

**Board Report**

File #: 2025-1074, **File Type:** Contract**Agenda Number:** 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 19, 2026****SUBJECT: RAIL STATION ELEVATORS HOME LANDING****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 24-month, firm-fixed-price single-source contract, Contract No. OP135390000 in the amount of \$9,860,758.41 to Mitsubishi Electric US, Inc. to upgrade the existing Rail Station elevator control system, and implement Home Landing Security upgrades with an operational safety feature allowing elevator doors to remain open on the main egress level when not in use by passengers, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

Metro's public-facing rail station elevators are at times misused as shelter or loitering, resulting in substantial elevator cleanups and loss of use, disproportionately impacting access to customers with disabilities. To address the equipment misuse, Metro is implementing a Home Landing Security (HLS) system throughout its public-facing elevators. The HLS system is a door-open-home landing feature, such that when an elevator is not in use, the elevator car descends to the lowest floor (home landing). The elevator remains on the home floor with doors open until the elevator is called for use. At present, approximately 40% or 72 of the 180 total customer-facing elevators have the HLS system in place. The remaining elevators are older, requiring equipment upgrades to allow reprogramming and support inclusion of the HLS security feature.

BACKGROUND

Elevators are a critical component of the station experience, particularly for customers with disabilities, bicycles or other belongings, and parents with strollers. They are also susceptible to misuse because of the confined nature and placement relative to the overall passenger flow of a station. From January through June 2024, there were nearly 150 complaints about station elevators logged through Customer Care, or nearly 1 complaint per day. 4 out of 5 of these elevator complaints were related to security, cleanliness or maintenance concerns about a station elevator. Therefore, in 2024, staff initiated a pilot to begin addressing these customer pain points by utilizing the HLS system and keeping elevator doors open when not in use, which has improved safety and cleanliness through natural surveillance and deterrence of illicit activity. Additionally, the open-door program aligns well with recently adopted Metro Rail Design Criteria for new facilities, requiring

“hands-free” access to elevators to facilitate use by persons unable to actuate elevator call/floor selection buttons.

When elevators are not in use, the elevator car descends to the lowest floor (i.e., home landing) with doors open. This deters misuse of the elevator system by improving visibility and natural surveillance. This enhancement not only improves system security and the experience for those passengers with mobility challenges, but also eliminates unnecessary downtimes of elevator services due to unscheduled cleaning or maintenance. Furthermore, keeping the elevator doors open allows for continuous fresh air ventilation that has significantly reduced odors previously trapped behind closed doors.

A number of other positive outcomes from the open-door elevator pilot were observed, including:

- Zero issues or problems reported by customers with disabilities
- Transit Ambassadors reported that parents with strollers and customers with bicycles had greater satisfaction using open-door elevators as they had more time to negotiate their belongings without feeling rushed, and could better evaluate elevator conditions prior to entering
- Facilities Maintenance reported a -60% reduction of urination / defecation / biohazard incidents inside upgraded elevators with this feature
- Security reported significant reductions in extended dwelling/willful blocking of elevators

In addition, 4 out of 5 elevators were reported as fouled during pre-open door routine cleaning and maintenance, while 1 out of 3 elevators were reported as fouled during the post-open-door cleaning. There is also a decrease in emergency elevator cleanups, with reports showing improvements in elevator cleanliness as well as odor.

Metro’s elevators vary in age and equipment capabilities as new lines and stations have opened since the 1990’s. 46% of existing customer-facing elevators are newer, have the capability, and have been reprogrammed to activate the HLS system feature. However, the remaining-60% or 108 of the 180 customer-facing elevators require controller improvements and reprogramming to implement the HLS system feature.

The project scope is aimed at upgrading the elevator control systems and implementing the HLS system throughout the remaining 60% of Metro’s customer-facing elevators, which would result in a fully completed open-door elevator program to bring this safety and cleanliness improvement systemwide.

DISCUSSION

The HLS system is a strategy to stop the misuse of elevator cars, which can lead to unsafe and unsanitary conditions and loss of service for those who rely on elevator access to ride Metro. Presently, approximately 40% of in-service customer-facing elevators are reprogrammed with the HLS feature, as these cars are of a newer generation that support the required control system reprogramming. The remaining 60% of customer-facing elevator cars are older, and their control systems are not capable of the reprogramming required to implement the HLS feature. The project will involve the manufacturing, installation, programming, and commissioning of the new control

systems with the HLS feature in customer-facing elevators, currently not capable of supporting this feature, and be fully implemented by May 2028.

Mitsubishi Electric US, Inc. is presently under contract with Metro for the maintenance of Metro's systemwide elevator systems, and as a result, elevator units are required to be improved by Mitsubishi Electric US, Inc. to maintain existing warranties and ensure all improvements are compatible with Metro and Mitsubishi equipment standards.

DETERMINATION OF SAFETY IMPACT

The HLS system is a safety and security improvement. The approval of this item would improve customer experience, improve system reliability, and enhance a safety-critical system in accordance with appropriate preventative maintenance practices.

FINANCIAL IMPACT

A total of \$9,860,758.41 is needed for this action. This budget is contained in Capital Project 204805 - Elevator Modernization & Escalator Replacement Project. The Life of Project budget is \$126,692,000.00, which is within the project budget. The FY26 adopted budget includes annual funding of \$1,855,797.94 for this project.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

Impact to Budget

The current source of funds for this action is Proposition A, 35%, which is eligible for rail operations and Capital Projects.

EQUITY PLATFORM

Metro is committed to maintaining transit assets and ensuring reliable, equitable transportation service for Metro riders. This action improves passenger and operational safety as well as security of Metro Rail Station elevators by ensuring that transit infrastructure assets are maintained in a state of good repair, including assets that provide transit services for disadvantaged communities, notably those who require elevator access to utilize transit, including riders with disabilities and those traveling with children or items. This allows Metro to deliver safe, affordable, dependable transit services.

A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for sole source procurements. The Diversity & Economic Opportunity Department (DEOD) recommended a 10% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. The recommended firm, Mitsubishi Electric US, Inc., exceeded the goal by making a 10.81% SBE and 7.53% DVBE commitment.

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 capital improvement investments to replace Metro Rail Station elevators with new control systems, including the HLS system with doors open feature. These capital improvement investments 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 and 2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

Goal # 1 Provide high-quality mobility options that enable people to spend less time traveling.

Goal # 2 Deliver outstanding trip experiences for all users of the transportation system.

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

This project helps maintain system service, reliability, and safety standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

Staff considered not purchasing or replacing Metro customer-facing elevators with new control systems, but it is not recommended. This option would result in increased elevator downtime for unscheduled cleaning and maintenance, as well as continued misuse of Metro assets by non-passengers utilizing elevators for overnight housing.

NEXT STEPS

Upon approval from the Board, staff will execute Contract No. OP135390000 with Mitsubishi Electric US, Inc.

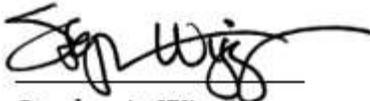
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

RAIL STATION ELEVATORS HOME LANDING/OP135390000

1.	Contract Number: OP135390000	
2.	Recommended Vendor: Mitsubishi Electric US, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 9/8/2025	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: 9/15/2025	
	E. Pre-Qualification Completed: 11/10/2025	
	F. Ethics Declaration Forms submitted to Ethics: 9/23/2025	
	G. Protest Period End Date: 2/24/2026	
5.	Solicitations Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Joshua Sierra	Telephone Number: (213)922-4539
7.	Project Manager: Rudy Loera	Telephone Number: (213) 617-6225

A. Procurement Background

This Board Action is to approve single-source Contract No. OP135390000 issued in support of performing upgrades to one hundred five (105) elevator systems throughout the Metro system. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP135390 was issued in accordance with Metro’s Acquisition Policy and the contract type is a firm-fixed price, The Diversity & Economic Opportunity Department recommended a Small Business Enterprise (SBE) goal of 10% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%.

No amendments were issued during the solicitation phase of this RFP.

A total of one proposal was received from Mitsubishi Electric US, Inc. on September 15, 2025.

B. Evaluation of Proposals

This procurement was conducted as a single-source, non competitive award as Mitsubishi Electric is currently under contract with Metro for maintenance and repair of elevators systemwide, inclusive of the elevators that will be upgraded as part of this effort. To maintain existing and future warranties and ensure compatibility with equipment standards, all improvements to Metro’s elevator units must be performed by Mitsubishi Electric. Any modifications to the elevator control systems by an unauthorized party would void both current and future maintenance warranties.

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on cost analysis, fact-finding, and technical evaluation. The 44% variance between the Independent Cost Estimate (ICE) and the recommended price is primarily due to the uncertainty regarding the level of effort required for each individual elevator upgrade, with higher-than-anticipated labor hours.

While some elevators are expected to require relatively accessible and straightforward upgrades, others may involve significantly more complex installations due to factors such as existing switchgear, electrical board conditions, additional wiring requirements, and the need to establish new travelers. The extent of this work cannot be fully determined in advance, creating risk for the contractor given the uncertainty regarding how many elevators will fall into each level of complexity. As a result, the contractor’s price reflects a reasonable assumption regarding the proportion of elevators requiring straightforward, complex, and highly complex upgrades. Since this is a firm fixed-price contract, the contractor bears the full risk associated with this uncertainty.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated amount
1.	Mitsubishi Electric US, Inc.	\$9,860,758.41	\$6,832,980.00	\$9,860,758.41

D. Background on Recommended Contractor

The recommended firm, Mitsubishi Electric US, Inc., located in Cypress, CA, has been in business for 52 years and is a leader in the field of electrical and electronic equipment. The team members proposed by Mitsubishi have over a decade of experience. Mitsubishi has also worked for the University of California San Diego, 505 Master Association, Inc. in Nashville, TN, and Williams Square in Dallas TX.

Mitsubishi Electric US, Inc. has provided services for Metro and performance has been satisfactory.

DEOD SUMMARY

RAIL STATION ELEVATORS HOME LANDING/OP135390000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Mitsubishi Electric US (MEUS) exceeded the goal by making a 10.81% SBE and 7.53% DVBE commitment.

Small Business Goal	10% SBE 3% DVBE	Small Business Commitment	10.81% SBE 7.53% DVBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Learni M&S	4.26%	X	
2.	Elevator Etc. LP	6.55%	X	
	Total SBE Commitment	10.81%		

	DVBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	War Dog Procurement	7.53%		X
	Total DVBE Commitment	7.53%		

B. Local Small Business Preference Program (LSBE)

MEUS, a non-LSBE prime contractor, subcontracted 10.81% of the contract value to eligible LSBE firms. Because MEUS did not subcontract at least 30% of the contract value to eligible LSBE firms, the firm was ineligible for the preference.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. 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).

E. Project Labor Agreement/Construction Careers Policy

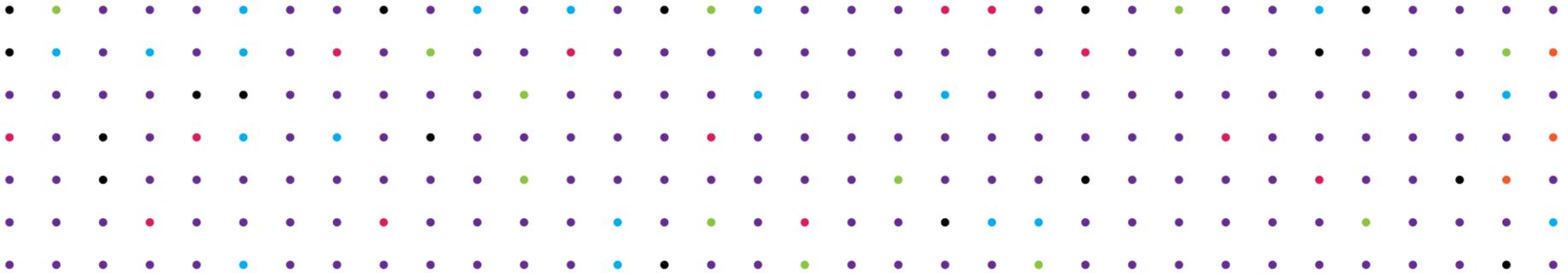
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

F. 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.

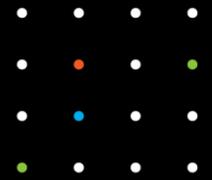
MAINTENANCE & ENGINEERING

RAIL STATION ELEVATORS HOME LANDING



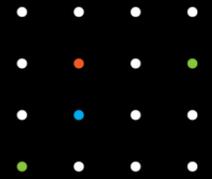
Operations, Safety, & Customer Experience Committee Meeting
February 19, 2026

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a 24 month, firm-fixed-price single-source contract, Contract No. OP135390000 in the amount of \$9,860,758.41 to Mitsubishi Electric US, Inc. to upgrade the existing Rail Station elevator control system, and implement Home Landing Security upgrades with an operational safety feature allowing elevator doors to remain open on the main egress level when not in use by passengers, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

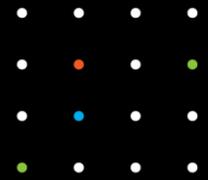
Mitsubishi Electric US, Inc.

NUMBER OF BIDS/PROPOSALS

Proposer Name	Bid Amount	Metro ICE	Negotiated Amount
Mitsubishi Electric US, Inc.	\$9,860,758.41	\$6,832,980.00	\$9,860,758.41



ISSUE & DISCUSSION



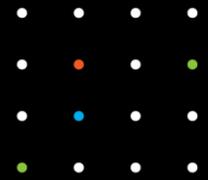
DEOD COMMITMENT

A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for sole source procurements. The Diversity & Economic Opportunity Department (DEOD) recommended a 10% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. The recommended firm, Mitsubishi Electric US, Inc., exceeded the goal by making a 10.81% SBE and 7.53% DVBE commitment.

ISSUE

Metro's public-facing rail station elevators are at times used as overnight shelter or loitering, resulting in substantial elevator cleanups and loss of use. Metro has implemented a Home Landing Security (HLS) system throughout its public facing elevators to address the equipment misuse, however older elevators require upgrades to allow implementation of the HLS security feature.

ISSUE & DISCUSSION



DISCUSSION

Presently, approximately 40% of in-service customer-facing elevators are reprogrammed with the HLS feature, as these cars are of a newer generation that support the required control system reprogramming. The remaining 60% of customer-facing elevator cars are older, and their control systems are not capable of the reprogramming required to implement the HLS feature. The project will involve the manufacturing, installation, programming, and commissioning of the new control systems with the HLS feature in customer-facing elevators currently not capable of supporting this feature and be fully implemented by May 2028.