought on line these route changes would be implemented. Encouraging people to transfer to the Expo Line.
- Line rides on proposed service changes: Jon will make up bus itinerary line rides during the weekday for lines 209, 247, 445, 450X, 740 and 757. Expo interface lines 102, 305, 439 and 550. Rides should take place in February.

James Goodhart, the times that you select for riding these various lines, are they the peak periods?

Jon Hillmer, yes, I will try and get in the peak direction where possible. This may happen over several days. Focusing primarily on peak hours in the am and pm.

Chair Franklin, I am interested two-fold, concern you raised regarding the slide involving the bus and rail revenue and that you indicated the revenue is currently above budget, which is great. I will be monitoring this to see if the gasoline prices have made a difference. I would like to see if there is a trend due to the rise in gas prices.

Jon Hillmer, what I might try and get is the revenue receipts for January which may give us an indication of ridership.

Chair Franklin, the other question I have is the continuity of the council in regard to these changes. Would you please elaborate.

Jon Hillmer, we have scheduled a centralized hearing rather than just the 5 in each of the council areas. This will be on Tuesday, February 1 at 5pm at the Metro Headquarters in the board room. I’ve asked that each of the

councils provide at least one member to attend. More council members are welcome. This is in addition to our 5 public hearings that will be held. We do expect the downtown public hearing to be well attended.

Public Comment:

- Dortehea Jaster, on the page of passenger revenue bus/rail, puzzled when the actual line extends to June 2011, how can we project when we are barely in 2011.

Jon Hillmer, FY 2011 began in July 2010

With the changes in service lines, the publicity does not mention change in times on other schedules.

- Evaristo Ramos, In connection with the restroom, there is a plan to construct a restroom at the Artesia Transit Center. Before construction there will be a temporary restroom during the month of January of this year. There is still no restroom, so when will that occur?

Chair Franklin, we will be discussing that at our February 2 Steering meeting. The main thing was that this body and yourselves, identified that it was critical that we have public restrooms, they bought into the vision and funding has been appropriated, now we will work on getting the temporary facility.

- Evaristo Ramos, if the line 247 will be discontinued, there will only be one line 246 running from San Pedro back to Carson and Los Angeles. Is this correct? This will be a terrible disservice to some of the riders.
- June Saleman, question on page 20, when is the proposed change for the Expo Bus Interface for the 550?

Jon Hillmer, that is when the first phase of the Expo Alignment is open and I don't have a specific date, it may open late this year.

- June Saleman, so at this service change, they would vote now for it, but it may not change until December? So why are we voting so soon?

Jon Hillmer, because the implementation date is not fixed, it was supposed to have opened in July 2011, but it has been delayed an unknown number of months. Rather than having an additional public hearing sometime in the near future it seemed best to hold a public hearing for all of the service changes including the bus/rail interface and try to get as many people to comment on it as possible.

- June Saleman, let's say that the service change would happen in October how much of an advance would you give the passengers on the 550. Would you let them know in September, August?

Jon Hillmer, typically we would put out the announcement a month in advance at least two weeks in advance the policy is you would have new timetables that would available for the public review.

- June Saleman, once you make those changes people will have to make three transfers to get to West Hollywood.
- (unknown speaker) There has been no information on the buses regarding these service changes, the public is not even aware of the public hearings being held in February. Most of the bus riders are unaware that the 445 is being canceled.

Chair Franklin, Mr. Hillmer can you make sure that the drivers have the notices of the public hearings on their buses.

7. REVIEW Bylaws for Service Councils, Jon Hillmer, Director of Service Councils

Jon Hillmer, there will be no power point for this presentation.

Thank you to the South Bay council for their suggestions and recommendations. Received a vast number of comments and I agreed with them and put them in the bylaws. Received a call from Representative Szerlip and we went through it again. Very good comments, majority of them were phraseology as opposed to changing the meaning.

The plan is to take the revised document in final draft document to the board of directors next month, and will e-mail a copy to the council members so you can see the final.

Riding transit means any of the transit in Los Angeles County, including the municipals and trains.

The proposal is that the council will be responsible for all the bus routes not just the Tier 2 or 3 but all routes. Go to the board as an informational item, not necessarily for their approval but for their information. Of course the Board can make a change that is their prerogative; technically they would have to bring it back as an Action Item.

Require the planning staff to bring to us the less than significant changes, so we can review them. Does give staff the authority to

implement minor service changes, but they need to bring that to us as soon as possible.

With our municipal partners we are asking them to come to us once a quarter we would have one operator each quarter and talk to us about what they are doing and what their plans are, we of course do not have authority over the municipals, but we want to exchange information look for ways Metro can improve.

Proposal to unify the terms of all our council members, we would all begin and end at the same time, i.e., all begin on July 1 and end on June 30. Modify their terms so we would have three end every year. Work with the Chair and co-chair of each council to determine who should be extended initially to fall within the 3 year pattern that is being proposed.

Chair Franklin, please provide John Addleman and I the timetable that we are currently seated.

Representative Deming, Article V item J the way it is written “at a regular monthly meeting quarterly” sounds odd.

Jon Hillmer, what I meant was it would be at our regular meeting on a quarterly basis.

Representative Pullen-Miles, one question Article VIII, liability issue.

Jon Hillmer, I am still looking for a legal opinion on that, my thought is that it was in the original bylaws. Covers the Chair and Vice Chair is how I interpret that, but I need to make sure so I need legal advice.

Chair Franklin, regarding the liability issue, this maybe the conflict of interest and the 700 form that we need to file yearly.

Jon Hillmer, there were some issues about whether to call the council individuals, “representatives or members.” A few of the other councils have said members makes more sense, the others are not quite so sure it makes a difference, with one individual voting for representative. I am asking the council if they have a preference for their title.

Council Representatives, discussed amongst themselves and decided “representative” identifies the body.

Representative Turner, I don't know how you are going to make your selection for the quarterly meetings for municipal operators, but we do have a South Bay Working Group. So maybe at that meeting they can select because this is where we discuss our service changes, if any at

all. That group would be instrumental in helping you determine who should do the presentation.

Representative Goodhart, as Metro goes through service changes I think it is vital that the municipal lines be involved. Part of the strategy of changing those lines is to off-load onto the munis. If no one knows that, we are going to have a problem. How can we dovetail into the working group?

Jon Hillmer, what we have done is a quarterly meeting with the transit operators in each of our regions. I attend those, its wonderful to be able to work and meet our partners, so we can actually compare notes on what we are planning to do. It gives the muni staff heads up.

Chair Franklin, thank my board members for their input into the bylaws. With all the e-mails flying back and forth, we did not kill any trees. I strongly believe where there is knowledge there is power and that you need to be included in the input at least be aware of what was going on, that when we ultimately finished the critique that we wanted, I submitted it as a whole. Our efforts were not in vain, and want to thank everyone for their due diligence.

8. RECEIVE Customer Satisfaction Survey input, Jeff Boberg, Transportation Planning Manager IV

- I work in the Research and Development part of Communications Division. Normally I would go over our customer satisfaction survey that we do every spring, but we did more this year and that will be incorporated into this presentation. Our Focus Groups were between choice and non-riders; discussed transit attitudes, advertising. On-Board Customer Satisfaction Survey, 17,795 completed on-board surveys representing 98% of Metros daily ridership; General Public tracking Survey, telephone survey, awareness and perception of services; Analysis of Transit vs. Driving.

For a lot of people if they have a car, they need to be motivated to use transit i.e., savings and convenience. The barrier is perceived time and stigma in Los Angeles County. But they did ride transit while traveling to other cities and countries.

Those that ride Metro find the system rapid, safe, efficient, competent, trustworthy and friendly which is above the pre-conceived non-riders perception of the system.

Customer satisfaction: Satisfied with service 85%; bus on-time 75%; Schedule meets needs 89%; driver courteous 83%; Metro service improved

78%; seat availability 83%; bus broken down 78% and east to buy passes 78%.

Choice riders have declined to just above the Fall 2002 customer survey of 22% Smart phone vs. cell phone, in the Spring of 2009 25% of riders had a smart phone, 68% had a cell phone; Spring of 2010, 44% have a smart phone and 70% have a cell phone. This shows that marketing and information can get to 44% of our riders via internet.

Part of the phone call campaign throughout LA County also consisted of asking the citizens if they have heard of Metro and their awareness level. 98% of the people called were aware of Metro with only 2% unaware.

Public perspectives of the Metro service by non-riders: Satisfied with service 50%; stops and stations are safe 57%; buses and trains are safe 71%; stops and stations are clean 58%; Metro fares are reasonable 50%; Metro considers needs of residents 57%; Metro cares about service 58%; Metro uses tax dollars wisely 33%.

77% of residents use internet for transit information. Competitive analysis riding transit vs. driving a car using Google maps and directions during peak periods; North Hollywood to Downtown LA, using a car 60 minutes, using transit 36 minutes; Pasadena to Downtown LA 40 minutes using a car 37 using transit; El Monte to Downtown LA 35 minutes for both; Pomona to Downtown LA 70 minutes for both; Pasadena to Santa Monica 100 minutes in a car and 98 minutes using transit. Unfavorable comparison; Long beach to Downtown LA 74 minutes transit, 50 minutes car; El Monte to South Gate, 83 minutes transit, 60 minutes car; Culver City to Long Beach 105 minutes transit, 45 minutes by car; Montebello to Norwalk 84 minutes by transit, 35 minutes by car; West Adams to Lawndale, 97 minutes transit and 55 minutes by car.

General observations, awareness nearly 100%, familiar with the system support, customer satisfaction is high, rapid migration using technology, discretionary riders are declining; for non-riders barriers still remain.

Representative Goodhart, you mentioned specifically on the customer satisfaction matrix you noted that other transit systems in large cities do they do similar customer satisfaction surveys? How does LA compare to that?

Jeff Boberg, I know that they do, because I have been getting phone calls. Everyone is going through budget crunches, so all the research people are speaking to each other. Most agencies do not do this every year, but we do. We compare notes, we do compare favorably with other agencies. It's a familiar story, if you use the transit system, usually it is fairly convenient and you are happy with it. It's where you live sometimes that influences if you will use transit and if it is convenient. When people move to Southern California

that is when we can advertise where you live, how you get to work, might affect where you live.

Representative Goodhart, large cities have similar problems, aside from that you want to be competitive. If this research gives you a sense on how to improve our system, that would be a good thing such as on-time performance. People rely on getting to work.

Representative Deming, regarding the smart phone information. I know last year the multi-mobility group of last year was looking at the possibility of offering wifi at least on the train service and possibly some of the bus/rapid services, based on your information and being on the internet this would be the perfect marriage of data to show that is a good direction to go for a project would not cost that much comparatively a movement in that direction would woo a lot of younger internet savvy smart phone riders that want to be able to multi-task.

Jeff Boberg, I do not work directly with that group but I did give the webmaster this information and she was very pleased.

Chair Franklin, motivators and barriers to riding transit, I want to comment me as a rider, convenience is a factor for me. Because one having to walk two blocks is one thing and then having to wait for the bus and connecting bus to get to the office. Where time is of the essence for me, and I need to get to City Hall I must allow myself an hour, whereas I can drive in 10 minutes. That is a concern. Also in the next slide to “know us is to love us” I want to also stress and I’ve stressed it repeatedly, is that you talk about being in the bus, but not at the bus stop. One of the concerns raised by the riders is dealing with undesirables. When I took the bus ride the other day, I still have dealing with the presence with our Inglewood police vehicle with an officer inside at a particular bus stop where a homicide took place months ago, but yet they still provide police presence to instill some level of confidence for those riders there, that it is OK. 77% who use internet for transit information and you gave a breakdown of the frequency of people using internet service, I would have like to have gotten a breakdown in age category and gender. I want to find out if the seniors how often are they now going into the new technology as opposed to the youth so see if the more senior group is now also buying into it as that becomes a manner of communication.

Jeff Boberg, we ask safety as far as riding metro and bus stops but we don’t ask every year. Generally speaking people who ride the system feel safer than those who do not, and there is a correlation between how dirty the stations and stops appear and whether or not they feel safe. The appearance of safety will help people getting over any sort of conception whether or not they are safe.

Public Comments:

- Dortehea Jaster, I was particularly concerned about the actual surveys of people on the bus or at the stops. First of all, people who have a laptop or baby to take the survey how many people actually complete the survey, secondly if you are surveying during rush hour where you may have some people standing how are they going to fill it out? Regarding safety, how about at night? Does anyone go to the stops/stations at night with a possible bulb shot out? This is not safe.

9. Chair and Council Member Comments

Representative Addleman, on Wednesday of this week, I attended the State of Transportation in LA County delivered at the Cerritos Library. We had a presentations from the federal which was forgettable, State was fair, Don Knabe was excellent, Diane DuBois and Pam O'Connor did a good job, they talked about the highway programs for Metro, South Bay Construction Projects, no Spring Bond sale, Green Line. It was well worth going.

I took the 450X at 7am bus was packed, 34762 5367, left right on time, he was late because construction had started. Operator did a marvelous job negotiating around the construction. The return trip back with the same operator and bus was a nearly empty bus but when we arrived at the Artesia Transit Center, there was a full load waiting to board.

Representative Turner, this morning I rode the bus 344, 1, 8:15am, the bus was on-time. The driver was courteous and friendly with a full-seated load. The bus was clean with a little gunk on the floor, lots of schedules and take ones for the TAP program. AVA was working and audible. Plenty of trash bags and driver did a good job of enforcing the cell phone policy with no speaker phone.

Representative Pullen-Miles, rode 470, 8306, 132nd Street and Hawthorne at 12:20pm, took it to the terminal in the City of Inglewood. Bus was very clean, operator 28069, pleasant ride, clean on time, well-stocked with timetables, AVA was working. Rode the bike 6032, badge 14671, clean, plastic bags, AVA was not very loud so you had to listen, overall both rides were on-time and pleasant.

Representative Deming, for the first time this year I rode Metro service on New Years Eve, which was fantastic! I could not believe on the red line packed, wall to wall people with party hats noise makers, I was really impressed with the number of people on the train, I went from Universal City to Downtown took a couple of people who had never ridden Metro, they were thrilled and can't wait to ride again. Very successful, I posted information on the New Years Eve service on the LAX website (internal), but I did not expect it to be that popular, I was really impressed.

In our local area, since lines 626 and 439 have been canceled on the southern end, from Aviation station up to Lot C. We are having problems with employees getting to their 6am jobs. Maybe we can come up with some solution with the Beach Cities or Culver City? Now there is a lack of service in the early morning.

Representative Goodhart, on Monday of this week Chair Franklin and I participated in a tour of the Green Line Station with South Bay COG who sponsored this and Beach Cities transit provided the vehicle. We started at the Green Line station at Marine the bus followed the planned route of the Green Line extension to the South Bay Galleria, actually Redondo Beach is planning on building a facility there just south of the new Target building.

The reason for the trip over the past many months as the COG has promoted the Green Line extension, the city of Lawndale in their totality have been opposed to this because the route that would be taken by the Green Line. The purpose of the trip was to inform and acquaint other cities on the problems they are encountering. There is an existing freight line that cuts off about 4 or 5 blocks of Lawndale (if not more), also there is a residential section to the west of the freight line and currently there is no pedestrian crossing unless you walk 6 blocks around, which prompts the illegal usage of walking across the tracks to the schools 2 blocks away. The freight train only travels twice a day. With the implementation of the Green Line this will be virtually impossible and very dangerous. I think the points that were made by the Lawndale City Council and staff, were good. This is a real opportunity for Metro to make a difference in this area. How to make access between east and west more feasible? Either with pedestrian bridges or some other method. The other issue is access to the west by safety vehicles. Since Lawndale is a contract city for both fire and paramedics having just two accesses to the west side of the city would be difficult. Council Member Diehl from Redondo Beach had a good idea perhaps contracting with Redondo Beach with their medical services to serve that area.

My trip report, yesterday had a meeting to attend in El Segundo rode the 232 at 11:04, it was on time. Bus 11030, Operator 71495, PCH and Prospect in Redondo Beach and off at El Segundo Plaza. The shelter still has not been repaired and now is in worse shape than before. Schedules were available, never seen trash bags on this contract line, operators call out the upcoming stops but they also call out the intersecting lines, this particular operator called out the destination of the lines. Return bus #11037, operator 77542, 1:46 pm on-time, Rosecrans and Sepulveda off at PCH and Prospect, clean bus, pleasant operator.

Chair Franklin, (change of tape) bus passes, etc., and I raise the level of concern for where it will be located not vandalized because there will be cash, passes, transactions. Please work with Mr. Hillmer on this problem and we'll also address this at the Artesia Steering Committee meeting. I just want you

to be aware that this is an issue. (Council Secretary, I must assume we are speaking of the bus pass machine at the Artesia Transit Center and the safe placement of such, this may have been directed to Lt. Obenberger).

Other item, light rail Crenshaw LAX corridor. Thank this body as well as the SBCOG, recognizing in order to have the light rail to go from the train station in downtown LA, to Torrance, they must go through Inglewood. There was a concern raised about appropriation of funding that would be used for the Expo Line and the Crenshaw, LAX line if a project was over budgeted they would then cause a domino affect to the other projects. Through the help of metro board they understood our concerns particularly Mark Ridley Thomas championed that we made sure that the Crenshaw/LAX line corridor is not impacted by the Expo line. It is a separate operation, therefore, funding is still on track.

I am glad to see you here today Robert and that you recovered from your surgery and are doing well.

I also want to acknowledge there are some board members here that have not been approved by Metro to be on this board at this point, but we ask that Mr. Love, be added to our agenda. It is February that the board will adopt recommendations for the board members.

I also want to acknowledge MLK day, be safe and be responsible.

My two rides, on January 11, 2011, line 210, run 3, bus 6415, operator 28012, boarded at Crenshaw/Thoreau NB at 8:12am, the weather was excellent, the bus stop was clean and so was the one across the street. When I did board, the bus was half full with passengers, no bus schedules, no defacing on the bus, the driver would not greet you, but would reciprocate if you greeted him. Safety issue, you can pull the cord to identify your stop, but the PA system did not work. As a passenger you have to have the presence of mind to know your stop. The rear door did not open by itself, operator had to push a button up front. The operator was so sensitive in collecting the fare he did not release the back door button, so you have people in the back rattling the door. This happened virtually at every stop.

All three bus stops in the area of Crenshaw and Manchester, were clean and trash cans were empty. I got on the 210, run 8, Bus #6427, operator #25522 at 8:49am, going SB, the bus was clean. They had a safety tip inside the bus, "I always look before I walk, pedestrian safety begins with me." I thought that was excellent so while are riding these safety tips you may want to share with the riders and come up with different ones throughout the bus system.

Noticed a "Dorthea" situation, when I got ready to enter the bus I noticed a wheelchair trying to exit but the operator did not stop us from boarding. The bus is full, there were people standing, and it was barricading this wheelchair

passenger, and the driver did not take appropriate action to allow the wheelchair off first.

To close this meeting let's honor Deputy Ahmed and his speedy recovery. We ask that everyone have him and his family in their prayers.

ADJOURNMENT 11:40am