



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

Agenda - Final

Thursday, October 15, 2026

1:00 PM

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

*Holly J. Mitchell, Chair
Imelda Padilla, Vice Chair
Patsy Ayala
Jacquelyn Dupont-Walker
Janice Hahn
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

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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 October 15, 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 15 de Octubre 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: 31, 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

- 31. SUBJECT: P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE MODERNIZATION CONSULTANT SUPPORT SERVICES** [2026-0130](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 12 to Contract No. PS73193000-P2550, a cost plus fixed-fee contract with Hatch Associates Consultants, Inc. (formerly LTK Consultant Services, Inc.) to provide consultant support services for the P2550 Light Rail Vehicle Modernization Project, increasing the Not-To-Exceed (NTE) contract price by \$4,796,082, from \$7,038,584 to \$11,834,666, and extend the period of performance from October 31, 2026 through December 31, 2031.

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

- 32. SUBJECT: METRO EXPRESSLANES CALIFORNIA HIGHWAY PATROL (CHP) ENFORCEMENT AGREEMENT** [2026-0565](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute a four and one-half year funding agreement with the California Highway Patrol (CHP) to provide enforcement services on the Metro ExpressLanes from January 1, 2027 to June 30, 2031, in the Not-To-Exceed amount of \$26,092,181.

Attachments: [Attachment A – ExpressLanes CHP Enforcement Annual Funding Plan](#)
[Presentation](#)

33. SUBJECT: NEAR-ZERO NATURAL GAS-FUELED ENGINES

[2026-0644](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. FIND the procurement of Near-Zero Natural Gas-Fueled Engines under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single-source procurement method for the purpose of duplicating equipment already in use; and
- B. AWARD a single-source, five-year, Indefinite Delivery, Indefinite Quantity Contract No. MA139582000 to Cummins Sales and Service (Cummins) for 680 engines to replace engines on Metro buses. The five-year contract is for a total Not-To-Exceed (NTE) contract amount of \$70,990,755.60, inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

34. SUBJECT: METRO FREEWAY SERVICE PATROL

[2026-0647](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modifications for eleven Freeway Service Patrol (FSP) contracts in an aggregate amount of \$18,382,400.00, thereby increasing the contract amounts from \$120,316,691.39 to \$138,699,091.39, and extending the current period of performance with individual amounts as follows:

- A. Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for \$510,200.00 for up to 9 months, increasing the total Contract amount from \$5,212,753.00 to \$5,722,953.00; and
- B. Beat 10: Jon's Towing, Inc. Contract No. FS66316002-10, for \$489,600.00 for up to 9 months, increasing the total Contract amount from \$4,935,445.35 to \$5,425,045.35; and
- C. Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for \$673,100.00 for up to 9 months, increasing the total Contract amount from \$4,536,346.88 to \$5,209,446.88; and
- D. Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for \$432,100.00 for up to 9 months, increasing the total Contract amount from

\$4,514,798.60 to \$4,946,898.60; and

- E. Beat 70: South Coast Towing, Inc. Contract No. FS66316006-70 for \$763,400.00 for up to 9 months, increasing the total Contract amount from \$7,324,652.00 to \$8,088,052.00; and
- F. Beat 71: Disco Auto Sales dba Hollywood Car Carrier Contract No. FS66316001-71 for \$616,600.00 for up to 9 months, increasing the total Contract amount from \$8,726,325.00 to \$9,342,925.00; and
- G. Beat 18/38: Bob & Dave's Towing Contract No. FS73888-2004, for \$1,709,600.00 for up to 9 months, increasing the total Contract amount from \$8,318,687.38 to \$10,028,287.38; and
- H. Beat 20/37: Safeway Towing, dba Bob's Towing Contract No. FS73888-2005, for \$843,500.00 for up to 9 months, increasing the total Contract amount from \$7,855,125.00 to \$8,698,625.00; and
- I. Beat 5/17: Classic Tow dba Tip Top Tow Contract No. FS73888-2001, for \$1,417,000.00 for up to 9 months, increasing the total Contract amount from \$7,581,984.20 to \$8,998,984.20; and
- J. R1: Kenny's Auto Service Contract No. FS58039000, for \$5,053,800.00 for up to 9 months, increasing the total Contract amount from \$30,380,368.98 to \$35,434,168.98; and
- K. R2: Platinum Tow & Transport Contract No. FS58039001, for \$5,873,500.00 for up to 9 months, increasing the total Contract amount from \$30,930,205.00 to \$36,803,705.00;

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification Authority Summary](#)
 [Attachment C - Contract Modification-Change Order Log](#)
 [Attachment D - DEOD Summary](#)
 [Attachment E - FSP Beat Map](#)
 [Presentation](#)

**35. SUBJECT: APPOINTMENT TO METRO WESTSIDE CENTRAL
SERVICE COUNCIL**

[2026-0724](#)

RECOMMENDATION

APPROVE nominee for membership on Metro's Westside Central Service Council (Attachment A).

Attachments: [Attachment A - New Appointee Nomination Letter](#)
 [Attachment B - New Appointee Biography and Qualification](#)
 [Attachment C - Service Council Demographic Information](#)
 [Presentation](#)

36. **SUBJECT:** **P3010 LIGHT RAIL VEHICLE (LRV) HEATING,
 VENTILATION, AND AIR CONDITIONING (HVAC)
 EQUIPMENT OVERHAUL** [2024-1142](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a five-year firm-fixed-price contract, Contract No. OP136051000, to Merak North America LLC for the overhaul of 487 HVAC assemblies for the P3010 Light Rail Vehicle (LRV) fleet in the Not-To-Exceed (NTE) amount of \$10,275,213.00, subject to the resolution of any properly submitted protest(s), if any; and
- B. ESTABLISH a Life of Project (LOP) budget of \$82,562,929 for the P3010 Component Overhaul tasks - Phase 2.

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

NON-CONSENT

37. **SUBJECT:** **OPERATIONS EMPLOYEES OF THE MONTH** [2026-0641](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

38. **SUBJECT:** **CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2026-0642](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

39. **SUBJECT:** **UPDATE ON COLLABORATIVE FUNDING STRATEGY FOR
 WATER TAXI SERVICE BETWEEN SAN PEDRO AND
 LONG BEACH** [2026-0661](#)

RECOMMENDATION

RECEIVE oral report on collaborative funding strategy for water taxi service between San Pedro and Long Beach.

Attachments: [Attachment A - Motion 50](#)
 [Attachment B - Alliance of Local Transit Operators on Prop A Incentive Funding](#)
 [Presentation](#)

40. **SUBJECT: CUSTOMER EXPERIENCE EVALUATION—CX PULSE SURVEY OVERVIEW** [2026-0706](#)

RECOMMENDATION

RECEIVE oral report on the Metro Customer Experience (CX) Pulse Survey deep dive on Safety and Customer Pain Points.

Attachments: [Presentation](#)

41. **SUBJECT: PICO RIVERA METROLINK STATION** [2026-0739](#)

RECOMMENDATION

RECEIVE oral report on the status of the Metrolink Pico Rivera station.

Attachments: [Attachment A – Board Motion 15](#)
 [Attachment B - Feasibility Study/Project Definition Report](#)
 [Attachment C - Commerce Station Consensus Letter](#)
 [Attachment D – Board Motion 27](#)
 [Attachment E – SGVCOG Board Action](#)
 [Presentation](#)

42. **SUBJECT: COMMUTER RAIL STATION IN THE CITY OF PICO RIVERA PROJECT SEED FUNDING, CA HIGH SPEED RAIL DELIVERY AND IMPLEMENTATION MOTION** [2026-0770](#)

RECOMMENDATION

APPROVE Motion by Hahn, Richardson, Sandoval, and Solis that the Board direct the Chief Executive Officer to advance the following objectives pertaining to the Pico Rivera Regional Rail Station:

- A. Identify, program, and authorize a maximum not-to-exceed of \$6 million in Metro controlled funds toward the Pico Rivera Regional Rail Station Project for preliminary engineering design, environmental documentation, project approvals, and to be repaid by CAHSR in full upon completion and inclusion ultimately in CAHSR budget as a mitigation required to be paid for by the implementing agency;
- B. Acknowledge the approval on Thursday, September 17, 2026, by the San Gabriel Valley Council of Governments Governing Board to serve as the implementing Agency of Record on behalf of the CA High Speed Rail

Authority, Metro and the City of Pico Rivera;

- C. Negotiate and execute a Master Funding Agreement and other necessary documents with the SGVCOG, the CA High Speed Rail Authority, and the City of Pico Rivera establishing project roles, responsibilities, funding requirements, delivery terms, and conveying the approved Metro funds as appropriate;
- D. Continue collaboration with SGVCOG, Pico Rivera, CAHSR, BNSF Railway, Metrolink, Amtrak/LOSSAN, Commerce, Montebello, and other corridor stakeholders to advance design and environmental clearance, expedite project delivery, and support ongoing advocacy efforts at the State and federal levels;
- E. Evaluate opportunities and extend support for transit-supportive land use planning and development efforts in the City the Pico Rivera; and

WE FURTHER MOVE that the CEO complete the above-directed actions within 90 days.

28. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2026-0630](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Ancillary Areas Quarterly Update](#)

[Attachment B - Station Experience Updates](#)

[Attachment C - HOME FY27 Interim & Perm Housing Placements Breakdown](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

**29. SUBJECT: DEPARTMENT OF PUBLIC SAFETY IMPLEMENTATION
PLAN UPDATE**

[2026-0639](#)

RECOMMENDATION

RECEIVE AND FILE the quarterly update on the Department of Public Safety (DPS) Implementation Plan.

Attachments:

[Presentation](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

SUBJECT: GENERAL PUBLIC COMMENT

[2026-0735](#)

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