



Board Report

File #: 2018-0495, **File Type:** Appointment

Agenda Number: 27.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 20, 2018**

SUBJECT: MEMBERSHIP ON METRO SERVICE COUNCILS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominee for membership on Metro’s Service Councils (Attachment A).

ISSUE

Each Metro Service Council is comprised of nine Representatives that serve a term of three years; terms are staggered so that the terms of three of each Council’s nine members expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board.

BACKGROUND

The Metro Service Councils are the first and foremost link for bus riders to interact with the Metro team concerning bus service, system performance, and development of the Measure M bus and rail system. Each Service Council consists of 9 representatives and maintaining a full dais provides the best representation for our customers and residents within each of the 5 designated geographic areas of the County. Depending on the Service Council, representatives are appointed by members of the Board of Supervisors, the Mayor of the City of Los Angeles, Local Councils of Governments, and groupings of cities within the designated geographic areas. All Service Council members nominated for appointment must be confirmed by the Metro Board of Directors.

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
San Fernando Valley	41.0%	42.0%	10.7%	3.4%	2.9%	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%
Gateway Cities	63.9%	16.7%	8.5%	8.6%	2.3%	100.0%
Service Area Total	48.5%	26.8%	14.0%	8.2%	2.6%	100.0%

The individual listed below has been nominated to serve by the Councils' appointing authorities. If approved by the Board, this appointment will serve a three-year term or the remainder of the seat's three-year term as indicated. A brief listing of qualifications for the new nominee is provided along with the nomination letters from the nominating authorities:

San Fernando Valley

The demographic makeup of the San Fernando Valley Service Council with the appointment of this nominee will consist of five (5) Hispanic members and four (4) White members in terms of racial/ethnic identity. The gender breakdown of the Council will be five (5) men and four (4) women.

- A. Jess Talamantes, San Fernando Valley Service Council, New Appointment
Nominated by: Cities of Burbank, Glendale, and San Fernando
Term Ending: June 30, 2021

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: Transform Los Angeles County through Regional collaboration and national leadership. This program will continue to improve safety, service and cleanliness, in an effort to provide a world-class transportation system that enhances quality of life for all who live, work, and play within LA County.

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 Councils, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Councils to formulate and submit their recommendations to the Board. It would also result in the Service Councils 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

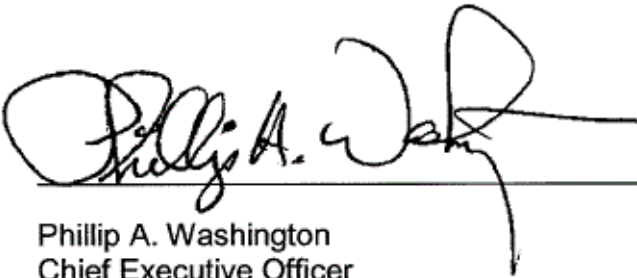
Attachment A - New Nominee Listing of Qualifications

Attachment B - Nomination Letters

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