Agenda – Virtual Meeting
San Gabriel Valley Service Council Regular Meeting

Monday, January 11, 2021
5:00 PM

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 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:
Diane Velez, Chair
Peter Chan, Vice Chair
Harry Baldwin
Roger Chandler
David Diaz
Gary Floyd
Alex Gonzalez
John Harrington
Ben Wong

Officers:
Dolores Ramos, Service Councils Administrator
Joe Forgiarini, Senior Director, Service Performance & Analysis
Wayne Wassell, Senior Transportation Planning Manager
Lilian De Loza, Director, Planning/Environmental Communications
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

Ածանցույց տաքանակերպի կարգավորման համար, համարենք ներկայացնելու համար հեռախոսի համար 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

สำหรับข้อมูลเกี่ยวกับการสายรถโดยสารในภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ดังกล่าว: 323-466-3876

نظرًاเพราะเกมส์ของรถโดยสาร Metro ญี่ปุ่น ญี่ปุ่นสามารถหาได้: 323.466.3876

메트로(Metro) 정보를 [한국어]로 얻으시려면, 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 13, 2017
1. ROLL Call

2. APPROVE Minutes of November 9, 2020 Meeting, Councilmembers  
   Comment

3. RECEIVE Customer Experience Plan Overview, Aaron Weinstein, Executive Officer of  
   Customer Experience Handout Comment

4. RECEIVE FY21 Q3 Station Evaluation Program Update, Jorge Martinez, Transportation  
   Planner Comment

5. RECEIVE Regional Updates, Wayne Wassell, Senior Transportation Planning Manager, Lilian  
   De Loza, Director Handout Comment

6. PUBLIC Comments for Items not on the Agenda Comment  
   Members of the public may address the Council for up to 2 minutes per item, or at the  
   discretion of the Chair.

7. 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**

   *Subscribe to the San Gabriel Valley Service Council email list: servicencounsils@metro.net or leave a message at 213.922.1282.*

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

<table>
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<tr>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Traffic Reduction Study Update</td>
<td>Better Bus Initiative</td>
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   formats and other accommodations are available to the public for Metro sponsored meetings and  
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   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.