

Wednesday, May 4, 2011

6:30-8:30 PM

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# Agenda

San Fernando Valley  
Service Council

Regular Meeting

Marvin Braude Constituent Service Center  
6262 Van Nuys Blvd.  
Van Nuys, CA 91401

Call to Order

Council Members:

Richard Arvizu, Chair

Gary Bric

Michael Cano

Jesus R. Ochoa

Kymerleigh Richards

Donald Weissman

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Officers:

Jon Hillmer, Director

Wilbur Babb, Communications Manager

Suzanne Handler, Council Secretary



Los Angeles County  
Metropolitan Transportation Authority

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**Please turn off cell phones or put them on vibrate**

1. PLEDGE of Allegiance
2. APPROVE [Minutes for April 6, 2011 meeting](#)
3. CHAIR'S Remarks
4. PUBLIC Comment
5. RECEIVE [Director's Report, Jon Hillmer](#)
  - Performance Report
  - On Time Performance by Line
  - Clean Bus Ratings
  - Wheel Chair Boardings
  - Bus Specs
  - [Line 183 Ridership](#)
  - Metro Board Meeting for April
6. DISCUSS Service Council Representative Terms, Jon Hillmer
7. REPORT on Standard Operating Procedures for Handling Difficult Riders, Jon Hillmer
8. REPORT on Bicycle Program, Lynne Goldsmith, Bicycle Program Manager
9. CHAIR and Council Member Comments
  - Line Rides
  - Action Item

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**



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