City of
Santa Monica®

Edward F. King
Director of Transit Services

Big Blue Bus
1660 7th Street
Santa Monica
California 90401

February 12, 2018

Mr. Thomas Lynch
Graduate Professor
California State University, Los Angeles
Department of Political Science
College of Natural and Social Sciences
5151 State University Drive
Los Angeles, CA 90032-8226

Dear Mr. Lynch,

The Big Blue Bus management team was very impressed with Ivett, Jamil, and Cameron's presentation; they were very professional, provided us with some interesting insights, and handled our data deficiencies with grace and creativity. We also found their team report to be very informative and well put-together.

Even with our limited data, the students correctly identified many of the challenges facing Big Blue Bus, as well as providing some insightful recommendations on how to address them. For example, they identified that rather than focusing on the homeless population at large, it would be more valuable to collect data specifically on whether mental illness contributes to incidents on the bus. And their suggestion to provide targeted training to motor coach operators about how to handle situations involving passengers with mental illness was well received.

We also found their data analysis examining the occurrence of incidents by day of week, time of day, and month of the year extremely interesting. As the students noted, their findings were not what we expected, so they've given us some great food for thought!

Thank you to you and them for their contribution to the City's knowledge on this issue. Thank you as well to California State University, Los Angeles and Pepperdine University for assisting in this collaboration; it proved to be a win-win opportunity for both parties.

Best,

Edward F. King
Director of Transit Services

tel: 310 458-1975 ext.5846 • e-mail: ed.king@smgov.net

Printed on 100% post-consumer RCF paper