



SERVICE SECTOR AD HOC COMMITTEE
AUGUST 7, 2002

**Metropolitan
Transportation
Authority**

One Gateway Plaza
Los Angeles, CA
90012-2952

SUBJECT: SECTOR RESPONSIBILITIES FOR METRO BUS SERVICE

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file report on service sector's role in managing the operation of the Metro bus system.

ISSUE

With the creation of service sectors, the management of the MTA bus system is being decentralized. Many of the agency's responsibilities for operating Metro bus service are being transferred to the sectors. This report discusses the MTA and sector roles and responsibilities in the areas of operating, planning and scheduling Metro bus service.

DISCUSSION

In July of this year, the MTA began decentralizing the management of the Metro bus system through the creation of five service sectors: San Fernando Valley, Westside/Central; San Gabriel Valley; South bay, and Gateway Cities. Two sectors, the San Fernando and San Gabriel Valley, were implemented in July of this year and the remaining three will be in place by September 1, 2002.

The goal of decentralization is to improve service to the customer by providing local communities with greater input into operations. Key governance principles in the establishment of the sectors are to maximize local oversight over the management of MTA bus operations and to maintain a streamlined decision making process.

The Service Sectors are envisioned as operating units of the MTA. Sector Governance Councils are being established to oversee bus service within their area and each sector has been assigned a General Manager. The Sector General Manager implements the decisions of the Governance Council and reports to the MTA Deputy CEO. The General Manager position is responsible for day-to-day operations of bus service within the sector. Responsibilities of this position include: developing sector operating plans and budgets; hiring and firing sector staff, ensuring that sector and agency goals and objectives are met; serving as primary representative for MTA bus operations within the sector; keeping the Deputy CEO and the Sector Governance Council informed on service issues within the sector; establishing agendas for the Governance

Council meetings, and recommending, implementing and monitoring programs to improve service and customer satisfaction.

Under the sector concept, the MTA Board of Directors retain many of their primary responsibilities including: approval of the agency budget and capital plan; negotiation of labor contracts; setting fare and service policies; the hiring of the CEO; determining and monitoring agency programs; calling and conducting public hearings for fare changes and service changes to corporate bus lines, Rapid Bus and rail service; conducting major procurements; managing construction projects, and having ultimate responsibility for resolving disputes regarding agency matters that can not be managed at the staff or sector level.

The Sector Governance Councils oversee the planning and implementation of service within their area. Their responsibilities include: approval of the sector budget within designated funding levels; calling and conducting public hearings for sector bus lines; approval and evaluation of sector programs; implement service changes; review and develop policy recommendations to the MTA Board; ensure compliance with MTA policies procedures and legal agreements (e.g. labor agreements and the Consent Decree); provide input into the Sector General Manager's performance review; and participate in annual meetings with the MTA CEO, Deputy CEO and the other Sector Governance Councils and General Managers.

Sector Roles and Responsibilities

In terms of service, the sectors have full responsibility for the Tier 2 (intercommunity) and Tier 3 (community based) in their area, as well as the Tier 1 (core regional) bus service that operates predominantly within their area. Line assignments by tier and sector are shown in Attachment 1. Each sector is responsible for scheduling and operating corporate lines assigned to their divisions, as the corporate group is no longer staffed for these functions. The sectors will also be responsible for implementing corporate initiatives within their sector, such as the implementation of new Rapid Bus lines or service improvements related to the Consent Decree. Additionally, the sectors, as indicated in the Sector Partner column of Attachment 1, will have authority to make minor changes to corporate lines. These are changes that are consistent with the Authority's policy for minor route and schedule changes. This policy generally covers minor reroutes and trip time adjustments.

Tier 1, or core regional service, includes bus lines that generally carry over 10,000 passengers a day, provide peak hour service frequencies of less than 10 minutes and offer a span of 18 hours a day. Tier 2 or intercommunity bus lines generally carry between 2,000 and 10,000 passengers a day, serve major arterials or freeways, and are operated with a standard transit vehicle. Tier 3 or community-based services generally carry less than 2,000 passengers per day, operate on secondary streets and may be provided with a variety of vehicles ranging from vans to standard 40-foot buses.

As summarized in Attachment 2, sector planning, operating and scheduling responsibilities include: managing the cost of the service; ensuring compliance with agency performance targets and service standards; monitoring and managing service quality for things like on-time performance, productivity, passenger loading, and subsidy per passenger; responding to community requests for service and customer complaints; calling and conducting public hearings; and coordinating planning efforts and operations with the other MTA sectors and local transit operators.

Corporate Roles and Responsibilities

Under this concept, a corporate planning function would be retained. It would be focused on agency-wide initiatives, policy development and sector coordination. The MTA would retain responsibility for: Metro Rail, future Bus Rapid Transit (BRT) service, Rapid Bus planning, the Consent Decree, and designated Tier 1 bus routes.

To facilitate coordination, the MTA Board of Directors will adopt a uniform set of service policies. A draft of the recommended policies is being completed and will be available for review in the immediate future. Additionally, the MTA CEO, Sector General Managers and MTA corporate staff will be conducting monthly Service Development Team (SDT) Meetings. As mentioned previously, there will be semi-annual coordination meetings between all of the Sector Councils and MTA executive staff.

The purpose of the SDT meetings is to keep open lines of communication between the sectors and corporate headquarters. It serves as a forum for involving the sector teams in the planning of major agency initiatives and development of service policies, clarifying issues regarding roles and responsibilities and discussing major action items that will be taken to the Sector Governance Councils, or MTA Board Committee.

The Service Change Process and Responsibilities

Service change responsibilities will vary with the nature of the program. In each case, the individual governing boards will review and approve the program objectives and preliminary thoughts; call and conduct the public hearing or schedule some other form of public outreach to elicit community input on the changes within their area; review comments from the public review process, and approve final recommendations.

Service Development Team meetings will be used to coordinate the service change process at the system level, as discussed below:

Selecting a Project Lead – The project lead will be the General Manager of the sector that is most impacted by the changes. If a program focuses on corporate lines, the Deputy Executive Officer of Service Development would be the lead. The selection of the project lead would occur at a Service Development Team Meeting. The project lead would be responsible for coordinating the SDT meetings on the service change

and preparing project information reports to update the sector councils and the MTA Board of Directors on system wide changes.

Developing the Project Schedule, Objectives and Program Targets – The corporate planning unit will develop the initial service change schedule, program targets, and report templates. Program objectives will be developed by the project lead with input from the other Sector General Managers and the Deputy Executive Officer of Service Development.

Preparing a Preliminary List of Recommendations for Public Comment - A list of preliminary recommendations for changing service in each of the sectors will be developed by the Sector General Managers, as well as a preliminary estimate of impacts to customers and service hours. This list of recommendations will include changes in support of corporate initiatives (e.g. bus rail interface changes, increases in capacity to reduce overloads etc) as well as changes to meet local needs. This information will be discussed at a Service Development Team meeting. As part of this step, a public information packet needs to be developed and available prior to implementing public outreach. This packet typically includes, ridership and service hour impacts, as well as maps of all the proposals. The project leader will also prepare an information report for the MTA Board and each of the Sector Governance Councils informing them of all the changes under consideration.

Public Outreach - Each sector and the corporate unit will be responsible for previewing their proposals with the community. This includes scheduling and conducting community meetings and public hearings. Major changes will require a formal public hearing (Attachment 3). This will require 30 days advance published notification, arrangements for a court reporter and other services. Additionally, special interest groups and elected officials should receive written notification during this process. Communications with the Bus Riders Union will be coordinated through the Service Development Section. Sectors may wish to conduct public outreach on bus lines that serve portions of their area, but are not their responsibility. In such instances, the results of their outreach would be forwarded to the responsible sector and included with other public input being collected on the bus line, or read into the minutes of a public hearing.

Approving Final Recommendations For Implementation – At the conclusion of the public outreach process, each General Manager will prepare a report to their Governance Council highlighting feedback received during the outreach process and recommending final proposals for implementation. When major changes are being made to corporate lines, the Deputy Executive Officer of Service Development will prepare a report to the MTA Board of Directors summarizing public input and recommending final recommendations. The project leader will prepare an information report for the MTA Board and each of the Sector Governance Councils informing them of the final system wide recommendations.

Modifying the Service Schedules and Conducting the Driver Bid – Each sector will modify the schedules and work assignments for bus lines assigned to divisions within their sector. Similarly each sector will be responsible for the posting of work assignments and conducting the driver bid at the divisions within their area. Each sector will send copies of the new schedule information to the Schedule Planner assigned to the Service Development section and they will coordinate the preparation of all system wide reports.

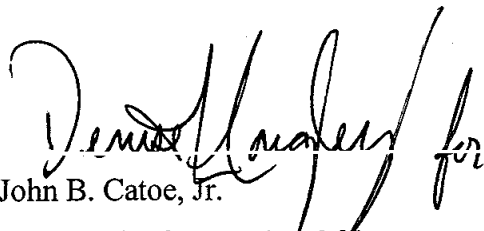
NEXT STEPS

Feedback from the ad-hoc committee will be used to refine these guidelines. Once updated, they will go to the MTA Board for approval and implementation.


ATTACHMENTS

1. MTA Bus Lines by Tier and Sector
2. Sector Responsibilities for Managing the Metro Bus System
3. MTA Public Hearing Guide Lines

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Chief Executive Officer

**Attachment 1
MTA Bus Lines By Tier and Sector**

| Line | Routes | Route Description | Present Div | Tier | Primary Responsibility (Sector Partnership) | Primary Scheduling Responsibility |
|------------------|---------------------|--|-------------|------|---|-----------------------------------|
| CORPORATE | | | | | | |
| 4 | 4/304 | Santa Monica Blvd. | 2, 6, & 7 | 1 | Corporate (Westside Central) | Westside Central |
| 14 | 14/37 | Beverly Blvd. - W. Adams Blvd | 7 | 1 | Corporate (Westside Central) | Westside Central |
| 28 | 28/328/ 83/84/85 | W Olympic Blvd. / Pasadena Av. -York Blvd. / Cypress Av.-Eagle Rock Blvd. / Verdugo Rd. Glendale College | 3 | 1 | San Gabriel | San Gabriel |
| 30 | 30/31 | W Pico Blvd. - E. 1st St. - Floral Dr. | 1 | 1 | Corporate (Westside Central) | Westside Central |
| 33 | 33/333 | Venice Blvd. | 6 & 10 | 1 | Corporate (Westside Central) | Westside Central |
| 40 | 40/340/442 | Hawthorne Blvd -LAX - LA Union Station | 10 & 18 | 1 | Corporate (Southbay) | Southbay |
| 45 | 45/46/345 | Broadway -Mercury Av. | 10 | 1 | Corporate (Gateway) | Gateway |
| 53 | | Central Av. | 2 & 18 | 1 | Corporate (Gateway) | Gateway |
| 60 | | Long Beach Blvd. - Santa Fe Av. | 10 & 18 | 1 | Corporate (Gateway) | Gateway |
| 70 | | LA - El Monte via Garvey Av. | 9 | 1 | Corporate (San Gabriel) | San Gabriel |
| 94 | 94/394 | LA - San Fernando | 3 & 15 | 1 | Corporate (San Fernando) | San Fernando |
| 105 | | Vernon Av. - La Cienega Blvd. | 2 & 7 | 1 | Corporate (South Bay) | South Bay |
| 111 | 111/311 | LAX - Florence Ave - Leffingwell Rd. | 5 | 1 | Corporate (South Bay) | South Bay |
| 115 | 115/315 | Manchester Av. - Firestone Blvd. | 5 | 1 | Corporate (South Bay) | South Bay |
| 180 | 180/181 | Hollywood - Glendale - Pasadena - N. Lake via Colorado Blvd. & PCC via Yosemite Dr. | 3 & 15 | 1 | Corporate (San Gabriel) | San Gabriel |
| 204 | 204/354 | Vermont Av. | 3 & 5 | 1 | Corporate (South Bay) | South Bay |
| 207 | 207/357 | Western Av. - 120th St. | 5 & 18 | 1 | Corporate (South Bay) | South Bay |
| 210 | 210/310 | Vine St. - Crenshaw Blvd. | 18 | 1 | Corporate (South Bay) | South Bay |
| 251 | 251/252 | Soto St. - Daly St. -Seville Av. -103rd Station / Soto St. - California Av. - Huntington Dr. | 3, 5, & 18 | 1 | Corporate (San Gabriel) | San Gabriel |
| 260 | | Artesia Station - Pasadena - Altadena via Atlantic Blvd. | 9 & 18 | 1 | Corporate (San Gabriel) | San Gabriel |
| 561 | 233/561 | LAX - Westwood - Van Nuys Blvd. -San Fernando Express | 15 | 1 | Corporate (San Fernando) | San Fernando |
| 720 | | Whittier / Wilshire (Rapid Bus) | 7 | 1 | Corporate (Westside Central) | Westside Central |

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|----------------------------|-------------------|--|-------------|------|---|-----------------------------------|
| GATEWAY | | | | | | |
| 55 | | LA - Compton Av. - Imperial Station | 10 & 18 | 1 | Gateway | Gateway |
| 56 | | LA - Wilmington Av. - Imperial Station | 2 | 3 | Gateway | Gateway |
| 58 | Contract | Washington Station - Union Station | 97 | 3 | Gateway | Gateway |
| 107 | | 54th St. - Fairview Blvd. - Santa Ana St. | 5 | 2 | Gateway | Gateway |
| 112 | | Florence Av. - Otis St. | 5 | 3 | Gateway | Gateway |
| 125 | Contract | Rosecrans Blvd. | 91 | 2 | Gateway | Gateway |
| 127 | | Compton Blvd. - Bellflower Blvd. | 18 | 3 | Gateway | Gateway |
| 128 | Contract | MLK Jr. Transit Center - La Mirada | 91 | 3 | Gateway | Gateway |
| 130 | Contract | Artesia Blvd. | 91 | 3 | Gateway | Gateway |
| 205 | Contract | Wilmington Blvd. - S. Western Av. | 91 | 3 | Gateway | Gateway |
| 265 | 265/275 | Paramount Blvd. - Pico Rivera - Whittier - Cerritos | 18 | 3 | Gateway | Gateway |
| 266 | Contract | Lakewood Blvd. - Rosemead Blvd. | 91 | 2 | Gateway | Gateway |
| 362 | | LA -Santa Fe Springs - Norwalk - Hawaiian Gardens | 1 | 2 | Gateway | Gateway |
| 460 | | LA - Norwalk - Disneyland Express | 1 | 2 | Gateway | Gateway |
| 631 | Contract | Lakewood Metro Green Line Sta. Shuttle | | 3 | Gateway | Gateway |
| SAN FERNANDO VALLEY | | | | | | |
| 90 | 90/91 | LA - Sunland-Sylmar via Pennsylvania Av. & via La Crescenta Av. | 15 | 1 | San Fernando | San Fernando |
| 92 | 92/93/410 | LA - Glendale - Burbank - San Fernando via Glendale Blvd. & via Allesandro St. | 15 | 2 | San Fernando | San Fernando |
| 96 | Contract | LA - Riverside Dr. | 95 & 96 | 2 | San Fernando | Gateway |
| 150 | 150/240 | Canoga Park - Ventura Blvd. / Reseda Blvd.- Ventura Boulevard to University City | 8 | 1 | San Fernando | San Fernando |
| 152 | | Fallbrook Av. - Roscoe Blvd. -Vineland Av. - Burbank | 8 & 15 | 1 | San Fernando | San Fernando |
| 154 | | Tampa Av. - Ventura Blvd. - Burbank Blvd - Oxnard St. | 8 & 15 | 2 | San Fernando | San Fernando |
| 156 | | Panorama City / Van Nuys / N. Hollywood / Los Angeles City College | 15 | 1 | San Fernando | San Fernando |
| 158 | | Devonshire St. - Woodman Av. | 8 & 15 | 2 | San Fernando | San Fernando |
| 161 | | Westlake - Canoga Park | 8 | 3 | San Fernando | San Fernando |
| 163 | | Sherman Way - Hollywood Blvd. | 8 & 15 | 1 | San Fernando | San Fernando |
| 165 | 164/165 | Vanowen St. / Victory Blvd. | 8 & 15 | 1 | San Fernando | San Fernando |
| 166 | | Nordhoff St. - Lankershim Blvd. | 8 & 15 | 1 | San Fernando | San Fernando |
| 167 | Contract | Plummer St. - Coldwater Canyon Av. - Chatsworth Transportation Center | 95 | 2 | San Fernando | Gateway |
| 168 | | Lassen St. - Paxton St. | 8 | 3 | San Fernando | San Fernando |
| 169 | | Saticoy St. - Sunland Blvd. | 8 & 15 | 2 | San Fernando | San Fernando |
| 230 | 230/239 | Laurel Canyon Blvd. / White Oak Av. - Zelzah Av. - Rinaldi St. | 15 | 2 | San Fernando | San Fernando |
| 234 | 183/234 | Sepulveda Blvd. - Brand Blvd. - Sayre St. / Magnolia Blvd. - Kenneth Rd. - E. Colorado St. | 15 | 2 | San Fernando | San Fernando |
| 236 | | Balboa Blvd. - Rinaldi St. - Woodley Av. - Van Nuys | 8 | 3 | San Fernando | San Fernando |
| 243 | | De Soto Av. - Ventura Blvd. - Winnetka Av. | 8 | 2 | San Fernando | San Fernando |
| 245 | | Topanga Cyn. Blvd. - Mulholland Dr. - Valley Circle Blvd. | 8 | 3 | San Fernando | San Fernando |
| 418 | | LA - Roscoe Blvd. - Northridge Express | 8 | 2 | San Fernando | San Fernando |
| 426 | | San Fernando - Wilshire Blvd. LA Express | 8 | 2 | San Fernando | San Fernando |
| 653 | 651/653 (Special) | Chatsworth / Sherman Oaks - Hollywood Bowl | 8 & 15 | n/a | San Fernando | San Fernando |
| 750 | | Ventura (Rapid Bus) | 8 | 1 | San Fernando | San Fernando |

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|---------------------------|----------|--|-------------|------|---|-----------------------------------|
| SAN GABRIEL VALLEY | | | | | | |
| 18 | | W. 6th St - Whittier Blvd. | 1 & 9 | 1 | San Gabriel | San Gabriel |
| 65 | | Washington Blvd. - Indiana St. - Gage Av. | 2 | 2 | San Gabriel | San Gabriel |
| 66 | | E. Olympic Blvd. -W 8th St. | 1 & 2 | 1 | San Gabriel | San Gabriel |
| 68 | | W. Washington Blvd. - Chavez Av. | 10 | 1 | San Gabriel | San Gabriel |
| 76 | | LA - El Monte via Valley Blvd. | 9 | 1 | San Gabriel | San Gabriel |
| 78 | 78/79 | LA - Alhambra - South Arcadia via Las Tunas Dr & via Huntington Dr. | 9 | 1 | San Gabriel | San Gabriel |
| 81 | | Figueroa St | 3 & 18 | 1 | San Gabriel | San Gabriel |
| 170 | | Hellman Av. - El Monte via South El Monte | 9 | 3 | San Gabriel | San Gabriel |
| 176 | | Glassell Park - Highland Park - Alhambra - El Monte | 3 | 3 | San Gabriel | San Gabriel |
| 177 | Contract | Glendale - La Canada Flintridge - Pasadena - Arcadia - Monrovia - Duarte | 95 & 96 | 3 | San Gabriel | Gateway |
| 188 | | N. Fair Oaks Av. - Colorado Blvd. - Duarte Rd. | 9 | 2 | San Gabriel | San Gabriel |
| 201 | | Silverlake Blvd. | 3 | 3 | San Gabriel | San Gabriel |
| 250 | 250/253 | Boyle Av. - State St. / Euclid Av. - Evergreen Av. | 10 | 3 | San Gabriel | San Gabriel |
| 254 | Contract | Imperial - Wilmington Station - Gage Av. - Lorena St. | 91 | 3 | San Gabriel | Gateway |
| 255 | | Griffin Av. - County Hospital - Rowan Av. | 3 | 3 | San Gabriel | San Gabriel |
| 256 | Contract | Eastern Av. - CSULA - Av.64 - North Hill Av. | 96 | 3 | San Gabriel | Gateway |
| 259 | 258/259 | Eastern Av. - Arizona Av. - Emery Park / Arizona Av. - Alhambra | 9 | 3 | San Gabriel | San Gabriel |
| 264 | | San Gabriel Blvd. - Altadena Dr. | 9 | 3 | San Gabriel | San Gabriel |
| 267 | | Temple City Blvd. - Del Mar Blvd. - Lincoln Av. | 9 | 3 | San Gabriel | San Gabriel |
| 268 | | Washington Blvd. - Baldwin Av. | 9 | 2 | San Gabriel | San Gabriel |
| 270 | Contract | Peck Rd. - Pioneer Blvd. - Studebaker Rd. | 91 | 3 | San Gabriel | Gateway |
| 401 | | LA - Pasadena - N. Allen Express & Park-N-Ride Express | 3 | 2 | San Gabriel | San Gabriel |
| 471 | | Whittier - La Habra - Brea Mall Express | 1 & 9 | 3 | San Gabriel | San Gabriel |
| 483 | 483/485 | LA - Altadena via Fair Oaks Av. Express & Altadena via Lake Av. Express | 3 | 2 | San Gabriel | San Gabriel |
| 484 | | LA - El Monte - La Puente - Pomona - Ontario Express | 9 | 2 | San Gabriel | San Gabriel |
| 487 | 487/491 | LA - San Gabriel - Sierra Madre Express & Santa Anita Av. Express | 9 | 2 | San Gabriel | San Gabriel |
| 489 | | LA - Hastings Ranch Express | 9 | 2 | San Gabriel | San Gabriel |
| 490 | | LA - El Monte - Covina - Diamond Bar - Brea Express | 9 | 2 | San Gabriel | San Gabriel |
| 605 | Contract | Grand Vista Av. - LA County / USC Medical Center Shuttle | 94 | 3 | San Gabriel | Gateway |
| 620 | | Boyle Heights Shuttle | 10 | 3 | San Gabriel | San Gabriel |

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|-------------------------|------------------|---|-------------|------|---|-----------------------------------|
| SOUTH BAY | | | | | | |
| 42 | | LA Union Station / M.L. King Jr. Bl./ LAX City Bus Center | 10 & 18 | 2 | Southbay | Southbay |
| 102 | | E Jefferson Blvd.- Coliseum St. | 2 | 3 | South Bay | South Bay |
| 108 | | Slauson Av. | 5 | 1 | South Bay | South Bay |
| 110 | | Gage Ave - Centinela Ave - Fox Hills Mall | 5 | 2 | South Bay | South Bay |
| 117 | | Century Blvd. - Tweedy Blvd. - Rancho Los Amigos | 18 | 1 | South Bay | South Bay |
| 119 | 119/126 | 108th St. / Yukon Av. - Manhattan Beach Blvd | 18 | 3 | South Bay | South Bay |
| 120 | 120/121 | LAX - Imperial Hwy. - Norwalk Metrolink | 18 | 2 | South Bay | South Bay |
| 124 | | El Segundo Blvd. - Santa Fe Av. | 18 | 3 | South Bay | South Bay |
| 202 | | Willowbrook - Compton - Wilmington | 18 | 3 | South Bay | South Bay |
| 206 | | Normandie Av. | 3 & 5 | 1 | South Bay | South Bay |
| 209 | | Van Ness Av. - Arlington Av. | 5 | 3 | South Bay | South Bay |
| 211 | 211/215 | Prairie Av. / Inglewood Av. - Redondo Beach Del Amo Center | 18 | 3 | South Bay | South Bay |
| 212 | | La Brea Av. | 5 | 1 | South Bay | South Bay |
| 214 | Contract | Artesia Transit Center Shuttle | 96 | 3 | South Bay | Gateway |
| 225 | 225/226 Contract | LAX - Aviation Blvd. - Prospect Av. - Palos Verdes Dr. East & South | 91 | 3 | South Bay | Gateway |
| 232 | Contract | Pacific Coast Hwy. | 91 | 2 | South Bay | Gateway |
| 305 | | W. Hollywood - Rosa Parks (Imperial / Wilmington) Station | 7 & 18 | 2 | South Bay | South Bay |
| 439 | | LA - LAX - Redondo Beach Express | 18 | 2 | South Bay | South Bay |
| 444 | | LA - W. Torrance - Rolling Hills - Rancho Palos Verdes Express | 18 | 2 | South Bay | South Bay |
| 445 | | LA - Alpine Village - San Pedro Express | 18 | 2 | South Bay | South Bay |
| 446 | 446/447 | LA - Carson - Wilmington - San Pedro Express & Wilmington - San Pedro - 7th St. Express | 10 & 18 | 2 | South Bay | South Bay |
| 550 | | San Pedro / W. Hollywood Express | 7 & 18 | 2 | South Bay | South Bay |
| 608 | Contract | Crenshaw Connection | 94 | 3 | South Bay | Gateway |
| 625 | Contract | Aviation Metro Green Line Station Shuttle | 94 | 3 | South Bay | Gateway |
| 626 | Contract | Mariposa Metro Green Line Station Shuttle | 94 | 3 | South Bay | Gateway |
| 646 | Contract | City Nightline | 94 | 3 | South Bay | Gateway |
| 657 | (Special) | Torrance - Hollywood Bowl | 5 & 18 | n/a | South Bay | South Bay |
| WESTSIDE CENTRAL | | | | | | |
| 2 | 2/3/302 | Sunset Blvd. -Beverly Dr. | 2, 7, & 10 | 1 | Westside Central | Westside Central |
| 10 | 10/11/48 | Melrose Av. - Virgil Av. -Temple St. - San Pedro | 2 & 7 | 1 | Westside Central | Westside Central |
| 16 | 16/316 | W. 3rd St. | 1 & 7 | 1 | Westside Central | Westside Central |
| 20 | 20/21 | Wilshire Blvd. -UCLA -Santa Monica | 6 & 10 | 1 | Westside Central | Westside Central |
| 22 | | Century City - Brentwood Shuttle | 6 & 10 | 3 | Westside Central | Westside Central |
| 26 | 26/51/352 | 7th St. -Virgil Av. -Franklin Av.- Avalon Bl. | 2 | 1 | Westside Central | Westside Central |
| 38 | 38/71 | W. Jefferson Blvd. / City Terrace | 7 & 10 | 1 | Westside Central | Westside Central |
| 175 | | Fountain Av. - Talmadge St. - Hyperion Av. | 3 | 3 | Westside Central | Westside Central |
| 200 | | Alvarado St.- Echo Park Av. | 2 | 1 | Westside Central | Westside Central |
| 217 | | Hollywood Blvd. - Fairfax Av. | 7 | 1 | Westside Central | Westside Central |
| 218 | Contract | Cedar Sinai Medical Center - Studio City - Laural Canyon Blvd. | 94 | 3 | Westside Central | Gateway |
| 220 | | Robertson Blvd. - Culver Blvd. - LAX | 7 | 3 | Westside Central | Westside Central |
| 434 | | LA - Santa Monica - Malibu - Trancas Express | 6 & 10 | 2 | Westside Central | Westside Central |
| 576 | | S. Los Angeles - Pacific Palisades Express | 1 | 2 | Westside Central | Westside Central |
| 603 | Contract | Rampart Bl. - Hoover St. - Colorado St. | 94 | 3 | Westside Central | Gateway |

ATTACHMENT 2
SECTOR RESPONSIBILITIES FOR METRO BUS SERVICE

| OPERATING | SCHEDULING | PLANNING |
|---|---|--|
| Ensure budgeted service and projects are delivered as planned | Manage coach operator staffing and service levels in accordance with the sector budget. | Modify, cancel or initiate services assigned to their sector, in accordance with agency service policies, the sector budget and fleet availability. |
| Ensure budgeted service and projects are delivered as planned | Update and revise schedules, coach operator work assignments and scheduling documents as part of the service change process. | Participate in regularly scheduled Sector Manager and Sector Council coordination meetings with corporate staff and representatives from the other sectors. |
| Ensure that services are operated in compliance with applicable statutory and regulatory requirements | Develop and maintain all schedule documents and records necessary to manage the operation and support the public notification process. | 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 agency guidelines |
| Manage the maintenance and transportation functions at the divisions assigned to the sector. | 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. | Maintain; add, delete or relocate bus stops |
| Manage the maintenance and transportation functions at the divisions assigned to the sector. | | 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 |
| 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. | | Coordinate with other local transit operators serving the sector. |
| Procure goods and services, in accordance with agency procurement guidelines. | | 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. Provide customers and stakeholders with advance public notification of changes in service |

ATTACHMENT 3
MTA BOARD ADOPTED PUBLIC HEARING GUIDELINES

- I. Measures to Determine Major Service Changes That Require a Public Hearing
 - A. More than 25% of the transit route miles;
 - B. More than 25% of the transit revenue vehicle miles;
 - C. A new transit route is proposed;
 - D. Experimental service changes may be instituted for 180 days or less without prior notification. A public hearing must be held during that time if the experiment is to remain in effect for more than 180 days;
 - E. If a number of changes on a route in an operator's fiscal year add up to the percentages noted in A and B above, a hearing must be held prior to the last change;
 - F. Standard seasonal variations in transit service are exempt from public hearing requirements unless the number, timing or type of service changes meets above criteria;
 - G. Emergency service changes may be instituted for 180 days or less without prior notification. A public hearing must be held during that time if the emergency service is to remain in effect for more than 180 days;
 - H. It will not be a major service change if service is replaced without interruption at a level that would not otherwise constitute a major change.

- II. Measures for Fare Changes

- A. When there is any change in transit fares.

Public Review Procedures

- I. Procedures for Major Service Changes

- A. Public Hearing mandatory;
 - B. Publish legal notice describing proposed change in service/fares 30 days in advance of the hearing date.
 - C. Notice must appear in newspaper of general circulation, and specific neighborhood ethnic papers servicing areas affected by the change.
 - D. Place public hearing brochures on transit vehicles and at Customer Service Centers.
 - E. Consideration must be given to views and comments expressed by the public in such hearings.
 - F. A general assessment must be given to the effect on energy conservation, social, economic, and environmental impacts.
 - G. Provide written response to all public testimony.

- II. Procedures for Fare Changes

- A. Same procedures as shown for major service changes.