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

Metro

Board Report

File #: 2026-0567, **File Type:** Contract **Agenda Number:** 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 17, 2026

SUBJECT: STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES REGIONS 1 THROUGH 3

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP964830008370 with Graffiti Shield, Inc. for stainless steel anti-graffiti film installation and replacement services for Regions 1, 2, and 3, to exercise the first one-year option in the Not-To-Exceed (NTE) amount of $5,737,859, increasing the total NTE contract amount from $15,722,845 to $21,460,704, and extending the period of performance from December 1, 2026, to November 30, 2027.

ISSUE

The existing three-year base contract term expires on November 30, 2026. To avoid stainless steel anti-graffiti film replacement and maintenance services interruption, a contract modification is required to exercise option year one and extend the period of performance effective December 1, 2026.

BACKGROUND

At its September 2023 meeting, the Board awarded a firm fixed unit rate contract, Contract No. OP964830008370, for Regions 1, 2, and 3 combined, to Graffiti Shield, Inc. to provide monthly and as-needed stainless steel anti-graffiti film replacement and maintenance services systemwide.

The stainless steel anti-graffiti film was developed in 2012 exclusively for Metro's use to improve the overall condition of Metro facilities and mitigate vandalism on stainless steel surfaces. Under the existing contract, the contractor performs required inspections at bus and rail facilities systemwide and has replaced an average of 900,000 square feet of vandalized stainless steel film annually. These services have helped ensure that Metro facilities remained clean, well maintained, and free of graffiti and vandalism.

Under the existing contract, the contractor has provided satisfactory stainless steel film installation and replacement services.

DISCUSSION

During the base term of the contract, stainless steel anti-graffiti film replacement and maintenance services were expanded to include the A-Line Foothill Extension Phase 2, D-Line (Purple) Extension Phase I, and K-Line Crenshaw/LAX, including the LAX/Metro Transit Center (MTC), increasing stainless-steel panel surfaces from approximately 200,000 sq. ft. to 285,929 sq. ft. systemwide. During option year one, the existing contract scope of services will further expand to include D-Line (Purple) Extension Phase II.

Under this contract, the contractor will continue to perform routine monthly and as-needed inspections of the stainless steel anti-graffiti film installed systemwide, ensuring 100% replacement of all vandalized stainless steel anti-graffiti film. Continuity of these services is critical to protect Metro's assets and mitigate extended elevator downtime due to vandalized stainless steel surfaces that compromise their integrity with repeated severe etching and engraving requiring costly repair and replacement, and to ensure compliance with ADA requirements and accessibility to Metro's transit system.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the delivery of timely and reliable stainless steel anti-graffiti film installation and replacement services, while improving Metro bus and rail stations' overall appearance and cleanliness, and enhancing customers' experience.

FINANCIAL IMPACT

Funding of $2,537,500 for stainless steel anti-graffiti film replacement and maintenance services for the remainder of FY27 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer, Shared Mobility, will be accountable for budgeting the cost in FY27 and future years.

Impact to Budget

The current source of funds for this action are local funds, which are eligible for rail operations and capital projects.

EQUITY PLATFORM

This contracted stainless steel anti-graffiti film installation and maintenance service supports equity by helping ensure that all Metro Rail and Bus stations remain clean, safe, and welcoming for all riders. Timely removal and replacement of anti-graffiti film on stainless-steel panel surfaces also preserve the appearance and functionality of station infrastructure while minimizing service disruptions allowing elevators to remain operational, reliable, and accessible for people with disabilities, older adults, and other riders who depend on them, contributing to a safe and dependable

transit environment for all patrons. Prolonged elevator outages resulting from vandalized stainless-steel surfaces can delay trips, disrupt travel, and create accessibility challenges for customers who rely on elevators to complete their journeys. During these outages, Rail Operations must arrange alternate transportation through Access Services, which increases travel times, limits convenient access to Metro's transit system, and negatively affects the overall customer experience.

Graffiti Shield, Inc., an SBE, made a 97% SBE commitment and 3% Disabled Veterans Business Enterprise (DVBE) commitment as the prime contractor for Regions 1, 2, and 3 combined. The current level of SBE and DVBE participation is 97% SBE and 3% DVBE, meeting the SBE/DVBE commitment.

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. 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 will maintain and protect Metro assets from vandalism and service disruption. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing on-going stainless steel anti-graffiti film installation and replacement services contributes to facilities' overall cleanliness and will ensure providing a safe, clean environment for our patrons, service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, cleanliness, and customer experience.

With the completion of financial based insourcing/outsourcing study based on quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for stainless steel anti-graffiti film installation and replacement services among other services. Based on the preliminary

findings, stainless steel anti-graffiti film installation and replacement services may be considered for insourcing. Based on further evaluation, if the detailed assessment and planning phase reveals that continued outsourcing offers greater long-term cost-effectiveness, staff will re-evaluate the recommendation before final implementation.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 4 to Contract No. OP964830008370 to exercise the first one-year option for continued stainless steel anti-graffiti film installation and replacement services for Regions 1, 2, and 3.

ATTACHMENTS

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

Prepared by: Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
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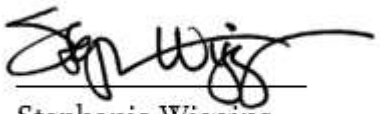
Steven Gota, Deputy Chief Operations Officer (Interim), Shared Mobility, (213) 922-3043

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES FOR REGIONS 1 THROUGH 3/OP964830008370

1.	**Contract Number**: OP964830008370			
2.	**Contractor**: Graffiti Shield, Inc.			
3.	**Mod. Work Description**: Exercise Option Year One			
4.	**Work Description**: Stainless Steel Anti-Graffiti Film Installation and Replacement Services			
5.	**The following data is current as of**: 08/03/2026			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	09/28/2023	**Contract Award Amount:**	$15,722,845
	Notice to Proceed (NTP):	N/A	**Total of Modifications Approved:**	$0
	Original Complete Date:	11/30/2026	**Pending Modifications (including this action):**	$5,737,859
	Current Est. Complete Date:	11/30/2027	**Current Contract Value (with this action):**	$21,460,704
7.	**Contract Administrator**: Lance Duran		**Telephone Number**: (213) 922-5430	
8.	**Project Manager**: Maral Minasian		**Telephone Number**: (213) 922-6762	

A. Procurement Background

This Board Action is to approve Contract Modification No. 4 to exercise a one-year option, in an amount Not-To-Exceed (NTE) $5,737,859 increasing the total NTE amount from $15,722,845 to $21,460,704.

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

On September 28, 2023, the Metro Board of Directors authorized the award of a firm fixed unit rate Contract No. OP964830008370 to Graffiti Shield, Inc., to provide stainless steel anti-graffiti film installation and replacement services systemwide inclusive of a three-year base period and two one-year options.

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

B. Cost/Price Analysis

The recommended price of the option has been determined to be fair and reasonable based upon firm fixed unit rates that were established as part of the original contract and a subsequent assessment of current market pricing. The option pricing is more favorable as there have been increases in the labor rates and the cost of materials that would be required to perform the services. Therefore, exercising the option is in the best interest of Metro. The contract was a result of a competitive IFB in which the option year pricing was evaluated.

Proposal Amount	Metro ICE	Award Amount
NTE $5,737,859	NTE $5,737,859	NTE $5,737,859

CONTRACT MODIFICATION/CHANGE ORDER LOG

STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES FOR REGIONS 1 THROUGH 3/OP964830008370

Mod No.	Description	Status (approved or pending)	Date	$ Amount
1	Revise Attachment B – List of Locations (Region 3)	Approved	6/6/2025	$0
2	Revise Attachment B – List of Locations (Region 2) and Exhibit B – Pricing Agreement (Region 2)	Approved	10/1/2025	$0
3	Update Attachment B – List of Locations (Region 1) and Exhibit B – Pricing Agreement (Region 1)	Approved	8/6/22026	$0
4	Exercise Option 1 (one year) and extend the Period of Performance through November 30, 2027	Pending	Pending	$5,737,859
	Modification Total:			**$5,737,859**
	Original Contract:			**$15,722,845**
	Total:			**$21,460,704**

ATTACHMENT C

DEOD SUMMARY

STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES REGIONS 1 THROUGH 3/OP964830008370

A. Small Business Participation

Graffiti Shield, Inc., an SBE, made a 97% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) commitment for Regions 1, 2, and 3 combined. Based on payments, the project is 62% complete and the current level of SBE and DVBE participation is 97% SBE and 3% DVBE, meeting the SBE/DVBE commitment.

Small Business Commitment	**97% SBE 3% DVBE**	**Small Business Participation**	**97% SBE 3% DVBE**

	SBE Subcontractors	**% Committed**	**Current Participation[1]**
1.	Graffiti Shield, Inc. (SBE Prime)	97%	97%
	Total		

	DVBE Subcontractors	**% Committed**	**Current Participation[1]**
1.	TPRK Consulting	3%	3%
	Total		

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

B. Living Wage 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 (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.

Shared Mobility - Facilities Contracted Maintenance Services

STAINLESS STEEL ANTI-GRAFFITI FILM INSTALLATION AND REPLACEMENT SERVICES REGIONS 1 THROUGH 3

Metro

Operations, Safety, and Customer Experience Committee
September 17, 2026

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP964830008370 with Graffiti Shield, Inc. for stainless steel anti-graffiti film installation and replacement services for Regions 1, 2, and 3, to exercise the first one-year option in the Not-To-Exceed (NTE) amount of $5,737,859, increasing the total NTE contract amount from $15,722,845 to $21,460,704, and extending the period of performance from December 1, 2026, to November 30, 2027.

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ISSUE & DISCUSSION

AWARDEE

Graffiti Shield, Inc.

DEOD COMMITMENT

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During the base term of the contract, stainless steel anti-graffiti film replacement and maintenance services were expanded to include the A-Line Foothill Extension Phase 2, D-Line (Purple) Extension Phase I, and K-Line Crenshaw/LAX, including the LAX/Metro Transit Center (MTC), increasing stainless-steel panel surfaces from approximately 200,000 sq. ft. to 285,929 sq. ft. systemwide. During option year one, the existing contract scope of services will further expand to include D-Line (Purple) Extension Phase II.

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ISSUE & DISCUSSION

DISCUSSION (Continued…)

Under this contract, the contractor will continue to perform routine monthly and as-needed inspections of the stainless steel anti-graffiti film installed systemwide, ensuring 100% replacement of all vandalized stainless steel anti-graffiti film. Continuity of these services is critical to protect Metro's assets and mitigate extended elevator downtime due to vandalized stainless steel surfaces that compromise their integrity with repeated severe etching and engraving requiring costly repair and replacement, and to ensure compliance with ADA requirements and accessibility to Metro's transit system.

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