Call to Order
Council Members:
Lori Y. Woods, Chair
Karina Macias, Vice Chair
David Armenta
JoAnn Eros-Delgado
Samuel Peña
Al Rios
Wally Shidler
Joe Strapac

Officers:
Gary Spivack, Deputy Executive Officer
Dolores Ramos, Sr. Administrative Analyst
Chad Kim, Sr. Transportation Planner
Julia Brown, Community Relations Manager
Carlos Rico, Transportation Associate

For Metro information in English, please call the following phone number: 213-922-1282.
Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282
Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար կինոտել հեռախոս 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
สำหรับข้อมูลเพื่อการเดินทางโดยรถโดยสารเมโทรเปิดภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876
에이어터 메트로(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
Service Council Decorum Policy

A. Requests to Address the Service Council on Agenda Items. All requests, from members of the public, to address the Council on either agenda or non-agenda items shall be submitted to the Service Council staff in writing. Requests to speak shall be taken in the order received. The Service Council shall reserve the right to limit redundant or repetitive public comment.

B. Addressing the Service Council. No person shall address the Service Council until he/she has first been recognized by the Chair. All persons addressing the Service Council shall give their name for the purpose of the record.

C. Removal from the Service Council Meeting Room. At the discretion of the Chair or upon vote of the Service Council, the Chair may order removed (or censure a speaker) from the meeting any person who commits any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Service Council:

1. Disorderly, contemptuous or insolent behavior toward the governing board or any member thereof, or staff member, or member of the public which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;

2. A breach of the peace, boisterous conduct or violent disturbance, which disrupts, disturbs, or otherwise impedes the orderly conduct of the meeting;

3. Disobedience of any order of the Chair, which shall include an order to be seated or to refrain from addressing the Service Council or staff member; and/or,

4. Any other interference with the due and orderly course of said meeting. Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted by a motion adopted by a majority vote of the Service Council, and such exclusion shall be executed by the Sergeant-at-Arms, or designee, upon being so directed by the Chair. It is at the discretion of the Service Council to allow the individual to remain at the meeting after censure. The motion to censure may, at the Chair’s direction, also include a prohibition from further public comment at the meeting, except as in writing and in accordance with the spirit of this policy, submitted to the Service Council staff for consideration and inclusion in the record.

D. Sergeant-at-Arms – The Sergeant-at-Arms duties shall be performed by the designated ranking Metro Security personnel, or sworn law enforcement personnel, as directed by the Chair, and in attendance at the meeting. In the absence of sworn personnel to act as the Sergeant-at-Arms, the Chair may direct that all public comment from a censured individual be received in writing. Said censure shall remain in effect until the next regularly scheduled Service Council meeting.

Adopted February 9, 2017
Please turn off cell phones or place them on silent.

Requests to Address the Service Council on Agenda Items
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At the conclusion of each item’s presentation, the Chair will call on public speakers who have submitted public comment cards for the item. Each speaker will have two minutes to comment on each item; at the Chair’s discretion, a speaker may be allowed more time.

1. PLEDGE of Allegiance
2. ROLL CALL
3. APPROVE Minutes from October 11, 2018 Regular Meeting, Councilmembers
4. RECEIVE Annual Rider Survey Results, Jeff Boberg, Senior Manager
5. RECEIVE Parking Program Update, Shannon Hamlin, Senior Director, Parking Management
6. RECEIVE June Shakeup Review and December Shakeup Preview, Chad Kim, Senior Transportation Planner
7. APPROVE NextGen Workshop Time, Date, and Location, Councilmembers
8. CONSIDER Whether to go Dark for December 13, 2018 or January 10, 2019 Meeting, Councilmembers
9. RECEIVE Line Ride Report, Vice Chair Karina Macias
10. RECEIVE Regional Service Performance Report, Gary Spivack, Deputy Executive Officer
11. PUBLIC Comment for items not on the Agenda
12. 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.

ADJOURNMENT
**ADA and Title VI Requirements:** Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for Metro sponsored meetings and events.

**Limited English Proficiency:** Upon request, interpreters are available to the public for Metro sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

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.