

March 24, 2011

**LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
METRO SERVICE COUNCIL BYLAWS**

ARTICLE I: PURPOSE

The purpose of Metro Service Councils is to improve bus service, and promote service coordination with municipal and local transit providers. The Service Councils are composed of representatives that should use public transit within the region they represent. Representatives should have an understanding of the mobility needs of their community and a knowledge and appreciation of their region's history. One of the Service Council's primary responsibilities is to receive community input on proposed service modifications, and to render decisions on proposed bus route changes considering staff's recommendations and public comments.

Metro Service Councils (MSC) will be responsible for approving all proposed permanent route changes, excluding turnaround and out of service route modifications, which exceed a cumulative \$100,000 annual operating cost change. Metro staff may implement all temporary route changes without council approval. In addition, all major service level changes that require public hearings will be brought to the MSC for approval. Any significant temporary service change should be brought to the Council for their information but not approval. Minor route changes that are expected to be permanent may be implemented prior to MSC approval. These minor route changes will be brought to the appropriate Service Council for approval within two months of implementation.

All route and major service changes that are approved by the MSC will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service Council will be notified of this change, prior to the next Service Council monthly meeting.

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

- Contributing to the planning and approving implementation of transit route service changes within their area;
- Calling and conducting public hearings for all major service changes within their area;
- Providing locally accessible public forums (monthly meetings, public hearings) for transit users and others interested in transit in each of the Council's regions to voice their concerns, suggestions, questions and input on how we can best serve our customers;

- Facilitating a partnership that promotes a shared vision with service providers (municipal and local operators) to improve service integration, coordination in geographical areas, resulting in more efficient service and better use of resources.

The Director of Metro Service Councils, in concert with the Councils, will monitor and make regular reports to the Chief Operations Officer (COO) of Council recommendations to improve service quality, safety and performance of bus service operated within the Council's jurisdiction. The Director will provide input to Operations staff to consider route and schedule adjustments, fleet reliability, cleanliness, on-time performance, safety, customer information and Operator courtesy. The Director will actively work with Service Planning to develop and implement changes in bus service that improve service quality, ridership and/or operational efficiency, and to develop and implement a planning and public communication process that listens and responds to the community and current and potential customers.

ARTICLE II: MEMBERSHIP

- COMPOSITION:** The Councils are comprised of up to nine Representatives that live, represent or work in the communities within the boundaries of a designated region they represent. There are five Metro Service Councils representing the following areas: Gateway Cities (Southeast LA County), San Fernando Valley, San Gabriel Valley, South Bay, and Westside/Central. These geographic regions are detailed in **Attachment 1**. Representatives of the MSC may be elected officials and/or private citizens, and at least fifty percent of each Council members shall be regular users of public transit services. A regular public transit user is defined as one normally using public transit multiple times each month. The bodies that appoint MSC Representatives listed in **Attachment 2**, have the option of retaining structures already in place, or may request of the Metro Board a change in the number of members represented on the Council (no more than 9 members). Metro Board Members and employees are prohibited from membership on any Service Council.
- TERMS OF SERVICE:** Each Representative of the MSC shall serve a term of three-years, which shall be staggered among members. Representatives can serve more than one three-year term if re-appointed by the nominating authority and confirmed by the Metro Board.
- APPOINTMENTS:** Metro Board Members shall confirm and appoint representatives of Service Councils based on nominations submitted through a locally adopted process by a coalition comprised of Councils of Governments and any cities and unincorporated county areas. As much as possible, representatives of the Councils shall be selected to reflect a broad spectrum of the interests and geographic areas of the region over which the MSC has jurisdiction. Membership on the Council is not transferable or assignable. The specific terms of service and nominating authority are shown in **Attachment 2**.
- CODE OF CONDUCT:** Representatives of the MSC shall adhere to the Metro Board Code of Conduct and all other relevant State and Federal laws. **Metro**

Council Representatives have no individual authority over Metro Operations and must act only through the Service Council of which they are a member.

- E. VACANCIES: Council vacancies will be filled in the same manner as appointments are made. When filling an unexpired term, the appointee shall serve out the term of the Council Representative they replaced.
- F. ATTENDANCE: If a Representative has more than three absences over a floating six-month period, the Council Chair or Vice-Chair, may ask the Council if they would like to declare the council representative inactive and initiate a nomination process to have the nominating authority fill the vacancy of the inactive member.
- G. KNOWLEDGE: Representatives should have a basic working knowledge of public transit service within their region and an understanding of passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.
- H. RESIGNATION: A Representative may tender their resignation from the Council by writing a letter to the Metro Board Secretary and the Director of Metro Service Councils, with copies to the Metro Board, the nominating authority, and Chair of that Service Council.
- I. REMOVAL: The Service Council can remove any representative of the Council at any time if it deems this is in the best interest of Metro. Removal by MSC requires a two-thirds (2/3) supermajority vote of those Representatives of the Council and confirmation by the Metro Board. **Representatives may also be removed by a simple majority of the Metro Board if: 1) removal of the Representative 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: DUTIES OF OFFICERS

- A. OFFICERS: Each MSC shall include a Chair and Vice-Chair, whom shall be elected from among Representatives of the Council on an annual basis at its June meeting or at such other time as there may be a vacancy. The term of Chair and Vice-Chair shall be one year, beginning July 1. Chairs and Vice-Chairs may serve more than one term in that capacity if they are re-elected by their fellow Service Council Representatives;
 - 1. Duties of the Chair: The Chair shall preside at all meetings of the Service 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-Chair: The Vice-Chair shall perform the duties of the Chair in his or her absence, and when so acting shall have all the powers of and be subject to all the restrictions of the Chair.

- B. SECRETARY:** A member of the Metro Board Secretary's office shall keep or cause to be kept minutes of each meeting for distribution to the Metro Board and the Metro Chief Executive Officer, Metro Service Council Representatives, and posting on the Metro website. The Metro Board Secretary shall maintain, or cause to be maintained, an up-to-date roster of Representatives, (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 attending Service Council Representatives present shall determine the presiding officer for the meeting; and,
- D.** The Chair and Vice-Chair of each Council, in collaboration with their Service Council, shall provide input to the Deputy Chief Executive Officer on the performance of the Director of Metro Service Councils and an evaluation of each Service Council's progress toward set goals and objectives.

ARTICLE IV: WORK PROGRAM

In June of each year, the Director of Metro Service Councils shall present to each Council a draft work plan for review and comment. The work plan, which will be for the fiscal year starting in July, will be submitted for adoption in June. This work plan will outline the activities and priorities of the Council for that year. The work program will include the process and targets for monitoring transit service and collaborating with COO regarding service quality and safety. In addition, the work plan will include items such as a review of the proposed Metro budget in February, or as soon as available, each year. The work program shall be consistent with the Metro 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 Director of Service Councils. Any Representative of the Council may also place items on the agenda through the Director of Service Councils. The Service Council Secretary shall work with the Director to prepare, finalize and make copies of agendas and previous meeting's minutes to be mailed or delivered at least five days prior to the regular meeting date to council representatives and appropriate Metro staff, and ensure that MSC agendas are posted in accordance with Brown Act regulations;
- B. REGULAR MEETINGS:** The Councils will hold regularly scheduled monthly meetings. If a regularly scheduled meeting day falls on a national holiday, the meeting shall be rescheduled or cancelled. Scheduled meetings should not conflict with regularly scheduled Metro Committee and Board meetings. Service Councils can also vote to reschedule, relocate, or cancel an upcoming monthly

meeting if circumstances necessitate a change. MSC meetings shall be conducted pursuant to Robert's Rules of Order;

- C. RALPH M. BROWN ACT: All meetings of MSC 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 a meeting is eligible to be heard. No person or representative shall address the Council at any meeting until first recognized by the Chair. The decision of the Chair not to recognize a person may be changed by vote of a majority of the Representatives of the Council present at the meeting. The Chair may, in the interest of facilitating the business of the Council, limit the amount of time which a person or Representative may use in addressing the Council;
- E. QUARTERLY MEETINGS: The MSC shall meet and confer with the Metro Chief Executive Officer and other executive staff on a quarterly basis to discuss the overall effectiveness of the Service Councils and other related matters. The Director of Metro Service Councils, in coordination with the Chairs for all Service Councils will develop the agenda for these quarterly meetings;
- F. QUORUM: A majority of council Representatives (50%+1) shall constitute a quorum to do business; two-thirds (2/3) of the Council shall constitute a supermajority. Even if all Representatives are not present, passage of items require a majority vote based on all council seats (i.e., nine-member councils would require five votes to pass even if only five Representatives are in attendance);
- G. STIPEND: Representatives of the Service Councils will be paid a stipend of \$100 per meeting, with a maximum of two meetings per month;
- H. PUBLIC HEARING: Each MSC will be responsible for holding public hearings that relate to major service changes to Metro bus and rail lines that provide significant service within their Region. Following public input, the Councils will be responsible for approving all major service changes that are to be implemented;
- I. CENTRALIZED HEARING: When a major service change program requires three or more Councils to hold public hearings, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday; and,
- J. AREA TRANSIT OPERATORS: MSC shall invite municipal and local transit operators to a regular monthly meeting on a quarterly basis to discuss service plans and opportunities for service coordination.

ARTICLE VI: AMENDMENTS

AMENDMENTS TO BYLAWS: the Metro Board, by a simple majority, may amend the bylaws from time to time. In addition, a Metro Service Council, by a supermajority vote of the membership as listed on the membership roster at the time of such a vote, may recommend amendments to bylaws, which should be reviewed and agreed upon by all Service Councils. 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 Metro Board approval.

ARTICLE VII: AUTHORITY

Metro Service Councils were created and given perpetual succession by terms of the Los Angeles County Metropolitan Transportation Authority. MSC are responsible for Metro bus lines operating a significant amount of service within their geographical region. A significant amount of service shall be defined as any Metro bus or rail line that operates more than 1/3 of its service miles within a region, excluding the LACBD. A listing of the Metro bus lines allocated to each region as of December 2010 is provided in **Attachment 3**. If a bus line operates a significant amount of service in more than one region, the Councils responsible for service in those regions will share responsibility for the line. If Councils do not agree about service decisions affecting a shared line, the Director of Metro Service Councils will work with the Service Development staff and the chairs of the Councils to develop a mutually agreeable resolution, which will be presented to both Councils for approval. If a resolution cannot be reached, the Metro Board of Directors will render a decision.

Each MSC shall work with the Director of Metro Service Councils to coordinate with Metro's Service Development and Operations staff to:

- A.** Review route planning studies to better route and schedule services operated within each Service Council's region;
- B.** Call public hearings pertaining to major bus route changes within the Service Council's jurisdiction consistent with State and Federal laws and with Metro policies pertaining to public hearings;
- C.** Approve changes that modify, add or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies;
- D.** Coordinate with planning, businesses, consultants, other local transit operators and any other needs unique to the Service Council's region in accordance with agency guidelines;
- E.** Promote coordination of transit services, including Metro Bus and Rail service, and Municipal and Local Return Operators;
- F.** Conduct on-going meetings with Municipal and Local Operators to discuss service plans and develop service coordination plans;

- G.** Meet in a general forum with Representatives from each of the Service Councils and the Metro Board of Directors to report on the progress each Council has made and establish lines of communication to ensure cooperation between each of the Councils and the Metro Board at least once per year;
- H.** The Director or his designee will provide input to the Metro Board regarding service plans and other issues the MSC feel the Metro Board should be informed of;
- I.** Identify other issues related to transit user experience, including customer information and way finding, fare collection, safety, cleanliness of vehicles and facilities; and,
- J.** Monitor key performance indicators and provide feedback to the COO regarding areas to address for improvement;

The Metro Board of Directors shall retain all mandated responsibilities in accordance with Metro 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 rail service; conducting major procurements; managing construction projects, setting regional policies and having ultimate responsibility for resolving disputes regarding agency matters. Lastly, Metro Finance will be responsible for administering all banking, investing and debt issuance.

ARTICLE VIII: LIABILITY PROTECTION

Any Representative of the Metro Service Council identified as an actual or potential party to any action, suit or proceeding by reason of the fact that s/he is or was a Representative or Officer of a Metro Service Council shall be indemnified and defended by the Metro pursuant to the law in the same manner as an officer or employee of the Metro.