



**Metro**

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**Agenda - Final**

**Thursday, March 18, 2021**

**9:00 AM**

To give written or live public comment, please see the top of page 4

**Operations, Safety, and Customer Experience  
Committee**

*Holly Mitchell, Chair*

*Mike Bonin, Vice Chair*

*Jacquelyn Dupont-Walker*

*Sheila Kuehl*

*Tim Sandoval*

*Tony Tavares, non-voting member*

*Phillip A. Washington, Chief Executive Officer*

**METROPOLITAN TRANSPORTATION AUTHORITY BOARD 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 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 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 Secretary 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 [www.metro.net](http://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 before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. 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 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

## 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) 922-4600 or (323) 466-3876. 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

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department)

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - [www.metro.net](http://www.metro.net)

TDD line (800) 252-9040

**NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA**

### **Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on March 18, 2021; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
English Access Code: 8231160#  
Spanish Access Code: 4544724#

***To give public comment on an item, enter #2 (pound two) when that item is taken up by the Board. 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 solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 18 de Marzo de 2021. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo  
Codigo de acceso en ingles: 8231160#  
Codigo de acceso en espanol: 4544724#

***Para dar un comentario publico sobre un tema, ingrese #2 (Tecla de numero y dos) cuando ese tema mencionado por la Junta. Por favor tenga en cuenta que la transmision de video en vivo tiene un retraso de aproximadamente 30 segundos con respecto a la reunión real. No hay retraso en la línea de comentarios publicos.***

### **Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting.

Please include the Item # in your comment.

Email: goinsec@metro.net

Post Office Mail:

Board Secretary's Office

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 19, 20, and 21.

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

## CONSENT CALENDAR

**19. SUBJECT: RAIL VEHICLE LUBRICATING STICKS** [2020-0897](#)

### RECOMMENDATIONS

AUTHORIZE the CEO to award a 36-month March 2021 through March 2024, firm fixed price contract with two one (1) year extensions, on Contract Number SD66581000, to LB Foster Rail Technologies, Inc., the lowest responsive and responsible bidder for HPF & LCF Lubricating Block for an amount not to exceed \$1,176,592.09. Board approval of the contract award is subject to resolution of any properly submitted protest.

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

**20. SUBJECT: PARTS WASHER LEASING AND MAINTENANCE SERVICES** [2020-0912](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS7235000, to FRS Environmental Inc., for parts washer leasing, and maintenance services in an amount not to exceed \$1,443,375.00 effective May1, 2021.

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

**21. SUBJECT: ENGINEERING SUPPORT FOR BUS AND RAIL MAINTENANCE SERVICES** [2020-0860](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 5 to Contract No. PS46172000, with Gannett Fleming Transit & Rail Systems, for engineering support of rail maintenance to exercise the second-year option extending the period of performance through April 26, 2022 and increasing the total contract not-to- exceed amount by \$5,000,000 from \$21,000,000 to

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\$26,000,000.

Attachments:      [Attachment A – List of Supported Project Uses](#)  
[Attachment B – Procurement Summary](#)  
[Attachment C – Contract Modification Change Order Log](#)  
[Attachment D - DEOD Summary](#)

**NON-CONSENT**

**22. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2021-0002](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month

Attachments:      [Presentation](#)

**23. SUBJECT: ORAL REPORT ON COVID-19 SERVICE UPDATE/METRO  
RIGHT-OF-WAY JOINT CLEAN-UP EFFORTS** [2021-0003](#)

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Service Update/Metro Right-of-Way Joint Clean-Up Efforts.

Attachments:      [Presentation](#)

**24. SUBJECT: P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE  
MODERNIZATION/OVERHAUL PROGRAM, RAIL VEHICLE  
CONTRACTOR** [2020-0055](#)

**RECOMMENDATION**

A. Increase the Life-of-Project (LOP) Budget for the P2550 Light Rail Vehicle (LRV) Midlife Modernization/Overhaul Program (CP 214003) by \$46,340,841 from \$160,000,000 to \$206,340,841.

B. Authorize the Chief Executive Officer to award a firm-fixed unit rate Contract No. P2550-2019 Light Rail Vehicle (LRV) Midlife Modernization to Kinkisharyo International, L.L.C. in the not-to-exceed amount of \$170,349,474 inclusive of Options, for a period of 55 months from Notice-to-Proceed (NTP) for the midlife modernization of the 50 AnsaldoBreda P2550 LRVs.

**Attachments:** [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)  
[Attachment C - Funding Expenditure Plan](#)  
[Attachment D – USEP Board Motion dated January 18, 2018](#)  
[Attachment E – Metro Board Report Dated May 16, 2019](#)

25. **SUBJECT: 2020 CUSTOMER EXPERIENCE SURVEY RESULTS** [2021-0085](#)

**RECOMMENDATION**

RECEIVE AND FILE 2020 Customer Experience Survey Results.

**Attachments:** [Attachment A - Customer Experience Survey Results](#)

26. **SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES** [2021-0137](#)

**RECOMMENDATION**

A. AMEND the combined contract value for the three multi-agency law enforcement contracts for services through December 31, 2021 by an increase of \$36,000,000 from \$645,675,758 to \$681,675,758. The Board delegates to the CEO, or his designee, the discretion to allocate the \$36M among the three law enforcement contracts, as deemed appropriate.

B. ENGAGE the Public Safety Advisory Committee (PSAC) for the remaining six months of the multi-agency law enforcement contract.

(CARRIED OVER FROM FEBRUARY 2021 REGULAR BOARD MEETING)

27. **SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS RECOVERY PLAN & MOTION 27.1 UPDATE (MARCH 2021)** [2021-0063](#)

**RECOMMENDATION**

RECEIVE AND FILE status report on the March 2021 response to Motion 10.1: FY21 Operations Recovery Plan and on Motion 27.1 Revenue Service Hour Parameters for FY21 & FY22.

**Attachments:** [Attachment A - Motion 10.1](#)  
[Attachment B - December 2020 Scheduled vs. NextGen Planned Frequencies](#)  
[Attachment C - Motion 27.1](#)  
[OSCE\\_27\\_Gallagher\\_Cheung\\_Motion 10.1 & 27.1\\_Ops\\_Recovery\\_Plan\\_v2](#)

**28. SUBJECT: BETTER BUS PROGRAM** [2021-0100](#)

**RECOMMENDATION**

RECEIVE AND FILE report on Metro's new Better Bus program, a Customer Experience initiative to improve service for our bus customers.

**Attachments:** [Attachment A - Better Bus Recommendations in 2020 Customer Experience Pla](#)  
[Attachment B - Proposed Better Bus Investments through FY26](#)

**29. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE** [2021-0046](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**Attachments:** [Attachment A - Systemwide Law Enforcement Overview February 2021](#)  
[Attachment B - MTA Supporting Data February 2021](#)  
[Attachment C - Transit Police Summary February 2021](#)  
[Attachment D - Monthly, Bi-Annual, Annual Comparison February 2021](#)  
[Attachment E - Sexual Crime Harassment Calls for Service February 2021](#)  
[Attachment F - Violent, Prop, and Part 1 Crimes - March 2021 Board Report](#)

**SUBJECT: GENERAL PUBLIC COMMENT** [2021-0088](#)

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**