



Board Report

File #: 2024-0431, File Type: Appointment

Agenda Number: 27.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 19, 2024**

**SUBJECT: APPOINTMENTS TO METRO’S SERVICE COUNCILS**

**ACTION: APPROVE RECOMMENDATION**

**RECOMMENDATION**

APPROVE nominees for membership on Metro’s San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils.

**ISSUE**

The San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils have vacancies that were not filled in the annual Service Council appointment cycle. Representatives on the South Bay Cities and Westside Central Service Councils resigned in late June 2024 due to other commitments, creating additional vacancies.

**BACKGROUND**

Metro Service Councils (MSCs) were created in 2002 as community-based bodies that improved bus service and promoted 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 area, and understand 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 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 Council’s nominating authorities have nominated the individuals listed below. If approved by the Board, they will serve for the three-year terms specified. Attachments A and B provide a brief listing of qualifications for new nominees and the nomination letters.

For reference, should these nominees be appointed, the 2022 American Community Survey demographics and 2023 Metro Ridership Survey demographics for each region are compared to the seated membership.

\*Note: In the tables providing sex/gender representation data for each Council, the Los Angeles County data is taken from the Census 2022 Quick Facts, which includes a question intended to capture current sex but does not include questions about gender, sexual orientation, or sex at birth.

San Fernando Valley Service Council

- A. David Ramirez, New Appointment  
 Nominated by: Los Angeles Mayor Karen Bass  
 Term: July 1, 2024 - June 30, 2027

With the appointment of this nominee, the San Fernando Valley (SFV) Service Council membership will compare to the region and the region’s ridership as follows:

SFV Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
SFV Council Region	41.3%	39.6%	11.2%	3.7%	0.2%	2.4%
SFV Region Ridership	73%	9%	8%	8%	1%	1%
SFV Membership (No.)	33% (3)	33% (3)	11% (1)	11% (1)	0% (0)	11% (1)

The gender makeup of the SFV Service Council will be as follows:

SFV Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	*	*
SFV Region Ridership	49%	48%%	2%	1%
SFV Current Membership (No.)	66% (6)	11% (1)	22% (2)	0% (0)

San Gabriel Valley Service Council

- B. Ed Chen, New Appointment  
 Nominated by: Cities of Arcadia, El Monte, and Temple City  
 Term: July 1, 2024 - June 30, 2027

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

SGV Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
SGV Council Region	49.7%	16.1%	28.3%	3%	0.2%	2.6%
SGV Region Ridership	78%	5%	10%	6%	1%	0%
SGV Membership (No.)	62.5% (5)	25% (2)	22% (2)	0% (0)	0% (0)	0% (0)

The gender makeup of the SGV 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 Region Ridership	50%	47%	2%	1%
SGV Current Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)

South Bay Cities Service Council

- C. Courtney Miles, New Appointment  
Nominated by: South Bay Cities Council of Governments  
Term: July 1, 2022 - June 30, 2025
- D. Jon Kaji, New Appointment  
Nominated by: South Bay Cities Council of Governments  
Term: July 1, 2024 - June 30, 2027

With the appointment of these nominees, the South Bay Cities (SBC) Service Council membership will compare to the region and the region’s ridership as follows:

SBC Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
SBC Council Region	45.3%	20.9%	13.9%	15.8%	0.2%	4.2%
SBC Region Ridership	66%	6%	8%	18%	1%	0%
SBC Current Membership (No.)	22% (2)	22% (2)	22% (2)	22% (3)	0% (0)	0% (0)

The gender makeup of the SBC Service Council will be as follows:

SBC Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	*	*
SBC Region Ridership	51%	47%	2%	1%
SBC Current Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)

Westside Central Cities

- E. Chelsea Byers, New Appointment  
 Nominated by: Westside Cities Council of Governments  
 Term: July 1, 2022 - June 30, 2025

With the appointment of this nominee, the Westside Central Cities (WSC) Service Council membership will compare to the region and the region’s ridership as follows:

WSC Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
WSC Council Region	41.9%	30.9%	13.7%	9.1%	0.2%	4.3%
WSC Region Ridership	67%	8%	7%	17%	1%	1%
WSC Membership (No.)	42.8% (3)	42.8% (3)	0% (0)	14.2% (1)	0% (0)	0% (0)

The gender makeup of the WSC Service Council will be as follows:

WSC Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	*	*
WSC Region Ridership	48%	49%	2%	1%
WSC Current Membership (No.)	71.4% (5)	28.5% (2)	0% (0)	0% (0)

Note that the Westside Central membership percentages reflect appointed Councilmembers; two vacancies remain on this Council. Nominations to fill the remaining two vacancies are tentatively scheduled to be brought to the October Board meeting for appointment.

**EQUITY PLATFORM**

Metro recommends appointing 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 closely reflect the region and its ridership, the 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 more diverse in terms of both race/ethnicity and gender over the last several years. However, approximately half of LA County residents and Metro riders are women and work still needs to be done to achieve gender equity in some Service Councils. Staff will continue to share demographic information and encourage nominating authorities to give weight to gender equity when considering individuals for nomination.

**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, implement, and improve bus service and the customer experience in their areas. Staff will continue working with the nominating authorities to recruit and identify potential candidates to fill the remaining vacancies.

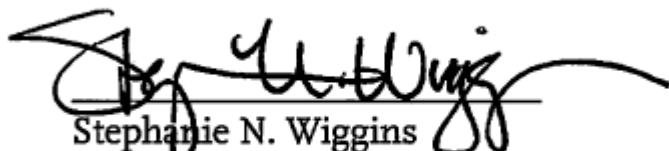
**ATTACHMENTS**

Attachment A - New Appointees Nomination Letters

Attachment B - New Appointees Biographies 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 APPOINTEES NOMINATION LETTERS



KAREN BASS  
MAYOR

September 4, 2024

Ms. Dolores Ramos  
Senior Manager, Transportation Planning  
Metro Regional Service Councils  
One Gateway Plaza MS 99-7-1  
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby appoint Mr. David Ramirez to serve as a representative on the San Fernando Valley Service Council for the term ending on June 30, 2027. Mr. Ramirez will be replacing Felipe Escobar, who resigned effective upon his term expiration on June 30, 2024.

I certify that in my opinion Mr. Ramirez is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in black ink that reads 'Karen Bass'.

KAREN BASS  
Mayor

KB:tga

Attachment



9701 Las Tunas Drive • Temple City • California 91780 • 626-285-2171

August 30, 2024

Dolores Ramos  
Administrator-Regional Service Councils  
Los Angeles County Metro  
One Gateway Plaza  
Los Angeles, CA 90012-2952

**RE: CONSENSUS CANDIDATE TO FILL VACANCY ON THE METRO SAN GABRIEL VALLEY SERVICE COUNCIL**

Dear Ms. Ramos,

Please accept this correspondence notifying Metro of the consensus candidate of Councilmember Ed Chen from the City of Temple City as the representative of the cluster cities of Arcadia, El Monte, and Temple City to fill the vacancy on the METRO San Gabriel Valley Service Council (SGV MSC).

We appreciate the METRO Board's consideration of this nomination. Should you require any further information, please feel free to contact me at (626) 285-2171 ext. 4105.

Sincerely,

Bryan Cook  
City Manager  
City of Temple City

Cc: Alma Martinez, City Manager, City of El Monte  
Dominic Lazzeretto, City Manager, City of Arcadia



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Torrance, CA 90501  
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[www.southbaycities.org](http://www.southbaycities.org)

August 24, 2024

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

Dear Ms. Ramos:

This letter serves as the South Bay Cities Council of Governments (SBCCOG) recommendation to nominate representatives to serve on the South Bay Metro Service Council.

At their August 22 Board of Directors meeting, the SBCCOG Board approved the following nominees:

- John Kaji, Torrance City Councilmember
- Courtney Miles, Gardena resident, Field Organizer for Abundant LA, transit rider

Councilmember Kaji will serve in the term ending June 30, 2027 and Courtney Miles will serve in the term ending June 30, 2025.

We respectfully request that the Metro Board appoint these nominees at the September Metro Board meeting so that they can be seated in October 2024.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Tanaka", is written over a faint blue circular stamp.

Rodney Tanaka, SBCCOG Chair  
Councilman, City of Gardena

LOCAL GOVERNMENTS IN ACTION

Carson El Segundo Gardena Hawthorne Hermosa Beach Inglewood Lawndale Lomita  
Manhattan Beach Palos Verdes Estates Rancho Palos Verdes Redondo Beach Rolling Hills  
Rolling Hills Estates Torrance Los Angeles District #15 Los Angeles County





**Date:** August 8, 2024

**To:** Dolores Ramos, Chief Administrative Analyst, Metro

**From:** Cecilia Estolano, WSCCOG Executive Director  
Winnie Fong, WSCCOG Project Director

**CC:** Honorable Chelsea Byers, City of West Hollywood

**Subject:** **Westside Cities COG Nomination to the Metro Westside/Central Service Council (August 2024)**

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On August 8, 2024, the Westside Cities Council of Governments (WSCCOG) Board voted unanimously to nominate and appoint the Honorable Chelsea Byers, Vice Mayor of the City of West Hollywood to the Metro Westside/Central Service Council. Vice Mayor Byers will fill the rest of the term (July 1, 2022 – June 30, 2025) of the WSCCOG representative seat held by Francisco Gomez (City of West Hollywood). Attached is her letter of interest.

Please accept the WSCCOG's nomination on behalf of the WSCCOG Board. You may contact the Vice Mayor Byers by email at [cbyers@weho.org](mailto:cbyers@weho.org) or by phone at 323-848-6460. Should you have any questions regarding this matter, please contact the WSCCOG Project Director Winnie Fong at [winnie@estolanoadvisors.com](mailto:winnie@estolanoadvisors.com) or at (213) 612-4545.

**NEW APPOINTEES BIOGRAPHIES AND QUALIFICATIONS**



**Ed Chen, Nominee to San Gabriel Valley Service Council**

Temple City City Council Member Ed Chen was born in Taiwan and is a graduate of Temple City High School. He was elected to a term of March 2024-March 2028 on Temple City's City Council. Prior to serving on the City Council, Councilmember Chen served on the Planning Commission (July 2009-June 2011) and Temple City Unified School District Board of Education (2001, 2003-2005). He has been extensively involved in his community as a Temple City National Little League Board Member (2022-2023), and Temple City Chamber of Commerce Board Member (2013-2023).

Councilmember Chen is currently employed as a police officer with the City of Alhambra. Prior to becoming a police officer, Council Member Chen volunteered as an Los Angeles County Sheriffs Reserve Deputy for 14 years. He was also previously employed as the Director of Government Affairs for Athens Waste Management.



**David Ramirez, Nominee to San Fernando Valley Service Council**

Born and raised in Los Angeles, David Ramirez recently graduated from the University of California, Los Angeles where he studied Geography/Environmental Studies and Labor Studies. As a first-generation student, David transferred to UCLA from Pasadena City College. As the student member on the Pasadena Area Community College District Board of Trustees, he helped advance equitable policies in response to the COVID-19 pandemic and ensured a safe return to campus instruction. Appointed by Governor Newsom in 2022 to the A.B. 928

Associate Degree for Transfer Intersegmental Implementation Committee, he oversaw the equitable transfer reforms. David continued his passion for advocacy at UCLA, serving as the Government Relations Chair for the University of California Student Association where he had the opportunity to work on state legislation and address the Legislature as an expert witness on several bills and a panelist for an Assembly budget subcommittee. After organizing one of the first Starbucks unionization drives in Los Angeles, David completed an internship with Starbucks Workers United, successfully leading an effort to remove on-campus Starbucks offerings at UCLA. David is currently completing a fellowship in government affairs through Coro Southern California. He is excited to learn, to be challenged and to identify how to best serve his community through public service.

**NEW APPOINTEES BIOGRAPHIES AND QUALIFICATIONS**



**Jon Kaji, Nominee to South Bay Cities Service Council**

Councilmember Jon Kaji is a South Bay native and was elected to Torrance City Council representing District 1 on June 7, 2022. Councilmember Kaji has served as President of Kaji & Associates, a real estate management, leasing, and advisory services firm since 1984. He is an active member of the Torrance Area Chamber of Commerce, the South Bay Association of Realtors, and a Board Member for the International Visitors Council of Los Angeles. Councilmember Kaji served as Commissioner for the State of California Commission for Economic Development. Prior to that, he served as a member of the County of Los Angeles Economic

Development Corporation leading countywide business attraction and retention efforts. In the early 1990's, Kaji served as the director of the State of California Office of Trade and Investment in Tokyo, Japan and South Korea. His involvement with Metro spans decades, primarily through his business and community activities advocacy for the Little Tokyo/Arts District station to address equal access to public transportation in this Historic District. He also worked with the office of US Senator Daniel K. Inouye, Chairman of the US Senate Appropriations Committee, to ensure that additional federal funds were appropriated for the construction of a fully underground LPA for the Regional Connector in Little Tokyo. Councilmember Kaji rides Metro regularly, typically from the Artesia Transit Center in Gardena to USC football games and LA Dodger games.

Councilmember Kaji earned a Bachelor of Arts in History and East Asian Studies from the University of Southern California.



**Courtney Miles, Nominee to South Bay Cities Service Council**

Courtney Alicia Miles is a native of Gardena and a Field Organizer with Abundant Housing LA. She offers support and coalition building for various chapters within Los Angeles County, advocating for justice, equity, affordability, and accessibility in the Housing space. Since middle school, Courtney has been involved with political campaigns on the local, state, and federal level. She has also been involved with operations for the 2020 Census, poll working for local and general elections, being a member of her university's student Board of Directors, and interned for the City of Los Angeles' Office of Budget and Innovation.

Ms. Miles holds a bachelor's degree in political science from California State University, East Bay. Ms. Miles is also an avid transit rider for sustainability and cost efficiency reasons. She is a parent and daughter of civil servants and an educator. In her spare time, Courtney enjoys cooking, vintage shopping, collecting Stevie Wonder records, and playing dominoes with family.

**ATTACHMENT B**

**NEW APPOINTEES BIOGRAPHIES AND QUALIFICATIONS**



**Chelsea Byers, Nominee to Westside Central Service Council**

Vice Mayor Chelsea Lee Byers was elected to the West Hollywood City Council on November 8, 2022. She Vice Mayor Byers first became connected to the City of West Hollywood through the Women’s Leadership Conference. This connection led to many program partnerships with the City, including Women Manifest (2016), the Cannabis Education Forum (2015-2018), and collaborative film screenings, panels, and more. While working with United Way’s Everyone In campaign, Vice Mayor Byers engaged with City Social Services and Strategic Initiatives to bring educational programming to the community on homelessness and housing solutions. She currently works as Director of Programs and Partnership with Women’s Voices Now and is a core team member with Beautiful Trouble.

Vice Mayor Byers’ priorities on the City Council include social service delivery, climate-change mitigation strategies and emergency resiliency efforts, creating more affordable transit-oriented housing and resources for renters of all incomes, enhancing the streetscape for improved pedestrian and cycling experiences while reducing vehicle dependency. She serves on the Board of Directors for the National Women’s Political Caucus as the Vice President of Education and Training for NWPC California. She was also appointed as an alternate by the County of Los Angeles Board of Supervisors Chair, Lindsey P. Horvath, for the Los Angeles County Affordable Housing Solutions Agency (LACAHS). In addition, Vice Mayor Byers serves on the League of California Cities Transportation, Communications, and Public Works Committee and the National League of Cities Federal Transportation, Infrastructure, and Services (TIS) Federal Advocacy Committee. She currently serves on the West Hollywood City Council Subcommittees for Finance and Budget, West Hollywood Pride, Homelessness, Sunset Gateway/Wayfinding, and Playhouse Design. She also represents the City of West Hollywood on the Board of Directors for the Los Angeles County Sanitation District No. 4 and the League of California Cities.

Vice Mayor Byers’ personal experience with Metro includes riding the system to appointments, work and different local attractions for the last seven years. Vice Mayor Byers studied at Universidad Internacional Cuernavaca and Franklin University Switzerland, and received her B.A. in Political Science and Women’s Studies from Northern Arizona University.





# Nominations to Metro Service Councils September 2024

# Nominating Structure

Region	Nominating Authorities
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) <b>City of Los Angeles Mayor (4)</b> LA County 3 <sup>rd</sup> District Supervisor (1) LA County 5 <sup>th</sup> District Supervisor (1) Las Virgenes-Malibu Council of Governments (1)
San Gabriel Valley	LA County 1 <sup>st</sup> District Supervisor (1) LA County 5 <sup>th</sup> District Supervisor (1) Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) <b>Cities of Arcadia, El Monte, Temple City (1)</b> Cities of Montebello, Monterey Park, Rosemead (1) Cities of Pasadena, Sierra Madre, La Canada Flintridge (1) San Gabriel Valley Council of Governments (3)
South Bay Cities	<b>South Bay Cities Council of Governments (9)</b>
Westside Central	City of Los Angeles Mayor (4) LA County 2 <sup>nd</sup> District Supervisor (1) LA County 3 <sup>rd</sup> District Supervisor (1) <b>Westside Cities Council of Governments (3)</b>

# Service Council Nominations

- San Fernando Valley Service Council has 1 vacancy that was not filled during the annual appointment cycle for the FY25-FY28 term (Mayor of LA).
- San Gabriel Valley Service Council has 1 vacancy that was not filled during the annual appointment cycle for the FY25-FY28 term (Cities of Arcadia, El Monte, and Temple City ).
- South Bay Cities has 2 vacancies to be filled by South Bay Council of Governments nominees:
  - One created by resignation of a member in June 2024, prior to the end of her term.
  - One created by withdrawal of a nominee after his selection for the FY25-FY28 term
- Westside Central has 3 vacancies created by resignation of members due to other commitments:
  - One created by resignation of a member in June 2024, prior to the end of his term (WSC COG).
  - One created by resignation of a member in April 2024, prior to the end of her term (Mayor of LA).
  - One created by resignation of a member in October 2023, prior to the end of her term (Mayor of LA).

# Nominees and Terms

## **San Fernando Valley Service Council New Appointee**

- ✓ David Ramirez nominated to serve term of July 1, 2024 – June 30, 2027;  
resident of Pacoima

## **San Gabriel Valley Service Council New Appointee**

- ✓ Ed Chen nominated to serve term of July 1, 2024 – June 30, 2027;  
resident of Temple City

## **South Bay Cities Service Council New Appointees**

- ✓ Jon Kaji nominated to serve term of July 1, 2022 - June 30, 2025; resident  
of Torrance
- ✓ Courtney Miles nominated to serve term of July 1, 2024 – June 30, 2027;  
resident of Gardena

## **Westside Central Service Council New Appointee**

- ✓ Chelsea Byers nominated to serve term of July 1, 2022 - June 30, 2025;  
resident of West Hollywood
- ✓ The two remaining vacancies are scheduled to be brought to the Board in  
October 2024 for appointment



# Council Composition

With these nominees, the composition of these Councils will compare to their regions and their region's ridership as follows:

Region Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
SFV Council Region	41.3%	39.6%	11.2%	3.7%	0.2%	2.4%
SFV Region Ridership	73%	9%	8%	8%	1%	1%
SFV Membership (No.)	33% (3)	33% (3)	11% (1)	11% (1)	0% (0)	11% (1)
SGV Council Region	49.7%	16.1%	28.3%	3%	0.2%	2.6%
SGV Region Ridership	78%	5%	10%	6%	1%	0%
SGV Membership (No.)	62.5% (5)	25% (2)	22% (2)	0% (0)	0% (0)	0% (0)
SBC Council Region	45.3%	20.9%	13.9%	15.8%	0.2%	4.2%
SBC Region Ridership	66%	6%	8%	18%	1%	0%
SBC Membership (No.)	22% (2)	22% (2)	22% (2)	22% (3)	0% (0)	0% (0)
WSC Council Region	41.9%	30.9%	13.7%	9.1%	0.2%	4.3%
WSC Region Ridership	67%	8%	7%	17%	1%	1%
WSC Membership (No.)	42.8% (3)	42.8% (3)	0% (0)	14.2% (1)	0% (0)	0% (0)

Region Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	*	*
SFV Region Ridership	49%	48%	2%	1%
SFV Current Membership (No.)	66% (6)	11% (1)	22% (2)	0% (0)
SGV Region Ridership	50%	47%	2%	1%
SGV Current Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)
SBC Region Ridership	51%	47%	2%	1%
SBC Current Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
WSC Region Ridership	48%	49%	2%	1%
WSC Current Membership (No.)	71.4% (5)	28.5% (2)	0% (0)	0% (0)