

Friday, November 12, 2010

9:30 AM – 10:55AM

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# 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  
Lou Mitchell  
Robert Pullen-Miles  
Kim Turner  
Don Szerlip

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Officers:

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

1. **Pledge of Allegiance**
2. **Roll Call**, Kim Turner excused absence
3. **Ralph Franklin, acknowledged Lou Mitchell and her terms on the Service Council from 2003 through 2010.**
  - Representative Mitchell was given a Proclamation of Service by the Metro Staff and Council. She was also honored with a South Bay Cities Council of Governments a Certificate of Appreciation as a Charter Member of the South Bay Sector Governance Council from 2003 through 2010. Afterwards pictures were taken by Rich Morallo to commemorate the occasion.
  - Representative Mitchell made her closing remarks by remarking “it is time to go back to the community and work on other projects. I have had a wonderful time working with the board and all the wonderful people. I have learned so much from the riders and other participants.”
4. **Safety Tip, Lt. Obenberger presented a law enforcement update from January 2010 through mid-October 2010.**
  - Arrests are up in all categories, felony, misdemeanor and warrant there was an increase of approximately 89% over 2009 mainly from warrant arrests
  - Citations increased to 38% over 2009
  - Bus boardings of officers were 6167 in the South Bay this year
  - Staffing decreased by 10% through budget cuts
  - Due to the budget cuts this has allowed other departments to work on transit detail both in plainclothes and uniformed patrol operations. This has assisted in the crime rate coming down in most instances throughout the system for the year.
  - A Metro Code of Conduct Rules were established for the school age bus riders by Metro, LAUSD and LASD
  - Educational materials have been produced and there is an on-line test for students who have been cited on the bus. This is part of the program with the LASD. If you pass you get a certificate and the student must give it to the school Principal or Dean.
  - If they are repeat offenders and continue being cited, they are sent to juvenile court and given a fine.
  - Plainclothes operations are continuing in fact on October 28, they handed out 25 citations, 11 misdemeanor warrant arrests were made.

The Special Problems Unit is also being used to offset vacancies on the line and is continuing to make an impact on the vandalism and quality of life

issues on the buses and rails. We are running at the same level, 1.2 serious crimes per million riders, this is on the bus side. On the rail side the Green Line is at 22.5; Blue Line is 12.0; Red Line is 2.9; Gold Line is 6.0 and the Orange Line is 6.0 per million passengers. We are better in the South on the buses.

**Representative Szerlip**, what type of crimes are taking place on the Green Line that they are so prevalent?

Lt. Obenberger, it is crimes of opportunity, most of them are snatch and grab. We do catch a lot of these perpetrators due to the cameras on board; we have a clearance rate that is much higher than the average police station.

**Representative Szerlip**, I observed on the Blue Line, people selling wares, how often are we able to intercept this?

Lt. Obenberger, the quality of life issues are being dealt with continually, they do have a certain number of people trying to make their money especially in these economic times, by selling things on the train. We do send out plainclothes to catch these people and cite them. The bootleg DVD sellers, however, we have a hot line with the movie industry and they will get charged with a misdemeanor and will go to jail. The good part about working with the motion picture industry their security does the paperwork and pursues this matter.

**Representative Goodhart**, thank you for this presentation. Many times we have had commentary at these meetings about the safety of people waiting for buses, and I don't know if the statistics you are citing include that, how do you monitor some of these areas which are more prone to vagrancy which intimidates our riders.

Lt. Obenberger, the best thing to be done is to pass on the information that you have. The bus stops themselves actually belong to the local jurisdiction which the exception of the bus causeway on the I-10 freeway. We patrol from street level up to the platform. The local jurisdiction has the parking lots and if there are any areas underneath the freeway. We will respond, and we will take the report even if it just a courtesy if the local jurisdiction is not available. On the I-10 bus causeway, they will be putting up cameras, so we can monitor them just like we do now at the train stations. Inglewood for example is doing an outstanding job with bike patrols for street safety.

**Chair Franklin**, everyone has stressed concerns about the safety on the bus and off the bus, thank you it's great to know our request was heard and thoroughly provided.

5. **APPROVE Minutes from October 8, 2010 meeting**, motion to approve, James Goodhart abstained

JK Drummond, noted page three DASH should be LADOT commuter express. I would suggest we get LADOT down here to speak with us about their contractor for commuter express.

**Chair Franklin**, motion to agree on the friendly amendment. Seconded, passed

**6. RECEIVE Director's Report, Jon Hillmer**

- Performance Report for September 2010
  - On Time Performance
    - Metro Bus System 73.5%, South Bay 70.6%, target 80%
  - Complaints per 100,000 Passengers
    - Metro Bus System 2.89, South Bay 3.02, target 2.78
  - Complaints Summarized by Type
    - Operator issues 47%; Scheduling Issues 37%; Access Services 4%; Fare Issues 4%; Equipment or Bus Stop 5%; Other 2%
  - Miles Between Mechanical Road Calls
    - Metro Bus System 2,953, South Bay 2,419, Target 3,635
  - Accidents per 100,000 Miles
    - Metro Bus System 2.92, South Bay 2.89, Target 3.40
  - Monthly Ridership
    - Metro Bus System 30,100,000, South Bay 7,890,000, Target 7,340,000
  - Monthly Rail Ridership Trend increase in 4 years 27%
  - Monthly Bus Ridership Trend decrease in 4 years 15%
- Metro Board Actions for October 2010
  - Appointment of Elliott Petty to Westside/Central Service Council
  - Reappointment of Kymberleigh Richards to the San Fernando Valley Service Council
  - Board approved Draft EIR/EIS on the Regional Connector and Westside Subway Extension, adopted locally preferred alternatives
    - Regional Connector will allow the Blue Line to continue downtown through Los Angeles and out to Pasadena and the Eastside Gold Line would probably connect with the Expo Line.
- Meet and Confer with CEO Mr. Art Leahy December 1, 2010 at 2pm
  - Wants to discuss with the Councils the service adjustments that are being made and the reasons. He also wants to reiterate his commitment to improving our service even as our fleet reduces we are not reducing the number of mechanics. Our fleet reliability should improve, as well as, acquiring more supervisors and instructors for our bus operations.

- Key Dates for June 2011
  - December approve date for Public Hearing
  - January Notice of Public Hearing will be published
  - February Public Hearing
  - March councils will act on service change proposals
- September Meet and Confer Unanswered Questions
  - Audits process being conducted by Metro primarily for Measure R items. (send to council representatives via e-mail)
  - 30/10 update question, the Crenshaw Light Rail was one of the first installments of the 30/10 plan when we received \$340 Million. However, the remainder of the program is still in limbo.
  - Safety at our bus stops, we do have over 10,000 bus stops as was observed Metro only owns a handful of those and those are predominately at stations. There are efforts to coordinate with the local jurisdictions. Crimes at the bus stops are not necessarily against people waiting for the bus.
- Artesia Transit Center Update
  - There has been some substantial progress due to the efforts of Chair Franklin, Representative Goodhart and the COG. We will be upgrading many of the preliminary recommendations that were being pursued by staff and they do include an upgrade to the restrooms. Interim restrooms may be made available. Sheriffs' sub-station that will provide a good presence for security and safety. The art work is being reviewed and could be used as wind shelters on the platform. Long term improvements and funding will be moving in this direction. This is a classic example of the "squeaky wheel."

**Representative Szerlip**, I really have just one question, going back to page 15 where you see the increase in metro rail ridership. Can you correlate that with any increased capacity?

Jon Hillmer, we have been adding capacity on the rail side with the extension of the Eastside Gold Line. Prior to that there was very little done to add capacity, some night service for a while, i.e. Staples Center Events that has been scaled back a little. It has been a very staple rail environment for the last 4 years.

**Representative Szerlip**, so what increase in capacity did the Gold Line give to the system? I am looking for a percentage.

Jon Hillmer, there was an up trend on the rail even prior to the extension. I will give you an annual account of our capacity and relate that to a percentage increase.

**Representative Addleman**, what are your thoughts on the increase of 27% in the last 4 years?

Jon Hillmer, I believe that rail by and large is more reliable. If there is a problem on the trains Metro places information at the station so if they have a disruption in service the announcement will come over the station's PA system. So I believe that rail in and of itself provides an incentive to use trains because they are considered to be safer, even though we saw from the statistics that they are not really safer, but the perception is such.

**Representative Kambara**, where is BRT involved?

Jon Hillmer, BRT in this chart is in the bus side, it is sort of a hybrid, but has a rail feel.

**Representative Kambara**, on page 6, customer complaints, "no show" do you follow up?

Jon Hillmer, there is follow up to all the customer complaints that come in to Customer Service. The complaint will go to the operating garage for their review and that is assigned to a supervisor who evaluates it. No shows many of the times they will use our ATMS to try and identify exactly where that bus was and where it should be. Many of the customer complaints about no show, is actually a customer has a wrong schedule, or the bus was just running late.

**Representative Pullen-Miles**, I look forward to seeing the revenue trend report. Do we use social media such as Facebook to track our complaints or comments?

Jon Hillmer, Metro is just now beginning to use Facebook and others to disseminate information get comments from the customers. It is a very good way to communicate to other passengers especially on the train if it is delayed; someone may know of an accident and will post it.

**Representative Pullen-Miles**, Measure R audit, looking at the newspaper is there mismanagement of funds on the part of MTA? The City of Lawndale is very disturbed by the Metro plan for the Green Line Extension which will further divide our community by running the track ground level instead of below ground. One of the reasons they cite is they do not have the funds to go below ground. They did however, give us the impression that if you worked the numbers it might work, and now we read the Measure R audit of mismanagement of funds. How is this going to affect Metro Green Line and other projects?

Jon Hillmer, I really cannot answer that, I don't have any of the details, but region-wide there is a more sensitive outlook on all jurisdiction's use of funds. There will probably be an increase in audits and review of all public funds, Metro is not excluded in that, if there is a way to find a better or more appropriate use for those funds then it should be pursued with all due diligence.

**Representative Goodhart**, my sense is focusing on complaint data would be the best way to solve the problems of the ridership and improve service. From personal experience in riding the bus, for example in September, I was waiting for a 232 in Redondo Beach NB the bus did not come. It was a no show and now a late schedule, by the way those add up to 56% of the complaints, and when the next bus showed it was full to capacity. It would be interesting to see in October, November and December if we continue to monitor this data how those things will change.

The second thing the Artesia Transit Center improvements noted security by having a sheriff's sub-station. I was disheartened to a degree to understand, it will not be manned most of the time. If we are relying on the sub-station to be in effect the security for the restrooms, I think we have a problem. Now is the time to start working on that, I don't think we should wait until the first incident or complaint.

Jon Hillmer, I did not mean to imply that a sheriff's sub-station would be the answer to security; it is one of the elements. We do need a security person there, not necessarily a Sheriff Deputy, but someone at the transit station.

**Representative Addleman**, to clarify Measure R for audits, our city does the audits for PV Transit and every year in the past when Metro came to do the audit it was fast and over within hours, this time it took 2.5 days. The auditors appeared to be novices. They were taking too long and were too junior, I wanted to make that point regarding Measure R audit.

**Chair Franklin**, thank you Jon for your due diligence for delivering. Audience we heard you loud and clear, particularly the Artesia Station, it is an oasis, once you get off a bus and nature calls, where do you go? Through this board pressing the envelope, it did happen and money has been appropriated to have two public restrooms, new landscape, maintenance, and other projects to be voted on by the November/December MTA Board. In reference to those clocks that did not work, that is where the artwork comes in along with a windbreak mechanism. We have listened to you. Main thing is public safety and Representative Goodhart did not acknowledge it but there are different electronic systems that will be applied, too.

## Public Comments

- Dortehea Jaster, I do hope there is follow through on some security observation of the station after dark, after the commuters have gone home, the station gets spooky especially in the winter or anytime after 7pm when people are milling around.

No shows, is there any way we can express that certain lines seem to be more flaky about it than others? I have totally given up on the Line 125 on Rosecrans, most of the time there is a breakdown and the next bus is carrying a double load. I've had to give up using the line due to its unreliability.

In the long range is there any way to cooperate with the rail system? The Rosecrans station's set up for catching a bus is difficult, if you want to go west on Rosecrans and you've come from the Artesia Transit, there is no elevator. To get to the nearest elevator you have to walk three blocks to Vermont or three blocks to Figueroa. Your alternative is to climb 44 steps, which for a mother carrying a child or people with a mobility device are unable to do or makes it very difficult.

- JK Drummond, I would like to thank Jon and the Sheriff for their reports and our minutes have improved. The art work, windbreak and shade issues need one more thing included and it must be bay reassignments, have the buses headed in the same general direction adjacent or share the same bay. As it is now, if you are headed south you have to watch two different sides which probably will be obstructed when the windbreak is installed. It's difficult making the long run down to the 550 from the west end where the other southbound buses are coming in. There have been excuses after excuses as to why they cannot reassign the bus bays to be more convenient.

I've just come back from Tucson, they have excellent transit centers they even have play areas for the children with rubber padding. The way they handle the restrooms is they don't have the common restroom, they have separate toilet rooms two male and two female, just a toilet. Hand washing is done outside and are sensor-operated along with electric hand dryers. It would take less space than a walk-in restroom which is used by a number of people and would make it a much safer environment and cheaper maintenance, too.

- Ernisto Ramos, I am a Carson resident and a metro rider since 1984. At present I have a TAP card, I usually go to LA to volunteer and attend the Senior Centers. In my humble and honest opinion,



the restroom should be located in the Sheriffs sub-station. This would manage the security. How long will it be before the restrooms will be available?

- **Chair Franklin**, we will bring you that information the first of next year. We are still finalizing those details. We cannot do that until Metro approves the funding. Mr. Ramos, we did not want to wait for the actual construction, we want to make sure there is temporary lavatory facilities for the bus riders now.

7. **WORKSHOP to discuss FY 12 Service Change Concepts, Conan Cheung, Deputy Executive Officer**

This is really the first part of two part of workshop on the June service changes; today I want to set the stage on concepts. I'll come back in January 2011 with the details of the actual specific service changes. We are using June service changes to implement some of the Blue Ribbon Committee recommendations gave to our board and the board adopted. One of the major comments or criticisms that the committee brought up was the fact we need to coordinate better with municipal operators and local return operators, the rail system, where it is our rail system or Metrolink. We have started doing that we have started our quarterly transit provider meetings, for each of the council areas we have a quarterly meetings with the various operators in the jurisdictions. We used to have those in the past and we've started them again trying to use those as an opportunity:

1. Inventory when their service changes take place;
2. Using these meetings to bring up ideas and suggestions that we can move forward on individually;
3. Work with the Cities of Glendale and Burbank to proposal improved routing and span of service to include both Metrolinks;
4. Work with Foothill Transit to coordinate service along the El Monte Busway; and
5. Worked with Montebello Bus to create a bus only lane for two blocks connecting the Eastside Extension at Pomona/Atlantic (project is now complete)
6. Working with Kim Turner at the Torrance Transit to implement the Torrance Rapid. Should be implemented in February/March. Metro found money for them so they could purchase vehicles and put the service out on the streets.

Focus on Regional Transit Network

1. Reduce duplication of service between Metro, Muni and local return operators;
2. Better bus/rail integration with BRT and rail as the backbone of the network;
3. Simplify the route network by consolidating common corridors;

4. Improve the quality of service.

June 2011 service change program will adhere to policy guidelines

1. Match service levels to demand;
2. Ensure Metro Rapid corridors adhere to program service warrants;
3. Reduce bus and rail service duplication;
4. Simplify the network by consolidation along corridors;
5. Implement Expo bus/rail interface plan.

#### Next Steps

1. Come back in December and ask the council to approve the date, time and location of public hearing
2. Come back in January with the specifics of the service changes more of a comprehensive workshop with the council to discuss those ideas before we come back in February for the Public Hearing

**Representative Szerlip**, thank you for giving us the preamble of what we are going to be doing over the next few months. I have a concern, when we have public hearings we have people show up that are not regularly in attendance, generally they represent the Bus Riders Unions or other groups. Often we hear blanket objections to changes. Overall your direction here is sound when it comes to allocation of resources, to stop service or create a grid. I can only anticipate we will hear significant objections that someone will lose the service down this street and now has to walk a block or so to get service, for most of us that may not be cumbersome, but someone who has to use a mobility device that may be a little more difficult. How do we suggest we respond to those kinds of objections. We are going to hear this throughout the system if you are going to make significant changes.

Conan Cheung, what we started doing at the last shake up is expand our outreach effort. At the last shakeup we went out and rode the buses talked to the riders told them about the changes and tried to get their input. Some of the changes that were more significant we would do surveys to make sure we understood what the critical issues were, and if we could, we would adjust our recommendations. Also staffed key locations bringing all the service proposals to people and ask them up front to get information. We need to give to you additional feedback so you can respond to some of these comments that come in from the formal public hearing.

**Representative Szerlip**, you want to give us facts to be able to respond to a motion. We appreciate that.

**Representative Goodhart**, thank you Conan for this report. The LA Times report on the Dodger Stadium bus has been deemed very successful. I understand Metro got a grant to implement that service. The number of

riders who came from Union Station to Dodger Stadium was dramatic. With the Expo Line I am curious, USC has several football games and basketball games, is there a plan in place to have a similar program for people that attend those events.

Conan Cheung, the Expo Line, Art is very interested that it serve the USC games and special events. Generally speaking we will adjust the rail schedules in order to accommodate the initial load. Special events are a great way to get new riders using the system.

**Representative Deming**, just yesterday USC transportation won an award from the WTS for their innovative transportation services that they do provide. They provides buses and trams that are fueled by propane and biodiesel and they are carrying a huge number of people a month. I am sure they would be interested in working with Metro.

**Chair Franklin**, the BRC has been disbanded, right?

Conan Cheung, correct, they were an ad hoc committee for 6 months with fairly long meetings, at least 3 hours. There was a request from the committee to get periodic updates on our progress that is something we are committed to doing. There is no movement in bringing them back what we decided and the board direction was, to make sure that the critical elements we may need to have additional other types of committees to deal with specifics, i.e. integrated fare system, by bringing in experts. This was moving forward even before the committee, the BRC further emphasized the need of an integrated fare system.

## 7. Public Comments

- Dorthea Jaster, several years ago, we were assured that 100% of the lines were being surveyed, one run from end to end was considered 100%. Has that been improved?

Special attention to the 232 line, because at mid-day it is standing room, on Saturdays and Sundays it is standing room during the morning and afternoon commute. Cannot use this line during the day to get to Long Beach or the Coast.

- **Action:** Conan Cheung will come back with the load factor on Line 232.
- JK Drummond, when the Expo PR people were here, and I inquired about the transfer between the Transitway and the Expo, what about that? It looks like they have not thought about it.

Jon Hillmer the alignment of the Expo line into downtown LA basically would be from Expo to Flower.

- JK Drummond, I am talking about the south end of the line, Exposition Blvd and 37<sup>th</sup> street.

Jon Hillmer it should be a walkover connection, approximately one block.

**Action:** bring back explanation from Expo line why there is no station at Expo and 37<sup>th</sup> to integrate with buses going south

- JK Drummond, we need a combined Transitway schedule with would include the 460 as well as the Silver Line. It should have a time point at either Slauson or Manchester; those are the only two stations that are common to all the Metro Transitway lines.

Again we need to rationalize the bay usage and reassign so we can eliminate the 554, 45, 205 and Torrance 1 scramble.

I would like to request that LADOT Mr. Derderian of Commuter Express speak to us.

Again, I would like to see cords on the retrofitted 45' buses. Metro bought two new batches of buses the smaller buses have the pull cords. The push buttons are hard to see and poorly spaced, however, the Tucson buses are bright yellow and located by the door, they have pull cords both vertical and horizontal on the rest of the bus.

The turnstiles on the Green Line above the transit way forces eastbound detraining passengers to walk around to the north side of the corral to go into that turnstile and that forces a delay in making the elevator and missing a connection.

- June Selman, I live and work in San Pedro, I have a couple of issues, one, the Artesia Transit bus connections. I fractured my ankle at the first part of the year so was wearing a boot, my son and I had just gotten off the 445 and I sent him ahead to the 550 to tell the operator we were coming, the driver told my son to get off the bus because she was not going to wait for me. I called Division 18 with all the information.

No schedules posted at the kiosks. I work for Royal Caribbean at the intersection of Harbor Blvd and Swinford we have tourists that do take the bus and get the printout from the computer, in order to catch the 445 you have to go to the far side then cross Harbor Blvd and again cross to Swinford. There is no indication of where the park and ride is, so there needs to be some information before they cross the Port of Los Angeles where the water fountain is in the area.

## 8. Chair and Council Member Comments

- **Representative Goodhart**, on Wednesday of this week, November 10, I rode the 232 line I got on at PCH and Redondo Beach Blvd., rode it to Rosecrans and Sepulveda, boarded at 11:06 am and arrived at 11:31 am. The bus was clean. The 232 line is a contracted line. What is the vigilance Metro has over contract lines? No trash bags available. The bus temperature was cold, operator called out some stops, and it was sporadic. The bus shelter had graffiti on the ceiling and no glass on the west side of the shelter. On my return trip at Rosecrans and Sepulveda, it was at 1:49 pm, the operator was very friendly, bus clean, line schedules, no trash bags, and operator called out the stops including metro lines that were interfacing.
- **Representative Szerlip**, spent a number of evenings attending the Green Line extension meetings. As the process is moving forward those in charge are absolutely hearing the comments that are being made and are adjusting their recommendations. They are listening to concerns and complaints as well as positives. There is pretty much a balance on both sides. It is interesting that younger people come, they are anxious to see additional opportunities for using public transit. Many of those that are against, seem to be long term residents in Redondo Beach. The rail line is going behind certain areas, and since the opening of the Alameda Corridor they are concerned about safety and construction noise.

There is no end to residents of Lawndale who are willing to tell you how the sky will fall when trains once again populate their city. I am really hopeful and am glad to hear you are having meetings with Metro in Lawndale. I know that when the lines were proposed to go all the way down to Torrance there was significant objection in the City of Lawndale, City of Torrance and Redondo Beach, Lawndale did not stand alone. However, Redondo and Torrance at this point are really looking forward to this kind of service we would like to see a true transit hub established where we have only a bus hub at this point. I am hopeful that Lawndale will work out and compromise their objections and find a way to accommodate what should be a regional approach to transit.

I am glad to see people coming to the meetings and expressing their opinions. Particularly pleased about people who are involved in the Green Line program. They are very active and not only do they have public meetings, but they came and made a presentation to the Chamber and their Board of Directors. Certainly the extension of the Green Line northward has a tremendous amount of positive people are yearning for it to go up to the airport. It is part of Measure R and I

hope the advancing of the 30/10 principle is accomplished we could be riding on the Green Line by 2018. A very real and tangible future.

Someone has talked to me about TAP and has asked me can we buy monthly passes using the TAP, or do we only put \$\$'s on the TAP card and it gets used. I don't know what the answer is. With the TAP card can you buy monthly usage? As opposed to individual transit.

Jon Hillmer, yes, you can buy the equivalent of a monthly pass. You can also put a day pass, or several passes on there at once. They become active when you first start to use it, so you use it at 6am and 11pm that day pass gets used for the rest of that day. But the remainder would not be used until activated again.

**Representative Szerlip**, is the TAP good from the day you buy it for 30days?

Jon Hillmer, right now it is calendar month. They are in fact looking at 30-31 day pass.

**Representative Szerlip**, how do I advise someone to know where or how to acquire a monthly pass? Can they do this on line?

Jon Hillmer, they can do it on line, through the mail, or buy them at a location. There is a \$2 charge for a regular TAP card itself.

**Representative Deming**, they can load any type of pass on it, day pass, monthly pass at any of the rail stations or there is a listing on line of the various locations they can go. The only place they need a cash purse is Culver City and you must go to Culver City Hall or Culver City Transportation to load that cash purse.

- Dorthea Jaster, once you have a TAP card, you can set it up with TAP to have it deducted from your checking account automatically.

**Representative Deming**, we have a new contract operator on the 65 just started October 31. They did not pick up at World Wide Airways. I gave the information to Rich Morallo and Shannon Anderson of contract services.

Jon Hillmer, Shannon Anderson will be here in December to speak to each of our councils. Presentation on what the contract services are doing and planning to do to integrate the information system our ATMs in to their fleet as well.

**Representative Deming**, he was very responsive to the questions I posed through Rich, since I was having a problem contacting the contractor. MV transportation says the delays on the 65 are due to construction on Imperial. But then again for a bus not to show up for 45 minutes, is a little extreme. This will be interesting to see how this service compares with First Transit. We finally got First Transit to run on schedule and then we have a new contractor.

**Chair Franklin**, when will the new bus schedules go public?

Jon Hillmer, the schedules should be out December 1.

**Chair Franklin**, City Hall in Inglewood, the rack be filled with new schedules.

**Action:** call Maria Tervalon to make sure Inglewood gets their new schedules in a timely manner.

**Chair Franklin**, Lt. Obenberger shares safety tips for the Holidays. Particularly with the grocery bags.

There have been a number of public hearings on Metro Crenshaw/LAX Light Rail System. It is amazing how someone in the community can misinform the public and the public becomes alarmed and ready to attack Metro only to find out that was not the facts. So in this particular meeting I was in, we as council members, addressed the concerns regarding the location of a transit station, particularly downtown Inglewood whether it was going to be on the northeast corner vs. the northwest corner and why.

The false information that was given to the public to some of the businesses was going to be directly impacted with the loss of jobs. We were able to address those concerns and made sure the word got back out into the community that would not happen. Roderick Diaz did an outstanding job on his presentation and stayed there until every question was asked and answered.

My two rides, on November 3: Took line 210 bus run 56, 6451 operator 18230, boarded at Thoreau Street and Crenshaw NB at 11:35 am waited for 10 minutes, no canopies, weather in the high 90's and I was dressed in a suit. Due to the lateness of the bus, it was overcrowded and I stood for the two mile ride. During this bus ride, the driver appeared distant and did not acknowledge his passengers. While this particular bus was jammed packed, more people kept getting on with grocery bags, laundry and placed them on the floor. But I did see my first yellow strap on a motorized device. Then another lady got on with her laundry she was overweight and was seeking a seat because she

vocally said she was handicapped. She did not make it past the yellow line, because there were so many people on the bus standing and the seats were not wide enough for her to be seated. As a consequence at the next bus stop she got off and asked the operator to use the lift so she could get off. Arrived at Crenshaw to take the 115 WB. This was the same location where I raised the issue of safety. There was a complement of police officers due to a person inside a bus pulled a gun and killed another passenger. But after waiting 45 minutes for the 115, I was now going to run late for my meeting, so I had to rush across the street to get back on Line 210 get my car and drive to City Hall. While I was across the street waiting for the 210, I noted the 115 did eventually show up and was very packed. People waiting with packages were unable to board.

Line 210 SB, bus #6391, operator 25951 going SB on Crenshaw at 12:25pm: It was like night and day, plenty of room, operator greeted everyone boarding, every time the bus approached an intersection with EB traffic, he tooted his horn just to make people aware he was coming through.

Chair adjourned the meeting and thanked everyone for coming and to please enjoy the refreshments.