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**BOARD OF DIRECTORS
SEPTEMBER 29, 2005**

SUBJECT: PROPOSED CHANGES TO BUS SERVICE AND MODIFICATIONS TO GOVERNANCE COUNCIL BYLAWS AND POLICY

ACTION: APPROVE PROPOSED CHANGES TO TIER 1 BUS SERVICE AND MODIFY THE SERVICE SECTOR GOVERNANCE COUNCIL BY LAWS AND POLICY

RECOMMENDATION

- A. Approve service changes to Tier 1 bus lines to be implemented in December 2005 or later (Attachment A).
- B. Modify the Service Sector Governance Council Bylaws and Policy to clarify the service change process as follows:
 - a. By-law Article VII. Authority, Paragraph C. – add language to clarify that the Sector Governance Councils will call public hearings pertaining to all Tier 1, 2 and 3 bus route changes within the Sectors, including Rapid Bus (Attachment B)
 - b. Policy Statement – delete existing language that the board retains responsibility for conducting public hearings for service changes to corporate bus lines, Metro Rapid and replace with language that the responsibilities of Sector Governance councils include calling and conducting public hearings for all Tier 1, 2 and 3 bus route changes within the Sectors, including Metro Rapid (Attachment C).

ISSUE

Proposed Changes to Bus Service: In preparation for the December 2005 Service Changes, the Metro Service Sectors have developed proposed modifications to bus lines operating within their service area. Consistent with Federal requirements and agency policy, the proposals have been reviewed by the public during hearings held the week of August 8, 2005; and have subsequently been approved by the respective Governance Councils.

Service Sector Bylaws: According to the existing Service Sector Governance Council Bylaws and Policy, service changes to Tier 1 bus lines must be reviewed and approved by the Board of Directors prior to implementation. Tier 1 bus lines are the busiest bus routes in the system. In practice, the Service Sector Governance Councils have taken responsibility for service changes and operation of Tier 1 services, including Metro Rapid. Requiring the

proposed changes to be approved by both the Service Sectors and Board of Directors results in overlapping responsibilities and a layered approval process.

DISCUSSION

Proposed Service Changes:

Both the Federal Transit Administration (FTA) and Board require that major service changes be reviewed in a public process prior to implementation. Consistent with the guidelines, Metro published proposed service changes in a public hearing notice that appeared in the Los Angeles Times on July 10, 2005 and also appeared widely in other newspapers, including sub-regional newspapers, community publications, foreign language newspapers, and on the Metro website. The sectors conducted five public hearings in August 2005 at locations within each of the four sectors in which service changes were proposed. The public comment period ended on August 18, 2005. The proposed changes are summarized in the attached table.

Council Bylaws and Policy:

The recommendations presented for Board approval serve to clarify and correct the current service change process as stated in the current bylaws and policy. Since their inception, the governance councils have conducted all service-related public hearings, including Rapid bus.

In September 2002, the Board adopted the Metro Rapid Five-Year Implementation Plan that identified 24 Metro Rapid expansion corridors for implementation through FY2008 with a phased approach. Since 2002, the sectors have carried out this plan in accordance with board direction, returning for approval of any modifications to the Five-Year Plan. Public hearings related to the changes have been held by the sectors.

Under the proposed changes to the Service Sector bylaws, the Board would continue to receive information on proposed service changes as well as those approved by the Governance Councils. Basically, the policy change would realign the bylaws with current practice.

OPTIONS

Proposed Service Changes:

Approve all or a subset of the recommended proposed changes already approved by the Sector Governance Councils

Council Bylaws and Policy:

The option considered is not to proceed with the proposed recommendations. This alternative is not recommended because having the Governance Councils conduct all service related public hearings is consistent with the policy of increasing agency accessibility and promoting a customer focused structure for the delivery of bus service.

FINANCIAL IMPACT

The proposed changes as presented are consistent with the Metro FY2006 Operating Budget. The changes will be implemented in the FY06 Budget for the December 2005 shake-up. It is assumed the sum total of the changes will result in a no cost increase to the FY06 budget. If the changes result in an increase to the FY06 budget, staff will return to the Board to request an amendment to the budget.

POLICY IMPLICATIONS

Proposed Service Changes:

The review process ensures that the proposed service changes are consistent with the Operating Budget and agency plans, as well as the agency policy and federal requirements for public review.

Council Bylaws and Policy:

The purpose of the Service Sector governance concept is to improve bus service; increase agency accessibility and responsiveness; promote greater coordination; maintain an employee supportive work environment and create a more efficient and customer focused management structure for the delivery of bus service. The Board of Directors continues to retain all mandated responsibilities in accordance with Metro enabling legislation under Public Utilities Code 130051 et seq. The proposed changes to the Governance Council Bylaws and Policy do not impact key Metro policies and transportation programs or the Long Range Transportation Plan. The proposed recommendations only affect the Governance Council Bylaws and Policy.

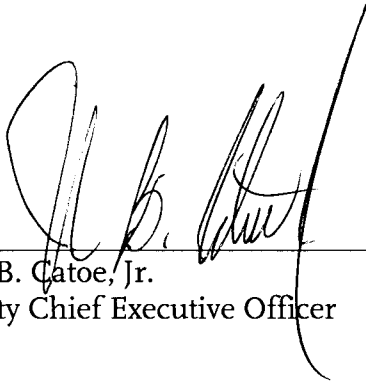
NEXT STEPS

With Board approval, the service changes will be effective December 18, 2005 or later. Staff will notify customers with on-board brochures describing service changes. Also, new timetables with schedule and route modifications will be available on Metro buses in early December.

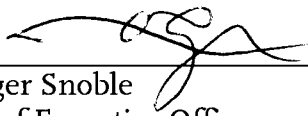
ATTACHMENT

- A. Tier 1 Bus Service Changes Proposed for December 2005
- B. Amended Governance Council Bylaws
- C. Amended Governance Council Policies

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John B. Catoe, Jr.
Deputy Chief Executive Officer



Roger Snoble
Chief Executive Officer

GATEWAY CITIES SERVICE SECTOR

ATTACHMENT A

TIER	LINE	LINE NAME	PROPOSED SERVICE CHANGE	GOVERNANCE COUNCIL ACTION			COMMENTS
				APPROVE AS PROPOSED	DEFER	WITHDRAW	
1	26	7 TH St. – Virgil Av. – Franklin Av.	Relocate west terminal to Sunset Metro Red Line Station. Truncate route segment on Argyle-Franklin-Hillhurst due to duplication with DASH.	X			Approved as Proposed
1	60	Long Beach Bl. – Santa Fe Av.	Reroute line to the Artesia Metro Blue Line Station. Service on Long Beach Bl. south of Artesia Bl. replaced by Long Beach Transit except for Owl Service when Line 60 will continue to operate to downtown Long Beach		X		Defer decision until Spring 2006. Staff in continuing discussions with Long Beach Transit. Issues include funding and service levels.
1	711	0	Extend line from Bell Gardens to Norwalk I-605 Station via Florence Av., Shudebaker Rd. (also see western extension to LAX in South Bay)			X	Withdrawn due to cost constraints
1	760	Long Beach Rapid	Operate new Rapid Bus line between downtown Los Angeles and the Artesia Metro Blue Line Station. Service would operate along the route served by Line 60.		X		Defer decision until Spring 2006. Staff in continuing discussions with Long Beach Transit. Issues include funding, service levels, and technology

SAN GABRIEL VALLEY SERVICE SECTOR

TIER	LINE	LINE NAME	PROPOSED SERVICE CHANGE	GOVERNANCE COUNCIL ACTION			COMMENTS
				APPROVE AS PROPOSED	DEFER	WITHDRAW	
1	70-370	Garvey Av.	Improve service levels and add time into schedule				Schedule changes to accommodate overloads and schedule issues and do not require Board approval
1	76-376	Valley Bl.	Improve service levels and add time into schedule				Schedule changes to accommodate overloads and schedule issues and do not require Board approval
1	81-381	Figueroa St.	Improve service levels and add time into schedule				Schedule changes to accommodate overloads and schedule issues and do not require Board approval
1	180-181	Pasadena-Glendale-Hollywood	Improve service levels and add time into schedule				Schedule changes to accommodate overloads and schedule issues and do not require Board approval
1	260-361	Atlantic Bl.-Fair Oaks Bl.	Improve service levels and add time into schedule				Schedule changes to accommodate overloads and schedule issues and do not require Board approval

SOUTH BAY SERVICE SECTOR

TIER	LINE	LINE NAME	PROPOSED SERVICE CHANGE	GOVERNANCE COUNCIL ACTION			COMMENTS
				APPROVE AS PROPOSED	DEFER	WITHDRAW	
1	710	Crenshaw Rapid	Implement new Saturday service	X			Implement recommendation as proposed
1	711	Florence Rapid	Reaffirm extension to LAX Transit Center via Century Bl. (also see eastern extension in Gateway Cities).			X	Decision deferred. Work with City of Inglewood on La Brea Avenue reconstruction project
1	754	Vermont Rapid	Assign 60' buses and reschedule service with wider headways to reflect larger-capacity buses.	X			Implement recommendation as proposed
1	757	Western Rapid	Implement new Rapid service on Western Av. with 60' larger-capacity buses.	X			Implement recommendation as proposed

WESTSIDE/CENTRAL SERVICE SECTOR

TIER	LINE	LINE NAME	PROPOSED SERVICE CHANGE	GOVERNANCE COUNCIL ACTION			COMMENTS
				APPROVE AS PROPOSED	DEFER	WITHDRAW	
14-304	Santa Monica Blvd.	Shorten service from 2nd St./Santa Monica Bl. to Santa Monica/Sepulveda Bls. due to service duplication with Santa Monica.		X			Defer decision until June 2006 Service Change.

120-21	Wilshire Blvd. – UCLA	Shorten service from Main St. /Pico Bl. to Wilshire/Westwood Bls. due to service duplication with Santa Monica.		X		Defer decision until June 2006 Service Change.
1	30 Pico Blvd. – E. 1 st St. – Floral Dr.	Remove service to UCLA due to service duplication with Santa Monica and Culver City.		X		Defer decision until June 2006 Service Change.
133-333	Venice Blvd.	Implement weekday limited stop service between Pico/Arlington Bls. and 1 st /Soto Sts.		X		Implement recommendation as proposed
1	68 W. Washington Blvd. – Chavez Ave.	Modify turning movements between Pico/Ocean Bls. and 2 nd St./Santa Monica Bl.		X		Implement recommendation as proposed
1	717 Fairfax Rapid	Implement weekday peak-hour limited stop service between Washington Bl./La Brea Av. and Cesar Chavez/Rowan Avs.		X		Implement recommendation as proposed
1	717 Fairfax Rapid	Shorten service from Montebello Town Center to Cesar Chavez/Atlantic Bl. due to service duplication with Monterey Park and Montebello.			X	Staff withdrew proposal.
1	717 Fairfax Rapid	Review to determine if extension of existing Hollywood/Pasadena line should be implemented				Still pending recommendation by Corporate Planning Staff.

ATTACHMENT B

Amended
~~May 27, 2004~~
September 29, 2005

LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
SERVICE SECTOR GOVERNANCE COUNCIL BYLAWS

ARTICLE I: PURPOSE

The purpose of the Service Sector Councils is to guide the staff at the local Service Sectors for the purpose of improving bus service within each respective sector.

In order to achieve MTA's mission of being responsible for the continuous improvement of an efficient and effective transportation system for Los Angeles County, the Service Sector Councils shall support staff in:

- Facilitating a partnership along a shared vision for responsive community based transportation services;
- Organizing the functions of the MTA to best serve our customers in a manner that is efficient and effective;
- Developing an organizational framework that will lead the MTA into being a world class transportation agency;
- Fostering a more dynamic working environment, to reduce management layers by moving responsibility and accountability closer to the customer; and
- Achieving overall improvement in service quality.

The General Managers, in concert with the Councils, will support Sector efforts to deliver, monitor, and improve safety and performance of all bus service operated by the divisions within their respective Sector; develop efficient coach operator work assignments and service schedules that are responsive to customer needs and monitor existing service resource allocations; develop and implement changes in bus service that improve service quality, ridership and operational efficiency; and, develop and implement a planning and public communication process that elicits and responds to the community and the customer.

ARTICLE II: MEMBERSHIP

- A. COMPOSITION: The Councils are comprised of up to nine members of the community residing or working within the boundaries of a designated Service Sector of the MTA. Members of the Service Sector Council may be elected officials and/or private citizens, and shall require that at least fifty percent of the Council members be consumers of transit service. Sectors have the option of retaining structures already in place and may request to the MTA Board a change

- in the number of members represented on the Council. MTA Board Members and employees are prohibited from membership on a Service Sector Council.
- B. **TERMS OF SERVICE:** Each member of the Service Sector Councils shall serve a term of three-years, which shall be staggered among members, and are subject to the same restrictions as the MTA Board members.
 - C. **ELIGIBILITY:** Members of the Service Sector Councils must reside or work within the Service Sector boundaries.
 - D. **APPOINTMENTS:** MTA Board Members shall confirm and appoint members of the Service Sector Councils based on nominations submitted through a locally adopted process by a coalition comprised of Councils of Governments, Interim Joint Powers Authorities and any cities and unincorporated county areas. As much as possible, members of the Councils shall be selected to reflect a broad spectrum of interests and geographic areas of the Sector. Membership on the Council is not transferable or assignable.
 - E. **CODE OF CONDUCT:** Members of the Service Sector Councils shall adhere to the MTA Board Code of Conduct and all other relevant State and Federal laws. **Sector Governance Council Members have no individual authority over MTA Operations and must act only through the Governance Council of which they are a member.**
 - F. **VACANCIES:** Council vacancies will be filled in the same manner as appointments are made.
 - G. **ATTENDANCE:** If a member has more than three absences in a row or in a six-month period, the Council Chairperson may declare the council representative inactive and initiate a nomination process to fill the vacancy of the inactive member.
 - H. **RESIGNATION:** A member of the Service Sector Council may render their resignation from the Sector Council by writing a letter to the MTA Board Secretary with copies to the MTA Board and the nominator.
 - I. **REMOVAL:** The Council can remove any member of the Council at any time if it deems this is in the best interest of the Service Sector. Removal by the Council requires a 2/3, supermajority vote of those members of the Council that are present and confirmation by the MTA Board. **Members may also be removed by a simple majority of the MTA Board if: 1) removal of the member is requested by the nominating authority of the member; or 2) for any cause for which the Board deems removal of the member to be warranted.**

ARTICLE III: GOVERNANCE

- A. **OFFICERS:** The officers of the Council shall consist of the Chairperson and Vice-Chairperson, each of who shall be elected from among members of the Council. The Council, annually, or at its June meeting and at such other time as there may be a vacancy, shall elect officers. The term of office shall be one year. Each shall serve for the balance of the current term.
 - 1. **Duties of the Chairperson:** The Chairperson shall preside at all meetings of the Council and shall exercise and perform such other powers and duties as may be assigned by the Council or prescribed herein.

2. Duties of the Vice-Chairperson: The Vice-Chairperson shall perform the duties of the Chairperson in his or her absence, and when so acting shall have all the powers of and be subject to all the restrictions of the Chairperson.
- B. SECRETARY: The MTA Board Secretary shall keep or cause to be kept minutes of each meeting for distribution to the MTA Board and the MTA Chief Executive Officer. The MTA Board Secretary shall maintain, or cause to be maintained, an up-to-date roster of members, (and those individuals receiving agendas and minutes) and have it available at all meetings of the Council.
- C. In the absence of the Chair and Vice-Chair, the Sector Council shall determine the presiding officer for the meeting.

ARTICLE IV: WORK PROGRAM

In June of each year, the Council shall adopt an Annual Council work program, which outlines the activities and priorities of the Council for the following year. The work program shall be consistent with the MTA Board adopted mission, vision and goals and must comply with all Board adopted policies, service standards and other criteria.

ARTICLE V: MEETINGS

- A. AGENDA: Matters to be placed on the agenda for any regular meeting will be coordinated through the General Manager. Any member of the Council may also place items on the agenda through the MTA Board Secretary. The Secretary shall cause the agenda to be prepared and copies thereof to be mailed or delivered at least seven working days prior to the regular meeting date to council members, MTA staff and the public.
- B. REGULAR MEETINGS: The Council will hold regularly scheduled meetings. If a regularly scheduled meeting day falls on a holiday, the meeting shall be held on the next business day. Scheduled meetings should not conflict with regularly scheduled MTA Committee and Board meetings. Council meetings shall be conducted pursuant to Robert's Rules of Order.
- C. RALPH M. BROWN ACT: All meetings of the Council shall be called, noticed and conducted in the manner prescribed by the Section 54952.3 of the Government Code (the Ralph M. Brown Act) as amended from time to time.
- D. PARTICIPATION: Anyone attending the meeting is eligible to be heard. No person or member shall address the Council at any meeting until first recognized by the Chairperson. The decision of the Chair not to recognize a person may be changed by vote of a majority of the members of the Council present at the meeting. The Chairperson may, in the interest of facilitating the business of the Council, limit the amount of time which a person or member may use in addressing the Council.
- E. ANNUAL MEETING: The Councils shall meet and confer with the MTA Chief Executive Officer, Deputy Chief Executive Officer and other Sector Governance Councils on an annual basis to discuss the overall effectiveness of the Sectors and other related matters.

- F. QUORUM: A majority of council members (50%+1) shall constitute a quorum to do business; two-thirds of the Council shall constitute a supermajority.
- G. STIPEND: Members of the Service Sector Councils will be paid a stipend for a maximum of two meetings per month, in an amount to be determined by the MTA Board.

ARTICLE VI: AMENDMENTS

AMENDMENTS TO BYLAWS: The Board, by a simple majority, or the Council, by a 2/3 supermajority vote of the membership as listed on the membership roster at the time of such a vote may amend the bylaws from time to time. Any proposed bylaws amendments must be properly noticed on the agenda of a regularly scheduled Council meeting and scheduled for a membership vote at that same regularly scheduled Council meeting. Any Council amendments to the bylaws are subject to MTA Board approval.

ARTICLE VII: AUTHORITY

The Council is created and given perpetual succession by terms of the Los Angeles County Metropolitan Transportation Authority. The Council's authority will include, directing the Sector General Manager to:

- A. Develop route planning studies to better route and schedule Tier 2 and 3 services operated within the Sector and those Tier 1 routes so designated;
- B. Develop efficiency studies to identify ways to decrease the unit cost of services provided in the Sectors;
- C. Call public hearings pertaining to all Tier 1, 2 and 3 bus route changes within the Sectors, including Rapid Bus, following State and Federal law and with policy pertaining to public hearings;
- D. Make changes, add or delete bus services within the Sectors in conformance with MTA service standards, collective bargaining agreements and MTA policies;
- E. Make efficiency changes to the operations as appropriate;
- F. Contract with planning, businesses, consultants, other local transit operators and any other contracting needs unique to the Sector in accordance with agency guidelines; and,
- G. Work with MTA planning staff and municipal operators to insure coordination of services, including Tier 1 services.

ARTICLE VIII: RESPONSIBILITIES

The Council's delegated responsibilities shall include, but not be limited to:

- A. Meet with the Sector General Manager and MTA Deputy Chief Executive Officer before the budget is adopted and further establish goals in coordination with the Sector General Manager that conform with the MTA performance evaluation plan;

- B. Prior to the budget adoption by the MTA Board, meet with the Deputy Chief Executive Officer to review the performance of the Sector General Managers in accordance with the MTA performance criteria at least once per year;
- C. Meet and confer with the Deputy Chief Executive Officer to provide input into the General Manager's evaluation;
- D. Meet in a general forum with all members of the Service Sector Councils and the MTA Board of Directors to report on the progress each Sector has made and establish lines of communication to ensure cooperation between each of the Sectors and the MTA Board at least once per year; and,
- E. Provide input to the MTA Board on budget, capital needs, Tier 1 service plans, and other issues the councils feel the MTA Board should be informed of.

ARTICLE IX: POLITICAL ACTIVITIES

Service Sector Council Members shall be subject to the restrictions that are imposed on MTA Board Members.

ARTICLE X: LIABILITY PROTECTION

Any member of the Service Sector Council made or threatened to be made a party to any action, suit or proceeding by reason of the fact that s/he is or was a Director or Officer of the Service Sector Council shall be indemnified and defended by the MTA pursuant to the law in the same manner as an officer or employee the MTA.

SERVICE SECTOR GOVERNANCE POLICY

PURPOSE:

The purpose of the Service Sector is to improve bus service; increase agency accessibility and responsiveness; promote greater coordination; maintain an employee supportive work environment and create a more efficient and customer focused management structure for the delivery of bus service. Key principles are to localize control; maintain a single point of contact for route level service issues; balance responsibility with authority; streamline the decision making process; and support agency policies, plans and safety initiatives.

POLICY STATEMENT:

Under this policy, the MTA Board of Directors shall retain all mandated responsibilities in accordance with MTA enabling legislation under Public Utilities Code 130051 et seq. For example, the Board will retain hiring of the Chief Executive Officer and other Board appointees; approval of the agency budget and capital plan; negotiation of collective bargaining agreements; setting fare and service policies; establishing and monitoring agency programs; conducting public hearings for fare changes ~~and service changes to corporate bus lines, Rapid Bus~~ and rail service; conducting major procurements; managing construction projects, setting regional policies and having ultimate responsibility for resolving disputes regarding agency matters. Lastly, MTA Finance will be responsible for administering all banking, investing and debt issuance.

The Sector Governance Councils shall oversee the planning and implementation of service within their area. Their responsibilities include: approval of the sector General Manager's budget proposal for the Chief Executive Officer's consideration and recommendation to the MTA Board; calling and conducting public hearings ~~for sector bus lines~~ all Tier 1, 2 and 3 bus route changes within the Sectors, including Metro Rapid; approval and evaluation of sector programs; implementing service changes; reviewing and developing policy recommendations for MTA Board approval; ensuring compliance with all MTA policies and procedures and legal agreements (e.g. collective bargaining agreements, Consent Decree); providing input into the Sector General Manager's performance review; and participating in annual meetings with the MTA Chief Executive Officer, Deputy Chief Executive Officer, the other Sector Governance Councils and General Managers.

The Chief Executive Officer is responsible for ensuring that the policy is converted to an action plan, budgeted for appropriately and implemented by staff.

1. The MTA Board of Directors shall confirm and appoint members of the Service Sector Councils based on nominations submitted through a locally adopted process by a coalition comprised of Council of Governments, Interim Joint Powers Authority, and any cities and unincorporated county areas. As much as possible, members of the Councils shall be selected to reflect a broad spectrum of interests and geographic areas of the Sector. Members of the Councils may be elected officials and/or private citizens and shall include consumers of the service. MTA Board members may not serve as a member of the Council. Members of the Councils must reside or work within the Service Sector boundaries. Membership on the Council is not transferable or assignable. Council vacancies will be filled in the same manner as appointments are made.
2. The MTA Board of Directors shall establish parameters of the overall administrative functions for the Service Sector governing body consistent with MTA enabling legislation, mandated federal, state and local laws, rules and regulations, and MTA Board adopted policies and procedures. These include, but are not limited to:
 - Adopt bylaws governing the Service Sector councils,
 - Establish funding for implementing Councils to cover costs associated with holding public meetings, stipends and travel. Examples include:
 - Public Meetings - Mailing, printing and translation
 - Stipends - Attend up to two meetings per month
 - Travel – Service Sectors shall be subject to an annual travel allowance cap of \$7,500 per year for all five Governance Councils. Sector Council members shall comply with the provisions of Travel Policy, FIN #14.
3. The MTA Board of Directors shall adopt funding levels and the annual capital plan for Service Sectors during the annual budget process of each fiscal year, as well as short and long-range transit plans covering all Sectors proposed by the MTA Chief Executive Officer. The Service Sectors shall administer operating budgets within Board approved funding levels. Responsibilities shall include, but are not limited to:
 - Provide input on key operating parameters such as service hours, miles and schedules by tier of service and priorities for capital investments in Sector facilities and rolling stock.
 - Review the Sector’s financial performance with their General Manager on a regular basis, at least quarterly
 - Utilize MTA Finance, who keeps the official books and records as the sole source of financial and budgetary data
 - Coordinate with MTA Finance who will make all disbursements for Sector goods, services, salaries, wages and employee benefits in accordance with MTA’s established system of internal controls.
4. The Councils will hold regularly scheduled meetings. Scheduled meetings should not conflict with regularly scheduled MTA Committee and Board meetings. Council meetings are limited to no more than two meetings a month and shall be conducted pursuant to Robert’s Rules of Order. All meetings of the Council shall be called,

noticed and conducted in the manner prescribed by the Ralph M. Brown Act as amended from time to time. Members of the Service Sector Councils shall adhere to the MTA Code of Conduct and all other relevant State and Federal laws.

5. The Councils will meet and confer with the MTA Chief Executive Officer, Deputy Chief Executive Officer and other Sector Governance Councils on an annual basis to discuss the overall effectiveness of the Sectors and other related matters including the Sector General Manager's performance.
6. Members of the Service Sector Councils will be paid a stipend in the amount of \$100 per meeting, up to a maximum of \$200 per month which may be used to supplement transportation costs.
7. Service Sector business units are charged with the delivery, monitoring, and improvement of the safety and performance of all bus service operated by the divisions assigned to each sector. Responsibilities will include:
 - Develop and administer an annual operating budget for the sector.
 - Ensure budgeted service and projects are delivered as planned.
 - Prepare monthly performance reports using MTA operational goals.
 - Ensure that services are operated in compliance with applicable statutory and regulatory requirements.
 - Manage the maintenance and transportation functions at the divisions assigned to the sector.
 - Comply with the provisions of MTA collective bargaining agreements.
 - Procure goods and services, in accordance with agency procurement guidelines.
 - Develop and implement programs to improve service performance, operating efficiency and service quality, including but not limited to: field supervision and maintenance campaigns, service demonstrations, fleet and employee safety programs and contracting for service.
 - Develop route planning studies to better route and schedule Tier 2 and 3 services operated within the sector and those Tier 1 routes that are so designated.
 - Develop efficiency studies to identify ways to decrease the unit cost of services provided in the sectors.
 - Call public hearings pertaining to **all Tier 1, 2 and 3** bus route changes within the sectors, **including Metro Rapid Bus**.
 - Make changes to bus service within MTA Board adopted performance standards and make efficiency changes to changes to operations as appropriate.
 - Contract with planning, business, consultants and other transit operators and any other contracting needs unique to the Sector.
 - Recommend a Sector budget proposal to the Chief Executive Officer for review and recommendation for final approval by the MTA Board.

- 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.