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Regional Service Councils Overview



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What are the Regional Service Councils?

- Five service regions: San Fernando, San Gabriel Valley, Westside Central, Gateway Cities, South Bay
- Regional boundaries do not align with City Council or Supervisorial Districts
- Each Council has nine Board-appointed Members
- Mix of elected officials, transit riders, transit advocates



Creation of Metro's Service Councils

September 26, 2002 –Metro Board Motion 42 established Service Sectors to create a more efficient, customer-focused management structure for the delivery of bus service.

Upon adoption, MTA notified the five Bus Service Sectors to form a coalition for their area. The Coalition's responsibilities included establishing its own process that sets the protocol for nominating individuals. (Ad-Hoc Service Sector Selection Committee, Nov 2002)

- Process allowed each Coalition to develop their own set of protocols in nominating individuals for MTA Board's review and approval.
- Staff incorporated the Service Sector Council nomination process into the Service Sector Governance Policy.
- MTA Board delegated responsibility of confirming and appoint members to the Service Sector Councils based on nominations submitted by the coalition
- Nominating structures created through the 2002 process remain in effect to date

Service Councils – 2011 to Today

2011 – Operations recentralized. Governance Councils renamed Service Councils.

- Oversight of General Managers responsibilities (operations, service planning, scheduling, labor relations, and safety) removed.
- Primary role of oversight of major service changes retained.
- Original nomination and appointment structures were retained.

Today – Continue to meet as Regional Service Councils.

- Overseen by Service Councils Administrator
- Each Council staffed by region's Service Planning Manager and a Community Relations Representative
- Continue to function to bring Metro closer to communities served (outreach)

Nominating Structures

Region	Nominating Authorities
Gateway Cities	Gateway Cities Council of Governments (9)
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) City of Los Angeles Mayor (4) LA County 3 rd District Supervisor (1) LA County 5 th District Supervisor (1) Las Virgenes-Malibu Council of Governments (1)
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) San Gabriel Valley Council of Governments (3)
South Bay Cities	South Bay Cities Council of Governments (9)
Westside Central	City of Los Angeles Mayor (4) LA County 2 nd District Supervisor (1) LA County 3 rd District Supervisor (1) Westside Cities Council of Governments (3)

Service Council Membership

- Each Council has 9 members; Members serve 3-year terms, which are staggered among members. Members can serve more than one 3-year term if reappointed by the nominating authority and confirmed by the Board (no term limits)
- Members must live, represent, or work in the communities within the boundaries of a designated region; should use public transit within the region they represent
- May be elected official and/or private citizen; at least 50% of each Council's members shall be regular users of public transit services
- As appointed officials, are required to complete subject to AB 1234 training and submit annual Statement of Economic Interests (Form 700)
- There are no age requirements
- Nominated by the region's appointing authorities and confirmed by the Metro Board
- Members receive \$100 stipend per meeting for up to two meetings per month
- Members receive Metro ID Badge that serves as fare media on all Metro Rail and Bus

South Bay Cities Service Council

Current Term Expires						
Council Seat	Incumbents as of September 2022	Appointment Date	June 30, 2022	June 30, 2023	June 30, 2024	June 30, 2025
SBC-1	David Mach	6/25/2020		X		
SBC-2	Glenda Silva	6/25/2020		X		
SBC-3	Bob Wolfe	9/23/2021		X		
SBC-4	Rochelle Mackabee	6/25/2020			X	
SBC-5	Charles Deemer	9/23/2021			X	
SBC-6	Don Szerlip	1/24/2008			X	
SBC-7	Ernie Crespo	6/23/2016	X			X
SBC-8	Gabriela Segovia	6/23/2022	X			X
SBC-9	Roye Love	1/27/2011	X			X

Service Council Responsibilities

As stated in Service Council Bylaws

- Provide locally accessible public forums (monthly meetings & public hearings)
- Identify issues related to transit user experience, such as customer information and wayfinding, fare collection, safety, and cleanliness of vehicles and facilities
- Monitor KPIs and provide feedback for improvement
- Call and conduct public hearings for all major bus service changes
- Quarterly meetings with the Metro Chief Executive Officer and other executive staff
- Review route planning studies to improve Metro services routes and schedules
- Promote coordination of transit services (Metro, Municipal, and Local Return)
- Annual evaluation of Service Councils staff

Service Council Meetings

- ✓ San Fernando Valley Service Council – 1st Wednesday of each month at 6:30 p.m.
- ✓ San Gabriel Valley Service Council – 2nd Monday of each month at 5:00 p.m.
- ✓ Westside/Central Service Council – 2nd Wednesday of each month at 6:00 p.m.
- ✓ Gateway Cities Service Council – 2nd Thursday of each month at 2:00 p.m.
- ✓ South Bay Cities Service Council – 2nd Friday of each month at 9:30 a.m.

Participate:

- Agendas posted at: metro.net/about/advisory-meetings/
- Contact or subscribe to receive monthly meeting reminders: servicecouncils@metro.net or 213.598.9715