

South Bay Cities Council of Governments

September 25, 2025

TO: SBCCOG Board of Directors

FROM: SBCCOG Steering Committee

RE: Metro Service Council Nomination for Vacant Seat

Supervisor Mitchell's office has nominated Nisha Gaston who lives in Westmont/West Athens.

Ms. Gaston attended the Steering Committee meeting, and her resume has been attached. What follows is her statement of interest:

I am very interested in serving on the South Bay Service Council because it offers the opportunity to bridge community advocacy with strategic transportation planning. Reliable and accessible public transit is vital for connecting residents in the underserved communities to jobs, education, healthcare, and other essential services. As a regular transportation customer who utilizes several systems and routes for both work and daily activities, I understand firsthand the importance of dependable and efficient services. I believe that decisions around bus stop placement, service changes, and transportation programs must reflect both the lived experiences of riders and the long-term vision for regional mobility.

With my background in community engagement and program planning, I hope to contribute a perspective that ensures transportation policies and initiatives are not only efficient and sustainable but also equitable and responsive to the people who rely on them every day.

RECOMMENDATION

That the Board of Directors approve Nisha Gaston for the vacant seat on the Metro Service Council expiring in July 2027 for recommendation to the Metro Board.

WAYNISHA L. GASTON

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Over the past 5 years, I have gained extensive experience collaborating with the Department of LA County and the City of Los Angeles in civic and public engagement roles. From my start as a client to my current position as a Trauma Prevention Case Manager in the Public Health Community Engagement Safety sector, I have developed a comprehensive skill set. My 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. I excel in facilitating access to essential resources such as healthcare, housing, and emergency services, while effectively managing caseloads, coordinating community linkages, and developing personalized plans to ensure client success.

PROFESSIONAL EXPERIENCE

Soledad Enrichment Action Trauma Prevention Initiative (TPI) — Case Manager 2022 – Present

Manage a 5-Step Success Plan to connect clients (ages 10-24) with resources addressing health, housing, and educational needs. Collaborate with community stakeholders, law enforcement, and service providers to address risk factors affecting vulnerable communities. Lead workshops and organize outreach activities to foster public safety and community engagement.

Cambrian Home Health Care — Hospice Medical Assistant 2019 – Present

Provide daily support to patients, including personal care, physical therapy assistance, and medication reminders. Maintain detailed health records, report changes in patient condition, and schedule medical appointments. Promoted independent living through education and daily activity support for patients and their families.

Advocates 4 Peace & Urban Unity — Case Management Assistant & Data Analyst 2020 – 2022

Provided clients with temporary housing resources, food, and hygiene care through service linkages and referrals. Assisted in preparing and submitting reports on incidents and program outcomes, ensuring compliance with agency policies. Attended agency-wide and community meetings to support outreach and engagement initiatives.

Department of Children and Family Services — Relative Caregiver 2019 – 2023

Provide personal care, including hygiene routines, meal assistance, and medication management for family members. Assist with household management, including transportation to and from appointments, light housekeeping, and grocery shopping. Develop and oversee individualized care plans, health linkage resources, and social opportunities while providing life skills training opportunities to encourage independent living.

Vernon Healthcare Center LLC — Assistant Activities Coordinator 2019 – 2023

Greeted visitors at the facility, performed COVID-19 screenings and maintained patient admission logs. Provided administrative support, including sorting mail, managing sensitive documents, and answering calls. Ensured patient confidentiality and adhere to healthcare facility protocols.

Greensboro Police Department — Community Engagement Intern 2017 – 2019

Conducted Clerical duties, including filing papers typing, mailings, recording, and tracking information, and keeping records of confidential documents. Helped with community initiatives such as Warm Wishes, Bags of Love, and Safer City. Shadowed on-duty operators during 911 calls at the Metro 911 Call Center and On-Duty officers during city ride-along or investigation follow-ups. Assisted during interview and investigation processes such as assaults and robberies against persons/victims.

EDUCATION

University of Southern Florida, Tampa, FL

Certificate: Diversity, Equity, and Inclusion in the Workplace (Graduated May 2021)

Bennett College, Greensboro, NC

Bachelor of Science: Business Administration Management | Minor: Entrepreneurship with Global Studies (Graduated May 2019)

CORE SKILLS

Client Advocacy & Support

Healthcare & Public Safety Services

Case Management & Service Linkage

Community Outreach & Collaboration

Document Management & Reporting

Time Management & Organizational Skills

Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

| Employer | Total Time Working in Staff Capacity |
|--|--------------------------------------|
| Cambrian Home Health | 60 months |
| LA County Department of Children and Family Services | 24 months |
| Soledad Enrichment Action | 24 months |
| Advocates 4 Peace & Urban Unity | 12 months |
| Total | 120 months = 10 years |

REFERENCES

Available upon request.