



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

Agenda - Final

Thursday, September 17, 2026

1:00 PM

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Listen by phone: Dial 888-978-8818 and enter Access Code:
5647249# (English) or 7292892# (Español)

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

*Holly J. Mitchell, Chair
Imelda Padilla, Vice Chair
Jacquelyn Dupont-Walker*

Janice Hahn

Ara J. Najarian

Katy Yaroslavsky

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.

TECHNOLOGY DISRUPTIONS - Although staff will do their due diligence to restore service, if joining the meeting virtually, please be aware that the Committee or Board may continue its meeting notwithstanding a technical disruption that prevents members of the public from attending or observing the meeting via the two-way telephonic service or two-way audio visual platform.

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 coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process , labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. 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.



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 Meeting begins at 1:00 PM Pacific Time on September 17, 2026; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 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 1:00 PM, hora del Pacifico, el 17 de Septiembre de 2026. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 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: 32, 33, 34, 35 and 36.

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

CONSENT CALENDAR

- 32. SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM** [2026-0063](#)
CONSULTANT SUPPORT SERVICES

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 34 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by \$810,985.32, from \$11,012,090.20 to \$11,823,075.52, and extending the period of performance from September 30, 2026 through June 30, 2034. This requested increase to the NTE contract price is within the current P2000 LOP budget.

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

- 33. SUBJECT: APPOINTMENTS TO METRO'S SERVICE COUNCILS** [2026-0479](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's San Fernando Valley and Westside Central Service Councils (Attachment A).

Attachments: [Attachment A - New Appointee Nomination Letters](#)
[Attachment B - New Appointee Biographies and Qualifications](#)
[Attachment C - Service Councils Demographic Information](#)
[Presentation](#)

34. SUBJECT: HI RAIL SWING LOADERS

[2026-0564](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract, Contract No. DR135489 for six swing loaders with hi-rail gears to SWNG Inc. (DBA Swingmaster), the lowest responsive and responsible bidder, for a total contract amount of \$2,573,400, plus applicable California's use tax, subject to the resolution of any properly submitted protest(s), if any.

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

35. SUBJECT: UNIFORM RENTAL SERVICES

[2026-0566](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. OP44851-20008370 with Prudential Overall Supply for uniform rental services, to exercise the one, three-year option in the Not-To-Exceed (NTE) amount of \$3,575,446, increasing the total contract NTE amount from \$3,256,271 to \$6,831,717, and extending the period of performance from December 1, 2026 to November 30, 2029.

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

**36. SUBJECT: STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION
AND REPLACEMENT SERVICES REGIONS 1 THROUGH 3**

[2026-0567](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP964830008370 with Graffiti Shield, Inc. for stainless steel anti-graffiti film installation and replacement services for Regions 1, 2, and 3, to exercise the first one-year option in the Not-To-Exceed (NTE) amount of \$5,737,859, increasing the total NTE contract amount from \$15,722,845 to \$21,460,704, and extending the period of performance from December 1, 2026, to November 30, 2027.

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

NON-CONSENT

37. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2026-0541](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

38. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2026-0542](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

39. **SUBJECT: METRO C-LINE TRACTION POWER SUBSTATION (TPSS)
REPLACEMENT PROJECT** [2026-0569](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

INCREASE the Life of Project Budget (LOP) for the Project 205670 - Metro C Line Traction Power Substations Replacement by \$63,000,000 increasing the Life of Project from \$98,500,000 to \$161,500,000.

Attachments: [Attachment A – Project Expenditure Plan](#)
[Presentation](#)

40. **SUBJECT: METRO BIKE SHARE** [2026-0672](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Modification No. 25 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc., DBA Revolution, to implement and support the grant funded expansion of the Metro Bike Share (MBS) system in the Not-To-Exceed (NTE) amount of \$7,550,000, increasing the total contract value from \$139,830,029 to \$147,380,029.

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

41. SUBJECT: REVIEW OF METRO RAIL STATION REPAIRS [2025-1029](#)

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro Rail Station Repairs.

Attachments: [Attachment A - Final Report on Review of Rail Station Repairs \(26-AUD-05\)](#)
 [Attachment B - Operations Response to Recommendations](#)
 [Attachment C - Customer Experience Response to Recommendations](#)
 [Presentation](#)

42. SUBJECT: STATION ACTIVATION QUARTERLY UPDATE [2026-0339](#)

RECOMMENDATION

RECEIVE oral report that provides an update on Metro's efforts to launch a comprehensive Station Activation Program.

Attachments: [Attachment A - Board Motion 29](#)
 [Presentation](#)

43. SUBJECT: CUSTOMER EXPERIENCE QUARTERLY UPDATE [2026-0469](#)

RECOMMENDATION

RECEIVE oral report on the quarterly Customer Experience Pulse Survey, customer experience improvements and marketing and communications campaign results.

Attachments: [Presentation](#)

44. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE UPDATE [2026-0624](#)

RECOMMENDATION

RECEIVE AND FILE Metro's Public Safety Advisory Committee (PSAC) Update.

Attachments: [Attachment A - Motion 37](#)

45. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY [2026-0572](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Station Experience Updates](#)
 [Attachment B - HOME FY26 & FY27 Interim & Permanent Housing Placements](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2026-0667](#)

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