



Board Report

File #: 2026-0361, **File Type:** Rule / By-law

Agenda Number: 42.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

SUBJECT: REVISION OF METRO SERVICE COUNCIL BYLAWS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the revised Service Council Bylaws.

ISSUE

The Bylaws of Metro's Service Councils were last updated in October 2024. Since then, state legislation has been adopted that affects the operation of the Service Councils. This update incorporates the changes made with the adoption of AB 3123 and SB 827. Service Council Members also requested additional updates to their Bylaws.

The Service Council Bylaws state that amendments are subject to Metro Board approval.

BACKGROUND

The Metro Board created the Governance Councils in 2002 to guide the Service Sectors. The primary role of the Governance Councils was to conduct public hearings and to review and approve proposed bus service changes to bus routes operating within the divisions overseen by their General Managers, regardless of where those routes operated.

In fiscal year 2010, the functions performed by the Service Sectors were recentralized. These changes were memorialized in the 2011 update to the Bylaws, which reflected those changes, including oversight of the General Managers, removing their duties and budgets, and re-centering the five Service Sector staffing and headquarters in 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.

In October 2024, the Bylaws were revised to incorporate changes such as the adoption of Metro's Advisory Body Compensation Policy, allocation of bus lines to each region to reflect the NextGen Bus Network, clarify the definitions for the primary and secondary authority of bus lines, and update items such as staff position references, and formalize requirements and processes for public meetings,

hearings, and events convened by the Service Councils to better reflect actual practices.

Service Council Bylaws are updated as needed. This update incorporates recent legislation and other developments since the last update in 2024.

DISCUSSION

The Bylaws state that each of the five Councils must approve changes to the Bylaws by a supermajority vote, and the changes must then be brought to the Board for approval. Staff periodically reviews the Bylaws to incorporate relevant updates, then places a review of the Bylaws on each Council's agenda for approval.

This revision of the Service Council Bylaws incorporates the following changes:

- The adoption of AB 3123, which amended the California Public Utilities Code applicable to Metro and Metro's Board Code of Conduct.
- Updates provided by the Ethics Department, including:
 - Clarifies the Ethics Department's independence and authority in certain areas.
 - Repeals outdated and redundant sections that are already governed by state law and Metro administrative code related to honoraria, travel, and behavior during meetings.
 - Minor language changes for consistency with current Metro practice and additions that are used in peer agency codes.
 - Remove the requirement for filing Metro Addendums, which required the reporting of financial interest outside of LA County.
 - The amendment aligns Metro with other local officials, where only Form 700s are required.
 - Further clarify eligibility to serve on a Service Council
 - The adoption of SB 827 Fiscal and Financial Training.
- More accurately reflect the actual practices of Service Council records being maintained by Service Council Staff rather than the Office of the Board Clerk.
- Clarification of nomination process for those seats that are nominated by multiple nominating authorities (city clusters);
- Add the ability of the Service Councils to form short-term advisory committees to study and make recommendations to their Council(s) around specific issues.
- Assignment of primary and secondary regional authority of Metro Bus lines to reflect the current bus network.

The proposed changes were preliminarily shared with the Service Councils at their Quarterly Meet and Confer in December 2025 and again in February 2026 to provide their feedback. Before requesting formal approval by each of the five Service Councils, staff circulated the proposed Bylaws to the Office of the County Counsel, the Office of Civil Rights, Racial Equity, and Inclusion, the Board Clerk, and the Chief Operations Officer. Their edits and suggestions were incorporated into the document, then taken to each of the Service Councils for approval. Each of the five Service Councils reviewed and approved the revised Bylaws at each Council's May 2026 meetings by at least a two-thirds supermajority.

DETERMINATION OF SAFETY IMPACT

There is no safety impact from this action.

FINANCIAL IMPACT

There are no financial impacts associated with these changes to the Service Council Bylaws.

EQUITY PLATFORM

This update to the Service Council Bylaws addresses the Metro Equity Platform pillar of Listen and Learn: Supporting More Equitable Community Engagement by further clarifying and formalizing the requirements for Service Council membership around geographic diversity, the nomination process, and eligibility to serve. The inclusion of this goal will support broader representation on each Service Council.

The purpose of Metro's Service Councils is to improve bus service and promote service coordination, benefiting the communities where those services are operated and supporting the "Focus and Deliver" pillar of the Equity Platform, which recognizes Metro's role as a partner in advancing equitable outcomes. This update to the Service Council Bylaws allows Service Councils to create ad hoc advisory committees as needed to further study topics related to their work, enabling them to make more informed decisions as a Council.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

One option is not to approve these revisions to the Metro Service Council Bylaws. This option is not recommended, as the Bylaws will not comply with legislative changes adopted since the October 2024 iteration of the Bylaws, and with the Service Councils' processes and functions as reflected in practice.

NEXT STEPS

Upon adoption, staff will distribute a copy of the adopted Bylaws to all Service Council Members and nominating authorities. Staff will continue to work with the Service Councils to ensure they monitor the major contributors to bus and service quality from the customer's perspective. Staff will also share that information with the Service Councils to plan, implement, and improve bus service in their areas, as well as the customer experience using our bus service.

ATTACHMENT

Attachment A - Revised Service Council Bylaws

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Stephanie Wiggins
Chief Executive Officer

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

ARTICLE I: PURPOSE

The purpose of Metro's Regional Service Councils (MSC or Service Councils) is to improve bus service and promote service coordination with municipal and local transit providers.

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

- Approving the implementation of transit route service changes within their area;
- Receiving community input on proposed bus service modifications; calling and conducting public hearings for all major service changes within their area; 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 to voice their concerns, suggestions, questions, and input on how Metro can best serve its customers; and
- Facilitating a partnership that promotes a shared vision with service providers (municipal and local operators) to improve service integration, coordination in geographic areas, resulting in more efficient service and better use of public resources.

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. 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 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 MSC has jurisdiction; multiple representatives from the same jurisdiction are strongly discouraged. Membership on the Council is not transferable or assignable. 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.

- B. QUALIFICATIONS: Representatives 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) service. A regular public transit user is defined as one normally using public transit multiple times each month. 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.
- C. ELIGIBILITY TO SERVE: Representatives of the MSC may be elected officials and/or private citizens. Metro Board Members and employees, are not eligible to serve on a Service Council. Contractors 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 officer, principal, partner, or shareholder who owns more than 10 percent of any profit-making firm or business with a Metro contract 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.
- 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.
 - a. Should the nominating authority/authorities wish to revise the composition structure in place for their seat or their region, all nominating authorities for

the seat and/or region must be in concurrence prior to submitting the request to the Metro Board. The Metro Board shall not act as the deciding body in the event of a conflict.

- b. For individual Council seats that are nominated by multiple nominating authorities (“city clusters”), all cities must be in concurrence regarding the nomination that is to be submitted to the Metro Board for appointment; should more than one nomination be put forth, the seat will remain vacant until the cities achieve concurrence. The Metro Board will not act as the deciding body in the event of a conflict.

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 they have maintained compliance with the requirements of the position and are re-nominated by the nominating authority and confirmed by the Metro Board.

F. CODE OF CONDUCT: Representatives of the MSC shall adhere to the [Metro Board of Directors Code of Conduct](#), all other 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. Any amendments to the Statement of Economic Interest or addendum shall be filed within 30 days of the occurrence of the change.
3. Service Council Members shall complete and maintain compliance with AB 1234 Ethics Training and SB 827 Fiscal and Financial Training.
4. Questions on these requirements, Codes of Conduct, and any other ethics related matters should be directed to Metro’s Ethics Department.

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.

- H. VACANCIES: Council vacancies will be filled in the same manner as appointments are made. When filling an unexpired term, the appointee shall serve the remainder of the term of the Council Representative they replace.
- I. ATTENDANCE: If a Representative has more than three absences over a floating six-month period, staff will notify the Council Chair, Vice Chair, and the Representative's nominating authority who may propose that the Council declare the Council representative inactive and direct staff to have the nominating authority initiate a nomination process to fill the vacancy of the inactive member.
- J. RESIGNATION: A Representative may resign from a Metro Service Council by notifying the lead staff member-of the Council, the nominating authority, and Chair of the Service Council in writing.
- K. REMOVAL: The Service Council can remove any representative of the Council at any time if 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.**

ARTICLE III: DUTIES OF OFFICERS, COUNCILS, AND STAFF

- A. OFFICERS: Each MSC shall include a Chair and Vice Chair, 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.
 - 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 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.
 - 3. In the absence of the Chair and Vice Chair, the attending Service Council Representatives present shall determine the presiding officer for the meeting.
- B. STAFF: Service Council staff shall keep or cause to be kept minutes of each Council meeting for distribution to Metro Service Council Representatives, and posting on the Metro website, and an up-to-date roster of Representatives, (and those individuals receiving agendas and minutes).

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 2025 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.
- 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.

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.

- 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. 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. The work plan will also include items such as a briefing on the budget kickoff and outreach and a review of the proposed Metro budget 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 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 in person 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 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. ADVISORY COMMITTEES: The Service Councils (individually or collectively) may form Advisory Committee(s) to study and make recommendations to their Council(s)

on a specific issue. All Service Councils will be informed of the formation of Advisory Committees and their purpose. An Advisory Committee can be formed:

- with up to four members of an individual Service Council; or
- up to four members of any of the five Service Councils

with majority vote approving the creation and participation by the Service Council(s) whose member(s) are to participate. Advisory Committee meetings will be held at the time and place (physical or virtual location) designated and arranged for by the Committee members.

1. Updates, findings and recommendations of the Advisory Committees will be prepared by Advisory Committee members and shared with all five Service Councils at the regularly scheduled Service Council meetings or during the quarterly Meet and Confer. Further action will require a majority vote of those Councils whose members participated in the Advisory Committee at their regular scheduled meeting(s).
2. Advisory Committees shall exist for a period of 90 days and may be extended for an additional 90 days by the majority vote of the Service Council(s) which have participating members.
3. Advisory Committee members will not be eligible to receive a stipend for participation, and Metro staff will not provide administrative support for their meetings; Advisory Committee members will be responsible for preparing materials (presentations, draft letters, etc) for presentation to their Councils. In accordance with Government Code section 54952(b), the Advisory Committees are not public meetings subject to the Brown Act.

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

H. 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.

ARTICLE V: 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 may recommend amendments to bylaws, which 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. Any Council amendments to the bylaws are subject to Metro Board approval.

ARTICLE 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 30% of its service miles within a region, excluding downtown Los Angeles.

Metro's Administrative Code (§2-50-025(E)) authorizes the Metro Board of Directors to 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.

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 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, Metro Service Councils staff 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 resolve the matter.

Each MSC shall work with the 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 region;
- 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;
- 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 staff, businesses, consultants, and other local transit operators to address any transit needs unique to the Service Council's region in accordance with Metro guidelines;
- E. Promote coordination of transit services, including Metro Bus and Rail service, and Municipal and Local Return Operators;

- F. Invite Municipal and Local Operators to discuss their proposed service changes and develop service coordination plans;
- G. Identify other issues related to transit user experience, including customer information and way finding, fare collection, safety, cleanliness of vehicles and facilities;
- H. Monitor key performance indicators and provide feedback to appropriate staff or departments regarding areas needing improvement; and
- I. Monitor and provide feedback on Metro programs, projects, and policies affecting their region.

The Metro Board of Directors shall retain all mandated responsibilities in accordance with Metro enabling legislation under [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.

ARTICLE 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 Metro as permitted by law in the same manner as an officer or employee of Metro.

ATTACHMENT A: Service Council Regions

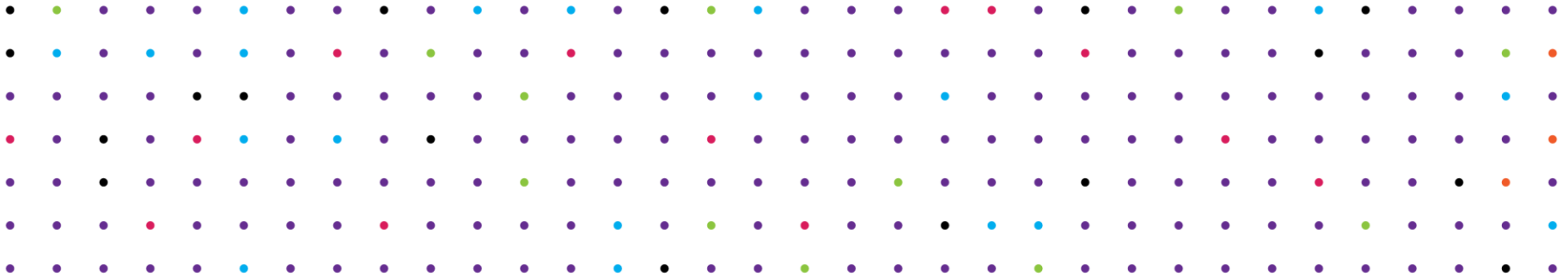
ATTACHMENT B: Regional Nominating Authorities

ATTACHMENT C: Primary and Secondary Assignment of Bus Lines

ATTACHMENT D: Downtown Los Angeles Map

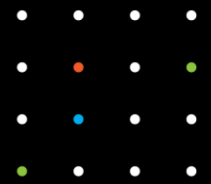
REGIONAL SERVICE COUNCILS

METRO SERVICE COUNCILS BYLAWS UPDATE



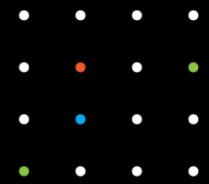
Operations, Safety, & Customer Experience Committee Meeting
July 16, 2026

RECOMMENDATION



ADOPT the revised Service Council Bylaws.

ISSUE & DISCUSSION



ISSUE

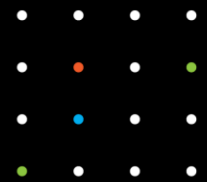
The Service Council Bylaws state that amendments are subject to Metro Board approval.

DISCUSSION

Service Council Bylaws state that proposed bylaws amendments must be noticed on the agenda of a regularly scheduled Council meeting, reviewed, and agreed upon by all Regional Service Councils by a supermajority vote. Staff periodically reviews the Bylaws to incorporate relevant updates.

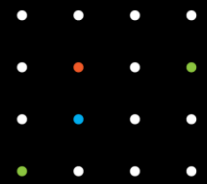
State legislation that affects the operation of the Service Councils has been adopted since their Bylaws were last updated in October 2024. This update incorporates the changes made with the adoption of AB 3123 and SB 827 as well as some additional clarifications.

OVERVIEW OF PROPOSED CHANGES



- The adoption of AB 3123, which amended the California Public Utilities Code applicable to Metro and Metro's Board Code of Conduct.
 - Repeals outdated and redundant sections already governed by state law and Metro administrative code related to honoraria, travel, and behavior during meetings.
 - Minor language changes for consistency with current Metro practice and additions that are used in peer agency codes.
 - Remove requirement for filing Metro Addendums, which required the reporting of financial interest outside of LA County.
- Clarify the Ethics Department's independence and authority in certain areas.
- Further clarify eligibility to serve on a Service Council.

OVERVIEW OF PROPOSED CHANGES



- Reflect work practices related to Service Council records archiving and maintenance.
- Clarification of nomination process for those seats that are nominated by multiple nominating authorities (city clusters);
- Allow Service Councils to form short-term advisory committees to study and make recommendations to their Council(s) around specific issues.
- Update assignment of primary and secondary regional authority of Metro Bus lines to reflect the current bus network.