



**Metro**

*One Gateway Plaza, Los Angeles, CA 90012,  
3rd Floor, Metro Board Room*

**Agenda - Final**

**Thursday, November 21, 2024**

**1:00 PM**

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5647249# (English) or 7292892# (Español)

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

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

*Holly J. Mitchell, Chair  
Katy Yaroslavsky, Vice Chair  
James Butts  
Jacquelyn Dupont-Walker\*  
Tim Sandoval  
Gloria Roberts, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

*\*Attending Virtually: Holiday Inn, 2800 Presidential Drive, Fairborn, OH 45324*

**METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA 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 general 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 General 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 Clerk 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 <https://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 working hours) in advance of the scheduled meeting date. Please telephone (213) 364-2837 or (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).

## 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) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.

Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).



**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 AND EMAIL

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department) - <https://records.metro.net>

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

Internet Access to Agendas - <https://www.metro.net>

TDD line (800) 252-9040

Board Clerk Email - [boardclerk@metro.net](mailto:boardclerk@metro.net)

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

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

Live public comment can be given by telephone or in-person.

The Meeting begins at 1:00 PM Pacific Time on November 21, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter  
English Access Code: 5647249#  
Spanish Access Code: 7292892#

***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 se pueden dar por telefono o en persona.

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 21 de Noviembre de 2024. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-978-8818 y ingrese el codigo  
Codigo de acceso en ingles: 5647249#  
Codigo de acceso en espanol: 7292892#

***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

19. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2024-0971](#)

### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

20. SUBJECT: COVERED CONTRACTORS/SUBRECIPIENTS DRUG & ALCOHOL COMPLIANCE OVERSIGHT SERVICES [2024-0992](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS123023000 to Byrnes & Associates to provide Workplace Drug & Alcohol Testing Program compliance oversight services in the Not-to-Exceed (NTE) amount of \$676,899 for the three-year base term, and \$225,633 for each of the two, one-year options, for a total combined NTE amount of \$1,128,165, effective February 1, 2025, subject to the resolution of any properly submitted protest, if any.

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

21. SUBJECT: TREE TRIMMING SERVICES [2024-0815](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP1167960008370 to Mariposa Tree Management Inc., for tree trimming services throughout Metro bus and rail facilities, in the Not-To-Exceed (NTE) amount of \$1,925,190 for the three-year base period and \$1,183,600 for the one, two-year option, for a combined NTE amount of \$3,108,790, effective January 1, 2025; subject to resolution of any properly submitted protest(s), if any.

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

**22. SUBJECT: PICKUP TRUCKS WITH LADDER RACKS AND LIFTGATES**

[2024-0957](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. DR123696000 for 15 pickup trucks with ladder racks and liftgates to Tom's Truck Center North County, LLC, the lowest responsive and responsible bidder, for a total contract amount of \$1,038,311.32, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

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

**23. SUBJECT: REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA STATEWIDE CONTRACT**

[2024-0960](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to utilize the State of California Statewide Fleet Vehicles Contract for a Not-to-Exceed (NTE) expenditure amount of \$24,034,308 inclusive of sales tax, for 142 electric sedans, 5 electric trucks, 97 hybrid sport utility vehicles (SUVs), 125 pick-up trucks, and 118 cargo/passenger vans. Five suppliers will fulfill delivery of the vehicles under contract with the State of California.

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

**24. SUBJECT: LIGHT RAIL VEHICLE DOOR DETECTION ENABLE SYSTEM**

[2024-0643](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. OP123557000 to Hitachi Rail STS USA, Inc. (Hitachi) in the amount of \$24,444,798.94 to modify the onboard automatic train control (ATC) software on Metro's Light Rail Vehicles (LRVs) to only allow the doors on the platform side to open upon the vehicle berthing, subject to resolution of any properly submitted protest(s), if any;
- B. FIND that there is only a single source of procurement for the proprietary ATC system software and modifications set forth in Recommendation A above, and it is for the sole purpose of modifying, integrating, and testing the LRV ATC functionality on the A and E lines; and

- C. INCREASE the Life-of-Project (LOP) budget for the Correct Side Door Enable System Project by \$22,938,000, increasing the LOP budget from \$9,062,000 to \$32,000,000.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

**Attachments:**      [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)  
[Attachment C - Project 205118 Expenditure Plan](#)  
[Presentation](#)

25. **SUBJECT:      LIFE OF PROJECT INCREASE FOR P2000 LIGHT RAIL      [2024-0511](#)**  
**VEHICLE MODERNIZATION/OVERHAUL PROJECT**

**RECOMMENDATION**

INCREASE the Life of Project (LOP) budget for the P2000 Light Rail Vehicle (LRV) Midlife Modernization Project, Capital Project (CP) 206044, by \$20,053,926.00, increasing the total LOP budget from \$160,800,000.00 to \$180,853,926.00.

**Attachments:**      [Attachment A - Funding and Expenditure Plan](#)  
[Presentation](#)

26. **SUBJECT:      REPLACE G-LINE OPPORTUNITY CHARGERS      [2024-0478](#)**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 24 with New Flyer of America in the not-to-exceed amount of \$7,938,707 under Contract No. OP28367-001, to procure seven on-route opportunity chargers, replace the same number of chargers installed on the G-Line Bus Rapid Transit (BRT) line and include a Service Level Agreement to ensure reliability and availability, increasing the total contract value from \$66,460,743 to \$74,399,450. This Contract Modification does not increase the Life of Project (LOP) budget of \$80,003,282.

**Attachments:**      [Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to ZEB](#)  
[Attachment B - Procurement Summary](#)  
[Attachment C - Contract Modification/Change Order Log](#)  
[Attachment D - DEOD Summary](#)  
[Presentation](#)

**27. SUBJECT: LOW INCOME FARE IS EASY (LIFE) PROGRAM  
ADMINISTRATOR SERVICES AND TAXI VOUCHER FUND  
REIMBURSEMENT**

[2024-0495](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. PS121478000 to International Institute of Los Angeles (IILA) to provide the Low Income Fare is Easy (LIFE) Program administration services for all regions in Los Angeles County and Not-to-Exceed (NTE) in the amount of \$9,569,484 for the three-year base period, \$3,545,396 for the first option year, and \$3,694,533 for the second option year, for a total combined NTE contract value of \$16,809,413, effective on January 1, 2025, subject to the resolution of properly submitted protest(s), if any;
- B. PASS-THROUGH the payment of up to \$5,345,624 for taxi voucher reimbursements over the three-year base period and two, one-year options. These pass-through costs shall be payable under Contract No. PS1214178000, for a total combined NTE contract value of \$22,155,037; and
- C. EXECUTE individual contract modifications within the Board approved contract modification authority.

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

**28. SUBJECT: TRANSIT AMBASSADOR PROGRAM**

[2024-0535](#)

**RECOMMENDATION**

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to execute Modification No. 7 to Contract No. PS88001001 with Strive Well-Being Inc. to continue to provide Transit Ambassador Pilot Program services while staff transitions the Ambassador Program in-house, in the amount of \$6,500,000, increasing the current three-year base Not-to-Exceed (NTE) contract value from \$24,103,235 to \$30,603,235; and
- B. AMENDING the FY25 Budget by \$1,500,000 to pay for additional Ambassador presence to support the agency's efforts to increase visible presence of uniformed personnel.



- Attachments:**      [Attachment A - Procurement Summary](#)  
[Attachment B - Contract Modification/Change Order Log](#)  
[Attachment C - DEOD Summary](#)  
[Attachment D – Metro Ambassador Surge Deployments Summary](#)  
[Presentation](#)

**29. SUBJECT: METRO MICRO PILOT SERVICES**

[2024-0989](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943001 for the Metro Micro Contracted Services - North Region to Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand Microtransit operations services in the Not-to-Exceed (NTE) amount of \$45,008,012.36 for the three-year base term and \$47,058,021.47 for the three-year option term, for a total combined NTE amount of \$92,066,033.83, effective December 16, 2024, subject to the resolution of all properly submitted protest(s), if any; and
  
- B. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP122943002 for the Metro Micro Contracted Services - South Region to Nomad Transit, LLC, a wholly owned subsidiary of Via Transportation, Inc. to provide on-demand Microtransit operations services in the NTE amount of \$21,002,472.24 for the three-year base term and \$21,951,012.21 for the three-year option term, for a total combined NTE amount of \$42,953,484.45, effective December 16, 2024, subject to the resolution of properly submitted protest(s), if any.

- Attachments:**      [Attachment A - Motion 42](#)  
[Attachment B - Metro Micro Service Area Zones](#)  
[Attachment C - Procurement Summary](#)  
[Attachment D - DEOD Summary](#)

**30. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

[2024-0972](#)

**RECOMMENDATION**

RECEIVE oral report on Operations.

**31. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2024** [2024-0529](#)

**RECOMMENDATION**

RECEIVE AND FILE status update report on NextGen Bus Ridership.

**Attachments:**      [Attachment A - NextGen Ridership Analysis Q2 CY2024](#)  
[Attachment B - Weekday Ridership Recovery Comparison: Line & Line Group](#)  
[Attachment C - Saturday Ridership Recovery Comparison: Line & Line Group](#)  
[Attachment D - Sunday Ridership Recovery Comparison: Line & Line Group](#)  
[Presentation](#)

**32. SUBJECT: DECEMBER 2024 SERVICE CHANGE** [2024-0990](#)

**RECOMMENDATION**

RECEIVE AND FILE a status report on the bus and rail service changes effective Sunday, December 15, 2024.

**Attachments:**      [Attachment A - Description of December 2024 Service Change](#)  
[Presentation](#)

**33. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2024-0965](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:**      [Attachment A - Board Motion 30](#)  
[Attachment B - Weapons Detection Pilots Updates](#)  
[Attachment C - Station Experience Updates](#)  
[Attachment D - Board Motion 31](#)  
[Attachment E - Ancillary Photos \(Wilshire-Vermont & Westlake-MacArthur Park\)](#)  
[Attachment F - Total Crime Summary September 2024](#)  
[Attachment G - Systemwide Law Enforcement Overview September 2024](#)  
[Attachment H - MTA Supporting Data September 2024](#)  
[Attachment I - Sexual Harassment Crimes September 2024](#)  
[Attachment J - Bus & Rail Operator Assaults September 2024](#)  
[Attachment K - Arrests by Race & Ethnicity September 2024](#)  
[Presentation](#)

**16. SUBJECT: QUARTERLY UPDATE ON TRANSIT COMMUNITY PUBLIC  
SAFETY DEPARTMENT (TCPSD) IMPLEMENTATION  
PLAN**

[2024-0765](#)

**RECOMMENDATION**

CONSIDER:

- A. RECEIVING AND FILING the Quarterly Update on the Transit Community Public Safety Department (TCPSD) Implementation Plan; and
- B. AUTHORIZING the Chief Executive Officer (CEO), or their designee, to incorporate new job classifications into appropriate existing collective bargaining units, as determined by the CEO.

**Attachments:**      [Attachment A - Listening Sessions](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2024-1054](#)

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**