

Service Councils Overview

Background

2003 – Established by the Metro Board to provide budgetary and operational oversight and collect community input on proposed bus service changes

2011 – Centralized and retained responsibility for conducting public hearings, and approving all changes to modify, add, and remove Metro bus service routes

Membership

- Nominated by appointing authorities and confirmed by the Metro Board (Slide 4)
- Each Council has 9 members; Members serve 3-year terms, which are staggered among members. Members can serve more than one 3-year term if reappointed by the nominating authority and confirmed by the Board
- Members must live, represent, or work in the communities within the boundaries of a designated region; should use public transit within the region they represent
- May be elected official and/or private citizen; at least 50% of each Council's members shall be regular users of public transit services

By Laws

Roles and Responsibilities

- Provide locally accessible public forums (monthly meetings & public hearings)
- Identify issues related to transit user experience, such as customer information and wayfinding, fare collection, safety, and cleanliness of vehicles and facilities
- Monitor KPIs and provide feedback for improvement
- Call and conduct public hearings for all major bus service changes
- Quarterly meetings with the Metro Chief Executive Officer and other executive staff
- Review route planning studies to improve Metro services routes and schedules
- Promote coordination of transit services (Metro, Municipal, and Local Return)

Structure

Region	Nominating Authorities
Gateway Cities	Gateway Cities Council of Governments (9)
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) City of Los Angeles Mayor (4) LA County 3 rd District Supervisor (1) LA County 5 th District Supervisor (1) Las Virgenes-Malibu Council of Governments (1)
San Gabriel Valley	LA County 1 st District Supervisor (1) LA County 5 th District Supervisor (1) Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) Cities of Arcadia, El Monte, Temple City (1) Cities of Montebello, Monterey Park, Rosemead (1) Cities of Pasadena, Sierra Madre, La Canada Flintridge (1) San Gabriel Valley Council of Governments (3)
South Bay Cities	South Bay Cities Council of Governments (9)
Westside Central	City of Los Angeles Mayor (4) LA County 2 nd District Supervisor (1) LA County 3 rd District Supervisor (1) Westside Cities Council of Governments (3)

Composition

	LA County 2019	All Councils Avg 2019	All Councils Avg 2013
Hispanic	48.7%	42.2%	27.8%
White	25.6%	37.8%	52.2%
Asian	14.4%	8.9%	6.7%
Black	8.3%	8.9%	8.9%
Other Race	2.9%	0%	2.2%
Male	49.7%	68.89%	74.17%
Female	50.3%	31.11%	25.83%
Age	36 yrs	52.91 yrs	55.30 yrs