



Board Report

File #: 2026-0324, **File Type:** Appointment

Agenda Number: 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

SUBJECT: APPOINTMENT TO METRO SAN GABRIEL VALLEY SERVICE COUNCIL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council (Attachment A).

ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who serve 3-year terms. The terms of three of the five Council's nine seats expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority, or new nominees may be forwarded. All nominations are confirmed by the Metro Board.

BACKGROUND

MSCs were created in 2002 as community-based bodies that improve bus service and promote service coordination with municipal and local transit providers. The MSC bylaws specify that representatives who live, work, or represent the region should 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 for proposed bus route changes, and considering staff recommendations/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. If the Metro Board moves 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 by the nominating authority for this Service Council seat. If approved by the Board, they will serve for the three-year term specified. A brief listing of qualifications for the nominee and the nomination letter is provided in Attachments A and B. Membership of the Service Council with this appointee compared to the regions' demographics and

ridership is provided in Attachment C.

San Gabriel Valley Service Council

- A. Kaylee M. Law, New Appointment
Nominated by: San Gabriel Valley Council of Governments
Term: July 1, 2026 - June 30, 2029

DETERMINATION OF SAFETY IMPACT

Maintaining a fully appointed service council of representatives for 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.

FINANCIAL IMPACT

Monthly stipends of \$150 are paid to service council members per meeting, with a maximum of two meetings a month, under Cost Center 3151, Project 306006, Systemwide Bus Operations Management and Administration.

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Propositions A and C, Measures R and M sales tax revenues, and the Transportation Development Act.

EQUITY PLATFORM

Metro recommends appointing Service Council members who represent the diverse needs and priorities of the respective region's demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares the Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents with each nomination request. This practice resulted in greater diversity of race/ethnicity and gender over the last several years of the Service Councils. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity in some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when considering individuals for nomination.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT

reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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 not to be approved for appointment. This would reduce the effectiveness of the Service Councils, as it would increase the challenge of obtaining a necessary quorum for this Service Council to formulate and submit recommendations to the Board. It would also result in this Service Council having a less diverse representation of its service areas.

NEXT STEPS

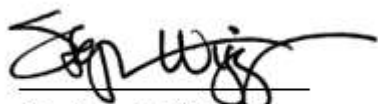
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service as well as the customer experience in their areas.

ATTACHMENTS

Attachment A - New Appointee Nomination Letter
Attachment B - New Appointee Biography and Qualifications
Attachment C - Service Council Demographic Information

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

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


Stephanie Wiggins
Chief Executive Officer

Metro Service Council Nomination Letters

San Gabriel Valley Service Council



May 26, 2026

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Walnut

West Covina

First District, LA County

Unincorporated Communities

Fifth District, LA County

Unincorporated Communities

Ms. Dolores Ramos
Metro Service Council
One Gateway Plaza
Los Angeles, CA 90012

RE: Metro's San Gabriel Valley Service Council Representative

Dear Ms. Ramos:

At their May 21, 2026 meeting, the San Gabriel Valley Council of Governments' Governing Board appointed Kaylee M. Law to serve on the San Gabriel Valley Metro Service Council. The effective term will be July 1, 2026 – June 30, 2029.

Should you have any questions, please feel free to contact me at mcreter@sgvcog.org.

Sincerely,

Marisa Creter
Executive Director
San Gabriel Valley Council of Governments

cc: Kaylee M. Law, Councilmember, City of Walnut

San Gabriel Valley Council of Governments
1333 S. Mayflower Avenue, Suite 360, Monrovia CA 91016

Service Council New Nominee Qualifications



Kaylee May Law, Nominee to San Gabriel Valley Service Council

Kaylee May Law was elected to the Walnut City Council in 2024, making history as the youngest official elected in the City of Walnut, in Los Angeles County, and in the state of California. Growing up in Walnut with her parents, younger brother, and late grandfather, Kaylee is a second-generation Asian-American and values the opportunity to contribute to her community and help others.

Professionally, Ms. Law worked as a legal administrator at the Law Offices of James Wang, where she developed skills in organization and service. She is actively involved in community leadership, having served on the board of directors for the Chinese American Association of Walnut and currently as a board member for the Purist Group, a community-focused organization. Ms. Law is one of the youngest college graduates in the United States, with five degrees: three associate's degrees from Mt. San Antonio College, a Bachelor of Arts in Government with an emphasis in Legal Studies degree from Grand Canyon University, and a Master of Arts in Government degree from Johns Hopkins University. Her thesis was published by Johns Hopkins University, focusing on the Chevron Doctrine and administrative law.

Service Council Demographic Information

Council Region demographics in the following tables are taken from the 2023 American Community Survey; regional ridership is taken from the 2023 Metro Ridership Survey. Membership percentages are calculated using the nine seats of a fully-appointed Council; there is currently one additional vacancy on the Council.

Service Council membership as of July 1, 2026 with the appointment of the nominee is compared to the region's demographics and ridership below; the sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts. Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields.

Table 1: San Gabriel Valley/SGV Service Council membership race/ethnicity demographics compared to the region and the region's ridership

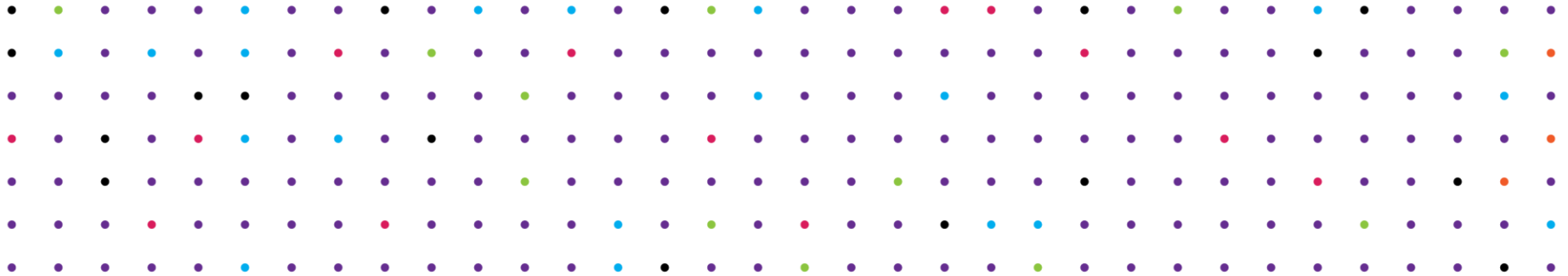
SGV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership/No.	33%/3	22%/2	44%/4	0%/0	0%/0	0%/0	0%/0

Table 2: SGV Service Council membership compared to the region's gender demographics

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe/Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SGV Region Ridership	50%	47%	2%	1%
SGV Membership/No.	66%/6	33%/3	0%/0	0%/0

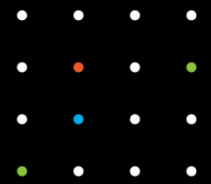
REGIONAL SERVICE COUNCILS

APPOINTMENT TO METRO SERVICE COUNCILS



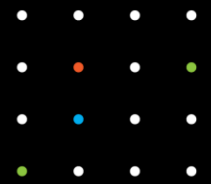
Operations, Safety, & Customer Experience Committee Meeting
July 16, 2026

RECOMMENDATION



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

ISSUE & DISCUSSION



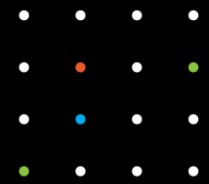
ISSUE

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.

DISCUSSION

If approved by the Board, the nominee will serve a three-year term (July 1, 2026 – June 30, 2029) on the Council they have been nominated to.

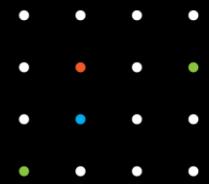
Nominating Authorities



The nominating authorities for the San Gabriel Valley Service Council are listed below; the nominating authority for this vacancy is highlighted.

Region	Nominating Authority
San Gabriel Valley	LA County 1 st District Supervisor (1)
	LA County 5 th District Supervisor (1)
	Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1)
	Cities of Arcadia, El Monte, Temple City (1)
	Cities of Montebello, Monterey Park, Rosemead (1)
	Cities of Pasadena, Sierra Madre, La Canada Flintridge (1)
	<i>San Gabriel Valley Council of Governments (3)</i>

Sex/Gender Demographics

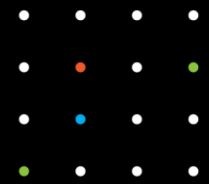


With this nominee, the Service Council composition and representation will be:

Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SGV Ridership	50%	47%	2%	1
SGV Membership/No.	66%/6	33%/3	0%/0	0%/0

**Sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth.*

Race/Ethnicity Demographics



With this nominee, the Service Council composition and representation will be:

Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership/No.	33%/3	22%/2	44%/4	0%/0	0%/0	0%/0	0%/0