

Friday, October 11, 2013

9:30 - 11:30 AM

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# Agenda

## SOUTH BAY CITIES SERVICE COUNCIL

### Regular Meeting

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

### Call to Order

### Council Representatives:

Ralph Franklin, Chair  
John Addleman, Vice Chair

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Devon Deming  
Jack Gabig  
James Goodhart  
Patricia Lin Hachiya  
Roye Love  
Robert Pullen-Miles  
Don Szerlip

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### Officers:

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



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

**Please turn off cell phones or place them on silent.**

1. PLEDGE of Allegiance
2. ROLL Call and Introductions
3. SAFETY Tip, Lt. Ibelle
4. APPROVE [Minutes from September 13, 2013 Meeting](#)
5. PUBLIC Comments for Items not on the Agenda
6. RECEIVE [Presentation on Metro's Annual Customer Satisfaction On-Board Survey](#), Jeff Boberg, Transportation Planning Manager
7. RECEIVE [Report on ExpressLanes](#), Kathy McCune, Director, Countywide Planning and Management
8. RECEIVE [Update regarding Gate Latching and ADA Issues](#), Jess Segovia, ADA Compliance Manager
9. RECEIVE Update regarding Restoration of Willowbrook/Rosa Parks Station Signage and Announcements, Warren Morse, DEO, Communications, Jeff Ringsrud, Marketing and Communications Officer
10. RECEIVE [Director's Performance Report on August 2013 Service](#), Jon Hillmer, Director
11. Council Member Comments and Line Rides  
Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

**ADJOURNMENT**

***A member of the public may address the Council on agenda items, before or during the Council's consideration of the item for up to 5 minutes per item, or at the discretion of the Chair.***

**ADA REQUIREMENTS:** Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA sponsored meetings and events.

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All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.