



Metro®

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

Agenda - Final

Thursday, March 20, 2025

1:00 PM

Watch online: <https://boardagendas.metro.net>

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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

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 coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process , labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. 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.

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.



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

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 March 20, 2025; 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 20 de Marzo de 2025. Puedes unirse a la llamada 5 minutos antes del comienso 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

18. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2025-0069](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

19. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2025-0070](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

20. **SUBJECT: METRO B AND D LINES UNINTERRUPTIBLE POWER
SUPPLY BATTERIES** [2024-1128](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to amend Contract No. OP44570-2000B with Skyler Electric Company, Inc., in the amount of \$1,403,491 for Task Order No. 9, to provide Uninterruptible Power Supply (UPS) Batteries for Metro B and D Lines, increasing the cumulative Not-to-Exceed (NTE) contract amount from \$3,468,400 to \$4,871,891.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Task Order Log](#)
[Attachment C - DEOD Summary](#)
[Presentation](#)

21. **SUBJECT: COUNTYWIDE TRANSIT SIGNAL PRIORITY (TSP) CLOUD
SOLUTION** [2025-0045](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 30-month, firm-fixed-price Contract No. PS125493000 to JMDiaz, Inc., for the design, development, and implementation of a cloud-based Transit Signal Priority (TSP) system on portions of the NextGen Tier One network in the County of Los Angeles in the amount of \$2,443,389, subject to the resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - DEOD Summary](#)
[Attachment C - Countywide TSP Program Corridors](#)

22. SUBJECT: PEST AND BIRD CONTROL SERVICES

[2025-0160](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP48505(2)0008370 to CDS Services, Inc. DBA Legion Pest Management, for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective May 5, 2025; subject to the resolution of any properly submitted protest(s), if any.

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

(CARRIED OVER FROM FEBRUARY'S COMMITTEE CYCLE)

23. SUBJECT: METRO AGENCYWIDE FURNITURE AND MOVING SERVICES

[2025-0071](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. PS125302000, for furniture, space planning, and installation services, to M3 Office, Inc., for a Not-to-Exceed (NTE) amount of \$3,475,000.00 for the three-year base period and \$1,075,000.00 for each of the two, one-year options, for a combined total of \$5,625,000.00 effective April 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

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

24. SUBJECT: METRO BIKE SHARE

[2025-0096](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 18 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) in the amount of \$8,357,384 to continue Metro Bike Share (MBS) program services increasing the total contract value from \$116,292,084 to \$124,649,468 and extend the period of performance by a total of 7 months from April 30, 2025 through November 30, 2025, inclusive of a base period of four months and three, one-month options; and

-
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

Attachments: [Attachment A - Board Motion Item No. 41](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - Contract Modification/Change Order Log](#)
 [Attachment D - DEOD Summary](#)
 [Presentation](#)

25. **SUBJECT: QUARTERLY UPDATE ON TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT (TCPD) IMPLEMENTATION PLAN** [2025-0180](#)

RECOMMENDATION

RECEIVE AND FILE the quarterly update on the Transit Community Public Safety Department (TCPD) Implementation Plan.

Attachments: [Attachment A - Anticipated Hiring and Recruitment Contracts 5 Year Projection](#)
 [Presentation](#)

26. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2025-0097](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Station Experience Updates](#)
 [Attachment B - Board Motion 31](#)
 [Attachment C - Total Crime Summary January 2025](#)
 [Attachment D - Systemwide Law Enforcement Overview January 2025](#)
 [Attachment E - MTA Supporting Data January 2025](#)
 [Attachment F - Sexual Harassment Crimes January 2025](#)
 [Attachment G - Operator Assaults January 2025](#)
 [Attachment H - Arrests by Race & Ethnicity January 2025](#)
 [Attachment I - Law Enforcement Homeless Outreach January 2025](#)
 [Presentation](#)

27. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT** [2024-1146](#)

RECOMMENDATION

RECEIVE AND FILE a quarterly status report on Metro's Public Safety Advisory Committee (PSAC).

**28. SUBJECT: COMMUNITY ADVISORY COUNCIL (CAC) QUARTERLY
UPDATE**

[2024-1145](#)

RECOMMENDATION

RECEIVE AND FILE quarterly status report on the Community Advisory Council (CAC).

Attachments: [Presentation](#)

29. SUBJECT: STATION ACTIVATION MOTION

[2025-0217](#)

RECOMMENDATION

APPROVE Motion by Yaroslavsky, Bass, Dupont-Walker, and Sandoval that the Board direct the Chief Executive Officer to:

- A. Create a pilot station activation program to help Metro reimagine and determine how to elevate the experience of our transit riders and the surrounding communities, using tools like farmers markets, cultural programming, vending, and community events and report back in 3 months on the progress. The plan should also identify a rapid deployment that can support Purple Line Extension Section 1 station openings;
- B. Open TAP Card art contest for the new stations, time permitting;
- C. Explore TAP ticket integration art entertainment venues and cultural centers near stations, such as, but not limited to, the El Rey Theater, Pomona Fairplex, LACMA, and the Petersen Museum, building off of the successful Hollywood Bowl pilot; and
- D. Report back on the progress of the actions above on a quarterly basis to the Operations, Safety, and Customer Experience Committee.

SUBJECT: GENERAL PUBLIC COMMENT

[2025-0200](#)

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