

# Agenda

Monday, January 13, 2014  
5:00 PM

SAN GABRIEL VALLEY  
SERVICE COUNCIL  
Regular Meeting

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Metro El Monte Division 9 Building  
3449 Santa Anita Ave. (Santa Anita Ave. & Ramona Blvd.)  
Third Floor Service Council Room  
El Monte, CA 91731

All Metro meetings are held in ADA accessible facilities. Meeting location served by all Metro, Foothill Transit and El Monte Shuttle lines serving the El Monte Station.

## Call to Order

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### Council Members:

Harry Baldwin, Chair  
John Harabedian, Vice Chair  
Juventino Gomez  
Alex Gonzalez  
John Harrington  
Bruce Heard  
Steven Ly  
Dave Spence  
Rosie Vasquez

### Officers:

Jon Hillmer, Director, Regional Councils  
David Hershenson, Comm. Rel. Mgr.  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Carl Torres, Transportation Planning Mgr.

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Para más información de Metro en español, por favor llame al número que aparece a continuación: 323-466-3876

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

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

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 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**

## Please turn off cell phones or place them on silent.

1. PLEDGE of Allegiance
2. APPROVE [December 9, 2013 Minutes](#)
3. PUBLIC COMMENT for items not on the Agenda
4. RECEIVE Presentation on [Metro's "Seniors On The Move" Program](#), Lilly Ortiz, On the Move Riders Club Project Manager, Transit Safety Programs
5. RECEIVE [Summary](#) of [Line 485 Workshop](#), Jon Hillmer, Director
6. RECEIVE Presentation on [Metro's Customer Complaint Process](#), Tonia Zanders, Division 9 Transportation Operations Manager
7. RECEIVE [Monthly Director's Report](#), Jon Hillmer, Director
8. 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

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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.