



## Board Report

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 15, 2024

**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 who 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 a Councilmember who recently resigned.

#### **BACKGROUND**

Metro Service Councils 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 MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions on proposed bus route changes, and considering staff's recommendations and public comments. All route and major service changes that are approved by the MSCs 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 MSCs will be notified of this change before the next Service Council monthly meeting.

#### **DISCUSSION**

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

For reference, the 2021 American Community Survey demographics and 2022 Metro Ridership Survey demographics for each region are compared to the membership, should this nominee be appointed.

San Gabriel Valley Service Council Nominee

- A. Roberto Álvarez, New Appointment  
 Nominated by: Fifth District Supervisor Kathryn Barger  
 Term: July 1, 2022 - June 30, 2025

% Region Total	Hispanic	White	Asian & PI	Black	Native Amer	Other
SGV Council Region	49.6%	16.3%	28.4%	3%	0.2%	2.4%
SGV Region Ridership	67%	8%	13%	8%	1%	4%
SGV Membership/No.	66.6%/6	22.2%/2	11%/1	0%/0	0%/0	0%/0

The gender makeup of the San Gabriel Valley Cities Service Council will be as follows:

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	**	**
SGV Ridership	50%	47%	3%	1%
SGV Current Membership/No	77.7% (7)	22.2% (2)	0%	0%

**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 required to regularly use 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 riders including the need for safe operation of transit service and safe location of bus stops.

**EQUITY PLATFORM**

Metro seeks to appoint Service Council members who represent the diverse needs and priorities reflective of the demographics of each respective region. To encourage nominating authorities to nominate individuals who will closely reflect the region and its ridership, staff shares regional ridership, resident, and Service Council membership race/ethnicity, and gender demographics with

each nomination request. This practice has resulted in the Service Councils becoming much more diverse in terms of both race/ethnicity and gender over the last several years. Gender equity is critically important for Service Council representation, given the unique transit needs and experiences women have, and there is still work that needs to be done to achieve gender equity on all of the Service Councils. Outreach will be performed to nominating authorities for future SGV Service Council vacancies. These practices will be implemented in an effort to more closely match the demographics to that of the region and its ridership. Staff will continue to share demographic information and encourage nominating authorities to improve gender equity through their appointments as opportunities arise Race/ethnicity and sex/gender information for the other four Service Council regions is provided for comparison.

Service Council Region Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	**	**
GWC (Gateway Cities) Ridership	52%	45%	2%	1%
GWC Current Membership/No.*	57% (4)	43% (3)	0%	0%
SBC (South Bay Cities) Ridership	46%	52%	2%	0%
SBC Current Membership/No.	66% (6)	33% (3)	0%	0%
SFV (San Fernando Valley) Ridership	46%	51%	2%	1%
SFV Current Membership/No.	66% (6)	11% (1)	22.2% (2)	0%
WSC (Westside Central Cities) Ridership	48%	49%	2%	1%
WSC Current Membership/No.*	62.5% (5)	37.5% (3)	0%	0%

Service Council Region Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
GWC (Gateway Cities) Council Region	65.6%	14.6%	9.4%	7.9%	0.2%	2.2%
GWC Current Membership/No.*	85%/6	0%/0	0%/0	0%/0	0%/0	15%/1
GWC Ridership	65%	8%	4%	20%	0%	2%
SBC (South Bay Cities) Council Region	45.7%	20.9%	13.8%	15.8%	0.2%	3.9%
SBC Current Membership/No.	33%/3	33%/3	11%/1	22%/2	0%	0%
SBC Ridership	64%	5%	6%	22%	1%	4%
SFV (San Fernando Valley) Council Region	41.3%	40.1%	11.0%	3.7%	0.2%	2.2%
SFV Current Membership/No.	44%/4	33%/3	0%/0	11%/1	0%/0	11%/1
SFV Regional Ridership	63%	13%	9%	9%	1%	5%
WSC (Westside Central Cities) Council Region	42.4%	30.7%	13.7%	9.1%	0.2%	3.9%
WSC Current Membership/No.*	37.5%/3	37.5%/3	0%/0	12.5%/1	0%/0	12.5%/1
WSC Regional Ridership	66%	7%	7%	16%	1%	4%

\* The Gateway Cities Service Council currently has two vacancies. The Westside Central Service Council currently has one vacancy.

\*\*Taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex;

there are no questions about gender, sexual orientation, or sex at birth.

### **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 to the recommendation 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 this Service Council to formulate and submit their recommendations to the Board. It would also result in the Service Councils having a 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, implement, and improve bus service and the customer experience in their areas.

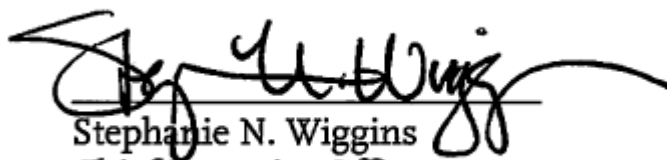
### **ATTACHMENTS**

Attachment A - New Appointee Nomination Letter

Attachment B - New Appointee Biography and Qualifications

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

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

  
Stephanie N. Wiggins  
Chief Executive Officer

NEW APPOINTEE NOMINATION LETTER



**BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES**

869 KENNETH HAHN HALL OF ADMINISTRATION/LOS ANGELES, CALIFORNIA 90012  
Tel: 213-974-5555 Fax: 213-974-1010

**KATHRYN BARGER**  
SUPERVISOR, FIFTH DISTRICT

January 19, 2024

Ms. Dolores Ramos  
Chief Administrative Analyst  
Regional Service Councils  
1 Gateway Plaza, MS 99-7-2  
Los Angeles, CA 90012

**RE: Appointment of Roberto Alvarez to the San Gabriel Valley Service Council**

Dear Ms. Ramos:

This letter serves as my recommendation to appoint Roberto Alvarez as my representative to the Los Angeles County Metro San Gabriel Valley Service Council to fill the remainder of the seat's 7/1/22 – 6/30/25 term.

Roberto is a veteran and lifelong resident of the San Gabriel Valley and has accumulated years of experience in myriad public policy areas, including but not limited to transportation, land use, veterans' affairs, sanitation, and zero emission vehicles technology. He will serve the San Gabriel Valley well.

Sincerely,

A handwritten signature in blue ink that reads "Kathryn Barger".

KATHRYN BARGER  
Supervisor, Fifth District

KB:dpo

**Roberto Álvarez, Nominee to San Gabriel Valley Service Council**



Roberto Álvarez is an Assistant Deputy for Planning and Public Works, Transportation, Sustainability & Environmental Policy, and Military and Veterans Affairs in the Office of Fifth District Supervisor Kathryn Barger. He is also a veteran of the United States Army where he served as a Network Switch Operator-Maintainer overseeing the distribution of sensitive information including reports and directives through various communications channels.

Prior to joining the Office of LA County Supervisor Kathryn Barger where he has worked in various roles, he worked as a District Liaison and a Staff member for Pasadena Councilmember John J. Kennedy.

Mr. Álvarez is a resident of Pasadena. He holds a Bachelor of Arts degree in Political Science and Government, and a Master of Science degree in Psychology from Arizona State University.