



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

Agenda - Final

Thursday, March 21, 2024

12:30 PM

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5647249# (English) or 7292892# (Español)

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

*Holly J. Mitchell, Chair
James Butts, Vice Chair
Kathryn Barger
Jacquelyn Dupont-Walker
Paul Krekorian
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 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 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 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 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 Committee Meeting begins at 12:30 PM Pacific Time on March 21, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 202-735-3323 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 12:30 PM, hora del Pacifico, el 21 de Marzo de 2024. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 202-735-3323 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: 25, 26, 27, 28, 29, 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

- 25. SUBJECT: CONSULTANT SUPPORT SERVICES FOR NEW HR5000
HEAVY RAIL VEHICLE (HRV) PROCUREMENT**

[2023-0494](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. PS11758001 with Hatch Associates Consultants, Inc. for Element A, Consultant for Heavy Rail Vehicle Acquisition, Technical Support Services, in the not-to-exceed amount of \$23,072,507.51, for a period of 87 months from issuance of a Notice to Proceed, subject to the resolution of any protest(s), if any;
- B. AWARD Contract No. PS11758002 with AtkinsRealis USA Inc. for Element B, Consultant for Heavy Rail Vehicle Acquisition, Program Management Support Services, in the not-to-exceed amount of \$11,263,545.59, for a period of 87 months from issuance of a Notice to Proceed, subject to the resolution of any protest(s), if any; and
- C. APPROVE a combined Life of Project (LOP) budget of \$47,530,870.10, which includes the cost of the two professional services contracts of \$34,336,053.10, Metro administration cost of \$8,873,829, and Contract Modification Authority of \$4,320,988.

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

- 26. SUBJECT: FLEET SCHEDULE SOFTWARE UPGRADE**

[2023-0765](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a non-competitive 36-month firm fixed price Contract No. PS108917000 to Giro, Inc./LE Groupe En Informatique Et Recherche Operatioannelle (Giro, Inc.) for the HASTUS

v2024 fleet schedule software upgrade and optional software enhancements in the amount of \$3,445,049, and;

- B. FINDING that there is only a single source of procurement for the item(s) set forth in recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Attachments: [Attachment A – HASTUS Software Module Description](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)

27. SUBJECT: CONTRACT MODIFICATION WITH TOW INDUSTRIES

[2024-0018](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. DR81105000 with Baatz Enterprises Inc. DBA Tow Industries, to increase the contract value by \$733,836.74 from \$3,922,757.26 to \$4,656,594.00, inclusive of sales tax.

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

**28. SUBJECT: SPRING TENSION ASSEMBLY UNITS FOR C LINE OCS
SYSTEM OVERHAUL PROJECT**

[2024-0032](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract, Contract No. MA105918000, to Mac Products, Inc. for 232 Spring Tension Assembly units and onsite installation support for the C Line OCS System Overhaul Project for a firm fixed price of \$3,121,820.86, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

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

**29. SUBJECT: CONTACT WIRES FOR C LINE OVERHEAD CATENARY
SYSTEM (OCS) REPLACEMENT**

[2024-0033](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award Contract No. DR119508, to Global Electric, for 96,839 linear feet of contact wire to support the C Line OCS Replacement Project for a firm fixed price of \$1,052,646.22, inclusive of sales tax, subject to resolution of any properly submitted protest(s), if any.

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

30. SUBJECT: CONTRACTED TRANSPORTATION SERVICES

[2024-0036](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute:

- A. Contract Modification No. 2 to Contract No. PS76258000 with Southland Transit, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 96 and 218, in the amount of \$18,701,950, increasing the total not-to-exceed five-year base term from \$90,032,724 to \$108,734,674;
- B. Contract Modification No. 2 to Contract No. PS76258001 with MV Transportation, Inc. to operate an additional two fixed route bus lines in the North Region of Los Angeles County, specifically Metro Bus Lines 177 and 603, in the amount of \$39,176,545, increasing the total not-to-exceed five-year base term from \$148,645,400 to \$187,821,945; and
- C. Individual contract modifications within the Board-approved contract modification authority.

Attachments: [Attachment A-1 - Procurement Summary \(East Region\)](#)
 [Attachment A-2 - Procurement Summary \(South Region\)](#)
 [Attachment B-1 - Contract Mod Change Order Log \(East Region\)](#)
 [Attachment B-2 - Contract Mod Change Order Log \(South Region\)](#)
 [Attachment C-1 - DEOD Summary \(East Region\)](#)
 [Attachment C-2 - DEOD Summary \(South Region\)](#)
 [Presentation](#)

31. SUBJECT: POWER SWEEPING SERVICES

[2024-0059](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1066318370000 to Joe's Sweeping, Inc. dba Nationwide Environmental Services, to provide systemwide power sweeping services in the not-to-exceed (NTE) amount of \$7,162,050 for the three-year base period and \$2,588,620 for each of the two, one-year options, for a total NTE amount of \$12,339,290, effective June 1, 2024.

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

32. SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES

[2024-0060](#)

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP1107840018370 to Mitsubishi Electric US Inc. (MEUS) to provide comprehensive preventative maintenance services, inspections, and repairs of elevators, escalators, and their associated systems and equipment throughout Metro facilities excluding the Metro Gateway Headquarters Building. The Contract not-to-exceed (NTE) amount is \$142,352,031 for the five-year base period, and \$57,349,950 for the one, two-year option, for a total combined NTE amount of \$199,701,981, effective May 1, 2024, subject to resolution of any properly submitted protest(s), if any;
- B. AWARD a firm fixed unit rate Contract No. OP1107840008370 to Otis Elevator Company (Otis), to provide comprehensive preventative maintenance services, inspections, and repairs of elevators, escalators, and their associated systems and equipment within the Metro Gateway Headquarters Building, for an NTE amount of \$11,890,099 for the five-year base period, and \$5,063,368 for the one, two-year option, for a total combined NTE amount of \$16,953,467, effective May 1, 2024, subject to resolution of any properly submitted protest(s), if any, and;
- C. EXECUTE individual contract modifications within the Board approved contract modification authority.

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

- 33. SUBJECT: FAMILY MEDICAL LEAVE ACT/CALIFORNIA FAMILY RIGHTS ACT PROGRAM THIRD-PARTY ADMINISTRATOR SERVICES**

[2024-0093](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS112527000 to Total Administrative Services Corporation (TASC) to support the centralization of the management and administration of the Family Medical Leave Act and the California Family Rights Act (FMLA, CFRA or collectively, "FMLA/CFRA") in the not-to-exceed (NTE) amount of \$1,959,320 for the four-year base term, with two, two-year options in the amount of \$996,160 for each option, for a total NTE amount of \$3,951,640, effective May 1, 2024, subject to resolution of any properly submitted protest, if any.

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

- 34. SUBJECT: TRANSIT AMBASSADOR PILOT PROGRAM SERVICES**

[2024-0022](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. PS88001001 with Strive Well-Being to continue to provide Transit Ambassador Pilot Program services in the amount of \$7,200,000, increasing the current three-year base not-to-exceed contract value from \$16,403,235 to \$23,603,235.

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

NON-CONSENT

- 35. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

[2024-0067](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

- 36. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

[2024-0068](#)

RECOMMENDATION

RECEIVE oral report on Operations.

**37. SUBJECT: CONTRACT MODIFICATIONS FOR RENEWABLE
NATURAL GAS (RNG) CONTRACTS**

[2024-0026](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 6 to Contract No. OP73960000 with Clean Energy Renewable Fuels, LLC. to increase the contract value by \$20,204,040 from \$56,048,630 to \$76,252,670 and extend the contract performance end date by seventeen months from July 31, 2024, to December 31, 2025, to provide renewable natural gas to five bus operating divisions;
- B. EXECUTE Modification No. 4 to Contract No. OP59812000A with Clean Energy Renewable Fuels to increase the 5-year base contract value by \$22,023,615 from \$43,626,286 to \$65,649,901;
- C. EXECUTE Modification No. 3 to Contract No. OP59812000B with Shell Energy North America (US) to increase the 5-year base contract value by \$4,224,175 from \$10,888,120 to \$15,112,295; and
- D. EXECUTE Modification No. 2 to Contract No. OP59812000C with Trillium USA Company, LLC. to increase the 5-year base contract value by \$7,112,949 from \$12,379,477 to \$19,492,426.

Attachments:

[Attachment A - Procurement Summary OP7396000 Clean Energy](#)

[Attachment B - Contract Mod Change Order Log OP7396000 Clean Energy](#)

[Attachment C – DEOD Summary OP7396000 Clean Energy](#)

[Attachment D - Procurement Summary OP59812000A Clean Energy](#)

[Attachment E - Contract Mod Change Order Log OP59812000A Clean Energy](#)

[Attachment F - DEOD Summary OP59812000A Clean Energy](#)

[Attachment G - Procurement Summary OP59812000B Shell Energy](#)

[Attachment H - Contract Mod Change Order Log OP59812000B Shell Energy](#)

[Attachment I - DEOD Summary OP59812000B Shell Energy](#)

[Attachment J - Procurement Summary OP59812000C Trillium USA](#)

[Attachment K - Contract Mod Change Order Log OP59812000C Trillium](#)

[Attachment L - DEOD Summary OP59812000C Trillium](#)

38. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2024-0089](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Arrests by Race & Ethnicity January 2024](#)

[Attachment B - Total Crime Summary January 2024](#)

[Attachment C - Systemwide Law Enforcement Overview January 2024](#)

[Attachment D - MTA Supporting Data January 2024](#)

[Attachment E - Bus & Rail Operator Assaults January 2024](#)

[Attachment F - Sexual Harassment Crimes January 2024](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2024-0145](#)

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