



**Metro®**

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

**Agenda - Final**

**Thursday, October 16, 2025**

**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.

**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 October 16, 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 16 de Octubre de 2025. Puedes unirme 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

APPROVE Consent Calendar Items: 27, 28, 29, 30, 31 and 32.

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

## CONSENT CALENDAR

- 27. SUBJECT: APPOINTMENT TO METRO SOUTH BAY CITIES SERVICE COUNCIL** [2025-0826](#)

### **RECOMMENDATION**

APPROVE nominee for membership on Metro's South Bay Cities Service Council (Attachment A).

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

- 28. SUBJECT: P3010 LIGHT RAIL VEHICLE MASTER CONTROLLER OVERHAUL** [2025-0827](#)

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 60-month firm fixed price contract, Contract No. OP127799000, to W. Baker Management dba UKM Transit Products (UKM) for the P3010 Light Rail Vehicle (LRV) Master Controller Overhaul, in the Not-To-Exceed (NTE) amount of \$1,912,500.00, subject to the resolution of any properly submitted protest(s), if any.

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

**29. SUBJECT: P2000 AND P3010 LIGHT RAIL VEHICLE PANTOGRAPH  
OVERHAUL**

[2025-0828](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a sixty (60) month, firm fixed price contract, Contract No. OP128650000, to Wabtec Passenger Transit for the P2000 and P3010 Light Rail Vehicle (LRV) Pantograph Overhaul, in the total Not-To-Exceed (NTE) amount of \$6,732,338.00, subject to the resolution of any properly submitted protest(s), if any.

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

**30. SUBJECT: ACCESS CONTROL INSTALLATION, MAINTENANCE, AND  
REPAIR SERVICES**

[2025-0829](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP496680008370 to MCM Integrated Systems, Inc. (MCM) to provide comprehensive access control installation, maintenance, and repair services to mitigate intrusion and enhance security throughout Metro facilities for a Not-To-Exceed (NTE) amount of \$7,140,685 for the five-year base period and \$1,877,358 for the two-year option, for a combined NTE amount of \$9,018,043, effective January 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

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

**31. SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND  
PREVENTIVE MAINTENANCE SERVICES**

[2025-0830](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP754160008370 with Steelman Build & Construction Inc. to provide commercial and industrial door repair and preventive maintenance services and exercise option year two in the Not-To-Exceed (NTE) amount of \$560,912, increasing the total contract NTE amount from \$2,293,648 to \$2,854,560, and extending the period of performance from January 3, 2026, to January 2, 2027.

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

32.    **SUBJECT:**      **TRANSIT OPERATIONS SUPERVISORS UNIFORM SERVICES**      [2025-0831](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year firm fixed unit rate Contract No. OP52832000 to Becnel Uniforms, Inc. to provide uniforms for Bus and Rail Transit Operations Supervisors (R/TOS) in the Not-To-Exceed (NTE) amount of \$1,713,163.00 effective January 1, 2026; subject to the resolution of any properly submitted protest(s), if any.

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

**NON-CONSENT**

33.    **SUBJECT:**      **OPERATIONS EMPLOYEES OF THE MONTH**      [2025-0822](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

34.    **SUBJECT:**      **CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**      [2025-0823](#)

**RECOMMENDATION**

RECEIVE oral report on Metro Operations.

35.    **SUBJECT:**      **JOB ORDER CONTRACTING CONSTRUCTION SERVICES BENCH**      [2025-0840](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award 25 Bench Contracts Nos. PS133177001 through PS133177025, under the Job Order Contracting Construction Services Bench, to provide construction services on a job order basis for various transit infrastructure projects for a one-year base period in the Not-To-Exceed (NTE) amount of \$125,000,000, and two one-year options in the NTE amount of \$125,000,000 for each year, for a total cumulative NTE amount of \$375,000,000, subject to the resolution of any properly submitted protest(s), if any.

Discipline 1 - General Building

- 1.1 Mackone Development Inc.
- 1.2 So Cal Construction Inc.
- 1.3 Elegant Construction Inc.
- 1.4 SJD&B
- 1.5 Prime ENC Inc.
- 1.6 Coleman Construction Inc.
- 1.7 Axiom Group
- 1.8 Lucas Builders Inc.
- 1.9 Craft Construction & Development Inc.
- 1.10 Interior Plus Inc.

Discipline 2 - Fencing

- 2.1 Elegant Construction Inc.
- 2.2 Izurieta Fence Company

Discipline 3 - Electrical

- 3.1 Electrocomm Inc.
- 3.2 Energy Management Pros Inc.
- 3.3 Technion Contractors
- 3.4 Axiom Group
- 3.5 A-1 Electrical Service & Co Inc.

Discipline 4 - HVAC

- 4.1 Home Runners Heating & Air
- 4.2 Pan-Pacific Mechanical
- 4.3 Athena Engineering
- 4.4 Prime ENC Inc.

Discipline 5 - Plumbing

- 5.1 Pan-Pacific Mechanical
- 5.2 Elegant Construction Inc.
- 5.3 Axiom Group
- 5.4 Prime ENC Inc.

**Attachments:**      [Attachment A - Procurement Summary](#)  
                                 [Attachment B - DEOD Summary](#)  
                                 [Attachment C - Project Uses](#)

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**36. SUBJECT: REVIEW OF METRO CALL BOXES AT RAIL STATIONS  
AND MAJOR BUS TERMINALS**

[2025-0786](#)

**RECOMMENDATION**

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro Call Boxes at Rail Stations and Major Bus Terminals.

**Attachments:**      [Attachment A - Final Report on Review of Metro Call Boxes](#)  
[Attachment B - Operations/SSLE Responses](#)  
[Attachment C - Response from Chief People Office](#)  
[Presentation](#)

**37. SUBJECT: REVIEW OF METRO BUS PASS-UPS**

[2025-0855](#)

**RECOMMENDATION**

RECEIVE AND FILE the Office of the Inspector General (OIG) Final Report on the Review of Metro Bus Pass-Ups (Report No. 25-AUD-07) (Attachment A).

**Attachments:**      [Attachment A - 25-AUD-07 Final Rpt on Review of Metro Bus Pass-Ups](#)  
[Attachment B - 25-AUD-07 Metro Bus Pass-Ups MGMT Response Memo](#)  
[Presentation](#)

(CARRIED OVER FROM SEPTEMBER'S COMMITTEE CYCLE)

**38. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2025**

[2025-0825](#)

**RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

**Attachments:**      [Attachment A - NextGen Ridership Analysis Q2 CY2025](#)  
[Attachment B - Weekday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment C - Saturday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment D - Sunday Ridership Recovery Comp. by Line & Line Group](#)  
[Presentation](#)

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

[2025-0780](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:**

[Attachment A - Narcan Data August 2025](#)

[Attachment B - Arrests by Race & Ethnicity August 2025](#)

[Attachment C - Law Enforcement Homeless Outreach August 2025](#)

[Attachment D - Metro Transit Security Activities August 2025](#)

[Attachment E - Metro Ambassador Activities August 2025](#)

[Attachment F - Board Motion 30](#)

[Attachment G - Station Experience Updates](#)

[Attachment H - Law Enforcement Crime Summary August 2025](#)

[Attachment I - Frontline Safety Additional Data August 2025](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2025-0876](#)

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**