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

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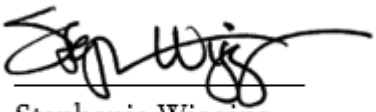

Stephanie Wiggins
Chief Executive Officer

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

Metro

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