



**Metro®**

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

**Agenda - Final**

**Thursday, July 16, 2026**

**1:00 PM**

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

## **METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES**

### **(ALSO APPLIES TO BOARD COMMITTEES)**

#### **PUBLIC INPUT**

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the general public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this General Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

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

**CONDUCT IN THE BOARD ROOM** - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

**REMOVAL FROM THE BOARD ROOM** - The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

#### **INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

Agendas for the Regular MTA Board meetings are prepared by the Board Clerk and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at <https://www.metro.net> or on CD's and as

## DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process , labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).

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Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).



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**NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA**

### Live Public Comment Instructions:

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

The Meeting begins at 1:00 PM Pacific Time on July 16, 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 16 de Julio de 2026. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo  
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### 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: 37, 38, 39, 40, 41, 42, and 43.

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

## CONSENT CALENDAR

### 37. SUBJECT: METRO STRUCTURES AND FACILITIES INSPECTIONS

[2025-0986](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. AE138681000 to Atlas Technical Consultants, Inc. for the inspection of Metro structures and facilities in the amount of \$13,293,420 for the four-year base term, \$6,549,640 for the first two-year option, and \$7,120,053 for the second two-year option, for a total amount of \$26,963,113, effective August 5, 2026, subject to the resolution of any properly submitted protest(s).

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

### 38. SUBJECT: FREEWAY SERVICE PATROL

[2026-0395](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute a five (5) year agreement for FY26, FY27, FY28, FY29 & FY30 with the California Highway Patrol (CHP) to provide services in support of the Metro Freeway Service Patrol (FSP) program for an amount not to exceed \$4,215,590.00.

**Attachments:**      [Presentation](#)

### 39. SUBJECT: A LINE GATE MECHANISM REPLACEMENT

[2026-0391](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to AWARD a 12-month firm-fixed price contract, Contract No. OP140266000, to Siemens Mobility, Inc., for the purchase of gate mechanism assemblies and accessories, for the replacement of the A Line at-grade crossing gate mechanisms in the Not-To-Exceed (NTE) amount of \$3,195,702.00, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s).

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

40.    **SUBJECT:      ZERO EMISSION BUS (ZEB) PROGRAM MANAGEMENT,      [2026-0117](#)**  
                              **ENGINEERING, AND TECHNICAL CONSULTANT**  
                              **SERVICES**

**RECOMMENDATION**

CONSIDER:

- A. AUTHORIZE the Chief Executive Officer to award a four-year cost-plus fixed fee Contract No. PS140440000, to WSP USA Inc. for as-needed professional consultant support services for zero-emission bus engineering and acquisition, program management, and technical support services, in the total Not-To-Exceed (NTE) amount of \$15,520,898.51, subject to the resolution of any properly submitted protest(s), if any;
- B. APPROVE Contract Modification Authority specific to Contract No. PS140440000 in the amount of \$1,552,089.85 or 10% of the total contract value, to cover the costs of any unforeseen services needed to support the transition to a zero-emission bus fleet, and
- C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to \$1,000,000.

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

41.    **SUBJECT:      APPOINTMENT TO METRO SAN GABRIEL VALLEY      [2026-0324](#)**  
                              **SERVICE COUNCIL**

**RECOMMENDATION**

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council (Attachment A).

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

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42. **SUBJECT: REVISION OF METRO SERVICE COUNCIL BYLAWS** [2026-0361](#)

**RECOMMENDATION**

ADOPT the revised Service Council Bylaws.

**Attachments:** [Attachment A - Revised Service Council Bylaws Presentation](#)

43. **SUBJECT: ADVERTISING AND COMMUNICATION SERVICES** [2026-0455](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS123964000 with GP Generate, LLC to continue to provide advertising and communications services in the amount of \$2,871,750, increasing the contract value from \$1,579,463 to \$4,451,213.

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

**NON-CONSENT**

44. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2026-0397](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

**Attachments:** [Presentation](#)

45. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2026-0398](#)

**RECOMMENDATION**

RECEIVE oral report on Metro Operations.

46. **SUBJECT: CONTRACT MODIFICATIONS FOR EXISTING RENEWABLE NATURAL GAS (RNG) CONTRACTS** [2026-0437](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 9 to Contract No. OP73960000 with Clean Energy Renewable Fuels, LLC to extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027;
- B. EXECUTE Modification No. 9 to Contract No. OP59812000A with Clean Energy Renewable Fuels to extend the contract performance end date

by eleven months from July 31, 2026, to June 30, 2027;

- C. EXECUTE Modification No. 6 to Contract No. OP59812000B with Shell Energy North America (US) to increase the contract value by \$3,615,292 from a Not-To-Exceed (NTE) amount of \$15,112,295 to a NTE amount of \$18,727,587 and extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027; and
- D. EXECUTE Modification No. 5 to Contract No. OP59812000C with Trillium USA Company, LLC. to increase the contract value by \$2,877,636 from a NTE amount of \$19,492,426 to NTE amount of \$22,370,062 and extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027.

**Attachments:**

[Attachment A - Procurement Summary OP7396000 Clean Energy](#)

[Attachment B - Contract Mod/Chge Order Log OP7396000 Clean Energy](#)

[Attachment C - DEOD Summary OP7396000 Clean Energy](#)

[Attachment D - Procurement Summary OP59812000A Clean Energy](#)

[Attachment E - Contract Mod/Chge Order Log OP59812000A Clean Energy](#)

[Attachment F - DEOD Summary OP59812000A Clean Energy](#)

[Attachment G - Procurement Summary OP59812000B Shell Energy](#)

[Attachment H - Contract Mod/Chge Order Log OP59812000B Shell Energy](#)

[Attachment I - DEOD Summary OP59812000B Shell Energy](#)

[Attachment J - Procurement Summary OP59812000C Trillium USA](#)

[Attachment K - Contract Mod Chge Order Log OP59812000C Trillium USA](#)

[Attachment L - DEOD Summary OP59812000C Trillium USA](#)

**47. SUBJECT: BUS ACQUISITION OF 40' BATTERY ELECTRIC BUSES**

[2025-1040](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. OP118576(2)000 with El Dorado National (California), Inc. (ENC), for the manufacturing and delivery of a base order of 220 Battery Electric Buses (BEBs) in the amount of \$337,698,727.58 for the base contract, including taxes and delivery; exclusive of any contract option buses, subject to the resolution of any properly submitted protest(s), if any;
- B. INCREASE the Life-Of-Project (LOP) for Capital Project 201078 from \$52,000,000, established to purchase up to 40 BEBs under the Washington State contract, by \$382,355,185 to purchase up to 220 Battery Electric Buses (BEBs) and provide funding for professional and technical support, internal labor, and contingencies, for a total LOP of \$434,355,185; and

- C. NEGOTIATE AND EXECUTE future contract modifications to the contract up to \$1,000,000.

**Attachments:**      [Attachment A - Board Motion 50](#)  
                              [Attachment B - Procurement Summary](#)  
                              [Attachment C - DEOD Summary](#)  
                              [Attachment D - Expenditure and Funding Plan](#)  
                              [Presentation](#)

**48. SUBJECT:      METRO BIKE SHARE CONTRACT MODIFICATION**

[2026-0501](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 24 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to six, one-month options, each separately as needed from December 1, 2026 to May 31, 2027, to continue Metro Bike Share (MBS) program services in the Not-To-Exceed (NTE) amount of \$6,505,955, increasing the total contract value from \$137,661,378 to \$144,167,333; and
- B. EXECUTE individual contract modifications for Contract No. PS272680011357 within the Board-approved contract modification authority.

**Attachments:**      [Attachment A - Board Motion Item No. 41](#)  
                              [Attachment B - Procurement Summary](#)  
                              [Attachment C - Contract Modification/Change Order Log](#)  
                              [Attachment D - DEOD Summary](#)  
                              [Presentation](#)

**49. SUBJECT:      UPDATE ON FEASIBILITY OF WATER TAXI SERVICE  
                              FROM SAN PEDRO TO LONG BEACH**

[2026-0456](#)

**RECOMMENDATION**

RECEIVE AND FILE an update on the feasibility of water taxi service between San Pedro and Long Beach.

**Attachments:**      [Attachment A - Motion 18](#)  
                              [Attachment B - Funding Options](#)  
                              [Attachment C - Comparison of Fares](#)  
                              [Presentation](#)

**50. SUBJECT: SAN PEDRO TO LONG BEACH WATER TAXI:  
COLLABORATIVE FUNDING STRATEGY MOTION**

[2026-0521](#)

**RECOMMENDATION**

APPROVE Motion by Hahn, Bass, and Richardson that the Board direct the Chief Executive Officer to convene regional partners, including Metro, the County of Los Angeles, the City of Los Angeles, the City of Long Beach to:

- A. Determine each agency's willingness to participate in funding the implementation and operation of the San Pedro-Long Beach water taxi service;
- B. Develop a proposed cost-sharing framework among Metro and participating regional partners to provide the funding certainty necessary to advance implementation of the service;
- C. Continue pursuing grant, maritime, sponsorship, advertising, visitor pass, fare revenue, and other revenue opportunities to offset project costs and support long-term service sustainability;
- D. Develop a framework under which participating agencies that contribute toward the initial costs of the service may be reimbursed on a proportional basis if grant funding, sponsorships, visitor pass revenues, fare revenues, or other external funding sources become available, consistent with applicable funding requirements;
- E. Take the necessary steps to maintain the project schedule identified, including supporting the development and release of a Request for Proposals (RFP) by October 2026, in order to allow sufficient time for operator selection, contracting, and service preparation prior to the 2028 Olympic and Paralympic Games; and
- F. Return to the Board no later than October 2026 with recommendations and actions necessary to advance implementation of the San Pedro-Long Beach water taxi service.

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51. **SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE** [2025-0436](#)

**RECOMMENDATION**

RECEIVE AND FILE status update on the ZEB Program.

**Attachments:** [Attachment A - Board Motion 50](#)  
[Presentation](#)

52. **SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2026** [2026-0362](#)

**RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

**Attachments:** [Attachment A - Weekday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment B - Saturday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment C - Sunday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment D - NextGen Service Tier Changes](#)  
[Attachment E - NextGen Ridership Review Supporting Data Charts](#)  
[Presentation](#)

53. **SUBJECT: DEPARTMENT OF PUBLIC SAFETY IMPLEMENTATION  
PLAN UPDATE** [2026-0411](#)

**RECOMMENDATION**

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

**Attachments:** [Presentation](#)

54. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2026-0420](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:** [Attachment A - Ancillary Areas Quarterly Update](#)  
[Attachment B - Station Experience Updates](#)  
[Attachment C - HOME FY26 Interim & Permanent Housing Placements](#)

**SUBJECT: GENERAL PUBLIC COMMENT** [2026-0495](#)

RECEIVE General Public Comment

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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 #:** 2025-0986, **File Type:** Contract

**Agenda Number:** 37.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: METRO STRUCTURES AND FACILITIES INSPECTIONS**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. AE138681000 to Atlas Technical Consultants, Inc. for the inspection of Metro structures and facilities in the amount of \$13,293,420 for the four-year base term, \$6,549,640 for the first two-year option, and \$7,120,053 for the second two-year option, for a total amount of \$26,963,113, effective August 5, 2026, subject to the resolution of any properly submitted protest(s).

#### **ISSUE**

Metro requires architectural and engineering services to conduct inspections of structures and facilities to maintain a State of Good Repair (SGR). These services are necessary to comply with oversight from the Federal Transit Administration (FTA), the California Public Utilities Commission (CPUC), as well as adhere to American Public Transportation Association (APTA) standards. Specifically, Metro must provide documented evidence of structural integrity for all guideways, elevated viaducts, bridges, and tunnels to satisfy state safety mandates, while also providing precise condition data for the National Transit Database (NTD) to remain compliant with FTA Transit Asset Management (TAM) rules. The contractor will provide accurate and actionable data to inform long-range capital planning and annual budgeting decisions.

#### **BACKGROUND**

Metro's Enterprise Transit Asset Management (ETAM) Department was formally established in 2015 within the Risk, Corporate Safety, and Asset Management Cabinet to develop and administer a Metro-wide integrated asset management program. The FTA's Final TAM Rulemaking: 49 CFR Parts 625 and 630 Final Rule, requires transit agencies to conduct inspections of locations, facilities, and other assets. Additionally, both the CPUC and APTA require comprehensive inspections for transit structures.

This contract will provide Metro with improved capabilities to maintain a SGR and deliver the data to fully comply with these regulations. This includes information required to report to the NTD annually on facility asset inventories, conditions, and performance, as well as data to help prioritize SGR

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projects for renewing existing assets. Since 2017, ETAM has issued separate contracts for structures and facilities inspections to comply with all regulatory requirements. This recommendation combines the previous contracts into one more efficient package.

## **DISCUSSION**

To ensure that the assets required for safe operation of the rail and bus system are kept in good repair, it is necessary to provide periodic inspections of each structural and facility asset. To fulfill this commitment while advancing the strategic goal to provide responsive, accountable, and trustworthy governance within the Metro organization, this contract consolidates previously separate structural and facility inspection agreements into a comprehensive contract. .

By streamlining internal operations, this unified approach eliminates an approximate 10% overlap in redundant inspections and reduces parallel administrative burdens, such as labor compliance and safety planning thereby maximizing the utility of public funds. The duration of this contract provides for all required inspections to be fully executed during the base contract. Furthermore, this consolidated strategy facilitates strict compliance with the TAM Rulemaking and A-15 Facilities condition reporting. Maintaining alignment with these federal mandates secures Metro's ongoing eligibility for Federal Grant funding, demonstrating accountable governance by constraining long-term expenses while protecting critical agency resources.

## **Findings**

Professional engineers are required to perform structural evaluations, identify defects, recommend mitigation strategies for any identified flaws, and provide condition assessments for Metro's TAM program.

## **Considerations**

All inspections must comply with requirements from the CPUC, Federal Highway Administration , and National Bridge Inspection Standards , among others.

Key components of the scope include:

- **Physical Inspections:** Mandatory physical inspection of locations identified in the contract, including rail stations and maintenance yards.
- **Condition Ratings:** Assigning ratings using the Transit Economic Requirements Model (TERM 1.0 - 5.0) scale.
- **Technology Integration:** Utilizing specialized tools and ensuring all data is compatible with Metro's platforms and structural defect tracking database.
- **Personnel Requirements:** The team must be led by a professional Structural Engineer registered in California with at least ten years of experience which is consistent with industry best practices.

## **DETERMINATION OF SAFETY IMPACT**

In order to comply with Federal regulations, Metro must evaluate the condition of locations that have a potential safety impact. The structures, facilities, and assets in this statement of work will be inspected, assessed, and given a condition rating consistent with the FTA TERM rating scale. The ratings and identified defects will be utilized to determine the need for targeted repairs to support safety and continuing SGR. Further, regular, rigorous inspections of bridges, tunnels, and stations identify potential structural deficiencies before they become hazardous to patrons.

## **FINANCIAL IMPACT**

Funding of \$2,953,914 for this action is included in the FY27 Adopted Budget, in cost center 6821, Asset Management (AM), under project 405605 - Cust. Facility State of Good Repair.

Since this is a multi-year contract, the cost center manager and the Chief Risk, Corporate Safety, and Asset Management Officer will be accountable for budgeting the cost in future years.

### **Impact to Budget**

The source of funding for this action is PA, PC, TDA Administration that is not eligible for bus and rail operating and capital expenses.

## **EQUITY PLATFORM**

Regular inspections specifically target the condition of facility components and accessible features (such as elevator hoist ways, ramps, wayfinding assets, and signage) to remain in strict compliance with Title 49 of the Code of Federal Regulations requirements. This enables members of the public, particularly those with disabilities or mobility challenges, to have reliable and dignified access to the transit system. By utilizing objective condition data, Metro can direct critical repairs and rehabilitation projects to facilities across Metro's service area, including in Equity Focus Communities (EFCs) where transit dependency is highest. This strategy works to mitigate the risk of deferred maintenance for public infrastructure in these areas, providing a consistent quality of service regardless of geographic or socioeconomic factors.

The Diversity and Economic Opportunity Department did not establish Disadvantaged Business Enterprise (DBE) participation goal for this procurement. The U.S. Department of Transportation has issued an Interim Final Rule that makes changes to the DBE Program, including suspension of goals, counting of DBE participation, and enforcement effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are five certified small businesses participating in this contract. This is noteworthy since small businesses are vital for the economy as they drive job creation, foster innovation, and strengthen local communities.

## **VEHICLE MILES TRAVELED OUTCOME**

Vehicle Miles Traveled (VMT) and VMT per capita in Los Angeles County are lower than national

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averages, the lowest in the Southern California Area Government (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.

VMT has already been analyzed for this item through an evaluation of the program's role in maintaining the State of Good Repair (SGR) for the regional transit network. The result of this analysis was that there was no impact on VMT, as the item did not exceed any thresholds for inducing new vehicle travel. This impact conclusion is based on the fact that this is a maintenance and inspection contract designed to ensure the continued reliability and safety of existing transit infrastructure. By preventing service disruptions and maintaining a safe environment for commuters, the project supports the retention and growth of transit ridership, which is consistent with Metro's goal of reducing overall 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**

The Metro Structures and Facilities Inspections project is fundamental to supporting Goal 1): "Provide high-quality mobility options that enable people to spend less time traveling." By performing regular, rigorous inspections of structures, facilities, and trackable assets, Metro can identify and mitigate potential deficiencies before they escalate and impact revenue service. This proactive inspection strategy supports the reduction of unplanned service disruptions, so that Metro's transit network remains an efficient and reliable alternative to private vehicle travel.

This project also directly aligns with Goal 2): "Deliver outstanding trip experiences for all users of the transportation system by focusing on the condition and performance of the assets passengers interact with daily." The scope involves assigning Transit Economic Requirements Model (TERM) ratings to facilities, which documents that stations, lighting, and environmental systems are maintained at high industry standards. By verifying through expert review that these systems are functional, safe, and reliable, Metro provides a more comfortable and predictable environment, directly improving the overall quality of every passenger's journey.

Finally, the project also plays a critical role in Goal 3): "Enhance communities and lives through mobility and access to opportunity by ensuring that infrastructure improvements are distributed equitably across the region." Regular inspections provide the objective data needed to prioritize renewal projects in communities that are most dependent on public transit. Furthermore, by specifically auditing accessible features like elevator hoist ways, and ramps for federal compliance, the project guarantees that all community members, particularly those with mobility challenges, and those residing in EFC's, have consistent and reliable access to essential services and economic opportunities.

## **ALTERNATIVES CONSIDERED**

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Two alternatives were considered:

1. The Board may approve separate parallel contracts for facilities and structures. This alternative is not recommended due to the 10% redundancy in site inspections and duplicative administrative requirements, which could add undue costs over this eight-year contract. This model requires redundant efforts for labor compliance, certified payroll, and an overlap of inspections and project management plans. Operationally, it would create difficulties for Metro Operations by requiring duplicative track allocation requests and redundant requests for support at locations recently visited by another contractor.

2. Hire approximately seven additional FTEs and specialized certifications that the project team currently does not have. This alternative is not recommended because a critical drawback to this approach would be the inability to leverage external expertise. Relying solely on internal staff would eliminate access to third-party experts and independent contracted structural engineers who provide an essential objective review of inspection reports. Furthermore, internalizing the work would remove the specialized insights of industry professionals who focus on niche areas. Finally, relevant qualified candidates would be required, and these positions would be designated as “hard to fill.” Candidates with the necessary experience, expertise, and certifications equivalent to those proposed by the contractor are not readily available, therefore this staffing issue would potentially delay commencement of inspections, and Metro could not guarantee the ability to successfully complete all inspections as required.

## **NEXT STEPS**

Upon Board approval, staff will execute Contract No. AE138681000 with Atlas Technical Consultants, Inc. to provide inspection services for Metro’s structures, facilities, and related assets.

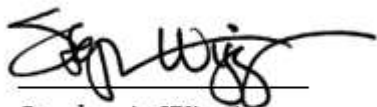
## **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Denise Longley, Executive Officer, Administration, (213) 922-7294  
Stephen Toms, Director, Enterprise Transit Asset Management, (213) 922-5548  
Vicente Pena, Project Manager, Transit Asset Management, (213) 922-5542  
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Kenneth Hernandez, Chief Risk, Corporate Safety, and Asset Management Officer, (213) 922-2990

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Stephanie Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## METRO STRUCTURES AND FACILITIES INSPECTIONS/AE138681000

|    |                                                                                                                                                                                                                                                                     |                                            |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 1. | <b>Contract Number:</b> AE138681000                                                                                                                                                                                                                                 |                                            |
| 2. | <b>Recommended Vendor:</b> Atlas Technical Consultants (CA), Inc.                                                                                                                                                                                                   |                                            |
| 3. | <b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input checked="" type="checkbox"/> RFP-A&E<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |                                            |
| 4. | <b>Procurement Dates:</b>                                                                                                                                                                                                                                           |                                            |
|    | <b>A. Issued:</b> December 30, 2025                                                                                                                                                                                                                                 |                                            |
|    | <b>B. Advertised/Publicized:</b> December 30, 2025                                                                                                                                                                                                                  |                                            |
|    | <b>C. Pre-Proposal Conference:</b> January 7, 2026                                                                                                                                                                                                                  |                                            |
|    | <b>D. Proposals Due:</b> February 19, 2026                                                                                                                                                                                                                          |                                            |
|    | <b>E. Pre-Qualification Completed:</b> March 30, 2026                                                                                                                                                                                                               |                                            |
|    | <b>F. Ethics Declaration Forms submitted to Ethics:</b> February 19, 2026                                                                                                                                                                                           |                                            |
|    | <b>G. Protest Period End Date:</b> July 21, 2026                                                                                                                                                                                                                    |                                            |
| 5. | <b>Solicitations Downloaded:</b><br>109                                                                                                                                                                                                                             | <b>Bids/Proposals Received:</b><br>2       |
| 6. | <b>Contract Administrator:</b><br>Greg Baker                                                                                                                                                                                                                        | <b>Telephone Number:</b><br>(213) 922-7577 |
| 7. | <b>Project Manager:</b><br>Vicente Pena                                                                                                                                                                                                                             | <b>Telephone Number:</b><br>(213) 922-5542 |

**A. Procurement Background**

This Board action is to approve Contract No. AE138681000 to provide comprehensive, detailed inspections of Metro's vital structural infrastructure, facilities and assets. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On December 30, 2025, Request for Proposals (RFP) No. AE138681 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this procurement.

One (1) amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on January 14, 2026, extended the due date for questions and proposal submission; provided clarification regarding the submittal requirements and updated Appendix D (Base Contract Locations, Facilities & Assets) of Exhibit A - Scope of Services.

A total of 109 downloads of the RFP were included in the planholders' list. A virtual pre-proposal conference was held on January 7, 2026, and was attended by 32 participants representing 19 firms. There were 29 questions received, and responses were issued prior to the proposal due date.

A total of two proposals were received by the proposal due date of February 19, 2026, and are listed below in alphabetical order:

1. Atlas Technical Consultants (CA), Inc.
2. Morgner Construction Management

Staff conducted a market survey of the planholders to determine why no other proposals were received. Responses from firms included:

- The firm does not have a full-time engineer that can be dedicated to Metro's project. They considered subcontracting opportunities, but were unable to find a firm to team up with.
- Metro's project is too big for the firm to prime since they are a small business with 20 employees. Additionally, the firm is based in Fresno and have not been too involved with projects in LA; but they will be actively seeking subcontracting opportunities on future Metro projects.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Metro's Transit Asset Management, Planning, Construction Management, and Project Management was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria:

Phase I: Minimum Qualifications Requirements: Proposers must meet the following minimum qualifications requirements at the time of proposal submittal:

1. Proposer must be registered with the California Department of Industrial Relations (DIR) and demonstrate compliance with Prevailing Wage requirements.
2. Proposer and/or each member of the Proposer's team must have a minimum of five years of experience conducting similar/comparable projects as described in the Scope of Services (SOS).
3. Proposer and/or the Proposer's team must have a structural engineer registered in California with ten years of civil structural design and inspection experience.

The PET deemed that both proposals met the Phase I Minimum Qualifications Requirements and continued with the Phase II Weighted Evaluation based on the following criteria:

- |                                                     |     |
|-----------------------------------------------------|-----|
| • Work Plan and Approach                            | 45% |
| • Qualifications and Availability of Proposed Staff | 24% |
| • Quality of Safety Approach                        | 10% |



- Proposer's Inspection Experience 12%
- Software and Technology 9%

Several factors were considered when developing these weights, giving the greatest importance to the work plan and approach.

This is an Architectural and Engineering (A&E), qualifications-based procurement; therefore, price cannot and was not used as an evaluation factor pursuant to state and federal law.

From February 25, 2026, through March 9, 2026, the PET independently evaluated and scored the technical proposals. Both firms were invited to a virtual interview on March 9, 2026 and had an opportunity to present their team's qualifications, discuss their technical approach, and respond to the PET's questions.

At the conclusion of the evaluation process, the PET determined Atlas to be the highest ranked firm.

### **Qualifications Summary of Firms within the Competitive Range:**

#### **Atlas Technical Consultants (CA), Inc.**

Atlas Technical Consultants (CA), Inc. (Atlas) has been in business for over 15 years and provides professional testing, inspection, engineering, environmental and consulting services for California-based public works, environmental, and engineering projects. Atlas demonstrated a high level of competence and experience in the technical requirements of the scope of services. Atlas has assembled a specialized team of experts and partnered with subcontractors who demonstrate understanding of governing industry standards, including National Bridge Inspection Standards (NBIS), APTA, and FTA Transit Asset Management mandates. This regulatory expertise allows Atlas and its team to translate field observations into actionable rehabilitation and maintenance recommendations that will directly support Metro's state of good repair.

The Atlas team has supported infrastructure inspections and site assessments for transportation agencies and cities such as Caltrans, Brightline West High-Speed Rail, City of Portland, King County Metro, Seattle City Light Department, City of Tacoma, and Metro.

#### **Morgner Construction Management**

Morgner Construction Management, based in Los Angeles, CA, has been in business for over 15 years with expertise in structural inspections and facilities condition assessments. Public sector clients include Orange County Transportation Authority (OCTA), Los Angeles World Airports (LAWA), Caltrans, and Metro.

A summary of the PET scores is provided below:

| 1  | Firm                                              | Average Score | Factor Weight  | Weighted Average Score | Rank     |
|----|---------------------------------------------------|---------------|----------------|------------------------|----------|
| 2  | <b>Atlas Technical Consultants (CA), Inc.</b>     |               |                |                        |          |
| 3  | Work Plan and Approach                            | 85.51         | 45.00%         | 38.48                  |          |
| 4  | Qualifications and Availability of Proposed Staff | 83.33         | 24.00%         | 20.00                  |          |
| 5  | Quality of Safety Approach                        | 80.80         | 10.00%         | 8.08                   |          |
| 6  | Proposer's Inspection Experience                  | 81.67         | 12.00%         | 9.80                   |          |
| 7  | Software and Technology                           | 80.00         | 9.00%          | 7.20                   |          |
| 8  | <b>Total</b>                                      |               | <b>100.00%</b> | <b>83.56</b>           | <b>1</b> |
| 9  | <b>Morgner Construction Management</b>            |               |                |                        |          |
| 10 | Work Plan and Approach                            | 72.51         | 45.00%         | 32.63                  |          |
| 11 | Qualifications and Availability of Proposed Staff | 78.75         | 24.00%         | 18.90                  |          |
| 12 | Quality of Safety Approach                        | 74.20         | 10.00%         | 7.42                   |          |
| 13 | Proposer's Inspection Experience                  | 82.50         | 12.00%         | 9.90                   |          |
| 14 | Software and Technology                           | 75.00         | 9.00%          | 6.75                   |          |
| 15 | <b>Total</b>                                      |               | <b>100.00%</b> | <b>75.60</b>           |          |

### C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), cost analysis, technical evaluation, fact finding, and negotiations. Staff successfully negotiated a savings of \$10,564,611 while maintaining the rigorous level of effort required to complete the mandated inspections and provide fully compliant deliverables.

|  | Proposer Name                          | Proposal Amount | Metro ICE    | Negotiated Amount |
|--|----------------------------------------|-----------------|--------------|-------------------|
|  | Atlas Technical Consultants (CA), Inc. | \$37,527,724    | \$25,067,267 | \$26,963,113      |

During fact finding, Metro clarified its expectations and addressed specific areas of concern regarding the proposer's assumptions in relation to the scope of services. The initial proposal did not consider efficiencies that Metro had anticipated in combining inspection of facilities and infrastructure into one contract. For example, recognizing the reduced level of effort that can be achieved by inspecting a station and its corresponding elevated structure or tunnel simultaneously. This dual-inspection efficiency significantly reduces both field operation labor and administrative overhead. Additionally, the proposal overestimated the level of effort

for facility inspections for less complex locations, such as parking lots and at-grade rail locations. Subsequently, the proposer's final proposal substantially decreased both the project management and field inspections level of effort.

**D. Background on Recommended Contractor**

Atlas Technical Consultants (CA), Inc., based in Rancho Cordova, CA, is a professional engineering, construction management, and environmental consulting firm. It provides a broad range of services including construction inspection and staff augmentation, materials testing and quality control, specialized engineering services and environmental and hazardous materials compliance. The proposed Lead Partner is a California-licensed Professional Engineer, NHI-certified Bridge Safety Inspector and Tunnel Safety Inspector and has over 19 years of structural inspection, fabrication oversight, tunnel evaluation, and quality management experience in complex transit programs.

Atlas Technical Consultants (CA), Inc. has provided structural inspection services to Metro and performance has been satisfactory.

**DEOD SUMMARY****METRO STRUCTURES AND FACILITIES INSPECTIONS/AE138681000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this procurement. 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, counting of DBE participation, and enforcement effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are five 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 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.



# Metro Structures and Facilities Inspections

Operations, Safety, and Customer Experience Committee

July 16, 2026

File ID #2025-0986



Metro

# Recommendation

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. AE138681000 to Atlas Technical Consultants, Inc. for the inspection of Metro structures and facilities in the amount of \$13,293,420 for the four-year base term, \$6,549,640 for the first two-year option, and \$7,120,053 for the second two-year option, for a total amount of \$26,963,113, effective August 5, 2026, subject to the resolution of any properly submitted protest(s).

# Background

The Federal Transit Administration's (FTA) Final Transit Asset Management (TAM) Rulemaking: 49 CFR Parts 625 and 630 Final Rule, requires transit agencies to conduct inspections of locations, facilities, and other assets. Additionally, both the California Public Utilities Commission (CPUC) and the American Public Transportation Association (APTA) require comprehensive inspections for transit structures.

# Structures and Facilities Inspections Contract

- Physical Inspections: Physical inspection of 238 structures, including bridges and tunnel sections, and 234 facilities, consisting of passenger stations, administrative, and maintenance yards. Approximately 580 inspections to be conducted during the base contract years. 1,160 inspections over the life of the entire contract.
- Provide recommendations for capital replacement, rehabilitation, and maintenance projects.
- Provide mandated reporting to FTA National Transit Database. Assigning condition ratings using the Transit Economic Requirements Model (TERM 1.0 - 5.0) scale.





## Next Steps

Upon Board approval, staff will execute Contract No. AE138681000 with Atlas Technical Consultants, Inc. to provide inspection services for Metro's structures, facilities, and related assets.



Thank you.



Metro®



## Board Report

File #: 2026-0395, File Type: Contract

Agenda Number: 38.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: FREEWAY SERVICE PATROL**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute a five (5) year agreement for FY26, FY27, FY28, FY29 & FY30 with the California Highway Patrol (CHP) to provide services in support of the Metro Freeway Service Patrol (FSP) program for an amount not to exceed \$4,215,590.00.

#### **ISSUE**

The CHP receives funding from the California Department of Transportation (Caltrans) for officer, dispatcher, and admin positions to support FSP programs statewide. Due to funding limitations and the size of Metro's program, the CHP staff support funded by Caltrans is not sufficient to effectively oversee the program. A supplemental agreement with the CHP is necessary to fund overtime work to complete all required FSP activities.

#### **BACKGROUND**

Metro, in partnership with the CHP and Caltrans, operates and manages the FSP program. Metro's program includes FSP Light Duty (including FSP Regions), FSP Heavy Duty, and FSP ExpressLanes. Per enabling legislation, CHP's role is to provide dispatch, field supervision, inspections, driver training/certification services, and incident management support. Due to Caltrans funding limitations, the multi-year supplemental funding agreements between Metro and the CHP are necessary to ensure that the program is operated effectively, efficiently, and safely.

Metro recently completed a five-year agreement with CHP for supplemental staff support for the FSP program. The agreement provided overtime (OT) funding for officers, dispatchers, and administrative support positions. These agreements replaced the one-year agreements that required staff to negotiate and execute annually.

#### **DISCUSSION**

CHP support is important to maintaining the overall effectiveness and safety of the FSP program while overseeing the field operation of up to 128 FSP vehicles during peak commuting hours. CHP's

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role in field supervision, dispatching, inspection, certification, and training is critical to ensure the overall quality of the program and services provided to the motoring public. This new five-year agreement will again provide OT funding, as necessary, for the additional activities in support of FSP that cannot be accomplished during standard work shifts and will be the fourth multi-year agreement between the agencies.

CHP staffing levels allocated to the Metro program are insufficient, and a supplemental funding agreement is required to provide additional staff support to carry out all activities. Due to increasing labor costs, the cost of funding these additional activities continue to increase each year.

Staff requests funding and authorization for a five-year agreement for supplemental staff support. The proposed agreement covers the period from FY26 through FY30. Due to administrative delays within the CHP, the agreement could not be finalized prior to the start of FY26. To ensure continuity of services, CHP continued providing services during FY26 while completing its internal approvals. Approval of this agreement is needed for the full FY26-FY30 term.

The roles and responsibilities detailed in the agreement have remained consistent with those in the previous agreement. The only variability in the agreement is the OT rate for each job classification, which is set by labor contracts. For this agreement, the annual increase in CHP wages/salaries is estimated at 5%. However, actual rates will be applied to invoices.

#### Funding Detail

The five-year agreement will allow the CHP to maintain the same level of program oversight as the most recent agreement for an amount not to exceed \$4,215,590.00. The annual funding breakdown is as follows:

- FY26 - \$762,916.00
- FY27 - \$801,061.00
- FY28 - \$841,114.00
- FY29 - \$883,170.00
- FY30 - \$927,329.00

#### Performance Metrics

To effectively manage and oversee this agreement, Metro and CHP, as in all previous agreements, have agreed to include a comprehensive list of field operations, performance goals, and reporting requirements that CHP will provide quarterly. These reporting requirements will enable staff to monitor field activities more thoroughly, improving the overall management of FSP tow service contracts.

A quarterly Report prepared by CHP will include the following:

- A summary report of activity conducted by CHP while working under this agreement.
- The total number of cursory inspections completed each quarter. Copies of the completed inspection forms will be available upon request from Metro.
- The total number of comprehensive vehicle inspections of FSP contractor vehicles performed during the quarter.
  - The report shall detail the contract, contractor name, and the month in which the inspection was performed.
  - Copies of the completed inspection forms will be available upon request by Metro.
- The total number of complaint investigations initiated by month.
- The total number of complaint investigations completed.
- The total number of driver proficiency tests administered.
- The total number of two-day “Initial Driver Training” classes held, the total number of new FSP driver applicants processed, and the total number of officer hours expended.
- The total number of four-hour “Driver Refresher Training” classes held, the total number of FSP drivers in attendance, and the total number of officer hours expended.
- The total number of FSP driver contacts performed each month.

### **DETERMINATION OF SAFETY IMPACT**

The FSP Program enhances safety on Los Angeles County freeways by assisting motorists with disabled vehicles, reducing secondary accidents, and removing debris/obstacles that can pose hazards to motorists. CHP participation is vital to the program's success, as it oversees FSP service delivery on the freeway.

### **FINANCIAL IMPACT**

Funding of \$801,061 for FY27 is included in the budget in cost center 3352 project 300070, Freeway Service Patrol. Since this is a multi-year Agreement, the cost center manager and the Executive Officer of Shared Mobility will be responsible for budgeting funds for future years.

#### **Impact to Budget**

The FSP program is funded through a combination of dedicated state funds, SB1 funding, and the 25% Proposition C sales tax. These funds are not eligible for Metro Bus and Rail Operations.

### **EQUITY PLATFORM**

This agreement with the CHP provides additional funding for critical oversight of FSP freeway operations. FSP provides congestion mitigation service on all freeways and ExpressLanes in LA County, with over 95% of FSP beats in/adjacent to Equity Focus Communities (EFCs). These communities benefit from approximately 225,000 annual FSP assists to motorists with disabled vehicles, reduced congestion and vehicle emissions, and time and fuel savings from increased freeway speeds.

### **VEHICLE MILES TRAVELED OUTCOME**

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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 by enhancing CHP oversight of FSP contracts to accommodate faster, 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.

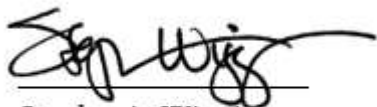
## **ALTERNATIVES CONSIDERED**

The Board may choose not to approve the execution of this agreement. This alternative is not recommended, as it would reduce the resources and oversight provided by the CHP in support of FSP, which would negatively impact the operation and effectiveness of the FSP program in Los Angeles County.

## **NEXT STEPS**

Upon Board approval, staff will execute the agreement with CHP.

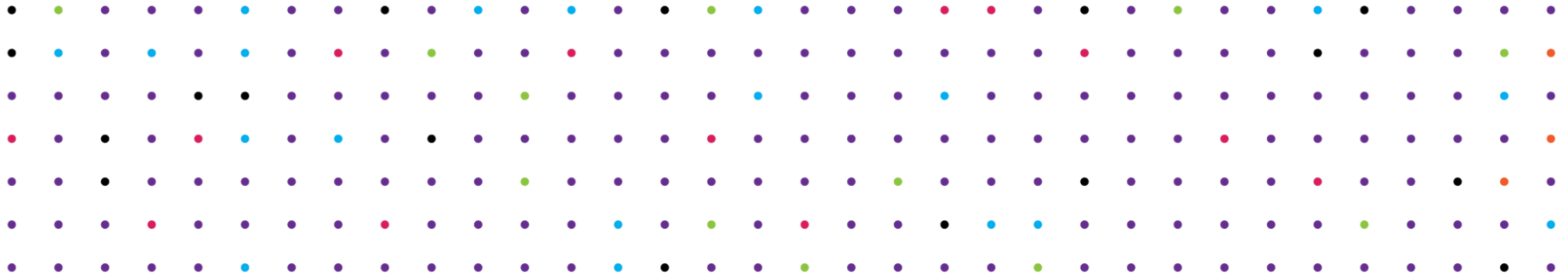
Prepared by: John Takahashi, Senior Director, Shared Mobility, (213) 418-3271  
Mark Linsenmayer, Executive Officer, Shared Mobility, (213) 922-5569  
Steven Gota, Interim Deputy Chief Operations Officer, (213) 922-3043  
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

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Stephanie Wiggins  
Chief Executive Officer

SHARED MOBILITY

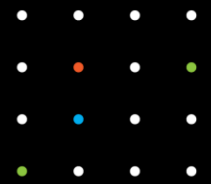
# FREEWAY SERVICE PATROL



Operations, Safety, & Customer Experience Committee Meeting  
July 16, 2026

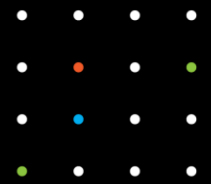


# RECOMMENDATION



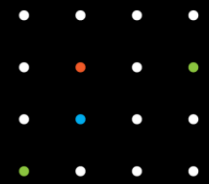
AUTHORIZE the Chief Executive Officer to:

Execute a five (5) year agreement for FY26, FY27, FY28, FY29 & FY30 with the California Highway Patrol (CHP) to provide services in support of the Metro Freeway Service Patrol (FSP) program, for an amount not to exceed \$4,215,590.00.



- The CHP receives funding from the California Department of Transportation (Caltrans) for officer, dispatcher, and administrative positions to support FSP programs statewide.
- Due to funding limitations and the size of Metro's program, the CHP staff support funded by Caltrans is not sufficient to effectively oversee the program. A supplemental agreement with the CHP is necessary to fund the necessary overtime work to complete all required FSP activities.
- The FSP program requires CHP to provide officer, dispatcher, and administrative positions to support FSP programs statewide, with Los Angeles County comprising nearly 50% of the statewide program.

# DISCUSSION



- CHP support is important to maintaining the overall effectiveness and safety of the FSP program while overseeing the field operation of up to 128 FSP vehicles during the peak commuting hours. CHP's role in field supervision, dispatching, inspection, certification, and training is critical to ensure the overall quality of the program and services provided to the motoring public.
- This new five-year agreement will again provide overtime funding, as necessary, for the additional activities in support of FSP that cannot be accomplished during standard work shifts and will be the fourth multi-year agreement between the agencies.
- The annual funding amounts are based on labor contract OT rates for each job classification as follows:  
FY26 - \$762,916.00,    FY27 - \$801,061.00,    FY28 - \$841,114.00  
FY29 - \$883,170.00,    FY30 - \$927,329.00



5



## Board Report

**File #:** 2026-0391, **File Type:** Contract

**Agenda Number:** 39.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: A LINE GATE MECHANISM REPLACEMENT**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to AWARD a 12-month firm-fixed price contract, Contract No. OP140266000, to Siemens Mobility, Inc., for the purchase of gate mechanism assemblies and accessories, for the replacement of the A Line at-grade crossing gate mechanisms in the Not-To-Exceed (NTE) amount of \$3,195,702.00, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s).

#### **ISSUE**

The existing gate mechanisms at 49 grade crossings along the Metro A Line North segment, from Avenue 33 to Del Mar Boulevard, and the A Line South segment, from 20th Street to Spring Street, are nearing the end of their useful life. Replacement of these gate mechanisms is necessary to maintain safe, reliable, and regulatory-compliant at-grade crossing operations. Gate mechanisms are safety-critical systems that control vehicular and pedestrian access at railroad crossings. Maintaining these systems in good repair supports continued operational safety and regulatory compliance with the Federal Railroad Administration (FRA) and the California Public Utilities Commission (CPUC) requirements.

#### **BACKGROUND**

A gate mechanism is a motorized railroad crossing assembly that controls the vertical movement of the crossing gate arm. The mechanism lowers the gate arm to restrict roadway and pedestrian traffic at intersections during train movements and raises the arm once the crossing is clear.

The currently installed gate mechanisms remain functional. However, they are aging, and support from the Original Equipment Manufacturer (OEM) is no longer available. In addition, replacement parts for the existing Siemens S-40 gate mechanisms are obsolete and increasingly difficult to obtain. As a result, Metro must replace the existing Siemens S-40 gate mechanisms with the current-generation Siemens S-80 model, which requires purchasing new mechanisms.

#### **DISCUSSION**

The gate mechanism replacement work involves upgrading 49 at-grade crossings and replacing 246 gate mechanisms with the Siemens S-80 smart grade crossing gate mechanism. This latest-generation model is designed to improve reliability and reduce maintenance needs. The S-80 has fewer mechanical wear points due to its brushless DC motor, permanently lubricated drivetrain, sealed gearbox, and fully programmable operation, reducing the need for routine mechanical adjustments.

The gate mechanism replacement work also supports Metro's continued transition toward predictive maintenance. Metro has piloted a predictive maintenance program using remote condition monitoring for track switch assets at the Downtown Area Flower Junction and A Line North Citrus interlockings. The pilot demonstrated the effectiveness of continuous asset monitoring in reducing unplanned equipment failures and optimizing targeted continuous-based inspections rather than routine inspections. Metro plans to implement a phased expansion of remote condition monitoring to additional rail infrastructure assets to improve system reliability, optimize maintenance resources, and extend the life of critical infrastructure.

The S-80 model includes onboard diagnostics and communication capabilities that allow Maintenance of Way (MOW) crews to monitor equipment performance, receive alerts, troubleshoot issues, and identify potential equipment degradation. These capabilities help maintenance activities be performed more efficiently and proactively. This work is part of Metro's Capital Improvement Program (CIP), which invests in the modernization, enhancement, and renewal of transit infrastructure assets.

### **DETERMINATION OF SAFETY IMPACT**

In accordance with Metro's State of Good Repair (SGR) requirements and Transit Asset Management (TAM) Plan, the Metro A Line gate mechanisms are reaching the end of their useful life. They must be replaced to support safe vehicular and pedestrian crossing operations. Maintaining reliable cross-gate operation reduces the risk of gate malfunctions and provides for safe separation between trains, vehicles, and pedestrians.

### **FINANCIAL IMPACT**

A total of \$3,195,702.00 is needed to award Contract No. OP140266000. Funding for this contract is included in the Infrastructure Renewal Program under Cost Center 3960. It is budgeted across two capital projects: 205680 - Metro A Line North (formerly Gold Line Gate Mechanism), and 205693 - Metro A Line South (formerly Blue Line Gate Mechanism). The combined LOP budget is \$10,640,000, which is within the project budget.

Since this is a multi-year contract, the Project Manager will ensure that the remaining funds are budgeted for future fiscal years.

### **Impact to Budget**

The current funding source for this action is Proposition A 35%, which is eligible for rail operating and

capital projects.

### **EQUITY PLATFORM**

The equity benefits of this action include replacing and modernizing safety-critical crossing gate mechanisms on the Metro A Line, which serves a high concentration of Equity Focus Communities (EFCs), including Long Beach, Compton, Los Angeles, Highland Park, South Pasadena, and Pasadena.

Based on Metro's Equity Need Index (MENI) map, the A Line serves communities where, on average, more than 50% of households are low-income, and approximately 64% of residents identify as Black, Indigenous, or other People of Color (BIPOC). These communities represent a significant share of Metro's transit riders and directly benefit from continued investment in safe and reliable rail operations.

The Diversity & Economic Opportunity Department (DEOD) did not recommend any Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goals for this procurement due to the 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 capital improvement investments to replace the A Line at-grade crossing gate mechanisms. 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**

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

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

### **ALTERNATIVES CONSIDERED**

No other alternatives were considered, since the existing gate mechanisms at the 49 at-grade crossings along the Metro A Line are obsolete and will become increasingly prone to failure if not replaced as planned. The original equipment manufacturer (OEM) no longer supports the legacy model currently in operation, and replacement parts are expected to become increasingly difficult to obtain. Replacement with the latest-generation model is the only viable option for maintaining operational safety, reliability, and compliance with applicable railroad regulations.

If this contract is not approved, Metro would continue to rely on obsolete gate mechanisms, increasing the risk of failures, service disruptions, and safety hazards at vehicular and pedestrian at-grade crossings.

### **NEXT STEPS**

Upon Board approval of the recommendation, Vendor/Contract Management (V/CM) will award Contract IFB No. OP140266000.

### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by:

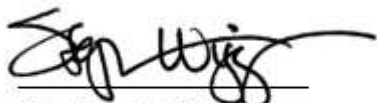
Aderemi Omotayo, Deputy Executive Officer, Wayside Systems Engineering and Maintenance, (213) 922 - 3243

Kelvin Zan, Executive Officer, Projects Engineering (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



Stephanie Wiggins  
Chief Executive Officer



## PROCUREMENT SUMMARY

### A Line Gate Mechanism Replacement / OP140266000

|    |                                                                                                                                                                                                                                                                      |                                            |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 1. | <b>Contract Number:</b> OP140266000                                                                                                                                                                                                                                  |                                            |
| 2. | <b>Recommended Vendor:</b> Siemens Mobility, Inc.                                                                                                                                                                                                                    |                                            |
| 3. | <b>Type of Procurement (check one) :</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |                                            |
| 4. | <b>Procurement Dates:</b>                                                                                                                                                                                                                                            |                                            |
|    | <b>A. Issued :</b> March 4, 2026                                                                                                                                                                                                                                     |                                            |
|    | <b>B. Advertised/Publicized:</b> March 4, 2026 - March 7, 2026                                                                                                                                                                                                       |                                            |
|    | <b>C. Pre-Bid Conference:</b> N/A                                                                                                                                                                                                                                    |                                            |
|    | <b>D. Bids Due:</b> May 5, 2026                                                                                                                                                                                                                                      |                                            |
|    | <b>E. Pre-Qualification Completed:</b> May 14, 2026                                                                                                                                                                                                                  |                                            |
|    | <b>F. Ethics Declaration Forms Submitted to Ethics:</b> May 5, 2026                                                                                                                                                                                                  |                                            |
|    | <b>G. Protest Period End Date:</b> July 29, 2026                                                                                                                                                                                                                     |                                            |
| 5. | <b>Solicitations Downloaded:</b> 10                                                                                                                                                                                                                                  | <b>Bids Received:</b> 1                    |
| 6. | <b>Contract Administrator:</b><br>Ani Pogossian                                                                                                                                                                                                                      | <b>Telephone Number:</b><br>(213) 922-2874 |
| 7. | <b>Project Manager:</b><br>Aderemi Omotayo                                                                                                                                                                                                                           | <b>Telephone Number:</b><br>(213) 922-3243 |

#### **A. Procurement Background**

This Board Action is to approve Contract No. OP140266000 issued for the procurement of 246 gate assemblies, along with the required counterweight kits, conversion brackets, and cast adapters, for all at-grade crossings on the A Line (North and South), to replace existing S-40 gate mechanisms nearing the end of their useful life. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On March 4, 2026, Invitation for Bids (IFB) No. OP140266 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The contract type is firm-fixed-price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on March 30, 2026, extended the bid due date and question/clarification due date.

A total of ten (10) firms downloaded the IFB and were included in the Planholders' List. There were no questions received for this IFB prior to the bid due date.

A total of one (1) bid was received on May 5, 2026.

Although the one (1) responding firm is the OEM of the gates, Metro staff conducted a market survey of the firms on the Planholders' List to determine why no other bids were received. Staff reached out to the Planholders' List multiple times but were unsuccessful in receiving responses.

Therefore, Metro assumes that issues beyond our control caused the potential sources not to submit proposals and that there were no restrictive elements in the solicitation documents that prevented competition.

## **B. Evaluation of Bids**

This procurement was conducted in accordance with LACMTA's Acquisition Policy for a competitive sealed bid. The one (1) bid received is listed below:

1. Siemens Mobility, Inc.

The recommended firm, Siemens Mobility, Inc., was the lowest responsive and responsible bidder, and found to be in full compliance with the technical and commercial requirements.

## **C. Price Analysis**

The recommended bid price from Siemens Mobility, Inc., has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE) and selection of the lowest responsive and responsible bidder.

The recommended bid amount of \$3,195,702.00 is 11.24% lower than the ICE which was developed based on a 10.5% tax rate; however, the contractor omitted the tax from the bid. As a result, staff negotiated a cost savings whereby the contractor agreed to make the total proposed price inclusive of tax.

Metro's Project Manager has reviewed and confirmed the product being offered meets all the requirements listed in the technical specifications.

| <b>Bidder Name</b>     | <b>Bid Amount</b> | <b>Metro ICE</b> | <b>Negotiated Amount</b> |
|------------------------|-------------------|------------------|--------------------------|
| Siemens Mobility, Inc. | \$3,195,702.00    | \$3,600,441.40   | \$3,195,702.00           |

## **D. Background on Recommended Contractor**

The recommended firm, Siemens Mobility, Inc., is a global transportation technology company and a subsidiary of Siemens AG headquartered in Munich, Germany. Siemens Mobility was established as a separate company on August 1, 2018, as an independent subsidiary of Siemens AG focused on rail and transportation technology. The company focuses on rail and smart mobility solutions, including high-speed trains, locomotives, rail automation, electrification systems, signaling technology, software platforms, and maintenance services.

Siemens Mobility, Inc. has provided services for Metro and performance has been satisfactory.

**DEOD SUMMARY**

**A LINE GATE MECHANISM REPLACEMENT / OP140266000**

**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. Siemens Mobility, Inc. will perform the work 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**

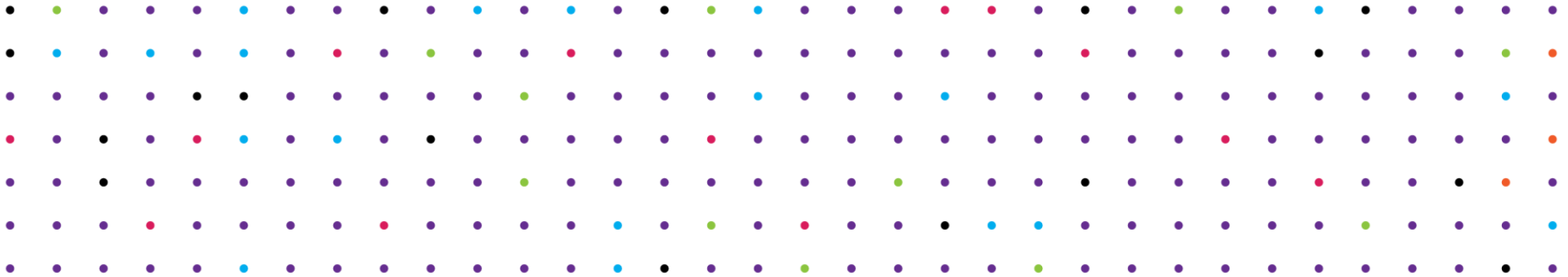
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

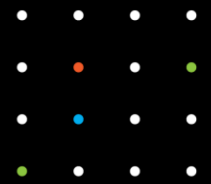
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

MAINTENANCE & ENGINEERING

# A LINE GATE MECHANISM REPLACEMENT

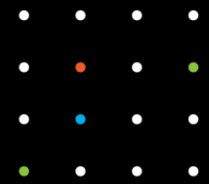


# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to AWARD a 12-month firm-fixed price contract, Contract No. OP140266000, to Siemens Mobility, Inc., for the purchase of gate mechanism assemblies and accessories, for the replacement of the A Line at-grade crossing gate mechanisms in the Not-To-Exceed (NTE) amount of \$3,195,702.00, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s).

# PROCUREMENT



## AWARDEE

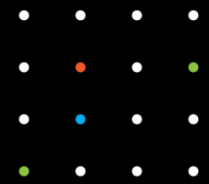
Siemens Mobility, Inc.

## NUMBER OF BIDS/PROPOSALS

Although the one (1) responding firm is the OEM of the gates, Metro staff conducted a market survey of the firms on the Planholders' List to determine why no other bids were received. Staff reached out to the Planholders' List multiple times but were unsuccessful in receiving responses. Metro assumes that issues beyond its control caused the potential sources not to submit proposals and that there were no restrictive elements in the solicitation documents that prevented competition.

|   | Proposer Name          | Proposal Amount | METRO ICE      | Negotiated Amount |
|---|------------------------|-----------------|----------------|-------------------|
| 1 | Siemens Mobility, Inc. | \$3,195,702.00  | \$3,600,441.40 | \$3,195,702.00    |

# ISSUE & DISCUSSION



## DEOD COMMITMENT

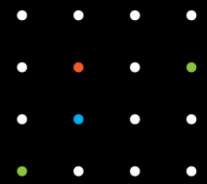
The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities.

## ISSUE

The existing gate mechanisms at 49 grade crossings along the Metro A Line North segment, from Avenue 33 to Del Mar Boulevard, and the A Line South segment, from 20th Street to Spring Street, are nearing the end of their useful life. Replacement of these gate mechanisms is necessary to maintain safe, reliable, and regulatory-compliant at-grade crossing operations. Gate mechanisms are safety-critical systems that control vehicular and pedestrian access at railroad crossings.



# ISSUE & DISCUSSION



## DISCUSSION

The gate mechanism replacement work involves upgrading 49 at-grade crossings and replacing a total of 246 gate mechanisms with the Siemens S-80 smart grade crossing gate mechanism. This latest-generation model is designed to improve reliability and reduce maintenance needs. The gate mechanism replacement work also supports Metro's continued transition toward predictive maintenance. The S-80 model includes onboard diagnostics and communication capabilities that allow Maintenance of Way (MOW) crews to monitor equipment performance, receive alerts, troubleshoot issues, and identify potential equipment degradation. This work is part of Metro's Capital Improvement Program (CIP), which invests in the modernization, enhancement, and renewal of transit infrastructure assets.



## Board Report

File #: 2026-0117, File Type: Contract

Agenda Number: 40.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM MANAGEMENT, ENGINEERING, AND  
TECHNICAL CONSULTANT SERVICES**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

CONSIDER:

- A. AUTHORIZE the Chief Executive Officer to award a four-year cost-plus fixed fee Contract No. PS140440000, to WSP USA Inc. for as-needed professional consultant support services for zero-emission bus engineering and acquisition, program management, and technical support services, in the total Not-To-Exceed (NTE) amount of \$15,520,898.51, subject to the resolution of any properly submitted protest(s), if any;
- B. APPROVE Contract Modification Authority specific to Contract No. PS140440000 in the amount of \$1,552,089.85 or 10% of the total contract value, to cover the costs of any unforeseen services needed to support the transition to a zero-emission bus fleet, and
- C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to \$1,000,000.

#### **ISSUE**

The current contract for managing the zero-emission bus (ZEB) program, including work, engineering, and technical consulting, will expire in August 2026. Professional consulting support services supplement internal resources by drawing on a wide range of subject-matter experts specializing in ZEB technology, engineering, and implementation. Therefore, professional consulting services are needed to sustain support for implementation and execution activities, including acquisition, onboarding, deployment, testing, acceptance, and operational readiness for zero-emission buses and related infrastructure.

#### **BACKGROUND**

In 2018, the California Air Resources Board (CARB) proposed the Innovative Clean Transit (ICT) regulation, which required all transit agencies in the state to transition to zero-emission fleets by 2040. In addition, ICT ZEB purchase requirements for large transit agencies mandate that 25% of

bus purchases be zero-emission by 2023, 50% by 2026, and 100% by 2029. Metro has met all state-mandated program requirements a decade earlier than the ICT mandate of 2029. Metro has worked to comply with CARB's ICT regulation, but challenges remain in performance, system integration of evolving technology, grid capacity, supply chain, and utility coordination.

In April 2022, WSP USA Inc. was awarded a contract covering both ZEB planning and technical implementation support, including the development and updating of Metro's ZEB Master Plan. As Metro onboards more ZEBs and breaks ground on additional charging infrastructure projects, the need for technical support for their delivery and implementation has increased significantly. In August 2024, AECOM Technical Services, Inc. was awarded a contract to specialize in and assist with ZEB planning. The AECOM planning advisory scope of work consists of program management support services, design and engineering support services, and other tasks as necessary to support the continued development of the ZEB Master Plan and other ZEB program activities. Consultant services under the AECOM contract advise on implementation strategies that will ensure a seamless and successful transition to zero-emission operations. AECOM prepares programmatic cost estimates, transition schedules, technical studies, conceptual designs, and strategic plans for specific program elements. The WSP technical advisory scope of work will support the development, coordination, and implementation of bus acquisition procurements and projects, acceptance and reliability of Metro's existing and future ZEB fleet and charging infrastructure, Buy America compliance audits, 2028 Olympic and Paralympic Games contingency fleet implementation, and other tasks as required to support Metro's ZEB transition. Over the past four years, transitioning a fleet of nearly 2,200 buses with a still-developing propulsion system has posed significant challenges and complexities. This will require increased effort from the consultants supporting the ZEB program, necessitating the replacement of the contract that concludes in August 2026.

## **DISCUSSION**

Consultant services are required to support ZEB and charger acquisition/implementation activities for a four-year period, including but not limited to:

- Warranty administration of the 40 NF BEBs & charger contracts.
- Delivery (onboarding) and warranty administration of the one hundred five (105) BYD BEBs and charger contracts.
- Delivery of BEBs under the Washington State Department of Enterprise Services contract, with delivery scheduled before the 2028 Olympic and Paralympic Games.

Delivery of 220 BEBs, with options for up to 1,600 additional BEBs, which is pending Board approval.

- A Request for Proposal (RFP) for 20 BEBs to provide an opportunity for emerging bus manufacturers (in process).
- Solicitation of opportunity and mobile chargers.
- Demo of alternative bus types.
- Planning for the 2028 Olympic and Paralympic Games Enhanced Transit Services (GETS) fleet.

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On an as-needed basis, Statements of Work (SOWs) will be developed to define the type and level of support required for each specific task or project. The work will then be released to the Consultant through Task Orders (TOs).

Subject to Metro's direction, the Consultant shall apply appropriate engineering and technical resources, including but not limited to developing vehicle and equipment specifications, assisting with Metro inspection activities, conducting engineering studies of fleet and charging/fueling infrastructure performance, performing root cause analyses of vehicle and equipment failures, developing and maintaining document control systems for large-scale capital projects, as well as creating reports or dashboards to track progress and deficiencies for project delivery and warranty support.

Awarding this contract is critical to support the analysis and trajectory needed to help Metro meet its zero-emission requirements. Using qualified consultants through WSP will enable the agency to access highly specialized technical expertise without increasing Metro's long-term labor costs.

### **DETERMINATION OF SAFETY IMPACT**

Engaging experts in the transition to ZEBs, vehicles, and associated infrastructure has a positive safety impact, ensuring that new technology meets the highest safety standards. Technical consulting services will also be instrumental in evaluating and accepting new safety measures included in current bus specifications, such as integrated operator compartments, self-leveling ADA boarding ramps, improved vehicle monitoring, pedestrian warning systems, real-time video security system accessibility, and improved passenger door sensors.

### **FINANCIAL IMPACT**

Upon approval, the contract will allow the distribution of project-related task orders and the use of the approved/available LOP budget(s) for funded projects. The assigned project manager will then request and review task orders and use the available project funds within the authorized LOP. Since this is a multi-year contract, the Cost Center Manager, Project Manager(s), and Senior Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting costs in future years.

#### **Impact to Budget**

The anticipated task orders will be funded by the respective planning or Capital Projects, including project 201061 Infrastructure J Line, project 202815 Division 8 Charging Infrastructure, project 202816 Resilience Charging System, project 202817 Division Infrastructure Transition, project 201077 Bus 40'ZE w/ BYD, project 201078 BEB in cost centers 3048 and 3320.

Since project task orders are funded from existing LOP budgets and annual funds, funding sources will vary according to the established funding plans for each project. No task order(s) shall be issued that increase the LOP of a capital project without Board approval. Staff continually reassess project funding sources and will apply other available funding sources to the respective projects as they become available.

### **EQUITY PLATFORM**

The contract approval for professional consultant support services directly supports Metro's programmatic transition to a ZEB fleet and the addition of charging infrastructure, ensuring that Equity Focus Communities (EFCs) see the benefits of reduced noise and greenhouse gas emissions in their communities as all divisions are transitioned. Metro's ZEBs will operate on routes restructured through the NextGen transit service plan. Five of the ten Metro-directly operated bus Divisions are within an EFC. Division 9, the first bus division to be electrified, is located within an EFC in El Monte, and 59% of the communities served are designated EFCs. Prioritizing support of the electrification of the J Line will also bring environmental benefits to some of the region's most densely populated, congested, and polluted communities, many of which are EFCs. Divisions 18 in Carson and 7 in West Hollywood, the next two divisions to be electrified, have EFCs of 70% and 52%, respectively.

The Diversity and Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this procurement. The U.S. Department of Transportation has issued an Interim Final Rule that makes changes to the DBE Program, including the suspension of goals, the counting of DBE participation, and enforcement, effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, three certified small businesses are participating in 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 by promoting operational activities that sustain and encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets 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 recommendation will support Strategic Goal #1 by providing high-quality mobility options that reduce travel time. Additional funding will help Metro maintain the State of Good Repair (SGR) for the existing bus fleet while ensuring that our customers arrive at their destinations with fewer disruptions. It will also support Goals #3, Enhance communities and lives through mobility and access to opportunity, and #4, Transform LA County through regional collaboration and national leadership, by achieving CARB's goal of a 100% zero-emission bus fleet.

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## **ALTERNATIVES CONSIDERED**

The Board may choose not to authorize the contract award for this project; however, this alternative is not recommended, as this professional consultant support services contract is critical to facilitating the timely execution and associated deliverables for Metro's ZEB fleet goals and operating projects. Metro does not have sufficient resources or Subject Matter Experts (SMEs) to perform this work, especially as zero-emission bus and charging technologies continue to evolve.

## **NEXT STEPS**

Upon Board approval, staff will execute the Contract with WSP USA Inc. and issue a Notice to Proceed (NTP). Staff will continue to manage and issue individual task orders as needed for engineering, technical, and program management support services.

## **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Amy Romero, Deputy Executive Officer, Project Management, ZEB Acquisition and Implementation, (213) 922-5709  
Jesus Montes, Senior Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277  
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

ZERO EMISSION BUS (ZEB) PROGRAM MANAGEMENT, ENGINEERING, AND  
TECHNICAL CONSULTANT SERVICES/ PS140440000

|    |                                                                                                                                                                                                                                                                     |                                          |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1. | <b>Contract Number:</b> PS140440000                                                                                                                                                                                                                                 |                                          |
| 2. | <b>Recommended Vendor:</b> WSP USA Inc.                                                                                                                                                                                                                             |                                          |
| 3. | <b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |                                          |
| 4. | <b>Procurement Dates:</b>                                                                                                                                                                                                                                           |                                          |
|    | <b>A. Issued:</b> March 16, 2026                                                                                                                                                                                                                                    |                                          |
|    | <b>B. Advertised/Publicized:</b> March 21, 2026 – March 26, 2026                                                                                                                                                                                                    |                                          |
|    | <b>C. Pre-Proposal Conference:</b> April 10, 2026                                                                                                                                                                                                                   |                                          |
|    | <b>D. Proposals Due:</b> May 1, 2026                                                                                                                                                                                                                                |                                          |
|    | <b>E. Pre-Qualification Completed:</b> May 1, 2026                                                                                                                                                                                                                  |                                          |
|    | <b>F. Ethics Declaration Forms submitted to Ethics:</b> May 6, 2026                                                                                                                                                                                                 |                                          |
|    | <b>G. Protest Period End Date:</b> July 20, 2026                                                                                                                                                                                                                    |                                          |
| 5. | <b>Solicitations Downloaded:</b><br>135                                                                                                                                                                                                                             | <b>Bids/Proposals Received:</b><br>3     |
| 6. | <b>Contract Administrator:</b><br>Uriel Villa                                                                                                                                                                                                                       | <b>Telephone Number:</b><br>213-922-1025 |
| 7. | <b>Project Manager:</b><br>Amy Romero                                                                                                                                                                                                                               | <b>Telephone Number:</b><br>213-922-5709 |

**A. Procurement Background**

This Board Action is to approve Contract No. PS140440000 for consultant services to support Metro's vehicle and infrastructure acquisition and the transition to a zero-emission bus (ZEB) fleet. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. PS140440 was issued in accordance with Metro's Acquisition Policy, and the contract type is a cost-plus fixed fee. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this procurement. 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, counting of DBE participation, and enforcement effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are three certified small businesses participating in this contract.

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

- Amendment No. 1, issued on 4/3/2026, clarified and modified critical dates;
- Amendment No. 2, issued on 4/28/2026, modified exhibit 2A and exhibit 12;
- Amendment No. 3, issued on 6/4/2026, requested BAFO.

The solicitation was advertised across four different platforms: LA Sentinel, Los Angeles Daily News, La Opinion, and Asian Week. A total of 135 firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on April 10, 2026, and was attended by 39 participants representing 18 firms. There were 14 questions received for this RFP and responses were provided prior to the proposal due date.

A total of three proposals were received on May 1, 2026.

## **B. Evaluation of Proposals**

A diverse Proposal Evaluation Team (PET) consisting of staff from Bus Acquisitions, Rail Vehicle Acquisitions, and Transportation Planning was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were initially evaluated based on the pass/fail minimum qualifications criteria outlined in the RFP. The pass/fail requirements required proposers to demonstrate that the Prime has at least four (4) years' of expertise providing engineering and project management support for at least two (2) public transit agency bus acquisition programs; the proposal team has a combined four (4) years of technical experience with zero-emission battery electric buses; and demonstrate that the proposal team has at least a combined two (2) years of experience with BEB charging infrastructure.

The PET determined that all three proposals met the minimum qualification requirements and were further evaluated based on the following weighted evaluation criteria:

- |                                                                  |           |
|------------------------------------------------------------------|-----------|
| • Project Management and Key Staff Qualifications and Experience | 35 Points |
| • Price                                                          | 30 Points |
| • Qualifications of the Proposer/Team                            | 25 Points |
| • Effective Schedule / Cost Management Plan                      | 10 Points |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar ZEB consulting procurements. Several factors were considered when developing these weights, giving the greatest importance to Project Management and Key Staff Qualifications and Experience.

On May 15, 2026, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the three proposals to initiate the evaluation phase. Evaluations were conducted from May 15, 2026, to June 1, 2026. The PET was supported by an internal subject matter expert related to the review, evaluation, assessments, and recommendations of the technical proposal.



Of the three proposals received, all three were determined to be within the competitive range. The three firms within the competitive range are listed below in alphabetical order:

1. AECOM Technical Services, Inc. (AECOM)
2. Hatch Associates Consultants, Inc. (Hatch)
3. WSP USA, Inc. (WSP)

No firms were determined to be outside the competitive range.

An invitation to submit their Best and Final Offer (BAFO) was issued on June 4, 2026. BAFO submittals were received on June 9, 2026, and were reviewed and evaluated by the PET.

### **Qualifications Summary of Firms within the Competitive Range:**

#### **AECOM Technical Services, Inc.**

AECOM provides consultant support services, including vehicle engineering and acquisition, program management services for multiple high-volume transit agencies such as Los Angeles Department of Transportation (LADOT), Maryland Transit Administration, Washington Metropolitan Area Transportation Authority (WMATA), New York Metropolitan Transit Authority (MTA/NYCT), and Memphis Area Transit Authority (MATA).

#### **Hatch Associates Consultants, Inc.**

Hatch Associates Consultants, Inc. is a U.S. subsidiary of Hatch, a Canadian global consulting agency. The firm provides comprehensive consultant support services, including vehicle engineering, technical procurement specifications, and program management services for multiple high-volume transit agencies. This includes delivering specialized fleet modernization, engineering oversight, and vehicle acquisition support to major networks such as Metro, MTA/NYCT, Sound Transit in Seattle, and the Washington Metropolitan Area Transportation Authority (WMATA).

#### **WSP USA Inc.**

WSP USA Inc. is based in Los Angeles, California and is a U.S. subsidiary of WSP, a Canadian global consulting agency founded over 120 years ago. The firm provides comprehensive consultant support services, including vehicle engineering, technical procurement specifications, and program management services for multiple high-volume transit agencies. This includes delivering specialized fleet modernization and vehicle acquisition support to major networks such as Metro, MTA/NYCT, and the San Francisco Bay Area Rapid Transit District (BART).

A summary of the PET scores for Battery Electric Buses (BEBs) is provided below:

| 1  | Firm                                                           | Average Score | Factor Weight  | Weighted Average Score | Rank     |
|----|----------------------------------------------------------------|---------------|----------------|------------------------|----------|
| 2  | <b>WSP</b>                                                     |               |                |                        |          |
| 3  | Project Management and Key Staff Qualifications and Experience | 97.48         | 35%            | 34.12                  |          |
| 4  | Price                                                          | 96.63         | 30%            | 28.99                  |          |
| 5  | Qualifications of the Proposer/Team                            | 94.32         | 25%            | 23.58                  |          |
| 6  | Effective Schedule/ Cost Management Plan                       | 97.80         | 10%            | 9.78                   |          |
| 7  | <b>Total</b>                                                   |               | <b>100.00%</b> | <b>96.47</b>           | <b>1</b> |
| 8  | <b>AECOM</b>                                                   |               |                |                        |          |
| 9  | Project Management and Key Staff Qualifications and Experience | 92.14         | 35%            | 32.25                  |          |
| 10 | Price                                                          | 100.00        | 30%            | 30.00                  |          |
| 11 | Qualifications of the Proposer/Team                            | 88.60         | 25%            | 22.15                  |          |
| 12 | Effective Schedule/ Cost Management Plan                       | 84.50         | 10%            | 8.45                   |          |
| 13 | <b>Total</b>                                                   |               | <b>100.00%</b> | <b>92.85</b>           | <b>2</b> |
| 14 | <b>Hatch</b>                                                   |               |                |                        |          |
| 15 | Project Management and Key Staff Qualifications and Experience | 81.14         | 35%            | 28.40                  |          |
| 16 | Price                                                          | 89.40         | 30%            | 26.82                  |          |
| 17 | Qualifications of the Proposer/Team                            | 80.40         | 25%            | 20.10                  |          |
| 18 | Effective Schedule/ Cost Management Plan                       | 72.70         | 10%            | 7.27                   |          |
| 19 | <b>Total</b>                                                   |               | <b>100.00%</b> | <b>82.59</b>           | <b>3</b> |

### C. Cost/Price Analysis

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

The variance of 13.82% between the ICE and the proposed pricing is primarily driven by three factors: projected rate escalation, higher estimated profit margins, and the adoption of premium standard industry hourly rates for technical and project

management resources. These macroeconomic shifts and market pricing trends were fully analyzed during the development of the ICE to accurately capture potential economic impacts.

|    | <b>Proposer Name</b>               | <b>Proposal Amount</b> | <b>METRO ICE</b> | <b>Negotiated or NTE Amount</b> |
|----|------------------------------------|------------------------|------------------|---------------------------------|
| 1. | WSP USA Inc.                       | \$16,585,857.33        | \$18,010,432.00  | \$15,520,898.51                 |
| 2. | AECOM Technical Services, Inc.     | \$15,428,534.12        | \$18,010,432.00  | \$14,996,346.61                 |
| 3. | Hatch Associates Consultants, Inc. | \$17,989,324.80        | \$18,010,432.00  | \$16,775,570.80                 |

Based on the cost analysis, staff determined that all three proposers submitted fair and reasonable pricing, with WSP offering the best value to Metro.

#### **D. Background on Recommended Contractor**

The recommended firm, WSP USA Inc., is a U.S. subsidiary of WSP, a Canadian global consulting agency founded over 120 years ago. WSP USA Inc. is an industry leader in fleet electrification, providing comprehensive planning, engineering, and deployment services for battery-electric and hydrogen fuel cell transit vehicles. The firm specializes in delivering critical ZEB solutions, including route modeling, utility grid analysis, charging infrastructure design, and facility modernization blueprints. WSP serves a diverse range of public transit agencies, municipal fleets, and regional transportation authorities across the United States, helping them navigate complex regulatory mandates and successfully transition to zero-emission operations.

WSP has provided services for Metro and performance has been satisfactory.

**DEOD SUMMARY****ZERO EMISSION BUS (ZEB) PROGRAM MANAGEMENT, ENGINEERING, AND  
TECHNICAL CONSULTANT SERVICES/ PS140440000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish Disadvantaged Business Enterprise (DBE) participation goal for this procurement. 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, counting of DBE participation, and enforcement effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are three certified small businesses participating in this contract.

**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.

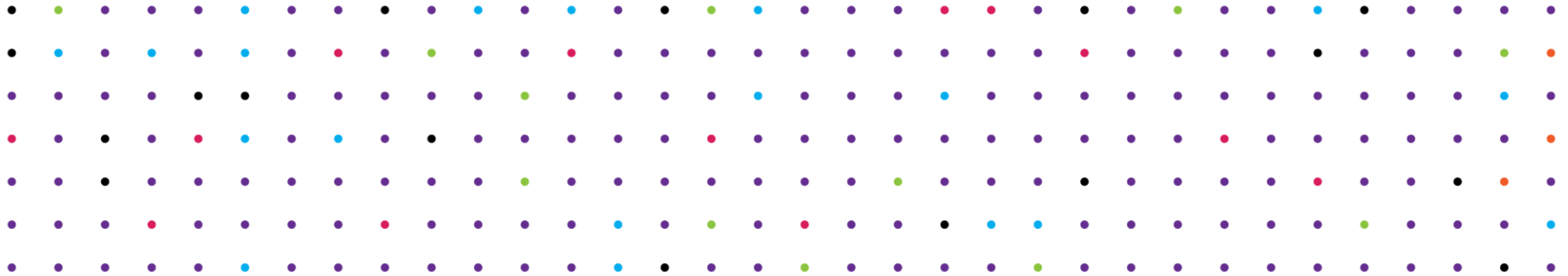
**D. Project Labor Agreement/Construction Careers Policy**

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.

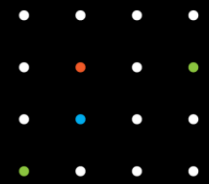
# ZERO EMISSION BUS (ZEB) PROGRAM MANAGEMENT, ENGINEERING, AND TECHNICAL SUPPORT SERVICES CONTRACT



Operations, Safety, and Customer Experience Committee

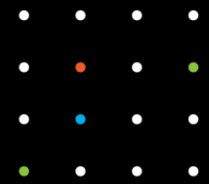
July 16, 2026

# RECOMMENDATION



- A. AUTHORIZE the Chief Executive Officer to award a four-year cost-plus fixed fee Contract No. PS140440000, to WSP USA Inc. for as-needed professional consultant support services for zero-emission bus engineering and acquisition, program management, and technical support services, in the total Not-To-Exceed (NTE) amount of \$15,520,898.51, subject to the resolution of any properly submitted protest(s), if any; and
- B. APPROVE Contract Modification Authority specific to Contract No. PS140440000 in the amount of \$1,552,089.85 or 10% of the total contract value, to cover the costs of any unforeseen services needed to support the transition to a zero-emission bus fleet, and
- C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to \$1,000,000.

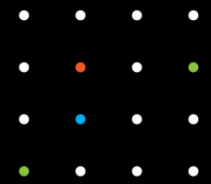
# PROPOSAL EVALUATION



Based on the cost analysis, staff determined that all three proposers submitted fair and reasonable pricing, with WSP offering the best value to LACMTA.

| Evaluation Criteria                                            | Max Score | WSP<br>Weighted Average<br>Score | AECOM<br>Weighted<br>Average Score | Hatch<br>Weighted<br>Average Score |
|----------------------------------------------------------------|-----------|----------------------------------|------------------------------------|------------------------------------|
| Project Management and Key Staff Qualifications and Experience | 35        | 34.12                            | 32.25                              | 28.40                              |
| Price                                                          | 30        | 28.99                            | 30.00                              | 26.82                              |
| Qualifications of the Proposer/Team                            | 25        | 23.58                            | 22.15                              | 20.10                              |
| Effective Schedule/ Cost Management Plan                       | 10        | 9.78                             | 8.45                               | 7.27                               |
| Total Score                                                    | 100       | 96.47                            | 92.85                              | 82.59                              |
| Negotiated NTE Amount                                          |           | \$15,520,898.51                  | \$14,996,346.61                    | \$16,775,570.80                    |

# ISSUE



The current contract for managing the zero-emission bus (ZEB) program's work, engineering, and technical consulting will end in August 2026. A new contract is necessary to ensure continued support for activities such as acquisition, onboarding, deployment, testing, acceptance, and operational readiness of zero-emission (ZE) buses and related infrastructure.

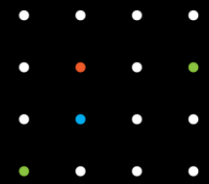
Professional consulting services will supplement internal resources by leveraging a broad range of subject-matter experts specializing in ZEB technology, engineering, and implementation, including but not limited to:

- Warranty administration for New Flyer and BYD BEBs and chargers
- Upcoming deliveries for contracts compliant with the 2028 Olympic timeline.
- Planned delivery of 220 BEBs with options for 1,600 more pending Board approval
- Implementation of on-route and mobile chargers
- Demos of alternative bus types





# DISCUSSION



WSP USA Inc. was determined to be the top-rated and most cost-effective choice for Metro based on the RFP criteria. Statements of Work (SOWs) will be created as needed to specify support requirements, with work assigned to the Consultant via Task Orders (TOs).

Under Metro's guidance, WSP USA Inc. will provide engineering and technical support for a period of four years, including:

- Developing vehicle and equipment specifications
- Assisting with Metro inspection activities
- Conducting engineering studies of fleet and charging/fueling infrastructure performance
- Performing root cause analyses of vehicle and equipment failures
- Developing and maintaining document control systems for large-scale capital projects
- Creating reports and dashboards to track progress and deficiencies for project delivery and warranty support

This contract is essential for Metro to achieve its zero-emission goals by providing specialized expertise without increasing long-term labor costs.



## Board Report

**File #:** 2026-0324, **File Type:** Appointment

**Agenda Number:** 41.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: APPOINTMENT TO METRO SAN GABRIEL VALLEY SERVICE COUNCIL**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

APPROVE nominee for membership on Metro's San Gabriel Valley Service Council (Attachment A).

#### **ISSUE**

Each Metro Service Council (MSC) is comprised of nine Representatives who serve 3-year terms. The terms of three of the five Council's nine seats expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority, or new nominees may be forwarded. All nominations are confirmed by the Metro Board.

#### **BACKGROUND**

MSCs were created in 2002 as community-based bodies that improve bus service and promote service coordination with municipal and local transit providers. The MSC bylaws specify that representatives who live, work, or represent the region should have a basic working knowledge of public transit service within their area and understand passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions for proposed bus route changes, and considering staff recommendations/public comments. All route and major service changes approved by the MSCs will be brought to the Metro Board of Directors as an information item. If the Metro Board moves an MSC-approved service change to an action item, the MSCs will be notified of this change before the next Service Council monthly meeting.

#### **DISCUSSION**

The individual listed below has been nominated by the nominating authority for this Service Council seat. If approved by the Board, they will serve for the three-year term specified. A brief listing of qualifications for the nominee and the nomination letter is provided in Attachments A and B. Membership of the Service Council with this appointee compared to the regions' demographics and

ridership is provided in Attachment C.

San Gabriel Valley Service Council

- A. Kaylee M. Law, New Appointment  
Nominated by: San Gabriel Valley Council of Governments  
Term: July 1, 2026 - June 30, 2029

**DETERMINATION OF SAFETY IMPACT**

Maintaining a fully appointed service council of representatives for each service area is important, as each Representative is required to regularly use public transit, and each Council is composed of people from diverse areas and backgrounds. This enables each Council to better understand the needs of transit riders, including the need for safe operation of transit service and safe location of bus stops.

**FINANCIAL IMPACT**

Monthly stipends of \$150 are paid to service council members per meeting, with a maximum of two meetings a month, under Cost Center 3151, Project 306006, Systemwide Bus Operations Management and Administration.

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Propositions A and C, Measures R and M sales tax revenues, and the Transportation Development Act.

**EQUITY PLATFORM**

Metro recommends appointing Service Council members who represent the diverse needs and priorities of the respective region's demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares the Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents with each nomination request. This practice resulted in greater diversity of race/ethnicity and gender over the last several years of the Service Councils. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity in some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when considering individuals for nomination.

**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.

This item supports Metro's systemwide strategy to reduce VMT through operational activities 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 Goal: 30 Enhance communities and lives through mobility and access to opportunity.

### **ALTERNATIVES CONSIDERED**

The alternative to the recommendation would be for this nominee not to be approved for appointment. This would reduce the effectiveness of the Service Councils, as it would increase the challenge of obtaining a necessary quorum for this Service Council to formulate and submit recommendations to the Board. It would also result in this Service Council having a less diverse representation of its service areas.

### **NEXT STEPS**

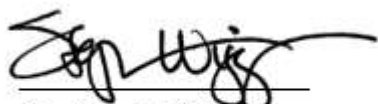
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service as well as the customer experience in their areas.

### **ATTACHMENTS**

Attachment A - New Appointee Nomination Letter  
Attachment B - New Appointee Biography and Qualifications  
Attachment C - Service Council Demographic Information

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

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

  
Stephanie Wiggins  
Chief Executive Officer

Metro Service Council Nomination Letters

San Gabriel Valley Service Council



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Pasadena

Pomona

Rosemead

San Dimas

San Gabriel

San Marino

Sierra Madre

South El Monte

South Pasadena

Temple City

Walnut

West Covina

First District, LA County

Unincorporated Communities

Fifth District, LA County

Unincorporated Communities

May 26, 2026

Ms. Dolores Ramos  
Metro Service Council  
One Gateway Plaza  
Los Angeles, CA 90012

**RE: Metro's San Gabriel Valley Service Council Representative**

Dear Ms. Ramos:

At their May 21, 2026 meeting, the San Gabriel Valley Council of Governments' Governing Board appointed Kaylee M. Law to serve on the San Gabriel Valley Metro Service Council. The effective term will be July 1, 2026 – June 30, 2029.

Should you have any questions, please feel free to contact me at [mcreter@sgvcog.org](mailto:mcreter@sgvcog.org).

Sincerely,

Marisa Creter  
Executive Director  
San Gabriel Valley Council of Governments

cc: Kaylee M. Law, Councilmember, City of Walnut

San Gabriel Valley Council of Governments  
1333 S. Mayflower Avenue, Suite 360, Monrovia CA 91016

**Service Council New Nominee Qualifications**



**Kaylee May Law, Nominee to San Gabriel Valley Service Council**

Kaylee May Law was elected to the Walnut City Council in 2024, making history as the youngest official elected in the City of Walnut, in Los Angeles County, and in the state of California. Growing up in Walnut with her parents, younger brother, and late grandfather, Kaylee is a second-generation Asian-American and values the opportunity to contribute to her community and help others.

Professionally, Ms. Law worked as a legal administrator at the Law Offices of James Wang, where she developed skills in organization and service. She is actively involved in community leadership, having served on the board of directors for the Chinese American Association of Walnut and currently as a board member for the Purist Group, a community-focused organization. Ms. Law is one of the youngest college graduates in the United States, with five degrees: three associate's degrees from Mt. San Antonio College, a Bachelor of Arts in Government with an emphasis in Legal Studies degree from Grand Canyon University, and a Master of Arts in Government degree from Johns Hopkins University. Her thesis was published by Johns Hopkins University, focusing on the Chevron Doctrine and administrative law.

### Service Council Demographic Information

Council Region demographics in the following tables are taken from the 2023 American Community Survey; regional ridership is taken from the 2023 Metro Ridership Survey. Membership percentages are calculated using the nine seats of a fully-appointed Council; there is currently one additional vacancy on the Council.

Service Council membership as of July 1, 2026 with the appointment of the nominee is compared to the region's demographics and ridership below; the sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts. Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields.

**Table 1:** San Gabriel Valley/SGV Service Council membership race/ethnicity demographics compared to the region and the region's ridership

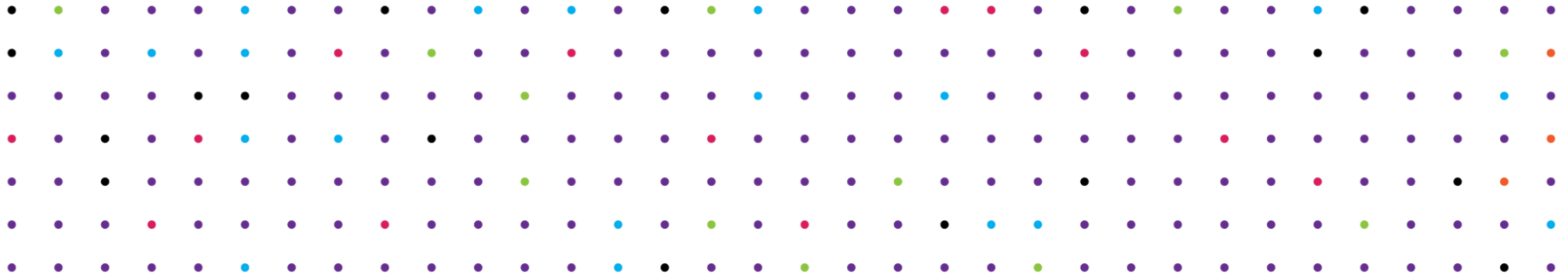
| <b>SGV Race/Ethnicity</b> | <b>Hispanic or Latino</b> | <b>White</b> | <b>Asian</b> | <b>Pac Isl</b> | <b>Black</b> | <b>Native Amer</b> | <b>Other</b> |
|---------------------------|---------------------------|--------------|--------------|----------------|--------------|--------------------|--------------|
| SGV Council Region        | 49.4%                     | 15.9%        | 28.5%        | 0.2%           | 2.9%         | 0.2%               | 2.9%         |
| SGV Region Ridership      | 78%                       | 5%           | 9%           | 1%             | 6%           | 1%                 | 0%           |
| SGV Membership/No.        | 33%/3                     | 22%/2        | 44%/4        | 0%/0           | 0%/0         | 0%/0               | 0%/0         |

**Table 2:** SGV Service Council membership compared to the region's gender demographics

| <b>SGV Sex/Gender</b> | <b>Male/Man</b> | <b>Female/Woman</b> | <b>Non-binary/Non-conforming</b> | <b>Prefer to self-describe/Decline to respond</b> |
|-----------------------|-----------------|---------------------|----------------------------------|---------------------------------------------------|
| Los Angeles County    | 49.6%           | 50.4%               | *                                | *                                                 |
| SGV Region Ridership  | 50%             | 47%                 | 2%                               | 1%                                                |
| SGV Membership/No.    | 66%/6           | 33%/3               | 0%/0                             | 0%/0                                              |

REGIONAL SERVICE COUNCILS

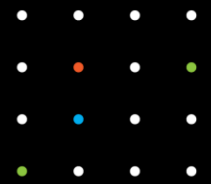
# APPOINTMENT TO METRO SERVICE COUNCILS



Operations, Safety, & Customer Experience Committee Meeting  
July 16, 2026

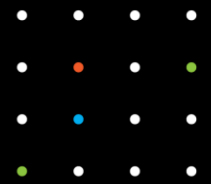


# RECOMMENDATION



APPROVE nominee for membership on Metro's San Gabriel Valley Service Council.

# ISSUE & DISCUSSION



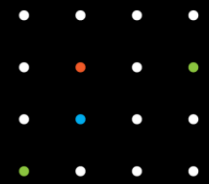
## ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who serve terms of three years; terms are staggered so that the terms of three of each Council's nine members expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board.

## DISCUSSION

If approved by the Board, the nominee will serve a three-year term (July 1, 2026 – June 30, 2029) on the Council they have been nominated to.

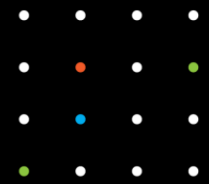
# Nominating Authorities



The nominating authorities for the San Gabriel Valley Service Council are listed below; the nominating authority for this vacancy is highlighted.

| Region             | Nominating Authority                                            |
|--------------------|-----------------------------------------------------------------|
| San Gabriel Valley | LA County 1 <sup>st</sup> District Supervisor (1)               |
|                    | LA County 5 <sup>th</sup> District Supervisor (1)               |
|                    | Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) |
|                    | Cities of Arcadia, El Monte, Temple City (1)                    |
|                    | Cities of Montebello, Monterey Park, Rosemead (1)               |
|                    | Cities of Pasadena, Sierra Madre, La Canada Flintridge (1)      |
|                    | <b><i>San Gabriel Valley Council of Governments (3)</i></b>     |

# Sex/Gender Demographics

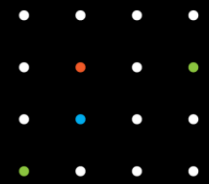


With this nominee, the Service Council composition and representation will be:

| Sex/Gender         | Male/<br>Man | Female/<br>Woman | Non-binary/<br>Non-conforming | Prefer to<br>self-describe/<br>Decline to respond |
|--------------------|--------------|------------------|-------------------------------|---------------------------------------------------|
| Los Angeles County | 49.6%        | 50.4%            | *                             | *                                                 |
| SGV Ridership      | 50%          | 47%              | 2%                            | 1                                                 |
| SGV Membership/No. | 66%/6        | 33%/3            | 0%/0                          | 0%/0                                              |

*\*Sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth.*

# Race/Ethnicity Demographics



With this nominee, the Service Council composition and representation will be:

| Race/Ethnicity       | Hispanic<br>or Latino | White | Asian | Pac Isl | Black | Native<br>Amer | Other |
|----------------------|-----------------------|-------|-------|---------|-------|----------------|-------|
| SGV Council Region   | 49.4%                 | 15.9% | 28.5% | 0.2%    | 2.9%  | 0.2%           | 2.9%  |
| SGV Region Ridership | 78%                   | 5%    | 9%    | 1%      | 6%    | 1%             | 0%    |
| SGV Membership/No.   | 33%/3                 | 22%/2 | 44%/4 | 0%/0    | 0%/0  | 0%/0           | 0%/0  |



## Board Report

**File #:** 2026-0361, **File Type:** Rule / By-law

**Agenda Number:** 42.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: REVISION OF METRO SERVICE COUNCIL BYLAWS**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ADOPT the revised Service Council Bylaws.

#### **ISSUE**

The Bylaws of Metro's Service Councils were last updated in October 2024. Since then, state legislation has been adopted that affects the operation of the Service Councils. This update incorporates the changes made with the adoption of AB 3123 and SB 827. Service Council Members also requested additional updates to their Bylaws.

The Service Council Bylaws state that amendments are subject to Metro Board approval.

#### **BACKGROUND**

The Metro Board created the Governance Councils in 2002 to guide the Service Sectors. The primary role of the Governance Councils was to conduct public hearings and to review and approve proposed bus service changes to bus routes operating within the divisions overseen by their General Managers, regardless of where those routes operated.

In fiscal year 2010, the functions performed by the Service Sectors were recentralized. These changes were memorialized in the 2011 update to the Bylaws, which reflected those changes, including oversight of the General Managers, removing their duties and budgets, and re-centering the five Service Sector staffing and headquarters in Metro Gateway headquarters. Operations, Service Planning, Scheduling, Labor Relations, and Safety functions were realigned, and the primary role of the Councils was preserved, as were the requirements for membership and the nominating authorities and process.

In October 2024, the Bylaws were revised to incorporate changes such as the adoption of Metro's Advisory Body Compensation Policy, allocation of bus lines to each region to reflect the NextGen Bus Network, clarify the definitions for the primary and secondary authority of bus lines, and update items such as staff position references, and formalize requirements and processes for public meetings,

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hearings, and events convened by the Service Councils to better reflect actual practices.

Service Council Bylaws are updated as needed. This update incorporates recent legislation and other developments since the last update in 2024.

## **DISCUSSION**

The Bylaws state that each of the five Councils must approve changes to the Bylaws by a supermajority vote, and the changes must then be brought to the Board for approval. Staff periodically reviews the Bylaws to incorporate relevant updates, then places a review of the Bylaws on each Council's agenda for approval.

This revision of the Service Council Bylaws incorporates the following changes:

- The adoption of AB 3123, which amended the California Public Utilities Code applicable to Metro and Metro's Board Code of Conduct.
- Updates provided by the Ethics Department, including:
  - Clarifies the Ethics Department's independence and authority in certain areas.
  - Repeals outdated and redundant sections that are already governed by state law and Metro administrative code related to honoraria, travel, and behavior during meetings.
  - Minor language changes for consistency with current Metro practice and additions that are used in peer agency codes.
  - Remove the requirement for filing Metro Addendums, which required the reporting of financial interest outside of LA County.
    - The amendment aligns Metro with other local officials, where only Form 700s are required.
  - Further clarify eligibility to serve on a Service Council
  - The adoption of SB 827 Fiscal and Financial Training.
- More accurately reflect the actual practices of Service Council records being maintained by Service Council Staff rather than the Office of the Board Clerk.
- Clarification of nomination process for those seats that are nominated by multiple nominating authorities (city clusters);
- Add the ability of the Service Councils to form short-term advisory committees to study and make recommendations to their Council(s) around specific issues.
- Assignment of primary and secondary regional authority of Metro Bus lines to reflect the current bus network.

The proposed changes were preliminarily shared with the Service Councils at their Quarterly Meet and Confer in December 2025 and again in February 2026 to provide their feedback. Before requesting formal approval by each of the five Service Councils, staff circulated the proposed Bylaws to the Office of the County Counsel, the Office of Civil Rights, Racial Equity, and Inclusion, the Board Clerk, and the Chief Operations Officer. Their edits and suggestions were incorporated into the document, then taken to each of the Service Councils for approval. Each of the five Service Councils reviewed and approved the revised Bylaws at each Council's May 2026 meetings by at least a two-thirds supermajority.

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## **DETERMINATION OF SAFETY IMPACT**

There is no safety impact from this action.

## **FINANCIAL IMPACT**

There are no financial impacts associated with these changes to the Service Council Bylaws.

## **EQUITY PLATFORM**

This update to the Service Council Bylaws addresses the Metro Equity Platform pillar of Listen and Learn: Supporting More Equitable Community Engagement by further clarifying and formalizing the requirements for Service Council membership around geographic diversity, the nomination process, and eligibility to serve. The inclusion of this goal will support broader representation on each Service Council.

The purpose of Metro's Service Councils is to improve bus service and promote service coordination, benefiting the communities where those services are operated and supporting the "Focus and Deliver" pillar of the Equity Platform, which recognizes Metro's role as a partner in advancing equitable outcomes. This update to the Service Council Bylaws allows Service Councils to create ad hoc advisory committees as needed to further study topics related to their work, enabling them to make more informed decisions as a Council.

## **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.

This item supports Metro's systemwide strategy to reduce VMT through operational activities 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:

- 2) Deliver outstanding trip experiences for all users of the transportation system
- 3) Enhance communities and lives through mobility and access to opportunity



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**ALTERNATIVES CONSIDERED**

One option is not to approve these revisions to the Metro Service Council Bylaws. This option is not recommended, as the Bylaws will not comply with legislative changes adopted since the October 2024 iteration of the Bylaws, and with the Service Councils' processes and functions as reflected in practice.

**NEXT STEPS**

Upon adoption, staff will distribute a copy of the adopted Bylaws to all Service Council Members and nominating authorities. Staff will continue to work with the Service Councils to ensure they monitor the major contributors to bus and service quality from the customer's perspective. Staff will also share that information with the Service Councils to plan, implement, and improve bus service in their areas, as well as the customer experience using our bus service.

**ATTACHMENT**

Attachment A - Revised Service Council Bylaws

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Stephanie Wiggins  
Chief Executive Officer

**LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY  
METRO REGIONAL SERVICE COUNCIL BYLAWS**

**ARTICLE I: PURPOSE**

The purpose of Metro's Regional Service Councils (MSC or Service Councils) is to improve bus service and promote service coordination with municipal and local transit providers.

To achieve Metro's mission of providing for the continuous improvement of an efficient and effective transportation system for Los Angeles County, Metro's Regional Service Councils, and staff supporting the Councils, shall be responsible for:

- Approving the implementation of transit route service changes within their area;
- Receiving community input on proposed bus service modifications; calling and conducting public hearings for all major service changes within their area; rendering decisions on proposed bus route changes after considering staff recommendations and public comments;
- Providing locally accessible public forums (monthly meetings, public hearings) for transit users and others interested in transit to voice their concerns, suggestions, questions, and input on how Metro can best serve its customers; and
- Facilitating a partnership that promotes a shared vision with service providers (municipal and local operators) to improve service integration, coordination in geographic areas, resulting in more efficient service and better use of public resources.

The Service Councils serve as one of Metro's primary sources of public input on projects, programs, initiatives, and transit services as reflected in the Public Participation Plan which is submitted to the Federal Transit Administration as part of Metro's commitment to meet and exceed the prescribed requirements of the U.S. Department of Transportation (USDOT), including Federal Transit Administration (FTA) Circular [C 4702.1B](#) prescribing recipients' responsibilities to Limited English Proficient persons, FTA Circular C 4703.1, guiding recipients on integrating principles of Environmental Justice into the transportation decision-making process, and the Federal Highway Administration's (FHWA) Title VI program.

**ARTICLE II: MEMBERSHIP**

- A. **COMPOSITION:** Each Council is comprised of up to nine Representatives. There are five Metro Service Councils representing the following areas: Gateway Cities (Southeast LA County), San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside/Central. These geographic regions are depicted in **Attachment A**.

Aligned with [Metro's Equity Platform](#) adopted in February 2018, to the maximum extent possible, representatives nominated to the Councils shall be selected to

reflect the demographic profile of the region and the region's ridership, as well as a broad spectrum of the interests and geographic areas of the region over which the MSC has jurisdiction; multiple representatives from the same jurisdiction are strongly discouraged. Membership on the Council is not transferable or assignable. All members will be asked to voluntarily complete an Advisory Body Member Demographic Form. The Office of Equity and Race seeks collection of this data as a strategy to highlight areas for improved representation across gender, race/ethnicity, and income brackets for Metro to track and strive for more equitable demographic representation on its various advisory bodies.

- B. QUALIFICATIONS: Representatives must live, represent, or work in the communities within the boundaries of the designated region they represent (See **Attachment A**). At least fifty percent of each Council's members shall be regular users of Metro Rail or Bus (public transit) service. A regular public transit user is defined as one normally using public transit multiple times each month. All Council members must have at least some experience using Metro Rail or Bus service. Representatives should have a basic understanding of the public transit network/service within their region and an understanding of passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.
- C. ELIGIBILITY TO SERVE: Representatives of the MSC may be elected officials and/or private citizens. Metro Board Members and employees, are not eligible to serve on a Service Council. Contractors and consultants working directly on projects or initiatives in their region related to bus service or that may impact bus service are not eligible to serve on a Service Council. An officer, principal, partner, or shareholder who owns more than 10 percent of any profit-making firm or business with a Metro contract are not eligible to serve on a Service Council. An essential criteria for municipal and other agency representative nominations and appointments is the improved coordination and cooperation between the municipalities/agencies and Metro for the provision of efficient and effective transit within Metro's service area.
- D. NOMINATIONS AND APPOINTMENTS: Nominations to the MSC are submitted in writing to MSC staff, who then takes them to the Metro Board for confirmation and appointment. Each region's designated nominating authority/authorities that nominate MSC Representatives for appointment are listed in **Attachment B**. The nominating authority/authorities, have the option of retaining the composition structure already in place, or may request that the Metro Board change the number of members on the Council (no more than 9 members). Metro Board Members shall confirm and appoint representatives of Service Councils based on the nominations submitted through the locally adopted process by the designated nominating authorities.
  - a. Should the nominating authority/authorities wish to revise the composition structure in place for their seat or their region, all nominating authorities for

the seat and/or region must be in concurrence prior to submitting the request to the Metro Board. The Metro Board shall not act as the deciding body in the event of a conflict.

- b. For individual Council seats that are nominated by multiple nominating authorities (“city clusters”), all cities must be in concurrence regarding the nomination that is to be submitted to the Metro Board for appointment; should more than one nomination be put forth, the seat will remain vacant until the cities achieve concurrence. The Metro Board will not act as the deciding body in the event of a conflict.

E. TERM OF SERVICE: Each Representative of the MSC shall serve a term of three-years, which shall be staggered among members so that the terms of three members per Council, per year will expire; Service Council terms are tied to the individual seat, rather than the representative and the date of their nomination or appointment. Representatives can serve more than one three-year term if they have maintained compliance with the requirements of the position and are re-nominated by the nominating authority and confirmed by the Metro Board.

F. CODE OF CONDUCT: Representatives of the MSC shall adhere to the [Metro Board of Directors Code of Conduct](#), all other applicable State and Federal laws, and the sanctions for non-compliance detailed therein. **Metro Council Representatives have no individual authority over Metro Operations and must act only through the Service Council of which they are a member.**

1. Service Council Members shall file Statements of Economic Interest with the Ethics Officer pursuant to state law, within 30 days of assuming office, annually, and within 30 days of leaving office.
2. Any amendments to the Statement of Economic Interest or addendum shall be filed within 30 days of the occurrence of the change.
3. Service Council Members shall complete and maintain compliance with AB 1234 Ethics Training and SB 827 Fiscal and Financial Training.
4. Questions on these requirements, Codes of Conduct, and any other ethics related matters should be directed to Metro’s Ethics Department.

G. ID BADGE/TRANSPORTATION PASS: Each MSC Member shall be issued a Metro badge to serve as unlimited fare media on Metro Bus and Rail services, so as to facilitate Member use of Metro transit service on a regular basis. Only the MSC Member is eligible to receive a badge; staff, family members, and dependents are not eligible to be issued passes. Metro may charge the individual a designated fee for replacing a lost or stolen ID Badge/Transportation Pass. Misuse of the issued Transportation Pass or allowing an unauthorized person to use their Transportation Pass will be considered cause for removal.

- H. VACANCIES: Council vacancies will be filled in the same manner as appointments are made. When filling an unexpired term, the appointee shall serve the remainder of the term of the Council Representative they replace.
- I. ATTENDANCE: If a Representative has more than three absences over a floating six-month period, staff will notify the Council Chair, Vice Chair, and the Representative's nominating authority who may propose that the Council declare the Council representative inactive and direct staff to have the nominating authority initiate a nomination process to fill the vacancy of the inactive member.
- J. RESIGNATION: A Representative may resign from a Metro Service Council by notifying the lead staff member-of the Council, the nominating authority, and Chair of the Service Council in writing.
- K. REMOVAL: The Service Council can remove any representative of the Council at any time if deemed to be in the best interest of Metro. Removal by MSC requires a two-thirds (2/3) supermajority vote of those Representatives of the Council and confirmation by the Metro Board. **Representatives may also be removed by a simple majority of the Metro Board if: 1) removal of the Representative is requested by the nominating authority of the member; or 2) for any cause for which the Board deems removal of the member to be warranted.**

### **ARTICLE III: DUTIES OF OFFICERS, COUNCILS, AND STAFF**

- A. OFFICERS: Each MSC shall include a Chair and Vice Chair, who shall be elected from among Representatives of the Council on an annual basis at its June meeting or at such other time as there may be a vacancy. The term of Chair and Vice-Chair shall be one year, beginning July 1. Chairs and Vice Chairs may serve more than one term in that capacity if they are re-elected by their fellow Service Council Representatives.
  - 1. Duties of the Chair: The Chair shall preside at all meetings of the Service Council and shall exercise and perform such other powers and duties as may be prescribed herein.
  - 2. Duties of the Vice Chair: The Vice Chair shall perform the duties of the Chair in his or her absence, and when so acting shall have all the powers of and be subject to all the restrictions of the Chair.
  - 3. In the absence of the Chair and Vice Chair, the attending Service Council Representatives present shall determine the presiding officer for the meeting.
- B. STAFF: Service Council staff shall keep or cause to be kept minutes of each Council meeting for distribution to Metro Service Council Representatives, and posting on the Metro website, and an up-to-date roster of Representatives, (and those individuals receiving agendas and minutes).

C. PUBLIC HEARINGS: All major bus service changes that require public hearings will be brought to the MSC for approval. Metro defines major bus service changes in [Metro's 2025 Title VI Program Update](#) as follows:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
  2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
  3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
  4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
  5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 - 4 above to be inclusive of any bus/rail interface changes.
- Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
  - A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Title VI analyses are also to be considered as part of any proposed major service changes. The Service Councils will not vote on Title VI analyses, but forward any related comments received through the public hearing process to the Board to be considered in their adoption of the analyses.

D. CENTRALIZED HEARING: When a major service change program requires three or more Councils to hold public hearings, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday.

- E. MAJOR BUS SERVICE CHANGE DECISIONS: At their meeting subsequent to the public hearing(s) to receive public input, the Service Council(s) will vote to approve, modify, or deny the proposed major service changes proposed for implementation. Results of Service Council deliberations shall be forwarded to the Board as the final recommended bus service changes.
- F. MINOR AND TEMPORARY ROUTE CHANGES: Metro staff may implement all minor (i.e. below above thresholds) or temporary route changes including turnaround and out of service route modifications without Council approval, though the Council should be given informational updates on minor changes where they may be refinements to previous major changes in response to multiple public comments. Similarly, any significant temporary service change should be brought to the Council for their information but not approval. Should a temporary or pilot service meeting the definition of a major service change be in operation for a period of more than six months, MSC will convene public hearings to gather public comment on those route or service changes and approve/modify the continued operation of such services.
- G. ANNUAL WORK PLAN: Each year, Metro Service Council Representatives shall review their annual work plan and provide comments and revisions for updates to be incorporated for the upcoming fiscal year. The work plan, which will be for the fiscal year starting in July, will be submitted for adoption in June. This work plan will outline the activities and priorities of the Council during the upcoming fiscal year. The work program will include the process and targets for monitoring transit service and collaborating with Metro's Chief Operating Officer regarding service quality and safety. The work plan will also include items such as a briefing on the budget kickoff and outreach and a review of the proposed Metro budget as soon as available, each year. The work program shall be consistent with the Metro's adopted mission, vision and goals and must comply with all Board adopted policies, service standards and other criteria.
- H. SERVICE COUNCIL RECOMMENDATIONS/FEEDBACK: Service Council staff will provide input to Metro Operations staff to improve service quality, safety and performance of bus service. Service Councils will continue to receive regular reports from Metro staff on service performance within the Council's jurisdiction. The Service Councils will work to develop and implement changes in bus service that improve service quality, ridership and/or operational efficiency, and facilitate a planning and public communication process that listens and responds to the community and current and potential customers.
- I. PERIODIC REPORTS TO METRO BOARD: Updates to the Metro Board regarding MSC recommendations on Metro service, programs, initiatives, and other issues that the MSC feel the Metro Board should be informed of on a periodic basis.
- J. AREA TRANSIT OPERATORS: MSC shall invite municipal and local transit operators to a regular monthly meeting on a quarterly basis to discuss service plans and opportunities for service coordination.

- K. EVALUATION OF STAFF: Service Council Representatives shall annually submit an evaluation to the department's Executive Officer on the performance of the staff responsible for managing the Metro Service Councils and an evaluation of each Service Council's progress in meeting established goals and objectives.

#### **ARTICLE IV: MEETINGS**

- A. AGENDA: Matters to be placed on the agenda for a regular meeting will be coordinated through the Service Council's staff. Any Representative of the Council may also place items on the agenda through this process. Service Council staff will prepare, finalize and have the agendas and previous meeting minutes posted online prior to the regular meeting, and ensure that MSC agendas are posted in accordance with Brown Act. All meeting presentations will be posted at least 24 hours in advance of the meeting.
- B. REGULAR MEETINGS: The Councils will hold regularly scheduled monthly meetings at times and locations accessible to members of the public. Metro Service Council meetings will be held at locations accessible using Metro services, with preference given to locations with frequent transit service. If a regularly scheduled meeting day falls on a national holiday, the meeting shall be rescheduled or cancelled. Scheduled meetings should not conflict with regularly scheduled Metro Committee and Board meetings. Service Councils can also vote to reschedule, relocate, or cancel an upcoming monthly meeting if circumstances necessitate a change. MSC meetings shall be conducted pursuant to Robert's Rules of Order.
- C. RALPH M. BROWN ACT: All meetings of MSC shall be called, noticed and conducted in the manner prescribed by the [Ralph M. Brown Act](#).
- D. PARTICIPATION: Anyone attending a meeting in person may submit public comments. Members of the public may also submit comments by mail, email, phone, or online. No person or representative shall address the Council until first recognized by the Chair. The decision of the Chair not to recognize a person may be changed by vote of a majority of the Representatives of the Council present at the meeting. The Chair may, in the interest of facilitating the business of the Council, limit the amount of time which a person or Representative may use in addressing the Council.
- E. QUARTERLY MEETINGS: The MSC shall meet and confer with the Metro Chief Executive Officer and other executive staff on a quarterly basis to discuss the overall effectiveness of the Service Councils and other related matters. MSC staff, in coordination with the Chairs of all Service Councils will develop the agenda for these quarterly meetings.
- F. ADVISORY COMMITTEES: The Service Councils (individually or collectively) may form Advisory Committee(s) to study and make recommendations to their Council(s)



on a specific issue. All Service Councils will be informed of the formation of Advisory Committees and their purpose. An Advisory Committee can be formed:

- with up to four members of an individual Service Council; or
- up to four members of any of the five Service Councils

with majority vote approving the creation and participation by the Service Council(s) whose member(s) are to participate. Advisory Committee meetings will be held at the time and place (physical or virtual location) designated and arranged for by the Committee members.

1. Updates, findings and recommendations of the Advisory Committees will be prepared by Advisory Committee members and shared with all five Service Councils at the regularly scheduled Service Council meetings or during the quarterly Meet and Confer. Further action will require a majority vote of those Councils whose members participated in the Advisory Committee at their regular scheduled meeting(s).
2. Advisory Committees shall exist for a period of 90 days and may be extended for an additional 90 days by the majority vote of the Service Council(s) which have participating members.
3. Advisory Committee members will not be eligible to receive a stipend for participation, and Metro staff will not provide administrative support for their meetings; Advisory Committee members will be responsible for preparing materials (presentations, draft letters, etc) for presentation to their Councils. In accordance with Government Code section 54952(b), the Advisory Committees are not public meetings subject to the Brown Act.

G. QUORUM: A majority of Council Representatives (50%+1 or 5 members) shall constitute a quorum to do business; two-thirds (2/3 or 6 members) of the Council shall constitute a supermajority. Passage of items requires a majority membership vote based on all Council seats rather than Representatives present at the time of the vote (i.e., nine-member Councils would require five votes to pass an item even if only five Representatives are in attendance).

H. STIPEND: Representatives of the Service Councils are eligible to be paid a stipend of \$150 for their attendance per meeting in accordance with their responsibilities as defined in [Metro's Advisory Body Compensation \(ABC\) Policy](#). Representatives may be compensated for attendance at a maximum of two meetings per month. To receive the stipend, members must first submit a completed ABC Policy agreement. In accordance with the ABC Policy Section 2.3, public agency, Council of Governments, or elected office staff who serve on advisory bodies as part of their professional role are not eligible to receive the stipend. Members who 1) work for a contractor or organization holding an active contract with LACMTA and 2) participate

or are listed in the contract activities while serving on an advisory body are not eligible for advisory body compensation for the duration of the contract.

## **ARTICLE V: AMENDMENTS**

**AMENDMENTS TO BYLAWS:** The Metro Board, by a simple majority, may amend the bylaws from time to time. In addition, a Metro Service Council, by a supermajority vote may recommend amendments to bylaws, which must then be reviewed and similarly agreed upon by all other Regional Service Councils by a supermajority vote. Any proposed bylaws amendments must be properly noticed on the agenda of a regularly scheduled Council meeting. Any Council amendments to the bylaws are subject to Metro Board approval.

## **ARTICLE VI: AUTHORITY**

Metro Service Councils were created and given perpetual succession by terms of the Los Angeles County Metropolitan Transportation Authority. MSC are responsible for Metro bus lines operating a significant amount of service within their geographical region. A significant amount of service shall be defined as any Metro bus or rail line that operates more than 30% of its service miles within a region, excluding downtown Los Angeles.

Metro's Administrative Code (§2-50-025(E)) authorizes the Metro Board of Directors to delegate to another body or a hearing officer appointed by the CEO the authority to hold the public hearing related to a change in transit service. The Metro Board has designated the Service Councils as the bodies responsible for calling and conducting public hearings for all major service changes within their area. As such, Metro's Regional Service Councils (MSC) are responsible for convening public hearings to receive public comments regarding proposed permanent major bus and rail service changes, and approving, modifying, or denying the service change proposals for their region.

Metro Regional Service Councils shall be responsible for convening public hearings as described in Article III. If a bus line operates a significant amount (over 30% of full one-way route alignment miles) of service in more than one region, the Councils responsible for service in those regions will share responsibility for the line. The Council region with the larger share of one-way route mileage shall be assigned primary authority of a given line; secondary authority shall be assigned to the Council region with the next largest portion of one-way revenue service miles outside of the primary region. Lines operating in downtown Los Angeles (see **Attachment D**) where the segment in downtown is less than (30%) of revenue service miles shall be excluded from the calculation of route authorities. Where a line does not have at least 30% of its revenue miles within a Council region, that line would be allocated to the region(s) with the largest shares over 25%, and the region with the largest share would be designated as primary. A listing of the Metro bus lines with the primary and secondary authorities allocated to each region as of December 2023 is provided in **Attachment C**.

Each primary and secondary MSC will be responsible for convening public hearings that relate to major service changes to Metro Bus and Rail lines that provide significant service within their region. Hearings will be scheduled at times and dates intended to maximize public involvement. Public hearings will be held at locations accessible using Metro services, with preference for locations with frequent service and near the area of the proposed change(s) to facilitate participation of the riders that would be most affected by the changes.

All major route and service changes approved by the MSC will be brought to the Metro Board of Directors as an informational item. Should the Metro Board decide to move a Service Council approved service change to a Board Action Item, the Service Council will be notified of this change during their next monthly Service Council meeting subsequent to the Board's action, and be informed of the outcomes of any decisions made by the Board. Title VI analyses are also to be considered as part of any proposed service changes. The Service Councils will not vote on Title VI analyses, but forward any related comments received through the public hearing process to the Metro Board for its consideration.

Should the assigned Service Councils not agree about service decisions affecting a shared line, Metro Service Councils staff will work with the Service Development staff and the Chairs of the Councils to develop a mutually agreeable resolution, which will be presented to both Councils for approval. If a resolution cannot be reached, the Metro Board of Directors will resolve the matter.

Each MSC shall work with the Metro Service Councils staff to coordinate with Metro's Service Development and Operations staff to:

- A. Review route planning studies to better route and schedule services operated within each Service Council region;
- B. Call public hearings pertaining to major bus route changes and Title VI analysis for rail project operating plans within the Service Council's jurisdiction consistent with State and Federal laws and with Metro policies pertaining to public hearings;
- C. Approve changes that modify, add, or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies;
- D. Coordinate with planning staff, businesses, consultants, and other local transit operators to address any transit needs unique to the Service Council's region in accordance with Metro guidelines;
- E. Promote coordination of transit services, including Metro Bus and Rail service, and Municipal and Local Return Operators;

- F. Invite Municipal and Local Operators to discuss their proposed service changes and develop service coordination plans;
- G. Identify other issues related to transit user experience, including customer information and way finding, fare collection, safety, cleanliness of vehicles and facilities;
- H. Monitor key performance indicators and provide feedback to appropriate staff or departments regarding areas needing improvement; and
- I. Monitor and provide feedback on Metro programs, projects, and policies affecting their region.

The Metro Board of Directors shall retain all mandated responsibilities in accordance with Metro enabling legislation under [Public Utilities Code 130050.2](#) et seq., including hiring the Chief Executive Officer and other Board appointees; approval of the agency budget and capital plan; negotiation of collective bargaining agreements; setting fare and service policies; establishing and monitoring agency programs; conducting public hearings for fare changes and rail service; conducting major procurements; managing construction projects, setting regional policies and having ultimate responsibility for resolving disputes regarding agency matters. Lastly, Metro Finance will be responsible for administering all banking, investing and debt issuance.

## **ARTICLE VII: LIABILITY PROTECTION**

Any Representative of the Metro Service Council identified as an actual or potential party to any action, suit or proceeding by reason of the fact that s/he is or was a Representative or Officer of a Metro Service Council shall be indemnified and defended by Metro as permitted by law in the same manner as an officer or employee of Metro.

ATTACHMENT A: Service Council Regions

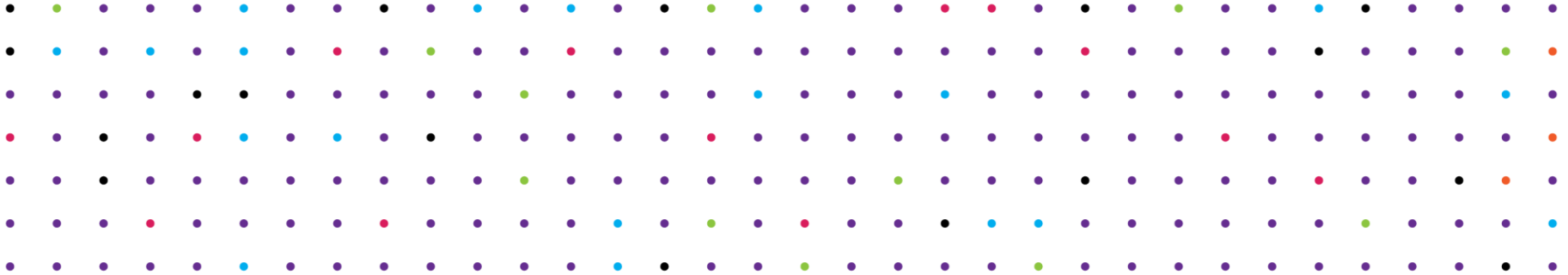
ATTACHMENT B: Regional Nominating Authorities

ATTACHMENT C: Primary and Secondary Assignment of Bus Lines

ATTACHMENT D: Downtown Los Angeles Map

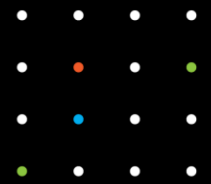
REGIONAL SERVICE COUNCILS

# METRO SERVICE COUNCILS BYLAWS UPDATE



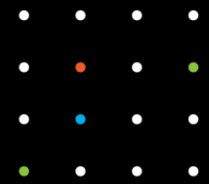
Operations, Safety, & Customer Experience Committee Meeting  
July 16, 2026

# RECOMMENDATION



ADOPT the revised Service Council Bylaws.

# ISSUE & DISCUSSION



## ISSUE

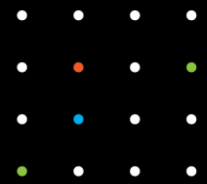
The Service Council Bylaws state that amendments are subject to Metro Board approval.

## DISCUSSION

Service Council Bylaws state that proposed bylaws amendments must be noticed on the agenda of a regularly scheduled Council meeting, reviewed, and agreed upon by all Regional Service Councils by a supermajority vote. Staff periodically reviews the Bylaws to incorporate relevant updates.

State legislation that affects the operation of the Service Councils has been adopted since their Bylaws were last updated in October 2024. This update incorporates the changes made with the adoption of AB 3123 and SB 827 as well as some additional clarifications.

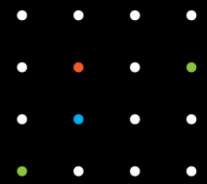
# OVERVIEW OF PROPOSED CHANGES



- The adoption of AB 3123, which amended the California Public Utilities Code applicable to Metro and Metro's Board Code of Conduct.
  - Repeals outdated and redundant sections already governed by state law and Metro administrative code related to honoraria, travel, and behavior during meetings.
  - Minor language changes for consistency with current Metro practice and additions that are used in peer agency codes.
  - Remove requirement for filing Metro Addendums, which required the reporting of financial interest outside of LA County.
- Clarify the Ethics Department's independence and authority in certain areas.
- Further clarify eligibility to serve on a Service Council.



# OVERVIEW OF PROPOSED CHANGES



- Reflect work practices related to Service Council records archiving and maintenance.
- Clarification of nomination process for those seats that are nominated by multiple nominating authorities (city clusters);
- Allow Service Councils to form short-term advisory committees to study and make recommendations to their Council(s) around specific issues.
- Update assignment of primary and secondary regional authority of Metro Bus lines to reflect the current bus network.



## Board Report

File #: 2026-0455, File Type: Contract

Agenda Number: 43.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: ADVERTISING AND COMMUNICATION SERVICES**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS123964000 with GP Generate, LLC to continue to provide advertising and communications services in the amount of \$2,871,750, increasing the contract value from \$1,579,463 to \$4,451,213.

#### **ISSUE**

Media buying, often referred to as advertising, enables strategic placement of communication materials including ads across a multitude of media channels to reach different audiences and environments with custom messaging to address riders' specific needs. Strategic media buying ensures Metro's transit information and recommendations reach the right audiences, empowering riders to navigate the County efficiently and encouraging non-transit riders to try using Metro.

Board action is requested to continue to provide advertising and communication services to support ridership growth and brand building initiatives. Approval of the recommended contract modification is needed to ensure uninterrupted media planning and buying services for Metro initiatives that cannot be supported with existing internal resources.

#### **BACKGROUND**

At its January 2025 meeting, the Board awarded Contract No. PS123964000 to GP Generate, LLC in the amount of \$1,579,463 to support Metro's marketing and advertising campaigns aimed at building the brand and growing ridership. The contract provides specialized media planning and buying services that enable Metro to strategically place advertising across multiple media channels and reach diverse audiences. Because Metro does not have the internal resources to implement complex advertising buys, these services are essential to delivering timely transit information, promoting Metro programs and services, and maximizing the effectiveness of advertising investments.

GP Generate, LLC plans, purchases, and executes media advertising campaigns to support the department in achieving the agency's business and communications goals. The project scope consists of the following services:

- Advertising Strategy

- Media Planning and Buying
- Analytics and Insight
- Creative Development

## **DISCUSSION**

Following contract execution, demand for advertising planning and implementation grew significantly as multiple departments across the agency advanced critical projects that required robust communication. This demand further accelerated as Metro prioritized key initiatives, including the A Line to Pomona and D Line Extension grand openings in addition to campaigns for the 2026 FIFA World Cup, TAP Open Payment, GoPass and LIFE fare programs. Importantly, the contractor's work includes identifying and placing ads in multicultural media outlets to ensure Metro services are advertised equitably.

The volume and complexity of the extra work required by other departments within the agency to support initiatives and projects like TAP Open Payment, 511, Mobility Wallet, for example, far exceeded initial projections, increasing contract utilization to approximately 96% of the original contract authority within the first year alone.

During this period, GP Generate, LLC also supported Metro's fare programs, including LIFE and GoPass, helping Metro move beyond traditional advertising by transforming Metro's partnership with LA Care into an integrated content and community engagement strategy that produced some of Metro's highest-performing social content, generating strong engagement, positive sentiment, and organic word-of-mouth promotion. LIFE marketing drove more than 100,000 new registrations while generating 31 million impressions and nearly 400,000 landing page visits at costs 40-65% below industry benchmarks. The addition of Paid Search confirmed strong organic demand, capturing high-intent searches from eligible riders actively looking for the program and translating awareness into enrollment.

For GoPass, GP Generate, LLC helped expand outreach beyond traditional school-based communications by developing interactive community activations that directly engage students and families through hands-on experiences, branded activities, and youth-focused engagement opportunities. GoPass continued to deliver strong program performance, with 144,563 new and renewed registrations and 117,224 active participants, representing an 81% activation rate. This high conversion from enrollment to active use demonstrates that marketing investments are effectively driving awareness, sustained participation, and continued ridership among eligible students. Two specific campaigns contributed to the larger than forecasted expenditures during this period: the launch of the D Line Extension and the 2026 FIFA World Cup.

GP Generate, LLC produced a comprehensive, multilingual launch campaign for the D Line Extension, leveraging English, Spanish, and Korean-language media. The campaign required several shifts in media planning and purchases including potential street-level advertising across from the Wilshire/Fairfax station using the Los Angeles County Museum of Contemporary Art's building banners to securing Korean language out-of-home advertising. Through coordinated video, radio, print, digital, and out-of-home advertising, the campaign generated more than 27 million impressions, building broad public awareness and support for one of Metro's most significant transit investments.

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The D Line marketing campaign successfully introduced the new extension to the public, helping drive a 62% increase in D Line ridership following the opening. The three new stations attracted an estimated 8,000-10,000 new daily riders, contributing to Metro's highest rail ridership in more than six years and demonstrating strong public demand for the new service.

The second campaign expenditure was to support Metro's high-profile 2026 FIFA World Cup. The campaign required augmented media planning and implementation in real-time throughout the tournament. For example, the forecasted budget did not anticipate additional spending to generate greater awareness for Metro's park and ride locations. The World Cup campaign is projected to generate nearly 90 million impressions and more than 39 million video views through a multilingual, integrated media strategy spanning premium digital, social, video, audio, Connected TV, radio, and iconic out-of-home advertising. The campaign represents one of Metro's largest and most visible marketing investments, positioning Metro as the transportation network of choice during one of the world's largest sporting events.

The requested increase is based on the current forecasted workload for the remainder of the base contract term, including Vermont BRT, Northeast San Fernando Valley BRT, preparations for Super Bowl LXI, SoCal 511, Mobility Wallet, and East San Fernando Valley Light Rail.

### **DETERMINATION OF SAFETY IMPACT**

The contractor may be required to conduct tasks on Metro property where customers and operations may be active. All safety requirements will be met with requisite training and clearance as established by Metro Safety and Operations protocols.

### **FINANCIAL IMPACT**

Funding of \$500,000 for this contract is included in the FY27 Adopted Budget, in cost center 7140, Marketing, under projects 306001 - Operations Transportation and 300033 - Rail Operations - C Line.

Since this is a multi-year contract supporting multiple departments across the agency, this contract mod request of \$2,871,750 is to anticipate agency-wide service needs over the remaining contract term. Future contract expenditures will be funded through the respective departmental cost centers based on anticipated services. Cost Center Managers will be responsible for budgeting funds in future fiscal years.

#### **Impact to Budget**

The source of funding for this action will come from federal, state, and local funding sources that are eligible for bus and rail operations.

### **EQUITY PLATFORM**

GP Generate, LLC (GPG), a Small Business Enterprise (SBE), made a 42.96% SBE commitment and 6.53% Disabled Veteran Business Enterprise (DVBE) commitment on this contract. Current

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participation levels are 97.37% SBE and 0% DVBE, exceeding the SBE commitment by 54.41% but falling short of the DVBE commitment by 6.53%. GPG's efforts to mitigate the DVBE shortfall are included in Attachment C.

### **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 benefit and further encourage transit ridership, ridesharing, and active transportation. The services mentioned in this board item promote transit alternatives such as Metro's GoPass and LIFE program. The intended outcome of these efforts is increased ridership and reduced reliance on personal vehicles. 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 recommended action supports the following Metro Vision 2028 Strategic Plan goals:

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling  
Supports customer communications, rider education, and awareness efforts associated with system expansions, fare programs, and regional transportation initiatives.

Goal 2: Deliver outstanding trip experiences for all users of the transportation system  
Supports customer experience communications, service information, and regional event readiness efforts.

Goal 3: Enhance communities and lives through mobility and access to opportunity  
Supports equitable outreach, multilingual communications, and awareness of affordability programs including LIFE and GoPass.

Goal 4: Transform LA County through regional collaboration and national leadership  
Supports regional transportation communications and major event readiness efforts associated with FIFA World Cup 2026, Super Bowl LXI, and LA28.

### **ALTERNATIVES CONSIDERED**

The Board may elect not to approve the contract modification, which would leave Metro without

sufficient contract authority to support ongoing media planning and advertising services, resulting in a significant reduction in advertising and communications efforts across the agency. Staff does not recommend this alternative since it would directly impact agency initiatives that rely on timely, coordinated communications to inform and engage the public. Reduced media planning capacity would also limit Metro's ability to respond to emerging operational priorities, diminishing the effectiveness of outreach efforts and potentially affecting ridership, customer awareness, and program success. Also, Metro does not have the staff internally to implement media buys. To ensure no disruption in communications outreach efforts, Metro must continue to use a media agency with advanced marketing expertise, local insights, and the ability to maximize impact across all platforms reaching various demographics.

The Board may elect to initiated a new procurement. Staff does not recommend this alternative, as increasing authority under the existing contract is the most efficient and cost-effective approach to maintaining continuity of services and supporting ongoing agency priorities throughout the remainder of the contract term.

### **NEXT STEPS**

Upon Board approval, staff will execute Modification No. 2 to Contract No. PS123964000 with GP Generate, LLC to continue to provide advertising and communications services.

### **ATTACHMENTS**

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

Prepared by: Tiffany Srisook, Senior Director, Marketing Strategy, (213) 922-5285  
Zoe Zeigler, Executive Officer, Marketing, (213) 364-5485  
Monica Bouldin, Deputy Chief, Customer Experience, (213) 922-4081  
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 213-4471

Reviewed by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060

  
Stephanie Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY  
ADVERTISING AND COMMUNICATION SERVICES/PS123964000**

|    |                                                                                                                                                      |         |                                                      |             |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------|-------------|
| 1. | <b>Contract Number:</b> PS123964000                                                                                                                  |         |                                                      |             |
| 2. | <b>Contractor:</b> GP Generate, LLC                                                                                                                  |         |                                                      |             |
| 3. | <b>Mod. Work Description:</b> Continue to provide advertising and communication services to support ridership growth and brand building initiatives. |         |                                                      |             |
| 4. | <b>Contract Work Description:</b> Provide advertising and communications services.                                                                   |         |                                                      |             |
| 5. | <b>The following data is current as of:</b> 6/16/26                                                                                                  |         |                                                      |             |
| 6. | <b>Contract Completion Status</b>                                                                                                                    |         | <b>Financial Status</b>                              |             |
|    |                                                                                                                                                      |         |                                                      |             |
|    | <b>Contract Awarded:</b>                                                                                                                             | 1/23/25 | <b>Contract Award Amount:</b>                        | \$1,435,875 |
|    | <b>Notice to Proceed (NTP):</b>                                                                                                                      | N/A     | <b>Total of Modification Approved:</b>               | \$143,588   |
|    | <b>Original Complete Date:</b>                                                                                                                       | 2/14/28 | <b>Pending Modification (including this action):</b> | \$2,871,750 |
|    | <b>Current Est. Complete Date:</b>                                                                                                                   | 2/14/28 | <b>Current Contract Value (with this action):</b>    | \$4,451,213 |
|    |                                                                                                                                                      |         |                                                      |             |
| 7. | <b>Contract Administrator:</b><br>Britney Shedrick                                                                                                   |         | <b>Telephone Number:</b><br>(213) 418-3313           |             |
| 8. | <b>Project Manager:</b><br>Tiffany Srisook                                                                                                           |         | <b>Telephone Number:</b><br>(213) 922-5285           |             |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 2 to continue to provide advertising and communication services to support ridership growth and brand building initiatives.

This contract modification will be processed in accordance with Metro's Acquisition Policy, and the contract type is a firm-fixed unit rate.

On January 23, 2025, the Board awarded a five-year (inclusive of one, two-year option) Contract No. PS123964000 for advertising and communication services.

One modification has been issued to date.

Refer to Attachment B – Contract Modification/Change Order Log.

## **B. Price Analysis**

The recommended amount has been determined to be fair and reasonable based on the firm's fixed unit rates established and evaluated during the competitive award in January 2025. The firm's fixed unit rates remain unchanged and are lower than current market rates for similar services.

| <b>Proposed Amount</b> | <b>Metro ICE</b> | <b>Recommended Amount</b> |
|------------------------|------------------|---------------------------|
| \$2,871,750            | \$2,871,750      | \$2,871,750               |



**ATTACHMENT B****CONTRACT MODIFICATION/CHANGE ORDER LOG  
ADVERTISING AND COMMUNICATION SERVICES/PS123964000**

| <b>Mod.<br/>No.</b> | <b>Description</b>                                                                                                     | <b>Status<br/>(approved<br/>or<br/>pending)</b> | <b>Date</b>    | <b>Amount</b>      |
|---------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------|--------------------|
| <b>1</b>            | Continue to provide advertising and communication services                                                             | Approved                                        | 5/15/26        | \$143,588          |
| <b>2</b>            | Continue to provide advertising and communication services to support ridership growth and brand building initiatives. | <b>Pending</b>                                  | <b>Pending</b> | <b>\$2,871,750</b> |
|                     | <b>Modification Total:</b>                                                                                             |                                                 |                | <b>\$3,015,338</b> |
|                     | <b>Original Contract:</b>                                                                                              |                                                 | <b>1/23/25</b> | <b>\$1,435,875</b> |
|                     | <b>Total:</b>                                                                                                          |                                                 |                | <b>\$4,451,213</b> |

## DEOD SUMMARY

## ADVERTISING AND COMMUNICATION SERVICES/PS123964000

**A. Small Business Participation**

GP Generate, LLC (GPG), a Small Business Enterprise (SBE), made a 42.96% SBE commitment and 6.53% Disabled Veteran Business Enterprise (DVBE) commitment on this contract. Based on payments to date, the contract is 82% complete. Current participation levels are 97.37% SBE and 0% DVBE, exceeding the SBE commitment by 54.41% but falling short of the DVBE commitment by 6.53%.

GPG has a shortfall mitigation plan on file and, with concurrence from Metro's Project Team, attributes the DVBE shortfall to the nature of the work assigned to date, which has been primarily focused on media strategy, planning, and buying. Video Vets, GPG's DVBE subcontractor, specializes in video production and related creative services; however, Metro has not issued any assignments requiring those services to date. GPG plans to engage Video Vets beginning in FY27 to support video production and content development for several outreach initiatives. In addition, GPG will continue working with Metro to identify further opportunities to utilize the DVBE subcontractor and advance progress toward meeting its DVBE commitment.

|                                  |                                  |                                     |                                  |
|----------------------------------|----------------------------------|-------------------------------------|----------------------------------|
| <b>Small Business Commitment</b> | <b>42.96% SBE<br/>6.53% DVBE</b> | <b>Small Business Participation</b> | <b>97.37% SBE<br/>0.00% DVBE</b> |
|----------------------------------|----------------------------------|-------------------------------------|----------------------------------|

|    | <b>SBE Subcontractors</b>    | <b>% Committed</b> | <b>Current Participation<sup>1</sup></b> |
|----|------------------------------|--------------------|------------------------------------------|
| 1. | GP Generate, LLC (SBE Prime) | 42.96%             | 97.37%                                   |
|    | <b>Total</b>                 | <b>42.96%</b>      | <b>97.37%</b>                            |

|    | <b>DVBE Subcontractors</b> | <b>% Committed</b> | <b>Current Participation<sup>1</sup></b> |
|----|----------------------------|--------------------|------------------------------------------|
| 1. | Video Vets dba MediaVets   | 6.53%              | 0.00%                                    |
|    | <b>Total</b>               | <b>6.53%</b>       | <b>0.00%</b>                             |

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

**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.

# **ADVERTISING AND COMMUNICATIONS SERVICES**



Operations, Safety and Customer Experience Committee  
July 16, 2026



Metro

# Background

Metro awarded the GP Generate media planning and buying contract in February 2025 to support ridership growth, customer awareness, and brand-building initiatives through strategic advertising across multiple media channels. The contract also supports culturally relevant, multilingual outreach to multicultural audiences, Equity Focus Communities, and other priority populations.

Since contract award, demand for marketing and communications support has significantly exceeded original projections as Metro advanced major initiatives, including rail openings, FIFA World Cup 2026 planning, ridership campaigns, and major capital projects. As a result, contract utilization reached approximately 96% of the original authority within the first year.

The requested increase is based on the current forecasted workload for the remainder of the initial contract term, and staff will continue to monitor contract utilization and return to the Board if additional authority becomes necessary.



# Driving Awareness for Metro's Highest-Priority Initiatives

GP Generate supports Metro's ridership, engagement, and brand objectives through strategic advertising, media planning, analytics, and creative services.

Since contract award, Metro has delivered multilingual campaigns generating more than 117 million impressions, increased fare program enrollments by more than 30% through community partnerships and culturally relevant storytelling, and expanded access to transit information for multicultural audiences and Equity Focus Communities.

Upcoming marketing priorities include TAP contactless payment, East San Fernando Valley Light Rail, D Line Section 2 & 3, Mobility Wallet, SoCal 511, Super Bowl LXI, and LA28.

# Alternatives Considered

Without approval of the recommended contract modification, Metro would not have sufficient contract authority to continue media planning and advertising services, resulting in a significant reduction in advertising and communications support across the agency. This would directly impact fare programs, D Line Sections 2 and 3, LA28 planning, and other critical initiatives that rely on timely public outreach to build awareness and support ridership.

Staff recommends approving the contract modification to ensure continuity of media planning and advertising services and support ongoing agency priorities through the remainder of the initial contract term.

# Recommendation

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS123964000 with GP Generate, LLC to continue to provide advertising and communications services in the amount of \$2,871,750, increasing the contract value from \$1,579,463 to \$4,451,213.

The requested increase will maintain continuity of specialized media planning and buying services that Metro does not perform in-house and support growing agencywide communications needs, including rail openings, ridership initiatives, customer experience programs, Super Bowl LXI, LA28 preparations, and other strategic priorities.





## Board Report

File #: 2026-0397, File Type: Oral Report / Presentation

Agenda Number: 44.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 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 July 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 (COO) 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 Vendor Contract Management's Logistics team, Customer Experience's Call Centers, and the Department of Public Safety's (DPS) Transit Security and Ambassador teams 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, Vendor Contract Management, Customer Experience, and Department of Public Safety departments. Because the Metro Board has adopted an agency-wide VMT

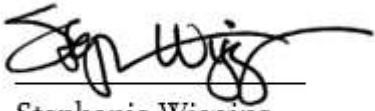
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Reduction Target, which generally supports the agency's overall function, it is consistent with the goal of reducing VMT.

\*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 Administration (213) 922-7676

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



Stephanie Wiggins  
Chief Executive Officer

# July 2026

## Employees of the Month

# July Employees of the Month



## Rail Transportation

Rail Transit Ops Supervisor

Frank Gonzalez

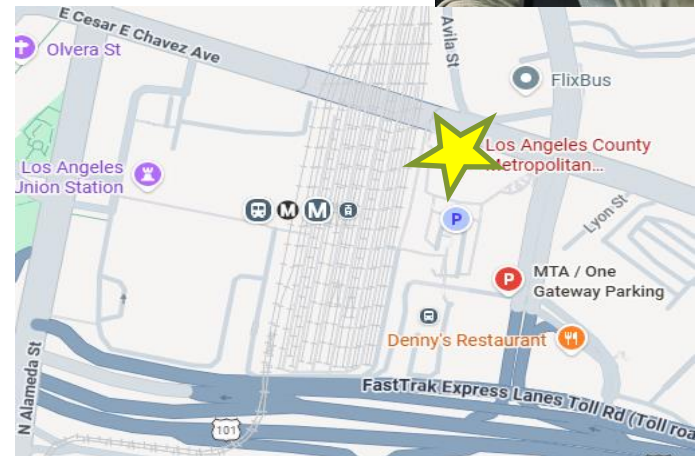
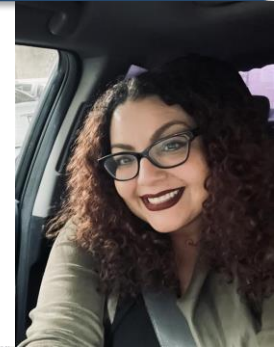


Division 22 – Lawndale

## Customer Experience – Call Centers

TAP Information Supervisor

Lisbeth Castro



7170 TAP Information – Gateway

# Employees of the Month



**Metro<sup>®</sup>**



## Board Report

**File #:** 2026-0398, **File Type:** Oral Report / Presentation

**Agenda Number:** 45.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

**ACTION: ORAL REPORT**

#### **RECOMMENDATION**

RECEIVE oral report on Metro Operations.

#### **ISSUE**

This report provides an update on Metro's monthly systemwide ridership, reliability performance, as well as notable highlights such as recent department accomplishments, projects, and other special event service.

#### **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.

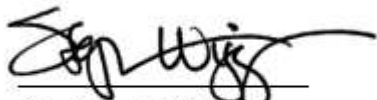
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction 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.

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

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





# COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting

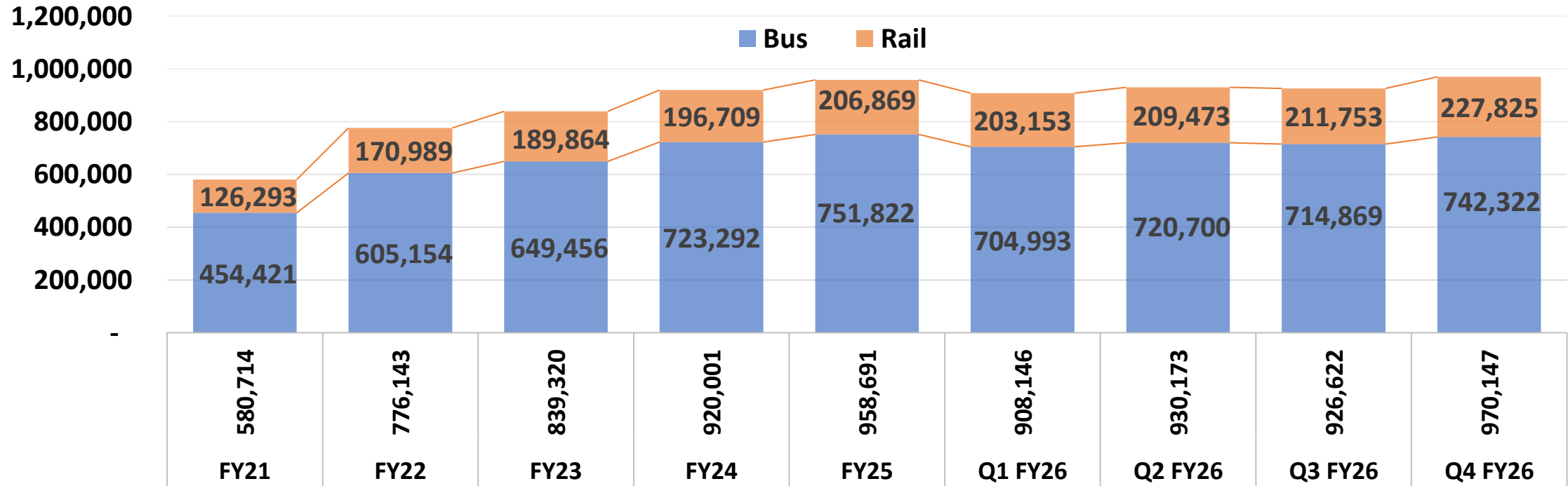
July 16, 2026





# Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



### June Total Ridership % Change 2026 over 2025

- Bus: +6.8%
- Rail: +21.8%

### Average Weekday Rail Ridership by Line June 2026

| Line  | June 2026 | June 2025 | % 2026 vs 2025 |
|-------|-----------|-----------|----------------|
| A/E/L | 129,913   | 110,181   | 117.9%         |
| B/D   | 71,846    | 57,471    | 125.0%         |
| C/K   | 30,217    | 26,309    | 114.9%         |

### Equity Focus Communities Ridership Analysis (Metro 2025 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 78.8% in June 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 75.1% in June 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 in January 2025, but in 2026 had been slightly under full operator staffing until late June.
- Cancellation rates overall had decreased at the end of 2024 through 2025, but saw an increase in January through March 2026, improved slightly in April, but have declined again in May and June. While increased bus and rail service including for World Cup have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and restoring full bus operator staffing will help reduce cancellations in the second half of 2026.

## June 2026 Top Ten Highest Service Cancellations by Line

| Line    | Division | Name                       | Jun-26 | Jun-25 | % of Line Miles in EFC |
|---------|----------|----------------------------|--------|--------|------------------------|
| 211/215 | 18       | Prairie Av/ Inglewood Av   | 3.6%   | 0.2%   | 52%                    |
| 115     | 18       | Manchester Av/Firestone Bl | 3.6%   | 1.1%   | 47%                    |
| 105     | 2        | Vernon Av/La Cienega Bl    | 3.5%   | 1.5%   | 57%                    |
| 117     | 18       | Century Bl                 | 3.3%   | 1.5%   | 56%                    |
| 55      | 2        | Compton Av                 | 3.3%   | 1.6%   | 83%                    |
| 210     | 18       | Crenshaw Bl                | 3.0%   | 1.2%   | 58%                    |
| 207     | 5, 18    | Western Av                 | 2.9%   | 1.1%   | 89%                    |
| 204     | 5, 18    | Vermont Av Local           | 2.8%   | 1.0%   | 98%                    |
| 60      | 2        | Long Beach Bl              | 2.6%   | 1.4%   | 61%                    |
| 111     | 18       | Florence Av                | 2.3%   | 1.3%   | 68%                    |

| % Cancelled Service                                | Weekday | Saturday | Sunday |
|----------------------------------------------------|---------|----------|--------|
| <b>Pre- Dec 2022 Service Change 4 week Average</b> | 3.20%   | 3.90%    | 7.40%  |
| <b>One Year Ago WE 7/12/25</b>                     | 0.10%   | 0.20%    | 0.30%  |
| <b>Week Ending 7/11/26</b>                         | 1.00%   | 1.00%    | 2.70%  |
| <b>Week Ending 7/4/26</b>                          | 0.40%   | 0.40%    | 1.50%  |
| <b>June 2026</b>                                   | 1.10%   | 0.70%    | 1.50%  |
| <b>May 2026</b>                                    | 0.80%   | 0.60%    | 1.30%  |
| <b>April 2026</b>                                  | 0.80%   | 0.30%    | 1.10%  |
| <b>March 2026</b>                                  | 0.80%   | 0.80%    | 2.00%  |
| <b>February 2026</b>                               | 0.70%   | 0.50%    | 1.50%  |
| <b>January 2026</b>                                | 0.70%   | 0.40%    | 1.20%  |
| <b>December 2025</b>                               | 0.50%   | 0.80%    | 1.10%  |
| <b>November 2025</b>                               | 0.40%   | 0.70%    | 1.00%  |
| <b>October 2025</b>                                | 0.80%   | 0.70%    | 1.30%  |
| <b>September 2025</b>                              | 0.40%   | 0.60%    | 1.50%  |
| <b>August 2025</b>                                 | 0.60%   | 0.60%    | 0.90%  |
| <b>July 2025</b>                                   | 0.40%   | 0.50%    | 0.80%  |
| <b>June 2025</b>                                   | 0.60%   | 0.70%    | 1.70%  |
| <b>May 2025</b>                                    | 0.60%   | 0.90%    | 1.20%  |
| <b>April 2025</b>                                  | 0.60%   | 0.80%    | 1.50%  |
| <b>March 2025</b>                                  | 0.50%   | 0.60%    | 1.80%  |
| <b>February 2025</b>                               | 0.90%   | 0.80%    | 1.40%  |
| <b>January 2025</b>                                | 0.70%   | 0.40%    | 1.00%  |
| <b>2024 (Full Year)</b>                            | 1.40%   | 1.40%    | 3.60%  |
| <b>2023 (Full Year)</b>                            | 1.50%   | 1.40%    | 3.60%  |
| <b>December 2022 (from 12/11 service change)</b>   | 4.20%   | 3.40%    | 11.40% |



# World Cup Initial Recap

# World Cup Ridership



## WCGETS Ridership

| Route        | Description                   | 12-Jun        | 15-Jun        | 18-Jun        | 21-Jun        | 25-Jun        | 28-Jun        | 2-Jul         | 10-Jul        | Total          |
|--------------|-------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| R1           | El Camino College             | 693           | 708           | 404           | 448           | 852           | 1,494         | 1,270         | 802           | 6,671          |
| R2           | Union Station                 | 4,052         | 4,852         | 4,902         | 4,868         | 3,436         | 5,316         | 4,972         | 4,370         | 36,768         |
| R3           | Crenshaw Station              | 541           | 788           | 868           | 1,114         | 532           | 1,290         | 1,374         | 1,054         | 7,561          |
| R4           | Hawthorne/Lennox Station      | 1,379         | 2,134         | 2,160         | 2,544         | 1,622         | 2,144         | 2,752         | 2,536         | 17,271         |
| R5           | Downtown Long Beach           | 766           | 868           | 912           | 1,108         | 1,158         | 1,092         | 972           | 612           | 7,488          |
| R6           | ARTIC Anaheim Station         | 1,436         | 1,858         | 2,504         | 3,062         | 1,866         | 2,970         | 2,634         | 1,980         | 18,310         |
| R7           | Newport Transportation Center | 454           | 574           | 494           | 714           | 544           | 584           | 602           | 492           | 4,458          |
| S10          | Harbor Gateway Transit Center | 650           | 1,040         | 840           | 1,100         | 640           | 1,074         | 918           | 556           | 6,818          |
| S11          | LAX/Metro Transit Center      | 2,130         | 2,658         | 2,800         | 3,080         | 2,354         | 3,100         | 2,556         | 2,894         | 21,572         |
| S12          | Hotels & Parking LAX          | 2,449         | 3,236         | 3,818         | 3,594         | 3,566         | 4,172         | 4,382         | 4,464         | 29,681         |
| S8           | Torrance Transit Center       | 696           | 1,112         | 1,256         | 1,210         | 982           | 1,230         | 1,130         | 758           | 8,374          |
| S9           | Culver City Transit Center    | 954           | 2,118         | 1,940         | 2,216         | 2,276         | 2,574         | 2,158         | 2,062         | 16,298         |
| T13          | Pierce College Station        | 564           | 1,476         | 1,156         | 1,336         | 660           | 1,018         | 1,026         | 742           | 7,978          |
| T14          | Downtown Santa Monica         | 937           | 1,258         | 1,596         | 1,732         | 1,934         | 1,830         | 1,754         | 1,588         | 12,629         |
| T15          | North Hollywood Station       | 840           | 1,526         | 1,462         | 1,698         | 1,014         | 1,648         | 1,644         | 1,156         | 10,988         |
| <b>Total</b> |                               | <b>18,541</b> | <b>26,206</b> | <b>27,112</b> | <b>29,824</b> | <b>23,436</b> | <b>31,536</b> | <b>30,144</b> | <b>26,066</b> | <b>212,865</b> |

## Rail World Cup Ridership

| Route        | Description | 12-Jun        | 15-Jun        | 18-Jun        | 21-Jun        | 25-Jun        | 28-Jun        | 2-Jul         | 10-Jul        | Total          |
|--------------|-------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
|              | A Line      | 1,372         | 4,673         | 12,522        | 3,829         | 11,418        | 6,455         | 32,134        | 403           | 72,806         |
|              | B Line      | (1,381)       | 1,094         | 7,567         | 15,460        | 2,097         | 16,718        | 1,297         | -9            | 42,843         |
|              | C Line      | 5,966         | 4,323         | 6,758         | 7,970         | 5,224         | 9,021         | 5,996         | 5,595         | 50,853         |
|              | D Line      | 1,060         | 388           | 20,712        | 562           | 2,118         | -315          | 1,931         | 53            | 26,508         |
|              | E Line      | 20,179        | 4,891         | 10,386        | -2,081        | 3,961         | 2,374         | 9,222         | 3,931         | 52,863         |
|              | K Line      | 2,886         | 3,669         | 3,209         | 3,436         | 3,186         | 5,320         | 3,065         | 2,394         | 27,165         |
| <b>Total</b> |             | <b>30,082</b> | <b>19,038</b> | <b>61,154</b> | <b>29,176</b> | <b>28,004</b> | <b>39,573</b> | <b>53,645</b> | <b>12,366</b> | <b>273,038</b> |
| % Increase   |             | 9%            | 7%            | 25%           | 23%           | 11%           | 30%           | 19%           | 4%            | 18%            |

## WCGETS + Rail World Cup Ridership

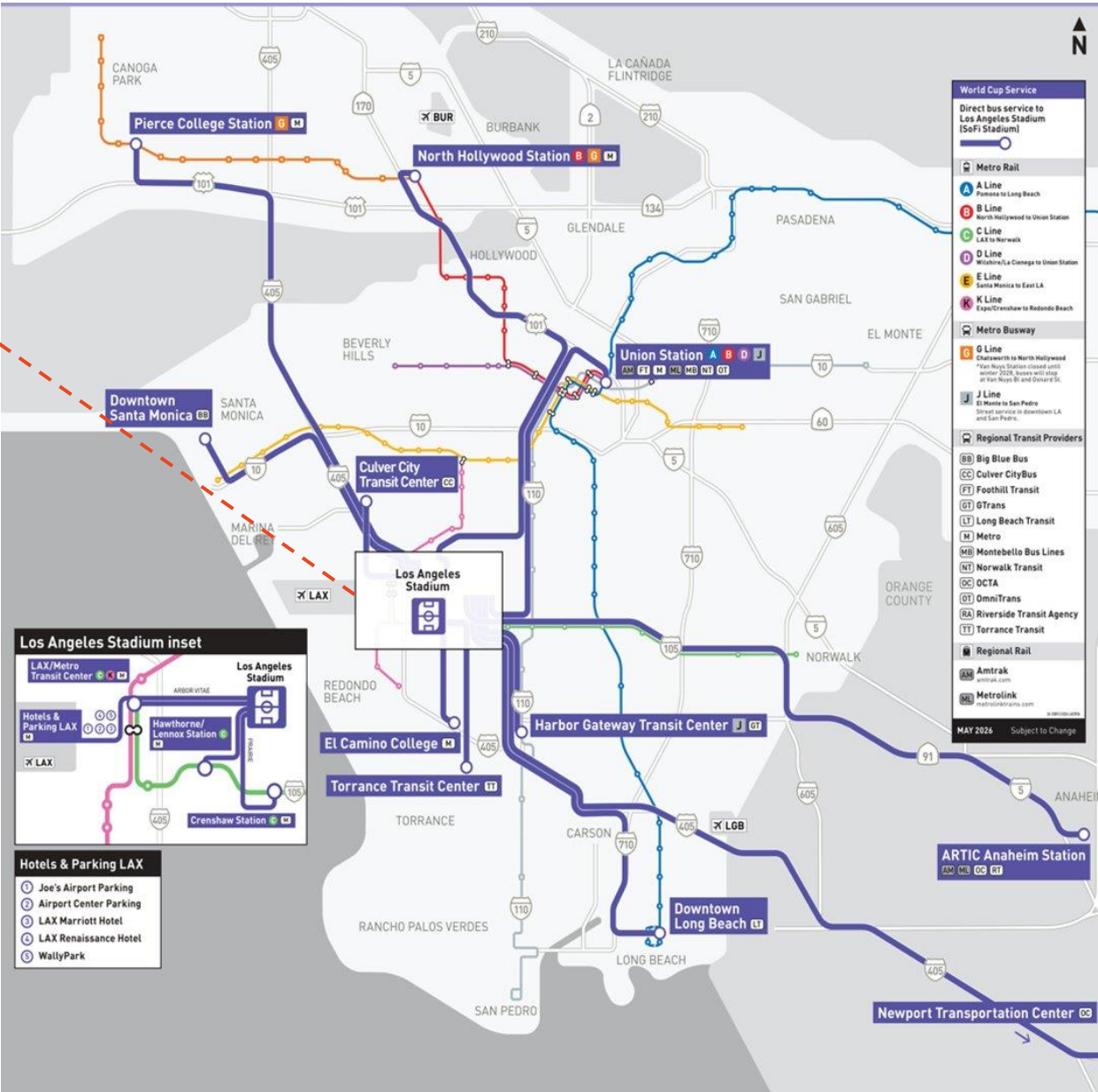
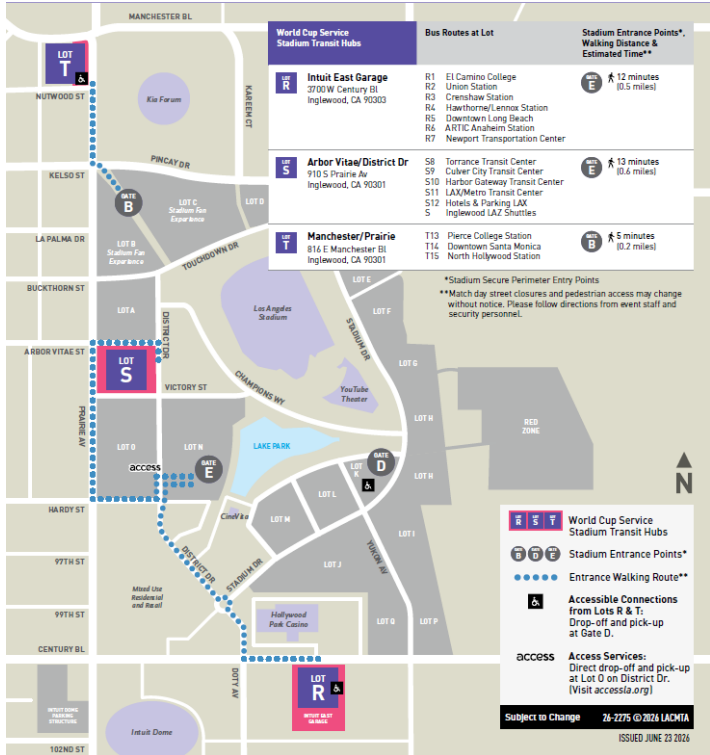
|              |  |               |               |               |               |               |               |               |               |                |
|--------------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| <b>Total</b> |  | <b>48,623</b> | <b>45,244</b> | <b>88,266</b> | <b>59,000</b> | <b>51,440</b> | <b>71,109</b> | <b>83,789</b> | <b>38,432</b> | <b>485,903</b> |
|--------------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|



# WCGETS Service Plan

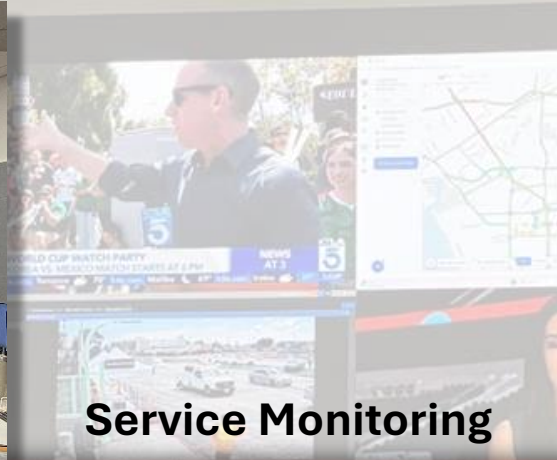


This is a team event...





# WCGETS Control Centers



**Service Monitoring**



**WCGETS OC – Bus Ops**

**EOC – Multidisciplinary**



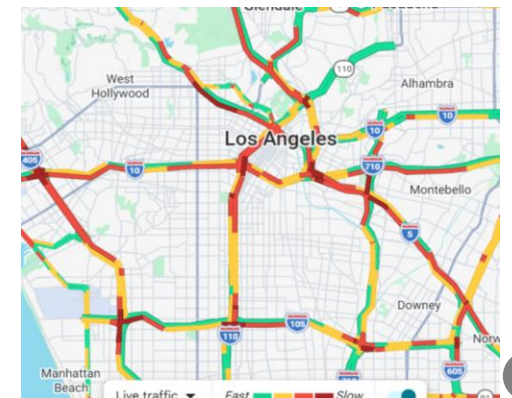
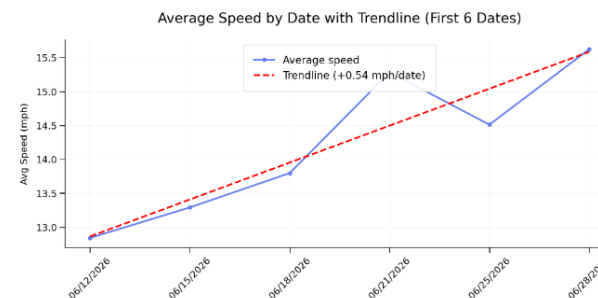
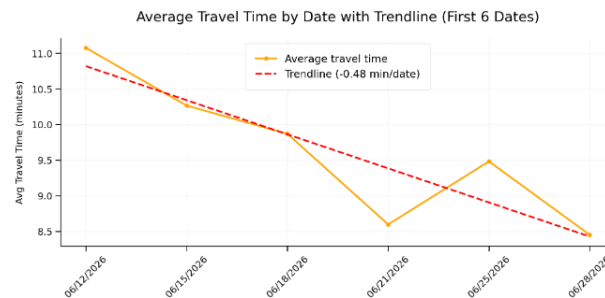
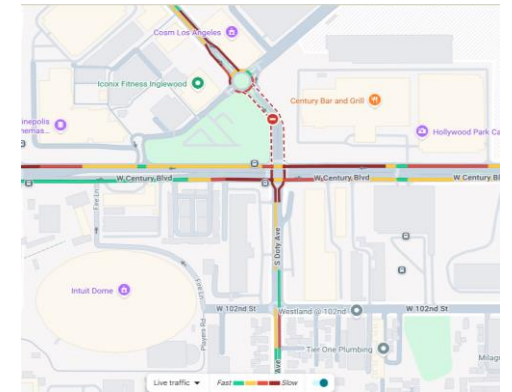
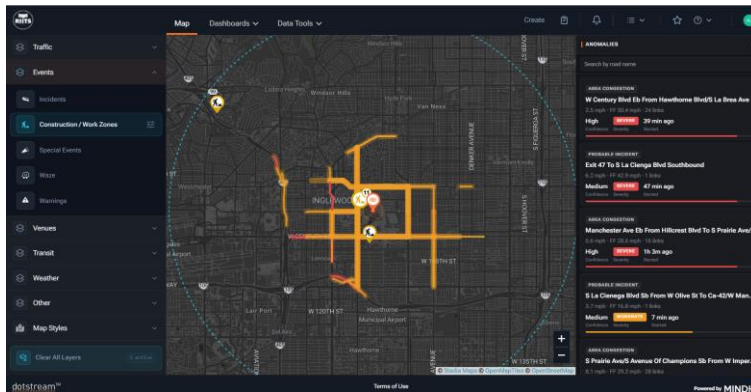
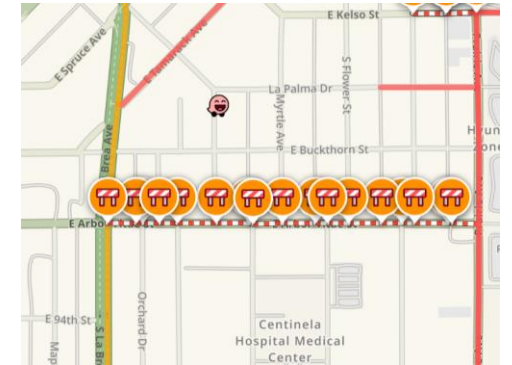
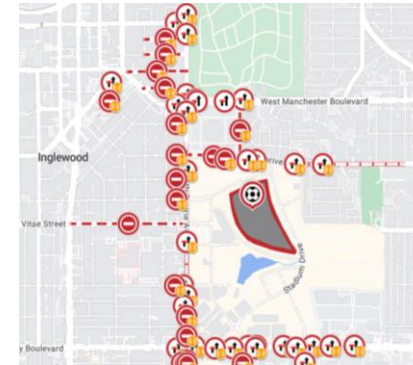
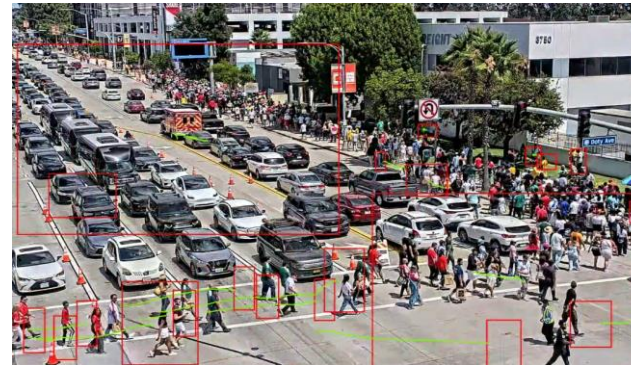
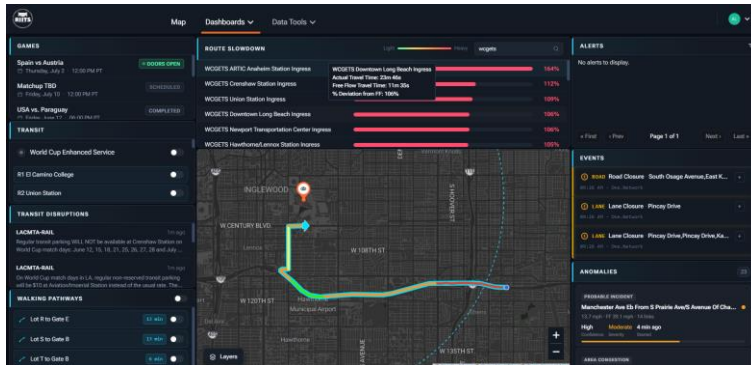


# Station and Terminal Operations





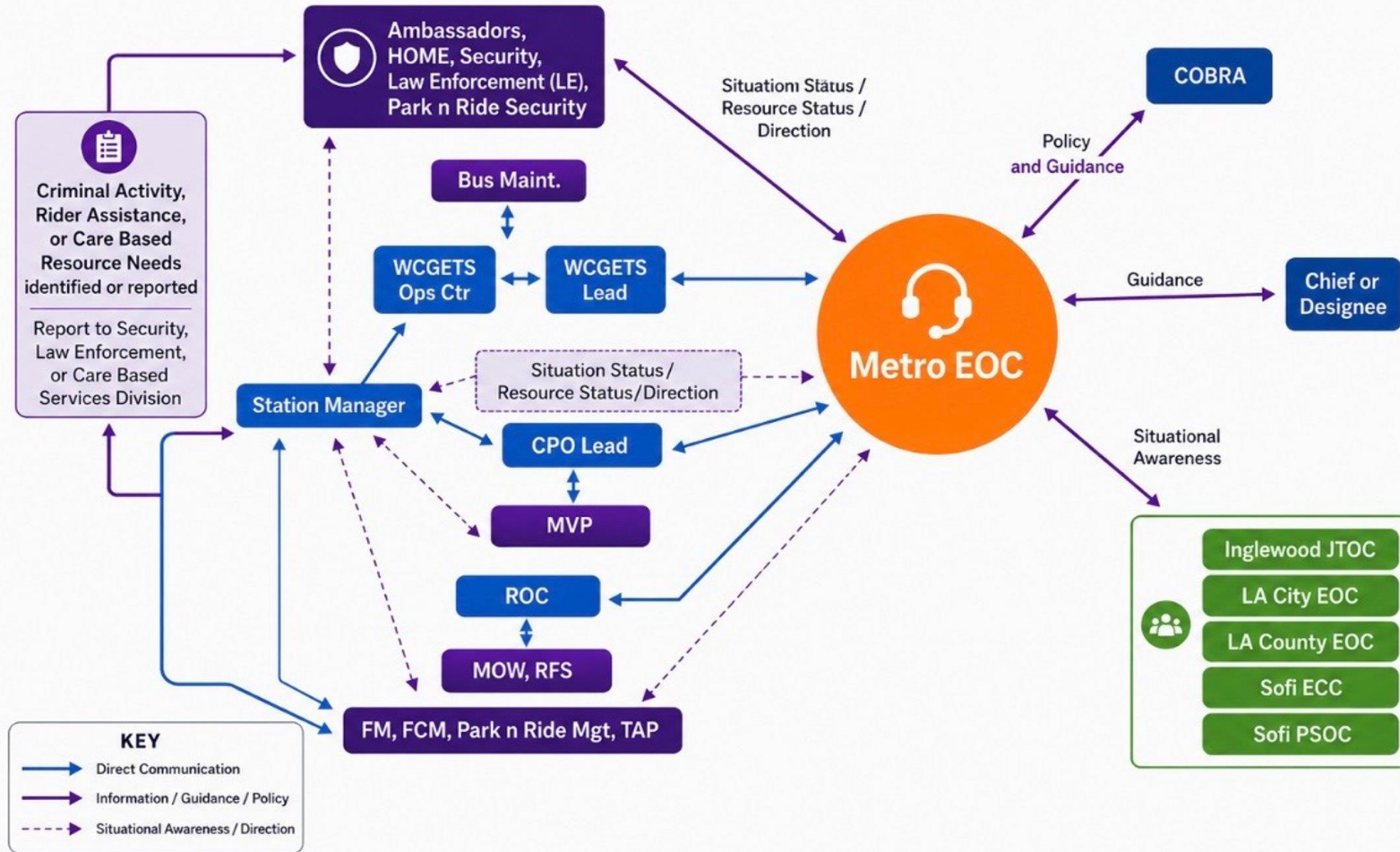
# Speed and Reliability





# Safety and Security

## FLOW OF COMMUNICATION





# WCGETS Fleet





# Park and Ride





# Facilities and Infrastructure





# Signage and Wayfinding



## Directional Signs

Designed to be installed in A-Frames, Overhead or Eye-level.

Used for vehicular and pedestrian directional information.

Vehicle

Reserved Parking

Reservado

FIFA

Regular Transit Parking

Estacionamiento de tránsito regular

FIFA

Staff Only Parking

Estacionamiento exclusivo para el personal

FIFA

World Cup Service

Servicio de la Copa Mundial

FIFA

World Cup Service

Servicio de la Copa Mundial

FIFA

Los Angeles Stadium

FIFA

MVP & Staff

Servicio exclusivo para MVP y personal

FIFA

FIFA Fan Festival

FIFA

Reserved Parking

Reservado

FIFA

Regular Transit Parking

Estacionamiento de tránsito regular

FIFA

Staff Only Parking

Estacionamiento exclusivo para el personal

FIFA

World Cup Service

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Servicio de la Copa Mundial

FIFA

World Cup Service

Servicio de la Copa Mundial

FIFA

Los Angeles Stadium

FIFA

MVP & Staff

Servicio exclusivo para MVP y personal

FIFA

FIFA Fan Festival

FIFA

Size: 44" (H) x 37" (W)

Cap Height: 2" (eng.)

1/2" (eng.)

FIFA Branding: 5"

GS-3

AS NOTED

10/18

## Identification Signs at Stadium

Overhead installation (typically) to assist customers in finding amenities and boarding locations.

Lot Banners\_Horizontal

Lot R

Intuit East Garage

FIFA

Lot S

Arbor Vitae/ District Dr

FIFA

Lot T

Manchester/ Prairie

FIFA

Size: 100" (H) x 48" (W)

Cap Height: 25" (5'5", 4'7")

FIFA Branding: 5"

GS-10

AS NOTED

10/18

Lot Banners\_Vertical

Lot R

Intuit East Garage

FIFA

Lot S

Arbor Vitae/ District Dr

FIFA

Lot T

Manchester/ Prairie

FIFA

Size: 48" (H) x 100" (W)

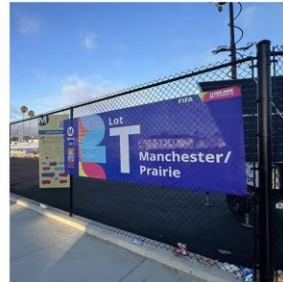
Cap Height: 25" (5'5", 4'7")

FIFA Branding: 5"

GS-10

AS NOTED

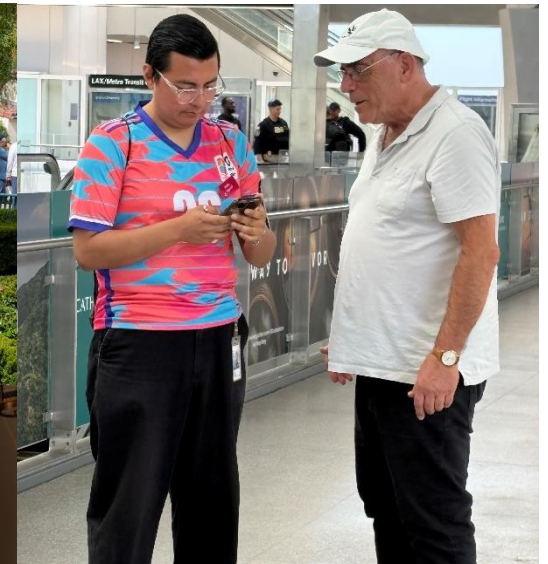
10/18





# Metro Values in Practice (MVP)

- **100% Filled for World Cup Assignments**
  1. MVP Assignments: 5,000+
  2. MVPs: 1,700 registered for an average of 3 days
  3. Days: 25
  4. Locations: 44
  5. Reassignments: 500
- **MVP Success Kit & Distribution Day**
  - ✓ Jersey
  - ✓ Bucket Hat
  - ✓ Backpack
  - ✓ Water bottle
  - ✓ Foam Finger
- **Employee Experience & Program Flexibility**
  - Employee survey
  - Connection to service delivery, customers and in-field cross-departmental teamwork
  - Meals for all employees
  - Employee parking options & shuttle to stadium
  - In-field changes to support operational needs & the customer experience
  - Continuous coordination & communication with partners in real time





# Accessibility and Heat Mitigation





# TAP and Fare Payment





# Union Station Fan Zone





# Metro Station Events and Activations





# Surprise and Delight





# Communications and Marketing



POV: you boarded the World Cup party train



World Cup fans in LA got the memo

451K



WORLD CUP FACES OF METRO

ONE TEAM, ONE METRO



Headed to a World Cup match?  
Go Metro – direct to the stadium. Just \$1.75 each way.  
[metro.net/WorldCup](https://metro.net/WorldCup)



Los Angeles Times

Amid backlash over World Cup parking and transportation, LA Metro offers a solution





## Board Report

File #: 2026-0437, File Type: Contract

Agenda Number:

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: CONTRACT MODIFICATIONS FOR EXISTING RENEWABLE NATURAL GAS (RNG) CONTRACTS**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 9 to Contract No. OP73960000 with Clean Energy Renewable Fuels, LLC to extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027;
- B. EXECUTE Modification No. 9 to Contract No. OP59812000A with Clean Energy Renewable Fuels to extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027;
- C. EXECUTE Modification No. 6 to Contract No. OP59812000B with Shell Energy North America (US) to increase the contract value by \$3,615,292 from a Not-To-Exceed (NTE) amount of \$15,112,295 to a NTE amount of \$18,727,587 and extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027; and
- D. EXECUTE Modification No. 5 to Contract No. OP59812000C with Trillium USA Company, LLC. to increase the contract value by \$2,877,636 from a NTE amount of \$19,492,426 to NTE amount of \$22,370,062 and extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027.

#### **ISSUE**

Metro uses Renewable Natural Gas (RNG) fuel to power the engines on the majority of the current bus fleet. RNG fuel is currently being procured under multiple existing contracts OP7396000 with Clean Energy, OP59812000A with Clean Energy, OP59812000B with Shell Energy, and OP59812000C with Trillium USA, which continue to support Metro's operational and environmental objectives.

RNG remains a critical transition fuel during Metro's phased deployment to a fully Zero-Emission Bus (ZEB) fleet. As charging infrastructure is constructed and additional electric buses are placed into



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service, RNG use continues to ensure uninterrupted transit operations while supporting Metro's greenhouse gas reduction and criteria pollutant reduction goals.

A recommendation to award a new RNG contract was rejected by the Board in May 2026. Due to this, modification to the existing contracts to extend the period of performance and add contract authority is required to maintain operational continuity, preserve service reliability, and provide flexibility while Metro completes ongoing fleet electrification and develops a future RNG procurement strategy aligned with evolving operational demand projections.

## **BACKGROUND**

Metro's energy choices have far-reaching implications for climate, air quality, community health, and the stability of the transportation network. Metro has established long-term commitments to energy efficiency, renewable energy adoption, greenhouse gas reductions, climate adaptation, and systemwide energy resilience through the Board-approved Climate Action and Adaptation Plan, Energy Master Plan, Moving Beyond Sustainability framework, and related strategic initiatives.

Metro continues implementation of the Zero-Emission Bus Program through the procurement of electric buses and construction of charging infrastructure across the system. During this transition period, Metro's existing Compressed Natural Gas (CNG) bus fleet continues to require Renewable Natural Gas fuel to maintain safe, reliable, and uninterrupted transit service.

Renewable natural gas is produced through the capture and beneficial reuse of methane emissions from landfills, wastewater treatment facilities, livestock operations, and other organic waste sources. Compared to conventional fossil natural gas, RNG provides substantial greenhouse gas reduction benefits and supports Metro's broader climate leadership objectives.

A new procurement was completed in May 2026, but the Board chose not to award the contract. As a result, the current contracts will need to be extended to allow for a new procurement to be initiated.

## **DISCUSSION**

Metro's transition to a fully Zero-Emission Bus fleet remains underway, with charging infrastructure deployment and electric bus procurement continuing across the system. During this transition period, RNG continues to serve as a critical bridge fuel that supports operational continuity, fleet reliability, and greenhouse gas reduction goals while ZEB infrastructure and fleet conversion efforts advance. RNG is currently provided through four separate contracts.

The proposed contract extensions will allow Metro to continue operating the existing CNG fleet using RNG while additional electric buses are phased into service and supporting charging infrastructure becomes fully operational.

The extension of the current RNG contracts also provides continuity of operations while maintaining flexibility to adapt to evolving fuel markets, ZEB deployment schedules, utility infrastructure readiness, and long-term energy planning objectives identified in the Energy Master Plan and Moving Beyond Sustainability framework.

Only a period of performance extension in the two Clean Energy Fuels, LLC Contracts (No. OP73960000 and No. OP59812000A) is requested as there are enough contract values left in each of the respective contracts to buy RNG fuel within the extension period. The requested contract value increases for Shell (Contract No. OP59812000B) and Trillium (Contract No. OP59812000C) are to ensure that there is enough contract value to purchase RNG during the extended period of performance.

Staff intends to initiate and complete a new competitive RNG procurement during the extension period.

### **DETERMINATION OF SAFETY IMPACT**

The proposed contract extensions will ensure that all operating divisions continue to have an adequate supply of renewable natural gas necessary to maintain safe, clean, and reliable transportation service for Metro customers.

A reliable RNG supply supports uninterrupted bus operations and reduces the risk of service disruptions affecting customers who depend on Metro for essential transportation access. Operational continuity remains a key component of system safety and reliability.

Additionally, the continued use of RNG supports environmental and public health benefits through the capture and beneficial reuse of methane emissions that would otherwise be released into the atmosphere.

### **FINANCIAL IMPACT**

The total RNG commodity cost to extend these contracts is approximately \$14 million for one year, The FY27 CNG fuel budget is approximately \$17.5 million and is based on the FY26 budgeted CNG amount.

In the future, these costs will be included in future operating budgets in various bus division cost centers under Operations Maintenance fuel accounts. Cost center managers and the Chief Operations Officer will be responsible for budgeting future RNG costs.

Under the California Air Resources Board (CARB) LCFS and Environmental Protection Agency (EPA) Renewable Identification Number (RIN) programs, Metro continues generating environmental credits through RNG utilization and electrified transit operations. Revenue generated through these programs supports Metro sustainability and resiliency initiatives consistent with Metro's adopted strategic plans.

The proposed contract extension authority provides Metro with operational and financial flexibility while avoiding potential disruptions associated with insufficient fuel supply during the ongoing ZEB transition period.

### **Impact to Budget**



The current sources of funds for this action are Federal 5307, Proposition A, Proposition C, Measure R, Measure M, and Transportation Development Act funds. This funding is eligible for bus and rail operations.

### **EQUITY PLATFORM**

This action advances Metro's Equity Platform by ensuring uninterrupted transit service for communities that disproportionately rely on public transportation, including low-income riders, communities of color, seniors, youth, people with disabilities, and essential workers.

The procurement and utilization of RNG fuel further support equity and environmental justice objectives across the following dimensions:

- **Production Facility Locations:** The production facilities that capture and process RNG (such as landfills, wastewater treatment plants, and out-of-state livestock operations) are distinct from Metro's service areas and are not located within or adjacent to Los Angeles County Equity Focus Communities (EFCs). Consequently, the localized emissions, processing pollutants, and odors associated with RNG production do not negatively impact Metro's core equity communities.
- **Carbon Intensity Lifecycle Benefits:** To maximize environmental benefits, Metro staff prioritize sourcing RNG with the lowest feasible Carbon Intensity (CI) values. By focusing on ultra-low or negative-CI biomethane sources (such as dairy manure capture), the procurement offset significantly reduces global lifecycle greenhouse gases compared to standard fossil fuels.
- **Transitional Balance:** While RNG is a combustion fuel that generates localized tailpipe emissions, it provides an immediate environmental benefit by producing significantly fewer criteria pollutants and greenhouse gases than traditional fossil fuels. Continuation of the RNG fuel supply serves as a critical, reliable bridge that maintains robust bus operations across the region while Metro aggressively constructs the charging and fueling infrastructure required for a fully operational ZEB fleet.

Metro remains committed to the equitable deployment of newer zero-emission bus technologies and infrastructure improvements, prioritizing early transition milestones in historically overburdened and environmental justice impacted communities throughout the system.

At the time of solicitation, the Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to the lack of subcontracting opportunities. It is expected that Clean Energy, Shell Energy, and Trillium USA will continue to perform the services of these contracts with its own workforce.

### **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

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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 broader strategy to reduce vehicle miles traveled through maintenance activities that will benefit sustainable transit operations that encourage continued transit ridership and reduce dependence on single-occupancy vehicle travel. Continued RNG utilization during the ZEB transition period supports Metro's greenhouse gas reduction goals while maintaining operational reliability necessary to sustain transit ridership levels 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**

The proposed RNG contract extensions support Strategic Goal 2 by ensuring continued delivery of safe, reliable, and high-quality transit service for Metro customers.

The action also supports Strategic Goal 5 by advancing Metro's environmental sustainability leadership, greenhouse gas reduction goals, renewable energy objectives, and long-term Zero-Emission Bus transition strategy.

## **ALTERNATIVES CONSIDERED**

The alternative considered was allowing the existing RNG contracts to expire and prior to completion of the Zero-Emission Bus transition infrastructure currently underway. This alternative is not recommended because it could create operational fuel supply risks, negatively impact service reliability, reduce environmental benefits, and expose Metro to increased operational and environmental compliance costs.

Another alternative considered was immediate procurement of fossil natural gas. This alternative is not recommended because it would reduce greenhouse gas benefits, eliminate associated environmental credit revenues, and be inconsistent with Metro's adopted sustainability and climate commitments. Under this scenario, the action would yield a net cost of approximately \$20.8M in six months and \$41.6M in a year. This is because not only would Metro be paying more just to procure fossil CNG from Southern California Gas Company, but it would also be generating deficits under LCFS program, cutting into the revenues Metro generates from that program each year.

## **NEXT STEPS**

Upon Board approval, staff will execute the contract modifications extending the existing RNG contracts and continue procurement of RNG necessary to support Metro bus operations during the Zero-Emission Bus transition period.

During the extension period, staff will initiate a new competitive RNG procurement process informed by updated fleet electrification schedules, operational fuel demand projections, market conditions, carbon intensity considerations, and long-term energy planning objectives. Staff anticipates releasing the new RNG procurement in late Summer 2026, with an anticipated award in Spring 2027.

Staff will also continue monitoring RNG market conditions, environmental credit performance, carbon intensity trends, and Zero-Emission Bus deployment progress to ensure continued alignment with Metro's operational, sustainability, and climate leadership objectives.

## **ATTACHMENTS**

Attachment A - Procurement Summary OP7396000 Clean Energy  
Attachment B - Contract Modification/Change Order Log OP7396000 Clean Energy  
Attachment C - DEOD Summary OP7396000 Clean Energy  
Attachment D - Procurement Summary OP59812000A Clean Energy  
Attachment E - Contract Modification/Change Order Log OP59812000A Clean Energy  
Attachment F - DEOD Summary OP59812000A Clean Energy  
Attachment G - Procurement Summary OP59812000B Shell Energy  
Attachment H - Contract Modification/Change Order Log OP59812000B Shell Energy  
Attachment I - DEOD Summary OP59812000B Shell Energy  
Attachment J - Procurement Summary OP59812000C Trillium USA  
Attachment K - Contract Modification Change Order Log OP59812000C Trillium USA  
Attachment L - DEOD Summary OP59812000C Trillium USA

Prepared by: Cris B. Liban, Deputy Chief Sustainability Officer, (213) 922-2471  
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Reviewed by: Tim Lindholm, Chief Program Management Officer,  
(213) 922-7297



Stephanie Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY  
RENEWABLE NATURAL GAS (RNG) CONTRACTS / OP7396000**

|    |                                                                             |         |                                                       |              |
|----|-----------------------------------------------------------------------------|---------|-------------------------------------------------------|--------------|
| 1. | <b>Contract Number:</b> OP7396000                                           |         |                                                       |              |
| 2. | <b>Contractor:</b> Clean Energy Renewable Fuels                             |         |                                                       |              |
| 3. | <b>Mod. Work Description:</b> Extend the Period of Performance by 11 months |         |                                                       |              |
| 4. | <b>Contract Work Description:</b> Biomethane provider                       |         |                                                       |              |
| 5. | <b>The following data is current as of:</b> 6/23/26                         |         |                                                       |              |
| 6. | <b>Contract Completion Status</b>                                           |         | <b>Financial Status</b>                               |              |
|    |                                                                             |         |                                                       |              |
|    | <b>Contract Awarded:</b>                                                    | 8/1/17  | <b>Contract Award Amount:</b>                         | \$1,240,520  |
|    | <b>Notice to Proceed (NTP):</b>                                             | 8/1/17  | <b>Total of Modifications Approved:</b>               | \$75,012,150 |
|    | <b>Original Complete Date:</b>                                              | 7/31/24 | <b>Pending Modifications (Including this action):</b> | \$0          |
|    | <b>Current Est. Complete Date:</b>                                          | 6/30/27 | <b>Current Contract Value (with this action):</b>     | \$76,252,670 |
|    |                                                                             |         |                                                       |              |
| 7. | <b>Contract Administrator:</b><br>Lorretta Norris                           |         | <b>Telephone Number:</b><br>213-922-2632              |              |
| 8. | <b>Project Manager:</b><br>Emmanuel Liban                                   |         | <b>Telephone Number:</b><br>213-922-2471              |              |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 9 issued to extend the period of performance of the existing contract by 11 months through June 30, 2027.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery Indefinite Quantity (IDIQ).

The original contract was approved by the Board on May 25, 2017, to Clean Energy Renewable Fuels in the Not-To-Exceed (NTE) amount of \$1,240,520 for the initial base period.

Eight (8) contract modifications have been issued to date. Refer to Attachment B – Contract Modification/Change Order Log.

**B. Cost/Price Analysis**

This modification is a no-cost period of performance extension to extend the contract term by an additional 11 months. No additional contract authority is being added to the contract.

**ATTACHMENT B**

**CONTRACT MODIFICATION/CHANGE ORDER LOG  
RENEWABLE NATURAL GAS (RNG) CONTRACTS/OP7396000**

| <b>Mod.<br/>no.</b> | <b>Description</b>                                                              | <b>Status<br/>(approved<br/>or<br/>pending)</b> | <b>Date</b> | <b>\$ Amount</b>    |
|---------------------|---------------------------------------------------------------------------------|-------------------------------------------------|-------------|---------------------|
| 1                   | Revised Exhibit G, Transaction Confirmation form                                | Approved                                        | 8/2/17      | \$0.00              |
| 2                   | Revised Exhibit G, Transaction Confirmation form                                | Approved                                        | 8/7/17      | \$0.00              |
| 3                   | Exercise four-year option term                                                  | Approved                                        | 8/1/18      | \$54,808,110        |
| 4                   | Revised Exhibit G, Transaction Confirmation form                                | Approved                                        | 3/19/20     | \$0.00              |
| 5                   | Extend period of performance through 7/31/24                                    | Approved                                        | 6/13/22     | \$0.00              |
| 6                   | Increase contract value and extension of period of performance through 12/31/25 | Approved                                        | 3/21/24     | \$20,204,040        |
| 7                   | Extend period of performance through May 31, 2026                               | Approved                                        | 11/19/25    | \$0.00              |
| 8                   | Extend period of performance through July 31, 2026                              | Approved                                        | 5/1/26      | \$0.00              |
| 9                   | <b>Extend period of performance through June 30, 2027</b>                       | <b>Pending</b>                                  | <b>TBD</b>  | <b>\$0.00</b>       |
|                     | <b>Modification Total:</b>                                                      |                                                 |             | <b>\$75,012,150</b> |
|                     | <b>Original Contract:</b>                                                       |                                                 | 8/1/17      | <b>\$1,240,520</b>  |
|                     | <b>Total:</b>                                                                   |                                                 |             | <b>\$76,252,670</b> |



## DEOD SUMMARY

## RENEWABLE NATURAL GAS (RNG) CONTRACTS / OP7396000

**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 solicitation due to the due to the lack of subcontracting opportunities. It is expected that Clean Energy Renewable Fuels, LLC will continue 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 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.

**PROCUREMENT SUMMARY**  
**RENEWABLE NATURAL GAS (RNG) CONTRACTS / OP59812000A**

|    |                                                                                      |          |                                                       |              |
|----|--------------------------------------------------------------------------------------|----------|-------------------------------------------------------|--------------|
| 1. | <b>Contract Number:</b> OP59812000A                                                  |          |                                                       |              |
| 2. | <b>Contractor:</b> Clean Energy Renewable Fuels                                      |          |                                                       |              |
| 3. | <b>Mod. Work Description:</b> Extend the period of performance by eleven (11) months |          |                                                       |              |
| 4. | <b>Contract Work Description:</b> Renewable Natural Gas provider                     |          |                                                       |              |
| 5. | <b>The following data is current as of:</b> 6/23/26                                  |          |                                                       |              |
| 6. | <b>Contract Completion Status</b>                                                    |          | <b>Financial Status</b>                               |              |
|    |                                                                                      |          |                                                       |              |
|    | <b>Contract Awarded:</b>                                                             | 1/1/21   | <b>Contract Award Amount:</b>                         | \$25,231,467 |
|    | <b>Notice to Proceed (NTP):</b>                                                      | 1/1/21   | <b>Total of Modifications Approved:</b>               | \$40,418,434 |
|    | <b>Original Complete Date:</b>                                                       | 12/31/25 | <b>Pending Modifications (Including this action):</b> | \$0          |
|    | <b>Current Est. Complete Date:</b>                                                   | 6/30/27  | <b>Current Contract Value (with this action):</b>     | \$65,649,901 |
|    |                                                                                      |          |                                                       |              |
| 7. | <b>Contract Administrator:</b><br>Lorretta Norris                                    |          | <b>Telephone Number:</b><br>213-922-2632              |              |
| 8. | <b>Project Manager:</b><br>Emmanuel Liban                                            |          | <b>Telephone Number:</b><br>213-922-2471              |              |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 9 issued to extend the period of performance of the existing contract by 11 months through June 30, 2027.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery Indefinite Quantity (IDIQ).

The original contract was approved by the Board on October 15, 2020, to Clean Energy Renewable Fuels in the Not-To-Exceed (NTE) amount of \$25,231,467 for the initial base period.

Eight (8) contract modifications have been issued to date. Refer to Attachment E – Contract Modification/Change Order Log.

**B. Cost/Price Analysis**

This modification is a no-cost period of performance extension to extend the contract term by an additional 11 months. No additional contract authority is being added to the contract.

## ATTACHMENT E

**CONTRACT MODIFICATION/CHANGE ORDER LOG  
RENEWABLE NATURAL GAS/OP59812000A**

| <b>Mod.<br/>no.</b> | <b>Description</b>                                                              | <b>Status<br/>(approved<br/>or<br/>pending)</b> | <b>Date</b> | <b>\$ Amount</b>    |
|---------------------|---------------------------------------------------------------------------------|-------------------------------------------------|-------------|---------------------|
| 1                   | Revised Exhibit C, Transaction Confirmation form                                | Approved                                        | 2/19/21     | \$0.00              |
| 2                   | Contractor's name correction                                                    | Approved                                        | 7/11/22     | \$0.00              |
| 3                   | Increase contract value                                                         | Approved                                        | 5/1/23      | \$18,394,819        |
| 4                   | Increase contract value                                                         | Approved                                        | 3/21/24     | \$22,023,615        |
| 5                   | Revised RIN Yield and Transaction Confirmation per EPA Biogas Regulatory Reform | Approved                                        | 11/21/26    | \$0.00              |
| 6                   | Revised RIN per EPA Renewable Fuel Standard                                     | Approved                                        | 1/21/26     | \$0.00              |
| 7                   | Extend period of performance through May 31, 2026                               | Approved                                        | 1/21/26     | \$0.00              |
| 8                   | Extend period of performance through July 31, 2026                              | Approved                                        | 5/1/26      | \$0.00              |
| 9                   | <b>Extend period of performance through June 30, 2027</b>                       | <b>Pending</b>                                  | <b>TBD</b>  | <b>\$0.00</b>       |
|                     | <b>Modification Total:</b>                                                      |                                                 |             | <b>\$40,418,434</b> |
|                     | <b>Original Contract:</b>                                                       |                                                 | 1/1/21      | <b>\$25,231,467</b> |
|                     | <b>Total:</b>                                                                   |                                                 |             | <b>\$65,649,901</b> |

## DEOD SUMMARY

## RENEWABLE NATURAL GAS/OP59812000A

**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 solicitation due to the due to the lack of subcontracting opportunities. It is expected that Clean Energy Renewable Fuels, LLC will continue 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 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.

**PROCUREMENT SUMMARY  
RENEWABLE NATURAL GAS/OP59812000B**

|    |                                                                                                                  |          |                                                       |              |
|----|------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------|--------------|
| 1. | <b>Contract Number:</b> OP59812000B                                                                              |          |                                                       |              |
| 2. | <b>Contractor:</b> Shell Energy North America (US)                                                               |          |                                                       |              |
| 3. | <b>Mod. Work Description:</b> Increase contract authority and extend period of performance by eleven (11) months |          |                                                       |              |
| 4. | <b>Contract Work Description:</b> Renewable Natural Gas provider                                                 |          |                                                       |              |
| 5. | <b>The following data is current as of:</b> 6/23/26                                                              |          |                                                       |              |
| 6. | <b>Contract Completion Status</b>                                                                                |          | <b>Financial Status</b>                               |              |
|    |                                                                                                                  |          |                                                       |              |
|    | <b>Contract Awarded:</b>                                                                                         | 1/1/21   | <b>Contract Award Amount:</b>                         | \$6,504,988  |
|    | <b>Notice to Proceed (NTP):</b>                                                                                  | 1/1/21   | <b>Total of Modifications Approved:</b>               | \$8,607,307  |
|    | <b>Original Complete Date:</b>                                                                                   | 12/31/25 | <b>Pending Modifications (Including this action):</b> | \$3,615,292  |
|    | <b>Current Est. Complete Date:</b>                                                                               | 6/30/27  | <b>Current Contract Value (with this action):</b>     | \$18,727,587 |
|    |                                                                                                                  |          |                                                       |              |
| 7. | <b>Contract Administrator:</b><br>Loretta Norris                                                                 |          | <b>Telephone Number:</b><br>213-922-2632              |              |
| 8. | <b>Project Manager:</b><br>Emmanuel Liban                                                                        |          | <b>Telephone Number:</b><br>213-922-2471              |              |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 6 issued to increase the total Not-To-Exceed (NTE) contract amount by \$3,615,291.58 to \$18,727,586.58 and extend the period of performance of the contract by 11 months through June 30, 2027.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery Indefinite Quantity (IDIQ).

The original contract was approved by the Board on October 15, 2020, to Shell Energy North America in the Not-To-Exceed (NTE) amount of \$6,504,988 for the initial base period.

Five (5) contract modifications have been issued to date. Refer to Attachment H – Contract Modification/Change Order Log.



**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE) and established pricing. The price of the contract was established in October 2020 as part of the competitive contract award and remains unchanged. Increasing the contract value will provide continuity of the service and is in the best interest of Metro.

| <b>Proposal Amount</b> | <b>Metro ICE</b> | <b>Negotiated Amount</b> |
|------------------------|------------------|--------------------------|
| \$3,615,292            | \$3,615,292      | \$3,615,292              |

**ATTACHMENT H**

**CONTRACT MODIFICATION/CHANGE ORDER LOG  
RENEWABLE NATURAL GAS/OP59812000B**

| <b>Mod.<br/>no.</b> | <b>Description</b>                                                                     | <b>Status<br/>(approved<br/>or<br/>pending)</b> | <b>Date</b> | <b>\$ Amount</b>    |
|---------------------|----------------------------------------------------------------------------------------|-------------------------------------------------|-------------|---------------------|
| 1                   | Revised Exhibit C, Transaction Confirmation form                                       | Approved                                        | 2/10/21     | \$0.00              |
| 2                   | Increase contract value                                                                | Approved                                        | 5/1/23      | \$4,383,132         |
| 3                   | Increase contract value                                                                | Approved                                        | 3/21/24     | \$4,224,175         |
| 4                   | Extend period of performance through May 31, 2026                                      | Approved                                        | 12/11/25    | \$0.00              |
| 5                   | Extend period of performance through July 31, 2026                                     | Approved                                        | 4/27/26     | \$0.00              |
| 6                   | <b>Increase contract amount and extend period of performance through June 30, 2027</b> | <b>Pending</b>                                  | <b>TBD</b>  | <b>\$3,615,292</b>  |
|                     | <b>Modification Total:</b>                                                             |                                                 |             | <b>\$12,222,599</b> |
|                     | <b>Original Contract:</b>                                                              |                                                 | 1/1/21      | <b>\$6,504,988</b>  |
|                     | <b>Total:</b>                                                                          |                                                 |             | <b>\$18,727,587</b> |

## DEOD SUMMARY

## RENEWABLE NATURAL GAS/OP59812000B

**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 solicitation due to the due to the lack of subcontracting opportunities. It is expected that Shell Energy North America (US) will continue 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 modification.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

**C. 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.

**D. 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.

**PROCUREMENT SUMMARY  
RENEWABLE NATURAL GAS/OP59812000C**

|    |                                                                                                                  |          |                                                                   |
|----|------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------|
| 1. | <b>Contract Number:</b> OP59812000C                                                                              |          |                                                                   |
| 2. | <b>Contractor:</b> Trillium USA Company                                                                          |          |                                                                   |
| 3. | <b>Mod. Work Description:</b> Increase contract authority and extend period of performance by eleven (11) months |          |                                                                   |
| 4. | <b>Contract Work Description:</b> Renewable Natural Gas provider                                                 |          |                                                                   |
| 5. | <b>The following data is current as of:</b> 6/23/26                                                              |          |                                                                   |
| 6. | <b>Contract Completion Status</b>                                                                                |          | <b>Financial Status</b>                                           |
|    |                                                                                                                  |          |                                                                   |
|    | <b>Contract Awarded:</b>                                                                                         | 1/1/21   | <b>Contract Award Amount:</b> \$7,884,833                         |
|    | <b>Notice to Proceed (NTP):</b>                                                                                  | 1/1/21   | <b>Total of Modifications Approved:</b> \$11,607,593              |
|    | <b>Original Complete Date:</b>                                                                                   | 12/31/25 | <b>Pending Modifications (Including this action):</b> \$2,877,636 |
|    | <b>Current Est. Complete Date:</b>                                                                               | 6/30/27  | <b>Current Contract Value (with this action):</b> \$22,370,062    |
|    |                                                                                                                  |          |                                                                   |
| 7. | <b>Contract Administrator:</b><br>Lorretta Norris                                                                |          | <b>Telephone Number:</b><br>213-922-2632                          |
| 8. | <b>Project Manager:</b><br>Emmanuel Liban                                                                        |          | <b>Telephone Number:</b><br>213-922-2471                          |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 5 issued to increase the total Not-To-Exceed (NTE) contract amount by \$2,877,636 to \$22,370,062 and extend the period of performance of the contract by 11 months through June 30, 2027.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery Indefinite Quantity (IDIQ).

The original contract was approved by the Board on October 15, 2020, to Shell Energy North America in the Not-To-Exceed (NTE) amount of \$7,884,833 for the initial base period.

Four (4) contract modifications have been issued to date. Refer to Attachment K – Contract Modification/Change Order Log.

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE) and established pricing. The price of the contract was established in October 2020 as part of the competitive contract award and remains unchanged. Increasing the contract value will provide continuity of the service and is in the best interest of Metro.

| <b>Proposal Amount</b> | <b>Metro ICE</b> | <b>Negotiated Amount</b> |
|------------------------|------------------|--------------------------|
| \$2,877,636            | \$2,877,636      | \$2,877,636              |

**ATTACHMENT K**

**CONTRACT MODIFICATION/CHANGE ORDER LOG  
RENEWABLE NATURAL GAS/OP59812000C**

| <b>Mod.<br/>no.</b> | <b>Description</b>                                                                             | <b>Status<br/>(approved<br/>or<br/>pending)</b> | <b>Date</b> | <b>\$ Amount</b>    |
|---------------------|------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------|---------------------|
| 1                   | Increase contract value                                                                        | Approved                                        | 5/1/23      | \$4,494,644         |
| 2                   | Increase contract value                                                                        | Approved                                        | 3/21/24     | \$7,112,949         |
| 3                   | Extend period of performance<br>through May 31, 2026                                           | Approved                                        | 12/11/25    | \$0.00              |
| 4                   | Extend period of performance<br>through July 31, 2026                                          | Approved                                        | 4/27/26     | \$0.00              |
| <b>5</b>            | <b>Increase contract amount and<br/>extend period of performance<br/>through June 30, 2027</b> | <b>Pending</b>                                  | <b>TBD</b>  | <b>\$2,877,636</b>  |
|                     | <b>Modification Total:</b>                                                                     |                                                 |             | <b>\$14,485,228</b> |
|                     | <b>Original Contract:</b>                                                                      |                                                 | 1/1/21      | <b>\$7,884,833</b>  |
|                     | <b>Total:</b>                                                                                  |                                                 |             | <b>\$22,370,062</b> |



## DEOD SUMMARY

## RENEWABLE NATURAL GAS/OP59812000C

**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 solicitation due to the due to the lack of subcontracting opportunities. It is expected that Trillium USA Company, LLC will continue 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 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.

# CONTRACT MODIFICATIONS FOR EXISTING RENEWABLE NATURAL GAS (RNG) CONTRACTS

Contract No. OP73960000 with *Clean Energy Renewable Fuels, LLC*

Contract No. OP59812000A with *Clean Energy Renewable Fuels*

Contract No. OP59812000B with *Shell Energy North America (US)*

*Contract No. OP59812000C with Trillium USA Company, LLC*

Operations, Safety, and Customer Experience Committee

July 16, 2026

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 9 to Contract No. OP73960000 with *Clean Energy Renewable Fuels, LLC* to extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027;
- B. EXECUTE Modification No. 9 to Contract No. OP59812000A with *Clean Energy Renewable Fuels* to extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027;
- C. EXECUTE Modification No. 6 to Contract No. OP59812000B with *Shell Energy North America (US)* to increase the contract value by \$3,615,292 from a Not-To-Exceed (NTE) amount of \$15,112,295 to a NTE amount of \$18,727,587 and extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027; and
- D. EXECUTE Modification No. 5 to Contract No. OP59812000C with *Trillium USA Company, LLC* to increase the contract value by \$2,877,636 from a NTE amount of \$19,492,426 to NTE amount of \$22,370,062 and extend the contract performance end date by eleven months from July 31, 2026, to June 30, 2027.

# ISSUE AND BACKGROUND

- Metro uses Renewable Natural Gas (RNG) fuel under multiple existing contracts OP7396000 with Clean Energy, OP59812000A with Clean Energy, OP59812000B with Shell Energy, and OP59812000C with Trillium USA, which continue to support Metro's operational and environmental objectives.
- RNG remains a critical transition fuel during Metro's phased deployment to a fully Zero-Emission Bus (ZEB) fleet.
- A new procurement was completed in May 2026 but not awarded.
- Modifications to the existing contracts to extend the period of performance and add contract authority. Current Contracts expire July 31, 2026.
- This report: (1) requests authority to extend the existing contracts until a new RNG contract is awarded, (2) provides a new timeline for a new procurement, and (3) outlines the cost for extending the existing contracts.

# DISCUSSION

- Only *period of performance extension* in the two Clean Energy Fuels, LLC Contracts (No. OP73960000 and No. OP59812000A) as there are enough contract values left in each of the contracts to buy RNG fuel within the extension period.
- *Period of Performance extensions and contract value increases* for Shell (Contract No. OP59812000B) and Trillium (Contract No. OP59812000C) are to ensure that there is enough contract value to purchase RNG during the extended period of performance.
- Staff anticipates releasing the new RNG procurement in late Summer 2026, with an anticipated award in Spring 2027.
- The total RNG commodity cost to extend these contracts is approximately \$14 million for one year, The FY27 CNG fuel budget is approximately \$17.5 million and is based on the FY26 budgeted CNG amount.

# DISCUSSION

- Net cost of alternative procurement of fossil natural gas
  - Approximately \$20.8M in six months and \$41.6M in a year.
- Reasons
  - Metro would be paying more just to procure fossil CNG from Southern California Gas Company
  - Generates deficits under LCFS program, cutting into the revenues Metro generates from that program each year.



# DEOD COMMITMENT

- At the time of solicitation, the Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to the lack of subcontracting opportunities.
- It is expected that Clean Energy, Shell Energy, and Trillium USA will continue to perform the services of these contracts with its own workforce.

# NEXT STEPS

- Upon Board approval, staff will execute the contract modifications extending the existing RNG contracts.
- Develop new procurement of RNG to be released in late Summer 2026, with an anticipated award in Spring 2027.
- Staff will continue monitoring RNG market conditions, environmental credit performance, carbon intensity trends, and Zero-Emission Bus deployment progress to ensure continued alignment with Metro's operational, sustainability, and climate leadership objectives.

# Support Slides

# Opportunity Cost and Additional Costs

## **Scenario 1: Contract Award (based on Shell Energy, NA's (SENA) Best and Final Offer)**

|                                         | 12 Months     | 6 Months      |
|-----------------------------------------|---------------|---------------|
| SCG Transmission Cost <sup>1</sup>      | -\$16,449,681 | -\$8,224,840  |
| RNG Cost <sup>2</sup>                   | -\$15,421,038 | -\$7,710,519  |
| Total Cost                              | -\$31,870,719 | -\$15,935,360 |
| RINs Revenue (Est.) <sup>3</sup>        | \$27,572,202  | \$13,786,101  |
| LCFS Credit Revenue (Est.) <sup>4</sup> | \$14,530,961  | \$7,265,481   |
| LCFS Deficit Costs <sup>5</sup>         | -\$2,345      | \$1,173       |
| Net Cost/Revenue                        | \$10,230,099  | \$5,115,049   |

<sup>1</sup> This figure accounts for the transmission costs for all divisions that would be supplied for RNG (Division 1, 2, 3, 5, 7, 8, 9, 13, 15, 18) but also accounts for all costs tied to CNG supply at Division 10 and CMF. These are based on actual figures from Calendar Year (CY) 2025.

<sup>2</sup> This figure accounts for the estimated cost of RNG based on the average per-therm cost of RNG under the SoCal Citygate index in CY2025, based on the actual therms delivered in CY2025.

<sup>3</sup> This figure is derived from the estimated RINs share SENA would provide, estimated at the latest selling price of \$2.43 per RIN.

<sup>4</sup> This figure is derived from the estimated LCFS credit share SENA would provide, estimated at the latest market price of \$67.00 per LCFS credit.

<sup>5</sup> This figure is derived from actual deficits generated at Division 10 and CMF in CY 2025 and is estimated at a price of \$67.00 per LCFS credit (that would be needed to offset the deficits created by using Fossil Compressed Natural Gas).

# Opportunity Costs and Additional Costs

**Scenario 2: Non-Award + Existing Contracts Extension.** Below is a table of the financial outcomes of not awarding Contract #OP132076 and instead opting to extend the existing RNG contracts (May 2026 Board motion).

|                                         | 12 Months     | 6 Months      |
|-----------------------------------------|---------------|---------------|
| SCG Transmission Cost <sup>1</sup>      | -\$16,449,681 | -\$8,224,840  |
| RNG Cost <sup>2</sup>                   | -\$13,896,294 | -\$6,948,147  |
| Total Cost                              | -\$30,345,975 | -\$15,172,987 |
| RINs Revenue (Actual) <sup>3</sup>      | \$8,885,383   | \$4,442,691   |
| LCFS Credit Revenue (Est.) <sup>4</sup> | \$5,913,822   | \$2,956,911   |
| LCFS Deficit Costs <sup>5</sup>         | \$2,345       | \$1,173       |
| Net Cost/Revenue                        | -\$15,549,115 | -\$7,774,558  |

1 This figure accounts for the transmission costs for all divisions that would be supplied for RNG (Division 1, 2, 3, 5, 7, 8, 9, 13, 15, 18) but also accounts for all costs tied to CNG supply at Division 10 and CMF. These are based on actual figures from Calendar Year (CY) 2025.

2 This figure accounts for the actual spend on RNG in CY 2025.

3 This figure is derived from the actual revenues earned from RINs for CY 2025.

4 This figure is derived from the estimated revenues from LCFS credits generated under Metro's existing RNG contracts, estimated at a price of \$67.00 per LCFS credit.

5 This figure is derived from actual deficits generated at Division 10 and CMF in CY 2025 and is estimated at a price of \$67.00 per LCFS credit (that would be needed to offset the deficits created by using Fossil Compressed Natural Gas).



## Board Report

File #: 2025-1040, File Type: Contract

Agenda Number: 47.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: BUS ACQUISITION OF 40' BATTERY ELECTRIC BUSES**

**ACTION: APPROVE RECOMMENDATIONS**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. OP118576(2)000 with El Dorado National (California), Inc. (ENC), for the manufacturing and delivery of a base order of 220 Battery Electric Buses (BEBs) in the amount of \$337,698,727.58 for the base contract, including taxes and delivery; exclusive of any contract option buses, subject to the resolution of any properly submitted protest(s), if any;
- B. INCREASE the Life-Of-Project (LOP) for Capital Project 201078 from \$52,000,000, established to purchase up to 40 BEBs under the Washington State contract, by \$382,355,185 to purchase up to 220 Battery Electric Buses (BEBs) and provide funding for professional and technical support, internal labor, and contingencies, for a total LOP of \$434,355,185; and
- C. NEGOTIATE AND EXECUTE future contract modifications to the contract up to \$1,000,000.

#### **ISSUE**

New zero-emission buses are required to help Metro transition to a ZEB fleet and replace Compressed Natural Gas (CNG) buses that have reached the end of their useful life. To support this goal, the contract award will authorize the purchase of 220 BEBs and increase the LOP budget to fund the acquisition of the BEBs.

#### **BACKGROUND**

At its July 2017 meeting, the Board approved Motion 50, issued 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 on cost and performance being equivalent to CNG buses and on 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



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ZEB purchase requirements for large transit agencies require 25% of bus purchases to be zero emissions by 2023, 50% by 2026, and 100% by 2029. Metro has met all state-mandated program requirements a decade earlier than the ICT mandate of 2029.

At its January 2023 meeting, the Board authorized staff to issue a federally funded Best Value Request for Proposals (RFP) using competitive negotiations pursuant to PCC § 20217 for the procurement of new BEBs and charging infrastructure. In April 2024, Metro released an RFP for zero-emission buses, with a base order of 260 battery-electric buses (BEBs) and 20 hydrogen fuel cell electric buses (FCEBs), and options to purchase up to 1,980 ZEBs.

In November 2025, staff canceled the RFP for several reasons, including the proposers not meeting certain safety requirements, deviations sought on Metro's Terms and Conditions and the Manufacturing Careers Policy (MCP), high price of the BEB (7.4% over the Independent Cost Estimate (ICE) per bus), as well as the entry of new battery electric bus manufacturers in the US market.

In December 2025, Metro issued two solicitations: OP118576(2), for a base order of 220 battery-electric buses (BEBs) with options for up to 1,600 additional BEBs, representing a potential total of 1,820 vehicles, as well as OP139029, for 20 BEBs. The technical specifications in these solicitations were refined by eliminating prescriptive requirements for less critical features while ensuring a continued focus on safety for both operators and riders.

The first solicitation, OP118576(2), included a delivery schedule designed to align bus deliveries with the retirement of CNG buses and depot electrification projects at Divisions 9 and 18. The second solicitation, OP139029, was issued to encourage participation by newer manufacturers and support continued growth within the U.S. bus manufacturing industry.

## **DISCUSSION**

The decision to cancel and re-release solicitations has led to an increase in the number of proposers, the submission of proposals with lower costs than the Independent Cost Estimate (ICE), reduced lead times for bus deliveries, and the incorporation of critical safety requirements into the bus design by proposers.

The staff recommendation presents the contractor who is most advantageous to Metro for the purchase of a base order of 220 battery-electric buses. ENC's offer represents the highest-rated offer to Metro for BEBs when all technical and pricing factors are considered in accordance with the RFP evaluation criteria, including U.S. content and the U.S. Employment Plan. The Procurement Summary (Attachment B) provides detailed evaluation results and rankings for all proposers, including the weighted scores for each evaluation factor.

The new BEBs will include new technology and safety enhancements, such as an integrated operator compartment, an advanced driver assistance system (collision avoidance), an acoustic vehicle alerting system, and an optional mirrorless driver assistance camera system. The BEB range is estimated at 174-250 miles on a single charge.

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The base order of 220 BEBs will be assigned primarily to Divisions 9 (El Monte) and 18 (Carson) to support the electrification of North Hollywood to Pasadena BRT and other local routes. Bus deliveries will begin in Spring 2028. The Contract also includes options for up to an additional 1,600 BEBs. The contract will include an assignment clause that allows Metro to assign any unused bus options to any municipal operator that would like to purchase buses under Metro's contract.

Metro's Manufacturing Careers Policy (MCP) was applied to this procurement. By applying MCP, ENC must attract and retain skilled workers, support workforce development, and ensure compliance with labor standards.

### **DETERMINATION OF SAFETY IMPACT**

The new BEB buses incorporate several features that will improve operator, passenger, and pedestrian safety. Some of the safety enhancements that may be on new buses include self-leveling ADA boarding ramps, improved vehicle monitoring, pedestrian warning systems, video monitors, real-time video security system accessibility, and improved passenger door sensors. Operator compartments will also be integrated into the bus design to improve operator safety and security. In addition, the buses will offer increased space for strollers, reducing the need to fold them. This enhancement will facilitate easier entry and bolster safety for young children and their caregivers.

### **FINANCIAL IMPACT**

The total requested LOP increase is a combination of the contract amount for the 220 BEB base order of \$337,698,727.58, 10% contract modification authority, and internal labor, professional, and technical support, for a total of \$382,355,185.34. Available project funds will be budgeted under project 201078 in cost center 3320 Zero Emission Acquisition and Implementation. The initial LOP for \$52,000,000 was approved in November 2025 for the purchase of up to 40 BEBs on the Washington State Department of Enterprise Services contract. This is a multi-year contract, 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 base order buses will come from a combination of state, federal, and local funds. \$42.5M local funds are eligible for bus and rail operating and capital projects. Funding and expenditures for the project are detailed in Attachment D.

### **EQUITY PLATFORM**

The acquisition of 220 BEBs will operate on routes restructured under the NextGen transit service plan, with service provided by Division 9 in El Monte and Division 18 in Carson. The service areas of the corridors are 147 square miles, encompassing 2.2 million people in 650,000 households and 750,000 employees. Therefore, the corridors contain approximately 21% of the County's population and approximately 20% of the County's employment.

Priority populations are defined as disadvantaged or low-income communities under Senate Bill 535

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(SB 535) and Assembly Bill 1550 (AB 1550). There is great overlap between these areas and areas that Metro defines as Equity Focus Communities. The zero-emission bus program projects are targeted at benefiting communities with some of the greatest mobility needs in Los Angeles County. The projects' service corridors are composed of 88% in Low-Income Communities as identified by AB 1550, 73% in Disadvantaged Communities as identified by SB 535, and 61% in Equity Focus Communities as defined by Metro's EFC definition. EFCs benefiting from the zero-emission bus transit acquired as part of this project or located in, but are not limited to, El Monte, Rosemead, Paramount, Willowbrook, Bellflower, and Hawthorne.

El Dorado National (California), Inc. (ENC), a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program and pauses the reporting and submission requirements for DBE goals. Until further notice, TVMs are not required to submit DBE goals. However, as referenced above, Metro's MCP will apply to 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 improving 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.

This item supports Metro's systemwide strategy to reduce VMT through capital investments and operational purchase activities 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**

These recommendations support Goal #3, Enhance communities and lives through mobility and access to opportunity, and Goal #4 Transform LA County through regional collaboration and national leadership.

### **ALTERNATIVES CONSIDERED**

The Board may choose not to purchase BEB buses and continue using CNG buses, which is not recommended because the current bus fleets have reached or are expected to exceed their useful life. Operating CNG buses past their useful life requires additional investment to replace costly components on aged chassis. Extending vehicle life also adversely impacts fleet reliability and diminishes the quality of service provided to Metro's passengers. Lastly, extending CNG bus

operations conflicts with Metro's Zero-Emissions Goal.

### **NEXT STEPS**

Upon Board approval, staff will execute the contract award with ENC and issue a Notice to Proceed.

### **ATTACHMENTS**

Attachment A - Board Motion 50

Attachment B - Procurement Summary

Attachment C - DEOD Summary

Attachment D - Expenditure and Funding Plan

Prepared by:

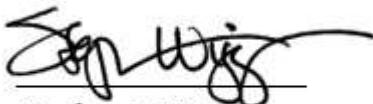
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Metro

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## 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.



## PROCUREMENT SUMMARY

## BUS ACQUISITION OF 40' BATTERYELECTRIC BUSES (BEBs)- /OP118576(2)000

|    |                                                                                                                                                                                                                                                                     |                                          |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| 1. | <b>Contract Number:</b> OP118576(2)000                                                                                                                                                                                                                              |                                          |
| 2. | <b>Recommended Vendor:</b> EIDorado National (California), Inc. (ENC)                                                                                                                                                                                               |                                          |
| 3. | <b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E<br><input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order |                                          |
| 4. | <b>Procurement Dates:</b>                                                                                                                                                                                                                                           |                                          |
|    | <b>A. Issued:</b> December 22, 2025                                                                                                                                                                                                                                 |                                          |
|    | <b>B. Advertised/Publicized:</b> December 20, 2025- December 25, 2025                                                                                                                                                                                               |                                          |
|    | <b>C. Pre-Proposal Conference:</b> January 13, 2026                                                                                                                                                                                                                 |                                          |
|    | <b>D. Proposals Due:</b> March 6, 2026                                                                                                                                                                                                                              |                                          |
|    | <b>E. Pre-Qualification Completed:</b> April 9, 2026                                                                                                                                                                                                                |                                          |
|    | <b>F. Ethics Declaration Forms submitted to Ethics:</b> March 10, 2026                                                                                                                                                                                              |                                          |
|    | <b>G. Protest Period End Date:</b> July 22, 2026                                                                                                                                                                                                                    |                                          |
| 5. | <b>Solicitations Downloaded:</b><br>76                                                                                                                                                                                                                              | <b>Bids/Proposals Received:</b><br>3     |
| 6. | <b>Contract Administrator:</b><br>Ani Pogossian                                                                                                                                                                                                                     | <b>Telephone Number:</b><br>213-922-2874 |
| 7. | <b>Project Manager:</b><br>Daniel Surmenian                                                                                                                                                                                                                         | <b>Telephone Number:</b><br>213-922-5830 |

**A. Procurement Background**

This Board Action is to approve Contract No. OP118576(2)000 issued in support of the manufacturing and delivery of a base buy of two hundred and twenty (220) Battery Electric Buses (BEBs). Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP118576(2) was issued in accordance with Metro's Acquisition Policy, and the contract type is a firm fixed price. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this procurement, as it is not applicable. This procurement falls under the Federal Transit Administration's (FTA) Transit Vehicle Manufacturer (TVM) goal in accordance with 49 Code of Federal Regulations (CFR) Part 26.49. However, Metro's Manufacturing Careers Policy will apply to this procurement.

Ten amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on 12/24/2025 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 2, issued on 1/9/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 3, issued on 1/9/2026 clarified and modified the Technical Specification and Solicitation Terms;

- Amendment No. 4, issued on 1/16/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 5, issued on 1/23/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 6, issued on 1/30/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 7, issued on 2/6/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 8, issued on 2/13/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 9, issued on 2/24/2026 clarified and modified the Technical Specification and Solicitation Terms;
- Amendment No. 10, issued on 5/11/2026, BAFO.

The solicitation was advertised across six different platforms: The Wave, Los Angeles Daily News, Los Angeles Times, La Opinion, Transit Magazine and Passenger Transport. A total of 76 firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on January 13, 2026, and was attended by 59 participants representing 13 firms. Additionally, a virtual Technical Q&A session was held on January 29, 2026, with 40 participants representing seven firms. There were 254 questions received for this RFP and responses were provided prior to the proposal due date.

A total of three proposals were received on March 6, 2026.

## **B. Evaluation of Proposals**

A diverse Proposal Evaluation Team (PET) consisting of staff from Bus Acquisitions and Construction Management/ Alternative Delivery was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were initially evaluated based on the pass/fail minimum qualifications criteria outlined in the RFP. Part of the pass/fail requirements included proposers demonstrating that they are a transit manufacturer that will comply with the final assembly requirements in the United States (U.S.); have past experience manufacturing Buy America-compliant transit buses for the U.S. public transit market; and demonstrate successful past experience manufacturing buses that utilize key components and subsystems similar to those in the proposed vehicle, particularly BEB propulsion systems.

The PET determined that all three proposals met the minimum qualification requirements and were further evaluated based on the following weighted evaluation criteria:

- |                                   |            |
|-----------------------------------|------------|
| • Project Management Experience   | 300 Points |
| • Experience and Past Performance | 200 Points |

- |                           |            |
|---------------------------|------------|
| • Price                   | 200 Points |
| • Technical Compliance    | 200 Points |
| • Availability Framework  | 50 Points  |
| • U.S. Employment Program | 50 Points  |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar Rolling Stock acquisition procurements. Several factors were considered when developing these weights, giving the greatest importance to Project Management Experience.

On March 13, 2026, the PET met to review the evaluation criteria package, complete confidentiality and conflict of interest forms and receive the three proposals to initiate the evaluation phase. Evaluations were conducted from March 13, 2026, to March 25, 2026.

On April 3, 2026, the Contract Administrator requested clarifications and/or supplemental information necessary to fully evaluate all three firms. On April 13, 2026, the firms submitted their responses to the clarification requests and provided supplemental information as requested. The PET subsequently re-evaluated the proposals based on the additional information provided and established a competitive range.

Of the three proposals received, all three were determined to be within the competitive range. The three firms within the competitive range are listed below in alphabetical order:

1. ElDorado National (California), Inc. (ENC)
2. New Flyer of America Inc. (New Flyer)
3. RIDE Mobility, LLC. (RIDE)

No firms were determined to be outside the competitive range.

From May 4, 2026 to May 7, 2026, the evaluation committee conducted negotiations with the firms in the competitive range. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions.

An invitation to submit a Best and Final Offer (BAFO) was issued on May 11, 2026 to all firms in the competitive range. BAFO submittals were received on May 22, 2026, and were reviewed and evaluated by the PET. The PET reviewed the BAFOs and prepared a recommendation-for-award memorandum on June 2, 2026.

### **Qualifications Summary of Firms within the Competitive Range:**

### **EIDorado National (California), Inc.**

EIDorado National (California), Inc. is based in Riverside, California. The company was founded as National Coach Corporation in 1975. In 1991, the company was combined with the Kansas-based bus builder EIDorado Motors, operating as EIDorado National until its rebranding to ENC.

ENC proposes to build the LACMTA bus orders in its Riverside, California facility. ENC's transit agency clients include City of Gardena, Franmar Leasing LLC, Salt Lake City Airport, Pace-Headquarters, and LACMTA.

### **New Flyer of America Inc.**

New Flyer of America Inc. is a Winnipeg, Manitoba, Canada based corporation, founded in 1930 and is a subsidiary of New Flyer Industries (NFI) Group.

New Flyer proposes to build the LACMTA bus orders in its Anniston, Alabama facility. New Flyer's transit agency clients include Maryland Transit, Miami-Dade Transit, New Jersey Transit, NYCTA, WMATA and LACMTA.

### **RIDE Mobility, LLC**

RIDE Mobility, LLC is based in Pasadena, California and is the U.S. subsidiary of Build Your Dreams (BYD), a Chinese-based bus manufacturer.

RIDE proposes to build the LACMTA bus orders in its Lancaster, California facility. RIDE's transit agency clients include Antelope Valley Transit Authority, Los Angeles Department of Transportation, Long Beach Transit, San Francisco Municipal Transportation Agency, and LACMTA.

A summary of the PET scores for BEBs is provided below:

| 1 | Firm                                        | Average Score (%) | Factor Weight | Weighted Average Score | Rank |
|---|---------------------------------------------|-------------------|---------------|------------------------|------|
| 2 | <b>EIDorado National (California), Inc.</b> |                   |               |                        |      |
| 3 | Project Management Experience               | 81.06*            | 300           | 243.19*                |      |
| 4 | Experience and Past Performance             | 69.55             | 200           | 139.10                 |      |
| 5 | Price                                       | 100.00            | 200           | 200.00                 |      |
| 6 | Technical Compliance                        | 82.17             | 200           | 164.34                 |      |
| 7 | Availability Framework                      | 100.00            | 50            | 50.00                  |      |
| 8 | U.S. Employment Program                     | 50.74             | 50            | 25.37                  |      |

|           |                                  |        |              |                |          |
|-----------|----------------------------------|--------|--------------|----------------|----------|
| <b>9</b>  | <b>Total</b>                     |        | <b>1,000</b> | <b>822.00*</b> | <b>1</b> |
| <b>10</b> | <b>New Flyer of America Inc.</b> |        |              |                |          |
| <b>11</b> | Project Management Experience    | 81.13  | 300          | 243.40*        |          |
| <b>12</b> | Experience and Past Performance  | 73.21* | 200          | 146.43*        |          |
| <b>13</b> | Price                            | 84.79  | 200          | 169.58         |          |
| <b>14</b> | Technical Compliance             | 77.17* | 200          | 154.35*        |          |
| <b>15</b> | Availability Framework           | 100.00 | 50           | 50.00          |          |
| <b>16</b> | U.S. Employment Program          | 11.00  | 50           | 5.50           |          |
| <b>17</b> | <b>Total</b>                     |        | <b>1,000</b> | <b>769.26</b>  | <b>2</b> |
| <b>18</b> | <b>RIDE Mobility LLC.</b>        |        |              |                |          |
| <b>19</b> | Project Management Experience    | 59.92* | 300          | 179.78*        |          |
| <b>20</b> | Experience and Past Performance  | 23.79  | 200          | 47.58          |          |
| <b>21</b> | Price                            | 89.73* | 200          | 179.47*        |          |
| <b>22</b> | Technical Compliance             | 70.12  | 200          | 140.24         |          |
| <b>23</b> | Availability Framework           | 100.00 | 50           | 50.00          |          |
| <b>24</b> | U.S. Employment Program          | 35.50  | 50           | 17.75          |          |
| <b>25</b> | <b>Total</b>                     |        | <b>1,000</b> | <b>614.82</b>  | <b>3</b> |

**\*To enhance readability, some figures have been rounded up to two decimal places.**

### **C. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based upon adequate price competition, an Independent Cost Estimate (ICE), technical evaluation, fact finding, negotiations and the BAFO.

The variance between Metro's ICE and the Negotiated or NTE Amount for the Base and Options for the recommended awardee's price is \$1,140,345,789.70 (29.41%). The difference is primarily attributable to prevailing market conditions, such as inflation fluctuations and tariff-related impacts. These considerations were factored into the development of the ICE through an analysis of current market trends to assess their economic influence on pricing. Additionally, the reference data used in forming the ICE was limited to select vehicle Original Equipment Manufacturers (OEMs), resulting in a bias toward higher-end specifications. The data also included historical LACMTA procurement information, necessitating adjustments to reflect current year values. Given the age of some datasets, challenges may arise in accurately escalating figures to the present year despite the application of appropriate escalation rates. Another key reason for the difference between ICE and proposer values is increased competition in procurement. The entry of a new vehicle

OEM in the market encourages cost reduction to make proposals more competitive. This factor is hard to quantify, as each vehicle OEM assesses its own risk tolerance when striving for a winning bid.

| <b>Proposer Name</b> | <b>BAFO Amount Base Buy (220)</b> | <b>BAFO Amount Option Buy (1,600)</b> | <b>BAFO Amount Optional Vehicle Configuration</b> | <b>BAFO Negotiated or NTE Amount (Base Buy and All Options)</b> |
|----------------------|-----------------------------------|---------------------------------------|---------------------------------------------------|-----------------------------------------------------------------|
| METRO ICE            | \$447,815,203.05                  | \$3,429,866,837.89                    | \$234,801.80                                      | <b>\$3,877,916,842.74</b>                                       |
| ENC                  | \$337,698,727.58                  | \$2,392,437,288.45                    | \$7,435,037.02                                    | <b>\$2,737,571,053.05</b>                                       |
| New Flyer            | \$402,195,890.19                  | \$2,817,737,238.89                    | \$11,525,088.49                                   | <b>\$3,231,458,217.57</b>                                       |
| RIDE                 | \$374,093,055.59                  | \$2,668,352,447.92                    | \$35,129,109.40                                   | <b>\$3,077,574,612.91</b>                                       |

Based on the cost analysis, staff determined that all three proposers submitted fair and reasonable pricing, with ENC offering the best value to LACMTA.

#### **D. Background on Recommended Contractor**

The recommended firm, EIDorado National (California), Inc., located in Riverside, California, has been in business for 51 years and is a leader in manufacturing buses for transit agencies. ENC temporarily paused operations in late 2024 during an ownership transition, then fully restarted production and deliveries in April 2025 under new ownership by Rivaz Inc. ENC serves diverse markets including public transit, paratransit, airports, parking facilities, and universities.

ENC has provided services for Metro, and its performance has been satisfactory.

**DEOD SUMMARY****BUS ACQUISITION OF BATTERY ELECTRIC BUSES (BEBs)- OP118576(2)****A. Small Business Participation**

El Dorado National (California), Inc. (ENC), a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program and paused the reporting and submission requirements of the DBE goals. Until further notice TVMs are not required to submit DBE goals.

**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) applies to this contract and is required for Metro Rolling Stock procurements with an Independent Cost Estimate of \$50 million or greater. Based on the funding, Metro will implement the applicable United States Employment Plan (USEP). The MCP requires contractors to support quality job creation and retention, invest in U.S. and Los Angeles County manufacturing facilities, provide workforce training opportunities, and expand career pathways for low-income residents and individuals facing barriers to employment.



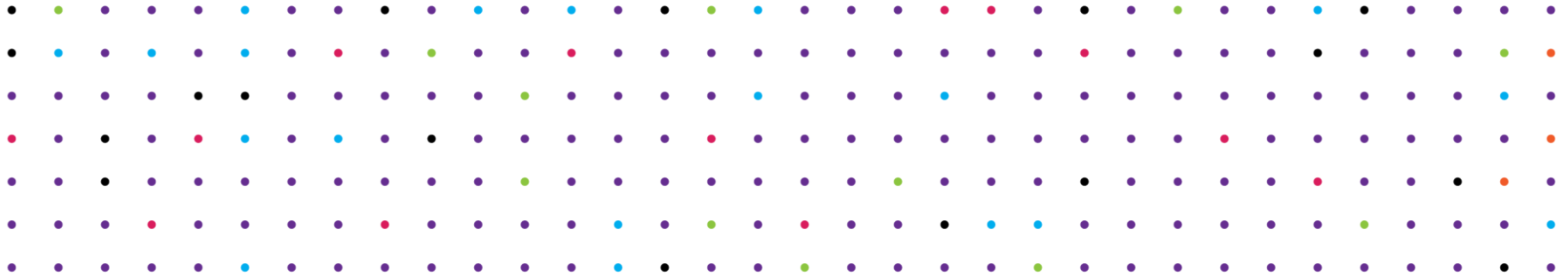
ATTACHMENT D  
EXPENDITURE AND FUNDING PLAN  
CP 201078

| EXPENDITURE TABLE                              | ITD thru FY26      | FY27                | FY28                 | FY29                 | FY30                | FY31               | FY32               | Total LOP            | % of Total   |
|------------------------------------------------|--------------------|---------------------|----------------------|----------------------|---------------------|--------------------|--------------------|----------------------|--------------|
| <b>220 BEB Acquisition (LOP Increase)</b>      |                    |                     |                      |                      |                     |                    |                    |                      |              |
| Vehicle: Battery Electric Buses                |                    | \$10,000,000        | \$87,869,526         | \$204,829,202        | \$35,000,000        |                    |                    | \$337,698,728        | 77.7%        |
| Prof Services / Consultants                    | \$2,990,807        | \$1,375,000         | \$1,375,000          | \$1,200,000          | \$1,000,000         | \$500,000          | \$500,000          | \$8,940,807          | 2.1%         |
| Staff Labor / Admin / Travel                   | \$422,644          | \$1,117,582         | \$1,256,779          | \$1,010,983          | \$1,010,983         | \$1,010,983        | \$600,000          | \$6,429,953          | 1.5%         |
| Contingency                                    |                    |                     |                      |                      | \$29,285,698        |                    |                    | \$29,285,698         | 6.7%         |
| <b>Subtotal</b>                                | <b>\$3,413,450</b> | <b>\$12,492,582</b> | <b>\$90,501,305</b>  | <b>\$207,040,184</b> | <b>\$66,296,681</b> | <b>\$1,510,983</b> | <b>\$1,100,000</b> | <b>\$382,355,185</b> | <b>88.0%</b> |
| <b>Washington State DES Contract (31 BEBs)</b> |                    |                     |                      |                      |                     |                    |                    |                      |              |
| Vehicle: Battery Electric Buses                |                    |                     | \$49,500,000         | \$500,000            |                     |                    |                    | \$50,000,000         | 11.5%        |
| Prof Services / Consultants                    |                    | \$125,000           | \$425,000            | \$500,000            |                     |                    |                    | \$1,050,000          | 0.2%         |
| Staff Labor / Admin / Travel                   |                    | \$150,000           | \$450,000            | \$350,000            |                     |                    |                    | \$950,000            | 0.2%         |
| <b>Subtotal</b>                                |                    | <b>\$275,000</b>    | <b>\$50,375,000</b>  | <b>\$1,350,000</b>   |                     |                    |                    | <b>\$52,000,000</b>  | <b>12.0%</b> |
| <b>Total Project Costs (Uses of Funds)</b>     | <b>\$3,413,450</b> | <b>\$12,767,582</b> | <b>\$140,876,305</b> | <b>\$208,390,184</b> | <b>\$66,296,681</b> | <b>\$1,510,983</b> | <b>\$1,100,000</b> | <b>\$434,355,185</b> | <b>100%</b>  |

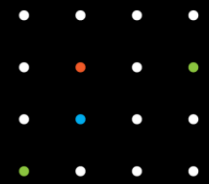
|                                        |                      |                      |                      |                       |                      |                     |                     |                        |
|----------------------------------------|----------------------|----------------------|----------------------|-----------------------|----------------------|---------------------|---------------------|------------------------|
| <b>220 Bus Buy Costs</b>               |                      |                      |                      |                       |                      |                     |                     |                        |
| <b>Source of Funds for 220 Bus Buy</b> | <b>ITD thru FY26</b> | <b>FY27</b>          | <b>FY28</b>          | <b>FY29</b>           | <b>FY30</b>          | <b>FY31</b>         | <b>FY32</b>         | <b>FY26-FY31 Total</b> |
| STIP-RIP - 5737                        |                      |                      | \$ 10,000,000        |                       |                      |                     |                     | \$ 10,000,000          |
| STIP-RIP - 5431                        |                      |                      | \$ 17,096,000        |                       |                      |                     |                     | \$ 17,096,000          |
| STIP-RIP - 5738                        |                      |                      | \$ 29,279,751        | \$ 11,469,249         |                      |                     |                     | \$ 40,749,000          |
| TIRCP 2022                             |                      |                      |                      | \$ 142,693,050        |                      |                     |                     | \$ 142,693,050         |
| FTA LoNo 2022                          |                      | \$ 10,368,843        | \$ 10,742,293        |                       |                      |                     |                     | \$ 21,111,136          |
| SCCP FY 23                             |                      |                      | \$ 23,383,261        |                       | \$ 2,123,739         |                     |                     | \$ 25,507,000          |
| Carbon Reduction Program (CRP) FY23    |                      |                      |                      | \$ 17,915,334         |                      |                     |                     | \$ 17,915,334          |
| Measure M                              |                      | \$ 2,123,739         |                      | \$ 34,962,551         | \$ 37,913,710        |                     |                     | \$ 75,000,000          |
| Local Funds                            | \$ 3,413,450         |                      |                      |                       | \$ 23,259,232        | \$ 1,510,983        | \$ 1,100,000        | \$ 29,283,665          |
| MSRC 2026 - Pending                    |                      |                      |                      |                       | \$ 3,000,000         |                     |                     | \$ 3,000,000           |
| <b>Total Project Funding</b>           | <b>\$ 3,413,450</b>  | <b>\$ 12,492,582</b> | <b>\$ 90,501,305</b> | <b>\$ 207,040,184</b> | <b>\$ 66,296,681</b> | <b>\$ 1,510,983</b> | <b>\$ 1,100,000</b> | <b>\$ 382,355,185</b>  |

|                                                   |                      |                   |                      |                     |             |             |                        |
|---------------------------------------------------|----------------------|-------------------|----------------------|---------------------|-------------|-------------|------------------------|
| <b>State Contract Bus Buy Costs</b>               |                      |                   |                      |                     |             |             |                        |
| <b>Source of Funds for State Contract Bus Buy</b> | <b>ITD thru FY26</b> | <b>FY27</b>       | <b>FY28</b>          | <b>FY29</b>         | <b>FY30</b> | <b>FY31</b> | <b>FY26-FY31 Total</b> |
| TIRCP 2022                                        |                      |                   | \$ 15,745,440        |                     |             |             | \$ 15,745,440          |
| CMAQ                                              |                      | \$ 243,458        | \$ 8,728,542         |                     |             |             | \$ 8,972,000           |
| FTA Transit Infrastructure FY23                   |                      |                   | \$ 5,000,000         |                     |             |             | \$ 5,000,000           |
| AHSC                                              |                      |                   | \$ 9,080,480         |                     |             |             | \$ 9,080,480           |
| Local Funds                                       |                      | \$ 31,542         | \$ 11,820,538        | \$ 1,350,000        |             |             | \$ 13,202,080          |
| <b>Total Project Funding</b>                      | <b>\$ -</b>          | <b>\$ 275,000</b> | <b>\$ 50,375,000</b> | <b>\$ 1,350,000</b> | <b>\$ -</b> | <b>\$ -</b> | <b>\$ 52,000,000</b>   |

# BUS ACQUISITION OF 40' BATTERY ELECTRIC BUSES (BEBs)



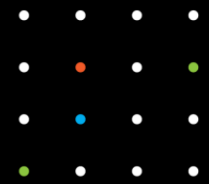
# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

- A. AWARD Contract No. OP118576(2)000 with Eldorado National (California), Inc. (ENC), for the manufacture and delivery of two hundred and twenty (220) battery electric buses (BEBs) in the amount of \$337,698,727.58 for the base contract, including taxes and delivery; exclusive of any contract option buses, subject to the resolution of any properly submitted protest(s), if any;
- B. INCREASE the Life-Of-Project (LOP) for Capital Project 201078 from \$52,000,000, established to purchase up to 40 BEBs under the Washington State contract, by \$382,355,185 to purchase two hundred and twenty (220) Battery Electric Buses (BEBs) and provide funding for professional and technical support, internal labor, and contingencies, for a total LOP of \$434,355,185; and
- C. NEGOTIATE AND EXECUTE future contract modifications to the contract up to \$1,000,000.

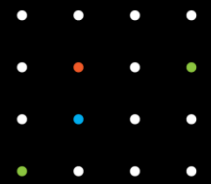
# PROPOSAL EVALUATION



| Evaluation Criteria                   | Max Points | ELDorado National (California), Inc. Weighted Score | New Flyer of America Inc. Weighted Score | RIDE Mobility LLC. Weighted Score |
|---------------------------------------|------------|-----------------------------------------------------|------------------------------------------|-----------------------------------|
| Project Management Experience         | 300        | 243.19*                                             | 243.40*                                  | 179.78*                           |
| Experience and Past Performance       | 200        | 139.10                                              | 146.43*                                  | 47.58                             |
| Price                                 | 200        | 200.00                                              | 169.58                                   | 179.47*                           |
| Technical Compliance                  | 200        | 164.34                                              | 154.35*                                  | 140.24                            |
| Availability Framework                | 50         | 50.00                                               | 50.00                                    | 50.00                             |
| U.S. Employment Program               | 50         | 25.37                                               | 5.50                                     | 17.75                             |
| Total Score                           | 1000       | 822.00                                              | 769.26                                   | 614.82                            |
| <b>Negotiated Amount for Base Buy</b> |            | <b>\$337,698,727.58</b>                             | <b>\$402,195,890.19</b>                  | <b>\$374,093,055.59</b>           |

\*To enhance readability, some figures have been rounded up to two decimal places.

# ISSUE

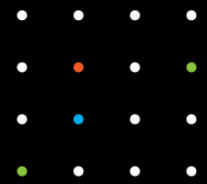


New BEBs are needed to support Metro's transition to a zero-emission (ZE) fleet and to replace CNG buses that have reached the end of their useful life.

Staff recommends approving the contract award for 220 BEBs and increasing the life-of-project budget to support Metro's ZE goal and maintain safe, reliable bus service.

In November 2025, the staff canceled the first RFP for ZE buses due to multiple reasons, including unmet safety requirements, deviations from Metro's Terms and Conditions and the Manufacturing Careers Policy (MCP), and the BEB pricing being 7.4% above the Independent Cost Estimate (ICE). The entry of new battery-electric bus manufacturers into the U.S. market also contributed to the decision.

# DISCUSSION



The staff's recommendation identifies the firm that offers Metro the greatest advantages. ENC's offer represents the highest rating and the best value for Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria. Metro's Manufacturing Careers Policy (MCP) was applied to this procurement.

The order of 220 BEBs will mainly go to Divisions 9 (El Monte) and 18 (Carson) to help electrify routes from North Hollywood to Pasadena BRT and nearby areas. Bus deliveries will start in spring 2028 to align with infrastructure projects. The contract also offers options to buy up to 1,600 more BEBs.

The LOP increase includes funding for 220 BEBs, contract modification authority not to exceed 10%, internal Metro labor, and professional and technical consulting support.



## Board Report

File #: 2026-0501, File Type: Contract

Agenda Number: 48.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: METRO BIKE SHARE CONTRACT MODIFICATION**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 24 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to six, one-month options, each separately as needed from December 1, 2026 to May 31, 2027, to continue Metro Bike Share (MBS) program services in the Not-To-Exceed (NTE) amount of \$6,505,955, increasing the total contract value from \$137,661,378 to \$144,167,333; and
- B. EXECUTE individual contract modifications for Contract No. PS272680011357 within the Board-approved contract modification authority.

#### **ISSUE**

The Board approved Motion Item No. 41 by Directors Krekorian, Garcetti, Kuehl and Sandoval at its December 2021 meeting (Attachment A). Directive C of the motion requires that staff ensure uninterrupted bike-share service as the next iteration of the MBS program is determined and implemented. The current MBS contract with BTS expires on November 30, 2026, and this extension is needed to ensure uninterrupted service while the procurement is underway.

#### **BACKGROUND**

MBS launched in July 2016 in partnership with the City of Los Angeles. It serves Los Angeles County residents with 225 stations located in Downtown Los Angeles, Central Los Angeles, Hollywood, Westside, and North Hollywood. In 2025, over 430,000 trips were taken, representing 1.5 million miles traveled, and 1.5 million pounds of CO2 averted.

The program continues to provide service to the Los Angeles community. Of the trips taken in 2025, more than 145,000 trips (33%) were taken by users with reduced-fare 30-Day and 365-Day passes. Reduced fare passes are offered to low-income individuals through EBT verification, and Metro's Low



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-Income Fare is Easy (LIFE) program. They are also offered to seniors (62 years and over), students (16 years and over), and individuals with disabilities. In May 2026, three MBS stations were relocated and installed at the new Metro D Line Stations - Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega.

## **DISCUSSION**

Based on the Board-approved model, the award of a new MBS contract is currently underway and subject to a communications blackout. The new MBS contract requires the replacement of all existing bike share equipment (bikes, docks, stations) and systems (website, mobile app, back-end operational, administrative, and customer service).

Extension of the current contract is needed to ensure continued MBS operations until completion of the equipment and systems replacement/transition of services to the new contract. The new contract Scope of Service (SOS) provides up to six months from the Notice to Proceed (NTP) to complete the transition of operations. The current contract expires on November 30, 2026, leaving no time or authority to extend it and ensure continued MBS operations in the event of any delays in executing the new contract and/or issuing the NTP. The recommendation to allow up to 6 one-month extensions provides a mechanism to address any delays associated with the equipment and system replacement and the operational transition, and to ensure uninterrupted service to the public. The exercise of any current contract extension will depend upon the issuance of the NTP and the implementation of the approved transition schedule. Any exercise of extensions will be managed to ensure a seamless transition while minimizing costs associated with dual operations.

## **DETERMINATION OF SAFETY IMPACT**

Metro's safety standards will be improved by approving this recommendation, ensuring the continued operation of a safe and secure bike share program.

## **FINANCIAL IMPACT**

Funding in the amount of \$6,505,955 is included in the FY27 budget under cost center 4540 - TDM Policy & Regional Shared Mobility, and project 308010 - Bike Share Program O&M. Under the existing cost-sharing partnership with the City of Los Angeles, operating costs are allocated on a 35% Metro-65% City split. The City of Los Angeles is aware of the costs, provisions, and requirements of this contract and has provided their concurrence to proceed with the award of this contract.

### **Impact to Budget**

Funding for MBS consists of City of Los Angeles subsidy, fares, and other bus and rail operating-eligible funds.

## **EQUITY PLATFORM**

The approval of this contract modification and extension will ensure Metro's ability to continue operating and maintaining a regional bike share program accessible to Los Angeles County

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residents. This contract extension will allow Metro to continue providing current service to those who live and work in Equity Focus Communities (EFCs) in Downtown Los Angeles, Central Los Angeles, the Westside, and North Hollywood. Currently, 48% of MBS stations are located in EFCs, and 41% of all trips are initiated from these stations. In addition, maintaining low bike share fares and ensuring that participants of the LIFE and Reduced Fare programs continue to have uninterrupted access to service with continued discounted fare media are critical components of this program. As mentioned, 33% of all rides are taken by passholders with 30-Day and 365-Day Reduced Fare passes.

As part of the annual survey conducted by MBS, demographic data is collected. In 2025, trends from previous surveys were consistent. However, certain changes were observed. For example, although 55% of respondents were male, this was lower than in 2024, when males represented 61% of respondents. Similarly, Caucasians represent the largest group of survey respondents in 2025 at 35%, down from 44% in 2024. Respondents younger than 50 years also decreased from 79% in 2024 to 75% in 2025.

The DBE commitment is not a factor in the staff recommendation, but two certified small businesses are participating in 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. Metro conducted a preliminary analysis to show that the net effect of this item is to decrease VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. To date, more than 10.0 million miles have been traveled by MBS users, which represents a minimum reduction of approximately 2.4 million Vehicle Miles Traveled since the 2025 MBS survey results show that approximately 24% of users would have driven their personal vehicles or used a taxi or equivalent vehicle to complete their travel if not for Metro Bike Share.

\* 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**

MBS program supports the following Vision 2028 Strategic Plan Goals:

1. Provide a high-quality mobility option that enables people to spend less time traveling.
2. Deliver an outstanding trip experience for all users of the transportation system.
3. Enhance communities and lives through mobility and access to opportunity.
4. Transform LA County through regional collaboration and national leadership.
5. Provide responsive, accountable, and trustworthy governance within the organization.

## **ALTERNATIVES CONSIDERED**

The Board may choose not to authorize the requested action. This alternative is not recommended, as it would not support the Board motion and would impact the stability of the program and Metro's ability to provide uninterrupted MBS service. If the current contract is not extended, Metro Bike Share operations will end on November 30, 2026.

## **NEXT STEPS**

Upon Board approval, staff will execute Modification No. 24 to Contract No. PS272680011357 with BTS to exercise up to six, one-month options, each separately, as needed, from December 1, 2026, through May 31, 2027, to continue MBS program services.

## **ATTACHMENTS**

Attachment A - Board Motion Item No. 41  
Attachment B - Procurement Summary  
Attachment C - Contract Modification/Change Order Log  
Attachment D - DEOD Summary

Prepared by: Paula Carvajal-Paez, Deputy Executive Officer, Shared Mobility, (213) 922-4258  
Ken Coleman, Executive Officer, Shared Mobility, (213) 922-2951  
Steven Gota, Deputy Chief Operations Officer (Interim) - Shared Mobility, (213) 922-3043  
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

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



Stephanie Wiggins  
Chief Executive Officer

**Board Report**

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**File #:** 2021-0743, **File Type:** Motion / Motion Response**Agenda Number:** 41.

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**EXECUTIVE MANAGEMENT COMMITTEE  
NOVEMBER 18, 2021****Motion by:****DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL****Improving the Effectiveness and Sustainability of Metro Bike Share**

Metro Bike Share, a county-wide bike share program, launched in 2016. Since then, Metro has had over 3,300 bicycles in the system, consisting of a mix of Classic, Smart, and E-bikes.

Currently, Metro only has 38% of the total original fleet remaining in operation. Metro Bikes have been targets of theft, and rates of fleet loss ebb and flow as new methods of theft are discovered and addressed. The Metro Bike Share team has increased efforts to recover lost and stolen bicycles but this is not sustaining the fleet and the program does not have an established fleet replenishment strategy. As a result, fewer Metro Bikes are available for use, which degrades the quality of service available to the public.

Affordable, accessible public transportation and active transportation options such as Metro Bike Share are a cornerstone of meeting our region's climate goals. As local jurisdictions in the County continue expanding bicycle infrastructure and mobility options to meet climate goals and improve the quality of life for residents, a successful and sustainable Metro Bike Share program is more important than ever.

**SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE****RECOMMENDATION**

APPROVE Motion by Directors Krekorian, Garcetti, Kuehl, and Sandoval that the Board direct the Chief Executive Officer to report back in 90 days on:

- A. An action plan to stabilize the current fleet size including actions for how to identify, prioritize, and address new mechanisms of theft as they arise.
- B. An action plan to address equitable access in the current program and in any future form of the program. This plan shall include recommendations on issues such as serving people who may be unbanked, addressing the digital divide, and keeping fare cost low.

- C. A plan to provide uninterrupted service as the next iteration of the program is determined and executed.
- D. A plan to convene an industry forum (as was performed for Metro Micro) to bring together academics, cities with existing bike share programs, community stakeholders, and industry experts to provide recommendations on advancing Metro Bike Share beyond the current contract in one of several forms including but not limited to:
1. Continuing Metro Bike Share as a contracted service,
  2. Operating the program In-house with Metro employees,
  3. A private-sector model with financial subsidy provided by Metro.
- E. Performing a market survey to identify best practices and business models among existing bike-share systems in the US, and comparable global systems (e.g., Paris, London, Barcelona, Madrid, and Mexico City), and to develop comparative data on subsidy cost per ride, total ridership, size of fleet, vehicle technology, theft and damage loss and prevention, and alternative financing sources like sponsorship and advertising.
- F. Recommendations for continuing and evolving the Metro Bike Share program to meet the goals of the agency, with countywide stakeholder engagement and consideration of cost-sharing, with the goal of expanding service area and local participation to all subregions in the County. These recommendations should include eligible local, state, and federal funding sources for capital and operations budgets, as well as legislative opportunities to expand such funding eligibility.

## PROCUREMENT SUMMARY

## METRO BIKE SHARE / PS272680011357

|    |                                                                                                                                                                                        |  |                                                       |               |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------|---------------|
| 1. | <b>Contract Number:</b> PS272680011357                                                                                                                                                 |  |                                                       |               |
| 2. | <b>Contractor:</b> Bicycle Transit Systems, Inc.                                                                                                                                       |  |                                                       |               |
| 3. | <b>Mod. Work Description:</b> Exercise up to six, one-month options, each separately, as needed from December 1, 2026, to May 31, 2027, to continue Metro Bike Share Program services. |  |                                                       |               |
| 4. | <b>Contract Work Description:</b> Metro Bike Share Program                                                                                                                             |  |                                                       |               |
| 5. | <b>The following data is current as of:</b> 06/29/2026                                                                                                                                 |  |                                                       |               |
| 6. | <b>Contract Completion Status</b>                                                                                                                                                      |  | <b>Financial Status</b>                               |               |
|    | <b>Contract Awarded:</b>                                                                                                                                                               |  | <b>Contract Award Amount:</b>                         | \$11,065,673  |
|    | 06/25/15                                                                                                                                                                               |  |                                                       |               |
|    | <b>Notice to Proceed (NTP):</b>                                                                                                                                                        |  | <b>Total of Modifications Approved:</b>               | \$126,595,705 |
|    | 07/31/15                                                                                                                                                                               |  |                                                       |               |
|    | <b>Original Complete Date:</b>                                                                                                                                                         |  | <b>Pending Modifications (including this action):</b> | \$6,505,955   |
|    | 07/29/22                                                                                                                                                                               |  |                                                       |               |
|    | <b>Current Est. Complete Date:</b>                                                                                                                                                     |  | <b>Current Contract Value (with this action):</b>     | \$144,167,333 |
|    | 03/31/27                                                                                                                                                                               |  |                                                       |               |
| 7. | <b>Contract Administrator:</b><br>Lily Lopez                                                                                                                                           |  | <b>Telephone Number:</b><br>(213) 922-4639            |               |
| 8. | <b>Project Manager:</b><br>Paula Carvajal                                                                                                                                              |  | <b>Telephone Number:</b><br>(213) 922-4258            |               |

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 24 to exercise up to six, one-month options, each separately, as needed from December 1, 2026 to May 31, 2027, to continue Metro Bike Share (MBS) program services and ensure uninterrupted service until the award of the new contract.

This contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is firm fixed price.

On June 25, 2015, the Board approved Contract No. PS272680011357 to Bicycle Transit Systems, Inc. for the equipment, installation and operations of the Metro Bike Share Phase I Pilot in the amount of \$11,065,673 for a two-year period.

There have been 23 modifications issued to date.

Refer to Attachment C – Contract Modification/Change Order Log.

## **B. Cost Analysis**

The recommended amount has been determined to be fair and reasonable based on an Independent Cost Estimate (ICE), cost analysis validating the level of effort, existing overhead rate, other operational costs based on market conditions, and technical analysis.

| <b>Proposal Amount</b> | <b>Metro ICE</b> | <b>Recommended Amount</b> |
|------------------------|------------------|---------------------------|
| \$6,505,955            | \$6,701,133      | \$6,505,955               |



**CONTRACT MODIFICATION/CHANGE ORDER LOG  
METRO BIKE SHARE / PS272680011357**

| <b>Mod. No.</b> | <b>Description</b>                                                                                                                                                                                    | <b>Status (approved or pending)</b> | <b>Date</b> | <b>Amount</b> |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------|---------------|
| 1               | Addition of Sponsorship Broker Agreement                                                                                                                                                              | Approved                            | 12/30/15    | \$0           |
| 2               | Additional Support for Phase I – Downtown Los Angeles                                                                                                                                                 | Approved                            | 06/06/16    | \$108,656     |
| 3               | Addition of 2 Subcontractors                                                                                                                                                                          | Approved                            | 07/07/16    | \$0           |
| 4               | Extend Phase I (Downtown Los Angeles Pilot), expand and accelerate Phase II (Pasadena) and Phase III (Venice and Port of Los Angeles)                                                                 | Approved                            | 11/07/16    | \$42,618,583  |
| 5               | Update Exhibit A-1 Milestone Payment Schedule                                                                                                                                                         | Approved                            | 03/22/17    | \$0           |
| 6               | Addition of TAP Integration Step 3                                                                                                                                                                    | Approved                            | 05/31/17    | \$610,076     |
| 7               | Extend and activate Phase III and Phase IV                                                                                                                                                            | Approved                            | 10/08/18    | \$34,598,747  |
| 8               | Metro Countywide Bike Share Greenhouse Gas Reduction Fund (GGRF) Grant                                                                                                                                | Approved                            | 12/06/18    | \$6,342,126   |
| 9               | Revised SOW and Milestones                                                                                                                                                                            | Approved                            | 12/14/18    | \$0           |
| 10              | Reallocation of bikes and update milestones                                                                                                                                                           | Approved                            | 08/21/21    | \$0           |
| 11              | Extended period of performance (POP) through 7/29/23, purchase new bicycles to replenish and stabilize the on-street bicycle fleet, purchase and install GPS equipment, and maintain a 10% inventory. | Approved                            | 05/03/22    | \$15,250,213  |
| 12              | Extended POP by 5 months through 12/31/23.                                                                                                                                                            | Approved                            | 05/25/23    | \$5,698,010   |
| 13              | Extended POP through 4/30/24.                                                                                                                                                                         | Approved                            | 11/02/23    | \$0           |

|           |                                                                                                                |                |                 |                      |
|-----------|----------------------------------------------------------------------------------------------------------------|----------------|-----------------|----------------------|
| 14        | Extended POP through 6/30/24.                                                                                  | Approved       | 12/21/23        | \$0                  |
| 15        | Extended POP through 8/30/24.                                                                                  | Approved       | 03/07/24        | \$0                  |
| 16        | Extended POP through 3/31/25.                                                                                  | Approved       | 07/23/24        | \$0                  |
| 17        | Extended POP through 4/30/25.                                                                                  | Approved       | 12/11/24        | \$0                  |
| 18        | Extended POP through 8/31/25.                                                                                  | Approved       | 03/27/25        | \$4,730,373          |
| 19        | Exercise up to three, one-month options each separately as needed from September 1, 2025 to November 30, 2025. | Approved       | 07/24/25        | \$3,627,011          |
| 20        | Loan bikes and extend POP 6 months through May 31, 2026.                                                       | Approved       | 10/29/25        | \$6,505,955          |
| 21        | Exercise three of the six, one-month options, from June 1, 2026 to August 31, 2026.                            | Approved       | 03/26/26        | \$3,252,977          |
| 22        | Exercise up to three, one-month options each separately as needed from September 1, 2026 to November 30, 2026. | Approved       | 06/08/26        | \$3,252,977          |
| <b>23</b> | Name change from Bicycle Transit Systems, Inc., to Bicycle Transit Systems, Inc., DBA Revolution.              | <b>Pending</b> | <b>Pending</b>  | <b>\$0.00</b>        |
| <b>24</b> | Exercise up to six, one-month options each separately as needed from December 1, 2026 to May 31, 2027.         | <b>Pending</b> | <b>Pending</b>  | <b>\$6,505,955</b>   |
|           | <b>Modification Total:</b>                                                                                     |                |                 | <b>\$133,101,659</b> |
|           | <b>Original Contract:</b>                                                                                      |                | <b>07/24/15</b> | <b>\$11,065,673</b>  |
|           | <b>Total:</b>                                                                                                  |                |                 | <b>\$144,167,333</b> |

**DEOD SUMMARY****METRO BIKE SHARE / PS272680011357****A. Small Business Participation**

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment on this contract. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including the suspension of goals, counting participation, 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. While the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract.

**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 \$25.12 per hour (\$17.47 base + \$7.65 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 requirements are applicable to this project. DEOD will continue to 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**

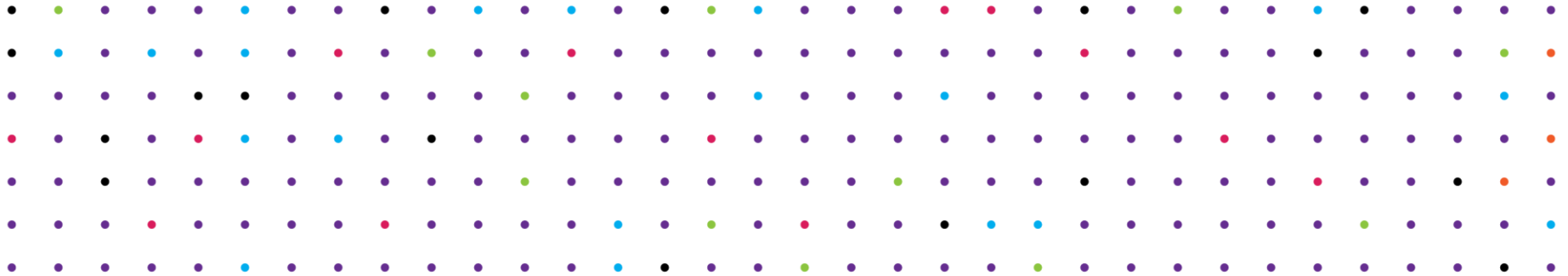
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**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.

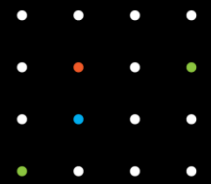
SHARED MOBILITY

# METRO BIKE SHARE



Operations, Safety, & Customer Experience Committee Meeting  
July 16, 2026

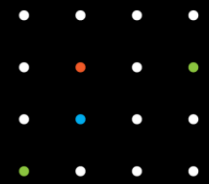
# RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to:

- A. EXECUTE Modification No. 24 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to six, one-month options, each separately as needed from December 1, 2026 to May 31, 2027, to continue Metro Bike Share (MBS) program services in the Not-To-Exceed (NTE) amount of \$6,505,955, increasing the total contract value from \$137,661,378 to \$144,167,333; and
- B. EXECUTE individual contract modifications for Contract No. PS272680011357 within the Board-approved contract modification authority.

# ISSUE & DISCUSSION



## **AWARDEE**

Bicycle Transit Systems, Inc. (BTS)

## **NUMBER OF BIDS/PROPOSALS**

One proposal received as this is a modification to an existing contract.

## **DEOD COMMITMENT**

The DBE commitment is not a factor in the staff recommendation, but two certified small businesses are participating in this contract.

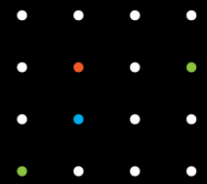
## **ISSUE**

The current MBS contract expires November 30, 2026, and this modification is needed to ensure uninterrupted service until completion of the transition of operations to the new multi-year contract.

## **DISCUSSION**

The recommendation authorizes the CEO to exercise up to six one-month options to extend the contract to May 31, 2027.

# BACKGROUND



MBS service is available in Central/DTLA, Westside and North Hollywood

- 225 stations & 1,800 bikes (10% e-bikes)
- 5 stations located along Rail-to-Rail project
- More than 3M rides taken to date; 2025 ridership 430K
- 33% of rides in 2025 taken by users with reduced fare passes
- Reduced fare passes include LIFE, EBT Verification, Seniors 62+, Students 16+, individuals with disabilities







## Board Report

**File #:** 2026-0456, **File Type:** Informational Report

**Agenda Number:** 49.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: UPDATE ON FEASIBILITY OF WATER TAXI SERVICE FROM SAN PEDRO TO LONG BEACH**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE an update on the feasibility of water taxi service between San Pedro and Long Beach.

#### **ISSUE**

At its December 2025 meeting, the Board approved Motion 18 (Attachment A) by Directors Hahn, Bass, Dutra, Dupont-Walker, Butts, and Sandoval directing the Chief Executive Officer to: A) conduct an industry engagement process (i.e., reverse pitch) to identify operator interest, capabilities, and partnership opportunities to deliver a water-taxi service between San Pedro and Long Beach during the 2028 Games; B) assess funding options for special event service; and C) report to the Board with findings, including potential partnership structures, proposed implementation timeline, and next steps. This report summarizes findings from the reverse pitch process, discusses the funding landscape for future service, and outlines next steps.

#### **BACKGROUND**

In November 2025, Metro released the San Pedro-Long Beach Water Taxi Feasibility Study ("Feasibility Study"), which assessed maritime service options to supplement existing transportation modes, identified infrastructure needs, and outlined next steps for establishing a Games-time and a long-term water taxi service.

Building on findings from the Feasibility Study, Metro issued a Request for Information (RFI) on April 7, 2026, inviting firms, operators, and partners in the maritime passenger transport industry to share their interest and capabilities in providing a water taxi service during the 2028 Games. Six entities submitted responses, and five were invited to present their proposals directly to the Office of Strategic Innovation (OSI) in May 2026.

Staff promoted the RFI through multiple channels, including Metro's website ([metro.net/water-transport](https://metro.net/water-transport)), LinkedIn, a curated e-mail blast to an industry stakeholder list, and through outreach to the

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Public Ferry Coalition (a national organization representing the interests of public ferry operators across the United States).

A cross-departmental team of executive-level staff from Countywide Planning & Development, Operations, and Customer Experience along with representatives from the Office of Management & Budget, System Security & Law Enforcement, and Community Relations reviewed the responses.

## **DISCUSSION**

Findings from industry outreach and a review of available funding sources indicate that grant opportunities for temporary service do not exist, and the timeframe to secure an agreement with a ferry operator in advance of the 2028 Games is increasingly constrained. If funding were to be secured, Metro would need to initiate the procurement process by October 2026 to execute a contract with a ferry operator by July 2027, giving the operator less than a year to plan and begin testing the service in May 2028. The following details a summary of stakeholder conversations, industry engagement (“reverse pitch”), funding options, and key considerations for a future water taxi service.

### **Stakeholder Engagement**

Staff met with more than 15 stakeholders to inform the development of the RFI and to understand potential service delivery options, 2028 Games constraints, and other information gaps raised in the Feasibility Study. Key findings from discussions with the U.S. Coast Guard (USCG), LA28 security and venue planning teams, vessel designers and operators, and transit agencies experienced in contracting ferry service follow:

- *Importance of a turn-key operator:* Agencies, operators, and vessel industry members indicated the importance of contracting a turn-key operator capable of providing suitable vessels with all required approvals in place. Key constraints for Metro-led vessel delivery include up-front costs and timelines for potential vessel and landing site procurement/improvements, USCG certification timelines for new vessels, and California Air Resources Board (CARB) Commercial Harbor Craft (CHC) compliance.
- *Potential 2028 Games constraints:* Planning for security zones and in-water events is ongoing, and impacts to existing water taxi routes and service schedules are likely to be uncertain until and even during the Games time. LA28 staff noted that water taxi schedules and routes may need to be adjusted when sailing events are held in San Pedro and when athletes are training in the water.
- *Existing water taxi operations:* Existing water passenger transportation services operate within the proposed service area, including routes along the Long Beach waterfront. Should funding for service between Long Beach and San Pedro materialize, Metro should explore whether current operators in the region are interested in expanding their service footprint, which would be a faster and possibly less expensive way to achieve the same outcome.
- *Coordination with harbor operations:* USCG representatives noted the recent establishment of the Olympics Maritime Safety and Security Subcommittee. Coordination with this subcommittee and other harbor operators will be critical to inform route operating requirements and schedule parameters. In past major sailing events such as the Sailing Grand

Prix, passenger boats were still able to operate around the security perimeter.

#### Industry Engagement (RFI and Reverse Pitch)

The RFI solicited responses on prior experience, service delivery models, proposed service plans, vessel availability, staffing, accessibility, security, capital infrastructure needs, cost structure, and creative funding and financing approaches. The RFI was open for 25 days, and responses were due May 4, 2026. Respondents who submitted written responses and met minimum criteria presented to Metro staff in-person and online.

Table 1 lists the six RFI responses received, representing a cross-section of ferry operators, vessel builders, digital platform providers, and organized labor. Ballyhoo Media, an advertising firm dedicated to waterway media, submitted a response after the RFI deadline and did not present to Metro staff.

**Table 1: Description of RFI Respondents**

| Company Name                        | Description                                                                                                                                                                  |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Arc</b>                          | Los Angeles-based, zero-emission vessel builder and battery technology provider with USCG-certified marine battery systems.                                                  |
| <b>Bout</b>                         | Digital platform provider with experience operating a water taxi aggregation platform at the 2024 Paris Olympics.                                                            |
| <b>Harbor Breeze Cruises</b>        | Local cruise and charter service operator currently based in San Pedro and Long Beach with more than 20 years of experience.                                                 |
| <b>Hornblower Yachts, LLC</b>       | Full-service ferry operator and contractor with over 100 years of maritime experience across the U.S. and internationally, with 19 vessels operating in Southern California. |
| <b>Inland Boatman's Union (IBU)</b> | West Coast maritime labor union representing a full range of licensed and unlicensed vessels and shoreside classifications.                                                  |
| <b>PROP SF/Artemis</b>              | San Francisco Bay ferry operator with scheduled passenger ferry route experience, in partnership with Artemis, a hydro-foiling electric vessel builder.                      |

Metro promoted the RFI to at least 73 individual companies and received feedback from many, indicating they would not be pursuing the opportunity. Reasons included:

- *Limited Vessel Availability:* Operators cited several reasons for not participating in the RFI, and the most common theme was limited vessel availability during the peak summer season. Because the Games occur during the year's busiest operational period, most operators have their fleets fully committed to existing routes.

- *Short-Term Contract:* Others emphasized that the contract's short-term nature makes the effort required to mobilize vessels, crew, and logistics disproportionate to the potential return. Some noted that while the vessel market is extremely constrained, they might consider reallocating vessels only if the revenue opportunity were unusually high, suggesting that participation is possible but economically unlikely under typical conditions.
- *Relocation Feasibility:* For operators based outside of the greater Los Angeles area, such as those in San Diego or the Bay Area, repositioning vessels to Los Angeles for a 47-day service window introduces significant operational challenges. These challenges include crew deployment, maintenance support, fuel or charging logistics, and unfamiliar terminal environments.
- *Compliance Timing:* Several operators highlighted regulatory pressures, particularly with CARB requirements, as a major barrier. One operator explained that they would be required to replace the engines of at least two vessels before the Games period to achieve compliance, which would remove those vessels from service and further constrain fleet availability. This regulatory timing compounds the already limited supply of vessels and makes it more challenging for operators to commit assets to a temporary service.

### Findings from Industry Engagement

Presentations from five RFI respondents were held over two days: Tuesday, May 12 (Bout and Hornblower) and Friday, May 15 (Arc, Harbor Breeze, and PROP SF/Artemis). While no meeting was held with IBU, the feedback provided in the IBU RFI response informed findings.

Metro staff, with support from consultants, reviewed RFI responses, pitch meeting content, and feedback from stakeholder discussions to assess the potential opportunities and constraints for the 2028 Games water taxi service. Key findings related to service feasibility are described in Table 2.

### **Table 2: Key Service Feasibility Findings from Industry Engagement**

| <b>Service Feasibility Component</b>             | <b>Opportunities Identified by Respondents</b>                                                                                                                                                                                                                                           |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Operator Interest</b>                         | Two feasible turn-key operators responded with interest to operate service, along with other firms expressing interest in providing service components.                                                                                                                                  |
| <b>Operator Capabilities</b>                     |                                                                                                                                                                                                                                                                                          |
| <b>Operations</b>                                | Operators presented feasible approaches for providing shoreside and administrative staff, licensed crew, security plans, vessel maintenance, and required permits and regulatory approvals in time for the 2028 Games service.                                                           |
| <b>Vessels</b>                                   | Operators identified vessels that would be available and suitable for the 2028 Games service and meet regulatory requirements.                                                                                                                                                           |
| <b>Landing sites</b>                             | The two landing sites identified in the Feasibility Study, Rainbow Harbor in Long Beach and West Harbor in San Pedro, were validated as preferred landing site options. Both sites require limited improvements such as installation of temporary ramps for passenger loading/unloading. |
| <b>Ticketing</b>                                 | Respondents currently use ticketing systems that may support TAP integration, integration with other payment platforms, multilingual capability, and various fare strategies such as discounts and dynamic pricing.                                                                      |
| <b>Customer service</b>                          | Respondents described capabilities for supporting a major international event, including staff training programs and availability of multilingual support.                                                                                                                               |
| <b>Marketing / revenue generating activities</b> | Respondents estimated that the service would provide opportunities for creative revenue from sponsorships, advertising, and other activities, and indicated willingness to pursue and manage revenue generation.                                                                         |

### *Identified Information Gaps*

To right-size vessel capacities and service schedules, operators expressed the need for more information in these areas:

- *Estimated demand:* Understanding overall demand and demand by time of day will support the development of service schedules. Demand information will also support fare revenue forecasting and the pursuit of revenue-generating opportunities.
- *Funding levels:* A baseline funding level would enable operators to right-size proposed vessels and service schedules.

- *Restrictions around sponsorship/advertising:* Operators proposed brand sponsorships to cover some of the service costs. However, LA28's advertising guidelines and restrictions will not be final for another six months. Until the guidelines are released, there is a lack of clarity on which sponsors would be restricted from contracting with non-LA28 entities, and what the advertising radius is around venue areas.

### Funding Challenges

The Feasibility Study estimated operating costs for the 47-day Games period at \$913,000 to \$1,448,000, depending on vessel types and fleet configuration. RFI responses from turn-key operators came close to this range, from \$950,000 to \$1,535,000. A combination of subsidies, fare revenue, and other sources, such as advertising, would be needed to meet the cost of service.

Staff reviewed potential funding sources (Attachment B) and found that most grants typically used by ferry operators focus on capital projects, which are likely infeasible given the constrained timeline. Among opportunities that offer funding for operations, it is unlikely that a short-term service would be eligible or score well for a competitive federal or state grant. However, local return funding is available to all LA County jurisdictions to support transportation within their jurisdictional boundaries.

RFI respondents identified several potential revenue opportunities that have been used in other special event or long-term ferry services, including:

- Naming rights / sponsorships
- Local business partnerships
- Vessel wraps / branding
- Terminal advertising
- Onboard digital screens / branded content / product demos
- Web and app advertising
- Onboard filming licenses
- Concessions
- Branded merchandise / exclusive on-board sampling, sales, branded packaging
- VIP experiences

While funding a water taxi entirely through advertising is highly unlikely, a blended revenue strategy combining advertising with a revenue-sharing agreement could help fund part of the service. Respondents noted that a combination of various sponsorship and advertising revenue sources, along with farebox revenue, would likely offset some level of costs. They also indicated needing a funding guarantee to cover the costs of launching service given the unknowns of revenue from advertising, fares, or concessions.

Several other options for maximizing farebox revenue were discussed, including:

- *Fare policy:* Passenger ferry/water taxi services typically charge a higher fare than other transit modes, even when operated by the same agency. Ferries are often seen as a premium service, offering a faster trip time, a more comfortable ride, and/or an entertaining experience. In other major U.S. cities, one-way adult fares range from \$1.00 to \$9.75 (see Attachment C).

- *Variable pricing*: Because demand during the 2028 Games may be highly directional and variable throughout the day and depending on the schedule of events, a pricing strategy that allows for higher fares during peak periods and lower fares during non-peak periods may help manage demand and offer an opportunity for increased fare revenue. Variable pricing is typically employed in conjunction with reservation-based ticket sales, may be difficult to communicate, and may not be well-received for walk-up ticket sales.
- *Discounted fares*: Offering discounted fares in line with Metro's current discounted rider categories may offer a way to charge higher fares for the premium service while still making the service usable and accessible to all.
- *TAP integration*: Consistent with Board discussion, respondents indicated that integrating water taxi fares with TAP payments would be beneficial. Respondents stated that their ticketing systems can support TAP integration.

### Public-Private Partnership Structures

The Feasibility Study recommended that a public-private partnership, in which Metro contracts an established water taxi operator to provide service, may present the best opportunity for Metro to deliver a 2028 Games water taxi service. Three options exist for structuring the partnership and allocating costs, revenue, and risk:

1. **Contract with One Operator - Variable Service Levels**: In this model, a turn-key operator contracts with Metro for a baseline level of service with flexibility to add service based on requests from Metro and/or revenue availability. Metro may elect to off-ramp the contractor if funding does not materialize or if Metro and the contractor fail to reach agreement on service levels.
2. **Contract with One Operator - Fixed Price**: Metro could establish a fixed-price baseline with an agreed-upon per-trip/per-hour rate for additional trips above the baseline level of service.
3. **Contract with Multiple Service Providers**: This is the most complex procurement option and requires Metro to manage the provision of service with separate entities (e.g., separate agreements for vessels, operator, ticketing, revenue generation etc.).

The procurement timeline for these models ranges from 10 to 15 months depending on the complexity of the agreement and the known service variables at the time of the RFP's development.

### Considerations for Water Taxi Service

The following sections outline key considerations for establishing a water taxi service, such as service goals, minimum service requirements, labor, regulatory requirements, and funding opportunities.

#### *Water Taxi Service Goals*

Metro would need to identify service goals for a future water service to guide decisions on fare policy, emissions goals, and other service variables and confirm the focus on short-term special-event service. The lack of certainty regarding security zones and in-water events precludes the ability to



finalize service goals.

### *Service Variables*

While the Feasibility Study identified possible landing sites and service scenarios, the RFI welcomed respondents to submit responses based on their experience and expertise, allowing for recommendations not included in the initial study. As more is known about potential demand for the service, potential revenue sources, or limitations due to security zones or in-water events, Metro may decide to specify minimum requirements in an RFP for the service or make these decisions in partnership with the selected operator. Key service variables include:

- *Fleet*: The number and characteristics of vessels directly impact the operating cost and service levels. Responses indicated a wide range of potential vessel capacities, speeds, and customer experiences. Depending on the goals for service (i.e., transportation focus vs. tourism opportunity), Metro may want to select vessels that align with the desired service. For example, a transportation-focused route may welcome smaller vessels with an enclosed cabin that travel at higher speeds, whereas a tourism-focused service may have more interest in larger vessels with outdoor space, even if they have a longer crossing time.
- *Service period*: While the first phase of the study identified a 47-day minimum for Games-focused service, a new transportation option typically requires a lead-in period to prove service and attract ridership. On-time performance and reliability for ferry services are key. A lead-in period can demonstrate the service's viability to potential customers. Some new long-term services choose to launch ahead of their peak season with free fares to attract ridership and demonstrate the reliability of the new transportation option.
- *Service schedules*: Because event schedules over the Games period vary day-to-day, with some events and security zones potentially impacting water taxi operations, service planning will require clarification around desires and minimum service requirements. For example, service could be scheduled on a fixed daily schedule or on a schedule that varies based on the event schedule for each day. Demand forecasts or assumptions around ridership levels are needed to identify daily and peak-period capacity requirements. Estimated one-way crossing times (assuming slow-speed travel through no-wake zones at both ends of the route) range from around 30 minutes, with a 32-knot vessel, up to around 55 minutes, with a low-speed 10-knot vessel.
- *Landing sites*: Confirmation of preferred landing sites is required for an operator to move forward with securing necessary agreements/permits, and to complete the design of minor improvements such as a passenger ramp and uplands queuing/signage.

### *Labor*

Respondents demonstrated experience and openness to using unionized labor for the service, should staffers elect to organize. Vessel size was noted as a major consideration for labor costs. The major inflection point is 149-passenger vessels; above this capacity, crewing and certification costs rise significantly. For this reason, the 149-passenger vessel size is more commonly used and more likely to have market availability.

For example, three 49-passenger vessels, each with two crew members, require a total of six crew

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members. One 149-passenger vessel requires only three crew members, illustrating the labor cost advantage of larger vessels. Vessels between 50-149 passengers are often built to 150-passenger platform specs but certified for fewer due to specialized use (e.g., whale watching, dinner cruises).

Apart from crew operations, public ferry operators emphasized the importance of hiring at least one full-time agency staff member to manage the contract with the operator.

### *Regulatory Requirements*

Operators identified regulatory requirements as the biggest timeline driver for service implementation, with the longest lead time requirement being the Coastal Development Permit De Minimis Waiver (2-4 months) or Coastal Development Permit (6-24 months). Given that limited shoreside improvements are needed for the service, a De Minimis Waiver or less complex permitting process would likely apply. Permitting requirements can be confirmed once vessels and landing sites are selected.

This timeline assumes that construction of a new vessel or repowering of an existing diesel vessel is unnecessary and likely infeasible. Similarly, permitting timelines associated with in-water construction mean that feasible landing site improvements are limited to installing a temporary ramp within the existing dock footprint and to uplands improvements, such as temporary queuing and signage.

### *Funding Opportunities*

Local Return funding is an eligible source of funds for water taxi service. The City of Los Angeles, the City of Long Beach, and LA County carry fund balances (as described in Attachment B) that are eligible to fund the service.

### Implementation Timeline

Considering the findings outlined above, including the absence of dedicated funding, implementation of a water taxi service by the 2028 Games is highly unlikely. However, if local jurisdictions were to allocate their Local Return funding and decide to move forward with the service, a potential implementation timeline, as requested in Motion 18, is presented in Table 3. The schedule below assumes an aggressive procurement timeline, with RFP development beginning in October 2026 and a Notice-to-Proceed issued by July 2027.

### **Table 3: Potential Implementation Timeline**

| Dates             | Activity                                                                              |
|-------------------|---------------------------------------------------------------------------------------|
| Oct-Dec 2026      | Develop RFP to procure ferry operator                                                 |
| Jan-Jun 2027      | Issue RFP and evaluate responses                                                      |
| Jun 2027          | Board award to ferry operator                                                         |
| Jul 2027          | Issue Notice-to-Proceed                                                               |
| Jul-Aug 2027      | Confirm schedule requirements and operational protocols                               |
| Aug 2027-Jan 2028 | Secure landing site agreements, permits, operating approvals; begin marketing service |
| Jan-Apr 2028      | Ticketing app and webpage development                                                 |
| May-Jun 2028      | Complete landing site improvements; begin service testing and ramp-up period          |
| Jul 2028          | Official start of service (Olympics Opening Ceremony)                                 |
| Aug 2028          | Close of service                                                                      |

## **EQUITY PLATFORM**

An equity analysis has not been performed as part of this study. Should this service be considered for implementation, an equity analysis will be conducted.

## **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.

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

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 activities that will further encourage transit ridership, ridesharing, and active transportation, or, in this case, explore the possibility of water-based transportation to reduce automobile VMT. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The Water Taxi RFI and reverse pitch effort support the following strategic plan goals:

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

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- Goal #2: Deliver outstanding trip experiences for all users of the transportation system; and
  - Goal #4: Transform LA County through regional collaboration and national leadership.

### **NEXT STEPS**

Staff, will continue to monitor any changes to the conditions that would impact the delivery, financing, and contracting options presented in this report.

### **ATTACHMENTS**

Attachment A - Motion 18

Attachment B - Review of Water Taxi Funding Opportunities

Attachment C - Comparison of Fares

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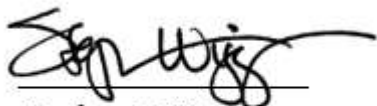
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Metropolitan Transportation  
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## Board Report

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**File #:** 2025-1026, **File Type:** Motion / Motion Response

**Agenda Number:** 18.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

**Motion by:**

**DIRECTORS HAHN, BASS, DUTRA, DUPONT-WALKER, BUTTS, AND SANDOVAL**

**SUBJECT: WATER TAXI FROM SAN PEDRO TO LONG BEACH MOTION**

#### **RECOMMENDATION**

APPROVE Motion by Hahn, Bass, Dutra, Dupont-Walker, Butts, and Sandoval that the Board direct the Chief Executive Officer to:

- A. Develop and issue an industry engagement process (i.e. reverse pitch) to identify private and public operator interest, capabilities, and partnership opportunities to deliver a water-taxi service between San Pedro and Long Beach during the 2028 Games;
- B. Assess short-term and special-event funding options, including public-private partnership cost-sharing, sponsorship models, federal maritime or mobility grants, and temporary operations funding, to support Games-time service. Such funding source options shall not be eligible for bus or rail operations; and
- C. Report back to the Board within 180 days with findings such as Public-Private-Partnership structures, a proposed implementation timeline, and any next steps.

## **ATTACHMENT B - Review of Funding Opportunities for San Pedro-Long Beach Water Taxi Service**

This document outlines potential funding opportunities for special event water taxi service between San Pedro and Long Beach during the 2028 Olympic and Paralympic Games.

### **Overview**

Metro is delivering transportation improvements ahead of the 2028 Games through a mix of federal grants, state, and local funds. As is the case for most publicly-provided transit services, it is anticipated that fare revenue will cover a portion of operating costs, with the remaining costs covered through other funding sources or subsidies. The following sections provide an overview of potential funding opportunities for the San Pedro-Long Beach special event water taxi service within the following categories:

1. Federal, state, and local funding sources that may be applicable to potential water taxi service, and public-private partnership opportunities
2. Grant funding sources focused on passenger ferry services.

This memo responds to the November 2025 Metro Board Motion which directed staff to “assess short-term and special-event funding options, including public-private partnership cost-sharing, sponsorship models, federal maritime or mobility grants, and temporary operations funding, to support Games-time service. Such funding source options shall not be eligible for bus or rail operations.”

### **State and Local Funding Sources**

- **California Transportation Development Act (TDA) Article 4, State Transit Assistance & SB1 Funds.** These programs provide operating and capital funding to Metro and 17 municipal transit operators throughout LA County. TDA Article 4 funds are available to bus and rail projects and should not be considered to fund the water taxi.
- **California TDA Article 8 Funds.** Allocations for areas within Los Angeles County, but outside the Metro service area. This includes allocations to Avalon, Lancaster, Palmdale, Santa Clarita, and portions of unincorporated areas of Los Angeles County for transit, street and road projects.
- **Local Return Funding.** Local Return funding is awarded to all LA County jurisdictions from local sales tax measures to support local transportation within their jurisdictional boundaries. Examples include transit services, roadway improvements, bicycle and pedestrian infrastructure, traffic signal coordination and senior dial-a-ride services. At the end of Fiscal Year 2025, the City of Los Angeles had a Local Return fund balance of \$643 million, the City of Long Beach had a fund balance of \$113 million, and LA County had a fund balance of \$293 million.

- **Local Revenue Measures:** While no new taxes are currently tied to LA28, existing local transportation sales tax measures (e.g., Measure M) may indirectly support Games-related improvements.
- **Local Funding:** Funding for water taxi service may be provided by ports, cities, or waterfront development organizations on one or both ends of the route.

### Public–Private Partnerships (P3s)

Delivery of transportation projects through public-private partnership has been highlighted as a key opportunity for special event services. Potential funding sources include:

- Corporate partnerships (naming rights, advertising, etc.)
- Licensing agreements
- Hospitality programs/packages
- Technology partnerships
- On-board concessions and exclusive beverage partnerships
- Exterior livery (hull wrap / exterior branding)

While the 2028 Games provide the greatest anticipated opportunity for revenue generation through public-private partnerships, these sources may also be available for long-term service once ridership demand and schedule are known. As of June 2026, LA28’s advertising guidelines and restrictions have not yet been finalized.

### Typical Ferry Funding Sources

The following revenue sources are available to fund ferry projects and include grants commonly sought by ferry operators. Many federal grants are currently funded through the Infrastructure Investment and Jobs Act which is set to expire November 2026. The table below provides a high-level overview of grant opportunities, as well as the eligibility of special event service. Funding sources available to bus and rail projects are noted under *Eligible Projects*, and per Board direction, should not be considered as viable options to fund the water taxi service.

| Grant Program                                                                                                                                                                          | Eligible Recipients      | Eligible Projects                                                                                                                                                                      | Available for short-term service? |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <b>Better Utilizing Investments to Leverage Development (BUILD) Grant Program</b> (previously known as the Rebuilding American Infrastructure with Sustainability and Equity [RAISE]). | State and local agencies | The USDOT BUILD grant program provides funding for construction and planning of surface transportation projects with significant local or regional impact, including ferry vessels and | Unlikely                          |



| Grant Program                                                                                                                                                                                  | Eligible Recipients                                         | Eligible Projects                                                                                                                                                                              | Available for short-term service?                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                |                                                             | <p>terminals. The grant is funded in a five-year cycle with annual grant submissions.</p> <p><b><i>Available to bus and rail projects. Do not consider for Water Taxi.</i></b></p>             |                                                                                               |
| <b>Construction of Ferry Boat and Ferry Terminal Facilities Program (FHWA)</b>                                                                                                                 | Funding distributed by State DOTs and MPOs                  | This program was established to fund the design and construction of ferry boats and ferry terminal facilities based on a statutory formula, with funding available to existing ferry services. | Unlikely                                                                                      |
| <b>Passenger Ferry Grant Program – Section 5307(h).</b> FTA's Passenger Ferry Grant Program provides competitive funding for projects that support passenger ferry systems in urbanized areas. | State and local agencies (recipients of Section 5307 funds) | Capital projects for passenger ferry systems in urbanized areas                                                                                                                                | Unlikely (supporting the establishment of new passenger ferry services is an identified goal) |
| <b>Low-No Ferry Program (FTA)</b>                                                                                                                                                              | State and local agencies                                    | Capital projects for the purchase of electric or low-emitting ferry vessels and related infrastructure in urbanized or rural areas.                                                            | Unlikely that short-term service would score favorably                                        |

| <b>Grant Program</b>                                                                                                                                                                                        | <b>Eligible Recipients</b>         | <b>Eligible Projects</b>                                                                                                                                                                                                                  | <b>Available for short-term service?</b>                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Surface Transportation Block Grant Program (STBG).</b> While not typically used for ferry projects, FHWA's STBG program can be used to fund a wide range of programs including transit capital projects. | Distributed by state DOTs and MPOs | Eligible projects include highway construction and repair, bridge/tunnel projects, transit capital improvements, pedestrian and bicycle infrastructure.<br><br><i>Available to bus and rail projects. Do not consider for Water Taxi.</i> | Unlikely                                                                              |
| <b>Congestion Mitigation and Air Quality (CMAQ) Program (FHWA)</b>                                                                                                                                          | State or local governments         | Capital projects or operating assistance. Ferry projects appear to be eligible if located in a non-attainment area.<br><br><i>Available to bus and rail projects. Do not consider for Water Taxi.</i>                                     | Can be used for new or expanded transportation services                               |
| <b>Capital Investment Grant Program – Major Capital Investments (New &amp; Small Starts 5309 (b)(1) (FTA)</b>                                                                                               | State or local governments         | Capital investments for new or expanded fixed guideway systems (including ferries)<br><br><i>Available to bus and rail projects. Do not consider for Water Taxi.</i>                                                                      | Requires multi-year, multi-step development process, favoring high ridership services |
| <b>Carbon Reduction Program (CRP)</b>                                                                                                                                                                       | Funding distributed                | Projects which reduce carbon emissions; funds                                                                                                                                                                                             |                                                                                       |

| Grant Program                                                                                                       | Eligible Recipients                               | Eligible Projects                                                                                                                                                                                                                                                                       | Available for short-term service?                                                     |
|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|                                                                                                                     | by State DOTs                                     | may be used for both capital and operating expenses<br><br><b><i>Available to bus and rail projects. Do not consider for Water Taxi.</i></b>                                                                                                                                            |                                                                                       |
| <b>Congressionally Directed Spending: Transportation, Housing, and Urban Development</b>                            | Funding may be awarded to state or local agencies | Transportation projects are eligible                                                                                                                                                                                                                                                    | Would require coordination to understand eligibility. Funding availability uncertain. |
| <b>California Air Resources Board (CARB) Sustainable Heavy-Duty Initiatives for Future Technology (SHIFT) grant</b> | Private industry                                  | Pre-commercial demonstrations and large-scale pilots of advanced technology, including eligible project types such as on-road heavy-duty truck pilots, locomotives, rail, and commercial harbor craft.<br><br><b><i>Available to rail projects. Do not consider for Water Taxi.</i></b> | If zero-emissions technology development is included.                                 |
| <b>California Clean Off-Road Equipment (CORE)</b>                                                                   | CA businesses or agencies                         | Incentive project intended to encourage California off-road equipment owners to purchase or lease currently available commercial zero-emission off-road                                                                                                                                 | If zero-emissions technology development is included.                                 |

| Grant Program | Eligible Recipients | Eligible Projects                         | Available for short-term service? |
|---------------|---------------------|-------------------------------------------|-----------------------------------|
|               |                     | equipment, or repower existing equipment. |                                   |

## ATTACHMENT C – Comparison of Fares

The table below provides example comparisons of current one-way adult and reduced (e.g., senior or student) fares for ferry and other transit modes in major U.S. cities.

| <b><u>Agency/<br/>Region</u></b> | <b><u>Ferry</u></b>                                                                                                              | <b><u>Bus</u></b>                                        | <b><u>Subway</u></b>               | <b><u>Light rail</u></b>                                              |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------|-----------------------------------------------------------------------|
| King County<br>Metro (Seattle)   | \$7 (adult)<br>\$3 (reduced)                                                                                                     | \$3 (adult)<br>\$1 (reduced)                             | N/A                                | \$3 (adult)<br>\$1 (reduced)<br><i>*Operated by<br/>Sound Transit</i> |
| Kitsap Transit<br>(WA)           | <i>Local Ferries</i><br>\$2 (adult)<br>\$1 (reduced)<br><br><i>Cross-sound<br/>Ferries</i><br>\$7.50 (adult)<br>\$3.75 (reduced) | \$2 (adult)<br>\$1 (reduced)                             | N/A                                | N/A                                                                   |
| Long Beach<br>Transit            | <i>AquaLink</i><br>\$5 (adult)<br><br><i>AquaBus</i><br>\$1 (adult)                                                              | \$1.25 (adult)<br>\$0.60 (reduced)                       | N/A                                | N/A                                                                   |
| MBTA<br>(Massachusetts)          | \$2.40- \$9.75<br>(adult)                                                                                                        | \$1.70 (adult)<br>\$0.85 (reduced)                       | \$2.40 (adult)<br>\$1.10 (reduced) | N/A                                                                   |
| NYC Ferry /<br>MTA               | \$4.50 (adult)<br>\$1.45 (reduced)                                                                                               | \$3 (adult)<br>\$1.50 (reduced)                          | \$3 (adult)<br>\$1.50 (reduced)    |                                                                       |
| San Francisco<br>Bay Area        | \$4.90 (adult)<br>\$2.40 (reduced)<br><i>*San Francisco<br/>Bay Ferry</i>                                                        | \$2.50 (adult)<br>\$1.25 (reduced)<br><i>*MTA (MUNI)</i> | N/A                                | \$2.50 (adult)<br>\$1.25 (reduced)<br><i>*MTA (MUNI)</i>              |

# 2026-0456 Update on Feasibility of Water Taxi Service from San Pedro to Long Beach

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Operations, Safety, and Customer Experience Committee – July 16, 2026

# Recommendation

RECEIVE AND FILE an update on the feasibility of water taxi service between San Pedro and Long Beach.

# Industry Engagement Process

- November 2025: San Pedro-Long Beach Water Taxi Feasibility Study released
- April-May 2026: Request for Information (RFI) process to gather feedback from industry experts
- April-Ongoing: Discussions with stakeholders & industry experts
  - U.S. Coast Guard (USCG), LA28 security and venue planning teams, vessel designers and operators, and transit agencies experienced in contracting ferry service
- May 2026: Reverse Pitch Presentations to Metro staff

| Service Areas              | Respondents                                                                                                                |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Turn-key operators         | <ul style="list-style-type: none"><li>• Hornblower Yachts, LLC</li><li>• Harbor Breeze Cruises</li><li>• PROP SF</li></ul> |
| Vessel builders            | <ul style="list-style-type: none"><li>• Arc</li><li>• Artemis</li></ul>                                                    |
| Digital platform provider  | <ul style="list-style-type: none"><li>• Bout</li></ul>                                                                     |
| Labor                      | <ul style="list-style-type: none"><li>• Inland Boatman's Union (IBU)</li></ul>                                             |
| Waterway advertising/media | <ul style="list-style-type: none"><li>• Ballyhoo Media</li></ul>                                                           |



# RFI & Reverse Pitch Findings

## Industry Interest

- Responses included two turn-key operators and other firms capable of providing service components.
- Desire to support 2028 Games service as a stand-alone opportunity and as proof of concept for potential long-term service.

## Turn-key Operator Capabilities

- Water Taxi Start-up and Operations
- Vessels and Landing Sites
- Supportive Services

## Estimated Costs

- \$950,000 to \$1,535,000 for the 47-day service period.
- A combination of subsidies, fare revenue, and other sources, such as advertising, would be needed to meet the cost of service.

## Information Gaps Identified by Respondents

- **Unclear estimated demand:** Understanding overall demand and demand by time of day will support the development of service schedules and support revenue forecasting and development.
- **Lack of funding clarity:** If a baseline funding level is provided, operators can right-size proposed vessels and service schedules.
- **Restrictions around sponsorship/advertising:** Confirmation of LA28 advertising guidelines and restrictions will inform potential revenue opportunities.

# RFI & Reverse Pitch Findings

- **Importance of a Turn-key Operator:** Partnership with turn-key operator capable of providing suitable vessels with all required approvals in place is needed to meet the implementation timeline.
- **Potential Coordination with Existing Water Taxi Operations:** Explore whether current operators in the region are interested in expanding their service footprint.
- **Potential 2028 Games Constraints:** Planning for security zones and in-water events is ongoing and are likely to be uncertain until and even during Games time. Water taxi schedules and routes may need to be adjusted when sailing events are held in San Pedro and when athletes are training in the water.
- **Coordination with Harbor Operations:** To inform route operating requirements and schedule parameters, coordination with the Olympics Maritime Safety and Security Subcommittee and other harbor operators will be critical.
- **Gaps in Funding Opportunities:** Most grants typically used by ferry operators focus on capital projects. Among opportunities that offer funding for operations, it is unlikely that a short-term service would be eligible or score well for a competitive federal or state grant. Additionally, in Motion 18, the Metro Board instructed staff that *“funding source options shall not be eligible for bus or rail operations.”* This limits the availability of most Metro funding for this potential service. However, local return funding is available to all LA County jurisdictions to support transportation.

# Additional Considerations

| Topics            | Decision Points                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Variables | <ol style="list-style-type: none"><li>1. <b>Specify minimum service requirements to be included in an RFP or work with an operator in a planning phase to make decisions in partnership.</b><ul style="list-style-type: none"><li>• Focus on transportation for Games events OR wider Games-period/summer tourism</li><li>• Length of service period</li><li>• Fixed schedule or variable based on events schedules</li><li>• Confirm landing sites</li></ul></li></ol> |
| Staffing          | <ol style="list-style-type: none"><li>2. <b>Staffing strategy</b></li><li>3. <b>Metro FTE hire to manage operator contract</b></li></ol>                                                                                                                                                                                                                                                                                                                                |
| Funding Options   | <ol style="list-style-type: none"><li>4. <b>Funding sources and commitment</b></li><li>5. <b>Advertising &amp; revenue sharing opportunities/restrictions</b></li><li>6. <b>Fare policy</b></li></ol>                                                                                                                                                                                                                                                                   |
| Procurement       | <ol style="list-style-type: none"><li>7. <b>Preferred contracting model</b></li></ol>                                                                                                                                                                                                                                                                                                                                                                                   |

# Questions?



## Board Report

**File #:** 2025-0436, **File Type:** Informational Report

**Agenda Number:** 51.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

**SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE status update on the ZEB Program.

#### **ISSUE**

This report provides a status update on the ZEB transition plan, including bus acquisition, division electrification, and upcoming program activities.

#### **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, staff 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) will be complete in late 2026, and design is underway for Divisions 18 (Carson) and 7 (West Hollywood).

In December 2025, Metro electrified the J Line. However, in January 2026, a mechanical problem with the BYD buses caused a pause in battery electric bus (BEB) service. Staff worked with BYD to determine the cause of the issue. Repairs are in progress, and BEBs are returning to the J Line.

Key developments from the last ZEB Program update include:

- Metro closed the response period for its 220 BEB solicitation, with the contract award pending Board approval.
- Metro launched and completed an extended range BEB pilot with Ebusco.
- Division electrification projects at Divisions 9, 18, and 7 continue to progress.
- Installation of the 8 replacement on-route chargers on the G Line is complete.

## **DISCUSSION**

### *Current ZEB Fleet and Incoming Deliveries*

Metro currently owns 140 ZEBs (representing 6.46% of the total bus fleet). An additional 9 BYD K9MD model buses are in production and will be delivered in 2026.

Metro will receive a transfer of 19 New Flyer battery-electric buses (BEBs), ranging in age from 3 to 4 years, from Lane Transit District in FY27, pending final regulatory approvals.

### *New Bus Acquisitions*

In December 2025, Metro released two Requests for Proposals (RFPs), 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 buses. The first contract for 220 BEB .

Metro is leveraging the Washington State Department of Enterprise Services contract to procure up to 40 BEBs targeting delivery to begin by the end of FY27.

### *Extended Range BEB Pilot*

In April 2026, Metro launched a 6-week pilot of a 40-foot BEB manufactured by Netherlands-based Ebusco. With its lightweight body, the Ebusco bus advertises high battery energy efficiency and a range exceeding 300 miles on a single charge. The bus operated in shadow service in downtown Los Angeles and the San Fernando Valley to ensure operational compatibility with Metro's service. The Ebusco BEB showed substantially improved energy efficiency, being 2.2 to 3.3 times more efficient than existing Metro BEBs, and it has an estimated range of over 300 miles per charge, exceeding the current BEB fleet's range by more than 100 miles.

### *Division Electrification*

Metro's bus fleet operates out of ten directly-operated and two contract-operated bus divisions. Metro's current plan to electrify its fleet anticipates electrification of all bus divisions no later than 2035. Since the last program update, staff have re-evaluated the division electrification schedule and re-sequenced the order. Staff evaluated several key considerations including fleet composition, block distance, demand load, utility capacity, site constraints, impact to operations, cost, and other factors.

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The evaluation identified structural, operational, and utility capacity constraints at Divisions 5 and 13, which would likely impact the program delivery schedule. Therefore, Divisions 2 and 3, which represent the better options for division electrification, were moved up in the sequence to follow Divisions 9, 18, and 7, which will be the first three divisions to be electrified. No changes have been made to the 2035 timeline for program delivery. Staff will continue to evaluate the division electrification sequence at key program milestones and make adjustments as necessary to support achievement of schedule goals.

While staff have made adjustments to the sequence, it is important to note that funds for Division 2 electrification and the subsequent divisions have not yet been identified. While staff continue to advance an aggressive grant strategy for the ZEB program funding, a lack of funding represents a schedule risk for program delivery. In the event of a funding shortfall for full electrification of Division 2, the project could be scaled to available funding. Staff will continue to seek grant opportunities available to the project.

Division 9 civil construction was completed in February 2026, and the gantry structure was handed over for installation and commissioning of the four depot pantograph charging clusters. Pantographs have been mounted. Connecting hardware installation and wire pulling is in progress. Installation and commissioning will continue through Fall 2026, with the first charging cluster commissioned by this Summer.

Preconstruction Phase I of the Division 18 and 7 Progressive Design Build Operate and Maintain (PDBOM) contract is underway. Phase I consists of design, constructability review, site investigations, risk assessment, and schedule and phasing development. The project will construct charging infrastructure to power more than 400 BEBs between the two divisions.

### *En Route Charging Projects*

Several stations across Metro's bus network have been identified as candidates to install en route charging to support BEBs that operate on lines with long bus blocks that cannot be completed without additional charging time during the work day. These lines include the North San Fernando Valley Transit Improvements Project, North Hollywood to Pasadena BRT, G Line, and J Line.

Metro has issued consultant task orders to prepare 100% design packages for the en route charging sites that will support the North Hollywood to Pasadena BRT and North San Fernando Valley Transit Improvements Project. The sites include North Hollywood Transit Center, Universal/Studio City Station, and Divisions 8 and 15. Charging equipment has been procured, utility service requests have been submitted, and staff aim to construct these sites no later than 2028.

All replacement opportunity chargers on the G Line have been commissioned and are in use to support G Line BEBs.

## **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 9 is located within Equity Focus Community (EFC). Because residents of EFCs may have a higher reliance on bus transit, delays to

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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.

### **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 maintain and encourage transit ridership. Metro's transition to a ZEB fleet will enhance the 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**

The report 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.

### **NEXT STEPS**

Staff will continue to deliver on the charging infrastructure projects at Divisions 9, 18, and 7. Staff will also continue evaluating proposals to the bus procurements and will return to the Board this summer with recommendations for award.

### **ATTACHMENT**

Attachment A - Board Motion 50

Prepared by: Shaun Miller, Deputy Executive Officer, Project Management (213) 922-4952  
Amy Romero, Deputy Executive Officer, Project Management (213) 922-5709  
Matthew Dake, Deputy Chief Operations Officer, Vehicle Maintenance & Engineering, (213)  
922-4061



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



Metro

Los Angeles County  
Metropolitan Transportation  
Authority  
One Gateway Plaza  
3rd Floor Board Room  
Los Angeles, CA

## 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.



# Zero Emission Bus (ZEB) Program Quarterly Update

VEHICLE ENGINEERING & ACQUISITION

Operations, Safety, and Customer Experience Committee  
July 16, 2026



# Charging Infrastructure Project Updates



## Division 9 & El Monte Transit Center

- EMTC and bus yard opportunity chargers are complete and supporting J Line.
- Civil construction complete. Charger installation and commissioning will be completed in phases through the fall.

## Division 18 & 7

- Charging concept development and design in process.

## Opportunity Charging Sites (Countywide)

- Civil design in process for North Hollywood Transit Center, North San Fernando Valley Transit Improvements Project sites, and sites supporting Division 9 buses.

## J Line Electrification

- J Line soft launch on December 14, 2025.
- The mechanical issue that paused BEB service has been identified. Repairs are in progress, with buses returning to service as they are completed.
- Line currently averaging 65% electric service daily.

## G Line Charger Replacements

- All 8 charger replacements completed and commissioned



Photo: G Line North Hollywood Station



Photo: Division 9 Depot Chargers



**Metro**

# Status of Division Electrification (First Five Divisions)



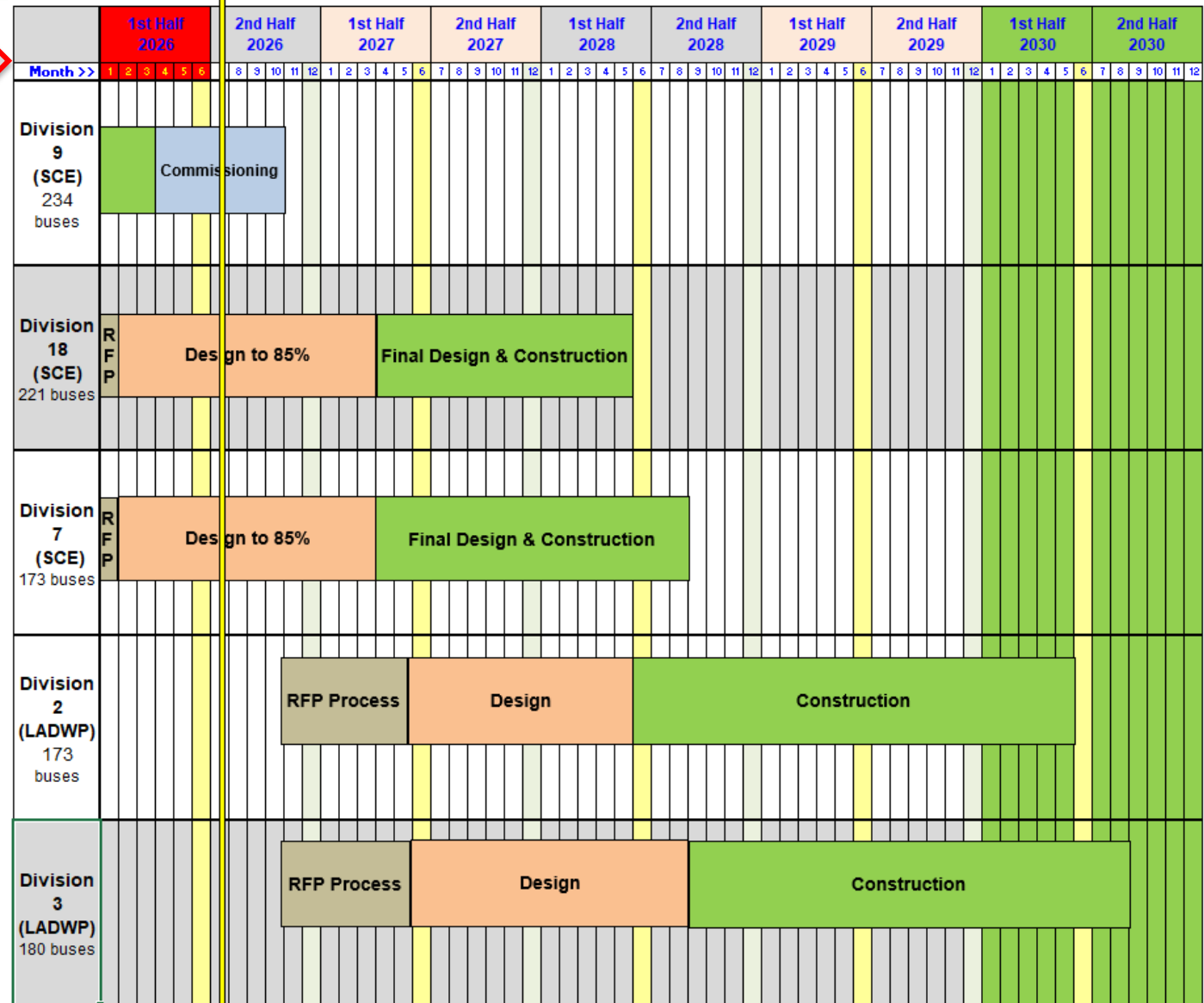
## Electrification schedule for first five divisions

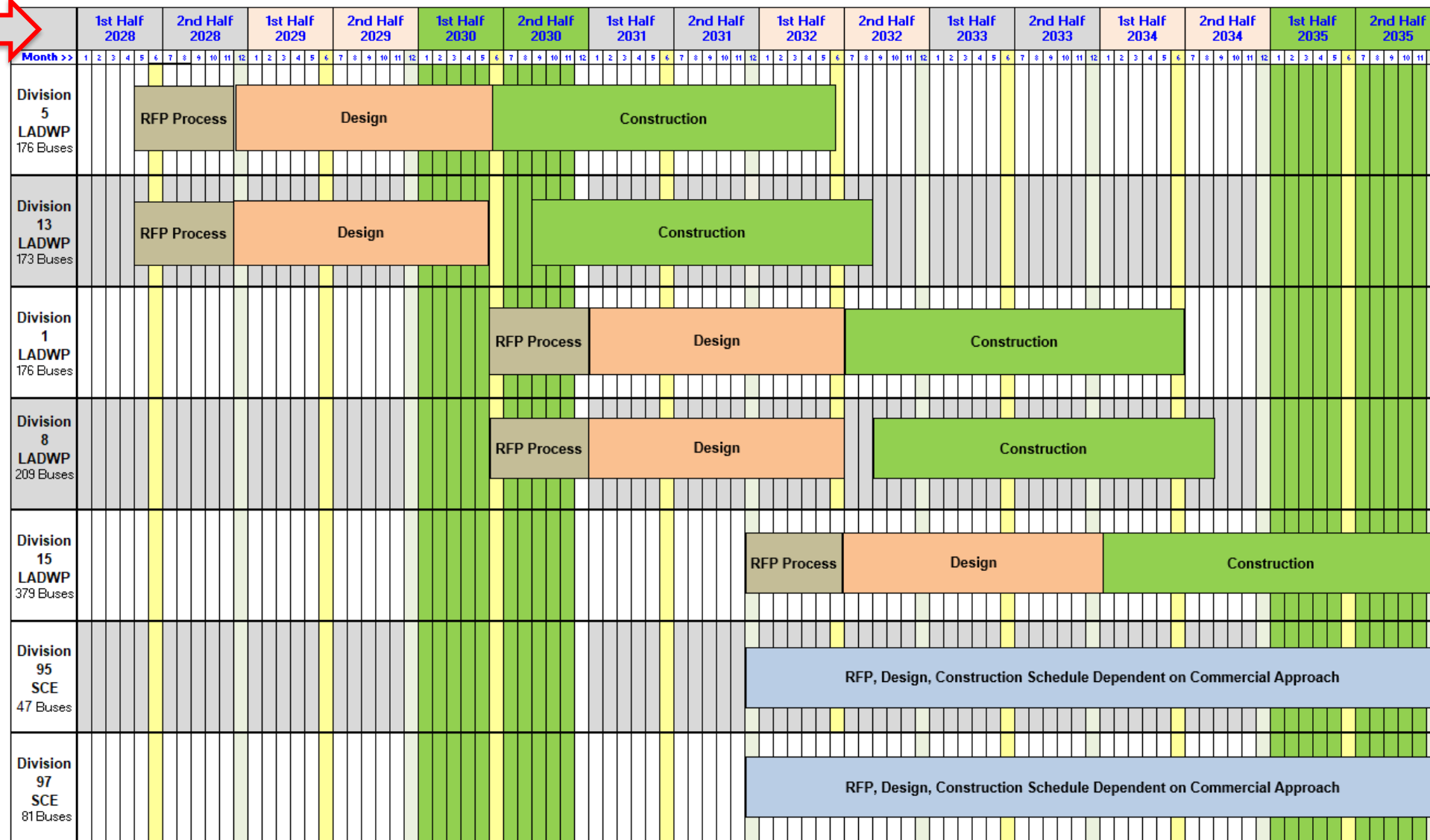
Staff adjusted the division sequence, moving Divisions 2 & 3 ahead of Division 5.

Staff evaluated divisions by fleet composition, block distance, demand load, utility capacity constraints, impact to operations, cost, and other factors.

The sequence will be re-evaluated at key program milestones.

*Funding for Division 2 and subsequent divisions remains to be identified.*



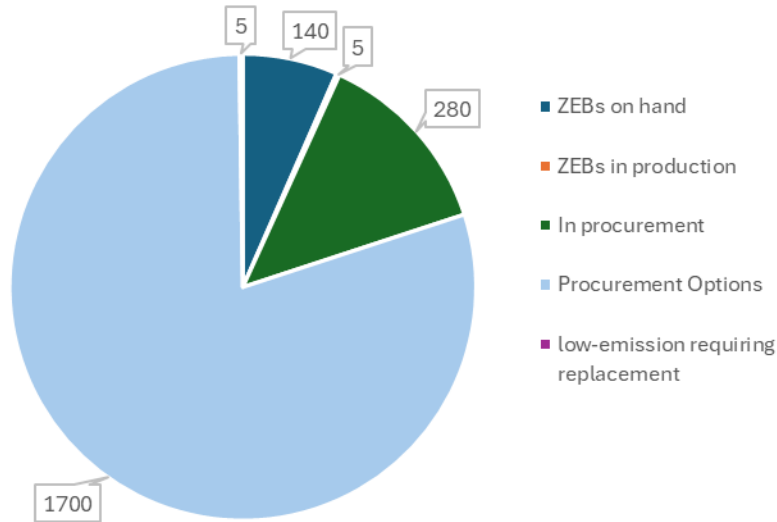




# Status of Bus Acquisition



## Status of ZEB Fleet Transition



\*Assumes future fleet size of 2,130 buses  
Data as of 6/16/26



## 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
  - In the process of negotiating with OEMs to complete award

## BYD Bus Deliveries

- 90 of 95 K9MD buses have been delivered
- BYD is currently 5 buses behind schedule
  - Liquidated damages (LDs) for delayed buses, buses out of service over 30 days and manuals
- Root cause of recent mechanical issues identified and repairs in process

# Ebusco Pilot Results



## Ebusco 3.0 40' BEB

6-week pilot conducted to evaluate long range European-manufactured BEB viability in LA Metro operating conditions.

### Outcome

- Ebusco 3.0 demonstrated significantly better energy economy at 1.44 kWh/mile (2.2 to 3.3 times more efficient than Metro BEBs)
- Estimated range on a single charge is between 300 and 320 miles
- 41% regenerative braking recovery rate
- The feedback from operators was positive, particularly regarding ride quality, acceleration, and maneuverability.
- Challenges include time-consuming manual ride height adjustments and rear clearance issues due to the bus design.



Photo: Ebusco pilot bus

# Continuing Activities



## Upcoming project activities

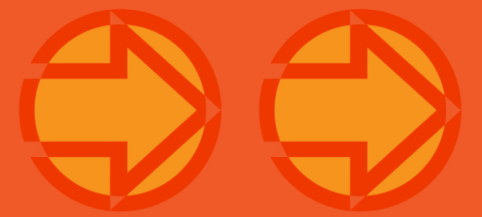
- Finalize procurement processes for award of contracts for BEBs.
- Continue commissioning of Division 9 depot chargers.
- Continue concept development and design of Divisions 18 and 7 depot electrification projects.
- Pursuing aggressive grant strategy for Division charging infrastructure and buses.



Photo: BYD K9MD bus at Harbor Gateway Transit Center



THANK YOU





Board Report

File #: 2026-0362, File Type: Informational Report

Agenda Number: 52.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 16, 2026

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2026

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro’s bus ridership for the first quarter (January, February, March) of calendar year 2026, compared to the same Q1 CY2025. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, Equity Focus Communities (EFCs) and non-EFCs, time period, line/line group, as well as average passenger trip length.

BACKGROUND

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and was to be rolled out in two phases: “Reconnect” and “Transit First.”
- “Reconnect” is the initial phase to restructure the existing network and was implemented over three dates: December 2020, June 2021, and December 2021.
- “Transit First” is an additional phase to maximize the plan’s effectiveness through strategic, quick-build capital investments in improved bus speeds and direct revenue service hours (RSHs) saved on bus frequency improvements.
- After ridership peaked in late 2024/early 2025, since June 2025, ridership has shown a reduction compared to the previous year; this appears to be linked to federal immigration enforcement actions that began in that month

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro’s 117 bus lines, summarized in Table 1.

Table 1: NextGen Frequency Tiers as of March 2026

| Service Type                  | Peak Weekday | Midday Weekday | Evening | Daytime Weekend | Number of Lines |
|-------------------------------|--------------|----------------|---------|-----------------|-----------------|
| Core Network (Tier1)          | 5-10         | 5-10           | 10-15   | 7.5-15          | 29              |
| Convenient Network (Tier 2)   | 10-12        | 10-12          | 20-30   | 15-30           | 26              |
| Connectivity Network (Tier 3) | 20-30        | 20-30          | 30-60   | 30-60           | 26              |
| Community Network (Tier 4)    | 40-60        | 40-60          | 60      | 60              | 36              |

When fully implemented, the “Transit First” scenario was expected to achieve a 15-20% ridership increase resulting from increased speed of service/reduced travel times after implementing speed and reliability items including new bus lanes and expanded transit signal priority, with reinvestment of time savings to increase service frequencies.

## **DISCUSSION**

### **Travel Market**

Before reviewing bus system ridership, it is important to consider changes in the overall travel market in the Metro service area. Overall travel demand is calculated using Location-Based Services (LBS) cell phone data. In 2023, total travel demand remained about 8% below 2019 pre-NextGen levels; in 2024, it was 7% below; and in 2025, 5% below. Charts 4 and 5 in Attachment E contain data by year in total and time of day.

Travel volumes by time of day are mixed:

- AM peak travel volumes somewhat recovered in 2025 after remaining well below 2019 levels in 2023 and 2024.
- Midday travel volumes exceeded 2019 levels in 2023, matched them in 2024, but in 2025, midday travel showed a slight decline to below 2019 levels.
- After a surge in afternoon peak travel in 2022 exceeding 2019 levels in the 3 PM hour, demand leveled off to pre-2019 levels in 2023 and 2024, and slightly below 2019 levels for 2025. The same pattern is seen for evening hours.
- Travel demand during the late evening and overnight hours into the early AM appears to match 2019 levels.

Some of the slight decline in travel demand may be related to immigration enforcement actions, which affect not just transit ridership but overall travel demand. This slight decline in overall travel may also relate to expanded availability of online services and commerce (midday). Telecommuting (AM and PM peaks) likely continues at higher levels than in the past, but some workers are returning to the office on more days per week, including federal workers returning full time in 2025.

### **Weekday Ridership:**

Q1 CY2026 average weekday ridership declined 3.5% compared to the Q4 CY2025 decline of 5.8%, slightly lower compared to the previous quarter. The peak months for Q1 CY 2026 were March 2026 (739,730 down 1.8%), with February 2026 (715,025, down 3.3%) and January 2026 (688,864, down

5.6%) compared to the same months in 2025. Overall weekday ridership trends are depicted by month in Chart 1, Attachment E.

### **Saturday Ridership:**

Average Saturday bus ridership showed year-over-year declines beginning in June 2025 after several years of consistent growth. Average Q1 Saturday bus ridership declined 5.8% compared to the same quarter in 2025, the same reduction as for Q4 CY2025, and was reduced compared to Q3 CY2025 (which was down 6.8%). The reduction was most pronounced in January 2026 (down 6.9%), with February and March down 4.0% and 4.5%, respectively. Monthly Saturday ridership trends are depicted in Chart 2 in Attachment E.

### **Sunday Ridership:**

Average Sunday bus ridership declined beginning in June 2025, though to a smaller extent than on Saturday. Q1 CY2026 average Sunday ridership showed a 2.2% decline compared with Q1 2025, a smaller decline than the 4.4% and 3.8% declines for Sunday Q3 and Q4 CY2025, respectively. This shows a declining rate of average Sunday ridership by quarter. The largest Sunday decline this quarter was 3.1% in January 2026, with February down 2.5% and March down 1.2%. Results by month are depicted in Chart 3 in Attachment E.

Except for Saturday, these results show significant overall reductions in the rate of ridership decline in Q3 and Q4 CY2025, but still a decline compared to the consistent ridership growth before June 2025. This suggests the impacts of immigration enforcement on Metro bus system ridership may be declining. Results for Q1 CY2026 average daily ridership are summarized in Table 2 below.

**Table 2: Average Ridership by Day Type Q1 CY2026 compared to Q1 CY2025**

| Q1 Calendar Year (CY)      | Weekday | Saturday | Sunday  |
|----------------------------|---------|----------|---------|
| 2025                       | 740,612 | 526,030  | 425,504 |
| 2026                       | 714,869 | 495,662  | 415,974 |
| % Change Q1 Year Over Year | -3.5%   | -5.8%    | -2.2%   |

### **Service Reliability**

Service reliability improved in Q1 CY2026 versus Q1 CY 2025, with overall bus system on-time performance at 76.5%, up from 75.5% in the same quarter of 2025. This improvement should support ridership retention and growth and should not be considered an overall cause of ridership decline this quarter.

### **Ridership Impacts from Fare Programs**

The introduction and expansion of new fare programs (e.g., GoPass for students and LIFE Program for low-income riders) have likely contributed to ridership growth and recovery in 2024 and 2025.

The overall LIFE Program and GoPass boardings growth continued throughout CY2025, even with

the overall ridership decline in the second half of CY2025. While some of these programs' growth is due to new participants, much of it is due to existing riders enrolling. Enrollment and use of these programs have slowed, likely due to immigration enforcement impacts, though they may be helping offset lost ridership.

### **Ridership by Service Area**

Overall, Q1 weekday bus system ridership declined 3.5% compared to 5.8% in Q4 CY2025. There are notable changes, with larger rates of decline in two service areas and reduced rates of decline in three areas compared to Q4 CY2025.

Average Q1 CY2026 weekday ridership compared to Q1 2025 showed declines in all service areas, with the least declines in the San Gabriel Valley and Westside Central, but with large reductions in the rate of decline for South Bay Cities, San Fernando Valley, and Gateway Cities in Q1 CY2026 compared to the previous quarter. Table 5 (Attachment E) shows full year-over-year details of the percentage change in average daily ridership by service area between Q1 CY 2026 and Q3 and Q4 CY 2025.

Saturday system ridership decreased overall, down by 5.8% in Q1 CY2026 over Q1 CY2025, the same as compared to 5.8% in CY2025 Q4, with San Gabriel Valley was least impacted while largest declines were still in South Bay Cities and Gateway Cities.

- These patterns differ from those on weekdays, with steeper declines in Gateway Cities and the San Gabriel Valley in Q1 than in Q4. However, Westside Central, South Bay Cities, and San Fernando Valley saw some mild reductions in the rate of Saturday ridership decline compared to Q4 results.

Sunday ridership in Q1 CY2026 declined overall. However, the rate of decline was less than in Q3 and Q4 CY2025 (down 2.2% compared to 4.4% and 3.8%, respectively). In all five service areas, the rate of decline was less than that of Q4 CY2025; there were significantly lower decline rates for Sunday in Q1 CY2026 in Gateway Cities, South Bay Cities, and Westside Central service areas.

Map 1 in Attachment E shows a comparison of average weekday ridership for Q1 2026 as a percentage of Q1 2025 ridership, illustrating by LA City neighborhood and other LA County cities the level of ridership decline. In Q1 CY2026, larger declines in ridership remain evident in areas affected by the January 2025 fires; these areas account for only a tiny portion of overall bus system ridership, and ridership has begun to recover following service restoration in Q1 CY2026. However, community rebuilding continues, and five bus stop pairs remain out of service on Pacific Coast Highway south of Malibu. Outer areas of the network tended to show increased ridership compared to Q1 CY2025 while small declines were seen year over year in more central parts of the network.

### **Ridership in EFCs**

In Q1 CY2026, EFC boardings as a proportion of total boardings were 1.4% higher than the same quarter of 2019 for weekdays (up 0.6% in Q4 CY2025), up 0.1% for Saturday but down 0.2% from Q4 CY2025, and down 0.1% for Sunday and the same as Q4 CY2025. Compared to Q4 CY2025, this was a big gain for weekdays (0.8%), a minimal change on Saturday (0.2%), and no change for



Sunday in Q1 CY2026.

### **Ridership by Time Period**

Comparing Q1 CY2026 with Q1 CY2025, weekday early AM and AM peak period ridership showed the largest year-over-year declines of 4.5% and 5.7%, respectively. These are far less than the 11.7% and 9.6% year-over-year declines in Q4 CY2025. The midday period was down 3.2%, and the PM peak was next most impacted with a decline of 2.1%, far less than the 6.4% and 7.1% Q4 CY2025 year-over-year declines, respectively. This suggests that travel for work may still be most impacted during the AM peak. Weekday evenings, late evenings, and Owl period all showed increased ridership compared to Q4 CY2025. The evening period increased by 3.1%, reversing a 2.8% decline in Q4 CY2025.

Saturday and Sunday ridership showed the largest declines year-over-year for Q1 CY2026 as follows:

- AM Peak down 8.4% Saturday (down from 12.3% in Q4 CY2025) and down 3.6% Sunday (down from 9.1% in Q4 CY2025),
- Midday down 8.6% Saturday (down from 9.5% in Q4 CY2025) and 4.7% Sunday (down from 7.9% in Q4 CY2025)
- PM peak down 7.3% Saturday (down from 7.6% decline in Q4 CY2025) and down 3.5% Sunday (down from a 7.5% decline in Q4 CY2025)

Least impacted for the daytime were:

- Early AM down 0.7% Saturday (compared to down 6.3% in Q4 CY2025) and up 0.8% Sunday (compared to down 3.3% in Q4 CY2025)
- Evening periods up 2.3% (compared to down 2.0% in Q4 CY2025) and up 3.6% Sunday (compared to down 1.7% in Q4 CY2025).

As with weekdays, both Saturday and Sunday late evening and Owl periods increased ridership: Saturday late evening by 5.9% and 10.8%, compared to 1.2% and 0.4% in Q4 CY2025. Full details are available in Table 6 (Attachment E).

### **Average Trip Length**

Weekday was stable at 3.3 miles, while Saturday was up slightly to 3.4 miles, and Sunday was stable at 3.4 miles, matching the average passenger trip length when most recently measured in 2026. Trip lengths have remained very stable since 2022, even with the recent ridership decline, compared to 4.2-4.3 miles pre-NextGen. This is likely due to NextGen Bus Plan's focus on increasing transit mode share for short-distance trips through more frequent local bus service.

### **Ridership by Line**

Average daily line or line group ridership for Q1 CY2026 versus Q1 CY2025 is compared by day type (weekday, Saturday, Sunday), providing an overview of lines showing varying levels of year-over-year ridership increase or decline (Attachments A, B, and C). Table 7 shows the distribution of line ridership results. Of the 81 weekday bus lines/line groups, 71.6% had ridership in Q1 CY2026 at

between 90-99% of Q1 CY2025 ridership levels, with 67.9% of the 78 Saturday lines/line groups and 59.7% of the 77 Sunday lines/line groups also falling within that tier, which was the largest share of all lines.

Even with the overall system-level trend of reduced ridership in Q1 CY2026, 22 weekday lines/line groups (27.2% of total), 12 Saturday lines (15.4% of total), and 29 Sunday lines (37.7% of total) saw ridership growth compared with Q1 CY2025. Interestingly, as in Q4 CY2025, many of these lines/line groups were lower-frequency, lower-ridership Tiers 3 and 4 lines rather than the higher-frequency, higher-ridership Tiers 1 and 2 lines. However, Tier 3 and 4 only make up 14.3% of total weekday ridership while Tier 1 and 2 make up 85.7%, so it will be important to achieve improved ridership on Tier 1 and 2 lines to improve system ridership overall.

**Table 7: Average Daily Ridership by Line Q1 CY2026 versus CY2025**

| CY2026 vs CY2025 Q1 | Weekday | Saturday | Sunday |
|---------------------|---------|----------|--------|
| 200%+               | 1       | 1        | 0      |
| 150-199%            | 0       | 1        | 2      |
| 140-149%            | 0       | 0        | 1      |
| 130-139%            | 0       | 1        | 0      |
| 120-129%            | 1       | 0        | 0      |
| 110-119%            | 2       | 1        | 3      |
| 100-109%            | 18      | 8        | 23     |
| 90-99%              | 58      | 53       | 46     |
| 80-89%              | 1       | 13       | 2      |
| Total               | 81      | 78       | 77     |

Only few lines with increased ridership were associated with service changes. Lines with increased ridership were distributed across the service area as follows, with the San Fernando Valley strongest:

- San Fernando Valley 9 weekday, 5 Saturday, 13 Sunday lines
- San Gabriel Valley 2 weekday, 3 Saturday, 5 Sunday lines
- Gateway Cities 6 weekday, 1 Saturday, 5 Sunday lines
- South Bay Cities 1 weekday, 1 Saturday, 3 Sunday lines
- Westside Central 4 weekdays, 2 Saturdays, 3 Sundays lines

Two bus lines had significant ridership increases, reversing their significant declines in the quarters since Q1 CY2025, resulting from the Palisades fire of January 2025. Line 602 serving Pacific Palisades was the most impacted line, with ridership in Q1 CY2026 up 126.9% on weekdays, 178.6% on Saturdays, and 179.4% on Sundays compared to Q1 CY2025 levels. Not all areas' populations have yet to return as rebuilding is ongoing. Except for five miles of closed bus stops on PCH south of Malibu, Line 134 has all other stops restored as of Q1 CY2026, with 205.0% weekday ridership increase, 203.5% Saturday, and 171.9% Sunday.

Besides the fire-impacted lines, the largest line ridership improvement rate year over year was 89.3% (improved over 84.6% in Q4 CY2025) on weekdays, 84.0% (down from 86.5% in Q4 CY2025) Saturday, and 88.1% (improved over 85.3% in Q4 CY2025) Sunday, so other than Saturday, the worst year over year rate decline was less impacted than in Q4 CY2025.

## Bus Line Productivity

The measure of passenger boardings per revenue service hour is an industry standard measure of productivity. Table 8 (Attachment E) compares the ten highest- and ten lowest-productivity bus lines based on weekday Q1 CY2026 compared to Q1 CY2025 and provides the same data for those lines on weekends. Bus lines serving some of the LA region's busiest corridors, such as Vermont Av and Western Av, continue to have the highest productivity, while those with the lowest productivity are often at the outer edges of the system, on less busy corridors. Below is data comparing bus system productivity (passenger boardings per revenue service hour) Q1 CY2026 and Q4 CY2025:

- Weekday: 34.1 (up slightly from Q4 CY2025 at 33.8) passenger boardings per revenue service hour (2026) versus 35.0 (2025)
- Saturday: 33.4 (down slightly from 33.6 in Q4 CY2025) passenger boardings per revenue service hour (2026) versus 35.2 (2025)
- Sunday: 28.7 (up slightly from 28.6 in Q4 CY2025) passenger boardings per revenue service hour (2026) versus 29.2 (2025)

Q1 CY2026 weekday and Sunday productivity improved slightly over Q4 CY2025 but were down over Q1 CY2025, which was before the immigration actions began impacting ridership. Only Saturday did not improve in Q1 CY2026. However, productivity improved in Q1 CY2026 compared to Q1 CY2025 for 19 of 81 weekday lines/line groups, 17 of 78 Saturday lines/line groups, and 37 of 77 Sunday lines/line groups. Improved performance is more common on weekends. In some but not all cases, recent service improvements had been made. Line-level ridership details are in the data tables in Attachments A, B, and C.

## Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan, which includes route restructuring and the establishment of frequency tiers, the "Transit First" scenario is designed to increase ridership by leveraging faster service and shorter travel times through the implementation of items from the speed and reliability toolkit such as new bus lanes, expanded transit signal priority, and stop optimization. Progress on such implementations includes 80.5 lane-miles of new bus priority lanes implemented at the end of FY2026 across Metro's service area. The Florence Av bus lane project is the latest to be installed as of May 2026. Updates on upcoming and recent projects are listed below:

- **Sunset Bl Bus Priority Lanes (Metro Line 2):** Metro began outreach on this project in Summer 2025. This 8.4-lane-mile project on Sunset Bl between Vermont Av and Havenhurst Dr will improve bus speed and reliability for over 19,000 daily weekday Metro Line 2 riders by converting existing peak-hour parking lanes to peak-hour bus-priority lanes. This project will complement the Alvarado St bus priority lanes that were installed in 2021 and 2023, which also serve Metro Line 2.
- **Florence Av Bus Priority Lanes (Metro Line 111):** Construction of this peak-hour bus lane project in the City of LA and Unincorporated LA County is complete as of May 2026. This project provides 9.6 lane-miles of peak-period bus-priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. These bus lanes will improve Metro Line 111 speed and reliability.
- **Broadway Bus Priority Lanes (Metro Lines 4, 28, 30, 40, 45, and 90):** Metro began outreach on this project in Spring 2026. This 7.9-lane-mile project on Broadway between

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Cesar Chavez Av and Martin Luther King Jr. BL will improve bus speed and reliability for over 58,000 daily weekday boardings. The project would reconfigure lanes to add full-time bus lanes in both directions. Design will begin in summer 2026, with construction to happen later in 2027.

- **Vermont Transit Corridor:** This project continues to advance early implementation of BRT bus lanes ahead of the larger project delivery. The goal is to deliver the speed and reliability benefits of BRT bus lanes as soon as possible so that riders can benefit from improved service, speed, and reliability. At the same time, work continues on other aspects of the larger project.

### Bus Lane Enforcement (BLE)

Metro continues partnering with LADOT and West Hollywood to have dedicated parking enforcement details patrol and enforce bus lanes. Enforcing the no-parking regulations in the bus lanes helps riders arrive at their destinations faster and more reliably.

There are now 100 vehicles equipped with photo/video capabilities to capture vehicles stopped or parked in bus lanes during posted operating hours, and at bus stops along the affected routes. A bus lane enforcement expansion program has been approved for funding in the FY2027 capital budget program cycle. The expansion will establish bus lane enforcement on all existing and planned bus lanes throughout the County of Los Angeles and increase the number of vehicles equipped with photo/video capabilities to approximately 400.

### EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have historically been more transit dependent. A central goal of the NextGen Bus Plan is to provide improved transit service frequencies, travel times, and reliability for Metro riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC); nearly 9 in 10 live in households with total annual earnings below \$50,000, and almost 6 in 10 are below the poverty line. Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the pandemic.

This analysis shows that a subsequently greater proportion of weekday ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service and speed and reliability enhancements. The NextGen focus is on providing EFC communities with reduced wait times, shorter travel times, and improved access to key destinations. However, the impact of immigration enforcement in keeping people away from the Metro bus system is negating the potential of the NextGen Bus Plan for increasing ridership.

Staff will continue to monitor ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring that enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus services and related adjustments, such as

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comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns.

### **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 to ensure continued progress.

This item supports Metro's systemwide strategy to reduce VMT through planning and operational activities 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.

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 assesses Metro bus ridership trends. Because the 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**

The recommendation supports strategic plan goals:

**Goal #1:** Provide high-quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times and improve competitiveness with other transportation options.

**Goal #2:** Deliver outstanding trip experiences for all transportation system users. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single-occupant drivers.

**Goal #3:** Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

### **NEXT STEPS**

Network ridership for the NextGen Bus Plan will continue to be monitored in 2026 as Metro continues to reliably deliver full service. Metro will also continue implementing bus speed and reliability improvements in 2026, such as new bus lanes and transit signal priority. Meanwhile, only an end to

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immigration enforcement activities may give many riders the confidence to resume riding the Metro system. Another update is planned for the Board in October 2026, covering Q2 CY2026 (April through June 2026).

## **ATTACHMENTS**

Attachment A - Weekday Ridership Recovery Comparison by Line and Line Group

Attachment B - Saturday Ridership Recovery Comparison by Line and Line Group

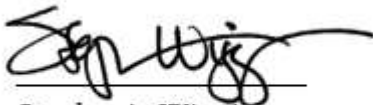
Attachment C - Sunday Ridership Recovery Comparison by Line and Line Group

Attachment D - NextGen Service Tier Changes

Attachment E - NextGen Ridership Review Supporting Data Charts

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Stephanie Wiggins  
Chief Executive Officer

Weekday Ridership and Productivity Comparison by Line – Q1 2026 versus Q1 2025

| Line    | Line Description                                           | Avg Weekday Boardings 2025 Q1 | Avg Weekday Boardings 2026 Q1 | Weekday Ridership % Change 2026 vs 2025 | Weekday RSH 2025 | Weekday RSH 2026 | % Change 2026 over 2025 | Productivity Boardings/ RSH 2025 | Productivity Boardings/ RSH 2026 | Productivity % 2026 over 2025 |
|---------|------------------------------------------------------------|-------------------------------|-------------------------------|-----------------------------------------|------------------|------------------|-------------------------|----------------------------------|----------------------------------|-------------------------------|
| 134     | Santa Monica - Malibu via Pacific Coast Hwy                | 413                           | 846                           | 205.0%                                  | 59.9             | 60.5             | 101.0%                  | 6.9                              | 14.0                             | 202.9%                        |
| 602     | Westwood - Pacific Palisades                               | 496                           | 630                           | 126.9%                                  | 54.4             | 53.2             | 97.8%                   | 9.1                              | 11.8                             | 129.8%                        |
| 296     | Riverside Dr                                               | 580                           | 674                           | 116.1%                                  | 47.5             | 47.3             | 99.6%                   | 12.2                             | 14.2                             | 116.6%                        |
| 501     | North Hollywood - Pasadena Express                         | 1,274                         | 1,413                         | 110.9%                                  | 82.6             | 82.9             | 100.4%                  | 15.4                             | 17.0                             | 110.5%                        |
| 158     | Plummer St, Woodman Av                                     | 1,759                         | 1,916                         | 108.9%                                  | 73.7             | 73.9             | 100.3%                  | 23.9                             | 25.9                             | 108.6%                        |
| 102     | La Tijera Bl, Exposition Bl                                | 1,372                         | 1,493                         | 108.8%                                  | 68.4             | 68.4             | 100.0%                  | 20.1                             | 21.8                             | 108.8%                        |
| 665     | CSULA - City Terrace Shuttle                               | 715                           | 761                           | 106.5%                                  | 45.5             | 45.5             | 100.0%                  | 15.7                             | 16.7                             | 106.5%                        |
| 577     | El Monte - Long Beach VA Express                           | 987                           | 1,050                         | 106.4%                                  | 76.5             | 73.5             | 96.1%                   | 12.9                             | 14.3                             | 110.8%                        |
| 120     | Imperial Hwy                                               | 2,819                         | 2,994                         | 106.2%                                  | 135.1            | 135.3            | 100.1%                  | 20.9                             | 22.1                             | 106.0%                        |
| 202     | Willowbrook Av                                             | 243                           | 257                           | 105.7%                                  | 26.9             | 26.9             | 100.0%                  | 9.0                              | 9.6                              | 105.7%                        |
| 235/236 | Balboa Bl                                                  | 1,906                         | 1,955                         | 102.6%                                  | 81.2             | 81.2             | 100.0%                  | 23.5                             | 24.1                             | 102.6%                        |
| 230     | Laurel Canyon Bl                                           | 3,224                         | 3,303                         | 102.5%                                  | 90.2             | 91               | 100.9%                  | 35.7                             | 36.3                             | 101.6%                        |
| 180     | Hollywood - Pasadena                                       | 7,077                         | 7,276                         | 101.6%                                  | 615.6            | 614.9            | 99.9%                   | 28.7                             | 29.2                             | 101.7%                        |
| 217     | Hollywood Bl Fairfax Bl                                    | 10,562                        | 10,650                        |                                         |                  |                  |                         |                                  |                                  |                               |
| 10, 48  | Melrose Av/Main St/San Pedro St                            | 7,189                         | 7,301                         | 101.5%                                  | 219.2            | 220.2            | 100.5%                  | 32.8                             | 33.2                             | 101.1%                        |
| 460     | Downtown LA - Norwalk - Disneyland                         | 4,179                         | 4,243                         | 101.5%                                  | 181.2            | 181.6            | 100.2%                  | 23.1                             | 23.4                             | 101.3%                        |
| 164     | Victory Bl                                                 | 6,243                         | 6,333                         | 101.4%                                  | 199.8            | 203.9            | 102.1%                  | 31.2                             | 31.1                             | 99.4%                         |
| 92      | Downtown LA - Glenoaks Bl - Sylmar                         | 5,794                         | 5,869                         | 101.3%                                  | 237.8            | 238.8            | 100.4%                  | 24.4                             | 24.6                             | 100.9%                        |
| 218     | Studio City - Beverly Hills                                | 634                           | 642                           | 101.1%                                  | 32.5             | 32.4             | 99.7%                   | 19.5                             | 19.8                             | 101.4%                        |
| 2       | Sunset Bl (became Sunset Bl - Alvarado St)                 | 18,475                        | 18,540                        | 100.4%                                  | 472.5            | 471.7            | 99.8%                   | 39.1                             | 39.3                             | 100.5%                        |
| 258     | Fremont Av - Eastern Av - Garfield Av                      | 2,182                         | 1,994                         | 100.3%                                  | 468.4            | 472.6            | 100.9%                  | 18.0                             | 17.9                             | 99.4%                         |
| 267     | El Monte - Pasadena via Temple City Bl and Del Mar Bl      | 1,770                         | 1,851                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 268     | El Monte - Pasadena via Baldwin Av                         | 743                           | 682                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 287     | Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287) | 967                           | 926                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 662     | Pasadena - Altadena via Lake Av, Lincoln Av                | 1,391                         | 1,559                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 686     | Los Robles Av (687); Allen Av (686)                        |                               | 0                             |                                         |                  |                  |                         |                                  |                                  |                               |
| 487/489 | Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)     | 1,363                         | 1,424                         |                                         |                  |                  |                         |                                  |                                  |                               |

\*603 was renamed Line 93 in June 2025 and Line 106 was renamed Line 74 in December 2025. These changes were made to align with Metro’s standard route numbering system. No other changes were made to these routes.  
RSH = Revenue Service Hours

| Line    | Line Description                                                   | Avg Weekday Boardings 2025 Q1 | Avg Weekday Boardings 2026 Q1 | Weekday Ridership % Change 2026 vs 2025 | Weekday RSH 2025 | Weekday RSH 2026 | % Change 2026 over 2025 | Productivity Boardings/ RSH 2025 | Productivity Boardings/ RSH 2026 | Productivity % 2026 over 2025 |
|---------|--------------------------------------------------------------------|-------------------------------|-------------------------------|-----------------------------------------|------------------|------------------|-------------------------|----------------------------------|----------------------------------|-------------------------------|
| 242/243 | Tampa Av & Winnetka Av                                             | 1,813                         | 1,815                         | 100.1%                                  | 62.5             | 62.6             | 100.2%                  | 29.0                             | 29.0                             | 99.9%                         |
| 210     | Crenshaw BI Local                                                  | 12,762                        | 12,767                        | 100.0%                                  | 350.4            | 350.7            | 100.1%                  | 36.4                             | 36.4                             | 99.9%                         |
| 117     | Century BI                                                         | 8,591                         | 8,552                         | 99.5%                                   | 233.9            | 235.3            | 100.6%                  | 36.7                             | 36.3                             | 98.9%                         |
| 266     | Rosemead BI                                                        | 5,400                         | 5,369                         | 99.4%                                   | 191.7            | 191.8            | 100.1%                  | 28.2                             | 28.0                             | 99.4%                         |
| 206     | Normandie Av                                                       | 9,020                         | 8,952                         | 99.2%                                   | 203.3            | 203.5            | 100.1%                  | 44.4                             | 44.0                             | 99.1%                         |
| 150     | Ventura BI Local                                                   | 3,199                         | 3,309                         | 98.9%                                   | 505.1            | 508              | 100.6%                  | 33.5                             | 33.0                             | 98.3%                         |
| 240     | Reseda BI/Ventura BI Local                                         | 11,833                        | 11,704                        |                                         |                  |                  |                         |                                  |                                  |                               |
| 244     | Topanga Canyon BI (245); De Soto Av (244)                          | 1,911                         | 1,741                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 90      | Downtown LA - Foothill BI                                          | 5,850                         | 5,714                         | 98.9%                                   | 615.2            | 613.2            | 99.7%                   | 26.2                             | 26.0                             | 99.3%                         |
| 222     | Hollywood Way                                                      | 1,034                         | 1,152                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 224     | Lankershim BI                                                      | 6,426                         | 6,192                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 237     | Whiteoak Av, Woodley Av                                            | 1,722                         | 1,801                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 690     | Foothill BI                                                        | 1,081                         | 1,084                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 212     | La Brea Av                                                         | 9,161                         | 9,022                         | 98.5%                                   | 291.1            | 291.1            | 100.0%                  | 31.5                             | 31.0                             | 98.5%                         |
| 128     | Alondra BI                                                         | 1,059                         | 1,043                         | 98.5%                                   | 43.6             | 43.6             | 100.0%                  | 24.3                             | 23.9                             | 98.5%                         |
| 78      | Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr         | 6,893                         | 6,806                         | 98.4%                                   | 311.9            | 312.5            | 100.2%                  | 25.0                             | 24.5                             | 98.2%                         |
| 179     | Rose Hill - Arcadia via Huntington Dr                              | 897                           | 861                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 207     | Western Av Local                                                   | 25,160                        | 24,766                        | 98.4%                                   | 440.7            | 440.8            | 100.0%                  | 57.1                             | 56.2                             | 98.4%                         |
| 211/215 | Prairie Av/Inglewood Av                                            | 364                           | 357                           | 98.2%                                   | 25.1             | 25.2             | 100.4%                  | 14.5                             | 14.2                             | 97.8%                         |
| 94      | Downtown LA - San Fernando Rd - North Hollywood                    | 6,760                         | 6,593                         | 98.1%                                   | 402.3            | 404.2            | 100.5%                  | 24.5                             | 23.9                             | 97.6%                         |
| 294     | San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294) | 1,335                         | 1,219                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 154     | Burbank BI Oxnard St                                               | 608                           | 641                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 155     | Riverside Dr                                                       | 1,133                         | 1,196                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 205     | San Pedro - Willowbrook via Vermont Av, Wilmington Av              | 2,981                         | 3,030                         | 98.1%                                   | 290.3            | 292.9            | 100.9%                  | 22.6                             | 22.0                             | 97.3%                         |
| 550     | San Pedro - Harbor Gateway Transit Center - USC                    | 434                           | 449                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 246     | San Pedro - Harbor Gateway Transit Center via Avalon BI            | 3,142                         | 2,956                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 601     | Warner Center Shuttle                                              | 372                           | 364                           | 97.8%                                   | 34.5             | 34.4             | 99.7%                   | 10.8                             | 10.6                             | 98.1%                         |
| 18      | Whitter BI W 6th St                                                | 20,171                        | 19,248                        | 97.6%                                   | 1,295.7          | 1,295.3          | 100.0%                  | 37.1                             | 36.2                             | 97.7%                         |
| 20      | Wilshire BI Local                                                  | 8,677                         | 8,578                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 720     | Wilshire BI Rapid                                                  | 19,174                        | 19,057                        |                                         |                  |                  |                         |                                  |                                  |                               |
| 62      | Telegraph Rd                                                       | 2,995                         | 2,922                         | 97.6%                                   | 127.8            | 127.5            | 99.8%                   | 23.4                             | 22.9                             | 97.8%                         |



| Line    | Line Description                                                         | Avg Weekday Boardings 2025 Q1 | Avg Weekday Boardings 2026 Q1 | Weekday Ridership % Change 2026 vs 2025 | Weekday RSH 2025 | Weekday RSH 2026 | % Change 2026 over 2025 | Productivity Boardings/ RSH 2025 | Productivity Boardings/ RSH 2026 | Productivity % 2026 over 2025 |
|---------|--------------------------------------------------------------------------|-------------------------------|-------------------------------|-----------------------------------------|------------------|------------------|-------------------------|----------------------------------|----------------------------------|-------------------------------|
| 14/37   | Beverly BI - W Adams BI                                                  | 11,921                        | 11,627                        | 97.5%                                   | 281.5            | 282              | 100.2%                  | 42.3                             | 41.2                             | 97.4%                         |
| 53      | Central Av                                                               | 11,632                        | 11,330                        | 97.4%                                   | 291.5            | 291.4            | 100.0%                  | 39.9                             | 38.9                             | 97.4%                         |
| 55      | Compton Av                                                               | 7,830                         | 7,612                         | 97.2%                                   | 202.4            | 204.4            | 101.0%                  | 38.7                             | 37.2                             | 96.3%                         |
| 166     | Nordhoff St                                                              | 6,328                         | 6,153                         | 97.2%                                   | 155.9            | 156.5            | 100.4%                  | 40.6                             | 39.3                             | 96.9%                         |
| 108     | Slauson Av                                                               | 14,580                        | 14,156                        | 97.1%                                   | 380.4            | 381.7            | 100.3%                  | 38.3                             | 37.1                             | 96.8%                         |
| 76      | Valley BI                                                                | 6,221                         | 6,034                         | 97.0%                                   | 213.8            | 214.8            | 100.5%                  | 29.1                             | 28.1                             | 96.5%                         |
| 754     | Vermont Av Rapid                                                         | 13,628                        | 13,191                        | 96.8%                                   | 231.7            | 231.7            | 100.0%                  | 58.8                             | 56.9                             | 96.8%                         |
| 232     | LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy                     | 4,413                         | 4,272                         | 96.8%                                   | 198.9            | 198.5            | 99.8%                   | 22.2                             | 21.5                             | 97.0%                         |
| 204     | Vermont Av Local                                                         | 22,181                        | 21,339                        | 96.2%                                   | 334.5            | 334.7            | 100.1%                  | 66.3                             | 63.8                             | 96.1%                         |
| 910/950 | J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro      | 16,039                        | 15,401                        | 96.0%                                   | 388.1            | 387.7            | 99.9%                   | 41.3                             | 39.7                             | 96.1%                         |
| 4       | Santa Monica BI Local                                                    | 23,335                        | 22,367                        | 95.9%                                   | 631.3            | 630.2            | 99.8%                   | 37.0                             | 35.5                             | 96.0%                         |
| 162     | Sherman Way                                                              | 9,895                         | 9,487                         | 95.9%                                   | 245.2            | 244.7            | 99.8%                   | 40.4                             | 38.8                             | 96.1%                         |
| 605     | LAC USC Medical Center Shuttle                                           | 2,440                         | 2,337                         | 95.8%                                   | 65.1             | 65.7             | 100.9%                  | 37.5                             | 35.6                             | 94.9%                         |
| 233     | Van Nuys BI Local                                                        | 12,779                        | 11,713                        | 95.7%                                   | 776.5            | 773.8            | 99.7%                   | 36.5                             | 35.0                             | 96.0%                         |
| 761     | Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761) | 6,767                         | 6,882                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 234     | Sepulveda BI Local                                                       | 8,776                         | 8,509                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 125     | Rosecrans Av                                                             | 5,187                         | 4,965                         | 95.7%                                   | 178.3            | 174.2            | 97.7%                   | 29.1                             | 28.5                             | 98.0%                         |
| 115     | Manchester Av - Firestone BI                                             | 11,809                        | 11,284                        | 95.6%                                   | 291.6            | 291.6            | 100.0%                  | 40.5                             | 38.7                             | 95.6%                         |
| 81      | Figueroa St                                                              | 10,002                        | 9,374                         | 95.5%                                   | 361.7            | 362              | 100.1%                  | 35.7                             | 34.1                             | 95.4%                         |
| 182     | Silver Lake - East Hollywood                                             | 2,906                         | 2,953                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 28      | Olympic BI Local                                                         | 10,321                        | 9,853                         | 95.5%                                   | 309.3            | 308.4            | 99.7%                   | 33.4                             | 31.9                             | 95.7%                         |
| 110     | Gage Av                                                                  | 7,865                         | 7,512                         | 95.5%                                   | 228.7            | 229.5            | 100.3%                  | 34.4                             | 32.7                             | 95.2%                         |
| 260     | Artesia - Pasadena via Atlantic BI and Fair Oaks Av                      | 10,862                        | 10,327                        | 95.4%                                   | 335.7            | 335.8            | 100.0%                  | 34.0                             | 32.4                             | 95.4%                         |
| 660     | Atlantic BI Rapid (762)/Altadena - Pasadena (660)                        | 536                           | 547                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 33      | Venice BI Local                                                          | 16,659                        | 15,873                        | 95.3%                                   | 506.6            | 506.3            | 99.9%                   | 32.9                             | 31.4                             | 95.3%                         |
| 167     | Coldwater Canyon Av - Devonshire St                                      | 1,390                         | 1,322                         | 95.1%                                   | 66.5             | 69.5             | 104.5%                  | 20.9                             | 19.0                             | 91.0%                         |
| 152     | Roscoe BI                                                                | 10,577                        | 10,026                        | 94.8%                                   | 243.2            | 242.0            | 99.5%                   | 43.5                             | 41.4                             | 95.3%                         |
| 45      | Broadway Local                                                           | 13,305                        | 12,525                        | 94.4%                                   | 394.8            | 392.3            | 99.4%                   | 38.5                             | 36.6                             | 95.0%                         |
| 127     | Compton BI, Somerset BI                                                  | 1,913                         | 1,839                         |                                         |                  |                  |                         |                                  |                                  |                               |

| Line  | Line Description                                                            | Avg Weekday Boardings 2025 Q1 | Avg Weekday Boardings 2026 Q1 | Weekday Ridership % Change 2026 vs 2025 | Weekday RSH 2025 | Weekday RSH 2026 | % Change 2026 over 2025 | Productivity Boardings/ RSH 2025 | Productivity Boardings/ RSH 2026 | Productivity % 2026 over 2025 |
|-------|-----------------------------------------------------------------------------|-------------------------------|-------------------------------|-----------------------------------------|------------------|------------------|-------------------------|----------------------------------|----------------------------------|-------------------------------|
| 16    | 3rd St                                                                      | 19,855                        | 18,681                        | 94.3%                                   | 469.4            | 466.8            | 99.4%                   | 43.6                             | 41.4                             | 94.9%                         |
| 617   | Robertson Bl - Beverwil Dr                                                  | 616                           | 634                           |                                         |                  |                  |                         |                                  |                                  |                               |
| 111   | Florence Av                                                                 | 14,319                        | 13,502                        | 94.3%                                   | 346.8            | 347.3            | 100.1%                  | 41.3                             | 38.9                             | 94.2%                         |
| 40    | MLK - Hawthorne Bl                                                          | 13,596                        | 12,815                        | 94.3%                                   | 425.6            | 425.9            | 100.1%                  | 31.9                             | 30.1                             | 94.2%                         |
| 901   | G Line BRT - North Hollywood - Canoga Park - Chatsworth                     | 12,819                        | 12,085                        | 94.3%                                   | 376.2            | 335.1            | 89.1%                   | 34.1                             | 36.1                             | 105.8%                        |
| 209   | Van Ness Av/Arlington Av                                                    | 374                           | 352                           | 94.3%                                   | 31.4             | 31.4             | 100.0%                  | 11.9                             | 11.2                             | 94.3%                         |
| 105   | Vernon Av, La Cienega Bl                                                    | 14,385                        | 13,522                        | 94.0%                                   | 345.2            | 354.8            | 102.8%                  | 41.7                             | 38.1                             | 91.5%                         |
| 93*   | Hoover St                                                                   | 7,492                         | 7,041                         | 94.0%                                   | 234.2            | 232.9            | 99.4%                   | 32.0                             | 30.2                             | 94.5%                         |
| 165   | Vanowen St                                                                  | 8,478                         | 7,920                         | 93.4%                                   | 217.9            | 221.9            | 101.8%                  | 38.9                             | 35.7                             | 91.7%                         |
| 70    | Downtown LA - City Terrace - CSULA                                          | 15,365                        | 14,550                        | 93.2%                                   | 591.9            | 422.2            | 71.3%                   | 32.9                             | 43.0                             | 130.7%                        |
| 74*   | Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace | 4,089                         | 3,584                         |                                         |                  |                  |                         |                                  |                                  |                               |
| 35/38 | Washington Bl/W Jefferson Bl                                                | 5,314                         | 4,934                         | 92.9%                                   | 149.5            | 146.5            | 98.0%                   | 35.5                             | 33.7                             | 94.8%                         |
| 251   | Soto St                                                                     | 14,560                        | 13,511                        | 92.8%                                   | 360.1            | 360.9            | 100.2%                  | 40.4                             | 37.4                             | 92.6%                         |
| 265   | Paramount Bl                                                                | 1,252                         | 1,160                         | 92.7%                                   | 61               | 61.9             | 101.5%                  | 20.5                             | 18.7                             | 91.3%                         |
| 51    | Avalon Bl, W 7th St                                                         | 18,181                        | 16,837                        | 92.6%                                   | 432.3            | 427              | 98.8%                   | 42.1                             | 39.4                             | 93.8%                         |
| 161   | Canoga Station - Thousand Oaks                                              | 777                           | 717                           | 92.3%                                   | 50.5             | 50.2             | 99.4%                   | 15.4                             | 14.3                             | 92.9%                         |
| 66    | E. Olympic Bl/W 8th St                                                      | 12,767                        | 11,692                        | 91.6%                                   | 270.8            | 264.1            | 97.5%                   | 47.1                             | 44.3                             | 93.9%                         |
| 30    | Pico Bl                                                                     | 8,217                         | 7,522                         | 91.6%                                   | 206.8            | 219              | 105.9%                  | 39.7                             | 34.3                             | 86.5%                         |
| 169   | Saticoy St                                                                  | 2,115                         | 1,938                         | 91.6%                                   | 83.7             | 83.1             | 99.3%                   | 25.3                             | 23.3                             | 92.3%                         |
| 611   | Huntington Park Shuttle                                                     | 1,298                         | 1,187                         | 91.5%                                   | 49.7             | 49.7             | 100.0%                  | 26.1                             | 23.9                             | 91.5%                         |
| 344   | Hawthorne Bl, Rancho Palos Verdes                                           | 1,402                         | 1,282                         | 91.4%                                   | 65.3             | 67.0             | 102.6%                  | 21.5                             | 19.1                             | 89.1%                         |
| 60    | Downtown LA - Artesia via Long Beach Bl                                     | 14,272                        | 12,747                        | 89.3%                                   | 427.3            | 415.4            | 97.2%                   | 33.4                             | 30.7                             | 91.9%                         |

Saturday Ridership and Productivity Comparison by Line – Q1 2026 versus Q1 2025

| Line | Line Description                                                  | Avg<br>Saturday<br>Boardings<br>2025 Q1 | Avg<br>Saturday<br>Boardings<br>Q1-2026 | Saturday<br>Ridership %<br>Change 2026<br>vs 2025 | Saturday<br>RSH<br>2025 | Saturday<br>RSH<br>2026 | RSH %<br>2026 over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026 over<br>2025 |
|------|-------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|---------------------------------------------------|-------------------------|-------------------------|----------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 134  | Santa Monica - Malibu via Pacific Coast Hwy                       | 397                                     | 807                                     | 203.5%                                            | 51.3                    | 52.3                    | 101.9%                     | 7.7                                    | 15.4                                   | 199.6%                              |
| 602  | Westwood - Pacific Palisades                                      | 274                                     | 490                                     | 178.6%                                            | 49.7                    | 49.7                    | 100.0%                     | 5.5                                    | 9.9                                    | 178.6%                              |
| 296  | Riverside Dr                                                      | 442                                     | 589                                     | 133.2%                                            | 31.4                    | 31.5                    | 100.3%                     | 14.1                                   | 18.7                                   | 132.7%                              |
| 218  | Studio City - Beverly Hills                                       | 527                                     | 594                                     | 112.5%                                            | 32.4                    | 32.4                    | 100.0%                     | 16.3                                   | 18.3                                   | 112.5%                              |
| 501  | North Hollywood - Pasadena Express                                | 730                                     | 792                                     | 108.5%                                            | 59.3                    | 55                      | 92.7%                      | 12.3                                   | 14.4                                   | 117.0%                              |
| 120  | Imperial Hwy                                                      | 1,734                                   | 1,869                                   | 107.8%                                            | 94.8                    | 94.9                    | 100.1%                     | 18.3                                   | 19.7                                   | 107.6%                              |
| 665  | CSULA - City Terrace Shuttle                                      | 384                                     | 412                                     | 107.3%                                            | 29.1                    | 29.1                    | 100.0%                     | 13.2                                   | 14.2                                   | 107.3%                              |
| 180  | Hollywood - Pasadena                                              | 6,262                                   | 6,284                                   | 103.4%                                            | 230.6                   | 231.7                   | 100.1%                     | 29.6                                   | 30.6                                   | 103.3%                              |
| 217  | Hollywood Bl Fairfax Bl                                           | 8,228                                   | 8,703                                   |                                                   | 259.1                   | 258.7                   |                            |                                        |                                        |                                     |
| 150  | Ventura Bl                                                        | 2,000                                   | 2,076                                   | 101.9%                                            | 82.4                    | 82.2                    | 99.9%                      | 29.7                                   | 30.3                                   | 102.0%                              |
| 240  | Topanga Canyon Bl (245); Reseda/Ventura (240)                     | 7,929                                   | 8,079                                   |                                                   | 236.9                   | 236.9                   |                            |                                        |                                        |                                     |
| 244  | Reseda Bl - Ventura Bl - Van Nuys Bl Rapid (744)/De Soto Av (244) | 922                                     | 906                                     |                                                   | 45.6                    | 45.4                    |                            |                                        |                                        |                                     |
| 158  | Plummer St, Woodman Av                                            | 1,027                                   | 1,034                                   | 100.7%                                            | 43.2                    | 43.3                    | 100.2%                     | 23.8                                   | 23.9                                   | 100.5%                              |
| 232  | LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy              | 3,234                                   | 3,250                                   | 100.5%                                            | 137                     | 136.5                   | 99.6%                      | 23.6                                   | 23.8                                   | 100.9%                              |
| 258  | Fremont Av - Eastern Av - Garfield Av                             | 1,123                                   | 1,070                                   | 100.2%                                            | 55.9                    | 55.9                    | 100.0%                     | 16.5                                   | 16.5                                   | 100.2%                              |
| 267  | El Monte - Pasadena via Temple City Bl and Del Mar Bl             | 788                                     | 795                                     |                                                   | 46.2                    | 46.4                    |                            |                                        |                                        |                                     |
| 268  | El Monte - Pasadena via Baldwin Av                                | 490                                     | 468                                     |                                                   | 29.8                    | 29.8                    |                            |                                        |                                        |                                     |
| 287  | Arcadia - Santa Anita Av - El Monte                               | 316                                     | 236                                     |                                                   | 15.8                    | 15.8                    |                            |                                        |                                        |                                     |
| 487  | Downtown LA - San Gabriel Bl                                      | 540                                     | 597                                     |                                                   | 44.1                    | 44                      |                            |                                        |                                        |                                     |
| 662  | Pasadena - Altadena via Lake Av, Lincoln Av                       | 1,123                                   | 1,224                                   |                                                   | 74.1                    | 74.1                    |                            |                                        |                                        |                                     |
| 164  | Victory Bl                                                        | 3,557                                   | 3,549                                   | 99.8%                                             | 109.1                   | 106.7                   | 97.8%                      | 32.6                                   | 33.3                                   | 102.0%                              |
| 102  | La Tijera Bl, Exposition Bl                                       | 1,209                                   | 1,207                                   | 99.8%                                             | 66.4                    | 66.5                    | 100.2%                     | 18.2                                   | 18.2                                   | 99.7%                               |
| 206  | Normandie Av                                                      | 6,192                                   | 6,147                                   | 99.3%                                             | 138.3                   | 138.6                   | 100.2%                     | 44.8                                   | 44.4                                   | 99.1%                               |
| 460  | Downtown LA - Norwalk - Disneyland                                | 3,416                                   | 3,391                                   | 99.3%                                             | 153.7                   | 153.6                   | 99.9%                      | 22.2                                   | 22.1                                   | 99.3%                               |
| 93*  | Hoover St                                                         | 5,912                                   | 5,862                                   | 99.1%                                             | 204.2                   | 206.6                   | 101.2%                     | 29.0                                   | 28.4                                   | 98.0%                               |
| 205  | San Pedro - Willowbrook via Vermont Av, Wilmington Av             | 1,536                                   | 1,522                                   | 99.1%                                             | 86                      | 86.2                    | 100.2%                     | 17.9                                   | 17.7                                   | 98.9%                               |

\*603 was renamed Line 93 in June 2025 and Line 106 was renamed Line 74 in December 2025. These changes were made to align with Metro’s standard route numbering system. No other changes were made to these routes.

RSH = Revenue Service Hours

| Line    | Line Description                                           | Avg<br>Saturday<br>Boardings<br>2025 Q1 | Avg<br>Saturday<br>Boardings<br>Q1-2026 | Saturday<br>Ridership %<br>Change 2026<br>vs 2025 | Saturday<br>RSH<br>2025 | Saturday<br>RSH<br>2026 | RSH %<br>2026 over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026 over<br>2025 |
|---------|------------------------------------------------------------|-----------------------------------------|-----------------------------------------|---------------------------------------------------|-------------------------|-------------------------|----------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 78      | Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr | 4,530                                   | 4,440                                   | 98.5%                                             | 139.7                   | 139.7                   | 99.9%                      | 28.6                                   | 28.1                                   | 98.5%                               |
| 179     | Rose Hill - Arcadia via Huntington Dr                      | 856                                     | 862                                     |                                                   | 48.9                    | 48.8                    |                            |                                        |                                        |                                     |
| 94      | Downtown LA - San Fernando Rd - North Hollywood            | 5,195                                   | 5,019                                   | 97.8%                                             | 167.3                   | 162.3                   | 97.9%                      | 23.3                                   | 23.2                                   | 99.9%                               |
| 155     | Riverside Dr                                               | 928                                     | 1,020                                   |                                                   | 59.8                    | 57.4                    |                            |                                        |                                        |                                     |
| 154     | Burbank BI Oxnard St                                       | 495                                     | 496                                     |                                                   | 34.9                    | 36                      |                            |                                        |                                        |                                     |
| 294     | Burbank - Sylmar San Fernando Rd                           | 1,167                                   | 1,079                                   |                                                   | 72.8                    | 72.1                    |                            |                                        |                                        |                                     |
| 2       | Sunset BI (became Sunset BI - Alvarado St)                 | 14,868                                  | 14,470                                  | 97.3%                                             | 379.6                   | 378.4                   | 99.7%                      | 39.2                                   | 38.2                                   | 97.6%                               |
| 53      | Central Av                                                 | 7,828                                   | 7,586                                   | 96.9%                                             | 204.6                   | 204.5                   | 100.0%                     | 38.3                                   | 37.1                                   | 97.0%                               |
| 18      | Whitter BI W 6th St                                        | 16,046                                  | 15,228                                  | 96.7%                                             | 344.5                   | 344.1                   | 100.2%                     | 36.6                                   | 35.4                                   | 96.5%                               |
| 20      | Wilshire BI Local                                          | 6,369                                   | 6,321                                   |                                                   | 248.4                   | 248.9                   |                            |                                        |                                        |                                     |
| 720     | Wilshire BI Rapid                                          | 13,978                                  | 13,639                                  |                                                   | 400.3                   | 402                     |                            |                                        |                                        |                                     |
| 605     | LAC USC Medical Center Shuttle                             | 1,361                                   | 1,317                                   | 96.7%                                             | 46.5                    | 46.5                    | 100.0%                     | 29.3                                   | 28.3                                   | 96.7%                               |
| 125     | Rosecrans Av                                               | 3,009                                   | 2,908                                   | 96.6%                                             | 106.4                   | 106.5                   | 100.1%                     | 28.3                                   | 27.3                                   | 96.6%                               |
| 167     | Coldwater Canyon Av - Devonshire St                        | 1,025                                   | 989                                     | 96.6%                                             | 70.6                    | 68.6                    | 97.2%                      | 14.5                                   | 14.4                                   | 99.4%                               |
| 210     | Crenshaw BI Local                                          | 10,414                                  | 10,053                                  | 96.5%                                             | 316.7                   | 318.2                   | 100.5%                     | 32.9                                   | 31.6                                   | 96.1%                               |
| 901     | G Line BRT - North Hollywood - Canoga Park - Chatsworth    | 8,342                                   | 8,033                                   | 96.3%                                             | 288.4                   | 256.8                   | 89.0%                      | 28.9                                   | 31.3                                   | 108.1%                              |
| 117     | Century BI                                                 | 5,556                                   | 5,348                                   | 96.2%                                             | 125.1                   | 125.1                   | 100.0%                     | 44.4                                   | 42.7                                   | 96.2%                               |
| 230     | Laurel Canyon BI                                           | 1,871                                   | 1,795                                   | 95.9%                                             | 63.3                    | 61.5                    | 97.2%                      | 29.6                                   | 29.2                                   | 98.7%                               |
| 260/261 | Artesia - Pasadena via Atlantic BI and Fair Oaks Av        | 6,886                                   | 6,624                                   | 95.8%                                             | 187.2                   | 188                     | 100.4%                     | 33.9                                   | 32.4                                   | 95.4%                               |
| 660     | Pasadena - Altadena via Fair Oaks Av                       | 667                                     | 611                                     |                                                   | 35.5                    | 35.6                    |                            |                                        |                                        |                                     |
| 76      | Valley BI                                                  | 4,885                                   | 4,678                                   | 95.8%                                             | 152.8                   | 154                     | 100.8%                     | 32.0                                   | 30.4                                   | 95.0%                               |
| 33      | Venice BI Local                                            | 13,135                                  | 12,574                                  | 95.7%                                             | 360.9                   | 362.9                   | 100.6%                     | 36.4                                   | 34.6                                   | 95.2%                               |
| 266     | Rosemead BI                                                | 4,033                                   | 3,859                                   | 95.7%                                             | 126.4                   | 126.5                   | 100.1%                     | 31.9                                   | 30.5                                   | 95.6%                               |
| 236     | Balboa BI                                                  | 759                                     | 726                                     | 95.6%                                             | 45.5                    | 45.5                    | 100.0%                     | 16.7                                   | 15.9                                   | 95.6%                               |
| 90      | Downtown LA - Foothill BI                                  | 4,074                                   | 3,839                                   | 95.5%                                             | 144.5                   | 140.7                   | 98.7%                      | 23.7                                   | 23.0                                   | 96.7%                               |
| 222     | Hollywood Way                                              | 772                                     | 766                                     |                                                   | 56.6                    | 56.6                    |                            |                                        |                                        |                                     |
| 224     | Lankershim BI                                              | 4,619                                   | 4,212                                   |                                                   | 154.6                   | 152.4                   |                            |                                        |                                        |                                     |
| 237     | Whiteoak Av, Woodley Av                                    | 1,116                                   | 1,223                                   |                                                   | 69.7                    | 69.7                    |                            |                                        |                                        |                                     |
| 690     | Foothill BI                                                | 623                                     | 661                                     |                                                   | 46.4                    | 46.4                    |                            |                                        |                                        |                                     |
| 108     | Slauson Av                                                 | 9,335                                   | 8,884                                   | 95.2%                                             | 223.3                   | 224.3                   | 100.4%                     | 41.8                                   | 39.6                                   | 94.7%                               |
| 212     | La Brea Av                                                 | 6,608                                   | 6,275                                   | 95.0%                                             | 187.3                   | 188                     | 100.4%                     | 35.3                                   | 33.4                                   | 94.6%                               |

| Line    | Line Description                                                      | Avg<br>Saturday<br>Boardings<br>2025 Q1 | Avg<br>Saturday<br>Boardings<br>Q1-2026 | Saturday<br>Ridership %<br>Change 2026<br>vs 2025 | Saturday<br>RSH<br>2025 | Saturday<br>RSH<br>2026 | RSH %<br>2026 over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026 over<br>2025 |
|---------|-----------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|---------------------------------------------------|-------------------------|-------------------------|----------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 92      | Downtown LA - Glenoaks BI - Sylmar                                    | 4,318                                   | 4,097                                   | 94.9%                                             | 159                     | 156.8                   | 98.6%                      | 27.2                                   | 26.1                                   | 96.2%                               |
| 246     | San Pedro - Harbor Gateway Transit Center via Avalon BI               | 2,512                                   | 2,384                                   | 94.9%                                             | 108.5                   | 108.5                   | 100.0%                     | 23.2                                   | 22.0                                   | 94.9%                               |
| 14/37   | Beverly BI - W Adams BI                                               | 7,649                                   | 7,253                                   | 94.8%                                             | 208.9                   | 209.6                   | 100.3%                     | 36.6                                   | 34.6                                   | 94.5%                               |
| 81      | Figueroa St                                                           | 7,300                                   | 6,821                                   | 94.7%                                             | 203.2                   | 202.9                   | 100.0%                     | 31.8                                   | 30.1                                   | 94.7%                               |
| 182     | Downtown LA - Eagle Rock via York BI                                  | 1,995                                   | 1,981                                   |                                                   | 88.9                    | 89.3                    |                            |                                        |                                        |                                     |
| 115     | Manchester Av - Firestone BI                                          | 8,006                                   | 7,567                                   | 94.5%                                             | 185.4                   | 186.5                   | 100.6%                     | 43.2                                   | 40.6                                   | 94.0%                               |
| 16      | 3rd St                                                                | 14,803                                  | 13,902                                  | 94.3%                                             | 284.7                   | 283.3                   | 99.6%                      | 47.4                                   | 44.9                                   | 94.7%                               |
| 617     | Robertson BI - Beverwil Dr                                            | 309                                     | 351                                     |                                                   | 33.9                    | 33.9                    |                            |                                        |                                        |                                     |
| 169     | Saticoy St                                                            | 1,300                                   | 1,225                                   | 94.2%                                             | 66                      | 65.5                    | 99.2%                      | 19.7                                   | 18.7                                   | 94.9%                               |
| 10, 48  | Melrose Av/Main St/San Pedro St                                       | 4,328                                   | 4,073                                   | 94.1%                                             | 145.3                   | 148.4                   | 102.1%                     | 29.8                                   | 27.4                                   | 92.1%                               |
| 35/38   | Washington BI/W Jefferson BI                                          | 3,173                                   | 2,981                                   | 93.9%                                             | 102.3                   | 105.3                   | 102.9%                     | 31.0                                   | 28.3                                   | 91.3%                               |
| 62      | Telegraph Rd                                                          | 2,255                                   | 2,115                                   | 93.8%                                             | 94.2                    | 94.2                    | 100.0%                     | 23.9                                   | 22.5                                   | 93.8%                               |
| 152     | Roscoe BI                                                             | 7,252                                   | 6,780                                   | 93.5%                                             | 171.6                   | 170.7                   | 99.5%                      | 42.3                                   | 39.7                                   | 94.0%                               |
| 251     | Soto St                                                               | 8,493                                   | 7,927                                   | 93.3%                                             | 234.1                   | 235.1                   | 100.4%                     | 36.3                                   | 33.7                                   | 92.9%                               |
| 4       | Santa Monica BI Local                                                 | 20,125                                  | 18,740                                  | 93.1%                                             | 469.6                   | 470.2                   | 100.1%                     | 42.9                                   | 39.9                                   | 93.0%                               |
| 207     | Western Av Local                                                      | 19,785                                  | 18,427                                  | 93.1%                                             | 299                     | 299.4                   | 100.1%                     | 66.2                                   | 61.5                                   | 93.0%                               |
| 754     | Vermont Av Rapid                                                      | 9,422                                   | 8,752                                   | 92.9%                                             | 144.5                   | 144.8                   | 100.2%                     | 65.2                                   | 60.4                                   | 92.7%                               |
| 70      | Montebello - Downtown LA via Cesar Chavez Av                          | 11,384                                  | 10,560                                  | 92.8%                                             | 292                     | 294.8                   | 101.0%                     | 39.0                                   | 35.8                                   | 91.9%                               |
| 40      | MLK - Hawthorne BI                                                    | 10,107                                  | 9,382                                   | 92.8%                                             | 348.2                   | 348.4                   | 100.1%                     | 29.0                                   | 26.9                                   | 92.8%                               |
| 162     | Sherman Way                                                           | 6,785                                   | 6,278                                   | 92.5%                                             | 170.8                   | 170.3                   | 99.7%                      | 39.7                                   | 36.9                                   | 92.8%                               |
| 204     | Vermont Av Local                                                      | 18,170                                  | 16,791                                  | 92.4%                                             | 258.2                   | 259.0                   | 100.3%                     | 70.4                                   | 64.8                                   | 92.1%                               |
| 910/950 | J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro   | 8,927                                   | 8,221                                   | 92.1%                                             | 205.5                   | 203.4                   | 99.0%                      | 43.4                                   | 40.4                                   | 93.0%                               |
| 105     | Vernon Av, La Cienega BI                                              | 9,991                                   | 9,193                                   | 92.0%                                             | 223.9                   | 228.4                   | 102.0%                     | 44.6                                   | 40.2                                   | 90.2%                               |
| 127     |                                                                       | 11,245                                  | 10,266                                  | 91.3%                                             | 337.6                   | 337.4                   | 99.9%                      | 33.3                                   | 30.4                                   | 91.3%                               |
| 45      | Broadway Local                                                        |                                         |                                         |                                                   |                         |                         |                            |                                        |                                        |                                     |
| 28      | Olympic BI Local                                                      | 7,424                                   | 6,776                                   | 91.3%                                             | 208.9                   | 208.9                   | 100.0%                     | 35.5                                   | 32.4                                   | 91.3%                               |
| 233     | Van Nuys BI Local                                                     | 9,927                                   | 8,746                                   | 91.2%                                             | 220.2                   | 220.2                   | 98.8%                      | 37.6                                   | 34.7                                   | 92.4%                               |
| 234     | Sepulveda BI Local                                                    | 6,045                                   | 5,591                                   |                                                   | 173.9                   | 167.6                   |                            |                                        |                                        |                                     |
| 761     | Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761) | 4,087                                   | 3,966                                   |                                                   | 139.5                   | 139.4                   |                            |                                        |                                        |                                     |
| 60      | Downtown LA - Artesia via Long Beach BI                               | 9,959                                   | 9,025                                   | 90.6%                                             | 320.2                   | 320.9                   | 100.2%                     | 31.1                                   | 28.1                                   | 90.4%                               |
| 110     | Gage Av                                                               | 4,446                                   | 4,013                                   | 90.3%                                             | 112.1                   | 112.1                   | 100.0%                     | 39.7                                   | 35.8                                   | 90.3%                               |

| Line    | Line Description                                                            | Avg<br>Saturday<br>Boardings<br>2025 Q1 | Avg<br>Saturday<br>Boardings<br>Q1-2026 | Saturday<br>Ridership %<br>Change 2026<br>vs 2025 | Saturday<br>RSH<br>2025 | Saturday<br>RSH<br>2026 | RSH %<br>2026 over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026 over<br>2025 |
|---------|-----------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------|---------------------------------------------------|-------------------------|-------------------------|----------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 55      | Compton Av                                                                  | 4,919                                   | 4,427                                   | 90.0%                                             | 124.2                   | 124.8                   | 100.5%                     | 39.6                                   | 35.5                                   | 89.6%                               |
| 265     | Paramount Bl                                                                | 648                                     | 582                                     | 89.9%                                             | 37.5                    | 37.5                    | 100.0%                     | 17.3                                   | 15.5                                   | 89.9%                               |
| 242/243 | Tampa Av & Winnetka Av                                                      | 1,185                                   | 1,062                                   | 89.7%                                             | 55                      | 55                      | 100.0%                     | 21.5                                   | 19.3                                   | 89.7%                               |
| 165     | Vanowen St                                                                  | 4,610                                   | 4,105                                   | 89.0%                                             | 111.7                   | 112.5                   | 100.7%                     | 41.3                                   | 36.5                                   | 88.4%                               |
| 161     | Canoga Station - Thousand Oaks                                              | 619                                     | 553                                     | 89.4%                                             | 40.8                    | 40.7                    | 99.8%                      | 15.2                                   | 13.6                                   | 89.6%                               |
| 601     | Warner Center Shuttle                                                       | 275                                     | 244                                     | 88.8%                                             | 33.8                    | 33.7                    | 99.7%                      | 8.1                                    | 7.2                                    | 89.1%                               |
| 111     | Florence Av                                                                 | 10,565                                  | 9,296                                   | 88.0%                                             | 227.3                   | 227.5                   | 100.1%                     | 46.5                                   | 40.9                                   | 87.9%                               |
| 611     | Huntington Park Shuttle                                                     | 1,016                                   | 886                                     | 87.2%                                             | 46.7                    | 46.8                    | 100.2%                     | 21.8                                   | 18.9                                   | 87.0%                               |
| 30      | Pico Bl                                                                     | 6,437                                   | 5,595                                   | 86.9%                                             | 138.3                   | 148.4                   | 107.3%                     | 46.5                                   | 37.7                                   | 81.0%                               |
| 166     | Nordhoff St                                                                 | 3,521                                   | 3,054                                   | 86.7%                                             | 80.1                    | 80.2                    | 100.1%                     | 44.0                                   | 38.1                                   | 86.6%                               |
| 74*     | Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace | 2,264                                   | 1,951                                   | 86.1%                                             | 96.9                    | 96.9                    | 100.0%                     | 23.4                                   | 20.1                                   | 86.1%                               |
| 66      | E Olympic Bl/W 8th St                                                       | 9,764                                   | 8,398                                   | 86.0%                                             | 188.8                   | 187                     | 99.0%                      | 51.7                                   | 44.9                                   | 86.8%                               |
| 344     | Hawthorne Bl, Rancho Palos Verdes                                           | 1,024                                   | 864                                     | 84.4%                                             | 44.6                    | 44.5                    | 99.8%                      | 23.0                                   | 19.4                                   | 84.6%                               |
| 51      | Avalon Bl, W 7th St                                                         | 14,692                                  | 12,338                                  | 84.0%                                             | 349.9                   | 285.2                   | 81.5%                      | 42.0                                   | 43.3                                   | 103.0%                              |

Sunday Ridership and Productivity Comparison by Line – Q1 2026 versus Q1 2025

| Line | Description                                           | Avg<br>Sunday<br>Boardings<br>Q1 2025 | Avg<br>Sunday<br>Boardings<br>Q1 2026 | Sunday Ridership<br>Recovery 2026<br>Versus 2025 | Sunday<br>RSH<br>2025 | Sunday<br>RSH<br>2026 | RSH %<br>2026<br>Over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026<br>Over 2025 |
|------|-------------------------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------------------|-----------------------|-----------------------|-------------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 602  | Westwood - Pacific Palisades                          | 234                                   | 420                                   | 179.4%                                           | 49.7                  | 49.7                  | 100.0%                        | 4.7                                    | 8.5                                    | 179.4%                              |
| 134  | Santa Monica - Malibu via Pacific Coast Hwy           | 394                                   | 677                                   | 171.9%                                           | 51.3                  | 52.3                  | 101.9%                        | 7.7                                    | 13.0                                   | 168.6%                              |
| 296  | Riverside Dr                                          | 352                                   | 493                                   | 140.0%                                           | 31.4                  | 31.5                  | 100.3%                        | 11.2                                   | 15.6                                   | 139.5%                              |
| 158  | Plummer St, Woodman Av                                | 786                                   | 912                                   | 116.0%                                           | 43                    | 42.9                  | 99.8%                         | 18.3                                   | 21.3                                   | 116.3%                              |
| 601  | Warner Center Shuttle                                 | 235                                   | 270                                   | 115.0%                                           | 33.8                  | 33.7                  | 99.7%                         | 7.0                                    | 8.0                                    | 115.4%                              |
| 501  | North Hollywood - Pasadena Express                    | 640                                   | 713                                   | 111.4%                                           | 59.3                  | 55.8                  | 94.1%                         | 10.8                                   | 12.8                                   | 118.4%                              |
| 120  | Imperial Hwy                                          | 1,428                                 | 1,562                                 | 109.4%                                           | 87.7                  | 87.7                  | 100.0%                        | 16.3                                   | 17.8                                   | 109.4%                              |
| 258  | Fremont Av - Eastern Av - Garfield Av                 | 831                                   | 972                                   | 108.9%                                           | 55.9                  | 55.9                  | 100.0%                        | 13.3                                   | 14.5                                   | 108.9%                              |
| 267  | El Monte - Pasadena via Temple City Bl and Del Mar Bl | 652                                   | 703                                   |                                                  | 46.2                  | 46.3                  |                               |                                        |                                        |                                     |
| 268  | El Monte - Pasadena via Baldwin Av                    | 379                                   | 386                                   |                                                  | 29.8                  | 29.8                  |                               |                                        |                                        |                                     |
| 287  | Arcadia - Santa Anita Av - El Monte                   | 239                                   | 219                                   |                                                  | 15.8                  | 15.8                  |                               |                                        |                                        |                                     |
| 487  | Downtown LA - San Gabriel Bl                          | 435                                   | 449                                   |                                                  | 44.1                  | 44                    |                               |                                        |                                        |                                     |
| 662  | Pasadena - Altadena via Lake Av, Lincoln Av           | 981                                   | 1,103                                 |                                                  | 73.1                  | 73.1                  |                               |                                        |                                        |                                     |
| 605  | LAC USC Medical Center Shuttle                        | 1,009                                 | 1,093                                 | 108.3%                                           | 46.4                  | 46.4                  | 100.0%                        | 21.7                                   | 23.6                                   | 108.3%                              |
| 665  | CSULA - City Terrace Shuttle                          | 310                                   | 334                                   | 107.5%                                           | 29.1                  | 29.1                  | 100.0%                        | 10.7                                   | 11.5                                   | 107.5%                              |
| 180  | Hollywood - Pasadena                                  | 5,157                                 | 5,424                                 | 107.1%                                           | 230.5                 | 230.5                 | 99.9%                         | 24.8                                   | 26.6                                   | 107.2%                              |
| 217  | Hollywood Bl Fairfax Bl                               | 6,977                                 | 7,571                                 |                                                  | 259.1                 | 258.7                 |                               |                                        |                                        |                                     |
| 128  | Alondra Bl                                            | 522                                   | 556                                   | 106.5%                                           | 43.7                  | 43.7                  | 104.6%                        | 25.4                                   | 25.4                                   | 100.2%                              |
| 55   | Compton Av                                            | 3,538                                 | 3,697                                 | 104.5%                                           | 116.3                 | 123.6                 |                               |                                        |                                        |                                     |
| 102  | La Tijera Bl, Exposition Bl                           | 1,031                                 | 1,075                                 | 104.3%                                           | 66.4                  | 66.5                  | 100.2%                        | 15.5                                   | 16.2                                   | 104.1%                              |
| 125  | Rosecrans Av                                          | 2,396                                 | 2,493                                 | 104.0%                                           | 106.4                 | 106.5                 | 100.1%                        | 22.5                                   | 23.4                                   | 103.9%                              |
| 460  | Downtown LA - Norwalk - Disneyland                    | 2,842                                 | 2,948                                 | 103.7%                                           | 150.7                 | 150.7                 | 100.0%                        | 18.9                                   | 19.6                                   | 103.7%                              |
| 164  | Victory Bl                                            | 2,745                                 | 2,846                                 | 103.7%                                           | 109.1                 | 106.6                 | 97.7%                         | 25.2                                   | 26.7                                   | 106.1%                              |
| 218  | Studio City - Beverly Hills                           | 436                                   | 450                                   | 103.1%                                           | 32.4                  | 32.4                  | 100.0%                        | 13.5                                   | 13.9                                   | 103.1%                              |
| 53   | Central Av                                            | 6,235                                 | 6,382                                 | 102.4%                                           | 203.2                 | 201.8                 | 99.3%                         | 30.7                                   | 31.6                                   | 103.1%                              |
| 161  | Canoga Station - Thousand Oaks                        | 438                                   | 447                                   | 102.0%                                           | 40.8                  | 40.7                  | 99.8%                         | 10.7                                   | 11.0                                   | 102.3%                              |
| 94   | Downtown LA - San Fernando Rd - North Hollywood       | 4,273                                 | 4,288                                 | 101.5%                                           | 164.8                 | 162.7                 | 98.7%                         | 19.1                                   | 19.6                                   | 102.8%                              |

\*603 was renamed Line 93 in June 2025 and Line 106 was renamed Line 74 in December 2025. These changes were made to align with Metro’s standard route numbering system. No other changes were made to these routes.  
RSH = Revenue Service Hours

| Line    | Description                                             | Avg<br>Sunday<br>Boardings<br>Q1 2025 | Avg<br>Sunday<br>Boardings<br>Q1 2026 | Sunday Ridership<br>Recovery 2026<br>Versus 2025 | Sunday<br>RSH<br>2025 | Sunday<br>RSH<br>2026 | RSH %<br>2026<br>Over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026<br>Over 2025 |
|---------|---------------------------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------------------|-----------------------|-----------------------|-------------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 154     | Burbank BI Oxnard St                                    | 401                                   | 443                                   |                                                  | 34.9                  | 35.9                  |                               |                                        |                                        |                                     |
| 155     | Riverside Dr                                            | 776                                   | 836                                   |                                                  | 60.1                  | 57.6                  |                               |                                        |                                        |                                     |
| 294     | Burbank - Sylmar San Fernando Rd                        | 902                                   | 877                                   |                                                  | 72.8                  | 72.1                  |                               |                                        |                                        |                                     |
| 206     | Normandie Av                                            | 5,334                                 | 5,417                                 | 101.5%                                           | 134.2                 | 134.2                 | 100.0%                        | 39.7                                   | 40.4                                   | 101.5%                              |
| 167     | Coldwater Canyon Av - Devonshire St                     | 872                                   | 884                                   | 101.4%                                           | 70.6                  | 68.1                  | 96.5%                         | 12.4                                   | 13.0                                   | 105.1%                              |
| 92      | Downtown LA - Glenoaks BI - Sylmar                      | 3,446                                 | 3,491                                 | 101.3%                                           | 159                   | 156.4                 | 98.4%                         | 21.7                                   | 22.3                                   | 103.0%                              |
| 150     | Ventura BI                                              | 1,593                                 | 1,793                                 | 100.9%                                           | 82.6                  | 81.8                  | 99.7%                         | 25.8                                   | 26.1                                   | 101.2%                              |
| 244     | Topanga Canyon BI                                       | 707                                   | 683                                   |                                                  | 45.6                  | 45.7                  |                               |                                        |                                        |                                     |
| 240     | Reseda BI - Ventura BI - Van Nuys BI Rapid              | 6,964                                 | 6,872                                 |                                                  | 231.2                 | 230.9                 |                               |                                        |                                        |                                     |
| 205     | San Pedro - Willowbrook via Vermont Av, Wilmington Av   | 1,243                                 | 1,369                                 | 100.8%                                           | 86                    | 86.2                  | 100.1%                        | 17.8                                   | 17.9                                   | 100.7%                              |
| 246     | San Pedro - Harbor Gateway Transit Center via Avalon BI | 2,226                                 | 2,127                                 |                                                  | 108.8                 | 108.7                 |                               |                                        |                                        |                                     |
| 260/261 | Artesia - Pasadena via Atlantic BI and Fair Oaks Av     | 5,381                                 | 5,360                                 | 100.1%                                           | 187.2                 | 187.2                 | 100.0%                        | 26.8                                   | 26.8                                   | 100.1%                              |
| 660     | Pasadena - Altadena via Fair Oaks Av                    | 586                                   | 613                                   |                                                  | 35.5                  | 35.4                  |                               |                                        |                                        |                                     |
| 236     | Balboa BI                                               | 635                                   | 636                                   | 100.1%                                           | 45.5                  | 45.5                  | 100.0%                        | 14.0                                   | 14.0                                   | 100.1%                              |
| 76      | Valley BI                                               | 3,948                                 | 3,947                                 | 100.0%                                           | 152.8                 | 152.8                 | 100.0%                        | 25.8                                   | 25.8                                   | 100.0%                              |
| 210     | Crenshaw BI                                             | 8,386                                 | 8,376                                 | 99.9%                                            | 308                   | 308                   | 100.0%                        | 27.2                                   | 27.2                                   | 99.9%                               |
| 4       | Santa Monica BI Local                                   | 16,697                                | 16,658                                | 99.8%                                            | 469.6                 | 470.2                 | 100.1%                        | 35.6                                   | 35.4                                   | 99.6%                               |
| 90      | Downtown LA - Foothill BI                               | 3,350                                 | 3,312                                 | 99.5%                                            | 143.9                 | 138.1                 | 98.3%                         | 19.6                                   | 19.8                                   | 101.2%                              |
| 222     | Hollywood Way                                           | 550                                   | 631                                   |                                                  | 56.6                  | 56.6                  |                               |                                        |                                        |                                     |
| 224     | Lankershim BI                                           | 3,799                                 | 3,698                                 |                                                  | 154.6                 | 152.4                 |                               |                                        |                                        |                                     |
| 237     | Whiteoak Av, Woodley Av                                 | 1,019                                 | 1,015                                 |                                                  | 69                    | 69                    |                               |                                        |                                        |                                     |
| 690     | Foothill BI                                             | 504                                   | 519                                   |                                                  | 46.4                  | 46.4                  |                               |                                        |                                        |                                     |
| 10, 48  | Melrose Av/Main St/San Pedro St                         | 3,628                                 | 3,608                                 | 99.5%                                            | 144.5                 | 148                   | 102.4%                        | 25.1                                   | 24.4                                   | 97.1%                               |
| 18      | Whitter BI W 6th St                                     | 13,164                                | 12,911                                | 99.4%                                            | 345                   | 344.9                 | 100.2%                        | 30.0                                   | 29.7                                   | 99.2%                               |
| 20      | Wilshire BI Local                                       | 5,440                                 | 5,308                                 |                                                  | 248.4                 | 248.5                 |                               |                                        |                                        |                                     |
| 720     | Wilshire BI Rapid                                       | 11,166                                | 11,367                                |                                                  | 400.3                 | 402                   |                               |                                        |                                        |                                     |
| 81      | Figueroa St                                             | 5,961                                 | 5,788                                 | 99.4%                                            | 202.5                 | 202.1                 | 99.9%                         | 25.3                                   | 25.2                                   | 99.6%                               |
| 182     | East Hollywood - Highland Park - Rose Hill              | 1,426                                 | 1,557                                 |                                                  | 88.9                  | 88.9                  |                               |                                        |                                        |                                     |
| 242/243 | Tampa Av & Winnetka Av                                  | 951                                   | 945                                   | 99.4%                                            | 55                    | 55                    | 100.0%                        | 17.3                                   | 17.2                                   | 99.4%                               |
| 230     | Laurel Canyon BI                                        | 1,559                                 | 1,548                                 | 99.3%                                            | 56.4                  | 56.1                  | 99.5%                         | 27.6                                   | 27.6                                   | 99.9%                               |



| Line    | Description                                                                 | Avg<br>Sunday<br>Boardings<br>Q1 2025 | Avg<br>Sunday<br>Boardings<br>Q1 2026 | Sunday Ridership<br>Recovery 2026<br>Versus 2025 | Sunday<br>RSH<br>2025 | Sunday<br>RSH<br>2026 | RSH %<br>2026<br>Over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026<br>Over 2025 |
|---------|-----------------------------------------------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------------------|-----------------------|-----------------------|-------------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 117     | Century Bl                                                                  | 4,480                                 | 4,443                                 | 99.2%                                            | 122.1                 | 122.1                 | 100.0%                        | 36.7                                   | 36.4                                   | 99.2%                               |
| 169     | Saticoy St                                                                  | 957                                   | 949                                   | 99.2%                                            | 61.9                  | 61                    | 98.5%                         | 15.5                                   | 15.6                                   | 100.7%                              |
| 344     | Hawthorne Bl, Rancho Palos Verdes                                           | 807                                   | 800                                   | 99.2%                                            | 44.5                  | 44.5                  | 100.0%                        | 18.1                                   | 18.0                                   | 99.2%                               |
| 162     | Sherman Way                                                                 | 5,022                                 | 4,978                                 | 99.1%                                            | 133                   | 132                   | 99.2%                         | 37.8                                   | 37.7                                   | 99.9%                               |
| 14/37   | Beverly Bl - W Adams Bl                                                     | 6,291                                 | 6,215                                 | 98.8%                                            | 208.9                 | 209.4                 | 100.2%                        | 30.1                                   | 29.7                                   | 98.6%                               |
| 40      | MLK - Hawthorne Bl                                                          | 7,741                                 | 7,594                                 | 98.1%                                            | 298                   | 298                   | 100.0%                        | 26.0                                   | 25.5                                   | 98.1%                               |
| 251     | Soto St                                                                     | 6,494                                 | 6,369                                 | 98.1%                                            | 229.3                 | 229.1                 | 99.9%                         | 28.3                                   | 27.8                                   | 98.2%                               |
| 207     | Western Av Local                                                            | 15,982                                | 15,661                                | 98.0%                                            | 299                   | 299.4                 | 100.1%                        | 53.5                                   | 52.3                                   | 97.9%                               |
| 33      | Venice Bl Local                                                             | 10,908                                | 10,695                                | 98.0%                                            | 359.7                 | 361.7                 | 100.6%                        | 30.3                                   | 29.6                                   | 97.5%                               |
| 108     | Slauson Av                                                                  | 6,934                                 | 6,797                                 | 98.0%                                            | 211.6                 | 211                   | 99.7%                         | 32.8                                   | 32.2                                   | 98.3%                               |
| 152     | Roscoe Bl                                                                   | 5,863                                 | 5,729                                 | 97.7%                                            | 171.9                 | 167.3                 | 97.3%                         | 34.1                                   | 34.2                                   | 100.4%                              |
| 93*     | Hoover St                                                                   | 4,634                                 | 4,529                                 | 97.7%                                            | 161.3                 | 163.3                 | 101.2%                        | 28.7                                   | 27.7                                   | 96.5%                               |
| 62      | Telegraph Rd                                                                | 1,841                                 | 1,796                                 | 97.5%                                            | 86.2                  | 86.2                  | 100.0%                        | 21.4                                   | 20.8                                   | 97.5%                               |
| 754     | Vermont Av Rapid                                                            | 7,354                                 | 7,148                                 | 97.2%                                            | 140.7                 | 140.7                 | 100.0%                        | 52.3                                   | 50.8                                   | 97.2%                               |
| 266     | Rosemead Bl                                                                 | 3,443                                 | 3,334                                 | 96.9%                                            | 126.4                 | 126.4                 | 100.0%                        | 27.2                                   | 26.4                                   | 96.9%                               |
| 2       | Sunset Bl (became Sunset Bl - Alvarado St)                                  | 12,634                                | 12,234                                | 96.8%                                            | 379.6                 | 377.5                 | 99.4%                         | 33.3                                   | 32.4                                   | 97.4%                               |
| 212     | La Brea Av                                                                  | 5,441                                 | 5,255                                 | 96.6%                                            | 187.6                 | 187.4                 | 99.9%                         | 29.0                                   | 28.0                                   | 96.7%                               |
| 35/38   | Washington Bl/W Jefferson Bl                                                | 2,435                                 | 2,351                                 | 96.5%                                            | 102.2                 | 105.1                 | 102.8%                        | 23.8                                   | 22.4                                   | 93.9%                               |
| 232     | LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy                        | 2,978                                 | 2,869                                 | 96.3%                                            | 137                   | 136.5                 | 99.6%                         | 21.7                                   | 21.0                                   | 96.7%                               |
| 78      | Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr                  | 3,817                                 | 3,693                                 | 96.0%                                            | 139.7                 | 139.7                 | 99.9%                         | 24.2                                   | 23.2                                   | 96.1%                               |
| 179     | Rose Hill - Arcadia via Huntington Dr                                       | 741                                   | 683                                   |                                                  | 48.9                  | 48.8                  |                               |                                        |                                        |                                     |
| 115     | Manchester Av - Firestone Bl                                                | 6,321                                 | 6,055                                 | 95.8%                                            | 168.4                 | 168.4                 | 100.0%                        | 37.5                                   | 36.0                                   | 95.8%                               |
| 165     | Vanowen St                                                                  | 3,652                                 | 3,498                                 | 95.8%                                            | 112.1                 | 112.4                 | 100.3%                        | 32.6                                   | 31.1                                   | 95.5%                               |
| 910/950 | J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro         | 7,189                                 | 6,871                                 | 95.6%                                            | 205.5                 | 203.9                 | 99.2%                         | 35.0                                   | 33.7                                   | 96.3%                               |
| 901     | G Line BRT - North Hollywood - Canoga Park - Chatsworth                     | 7,098                                 | 6,777                                 | 95.5%                                            | 288.4                 | 256.1                 | 88.8%                         | 24.6                                   | 26.5                                   | 107.5%                              |
| 204     | Vermont Av Local                                                            | 14,466                                | 13,797                                | 95.4%                                            | 255.3                 | 255.3                 | 100.0%                        | 56.7                                   | 54.0                                   | 95.4%                               |
| 70      | El Monte - Downtown LA via Garvey Av and Cesar Chavez Av                    | 9,391                                 | 8,978                                 | 95.1%                                            | 292                   | 291.9                 | 100.0%                        | 28.8                                   | 27.4                                   | 95.1%                               |
| 74*     | Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace | 1,813                                 | 1,678                                 |                                                  | 96.9                  | 96.9                  |                               |                                        |                                        |                                     |
| 105     | Vernon Av, La Cienega Bl                                                    | 8,137                                 | 7,742                                 | 95.1%                                            | 220.5                 | 221.7                 | 100.5%                        | 36.9                                   | 34.9                                   | 94.6%                               |
| 611     | Huntington Park Shuttle                                                     | 843                                   | 801                                   | 95.0%                                            | 46.7                  | 46.7                  | 100.0%                        | 18.0                                   | 17.1                                   | 95.0%                               |

| Line | Description                             | Avg<br>Sunday<br>Boardings<br>Q1 2025 | Avg<br>Sunday<br>Boardings<br>Q1 2026 | Sunday Ridership<br>Recovery 2026<br>Versus 2025 | Sunday<br>RSH<br>2025 | Sunday<br>RSH<br>2026 | RSH %<br>2026<br>Over<br>2025 | Productivity<br>Boardings/<br>RSH 2025 | Productivity<br>Boardings/<br>RSH 2026 | Productivity<br>% 2026<br>Over 2025 |
|------|-----------------------------------------|---------------------------------------|---------------------------------------|--------------------------------------------------|-----------------------|-----------------------|-------------------------------|----------------------------------------|----------------------------------------|-------------------------------------|
| 233  | Van Nuys BI Local                       | 8,392                                 | 7,640                                 | 94.5%                                            | 220.2                 | 220.2                 | 99.4%                         | 30.8                                   | 29.3                                   | 95.1%                               |
| 234  | Sepulveda BI                            | 4,908                                 | 4,617                                 |                                                  | 171                   | 168.0                 |                               |                                        |                                        |                                     |
| 761  | Sepulveda BI - Westside Rapid           | 3,044                                 | 3,188                                 |                                                  | 139.5                 | 139.4                 |                               |                                        |                                        |                                     |
| 28   | Olympic BI Local                        | 6,087                                 | 5,728                                 | 94.1%                                            | 208.9                 | 208.9                 | 100.0%                        | 29.1                                   | 27.4                                   | 94.1%                               |
| 16   | 3rd St                                  | 12,383                                | 11,582                                | 93.9%                                            | 284.7                 | 283.8                 | 99.7%                         | 39.8                                   | 37.4                                   | 94.1%                               |
| 617  | Robertson BI - Beverwil Dr              | 285                                   | 307                                   |                                                  | 33.9                  | 33.9                  |                               |                                        |                                        |                                     |
| 60   | Downtown LA - Artesia via Long Beach BI | 7,660                                 | 7,184                                 | 93.8%                                            | 305.2                 | 306.3                 | 100.4%                        | 25.1                                   | 23.5                                   | 93.4%                               |
| 166  | Nordhoff St                             | 2,791                                 | 2,609                                 | 93.5%                                            | 80                    | 79.5                  | 99.4%                         | 34.9                                   | 32.8                                   | 94.1%                               |
| 111  | Florence Av                             | 8,291                                 | 7,731                                 | 93.2%                                            | 213.6                 | 213.7                 | 100.0%                        | 38.8                                   | 36.2                                   | 93.2%                               |
| 45   | Broadway Local                          | 8,575                                 | 7,821                                 | 91.7%                                            | 257.2                 | 257.1                 | 100.0%                        | 28.6                                   | 26.3                                   | 91.8%                               |
| 127  | Compton BI, Somerset BI                 | 1,005                                 | 967                                   |                                                  | 77.3                  | 77.3                  |                               |                                        |                                        |                                     |
| 51   | Avalon BI, W 7th St                     | 10,945                                | 10,029                                | 91.6%                                            | 263                   | 263.6                 | 100.2%                        | 41.6                                   | 38.0                                   | 91.4%                               |
| 30   | Pico BI                                 | 5,607                                 | 5,125                                 | 91.4%                                            | 138.3                 | 148.4                 | 107.3%                        | 40.5                                   | 34.5                                   | 85.2%                               |
| 66   | E Olympic BI/W 8th St                   | 7,175                                 | 6,499                                 | 90.6%                                            | 181.3                 | 177.9                 | 98.1%                         | 39.6                                   | 36.5                                   | 92.3%                               |
| 110  | Gage Av                                 | 3,430                                 | 3,051                                 | 88.9%                                            | 112.1                 | 112.1                 | 100.0%                        | 30.6                                   | 27.2                                   | 88.9%                               |
| 265  | Paramount BI                            | 576                                   | 508                                   | 88.1%                                            | 37.5                  | 37.5                  | 100.0%                        | 15.4                                   | 13.5                                   | 88.1%                               |

## Summary of NextGen Frequency Changes

**NextGen Bus Plan service frequency improvements were implemented through the service changes that occurred between December 2020 through December 2022.**

### Gateway Cities

Weekday frequency change highlights in the Gateway Cities service area include:

- **Tier 1:** five local lines had frequency improvements:
  - Line 53 increased from every 15 to every 10 minutes midday
  - Line 60 increased from every 18 to every 10 minutes midday
  - Line 105 increased from every 18-20 to every 10 minutes peak and midday
  - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
  - Line 251 increased from every 22 to every 10 minutes midday
- **Tier 2:** Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- **Tier 4:** changes consisted of:
  - Line 127 added new 60-minutes peak and midday service
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Weekend frequency change highlights in the Gateway Cities service area include:

- **Tier 1:** Four lines had frequency improved:
  - Line 53 increased from every 20 to every 15 minutes Sunday
  - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
  - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- **Tier 4:** Changes were made to four lines:
  - Line 127 added new 30-60 minute Saturday and Sunday service
  - Lines 128 and 258 added new 60-minute Sunday service
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

### San Gabriel Valley

Weekday frequency change highlights in the San Gabriel Valley service area include:

- **Tier 1:** three local lines had frequency improvements:
  - Line 70 increased from every 15 to every 7.5 minutes peak and midday
  - Line 78 increased from every 20 to every 10 minutes midday
- **Tier 2:** Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday

- **Tier 3:** Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- **Tier 4:** part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit

Weekend frequency change highlights in the San Gabriel Valley service area include:

- **Tier 1:** Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- **Tier 3:** Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- **Tier 4:** part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

### **San Fernando Valley**

Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94). A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through revenue service hours investment as follows:

- **Tier 1:** three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- **Tier 2:** seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- **Tier 3:** four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- **Tier 4:** two lines increased from every 60 to every 40 minutes (Lines 242, 243)

Saturday service frequency increases were also significant and appear to support growing regional ridership.

- **Tier 1:** two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- **Tier 2:** three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- **Tier 3:** two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- **Tier 4:** Lines 242 and 243 increased from every 60 to every 40 minutes
- Three lines that previously had no weekend service gained Saturday service: Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

San Fernando Valley Sunday service frequency increases were also significant and are likely supporting ridership growth:

- **Tier 1:** two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- **Tier 2:** one local line increased from every 32 to every 20 minutes (Line 152)
- **Tier 3:** two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Five lines that previously had no weekend service gained Sunday service: Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94).

## South Bay Cities

Weekday frequency change highlights in the South Bay Cities service area include:

- **Tier 1:** Eight local lines had frequency improved:
  - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
  - Line 45 increased from every 15 to every 10 minutes midday
  - Line 51 increased from every 12 to 7.5 minutes midday
  - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
  - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
  - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
  - Line 210 increased from every 20 to every 10 minutes peak and midday
  - Line 212 increased from every 12-15 to every 10 minutes peak and midday
  - J Line Express service increased from every 15 minutes to every 10 minutes during midday
- **Tier 2:** three local lines had improved frequencies:
  - Line 110 increased from every 24 to every 15 minutes midday
  - Line 117 increased from every 18-20 to every 15 minutes peak and midday
  - Line 206 increased from every 20 to 15 minutes midday
- **Tier 3:** three local lines had improved frequencies:
  - Line 125 increased from every 25-35 to every 20 minutes peak and midday
  - Line 232 increased from every 22 to every 15 minutes peak
  - Line 246 increased from every 60 to every 30 minutes midday

- **Tier 4:** had two changes
  - Line 202 added new 60-minute midday service
  - Line 130 west of Artesia A Line Station was transferred to Torrance Transit

Weekend frequency change highlights in the South Bay Cities service area include:

- **Tier 1:** Seven local lines had frequency improvements
  - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
  - Line 45 increased from every 15 to every 10 minutes Sunday
  - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
  - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
  - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
  - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
  - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- **Tier 3:** Two local lines had frequency improved:
  - Line 125 increased from every 40 to every 30 minutes Sunday
  - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- **Tier 4:** Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

## Westside Central

Weekday frequency change highlights in the Westside Central service area include:

- **Tier 1:** Nine local lines had frequencies improved:
  - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset – Alvarado)
  - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
  - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th – Whittier)
  - Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6<sup>th</sup> St)
  - Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
  - Line 30 increased from every 12 to 10 minutes midday (Pico BI)
  - Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)

- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic Bl)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- **Tier 2:** Three local lines had frequency improved:
  - Line 10 increased from every 20 to 15 minutes midday
  - Line 93 (formerly Line 603) increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
  - Line 605 increased from every 23 to every 15 minutes midday
- **Tier 4:** Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Weekend frequency change highlights in the Westside Central service area include:

- **Tier 1:** Nine local lines had improvements made:
  - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
  - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
  - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
  - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
  - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
  - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
  - Line 33 increased from every 20 to 10 minutes peak hours and midday
  - Line 66 increased from every 20 to every 15 minutes Sunday
- **Tier 2** improvements consisted of:
  - Line 14/37 increased from every 20 to 15 minutes Saturday and Sunday
  - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
  - Line 605 increased from every 35 to every 20 minutes midday
- **Tier 4:** Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added.

NextGen Ridership Review Supporting Data Charts  
Quarter 1 Calendar Year 2026

Chart 1: Average Weekday Ridership by Month, 2019-2026

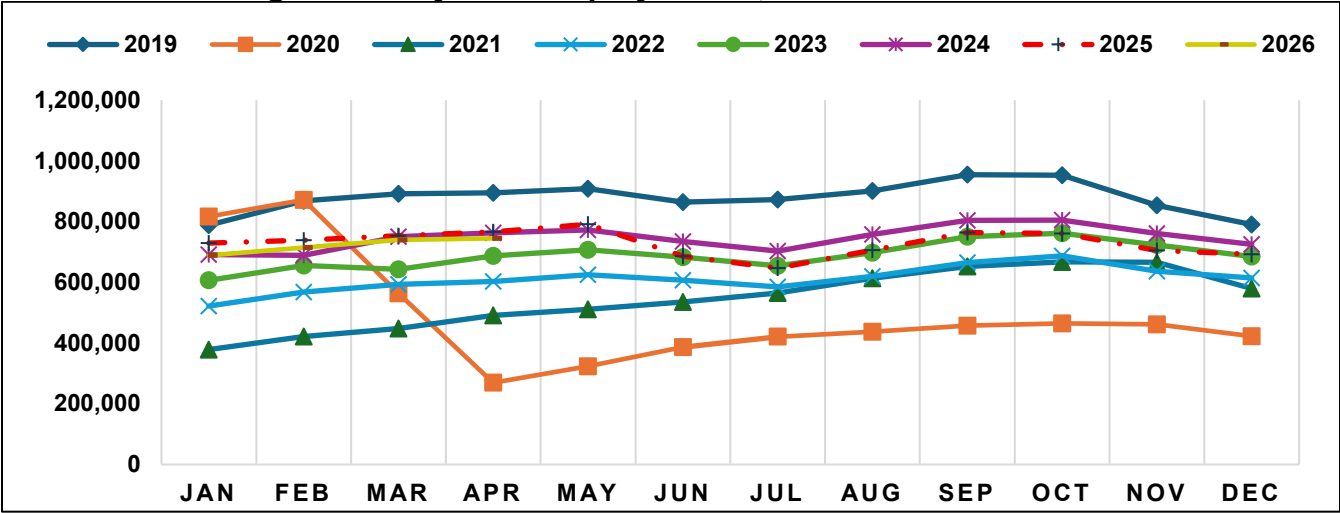


Chart 2: Average Saturday Ridership by Month, 2019-2026

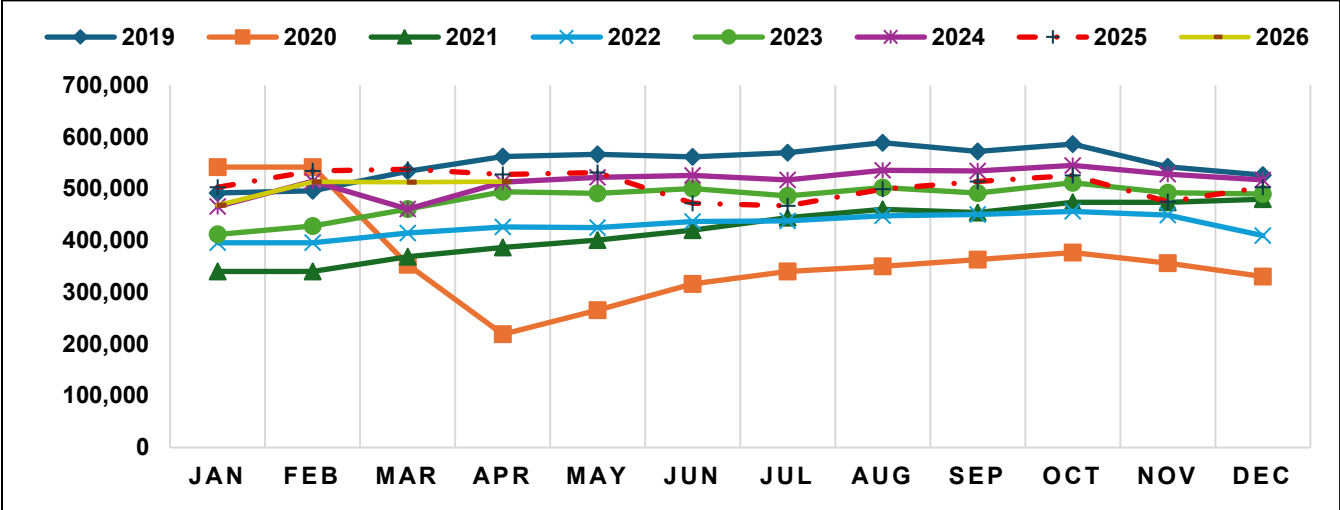
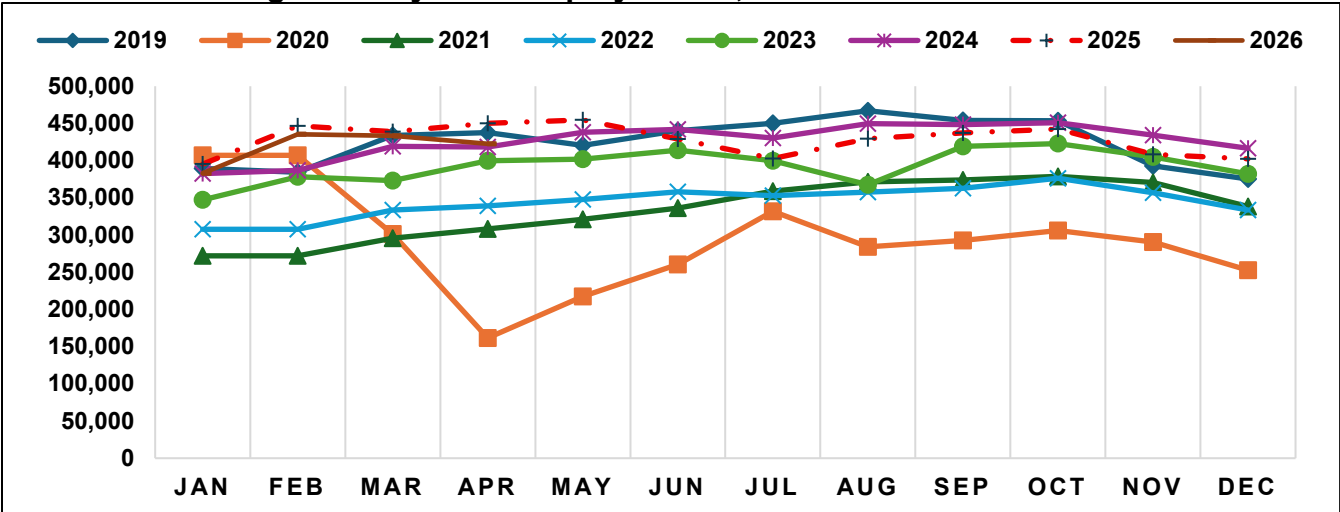
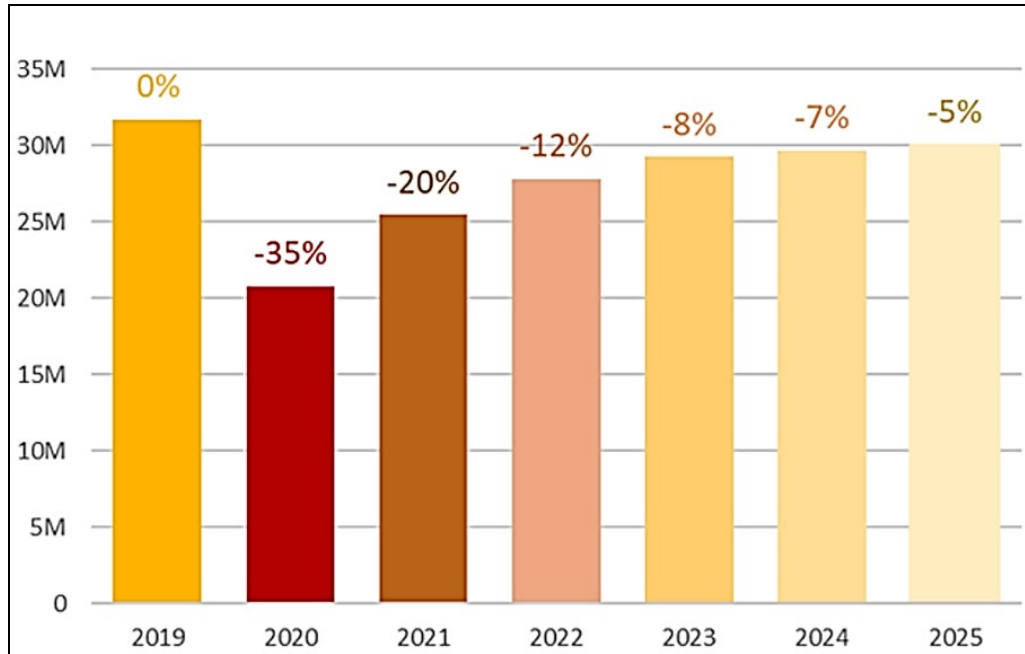


Chart 3: Average Sunday Ridership by Month, 2019-2026

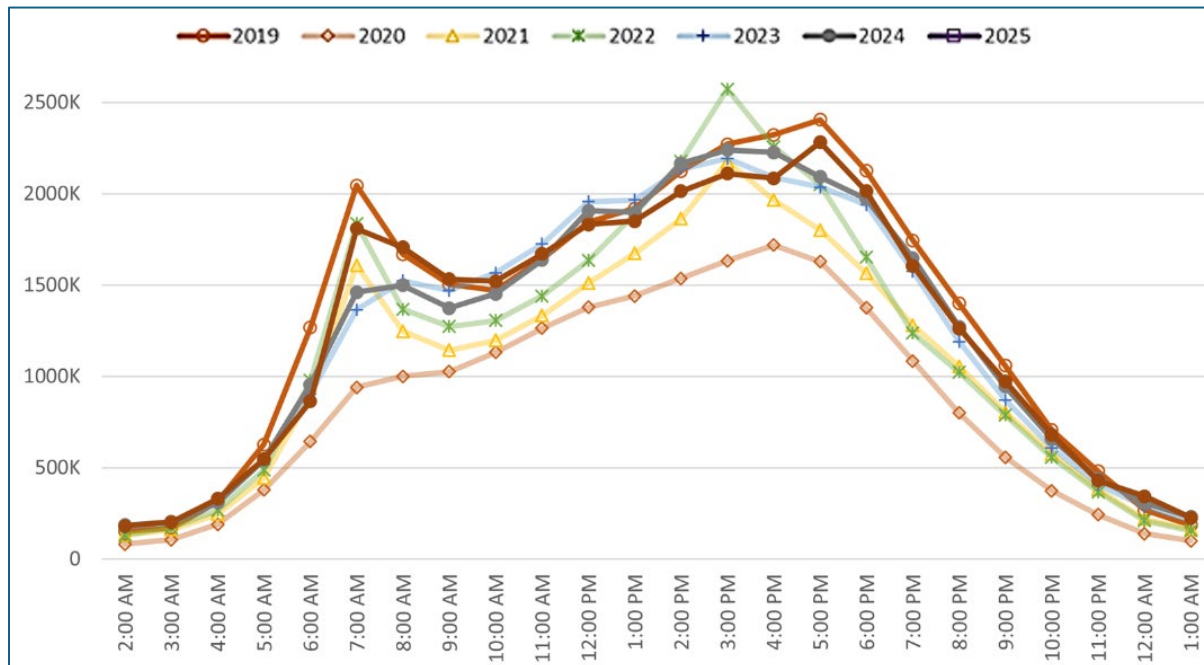




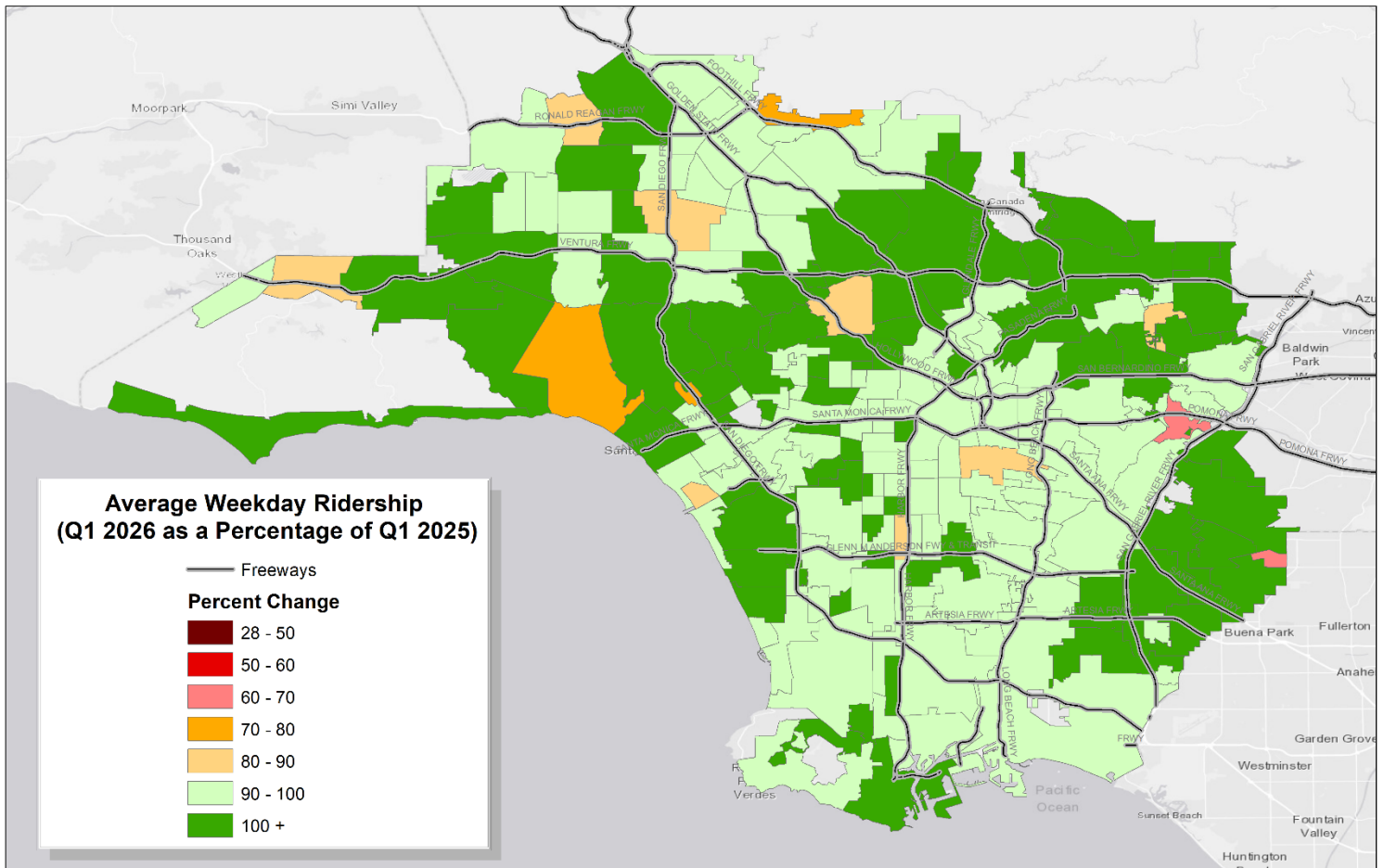
**Chart 4: Percentage difference of LA County Total Daily Trips compared to 2019, 2019-2025**



**Chart 5: LA County Total Daily Trips By Year and Hour, 2019-2025**



**Map 1: Q1 2026 Average Weekday Ridership as a Percentage of Q1 2025 Average Weekday Ridership**



**Table 3: Comparison of Average Daily GoPass Boardings by Day Type and Year**

| Date Range of Comparison by Day Type | Weekdays   | Saturday  | Sunday    | Total      |
|--------------------------------------|------------|-----------|-----------|------------|
| Calendar Year 2024                   | 18,447,365 | 1,676,507 | 1,284,086 | 21,407,958 |
| Calendar Year 2025                   | 18,638,158 | 1,695,739 | 1,346,297 | 21,680,194 |
| GoPass Year Over Year # Change       | +190,793   | +19,232   | +62,211   | +272,236   |
| GoPass Year Over Year % Change       | 1.03%      | 1.15%     | 4.84%     | 1.27%      |

**Table 4: Comparison of Average Daily LIFE Boardings by Day Type and Year**

| Date Range of Comparison by Day Type | Weekdays   | Saturday  | Sunday    | Total      |
|--------------------------------------|------------|-----------|-----------|------------|
| Calendar Year 2024                   | 17,097,503 | 2,272,802 | 1,853,718 | 21,224,023 |
| Calendar Year 2025                   | 18,149,473 | 2,398,694 | 2,030,221 | 22,578,388 |
| LIFE Program Year Over Year # Change | +1,051,970 | +125,892  | +176,503  | +1,354,365 |
| LIFE Program Year Over Year % Change | 6.15%      | 5.54%     | 9.52%     | 6.38%      |

**Table 5: Percentage Change in Average Daily Ridership by Service Area and Day Type Q1 CY2026 compared to CY 2025 Q4 and Q3**

| <b>% Change in Average Daily Ridership by Service Area, Year over Year (YOY)- Q1 CY2026 versus Q4 CY2025 and Q3 CY2025</b> | <b>Weekday</b> | <b>Saturday</b> | <b>Sunday</b> |
|----------------------------------------------------------------------------------------------------------------------------|----------------|-----------------|---------------|
| Gateway Cities Q1 YOY                                                                                                      | -4.1%          | -8.4%           | -3.2%         |
| Gateway Cities Q4 YOY                                                                                                      | -7.3%          | -8.1%           | -5.8%         |
| Gateway Cities Q3 YOY                                                                                                      | -9.1%          | -10.3%          | -10.0%        |
| San Fernando Valley Q1 YOY                                                                                                 | -3.3%          | -6.1%           | -3.2%         |
| San Fernando Valley Q4 YOY                                                                                                 | -5.8%          | -6.3%           | -4.4%         |
| San Fernando Valley Q3 YOY                                                                                                 | -0.8%          | -0.6%           | 0.5%          |
| San Gabriel Valley Q1 YOY                                                                                                  | -0.4%          | -4.6%           | -1.6%         |
| San Gabriel Valley Q4 YOY                                                                                                  | -3.6%          | -1.8%           | -1.9%         |
| San Gabriel Valley Q3 YOY                                                                                                  | -4.7%          | -5.0%           | -5.6%         |
| South Bay Cities Q1 YOY                                                                                                    | -3.8%          | -7.4%           | -4.4%         |
| South Bay Cities Q4 YOY                                                                                                    | -9.0%          | -8.8%           | -8.7%         |
| South Bay Cities Q3 YOY                                                                                                    | -5.8%          | -7.9%           | -7.3%         |
| Westside Central Q1 YOY                                                                                                    | -2.5%          | -5.7%           | -2.1%         |
| Westside Central Q4 YOY                                                                                                    | -6.3%          | -6.8%           | -5.5%         |
| Westside Central Q3 YOY                                                                                                    | -6.9%          | -7.7%           | -4.5%         |

**Table 6: Average Ridership by Day Type and Time Period Q1 CY2026 versus Q1 CY2025**

| <b>Time Period</b>    | <b>Weekday Q1</b> |               |                 | <b>Saturday Q1</b> |               |                 | <b>Sunday Q1</b> |               |                 |
|-----------------------|-------------------|---------------|-----------------|--------------------|---------------|-----------------|------------------|---------------|-----------------|
|                       | <b>CY2025</b>     | <b>CY2026</b> | <b>% Change</b> | <b>CY2025</b>      | <b>CY2026</b> | <b>% Change</b> | <b>CY2025</b>    | <b>CY2026</b> | <b>% Change</b> |
| Early AM (4a-6a)      | 22,108            | 21,156        | -4.5%           | 10,337             | 10,267        | -0.7%           | 7,687            | 7,750         | 0.8%            |
| AM Peak (6a-9a)       | 139,746           | 132,271       | -5.7%           | 68,165             | 62,873        | -8.4%           | 48,158           | 46,481        | -3.6%           |
| Midday (9a-3p)        | 275,992           | 267,376       | -3.2%           | 223,646            | 205,859       | -8.6%           | 183,251          | 175,070       | -4.7%           |
| PM Peak (3p-6p)       | 224,653           | 220,124       | -2.1%           | 139,753            | 130,273       | -7.3%           | 117,342          | 113,407       | -3.5%           |
| Evening (6p-9p)       | 46,672            | 48,158        | 3.1%            | 42,914             | 43,944        | 2.3%            | 38,515           | 39,956        | 3.6%            |
| Late Evening (9p-12a) | 13,427            | 14,073        | 4.6%            | 13,936             | 14,815        | 5.9%            | 12,254           | 12,254        | 0.0%            |
| Owl (12a-4a)          | 7,990             | 8,449         | 5.4%            | 8,476              | 9,501         | 10.8%           | 7,240            | 7,976         | 9.2%            |

**Table 8: 10 Highest and Lowest Productivity Bus Lines**

| Line    | Line/Line Group              | Weekday Productivity |         | Saturday Productivity |         | Sunday Productivity |         | Level   |
|---------|------------------------------|----------------------|---------|-----------------------|---------|---------------------|---------|---------|
|         |                              | Q1 2025              | Q1 2026 | Q1 2025               | Q1 2026 | Q1 2025             | Q1 2026 |         |
| 204     | Vermont Av Local             | 66.3                 | 63.8    | 70.4                  | 64.8    | 56.7                | 54      | Highest |
| 754     | Vermont Av Rapid             | 58.8                 | 56.9    | 65.2                  | 60.4    | 52.3                | 50.8    | Highest |
| 207     | Western Av                   | 57.1                 | 56.2    | 66.2                  | 61.5    | 53.5                | 52.3    | Highest |
| 66      | E Olympic Bl/W 8th St        | 47.1                 | 44.3    | 51.7                  | 44.9    | 39.6                | 36.5    | Highest |
| 206     | Normandie Av                 | 44.4                 | 44      | 44.8                  | 44.4    | 39.7                | 40.4    | Highest |
| 16      | W 3rd St                     | 43.6                 | 41.4    | 47.4                  | 44.9    | 39.8                | 37.4    | Highest |
| 152     | Roscoe Bl                    | 43.5                 | 41.4    | 42.3                  | 39.7    | 34.1                | 34.2    | Highest |
| 14/37   | Beverly Bl/W Adams           | 42.3                 | 41.2    | 36.6                  | 34.6    | 30.1                | 29.7    | Highest |
| 910/950 | J Line BRT                   | 41.3                 | 39.7    | 43.4                  | 40.4    | 35                  | 33.7    | Highest |
| 51      | Avalon Bl/W 7th St           | 42.1                 | 39.4    | 42                    | 43.3    | 41.6                | 38      | Highest |
| 665     | City Terrace                 | 15.7                 | 16.7    | 13.2                  | 14.2    | 10.7                | 11.5    | Lowest  |
| 161     | Thousand Oaks - Canoga Park  | 15.4                 | 14.3    | 15.2                  | 13.6    | 10.7                | 11      | Lowest  |
| 577     | El Monte - Long Beach Exp    | 12.9                 | 14.3    | N/A                   | N/A     | N/A                 | N/A     | Lowest  |
| 211/215 | Prairie Av/Inglewood Av      | 14.5                 | 14.2    | N/A                   | N/A     | N/A                 | N/A     | Lowest  |
| 296     | Riverside Dr                 | 12.2                 | 14.2    | 14.1                  | 18.7    | 11.5                | 15.6    | Lowest  |
| 134     | Pacific Coast Highway Malibu | 6.9                  | 14      | 7.7                   | 15.4    | 7.7                 | 13      | Lowest  |
| 601     | Warner Center Shuttle        | 10.8                 | 11.6    | 8.1                   | 7.2     | 7                   | 8       | Lowest  |
| 602     | Pacific Palisades            | 9.1                  | 11.8    | 5.5                   | 9.9     | 4.7                 | 8.5     | Lowest  |
| 209     | Arlington/Van Ness           | 11.9                 | 11.2    | N/A                   | N/A     | N/A                 | N/A     | Lowest  |
| 202     | Willowbrook Av               | 9                    | 9.6     | N/A                   | N/A     | N/A                 | N/A     | Lowest  |



# **NextGen Ridership Update Quarter 1, Calendar Year 2026**

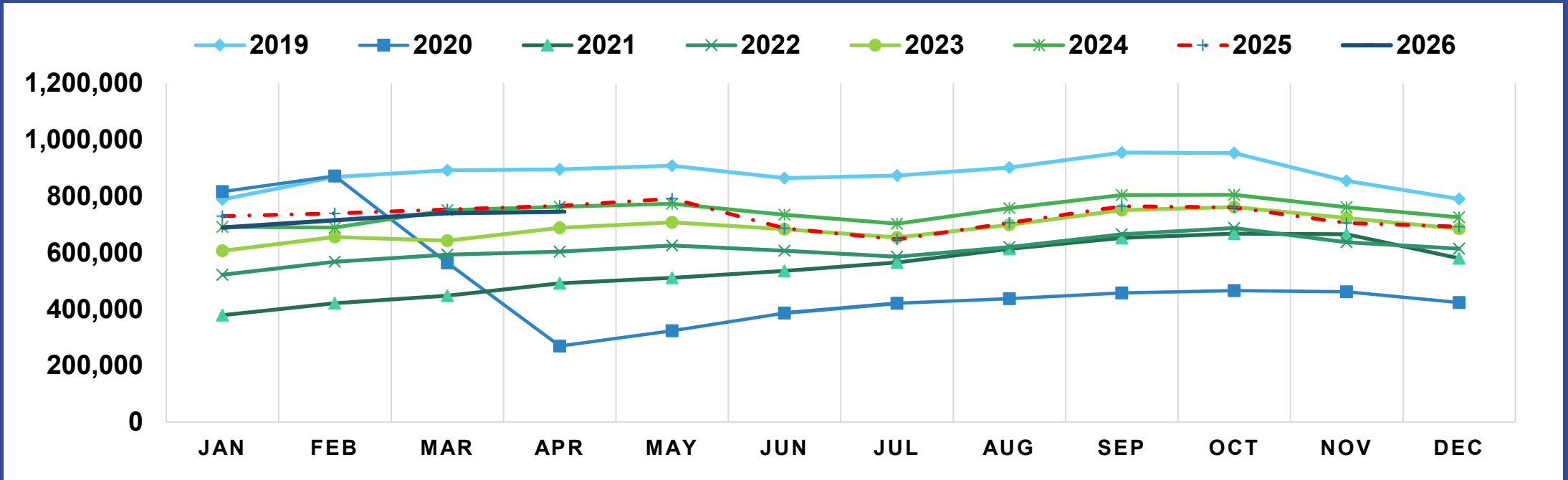
**Operations, Safety, and Customer Experience Committee**

**July 16, 2026**



**Metro<sup>®</sup>**

# Average Weekday Ridership 2019-2026



- Average weekday Q1 CY2026 ridership versus Q4 CY2025 declined 3.5%, a lesser decline than 5.5% in Q4 CY2025.
- The peak month for Q1 CY 2026 was March 2026 (739,730, down 1.8%). February 2026 was down 3.3% (715,025) and January 2026 was down 5.6% (688,864) compared to the same months in 2025.
- Average Q1 CY2026 Saturday bus ridership declined 5.8% compared to Q1 CY2025 and Q4 CY2025.
- Average Q1 CY2026 Sunday ridership showed a 2.2% decline compared to Q1 CY2025, and a lesser decline than the 4.4% and 3.8% declines for Sunday Q3 and Q4 CY2025 respectively.
- With the exception of Saturday, there were more significant overall reductions in the ridership decline rate seen in Q3 and Q4 CY2025 but still a decline compared to previous consistent ridership growth prior to June 2025.



# Average Weekday Ridership by Service Area

- Overall, Q1 weekday bus system ridership declined 3.5% compared to 5.8% in the previous quarter Q4 CY2025.
- Average Q1 CY2026 weekday ridership compared to Q1 CY2025 showed declines in all service areas, with the least declines in the San Gabriel Valley and Westside Central.
- The other three service areas (Gateway Cities, San Fernando Valley, and South Bay Cities), were comparatively more impacted.
  - These results may suggest that immigration enforcement actions may have impacted these areas more in Q4 than Q3.
- EFC boardings as a proportion of total boardings were 1.4% higher than the same quarter of 2019 for weekdays, up 0.1% for Saturday, and down 0.1% Sunday from Q4 CY2025. This was a big gain for weekdays, but minimal change on Saturday and Sunday in Q1 CY2026.

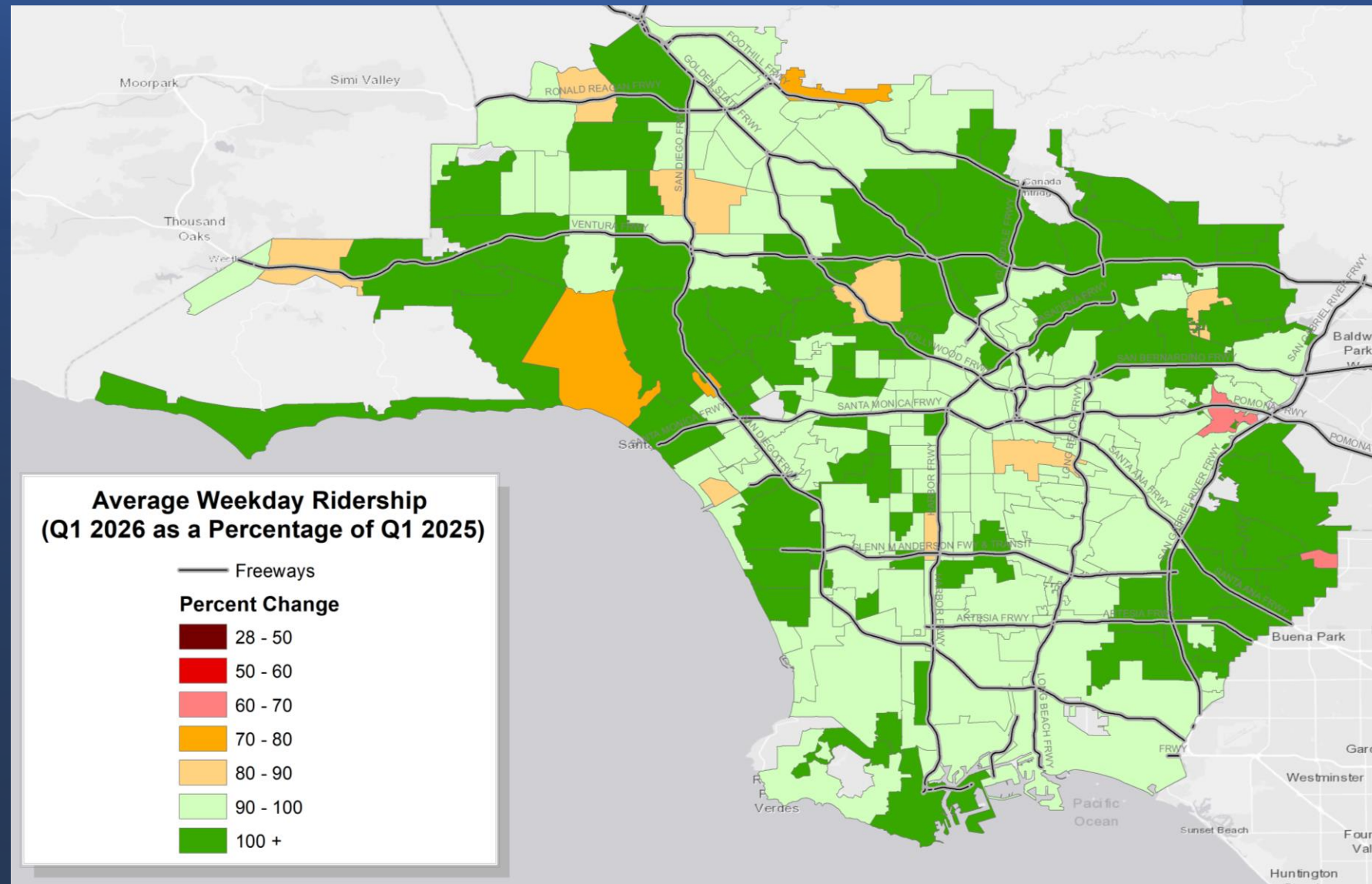
| % Change in Average Daily Ridership by Service Area, Year over Year (YOY) for Q1 CY2026, Q4 CY2025 and Q3 CY2025 | Weekday | Saturday | Sunday |
|------------------------------------------------------------------------------------------------------------------|---------|----------|--------|
| Gateway Cities Q1 YOY                                                                                            | -4.1%   | -8.4%    | -3.2%  |
| Gateway Cities Q4 YOY                                                                                            | -7.3%   | -8.1%    | -5.8%  |
| Gateway Cities Q3 YOY                                                                                            | -9.1%   | -10.3%   | -10.0% |
| San Fernando Valley Q1 YOY                                                                                       | -3.3%   | -6.1%    | -3.2%  |
| San Fernando Valley Q4 YOY                                                                                       | -5.8%   | -6.3%    | -4.4%  |
| San Fernando Valley Q3 YOY                                                                                       | -0.8%   | -0.6%    | 0.5%   |
| San Gabriel Valley Q1 YOY                                                                                        | -0.4%   | -4.6%    | -1.6%  |
| San Gabriel Valley Q4 YOY                                                                                        | -3.6%   | -1.8%    | -1.9%  |
| San Gabriel Valley Q3 YOY                                                                                        | -4.7%   | -5.0%    | -5.6%  |
| South Bay Cities Q1 YOY                                                                                          | -3.8%   | -7.4%    | -4.4%  |
| South Bay Cities Q4 YOY                                                                                          | -9.0%   | -8.8%    | -8.7%  |
| South Bay Cities Q3 YOY                                                                                          | -5.8%   | -7.9%    | -7.3%  |
| Westside Central Q1 YOY                                                                                          | -2.5%   | -5.7%    | -2.1%  |
| Westside Central Q4 YOY                                                                                          | -6.3%   | -6.8%    | -5.5%  |
| Westside Central Q3 YOY                                                                                          | -6.9%   | -7.7%    | -4.5%  |

| EFC Ridership Percentage | Weekday | Saturday | Sunday |
|--------------------------|---------|----------|--------|
| CY19 Q1                  | 78.0%   | 79.6%    | 79.6%  |
| CY20 Q1                  | 78.1%   | 79.6%    | 79.5%  |
| CY21 Q1                  | 79.6%   | 80.8%    | 80.4%  |
| CY22 Q1                  | 79.6%   | 80.3%    | 80.3%  |
| CY23 Q1                  | 79.1%   | 79.9%    | 79.8%  |
| CY24 Q1                  | 79.0%   | 79.7%    | 79.5%  |
| CY25 Q1                  | 79.2%   | 79.9%    | 79.5%  |
| CY26 Q1                  | 79.4%   | 79.7%    | 79.5%  |





# Q1 2026 Average Weekday Ridership as Percentage of Q1 2025



Outer areas of the network tended to show increased ridership compared to Q1 CY2025, while small declines were seen year over year in more central parts of the network.



# Ridership by Time Period

## Change from Q1CY2025 to Q1CY2026

|                       | Weekday Q1 |         |          | Saturday Q1 |         |          | Sunday Q1 |         |          |
|-----------------------|------------|---------|----------|-------------|---------|----------|-----------|---------|----------|
| Time Period           | CY2025     | CY2026  | % Change | CY2025      | CY2026  | % Change | CY2025    | CY2026  | % Change |
| Early AM (4a-6a)      | 22,108     | 21,156  | -4.5%    | 10,337      | 10,267  | -0.7%    | 7,687     | 7,750   | 0.8%     |
| AM Peak (6a-9a)       | 139,746    | 132,271 | -5.7%    | 68,165      | 62,873  | -8.4%    | 48,158    | 46,481  | -3.6%    |
| Midday (9a-3p)        | 275,992    | 267,376 | -3.2%    | 223,646     | 205,859 | -8.6%    | 183,251   | 175,070 | -4.7%    |
| PM Peak (3p-6p)       | 224,653    | 220,124 | -2.1%    | 139,753     | 130,273 | -7.3%    | 117,342   | 113,407 | -3.5%    |
| Evening (6p-9p)       | 46,672     | 48,158  | 3.1%     | 42,914      | 43,944  | 2.3%     | 38,515    | 39,956  | 3.6%     |
| Late Evening (9p-12a) | 13,427     | 14,073  | 4.6%     | 13,936      | 14,815  | 5.9%     | 12,254    | 12,254  | 0.0%     |
| Owl (12a-4a)          | 7,990      | 8,449   | 5.4%     | 8,476       | 9,501   | 10.8%    | 7,240     | 7,976   | 9.2%     |

- Weekday early AM and AM peak period ridership showed the largest year-over-year declines. While slightly lower, these are far less than the Q4 CY2025 year-over-year declines.
- The midday and PM peak periods were the next most impacted but far less than the Q4 CY2025 year over year declines.
- This data suggests travel for work may still be the most impacted in the AM peak weekdays, less so in the PM peak.
- Weekday evenings, late evenings, and Owl period all showed increased ridership compared to Q4 CY2025.

# Change from Q1CY2025 to Q1CY2026 Line Ridership Changes

- In Q1 2026, 71.6% of 81 Weekday, 67.9% of 78 Saturday, and 59.7% of 77 Sunday bus lines/line groups had ridership between 90-99% of Q1 CY2025 levels.
- Though there was an overall reduced ridership in Q1 CY2026, 22 Weekday (27.2% of total), 12 Saturday (15.4% of total), and 29 Sunday lines/line groups (37.7% of total) saw ridership growth over Q1 CY2025.
- Many of these lines/line groups showing were lower frequency, lower ridership Tier 3 and 4 lines rather than higher frequency/higher ridership Tier 1 and 2 lines. Overall Tier 3 and 4 show less decline though are a much smaller portion of total ridership compared to Tier 1 and 2 lines.
- A few lines with increased ridership were associated with frequency improvements (Line 665), line restructuring to better connect to rail (Lines 180/217), or route extension (Line 217 to Eagle Rock). Other lines with increased ridership did not have any recent frequency or routing improvements.
- Two bus lines impacted by the Palisades fire in January 2025 saw significant ridership recovery in Q1 CY2026:
  - Line 602 Q1 CY2026 ridership was up 126.9% Weekday, up 178.6% Saturday, and up 179.4% Sunday compared to ridership in Q1 CY2025.
  - Line 134: all except 6 stops restored by Q1 CY2026. Ridership was up 205.0% Weekday, up 203.5% Saturday, up 171.9% Sunday.
- Productivity Improved in Q1 CY2026 for 19 of 81 Weekday, 17 of 78 Saturday, and 37 of 77 Sunday lines/line groups.

| CY2026 vs CY2025 Q1 | Weekday | Saturday | Sunday |
|---------------------|---------|----------|--------|
| 200%+               | 1       | 1        | 0      |
| 150-199%            | 0       | 1        | 2      |
| 140-149%            | 0       | 0        | 1      |
| 130-139%            | 0       | 1        | 0      |
| 120-129%            | 1       | 0        | 0      |
| 110-119%            | 2       | 1        | 3      |
| 100-109%            | 18      | 8        | 23     |
| 90-99%              | 58      | 53       | 46     |
| 80-89%              | 1       | 13       | 2      |
| Total               | 81      | 78       | 77     |

| Number of Lines with Increased Ridership | Weekday | Saturday | Sunday |
|------------------------------------------|---------|----------|--------|
| Gateway Cities                           | 6       | 1        | 5      |
| San Fernando Valley                      | 9       | 5        | 13     |
| San Gabriel Valley                       | 2       | 3        | 5      |
| South Bay Cities                         | 1       | 1        | 3      |
| Westside Central                         | 4       | 2        | 3      |

# Bus Speed & Reliability Projects

DRAFT, 6/10/2026

## Metro Bus Lanes

- Installed
- Planned
- Pending Construction

## Jurisdictions

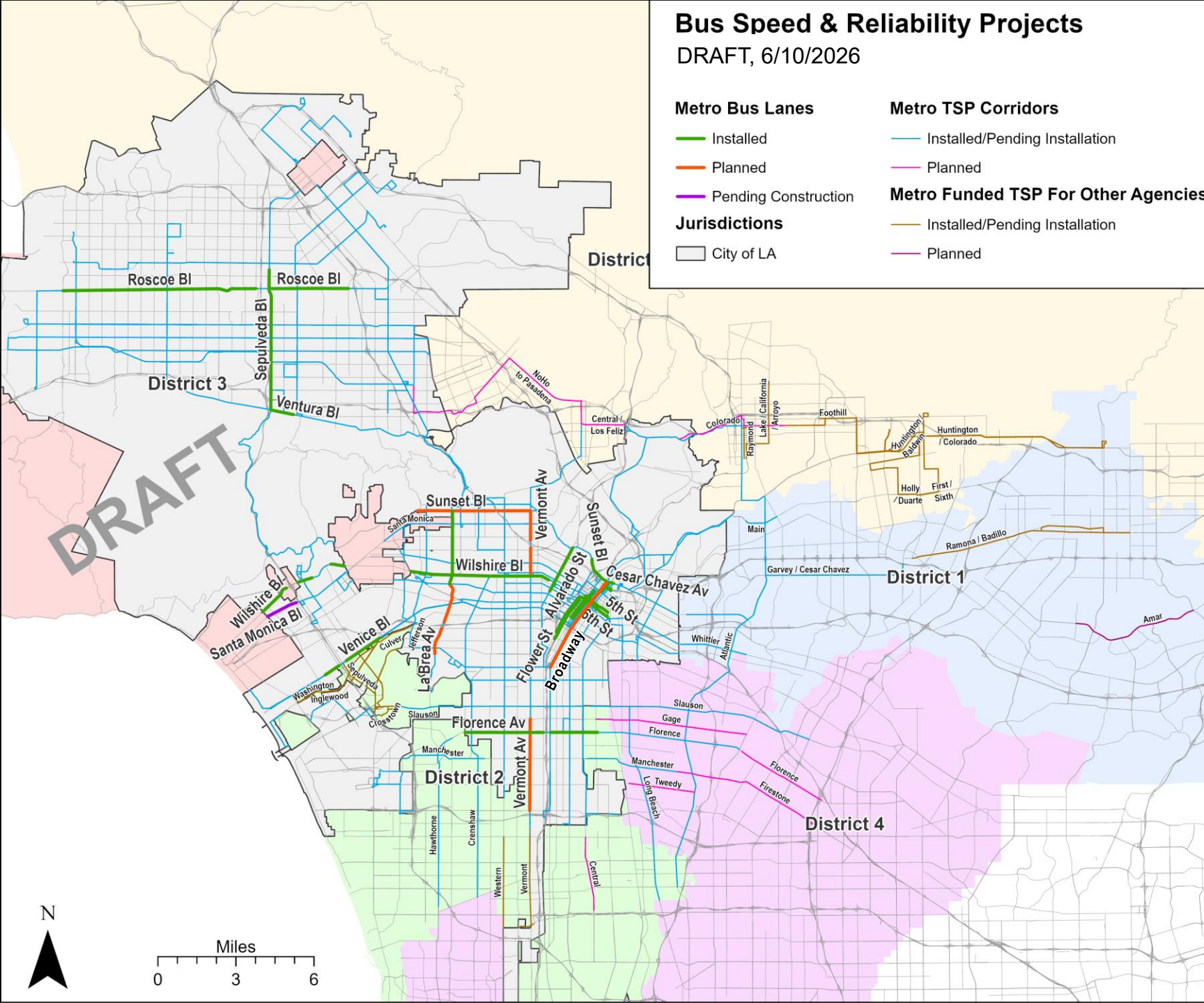
- City of LA

## Metro TSP Corridors

- Installed/Pending Installation
- Planned

## Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



# Speed & Reliability Updates

## Bus lane progress

- 80.5 lane-miles complete
- 2.5 lane-miles pending installation
- 33.1 lane-miles planned

## Broadway

- 7.9 lane-miles planned between Cesar Chavez Av to Martin Luther King Jr Bl

## Sunset Bl

- 8.4 lane-miles planned between Vermont Av and Havenhurst Dr

## Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

## Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026.

## Bus stop consolidation

- 318 stops consolidated to balance speed and accessibility on Metro's busiest lines.

## Headway Based Operation Pilot

- Pilot completed for Line 16

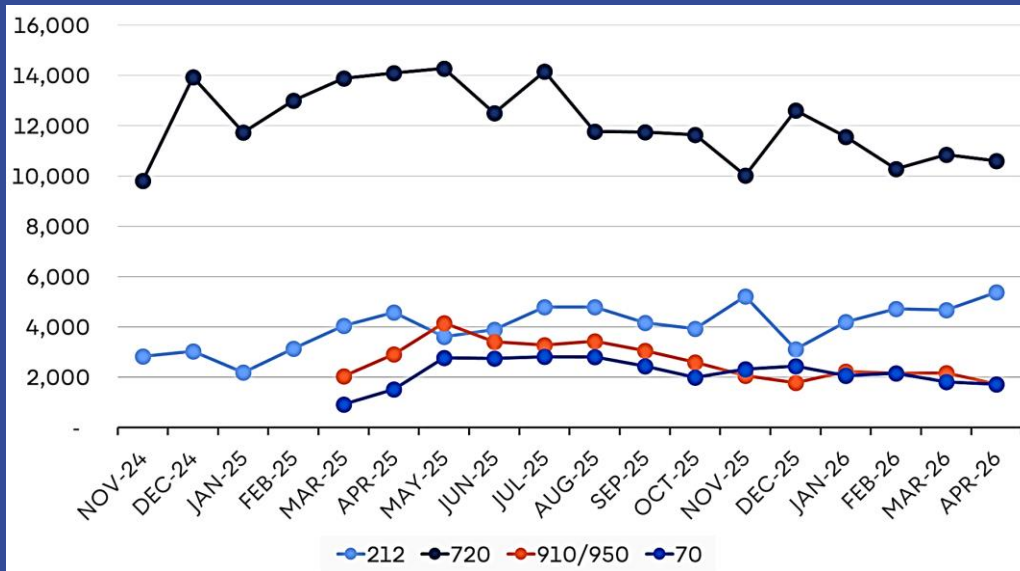


# Bus Lane Enforcement (BLE) Program April 2026 Update

## April 2026 Events per Route

- 212: 4,376
- 910/950: 1,329
- 720: 9,644
- 70: 257
- 46% (78) of bus stops with 10+ events
- 169 bus stops with at least one event

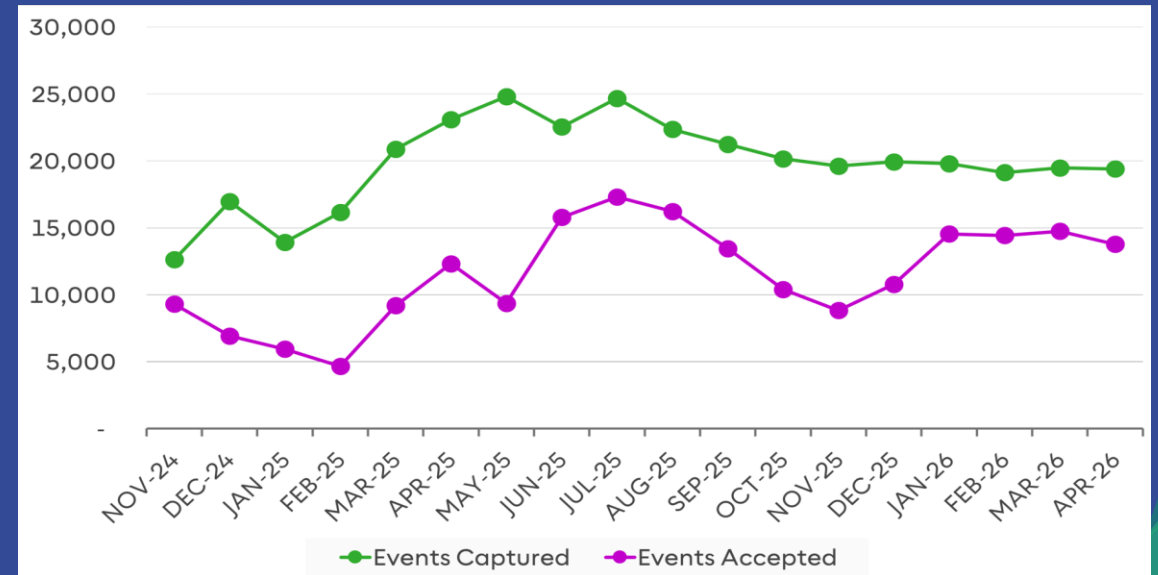
## Events Captured By Route



## April 2026 Enforcement

- Bus lane events: 15,606 / 688 events per mile
- 71% (162) of all bus lane locations with 10+ events
- 17,144 unique violators; 1,484 repeat offenders
- 8% of vehicles with multiple violations

## Events Captured v Accepted





## Board Report

File #: 2026-0411, File Type: Informational Report

Agenda Number: 53.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 2026

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

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

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

#### **ISSUE**

In alignment with Metro's mission and comprehensive safety and security framework, staff continue to implement the plan to stand up Metro's DPS. This report serves as a status report to the Board on the implementation progress of the new department.

#### **BACKGROUND**

At its June 2024 meeting, the Board adopted the DPS Implementation Plan, formerly named the Transit Community Public Safety Department, and approved the department's phased establishment over five years. The Board directed staff to report quarterly on the implementation progress.

Following the Board's approval of the Implementation Plan, the CEO assembled an interdepartmental task force to support the establishment of the department. The task force was composed of members of Metro's key departments, including Homeless Outreach Management and Engagement, Customer Experience, System Security and Law Enforcement (now named Emergency Management and Security Division), Chief People Office, and the Office of the Chief of Staff. Since the hiring of the Chief of Police and Emergency Management, the task force has been refined and is being led under his leadership. Additionally, the CEO established a Transition Team Advisory group, consisting of multidisciplinary subject-matter experts, to advise staff on key aspects of the plan.

Phase One implementation plan activities for the DPS were completed in FY25, including the recruitment and appointment of the Chief of Police and Emergency Management, the establishment of a transition team, the initial formulation of hiring and recruitment strategies for sworn officers and non-sworn positions, and the development of procurement plans.

#### **DISCUSSION**

### ***Developing and Integrating the Care-Based Services Division***

The integration of care-based programs is essential to how Metro will address public safety, working in lockstep with law enforcement to provide a cohesive approach that addresses safety at all levels and creates a culture of inclusive collaboration. DPS's Care-Based Services Division has four programs: Metro Ambassadors, Community Intervention Specialists (CIS), Homeless Outreach Management & Engagement (HOME), and Crisis Response Teams. The first three programs transitioned into DPS in early January, while the fourth program, Crisis Response Teams, is in development and expected to be active this fiscal year. These four programs will contain nearly half of the field-based personnel within the department, the largest being Metro Ambassadors.

Staff have initiated several key steps in developing the crisis response program, including:

- hiring a Senior Director for program oversight - Completed FY26 Q1
- researching evidence-based practices - Ongoing
- developing an operational manual and standard operating procedures - Completed FY26 Q4
- identifying and integrating HIPAA compliant practices - Ongoing
- developing job descriptions - Completed FY26 Q4
- identifying essential crisis response training - Ongoing
- developing an onboarding program - Ongoing
- begin recruiting of crisis response teams - Ongoing

Biweekly meetings between members from each public safety layer have focused on defining roles and responsibilities, identifying improvements in data collection and utilization, innovations in communication, and deployment strategies across the service area.

### ***Hiring and Recruitment Progress***

#### ***Hiring of Care-Based Services Personnel***

To support the development and operation of the care-based programs, Metro is recruiting two Deputy Executive Officers (DEOs) - one to oversee the Ambassador and Community Intervention Specialist (CIS) programs, and the other to oversee the Homeless Outreach Management and Engagement teams and Crisis Response Teams. One position has been filled, and the selected candidate began in late June, while candidates for the second DEO position are in the final stages of the interview process. In addition, two Clinical Manager positions for the Crisis Response Teams were posted in June, which will mark the first Crisis Response team program hires since the Senior Director joined earlier this year. The Ambassador program has also continued to expand, with 79 new Ambassadors joining the team since January and is a significant step towards fully staffing this program.

#### ***Hiring of Sworn Officers***

Key command positions were recently filled in the Administrative Services Division, including the Deputy Chief and a sworn sergeant.

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Deputy Chief Jody Stiger will oversee DPS's administrative functions, such as public safety training, field training for officers, sworn officer recruitment, fleet management, and records. With over three decades of distinguished public service spanning the U.S. Marine Corps, 29 years of service with the LAPD, and, most recently, he served for nearly four years as the Systemwide Director of Community Safety for the University of California, Office of the President. He is a nationally recognized expert in use of force training and policy, police tactics, de-escalation training, and community-centric public safety.

Sergeant Adriane Starks will directly oversee sworn officer recruitment and hiring. Starks brings nearly a decade of law enforcement and public service experience to the DPS. A champion for professional development, she earned the designation of Certified Field Training Officer, actively mentoring and evaluating new recruits entering the force.

All Star Talent, a specialized law enforcement recruitment services firm, partnered with Metro to develop and launch a dedicated recruitment microsite for the hiring of sworn officers. The website and online application process highlight Metro's public safety infrastructure, the mission and vision for the new department, and career opportunities in DPS. The site ([www.joinmetrodp.com](http://www.joinmetrodp.com) <<http://www.joinmetrodp.com>>) launched in late May and generated significant interest, receiving over 900 applications within the first 24 hours. Metro also launched a targeted digital advertising campaign focused on recruiting lateral officers.

Metro's primary focus for the initial sworn hiring is lateral officers. Lateral officers can be hired and deployed more quickly than entry-level recruits because lateral officers are not required to complete basic training at the Police Academy. Newly hired lateral officers will complete training aligned with Metro DPS' vision, mission, and values, using a multidisciplinary curriculum focused on customer service and care-based values. Additionally, to ensure field training officers comply with California Peace Officer Standards and Training (POST) field training standards, Metro plans to utilize experienced lateral officers as field training officers. This is a critical component of building a culture that aligns with Metro's vision, mission, and values, and of preparing new officers to effectively execute their field duties after they graduate from the Police Academy.

In addition, Metro sent out an email promoting the new recruitment website and online application process to approximately 700 individuals who had previously expressed interest in joining the department. This included an exclusive email to 500 Metro employees, who were notified before the website went live. As applications are received, the Chief People Office is reviewing candidates and coordinating with DPS staff to advance applicants through the hiring process. Staff is targeting the hiring of 40 lateral officers by the end of the calendar year, consistent with the approved FY27 budget.

### *POST Ordinance*

The Board approved an ordinance in April that commits Metro to comply with minimum recruiting and hiring standards established by California POST. This was a necessary step for Metro to apply to be a member agency of POST. Metro submitted the ordinance and a letter requesting that Metro join POST as a member agency. On June 24, 2026, POST approved Metro's application for membership.

### ***Zones and Deployment***

The implementation plan recommended deploying sworn officers across Metro's service area by geographic zones. A zone-based deployment model will provide greater efficiency, flexibility, and responsiveness while allowing officers to become more familiar with the communities and areas they serve.

Over several months, staff evaluated geographic boundaries, facility locations, and zone sizes while considering the jurisdictions of partner law enforcement agencies, including LASD, LAPD, and Beverly Hills PD, among others. The goal was to ensure that key Metro assets - including rail lines, bus lines, stations, and other facilities - are located within zones that allow for rapid and efficient officer deployment.

As a result, staff developed seven geographic zones across the Metro system. Establishing a geographic zone pilot is a critical step in the deployment model, as the zones will serve as the foundation for determining initial staffing and deployment levels. Deployment can then be adjusted over time based on operational needs and other factors, including customer complaints, crime trends, special events, and service demands. To support this effort, weekly integrated deployment meetings have been established with all public safety layers to evaluate the current deployment of all personnel, assess the rationale for existing assignments, and make deployment adjustments to improve efficiency and the best usage of resources.

### ***Contracts, Agreements, and Facilities***

Staff have developed a comprehensive procurement strategy to ensure Metro can acquire the resources, equipment, technology, and infrastructure necessary to establish and operate the new DPS.

Metro retained DeltaWRX to conduct a comprehensive technology assessment, including an evaluation of existing systems, identification of operational gaps, and recommendations for technologies required to support a fully functioning police department. The assessment identified both short-term and long-term needs, including solutions for Computer-Aided Dispatch (CAD), Records Management Systems (RMS), radio communications, 911 call handling, and other critical public safety technologies.

Staff are working closely with Vendor Contract Management to prioritize these recommendations and develop implementation strategies that balance immediate operational requirements with long-term department objectives. Immediate focus areas include ensuring that Metro's communications and dispatch capabilities are prepared to meet operational demands, while also addressing records management requirements across DPS.

DPS has started conducting an assessment and evaluation of Metro-owned facilities currently occupied by law enforcement partners in an effort to understand space and deployment needs as it establishes zone deployments and substations across the region. Staff have completed a facilities needs assessment in the Long Beach area which is scheduled to be the first zone where Metro will deploy its sworn officers.



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***Stakeholder Coordination***

A strategic engagement plan for Chief Scott ensures he engages with riders, key internal and external stakeholders, and media, in order to keep the public informed about the new Department and the progress the agency has made towards creating a comprehensive and integrated public safety ecosystem.

Since the last quarterly update, Chief Scott and DPS senior leadership have held more than 80 engagements. This includes providing the latest implementation updates to the Public Safety Advisory Committee and Technical Advisory Committee; the Department's vision, mission and goals to the travel buddies of Metro's On-the-Move Riders Program; and current public safety efforts at the Older Adult Transportation Expo. Additionally, DPS engaged the news media to inform the larger public about the start of sworn officer hiring in May, with Chief Scott completing an in-person interview with KCBS. Metro also issued a press release announcing the new microsite and is posting ads on Meta, Indeed, LinkedIn, and Google.

Chief Scott recognizes that relationships with key stakeholders must either be created, restarted, and/or strengthened in order for the Department to best serve the safety of Metro riders and frontline personnel. The Chief will continue to engage with various stakeholders and provide them with updates on the progress of standing up the department.

***Transition Team Advisory Group***

The Transition Team Advisory Group met on June 9, 2026 to receive an update on implementation plan progress, discuss three administrative policies that pertain to mental health commitments, crisis intervention incidents, and the unhoused. The group also met with Dr. Rebecca Hetey, a specialist in organizational culture in police departments. Dr. Hetey discussed the factors that contribute to a positive organizational culture, solicited input from the transition team advisory members and will provide recommendations going forward on what policies and procedures Metro should consider to develop and retain a strong, positive and collaborative organizational culture.

***Policy Development***

Metro has contracted with Lexipol, a company used by 90% of the police departments in California and trusted by over 1,000 public safety agencies nationwide. Lexipol provides a comprehensive sworn policy manual, essential to the consistent, lawful and professional operations of a police department. These policies establish standards for conduct, accountability and compliance with federal, state and local laws. They have been legally vetted to reflect most current laws and law enforcement best practices. There are over 180 policies that pertain to sworn officers and their duties. DPS has a working group comprised of members from various key departments as well as County Counsel who meet weekly with Lexipol to review the policies and make sure they are consistent with Metro's policies and reflect the department's mission, vision and values.

**DETERMINATION OF SAFETY IMPACT**

The DPS will improve safety as it will allow for increased visibility, better accountability, and enhanced

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community engagement across the entire Metro transit system.

### **EQUITY PLATFORM**

The DPS will implement safeguards, training, and oversight based on agency priorities, promoting equitable treatment of riders per the Board-approved Bias-Free Policing Policy and supporting a transit policing style with engaged visibility. Furthermore, staff are developing a comprehensive policy manual to ensure consistent, lawful, and professional operations across all areas of the DPS. While DPS has begun recruiting sworn personnel, it is also developing the Care-Based Services Division, which will soon include the Crisis Response teams. Two clinical managers are expected to be hired this summer for this program that will emphasize rapid response, stabilization, and connection to supportive resources, helping resolve incidents in ways that reduce reliance on traditional law enforcement while reinforcing system-wide safety. In addition, staff will continue to brief the Public Safety Advisory Committee on the progress of DPS. Staff are also in regular communication with other Metro advisory bodies, providing them with updates and taking their feedback.

### **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 and further encourage transit ridership through enhancing safety on the Metro system and providing an improved customer experience. 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.

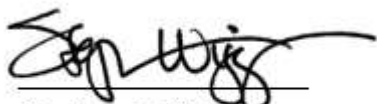
### **NEXT STEPS**

Staff will continue to actively engage employees and the public during the implementation of the DPS. Staff will report back to the Board quarterly with progress updates.

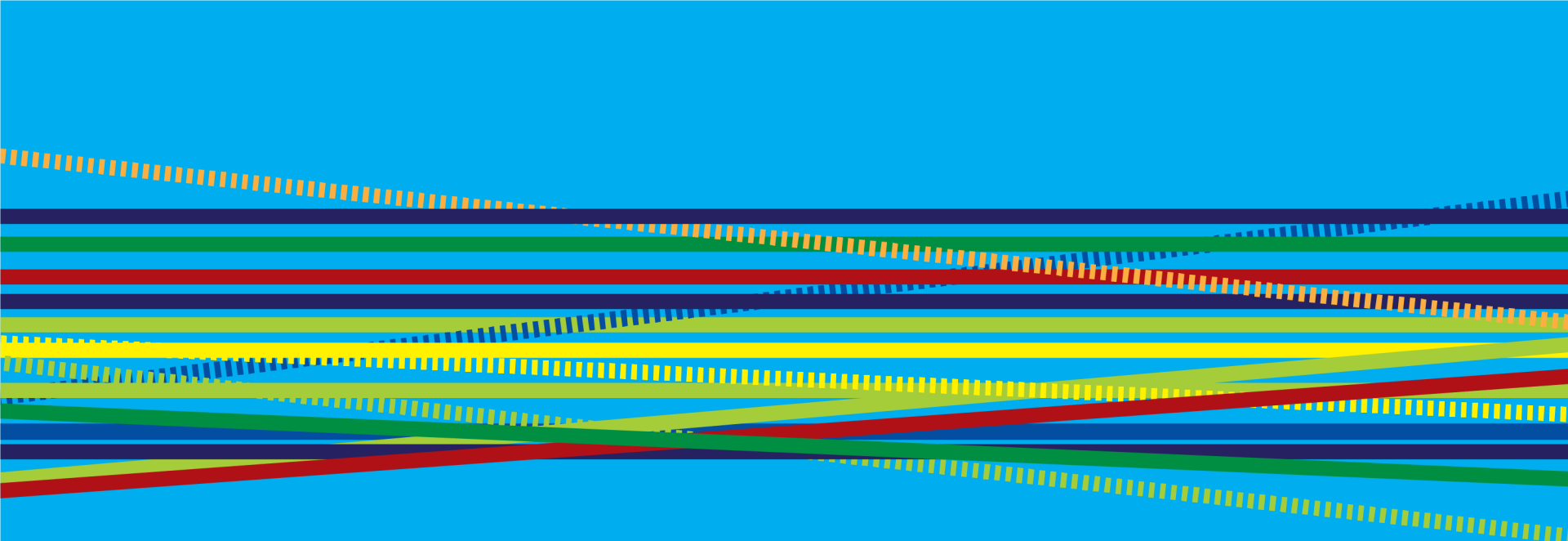
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Prepared by: Imelda Hernandez, Senior Manager, Transportation Planning, (213)  
922-4848

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

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

Stephanie Wiggins  
Chief Executive Officer



# Department of Public Safety Implementation Plan Update

*Operations, Safety, and Customer Experience Committee Meeting  
July 16, 2026*



# Developing and Integrating the Care-Based Services Division Framework

- DPS's Care-Based Services Division will house **Metro's four care-based programs**: HOME, Metro Ambassadors, Crisis Response Teams, and Community Intervention Specialists.
- **Staff have initiated several key steps in developing the crisis response program, including:**
  - hiring a Senior Director for program oversight – **Completed FY26 Q1**
  - researching evidence-based practices – **Ongoing**
  - developing an operational manual and standard operating procedures – **Completed FY26 Q4**
  - identifying and integrating HIPAA compliant practices – **Ongoing**
  - developing job descriptions – **Completed FY26 Q4**
  - identifying essential crisis response training – **Ongoing**
  - developing an onboarding program – **Ongoing**
  - begin recruiting of crisis response teams – **Ongoing**

# Hiring & Recruitment Progress

## Care-Based Services Personnel

- Metro is recruiting two Deputy Executive Officers (DEOs) — one to oversee the Ambassador and Community Intervention Specialist (CIS) programs, and the other to oversee the Homeless Outreach Management and Engagement teams and Crisis Response Teams.
- Two Clinical Manager positions for the Crisis Response Teams were posted in June, which will mark the first Crisis Response team program hires since the Senior Director joined earlier this year.

## Sworn Officers

- Key command positions were recently filled in the Administrative Services Division, including Deputy Chief and Transit Police Sergeant.
- A dedicated recruitment microsite ([www.joinmetrodds.com](http://www.joinmetrodds.com)) launched in late May and generated significant interest, receiving over 900 applications within the first 24 hours
- **Staff is targeting the hiring of 40 lateral officers by the end of the calendar year, consistent with the approved FY27 budget.**

# Zones & Deployment

- A zone-based deployment model will provide greater efficiency, flexibility, and responsiveness while allowing officers to become more familiar with the communities and areas they serve.
- Staff developed **seven geographic zones** across the Metro system.
  - Establishing geographic zones is a critical step in the deployment model, as the zones will serve as the foundation for determining initial staffing and deployment levels.
- To support this effort, weekly integrated deployment meetings have been established with all public safety layers to evaluate the current deployment of all personnel, assess the rationale for existing assignments, and make deployment adjustments to improve efficiency and the best usage of resources.

# Contracts

- Metro retained DeltaWRX to conduct a comprehensive technology assessment, including an evaluation of existing systems, identification of operational gaps, and recommendations for technologies required to support a fully functioning police department.
- The assessment identified both short-term and long-term needs, including solutions for Computer-Aided Dispatch (CAD), Records Management Systems (RMS), radio communications, 911 call handling, and other critical public safety technologies.



# Stakeholder Coordination

- **A strategic engagement plan for Chief Scott** ensures he engages with riders, key internal and external stakeholders, and media and keeps the public informed about the new Department and the progress the agency has made towards creating a comprehensive and integrated public safety ecosystem.
- Engagements included, but not limited to:
  - Technical Advisory Committee on April 1
  - On-the-Move Presentation on April 3
  - Public Safety Advisory Committee on May 7
  - Annual Older Adult Transportation Expo on May 15
  - KCBS Interview on May 28
  - Daily News Interview on June 11
  - KJLH Steve Harvey Show Interview on June 25
  - Spectrum News Interview on July 2

# Next Steps

- Continue to actively engage employees and the public during the implementation of the DPS.
- Continue to expand recruitment and hiring strategy to meet FY27 hiring goals



## Board Report

File #: 2026-0420, File Type: Informational Report

Agenda Number: 54.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 16, 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 multifaceted plan to improve safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends. This report summarizes April and May 2026 activities unless otherwise noted.

#### **BACKGROUND**

The Department of Public Safety (DPS) focuses on a human-centered approach, compassion, and a culture of care, recognizing diversity and respecting the wide range of people and communities it serves. DPS seeks a reparative public safety model to address the root causes of crime and disorder that can occur within the system, minimize harm, and promote inclusion. By sharing public safety-related statistics, DPS builds trust in the public safety model, fosters transparency, improves public perception of safety in the system, and encourages community engagement. The [Metro Safety Hub](https://www.metro.net/safety-support/by-the-numbers/) <<https://www.metro.net/safety-support/by-the-numbers/>> and data dashboard, which provide additional data, are accessible online. This hub demonstrates the department's commitment to openness, accountability, and the safety and well-being of employees and the transit community.

#### **DISCUSSION**

##### **THE SAFETY ENVIRONMENT IN APRIL & MAY**

April and May marked the second and third months of consecutive drops in violent crime per one million boardings on the system. In April, total reported violent crimes were 169, and property crimes totaled 76, equating to approximately 6.44 and 2.90 crimes per million boardings, respectively. Compared to March, violent crimes per million boardings decreased by 8.6%, while property crimes per million boardings increased by 14.2%.

Violent crime in May decreased 1.6% per million boardings, with 171 reported violent crimes, equating to approximately 6.34 per million boardings. Property crimes increased from 76 to 92, equating to approximately 3.41 crimes per million boardings, an increase of 17.7% compared to the previous month.

Law enforcement is aware of the recent increase in property crimes, specifically thefts, over the past two months and has conducted a few robbery suppression operations in late April and mid-May after noting several instances of male juveniles snatching necklaces and cell phones mainly from females while riding trains and buses. A few arrests were made, although law enforcement will continue to monitor these types of thefts. Most incidents were non-violent and arose when security was enforcing Metro's Code of Conduct.

## **METRO'S THREE-PART SAFETY STRATEGY**

### **1. Engaged and Visible Presence**

Visible presence contributes directly to order, predictability, and rider confidence across the system. Law enforcement conducted 9,824 and 10,249 bus boardings in April and May, respectively, as part of visible engagement and deterrence efforts.

Deployments of public safety personnel were adjusted at the end of April to rebalance resources in anticipation of the D Line Extension that opened in early May. Aggravated assaults have seen an increase in recent months compared to the previous year, but they remain within the trend seen the months leading up to the summer months, indicating a likely seasonal pattern.

### **2. Enhancing Access Control & Station Experience**

Access control and station improvements reduce the risk of escalation, improve system integrity, and predictability for riders and employees. In April, DPS concluded its year-long expanded pilot of the weapons-detection screening, with preliminary findings showing the continued effectiveness in supporting visible deterrence and screening operations without significant operational disruptions. Additionally, consistent security patrols and the implementation of upgraded alarm systems in the ancillary areas continued to deter unauthorized access activity. These enhanced security measures contributed to maintaining a cleaner, safer, and more secure environment for employees, contractors, and the public. Ongoing monitoring indicates improved compliance, reduced security concerns, and strengthened protection of Metro assets and infrastructure (see Attachment A).

After the opening of three new stations along the D Line in early May, TAP-to-Exit was implemented at the taller faregates at the new end-of-line station, Wilshire/La Cienega. Preliminary results from recent faregate data show a promising start during the first full week (May 14-May 20). These gates automatically inspected over 4,000 exits from the station, and 57% of them were flagged for not tapping upon entry, so the appropriate deduction in fare was made. Furthermore, at the end of May, the taller faregates were reactivated at five key LA City stations following LAFD approval, resulting in 30,000 additional valid entries and more than a 240% increase in collected revenue. See Attachment B for more details.

These access control and station experience efforts will continue to ensure riders are there solely for

transit purposes.

### **3. Building Partnerships to Address Societal Impacts**

To ensure Metro has the right response to every situation, the agency invests in and implements care-based interventions. During April and May, Ambassadors and Community Intervention Specialists made 95 calls to 911 and the Security Operations Center, primarily requesting Emergency Medical Services support, followed by reports of fights and disturbances. In addition, during this period, these teams helped riders navigate the system more effectively, connect them to essential Metro resources such as reduced-fare programs, bike lockers, Metro Micro, and TAP assistance, and stay informed about service alerts.

Outreach teams engaged 495 individuals experiencing homelessness in April, resulting in 294 interim and 78 permanent housing placements through coordination with regional service providers. In May, there were 428 engagements, resulting in 154 interim and 27 permanent housing placements. See Attachment C for a detailed breakdown by service provider. To date, the HOME teams have placed 2,568 individuals in interim or permanent housing, exceeding their FY26 goal of 2,100 housing placements.

Observations and experience have shown that individuals who attempt to shelter on the system will ride trains and/or buses until the end of the line. In an effort to have the most impact, outreach teams are deployed in fixed locations at end-of-line stations to provide support and offer services as needed.

## **IMPLEMENTING METRO'S THREE-PART STRATEGY**

### **Frontline Protection**

Any assault on a Metro employee is unacceptable and is addressed with investigative priority. There were 15 and 18 assaults on Metro employees and contractors in April and May, respectively.

Operator assaults totaled three in April, down from 10 in March and seven in April 2025.

- Two of the three incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries.
  - One assault involved a suspect throwing a beer at the safety barrier, causing liquid to land on the operator's uniform but causing no injuries.
  - Another assault involved the brandishing of a weapon after the suspect exited the bus.
- The third assault occurred when the operator left the driver's area to ask the suspect, who was lying on the floor, to get up, and then the suspect punched the operator. The operator received medical attention at the scene.

None of the three incidents required medical transport. Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled 12 in April, down from 15 in March and up from 11 in April 2025.

In May, there were five operator assaults, up from three in April and the same as in May 2025.

- Two of the five incidents occurred while the operator was behind the operator safety barrier and involved a fluid landing on the operator through the opening,

- 
- The remaining three assaults occurred outside the bus.
  - None of these assaults resulted in medical transport.

Assaults on other frontline staff totaled 13 in May, up from 12 in April and down from 17 in May 2025.

Metro takes assaults on any employees or contractors very seriously, and staff works with local law enforcement to ensure that they receive justice if an assault occurs and that the individuals committing assaults on employees are held accountable. Between February 13 and May 16, 2026, LASD detectives investigated 14 assaults on MTS officers, contract security, and bus operators. Five of them have been solved, resulting in a citation, and of which three are pending a District Attorney's filing. Of the nine open cases, seven are active investigations, and two have no workable leads. Staff has requested updated investigation outcomes from the LAPD.

Assaults often escalated into physical altercations when enforcing the Code of Conduct or when requesting that a patron get off a bus or train. MTS Bus Safety Teams patrol the top 10 bus lines with the highest rates of operator assaults, and security personnel are stationed at end-of-line stations when service concludes.

### **Enforcement and Accountability**

Maintaining a visible presence is crucial to enhancing both system safety and perceptions of safety. Enforcement activity during April included 746 arrests, 1,278 citations, and 5,940 Code of Conduct removals. 38% of removals were for attempted fare evasion, and the remaining removals were for loitering by the turnstiles, platform, and mezzanine areas of the station. In May, enforcement activity included 591 arrests, 1,015 citations, and 5,586 Code of Conduct removals. 46% of removals were for attempted fare evasion, and the remaining removals were for loitering by the turnstiles, platform, and mezzanine areas of the station.

Law enforcement, MTS, and contract security officers continued routine patrols on the system. While law enforcement focuses on deterring and stopping crime, MTS and contract security officers enforce the Code of Conduct and cite and remove individuals who violate Metro's policies. MTS ensures individuals are fare compliant during their checks.

### **Medical Emergencies**

Staff trained in first aid have proven critical for medical emergencies on the system. DPS responded to 138 and 149 medical emergencies experienced by riders or staff in April and May, respectively. Narcan reversals totaled 21 in April and 15 in May, compared to 18 in March. Overdose incidents fluctuate monthly and reflect broader regional public health conditions. Each reversal reflects trained intervention and rapid-response capability.

### **Emergency Preparedness and System Readiness**

Scenario-based discussions and training exercises enhance Metro's preparedness for any emergency. Throughout April and May, DPS primarily focused on preparing for the 2026 FIFA World Cup, conducting several full-scale exercises to prepare coordination and communication processes and training Metro stakeholders on their roles in activating the Emergency Operations Center (EOC).

On April 29, Metro representatives at the Joint Tournament Operations Center in Inglewood and at

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the County EOC worked with the Metro EOC, Rail Operations Center, and Bus Operations Center to resolve hypothetical issues across the region, including a car bombing in West Hollywood, a wildfire in Malibu, and a drone attack at Sofi Stadium. On May 2 and 16, EMD conducted a full-scale exercise on an “active shooter” and “mass casualty chemical attack” at Downtown Inglewood and Hawthorne/Lennox stations, respectively, as part of a series of exercises in preparation for the FIFA World Cup tournaments. Both exercises successfully tested and validated the communication and coordination processes between stakeholders.

## **2026 FIFA WORLD CUP SAFETY PREPARATIONS**

Leading up to the World Cup, Metro EMD, in coordination with regional partners, completed 21 training and exercise sessions. This included table-top exercises, full-scale exercises, K-9 training, and functional simulations. Additionally, as human trafficking is a known risk at large international events like the World Cup, Metro has provided ongoing training to raise awareness of human trafficking indicators for all employees as part of an annual training requirement. DPS worked with law enforcement partners to ensure appropriate reporting and coordination of human trafficking incidents and to provide enhanced training for frontline public safety resources such as Transit Ambassadors and Transit Security Officers. DPS also worked collaboratively with the Chief People Office (CPO) to provide all Metro Values in Practice (MVPs) with approximately one hour of human trafficking training on how to recognize and report human trafficking indicators, such as individuals being controlled by others, fear or inability to speak freely, inconsistent identification, or signs of abuse.

For the World Cup games and events, DPS increased law enforcement, Metro Security, contract security at Metro and non-Metro Park & Ride sites, and multimodal stations. Security presence was further increased through patrols on the platform, in vehicles, and on bus shuttle routes. Bomb detection and K-9 units patrolled specific stations, providing a high-visibility presence. Care-based resources, including Ambassadors and HOME, also increased deployments at game sites and other critical areas. DPS ensured coordination with regional law enforcement partners within the EOC and with the Transportation Security Administration’s Ground-Based Unit at stations. Technology, including drones, portable cameras, and social media, was leveraged to monitor critical game sites, the Coliseum Fan Festival, and the Union Station Fan Zone in real time. The EOC maintained a Level 1 activation in close coordination with internal Metro departments, law enforcement agencies, and regional partners to support enhanced transit operations, maintain situational awareness, and ensure the safe movement of patrons throughout the system.

## **EQUITY PLATFORM**

The Metro system spans many diverse communities across Los Angeles County. Because Metro serves communities that vary significantly in both economic and ethnic composition, their public safety needs are equally varied and require tailored approaches. 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 Care-Based Services Division demonstrates the agency’s holistic approach to improving public safety by bringing together all of Metro’s care-centered programs. Metro Ambassadors provide a highly visible, uniformed presence across the system with a focus on customer support, wayfinding, and helping

riders feel safe. Homeless outreach teams complement this work by engaging vulnerable individuals with a focus on connection to appropriate services. Care based programs work closely with sworn officers when needed to ensure situations are handled safely and effectively. Additionally, for the World Cup, DPS increased the deployments of care-based programs to account for the increased foot traffic around Metro stations in the community.

## **VEHICLE MILES TRAVELED OUTCOME**

VTM 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 in-house public safety team, 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 - Ancillary Areas Quarterly Update

Attachment B - Station Experience Updates

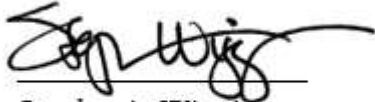
Attachment C - HOME FY26 Interim & Permanent Housing Placements Breakdown

Prepared by: Robert Gummer, Deputy Chief, Emergency Management and Security  
Division, (213) 922-4513



Craig Joyce, Senior Executive Officer, Special Programs (213) 418-3008  
Stephen Tu, Deputy Executive Officer, Operations, (213) 418-3005

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

## **Ancillary Areas Motion 30 Response – Quarterly Update**

The following is a quarterly update, covering April to June 2026, outlining progress on securing and cleaning ancillary areas as required by Motion 30 by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. This Motion increased Contract Security at all subway stations and mandated more inspections of ancillary areas. Response efforts shifted to prioritize arresting trespassers over removals. The ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure.

### *Maintenance*

- Custodial Services continued to maintain the cleanliness of all ancillary areas along the **B, D, E, and K lines** by performing a **weekly cleanup and odor neutralization in each corridor**.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is currently progressing with the installation of the upgraded Intrusion Detection System (IDS), which includes cameras, strobe lights, and announcement features across the B and D Line ancillary areas.
- Installations have been completed at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, Vermont/Beverly, and Universal City stations. Work at Union Station is approximately 60% complete.
  - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
  - These requests decreased to once every other week at one of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
  - The number of special cleanup requests has remained low for at least twelve consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

### *Security*

- During this reporting period, 68 Contract Security Officers were deployed daily across 24 subway stations serving the B, D, E, and K Lines to support system safety, security, and operational continuity. Following the completion of the Intrusion Detection System (IDS) installation at several B/D Line subway stations, Contract Security personnel have enhanced their response capabilities by responding to ancillary IDS alarms with real-time information and coordination provided by the Metro Security Operation Center.

- Contract Security personnel continue to conduct proactive security inspections of all ancillary areas a minimum of three times daily to identify unauthorized access, safety concerns, and maintenance issues. Officers are directed to take enforcement action, including arrests, when trespassers are encountered within restricted areas.
- In support of system cleanliness and employee safety, Contract Security continues to provide security escorts for Metro custodial staff during ancillary area cleaning operations.
- In addition, Contract Security personnel actively report property damage, vandalism, and scheduled maintenance concerns through the Metro Transit Watch application, ensuring timely repair and clean-up requests are submitted outside regularly scheduled maintenance cycles.

## Station Experience Updates

### ***Throne Restroom Expansion is 100% Complete***

Staff is happy to announce that the Board-approved plan to accelerate Throne Restroom deployment across the growing Metro system was completed in time for the FIFA World Cup and the global stage.

Through May and early June, staff completed the remaining Throne Restroom installations across the Metro system:

- Arcadia (A) Station in the San Gabriel Valley
- Expo/La Brea (E) Station in Mid-City
- Grand/LATTC (A) Station in South LA
- Pico (A)(E) Station in Downtown LA
- Lynwood (C)
- LA General Medical Center [J]
- Sepulveda [G]
- Wilshire/Fairfax (D)
- Wilshire/La Brea (D)
- Vermont/Santa Monica (B)
- Expo Park/USC (E)

Thank you to the leadership of CEO Wiggins, Chief Operations Officer Cheung, and the original Unsolicited Proposal pilot under Chief Innovations Officer Reynolds, Throne Restrooms made possible by Metro have now **safely served an unprecedented 940,000 people across 64 locations** served by Metro, with a resilient 3.8 out of 5-star user cleanliness rating, leaving a positive, lasting legacy through early 2029 for the one million riders who use the Metro system each day.

### ***Early Snapshot Shows TAP-To-Exit at Wilshire/La Cienega Corrects Over Half of Station Exits***

As part of the Board-approved plan to expand TAP-to-Exit (T2E) across all end-of-line stations with faregates, T2E was placed into operation on the first normal revenue day, May 11, 2026. Preliminary results from recent faregate data show a promising start: T2E is helping to improve fare compliance and access control.

Specifically, in the first full week of available data (5/14 through 5/20/26), the taller faregates at Wilshire/La Cienega Station automatically:

- Inspected 4,256 station exits
- Identified and correctly deducted 2,420 of those exits
- This represents 57% of station exits (or nearly 6 in 10 rides) that were automatically flagged for not tapping upon entry and making the appropriate deduction upon exit

Based on this early data, T2E continues to prove as a helpful tool as part of the entire fare compliance ecosystem, even across stations with the new, taller faregates.

### ***Taller Faregate Activations at Rail Stations in LA City Show Impressive Fare Compliance Gains***

Metro previously reported that the LAFD had required the agency to undergo additional third-party testing before approving the use of taller faregates in the City of Los Angeles. Fire departments in other cities immediately approved this enhanced access control measure for stations in Pasadena, El Segundo, and Norwalk. However, the LAFD requested additional/redundant confirmation that they improve egress without compromising safety in the event of an emergency.

TAP has now completed the additional testing LAFD required, and five of Metro's key LA City stations with taller faregates are already showing impressive fare compliance numbers. When comparing the first week of taller faregate activation against the same time the previous month (4/29-5/4 vs 5/27-6/1):

| <b><u>Metro Station</u></b>   | <b><u>Valid Entries</u></b> | <b><u>Add'l Revenue Collected</u></b> |
|-------------------------------|-----------------------------|---------------------------------------|
| Westlake/MacArthur Park (B/D) | +280%                       | +480%                                 |
| Aviation/Imperial (C)         | +220%                       | +270%                                 |
| Wilshire/Normandie (D)        | +200%                       | +220%                                 |
| Wilshire/Western (D)          | +150%                       | +220%                                 |
| Civic Center/Grand Park (B/D) | +80%                        | +100%                                 |

Taken together, these five LA City Metro stations saw around 30,000 more valid entries, a nearly 200% increase, and a more than 240% increase in collected revenue in the first full week with activated taller faregates.

### ***Trip Hazard at South LA Metro Hub Swiftly Resolved Through Teamwork***

Several weeks ago, Transit Ambassadors flagged a safety concern at the busy southern entrance to the A Line platform at Willowbrook/Rosa Parks (A)(C) Station in South LA, which is in the top three busiest stations by ridership, a key transfer hub to LAX Airport and SoFi Stadium and a critical community destination with local buses, Metro Customer Center, Metro Bike Hub, Throne Restroom, nearby medical facilities and retail stores.

In partnership with Corporate Safety, DPS' Care-Based Services Division, and the Division 11 A Line Facilities Maintenance team, three delineators were installed to improve visibility for people crossing the Union Pacific freight and Metro A Line tracks as they enter the station platform.

### ***Late Night Station Inspections Illuminate Metro's Postgame Readiness***

While it is important to ensure pre-game arrivals run smoothly, staff also know that people's last impression is their return journey home, which often occurs late at night.

Therefore, teams from Station Experience & Parking Management fanned out across numerous Metro stations, transit centers, and key parking lots to conduct final nighttime inspections, as many FIFA World Cup games will conclude after dark. The objectives of

these inspections were to identify any remaining loose ends, as what staff plans for during the day does not always translate into what is experienced at night.

While there were isolated instances of unwanted behavior, the inspections revealed that the major FIFA World Cup Workstreams and the major campaigns led by the Infrastructure, Maintenance & Engineering team and the Facilities Contracted Maintenance team have achieved systemwide improvements to lighting, safety, and cleanliness across Metro stations and parking lots.

### ***7th St/Metro Center Wayfinding Upgrades Expand to All Station Entrances***

As a follow-up to the recent signage upgrades to the Hope St entrance at 7th St/Metro Center, staff received significant encouragement to expand these wayfinding improvements to the remaining entrances on Figueroa St and Flower St. In coordination with LADOT and the LA Conservancy, Facilities Maintenance installed key overhead and eye-level signage to provide key wayfinding to the busiest Metro Rail station in the system, just in time for the FIFA World Cup and the thousands of visitors staying in Downtown hotels. Targeted signage was installed, balancing stakeholder feedback, jurisdictional boundaries, and practical solutions to a longstanding problem.

### ***Rosecrans/I-110 Transitway Station Improvements Completed***

Despite the feverish focus and pace of preparing for the FIFA World Cup events, teams also came together as One Metro to expand station safety improvements along the I-110 Harbor Transitway to Rosecrans J Line Station. These safety improvements have been unanimously popular with our Metro J Line riders and South Bay Cities Regional Service Council, where other stations were also recently completed at:

- 37th St/USC [J] Transitway Station
- Slauson [J] Transitway Station
- Manchester [J] Transitway Station

Station improvements included:

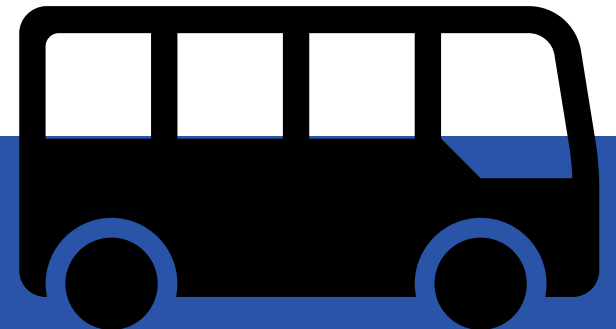
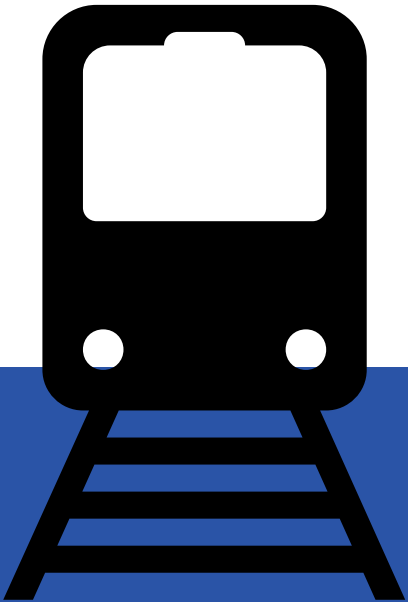
- Replacing outdated benches with modernized seating and leaning rails
- Removing large partitions that created hiding areas for unwanted activity
- Relocating map cases to more approachable areas
- Repainting of station surfaces including bollards, walls, and elevator structures
- Adding key wayfinding signage to support the Metro J Line BRT service

| 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                         | Apr-26 | May-26 | YTD                           | Apr-26 | May-26 |
| Christ Centered Ministries (CCM)              | A, E (East), J, B, D, Swing Shift | 9                               | 1074                        | 189    | 81     | 210                           | 69     | 17     |
| Helpline Youth Counseling (HYC)               | A South                           | 2                               | 146                         | 14     | 23     | 13                            | 2      | 2      |
| HOPICS                                        | C, K                              | 2                               | 75                          | 13     | 9      | 1                             | 0      | 0      |
| LA Family Housing (LAFH)                      | G                                 | 2                               | 45                          | 5      | 13     | 2                             | 0      | 0      |
| Union Station Homeless Services               | A (North)                         | 2                               | 52                          | 7      | 3      | 3                             | 0      | 0      |
| PATH                                          | A, B, D, E (West)                 | 7                               | 844                         | 66     | 25     | 103                           | 7      | 8      |
| TOTAL                                         |                                   |                                 | 2236                        | 294    | 154    | 332                           | 78     | 27     |

# Monthly Update on Public Safety

Operations, Safety, & Customer Experience  
Committee Meeting

July 16, 2026





# Engaged & Visible Presence

April & May 2026

Incident Free Trips

99.997%

Passenger Boardings

26M

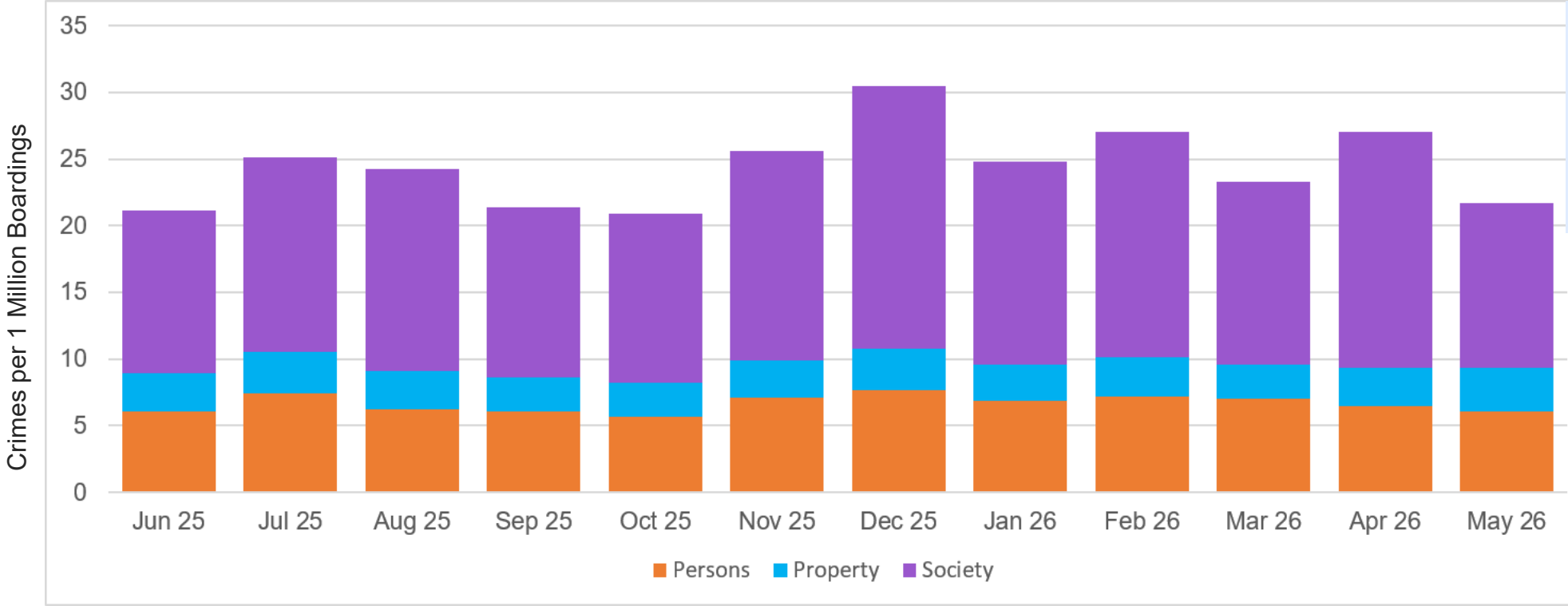
Crime per 1M Boardings

22

May 2026: Total Crimes

597

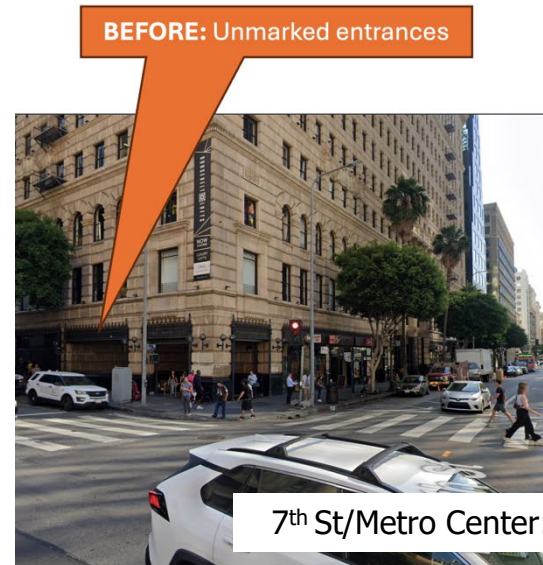
709 (-16%) April 2026 602 (-1%) May 2025



April and May marked the **second and third months of consecutive drops in violent crime** per one million boardings on the system.

# Access Control & Station Experience

- Throne Restroom expansion is 100% complete across 64 locations
- TAP-to-Exit at Wilshire/La Cienega corrects 6 in 10 station exits
- Recently latched faregates in LA City Metro stations result in a **+200% Increase in Valid Entries, +240% Increase in Fare Revenue**
- 7<sup>th</sup> St/Metro Ctr wayfinding upgrades expand to all entrances



7<sup>th</sup> St/Metro Center: Improved Wayfinding at Flower St Entrance



# Partnerships to Address Societal Impacts

April & May 2026

## HOME Engagements

495  
(April)

428  
(May)

## Interim Housing

294  
(April)

154  
(May)

## Permanent Housing

78  
(April)

27  
(May)

Through May 2026, the HOME teams placed 2,568 individuals in interim or permanent housing, **exceeding their goal** of 2,100 total placements by 23%.



# Frontline Protection

April & May 2026

- In April and May, there were 15 and 18 assaults on Metro frontline personnel, respectively.
  - Three and five operator assaults in April and May, respectively.
- Four of eight incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries. The four assaults were minimal contact through the barrier opening.
  - The other four incidents occurred outside the barrier: one when the operator exited the driver’s area to ask the suspect to exit the bus, and three occurred when the operator was punched unprovoked outside the bus during a layover.
  - None of the eight incidents required medical transport to a hospital.
- MTS Bus Safety Teams ride the top ten bus lines with the highest operator assault rates, and contract security is at end-of-line rail stations when service ends.

| Assaults on Metro Employees & Contractors |        |        |
|-------------------------------------------|--------|--------|
| Type                                      | Apr-26 | May-26 |
| Bus Operators                             | 3      | 5      |
| Rail Operators                            | 0      | 0      |
| Transit Security Officers                 | 0      | 0      |
| Contract Security Officers                | 7      | 8      |
| Ambassadors                               | 2      | 5      |
| Blue Shirts                               | 0      | 0      |
| Community Intervention Specialists        | 0      | 0      |
| Custodians                                | 3      | 0      |
| Total                                     | 15     | 18     |

