



Board Report

File #: 2019-0442, File Type: Appointment

Agenda Number: 23.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 18, 2019**

**SUBJECT: MEMBERSHIP ON METRO’S SERVICE COUNCILS**

**ACTION: APPROVE RECOMMENDATION**

**RECOMMENDATION**

APPROVE Diane Velez for membership on Metro’s San Gabriel Valley Service Council.

**ISSUE**

The term of a member of the San Gabriel Valley Service Council expired June 30, 2019. The term of the now-vacant seat is July 1, 2019 - June 30, 2022.

**DISCUSSION**

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2010 Census demographics of each of the Service Council regions are as follows:

% Sector Total	Hispanic	White	Asian	Black	Other	Total Pop
Gateway Cities	63.9%	16.7%	8.5%	8.6%	2.3%	100.0%
San Fernando Valley	41.0%	42.0%	10.7%	3.4%	2.9%	100.0%
San Gabriel Valley	50.0%	19.9%	24.9%	3.3%	2.0%	100.0%
South Bay	42.5%	23.8%	12.0%	18.3%	3.4%	100.0%
Westside/Central	43.5%	30.7%	13.0%	10.0%	2.8%	100.0%
Service Area Total	48.5%	26.8%	14.0%	8.2%	2.6%	100.0%

Diane Velez has been nominated to serve by the San Gabriel Valley Council of Governments, the nominating authority for this seat on the San Gabriel Valley Service Council. If approved by the Board, Ms. Velez will serve the remainder of the seat’s three-year term. A brief listing of her qualifications is provided along with the nomination letter from the nominating authority.

**San Gabriel Valley**

- A. Diane Velez, San Gabriel Valley Service Council, New Appointment  
Nominated by: San Gabriel Valley Council of Governments

Term Ending: June 30, 2022

The demographic makeup of the San Gabriel Valley Service Council with the appointment of this nominee will consist of four (4) White members, three (3) Hispanic members, one (1) Asian member, and one (1) Native American member as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be seven (7) men and two (2) women.

### **DETERMINATION OF SAFETY IMPACT**

Maintaining the full complement of representatives on each Service Council to represent each service area is important. As each representative is to be a regular user of public transit, and each Council is composed of people from diverse areas and backgrounds, this enables each Council to better understand the needs of transit consumers including the need for safe operation of transit service and safe location of bus stops.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approval of this recommendation supports the following Metro Strategic Plan Goal: 3) Enhance communities and lives through mobility and access to opportunity.

### **ALTERNATIVES CONSIDERED**

The alternative to approving this appointment would be for this nominee to not be approved for appointment. To do so would result in reduced effectiveness of the Service Council, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Council to formulate and submit their recommendations to the Board. It would also result in the Service Council having less diverse representation of their respective service area.

### **NEXT STEPS**

Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

### **ATTACHMENTS**

Attachment A - Nominee's Listing of Qualifications  
Attachment B - Nomination Letter

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