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

File #: 2025-0335, **File Type:** Contract **Agenda Number:** 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: METRO FREEWAY SERVICE PATROL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute contract modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of $29,812,000, thereby increasing the contract amounts from $65,587,148.98 to $95,399,148.98, and extending the current period of performance with individual amounts as follows:

- Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $373,000 for up to 7 months, increasing the total contract amount from $4,141,753 to $4,514,753;
- Beat 60: Freeway Towing, Inc. Contract No. FSP5768900B60, for $5,123,000 for up to 60 months, increasing the total contract amount from $8,263,700 to $13,386,700;
- Beat 61: All City Tow Service, Contract No. FSP5769100B61, for $9,882,000 for up to 60 months, increasing the total contract amount from $8,380,122 to $18,262,122;
- Region 1: Kenny's Auto Service. Contract No. FS58039000, for $8,869,000 for up to 8 months, increasing the total contract amount from $20,936,368.98 to $29,805,368.98;
- Region 2: Platinum Tow & Transport Contract No. FS58039001, for $5,565,000 for up to 8 months, increasing the total contract amount from $23,865,205 to $29,430,205.

ISSUE

Existing contracts for these Beats/Regions are expiring and require extensions to avoid a gap in service provision and to ensure sufficient funding is available. This modification will allow for the establishment of new contracts as funding expires and will allow multiple contracts to be developed as part of future procurements. FSP light-duty contracts are re-procured approximately every four years to replace aging vehicles, encourage competition by providing tow service contractors the opportunity to bid on new contracts, and allow new contracts to reset rates using current industry prices. Heavy-duty contract vehicles have a remaining useful life of up to five additional years. It

would be cost-effective to extend the current contracts to utilize the existing fleet rather than establish new contracts that will require higher upfront vehicle costs along with potentially higher hourly rates.

BACKGROUND

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

- For individual beats, an annual B/C Ratio of 7:1 - For every $1 spent, there is a $7 benefit to the region in terms of congestion mitigation
- 251,000 motorist assists
- 6,070,000 hours saved from motorists sitting in traffic
- 10,434,000 gallons of fuel savings
- Approximately 91,615,000 kg of CO2 reductions
- The average motorist wait time for FSP service is 10 minutes (the average wait time for other roadside services is over 30 minutes)
- The Los Angeles County FSP program generates one-half of the cumulative benefits of the 14 FSP programs in the state.

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

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

DISCUSSION

Authorizing the requested contract modifications will ensure seamless and efficient operation of the FSP Program until a new solicitation and contract award have been completed. The pending

modifications, if approved, will also increase the contract prices to address increased operating costs, including higher 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.

Contract modifications for Beat 9, Region 1, and Region 2 contracts will increase the contract price and will extend the current periods of performance to avoid a gap in service. The two remaining contract modifications will also increase the contract prices and extend the current period of performance for the two FSP Heavy Duty beat contracts (Beats 60 & 61). Extending these contracts for 60 months allows Metro to continue providing this service using the existing high-cost/long-life vehicles that were underutilized as a result of service reductions for 2 years during the Pandemic and have not been as highly utilized after returning to the program. As a result, these vehicles have considerable useful life and continuing value available for the program. Heavy-duty tow trucks are capable of operating effectively for over 1 million miles and cost upwards of $750,000. These trucks were purchased and have been in service since before the Pandemic, and the current odometer reading for each truck is approximately 300,000 miles. This usage level indicates at least five additional years of reliable service remaining for vehicles pursuant to recommended maintenance intervals. For Beat 61, the recommendation includes an adjustment to the beat boundary and the number of trucks operating. It currently operates on the SR-91 from Alameda to Pioneer. This contract modification adds one utility truck to the beat's current two-truck service level and reduces the east boundary by 1.3 miles to the SR-91/I-605 interchange and then routes the service north on the I-605 to Valley Blvd. In response to varying levels of service demand, the recommendation is to add one utility truck to this beat providing more flexible service response without the high cost of purchasing expensive heavy duty tow trucks. The utility truck should also help extend the useful life of the tow trucks. Moreover, this adjustment will increase the B/C ratio of Beat 61 by adding utility service to a segment of the I-605 with high commercial truck volume.

As previously reported to the Board, industry operating costs such as insurance, labor, parts, and maintenance have increased significantly each year since 2020. These rates are distinct from the capital costs of procuring new trucks. The current hourly rates for Beats 60 & 61 contracts have been adjusted in response to the known increases in operating costs. Staff negotiated adjusted rates after verifying documentation from the contractor to support the increases.

The contract modifications for Beat 9, Region 1, and Region 2 contracts will also allow staff to modify future solicitations to include electric vehicles (EV) to the light-duty contracts. The EV alternative will be a zero-emission truck that is capable of vehicle-to-vehicle charging and supports Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles that can assist EVs with depleted batteries.

DETERMINATION OF SAFETY IMPACT

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

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

Between April 2024 and March 2025, there were 2.24 million notifications to WAZE and Apple Maps users alerting them to slow down as they are approaching FSP trucks stopped to assist motorists. HAAS Alert is working to expand the number of motorists it can alert by adding Safety Cloud to Google Maps.

FINANCIAL IMPACT

The amount of $5,816,000 for the modifications is included in the FY26 budget in Cost Center 3352, Metro Freeway Service Patrol. Since this action also includes the multi-year extension of the period of performance for Beats 60 & 61, the cost center manager and Deputy Chief of Operations, Shared Mobility will be responsible for budgeting funds in future years.

Impact to Budget

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

EQUITY PLATFORM

FSP provides congestion mitigation service on all freeways and ExpressLanes in LA County, 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. The five FSP contractors in this modification each made Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments during the solicitation process for their respective contracts. Three of the five contractors, Sonic Towing, Inc., Kenny's Auto Service, and Platinum Tow & Service, Inc., are certified SBEs. The goal commitment and participation for these contracts are:

Sonic Towing, Inc:
Commitment is SBE 95% and DVBE 3%
Participation rate is SBE 94.51% and DVBE 3.30%

Freeway Towing, Inc:
Commitment is SBE 7.23% and DVBE 3.42%
Participation rate is SBE 7.31% and DVBE 5.43%

All City Tow Services:
Commitment is SBE 7% and DVBE 3.24%
Participation rate is SBE 3.44% and DVBE 1.86%

Kenny's Auto Service:
Commitment is SBE 96.99% DVBE 3.01%
Participation rate is SBE 98.01% and DVBE 2.03%

Platinum Tow & Transport, Inc:
Commitment is SBE 94.29% and DVBE 3.25%
Participation rate is SBE 91.57% and DVBE 4.46%

Contractors have submitted mitigation plans to address shortfalls, and staff are working diligently with DEOD to provide support and direction to ensure that goal commitments are met. Currently, 67% of the FSP Tow Service providers are SBE certified, and 7% are DVBE certified.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

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

The alternative not to extend the heavy-duty contracts is not recommended since a considerable investment has been made to procure these heavy-duty tow trucks and their replacements would be expensive and result in inefficient use of FSP funding for service delivery. Extending the two heavy-duty contracts fully utilizes the high-mileage heavy-duty tow trucks capable of operating effectively for over 1 million miles and costing upwards of $750,000.

..Next_Steps
NEXT STEPS

Upon Board approval, staff will execute the necessary contract modifications to ensure efficient and seamless delivery of the FSP Program and work on new solicitations to address program needs. A solicitation to be released later this year will introduce EVs to the FSP fleet. Future solicitations will include recommendations for adding a zero-emission truck that is capable of vehicle-to-vehicle charging and supports Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles that can assist EVs with depleted batteries.

..Attachments
ATTACHMENTS

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

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Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO FREEWAY SERVICE PATROL/VARIOUS BEATS

1.	**Contract Number**: Various, See Attachment B			
2.	**Contractor**: Various, See Attachment B			
3.	**Mod. Work Description**: General Redeployment Support, Caltrans Construction, Special Event Support, Service Coverage			
4.	**Contract Work Description**: Freeway Service Patrol			
5.	**The following data is current as of**: May 6, 2025			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	Various	**Contract Award Amount:**	Various, See Attachment B
	Notice to Proceed (NTP):	N/A	**Total of Modifications Approved:**	Various, See Attachment C
	Original Complete Date:	Various	**Pending Modifications (including this action):**	Various See Attachment C
	Current Est. Complete Date:	Various	**Current Contract Value (with this action):**	Various, See Attachment C
7.	**Contract Administrator**: Ana Rodriguez		**Telephone Number**: (213) 922-1076	
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 3 FSP Light Duty Towing contracts and 2 Heavy Duty Towing contracts in the amount of $29,812,000 will allow required towing services for the FSP Program to continue and extend the period of performance to support unanticipated events, redeployment, and 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, Region 1, and Region 2 will remain at the current contract rates. The modifications are therefore determined to be fair and reasonable.

The proposed rates for Beats 60 & 61 were adjusted in response to increases in operating costs. The increases were 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	$376,523.00	$4,141,753.00	$373,000.00	$4,514,753.00
60	Freeway Towing, Inc.	FSP5768900B60	$5,255,700.00	$3,008,000.00	$8,263,700.00	$5,123,000.00	$13,386,700.00
61	All City Tow Service	FSP5769100B61	$4,741,020.00	$3,639,102.00	$8,380,122.00	$9,882,000.00	$18,262,122.00
Reg. 1	Kenny's Auto Service	FS58039000	$20,936,368.98	$0.00	$20,936,368.98	$8,869,000.00	$29,805,368.98
Reg. 2	Platinum Tow & Transport	FS58039001	$23,865,205.00	$0.00	$23,865,205.00	$5,565,000.00	$29,430,205.00
		Totals	**$58,563,523.98**	**$7,023,625.00**	**$65,587,148.98**	**$29,812,000.00**	**$95,399,148.98**

ATTACHMENT C

CONTRACT MODIFICATION/CHANGE ORDER LOG
METRO FREEWAY SERVICE PATROL

CONTRACT NO. FS66316003-9 – SONIC TOWING - BEAT 9				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	6/7/2021	$0.00
2	Service Level Increase	Approved	4/27/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Approved	5/7/2025	$376,523.00
4	Period of Performance Extension and Increase Contract Price	Pending	Pending	$373,000.00
	Modification Total:			**$749,523.00**
	Original Contract:			**$3,765,230.00**
	Total:			**$4,514,753.00**

CONTRACT NO. FSP5768900B60 – FREEWAY TOWING, INC. - BEAT 60				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Adjustment of Service Start Date	Approved	4/1/2017	$0.00
2	Reduction of Service Level	Approved	4/2/2020	$0.00
3	Service Level Increase and No-cost, Period of Performance Extension	Approved	3/29/2022	$0.00
4	Period of Performance Extension and Increase Contract Price	Approved	8/29/2022	$3,008,000.00
5	Period of Performance Extension and Increase Contract Price	Pending	Pending	$5,123,000.00
	Modification Total:			**$8,131,000.00**
	Original Contract:			**$5,255,700.00**
	Total:			**$13,386,700.00**

CONTRACT NO. FSP5769100B61– ALL CITY TOW SERVICE - BEAT 61				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Adjustment of Service Start Date	Approved	4/1/2017	$0.00
2	Reduction of Service Level	Approved	4/2/2020	$0.00
3	Service Level Increase and No-cost, Period of Performance Extension	Approved	2/25/2022	$0.00
4	Service Level Increase	Approved	3/2/2022	$0.00
5	Service Level Increase	Approved	4/25/2022	$0.00
6	Increase in Contract Price	Approved	1/4/2023	$474,102.00
7	Period of Performance Extension and Increase Contract Price	Approved	3/24/2023	$3,165,000.00
8	Period of Performance Extension and Increase Contract Price	Pending	Pending	$9,882,000.00
	Modification Total:			**$13,521,102.00**
	Original Contract:			**$4,741,020.00**
	Total:			**$18,262,122.00**

CONTRACT NO. FS58039000 – KENNY'S AUTO SERVICE – REGION 1				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	7/9/2020	$0.00
2	Service Level Increase	Approved	4/25/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Pending	Pending	$8,869,000.00
	Modification Total:			**$8,869,000.00**
	Original Contract:			**$20,936,368.98**
	Total:			**$29,805,368.98**

CONTRACT NO. FS58039001 – PLATINUM TOW & TRANSPORT – REGION 2				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	7/9/2020	$0.00
2	Service Level Increase	Approved	4/25/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Pending	Pending	$5,565,000.00
	Modification Total:			**$5,565,000.00**
	Original Contract:			**$23,865,205.00**
	Total:			**$29,430,205.00**

DEOD SUMMARY

METRO FREEWAY SERVICES PATROL/VARIOUS BEATS

A. Small Business Participation (Modification)

Of the five (5) FSP contracts included in this modification, the FSP Contractors made various Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments.

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 85% complete, and the level of SBE/DVBE participation is 94.51% SBE and 3.30% DVBE, representing a 0.49% shortfall of the SBE commitment and exceeding the DVBE commitment by 0.30%.

Small Business Commitment	**95.00% SBE 3.00% DVBE**	**Small Business Participation**	**94.51% SBE 3.30% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Sonic Towing (SBE Firm)	95.00%	94.51%
	Total	**95.00%**	**94.51%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	3.30%
	Total	**3.00%**	**3.30%**

Beat 60 – Freeway Towing, Inc.

Freeway Towing, a made 7.23% SBE and a 3.42% DVBE commitment. Based on payments, Beat 60 is 90% complete, and the level of SBE/DVBE participation is 7.31% SBE and 5.45% DVBE, exceeding both the SBE and DVBE commitments by 0.08% and 2.03%, respectively.

Small Business Commitment	**7.23% SBE 3.42% DVBE**	**Small Business Participation**	**7.31% SBE 5.43% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Casanova Towing Equipment, Inc.	6.79%	6.90%
2.	Manatek Commercial Insurance Services, Inc.	0.44%	0.41%
	Total	**7.23%**	**7.31%**

	DVBE Subcontractor(s)	% Commitment	% Participation
1.	Oasis Fuels, Inc.	3.42%	5.45%
	Total	**3.42%**	**5.45%**

Beat 61 – All City Tow Service

All City Tow Service (ACT) made 7% SBE and a 3.24% DVBE commitment. Based on payments, Beat 61 is 74% complete, and the level of SBE/DVBE participation is 3.44% SBE and 1.86% DVBE, representing a shortfall of both the SBE and DVBE commitments by 3.56% and 1.86%, respectively. ACT has a shortfall mitigation plan and has identified that the reduction in service levels during the 2020 pandemic contributed to the current participation gap.

As part of its recovery efforts, ACT continues to work with its originally listed subcontractors whenever possible and has expanded its team by adding two additional certified Small Business Enterprise (SBE) firms to help close the gap. ACT has reported a steady increase in participation and reaffirmed its commitment to meet its SBE and DVBE commitment until the shortfall is resolved.

Small Business Commitment	**7.00% SBE 3.24% DVBE**	**Small Business Participation**	**3.44% SBE 1.86% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Casanova Towing Equipment, Inc.	7.00%	3.10%
2.	Hunter Tires, Inc.	Added	0.20%
3.	Modern Times, Inc.	Added	0.14%
	Total	**7.00%**	**3.44%**

	DVBE Subcontractor(s)	% Commitment	% Participation
1.	Arciero & Sons, Inc. (Substituted)	1.39%	0.00%
2.	Image Gear, Inc.	0.56%	0.15%
3.	Oasis Fuels	1.29%	1.71%
	Total	**3.24%**	**1.86%**

Region 1 – Kenny's Auto Service #II

For Region 1, Kenny's Auto Service # II (Kenny's Auto), an SBE, made 96.99% SBE and a 3.01% DVBE commitment. Based on payments, Region 1 is 95% complete, and the level of SBE/DVBE participation is 98.01% SBE and 2.03% DVBE, exceeding the SBE commitment by 1.02% and representing a 0.98% shortfall of the DVBE commitment. Kenny's Auto has a shortfall mitigation plan on file and attributes the shortfall to increased expenses with its non-certified subcontractor, caused by an unexpected rise in insurance premiums. To address the shortfall, Kenny's Auto

identified plans to increase the use of certified subcontractors to meet its commitment by the end of the contract term.

Small Business Commitment	**96.99% SBE 3.01% DVBE**	**Small Business Participation**	**98.01% SBE 2.03% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Kenny's Auto Service (SBE firm)	96.99%	98.01%
	Total	**96.99%**	**98.01%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	DVBE Insurance and Financial Services	3.01%	2.03%
	Total	**3.01%**	**2.03%**

Region 2 – Platinum Tow & Transport, Inc.

For Region 2, Platinum Tow & Transport, Inc., an SBE, made 94.29% SBE and a 3.25% DVBE commitment. Based on payments, Region 2 is 80% complete, and the level of SBE/DVBE participation is 91.57% SBE and 4.46% DVBE, representing a 2.73% shortfall of the SBE commitment and exceeding the DVBE commitment by 1.21%. Platinum Tow & Transport has a shortfall mitigation plan on file and contends that one of the SBE firms they listed to perform uniform services was unable to provide those services and they are seeking a Metro Certified SBE firm to replace that commitment.

Small Business Commitment	**94.29% SBE 3.25% DVBE**	**Small Business Participation**	**91.57% SBE 4.46% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Platinum Tow & Transport, Inc. (SBE firm)	93.54%	91.30%
2.	Capp Uniform Service	0.44%	0.00%
3.	Autolift Services	0.31%	0.27%
	Total	**94.29%**	**91.57%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.25%	4.46%
	Total	**3.25%**	**4.46%**

[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 and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable on this Professional Service Contract. Metro staff will continue to monitor and enforce the policy guidelines to ensure that workers are paid at minimum, the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FSP5768900B60, the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FSP5769100B61, the current Living Wage rate of $23.59 per hour ($17.64 base + $5.95 health benefits) for Contract No. FS66316003-9, the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FS58039000, and the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FS58039001, including yearly increases. In addition, contractors are responsible for submitting the required reports for the LW/SCWRP to determine overall compliance.

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.

Attachment E

SHARED MOBILITY

METRO FREEWAY SERVICE PATROL

Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE contract modifications for 5 Freeway Service Patrol (FSP) contracts in an aggregate amount of $29,812,000 thereby increasing the contract amounts from $65,587,148.98 to $95,399,148.98 and extending the current period of performance as follows:

- Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $373,000 for up to 7 months, increasing the total contract amount from $4,141,753 to $4,514,753.
- Beat 60: Freeway Towing, Inc. Contract No. FSP5768900B60, for $5,123,000 for up to 60 months, increasing the total contract amount from $8,263,700 to $13,386,700.
- Beat 61: All City Tow Service, Contract No. FSP5769100B61, for $9,882,000 for up to 60 months, increasing the total contract amount from $8,380,122 to $18,262,122.
- Region 1: Kenny's Auto Service. Contract No. FS58039000, for $8,869,000 for up to 8 months, increasing the total contract amount from $20,936,368.98 to $29,805,368.98.
- Region 2: Platinum Tow & Transport Contract No. FS58039001, for $5,565,000 for up to 8 months, increasing the total contract amount from $23,865,205 to $29,430,205.

ISSUE & BACKGROUND

ISSUE

Request authorization for contract modifications in the aggregate amount of $29,812,000 to extend existing FSP tow service contracts to ensure no gaps in service. Extension of these contracts will enable full utilization of previously procured high-cost, long-life vehicles, while also minimizing the cost associated with all contracts.

BACKGROUND

Metro FSP began as a pilot in LA County in 1991 and is now the largest congestion mitigation program of its kind in the nation. The program has performed over 9,700,000 assists to date and maintains the highest Benefit to Cost (B/C) ratio of all 14 FSP programs within California.

The program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion through efficiently rendering disabled vehicles by:

- Changing flat tires
- Providing a jump start
- Adding water to the radiator
- Taping leaking hoses
- Providing a gallon of gas, and/or
- Quickly towing vehicles from the freeway to a designated safe location

Metro

FSP Service Map

Metro

DISCUSSION

DISCUSSION

- Funding is needed to extend the current periods of performance for Beat 9 for 7 months and two Regional (R1, R2) contracts for 8 months to avoid a gap in service provision until new contract awards have been completed.

- The recommendation will also increase funding and extend the current period of performance for the two FSP Heavy Duty beat (60, & 61) contracts.

    - Extending these contracts for 60 months allows Metro to continue to provide the service using the existing high-cost/long-life vehicles that were underutilized for 2 years during the pandemic due to service reductions.

    - For Beat 61, the recommendation includes an adjustment to the beat boundary and number of trucks operating.

Metro