



Board Report

File #: 2024-0175, **File Type:** Rule / By-law

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: REVISION OF METRO SERVICE COUNCIL BYLAWS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the revised Service Council Bylaws (Attachment A).

ISSUE

The Bylaws of Metro's Service Councils were last updated in 2011. Since then, Metro has adopted policies and programs that affect the Service Councils, such as the NextGen Bus Plan and the Advisory Body Compensation Policy. This update incorporates Metro policies and clarifies the functions and responsibilities of the Service Councils, which have also evolved since the last iteration of the Bylaws, which were approved in 2011. The Service Council Bylaws state that amendments are subject to approval by the Board of Directors.

BACKGROUND

The Board created the Governance Councils in 2002 to guide the Service Sectors. The Governance Councils were given the primary role of conducting public hearings and reviewing and approving proposed bus service changes to the bus routes operating from the divisions their General Managers oversaw, regardless of where the bus routes operated. Service Council members are nominated by the regional nominating authorities and appointed by the Board of Directors.

In Fiscal Year 2010, the functions performed by the Service Sectors were recentralized. These changes were memorialized in the 2011 update to the Bylaws, including oversight of the General Managers, removing their duties and budgets, and re-centering the five Service Sector staff and headquarters to be within Metro Gateway headquarters. Operations, Service Planning, Scheduling, Labor Relations, and Safety functions were realigned, and the primary role of the Councils was preserved, as were the requirements for membership and the nominating authorities and process.

Adopting the Service Council's NextGen Bus Plan recommendations by the Metro Board in October 2020 necessitated updating each Council's bus line assignments. This presented an opportunity to update the bylaws to incorporate Metro policy changes and better reflect Service Council practices and functions, as well as incorporate the restructured bus network assignments and upgrade

Councilmember compensation in accordance with the Advisory Body Compensation Policy adopted by the Metro Board in September 2021.

DISCUSSION

The current Bylaws state that each of the five Councils must approve changes to the Bylaws by a supermajority vote, which then must be brought to the Board for approval. The proposed changes were periodically shared with the Service Councils for feedback, and a final draft was shared at their Quarterly Meet and Confer on November 8, 2023. The Service Councils recommended modifications during the review process, such as strengthening the language regarding transit use, incorporating ethics training requirements, and providing periodic updates to the Metro Board, further improving the document. They were then taken to each of the Service Councils for approval.

The San Fernando Valley and San Gabriel Valley Service Councils voted on the approval of the revised Bylaws at their March 2024 meetings; the South Bay Cities and Gateway Cities Service Councils voted at their April 2024 meetings, and the Westside Central Service Council voted at their July 2024 meeting. These Revised Service Council Bylaws presented have been reviewed and approved by at least a two-thirds supermajority of each of the five Service Councils.

The significant changes to the Bylaws are as follows:

- Clarification that the Service Councils have the authority to convene public hearings for Title VI major changes in rail service;
- Align with the Advisory Body Compensation Policy, including upgrading the tier of compensation from Advise to the Advise and Prepare tier;
- Incorporate completion of biannual AB 1234 Ethics Training and annual completion of the Statement of Economic Interest (Form 700);
- Update the allocation of bus lines to each region to reflect the NextGen Bus Network; clarify the determination of the primary and secondary authority of bus lines;
- Update staff position references, such as changing Board Secretary to Board Clerk;
- Clarify and formalize requirements and processes for public meetings, hearings, and events convened by the Service Councils to ensure that locations, dates, and times are conducive to maximizing public participation;
- Formalize the reporting relationship between the Service Councils and the Metro Board;
- Better reflect actual practices such as the annual work plan adoption, annual evaluation of the performance of Service Council staff, and resignation of Councilmembers;
- Reinforce the goal of appointing Councilmembers that reflect the region's demographics and riders.

This revision of the 2011 Service Council Bylaws better reflects the Service Council's operations, incorporates best practices for community outreach and engagement efforts, and references Metro policy changes that affect the Service Councils.

DETERMINATION OF SAFETY IMPACT

There is no safety impact from this action.

FINANCIAL IMPACT

Adopting the revised bylaws and the new compensation tier would increase the current stipend payment amount from \$100 to \$150 per eligible member per meeting. A total of \$13,000 has been budgeted under Project No. 100035 for Advisory Body Compensation for FY25; the needed budget is \$50,000. Additional funding will be transferred from other projects, reflecting a net zero budget change.

IMPACT TO BUDGET

Measure R, Measure M., and TDA Administration funds are the source of funds for this action. These funds are not eligible for rail and bus operations.

EQUITY PLATFORM

Metro's Service Councils' work is intended to benefit Metro bus and rail system riders and the communities where those services are operated. The revisions to the Service Council Bylaws help address more equitable and accessible participation and compensation for MSC representatives.

The revisions also clarify and formalize the requirements for Service Council meetings and events, requiring that they be held at locations accessible by Metro service, with a preference for locations with frequent service and at times and days conducive to maximizing public participation.

This update to the Service Council Bylaws also updates the allocation of bus lines by the Service Council region, ensuring that any significant bus service changes are brought to the Service Council that best represents their ridership.

Lastly, this update includes recommendations that address one of Metro's Equity Platform pillars, Listen and Learn: Supporting More Equitable Community Engagement. This update to the Bylaws specifies that as much as possible, representatives nominated by the region's nominating authorities and appointed to the Councils by the Board of Directors shall be selected to reflect the demographic profile of the region and the region's ridership, as well as a broad spectrum of the interests and geographic areas of the region over which the Service Councils have jurisdiction; multiple representatives from the same jurisdictions are strongly discouraged. The inclusion of this goal will support broader representation in each Service Council.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

2. Deliver outstanding trip experiences for all users of the transportation system
3. Enhance communities and lives through mobility and access to opportunity

ALTERNATIVES CONSIDERED

An option is not to approve the Metro Service Council Bylaws update. This option is not recommended as the Bylaws should be modified to reflect the reality of the existing functional alignment of Metro with the Service Councils, the Service Councils' processes and functions as reflected in practice, and to incorporate Metro policies that have been adopted since the 2011 iteration of the Bylaws.

NEXT STEPS

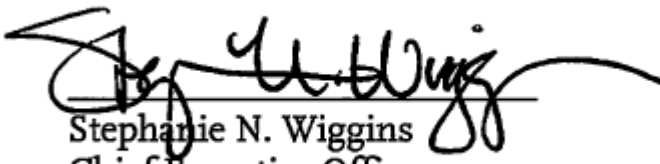
Upon adoption, staff will distribute a copy of the adopted Bylaws to all Service Council Members and nominating authorities.

ATTACHMENTS

Attachment A - Revised Service Council Bylaws

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 598-9715

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034


Stephanie N. Wiggins
Chief Executive Officer

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LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
METRO REGIONAL SERVICE COUNCIL BYLAWS

March 24, 2011

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LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
METRO SERVICE COUNCIL BYLAWS

ARTICLE I: PURPOSE

The purpose of ~~Metro~~Metro's Regional Service Councils (MSC or 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~~

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

- ~~Contributing to the planning and approving~~Approving the implementation of transit route service changes within their area;
- ~~Calling~~Receiving community input on proposed bus service modifications; calling and conducting public hearings for all major service changes within their area;

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rendering decisions on proposed bus route changes after considering staff recommendations and public comments;

- 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~~Metro can best serve ~~our~~its customers; and
- Facilitating a partnership that promotes a shared vision with service providers (municipal and local operators) to improve service integration, coordination in ~~geographical~~geographic areas, resulting in more efficient service and better use of public 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.~~

The Service Councils serve as one of Metro's primary sources of public input on projects, programs, initiatives, and transit services as reflected in the Public Participation Plan which is submitted to the Federal Transit Administration as part of Metro's commitment to meet and exceed the prescribed requirements of the U.S. Department of Transportation (USDOT), including Federal Transit Administration (FTA) Circular C 4702.1B prescribing recipients' responsibilities to Limited English Proficient persons, FTA Circular C 4703.1, guiding recipients on integrating principles of Environmental Justice into the transportation decision-making process, and the Federal Highway Administration's (FHWA) Title VI program.

ARTICLE II: MEMBERSHIP

A. COMPOSITION: Each Council is 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 Cities, and Westside/Central. These geographic regions are ~~detailed~~depicted in **Attachment A**.

Aligned with Metro's Equity Platform adopted in February 2018, to the maximum extent possible, representatives nominated to the Councils shall be selected to reflect the demographic profile of the region and the region's ridership, as well as a broad spectrum of the interests and geographic areas of the region over which the

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MSC has jurisdiction; multiple representatives from the same jurisdiction are strongly discouraged. Membership on the Council is not transferable or assignable. 4-All members will be asked to voluntarily complete an Advisory Body Member Demographic Form. The Office of Equity and Race seeks collection of this data as a strategy to highlight areas for improved representation across gender, race/ethnicity, and income brackets for Metro to track and strive for more equitable demographic representation on its various advisory bodies.

~~A.B. QUALIFICATIONS: Representatives of the MSC may be elected officials and/or private citizens, and at must live, represent, or work in the communities within the boundaries of the designated region they represent (See Attachment A). At least fifty percent of each Council's members shall be regular users of Metro Rail or Bus (public transit services-) service. 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. All Council members must have at least some experience using Metro Rail or Bus service. Representatives should have a basic understanding of the public transit network/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.~~

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~~C. TERMSELIGIBILITY TO SERVE: Representatives of the MSC may be elected officials and/or private citizens; Metro Board Members, employees, and consultants working directly on projects or initiatives in their region related to bus service or that may impact bus service are not eligible to serve on a Service Council. An essential criteria for municipal and other agency representative nominations and appointments is the improved coordination and cooperation between the municipalities/agencies and Metro for the provision of efficient and effective transit within Metro's service area.~~

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~~D. NOMINATIONS AND APPOINTMENTS: Nominations to the MSC are submitted in writing to MSC staff, who then takes them to the Metro Board for confirmation and appointment. Each region's designated nominating authority/authorities that nominate MSC Representatives for appointment are listed in Attachment B. The nominating authority/authorities, have the option of retaining the composition structure already in place, or may request that the Metro Board change the number of members on the Council (no more than 9 members). Metro Board Members shall confirm and appoint representatives of Service Councils based on the nominations submitted through the locally adopted process by the designated nominating authorities.~~

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~~B. E. TERM OF SERVICE:- Each Representative of the MSC shall serve a term of three-years, which shall be staggered among members- so that the terms of three~~

members per Council, per year will expire; Service Council terms are tied to the individual seat, rather than the representative and the date of their nomination or appointment. Representatives can serve more than one three-year term if re-appointed they have maintained compliance with the requirements of the position and are re-nominated by the nominating authority and confirmed by the Metro Board.

~~C. 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.~~

~~D.F. CODE OF CONDUCT: Representatives of the MSC shall adhere to the Metro Board Code of Conduct and Metro Board of Directors Code of Conduct, all other relevant applicable State and Federal laws-, and the sanctions for non-compliance detailed therein. Metro Council Representatives have no individual authority over Metro Operations and must act only through the Service Council of which they are a member.~~

1. Service Council Members shall file Statements of Economic Interest with the Ethics Officer pursuant to state law, within 30 days of assuming office, annually, and within 30 days of leaving office.
2. Council Members shall file an addendum to the required statement under subdivision disclosing all financial interests both within and outside Los Angeles County, including those financial interests received during the reporting period by all entities in which the member is an officer, principal, partner, or major shareholder.
3. Any amendments to the Statement of Economic Interest or addendum shall be filed within 30 days of the occurrence of the change.
4. Service Council Members complete and maintain compliance with AB 1234 Ethics Training.

G. ID BADGE/TRANSPORTATION PASS: Each MSC Member shall be issued a Metro badge to serve as unlimited fare media on Metro Bus and Rail services, so as to facilitate Member use of Metro transit service on a regular basis. Only the MSC Member is eligible to receive a badge; staff, family members, and dependents are not eligible to be issued passes. Metro may charge the individual a designated fee for replacing a lost or stolen ID Badge/Transportation Pass. Misuse of the issued Transportation Pass or allowing an unauthorized person to use their Transportation Pass will be considered cause for removal.

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E.H. 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 remainder of the term of the Council Representative they ~~replaced~~replace.

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F.I. ATTENDANCE: -If a Representative has more than three absences over a floating six-month period, staff will notify the Council Chair ~~and~~ Vice-Chair, who may ~~ask~~propose that the Council ~~if they would like to~~ declare the ~~council~~Council representative inactive and direct staff to initiate a nomination process to have the nominating authority fill the vacancy of the inactive member.

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~~**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.~~

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H.J. RESIGNATION: -A Representative may tender their resignation from ~~the Council~~ by writing a letter to the Metro Board Secretary and the Director of a Metro Service Councils, with copies to the Metro Board Council by notifying the lead staff member of the Council, the nominating authority, and Chair of ~~that~~the Service Council in writing.

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I.K. REMOVAL: -The Service Council can remove any representative of the Council at any time if ~~it deems this is~~deemed to be 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.**

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ARTICLE III: -DUTIES OF OFFICERS, COUNCILS, AND STAFF

A. OFFICERS: -Each MSC shall include a Chair and Vice-Chair, ~~whom~~who 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.;

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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.

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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.

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~~3. SECRETARY: In the absence of the Chair and Vice Chair, the attending Service Council Representatives present shall determine the presiding officer for the meeting.~~

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B. ~~CLERK: A member of the Metro Board Secretary's Clerk's office shall keep or cause to be kept minutes of each Council 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 Service Council staff 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;).~~

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~~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;~~

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~~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

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~~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~~

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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;~~

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~~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;~~

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~~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;~~

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C. **PUBLIC HEARINGS:** All major bus service changes that require public hearings will be brought to the MSC for approval. Metro defines major bus service changes in Metro's 2022 Title VI Program Update as follows:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 - 4 above to be inclusive of any bus/rail interface changes.

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- Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
- A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Title VI analyses are also to be considered as part of any proposed major service changes. The Service Councils will not vote on Title VI analyses, but forward any related comments received through the public hearing process to the Board to be considered in their adoption of the analyses.

~~**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;~~

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~~**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);~~

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~~**G. STIPEND:** Representatives of the Service Councils will be paid a stipend of \$100 per meeting, with a maximum of two meetings per month;~~

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~~**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.D. 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.~~

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E. MAJOR BUS SERVICE CHANGE DECISIONS: At their meeting subsequent to the public hearing(s) to receive public input, the Service Council(s) will vote to approve, modify, or deny the proposed major service changes proposed for implementation.

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Results of Service Council deliberations shall be forwarded to the Board as the final recommended bus service changes.

F. MINOR AND TEMPORARY ROUTE CHANGES: Metro staff may implement all minor (i.e. below above thresholds) or temporary route changes including turnaround and out of service route modifications without Council approval, though the Council should be given informational updates on minor changes where they may be refinements to previous major changes in response to multiple public comments. Similarly, any significant temporary service change should be brought to the Council for their information but not approval. Should a temporary or pilot service meeting the definition of a major service change be in operation for a period of more than six months, MSC will convene public hearings to gather public comment on those route or service changes and approve/modify the continued operation of such services.

G. ANNUAL WORK PLAN: Each year, Metro Service Council Representatives shall review their annual work plan and provide comments and revisions for updates to be incorporated for the upcoming fiscal year. 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 during the upcoming fiscal year. The work program will include the process and targets for monitoring transit service and collaborating with Metro's Chief Operating Officer 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's adopted mission, vision and goals and must comply with all Board adopted policies, service standards and other criteria.

H. SERVICE COUNCIL RECOMMENDATIONS/FEEDBACK: Service Council staff will provide input to Metro Operations staff to improve service quality, safety and performance of bus service.. Service Councils will continue to receive regular reports from Metro staff on service performance within the Council's jurisdiction. The Service Councils will work to develop and implement changes in bus service that improve service quality, ridership and/or operational efficiency, and facilitate a planning and public communication process that listens and responds to the community and current and potential customers.

I. PERIODIC REPORTS TO METRO BOARD: Updates to the Metro Board regarding MSC recommendations on Metro service, programs, initiatives, and other issues that the MSC feel the Metro Board should be informed of on a periodic basis.

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.

K. EVALUATION OF STAFF: Service Council Representatives shall annually submit an evaluation to the department's Executive Officer on the performance of the staff

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responsible for managing the Metro Service Councils and an evaluation of each Service Council's progress in meeting established goals and objectives.

ARTICLE IV: MEETINGS

A. AGENDA: Matters to be placed on the agenda for a regular meeting will be coordinated through the Service Council's staff. Any Representative of the Council may also place items on the agenda through this process. Service Council staff will prepare, finalize and have the agendas and previous meeting minutes posted online prior to the regular meeting, and ensure that MSC agendas are posted in accordance with Brown Act. All meeting presentations will be posted at least 24 hours in advance of the meeting.

B. REGULAR MEETINGS: The Councils will hold regularly scheduled monthly meetings at times and locations accessible to members of the public. Metro Service Council meetings will be held at locations accessible using Metro services, with preference given to locations with frequent transit service. 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 Ralph M. Brown Act.

D. PARTICIPATION: Anyone attending a meeting may submit public comments. Members of the public may also submit comments by mail, email, phone, or online. 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. MSC staff, in coordination with the Chairs of all Service Councils will develop the agenda for these quarterly meetings.

F. QUORUM: A majority of Council Representatives (50%+1 or 5 members) shall constitute a quorum to do business; two-thirds (2/3 or 6 members) of the Council shall constitute a supermajority. Passage of items requires a majority membership vote based on all Council seats rather than Representatives present at the time of

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the vote (i.e., nine-member Councils would require five votes to pass an item even if only five Representatives are in attendance).

G. STIPEND: Representatives of the Service Councils are eligible to be paid a stipend of \$150 for their attendance per meeting in accordance with their responsibilities as defined in Metro's Advisory Body Compensation (ABC) Policy. Representatives may be compensated for attendance at a maximum of two meetings per month. To receive the stipend, members must first submit a completed ABC Policy agreement. In accordance with the ABC Policy Section 2.3, public agency, Council of Governments, or elected office staff who serve on advisory bodies as part of their professional role are not eligible to receive the stipend. Members who 1) work for a contractor or organization holding an active contract with LACMTA and 2) participate or are listed in the contract activities while serving on an advisory body are not eligible for advisory body compensation for the duration of the contract.

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ARTICLE V: VI: AMENDMENTS

AMENDMENTS TO BYLAWS: ~~the~~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~~must then be reviewed and similarly agreed upon by all other Regional Service Councils by a supermajority vote. 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.

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ARTICLE VII: VI: 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 ~~4/330%~~ of its service miles within a region, excluding ~~the LACBD.~~ A listing of downtown Los Angeles.

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Metro's Administrative Code (§2-50-025(E)) authorizes the Metro ~~bus lines~~ ~~allocated~~Board of Directors to ~~each~~delegate to another body or a hearing officer appointed by the CEO the authority to hold the public hearing related to a change in transit service. The Metro Board has designated the Service Councils as the bodies responsible for calling and conducting public hearings for all major service changes within their area. As such, Metro's Regional Service Councils (MSC) are responsible for convening public hearings to receive public comments regarding proposed permanent major bus and rail service changes, and approving, modifying, or denying the service change proposals for their region ~~as of December 2010 is provided in Attachment 3.~~

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Metro Regional Service Councils shall be responsible for convening public hearings as described in Article III. If a bus line operates a significant amount (over 30% of full one-way route alignment miles) of service in more than one region, the Councils responsible for service in those regions will share responsibility for the line. #The Council region with the larger share of one-way route mileage shall be assigned primary authority of a given line; secondary authority shall be assigned to the Council region with the next largest portion of one-way revenue service miles outside of the primary region. Lines operating in downtown Los Angeles (see Attachment D) where the segment in downtown is less than (30%) of revenue service miles shall be excluded from the calculation of route authorities. Where a line does not have at least 30% of its revenue miles within a Council region, that line would be allocated to the region(s) with the largest shares over 25%, and the region with the largest share would be designated as primary. A listing of the Metro bus lines with the primary and secondary authorities allocated to each region as of December 2023 is provided in Attachment C.

Each primary and secondary MSC will be responsible for convening public hearings that relate to major service changes to Metro Bus and Rail lines that provide significant service within their region. Hearings will be scheduled at times and dates intended to maximize public involvement. Public hearings will be held at locations accessible using Metro services, with preference for locations with frequent service and near the area of the proposed change(s) to facilitate participation of the riders that would be most affected by the changes.

All major route and service changes approved by the MSC will be brought to the Metro Board of Directors as an informational item. Should the Metro Board decide to move a Service Council approved service change to a Board Action Item, the Service Council will be notified of this change during their next monthly Service Council meeting subsequent to the Board's action, and be informed of the outcomes of any decisions made by the Board. Title VI analyses are also to be considered as part of any proposed service changes. The Service Councils ~~do~~ will not vote on Title VI analyses, but forward any related comments received through the public hearing process to the Metro Board for its consideration.

Should the assigned Service Councils not agree about service decisions affecting a shared line, ~~the Director of~~ Metro Service Councils staff will work with the Service Development staff and the ~~chairs~~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 to~~ resolve the matter.

Each MSC shall work with the ~~Director of~~ Metro Service Councils staff 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~~Council region;

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B. Call public hearings pertaining to major bus route changes and Title VI analysis for rail project operating plans within the Service Council's jurisdiction consistent with State and Federal laws and with ~~-~~Metro policies pertaining to public hearings;

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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;

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D. Coordinate with planning staff, businesses, consultants, other local transit operators and to address any ~~other~~transit needs unique to the Service Council's region in accordance with ~~agency~~Metro guidelines;

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E. Promote coordination of transit services, including Metro Bus and Rail service, and Municipal and Local Return Operators;

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F. ~~Conduct on-going meetings with~~Invite Municipal and Local Operators to discuss their proposed service ~~plans~~changes 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.G.~~ Identify other issues related to transit user experience, including customer information and way finding, fare collection, safety, cleanliness of vehicles and facilities; ~~and~~;

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~~J.H.~~ Monitor key performance indicators and provide feedback to ~~the GOO~~appropriate staff or departments regarding areas ~~to address for~~needing improvement; ~~and~~

I. Monitor and provide feedback on Metro programs, projects, and policies affecting their region.

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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~~Public Utilities Code 130050.2 et seq., including hiring 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.

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ARTICLE VIII-VII: 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~~ as permitted by law in the same manner as an officer or employee of ~~the~~ Metro.

[ATTACHMENT A: Service Council Regions](#)

[ATTACHMENT B: Regional Nominating Authorities](#)

[ATTACHMENT C: Primary and Secondary Assignment of Bus Lines](#)

[ATTACHMENT D: Downtown Los Angeles Map](#)

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Metro Service Councils Bylaws Update

October 2024



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September 26, 2002: Metro Board establishes Service Sector Governance Councils to provide budgetary and operational oversight and collect community input on proposed bus service changes.

May 27, 2004: Board modifies bylaws to clarify Governance Council authority, allow the Board to remove or replace members, and to amend bylaws by a majority vote.

September 9, 2005: Bylaws and Policy clarify that Sector Governance Councils will call public hearings for all bus route changes within the Sectors.

March 24, 2011: Operations recentralized, name changes to Metro Service Councils. Primary role of oversight of major service changes, original nomination and appointment structures retained.

March 2024: Draft revisions have been reviewed by relevant departments (Operations, County Counsel, Board Clerk, Office of Equity and Race, Ethics), share with Councils for approval.

October 2024: Revised Bylaws have been reviewed and approved by a supermajority of all five Service Councils and can be adopted upon Board approval

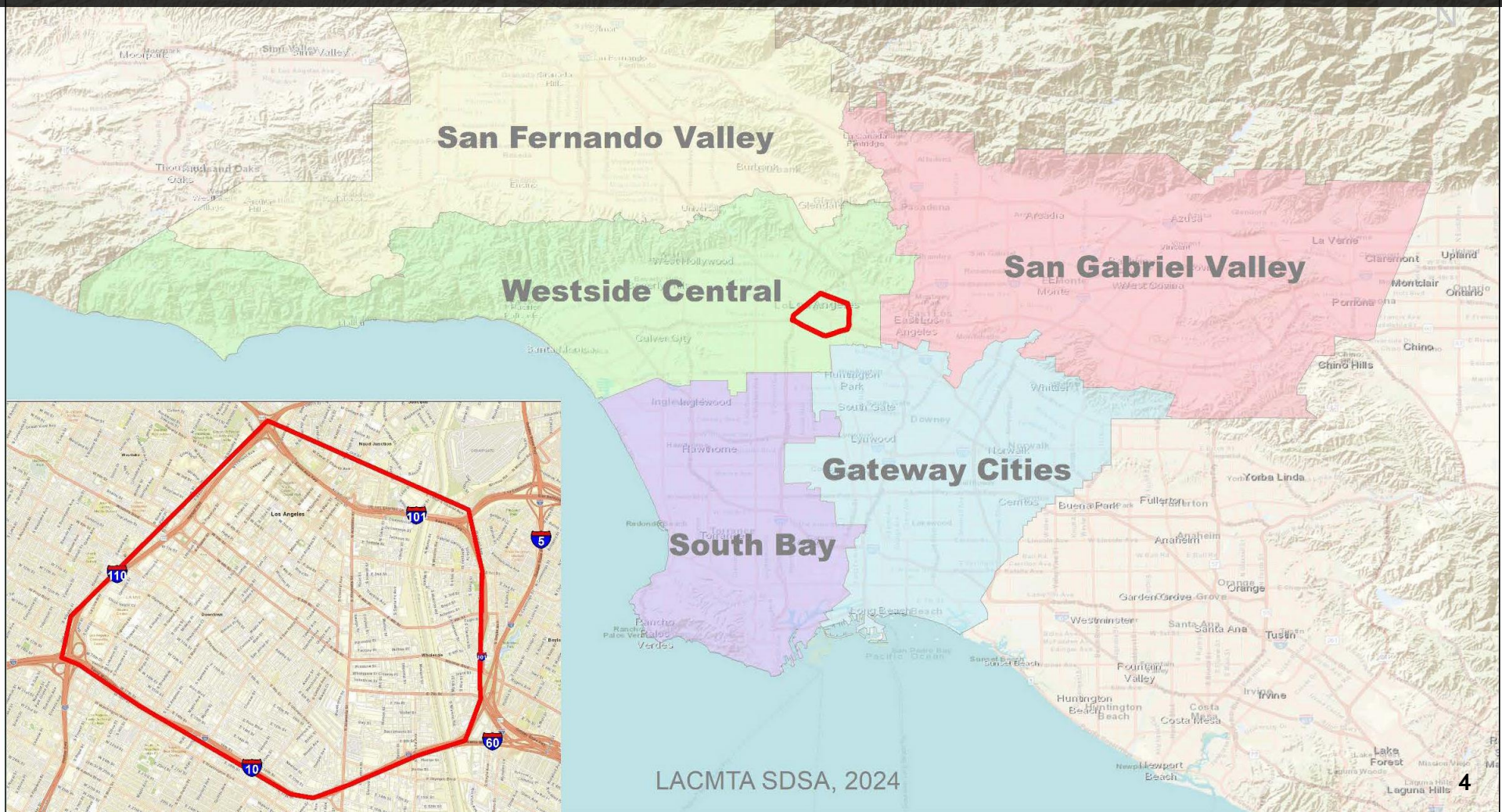


Overview of Proposed Changes

- Reduce repetitive language
- Update to reflect staff roles, titles, workflows
- Update line authority to reflect NextGen Bus Plan Network
 - ✓ Central Business District/Downtown LA reference map
- Incorporate Metro policy
 - ✓ Advisory Board Compensation Policy - reclassify from “Advise” to “Advise and Prepare”
 - ✓ Equity Platform
 - ✓ Ethics requirements (Form 700, AB 1234)
 - ✓ Public Participation Plan
- Clarify expectations and requirements
- Acknowledge and formalize Service Councils role
 - ✓ Further define requirements for public hearings
 - ✓ Clarify line authority definitions
 - ✓ Incorporate periodic updates to the Board

Service Councils are responsible for Metro bus lines operating more than 30% of revenue service miles excluding downtown LA.

- Councils share responsibility for lines that operate more than 30% in more than one region.
 - ✓ The region with the larger share of one-way route mileage assigned primary authority; region with the next largest portion assigned secondary authority.
 - ✓ Where a line does not have at least 30% of its revenue miles within any Council region, that line would be allocated to the region(s) with the largest shares over 25%, and the region with the largest share would be designated as primary.





Next Steps

- Bylaws must be approved by Metro Board
- Newly adopted bylaws to be shared with nominating authorities and Service Councils
- Implementation of ABC Policy, reporting cycle

Questions?