

## Metro Gateway Cities Service Council Fiscal Year 2023 Work Plan

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

### Public Involvement

#### Conduct regular monthly Council meetings

- Staff will work with the Council Chair and Vice-Chair to create the monthly meeting agendas.
- Metro staff will ensure public notifications of meetings, which may include Metro.net, Metro's Blog, The Source, Twitter, Facebook, take-ones and newspaper ads.
- Receive public comments received through the Service Council web pages and email address. Staff will share comments with Service Council Members along with the staff response.

### Enhance Council Understanding

#### Monthly meetings

- Presentations on monthly performance numbers including (but not limited to): on time performance, customer complaints, ridership, miles between road calls, and bus cleanliness; in particular, updates on post-pandemic recovery and impacts to operations, service, and ridership.
- Presentations from Metro Operations and support staff on major projects with effects in the Service Council area or system-wide.
- Presentations from municipal operators as they affect regional transportation.
- Presentation from Metro's safety and security officials as needed.

### Training and Conferences

- After attending conferences or trainings as a Service Council representative, Council member(s) will provide an update to their Council at a subsequent meeting
- Maintain current AB 1234 Ethics training; recertification required every two years

### Site Visits

- At the request of the Council, staff will organize site visits to Divisions assigned to the Service Council area for Council members
- Staff will periodically invite Councils to participate and assist with station cleanliness evaluations, and report back to their Councils and appointing authorities.

### Line Rides

- Staff will assist, if desired, to organize group line rides and assist Councilmembers to make transit line rides as requested. Councilmembers are encouraged to provide reports on individual line rides they have taken at their monthly meetings. Councilmembers are further encouraged to take line rides or view service directly as concepts from the approved NextGen Bus Plan are implemented.

- Staff will report back on actions taken in response to issues reported via line ride forms where follow-up action was requested

#### **Quarterly Meet and Confer with Metro CEO**

- Participate in quarterly meetings with Metro CEO, Senior Executive Officer, Regional Service Councils staff, and other Service Councils' members.

#### **Metro Bus Service Development and Performance/Ongoing NextGen Bus Plan Implementation**

Following each service change in June and December, provide a 6-month update report on the region's Metro bus lines, and ridership and performance of the lines affected.

- Receive briefing from Service Planning and Scheduling staff regarding potential service changes to be included the annual December and June shakeups.
- Review line level performance and explore options to improve low performing lines.
- Provide briefings on the Council area's quarterly Transit Service Providers meetings.

#### **Operations**

- Review FY23 performance targets and receive presentation from Operations staff on plans to achieve and/or exceed these targets based on current conditions.
- Conduct service rides on lines with poor on-time and other performance issues and talk to Operators to receive and review ideas on how to improve service.
- Receive quarterly reports on Bus and Rail Station Cleanliness.

#### **Metro Operations Budget**

- Receive preliminary information on FY2024 budget in February 2023 or as soon as available.
- Review Metro's FY2024 budget in June with focus on distribution of funds to Service Council area projects and initiatives, and changes in Operations staffing.
- Receive reports from Operations and Office of Management and Budget regarding budget goals and constraints.
- Develop suggested modifications to the budget.

#### **Management of Service Council**

- Conduct annual review of Service Council Management in June
- Provide input on Service Councils update and adopt revised bylaws.
- Provide input on Service Council activities for inclusion in quarterly Board Box report to Metro Board.

Adopted \_\_\_\_\_