

Agenda

Wednesday, November 30, 2016

2:00-4:00pm

REGIONAL SERVICE COUNCILS

Quarterly Meet and Confer

One Gateway Plaza
15th Floor Mulholland Conference Room
Los Angeles, CA 90012

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Rail Red, Purple and Gold Lines; Metro Local Lines 40, 68, 70, 71, 76, 78, 79, 378, and 489; Metro Rapid Lines 704, 728, 733, 745, 770 and Metro Silver Line. Also served by LADOT, Foothill Transit, Santa Monica Big Blue Bus, Orange County Transportation Authority, Torrance Transit, Santa Clarita Transit and Antelope Valley Transit.

Phillip Washington, Chief Executive Officer
Stephanie Wiggins, Deputy Chief Executive Officer
James Gallagher, Chief Operations Officer
Joshua Schank, Chief Innovation Officer
Pauletta Tonilas, Chief Communications Officer
Jon Hillmer, Executive Director, Service Development, Scheduling, & Analysis
Gary Spivack, Deputy Executive Officer, Regional Service Councils

Service Council Members:

Gateway Cities

Samuel Peña, Chair
David Armenta, Vice Chair
Richard Burnett
Gene Daniels
Jo Ann Eros-Delgado
Karina Macias
Wally Shidler
Joe Strapac
Lori Y. Woods

San Fernando Valley

Donald Weissman, Chair
Yvette Lopez-Ledesma, Vice Chair
Carla Canales
Vahid Khorsand
Antonio Lopez
David Perry
Max Reyes
Jess Talamantes
Dennis Washburn

San Gabriel Valley

Harry Baldwin, Chair
Vivian Romero, Vice Chair
Roger Chandler
Alex Gonzalez
John Harabedian
John Harrington
Bruce Heard
Steven Ly
David Spence

South Bay

Ralph Franklin, Chair
John Addleman, Vice Chair
Robert Burlingham
Ernie Crespo
Charles M. Deemer
Angie Reyes English
Elaine Jeng
Roye Love
Don Szerlip

Westside/Central

George Taule, Chair
Jeremiah LaRose, Vice Chair
Martha Eros
David Feinberg
Perri Sloan Goodman
Dr. Randal Henry
Ernesto Hidalgo
Alba Peña
Elliott Petty



Metro

Los Angeles County
Metropolitan Transportation Authority

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1. Welcome and Introductions, Gary Spivack, Deputy Executive Officer, Regional Service Councils
2. Overview of Customer Relations Processes and Procedures, Anthony Roman, Customer Relations Manager, Richard Saldivar, Departmental Systems Assistant
3. Measure M Success and Steps Forward, Phillip A. Washington, Chief Executive Officer
4. Staff Comments and Announcements

ADJOURNMENT

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, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876 x3

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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 x3

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 x3

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876 x3

ដើម្បីឃាត់យកអ្នកកម្រៃ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876 x3។

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