



**Metro®**

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

**Agenda - Final**

**Thursday, July 17, 2025**

**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*

*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

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**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 July 17, 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 17 de Julio 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

APPROVE Consent Calendar Items: 30, 31, 32, 33, and 34.

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

## CONSENT CALENDAR

### 30. SUBJECT: ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES

[2025-0269](#)

#### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a six-year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) \$6,886,296.00, inclusive of \$5,347,296 for Discipline A (Rail) and \$1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

#### Discipline A: Rail

1. AtkinsRealis USA, Inc. - OP127274000
2. DB E.C.O. North America, Inc. - OP127274001
3. Hatch Associates Consultants, Inc. - OP127274002
4. Mott MacDonald Group, Inc. - OP127274003

#### Discipline B: Bus

1. Capitol Government Contract Specialists - OP127274004
2. Hatch Associates Consultants, Inc. - OP127274005
3. STV Incorporated - OP127274006

- B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of \$6,886,296.00.

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

**31. SUBJECT: GRAFFITI ABATEMENT SERVICES**

[2025-0406](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of \$2,683,930 for the three-year base period, and \$1,991,400 for the one, two-year option term, for a combined NTE amount of \$4,675,330, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any;
- B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc. to provide graffiti abatement services in the NTE amount of \$3,436,171 for the three-year base period, and \$2,458,952 for the one, two-year option term, for a combined NTE amount of \$5,895,123, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any; and
- C. AWARD a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises, Inc. to provide graffiti abatement services in the NTE amount of \$5,002,335 for the three-year base period, and \$3,334,890 for the one, two-year option term, for a combined NTE amount of \$8,337,225, effective October 1, 2025, subject to the resolution of properly submitted protest(s), if any.

**Attachments:**      [Attachment A - Procurement Summary](#)  
                                 [Attachment B - DEOD Summary](#)  
                                 [Attachment C - Three Regions' Maps](#)  
                                 [Presentation](#)

**32. SUBJECT: D LINE SUBWAY EXTENSION PROJECT SECTIONS 1, 2,  
AND 3 SERVICE PLAN TITLE VI SERVICE AND FARE  
EQUITY ANALYSIS**

[2025-0460](#)

**RECOMMENDATION**

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

**Attachments:**      [Attachment A - D Line Ext. Sec. 1-3 Op. Plan Title VI Fare Equity Analysis](#)  
                                 [Attachment B - Public Hearing Comments](#)  
                                 [Presentation](#)

**33. SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM  
CONSULTANT SUPPORT SERVICES**

[2025-0506](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by \$1,448,394.00 from \$9,563,696.20 to \$11,012,090.20, and extending the period of performance from December 31, 2025, to June 30, 2026; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

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

**34. SUBJECT: METRO BIKE SHARE**

[2025-0482](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed \$3,627,011, increasing the total contract value from \$121,022,457 to \$124,649,468; and
- B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed \$7,500,000 increasing the total contract value from \$124,649,468 to \$132,149,468.

**Attachments:**      [Attachment A - Board Motion #41](#)  
                                 [Attachment B - Procurement Summary](#)  
                                 [Attachment C - Modification Change Order Log](#)  
                                 [Attachment D - DEOD Summary](#)  
                                 [Presentation](#)

## NON-CONSENT

35. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2025-0461](#)

### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

36. SUBJECT: METRO NON-REVENUE VEHICLE PROCUREMENT POLICY [2024-1139](#)

### RECOMMENDATION

ADOPT the Metro Non-Revenue Vehicle Procurement Policy (Attachment A).

Attachments: [Attachment A - Metro Non-Revenue Vehicle Procurement Policy](#)

37. SUBJECT: METRO 2025 TRANSIT SERVICE POLICY [2025-0304](#)

### RECOMMENDATION

ADOPT the 2025 Transit Service Policy (Attachment A).

Attachments: [Attachment A - 2025 Metro Transit Service Policies and Standards \(Redlined\)](#)  
[Attachment B - 2025 Metro Transit Service Policies and Standards](#)  
[Presentation](#)

38. SUBJECT: RAIL OPERATIONS CONTROL EXPANSION [2025-0327](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. ESTABLISH a Life-of-Project (LOP) Budget of \$17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;
- B. AWARD a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of \$13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;
- C. FIND that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department



(TCPD) operations; and

- D. EXECUTE individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

39.    **SUBJECT:      SHARED MOBILITY INTELLIGENT TRANSPORTATION      [2025-0476](#)**  
                             **SYSTEMS ON-CALL SERVICES**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc.; AE52668001 with Iteris, Inc.; AE52668002 with Parsons Transportation Group, Inc.; and AE52668003 with Advantec Consulting Engineers, Inc., respectively, for the Shared Mobility Intelligent Transportation Systems On-Call Services bench for a four-year period for a cumulative Not-To-Exceed (NTE) amount of \$50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

- B. EXECUTE Task Orders within the approved NTE cumulative value.

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

40.    **SUBJECT:      CHIEF OPERATIONS OFFICER'S MONTHLY REPORT      [2025-0462](#)**

**RECOMMENDATION**

RECEIVE oral report on Metro Operations.

41.    **SUBJECT:      ZERO EMISSION BUS (ZEB) PROGRAM UPDATE      [2024-0977](#)**

**RECOMMENDATION**

RECEIVE oral report on the ZEB Program.

Attachments:      [Presentation](#)

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42. SUBJECT: METRO MICRO PILOT PROGRAM UPDATE REPORT [2025-0473](#)

**RECOMMENDATION**

RECEIVE AND FILE status report on Metro Micro pilot service operations.

**Attachments:** [Presentation](#)

43. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2025 [2025-0305](#)

**RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

**Attachments:** [Attachment A - NextGen Ridership Analysis Q1 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](#)

44. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY [2025-0508](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:** [Attachment A - Narcan Data May 2025](#)  
[Attachment B - Arrests by Race & Ethnicity May 2025](#)  
[Attachment C - Law Enforcement Homeless Outreach May 2025](#)  
[Attachment D - Metro Transit Security Activities May 2025](#)  
[Attachment E - Metro Ambassador Activities May 2025](#)  
[Attachment F - Station Experience Updates](#)  
[Attachment G - Board Motion 30](#)  
[Attachment H - Ancillary Areas Trespassing Arrest Graph](#)  
[Attachment I - Law Enforcement Crime Summary May 2025](#)  
[Attachment J - Frontline Safety Additional Data May 2025](#)

45. SUBJECT: STATUS REPORT: METRO'S RESPONSE TO EATON & PACIFIC PALISADES WILDFIRES [2025-0509](#)

**RECOMMENDATION**

RECEIVE AND FILE status report on Metro's Response to Eaton & Pacific Palisades Wildfires.

**Attachments:** [Attachment A - Motion #36](#)  
[Presentation](#)

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**SUBJECT: GENERAL PUBLIC COMMENT**

[2025-0561](#)

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**