Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2025-0826, **File Type:** Appointment **Agenda Number:** 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: APPOINTMENT TO METRO SOUTH BAY CITIES SERVICE COUNCIL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominee for membership on Metro's South Bay Cities Service Council (Attachment A).

ISSUE

A member of the South Bay Cities Service Council resigned in June 2025 prior to completion of her term.

BACKGROUND

Metro Service Councils (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

Findings
The nominating authority has nominated the individual listed below to the South Bay Cities Service Council. If approved by the Board, they will serve the remainder of the three-year term specified. Attachments A and B provide the nomination letter and a brief list of qualifications for the new nominee.

A. Waynisha “Nisha” L. Gaston, New Appointment
Nominating Authority: South Bay Cities Council of Governments
July 1, 2024-June 30, 2027

Membership of this Council with this appointee compared to the region’s demographics and ridership is provided in Attachment C, Table 1 (race/ethnicity) and Table 2 (sex/gender).

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 Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents and riders with each nomination request. This practice has 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 on some of the Service Councils. The sex/gender representation for all Service Councils with this appointment is provided in Attachment C, Table 3.

Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when selecting 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.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it makes progress towards fully appointed advisory bodies that enable local area stakeholders to provide input on how Metro’s bus service is performing in their communities, thereby contributing to Metro’s efforts to improve the customer experience. A fully appointed advisory body increases public engagement and provides transparency around Metro’s decision-making process for service planning. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item generally supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*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 Council, 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 area.

NEXT STEPS

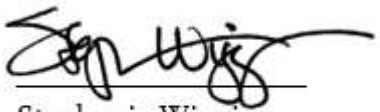
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service and the customer experience in their areas.

ATTACHMENTS

Attachment A - Nomination Letter
Attachment B - New Appointee Biography and Qualifications
Attachment C - Service Councils 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

ATTACHMENT A

NEW APPOINTEE NOMINATION LETTERS

South Bay Cities Service Council

SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

357 Van Ness Way, #110
Torrance, CA 90501
(310) 371-7222
sbccog@southbaycities.org
www.southbaycities.org

September 26, 2025

Ms. Dolores Ramos
LA Metro
Sr. Manager, Transportation Planning
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 a representative to fill the vacancy on the South Bay Metro Service Council.

At their September 25 Board of Directors meeting, the SBCCOG Board approved the nomination of Nisha Gaston to the Service Council for the vacant seat expiring June 30, 2027.

We respectfully request that the Metro Board appoint Ms. Gaston at their earliest convenience.

Thank you for your attention to this matter.

Sincerely,

Bernadette Suarez, SBCCOG Chair
Councilmember, City of Lawndale

ATTACHMENT B

Service Council Nominee Qualifications

Waynisha “Nisha” L. Gaston, Nominee to South Bay Cities Service Council

Waynisha L. Gaston is a resident of the Grammercy Park neighborhood. She is currently employed as a Trauma Prevention Case Manager with Soledad Enrichment Action and as a Hospice Medical Assistant with Cambrian Home Health Care. Her background includes ten years of experience in healthcare and community services, with a strong focus on client advocacy, public safety, and providing vital support to underserved populations in roles such as Caregiver and Case Management assistant.

Ms. Gaston has a BS in Business Administration Management from Bennett College and a certificate in Diversity, Equity, and Inclusion in the Workplace from the University of Southern Florida.

ATTACHMENT C

Service Council Demographic Information

The Council Region demographics in the following tables are taken from the 2023 American Community Survey; the regional ridership is taken from the 2023 Metro Ridership Survey. With the appointment of this nominee, the South Bay Cities (SBC) Service Council membership will compare to the region's demographics and ridership as follows:

Table 1: Comparison of South Bay Cities (SBC) Service Council membership race/ethnicity demographics to the region and the region's ridership

SBC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership (No.)	11% (1)	33% (3)	11% (1)	11% (1)	33% (3)	0% (0)	0% (0)

Table 2: South Bay Cities (SBC) Service Council membership compared to the region's gender demographics

SBC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SBC Region Ridership	51%	47%	2%	1%
SBC Membership (No.)	55% (5)	44% (4)	0% (0)	0% (0)

**The sex/gender composition for Los Angeles County is 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. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the table above.*

Table 3: Gender representation on all Service Councils

Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
GWC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
SFV Membership (No.)	66% (6)	33% (3)	0**% (0)**	0% (0)
SGV Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)
SBC Membership (No.)	55% (5)	44% (4)	0% (0)	0% (0)
WSC Membership (No.)	44% (4)	33% (3)	11% (1)	11% (1)

**The sex/gender composition for Los Angeles County is 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. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the table above.*

REGIONAL SERVICE COUNCILS

APPOINTMENT TO METRO SOUTH BAY CITIES SERVICE COUNCIL

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 16, 2025

RECOMMENDATION

APPROVE nominee for membership on Metro's South Bay Cities Service Council

ISSUE & DISCUSSION

ISSUE

A member of the South Bay Cities Service Council resigned in June 2025 prior to completion of her term.

DISCUSSION

If approved by the Board, the nominee will each serve the remainder of the three-year term (July 1, 2024-June 30, 2027) tied to the seat on the Council she has been nominated to.

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Nominating Authority

The nominating authority for all nine (9) seats on the South Bay Cities Service Council is the South Bay Cities Council of Governments.

The South Bay Cities Council of Governments has nominated Waynisha "Nisha" L. Gaston.

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Demographics

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

SBC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership (No.)	11% (1)	33% (3)	11% (1)	11% (1)	33% (3)	0% (0)	0% (0)

SBC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
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