

Friday, October 11, 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 9:34 am

Council Representatives Present:

Ralph Franklin, Chair
Devon Deming
Jack Gabig
Patricia Lin Hachiya
Robert Pullen-Miles
Don Szerlip

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 and Introductions

3. SAFETY Tip, Lt. Ibelle

Lt. Ibelle announced that he was recently promoted to a new position as Director of Metro security. Deputy La Tonya Clark will take his place; she has several years of experience with the organization.

4. APPROVED Minutes from September 13, 2013

5. PUBLIC Comments for Items not on the Agenda

Chair Franklin announced that in an attempt to keep the meeting on schedule, public comments will be uninterrupted for 3 minutes; conversations between commenters and presenters will not be indulged.

Dorothea Jaster commented that a few months ago, it was reported that there was concern about the rate of fare with hints of fare increases. At that time she mentioned a blatant example of poor scheduling of work at the Harbor Gateway Transit Center. One week after months of landscape work, the north end was torn up again to place the restrooms. Then at first restrooms were not accessible by cash paying customers. A few weeks ago much money was spent on an overall paint job and on a new wrap around the surface of the benches. Hopefully the new surface will be graffiti resistant but is painful to touch on a hot afternoon. For years the bus bays from the east entrance to the center have been labeled by number 1-6 with a turn at the west end returning along the parking lot side and numbered 7-12. These numbers are now painted in large numbers on the planters. There are signs high up on the roof labeling the street side bays as 2, 4, 6, 8, 10, and 12 with no reference to any bays at all and on the parking lot side 1,3,5,7,9,11 with no reference to closer bays. This provides two examples of overall poor coordination at one station in less than one year.

Mr. Hillmer replied that he wasn't sure why the decision was made to follow an odd/even numbering theme. Mr. Green added that it was done in error. Mr. Hillmer said Mr. Tim Lindholm, DEO, Project Management will be contacted to correct the numbering and will be clearly communicated to the passengers and operators.

Christine Thayer recently completed her graduate thesis on older adult transportation awareness, use, and planning at CSULB. In reviewing Metro's Strategic Plan, she noticed that 63% of riders are adults 65 years or older, but there's no specific language about older adults. She'd like to see that language added that addresses mobility for older adults, and expansion of Metro's On the Move Riders Clubs, which provide hands-on

training of older adults to transition them from driving to using public transit. Currently Metro staffs the program with one part-time contractor. There are area agencies on aging that have agreed to make plans with Metro and the Disabled Resource Center. In 2010, creating an older adult transportation plan was given priority by Metro, but by the time the supplement was published, older adult transit was reduced to being discussed in the plan as a future need. There are agencies that can work with Metro to make it happen. Transportation access is key to older adult health.

Wayne Wright commented that bikes are causing nearly overwhelming problems on buses. Because of safety concerns and union issues, the buses can't be refit with bike racks to hold 3 bikes on all buses. There are arguments between riders about who has been waiting longer and who can use the bike rack. Operators complain about bikes with tall handlebars that obstruct their view, which is a safety hazard. Some operators let bikes onto the interior of the bus which also creates safety issues. Also, the bus cards regarding bikes are only in Spanish. He would like a Metro Bike Program representative to make a presentation to the Service Councils to see what can be done to address these issues.

J.K. Drummond thinks TAP sale and reload machines are needed at the Harbor Gateway Transit Center. The signage points in the opposite direction of where the bus bays are. The paired rescheduling of Lines 450 and 550 southbound should be unpaired. The lines should run half hour apart to facilitate southbound connections to the Silver Line. At night one of the Line 246 drivers waits for buses to arrive which is very nice. Line 246 should also be scheduled with a 5-10 minute headway to better facilitate Silver Line connections. There is a Line 450 from Downtown that terminates at Harbor Gateway Transit Center 2-3 minutes before Line 515 southbound trips going to 21st Street. It is not clear if there is a 2 minute pass. Perhaps it can be made clearer.

Morris "Big Money" Griffin spoke on how disrespectful it is that Rosa Parks' name was removed from the Willowbrook Station. He asked that it be rescinded and return the name to Rosa Parks/Willowbrook out of the respect of her legacy.

6. RECEIVED Presentation on Metro's Annual Customer Satisfaction On-Board Survey, Jeff Boberg, Transportation Planning Manager

Metro's Customer Information Program conducts an annual customer satisfaction survey, focus groups on various topics such as Ticket Vending Machines (TVM), small-scale line surveys and/or bus stop surveys, a county-wide telephone survey of mostly non-transit users, GIS mapping for Express Lanes and vanpool program, and collects and analyzes data for Federal programs such as Title VI and Limited English Proficiency.

The annual customer survey is taken over the entire transit system within Los Angeles. A total of 19,004 surveys were completed in 2013. The survey is designed to collect data on changes in Metro satisfaction levels, demographic shifts among riders, and quality of Metro services. The survey instrument is in English and Spanish; customers who do not appear familiar with those languages are given a card with information in 8 different languages providing them a link to take the survey in other languages on-line.

Councilmember Gabig asked if analysis has been done to understand why South Bay has a lower satisfaction rate. Mr. Boberg replied that it had not but he can compare to other variables such as on-time performance and operator courtesy to see if there is a correlation.

Councilmember Szerlip asked if municipal operator services were surveyed. He suggested that questions regarding final destination and reason for the trip be added to future surveys to assist in scheduling. Mr. Boberg replied that the surveys are designed to be completed within 2-3 stops. Questions regarding municipal service are asked indirectly through fare type and transfer items. He added that Metro works with municipal operators in development of their own surveys so that data can be compared across services.

Councilmember Pullen-Miles asked about the significance of the ethnicity of passengers and cell phone access questions, and how the information is used. Mr. Boberg replied that the information is gathered for demographic purposes, and the data can be used to help shape marketing campaigns to various rider populations. Cell phone ownership helps Metro to determine how to integrate more real time service information. Councilmember Pullen-Miles asked if safety perception plays a role in whether a person chooses to take the bus or a train. Mr. Boberg replied that the general public telephone survey results of people who don't ride showed a strong correlation between bus stops that looked dirty and the perception of the service being unsafe.

Councilmember Hachiya asked what the goal of the survey is and how the information is used after it has been collected. Mr. Boberg replied that it helps Marketing have a better understanding of who uses Metro services and why. The information is shared with Service Planners and Service Councils to provide information by line and region. The information is also used in reports to the Board and requests from the press for demographic information regarding ridership. Councilmember Hachiya thinks it would be beneficial to compare the ethnicity of those using public transit verses county demographics to add more understanding of who drives and who utilizes public transit. She suggested having a focus group of women who transport their children by bike.

Councilmember Love would be interested in obtaining zip code data of patrons as it would help those cities where patrons reside be more aware of their community's needs and to help their residents better utilize Metro. Mr. Boberg replied that the survey does not have sufficient responses to group information by city, but that data can be analyzed by the lines that travel through a community.

Chair Franklin requested a copy of the survey and asked what the completion rate is. He asked why the survey does not gather information on the station or bus stop where passengers board, which does not facilitate information on whether the customer considers the bus stop or station to be clean and safe. He asked Mr. Boberg to expand on the ten-year data trends compared to the most current data. Mr. Boberg replied that the trends for the South Bay are very similar other than that the Latino population has increased. The number of questions on the survey is limited to gather the maximum responses possible and to make responding to the survey easy for passengers in transit.

Chair Franklin would be interested in whether the number and makeup of riders has changed due to the economy. There is a survey question regarding cell phone ownership and Metro has been promoting Nextrip yet previous Sheriff's Department warnings say that patrons should not to have their cell phones out due to risk of theft.

Councilmember Szerlip added that age could be a factor in ridership, as younger generations are being educated to the value of public transit. Mr. Boberg commented that because many 16 year olds are not licensed and people are shifting to urban areas, there is some truth to there being more choice riders on transit, which hopefully will be more apparent in the next survey results. Mr. Hillmer pointed out the large number of students traveling on Line 710 to South Coast College, which may explain the high percentage of low income travelers on that line.

Dorothea Jaster commented that the survey does not distinguish those who earn between \$5,000 and \$50,000. She has been urging Metro to conduct a focus group for mobility device users for years but focus group locations are generally not accessible by public transit and the times are not convenient. Mr. Boberg replied that they display of data of incomes between \$5,000 and \$50,000 was to show the differences in income levels. Most focus groups are held at Union Station as it has been found to be the most easily accessible by transit and it is the location that garners the highest participation.

Wayne Wright commented that service is poor in the South Bay because there are numerous transit agencies. There are 30-60 minute headways, there is no Sunday service, and service stops early. Carson is one of the worst and does not try to improve. Metro is part to blame because of the reduction of South Bay service and it takes longer to travel to a destination. All of the transit agencies should work together to provide more weekend and evening service to make the systems more viable. Metro cannot do it alone.

Marian Thomas stated that Compton does not have good service. The last bus to Compton is Line 125 leaving at 9pm. The large segment of low-income population reflected in the survey was said to be likely due to a large student population, but she thinks it is due to the economy. It frightens her that Metro is considering raising fares and making the bus fares different from rail. It sounds discriminatory to her.

J.K. Drummond asked what "dropped off" meant in slide 17 that asked, "How did you get to the first bus/train?" Mr. Boberg answered that means dropped off by car.

Christine Thayer met with the strategic planners for the First Last Mile and was given the PowerPoint from a survey from 2011 and it states that regarding age and mobility, 63% of transit dependent riders are 65 years or older.

7. RECEIVED Report on ExpressLanes, Kathy McCune, Director, Congestion Reduction Initiative

After launching the I-10 and 110 ExpressLanes, the marketing focus was changed to "Don't miss the important moments in your life" campaign which corresponded with a

“Friends and Family” promotion where referring a friend or family member to open an account could earn people a \$10 credit for every referral.

There is a 12% transit ridership increase from the time the ExpressLanes were implemented, which includes all transit operators receiving a subsidy (Metro, Gardena, Torrance, and Foothill Transit). The program also required formation of 100 vanpools. To date, 85 new vanpools have been formed.

Travel times have decreased for: 1-110 Northbound General Purpose (GP) and Express Lanes, Westbound I-10 GB and Express Lanes, and Southbound I-110 Express Lanes. There has been an increase in travel times in the southbound I-110 GP lanes in the afternoon peak. The toll has been lowered to 0.15 cents per mile in an effort to attract people to use the ExpressLanes. There is also an increase in travel times on I-10 Eastbound GP and Express Lanes due to construction at the I-605 to build the HOV direct connector and the extension of the I-10 HOV lane.

There is a 60/40 split between HOV and SOV users on both ExpressLanes corridors. Non-revenue users are buses and emergency responders. The current number of FasTrak transponders in circulation is over double the original goal. Many people have called Express Lanes “Lexus Lanes” because people assume only those people with high incomes will use the lanes. In looking at the zip codes of people who have opened accounts, the data reflects a bell curve with primarily middle income people using the Metro ExpressLanes.

An issue that arose after implementation included the requirement for motorcycles to have a FasTrak. Most motorcycles do not have a windshield and the system had a difficult time reading the transponder. A change was made to refine the software to distinguish motorcycle plates, eliminating the need for a transponder. Another challenge was signage, as carpoolers did not understand that a transponder was needed to travel in the ExpressLanes. Additional signage has been added that reads, “ALL HOV MUST HAVE FASTRAK,” and, “DO NOT CROSS DOUBLE WHITE LINES” because the carpool lanes had been restriped from yellow to white. In April, the Board voted to waive the monthly account maintenance fee for 6 months for Los Angeles County residents. Staff has asked the Board to continue the waiver until the end of the demonstration.

The majority of citations written by CHP are for speeding and crossing the double white lanes. A new safety campaign is being launched to remind people not to cross the double white lanes and to only enter or exit in designated areas. Based on focus group findings from heavy users, they like the time savings and quality of life enjoyed by using the lanes. An online survey was emailed to transponder users and 28,000 people responded; they received a \$10 credit for completing the survey. The survey asked what Metro ExpressLanes could do to improve their experience. Top responses were: No improvement 28%; Expand/continue program 22%; toll amount 11%; improve customer service 7%.

Per legislation guidelines, net toll revenues must be reinvested into the corridor where they were generated. Staff has proposed guidelines that include: reinvestments in the corridor that provide a direct benefit to reducing congestion on the ExpressLanes,

establishment of a 3-5% reserve fund, setting aside funds for incremental transit service implemented for the ExpressLanes, which would also address social equity concerns. Then split the estimated \$10-13 million in the following ways: establish allocation targets of 40% for transit uses, 40% for system connectivity/active transportation and 20% for highway improvements. Funds provided through such a disbursement would need to be leveraged by other funding. Agencies, including Metro and Caltrans, would be eligible to apply for funds.

In October, the Board will consider a fee waiver of the \$3 monthly account maintenance fee for Los Angeles County residents, as well as guidelines for reinvestment of net toll revenues. In February 2014, the formal one year pilot on the 10 and 110 ExpressLanes will be complete; March 2014 will kick off the formal public feedback of the pilot period. In April the third party performance evaluation will be completed and the Board will consider extending the pilot program.

Councilmember Szerlip asked if the program will be halted while a decision is being made or if it would continue until further notice. Ms. McCune replied that Metro has tolling authority until January 2015. While the Board makes a decision, the program will continue. Councilmember Szerlip commented that the maintenance fee should only apply to those who do not use the service. Ms. McCune explained that the maintenance fee was put into place to offset the cost in maintaining each account. From the time the Board waived the fee, \$1.5 million has been lost in revenue. That cost can be covered through toll revenues but that does reduce the net revenue that can be reinvested along the corridors.

Councilmember Deming commented that there are so many facets to the program that aren't evident to the general public such as the carpool rewards. She encouraged better marketing of those benefits through channels such as the Metro Commute Services Group, the ACT Chapter group, and other transportation partners.

Councilmember Gabig expressed that he was hoping the bus ridership would have increased on the corridor substantially more than it has. One of the bottlenecks and long term growth obstacles is downtown gridlock. He asked if investment in increasing travel time through Downtown to better tap into the market of those traveling from one corridor to the next has been considered, and asked how CHP enforces occupancy. Ms. McCune replied that CHP enforcement of occupancy is provided via LED beacon lights corresponding to transponder switch settings. When traveling under the reader, it triggers the light. CHP looks at which light went off as the car goes under the gantry and then they do a visual inspection of the car to see if it corresponds to the number of occupants that are in the vehicle. They only really focus on motorists that have the switch set to the HOV settings. There is also a violation enforcement system that enforces the use of a transponder on the ExpressLanes. If a transponder is not detected in a vehicle, a camera will take a picture of the license plate which is sent to DMV to obtain information on the registered owner and Metro sends a violation notice to the owner of the car.

Chair Franklin thought low income riders was only 2% and thought it would be higher. He asked if Metro is reaching out to those commuters. Ms. McCune replied that the

program will be marketed to specific demographics in coming months. Chair Franklin asked how many infrequent users are reflected in the 200,000 transponders. Ms. McCune replied that a board report of frequent and infrequent users of the ExpressLanes that will include those numbers is being finalized and should be available online shortly and clarified that the maintenance fee does not cover program implementation costs, only the cost of maintaining the account. Chair Franklin suggested that a reserve should be set aside for maintenance costs. Ms. McCune replied that maintenance of the ExpressLanes comes off the top before the calculation of the net toll revenues, and explained that Metro is only responsible for maintaining direct changes for implementation of the ExpressLanes program. Any infrastructure preexisting of the program is the responsibility of Caltrans. Chair Franklin asked how someone who inadvertently forgets to move the switch from HOV to SOV and is cited can appeal the citation. Ms. McCune replied that the motorist can call customer service for one time waiver.

Assata Umoja thanked Chair Franklin and Councilmember Love for bringing up the low income issues and informing the communities. She was unaware of the program. The information needs to be targeted toward communities that would benefit from it.

J.K. Drummond was glad to know there will be a little more money going to the bus lines but urged staff not to forget that Lines 450 and 550 operate in those lanes. He would like to see funds used to improve those services.

Will B. commented that the waiver of the maintenance fee feels like a bait and switch especially for low-income families. Once they sign up for the program they are required to pay a maintenance fee. Issues regarding program registration, privacy and government tracking are discouraging. Ms. McCune replied that a feature of the equity plan for qualifying low income households is that they never have to pay an account maintenance fee and that Metro is not permitted by law to share any personally identifiable information collected through the program unless presented with a warrant or a subpoena by law enforcement officials.

8. RECEIVED Update regarding Gate Latching and ADA Issues, Dan Levy, Director, Civil Rights Programming Compliance

G-Tel is the hands-free device installed at latched rail stations. It is designed to assist passengers with limited or no use of hands. The unit is activated by a motion detector when someone stands in front of the unit. Once activated, the Rail Operations Center is contacted. The operator can speak with the person at the unit, view them through the unit's camera, and provide assistance remotely.

Metro currently has 45 CCTV Observers; 36 have received awareness training developed to assist G-Tel users. There are 3 G-Tel Observers monitoring the systems at any time; a 4th monitoring station is planned. Each G-Tel monitoring station receives 10-15 calls per day. The majority of calls received are not made by persons with disabilities but by people seeking assistance for issues such as TAP cards or travel information. Any malfunctions

are tracked in logs and maintenance is contacted immediately. If necessary, Sheriff or Metro staff is sent to the location of the malfunction to assist passengers. A decal is being designed to indicate ideal wheelchair placement, and a standard response scripts to assist Observers interact with callers are being developed.

In August 2013, Access Services Mobility Device Clients made 13,383 rail trips and 76,366 bus trips. Systemwide, Access clients take approximately 2,187,600 trips annually on Metro. Wheelchair usage reached 88,000 in August on Metro buses.

Metro's Operator training currently includes wheelchair securement exercises and sensitivity training in which Operators must board a bus while in a wheelchair. Training consists of both classroom and onboard wheelchair securement practice. Metro is looking to incorporate power wheelchairs, scooters, and other mobility devices into basic training and retraining. Metro's operators are required to complete an 8-hour comprehensive training that includes sensitivity training & ADA requirements, use of high/low floor vehicles, use of multiple wheelchair types, and familiarization with walkers and Rollator type devices. Metro plans for all 4,500 Operators to complete the comprehensive training by February 2014.

Councilmember Deming commended Metro on having operators use a wheelchair in training. She thinks it is an excellent way to help them understand patron perspectives.

Councilmember Gabig asked if the GTEL system has experienced fraud or abuse. Mr. Levy replied that there hasn't been any reported. A TAP reader will be installed to hasten the response of observers assisting passengers who are having problems with their cards.

Chair Franklin expressed concern regarding drivers accommodating passengers with Rollators and the lack of space to stow them. Mr. Levy replied that the policy states that the walkway must be kept clear. In some cases the Rollator does not collapse enough and blocks the aisle. If the device does not collapse or fold it needs to be placed in the wheelchair securement area and be secured. Metro has purchased 550 new buses that will be delivered in January 2014 and is looking at purchasing more buses that will have a special location just for walkers. Chair Franklin commented that with the purchase of new buses riders boarding with multiple bags and luggage and the additional space will help accommodate those passengers and keep aisles free of congestion.

Dorothea Jaster is happy to hear that drivers will have the opportunity to experience using a wheelchair. Contract line drivers should also participate in the training. She had a very bad experience when departing the bus because a Line 130 operator pulled past the bus stop to where the sidewalk curved away from the bus doorway. The driver was willing to extend the ramp but the ramp did not work. The ramp should have been checked before leaving the yard. She is waiting for the ADA to correctly create the proper wording to describe a Rollator. It is not a wheelchair. It is described as a basic trifold walker. It is closer to a manual wheelchair.

J.K. Drummond commented that it is important that operators be trained sooner than later. It should not take a year to train all operators. The course should be 4 hours instead of 8 hours which would take a half of year instead of a year.

Wayne Wright commented that scooters cause problems with securement and it takes a long time for them to board and depart the bus. Operators are not enforcing walker storage or storage of carts and excessive bags so that they do not impede others.

Will B. commented that by using GTEL, Metro has created a new customer service interface system. He wants to be sure that qualified people answer customer calls. Mr. Levy answered by saying the same people would be answering the calls as those that are answering them other intercom system calls. Councilmember Deming wanted to clarify whether or not those answering calls are knowledgeable to answer TAP questions. Mr. Levy replied that they are knowledgeable.

Councilmember Szerlip asked how the situation is handled when someone using a walker and someone in a wheelchair are waiting for the bus at the same time, or if someone with a walker is waiting and the wheelchair area is full. Is the driver instructed to call dispatch to notify that a handicapped passenger is waiting at the bus stop? Mr. Levy could not recall if the policy states mobility or wheelchair device because the term is used interchangeably but he will check.

9. RECEIVED Update regarding Restoration of Willowbrook/Rosa Parks Station Signage and Announcements, Jon Hillmer, Director

On the Green Line, Rosa Parks and Willowbrook signage alternates on every other bollard. Buses and trains will announce the stop as such, though it takes a long time to change the announcements on the trains as it can only be done when they are taken out of service for maintenance. He will report back on when the announcement change on trains is expected to be completed. More obvious recognition of Rosa Parks at the Station has been recommended as part of the Station's redesign. Chair Franklin added that there will be community outreach and workshops once the legal issues have been resolved and the redesign project can commence. Supervisor Mark Ridley-Thomas is making sure that this station is being treated with recognition worthy of this national icon.

Marian Thomas is in favor of the station to remain Rosa Parks/Willowbrook Station as both the official and operational name. Councilmember Szerlip noted that when he rode the Green Line on September 18th, though the announcement did not include Rosa Parks name the message board was updated to include Rosa Parks' name.

Morris "Big Money" Griffin asked that if there are funds available to add a picture of Rosa Parks at the Station. Councilmember Szerlip replied that while he appreciates the sentiment, Metro has the lowest fare box recovery rate in the nation. He encouraged those who felt strongly about the issue to organize and orchestrate to raise money to support their goals, rather than expecting Metro to hand it to them. Chair Franklin commented that Metro may have grant programs targeted towards historical sites.

Assata Umoja reminded Councilmember Szerlip that they are tax payers and money is given to Metro not only from taxes but as bus riders. She asked that he consider what types of projects such a request was made of the community.

10. RECEIVED Director's Performance Report on South Bay August 2013 Service, Jon Hillmer, Director

Frank Alejandro, Chief Operations Officer has been reassigned to special projects in rail. Debra Johnson who was the Deputy Operations Officer is now the Interim COO. She is committed to come to Service Council Meetings to introduce herself and share her philosophy for improvement. She will attend the Meet and Confer on October 30, 2013.

- Metro Bus On-Time Performance: 73.5%; Goal: 80%; System Average: 74.9%
- Complaints per 100,000 passengers: 3.06, Goal 2.20, System Average: 3.32
- Miles between mechanical road call: 4,132; Goal: 3,900, System Average: 3,850
- Accidents per 100,000 Miles: 4.63, Goal: 3.10, System Average: 3.63
- Bus Station Cleanliness: 8.35, Goal: 8.5, System Average: 8.54
- Monthly Ridership: 344,605 of System Total 1,140,298
- Silver Line Ridership: Daily 12,597, Saturdays 5,379, Sundays 3,951.
- Green Line Ridership: Weekday 42,593; Saturday 28,889; Sunday 19,995

11. Council Member Comments and Line Rides

Council Member Szerlip took the Green Line on September 18th at 8am; it was 85% full. He transferred to the Blue Line to the Red Line to Metro. The handicap gate was not working on the eastside of the middle platform. The Blue Line arrived within two minutes of departing the Green Line at the station. It was 95% full. As we traveled to Downtown, there was an incident on a previous train and regular updates were provided by the operator. Passengers waited for 10-15 minutes, the communication by the operator was impressive. He returned on the Silver Line from Downtown and found the stop markings to catch the southbound service difficult to understand. He then took Line 232, traveling on 9th St. between PCH and Hermosa Beach that was scheduled to arrive at 9:29am. He checked Nextrip, which said the next bus would arrive in 40 minutes and 70 minutes. He decided to walk and once he got about 2-3 stops he saw Line 232 pass him by. The GPS on that bus was not working and needs to be fixed.

Council Member Gabig: Date: 10/8/13; Line: 125; Boarding Location: Rosecrans & Western; Alighting Location: Oceangate; Bus Cleanliness: Good. The bus was clean and on time; it was a positive experience. He was surprised at the load at noon was 27 people and it increased while traveling west. The voice annunciator worked and the interior was clean but there were no schedules. The operator was courteous. He requested that the Performance Report be put at the top of the agenda so that more time can be had to addressing the report card of the service.

Council Member Deming has been receiving complaints about the Manchester Line having broken bike racks. Mr. Hillmer commented that if the bus number is given he could follow up on it but normally if there is a problem with the bus the operator is required to note it before they roll out so that maintenance can take care of it. Councilmember Deming added that today is National Coming Out Day, International Day of the Woman, and the 15th anniversary of the death of Matthew Shepard.

Chair Franklin asked that concerns brought up in meetings be addressed on the agenda of the following meeting. Chair Franklin had raised the issue of bus stop maintenance and was advised that bus stop maintenance is the responsibility of the local municipality. He discussed with his City Manager who told him it is a joint venture. The City is responsible for maintaining the surrounding area such as the sidewalk area and the trash receptacles. The shelter itself is maintained by Metro.

Date: 10/8/13; Line: 710; Operator Badge#7597; Bus #8; Boarding Location: Imperial Hwy and Crenshaw Blvd.; Alighting Location: Manchester Blvd & Crenshaw Blvd.; Time On: 9:28am; Time Off: 9:35am; Bus Cleanliness: Good. There were schedules in the rack for Lines 710, 550, 21/215 and 126. The bus was $\frac{3}{4}$ full, was clean and there were trash bags. When he boarded he greeted the driver and the driver responded. There was a wheelchair passenger who was not secured and was holding onto the back of a seat.

Date: 10/8/13; Line: 710; Operator Badge#1857; Bus #7585; Boarding Location: Crenshaw Blvd and Manchester Blvd.; Alighting Location: Crenshaw Blvd and Imperial Hwy.; Time On: 9:36am; Time Off: 9:45am; Bus Cleanliness: Good. Bus Lines 210 and 710 arrived at the same time; he had to run across the street to catch one of the buses. The bus was clean, $\frac{1}{2}$ full, and had schedules for Lines 210 and 344 in the rack.

Councilmember Szerlip added that John Parsons, a strong transit advocate, passed away last month.

ADJOURNED at 12:46 p.m.