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**Agenda - Final**

**Thursday, November 17, 2022**

**12:30 PM**

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

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

*Holly J. Mitchell, Chair*

*Tim Sandoval, Vice Chair*

*Mike Bonin*

*Paul Krekorian*

*Sheila Kuehl*

*Gloria Roberts (Interim), non-voting member*

*Stephanie Wiggins, 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)*

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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 12:30 PM Pacific Time on November 17, 2022; 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#

***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 solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 17 de Noviembre de 2022. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

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

***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, 34, 35, 36, 37, and 38.

## CONSENT CALENDAR

- 30. SUBJECT: NEXTGEN CAPITAL IMPROVEMENT - NEXTGEN WIRELESS CLOUD-BASED TRANSIT SIGNAL PRIORITY SYSTEM (TSP)**

[2022-0472](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No.PS87006000 to Kimley-Horn for the design, development, and implementation of a wireless cloud-based transit signal priority (TSP) system on NextGen Tier One network in the City of Los Angeles for a total contract amount of \$5,668,680, subject to resolution of properly submitted protest(s), if any.

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

- 31. SUBJECT: PUBLIC TRANSPORTATION AGENCY SAFETY PLAN**

[2022-0524](#)

### RECOMMENDATION

APPROVE the updated PTASP (version 1.2), which documents Metro's processes and activities related to Safety Management System (SMS) implementation in compliance with Federal and State regulations (Attachment A).

**Attachments:** [Attachment A - PTASP Version 1.2](#)

- 32. SUBJECT: BUS PEST CONTROL SERVICES**

[2022-0649](#)

### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. OP75359-2000 to Rentokil North America, Inc. dba Isotech Pest Management to provide bus pest control services for an amount not-to-exceed \$4,917,442, effective December 2022, subject to the resolution of protest(s), if any.

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

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**33. SUBJECT: A650 HEAVY RAIL VEHICLE MIDLIFE MODERNIZATION** [2022-0678](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to solicit competitive negotiations Request for Proposals (RFPs), pursuant to Public Contract Code (PCC) §20217 and Metro’s procurement policies and procedures for the midlife modernization of Metro’s A650 Heavy Rail Vehicles (HRVs).

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

**Attachments:** [Attachment A - Metro EFC Map - 2022](#)

**34. SUBJECT: MANAGED PRINT AND DIGITAL COPY SERVICES** [2022-0719](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, firm-fixed unit rate Contract No. PS83011000 to Canon Solutions America, Inc. to provide managed print and digital copy services Metro-wide for an amount not-to-exceed \$3,620,673, effective March 1, 2023, subject to resolution of protest(s), if any.

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

**35. SUBJECT: METRO 2022 TRANSIT SERVICE POLICY** [2022-0262](#)

**RECOMMENDATION**

ADOPT the 2022 Transit Service Policy (Attachment A).

**Attachments:** [Attachment A - December 2022 Metro Transit Service Policies and Standards](#)  
[Attachment B - The Redline Version](#)

**36. SUBJECT: MANUFACTURING CAREERS POLICY** [2022-0760](#)

**RECOMMENDATION**

ADOPT the Manufacturing Careers Policy (MCP), to administer the United States Employment Program (USEP) for federally funded Rolling Stock contracts and the Local Employment Program (LEP) for non-federally funded Rolling Stock Contracts (Attachment A).

**Attachments:** [Attachment A - Manufacturing Careers Policy Presentation](#)

**37. SUBJECT: REFURBISH BUS AND RAIL SEAT INSERTS WITH VINYL MATERIAL**

[2022-0730](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award two indefinite delivery/indefinite quantity (IDIQ) firm fixed unit rate contracts for RFP No MA91724 for the refurbishment of various seat inserts, as follows:

- A. Contract No. MA91724000 to Molina Manufacturing to provide vinyl seat refurbishment for Element A - NABI composite buses and Element C - Contracted Services buses. The contract not-to-exceed amount is \$978,873.26, effective December 1, 2022, through November 30, 2025, subject to resolution of protest(s), if any.
- B. Contract No. MA91724001 to Louis Sardo Upholstery, Inc. to provide vinyl seat refurbishment for Element B - P3010 light rail vehicles. The contract not-to-exceed amount is \$1,868,836.50, effective December 1, 2022, through November 30, 2025, subject to resolution of protest(s), if any.

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

**38. SUBJECT: EXPRESSLANES FASTRAK 6C ELECTRONIC TOLL COLLECTION TRANSPONDERS**

[2022-0665](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a three-year, Firm Fixed Price Contract No. DR84996000 to Neology, Inc., the lowest cost responsive and responsible bidder, to furnish FasTrak 6C Electronic Toll Collection transponders, and supporting accessory materials and services, in the total Contract amount of \$12,380,190, inclusive of all applicable taxes and fees, subject to resolution of any properly submitted protest(s), if any.

**Attachments:**      [Attachment A - Procurement Summary](#)  
                                 [Attachment B - DEOD Summary](#)  
                                 [Attachment C - EFC ExpressLanes Map](#)

**NON-CONSENT**

**39. SUBJECT: REMARKS BY THE CHAIR**

[2022-0780](#)

**RECOMMENDATION**

RECEIVE presentation from ACT LA regarding Compton Station Safety Activation.

40. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2022-0708](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

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

41. SUBJECT: NEW HR5000 HEAVY RAIL VEHICLES PROCUREMENT [2022-0677](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to solicit competitive negotiations Request for Proposals (RFPs), pursuant to Public Contract Code (PCC) §20217 and Metro's procurement policies and procedures for the acquisition of new Heavy Rail Vehicles (HRVs).

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

**Attachments:** [Attachment A - Metro EFC Map - 2022](#)

42. SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE [2022-0709](#)

**RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring, and service restoration.

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

43. SUBJECT: FULL RESTORATION OF METRO BUS SERVICE (7 MILLION REVENUE SERVICE HOURS) AS PART OF DECEMBER 2022 SERVICE CHANGE [2022-0728](#)

**RECOMMENDATION**

RECEIVE AND FILE a status report on the full restoration of Metro bus scheduled service (7 million revenue service hours) effective December 11, 2022 as part of Metro's December 2022 service change.

**Attachments:** [Attachment A - Motion 10.1](#)  
[Attachment B - Motion 27.1](#)  
[Attachment C - Motion 43](#)  
[Attachment D - Description of December 2022 Service Change](#)  
[Attachment E - Map of December 2022 Service Improvements](#)  
[Attachment F - Metro Transit Service Frequencies - December 2022](#)  
[Presentation](#)



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**44. SUBJECT: NEXTGEN BUS PLAN EFFECTIVENESS ASSESSMENT** [2022-0426](#)

**RECOMMENDATION**

RECEIVE AND FILE the NextGen Bus Plan Effectiveness Assessment.

**Attachments:** [Appendix A - NextGen Bus Plan Status Update  
Presentation](#)

**45. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2022-0738](#)

**RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

**Attachments:** [Attachment A - Systemwide Law Enforcement Overview September 2022](#)  
[Attachment B - MTA Supporting Data September 2022](#)  
[Attachment C - Transit Police Summary September 2022](#)  
[Attachment D - Monthly, Bi-Annual, Annual Comparison September 2022](#)  
[Attachment E - Violent, Prop, and Part 1 Crimes September 2022](#)  
[Attachment F - Demographics Data September 2022](#)  
[Attachment G - Bus & Rail Operator Assaults September 2022](#)  
[Attachment H - Sexual Harassment Crimes September 2022](#)

**46. SUBJECT: CONSOLIDATED METRO TRANSPORTATION APP  
MOTION** [2022-0789](#)

**RECOMMENDATION**

APPROVE Motion by Directors Krekorian, Garcetti, Barger, Najarian, and Sandoval that direct the Chief Executive Officer or her designee to report back in 90 days on the potential consolidation of all of Metro's phone applications (including Bike Share, Metro Micro, Tap app, rail information, parking availability at Metro lots, MetroTransit, Transit Watch, etc.) into one single Metro App, including (i) what steps would be required to consolidate all current applications to one single application; (ii) an estimate of costs and savings that would result from such consolidation and any indirect financial impacts and benefits; and (iii) a proposed timeline for completion of such consolidation.

WE FURTHER MOVE to direct the CEO or her designee, in considering the potential new consolidated application, to assume it should include at least the following attributes:

1. A user-friendly interface for easy use;
2. The opportunity for revenue generation by marketing Metro's services through the consolidated application;

3. Two way communication capabilities that could allow:
  - a. Customer ratings of and comments about their ride experience;
  - b. Customer suggestions for improved services;
  - c. Targeted Metro communications to customers about special fare programs, events, service issues, etc.;
4. Integrating trip planning and payment processing, similar to a smart wallet;
5. Potential regional integration to include other transit agencies.

**SUBJECT: GENERAL PUBLIC COMMENT**

[2022-0778](#)

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**