



Board Report

File #: 2020-0679, **File Type:** Appointment

Agenda Number: 20.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 21, 2021**

SUBJECT: MEMBERSHIP ON METRO’S SAN FERNANDO VALLEY SERVICE COUNCIL

ACTION: APPROVE NOMINATION

RECOMMENDATION

APPROVE Erin Nash for membership on Metro’s San Fernando Valley Service Council.

ISSUE

A member of the San Fernando Valley Service Council submitted her resignation effective October 1, 2020. The terms of this now-vacant seat is July 1, 2020 - June 30, 2023.

DISCUSSION

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2018 American Community Survey demographics of the San Fernando Valley Service Council region where this appointment is to be made as compared to the demographics of the region’s ridership as deduced from the 2019 Metro Rider’s Survey, and the membership of the Council with this appointment is as follows:

| Race | Hispanic | White | Asian | Black | Native | Other |
|----------------------------|----------|---------|-------|-------|--------|-------|
| SFV Membership | 4 (44%) | 4 (44%) | 0% | 11% | 0% | 0% |
| SFV Ridership Demographics | 63% | 13% | 9% | 9% | 1% | 5% |
| SFV Resident Demographics | 41.2% | 41.1% | 11.1% | 3.6% | 0.2% | 2.8% |

If approved by the Board, this appointment will serve the remainder of the July 1, 2020 - June 30, 2023 term. A brief listing of the nominee’s qualifications and the nomination letter are provided in Attachments A and B.

- A. Erin Nash, San Fernando Valley Service Council, New Appointment
Nominated by: Los Angeles Mayor Eric Garcetti
Term Ending: June 30, 2023

The demographic makeup of the San Fernando Valley Service Council with the appointment of this nominee will consist of four (4) Hispanic members, four (4) White members, and one (1) Black member as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be five (5) men and four (4) 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: 30 Enhance communities and lives through mobility and access to opportunity.

NEXT STEPS

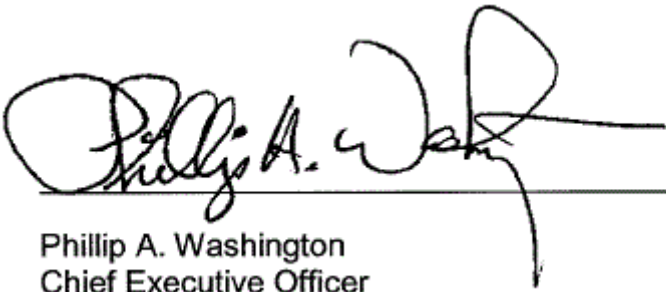
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective, and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

ATTACHMENTS

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

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