



Metro

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

Agenda - Final

Thursday, May 16, 2024

12:30 PM

Watch online: <https://boardagendas.metro.net>
Listen by phone: Dial 202-735-3323 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

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 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 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 May 16, 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 16 de Mayo 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: 20, 21, 22, and 23.

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

CONSENT CALENDAR

20. SUBJECT: ELEVATOR AND ESCALATOR CONSULTING SERVICES

[2024-0082](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1107770008370 to ATIS Elevator Inspections, LLC (ATIS) to provide regular and as-needed elevator and escalator consulting services systemwide, in the not-to-exceed (NTE) amount of \$1,015,470 for the three-year base period, \$390,590 for option year one, and \$385,990 for option year two, for a total combined NTE amount of \$1,792,050, effective July 1, 2024, subject to resolution of any properly submitted protest(s), if any.

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

21. SUBJECT: P3010 LIGHT RAIL VEHICLE COMPONENT OVERHAUL OF TRUCK SYSTEMS (POWER AND NON-POWER AXLE) ASSEMBLIES

[2024-0186](#)

RECOMMENDATION

CONSIDER:

- A. AMENDING the Life of Project Budget for the P3010 Fleet Component Overhaul project by \$14,542,000 for a total of \$50,532,000; and
- B. AUTHORIZING the Chief Executive Officer to award a firm fixed price Contract No. MA101250000 to ORX Railway Corporation for transporting, inspecting, overhauling, and testing a total of 257 P3010 fleet truck systems assemblies including 88 individual gear unit spares for a firm fixed price amount of \$39,551,971.00, for a period of 49 months after the issuance of Notice to Proceed, subject to the resolution of any properly submitted protest(s), if any.

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

**22. SUBJECT: LANDSCAPE AND IRRIGATION MAINTENANCE
SERVICES FOR REGIONS 1, 2 AND 3**

[2024-0203](#)

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP91244-20008370, for Regions 1 and 2, to Woods Maintenance Services, Inc. to provide landscape and irrigation maintenance services in the not-to-exceed (NTE) amount of \$16,988,820 for the three-year base term, and \$12,761,800 for the one, two-year option term, for a total combined NTE amount of \$29,750,620, effective July 1, 2024, subject to resolution of any properly submitted protest(s), if any; and
- B. AWARD a firm fixed unit rate Contract No. OP91244-20018370 for Region 3 to Parkwood Landscape Maintenance, Inc. to provide landscape and irrigation maintenance services in the NTE amount of \$6,451,745 for the three-year base term, and \$4,486,560 for the one, two-year option term, for a combined NTE amount of \$10,938,305, effective July 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 - Three Regions' Maps](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)

**23. SUBJECT: BUS DIVISIONS AND FACILITIES FIRE ALARM
MODERNIZATION**

[2024-0207](#)

RECOMMENDATION

APPROVE an increase to the Life-of-Project (LOP) budget for the Bus Divisions and Facilities Fire Alarm Modernization Project by \$6,356,000, increasing the LOP budget from \$3,474,000 to \$9,830,000.

Attachments: [Attachment A - Project 202333 Expenditure Plan](#)

NON-CONSENT

24. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

[2024-0195](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

25. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2024-0196](#)

RECOMMENDATION

RECEIVE oral report on Operations.

26. **SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2023** [2024-0271](#)

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Ridership Update.

Attachments: [Attachment A - NextGen Ridership Analysis Q4 CY2023](#)
[Attachment B - Wkday Ridership Recovery Comparison by Line and Line Group](#)
[Attachment C - Sat. Ridership Recovery Comparison by Line and Line Group](#)
[Attachment D - Sun. Ridership Recovery Comparison by Line and Line Group](#)
[Presentation](#)

(CARRIED OVER FROM APRIL COMMITTEE CYCLE)

27. **SUBJECT: OPERATIONS CENTRAL INSTRUCTION (OCI)
CENTRALIZED CAMPUS** [2024-0160](#)

RECOMMENDATION

RECEIVE AND FILE the report of the Operations Central Instruction (OCI) Centralized Campus, which will create a consolidated training and onboarding location for Bus Operators and essential front-line Bus Operations support staff.

Attachments: [Presentation](#)

28. **SUBJECT: MEMBERSHIP ON METRO'S GATEWAY CITIES SERVICE
COUNCIL** [2024-0233](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's Gateway Cities Service Council.

Attachments: [Attachment A - Nomination Letter](#)
[Attachment B - New Nominees Biographies and Qualifications](#)

29. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2024-0221](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

-
- Attachments:** [Attachment A - Arrests by Race & Ethnicity March 2024](#)
[Attachment B - Total Crime Summary March 2024](#)
[Attachment C - Systemwide Law Enforcement Overview March 2024](#)
[Attachment D - MTA Supporting Data March 2024](#)
[Attachment E - Bus & Rail Operator Assaults March 2024](#)
[Attachment F - Sexual Harassment Crimes March 2024](#)
[Presentation](#)

14. SUBJECT: TAP PLUS

[2023-0617](#)

RECOMMENDATION(S)

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 176 to Contract No. OP02461010001, with Cubic Transportation Systems, Inc. ("Cubic"), in the amount of \$66,423,946 for upgrading the current fare payment system to include open payment and account-based functionality and expand its capabilities to improve the customer experience, including acceptance of credit and debit cards as payment on buses and at rail stations for 27 Los Angeles County transit agencies;
- B. EXECUTE Modification No. 155.02 to Contract No. OP02461010MAINT000, with Cubic Transportation Systems, Inc. ("Cubic"), in the amount of \$78,883,737 to support the current fare collection system, as well as the upgrade, and to extend the period of performance for an additional four years from January 1, 2025 to December 31, 2028; and,
- C. NEGOTIATE and execute all agreements, contract awards, including contract modifications, not to exceed \$6.5 million for software development and/or integration to implement open payment and account-based functionality.
- D. AMEND the FY25 Budget by \$33,000,000 to accommodate for the cash flow requirements of FY25 for the first-year implementation of the TAP Plus project.

- Attachments:** [Attachment A - Tentative Timeline on Customer Benefits](#)
[Attachment B - Procurement Summary](#)
[Attachment C - Contract Mod Log](#)
[Attachment D - DEOD Summary](#)

(ALSO ON FINANCE, BUDGET, AND AUDIT COMMITTEE)

SUBJECT: GENERAL PUBLIC COMMENT

[2024-0298](#)

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