



## Board Report

---

**File #:** 2021-0582, **File Type:** Informational Report

**Agenda Number:** 18.

---

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 17, 2022

**SUBJECT: MEMBERSHIP ON METRO'S SAN GABRIEL VALLEY SERVICE COUNCIL**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council.

#### **ISSUE**

Each Metro Service Council (MSC) is comprised of nine Representatives that serve terms 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.

The San Gabriel Valley Service Council has a vacancy created by the passing of one of their members, Arcadia City Councilmember Roger Chandler. The term of the now-vacant seat is July 1, 2021 - June 30, 2024

#### **BACKGROUND**

MSCs were created in 2002 as community-based bodies tasked with improving bus service and promoting service coordination with municipal and local transit providers. The MSC bylaws specify that Representatives should live in, work in, or represent the region; have a basic working knowledge of public transit service within their region and an understanding of passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSC is responsible for convening public hearings to receive community input on proposed service modifications and rendering decisions on proposed bus route changes considering staff's recommendations and public comments. All route and major service changes that the MSC approves will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move an MSC-approved service change to an Action Item, the MSC will be notified of this change prior to the next Service Council monthly meeting.

#### **DISCUSSION**

The individual listed below has been nominated to fill a vacant seat on the San Gabriel Valley Service Council by the seat’s nominating authorities. If approved by the Board, this appointment will serve out the remainder of the vacant seat’s three-year term. A brief listing of qualifications for the new nominee and the nomination letter from the nominating authority are provided in Attachments A and B.

San Gabriel Valley

- A. Jessica Ancona, San Gabriel Valley Service Council, New Appointment  
Nominated by: Cities of Arcadia, El Monte, and Temple City  
Term: July 1, 2021 - June 30, 2024

Should this nominee be appointed, the San Gabriel Valley (SGV) Service Council membership will compare to the region and the region’s ridership as follows:

| Race                       | Hispanic | White   | Asian   | Black | Native | Other |
|----------------------------|----------|---------|---------|-------|--------|-------|
| SGV Membership/No.         | 3 (33%)  | 4 (44%) | 2 (22%) | 0     |        | 0     |
| SGV Resident Demographics  | 49.90%   | 17.40%  | 27.2%   | 3.2%  | 0.2%   | 2.1%  |
| SGV Ridership Demographics | 67%      | 8%      | 13%     | 8%    | 1%     | 4%    |

The gender makeup of the Council is as follows:

| Gender | SGV Current Membership/No. | Los Angeles County |
|--------|----------------------------|--------------------|
| Men    | 77.7% (7)                  | 49.7%              |
| Women  | 22.2% (2)                  | 50.3%              |

**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.

**EQUITY PLATFORM**

Metro seeks to appoint Service Council members that represent the diverse needs and priorities reflective of the demographics of each respective region.

**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.

### **ALTERNATIVES CONSIDERED**

The alternative would be for this nominee not to 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 Council to formulate and submit recommendations to the Board. It would also result in the Service Council having less diverse representation of their respective service areas.

### **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.

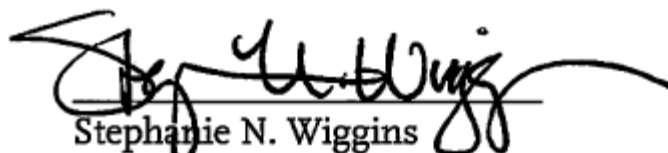
### **ATTACHMENTS**

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

Prepared by:

Dolores Ramos, Manager, Regional Service Councils, (213) 598-9715

Reviewed by: Conan Cheung, Acting Chief Operations Officer, Bus  
(213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer