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

Agenda - Final

Thursday, October 15, 2026

1:00 PM

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Operations, Safety, and Customer Experience Committee

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Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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

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

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

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

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

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

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

The Meeting begins at 1:00 PM Pacific Time on October 15, 2026; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo se pueden dar por telefono o en persona.

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 15 de Octubre de 2026. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo
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Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.
Please include the Item # in your comment and your position of “FOR,” “AGAINST,” "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
Post Office Mail:
Board Administration
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 31, 32, 33, 34, and 36.

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

CONSENT CALENDAR

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

RECOMMENDATION

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

Attachments: Attachment A - Procurement Summary
Attachment B - Contract Modification and Change Order Log
Attachment C - DEOD Summary
Presentation

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

RECOMMENDATION

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

Attachments: Attachment A – ExpressLanes CHP Enforcement Annual Funding Plan
Presentation

33. SUBJECT: NEAR-ZERO NATURAL GAS-FUELED ENGINES 2026-0644

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. FIND the procurement of Near-Zero Natural Gas-Fueled Engines under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single-source procurement method for the purpose of duplicating equipment already in use; and

B. AWARD a single-source, five-year, Indefinite Delivery, Indefinite Quantity Contract No. MA139582000 to Cummins Sales and Service (Cummins) for 680 engines to replace engines on Metro buses. The five-year contract is for a total Not-To-Exceed (NTE) contract amount of $70,990,755.60, inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

34. SUBJECT: METRO FREEWAY SERVICE PATROL 2026-0647

RECOMMENDATION

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

A. Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $510,200.00 for up to 9 months, increasing the total Contract amount from $5,212,753.00 to $5,722,953.00; and

B. Beat 10: Jon's Towing, Inc. Contract No. FS66316002-10, for $489,600.00 for up to 9 months, increasing the total Contract amount from $4,935,445.35 to $5,425,045.35; and

C. Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for $673,100.00 for up to 9 months, increasing the total Contract amount from $4,536,346.88 to $5,209,446.88; and

D. Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for $432,100.00 for up to 9 months, increasing the total Contract amount from

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

E. Beat 70: South Coast Towing, Inc. Contract No. FS66316006-70 for $763,400.00 for up to 9 months, increasing the total Contract amount from $$7,324,652.00 to $8,088,052.00; and

F. Beat 71: Disco Auto Sales dba Hollywood Car Carrier Contract No. FS66316001-71 for $616,600.00 for up to 9 months, increasing the total Contract amount from $8,726,325.00 to $9,342,925.00; and

G. Beat 18/38: Bob & Dave's Towing Contract No. FS73888-2004, for $1,709,600.00 for up to 9 months, increasing the total Contract amount from $8,318,687.38 to $10,028,287.38; and

H. Beat 20/37: Safeway Towing, dba Bob's Towing Contract No. FS73888-2005, for $843,500.00 for up to 9 months, increasing the total Contract amount from $7,855,125.00 to $8,698,625.00; and

I. Beat 5/17: Classic Tow dba Tip Top Tow Contract No. FS73888-2001, for $1,417,000.00 for up to 9 months, increasing the total Contract amount from $7,581,984.20 to $8,998,984.20; and

J. R1: Kenny's Auto Service Contract No. FS58039000, for $5,053,800.00 for up to 9 months, increasing the total Contract amount from $30,380,368.98 to $35,434,168.98; and

K. R2: Platinum Tow & Transport Contract No. FS58039001, for $5,873,500.00 for up to 9 months, increasing the total Contract amount from $30,930,205.00 to $36,803,705.00;

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

35. SUBJECT: APPOINTMENT TO METRO WESTSIDE CENTRAL SERVICE COUNCIL 2026-0724

RECOMMENDATION

WITHDRAWN

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

Attachments: Attachment A - New Appointee Nomination Letter
Attachment B - New Appointee Biography and Qualification
Attachment C - Service Council Demographic Information
Presentation

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

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a five-year firm-fixed-price contract, Contract No. OP136051000, to Merak North America LLC for the overhaul of 487 HVAC assemblies for the P3010 Light Rail Vehicle (LRV) fleet in the Not-To-Exceed (NTE) amount of $10,275,213.00, subject to the resolution of any properly submitted protest(s), if any; and

B. ESTABLISH a Life of Project (LOP) budget of $82,562,929 for the P3010 Component Overhaul tasks - Phase 2.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

NON-CONSENT

37. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2026-0641

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

38. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2026-0642

RECOMMENDATION

RECEIVE oral report on Metro Operations.

39. SUBJECT: UPDATE ON COLLABORATIVE FUNDING STRATEGY FOR WATER TAXI SERVICE BETWEEN SAN PEDRO AND LONG BEACH 2026-0661

RECOMMENDATION

RECEIVE oral report on collaborative funding strategy for water taxi service

between San Pedro and Long Beach.

Attachments: Attachment A - Motion 50
Attachment B - Alliance of Local Transit Operators on Prop A Incentive Funding
Presentation

40. SUBJECT: CUSTOMER EXPERIENCE EVALUATION—CX PULSE SURVEY OVERVIEW 2026-0706

RECOMMENDATION

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

Attachments: Presentation

41. SUBJECT: PICO RIVERA METROLINK STATION 2026-0739

RECOMMENDATION

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

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

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

RECOMMENDATION

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

A. Identify, program, and authorize a maximum not-to-exceed of $6 million in Metro controlled funds toward the Pico Rivera Regional Rail Station Project for preliminary engineering design, environmental documentation, project approvals, and to be repaid by CAHSR in full upon completion and inclusion ultimately in CAHSR budget as a mitigation required to be paid for by the implementing agency;

B. Acknowledge the approval on Thursday, September 17, 2026, by the San Gabriel Valley Council of Governments Governing Board to serve as the

implementing Agency of Record on behalf of the CA High Speed Rail Authority, Metro and the City of Pico Rivera;

C. Negotiate and execute a Master Funding Agreement and other necessary documents with the SGVCOG, the CA High Speed Rail Authority, and the City of Pico Rivera establishing project roles, responsibilities, funding requirements, delivery terms, and conveying the approved Metro funds as appropriate;

D. Continue collaboration with SGVCOG, Pico Rivera, CAHSR, BNSF Railway, Metrolink, Amtrak/LOSSAN, Commerce, Montebello, and other corridor stakeholders to advance design and environmental clearance, expedite project delivery, and support ongoing advocacy efforts at the State and federal levels;

E. Evaluate opportunities and extend support for transit-supportive land use planning and development efforts in the City the Pico Rivera; and

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

28. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2026-0630

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: Attachment A - Ancillary Areas Quarterly Update
Attachment B - Station Experience Updates
Attachment C - HOME FY27 Interim & Perm Housing Placements Breakdown

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

29. SUBJECT: DEPARTMENT OF PUBLIC SAFETY IMPLEMENTATION PLAN UPDATE 2026-0639

RECOMMENDATION

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

Attachments: Presentation

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

SUBJECT: GENERAL PUBLIC COMMENT 2026-0735

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S SUBJECT MATTER JURISDICTION

Adjournment

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0130, **File Type:** Contract **Agenda Number:** 31.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026**

SUBJECT: P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE MODERNIZATION CONSULTANT SUPPORT SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

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

ISSUE

This Contract provides program and technical consulting support for the P2550 LRV Modernization Contract. Continued technical support is necessary to oversee the remaining thirty-three (33) vehicle acceptances and manage warranty requirements. With the final LRV projected for conditional acceptance in 2028 and a subsequent three-year warranty period, consultant support is needed through December 31, 2031.

BACKGROUND

In March 2021, the Board approved Contract No. PS73193000-P2550, a cost-plus fixed-fee contract to Hatch Associates Consultants, Inc. (formerly LTK Consultant Services, Inc.) in the amount of $6,470,848.47 for technical and program management services in support of the P2550 LRV Midlife Modernization Project. The base contract duration was five years.

Hatch Associates Consultants, Inc. currently provides staff support in the following disciplines, as directed by Metro:

- Project Management
- Systems Engineering
- Systems Integration
- Inspection & Testing Activities at LRV Production/Modernization Site

- LRV Commissioning and Acceptance Activities
- Quality Assurance
- Document Control

All work and assignments are issued as needed and directed by the Metro P2550 Project Team through Task Orders using fixed labor rates, while Metro's P2550 Project Manager manages the consulting staff daily.

DISCUSSION

Since the contract award in March 2021, Hatch Associates Consultants, Inc., has been providing Metro's Project Team with technical and program management support, including review of all technical documents, oversight of system and combined-system level integration efforts, witness of verification and validation tests, as well as inspection of workmanship at the corresponding Metro Divisions. The Project is currently in the Production, Commissioning, and Conditional Acceptance phase. Conditional acceptance enables the Modernized LRVs to enter revenue service. The next phase includes the LRVs' Reliability Demonstration, which measures the performance of the Conditionally Accepted LRVs in revenue service against contractual reliability targets.

Approval of the recommendation modifies Contract No. PS73193000-P2550 to allow for the continuation of technical and program management support for the P2550 LRV Modernization Project. Metro staff requires this Project support to accept the remaining LRVs, navigate and mitigate any technical issues to achieve final acceptance, and provide warranty support until expiration.

This existing professional services support contract is required to ensure continuity, seamless project execution, and completion of the LRV Modernization Project. Approving the recommendation supports the successful completion of the Overhaul/Midlife Modernization Project and ensures technical issues are properly resolved during the next project stages. This will help provide accessible and affordable transportation for all who ride Metro's light rail system.

DETERMINATION OF SAFETY IMPACT

Approving the additional NTE funds for consultant services will ensure team continuity and maintain overall system safety, service quality, system reliability, maintainability, and customer satisfaction. The P2550 LRV Modernization Project permits Metro to maintain the P2550 LRV fleet in a State of Good Repair (SGR).

FINANCIAL IMPACT

The requested new NTE contract price of $11,834,666 is within the overall Board-approved project LOP budget of $206 million. The Contract Price increase of $4,796,082 is included in Cost Center 3043, Rail Vehicle Acquisition, Account 50316, under project number CP 214003, P2550 LRV Overhaul Program.

Since multi-year projects are funding this recommendation, the Chief Operations Officer, Chief Program Management Officer, and respective Project Managers will be responsible for future fiscal

year budgeting.

Impact to Budget

The current budget for this action includes Proposition A 35%, Measure M 2% State of Good Repair, and Federal 5337. These funds are eligible for rail operating and capital projects. Using these funding sources maximizes the allocation intent given fund guidelines and provisions.

EQUITY PLATFORM

The P2550 LRV Midlife Modernization Project enables the successful delivery of these vehicles on Metro's existing LRV lines, such as the A and E lines. These lines serve many Equity Focus Communities (EFCs) in areas such as Downtown LA, Chinatown, Long Beach, and others. Safe, reliable LRVs give Metro customers more mobility, as many rely on public transit to commute seamlessly to work, school, and other opportunities.

At the time of award, Hatch Associates Consultants Inc. made a 25.49% DBE commitment on this contract. However, the U.S. Department of Transportation (USDOT) issued an Interim Final Rule (IFR) that changes the DBE Program, including suspending goals, counting participation, and enforcement, effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, one (1) Metro-certified small business is participating.

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 rail vehicle modernization 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

The recommendation supports strategic plan Goal 1) to provide high-quality mobility options that enable people to spend less time traveling. The completion and rollout of the P2550 LRVs are state-of-the-art assets that will significantly improve the integrity of Metro's overall transit network.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation for increasing the contract amount. This is not recommended as critical project activities currently supported by consulting staff will be interrupted, with direct impacts to the overall project. These activities include, but are not limited to, witnessing commissioning for the remaining LRVs, reviewing test reports, reviewing project schedules, and providing LRV commissioning acceptance, reliability, and warranty support. The Metro Project Team does not have the in-house resources to undertake all the necessary Project tasks as described.

Not approving the recommendation will also adversely impact the completion of the P2550 LRV Midlife Modernization Project due to the loss of the required technical expertise, labor, and manpower provided through this Consulting Services contract. Potential adverse impacts may include compromised quality and State of Good Repair of the Modernized LRVs, and reduced available LRVs for rollout to meet passengers' current demand.

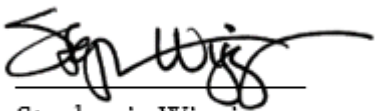
NEXT STEPS

Upon Board approval, staff will execute Contract Modification No. 12 to increase the contract NTE amount by $4,796,082 with Hatch Associates Consultants, Inc. to continue services.

ATTACHMENTS

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

Prepared by: Paul Park, Sr. Manager, Project Control, (213) 392-8471
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034
Mat Antonelli, Chief Vendor/Contract Management Officer, (213) 893-7114



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE MODERNIZATION CONSULTANT SUPPORT SERVICES / PS73193000-P2550

1.	**Contract Number**: PS73193000-P2550			
2.	**Contractor**: Hatch Associates Consultants, Inc.			
3.	**Mod. Work Description**: Increase the Not-to-Exceed (NTE) contract price by $4,796,082 from $7,038,584 to $11,834,666			
4.	**Contract Work Description**: Provide engineering, technical and program management support to Metro Project team for the P2550 Midlife Overhaul Program to ensure timely overhaul and delivery of the program and associated deliverables.			
5.	**The following data is current as of :** August 10, 2026			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	03-25-2021	**Contract Award Amount:**	$6,470,848.47
	Notice to Proceed (NTP):	04-12-2021	**Total of Modifications Approved:**	$567,736
	Original Complete Date:	04-12-2026	**Pending Modifications (including this action):**	$4,796,082
	Current Est. Complete Date:	12-31-2031	**Current Contract Value (with this action):**	$11,834,666
7.	**Contract Administrator**: Aniza Wan Nawang		**Telephone Number**: 213-922-4677	
8.	**Project Manager**: Paul Park		**Telephone Number**: 213-392-8471	

A. Procurement Background

This Board Action is to approve Contract Modification No. 12 to increase the total authorized funding for Contract No. PS73193000-2550 for professional services in engineering, technical and program management support services to assist and augment Metro project team engaged in the P2550 Midlife Overhaul program, in the Not-to-Exceed (NTE) amount of $4,796,082, increasing the Contract total from an NTE amount of $7,038,584 to $11,834,666.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a cost-plus fixed fee.

The Contract was executed on April 14, 2021, to LTK Consulting Services, Inc. (later known as Hatch) for a period of sixty (60) months from the Notice to Proceed (NTP). The Contract with Hatch was approved by the Board of Directors on February 18, 2021, under Agenda Number 29. The Contract has a Disadvantaged Business Enterprise (DBE) commitment of 25.49% of the total Contract Price. 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. While the DBE commitment is not a factor in the staff recommendation, there is one (1) Metro certified small business participating.

A Request for Proposal for Task Order 5 was issued to Hatch on February 24, 2026. Metro received a proposal on June 30, 2026.

B. Cost/Price Analysis

The recommended cost plus fixed-fee price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), technical evaluation and cost analysis. The total proposal price of $4,796,082 utilizes Hatch and its subcontractors' labor rates, audited labor overhead and fixed fees, and other direct costs. The only factor affecting the proposal price was the direct labor hours, which were reviewed by the Project Manager and determined to be fair and reasonable based on the technical evaluation and alignment with the P2550 Midlife Overhaul Program schedule.

Proposal Amount	Metro ICE
$4,796,082	$6,466,720

The price difference between the submitted proposal (25.8% lower than ICE) compared to the ICE is attributed to the factor below:

The ICE estimated approximately 39% more direct labor hours than Hatch's proposal due to different assumptions made in developing the ICE. The ICE was based on the current historical burn rate of approximately 770 labor hours per month or 9,240 hours annually and assumed consistent level of effort throughout the task order period. This approach was intended to provide a conservative estimate based on current workload. Whereas Hatch has proposed gradual reduction in staffing and labor hours towards the end of the performance period, averaging 464 labor hours per month or 5,568 annually.

C. Contractor Information

Hatch (previously known as LTK Engineering Services, Inc.) was founded in 1921 and is headquartered in Pittsburgh, Pennsylvania. Hatch has a local office in Los Angeles, CA and specializes in rail systems engineering, maintenance facilities, signals and communications, traction electrification and fare collection. Hatch clients include Sound Transit, Charlotte Area Transit System (CATS), Dallas Area Transit System (DART, Denver Regional Transit District (RTD) and Massachusetts Bay Transportation Authority (MBTA). Hatch has performed for LACMTA in the

procurement of new HR5000 Heavy Rail Vehicle, and in the rail vehicle overhaul campaigns for P3010 Light Rail Vehicles and P2550 Light Rail Vehicle.

ATTACHMENT B

CONTRACT MODIFICATION LOG

P2550 LIGHT RAIL VEHICLE (LRV) MODERNIZATION CONSULTANT SUPPORT SERVICES
PS73193000-P2550

Mod. no.	Description	Status (approved or pending)	Date	$ Amount
1	Add new staff	Approved	07-08-21	$92,521
2	Add new staff	Approved	09-07-22	$0
3	Add new staff	Approved	03-22-23	$0
4	Assignment from LTK Engineering to Hatch	Approved	06-30-23	$0
5	Add new staff	Approved	09-20-23	$0
6	Add new staff	Approved	12-05-23	$0
7	Add new staff	Approved	07-09-24	$0
8	Add new staff	Approved	10-02-24	$0
9	Increase the NTE Contract Price, add staff and update overhead rates	Approved	03-28-25	$451,723
10	Extend performance period and add staff	Approved	09-19-25	$0
11	Increase the NTE Contract Price, extend performance period and add new staff	Approved	06-26-26	$23,492
12	**Increase the NTE Contract Price, and Extend Performance Period**	**Pending**	**TBA**	**$4,796,082**
	Modification Total:			**$5,363,818**
	Original Contract:			**$6,470,848**
	Total:			**$11,834,666**

DEOD SUMMARY

P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE MODERNIZATION CONSULTANT SUPPORT SERVICES / PS73193000-P2550

A. Small Business Participation

At the time of award, Hatch Associates Consultants Inc. made a 25.49% 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. While the DBE commitment is not a factor in the staff recommendation, there is one (1) Metro certified small business participating.

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.

RAIL VEHICLE ACQUISITION

P2550 LIGHT RAIL VEHICLE (LRV) MIDLIFE MODERNIZATION CONSULTANT SUPPORT SERVICES

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 15, 2026

RECOMMENDATION

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

Metro

ISSUE & DISCUSSION

ISSUE

This extension is necessary to incorporate an expanded scope of work for warranty support and to account for prior project delays resulting from COVID-19, supply chain disruptions, and offsite vehicle qualification testing. Existing contract funds are projected to be expended by the end of 2026.

DISCUSSION

This extension will allow Hatch to continue to provide technical and program management support. The project is currently in the production, commissioning, vehicle acceptance, and reliability demonstration phases.

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0565, **File Type:** Agreement **Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026**

SUBJECT: METRO EXPRESSLANES CALIFORNIA HIGHWAY PATROL (CHP) ENFORCEMENT AGREEMENT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

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

ISSUE

In California, enforcement of the ExpressLanes is regulated by the California Vehicle Code (CVC). Per CVC Section 23251, the CHP is designated with the responsibility for policing of all toll highways. Streets and Highways Code section 149.9 (SHC), which allows for the ongoing operation of the Metro ExpressLanes, outlines that Metro shall have a reimbursable agreement with CHP. Metro has had an agreement with the CHP since the inception of the ExpressLanes program, with the current agreement expiring December 31, 2026.

BACKGROUND

Best practice for High Occupancy Toll (HOT) lanes and ExpressLanes operating across the nation is to provide additional dedicated patrols to aid in the enforcement and operations (i.e., incident response) of their programs. Metro has negotiated and entered into funding agreements with the CHP for ExpressLanes enforcement to cover the cost of providing additional patrols on the ExpressLanes beyond CHP's regular freeway coverage as required by SHC 149.9 since 2012.

DISCUSSION

CHP receives an annual funding allocation from the State to cover the cost of routine freeway enforcement, including traffic law enforcement, incident response, accident investigation, traffic control, and enforcement of any other laws or regulations related to the operation of motor vehicles and/or the protection of life and property on state highways. CHP generally does not assign enforcement officers for the specific purpose of monitoring vehicle occupancies in either High Occupancy Vehicle (HOV) lanes or High Occupancy Toll (HOT) lanes, focusing limited personnel

resources on issues of safety and incident response.

The agreement outlines a work plan to augment the normal State-funded CHP patrols with a dedicated ExpressLanes enforcement scheduled during morning and afternoon commute hours, Monday through Friday. The agreement allows Metro and CHP to schedule additional enforcement patrols as needed to address specific safety issues and traffic congestion observed on the ExpressLanes.

There is also a dedicated Sergeant who functions as a single point-of-contact between Metro and CHP for ExpressLanes enforcement, scheduling officers as needed to meet Metro's needs, coordinating all logistics on the CHP side, maintaining clear and consistent communications across all supporting officers, and ensuring accountability across all activities performed under this agreement. The Sergeant also performs supervisory and quality-assurance functions through routine patrols of the ExpressLanes, training of other field officers, periodic performance reviews and audits, and monthly reporting to Metro. The Sergeant serves as a liaison between Metro, CHP, and other law enforcement agencies and collaborates with Metro to address safety-related roadway conditions with Caltrans. Finally, the Sergeant is responsible for ensuring Metro is promptly notified during major incidents on and adjacent to the ExpressLanes that result in traffic detours impacting customers and transit riders.

Since the inception of the Metro ExpressLanes, CHP has proved to be a valuable partner. In addition to issuing citations for moving violations and safety issues, CHP presence enhances safety and efficiency within the corridors as CHP are more readily available to respond to accidents and incidents on the ExpressLanes.

Between the opening of the ExpressLanes in November 2012 through April 2026, CHP has issued 160,517 citations and 54,836 warnings, with 36% of citations being for illegal lane changes and license plate/registration infractions. Since implementing Pay as You Go (PAYG) in January 2020 as a pilot, CHP has not issued citations for those driving the ExpressLanes without a transponder, instead focusing on safety issues and drivers declaring the incorrect occupancy to avoid toll payment. Overall, 72% of CHP citations and warnings are traffic and incident related with the remaining 18% of CHP contacts related to toll evasion enforcement.

This agreement continues through FY2031 and includes provisions to provide enforcement of new ExpressLanes on the I-105 and additional support as deemed appropriate by Metro. The I-105 ExpressLanes are expected to open in FY2028 for segment 1 and in FY2030 for segment 2/3. Since the ExpressLanes are expected to be included in the Games Route Network, enforcement of the ExpressLanes by CHP is expected to be suspended during the 2028 Olympic and Paralympic Games, and as a result, the recommended agreement excludes ExpressLanes CHP funding during the Games.

Metro pays CHP on a reimbursement basis for actual enforcement services provided at current CHP labor rates. The not-to-exceed amount of this agreement is higher than the last agreement due to (1) a compounded 23.4% effective increase in the reimbursement rate Metro pays to CHP for enforcement, which adjusts in accordance with CHP's MOU with the State, resulting in overall wage increases of 6.2% (2022), 7.9% (2023), 4.0% (2024), and 4.6% (2025), (2) a 21.6% estimated

increase to accommodate for future labor rates over the term of this new agreement because CHP and the State do not have an executed labor MOU as of this report, (3) the addition of enforcement of the I-105 ExpressLanes, and, (4)an increase in the length of the agreement term by an additional 1.5 years as requested by the State of California.

DETERMINATION OF SAFETY IMPACT

CHP enforcement on the Metro ExpressLanes improves safety as these officers are vital to incident management on the ExpressLanes. CHP expedites the resolution of accidents and incidents in the ExpressLanes, including the off-loading of passengers from disabled buses, removal of debris, and any other issues necessitating traffic stops. A lack of dedicated CHP presence during peak periods could lead to more congested corridors and delays, resulting in a less reliable option for ExpressLanes users, including transit riders. CHP Officers adhere to AB 230, which establishes uniform use-of-force training programs, and requires for officers to be trained in de-escalation techniques, crisis intervention tactics, and alternatives to force. CHP follows the California Peace Officers Standards Training (POST) curriculum, which mandates this recertification every 2 years.

FINANCIAL IMPACT

The not-to-exceed amount for this Agreement is $26,092,191, which is funded by toll revenues. Funding of $1,861,984 is included in the FY2027 budget. Since this is a multi-year agreement, the cost center manager and Deputy Chief Operations Officer, Shared Mobility, will be responsible for budgeting the funds in cost center 2220, ExpressLanes, split between Project 307001 (ExpressLanes I-110), Project 307002 (ExpressLanes I-10), and ExpressLanes I-105 for future fiscal years.

Impact to Budget

There is no impact to the bus and rail operating funding. The source of funds for this effort will be from toll revenues.

EQUITY PLATFORM

CHP enforcement increases safety and reduces delays on the ExpressLanes by ensuring a quicker response to traffic incidents. Consequently, these benefits will extend equally to both drivers and transit riders. By bypassing congestion and maintaining higher speeds, transit vehicles offer improved mobility and equity for riders who do not have a car or pay a toll. Drivers and transit riders in the ExpressLanes save an average of 12.7 to 13.7 minutes per trip during peak times as compared to the general-purpose lanes.

VEHICLE MILES TRAVELED OUTCOME

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

VMT.

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods. This Board item is expected to increase VMT in LA County, as it includes operational activities that encourage driving alone or increase vehicle travel through the enhancement of CHP enforcement of the ExpressLanes to accommodate faster and more reliable travel options for drivers using LA County roads. Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may induce or increase VMT. Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1 to provide high-quality mobility options that enable people to spend less time traveling. This funding agreement will ensure the ExpressLanes remain free-flowing.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the execution of this agreement. The alternative is not recommended as CHP has demonstrated their value to the ExpressLanes and Metro is required by SHC 149.9 to have an agreement with CHP for the enforcement of the ExpressLanes.

NEXT STEPS

Upon Board approval, staff will execute the funding agreement with CHP to continue with CHP enforcement of the ExpressLanes. Staff will evaluate the level of enforcement on an annual basis and continue to work with CHP to reduce any potential duplicative enforcement as improvements in technology are implemented.

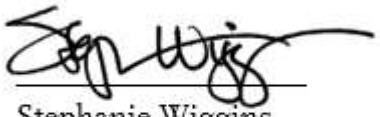
ATTACHMENT

Attachment A - ExpressLanes CHP Enforcement Annual Funding Plan

Prepared by:

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922-3043
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

EXPRESSLANES CHP ENFORCEMENT ANNUAL FUNDING PLAN

Fiscal Year	Officer Hours	Officer Rate	Sergent Hours	Seargent Rate	Public Safety Dispatch Supervisor I Hours	Public Safety Dispatch Supervisor I Rate	Public Safety Dispatcher Hours	Public Safety Dispatcher Rate	Office Assistant Typing Hours	Office Assistant Typing Hours Rate	Dedicated Project Oversight Seargent/ Officer	Total Labor Cost	Mileage	Mileage Rate	Mileage Cost	Project Contingency 10%	Total Annual Cost
FY 2026-27	5,868	$ 147.16	1,164	$ 170.55	120	$ 79.04	120	$ 67.94	300	$ 45.69	$459,147	$1,552,532	84,516	$ 2.15	$181,921	$127,531	$1,861,984
FY 2027-28	15,300	$ 154.52	3,072	$ 179.08	324	$ 83.00	324	$ 71.33	780	$ 47.97	$964,209	$3,965,844	220,524	$ 2.26	$498,412	$350,005	$4,814,260
FY 2028-29	18,990	$ 162.24	3,822	$ 188.03	432	$ 87.15	432	$ 74.90	972	$ 50.37	$1,012,419	$4,931,002	273,168	$ 2.37	$648,264	$456,685	$6,035,950
FY 2029-30	19,224	$ 170.35	3,852	$ 197.43	432	$ 91.50	432	$ 78.64	972	$ 52.89	$1,063,040	$5,223,338	276,516	$ 2.49	$689,019	$484,932	$6,397,289
FY 2030-31	20,100	$ 178.87	4,056	$ 207.31	468	$ 96.08	468	$ 82.58	1,044	$ 55.53	$1,116,192	$5,693,916	288,744	$ 2.62	$755,463	$533,319	$6,982,698
CONTRACT TOTAL																	**$26,092,181**

Rates are in overtime and estimated. Actual rates will be determined by the current CHP rate effective at the time of enforcement.

SHARED MOBILITY

METRO EXPRESSLANES CALIFORNIA HIGHWAY PATROL (CHP) ENFORCEMENT AGREEMENT

Operations, Safety, and Customer Experience Committee
October 15, 2026

RECOMMENDATION

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

Metro

ISSUE & DISCUSSION

ISSUE

In California, enforcement of the ExpressLanes is regulated by the California Vehicle Code (CVC). Per CVC Section 23251 the CHP is designated with the responsibility for policing of all toll highways. Streets and Highways Code Section 149.9 (SHC), which allows for the ongoing operation of the Metro ExpressLanes, outlines that Metro shall have a reimbursable agreement with CHP.

DISCUSSION

Staff recommends authorizing an agreement with CHP for ExpressLanes enforcement through June 30, 2031.

Metro

AGREEMENT SCOPE

Total funding of $26,092,181 over 4.5 years:

- January 1, 2027 through June 30, 2031
  - CHP coverage during LA2028 Games is excluded from this agreement since the ExpressLanes will not be operational.
- Enforcement of the existing I-10 and I-110 ExpressLanes
- Enforcement of the I-105 ExpressLanes:
  - Phase 1 in FY2028
  - Phase 2/3 in FY2030

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0644, **File Type:** Contract **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026

SUBJECT: NEAR-ZERO NATURAL GAS-FUELED ENGINES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. FIND the procurement of Near-Zero Natural Gas-Fueled Engines under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single-source procurement method for the purpose of duplicating equipment already in use; and

B. AWARD a single-source, five-year, Indefinite Delivery, Indefinite Quantity Contract No. MA139582000 to Cummins Sales and Service (Cummins) for 680 engines to replace engines on Metro buses. The five-year contract is for a total Not-To-Exceed (NTE) contract amount of $70,990,755.60, inclusive of sales tax; subject to the resolution of any properly submitted protest (s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

This procurement is for the acquisition of Cummins Replacement Engine Request (RER) L9N Near-Zero Emissions engines, which will be installed as part of the Central Maintenance Shops (CMS) bus midlife engine replacement program over the next five fiscal years (FY27 - FY31). The Cummins RER L9N near-zero engines will run on Renewable Compressed Natural Gas (RCNG) and replace the older Cummins L9N engines currently installed in the El Dorado National (ENC) 40-foot and New Flyer (NFI) 60-foot articulated buses.

The CMS engine replacement program aligns with Metro's strategic plans to lower greenhouse gas emissions from the current bus fleet and transition to Zero-Emission Buses for future procurements. This procurement is required to ensure the current bus fleet is properly maintained and that the engine replacement program continues without delays or impact on revenue service.

BACKGROUND

In October 2016, staff responded to a Board request to provide a comprehensive plan to further reduce greenhouse gas emissions. The report to the Board identified a comprehensive approach to reducing greenhouse gas emissions, including procuring zero-emission buses and using Low NOx Near Zero CNG engines operating on RCNG for midlife engine repowers beginning in FY18.

In August 2017, Metro entered into a contract with Cummins Pacific LLC to purchase up to 395 near-zero-emission engines for the midlife refurbishment program. The Air Quality Management District (AQMD) provided $1.875 million in grant funding for 125 of the near-zero-emission engines. Metro has received $9.6 million of $12.6 million in pending reimbursements for vouchers submitted to the California Air Resources Board (CARB) Hybrid and Zero-Emissions Truck and Bus Voucher Incentive Project (HVIP) to offset the cost of the near-zero-emission engines.

In November 2022, Metro staff entered into an additional contract to purchase up to 800 near-zero engines for the midlife program. CMS issued the final task orders to purchase new near-zero-emission engines under the existing contract in August 2024, and this new contract is needed to support the midlife near-zero-engine replacement program.

DISCUSSION

The MIDLIFE program is designed to increase the reliability of the bus for the duration of its lifecycle. Replacing the high mileage engine in the bus with a new one is one of many components that are replaced due to wear and tear. The engine replacement contributes to the overall reliability of the MIDLIFE'd bus and reduces mean miles between roadcalls related to engine failures.

CMS staff identified the need to purchase up to 680 natural gas-fueled heavy-duty engines to replace the engines currently installed in the ENC 40-foot buses and the NFI 60-foot articulated buses during FY27 through FY31. Cummins will deliver the RER L9N Near Zero Emission engines under this procurement for installation by Metro mechanics as part of the midlife engine replacement program.

The Cummins RER L9N Near Zero Emission engine is currently the only CNG mid-range engine to receive emissions certifications from the Federal Environmental Protection Agency (EPA) and California Air Resources Board (CARB) for meeting the 0.02 g/bhp-hr optional Near Zero NOx emissions standard.

The Cummins RER L9N Near Zero natural gas engines are warranted against defects in design and materials for two years with unlimited mileage, as well as full parts and labor for all warrantable failures.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time. Still, we are not obligated to order any or all of the Cummins RER L9N Near-Zero engines that may be anticipated.

The bid quantities are estimates only, with deliveries to be ordered and released as required. In addition, Material Management will purchase, maintain, and manage the Cummins RER L9N Near-Zero natural gas engine inventory.

DETERMINATION OF SAFETY IMPACT

Awarding this Contract will positively impact safety by reducing NOx emissions by ninety percent (90%) and greenhouse gas emissions by nine percent (9%) from Metro buses. Installing these new engines will also ensure buses are maintained in accordance with Metro Maintenance standards and improve on-road performance, safety, and reliability.

FINANCIAL IMPACT

The total contract value is Not-To-Exceed (NTE) $70,990,755.60. The $10,126,623 funding for the additional engines required during the current fiscal year is included in the FY27 budget in cost center 3366, under project 203052, Bus Midlife Program, and line item 50441, Parts- Revenue Vehicle. Since this is a multi-year Contract, the project manager, cost center manager, and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years.

Impact to Budget

This procurement will be funded by Federal formula funds and local Proposition C 40%. These sources are eligible for Bus Operating or Capital projects.

EQUITY PLATFORM

The award of this contract ensures the bus fleet can provide vital transportation services to neighborhoods where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide transportation for these underserved communities.

The Disadvantaged Business Enterprise (DBE) contract goal for this procurement is zero percent (0%). The U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, Cummins Sales and Service listed one Metro-certified small business to perform on this contract.

VEHICLE MILES TRAVELED OUTCOME

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

reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

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

The procurement of the Cummins RER L9N Near Zero Emissions engines supports Strategic Goal 1) Provide high-quality mobility options that enable people to spend less time traveling. Installing the Cummins RER L9N Near Zero Emissions engines will maintain the reliability of the bus fleet and ensure customers can arrive at their destinations without interruption and in accordance with scheduled service intervals for Metro bus operations.

ALTERNATIVES CONSIDERED

Alternatives to awarding this Contract for near-zero-emission, natural-gas-fueled heavy-duty engines include procuring the engines on an as-needed basis using the traditional min/max replenishment system method. The "min/max" replenishment system method calculates minimum and maximum inventory levels. This strategy is not recommended because it does not require a supplier commitment to ensure availability, timely delivery, continued supply, and a guaranteed fixed price for natural gas-fueled heavy-duty engines.

A second alternative is to procure 2026 model-year engines available for the El Dorado National and New Flyer buses. This alternative is not recommended because the 2026 engines have a higher NOx rating of 0.05 g/bhp-hr standard than the requested RER engines, which have a lower NOx rating of 0.02 g/bhp-hr standard. Therefore, purchasing the 2026 model year engines would result in higher harmful air pollution emission output to the environment. Metro's directive for clean bus technology is to purchase the lowest-emission engines available, and using the RER engines meets that requirement.

NEXT STEPS

The contract will fulfill Metro's requirements for Cummins RER L9N engines for the bus midlife refurbishment program, and the refurbishment of the El Dorado National 40-foot and New Flyer 60-foot articulated bus fleets will continue under the Operations Support Services bus mid-life and

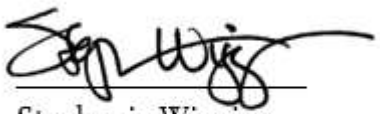
engine replacement program.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared By: Harold Torres, Senior Director, Central Maintenance, (213) 922-5714
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034
Mathew Antonelli, Chief Vendor/Contract Management, (213) 893-7114



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY

PURCHASE OF NEAR-ZERO NATURAL GAS FUELED ENGINES

CONTRACT NO. MA139582000

1.	**Contract Number**: MA139582000	
2.	**Recommended Vendor**: Cummins Sales and Service, 9520 Stewart and Gray Rd., Downey, CA 90241	
3.	**Type of Procurement (check one):** ☐ **IFB** ☐ **RFP** ☐ **RFP–A&E** ☒ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates** :	
	A. Issued: 6/4/26	
	B. Advertised/Publicized: N/A Sole Source	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 6/25/26	
	E. Pre-Qualification Completed: 7/1/26	
	F. Conflict of Interest Form Submitted to Ethics:6/30/26	
	G. Protest Period End Date: 9/23/26	
5.	**Solicitations Picked up/Downloaded**: 0	**Bids/Proposals Received**: 1
6.	**Contract Administrator**: Joshua Haskins	**Telephone Number**: 213-922-1035
7.	**Project Manager**: Harold Torres	**Telephone Number**: 213-922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA139582000 for the procurement of Cummins' Near-Zero Natural Gas-Fueled Engines. Board approval of this contract award is subject to the resolution of any properly submitted protest(s), if any.

A Request for Proposal (RFP) No. MA139582 was issued to the Original Equipment Manufacturer (OEM) Cummins Sales and Service (Cummins) on June 4, 2026, in accordance with Metro's Acquisition Policy and the contract type is a Not-To-Exceed (NTE) Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendment was issued during the solicitation phase of this RFP.

B. Evaluation of Proposal

In accordance with Metro's Acquisition Policy and Public Utility Code (PUC) 130233, staff entered negotiations for a non-competitive contract with Cummins Sales and Service (Cummins).

The proposal provided by Cummins was found to be technically acceptable and fully responsive to the RFP and technical requirements.

C. Cost/Price Analysis

In accordance with Metro's Acquisition Policy for a non-competitive procurement a cost analysis was performed. The recommended proposed price from Cummins has been determined to be fair and reasonable based upon fact findings, technical evaluation and cost analysis conducted by staff. The negotiated amount is 6.8% greater than Metro's ICE due to increased cost of steel, import freight surcharges and other costs of raw materials.

Proposer Name	Metro ICE	Negotiated Amount
Cummins Sales and Service	$66,418,776	$70,990,755.60

D. Background on Recommended Contractor

The recommended firm, Cummins has been in business for thirty-four (34) years and manufactures engines that operate on Renewable Compressed Natural Gas (RCNG), certified by the Federal Environmental Protection Agency (EPA) and California Air Resources Board (CARB) for meeting Near-Zero NOx emissions standards and is an aftermarket distributor of bus parts. Cummins has provided engines and other aftermarket parts to other municipalities and companies such as Orange County Transit Agency, Santa Monica Municipal Bus Lines, San Diego Metropolitan Transit System, Torrance Transit, and other agencies. Cummins has provided satisfactory products and services to Metro on previous purchases.

DEOD SUMMARY

PURCHASE OF NEAR ZERO NATURAL GAS FUELED ENGINES
CONTRACT NO. MA139582000

A. Small Business Participation

The Disadvantaged Business Enterprise (DBE) contract goal for this procurement is zero percent (0%). The U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. While the DBE commitment is not a factor in the staff's recommendation, Cummins Sales and Service listed one (1) Metro certified small business to perform on 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 Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

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.

BUS MAINTENANCE

NEAR-ZERO NATURAL GAS-FUELED ENGINES

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 15, 2026

RECOMENDATION

AUTHORIZE the Chief Executive Officer to:

A. FIND the procurement of Near-Zero Natural Gas-Fueled Engines under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single-source procurement method for the purpose of duplicating equipment already in use; and

B. AWARD a single-source, five-year, Indefinite Delivery, Indefinite Quantity Contract No. MA139582000 to Cummins Sales and Service (Cummins) for 680 engines to replace engines on Metro buses. The five-year contract is for a total Not-To-Exceed (NTE) contract amount of $70,990,755.60 inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Metro

ISSUE

AWARDEE

Cummins Sales and Service

NUMBER OF BIDS/PROPOSALS

Sole Source

DEOD COMMITMENT

The Disadvantaged Business Enterprise (DBE) contract goal for this procurement is zero percent 0%

ISSUE

The procurement is for the acquisition of Cummins Replacement Engines which will be installed over the course of the next 5 years during the bus midlife replacement program.

Metro

DISCUSSION

CMS staff identified the need to purchase new engines for coaches that are to undergo midlife. The Cummins RER L9N Near Zero Emission engine is currently the only CNG mid-range engine to receive emissions certifications from the Federal Environmental Protection Agency (EPA) and California Air Resources Board (CARB) for meeting the 0.02 g/bhp-hr optional Near Zero NOx emissions standard

File #: 2026-0647, **File Type:** Contract **Agenda Number:** 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026

SUBJECT: METRO FREEWAY SERVICE PATROL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

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

A. Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $510,200.00 for up to 9 months, increasing the total Contract amount from $5,212,753.00 to $5,722,953.00; and

B. Beat 10: Jon's Towing, Inc. Contract No. FS66316002-10, for $489,600.00 for up to 9 months, increasing the total Contract amount from $4,935,445.35 to $5,425,045.35; and

C. Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for $673,100.00 for up to 9 months, increasing the total Contract amount from $4,536,346.88 to $5,209,446.88; and

D. Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for $432,100.00 for up to 9 months, increasing the total Contract amount from $4,514,798.60 to $4,946,898.60; and

E. Beat 70: South Coast Towing, Inc. Contract No. FS66316006-70 for $763,400.00 for up to 9 months, increasing the total Contract amount from $$7,324,652.00 to $8,088,052.00; and

F. Beat 71: Disco Auto Sales dba Hollywood Car Carrier Contract No. FS66316001-71 for $616,600.00 for up to 9 months, increasing the total Contract amount from $8,726,325.00 to $9,342,925.00; and

G. Beat 18/38: Bob & Dave's Towing Contract No. FS73888-2004, for $1,709,600.00 for up to 9 months, increasing the total Contract amount from $8,318,687.38 to $10,028,287.38; and

H. Beat 20/37: Safeway Towing, dba Bob's Towing Contract No. FS73888-2005, for $843,500.00 for up to 9 months, increasing the total Contract amount from $7,855,125.00 to $8,698,625.00;

and

I. Beat 5/17: Classic Tow dba Tip Top Tow Contract No. FS73888-2001, for $1,417,000.00 for up to 9 months, increasing the total Contract amount from $7,581,984.20 to $8,998,984.20; and

J. R1: Kenny's Auto Service Contract No. FS58039000, for $5,053,800.00 for up to 9 months, increasing the total Contract amount from $30,380,368.98 to $35,434,168.98; and

K. R2: Platinum Tow & Transport Contract No. FS58039001, for $5,873,500.00 for up to 9 months, increasing the total Contract amount from $30,930,205.00 to $36,803,705.00;

ISSUE

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

BACKGROUND

The FSP Program is a congestion mitigation program managed in partnership with Metro, California Highway Patrol (CHP), and Caltrans to serve motorists on all major freeways in Los Angeles County. The program began as a pilot in LA County in 1991 and is now the nation's largest FSP program of its kind. Metro's FSP program has performed over 10,000,000 assists to date, and continues to maintain one of the highest Benefit-to-Cost (B/C) ratios of all 14 FSP programs within California. Typically, the annual benefits of the program are as follows:

- For individual beats, an annual B/C Ratio of 6:1 - For every $1 spent, there is a $6 benefit to the region in terms of congestion mitigation
- 227,000 motorist assists
- 6,063,000 hours saved for motorists sitting in traffic
- 10,423,000 gallons of fuel savings
- Approximately 91,513,000 kg of CO2 reductions
- The average motorist wait time for FSP service is 10 minutes (the average wait time for other roadside services is over 30 minutes)
- The Los Angeles County FSP program generates one-half of the cumulative benefits of the 14 FSP programs in the state

The FSP Program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion by assisting disabled vehicles with services, such as changing flat tires, providing a jump start, adding water to the radiator, taping leaking hoses, providing a gallon of gas, and/or quickly towing vehicles from the freeway to a designated safe location. Removing motorists and their

disabled vehicles from the freeway not only reduces congestion for bus riders and motorists, but also lowers the chance of further incidents caused by onlookers and impatient drivers. FSP is free to motorists, operates seven days a week during peak commuting times, and helps save fuel and reduce air-polluting emissions by reducing stop-and-go traffic.

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

DISCUSSION

Authorizing the requested contract modifications will ensure seamless and efficient operation of the FSP Program until new contracts can be awarded. If approved, the pending modifications will adjust the contract prices to address current operating costs, including insurance premiums and major maintenance expenses. In addition, the contract modifications will replenish funding for contracts that support Caltrans construction projects through a cooperative agreement that reimburses Metro for FSP support.

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

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

DETERMINATION OF SAFETY IMPACT

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

In February 2024, HAAS Alert Safety Cloud was installed on all FSP vehicles. Safety Cloud sends a notification to WAZE and Apple Maps users within 30 seconds of approaching an FSP truck assisting a motorist on the freeway. The notification alerts the users that FSP is stopped ahead and to slow down. HAAS Alert provides this service primarily to first responders, FSPs, and tow operators responding to

freeway incidents. Motorists are often stranded in traffic lanes and may not be visible to other motorists approaching at high speeds. Safety Cloud can effectively reduce traffic speeds in a specific area by sending notification alerts to enhance the safety of the FSP driver and the motorist they are assisting.

In fiscal year 2026, 2.86 million notifications were sent to Waze and Apple Maps users, alerting them to slow down as they approached FSP trucks stopped to assist motorists. HAAS Alert is working to expand the number of motorists it can alert by adding Safety Cloud to Google Maps.

FINANCIAL IMPACT

The amount of $18,382,400.00 for the modifications is included in the FY27 budget in Cost Center 3352 Project 300070, Metro Freeway Service Patrol, account 50320 - Contract Services.

Impact to Budget

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

EQUITY PLATFORM

FSP provides congestion mitigation service on all freeways and ExpressLanes in LA County, with over 95% of FSP beats in/adjacent to Equity Focus Communities (EFC). Additionally, each FSP contract includes a commitment by the contractor to meet or exceed the goal established by DEOD for the contract. Each FSP Contractor in this modification made different Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments and has varying levels of participation. Five of the nine contractors, Sonic Towing, Inc., Hovanwil, Inc. dba Jon's Towing, Bob & Dave's Towing, Inc., Kenny's Auto Service, and Platinum Tow & Service, Inc., are certified SBEs. The cumulative level of participation across the 11 contracts is 75.17% SBE and 4.31% DVBE. A total of 15 SBE and 12 DVBE firms have participated in these contracts.

VEHICLE MILES TRAVELED OUTCOME

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

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

This Board item is expected to increase VMT in LA County, as it includes operational activities that

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Upon Board approval, staff will execute the necessary contract modifications to ensure efficient, seamless delivery of the FSP Program and will continue working on new solicitations to address program needs. Staff released a solicitation in October 2026 to reprocure numerous beats and will include zero-emission trucks capable of vehicle-to-vehicle charging to assist EVs with depleted batteries, further supporting Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles. Staff anticipates returning to the Board with the new contract recommendations in spring 2027.

ATTACHMENTS

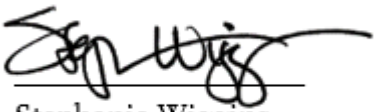
Attachment A - Procurement Summary
Attachment B - Contract Modification Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary
Attachment E - FSP Beat Map

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



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY

METRO FREEWAY SERVICE PATROL/VARIOUS BEATS

1.	**Contract Number**: Various, See Attachment B			
2.	**Recommended Vendor**: Various, See Attachment B			
3.	**Mod. Work Description:** General Redeployment Support, Caltrans Construction, Special Event Support Service Coverage			
4.	**Contract Work Description:** Freeway Service Patrol			
5.	**The following data is current as of:** September 4, 2026			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	Various	**Contract Award Amount:**	Various, See Attachment B
	Notice to Proceed (NTP):	N/A	**Total of Modification Approved:**	Various, See Attachment C
	Original Complete	Various	**Total of Modifications (including this Action):**	Various, See Attachment C
	Current Est. Complete Date:	Various	**Current Contract Value (with this action):**	Various, See Attachment C
7.	**Contract Administrator**: Gabriel Anaya		**Telephone Number**: (213) 922-5224	
8.	**Project Manager**: John Takahashi		**Telephone Number**: 213) 418-3271	

A. Procurement Background

This Board Action is to approve Contract Modifications for multiple Firm-Fixed Unit Rate Contracts (see Attachment B-Contract Modification Summary) for towing services in support of the Metro Freeway Service Patrol (FSP) Program.

The proposed increase for 11 FSP Light Duty Towing Contracts in the amount of $18,382,400.00 will allow required towing services for the FSP Program to continue and extend the period of performance to support unanticipated events, redeployment, support during freeway construction work and service delivery until new contracts are established.

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

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

B. Price Analysis

The proposed rates for Beat 9, Beat 10, Beat 12, Beat 21, Beat 70, Beat 71, Beats 18 & 38, Beats 20 & 37, Beats 5 &17, Region 1, and Region 2 are determined to be fair and reasonable based on current market conditions and rates, fact finding, and negotiations.

ATTACHMENT B

CONTRACT MODIFICATION SUMMARY
METRO FREEWAY SERVICE PATROL

Beat	Contractor	Contract No.	Original Contract Value	Approved Increases	Current Contract Value	Requested Increase	Revised Contract Value
9	Sonic Towing, Inc.	FS66316003-9	$3,765,230.00	$1,447,523.00	$5,212,753.00	$ 510,200.00	$5,722,953.00
10	Hovanwil, Inc Dba Jon's Towing	FS66316002-10	$4,306,768.50	$628,676.85	$4,935,445.35	$ 489,600.00	$5,425,045.35
12	Sonic Towing, Inc.	FS66316004-12	$3,898,346.88	$638,000.00	$4,536,346.88	$ 673,100.00	$5,209,446.88
21	South Coast Towing	FS66316005-21	$3,460,726.00	$1,054,072.60	$4,514,798.60	$ 432,100.00	$4,946,898.60
70	South Coast Towing, Inc.	FS66316006-70	$6,824,652.00	$500,000.00	$7,324,652.00	$ 763,400.00	$8,088,052.00
71	DISCO AUTO SALES INC DBA	FS66316001-71	$8,151,325.00	$575,000.00	$8,726,325.00	$ 616,600.00	$9,342,925.00
18 &38	BOB & DAVE'S TOWING	FS73888-2004	$8,243,687.38	$75,000.00	$8,318,687.38	$ 1,709,600.00	$10,028,287.38
20 & 37	SAFEWAY TOWING SERVICES, INC. DBA BOB'S TOWING'	FS73888-2005	$6,949,125.00	$906,000.00	$7,855,125.00	$ 843,500.00	$8,698,625.00
5 & 17	CLASSIC TOW INC. DBA TIP TOP TOW SERVICE	FS73888-2001	$7,581,984.20	$0.00	$7,581,984.20	$ 1,417,000.00	$8,998,984.20
Region 1	KENNY'S AUTO SERVICE	FS58039000	$20,936,368.98	$9,444,000.00	$30,380,368.98	$ 5,053,800.00	$35,434,168.98
Region 2	PLATINUM TOW & TRANSPORT, INC.	FS58039001	$23,865,205.00	$7,065,000.00	$30,930,205.00	$ 5,873,500.00	$36,803,705.00
		Totals	**$97,983,418.94**	**$22,333,272.45**	**$120,316,691.39**	**$18,382,400.00**	**$138,699,091.39**

ATTACHMENT C

CONTRACT MODIFICATION/CHANGE ORDER LOG
METRO FREEWAY SERVICE PATROL

CONTRACT NO. FS66316003-9 – SONIC TOWING, INC - BEAT 9				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	4/23/2021	$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/26/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Approved	4/10/2025	$376,523.00
4	Period of Performance Extension and Increase Contract Price	Approved	7/24/2025	$373,000.00
5	Period of Performance Extension	Approved	12/26/2025	$0.00
6	Period of Performance Extension and Increase Contract Price	Approved	3/3/2026	$698,000.00
7	Period of Performance Extension and Increase Contract Price	Pending	Pending	$510,200.00
	Modification Total:			**$1,957,723.00**
	Original Contract:			**$3,765,230.00**
	Total:			**$5,722,953.00**

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

5	Period of Performance Extension and Increase Contract Price	Approved	6/2/2026	$198,000.00
6	Increase Contract Price	Approved	9/30/2026	$320,676.85
7	Period of Performance Extension and Increase Contract Price	Pending	Pending	$489,600.00
	Modification Total:			**$1,118,276.85**
	Original Contract:			**$4,306,768.50**
	Total:			**$5,425,045.35**

CONTRACT NO. FS66316004-12 – SONIC TOWING, INC - BEAT 12				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	4/23/2021	$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/26/2022	$0.00
3	Period of Performance Extension	Approved	4/22/2025	$0.00
4	Period of Performance Extension and Increase Contract Price	Approved	1/26/2026	$291,000.00
5	Period of Performance Extension and Increase Contract Price	Approved	5/19/2026	$347,000.00
6	Period of Performance Extension and Increase Contract Price	Pending	Pending	$673,100.00
	Modification Total:			**$1,311,100.00**
	Original Contract:			**$3,898,346.88**
	Total:			**$5,209,446.88**

CONTRACT NO. FS66316005-21 – SOUTH COAST TOWING – BEAT 21				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	4/23/2021	$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	4/27/2022	$0.00
3	Period of Performance Extension	Approved	4/22/2025	$0.00
4	Period of Performance Extension and Increase Contract Price	Approved	1/30/2026	$346,072.60
5	Period of Performance Extension	Approved	3/05/2026	$0.00
6	Increase Contract Price	Approved	5/21/2026	$708,000.00
7	Period of Performance Extension and Increase Contract Price	Pending	Pending	$432,100.00
	Modification Total:			**$1,486,172.60**
	Original Contract:			**$3,460,726.00**
	Total:			**$4,946,898.60**

CONTRACT NO. FS66316006-70 – SOUTH COAST TOWING – BEAT 70				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	5/03/2021	$0.00
2	Service Level Increase and extending the Period of Performance.	Approved	8/18/2021	$0.00
3	Service Level Increase	Approved	8/31/2021	$0.00
4	Service Level Increase	Approved	3/21/2022	$0.00
5	Reduction of Service Level	Approved	5/13/2025	$0.00
6	Extending the Period of Performance.	Approved	5/13/2025	$0.00

7	Extending the Period of Performance.	Approved	12/26/2026	$0.00
8	Increase Contract Price	Approved	8/20/2026	$500,000.00
9	Period of Performance Extension and Increase Contract Price	Pending	Pending	$763,400.00
	Modification Total:			**$1,263,400.00**
	Original Contract:			**$6,824,652.00**
	Total:			**$8,088,052.00**

CONTRACT NO. FS66316001-71– DISCO AUTO SALES INC DBA HOLLYWOOD CAR CARRIER – BEAT 71				
Original Contract Date: June 1, 2020 – November 30, 2024.				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	5/3/2021	$0.00
2	Service Level Increase	Approved	8/18/2021	$0.00
3	Service Level Increase	Approved	8/31/2021	$0.00
4	Service Level Increase	Approved	1/4/2022	$0.00
5	Reduction of Service Level	Approved	4/25/2022	$0.00
6	Extending the Period of Performance	Approved	5/12/2025	$0.00
7	Extending the Period of Performance	Approved	12/26/2025	$0.00
8	Increase Contract Price	Approved	9/9/2026	$75,000.00
9	Increase Contract Price	Approved	9/30/2026	$500,000.00
10	Period of Performance Extension and Increase Contract Price	Pending	Pending	$616,600.00
	Modification Total:			**$1,191,600.00**
	Original Contract:			**$8,151,325.00**
	Total:			**$9,342,925.00**

CONTRACT NO. FS73888-2004– BOB & DAVE'S TOWING– BEATS 18 & 38				
Original Contract Date: December 27, 2021 – August 19, 2026				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	1/13/2022	$0.00
2	Service Level Increase	Approved	4/25/2022	$0.00
3	Extending the Period of Performance.	Approved	8/19/2026	$0.00
4	Rate Increase	Approved	8/31/2026	$0.00
5	Increase Contract Price	Approved	9/30/2026	$75,000.00
6	Period of Performance Extension and Increase Contract Price	Pending	Pending	$1,709,600.00
	Modification Total:			**$1,784,600.00**
	Original Contract:			**$8,243,687.38**
	Total:			**$10,028,287.38**

CONTRACT NO. FS73888-2005– SAFEWAY TOWING SERVICES, INC. DBA BOB'S TOWING – BEATS 20 & 37				
Original Contract Date: December 27, 2021 – August 19, 2026				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	1/13/2022	$0.00
2	Service Level Increase	Approved	4/27/2022	$0.00
3	Update Approved subcontractor/suppliers	Approved	1/30/2026	$0.00
4	Increase Contract Price and Period of Performance Extension	Approved	6/2/2026	$406,000.00
5	Period of Performance Extension	Approved	8/19/2026	$0.00
6	Increase Contract Price	Approved	9/30/2026	$500,000.00
7	Period of Performance Extension and Increase Contract Price	Pending	Pending	$843,500.00

	Modification Total:			**$1,749,500.00**
	Original Contract:			**$6,949,125.00**
	Total:			**$8,698,625.00**

CONTRACT NO. FS73888-2004–CLASSIC TOW INC. DBA TIP TOP TOW SERVICE – BEATS 5 & 17				
Original Contract Date: December 27, 2021 – August 19, 2026				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	1/13/2022	$0.00
2	Service Level Increase	Approved	4/25/2022	$0.00
3	Update Approved subcontractor/suppliers	Approved	3/28/2025	$0.00
4	Period of Performance Extension	Approved	8/19/2026	$0.00
5	Rate Increase	Approved	8/31/2026	$0.00
6	Period of Performance Extension and Increase Contract Price	Pending	Pending	$1,417,000.00
	Modification Total:			**$1,417,000.00**
	Original Contract:			**$7,581,984.20**
	Total:			**$8,998,984.20**

CONTRACT NO. FS58039000–KENNY'S AUTO SERVICE– REGION 1				
Original Contract Date: October 15, 2019 – January 31, 2025				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	7/7/2020	$0.00
2	Service Level Increase	Approved	4/20/2022	$0.00
3	Period of Performance Extension	Approved	3/15/2024	$0.00
4	Increase Contract Price and Period of Performance Extension	Approved	7/9/2025	$8,869,000.00
5	Increase Contract Price	Approved	9/9/2026	$75,000.00
6	Increase Contract Price	Approved	9/30/2026	$500,000.00

7	Period of Performance Extension and Increase Contract Price	Pending	Pending	$5,053,800.00
	Modification Total:			**$14,497,800.00**
	Original Contract:			**$20,936,368.98**
	Total:			**$35,434,168.98**

CONTRACT NO. FS58039001–PLATINUM TOW AND TRANSPORT– REGION 2				
Original Contract Date: October 15, 2019 – January 31, 2025				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	7/7/2020	$0.00
2	Service Level Increase	Approved	4/20/2022	$0.00
3	Period of Performance Extension	Approved	3/15/2024	$0.00
4	Increase Contract Price and Period of Performance Extension	Approved	8/6/2025	$5,565,000.00
5	Increase Contract Price	Approved	8/11/2026	$500,000.00
6	Increase Contract Price	Approved	9/15/2026	$500,000.00
7	Increase Contract Price	Approved	9/30/2026	$500,000.00
8	Period of Performance Extension and Increase Contract Price	Pending	Pending	$5,873,500.00
	Modification Total:			**$12,938,500.00**
	Original Contract:			**$23,865,205.00**
	Total:			**$36,803,705.00**

DEOD SUMMARY

METRO FREEWAY SERVICE PATROL/ VARIOUS BEATS

A. Small Business Participation

Each of the FSP Contractors on the 11 FSP contracts included in this modification have different Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments and levels of participation.

Beat 9 – Sonic Towing, Inc.

Sonic Towing, Inc. (Sonic), an SBE, made 95% SBE and a 3% DVBE commitment. Based on payments, Beat 9 is 84% complete, and the level of SBE and DVBE participation is 95.64% SBE and 2.62% DVBE, exceeding the SBE commitment by 0.64% and representing a 0.38% shortfall of the DVBE commitment. Sonic has a shortfall mitigation plan on file and contends, as concurred by Metro's Project Team, that the DVBE shortfall is due to some delivery issues in the last couple of months. Sonic has added extra deliveries and anticipates mitigating its shortfall by Q4 2026.

Small Business Commitment	**95.00% SBE 3.00% DVBE**	**Small Business Participation**	**95.64% SBE 2.62% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Sonic Towing (SBE Prime)	95.00%	95.64%
	Total	**95.00%**	**95.64%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	2.62%
	Total	**3.00%**	**2.62%**

Beat 10 – Hovanwil, Inc. dba Jon's Towing

Hovanwil, Inc. dba Jon's Towing (Hovanwil), an SBE, made 95% SBE and a 3% DVBE commitment. Based on payments, Beat 10 is 97% complete, and the level of SBE and DVBE participation is 95.17% SBE and 2.90% DVBE, exceeding the SBE commitment by 0.17% and representing a 0.10% shortfall of the DVBE commitment. Hovanwil has a shortfall mitigation plan on file and contends, as concurred by Metro's Project Team, the DVBE shortfall is due to Hovanwil not taking into consideration the overall impact of contract modifications to DVBE purchases. Hovanwil is in the process of scheduling additional DVBE work to mitigate the shortfall by Q4 2026.

Small Business Commitment	**95.00% SBE 3.00% DVBE**	**Small Business Participation**	**95.17% SBE 2.90% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Hovanwil, Inc. dba Jon's Towing (SBE Prime)	95.00%	95.17%
	Total	**95.00%**	**95.17%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	2.90%
	Total	**3.00%**	**2.90%**

Beat 12 – Sonic Towing, Inc.

Sonic Towing, Inc. (Sonic), an SBE, made 95% SBE and a 3% DVBE commitment. Based on payments, Beat 12 is 88% complete, and the level of SBE and DVBE participation is 95.72% SBE and 3.02% DVBE, exceeding both the SBE and DVBE commitments by 0.72% and 0.02%.

Small Business Commitment	**95.00% SBE 3.00% DVBE**	**Small Business Participation**	**95.72% SBE 3.02% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Sonic Towing (SBE Prime)	95.00%	95.72%
	Total	**95.00%**	**95.72%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	3.02%
	Total	**3.00%**	**3.02%**

Beat 21 – South Coast Towing, Inc.

South Coast Towing, Inc. (SCT), an SBE, made 7% SBE and a 3% DVBE commitment. Based on payments, Beat 71 is 92% complete, and the level of SBE and DVBE participation is 59.95% SBE and 10.06% DVBE, exceeding both the SBE and DVBE commitments by 52.95% and 7.06%, respectively.

Small Business Commitment	**7.00% SBE 3.00% DVBE**	**Small Business Participation**	**59.95% SBE 10.06% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	South Coast Towing, Inc, (SBE Prime)	Added	59.95%
2.	Hunter Tires, Inc. (Terminated)	7.00%	0.00%
	Total	**7.00%**	**59.95%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	10.06%
	Total	**3.00%**	**10.06%**

Beat 70 – South Coast Towing, Inc.

South Coast Towing, Inc. (SCT), an SBE, made 7% SBE and a 3% DVBE commitment. Based on payments, Beat 70 is 66% complete, and the level of SBE and DVBE participation is 9.32% SBE and 7.11% DVBE, exceeding both the SBE and DVBE commitments by 2.32% and 4.11%, respectively.

Small Business Commitment	**7.00% SBE 3.00% DVBE**	**Small Business Participation**	**9.32% SBE 7.11% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	South Coast Towing, Inc, (SBE Prime)	Added	9.32%
2.	Hunter Tires, Inc. (Terminated)	7.00%	0.00%
	Total	**7.00%**	**9.32%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	7.11%
	Total	**3.00%**	**7.11%**

Beat 71 – Disco Auto Sales, Inc. dba Hollywood Car Carrier

Disco Auto Sales, Inc. dba Hollywood Car Carrier (Disco), an SBE, made 7% SBE and a 3% DVBE commitment. Based on payments, Beat 71 is 80% complete, and the level of SBE and DVBE participation is 51.44% SBE and 13.80% DVBE, exceeding both the SBE and DVBE commitments by 44.44% and 10.80%, respectively.

Small Business Commitment	**7.00% SBE 3.00% DVBE**	**Small Business Participation**	**51.44% SBE 13.80% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Disco Auto Sales (SBE Prime)	Added	51.44%
2.	Hunter Tires, Inc. (Terminated)	7.00%	0.00%
	Total	**7.00%**	**51.44%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	13.80%
	Total	**3.00%**	**13.80%**

Beats 18 and 38 – Bob & Dave's Towing, Inc.

Bob & Dave's Towing, Inc. (B&DT), an SBE, made a 94% SBE and a 6% DVBE commitment. Based on payments, Beats 18 and 38 are 94% complete, with SBE and DVBE participation levels at 93.62% and 4.35%, respectively. This represents shortfalls of 0.38% for SBE and 1.65% for DVBE commitments. B&DT has a shortfall mitigation plan on file and contends, as concurred by Metro's Project Team, that the shortfalls resulted from the removal of two DVBE subcontractors at the onset of the contract. B&DT further asserts that they will continue to work diligently to mitigate the shortfall by seeking new subcontractors, such as fuel suppliers, equipment suppliers, janitorial services, facility maintenance, or consultants. B&DT is expected to mitigate the shortfall by Q1 2027.

Small Business Commitment	**94.00% SBE 6.00% DVBE**	**Small Business Participation**	**93.62% SBE 4.35% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Bob & Daves Towing (SBE Prime)	94.00%	93.62%
	Total	**94.00%**	**93.62%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	J316 Builder (Terminated)	1.14%	0.00%
2.	Hunter Tires, Inc.	1.86%	1.30%
3.	Warrior Fuel Corporation (Terminated	3.00%	0.00%
4.	Oasis Fuels, Inc.	Added	3.05%
	Total	**6.00%**	**4.35%**

Beats 20 and 37 – Safeway Towing Services, Inc.

Safeway Towing Services, Inc. (STS) made SBE and DVBE commitments of 3.02% and 3.45%, respectively. Based on payments, Beats 20 and 37 are 94% complete, and SBE and DVBE participation is 1.82% SBE and 3.84% DVBE, representing a 1.20% SBE shortfall and exceeding the DVBE commitment by 0.39%. STS has a shortfall mitigation plan on file and contends, as concurred by Metro's Project Team, that the primary reason for the shortfall resulted from the removal of Hunter Tires SBE certification. In January 2026, STS identified and began working with SBE Goliath Global Enterprises, Inc. as a suitable replacement to provide the products and services necessary for Metro FSP operations. STS anticipates mitigating its shortfall by Q2 2027.

Small Business Commitment	**3.02% SBE 3.45% DVBE**	**Small Business Participation**	**1.82% SBE 3.84% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Hunter Tires (Terminated)	3.02%	0.35%

2.	Goliath Global Enterprise, Inc.	Added	1.47%
	Total	**3.02%**	**1.82%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels, Inc.	3.45%	3.84%
	Total	**3.45%**	**3.84%**

Beats 5 and 17 – Classic Tow, Inc. dba Tip Top Tow Service

Classic Tow, Inc. dba Tip Top Tow Service (CTI), made 5.98% SBE and a 6.24% DVBE commitment. Based on payments, Beats 5 and 17 is 92% complete, and the level of SBE and DVBE participation is 2.30% SBE and 1.20% DVBE, representing shortfalls in both SBE and DVBE by 3.68% and 5.04%, respectively. TTTS attributes the shortfall primarily to unforeseen subcontractor failures and is responding with expanded vendor outreach, increased use of existing firms, new procurement opportunities, and the additional time provided by the contract extension. TTTS is expected to mitigate its shortfall by Q2 2027.

Small Business Commitment	**5.98% SBE 6.24% DVBE**	**Small Business Participation**	**2.30% SBE 1.20% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Hunter Tires (Terminated)	3.37%	0.00%
2.	JCM & Associates, Inc., dba Blue Goose Uniforms	0.60%	0.22%
3.	Bob and Dave's Towing (Terminated)	2.01%	0.00%
4.	Goliath Global Enterprise Inc.	Added	2.08%
	Total	**5.98%**	**2.30%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels, Inc.	1.21%	1.20%
2.	Warrior Fuel Corporation	5.03%	0.00%
	Total	**6.24%**	**1.20%**

Region 1 – Kenny's Auto Service #II

For Region 1, Kenny's Auto Service # II (Kenny's), an SBE, made a 96.99% SBE and a 3.01% DVBE commitment. Based on payments, Region 1 is 94% complete, and the level of SBE and DVBE participation is 97.83% SBE and 2.17% DVBE, exceeding the SBE commitment by 0.84% and representing a shortfall of the DVBE commitment by 0.84%. Kenny's has a shortfall mitigation plan on file and attributes the shortfall to an unexpected rise in insurance premiums. To address the shortfall, Kenny's has identified additional services that can be performed by DVBE Insurance and Financial Services, such as the re-creation of the employee handbook. Kenny's is continuing to identify other services to increase the use of the DVBE subcontractor to mitigate its shortfall by Q2 2027.

Small Business Commitment	**96.99% SBE 3.01% DVBE**	**Small Business Participation**	**97.83% SBE 2.17% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Kenny's Auto Service (SBE firm)	96.99%	97.83%
	Total	**96.99%**	**97.83%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	DVBE Insurance and Financial Services	3.01%	2.17%
	Total	**3.01%**	**2.17%**

Region 2 – Platinum Tow & Transport, Inc.

For Region 2, Platinum Tow & Transport, Inc., (PT&T) an SBE, made a 94.29% SBE and a 3.25% DVBE commitment. Based on payments, Region 2 is 92% complete, and the level of SBE and DVBE participation is 92.41% SBE and 4.55% DVBE, representing a 1.88% shortfall of the SBE commitment and exceeding the DVBE commitment by 1.30%. PT&T has a shortfall mitigation plan on file and contends, and concurred by Metro's Project team, that the shortfall is due to one of the SBE firms they listed to perform uniform services was unable to provide those services and PT&T plans to mitigate the shortfall by placing additional orders with SBE subcontractor Autolift Systems, and expect to mitigate its shortfall by Q4 2026.

Small Business Commitment	**94.29% SBE 3.25% DVBE**	**Small Business Participation**	**92.41% SBE 4.55% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Platinum Tow & Transport, Inc. (SBE firm)	93.54%	92.22%
2.	Capp Uniform Service (Terminated)	0.44%	0.00%
3.	Autolift Services	0.31%	0.19%

	Total	**94.29%**	**92.41%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.25%	4.55%
	Total	**3.25%**	**4.55%**

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

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

B. Living Wage 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 $32.65 per hour ($25.00 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 is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

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

E. Manufacturing Careers Policy

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

Attachment E



SHARED MOBILITY

METRO FREEWAY SERVICE PATROL

Operations, Safety, & Customer Experience Committee Meeting
October 15, 2026

RECOMMENDATION

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

A. Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $510,200.00 for up to 9 months, increasing the total Contract amount from $5,212,753.00 to $5,722,953.00; and
B. Beat 10: Jon's Towing, Inc. Contract No. FS66316002-10, for $489,600.00 for up to 9 months, increasing the total Contract amount from $4,935,445.35 to $5,425,045.35; and
C. Beat 12: Sonic Towing, Inc. Contract No. FS66316004-12, for $673,100.00 for up to 9 months, increasing the total Contract amount from $4,536,346.88 to $5,209,446.88; and
D. Beat 21: South Coast Towing, Inc. Contract No. FS66316005-21 for $432,100.00 for up to 9 months, increasing the total Contract amount from $4,514,798.60 to $4,946,898.60; and
E. Beat 70: South Coast Towing, Inc. Contract No. FS66316006-70 for $763,400.00 for up to 9 months, increasing the total Contract amount from $$7,324,652.00 to $8,088,052.00; and

RECOMMENDATION

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

Metro

ISSUE & BACKGROUND

AWARDEE

Sonic Towing, Inc., Hovanwil Inc., DBA Jon's Towing, Southcoast Towing, Inc., Disco Auto Sales, Inc., DBA Hollywood Car Carrier, Bob & Dave's Towing, Inc., Safeway Towing Services, Inc., Classic Tow, Inc. DBA Tip Tow Service, Kenny's Auto Service, and Platinum Tow & Transport, Inc.

DEOD COMMITMENT

The cumulative level of participation across the 11 contracts is 75.17% SBE and 4.31% DVBE. A total of 15 SBE and 12 DVBE firms have participated in these contracts.

Metro

ISSUE & BACKGROUND

ISSUE

Request authorization for contract modifications in the aggregate amount of $ 18,382,400.00 to extend existing FSP tow service contracts to ensure no gaps in service.

DISCUSSION

Funding is needed to extend the current periods of performance for FSP tow service contracts to avoid a gap in service provision until new contract awards have been completed.

Metro

FSP Service Map



Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0724, **File Type:** Informational Report **Agenda Number:**

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026

SUBJECT: APPOINTMENT TO METRO WESTSIDE CENTRAL SERVICE COUNCIL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

WITHDRAWN

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

ISSUE

There is currently one vacancy on the Westside Central Service Council.

BACKGROUND

Metro Service Councils (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 Council seat. If approved by the Board, they will serve for the three-year term specified below. A brief listing of qualifications for the new nominee and the nomination letter are provided in Attachments A and B. Membership of the Council with this appointee compared to the regions' demographics and ridership are provided in Attachment C.

Westside Central Service Council

A. Ryan Hund, New Appointment
Nominated by: Westside Central Council of Governments
Term: July 1, 2024 - June 30, 2027

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 the safe location of bus stops.

FINANCIAL IMPACT

Approving the recommended action brings no financial impact to the agency. Service Council members receive a $150 stipend per meeting, with a limit of two paid meetings each 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

To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents with each nomination request. See Attachment C for details. 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.

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, 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 Council, 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 their 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

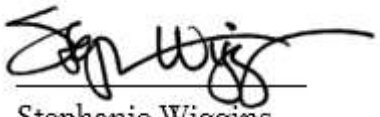
Attachment A - New Appointee Nomination Letter
Attachment B - New Appointee Biography and Qualification
Attachment C - Service Council Demographic Information

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

ATTACHMENT A

NEW APPOINTEE NOMINATION LETTER

Westside Central Service Council

WESTSIDE CITIES
COUNCIL OF GOVERNMENTS

Date: August 17, 2026

To: Dolores Ramos, Senior Manager, Metro Service Councils

From: Cecilia Estolano, WSCCOG Executive Director
Riley O'Brien, WSCCOG Project Director

CC: Ryan Hund, Transportation Planner, Culver City Transportation Department

Subject: **Westside Cities COG Nomination to the Metro Westside/Central Service Council (August 2026)**

On August 13, 2026, the Westside Cities Council of Governments (WSCCOG) Board voted unanimously to appoint Ryan Hund, Transportation Planner (Culver City Transportation Department) to the Metro Westside/Central Service Council. Ryan Hund will fill the rest of the three-year term (July 1, 2024, through June 30, 2027) of the WSCCOG representative seat previously held by Martha Eros (City of Beverly Hills). Attached is his letter of interest.

Please accept the WSCCOG's nomination on behalf of the WSCCOG Board. You may contact Ryan Hund by email at Ryan.Hund@culvercity.org or by phone at (310) 253-6506. Should you have any questions regarding this matter, please contact the WSCCOG Project Director Riley O'Brien at riley@estolanoadvisors.com or at (213) 612-4545.

ATTACHMENT B

Service Council Nominee Qualifications

Ryan Hund, Nominee to Westside Central Service Council



Ryan Hund, AICP has worked as a Transportation Planner for the City of Culver City since 2021 and the lead transit planner for Culver City Bus. Prior to joining Culver City, he was a Transportation Policy Intern with the Office of Los Angeles City Councilmember Mike Bonin. He has extensive experience in urban planning, transit operations, and community mobility initiatives. His work emphasizes transportation planning, mobility innovation, and community engagement. He has contributed to transit operations, policy development, and sustainability programs, aligning with Culver City's goals for efficient, equitable, and environmentally friendly transportation systems.

As part of his transit planning work, he coordinates with other local transit agencies such as Metro, Santa Monica's Big Blue Bus, and LADOT Transit. Transit is Mr. Hund's primary mode of travel. Mr. Hund has a Bachelor of Arts in History from Cal Poly San Luis Obispo and a Master of Urban Planning from the University of Southern California.

ATTACHMENT C

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. With the appointment of this nominee, the Westside Central (WSC) Service Council's membership will compare to the region's demographics and ridership as follows:

Table 1: Comparison of WSC Service Councils' membership race/ethnicity demographics to the regions and the regions' ridership

Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer/ Amer Ind	Other
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership (No.)*	18% (2)	54% (6)	0% (0)	0% (0)	18% (2)	9% (1)	0% (0)

**Note: Table/percentages does not add to the exact number of Council seats as it incorporates each race Councilmembers self-identified with; some current Councilmembers identify as multi-racial.*

Table 2: WSC Service Council membership compared to Los Angeles County gender demographics

GWC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
WSC Membership (No.)	55% (5)	22% (2)	11% (1)	11% (1)

Table 3: Gender representation on all Service Councils

Sex/Gender of Membership	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond	Vacancies on Council
Los Angeles County	49.6%	50.4%	*	*	
SBC (No.)	55% (5)	44% (4)	0% (0)	0% (0)	0% (0)
SFV (No.)	44% (4)	33% (3)	0% (0)	0% (0)	22% (2)
SGV (No.)	66% (6)	33% (3)	0% (0)	0% (0)	0% (0)
GWC (No.)	88% (8)	11% (1)	0% (0)	0% (0)	0% (0)
WSC (No.)	55% (5)	22% (2)	11% (1)	11% (1)	0% (0)

**The sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question that intends 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 within the table above.*

REGIONAL SERVICE COUNCILS

APPOINTMENT TO METRO SERVICE COUNCILS

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 15, 2026

RECOMMENDATION

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

ISSUE & DISCUSSION

ISSUE

There is currently one vacancy on the Westside Central Service Council.

DISCUSSION

If approved by the Board, one Westside Central Service Council nominee will serve the remainder of the three-year term tied to the seats they have been nominated to (July 1, 2024 – June 30, 2027).

Metro

Nominating Authorities

Westside Central Service Council's nominating authorities and the number of seats they provide nominations for are listed below. The responsible nominating authority that has forwarded a nomination for approval is highlighted below.

Region	Nominating Authorities
Westside Central	City of Los Angeles Mayor (4) LA County 2nd District Supervisor (1) LA County 3rd District Supervisor (1) ***Westside Cities Council of Governments (3)***

Metro

Race/Ethnicity Demographics

With these nominees, the Service Council composition and representation will be:

Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer/ Amer Ind	Other
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership (No.)*	18% (2)	54% (6)	0% (0)	0% (0)	18% (2)	9% (1)	0% (0)

**Note: Table/percentages does not add to the exact number of Council seats as each race Councilmembers self-identified with is incorporated; some current Councilmembers identify as multi-racial.*

Metro

Sex/Gender Demographics

With these nominees, the Service Council composition and representation will be:

Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
WSC Membership (No.)	55% (5)	22% (2)	11% (1)	11% (1)

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2024-1142, **File Type:** Contract **Agenda Number:** 36.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026**

SUBJECT: P3010 LIGHT RAIL VEHICLE (LRV) HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) EQUIPMENT OVERHAUL

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a five-year firm-fixed-price contract, Contract No. OP136051000, to Merak North America LLC for the overhaul of 487 HVAC assemblies for the P3010 Light Rail Vehicle (LRV) fleet in the Not-To-Exceed (NTE) amount of $10,275,213.00, subject to the resolution of any properly submitted protest(s), if any; and

B. ESTABLISH a Life of Project (LOP) budget of $82,562,929 for the P3010 Component Overhaul tasks - Phase 2.

ISSUE

In accordance with Original Equipment Manufacturer (OEM) guidelines, the P3010 LRV fleet HVAC equipment requires an overhaul at 5-year or 600,000-mile intervals. Overhauling the HVAC equipment at this interval ensures continued reliability while providing cooling and heat for Metro's passengers. HVAC equipment failures are considered an operational safety hazard for both the passengers and the train operator. Upon equipment failure, the vehicle is removed from revenue service until the HVAC equipment is repaired.

BACKGROUND

The P3010 LRV fleet consists of 235 rail cars manufactured by Kinkisharyo International LLC (Kinkisharyo). The fleet was placed in revenue service between 2016 and 2023, operating on all of Metro's light rail lines (A, C, E, K, and L) and amassing over 122,596,296 cumulative fleet miles.

The P3010 fleet is currently undergoing a Component Overhaul Program under existing Capital Project #214009. The Phase 1 projects include four critical vehicle systems that are planned for completion by the end of FY29:

- Friction brake and air compressor
- Truck systems (axles, gearbox and traction motors)
- Slewing ring
- Fleet battery replacement

DISCUSSION

The P3010 LRV fleet's car builder, Kinkisharyo, and the HVAC Original Equipment Manufacturer (OEM) identified a preventive maintenance overhaul at the 600,000-mile interval, when specific HVAC components are overhauled or replaced to ensure sustained reliability and safety. Two HVAC units mounted on the vehicle rooftop are subject to outdoor weather environments (e.g., heat, cold, dust, and debris), with a high probability of declining reliability and service delays due to the "always on" feature and harsh weather conditions.

Phase 2 includes additional overhaul projects, including overhauls of the vehicle master controller, high-speed circuit breaker, pantograph, coupler, low-voltage power supply, propulsion equipment, and HVAC, and to establish an LOP budget for the Phase 2 projects. This contract represents the first of Phase 2 component overhaul projects required to keep the P3010 fleet in a constant State of Good Repair (SGR). Separate contracts for additional required overhauls are currently in various stages of development.

DETERMINATION OF SAFETY IMPACT

Safety is of the utmost importance to Metro's passengers and employees, and the LRV heating and ventilation equipment must operate at full potential in accordance with internal and external ambient temperatures. Therefore, Metro must maintain the P3010 LRV fleet HVAC equipment without deferred maintenance while meeting Transit Asset Management Federal guidelines on equipment State of Good Repair (SGR). Upon approval, this action will ensure the HVAC equipment continues to provide Metro's passengers and train operator employees with optimum comfort in a climate-controlled environment while riding Metro's light rail system.

FINANCIAL IMPACT

The financial impact of this action will establish an $82,562,929 LOP budget for P3010 Phase 2 and award Merak North America a firm-fixed price contract to overhaul the HVAC equipment. As agency procurement guidelines require, the Board will separately approve contracts for the projects included in Phase 2 that are in process or are in the mobilization stage. Upon contract award to Merak expenditures in FY27 will include project deliverables up to First Article Inspection. The annual budget amount for FY27 is planned at $17,705,793 inclusive of phase 1 projects and the commencement of phase 2 project under Capital Project - CP214009.

Since this is a multi-year project, the Component Overhaul Superintendent, Division Director, and Senior Executive Officer of Rail Fleet Services will ensure that the balance of funds is budgeted in future years. The Project Manager and Cost Center Manager will also be responsible for budgeting

future costs.

Impact to Budget

The current source of funds for this action is Measure M State of Good Repair 2%. This funding is eligible for Operating Capital Projects.

EQUITY PLATFORM

This contract award will ensure Metro's P3010 LRV fleet remains in constant good repair while providing vital rail transportation services via the A, C, E, and L rail lines. These lines include many Equity Focused Communities (EFCs) where disparities may exist in residents' access to jobs, housing, education, health, and safety. These EFCs include Long Beach through Downtown LA and Pomona, as well as Santa Monica through South LA.

At this time of solicitation, the Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal for this procurement due to the lack of certified small businesses that perform this service. Merak North America LLC listed one SBE firm to perform the services of 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 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 rail vehicle equipment overhaul activities that will maintain 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 the P3010 LRV fleet HVAC overhaul supports Strategic Goal 1) Provide high-quality mobility options that enable people to spend less time traveling.

The recommendation supports Metro's Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

An alternative considered is to defer the HVAC equipment overhaul, but this is not recommended, as deferring maintenance increases the risk of HVAC equipment failure. This will negatively impact revenue service, cause passenger and train operator discomfort, and reduce equipment design life characteristics.

NEXT STEPS

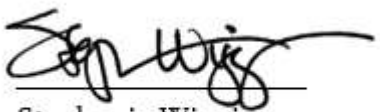
Upon Board Approval, the P3010 fleet HVAC equipment overhaul will commence according to stakeholders' mutually agreed production schedules, consisting of 5 kits or 10 HVAC overhauls per month over a 5-year project period.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Bob Spadafora, Senior Executive Officer, Rail Fleet Services
(213) 922-3144
Richard M. Lozano, Superintendent, Rail Fleet Services
(323) 224-4042
Matthew Dake, Deputy Chief Operations Officer
(213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Mat Antonelli, Chief Vendor/Contract Management Officer
(213) 893-7114
Conan Cheung, Chief Operations Officer
(213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P3010 LIGHT RAIL VEHICLE (LRV) HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) OVERHAUL

1.	**Contract Numbers**: **OP136051000**	
2.	**Recommended Vendors**: Merak North America LLC	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: January 23, 2026	
	B. Advertised/Publicized: January 23, 2026	
	C. Pre-Proposal Conference: February 6, 2026	
	D. Proposals Due: April 15, 2026	
	E. Pre-Qualification Completed: April 15, 2026	
	F. Ethics Declaration Forms submitted to Ethics: April 16, 2026	
	G. Protest Period End Date: October 20, 2026	
5.	**Solicitations Downloaded**: 25	**Proposals Received**: 1
6.	**Contract Administrator**: Uriel Villa	**Telephone Number**: (213) 922 1025
7.	**Project Manager**: Richard Lozano	**Telephone Number**: (213) 792 8047

A. Procurement Background

This Board Action is to approve Contract No. OP136051000 to transport, inspect, overhaul, and test four hundred and eighty-seven (487) P3010 Heating, Ventilation, and Air-Conditioning assemblies in support of Metro's P3010 LRVs. Board approval of the contract award is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. OP136051 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm-fixed price. The Diversity & Economic Opportunity Department (DEOD) did not recommend a goal for this project.

Five (5) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on January 23, 2026, updated the Letter of Invitation.
- Amendment No. 2, issued on February 5, 2026, extended the questions due date and provided updated DEOD documents.
- Amendment No. 3, issued on February 19, 2026, extended the proposal due date and updated documents.
- Amendment No. 4, issued on February 27, 2026, updated the Exhibits folder.
- Amendment No. 5, issued on April 2, 2026, extended the proposal due date.

A total of twenty-five (25) firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on February 6, 2026, and was attended by five (5) participants representing four (4) firms. There were twelve (12) questions received for this RFP and responses were provided prior to the proposal due date.

A single proposal was received on April 15, 2026, from the following firm:

1. Merak North America LLC (Merak)

Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Inquiries were made to all firms that downloaded the solicitation. Five (5) firms responded that the scope of services was not aligned with their line of work and one firm responded that they did not download the RFP in time. The results of the market survey indicated that factors beyond LACMTA's 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 Proposals

A diverse Proposal Evaluation Team (PET) consisting of experienced staff from LACMTA Transit Vehicle Engineering, Rail Vehicle Maintenance, and Transportation Planning was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was initially evaluated based on the pass/fail minimum qualification criteria outlined in the RFP. The pass/fail requirements required proposers to demonstrate that they hold and can provide a copy of at least one of the following certifications: Association of American Railroads (AAR) Certification of Quality Assurance Program; International Standards Organization (ISO) 9001 Quality Management System; or International Railway Industry Standards (IRIS).

The PET determined that the single proposal received passed the minimum qualification requirements and was further evaluated based on the following weighted evaluation criteria:

• Proposer (Including Subcontractor(s)) Experience and Past Performance	30%
• Project Manager and Key Staff Qualifications	30%
• Work Plan/Project Approach	25%
• Cost Proposal	15%

The evaluation criteria are appropriate and consistent with criteria developed for similar rail vehicle overhaul procurement projects. Several factors were considered when developing these weights, giving the greatest importance to Proposer

Experience and Past Performance and Project Manager and Key Staff's Qualifications requirements.

The proposal evaluation kick-off meeting was conducted on June 22, 2026. Evaluations were conducted between July 8 and August 31, 2026, when the PET determined that Merak was responsive to the requirements of the RFP and recommended the firm for contract award.

Qualifications Summary of Qualified Firm:

Merak North America LLC

Merak North America LLC is a leading provider of rail climate control technology and services with extensive experience supporting transit agencies across North America. With over 60 years of industry experience, Merak specializes in the overhaul, modernization, and maintenance of critical rail systems, including heating, ventilation, air conditioning (HVAC), and air quality treatment equipment. As an Original Equipment Manufacturer (OEM) and authorized service provider for multiple transit fleets, including Metro's P3010 light rail vehicles, Merak offers robust in-house capabilities for engineering, testing, remanufacturing, and quality assurance. Its U.S.-based facilities in Westminster, MD, and its strong global supply chain infrastructure ensure timely delivery, technical accuracy, and lifecycle support making Merak North America LLC a well-qualified firm to perform the P3010 Rail Vehicle HVAC Overhaul.

The following is a summary of the PET evaluation:

1	Firm	Maximum Score	Average Score
2	**Merak North America LLC**		
3	Proposer (Including Subcontractor(s)) Experience and Past Performance	30.00	27.20
4	Project Manager and Key Staff's Qualifications and Experience	30.00	24.83
5	Work Plan/Project Approach	25.00	20.95
6	Cost Proposal	15.00	15.00
7	**Total**	**100.00**	**87.98**

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, negotiations and the expectation of competition.

	Proposer Name	Metro ICE	NTE Amount
1.	**Merak North America LLC**	**$19,641,000.00**	**$10,275,213.00**

The Contract Administrator led discussions with Merak to address questions and receive clarification of their past performance, proposed resources, and work area facility footprint within their proposal. Following these discussions, Merak made price adjustments and submitted a revised Best and Final Offer (BAFO) which included a reduced proposal price in the amount of $10,275,213.00. The PET team was able to confirm that the proposal met the requirements set forth in the scope of services. The 48% variance between the ICE and the proposal is due to the ICE's inclusion of anticipated inflation over the contract term, including HVAC-specific escalation assumptions. Merak's final proposal was determined to be fair and reasonable.

D. Background on Recommended Contractor

Merak North America LLC, with its home office in Westminster, MD, specializes in rail climate control equipment and services, including HVAC overhaul, modernization, maintenance, engineering, testing, remanufacturing, and quality assurance. Merak has experience supporting rail HVAC overhaul and maintenance programs, including Metro's P3010 light rail vehicles. Merak was acquired by OpenGate Capital on July 28, 2026.

Merek has provided services to Metro, and its performance has been satisfactory.

DEOD SUMMARY

P3010 LIGHT RAIL VEHICLE (LRV) HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) OVERHAUL

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 certified small businesses that perform this service. Merak North America LLC listed one SBE firm to perform the services of this contract.

Small Business Goal	**0% SBE 0% DVBE**	**Small Business Commitment**	**37.68% SBE 0% DVBE**

	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Locomotive Climate Solutions LLC	37.68%		X
	Total SBE Commitment	**37.68%**		

B. Living Wage Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. 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.

E. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

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.

RAIL FLEET SERVICES

P3010 LIGHT RAIL VEHICLE (LRV) HEATING, VENTILATION, AND AIR CONDITIONING (HVAC) EQUIPMENT OVERHAUL

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 15, 2026

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a five-year firm-fixed-price contract, Contract No. OP136051000, to Merak North America LLC for the overhaul of 487 HVAC assemblies for the P3010 Light Rail Vehicle (LRV) fleet in the Not-To-Exceed (NTE) amount of $10,275,213.00, subject to the resolution of any properly submitted protest(s), if any; and

B. ESTABLISH a Life of Project (LOP) budget of $82,562,929 for the P3010 Component Overhaul tasks - Phase 2.

Metro

ISSUE & DISCUSSION

AWARDEE

Merak North America LLC

NUMBER OF BIDS/PROPOSALS

One bidder – Merak North America LLC

DEOD COMMITMENT

DEOD did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal for this procurement due to the lack of certified small business that perform this service.

Metro

ISSUE & DISCUSSION

ISSUE

The Original Equipment Manufacturer (OEM), identified and established an overhaul schedule for the HVAC equipment at the 600,000-mile interval to ensure continued equipment reliability while ensuring passenger comfort.

The P3010 LRV fleet is currently undergoing phase 1 overhauls on four vehicle systems including friction brake, trucks, slewing ring, and battery under CP #214009. This request is to establish phase 2 LOP budget to complete the remaining projects.

DISCUSSION

The HVAC equipment is a critical system overhauling at the OEM recommended interval is consistent with Metro's core goals providing clean, safe, and reliable service that includes operator and passenger comfort.

The phase 2 overhaul projects consist of master controller, high-speed circuit breaker, pantograph, coupler, low-voltage power supply, propulsion, and HVAC equipment

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0641, **File Type:** Oral Report / Presentation **Agenda Number:** 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for October 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.

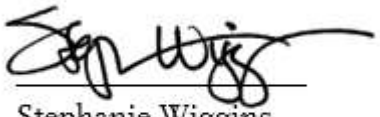
While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field

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 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

October 2026

Employees of the Month

October Employees of the Month

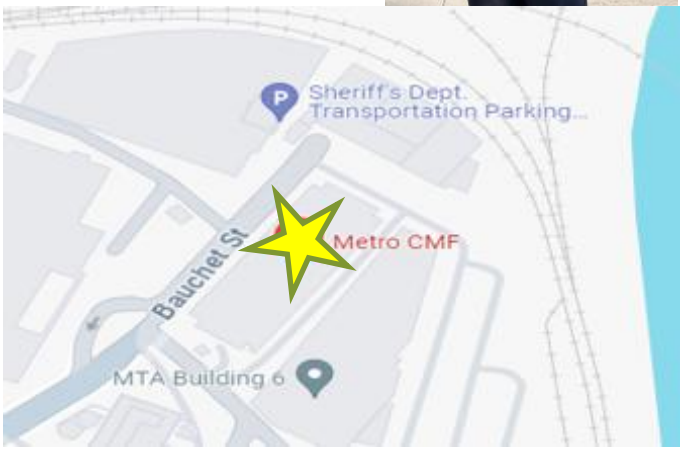


Bus Maintenance

Field Equipment Technician (FET)

Marcelo Rubio





CMF – Quality Assurance

Rail Fleet Services

Rail Body & Paint Repair Leader

Jesus (Jesse) Goint





Division 24 – Monrovia

Metro

Employees of the Month



Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0642, **File Type:** Oral Report / Presentation **Agenda Number:** 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: RECEIVE 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.

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

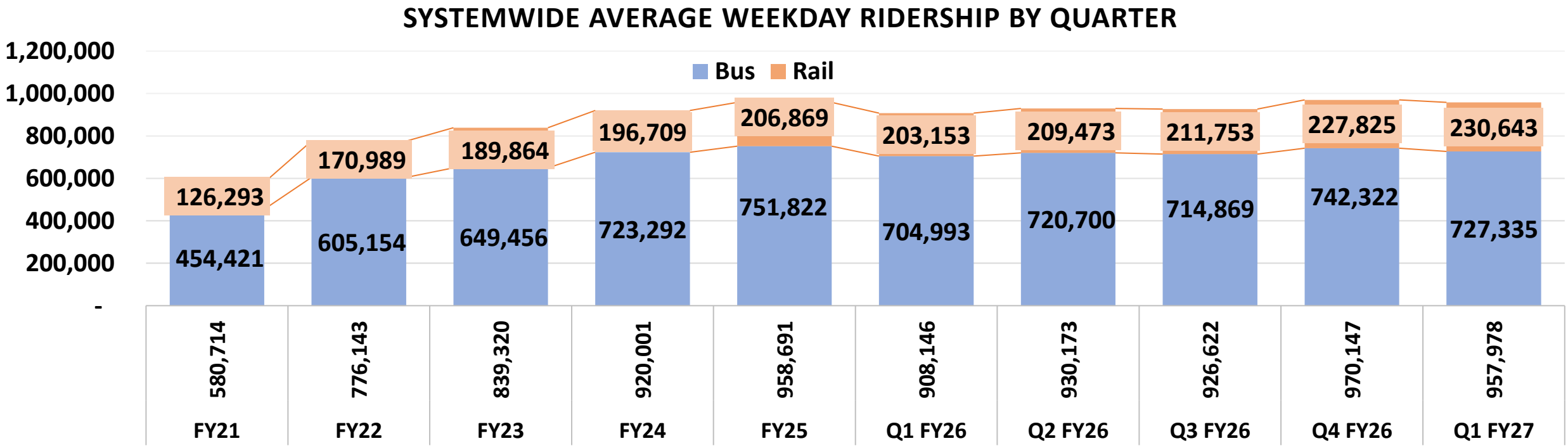


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting

October 15, 2026

Ridership Update



September Total Ridership % Change 2026 over 2025

- Bus: +1.4% Rail: +12.4%

Average Weekday Rail Ridership by Line September 2026			
Line	**September 2026**	**September 2025**	**% 2026 vs 2025**
A/E	136,469	123,784	110.2%
B/D	79,757	62,897	126.8%
C/K	28,455	28,075	101.4%

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 78.9% in September 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 74.7% in September 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 2026 when full staffing was again restored.

- Cancellation rates overall year over year had decreased at the end of 2024 through 2025, but saw an increase in January through March 2026, declined slightly in April, increased again in May and June, declined in July 2026, before increasing again in August and September 2026. Attrition and absenteeism have continued, and increased recruitment has achieved restoration of full bus operator staffing mid-2026 which should help reduce cancellations in the second half of 2026.

September 2026 Top Ten Highest Service Cancellations by Line

Line	Division	Name	Sep-26	Sep-25	% of Line Miles in EFC
60	2	Long Beach Bl	3.2%	1.1%	61%
51	2	Avalon Bl/W 7th Av	3.1%	1.5%	75%
55	2	Compton Av	2.9%	0.6%	83%
210	18	Crenshaw Bl	1.9%	1.0%	58%
204	5, 18	Vermont Av Local	1.8%	1.3%	98%
207	5, 18	Western Av	1.8%	1.4%	89%
105	2	Vernon Av/La Cienega Bl	1.8%	1.0%	57%
115	18	Manchester Av/Firestone Bl	1.6%	1.4%	47%
117	18	Century Bl	1.6%	0.8%	56%
111	18	Florence Av	1.4%	0.8%	68%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 10/11/25	0.5%	0.4%	1.0%
Week Ending 10/10/26	0.5%	0.1%	1.2%
Week Ending 10/3/26	0.8%	0.5%	1.7%
Week Ending 9/26/26	0.3%	0.3%	0.8%
Week Ending 9/19/26	0.6%	0.4%	1.4%
Week Ending 9/12/26	0.8%	0.3%	0.1%
Week Ending 9/5/26	0.7%	0.4%	1.2%
August 2026	0.7%	0.6%	1.4%
July 2026	0.7%	0.6%	2.2%
June 2026	1.1%	0.7%	1.5%
May 2026	0.8%	0.6%	1.3%
April 2026	0.8%	0.3%	1.1%
March 2026	0.8%	0.8%	2.0%
February 2026	0.7%	0.5%	1.5%
January 2026	0.7%	0.4%	1.2%
December 2025	0.5%	0.8%	1.1%
November 2025	0.4%	0.7%	1.0%
October 2025	0.8%	0.7%	1.3%
September 2025	0.4%	0.6%	1.5%
August 2025	0.6%	0.6%	0.9%
July 2025	0.4%	0.5%	0.8%
June 2025	0.6%	0.7%	1.7%
May 2025	0.6%	0.9%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
2024 (Full Year)	1.4%	1.4%	3.6%
2023 (Full Year)	1.5%	1.4%	3.6%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

3

Football Season

Celebrating Metro's 6th Year of SoFi Stadium Express Service:

- Since its inception for the 2021 NFL season, Metro has transported over 365,000 fans to and from SoFi Stadium for the 20 NFL Rams and Chargers home games.
- Frequent service now links LAX Metro Transit Center with the stadium for each NFL game, starting 3 hrs ahead of game start time, with service up to 1.5 hrs after game end.

2026 Regular Season Ridership:

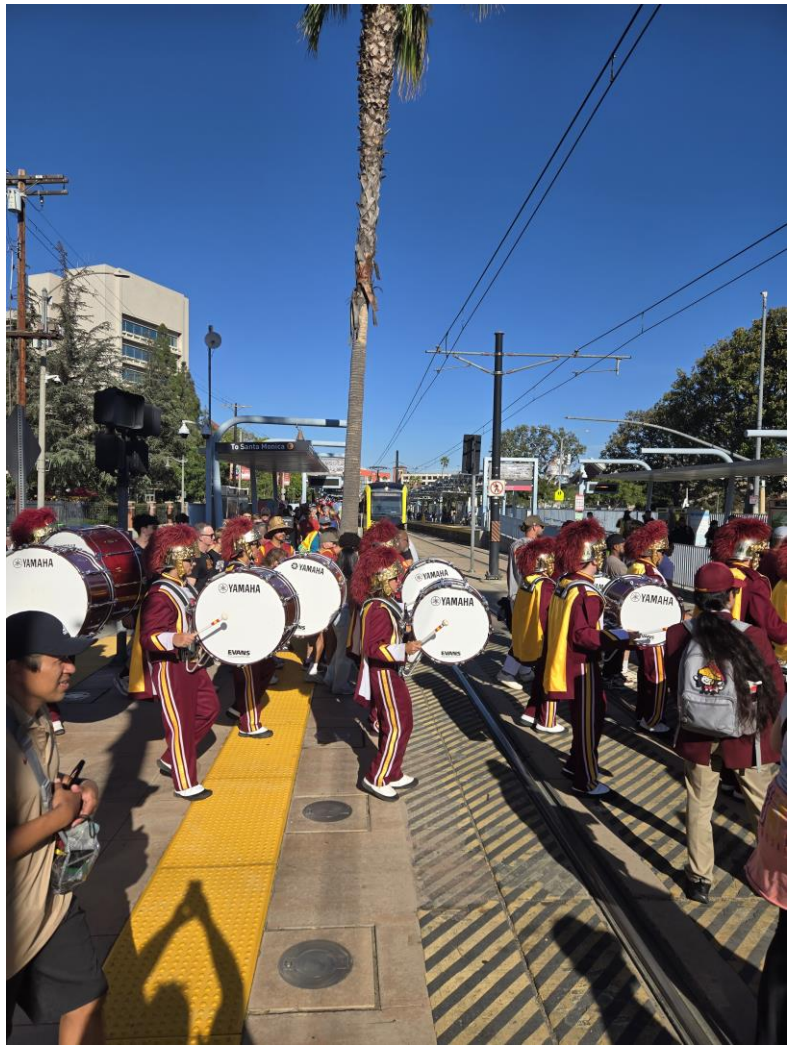
- Through the first five games of the regular season, total passenger trips have increased by 13.8%, rising from 13,843 to 15,761 compared to the same period last year.

Mark Your Calendars:

- Super Bowl LXI will take place at SoFi Stadium on February 14, 2027.



Football Season & More



2026 NFL & College Football Season:

- 34 Football home games with 4 teams, all with Metro bus and rail transit options for eventgoers

Rail Station Staffing:

- Football games and other special events are staffed with additional personnel at stations adjacent to the venues to improve rider experience

Special Events More than Just Football:

- Metro staffs Rail Stations near 800+ special events per year at 13 major venues that accommodate 20,000+ attendance

49th Annual Bus Roadeo
October 10, 2026 ▪ Division 9











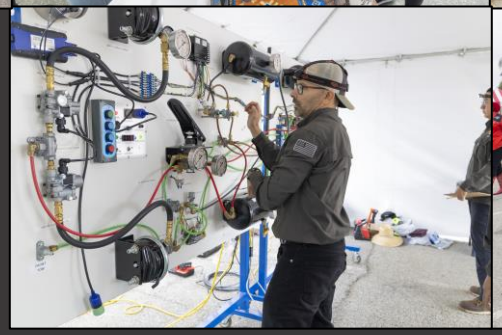
BBQ
Games
Car Show
Face Painting
Food
Family
Fun!













Over 1,000 Attendees!













Bus Roadeo Winners

Bus Operator Competition

1st Place Juan Navarro
Nelson Zapata
Herman Gavia

Service Attendant Competition

1st Place Leo Camacho (Div 9)
2nd Place Robert Duhaime (Div 3)
3rd Place Carlos Aguirre (Div 15)

Mechanic Competition

1st Place Alain Gomez
Octavio Ortega Ramirez
Edward Hinojosa

2nd Place Chun Yin Lau
Aaron Prado
Jose D Sanchez

3rd Place Joseph Acuna
Jesse Flores
JC Lara

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2026-0661, **File Type:** Oral Report / Presentation **Agenda Number:** 39.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026**

SUBJECT: UPDATE ON COLLABORATIVE FUNDING STRATEGY FOR WATER TAXI SERVICE BETWEEN SAN PEDRO AND LONG BEACH

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

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

ISSUE

At its July 2026 meeting, the Board approved Motion 50 by Directors Hahn, Bass, and Richardson (Attachment A) directing 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 determine each agency's willingness to participate in funding the implementation and operation of a San Pedro-Long Beach water taxi service during the 2028 Olympic and Paralympic Games. The Motion also called for Metro to develop a proposed cost-sharing framework, pursue grant funding, develop reimbursement protocols, and take necessary steps to advance the implementation of the project to a procurement.

This report summarizes the results of convenings to date with other agencies, describes a potential funding opportunity that has been secured by Metro staff (see Attachment B), and outlines next steps needed to refine service details and funding commitments for operation to begin in FY2028.

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

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VMT.

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

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

ATTACHMENTS

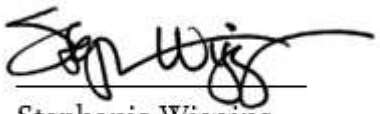
Attachment A - Motion 50
Attachment B - Alliance of Local Transit Operators on Prop A Incentive Funding for 2028 Olympic Water Taxi

Prepared by:

Cosette Stark, Executive Officer, Local Programming, (213) 922-2822
Allison Yoh, Senior Executive Officer, Countywide Planning & Development, (213) 922-4812

Reviewed by:

Ray Sosa, Chief Planning Officer, (213) 547-4274
Michelle Navarro, Chief Financial Officer (Interim), (213) 922-3056



Stephanie Wiggins
Chief Executive Officer

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0521, **File Type:** Motion / Motion Response **Agenda Number:** 50.

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

Motion by:

DIRECTORS HAHN, BASS, and RICHARDSON

San Pedro to Long Beach Water Taxi: Collaborative Funding Strategy Motion

In May 2025, the Metro Board directed staff to evaluate the feasibility of establishing a water taxi service between San Pedro and Long Beach, including assessing service options, infrastructure needs, operator interest, and potential funding strategies for both the 2028 Olympic and Paralympic Games and long-term operations. In response, Metro completed the San Pedro-Long Beach Water Taxi Feasibility Study, which found that a water taxi service could improve regional mobility, strengthen connections between the San Pedro and Long Beach waterfronts, and enhance access to waterfront destinations for residents and visitors.

As a follow-up to the Board's direction, Metro conducted industry outreach in 2026 through a Request for Information (RFI), which confirmed interest from qualified ferry operators and identified viable operating concepts. While respondents identified potential long-term revenue opportunities through sponsorships, advertising, business partnerships, concessions, and other passenger-focused amenities, they also emphasized that these revenue sources remain uncertain and would not provide the funding guarantee needed to launch service.

Metro's review of potential funding opportunities further found that competitive grant opportunities for temporary operations are limited, making regional coordination necessary to determine whether participating agencies are interested in advancing the project through a collaborative funding approach while pursuing grants, maritime funding, sponsorships, visitor pass programs, and other revenue opportunities that could reduce public costs over time.

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

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 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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Alliance of Local Transit Operators

September 30, 2026

Michelle Anelli-Navarro,
Chief Financial Officer (Interim)
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza, Mail Stop: 99-21-3
Los Angeles, CA 90012

SUBJECT: Proposition A Sub-Regional Paratransit Program - 2028 Olympic Water Taxi

Dear Ms. Navarro:

On behalf of the Alliance of Local Transit Operators (The Alliance), representing over forty Los Angeles County local transit operators, appreciation is extended for the ongoing dialogue and partnership with Metro regarding regional transit operations. This correspondence is to convey support within defined protective parameters related to the proposed Board motion to use $1,000,000 from the Proposition A Sub-Regional Paratransit Program to support the pilot water taxi service during the 2028 Olympic and Paralympic Games.

The Sub-Regional Paratransit Program was created to serve the region's most vulnerable transit riders for which fixed-route transit is inadequate or inappropriate. While The Alliance fully supports the shared regional goal of delivering world-class mobility during the 2028 Games, The Alliance operators carry a fundamental obligation to safeguard baseline services for these transit-dependent populations.

This commitment builds upon a foundation of strong interagency cooperation, and The Alliance extends sincere gratitude to Metro leadership for past programmatic support and regional collaboration. Vital program assistance during the COVID pandemic enabled local transit operators to sustain essential operations without service cuts, protecting transit-dependent residents throughout Los Angeles County. Past capital coordination for zero-emission bus (ZEB) deployments generated significant regional returns with local transit operators, successfully procuring and phasing into service over 40 zero-emission buses across the county. These cooperative investments allowed local transit operators to aggressively leverage outside funds, as exemplified by the City of Pasadena utilizing $5 million in local funding to secure over $20 million in competitive grants and achieve a 50 percent zero-emission fleet by next year. This proven track record demonstrates that sub-regional investments yield immense regional dividends.

Anchored by this shared history of successful partnership, local transit operators have aligned on supporting this allocation request, contingent upon the incorporation of the following protective parameters:

- **One-Time and Non-Precedent Setting:** The authorization to draw from this program shall be formally recognized as an isolated action strictly unique to this once in a generation 2028 Olympic and Paralympic Games. This draw shall not establish any ongoing policy precedent or modify the core guidelines governing future program allocations.

- **Hold-Harmless Guarantee:** Metro shall commit to hold all Priority I, Subregional Paratransit operators and Priority V Voluntary NTD data reporters harmless from this one-time $1,000,000 allocation.

- **Expenditure Cap and Absorption of Overruns:** The allocation from the Program shall be capped at $1,000,000. Metro or designated project sponsors must absorb all administrative expenses, operational deficits, and capital cost overruns, preventing any additional gap to the Program.

Alliance of Local Transit Operators

- **Inclusion in Federal Olympic Transit Packages:** Metro shall establish a commitment to include local operators with Olympic venues in their service area for an equitable share of any federal Olympic transit funding packages awarded to the Los Angeles region. This federal assistance is essential to offset local operating surges and fleet strains experienced during the Games.

- **Joint Working Group on Funding Formulas:** Metro, Bus Operations Subcommittee (BOS) and the Local Transit Systems Subcommittee (LTSS) shall establish a joint working group to modernize countywide funding formulas. Building on past collaborative achievements in service resilience and fleet electrification, establishing a modernized allocation structure will ensure sustainable transit delivery.

The Alliance looks forward to working collaboratively with Metro leadership to incorporate these provisions into the upcoming Board action. Local transit operators stand ready to partner with Metro to deliver a successful 2028 Games while maintaining the essential daily transit network communities rely upon every day.

Thank you for your consideration and continued support of local operators.

Sincerely,

Sebastián Andrés Hernández, City of Pasadena
on behalf of the Alliance of Local Transit Operators

CC: Metro Board of Directors
Chelsea Meister, Manager, Transportation Planning, Local Programming
Local Transit Systems Subcommittee (LTSS) Operators

San Pedro–Long Beach Water Taxi Collaborative Funding Update

Operations, Safety and Customer Experience Committee
October 15, 2026

Motion 50: Collaborative Funding Strategy

By Directors Hahn, Bass and Richardson (July 2026)

Determine agencies' **willingness to participate** in funding and implementation

Develop a proposed **cost-sharing framework** among Metro and participating regional partners

Continue pursuing **other revenue opportunities** to offset project costs

Develop framework such that **contributions toward initial costs** may be reimbursed should additional funding become available

Take steps to **maintain project schedule** including development and release of a Request For Proposals (RFP)

Funding Secured to Date

Proposition A 5% (Prop A) Incentive Funding Secured

- Staff identified countywide regional **Prop A Incentive paratransit subsidy funding as eligible** fund source
- Highly **unstable source** with annual amounts varying greatly
- **Sufficient** contingency funds exist to support **one-time allocation of $1 million** for water taxi operations
- New Project allocations must be **approved by the Local Transit Systems Subcommittee (LTSS)**

LTSS Special Meeting Held on September 30, 2026

- After extended discussion, **LTSS approved support of staff recommendation** to allocate:
  - Up to $1 million in one-time Prop A Incentive contingency funds to partially fund water taxi operations during 2028 Games
  - Allocation to be conditioned – Attachment A presents conditions proposed by the Alliance of Local Transit Operators

Fund Allocation Conditions

- **One-time and Non-Precedent Setting -** "unique to this once in a generation" event
- **Hold-Harmless Guarantee** – protects existing paratransit and local services
- **Expenditure Cap and Overrun Absorption** – amount capped & sponsors to absorb expenses exceeding allocation
- **Inclusion in Federal Olympic Transit Packages** – local operators with Games' venues will be considered for GETs service

(Metro will consider local operators in the distribution of Olympic formula funding outside of GETs, if eligible and available)

- **Joint Working Group to Modernize Funding Formula** – includes Metro, Bus Operations Subcommittee & LTSS

Other Partner and Stakeholder Meetings

Long Beach Transit

Operational Partner: Provides contracted Water Taxi service (AquaBus and AquaLink) in Long Beach

- *Expressed interest in partnering with Metro to identify operational performance parameters*
- *Expects to continue operating its regular water taxi service*
- *Games related water taxi services to be additive and one-time only*

Cities of Long Beach and Los Angeles

Discussion on financial arrangements and logistics

County of Los Angeles

Potential Operational Stakeholder: Provides contracted Water Taxi service in other cities

- *Department of Beaches and Harbors potentially to provide operational assistance*

Next Steps

Continue to work with Long Beach Transit to refine service parameters and cost estimates

With recent securement of $1M in Metro funding, continue to work with Cities of Los Angeles and Long Beach, County and other agencies for cost-sharing commitments

Return to the Board for approval of:

- Proposed funding plan and requirements for use of funds
- Authorization to enter into necessary agreement(s) with Long Beach Transit and others
- Prop A Incentive Fund allocation for water taxi through FY28 Transit Fund Allocations in Late Spring 2027

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Metropolitan Transportation
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Los Angeles, CA

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Board Report

File #: 2026-0706, **File Type:** Oral Report / Presentation **Agenda Number:** 40.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE
OCTOBER 15, 2026

SUBJECT: CUSTOMER EXPERIENCE EVALUATION-CX PULSE SURVEY OVERVIEW

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

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

ISSUE

Customer Experience staff advance Metro's strategic priority of improving the customer experience by conducting research among riders and potential riders to understand needs, actions, and pain points experienced from the beginning of the Metro riding journey to arrival. This report provides deeper dive on the latest CX Pulse Survey results in response to feedback from Committee members requesting more detail regarding safety and pain points at last month's meeting.

EQUITY PLATFORM

Customer Experience (CX) staff ensure CX Pulse survey completions mirror the On-Board Customer Satisfaction Survey in demographics. Additionally, staff analyze data by demographic groups, including gender, race/ethnicity, income, age, and car access, among other characteristics. This helps ensure that pain points which are felt more by certain groups are not overlooked.

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.

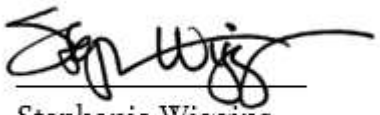
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through customer experience activities that will improve and further encourage transit ridership, ridesharing, and active transportation.

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.

Prepared by: Robert Heavrin, Senior Director, Customer Experience (213) 418-3238
Carolyn Bufford Funk, Transportation Planner, 213-418-3238
Jeff Van, Transportation Planner, (213) 922-2746

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



Stephanie Wiggins
Chief Executive Officer

Customer Experience Evaluation

CX Pulse Survey Overview

October 2026

Summary

- Metro uses a Rider Journey Map to help the agency to organize and prioritize improvements around the journey stages and pain points.
- The CX Pulse Survey helps to evaluate overall satisfaction, satisfaction with journey stages, and determine if customer experience improvements are making an impact in reducing pain points.
- Using this information, CX works with other Metro departments to identify and implement actions that will improve the customer journey.
- **Analysis currently underway to inform 2027 CX Action Plan.**

Rider Pain Points

Customers' biggest pain points converge on waiting and riding stages but also have indirect effects on other stages.

In a typical week that **you ride Metro bus or rail, how much** of a negative impact do each of these things have on your Metro experience?



Rank	Pain Point
1	Late buses/trains
2	Bad smells on board
3	Other passengers making you feel unsafe
4	Loud/unruly passengers
5	Unsafe waiting area
6	Seats are dirty on the bus or train
7	Unsafe buses/trains
8	Having to leave early
9	Mental health of other passengers
10	Too crowded
11	No or incorrect arrival time info
12	Getting passed up by the bus
13	Smoking or drug use by others
14	Too long of a wait when transferring
15	Takes too long to get around
16	No protection from sun/weather
17	Low bus/train frequency
18	Too many homeless passengers
19	Unsafe neighborhoods to walk through
20	Dangerous streets to cross/walk on

LA METRO JOURNEY MAPPING SURVEY 2024:
* Pain Point Impact Score is determined by multiplying the % of riders who experience the pain point in a typical week by the % point reduction in overall satisfaction that those who experience the pain point have.

Methodology

July Survey: Fielded July 20 – July 31

Sample Sources

- Total, n= 8,019
  - Transit App Push-Notification: n=3,928
  - TAP Email Database: n=2,618
  - Metro.net Website Pop-Up: n=1,473
- Demographics mirror On-Board CSAT survey

Survey Completes by Mode

- Bus: n=4,553
- Rail: n=3,466

Survey Completes by Language

- English: n= 7,003
- Spanish: n= 1,016

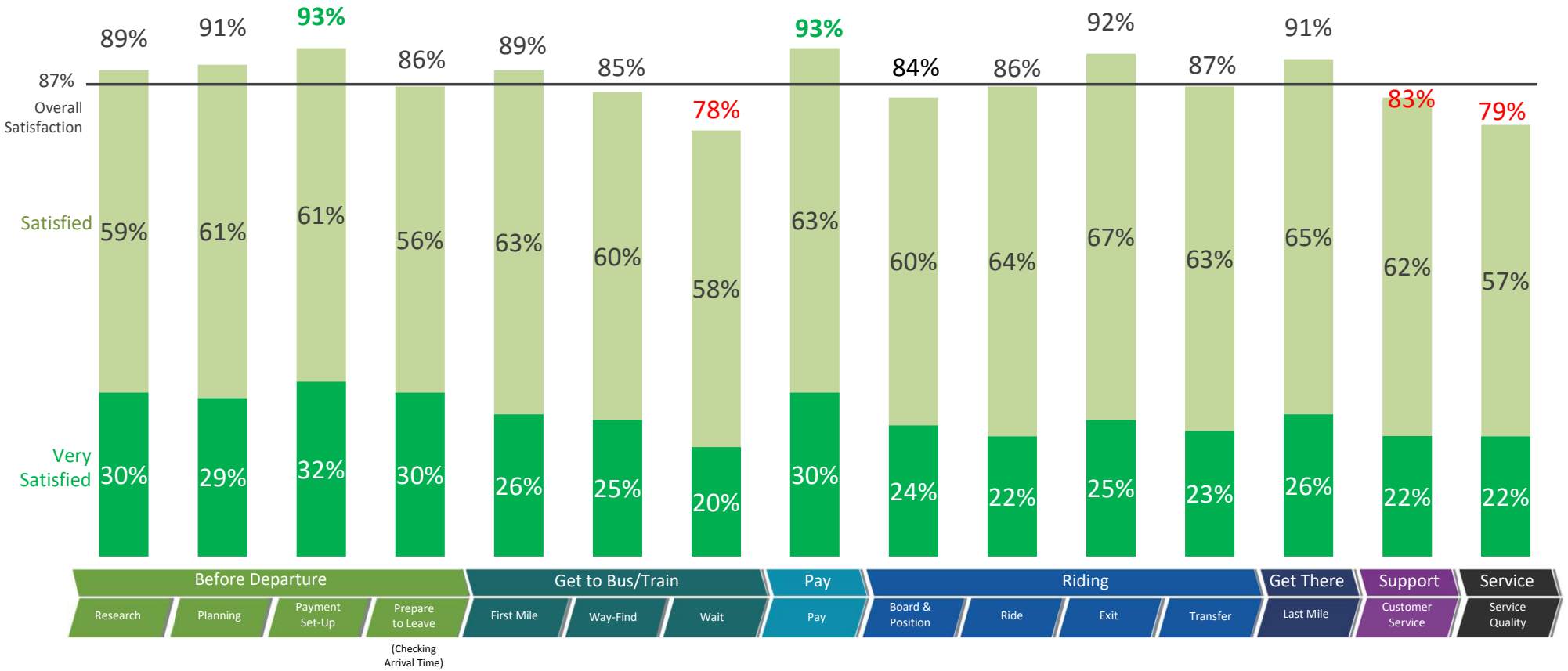
Survey Contents

- Overall Satisfaction
- Satisfaction w/Specific Attributes
- Satisfaction with Journey Stages
- Satisfaction with Additional CX Attributes
- Likelihood of Recommending Metro (Net Promoter Score)
- Has Metro Riding Experience Improved/Worsened
- Consideration of Leaving Metro
- Demographics & Behaviors

Payment-related stages have the highest satisfaction. The Waiting stage, as well as Metro's service quality and customer support "stages", have the lowest satisfaction.

% Satisfied with Stage

(Systemwide) (Average of Apr 2026, Jan 2026, Oct 2025, Jul 2025 Pulses)



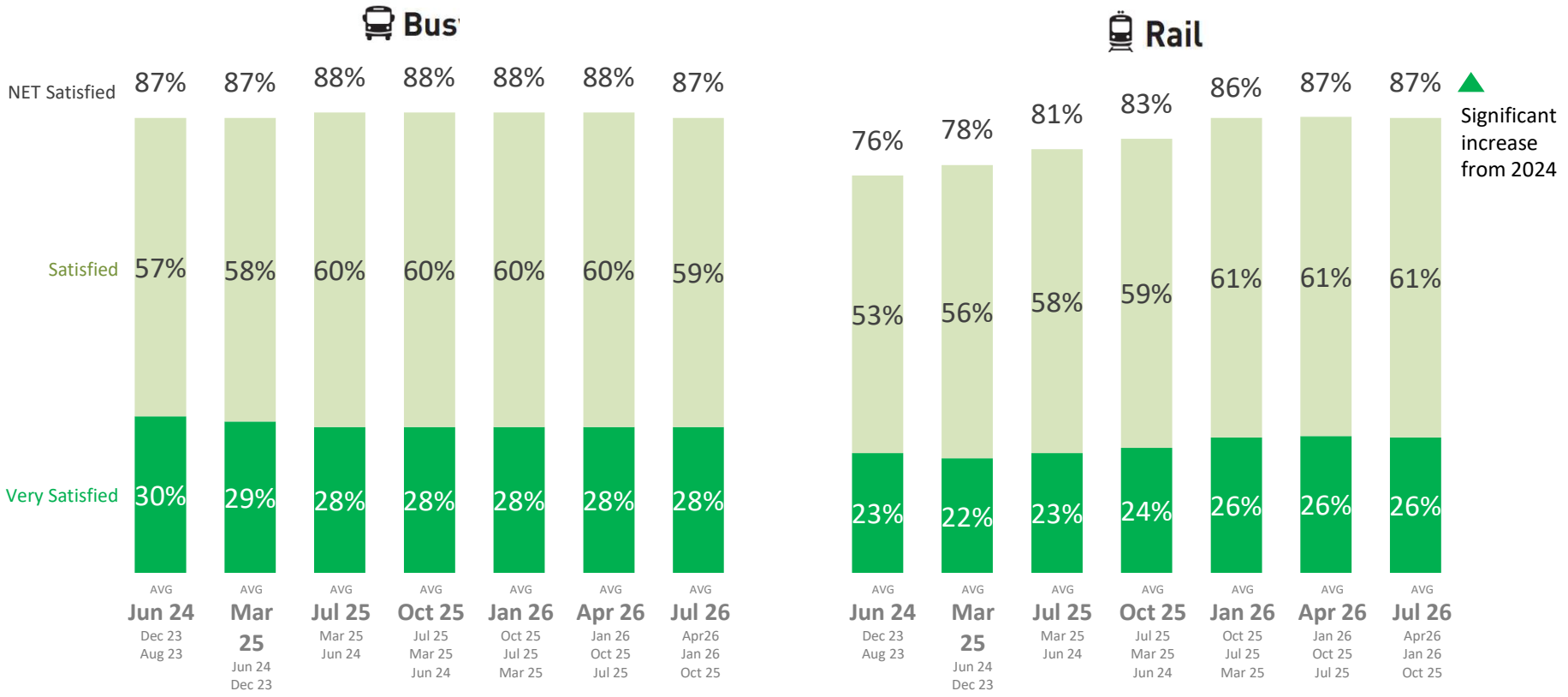
Data among all riders –
some differences exist by sub-group

Q: How satisfied are you with the process/experience of...?
Research filtered to those who started riding less than 6 months ago.

Metro

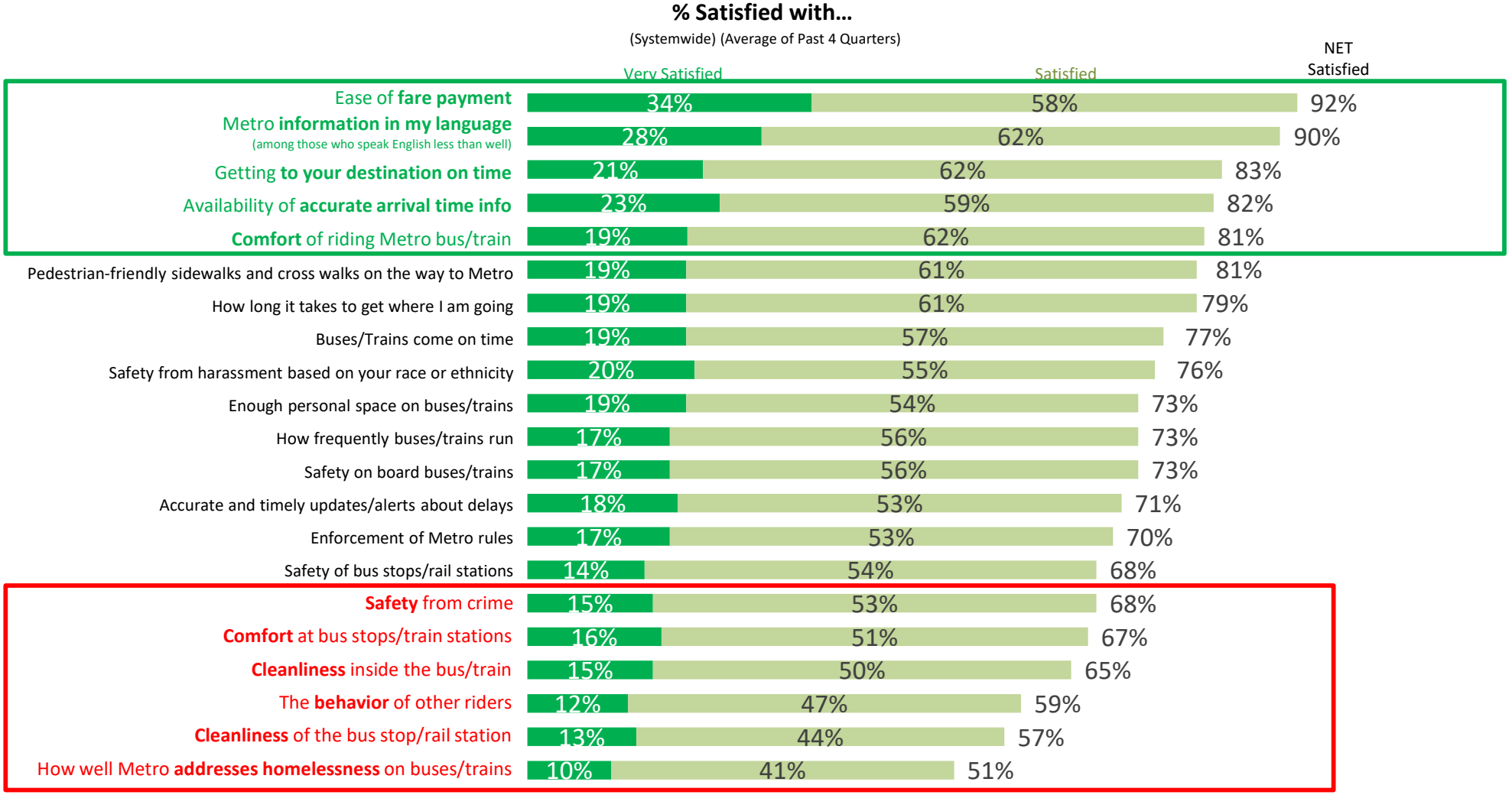
Rail satisfaction has increased since 2024. Bus satisfaction has remained flat.

Overall Satisfaction



Q: Thinking about your experiences during your entire journey door to door and all your interactions with Metro Bus/Rail, how satisfied are you with Metro Bus/Rail?
Sample sizes: Jun24-Dec23-Aug23: n=30,309; Mar25-Jun24-Dec23: n=22,788; Jul25-Mar25-Jun24: n=16,877; Oct25-Jul25-Mar25-Jun24: n=26,040; Jan26-Oct25-Jul25-Mar25: n=30,996; Apr26-Jan26-Oct25-Jul25: n=21,897
Data for Pulses before March 2025 are estimates, derived from converting those surveys' 5-point scale to a 4-point scale.
Arrow indicates statistically significant difference vs first time period at 99.9% confidence

Fare payment, information, and reliability attributes have higher satisfaction. Attributes related to safety, cleanliness, and homelessness have less satisfaction.



Q: How satisfied are you with…?
Average of Oct 2025, Jan 2026, Apr 2026, July 2026 waves.

Metro

Satisfaction with safety, cleanliness, and homelessness have increased since 2024.

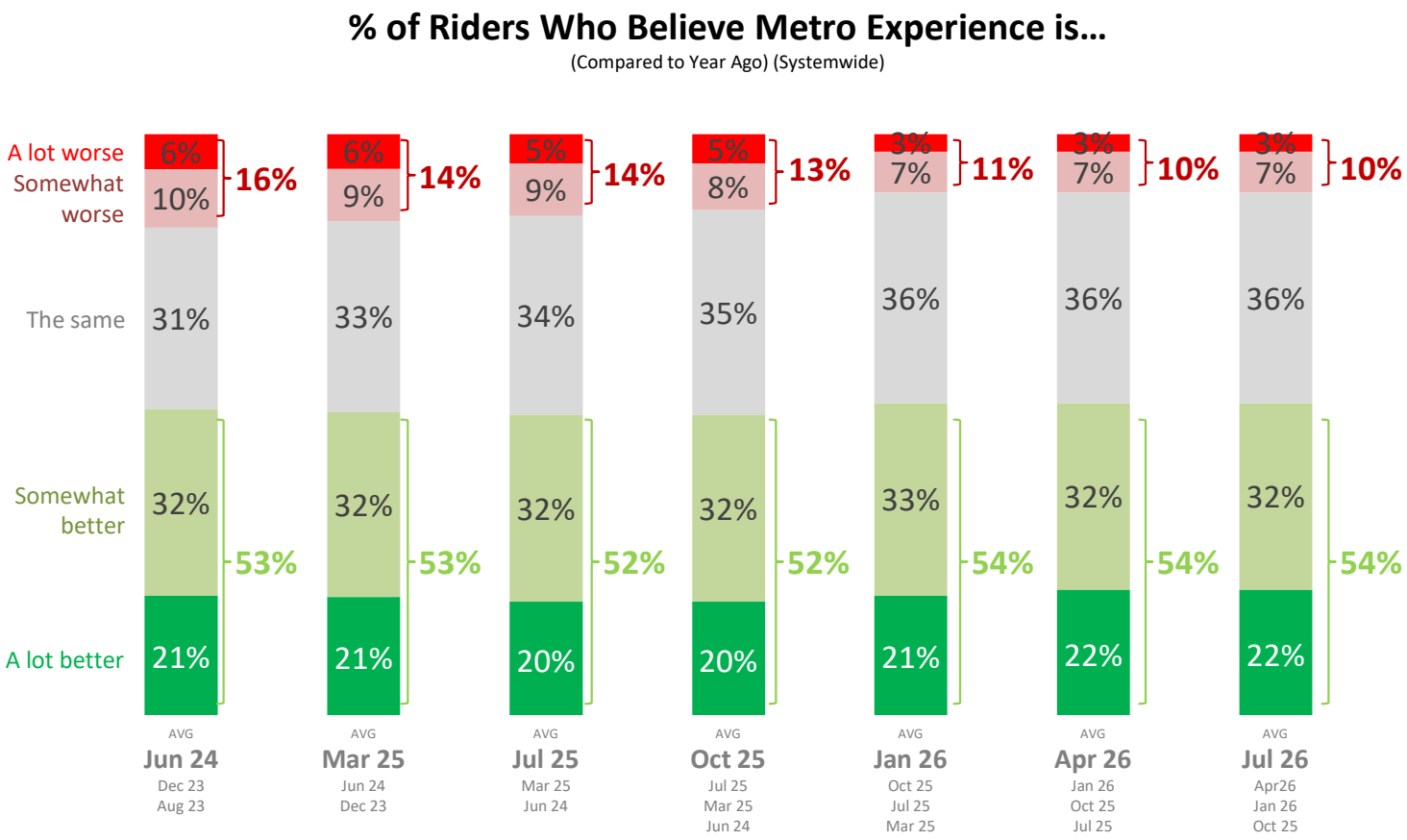
While satisfaction with overall travel times are decreasing, Rail riders' satisfaction with on-time arrivals is improving on Rail.

% Satisfied With… (Very Satisfied + Satisfied)	Bus AVG Jun 24 (Dec 23, Aug 23)	Bus AVG Mar 25 (Jun 24, Dec 23)	Bus AVG Jul 25 (Mar 25, Jun 24)	Bus AVG Oct 25 (Jul 25, Mar 25, Jun 24)	Bus AVG Jan 26 (Oct 25, Jul 25, Mar 25)	Bus AVG Apr 26 (Jan 26, Oct 25, Jul 25)	Bus AVG Jul 26 (Apr 26, Jul 25, Mar 25)		Rail AVG Jun 24 (Dec 23, Aug 23)	Rail AVG Mar 25 (Jun 24, Dec 23)	Rail AVG Jul 25 (Mar 25, Jun 24)	Rail AVG Oct 25 (Jul 25, Mar 25, Jun 24)	Rail AVG Jan 26 (Oct 25, Jul 25, Mar 25)	Rail AVG Apr 26 (Jan 26, Oct 25, Jul 25)	Rail AVG Jul 26 (Apr 26, Jul 25, Mar 25)	
Overall Satisfaction	87%	87%	88%	88%	88%	88%	87%		**76%**	**78%**	**81%**	**83%**	**86%**	**87%**	**87%**	▲
Ease of fare payment	91%	92%	93%	92%	92%	92%	92%		92%	93%	92%	92%	92%	92%	92%	
Metro information in my language (filtered to those who speak English less than well)					90%	91%	90%						90%	90%	89%	
Availability of accurate bus/train arrival time info	**85%**	**86%**	**85%**	**85%**	**84%**	**83%**	**82%**	▼	84%	84%	85%	85%	85%	84%	83%	
Accurate and timely updates/alerts about delays					72%	72%	71%						74%	74%	73%	
Getting to your destination on time					83%	83%	82%						84%	85%	84%	
Buses/Trains come on time	76%	76%	77%	76%	75%	76%	75%		**78%**	**79%**	**82%**	**82%**	**83%**	**84%**	**83%**	▲
How frequently buses/trains run					72%	72%	71%						77%	78%	77%	
How long it takes to get where I am going	**88%**	**86%**	**84%**	**83%**	**80%**	**80%**	**80%**	▼	**83%**	**81%**	**80%**	**80%**	**80%**	**80%**	**80%**	▼
Comfort of riding Metro bus/train	**85%**	**84%**	**83%**	**83%**	**82%**	**82%**	**81%**	▼	**73%**	**74%**	**74%**	**75%**	**78%**	**79%**	**79%**	▲
Comfort at bus stops/train stations					65%	65%	65%						72%	73%	74%	
Enough personal space on buses/trains					72%	72%	72%	▲					75%	76%	77%	
How well Metro addresses homelessness on buses/trains	**49%**	**50%**	**50%**	**50%**	**51%**	**52%**	**52%**		**37%**	**39%**	**40%**	**41%**	**45%**	**46%**	**47%**	▲
Pedestrian-friendly sidewalks/cross walks on the way to stops/stations					80%	81%	80%						82%	83%	83%	
Safety from crime	**62%**	**63%**	**63%**	**65%**	**67%**	**68%**	**69%**	▲	**53%**	**55%**	**57%**	**59%**	**63%**	**65%**	**66%**	▲
Safety on board buses/trains					73%	73%	73%						**67%**	**69%**	**70%**	▲
Safety of bus stops/rail stations					66%	67%	67%						**68%**	**71%**	**71%**	
Safety from harassment based on your race or ethnicity					76%	76%	76%						74%	74%	75%	
Enforcement of Metro rules					72%	72%	71%						67%	67%	67%	
The behavior of other riders					59%	59%	59%						56%	55%	56%	
Cleanliness inside the bus/train	68%	68%	66%	66%	65%	66%	66%	▲	**41%**	**45%**	**49%**	**52%**	**57%**	**60%**	**62%**	▲
Cleanliness of the bus stop/rail station	**49%**	**51%**	**53%**	**53%**	**54%**	**55%**	**55%**		**52%**	**55%**	**58%**	**59%**	**63%**	**65%**	**66%**	▲

Arrows indicate statistically significant difference vs first time period at 99.9% confidence
Sample sizes: Jun24-Dec23-Aug23: n=30,309; Mar25-Jun24-Dec23: n=22,788; Jul25-Mar25-Jun24: n=16,877; Oct25-Jul25-Mar25-Jun24 : n=26,040 ; Jan26-Oct25-Jul25-Mar25: n=30,996
Data for Pulses before March 2025 are estimates, derived from converting those surveys' 5-point scale to a 4-point scale.

Over half of riders think their experience is improving.

Compared to 2024, fewer riders think their Metro experience has gotten worse.



More Likely to Say Experience Has Improved:

- Hispanic/Latino
- Under $15,000 income
- 45+ years

Less Likely to Say Experience Has Improved:

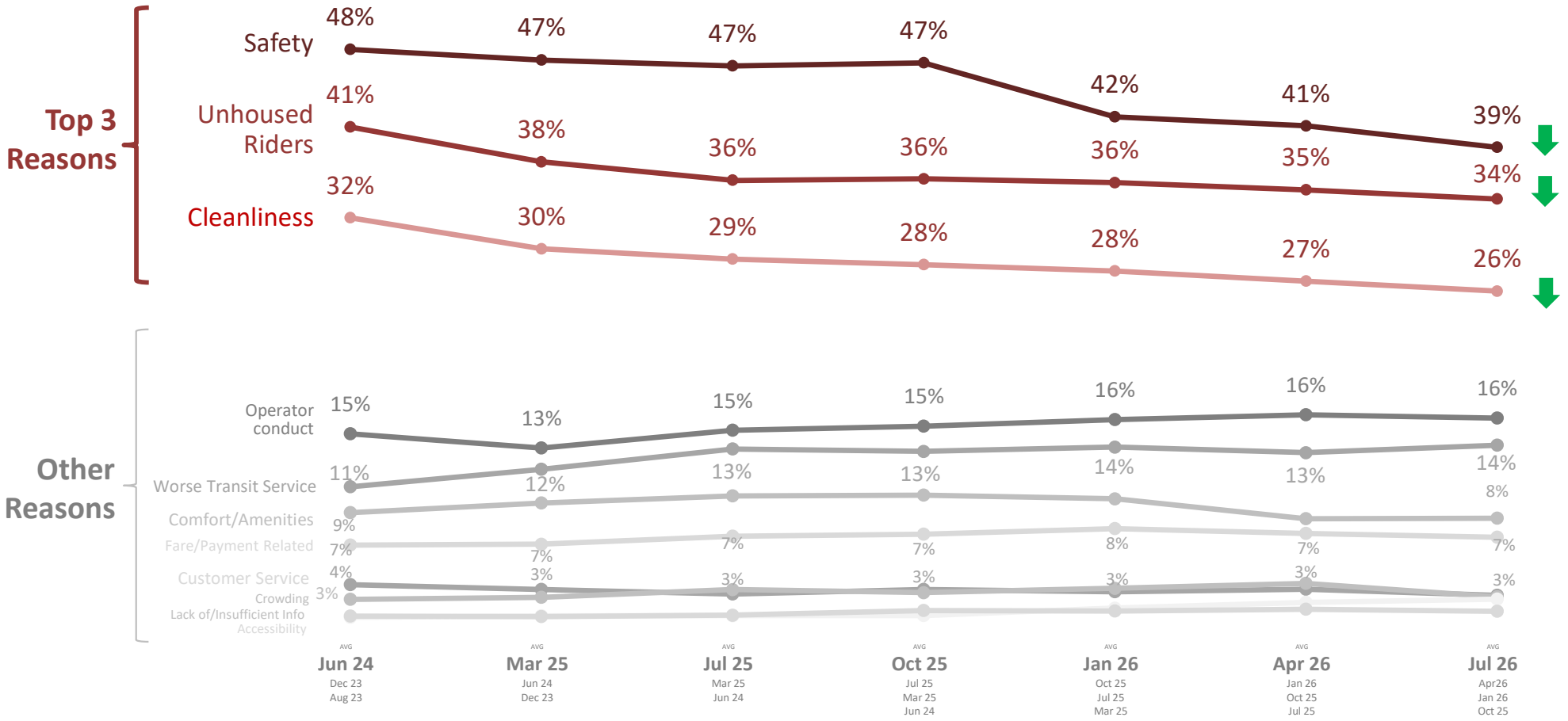
- White/Caucasian
- Asian
- Under 25 years
- $50,000+ income

Is your overall Metro riding experience, including both bus and rail, better than, worse than, or the same as it was a year ago?
Sample sizes: Aug 2023-Dec 2023-Jun 2024: n=30,309; Dec 2023-Jun 2024-Mar 2025: n=22,788; Jun 2024-Mar 2025-Jul 2025: n=16,877; Jun 2024-Mar 2025-Jul 2025-Oct 2025: n=26,040

The top 3 reasons for a worse experience (safety, unhoused, cleanliness) have been decreasing since 2023.

% Who Said Their Experience Has Gotten Worse Because…

(Systemwide - Among those who said their experience has gotten worse compared to the past year)



Q: What has made your Metro riding experience worse?

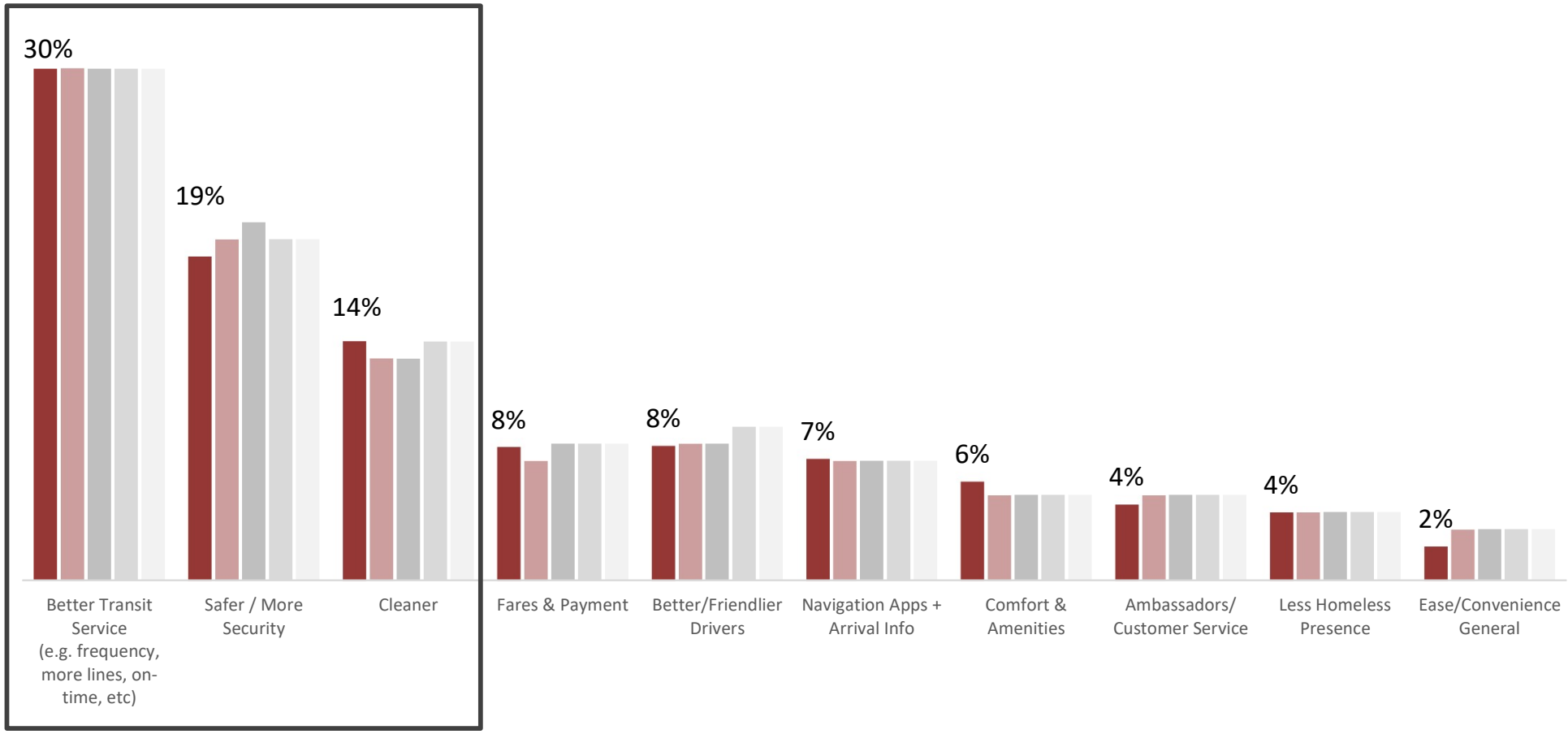
We asked…

What has made your Metro riding experience better?

Better transit service, more safety, and improved cleanliness are riders' top reasons for the improved experience.

% Who Said Their Experience Has Gotten Better Because…

(Among those who said their experience has gotten better compared to the past year)

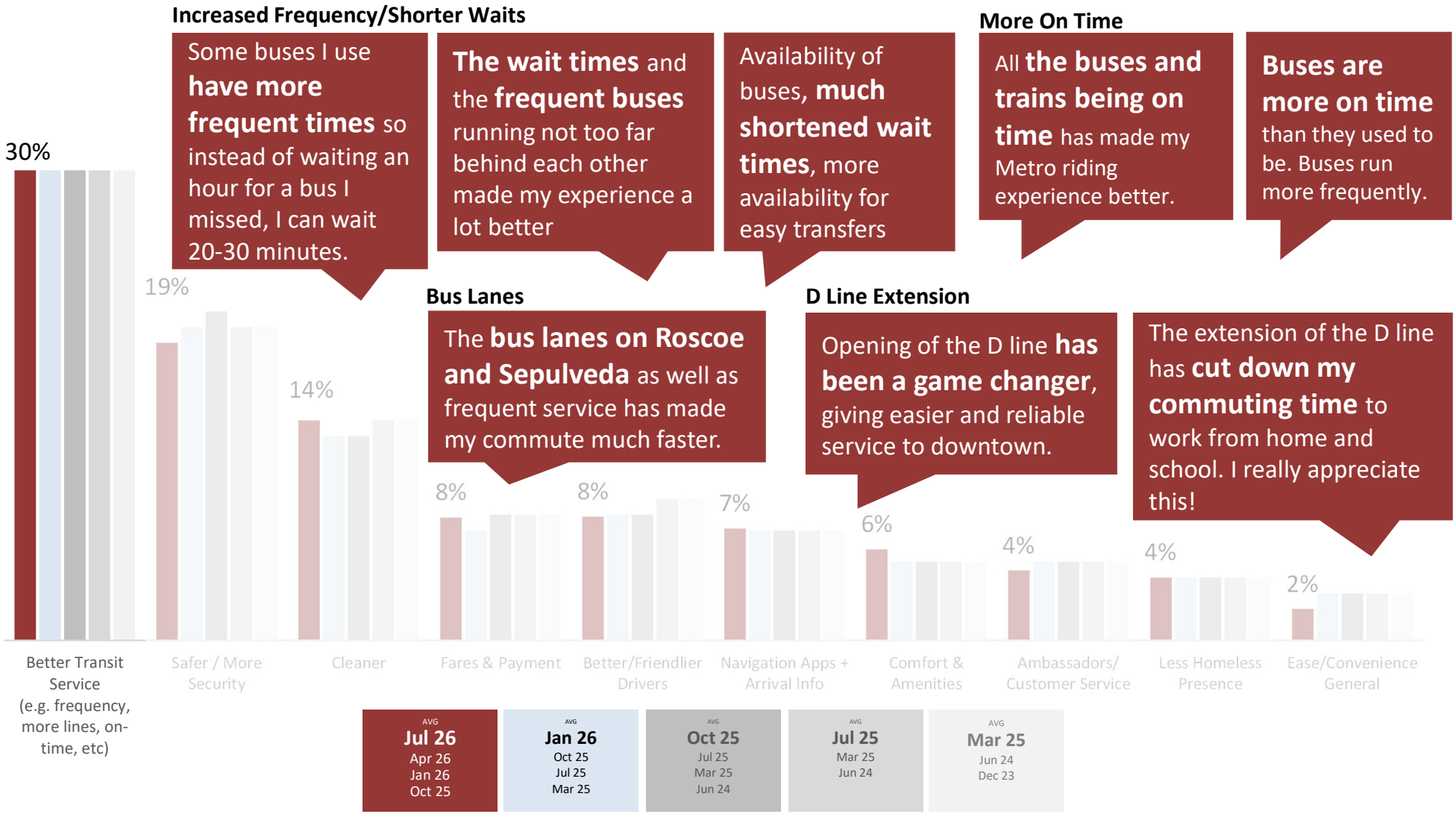


Q: What has made your Metro riding experience better? Responses coded into themes

Metro

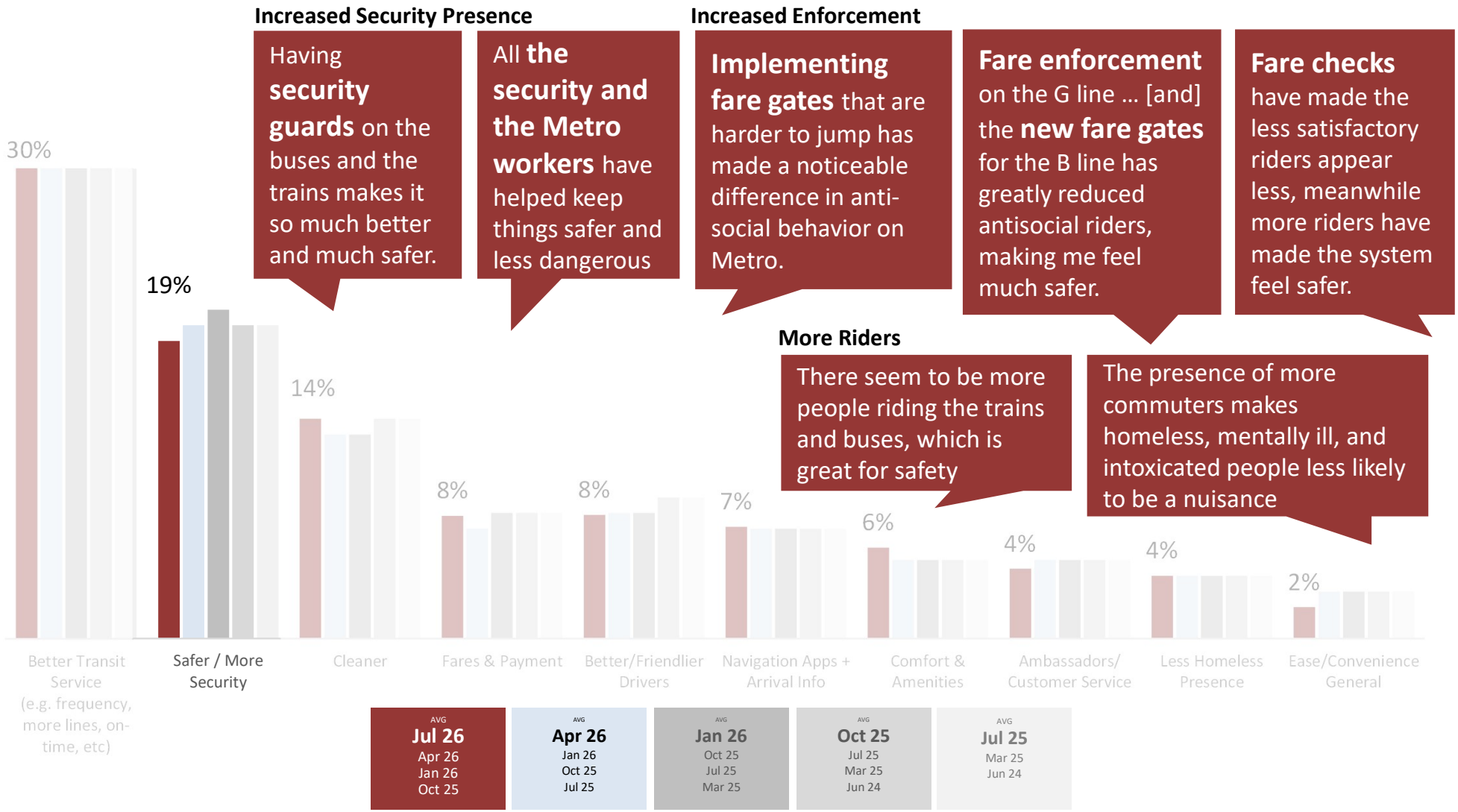
% Who Said Their Experience Has Gotten Better Because of

Better Transit Service…



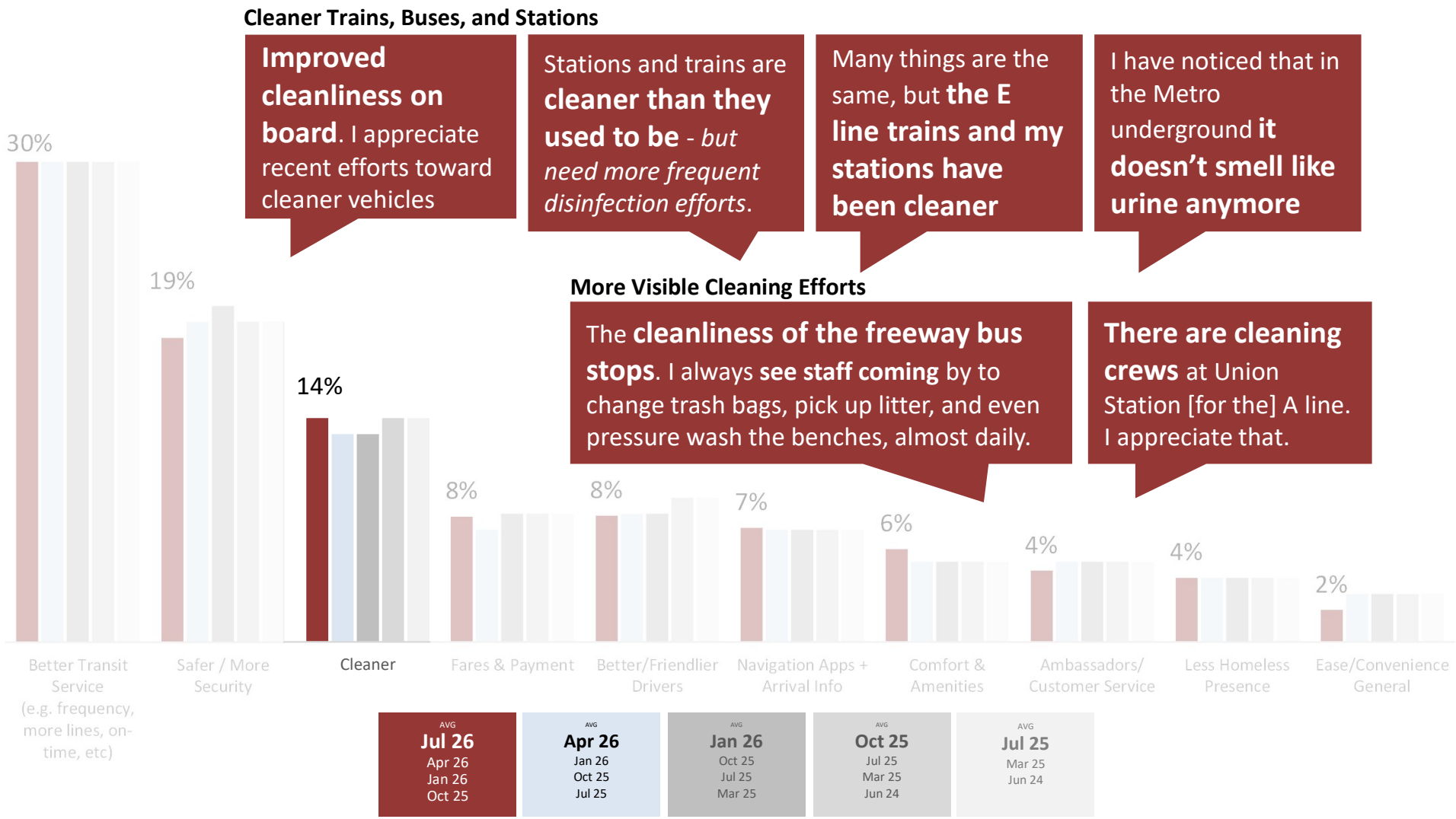
% Who Said Their Experience Has Gotten Better Because of

More Safety/Security…



% Who Said Their Experience Has Gotten Better Because of

Cleanliness…



Overall satisfaction with Metro is largely similar across demographic groups.

	Total	Female	Male	Non-Binary/ Prefer to self-describe
Overall Satisfaction (Bus)	87%	88%	87%	71%
Overall Satisfaction (Rail)	87%	87%	87%	79%

	Total	Under 25	25-34	35-44	45-54	55-64	65+
Overall Satisfaction (Bus)	87%	**90%**	85%	85%	89%	88%	89%
Overall Satisfaction (Rail)	87%	88%	85%	86%	88%	87%	89%

	Total	Hispanic / Latino	Black / African American	White / Caucasian	Asian / Pacific Islander	Other
Overall Satisfaction (Bus)	87%	**90%**	85%	83%	82%	74%
Overall Satisfaction (Rail)	87%	**89%**	87%	84%	80%	76%

	Total	Under $15k	$15k-25k	$25k-50k	$50k-100k	$100k+
Overall Satisfaction (Bus)	87%	89%	88%	86%	83%	**79%**
Overall Satisfaction (Rail)	87%	91%	87%	88%	83%	**79%**

Metro

Satisfaction by Metro Riding Frequency

- Less than monthly riders are less satisfied overall with Bus.
- Less than yearly riders are less satisfied with:
  - First Mile and Wayfinding stages
  - Travel time and frequency
  - Safety
  - Cleanliness and comfort of stops/stations
  - Addressing homelessness

	Total	5 or more days a week	3-4 days a week	1-2 days a week	1-3 days a month	At least once every 6 months	At least once a year	Less than once a year
Overall Satisfaction (Bus)	87%	87%	89%	88%	85%	81%	77%	81%
Overall Satisfaction (Rail)	87%	87%	86%	86%	86%	86%	86%	89%
Research	89%	88%	91%	91%	93%	(low base)		88%
Planning	91%	91%	91%	91%	89%	87%	89%	90%
Payment Setup	93%	92%	94%	95%	93%	93%	91%	89%
Confirmation	86%	86%	86%	84%	86%	85%	88%	89%
First Mile	89%	90%	89%	89%	87%	85%	82%	84%
Wayfinding	85%	86%	86%	84%	82%	84%	80%	81%
Waiting	78%	79%	78%	77%	75%	74%	81%	75%
Payment	93%	92%	94%	95%	94%	91%	89%	91%
Boarding/Positioning	84%	83%	85%	87%	87%	88%	88%	86%
Riding	86%	85%	87%	89%	86%	84%	87%	87%
Exiting	92%	91%	92%	94%	93%	92%	89%	89%
Transferring	87%	87%	87%	86%	85%	85%	79%	89%
Last Mile	91%	91%	92%	91%	88%	88%	83%	87%
Support	83%	82%	84%	86%	84%	86%	84%	89%
Service Levels	79%	80%	79%	77%	74%	76%	73%	82%
Ease of fare payment	92%	91%	93%	94%	93%	92%	92%	93%
Metro information in my language	90%	90%	91%	83%	(low base)			
Getting to your destination on time	83%	82%	85%	83%	82%	82%	84%	79%
Availability of accurate bus/train arrival time info	82%	82%	84%	81%	84%	84%	91%	83%
Comfort of riding Metro bus/train	81%	80%	81%	82%	82%	84%	81%	82%
Pedestrian-friendly sidewalks and cross walks on the way to Metro	81%	82%	81%	79%	77%	73%	80%	65%
How long it takes to get where I am going	79%	81%	81%	75%	75%	75%	75%	68%
Buses/Trains come on time	77%	76%	77%	75%	79%	81%	84%	80%
Safety from harassment based on your race or ethnicity	76%	73%	78%	81%	81%	80%	78%	79%
Enough personal space on buses/trains	73%	72%	73%	74%	75%	77%	78%	83%
How frequently buses/trains run	73%	74%	72%	71%	70%	72%	72%	64%
Safety on board buses/trains	73%	71%	74%	75%	76%	77%	72%	71%
Accurate and timely updates/alerts about delays	71%	71%	71%	71%	72%	73%	79%	76%
Enforcement of Metro rules	70%	72%	69%	67%	68%	68%	69%	70%
Safety of bus stops/rail stations	68%	67%	69%	71%	70%	69%	71%	64%
Safety from crime	68%	66%	69%	71%	72%	72%	71%	62%
Comfort at bus stops/train stations	67%	68%	67%	64%	64%	67%	71%	61%
Cleanliness inside the bus/train	65%	64%	64%	67%	69%	73%	69%	71%
The behavior of other riders	59%	57%	59%	60%	61%	67%	67%	63%
Cleanliness of the bus stop/rail station	57%	56%	56%	58%	60%	66%	65%	55%
How well Metro addresses homelessness on buses/trains	51%	50%	51%	53%	52%	54%	60%	55%

Average of Oct 2025, Jan 2026, Apr 2026, Jul 2026 waves
Riding frequency combined across Metro Bus and Metro Train/Rail

Metro

Questions?

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0739, **File Type:** Oral Report / Presentation **Agenda Number:** 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2026

SUBJECT: PICO RIVERA METROLINK STATION

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

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

ISSUE

At its September 2026 meeting, staff provided a brief update on the Metrolink Pico Rivera station. In response, Director Hahn requested that staff return to the Committee with a further oral update on the project.

BACKGROUND

During the development of the California High Speed Rail Authority's (CHSRA) Draft Environmental Impact Report/Environmental Impact Statement (EIR/EIS) for the Los Angeles - Anaheim Project Section, CHSRA identified the need to build a new rail viaduct in the City of Commerce that requires relocating the existing Commerce Metrolink Station as a formal mitigation.

CHSRA proposes relocating the station 4,650 feet east of the current location to the City of Montebello. The identified area is surrounded by heavy industrial land uses; lacks transit and active transportation connectivity; is incompatible with adopted and emerging land use plans; and does not support short- or long-term ridership growth or transit-oriented community development, given the scale of investment. Current ridership at the station is 33 boardings per day.

In response to a February 2023 Metro Board motion (Attachment A), Metro initiated a feasibility study for a new commuter rail station within the City of Pico Rivera. The feasibility study was completed in December 2025 (Attachment B), and indicated a ridership estimate of 350-430 daily boardings. A cost-benefit analysis was not performed as part of the feasibility study but would be conducted should the project advance to the preliminary engineering (PE) phase.

Concurrent with the feasibility study, representatives from the cities of Commerce, Montebello, and Pico Rivera submitted a consensus letter to the Metro Board indicating support to relocate the Commerce Metrolink Station to Pico Rivera along the Metrolink Orange County Line and Amtrak Pacific Surfliner (LOSSAN) corridor (Attachment C), consistent with recommendations in the Pico

Rivera 2035 Plan.

In March 2026, the Board approved Motion 27 (Attachment D) directing the Chief Executive Officer to present an update to the Metro Board on efforts to coordinate with CHSRA and to identify and program resources, as funding allows, plus other actions, to advance PE for a Metrolink commuter rail station in the City of Pico Rivera. Staff provided an update at the meeting last month.

In September 2026, the San Gabriel Valley Council of Governments (SGVCOG) acted to: 1) acknowledge that the Pico Rivera station project is within the SGVCOG's area of responsibility to lead the PE phase; and 2) enter into potential funding agreements with Metro, the City, and CHSRA (Attachment E). Item 1 affirms the SGVCOG's interest and authority to accept the role of leading the next phase of the project and Item 2 authorizes the SGVCOG Executive Director to enter into agreements with potential funding partners should the project advance.

EQUITY PLATFORM

The objectives of the potential Metrolink Pico Rivera station are to: 1) improve mobility options and improve transit access; 2) complement existing and planned rail conditions in the corridor; 3) support economic development, community revitalization, and community needs; 4) provide environmental benefits and reduce environmental impacts; and 5) ensure cost effectiveness and financial viability. In general, the feasibility study concluded that a proposed Pico Rivera station would promote greater regional mobility options and support the city's community revitalization efforts, including transit-oriented development, bike path enhancements, bus rapid transit, environmental sustainability, and economic growth.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through investment activities that will improve 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.

ATTACHMENTS

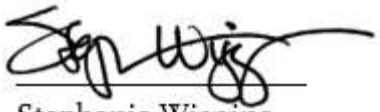
Attachment A - Board Motion 15

Attachment B - Feasibility Study/Project Definition Report
Attachment C - Commerce Station Consensus Letter
Attachment D - Board Motion 27
Attachment E - SGVCOG Board Action

Prepared by:

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Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4247



Stephanie Wiggins
Chief Executive Officer

Los Angeles County
Metropolitan Transportation
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3rd Floor Board Room
Los Angeles, CA

File #: 2023-0103, **File Type:** Motion / Motion Response **Agenda Number:** 15.

EXECUTIVE MANAGEMENT COMMITTEE
FEBRUARY 16, 2023

Motion by:

DIRECTORS HAHN, NAJARIAN, AND DUTRA

Creating a Commuter Rail Station in the City of Pico Rivera

The 2018 California State Rail Plan (Plan) calls for an integrated, state-of-the-art railroad system to transform mobility, invigorate economic activity, and enhance quality of life. The Plan seeks to increase passenger rail trips more than tenfold by 2035, to 1.3 million per day across the state. To do this, the Plan emphasizes investing in and delivering capital improvements, such as Metrolink's Southern California Optimized Rail Expansion (SCORE), which prioritizes major capital improvements systemwide and includes the Burbank-to-Anaheim rail corridor, which is also significant for the future California High Speed Rail project.

In addition to passenger commuter rail, the Burbank-to-Anaheim corridor serves both Union Pacific Railroad and Burlington Northern Santa Fe freight railroads. Between Downtown LA and Anaheim, approximately 80 freight trains and 50 passenger trains use the Burbank-to-Anaheim corridor every day, including the nation's second-busiest Amtrak route: the Pacific Surfliner.

The City of Pico Rivera is pursuing a community revitalization program that seeks to position the city as a regional destination and includes a plan for a transit-rich community incorporating the future Eastside Gold Line Extension on Washington Boulevard; improvements to the Rio Hondo and LA River bike paths; a Complete Street and Bus Rapid Transit corridor on Rosemead Boulevard; and the Burbank-to-Anaheim commuter rail corridor.

The downtown area of Pico Rivera is uniquely situated along the Burbank-to-Anaheim rail corridor, which would be well-served by a new commuter railroad station for Metrolink, the Amtrak Pacific Surfliner, and a future California High-Speed Rail. A new commuter station would enable Pico Rivera to offer long-term equitable community development, environmental resilience, and sustained economic growth, in support of the State's Rail Plan to increase passenger rail ridership.

SUBJECT: CREATING A COMMUTER RAIL STATION IN THE CITY OF PICO RIVERA MOTION

RECOMMENDATION

APPROVE Motion by Directors Hahn, Najarian, and Dutra that the Board direct the Chief Executive

Officer to work with the Cities of Pico Rivera and Commerce, the Southern California Regional Rail Authority (Metrolink), California High Speed Rail Authority (HSR), Amtrak (LOSSAN), and freight rail operators to conduct a feasibility study and strategic plan for a new commuter rail station within the City of Pico Rivera along the Los Angeles-to-Anaheim rail corridor. The study shall include, but not be limited to the following elements:

A. Existing and planned land-use and transportation conditions that would best support a new commuter rail station in Pico Rivera;

B. A rough order of magnitude cost estimate and potential funding sources for a new station in Pico Rivera including elements such as planning and design, right-of-way, environmental, construction, and maintenance costs; and,

C. The mechanism to include a new commuter rail station in Pico Rivera within the Southern California Association of Government's (SCAG) Regional Transportation Plan/Sustainable Community Strategy.

We, further, move that the CEO report back to the Board within 90 days with initial findings and next steps for the above-requested items.

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Metro Regional Rail Pico Rivera Rail Station

Feasibility Study

Project Definition Report

Final

December 30, 2025

Document Control

Task #	6.1
Version	**Date Completed**
Internal Review Draft	12/12/2025
Draft	12/17/2025
Final	12/30/2025

In Association with:

Arellano Associates

Cambridge Systematics, Inc.

HereLA

The LeBaugh Group, Inc

Lenax Construction Services

R.L. Banks

Terry A. Hayes Associates, Inc

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Appendix A. Conceptual Site Plan

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Abbreviations / Acronyms

AB ..... Assembly Bill
ADA ..... Americans with Disabilities Act
BNSF ..... Burlington Northern Santa Fe
BRT ..... Bus Rapid Transit
CCTV ..... Closed-Circuit Television
CEQA ..... California Environmental Quality Act
CFR ..... Code of Federal Regulations
LOSSAN..... Los Angeles-San Diego-San Luis Obispo
Metro ..... Los Angeles County Metropolitan Transportation Authority
NEPA..... National Environmental Policy Act
ROM ..... Rough Order of Magnitude
SCORE..... Southern California Optimized Rail Expansion
SCRRA..... Southern California Regional Rail Authority
Station Site 1 ..... Pico Rivera Station Site 1, West of Paramount Boulevard
Station Site 2 ..... Pico Rivera Station Site 2, East of Rosemead Boulevard
TOD ..... Transit-Oriented Development
TVM..... Ticket Vending Machine

1. INTRODUCTION

1.1. STUDY BACKGROUND

The Los Angeles Metropolitan Transportation Authority (Metro), the primary transportation agency for Los Angeles County, is exploring the feasibility of adding a commuter rail station in Pico Rivera. A station in Pico Rivera would align with the State Rail Plan's goals to increase passenger rail ridership and implement infrastructure improvements, such as the Metrolink Southern California Optimized Rail Expansion (SCORE) Program. The proposed Pico Rivera Station, part of the Los Angeles-San Diego-San Luis Obispo (LOSSAN) rail corridor – the second busiest intercity passenger rail corridor in the United States – would support Pico Rivera's community revitalization efforts, including transit-oriented development (TOD), bike path enhancements, bus rapid transit (BRT), environmental sustainability, and economic growth.

1.2. PROJECT LOCATION AND STUDY AREA

The City of Pico Rivera is located between the Rio Hondo channel and San Gabriel River in southeast Los Angeles County. Surrounding communities include the cities of Commerce, Montebello, Santa Fe Springs, Bell Gardens, Whittier, and Downey, as well as parts of unincorporated Los Angeles County. Other nearby rail stations include the commuter rail Metrolink Riverside Line Montebello/Commerce Station in the City of Montebello and the light rail Metro Atlantic Station on the Metro E Line in East Los Angeles. Metro has plans to extend the E Line approximately 9 miles from its current terminus at Pomona Boulevard in Atlantic Boulevard in East Los Angeles to the City of Whittier. The project is currently in the environmental review phase and is expected to be completed between 2035 and 2037. The Rio Hondo channel and San Gabriel River both provide multiuse pathways (which include Class 1 bike paths) through the study area connecting to outside regions both north and south.

Figure 1. Regional Context



Source: Metro, 2024

1.3. PROJECT OBJECTIVES

The purpose of the Pico Rivera Station Feasibility Study is to assess the feasibility of establishing a rail station in the City of Pico Rivera. It evaluates the impacts of two proposed station options on the Metrolink system and the surrounding community while also examining the opportunities, constraints, and challenges associated with each option.

The goals of the Study include:

1. Increase Mobility Options and Improve Transit Access
2. Complement Existing and Planned Rail Conditions in the LOSSAN Corridor
3. Support Economic Development, Community Revitalization, and Community Needs
4. Provide Environmental Benefits and Reduce Environmental Impacts
5. Ensure Cost Effectiveness and Financial Viability

1.4. STATION SITE SELECTION

The site selection process for the proposed station involved coordination with relevant stakeholders (the Southern California Regional Rail Authority (SCRRA), the City of Pico Rivera, the BNSF Railway (BNSF), and the California High-Speed Rail Authority), a technical and operational evaluation of potential sites, and a comparative analysis of costs, ridership, and community compatibility.

Each site was analyzed for physical feasibility, benefit or impact to railroad operations, property impacts, and connectivity opportunities. Station Site 1 was selected as the Proposed Station Site, which would require significant track realignment and bridge reconstruction to meet Metrolink's design standards but offers better long-term integration with Pico Rivera's planned rail and transit-oriented development included in Pico Rivera 2035. Station Site 2 presents fewer engineering challenges and lower costs but would require closer proximity to residential areas and provide less direct compatibility with planned infrastructure.

Metro conducted operations modeling, which showed that adding a station at either site would not reduce on-time performance for passenger or freight trains. Ridership modeling, completed only for the Proposed Station Site, projected approximately 354–434 daily boardings by 2045, depending on whether Commerce Station remains open. Peak and off-peak ridership is shown in Table 1.

The ridership model included four different scenarios:

> 2019 Base Year – reflecting current service and land uses

> 2045 No Build – reflecting the SCORE Milestone 1B schedule and future development in the Pico Rivera station area, but with no Pico Rivera station

> 2045 Alternative 1 – adding the proposed Pico Rivera station to the 2045 No Build assumptions

> 2045 Alternative 2 – adding the proposed Pico Rivera station to the 2045 No Build assumptions and removing Commerce Station as a stop on Metrolink lines

Table 1. Daily Ridership Forecasts

Daily Boardings				
Time Period	**Base Year (2019)**	**2045 No Build**	**2045 Alternative 1**	**2045 Alternative 2**
Peak Hours	0	0	236	310
Off-Peak Hours	0	0	117	125
Total	**0**	**0**	**354**	**434**

Source: Cambridge Systematics, 2024

Note: Metro's CBM18c Model forecasts two time periods: Peak (AM Peak + PM Peak) and Off-Peak (Midday + Night), and all transit trip matrices in the model are on a production-attraction basis, rather than an origin-destination basis.

The initial cost estimates showed a substantial difference with an estimated $90.7 million for Station Site 1 versus $69.6 million for Station Site 2. Property acquisitions were not included in the preliminary cost estimates. Cost estimates for the Proposed Station Site were refined further to include property

impacts and acquisitions, totaling $235.8 million. However, due to station requirements and similar surrounding land uses, overall costs for Station Site 2 would likely increase in a similar proportion.

Finally, both sites were evaluated using criteria such as multimodal access, equity, land use compatibility, and alignment with regional rail plans. The Proposed Station Site scored higher overall due to its stronger alignment with future city development plans and rail system design standards, leading Metro to recommend advancing the Proposed Station Site for further study and conceptual design, as described in this document. A comparison of the two alternatives is summarized in Table 2 below.

Table 2. Summary of Alternatives

	Station Site 1	Station Site 2
Feasibility	Adequately meets platform length and width requirements to accommodate Metrolink and Amtrak Pacific Surfliner trains.	Adequately meets platform length requirements to accommodate Metrolink and Amtrak Pacific Surfliner trains. Does not meet the platform width requirements for Metrolink trains but could still provide adequate width for passenger loading and circulation.
Transit-Oriented Development	Consistent with surrounding land uses and supports future transit-oriented development. This site is included in the City's future development plans detailed in Pico Rivera 2035.	Consistent with surrounding land uses and supports future transit-oriented development.
ROM Capital Costs	$235,835,000	$69,600,000[1]
Physical Impacts	Site development requires full acquisition of three properties. At least three overhead power lines would require relocation and at least five poles would likely require relocation.	Site development requires the relocation of one overhead pole and impact to four properties.
Environmental Considerations	Lower potential for air quality, noise, and vibration impacts than Station Site 2 due to being farther from residences. However, the site may require permitting by the U.S. Army Corps of Engineers.	Potential for air quality, noise, and vibration impacts.

[1] Property impacts and acquisitions are not included as part of this preliminary cost estimate.

1.5. STATION DESIGN CRITERIA

The SCRRA Design Criteria Manual establishes the engineering and design standards for all Metrolink facilities to ensure consistency, safety, and long-term reliability across the commuter rail system. A new rail station must be designed to support efficient operations, passenger comfort, accessibility, and maintainability while integrating seamlessly into the existing network.

Track and platform design is one of the most critical elements. Platforms must be located on tangent (straight) track segments to ensure safe boarding and maintain clear sightlines between train engineers and passengers. The platform must meet SCRRA's specified standards for length, height, and clearances to accommodate standard train consists and ensure compliance with both railroad and Americans with Disabilities Act (ADA) requirements. Edge treatments, such as tactile warning strips, are required along the platform edge to improve safety and accessibility for all passengers.

Accessibility and passenger circulation are key priorities in station design. All new stations must fully comply with the ADA, providing accessible paths of travel, compliant ramps, elevators, or lifts where needed, and proper handrails and landings. Pedestrian and bicycle circulation routes should minimize conflicts with vehicle traffic and train operations, often requiring grade-separated crossings. Vertical and horizontal circulation elements such as stairs, ramps, and elevators must be designed to promote intuitive passenger movement and include clear wayfinding and adequate lighting.

Stations must also include passenger amenities and comfort features that enhance the travel experience. These include sheltered waiting areas or canopies for weather protection, sufficient seating, and well-lit, clearly signed circulation paths. Signage should follow Federal Standards for Accessible Design to provide clear directions, safety information, and train schedules. Lighting levels across platforms, access routes, and parking areas must meet the minimum illumination standards set by SCRRA to ensure visibility and safety during all operating hours.

Safety and security are fundamental design requirements. Stations must incorporate fencing or barriers to prevent trespassing onto tracks and clearly define public areas within the right-of-way. Emergency systems, such as call boxes, adequate lighting, and direct access for emergency responders, must be included. Designs should preserve clear sightlines for passengers and security personnel and allow for the integration of closed-circuit television (CCTV) cameras and communication systems. The interface between the platform and the train must minimize gaps and include detectable warnings for visually impaired users.

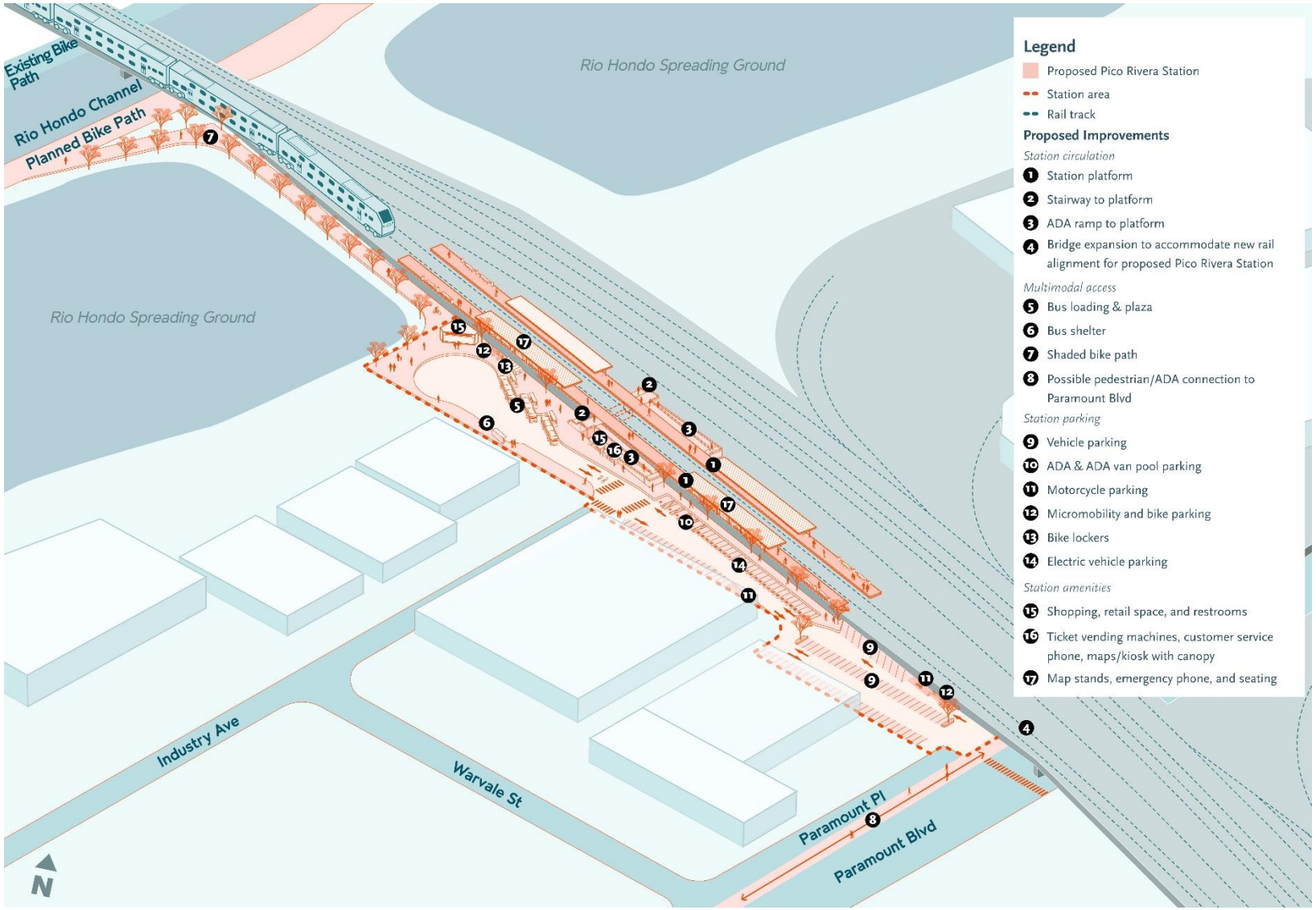
Finally, SCRRA emphasizes integration, constructability, and durability. Station construction should be planned to minimize disruptions to active rail operations through careful phasing and staging. Materials should be selected for durability, low maintenance, and suitability for Southern California's climate. Designs should also account for future expansion, allowing the station to accommodate additional tracks, longer trains, or higher ridership over time where possible.

In summary, a new Metrolink station designed under SCRRA criteria should prioritize safety, accessibility, and operational efficiency. Key features include tangent-track platform placement, ADA-compliant access, and comfortable passenger facilities.

2. STATION DESCRIPTION

The Proposed Station Site is located near the intersection of Paramount Boulevard and the existing Burlington Northern Santa Fe (BNSF)-owned rail corridor, just northwest of where the rail crosses over Paramount Boulevard on a bridge. BNSF operates a rail yard east of Paramount Boulevard from the station site. This option introduces a segment of tangent track between Paramount Blvd and the Rio Hondo Channel, so that the full length of the 850 feet proposed platforms would be located on tangent track. This would require new double track bridges at both Paramount Blvd and the Rio Hondo channel. The station layout would consist of two side platforms with tracks running between them. The site is abutted by industrial land immediately north and south. The proposed conceptual design of the station is shown in Figure 2. A rendering for the proposed station is shown in Figure 3. Detailed conceptual design for the station is shown in Appendix A.

Figure 2. Proposed Pico Rivera Station



Source: HereLA, 2025

Figure 3. Proposed Pico Rivera Station Rendering



Source: HereLA, 2025

2.1. TRACK ALIGNMENT

The Proposed Station Site platforms would be situated on tangent track to comply with SCRRA design criteria. Doing so requires significant realignment from the existing curved tracks in this area, with new bridges over both the Rio Hondo Channel and Paramount Blvd. The long, sweeping curve (approximately 1 degree), would be replaced by two smaller curves of a similar radius on either end of the tangent segment.

Two main tracks would need to be adjusted to accommodate the side platforms. An existing track would be relocated, and a new track would be constructed, which results in a short segment of four main tracks through the station area. Proposed No. 20 turnout tracks would be placed on both tracks ends. The proposed track alignments tying into existing track with a proposed No. 20 turnout approximately 60 feet from an existing point of switch of a No. 20 crossover.

2.1.1. Crossings

The station area's existing rail infrastructure is almost entirely grade-separated, with the rail crossing over Greenwood Avenue, the Rio Honda Channel, Paramount Boulevard, Rosemead Boulevard, Passons Boulevard, and the San Gabriel River, and passing under Slauson Avenue. Grade separations between railways and roadways minimize conflict with other transportation modes, allowing for potentially safer and faster train service. Modifications to the Rio Honda Channel and Paramount Boulevard would be required for the Proposed Station Site. The Rio Hondo Channel and Paramount Boulevard would include new double-track railroad bridges to expand the single-track structure.

The proposed bridge over the Rio Honda Channel would require protection or relocation of several manholes, sewage lines, and energy dissipators that are currently located along the spreading ground maintenance access paths. Retaining walls would be required along the channel edge. The proposed bridge over Paramount Boulevard would reduce the vertical clearance. Depression of the roadway would be required to maintain vertical clearance. The bridge would also require a retaining wall on both sides of the corridor and coordination with waterline and storm drain relocations.

2.2. STATION LAYOUT

2.2.1. Station Access and Circulation

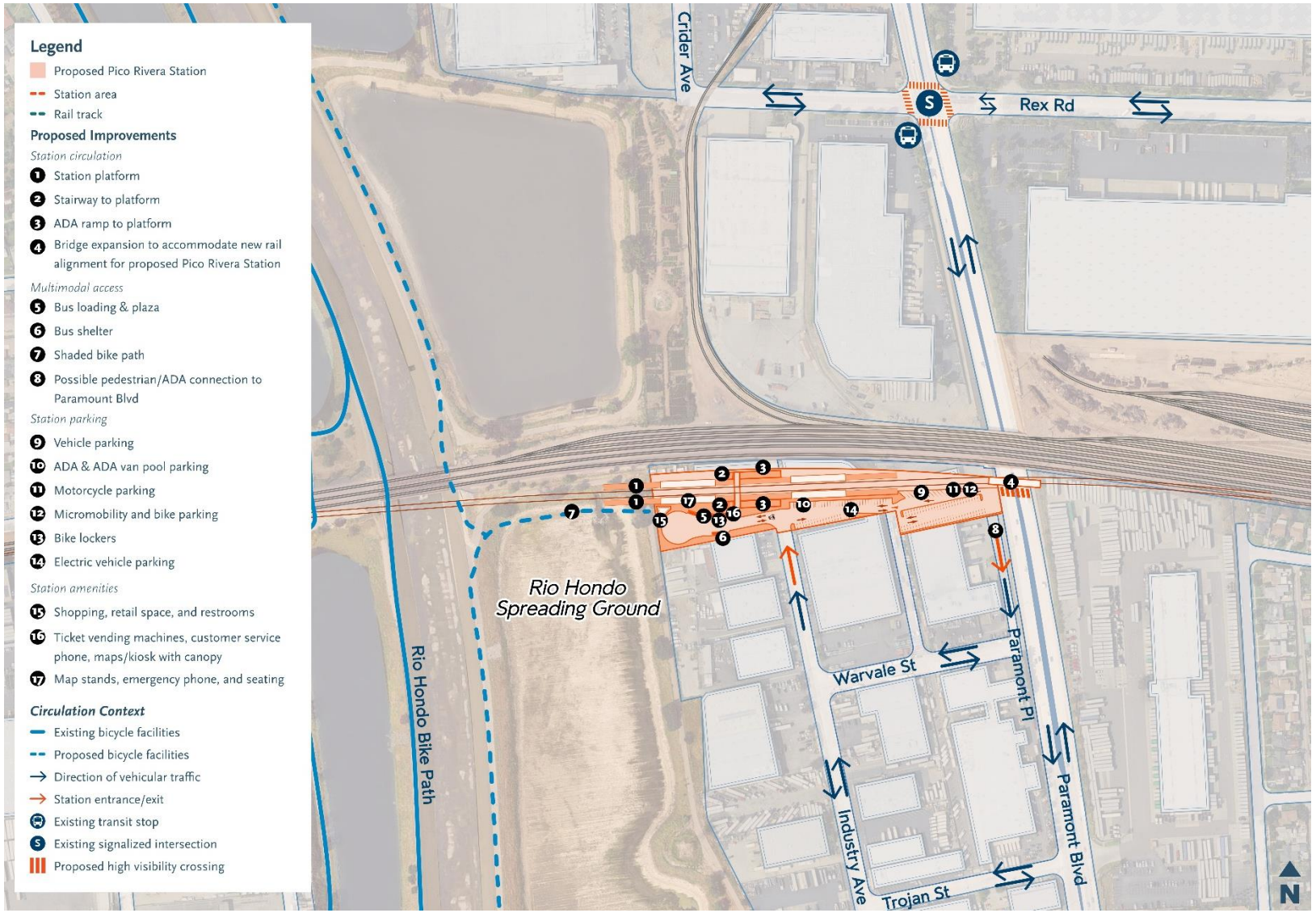
The station plaza on the south side would serve as the primary passenger entry. Stairs and ramps would be accessible from the drop-off area on the south side. Stairs and ramps would connect both sides of the platform to the new underpass below. The underpass would be fully enclosed for pedestrians to access the north platform. The bike racks would be located in an exterior area to avoid conflict with pedestrians exiting and entering the platform underpass.

Vehicle access to the station is provided at Industry Avenue. From Paramount Boulevard, vehicles can turn onto Trojan Street to access Industry Avenue. Industry Avenue also connects to Slauson Avenue to the south. Overall station circulation and access is shown in Figure 4. Paramount Boulevard intersects Slauson Avenue, which includes bus stops for two Metro bus routes. Metro Line 265 connects at the Paramount Boulevard and Rex Road bus stop, approximately 1,000 feet from the Proposed Station Site. Metro Line 108 connects at the Slauson Boulevard and Paramount Boulevard bus stop, around 2,300 feet from the Proposed Station Site.

The City of Pico Rivera plans to develop an Active Transportation Master Plan in 2025 to improve multimodal connectivity. The existing Rio Hondo bike trail near the proposed station site does not currently connect to it. This plan is expected to develop a bike path on the southeastern side of the Rio

Hondo Class I bike path to the station area. Conceptual plans for the Proposed Station Site include a connection from the Rio Hondo Class I bike path to the Proposed Station Site area, however, further project coordination would be required.

Figure 4. Proposed Pico Rivera Station Circulation



Source: HereLA, 2025

2.2.2. Station Amenities

The station plaza includes a bus parking bay with parking for four buses (40' buses assumed), each with sheltered loading zones. Adjacent to the bus loading zones are canopied areas that provide passenger access to four vending machines, one ticket vending machine (TVM), one customer service phone, one station map, and a bike rack with 20 spaces.

Next to the bike rack, the plaza would also include a 330-square-foot dedicated retail space. The retail space would include three 75-square-foot single unisex restrooms.

The station plaza would include space for 120 parking spaces, including five accessible and electric vehicle parking spaces. Additional bike racks and motorcycle parking would also be included in the parking area. Shared parking with nearby development proposed as part of the City of Pico Rivera's TOD plans may also be explored.

Each of the two station platforms would have a total of 168 total seats, 50 trash cans, four maps/information kiosk, and four emergency phones across both platforms. Canopies would cover approximately 50 percent of the total platform length and area.

2.3. PROPERTY IMPACTS

The proposed station would require full acquisition of three adjacent industrial properties south of the ROW. There would also be a small impact to the industrial property located west of the Rio Hondo channel and south of the railroad ROW. At the station site, a significant retaining wall of approximately 10 feet height would be needed between the realigned railroad tracks and the station parking lot. No residential properties would need to be acquired to accommodate the station. At least three overhead power lines would require relocation. At least five poles would likely require relocation for the three impacted lines.

2.4. COST ESTIMATES

Upon completion of conceptual station design, the rough order of magnitude (ROM) cost estimate was updated based on greater design detail. This also allowed for the estimate to include acquisition costs. Using the Federal Transit Administration (FTA) New Starts Standard Cost Categories Workbook, Table 3 shows the updated cost estimate by category.

Table 3. Station Cost Estimate

Category	Station Site 1
Guideway and Track (including track realignment)	$42,909,000
Stations	$43,680,000
Support Facilities	N/A
Sitework & Special Conditions (including new bridge and pedestrian underpass)	$82,518,000
Systems	$14,433,000
ROW, Land, Existing Improvements[1]	$42,000,000
Vehicles	N/A
Professional Services (including engineering/design, surveying, permitting)	$53,349,000
Unallocated Contingency	$27,889,000
Total	**$306,777,000**
Cost per Square Foot	
Area (ft^2)	27,264
Cost per ft^2	$11,252

Source: Lenax Construction, 2025

[1] For the ROM cost estimates, ROW costs are based on Los Angeles County averages and publicly available assessor data, detailed site review or research was not conducted.

3. PRELIMINARY ENVIRONMENTAL ANALYSIS

The California Environmental Quality Act (CEQA) offers statutory exemptions for specified mass transit projects under CEQA Guidelines Section 15275(a) and/or Class 32 Categorical Exemption (CEQA Guidelines Section 15332). Under the National Environmental Policy Act (NEPA), certain mass transit projects are allowed to be categorically excluded from NEPA under 23 Code of Federal Regulations (CFR) part 771.116[c][21].

Table 4 provides a summary of the preliminary environmental findings. The following resource assessments are designed to identify potential environmental issues and constraints that would be addressed in a CEQA and/or NEPA document. The assessments are intended as preliminary environmental scans to be supplemented in future environmental documentation with detailed assessments of potential impacts associated with the project. The levels of concern are defined as follows:

> **Low**: No potential for the project to result in a significant impact related to the referenced resource; detailed assessment would likely not be necessary to include in the CEQA and/or NEPA documents.

> **Medium**: The project could potentially result in a significant impact related to the referenced resource; detailed impact analysis is recommended during the environmental clearance phase of the project to ascertain the potential for impact and the possible inclusion of mitigation/avoidance measures.

> **High**: There is a high likelihood for an unmitigable significant impact that would require an Environmental Impact Report under CEQA or a Complex Environmental Assessment under NEPA

Table 4. Summary of Preliminary Environmental Findings

Environmental Resource	Environmental Concern (High, Medium, Low)	Detailed Analysis Recommended?
Transportation	Medium – Active transportation (i.e., Rio Hondo River Trail), access related to vehicle movements, and overflow parking	Transportation Assessment
Aesthetics/Visual Resources	Low	Not recommended
Agriculture and Forestry Resources	Low	Not recommended
Air Quality	Medium – Construction	Air Quality Impact Assessment
Biological Resources	Medium – Potential habitat	Biological Assessment
Cultural Resources	Low – Potential for undiscovered artifacts	Cultural Resources
Energy	Low	Not recommended
Geology/Soils/Seismic Risk/Topography	Medium	Geotechnical Investigation
Greenhouse Gas Emissions and	Low	Not recommended
Climate Change	Low	Not recommended
Growth Inducing Effects	Medium	Not recommended
Hazards and Hazardous Materials	Medium	Environmental Site Assessment
Land Use/Planning	Medium	Not recommended
Mineral Resources	Low	Not recommended
Noise and Vibration	Medium – construction vibration	Noise and Vibration Assessment
Population and Housing	Low	Not recommended
Public Services	Low	Not recommended
Recreation	Low	Not recommended
Tribal Cultural Resources	Medium	AB 52 Documentation

Environmental Resource	Environmental Concern (High, Medium, Low)	Detailed Analysis Recommended?
Utilities/Service Systems	Medium	Not recommended
Hydrology and Water Quality	Medium	Water Quality Report

AB = Assembly Bill

4. PERMITS & APPROVALS

Construction and implementation of the project would require permits and approvals from responsible agencies such as the City of Pico Rivera, and other departments and owners with jurisdiction over protected resources. Metro would comply with all applicable federal, state, and local environmental regulations and will responsibly mitigate significant environmental impacts resulting from the projects in accordance with Metro policies and applicable laws. Potential required permits and approvals are shown in Table 5.

Table 5. Potential Permits and Approvals

Agency/Jurisdiction		Permit/Approval
Federal	FRA	Approval of NEPA Document Section 4(f) De Minimis Impact Finding
	SHPO/U.S. Department of Interior	Section 106 Consultation
	U.S. Army Corps of Engineers	Section 404 Permit
State	SHPO	Section 106 Consultation Concurrence with the historic property eligibility determination and Finding of Effect, if applicable
	State Department of Toxic Substances Control	Hazardous materials cleanup
	State Water Resources Control Board	Construction General Permit and SWPPP
		NPDES Dewatering Permit
		Los Angeles County MS4 NPDES Package
	California Public Utilities Commission	Safety oversight
	California Department of Fish and Wildlife	Consultation on protected species Section 1602 Lake and Streambed Alteration Agreement
	California Department of Transportation	Permits for oversized-transport vehicles on State highways
	California State Transportation Agency	Oversight and compliance with the Transit and Intercity Rail Capital Program Grant
Regional	Metro Board	Approval of CEQA Document
	Los Angeles Regional Water Quality Control Board	Permits may include General Construction Stormwater Permit; Standard Urban Stormwater Mitigation Plan; Industrial Stormwater General Permit; and Recycled Water Report
	SCAQMD	Permits to comply with Rule 403 (Fugitive Dust), Rule 1403 (Asbestos Emissions from Demolition/Renovation Activities),

Agency/Jurisdiction		Permit/Approval
		and Rule 1166 (Volatile Organic Compound Emissions from Decontamination of Soil)
	Southern California Edison	Permits for utility relocation
	Southern California Gas Company	Permits for utility relocation
	Los Angeles County Fire Department	Discretionary actions
	Freight Railroad	Approval of track relocations
Local	City of Pico Rivera	Permits outside the rail ROW (traffic, street use, lighting, landscape, building demolition)
	Los Angeles Department of Water and Power	Overhead pole relocation

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City of Commerce
2535 Commerce Way,
Commerce, CA 90040

City of Montebello
1600 W. Beverly Blvd.
Montbello, CA 90640

City of Pico Rivera
6615 Passons Blvd.
Pico Rivera, CA 90660

May 31, 2025

The Honorable Janice Hahn
Chair, Board of Directors
Los Angeles County Metropolitan Transportation Authority (Metro)
One Gateway Plaza
Los Angeles, CA 90012

Mr. Tom Richards
Chair, Board of Directors
California High Speed Rail Authority (CAHSR)
770 L Street, Suite 620
Sacramento, CA 95814

Subject: Joint Support for Rail Optimization and the Metro Station Relocation Alternative along the LA-to-Anaheim Railroad Corridor

Dear Chair Hahn and Chair Richards:

As vested stakeholders within the Los Angeles-to-Anaheim railroad corridor, the Cities of Commerce, Montebello, and Pico Rivera (Cities) commend the leadership and commitment of each respective agency and transportation authority working to optimize freight and passenger rail service in this vital corridor. With key mainline connections to the national rail network and major intermodal yards in the Gateway sub-region, the Cities recognize the corridor's critical role in both the local and national economy. The corridor is also well served by Metrolink and Amtrak, providing vital transit alternatives across Southern California. Our cities understand that this corridor is in dire need of significant improvements to relieve rail congestion, streamline operational efficiencies, and build ridership demand.

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This joint letter expresses general support for proposed capital investments insofar that they also align with local priorities. For example, the Cities agree that the Commerce Flyover Project should be prioritized to deliver rail efficiencies and regional goods movements benefits, despite requiring relocation of the existing Commerce Station. However, the proposed relocation site conflicts with local General Plans, misaligns with regional transportation policy, and undermines State-level community and economic development goals. The Cities and the surrounding sub-region would be better served by relocating the station to a planned transit-oriented community where maximum ridership growth is also a strategic and deliberate outcome. Therefore, the cities strongly urge LA Metro and California High Speed Rail Authority (CAHSR) to prioritize relocation of the Commerce Station to the City of Pico Rivera.

Commerce Flyover & Station Relocation

Each city has reviewed and provided comments for the Preliminary Engineering for Project Definition Report (PEPD) prepared by CAHSR as part of the CEQA and NEPA environmental clearances. The PEPD Preferred Alternative proposes a new flyover viaduct in the City of Commerce to address a significant bottleneck in the Southern California railroad network while building capacity for high-speed passenger rail service in the future. In furtherance of the State Rail Plan, the California State Transportation Agency's (CalSTA) identified the Commerce Flyover Project as a high-priority, high-value project and made preliminary investments through the Port and Freight Infrastructure Program (PFIP). While the Commerce Flyover Project improves operational flexibility, it also necessitates demolishing and relocating the existing Commerce passenger rail station.

As a mitigation, CAHSR proposes to relocate the station approximately 0.85 miles east to a new site within the City of Montebello (1550 S Maple Ave, Montebello, CA 90640). Surrounded by heavy industrial land uses, the new station site conflicts with local, regional, and State-level goals and policies related to transit-oriented community development.

City of Montebello – Local Plans & Goals

On April 10, 2024, the City of Montebello adopted a Downtown Specific Plan, a Bicycle Master Plan, and the 2040 General Plan update. Due to inadequate outreach by CAHSR, these comprehensive, multi-year, community-oriented plans do not reference or account for the proposed new station. As a result, the proposed station site is entirely inconsistent and misaligned with the city's newly adopted Land Use, Mobility/Circulation, and Housing Elements.

The identified area is designated for heavy industrial uses, is located near an existing brownfield site, lacks basic multimodal infrastructure, and is not well suited for a mixed-use, transit-oriented community. Furthermore, Montebello's Capital Infrastructure Program does not consider perpetual maintenance and operational costs tied to the proposed station. The City of Montebello is also not

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in concurrence with the proposed impact on local businesses and the surrounding industrial area associated with the proposed station site.

The City of Montebello strongly urges CAHSR and Metro to re-evaluate the station relocation mitigation plans and identify an alternative location that better aligns with local, regional, and State-level goals.

City of Commerce – Local Plans & Goals

The City of Commerce understands the overall significance of the Commerce Flyover Project and acknowledges that the existing Commerce passenger station creates operational conflicts and hinders both freight and passenger rail services from reaching its fullest potential in the corridor. Although the proposed new station site is technically within the jurisdictional boundaries of the City of Montebello, it is located immediately adjacent to the Commerce city limits. According to the Zoning Map in the Commerce 2020 General Plan, the area surrounding the proposed site is zoned M2 – Heavy Industrial and far removed from current or proposed residential and commercial land uses. The City of Commerce does not intend to accommodate residential, mixed-use, or transit-oriented development in the proposed station area and maintains an interest in preserving its land use priorities.

The City is aware that due to incompatible surrounding land uses, limited transit service, lack of active transportation amenities, and complicated train operations in this segment of railroad, boardings and ridership demand at the existing Commerce station is relatively low, especially when compared to other stations along Amtrak's Pacific Surfliner route, which is often touted as the 2nd busiest commuter rail corridor in the nation. To maximize ridership potential, CAHSR and LA Metro should prioritize a station site that can be fully integrated with housing and mixed-use development in accordance with urban planning best practices and modern transit-oriented community development.

Furthermore, as the owner and operator of the existing Commerce station, the City of Commerce seeks to ensure that it is equitably considered throughout the planning and decision-making process of the Flyover Project. The City of Commerce also seeks to recoup previous capital investments and maintenance expenditures related to the existing station.

City of Pico Rivera – Local Plans & Goals

The City of Pico Rivera is implementing the PR 2035: Community Revitalization Program to proactively leverage major transportation investments that are converging in the city's central core. LA Metro's Eastside light rail line (E-Line) along with CAHSR's LA-to-Anaheim PEPD and the Rosemead/Lakewood Boulevard BRT Corridor (RoseWood BRT) has prompted the city to master

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plan a holistic, multimodal, mixed-use urban downtown; a vibrant uptown; and dynamic riverfronts in Pico Rivera.

Embracing this next stage in the city's evolution, Pico Rivera is embarking on a comprehensive General Plan update that will support the strategic implementation of higher density housing, multiple mass transit lines, first/last mile connections, an active transportation network, climate adaptation initiatives, new energy efficient neighborhoods, a sports and entertainment district, a micro-EV manufacturing zone and innovation business cluster, a 570-acre passive park on the Rio Hondo, and significant capacity enhancements to critical utilities. Equally important, the city is currently studying and striving to enact a wide range of revenue generating alternatives including special assessment districts and value capture mechanisms to help finance future infrastructure needs and sustain long-term growth. A regional rail station in downtown Pico Rivera would significantly support local and regional efforts to foster a more urban, multimodal live-work-play environment that is economically viable and climate resilient.

Metro Feasibility Study – Pico Rivera Regional Rail Station

In 2024, LA Metro initiated the Pico Rivera Regional Rail Station Feasibility Study to explore and identify a viable station relocation alternative that not only optimizes rail operations but also enables dense transit-oriented development. After conducting technical analysis, capturing community input, coordination with rail operators (e.g. LOSSAN Agency, Metrolink, and CAHSR), and consultation with city officials and staff, Metro identified a suitable location for a regional rail station in the City of Pico Rivera.

The preferred location is adjacent to the Rio Hondo, facilitating access to the Class-I bikeway system and promoting regional active and multimodal transportation. The station location is also in proximity (approximately 1-mile) of two Metro light rail stations along the 9-mile Eastside (E-Line) Extension and the Rosemead/Lakewood Boulevard (RoseWood) BRT corridor. Recognizing that Pico Rivera is transitioning to a multimodal future, the city is fully embracing transit-oriented community development. As such, the preferred station location is well aligned with the City of Pico Rivera's plans to develop a vibrant and bustling transit-oriented downtown community that encompasses a sports and entertainment district, a Micro EV Tech Hub and Innovation District, riverfront parks and trails systems, and people-oriented cultural placemaking. A regional rail station is a critical element to accommodate higher volumes of dense, urban-style housing and mixed-use developments – objectives that cannot be realized at the site proposed by CAHSR.

Conclusion

In reviewing the proposed rail improvements outlined in CAHSR's PEPD Report, the Cities of Commerce, Montebello, and Pico Rivera have identified significant misalignments between the proposed Montebello station relocation site and local General Plans, regional transportation

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priorities, and community development objectives. More broadly, the site proposed by CAHSR contradicts key state policies, including the California Transportation Plan 2050, the Climate Action Plan for Transportation Infrastructure, and the State Rail Plan. These inconsistencies raise serious concerns about the suitability and strategic soundness of the proposed Montebello station relocation.

Based on local consensus, technical evaluations, regional collaboration, and community input, the Pico Rivera station site identified in Metro's Feasibility Study offers the greatest regional benefit and helps achieve goals related to economic vitality, climate resilience, housing development, and multimodal connectivity. The cities urge CAHSR and LA Metro to prioritize and advance the Pico Rivera station location into implementation. The Cities also recognize the importance of the Commerce Flyover Project and stand ready to support its successful implementation.

The Cities of Commerce, Montebello, and Pico Rivera reaffirm their commitment to working in partnership with CAHSR, Metro, and other regional partners to plan and design, environmentally clear, secure necessary funding, and ultimately construct these priority railroad projects in the LA-to-Anaheim rail corridor.

Thank you for your leadership and dedication to advancing a more efficient, integrated, and sustainable transportation network for Southern California.

Sincerely,

x_____

Ernie Hernandez
City Manager
City of Commerce
ehernandez@ci.commerce.ca.us

x_____

Raul Alvarez
City Manager
City of Montebello
ralvarez@montebelloca.gov

x Signed by: Steve Carmona 549C18A8C5D144A...

Steve Carmona
City Manager
City of Pico Rivera
Scarmona@pico-rivera.org

Cc:

Bob Archuleta, California Senator, District 30

Lisa Calderon, California Assemblymember, District 56

Toks Omishakin, Secretary of Transportation, California State Transportation Agency

Ian Choudri, CEO, California High-Speed Rail Authority

Stephanie Wiggins, Los Angeles Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2026-0234, **File Type:** Motion / Motion Response **Agenda Number:** 27.

EXECUTIVE MANAGEMENT COMMITTEE
MARCH 19, 2026

Motion by:

DIRECTORS HAHN, DUTRA, AND SOLIS

Commuter Rail Station in the City of Pico Rivera 30% Design and Environmental Clearance Motion

Over the past several years, the California High Speed Rail Authority (CAHSR) has been advancing the Draft Environmental Impact Report/Environmental Impact Statement (EIR/EIS) for the Los Angeles-to-Anaheim Project Section. More recently, CAHSR closed out the public review and public comment period on Tuesday, February 3, 2026.

Among the program of rail infrastructure improvements, CAHSR proposes to build a new rail viaduct in the City of Commerce that requires relocating the existing Commerce Metrolink Station as a formal mitigation. As outlined in Alternative 5: Maple Ave of the Draft EIR/EIS, CAHSR proposes to relocate the station 4,650 feet east of the current location to the City of Montebello. The identified area is surrounded by heavy industrial land uses; lacks transit and active transportation connectivity; is incompatible with adopted and emerging land use plans; and does not support short- or long-term ridership growth or transit-oriented community development. Given the scale of investment, Alternative 5 does not offer commensurate public benefit and will ultimately impact, hinder, and/or delay the Commerce Viaduct Project.

Recognizing the critical role a regional rail station plays in shaping holistic, transit-oriented communities, the Metro Board approved a motion in February 2023 directing staff to evaluate alternative sites for relocating the Commerce Metrolink Station. As part of the technical feasibility study, Metro convened a stakeholder working group that included Metrolink, Amtrak (LOSSAN), CAHSR, the Gateway Cities Council of Governments, and the Cities of Pico Rivera, Commerce, and Montebello. Based on technical merit, community input, stakeholder consensus, and broad policy alignment, the study ultimately identified an optimal location in the City of Pico Rivera. In comparison to CAHSR's Alternative 5, the Pico Rivera location offers superior regional and multimodal connectivity, greater ridership potential, improved freight decongestion and operational efficiency, and furthers state, regional, and local land use, housing, climate, economic, and mobility objectives.

Advancing preliminary engineering and environmental clearance for the Pico Rivera station location is a critical next step to ensure that a technically feasible, locally supported, and regionally beneficial alternative is fully evaluated. This effort will complement the City of Pico Rivera's ongoing planning and help advance a station location that maximizes ridership, strengthens multimodal connectivity,

and delivers long-term public value for Los Angeles County and the region.

SUBJECT: COMMUTER RAIL STATION IN THE CITY OF PICO RIVERA 30% DESIGN AND ENVIRONMENTAL CLEARANCE MOTION

RECOMMENDATION

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

A. Continue coordination with CAHSR to ensure that their Final EIR/EIS and/or Supplemental EIR/EIS of the LA-to-Anaheim Project Section reflects a local decision regarding the Commerce Metrolink Station relocation mitigation in Pico Rivera;

B. Identify and program resources, as funding allows, to advance up to 30% engineering design and preliminary environmental assessments;

C. Coordinate with CAHSR to identify and program mitigation funding toward the station relocation in conjunction with the schedule for environmental clearance of this segment of the CAHSR;

D. Coordinate with CAHSR on the necessary levels of environmental review they would undertake to ensure appropriate CEQA and NEPA clearances;

E. Work collaboratively with corridor stakeholders and support robust community outreach and engagement throughout the 30% engineering design and preliminary environmental assessment phase; and

F. Incorporate the Pico Rivera station location in the Metrolink work plan, the Regional Transportation Plan/Sustainable Communities Strategy, and other related planning documents.

WE FURTHER MOVE that the CEO report back to the Board no later than the September 2026 Board cycle with progress and next steps for the above-requested items.

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REPORT

DATE: September 18, 2026

TO: Governing Board Delegates and Alternates

FROM: Marisa Creter, Executive Director

RE: PICO RIVERA REGIONAL RAIL STATION PROJECT

RECOMMENDED ACTION

1) Determine that the Pico Rivera Regional Rail Station Project satisfies the threshold criteria established in the SGVCOG Capital Projects Review Manual and assign oversight of this effort to the San Gabriel Valley Council of Governments Capital Projects and Construction Committee (CPCC); 2) Authorize the Executive Director to negotiate any agreements necessary, including agreements with Metro and the City of Pico Rivera, to complete the initial project approval and environmental document phase, 30%/60% design, and environmental clearance.

BACKGROUND

Recently, the SGVCOG was approached by the City of Pico Rivera to explore a partnership for the management and delivery of the Pico Rivera Regional Rail Station Project. The proposed approximately $306.8 million project would construct a new passenger rail station along the Los Angeles–San Diego–San Luis Obispo (LOSSAN) Rail Corridor, serving Metrolink and potentially Amtrak, and would include passenger platforms, a station and bus plaza, new railroad bridges, track and signal improvements, bicycle and pedestrian facilities, and connections to the Rio Hondo recreational trails. The City has worked with LA Metro, Metrolink, Amtrak/LOSSAN, BNSF Railway, and the California High-Speed Rail Authority to advance the project and has completed a Project Definition Report that includes an alternatives analysis, feasibility study, conceptual design, and preliminary cost estimate. Given SGVCOG/ACE's experience delivering complex railroad infrastructure and coordinating multi-agency capital projects, the City has requested that the SGVCOG consider leading the project's next phase, including preliminary engineering, environmental clearance, railroad and agency coordination, and related project management services.

The Project Definition Report identifies a preferred station location near Paramount Boulevard and the BNSF corridor, northwest of the existing railroad bridge over Paramount Boulevard. The preliminary planning concept includes two approximately 850-foot side platforms, track realignment and an additional main track, new railroad bridges over the Rio Hondo Channel and Paramount Boulevard, a pedestrian underpass connecting the platforms, and a station plaza with bus bays, shelters, ticketing and bicycle facilities. The concept also includes approximately 120 parking spaces, utility relocations, and potential connections to the Rio Hondo trail system. Further engineering and environmental review will be required to evaluate potential right-of-way impacts, including possible acquisition of industrial properties, and modifications to Paramount Boulevard necessary to maintain railroad clearances.

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On March 19, 2026, the Metro Board directed its Chief Executive Officer to continue coordinating with the California High-Speed Rail Authority and other project partners, identify and program funding as available to advance up to 30% engineering design and preliminary environmental assessments, conduct community outreach, and incorporate the proposed station into relevant regional rail planning documents. Metro is expected to report back during the September 2026 Board cycle. The City's Letter of Interest identifies approximately $6 million in anticipated Metro Measure R and/or Measure M regional rail funding for the next phase, subject to Metro approval and execution of the necessary agreement with SGVCOG. The Letter of Interest also identifies approximately $3.5 million in Congressional Community Project Funding selected for award, subject to the federal appropriations process. Accordingly, these potential funding sources should not be considered committed until all necessary appropriations, approvals, award conditions, and funding agreements have been completed.

DISCUSSION

The scope of this project is within the SGVCOG's authority to provide the services contemplated. Under the common powers rule applicable to Joint Powers Authorities, the SGVCOG may exercise only those powers that all its members can exercise. The Joint Exercise of Powers Act, Govt. Code sections 6500 et seq., provides that the SGVCOG exercises its powers, in this case the power to implement highway capital improvement projects, within the geographical area of one of SGVCOG's member agencies. Given that the County of Los Angeles is a member agency of the SGVCOG, and not a particular district, the projects would be within the boundaries of a SGVCOG member agency.

Additional authority is found in, Govt. Code section 54981 which authorizes a local agency (defined as a city, county or district) to contract with any other local agency for the performance by the latter of municipal services or functions within the territory of the former. Services or functions are defined in relevant part in Section 54980(c) as including the improvement, maintenance, repair, and operation of streets and highways. For instance, West Covina could contract with South Pasadena to provide services for a street or highway improvement within West Covina.

The project is a strong technical fit with the SGVCOG Capital Projects Department's experience in railroad coordination, grade-separated structures, right-of-way, utilities, environmental clearance, and management of projects involving multiple local, regional, state, federal, and private-sector partners. It also advances regional goals by improving passenger rail access, supporting connections to bus and active transportation networks, and coordinating passenger improvements with freight rail operations.

Staff recommend that the initial agreement focus on the project approval and environmental document phase, 30%/60% design, and environmental clearance, with any later design or construction services subject to separate authorization or amendment. Negotiations would define the respective roles of the City, SGVCOG, Metro, BNSF, Metrolink, Amtrak/LOSSAN, the California High-Speed Rail Authority, and other agencies; identify the environmental lead agency and required federal and state approvals; establish railroad, right-of-way, utility, permitting,

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community outreach, and third-party coordination responsibilities; and set a realistic schedule, decision process, and change-control procedure.

Any negotiated agreement would be brought back to the Governing Board before work begins. The agreement would be conditioned on confirmation of sufficient funding and would require reimbursement of all SGVCOG costs, including staff, consultants, legal support, insurance, administration, and applicable overhead. It would also address indemnification, liability, ownership of work products, funding-agreement requirements, termination rights, and the allocation of cost, schedule, railroad, environmental, and property-acquisition risks. The authorization requested by this report does not commit SGVCOG funds, approve a final project scope or budget, accept a grant, or authorize design or construction.

A reimbursable partnership could provide a direct benefit to SGVCOG by maintaining a strong pipeline of capital projects and preserving an experienced engineering and project management team as the remaining ACE projects approach completion. It would also place SGVCOG in a position to help a member city advance a regionally-significant project while maintaining appropriate Governing Board oversight. Following authorization, staff would coordinate with the City and funding partners, complete due diligence, negotiate business and risk terms, and return a proposed agreement and updated project information to the Governing Board for consideration and assignment to the CPCC.

RECOMMENDED ACTION

SGVCOG staff recommend that the Governing Board authorize the Executive Director to negotiate any necessary agreements with Metro and the City of Pico Rivera for the SGVCOG to provide project management and delivery services for the Pico Rivera Regional Rail Station Project, initially including the project approval and environmental document phase, 30%/60% design, and environmental clearance; and to bring the negotiated agreement to the Governing Board for approval.

Prepared by: Kevin Lai
Kevin Lai
Director of Capital Projects

Approved by: Marisa Creter
Marisa Creter
Executive Director

Pico Rivera Metrolink Station Update

Metro Operations, Safety, and Customer Experience Committee

October 15, 2026

Metro

Background and Feasibility Study

- Future CA High Speed Rail Authority (CHSRA) LA – Anaheim segment proposes to relocate Commerce Metrolink station to Commerce/Montebello border as formal mitigation to the CHRSA Project
- Consensus was reached by the cities of Commerce, Montebello and Pico Rivera that the Commerce station should be relocated to Pico Rivera
  - A new station in Pico Rivera would require the current Metrolink station in Commerce to be removed (no net increase in stations per BNSF agreement)
- Metro conducted a feasibility study for a new Pico Rivera commuter rail station in December 2025

Metro

Proposed Pico Rivera Station

- Goals for a new Metrolink Pico Rivera station include:
  - ✓ Increase regional mobility options and improve transit access
  - ✓ Support economic development, community revitalization, and community needs
  - ✓ Provide environmental benefits and reduce environmental impacts
  - ✓ Ensure cost effectiveness and financial viability
- Preferred location: south side of BNSF-owned right-of-way west of Paramount Blvd
  - Ridership estimate: 350-430 daily boardings (2045)
    - Commerce station ridership is 33 boardings per day, the lowest in the Metrolink system

Metro

Pico Rivera Station Location



Metro

Recent Actions and Next Steps

- Staff are in discussions with the City of Pico Rivera and CHSRA
  - The City is pursuing funding for preliminary engineering (PE)
    - Possible Congressional earmark
    - Upcoming FY 28 State budget request
- San Gabriel Valley Council of Governments (SGVCOG) in September 2026 took the following action:
  1) Acknowledge that the Pico Rivera station project is within the SGVCOG's area of responsibility to lead the PE phase
  2) Enter into funding agreements with Metro, the City, and CHSRA
- CHSRA to certify the LA – Anaheim Record Of Decision (ROD) in late October 2026
  - After ROD is achieved, CHSRA may be able to do a supplemental environmental document to relocate the Commerce station to Pico Rivera
- A cost-benefit analysis will be performed if the project advance to the PE phase

Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

File #: 2026-0630, **File Type:** Informational Report **Agenda Number:** 28.

EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 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 August 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/> 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 AUGUST

Overall, most incidents were non-violent (related to trespassing, vandalism, and narcotics) and occurred while security enforced Metro's Code of Conduct. There were no major incidents, with 166 reported violent or property crimes, or approximately 6.25 violent or property crimes per million boardings in August, marking the lowest rate for an August since 2019. Compared to July, violent

crimes per million boardings decreased by 11.7%. Property crimes decreased 27% from 90 in July to 68 in August, or approximately 2.56 crimes per million boardings.

Crime typically spikes during summer months; however, this summer's violent crimes declined significantly from their peak in 2023. This was especially true for aggravated assaults, which fell 37% from 172 in the summer of 2023 to 109 in 2026. These decreases in violent and property crimes can be attributed to multiple coordinated efforts by DPS public safety personnel, including law enforcement's crime-suppression efforts during the previous month and ongoing targeted operations by Metro Transit Security (MTS) on the G Line and a joint train-riding operation with the Los Angeles Police Department (LAPD) and the Los Angeles Sheriff's Department (LASD) on the A Line North. Reported cleanliness issues and Code of Conduct violations at 7th Street/Metro Center Station, Westlake/MacArthur Park Station, and Lynwood Station were reviewed and factored into deployment decisions to address them.

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 8,624 bus boardings in August, as part of visible engagement and deterrence efforts.

Weekly operational meetings identified no abnormal fluctuations in crime on the system, with property crimes declining compared to the previous month. Public safety personnel - uniformed and care-based - continued their regular deployments across the system.

2. Enhancing Access Control & Station Experience

Access control and station improvements improve system integrity and the perception of safety for riders and employees. Consistent security patrols and upgraded alarm systems in ancillary areas continued to deter unauthorized access. These enhanced security measures helped maintain a cleaner, safer, and more secure environment for employees, contractors, and the public (see Attachment A).

After Metro received complaints about loitering, alleged drug activity, and unregulated vending at Wilshire/Vermont and Wilshire/Western in Koreatown, Station Experience, DPS, and LAPD conducted a site visit and identified several near-term opportunities to improve safety and security at both locations. Staff is coordinating with relevant departments and property owners to further evaluate and advance these changes. 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. In August, Ambassadors and Community Intervention Specialists engaged with approximately 71,600 individuals, helping riders navigate the system more effectively, connect to essential Metro resources such as reduced fare programs, bike lockers, Metro Micro, TAP

assistance, and be informed of service alerts.

Outreach teams engaged 443 individuals experiencing homelessness in August, resulting in 222 interim and 46 permanent housing placements through coordination with regional service providers. For FY27, 1,288 people have been enrolled in the Homeless Management Information System (HMIS), and 558 have been connected to interim or permanent housing, with the goal of 2,400 housing placements for the new fiscal year. See Attachment C for a detailed breakdown by service provider.

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.

FRONTLINE PROTECTION

Any assault on a Metro employee or contractor is unacceptable and is addressed with investigative priority. There were 14 assaults on Metro employees and contractors in August.

Operator assaults totaled nine in August, up from six in July and five in August 2025. Four of these incidents occurred while the operator was behind the retrofit safety barrier, and one occurred as the operator returned to the driver's seat but had not yet closed the barrier door. The remaining four incidents occurred outside of the safety barrier when the operator was either outside the driver's seat/area or outside the vehicle, including one incident where the operator was shoved into the barrier door while assisting a patron and suffered an injury to his right arm, resulting in medical transport. Assaults on other frontline staff totaled five in August, unchanged from five in July and down from 13 in August 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 May 16 and August 25, 2026, LASD detectives investigated 15 assaults on MTS officers, contract security, bus operators, and Ambassadors. Five of them were solved, resulting in an arrest. Of the 10 open cases, eight are active investigations, and two have no workable leads. Staff are awaiting updated investigation outcomes from LAPD.

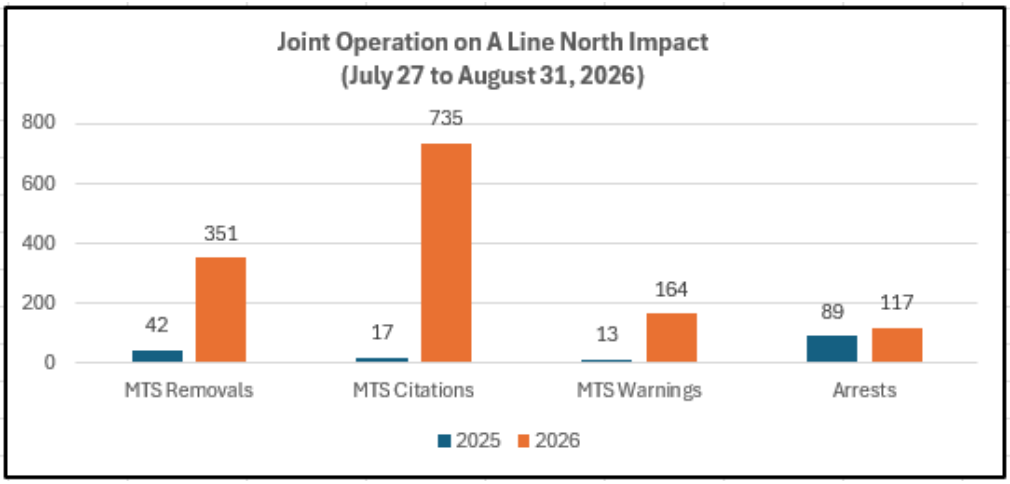
Assaults often escalate into physical altercations when enforcing the Code of Conduct or when requesting that a patron get off a bus or train. MTS Bus Safety Teams patrol the top 10 bus lines with the highest rates of operator assaults, and security personnel are stationed at end-of-line stations when service concludes.

ENFORCEMENT AND ACCOUNTABILITY

Maintaining a visible presence is crucial to enhancing both system safety and perceptions of safety. Enforcement activity during August included 646 arrests, 609 citations, and 7,922 Code of Conduct removals. 42% 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 focuses on deterring and stopping crime, while MTS and contract security officers enforce the Code of Conduct and cite and remove individuals who violate Metro's policies. MTS continues its ongoing targeted fare compliance campaign on the G Line and joint train-riding operation with LAPD and LASD on the A Line North (Union Station to Pomona). As the joint operation continued, removals by MTS train-riding teams on the A Line North increased significantly, averaging seven removals per sweep compared to one removal during the same period last year (July 27-August 31). Similarly, at these targeted stations, citations have increased 4,200% so far, compared to the same period last year, most for no proof of fare, and law enforcement made 117 arrests, mostly for trespassing and narcotics. This demonstrates the impact this joint operation has had in enforcing the Code of Conduct.



MEDICAL EMERGENCIES

Staff trained in first aid have proven critical for medical emergencies on the system. DPS responded to 156 medical emergencies experienced by riders or staff in August. Narcan reversals totaled eight in August, compared to six in July. Ambassadors reported three, CIS and law enforcement reported two each, and contract security reported one. 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

Table-top discussions and regular training exercises enhance Metro's preparedness for any emergency. Throughout August, DPS continued bi-weekly training with LAPD's Bomb K-9 Unit on Metro railcars and participated in a discussion-based tabletop exercise to prepare for a total power failure during a major sporting event.

Additionally, from August 4 to 6, Emergency Management took part in the LA28 Integrated Preparedness Workshop. This workshop brought together federal, state, and local partners to review and improve the draft schedule of essential training and exercise milestones for the 2028 Games,

align calendars with key stakeholders, and discuss available training programs and resources to assist partners in planning and executing their 2028 Games preparedness activities.

EQUITY PLATFORM

The Metro system spans many diverse communities across Los Angeles County. Because Metro serves economically and socially diverse communities and riders, public safety needs across the system 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 Metro's system is safe and 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, focusing on customer support, wayfinding, and helping riders feel safe. Homeless outreach teams complement this work by engaging vulnerable individuals and connecting them to appropriate services. Care-based program workers coordinate closely with sworn officers when needed to ensure situations are handled safely and effectively.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro's bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

DPS will continue to monitor the performance of its law enforcement partners, private security, and in-house public safety team, as well as the agency's crime statistics. It also considers information from

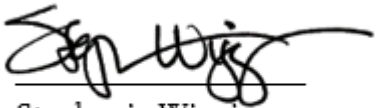
system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Ancillary Areas Quarterly Update
Attachment B - Station Experience Updates
Attachment C - HOME FY27 Interim & Permanent Housing Placements Breakdown

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Stephanie Wiggins
Chief Executive Officer

Ancillary Areas Motion 30 Response – Quarterly Update

The following is a quarterly update, covering July to September 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 custodial team met all ancillary-area routine cleanliness demands despite the increased World Cup support efforts
- The audible alarms still have a longer activation time when trespassers enter the emergency exit doors at the B and D Line stations.
- 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 85% 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 15 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, 80 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 and removals, when they encounter trespassers 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

Key Recommendation from Community Intervention Specialists Leads to Major Improvement in Throne Restroom Safety & Accessibility at Westlake/MacArthur Park

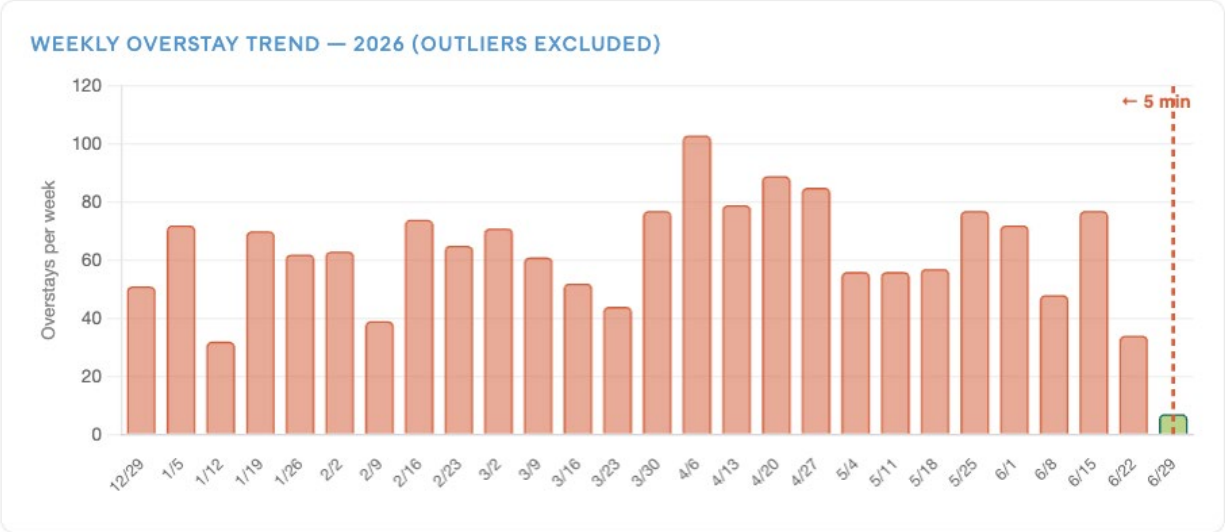
Earlier this summer, staff returned to the Westlake/MacArthur Park (B)(D) Station to evaluate overall station conditions and the new planters installed by the City of LA to replace the former chain-link fencing along the Alvarado Street frontage.

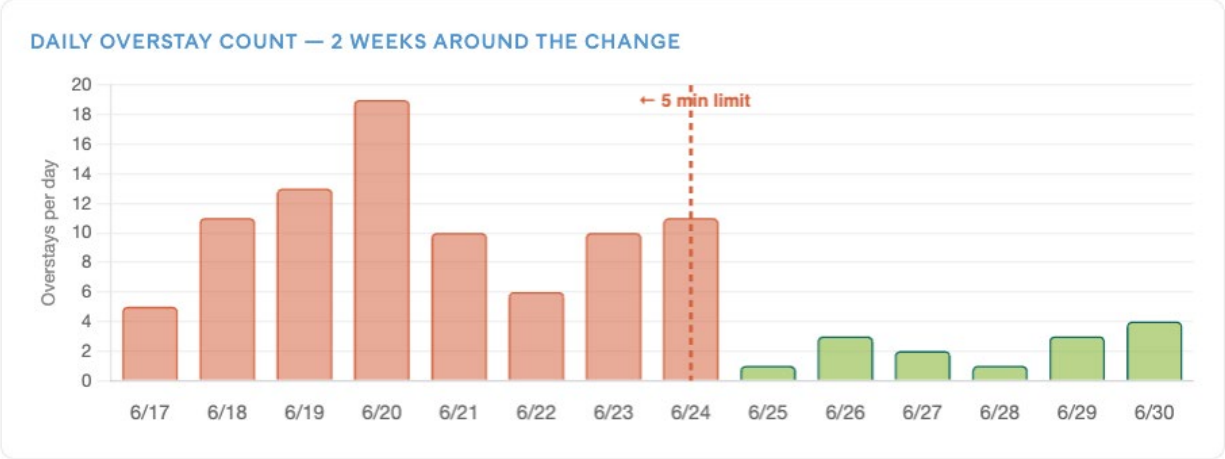
During the visit, Community Intervention Specialists (CIS) assigned to this station shared that while the Throne Restroom has been tremendously helpful to riders at the station, staff have reported instances of unwanted activity, such as drug paraphernalia, particularly during sessions where users overstayed their 10-minute allotted session. These overstays reduce access for legitimate restroom use.

CIS staff have proposed that Throne tighten the allotted session time to reduce and deter overstay activities at this station. SX staff evaluated Throne usage data and found that the average use time across millions of sessions is under three minutes per session. This means the 10-minute session has been providing more than three times the average time needed, based on 1M+ Throne sessions.

Therefore, on June 24, 2026, staff initiated a pilot program at Westlake/MacArthur Park to adjust the allotted session from 10 minutes to five minutes, which still provides nearly double the time users have needed.

Preliminary results have shown a dramatic reduction in overstays, translating to a substantial increase in Throne Restroom availability for Metro riders at this station. Specifically, daily overstays dropped by nearly 70% under the five-minute window compared with the previous 10-minute window. Staff have had no complaints since this time adjustment.





The Station Experience (SX) team will continue evaluating the data to see whether this adjustment could make sense at other stations with either similar challenges or extraordinarily high demand, like Little Tokyo/Arts District Station, which is the busiest Throne Restroom in North America.

Onsite Visits with DPS & LAPD to Address Unwanted Activity at B & D Line Joint Development Station Plazas in Koreatown

In late August, Station Experience joined the Metro Department of Public Safety (DPS) and the Los Angeles Police Department (LAPD) for site visits at the Wilshire/Vermont (B)(D) and Wilshire/Western (D) stations to assess ongoing loitering, reported drug activity, unregulated vending, and access concerns at Metro Joint Development plazas.

At Wilshire/Vermont (B)(D) Station, the 3.3-acre Wilshire Vermont Apartments Joint Development site includes residential and commercial uses, a Metro Customer Center, and a public plaza connecting the development to the station and surrounding bus services. Metro has received complaints regarding loitering, alleged drug activity, and unregulated vending that can affect safety, security, and visibility within the plaza.

During the site visit, SX, DPS, and LAPD observed individuals appearing heavily sedated, as well as vendors occupying portions of the plaza and obstructing sightlines to Metro bus service along Wilshire Boulevard and Vermont Avenue. The site agreement places maintenance and security responsibilities with the developer; however, only one security guard was observed during the visit.

At Wilshire/Western (D) Station, the 0.44-acre Solair Joint Development site has generated similar complaints about loitering, including reports of large groups gathering on the stairs in front of the commercial building and on artwork benches within the plaza, which have been used for drug activity and illegal fires.

Based on the site visits, SX, DPS, and LAPD identified several near-term opportunities to support safety, security, and access at both locations:

- *Install appropriate "No Loitering" signage* to support LAPD enforcement where applicable.
- *Coordinate with Metro Local Government Relations and the City of Los Angeles* to identify environmental design strategies that can improve visibility and discourage prolonged loitering.
- *Engage the joint development property managers* regarding observed security and site-management concerns and their contractual responsibilities.
- *Evaluate access-control opportunities* that could help better define and manage plaza spaces.
- *Identify opportunities to enhance plaza safety and visibility through additional eCam surveillance coverage and improved lighting*, particularly in areas experiencing recurring loitering and illicit activity concerns.

SX will coordinate with DPS, LAPD, Real Estate, the City, and joint development property owners to further evaluate and advance these opportunities. These efforts are intended to improve safety, visibility, and the overall station environment for transit customers, residents, and visitors along the Wilshire corridor.

Enhanced Fare Compliance Signage Expands to Exposition Park Stations in Time for USC Football & Lucas Museum Grand Opening

Earlier this year, riders reported confusion about the new TAP validators at stations without faregates, where riders are still expected to validate their fare before boarding.

As a result, SX launched an enhanced fare compliance signage pilot at the ungated Union Station A Line Station entrance. The pilot includes floor decal signage using the TAP color scheme to visually alert riders to tap their cards at the TAP validators. At the Union Station A Line entrance, staff saw a 15% increase in valid TAP entries after installing this treatment.

In September, the Facilities Maintenance team expanded this successful effort to other key E Line stations that do not have faregates, including Expo Park/USC and Expo/Vermont, where the highly anticipated Lucas Museum of Narrative Art will be

drawing thousands of new visitors to the area, many of whom may ride Metro for the very first time.

Environmental Improvements Installed At La Cienega/Jefferson Parking Structure to Restore Rider Safety & Accessibility

Over the past year, SX received concerns about safety and cleanliness inside the parking structure at La Cienega/Jefferson E Line Station. This parking structure has two underground/basement levels that are inconspicuous and attract unwanted activity. As a result, most people prefer to park on the upper levels, where natural lighting and visibility support situational awareness.

Recent station inspections have revealed evidence of loitering, with broken glass, open alcohol containers, soiled garments, and defecation prevalent throughout the basement level. Additionally, Metro's Vertical Transportation team has confirmed that persistent vandalism to the parking structure elevator equipment has led to repeated elevator outages, creating accessibility issues for commuters who park on different levels but cannot use the elevator to the ground floor.

Other Metro parking structures have faced similar challenges of misuse and persistent loitering, and Metro has since deployed environmental improvements to realign expectations for appropriate parking-structure use. This has included the parking structures at APU/Citrus College Station in Azusa and Willow St Station in Long Beach, where repeated vandalism and loitering became nearly non-existent just days after the improvement was installed. Through a team effort with Facilities Maintenance Projects and General Services, staff deep-cleaned this area with high-pressure washing and then installed an environmental improvement, which was successfully deployed this week.

The SX team will closely monitor conditions at the La Cienega/Jefferson parking structure to see whether the pattern of repeated damage to this Metro station can be broken.

A Line North Walkthrough to Identify Safety, Accessibility & Connectivity Improvements

Last week, SX joined Metro's First/Last Mile Team, Caltrans District 7, City of Los Angeles Recreation and Parks, LA City Council District 1, the 52nd Assembly District, and community and neighborhood stakeholders for a field assessment of the area surrounding Lincoln/Cypress A Line Station and the 110 Freeway pedestrian and bicycle path.

The walkthrough assessed station amenities and connections to the surrounding pedestrian and bicycle network, including lighting, wayfinding, visibility, and access along the path toward Chinatown and the Yale Street Pedestrian footbridge. They also discussed current and future improvements to pedestrian wayfinding and accessibility between Dodger Stadium Gate E and Chinatown A Line Station.

The site visit identified opportunities for SX to improve the customer experience through enhanced lighting, breadcrumb wayfinding, cleanliness, visibility, and connections between Metro stations and nearby pedestrian and bicycle facilities. The observations will help inform future SX work orders, capital improvements, and station evaluations.

FY27 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	**Aug-26**	**YTD**	**Aug-26**
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	201	85	58	29
Helpline Youth Counseling (HYC)	A South	2	33	24	11	7
HOPICS	C, K	2	33	9	1	0
LA Family Housing (LAFH)	G	2	17	10	0	0
Union Station Homeless Services	A (North)	2	0	0	0	0
PATH	A, B, D, E (West)	7	190	97	22	10
		TOTAL	**466**	**222**	**92**	**46**

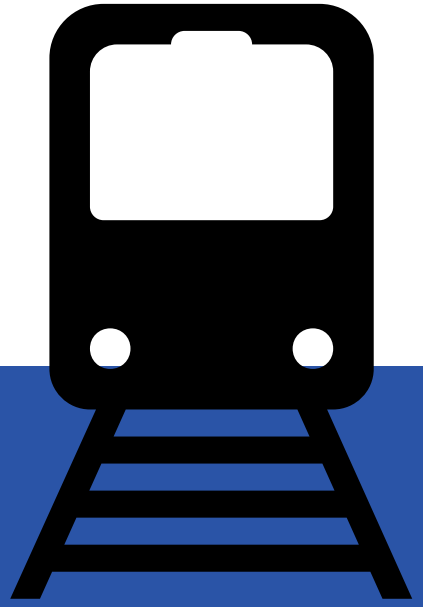
**As of Date 9/28/26*

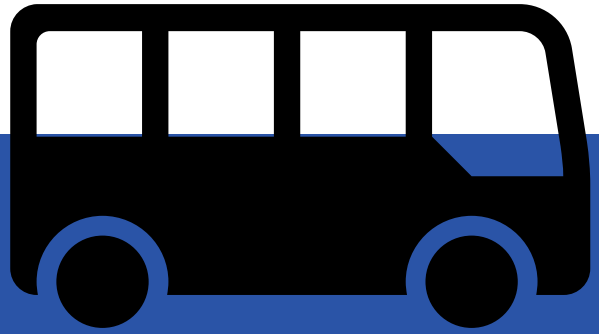
***County HMIS data may include duplicate individuals served by multiple teams.*

Monthly Update on Public Safety

Executive Management Committee Meeting
Operations, Safety, and Customer Experience Committee Meeting

October 15, 2026





Engaged & Visible Presence

August 2026

Incident Free Trips	Passenger Boardings	Crime per 1M Boardings
99.997%	26M	20

July 2026: Total Crimes

606

482 (+25.7%) June 2026

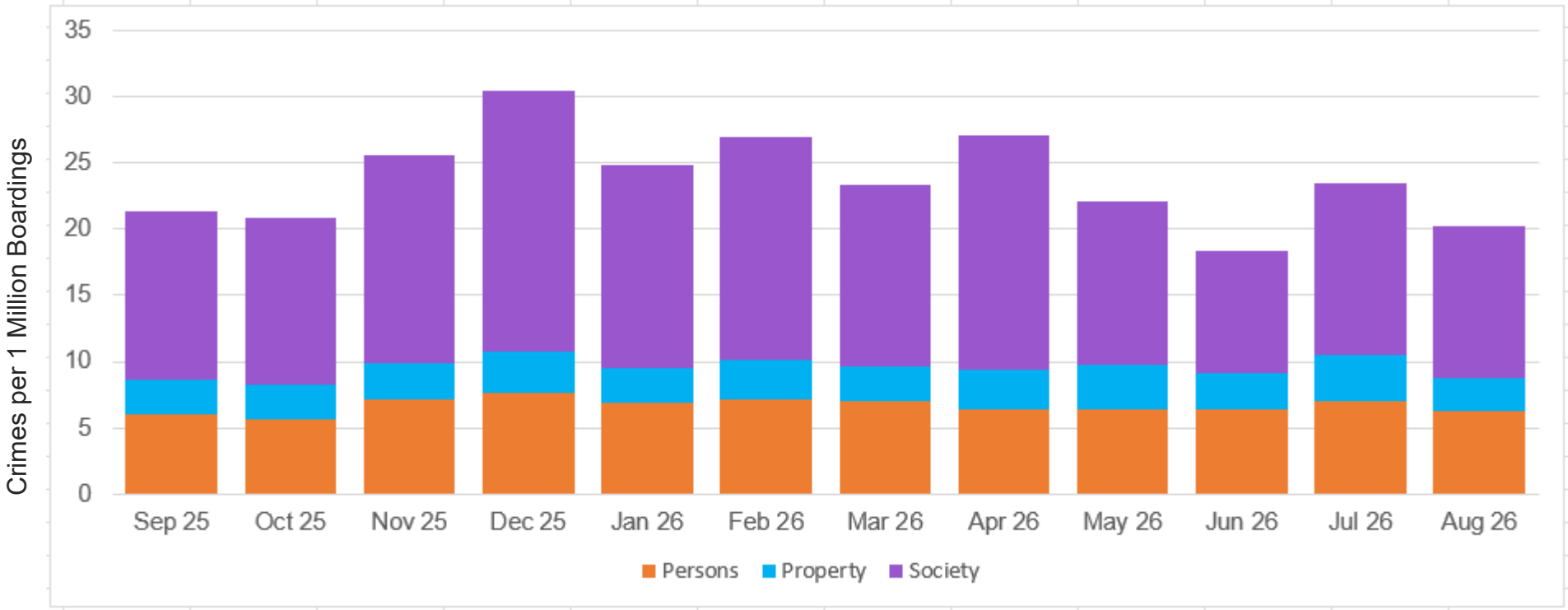
598 (-24%) July 2025

August 2026: Total Crimes

536

606 (-11.6%) July 2026

612 (-12.4%) August 2025



Compared to July, violent crimes per million boardings **decreased by 11.7%.**

August 2026 had the **lowest rate of violent crimes in August since 2019.**

Crime typically spikes during summer months; however, this summer's violent crimes declined significantly from their peak in 2023. This was especially true for aggravated assaults, which fell 37% from the summer of 2023.

Access Control & Station Experience

Input from Community Intervention Specialists Leads to Major Improvement in Throne Restroom Safety & Accessibility at Westlake/MacArthur Park



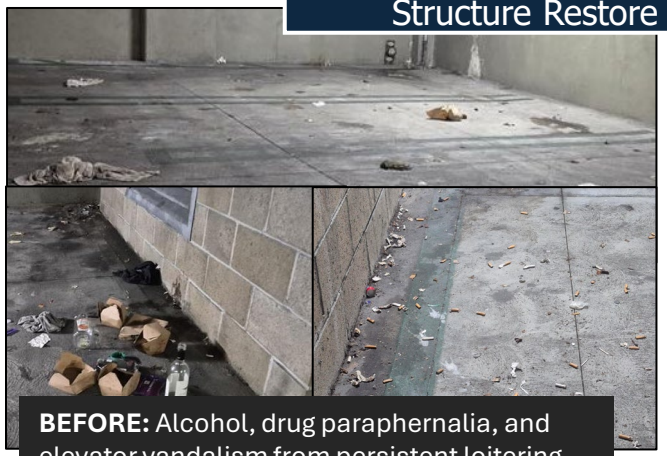
Overstays/day — before
9.5
Jan 1 – Jun 24

Overstays/day — after
3.1
Jun 24 PM – Jun 30



Reduction
67%
in daily overstay count

Improvements at La Cienega/Jefferson Parking Structure Restore Rider Safety & Accessibility



BEFORE: Alcohol, drug paraphernalia, and elevator vandalism from persistent loitering



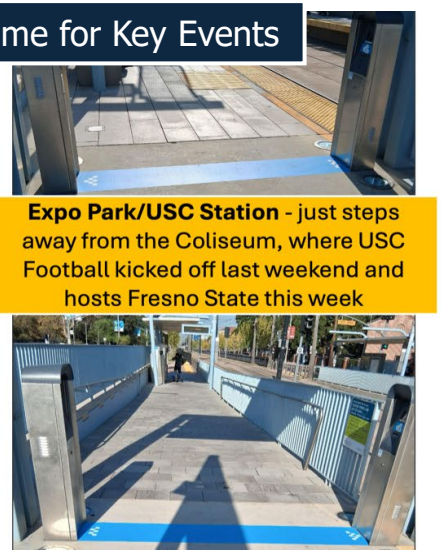
AFTER: Improved conditions after addressing persistent loitering & vandalism

Improved Signage Expands to Expo Park in Time for Key Events



Expo/Vermont Station - just steps away from Lucas Museum of Narrative Art opening this month, expected to draw thousands of new visitors each day

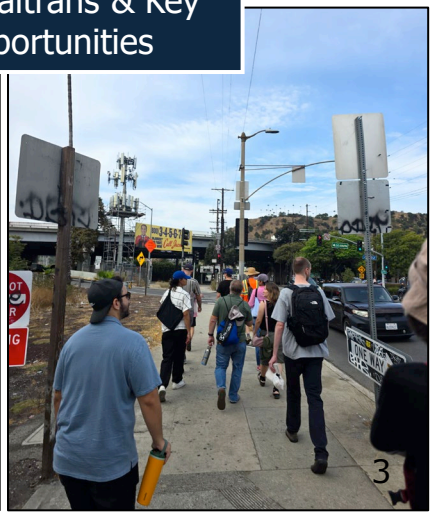
Improving customer signage with visuals like floor decals has increased valid TAP entries by **+15%** at other stations



Expo Park/USC Station - just steps away from the Coliseum, where USC Football kicked off last weekend and hosts Fresno State this week

A Line Northeast LA Visit with Caltrans & Key Stakeholders Brings New Opportunities





Partnerships to Address Societal Impacts

August 2026

Ambassador & Community Intervention Specialist Engagements	HOME Engagements	Interim Housing	Permanent Housing
71,600	443	222	46

For FY27, 1,288 people have been enrolled in HMIS, and 558 have been connected to interim or permanent housing, with the goal of 2,400 housing placements.





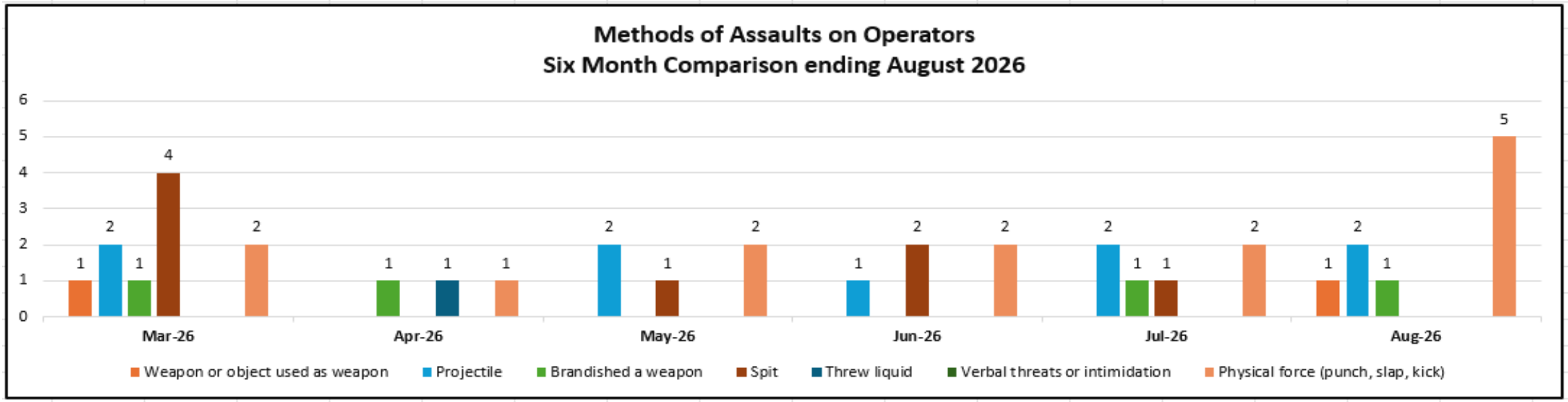


Frontline Protection

August 2026

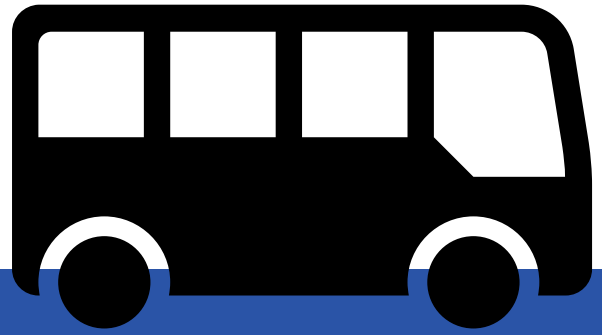
- In August, there were 14 assaults on Metro frontline personnel, with nine assaults on operators.
- Four of the nine incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries.
  - The other five incidents occurred outside the barrier or vehicle, with the operator either being pushed or punched without provocation.
  - One incident required medical transport to a hospital due to being shoved into the barrier door while assisting a patron.
- 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	**Aug-25**	**Jul-26**	**Aug-26**
Bus Operators	5	6	8
Rail Operators	0	0	1
Transit Security Officers	0	0	0
Contract Security Officers	11	2	1
Ambassadors	0	1	3
Blue Shirts	0	0	0
Community Intervention Specialists	0	0	0
Custodians	2	2	1
Total	**18**	**11**	**14**



Thank You!

Questions?



Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

File #: 2026-0639, **File Type:** Informational Report **Agenda Number:** 29.

EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 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.

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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 continues with several key steps in developing the Crisis Response Program, including:

- Hiring a Senior Director for program oversight - Completed FY26 Q1
- Developing an operational manual and standard operating procedures - Completed FY26 Q4; This work included successful execution of a Memorandum of Understanding with the Los Angeles County Department of Mental Health in early July 2026 for prioritization of response when Metro's Crisis Response Team encounters someone requiring a 5150 evaluation.
- Developing job descriptions - Completed FY26 Q4
- Developing an onboarding program - Completed FY27 Q1; The onboarding program includes Metro mandatory training, outside agency presentations providing information regarding their services, and Crisis Response Program (CRP) shadowing of Metro's Homeless Outreach Management Engagement (HOME) Team. Onboarding will take place over a two-to three-week span for all new team members.
- Identifying and integrating HIPAA-compliant practices - Ongoing; Staff continues to engage with County Counsel to understand the scope of HIPAA and how its guiding principles may intersect with the work of the Crisis Response Program (CRP). Efforts continue on the identification and integration of HIPAA-compliant practices.
- Identifying and developing essential crisis response training - Ongoing; Staff has developed essential crisis response trainings for the Crisis Response Program, including Crisis Prevention and Response in the Field, Culturally Responsive Crisis Care in the Field, Motivational Interviewing, and Harm Reduction. These trainings are incorporated into the onboarding for new CRP staff and will be available for ongoing professional development to strengthen existing DPS staff's understanding of behavioral health. Staff will also leverage Metro's suite of trainings made available by the Chief People Office and Metro's Employee Assistance Program to ensure effective crisis response, engagement, de-escalation, and service connection occur during deployment. Initial training will take place over two to three weeks during onboarding, and individual trainings will be required annually, taking two to eight hours each to complete. Staff will continue to research and identify additional training needs as the program develops.
- Continue recruiting crisis response teams - Ongoing; Collaboration continues with Metro's Chief People Office for recruitment of all Crisis Response Program staff. To date, one Clinical Manager position has been filled with a pending start date, and a second Clinical Manager is

currently in recruitment. The remaining positions (Mental Health Specialists and Peer Support Specialists) will begin recruitment in the second half of the fiscal year, contingent on budget approval.

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 recruited 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. Both positions have been filled - one candidate began in late June, and the other began mid-August. 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 in the summer of 2025. Interviews have been conducted, and one of two selections has been made. The Ambassador program has also continued to expand, with 27 new Ambassadors joining the team in August.

Recognizing the potential challenges of recruiting care-based personnel for a transit agency, DPS and CPO staff coordinate regularly on recruitment strategies to reach the right candidates. So far, positions have been posted through a variety of entities beyond the typical ones used by Metro, including educational institutions, national and state organizations that represent social service professionals, and job search engines that specifically focus on social service jobs.

Sworn Personnel Hiring Update
DPS went live with its officer hiring website on May 28. As of September 29, 6,711 applications have been received for new recruits and 300 for lateral officers. Staff is prioritizing filling the 40 authorized positions in FY27, which will also support the development of the department’s Field Training Officer program.

The sworn officer hiring process is comprehensive and requires adherence to California statutory requirements and California Peace Officer Standards and Training (POST) regulations. Of the lateral applicants, 56 have advanced to the background stage, one of the most extensive steps in the hiring process, which typically lasts about eight weeks. Staff anticipates hiring the first group of laterals before the end of the calendar year, followed by a four-week Metro orientation and training program, with initial deployment planned for late Spring 2027. Furthermore, staff continues to work with the Chief People Office and Marketing to advertise the position as it anticipates needing approximately an additional 200 applicants to fill its authorized FY27 positions.

In addition to officer hiring, we are actively recruiting Transit Police Sergeants, a key leadership role in the command structure. The job posting went live on August 13, with 79 applications received as of September 29, and candidate interviews are currently underway.

Training

DPS is in the process of designing a four-week orientation program for the onboarding of new public safety personnel, balancing core operational policies, specialized crisis engagement, high-risk safety certifications, and partner agency field integration.

- **Week 1 (Foundations & Safety):** Establishes foundational knowledge through Metro's mission, vision, and values, benefits overviews, equipment issuance, and a DPS orientation. It features an intensive day of Care-Based Services training focused on crisis response, de-escalation, and trauma-informed engagement, followed by an 8-hour Metro Rail Safety certification and administrative facility onboarding. This first week will also cover civil rights, unconscious bias, and equity, presented by Metro's Office of Equity and Race.

- **Week 2 (Operations & Specialized Teams):** Outlines core transit security functions across Metro Transit Security (MTS) and contracted security teams, detailing patrol areas, fare enforcement, roles, and responsibilities. It also covers Emergency Management, Physical Security tools, and the Station Experience Team.

- **Week 3 (Tactics & Skills):** Focuses on critical law enforcement training, beginning with Use of Force legal standards (*Graham v. Connor*). It advances to field tactics-including vehicle, bus, and pedestrian stops, alongside building searches-and concludes with comprehensive firearms manipulation and qualification.

- **Week 4 (Agency Integration & Field Readiness):** Embeds new DPS sworn officers with external partner agencies via shadowing shifts with LAPD Homeless Outreach Proactive Engagement (HOPE) Team (encampment response), LAPD Senior Lead Officers, and LASD North/South teams.

Policy Development

Metro has contracted with Lexipol to develop a comprehensive policy manual for sworn officers, providing the standards necessary for consistent, lawful, and professional operations. A working group, comprised of representatives from key Metro departments and County Counsel, continued to meet and has finalized the majority of the policies that will govern sworn officers. DPS is working to complete the remaining policies currently being vetted by County Counsel. Once complete, the policy manual will be ready to support the deployment of newly hired sworn officers later this year.

Facilities and Zone-Based Deployment

To support the zone-based deployment model, a cross-functional working group comprised of staff from Operations, Real Estate, DPS, and other Metro departments has been meeting regularly to assess existing facilities within each of the seven zones and determine whether they can adequately support sworn officer deployment. Where gaps exist, the group is evaluating options for establishing satellite offices within each zone to reduce officer travel time, improve response times, and increase operational efficiency. Options under consideration include co-locating DPS sworn officers, Transit Security, and care-based personnel in strategically located facilities in each zone across Los Angeles

County. This approach will create a more integrated public safety presence within each zone and improve coordination among the various public safety units. Preliminary options will be submitted for department leadership review in the coming months.

Contracts and Agreements

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. Staff has been meeting regularly to prioritize technology needs, develop a communications and dispatch strategy, and determine what technology will be needed to deploy the first group of officers. Short-term and long-term technology needs include Computer-Aided Dispatch (CAD), Records Management Systems (RMS), radio communications, 911 call handling, and other critical public safety technologies.

Staff is also working to acquire patrol cars for new officers and anticipate going to the Board later this year for contract award. Furthermore, staff is developing solicitation packages to procure uniforms for care-based staff and expand the network of medical clinics available to move candidates through the recruitment process.

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 50 engagements. This includes providing the latest implementation updates to the Public Safety Advisory Committee; meeting with the Transition Team Advisory Group to discuss sworn officer hiring and recruitment; and sitting on a panel to discuss safety initiatives used during the FIFA World Cup and security plans for LA28. Chief Scott also completed virtual interviews with Lochner Egis Group and LAist to share lessons learned from the conclusion of the FIFA World Cup and the agency's fare policy, respectively.

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 August 25, 2026, to receive updates and provide input

on key elements of the Department of Public Safety's implementation. The discussion included the status of sworn officer hiring and recruitment and a review of the Body-Worn Camera and Bias-Free Policing policies being developed for the sworn officer policy manual. The Advisory Group also continued its discussion with Dr. Rebecca Hetey on organizational culture, with a focus on establishing a high-trust department grounded in employee wellness, collaboration, accountability, community engagement, and shared ownership of the mission. The group received an update on the development of the Care-Based Services Division, including the Crisis Response Program, staffing, and draft of the Standard Operating Procedures. Finally, Deputy Chief Stiger presented the framework for a 12-month integrated training program, building on the four-week orientation, designed to align training across all five public safety tiers, including sworn officers, and to emphasize de-escalation, procedural justice, collaboration, and coordinated response. The previously mentioned four-week orientation for sworn personnel is separate from this 12-week program. Every lateral or new hire will complete the four-week orientation prior to being deployed on the system. Once deployed, they will be integrated into the 12-month training cycle that all DPS employees deployed on the system are required to complete.

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 is developing a comprehensive policy manual and orientation training program for incoming sworn officers to ensure consistent, lawful, and professional operations across all areas of the DPS. Concurrently, to ensure the new Department is well-balanced to serve different needs, staff continue to develop the Crisis Response Program in the Care-Based Services Division.

As DPS is building out the department, staff continues to regularly brief the Public Safety Advisory Committee on its progress. Staff also maintains regular communication with other Metro advisory bodies, providing updates and answering questions from advisory members.

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

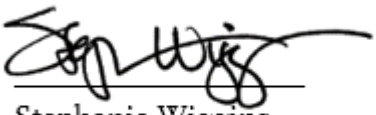
The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain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

Prepared by: Imelda Hernandez, Senior Director, Special Projects, (213) 922-4848

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



Stephanie Wiggins
Chief Executive Officer

Department of Public Safety Implementation Plan Update

Executive Management Committee Meeting
Operations, Safety, and Customer Experience Committee Meeting
October 15, 2026

Metro

Developing and Integrating the Care-Based Services Division

- DPS's Care-Based Services Division houses **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
  - Developing an operational manual and standard operating procedures – Completed FY26 Q4
  - Developing job descriptions – Completed FY26 Q4
  - Developing an onboarding program – Completed FY27 Q1
  - Identifying and integrating HIPAA-compliant practices – Ongoing
  - Identifying essential crisis response training – Ongoing
  - Continuing recruitment of crisis response teams – Ongoing

Metro

Hiring & Recruitment Progress

Care-Based Services Personnel

- Metro hired 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; interviews have been conducted, and one of two selections has been made.

Sworn Officers

- As of September 29, **6,711** applications were received for new recruits and 300 for lateral officers.
- Staff anticipates hiring the first group of laterals before the end of the calendar year, followed by a four-week Metro orientation and training program, with initial deployment planned for late Spring 2027.
- DPS is also actively recruiting Transit Police Sergeants. The job posting went live on August 13, with 79 applications received as of September 29; candidate interviews are currently underway.

Metro

Training Development & Policies

Training

DPS is in the process of designing a four-week orientation program for the onboarding of new public safety personnel by balancing core operational policies, specialized crisis engagement, high-risk safety certifications, and partner agency field integration.

- Week 1: Foundations & Safety, including Care-Based Services integration and Customer Service
- Week 2: Operations & Specialized Teams
- Week 3: Tactics & Skills
- Week 4: Agency Integration & Field Readiness

Policy Development

- DPS continues to work on drafting policies and conducting internal review.
- Once complete, the policy manual will be ready to support the deployment of newly hired sworn officers later this year.

Metro

Zone Deployment, Contracts, & Agreements

Zones & Deployment

- To support the zone-based deployment model, a cross-functional working group comprised of staff from Operations, Real Estate, DPS, and other Metro departments has been meeting regularly to assess existing facilities within each of the seven zones and determine whether they can adequately support sworn officer deployment.
- Options under consideration include co-locating DPS sworn officers, Transit Security, and care-based personnel in strategically located facilities in each zone across LA County.

Contracts & Agreements

- Staff is working to acquire patrol cars for new officers and anticipates going to the Board next month for contract award.
- Staff is developing solicitation packages to procure uniforms for care-based staff and expand the network of medical clinics available to move candidates through the recruitment process.

Metro

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:
  - Public Safety Advisory Committee on July 7
  - Lochner Egis Group interview on August 3
  - LAist interview on August 10
  - Transition Team Advisory Group on August 25
  - World Cup- LA28 Panel on August 26
  - Public Safety Advisory Committee on September 3
  - Metropolitan Transit Discussion Group Safety & Security Summit on September 15

Metro

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

Metro

Thank You!

Questions?

Metro