

# Agenda – Virtual Meeting

## San Fernando Valley Service Council Regular Meeting

Wednesday, January 6, 2021  
6:30PM

**Watch Online:** A link to watch live will appear [here](#) under Upcoming Events when the meeting begins

**Listen by phone:** Dial **877.422.8614**, enter Meeting Extension **3462108#**

**Listen and comment by phone:** Dial **877.422.8614** and enter Meeting Extension **3756328#**. During public comment for each item, the moderator will announce callers by their area code and last four numbers of their phone number, then given two minutes to comment.

**Submit comments before the meeting via email [servicecouncils@metro.net](mailto:servicecouncils@metro.net) or by postal mail:** Regional Service Councils, One Gateway Plaza, MS: 99-7-1, Los Angeles, CA 90012. Indicate the meeting name, date, and agenda item number when submitting. *Email and postal mail comments must be received by 5 pm the day prior to the meeting to ensure they will be read into the public record during the meeting. Comments received via mail or email will be read for up to two minutes per person, per item.*

**Submit comments before and during the meeting** via the meeting link [here](#) or in the following agenda.

### Call to Order

#### Council Members:

David Perry, Chair  
Carla Canales Cortez, Vice Chair  
Leslie Aguirre  
Robert Gonzales  
Perri Sloane Goodman  
Jess Talamantes  
Dennis Washburn  
Donald Weissman

#### Officers:

Dolores Ramos, Chief Administrative Analyst  
Joe Forgiarini, Senior Director, Service Performance & Analysis  
Israel Marin, Principal Transportation Planner  
Tito Corona, Community Relations Manager  
Albert Kuan, 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, 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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

## 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 1, 2017

1. ROLL Call
2. APPROVE [Minutes](#) of November 4, 2020 Meeting, Councilmembers [Comment](#)
3. RECEIVE [Customer Experience Plan Overview](#), Aaron Weinstein, Executive Officer for Customer Experience [Handout Comment](#)
4. RECEIVE [FY21 Q3 Station Evaluation Program Update](#), Jorge Martinez, Transportation Planner [Comment](#)
5. RECEIVE [Proposed Line 239 Adjustment Overview](#), Israel Marin, Principal Transportation Planner, Joe Forgiarini, Senior Director, Service Performance & Analysis [Comment](#)
6. RECEIVE [Regional Updates](#), Israel Marin, Principal Transportation Planner, Tito Corona, Community Relations Manager [Handout Comment](#)
7. RECEIVE Public comment for items not on the agenda [Comment](#)
8. 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

*Subscribe to the San Fernando Valley Service Council email list: [servicecouncils@metro.net](mailto:servicecouncils@metro.net) or leave a message at 213.922.1282.*

### Upcoming Service Council Presentations (Items subject to change)

#### February

Traffic Reduction Study Update

#### March

Better Bus Initiative

**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.