

# **Metro**

*Los Angeles County Metropolitan Transportation Authority  
One Gateway Plaza  
3rd Floor Board Room*



## **Agenda - Final**

**Thursday, February 21, 2019**

**9:00 AM**

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

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

*Mike Bonin, Chair*

*Hilda Solis, Vice Chair*

*Jacquelyn Dupont-Walker*

*Robert Garcia*

*Janice Hahn*

*John Bulinski, 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 should be submitted in person at the meeting to the Board Secretary. Individuals requesting to speak on more than three (3) agenda items will be allowed to speak up to a maximum of three (3) minutes per meeting. For individuals requiring translation service, time allowed will be doubled.

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.

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 up to three (3) minutes per meeting and may speak no more than once during the Public Comment period. Speakers will be called according to the order in which the speaker request forms are received. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant 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 on CD's and as MP3's and can be made available 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.



**323.466.3876 x2**

*Español*

**323.466.3876 x3**

한국어

日本語

中文

русский

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ภาษาไทย

Tiếng Việt

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## 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**

## CALL TO ORDER

## ROLL CALL

### APPROVE Consent Calendar Item(s): 17

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

### CONSENT CALENDAR

**17. SUBJECT: ARTIFICIAL IVY INSTALLATION AND MAINTENANCE SERVICES**

[2018-0782](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1212080003367 to Intuitive Real Estate Solutions for a three year program, to provide heavy duty artificial ivy installation and maintenance services as a graffiti deterrent, for a not to exceed amount of \$659,198, effective March 18, 2019.

**Attachments:**      [Attachment A - Artificial Ivy Installation Pictures](#)  
                                 [Attachment B - Procurement Summary](#)  
                                 [Attachment C - DEOD Summary](#)

### NON-CONSENT

**18. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

[2018-0742](#)

#### **RECOMMENDATION**

Operations Employees of the Month

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

**19. SUBJECT: ORAL REPORT ON NEW BLUE AND METRO SPECIAL EVENT BUS AND RAIL SERVICES**

[2018-0743](#)

#### **RECOMMENDATION**

RECEIVE oral report on New Blue and Metro Special Events Bus and Rail Services.

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

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20. **SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE** [2019-0013](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**Attachments:** [Attachment A - System-Wide Law Enforcement Overview December 2018](#)  
[Attachment B - Detail by Rail Line December 2018](#)  
[Attachment C - Key Performance Indicators December 2018](#)  
[Attachment D - Transit Police Summary December 2018](#)

21. **SUBJECT: SYSTEMWIDE BUS NETWORK RESTRUCTURING PLAN** [2018-0797](#)

**RECOMMENDATION**

APPROVE Modification No. 1 to Task Order No. PS878320003041, under Contract No. PS4010-3041-F-XX, with Cambridge Systematics, Inc. for additional enhancements to the systemwide bus network restructuring plan for a firm fixed price of \$764,325, increasing the total Task Order value from \$1,295,762 to \$2,060,087, and extending the period of performance through December 30, 2021.

**Attachments:** [Attachment A - Procurement Summary](#)  
[Attachment B - Task Order/Modification Log](#)  
[Attachment C - DEOD Summary](#)

22. **SUBJECT: ELECTION DAY FREE TRANSIT SERVICE MOTION 40 RESPONSE** [2018-0820](#)

**RECOMMENDATION**

APPROVE the recommendation to make free transit permanent on regular federal and statewide election days in response to Motion 40 entitled Free Transit on Election Day.

**Attachments:** [Attachment A - Motion 40](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

23. **SUBJECT: SECURE BICYCLE PARKING MOTION RESPONSE** [2018-0792](#)

**RECOMMENDATION**

RECEIVE AND FILE secure bicycle parking assessment report in response to September 2018 Board Motion item 22.

**Attachments:** [Attachment A - Secure Bicycle Parking Assessment Report](#)

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**24. SUBJECT: SAFETY ENGAGEMENT AND RECOGNITION PROGRAM**

[2018-0019](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. PS52341001 to CASCO International, Inc. (C.A. Short Company) for the implementation of a safety engagement and recognition program in an amount not to exceed \$300,000 for the two-year pilot program effective March 1, 2019, and for the agency-wide program implementation, if selected, in the amount of \$6,750,000 for the first three-year option, and \$4,500,000 for the second two-year option, for a combined total amount of \$11,550,000, inclusive of sales tax, subject to resolution of protest(s), if any;
- B. AWARD Contract No. PS52341002 to MTM Recognition Corporation for the implementation of a safety engagement and recognition program in an amount not to exceed \$287,188 for the two-year pilot program effective March 1, 2019, and for the agency-wide program implementation, if selected, in the amount of \$7,033,164 for the first three-year option, and \$4,688,776 for the second two-year option, for a combined total amount of \$12,009,128, inclusive of sales tax, subject to resolution of protest(s), if any; and
- C. AWARD Contract No. PS52341003 to The Peavey Corporation for the implementation of a safety engagement and recognition program in an amount not to exceed \$300,000 for the two-year pilot program effective March 1, 2019, and for the agency-wide program implementation, if selected, in the amount of \$6,570,000 for the first three-year option, and \$3,622,500 for the second two-year option, for a combined total amount of \$10,492,500, inclusive of sales tax, subject to resolution of protest(s), if any.

After the initial two-year pilot program, depending on the results of the pilot, staff will return to the Board for approval to exercise the options with a selected firm to implement the agency-wide safety engagement and recognition program.

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

**33. SUBJECT: CUSTOMER EXPERIENCE MOTION 38.1 RESPONSE**

[2018-0668](#)

**RECOMMENDATION**

RECEIVE AND FILE the status update for Motion 38.1 about the customer experience program.

**Attachments:**

[Attachment A - Motion 38.1 - NextGen Bus Study Service Parameters](#)

[Attachment B - NextGen Update: Transit Competitiveness and Market Potential](#)

[Attachment C - Customer Experience Key Performance Indicators](#)

[Attachment D - CEO Ridership Initiatives Progress Report, July 1, 2018-January](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2019-0061](#)

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**