

**Board Report**

File #: 2026-0395, **File Type:** Contract**Agenda Number:** 38.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 16, 2026****SUBJECT: FREEWAY SERVICE PATROL****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

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

ISSUE

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

BACKGROUND

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

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

DISCUSSION

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

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

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

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

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

Funding Detail

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

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

Performance Metrics

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

A quarterly Report prepared by CHP will include the following:

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

DETERMINATION OF SAFETY IMPACT

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

FINANCIAL IMPACT

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

Impact to Budget

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

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

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

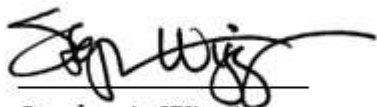
ALTERNATIVES CONSIDERED

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

NEXT STEPS

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

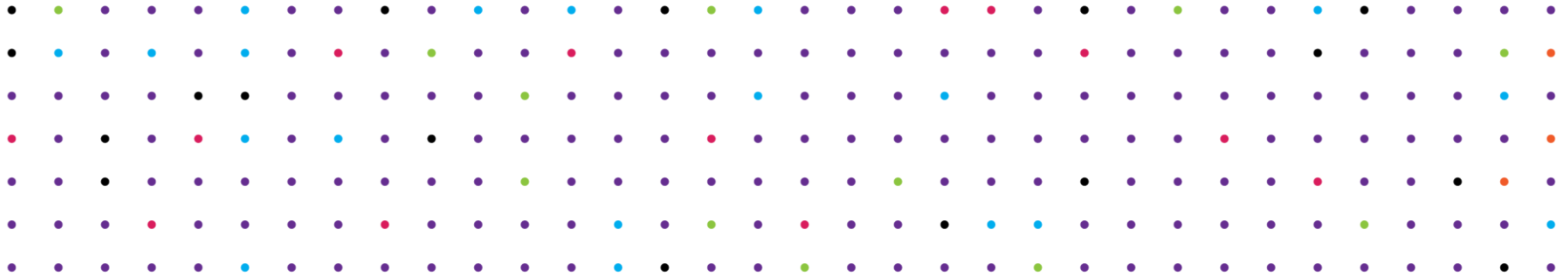
Prepared by: John Takahashi, Senior Director, Shared Mobility, (213) 418-3271
Mark Linsenmayer, Executive Officer, Shared Mobility, (213) 922-5569
Steven Gota, Interim Deputy Chief Operations Officer, (213) 922-3043
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

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

Stephanie Wiggins
Chief Executive Officer

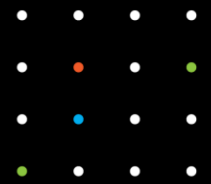
SHARED MOBILITY

FREEWAY SERVICE PATROL



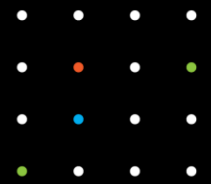
Operations, Safety, & Customer Experience Committee Meeting
July 16, 2026

RECOMMENDATION



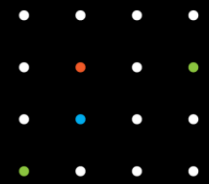
AUTHORIZE the Chief Executive Officer to:

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



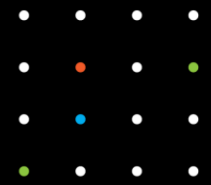
- The CHP receives funding from the California Department of Transportation (Caltrans) for officer, dispatcher, and administrative positions to support FSP programs statewide.
- Due to funding limitations and the size of Metro's program, the CHP staff support funded by Caltrans is not sufficient to effectively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

DISCUSSION



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

FSP Service Map



Metro