Agenda – Virtual Meeting
Westside/Central Service Council -Regular Meeting

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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 Representatives:
Martha Eros, Chair
Alfonso Directo Jr., Vice Chair
David Feinberg
Francisco Gomez
Ernesto Hidalgo
Elliott Petty
Desa Philadelphia
Cynthia Rose
George Taulé

Officers:
Dolores Ramos, Service Councils Administrator
Joe Forgiarini, Senior Director, Service Performance & Analysis
Carl Torres, Transportation Planning Manager
Patrick Chandler, Community Relations Manager
Michael Cortez, Community Relations Manager
Albert Kuan, Transportation Associate

For Metro information in English, please call the following phone number: 213-922-1282.
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Metro
Los Angeles County
Metropolitan Transportation Authority
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 8, 2017
1. **ROLL Call**

2. **APPROVE** [Minutes](#) from November 12, 2020 Meeting, Councilmembers [Comment](#)

3. **RECEIVE** [Customer Experience Plan Overview](#), Aaron Weinstein, Aaron Weinstein, Executive Officer for Customer Experience [Handout Comment](#)

4. **RECEIVE** [FY21 Q3 Station Evaluation Program Update](#), Jorge Martinez, Transportation Planner [Comment](#)

5. **RECEIVE** [Regional Updates](#), Carl Torres, Transportation Planning Manager, Patrick Chandler, Community Relations Manager [Handout Comment](#)

6. **RECEIVE** Public Comments for items not on the agenda [Comment](#)

7. **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.

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**ADJOURNMENT**

Subscribe to the Westside Central Service Council email list: servicecouncils@metro.net or leave a message at 213.922.1282.

**Upcoming Service Council Presentations:**

- **February**
  - Traffic Reduction Study Update

- **March**
  - Better Bus Initiative

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