

# **Metro San Fernando Valley Service Council Fiscal Year 2013 Work Plan**

The annual work plan for each of our service councils is a requirement of the Metro Service Council Bylaws. These work plans are outlines of the activities and priorities of each council for the coming fiscal year. The work plan is to include the process and targets for monitoring transit service and collaborating with Metro's Chief Operations Officer and Service Planning and Scheduling department regarding service quality, performance and safety. The plan must be consistent with the Metro Board of Directors adopted mission, vision and goals, and must comply with all Board adopted service standards policies.

## **Public Involvement:**

- **Conduct regular monthly Council meetings**
  - Staff will work with the Council Chair to create the agendas for the monthly meetings
  - Metro staff to enhance public notifications of meetings, which may include Metro.net, Twitter, Face Book, take-ones and ads
  - Include interactive functions on SFV Service Council web page that would allow patrons to ask questions and make general comments. Staff will forward there to Service Council Representatives along with the staff response
- **Bi-Annual Service Work Shops**
  - Conduct planning workshops in October and April to discuss service concepts that may be considered
  - Workshops will focus on specific service types, areas or low performing lines
  - Workshop will include presentation by staff of potential service changes
- **Conduct public hearings regarding significant service changes as needed**
  - Conduct hearings in SFV and combined Service Council hearings in downtown LA as required
  - Metro staff to develop and brief Council on public outreach and communications plan used to inform public and increase participation
  - Metro staff to provide detailed briefings on all proposed service changes, including standards and requested performance and background information, in advance and following hearings
  - Details of proposed service changes to be presented to council the month prior to public hearing

## **Enhance Council Understanding:**

- **Monthly meetings**
  - Presentations from the Director of Service Council on monthly and YTD SFV line performance numbers including: on time performance, customer complaints, ridership, and miles between road calls
  - Highlight one bus line within the SFV region each month
  - Presentations from Metro Operations and Support staff on major projects impacting SFV and Metro service
  - Presentations from municipal operators and Metrolink

- Presentations on Metro projects such as East SFV North-South Transit Project, NoHo Ped. Tunnel
- Presentation from Metro's safety and security officials
- **Site visits**
  - Staff will organize visit to Div. 8 or 15 to review the operation of the division
  - Staff will organize visits to RRC, BOC or ROC
- **Line rides**
  - Staff will organize transit line rides in advance of each public hearing and as requested by Council
  - Council Representatives may provide reports on individual line rides they have taken at their monthly meetings
- **Quarterly Meet and Confer with Metro CEO**
  - Quarterly meetings with Metro CEO, Director of Service Councils, and other executive staff for all Service Council members
- **Metro Bus Line Allocation and Performance**
  - Following each service change in June and December, reports will be provided to all council representatives of the Metro bus lines allocated to each region and ridership and performance of these lines

### **Service Development:**

- Receive briefing from Service Planning and Scheduling staff in June regarding potential service changes envisioned for December 2012
- Review line level performance and explore options to improve low performing lines
- Provide Council with briefings of each quarterly meeting of the San Fernando Valley area Transit Service Providers

### **Operations:**

- Review FY13 performance targets
- Receive presentation from Operations staff on plans to achieve and exceed these targets
- Receive regular reports from senior Metro Operations staff
- Conduct service rides on lines with poor on-time and other performance issues, and talk to Operators to receive and review ideas on how to improve service
- Receive reports from Metro maintenance staff on work plan to improve the reliability, appearance and cleanliness of bus stations in the SFV region

### **Metro Operations budget:**

- Receive preliminary information on FY2014 budget in February or as soon as this information is available
- Review Metro's FY2014 budget in June
- Review changes in staffing for Operations
- Receive reports from Operations and Office of Management and Budget regarding goals and restraints with the budget
- Develop suggested modifications to the budget