

Friday, July 14, 2006 9:30 a.m.

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# MINUTES

Los Angeles County  
Metropolitan Transportation Authority

## **SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING**

Carson Community Center  
801 E. Carson Street  
Carson, CA 90745

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### Service Sector Representatives:

Terisa Price, Chair  
John McTaggart, Vice Chair  
John Addleman  
Margaret Hudson  
Lou Mitchell  
Curren Price  
Devon Deming

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### Officers:

Dana M. Coffey, General Manager  
Joanne Harper, Administrative Aide



Metropolitan Transportation Authority

**Metro**<sup>™</sup>

1. **Safety 1<sup>st</sup> Contact** by Metro South Bay Volunteer.

Lynda Reed's safety tip advised everyone to never run after a bus because another bus will always come right behind it.

2. **APPROVED** Minutes of the June 9, 2006 Council Meeting, as corrected.

Minutes of the June 9, 2006 minutes were approved after necessary corrections were made to Item 4, by Representative Devon Deming. She informed the Council her comments in the June minutes about service changes being made were not limited to Line 715, or any specific line, but actually to all line changes. The correction was accepted with a motion by Representative Addleman and seconded by Representative Lou Mitchell.

Sheryl McCallister stated a correction was necessary on her comments at the June 9, 2006 meeting, in the Public Comments Section. She stated she suggested that the 40 and the 740 buses need to start at the Inglewood Transit Center to serve people using the 212/312 or the 712 Rapid because of the irritating transfer in Inglewood. People who get on at Century travel a short distance and then transfer. She stated it would be better to get on one bus serving the whole of Hawthorne instead of having to transfer in Inglewood. The transfer is very irritating for people who go to Hollywood. Therefore, a single bus should service the Hawthorne/La Brea line.

J.K. Drummond objected to the minutes because **the pages were not numbered**. His objection was noted and minutes will have page numbers in the future.

Chair Price asked for approval of the additional corrections. The June 9, 2006 Minutes were **APPROVED as corrected**, after a motion by Representative Addleman and seconded by Vice Chair Mc Taggart.

3. **ELECTION of Chair and Vice Chair**

Nominations were opened to elect a Chair for the period of July 2006 to July 2007. Chair Terisa Price was nominated to serve as Chair of the South Bay Governance Council for an additional year. No additional nominations were made. It was moved and seconded that the nominations be closed. All Council Members voted to re-elect Chair Price.

Chair Price opened nominations to elect a Vice-Chair for the next year. Representative Deming nominated Vice Chair McTaggart to serve as Vice Chair for an additional year. No additional nominations were made. A motion was made and carried to close the nominations. All were in favor of John McTaggart as Vice Chair.

4. **UPDATE on Line 225/226 operated by the Palos Verdes Peninsula Transit Authority.**

Martin Gombert, Assistant Administrator, of Palos Verdes Peninsula Transit Authority (PVPA) provided information about Metro Route 225-226 service. The new service was assumed by PVPA from Metro on June 26, 2006. Mr. Gombert reported PVPA was transporting between 135 passengers on the high end and 90 passengers on the low end per day. Passenger ridership and customer activity have been favorable for commuter passengers since its implementation. He expects these numbers to increase.

Mr. Gombert informed that a press release had been issued and published in the local newspapers. PVPA worked closely with Metro's Marketing Department to ensure there were enough schedules. Schedules were placed in Peninsula area libraries and city halls. Additionally, Route 225-226 schedules have been integrated into Metro's internet trip planner and telephone information service. A bilingual PVPA Transit operator rode on several pre-service trips, answered questions and handed out schedules. Schedule holders were installed at 13 high-traffic bus stops along the route.

In September, peak-hour service is expected to begin for students attending Palos Verdes Peninsula High School and Miraleste Intermediate School.

Metro bus stop signs will be replaced with PV Transit signs. PVPA may use different bus sizes to accommodate passenger loads. Public relations' efforts to increase awareness of the new service will continue.

Mr. Gombert stated that an E-Z pass agreement has been established with Metro and PVPA will accept the E-Z pass for its service. He stated new schedules will be available in September reflecting the new service.

Service Sector Representative John Addleman stated that the Council had heard about this particular pair of lines (225/226) two years ago from daily riders. This service was extremely important to them. He thinks by transferring this service to PVPA, the service would benefit people who may not be able to get to work, otherwise. He believes this service transfer is a win-win for PVPA, passengers and Metro.

Service Sector Representative Margaret Hudson stated there is a slight fare increase with the PV service which has apparently not affected ridership. Mr. Gombert says it has affected riders in some cases. For those people transferring from Metro buses, if they have a regular Metro pass or Day Pass, they can purchase an inter-agency transfer to the 225/226. Representative Hudson stated that the E-Z pass system will help considerably, and she is very glad about that.

Service Sector Representative Deming thanked Mr. Gombert for including the bi-lingual outreach.

Chair Price stated the PVPA service is an excellent example of Metro and municipalities working regionally to make sure the most efficient transit system provides the service and the most appropriate agency is involved to make sure local mobility is retained. Since there is only a certain amount of money available to use for transit purposes in Los Angeles

County, the most efficient agency should be providing the service. This allows the transportation dollars to be stretched farther. She congratulated PVPA on their fantastic start-up.

J.K. Drummond complained about the PVPA signs and uniforms not being changed during the start-up timetable. He stated that Line 225/226 had the same Metro buses and the same Metro drivers who wore the same Metro uniforms. Chair Price said she was confused and J.K. said they were not the PV buses but the same contractors that had been running the lines.

He was informed by Martin Gombert that the new service began on June 26, 2006. All adjustments had not been completed but would be made in the next few weeks. Metro signs would be replaced with new PVPA stickers and operators would be wearing PV uniforms. Mr. Gombert stated that those operators work for First Transit who also is the contractor for some of the Metro contract routes in the South Bay area. J.K. stated that he was only reporting on one bus and did not have information on 100% of the buses.

Martin Gombert explained the bus color, models and sizes of the bus for Line 225/226 and asked J.K. Drummond to call PVPA to clarify any service-related issues.

J.K. Drummond stated that San Pedro City Library does not have a PVPA schedule. He said there is no city hall in San Pedro but bus schedules could be placed in the Chamber of Commerce and the City Councilwoman's office. He stated these were all commuter buses. Mr. Gombert stated that commuter buses only run the lines during commuter hours.

J.K. Drummond suggested that the General Manager and people on the Governance Council suggest that PVPA, like E-Z Transit, try the 12-500 series bus. Chair Price stated that would be her pleasure.

Lionel Jones stated he is familiar with all bus types and promised to e-mail a photo of bus type 12-500 series, 28 ft. bus to Mr. Gombert.

In response to J.K. Drummond's comments about First Transit, Chair Price stated that MTA has contract operations which are segregated from Metro. She informed that First Transit is a contractor who can run any bus anywhere.

Jose Melendez recommended that PVPA distribute 225-226 schedules on MTA terminals in Los Angeles. Mr. Gombert advised Jose that Maria in Customer Service had received 150 schedules, yesterday. Mr. Gombert stated he had personally delivered those schedules. The schedules are being redesigned and are readable.

Sheryl McCallister has not seen PV Transit's schedules at the Wilshire Metro Customer Service Center, 5301 Wilshire Boulevard, at Wilshire and La Brea. She asked Mr. Gombert to make schedules available for the people riding the La Brea Line to Hollywood. It was requested that schedules also be placed at the Redondo Beach Public Library.

Jose Melendez asked that schedules be made available at the South Bay Galleria and the Carson Community Service Center. Chair Price agreed.

5. **UPDATE on Line 439** transitioning to Beach Cities Transit (Southwest Portion).

Madeline Van Leuvan, Service Development Manager, Metro South Bay, reported on the segmentation of the 439 Line and the transition to Beach Cities Transit. Ms. Van Leuvan stated that effective June 25, 2006, Line 439 had been segmented in the LAX area. This service change went to Public Hearing in August, 2005 and was APPROVED in September, 2005. The North end portion is being operated by Metro and the South end portion is being operated by Beach Cities Transit. MTA was going to continue to operate the South segment until Beach Cities Transit was ready to take over that portion of the line. That transition was delayed by a month.

Some people were confused with the different information they received. So, some people had information that it would go into effect on July 1 and others thought it would go into effect on August 1. The Stops and Zones employees changed the dates on the South end portion and put the

effective date as June 25. Passengers made a lot of calls to Metro and Chair Price concerning the conflicting information. Metro is operating the North end with the regular 439 Line schedule. The shuttle is operating the South end which Beach Cities Transit will be taking over. These two schedules are timed in the LAX area to connect within ten (10) minutes so that through-routed passengers can continue their trips.

MTA is operating the 439 service from downtown Los Angeles to Aviation Station during weekday peak hours and all day on Saturday and Sunday. Monday through Friday, in the midday, service terminates at the LAX Transit Center. On the South end of Line 439, the shuttle is making connections at either the Aviation Station or the LAX Transit Center. The latest reports indicate passengers understand how the 439 regular and weekend schedules work.

Chair Price stated the project was pushed back a month due to lack of funding. Beach Cities Transit's 109 Line information is available on-line electronically at [BeachCitiesTransit.org](http://BeachCitiesTransit.org). Decal signs are being put on bus stop signs for the areas in which Beach Cities Transit will operate. Employees are being trained for the August 1 transition. She is very excited about the transition and asked for questions.

J.K. Drummond asked if Beach Cities Transit can radio other bus operators like 439 drivers. Ms. Price stated, "absolutely not." Chairman Price stated that frequencies between Beach Cities Transit (BCT) and MTA could not happen.

Arnold Sachs said that Beach Cities Transit drivers say they don't take transfers from Metro on Line 102. Chair Price explained all passes are being taken except day passes; and cash would work. The effective date for 439 bus schedules to be posted is August 1, 2006. The schedules are being printed by MTA and are available on Beach Cities Transit's website, [BeachCitiesTransit.org](http://BeachCitiesTransit.org). Any additional information will be publicized in the Daily Breeze.

Norman Hobson commented that in the past Council meetings, with respect to 439, it was important for the 439 to be segmented. It should

have been disclosed that midday trips terminated at LAX when changes happened on the 25<sup>th</sup> of June.

J.K. Drummond stated there was confusion on the bus during midday because of the short lining as the schedule will reflect. Chair Price said that the 439 bus would pick up those passengers. J.K. stated that the 439 bus will not pick them up. J.K. said the schedules are not printed together. Chair Price will make sure it is noted.

Service Sector Representative Addleman asked that someone look up Line 439 on the Trip Planner for an intelligent way to plan the trip.

Ms. Price stated that temporary shuttle schedules, operated by Metro would be copied before the end of the meeting today. Schedules will be in the Beach Reporter and the Easy Reader. J.K. Drummond commented that is better than Daily News. Ms. Price will have it done by Hub City News.

6. **UPDATE** on the Metro Connections Workshops held at the Carson Division 18 and Arthur Winston Division by Madeline Van Leuvan, Service Development Manager, Metro South Bay.

Ms. Van Leuvan spoke about May 12 and June 9, 2006 workshops and the preliminary Metro Connections service changes. She said many comments were received regarding Lines 108, 110 and 115. Concerns regarding Line 115 included the impact on students at Loyola Marymount University, Westchester High and St. Bernard's High Schools. These concerns will be addressed. Also, comments were received on Lines 211 and 215 regarding service to the hospital and medical centers located in downtown Inglewood.

Service Sector Representative Deming commented about the process of using different options, faxes and e-mails, and written feedback. The former chair of Westside Sector had not received faxes that were sent. She stated that everyone should make sure all written comments are accounted for.



General Manager Dana Coffey stated that as we continue having a sector representative present at meetings, our concerns about one sector or another could be addressed.

Chair Price wants information regarding changes for the Public Hearing at least one week prior to the next meeting date so it can be reviewed in a timely manner.

Sheryl McCallister stated that information can be obtained at meetings and by searching the website. She suggested the concept of bringing the Green Line to South Bay Galleria at some point and extending the Green Line all the way to Del Amo for Torrance commuters to get to LAX. She stated that the Del Amo Mall is the destination hub and suggested asking Metro to consider funding the project. Madeline Van Leuvan stated that Metro Connections identified 81 hubs and Del Amo is not one of those identified.

Lionel Jones asked if Line 715 terminals were determined yet and Madeline stated "no." Lionel asked how about putting a forum on MTA's main web page. Chair Price stated that she is still waiting for the e-mail address and has discussed it with Matt Raymond.

Arnold Sachs stated that he attended the last two Board meetings, in May and June 2006. He is concerned that Line 740 has an increase in bus riders and those buses will have decreased service. He asked about the method for putting Metro Rapid service in place and if the 715 Line could be reviewed.

Jose Melendez asked Madeline about the Line from Artesia Transit Center to downtown and the Harbor Transit Way, and El Monte possibly linking with this project. Madeline stated "not yet" because it must have ridership demand and cost is also a factor; there is no real demand from El Monte to South Bay. The determining factor is what the cost will be. Madeline stated that this is unlikely to happen in the near future.

J.K. Drummond asked about a transit hub at the Del Amo Center and spoke about how it needs to be in order for more residents to ride. He felt

more people should have access to the Green Line. Representative John Addleman said he would send a letter to the Torrance council members.

Sheryl McCallister stated that wherever Torrance Transit Lines terminate, that is where the Green Line should go. Chair Price informed them that Beach Cities Transit had come to that conclusion. She advised them to pick up the 439 schedule with information.

7. **UPDATE on Mandatory Ethics Training for Service Sector Representatives and Customer Code of Conduct** by Karen Gorman, Chief Ethics Officer.

Ms. Gorman reported on the new law that came into effect on January 1, 2006. Public local officials are required to take two hours of ethics training every two years, beginning with training this year and every other year, afterward. The first deadline is January 1, 2007. Training dates will be announced in August. The information will also be provided on Metro's website. The training is free and mandatory.

Training is also available from California League of Cities. People can study and test on the website. The cost is \$25.00.

Service Sector Representative Addleman asked about the date the training would be given in August. Ms. Gorman advised that dates for the training were available from now until the end of the year. Representative Hudson asked where the training would be and Ms. Gorman told her she would provide that information at a later date.

Secondly, Ms. Gorman informed the Governance Council about the Customer Code of Conduct (CCC). She stated there are several different Codes of Conduct and advised everyone to see the draft handout with guidelines and ground rules.

The purpose of the CCC is to consolidate Metro policies and rules with the Penal Code and put our existing policies in one place. The CCC's multiple benefits are an LASD tool for standardized and simplified enforcement, customer convenience, education and support to provide

maximum quality service. The benefits would also support the work of operators and service attendants, reduce costs related to violations and provide greater efficiency.

Ms. Gorman stated that Metro looked at systems all over the United States and several cities including Foothill Transit and New York City in order to ascertain a balance on how Metro may enforce the CCC on the issues of ejection, suspension from the system and repeat offenders.

Chair Price asked about the Sheriff Department's involvement in drafting the Code. Vice-Chair McTaggart thought that was a good idea. Chair Price congratulated Ms. Gorman on her Ethics' presentation and asked her to make sure the public is advised. Chair Price stated that Metro constitutes a disservice to the public by not having this information available.

Sheryl McCallister suggested that when Metro customers buy their passes, a copy of the Code of Conduct, with contact information for customer feedback, be given to them.

Lionel Jones commented that the sheriff's department does a great job and needs concrete rules to enforce passenger conduct.

General Manager Coffey stated that the operators are in a vulnerable position and have been asking for a Code of Conduct for many years. She stated there must be a partnership between customers and operators. There is no debate when both customer and operator are involved together as part of the solution to the problem. Ms. Coffey stated each becomes a stakeholder in the multi-million dollar task. This issue is similar to Metro's previous problem with graffiti. Metro is now dealing with acid paint instead of graffiti.

Service Sector Representative Addleman stated the Council needs to follow up with this issue. Drivers should have a simple way to call the Sheriff for help and a response.

The Sheriff present at the meeting today stated that the Sheriff's Department has units everywhere and there are no jurisdictional

boundaries for those problems that arise when a moving bus is involved or a bus chase is actually in progress.

Lionel Jones asked Karen Gorman whether photographers and recorders would be allowed. He was informed that although photographers and recorders may not be banned they may have some restrictions. There are some concerns over people taking pictures. Metro has a lot of art with copyrights and people must be informed not to take pictures of the art because they cannot be resold.

Dorothea Jaster asked if everybody knows what the rules are on how many children can ride free with a fare paying adult. She stated that two women may get on the bus with eight kids. She also asked what about security guards getting on public transportation wearing their guns. She mentioned people bringing drinks on board public transportation and talking with the operators during the trip. No immediate answers to these questions were forthcoming.

#### 8. Chair's Remarks

Chair Price congratulated Assemblyman Curren Price on his recent political success and expressed regret of his loss to the South Bay Sector's Governance Council. She stated his contributions on the Council were appreciated. She also stated that the 7-8% bus ridership increase has been sustained. People are trying Metro's service and keeping it up. Gas prices are one of the reasons.

Chair Price stated she will not be able to attend the August 11, 2006 meeting. She will be away during the entire month of August due to her mother's illness.

General Manager Coffey advised she will not be present at the next meeting in August. Vice-Chair McTaggart will also be absent, on vacation, during the August meeting.

Service Sector Representative Devon Deming reminded the Council of the Public Hearing scheduled on August 11, 2006.

Service Sector Representative John Addleman volunteered to chair the August 11, 2006 meeting. If he is unable to attend, Service Sector Representative Margaret Hudson will chair the meeting.

9. General Manager's Comments

General Manager Dana Coffey gave an update on recent labor negotiations between Metro and the major labor unions: UTU, ATU and TCU. She stated the negotiations were very successful. Ms. Coffey informed the Council which groups were represented by the respective unions. The bargaining agreements were settled by interest-based negotiations between the unions and Metro management during workshops. Approvals of the three-year contracts (3%, 3.5% and 4%, respectively, each year) are expected during the next few weeks. The increases were compared with other Transit agencies and proven to be fair and equitable. The process was a huge success, eliminating the possibility of a strike.

Ms. Coffey addressed the **Follow-up on Adopt-A-Line Bus Rides by Service Sector Representatives**. She has encouraged her staff to continue with excellent service during the changes on the Harbor Transit Way and Artesia Transit Center, Lines 444, 446, 447 and 450. Service is expected to be more effective and efficient by making sure signage and locations are displayed. Where ridership is lighter, passengers and customers will need to know why service is more or less frequent. Information and schedules must be available on how service is operated.

General Manager Coffey stated that in the **Metro South Bay "See It, Report It" Campaign**, Board Member Parks is responsible for the continuation of bus stop improvement. Those stops on Crenshaw and King Boulevard(s) will be identified and kept maintained. She stated that benches in a deplorable or poor condition could be reported to the sector's office. In turn, the Sector staff would request the City to handle the problem. Bus stop signs are Metro's responsibility to maintain while benches are the responsibility of the City where they are located.

There are five Governance Council teams representing the five sectors. Each sector can attend other sector meetings and voice concerns. For security reasons, Mayor Villaraigosa has asked Metro passengers and employees to keep their eyes and ears open and report any unusual, suspicious behavior or packages. Ms. Coffey stated there is a change of Management in the Westside Sector. David Armijo will be joining the Orange County Transit Authority. Mark Maloney will temporarily manage the Westside Sector.

#### 10. Public Comments

Future action items will be posted on the agenda.

Service Sector Representative Curren Price thanked everyone for coming to the meeting. He said it is very important for riders, advocates, staff and colleagues to be present to become knowledgeable and make critical comments. Mr. Price thanked the chair and representatives for their kind words concerning his victory in the 51<sup>st</sup> Assembly District. He stated he is a strong supporter of the South Bay Service Sector and Metro.

Service Sector Representative Lou Mitchell stated she is happy to be a part of the Council and enjoys listening to the audience because the input is very helpful. She will be attending the CRA meeting in Watts. She mentioned that 103<sup>rd</sup> Street is a transfer point for buses and Blue Line train service. The community is planning to open a park at this location. Since Watts is a high-risk area, this transfer point needs more lighting and police protection for Metro customers to benefit. She stated if additional protection were available, ridership would increase.

Representative McTaggart, re-elected Vice-Chair, expressed thanks to Chair Price for her work on the Governance Council. He regrets that he has not been riding public transportation much and he expects to use transit during his trip to Europe. He also expressed thanks to community participants at the meeting for their interaction and intervention between the Council and the public's needs. He expects to return from his vacation on August 25, 2006.

There is concern about communication aboard the bus in terms of announcement, board only, the date and stop requested. The system is not holding up.

Service Sector Representative Margaret Hudson stated she had observed the TV being on the right side of the bus. It should be on the left side because it is a serious inconvenience for passengers. They can't see out the right window and this creates a problem for new riders.

Service Sector Representative Devon Deming expressed thanks that Metro has now listed the LAX flyaway bus on its trip planner both for Van Nuys and Union Station. She thanked the community for challenging the Governance Council to do its best.

Dorothea Jaster gave a progress report on the 440 series, the slight change and the June 25 timetables for 446-447. She said an operator had announced a stop on the microphone. She mentioned the graffiti. After acquiring an e-mail address for Cal-Trans, she hoped graffiti would be eliminated. She e-mailed them about the palm trees with dead branches. Caltrans' crew cleaned up trash and power washed the platform and benches. People can't sit until the benches get dry. Nothing was done about the graffiti. In South Bay, there was an epidemic of late and dropping out buses, with a 20-40 minute lapse. People missed appointments due to waiting 45 minutes.

Chair Price suggested that specifics of dropped buses be told to Madeline. These incidents were reported as happening near 140th Street and 122<sup>nd</sup> near Vermont Avenue during the months of February and March, '06.

Norman Hobson spoke about the need for service from LAX to Downtown L.A. for business travelers. The reason why some travelers are getting hotel rooms near the airport instead of Downtown L.A. is because it's difficult to get to downtown. He suggested getting flyaway buses to stop at downtown hotels. If flyaway buses would discharge only, this would make it easy for business travelers to get from LAX to Downtown. Service Sector Representative Devon Deming noted that research is being done on the possibility of this happening.

Arnold Sachs commented on the Board meeting of May 12, 2006, the problem of transfers to Metro on a bus ride from Orange County. He

stated he was informed that in order to ride on an MTA bus, customers have to pay another fare. He was told he could do it if he buys a transfer.

Arnold Sachs suggested adding extra cars to the Green Line train, five (5) small cars or three (3) large cars to increase ridership, to get to LAX because already the Green Line has reached its maximum level. There is no weekend or holiday service to LAX on the 439 bus. He is curious about the gap and no service to LAX. He stated that Easy Rider Metro Briefs did not know about the June 9 meeting or “Adopt a Bus Line” or “See It and Report It.” Bus benches are not part of Metro’s service. He wants to know to whom and where or how you address that issue.

Chair Price stated all benches are the responsibility of the municipality where the bus is located. She advised him to call those cities. She advised of board meeting schedules downtown, the fourth Thursday of each month, at 9:30 A.M. at Metro’s main building, near the Union Station. She also advised that the Green Line Shuttle to LAX is free. There are other buses that run on Aviation: Santa Monica and Beach Cities Transit. Ms. Deming stated that the Line 439 gets to the terminal the same time so either way, transportation is available.

Jose Melendez commented that he rode the Rapid bus today on the freeway to attend the meeting. He rode the bus from Division 18 on the Harbor Transit Way and the service works fine at El Monte Station. He said it may be possible to combine the service.

Sheryl McCallister stated she arrived at the meeting today at 9:45 a.m. rather than 9:30 a.m. because connections in South Bay system are not what they should be. She gets from Hawthorne to here as fast as she does to her job in Wilshire district. She suggested improved service within the Service Sectors with home to work or shopping. She would like to see the connections as good as some of the other connections are. In her observation of the 217 line in the Wilshire District, she wants to know how passengers can get from Hollywood Hotel to the airport. There is no service from Hollywood to LAX airport on the 439 bus. Passengers have to take another bus to get to it. The 217 line could be extended south as La Cienega is not covered. The 439 bus turns at Centinela and Hughes Parkway. People would take a bus if one were available from La Tijera and Manchester.



South Bay Service changes are talked about every month so there are more opportunities for people to make comments.

Comments for Madeline and Scott to address: On PCH, there's no sign that identifies PCH Station, nothing at that station to say where you are. On the 8000 series, 45 ft. bus, headsign letters are less than an inch wide. People with eyesight problems won't be able to see. In Downtown, the new bus route takes Grand – 5<sup>th</sup> – Flower.

Service Sector Representative Hudson responded on the Carson North/South Shuttle line problem. One bus substitutes where the other breaks down. Very soon, a new bus will be acquired that is much better.

Deborah Randall commented on the Line 117 bus. There has been no improvement to the slow service. Students at Santa Monica College are trying other routes. Crenshaw and Century are overcrowded and need the 117 bus. Crenshaw has Rapid service. The 9:30 p.m. bus came at 11:14 p.m. This is non stop, with no back up. She wants to know when other buses will be dispatched, expeditiously. Frequent service and multiple buses are needed for the 117 line. She asked how long before the improvement will take place on the Crenshaw and Century service.

General Manager Coffey stated the bus comes from Lynwood and goes to LAX Transit Center. At Century and Crenshaw, boardings are extremely high and congestion causes difficulty for buses to stay on time. There is concern about the 9:30 p.m. bus showing up at 11:14 p.m. South Bay General Manager Coffey will review Line 117. She provided her business card and asked Ms. Randall to contact her. Ms. Coffey invited Ms. Randall to call the Sector to learn more about services that are available. Madeline will ensure a complete analysis is done on this issue.

The meeting was ADJOURNED at 12:18 p.m.

A handwritten signature in black ink, appearing to read "James D. Coffey". The signature is stylized with a large, looping initial "J" and a long horizontal flourish extending to the right.