



Metro

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Agenda - Final

Thursday, May 19, 2022

9:00 AM

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

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

Mike Bonin, Chair

Holly Mitchell, Vice Chair

Jacquelyn Dupont-Walker

Janice Hahn

Sheila Kuehl

Tony Tavares, 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 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)*

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

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 9:00 AM Pacific Time on May 19, 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 9:00 AM, hora del Pacifico, el 19 de Mayo de 2022. Puedes unirse a la llamada 5 minutos antes del comienzo 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: 17, 18, and 19.

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

CONSENT CALENDAR

17. **SUBJECT: PS51220, ZEBGO PARTNERS, JOINT VENTURE, ZERO EMISSIONS PROGRAM MASTER PLAN**

[2021-0814](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 8 with ZEBGO Partners, JV, to continue technical consultant services for the Zero Emission Bus (ZEB) Program Master Plan and as needed tasks for ZE implementation support at the cost-plus fixed fee price of \$3,500,624, increasing the Contract value from \$7,139,376 to \$10,640,000 thus allowing for an 18 month period of performance extension from June 30, 2022 to January 1, 2024; and
- B. INCREASE Contract Modification Authority by \$350,062 for a total of \$3,850,687 to facilitate the as needed tasks for ZE implementation support under Modification No. 8.

Attachments: [Attachment A - Board Motion 50](#)
[Attachment B - Procurement Summary](#)
[Attachment C - Contract Modification Change Order](#)
[Attachment D - DEOD Summary](#)

18. **SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES**

[2022-0185](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement, and Installation services in the amount of \$1,440,000, increasing the contract four-year base authority from \$2,795,911 to \$4,235,911.

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

19. **SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP STATUS UPDATE** [2022-0188](#)

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Speed Engineering Working Group Status Update report in response to Motion 22.1.

NON-CONSENT

20. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2022-0230](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

21. **SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE** [2022-0231](#)

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring and Motion 43 response.

22. **SUBJECT: 2022 BUS OPERATOR SURVEY UPDATE** [2022-0181](#)

RECOMMENDATION

RECEIVE AND FILE report on 2022 Bus Operator Survey preliminary data analysis.

Attachments: [Attachment A - Motion 43 - Operations Transparency and Safeguarding Motion](#)
[Attachment B - Operator Retention Survey - Link and Questions](#)
[Attachment C - Job Satisfaction Survey Results Q8-Q11](#)
[Attachment D - Concerns Pain Points Survey Results Q4-Q7](#)
[Attachment E - Workplace Culture and Environment Survey Results Q12-Q17](#)

23. **SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS** [2022-0250](#)

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

Attachments: [Attachment A - Metro Outreach Data January - March 2022](#)
[Attachment B - Metro Outreach Client Success Stories](#)
[Attachment C - Homeless Outreach Images Jan-Mar 2022](#)

**24. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
PERFORMANCE**

[2022-0263](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments:

[Attachment A - Systemwide Law Enforcement Overview March 2022](#)

[Attachment B - MTA Supporting Data March 2022](#)

[Attachment C - Transit Police Summary March 2022](#)

[Attachment D - Monthly, Bi-Annual, Annual Comparison March 2022](#)

[Attachment E - Violent Prop and Part 1 Crimes March 2022](#)

[Attachment F - Demographics Data March 2022](#)

[Attachment G - Bus Operator Assaults March 2022](#)

[Attachment H - Sexual Harassment Crimes March 2022](#)

[Attachment I - PSAC General Meeting Minutes April 6, 2022](#)

[Attachment J - PSAC General PSAC Meeting Minutes April 20, 2022](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2022-0309](#)

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