



Metro

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

Agenda - Final

Thursday, May 21, 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

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.

Requests can also be sent to 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

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 May 21, 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 21 de Mayo de 2026. Puedes unirte 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: 30, 31, 32, and 33.

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

CONSENT CALENDAR

30. SUBJECT: AUTOMATED GUIDED VEHICLE (AGV) REPLACEMENT

[2026-0167](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 24-month firm-fixed price Contract No. PS135749000 to Dematic Corp. (Dematic) for the Automated Guided Vehicle (AGV) replacement to install 11 AGVs along with the associated software in the amount of \$4,837,855, subject to the resolution of any properly submitted protest(s), if any.

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

31. SUBJECT: RECRUITMENT SERVICES BENCH

[2026-0272](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to the Recruitment Services Bench Contract Nos. PS95999000 with Partners in Diversity, Inc., PS95999001 with DeSanti, and PS95999002 with David Gomez Partners to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency in an amount Not-To-Exceed (NTE) \$200,000, increasing the cumulative contract value from \$482,500 to \$682,500, and extending the period of performance from September 1, 2026 to August 31, 2027.

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

32. SUBJECT: DRONE SECURITY MONITORING SERVICES

[2026-0246](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS118995000 with Flying Lion, Inc. to continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system, in the amount of \$497,764, increasing the total contract value from \$497,780 to \$995,544, and extending the period of performance from July 22, 2027, through July 21, 2029.

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

33. SUBJECT: ANNUAL APPOINTMENTS TO METRO'S SERVICE COUNCILS

[2026-0116](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils (Attachment A).

Attachments: [Attachment A - New Appointee Nomination Letters](#)
 [Attachment B - New Appointee Biography and Qualifications](#)
 [Attachment C - Service Councils Demographic Information](#)
 [Presentation](#)

NON-CONSENT

34. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

[2026-0279](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

35. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

[2026-0280](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

-
36. SUBJECT: ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT [2026-0221](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Contract Modification/Change Order Log](#)
[Attachment C - DEOD Summary](#)
[Attachment D - Metro Map with Restroom Locations as of January 2026 Presentation](#)

37. SUBJECT: STATION ACTIVATION QUARTERLY UPDATE [2026-0322](#)

RECOMMENDATION

RECEIVE oral report that provides an update on Metro's efforts to lead a comprehensive Station Activation Program.

Attachments: [Attachment A - Board Motion 29 Presentation](#)

38. SUBJECT: REVIEW OF METRO'S PAYMENT SYSTEM AND SIGNAGE AT PARKING LOTS FOR THE 2026 FIFA WORLD CUP [2026-0268](#)

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Attachments: [Attachment A - Report No. 26-AUD-07 Presentation](#)

39. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY [2026-0269](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Station Experience Updates](#)
[Attachment B - HOME FY26 Interim & Perm. Housing Placements Brkdn](#)
[Attachment C - Bias-Free Policing & Public Safety Analytics Policies Comp.](#)

40. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE REPORT

[2026-0186](#)

RECOMMENDATION

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

Attachments: [Attachment A - Motion 37](#)
 [Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2026-0354](#)

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