



Metro

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

Agenda - Final

Thursday, February 19, 2026

1:00 PM

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Operations, Safety, and Customer Experience
Committee

Holly J. Mitchell, Chair

Imelda Padilla, Vice Chair

Janice Hahn

Tim Sandoval

Katy Yaroslavsky

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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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.

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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.

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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)*

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Live public comment can be given by telephone or in-person.

The Meeting begins at 1:00 PM Pacific Time on February 19, 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 19 de Febrero de 2026. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-978-8818 y ingrese el codigo
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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: 17, 18, 19, and 20.

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

CONSENT CALENDAR

- 17. SUBJECT: PROGRAMMABLE LOGIC CONTROLLER (PLC) AND
EMERGENCY MANAGEMENT PANEL (EMP) SYSTEM
REPLACEMENT**

[2025-0954](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 36-month firm-fixed-price contract, Contract No. PS131366(2)000, to Enterprise Automation for the replacement of the Programmable Logic Controller (PLC) and Emergency Management Panel (EMP) system, for a Not-To-Exceed (NTE) amount of \$14,142,415.34, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

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

- 18. SUBJECT: E-PAPER BUS STOP ELECTRONIC DISPLAY -
SOUTHEAST LOS ANGELES**

[2025-1056](#)

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.

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

19. SUBJECT: METRO FREEWAY SERVICE PATROL

[2025-1076](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of \$2,357,000.00, thereby increasing the contract amounts from \$23,876,791.98 to \$26,233,791.98, and extending the current period of performance with individual amounts as follows:

- A. Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for \$698,000 for up to 11 months, increasing the total contract amount from \$4,514,753.00 to \$5,212,753.00;
- B. Beat 10: Jon's Towing, Inc. Contract No. FS66316002-10, for \$198,000.00 for up to 11 months, increasing the total contract amount from \$4,416,768.50 to \$4,614,768.50;
- C. Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for \$347,000.00 for up to 11 months, increasing the total contract amount from \$4,189,346.88 to \$4,536,346.88;
- D. Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for \$708,000.00 for up to 11 months, increasing the total contract amount from \$3,806,798.60 to \$4,514,798.60; and
- E. Beat 20/37: Safeway Towing, dba Bob's Towing Contract No. FS73888-2005, for \$406,000.00 for up to 4 months, increasing the total contract amount from \$6,949,125.00 to \$7,355,125.00.

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](#)

20. SUBJECT: RAIL STATION ELEVATORS HOME LANDING

[2025-1074](#)

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

OP133873(2)000 to Craft Construction & Development, Inc., for Above Ground Facilities Improvement & Repairs, in the Not-To-Exceed (NTE) amount of \$116,613,949.83 for the five-year base period and \$16,880,142.79 for the first one-year option, \$16,690,870.59 for the second one-year option, and \$16,874,837.00 for the third one-year option, for a combined NTE amount of \$167,059,800.21, subject to the resolution of any properly submitted protest(s), if any; and

- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

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

25. SUBJECT: 2026 FIFA WORLD CUP STADIUM SHUTTLES

[2026-0083](#)

RECOMMENDATION

WITHDRAWN:

AUTHORIZE the Chief Executive Officer to:

- A. ~~AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710000 to T1 Transportation, Inc., to provide bus transportation services from El Camino College, located in Torrance, CA, to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$671,424.00, subject to the resolution of any properly submitted protest(s), if any;~~
- B. ~~AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710001 to T1 Transportation, Inc., to provide bus transportation services from Los Angeles International Airport area hotels and parking zones to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$531,544.00, subject to the resolution of any properly submitted protest(s), if any; and~~
- C. ~~AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710002 to T1 Transportation, Inc., to provide bus transportation services from Pierce College G Line Station, located in Woodland Hills, CA, to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$139,880.00, subject to the resolution of any properly submitted protest(s), if any.~~

any properly submitted protest(s) if any:

1. Integrated Psychological Assessment Services, Inc. (PS135777000)
2. Nancy K. Bohl, Inc. dba The Counseling Team International (PS135777001)
3. Psychological Consulting Associates, Inc.(PS135777002)
4. Robert D. Preijers Psy. D Clinical and Forensic Psychology, Professional Corporation (PS135777003)
5. Susan Saxe-Clifford, Ph.D, a Professional Corporation (PS135777004)

C. AWARD a firm fixed unit rate Contract No. DR138577000 to Galls, LLC to provide uniforms, equipment, and accessories for sworn officers and civilian personnel in the NTE amount of \$3,519,787 for the initial two-year base term plus \$2,148,033 for the first, one-year option, \$2,470,818 for the second, one-year option and \$2,763,634 for the third, one-year option for a total NTE amount of \$10,902,272, effective March 1, 2026, utilizing Sourcewell cooperative purchasing Contract Nos. 011124-GAL and 091924-GAL.

Attachments: [Attachment A-1 - Procurement Summary](#)
[Attachment A-2 - Procurement Summary](#)
[Attachment A-3 - Procurement Summary](#)
[Attachment B-1 - DEOD Summary](#)
[Attachment B-2 - DEOD Summary](#)
[Attachment B-3 - DEOD Summary](#)

28. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2025-1098](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Narcan Data December 2025](#)
[Attachment B - Arrests by Race & Ethnicity December 2025](#)
[Attachment C - Law Enforcement Homeless Outreach December 2025](#)
[Attachment D - Metro Transit Security & Contract Security Activities Dec '25](#)
[Attachment E - Law Enforcement Crime Summary December 2025](#)
[Attachment F - Frontline Safety Additional Data December 2025](#)
[Attachment G - Station Experience Updates](#)
[Attachment H - Metro Ambassador Activities December 2025](#)

29. SUBJECT: STATION ACTIVATION QUARTERLY UPDATE

[2026-0009](#)

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](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2026-0091](#)

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



Board Report

File #: 2025-0954, File Type: Contract

Agenda Number: 17.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

**SUBJECT: PROGRAMMABLE LOGIC CONTROLLER (PLC) AND EMERGENCY
MANAGEMENT PANEL (EMP) SYSTEM REPLACEMENT**

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 36-month firm-fixed-price contract, Contract No. PS131366(2)000, to Enterprise Automation for the replacement of the Programmable Logic Controller (PLC) and Emergency Management Panel (EMP) system, for a Not-To-Exceed (NTE) amount of \$14,142,415.34, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing Fire and Emergency Management Programmable Logic Controller (F&EM PLC) and Emergency Management Panel (EMP) systems on Metro B&D lines are obsolete and have been phased out by the original equipment manufacturer (Schneider Electric). The affected stations are from Wilshire/Vermont to Wilshire/Western (three stations), Vermont/Beverly to Hollywood/Vine (five stations), Hollywood/Highland to North Hollywood (three stations) and two satellite locations, Solar Drive and Hortense Street. Spare parts are only available as refurbished, and Schneider Electric has recommended that the equipment be migrated to the current generation of PLC equipment. The F&EM PLC is a mission-critical system and is required by Fire Life Safety (FLS) Regulation 4 to be in proper working condition.

BACKGROUND

The currently installed PLC and EMP equipment is between 25-29 years old and has been in place since the Metro B&D lines were commissioned in four phased segments:

- Segment 1 - Union Station to Westlake/MacArthur (5 stations)
- Segment 2a - Wilshire/Vermont Station to Wilshire/Western Station (3 Stations)
- Segment 2b - Vermont/Beverly Station to Hollywood/Vine Station (5 Stations)
- Segment 3 - Hollywood/Highland Station to North Hollywood Station (3 Stations)

While the existing equipment is functional, given the age and obsolescence of replacement parts,

Metro requires that the existing F&EM PLC and EMP equipment be migrated to the current generation of equipment. Accomplishing this effort requires a design-build project and will involve engineering, personnel, labor, material, startup, and Turnkey Engineered Solution services. The PLC and EMP equipment replacement for Segment 1 is being performed under capital projects: 205038 - SCADA Heavy Rail, and 205684 - Metro B&D Lines Segment 1 SCADA Equipment Replacement, as the existing equipment in Segment 1 is supplied by a different manufacturer. This contract award will address Segment 2 and Segment 3 equipment replacement.

In May 2021, the Board approved the Metro B&D Lines Segment 2 SCADA Equipment Replacement project with an LOP budget of \$8,270,000 as part of the FY22 fiscal year budget adoption. In addition, in May 2022, the Board approved the Metro B&D Lines Segment 3 SCADA Equipment Replacement project with an LOP budget of \$8,300,000 as part of the FY23 fiscal year budget adoption. This contract award combines both projects under one solicitation.

DISCUSSION

Metro Rail Operations and Maintenance of Wayside rely heavily on communications equipment (PLC & EMP) at the Rail passenger stations to provide supervisory and control functions that are essential for the safe, reliable, and efficient operation of the Metro rail lines. These functions include centralized control and/or monitoring of train movement, traction and auxiliary power, fire detection and suppression, gas detection, emergency tunnel and ancillary ventilation, elevators and escalators, radio, emergency telephone, Next train arrival times, Transit Passenger Information System (TPIS), and intrusion.

This is an extremely complex project that has a variety of known and unknown risks that need to be identified, managed, and mitigated. The technical features of the existing and obsolete technology platform, as well as the replacement platform, must be well understood by practitioners who have substantive experience with the old and new Schneider product lines, and experience gained from prior Schneider modernization projects. In addition, the AVEVA InTouch software experience must also be sought, given the 35 instances of InTouch installed across the 13 sites.

This project is part of Metro's commitment to delivering a robust State of Good Repair (SGR) program that invests in modernization and enhancement to renew asset life and reduce asset breakdowns that impact daily service and customer experience.

DETERMINATION OF SAFETY IMPACT

In accordance with Metro's SGR requirements and Transit Asset Management (TAM) Plan, the Metro B&D Line PLC and EMP equipment are reaching the end of their useful life and must be replaced promptly to comply with safety and reliability standards, along with Fire Life Safety (FLS) Regulation 4 requirements. Replacement of the PLC and EMP equipment will enhance safety and will also ensure reliable Metro Rail Operations communications systems.

FINANCIAL IMPACT

A total of \$14,031,500 is needed for this action, which covers project work for both the Metro B and D Lines, Segments 2 and 3. Funding for this contract is included in the Infrastructure Renewal Program (cost center 3960), and is budgeted across two capital projects: 205120 - Metro B&D Lines Segment 2 SCADA Equipment Replacement project, and 205677 - Metro B&D Lines L Segment 3 SCADA Equipment Replacement project. The combined LOP budget is \$16,570,000, which is within the project budget. Since this is a multi-year contract, the Project Manager will ensure that the balance of funds is budgeted for future fiscal years.

The project work will take place throughout 2026 -2028, and the annual budgets for FY26, FY27, and FY28 will be adjusted accordingly. Currently, the FY26 Annual Budget is \$3,395,238. However, any annual budget shortfalls shall be addressed through the relocation of FY26 monies from existing capital projects that may have underspent their allocated annual budget funds.

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

This action provides enhanced safety for Metro riders along the Metro B & D Lines' neighborhoods of Westlake, Koreatown, East Hollywood, Studio City, Hollywood, and North Hollywood. This segment of the Metro B & D Lines serves communities with a high Equity Focus Communities (EFC) concentration based on the Metro's Equity Need Index (MENI) map. Meaning, the area of focus houses, on average, more than 50% low-income households, 64% of which are considered Black, Indigenous, and other People of Color (BIPOC) communities.

The Diversity & Economic Opportunity Department (DEOD) recommended a 7% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. The solicitation was also subject to Metro's Local Small Business Enterprise (LSBE) program. The recommended firm, Enterprise Automation, exceeded the goal by making a 7.09% SBE commitment and a 3.04% 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 the Metro B&D Line PLC and EMP System. 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 2001-2019.

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 # 5 Provide responsive, accountable, and trustworthy governance within the Metro organization.

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 the Metro B&D Line PLC and EMP equipment, but it is not recommended. This option would result in the obsolescence of existing equipment and an impact on Metro's FLS operations.

NEXT STEPS

Upon Board approval of the recommendation, Vendor/Contract Management (V/CM) will execute Contract RFP No. PS131366.

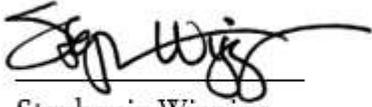
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Daniela Amores, Senior Director, Project Control, (213) 617-6283
David Chu, Senior Director, Wayside Systems (SCADA), (213) 418-3042
Leticia Solis, Executive Officer, Rail Maintenance of Way (213) 613-2115
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

PROGRAMMABLE LOGIC CONTROLLER (PLC) AND EMERGENCY MANAGEMENT PANEL (EMP) SYSTEM REPLACEMENT/PS131366(2)000

1.	Contract Number: PS131366(2)000	
2.	Recommended Vendor: Enterprise Automation	
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: 6/26/2025	
	B. Advertised/Publicized: 6/26/2025	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: 8/19/2025	
	E. Pre-Qualification Completed: 8/19/2025	
	F. Ethics Declaration Forms submitted to Ethics: 8/20/2025	
	G. Protest Period End Date: 2/24/2026	
5.	Solicitations Downloaded: 30	Bids/Proposals Received: 1
6.	Contract Administrator: Joshua Sierra	Telephone Number: 213-922-4539
7.	Project Manager: David Chu	Telephone Number: 213-617-6225

A. Procurement Background

This Board Action is to approve Contract No. PS131366(2)000 issued in support of upgrading Metro’s existing Fire and Emergency Management Programmable Logic Controller (PLC) and Emergency Management Panel (EMP) Systems. The existing systems are nearing the end of their useful life and require replacement. These systems are part of the Supervisory Control and Data Acquisition (SCADA) network and are essential for providing critical fire life safety data information to the Rail Operations Control Center (ROC). The project will involve migrating the existing Quantum PLC and Modicon I/O systems to newer Quantum PLC controllers. This migration will include program conversion, hardware installation, and communication migration for the Fire Control Panel. Board approval of contract awards is subject to resolution of any properly submitted protest, if any.

On June 26, 2025, Request for Proposals (RFP) No. PS131366(2) was issued as a competitive procurement in accordance with Metro’s Acquisition Policy and the proposed contract type is a firm fixed price.

The Diversity and Economic Opportunity Department (DEOD) recommended a 7% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal. In addition, the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program, which provides eligible proposers a 5-point preference for the utilization of local small business firms.

One Amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on July 3, 2025 extending critical due dates.

A total of thirty firms downloaded the RFP and were included in the planholders' list. There were thirteen questions received for this RFP and responses were provided prior to the proposal due date.

One proposal was received on August 19, 2025, from Enterprise Automation. Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Inquiries were made of all firms on the planholder's list.

The results of the market survey indicated several firms chose not to propose due to insufficient certifications for the specified PLC system, the project being outside their scope, or lacking the capacity to fulfill the contract. Others cited time constraints, difficulty securing an electrical contractor, and inability to accept the agency's standard terms and conditions.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of Metro staff convened and conducted a comprehensive technical evaluation of the proposals received.

The proposal was evaluated based on the following evaluation criteria and weights:

- | | |
|---|-----|
| • Technical Approach and Understanding of Scope | 20% |
| • Project Plan, Schedule, and Milestones | 10% |
| • Experience, Credentials, and Past Performance | 30% |
| • Quality Control and Testing Plans | 10% |
| • Safety and Compliance | 5% |
| • Training and Support | 5% |
| • Cost Proposal | 20% |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar systems. Several factors were considered when developing these weights, giving the greatest importance to experience, credentials and past performance.

One proposal was received from Enterprise Automation.

In September, the Proposal Evaluation Team (PET) reviewed the firm's technical proposal. During the evaluation process, the PET reviewed project managers and key team members' qualifications and work plan approach. The technical proposal generally covered the RFP requirements, the teams' experience with all aspects of the criteria, and each firm's commitment to the project's success. Additionally, staffing plans, project/work plans, and potential project challenges were highlighted.

Qualifications Summary of Recommended Firm:

Enterprise Automation has been in business for 27 years. They specialize in the field of control systems integration and digital transformation. Clients include West Basin Municipal Water District, City of Douglas, Arizona, Golden State Water Company, Carlsbad Municipal Water District, Encina Wastewater Authority, Sentinel Peak Resources, Sweetwater Authority, and City of Fresno, California.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Enterprise Automation				
3	Technical Approach and Understanding of Scope	73.35	20.00%	14.67	
4	Project Plan, Schedule, and Milestones	86.70	10.00%	8.67	
5	Experience, Credentials, and Past Performance	100.00	30.00%	30.00	
6	Quality Control and Testing Plans	86.70	10.00%	8.67	
7	Safety and Compliance	66.60	5.00%	3.33	
8	Training and Support	66.60	5.00%	3.33	
9	Cost Proposal	100.00	20.00%	20.00	
10	LSBE Preference Program (Bonus Points)	0.00	5.00%	0.00	
11	Total			88.67	1

C. Cost Analysis

The recommended proposal from Enterprise Automation has been determined to be fair and reasonable based upon the expectation of adequate competition and Metro’s Independent Cost Estimate (ICE).

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Enterprise Automation	\$14,212,333.52	\$14,031,500.00	\$14,142,415.34

D. Background on Recommended Contractor

The recommended firm, Enterprise Automation, located in Irvine, with dedicated offices in California and Arizona, has been in business for 27 years and is a leader in the field of control systems integration and digital transformation. In 2025, Enterprise Automation became a leading member of Tetra Tech's Digital System Group, which connects clients with their assets through integrated control and digital systems.

DEOD SUMMARY

**PROGRAMMABLE LOGIC CONTROLLER (PLC) AND EMERGENCY
MANAGEMENT PANEL (EMP) REPLACEMENT SYSTEM/PS131366(2)000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Enterprise Automation exceeded the goal by making a 7.05% SBE and 3.03% DVBE commitment.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7.09% SBE 3.04% DVBE
----------------------------	---------------------------	----------------------------------	---------------------------------

	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Aeon	7.09%	X	
	Total SBE Commitment	7.09%		

	DVBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Benmo	3.04%		X
	Total DVBE Commitment	3.04%		

B. Local Small Business Preference Program (LSBE)

Enterprise Automation, a non-LSBE prime, subcontracted 7.09% of the total contract value with eligible LSBE firms. Because Enterprise Automation did not subcontract at least 30% of its contract value with eligible LSBE firm(s), 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

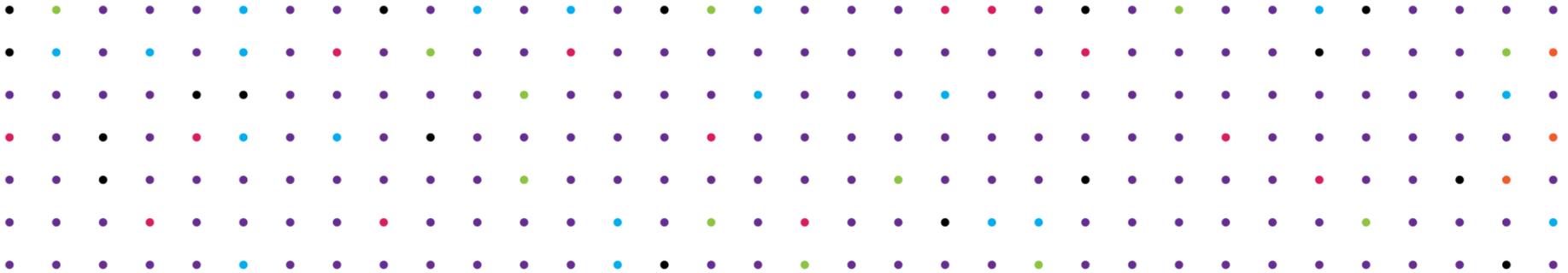
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

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.

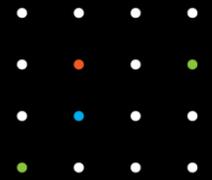
MAINTENANCE & ENGINEERING

PROGRAMMABLE LOGIC CONTROLLER (PLC) AND EMERGENCY MANAGEMENT PANEL (EMP) SYSTEM REPLACEMENT



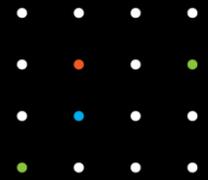
Operations, Safety, & Customer Experience Committee Meeting
February 19, 2026

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a 36-month firm-fixed-price contract, Contract No. PS131366(2)000, to Enterprise Automation for the replacement of the Programmable Logic Controller (PLC) and Emergency Management Panel (EMP) system, for a Not-To-Exceed (NTE) amount of \$14,142,415.34, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Enterprise Automation

NUMBER OF BIDS/PROPOSALS

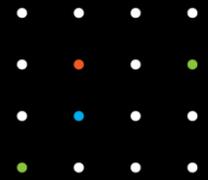
Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
Enterprise Automation	\$14,212,333.52	\$14,031,500.00	\$14,142,415.34

DEOD COMMITMENT

The Diversity & Economic Opportunity Department (DEOD) recommended a 7% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. The solicitation was also subject to Metro’s Local Small Business Enterprise (LSBE) program. The recommended firm, Enterprise Automation, exceeded the goal by making a 7.09% SBE commitment and a 3.04% DVBE commitment.



ISSUE & DISCUSSION



ISSUE

The existing Fire and Emergency Management Programmable Logic Controller (F&EM PLC) and Emergency Management Panel (EMP) systems on Metro B&D lines are obsolete and have been phased out by the original equipment manufacturer. The F&EM PLC is a mission-critical system and is required by Fire Life Safety (FLS) Regulation 4 to be in proper working condition.

DISCUSSION

Metro requires that the existing F&EM PLC and EMP equipment be migrated to the current generation of equipment. This effort requires a design-build project involving engineering, personnel, labor, material, startup, and Turnkey Engineered Solution services for Metro B&D lines Segment 2 and Segment 3 equipment replacement.

**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.

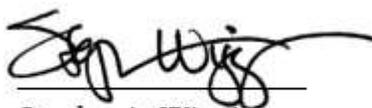
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Wid Sogata, Principal Software Engineer, Operations, (213) 922-1233
Al Martinez, Executive Officer, Operations, (213) 276-0117
 Lisa Wymer, Executive Officer, Information Technology, (213) 922-2226
 Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034
Arnold Hackett, Senior Advisor to CEO, (213) 922-5409


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

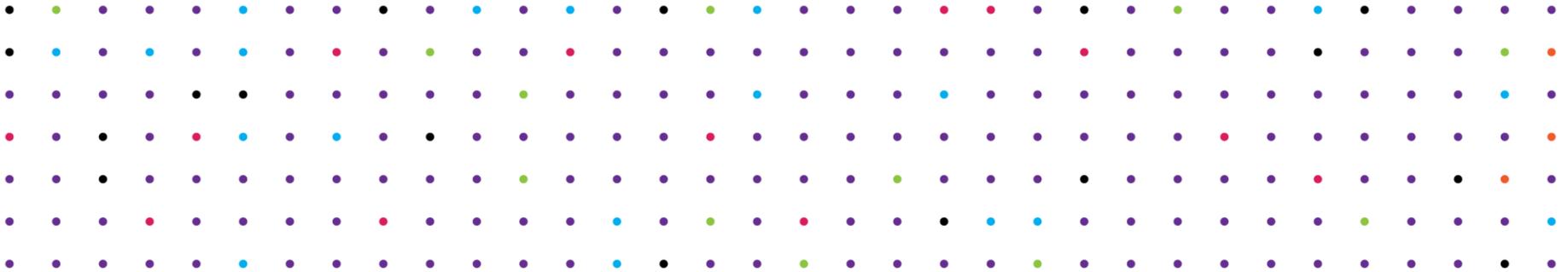
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

E. Manufacturing Careers Policy

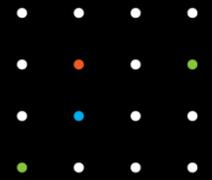
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

STRATEGIC INITIATIVES

E-PAPER BUS STOP ELECTRONIC DISPLAY – SOUTHEAST LOS ANGELES

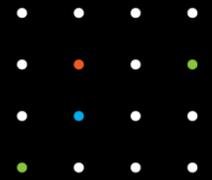


RECOMMENDATION



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.

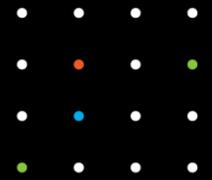
Background



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



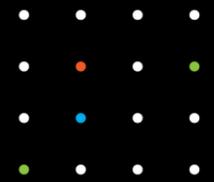
ISSUE

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



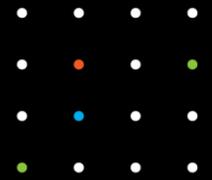
AWARDEE

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



Board Report

File #: 2025-1076, **File Type:** Contract

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 19, 2026**

SUBJECT: METRO FREEWAY SERVICE PATROL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of \$2,357,000.00, thereby increasing the contract amounts from \$23,876,791.98 to \$26,233,791.98, and extending the current period of performance with individual amounts as follows:

- A. Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for \$698,000 for up to 11 months, increasing the total contract amount from \$4,514,753.00 to \$5,212,753.00;
- B. Beat 10: Jon’s Towing, Inc. Contract No. FS66316002-10, for \$198,000.00 for up to 11 months, increasing the total contract amount from \$4,416,768.50 to \$4,614,768.50;
- C. Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for \$347,000.00 for up to 11 months, increasing the total contract amount from \$4,189,346.88 to \$4,536,346.88;
- D. Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for \$708,000.00 for up to 11 months, increasing the total contract amount from \$3,806,798.60 to \$4,514,798.60; and
- E. Beat 20/37: Safeway Towing, dba Bob’s Towing Contract No. FS73888-2005, for \$406,000.00 for up to 4 months, increasing the total contract amount from \$6,949,125.00 to \$7,355,125.00.

ISSUE

FSP light-duty contracts are re-procured approximately every four years to replace aging vehicles, encourage competition by providing tow service contractors the opportunity to bid on new contracts, and allow new contracts to reset rates using the most current industry prices. Existing contracts for these beats are expiring and require extensions to avoid a gap in service provision and to ensure sufficient funding is available. These modifications will enable the establishment of new contracts as funding expires and facilitate the development of multiple contracts as part of future procurements.

BACKGROUND

The FSP Program is a congestion mitigation program managed in partnership with Metro, California Highway Patrol (CHP), and Caltrans to serve motorists on all major freeways in Los Angeles County. The program began as a pilot in LA County in 1991 and is now the largest FSP program of its kind in the nation. Metro's FSP program has performed over 9,700,000 assists to date and maintains the highest Benefit to Cost (B/C) ratio of all 14 FSP programs within California. Typically, the annual benefits of the program are as follows:

- For individual beats, an annual B/C Ratio of 6:1 - For every \$1 spent, there is a \$6 benefit to the region in terms of congestion mitigation
- 251,000 motorist assists
- 6,070,000 hours saved for motorists sitting in traffic
- 10,434,000 gallons of fuel savings
- Approximately 91,615,000 kg of CO2 reductions
- The average motorist wait time for FSP service is 10 minutes (the average wait time for other roadside services is over 30 minutes)
- The Los Angeles County FSP program generates one-half of the cumulative benefits of the 14 FSP programs in the state.

The FSP Program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion through efficiently assisting disabled vehicles by changing flat tires, providing a jump start, adding water to the radiator, taping leaking hoses, providing a gallon of gas, and/or quickly towing vehicles from the freeway to a designated safe location. Removing motorists and their disabled vehicles from the freeway not only reduces congestion experienced by bus riders and motorists but also reduces the chances of further incidents caused by onlookers and impatient drivers. FSP is free to motorists, operates seven days a week during peak commuting times, and helps save fuel as well as reduce air-polluting emissions by reducing stop-and-go traffic.

Metro contracts with independent contractors for Freeway Service Patrol Light Duty (FSPLD) tow service on general purpose lanes on all major freeways in Los Angeles County, two Freeway Service Patrol ExpressLanes (FSPEL) contracts on the I-110 and I-10, as well as two Freeway Service Patrol Heavy Duty (FSPHD) contracts (I-710 and SR-91/I-605) to assist large commercial vehicles (Attachment E). During peak weekday hours, more than 138 tow and service trucks are deployed across LA County. Based on analysis, service availability, and regional demand, some beats operate additional service during busier periods, thereby using their contract allocations at varying levels. This seasonal variation results in spending more in some months and less in others.

DISCUSSION

Authorizing the requested contract modifications for Beats 9, 10, 12, 20/37, & 21 contracts will ensure seamless and efficient operation of the FSP Program until a new solicitation and contract award have been completed. The pending modifications, if approved, will adjust the contract prices to address current operating costs, including insurance premiums and major maintenance expenses. In addition, the contract modifications will replenish funding for contracts that support Caltrans construction

projects through a cooperative agreement that reimburses Metro for FSP support.

As previously reported to the Board, industry operating costs such as insurance, labor, parts, and maintenance have increased significantly each year since 2020. These rates are distinct from the capital costs of procuring new trucks.

These contract modifications allow staff to modify future solicitations to include at least one electric vehicle (EV) in new light-duty contracts. The EV alternative will be a zero-emission pickup truck that is capable of vehicle-to-vehicle charging and supports Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles that can assist EVs with depleted batteries. These pickup trucks will also be fully equipped to provide the full menu of non-towing FSP services, such as changing flat tires, providing up to one gallon of fuel, water for the radiator, etc.

DETERMINATION OF SAFETY IMPACT

The FSP Program enhances safety on Los Angeles County freeways by assisting motorists with disabled vehicles, towing vehicles from freeway lanes to prevent secondary accidents, and removing debris/obstacles from lanes that can pose a hazard to motorists.

In February 2024, HAAS Alert, Safety Cloud was installed on all FSP vehicles. Safety Cloud sends a notification to WAZE and Apple Maps users within 30 seconds of approaching an FSP truck assisting a motorist on the freeway. The notification alerts the users that FSP is stopped ahead and to slow down. HAAS Alert provides this service primarily to first responders, FSPs, and tow operators responding to freeway incidents. There are many instances where motorists are stranded in traffic lanes and may not be visible to other motorists approaching at a high rate of speed. Safety Cloud can effectively reduce traffic speeds in a specific area to enhance the safety of the FSP driver and the motorist they are assisting.

Between December 2024 and November 2025, there were 2.76 million notifications to WAZE and Apple Maps users alerting them to slow down as they are approaching FSP trucks stopped to assist motorists. HAAS Alert is working to expand the number of motorists it can alert by adding Safety Cloud to Google Maps.

FINANCIAL IMPACT

The amount of \$2,357,000.00 for the modifications is included in the FY26 budget in Cost Center 3352, Metro Freeway Service Patrol. Since this action also extends the period of performance into FY27, the cost center manager and Deputy Chief of Operations, Shared Mobility will be responsible for budgeting funds for FY 27.

Impact to Budget

The FSP Program is funded through a combination of dedicated state funds, SB1 funding, and Metro Proposition C 25% sales tax revenues. These funds are not eligible for Metro Bus and Rail Operating and Capital expenses. Metro is also reimbursed for the services provided to support Caltrans construction projects.

EQUITY PLATFORM

FSP provides congestion mitigation service on all freeways and ExpressLanes in LA County. Each FSP Contractor in this modification has different Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments and levels of participation, as outlined below.. Three of the four Contractors, Sonic Towing, Inc., South Coast Towing, Inc., and Jon's Towing, Inc, are certified SBEs.

Sonic Towing, Inc:

Beat 9

Commitment is SBE 95% and DVBE 3%

Participation rate is SBE 95.24% and DVBE 2.86%

Beat 12

Commitment is SBE 95% and DVBE 3%

Participation rate is SBE 95.11% and DVBE 3.41%

Jon's Towing, Inc:

Beat 10

Commitment is SBE 95% and DVBE 3%

Participation rate is SBE 94.58% and DVBE 3.25%

Safeway Towing dba Bob's Towing:

Beat 20/37

Commitment is SBE 3.02% and DVBE 3.45%

Participation rate is SBE 0.43% and DVBE 4.72%

South Coast Towing, Inc.:

Beat 21

Commitment is SBE 7% and DVBE 3%

Participation rate is SBE 59.56% and DVBE 8.41%

Currently, 67% of the FSP Tow Service providers are SBE certified, and 7% are DVBE certified.

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.

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods.

This Board item is expected to increase VMT in LA County, as it includes operational activities that encourage driving alone or increase vehicle travel through the modification of FSP contracts to accommodate faster and more reliable travel options for drivers using LA County roads. Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may induce or increase VMT. Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods.

*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

The FSP Program aligns with Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The program mitigates congestion on all major freeways in Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may decide not to authorize these modifications. The alternative is to allow the light-duty beats to lapse and provide coverage from other nearby beats until a new procurement is established. This alternative is not recommended since it will not be cost-effective and will lower the service effectiveness in those areas and possibly result in lower coverage, increased congestion, and slower response times.

..Next_Steps

NEXT STEPS

Upon Board approval, staff will execute the necessary contract modifications to ensure efficient and seamless delivery of the FSP Program and work on new solicitations to address program needs. A solicitation to be released later this year will include the addition of zero-emission trucks capable of vehicle-to-vehicle charging that can assist EVs with depleted batteries, further supporting Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles. All future FSP solicitations will include this requirement.

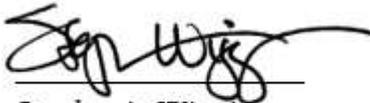
..Attachments

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification Summary
- Attachment C - Contract Modification/Change Order Log
- Attachment D - DEOD Summary
- Attachment E - FSP Beat Map

Prepared by: John Takahashi, Senior Director, Shared Mobility, (213) 418-3271
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(213) 922-3061,
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO FREEWAY SERVICE PATROL/VARIOUS BEATS

1.	Contract Number: Various, See Attachment B		
2.	Contractor: Various, See Attachment B		
3.	Mod. Work Description: General Redeployment Support, Caltrans Construction, Special Event Support Service Coverage		
4.	Contract Work Description: Freeway Service Patrol		
5.	The following data is current as of: January 9, 2025		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	Various	Contract Award Amount: Various, See Attachment B
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: Various, See Attachment C
	Original Complete Date:	Various	Pending Modifications (including this action): Various, See Attachment C
	Current Est. Complete Date:	Various	Current Contract Value (with this action): Various, See Attachment C
7.	Contract Administrator: Gabriel Anaya		Telephone Number: (213) 922-5224
8.	Project Manager: John Takahashi		Telephone Number: (213) 418-3271

A. Procurement Background

This Board Action is to approve Contract Modifications for multiple firm-fixed unit rate contracts (see Attachment B-Contract Modification Summary) for towing services in support of the Metro Freeway Service Patrol (FSP) Program.

The proposed increase for 5 FSP Light Duty Towing Contracts in the amount of \$2,357,000.00 will allow required towing services for the FSP Program to continue and extend the period of performance to support unanticipated events, redeployment, support during freeway construction work and service delivery until new contracts are established.

See Attachment B – Contract Modification Authority Summary for the list of contracts that require an increase to the Contract Value.

See Attachment C – Contract Modification/Change Order Log for the list of modifications that have been issued to date for the contracts.

B. Price Analysis

The proposed rates for Beat 9, Beat 10, Beat 12, Beat 21, Beat 20 and 37 will remain at the current contract rates. The modifications are determined to be fair and reasonable based on adequate competition at the time of award and comparison to similar rates for light-duty tow truck services.

**CONTRACT MODIFICATION SUMMARY
METRO FREEWAY SERVICE PATROL/VARIOUS BEATS**

Beat	Contractor	Contract No.	Original Contract Value	Approved Increases	Current Contract Value	Requested Increase	Revised Contract Value
9	Sonic Towing, Inc.	FS66316003-9	\$3,765,230.00	\$749,523.00	\$4,514,753.00	\$698,000.00	\$5,212,753.00
10	Hovanwil, Inc Dba Jon's Towing	FS66316002-10	\$4,306,768.50	\$110,000.00	\$4,416,768.50	\$198,000.00	\$4,614,768.50
12	Sonic Towing, Inc.	FS66316004-12	\$3,898,346.88	\$291,000.00	\$4,189,346.88	\$347,000.00	\$4,536,346.88
21	South Coast Towing	FS66316005-21	\$3,460,726.00	\$346,072.60	\$3,806,798.60	\$708,000.00	\$4,514,798.60
20 and 37	Safeway Towing Services, Inc. Dba Bob's Towing	FS73888-2005	\$6,949,125.00	\$0.00	\$6,949,125.00	\$406,000.00	\$7,355,125.00
Totals			\$22,380,196.38	\$1,496,595.60	\$23,876,791.98	\$2,357,000.00	\$26,233,791.98

**CONTRACT MODIFICATION/CHANGE ORDER LOG
METRO FREEWAY SERVICE PATROL**

CONTRACT NO. FS66316003-9 – SONIC TOWING, INC - BEAT 9				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Reduction of Service Level	Approved	4/23/2021	\$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/26/2022	\$0.00
3	Period of Performance Extension and Increase Contract Price	Approved	4/10/2025	\$376,523.00
4	Period of Performance Extension and Increase Contract Price	Approved	7/24/2025	\$373,000.00
5	Period of Performance Extension	Approved	12/26/2025	\$0.00
6	Period of Performance Extension and Increase Contract Price	Pending	Pending	\$698,000.00
	Modification Total:			\$1,447,523.00
	Original Contract:			\$3,765,230.00
	Total:			\$5,212,753.00

CONTRACT NO. FS66316002-10–HOVANWIL, INC. DBA JON'S TOWING-BEAT 10				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Reduction of Service Level	Approved	4/23/2021	\$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/26/2022	\$0.00
3	Period of Performance Extension	Approved	4/22/2025	\$0.00
4	Period of Performance Extension and Increase Contract Price	Approved	1/26/2026	\$110,000.00
5	Period of Performance Extension and Increase Contract Price	Pending	Pending	\$198,000.00

	Modification Total:		\$308,000.00
	Original Contract:		\$4,306,768.50
	Total:		\$4,614,768.50

CONTRACT NO. FS66316004-12 – SONIC TOWING, INC - BEAT 12				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Reduction of Service Level	Approved	4/23/2021	\$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/26/2022	\$0.00
3	Period of Performance Extension	Approved	4/22/2025	\$0.00
4	Period of Performance Extension and Increase Contract Price	Approved	1/26/2026	\$291,000.00
5	Period of Performance Extension and Increase Contract Price	Pending	Pending	\$347,000.00
	Modification Total:			\$638,000.00
	Original Contract:			\$3,898,346.88
	Total:			\$4,536,346.88

CONTRACT NO. FS66316005-21 – SOUTH COAST TOWING – BEAT 21				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Reduction of Service Level	Approved	4/23/2021	\$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/27/2022	\$0.00
3	Period of Performance Extension	Approved	4/22/2025	\$0.00

4	Period of Performance Extension and Increase Contract Price	Pending	Pending	\$346,072.60
5	Period of Performance Extension and Increase Contract Price	Pending	Pending	\$708,000.00
	Modification Total:			\$1,054,072.60
	Original Contract:			\$3,460,726.00
	Total:			\$4,514,798.60

CONTRACT NO. FS73888-2005 – Safeway Towing Services, Inc. dba Bob's Towing – Beat 20 and 37				
Original Contract Date: December 27, 2021 – August 26, 2026.				
Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Reduction of Service Level	Approved	1/13/2022	\$0.00
2	Service Level Increase	Approved	4/27/2022	\$0.00
3	Period of Performance Extension and Increase Contract Price	Pending	Pending	\$406,000.00
	Modification Total:			\$406,000.00
	Original Contract:			\$6,949,125.00
	Total:			\$7,355,125.00

DEOD SUMMARY

METRO FREEWAY SERVICES PATROL/VARIOUS BEATS

A. Small Business Participation (Modification)

Each of the four FSP Contractors on the five FSP contracts included in this modification has different Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments and levels of participation.

Beat 9 – Sonic Towing, Inc.

Sonic Towing, Inc. (Sonic), an SBE, made a 95% SBE and a 3% DVBE commitment on this contract. Based on payments, the contract is 99% complete, and the level of SBE/DVBE participation is 95.24% SBE and 2.86% DVBE, exceeding the SBE commitment by 0.24% and representing a 0.14% shortfall of the DVBE commitment. Sonic contends and the Metro Project Team confirmed that the DVBE faced supply chain issues in the last month, but the issues have been resolved, and the next delivery will mitigate the shortfall once payments are reported.

Small Business Commitment	95.00% SBE 3.00% DVBE	Small Business Participation	95.24% SBE 2.86% DVBE
	SBE Contractor(s)	% Commitment	% Participation
1.	Sonic Towing (Prime)	95.00%	95.24%
	Total	95.00%	95.24%
	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	2.86%
	Total	3.00%	2.86%

Beat 10 – Jon’s Towing, Inc.

Jon’s Towing (Hovanwil, Inc.) (Jon’s), an SBE, made a 95% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) commitment on this contract. Based on payments, the contract is 92% complete and the level of SBE and DVBE participation is 94.58% SBE, representing a 0.42% shortfall and 3.25% DVBE, exceeding the commitment by 0.25%. Jon’s has a shortfall mitigation plan on file and contends, and the Metro Project team confirmed an over-allocation of funds to the DVBE but reports that the SBE shortfall will be mitigated within five months.

Small Business Commitment	95.00% SBE 3.00% DVBE	Small Business Participation	94.58% SBE 3.25% DVBE
	SBE Contractor(s)	% Commitment	% Participation
1.	Jon’s Towing, Inc. (Prime)	95.00%	94.58%
	Total	95.00%	94.58%
	DVBE Subcontractor(s)	% Commitment	% Participation
1.	Oasis Fuels, Inc.	3.00%	3.25%

	Total	3.00%	3.25%
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Beat 12 – Sonic Towing, Inc.

Sonic Towing, Inc. (STI) made a 95% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) commitment on this contract. Based on payments, the contract is 91% complete and the level of SBE and DVBE participation is 95.11% SBE and 3.41% DVBE, exceeding both commitments by 0.11% and 0.41%, respectively.

Small Business Commitment	95.00% SBE 3.00% DVBE	Small Business Participation	95.11% SBE 3.41% DVBE
	SBE Contractor(s)	% Commitment	% Participation
1.	Sonic Towing, Inc. (SBE Prime)	95.00%	95.11%
	Total	95.00%	95.11%
	DVBE Subcontractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	3.41%
	Total	3.00%	3.41%

Beats 20 and 37 – Safeway Towing dba Bob’s Towing

Safeway Towing dba Bob’s Towing (Bob’s) made a 3.02% SBE and a 3.45% DVBE commitment on this contract. Based on payments, Beats 20 and 37 are 81% complete, and the level of SBE/DVBE participation is 0.43% SBE and 4.72% DVBE, representing a 2.59% shortfall in the SBE commitment and exceeding the DVBE commitment by 1.27%. Bob’s has a shortfall mitigation plan on file and asserts that the SBE shortfall is attributable to Hunter Tires’ inability to provide the agreed-upon services, which has been confirmed by the Metro Project team. Bob’s further reported that it has identified a replacement SBE firm and intends to onboard the firm through the Request to Add (RTA) process within the coming weeks.

Small Business Commitment	3.02% SBE 3.45 DVBE	Small Business Participation	0.43% SBE 4.72% DVBE
	SBE Contractor(s)	% Commitment	% Participation
1.	Hunter Tires, Inc.	3.02%	0.43%
	Total	3.02%	0.43%
	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels, Inc.	3.45%	4.72%
	Total	3.45%	4.72%

Beat 21 – South Coast Towing, Inc.

South Coast Towing, Inc. (SCT), an SBE, made a 7% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) commitment on this contract. Based on payments, the contract is 77% complete and the level of SBE and DVBE participation is 59.56% SBE and 8.41% DVBE, exceeding the commitments by 52.56% and 5.41%, respectively.

Small Business Commitment	7.00% SBE 3.00% DVBE	Small Business Participation	59.56% SBE 8.41% DVBE
	SBE Contractor(s)	% Commitment	% Participation
1.	South Coast Towing (Prime)	Added	59.56%
2.	Hunter Tires (Substituted)	7.00%	0.00%
	Total	7.00%	59.56%
	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	8.41%
	Total	3.00%	8.41%

¹Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

Notwithstanding, Metro will continue to monitor FSP Contractor's efforts to meet or exceed their SBE/DVBE commitments.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$25.96 per hour (\$19.87 base + \$6.09 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

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

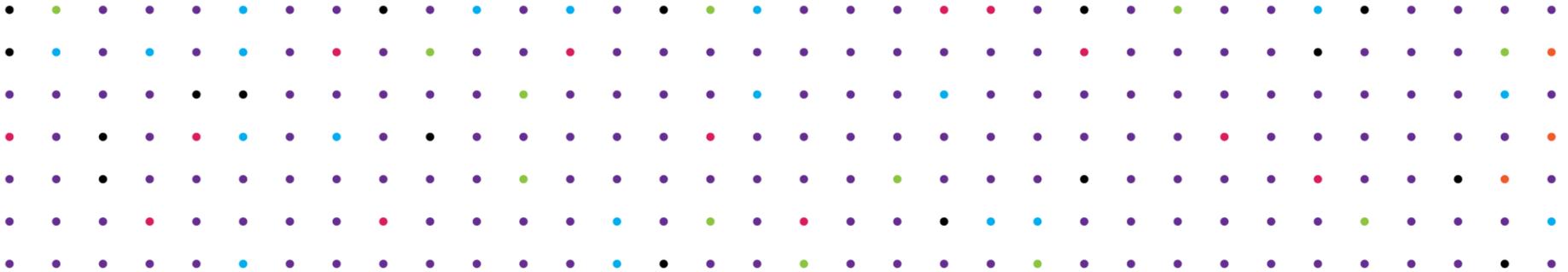
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

Attachment E



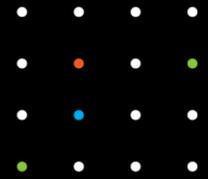
SHARED MOBILITY

METRO FREEWAY SERVICE PATROL



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

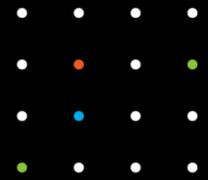
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Contract Modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of \$2,357,000.00, thereby increasing the contract amounts from \$23,876,791.98 to \$26,233,791.98, and extending the current period of performance with individual amounts as follows:

- 1) Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for \$698,000 for up to 11 months, increasing the total contract amount from \$4,514,753.00 to \$5,212,753.00;
- 2) Beat 10: Jon's Towing, Inc. Contract No. FS66316002-10, for \$198,000.00 for up to 11 months, increasing the total contract amount from \$4,416,768.50 to \$4,614,768.50;
- 3) Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for \$347,000.00 for up to 11 months, increasing the total contract amount from \$4,189,346.88 to \$4,536,346.88;
- 4) Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for \$708,000.00 for up to 11 months, increasing the total contract amount from \$3,806,798.60 to \$4,514,798.60;
- 5) Beat 20/37: Safeway Towing, dba Bob's Towing Contract No. FS73888-2005, for \$406,000.00 for up to 4 months, increasing the total contract amount from \$6,949,125.00 to \$7,355,125.00.

ISSUE & DISCUSSION



ISSUE

Existing contracts for these beats are expiring and require extensions to avoid a gap in service provision and to ensure sufficient funding is available. These modifications will enable the establishment of new contracts as funding expires and facilitate the development of multiple contracts as part of future procurements. FSP light-duty contracts are re-procured approximately every four years to replace aging vehicles, encourage competition by providing tow service contractors the opportunity to bid on new contracts, and allow new contracts to reset rates using the most current industry prices.

DISCUSSION

Authorizing the requested contract modifications for Beats 9, 10, 12, 20/37, & 21 contracts will ensure seamless and efficient operation of the FSP Program until a new solicitation and contract award have been completed.

These contract modifications allow staff to modify future solicitations to include at least one electric vehicle (EV) in new light-duty contracts. The EV alternative will be a zero-emission pickup truck that is capable of vehicle-to-vehicle charging and supports Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles that can assist EVs with depleted batteries.



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.

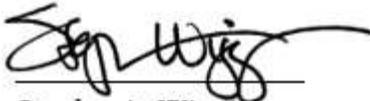
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Daniela Amores, Senior Director Project Control, (213) 617-6283
Rudy Loera, Deputy Executive Officer, Facilities Engineering, Operations, (213)
617-6225
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering,
(213) 922-3227
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

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
----------------------------	----------------------------	----------------------------------	----------------------------------

	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

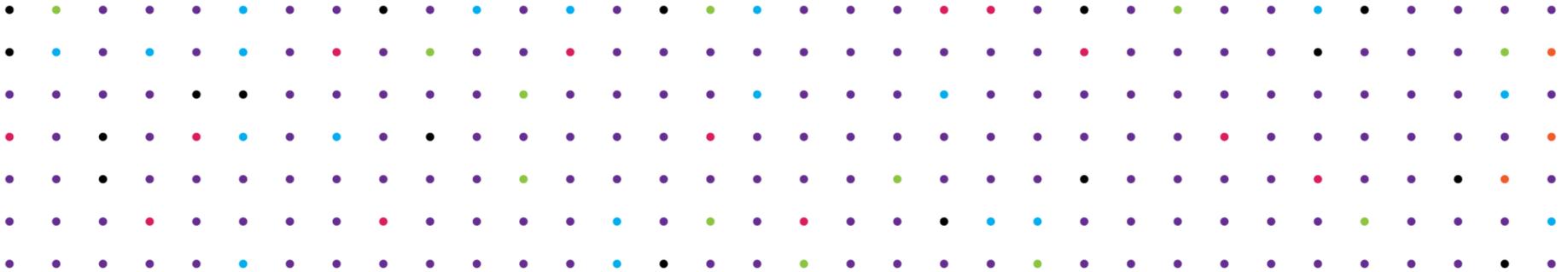
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

F. Manufacturing Careers Policy

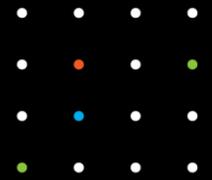
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

MAINTENANCE & ENGINEERING

RAIL STATION ELEVATORS HOME LANDING

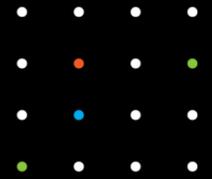


RECOMMENDATION



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

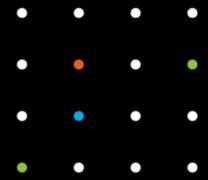
Mitsubishi Electric US, Inc.

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



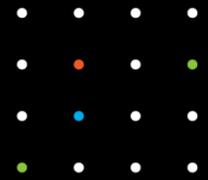
DEOD COMMITMENT

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.



Board Report

File #: 2025-1077, File Type: Oral Report / Presentation

Agenda Number: 21.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for February 2026. This presentation will highlight the EOMs' work ethic, tenure, and outstanding achievements, among other respectable attributes.

EQUITY PLATFORM

EOM nominations submitted to the Chief Operations Officer must be for frontline employees or field supervisors in a customer-facing role. Operations management is encouraged to nominate employees who have achieved excellence, went above and beyond their assigned job description, and are diverse in both genders/ethnicities. In addition, a review of the location, job responsibilities, and seniority is considered for final selections to ensure diverse representation among the various groups within the department. Operations also works with Logistics and the Department of Public Safety (DPS) to nominate employees at various Metro locations.

VEHICLE MILES TRAVELED OUTCOME

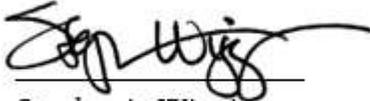
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets 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.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Logistics, and DPS Departments. Because the Board has adopted an agency-wide VMT Reduction Target, which generally supports the agency's overall function, it is consistent with the goal of reducing VMT.

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

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin (213) 922-7676

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



Stephanie Wiggins
Chief Executive Officer

February 2026

Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

February 19, 2026

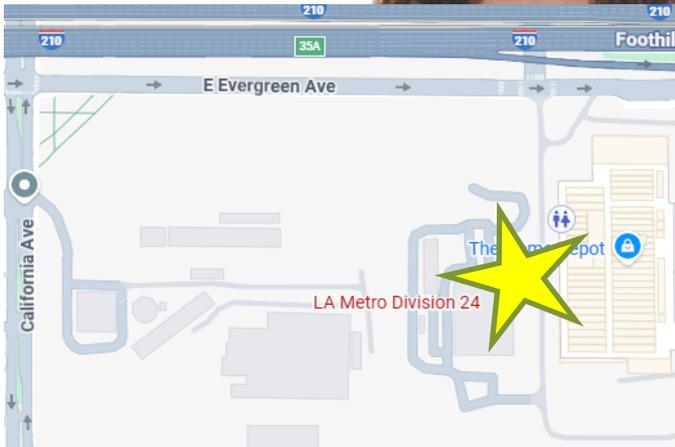
February Employees of the Month



Rail Transportation

Train Operator

Cruz Carillo

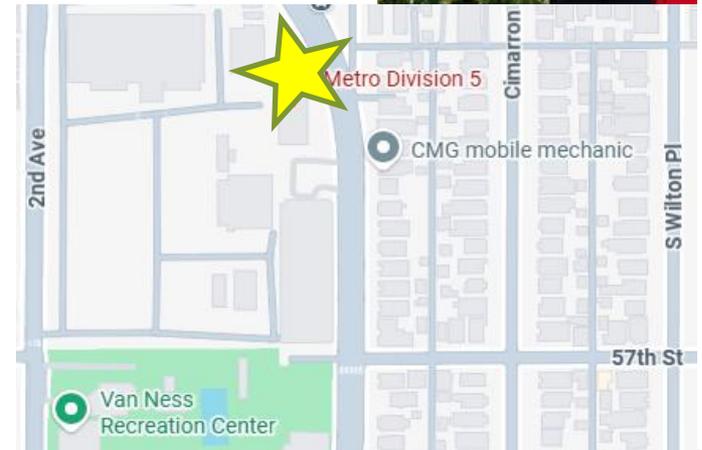


Division 24 – Monrovia

Bus Maintenance

Equipment Service Supervisor

Tiffany Candelaria



Division 5 – Arthur Winston

Employees of the Month



Metro[®]



Board Report

File #: 2025-1078, **File Type:** Oral Report / Presentation

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

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

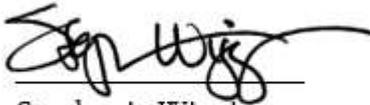
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

File #: 2025-1078, **File Type:** Oral Report / Presentation

Agenda Number: 22.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin, (213) 922-7676

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



Stephanie Wiggins
Chief Executive Officer

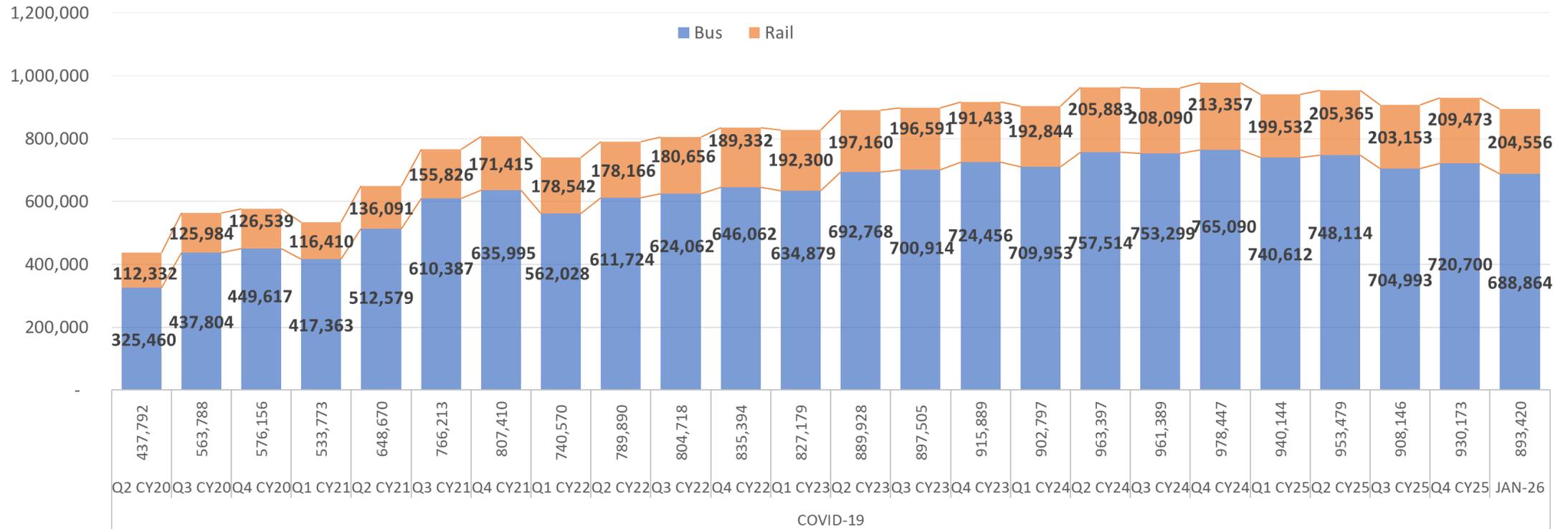


COO Monthly Report

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

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



January Total Ridership Percentage Change 2026 over 2025:

- Bus: -5.4% Rail: +1.0%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note January 2026 had one less weekday and one more Saturday compared to 2025.

Average Weekday Ridership – Jan 2026 versus Jan 2025			
Line	Jan-26	Jan-25	% Variance
Bus	688,864	729,709	94.4%
A/E	116,646	102,851	113.4%
B/D	60,269	61,030	98.8%
C/K	27,641	24,785	111.5%

Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 79.0% in January 2026 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 77.1% in January 2026 (rail station data available month to month)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved since January 2025.
- Cancellation rates overall have decreased at the end of 2024 through 2025 with a slight increase in January 2026. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing had reduced cancellations in 2025.

January 2026 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Jan-26	Jan-25	% of Line Miles in EFC
2	55	Compton Av	4.1%	1.9%	83%
2	105	Vernon Av/La Cienega Bl	2.4%	1.3%	57%
5, 18	204	Vermont Av Local	2.4%	0.9%	98%
2	60	Long Beach Bl	2.3%	2.0%	61%
2	51	Avalon Bl/W. 7th.	2.1%	1.8%	75%
18	115	Manchester Av/Firestone Bl	2.0%	0.6%	47%
18	210	Crenshaw Bl	1.9%	1.0%	58%
18	40	Hawthorne Bl/MLK Bl	1.8%	0.6%	52%
18	111	Florence Av	1.7%	0.7%	68%
5, 18	207	Western Av	1.6%	0.8%	89%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/15/25	0.8%	0.6%	1.2%
Week Ending 2/14/26	0.5%	1.1%	1.7%
Week Ending 2/7/26	1.0%	0.2%	1.8%
January 2026	0.7%	0.4%	1.2%
December 2025	0.5%	0.8%	1.1%
November 2025	0.4%	0.7%	1.0%
October 2025	0.8%	0.7%	1.3%
September 2025	0.4%	0.6%	1.5%
August 2025	0.6%	0.6%	0.9%
July 2025	0.4%	0.5%	0.8%
June 2025	0.6%	0.7%	1.7%
May 2025	0.6%	0.9%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

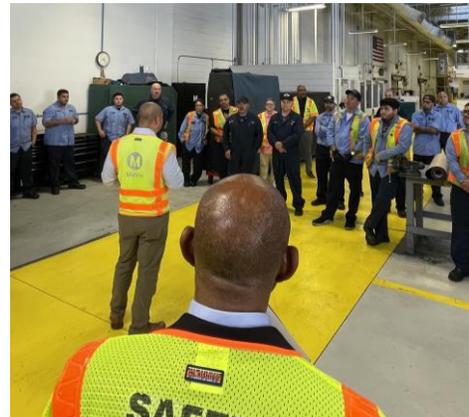


COO Quarterly Visits:

- **What brought me to visit the operating locations**
 - Visit all operations front line divisions/locations
 - Bus and Rail Transportation and Maintenance Divisions
 - Maintenance of Way departments, Facility Maintenance, General Services
 - BOC/ROC, VO, OCI, Non-Revenue, CMF departments, Scheduling
 - Thank employees for their work and dedication
 - Share updates and reinforce Core Values
 - Listen to concerns and feedback on improving the work environment
- **Leadership listening to employees is making a difference by fostering a culture of support, respect and empowerment**
 - When asked what employees like about their job, "pay and benefits" are often not the first things mentioned.

COO Quarterly Visits:

- **What happened as a result of employee feedback**
 - Replaced many old or inoperative non-revenue units, trucks, excavator, scrubber, pressure washer, lift
 - Coordinated security bus riding teams and fine tune bus operator barriers based on operator input
 - Corrected radio dead spots, lighting in yard, yard repair
 - Added training on EAMS, HVAC, Propulsion Systems, FST
 - Improved security and cleanliness, especially in the ancillary areas of the B and D Lines
- **What the employees say about our visits**
 - "Thank you for the updates and information but extra thanks for showing up!"
 - "Thank you for the swag!"



ADA Mystery Rider Program

ADA Mystery Rider Program measures/observes performance

- Observers conduct up to 600 randomized rides per quarter
- Measure/observe – SOP compliance + effective communication

Metro Divisions Exceed All ADA performance targets in FY26Q2

- First time in 5 years that All Metro Bus Divisions exceeded all ADA targets



ADA Key Performance Indicators	Goal	Actual	Outcome
Successful mobility device boarding	97.5%	99.1%	Goal Exceeded
Boarding procedure adherence	97.5%	98.1%	Goal Exceeded
Mobility device securement procedures	95.0%	97.2%	Goal Exceeded
Lap/shoulder securement procedures	80.0%	80.7%	Goal Exceeded

ADA Mystery Rider Program



Bus Operations Leadership + Office of Civil Rights expertise & initiatives

- **Cross-Functional Execution** – Ops processes, Civil Rights guidance, Mystery Rider input
- **Dynamic, multi-faceted trainings** and corrective actions improvement plan



Ongoing Actions

- **Monitoring /Tracking:** Discover trends / opportunities for improvement
- **Sustain Trainings:** Reinforce w/c securement SOPs / prevent regression
- **Focused coaching:** Procedural conformance / communication techniques
- **Standardize best practices:** Capture / share “what works”
- **Expand recognition:** “Accessibility Champions!”





Board Report

File #: 2025-0432, **File Type:** Budget

Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 19, 2026**

SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING quarterly status report on the ZEB Program;
- B. AUTHORIZING the Chief Executive Officer (CEO) to execute the necessary agreements to accept the transfer of 19 New Flyer battery electric buses (BEBs) from Lane Transit District; and
- C. ESTABLISHING a Life-Of-Project (LOP) Budget for the relocation and make-ready of 19 used New Flyer BEBs, capital project number 201080, in the amount of \$2,180,000.

ISSUE

This update provides a status report on the ZEB transition plan, including bus acquisition, division electrification, funding status, and upcoming program activities. This report also requests Board action on 19 New Flyer battery electric buses that will be donated to Metro by Lane Transit District.

BACKGROUND

In July 2017, the Board approved Motion 50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A), which endorsed a ZEB Strategic Plan to transition Metro’s entire bus fleet to zero-emission by 2030. This was contingent upon cost and performance equivalence with Compressed Natural Gas (CNG) buses, as well as continued advancements in charging infrastructure. In 2018, the California Air Resources Board (CARB)’s Innovative Clean Transit (ICT) regulation mandated that all transit agencies in the state operate zero-emission fleets by 2040. In addition, ICT ZEB purchase requirements for large transit agencies require 25% of bus purchases to be zero emission by 2023, 50% by 2026, and 100% by 2029.

Metro has met all state-mandated program requirements. Furthermore, since October 2020, Metro has powered its bus fleet with 100% Renewable Natural Gas. Since the Board endorsed the ZEB Strategic Plan, Metro prepared a ZEB Master Plan in 2022 and a Master Plan Update in 2023. In

September 2024, staff prepared a more detailed plan to deliver a 100% ZEB fleet no later than 2035. This ensures Metro's ability to continue providing reliable bus service, including availability of operations and maintenance funding to support the full seven million annualized revenue service hours as planned through the NextGen Bus Plan.

In 2021, Metro electrified the G Line, which has accumulated more than six million miles of zero-emission service to date. In 2025, Metro installed all charging infrastructure to electrify the J Line. Electrification of Division 9 (El Monte) is nearing completion, and design is underway for Divisions 18 (Carson) and 7 (West Hollywood).

Transit agencies across North America continue to delay or shift away from a transition to zero emission buses. While the Toronto Transit Commission has a goal to transition its bus fleet by 2040, the Board recently approved the purchase of 200 diesel hybrid buses, with options for additional hybrid buses, and additional contract language to convert future BEB orders to hybrid, to ensure service reliability and operational readiness. The Chicago Transit Authority, which also has a 2040 transition goal, recently received a federal Low or No Emission grant to purchase 150 diesel hybrid buses, and New Jersey Transit recently purchased 375 hybrid diesel buses. Foothill Transit recently cancelled its design-build contract for a new hydrogen fueling station in Arcadia and issued a change order to switch the propulsion type of hydrogen buses to CNG. King County Metro's currently proposed two-year budget would delay its electrification goal from 2035 to beyond 2040.

DISCUSSION

Bus Acquisition

Metro has acquired 71 BYD K9MD buses, with an additional 24 BYD battery electric buses (BEBs) currently in production and on track for delivery.

On December 22, 2025, Metro issued two solicitations, one for 220 BEBs and another for 20 BEBs, for a total base buy of 240 BEBs, including options for up to 1,600 additional units, with the goal of awarding the contracts by the summer of 2026. The technical specifications were refined by eliminating prescriptive requirements for less critical features while ensuring a continued focus on the safety of both operators and riders.

Simultaneously, Metro plans to leverage the Colorado State contract currently in procurement or the renewed Washington State contract, expected to be finalized in April, to procure up to 40 BEBs, targeting delivery by the end of FY27.

In addition, Lane Transit District (LTD) has offered to transfer 19 used BEBs to Metro. The 40-foot New Flyer XCELSIOR buses were delivered to the Lane Transit District between 2022 and 2023, and they have accumulated an average of 50,000 miles. According to the leadership at LTD, the extreme weather conditions in Lane County, Oregon, have affected the range of the BEBs, complicating the scheduling of reliable service. LTD will invest in diesel hybrid buses moving forward. While the LTD electric buses will be donated, Metro will take on the remaining federal equity associated with the equipment, which averages approximately \$464,956 per bus. Staff is seeking authorization for the CEO to execute the required agreements to accept the transferred BEBs. Additionally, staff requests approval for a Life of Project budget in the amount of \$2.18 million for the relocation and make-ready

of the used BEBs as part of capital project number 201080.

Finally, next month, Metro is launching a pilot program featuring a BEB with extremely long range, manufactured by the Netherlands-based company Ebusco. Renowned for its commitment to innovation in the battery electric transit bus sector, Ebusco incorporates composite materials in the primary structure of the bus, resulting in a 27% reduction in weight. The Ebusco 3.0 model involved in the pilot boasts the capability to travel over 300 miles on a single charge based on operating conditions within the European Union, which exceeds the standard range of U.S.-made buses by 100 miles. The pilot bus will operate in non-revenue shadow service for four weeks to assess performance, range, charging capabilities, and operational compatibility with Metro's service requirements. Should the pilot result in success, Metro expects to release a procurement for ten 40' high-range BEBs and ten 60' articulated high-range BEBs with options for up to 60 additional BEBs to encourage the advancement of technology and potential interest in the U.S. market.

Charging Infrastructure

Metro achieved its goal to electrify the J Line by launching the first day of fully electric bus service on December 14, 2025. The J Line fleet consists of brand new BYD electric buses based at Division 9 (El Monte) and 18 (Carson). Buses charge overnight within the divisions and at en route charging locations at El Monte and Harbor Gateway Transit Centers. J Line electrification represents the tenth Twenty-eight by '28 project completed to date. Unfortunately, while Metro achieved several days of electric service levels up to 100% in its first few weeks, in early January, staff identified an issue with the BYD bus electric motors, which required grounding the zero emission bus fleet to prevent further damage. While the issue is under investigation, CNG buses with renewable natural gas fuel are in service. The service will return to zero emission as soon as the mechanical issues have been resolved.

Construction of the gantry structure and installation of depot charging equipment at Division 9 continue to progress. The civil construction scope will be complete in March, while installation and commissioning of the four depot pantograph charging clusters will continue through Fall 2026. The first pantograph charging cluster is expected to be fully commissioned in July.

The Notice to Proceed for the Progressive Design Build Operate and Maintain (PDBOM) contract to electrify Divisions 18 and 7 (West Hollywood) was issued on January 22, 2026. The project will construct more than 400 electric bus charging positions between the two divisions. Staff anticipate that both divisions will be electrified prior to the 2028 Olympic and Paralympic Games.

In 2024, Metro released a solicitation to procure opportunity charging equipment and submitted utility service requests for eleven charging sites in the Los Angeles Department of Water and Power (LADWP) service territory. With an en route charging equipment contract award in January 2026, Metro staff are preparing and negotiating task orders for 100% design packages for the en route charging sites that will support the North Hollywood to Pasadena BRT and North San Fernando Valley Transportation Improvements Project, with a goal to complete these sites no later than 2028.

FINANCIAL IMPACT

Upon Board approval, an LOP budget will be established in the amount of \$2,180,000 under capital

project number 201080. FY26 annual funding for this project in the amount of \$1,218,971 is available within the existing Capital Improvement Program (CIP) and does not require an amendment to the FY26 Adopted Budget. This will be a multi-year project, and the cost center manager, project manager(s), and Sr. Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting the costs in future years.

Impact to Budget

Funding for the requested LOP will come from a mix of State and Local sources that are eligible and available when required and provided to the project based on Board-authorized priorities.

EQUITY PLATFORM

The purpose of this report is to provide a program-level status update; project-specific equity impacts are discussed in detail in their respective project reports. Divisions 1, 2, 3, 5, and 9 are located within Equity Focus Communities (EFCs). Divisions 9 and 5 will be in the first half of the electrification schedule, and Divisions 1, 2, and 3 will be in the latter half. Because EFC residents may have a higher reliance on bus transit, delays to the electrification schedule could disproportionately impact EFCs by delaying air quality improvements through emissions reductions. However, despite these risks, the division electrification schedule and achievement of related air quality improvements currently remain on track. Receiving the 19 donated buses from Lane County Transit will facilitate an accelerated delivery timeline of zero-emission buses.

VEHICLE MILES TRAVELED OUTCOME

Vehicle Miles Traveled (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 activities that will maintain and encourage transit ridership. Metro's transition to a ZEB fleet will enhance customer experience with vehicles that are quiet and use zero-emission technology. Metro's Board-approved 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 update supports Goal #3 to enhance communities and lives through mobility and access to opportunity and Goal #4 to transform LA County through regional collaboration and national leadership.

ALTERNATIVES CONSIDERED

The Board may choose not to approve recommendations B and C. However, this approach is not recommended, as the addition of 19 BEBs will support Metro in achieving its goal of a zero-emission bus fleet by 2035.

NEXT STEPS

Staff will continue to deliver on the charging infrastructure projects at Divisions 9, 18, and 7. Staff will also execute the necessary agreements to receive the Lane Transit District donated buses and prepare them for revenue service.

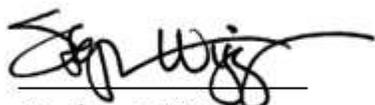
ATTACHMENTS

Attachment A - Board Motion 50

Attachment B - Lane Transit District Electric Bus Vehicle Summary as of December 15, 2025

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Stephanie Wiggins
Chief Executive Officer



Board Report

File #: 2017-0524, **File Type:** Motion / Motion Response

Agenda Number: 50

**REVISED
REGULAR BOARD MEETING
JULY 27, 2017**

Motion by:

**DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS
AS AMENDED BY SOLIS, KUEHL and BARGER**

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean

energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND
BARGER**

RECOMMENDATION

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
 - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
 - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
 - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
 - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

FRIENDLY AMENDMENT BY FASANA that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.

Lane Transit District Electric Bus Vehicle Summary as of December 15, 2025

Coach Number	VIN	Vehicle Year	Vehicle Description	Verified In-Service Date	Out of Service	Federal Useful Life (Years)	Actual Service Years	Remaining Years	Remaining % Based on Years	Minimum Useful Life Mileage
22101	5FYB8FJ07NF105044	2022	40' NEW FLYER XCELSIOR - BEB	10/6/2022	3/31/2026	12	3.5	8.5	71%	500,000
22102	5FYB8FJ09NF105045	2022	40' NEW FLYER XCELSIOR - BEB	10/7/2022	3/31/2026	12	3.5	8.5	71%	500,000
22103	5FYB8FJ00NF105046	2022	40' NEW FLYER XCELSIOR - BEB	1/7/2023	3/31/2026	12	3.3	8.7	73%	500,000
22105	5FYB8FJ04NF105048	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22109	5FYB8FJ06NF105052	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22108	5FYB8FJ04NF105051	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22110	5FYB8FJ08NF105053	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22112	5FYB8FJ01NF105055	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22113	5FYB8FJ03NF105056	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22116	5FYB8FJ09NF105059	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22117	5FYB8FJ05NF105060	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22104	5FYB8FJ02NF105047	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22118	5FYB8FJ07NF105061	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22119	5FYB8FJ09NF105062	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22106	5FYB8FJ03NF107700	2023	40' NEW FLYER XCELSIOR - BEB	9/27/2023	3/31/2026	12	2.5	9.5	79%	500,000
22111	5FYB8FJ0XNF105054	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22114	5FYB8FJ05NF105057	2022	40' NEW FLYER XCELSIOR - BEB	7/21/2023	3/31/2026	12	2.7	9.3	78%	500,000
22115	5FYB8FJ07NF107702	2023	40' NEW FLYER XCELSIOR - BEB	11/2/2023	3/31/2026	12	2.3	9.7	81%	500,000
22107	5FYB8FJ05NF107701	2023	40' NEW FLYER XCELSIOR - BEB	9/27/2023	3/31/2026	12	2.5	9.5	79%	500,000

CONTINUED

Coach Number	VIN	Vehicle Year	Vehicle Description	Actual Mileage	Remaining % Based on Miles	Total Federal Share	Remaining Federal Share Based on Miles	Remaining Federal Share Based on Years	Purchase Price	Straight Line Depreciation	Value
22101	5FYB8FJ07NF105044	2022	40' NEW FLYER XCELSIOR - BEB	65,490	86.90%	507,669.24	441,175	359,599	\$ 945,967.52	275,907.19	670,060.33
22102	5FYB8FJ09NF105045	2022	40' NEW FLYER XCELSIOR - BEB	56,589	88.68%	507,669.24	450,212	359,599	\$ 945,967.52	275,907.19	670,060.33
22103	5FYB8FJ00NF105046	2022	40' NEW FLYER XCELSIOR - BEB	55,320	88.94%	524,223.67	466,224	380,062	\$ 945,967.52	260,141.07	685,826.45
22105	5FYB8FJ04NF105048	2022	40' NEW FLYER XCELSIOR - BEB	29,013	94.20%	551,814.39	519,795	427,656	\$ 945,967.52	212,842.69	733,124.83
22109	5FYB8FJ06NF105052	2022	40' NEW FLYER XCELSIOR - BEB	49,209	90.16%	551,814.39	497,506	427,656	\$ 945,967.52	212,842.69	733,124.83
22108	5FYB8FJ04NF105051	2022	40' NEW FLYER XCELSIOR - BEB	56,807	88.64%	591,229.70	524,058	458,203	\$ 945,967.52	212,842.69	733,124.83
22110	5FYB8FJ08NF105053	2022	40' NEW FLYER XCELSIOR - BEB	49,501	90.10%	591,229.70	532,697	458,203	\$ 945,967.52	212,842.69	733,124.83
22112	5FYB8FJ01NF105055	2022	40' NEW FLYER XCELSIOR - BEB	62,140	87.57%	591,229.70	517,752	458,203	\$ 945,967.52	212,842.69	733,124.83
22113	5FYB8FJ03NF105056	2022	40' NEW FLYER XCELSIOR - BEB	50,876	89.82%	591,229.70	531,071	458,203	\$ 945,967.52	212,842.69	733,124.83
22116	5FYB8FJ09NF105059	2022	40' NEW FLYER XCELSIOR - BEB	36,718	92.66%	591,229.70	547,812	458,203	\$ 945,967.52	212,842.69	733,124.83
22117	5FYB8FJ05NF105060	2022	40' NEW FLYER XCELSIOR - BEB	32,186	93.56%	591,229.70	553,171	458,203	\$ 945,967.52	212,842.69	733,124.83
22104	5FYB8FJ02NF105047	2022	40' NEW FLYER XCELSIOR - BEB	54,769	89.05%	707,347.21	629,866	548,194	\$ 945,967.52	212,842.69	733,124.83
22118	5FYB8FJ07NF105061	2022	40' NEW FLYER XCELSIOR - BEB	63,260	87.35%	707,347.21	617,854	548,194	\$ 945,967.52	212,842.69	733,124.83
22119	5FYB8FJ09NF105062	2022	40' NEW FLYER XCELSIOR - BEB	38,503	92.30%	707,347.21	652,877	548,194	\$ 945,967.52	212,842.69	733,124.83
22106	5FYB8FJ03NF107700	2023	40' NEW FLYER XCELSIOR - BEB	61,050	87.79%	630,645.01	553,643	499,261	\$ 945,967.52	197,076.57	748,890.95
22111	5FYB8FJ0XNF105054	2022	40' NEW FLYER XCELSIOR - BEB	26,467	94.71%	630,645.01	597,262	488,750	\$ 945,967.52	212,842.69	733,124.83
22114	5FYB8FJ05NF105057	2022	40' NEW FLYER XCELSIOR - BEB	38,801	92.24%	630,645.01	581,706	488,750	\$ 945,967.52	212,842.69	733,124.83
22115	5FYB8FJ07NF107702	2023	40' NEW FLYER XCELSIOR - BEB	58,347	88.33%	630,645.01	557,053	509,771	\$ 945,967.52	181,310.44	764,657.08
22107	5FYB8FJ05NF107701	2023	40' NEW FLYER XCELSIOR - BEB	68,738	86.25%	630,645.01	543,946	499,261	\$ 945,967.52	197,076.57	748,890.95



Zero Emission Bus (ZEB) Program Quarterly Update

VEHICLE ENGINEERING & ACQUISITION

Operations, Safety, and Customer Experience Committee
February 19, 2026

Charging Infrastructure Project Updates



Division 9 & El Monte Transit Center

- EMTC and bus yard opportunity chargers complete and supporting J Line service
- Civil construction will be complete in Spring 2026. Pantograph installation and commissioning will continue through Fall.

Division 18 & 7

- Contract signed. NTP issued in January.

Opportunity Charging Sites (Countywide)

- In January Board approved award of contract for 13 opportunity chargers and up to 60 additional chargers as needed
- Prioritizing designs and delivery strategy for North Hollywood Transit Center, North San Fernando Valley Transit Improvements Project, and sites supporting Division 9 buses



Photo: Division 9 Depot Chargers



Photo: Habor Gateway Opportunity Chargers/J Line

J Line Electrification

- J Line soft launch on December 14, 2025.
- Achieved 50-100% zero emission service over first few weeks.
- Recently identified an issue with BYD bus drive motors which required grounding the fleet to prevent further damage. The issue is under investigation and service will return to zero emission as soon as possible.

Status of Division Electrification (First Five Divisions)



Electrification schedule for first five divisions



Civil construction at Division 9 complete in Spring 2026. Commissioning to continue into Fall.

Notice To Proceed for Divisions 18 & 7 issued in January.

	2nd Half 2026					1st Half 2027					2nd Half 2027					1st Half 2028					2nd Half 2028					1st Half 2029					2nd Half 2029					1st Half 2030					2nd Half 2030													
Month >>	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
Division 9 (SCE) 234 buses	Construction					Commissioning																																																
Division 18 (SCE) 221 buses	RFP Process					Design to 85%					Final Design & Construction																																											
Division 7 (SCE) 173 buses	RFP Process					Design to 85%					Final Design & Construction																																											
Division 5 (LADWP) 201 buses											RFP Process					Design					Construction																																	
Division 13 (LADWP) 184 buses											RFP Process					Design					Construction																																	



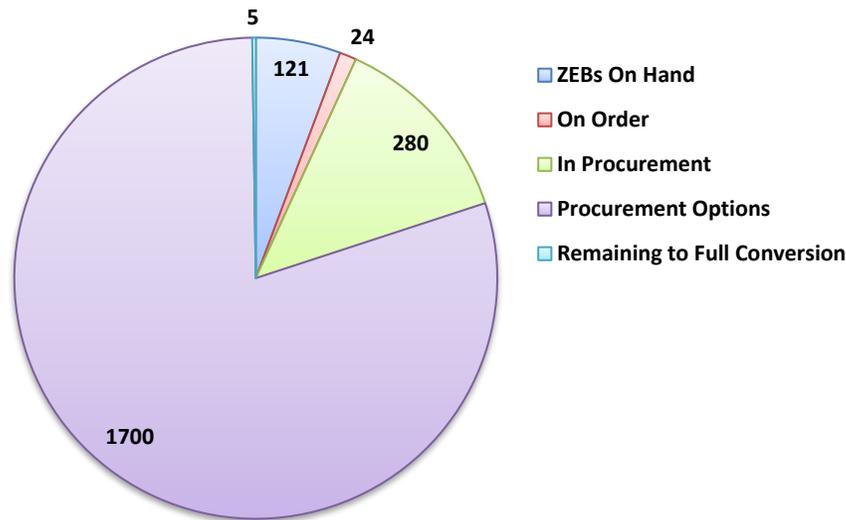
Status of Bus Acquisition



Current Fleet

- 5.7% of fleet converted to ZEB*

Status of ZEB Fleet Transition



*Assumed future fleet size of 2,130 buses
Data as of 1/23/26



Metro

Bus Procurement

- New RFPs for 240 BEBs with options up to 1,600 released on December 22, 2025
 - Reduced prescriptive requirements
 - Focus on safety and proposers' ability to align with Metro's schedule
- State contract
 - Up to 40 BEBs
 - Award by April 2026 and delivery in 2027

BYD Bus Deliveries

- 71 of 95 K9MD buses have been delivered
- BYD is currently 24 buses behind schedule
 - Liquidated damages (LDs) for delayed buses and manuals
- Challenges persist in ensuring quality control on the production line and providing warranty support.



RECOMMENDATIONS

- AUTHORIZE the CEO to execute the necessary agreements to accept the donation of 19 New Flyer battery electric buses (BEBs) from Lane Transit District
- ESTABLISH a Life-Of-Project (LOP) Budget for the relocation and make-ready of 19 used New Flyer BEBs, capital project number 201080 in the amount of \$2,180,000.

DISCUSSION

- 19 New Flyer XCELSIOR 40' BEBs
- 3-4 years old / average 50,000 mileage
- Metro to assume remaining Federal equity, pay for bus transport to Los Angeles and carry out necessary make-ready work including the installation of revenue collections systems, communication equipment, passenger information components, operator barrier and bus painting.

Grant Updates and Continuing Activities



Upcoming project activities

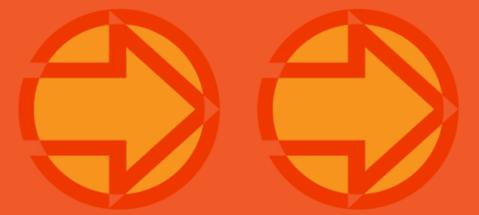
- Division 18 & 7 Progressive Design Build Operate and Maintain (PDBOM) contract Phase 1 has commenced.
- Advancing competitive solicitation for a Battery Energy System Storage (BESS) resiliency charger project at Division 18.
- Pilot with a long-range battery electric bus. A 40' composite BEB manufactured by Ebusco will shadow revenue service 4- 6 weeks to test compatibility with Metro service requirements.



Photo: BYD K9MD bus at Harbor Gateway Transit Center



THANK YOU





Board Report

File #: 2025-1084, File Type: Contract

Agenda Number: 24.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

SUBJECT: ABOVE GROUND FACILITIES IMPROVEMENTS & REPAIRS

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP133873(2)000 to Craft Construction & Development, Inc., for Above Ground Facilities Improvement & Repairs, in the Not-To-Exceed (NTE) amount of \$116,613,949.83 for the five-year base period and \$16,880,142.79 for the first one-year option, \$16,690,870.59 for the second one-year option, and \$16,874,837.00 for the third one-year option, for a combined NTE amount of \$167,059,800.21, subject to the resolution of any properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE

Metro's Infrastructure Maintenance & Engineering Department is responsible for a wide variety of modernization and reengineering projects for Bus and Rail facilities. Metro has an immediate need to advance various enhancements across its transit system that are essential to meeting life-cycle requirements, system reliability, and improving customer experience. The broad and complex scope of these initiatives represents one-time, non-recurring projects that specialized contractors can perform to support Metro's near-term goals.

Award of this contract will enhance Metro's construction capacity, enable Metro to maintain system continuity and minimize service disruptions, thus ensuring the reliable delivery of transit services to Metro's riders and support the agency's objective of showcasing transit excellence.

BACKGROUND

Metro's Vertical Transportation (VT) Modernization Program was established in FY2020 to address elevators and escalators that are nearing the end of their useful life and require upgrades to minimize equipment downtime and impacts to Metro's riders. Metro's VT Modernization Program will upgrade the outdated systems and controls of 117 elevators and replace 81 escalators, while improving current service availability. This action is necessary to support the advancement of Metro's Vertical

Transportation Modernization Capital Improvement Program while supporting and advancing Metro's long-term transit system goals.

DISCUSSION

Metro has several robust rehabilitation initiatives to improve the customer experience and address the state of good repair backlog. Key areas identified as requiring a variety of modernizing, enhancing, altering, reengineering, redesigning, and improvements that include various trades consisting of, but not limited to, electrical, mechanical, plumbing, painting, carpentry, drywall, roofing tasks, and an elevator constructor to support modernization of LA Metro's Vertical Transportation (VT) modernization and monitoring systems throughout the County of Los Angeles for all elevators and escalators. The work includes both Bus and Rail facilities and Maintenance of Way (MOW) systems, including light and heavy rail maintenance yards and stations, and other general enhancements, such as the Rail Operations Center (ROC) expansion projects and tenant improvements associated with new building acquisitions, State of Good Repair structural enhancements at aerial structures, and facility improvements such as Metro wide back-up power systems for all Rail and Bus divisions, including the Gateway Building.

The recommended contract will be structured as an IDIQ contract and administered through individual task orders with firm fixed pricing. The IDIQ contract will establish an NTE amount, which represents the maximum expenditure authority for the contract term.

Task orders will be issued at Metro's discretion and will be limited in scope, duration, and amount specified in each approved task order. There is no obligation for Metro to issue any minimum quantity of work under this contract. The award amount represents the maximum contractual value authorized under the IDIQ contract; actual expenditures will depend on the number of task orders issued and may be less than the authorized amount, including zero. This contract will support Metro's modernization and capital improvement projects, such as its Vertical Transportation Modernization, State of Good Repair (SGR), and Bus and Rail facilities programs. The contractor will provide construction services, including improvements for mechanical, electrical, communications, plumbing, civil, and architectural. This contract contrasts with Metro's Job Order Contracting (JOC) program, where the emphasis is on projects capped at \$1M in support of maintenance repairs.

DETERMINATION OF SAFETY IMPACT

Award of this contract will ensure that all operating facilities comply with Metro's SGR requirements and Transit Asset Management (TAM) Plan, ensuring the delivery of safe, quality, on-time, and reliable services to our customers and the public.

FINANCIAL IMPACT

The total contract value is \$167,059,800.21, over a five-year base period plus three one-year options. This is an on-call contract, and funding for this contract is included in the Infrastructure Renewal Program (cost center 3960). Funding for task orders issued under this contract will be provided, subject to availability, from Metro's bus and rail facilities, vertical transportation, and MOW capital programs. Funding levels are reviewed and allocated annually based on approved budgets and

projected work requirements. The projects currently sponsoring this contract are four capital projects: 202814 - Bus Division Improvements V, 204817 - Rail Facility Maintenance & Improvements II, 204805 Elevator Modernization & Escalator Replacement Project, and 290013 Metro Downtown Hub. The combined Life of Project (LOP) budget is \$298,000,000, which is within the project budget.

Currently, the FY26 Annual Budget is \$5,040,180. However, any annual budget shortfalls shall be addressed through the relocation of FY26 monies from existing capital projects that may have underspent their allocated annual budget funds.

Since this is a multi-year contract, the Project Manager will ensure the balance of funds is budgeted in future fiscal years, including any option exercised.

Impact to Budget

The current funding sources for this action are local funds, which are eligible for bus and rail operating and capital projects.

EQUITY PLATFORM

Metro is committed to maintaining transit assets and ensuring reliable and equitable transportation service for Metro riders. The equity benefits of this action improve passenger and operational reliability of Metro transit services by ensuring that transit infrastructure assets are maintained in a state of good repair, including assets that provide transit services for disadvantaged communities. This allows Metro to deliver safe, affordable, dependable transit services connecting riders to jobs, housing, education, food services, family, and health care. Public transportation provides an important lifeline for the residents in underserved communities, and the award of this contract ensures Metro maintains that lifeline.

The Diversity and Economic Opportunity Department (DEOD) established a 8% Disadvantaged Business Enterprise (DBE) goal. Although Craft Construction made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the Disadvantaged Business Enterprise (DBE) program, including suspension of goals and enforcement, effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are three (3) certified small businesses participating in this contract, including the prime contractor, Craft Construction.

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 improvements of Metro operations and facilities that will improve 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

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

The alternative would be to solicit each project construction work through a full competitive bidding process. However, this approach is not recommended because it would require significantly more time and resources to award schedule critical work under a standard procurement process. This approach would include multiple procurement cycles increasing award times and failure to meeting 2028 system modernization goals. In addition, procuring services on a per-assignment basis would require more resources for Vendor/Contract Management (V/CM), as staff are already fully committed to supporting ongoing full-cycle procurements, further impacting delivery of schedule-critical work.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP133873(2)000 to provide maintenance and repair services on a task order basis for various transit facility projects, for a five-year base period plus three one-year options.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

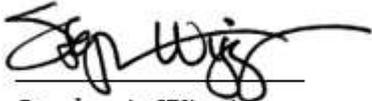
Prepared by: Daniela Amores, Senior Director Project Control, (213) 617-6283

Rudy Loera, Deputy Executive Officer, Facilities Engineering, Operations (213-617-6225)

Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227

Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ABOVE GROUND FACILITIES IMPROVEMENTS & REPAIRS/OP133873(2)000

1.	Contract Number: OP133873(2)000	
2.	Recommended Vendor: Craft Construction & Development Inc.	
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: 9/30/2025	
	B. Advertised/Publicized: 9/30/2025	
	C. Pre-Proposal Conference: 10/6/2025	
	D. Proposals Due: 10/30/2025	
	E. Pre-Qualification Completed: 11/24/2025	
	F. Ethics Declaration Forms submitted to Ethics: 10/31/2025	
	G. Protest Period End Date: 2/24/2026	
5.	Solicitations Downloaded: 23	Bids/Proposals Received: 2
6.	Contract Administrator: Antranik Banalian	Telephone Number: (213) 922 - 5223
7.	Project Manager: Rudy Loera	Telephone Number: (213) 617- 6225

A. Procurement Background

This Board Action is to approve Contract No. OP133873(2)000 issued to support Los Angeles Metro’s Infrastructure Maintenance & Engineering (IM&E) Department in advancing improvements to primarily above-ground bus and rail facilities. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP133873(2) was issued in accordance with Metro’s Acquisition Policy and the contract type is an Indefinite Quantity/Indefinite Delivery (IDIQ). The Diversity and Economic Opportunity Department (DEOD) established an 8% Disadvantaged Business Enterprise (DBE) goal for this solicitation, however, the U.S. Department of Transportation (USDOT) issued an Interim Final Rule (IFR) that made changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. DBE participation was therefore not a factor in the award, however the recommended Prime contractor is a certified Small Business Enterprise (SBE).

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on October 10, 2025 amended the DBE requirements.

A virtual pre-proposal conference was held on October 6, 2025, and was attended

by 7 participants representing 6 firms. There were 3 questions received for this RFP, and responses were provided prior to the proposal due date.

A total of two proposals were received on the due date of October 30, 2025, from the following firms listed below in alphabetical order:

1. Craft Construction & Development Inc.
2. Metro Builders & Engineers Group, Ltd.

Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Of the 23 firms that downloaded the solicitation, 5 firms responded stating that their company did not meet the contractor licensing requirements or that the type of work was outside the firm's area of expertise. The results of the market survey indicated that factors beyond Metro's control caused the potential sources not to submit bids and that there were no restrictive elements in the solicitation documents that prevented competition.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Facilities Maintenance and Operations Engineering was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- | | |
|------------------------------------|-----|
| ▪ Summary of Current/Past Work | 15% |
| ▪ Key Staff Resume | 15% |
| ▪ Detailed Schedule | 15% |
| ▪ Relevant Transit Work Experience | 15% |
| ▪ Task Order Narrative | 15% |
| ▪ Cost Proposal | 25% |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar maintenance and repair type procurements. Several factors were considered when developing these weights, giving the greatest importance to the contractor's skillset.

During the evaluation period, the evaluation committee conducted an evaluation of the proposals submitted by Craft Construction & Development Inc. and Metro Builders & Engineers Group, Ltd. The PET reviewed the proposer's qualifications, capabilities, key personnel resume, understanding of the scope of services, and proposed approach.

Upon conclusion of the evaluation, it was determined that only one proposer, Craft Construction & Development Inc., was within the competitive range. The remaining firm, Metro Builders & Engineers Group, Ltd. was determined to be outside the competitive range and were not included for further consideration.

Qualifications Summary of Firms within the Competitive Range:

Craft Construction & Development Inc.

Craft Construction is a California-based general contractor specializing in public works, commercial, and institutional projects. The firm has over 7 years of experience delivering construction services, including renovations, tenant improvements, and infrastructure upgrades, with an emphasis on safety and timely completion. Craft Construction is led by Owner and Project Manager Ken Fujii and Raymond Clantz, each having over 20 years of experience in construction management and construction estimating.

The following is a summary of the evaluation scores.

1	Firm	Subtotal Score	Factor Weight	Weighted Average Score	Rank
2	Craft Construction & Development Inc.				
3	Summary of Current/Past Work	93.33	15.00%	14.00	
4	Key Staff Resume	100.00	15.00%	15.00	
5	Detailed Schedule	80.00	15.00%	12.00	
6	Relevant Transit Work Experience	93.33	15.00%	14.00	
7	Task Order Narrative	86.67	15.00%	13.00	
8	Price Proposal	100.00	25.00%	25.00	
9	Total		100.00%	93.00	1

C. Cost/Price Analysis

The difference between Metro’s Independent Cost Estimate (ICE) and the proposal is due to methods of calculation. The ICE was developed as the Not-To-Exceed (NTE) amount based on the projected maintenance and repair needs of the Agency over the life of the contract. The RFP requested the proposers to submit fully burdened hourly rates for the classifications of Supervisor, Journeyman, Apprentice, and Laborer across twenty-one (21) trades for a five-year base period and three (3) one-year option periods. This was done in order to permit the evaluation of proposals, however, the proposal amount is not indicative of the work that will be conducted, as all work will be issued through individual task orders, as needs arise.

The difference between the originally proposed amount and the recommended NTE amount is due to the addition of estimated supervision to more accurately reflect costs for non-self-performed tasks for the Prime as well as the addition of Project Labor Agreement (PLA) requirements.

	Proposer Name	Proposal Amount	Metro ICE	NTE Amount
1.	Craft Construction & Development Inc.	\$158,923,166.31	\$176,000,000.00	\$167,059,800.21

D. Background on Recommended Contractor

Craft Construction & Development Inc. is a California-based general contractor specializing in public works, commercial, and institutional projects. The firm has over 7 years of experience delivering construction services, including renovations, tenant improvements, and infrastructure upgrades, with an emphasis on safety and timely completion. Craft Construction is led by Owner and Project Manager Ken Fujii and Raymond Clantz, each having over 20 years of experience in construction management and construction estimating.

Craft Construction & Development Inc. maintains a long-standing working relationship with LA Metro, having completed a wide range of projects as both a prime contractor and subcontractor. These efforts have included facility improvements, pavement replacement, renovations, and expansions in support of both the Bus and Rail Divisions.

DEOD SUMMARY

ABOVE GROUND FACILITIES IMPROVEMENTS & REPAIRS/OP133873(2)000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall 8% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Quantity/ Indefinite Delivery (IDIQ) solicitation. While Craft Construction made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes, to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance. Although the DBE commitment is not a factor in the staff recommendation, there are three (3) certified small businesses participating in this contract, including the prime contractor, Craft Construction.

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

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

This contract is subject to the PLA/CCP requirements. Contractors must commit to meeting the following targeted hiring goals for select construction contracts with task orders exceeding \$2.5 million.

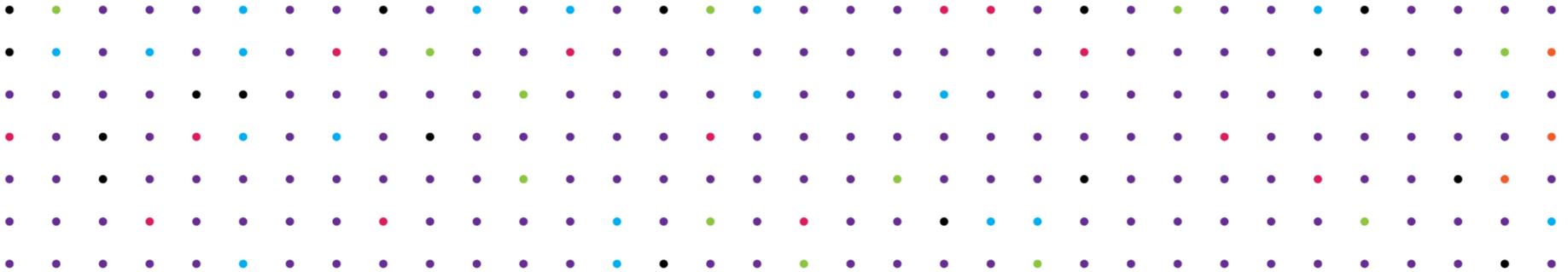
Federally Funded Projects		
Community / Local Area Worker Goal	Apprentice Worker Goal	Disadvantaged Worker Goal
40%	20%	10%

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.

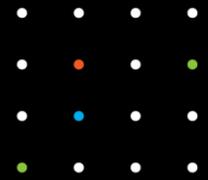
MAINTENANCE & ENGINEERING

ABOVE GROUND FACILITIES IMPROVEMENTS & REPAIRS



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

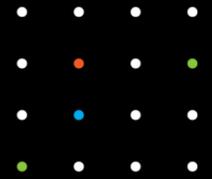
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

- A. AWARD an Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. OP133873(2)000 to Craft Construction & Development, Inc., for Above Ground Facilities Improvement & Repairs, in the Not-To-Exceed (NTE) amount of \$116,613,949.83 for the five-year base period and \$16,880,142.79 for the first one-year option, \$16,690,870.59 for the second one-year option, and \$16,874,837.00 for the third one-year option, for a combined NTE amount of \$167,059,800.21, subject to the resolution of any properly submitted protest(s), if any.
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE & DISCUSSION



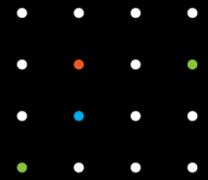
AWARDEE

Craft Construction & Development, Inc.,

NUMBER OF BIDS/PROPOSALS

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
Craft Construction & Development, Inc.,	\$158,923,166.31	\$176,000,000	\$167,059,800.21

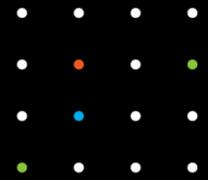
ISSUE & DISCUSSION



DEOD COMMITMENT

The Diversity and Economic Opportunity Department (DEOD) established a 8% Disadvantaged Business Enterprise (DBE) goal. Although Craft Construction made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the Disadvantaged Business Enterprise (DBE) program, including suspension of goals and enforcement, effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are three (3) certified small businesses participating in this contract, including the prime contractor, Craft Construction.

ISSUE & DISCUSSION



ISSUE

Metro has an immediate need to advance various Bus and Rail facilities modernization and reengineering enhancements across its transit system that are essential to meeting life-cycle requirements, system reliability, and improving customer experience in advance of and following the 2028 Olympic and Paralympic Games. The broad and complex scope of these initiatives represents one-time, non-recurring projects that specialized contractors can perform to support Metro's near-term goals.

DISCUSSION

Contract will be structured as an Indefinite Delivery/Indefinite Quantity (IDIQ) contract and administered through individual task orders with firm fixed pricing, supporting Metro's modernization and capital improvement projects, such as its Vertical Transportation Modernization, State of Good Repair (SGR), and Bus and Rail facilities programs.





Board Report

File #: 2026-0083, File Type: Contract

Agenda Number:

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 19, 2026

SUBJECT: 2026 FIFA WORLD CUP STADIUM SHUTTLES

ACTION: AWARD CONTRACTS

RECOMMENDATION

WITHDRAWN:

AUTHORIZE the Chief Executive Officer to:

- A. ~~AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710000 to T1 Transportation, Inc., to provide bus transportation services from El Camino College, located in Torrance, CA, to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$671,424.00, subject to the resolution of any properly submitted protest(s), if any;~~
- B. ~~AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710001 to T1 Transportation, Inc., to provide bus transportation services from Los Angeles International Airport area hotels and parking zones to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$531,544.00, subject to the resolution of any properly submitted protest(s), if any; and~~
- C. ~~AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710002 to T1 Transportation, Inc., to provide bus transportation services from Pierce College G Line Station, located in Woodland Hills, CA, to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$139,880.00, subject to the resolution of any properly submitted protest(s), if any.~~

ISSUE

Los Angeles County will host eight FIFA World Cup games at Los Angeles (So Fi) Stadium in the summer of 2026. Metro has been designated as the Official Public Transit Provider for the Los Angeles host city during the 2026 World Cup. Metro will provide convenient, safe, and accessible transit services for general spectators attending these games.

Current estimates indicate that approximately 300 buses will be needed to provide additional transit

services (beyond the region's transit network) for the 25,000 general spectators from over a dozen transit and park-and-ride hubs across Los Angeles County and Southern California. The anticipated routes for 100 of the 300 buses are designated as charter service.

Federal Transit Administration (FTA) Charter Bus Service Regulations (49 CFR Part 604) governs the provision of charter service by Federal recipients, including Metro and the regional transit providers. As Metro is establishing a World Cup Games Enhanced Transit Service (WCGETS) to connect major transit hubs of the region to the stadium, Metro must abide by the charter regulations by contracting charter services to private providers. The award of these three contracts will ensure that Metro is complying with federal regulations by contracting the temporary services under WCGETS that have been identified as charter services.

BACKGROUND

The FIFA World Cup, held every four years, is a global soccer event that attracts millions of fans. Metro has led efforts by the region's transit providers to plan for meeting the transportation needs of general spectators from the region, state, nation, and across the world attending the eight World Cup games at Los Angeles Stadium. The FTA has been consulted in assessing which routes are considered general public transit service and which are considered charter services. Based on this consultation, Metro has identified roughly 200 of the 300 WCGETS buses needed as being assigned to general public transit services that are not funded by a third party, are open to the general public, will be priced according to Metro's existing fare structure, and either: 1) connects a major transit (e.g. Union Station) to the stadium, 2) is a regular seasonal service (e.g. LAX/MTC SoFi Shuttle), or 3) protects an existing major bus line by adding supplemental service along the corridor (e.g. service along Crenshaw and Hawthorne Boulevards from the C Line to the stadium). The remaining 100 buses are assigned to services that can be deemed charter service (e.g. event specific shuttles from temporary Park and Rides with limited existing transit access, or service picking up and dropping off fans from nearby hotels along Century Blvd).

Consistent with FTA Charter Bus regulations, Metro noticed charter companies registered on the FTA charter bus website on their willingness and ability to provide charter services for the World Cup. Once identified, a Request for Proposal (RFP) for the three charter services was issued to those as well as other private service providers. While the charter regulations prohibit agencies from requiring all vehicles from a charter company being accessible and/or utilizing alternative fuel buses, the RFP incorporated those elements as preferred criteria. In addition, the RFP required that private providers who did not have accessible buses to include up to 10 percent accessible vehicles (e.g. vans) in their proposal to supplement services to be provided by Access Services.

DISCUSSION

Consistent with Federal Transit Administration (FTA) Charter Bus regulations, Metro noticed the charter bus industry list maintained by FTA of this opportunity as well as sending the RFP to those charter bus providers who expressed interest in this opportunity. Metro also briefed the SMART labor union on the World Cup GETS program including SMART operator participation, Charter Regulations compliance, and partnering with Regional Transit providers.

To accommodate the entire expected general spectators needing bus services from regional transit hubs, staff recommends partnering with T1 Transportation, Inc., to operate dedicated bus services from three key Park and Ride hubs to the Los Angeles Stadium:

- El Camino College - 3400 Manhattan Beach Blvd, Torrance
- LAX Area Hotels and Parking Zones Partnerships - Century Blvd area between Sepulveda Boulevard & Aviation Boulevard
- Pierce College - 6425 Winnetka Ave, Woodland Hills

These three locations were strategically selected to serve as Park and Ride hubs based on their parking supply, proximity to the Los Angeles Stadium, and/or regional priority. Each site will be accessible to all riders with either existing sidewalks and ramps or temporary ramps and platforms installed for ADA access.

Charter Bus Operations

T1 Transportation, Inc., has been selected through the charter bus procurement process to provide Metro with:

- Vehicles capable of sustained service across game days
- Licensed bus operators
- Fuel and vehicle maintenance (including field maintenance staff)
- Supervision and storage during the event period

The shuttles will typically begin service in time to deliver general spectators to the Los Angeles Stadium approximately three hours before each start of game. They will continue to operate return trips for up to 90 minutes after each game concludes (with limited on-demand service during the game), offering fans a convenient, safe, and accessible alternative to driving to these games.

Route	Duration of Service	Estimated Passengers
El Camino College	8 days x 6.5 hrs./ bus x 48 buses	4,100 per game
LAX Area Hotels and Parking Zones	8 days x 6.5 hrs./ bus x 38 buses	4,300 per game
Pierce College	8 days x 6.5 hrs./ bus x 10 buses	460 per game

This procurement was completed in accordance with Federal Transit Administration charter bus regulations. Staff engaged in discussions with the SMART union. The conversations focused on Charter Services and the federal regulations required for implementing supplemental services along the existing major bus line corridors. The goal was to ensure compliance with regulatory standards while exploring opportunities to enhance public transportation options for the community.

Non-Charter Bus Services

Metro and the regional transit providers will work together to operate up to 200 buses, linking regional transit hubs to the stadium. Metro's SMART union operators will have around 100 assignments for each game and are prepared to manage the additional services required for the World Cup games at the Los Angeles Stadium. Furthermore, to effectively meet the game-day transit demand, more buses will be necessary to serve parking areas that are not connected to the regional transit hubs.

DETERMINATION OF SAFETY IMPACT

The approval of this award will result in a contractor required to proactively ensure the delivery of safe, clean, and reliable bus transportation services in support of the 2026 FIFA World Cup games at Los Angeles Stadium

FINANCIAL IMPACT

For these contracts, funding of \$1,342,848.00 for FY26 is allocated under cost center 3592 - Service Development, Project 306007 - Special Mega Events, Task No. 01.02.2001.021, World Cup 2026 Bus Transportation.

Impact to Budget

The budget for the entire WCGETS, including bus services obtained through this procurement, has been budgeted for six of the eight games occurring in FY26 and will be included in the FY27 budget for the two games that fall in July 2026 as part of the FY27 budget year. The entire program has been funded through federal funding specifically earmarked to support World Cup transportation.

EQUITY PLATFORM

Metro is committed to providing equitable access for all general spectators during the FIFA World Cup in 2026. In line with this commitment, Metro is taking steps to enhance ADA accommodations across its transportation systems, including accessible boarding locations and accessible buses with ramps and wheelchair positions as part of the fleet provided through these contracts. Metro is also partnering with Access Services to offer additional accessible vehicles to supplement the accessible buses on these services to ensure equitable access to service for all riders.

Moreover, Metro is committed to maintaining existing service levels for regular riders, with an enhanced set of transit services added to cater to general spectators attending the eight games at Los Angeles Stadium. These services will significantly reduce the congestion and other impacts experienced in the communities surrounding Los Angeles (SoFi) Stadium each game day. The areas around the three locations have been identified as "High Need" within the Metro Equity Need Index (MENI) and have an average population of 72% Black, Indigenous, and People of Color (BIPOC). This highlights the critical importance of accessible transportation options for these communities.

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 planning and operational activities that will 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. Metro's work to support the upcoming World Cup games in Los Angeles will focus on transporting general spectators to and from the eight games at Los Angeles Stadium using transit rather than driving alone or in low-occupancy vehicles, creating severe congestion and other impacts to the communities around the stadium.

Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*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

By offering general spectators alternative transportation options to reach Los Angeles (SoFi) Stadium, this recommendation supports several strategic plan goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
 - A. The charter services will enhance Metro's transportation offerings, improve the overall quality of its transit network, and help manage demand across the entire system.
2. Deliver outstanding trip experiences for all users of the transportation system.
 - A. The charter services will provide part of the program of direct services to the Los Angeles (SoFi) Stadium, making the ride efficient, safe, convenient, and user-friendly.
3. Enhance communities and lives through mobility and access to opportunity.
 - A. Through active collaboration with public and private sector partners, Metro aims to make LA County's transportation system more accessible, inclusive, and responsive to community needs.
4. Transform LA County through regional collaboration and national leadership.
 - A. Metro is committed to environmental sustainability and will take a leadership role in managing and providing a resilient mobility system during the World Cup.

ALTERNATIVES CONSIDERED

The alternative is to not award these contracts. Not awarding these contracts would lead to significant additional strain placed on the area around the stadium that lacks parking for all attending spectators, leading to significant congestion and other impacts, such as air and noise pollution imposed on the local community. Metro and other regional transit providers are providing approximately 200 buses, operators, and support staff towards the overall World Cup games transit program. Consistent with Federal Charter Bus Regulations, additional buses needed for services to parking locations not related to the region's transit network must be procured from private charter providers to deliver the full program of services needed to meet the demand for access to the stadium. To operate these services by Metro or other regional transit providers would be in conflict with Federal Charter Bus Regulations and Metro and other regional transit operators do not have the capacity to meet this additional need.

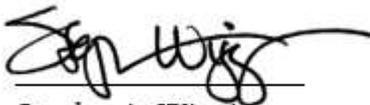
NEXT STEPS

Upon Board approval, staff will execute Contract No's. OP2026710000, OP2026710001, and OP2026710002.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Sandra Solis, Senior Director, (213) 922-6266
Joseph Forgiarini, Senior Executive Officer, (213) 418-3400
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051
Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

2026 FIFA WORLD CUP STADIUM SHUTTLES / OP2026710000, OP2026710001, OP2026710002

1.	Contract Number: OP2026710000, OP2026710001, OP2026710002	
2.	Recommended Vendor: T1 Transportation, Inc. (Zones 1, 2, 3)	
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: 11/12/2025	
	B. Advertised/Publicized: 11/12/2025	
	C. Pre-Proposal Conference: 11/18/2025	
	D. Proposals Due: 12/05/2025	
	E. Pre-Qualification Completed: 2/04/2026	
	F. Ethics Declaration Forms submitted to Ethics: 12/06/2025	
	G. Protest Period End Date: 02/24/2026	
5.	Solicitations Downloaded: 42	Bids/Proposals Received: Zone 1: 5 Proposals Zone 2: 4 Proposals Zone 3: 6 Proposals
6.	Contract Administrator: Antonio Monreal	Telephone Number: 213-922-4679
7.	Project Manager: Sandra Solis	Telephone Number: 213-922-6266

A. Procurement Background

This Board Action is to approve Contract No.s OP2026710000, OP2026710001, and OP2026710002 issued in support of bus transportation services from three designated locations to and from Los Angeles Stadium (SoFi Stadium) for the 2026 FIFA World Cup. Contractor will be responsible for supplying buses, operators, and management necessary for the reliable and complete performance of the services. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On November 12, 2025, Request for Proposals (RFP) No. OP2026710 was issued as a competitive solicitation in accordance with Metro’s Acquisition Policy. The proposed contract type is a firm fixed unit rate.

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on December 4, 2025, revised the insurance requirements.

A total of 42 firms downloaded the RFP and were included in the planholders’ list.

A virtual pre-proposal conference was held on November 18, 2025, and was attended by 23 participants representing 11 firms. There were 34 questions received, and responses were provided prior to the proposal due date.

The following proposals were received by December 5, 2025, and are listed below in alphabetical order by zone:

Zone 1 – El Camino College

1. A Yankee Line, Inc.
2. Charter Up, LLC
3. Elite Executive Charter LLC
4. T1 Transportation, Inc.
5. Zum Services, Inc.

Zone 2 – LAX Area Hotels and Parking Zones

1. A Yankee Line, Inc.
2. Charter Up, LLC
3. T1 Transportation, Inc.
4. Zum Services, Inc.

Zone 3 – Pierce College

1. A Yankee Line, Inc.
2. Charter Up, LLC
3. Durham School Services, LP
4. John Anthony Neumann DBA Neumann Enterprises
5. T1 Transportation, Inc.
6. Zum Services, Inc.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro’s Contract Services, Transit Service Delivery, Office of Strategic Innovation, and Bus Maintenance, was convened and conducted a comprehensive technical evaluation of the proposals received.

On December 10, 2025, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the proposals to initiate the evaluation phase. Evaluations were conducted from December 10, 2025, through January 30, 2026.

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

- Experience and Qualifications of Proposed Team, Organization, & Past Performance 20%
- Experience and Qualifications of Proposed Key Personnel 15%

- Approach to Work and Implementation of the Services 40%
- Contractor’s Facility 5%
- Price Proposal 20%

The evaluation criteria are appropriate and consistent with criteria developed for other, similar procurements. Several factors were considered when developing these weights, giving the greatest importance to approach to work and implementation of these services.

The evaluation committee conducted virtual presentations and interviews with the firms. The firms’ key personnel had an opportunity to present each team’s approach to work and implementation of the services and respond to the evaluation committee’s questions. Each team was asked questions regarding their proposed bus specifications, bus maintenance, and accident reporting.

Elite Executive Charter LLC’s proposal for Zone 1 was deemed non-responsive to Metro’s submittal requirements, as they did not provide Metro’s required forms or the Approach to Work and Implementation of the Services proposal section.

The remaining proposals were all determined to be within the competitive range, and are listed below in alphabetical order:

Zone 1 – El Camino College

1. A Yankee Line, Inc.
2. Charter Up, LLC
3. T1 Transportation, Inc.
4. Zum Services, Inc.

Zone 2 – LAX Area Hotels and Parking Zones

1. A Yankee Line, Inc.
2. Charter Up, LLC
3. T1 Transportation, Inc.
4. Zum Services, Inc.

Zone 3 – Pierce College

1. A Yankee Line, Inc.
2. Charter Up, LLC
3. Durham School Services, LP
4. John Anthony Neumann DBA Neumann Enterprises
5. T1 Transportation, Inc.
6. Zum Services, Inc.

Qualifications Summary of Firms within the Competitive Range, Listed by Zone(s) and in Alphabetical Order:

A Yankee Line, Inc. (Zone 1, Zone 2, and Zone 3)

A Yankee Line, Inc. (A Yankee Line) has over 45 years of experience providing shuttles and coordinating high-capacity special-event operations for major stadiums, convention centers, airport systems, and large regional gatherings. A Yankee Line has supported transit agencies such as Washington Metropolitan Area Transit Authority and Massachusetts Bay Transportation Authority.

Charter Up, LLC (Zone 1, Zone 2, and Zone 3)

Charter Up, LLC (Charter Up) provides experience performing long-haul shuttle operations, commuter transit programs, and distributing campus/event circulation systems. Charter Up supports mobility programs for corporations, educational institutions, sport organizations, municipalities, and large event organizers.

T1 Transportation, Inc. (Zone 1, Zone 2, and Zone 3)

With over 30 years of experience, T1 Transportation, Inc. (T1) has managed transportation for more than 5,000 events and contracts, while transporting over 120 million passengers. Events T1 has supported include the 2025 FIFA Club World Cup in Los Angeles and New Jersey, Coachella Music Festival, ICC T20 Cricket World Cup, FIFA World Cup, and the NBA All-Star Game. T1 has also provided Bus Bridge Services for Washington Metropolitan Area Transit Authority.

Zum Services, Inc. (Zone 1, Zone 2, and Zone 3)

Zum Services, Inc. (Zum) provides 10 years of experience serving more than 130 school districts and 4,000 schools nationwide. School districts Zum has serviced include Oakland Unified School District (USD), San Francisco USD, Los Angeles USD, San Bernadino City, USD, Palm Springs USD, and Santa Barbara USD. Zum also supported the Special Olympics Southern California supplying transportation for athletes, teams and families.

Durham School Services, LP (Zone 3)

Durham School Services, LP (Durham) has over 100 years of experience providing transportation services. Durham supports over 400 school districts in 30 states and three provinces, operating more than 15,500 school buses. Events Durham has serviced include the Super Bowl, the Sea and Sky Airshow, and services for the Dallas Cowboys at AT&T Stadium.

John Anthony Neumann DBA Neumann Enterprises (Zone 3)

John Anthony Neumann DBA Neumann Enterprises (Neumann) has over 25 years of experience providing large-scale special event transportation. Neumann’s experience includes coordinating transportation solutions for NASCAR, NHRA, Outside Lands, Burning Man, PGA tournaments, and high-volume 24/7 employee shuttles.

Metro conducted discussions with the above-listed firms regarding their technical proposal, clarifications, and pricing. These discussions were held to give proposers within the competitive range an opportunity to fully address and meet Metro’s requirements.

Upon conclusion of the discussions, Metro issued a request for Best and Final Offers (BAFO) on January 23, 2026. BAFO proposals were distributed to the PET for technical scoring in accordance with the evaluation criteria established in the solicitation.

A Yankee Line was removed from the competitive range, as they did not provide a BAFO proposal as requested by Metro.

At the conclusion of the evaluation process, which was comprised of technical evaluations of submitted proposals, oral presentations, discussions with firms in the competitive range, and review of BAFOs, T1 Transportation, Inc’s proposals for Zones 1, 2 and 3, were determined to be the highest-ranked proposals.

Zone 1 – El Camino College

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	T1 Transportation, Inc.				
3	Experience and Qualifications of Proposed Team, Organization and Past Performance	93.75	20.00	18.75	
4	Experience and Qualifications of Proposed Key Personnel	88.33	15.00	13.25	
5	Approach to Work and Implementation of Services	90.25	40.00	36.10	
6	Contractor’s Facility	83.80	5.00	4.19	
7	Price Proposal	73.45	20.00	14.69	
8	Total		100.00	86.98	1
9	Zum Services, Inc.				
10	Experience and Qualifications of Proposed Team, Organization and Past Performance	81.25	20.00	16.25	
11	Experience and Qualifications of Proposed Key Personnel	76.27	15.00	11.44	

12	Approach to Work and Implementation of Services	85.63	40.00	34.25	
13	Contractor's Facility	92.60	5.00	4.63	
14	Price Proposal	100.00	20.00	20.00	
15	Total		100.00	86.57	2
16	Charter Up, LLC				
17	Experience and Qualifications of Proposed Team, Organization and Past Performance	81.90	20.00	16.38	
18	Experience and Qualifications of Proposed Key Personnel	89.60	15.00	13.44	
19	Approach to Work and Implementation of Services	89.78	40.00	35.91	
20	Contractor's Facility	93.80	5.00	4.69	
21	Price Proposal	52.70	20.00	10.54	
22	Total		100.00	80.96	3

Zone 2 – LAX Area Hotels and Parking Zones

		Average Score	Factor Weight	Weighted Average Score	Rank
1	Firm				
2	T1 Transportation, Inc.				
3	Experience and Qualifications of Proposed Team, Organization and Past Performance	93.75	20.00	18.75	
4	Experience and Qualifications of Proposed Key Personnel	88.33	15.00	13.25	
5	Approach to Work and Implementation of Services	90.25	40.00	36.10	
6	Contractor's Facility	83.80	5.00	4.19	
7	Price Proposal	73.50	20.00	14.70	
8	Total		100.00	86.99	1
9	Zum Services, Inc.				
10	Experience and Qualifications of Proposed Team, Organization and Past Performance	81.25	20.00	16.25	
11	Experience and Qualifications of Proposed Key Personnel	76.27	15.00	11.44	
12	Approach to Work and Implementation of Services	85.63	40.00	34.25	
13	Contractor's Facility	92.60	5.00	4.63	
14	Price Proposal	100.00	20.00	20.00	
15	Total		100.00	86.57	2

16	Charter Up, LLC				
17	Experience and Qualifications of Proposed Team, Organization and Past Performance	81.90	20.00	16.38	
18	Experience and Qualifications of Proposed Key Personnel	89.60	15.00	13.44	
19	Approach to Work and Implementation of Services	89.78	40.00	35.91	
20	Contractor's Facility	93.80	5.00	4.69	
21	Price Proposal	52.75	20.00	10.55	
22	Total		100.00	80.97	3

Zone 3 – Pierce College

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	T1 Transportation, Inc.				
3	Experience and Qualifications of Proposed Team, Organization and Past Performance	93.75	20.00	18.75	
4	Experience and Qualifications of Proposed Key Personnel	88.33	15.00	13.25	
5	Approach to Work and Implementation of Services	89.48	40.00	35.79	
6	Contractor's Facility	83.80	5.00	4.19	
7	Price Proposal	66.90	20.00	13.38	
8	Total		100.00	85.36	1
9	Zum Services, Inc.				
10	Experience and Qualifications of Proposed Team, Organization and Past Performance	81.25	20.00	16.25	
11	Experience and Qualifications of Proposed Key Personnel	76.27	15.00	11.44	
12	Approach to Work and Implementation of Services	85.63	40.00	34.25	
13	Contractor's Facility	92.60	5.00	4.63	
14	Price Proposal	91.45	20.00	18.29	
15	Total		100.00	84.86	2
16	Charter Up, LLC				
17	Experience and Qualifications of Proposed Team, Organization and Past Performance	81.90	20.00	16.38	
18	Experience and Qualifications of Proposed Key Personnel	89.60	15.00	13.44	

19	Approach to Work and Implementation of Services	89.78	40.00	35.91	
20	Contractor's Facility	93.80	5.00	4.69	
21	Price Proposal	48.00	20.00	9.60	
22	Total		100.00	80.02	3
23	John Anthony Neumann DBA Neumann Enterprises				
24	Experience and Qualifications of Proposed Team, Organization and Past Performance	77.50	20.00	15.50	
25	Experience and Qualifications of Proposed Key Personnel	72.53	15.00	10.88	
26	Approach to Work and Implementation of Services	57.75	40.00	23.10	
27	Contractor's Facility	60.00	5.00	3.00	
28	Price Proposal	100.00	20.00	20.00	
29	Total		100.00	72.48	4
30	Durham School Services, LLP				
31	Experience and Qualifications of Proposed Team, Organization and Past Performance	75.00	20.00	15.00	
32	Experience and Qualifications of Proposed Key Personnel	68.33	15.00	10.25	
33	Approach to Work and Implementation of Services	63.13	40.00	25.25	
34	Contractor's Facility	77.60	5.00	3.88	
35	Price Proposal	84.10	20.00	16.82	
36	Total		100.00	71.20	5

C. Price Analysis

The recommended Not-To-Exceed amounts for the three zones have been determined to be fair and reasonable based upon adequate price competition, fact finding, discussions, Best and Final Offers, and Metro's Independent Cost Estimate (ICE).

Zone 1 – El Camino College

	Proposer Name	Proposal Amount	Metro ICE	Best and Final Offer
1.	T1 Transportation, Inc.	\$1,648,386.40	\$923,520.00	\$671,424.00
2.	Zum Services, Inc.	\$567,565.96	\$923,520.00	\$493,109.76
3.	Charter Up, LLC	\$1,189,500.00	\$923,520.00	\$936,000.00

Zone 2 – LAX Area Hotels and Parking Zones

	Proposer Name	Proposal Amount	Metro ICE	Best and Final Offer
1.	T1 Transportation, Inc.	\$1,626,677.60	\$731,120.00	\$531,544.00
2.	Zum Services, Inc.	\$558,261.60	\$731,120.00	\$390,773.76
3.	Charter Up, LLC	\$1,170,000.00	\$731,120.00	\$741,000.00

Zone 3 – Pierce College

	Proposer Name	Proposal Amount	Metro ICE	Best and Final Offer
1.	T1 Transportation, Inc.	\$259,719.20	\$192,400.00	\$139,880.00
2.	Zum Services, Inc.	\$83,739.24	\$192,400.00	\$102,346.40
3.	Charter Up, LLC	\$175,500.00	\$192,400.00	\$195,000.00
4.	John Anthony Neumann DBA Neumann Enterprises	\$515,450.00	\$192,400.00	\$93,600.00
5.	Durham School Services, LP	\$100,152.00	\$192,400.00	\$111,280.00

The variance between the ICE and the recommended award amounts is attributable to several factors. First, prior to issuance of the solicitation, market research, including pricing information, was conducted in accordance with the FTA Charter Rule Regulations. The data received was then utilized to prepare the ICE. Further, savings were generated through discussions and clarifications surrounding the scope of services, in addition to the Contractor's utilization of local resources.

D. Background on Recommended Contractor

T1 Transportation, Inc. (T1) operates out of Las Vegas, Nevada and has experience providing transportation services to transit agencies, including the Bus Bridge Services for Washington Metropolitan Area Transit Authority in Washington, D.C. T1

has also supported multiple events with transportation services including the FIFA Club World Cup in Los Angeles and New Jersey, Coachella Music Festival, ICC T20 Cricket World Cup, FIFA World Cup, and the NBA All-Star Game.

DEOD SUMMARY

2026 FIFA WORLD CUP STADIUM SHUTTLES / OP2026710000, OP2026710001,
OP2026710002**A. Small Business Participation**

The Disadvantaged Business Enterprise (DBE) contract goal for this procurement is zero percent (0%) of the Total Contract Price and was not a factor in the staff recommendation. The U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes, to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance. There are two Metro-certified small businesses participating in this contract.

B. Local Small Business Enterprise (LSBE) Preference

LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

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 is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

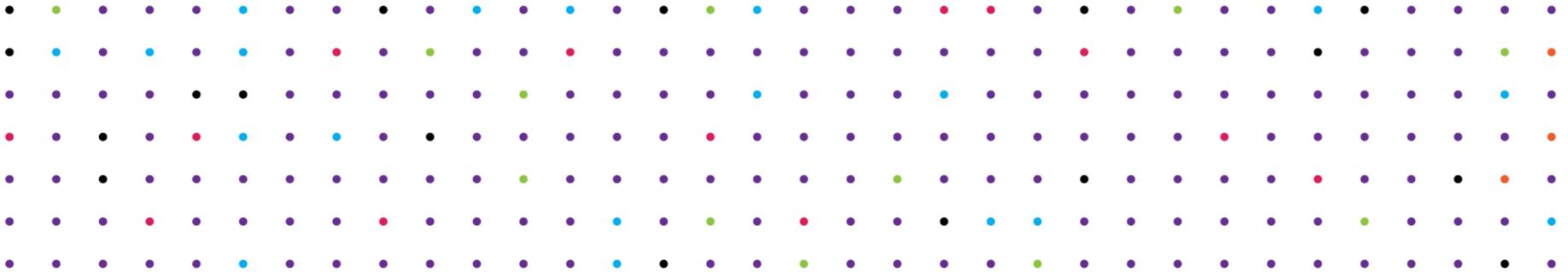
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

F. Manufacturing Careers Policy

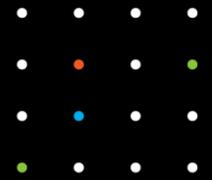
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

CONTRACT SERVICES

2026 FIFA WORLD CUP STADIUM SHUTTLES



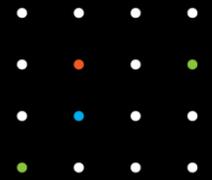
Operations, Safety, & Customer Experience Committee Meeting
February 19, 2026



ISSUE

- Los Angeles County will host eight FIFA World Cup games in 2026, necessitating about 300 buses to transport up to 25,000 spectators.
- Federal Transit Administration (FTA) Charter Bus Service Regulations (49 CFR Part 604) governs the provision of charter service
 - 200 buses assigned to general public transit service linking fans from transit centers, along established transit corridors adjacent to Hollywood park, and regular seasonal stadium service to be provided by Metro and regional transit agencies can provide 200 buses
 - 96 buses assigned to charter service will be servicing hotels and temporary park and ride lots to be provided by T1 Transportation, Inc.

DISCUSSION

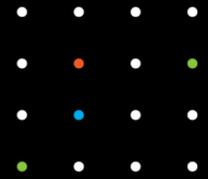


T1 Transportation, Inc., to operate dedicated bus services from three temporary Park and Ride hubs and/or hotels to Los Angeles Stadium:

- El Camino College – 3400 Manhattan Beach Blvd, Torrance
- LAX Area Hotels and Parking Zones Partnerships – Century Blvd area between Sepulveda Blvd & Aviation Blvd.
- Pierce College – Winnetka Ave, Woodland Hills

These three locations were strategically selected to act as Park and Ride hubs based on their supply of parking, regional priority locations, proximity to Los Angeles Stadium, and/or regional priority locations.

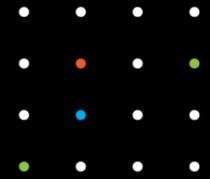
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

- A. AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710000 to T1 Transportation, Inc., to provide bus transportation services from El Camino College, located in Torrance, CA, to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$671,424.00, subject to the resolution of any properly submitted protest(s), if any;
- B. AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710001 to T1 Transportation, Inc., to provide bus transportation services from Los Angeles International Airport area hotels and parking zones to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$531,544.00, subject to the resolution of any properly submitted protest(s), if any;
- C. AWARD a five-month, firm fixed unit rate contract, Contract No. OP2026710002 to T1 Transportation, Inc., to provide bus transportation services from Pierce College G Line Station, located in Woodland Hills, CA, to and from Los Angeles (SoFi) Stadium, located in Inglewood, California, for a total of eight FIFA World Cup games in the Not-To-Exceed (NTE) amount of \$139,880.00, subject to the resolution of any properly submitted protest(s), if any.

PROPOSAL EVALUATION



AWARDEE

T1 Transportation, Inc. (Zones 1, 2, and 3)

PROPOSAL WITHIN THE COMPETITIVE RANGE:

A request for proposal was issued for three distinct zones, and the following vendors qualified within the competitive range.

Zone 1

- Charter Up, LLC
- T1 Transportation, Inc.
- Zum Services, Inc.

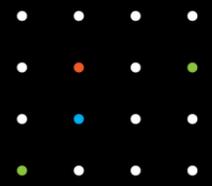
Zone 2

- Charter Up, LLC
- T1 Transportation, Inc.
- Zum Services, Inc.

Zone 3

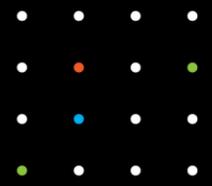
- Charter Up, LLC
- Durham School Services, LP
- John Anthony Neumann DBA Neumann Enterprises
- T1 Transportation, Inc.
- Zum Services, Inc.

PROPOSAL EVALUATION – Zone 1



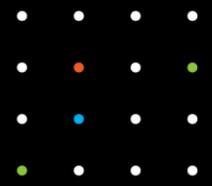
Evaluation Criteria	Maximum Points	T1 Transportation, Inc	Zum Services, Inc	Charter Up, LLC
Experience and Qualifications of proposed teams organization & past performance	20	18.75	16.25	16.38
Experience and Qualifications of Proposed Key Personnel	15	13.25	11.44	13.44
Approach to Work and Implementation of the services	40	36.10	34.25	35.91
Contractor's Facility	5	4.19	4.63	4.69
Price Proposal	20	14.69	20.00	10.54
Total Score	100	86.98	86.57	80.96
Original Proposal		\$ 1,648,386.40	\$ 567,565.96	\$ 1,189,500.00
BAFO Proposal		\$ 671,424	\$ 493,109.76	\$ 936,000.00

PROPOSAL EVALUATION – Zone 2



Evaluation Criteria	Maximum Points	T1 Transportation, Inc	Zum Services, Inc	Charter Up, LLC
Experience and Qualifications of proposed teams organization & past performance	20	18.75	16.25	16.38
Experience and Qualifications of Proposed Key Personnel	15	13.25	11.44	13.44
Approach to Work and Implementation of the services	40	36.10	34.25	35.91
Contractor's Facility	5	4.19	4.63	4.69
Price Proposal	20	14.70	20.00	10.55
Total Score	100	86.99	86.57	80.97
Original Proposal		\$ 1,626,677.60	\$ 558,261.60	\$ 1,170,000.00
BAFO Proposal		\$ 531,544.00	\$ 390,773.76	\$ 741,000.00

PROPOSAL EVALUATION – Zone 3



Evaluation Criteria	Maximum Points	T1 Transportation, Inc	Zum Services, Inc	Charter Up, LLC	John Anthony Neumann DBA	Durham School Services, LP
Experience and Qualifications of proposed teams organization & past performance	20	18.75	16.25	16.38	15.50	15.00
Experience and Qualifications of Proposed Key Personnel	15	13.25	11.44	13.44	10.88	10.25
Approach to Work and Implementation of the services	40	35.79	34.25	35.91	23.10	25.25
Contractor’s Facility	5	4.19	4.63	4.69	3.00	3.88
Price Proposal	20	13.38	18.29	9.60	20.00	16.82
Total Score	100	85.36	84.86	80.02	72.48	71.20
Original Proposal		\$ 259,719.20	\$ 83,739.24	\$ 175,500.00	\$ 515,450.00	\$ 100,152.00
BAFO Proposal		\$ 139,880.00	\$ 102,346.40	\$ 195,000.00	\$ 93,600.00	\$ 111,280.00



Board Report

File #: 2025-1010, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

SUBJECT: METRO MICRO SOFTWARE SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to Execute Modification No. 2 to Contract No. PS124278(2) 000, Metro Micro Software Services with Spare Labs, Inc. in support of Metro Micro enhancements and the 2026 FIFA World Cup software platform for shuttle services in the firm-fixed price of \$386,150.00, increasing the total contract value from \$61,250.01 to \$447,400.01.

ISSUE

Metro Micro Software Services Contract No. PS124278(2)000 was awarded to Spare Labs, Inc. in the amount of \$0.01 to configure and customize an on-demand microtransit software platform supporting Metro Micro operations with limited contract modification authority. As Metro continues to refine and improve the Metro Micro service model, additional software configuration and enhancements are required that will also support the World Cup Games Enhanced Transit Services (WCGETS).

This Board action requests approval for Modification No. 2 to enhance Metro Micro's software to 1) support predefined fixed routes, enabling a blended model of on-demand and fixed routing, 2) allow for integrated text and voice communication, and for 3) a three-month software subscription for the WCGETS vehicle fleet.

BACKGROUND

Metro Micro is an on-demand, shared ride transit service that utilizes a mobile application for drivers and customers, and cloud-based software platform to provide flexible point-to-point transportation based on customer demand. The software calculates the most efficient routing for each trip based on current traffic conditions and street access and provides real-time turn by turn navigation to the driver. The service currently operates in eight designated zones throughout Los Angeles County.

In March 2025, Metro Micro implemented a new operating model consisting of separate software and operating contracts. The software Contract No. PS124278(2)000 was awarded to Spare Labs, Inc. to provide a driver application, rider application, operations dashboard, and KPI and reporting functions

to support Metro Micro operations. In addition, the Contract's scope of services anticipated the need for additional and evolving services. The scope of services authorizes other types of additional work based on emerging needs on a permanent or temporary basis which may require enhancements to the software platform.

DISCUSSION

The current Metro Micro software contract provides the following functions to support dynamic routing and scheduling, including:

1. Driver and vehicle assignment management, dynamically adjusted in real-time;
2. Turn-by-turn driver navigation based on dynamic routing;
3. Text communication between dispatch and drivers;
4. A dispatch control center to monitor and manage overall operations; and
5. Performance dashboards to track KPIs and operational statistics.

This contract modification would allow for software modifications to further enhance Metro Micro's operating model to support predefined fixed routes, enabling a blended model of on-demand and fixed routing to serve recurring high-demand situations, such as school start and dismissal times. As an added benefit, the Metro Micro software, with the predefined fixed route enhancement, provides the necessary requirements for the WCGETS operations.

In less than five months, Los Angeles will be hosting eight FIFA men's World Cup matches at SoFi Stadium, including a quarter final game. To reduce traffic congestion, and limited parking availability at the stadium and surrounding area, Metro will be implementing WCGETS to transport 30,000 spectators and workforce for each game between various transit hubs and park and ride locations and SoFi Stadium.

The WCGETS plan requires over 330 vehicles and will be operated by a combination of Metro and other Southern California transit operators, and private contractors. To support this operation, a uniform plug-and-play technology is needed to track and communicate with the 300+ vehicles across multiple transit agencies and contractors. The system must also provide drivers with turn-by-turn navigation based on predetermined routes, with the ability to dynamically adjust routes, assignments, and operations in response to real-time changes to traffic conditions, security perimeters, street closures, and ridership demand. The traditional Metro ATMS (CAD-AVL) solution is not suitable in this case due to its extensive hardware and software infrastructure requirements.

While the WCGETS routes, schedules and driver assignments will be preplanned prior to the World Cup, it is anticipated that the WCGETS will need to be flexible to adjust to changes in traffic conditions, security perimeters, street closures, and ridership demand during and between games. The Metro Micro software, with its flexibility to adjust to these changes, and with the added predefined fixed route enhancement, provides the necessary requirements for WCGETS operation, including the ability to:

- Adjust routes and communicate adjustments to drivers in real time;
- Dynamically reassign drivers and vehicles between routes based on demand;
- Provide real-time turn-by-turn navigation through the driver application;
- Track and communicate with a mixed fleet of transit providers via a cloud-based plug; and play mobile device centrally in the WCGETS control center and in the field; and
- Capture and report operating statistics to inform adjustments needed to WCGETS during and between games.

Contract Modification No. 2 authorizes software updates to enhance Metro Micro's operating model to support predefined fixed routes, enabling a blended on-demand and fixed-route approach for recurring high-demand scenarios. This contract modification also adds integrated voice communication including Silent Alarm System (SAS), eliminating the need for separate cellular phones, and increases the fleet covered in the software subscription to include the WCGETS fleet of 330+ vehicles. Together, this modification enhances the Metro Micro services and allows the software to be used for the WCGETS operations.

DETERMINATION OF SAFETY IMPACT

The approval of this item will enhance operational safety and reliability by enabling real-time vehicle status visibility, system monitoring that ensures fast response to event-related incidents, rapid dispatch communication, and enhancing customers' transit experience.

FINANCIAL IMPACT

For this contract, funding of \$386,150 for Modification No. 2 for FY26 is allocated under cost center 3595 - Metro Micro Operations, Project 306007 - Special Mega Events, Task No. 01.02.20, World Cup 2026 Bus Transportation.

Impact to Budget

The current source of funds for this action includes Proposition C 40%. This funding source is eligible for bus operations.

EQUITY PLATFORM

The Metro Micro service is a dynamically routed shared transit service utilizing vehicles to pick up and drop off patrons based on customer demand rather than a fixed schedule and fixed routes. This on-demand shared-ride service is an on-call service, customized to customers' requests for when and where they want service, connecting more people to our existing transportation system. This service is designed for short, shared trips approximately 1-6 miles within Metro Micro's defined zones, utilizing vehicles that are smaller than traditional core transit rail cars and buses.

For our patrons utilizing the service, Metro Micro is committed to ensuring equitable access to

Metro’s shared-ride service. Metro Micro’s daily operations aim to increase overall ridership and provide access to important needs such as employment, education, health care, and necessities. Micro provides ADA accommodations for Metro customers with disabilities for shared ride pick-ups and drop-offs across all zones. The project includes several zones that all serve Equity Focus Communities (EFCs), including some zones consisting predominantly of identified EFCs.

Metro staff sought to address inequities in the availability and affordability of on-demand ride-hailing offered by private companies, which are often less available in areas with lower median household incomes. All Micro Zones contain EFCs, and the following chart shows a range of EFC coverage between zones:

Zone	% of Land Area in EFC	% of Population in EFC
Watts/Compton	68.0%	69.8%
El Monte	50.6%	73.3%
LAX/Inglewood	33.2%	40.3%
Highland Park / Eagle Rock / Glendale	19.3%	31.7%
North Hollywood / Burbank	19.2%	29.5%
Altadena / Pasadena / Sierra Madre	9.9%	23.7%
UCLA / Westwood / VA Medical Center	5.5%	10.6%
Northwest San Fernando Valley	3.9%	7.2%

For context, 31% of the land area of the eight Metro Micro Zones is in EFCs.

The data does acknowledge some unevenness across Micro Zones. For a long time, Altadena/Pasadena/Sierra Madre has had the highest ridership volume. However, in recent months, Highland Park/Eagle Rock/Glendale has seen steady growth and is increasing in ridership. Watts/Compton remains in third place. As a result, when looking at the proportion of our target population that resides in EFCs and combining that with our ridership proportion in each Micro Zone, we can estimate that 38.4% of Metro Micro ridership comes from EFCs.

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. Micro supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Approximately 70% of Metro Micro rides are shared, with an average travel distance of 4 miles. Without this service, these trips would likely occur as single-occupancy vehicle trips or solo rides on a Transportation Network Companies (TNCs) platform, resulting in increased overall vehicle miles traveled. 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

Metro Micro supports strategic plan goals #1.2 and 2.3: Metro Micro is an investment in a world-class transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro Micro continues to improve customer satisfaction at customer touchpoints by offering an accessible, flexible service that adapts to customer demand and needs.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in the inability to improve the software to support predefined fixed routes, enabling a blended model of on-demand and fixed routing. In addition, Metro would not be able to utilize the Metro Micro software to support World Cup operational needs.

NEXT STEPS

Upon approval by the Board, Metro staff will execute Contract Modification No. 2 with Spare Labs, Inc.

ATTACHMENTS

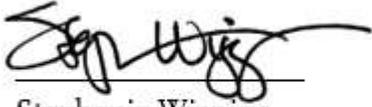
Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary

Prepared by:

Roxane Marquez, Director, Finance & Administration, (213) 922-4147
Dan Nguyen, Senior Executive Officer, Strategic Initiatives (213) 418-3233
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by:

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

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO MICRO SOFTWARE SERVICES/ PS124278(2)000

1.	Contract Number: PS124278(2)000		
2.	Contractor: Spare Labs Inc.		
3.	Mod. Work Description: Metro Micro Enhancements and 2026 FIFA World Cup software platform for shuttle services		
4.	Contract Work Description: Provide and support the software platform for Metro Micro on-demand transit operations (dispatch, driver, and communications).		
5.	The following data is current as of: 1/22/2026		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	02/20/2025	Contract Award Amount: \$0.01
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$61,250.00
	Original Completion Date:	02/20/2028	Pending Modifications (including this action): \$386,150.00
	Current Est. Completion Date:	02/20/2028	Current Contract Value (with this action): \$447,400.01
7.	Contract Administrator: Jered Rakosky		Telephone Number: (213) 922-2702
8.	Project Manager: Dan Nguyen		Telephone Number: (213) 418-3233

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 issued in support of enhancing Metro Micro’s software to support predefined fixed routes enabling a blended model of on-demand and fixed routing, to allow for integrated text and voice communication (including Silent Alarm System (SAS)), and provide a three month software subscription for the WCGETS vehicle fleet to support Metro’s special-event shuttles during the FIFA World Cup 2026.

This Contract Modification will be processed in accordance with Metro’s Acquisition Policy, and the contract type is firm fixed price.

In February 2025, Metro awarded firm-fixed price Contract No. PS124278(2)000 to Spare Labs, Inc., in the amount of \$0.01 to provide software services for the

configuring and customizing of Metro Micro's on-demand software platform to dispatch, monitor, schedule and track vehicles offering shared rides.

One modification has been issued to date. Refer to Attachment B – Contract Modification/Change Order Log.

B. Price Analysis

The recommended price has been determined to be fair and reasonable based upon a review of key cost elements (software license, labor hours, and travel), technical evaluation, Independent Cost Estimate (ICE) and negotiations with the proposer.

Proposal Amount	Metro ICE	Negotiated Amount
\$479,750.00	\$449,825.00	\$386,150.00

CONTRACT MODIFICATION/CHANGE ORDER LOG

METRO MICRO SOFTWARE SERVICES/ PS124278(2)000

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Proof of Concept for fixed-route shuttle software services	Approved	09/18/2025	\$61,250.00
2	Enhance Metro Micro's software to support predefined fixed routes enabling a blended model of on-demand and fixed routing, provide integrated text and voice communication (including Silent Alarm System (SAS)), and provide a three month software subscription for the WCGETS vehicle fleet (FIFA World Cup 2026)	Pending		\$386,150.00
Modification Total:				\$447,400.00
Original Contract:				\$0.01
Total:				\$447,400.01

DEOD SUMMARY

METRO MICRO SOFTWARE SERVICES / PS124278(2)000

A. Small Business Participation

At the time of solicitation, the Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of subcontracting opportunities. It is expected that Spare Labs, Inc. will continue to perform the services of the contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

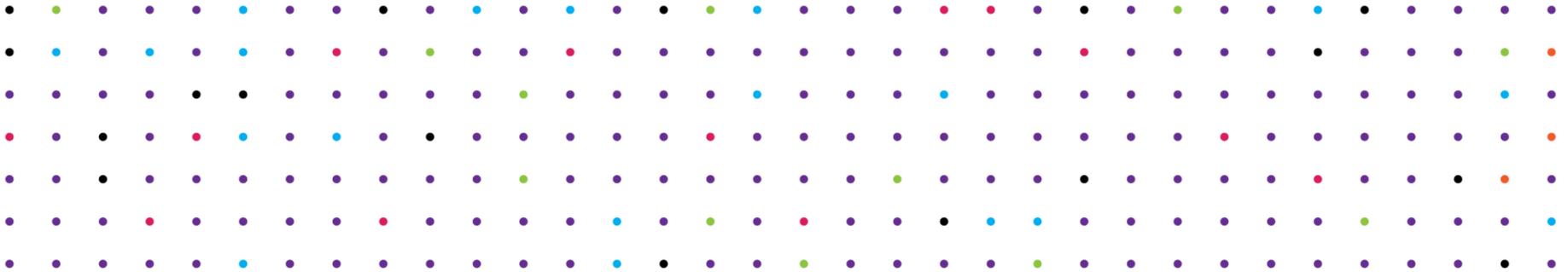
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

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.

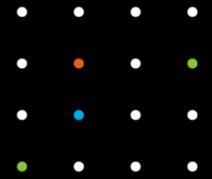
STRATEGIC INITIATIVES

METRO MICRO SOFTWARE SERVICES



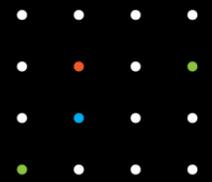
Operations, Safety, and Customer Experience Committee
February 19, 2026

RECOMMENDATION



A. AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS124278(2)000, Metro Micro Software Services with Spare Labs, Inc. in support of Metro Micro enhancements and the 2026 FIFA World Cup software platform for shuttle services in the firm-fixed price of \$386,150.00 increasing the total contract value from \$61,250.01 to \$447,400.01.

ISSUE AND DISCUSSION



ISSUE

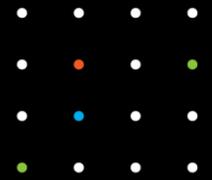
Metro Micro Software Services Contract No. PS124278(2)000 was awarded to Spare Labs, Inc. in the amount of \$0.01 to configure and customize an on-demand micro transit software platform supporting Metro Micro operations with limited contract modification authority. As Metro continues to refine and improve the Metro Micro service model, additional software configuration is required for deviated fixed routing that will also support the World Cup Games Enhanced Transit Services (WCGETS).

Modification No. 2 seeks to enhance Metro Micro's software to 1) support predefined fixed routes, enabling a blended model of on-demand and fixed routing, 2) allow for integrated text and voice communication, and for 3) a three-month software subscription for the WCGETS fleet.



Metro[®]

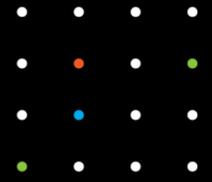
BACKGROUND



- Metro Micro is an on-demand, shared ride transit service that utilizes a mobile application for drivers and customers to provide flexible point-to-point transportation based on customer demand.
- The software Contract No. PS124278(2)000 was awarded to Spare Labs, Inc. to provide a driver application, rider application, operations dashboard, and KPI and reporting functions to support Metro Micro operations.
- The Scope authorizes other types of additional work based on emerging needs on a permanent or temporary basis, which may require enhancements to the software platform.



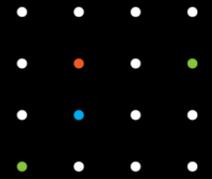
DISCUSSION



- The current Metro Micro software contract provides the following functions to support dynamic routing and scheduling:
 1. Driver / Vehicle assignment management, dynamically adjusted in real time
 2. Turn-by-turn driver navigation based on dynamic routing
 3. Text communication between dispatch and drivers
 4. A dispatch control center to monitor and manage overall operations
 5. Performance dashboards to track KPIs and operational statistics
- This contract modification enhances the operating model by adding predefined fixed routes, enabling a blended on-demand and fixed-route service to better address recurring high-demand periods, such as school start and dismissal times.
- The Metro Micro software, with the predefined fixed route enhancement, provides the necessary requirements for the WCGETS operations.
- This modification also incorporates integrates voice communication; and expands the software subscription to include the WCGETS fleet of 330 vehicles.



NEXT STEPS



Upon Board Approval, Metro will execute Modification No. 2 with Spare Labs, Inc.



Board Report

File #: 2026-0002, File Type: Contract

Agenda Number: 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 19, 2026**

SUBJECT: DEPARTMENT OF PUBLIC SAFETY HIRING CONTRACTS FOR SWORN AND CIVILIAN PERSONNEL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. AWARD six task order based on-call bench Contracts for pre-employment background investigations services for a total Not-To-Exceed (NTE) amount of \$2,318,122 for the initial three-year base term, plus \$838,304 for the first, one-year option, and \$871,837 for the second, one-year option for a total NTE cumulative amount of \$4,028,263, effective March 1, 2026, subject to the resolution of any properly submitted protest(s) if any:

1. Arroyo Background Investigations (PS135956000)
2. Kentech Consulting, Inc. (PS135956001)
3. Maerly, LLC (PS135956002)
4. National Testing Network, Inc. (PS135956003)
5. North American Security and Investigations, Inc. (PS135956004)
6. Palicon Group (PS135956005)

B. AWARD five task order based on-call bench Contracts for psychological evaluation services for a total NTE amount of \$1,184,000 for the initial three-year base term, plus \$438,000 for the first, one-year option and \$438,000 for the second, one-year option for a total NTE cumulative amount of \$2,060,000, effective March 1, 2026, subject to the resolution of any properly submitted protest(s) if any:

1. Integrated Psychological Assessment Services, Inc. (PS135777000)
2. Nancy K. Bohl, Inc. dba The Counseling Team International (PS135777001)
3. Psychological Consulting Associates, Inc.(PS135777002)
4. Robert D. Preijers Psy. D Clinical and Forensic Psychology, Professional Corporation (PS135777003)
5. Susan Saxe-Clifford, Ph.D, a Professional Corporation (PS135777004)

C. AWARD a firm fixed unit rate Contract No. DR138577000 to Galls, LLC to provide uniforms,

equipment, and accessories for sworn officers and civilian personnel in the NTE amount of \$3,519,787 for the initial two-year base term plus \$2,148,033 for the first, one-year option, \$2,470,818 for the second, one-year option and \$2,763,634 for the third, one-year option for a total NTE amount of \$10,902,272, effective March 1, 2026, utilizing Sourcewell cooperative purchasing Contract Nos. 011124-GAL and 091924-GAL.

ISSUE

The Department of Public Safety (DPS) will be hiring approximately 600 sworn transit police officers and additional civilian personnel, including dispatchers, to support the agency's new in-house department. To meet this goal, Metro must comply with all requirements of the California Commission on Peace Officer Standards and Training (POST), including pre-employment background investigations and psychological evaluations. Furthermore, Metro currently utilizes a voucher system for Transit Security Officer uniforms; however, this system is insufficient for the specialized equipment requirements and the rapid onboarding scale of the DPS. A dedicated uniform contract is necessary to support the timely onboarding and professional outfitting of all DPS personnel.

BACKGROUND

As Metro initiates hiring for the DPS, all POST standards and procedures must be followed. Each candidate, whether a recruit or a lateral transfer, must complete a pre-employment background investigation and a psychological evaluation conducted by POST-qualified professionals. Metro currently has contracts for pre-employment background investigation and psychological services for Transit Security Officers; however, these contracts are limited in scope, nearing expiration, and cannot support the scale of hiring required for the DPS.

DISCUSSION

Metro anticipates hiring approximately 600 sworn officers and support personnel, such as dispatchers, over the next five years to fully staff the DPS. The current labor market for sworn officers is highly competitive, and Metro has learned that, on average, only approximately 10% of applicants successfully complete the full hiring process. Consequently, a substantially larger pool of applicants must be screened than the number ultimately selected for hire. A pool of qualified background investigators and psychological evaluators will be able to accommodate this larger applicant pool in a timely manner, thereby ensuring applicants can move efficiently through the hiring process. As a result, these bench contracts, as well as the Galls contract, will have sufficient capacity to cover background investigative services, psychological evaluations, and uniforms needed by Transit Security Officers and DPS sworn officers.

Pre-Employment Background Investigations

Establishing a bench of qualified firms is necessary to conduct pre-employment background investigations for all DPS candidates. POST requires that investigators complete POST-approved training and adhere to prescribed investigative standards. Since each investigation can take up to two months to complete and involves significant detail, Metro must ensure it has the specialized

resources needed to handle the anticipated workload and minimize the loss of qualified candidates to other agencies. To meet the hiring target, Metro will need to process hundreds of candidate applications each year. This could result in dozens of background investigations being conducted simultaneously. Having a qualified bench of firms will ensure Metro can process the anticipated high volume of applicants in a timely manner, thereby enabling candidates to progress through the extensive and time-consuming hiring process.

Psychological Evaluations

Similarly, a bench of qualified firms will be utilized to perform psychological evaluations. POST maintains a roster of approved psychologists who adhere to strict qualifications and reporting requirements. In accordance with POST regulations, only authorized professionals are eligible to conduct pre-employment evaluations for sworn officers. Maintaining multiple POST-approved contractors will ensure that Metro has the specialized resources to handle the anticipated workload and to complete evaluations within established hiring timelines.

For both pre-employment background and psychological services, work will be assigned through the issuance of task orders based on factors such as the firm's availability, capacity, past performance, and geographic proximity, to ensure that all investigations and psychological evaluations are completed efficiently and in full compliance with POST standards.

Having a bench of qualified psychological evaluators will enable Metro to evaluate candidates simultaneously, ensure it has the capacity to conduct psychological evaluations in a timely manner, and accommodate the large number of applications anticipated. Consequently, Metro staff recommends establishing these bench contracts to provide specialized resources to meet Metro's hiring goals over the next five years.

Uniforms and Equipment

All recruits attending the police academy are required to wear a basic training uniform, while lateral hires must be issued a full uniform and specialized equipment prior to assuming their official duties. To support the goal of hiring over 100 officers in FY27, Metro is leveraging competitively procured Sourcewell cooperative contracts with Galls, LLC (Galls), specifically for Uniforms and Apparel (011124-GAL) and Body Armor and Related Accessories (091924-GAL).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota that offers cooperative procurement solutions to government entities. Galls is a uniform provider specializing in public safety and law enforcement solutions. Their services are utilized by several Southern California law enforcement agencies, including LAPD, LASD, Long Beach, Orange County, and Riverside. Their 'head-to-toe' solutions include duty gear, ballistic vests, helmets, shields, and gas masks. By utilizing their online portal and several retail locations throughout Southern California, Metro can ensure officers are efficiently fitted and equipped to meet the FY27 hiring schedule.

Utilizing these competitively procured contracts with Galls enables Metro to accelerate the procurement process, saving over six months in administrative lead time, while ensuring competitive

pricing and maintaining the ability to provide uniforms to sworn officers in accordance with Metro's hiring goals.

Metro's procurement policies leverage cooperative contracts to ensure administrative efficiency and cost-effectiveness. This strategy ensures that uniform and equipment availability remain aligned with DPS recruitment and training timelines.

DETERMINATION OF SAFETY IMPACT

The background investigation and psychological evaluation services provide the capability for Metro to comply with all California Commission on Peace Officer Standards and Training (POST) requirements for sworn officer hiring, ensuring qualified candidates are vetted and hired to patrol the Metro system.

FINANCIAL IMPACT

The FY26 Budget includes \$350,000 in Cost Center 2617, Office of the Chief of Police, Executive Office, under Project 380008, TCPSD Start-up.

Since these are multi-year contracts, the responsible cost center manager and the Chief of Police and Emergency Management will be accountable for budgeting the costs in future years.

Impact to Budget

The source of funds for this contract is General Overhead and Operating funds, comprised of Federal, State, and local funds. These funds are eligible for bus and rail operating costs.

EQUITY PLATFORM

As DPS begins recruiting and hiring sworn officers, candidates must undergo a background investigation and a psychological evaluation. To ensure a bias-free process, staff will adhere to strict POST guidelines and requirements. Background investigators must complete POST-approved training and adhere to prescribed investigative standards. Only psychologists who meet strict qualifications and reporting requirements will conduct evaluations for sworn officers. Similarly, incoming Transit Security Officers must also pass background and psychological evaluations. Requiring candidates to complete background and psychological tests ensures that DPS sworn and nonsworn officers meet the necessary qualifications to successfully perform their duties on the system, as they will regularly interact with Metro's diverse ridership. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise or Disabled Veteran Business Enterprise for any of the contracts due to a lack of subcontracting opportunities.

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 activities that will improve Metro's new DPS, further encouraging 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

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

ALTERNATIVES CONSIDERED

The Board may choose not to approve these recommendations; however, this is not recommended because Metro does not have specialized staff to perform POST-mandated background investigations and psychological evaluation services, nor does it have the capability to provide uniforms in-house. Further, failure to comply with POST standards would render Metro's police officers under the DPS legally uncertified, thereby prohibiting them from exercising essential law enforcement powers such as making arrests and carrying firearms as required under state law.

NEXT STEPS

Upon Board approval, staff will execute the bench Contract Nos. PS135956000 through PS135956005 for pre-employment background investigation services, Contract Nos. PS135777000 through PS135777004 for psychological evaluation services and Contract No. DR138577000 with Galls, LLC for uniforms, equipment, and accessories, effective March 1, 2026.

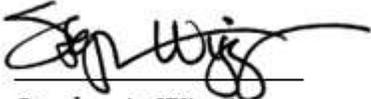
ATTACHMENTS

Attachment A-1 - Procurement Summary
Attachment A-2 - Procurement Summary
Attachment A-3 - Procurement Summary
Attachment B-1 - DEOD Summary
Attachment B-2 - DEOD Summary
Attachment B-3 - DEOD Summary

Prepared by: Cathryn Banuelos, Chief Administrative Analyst, (213) 922-7650
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Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**ON-CALL PRE- EMPLOYMENT BACKGROUND INVESTIGATIONS
SERVICES BENCH/PS135956000 THROUGH PS135956005**

1.	Contract Numbers: PS135956000 through PS135956005	
2.	Recommended Vendors: Arroyo Background Investigations, Kentech Consulting, Inc., Maerly LLC, National Testing Network, Inc., North American Security and Investigations, Inc., and Palicon Group	
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: 10/02/2025	
	B. Advertised/Publicized: 10/02/2025	
	C. Pre-Proposal Conference: 10/09/2025	
	D. Proposals Due: 11/04/2025	
	E. Pre-Qualification Completed: 01/06/2026	
	F. Ethics Declaration Forms submitted to Ethics: 11/04/2025	
	G. Protest Period End Date: 02/24/2026	
5.	Solicitations Downloaded: 25	Proposals Received: 6
6.	Contract Administrator: Britney Shedrick	Telephone Number: 213-418-3313
7.	Project Manager: Cathryn Banuelos	Telephone Number: 213-922-7650

A. Procurement Background

This Board Action is to approve task order based on-call bench Contract Nos. PS135956000, PS135956001, PS135956002, PS135956003, PS135956004, and PS135956005 to support Metro's Department of Public Safety (DPS) with as-needed pre-employment background investigations services for sworn personnel, public safety dispatchers, and security personnel. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On October 2, 2025, Request for Proposals (RFP) No. PS135956 was issued as a competitive procurement in accordance with Metro's Acquisition Policy, and the contract type is task order based, firm fixed unit rate. The Diversity & Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities.

Work under each contract will be authorized through the issuance of separate firm fixed price task orders. Each future task order will contain a specific scope of services. Task orders will be issued based on factors such as the firm's availability, capacity, past performance, and geographic proximity.

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on October 23, 2025, clarified the requirements of the Scope of Services.

A total of 25 downloads were included in the planholders' list. A virtual pre-proposal conference was held on October 9, 2025, and was attended by five participants representing five firms. There were 16 questions received, and responses were provided prior to the proposal due date.

A total of six proposals were received by the proposal due date of November 4, 2025, and are listed below in alphabetical order:

1. Arroyo Background Investigations
2. Kentech Consulting, Inc.
3. Maerly LLC
4. National Testing Network, Inc.
5. North American Security and Investigations, Inc.
6. Palicon Group

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Department of Public Safety, Risk, Corporate Safety & Asset Management Department, and Operations was convened and conducted a comprehensive technical evaluation of the proposals received.

From November 14, 2025, through December 16, 2025, the PET independently evaluated the proposals based on the following evaluation criteria:

Phase I – Minimum Qualification Requirements (Pass/Fail): Proposers must meet the following minimum qualification requirements at the time of proposal submittal:

- Proposer and/or each member of the Proposer's team, including all proposed staff and subcontractors conducting background investigations, must be licensed as required by law.
- Proposer and/or each member of the Proposer's team, including all proposed staff and subcontractors conducting background investigations, must have a minimum of five years of experience conducting pre-employment background investigations for law enforcement agencies.
- Proposer and/or each member of the Proposer's team, including all proposed staff and subcontractors conducting background investigations, must have completed the Peace Officer Standards and Training (POST) background investigation course.

The PET deemed all six proposals met the minimum qualification requirements and continued with the weighted evaluation based on the following Phase II - Weighted Evaluation Criteria:

- Experience and Qualifications of the Proposer 20%
- Experience, Qualifications of Key Personnel and Availability 20%
- Management Plan and Approach to the Work 40%
- Price 20%

Several factors were considered when developing these weights, giving the greatest importance to the Management Plan and Approach to the Work.

At the conclusion of the evaluation process, the PET determined that all six proposals were within the competitive range and were technically qualified to provide the requested services.

C. Price Analysis

Each proposer submitted fully burdened rates to perform specific background investigation services. The negotiated rates have been determined to be fair and reasonable based on price analysis, technical analysis, fact-finding, and negotiations.

Work will be assigned through the issuance of separate task orders in accordance with the negotiated rates.

D. Background on Recommended Contractors

Arroyo Background Investigations

Arroyo Background Investigations (ABI), located in Riverside, CA, has been in business since 2003. It provides professional investigative services, including POST compliant background checks, surveillance, and fraud investigations.

ABI's California public safety clients in California include the Riverside County Sheriff's Department and the Burbank, Menifee, San Fernando, and Exposition Park Police Departments.

Kentech Consulting, Inc.

Kentech Consulting, Inc. (Kentech), founded in 2006, is a Chicago-based background investigation and screening company with a satellite office in Santa Monica, CA. It provides investigative background check technology and POST compliance investigations for law enforcement, employers, non-profit organizations, colleges, and housing authorities.

Kentech's law enforcement agency and transit clients include the Chicago and New York Police Departments, and the New York Metropolitan Transit Authority.

Maerly LLC

Maerly LLC (Maerly), headquartered in Westlake Village, CA, has been in business since 2018. It provides comprehensive investigative services, including POST compliant pre-employment background investigations for law enforcement, public safety, and civilian positions.

Public agency clients include the San Francisco Police Department, San Francisco Chief Medical Examiner's Office, San Francisco Juvenile Probation Department, Contra Costa County Fire Protection District, County of El Dorado, and City of Santa Paula.

National Testing Network, Inc.

National Testing Network, Inc. (NTN), based in Lynwood, Washington, has been in business since 2006. It provides recruitment, testing, and background investigation services, including POST compliance pre-employment investigations.

NTN has partnered with a wide range of municipal and regional agencies, including the City of Milwaukee, Tualatin Valley Fire and Rescue, City of Akron, and the Santa Ana Police Department.

North American Security and Investigations, Inc.

North American Security and Investigations, Inc. (NASI), headquartered in Carson, CA, has been in business since 2004. It has provided pre-employment screening services, including POST compliant background investigations. Public safety agencies include the Riverside County Sheriff's, Sacramento, Upland, and San Bernardino Police Departments, and Glendale and Visalia Fire Departments.

Palicon Group

Palicon Group (Palicon), located in Riverside, CA, has been in business since 2020. It provides personnel investigations, pre-employment screening, threat assessment, civil and criminal defense litigation support, and general investigation services, including POST compliant background investigation services for law enforcement, fire service, and other public safety agencies.

Public safety agencies for which Palicon has provided public safety pre-employment background investigation services include the California Highway Patrol, the Long Beach, Hemet, Burbank Airport, Gardena, Murrieta, and Tustin Police Departments, the Fresno and Redlands Fire Departments, and the Anaheim City Manager's Office.

PROCUREMENT SUMMARY
ON-CALL PSYCHOLOGICAL SERVICES BENCH FOR THE DEPARTMENT OF
PUBLIC SAFETY BENCH / PS135777000 THROUGH PS135777004

1.	Contract Number(s): PS135777000 through PS135777004	
2.	Recommended Vendor(s): Integrated Psychological Assessment Services, Inc., Nancy K Bohl, Inc. dba The Counseling Team International, Psychological Consulting Associates Inc.; Robert D. Preijers Psy.D. Clinical and Forensic Psychology, Professional Corporation, and Susan Saxe-Clifford, PhD, a Professional Corporation	
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: October 13, 2025	
	B. Advertised/Publicized: October 13, 2025	
	C. Pre-Proposal Conference: October 21, 2025	
	D. Proposals Due: November 13, 2025	
	E. Pre-Qualification Completed: January 28, 2026	
	F. Ethics Declaration Forms Submitted to Ethics: November 14, 2025	
	G. Protest Period End Date: February 24, 2026	
5.	Solicitations Downloaded: 17	Bids/Proposals Received: 6
6.	Contract Administrator: Nigel Jefferson	Telephone Number: (213) 922-3809
7.	Project Manager: Cathryn Banuelos	Telephone Number: (213) 922-7650

A. Procurement Background

This Board Action is to approve task order based on-call bench Contract Nos. PS135777000, PS135777001, PS135777002, PS135777003, and PS135777004 to support Metro's Department of Public Safety (DPS) with as-needed psychological services for sworn personnel, public safety dispatchers, and security personnel. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On October 13, 2025, Request for Proposals (RFP) No. PS135777 was issued as a competitive procurement in accordance with Metro's Acquisition Policy, and the contract type is task order based, firm fixed unit rate. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of subcontracting opportunities.

Work under each contract will be authorized through the issuance of separate firm fixed price task orders. Each future task order will contain a specific scope of services. Task orders will be issued based on factors such as the firm's availability, capacity, past performance, and geographic proximity.

One amendment was issued during the evaluation phase of this RFP:

- Amendment No. 1, issued on January 5, 2026, updated the insurance requirements to incorporate Automobile Liability, Professional Liability, and Cyber/Privacy and Network Liability coverages.

A total of 13 downloads were included in the planholders' list. A virtual pre-proposal conference was held on October 21, 2025, and was attended by four participants representing three firms. There were seven questions received, and responses were issued prior to the proposal due date.

A total of six proposals were received by the proposal due date of November 13, 2025, and are listed below in alphabetical order:

1. Integrated Psychological Assessment Services, Inc.
2. Nancy K. Bohl, Inc. dba The Counseling Team International
3. Psychological Consulting Associates Inc.
4. Robert D. Preijers Psy.D. Clinical and Forensic Psychology, Professional Corporation
5. Susan Saxe-Clifford, Ph.D., a Professional Corporation
6. Ubuntu Psychological Services, Inc.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Department of Public Safety, Operations, and the Chief People Office was convened and conducted a comprehensive technical evaluation of the proposals received.

From December 1, 2025, through January 9, 2026, the PET independently evaluated the proposals based on the following evaluation criteria:

Phase I Evaluation – Minimum Qualification Requirements (Pass/Fail). To be responsive to the RFP minimum qualification requirements, proposers must meet all of the following:

- Proposer and all proposed psychologists must have an active and valid license issued by the California Board of Psychology at the time of proposal due date.
- Proposed psychologists must have at least the equivalent of five full-time years of experience in the diagnosis and treatment of emotional and mental disorders, including the equivalent of three full-time years accrued post-doctorate. The proposed psychologists must also meet any applicable education and training procedures set forth by the California Commission on Peace Officer Standards and Training (POST) designed for the conduct of pre-employment psychological screening of peace officers.

The PET determined that all six proposals met the minimum qualification requirements and continued with the weighted evaluation based on the following Phase II – Weighted Evaluation Criteria:

- Experience and Qualifications of the Firm 20%
- Experience, Qualifications and Availability of Key Personnel 20%
- Management Plan and Approach to the Work 40%
- Price 20%

Several factors were considered in developing these weights, giving the greatest importance to the Management Plan and Approach to the Work.

On January 9, 2026, the PET reconvened and determined that the following firms were within the competitive range:

1. Integrated Psychological Assessment Services, Inc.
2. Nancy K. Bohl, Inc. dba The Counseling Team International
3. Psychological Consulting Associates, Inc.
4. Robert D. Preijers Psy.D. Clinical and Forensic Psychology, Professional Corporation
5. Susan Saxe-Clifford, Ph.D., a Professional Corporation

The proposal submitted by Ubuntu Psychological Services, Inc. was found to be outside of the competitive range and was excluded from further consideration.

C. Price Analysis

Each proposer submitted fully burdened rates to perform as-needed psychological services. The negotiated rates have been determined to be fair and reasonable based on price analysis, technical analysis, fact-finding, and negotiations.

Work will be assigned through the issuance of separate task orders in accordance with the negotiated rates.

D. Background on Recommended Contractor(s)

Integrated Psychological Assessment Services, Inc.

Integrated Psychological Assessment Services, Inc. (IPAS), founded in 2020, is located in Gilroy, California. It is a mental health and forensic assessment firm specializing in pre-employment psychological evaluations, fitness-for-duty assessments, forensic psychological testing, and police and public safety psychology. The IPAS team includes evaluators who are licensed in California and trained in accordance with California Commission on POST, the International Association of Chiefs of Police (IACP), and American Psychological Association (APA) ethical standards. Collectively, the team has provided public safety and forensic evaluations, including contracts with the Department of Defense Naval Warfare Command, the Contra Costa County Superior Court, the City and County of San Francisco, and the U.S. Department of Veterans Affairs.

Nancy K. Bohl, Inc. dba The Counseling Team International

Nancy K. Bohl, Inc. dba The Counseling Team International (TCTI), headquartered in Irvine, California, has been providing employee support services to law enforcement, fire, emergency services, and governmental agencies nationwide since 1985. TCTI's clinical psychologists are POST compliant, and have conducted pre-employment psychological screenings. TCTI has contracts with large and small-scale first responders, public agencies including the Riverside and Rialto Police Departments and the San Diego, Riverside, and San Bernardino County Sheriff's Departments.

Psychological Consulting Associates, Inc.

Psychological Consulting Associates, Inc. (PCA), located in Los Angeles, California, was established in 1998. It specializes in providing psychological services and support for law enforcement, firefighters, emergency medical technicians, military personnel, and their families. The PCA team includes psychologists who specialize in police psychology and have completed POST and IACP compliant evaluations. Collectively, the PCA team has served police and public safety agencies in California, including the California Department of Corrections, the Los Angeles County Sheriff's, Long Beach Police Departments, and the County of San Bernardino.

Robert D. Preijers Psy.D. Clinical and Forensic Psychology, Professional Corporation

Robert D. Preijers Psy.D. Clinical and Forensic Psychology, Professional Corporation (Robert D. Preijers), is located in Trabuco Canyon, California. For over 12 years, the Robert D. Preijers team has conducted POST compliant pre-employment, fitness-for-duty, and specialized psychological assessments for public safety agencies, including the Pasadena Fire Department and the Tustin, Barstow, Fullerton, and Huntington Beach Police Departments.

Susan Saxe-Clifford, Ph.D., a Professional Corporation

Susan Saxe-Clifford, Ph.D., a Professional Corporation (Susan Saxe-Clifford), located in Encino, California, is staffed with psychologists who provide POST compliant pre-employment psychological screening for peace officers. Since its incorporation in 1986, Susan Saxe-Clifford has been providing pre-employment, psychological evaluations, and related services to public safety and transit agencies such as the County of Los Angeles Probation Department, the Los Angeles County Sheriff's Department, and the Burbank Airport.

**PROCUREMENT SUMMARY
UNIFORMS, EQUIPMENT, AND ACCESSORIES
FOR THE DEPARTMENT OF PUBLIC SAFETY/DR138577000**

1.	Contract Number: DR138577000	
2.	Recommended Vendor: Galls, LLC	
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: N/A	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: N/A	
	E. Pre-Qualification Completed: N/A	
	F. Conflict of Interest Form Submitted to Ethics: N/A	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: N/A	Proposals Received: N/A
6.	Contract Administrator: Aielyn Dumaua	Telephone Number: (213) 922-7320
7.	Project Manager: Cathryn Banuelos	Telephone Number: (213) 922-7650

A. Procurement Background

This Board Action is to request authorization to utilize the competitively procured Sourcewell cooperative contracts with Galls, LLC (Galls) for Uniforms and Apparel (011124-GAL) and Body Armor and Related Accessories (091924-GAL) and approve the award of Contract No. DR138577000 to provide uniforms, equipment, and accessories for sworn and professional civilian employees of the Department of Public Safety.

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/provincial, and municipal governmental entities, higher education institutions, K-12 education institutions, nonprofits, tribal governments, and other public entities located in the United States and Canada.

B. Evaluation of Proposal

Proposal evaluations were performed for each procurement in accordance with the technical requirements listed for the projects. Metro reviewed the available uniforms, equipment, and accessories on Sourcewell pricing schedules and determined that the list meets Metro's technical requirements.

C. Price Analysis

The Sourcewell contracts with Galls offer favorable pricing, with discounts of up to 50% off the Manufacturer's Suggested Retail Price (MSRP) and are determined to be fair and reasonable.

D. Background on Recommended Contractor

Galls, headquartered in Lexington, Kentucky, was established in 1967. It is a distributor of uniforms, equipment, and duty gear for public safety professionals in North America and operates a national distribution network, including a central hub in Lexington and over 80 retail/service centers across the United States.

From 1997 through 2022, Galls supplied uniforms, equipment, and accessories to Metro, and performance was satisfactory.

DEOD SUMMARY**ON-CALL PRE-EMPLOYMENT BACKGROUND INVESTIGATIONS
SERVICES BENCH/ PS135956000 THROUGH PS135956005****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. Six (6) firms were selected as prime consultants, two of which are SBE certified: Eric Arroyo dba Arroyo Background Investigations, Inc., Kentech Consulting, Inc., Maerly LLC (SBE), North American Security & Investigations, Inc. (SBE), National Testing Network, Inc., and Palicon Group. Each firm is performing the services of this contract with its own workforce.

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 is not applicable to this contract.

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.

DEOD SUMMARY
ON-CALL PSYCHOLOGICAL SERVICES FOR THE DEPARTMENT OF PUBLIC
SAFETY BENCH / PS135777000 THROUGH PS135777004

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. Five (5) firms were selected as prime consultants: Integrated Psychological Assessment Services, Inc.; Nancy K. Bohl, Inc. dba The Counseling Team International (TCTI); Psychological Consulting Associates, Inc.; Robert D. Preijers, Psy D. Clinical & Forensic Psychology, Professional Corporation; and Susan Saxe-Clifford, Ph.D, a Professional Corporation. Each firm is performing the services of this contract with its own workforce.

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 is not applicable to this contract.

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.

**DEOD SUMMARY
UNIFORMS, EQUIPMENT, AND ACCESSORIES
FOR THE DEPARTMENT OF PUBLIC SAFETY/DR138577000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. The state of Minnesota Sourcewell competitive process was used to award this contract for the uniforms and accessories. Galls, LLC is expected to perform the services of this contract with its own workforce.

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

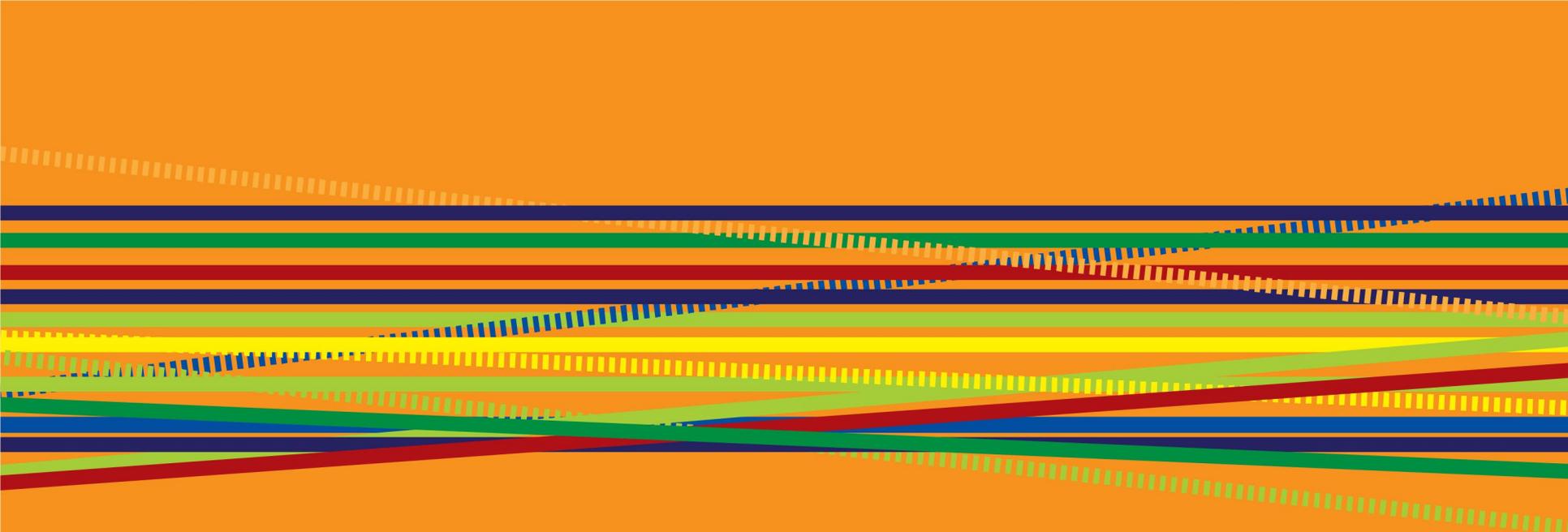
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Department of Public Safety (DPS) Hiring Contracts for Sworn and Civilian Personnel

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



Staff Recommendations

To support the hiring of DPS sworn personnel, dispatchers, and MTS officers, staff are recommending the following actions:

- A. AWARD six task order based on-call bench Contracts for **pre-employment background investigations services** for a total Not-To-Exceed (NTE) amount of \$2,318,122 for the initial three-year base term, plus \$838,304 for the first, one-year option, and \$871,837 for the second, one-year option for a total NTE cumulative amount of **\$4,028,263**, effective March 1, 2026, subject to the resolution of any properly submitted protest(s), if any.
- B. AWARD five task order based on-call bench Contracts for **psychological evaluation services** for a total NTE amount of \$1,184,000 for the initial three-year base term, plus \$438,000 for the first, one-year option and \$438,000 for the second, one-year option for a total NTE cumulative amount of **\$2,060,000**, effective March 1, 2026, subject to the resolution of any properly submitted protest(s), if any.
- C. AWARD a firm fixed unit rate Contract No. DR138577000 to Galls, LLC to provide **uniforms, equipment, and accessories** for sworn officers and civilian personnel in the NTE amount of \$3,519,787 for the initial two-year base term plus \$2,148,033 for the first, one-year option, \$2,470,818 for the second, one-year option and \$2,763,634 for the third, one-year option for a total NTE amount of **\$10,902,272**, effective March 1, 2026, utilizing Sourcewell cooperative purchasing Contract Nos. 011124-GAL and 091924-GAL.



Background and Issue

- DPS will be hiring approximately 600 sworn transit police officers and additional civilian personnel over the next five years to support the agency's new in-house police department.
- **As part of the hiring process, each candidate, whether a recruit or a lateral transfer, must complete a pre-employment background investigation and a psychological evaluation conducted by POST-qualified professionals.**
- Metro currently has contracts for pre-employment background investigation and psychological services for Transit Security Officers; however, these contracts are limited in scope, nearing expiration, and cannot support the scale of hiring required for the DPS.

Pre-Employment Contracts

Background Investigations

- POST requires that investigators complete POST-approved training and adhere to prescribed investigative standards.
- Since each investigation can take up to two months or longer to complete and involves significant detail, Metro must ensure it has the specialized resources needed to handle the anticipated workload and minimize the loss of qualified candidates to other agencies.
- Having a qualified bench of firms will ensure Metro can process the anticipated high volume of applicants in a timely manner, thereby enabling candidates to progress through the hiring process.

Psychological Evaluations

- POST maintains a roster of approved psychologists who adhere to strict qualifications and reporting requirements.
 - Maintaining multiple POST-approved contractors will ensure that Metro has the specialized resources to handle the anticipated workload and to complete evaluations within established hiring timelines.



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Uniforms and Equipment Contracts

- All recruits attending the police academy are required to wear a basic training uniform and then are issued a full uniform once training is complete. Lateral hires must be issued a full uniform and specialized equipment prior to assuming their official duties.
 - MTS officers require a training uniform as well and are issued one at the completion of training.
- A current uniform contract does not exist. Metro utilizes a voucher system, which is both insufficient for rapid onboarding and does not provide competitive pricing.
- Metro is leveraging competitively procured Sourcewell cooperative contracts with Galls, a uniform provider specializing in public safety and law enforcement solutions.
 - Galls is a uniform provider utilized by several Southern California law enforcement agencies, including LAPD, LASD, Long Beach, Orange County, and Riverside.
 - Utilizing Sourcewell's competitively procured contracts enables Metro to save **over six months in the procurement schedule**, while ensuring fair pricing and maintaining the ability to provide uniforms to sworn officers in accordance with Metro's hiring goals.



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Next Steps

- Upon Board approval, staff will execute the bench contracts for pre-employment background investigation services and psychological evaluation services, and contracts for uniforms, equipment, and accessories, effective March 1, 2026.
- Work will be assigned through the issuance of task orders based on factors such as the firm's availability, capacity, past performance, and geographic proximity to the candidate to ensure that all investigations and psychological evaluations are completed efficiently and in full compliance with POST standards.



Board Report

File #: 2025-1098, File Type: Informational Report

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. The agency implemented a multi-faceted plan to improve both safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that every individual is entitled to a safe, dignified, and humane experience. In 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and contract law enforcement services. In 2024, Metro enhanced its public safety model further with a three-pronged strategy: 1) increase the engaged and visible presence of uniformed personnel, 2) improve access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthen partnerships with government and nonprofit partners to address societal issues impacting our transit system, including homelessness, untreated mental illness, drug addiction, and crime. In 2025, the agency expanded several successful access control initiatives, transitioned the Ambassadors in-house, and completed Phase 1 of implementing the in-house public safety department. The actions described in this report aim to improve safety and perceptions of safety on the system.

DISCUSSION

The Metro Department of Public Safety (DPS) is responsible for overseeing safety initiatives on the Metro system, working in collaboration with other departments, including Operations and Customer Experience. DPS forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating crime and other societal

issues impacting the transit system, enforcing Metro's Code of Conduct, ensuring the safety and hard security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for December 2025, the most recent month for which systemwide law enforcement data is available.

OVERVIEW

Metro strives to continually improve and more accurately measure the impact of its public safety initiatives. As 2025 came to a close, staff reviewed the year's activities to assess their impact on safety.

2025 Trends

In 2025, Metro expanded several public safety initiatives, including TAP-to-Exit and the weapons detection pilots, which contributed to creating a safer rider experience by targeting trespassing and narcotics and lowering incidents of violent crime.

Furthermore, below are the outcomes for December 2025, strategically focused on the CEO's three-pronged approach.

- **Continue to increase monthly ridership.** In December, Metro ridership increased 5.4% from the previous month (25,022,160) but was down by 1.54% compared to December 2024 (25,414,697). Many factors influence ridership patterns, including holiday and construction-related business closures and changes in people's daily routines. Staff track monthly ridership numbers to analyze and better understand the crime trends in relation to ridership.
- **Ensure access to the system is used solely for transit.** Law enforcement and security made 379 trespassing arrests in December, an increase of 34% compared to November (which was a result of the holiday surge conducted by law enforcement). Four took place in the ancillary areas, where one was initiated by Contract Security (CS) after being alerted by an ancillary alarm, and the remaining three occurred during a routine CS inspection. Notable improvements in cleanliness, as well as the reduction and removal of encampment areas, coupled with increased enforcement and accountability for those who trespass in the ancillary areas, are positive measures of the effectiveness of Metro's access control safety improvement strategies and tactics.
- **Connect homeless riders to housing.** In December, Metro Homeless Outreach Management & Engagement (HOME) referred 223 people to interim housing and placed 50 people into permanent housing, thereby reducing any need for them to shelter on the Metro system and bringing the total for FY26 to 1,333 connections to housing. Meeting 63% of the FY26 goal of 2,100 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.
- **Facilitate the reduction of violent crime.** Crimes Against Persons (violent crimes)

systemwide increased by 13.0% compared to November (191 vs. 169), due to increases in batteries. Compared to December 2024, Crimes Against Persons increased by 29.1% (191 vs. 148) due to increases in batteries and robberies. Law enforcement reported at least three robbery crews committing crimes in December, with multiple suspects from each of the crews arrested. Although these crews were mostly involved in committing property crime (e.g., cell phone thefts), some of these incidents were classified as robberies depending on how property was taken from the victims.

- **Facilitate the reduction of property crime.** Crimes Against Property increased by 17.9% compared to November (79 vs. 67), due to an increase in thefts. Compared to December 2024, the increase was 33.9% due to an increase in thefts. As previously mentioned, law enforcement reported at least three robbery crews committing crimes in December. These crews were involved in cell phone thefts, chain/necklace snatching, and copper wire thefts throughout the system.
- **Facilitate the reduction of narcotics, trespassing, and other crimes against society.** During December, Metro saw a notable impact from LAPD's surge deployments over the holidays, resulting in an increase in arrests for Crimes Against Society. These crimes increased by 32.2% compared to the previous month (493 vs. 373), due to increases in narcotics, trespassing, and weapons arrests. Compared to December 2024, Crimes Against Society increased by 51.7% (493 vs. 325). More details, including crimes per one million boardings, can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

CUSTOMER COMMENTS

Metro believes in continuously listening to, learning from, and responding to customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. DPS monitors general sentiment and reports actionable security concerns in weekly calls with Metro's security and maintenance teams. Any customer comments about criminal activity are immediately forwarded to law enforcement for investigation and reporting.

Overall Public Sentiment

In December, customers primarily engaged on topics related to safety and security. As in previous months, the most positive comment was about the system's visible security presence.

- December 1 - In a Reddit post titled "Cops checking cards at 7th/Metro," there was positive discussion regarding TAP card checks by law enforcement, with one commenter pleased to see the uniformed presence, noting that two people were removed from the train for failing to show a card before officers went onto another train.
- December 14 - In a Reddit post titled "Metro safety with luggage to LAX", a rider asked if it was safe to travel to LAX using the E and K Line. A user responded that, as someone who regularly rides the K Line, the area near LAX has a heavy security presence, and Metro Ambassadors are often present for the entire ride.

- December 16 - On X, a commenter gave a shoutout, sharing how they saw three contract security officers be compassionate with a woman by giving her two bottles of water. The woman had asked for directions to Long Beach and where to buy water, but there was no vending machine nearby, so officers offered her water instead.
- December 17 - In a Reddit post titled "Is LA Metro actually safe for tourists? First time in Los Angeles," there were many responses assuring that Metro is safe, with one person sharing they saw LAPD and armed security guards at every station when they took the B and E Line.

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app. The number of reports submitted through the Transit Watch app increased in December, from 4,117 in November to 4,722.

In December, the three most reported types of incidents are property crime related to graffiti (33% of reported incidents), smoking/alcohol/drugs (28% of reported incidents), and fights or disturbances (15% of reported incidents). Below are the top three locations for each incident type:

1. **Graffiti** (446 vs. 487 in November) - Willowbrook/Rosa Parks Station, Pico Station, and Irwindale Station, where several reports were received for graffiti inside trains and on the platforms.
2. **Smoking/Alcohol/Drugs** (384 vs. 376 in November) - 7th Street/Metro Center Station, Lynwood Station, and Union Station, where riders reported seeing people doing drugs at the stations and smoking inside the trains and on platforms.
3. **Fights or Disturbances** (207 vs. 221 in November) - 7th Street/Metro Center Station, Vermont/Santa Monica Station, and Expo/Crenshaw Station, where reports were submitted for fights inside trains and on platforms, people arguing loudly, and playing loud music on the platforms and on the trains.

Some stations, including the ones mentioned above, have seen increases in graffiti due to ongoing territorial disputes between rival gangs. Countermeasures by Metro now include AI resources to better map, identify, and link related graffiti incidents, building stronger criminal and civil cases against offenders. In addition, LAPD began a surge in its deployment across the system on November 10, 2025, to address drug use and antisocial behavior. Prioritizing resources at the stations flagged the most by customers not only improves our safety statistics - it can be one of the fastest ways to help riders feel safe when riding the system.

DPS actively works on decreasing drug use on the system. LAPD and LASD employ a variety of strategies, such as plainclothes surveillance operations, public drug use/ drug recognition surge operations to disrupt demand, and daily proactive patrols to actively disrupt narcotics distribution when it is observed or reported by an employee or rider. In December, LAPD and LASD made 100 arrests (LAPD - 94; LASD - 6) for narcotics. In comparison, LAPD and LASD made 81 arrests (LAPD - 69; LASD - 12) for narcotics in November. Metro's public safety personnel are also equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details).

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro’s public safety personnel’s deployment activities for December, intended to promote the safe access and use of the transit system, as well as prevent and reduce crime and other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations. The table below represents law enforcement’s efforts for December.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	November 2025	December 2025	Rolling 12-Month Average	November 2025	December 2025
LAPD	454	469	675	625	692	629
LASD	102	137	142	106	176	157
Total	556	606	817	731	868	786

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

In December, the two law enforcement agencies made 817 arrests and issued 786 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested are in Attachment B. Law enforcement’s separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

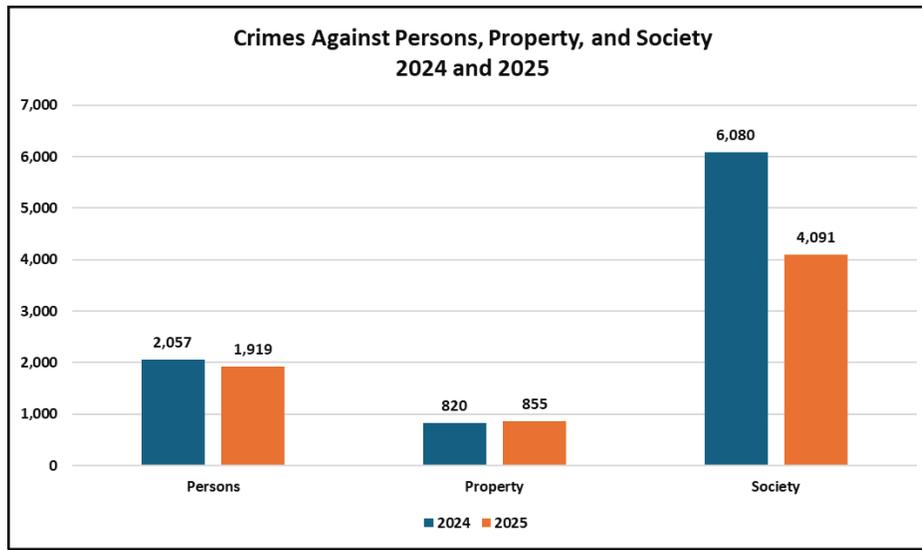
Metro Transit Security Officers support DPS priorities, including physical security, Code of Conduct education and enforcement, and fare compliance enforcement. MTS enforces fare compliance utilizing rider education, technology improvements, as well as removals, warnings, and citations. Other Metro actions, such as introducing taller faregates, implementing TAP-to-Exit, and hiring more transit security officers, as well as other tactics, support fare compliance. In December, Transit Security Officers issued 792 citations and 918 written warnings. 783 citations (99%) and 913 warnings (99%) were for fare evasion. Transit Security Fare Compliance teams removed 952 individuals from the system for fare evasion. Refer to Attachment D for more details on MTS activity and deployment this month, and a demographic breakdown of those cited.

Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro’s Code of Conduct. These deployments are both preventative to keep our riders safe from crime and reassuring to make riders feel safe. The BSTs are augmented with law enforcement support. In December, there were 1,902 and 5,978 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

*Law enforcement Bus Teams conduct bus boardings, when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

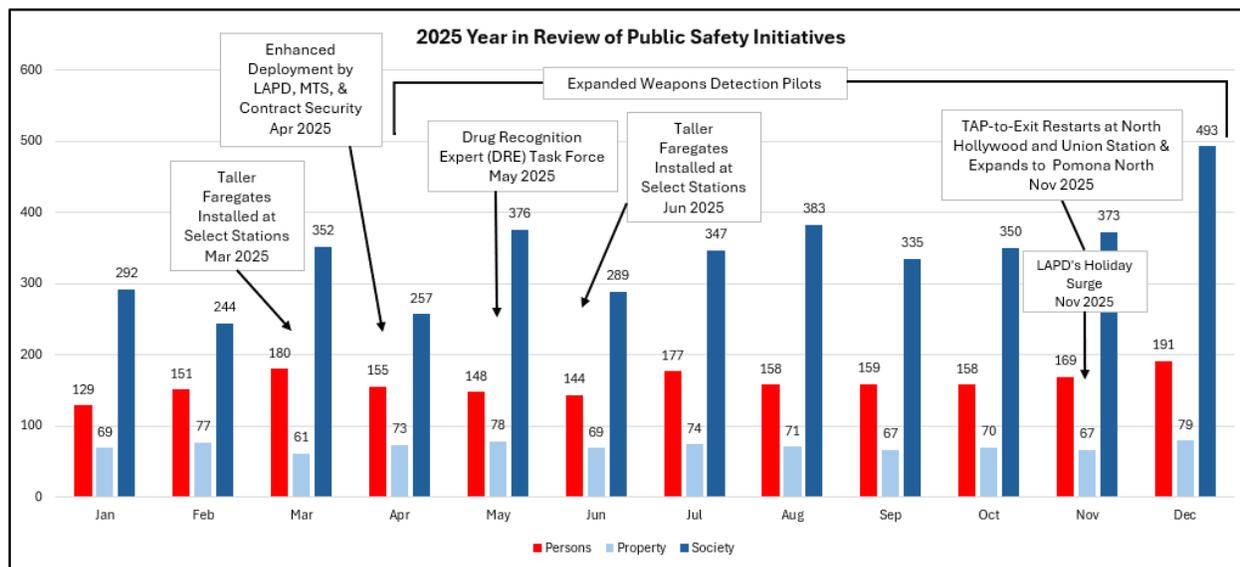
Systemwide Crime Stats - 2025 Year-In-Review



Crimes Against Persons (violent crimes, which include aggravated assaults, batteries, and robberies) experienced a decrease in the total number of incidents and per one million boardings of 6.71% and 5.01%, respectively, reaching their lowest levels since 2021. Several specialized deployments throughout the year targeted specific stations and bus lines, helping keep violent crime at a lower level than in the previous year.

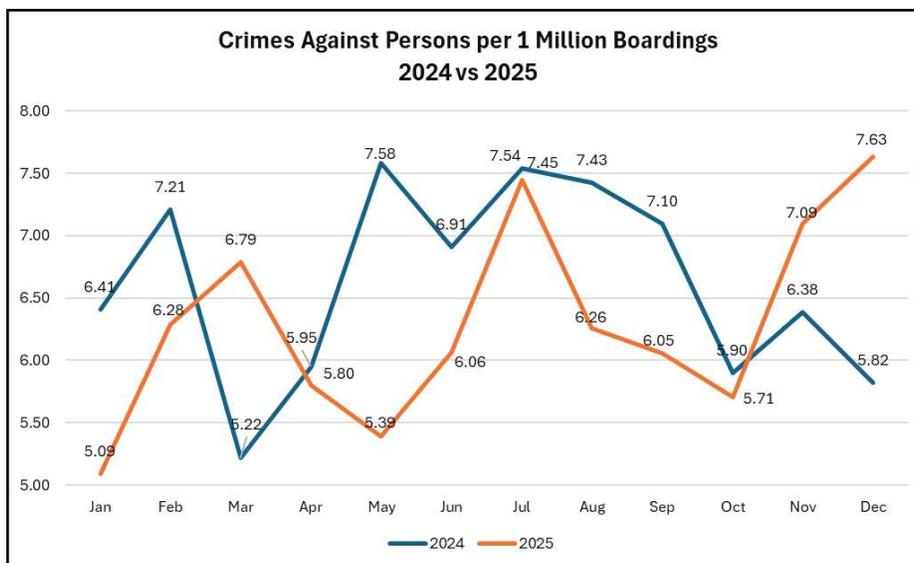
Crimes Against Property, on the other hand, remained steady in 2025 at a higher rate than in 2024, driven by robbery crews targeting cell phones, chains/necklaces, and copper wire throughout the system. The total number of incidents and crimes per one million boardings increased by 4.27% and 6.16%, respectively.

As seen in the chart below, these initiatives, especially the targeted surges throughout the year, kept arrests for Crimes Against Society, mainly related to trespassing, at a higher than average rate when compared to the previous five years. Compared with 2024, Crimes Against Society saw decreases of 32.71% in the total number of incidents and 31.49% per one million boardings.

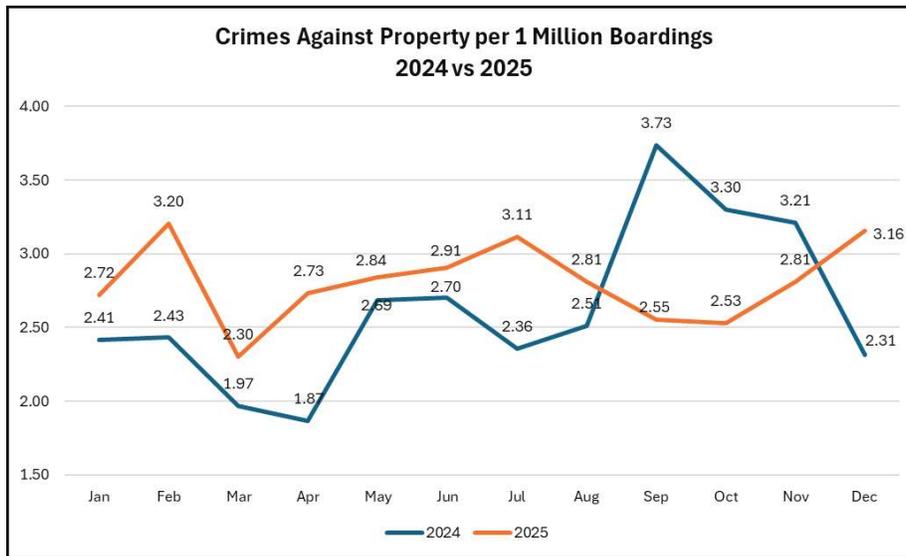


Systemwide Crime Stats Per One Million Boardings - 2024 vs. 2025

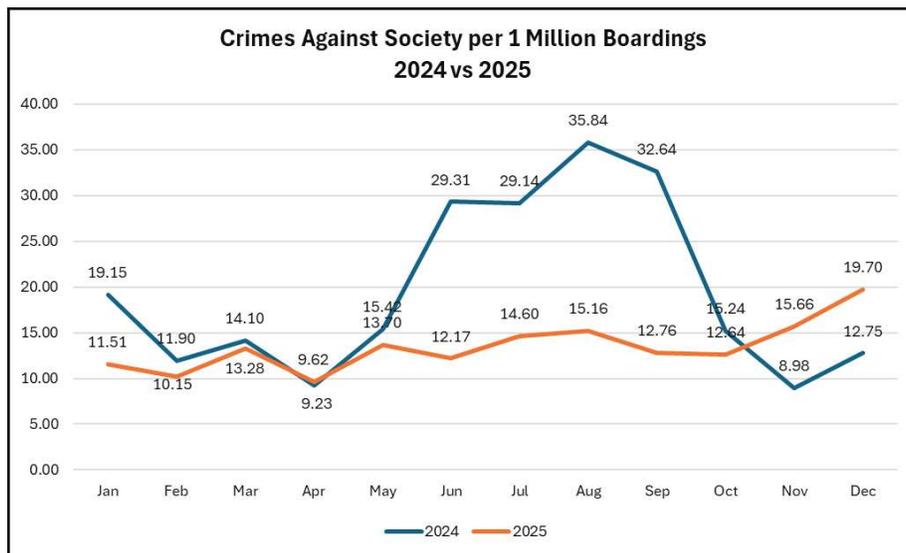
Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail systems and to enforce the Penal Code to deter criminal activity, including assaults, theft, and trespassing. The following charts compare Crimes Against Persons, Property, and Society per one million boardings in 2024 and 2025.



Crimes Against Persons (violent crimes, which include aggravated assaults, batteries, and robberies) decreased in 2025 compared to 2024, both in total number of incidents and per one million boardings. During the year, Crimes Against Persons per one million boardings decreased by 5.01% compared to 2024 (6.28 vs. 6.61).



Crimes Against Property remained steady throughout the year with a few spikes, especially towards the end of the year during the holiday season. Many thefts during the year were the result of robbery crews targeting cell phones, chains/necklaces, and copper wire throughout the system.

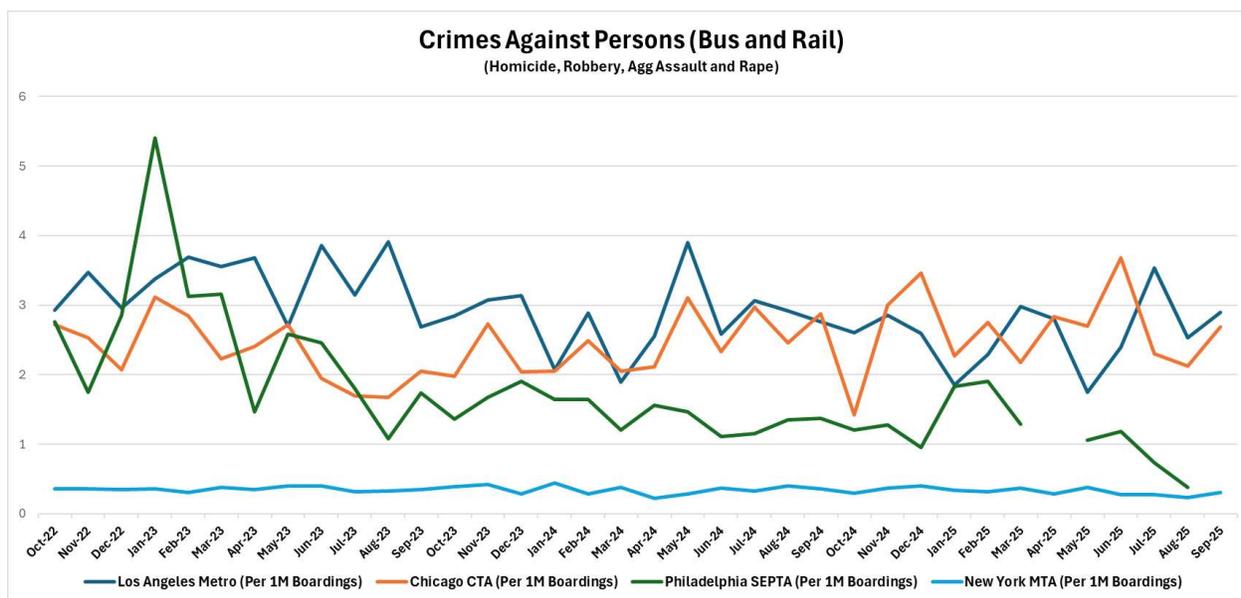


Crimes Against Society per one million boardings were lower in 2025 compared to 2024. Despite this decrease, Crimes Against Society were higher in 2025 than in previous years, which is a direct result of several specialized deployments that targeted areas of high narcotic use and trespassings throughout the year. Enforcement initiatives, such as TAP-to-Exit and the installation of taller fare gates at some locations, also contributed to this decrease.

Refer to Attachment E for more details on crime data normalized by ridership.

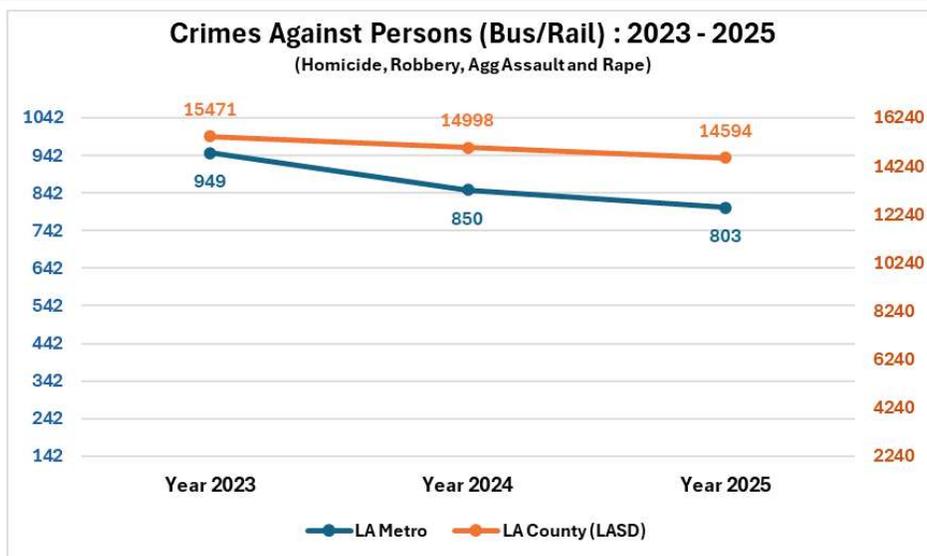
How Metro Compares with Countywide Crime & Other Major Transit Agencies

To benchmark with other transit agencies in similarly sized cities, figures for Crimes Against Persons were collected for the Los Angeles Metro, the Chicago CTA (Chicago Transit Authority), the Philadelphia SEPTA (Southeastern Pennsylvania Transportation Authority), and the New York Metro Transit Authority (NY MTA) (excluding commuter railroads, bridges, and tunnels). To ensure the accuracy of this comparison, only the following Crimes Against Persons categories were included, as they were found to be the most common across agency reports: Homicide, Robbery, Aggravated Assault, and Rape. For all agencies, crime incidents were normalized by ridership, allowing for a systematic and uniform comparison. Longitudinal analysis indicates that Metro came out of the pandemic with some of the highest crime rates among peer agencies. While these Part 1 Crimes were initially reported more frequently across LA Metro, since the beginning of 2024, there has been a notable shift, with this discrepancy narrowing over time. For the portion of the 2025 calendar year for which data is available (Jan - Sept), LA Metro is now reporting these crimes at lower rates than Chicago CTA. The Philadelphia-region SEPTA agency has made the largest percentage-wise improvements over the same period.



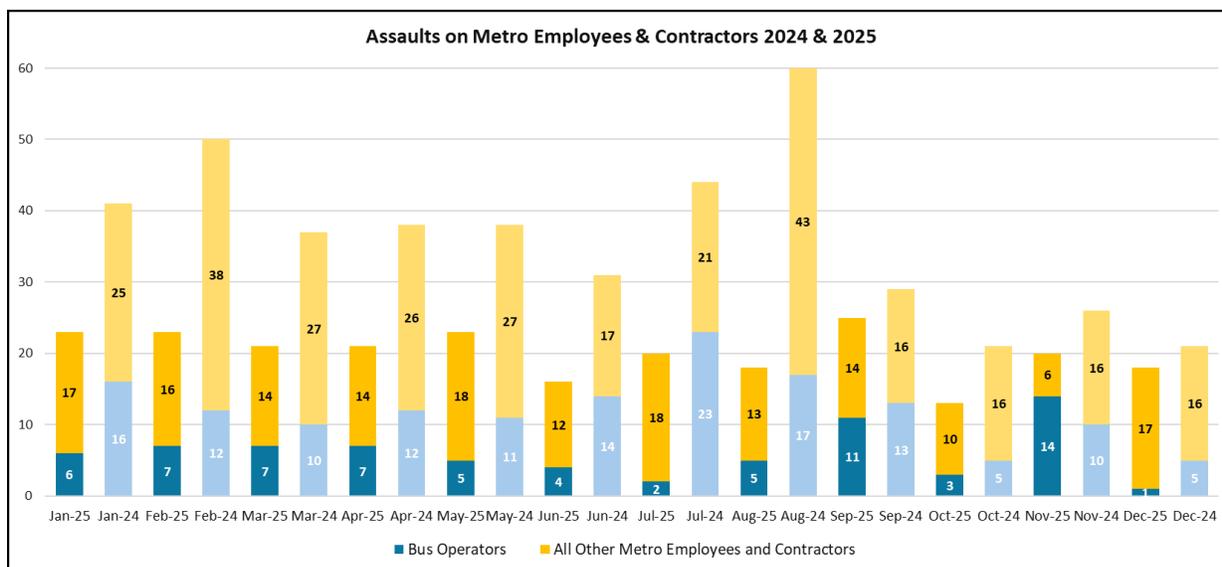
*Philadelphia SEPTA did not report crime data for April 2025.

The following is a year-over-year comparison of a group of Part 1 Crimes (Homicide, Robbery, Aggravated Assault, and Rape) between LA Metro and Los Angeles County as a whole (as reported by the Los Angeles Sheriff's Department). These group years include data from January through December 2025. While both LASD and LA Metro reported declines in these incidents over a three-year period, reductions were far more significant for LA Metro. Comparing the number of these incidents between 2023 and 2025, Metro experienced a 15% reduction compared to a 5.7% reduction for Los Angeles County as a whole. This is illustrated in the graph below.



Mitigating Assaults Against Frontline Employees

As the chart below shows, assaults on Metro employees and contractors decreased in December. Lower levels of assaults on bus operators are likely the result of the retrofit safety barriers on all buses. The graph below compares assaults on Metro employees and contractors on a monthly basis in 2025 to 2024, showing the decrease in 2025. Staff will continue to track these assaults to identify additional measures to protect employees and contractors.



Bus Operators

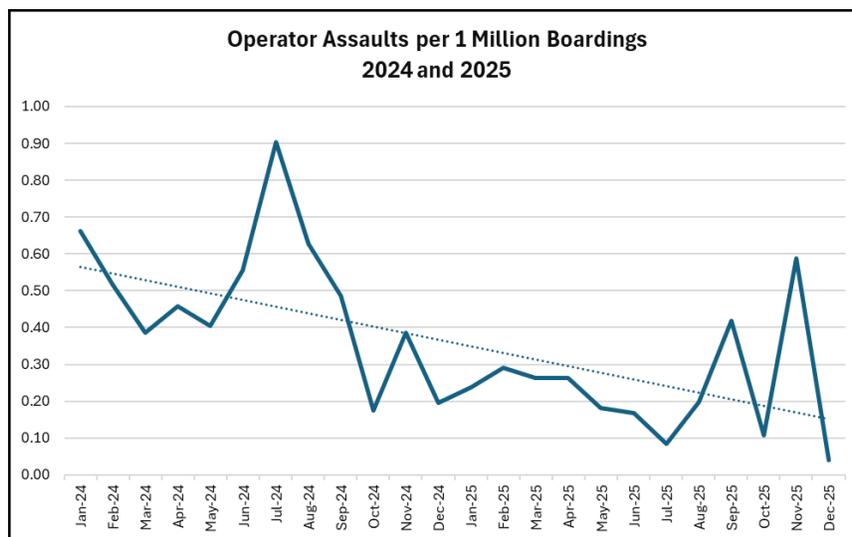
Metro’s law enforcement partners reported one operator assault in December, a notable decrease from November (1 vs. 14) and a decrease from December 2024 (1 vs. 5). Using a projectile (pepper spray) was the method of assault on the operator, which occurred inside the vehicle while a barrier was in use.

The assault resulted when a suspect boarded the bus and purposely activated a can of pepper spray as he walked down the aisle. The operator and other passengers immediately felt the effects of the pepper spray. The suspect exited the bus when he was confronted by a passenger. The suspect fled on a bus traveling in the opposite direction. The victim was not injured and declined medical treatment. This investigation remains open.

Bus Operator Assaults - 2024 vs 2025

When analyzing total operator assaults in 2025 and 2024 relative to ridership, the results show that assaults on operators per one million boardings decreased by 50.5% in 2025 compared to 2024. This decrease can be attributed to the installation of new retrofitted bus barriers and to the Bus Riding Teams’ data-centric deployment model.

Systemwide	2025	2024	% Change
Operator Assaults	72	148	-51.4%
Ridership	305,698,987	311,253,565	-1.8%
Operator Assaults per 1 Million Boardings	0.24	0.48	-50.5%



Comparing assaults on non-retrofit buses in 2024 with assaults on retrofit buses in 2025 shows not only a decline in the number of assaults but also an improvement in operators’ health. When assaults occurred, health outcomes for bus operators markedly improved as a result of the new safety measures.

In 2025, serious assaults (those involving physical altercations and excluding the brandishing of weapons or verbal threats) made up 86% of all assaults, little changed from the 84% of serious assaults on non-retrofit buses in 2024. However, assaults requiring medical transport dropped more in the year-over-year analysis compared to assaults where no medical transport occurred. While the number of assaults that did not require medical transport decreased by 48% in 2025 compared to 2024 (124 vs 64), the number of assaults that required medical transport decreased by 67%, with only eight medical transports reported in all of 2025 (compared to 24 in 2024).

Other Frontline Staff

Assaults on frontline staff (excluding operators) increased from six in November to 17 in December. The methods of assault on these frontline staff vary from suspects using their hands to shoving or punching staff, throwing an object, spitting on an employee, throwing liquid, and using verbal threats.

All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods and reasons can be found in Attachment F.

ACCESS CONTROL & STATION EXPERIENCE

Metro continues to focus on improving the transit experience for riders while removing individuals who commit crimes or are found to be trespassing. Metro's proactive strategy, which includes fixed security posts of uniformed personnel, roving patrols, frequent station cleanings, physical security, and environmental improvements, has led to significant improvements in access control and safety, as well as noticeable positive changes in cleanliness across the Metro system's ancillary areas.

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local councils and businesses, to address challenges at various stations. Attachment G describes recent initiatives by the Station Experience team, including:

- To address safety concerns at Expo/La Brea Station, staff relocated plaza seating from the hidden areas that had attracted inappropriate activity and added refreshed seating directly where riders wait for connecting buses.
- To improve natural surveillance and expand voter access, Metro successfully collaborated with the LA County Registrar-Recorder/County Clerk's Office in placing nine Vote-by-Mail Drop Boxes across the system. Over 7,000 ballots were collected in November 2025, a 26% increase from 2024.
- To improve safety and cleanliness concerns around Arcadia Station, staff worked with the City of Arcadia to coordinate interventions to help inspire appropriate behavior, including open elevators and lighting beacons.
- To gauge if safety and cleanliness improved at the three J Line Stations along the I-110 Harbor Transitway, staff surveyed 100 bus riders and the custodial team, revealing a 90% reduction in loitering.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best-practice interventions. This includes the following:

- There were reports of security concerns in and around Patsaouras Bus Plaza at Union Station East, so staff conducted multiple walkthroughs with DPS, Building Services, and ITS to discuss potential improvements to the area's safety and cleanliness. A security deployment was added to conduct a regular foot patrol of the affected area.
- Fillmore and Lake stations have historically received community concerns as two hotspots stemming from societal challenges. Metro staff from Station Experience, DPS, and Civil Rights conducted site visits at both stations to discuss and coordinate potential interventions.

Impact of Taller Faregates

In 2025, Metro installed taller faregates at several rail stations to deter fare evasion and trespassing. An analysis of crime data before and after the installation of taller faregates showed decreases in violent and property crime at some stations. The A Line stations with taller faregates saw a 32% decrease in violent crime and 7% in property crime. In comparison, the A Line saw an increase of 10% in violent crime during this same period. The B Line stations with taller faregates saw a 4.5% decrease in violent crime, while property crime increased 9.5%, which may be attributed to robbery crews targeting riders on the B Line during the year. In comparison, the B Line saw a 4% decrease in violent crime during this same period, performing slightly worse than the stations with taller faregates. As staff receive more crime data at these stations with taller faregates, they will continue to analyze the data to assess the effectiveness of taller faregates on deterring crime.

CARE-BASED SERVICES

In January, the DPS launched the Care-Based Services Division, bringing together all of Metro's care-based public safety programs, including the Metro Ambassadors, Homeless Outreach and Engagement (HOME), and Community Intervention Specialists. This new division works closely with the department's other divisions and reflects the agency's commitment to a modern public safety approach - one that is holistic, integrated, and visible to ensure employees and riders feel safe on the system.

Metro Ambassadors

Metro Ambassadors support riders by providing assistance, connecting them to resources, and reporting safety incidents or maintenance needs. Their presence helps enhance the perception and feeling of customer safety and the overall customer experience. When appropriate, Ambassadors also assist in Code of Conduct education. In December 2025, Ambassadors continued their presence across all rail lines as well as the G Line and the J Line. See Attachment H for additional details on Ambassador deployments this month.

In December 2025, Ambassadors conducted 50,163 customer engagements and reported:

- 3,618 cleanliness issues (13% decrease from November 2025)
- 3,097 graffiti incidents (27% increase from November 2025)
- 768 elevator and escalator problems (5% decrease from November 2025)

During this reporting period, Ambassadors noted an uptick in incidents at A Line stations. Graffiti reports are shared with the Community Intervention Specialist (CIS) teams so they can address vandalism and de-escalate situations on the Metro system. Additionally, all reports are immediately forwarded to Metro stakeholders via the Transit Watch App to ensure graffiti is removed as quickly as possible.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In December, MDTs enrolled 533 people into the Homeless Management Information System (HMIS), referred 223 people to interim housing, and placed 50 people into permanent housing. For FY26, 3,621 people have been enrolled into HMIS, and 1,333 have been connected to interim or permanent housing thus far; see the table below for a breakdown of the placements for this fiscal year.

FY26 Interim and Permanent Housing Placements						
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing		Placed Into Permanent Housing	
			YTD	Dec-25	YTD	Dec-25
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	526	103	77	24
Helpline Youth Counseling (HYC)	A South	2	45	16	5	1
HOPICS	C, K	2	45	13	0	0
LA Family Housing (LAFH)	G	2	20	8	1	0
Union Station Homeless Services	A (North)	2	27	4	3	1
PATH	A, B, D, E (West)	7	530	79	54	24
TOTAL			1193	223	140	50

HOME team outcomes vary from month to month based on a series of factors that impact how outreach teams perform across the system. Observational data shows the greatest activity occurring along the A and B lines, reflecting higher rates of housing placements along those segments. Changes in transitional housing connections are often a reflection of seasonal weather, which necessitates additional transitional housing resources being made available, thus providing agencies with increased options during the winter. Additionally, connecting people to permanent housing options (excluding family reunifications) historically requires several months to complete. As such, the permanent placement outcomes fluctuate according to the number of people successfully navigating that process.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, DPS’s law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD’s Homeless Outreach and Proactive Engagement (HOPE) teams and LASD’s Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. In December, LAPD’s HOPE team engaged 97 individuals, referring 10 of them to services. LASD’s MET had 293 engagements and referred three to social services. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals, and select DMH staff can access the system when mental health crises occur. See the following table for details from LAPD and LASD:

Law Enforcement Homeless Outreach
December 2025

	LAPD	LASD
Contacts	97	293
Refusal of Services	85	147
Referrals	10	3
Veteran	2	0
5150	0	6
Mental Illness	36	1
Evaluations	79	0
Narcotics	85	0
Detox	0	0
Housed	0	44
Parole	2	0
Probation	4	0
Cleanup requests	21	0
Cleanups	22	0
Hospital	0	1

EQUITY PLATFORM

The Metro transit system spans many diverse communities across Los Angeles County. The diversity of Metro’s service area includes economically and ethnically diverse areas, as well as diversity in regard to public safety needs. Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro’s system is equitable across Los Angeles County. The newly established Care-Based Services Division demonstrates the agency’s holistic approach to improving public safety by bringing together all of Metro’s care-centered programs. Understanding that people define safety and view uniformed personnel differently, this division can connect individuals experiencing crises to the services they need the most, diverting them from the criminal justice system. Furthermore, they can work more closely with the other divisions in the DPS, ensuring law enforcement resources aren’t dispatched to scenarios where they aren’t truly needed. Community intervention specialists have personal ties within the community, which allows them to build trust with individuals. Homeless outreach teams can protect vulnerable riders from criminalization by intervening at critical moments in their lives, finding them a place to stay, and helping them access the support and services they need.

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 activities that will improve public safety and customer experience on Metro’s bus and rail system and further encourage transit ridership. 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

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

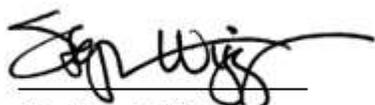
DPS will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, as well as the agency's crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Narcan Data December 2025
Attachment B - Arrests by Race & Ethnicity December 2025
Attachment C - Law Enforcement Homeless Outreach December 2025
Attachment D - Metro Transit Security & Contract Security Activities December 2025
Attachment E - Law Enforcement Crime Summary December 2025
Attachment F - Frontline Safety Additional Data December 2025
Attachment G - Station Experience Updates
Attachment H - Metro Ambassador Activities December 2025

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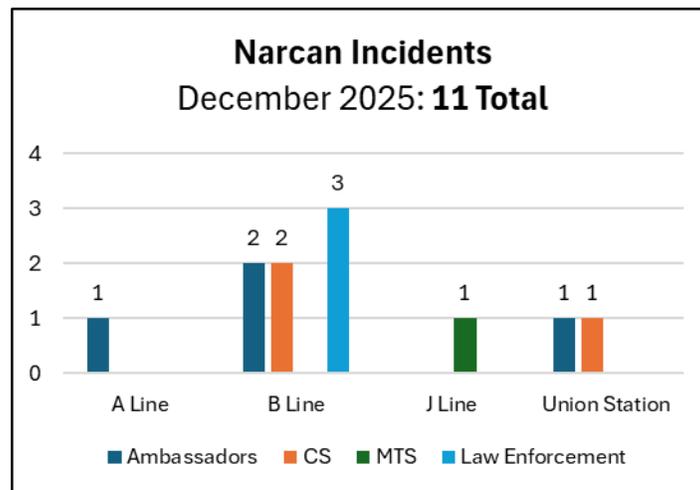


Stephanie Wiggins
Chief Executive Officer

Narcan Data (December 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In December, Narcan incidents decreased by nine from the previous month to 11. Ambassadors reported four incidents, Contracted Security and LAPD reported three incidents, MTS reported one incident, and LASD reported no incidents. Seven of the Narcan incidents occurred on the B Line, two occurred at Union Station (not line-specific), and one occurred on the A and J Lines.





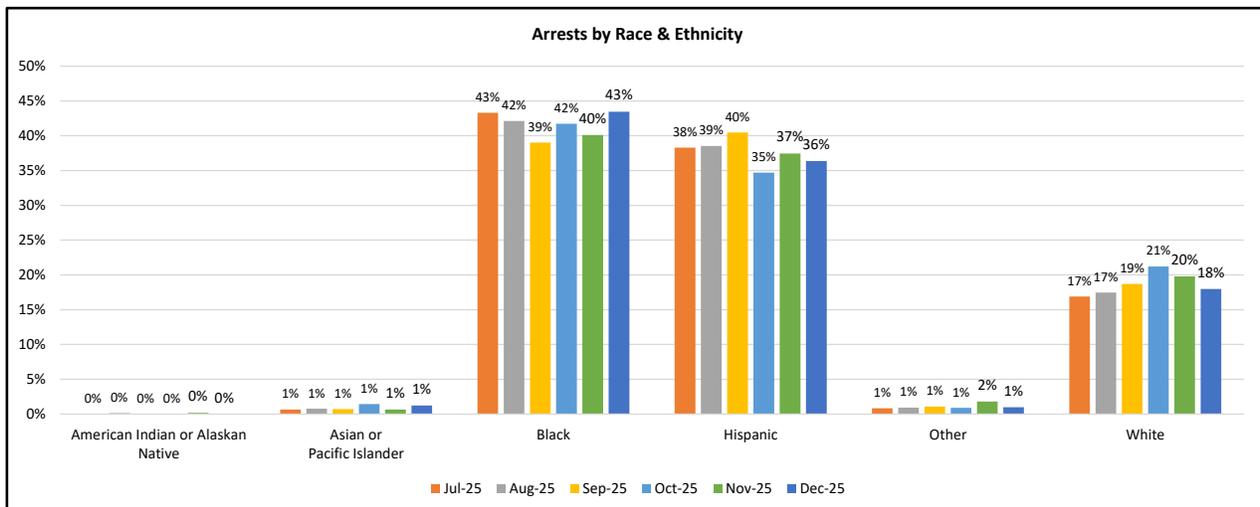
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Arrests December 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	2	8	41	314	32	265	1	7	24	123	817
Total	0		10		355		297		8		147		817
% Share	0.00%		1.22%		43.45%		36.35%		0.98%		17.99%		100.00%

Arrests December 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	5	13	9	39	0	0	3	7	76
Rail Systemwide	0	0	2	8	35	298	23	224	1	7	19	115	732
Union Station and 7th & Metro Station	0	0	0	0	1	3	0	2	0	0	2	1	9
Total	0		10		355		297		8		147		817
% Share	0.00%		1.22%		43.45%		36.35%		0.98%		17.99%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) December 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	1	3	8	71	8	68	1	0	7	34	201
B Line (Red)	0	0	1	2	17	160	10	105	0	4	10	59	368
C Line (Green)	0	0	0	0	1	7	0	11	0	0	0	0	19
E Line (Expo)	0	0	0	3	9	59	5	39	0	3	2	20	140
Bus - G Line (Orange)	0	0	0	0	1	2	0	5	0	0	0	2	10
Bus - J Line (Silver)	0	0	0	0	0	1	1	5	0	0	0	2	9
K Line	0	0	0	0	0	1	0	1	0	0	0	2	4
LAX/MTC	0	0	0	0	1	1	0	0	0	0	2	0	4
Union Station	0	0	0	0	0	2	0	2	0	0	0	1	5
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	10	8	29	0	0	3	3	57
Total	0		10		355		297		8		147		817
% Share	0.00%		1.22%		43.45%		36.35%		0.98%		17.99%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach December 2025

	LAPD	LASD
Contacts	97	293
Refusal of Services	85	147
Referrals	10	3
Veteran	2	0
5150	0	6
Mental Illness	36	1
Evaluations	79	0
Narcotics	85	*
Detox	0	*
Housed	0	44
Parole	2	0
Probation	4	0
Cleanup requests	21	0
Cleanups	22	*
Hospital	0	1

**No data reported*

Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

Metro Transit Security & Contract Security Activities (December 2025)

Metro Transit Security

MTS Citations and Warnings		
	December 2025	12-month Avg
Citations	792	236
Warnings	918	198

MTS Citations and Warnings - December 2025	
Category	Count
Proof of Fare	1,696
Loitering	3
Smoking/Vaping	5
Wheeled Riding Device Over 6ft Long	2
Disruptive Activities	1
Littering or Dumping	1
Sound Devices	1
Weapons Prohibited	1
Total	1,710

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips, such as staying aware of surroundings while using mobile phones, and promote the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

MTS Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In December, these operations resulted in 159 removals on Line 2 and 187 removals on Line 4 for non-compliance.

TRANSIT SECURITY BUS SAFETY TEAMS - DECEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
12/01/25 - 12/07/25	G Line, J Line, 4, 115, 207, 720	200	99	131
12/08/25 - 12/14/25	G Line, J Line, 4, 207, 720	166	107	92
12/15/25 - 12/21/25	G Line, J Line, 4, 207, 720	196	141	96
12/22/25 - 12/28/25	G Line, J Line, 4, 207, 720	159	95	68
12/29/25 - 01/04/2026	G Line, J Line, 4, 207, 720	142	91	76

¹ Combined number of trips taken by BST on the referenced bus lines.

² Combined number of persons removed at the bus door for fare evasion.

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of December's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS - DECEMBER 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS-FARES ²	REMOVALS-CoC ³
12/01/25 - 12/07/25	A, B, C, E,	228	297
12/08/25 - 12/14/25	A, B, E,	206	366
12/15/25 - 12/21/25	A, B, C, E, K	384	505
12/22/25 - 12/28/25	A, B, C, E	76	170
12/29/25 - 01/04/26	A, B, C, E	140	239

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

² Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

³ Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of December activities.

TRANSIT SECURITY TRAIN SAFETY TEAMS - DECEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED ¹	TRIPS ¹	REMOVALS-FARES ²	REMOVALS - CoC ³
12/01/25 - 12/07/25	A, B, K	76	76	18
12/08/25 - 12/14/25	A, B	60	55	18
12/15/25 - 12/21/25	A, B, D	130	155	83
12/22/25 - 12/28/25	A	12	5	5
12/29/25 - 01/04/26	A	8	29	3

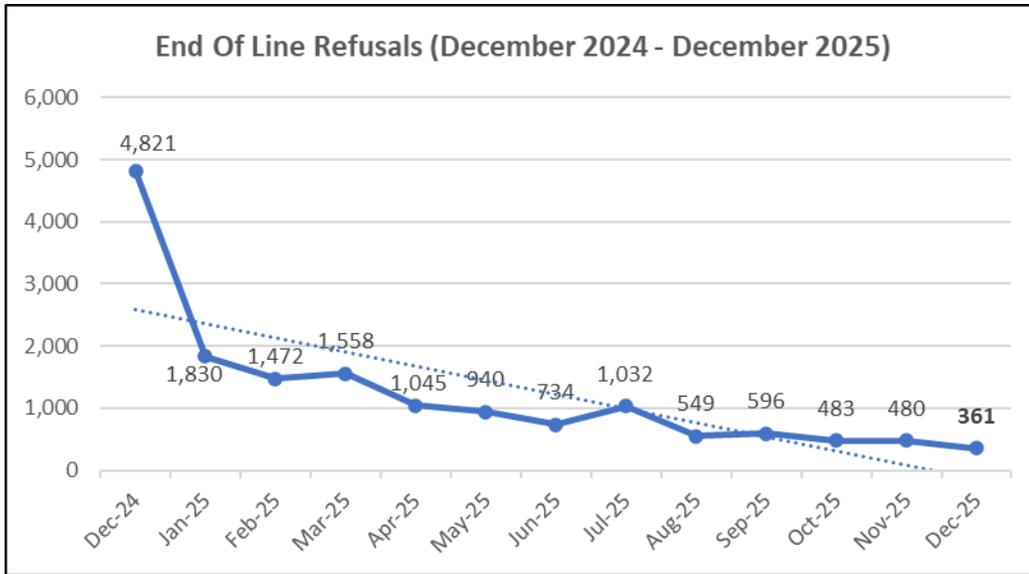
¹ Combined number of trips taken by TRT on the referenced train lines.

² Combined number of persons removed at the train for fare evasion (No proof of fare).

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Contract Security

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. Staff are seeing a substantial year-over-year decline in refusal rates. December 2025 recorded an 85% decrease in offloading refusals compared to December 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions to enhance customer engagement and compliance with the Metro Customer Code of Conduct. Compliance includes offloading the train at the EOL stations and re-tapping to adhere to fare payment rules.





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

Total Crime Summary - December 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	383	442	495	460	431
Agg Assault on Op	29	36	41	43	21
Battery	745	868	1044	995	942
Battery on Operator	94	128	127	105	51
Homicide	5	6	6	5	3
Rape	14	12	13	14	14
Robbery	257	349	394	328	334
Sex Offenses	100	102	115	107	123
Subtotal	1,627	1,943	2,235	2,057	1,919
Crimes Against Property					
Arson	9	6	0	2	8
Bike Theft	44	44	25	5	13
Burglary	16	13	16	7	6
Larceny	388	510	481	566	528
Motor Vehicle Theft	13	17	43	27	42
Vandalism	286	286	184	213	258
Subtotal	756	876	749	820	855
Crimes Against Society					
Narcotics	148	155	568	1,289	1,224
Trespassing	92	126	1,635	4,532	2,708
Weapons	45	56	128	259	159
Subtotal	285	337	2,331	6,080	4,091
Total	2,668	3,156	5,315	8,957	6,865

Total Crimes 5-Year Trend Current Month only - Systemwide

	Dec-21	Dec-22	Dec-23	Dec-24	Dec-25
Crimes Against Persons					
Agg Assault	29	29	36	39	38
Agg Assault on Op	4	3	4	3	0
Battery	73	64	81	72	98
Battery on Operator	13	10	13	2	1
Homicide	0	0	2	0	2
Rape	0	1	0	1	4
Robbery	41	31	32	23	38
Sex Offenses	9	9	7	8	10
Subtotal	169	147	175	148	191
Crimes Against Property					
Arson	1	0	0	0	0
Bike Theft	6	1	0	0	2
Burglary	0	1	3	0	0
Larceny	31	36	36	34	53
Motor Vehicle Theft	2	1	2	5	1
Vandalism	13	15	13	20	23
Subtotal	53	54	54	59	79
Crimes Against Society					
Narcotics	7	22	60	172	99
Trespassing	6	18	318	118	379
Weapons	2	8	17	35	15
Subtotal	15	48	395	325	493
Total	237	249	624	532	763

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	261	308	355	291	257
Agg Assault on Op	3	2	1	1	0
Battery	474	563	730	624	563
Battery on Operator	5	5	7	0	0
Homicide	5	5	6	2	0
Rape	13	11	13	12	6
Robbery	190	267	269	210	202
Sex Offenses	73	71	68	64	67
Subtotal	1,024	1,232	1,449	1,204	1,095
Crimes Against Property					
Arson	9	5	0	2	6
Bike Theft	26	29	13	4	11
Burglary	15	10	14	6	6
Larceny	292	360	357	380	368
Motor Vehicle Theft	9	10	40	19	36
Vandalism	181	198	96	97	124
Subtotal	532	612	520	508	551
Crimes Against Society					
Narcotics	53	71	444	1,129	1,043
Trespassing	84	111	1,615	4,433	2,637
Weapons	24	33	94	220	128
Subtotal	161	215	2,153	5,782	3,808
Total	1,717	2,059	4,122	7,494	5,454

Total Crimes 5-Year Trend Current Month only - Rail

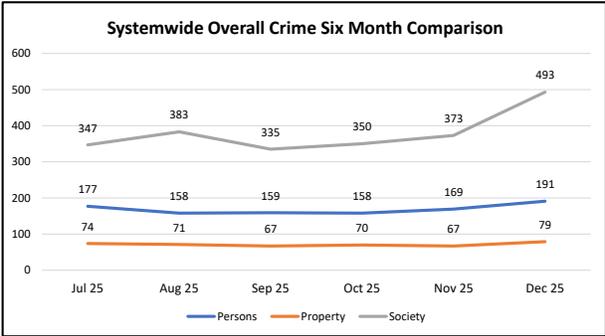
	Dec-21	Dec-22	Dec-23	Dec-24	Dec-25
Crimes Against Persons					
Agg Assault	20	18	29	21	22
Agg Assault on Op	0	0	0	0	0
Battery	46	47	57	37	61
Battery on Operator	2	1	1	0	0
Homicide	0	0	2	0	0
Rape	0	1	0	1	2
Robbery	36	25	19	12	31
Sex Offenses	8	7	3	3	6
Subtotal	112	99	111	74	122
Crimes Against Property					
Arson	1	0	0	0	0
Bike Theft	5	1	0	0	2
Burglary	0	1	2	0	0
Larceny	24	28	29	28	36
Motor Vehicle Theft	2	1	2	5	1
Vandalism	10	10	6	7	13
Subtotal	42	41	39	40	52
Crimes Against Society					
Narcotics	4	10	51	139	94
Trespassing	6	14	318	114	378
Weapons	1	5	10	30	12
Subtotal	11	29	379	283	484
Total	165	169	529	397	658

Total Crimes 5-Year Trend Year-to-Date - Bus

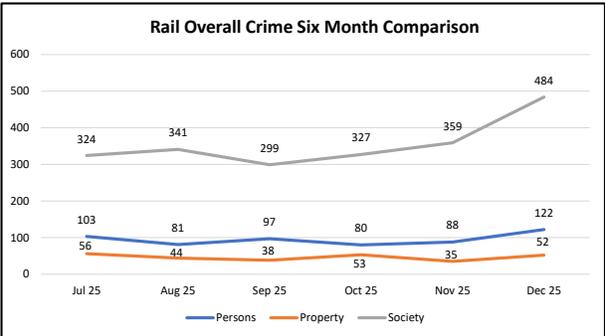
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	122	134	140	169	174
Agg Assault on Op	26	34	40	42	21
Battery	271	305	314	371	379
Battery on Operator	89	123	120	105	51
Homicide	0	1	0	3	3
Rape	1	1	0	2	8
Robbery	67	82	125	118	132
Sex Offenses	27	31	47	43	56
Subtotal	603	711	786	853	824
Crimes Against Property					
Arson	0	1	0	0	2
Bike Theft	18	15	12	1	2
Burglary	1	3	2	1	0
Larceny	96	150	124	186	160
Motor Vehicle Theft	4	7	3	8	6
Vandalism	105	88	88	116	134
Subtotal	224	264	229	312	304
Crimes Against Society					
Narcotics	95	84	124	160	181
Trespassing	8	15	20	99	71
Weapons	21	23	34	39	31
Subtotal	124	122	178	298	283
Total	951	1,097	1,193	1,463	1,411

Total Crimes 5-Year Trend Current Month only - Bus

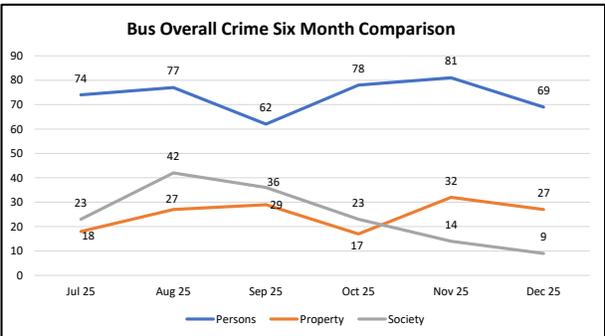
	Dec-21	Dec-22	Dec-23	Dec-24	Dec-25
Crimes Against Persons					
Agg Assault	9	11	7	18	16
Agg Assault on Op	4	3	4	3	0
Battery	27	17	24	35	37
Battery on Operator	11	9	12	2	1
Homicide	0	0	0	0	2
Rape	0	0	0	0	2
Robbery	5	6	13	11	7
Sex Offenses	1	2	4	5	4
Subtotal	57	48	64	74	69
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	0	0	0	0
Burglary	0	0	1	0	0
Larceny	7	8	7	6	17
Motor Vehicle Theft	0	0	0	0	0
Vandalism	3	5	7	13	10
Subtotal	11	13	15	19	27
Crimes Against Society					
Narcotics	3	12	9	33	5
Trespassing	0	4	0	4	1
Weapons	1	3	7	5	3
Subtotal	4	19	16	42	9
Total	72	80	95	135	105



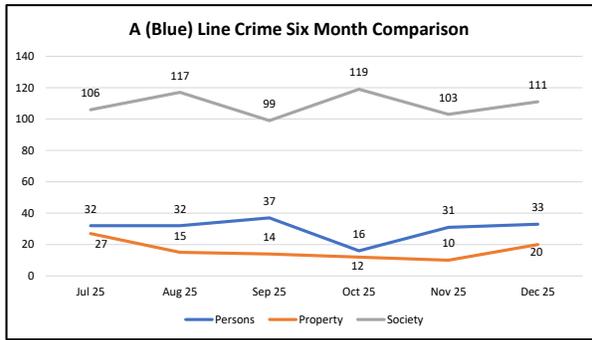
Systemwide	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	38	34	11.8%
Agg Assault on Op	0	5	-100.0%
Battery	98	76	28.9%
Battery on Operator	1	9	-88.9%
Homicide	2	0	200.0%
Rape	4	2	100.0%
Robbery	38	37	2.7%
Sex Offenses	10	6	66.7%
Subtotal	191	169	13.0%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	2	0	200.0%
Burglary	0	0	0.0%
Larceny	53	37	43.2%
Motor Vehicle Theft	1	1	0.0%
Vandalism	23	28	-17.9%
Subtotal	79	67	17.9%
Crimes Against Society			
Narcotics	99	81	22.2%
Trespassing	379	283	33.9%
Weapons	15	9	66.7%
Subtotal	493	373	32.2%
Total	763	609	25.3%



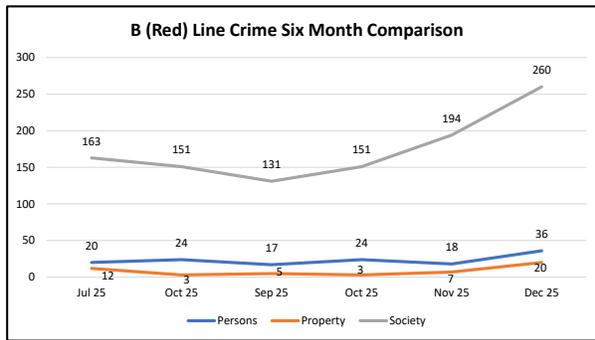
Rail	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	22	15	46.7%
Agg Assault on Op	0	0	0.0%
Battery	61	44	38.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	2	1	100.0%
Robbery	31	23	34.8%
Sex Offenses	6	5	20.0%
Subtotal	122	88	38.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	2	0	200.0%
Burglary	0	0	0.0%
Larceny	36	24	50.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	13	10	30.0%
Subtotal	52	35	48.6%
Crimes Against Society			
Narcotics	94	73	28.8%
Trespassing	378	278	36.0%
Weapons	12	8	50.0%
Subtotal	484	359	34.8%
Total	658	482	36.5%



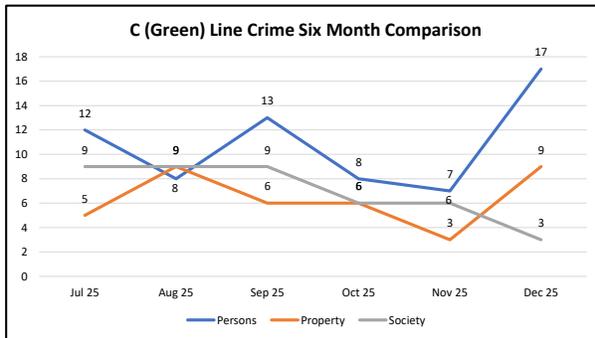
Bus	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	16	19	-15.8%
Agg Assault on Op	0	5	-100.0%
Battery	37	32	15.6%
Battery on Operator	1	9	-88.9%
Homicide	2	0	200.0%
Rape	2	1	100.0%
Robbery	7	14	-50.0%
Sex Offenses	4	1	300.0%
Subtotal	69	81	-14.8%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	17	13	30.8%
Motor Vehicle Theft	0	0	0.0%
Vandalism	10	18	-44.4%
Subtotal	27	32	-15.6%
Crimes Against Society			
Narcotics	5	8	-37.5%
Trespassing	1	5	-80.0%
Weapons	3	1	200.0%
Subtotal	9	14	-35.7%
Total	105	127	-17.3%



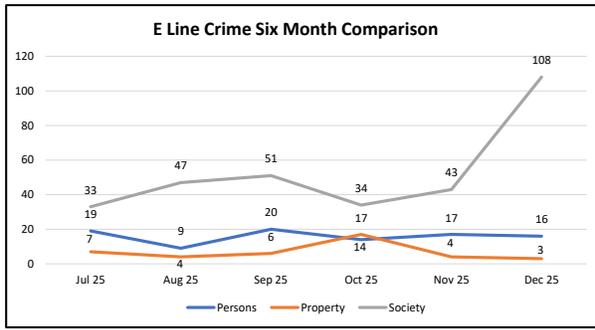
A (Blue) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	11	7	57.1%
Agg Assault on Op	0	0	0.0%
Battery	8	11	-27.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	12	10	20.0%
Sex Offenses	1	3	-66.7%
Subtotal	33	31	6.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	2	0	200.0%
Burglary	0	0	0.0%
Larceny	13	7	85.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	5	3	66.7%
Subtotal	20	10	100.0%
Crimes Against Society			
Narcotics	26	21	23.8%
Trespassing	82	78	5.1%
Weapons	3	4	-25.0%
Subtotal	111	103	7.8%
Total	164	144	13.9%



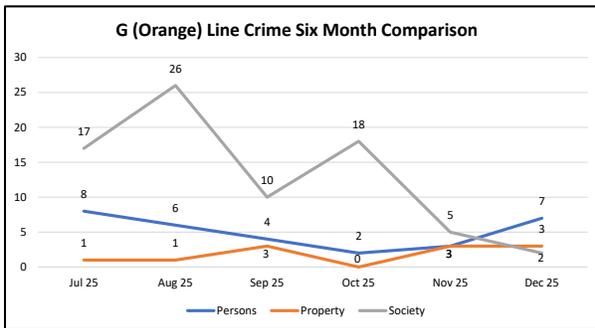
B (Red) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	5	3	66.7%
Agg Assault on Op	0	0	0.0%
Battery	23	12	91.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	2	200.0%
Sex Offenses	2	1	100.0%
Subtotal	36	18	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	15	4	275.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	4	3	33.3%
Subtotal	20	7	185.7%
Crimes Against Society			
Narcotics	51	42	21.4%
Trespassing	203	151	34.4%
Weapons	6	1	500.0%
Subtotal	260	194	34.0%
Total	316	219	44.3%



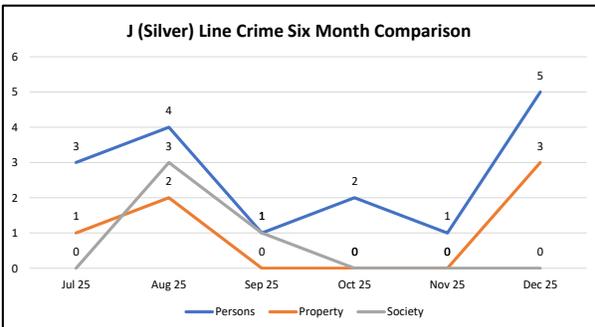
C (Green) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	6	1	500.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	8	4	100.0%
Sex Offenses	1	0	100.0%
Subtotal	17	7	142.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	2	200.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	3	0	300.0%
Subtotal	9	3	200.0%
Crimes Against Society			
Narcotics	0	3	-100.0%
Trespassing	2	3	-33.3%
Weapons	1	0	100.0%
Subtotal	3	6	-50.0%
Total	29	16	81.3%



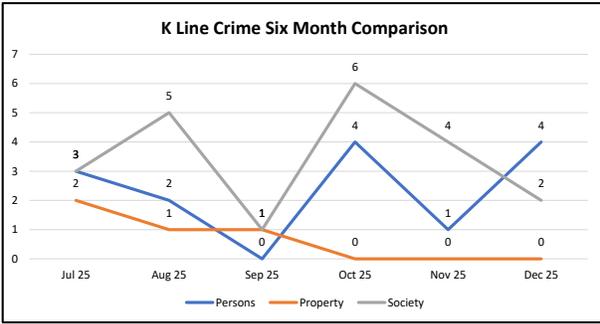
E Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	9	9	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	6	-33.3%
Sex Offenses	2	0	200.0%
Subtotal	16	17	-5.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	3	-33.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	3	4	-25.0%
Crimes Against Society			
Narcotics	17	5	240.0%
Trespassing	89	37	140.5%
Weapons	2	1	100.0%
Subtotal	108	43	151.2%
Total	127	64	98.4%



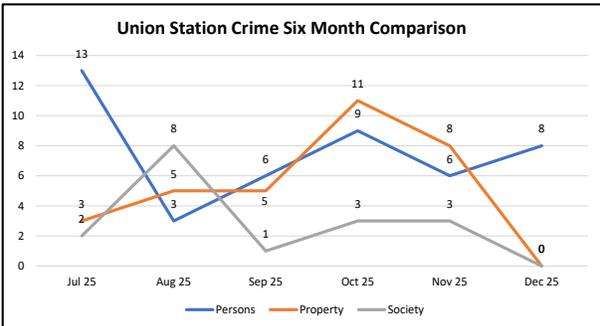
G (Orange) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	1	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	0	0.0%
Subtotal	7	3	133.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	2	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	3	3	0.0%
Crimes Against Society			
Narcotics	1	1	0.0%
Trespassing	0	4	-100.0%
Weapons	1	0	100.0%
Subtotal	2	5	-60.0%
Total	12	11	9.1%



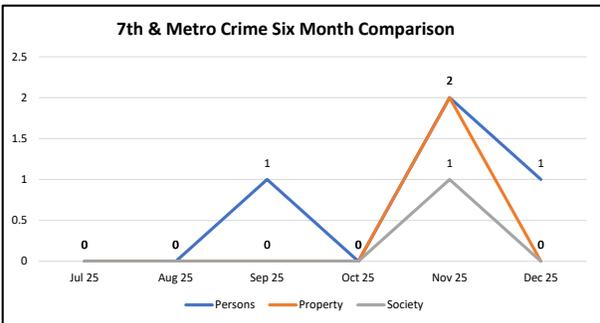
J (Silver) Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	5	1	400.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	3	0	300.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	8	1	700.0%



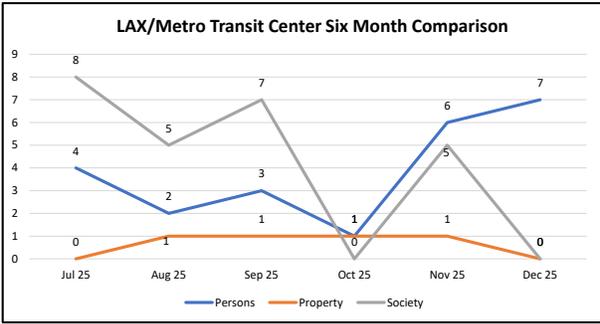
K Line	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	3	0	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	1	-100.0%
Subtotal	4	1	300.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	2	4	-50.0%
Weapons	0	0	0.0%
Subtotal	2	4	-50.0%
Total	6	5	20.0%



Union Station	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	5	4	25.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	8	6	33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	7	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	8	-100.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	2	-100.0%
Weapons	0	0	0.0%
Subtotal	0	3	-100.0%
Total	8	17	-52.9%



7th & Metro	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	1	2	-50.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	1	2	-50.0%
Subtotal	0	2	-100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	2	-100.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	1	-100.0%
Total	1	5	-80.0%

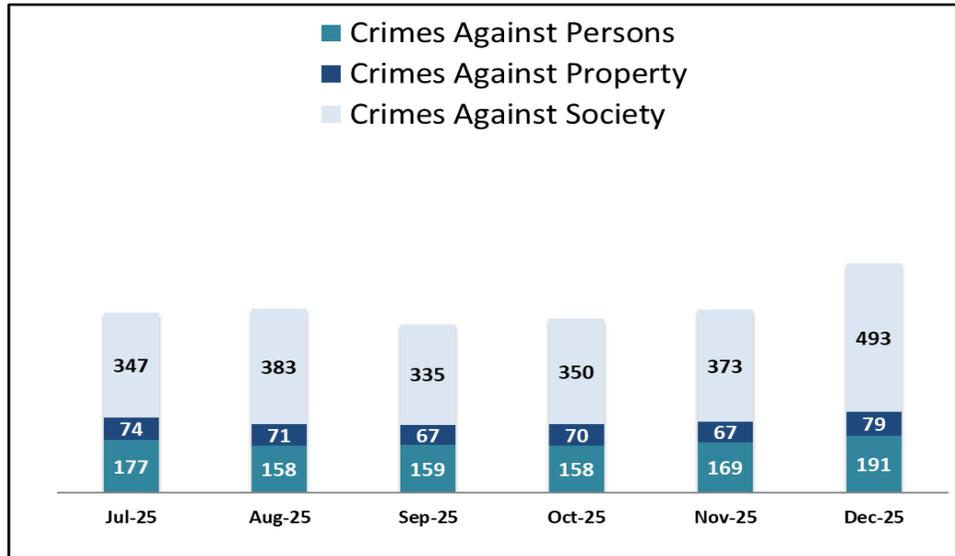


LAX/MTC	Dec 25	Nov 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	6	5	20.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	7	6	16.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	1	-100.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	3	-100.0%
Weapons	0	2	-100.0%
Subtotal	0	5	-100.0%
Total	7	12	-41.7%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2025

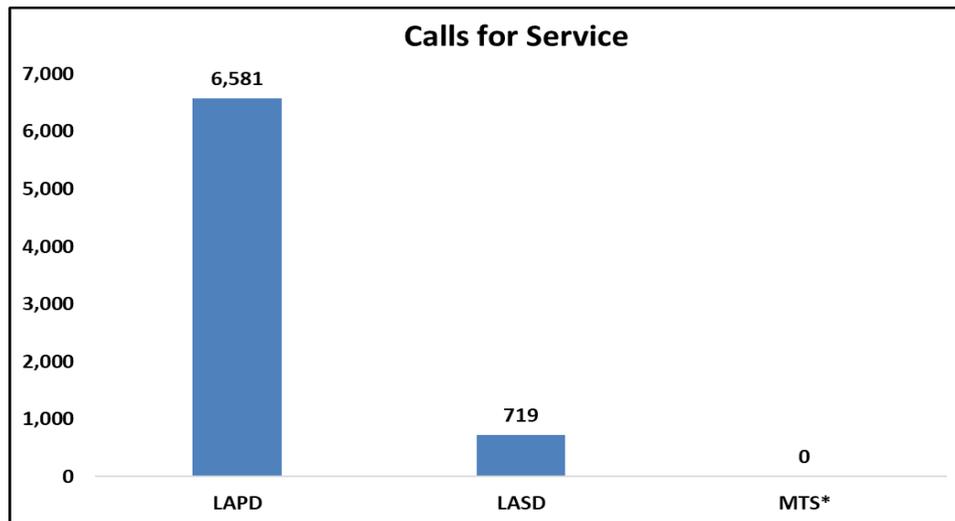
Attachment E

Total Crimes


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service


* MTS Calls for Service data is currently unavailable

Transit Police

Monthly Crime Report


Attachment E

	2025	2024	%
	December	December	Change
CRIMES AGAINST PERSONS			
Homicide	2	0	200.0%
Rape	4	1	300.0%
Robbery	38	23	65.2%
Aggravated Assault	38	39	-2.6%
Aggravated Assault on Operator	0	3	-100.0%
Battery	98	72	36.1%
Battery on Operator	1	2	-50.0%
Sex Offenses	10	8	25.0%
SUB-TOTAL	191	148	29.1%
CRIMES AGAINST PROPERTY			
Burglary	0	0	0.0%
Larceny	53	34	55.9%
Bike Theft	2	0	200.0%
Motor Vehicle Theft	1	5	-80.0%
Arson	0	0	0.0%
Vandalism	23	20	15.0%
SUB-TOTAL	79	59	33.9%
CRIMES AGAINST SOCIETY			
Weapons	15	35	-57.1%
Narcotics	99	172	-42.4%
Trespassing	379	118	221.2%
SUB-TOTAL	493	325	51.7%
TOTAL	763	532	43.4%
ENFORCEMENT EFFORTS			
Arrests	817	740	10.4%
Citations	786	1,229	-36.0%
Calls for Service	7,300	1,727	322.7%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2025

Attachment E

Crimes

Monthly

System-Wide	Dec-25	Dec-24	% Change
Crimes Against Persons	191	148	29.1%
Crimes Against Property	79	59	33.9%
Crimes Against Society	493	325	51.7%
Total	763	532	43.4%

Six Months

System-Wide	Jul-25-Dec-25	Jul-24-Dec-24	% Change
Crimes Against Persons	1,012	1,066	-5.1%
Crimes Against Property	428	465	-8.0%
Crimes Against Society	2,281	3,582	-36.3%
Total	3,721	5,113	-27.2%

Annual

System-Wide	Jan-25-Dec-25	Jan-24-Dec-24	% Change
Crimes Against Persons	1,918	2,057	-6.8%
Crimes Against Property	851	820	3.8%
Crimes Against Society	4,078	6,080	-32.9%
Total	6,847	8,957	-23.6%

Average Emergency Response Times

Monthly

Dec-25	Dec-24	% Change
2.67	3.99	-33.1%

Six Months

Jul-25-Dec-25	Jul-24-Dec-24	% Change
2.63	4.32	-39.1%

Annual

Jan-25-Dec-25	Jan-24-Dec-24	% Change
2.74	4.96	-44.7%

Bus Operator Assaults

Monthly

Dec-25	Dec-24	% Change
1	5	-80.0%

Six Months

Jul-25-Dec-25	Jul-24-Dec-24	% Change
36	73	-50.7%

Annual

Jan-25-Dec-25	Jan-24-Dec-24	% Change
75	148	-49.3%

Ridership

Monthly

Dec-25	Dec-24	% Change
25,022,160	25,414,697	-1.5%

Six Months

Jul-25-Dec-25	Jul-24-Dec-24	% Change
151,824,975	159,372,786	-4.7%

Annual

Jan-25-Dec-25	Jan-24-Dec-24	% Change
305,652,162	310,994,264	-1.7%



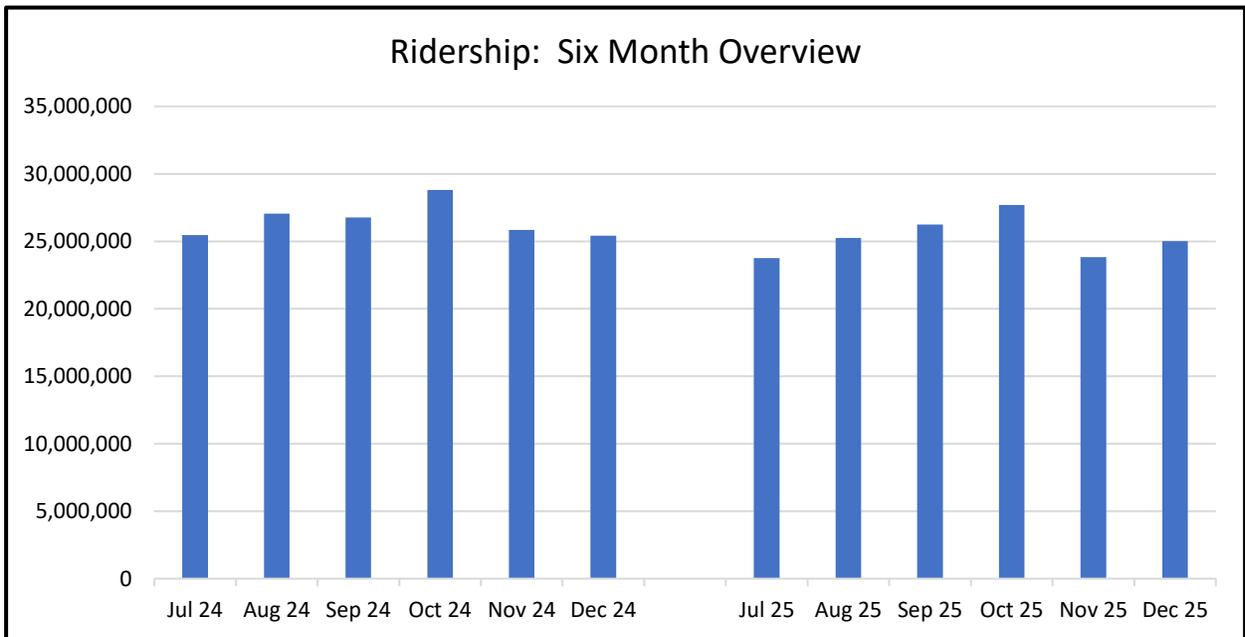
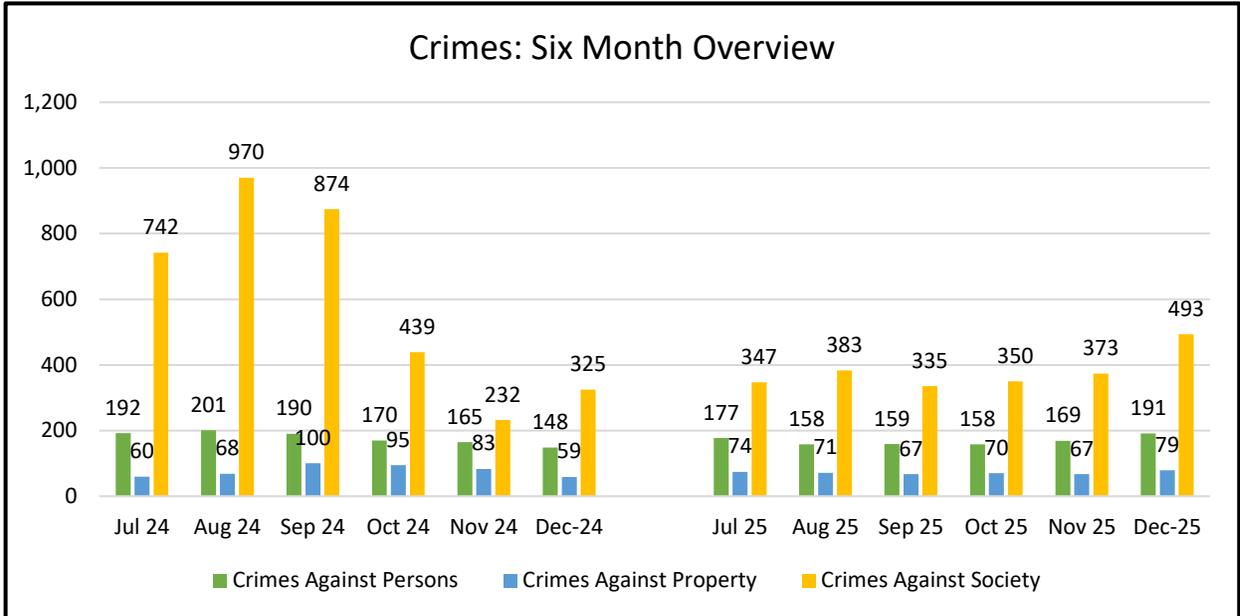
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2025

Attachment E



A LINE (BLUE)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	1	0	0	1
Robbery	3	9	0	46
Aggravated Assault	2	9	0	62
Aggravated Assault on Operator	0	0	0	0
Battery	3	3	2	62
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	11
SUB-TOTAL	9	22	2	182
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	0	1
Larceny	4	9	0	62
Bike Theft	0	2	0	6
Motor Vehicle Theft	0	0	0	4
Arson	0	0	0	2
Vandalism	5	0	0	24
SUB-TOTAL	9	11	0	99
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	1	2	0	14
Narcotics	20	6	0	137
Trespassing	76	5	1	508
SUB-TOTAL	97	13	1	659
TOTAL	115	46	3	940

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Pomona North	1	0	1	2
La Verne/Fairplex	0	0	0	0
San Dimas	0	0	0	2
Glendora	0	0	0	5
APU/Citrus College	0	0	0	7
Azusa Downtown	0	0	0	3
Irwindale	0	0	0	5
Duarte/City of Hope	1	0	0	8
Monrovia	0	2	0	5
Arcadia	0	0	1	6
Sierra Madre Villa	0	0	0	5
Allen	0	0	0	3
Lake	0	0	0	5
Memorial Park	3	0	0	8
Del Mar	0	0	1	4
Fillmore	0	0	0	9
South Pasadena	0	0	0	6
Highland Park	0	0	0	5
Southwest Museum	0	0	2	11
Heritage Square	0	0	0	4
Lincoln/Cypress	0	0	0	8
Chinatown	0	0	46	231
Union Station	0	1	0	7
Little Tokyo/Arts Dist	1	1	1	24
Historic Broadway	0	0	3	15
Grand Av Arts/Bunker Hill	0	3	28	177
7th St/Metro Ctr	0	0	0	11
Pico	2	3	8	64
Grand/LATTC	3	0	9	92
San Pedro St	1	0	0	5
Washington	0	0	0	8
Vernon	0	1	0	8
Slauson	2	1	3	20
Florence	4	2	2	27
Firestone	2	1	1	15
103rd St/Watts Towers	2	0	0	10
Willowbrook/Rosa Parks	3	0	2	22
Compton	2	2	2	19
Artesia	2	1	0	14
Del Amo	2	2	0	15
Wardlow	0	0	0	6
Willow St	0	0	0	11
PCH	1	0	0	2
Anaheim St	0	0	0	4
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	1	0	1	16
Pacific Av	0	0	0	0
A Line Rail Yard	0	0	0	6
Total	33	20	111	940

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	23	13	0	221
Misdemeanor	113	52	0	935
TOTAL	136	65	0	1,156

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	83	77	0	890
Vehicle Code Citations	9	3	0	66
TOTAL	92	80	0	956

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	968	120	0	1705
Priority	27	79	0	645
Emergency	7	9	0	63
TOTAL	1002	208	0	2,413

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	26%	4%	N/C
Proactive	74%	96%	N/C
TOTAL	100%	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
A Line - LAPD	85%
A Line - LASD	86%
A Line - MTS	N/C

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Pomona North	0	31	0	93
La Verne/Fairplex	0	12	0	27
San Dimas	0	16	0	41
Glendora	0	19	0	62
Azusa	0	24	0	139
Irwindale	0	26	0	134
Duarte Station	0	13	0	74
Monrovia	0	11	0	57
Magnolia Ave	0	0	0	0
Arcadia Station	0	8	0	65
Pasadena	0	30	0	147
South Pasadena	0	8	0	23
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	14	0	0	104
Slauson	0	22	0	27
Florence	0	11	0	27
Firestone	0	16	0	42
103rd St	35	0	0	42
Willowbrook	0	104	0	208
Compton	0	12	0	26
Artesia	0	12	0	39
Del Amo	0	14	0	39
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	49	389	0	1,193

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	
Metro Transit Security	

B LINE (RED)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	6	14
Aggravated Assault	5	25
Aggravated Assault on Operator	0	0
Battery	23	91
Battery Rail Operator	0	0
Sex Offenses	2	10
SUB-TOTAL	36	140
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	15	39
Bike Theft	0	0
Motor Vehicle Theft	1	4
Arson	0	0
Vandalism	4	13
SUB-TOTAL	20	56
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	6	23
Narcotics	51	295
Trespassing	203	731
SUB-TOTAL	260	1,049
TOTAL	316	1,245

ARRESTS		
AGENCY	LAPD	FYTD
Felony	64	247
Misdemeanor	304	1276
TOTAL	368	1,523

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	257	1,255
Vehicle Code Citations	15	88
TOTAL	272	1,343

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1661	1661
Priority	81	81
Emergency	3	3
TOTAL	1745	1,745

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	44%
Proactive	56%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	5	13	72
Civic Center/Grand Park	1	0	0	14
Pershing Square	5	1	31	92
7th St/Metro Ctr	9	4	110	287
Westlake/MacArthur Park	6	0	35	225
Wilshire/Vermont	1	0	1	31
Wilshire/Normandie	0	1	0	2
Vermont/Beverly	0	0	0	35
Wilshire/Western	1	2	1	8
Vermont/Santa Monica	1	0	0	21
Vermont/Sunset	2	0	0	24
Hollywood/Western	1	2	33	148
Hollywood/Vine	2	1	4	67
Hollywood/Highland	0	0	11	35
Universal City/Studio City	3	1	0	24
North Hollywood	3	3	21	160
B Line Rail Yard	0	0	0	0
Total	36	20	260	1,245

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
B Line - LAPD	82%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	1	7	27
Aggravated Assault	1	1	10
Aggravated Assault on Operator	0	0	0
Battery	0	6	25
Battery Rail Operator	0	0	0
Sex Offenses	0	1	2
SUB-TOTAL	2	15	65
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	2	25
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	5
Arson	0	0	0
Vandalism	2	1	8
SUB-TOTAL	6	3	38
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	0	13
Trespassing	0	2	27
SUB-TOTAL	0	3	42
TOTAL	8	21	145

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	20
Misdemeanor	0	15	110
TOTAL	1	16	130

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	14	98
Vehicle Code Citations	0	1	3
TOTAL	0	15	101

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	207	56	580
Priority	8	37	222
Emergency	1	3	20
TOTAL	216	96	822

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	41%	7%
Proactive	59%	93%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center	0	0	0	33
Aviation/Century	0	0	0	2
Aviation/Imperial	0	2	0	7
Hawthorne/Lennox	0	0	0	1
Crenshaw	3	0	1	11
Vermont/Athens	0	0	1	8
Harbor Fwy	1	4	0	11
Avalon	1	0	0	11
Willowbrook/Rosa Parks	5	0	1	28
Lynwood	6	0	0	14
Lakewood Bl	0	1	0	4
Norwalk	1	2	0	15
Total	17	9	3	145

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
C Line - LAPD	83%
C Line - LASD	93%

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department

E LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	3	1	20
Aggravated Assault	1	0	22
Aggravated Assault on Operator	0	0	0
Battery	9	0	47
Battery Rail Operator	0	0	0
Sex Offenses	1	1	4
SUB-TOTAL	14	2	95
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	31
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	9
SUB-TOTAL	3	0	41
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	6
Narcotics	17	0	56
Trespassing	89	0	254
SUB-TOTAL	108	0	316
TOTAL	125	2	452

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	20	1	68
Misdemeanor	118	2	373
TOTAL	138	3	441

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	131	2	462
Vehicle Code Citations	1	0	27
TOTAL	132	2	489

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1095	78	1563
Priority	31	16	158
Emergency	10	0	18
TOTAL	1136	94	1,739

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	37%	16%
Proactive	63%	84%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	2	0	0	8
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	2	13
Soto	0	0	3	19
Mariachi Plaza	0	0	6	21
Pico/Aliso	0	0	0	3
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	3
Pico	0	0	0	2
LATTC/Ortho Institute	0	0	0	26
Jefferson/USC	0	0	2	11
Expo Park/USC	1	0	3	13
Expo/Vermont	1	0	6	22
Expo/Western	4	0	23	122
Expo/Crenshaw	5	1	54	92
Farmdale	0	0	1	4
Expo/La Brea	0	1	3	22
La Cienega/Jefferson	2	1	1	13
Culver City	0	0	0	4
Palms	1	0	1	5
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	1	8
Expo/Bundy	0	0	2	4
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	5
Downtown Santa Monica	0	0	0	27
E Line Rail Yard	0	0	0	0
Total	16	3	108	452

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line - LAPD	84%
E Line - LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	31	31
Figueroa St	0	0	0
Exposition Blvd	176	0	176
Culver City	0	0	0
Santa Monica	0	26	26
TOTAL	176	57	233

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

G LINE (ORANGE)

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	4
Aggravated Assault	2	11
Aggravated Assault on Operator	0	0
Battery	4	14
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	7	30
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	8
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	3
SUB-TOTAL	3	11
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	5
Narcotics	1	49
Trespassing	0	24
SUB-TOTAL	2	78
TOTAL	12	119

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	28
Misdemeanor	5	84
TOTAL	10	112

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	3	87
Vehicle Code Citations	23	219
TOTAL	26	306

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	490	490
Priority	15	15
Emergency	1	1
TOTAL	506	506

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
G Line - LAPD	79%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	16
Laurel Canyon	0	0	1	1
Valley College	0	0	0	3
Woodman	0	0	0	3
Van Nuys	0	1	0	2
Sepulveda	3	1	0	13
Woodley	1	0	0	2
Balboa	3	0	1	6
Reseda	0	0	0	33
Tampa	0	0	0	0
Pierce College	0	0	0	1
De Soto	0	1	0	2
Canoga	0	0	0	13
Sherman Way	0	0	0	3
Roscoe	0	0	0	9
Nordhoff	0	0	0	4
Chatsworth	0	0	0	8
Total	7	3	2	119

J LINE (SILVER)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	2	0	2
Robbery	1	0	2
Aggravated Assault	1	0	5
Aggravated Assault on Operator	0	0	0
Battery	1	0	6
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	5	0	16
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	2
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	3
SUB-TOTAL	3	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	3
SUB-TOTAL	0	0	4
TOTAL	8	0	26

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	10
Misdemeanor	1	6	20
TOTAL	2	7	30

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	7
Vehicle Code Citations	2	0	7
TOTAL	2	0	14

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	90	7	141
Priority	5	2	18
Emergency	2	0	3
TOTAL	97	9	162

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	37%	15%
Proactive	63%	85%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	3
Cal State LA	1	0	0	1
LAC/USC Medical Ctr	0	0	0	1
Alameda	0	1	0	1
Downtown	0	0	0	1
37th St/USC	1	0	0	1
Slauson	0	0	0	2
Manchester	0	0	0	3
Harbor Fwy	0	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	2	1	0	8
Carson	0	0	0	0
PCH	1	0	0	2
San Pedro/Beacon	0	1	0	1
Total	5	3	0	26

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
J Line - LAPD	87%
J Line - LASD	85%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

K LINE

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	2
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	3	0	7
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	4	0	14
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	0	0	4
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	2	0	21
SUB-TOTAL	2	0	21
TOTAL	6	0	39

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	4
Misdemeanor	4	0	39
TOTAL	5	0	43

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	0	29
Vehicle Code Citations	0	0	1
TOTAL	4	0	30

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	254	72	657
Priority	5	8	55
Emergency	3	0	3
TOTAL	262	80	715

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	37%	28%
Proactive	63%	72%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	2	0	1	13
Martin Luther King Jr	0	0	1	11
Leimert Park	1	0	0	5
Hyde Park	0	0	0	1
Fairview Heights	0	0	0	0
Downtown Inglewood	0	0	0	1
Westchester / Veterans	0	0	0	0
LAX/Metro Transit Center	0	0	0	3
Aviation/Century	1	0	0	3
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	1
Redondo Beach	0	0	0	1
Total	4	0	2	39

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	85%
K Line - LASD	95%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

BUS PATROL

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	1	3
Rape	0	0	4
Robbery	3	2	65
Aggravated Assault	5	8	84
Aggravated Assault on Operator	0	0	12
Battery	17	15	175
Battery Bus Operator	1	0	24
Sex Offenses	2	2	28
SUB-TOTAL	29	28	395
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	12	1	70
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	2
Vandalism	7	1	59
SUB-TOTAL	19	2	133
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	11
Narcotics	1	3	42
Trespassing	1	0	12
SUB-TOTAL	2	5	65
TOTAL	50	35	593

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	16
San Fernando	0	5
San Gabriel Valley	5	39
Gateway Cities	14	52
South Bay	14	63
Total	35	175

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	12
West Valley	1	8
North Hollywood	2	26
Foothill	1	5
Devonshire	0	9
Mission	1	11
Topanga	2	9
Central Bureau		
Central	6	39
Rampart	4	30
Hollenbeck	1	18
Northeast	0	17
Newton	3	24
West Bureau		
Hollywood	2	19
Wilshire	3	14
West LA	0	8
Pacific	0	10
Olympic	5	5
Southwest Bureau		
Southwest	5	40
Harbor	0	2
77th Street	4	58
Southeast	5	22
Total	48	386

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	6	100
Misdemeanor	1	45	183
TOTAL	6	51	283

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	22	44	345
Vehicle Code Citations	60	16	762
TOTAL	82	60	1,107

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	991	146	1,795
Priority	417	78	929
Emergency	59	8	92
TOTAL	1467	232	2,816

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	2
Robbery	0	1
Aggravated Assault	2	6
Aggravated Assault on Operator	0	0
Battery	5	34
Battery Rail Operator	0	0
Sex Offenses	0	2
SUB-TOTAL	8	45
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	24
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	7
SUB-TOTAL	0	32
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	2
Trespassing	0	14
SUB-TOTAL	0	17
TOTAL	8	94

ARRESTS

AGENCY	LAPD	FYTD
Felony	2	9
Misdemeanor	3	34
TOTAL	5	43

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	18	53
Vehicle Code Citations	1	1
TOTAL	19	54

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	89	89
Priority	38	38
Emergency	0	0
TOTAL	127	127

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	41%
Proactive	59%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM

Union Station	85%
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LEGEND

Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	1	4
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	1	4
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
SUB-TOTAL	0	2
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	1
Trespassing	0	0
SUB-TOTAL	0	1
TOTAL	1	7

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	4
TOTAL	0	4

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	37
Vehicle Code Citations	0	0
TOTAL	0	37

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	19	19
Priority	3	3
Emergency	0	0
TOTAL	22	22

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	37%
Proactive	63%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	82%

LEGEND	
Los Angeles Police Department	

LAX/METRO TRANSIT CENTER

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2025

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	MTS	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	1	4
Aggravated Assault on Operator	0	0	0
Battery	4	2	14
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	4	3	22
CRIMES AGAINST PROPERTY	LAPD	MTS	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	4
SUB-TOTAL	0	0	6
CRIMES AGAINST SOCIETY	LAPD	MTS	FYTD
Weapons	0	0	2
Narcotics	0	0	0
Trespassing	0	0	19
SUB-TOTAL	0	0	21
TOTAL	4	3	49

ARRESTS

AGENCY	LAPD	MTS	FYTD
Felony	0	0	0
Misdemeanor	4	0	4
TOTAL	4	0	4

CITATIONS

AGENCY	LAPD	MTS	FYTD
Other Citations	0	0	2
Vehicle Code Citations	0	0	0
TOTAL	0	0	2

CALLS FOR SERVICE

AGENCY	LAPD	MTS	FYTD
Routine	1	0	1
Priority	0	0	0
Emergency	0	0	0
TOTAL	1	0	1

DISPATCHED VS. PROACTIVE

AGENCY	LAPD	MTS
Dispatched	0	N/C
Proactive	0	N/C
TOTAL	0%	0%

PERCENTAGE OF TIME SPENT ON THE SYSTEM

LAX/MTC - LAPD	N/C
LAX/MTC - MTS	N/C

LEGEND

Los Angeles Police Department
Metro Transit Security



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

Sexual Crimes / Harassment Calls for Service December 2025

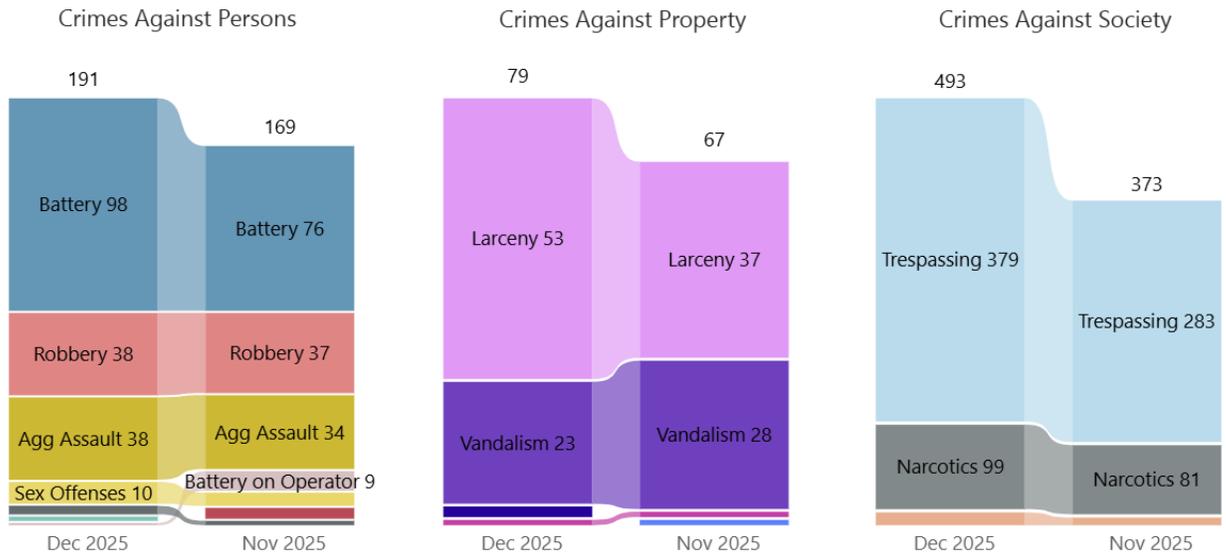
Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between December 1 and December 31, Metro Transit Security, LAPD and LASD received fourteen (14) incidents and referred all victims of sexual crimes/harassment to the above free hotlines, except for two individuals who refused counseling information.

Incident Type & Totals						
	Dec 25	Nov 25	% Change	Dec 25	Dec 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	10	2	400.0%	10	3	233.3%
Lewd Conduct	0	0	0.0%	0	3	-100.0%
Indecent Exposure	0	3	-100.0%	0	1	-100.0%
Rape	4	2	200.0%	4	1	300.0%
TOTAL	14	7	100.0%	14	8	75.0%

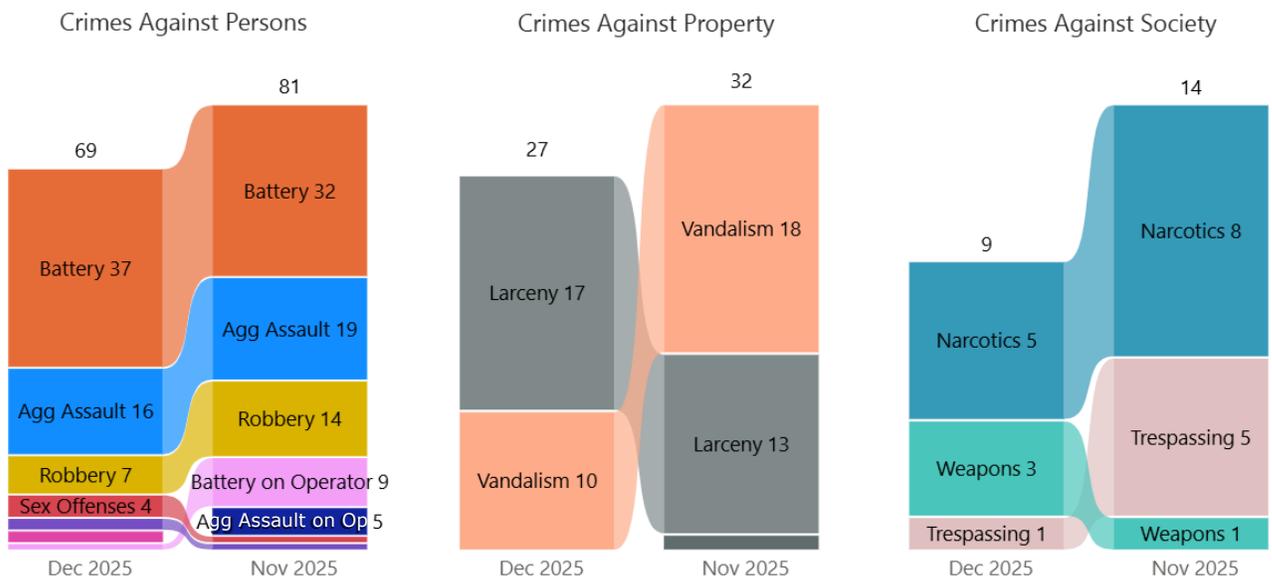
Counseling Information Provided	
	Dec 25
Yes	12
No - If no, why?	2
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	2
Officer Witnessed Incident	0
TOTAL	14

December 2025

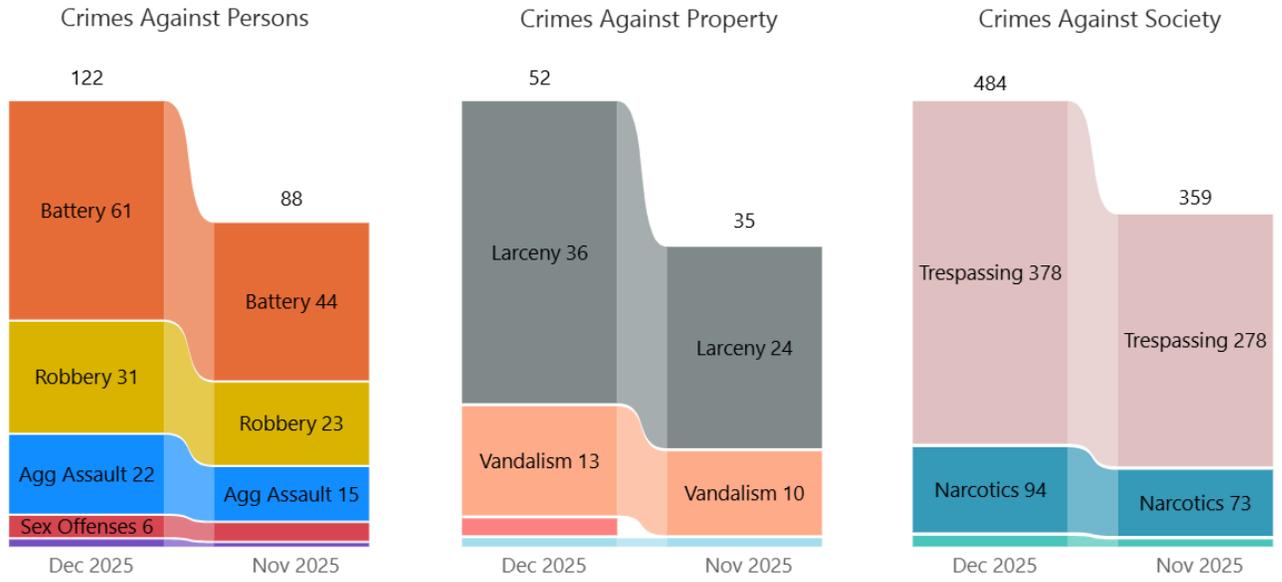
Systemwide



Bus



Rail



Crimes Against Persons ● Agg Assault ● Agg Assault on Op ● Battery ● Battery on Operator ● Homicide ● Rape ● Robbery ● Sex Offenses

Crimes Against Property ● Arson ● Bike Theft ● Burglary ● Larceny ● Motor Vehicle Theft ● Vandalism

Crimes Against Society ● Narcotics ● Trespassing ● Weapons

Frontline Safety – Additional Data (December 2025)

Operator Safety

Figures A and B provide context on operator assaults in December compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

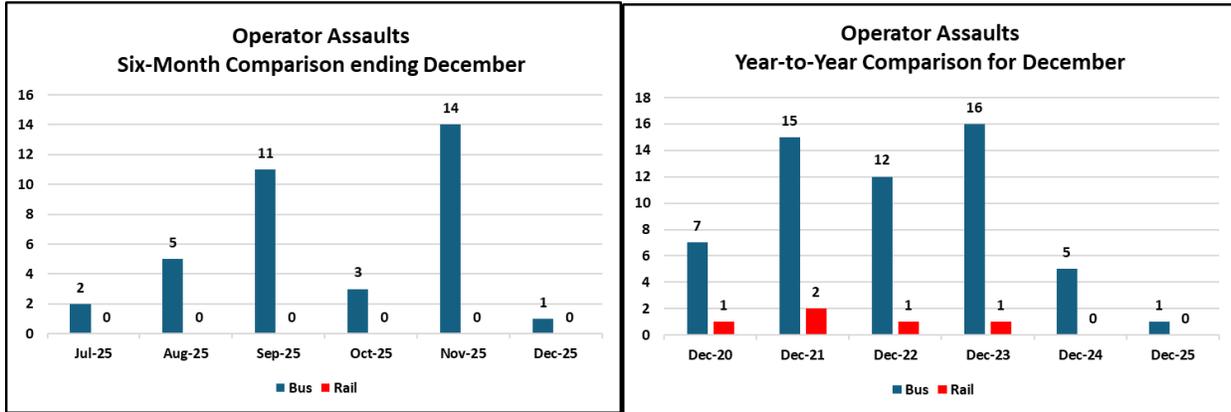


Figure A (Left) and Figure B (Right)



Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.

**Operator Assaults
December 2025**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
12/13/2025	12:10	901	19512	Balboa Station G Line	The suspect boarded the bus and purposely activated a can of pepper spray as he walked down the aisle. The victim and some passengers immediately felt the effects of the pepper spray. The suspect exited the bus when he was confronted by a passenger. The suspect fled on a bus travelling in the opposite direction. The victim wasn't injured and declined medical treatment.	Barrier present - closed	Insufficient information	Projectile	No

Assaults per Vehicle Revenue Mile

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

For December, the rolling yearly average rate of assaults per 100,000 vehicle revenue miles was 0.94 compared to 0.97 in November 2025. This means that over the last 12 months ending December 2025, there was an average of 0.94 assaults per 100,000 revenue miles, a 2.6% decrease compared to the 12 months ending November 2025.

Other Frontline Staff Safety

Figures E and F illustrate assault methods and reasons, respectively.

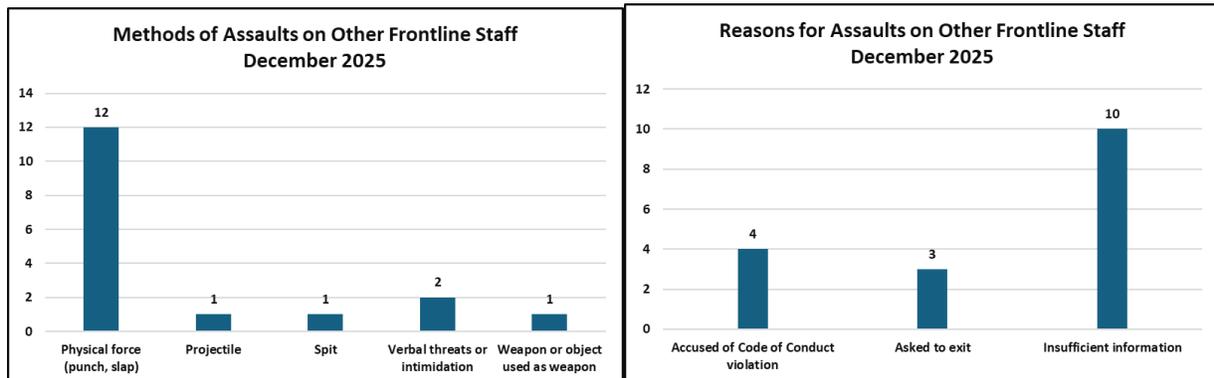


Figure E (Left) and Figure F (Right)

Station Experience Updates (December 2025)

Expo/La Brea Plaza Safety & Cleanliness Improvements Taking Shape

As a joint effort to address concerns raised by riders, DPS, and recent station evaluations, Facilities Maintenance successfully removed the problematic original benches that had attracted non-destination riders and replaced them with refreshed seating directly where riders wait for connecting buses.

A recent site visit to the station revealed that inappropriate activity had been successfully addressed by removing plaza seating from hidden areas and replacing it with more visible, closer seating to connect bus riders on the plaza.

Over 7,200 Voters Cast November Ballots Across Nine Metro Stations

Continuing the success of the past election held in November 2024, where over 5,300 ballots were collected across nine different Metro stations, Station Experience continued its partnership with the Los Angeles County Registrar-Recorder/County Clerk's Office (RR/CC) to expand voting access for persons who use or live near Metro stations for the recent November 2025 Special election. In this recent election, a total of **7,236 ballots were collected at Metro stations, representing a 26% increase** in ballots collected throughout the nine Vote-By-Mail Drop Boxes across the Metro system.

Providing Metro riders and nearby constituents the opportunity to cast their vote at Metro stations activates Metro stations with synergy, bringing more value to the communities Metro serves by expanding voter access and improving natural surveillance around Metro stations. As with past elections, these Drop Boxes were strategically placed in unpaired areas, in clear view of CCTV cameras, and designed to deter tampering.

Metro Vote-By-Mail Drop Box Results

1. El Monte Bus Transit Center: 690 ballots, +52% increase
2. Harbor Gateway Transit Center: 503 ballots, +15% increase
3. Harbor Freeway C & J Lines: 396 ballots, +59% increase
4. Hollywood/Western B Line: 1,741 ballots, +13% increase
5. North Hollywood B Line: 784 ballots, No change
6. Norwalk C Line: 1,164 ballots, +57% increase
7. Union Station: 541 ballots, +32% increase
8. Westlake/MacArthur Park B & D Lines: 186 ballots, +68% increase
9. Wilshire/Vermont B & D Lines: 1,231 ballots, +4% increase

Partnership with City of Arcadia Leads to Safety & Cleanliness Improvements

Local Government Relations staff have helped coordinate productive conversations with several cities along the A Line North Foothill Extension, including with City of Arcadia officials, to bring incremental improvements to the Arcadia A Line Station and its city-owned outdoor plaza. Post-pandemic challenges had led to an increase in inappropriate activity at this station, much of which stemmed from loitering in and around the area.

As a result, staff worked with the City of Arcadia to coordinate interventions to help inspire appropriate behavior, including:

- Open elevator doors in the station parking structure, which has improved safety and cleanliness
- City of Arcadia deployment of their eCam CCTV and lighting beacon on their plaza to improve monitoring and deter inappropriate activity
- Environmental improvements were added to this station to provide a calming environment designed for short-term waiting for the next train departure

90% Drop in Loitering After Mini-Makeovers on I-110 Harbor Transitway

Staff previously shared the recently completed mini-makeovers at three J Line stations along the I-110 Harbor Transitway, including Manchester, Slauson, and 37th St/USC.

This had included a survey of over 100 bus riders that found:

- 98% said they feel safer or much safer
- 99% said the station feels cleaner or much cleaner
- 78% have noticed reduced loitering at the station
- 98% said they want these improvements at more Metro stations

In addition to feedback from Metro riders, the Station Experience team also checked with Metro's Custodial Services team, which oversees daily cleaning and upkeep of these stations. Their recent feedback reinforced the safety improvements staff heard from riders, including their observations of a 90% reduction in loitering at these three mini-makeover stations, attributing the success to the tactical intervention efforts that included:

- Removal of decorative partitions that created hiding areas for illicit activity
- Upgrading of seating benches and addition of leaning rails that improve short-term waiting
- Brighter lighting and environmental improvements
- Throne Restroom installed at Slauson [J] Station
- Closure of problematic, non-functional skybridge on south end at Slauson [J] Station

The custodial team is very appreciative of these efforts of opening up the sight lines and adding other interventions throughout the station, better facilitating their job duties to create a cleaner and safer environment.

Site Visits with Pasadena Officials & Key Stakeholders to Maintain Safety & Cleanliness at Fillmore & Lake Stations

In late January, Local Government Relations staff coordinated a multiagency site visit that included staff from Station Experience, DPS, and Civil Rights to both the Fillmore and Lake A Line stations in Pasadena. Historically, both A Line stations have been two hotspots for addressing community concerns stemming from societal challenges.

At Fillmore Station, the train platform was safe, clean, and free of loitering, as the recently installed ambient classical music has helped to reinforce appropriate activity on

the platform. However, some of the issues persist nearby, including the City of Pasadena and the station/joint-use parking structure, which is privately managed. Metro staff shared best practices on potential interventions that have been effective as part of an overall multi-pronged approach that could extend the safety benefits to the surrounding community. This included recalibrating environmental improvements and the potential addition of a Throne restroom here to address cleanliness concerns observed just outside the station, which are used by Metro commuters.

At Lake Station, attendees included Metro staff from Station Experience, Local Government Relations, DPS, Facilities Maintenance, Caltrans, LASD, City of Pasadena officials, Pasadena Outreach Response Team (PORT), and Supervisor Barger's staff. During the site visit, the train platform again was safe, clean, and free of loitering, thanks to the many interventions completed to secure the paid boundary of the station, including:

- Taller faregates
- Environmental improvements
- Brighter lights
- Securing underutilized areas

However, evidence of societal challenges persists in the unpaid area, and territories under the Caltrans and the City of Pasadena jurisdictions. With the local Pasadena Playhouse BID leadership also in attendance, critical insights were shared for discussion amongst all responsible stakeholders, with further discussions underway to extend potential improvements to the topside entrance to extend the safety and cleanliness benefits beyond just Metro's train platform.

Metro Ambassadors Activities (December 2025)

In December 2025, Metro Ambassadors supported both regular systemwide deployments, including continued coverage on the A Line north, and assisted at several special events, including Metrolink's Holiday Express Train, the Highland Park Parade, and ongoing NFL games.

Ambassadors also played a critical role during service disruptions by managing customer flow and providing wayfinding support, most notably during the planned early-December closure of five A Line North stations between Del Mar and Sierra Madre Villa.

Metro Ambassador – New Employee Onboarding

In December 2025, Metro successfully onboarded 23 new Metro Transit Ambassadors. All training participants completed a 4-week training program from Monday, December 8, 2025, through Saturday, January 3, 2026. The program was developed collaboratively with multiple departments, including Bus and Rail Operations, the Office of Civil Rights and Inclusion, Customer Experience, and DPS.

Ambassadors received comprehensive classroom and field instruction to prepare them to serve customers with respect, empathy, and professionalism. Training topics included:

- Conflict De-Escalation & Non-Violent Crisis Intervention
- Disability Awareness
- Cultural and Situational Awareness
- Metro Operations & Customer Care
- Incident reporting with Real-Time Coaching
- Hands-on Experience & Station Familiarity

A Line North, Bus Bridge Support

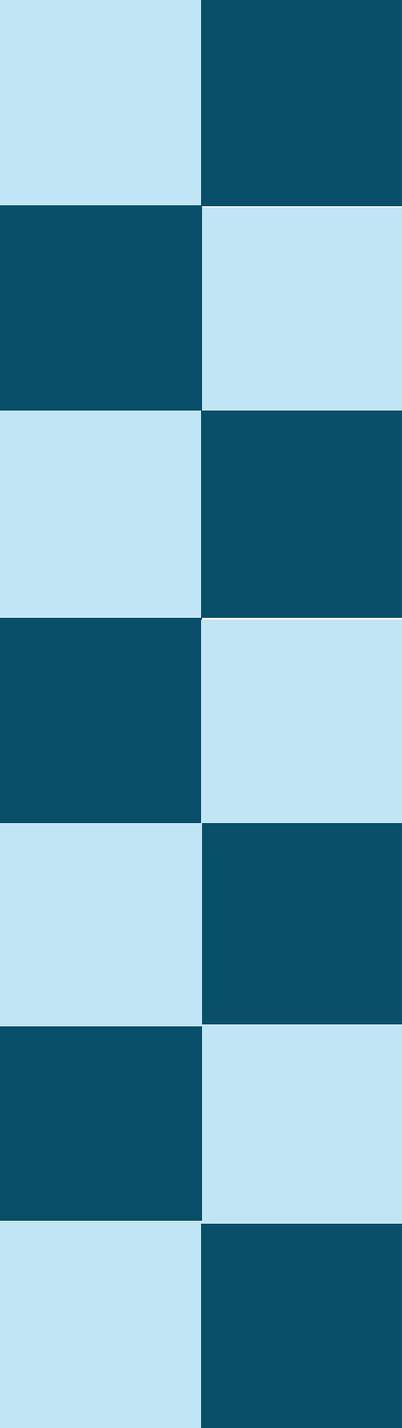
On December 21, 2025, several Metro Ambassador teams were redeployed to Del Mar and Sierra Madre Villa stations to assist customers during the planned bus bridge between Del Mar and Sierra Madre Villa.

Metrolink's Holiday Express Train:

On December 26, 2025, Metro Ambassadors deployed at Union Station welcomed customers attending the event, provided directions, and offered wayfinding assistance.

Pomona North Station Activation

On December 20, 2025, a Metro Ambassador team was redeployed to the Pomona North Station to support a station activation which included an outdoor movie screening, festive decorations, a Christmas market, and seasonal snacks. Ambassadors assisted customers on the platform throughout the event.



Monthly Update on Public Safety

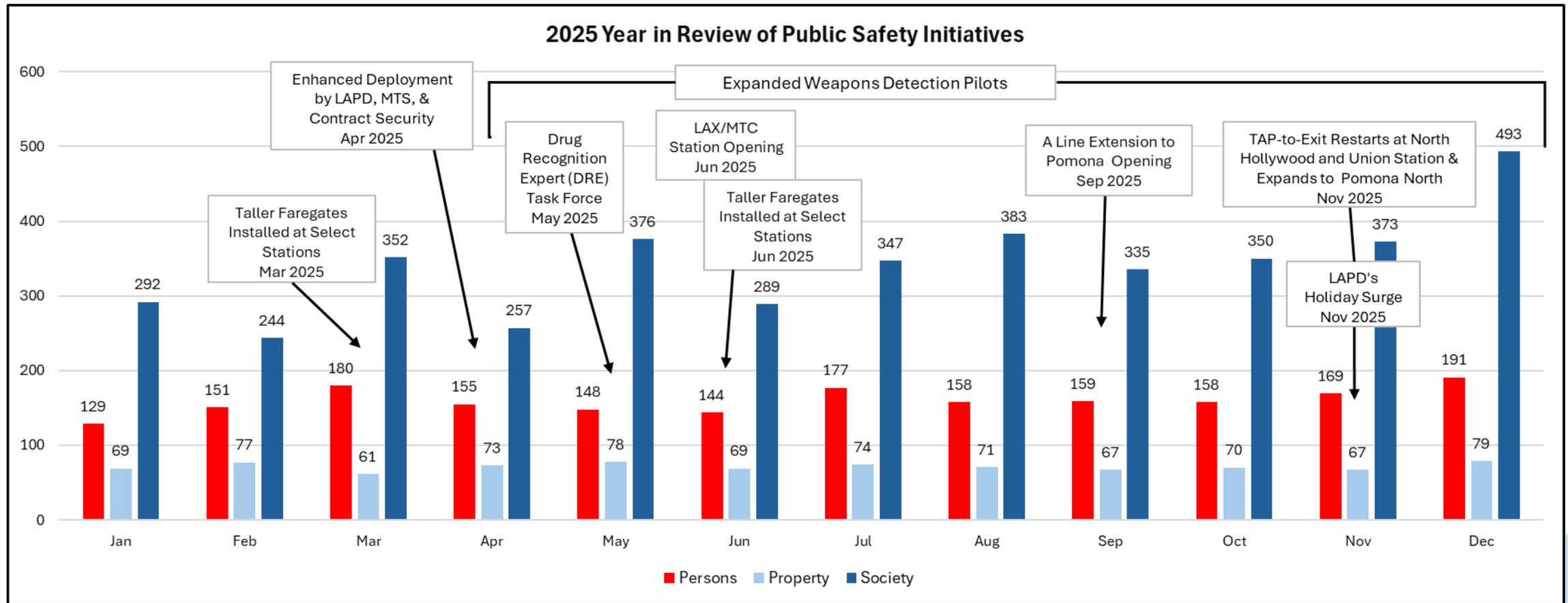
*Operations, Safety, & Customer Experience
Committee Meeting*

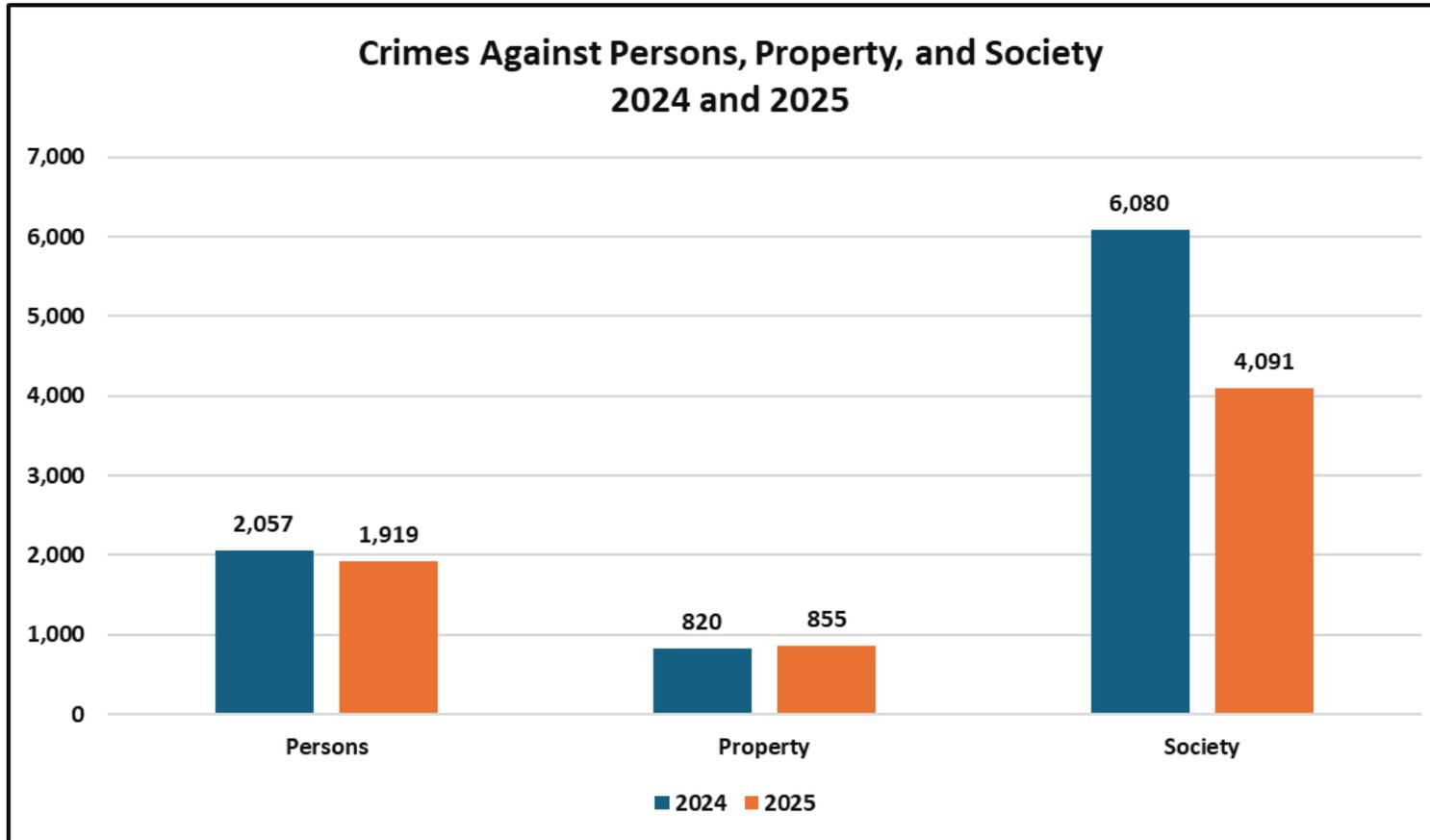
February 19, 2026

2025 Year-End Overview

Public Safety Trends and Statistics

In 2025, Metro expanded several public safety initiatives, including TAP-to-Exit and the weapons detection pilots, which contributed to creating a safer rider experience by targeting trespassing and narcotics and lowering incidents of violent crime.



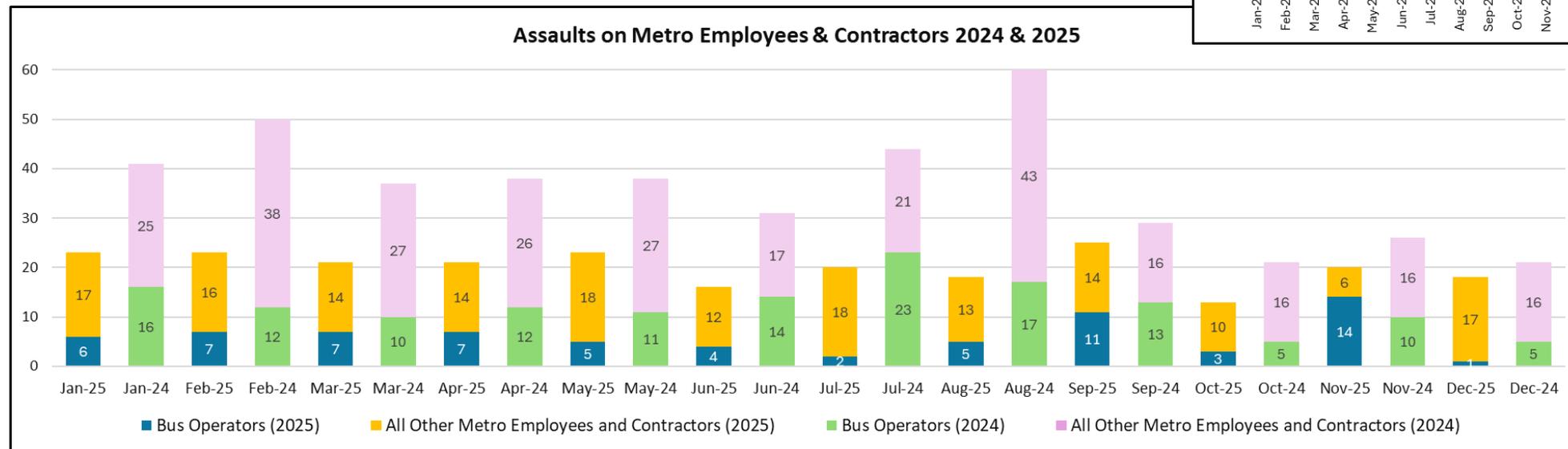
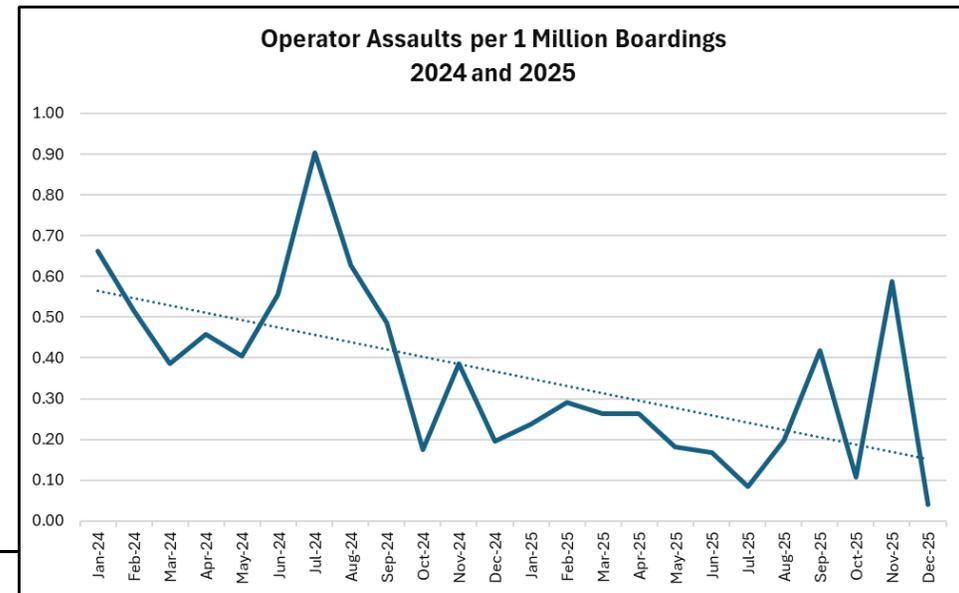


- **Crimes Against Persons** decreased in the total number of incidents and per one million boardings of 6.71% and 5.01%, respectively, reaching their lowest levels since 2021.
 - Several specialized deployments throughout the year targeted specific stations and bus lines, helping keep violent crime at a lower level.
- **Crimes Against Property** remained steady in 2025, though at a higher rate than in 2024. The total number of incidents and crimes per one million boardings increased by 4.27% and 6.16%, respectively.
- Arrests for **Crimes Against Society**, mainly related to trespassing, were higher than the five-year average; however, compared with 2024, they still saw a decrease of 32.71% in the total number of incidents and 31.49% per one million boardings.

2025 Year-End Overview

Comparing assaults on non-retrofit buses in 2024 with assaults on retrofit buses in 2025 shows not only a decline in the number of assaults but also an improvement in operators' safety.

- **The number of assaults that required medical transport decreased by 67%**, with only eight medical transports reported in all of 2025 (compared to 24 in 2024).
- Bus operator safety improves significantly in 2025 due to retrofit buses. **Assaults on operators per one million boardings decreased by 50.5% in 2025 vs. 2024.**



LAW ENFORCEMENT

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations.

	December 2025
Arrests	817
Citations	786

TRANSIT SECURITY

- TSOs issued 792 citations & 918 written warnings in December.

Bus Safety Teams conducted end-of-line operations during Owl Service on the Line 2 in Exposition Park and Line 4 in DTLA. These two bus lines have consistently ranked in the Top Five list of bus lines with reported crimes and bus operator assaults for most of 2025.

END OF LINE OPERATIONS

Contract Security officers offload trains at 11 end-of-line rail stations. December: 85% decrease in refusals vs. Dec 2024.

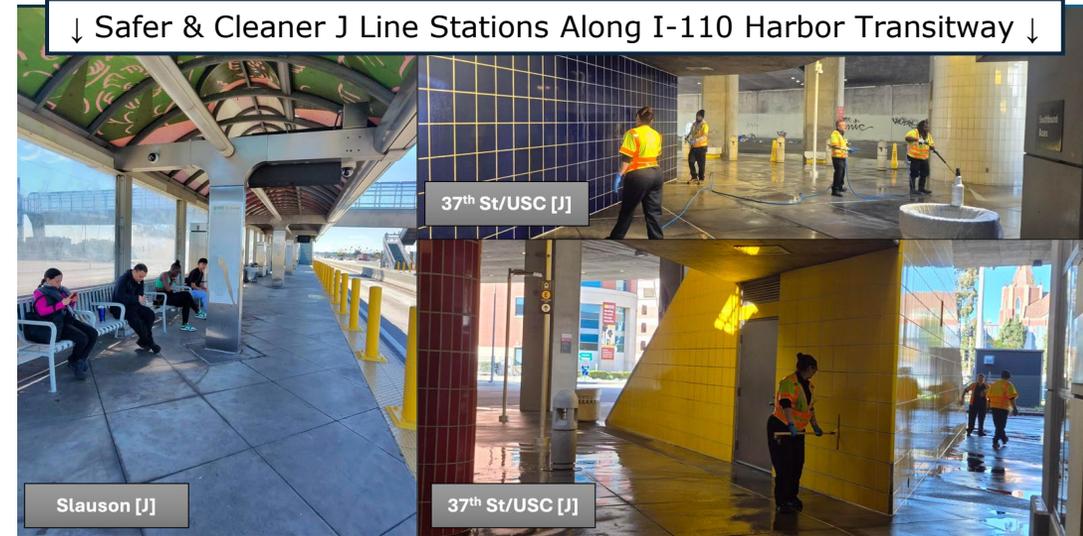
CUSTOMER SENTIMENT

- *Reddit* – a post titled “Cops checking cards at 7th/Metro,” there was positive discussion regarding TAP card checks by law enforcement, with one commenter pleased to see the uniformed presence, noting that two people were removed from the train for failing to show a card before officers went onto another train.
- *Reddit* – a post titled “Metro safety with luggage to LAX”, a rider asked if it was safe to travel to LAX using the E and K Line. A user responded that, as someone who regularly rides the K Line, the area near LAX has a heavy security presence, and Metro Ambassadors are often present for the entire ride.
- *X* – a commenter gave a shoutout, sharing how they saw three contract security officers be compassionate with a woman by giving her two bottles of water. The woman had asked for directions to Long Beach and where to buy water, but there was no vending machine nearby, so officers offered her water instead.

Access Control & Station Experience

December 2025

- 90% drop in loitering after J Line Station mini-makeovers along I-110 Harbor Transitway
- Expo/La Brea plaza safety and cleanliness improvements
- Over 7,200 voters cast November ballots across 9 Metro stations
- Partnerships with cities of Arcadia and Pasadena lead to improvements



HELPING RIDERS EXPERIENCING HOMELESSNESS

Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

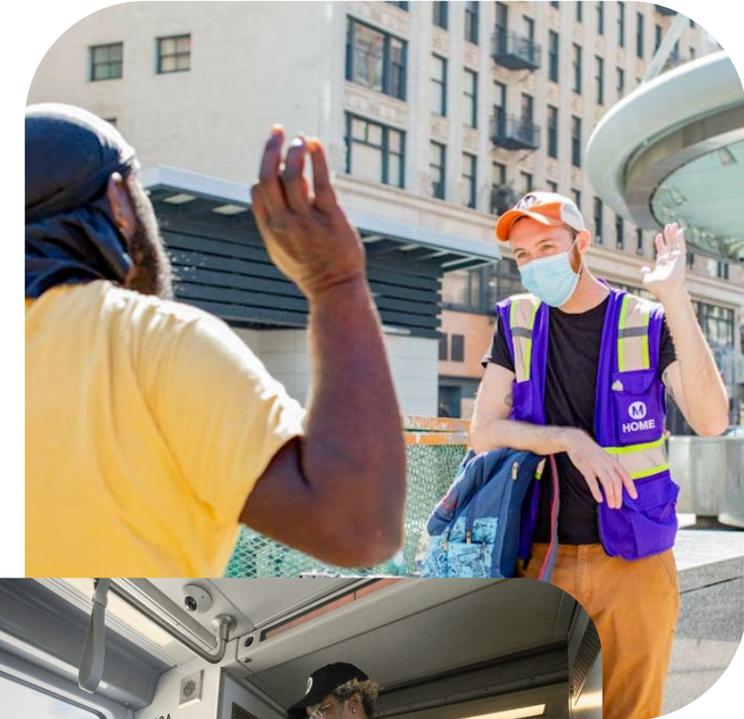
So far, in FY26 (July 2025 through December 2025):



METRO AMBASSADORS

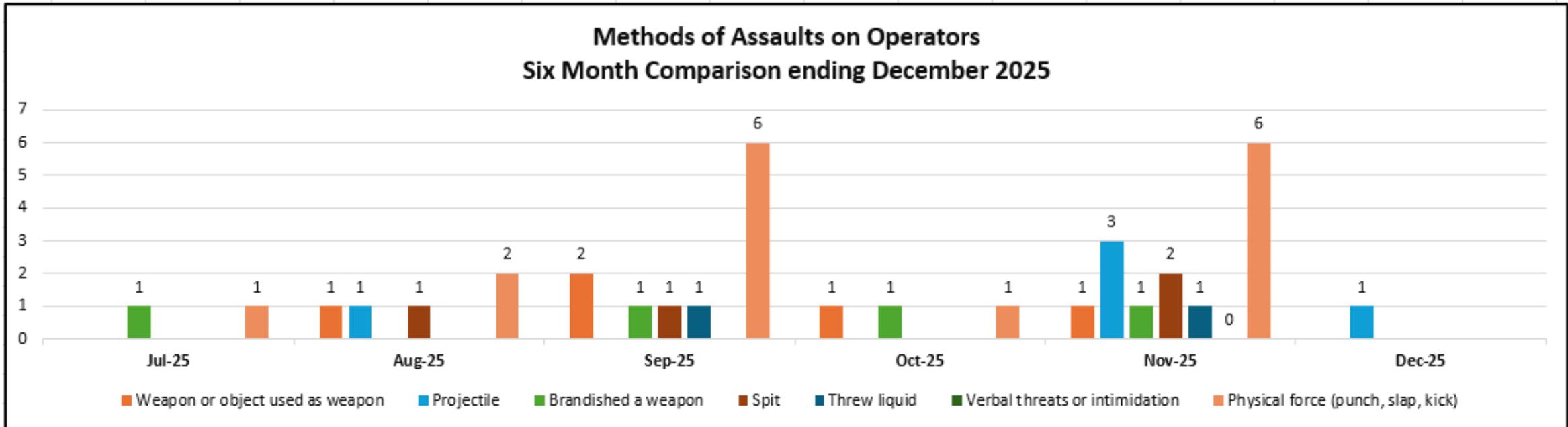
Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

- 3,618 cleanliness issues
- 3,097 graffiti incidents
- 768 elevator and escalator problems
- 4 Lives saved through timely administration of Naloxone



- In December, there were 18 assaults on Metro frontline personnel, with **only one operator assault** – a **93% decrease** in operator assaults from the previous month.
- The method of assault on the operator was using a projectile (pepper spray).
 - A police report was filed for the assault, and this investigation remains open.
- For the assaults on other frontline staff, using physical force and verbal threats/intimidation were the top methods, followed by spitting.

Assaults on Metro Employees & Contractors		
Type	Nov-25	Dec-25
Bus Operators	14	1
Rail Operators	0	0
Transit Security Officers	0	4
Contract Security Officers	6	10
Ambassadors	0	1
Blue Shirts	0	0
Custodians	0	2
Total	20	18





Board Report

File #: 2026-0009, **File Type:** Oral Report / Presentation

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 19, 2026

SUBJECT: STATION ACTIVATION QUARTERLY UPDATE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

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

ISSUE

Station activation plays a critical role in creating stations that feel safe, welcoming, and connected to the communities Metro serves, particularly as Metro continues to expand ridership. When stations appear inactive or disconnected from surrounding activity, customers may perceive them as unsafe. As a result, station activation is a core element of Metro's customer experience, safety, and community engagement strategies.

At its February 2025 meeting, the Board approved Motion 29 by Directors Yaroslavsky, Bass, Dupont-Walker, Sandoval, and Mitchell (Attachment A). In response to the Motion, staff have provided a status update on the development of a comprehensive, systemwide approach to station activation that will inform planning for upcoming rail openings and guide future station improvements.

This report summarizes several key initiatives currently underway, including a program framework to define station activations, establish vision and goals, and identify gaps in Metro's current station activation efforts. This report also presents several new test cases for station activation efforts, next steps for the D (Purple) Line Extension, and World Cup Station Activations. Collectively, these efforts build on lessons learned from existing activation initiatives and establish a clear path forward for making Metro stations vibrant, welcoming, and safe spaces for all riders.

Public safety research consistently demonstrates that open, active environments with high visibility improve perceptions of safety and support natural surveillance. Activities such as cafés, kiosks, and markets help ensure public spaces remain vibrant and well-used throughout the day. Metro's care-based approach to station activation responds directly to the needs of transit riders and nearby communities, reinforcing safety, enhancing the customer experience, and supporting increased ridership.

EQUITY PLATFORM

Station activation advances Metro's equity goals by promoting inclusive access, visibility, and a sense of belonging across the diverse communities Metro serves. By intentionally activating stations, particularly in historically underserved neighborhoods, Metro helps create public spaces that reflect local culture, respond to community needs, and foster feelings of safety, dignity, and connection. These efforts strengthen trust and deepen relationships between Metro and the communities it serves, ensuring stations function as welcoming and supportive spaces for all riders. Partnerships with Community-Based Organizations (CBOs) are central to this approach.

Through open-air markets, educational programming, community events, and small business and workforce development initiatives, station activation supports a people-centered transit experience while strengthening the local creative economy. These partnerships also help build CBO capacity and address the long-term impacts of historical disinvestment by expanding opportunities for micro-entrepreneurs and small businesses to participate in and benefit from Metro's station environments.

At this stage, specific locations for future activations have not yet been finalized. As part of the program's next steps, Metro will establish an equity evaluation framework grounded in Metro's Equity Platform (2018) and informed by lessons learned from pilot activations. This framework will help prioritize activations in communities with higher concentrations of transit-dependent riders, including lower-income households, communities of color, and areas with higher rates of car-free or car-limited households. Progress on the equity evaluation framework will be shared in a future quarterly report.

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 investment activities that will improve Metro's customer experience, safety, and community engagement strategies 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.

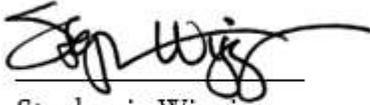
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

ATTACHMENT

Attachment A - Board Motion 29

Prepared by: Lilly O'Brien, Deputy Executive Officer, Chief of Staff, (213) 259-7480
Dominica Smith, Senior Director of Special Projects, (213) 514-4978

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950



Stephanie Wiggins
Chief Executive Officer

**Board Report**

File #: 2025-0217, **File Type:** Motion / Motion Response**Agenda Number:** 29.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 20, 2025

Motion by:**DIRECTORS YAROSLAVSKY, BASS, DUPONT-WALKER, SANDOVAL AND MITCHELL**

Station Activation

Station activation is a means for expanding public safety by actively inviting more people into station areas. When rail stations feel empty, riders express feeling unsafe. As Metro embarks on the project of opening eight new rail stations during 2025, the opportunity to use new station openings as tools to both enhance public safety and increase ridership has never been greater.

Station activation is an essential tool to help Metro achieve its core function of providing world-class transit that recovers pre-COVID ridership rates. Station openings are important milestones to influence travel behavior of existing riders and potential new riders.

Rarely does such an opportunity arise to revisit tools that could make Metro stations cherished community spaces, in addition to access to mobility. The opening of these new stations should also provide Metro an opportunity to reflect on other recent rail station openings, extract key lessons, and apply those lessons learned to the 2025 rail station openings.

Metro has engaged in ad-hoc and microentrepreneurship focused activations to enliven stations. In 2022, Metro, through the leadership of Director Mitchell, held a pop-up station activation day at the Compton Station. Metro, in partnership with Supervisor Solis, Mayor Bass, and Councilmember Hernandez, are in the process of re-launching the marketplace at Westlake MacArthur Park as part of the station re-imagining process. These past and ongoing activities have established a solid foundation from which Metro can begin a more comprehensive and systemic approach to activation stations in an effort to enhance public safety and customer experience.

As new rail station openings draw nearer, Metro will be engaging neighboring residents and businesses to introduce the community to the new rail stations' look and feel, including safety and security measures and public art installations. Those engagements will also be opportunities for partnerships to deploy transportation demand management strategies, such as enrolling companies into the various employer transit pass programs offered by Metro.

SUBJECT: STATION ACTIVATION MOTION

RECOMMENDATION

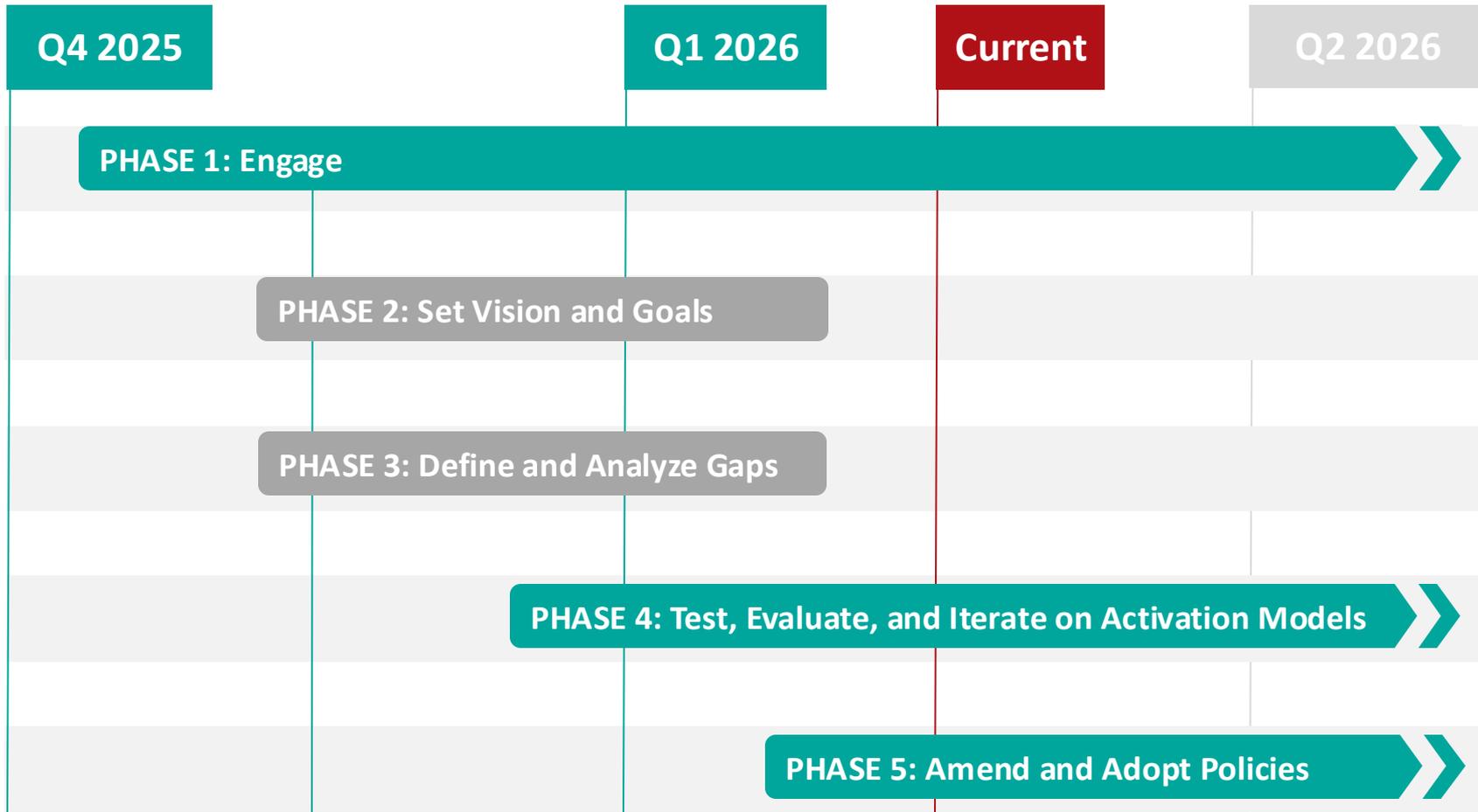
APPROVE Motion by Yaroslavsky, Bass, Dupont-Walker, Sandoval and Mitchell that the Board direct the Chief Executive Officer to:

- A. Create a pilot station activation program to help Metro reimagine and determine how to elevate the experience of our transit riders and the surrounding communities, using tools like farmers markets, cultural programming, vending, and community events and report back in 3 months on the progress. The plan should also identify a rapid deployment that can support Purple Line Extension Section 1 station openings;
- B. Open TAP Card art contest for the new stations, time permitting;
- C. Explore TAP ticket integration art entertainment venues and cultural centers near stations, such as, but not limited to, the El Rey Theater, Pomona Fairplex, LACMA, and the Petersen Museum, building off of the successful Hollywood Bowl pilot; and
- D. Report back on the progress of the actions above on a quarterly basis to the Operations, Safety, and Customer Experience Committee, including progress on the Visionary Seed Fund station activation program at Leimert Park Station, Willowbrook/Rosa Parks Station, and Westlake/MacArthur Park Station.



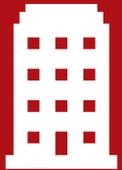
Station Activation Program

Strategic Approach



Metro[®]

Phase 1: Engagement



100+
Metro Staff

*22 divisions
represented*



400+
Local Businesses

*Including 60 coffee
vendors*



Local
Governments
and COGs

*Engagement to
cities on
partnership
agreements*



CBOs and BIDs

*Database survey
underway*



Peer Agencies

*Ongoing
knowledge
exchange*



Phase 2: Program Vision & Goals

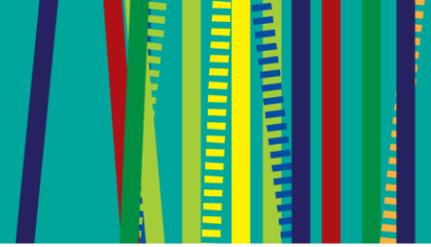
VISION: All Metro-owned stations are activated daily to enhance safety, foster a welcoming environment, and better serve surrounding communities.

GOALS

- Improve *safety* through positive presence
- Enhance the customer *experience* and increase *ridership*
- Form partnerships with *small businesses* and local *organizations*
- Identify culturally relevant efforts to transform transit spaces into *community destinations*
- Deliver activations *efficiently and equitably* while expanding sustainable *revenue opportunities*.



Phase 3: Activation Typologies



Activity Type	Level 1: Passive	Level 2: Programmed	Level 3: Multi-Layered
Commercial	Food cart, vending machine	Vendor markets	<p>Multi-layered activations often combine several types of activities.</p> <p>E.G. Markets at Metro community events and Multi-vendor food event with performance, large screening, resource fair, or festival-style atmosphere</p>
Audience-Based	Installations, buskers	Performances, movie screenings	
Interactive/ Participatory	Photo ops, interactive installation, health kiosk	Workshop, fitness class, sponsored activity or giveaway	
Informational	Brochure display, tabling	Resource fair	
Place-Based	Self-guided QR code tour	Guided tours	
Advertising	Wrapped stations	Station takeovers	

Gap Analysis

Established	Emergent	Ad hoc
<ul style="list-style-type: none">• Art Installations• Hosted Art Performances	<ul style="list-style-type: none">• Food carts• Vending Machines• Movie Screenings• Vendor Markets• Resource fairs• Multi-layered• Guided Tours	<ul style="list-style-type: none">• Buskers• Photo ops• Interactive Installations• Health Kiosks• Brochure Displays• Self-guided/QR Code Tours• Workshops• Fitness Classes• Sponsored giveaways

Agency-Wide Activations in Q4

Markets at Metro



Metro Art



Parade Activations



LAFC Fan Ride



Test Cases and Early Wins



BUNGU LA FEST



Photos: Paper Plant Co.

CONCESSIONS



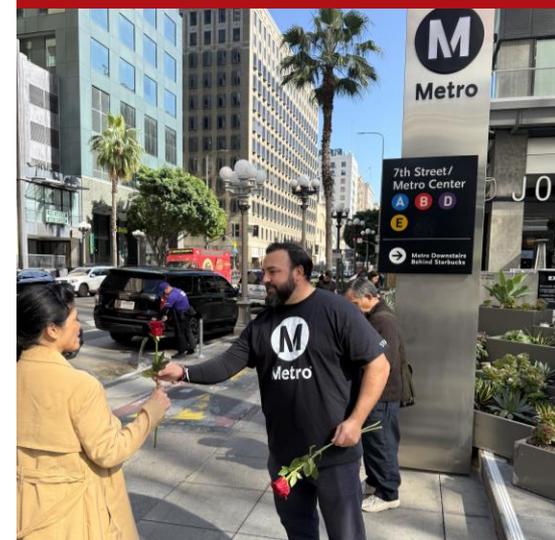
909 MARKETS



TRANSIT EQUITY DAY



FLOWERS ON FLOWER



What's Next

- Full Day Station Activations During World Cup - (15)
- Coffee Carts at D-Line Stations - (3)
- Concession Permits at up to 10 Stations by Q2 of 2026
- Farmers Market Expansions
- Updates to Policies and Practices