



**Metro**

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

**Agenda - Final**

**Thursday, April 16, 2026**

**1:00 PM**

Watch online: <https://boardagendas.metro.net>  
Listen by phone: Dial 888-978-8818 and enter Access Code:  
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*

*Imelda Padilla, Vice Chair*

*Janice Hahn*

*Tim Sandoval*

*Katy Yaroslavsky*

*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.

**TECHNOLOGY DISRUPTIONS** - Although staff will do their due diligence to restore service, if joining the meeting virtually, please be aware that the Committee or Board may continue its meeting notwithstanding a technical disruption that prevents members of the public from attending or observing the meeting via the two-way telephonic service or two-way audio visual platform.

**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](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.



**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 April 16, 2026; 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 16 de Abril de 2026. 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

APPROVE Consent Calendar Items: 31, 32, 33, 34, 35, and 36.

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

## CONSENT CALENDAR

- 31. SUBJECT: EMERGENCY SECURITY OPERATIONS CENTER (ESOC) [2026-0100](#)**  
**AUDIO-VISUAL MAINTENANCE AND**  
**TROUBLESHOOTING SERVICES - CONTRACT**  
**MODIFICATION**

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions to incorporate additional scope and funding associated with the implementation and maintenance of a redundant video wall processor system, in the amount of \$660,785, increasing the total contract Not-To-Exceed (NTE) amount from \$498,000 to \$1,158,785.

Attachments:      [Attachment A - Procurement Summary](#)  
[Attachment B - Contract Modification Change Order Log](#)  
[Attachment C - DEOD Summary](#)

- 32. SUBJECT: TUNNEL GROUTING SERVICES [2026-0162](#)**

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) task order contract, Contract No. OP129922(2)000 to Keller North America, Inc., for Tunnel Grouting Services, in the Not-To-Exceed (NTE) amount of \$9,464,800 for the five-year base period and \$607,444 for the first one-year option, \$631,854 for the second one-year option, and \$657,628 for the third one-year option, for a combined NTE amount of \$11,361,726, subject to the resolution of any properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.



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Contract Modifications up to 10% of the contract value.

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

- 36. SUBJECT:      ELECTRIC VEHICLE CHARGING STATIONS - OPERATION      [2026-0030](#)**  
                                 **& MAINTENANCE**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate contract, Contract No. OP127536000 to Axxera Inc. for the Electric Vehicle Charging Stations - Operations & Maintenance services, inclusive of a five-year base in the Not-To-Exceed (NTE) amount of \$2,373,210, and \$1,008,000 for the first one-year option, and \$1,008,000 for the second one-year option, for a total NTE amount of \$4,389,210 subject to the resolution of any properly submitted protest, if any; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

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

**NON-CONSENT**

- 37. SUBJECT:      OPERATIONS EMPLOYEES OF THE MONTH      [2026-0173](#)**

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

- 38. SUBJECT:      CHIEF OPERATIONS OFFICER'S MONTHLY REPORT      [2026-0174](#)**

**RECOMMENDATION**

RECEIVE oral report on Metro Operations.

- 39. SUBJECT:      DEPARTMENT OF PUBLIC SAFETY POST ORDINANCE      [2026-0075](#)**

**RECOMMENDATION**

APPROVE the ordinance affirming Metro's commitment to meet the minimum recruitment and training standards for peace officers and public safety dispatchers set by the California Commission on Peace Officer Standards and Training (POST) (Attachment A).

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Attachments:      [Attachment A - POST Ordinance](#)

40.    **SUBJECT:**      **MONTHLY UPDATE ON PUBLIC SAFETY**      [2026-0196](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

Attachments:      [Attachment A - Ancillary Areas Quarterly Update](#)  
                                 [Attachment B - Station Experience Updates](#)

41.    **SUBJECT:**      **AUDIT OF OVERTIME CONTROLS FOR METRO TRANSIT  
                                 SECURITY OFFICERS AND SECURITY CONTROL  
                                 SPECIALISTS**      [2026-0068](#)

**RECOMMENDATION**

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Audit of Overtime Controls for Metro Transit Security Officers and Security Control Specialists.

Attachments:      [Attachment A - Final Audit of Overtime Controls Report No. 26-AUD-06  
                                 Presentation](#)

42.    **SUBJECT:**      **OFFICE OF THE INSPECTOR GENERAL (OIG) FISCAL  
                                 YEAR 2024 BILLINGS REPORT SUPPLEMENT TO METRO  
                                 TRANSIT SECURITY PERFORMANCE AUDIT FOR FISCAL  
                                 YEARS 2023 AND 2024 (REPORT NO. 25-AUD-06)**      [2026-0109](#)

**RECOMMENDATION**

RECEIVE AND FILE Office of the Inspector General (OIG) Fiscal Year 2024 Billings Report Supplement to Metro Transit Security Performance audit for Fiscal Years 2023 and 2024.

Attachments:      [Attachment A - Report on Metro Transit Security Services FY24 Billings  
                                 Presentation](#)

43.    **SUBJECT:**      **EMBRACING NEURODIVERSITY IN TRANSPORTATION**      [2026-0258](#)

**RECOMMENDATION**

RECEIVE AND FILE the report of the Neurodiverse Rider Experience Survey & Engagement (Initiative) (Attachment A).

Attachments:      [Attachment A - Neurodiverse Rider Exp. Survey & Engagement Initiative](#)  
                                 [Attachment B – Motion #32.1](#)

**44. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2025**

[2026-0138](#)

**RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

**Attachments:**      [Attachment A - Weekday Ridership Recovery Comparison by Line & Line Grp](#)  
[Attachment B - Saturday Ridership Recovery Comparison by Line & Line Grp](#)  
[Attachment C - Sunday Ridership Recovery Comparison by Line & Line Grp](#)  
[Attachment D - NextGen Service Tier Changes](#)  
[Attachment E - NextGen Ridership Review Supporting Data Charts](#)  
[Presentation](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2026-0264](#)

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**