



Board Report

File #: 2026-0100, File Type: Contract

Agenda Number: 31.

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

**SUBJECT: EMERGENCY SECURITY OPERATIONS CENTER (ESOC) AUDIO-VISUAL
MAINTENANCE AND TROUBLESHOOTING SERVICES - CONTRACT
MODIFICATION**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions to incorporate additional scope and funding associated with the implementation and maintenance of a redundant video wall processor system, in the amount of \$660,785, increasing the total contract Not-To-Exceed (NTE) amount from \$498,000 to \$1,158,785.

ISSUE

Metro's ESOC is the central hub for monitoring and responding to security incidents across the Metro system. The ESOC relies on a video wall system to provide real-time situational awareness for Department of Public Safety personnel. The current configuration has a single video processor, creating a potential single point of failure that could disrupt operations during an outage or maintenance. This contract modification will implement a fully redundant video wall processor system to ensure uninterrupted operations. Because the modification increases the contract value beyond the CEO's delegated authority, Board approval is required.

BACKGROUND

Enterprise audio-visual systems, including video walls, support real-time monitoring and coordination during security incidents and emergencies. Metro's ESOC, which supports the Emergency Operations Center and Security Operations Center, relies on the video wall processor to display surveillance feeds and operational information used by DPS dispatchers and command staff. The current configuration uses a single processor, creating a potential single point of failure that could disrupt situational awareness during critical incidents. Implementing a fully redundant processor will ensure continuous operations and system resiliency. In February 2026, Metro awarded a three-year contract with Advanced Cable Solutions in the amount of \$498,000 for maintenance services and troubleshooting audio-visual equipment.

DISCUSSION

Subsequent assessments have identified a single critical point of failure in the current architecture that could affect situational awareness during critical incidents. The current setup has just one video processor, so there is no backup system in place, creating a single point of failure that could cause disruptions during an outage or maintenance.

As such, staff is requesting the addition of a redundant processor to address this risk. This will ensure system resiliency and continuity of operations.

Implementing a fully redundant video wall processor will eliminate the current single point of failure in the ESOC video wall system and ensure uninterrupted operations. Of note, the system has not been interrupted since going live in April 2025. However, a redundant system will provide automatic failover during hardware failures, system faults, or maintenance, maintaining continuous situational awareness for DPS personnel. The project includes procurement, installation, integration, testing, and commissioning of an additional processor and associated hardware.

The estimated implementation cost is \$555,785, with an additional \$105,000 for expanded maintenance over the remaining three-year term. Increasing the contract amount will ensure the reliable operation of these mission-critical ESOC systems.

DETERMINATION OF SAFETY IMPACT

Approval of this item will strengthen Metro's safety posture by ensuring uninterrupted operation of mission-critical ESOC video wall systems that enable real-time situational awareness, rapid decision-making, and coordinated emergency and security response.

FINANCIAL IMPACT

The FY26 Budget includes \$2.5 million for this contract in Cost Center 2616, Security Operations Center, under Project Number 300018, ESOC.

Since this is a multi-year contract, the cost center manager and the Chief of Police and Emergency Management will be accountable for budgeting the cost in future years.

Impact to Budget

The source of funding for this action is Proposition C (40%), which is eligible for bus and rail operations.

EQUITY PLATFORM

This action supports equitable service delivery by ensuring the continuity and reliability of security monitoring and emergency response operations across the Metro system. Maintaining countywide situational awareness enables the DPS to protect Metro riders, employees, and the diverse communities Metro serves. At the time of solicitation, the Diversity and Economic Opportunity Department did not establish a Small Business Enterprise or Disabled Veteran Business Enterprise goal for this procurement due to the lack of subcontracting opportunities.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages and align with Metro's Board-adopted VMT reduction targets and statewide climate goals, including achieving carbon neutrality by 2045. Consistent with Metro policy, this Board action has been assessed for its potential impact on VMT.

This item is not anticipated to result in a direct or measurable change in VMT. However, by improving the reliability and resilience of the video wall systems that support emergency response and security operations, this action indirectly supports Metro's ability to maintain safe, reliable transit service. Sustained service reliability encourages continued transit use and supports Metro's broader systemwide efforts to reduce VMT through increased transit ridership.

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

ALTERNATIVES CONSIDERED

The alternative of not approving this action was considered but is not recommended because it would leave a known single point of failure in the ESOC video wall system. The Board could choose to not award to this vendor and issue a new procurement process. This is not recommended because this vendor was selected based on their existing contract with Metro for specialized audio-visual maintenance, their demonstrated expertise with the ESOC's system, and their role as the current warranty provider. Using the existing contract was the most efficient and cost-effective approach, allowing Metro to address the identified system gap without the delays associated with procuring a new contract. The vendor's familiarity with the existing infrastructure also reduces implementation risk and supports continuity of operations.

NEXT STEPS

Upon Board approval, staff will execute Contract Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions for the implementation of the redundant video wall processor system.

ATTACHMENTS

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

Prepared by: Robert Gummer, Deputy Chief, System Security and Law Enforcement Officer, (213) 922-4513
Mark Weimerskirch, Senior Executive Officer, System Security and Law Enforcement, (213) 922-7011
Aldon Bordenave, Deputy Executive Officer, System Security and Law Enforcement, (213) 922-4404
Nicholas Kappos, Director, Physical Security, (213) 922-4386
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448
Arnold Hackett, Senior Advisor to the CEO, (213) 922-7403



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**MAINTENANCE SERVICES AND TROUBLESHOOTING
FOR AUDIO-VISUAL EQUIPMENT / PS136554000**

1.	Contract Number: PS136554000		
2.	Contractor: Advanced Cable Solutions		
3.	Mod. Work Description: Implement and maintain a fully redundant Christie Spyder video wall processor system at the Emergency and Security Operations Center (ESOC).		
4.	Contract Work Description: Provide audio-visual preventive maintenance and troubleshooting services to support continuous command center operations.		
5.	The following data is current as of: 3/11/2026		
6.	Contract Completion Status		
	Contract Awarded:	2/9/2026	Contract Award Amount: \$498,000
	Notice to Proceed (NTP):	N/A	Total Modifications Approved: \$0
	Original Complete Date:	2/8/2029	Pending Modifications (including this action): \$660,785
	Current Est. Complete Date:	2/8/2029	Current Contract Value (with this action): \$1,158,785
7.	Contract Administrator: Kathy Khang		Telephone Number: (213) 922-5242
	Project Manager: Nicholas Kappos		Telephone Number: (213) 922-4386

A. Procurement Background

This Board Action is to approve Modification No. 1 to Contract No. PS136554000 to acquire, implement and maintain a fully redundant Christie Spyder video wall processor system to ensure uninterrupted operation of the two video walls at the Emergency and Security Operations Center (ESOC).

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

In February 2026, Metro awarded a three-year contract to Advanced Cable Solutions to provide maintenance services and troubleshooting for audio visual equipment at the ESOC.

No modification has been issued to date.

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

B. Price Analysis

The recommended price has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), technical analysis and price analysis.

Proposal Amount	Metro ICE	Recommended Amount
\$660,785	\$654,250	\$660,785

CONTRACT MODIFICATION/CHANGE ORDER LOG
MAINTENANCE SERVICES AND TROUBLESHOOTING
FOR AUDIO-VISUAL EQUIPMENT / PS136554000

Mod No.	Description	Status (approved or pending)	Date	Amount
1	Implement and maintain a redundant Christie Spyder video wall processor system at the Emergency and Security Operations Center.	Pending	Pending	\$660,785
	Modification Total:			\$660,785
	Original Contract:		2/9/2026	\$498,000
	Total:			\$1,158,785

DEOD SUMMARY

**MAINTENANCE SERVICES AND TROUBLESHOOTING
FOR AUDIO-VISUAL EQUIPMENT / PS136554000****A. Small Business Participation**

At the time this was solicited, the Diversity & Economic Opportunity Department did not establish a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goal. Advanced Cable Solutions (ACS) did not make a commitment for this contract. It is expected that ACS will continue to perform the services with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

E. Manufacturing Careers Policy

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



Emergency Security Operations Center Audio-Visual Systems Maintenance Services Contract Modification

Operations, Safety, & Customer Experience Committee

April 16, 2026



Metro[®]

Staff Recommendation

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions (ACS) to incorporate additional scope and funding associated with the implementation and maintenance of a redundant video wall processor system, in the amount of \$660,785, increasing the total contract Not-To-Exceed (NTE) amount from \$498,000 to \$1,158,785.

Background and Issue

- Metro's ESOC, which supports the Emergency Operations Center and Security Operations Center, relies on the video wall processor to display surveillance feeds and operational information used by the Department of Public Safety (DPS).
- A three-year contract was awarded in February 2026 to provide maintenance and troubleshooting services for the ESOC audio-visual systems.



Background and Issue (cont.)

- However, subsequent assessments by ACS identified a single critical point of failure in the video wall processor that could affect situational awareness during critical incidents.
 - The current setup has just one video processor, so there is no backup system in place, which could cause disruptions during an outage or maintenance.
- **Implementing a fully redundant video wall processor will eliminate the current single point of failure in the ESOC video wall system and ensure uninterrupted operations.**
 - The redundant system will provide automatic failover during hardware failures, system faults, or maintenance, maintaining continuous situational awareness for DPS personnel.

Next Steps

- Upon Board approval, staff will execute Contract Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions for the implementation of the redundant video wall processor system.