

# Metro Board Approved Policy

## Minor Route Modification Policy

*Adopted: September 26, 2002*

### Historical Perspective

See the Service Sector Governance Councils Policy, Section 9.

Before this policy was adopted, staff took every route modification to the Board, which adopted each of them through its consent calendar. The previous reporting process required five or six weeks to complete, so temporary route-modifications had to be put in place until staff could obtain Board approval.

In 1996, the Board delegated to the CEO authority to make minor route modifications when a public hearing was not required and the cumulative impact of all changes was less than \$25,000. The changes were coordinated through an internal review process consisting of the Executive Office, Operations, Scheduling and Planning, and the area team affected by the change. The Board required staff to keep it apprised of all minor changes. Later that year, the Board increased the CEO's authority to an amount not-to-exceed \$100,000.

In 2002, the Board decentralized operations by creating five service sectors to improve bus service for its customers. Among many of their powers, service sectors' business units have the responsibility for developing and implementing changes that will improve bus service, ridership and the efficiency of operations. The Sector Governance Policy delegated to staff to make temporary or interim changes in service by implementing detours or temporary schedule changes at the staff level, in an annual cumulative amount not to exceed the Chief Executive Officers authority for all sectors combined. The current CEO's authority level is \$200,000.



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- Work with MTA planning staff and local transit operators to ensure coordination of services.
8. Service Sector business units are responsible for the development of efficient coach operator work assignments, and service schedules that are responsive to customer needs and existing service resource allocations. Responsibilities will include:
- Monitor and manage coach operator staffing and service levels in accordance with the sector budget.
  - Update and revise schedules, coach operator work assignments and scheduling documents as part of the service change process.
  - Develop and maintain all schedule documents and records necessary to manage the operation and support the public notification process.
  - Conduct coach operator bids in June and December and anytime there are major changes to operating schedules, as outlined in the current coach operator agreement.
9. Service Sector business units are responsible for the development and implementation of changes in bus service that improve service quality, ridership, and operational efficiency. Responsibilities will include:
- Modify, cancel or initiate services assigned to their sector, in accordance with agency service policies, the sector budget and fleet availability.
  - Participate in regularly scheduled Sector General Manager and Sector Council coordination meetings with corporate staff and representatives from the other sectors.
  - Make temporary or interim changes in service by implementing detours or temporary schedule changes at the staff level, in an annual cumulative amount not to exceed the Chief Executive Officers authority for all sectors combined.
  - Maintain, add, delete or relocate bus stops.
  - Support the planning and implementation of key corporate initiatives, including: Rapid Bus Expansion, Consent Decree Service Improvements, and the MTA and Regional Short Range Transit Plans.
  - Coordinate with other local transit operators serving the sector.
10. Service Sector business units are responsible for the development and implementation of a planning and public communication process that elicits and responds to the community and the customer. Responsibilities will include:
- Call and conduct public hearings in accordance with Board adopted guidelines
  - Conduct community outreach and stakeholder meetings to elicit input to proposed changes and to identify service needs.
  - Track, monitor and respond to customer comments and complaints.
  - Conduct monthly public meetings of the council.
  - Provide customers and stakeholders with advance public notification of changes in service.