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Agenda - Final

Thursday, February 23, 2023

10:00 AM

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

Board of Directors - Regular Board Meeting

Ara J. Najarian, Chair Jacquelyn Dupont-Walker, 1st Vice Chair Janice Hahn, 2nd Vice Chair Kathryn Barger Karen Bass James Butts Fernando Dutra Lindsey Horvath Paul Krekorian Holly J. Mitchell Tim Sandoval Hilda Solis Gloria Roberts (Interim), 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.

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

Live Public Comment Instructions:

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The Board Meeting begins at 10:00 AM Pacific Time on February 23, 2023; 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 10:00 AM, hora del Pacifico, el 23 de Febrero de 2023. 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

1. APPROVE Consent Calendar Items: 2, 5, 6, 7, 8, 10, 10.1, 11, 14, 15, 19, 21, 22, and 23.

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

All Consent Calendar items are listed at the end of the agenda, beginning on page 8.

NON-CONSENT

 3. SUBJECT: REMARKS BY THE CHAIR 2023-0114 <u>RECOMMENDATION</u> RECEIVE remarks by the Chair.
 4. SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER 2023-0115 <u>RECOMMENDATION</u>

RECEIVE report by the Chief Executive Officer.

CONSTRUCTION COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

18. SUBJECT: SMALL BUSINESS BONDING ASSISTANCE PROGRAM <u>2022-0786</u>

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to approve a no cost Memorandum of Understanding (MOU) with the City of Los Angeles (City) for participation in the City's Contractor Development and Bonding Assistance Program;
- B. AUTHORIZING the Chief Executive Officer to award a Contract to Merriwether & Williams Insurance Services (MWIS) for a not to exceed amount of \$2,650,780 for a three-year Bonding Assistance Program, effective March 1, 2023 to February 28, 2026, which piggy-backs on the City of Los Angeles' contract; and

(REQUIRES SIMPLE, SEPARATE MAJORITY VOTE OF THE FULL BOARD)

C. ADOPTING a resolution, Attachment A, authorizing the Chief Executive Officer and other Authorized Officers to continue the \$4,000,000 line of credit with Bank of America at a cost of \$18,000 per year, for three

2023-0123

years and to execute as needed, individual standby letters of credit at a cost of \$2,000 each or 2% of the value of each letter of credit executed, whichever is greater.

 Attachments:
 Attachment A - Contractor Development and Bonding Program MOU

 Attachment B - Board Resolution

 Attachment C - DEOD Summary

27. SUBJECT: REPORT BY THE CHIEF SAFETY OFFICER

RECOMMENDATION

RECEIVE oral report from the Chief Safety Officer.

28. SUBJECT:MAXIMIZING USE OF METRO PROPERTY FOR2023-0125TEMPORARY AND PERMANENT HOUSING MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Hahn, Najarian, Mitchell, Solis, and Krekorian that the Board direct the Chief Executive Officer to:

- A. Report back at the March 2023 Executive Management Committee with a list of all Metro-owned property, including rights-of-way and parking lots, that are vacant, surplus, or underutilized. For any parcel with significant limitation or restriction that might preclude it from being used for temporary or permanent housing with on-site supportive services, Metro should include all covenants, easements, leases or other land use, revenue, or regulatory restrictions that apply to the identified parcel;
- B. Report back to the Board in April 2023 on strategies to streamline the production of temporary housing consistent with the policies of Executive Directive 3; and
- C. Report back to the Board in April 2023 on a strategy to accelerate affordable housing joint development efforts on Metro properties to achieve 10,000 new housing units.

Attachments: Attachment A - Emergency Use of Viable City-Owned Property

29. SUBJECT: FEMALE PARTICIPATION IN PROJECT LABOR AGREEMENT/CONSTRUCTION CAREERS POLICY CONSTRUCTION PROJECTS MOTION

2023-0126

RECOMMENDATION

APPROVE Motion by Directors Horvath, Mitchell, Bass, Solis, Hahn, and Dupont-Walker that the Board direct the Chief Executive Officer to:

A. Commission a refresh on the construction workforce disparity study and report back with status updates in each PLA/CCP Quarterly Update to

the Board, and report on findings and recommendations of the study in September 2023 (with the understanding that the disparity study may still be in progress).

- B. Report back on the potential application of cultural competency requirements in contractor and staff training related to working with historically underutilized populations in the trades, with a focus on tradeswomen, as well as similar qualitative metrics that can be used in Metro's proposal evaluation and contracting processes; and
- C. Report back on the feasibility of creating bid preference incentives that can be applied to increase the number of women working on Metro funded construction projects, while not compromising the Agency's race conscious contracting goals, including but not limited to: the history of a contractor's compliance with Metro's Female Utilization Goal; supporting working parents with the availability of dependent care spending account benefits in addition to access to child care; and working with organizations such as Women in Non-Traditional Employment Roles (W.I.N.T.E.R) to apply best practices in future contracts etc.

30. SUBJECT:IMPROVING COMMUNITY HEALTH AND SAFETY AT2023-0127WESTLAKE/MACARTHUR PARK STATION MOTION

RECOMMENDATION

APPROVE Motion by Directors Solis, Dupont-Walker, Mitchell, Hahn, and Horvath that the Board direct the Chief Executive Officer or her designee to provide a report back in June 2023 that includes a plan for implementing care-centered strategies to improve community safety and health at the Westlake/MacArthur Plaza Station and nearby transit stops. The report should consider the following:

- A. Summarizing social climate insights and feedback themes from a review of past surveys, community meetings/workshops, focus groups, and/or socioeconomic data;
- B. Conducting language-inclusive station customer experience (CX) research involving transit riders, frontline workers, and community members to identify their priorities and preferences for transit station and stop amenities and uses;
- C. Identifying and comparing different pilot model options to bring care-centered strategies to this station by total cost, timeline, partnerships needed, and community benefit; and
- D. Developing recommendations for implementing identified strategies at existing and future Metro transit stations and stops, including potential funding sources.

Metro

RECOMMENDATION

APPROVE Motion by Directors Hahn, Bass, Solis, and Dutra that the Board direct the Chief Executive Officer to engage the Los Angeles Homeless Services Authority (LAHSA), as well as the County of Los Angeles and City of Long Beach, in order to implement a new homeless service hub in Long Beach along the Metro Blue Line that can address issues associated with the End of Line policy. Further, we direct the CEO to provide an update on this effort in the April 2023 report back, including a public summary document that offers (a) a rationale for a selected service hub location, (b) a plan for operations, and (c) strategies for addressing anticipated challenges.

Agenda - Final

32. SUBJECT: EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT LINE PILOT BUSINESS INTERRUPTION FUND MOTION

RECOMMENDATION

APPROVE Motion by Directors Krekorian, Najarian, Horvath, and Barger that the Board direct Metro to complete a comprehensive assessment of the Pilot Business Interruption Fund program and report back in March with recommendations on how the Pilot BIF could be applied to address local business impacts created by the construction of the East San Fernando Valley Light Rail Transit Line Project.

END OF NON-CONSENT

33. SUBJECT: CLOSED SESSION

A. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)(1)

• Chom Ae Chong v. LACMTA, Case No. 19STCV21175

CONSENT CALENDAR

2. SUBJECT: MINUTES

RECOMMENDATION

APPROVE Minutes of the Regular Board Meeting held January 26, 2023.

 Attachments:
 Regular Board Meeting MINUTES - January 26, 2023

 January 2023 Public Comments

2023-0113

<u>2023-0131</u>

2023-0117

2023-0130

Printed on 2/17/2023

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (5-0):

5. SUBJECT: NEW SR-710 NORTH MOBILITY IMPROVEMENT 2022-0573 PROJECTS

RECOMMENDATIONS

CONSIDER:

- A. APPROVING the list of new eligible SR-710 North Mobility Improvement Projects (MIPs) recommended for Board approval (Attachment A),
- B. AUTHORIZING the Chief Executive Officer or their designee to:
 - APPROVE changes in the number, scope, program schedule (allocations and cashflows) and cost estimate for each project within the overall MIP program budget and individual MIP Sponsor allocation;
 - 2. AMEND the MIP Funding Agreements to modify scopes of work consistent with the MIP eligibility requirements; and
 - 3. EXTEND lapse dates for the MIP Funding Agreements when subject to expire to meet environmental, design, right-of-way, and construction time frames.
- Attachments:
 Attachment A Mobility Improvement Projects Recommended

 Attachment B Motion 35: Clarifying Eligible Uses for SR-710 North MIPs

 Attachment C Project Sponsor Submittals

 Attachment D Motion 29.1: SR-710 N (Related to Item 29: File ID# 2017-0097)

 Attachment E MIP Programmed Funds

 Attachment F Rescoped MIP Descriptions by Sponsor

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

6. SUBJECT: EXPO/CRENSHAW JOINT DEVELOPMENT

RECOMMENDATIONS

AUTHORIZE:

A. the Chief Executive Officer to execute an amendment to the Exclusive Negotiation Agreement and Planning Document (ENA) with WIP-A, LLC, a wholly-owned subsidiary of Watt Companies (WIP-A), Inc. and the County of Los Angeles (County) in regard to the joint development of 1.77 acres of Metro-owned property and 1.66 acres of County-owned <u>2022-0833</u>

property adjacent to the K Line Expo/Crenshaw Station to extend the term for twelve months, and provide for an additional twelve month option to be exercised at staff's discretion; and

B. the modification of the ENA's assignment provision to allow for the assignment of the ENA to one or more developer entities, each of which shall be made up of the following entities or an affiliate or instrumentality of such entities: WIP-A, West Angeles Community Development Corporation, The Richman Group of California Development Company LLC and the Housing Authority of the City of Los Angeles (Limited Partnership(s)).

Attachments: <u>Attachment A - Site Map</u>

Presentation

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (5-0):

7. SUBJECT: MEASURE M MULTI-YEAR SUBREGIONAL PROGRAM ANNUAL UPDATE - LAS VIRGENES/MALIBU SUBREGION 2022-0863

RECOMMENDATION

CONSIDER:

- A. APPROVING:
 - Deobligating \$3,623,887 from the Las Virgenes/Malibu Subregion's Measure M Multi-Year Subregional Program (MSP) Active Transportation, Transit, and Tech Program, as shown in Attachment A;
 - 2. Programming an additional \$18,708,637 within the capacity of Measure M MSP Highway Efficiency Program, as shown in Attachment B;
 - Programming an additional \$5,472,000 within the capacity of Measure R Highway Operational Program, as shown in Attachment C; and
- B. AUTHORIZING the Chief Executive Officer (CEO) or their designee to negotiate and execute all necessary agreements and/or amendments for approved projects.
- Attachments:
 Attachment A Active Transportation Transit Tech Program Projects

 Attachment B Highway Efficiency Program Projects
 Attachment C Las Virgenes Malibu Highway Operational Imp. Proj. List

2022-0862

PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

8. SUBJECT: SEPULVEDA TRANSIT CORRIDOR

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. AE67085000, Sepulveda Transit Corridor Environmental Review and Conceptual Engineering, with HTA Partners (HTA), a joint venture between HNTB Corporation, Terry A. Hayes Associates Inc., and AECOM Technical Services, Inc., in the amount of \$4,108,638.43 for additional technical services to support the environmental phase for all six alternatives and the refinement of the Alternative 6 design, increasing the total contract value from \$54,592,930 to \$58,701,568.43.

 Attachments:
 Attachment A - Procurement Summary

 Attachment B - Contract Modification Change Order Log

 Attachment C - DEOD Summary

 Presentation

PLANNING AND PROGRAMMING COMMITTEE (5-0) AND EXECUTIVE MANAGEMENT COMMITTEE (6-0) MADE THE FOLLOWING RECOMMENDATION:

10. SUBJECT: MEASURE M 3% LOCAL CONTRIBUTION GUIDELINES REVISIONS

<u>2022-0828</u>

RECOMMENDATION

ADOPT revised Measure M Guidelines, Section VIII - 3% Local Contribution to Major Transit Projects (Attachment A).

 Attachments:
 Attachment A - Measure M 3% Local Contribution Guidelines Final Revisions

 Attachment B - Summary of Public Comments Received

 Presentation

EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (6-0):

10.1. SUBJECT: MEASURE M 3% LOCAL CONTRIBUTION GUIDELINES REVISIONS MOTION

2023-0104

RECOMMENDATION

APPROVE Motion by Directors Hahn, Dutra, Butts, and Sandoval that the Board direct the Chief Executive Officer to make the following revisions to the proposed Local Contribution guidelines:

A. Add language to allow cost-sharing, so that jurisdictions who have qualifying first-/last-mile or in-kind improvements, but do not have a 3%

local contribution requirement, can credit those investments they make toward neighboring jurisdictions' 3% local contribution obligations;

- B. Provide jurisdictions with maximum flexibility in all sources of funding for first-/last-mile investments by striking the words "non-Metro" from the first sentence in the "Eligible Funds" section, so that Metro competitive grants may also be an eligible fund source to make qualifying investments, which would be consistent with grant-making policy such as Federal and State funds where local match must come from sources other than those Federal and State funds;
- C. Evaluate a way to exclude the costs associated with regionally significant project elements - such as a new I-105 C Line station on the C Line (Green) or a maintenance and storage facility on the Gold Line Eastside Phase 2 - from the total project's cost's 3% local contribution calculation;
- D. Clarify the local contribution obligation responsibility for any future station, such as a Rio Hondo Confluence Station, that is not part of a project's 30% design but may be added at a later date, to ensure that any 3% obligation for any such station will be borne solely by the jurisdiction(s) in which it is located;
- E. Confirm that qualifying first-/last-mile investments and in-kind contributions shall be considered eligible to credit toward a jurisdiction's 3% local contribution obligation, even if implemented prior to 30% design; and,
- F. Report back to the Board in no more than 120 days on the above requests, including a fact sheet for affected cities.

FINANCE, BUDGET, AND AUDIT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

11. SUBJECT: MEASURE M FIVE YEAR COMPREHENSIVE ASSESSMENT AND EQUITY REPORT CRITERIA

2022-0854

RECOMMENDATIONS

CONSIDER:

- A. APPROVING criteria for the Measure M Five Year Comprehensive Assessment and Equity Report (Attachment A); and
- B. AUTHORIZING an increase in the Contract Modification Authority (CMA) for Task Order No. PS87260-5433000 under Countywide Planning and Development Bench Contract PS54330009 with Fehr & Peers, in the not-to-exceed amount of \$100,000, increasing the current not-to-exceed CMA amount from \$100,000 to a new CMA amount not-to-exceed

\$200,000, thereby increasing the task order value to \$561,713.83 should all modifications be executed.

<u>Attachments:</u>	Attachment A - Proposed Assessment Objectives and Criteria
	Attachment B - MMITOC Comments on Assessment Objectives and Criteria
	Attachment C - Procurement Summary
	Attachment D - Contract Modification Change Order Log
	Attachment E - DEOD Summary
	Presentation

EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (6-0):

14. SUBJECT: BUS SENSOR TECHNOLOGY MOTION

2023-0102

RECOMMENDATION

APPROVE Motion by Directors Hahn, Horvath, Mitchell, Solis, and Krekorian that the Board direct the Chief Executive Officer to report back in June 2023 with recommendations on these new safety features and the feasibility of (1) incorporating them into new bus procurements, (2) installing them into our existing bus fleets, in order to reduce pedestrian collisions and to ensure that bus operators are alerted in the event of a pedestrian-involved collision, and (3) exploring other emerging collision avoidance technologies, pursuant to Metro's Street Safety Data Sharing and Collaboration Policy and Action Plan.

EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (6-0):

15. SUBJECT: CREATING A COMMUTER RAIL STATION IN THE CITY OF PICO RIVERA MOTION

<u>2023-0103</u>

RECOMMENDATION

APPROVE Motion by Directors Hahn, Najarian, and Dutra that the Board direct the Chief Executive Officer to work with the Cities of Pico Rivera and Commerce, the Southern California Regional Rail Authority (Metrolink), California High Speed Rail Authority (HSR), Amtrak (LOSSAN), and freight rail operators to conduct a feasibility study and strategic plan for a new commuter rail station within the City of Pico Rivera along the Los Angeles-to-Anaheim rail corridor. The study shall include, but not be limited to the following elements:

- A. Existing and planned land-use and transportation conditions that would best support a new commuter rail station in Pico Rivera;
- B. A rough order of magnitude cost estimate and potential funding sources for a new station in Pico Rivera including elements such as planning and

design, right-of-way, environmental, construction, and maintenance costs; and,

C. The mechanism to include a new commuter rail station in Pico Rivera within the Southern California Association of Government's (SCAG) Regional Transportation Plan/Sustainable Community Strategy.

We, further, move that the CEO report back to the Board within 90 days with initial findings and next steps for the above-requested items.

CONSTRUCTION COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

19. SUBJECT: EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT LINE PROJECT

2022-0865

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. PS89616000 to San Fernando Transit Constructors (SFTC), a Joint Venture (JV) of Skanska USA Civil West California District, Inc. (Skanska) and Stacy and Witbeck, Inc., for Phase 1 Preconstruction Services of the Progressive Design-Build contract for the East San Fernando Valley Light Rail Transit Line Project (Project) in the amount of \$30,979,750, subject to the resolution of protest(s) if any;
- B. ESTABLISH a Preconstruction Phase-of-Project Budget (Preconstruction Budget) for the Project in the amount of \$496,856,000; and
- C. NEGOTIATE and EXECUTE all project-related agreements and modifications to existing contracts within the authorized Preconstruction Budget.
- Attachments:
 Attachment A Funding and Expenditure Plan

 Attachment B Procurement Summary

 Attachment C DEOD Summary

 Presentation

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

21. SUBJECT: PURCHASE OF THREE CNG ARMORED VAULT TRUCKS 2022-0842

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract DR827453000 to Los Angeles Truck Centers, LLC, the lowest responsive and responsible bidder for three (3) CNG Armored Vault Trucks for a firm fixed price of \$1,211,139.67, inclusive of sales tax and fees, subject to resolution of any properly submitted protest(s), if any.

 Attachments:
 Attachment A - Procurement Summary

 Attachment B - DEOD Summary

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

22. SUBJECT: DRUG TESTING LABORATORY SERVICES

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS75883000 to Phamatech, Inc. (Phamatech) to provide drug testing laboratory analysis services in an amount not-to-exceed \$377,025 for a base term of three years, plus \$135,675 for each of the two, one-year option terms for a combined not-to-exceed amount of \$648,375, effective April 1, 2023, subject to the resolution of any timely protest(s), if any.

 Attachments:
 Attachment A - Procurement Summary

 Attachment B - DEOD Summary

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

23. SUBJECT: CUSTOMER EXPERIENCE RESEARCH SERVICES BENCH

2022-0870

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD seven (7) bench Contract Nos. PS43815000 through PS43815006, for Customer Experience (CX) research services to the firms listed below, for a total not-to-exceed amount of \$6,893,226 for the initial three-year base term, plus \$2,531,252 for the first, one-year option and \$2,657,814 for the second, one-year option, for a combined total not-to-exceed amount of \$12,082,292, effective March 1, 2023, subject to resolution of protest(s), if any; and 2022-0866

1. Discipline 1: Intercept Survey

- 1.1 ETC Institute
- 1.2 Hispanispace, LLC dba ThinkNow Research
- 1.3 Maroon Society, Inc.
- 1.4 Redhill Group, Inc.

2. Discipline 2: Online and Telephone Survey

- 2.1 Barrios and Associates, LLC dba Communications Lab
- 2.2 EMC Research, Inc.
- 2.3 Maroon Society, Inc.
- 2.4 Quantum Market Research, Inc.
- 2.5 Redhill Group, Inc.

3. Discipline 3: Qualitative Research

- 3.1 Barrios and Associates, LLC dba Communications Lab
- 3.2 EMC Research, Inc.
- 3.3 Hispanispace, LLC dba ThinkNow Research
- 3.4 Maroon Society
- 3.5 Quantum Market Research, Inc.
- 3.6 Redhill Group, Inc.

4. Discipline 4: User Experience Testing

4.1 Redhill Group, Inc.

5. Discipline 5: General Research Support

- 5.1 Maroon Society, Inc.
- 5.2 Redhill Group, Inc.
- B. EXECUTE individual task orders for up to \$2 million per task order.
- Attachments:
 Attachment A Procurement Summary

 Attachment B DEOD Summary

SUBJECT: GENERAL PUBLIC COMMENT

2023-0116

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