Metro San Gabriel Valley Cities Service Council
Fiscal Year 2017 Work Plan

The adoption of an annual work plan is a requirement of the Metro Service Council Bylaws. These work plans outline the activities and priorities of each Service 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 the Service Planning and Scheduling department regarding service quality 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 and Vice-Chair to create the monthly meetings agendas
  - Metro staff will insure public notifications of meetings, which may include Metro.net, Twitter, Facebook, take-ones and newspaper ads
- **Bi-Annual Service Meetings**
  - Conduct planning meetings in October and April to discuss service concepts or modifications that may be under consideration
  - Meetings will focus on service types, areas or low performing lines
  - Meetings will include presentation by staff of potential service changes
- **Conduct public hearings regarding major service changes as defined in the Transit Service Policy**
  - Conduct hearings in the Service Council area 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 Deputy Executive Officer, Regional Service Councils on monthly performance numbers including (but not limited to): on time performance, customer complaints, ridership, miles between road calls, and bus cleanliness
  - Presentations from Metro Operations and Support staff on major projects with effects in the Service Council area or system-wide
  - Presentations from municipal operators and Metrolink as required as they affect regional transportation
  - Presentations from Metro's safety and security officials as needed
- **Training and Conferences**
  - After attending conferences or trainings as a Service Council representative, Council member(s) will provide an update to their Council at a subsequent meeting
- **Site visits**
  - Staff will organize Division rollout tours as well as other facility/operations tours for Service Council members if desired
  - Staff will organize site visits to Divisions assigned to the Service Council area for Council members
  - Staff will periodically invite Councils to participate and assist with station cleanliness evaluations, and report back to their Councils.

- **Line rides**
  - Staff will assist Councilmembers to make transit line rides in advance of each public hearing and organize group line rides as requested by Councilmembers
  - Councilmembers are encouraged to provide reports on individual line rides they have taken at their monthly meetings
  - Staff will report back on actions taken in response to issues reported via line ride forms where follow-up action was requested
- **Quarterly Meet and Confer with Metro CEO**
  - Quarterly meetings with Metro CEO, Deputy Executive Officer, Regional Service Councils, and other executive staff with 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
  - Following major service changes, provide a 6-month update on the effects of the changes on regional ridership

<u>Service Development</u>

- Receive briefing from Service Planning and Scheduling staff in September regarding potential service changes envisioned for December 2016 and in November 2016 for potential service changes anticipated for June 2017
- Review line level performance and explore options to improve low performing lines
- Present the Comprehensive Operations Analysis report for review and comment. This report details future scenarios for Metro's bus system development
- Provide Council with briefings of each quarterly meeting of Transit Service Providers in the Council Service Area

<u>Operations</u>

- Review FY17 performance targets and receive presentation from Operations staff on plans to achieve and/or exceed these targets
- 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 quarterly reports from Deputy Executive Officer, Regional Service Councils on Bus and Rail Station Cleanliness

<u>Metro Operations Budget</u>

- Receive preliminary information on FY2018 budget in February 2017 or as soon as available
- Review Metro's FY2018 budget in June with focus on distribution of funds to Service Council area projects and initiatives
- Review changes in staffing for Operations
- Receive reports from Operations and Office of Management and Budget regarding goals and constraints with the budget
- Develop suggested modifications to the budget

<u>Management of Service Council</u>

- Conduct annual review of Deputy Executive Officer, Regional Service Councils in July or August.