

REVISED

Friday, April 12, 2013

9:30 – 11:30 AM

Minutes

SOUTH BAY
SERVICE COUNCIL

Regular Meeting

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

Called to Order 9:30am

Council Representatives Present:

Ralph Franklin, Chair
Devon Deming
James Goodhart
Roye Love
Don Szerlip
Kim Turner

Officers:

Jon Hillmer, Director Regional Councils
Richard Morallo, Community Relations Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Christina Goins, Office of Board Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Call – Ralph Franklin, Chair
3. SAFETY Tip, Sgt. Rifialto

Pay close attention to your surroundings when walking and using cell phones and personal devices. We are seeing a lot of near collisions with people walking in the street and walking against lights. Pedestrians should look up every 3 seconds.

APPROVED minutes from February 8, 2013 and March 8, 2013 Meetings, Councilmember Deming and Councilmember Turner abstained.

4. PUBLIC Comments

No public comment

5. RECEIVED Overview of 2012 Disadvantaged Business Enterprise (DBE) Program Disparity Study Final Report, Tashi Smith, Director, Diversity and Economic Opportunity

As a recipient of the Department of Transportation (DOT) and Federal Transportation Funds, Metro is required to implement a disadvantaged business enterprise program to afford both prime and subcontracting opportunities to DBE firms. In 2005 there was a Federal Appeals Court decision that required Federal recipients under the 9th Circuit Court of Appeals for the Western States, to obtain evidence of discrimination within the market place and to identify whether or not contract goals are required under a DBE program. Prior to that all Federal recipients operated their programs under the National Level of Congress to approve the safety in lieu of Transportation Funding and would be followed by the DBE program. The court decision states that local agencies can no longer rely on the national need for a DBE Program. The local agencies have to have some type of statistical evidence that there was discrimination in the market place in order to implement mandatory race conscious goals. Metro did not have an adequate study to show there was a need. As a result we had to suspend the use of mandatory contract goals on Federal projects. We conducted a disparity study in 2010, however, we only had one year of the five years on the original study where we did not implement race conscious goals. The Board approved staff recommendation to go forward with another study. The study covers the 2008-2010 fiscal years of Federal Contracting with Metro when contract goals were not mandatory. This would allow Metro to obtain information on how our program was doing when contract goals were not required.

The objectives were to:

- Determine if statistical disparity of Disadvantaged Business Enterprise (DBE) groups exists in Metro contracting
- Determine DBE availability to set overall DBE goal
- Assess effectiveness of race and gender-neutral programs
- Identify all prime and subcontract awards and payments

- Identify race and gender neutral remedies to improve program

The contracts that were studied from January 1, 2008 to December 31, 2010 were construction, architecture and engineering, other miscellaneous and professional service, and goods and other services. The study was broken down by the total prime contracts that equaled 182 and the total prime payments that equaled \$318,869,443.

The subcontract utilization was conducted by ethnicity (Non-Minority Males, Caucasian Females, African Americans, Subcontinent Asian Americans, Hispanic Americans, and Native Americans) in all industries. The total dollar amount is \$63,709,179.83, the percent of dollars totaling 100%, and 256 in total subcontracts.

The study identifies the total availability of the ethnic groups within Los Angeles County. They look at the availability of firms and compare the actual dollars being awarded to the subcontractors on our projects. We are required to tailor the program to the firms that are ready, willing and able to perform our transportation related projects. Disparity is the difference between availability and, "utilization". This is the actual dollars that are being awarded to those firms. If the utilization is less than the availability you begin to see a statistical disparity. Our agency will then need to develop a program to remedy that with contract goals.

The subcontract disparity findings showed that African Americans, Asia-Pacific Americans, Subcontinent Asian Americans, Minority Business Enterprises (MBE s), Women's Business Enterprises (WBEs), and Disadvantaged Business Enterprises (DBEs) were statistically underutilized.

The maximum feasible portion of the goal must be met using race neutral measures. Race conscious measures may then be utilized to meet the balance of the goal. A request for the waiver must then be submitted for FTA approval. DBE goals are limited to under-utilized groups.

In March, the Board approved a recommendation to amend the current overall goals from 14.2% to 27%. Staff also requested that the CEO submit a letter to the Office of the Secretary of Transportation to allow Metro to set race conscious goals for those groups for which a disparity was found. Current DBE regulations do not allow us to break out the DBE by ethnicity. A waiver must be submitted to the FTA. Once a response is received, it will enable us to administer a "Race Conscious Program". Individual contract goals would be set. Making it mandatory for the prime contractors to meet the goals and demonstrate good faith effort. The DBE goal is specifically for FTA Federal Highway Funded Projects. Metro falls under the Caltrans program because we receive the majority of our Federal Highway Funds through Caltrans.

MTA offers a "How to Do Business with Metro Workshop" that is held on the second Tuesday of each month. It provides firms with information on Metro's certification program, vendor registration, contract look-ahead schedules and other useful information. Metro's procurement staff conducts one-on-one interviews with firms during the workshop. Metro also hosts a Southern California Regional Interconnector Project (SCRIP) Meet & Greet

Networking Event for all interested prime and subcontractors. In June, we will be conducting a Meet the Buyers. The CEO and department heads will speak on upcoming opportunities. We also have a Transportation Business Advisory Council that advises Metro on Small Business DBE matters, procurement and upcoming projects. The council is made up of over 17 minority and women owned businesses.

Councilmember Szerlip asked the definition of a Disadvantaged Business Enterprise. A Disadvantaged Business Enterprise must be 51% owned or controlled by a minority or woman. It must meet the size standard of \$21.4 million in annual revenue. For three years which is set by the Small Business Administration. The applicant must also meet a \$1.32 million or less personal net worth requirement.

Councilmember Turner asked what the turnout is at the workshops. Each month there are over 100 attendees. Metro Executives are asked to speak on their projects. It is a great way to network.

Councilmember Goodhart asked how the 27% was derived. In the overall goals set by the DOT we are required to look at the upcoming federal contracting opportunities that are anticipated to be expended over the next three years. We have identified \$5.3 billion in MTA funds in projects to be awarded in the next three years. The majority of the funds are allocated to the Crenshaw, Regional and Westside projects. We then have to look at the availability of DBE firms in our market area that can potentially be certified to complete the work. The availability must then be weighed against the dollars we expect to expend within the industries for the three year periods. It is a weighted calculation. Councilmember Goodhart asked what the criterion is for small businesses to qualify for new programs or new contracts. This is addressed in the "How to Do Business Workshops" and at the "Meet and Greets". Our department is looking into putting together a Small Business Academy where contractors can attend specific workshops on various topics such as, "how to prepare your proposal", etc. and receive a certification.

Councilmember Love asked the percentage of males and the percentage of females. He also asked if she felt she was on target for being able to start on these goals in Federal Fiscal year 2013. Ms. Smith did not bring the specific breakdown on the percentage of males and females. We hope to implement the new program prior to the new federal fiscal year. We are waiting for the FTA to give the approval.

Councilmember Franklin thanked Ms. Smith for coming and commented that her presentation was excellent. We had a lot of energy at last month's meeting when talking about the Crenshaw Transit Corridor and the Project Labor Agreements and trying to find local residents with skill sets that meet the journeyman status identified by labor. The dispatchment would be done by Labor Union Halls. I would like to invite you to the next Inglewood Town Hall Meeting because I want the people in our communities to know what is available and anything you can provide would be appreciated. I am trying to assemble a labor force with the appropriate skill sets by the time these jobs become available. The other concerns are that the meetings are being held downtown and not where the community is. I welcome having meetings in Inglewood and will help facilitate it. The minority DBE groups can be invited to meet in Inglewood without having to deal with the traffic and parking cost.

I believe they would be more comfortable and it would be helpful for those whose access is restricted due to a lack of resources.

6. RECEIVED Update on South Bay Highway Improvements, Will Lamborn, and Isidro Panuco, Metro Highway Programs

The South Bay Highway Program (SBHP) is funded by Measure R, the half-cent sales tax revenue that is dedicated to transportation projects. The Highway Operational Improvements for South Bay in the amount of \$906 million was allocated over the life of Measure R. There are currently 53 projects and funding allocations for the different cities in the sub regions which include local jurisdictions as well as the South Bay Cities Council of Governments (SBCCOG), Caltrans, and Los Angeles County totaling \$160 million. This is the total allocated to projects through FY2019. The type of projects range from freeway ramp and interchange improvement Intelligent Transportation System (ITS), intersection improvement, arterial improvement, and Park and Rides. An example of the projects would be: Hawthorne - Rosecrans will be widened from I-405 southbound off-ramp to Isis Avenue; Gardena - Artesia Blvd. at Western Ave. intersection improvements (westbound left turn lanes), Inglewood Phase IV ITS, Torrance - Transit Park and Ride Regional Terminal. The focus is on freeway, highway, and arterial corridors within SBHP boundary. Per the agreements with the SBCCOG arterials within a one mile radius of the freeway and State highways in the South Bay are eligible for projects.

The SBHP roles and responsibilities are as follows: Metro is responsible for administering funds from Measure R in Los Angeles County. SBCCOG works very closely with their local jurisdictions in developing project lists and overseeing how the funds should be distributed among the various projects. Lastly, the local cities such as Los Angeles County and Caltrans work closely with the SBCCOG in terms of developing new projects. Metro enters into a funding agreement with the local agencies, the scope, on the schedule and to insure legal rules and procedures on how the project is carried out. Once the list of projects is determined from the SBCCOG it then is presented to the Metro Board for approval on an annual basis. MTA also works with the South Bay Board. Within the South Bay Board, there is an Infrastructure Working Group (IWG) which is a technical advisory committee composed of members within the City Government from the South Bay Region and an Oversight Committee (OC) which is the program development and policy development sub-committee with the council of governments.

The SBHP implementation plan will identify eligible projects, develop project evaluation and prioritization process, establish implementation schedule and funding, and develop a funding plan and strategies to attract additional non-Measure R dollars.

The Council of Governments is updating the implementation which includes: Strategic Transportation Element (STE) – guides the selection of future projects in the South Bay freeway and highway network; Intelligent Transportation System (ITS) Plan – Identifies ITS projects for Measure R funding and review and update of policies. We will be

presenting an updated list of projects from South Bay Council of Governments to the MTA Board in September. The list will include adjustments to previously approved projects, consideration of new projects, and program funds for new projects.

Metro work with lead agencies to develop funding agreements for approved projects. Metro and SBCCOG continue to develop strategies for effective program implementation and to attract additional transportation funding to the South Bay.

Councilmember Szerlip asked if all of the money for the South Bay and all of the projects are administered through the SBCCOG or if the money from Measure R that is directly to the cities allows them to do other projects independent of the SBCCOG. Councilmember Goodhart responded that Measure R monies are specific to the South Bay region to improve traffic flow on the freeway. If a city can show a relationship to the 405 freeway then improvements can be made. There are also monies available through the Call for Projects which Metro administers separately. The SBCCOG does not get involved in the transactions between Metro and the individual cities. The COG has a contract to oversee the schedule and the budgets for those cities but is not in that contractual loop.

Councilmember Love asked if Carson has been involved; he would like to see more projects in Carson. Mr. Lamborn explained that when the list of projects is identified and prioritized by the COG, Metro receives a list and presents it to the Board. Metro then begins work on the funding agreements with individual cities. Councilmember Goodhart added that each city evaluates their ability to take on these projects. Projects that are allocated in the first five years are called Early Action Projects. The process is continuous and will occur for the next 25 more years and beyond.

Chair Franklin clarified that there are several Ad-Hoc Committees. There is the Public Works Department and City Managers that insure projects that are being considered are doable and within reason with the time restraints. The SBCCOG recently voted to increase their boundary lines to include the Athens Area at the intersection of the 105 FWY and 110 FWY so there could be additional improvements. We are also looking to improve the La Cienega Blvd. congestion.

Will B. asked if there is a list of project details and status updates available. The updated list is on the SBCCOG website at southbaycities.org.

7. RECEIVED Summary of Corridor Workshop Recommendations, Jon Hillmer, Director

The corridor workshop was an overview of the existing Metro Bus Lines 210 and 710 routes, and schedules were provided, which included a review of on-time performance, customer complaint data by line, ridership by time of day and direction, alternate service options, and comments and recommendations from our riders.

Potential service modifications to be considered are to cancel Rapid Bus service mid-day and Saturday, improve Line 210 service from 15 minutes to every 10 minutes, establish

an alternate route to Wilshire-Western, add more running time to schedules to improve on-time performance, consider ending Line 710 at Manhattan Beach Blvd., consider Line 210 mid-day weekday short line at Manhattan Beach Blvd., and consider late night timed transfers to rail lines.

We are going to take a look at possibly cutting the mid-day Rapid service. Scott Greene, Transportation Planning Manager, does not support this. We will take a look at it if we get Council's approval and come back next month with a detailed review. We will be looking at the scheduling of late night connections to our rail system. We are looking for discussion from our Council and the public for their consideration for these suggestions with a detailed review of what the service would look like and how much it could possibly save and how it could be reinvested if possible.

Councilmember Deming was confused as to why Line 710 would be canceled on Saturday when it is steadily increasing in ridership by 25%. She also wanted to know why Mr. Greene was against the cancelation. When the Rapid Line runs infrequently it is not worth people waiting for. It could have something to do with the scheduling, when the bus comes, which bus arrives first to the rail stations specifically the Green Line and Expo. If there is a local that arrives first more people will board the Local if the Rapid arrives first they will board the Rapid. Mr. Hillmer witnessed this on a Saturday and watched people look to see what is coming first. The concept of the Rapid was to be frequent enough that people would find it worthwhile to let the Local go by and wait for the Rapid bus. That is becoming more pragmatic because we don't keep red buses on Rapid Lines anymore. Mr. Green disagrees with the cancelation because when looking back on the frequency of the 710 when articulated buses were on the route it was running every 30 minutes in the mid-day and on the weekends. Now that we are at 20 minutes, which is a big improvement, we are starting to carry more riders. Although Mr. Hillmer is correct that 20 minutes is deficient and would like to see better service, it is much better than it used to be and now we have the shorter buses that are running more frequently to keep the same number of seats.

Councilmember Goodhart asked if the data supports the reduction. The data shows the ridership on certain trips is heavy on some routes and lighter on others. I believe it is the result of the raggedness of the schedule. Having 20 minutes on one service and 15 minutes on another service operating on the same route and competing for the same customers. You cannot keep them spaced apart evenly so it results in overloads on some trips and under loads on other trips. Mr. Hillmer responded by saying he is asking for the Council's guidance whether it is worthwhile to bring forward a more detailed review. The other aspect is our Scheduling Department is continuing to look for ways to tighten up service. That is why this service went to a 30 minute frequency in the past. They look for ways to trim down service and ways to keep the seats filled.

Councilmember Turner commented that Torrance has recently added a Rapid Line and realized that passengers still want to use the Local. The travel patterns must be looked at. Staff needs to look at the Rapid stops to determine the customer's needs in order to get them where they need to go.

Councilmember Szerlip asked when the Crenshaw Corridor will be available for riders. It will be available in 2019. Councilmember Szerlip asked that the short line be defined. It is a bus that does not complete the entire route. In order to maintain productivity not all buses go to the end of the line. There is talk about coordinating with a Municipal Bus Operator to fill in the Short line. Metro would go farther than the Green Line and possibly a Municipal Bus Operator would operate that portion of the route. He asked if consideration is being given to a major route such as the 210/710 route at the Green Line and expecting another Bus Company to go from the Green Line to the South Bay Galleria. That is a possibility and another concept would be that the Local would stop there and the Rapid would continue on or they both end. The likelihood of this happening is remote because there are huge financial issues concerning that. I would much prefer to see more frequent service and see it come every 10 minutes. I would be inclined to eliminate the Rapid and improve the frequency of the 210 service.

Chair Franklin does not support the recommendation because. If I don't get on the 710 I am likely to miss the 115 connection to get to City Hall. Not everyone wants to stop at every block. I will take the 710 instead of the 210 because of the frequent stops and the congestion and individuals with baggage that block the aisles and delay the driver. I then have to wait up to 15 to 20 minutes for the 115 to arrive at Manchester and Crenshaw. I think it is criminal to take an hour from Imperial and Crenshaw to get to City Hall. It is not logical. You may want to evaluate the need for the 710 on Saturday. If so, reduce the frequency or increase the frequency of the 210 particularly when going from the Galleria to Wilshire Blvd.

Councilmember Szerlip asked that a study be done to ask riders why they prefer taking the Rapid Bus. Mr. Hillmer commented that a survey could be done next month by going out to the bus stops and questioning passengers. Studies show that people would rather ride on the bus that may lengthen their trip as opposed to waiting at a bus stop.

PUBLIC Comment

Marie Bryant is an infrequent rider and would rather take the 710 because of the lack of clutter. It is very confusing when the sign reads Rapid but the color of the bus is a Local bus. She asked if there are plans to repaint the buses. Mr. Hillmer advised her to make sure to read the head sign. There are various reasons why the wrong color bus is a Rapid etc.

Will B. is a student at El Camino. When a 710 arrives everyone runs across the street to catch it either to go to Rosecrans or the Green Line Station. Even going southbound we are waiting for the first bus to come even if it is the Torrance Transit 10. The buses seem to be late a lot you cannot rely on the schedule.

Mary Anna Thomas commented that she is a rider every day. She prefers to take the 710 because there are fewer stops. She had to travel on the 210 from Rosecrans and Crenshaw to Wilshire Blvd. and it was torture. There were so many stops and so many people on the bus. I would never ride that again. The southbound stop for the 210 and

710 should be in one area. Mr. Hillmer commented that is being reviewed. She would like to understand why there are no transfers and only a day pass is offered. I understand that the Mayor is trying to get people out of their cars and on Public Transportation. The cost could be very burdensome for low income people.

Wayne Wright recommends keeping the all-day service on the 710 during the week. The Saturday service can be eliminated. I rode the Rapid 3 in January before the schedule changes there were only 5 people on the bus at South Bay Galleria. I was the only person that rode from Wilmington to Long Beach. I noticed the number 3 bus was full and the Rapid Line was empty.

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

- Policies and Procedures – strollers, shopping cart, and mobility devices
- On-time performance goal is 80.0%, South Bay 73.7%, System Average 75.0%
- Complaints per 100,000 passengers: System Goal 2.20, South Bay: 2.92, System Average: 3.07
- Miles between mechanical road call: System Goal: 3,900, South Bay: 3,812, System Average: 4,178
- Clean Bus: System Goal: 8.5, South Bay: 8.06, System Average: 8.19
- Accidents per 100,000 Miles: System Goal: 3.10, South Bay: 4.57, System Average: 3.74
- Monthly Ridership: South Bay Cities: 352,445, System Average: 1,159,196
- Silver Line Ridership: Daily 13,765, Saturdays 4,847, Sundays 3,159.

Mr. Hillmer will do a Rapid mid-day survey at three different locations as well as ride the bus and will report back in June. He met with Metro's Access Advisory Committee regarding strollers and mobility devices. The operators are required to lower the ramp when asked. Strollers and carry on devices should be folded and stowed away and out of the aisle.

Metro staff is going to the Board with a fare structure. At last month's meeting Director DuBois asked staff to come back with an evaluation of a structure that would a low based fare, ease of transfer, time based fare structure, premium fare for premium service, and increasing the fare box return ratio. Metro recovers 27% of its operating cost from its fare box. If it drops below 25% we may be in danger of losing some of our Federal money so it is very important to keep the ratio up. They would like to get up as high as 33% for premium fare for premium service on rail and express service. Time based possibly having a premium fare during rush hours. Use of transfer if a person with a TAP card would pay an additional sum they would be able to use the TAP card for two hours to board a bus or train and to use it like a transfer.

Councilmember Szerlip asked if a cane is considered a mobility device. The operators are required to lower the bus when asked.

Chair Franklin requested feedback regarding the high occupancy vehicle lanes with the Express Bus. The high occupancy vehicle lanes seem to be wide open now. I want to find out if there has been an increase of bus rider usage by using the Express Bus in the lanes. The SBCCOG has raised concern regarding having to pay for the transponder. We are trying to remove the \$3 maintenance fee. I have never seen or heard a bus operator admonish a passenger for having a stroller or shopping cart. I have seen them delay leaving to wait for the passenger to fold up the stroller or cart.

PUBLIC Comment

Dorthea Jaster commented that in the 5 years of using her Mobility Device things have improved a lot but there is one operator on Line 3244 that will not allow her to park her Rollator even though there were only 6 passengers on board. The operator will allow a passenger to stand behind her to talk because rules are not for her. She got out of her seat and dared her to fold it after telling the operator it would not stay folded. Chip Hazen agrees that the wording needs to be changed regarding Rollators.

Marie Anna Thomas is opposed to the name change of the Willowbrook Station and would ask that it be changed back. Mr. Hillmer commented that every other sign has been changed back to Rosa Parks/Willowbrook Station. She asked if riders do not have the fare can a courtesy ride be given. Operators are not to provide free rides. They are to quote the fare to passengers getting on the bus one time. If the person cannot pay the operator must fill out a nonpayment of fare card. She asked that something be done about the air conditioning being on when it is cold outside.

Councilmember Turner commented that there is a policy that the operators do not engage passengers after quoting the fare.

Wayne Wright commented on the fare structures regarding the Express Day Passes and Express Weekly passes. One of the major complaints is that a tourist who buys a day pass can ride the Silver Line without paying extra. This is something that needs to be looked into. The regular day pass can be kept at \$5 but maybe bring in a half day pass.

9. 10. Council Member Comments
10. a. Line Rides

Council Szerlip tried to use the Go 511 system. Beach Cities transit did not have a link. The system could not read Palos Verdes Blvd. and diverted to Palo Verdes Drive either south or north and those were my options. There was not a space where I could enter my location like Palos Verdes Blvd. and Sepulveda. There has to be an actual street address. Also when routing your trip on Metro.net it doesn't take into consideration that using the municipal operators that might save you time. The 130 and the 232 are great

lines. Only one bus out of the 12 or so times I rode on it had 232 bus schedules. The drivers were courteous. When getting off at the rear of the bus at the 232 stop on the corner of PCH and 9th Street in Hermosa Beach, the bus stopped right in front of the trash cans. Mr. Hillmer said it is the operator's responsibility to spot the bus in a way where both front and rear doors are safely usable. The buses were clean and had trash bags. I transferred on the Torrance 7 line for a .35 transfer. The new Torrance buses are very nice. The buses lowered for people getting on with wheelchairs. I would like to request a report on the status of the Green Line Station at Redondo Beach and the reconditioning.

Council Member Goodhart

Reported that PV Transit took over the 225 and 226 lines and in the next couple of months will be incorporating TAP and Next Bus.

Council Member Roye Love

Date: 4/12/13; Line: 246; Bus #5317; Operator Badge#22474; Time On: 3:26pm; Time Off: 4:20pm; Boarding Location: Avalon and 189th Street, Carson; Bus Cleanliness: Good

Comments: The bus was full and clean and had plastic bags and brochures. The air conditioning was on and the TV was working. There was a domestic dispute on the bus. The operator didn't seem to know what to do. Mr. Hillmer commented that if the passenger was yelling and screaming as was reported the operator should have called the Sherriff's Department.

Council Member Kim Turner

There needs to be more information on both sides in Lot C. I found it rather difficult looking at the information at one end and having to run to the other end to catch the bus. I kept missing the bus. I caught the bus on April 7th, Line 11, Operator badge 81815. He was a very nice operator and was helpful in assisting me on where to go. Bus 8143, boarded at 12:43pm, no schedules or trash bags, was moderately clean, the Transit TV was on but no sound and the voice annunciator was working. He told me I could catch the 40 at La Brea and Arbor Vitae at 12:53pm. I caught Line 40, Bus number 9544, operator 80715, had schedules but no 40 schedules, one trash bag, the bus was clean but could use a detailing, he was on time and departed on Stocker and Crenshaw at 1:32pm.

The Torrance City Council approved the automatic vehicle locator system contract. We will soon be linked to Next Bus.

Council Member Deming

I did not have an enjoyable experience on March 18th when catching Line 625. The bus was scheduled to arrive at 7:10pm and I boarded at 7:12pm. It arrived a minute early at the train station. I tried to use the Next Trip App but it could not find me and I was standing at the train station. Next Trip said there were no buses or trains in my area. It told me that the next

train was to arrive at 7:45pm. Three trains go by traveling west and I wanted to travel eastbound. There were no announcements made at the station regarding the delay. The next train was scheduled to arrive at 8:03pm and still no train arrived. At 8:05am the train arrives and I had been waiting on the platform for 45 minutes. I could have driven from my office to my home in Long Beach in 20 or 30 minutes. I was standing waiting for the train for 45 minutes along with other people with no information knowing that Metro has the ability to make an announcement on the overhead speakers from the Operating Center. It took me more than 2 hours to get home. If I were someone who was a first time rider there would be no way I would do it again. I was very disappointed.

Chair Franklin:

Date: 4/4/13; Line #210; Bus Run#13; Bus #8445; Boarding Location: Crenshaw Blvd. and Thoreau; Time On: 10:10am; Direction: North; Bus Cleanliness: Good

Comments: There were plastic bags available, bus schedules for Lines 204 and 265 but not for Line 210, and the bus was clean. The Transit TV monitor was on but there was no sound. The bus was full with ½ dozen passengers standing including myself. It was a comfortable ride.

Date: 4/4/13; Line #210; Bus Run #2; Bus #8488; Operator Badge: 16234; Boarding Location: Crenshaw Blvd. and Manchester Blvd; Time On: 10:20am; Direction: South; Bus Cleanliness: Good

Comments: There were no plastic bags and no bus schedules. However, there were various pamphlets for Metro Dodger Stadium and other events displayed. The bus was clean and was ¾ full. A wheelchair rider was not anchored down was trying to get something out of her pack and all of her belongings went everywhere. At 10:28am the bus driver stopped at a non-stop location at Crenshaw Blvd. and 110th Street and went into Gin's Liquor. The driver returned quickly with an empty plastic bag. The driver helped the wheelchair passenger put all of the items that spilled out and that were scattered all over the bus from her bag into the empty plastic bag. The driver closed the doors at 10:30am and continued to the next stop. She made a brief announcement stating that she was sorry for the delay. The items could have been a dangerous area in the front of the bus. What a GREAT JOB!!! I would like to recommend that the bus driver get a commendation.

A new Car Card was made for the City of Inglewood.

ADJOURNED at 12:37pm