

Monday, February 11, 2013

5:00 PM

Agenda

SAN GABRIEL VALLEY
SERVICE COUNCIL

Regular Meeting

Metro San Gabriel Valley
Division 9 Building
3rd Floor Service Councils Room
3449 Santa Anita Avenue
El Monte, CA 91731

Call to Order

Council Members:

Steven Ly, Chair
Harry Baldwin, Vice Chair

Juventino Gomez
Alex Gonzalez
John Harrington
Bruce Heard
Dave Spence
Rosie Vasquez

Officers:

Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr.
Deanna Phillips, Board Secretary Office
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.



Metro

Los Angeles County
Metropolitan Transportation Authority

Please turn off cell phones or put them on vibrate.

1. PLEDGE of Allegiance
2. ROLL Call
3. APPROVE [January 14, 2013 Minutes](#)
4. PUBLIC COMMENT for items not on the Agenda
5. RECEIVE [Update on Metro Gold Line Foothill Extension](#), Lisa Levy Buch, Public Affairs Director
6. RECEIVE Presentation on Division Handling of Customer Complaints, Jon Hillmer, Director
7. RECEIVE [Director's Report](#), Jon Hillmer, Director
 - Wheelchair boardings data
 - Complaints receive by line
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

ADA REQUIREMENTS: Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA sponsored meetings and events. All requests for reasonable accommodations 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.

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