

Monday, October 14, 2013

5:00 PM

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# Agenda

SAN GABRIEL VALLEY  
SERVICE COUNCIL

Regular Meeting

Metro San Gabriel Valley  
Division 9 Building  
3rd Floor Service Councils Room  
3449 Santa Anita Avenue  
El Monte, CA 91731

Call to Order

Council Members:

Harry Baldwin, Chair  
John Harabedian, Vice Chair  
Juventino Gomez  
Alex Gonzalez  
John Harrington  
Bruce Heard  
Steven Ly  
Dave Spence  
Rosie Vasquez

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Officers:

Jon Hillmer, Director, Regional Councils  
David Hershenson, Comm. Rel. Mgr.  
Dolores Ramos, Council Admin Analyst  
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. APPROVE [September 9, 2013 Minutes](#)
3. PUBLIC COMMENT for items not on the Agenda
4. RECEIVE [Presentation on Metro's Annual Customer Satisfaction On-Board Survey](#), Matthew Kridler, Transportation Planner
5. RECEIVE Update on Line 485 Regional Meeting, Dolores Ramos, Council Analyst
6. RECEIVE [Presentation on Service Change Process](#), Dave Hershenson, Community Relations Manager
7. RECEIVE Report on Updated Proposed Minor December Service Changes to Lines 256, 83, and 577, Carl Torres, Transportation Planning Manager
8. RECEIVE [Director's Report on August 2013 Service](#), Jon Hillmer, Director
  - Customer Complaint Types
  - Veteran's Fare Programs
9. Rescheduling or Cancellation of November 11, 2013 (Veteran's Day) Meeting, Council Members
10. CHAIR and Council Member Comments  
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.

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