



Metro

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Agenda - Final

Thursday, August 20, 2020

9:00 AM

Comments can be made via:

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Email: jacksonm@metro.net

Post Office Mail:

Board Secretary's Office

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

Operations, Safety, and Customer Experience

Committee

Robert Garcia, Chair

Mike Bonin, Vice Chair

Jacquelyn Dupont-Walker

Sheila Kuehl

Mark Ridley-Thomas

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES
(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

CONDUCT IN THE BOARD ROOM - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

REMOVAL FROM THE BOARD ROOM The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Secretary and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at www.metro.net or on CD's and as MP3's for a nominal charge.

DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 922-4600 or (323) 466-3876.



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

HELPFUL PHONE NUMBERS

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department)

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - www.metro.net

TDD line (800) 252-9040

NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Item: 21.

Consent Calendar items are approved by one motion unless held by a Director for discussion and/or separate action.

CONSENT CALENDAR

21. SUBJECT: CROSSING GATES [2020-0437](#)

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Light Rail gate down time for at-grade crossings for a six-month period covering May through October 2019.

Attachments: [Attachment A - Gold Line Grade Crossings](#)
[Attachment B - Expo Line Grade Crossings](#)

NON-CONSENT

22. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2020-0451](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month

Attachments: [Presentation](#)

23. SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE [2020-0452](#)

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update

Attachments: [Presentation](#)

24. SUBJECT: ORAL REPORT BY CHIEF COMMUNICATIONS OFFICER ON COVID19 [2020-0504](#)

RECOMMENDATION

RECEIVE oral report by Chief Communications Officer on COVID-19.

Attachments: [Attachment - COVID-19 Oral Report](#)

25. SUBJECT: FY21 REVENUE SERVICE HOURS [2020-0521](#)

RECOMMENDATION

RECEIVE oral report on FY21 Revenue Service Hours.

26. SUBJECT: ORAL REPORT ON REGIONAL CONNECTOR SERVICE PLAN UPDATE [2020-0549](#)

RECOMMENDATION

RECEIVE oral report on Regional Connector Service Plan Update.

Attachments: [Presentation](#)

27. SUBJECT: CUSTOMER EXPERIENCE PLANNING [2020-0464](#)

RECOMMENDATION

RECEIVE oral report on Customer Experience Planning.

Attachments: [Presentation](#)

28. SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2020-0485](#)

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

Attachments: [Attachment A - Homeless Snapshot Outreach March 2020 - June 2020 REV](#)
[Attachment B - Homeless Outreach Success Stories March 2020 - June 2020 R](#)
[Attachment C - March -June 2020 Motel Report](#)

29. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE [2020-0486](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report

Attachments: [Attachment A - System-Wide Law Enforcement Overview June 2020](#)
[Attachment B - MTA Supporting Data June 2020](#)
[Attachment C - Key Performance Indicators June 2020](#)
[Attachment D - Transit Police Summary June 2020](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2020-0534](#)

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S
SUBJECT MATTER JURISDICTION

Adjournment