



Metro

Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

March 10, 2010

TO: BOARD OF DIRECTORS

THROUGH: ARTHUR T. LEAHY *ATL*
CHIEF EXECUTIVE OFFICER

FROM: LONNIE MITCHELL *LM*
INTERIM CHIEF OPERATIONS OFFICER

MATT RAYMOND *MR*
CHIEF COMMUNICATIONS OFFICER
FOR MATT RAYMOND

**SUBJECT: GOVERNANCE COUNCIL INTERIM MANAGEMENT
TRANSITION**

ISSUE

Sustaining the critical contribution of five Governance Councils and their responsibility to the agency to hold public hearings and recommend and support decisions on bus service including routes and schedules.

BACKGROUND

With the dissolution of the Service Sector Management structure for bus operations and the realignment to a centralized strategy for key management functions, the agency is implementing a staffing structure that continues to engage and support the Governance Councils with executive level access and qualified agency expertise.

NEXT STEPS

Revise Governance Council Bylaws to reflect new management structure once the restructuring and executive staffing plan has been implemented and include new responsibilities resulting from the findings and recommendations of the Blue Ribbon Committee.

Attachments

- Letter from the CEO prepared for the agency's transportation partners that addresses the rationale for the structural transition and the commitment of the agency to maintaining and even enhancing the role of the Councils in the future.
- Governance Council Management Transition organization chart
- Process chart for management of council agendas and meetings and responsibilities of Council Coordinator



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

Arthur T. Leahy
Chief Executive Officer
213.922.6888 Tel
213.922.7447 Fax
metro.net

March 8, 2010

Dear Transportation Partner:

I wanted to inform you about recent changes in Metro Operations. In particular, I wanted to address the role of the Governance Councils during this transition phase to a new management structure.

First and foremost, we are retaining our five Governance Councils. The Councils have been extremely successful in bringing Metro closer to the people we serve. The monthly Council meetings facilitate customer interaction with key Metro staff throughout our service areas countywide. The reorganization will seek to strengthen the Councils.

Like many public agencies, Metro is faced with diminishing funding for its operations. It is imperative that the agency seek sensible solutions that have the least impact on our ability to provide quality service to our customers. As a result, I have decided to eliminate the five service sector headquarters, centralize a number of core functions, and re-deploy staff in support of our core mission to offer safe, clean, timely, and reliable service. I believe that centralizing various functions including maintenance, service planning and street management functions, while at the same time maintaining the Councils as our strategic contacts in the community will provide us with the best of both worlds.

Continued staffing and support for the Councils will come from both our Community Relations and Operations staffs. Each Community Relations manager assigned to a particular Council will remain to support its activities. We have also identified five individuals from Operations to work with each of the Councils. Each of these individuals is well versed in the service we operate in each Council area and is authorized by me to call on other departments, as needed, to respond to issues and concerns that arise from the Council meetings. I trust that this arrangement will provide the Councils with the support they need to continue their important work.

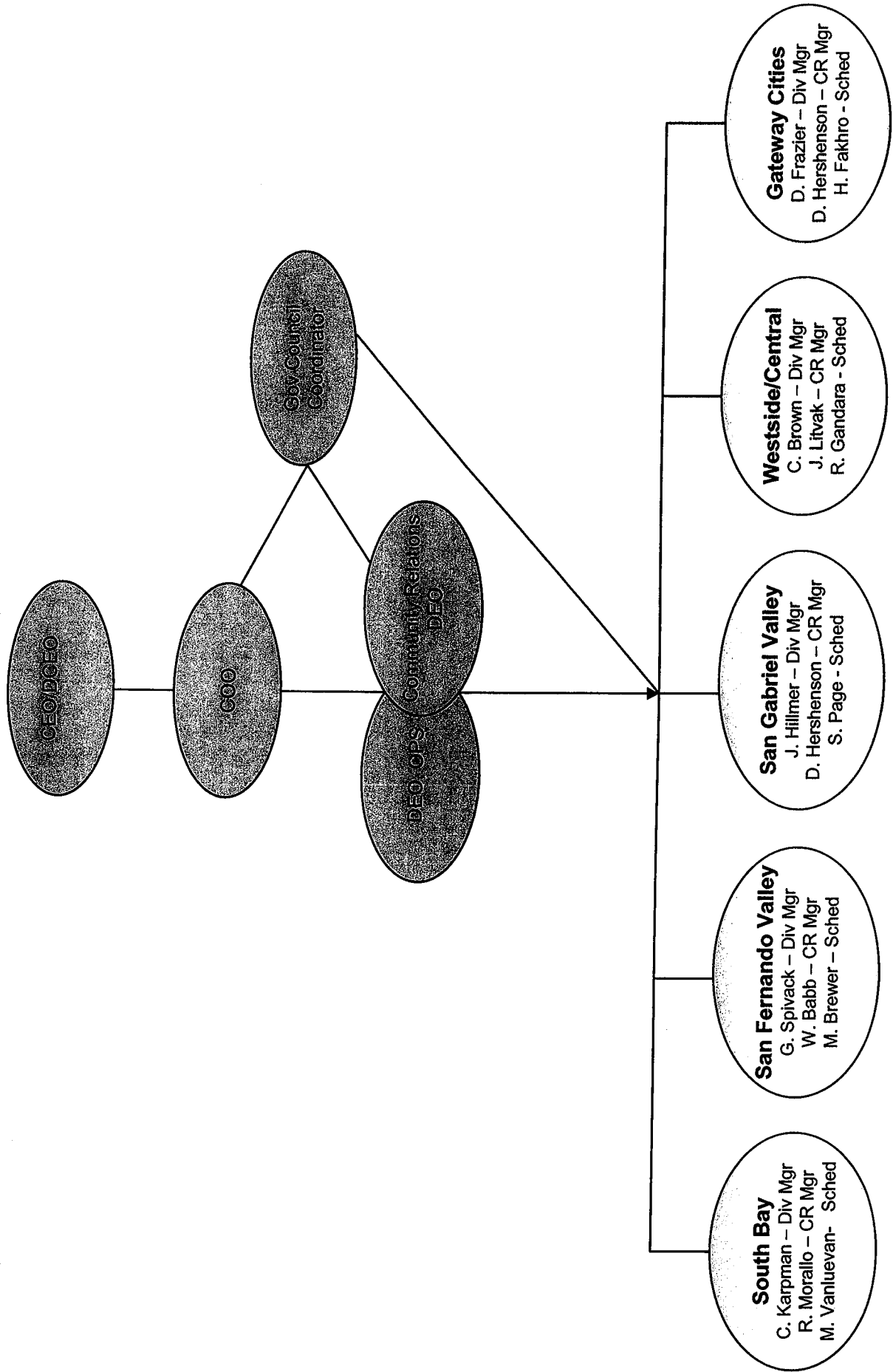
I have also initiated a new practice of meeting with all of the Service Councils together quarterly. I discussed this reorganization with them at our most recent meeting in February and I look forward to their continuing input on this and all other matters related to our service.

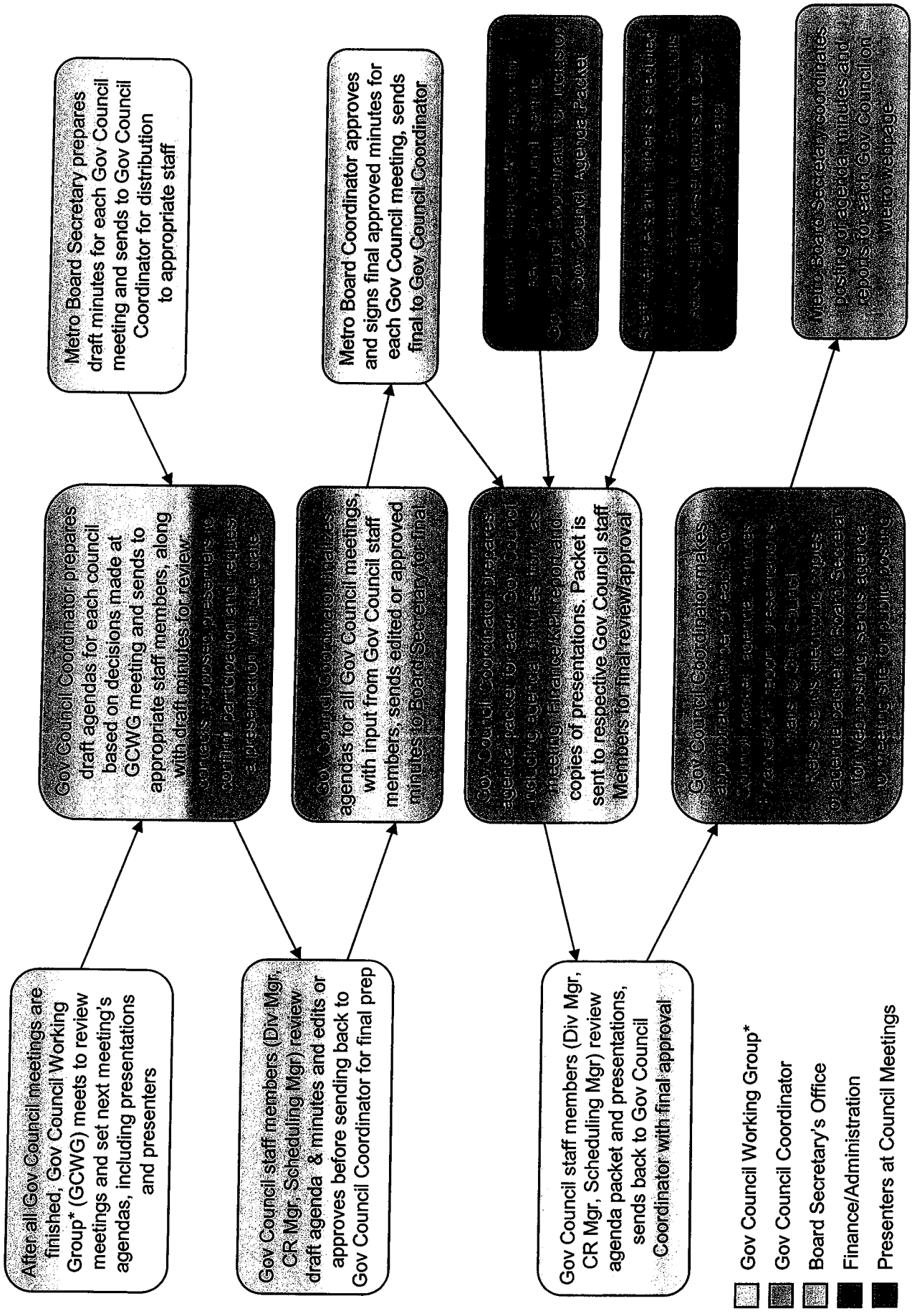
Thank you for your continued interest in Metro activities.

Sincerely,

Arthur T. Leahy
Chief Executive Officer

Interim Governance Council Management Matrix





- Gov Council Working Group*
- Gov Council Coordinator
- Board Secretary's Office
- Finance/Administration
- Presenters at Council Meetings

*Gov Council Working Group consists of: Div Mgrs, CR Mgrs, Schedule Development Mgrs assigned to each council, and Gov Council Coord.

Administrative Support for Governance Councils

Tasks/Responsibilities:

For the 5 monthly Council meetings:

- Keeping rosters of each Council
- Tracking the terms for each Council Member so that appointments/reappointments happen in a timely manner
- Keeping the calendar of each of the Council meetings
- Maintaining relationships with the facilities for each of Council meeting sites, including:
 - Maintaining rental agreements where appropriate
 - Processing payments
 - Working with facilities for any needed set-up, including refreshment service
 - Ensuring agendas get posted at the meeting site in accordance with the Brown Act
- Coordinating the Board Secretary's office involvement in council meetings, including:
 - Posting meeting agendas and minutes on the web
 - Taking roll call
 - Recording meeting minutes, and
 - Processing payments for Council members
- In coordination with Chief Operating Officer, Operations and Communications staff:
 - Prepare meeting agendas
 - Secure presenters and their presentations to the council
 - Collecting presentation material in advance for web posting with the agenda and to load onto a computer used at the meetings,
 - Copying and distributing agenda and information to council members, stakeholders and meeting attendees
- Maintaining regular data base of community stakeholders in order to distribute information about governance council meetings (and public hearings)
- Apprising appropriate Metro staff on council meeting topics they may need to know about.
- Coordinating with General Services to provide needed support for Council meetings such as audio/visual and recording equipment, Metro podium, etc.
- Bringing all material to the meetings including:
 - Sign-in sheets
 - Agenda packets
 - Speaker cards
 - Lap-top and power point projector
 - Additional informational materials (brochures, take-one's, etc.)
 - Pens, note-pads, timer, and other miscellaneous needs
- Provide additional assistance at the meetings such as helping members of the public with speakers cards
- Assisting with break-down at the end of the meetings
- Finalizing meeting minutes. This involves coordinating with the Board Secretary's office to receive the draft meeting minutes and circulating to appropriate parties for their review.

Also complete similar tasks in coordination with the CEOs' office for the quarterly all Council meet & confer.

Skills & Background

- Detail oriented
- Ability to track many tasks needed to meet statutory and other deadlines
- Works well with people/the public
- Keep records
- Experience working with elected officials