Agenda
SAN GABRIEL VALLEY
SERVICE COUNCIL
Regular Meeting

Metro El Monte Division 9 Building
3449 Santa Anita Ave. (Santa Anita Ave. & Ramona Blvd.)
Third Floor Service Council Room
El Monte, CA 91731

All Metro meetings are held in ADA accessible facilities. Meeting location served by all Metro, Foothill Transit and El Monte Shuttle lines serving the El Monte Station.

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

Officers:
Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr.
Dolores Ramos, Council Admin Analyst
Carl Torres, Transportation Planning Mgr.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 323-466-3876

Մետրոյի մասին հայերեն լեզվում տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

メトロ(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876
Please turn off cell phones or place them on silent.

1. PLEDGE of Allegiance

2. APPROVE December 9, 2013 Minutes

3. PUBLIC COMMENT for items not on the Agenda

4. RECEIVE Presentation on Metro’s “Seniors On The Move” Program, Lilly Ortiz, On the Move Riders Club Project Manager, Transit Safety Programs

5. RECEIVE Summary of Line 485 Workshop, Jon Hillmer, Director

6. RECEIVE Presentation on Metro’s Customer Complaint Process, Tonia Zanders, Division 9 Transportation Operations Manager

7. RECEIVE Monthly Director’s Report, Jon Hillmer, Director

8. CLOSING Remarks, Council Members and Staff
   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

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.

LIMITED ENGLISH PROFICIENCY: Upon request, interpreters are available to the public for MTA sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

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