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**Agenda - Final**

**Thursday, October 20, 2022**

**12:30 PM**

To give written or live public comment, please see the top of page 4

**Operations, Safety, and Customer Experience**  
**Committee**

*Holly J. Mitchell, Chair*

*Tim Sandoval, Vice Chair*

*Mike Bonin*

*Paul Krekorian*

*Sheila Kuehl*

*Gloria Roberts (Interim), non-voting member*

*Stephanie Wiggins, 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](http://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. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



**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](http://www.metro.net)

TDD line (800) 252-9040

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

### **Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Committee Meeting begins at 12:30 PM Pacific Time on October 20, 2022; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
English Access Code: 8231160#  
Spanish Access Code: 4544724#

***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

### **Instrucciones para comentarios publicos en vivo:**

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 12:00 PM, hora del Pacifico, el 20 de Octubre de 2022. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo  
Codigo de acceso en ingles: 8231160#  
Codigo de acceso en espanol: 4544724#

***Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.***

### **Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting.  
Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."  
Email: BoardClerk@metro.net  
Post Office Mail:  
Board Administration  
One Gateway Plaza  
MS: 99-3-1  
Los Angeles, CA 90012

## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 30, 31, and 32.

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

## CONSENT CALENDAR

- 30. SUBJECT: PURCHASE THIRTY-THREE METRO TRANSIT SECURITY HYBRID SUVS** [2022-0423](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract under IFB No. OP87524 with Elite Auto Network Corporation, the lowest responsive and responsible bidder for thirty-three hybrid Metro Transit Security SUVs for a firm fixed price of \$2,340,195.31, inclusive of sales tax.

Attachments: [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)

- 31. SUBJECT: ETHERNET SWITCH** [2022-0543](#)

### RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to award a one-year Indefinite Delivery/ Indefinite Quantity (IDIQ) Contract No. MA89960000 to Peacock Systems, the lowest responsive and responsible bidder for Ethernet Switches in the total contract amount of \$2,868,135.69, inclusive of sales tax, subject to resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)

- 32. SUBJECT: ELECTRIC VEHICLE CHARGER CONTRACT** [2022-0638](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP55097000 with Axxera Inc. for the Electric Vehicle Charging Stations and Services contract to extend the Period of Performance by 24 months through December 1, 2024, and increase the Not-to-Exceed Total Contract Price by \$250,000, from \$699,718.72 to \$949,718.72.



**37. SUBJECT: 2022 CUSTOMER EXPERIENCE SURVEY RESULTS**

[2022-0515](#)

**RECOMMENDATION**

RECEIVE AND FILE 2022 Customer Experience Survey Results.

**Attachments:**      [Attachment A - Board Report - Motion 38.1 Response](#)  
[Attachment B - 2022 Metro Customer Survey](#)  
[Attachment C - 2022 Metro Customer Survey Results](#)  
[Presentation](#)

**38. SUBJECT: RE-IMAGINING PUBLIC SAFETY**

[2022-0497](#)

**RECOMMENDATION**

RECEIVE AND FILE the status report on Re-Imagining Public Safety Framework Initiatives.

**Attachments:**      [Attachment A - Board Motion 26.2](#)  
[Attachment B - Program Initiative Fact Sheet](#)  
[Attachment C - Program Initiatives Progress Synopsis](#)  
[Presentation](#)

**39. SUBJECT: MARKETING UPDATE - RESTORING CONFIDENCE IN THE SYSTEM**

[2022-0698](#)

**RECOMMENDATION**

RECEIVE oral report on the safety marketing campaign focused on restoring confidence in the system through increased awareness and engagement about the public safety initiatives.

**Attachments:**      [Presentation](#)

**40. SUBJECT: METRO BIKE SHARE PROGRAM**

[2022-0680](#)

**RECOMMENDATION**

APPROVE the updated Metro Bike Share (MBS) operational model of Privately-Owned and Publicly Managed to improve overall performance and support a more sustainable regional bike share program (Attachment A).

**Attachments:**      [Attachment A - Privately Owned - Publicly Managed Model Summary](#)  
[Attachment B - Motion 41 Improving the Effectiveness & Sustainability MBS](#)  
[Attachment C - Motion 41 Summary Update](#)  
[Attachment D - Market Survey Tables 1 and 2](#)  
[Attachment E - Metro EFC Map 2022](#)  
[Presentation](#)

**41. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

[2022-0669](#)

**RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

**Attachments:**      [Attachment A - Systemwide Law Enforcement Overview August 2022](#)  
[Attachment B - MTA Supporting Data August 2022](#)  
[Attachment C - Transit Police Summary August 2022](#)  
[Attachment D - Monthly Bi-Annual Annual Comparison August 2022](#)  
[Attachment E - Violent Prop and Part 1 Crimes August 2022](#)  
[Attachment F - Demographics Data August 2022](#)  
[Attachment G - Bus Rail Operator Assaults August 2022](#)  
[Attachment H - Sexual Harassment Crimes August 2022](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2022-0714](#)

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**