

# MOTION

## Director Antonovich

# 34

**WHEREAS**, Metro is anticipating a \$112 million operational deficit this fiscal year and an undetermined operational deficit for FY 07/08; and

**WHEREAS**, Metro should consider increasing operational efficiencies through its current Service Sector model; and

**WHEREAS**, Metro provided an original structure for the Service Sectors through its Service Sector Task Force Report (2002) which called for a decentralized approach to providing Metro service that would provide operational efficiencies, savings, increased ridership and improvements to service and customer outreach; and

**WHEREAS**, the current Service Sector structure does not match the structure as envisioned in this document because of a lack of funding, a lack of implementation, or re-centralization efforts; and

**WHEREAS**, operational efficiencies and other service improvements may be gained through examining the disconnect between the current and envisioned forms of the Service Sectors, or through presenting a better, more current vision and structure for the Service Sectors;

**NOW, THEREFORE, BE IT RESOLVED** that the Metro Board of Directors direct the CEO to have staff report to the Operations Committee, the Finance and Budget Committee and the full board within 60 days on the following:

- (1) a review of the current effectiveness of the Service Sectors (broken down by Sector) in creating operational efficiencies, savings, increased ridership, improved service and improved customer outreach; and
- (2) a formal collection and review of input and recommendations for improving the Service Sector performance solicited from the General Manager and Council Chair of each Service Sector; and
- (3) areas of misalignment between the Service Sectors as envisioned by the original Service Sector Task Force Report (2002) and the current operation of the Service Sectors, with the cost/gain to Metro's operating budget and structural deficit and benefit/deficit to service quality as a result of these misalignments, with a specific review and recommendation as to the provision of Sector staff levels and positions as identified in the 2002 report; and
- (4) policy recommendations to improve the overall effectiveness of the Service Sectors in creating further operational efficiencies, savings, increased ridership, improved service and improved customer outreach by realigning parts or all of the Service Sector structure with the structure identified in the Service Sector Task Force Report (2002) or with a superior structure identified by staff; and
- (5) projections on how much savings the implementation of staff policy recommendations would realize for Metro over a 1-year, 2-year, 5-year and 10-year window of time; and
- (6) other policy recommendations for the Metro Board of Directors to consider that would be necessary or desired to allow Metro to implement fully and consistently the aforementioned policy recommendations to create further operational efficiencies, improved service, savings, and customer outreach and increased ridership.