

**Board Report**

File #: 2025-1056, **File Type:** Contract**Agenda Number:** 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 19, 2026****SUBJECT: E-PAPER BUS STOP ELECTRONIC DISPLAY - SOUTHEAST LOS ANGELES****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to award a two-year, firm fixed unit rate contract, Contract No. OP133093000 to BikeHub (dba Tranzito), to furnish, install, and maintain 100 E-Paper Bus Stop Electronic Displays in Southeast Los Angeles in the Not-To-Exceed (NTE) amount of \$611,230, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

Metro seeks to enhance real-time passenger information and accessibility at key bus stops in Southeast Los Angeles through the installation of solar-powered E-Paper displays, complementing the installation of new shelters at 100 bus stops. These displays will show real-time arrival information for Metro and municipal operators, improving customer communication, accessibility, and safety across one of Metro's most transit-dependent service areas. This contract provides for the design, fabrication, installation, integration, and maintenance of 100 E-Paper displays mounted on existing and new bus stop poles.

BACKGROUND

Metro's current network of bus stops lacks real-time digital information, limiting rider awareness of actual bus arrivals and service alerts. With increasing ridership demand and upcoming major regional events, Metro has prioritized investments in technology that deliver reliable, equitable, and accessible rider information. In 2023, Metro secured a California Local Partnerships Program grant using the East Los Angeles to Long Beach Corridor Improvement Plan (CIP) as matching funds, that supports the following transit improvements within the CIP project area:

- 10 new electric bus chargers at rail stations
- Cloud-based Transit Signal Priority implementation
- 100 new bus shelters with real-time E-Paper displays
- 100 new lighting installations at bus stops that did not receive shelters

The locations for the bus shelters have been identified in partnership with local jurisdictions, who procure and install the shelters, but most have requested that Metro procure and install the E-Paper displays.

DISCUSSION

A competitive Request for Proposals (RFP No. OP133093) was issued in July 2025. BikeHub (dba Tranzito) was selected as the highest-rated responsive and responsible proposer. The firm demonstrated strong technical qualifications and experience through previous work with the City of Los Angeles' STAP (Street Transit Amenities Program) and other real-time E-Paper display deployments in the region.

The procurement and installation of approximately 100 single-sided, 13-inch solar-powered E-Paper displays is part of an effort to improve bus stop facilities throughout Southeast Los Angeles cities. These units will complement 100 new shelters being installed across this section of Los Angeles County.

These real-time information units will be integrated with Metro's Swiftly real-time information system to display bus arrivals from Metro and participating municipal operator services throughout the Southeast Los Angeles cities.

- Remote management of these units is available via a secure content management system (CurbOS) and GDS Device Management System to allow Metro to update service alerts and messages, further enhancing the information available at these bus stops.
- ADA accessibility features are included with these real-time information units, including push-to-talk audio announcements, braille location plates, and high-contrast display modes.
- The units are vandal-resistant and have weatherproof enclosures. Maintenance and monitoring for one-year post-installation, with a 72-hour response time for repairs, are included in the purchase cost, and subsequent years of service will be budgeted in Metro's operating budget.
- Cybersecurity features are included in the units however, staff will also work with the proposed contractor on a vendor risk assessment to ensure IT security controls meet federal, state, and local compliance requirements

BikeHub (dba Tranzito) will partner with Global Display Solutions (GDS) for display fabrication and ShelterClean for field installation and maintenance. Installation will begin at high-ridership bus stops in Southeast Los Angeles, where data connectivity and solar exposure support immediate deployment. Metro will continue to seek additional grant opportunities to expand the E-Paper footprint across the county beyond the South Los Angeles area.

The E-Paper implementation will include the most current IT cybersecurity threat profile in order to ensure data integrity and compliance.

DETERMINATION OF SAFETY IMPACT

The E-Paper Display project enhances public safety and system reliability by enabling real-time

communication of emergency alerts, detours, and service disruptions directly at the stop. The inclusion of audible push-to-talk features improves accessibility for visually impaired passengers, while consistent and timely updates reduce crowding and confusion during incidents.

FINANCIAL IMPACT

Funding for this project is available in the FY26 Budget, Project No. 496008, task 04.LPP22SB1.002, Cost Center 3151. Since this is a multiyear project, the Project Manager is responsible for the budget in future years. Ongoing operations, maintenance, and data service costs will be incorporated into future fiscal year operating budgets.

Impact to Budget

Funding sources for the request include 50% Local Partnership Competitive Program (LPP-C) grant funds and 50% Long Beach - East Los Angeles Capital Mobility Improvement Program (LB-ELA CMIP).

EQUITY PLATFORM

This project directly supports Metro's commitment to equity by focusing on Southeast Los Angeles, an area with some of the highest bus ridership and limited access to real-time service information. The EPaper displays deliver multilingual visual and audible messaging, improving accessibility for non-English speaking riders and those with visual impairments. Across these cities, 60-90% of residents identify as Hispanic, and Spanish is the predominant language in more than 80% of households. Approximately 9% of households do not have access to a vehicle, underscoring the importance of reliable, real-time transit information.

In addition, shelters are being procured and installed by the local jurisdictions of Bell Gardens, Huntington Park, Maywood, South Gate, Vernon, Florence-Graham CDP, and Walnut Park CDP, in partnership with Metro, ensuring they meet the needs of each community. Metro is procuring, installing, and maintaining real-time information signs at the request of many of the jurisdictions we are partnering with, as they do not have the resources to complete this required component themselves. This solicitation was subject to the Small Business Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. BikeHub dba Tranzito, an SB Prime, made a 31.41% SBE commitment and listed two non-certified subcontractors to perform on this contract.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational equipment purchase

activities that will maintain, improve, as well as benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This action supports Strategic Goal 2 - Deliver outstanding trip experiences for all transportation system users and advances Metro Vision 2028 by improving rider information, reliability, and accessibility.

ALTERNATIVES CONSIDERED

Alternatives such as continuing to rely on printed signage or smartphone-only applications were considered. These options fail to meet ADA requirements, exclude riders without smartphone access, and do not support real-time operational updates at the stop level.

NEXT STEPS

Upon Board approval, staff will execute Contract OP133093000 with BikeHub (DBA Tranzito) and proceed with site review for the e-Paper installations.

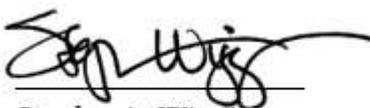
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Stephanie Wiggins
Chief Executive Officer

**PROCUREMENT SUMMARY
E-PAPER BUS STOP DISPLAY – SOUTHEAST LOS ANGELES
OP133093000**

1.	Contract Number: OP133093000	
2.	Recommended Vendor: BikeHub (dba Tranzito)	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 07/22/2025	
	B. Advertised/Publicized: 07/22/2025	
	C. Pre-Proposal Conference: 07/29/2025	
	D. Proposals Due: 09/12/2025	
	E. Pre-Qualification Completed: 12/10/2025	
	F. Ethics Declaration Forms submitted to Ethics: 09/16/2025	
	G. Protest Period End Date: 02/24/2026	
5.	Solicitations Downloaded: 39	Proposals Received: 7
6.	Contract Administrator: John Platt	Telephone Number: (213) 922-4237
7.	Project Manager: Bahram Chaudry	Telephone Number: (213) 922-6441

A. Procurement Background

This Board Action is to approve Contract No. OP133093000 issued in support of the furnishment, installation, and maintenance of 100 E-Paper digital bus stop display units, to be installed in the Southeast Los Angeles region. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. OP133093 was issued in accordance with Metro’s Acquisition Policy as a Small Business Prime Set-Aside, and the contract type is a firm fixed unit rate.

Three (3) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on July 29, 2025, clarified the SBE Set-Aside requirements.
- Amendment No. 2, issued on August 15, 2025, extended the deadline to submit questions and extended the proposal due date.
- Amendment No. 3, issued on August 29, 2025, revised the scope of services.

A total of 39 firms downloaded the RFP and were included in the planholders’ list. A virtual pre-proposal conference was held on July 29, 2025, and was attended by 17 participants representing 15 firms. There were 49 questions received for this RFP and responses were provided prior to the proposal due date.

A total of seven proposals were received by the due date of September 12, 2025, from the following firms listed below in alphabetical order:

1. Arc Ventures, Inc.
2. Bikehub (dba Tranzito)
3. Craft Construction & Development, Inc.
4. Intuitive Real Estate Solutions
5. JM Fiber Optics, Inc. (JMFO)
6. KPA Constructors, Inc.
7. Peacock Systems

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Facilities and Maintenance Services, Information Technology, and Transportation Services in the Southeast Los Angeles region, was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

1. Experience of the Firm and Team	20%
2. Understanding of the Scope of Services	15%
3. Technical & Functional Capability of the Equipment	45%
4. Cost	20%

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements for E-Paper signage. Several factors were considered when developing these weights, giving the greatest importance to the technical and functional capabilities of the E-Paper equipment.

Evaluations were conducted from October 13 through December 10, 2025. All seven proposing firms were invited for oral presentations. The Proposers' key team members had the opportunity to present their team's qualifications, outline their plan for installation and integration into the Metro system, and respond to the PET's questions. The PET completed its evaluation of proposals and determined BikeHub (dba Tranzito) to be the highest-ranked proposer.

Qualifications Summary of Firms within the Competitive Range:

BikeHub (dba Tranzito)

Tranzito has provided and operated mobility infrastructure for over 20 years. Tranzito has experience installing and maintaining E-Paper displays with LACMTA as well as other city agencies, namely Street LA's STAP bus shelter program. Tranzito is partnering with Global Display Solutions (GDS), who will supply all hardware and provide hardware installation design. GDS has 40 years of experience and has installed digital displays worldwide, including Chicago Transit Authority

(CTA), Massachusetts Bay Transportation Authority, and Washington Metro among others. Tranzito is also partnering with ShelterClean, who will perform the installation and maintenance of the E-Paper displays. ShelterClean has over 30 years of experience installing, assembling, maintaining, and repairing bus shelters and street furniture for several transit agencies in Southern California and across the country.

KPA Constructors, Inc.

KPA Constructors Inc. has conducted business with Metro for over 17 years, working on large infrastructure projects specializing in electrical and communication systems. KPA has and continues to work on Metro rail construction projects, currently serving as a contractor on the Westside D-Line extension project. Subcontractor B&C Transit has a 25-year history with Metro and was responsible for the design and construction of Metro's E (Expo)-Line. B&C Transit will be responsible for installation design, as well as providing support for permitting, integration, and technical support and training. Subcontractor Connectpoint is considered the industry leader in manufacturing, programming, and engineering of E-Paper devices. Connectpoint is an original equipment manufacturer, whose E-Paper devices are utilized by Transit agencies across the country, including Pittsburgh Regional Transit, SEPTA (Philadelphia), and King County Metro (Seattle), among others.

Peacock Systems

Peacock Systems has over 25 years of experience providing real-time passenger information systems. Peacock recently partnered with Metro to supply and install fifty (50) E-Paper units in the Vermont Avenue Corridor. They have 10 years of experience working with Metro, working on projects such as the installation of Passenger Wi-Fi on LA Metro light rail vehicles, and supplying Metro with over 650 Safe Fleet Recorder and Camera Kits. Peacock is partnering with Papercast as a supplier of the E-Paper units. They have experience supplying LA Metro, as well as other transit agencies such as Big Blue Bus, OCTA, and Central Ohio Transit Authority (COTA).

JM Fiber Optics Inc.

JM Fiber Optics Inc. has over 30 years of experience working on large scale public transit infrastructure. JMFO staff have extensive experience and expertise in passenger information systems, digital signage, public address systems, CCTV, and fiber optic transport and cabling infrastructure. Subcontractor/supplier Way Sine has extensive experience in designing, engineering, and manufacturing E-Paper digital displays for over 40 transit agencies in North America, such as LADOT, Big Blue Bus, Ventura County Transportation (VCTC), and has experience working with JMFO to supply E-Paper displays for Omnitrans and City of Fresno.

Arc Ventures, Inc.

Arc Ventures, Inc. staff have a combined 20 years of experience providing street-level systems for public agencies. Arc Ventures has worked on large scale projects with Metro, LAWA, Caltrans, and the City of Los Angeles. Arc Ventures is partnering with Papercast as a subcontractor and supplier of the E-Paper display units. Arc Ventures and Papercast have partnered to provide E-Paper units for a number of transit agencies, such as Big Blue Bus, OCTA, and StarTran (Lincoln, NE). Papercast has deployed E-Paper real-time displays since 2005 for transit agencies across North America.

Craft Construction & Development Inc.

The team from Craft Construction & Development Inc. have over 15 years of combined experience managing and completing transportation-related projects. Staff have extensive experience conducting business with Metro, serving as a Contractor for a number of renovation projects at Metro bus and rail divisions, Metro parking garages, concrete and asphalt pavement, and bus shelter implementation, among other relevant projects. Craft Construction & Development are partnering with Urban Solar as a subcontractor and supplier of E-Paper units. Urban Solar has provided E-Paper units to over 300 transit agencies in North America, and have over twenty years of experience in bus stop improvement projects. Craft is also partnering with ShelterClean for installation of the E-Paper units, with over thirty years of experience in installing bus stop signs, bus shelters, poles, and lighting equipment.

Intuitive Real Estate Solutions

Intuitive Real Estate Solutions is partnering with Double Elite LLC, a China-based company, as a supplier and subcontractor. Intuitive Real Estate Solutions and Double Elite have experience partnering to provide, install, and maintain 56 electronic bus stop boards for the Chengdu Public Transport Group in Chengdu City, Sichuan, China, as well as for Nanjing Smart Transportation Information Co. along Highway 501 in Nanjing City, Jiangsu Province, China. Intuitive Real Estate Solutions and Double Elite have experience ensuring compliance with all technical standards and FCC and OSHA compliance for products made outside of the United States.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	BikeHub (dba Tranzito)				
3	Experience of the Firm and Team	90.00	20.00%	18.00	
4	Understanding of the Scope of Services	88.87	15.00%	13.33	
5	Technical & Functional Capability of the Equipment	87.78	45.00%	39.50	
6	Cost	100.00	20.00%	20.00	
7	Total			90.83	1
8	KPA Constructors Inc.				
9	Experience of the Firm and Team	83.35	20.00%	16.67	
10	Understanding of the Scope of Services	78.87	15.00%	11.83	
11	Technical & Functional Capability of the Equipment	90.00	45.00%	40.50	
12	Cost	32.25	20.00%	6.45	
13	Total			75.45	2
14	Peacock Systems				
15	Experience of the Firm and Team	66.65	20.00%	13.33	
16	Understanding of the Scope of Services	74.47	15.00%	11.17	
17	Technical & Functional Capability of the Equipment	83.33	45.00%	37.50	
18	Cost	62.70	20.00%	12.54	
19	Total			74.54	3
20	JM Fiber Optics Inc.				
21	Experience of the Firm and Team	78.35	20.00%	15.67	
22	Understanding of the Scope of Services	73.33	15.00%	11.00	
23	Technical & Functional Capability of the Equipment	72.22	45.00%	32.50	
24	Cost	75.10	20.00%	15.02	
25	Total			74.19	4
26	Arc Ventures Inc.				
27	Experience of the Firm and Team	65.00	20.00%	13.00	
28	Understanding of the Scope of Services	71.13	15.00%	10.67	
29	Technical & Functional Capability of the Equipment	84.44	45.00%	38.00	
30	Cost	60.10	20.00%	12.02	

31	Total			73.69	5
32	Craft Construction and Development				
33	Experience of the Firm and Team	65.00	20.00%	13.00	
34	Understanding of the Scope of Services	62.20	15.00%	9.33	
35	Technical & Functional Capability of the Equipment	72.22	45.00%	32.50	
36	Cost	30.25	20.00%	6.05	
37	Total			60.88	6
38	Intuitive Real Estate Solutions				
39	Experience of the Firm and Team	25.00	20.00%	5.00	
40	Understanding of the Scope of Services	24.47	15.00%	3.67	
41	Technical & Functional Capability of the Equipment	13.33	45.00%	6.00	
42	Cost	76.20	20.00%	15.24	
43	Total			29.91	7

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on adequate competition, price analysis, an Independent Cost Estimate (ICE), and technical analysis.

The variance between the ICE and the recommended price is attributed to Tranzito, having lower than expected hardware and software costs, as well as lower than expected costs for installation services.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	BikeHub (dba Tranzito)	\$611,230	\$1,100,000	\$611,230
2	KPA Constructors	\$1,894,900		
3	Peacock Systems	\$975,000		
4	JM Fiber Optics	\$813,000		
5	Arc Ventures	\$1,016,045		
6	Craft Construction and Development	\$2,021,383		
7	Intuitive Real Estate Solutions	\$802,000		

D. Background on Recommended Contractor

The recommended firm, BikeHub (dba Tranzito), located in Alameda, CA, has been in business for over 20 years and has extensive experience facilitating the installation and management of E-Paper signage. The proposed Project Manager currently serves as the Project Manager for Tranzito's Southern California projects, and is responsible for planning, construction, operations, and client relations for these projects, which include the LA City Street Transit Amenities Program (STAP) Bus Shelter installation and LACMTA's Patsaouras Bus Plaza E-Paper Retrofit. In addition, their subcontractor, GDS, has experience providing E-Paper screens including the installation of over 1,300 displays in Chicago's CTA system and over 300 at Washington DC Metro, among others. Lastly, subcontractor Shelterclean has provided bus stop maintenance services to a variety of Southern California transit agencies (OCTA, Big Blue Bus, LADOT's DASH and Commuter Express, among others).

Reference Checks were completed for Tranzito requesting information regarding previously completed contracts listed in their Proposal. Tranzito received positive reviews for their work installing and maintaining Bikeshare and mobility hubs for BART and CalTrain, with the agencies commending their work. Tranzito has previously also conducted work for Metro and has performed satisfactorily.

DEOD SUMMARY

E-PAPER BUS STOP ELECTRONIC DISPLAY - SOUTHEAST LOS ANGELES /
OP133093000**A. Small Business Participation**

This solicitation was subject to the Small Business Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. BikeHub dba Tranzito, an SB Prime, made a 31.41% SBE commitment and listed two non-certified subcontractors to perform on this contract.

	SBE Prime Contractor	SBE % Committed
1.	BikeHub dba Tranzito (Prime)	31.41%
Total Commitment		31.41%

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

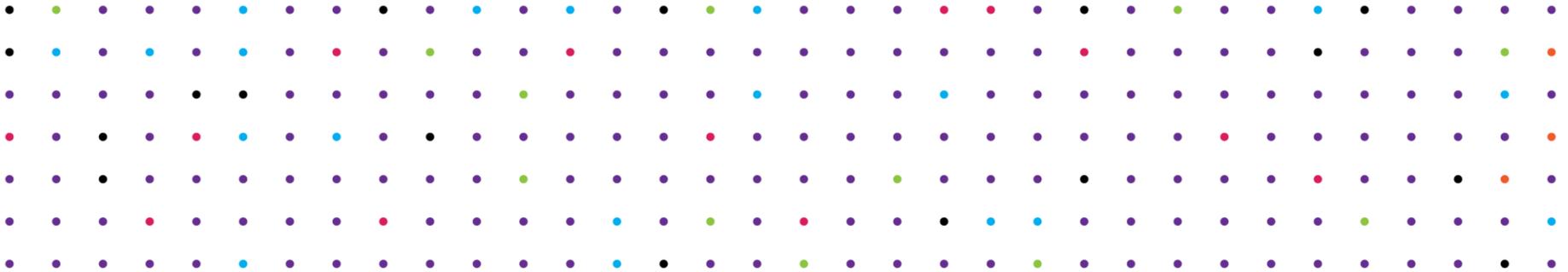
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

E. Manufacturing Careers Policy

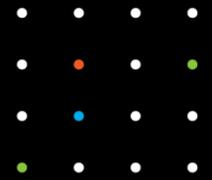
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

STRATEGIC INITIATIVES

E-PAPER BUS STOP ELECTRONIC DISPLAY – SOUTHEAST LOS ANGELES

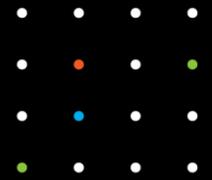


RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to award a two-year, firm fixed unit rate contract, Contract No. OP133093000 to BikeHub (dba Tranzito), to furnish, install, and maintain 100 E-Paper Bus Stop Electronic Displays in Southeast Los Angeles in the Not-To-Exceed (NTE) amount of \$611,230, subject to the resolution of any properly submitted protest(s), if any.

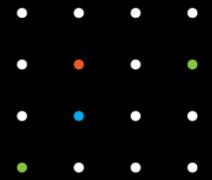
Background



Electronic displays (e-Paper) are technology applications used to improve the customer experience. This technology is generally included in grant applications related to bus shelters improvements and is an element of Metro's NextGen Plan to improve service performance.

Local Partnership Program Grant Funds (LPP-C) will be used to install the e-Paper installations within the cities of Bell Gardens, South Gate, Maywood, Huntington Park, Vernon and nearby areas within Southeast Los Angeles

ISSUE & DISCUSSION



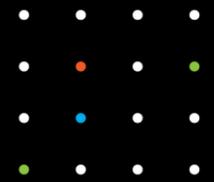
ISSUE

Electronic displays at transit stops provide real-time, reliable service information to riders. On-site arrival and service alert information reduces transit service uncertainty and helps to improve the customer experience.

DISCUSSION

The project funds the installation of 100 solar-powered e-paper bus stop electronic displays at key locations in Southeast Los Angeles. These displays provide real-time bus arrival information, service alerts, and accessible audio features to improve rider communication, safety, and accessibility.

ISSUE & DISCUSSION



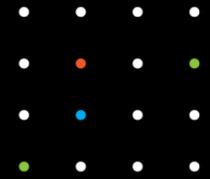
AWARDEE

Bikehub (DBA Tranzito)

NUMBER OF BIDS/PROPOSALS

Rank	Proposer Name	Weighted Average Score
1	BikeHub (dba Tranzito)	90.83
2	KPA Constructors	75.45
3	Peacock Systems	74.54
4	JM Fiber Optics	74.19
5	Arc Ventures	73.69
6	Craft Construction and Development	60.88
7	Intuitive Real Estate Solutions	29.91

ISSUE & DISCUSSION



DEOD COMMITMENT

PROPOSER	ORIGINAL PROPOSAL AMOUNT \$	SBE GOAL COMMITMENT \$	SBE COMMITMENT %	RESPONSIVE (Y/N)
Craft Construction	\$2,021,383	\$670,404	33.17%	Y
BikeHub dba Tranzito	\$611,230	\$192,000	31.41%	Y
ARC Ventures	\$1,016,645	\$0	0.00%	N
Intuitive Real Estate Solutions	\$802,000	\$240,600	30.00%	Y
JM Fiber Optics, Inc.	\$813,800	\$290,526	35.70%	Y
KPA Constructors, Inc.	\$1,894,900	\$1,819,900	96.04%	Y
Peacock Systems	\$975,000	\$975,000	100.00%	Y