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3rd Floor, Metro Board Room*

Agenda - Final

Thursday, November 20, 2025

1:00 PM

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**Operations, Safety, and Customer Experience
Committee**

Holly J. Mitchell, Chair

Imelda Padilla, Vice Chair

Janice Hahn

Tim Sandoval

Katy Yaroslavsky

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board must be submitted electronically using the tablets available in the Board Room lobby. Individuals requesting to speak will be allowed to speak for a total of three (3) minutes per meeting on agenda items in one minute increments per item. For individuals requiring translation service, time allowed will be doubled. The Board shall reserve the right to limit redundant or repetitive comment.

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the general public comment period, which will be held at the beginning and /or end of each meeting. Each person will be allowed to speak for one (1) minute during this General Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

Notwithstanding the foregoing, and in accordance with the Brown Act, this agenda does not provide an opportunity for members of the public to address the Board on any Consent Calendar agenda item that has already been considered by a Committee, composed exclusively of members of the Board, at a public meeting wherein all interested members of the public were afforded the opportunity to address the Committee on the item, before or during the Committee's consideration of the item, and which has not been substantially changed since the Committee heard the item.

In accordance with State Law (Brown Act), all matters to be acted on by the MTA Board must be posted at least 72 hours prior to the Board meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Board may act on an item that is not on the posted agenda.

CONDUCT IN THE BOARD ROOM - The following rules pertain to conduct at Metropolitan Transportation Authority meetings:

REMOVAL FROM THE BOARD ROOM - The Chair shall order removed from the Board Room any person who commits the following acts with respect to any meeting of the MTA Board:

- a. Disorderly behavior toward the Board or any member of the staff thereof, tending to interrupt the due and orderly course of said meeting.
- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
- c. Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Board; and
- d. Any other unlawful interference with the due and orderly course of said meeting.

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The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process, labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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x3 *中文 (Chinese)*

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Live Public Comment Instructions:

Live public comment can be given by telephone or in-person.

The Meeting begins at 1:00 PM Pacific Time on November 20, 2025; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter
English Access Code: 5647249#
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo se pueden dar por telefono o en persona.

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 20 de Noviembre de 2025. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo
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Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.

Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 20, 21, 22, 23, 24, 25, 26, and 27.

Consent Calendar items are approved by one motion unless held by a Director for discussion and/or separate action.

CONSENT CALENDAR

19. SUBJECT: ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION BUSES

[2025-0464](#)

RECOMMENDATION

WITHDRAWN: AUTHORIZE the Chief Executive Officer to:

- A. ~~AWARD a seven-year, firm fixed unit rate contract, Contract No. OP128598000 to EO Charging US, Inc., for the acquisition and installation of up to 73 on-route opportunity chargers and associated components, parts, and software, and a Service Level Agreement (SLA) for the maintenance of the equipment in the Not To Exceed (NTE) amount of \$47,193,912, subject to the resolution of any properly submitted protest(s), if any; and~~
- B. ~~EXECUTE individual contract modifications within the Board approved CMA.~~

Attachments: [Attachment A - Board Motion 50](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)
 [Presentation](#)

20. SUBJECT: METRO E LINE UNDERGROUND TUNNEL RADIO SYSTEM REPLACEMENT

[2025-0471](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm-fixed price contract, Contract No. DR124275(2)000 to Martinez Engineering, LLC for the Metro E Line Underground Tunnel Radio System Replacement in the amount of \$2,494,602, subject to the resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Presentation](#)

21. SUBJECT: SAFETY VESTS

[2025-0695](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA125897000 to Safety Vibe, Inc., the lowest responsive and responsible bidder, to supply safety vests in the Not-to-Exceed (NTE) amount of \$1,763,791.48, inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Presentation](#)

**22. SUBJECT: CHEMICAL FIRE SUPPRESSION TESTING AND
CERTIFICATION**

[2025-0746](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP127011(2)0008370 to Majestic Fire Inc., DBA Kord Fire Protection, to provide chemical fire suppression testing, replacement and certification services in the Not-To-Exceed (NTE) amount of \$819,035 for the three-year base period, \$273,145 for option year one, and \$273,145 for option year two, for a combined NTE amount of \$1,365,325, effective March 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Presentation](#)

**23. SUBJECT: ADVANCED TRANSPORTATION MANAGEMENT SYSTEM
(ATMS) II PROGRAM IMPLEMENTATION SUPPORT**

[2025-0852](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. AWARD a five-year firm fixed unit rate Contract No. PS131648000 to Intueor Consulting, Inc. to provide program support for the implementation of the Advanced Transportation Management System (ATMS) II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the Not-to-Exceed (NTE) amount of \$10,799,089.84, subject to the resolution

of any properly submitted protest(s), if any; and

- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Presentation](#)

24. SUBJECT: BUS ENGINE COOLING SYSTEM REBUILD KIT

[2025-0859](#)

RECOMMENDATION

CONSIDER:

- A. FINDING that the procurement of Metro Bus Engine Cooling System Rebuild Kit under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single source procurement method for the purpose of duplicating equipment already in use; and
- B. AUTHORIZE the Chief Executive Officer to award a single source, one-year, Indefinite Delivery, Indefinite Quantity Contract No. SD129781000 to Engineered Machined Products, Inc. (EMP) for 140 kits to rebuild EMP engine cooling systems currently installed on Metro buses. The one-year contract is for a total Not- To- Exceed (NTE) contract amount of \$807,154.60 inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Presentation](#)

**25. SUBJECT: METRO EXPRESSLANES NET TOLL REVENUE TRANSIT
 ALLOCATIONS**

[2025-0861](#)

RECOMMENDATION

APPROVING a total of \$9,918,750 for the continued Direct Annual Allocation for Transit Service on the I-110 and I-10 ExpressLanes for Fiscal Year 2026 (FY26) as shown in Attachment A.

Attachments: [Attachment A - Funding for Incremental Transit Service](#)
 [Presentation](#)

26. SUBJECT: GRAFFITI ABATEMENT SERVICES

[2025-0967](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to BriteWorks, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of \$2,740,433 for the three-year base period, and \$1,975,184 for the one, two-year option term, for a combined NTE amount of \$4,715,617, effective February 1, 2026, subject to the resolution of any properly submitted protest(s), if any; and
- B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to Strive Well- Being, Inc. to provide graffiti abatement services in the NTE amount of \$3,424,320 for the three-year base period, and \$2,387,760 for the one, two-year option term, for a combined NTE amount of \$5,812,080, effective February 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Presentation](#)

27. SUBJECT: DECEMBER 2025 SERVICE CHANGE

[2025-0860](#)

RECOMMENDATION

RECEIVE AND FILE status report on the bus and rail service changes effective Sunday, December 14, 2025.

Attachments: [Attachment A - December 2025 Bus Service Changes Overview](#)
 [Presentation](#)

NON-CONSENT

28. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

[2025-0884](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

29. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

[2025-0885](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

**18. SUBJECT: FEASIBILITY STUDY OF WATER TAXI SERVICE
BETWEEN SAN PEDRO AND LONG BEACH**

[2025-0921](#)

RECOMMENDATION

RECEIVE AND FILE a feasibility study of water taxi service between San Pedro and Long Beach (Attachment A).

Attachments: [Attachment A – San Pedro – Long Beach Water Taxi Feasibility Study](#)
 [Attachment B - Board Motion 9: Feasibility Study for Water Taxi Service](#)
 [Attachment C - Stakeholder Engagement](#)
 [Presentation](#)

30. SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

[2025-0824](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. RECEIVE AND FILE quarterly status report on the ZEB Program;
- B. UTILIZE the Washington Department of Enterprise Services Contract or Colorado State Contract for a not-to-exceed expenditure amount of \$50,000,000 inclusive of sales tax, for up to 40 battery electric buses (BEBs); and
- C. APPROVE a Life-Of-Project (LOP) budget in the amount of \$52,000,000 for the purchase of up to 40 BEBs, professional and technical support, labor and contingency under Capital Project 201078.

Attachments: [Attachment A - Motion 50](#)
 [Presentation](#)

31. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2025-0891](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Narcan Data September 2025](#)

[Attachment B - Arrests by Race & Ethnicity September 2025](#)

[Attachment C - Law Enforcement Homeless Outreach September 2025](#)

[Attachment D - Metro Transit Security Activities September 2025](#)

[Attachment E - Metro Ambassador Activities September 2025](#)

[Attachment F - Station Experience Updates](#)

[Attachment G - Law Enforcement Crime Summary September 2025](#)

[Attachment H - Frontline Safety Additional Data September 2025](#)

[Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2025-0982](#)

RECEIVE General Public Comment

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S
SUBJECT MATTER JURISDICTION

Adjournment



Board Report

File #: 2025-0464, File Type: Contract

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 20, 2025****SUBJECT: ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION BUSES****ACTION: AWARD CONTRACT****RECOMMENDATION****WITHDRAWN:** ~~AUTHORIZE the Chief Executive Officer to:~~

- A. ~~AWARD a seven-year, firm fixed unit rate contract, Contract No. OP128598000 to EO Charging US, Inc., for the acquisition and installation of up to 73 on-route opportunity chargers and associated components, parts, and software, and a Service Level Agreement (SLA) for the maintenance of the equipment in the Not To Exceed (NTE) amount of \$47,193,912, subject to the resolution of any properly submitted protest(s), if any; and~~
- B. ~~EXECUTE individual contract modifications within the Board-approved CMA.~~

ISSUE

In January 2023, the Board authorized staff to issue a federally-funded Best Value Request for Proposals (RFP) using competitive negotiations pursuant to PCC § 20217 for the procurement of new Battery Electric Buses (BEBs) and to support charging infrastructure.

This action authorizes the award of a contract to acquire, install, and commission up to 73 on-route opportunity chargers and associated components, parts, and software. The Contract also includes a warranty, Service Level Agreement (SLA), and the acquisition of electrical Switchgear needed for each location, but excludes any supporting civil site work. The on-route chargers are needed to support zero-emission buses operating across Metro's system.

BACKGROUND

In July 2017, the Board approved Motion 50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A), which endorsed a ZEB Strategic Plan to transition Metro's entire bus fleet to zero emission by 2030. This was contingent on cost and performance equivalence with Compressed Natural Gas (CNG) buses and continued advancements in technology. In 2018, the California Air Resources Board's (CARB) Innovative Clean Transit (ICT) regulation mandated that all transit agencies in the state operate zero-emission fleets by 2040. Metro has met all state-mandated

program requirements a decade earlier than the ICT mandate and is committed to a goal of 100% zero emissions for all future procurements.

As Metro onboards battery electric buses (BEBs), on-route opportunity charging is essential to enable Metro's future BEB fleet to complete its longer service blocks. In December 2024, Metro released a solicitation for up to 73 on-route opportunity chargers to support the necessary expansion of Metro's on-route charging infrastructure. The procurement was intentionally structured to encourage maximum competition and inclusivity, allowing for a range of charging equipment and solutions from Contractors and equipment manufacturers. Metro has already begun working with the electrical utility service planning departments for the new electrical feeds that will be required for the opportunity charging equipment.

DISCUSSION

Staff's recommendation presents the firm that is most advantageous to Metro. EO Charging US, Inc.'s offer represents the highest rated and best value to Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria.

The initial order of 13 on-route opportunity chargers will be installed at North Hollywood Station and Universal City / Studio City Station to support the North San Fernando Valley Transit Improvements Project (NSFV TIP) and North Hollywood to Pasadena BRTs and other local routes. They will also be installed at Divisions 8 (Chatsworth) and 15 (Sun Valley) to support the electrification of the NSFV TIP.

The contract also includes up to 60 future on-route opportunity chargers. As Metro's BEB fleet grows, additional on-route opportunity charging infrastructure may be required. Future on-route chargers will be acquired through a task order in the contract once analysis and site studies determine the required locations and quantities.

A six year Service Level Agreement (SLA) and warranty for the new charging equipment is included to guarantee that qualified and experienced personnel are readily available for preventative maintenance advanced troubleshooting and major repairs. Preventative maintenance includes routine inspections, cleaning, adjustments, part and or filter replacement, and testing as directed by the charger's original equipment manufacturer (OEM) to ensure optimal system performance and to prevent unexpected failures. The SLA also requires the contractor to provide remote response service to reset the charging equipment and send a service technician on-site within 24 hours (7 days a week) to address problems as needed. This SLA incorporates insights gained from previous contracts, allows for liquidated damages to be assessed for chargers not restored to service within 48 hours of written notice and if multiple chargers are down concurrently for warranty repairs, thereby enhancing equipment availability and reliability.

If the Board approves this contract, then EO Charging US, Inc., is expected to acquire, deliver, install, test, commission, warranty, and provide an SLA for up to 73 on-route opportunity chargers and associated components, parts, and software.

DETERMINATION OF SAFETY IMPACT

There is no impact on safety. The recommendation supports the expansion of Metro's on-route opportunity charging infrastructure, which is needed for Metro's future BEB fleet.

FINANCIAL IMPACT

The budget of \$2.5 million for the start-up activities associated with the initial order of 13 chargers is included in the FY26 budget under Project 202815 - Division 8 Charging Infrastructure, cost center 3048. The budget for the equipment and installation of the 13 chargers will be included in the FY27 annual budget under Project 202815 - Division 8 Charging Infrastructure, which has a total Life of Project Budget of \$65,150,000. Since this is a multi-year contract, the project manager(s) and Sr. Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting the costs in future years.

Impact to Budget

Project 202815 has an adopted Life of Project (LOP) budget of \$65,150,000. The current sources of funds are \$10 million in Low Carbon Transit Operations Program (LCTOP) funds for the acquisition of opportunity charging equipment and \$55,150,000 in Transportation Development Act Article 4 (TDA ART 4). The funding sources are eligible for bus & rail operations and capital projects.

EQUITY PLATFORM

The on-route opportunity chargers will support the operation of BEBs, which will operate on routes restructured through the NextGen transit service plan. The service area of the corridors is 147 square miles, encompassing 2.2 million people in 650,000 households and 750,000 employees. Therefore, the corridors contain approximately 21% of the County's population and approximately 20% of the County's employment.

Priority populations are identified as disadvantaged or low-income communities by Senate Bill 535 (SB 535) and Assembly Bill 1550 (AB 1550). There is great overlap between these areas and the areas that Metro defines as Equity Focus Communities. The zero-emission bus program projects are targeted at benefiting communities with some of the greatest mobility needs in Los Angeles County. The project service corridors are composed of 88% of Low-Income Communities as identified by AB 1550, 73 percent disadvantaged Communities as identified by SB 535, and 61% Equity Focus Communities as defined by Metro's EFC definition.

The initial order of 13 on-route opportunity chargers includes installations at Divisions 8 (Chatsworth) and 15 (Sun Valley) to support electrification of the North San Fernando Valley Transit Improvements Project. Division 8 serves a total of 352 census tracts, with 95 identified as Equity Focused Communities. Division 15 services a total of 501 census tracts, with 230 identified as Equity Focused Communities.

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 improving 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 to ensure continued progress.

This item supports Metro's systemwide strategy to reduce VMT through equipment purchase activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 recommendation supports Goal #3, Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The alternative approach would be to forgo the purchase of opportunity chargers and depend solely on depot charging to support the BEB fleet. However, this strategy is not advisable given the current limitations in BEB technology, which restricts range and affects the ability to fully replace the compressed natural gas (CNG) bus fleet for certain routes.

NEXT STEPS

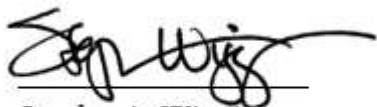
Upon Board approval, staff will execute Contract No. OP128598000 with EO Charging US, Inc., and issue a Notice to Proceed.

ATTACHMENTS

Attachment A - Board Motion 50
Attachment B - Procurement Summary
Attachment C - DEOD Summary

Prepared by: Alberto Garcia, Senior Manager, Project Control, (213) 922-6760
Amy Romero, Deputy Executive Officer, Project Management, (213) 922-5709
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Board Report

File #: 2017-0524, File Type: Motion / Motion Response

Agenda Number: 50

REVISED
REGULAR BOARD MEETING
JULY 27, 2017

Motion by:

**DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS
AS AMENDED BY SOLIS, KUEHL and BARGER**

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean

energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND
BARGER**

RECOMMENDATION

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
 - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
 - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
 - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
 - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

FRIENDLY AMENDMENT BY FASANA that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.

PROCUREMENT SUMMARY

ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION
BUSES/OP128598000

1.	Contract Number: OP128598000	
2.	Recommended Vendor: EO Charging US, Inc.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 12/31/2024	
	B. Advertised/Publicized: 12/31/2024	
	C. Pre-Proposal Conference: 1/15/2025	
	D. Proposals Due: 5/21/2025	
	E. Pre-Qualification Completed: 5/21/2025	
	F. Ethics Declarations Form Submitted to Ethics: 5/27/2025	
	G. Protest Period End Date: 11/26/2025	
5.	Solicitations Downloaded: 104	Bids/Proposals Received: 3
6.	Contract Administrator: Antonio Monreal	Telephone Number: (213) 922-4679
7.	Project Manager: Alberto Garcia	Telephone Number: (213) 922-6760

A. Procurement Background

This Board Action is to approve Contract No. OP128598000 for the procurement and installation of up to 73 on-route opportunity chargers for zero emission buses and associated components, parts, and software, and a six (6) year service level agreement for the maintenance of the equipment. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. OP128598 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

Seven (7) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued January 24, 2025, extended the proposal due date.
- Amendment No. 2, issued February 18, 2025, extended the proposal due date.
- Amendment No. 3, issued March 19, 2025, revised the scope of services, technical requirements, and evaluation criteria, and extended the proposal due date.
- Amendment No. 4, issued April 11, 2025, revised the scope of services and extended the proposal due date,

- Amendment No. 5, issued April 29, 2025, revised the sample agreement document, scope of services, and schedule of quantities and prices, and extended the proposal due date.
- Amendment No. 6, issued May 8, 2025, revised the scope of services and technical requirements.
- Amendment No. 7, issued May 16, 2025, extended the proposal due date.

A total of 104 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on January 15, 2025, and was attended by 32 participants. There were 139 questions received for this RFP and responses were provided prior to the proposal due date.

A total of three proposals were received by the due date of May 21, 2025, and are listed below in alphabetical order:

1. Camber Operating Company, Inc. (Camber)
2. EO Charging US, Inc. (EO Charging)
3. New Flyer of America Inc. (New Flyer)

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Bus Acquisition and Alternative Delivery/Construction Management departments was convened to conduct a comprehensive technical evaluation of the proposals received.

The RFP required that all proposals would be evaluated on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of "fail" for any of the minimum qualifications would be eliminated from further consideration.

The minimum qualifications were as follows:

1. Proposer and or Subcontractor must demonstrate it has provided fast Direct Current (DC) bus charging equipment (min 50kW) to a minimum of three (3) transit agency clients within the past three (3) years.
2. Proposer and or Subcontractor must be authorized by the original equipment manufacturer (OEM) to service the equipment during the entire term of the contract.
3. Proposed equipment must be Buy America compliant.

All three proposers met the minimum qualification requirements and were further evaluated according to the following evaluation criteria:

- | | |
|--|------------|
| • Proposer experience and past performance | 20 percent |
| • Proposed work plan and approach | 25 percent |

- Technical compliance and charger capabilities 30 percent
- Price Proposal 25 percent

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered when developing these weights, giving the greatest importance to technical compliance and charger capabilities.

On July 22, 2025, the evaluation committee conducted virtual interviews with the firms. The firm's key personnel had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. In general, each team's presentation addressed each firm's technical proposal with a focus on the work plan, proposed charging equipment, service level agreements, and a demonstration of the charging equipment. Each firm was asked questions regarding their plan to install, test and commission the proposed charging equipment, service level agreement for the charging equipment, operating temperature of the equipment, and specifications of the equipment.

Of the three proposals received, two were determined to be within the competitive range, and are listed below in alphabetical order:

1. Camber Operating Company, Inc.
2. EO Charging US, Inc.

One firm was determined to be outside the competitive range as was not included for further consideration.

Qualifications Summary of Firms within the Competitive Range:

Camber Operating Company, Inc.

Camber has been operating commercial EV chargers for more than 15 years. Under their previous designation as Proterra Energy, the EV charging team at electric bus manufacturer Proterra, the Camber team installed over 1,500 ports for DC-fast charging (DCFC) systems, including all-in-one chargers and pantograph systems. Camber has built and operated the largest commercial network of DC-fast chargers for fleets in North America. These projects include a multitude of on-route, transit charging projects that include charging stations and pantograph charging, including projects for CapMetro, Broward County, and BC Transit in Canada.

EO Charging US, Inc.

EO Charging is a provider of electric vehicle (EV) charging solutions, specializing in fleet electrification for public transit, fleet/logistics, and commercial operations. With over 100,000 charging stations deployed worldwide, EO Charging has built their reputation on delivering infrastructure that meets the operational demands of clients including Amazon in the UK and GoAhead Group in London, one of the largest transit

operators contracted by Transport for London (TfL). EO Charging operates out of its headquarters in Greenville, South Carolina, and has assembled a growing team with experience in engineering, project management, and electrical contracting.

Metro conducted discussions with Camber and EO Charging regarding the firms' technical proposals, clarifications, contract exceptions, and price assumptions. These discussions were held to give the proposers within the competitive range an opportunity to fully address and meet Metro's requirements.

Upon conclusion of the discussions, Metro issued a request for Best and Final Offers (BAFO) on September 11, 2025. BAFO proposals were distributed to the PET for technical scoring in accordance with the evaluation criteria established in the solicitation.

At the conclusion of the evaluation process, which was comprised of technical evaluations of submitted proposals, oral presentations, comprehensive discussions with both firms in the competitive range, and review of BAFOs, EO Charging's proposal was determined to be the highest-ranked proposal.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	EO Charging US, Inc.				
3	Proposer (including subcontractors) experience and past performance	79.40	20.00%	15.88	
4	Proposed work plan and approach	83.92	25.00%	20.98	
5	Technical compliance and charger capabilities	94.40	30.00%	28.32	
6	Price Proposal	100.00	25.00%	25.00	
7	Total		100.00%	90.18	1
8	Camber Operating Company, Inc.				
9	Proposer (including subcontractors) experience and past performance	75.35	20.00%	15.07	
10	Proposed work plan and approach	76.76	25.00%	19.19	
11	Technical compliance and charger capabilities	92.43	30.00%	27.73	
12	Price Proposal	81.04	25.00%	20.26	

13	Total		100.00%	82.25	2
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C. Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Best and Final Offer
1	EO Charging US, Inc.	\$46,711,602	\$118,489,187	\$47,193,912
2	Camber Operating, Inc.	\$77,967,789	\$118,489,187	\$58,244,127

The variance between the ICE and the recommended award amount is attributable to several factors. First, Metro's ICE included a 12-year Service Level Agreement (SLA) term, which was then reduced to a 6-year SLA term. Further, the ICE assumed higher unit rates for the equipment and related services based on previous purchases of similar equipment from a different manufacturer. Lastly, the ICE originally assumed that the chargers would be purchased at set times through the life of the contract, whereas the solicitation was later amended to include an escalation/de-escalation formula based on the Producer Price Index and capped at a maximum of 7% per annum. The de-escalation provisions will allow Metro to benefit if there were a change in the market conditions for this equipment and pricing were to be reduced. The escalation provisions will allow Metro to only pay for actual escalation based on current market conditions rather than commit to preset price escalations throughout the contract that might result in higher costs to Metro.

D. Background on Recommended Contractor

EO Charging US, Inc., operates out of their headquarters in Greenville, South Carolina. EO Charging is a provider of electric vehicle (EV) charging solutions, specializing in fleet electrification for public transit, fleet/logistics, and commercial operations. Clients include Rock Island County Metropolitan Mass Transit District (MetroLINK), Amazon EU, and GoAhead Group in London.

DEOD SUMMARY

ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION BUSES /
OP128598000**A. Small Business Participation**

At the time of solicitation, the Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of certified firms that provide this service.

B. Local Small Business Enterprise (LSBE) Preference

LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

E. Project Labor Agreement/Construction Careers Policy

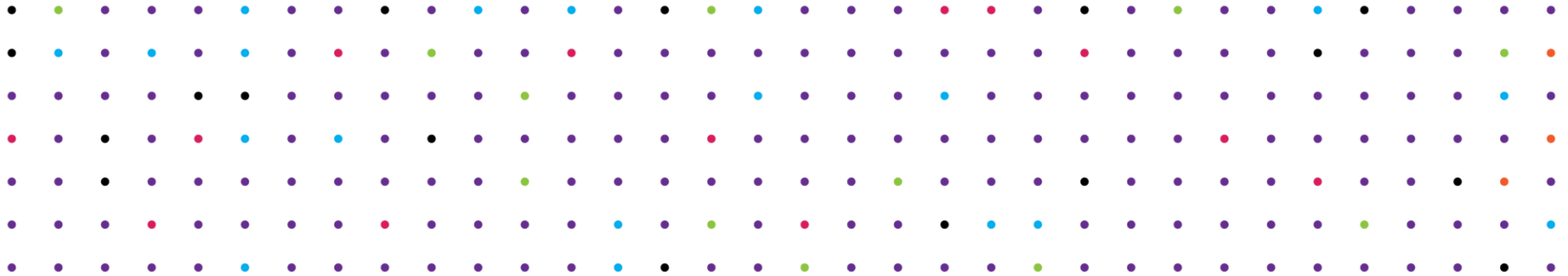
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

F. 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.

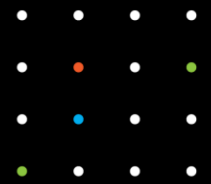
VEHICLE MAINTENANCE & ENGINEERING

ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION BUSES



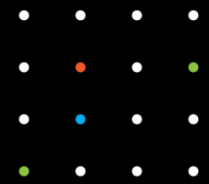
Operations, Safety, & Customer Experience Committee Meeting
November 20, 2025

RECOMMENDATION



- A. AWARD a seven-year, firm fixed unit rate contract, Contract No. OP128598000 to EO Charging US, Inc., for the acquisition and installation of up to 73 on-route opportunity chargers and associated components, parts, and software, and a Service Level Agreement (SLA) for the maintenance of the equipment in the Not-To-Exceed (NTE) amount of \$47,193,912, subject to the resolution of any properly submitted protest(s), if any;
- B. EXECUTE individual contract modifications within the Board-approved CMA.

PROPOSAL EVALUATION



AWARDEE:

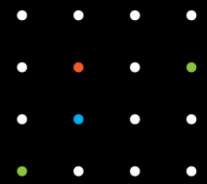
EO Charging US, Inc.

PROPOSALS WITHIN THE COMPETITIVE RANGE:

EO Charging US, Inc.

Camber Operating Company, Inc.

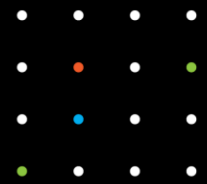
Firm	Score	Rank
EO Charging US, Inc.	90.18	1
Camber Operating Company, Inc.	82.25	2



In January 2023, the Board authorized staff to issue a federally-funded Best Value Request for Proposals (RFP) using competitive negotiations pursuant to PCC § 20217 for the procurement of new Battery Electric Buses (BEBs) and to support charging infrastructure.

As Metro onboards BEBs to meet the goal of a zero-emission bus fleet, on-route opportunity charging is essential to enable Metro's future BEB fleet to complete its longer service blocks. This action authorizes the award of a contract to acquire, install, and commission up to 73 on-route opportunity chargers.

DISCUSSION



Staff's recommendation presents the firm that is most advantageous to Metro. EO Charging US, Inc.'s offer represents the highest rated and best value to Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria.

Upon Board approval of the contract, EO Charging US Inc. will install and commission up to 73 on-route opportunity chargers and associated components, parts, and software. The Contract also includes a warranty, Service Level Agreement (SLA), and the acquisition of electrical Switchgear needed for each location but excludes any supporting civil site work.



Board Report

File #: 2025-0471, File Type: Contract

Agenda Number: 20.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: METRO E LINE UNDERGROUND TUNNEL RADIO SYSTEM REPLACEMENT

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm-fixed price contract, Contract No. DR124275 (2)000 to Martinez Engineering, LLC for the Metro E Line Underground Tunnel Radio System Replacement in the amount of \$2,494,602, subject to the resolution of any properly submitted protest (s), if any.

ISSUE

The existing Metro E Line underground tunnel radio communications system equipment is nearing the end of its useful life and requires replacement. While still operational, the aging equipment provides critical radio communications for Metro Rail Operations, Rail Maintenance, the Metro Department of Public Safety (DPS), the Los Angeles County Sheriff's Department (LASD), the Los Angeles Fire Department (LAFD), and the Los Angeles Police Department (LAPD). The current system requires frequent maintenance to remain operational, and spare parts are challenging to find because they are no longer being manufactured.

BACKGROUND

The Eastside Extension of the Metro E Line (formerly the Metro Gold Line Eastside Extension) opened for revenue service in 2009, running from Union Station to East Los Angeles. During construction, the radio communications system was installed to support critical radio operations in the underground tunnel segment. The Original Equipment Manufacturer (OEM) ceased business and discontinued the production of spare parts and technical support services for the radio system. Metro's Communication Systems Maintenance Department has been able to maintain the equipment and keep it operational. However, ongoing maintenance has become increasingly difficult due to the obsolescence of parts and equipment, making this approach unsustainable for long-term reliability.

DISCUSSION

Under the contract, the project work will involve replacing the existing underground tunnel radio communications system on the Metro E Line with modern radio equipment. The upgrade will include

the installation of new channel modules, amplifiers, switches, wiring, and mounting racks. The new equipment will restore and enhance digital Very High Frequency (VHF) radio communications, which are essential for Metro Rail Operations as well as Maintenance personnel to safely and efficiently operate/maintain revenue train service for Metro passengers and employees.

In addition, the project will support continued analog Ultra High Frequency (UHF) radio communications for DPS, LASD, and LAPD. These communications are critical to enabling law enforcement personnel to ensure the safety and security of Metro's passengers, employees, and rail system. The project work also preserves analog 800 MHz radio communications for LAFD, which are necessary to support rapid emergency response to incidents on the Metro rail system. Upgrading the radio communications system enables essential communication required for public safety and operational missions.

The replacement of the radio communications system is part of the Capital Improvement Program (CIP), which also aims to renew transit infrastructure assets that are in a state of good repair.

DETERMINATION OF SAFETY IMPACT

The underground tunnel radio communications system equipment has a direct safety impact. The system enables real-time coordination among Metro Rail Operations, Rail Maintenance, DPS, LASD, LAFD, and LAPD within the underground portions of the Metro E Line. A failure or degradation of this equipment could lead to delayed emergency responses, hindered incident coordination, and interruptions to rail service.

FINANCIAL IMPACT

This action will be funded from capital project 211013 - Digital Rail Radio System. The project was approved with a Life-of-Project (LOP) budget of \$25,000,000. The award amount is within the project LOP. The Project Manager will ensure that the balance of funds is budgeted in future fiscal years.

Of the \$2,494,602 contract value, \$2,200,000 is accounted for under the project's encumbrances, and a subsequent requisition will need to be issued to fund the additional \$294,602. The project's remaining budget of \$1,700,000 will be sufficient to cover project costs through completion of the work.

The project work will take place throughout 2026, and the annual budgets for FY26 and FY27 will be adjusted accordingly. Currently, the FY26 Annual Budget is \$700,000. However, any annual budget shortfalls shall be addressed through the relocation of FY26 monies from existing capital projects that may have underspent their allocated annual budget funds.

Impact to Budget

The current source of funds for this action is Proposition A 35%, which is eligible for rail operations and capital Projects. This funding source maximizes the project funding allocation intent allowed by its approved provisions and guidelines.

EQUITY PLATFORM

This action provides enhanced safety for Metro riders along the Metro E Line's neighborhoods of Aliso Village, Boyle Heights, Pico Gardens, and Wellington Heights. This segment of the Metro E Line serves 100% Equity Focus Communities (EFC) based on the Metro's Equity Need Index (MENI) map. Meaning, the area of focus houses, on average, more than 50% low-income households, 80% of which are considered Black, Indigenous, and other People of Color (BIPOC) communities. Further, more than 50% are zero-vehicle households. This segment of the Metro E Line provides key transfer connections to multiple bus lines for workers, students, and residents in these EFCs.

This solicitation was subject to the Small Business (SB) Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. Martinez Engineering, LLC, an SBE Prime, is performing 64.49% of the contract with its own workforce and made a 66.53% SBE 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. This item supports Metro's systemwide strategy to reduce VMT through equipment purchase activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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

Approval of this recommendation aligns with Metro's Strategic Plan by advancing Goal No.2, which is to deliver outstanding trip experiences for all transportation system users, and Goal No. 3, which is to enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

No other alternatives were considered because the existing Metro E Line underground radio communications system is obsolete and will increasingly become prone to failure if not replaced as planned. The OEM no longer produces critical spare parts for the existing equipment, and Metro must rely on refurbished components with limited availability. Replacement with new, modern radio equipment and components is the only viable option to ensure uninterrupted, mission-critical communications for Metro operations and emergency response agencies.

NEXT STEPS

Upon Board approval of the recommendation, staff will award Contract No. DR124275(2)000 and proceed with the project work.

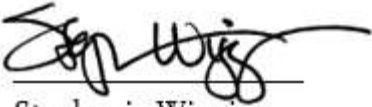
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Daniela Amores, Senior Director, Project Control, (213) 617-6283
Geyner Paz, Chief Administrative Analyst, (213) 922-3744
Kelvin Zan, Executive Officer, Operations Engineering, (213) 617-6264
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227
Debra Avila, Deputy Chief Vendor/Contract Management, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034


Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY
METRO E LINE UNDERGROUND TUNNEL RADIO SYSTEM
REPLACEMENT/DR124275(2)000

1.	Contract Number: DR124275(2)000	
2.	Recommended Vendor: Martinez Engineering, LLC	
3.	Type of Procurement (check one): ☒ IFB ☐ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A.Issued: 8/18/2025	
	B.Advertised/Publicized: 8/18/2025	
	C.Pre-Bid Conference: N/A	
	D.Bids Due: 9/4/2025	
	E.Pre-Qualification Completed: 9/23/2025	
	F. Conflict of Interest Form Submitted to Ethics: 9/4/2025	
	G.Protest Period End Date: 11/26/2025	
5.	Solicitations Downloaded: 14	Bids Received: 1
6.	Contract Administrator: Anush Beglaryan	Telephone Number: (213) 418-3087
7.	Project Manager: Kelvin Zan	Telephone Number: (213) 617-6264

A. Procurement Background

This Board Action is to approve Contract No. DR124275(2)000 in support of Metro's E Line underground tunnel radio equipment replacement. The existing radio equipment is outdated, no longer supported and spare parts are unavailable. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On February 14, 2025, Invitation for Bid (IFB) No. DR124275 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy. The Diversity & Economic Opportunity Department (DEOD) recommended a Disadvantaged Business Enterprise (DBE) goal of nine percent (9%). On August 7, 2025 the solicitation was cancelled due to the omission of the prevailing wage requirements.

On August 18, 2025, Invitation for Bid (IFB) No. DR124275(2) was issued as a Small Business Prime Set-Aside competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed price.

No amendments were issued during the solicitation phase of this IFB.

A total of 14 firms downloaded the IFB and were included on the planholders' list.

A single bid was received on September 4, 2025, from Martinez Engineering, LLC. Staff conducted a market survey to request information from prospective bidders to determine why no additional bids were submitted. Inquiries were made of all firms on the planholders' list.

The responses from the firms that downloaded the solicitation were that they either did not meet the requirements of the IFB or elected not to participate in this solicitation for other business reasons. The results of the market survey indicated that factors beyond Metro's control were responsible for firms' decisions not to participate and as such, the solicitation could proceed to be awarded as a competitive award.

B. Evaluation of Proposals

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid.

The bid received from Martinez Engineering, LLC., was found to be responsive and responsible, and in full compliance with the requirements of the IFB.

C. Cost Analysis

The recommended bid from Martinez Engineering, LLC., has been determined to be fair and reasonable based upon the expectation of adequate competition and Metro's Independent Cost Estimate (ICE).

The ICE overestimated the potential price volatility that might occur during the solicitation timeframe but overall is not significantly higher than the bid amount at 8.5%.

Bidder Name	Metro ICE	Bid Amount
Martinez Engineering, LLC.	\$2,727,736.00	\$2,494,602

D. Background on Recommended Contractor

The recommended firm Martinez Engineering, LLC. is located in Long Beach, CA, and has been in business since 2008. Martinez Engineering, LLC is certified by Metro as a Small Business Enterprise (SBE). The firm is experienced in radio system designs and engineering services and has worked as a subcontractor on various LA Metro projects such as the East San Fernando Valley Light Rail Transit Pre-Construction Services, the Metro D Line Transit Radio System Equipment Replacement, and the Westside Subway Extension Project (Engineering Support). Martinez Engineering, LLC has performed satisfactorily on all Metro projects.

DEOD SUMMARY**METRO E LINE UNDERGROUND TUNNEL RADIO SYSTEM REPLACEMENT/
DR124275000****A. Small Business Participation**

This solicitation was subject to the Small Business (SB) Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. Martinez Engineering, LLC, an SB Prime, is performing 64.49% of the contract with its own workforce and made a 66.53% SBE commitment.

Small Business Goal	SBE Set-Aside	Small Business Commitment	66.53% SBE
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	SBE Subcontractor	% Committed
1.	Martinez Engineering, LLC (Prime)	64.49%
2.	Global Electric	2.04%
Total Commitment		66.53%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

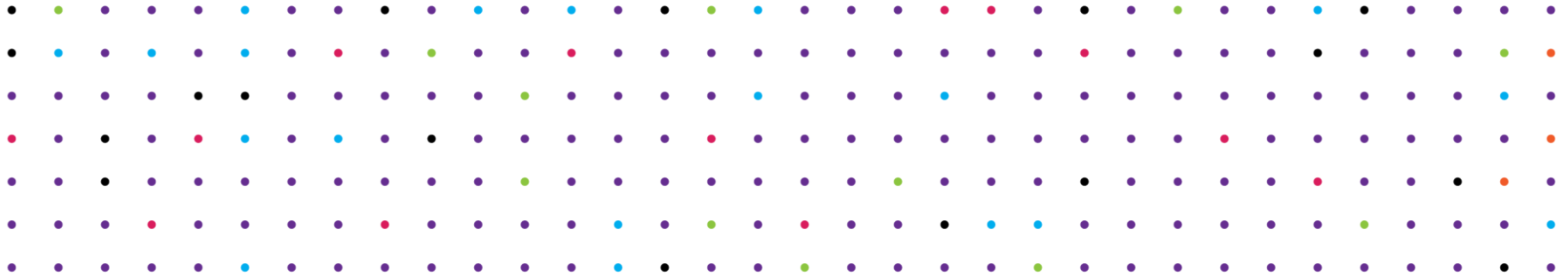
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

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.

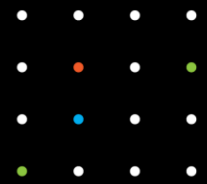
MAINTENANCE & ENGINEERING

METRO E LINE UNDERGROUND TUNNEL RADIO SYSTEM REPLACEMENT



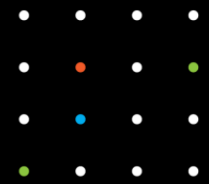
Operations, Safety, & Customer Experience Committee Meeting
November 20, 2025

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm-fixed price contract, Contract No. DR124275(2)000 to Martinez Engineering, LLC for the Metro E Line Underground Tunnel Radio System Replacement in the amount of \$2,494,602, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

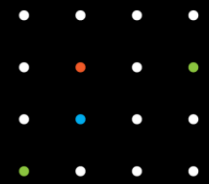
Martinez Engineering, LLC

NUMBER OF BIDS/PROPOSALS

Metro received one (1) bid. Metro staff conducted a market survey of the firms on the plan holders list. The response from the firms that downloaded the solicitation were they either did not meet the requirements of the Invitation for Bid (IFB) or elected not to participate in this solicitation for other business reasons.

	Proposer Name	Proposal Amount	METRO ICE	Negotiated Amount
1	Martinez Engineering, LLC	\$2,494,602	\$2,727,736	\$2,494,602

ISSUE & DISCUSSION



DEOD COMMITMENT

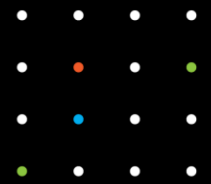
This solicitation was issued under the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Martinez Engineering, LLC, an SBE Prime, made a 66.53% SBE commitment.

ISSUE

The existing Metro E Line underground tunnel radio communications system equipment is nearing the end of its useful life, spare parts are no longer being manufactured, and requires replacement. Equipment provides critical radio communications for Metro Rail Operations, Rail Maintenance, the Metro Department of Public Safety (DPS), the Los Angeles County Sheriff's Department (LASD), the Los Angeles Fire Department (LAFD), and the Los Angeles Police Department (LAPD).



ISSUE & DISCUSSION



DISCUSSION

The project includes installation of new channel modules, amplifiers, switches, wiring, and mounting racks which enables essential communication required for public safety and operational missions.



Board Report

File #: 2025-0695, **File Type:** Contract

Agenda Number: 21.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: SAFETY VESTS

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA125897000 to Safety Vibe, Inc., the lowest responsive and responsible bidder, to supply safety vests in the Not-to-Exceed (NTE) amount of \$1,763,791.48, inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

ISSUE

This procurement is for the acquisition of reflective safety vests that are required to improve visibility and maintain the safety of Metro employees. Award of this contract will ensure an adequate inventory of reflective safety vests for bus and rail operators, maintenance employees, and administrative staff.

BACKGROUND

Safety vests are crucial for Metro staff who are required to wear the proper PPE based on their work environment. Visibly identifying any employee working in safety-sensitive areas is key to their safety and well-being while performing their duties. Requirements to wear the safety vest are constant and are heavily relied upon by most of our Operations staff. Inventory levels must be kept up, and the safety vests must be available for the employees when they need to wear them. Employees' safety is paramount at Metro, and these safety vests are a big part of what keeps them safe.

Metro provides general duty and high-hazard style safety vests to protect and ensure the safety of bus/rail operators, maintenance employees, and administrative staff working in safety-sensitive areas to comply with department rules and procedures. In addition, personnel engaged in construction activities or accident investigations must also wear reflective safety vests. The Material Management department oversees the distribution of reflective safety vests to ensure availability and accountability to both operating and support departments in accordance with department safety procedures.

Metro's component usage reports from Material Management revealed that approximately 13,100

general duty and 6,450 high hazard reflective safety vests were issued over a 12-month period in FY24 and FY25 throughout various departments at Metro, such as transportation and maintenance personnel working at operating/support facilities, layover zones, and other safety-sensitive areas.

DISCUSSION

The contract to be awarded is a “requirements type” agreement in which Metro commits to ordering only from the awardee, up to the specified quantity for a specific duration of time. However, Metro is not obligated or committed to ordering any specific quantity of the various styles and/or sizes of the reflective safety vests that may currently be required.

The reflective safety vests will be purchased and maintained in inventory and managed by Material Management. As the reflective safety vests are issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

All Metro staff are reliant on these safety vests to keep them visible when performing work activities in the bus and rail yards, construction sites, public streets, and other areas that can pose a safety threat to them if they are not visible. Wearing these vests will also satisfy OSHA’s Personal Protective Equipment (PPE) requirement for employees working in safety-sensitive environments.

FINANCIAL IMPACT

Funding in the amount of \$1,763,791.48 for the reflective safety vests is included in the FY26 budget under account 50441, Parts - Revenue Vehicle in multiple bus and rail division operating cost centers under Operations bus projects 306002 and rail projects 300022, 300044, 300066, 300055, 300033.

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

Impact to Budget

The source of funds will come from Federal and local funds that are eligible for Bus and Rail Operating Projects.

EQUITY PLATFORM

The benefit of this action is to provide equipment to keep all Metro staff who are working in safety-sensitive areas safe. Safety Vests provide increased visibility and protection from potential hazards, making them an essential piece of safety equipment for Metro employees working in the field. Metro is involved in all our communities and taking the proper measures to provide safe travel in and around our work sites reduces the potential for accidents and creates a symbiotic environment that benefits everyone.

The U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the Disadvantaged Business Enterprise (DBE) program, including suspension of goals and enforcement, effective October 3, 2025. However, this procurement was conducted as a Small

Business (SB) Prime Set-Aside under LACMTA's prior FTA-approved element, which remains in effect. This solicitation was open to certified SBE firms only. Safety Vibe, Inc., an SB Prime, is performing 100% of the services with its own workforce. Determined to be a regular dealer for this procurement, Safety Vibe is eligible to receive SBE credit equivalent to 60% of the value of the items it supplies for this contract.

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 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 increases the safety of our staff when working by making them highly visible to oncoming traffic and safety-sensitive areas. 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

The procurement of reflective safety vests supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The new reflective safety vests will ensure the safety of employees assigned to operate and maintain the bus and rail fleet, which is important in ensuring that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure reflective safety vests on the open market on an as-needed basis, using the traditional "min/max" replenishment system method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure availability, timely delivery, continued supply, and a guaranteed fixed price for the vests.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. MA125897000 for the procurement of reflective safety vests with Safety Vibe, Inc.

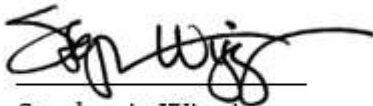
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Harold Torres, Senior Director Central Maintenance, (213) 922-5714
Gary Jolly, Senior Executive Officer Bus Maintenance, (213) 922-5802
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY
SAFETY VESTS /MA125897000

1.	Contract Number: MA125897000	
2.	Recommended Vendor: SAFETY VIBE, INC. 2530 Corporate Pl # A105, Monterey Park, CA 91754	
3.	Type of Procurement (check one): ☒ IFB ☐ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued : 8.30.24	
	B. Advertised/Publicized: 8.29.24	
	C. Pre-Bid Conference: N/A	
	D. Bids Due: 1.10.25	
	E. Pre-Qualification Completed: 9.2.25	
	F. Ethics Declaration Forms Submitted to Ethics: 8.8.25	
	G. Protest Period End Date: 11.25.25	
5.	Solicitations Downloaded: 40	Bids Received: 5
6.	Contract Administrator: Veda Sargent	Telephone Number: 213-418-3109
7.	Project Manager: Harold Torres	Telephone Number: 213-922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA125897000 for the procurement of safety vests. Board approval of this contract award is subject to the resolution of any properly submitted protest(s), if any.

Invitation for Bids (IFB) No. MA125897 was issued in accordance with Metro's Acquisition Policy, and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ). IFB No. MA125897 solicitation is a part of the Small Business Enterprise Prime (Set-Aside) Program.

Three (3) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on 10.24.24, to provide Two-Step Instructions.
- Amendment No. 2, issued on 12.24.24, to extend bid due date.
- Amendment No. 3, issued on 6.27.25 to update Evaluation Criteria Question # 2.

A total of 40 firms downloaded the IFB and were included in the planholder's list.

A total of five (5) bids were received on January 10, 2025.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a two-step competitive sealed bid. Five bids were received. Three of the five bids were deemed responsive and responsible to the IFB requirements during Step 1: Technical Evaluation. The three bids received are listed below in alphabetical order:

1. KNS Industrial Supply
2. Paramount Safety Supply
3. Safety Vibe, Inc.

KNS Industrial Supply and Paramount Safety Supply have subsequently withdrawn their bids due to industry-wide increases in the cost of raw material and import freight surcharges.

The recommended firm, Safety Vibe, Inc. the lowest responsive and responsible bidder, was found to be in full compliance with the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from Safety Vibe, Inc. bid was 13% higher than the Independent Cost Estimate (ICE) of \$1,549,509.00. The price variance was due to current market conditions impacting the cost of raw materials and import freight surcharges. Overall, the total bid price has been determined to be fair and reasonable based upon market conditions and selection of the responsive and responsible bidder.

Bidder Name	Bid Amount	Metro ICE
Safety Vibe	\$1,763,791.48	\$1,549,509.00

D. Background on Recommended Contractor

The recommended firm, Safety Vibe, Inc. is located in Monterey Park, CA and has been in business for twenty-one (21) years. Safety Vibe, Inc. has provided similar products for other firms, including F.D. Thomas (Arizona) and Tutor Perini (Los Angeles). Safety Vibe, Inc. has previously worked with Metro as a Prime Supplier for Metro's safety vests with satisfactory performance.

DEOD SUMMARY

PURCHASE OF SAFETY VESTS / MA125897000

A. Small Business Participation

The U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the Disadvantaged Business Enterprise (DBE) program, including suspension of goals and enforcement, effective October 3, 2025. However, this procurement was conducted as a Small Business Enterprise (SBE) Prime (Set-Aside) under LACMTA's prior FTA-approved element, which remains in effect. This solicitation was open to certified SBE firms only.

Safety Vibe, Inc., an SB Prime, committed to perform 100% of the work with its own workforce. Determined to be a regular dealer for this procurement, Safety Vibe is eligible to receive SBE credit equivalent to 60% of the value of the items it supplies for this contract.

SMALL BUSINESS SET-ASIDE

	SBE Prime Contractor	SBE % Committed
1.	Safety Vibe (Prime)	60%
	Total Commitment	60%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

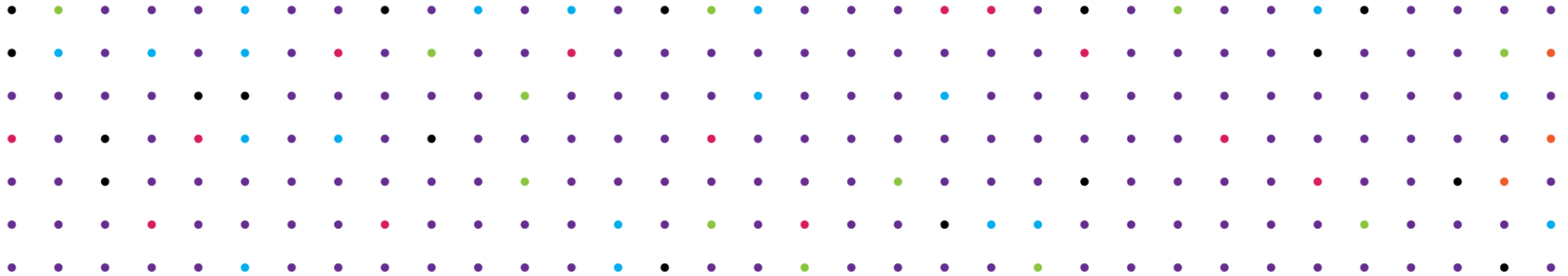
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

E. Manufacturing Careers Policy

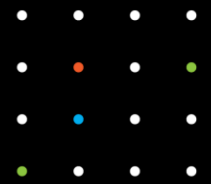
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

VEHICLE MAINTENANCE & ENGINEERING

SAFETY VESTS

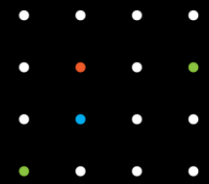


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA125897000 to Safety Vibe, Inc., the lowest responsive and responsible bidder, to supply safety vests in the Not-to-Exceed (NTE) amount of \$1,763,791.48, inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE - Safety Vibe Inc.

NUMBER OF BIDS - 1

- Safety Vibe Inc. - \$1,763,791.48

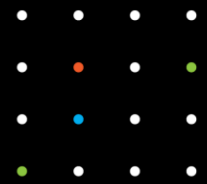
DEOD COMMITMENT – The U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the Disadvantaged Business Enterprise (DBE) program, including suspension of goals and enforcement, effective October 3, 2025. However, this procurement was conducted as a Small Business (SB) Prime Set-Aside under LACMTA’s prior FTA-approved element, that remains in effect. This solicitation was open to certified SBE firms only. Safety Vibe, Inc., an SB Prime, is performing 100% of the services with its own workforce. Determined to be a regular dealer for this procurement, Safety Vibe is eligible to receive SBE credit equivalent to 60% of the value of the items it supplies for this contract.

ISSUE

This procurement is for the acquisition of reflective safety vests that are required to improve visibility and maintain the safety of Metro employees. Award of this contract will ensure an adequate inventory of reflective safety vests for bus and rail operators, maintenance employees, and administrative staff.



ISSUE & DISCUSSION



DISCUSSION

Metro provides general duty and high-hazard style safety vests to protect and ensure the safety of bus/rail operators, maintenance employees, and administrative staff working in safety-sensitive areas to comply with department rules and procedures. In addition, personnel engaged in construction activities or accident investigations must also wear reflective safety vests.



Board Report

File #: 2025-0746, **File Type:** Contract

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: CHEMICAL FIRE SUPPRESSION TESTING AND CERTIFICATION

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP127011(2) 0008370 to Majestic Fire Inc., DBA Kord Fire Protection, to provide chemical fire suppression testing, replacement and certification services in the Not-To-Exceed (NTE) amount of \$819,035 for the three-year base period, \$273,145 for option year one, and \$273,145 for option year two, for a combined NTE amount of \$1,365,325, effective March 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing fire suppression testing, replacement, and certification contract expires February 28, 2026. To avoid a lapse in service and continue providing these critical services, ensuring compliance with regulatory requirements of the Authority Having Jurisdiction (AHJ), National Fire Prevention Association (NFPA) 25, and California Code of Regulations (CCR), a new contract award is required effective March 1, 2026.

BACKGROUND

On February 24, 2020, Metro awarded a five-year, firm-fixed unit rate Contract No. OP59758-30003367 to Omega Fire Protection, Inc., DBA Kord Fire for systemwide regulatory annual and semi-annual inspection and certification of portable dry chemical, CO², and Halon extinguishers, as well as Pyro, CO², Halon, and FM200 flooding fire suppression systems. The scope of services includes inspection, testing, repair, recharging, certification, fusible link replacement, and hydrostatic testing of all integral components of chemical fire suppression systems and is performed to be in compliance with regulatory AHJ, NFPA 25, and CCR standards and requirements.

During the term of the existing contract, the scope of services expanded to include K Line (Crenshaw/LAX), LAX/Metro Transit Center, Regional Connector, Metro Headquarters Building, Union Station West Portal, and the Emergency Security Operations Center (ESOC). The existing contract currently includes inspections and certifications for 4,270 portable extinguishers and 96 flooding systems.

Under the current contract, Omega Fire Protection, Inc., DBA Kord Fire, has continued to provide satisfactory services, performing annual and semi-annual inspections and certifications for portable dry chemical, CO₂, and Halon extinguishers, as well as Pyro, CO₂, Halon, and FM200 flooding fire suppression systems.

In October of 2023, Omega Fire Inc., DBA Kord Fire Protection, Majestic Fire Inc., DBA Kord Fire Protection, and Kord Fire Protection announced that they would henceforth be operating as Majestic Fire Inc., DBA Kord Fire Protection. For the new solicitation in 2025, the firm submitted a bid under their new name, Majestic Fire Inc., DBA Kord Fire Protection.

DISCUSSION

Under the new contract recommended for award, the contractor, Majestic Fire Inc., DBA Kord Fire Protection, will continue to perform systemwide annual and semi-annual testing and certification of chemical fire suppression systems to ensure compliance with regulatory AHJ, NFPA 25, and CCR standards and requirements. These systems are essential for protecting critical infrastructure, equipment, and personnel in areas where traditional water-based suppression is not effective (i.e., electrical rooms). Regular testing ensures dependability, minimizes fire-related risks, and helps maintain safe and uninterrupted transit operations.

During the term of the new contract, and to support Metro's system expansion projects, the number of portable extinguishers will increase from 4,270 to 4,427, and the number of flooding systems will increase from 96 to 103 to include Metro D Line (Purple) Extension Phases I, II, & III and A Line (Blue) Foothill Extension Phase 2B.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure timely testing, certification, and repair of the fire suppression systems, regulatory compliance with AHJ, NFPA 25, and CCR standards, and the delivery of safe and reliable services to Metro employees and patrons.

FINANCIAL IMPACT

The budget includes funding of \$132,240 for the remainder of FY26 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 future years.

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Passenger Fares, Propositions A and C, Measures R and M sales tax revenues, State Transit Assistance (STA), and the Transportation Development Act. These funding sources are eligible for bus and rail

operations. Given approved guidelines and provisions, using these funding sources leverages maximum project fund use.

EQUITY PLATFORM

The mandated testing and certification services provided by this contract will be applied equally to chemical fire suppression systems at all Metro divisions, stations, and locations. While patrons have minimal to no interaction with these systems, it is imperative that the systems are tested and certified to ensure proper operation during an emergency in order to continue providing safe and reliable services, while safeguarding patrons, employees, and critical equipment.

As part of this contract solicitation, Metro conducted two system-wide Metro Connect Industry Forum Outreach events on October 16, 2024, and April 7, 2025, to provide an overview of the Small Business Programs requirements for competitively negotiated procurements.

The Diversity and Economic Opportunity Department (DEOD) established a 25% SBE goal and 3% Disabled Veterans Business Enterprise (DVBE) goal for this solicitation. Majestic Fire Inc., DBA Kord Fire, an SBE firm, exceeded the goal by making a 95% SBE and 3% 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. This item supports Metro's systemwide strategy to reduce VMT through these testing, certification, and maintenance activities that will improve bus and rail station safety and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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. Providing on-time regulatory annual and semi-annual mandated testing and certification services of chemical fire suppression systems ensures compliance with fire/life safety regulatory standards and requirements while protecting critical equipment and providing a safe environment for Metro employees and patrons.

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, severely impacting safety, operations, and accessibility to Metro's system.

With the completion of a financial-based insourcing study based on a quantitative and qualitative assessment, staff have analyzed insourcing options for chemical fire suppression testing, replacement and certification services, among other services. Based on initial findings, chemical fire suppression testing, replacement and certification services were not recommended for insourcing as this would require the hiring and training of additional personnel with certification from the Office of the State Fire Marshal, the purchase of additional equipment, vehicles, and supplies to support the expanded responsibility.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP1270110008370 with Majestic Fire Inc., DBA Kord Fire, to provide chemical fire suppression testing, replacement and certification services effective March 1, 2026.

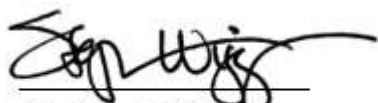
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Carlos Martinez, Senior Director, Facilities Contracted Maintenance Services, (213) 922-6761
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Shahrazad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

CHEMICAL FIRE SUPPRESSION TESTING AND CERTIFICATION/ OP127011(2)0008370

1.	Contract Number: OP127011(2)0008370	
2.	Recommended Vendor: Majestic Fire Inc. DBA Kord Fire Protection	
3.	Type of Procurement (check one): ☒ IFB ☐ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued : 4/9/2025	
	B. Advertised/Publicized: 4/9/2025	
	C. Pre-Bid Conference: 4/16/2025	
	D. Bids Due: 5/19/2025	
	E. Pre-Qualification Completed: 6/17/2025	
	F. Ethics Declaration Forms Submitted to Ethics: 5/19/2025	
	G. Protest Period End Date: 11/26/2025	
5.	Solicitations Downloaded: 8	Bids Received: 1
6.	Contract Administrator: Misty Atalanta Alderaan	Telephone Number: (213)922-7673
7.	Project Manager: Marisol Cabral	Telephone Number: (213)922-5021

A. Procurement Background

This Board Action is to approve the award of Contract No. OP127011(2)0008370 to Majestic Fire Inc., DBA Kord Fire Protection issued in support of chemical fire suppression testing and certification to facilitate systemwide annual and semi-annual testing and certification of chemical fire suppression systems installed throughout Metro bus, rail, customer, and administrative support facilities to ensure compliance with regulatory standards and requirement. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On November 1, 2024, Invitation for Bids (IFB) No. OP127011 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type was a firm fixed unit rate. This IFB was issued under the Small Business Set Aside Program which required bidders to be Metro Certified Small Business Enterprises (SBE) to be eligible to participate in this solicitation. No bids were received on the bid due date.

Since no bids were received, on April 9, 2025, the solicitation was reissued as IFB No. OP127011(2) as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. Metro's Diversity & Economic Opportunity Department (DEOD) recommended a 25% SBE goal and 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement and the solicitation was subject to the Local Small Business Enterprise (LSBE)

Preference Program which gives eligible LSBE bidders a 5% preference as a bid price reduction.

Two (2) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on April 30, 2025, revised the scope of services, updated the SBE/DVBE forms, and added required bidder exhibits.
- Amendment No. 2, issued on May 8, 2025, revised the schedule of quantities and prices.

A total of 8 firms downloaded the IFB and were included in the planholders' list. A virtual pre-bid conference was held on April 16, 2025, and was attended by 1 firm.

On May 19, 2025, the bid due date, Metro received 1 bid from Majestic Fire Inc., dba Kord Fire Protection (Kord Fire Protection). Since only 1 bid was received, Metro staff conducted a market survey of the firms on the planholders' list to determine why no other bids were received. The sole firm who responded to the market survey explained they were not certified for fire suppression testing.

The results of the market survey indicated that factors beyond Metro's control were responsible for the firm's decision not to bid, and as such, the solicitation could proceed to be awarded as a competitive award.

B. Evaluation of Bids

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid. Kord Fire Protection's bid submission was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting all listed minimum qualifications, such as years of experience providing testing and certification services and possession of a current license issued by the State Fire Marshall.

Kord Fire Protection was determined to be qualified to perform the required services based on the IFB requirements.

C. Price Analysis

The recommended bid price from Kord Fire Protection has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), price analysis, fact-finding, and technical evaluation. The bid is 25.19% below the ICE, resulting in a savings of \$459,615. The savings are due to lower overall unit rates than the existing contract which can be attributed to the expectation of competition through the sealed bidding process.

Bidder Name	Metro ICE	Bid Amount
Majestic Fire, Inc. dba Kord Fire Protection	\$ 1,824,940	\$1,365,325

D. Background on Recommended Contractor

Majestic Fire, Inc., dba Kord Fire Protection was founded in 1990 and is a licensed and bonded, full-service Fire Protection contractor. With over 3 decades of industry experience, Kord's service and engineering departments have been performing similar and related services. Kord is the incumbent contractor and has consistently provided satisfactory service since 2020.

DEOD SUMMARY

**CHEMICAL FIRE SUPPRESSION TESTING AND CERTIFICATION /
OP127011(2)0008370**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 25% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Majestic Fire, Inc., DBA Kord Fire, an SBE firm, exceeded the goal by making a 95% SBE and 3% DVBE commitment.

Small Business Goal	25% SBE 3% DVBE	Small Business Commitment	95% SBE 3% DVBE
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	SBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	Majestic Fire, Inc. DBA Kord Fire (SBE Prime)	95%	X	
	Total Commitment	95%		

	DVBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	DVBE Suppliers	3%		X
	Total Commitment	3%		

B. Local Small Business Preference Program (LSBE)

Majestic Fire, Inc., DBA Kord Fire is an LSBE prime and is eligible for the LSBE preference; however, the firm was the sole bidder.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

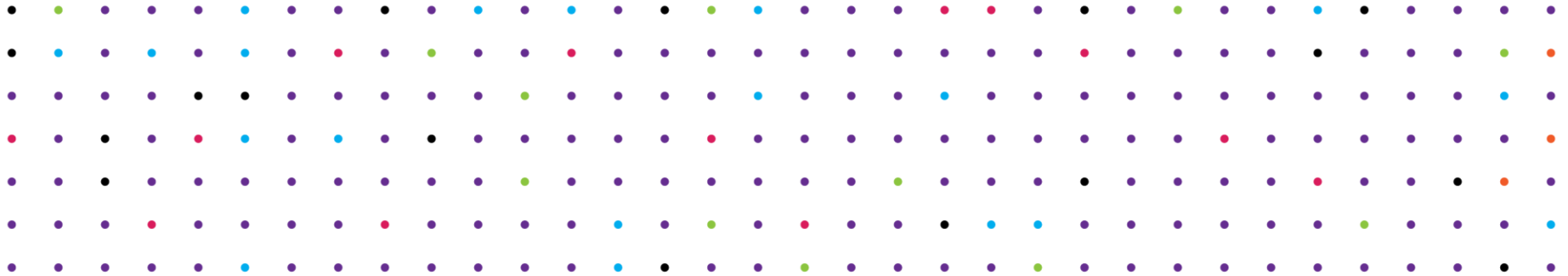
E. Project Labor Agreement/Construction Careers Policy

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.

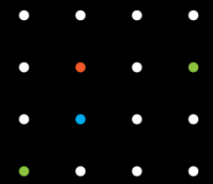
F. Manufacturing Careers Policy

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.

CHEMICAL FIRE SUPPRESSION TESTING AND CERTIFICATION

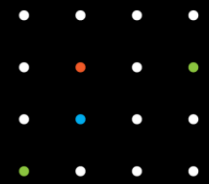


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1270110008370 to Majestic Fire Inc. DBA Kord Fire, to provide chemical fire suppression testing, replacement and certification services. The contract not-to-exceed (NTE) amount is \$819,035 for the three-year base period, \$273,145 for option year one, and \$273,145 for option year two, for a combined NTE amount of \$1,365,325, effective March 1, 2026, subject to resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Majestic Fire Inc. DBA Kord Fire

NUMBER OF BIDS/PROPOSALS

One (1) bid received from Majestic Fire Inc. DBA Kord Fire

Three-Year Base Contract \$819,035

Option Year One \$273,145

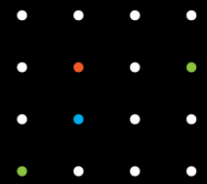
Option Year Two \$273,145

Five (5) Year NTE Amount \$1,365,325

DEOD COMMITMENT

The Diversity and Economic Opportunity Department (DEOD) established a 25% SBE goal and 3% Disabled Veterans Business Enterprise (DVBE) goal for this solicitation. Majestic Fire Inc. DBA Kord Fire, a SBE firm, exceeded the goal by making a 95% SBE and 3% DVBE commitment.

ISSUE & DISCUSSION



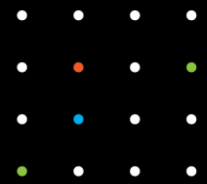
ISSUE

The existing fire suppression testing, replacement, and certification contract expires February 28, 2026. To avoid a lapse in service and continue providing these critical services ensuring compliance with regulatory requirements of the Authority Having Jurisdiction (AHJ), National Fire Prevention Association (NFPA) 25, and California Code of Regulations (CCR), a new contract award is required effective March 1, 2026.

DISCUSSION

Under the new contract recommended for award, the contractor, Majestic Fire Inc., DBA Kord Fire Protection, will continue to perform systemwide annual and semi-annual testing and certification of chemical fire suppression systems to ensure compliance with regulatory AHJ, NFPA 25, and CCR standards and requirements. These systems are essential for protecting critical infrastructure, equipment, and personnel in areas where traditional water-based suppression is not effective (i.e. electrical rooms). Regular testing ensures dependability, minimizes fire-related risks, and helps maintain safe and uninterrupted transit operations.

ISSUE & DISCUSSION



DISCUSSION (Continued)

During the term of the new contract, and to support Metro's system expansion projects, the number of portable extinguishers will increase from 4,270 to 4,427 and the number of flooding systems will increase from 96 to 103 to include Metro D Line (Purple) Extension Phases I, II, & III and A Line (Blue) Foothill Extension Phase 2B.



Board Report

File #: 2025-0852, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

**SUBJECT: ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II PROGRAM
IMPLEMENTATION SUPPORT**

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

- A. AWARD a five-year firm fixed unit rate Contract No. PS131648000 to Intueor Consulting, Inc. to provide program support for the implementation of the Advanced Transportation Management System (ATMS) II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the Not-to-Exceed (NTE) amount of \$10,799,089.84, subject to the resolution of any properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE

The ATMS II program represents a major agency-wide initiative impacting every bus, rail car, bus/rail operations control centers, as well as bus/rail operators and supervisors. The awarded contract being recommended will support the implementation and integration of this new system across Metro's operations. The goal is to deploy comprehensive fleet management and customer-focused tools in alignment with Metro's NextGen transit vision and to prepare for upcoming transit-focused special events.

BACKGROUND

A contract was awarded to Clever Devices Ltd. in June 2025 to upgrade Metro's bus and rail fleet management system as part of the ATMS II program. However, the successful implementation of a program of this magnitude demands far more than simply delivering technology. It requires rigorous program management, complex systems integration, stakeholder coordination, and continuous oversight to ensure that the technology is not only deployed but fully adopted and operationalized across Metro's bus and rail fleet.

Metro will need to maintain the current Bus Operations Control (BOC) center while setting up a new

hosted solution and data center for the Land Mobile Radio (LMR) equipment.

In addition, the new ATMS II Program must integrate with several existing systems, including HASTUS Daily, EAM (Enterprise Asset Management), SWIFTLY (Arrival Prediction Software), DIMS (Digital Incident Management System), HR (Human Resources) systems, and more. This effort will involve collaborating with technical teams from each area to ensure no data is lost and both systems remain fully functional until the old ATMS system is phased out.

Metro is also currently managing multiple ongoing implementations that necessitate synchronization with the new ATMS II Program, such as transitioning its entire bus fleet to electric buses. The ATMS II implementation must align closely with this fleet upgrade to ensure seamless integration with both new and existing buses. Specialized software coordination is required to monitor and manage electric vehicles effectively within the system.

Moreover, Metro will be upgrading its radio system from analog to digital. This transition will involve installing new radio equipment at Metro's Radio Frequency (RF) sites throughout LA County and developing a new system to accommodate these changes. At minimum, Metro will be performing a major upgrade to the existing radio towers as well as the entire voice radio system for the bus fleet.

DISCUSSION

Given the overlap of the ATMS II implementation with multiple projects, meticulous orchestration is crucial to prevent any operational disruption. An experienced team with a strong background in CAD/AVL and bus rail technology implementation is essential to ensure continuity as well as a smooth transition. The new team will be complementing the current Metro staff to help achieve the essential goal of a seamless transition to ATMS II.

Awarding this contract to Intueor Consulting, Inc. will provide Metro with dedicated program support resources, including technical project management, system integration coordination, testing oversight, and risk management. Intueor Consulting, Inc. has extensive experience supporting large-scale transit technology projects, including Computer Aided Dispatch/Automatic Vehicle Location implementations, and has worked closely with Metro staff on prior efforts.

This support will be critical to coordinate among multiple vendors and Metro departments, such as integrating Computer Aided Dispatch/Automated Vehicle Location with existing enterprise systems, as well as aligning implementation with parallel initiatives, including the bus electrification program and radio system upgrades. Without this additional program support, Metro will increase the risk of delays, operational disruptions, or incomplete integration, which could impact service reliability and customer experience. Engaging Intueor Consulting, Inc. under this contract will provide the expertise and capacity needed to keep the ATMS II program on track, as well as ensure that Metro delivers a modernized, integrated fleet management system that meets the agency's operational and customer service goals.

DETERMINATION OF SAFETY IMPACT

The award of this contract does not directly impact the safety of Metro's bus or rail operations. However, the program support provided through this contract will help ensure a safe and reliable

implementation of the ATMS II system by coordinating system integration, testing, and transition activities. A modernized ATMS system will enhance Metro's ability to monitor and manage fleet operations in real time, improving incident response, operator communication, and overall passenger safety.

FINANCIAL IMPACT

Funding for this contract is included within the Life of Project (LOP) budgets for CP 207168 - ATMS Bus System Replacement and CP 207185 - ATMS II System Integration, with a combined total of \$167 million. The ATMS II contract, valued at \$129.7 million, was awarded in June 2025. For Fiscal Year 2026 (FY26), the project's annual budget allocation is \$11,207,272. The remaining \$28 million is designated for hardware, labor, and Radio Frequencies (RF) modifications in support of the ATMS II implementation. Since this is a multi-year program, the project manager and the Chief Operations Officer shall be responsible for future fiscal year budgeting.

<u>ATMS II Program Funding Overview</u>			
Category	Project / Contract	Description	Amount (Million \$)
Capital Projects (LOP Budget)	CP 207168	ATMS II Bus System Replacement	117.0
	CP 207185	ATMS II System Integration	50.0
Total Project LOP			167.0
Contract Allocations	Clever Devices	ATMS II Core Contract (Awarded)	127.9
	PS131648000	ATMS II Support Contract (Requested)	10.7
		Hardware, Labor, and RF Modifications	28.4
Total Budget			167.0

Impact to Budget

The current funding source for this action is TDA 4, which is eligible for bus and rail operations and capital projects.

EQUITY PLATFORM

The award of this contract will support the implementation of ATMS II, which is designed to improve service reliability, real-time information, and incident response across Metro's bus and rail network. These improvements will benefit customers, especially those who rely most on public transit, such as low-income riders, people of color, seniors, and persons with disabilities. Enhanced fleet management and customer-facing tools will provide more accurate service information and reduce service disruptions, ensuring a more consistent transit experience.

The Diversity and Economic Opportunity Department (DEOD) established a 22% Disadvantaged Business Enterprise (DBE) goal for this solicitation. While Intueor Consulting, Inc. made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance.

Although the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract. This is noteworthy since small businesses are vital for the economy as they drive job creation, foster innovation, and strengthen local communities.

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. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will minimize negative impacts to service reliability and customer experience and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 2: Deliver outstanding trip experiences for all transportation system users, as we are committed to providing attractive, affordable, efficient, and safe service.

ALTERNATIVES CONSIDERED

Metro could choose not to award this contract and rely solely on existing staff resources. However, this alternative is not recommended, as the ATMS II program is highly complex and requires dedicated expertise in Computer Aided Dispatch/Automatic Vehicle Location, system integration, testing, as well as risk management. Without additional program support, Metro would face significant risks of delays, operational disruptions, and cost overruns. This alternative is also preferred to the staff increase option, since the program support effort is not intended to extend indefinitely.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS131648000 with Intueor Consulting, Inc., and establish a plan and schedule for the Program Support of the ATMS II CAD/AVL system.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Bahram Chaudry, Senior Director, Operations (213) 922 - 6441
Al Martinez, Deputy Executive Officer, Operations (213) 276 - 0117
Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II PROGRAM
IMPLEMENTATION SUPPORT/PS131648000

1.	Contract Number: PS131648000	
2.	Recommended Vendor: Intueor Consulting, Inc.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 4/24/2025	
	B. Advertised/Publicized: 4/24/2025	
	C. Pre-Proposal Conference: 5/1/2025	
	D. Proposals Due: 6/3/2025	
	E. Pre-Qualification Completed: 10/8/2025	
	F. Ethics Declarations Form Submitted to Ethics: 6/4/2025	
	G. Protest Period End Date: 12/2/2025	
5.	Solicitations Downloaded: 69	Bids/Proposals Received: 1
6.	Contract Administrator: Crystal Larios	Telephone Number: (213) 922-2413
7.	Project Manager: Bahram Chaudry	Telephone Number: (213) 922-6441

A. Procurement Background

This Board Action is to approve Contract No. PS131648000 to provide implementation support for the upgrade of the existing Advanced Transportation Management System (ATMS) to the ATMS II System. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. PS131648 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department recommended a Disadvantaged Business Enterprise (DBE) contract goal of 22%. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance.

No amendments were issued during the solicitation phase of this RFP.

A total of 69 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on May 1, 2025, and was attended by 30 participants representing 15 firms. There were six questions received for this RFP and responses were provided prior to the proposal due date.

A total of one (1) proposal was received by the proposal due date of June 3, 2025, from Intueor Consulting, Inc.

Since only one (1) proposal was received, Metro staff conducted a market survey of firms on the planholders' list to determine why no other proposals were received. Four (4) firms responded that the scope did not align with their services, four (4) firms responded that they did not possess the experience or qualifications for the type of work being requested, five (5) firms responded that they wanted to support as Subcontractors, rather than serve as Primes, and seven (7) firms responded that they did not propose due to other business considerations.

The results of the market survey indicated that factors beyond Metro's control were responsible for firms' decisions not to propose and as such, the solicitation could proceed to be awarded as a competitive award.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Transit Management Systems, Rail Maintenance of Way Administration, and Revenue Collection departments was convened to conduct a comprehensive technical evaluation of the proposal received.

On June 11, 2025, the PET met to discuss the evaluation process, confidentiality requirements, review information regarding conflicts of interest and receive the evaluation documents.

The RFP required that all proposals be evaluated first on the minimum qualifications on a pass/fail basis. A single rating of "fail" for any of the minimum qualifications would require the proposal to be eliminated from further consideration.

The minimum qualifications were as follows:

1. Prime Contractor shall demonstrate that they have a minimum of 10 years' experience in Project Managing large-scale transit systems projects, with a proven track record of successful delivery within budget and timeline constraints.
2. Proposer (inclusive of Subcontractors, if any) shall have a minimum of 5 years of direct experience in providing comprehensive support for large-scale CAD/AVL implementations at various stages, including planning, deployment, integration, and ongoing maintenance.

The proposer met the minimum qualification requirements and was further evaluated according to the following evaluation criteria:

- Work/Plan Schedule 35 percent

- Experience and Qualifications of Proposed Contractor and Personnel 40 percent
- Price Proposal 25 percent

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered when developing these weights, giving the greatest importance to the experience and qualifications of proposed contractor and personnel.

At the conclusion of the evaluation, the PET members determined that Intueor Consulting, Inc., met the requirements of the RFP and was technically qualified to perform the work.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Intueor Consulting, Inc.				
3	Work/Plan Schedule	84.77	35.00%	29.67	
4	Experience and Qualifications of Proposed Contractor and Personnel	93.33	40.00%	37.33	
5	Price Proposal	100.00	25.00%	25.00	
6	Total		100.00%	92.00	1

C. Cost/Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	NTE Amount
1	Intueor Consulting, Inc.	\$ 10,799,089.84	\$ 11,856,000	\$ 10,799,089.84

D. Background on Recommended Contractor

Intueor Consulting, Inc. is located in Irvine, CA, and is a management consulting firm that specializes in maximizing business value for transit agencies through sustainable business/technology transformation. Intueor Consulting, Inc. clients

include LA Metro, AC Transit, Orange County Transportation Authority (OCTA), and San Francisco Municipal Transportation Agency.

Intueor Consulting, Inc. has provided services to LA Metro and has performed satisfactorily.

DEOD SUMMARY**ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II PROGRAM
IMPLEMENTATION SUPPORT/PS131648000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 22% Disadvantaged Business Enterprise (DBE) goal for this solicitation. While Intueor Consulting, Inc. made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance.

Although the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract. This is noteworthy since small businesses are vital for the economy as they drive job creation, foster innovation, and strengthen local communities.

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

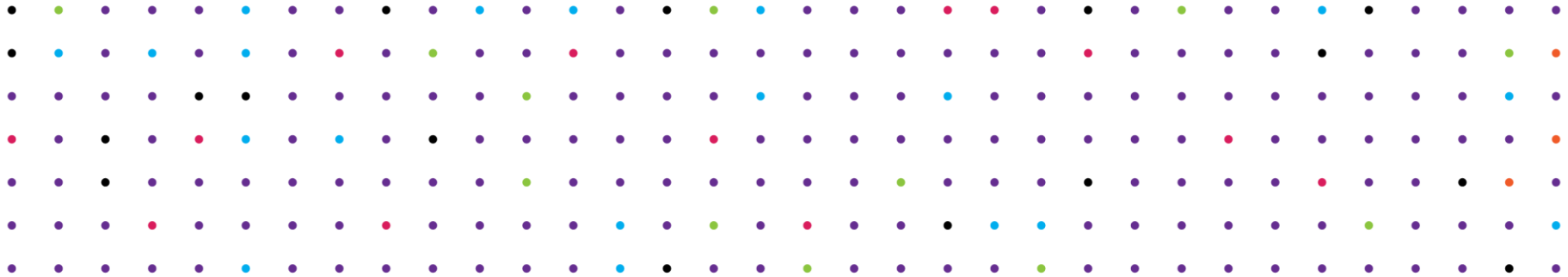
E. Project Labor Agreement/Construction Careers Policy

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.

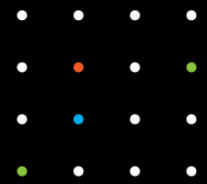
F. Manufacturing Careers Policy

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.

ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II PROGRAM IMPLEMENTATION SUPPORT



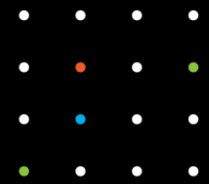
RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to:

- A. AWARD a five-year firm fixed unit rate Contract No. PS131648000 to Intueor Consulting, Inc. to provide program support for the implementation of the Advanced Transportation Management System (ATMS) II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the Not-to-Exceed (NTE) amount of \$10,799,089.84, subject to the resolution of any properly submitted protest(s), if any.
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE & DISCUSSION



AWARDEE

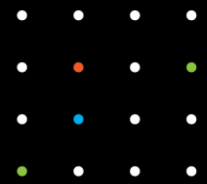
Intueor Consulting Inc.

NUMBER OF BIDS/PROPOSALS

- Only one (1) proposal was received. Metro staff conducted a market survey of firms on the planholders' list to determine reasons for limited participation.
- Survey results: 4 firms said the scope did not align with their services, 4 lacked required experience, 5 preferred to participate as subcontractors, and 7 cited other business considerations.

	Proposer Name	Proposal Amount	Metro ICE	NTE Amount
1	Intueor Consulting, Inc.	\$ 10,799,089.84	\$ 11,856,000	\$ 10,799,089.84

ISSUE & DISCUSSION



ISSUE

The ATMS II program represents a major agencywide initiative impacting every bus, rail car, bus/rail operations control centers, as well as bus/rail operators and supervisors. The awarded contract being recommended will support the implementation and integration of this new system across Metro's operations.

DISCUSSION

Awarding this contract to Intueor Consulting, Inc. will provide Metro with experienced program support to ensure a seamless and coordinated implementation of the ATMS II system across multiple projects and departments. Their expertise in CAD/AVL and large-scale transit technology will help mitigate risks, maintain operational continuity, and enhance system reliability, safety, and customer service.



Board Report

File #: 2025-0859, File Type: Contract

Agenda Number: 24.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: BUS ENGINE COOLING SYSTEM REBUILD KIT

ACTION: AWARD CONTRACT

RECOMMENDATION

CONSIDER:

- A. FINDING that the procurement of Metro Bus Engine Cooling System Rebuild Kit under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single source procurement method for the purpose of duplicating equipment already in use; and
- B. AUTHORIZE the Chief Executive Officer to award a single source, one-year, Indefinite Delivery, Indefinite Quantity Contract No. SD129781000 to Engineered Machined Products, Inc. (EMP) for 140 kits to rebuild EMP engine cooling systems currently installed on Metro buses. The one-year contract is for a total Not- To- Exceed (NTE) contract amount of \$807,154.60 inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The proposed cooling system kits are manufactured and sold by EMP to rebuild the EMP cooling system originally installed by the bus manufacturer, New Flyer. The original cooling system installed in the New Flyer buses is proprietary to EMP and cannot be copied or duplicated by others. This procurement is required to ensure the current bus midlife/engine replacement program can continue without delays and that revenue service is not impacted.

Shop requirements have a set number of kit deliveries that are needed monthly to keep up with production activities at our Central Maintenance Facility. A steady flow of kit deliveries is crucial to our production process to meet our goals towards completing the current midlife project.

BACKGROUND

The midlife program has been using these kits for the existing production run on the Xcelsior bus

fleet. The quantities set in this award reflect the small balance of what is needed to complete this project. The quantities are much lower than the previous contract because staff is coming to the end of this production run and starting up with a different series of buses that do not require these kits.

When this production run is completed, staff will no longer require these kits and will support the fleet by procuring the individual parts separately and as needed to repair the buses in the divisions.

DISCUSSION

Engine cooling systems ensure the proper operating temperatures for the near-zero Cummins L9N engines installed in buses as part of the midlife refurbishment program. These engine cooling systems are required for all Metro buses with internal combustion engines. In the future, different cooling systems will be required to maintain proper temperatures for electric bus energy storage, inverters, and drive systems.

The contract to be awarded is a “requirements type” agreement in which Metro commits to ordering only from the awardee, up to the specified quantity, for a specific duration of time. However, Metro is not obligated or committed to ordering any specific quantity of the engine cooling system kits that may be required. The bid quantities are estimates only, with deliveries ordered and released as required.

The EMP engine cooling system kits will be purchased, maintained in inventory, and managed by Material Management. As the EMP engine cooling system kits are issued to buses being refurbished in the midlife program, the appropriate budget project numbers and accounts will be charged.

Findings

The New Flyer Xcelsior 3850-4199 series buses are scheduled for refurbishment as part of the Central Maintenance Shops (CMS) through the bus midlife program. CMS production reports indicate approximately 140 bus midlife refurbishments and engine replacements are projected for the current fiscal year. In the past, CMS installed complete electric fan engine cooling systems to replace hydraulic cooling systems, requiring intense maintenance labor activities. Since the New Flyer Xcelsior buses came equipped with EMP electric fan engine cooling systems, CMS evaluated rebuilding the existing EMP electric fan engine cooling system, rather than the costly replacement of the entire cooling system.

Considerations

A study was conducted to determine the reliability of each component of the engine cooling system. The analysis revealed a low replacement rate for the radiator and charge air cooler on the original EMP engine cooling systems but identified a trend of increased usage of fans and electrical components. Based on this information, staff determined that the most cost-effective option was to rebuild the existing EMP radiator and charge air cooler at the CMS and purchase the engine cooling system kit. The kit includes new fans, electrical harnesses, master controller, steel frame and shroud, door seals, and related hardware. This yields a 50 percent lower cost over the purchase of all components in the engine cooling system.

DETERMINATION OF SAFETY IMPACT

The award of this contract will result in a positive impact on safety by maintaining the engine's cooling system at the proper operating temperature, therefore keeping the engine from overheating while in service.

FINANCIAL IMPACT

Funding of \$807,154.60 for these EMP engine cooling system kits is included in the FY26 budget under account 50441, Parts - Revenue Vehicle, in the Central Maintenance cost center 3366 under project 203050 midlife refurbishment program and 203025 bus engine replacement projects.

Impact to Budget

The current source of funds for this action will come from Federal, TDA, and Proposition C operating eligible sources.

EQUITY PLATFORM

The benefits of this action are to ensure the bus fleet that serves most regions in Los Angeles County, including many underserved communities, can provide vital transportation services to neighborhoods where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide transportation for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) recommended a two percent (2%) DBE goal for this solicitation. While Engineered Machined Products, Inc. made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance. As such, the DBE commitment is not a factor in the staff recommendation.

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. This item supports Metro's systemwide strategy to reduce VMT through operational, equipment purchase,

and maintenance activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 procurement of EMP engine cooling system kits supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The installation of the EMP Engine Cooling System Kits will maintain the reliability of the bus fleet and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

ALTERNATIVES CONSIDERED

The alternative for this action is to not move forward with this contract award and continue to reuse all of the parts associated with this Cooling System Rebuild Kit. This alternative is not preferred due to the items in this kit being identified as high-wear items. The Bus Midlife program's focus is to make all of the buses that go through the program safer and more reliable for revenue service. Reusing these parts would result in increased bus road calls and lower the reliability of the buses in service.

NEXT STEPS

Upon approval by the Board, staff will execute Contract SD129781000, and the purchase of the engine cooling system kits for the bus midlife refurbishment and near-zero Cummins L9N engine replacement program will occur over a 12-month period following the award.

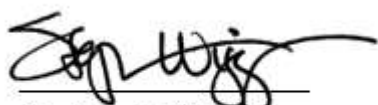
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Julio Soler, Sr. Manager, (213) 922-5899
 Gary Jolly, Sr. Executive Officer (213) 922-5802
 Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
 Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BUS ENGINE COOLING SYSTEM REBUILD KIT

CONTRACT NO. SD129781000

1.	Contract Number: SD129781000	
2.	Recommended Vendor: Engineered Machined Products, Inc. (EMP), 3111 N. 28 th Street, Escanaba, MI	
3.	Type of Procurement (check one): ☐ IFB ☐ RFP ☐ RFP-A&E ☒ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 7/25/25	
	B. Advertised/Publicized: N/A Sole Source	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 9/3/25	
	E. Pre-Qualification Completed: 9/22/25	
	F. Conflict of Interest Form Submitted to Ethics: 9/17/25	
	G. Protest Period End Date: 11/25/25	
5.	Solicitations Picked up/Downloaded: 0	Bids/Proposals Received: 1
6.	Contract Administrator: Joshua Haskins	Telephone Number: 213/922-1035
7.	Project Manager: David Ball	Telephone Number: 213/922-5895

A. Procurement Background

This Board Action is to approve Contract No. SD129781000 for the procurement of Electric Cooling System Kits. Board approval of this contract award is subject to the resolution of any properly submitted protest(s), if any.

A Request for Proposal (RFP) No. SD129781 was issued to the Original Equipment Manufacturer (OEM) Engineered Machined Products, Inc. (EMP) on July 25, 2025, in accordance with Metro's Acquisition Policy and the contract type is a Not-To-Exceed (NTE) Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendments were issued during the solicitation phase of this RFP.

B. Evaluation of Proposal

In accordance with Metro's Acquisition Policy and Public Utility Code (PUC) 130233, staff entered negotiations for a non-competitive contract with Engineered Machined Products, Inc. (EMP).

The proposal provided by EMP was found to be technically acceptable and fully responsive to the RFP and technical requirements.

C. Cost Analysis

In accordance with Metro's Acquisition Policy for a non-competitive procurement a cost analysis was performed. The recommended proposed price from EMP has been determined to be fair and reasonable based upon fact findings, technical evaluation and cost analysis conducted by staff. The negotiated amount is 2.9% greater than Metro's ICE due to increased cost of steel, import freight surcharges and other costs of raw materials.

Proposer Name	Metro ICE	Negotiated Amount
Engineered Machine Products, Inc. (EMP)	\$784,817	807,155

D. Background on Recommended Contractor

The recommended firm, EMP, has been in business for forty-two (42) years and is a leader in Precision Machining and Manufacturing, Engineering Services, R&D Testing, Prototypes and Aftermarket Retrofitting of Thermal Management Systems. EMP has provided extensive experience in supplying new and rebuilt to other municipalities and companies such as WMATA, Baltimore, NYCT, NJT, Riverside, METC, Miami Dade, MESA, NFI, Gillig, Eldorado, MCI, New Flyer, Orio, CAT, Cummins and John Deere. EMP has provided satisfactory products and services to Metro.

DEOD SUMMARY**BUS ENGINE COOLING SYSTEM REBUILD KIT / SD129781000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this procurement. While Engineered Machined Products, Inc. made a DBE commitment, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes, to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance. As such, the DBE commitment is not a factor in the staff recommendation.

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference is not applicable to federally funded procurements. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

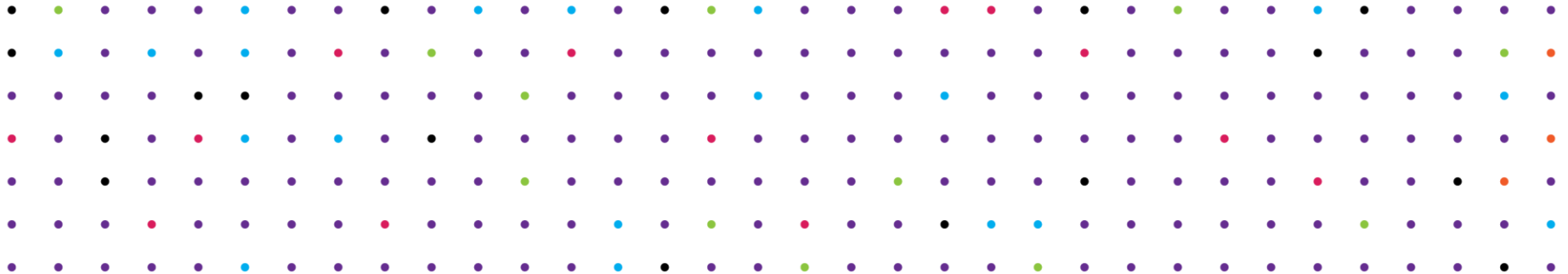
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

F. 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.

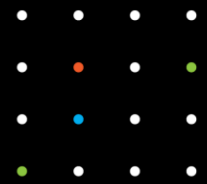
VEHICLE MAINTENANCE & ENGINEERING

BUS ENGINE COOLING SYSTEM REBUILD KITS



Operations, Safety, & Customer Experience Committee Meeting
November 20, 2025

RECOMMENDATION



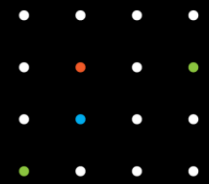
CONSIDER:

A. FINDING that the procurement of Metro Bus Engine Cooling System Rebuild Kit under Public Utilities Code (PUC) Section 130237, as an Original Equipment Manufacturer (OEM) item, constitutes a single source procurement method for the purpose of duplicating equipment already in use; and

B. AUTHORIZING the Chief Executive Officer to award a single source, one-year, Indefinite Delivery, Indefinite Quantity Contract No. SD129781 to Engineered Machined Products, Inc. (EMP) for 140 kits to rebuild EMP engine cooling systems currently installed on Metro buses. The one-year contract is for a total not to exceed contract amount of \$807,154.60 inclusive of sales tax; subject to the resolution of any properly submitted protest(s), if any.

(2/3 Board Member Vote Required)

ISSUE & DISCUSSION



AWARDEE - Engineered Machined Products, Inc. (EMP)

NUMBER OF BIDS – 1 (Sole Source)

- EMP - \$807,154.60

DEOD COMMITMENT – 2%

ISSUE

The proposed cooling system kits are manufactured and sold by EMP to rebuild the EMP cooling system originally installed by the bus manufacturer, New Flyer. The original cooling system installed in the New Flyer buses is proprietary to EMP and cannot be copied or duplicated by others

DISCUSSION

Engine cooling systems ensure the proper operating temperatures for the near-zero Cummins L9N engines being installed in buses as part of the midlife refurbishment program.



Board Report

File #: 2025-0861, File Type: Program

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: METRO EXPRESSLANES NET TOLL REVENUE TRANSIT ALLOCATIONS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVING a total of \$9,918,750 for the continued Direct Annual Allocation for Transit Service on the I-110 and I-10 ExpressLanes for Fiscal Year 2026 (FY26) as shown in Attachment A.

ISSUE

State law requires that net toll revenues generated from the Metro ExpressLanes be reinvested in the corridor from which they were derived, pursuant to a board-approved expenditure plan. The board-approved funding of incremental additional transit service along both I-10 and I-110 corridors expired June 30, 2025. Staff recommends funding transit lines serving the current ExpressLanes I-110 and I-10 for FY26 through June 30, 2026.

BACKGROUND

Gross toll revenues generated from the ExpressLanes are first used to cover the direct expenses related to the maintenance, operation, and administration of the lanes. The remaining revenue is then used to support incremental additional transit service on the ExpressLanes, program reserves, Caltrans set-aside, and then ExpressLanes-related transportation improvement projects identified through the competitive Net-Toll Revenue Grants.

Since the inception of ExpressLanes, the Board has approved the set-aside of net-toll revenue funds for transit service. This transit allocation provides funding for additional transit service on the I-110 and I-10 corridors to provide an alternative to driving and increase transportation access for residents without a car. Transit reinvestment in these corridors provides a direct benefit to transit riders and contributes to congestion reduction on the Metro ExpressLanes (I-10 and I-110).

DISCUSSION

Continuation of funding for incremental transit service on the I-110 and I-10 ExpressLanes subsidizes the incremental operating costs of maintaining the transit service deployed to support Metro

ExpressLanes. The transit service enhancements provide increased travel options along the ExpressLanes corridors to those traveling on the ExpressLanes using Foothill Transit (Silver Streak and Line 699), Torrance Transit (Line 4X), Gardena GTrans (Line 2), and Metro's J (Silver Line).

The transit lines receiving the ExpressLanes allocation have shown increases in ridership and service over the last 3 years. Gardena's Line 2 has the highest ridership on their system, providing over 71% of system ridership and growing by 33% over the last three years. Torrance Transit's Line 4X ridership is growing faster than the overall system, increasing by 28% over the last three years as compared to a 16% increase in ridership for the entire system. Since 2023 Torrance Transit has increased service hours on Line 4X six times, including resuming weekend service that was temporarily halted during the Covid-19 pandemic. Ridership has increased by 34% over the last 3 years for Metro's J Line and by 36% on Foothill's 699 and Silver Streak combined.

The recommended funding represents a 25% incremental increase in the annual allocation since the amount was last adjusted in FY19/20. The increase in the funding allocation reflects the increased costs for the transit agencies operating the incremental transit service and aligns with increases to the Consumer Price Index (CPI-U) over that same period. The recommended allocation is \$9,918,750 to subsidize the additional transit service on the ExpressLanes.

DETERMINATION OF SAFETY IMPACT

This Board action will not have any adverse safety impacts on Metro's employees or patrons. The additional service operates with adherence to established safety policies and procedures for transit service.

FINANCIAL IMPACT

The recommended transit allocations will be funded with net toll revenues generated from the I-10 and I-110 ExpressLanes. The FY26 budget includes funding of \$9,918,750 for the recommended allocations in cost center 2220 (ExpressLanes) under project 405549 (CRD Transit Subsidy).

Impact to Budget

Net toll revenues generated from the Metro ExpressLanes' operation comprise the entirety of the funds recommended in this action. There is no impact on bus and rail operating and capital projects. Other funds will not be required from Metro.

EQUITY PLATFORM

The reinvestment of ExpressLanes funding to support additional transit will improve affordable access to transit options along the ExpressLanes corridors. Each of the transit lines recommended for funding serves customers of Very High and High Need on the Metro Equity Need Index (MENI). Along the I-110 ExpressLanes corridor, Gardena's Line 2 and Torrance's Line 4 feed to high-capacity transit routes and stations such as Metro's C-Line and Harbor Gateway station and provide direct one-seat service to local schools, senior centers, medical facilities, and sporting venues. Metro's J Line and Foothill's Line 699 and Silver Streak provide express service to downtown Los

Angeles, providing access to jobs, schools, and colleges, and popular recreation venues. These express routes serve areas along the ExpressLanes corridors that have higher concentrations of residents without a vehicle in the household. Riders on these lines save time by the route's use of the ExpressLanes; saving riders an average of 12.7 to 13.7 minutes per trip during peak times as compared to the general-purpose lanes.

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. This item supports Metro's systemwide strategy to reduce VMT through investment in additional transit service that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 the following goals of the Metro Vision 2028 Strategic Plan:

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling.

Goal 3: Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board may choose not to approve or defer approval of funding for additional transit along the I-110 and I-10 ExpressLanes. This is not recommended as the funding allocation provides increased access to transit and improves mobility within the communities adjacent to the ExpressLanes.

NEXT STEPS

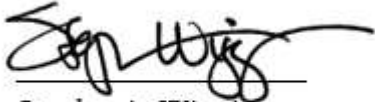
With Board approval, staff will execute funding agreements with the transit operators receiving the funding allocation.

ATTACHMENT

Attachment A - Funding for Incremental Transit Service

Prepared by: Michel'le Davis, Senior Manager, ExpressLanes, (213) 418-3136
Mark Linsenmayer, Executive Officer, Congestion Reduction,
(213) 922-5569
Shahrzad Amiri, Deputy Chief Operations Officer, (213) 922-3061

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

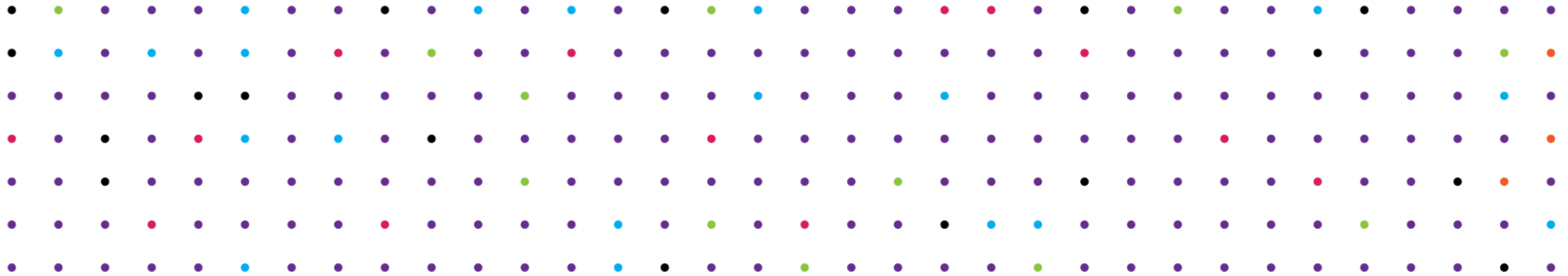
A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

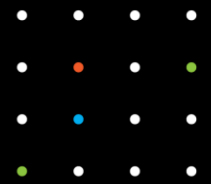
Funding Breakdown for Incremental Transit Service on the I-110 and I-10 Metro ExpressLanes for FY26

<u>Transit Agency</u>	<u>Transit Lines</u>	<u>FY26</u>
Foothill Transit	Silver Streak (Line 707) and Line 699	\$2,300,000
Gardena Municipal Bus Lines	Line 2	\$1,150,000
Metro	J (Silver Line)	\$ 5,462,500
Torrance Transit	Line 4X	\$ 1,006,250
TOTAL		\$9,918,750

METRO EXPRESSLANES NET TOLL REVENUE TRANSIT ALLOCATIONS

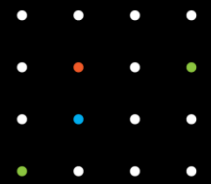


RECOMMENDATION



APPROVING a total of \$9,918,750 for the continued Direct Annual Allocation for Transit Service on the I-110 and I-10 ExpressLanes in Fiscal Year 2026 (FY26) as shown in Attachment A.

ISSUE & DISCUSSION



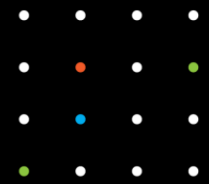
ISSUE

State law requires net toll revenues generated from the ExpressLanes program be reinvested for transportation improvements in the corridor where generated.

DISCUSSION

Staff recommends funding transit lines serving the current ExpressLanes I-110 and I-10 through June 30, 2026.

Recommended Funding Allocations



Total funding of \$9,918,750:

Transit Agency	Transit Lines	FY26 Allocation
Foothill Transit	Silver Streak (Line 707) and Line 699	\$2,300,000
Gardena GTrans	Line 2	\$1,150,000
Metro	J (Silver Line)	\$ 5,462,500
Torrance Transit	Line 4X	\$ 1,006,250
TOTAL		\$9,918,750



Board Report

File #: 2025-0967, **File Type:** Contract

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: GRAFFITI ABATEMENT SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to BriteWorks, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of \$2,740,433 for the three-year base period, and \$1,975,184 for the one, two-year option term, for a combined NTE amount of \$4,715,617, effective February 1, 2026, subject to the resolution of any properly submitted protest(s), if any; and
- B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to Strive Well-Being, Inc. to provide graffiti abatement services in the NTE amount of \$3,424,320 for the three-year base period, and \$2,387,760 for the one, two-year option term, for a combined NTE amount of \$5,812,080, effective February 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

In July 2025, the Board approved award of three contracts to Strive Well-Being (Region 1), BriteWorks, Inc. (Region 2), and Urban Graffiti Enterprises, Inc. (Region 3) to provide graffiti abatement services, subject to the resolution of any properly submitted protests. Following the issuance of the Notice of Intent to Award, staff received a protest and subsequent appeal, which has been denied, from one of the proposing firms, who raised concerns about the calculation of the final evaluation scores. After reviewing the final score calculations that were included in the July Board report, staff discovered an error in the calculation for Region 2 which results in a different recommended firm for Regions 1 and 2. Based on revised score calculations that have been validated, staff is recommending contract award to BriteWorks, Inc. for Region 1 and Strive Well-Being, Inc. for Region 2. There is no change to the award to Urban Graffiti Enterprises, Inc. for Region 3.

The existing regional contracts providing graffiti abatement services expire on January 31, 2026. The new contract awards are required to ensure continuity of maintenance services.

BACKGROUND

On December 18, 2024, a new solicitation to provide graffiti abatement maintenance services for the three regions was issued under the SBE Set Aside Program and contract award was limited to one region per firm.

At the July 2025 Board meeting, staff recommended award to Strive Well-Being, Inc. for Region 1, BriteWorks, Inc. for Region 2, and Urban Graffiti Enterprises, Inc. for Region 3, subject to the resolution of any properly submitted protest(s). After discovering an error in the total score for Region 2 that was included in the July Board report, the recommended firm for Region 2 has changed from BriteWorks, Inc. to Strive Well-Being, Inc. Since the RFP limited contract award to one region per firm, Region 1 is now being recommended to BriteWorks, Inc. The corrected scores are illustrated in Attachment A, Procurement Summary through track changes.

DISCUSSION

The protest and subsequent appeal that was submitted by one of the proposing firms alleged there were scoring variances and anomalies. After further review, staff discovered that one of the proposal evaluation team (PET) member's total score for Qualifications of the Firm/Team criteria was inadvertently omitted from the overall formula calculation. When staff corrected the formula to include all PET members' scores, the recommendation for Region 2 has changed to Strive Well-Being, Inc. Due to the one region cap in the RFP, the recommendation for Region 1 has also changed to BriteWorks, Inc., as the next qualified proposer not awarded a region. Staff has corrected the scoring calculation and the revised scores and rankings for Region 2 are included in Attachment A, Procurement Summary.

Staff conducted a spot audit of contract awards this calendar year and did not discover any calculation errors. Therefore, there is no reason to believe this is a systemic issue and staff is confident that this was an isolated issue. In order to reduce the risk of this error occurring in the future, staff has implemented an additional layer of review by senior management to ensure evaluation score formulas are properly calculated and include all elements of the evaluation criteria for each PET member.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure service continuity and meet Metro maintenance standards by promptly providing regularly scheduled and as-needed graffiti abatement maintenance services. A proactive approach to maintenance needs will ensure the delivery of safe, clean, on-time, and reliable services systemwide.

FINANCIAL IMPACT

Funding of \$3,803,484 for systemwide graffiti abatement maintenance services is included in the FY26 budget under cost center 8370 - Facilities Contracted Maintenance Services, account 50308,

Service Contract Maintenance, under various projects.

Since these are multi-year contracts, the cost center manager and Deputy Chief Operations Officer, Shared Mobility, will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Passenger Fares, Propositions A and C, Measures R and M sales tax revenues, State Transit Assistance (STA), and the Transportation Development Act. These funding sources are eligible for bus and rail operations. Given approved guidelines and provisions, using these funding sources leverages maximum project fund use.

EQUITY PLATFORM

Providing ongoing graffiti abatement maintenance services supports the beautification and cleanliness of Metro facilities, enhancing patrons' experience while utilizing Metro's transit system. Survey results have shown that bus and rail station cleanliness was identified as one of the top areas of concern and was used to assist with funds allocation for the FY26 budget.

As part of this solicitation, Metro hosted two Systemwide Metro Connect Industry Forum Outreach events on August 23 and August 31, 2023, to provide an overview of the Small Business Programs requirements for competitively negotiated procurements.

This procurement was solicited under the Small Business (SB) Prime (Set-Aside) program and open to certified Small Business Enterprise (SBE) firms only. BriteWorks, Inc., an SB Prime, is performing 57% of the contract work with its own workforce for Region 1 and Strive Well-Being Inc., an SB Prime, is performing 30% of the contract work with its own workforce for Region 2.

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. This item supports Metro's systemwide strategy to reduce VMT through these maintenance activities that will improve bus and rail station cleanliness and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 staff recommendation supports Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Performing ongoing graffiti abatement maintenance services will ensure providing safe and clean conditions while enhancing customers' experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations and direct staff to cancel and reprocure the graffiti abatement services. This option is not recommended as it would unnecessarily burden the small business vendor community to spend additional time and money preparing a new proposal and it would further delay a contract award recommendation, which could result in a gap in service that would impact Metro's system safety, cleanliness, operations, and customer experience.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP91160(3)001R1 for Region 1 with BriteWorks, Inc., and Contract No. OP91160(3)002R2 for Region 2 with Strive Well-Being, Inc. to provide graffiti abatement services, effective February 1, 2026.

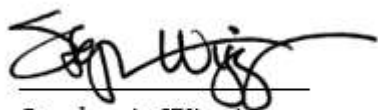
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Carolina Coppolo, Deputy Chief, Vendor/Contract Management, (213) 922-4471
Carlos Martinez, Senior Director, Facilities Contracted Maintenance Services, (213) 922-6761
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Shahrazad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Michelle Navarro, Deputy Chief Financial Officer (Interim) (213) 922-3056

Reviewed by: Nalini Ahuja, Chief Financial Officer, (213) 922-3088
Conan Cheung, Chief Operations Officer, (213) 418-3034


Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**GRAFFITI ABATEMENT SERVICES FOR
REGIONS 1, AND 2 / OP91160(3)001R1, OP91160(3)002R2**

1.	Contract Number: OP91160(3)001R1 (Region 1) OP91160(3)002R2 (Region 2)	
2.	Revised Recommended Vendors: Briteworks, Inc.(Region 1) Strive Well-Being, Inc. (Region 2)	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: December 18, 2024	
	B. Advertised/Publicized: December 18, 2024	
	C. Pre-Proposal Conference: January 2, 2025	
	D. Proposals Due: February 5, 2025	
	E. Pre-Qualification Completed: May 9, 2025	
	F. Ethics Declaration Forms submitted to Ethics: February 11, 2025	
	G. Protest Period End Date: November 25, 2025	
5.	Solicitations Downloaded: 26	Bids/Proposals Received: 7 (Region 1) 7 (Region 2)
6.	Contract Administrator: Annie Duong	Telephone Number: 213-418-3048
7.	Project Manager: Ruben Cardenas	Telephone Number: 213-922-5932

A. Procurement Background

This Board Action is to approve Contract Nos. OP91160(3)001R1 (Region 1) to Briteworks, Inc. and OP91160(3)002R2 (Region 2) to Strive Well-Being, Inc. to provide graffiti abatement services throughout Metro bus and rail facilities, active and inactive rights of way (IROW), Metro Park & Ride (P&R) Lots and Caltrans P&R Lots. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any

The Request for Proposals (RFP) was originally issued on September 27, 2022, as a Small Business Prime Set-Aside. Metro received 12 proposals for regions 1 and 2 combined. However, the solicitation was canceled to expand SBE Prime participation and to limit contract awards to a maximum of two regions per proposer.

On October 13, 2023, RFP No. OP91160-2 was issued as a Small Business Prime Set-Aside. Metro received 14 proposals for regions 1, 2, and 3 combined. However, the solicitation was canceled to expand SBE Prime participation and to limit contract award to a maximum of one region per proposer.

On December 18, 2024, RFP No. OP91160(3) was issued as a competitive procurement in accordance with Metro's Acquisition Policy, and the contract type is firm fixed unit rate. The RFP was issued as a Small Business Prime Set-Aside solicitation and contract award was limited to one region per firm.

Three amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on December 23, 2024, revised LOI-01 Notice of Invitation and Exhibit 3A - Evaluation Criteria to allow award of more than one region to a proposer if Metro does not receive a sufficient number of responsive and responsible proposals per region;
- Amendment No. 2, issued on January 15, 2025, extended the RFP proposal due date from January 22, 2025 to January 29, 2025;
- Amendment No. 3, issued on January 24, 2025, extended the RFP proposal due date from January 29, 2025 to February 5, 2025.

A total of 26 downloads of the RFP were included in the planholders list. A virtual pre-proposal conference was held on January 2, 2025, and was attended by 6 participants representing 5 firms. There were 20 questions received, and responses were issued prior to the proposal due date.

A total of 14 proposals were received by the proposal due date of February 5, 2025, and are listed below in alphabetical order by region:

Region 1

1. ACME Manpower, Inc.
2. Bread & Water Landscape, LLC
3. BriteWorks, Inc.
4. Far East Landscaping and Maintenance, Inc.
5. Strive Well-Being, Inc.
6. Urban Graffiti Enterprises, Inc.
7. US National Corp dba Jimenez Painting Company

Region 2

1. ACME Manpower, Inc.
2. Bread & Water Landscape, LLC
3. BriteWorks, Inc.
4. Far East Landscaping and Maintenance, Inc.
5. Strive Well-Being, Inc.
6. Urban Graffiti Enterprises, Inc.
7. US National Corp dba Jimenez Painting Company

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Facilities Contracted Maintenance Services, Transportation Planning, Parking Management Department, and System Security & Law Enforcement was convened and conducted a comprehensive technical evaluation of the proposals received for all three regions.

Of the 14 proposals received, Far East Landscaping and Maintenance, Inc. and US National Corp dba Jimenez Painting Company proposed on regions 1, and 2 and were determined by Metro's Diversity and Economic Opportunity Department (DEOD) to be non-responsive for failing to meet the Small Business Prime Set-Aside (SBE) requirements for the solicitation. Hence, both firms were excluded from further evaluation.

From February 28, 2025, through May 20, 2025, the PET independently evaluated the proposals based on the following evaluation criteria:

Phase I – Minimum Qualification Evaluation: This is a pass/fail criteria. To be responsive to the RFP minimum qualification requirements, proposers must meet all of the following:

1. Prime Contractor's project manager managing and/or performing the work, must each have three years of related skill and experience in performing comprehensive graffiti removal services when the proposal is submitted. Proposer must provide resumes or a list of projects, including duties and responsibilities that demonstrate the identified/named manager's three years of experience.
2. Proposer must submit completed reference information forms as follows:
 - Pro Form 055, List of Completed Projects – Last Five Years
 - Pro Form 054, List of Current Projects (backlog), and
 - Supplemental list of Current Projects form
3. Contractor shall compile and submit a report listing all safety training the Project Manager/Supervisor has received within the past three (3) years. The information shall include the following: date of training, type and/or course title, duration/hours, and company/school that provided the training.
4. Contractor and/or Subcontractor performing the work must hold a valid, current, and good standing State of California C-33 License for Painting and C61/D-38 Specialty License for Sand and Water Blasting.
5. Proposers and their subcontractors must be registered with the Department of Industrial Relations to be eligible to propose and work on public works projects in accordance with California Labor Code §1725.5.

The PET deemed all 15 proposals to be responsive to the minimum qualification evaluation and continued with the weighted evaluation based on the following Phase II – Technical Evaluation.

• Qualifications of the Firm/Team	15%
• Qualifications and Experience of Key Personnel	20%
• Work Plan/Approach	35%
• Price	30%

Several factors were considered in developing these weights, giving the greatest importance to the work plan/approach.

The PET independently evaluated and scored the technical proposals in accordance with the evaluation criteria.

In July 2025, the Board approved award of three contracts to Strive Well-Being (Region 1), BriteWorks, Inc. (Region 2), and Urban Graffiti Enterprises, Inc. (Region 3) to provide graffiti abatement services (File #2025-0406), subject to the resolution of any properly submitted protest(s). Following the issuance of the Notice of Intent to Award, staff received a protest and subsequent appeal from one of the proposing firms, who raised concerns about the

calculation of the final evaluation scores. After reviewing the final score calculations that were included in the July Board report, staff discovered an error in the calculation for Region 2 which results in a different recommended firm. Based on revised score calculations that have been validated and in consideration of the RFP cap (which limits the number of contracts that may be awarded to a proposer for a single contract), the recommendation for award is revised as follows:

Region	Recommended Firm
1	BriteWorks, Inc.
2	Strive Well-Being, Inc.

Strive Well-Being, Inc. was the second-ranked firm for both Region 1 and 2 and is recommended for contract for Region 2, the larger region in terms of size and number of locations covered. For Region 1, contract award is being recommended to BriteWorks, Inc., the third-ranked firm.

Qualification Summary of Recommended Firms:

BriteWorks, Inc.

BriteWorks, Inc., headquartered in Covina, CA, has been in business for almost 25 years and provides commercial and janitorial services. Clients include the City of Irwindale and Police Department, City of West Covina, its Senior Centers and Police Department, Coca-Cola, Disney, Irwindale City Brewery, USDA, and the Army Corps of Engineers. Its subcontractor, Woods Maintenance Services, Inc., located in North Hollywood, CA, has been providing graffiti abatement, graffiti paint out, trash and vegetation maintenance and landscaping services to Metro since 2001, and performance has been satisfactory.

Strive Well-Being, Inc.

Strive Well-Being, Inc., headquartered in San Diego, CA, has been in business since 2012. It primarily provides consulting and program management, facility and safety management, fitness and wellness services. Its subcontractor, Superior Property Services, Inc., located in Pico Rivera, CA, has been providing graffiti abatement, graffiti solutions and pressure washing services since 1993. Graffiti abatement services clients include Metro, Southern California transit agencies, and municipalities such as the County of Los Angeles, County of Orange, City of Hollywood, and City of Anaheim.

The following is a summary of the corrected PET scores:

Region 1

Award is being recommended to the third ranked firm due to the RFP cap, which limits the number of contracts that may be awarded to a proposer to a single contract.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Urban Graffiti Enterprises, Inc.				
3	Qualifications of the Firm/Team	81.33	15.00%	12.20	
4	Qualifications and Experience of Key Personnel	85.00	20.00%	17.00	
5	Work Plan/Approach	88.00	35.00%	30.80	
6	Price	94.47	30.00%	28.34	
7	Total		100.00%	88.34	1
8	Strive Well-Being, Inc.				
9	Qualifications of the Firm/Team	72.00	15.00%	10.80	
10	Qualifications and Experience of Key Personnel	79.15	20.00%	15.83	
11	Work Plan/Approach	82.00	35.00%	28.70	
12	Price	100.00	30.00%	30.00	
13	Total		100.00%	85.33	2
14	BriteWorks, Inc.				
15	Qualifications of the Firm/Team	76.67	15.00%	11.50	
16	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
17	Work Plan/Approach	79.34	35.00%	27.77	
18	Price	99.13	30.00%	29.74	
19	Total		100.00%	84.68	3
20	Bread & Water Landscape, LLC				
21	Qualifications of the Firm/Team	68.67	15.00%	10.30	
22	Qualifications and Experience of Key Personnel	80.85	20.00%	16.17	
23	Work Plan/Approach	85.34	35.00%	29.87	
24	Price	83.67	30.00%	25.10	
25	Total		100.00%	81.44	4
26	ACME Manpower, Inc.				
27	Qualifications of the Firm/Team	71.33	15.00%	10.70	
28	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
29	Work Plan/Approach	77.34	35.00%	27.07	
30	Price	83.67	30.00%	25.10	
31	Total		100.00%	80.04	5

Region 2

Award is being recommended to the second ranked firm due to the RFP cap, which limits the number of contracts that may be awarded to a proposer to a single contract.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Urban Graffiti Enterprises, Inc.				
3	Qualifications of the Firm/Team	81.33	15.00%	12.20	
4	Qualifications and Experience of Key Personnel	85.00	20.00%	17.00	
5	Work Plan/Approach	88.00	35.00%	30.80	
6	Price	91.33	30.00%	27.40	
7	Total		100.00%	87.40	1
8	Firm				
9	BriteWorks, Inc.				
10	Qualifications of the Firm/Team	76.67	15.00%	11.50	
11	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
12	Work Plan/Approach	79.34	35.00%	27.77	
13	Price	98.60	30.00%	29.58	
14	Total		100.00%	84.52	3
15	Strive Well-Being, Inc.				
16	Qualifications of the Firm/Team	72.00	15.00%	10.80	
17	Qualifications and Experience of Key Personnel	79.15	20.00%	15.83	
18	Work Plan/Approach	82.00	35.00%	28.70	
19	Price	100.00	30.00%	30.00	
20	Total		100.00%	85.33	2
21	ACME Manpower, Inc.				
22	Qualifications of the Firm/Team	70.67	15.00%	10.60	
23	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
24	Work Plan/Approach	77.34	35.00%	27.07	
25	Price	86.87	30.00%	26.06	
26	Total		100.00%	80.90	5
27	Bread & Water Landscape, LLC				
28	Qualifications of the Firm/Team	69.33	15.00%	10.40	
29	Qualifications and Experience of Key Personnel	80.00	20.00%	16.00	
30	Work Plan/Approach	85.34	35.00%	29.87	
31	Price	88.87	30.00%	26.66	
32	Total		100.00%	82.93	4

C. Price Analysis

Region 1

The recommended amount has been determined to be fair and reasonable based on adequate price competition, an Independent Cost Estimate (ICE), technical analysis, and price analysis.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	BriteWorks, Inc.	\$4,715,617	\$4,876,710	\$4,715,617
2	Strive Well-Being, Inc.	\$4,675,330		
3	Urban Graffiti Enterprises, Inc.	\$4,949,730		
4	Bread & Water Landscape, LLC	\$5,588,640		
5	ACME Manpower, Inc.	\$5,588,640		

Region 2

The recommended amount has been determined to be fair and reasonable based on adequate price competition, an ICE, technical analysis, and price analysis.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	Strive Well Being, Inc.	\$5,812,080	\$6,361,440	\$5,812,080
2	Urban Graffiti Enterprises, Inc.	\$6,364,208		
3	BriteWorks, Inc.	\$5,895,123		
4	ACME Manpower, Inc.	\$6,691,020		
5	Bread & Water Landscape, LLC	\$6,539,190		

D. Background on Recommended Contractors

BriteWorks, Inc.

BriteWorks, Inc. (BriteWorks), established in 2001, specializes in commercial and industrial quality cleaning for the business community. BriteWorks currently provides graffiti abatement and trash removal services to Metro as a subcontractor and performance has been satisfactory.

Strive Well-Being, Inc.

Strive Well-Being, Inc. (Strive Well-Being), established in 2012, is a consulting, facility, safety management, fitness, and wellness services company. Together with its subcontractor, the Strive Well-Being team brings a combined 35 years of experience providing graffiti removal services for public agencies. Strive Well-Being provided graffiti survey and abatement services at Metro headquarters in 2021, and performance was satisfactory.

DEOD SUMMARY

**GRAFFITI ABATEMENT SERVICES FOR
REGIONS 1, AND 2 / OP91160(3)001R1, OP91160(3)002R2**

A. Small Business Participation

This solicitation was subject to the Small Business (SB) Set-Aside program and open to certified Small Business Enterprise (SBE) firms only.

Region 1:

Briteworks, Inc., an SB Prime, is performing 57% of the contract work with its own workforce and listed one non-certified subcontractor to also perform on this contract.

	SBE Prime Contractor	SBE % Committed
1.	Briteworks, Inc. (Prime)	57%
Total Commitment		57%

Region 2:

Strive Well Being, Inc., an SB Prime, is performing 30% of the contract work with its own workforce and listed one non-certified subcontractor to also perform on this contract.

	SBE Prime Contractor	SBE % Committed
1.	Strive Well Being, Inc. (Prime)	30%
Total Commitment		30%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

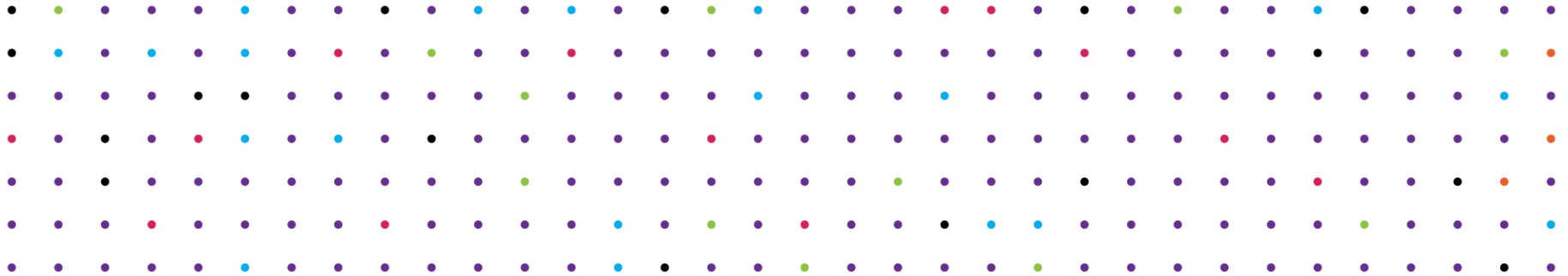
D. Project Labor Agreement/Construction Careers Policy

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.

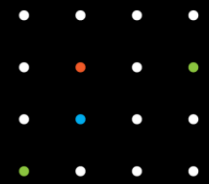
E. Manufacturing Careers Policy

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.

GRAFFITI ABATEMENT SERVICES – 2025-0967



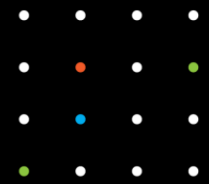
RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to:

- A. Award a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to BriteWorks, Inc., to provide graffiti abatement services in the not-to-exceed (NTE) amount of \$2,740,433 for the three-year base period, and \$1,975,184 for the one, two-year option, for a combined NTE amount of \$4,715,617, effective February 1, 2026, subject to resolution of any properly submitted protest(s), if any; and
- B. Award a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to Strive Well-Being, Inc., to provide graffiti abatement services in the NTE amount of \$3,424,320 for the three-year base period, and \$2,387,760 for the one, two-year option, for a combined NTE amount of \$5,812,080, effective February 1, 2026, subject to resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



ISSUE

The existing regional contracts providing graffiti abatement services expire on January 31, 2026. New contract awards are required to ensure continuity of maintenance services, effective February 1, 2026.

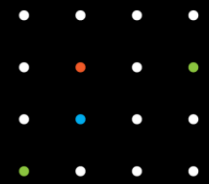
DISCUSSION

In July 2025, the Board approved award of three contracts to Strive Well-Being (Region 1), BriteWorks, Inc. (Region 2), and Urban Graffiti Enterprises, Inc. (Region 3) to provide graffiti abatement services (File #2025-0406), subject to the resolution of any properly submitted protests. After receiving a protest appeal, staff discovered a calculation error in the Total Score for Region 2 which results in a different recommended firm for Regions 1 and 2. Since the RFP was limited to one region award per firm, Region 1 is now being recommended to BriteWorks, Inc. and Region 2 is now being recommended to Strive Well-Being, Inc. There is no change to the original award for Region 3.

One of the PET member's total score for Qualifications of the Firm/Team was inadvertently omitted from the overall formula calculation. After staff corrected the formula to include all PET members' scores, the result is a different recommended firm than previously recommended to the Board.

Staff conducted a spot audit of contracts that have been awarded this calendar year and did not discover any other calculation errors. Staff is confident this was an isolated issue and there is no reason to believe this is a systemic issue.

ISSUE & DISCUSSION



REVISED AWARDEE

	Region 1	Region 2
• BriteWorks Inc.	84.68%	84.52%
• Strive Well-Being, Inc.	85.33%	85.33%

Strive Well-Being, Inc. was the second-ranked firm for both Regions 1 and 2 and is recommended for Region 2, the larger region in terms of size and number of locations covered. For Region 1, contract award is being recommended to BriteWorks, Inc., the third-ranked firm. There is no change to the original award for Region 3.

DEOD COMMITMENT

Small Business (SB) Prime (Set-Aside)



Board Report

File #: 2025-0860, **File Type:** Informational Report

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: DECEMBER 2025 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the bus and rail service changes effective Sunday, December 14, 2025.

ISSUE

Metro makes service changes twice a year, each June and December, to improve service for our riders. These service changes are also coordinated with bus and rail operator assignment changes required by the labor contract. The December 2025 service change will focus on enhancements to routes and schedules to help customers conveniently and reliably travel where and when needed, as well as restoration of bus services impacted by the January 2025 Eaton and Pacific Palisades fires.

BACKGROUND

Metro bus service levels were fully restored as of December 2022 and are being delivered reliably.

The most recent service change was implemented in June 2025. There were no issues encountered with the implementation. New C and K Line light rail schedules were also implemented to reflect the opening of the new LAX/Metro Transit Center on June 6, 2025, providing continuous passenger service on the K Line south of the Westchester/Veterans Station to LAX/Metro Transit Center and Redondo Beach.

Average weekly bus on-time performance has improved from 73.4% for Q3 CY2024 (July to September 2024) to 78.2% for Q3 CY25 (July to September 2025) in response to the many improved bus schedules from the last service change, additional field supervision, operator hiring, and low bus service cancellation rates, all of which have contributed to improved reliability since the June 2025 service change.

Rail on-time performance remained high at 99.4% for Q3 CY25 (July to September 2025) compared to 99.2% for Q3 CY24 (July to September 2024).

DISCUSSION

Rail Service:

The A Line has a new schedule reflecting the extension from the APU/Citrus College Station to the Pomona North Station implemented on September 19, 2025.

Bus Service:

The December 2025 bus service changes will include a range of customer experience improvements, with enhancements to routes and schedules to help people more conveniently and reliably travel where and when they need to. Most notably, three lines will be restored to normal service after being on detour since the January 2025 Eaton and Palisades fires.

Improved Reliability:

Operator and customer feedback and system data reports on ridership and on-time performance are reviewed to identify lines with continuing low on-time performance or crowding. Of Metro's 117 bus lines, 60 weekday, 46 Saturday, and 37 Sunday bus schedules have had adjustments made for the December 2025 service change to better match current traffic levels and travel times in support of improved on-time performance. These schedule changes will also help ensure operators have enough time to take rest breaks at the end of each trip. New schedules can be viewed at mybus.metro.net <<https://mybus.metro.net>>.

Adjusted Service levels:

To better align with actual ridership, 8 lines had a trip added to provide extra capacity to accommodate increased ridership, while 12 lines on weekdays and 1 line on weekends will have a small reduction in trips (between 1 and 4 trips less) in line with ridership. Line 51 (Avalon BI) will also have Saturday service adjusted to 10 minutes from 7-8 minutes in line with ridership and the NextGen Bus Plan recommended frequency. The service hours saved will be reallocated to other bus improvements.

Improved Connectivity:

The upcoming service changes below reflect a mix of temporary detours, service restorations, and targeted enhancements that will moderately affect system connectivity. Construction-related reroutes may reduce direct access and delay travel near key destinations, while restored service in previously disrupted areas due to the Eaton and Pacific Palisades fires will improve local access specifically for Lines 602, 660, and 662. Late-night trip rerouting strategy is designed to enhance transfer connections. Although some riders may experience longer walks or adjusted travel patterns, the system maintains core connectivity and continues to prioritize access, frequency, and operational adaptability.

Below is a summary of the bus service change. Additional details and maps are provided in Attachment A.

- **Line 30 (Pico Rimpau Transit Center - Little Tokyo via Pico Bl):** Due to the LA Convention Center Expansion & Modernization Project, Line 30 will detour from Pico Bl and back to Pico Bl via Union Av, Olympic Bl, and Figueroa St in both directions. This detour will begin on December 4, 2025, and is expected to be in effect for 18 months.
- **Line 60 (Downtown LA - Artesia Station via Long Beach Bl):** To enhance late-night travel options, three late-night trips will now serve Artesia Station for better late-night service to/from this local bus hub and rail station. These three trips will either originate or terminate at Artesia Station rather than operating to/from Downtown Long Beach, avoiding duplication of A Line rail service. Regular overnight owl bus service to/from Downtown Long Beach will begin around midnight when rail service ends.
- **Line 106 (Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av, 1st St):** Will be renumbered to Line 74 to align with Metro's standard route numbering system.
- **Line 161 (Thousand Oaks - Agoura Hills - Calabasas - Warner Center - Canoga Park):** Due to ongoing construction of the Wildlife Bridge, Agoura Road will be closed between Liberty Canyon Road and Chesebro Road for approximately 6-7 months. During this period, Line 161 will operate on a detour route via U.S. Highway 101, utilizing the on- and off-ramps at Liberty Canyon Road and Chesebro Road.
- **Line 206 (Hollywood - Vermont/Athens Station via Normandie Av):** Line will be rerouted northbound from Hollywood/Edgemont to its existing layover location at Fountain Av/Vermont Av in Hollywood via Hollywood Bl, Vermont Av, Sunset Bl, Lyman Pl, and Fountain Av to avoid delays and better serve key destinations. Southbound service will remain unchanged.
- **Line 602 (Westwood - Pacific Palisades via Sunset Bl):** The detour route implemented due to the Pacific Palisades Fire will be discontinued and service fully restored. Route, stops, and service levels will be restored with frequencies unchanged.
- **Line 660 (Del Mar Station - Altadena):** The detour route implemented due to the Eaton Fire will be discontinued, and service fully restored. Route, stops, and service levels will be restored with frequencies unchanged.
- **Line 662 (Del Mar Station - Altadena):** The detour route due to the Eaton Fire will be discontinued and service fully restored. Route, stops, and service levels will be restored with frequencies unchanged.

Customer Information

As is the practice for all service changes, printed materials summarizing the changes will be distributed starting two weeks ahead of the service change (summary brochure, service change notices, and updated schedules for each impacted line) on buses in a dedicated service change

section on Metro.net, via social media and Source posts, and on signage installed at all impacted bus stops to inform riders. The November 2025 Metro Service Council meetings provided an overview of the changes. Implementation will also be supported by staff assigned to stops with more significant changes, as well as Metro Ambassadors throughout the system during the week leading up to the change to inform riders of route changes.

EQUITY PLATFORM

The December 2025 service change focuses on improving customer experience for our riders, especially residents of Equity Focus Communities (EFCs) who rely on transit for their mobility. It includes revised bus schedules to enhance service reliability (on-time performance), extra bus trips for added capacity, increased bus service frequencies for reduced wait times, and rerouted bus services for greater connectivity and improved access to opportunity.

Of the 60 weekday, 46 Saturday, and 37 Sunday bus lines with schedules revised for improved reliability, 27 weekday, 19 Saturday, and 14 Sunday lines have over 50% of their route miles operating in EFCs. Overall service cancellations are low and should remain very low (< 2.0%) as additional new bus operators are hired to maintain operator staffing levels.

The continued operation of the entire 7 million revenue hours of service based on the NextGen Bus Plan allocates the highest service levels to EFCs, where high-quality transit is a key to enhanced mobility for residents. Metro will continue to receive feedback on the changes directly from riders via Metro Ambassadors and other agency staff deployed to inform riders about the most significant changes at key bus stops and on key bus lines serving EFCs through the Metro Customer Service call center, the Metro website, social media blog (The Source), and at the five Metro Service Council meetings held monthly across the Metro's service area and located in or very close to EFCs.

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.

This item supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

These changes directly support the recovery of Metro bus ridership. This recovery, in part, represents people returning to transit post-COVID, in place of single-occupant auto travel. The changes are based on an evaluation of the effectiveness of Metro bus service, with changes designed to improve service. This improvement process will help further expand the attractiveness of both Metro bus and rail systems as an alternative to single-occupant vehicle travel and to increase Metro transit system

ridership. 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

These service changes support Metro Strategic Plan Goal 1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world-class transit system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

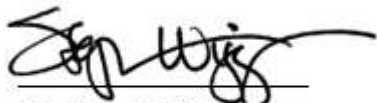
Staff will implement the December 2025 Service Change on Sunday, December 14. Marketing of the changes began on Monday, December 1, and will continue beyond the December 14, 2025 implementation date.

ATTACHMENTS

Attachment A - December 2025 Bus Service Changes Overview

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

Description of December 2025 Service Change

Starting Sunday, December 14, 2025, Metro is making changes to improve reliability and get riders where they need to go, when they need to go.

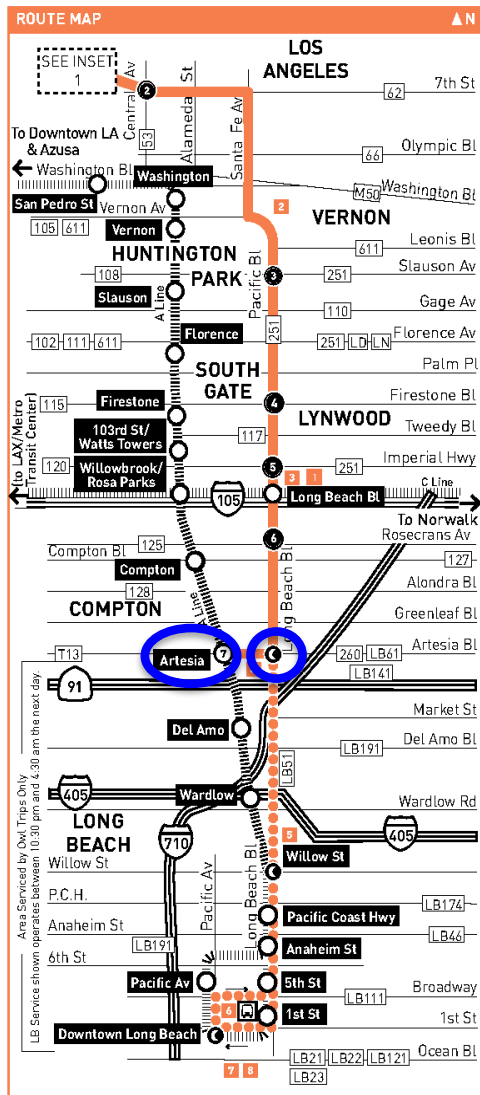
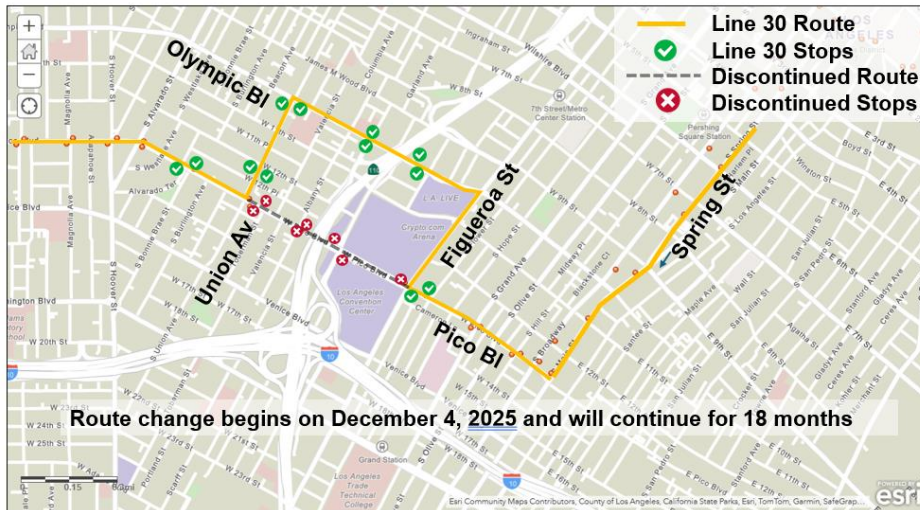
Rail Service Changes

- **New Schedule:** The A Line has a new schedule effective September 19, 2025 with the opening of the Pomona extension with four new stations (Glendora, San Dimas, La Verne/Fairplex, Pomona North).

Bus Service Changes

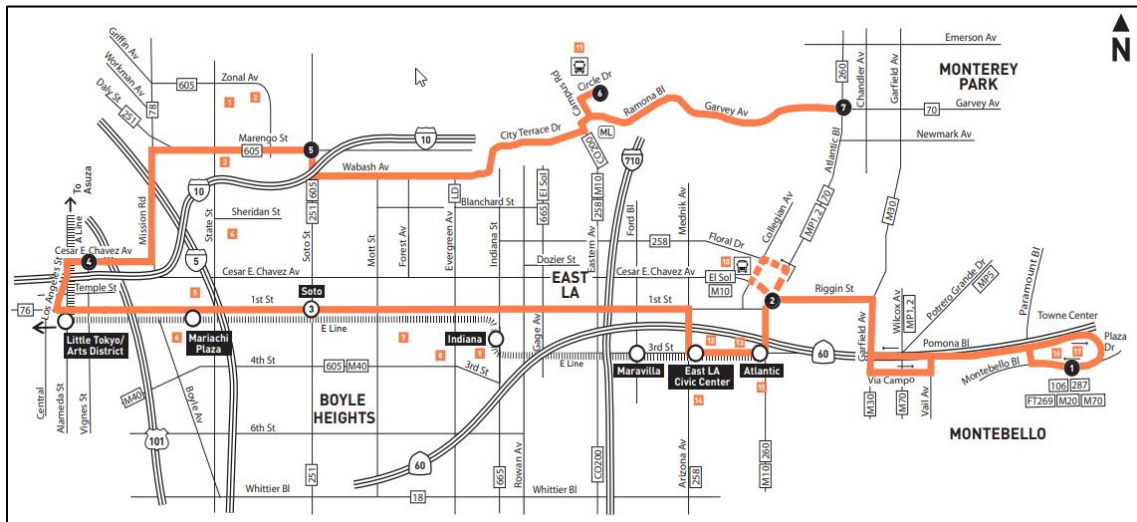
- **Improved Scheduled Reliability:** We're adjusting schedules on multiple lines to better match actual travel times and improve connections, reducing wait times for riders.
 - **Weekdays (Monday – Friday):** (Total 60 Bus Lines) 2, 4, 14, 20, 30, 37, 45, 51, 55, 62, 66, 70, 76, 81, 90, 93, 102, 105, 108, 110, 117, 120, 125, 127, 134, 152, 155, 164, 165, 167, 169, 202, 204, 205, 209, 211, 215, 232, 234, 235, 236, 237, 246, 251, 260, 265, 267, 294, 296, 344, 460, 487, 489, 550, 577, 601, 602, 662, 720, and 910/950.
 - **Saturdays:** (Total 46 Bus Lines) Lines 2, 4, 20, 30, 33, 45, 51, 55, 62, 66, 70, 76, 78, 81, 90, 92, 93, 102, 105, 108, 117, 120, 125, 134, 155, 161, 164, 169, 182, 204, 205, 212, 232, 237, 251, 260, 265, 266, 267, 296, 460, 601, 602, 720, 761, and 910/950.
 - **Sundays:** (Total 37 Bus Lines) 4, 20, 30, 33, 45, 51, 55, 62, 66, 70, 76, 90, 92, 93, 102, 105, 108, 125, 134, 155, 161, 164, 169, 205, 212, 232, 237, 265, 267, 296, 344, 460, 601, 602, 720, 761, and 910/950.
- **Adjusted Service Levels:** To better align with actual ridership, the following lines will have an added trip: Lines 45, 55, 117, 127, 164, 217, 230. The following lines will have a small reduction in trips on weekdays and/or weekends: Lines 2, 4, 45, 51, 81, 105, 108, 125, 127, 232, 260, 265, 577, and 910. Saturday Line 51 will also adjust from a 7-8 min to a 10-min frequency based on ridership levels and the NextGen Bus Plan. The service hours saved will be reallocated to other improvements listed above:
- **Renumber Line Designation:** Line 106 will be **renumbered to Line 74** to align with Metro's standard route numbering system that numbers lines serving downtown LA in the 1 – 99 series. Route path and service schedules will remain the same.
- **Route Adjustments:** Lines 660 and 662 in Altadena and Line 602 in Pacific Palisades will return to full route operations after being impacted by the Eaton and Palisades Fires in January 2025. ***For these and other route changes, please see the following pages with maps.***

Line 30 (Pico Rimpau Transit Center - Little Tokyo via Pico BI): Due to the LA Convention Center Expansion & Modernization Project, Line 30 will detour from Pico BI and back to Pico BI via Union Av, Olympic BI, and Figueroa St in both directions. This detour will begin December 4, 2025, and is expected to run for 18 months.



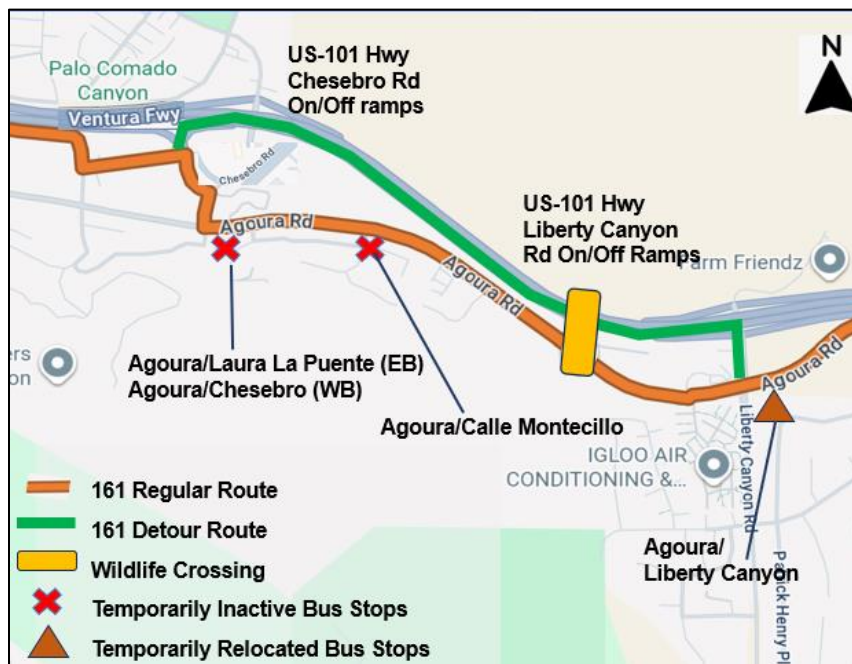
Line 60 (Downtown LA - Artesia Station via Long Beach BI)
To enhance late-night travel options, three late-night trips will now either end or start from Artesia Station instead of operating to/from Downtown Long Beach while trains are still operating. Regular owl service to Downtown Long Beach will begin at midnight.

Line 106 (Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av, 1st St): Will be renumbered to Line 74 to align with Metro's standard route numbering system.

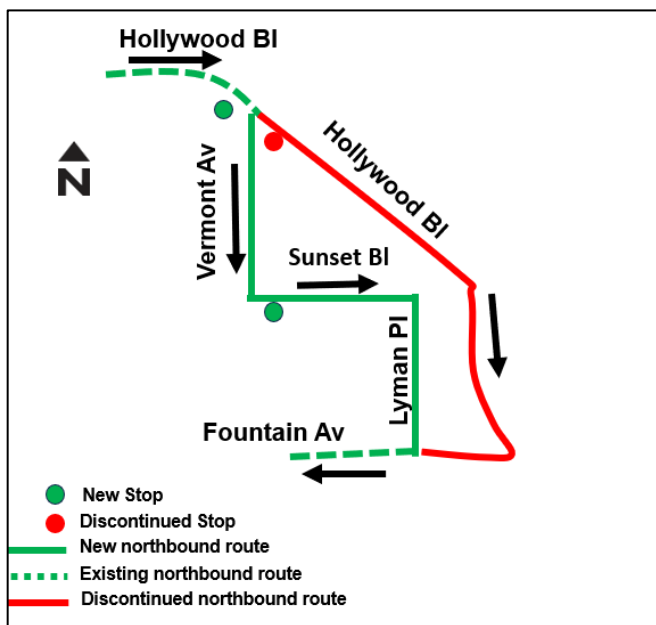


Line 161 (Thousand Oaks - Agoura Hills - Calabasas - Warner Center - Canoga Park)

Due to ongoing construction of the Wildlife Bridge, Agoura Road will be closed between Liberty Canyon Road and Chesebro Road for approximately six to seven months. During this period, Line 161 will operate on a detour route via U.S. Highway 101, utilizing the on- and off-ramps at Liberty Canyon Road and Chesebro Road.



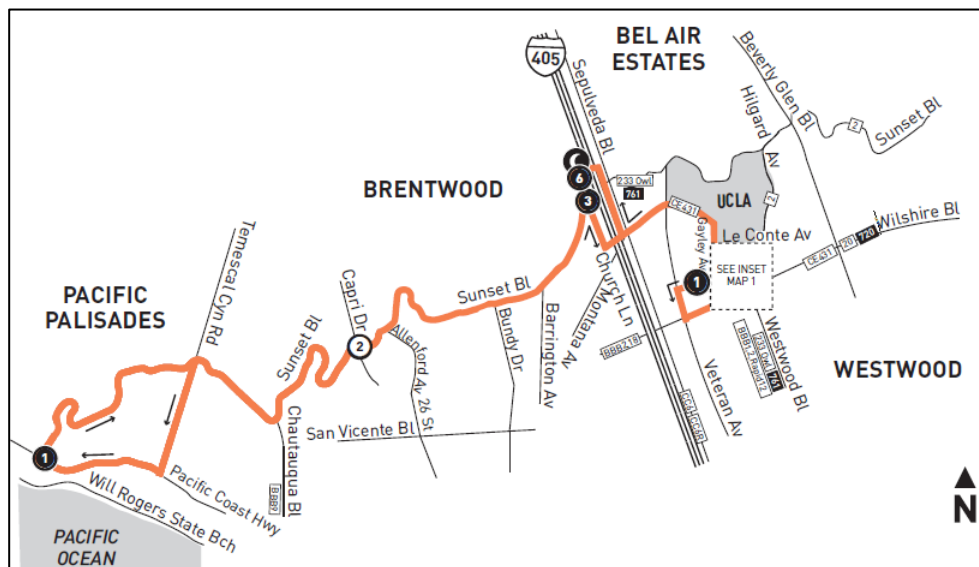
Line 206 (Hollywood - Vermont/Athens Station via Normandie Av)



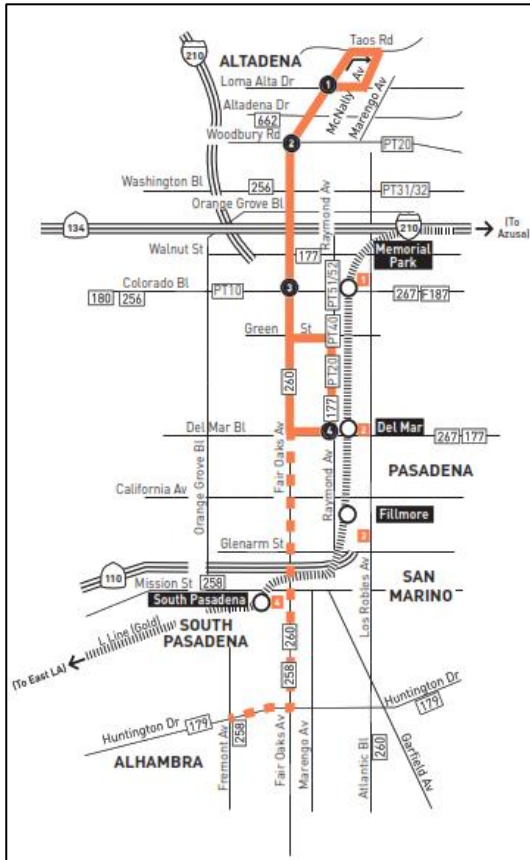
Line will be rerouted northbound from Hollywood/Edgemont to its existing layover location at Fountain Av/Vermont Av in Hollywood via Hollywood Bl, Vermont Av, Sunset Bl, Lyman Pl, and Fountain Av. Southbound service will remain unchanged.

Line 602 (Westwood - Pacific Palisades via Sunset Bl)

The detour route due to the Pacific Palisades Fire will be discontinued and service fully restored. Route, stops, and service levels will be restored with frequencies unchanged.

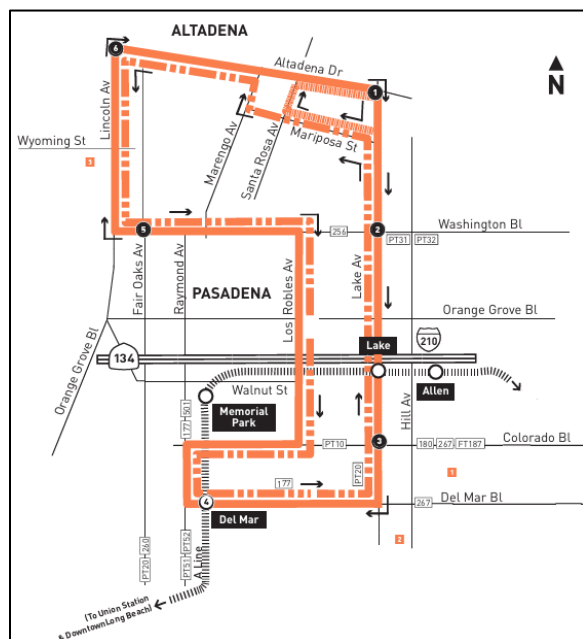


Line 660 (Del Mar Station – Altadena)



The detour route due to the Eaton Fire will be discontinued and service fully restored. Route, stops, and service levels will be restored with frequencies unchanged.

Line 662 (Del Mar Station –Altadena)



The detour route due to the Eaton Fire will be discontinued and service fully restored. Route, stops, and service levels will be restored with frequencies unchanged.



December 2025 Service Change

Effective Sunday, December 14, 2025

Operations, Safety, and Customer Experience Committee

November 20, 2025



Metro®

Bus Route Changes Effective December 14, 2025

These changes are designed to improve service reliability and connectivity for our customers based on NextGen Bus Plan and help our operators deliver quality service while addressing operational issues such as construction impacts.

- **Line 30:** Due to the LA Convention Center Expansion & Modernization Project, Line 30 will detour from Pico Bl and back to Pico Bl via Union Av, Olympic Bl, and Figueroa St in both directions. The detour will begin on December 4, 2025, and is expected to be in effect for 18 months.
- **Line 60:** To enhance late-night travel options, three late-night trips will now end and start from Artesia Station instead of operating to Downtown Long Beach. Regular owl service to Downtown Long Beach will begin at midnight.
- **Line 106:** Will be renumbered to Line 74 to align with Metro's standard route numbering system.
- **Line 161:** Due to ongoing construction of the Wildlife Bridge, Agoura Road will be closed between Liberty Canyon Road and Chesebro Road for approximately 6-7 months. During this period, Line 161 will operate on a detour route via U.S. Highway 101, utilizing the on- and off-ramps at Liberty Canyon Road and Chesebro Road.

Bus Route Changes Effective December 14, 2025 (**Cont.**)

- **Line 206:** Line will be rerouted northbound from Hollywood/Edgemont to its existing layover location at Fountain Av/Vermont Av in Hollywood via Hollywood Bl, Vermont Av, Sunset Bl, Lyman Pl, and Fountain Av to avoid delays and better serve key destinations. Southbound service will remain unchanged.
- **Line 602:** The detour route implemented due to the Palisades Fire will end and service will be fully restored back to normal route, stops, and service levels.
- **Lines 660 and 662:** The detour routes due to the Eaton Fire will end and service will be fully restored back to normal routes, stops, and service levels.
- **Improved Reliability:** We're adjusting **60** Weekday, **46** Saturday, and **37** Sunday bus schedules to better match actual travel times and improve connections, reducing wait times for riders.
 - 8 lines have an added trip weekdays to accommodate high ridership
 - 12 lines have a reduction of between 1 and 4 trips due to lower ridership demand.
 - Line 51 (Avalon Bl/W 7th St) Saturday service will be modified from 7-8 min to 10 min service in line with ridership and NextGen Bus Plan. Savings will offset the cost of the above improvements.

Line 30 Long-Term Construction Detour

What's Changing

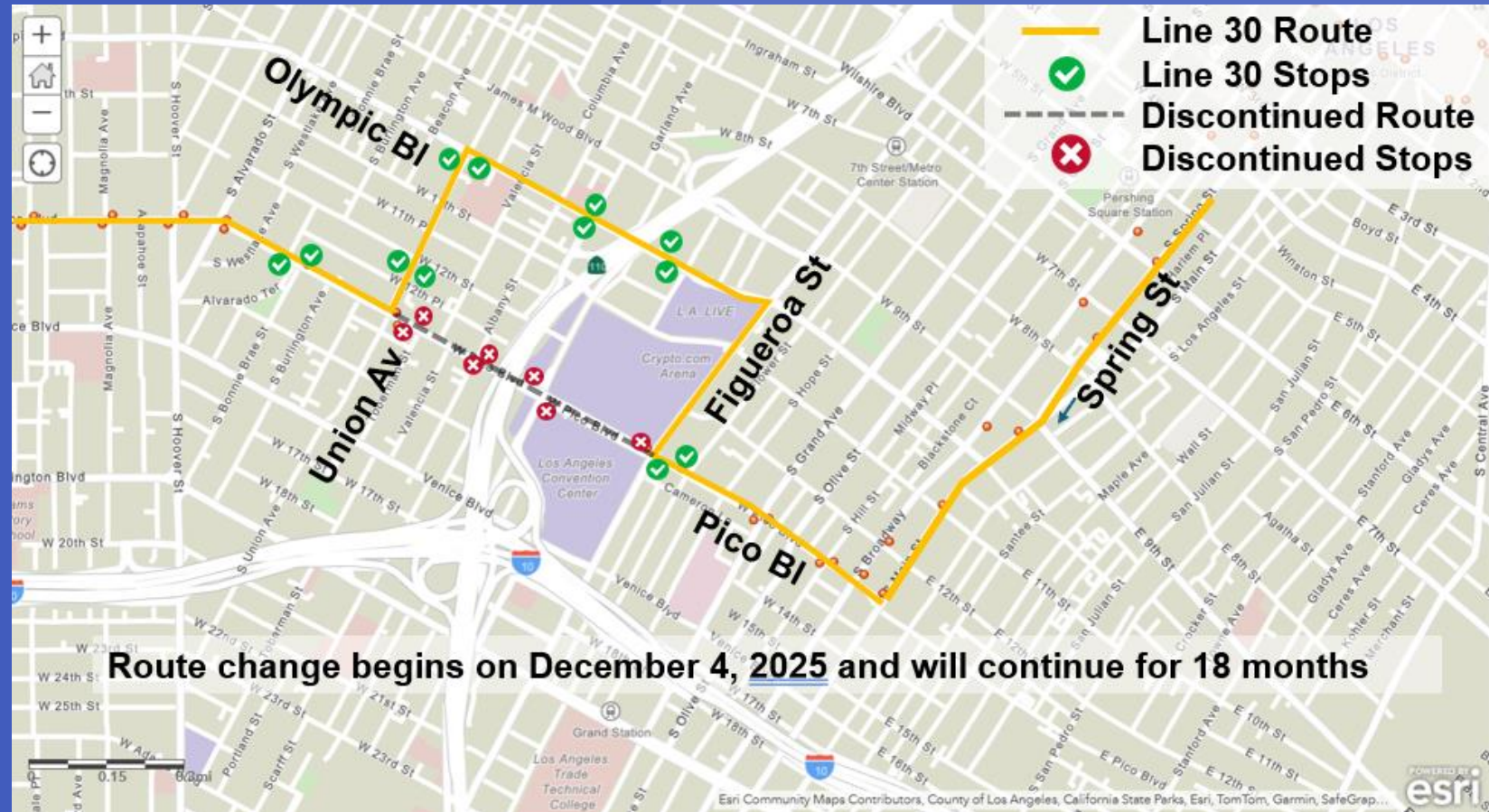
Due to the LA Convention Center Expansion & Modernization Project, Line 30 will detour from Pico Bl and back to Pico Bl via Union Av, Olympic Bl, and Figueroa St in both directions

Impact Assessment

This detour will begin December 4, 2025, and is expected to run for 18 months.

Service Impact

Seven stops will be temporarily closed and new stops will be implemented along the detour to include sharing existing Line 28 stops on Olympic Bl.



Line 60 Improved Late-Night Service

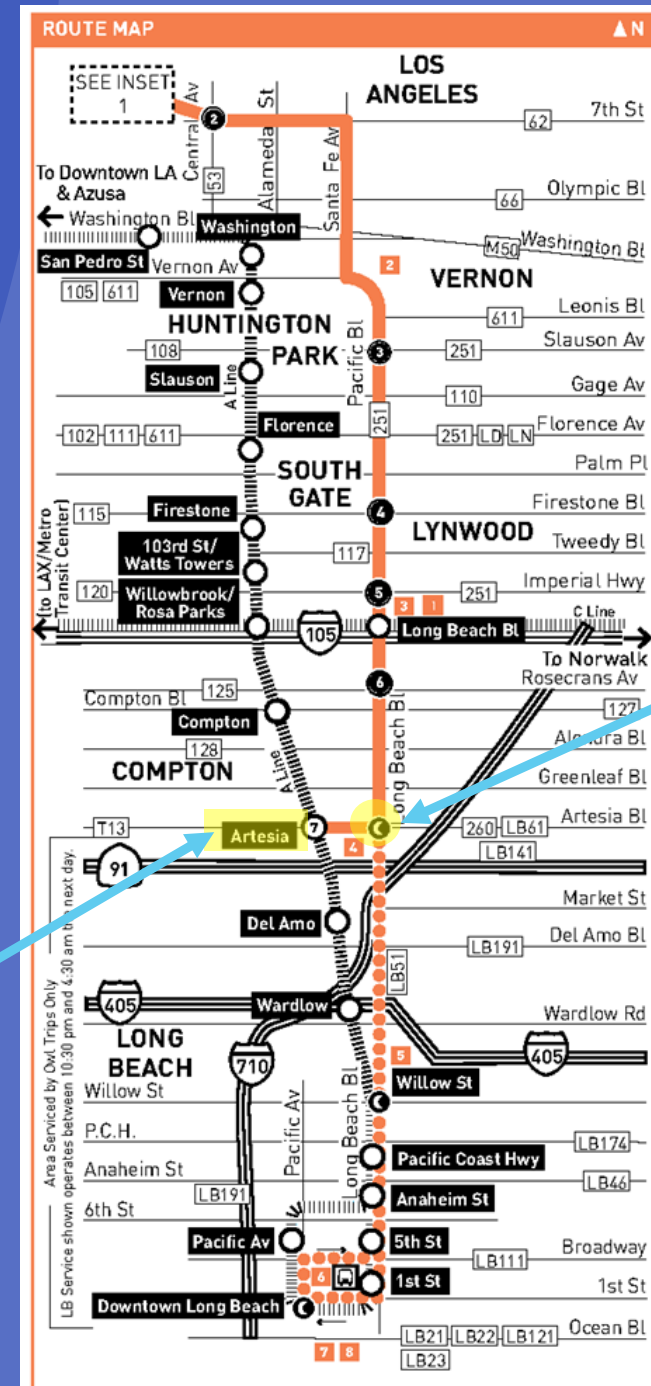
What's Changing

Three Line 60 late-night trips will now end and start from Artesia Station instead of operating to Downtown Long Beach. Regular owl trips to Downtown Long Beach will begin at midnight.

Impact Assessment

This service adjustment enhances connectivity between bus and rail while the A Line is in operation. Owl trips will continue to be operated to Downtown Long Beach.

Artesia Station



Owl Service
Route Begins

Line 161 Wildlife Bridge Construction Impacts

What's Changing

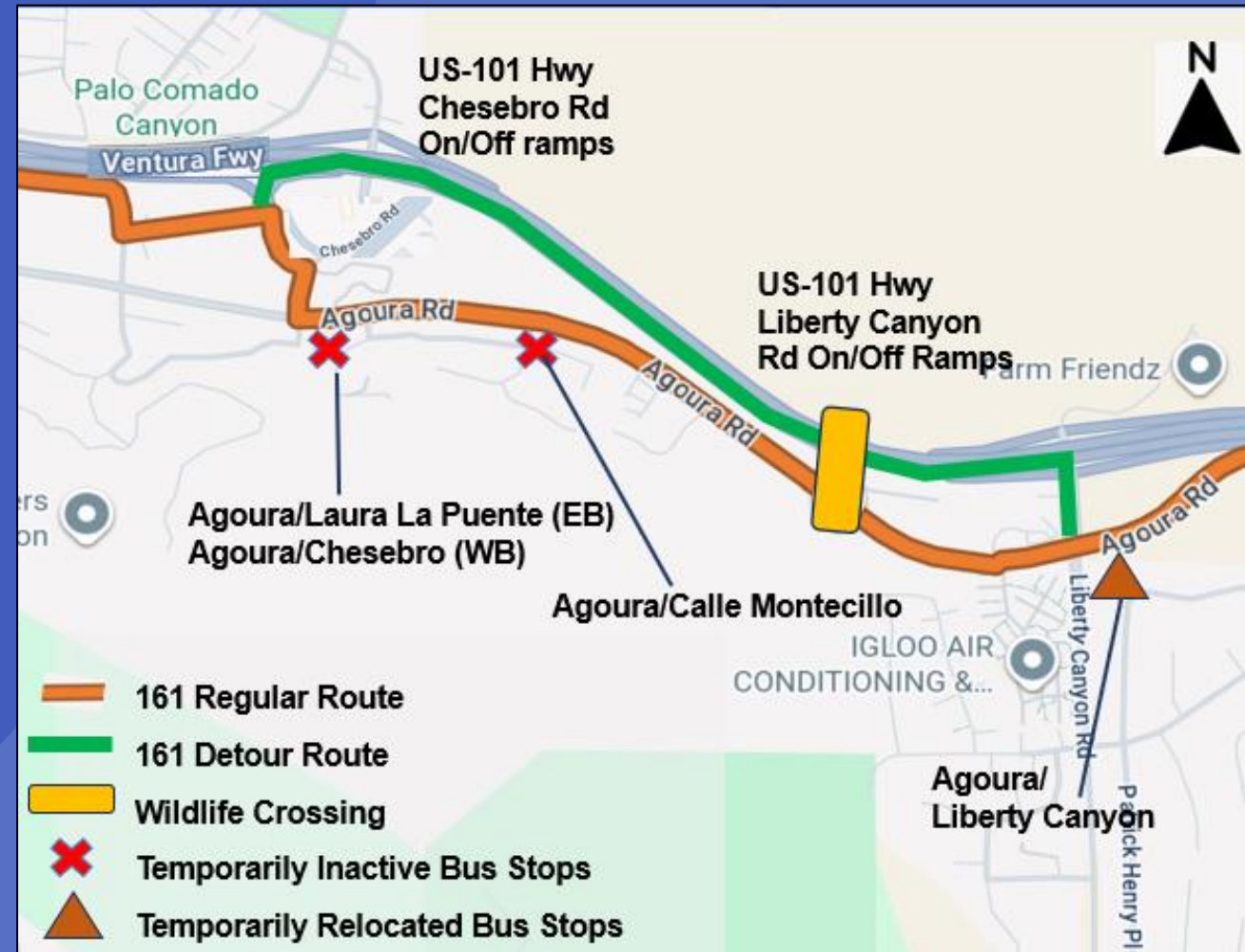
Due to ongoing construction of the Wildlife Bridge, Agoura Road will be closed between Liberty Canyon Road and Chesebro Road for approximately six to seven months.

Impact Assessment

Two low-volume stop locations will be temporarily closed as shown in the map. Combined average ridership is 6 on and 4 off on any given weekday.

Relocated Stops

- **Agoura/Liberty Canyon Stops**
 - Eastbound: Nearside to Farside
 - Westbound: Farside to Nearside



Line 206 Reroute in Hollywood

What's Changing

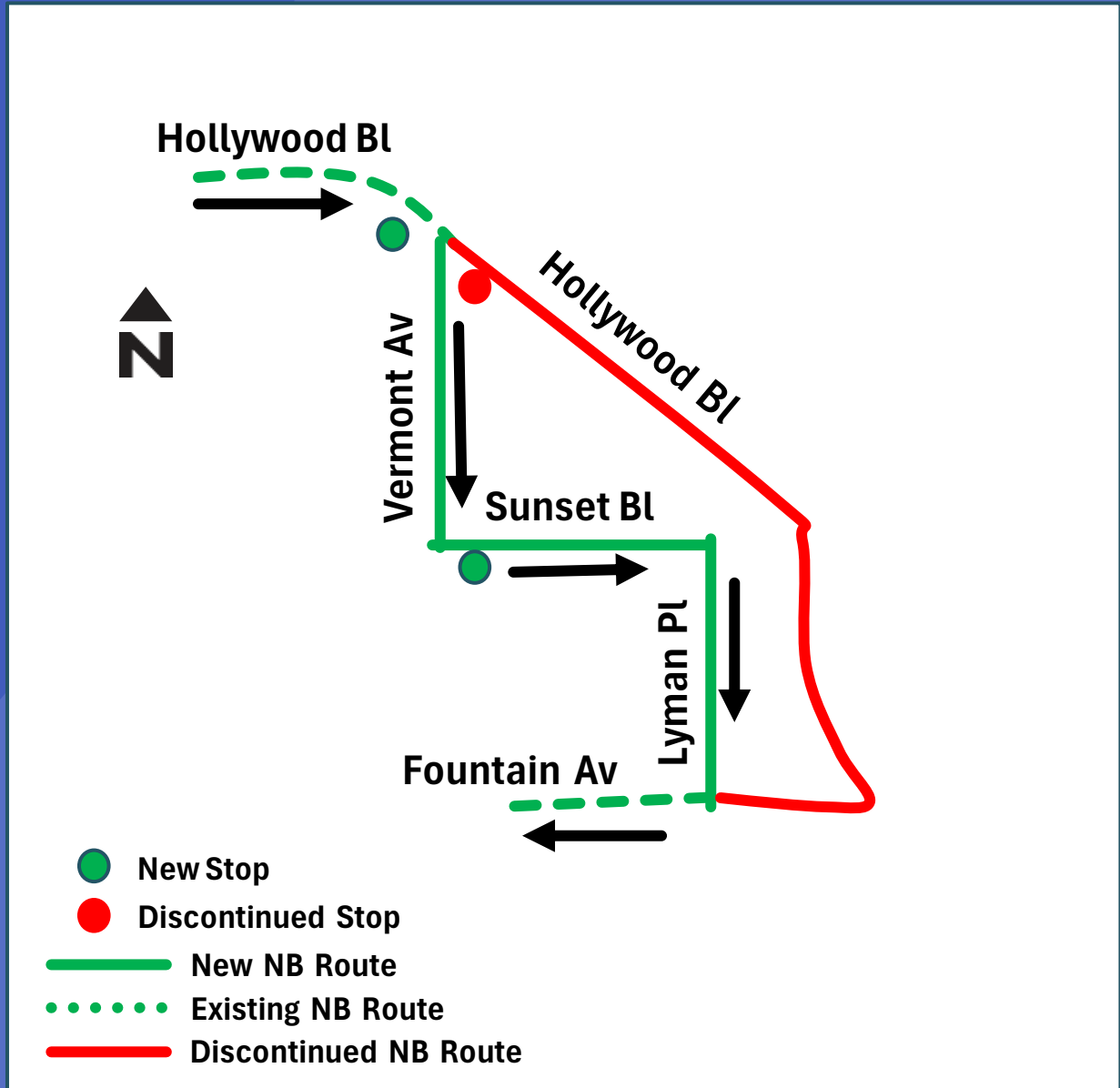
Line 206 northbound route will be rerouted from Hollywood/Edgemont stop to its existing layover location at Fountain Av/Vermont Av in Hollywood. Southbound route will remain unchanged.

Impact Assessment

This route change will enhance customer convenience by avoiding delays and better serve key destinations in Hollywood.

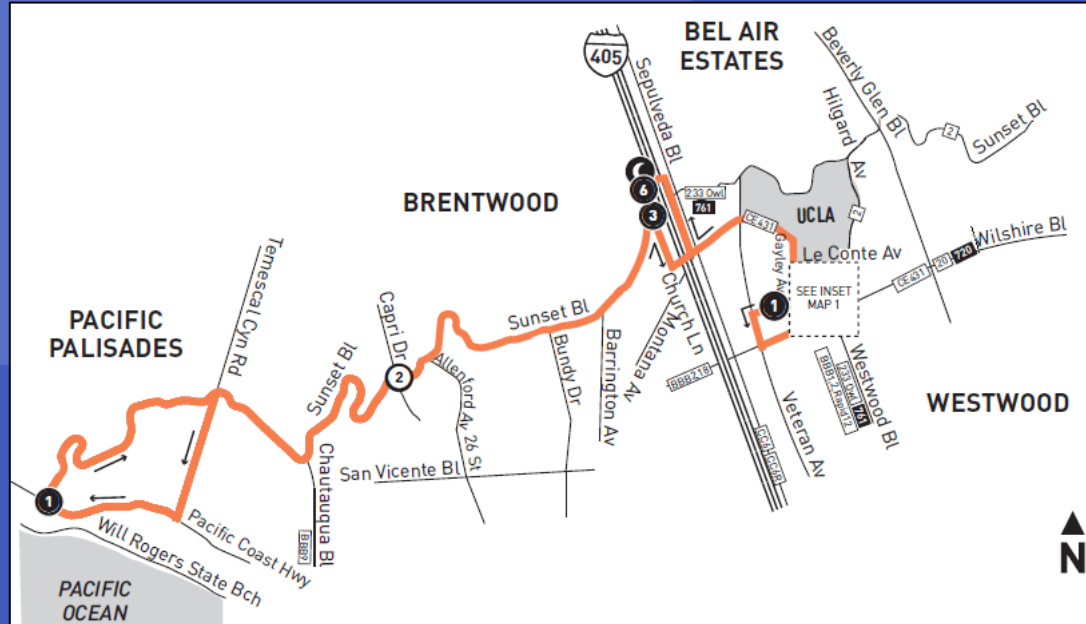
Stop Changes

- **Discontinued Stop**
 - Eastbound Hollywood/Vermont stop farside
- **New Stops**
 - Eastbound Hollywood/Vermont nearside
 - Eastbound Sunset /Vermont farside

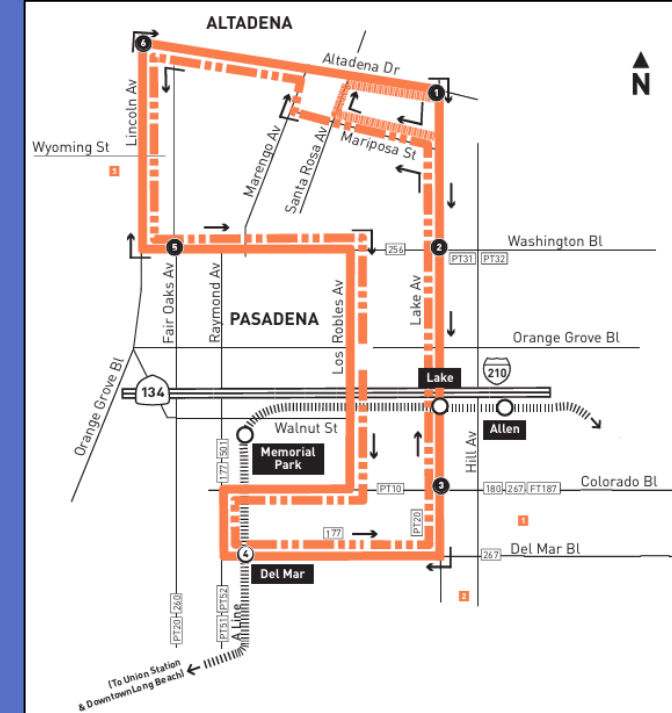


Fire Recovery Efforts

Line 602: Detour route due to Pacific Palisades Fire will be discontinued. Routes, stops, and service levels will be restored with frequencies unchanged.



Lines 660 and 662: Detour routes due to Eaton Fire will be discontinued. Routes, stops, and service levels will be restored with frequencies unchanged.

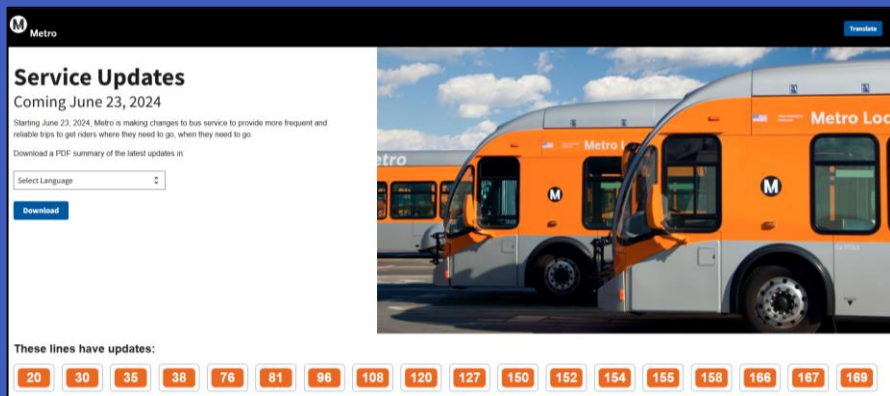


December 2025 Schedule Changes

- December 2025 - Lines with Fire Recovery Efforts
- December 2025 - Lines with Added Trips
- December 2025 - Lines with Increased Reliability - All Week
- December 2025 - Lines with Increased Reliability - Weekdays (M-F)
- December 2025 - Lines with Increased Reliability - Weekends (Sa-Su)

Implementation

- Staff will work as ambassadors in areas with significant changes
- Informational signs will be installed at impacted bus stops
- Updated bus stop blades will be installed by service change date
- Take One summary brochure and line level Service Change Notices will be available on buses
- Metro System Maps Updated
- Printed schedules will be available on buses and at usual outlets
- Metro Transit Info: 323.GO.Metro (323.466.3876) Monday – Friday, 5am – 9pm, Sat/Sun – 6am – 6pm



- Online “MyBus” information portal
 - Current schedules: metro.net/riding/schedules-2/
- Upcoming schedules: mybus.metro.net.
 - Also available in Spanish, Chinese, Korean, Vietnamese, Japanese, Russian, and Armenian





Board Report

File #: 2025-0884, File Type: Oral Report / Presentation

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for November 2025. This presentation will highlight the EOMs' work ethic, tenure, and outstanding achievements, among other respectable attributes.

EQUITY PLATFORM

EOM nominations submitted to the Chief Operations Officer (COO) must be for frontline employees or field supervisors in a customer-facing role. Operations management is encouraged to nominate employees who have achieved excellence, went above and beyond their assigned job description, and are diverse in both genders/ethnicities. In addition, a review of the location, job responsibilities, and seniority is considered for final selections to ensure diverse representation among the various groups within the department. Operations also works with Logistics and System Security & Law Enforcement (SSLE) to nominate employees at various Metro locations.

VEHICLE MILES TRAVELED OUTCOME

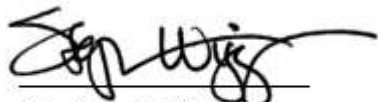
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets 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 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 highlights frontline employees and field supervisors in the Operations, Logistics, and System Security and Law Enforcement (SSLE) Departments. Because the Metro Board has adopted an agency-wide VMT Reduction Target, which generally supports the agency's overall function, it is consistent with the goal 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.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin (213) 922-7676

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

November 2025

Employees of the Month

November Employees of the Month



M&E

FST Relief Leader

Dave Lambie



Division 18 - Carson

DPS

Transit Security Sergeant

Kevin Santander



USG/Gateway – Downtown Los Angeles

Employees of the Month



Metro[®]



Board Report

File #: 2025-0885, **File Type:** Oral Report / Presentation

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations. Specific to this month's report, it will also include a response to the Bus Pass-Ups Audit Board report presented at the October Operations Committee Meeting by the Office of Inspector General (OIG).

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.

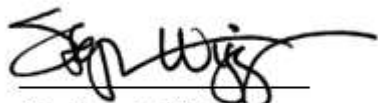
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring

System (HPMS) data between 2001-2019.

Prepared by: Diane Corral-Lopez, Executive Officer, Operations Admin, (213) 922-7676

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

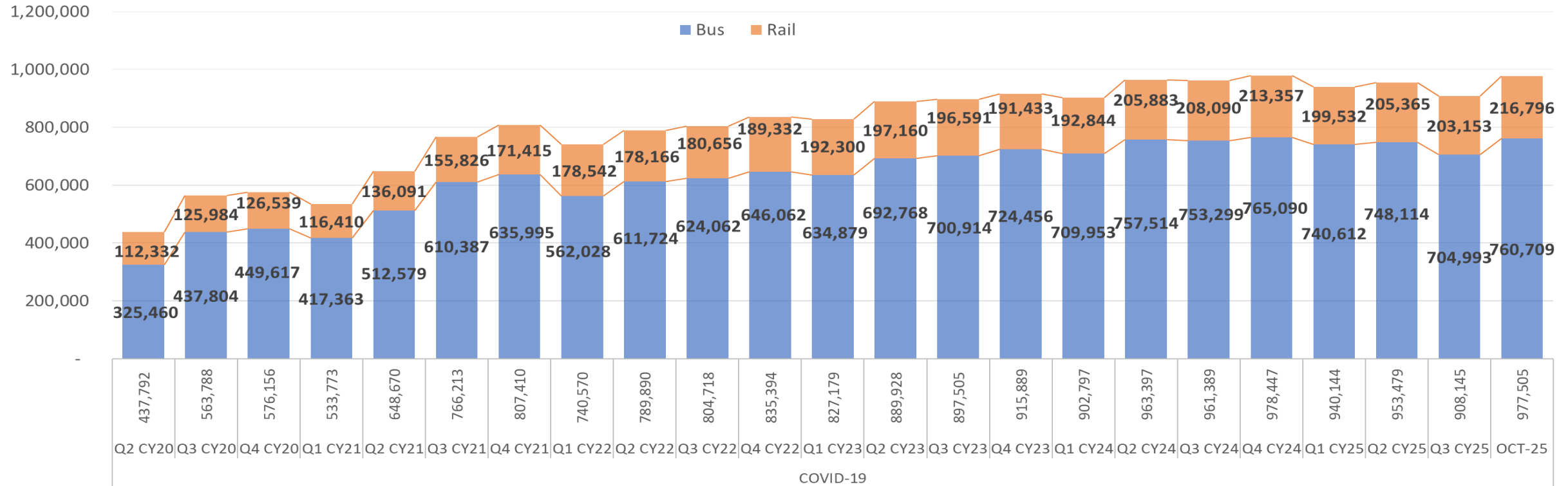


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
November 20, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



October Total Ridership Percentage Change 2025 over 2024:

- Bus: -5.0% Rail: +0.3%
- Monitoring ridership for impacts from workers returning to full time office attendance.

October Average Daily Ridership Percentage of Pre-Pandemic: Systemwide:

2025	2019	%Pre-Covid
• DX: 977,505	1,222,507	80%
• SA: 710,855	751,546	95%
• SU: 591,888	588,849	101%

Average Weekday Rail Ridership By Line - Oct 2025					
Line	Oct-25	% Recovery	Oct-24	% Recovery	Oct-19
A/E/L	125,192	78.9%	123,118	77.6%	158,755
B/D	63,504	48.2%	70,637	53.6%	131,696
C/K	28,100	92.9%	26,544	87.8%	30,236

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using 2018 data for A Line due to New Blue impacts. K Line started

Ridership Analysis Relative to Equity Focus Communities (Metro 2022 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.2% in October 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 76.7% in October 2025 (rail station data available month to month)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved since January 2025.
- Cancellation rates overall have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

October 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Oct-25	Oct-24	% of Line Miles in EFC
15	90	Glendale BI/Foothill BI	2.5%	1.7%	32%
15	501	North Hollywood – Pasadena Exp	2.2%	1.8%	11%
13	720	Wilshire BI Rapid	2.1%	2.2%	33%
15	92	Glenoaks BI	2.1%	2.0%	36%
8, 15	166	Nordhoff St	2.0%	3.8%	26%
2	105	Vernon Av/La Cienega BI	1.9%	1.9%	57%
15	233	Van Nuys BI Local	1.8%	2.1%	33%
18	117	Century BI	1.8%	1.5%	56%
15	761	Van Nuys BI – Westside Rapid	1.8%	1.3%	28%
2	60	Long Beach BI	1.8%	3.4%	61%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 11/16/24	0.70%	1.20%	0.80%
Week Ending 11/15/25	0.20%	0.00%	0.90%
Week Ending 11/8/25	0.70%	0.20%	1.90%
Week Ending 11/1/25	1.50%	1.50%	1.50%
Week Ending 10/25/25	0.30%	0.30%	1.20%
Week Ending 10/18/25	0.90%	1.70%	1.70%
Week Ending 10/11/25	0.50%	0.40%	1.00%
Week Ending 10/4/25	0.90%	0.60%	2.20%
September 2025	0.40%	0.60%	1.50%
August 2025	0.60%	0.60%	0.90%
July 2025	0.40%	0.50%	0.80%
June 2025	0.60%	0.70%	1.70%
May 2025	0.60%	0.90%	1.20%
April 2025	0.60%	0.80%	1.50%
March 2025	0.50%	0.60%	1.80%
February 2025	0.90%	0.80%	1.40%
January 2025	0.70%	0.40%	1.00%
December 2024	0.90%	1.00%	2.40%
November 2024	1.30%	1.00%	1.50%
October 2024	1.50%	1.70%	4.40%
September 2024	1.60%	1.80%	4.10%
August 2024	2.10%	1.70%	4.70%
July 2024	1.90%	1.90%	5.50%
June 2024	1.70%	2.50%	5.40%
May 2024	1.80%	1.80%	4.70%
April 2024	1.00%	1.00%	3.20%
March 2024	1.10%	0.90%	2.50%
February 2024	1.20%	0.70%	2.70%
January 2024	1.00%	0.80%	1.70%
2023 (Full Year)	1.50%	1.40%	3.60%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%



520
Attendees!

Annual Rail Rodeo October 25, 2025

BBQ, face paint, trackless train, balloon
animals, games, prizes



Rail Rodeo Winners

Train Operators

- 1st Place – Miguel Valdivia, Div 16
- 2nd Place – Sylvia Granviel, Div 11
- 3rd Place – Angel Hernandez, Div 11

RFS Mechanics

- 1st Place – Parker Rounds, Div 24
- 2nd Place – Calvin Wong, Div 14
- 3rd Place – William Barbier, Div 14

Service Attendants

- 1st Place – Aaron Pelesasa, Div 11
- 2nd Place – Adachi Ellison, Div 11
- 3rd Place – Jaime Llamas, Div 20



Bus Pass-Ups: Recommendation Response

The audit report contains four major categories of recommendations, with sub recommendations under each category to address the findings and conclusions reached, and to help improve and enhance Metro’s overall operations and customer service.

Recommendation	Response
1. Policies and Procedures: Update and/or create additional policies/procedures to monitor pass-ups with consistent information.	Metro Operations has existing policies/procedures that monitor pass-ups, including reporting to BOC, checking ADA accessibility related equipment, addressing service animals, staff training, and regular upkeep of stops.
2. Performance Metrics to be tracked: Consider utilizing proposed metrics to identify causes of pass-ups and manage/reduce pass-ups.	Metro actively analyzes both quantitative data as well as qualitative feedback to fine-tune service levels. The team minimizes pass-ups by meeting passenger load standards, reducing cancellations, and enhancing on-time performance by adjusting trip frequency, start times, and run times.

Bus Pass-Ups: Recommendation Response cont.

Recommendation	Response
3. Training: Consider updating its training regimen for operators and supervisors on pass-ups with regular updates on training as needed.	The existing Metro Operations program exceeds Title VI/ADA requirements for training. Metro will continue to provide refresher trainings for staff at regular intervals and/or if incidents occur.
4. Physical Characteristics of Bus Stops: Adopt a procedure to review the physical characteristics of bus stops where pass-ups occur due to passenger visibility or the passenger not being at the stop.	Stops and Zones actively gathers input from operators, supervisors, and customers about the condition of bus stops. While the responsibility for maintenance lies with local jurisdictions, Stops and Zones maintains ongoing communication and collaborates closely with them to ensure issues are addressed promptly and effectively.

Bus Pass Up Procedures

Although Metro complies with the safety standards for bus stops and ensures Metro-owned bus stops meet regional accessibility and safety needs, several issues were identified by OIG. In response, Metro Operations has revised its procedures to address the audit recommendations:

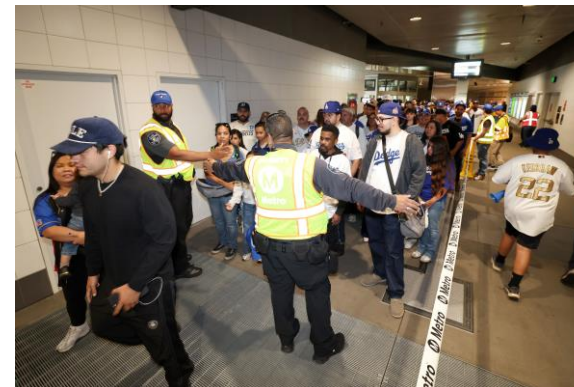
Types of Pass-Ups	Common Causes	Solutions
Consistent	• New travel patterns • Changes in school travel and bell times • General increases in ridership • Wheelchair positions consistently occupied • Stop conditions	• Add trips or adjust trip times for increased ridership based on a load standard of 130% seated capacity over a 20 min period • Relocate bus stop for construction (short or semi-permanent) • ADA pass-ups are monitored to ensure that no more than 5% occur on any line (reduced from 6% in 2025)

Bus Pass Up Procedures cont.

Types of Pass-Ups	Common Causes	Solutions
Random	• Day to day ridership fluctuation • Passenger not standing at or near the stop • Unable to see passenger at stop due to poor lighting • Service delays and impacts to on time performance • Cancelled trips for breakdowns, staff shortages, etc. • Wheelchair / mobility scooter positions occupied	• Manage spacing between buses to even out loads • Contact the following bus to ensure pass ups are picked up • For wheelchairs/mobility scooters: • Call the following bus to see if space is available • A supervisor and a stand by bus are dispatched to meet the customer if no space is available within 30 min • Contact Access Services if no standby bus is available • Provide refresher trainings for operators if incidents occur

Dodgers Championship Parade & Stadium Celebration

- 200 MVIP volunteers alongside frontline teams welcomed fans and helped them get to their destination safely
- Metro Rail transported approximately 37,000 extra riders out of the estimated 200,000+ parade crowd. Many trains filled to capacity up to 2.5 hours before the parade and up to 3 hours after.
- Metro deployed staff from across the agency to manage crowds at key stations
- Emergency Operations Center activated; no major issues experienced
- 26 Bus Lines were detoured around the parade route and CBD
 - Detours were shared on the webpage and social media ahead of the event to encourage passengers to trip plan
- This day was excellent practice for the 2028 Olympic and Paralympic Games



Dodgers Stadium Express

- 6,000 total riders used Dodgers Stadium Express
- Shuttle service provided to/from Union Station, Harbor Gateway and Dodgers Stadium
- Contract Services along with support from Metro Bus Operations provided 30 shuttles, double the usual fleet size
- Total average ridership for World Series games saw an increase in ridership of 58% compared to the average regular season ridership





Board Report

File #: 2025-0921, File Type: Motion / Motion Response

Agenda Number: 18.

**~~WITHDRAWN~~ EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 20, 2025**

SUBJECT: FEASIBILITY STUDY OF WATER TAXI SERVICE BETWEEN SAN PEDRO AND LONG BEACH

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE a feasibility study of water taxi service between San Pedro and Long Beach (Attachment A).

ISSUE

At its May 2025 meeting, the Board approved Motion 9 by Directors Hahn, Butts, Dutra and Dupont-Walker directing the Chief Executive Officer (CEO) to explore the feasibility of establishing a water taxi service between San Pedro and Long Beach for the 2028 Summer Olympic and Paralympic Games (Attachment B). This report provides an overview of the study and a discussion of the results.

BACKGROUND

Water taxis and passenger-only ferries are used in many parts of the world and in the United States for marine transportation. Typically, the term, “passenger-only ferries” refers to passenger services (no vehicle transport) on fixed routes and schedules (also referred to as “water buses”) while “water taxis” operate on flexible routes and schedules based on demand. For the purposes of this report and for maintaining consistency with the language of the Board motion, the two terms are used interchangeably since a service plan is yet to be established.

In the United States, water taxis and passenger-only ferries are found in coastal and inland waterways in cities like New York, Seattle, San Francisco Bay Area and Baltimore. Services are provided by private operators that charge fares and fees, by public agencies, or some combination of both private and public entities. Six California transit agencies in San Francisco, Oakland, Long Beach, Stockton and Eureka operate ferry services. Among the top ten public transit providers in the U.S., King County Metro in Seattle and MBTA in Boston operate ferries. In Southern California similar services exist currently, including charter services to Catalina Island and seasonal services provided by Long Beach Transit.

The San Pedro Bay is home to a number of existing activities including two major cargo handling seaports, major cruise terminals and facilities, oil well islands, and private marinas and watercraft. Additionally, Long Beach Transit (LBT) currently operates a water taxi service between Shoreline Village, the Queen Mary and Belmont Shore every year between April and September.

Given the number of activities in the San Pedro Bay and the existing water taxi service operated by LBT, the study team conducted stakeholder meetings with the Port of Los Angeles and the Port of Long Beach, the City of Long Beach, labor union representatives, and private operators currently providing services for recreational and tourism activities. The Metro team also partnered with Long Beach Transit throughout this study. See Appendix C for additional details.

DISCUSSION

Study Design

Through stakeholder and operator interviews, desktop reviews of existing and planned infrastructure and services in the Long Beach and San Pedro areas, and based on best known information about vessel availability, the project team identified existing conditions in the harbor and developed scenarios for services that could be operated during the 2028 Games. Factors included the best-known but evolving information on:

- Locations for Games events and spectator viewing areas, activation areas, hospitality houses
- Existing travel options between San Pedro and Long Beach
- Connecting and multi-modal land-side transportation services (availability of buses, shuttles, rail services, bike share facilities, active transportation networks, and parking)
- Potential landing site locations in San Pedro and in Long Beach that provide existing vessel landing infrastructure not likely to require extensive improvements
- Harbor conditions, including vessel traffic, slow zones, speed conditions inside and outside of the breakwater, and possible congestion points accessing the protected harbor at Angel's Gate and Queen's Gate
- Other harbor-related activities and existing ferry operations in the vicinity of the two landing locations.

Information collected from stakeholders was used to scope the study, identify plausible landing locations and sailing routes, understand developments on security perimeters and operating constraints, and validate assumptions on vessel types and availability, crewing needs, and unit costs needed to estimate operating and capital improvement costs.

Discussions yielded some themes, opportunities, and constraints. Notably:

- Special event services like the water taxi are expected to function as "transport-tainment" -- drawing specific segments of the travel market who will use water taxis not only for transportation, but to experience hospitality services onboard vessels, and for the novelty of enjoying the Los Angeles and Long Beach oceanside and harbor amenities. The experience of the water taxi trip may drive special event ridership more than other factors, such as travel

time competitiveness.

- Local fleets are primarily committed to the peak summer season and especially during the 2028 Games, therefore, their availability will be limited. As a result, suitable vessels will need to be sourced beyond solely relying on Southern California operators.
- Availability of zero emission water taxi service is largely determined by boat procurement, design and construction schedules. Two vessels of hybrid electric technology are on order by a private operator in the San Pedro Bay and are scheduled for delivery in 2026 and 2027.
- Some investment to install shoreside electric charging facilities - by vessel operators or local or state jurisdictions or some combination - is planned to support compliance with California Air Resources Board's (CARB) updated Commercial Harbor Craft regulation, which requires transition to zero-emission or reduced emissions vessel operations. Specific compliance timelines and requirements vary by vessel and route types. The 2028 Games may serve as a catalyst for securing public funding and grants for this new infrastructure and thus expediting its development. Deployment of electric vessels for the 2028 Games requires completion of shoreside charging equipment and infrastructure projects, with timelines currently unknown. Other dockside infrastructure improvements likely will be needed for 2028 water taxi services, depending on landing site and dock fit-up needs for vessel configurations yet unknown.
- Aside from broad outlines, the details and specifics regarding Games events have yet to be defined, such as sailing competition course locations, spectator viewing areas, slow- and/or no-wake zones, the extent and operations of security perimeters, and locations of blast zones. These details are subject to change and may potentially impede or limit water taxi operations along its sailing route and at landing sites, including on any given day of an event.
- The specialized service during the two weeks of the 2028 Games presents an opportunity for stakeholder partnership to promote tourism and local economic development opportunities, feature Southern California's natural and marine resources, and showcase the harbor as a gateway for global tourism.

The study develops a feasible service plan (components of which include potential routes, sailing times and schedules, vessel types and propulsion technology, infrastructure needs, and regulatory requirements), and identifies capital and operating cost estimates. In addition, the study addresses some potential funding sources and partnership opportunities between public and private sectors to support the development and operation of a water taxi service.

Findings

Landing Sites and Infrastructure Needs

Nine preliminary landing site options in San Pedro and three options in Long Beach were identified and based on screening factors, reduced to the West Harbor in San Pedro and Rainbow Harbor in Long Beach. West Harbor was selected as a suitable landing site in San Pedro due to its location closer to the mouth of the west channel, which does not require vessels to travel long distances into the inner channel under operating speed limits. The West Harbor is also the location for a San Pedro and POLA redevelopment project that includes a promenade, pop-up park, dog park, courtesy dock, proposed amphitheater, restaurants, and waterside attractions, as well as proximity to hotels. Electric vessel charging infrastructure installation is planned for completion by Harbor Breeze in coordination with POLA and POLB. Additionally, the site has been identified as conducive for

extending enhanced local transit, walking and biking connectivity, and is planned for the development of 2,000 parking spaces.

Multiple landing options were identified in Long Beach including Alamitos Bay, Queen Mary, and Rainbow Harbor (including multiple dock options) near Downtown Long Beach. Long Beach is scheduled to host several waterside Games events, including sailing, canoeing, open water swimming, volleyball, and rowing. Many of the water event locations are proximal to existing AquaBus and AquaLink services; thus Metro's study assumes Rainbow Harbor as a likely candidate for a dedicated service to and from San Pedro. Rainbow Harbor includes landside attractions such as the Aquarium of the Pacific, Shoreline Village with cultural, dining, and entertainment options, Pike Outlet stores, and Marina Green Park, which is used for music festivals. The Rainbow Marina includes 87 slips serving recreational boaters and commercial operators, and the harbor area includes twelve 150-foot docks serving harbor cruises, private charter boats, rental boats, and watercraft rentals.

Vessel Types, Trip Times, Estimated Capital and Operating Costs

Through a desktop review and stakeholder discussions of existing and planned local fleets, three representative vessel types were identified for analysis, based on technology availability (i.e., diesel, electric and/or hybrid propulsion) by the 2028 Games, and their range of potential characteristics including cruising speed and passenger capacity. The study team then developed potential service profiles based on speed, travel times, and loading/charging parameters. This information was used to estimate the number of passengers that could be served over an operating day. Results show that depending on the vessel and cruising speeds, crossing times between San Pedro and Long Beach range between 34 and 59 minutes, not including time for passenger loading/unloading or charging/fueling, or any special protocols for vessel or passenger security screening. With estimated loading/unloading dwell times, trip frequency is estimated every 35 minutes, assuming a fleet of three faster vessels, and up to every 80 minutes, assuming a fleet of two larger capacity electric vessels.

Capital (shoreside) improvement costs were estimated based on a field review of existing dock facilities in San Pedro and Long Beach and potential minimum improvements needed to support short-term water taxi service. Operating costs were estimated based on crew requirements for the vessel sizes, estimated labor rates, and estimated energy requirements for each vessel type, using fuel and electricity rates local to Southern California. The table below summarizes assumptions for the three fleet types operating in four service scenarios, potential service levels and capacity, and estimated costs, including cost per passenger (assuming full capacity) to inform an appropriate ticket or fare price (subsidy notwithstanding). These estimates are based on service from the start of the Olympic Games through the end of the Paralympic Games (approximately 47 days including the hiatus between the Olympic and Paralympic Games). This duration does not include start-up, testing, or ramp-down service leading into or tapering down from the Games periods.

Fleet Configuration	SCENARIO 1  	SCENARIO 2A  	SCENARIO 2B   	SCENARIO 3  
	350 350	150 150	150 150 150	75 75
Vessel Description	(2) 350-passenger hybrid-electric vessels	(2) 150-passenger diesel vessels	(3) 150-passenger diesel vessels	(2) 75-passenger diesel vessels
Trip Crossing Time (one-way)	59 minutes	34 minutes	34 minutes	39 minutes
Assumed Dwell time (one-way)	20 minutes	15 minutes	15 minutes	10 minutes
Scheduled Daily Round Trips	8	12	18	12
Scheduled Time between Departures	80 minutes	50 minutes	35 minutes	50 minutes
Potential Daily Passenger Capacity	5,600	3,600	5,400	1,800
Total Operating Cost (47 service days) ²	\$1,278,000	\$995,000	\$1,445,000	\$662,000
Operating Costs per Round Trip	\$3,398	\$1,764	\$1,780	\$1,174
Operating Cost per Passenger Seat ³	\$3.88	\$4.70	\$4.55	\$6.26
Estimated Capital Costs ⁴	\$114,000	\$113,000	\$113,000	\$113,000
Total Estimated Costs (47 service days)	\$1,344,000	\$1,084,000	\$1,535,000	\$751,000

 Assumes all-electric propulsion with shoreside charging

¹ Costs in 2028 dollars, based on feasibility-level (<1%) design and analysis

² The 47-day service period is the time between the start of the Olympic Games and the end of the Paralympic Games

³ Cost per passenger capacity is calculated using total passenger carrying capacity over the 47 days of service

⁴ Assumed minimal needs with service contracted to an existing operator

As mentioned previously, a likely challenge will be the supply of local vessels to serve both regularly planned uses (AquaBus and AquaLink services, whale watching, cruises, etc.) and added Games-related demand for water taxi service. Further development of this service is likely to require exploration of new vessel constructions by 2028 to supplement existing planned services, and/or the possibility of using the existing or planned local fleet for the water taxi service in lieu of their existing services.

Another option may be acquiring use of vessels from other parts of the state or country, though this would likely only be feasible for short-term temporary operations and not for long-term service. Discussions with stakeholders and existing operators identified potential pilot service use of recently ordered low/no-emissions technology vessels. For example, Harbor Breeze anticipates the delivery of two demonstration hybrid-electric vessels (in construction now) as part of the POLA project, Los Angeles Marine Emission Reduction (LA MER), funded through CARB. Delivery is anticipated in 2026 and 2027 for pilot testing and initial service demonstration.

Note that scenarios were developed to understand feasible capacity and estimated costs; however, the demand for such service is not likely to be known until further Games-related activities are defined and once Games ticket sales begin.

Permitting and Regulatory Constraints

Development Permits: Development permits required will depend on whether infrastructure improvements will be minimal or extensive, thus requiring different easements, approvals, and environmental permits from a variety of organizations and agencies. Determining which permits are required depends on the type of improvements needed (i.e., whether ground disturbance would be required), jurisdictional control of the land, waterways, properties involved, and construction activities associated with potential landing site improvements. Existing jurisdictions in the study area include the City of Los Angeles, City of Long Beach, Port of Los Angeles, California Coastal Commission,

California Department of Fish and Wildlife, California Department of Transportation, Regional Water Quality Control Board, South Coast Air Quality Management District, State Water Resources Control Board, United States Fish and Wildlife Service, National Marine Fisheries Service, United States Coast Guard, California Public Utilities Commission, South Coast Air Quality Management District, and United States Customs and Border Protection.

For purposes of evaluating services in time for the 2028 Games, the study assumes minimal landside improvements needed; such improvements may include dock improvements and minor landside improvements with no ground disturbances. In this case, permitting is expected to take around two years with the California Coastal Commission (Coastal Development Permit) and about a month with the Port of Los Angeles (Hot Work Permit).

Long-term service may require more extensive and permanent facilities, however and are estimated to require at minimum three years for permitting, as well as two years for environmental documentation per California Environmental Quality Act (CEQA) and National Environmental Protection Act (NEPA) depending on the extensiveness of facilities development and the level of document. The environmental documentation and permitting activities together would total approximately three to five years to complete for long-term service.

Operating Permits: The operator of the water taxi service whether it be publicly or privately provided, and whether it be for short-term or long-term operation, will be required to comply with the California Public Utilities Commission (CPUC) and the United States Coast Guard (USCG) which requires crew training and each vessel's Certificate of Inspection (COI), specifying maximum number of passengers, qualifications of crew members, and limits on areas of operations. USCG-approved Facility Security Plans also will be required for each landing site depending on vessel size. The operator would also be responsible for meeting maintenance requirements based on USCG regulations and developing and implementing long-term capital improvement plans for both vessels and facilities.

Below is a list of potential permits and approvals needed for short-term ferry service with limited landing site improvements, assuming that no work would be conducted within, or result in any impacts on, any jurisdictional waterways.

Anticipated Permits and Approvals for Short-Term Ferry Service

Agency	Permit or Approval Type	Project Activity	Permit Timeline
Shoreside Improvements			
California Coastal Commission (California Coastal Act)	Coastal Development Permit	Work within the coastal zone, which includes the Port of Los Angeles and Rainbow Harbor	6-24 months
Port of Los Angeles	Hot Work Permit	Welding, cutting, burning, grinding, drilling and other fire and spark-producing operations	<1 month
Operations			
California Public Utilities Commission	Certificate of Public Convenience and Necessity	Required to provide public services	1-3 months
	Transportation Vessel Common Carrier Permit or Certificate	Required for all ferries that transport people between two points	1-3 months
United States Coast Guard	Certificate of Inspection	Ferry services with vessels carrying more than six paying passengers	3+ months
	Merchant Mariner Credential	Required by operators to operate new/additional vessels	90 days or less
City of Long Beach	Slip Permit	Docking in Rainbow Harbor	<1 month

Note that implementation of short-term improvements for the 2028 Olympic and Paralympic Games would not be expected to require extensive environmental documentation because they would be temporary and short term, and the proposed construction activities are assumed to be minor.

Considerations for Implementation by 2028 and Responsible Parties

Given the resources needed to stand up a new water taxi service with Metro-owned facilities and operations, including capital investments (service and back-up vessels, new water vessel maintenance facilities, landing site infrastructure, and moorage) and of establishing operations (operator permits, crew staffing, recruitment and training, development of maintenance capabilities, and establishing maritime safety and security programs, etc.), it would not be feasible for Metro to operate new service on waterways by 2028.

While Metro has the statutory authority to operate transit service on waterways, development of the service and infrastructure in the San Pedro Bay and harbor would likely require agreements with POLA and POLB, approval from the U.S. Army Corps of Engineers under Section 10 of the Rivers & Harbors Act for work affecting waterways, and compliance with the California Air Resources Board (CARB) Commercial Harbor Craft (CHC) Regulation (setting vessel requirements in compliance with emissions standards). Metro would also need to follow U.S. Coast Guard (USCG) regulations and the International Regulations for Prevention of Collisions at Sea, along with registering the vessel(s) with the state and ensuring its operator has a valid California Boater Card.

Permitting authority for landside development, and dock usage agreements reside with local jurisdictions that would be in a more effective position to review, permit, and potentially support the implementation and the maintenance of such improvements. Similarly, for vessel procurement and operations, existing operators such as private charter operators and/or Long Beach Transit likely would be better positioned to procure vessels and capture economies of scale and scope in expanding their existing services and operations for special events (rather than Metro establishing new services in marine environments where we have neither existing operations nor expertise).

The number of experienced and established public and private operators already serving the San Pedro Bay and harbors suggests opportunities for other service delivery models such as privately owned commercial operators to provide this service directly to the public, or through a contractual arrangement between a public agency (or agencies) and private operator(s); opportunities and constraints for each of these delivery models and for public agency delivery are described in the table below. Metro could participate in a contracted service by working with an interested entity or contractor to examine the potential integration of fare media and TAP card interoperability, opportunities for branding and co-marketing, and/or assist with accessing public funding that would need to be identified for this service. The expectation would be that the contracted operator would obtain or already have all certifications and permits required to operate the service and own and maintain assets.

MODEL	OPPORTUNITIES	CHALLENGES	METRO DELIVERY
Private Service provided by a private operator, without agency involvement.	- Potential fast start-up with use of existing crew and assets - Varying options for agency support/collaboration	- Typically, higher fares due to the need to remain profitable - Service schedules typically developed to maximize profitability	N/A
Public/Private Contracting Typically involves the governing agency contracting for provision of transportation service and providing partial or total funding. Varying options for ownership and maintenance of assets and landing sites.	- Access to federal and state grant funding - Opportunities for faster service start-up by using staff/assets of an established operator, partnership on service marketing for launch and ridership growth - Greater agency control over fare levels and service schedules - Opportunity for integration of fare payment media (e.g., TAP card)	- Less agency control over service quality - Ongoing subsidy requirements - Some agency resources required for contract management	Varying options for Metro delivery as a contracting agency, supporting agency, or in partnership with others
Direct Agency Delivery The agency manages and operates service, while directly owning or leasing assets and landing sites.	- Access to federal and state grant funding - Greatest agency control over service levels and standards - Potential coordination with other modes and integration of fare payment media (e.g., TAP card)	- Requires the greatest commitment of infrastructure and resources by the agency related to operation and capital programming for a new mode - Potential long start-up time to plan, permit, and fund capital improvements	Infeasible

Funding Opportunities

For short-term service operated during the 2028 Games, it is likely that local funding would be required for the entirety or a significant portion of costs. Depending on how the service is delivered,

potential partnerships may provide options for shared or reduced costs. Potential opportunities include grants related to the implementation of no/low emissions vessel technologies such as the Clean Off-Road Equipment Voucher Incentive Project (up to \$1M), or 2028 Games Mobility Funding.

Many of the grant funding options typically available to passenger ferry services are unlikely to be applicable to short-term event service unless it is presented as part of a planned ongoing service. Additionally, the timelines associated with these grants, including development of project information to support grant application materials, completion of required permitting/regulatory processes, execution of grant agreements, and construction of improvements, may make implementation of grant-funded projects ahead of the 2028 Games infeasible.

For long-term service extending beyond the 2028 Games, a portfolio of sustainable funding sources will be needed. The following sections discuss funding opportunities for services operated through direct agency delivery or a public/private contracting arrangement in which an agency owns some or all of the vessel or landing site assets.

Capital costs for water taxi service include vessel procurement and landing site improvements. Multiple state, federal, and local sources can be used by public agencies to fund capital projects, including tax levies, state and local budget appropriations, and grants from State and Federal agencies such as the California State Transportation Agency (CalSTA) and the Federal Transit Administration (FTA). Eligibility for specific funding opportunities may depend on service characteristics or vessel technologies used. Also note that should a water taxi service be submitted for grant funding from some of these programs, it would compete with other Metro projects, including major pillar projects and other Games-related candidates.

Example federal grants available to a potential agency-provided San Pedro - Long Beach water taxi include:

- Federal Transit Administration (FTA) <<https://www.transit.dot.gov/>> Passenger Ferry Grant Program: Provides competitive, capital funding for ferry systems in urban areas, including vessels, terminals, and infrastructure.
- Federal Highway Administration (FHWA) <<https://highways.dot.gov/>>: Surface Transportation Block Grant and National Highway Performance Programs: Provides funding to states for transportation projects, including ferry projects.
- FHWA [PROTECT Program](https://www.transportation.gov/rural/grant-toolkit/promoting-resilient-operations-transformative-efficient-and-cost-saving) <<https://www.transportation.gov/rural/grant-toolkit/promoting-resilient-operations-transformative-efficient-and-cost-saving>>: Funding for projects that support resiliency for events like sea level rise and other natural disasters.
- Department of Transportation (DOT) [Better Utilizing Investments to Leverage Development \(BUILD\) Grants](https://www.transportation.gov/BUILDgrants) <<https://www.transportation.gov/BUILDgrants>>: A competitive, multi-modal grant program that can be used for ferry vessel and terminal projects.

Additional state and federal funding opportunities may be available for projects that meet specific goals, such as emissions reduction or the use of innovative technologies. Eligibility, scoring, and funding levels for federal grants may change year to year and can be set based on the priorities of the administration in place. Example grant funding opportunities include:

- FTA Electric or Low-Emitting Ferry Program: Supports capital projects for low- or zero-

- emission ferries and shoreside infrastructure.
- Carl Moyer Memorial Air Quality Standards Attainment Program: Provides funding for repower or replacement of vessels operating in the South Coast region. Also includes limited options for shore power projects.

Ongoing water taxi operating costs, including those for staff and crew wages, fuel, and maintenance activities for terminals and vessels, require sustainable and continued funding sources. Revenue from fares and concessions are typically insufficient to cover all operating costs. For systems governed through public-private contracts or direct agency delivery, multiple state, federal, and local sources may be available and can be used to fund operating costs, including tax districts and levies and capital costs through grants from state and federal agencies.

The FHWA Ferry Boat Program is an example of a funding source that has been used by water taxi operators in California to cover operating costs, as well as costs for construction of vessels and terminal facilities. Ten operators in California received a combined \$7.3 million in Ferry Boat Program formula funding in fiscal year 2025.

EQUITY PLATFORM

An equity analysis has not been performed as part of this study. Should this service be further evaluated, an equity analysis would be conducted.

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. This item supports Metro's systemwide strategy to reduce VMT through planning activities that will further encourage transit ridership, ridesharing, and active transportation, or in this case, explore the possibility of water-based transportation around San Pedro and Long Beach connecting multiple existing transit, walking, and biking infrastructure. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 study supports the following strategic plan goals:

- Goal #1: Provide high-quality mobility options that enable people to spend less time traveling;

-
- Goal #2: Deliver outstanding trip experiences for all users of the transportation system; and
 - Goal #4: Transform LA County through regional collaboration and national leadership.

NEXT STEPS

Should the Board decide to continue to explore implementation, the next step would be to develop either a request for interest or a reverse pitch to be released to the industry to gauge interest from private and public sector entities in implementing this service.

ATTACHMENTS

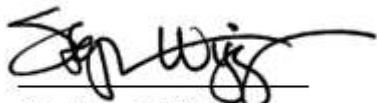
Attachment A - San Pedro - Long Beach Water Taxi Feasibility Study

Attachment B - Board Motion 9: Feasibility Study for Water Taxi Service between San Pedro and Long Beach

Attachment C - Stakeholder Engagement

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San Pedro–Long Beach Water Taxi Feasibility Study

2028 Los Angeles Olympic and Paralympic Games
Planning and Beyond

Executive Summary



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TABLE OF CONTENTS

Executive Summary	3
Study Overview	3
Summary of Key Findings	3
Information Needed to Support Further Analysis	6
Long-Term Service Considerations	6
INTRODUCTION	8
Study Approach	9
UNDERSTANDING OF ROUTE CONTEXT.....	10
Stakeholder Engagement	10
Existing and Planned 2028 Conditions.....	10
Potential 2028 Games Demand.....	16
SERVICE SCENARIO PLANNING.....	19
Landing Site Assessment	19
FINANCIAL & IMPLEMENTATION CONSIDERATIONS	27
Summary of Service Metrics and Cost Findings	27
Operating and Capital Cost Details	30
Potential 2028 Games Service Considerations	32
Service Delivery Models.....	32
Permitting and Regulatory Considerations	36
Funding Opportunities.....	38
Implementation Next Steps.....	41

EXECUTIVE SUMMARY

Study Overview

The Los Angeles County Metropolitan Transportation Authority (Metro), in collaboration with Long Beach Transit (LBT) and in coordination with many property and agency stakeholders, conducted the San Pedro–Long Beach Water Taxi Feasibility Study (study) as a first step toward evaluating establishment of a ferry service between San Pedro and Long Beach for the 2028 Olympic and Paralympic Games, utilizing the active waterfront for expanded transit options. The study was directed by the Metro Board (Motion 9) at its May 14, 2025, meeting.

The study aims to evaluate the feasibility of water taxi service through a review of opportunities and constraints for new water taxi service during the 2028 Games, assessment of service options to supplement existing transportation modes, and identification of the infrastructure needs and potential next steps toward establishing this new service. In addition to 2028 Games service, the study identifies considerations for further assessment and planning of continued long-term ferry service between these shoreline communities.

Summary of Key Findings

A passenger-only ferry (water taxi) route between San Pedro and Long Beach provides an opportunity to offer an additional, non-roadway transportation option to visitors, staff, and volunteers during the 2028 Games. Establishing a water taxi service would support access to event venues, fan zones, and hospitality houses. The effort would support the Games' goal of a transit-first Olympics and Paralympics, and work to mitigate concerns over roadway congestion and traffic flows during the games. The following sections provide an overview of the opportunities and potential constraints for implementation of the special event (2028 Games) water taxi service.

Potential Service Levels and Costs

Harbor conditions and available 2028 Games plans were reviewed to support selection of representative vessel types and landing sites to be used to build a potential water taxi route. The route was analyzed to provide planning-level information regarding the range of estimated passenger capacity and service levels, along with associated operating and capital costs, to aid in planning and guide future decision-making.

The resulting range of service levels and estimated costs were identified through scenario development. These scenarios focused on one route with one landing site in each geographic location and with different options for vessel speeds and passenger capacity. The results of this

scenario assessment identified ranges of crossing times from 34 minutes to 59 minutes with differing levels of service and therefore total passengers moved, ranging from 1,800 to 5,600.

A summary of these findings is presented below in Table 1, followed by discussion of key findings related to landings sites, vessel types, service levels and cost. Costs are representative of the projected 47-day service period during 2028 Games events (from the start of the Olympic Games to the end of the Paralympic Games and including the period between.

Table 1: Summary of Service Scenario Findings

Long Beach Landing Site	San Pedro Landing Site	Crossing Time	Number of Daily Round Trips	Total Daily Round Trip Capacity	Total Estimated Costs (projected 2028 dollars)
Rainbow Bay Dock 9	West Harbor	34 – 59 minutes	8-16	1,800 – 5,600	\$913,000 - \$1,448,000

Landing Sites

Assumed landing site locations were selected based on 2028 Games planning information and stakeholder input. The selected sites, **West Harbor in San Pedro** and **Rainbow Harbor Dock 9 in Long Beach**, each provide existing dock infrastructure and high potential compatibility with water taxi service. In addition, both sites provide access to nearby 2028 Games event venues, pedestrian and bike pathways, and transit connections.

Vessels

For a route connecting these two landing sites, three service scenarios were developed, assuming use of vessels with cruising speeds ranging from **10 to 28 knots** (11 to 32 miles per hour) and passenger capacities between **75 to 350 passengers**. These three vessel types are representative of potential vessels used to support the service, rather than based on specific vessels as 2028 availability is currently unknown.

Service Metrics

A water taxi crossing between West Harbor and Rainbow Harbor Dock 9 would range from **34 to 59 minutes** depending on the vessel speed. Of that total trip time, 18 minutes of the route are within a currently regulated slow/no-wake zone, meaning that the time cannot be any faster regardless of vessel speed. This vessel trip time is longer than those of current on-land alternatives, including LADOT's Commuter Express route 142 which provides a half-hourly trip between the two waterfronts in 26 minutes, and driving via the Seaside Freeway with typical trips of 18 to 30 minutes during congested traffic conditions. However, while traffic congestion both on-land and over-water during the 2028 Games cannot be accurately quantified at this time, vehicle traffic is anticipated to be constrained by both increased roadway demand and constraints from 2028 Games operations and security zones, providing additional opportunity for a non-roadway water taxi alternative.

Depending on the size and speed of the vessels deployed, the service provides the opportunity to carry **1,800 to up to 5,600 people daily** with between **8 and 16 daily round trips**. These scenarios assume that two to three vessels would be in service over an operating day limited to 12 total hours of crew labor per vessel over a period of 47 days during the 2028 Olympic and Paralympic Games. Estimated costs for service to cover these 47 days range from \$913,000 - \$1,448,000, including operating costs and capital costs, which are assumed to be limited due to the use of leased vessels and minimal uplands improvements.

Information Needed to Support Further Analysis

Through development of the study, Metro identified several currently unknown aspects of 2028 Games operations where more information is needed to inform planning for the potential water taxi route. The following list of elements directly impact the potential operation of a water taxi service between San Pedro and Long Beach for the 2028 Games. For service planning and implementation to move forward, more information and direction regarding these elements is required.

- » **2028 Games Plans Security Plans:** As Games planning progresses, the confirmed perimeters of security zones and vessel security requirements could impact in-water operations and upland access to water taxi landings. In addition, any security protocols for vessel and/or passenger screening could lead to landing site space and operational requirements, with potential impacts to operating costs and service schedules.
- » **2028 Games Events:** The location and timing of in-water events including sailing and open-water swimming could potentially pose operating requirements or limitations to water taxi service.
- » **Vessel Availability:** Securing a fleet of existing vessels may be challenging and require longer lead times and coordination due to the short period of the event and the likelihood that local vessels may be in use during the event. Use of electric vessels would require completion of shoreside charging projects.
- » **Harbor Conditions:** While conditions during the 2028 Games are currently unknown, vessel traffic from cruise, charter, and recreational vessels is anticipated to be high. Further coordination with harbor stakeholders and regulatory agencies will be needed to understand potential impacts to water taxi service as well as vessel operating requirements.

As more becomes known about 2028 Games operations and security specifics, route feasibility and service level targets can be refined. This information will support decision making regarding how service will be delivered and funded, and partnership opportunities. Of the potential delivery models identified, two models rise as opportunities: a private and public arrangement with Metro contracting service with an operator that would own and maintain all assets and operate services, or a privately provided service

Long-Term Service Considerations

Continuation of service beyond the 2028 Games will require policy decisions regarding proposed service levels, who will operate service and how it will be funded. These decisions will shape the approach used for procurement and maintenance of vessels and terminal assets, and the regulatory requirements including potential compliance with California Air Resources Board (CARB) Commercial Harbor Craft (CHC) Regulations. There are service model considerations that may shift whether its short-term or long-term service. Direct agency delivery of service will

require the highest commitment of agency resources and staff, with potential needs to expand staff, capabilities, and assets. Contracted service delivery model provides the most flexibility for an agency if a service provider can offer the fleet and staff to meet the service levels the agency requires.

INTRODUCTION

The City of Long Beach and neighborhood of San Pedro on the Los Angeles waterfront are planned to be two key locations in the city-wide stage set for the 2028 Summer Olympic and Paralympic Games (Games). The Games are expected to bring tens of thousands of athletes and spectators from across the world to the Greater Los Angeles Area for the 18 days of Summer Olympic Games and 13 days of Paralympic Games events. Together, the two cities will host over a dozen events in addition to viewing locations and hospitality hubs in and along the waters of San Pedro Bay and Los Angeles Harbor. With existing limitations on street parking and roadway capacity, a major influx of spectators, athletes, and volunteers are anticipated to strain existing traffic conditions.

Metro was tasked by the Los Angeles County Metropolitan Transportation Authority Board with exploring the feasibility of establishing a water taxi service to connect San Pedro and Long Beach in preparation for the 2028 Games. In response, Metro conducted the San Pedro–Long Beach Water Taxi Feasibility Study (study) in collaboration with Long Beach Transit (LBT) and in coordination with many property and agency stakeholders.

The study serves as a first step in evaluating the feasibility of establishing water taxi service during 2028 Games by identifying options for landing sites and vessels, profiling the potential route, and identifying current unknowns that represent potential constraints and risks that require additional coordination. Based on this preliminary planning information, potential service profiles are outlined to provide information to support next steps toward establishing this new service. In addition, the study identifies considerations for assessment and planning of continued ferry service after the 2028 Games in support of long-term enhanced connection between both communities.



Study Approach

This study serves as a first step in planning for San Pedro – Long Beach water taxi service by outlining opportunities for service as well as potential constraints. Using stakeholder input, assessment of existing conditions, and current forecast conditions for the 2028 Games, the study team developed vessel and landing site options, route profiles, service scenarios, and estimated costs to support visioning of a future water taxi service for San Pedro and Long Beach. Through assessment and coordination with stakeholders, the team was able to identify anticipated opportunities and challenges in implementation, such as the required capital and operating costs, regulatory considerations, and partnership opportunities.

Planning-level service scenarios were developed based on available information; however, numerous considerations and current unknowns were identified which could impact the findings of this study. These potential constraints and risks, identified through conditions assessment and coordination with stakeholders, are documented in this study as requiring further consideration in future phases and as 2028 Games planning is progressed.

The study approach can be simplified into the three main phases shown in Figure 1: (1) understanding of route context, (2) service scenario planning, and (3) financial assessment and implementation considerations. Key findings from each phase are highlighted in the following

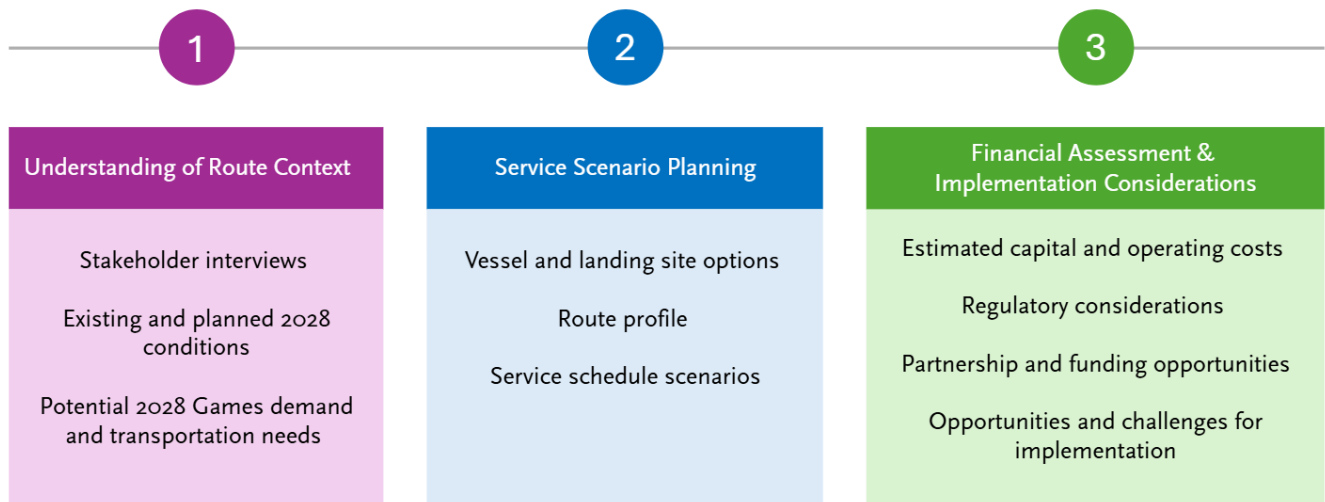


Figure 1: Study Approach Timeline

sections.

UNDERSTANDING OF ROUTE CONTEXT

The study began with an effort to thoroughly understand existing conditions and local context. Information gathering included desktop review, review of available waterfront and 2028 Games planning documents, and informational interviews with project partners and stakeholders.

Stakeholder Engagement

This study was conducted by Metro with ongoing coordination with Long Beach Transit, the operator of current Long Beach AquaBus and AquaLink water taxi services.

Informational interviews were conducted with the following entities to provide an overview of the study and request feedback on opportunities and challenges:

- » Port of Long Beach
- » Port of Los Angeles
- » City of Long Beach
- » Select San Pedro Bay vessel operators
- » LA28 Organization
- » Labor Union representatives

Study notice and requests for feedback were conducted with the labor unions for long-term service options. Going forward, engagement with regulators (Coastal Commission and USCG) and dock owners is recommended in any future phases.

Existing and Planned 2028 Conditions

As a first step in understanding the potential service, the study reviewed harbor operating conditions, assessed the types of vessels currently providing passenger service, and inventoried potential landing sites. Within each topic, the study also reviewed anticipated conditions and current unknowns for the 2028 Games. This information provided a basis for developing a representative route profile to illustrate the operating requirements and capabilities of potential service. Key findings are outlined below.

Harbor Operations

The route crosses through the San Pedro Harbor, which comprises numerous maritime uses including one of the world's busiest port complexes, two major cruise terminals, multiple ferry and charter vessel terminals, and several recreational marinas. Harbor infrastructure and in-water uses shape potential route operations, with restrictions such as no-wake zones and areas

of vessel traffic. Coordination with harbor stakeholders and regulatory agencies will be needed to verify specific route operating plans.

Figure 2 maps key existing harbor uses such as passenger ferry and charter operations, cruise terminals, and marinas. In addition, the port-managed areas are identified, with Port of Los Angeles area shown in yellow and Port of Long Beach shown in purple.

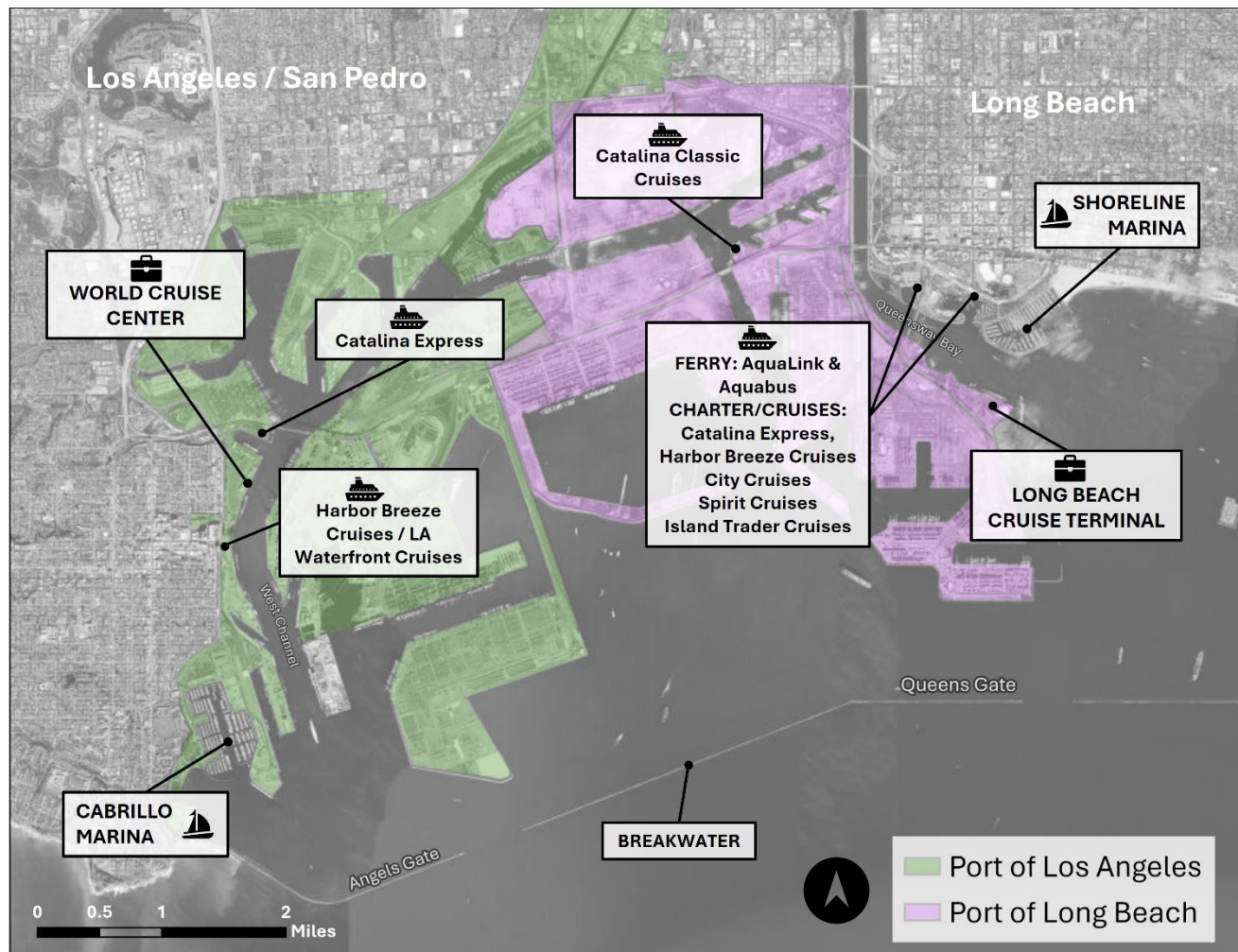


Figure 2: Existing Harbor Uses Map

2028 Games Considerations:

- » **Harbor Conditions:** Conditions during the 2028 Games are currently unknown, but vessel traffic from cruise, charter, and recreational vessels for the event duration is anticipated to be high. Coordination with Harbor Stakeholders and regulatory agencies

will be required to understand potential impacts to water taxi service as well as vessel operating requirements.

- » **2028 Games Plans Security Plans:** As Games planning progresses, the confirmed perimeters of security zones and vessel security requirements will impact the in-water operations and upland access to water taxi landings. Any security protocols for vessel and/or passenger screening may also require landing site space and additional operational requirements, adding potential impacts to operating costs and service schedules.
- » **2028 Games Events:** The location and timing of in-water events including sailing and open-water swimming could potentially pose schedule or wake limitations to water taxi service.

Passenger Vessels

Existing passenger ferry service in the route area consists of the Long Beach Transit operated AquaBus and AquaLink services, as well as several privately-owned cruise and charter services. The currently known local vessel fleet ranges in size from 500 passengers to under 50 passengers. Figure 3 groups the number of vessels by passenger capacity by operator.

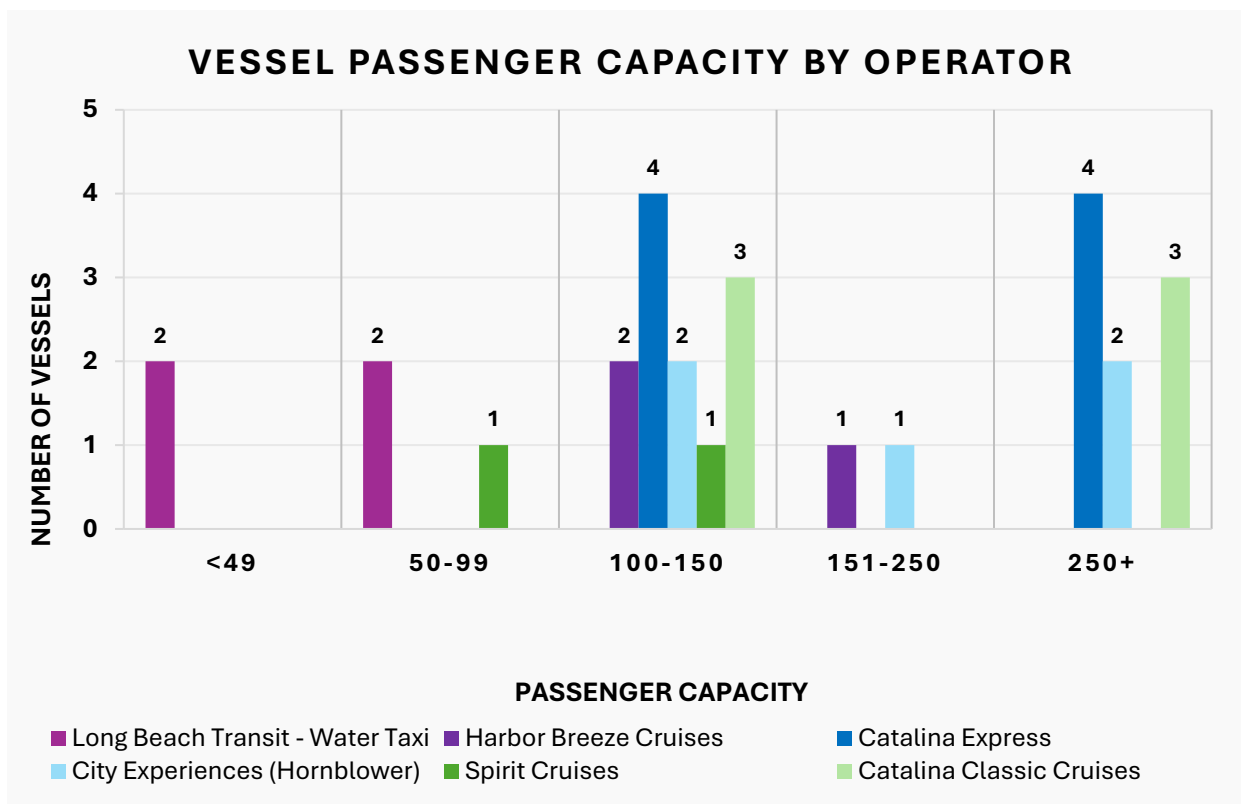


Figure 3: Overview of Ferry and Cruise Fleets in San Pedro Bay

2028 Games Considerations

- » **Availability.** Stakeholders identified vessel availability as a key challenge. Securing a short-term vessel lease during the high-demand, profitable summer season may require a longer lead time or potentially require looking outside of the southern California area to find available vessels.
- » **Emerging technologies.** No electric passenger vessels are currently in operation in the harbor, although two hybrid-electric vessels are in construction by Harbor Breeze Cruises, with planned delivery before 2028 and shoreside charging projects underway. Use of electric vessels will require completed installation of compatible shoreside charging equipment.

Landing Sites

With the long history of passenger vessel operations and popularity of ferry and cruise services in the area, multiple potential landing site options exist on both ends of the route that would be suitable for 2028 Games water taxi service. Many of these sites were identified through the work done in the San Pedro Waterfront Plan. Because of the number of options on both ends of the route and the range in sizes of vessels currently in service, this study assumes that short-term event service would select a landing site that would be compatible with selected vessels with minimal improvements.

Figure 4 identifies the preliminary list of potential water taxi landing locations, with publicly owned sites marked in green and privately-owned sites marked in orange.



2028 Games Considerations

Figure 4: Potential Water Taxi Landing Sites

» Landing site capacity.

Stakeholder interviews indicated that the 2028 Games is anticipated to be a period of especially high demand for cruise and charter services. Coordinating and securing landing site use may require longer than typical lead time and additional operational planning and coordination.

» Security considerations.

Landing site compatibility should be confirmed once 2028 Games security plans are further along. Potential conflicts with security zones may impact vessel access from the water or passenger access from uplands, with associated impacts to operating costs or service schedules.

- » **Energy requirements.** Use of an electric vessel will require a landing site with completed installation of shoreside charging infrastructure and coordination with local utilities to confirm energy requirements.

Transportation Alternatives

The water taxi route provides an alternative to vehicle and transit travel. LADOT's Commuter Express Route 142, shown in Figure 5, provides service every half hour between downtown San Pedro and downtown Long Beach between the 6:00 AM and 11:00 PM hours. While the scheduled trip time of 26 minutes is faster than a potential water taxi crossing, the impacts of roadway traffic and potential capacity constraints on the bus route during the 2028 Games are currently unknown.

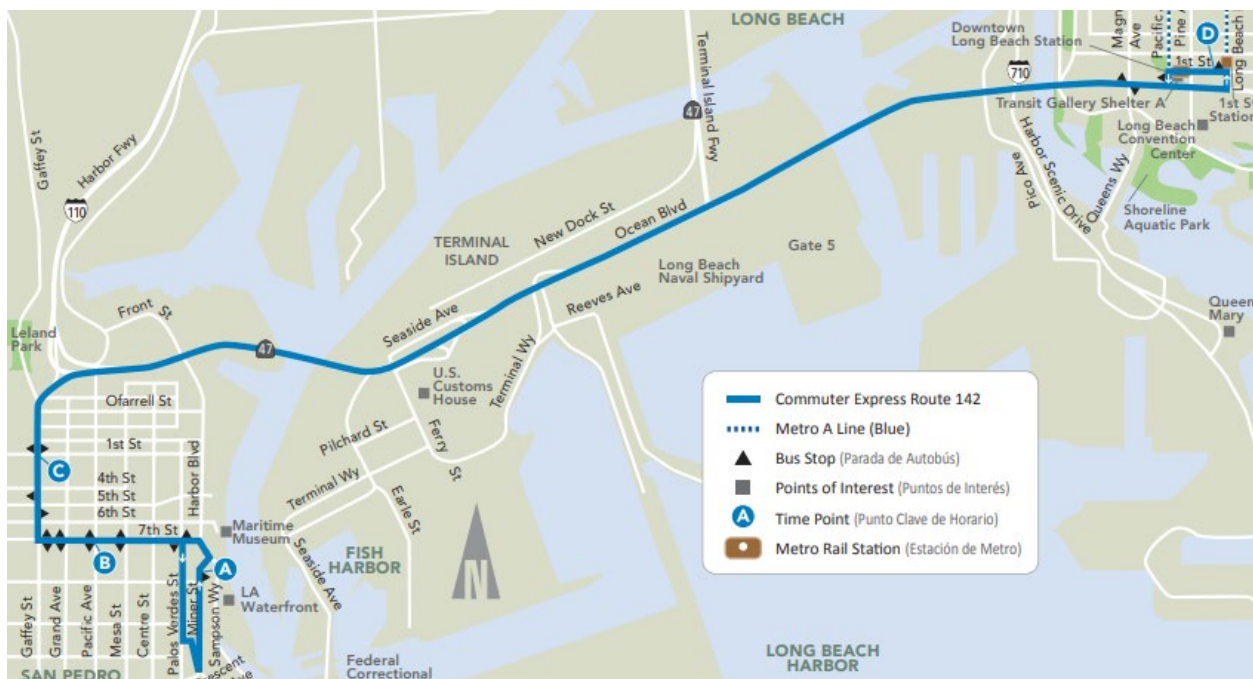


Figure 5: Commuter Express Route 142 Route Map¹

Depending on the vessel speed, potential water taxi crossing times are 7 to 32 minutes slower than driving in high traffic conditions, and 9 to 34 minutes slower than current scheduled bus service. Table 2 provides a comparison of modal travel times.

Table 2: Travel Time Comparison

Method of Travel	Travel Time
Car	16-28 minutes (<i>high traffic conditions</i> ²)

¹ <https://www.ladottransit.com/commuterexpress/ce142/>

² Car travel time from GoogleMaps

Bus – CE Route 142
Ferry

26 minutes (*scheduled service*)
35-60 minutes (*depending on vessel speed*)

Potential 2028 Games Demand

Roughly 15,000 athletes are expected to compete in the 2028 Olympic and Paralympic Games in Los Angeles, with the potential to draw as many as 15 million visitors³ to a region of 18 million people. As many as 150,000 temporary staff and volunteers will add to the volume of individuals traveling to and from event venues during the 18-day event.

The 2028 Games are anticipated to bring tens of thousands of visitors to the Long Beach area each day during the events. Event venues are located along the Long Beach waterfront, with a concentration of events hosted in the downtown area located near Rainbow Harbor. San Pedro will host sailing events at the southern end of the waterfront near the Cabrillo Marina.

The following sections provide an overview of known conditions during the 2028 Games to provide an understanding of potential travel demand along the San Pedro – Long Beach corridor and demonstrate how a potential water taxi service could supplement existing transit networks and provide an additional travel option for residents and visitors.

2028 Games Event Venue Locations

The potential route provides an opportunity for Games spectators, staff, and volunteers to travel between the two waterfronts, arriving at landing sites with direct pedestrian and multi-modal connections to multiple nearby event venues.

³ LA28 Impact & Sustainability Plan. July 2025. <https://la28.org/content/dam/latwentyeight/impact-and-sustainability-plan/LA28ImpactAndSustainabilityPlan2025.pdf#sustainability>

Figure 6 shows the location of events, with many events sharing venues, along with existing water taxi routes.

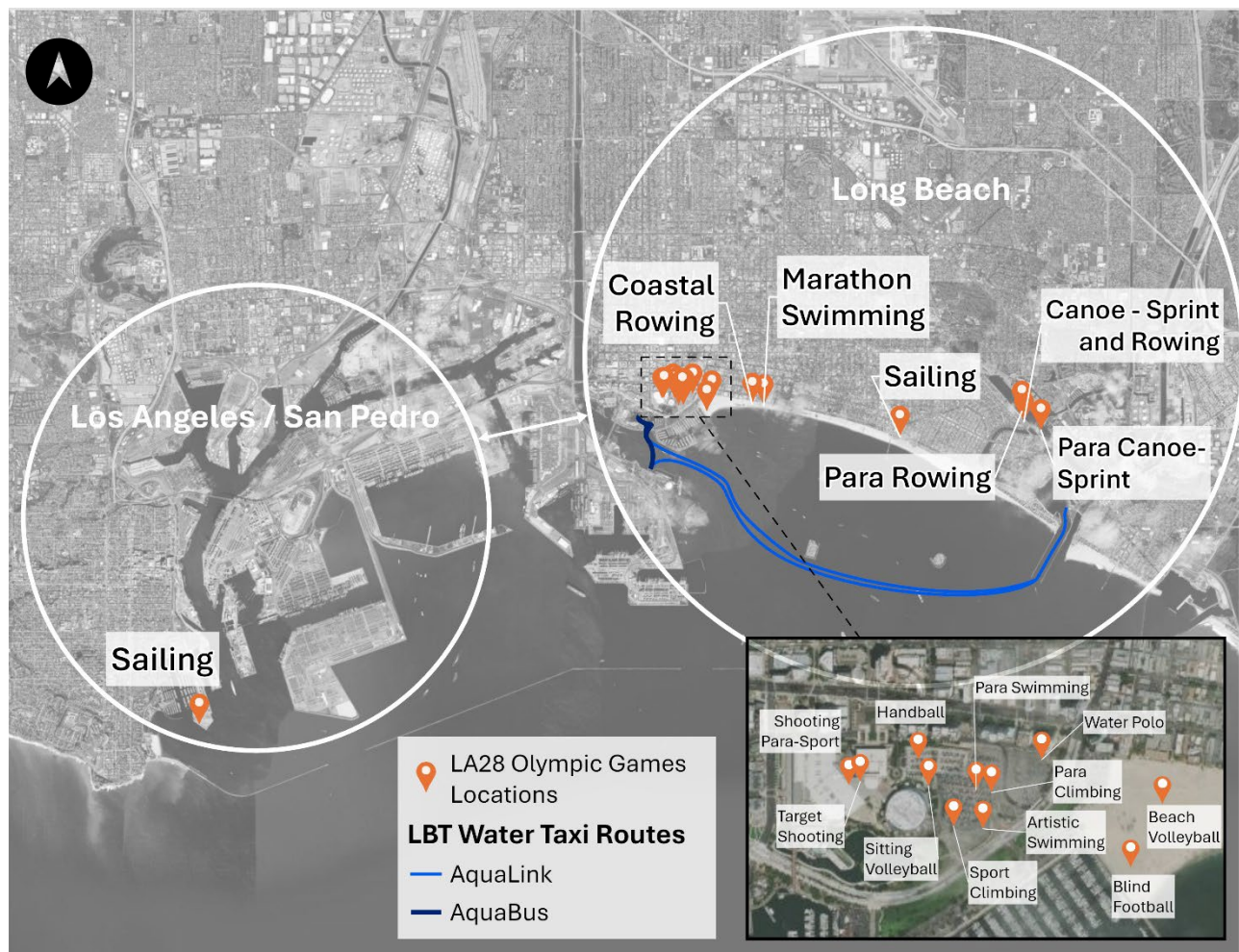


Figure 6: 2028 Olympic and Paralympic Games Locations

Event Timing

The 18 events taking place in the area will be spread throughout the three weeks of Games, shown in Figure 7. As shown in the figure, though the Games span 18 days, each single day will host at least two events, sometimes up to eight during the later days of the Games. Some events, like beach volleyball, are anticipated to draw significant crowds, notably during medal event days. This convergence of event schedules will challenge the area with accommodating a significant influx of spectators.

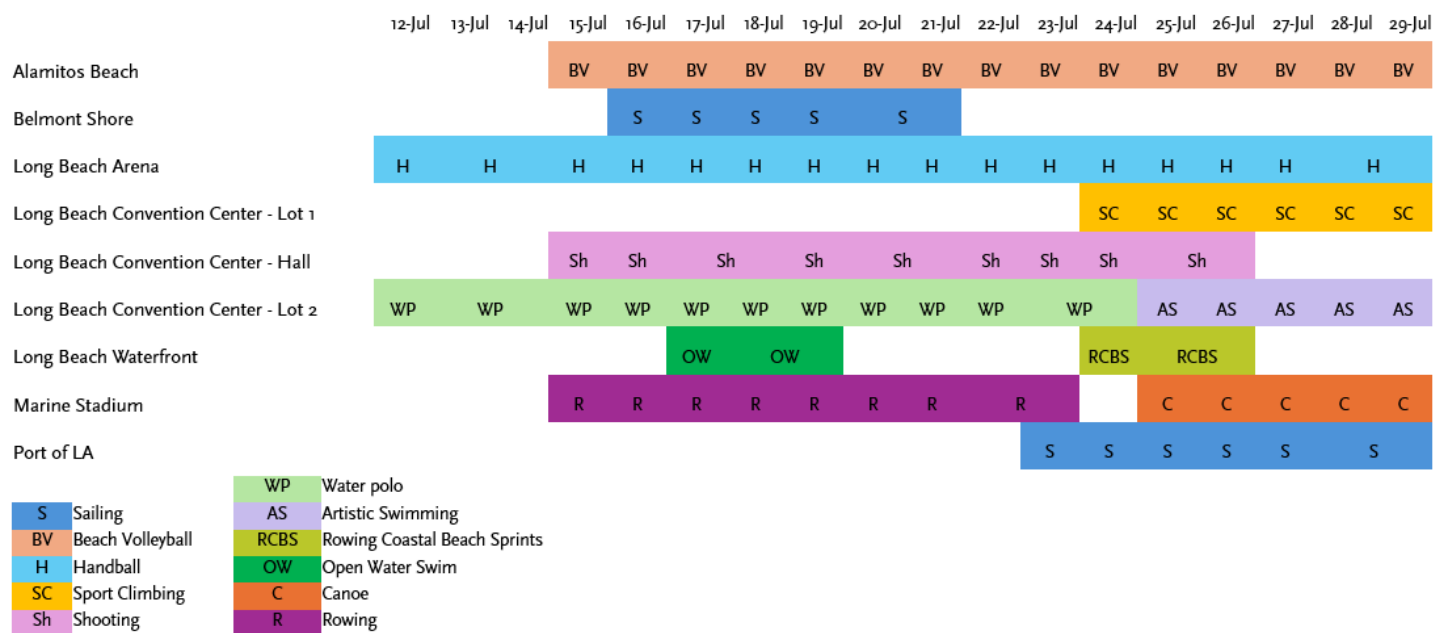


Figure 7: 2028 Olympic Games, Long Beach/San Pedro Event Schedule

Opportunities for 2028 Games Water Taxi Service

A water taxi connection between San Pedro and Long Beach provides a potential alternative to travel on congested roadways for visitors, staff, volunteers, and residents. The route connects residential neighborhoods, hotels and anticipated hospitality houses in San Pedro to the concentration of event venues along the Long Beach waterfront. Conversely, the route would also provide access from the Long Beach area to the San Pedro sailing events. Beyond Games attractions, the route would provide unique access for visitors and residents to view the harbor and port complex and visit waterfront attractions in San Pedro and Long Beach.

In the long term, a potential water taxi connection provides an opportunity to provide service as a non-roadway transportation option for commuters, as well as a connection between current and planned attractions and development on both waterfronts.

SERVICE SCENARIO PLANNING

Analysis of harbor conditions and potential 2028 Games travel demand supported development of service scenarios for analysis. These scenarios are simplified, illustrative options to support feasibility analysis, rather than recommended service plans. Once demand and potential route constraints are better understood, next steps in service planning will address appropriate frequency and passenger throughput goals.

The steps toward scenario development included selection of assumed landing sites, identification of representative vessel types, and building-out of example service schedules to understand potential capacity levels and operating costs.

Landing Site Assessment

San Pedro / Los Angeles Waterfront

Landing site opportunities in San Pedro, shown in Figure 8, were identified through review of the 2023 San Pedro Waterfront Connectivity Plan, stakeholder interviews, and in-person site assessments. Because the West Channel no-wake zone requires vessels to travel at slow speeds, potential water taxi crossing times increase drastically the further north along the waterfront they travel, making landing sites on the north end of the waterfront less suitable for service.



Figure 8: San Pedro / Los Angeles Landing Site Options

Profiled San Pedro Landing Site: West Harbor

West Harbor was selected as the assumed landing site for the San Pedro route terminus. The West Harbor area provides several potential dock options and is undergoing a major redevelopment planned for completion prior to 2028, enhancing access and building new amenities and regional attractions such as a 6,200-seat waterfront amphitheater. The site's central waterfront location provides proximity to the downtown hotel area and access to neighborhoods and transit connections, and minimizes the required distance traveled at slow speeds through the no-wake zone compared to locations further north. Feedback from stakeholders indicated that the location is likely outside of anticipated security perimeters; however, this assumption will need to be verified as Games planning progresses.

Figure 9 depicts the broad area around the West Harbor landing site. Within a half-mile walkshed of the dock is historic Downtown San Pedro, with connections to several regional bus lines and a hub of hotels and accommodations for potential visitors. Surface parking lots are available along the waterfront, with plans for additional lots to be constructed as a part of the West Harbor development. From the West Harbor Dock, it would be roughly a 2-mile walk (approximately 40 mins) to the Olympic event viewing area at Outer Harbor/Berth 46.



Figure 9: San Pedro / Los Angeles Landing Site Options

Long Beach Waterfront

The Long Beach waterfront includes several landing site options on both sides of Queensway Bay, as well as to the east near Alamitos. Potential landing sites were identified due to their existing supportive infrastructure and potential feasibility to support additional service. Three of the sites, identified by the green dots in Figure 10, are currently used to operate the Long Beach Transit Water Taxi services, AquaBus and AquaLink.



Figure 10: Long Beach Landing Site Options

Rainbow Harbor, owned and managed by the City of Long Beach, is central to waterfront attractions and provides multiple landing site options currently in use for passenger ferry service. Though the docks shown in Figure 11 are in use for passenger and charter cruise operations, they present potential opportunities for Olympics usage, depending mainly on the vessel selected and its compatibility with the varying dock configurations.

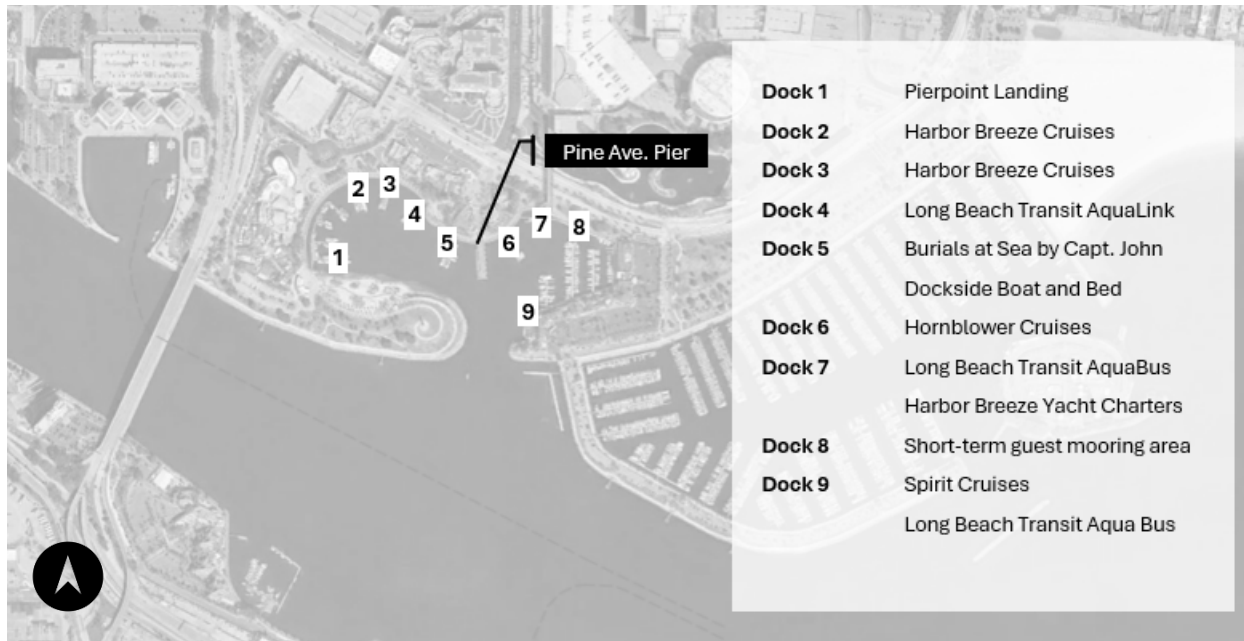


Figure 11: Rainbow Harbor Dock Locations

Profiled Landing Site: Dock 9

Dock 9 near Shoreline Village was chosen as a representative Long Beach landing site location, in part due to its relative ease of maneuverability. Additionally, the site provides anticipated compatibility with water taxi operations as a current AquaBus landing site.

As shown in Figure 12, within a half-mile walk from Shoreline Pier 9, pedestrians will have access to the Transit Gallery in Downtown Long Beach, where the Metro A Line and numerous local and regional bus lines stop. It is to be noted that specific roadway interventions and event-related infrastructure are anticipated for the duration of the event but is currently unknown. Additionally, Pier 9 will place visitors within a half-mile walk of several planned Olympic event viewing locations.

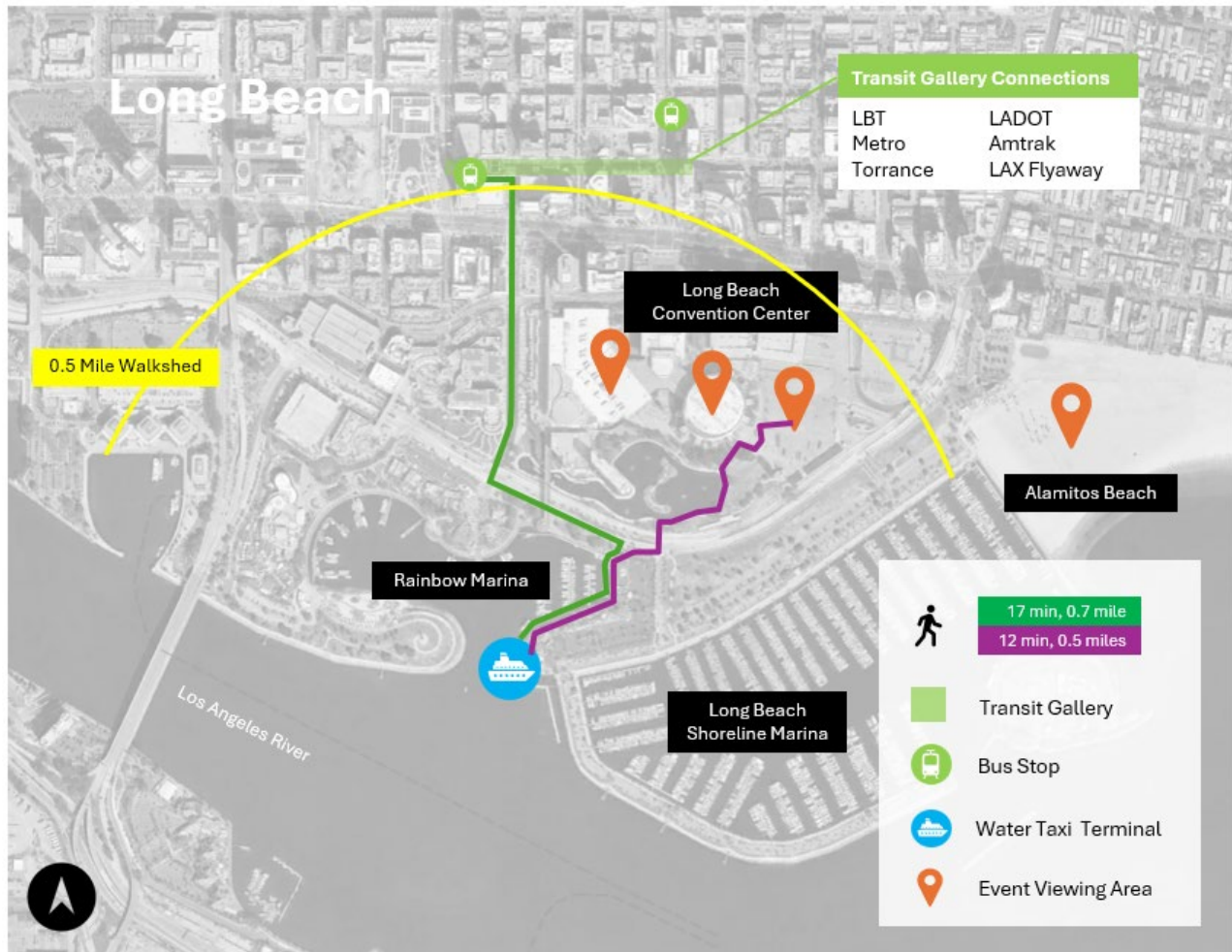


Figure 12: Shoreline Pier 7 Landing Site Profile

Route Profile

A water taxi crossing between West Harbor and Rainbow Harbor Dock 9 would range from 34 to 59 minutes depending on the vessel speed. While route options were considered for travel inside and outside of the breakwater, stakeholder interviews indicated a likely preference for a route remaining inside of the breakwater to avoid adding vessel traffic to the gates. Of that total trip time, 18 minutes of the route are within slow/no-wake zones at either end of the route, meaning that the time cannot be any faster regardless of vessel speed. The route segments and slow-down zones are detailed in Figure 13, showing their approximate locations and the route time implications of operating at various speeds. A demonstration trip held on October 6, 2025, validated the times approximated in this figure.

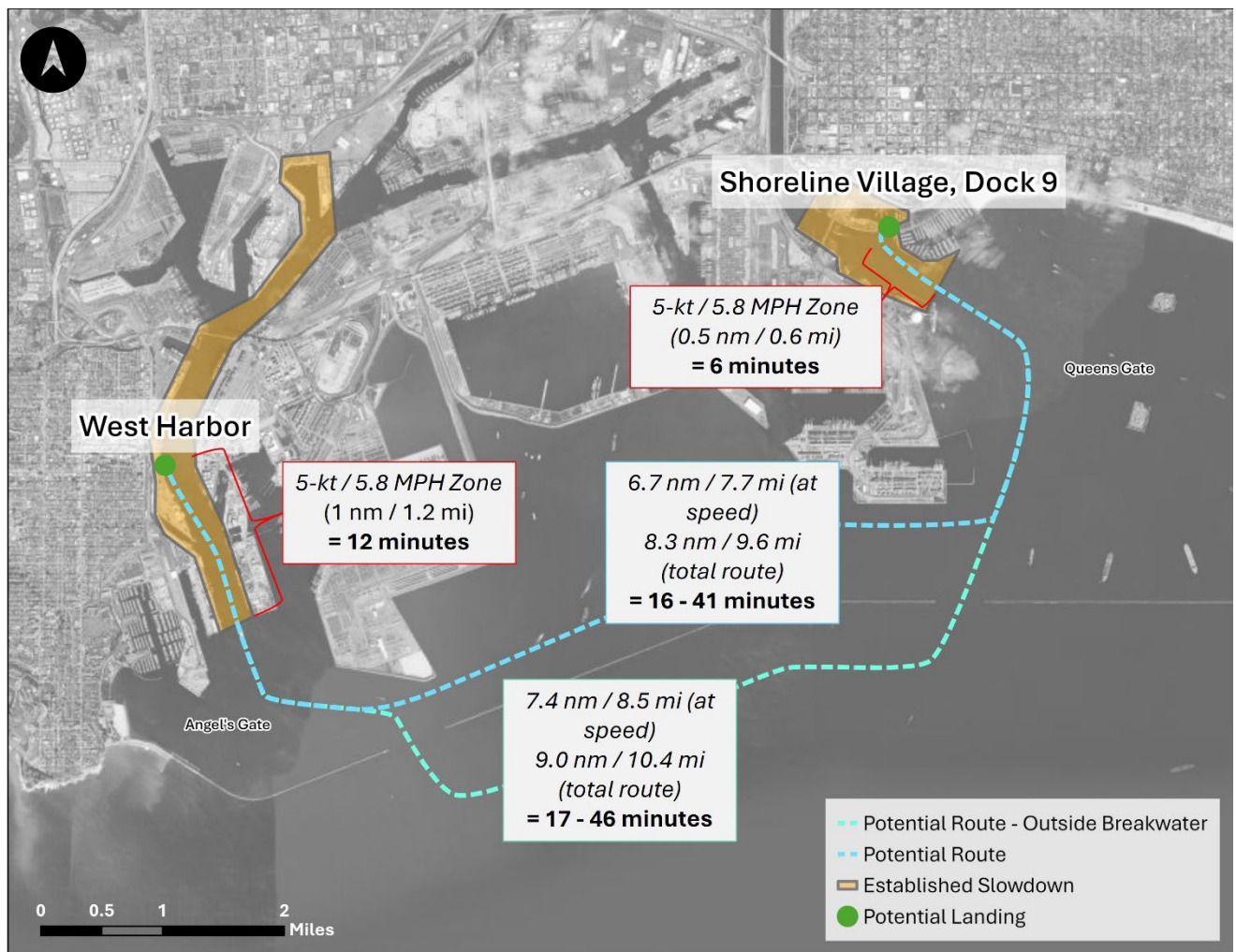


Figure 13: Route Segments

Vessel Types

Three representative vessel types were selected based on route suitability and interviews with stakeholders. Vessel types were identified to provide a range of potential vessel characteristics including cruising speed and passenger capacity. Availability during the 2028 Games of any vessels is unknown and is anticipated to be a key consideration for service feasibility.

A summary of the three representative vessel types is outlined in Table 3 below.

Table 3: Summary of Vessel Types

Large Capacity Tour Vessel

Vessel Type Characteristics

- » Capacity: 350 Passengers
- » Propulsion: electric or diesel-electric hybrid
- » Cruising speed: 10 knots (all electric) 12 knots (hybrid operation)

Potential Operations on a San Pedro – Long Beach Route

- » Crossing time: 59 minutes (all electric operation)
- » Assumed dwell time: 20 minutes (including electric charging time)

Implementation Considerations

- » No vessels currently in service. Two vessels currently under construction by Harbor Breeze, planned to be in service by 2026-2027.
- » Shoreside charging installation also currently underway at both ends of the route, planned to be in place by 2028.

Cruise Vessels

Vessel Type Characteristics

- » Capacity: 150 Passengers
- » Cruising speed: 28 knots (diesel)

Potential Operations on a San Pedro – Long Beach Route

- » Crossing time: 33-35 minutes, not including dwell time
- » Assumed dwell time: 10-15 minutes on each end of the route

Implementation Considerations

- » Currently In Service. Representative of several local vessels currently used for charter service.



AquaLink Vessels

Vessel Type Characteristics

- » Capacity: 75 Passengers
- » Cruising speed: 20 knots (diesel)

Potential Operations on a San Pedro – Long Beach Route

- » Crossing time: 39 minutes, not including dwell time
- » Assumed dwell time: 10-15 minutes on each end of the route

Implementation Considerations

- » Currently In Service. Two vessels operated by LBT.

The potential vessel types identified above represent a range of passenger capacities and vessel speeds. While not profiled in this study, emerging low-emission and zero-emission vessel technologies may provide additional demonstration or future service opportunities. It is likely that any new-build vessels will be required to use a Carb Approved Emission Control Strategy (CAECS) or use shore power at-berth. Two examples of new vessel technologies that may provide opportunities for service in the near future are noted below.

Sea Change (SF Bay Ferries)

The Sea Change is a 70-foot, 75-passenger zero-emissions vessel operated by San Francisco Bay Ferries and designed by SWITCH Maritime. The vessel is powered by 360 kW hydrogen fuel cells that provide power to twin electric motors, with a hydrogen storage capacity of 246kg alongside a battery system that helps boost and balance overall load. The only emissions from the vessel's operation are water vapor, making it the first zero-emissions commercial vessel to be fully powered by hydrogen fuel cells. The Sea Change has a range of 300 nautical miles at a 12-knot cruising speed, with a top speed of 15 knots. Design for this vessel began in 2018, with official launch for public use in July 2024.

Artemis EF-24

The Artemis EF-24 is a 78-foot, 150-passenger fully electric vessel designed by Artemis Technologies. Powered by 100% electric propulsion, the vessel has a top speed of 36 knots, a cruise speed of 34 knots, and a range of 115 nautical miles. The Ef-24 features a unique foiling design that allows it to glide on top of the water, which minimizes wake, enables lower crossing times, and improves energy efficiency. The electric propulsion and foiling technologies significantly reduce emissions, with the vessel projected to achieve up to 85% fuel savings compared to traditional diesel-powered vessels. The vessel officially launched for public use in Ireland in summer 2024.

Summary of Service Scenarios

For each representative vessel type, a service scenario was developed to understand the potential capacity and service frequency that could be offered, as well as the associated costs. The scenarios assume that two to three vessels would be in service over an operating day limited to 12 total hours of crew labor per vessel over a period of 47 days during the 2028 Games. Scenarios were developed with the assumption that capital costs would be limited due to the use of leased vessels and minimal uplands improvements. Scenarios are summarized below, with additional discussion comparing their potential levels of service and estimated costs in the following section.

Scenario 1

Scenario 1 includes two 350-passenger vessels with a cruising speed of 10 knots in all-electric operation. This vessel type is modeled after two demonstration vessels currently under construction and partially funded through a recently awarded CARB grant. While these vessels

are expected to be in service by the 2028 Olympics, they are still in construction, and their future availability is currently unknown.

Scenario 2a

Scenario 2a features two 150 passenger 28-knot diesel propelled vessels, representative of a common vessel type that will likely exist at the time of the 2028 Olympics, although availability of specific vessels is yet to be confirmed. Scenario 2a includes two vessels deployed in service.

Scenario 2b

Scenario 2b assumes the same 150-passenger vessels as Scenario 2a, but with three vessels deployed instead of two to bring system capacity more in line with Scenario 1.

Scenario 3

Scenario 3 operates two 75-passenger, 20 knot diesel propelled vessels similar to LBT's AquaLink vessels.

FINANCIAL & IMPLEMENTATION CONSIDERATIONS

Planning-level cost estimates were developed for three possible service scenarios (three fleet technologies plus one operational variation) outlined above to demonstrate the range of estimated cost alongside service level metrics. Service scenarios were developed assuming 47 days of service, beginning with the first Olympics events on July 12 and ending on the last day of Paralympics events on August 27. The purpose of these planning-level costs is to provide a starting point for understanding estimated costs for 2028 Games service. If capacity and service level goals and vessel characteristics are determined in future planning phases, preliminary cost estimates necessarily will be refined.

Summary of Service Metrics and Cost Findings

Each option is measured and compared on the basis of overall cost, cost per roundtrip, cost per passenger capacity⁴, crossing time, service frequency and daily passenger capacity. With a better understanding of demand for the proposed service between Long Beach and San Pedro, future decisions will be informed by the relative merits of each service scenario.

⁴ Typically cost per passenger would be based on actual or project ridership. For the metric presented in Table 3, cost per passenger capacity is calculated based on total passenger carrying capacity for 47 days of service.

Table 3 presents a summary of the three service scenarios, comparing service level metrics including one-way crossing and dwell times, frequency of trips, number of round trips that can be achieved during a 12-hour operating day, and the total number of passenger trips that could be delivered, as well as the estimated operating costs. Costs are presented in 2028-level dollars.

Table 3: Summary of Scenario Metrics and Operating Costs

Summary of Scenario Metrics and Operating Costs				
	Scenario 1	Scenario 2a	Scenario 2b	Scenario 3
	Hybrid-electric 350-Passenger	Diesel 150 Passenger		Diesel 75-Passenger
	2 Vessels	2 Vessels	3 Vessels	2 Vessels
Trip Crossing Time (one-way)	59 minutes	34 minutes	34 minutes	39 minutes
Dwell time (one-way)	20 minutes	15 minutes	15 minutes	10 minutes
Trip Frequency	80 minutes	50 minutes	35 minutes	50 minutes
Scheduled Daily Round Trips	8	12	18	12
Potential Daily Passenger Capacity	5,600	3,600	5,400	1,800
Total Operating Cost	\$1,277,800	\$994,700	\$1,444,800	\$662,300
Operating Cost per Round Trip	\$3,398	\$1,764	\$1,708	\$1,174
Operating Cost per Vessel Passenger Capacity	\$3.88	\$4.70	\$4.55	\$6.26

Findings from comparison of service level metrics and estimated cost for operations are summarized below.

Scenario 1

This option provides the highest potential daily capacity at 5,600 total passengers, but with a 59-minute crossing time (assuming all-electric propulsion) can only provide eight roundtrips a day with departures 80 minutes apart. Total projected event operating costs are the highest with this option at \$1,277,800 for the 47-day event period and about \$3,398 per round trip. At \$3.88 per passenger capacity, this option represents the lowest per passenger capacity operating cost.

Scenario 2a

At 3,600 passengers daily, this option delivers a lower potential daily passenger capacity than scenario 1 but with 35-minute crossings can make twelve roundtrips per day with departures every 50 minutes. Total projected operating costs are \$994,700 for the 47-day event with cost per roundtrip at \$1,764. At \$4.70 per passenger capacity, the operating cost per passenger for this option is higher than the 350-passenger vessel option and has less than 70% of the total passenger capacity of the 350-passenger vessels.

Scenario 2b

At 5,400 passengers daily this option delivers nearly the same capacity as the two 350 passenger ferry option but with a 34-minute crossing time can make 18 roundtrips a day with departures every 35 minutes. Total projected operating costs for this option are \$1,444,800 or about 13% higher than the 350-passenger ferry, but at \$1,708 per roundtrip is nearly half the roundtrip cost of the 350 passenger scenarios. At \$4.55 per passenger capacity this option has the lowest operating cost than the two 150 passenger scenarios.

Scenario 3

At 1,800 passengers per day this scenario delivers the fewest passengers of all the scenarios. With a 39-minute crossing time, service includes 12 roundtrips per day with departures every 50 minutes. With a total operating cost of about \$662,300 this option is the least costly but due to the relatively low passenger capacity has the highest per passenger capacity cost at \$6.26.

Operating and Capital Cost Details

Operations

Table 4 displays the projected 2028 operating costs for each option, with details broken out for vessel and shoreside operations, and administrative costs.

Table 4: Service Operating Cost Estimates

Operations	Scenario 1	Scenario 2a	Scenario 2b	Scenario 3
	Hybrid-electric 350-Passenger	Diesel 150 Passenger		Diesel 75-Passenger
	2 Vessels	2 Vessels	3 Vessels	2 Vessels
Expenses				
Vessel				
Labor	192,500	157,000	231,200	110,300
Fuel/Energy	167,000	209,200	303,800	143,200
Maintenance, Insurance, Misc	185,800	173,400	255,800	129,200
Vessel Lease	400,500	217,900	326,800	108,900
Total Vessel	\$945,800	\$757,500	\$1,117,600	\$491,600
Docks				
Labor	76,500	38,200	38,200	38,200
Total Dock	76,500	38,200	38,200	38,200
Total Direct Operating	\$1,022,300	\$795,700	\$1,155,800	\$529,800
Management & Support	153,300	119,400	173,400	79,500
Contractor Profit	102,200	79,600	115,600	53,000
Total Event Operating Expense	\$1,277,800	\$994,700	\$1,444,800	\$662,300

Capital

For the short term of the 2028 Games service, this study assumes that capital investments will be limited. For the Olympic event service, it is assumed that vessels will be acquired and moored through a short-term lease or provided by a private partner or contract operator. Due to the short-term nature of service, capital investments will be limited to minor shoreside improvements including temporary signage, queueing, and fare collection equipment, displayed in Table 5. In addition, an estimated cost is included for potential ramps needed to support passenger loading and unloading. Specific ramp requirements and landing site needs will need to be assessed in future phases as vessels and landing sites are selected.

Table 5: Capital Cost Estimates

Capital	Scenario 1	Scenario 2a	Scenario 2b	Scenario 3
	Hybrid-electric 350 Pax	Diesel 150 Pax		Diesel 75 Pax
	2 Vessels	2 Vessels	2 Vessels	2 Vessels
Expense				
Ramps and Landing Improvements	88,200	88,200	88,200	88,200
Signage, Queuing Improvements & Amenities	22,000	22,000	22,000	22,000
Fare Collection	4,000	2,600	2,600	2,600
Total Capital Investment	\$114,200	\$112,800	\$112,800	\$112,800

If the service is to be extended to a year-round or re-occurring seasonal service, investments might be required to build or acquire a permanent fleet of vessels, construct or lease spaces to support vessel moorage and maintenance, and complete landing site improvements including uplands passenger connections and amenities.

Summary

Table 6 presents the total estimated costs, both operating and capital, for each 2028 Games service scenario.

Table 6: Consolidated Expense & Investment Cost Estimates

Consolidated Expenses & Investments	Scenario 1	Scenario 2a	Scenario 2b	Scenario 3
	Hybrid- electric 350 Pax	Diesel 150 Pax		Diesel 75 Pax
	2 Vessels	2 Vessels	3 Vessels	2 Vessels
Operating Expense	\$1,277,800	\$994,700	\$1,444,800	\$662,300
Capital Investments	\$114,200	\$112,800	\$112,800	\$112,800
Total Service Cost Estimate	\$1,392,000	\$1,107,500	\$1,557,600	\$775,100

Potential 2028 Games Service Considerations

As details are finalized around 2028 Games operations and security requirements, adjustments to planned water taxi schedules and operating parameters will be needed. Two example situations are described below to illustrate potential impacts to service scenarios.

- **Added slow-down requirements.** To prevent any disturbances to in-water events for 2028 games or ensure safe navigation in areas with high vessel traffic, additional slow-down requirements may be considered along segments of the potential route. To date, these requirements have not been identified, however the impact of these slow-down zones will need to be revisited in order to calculate a more accurate service schedule and therefore, capacity and cost. For example, an added 1.6 nautical miles (1.9 miles) of slow, no-wake zones requiring 5-knot sailing speeds would increase the crossing time from 59 minutes to 69 minutes for a 10-knot vessel, and 34 minutes to 50 minutes for a 28-knot vessel. The increased crossing times would reduce the number of sailings available in each operating period, and thus passengers potentially served and the cost per passenger assuming full capacity.
- **Security screening:** Should the location of one or both landing sites require added levels of passenger or vessel screening, it is likely that additional passenger loading and unloading time may be required due to vessel or passenger screening requirements. This type of operational requirement could require additional uplands space for passenger screening and added operating costs for additional staff, ultimately impacting the number of trips that can be completed over a period. For example, an added 20 minutes at each end of the route would result in approximately one fewer roundtrip sailing per day for a 12-hour operating schedule, depending on the size and number of vessels serving the route. For the 350-passenger vessel size, this represents a 13% reduction in capacity.

Service Delivery Models

This section outlines three models for service delivery that a provider like Metro or Long Beach Transit might consider for financing and operating a new water taxi service.

Moving forward with service planning and implementation are dependent upon the selected service delivery model for the service. Table 7 provides a summary of the opportunities and

challenges of the options as related to 2028 Games special event service, which are discussed in more detail in the following sections, which also present examples of each type of service model. Within each model, there are varying options for the roles of the agency in service delivery and ownership and management of assets.

Table 7: Opportunities and Challenges of Service Delivery Models

	Opportunities	Challenges
Privately Owned Public Space	• Potential fast start-up with use of existing crew and assets • Varying options for agency support/ collaboration	• Typically, higher fares due to the need to remain profitable • Service schedules typically developed to maximize profitability
Public/Private Partnership	• Access to federal and state grant funding • Opportunities for faster service start-up by using staff/assets of an established operator. • Greater agency control over fare levels and service schedules.	• Less agency control over service quality • Some agency resources required for contract management
Direct Agency Delivery	• Greatest agency control over service levels and standards. • Potential integration with other modes.	• Requires the greatest commitment of infrastructure and resources by the agency. • Potential long start-up time to plan, permit, and fund capital improvements

Privately Owned and Operated Service

- » **Service Delivery:** Provided by a private operator, without agency involvement
- » **Ownership of Assets:** Private
- » **Funding:** Ineligible for most federal grants for capital improvements or local funding subsidies. All capital and operating costs recovered through fares and non-fare revenue such as concessions.
- » **Service Considerations:**
 - Fares are usually higher due to the need to remain profitable.
 - Service schedules are typically developed around higher demand periods to maximize profitability and minimize loss. Therefore, off-peak hours with less demand are either not served or underserved.
 - Potential for agency support/collaboration such as providing access to landing sites, operating shuttle connections, partnering for marketing/ticketing, etc.
 - Opportunity for fast start-up of expansion routes for an existing operator with crew and assets.

Public/Private Participation (including Metro contracting with private operator)

- » **Service Delivery:** Typically involves the governing agency contracting with and providing partial or total funding to an operating entity to provide the service and comply with all regulatory and permitting requirements).
- » **Ownership of Assets:** Varying options for ownership and maintenance of assets. For example, the agency may own terminals and vessels and contract with a private company to operate service and staff terminals. Or, the agency may own no assets and contract all services to be provided from a private entity.
- » **Funding:** Eligible for federal, state, and local funding opportunities. Often requires some level of ongoing operating subsidy.
- » **Service Considerations:**
 - Opportunities for faster service start-up by using staff/assets of an established operator.
 - Typically involves agency control over aspects of the service such as fare levels and service schedules.
 - Contracts may stipulate requirements on the operator such as data and revenue reporting, and performance measurements and targets.

NY WATERWAY

Privately Owned and Operated

NY Waterway operates the largest privately-owned commuter ferry service in the U.S., transporting more than 32,000 passenger trips per day. The operator has a fleet of 34 boats that serves 23 routes to connect communities in New Jersey to Manhattan across the Hudson and NY Harbor.

The commuter ferries are supported by a fleet of 70 NY Waterway buses that provide commuters with connections between ferry terminals and inland locations.

Direct Agency Delivery

- » **Service Delivery:** The agency manages and operates service.
- » **Ownership of Assets:** Agency directly owns or leases assets.
- » **Funding:** Eligible for federal, state, and local funding opportunities. Often requires some level of ongoing operating subsidy.
- » **Service Considerations:**
 - Provides the most control over service levels and standards.
 - Greatest opportunity to integrate service with other public transit modes and services
 - Requires the greatest commitment of infrastructure and resources by the agency, including resources to meet permitting and regulatory compliance

NYC Ferry

Public/Private Partnership

NYC Ferry, owned by the NYC Economic Development Corporation and with service contracted to an operator, provides New Yorkers connections Manhattan, Brooklyn, Queens, the Bronx, and Staten Island along the East River and Hudson River. The initial service contract allowed for rapid start-up by using existing operator assets and leveraging the operator to finance and oversee new vessel construction, with assets later transferring to the owner.



King County Water Taxi

Direct Agency Delivery

King County Metro (WA) owns and operates the King County Water Taxi as a public transit service. King County operates two main routes out of Downtown Seattle year-round. Legislative funding was provided in 2025 to support expanded mid-day service on the Vashon Island route.



Mackinac Island

Public/Private Partnership

In the case of Mackinac Island's private/public partnership, the town owns the island landing site and uses landing site agreements with private operators to controls fares and incentivize operators to provide service in the shoulder and winter seasons when service is less profitable, but depended on by a small population of year-round residents.



Permitting and Regulatory Considerations

Requirements and approvals for new routes/vessels are likely to vary depending on pilot vs. long-term service, and how the service is provided (direct agency delivery, contracted service, private operation, etc.). Potential requirements for landing site improvements and route operations are summarized in the sections below.

Partnership and coordination with permitting and regulatory agencies will be needed to support service planning and identify requirements for either short- or long-term service implementation.

Agencies with Jurisdiction

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• CA Coastal Commission• Department of Fish and Wildlife• City of Long Beach | <ul style="list-style-type: none">• City of Los Angeles• Port of Long Beach• Port of Los Angeles• Water Quality Board• National Marine Fisheries Services• U.S. Army Corps of Engineers | <ul style="list-style-type: none">• California Air Resources Board• U.S. Coast Guard• Department of Transportation• U.S. Army Corps of Engineers |
|--|--|---|

Landing Site Improvements

The service scenarios developed in this Study assume that improvements requiring no ground disturbance such as minor landing site improvements and boat ramps will be needed for short-term event service startup. Landing site compatibility will greatly depend upon the size of the vessel(s) that are chosen for service.

Potential permitting requirements if minor landing site improvements are required for short-term service are expected to take up to two years with the permitting agencies and approval types as outlined in Table 8 below. Should more extensive improvements (such as construction of terminals or improvements that disturb ground conditions) be necessary either for Games related service or for a long-term permanent service, permits will be needed also from the Cities of Long Beach and Los Angeles as well as various California and federal agencies

Table 8: Anticipated Permits and Approvals for Short-Term Ferry Service

Agency	Permit or Approval Type	Project Activity	Permit Timeline
Shoreside Improvements			
California Coastal Commission (California Coastal Act)	Coastal Development Permit	Work within the coastal zone, which includes the Port of Los Angeles and Rainbow Harbor	6-24 months
Port of Los Angeles	Hot Work Permit	Welding, cutting, burning, grinding, drilling and other fire and spark-producing operations	<1 month

Potential permitting requirements for major landing site improvements to support long-term service are estimated to require at minimum three years for planning and permitting before construction, as well as environmental documentation per California Environmental Quality Act (CEQA) and National Environmental Protection Act (NEPA). While the level of environmental documentation and duration of environmental analysis will depend on the types of improvements sought, a typical CEQA and/or NEPA process is expected to take approximately two years for completion if conducted concurrently.

Route Operations

In the near-term, with all elements of the water taxi service provided by a private operator working on a contract with Metro, the operator will be required to comply with all USCG requirements for crew training and each vessel's Certificate of Inspection (COI). The COI specifies the maximum number of passengers, the number and qualifications of crew members,

and any limits on the area of operations. If vessels with a passenger capacity over 150 are used, USCG-approved Facility Security Plans will be required for each landing site.

Each landing site will also have to comply with all local land use regulations as well as any fire code requirements related to passenger queueing shelters.

During the 2028 Olympic Games, additional requirements for coordination with the Planning Committee, event services organizations, local shoreside transportation providers, and the US Secret Service, to ensure an integrated multi-modal experience for riders and compliance with all safety and security zones and clearance requirements.

If the long-term plans for the water taxi service included some level of asset ownership and/or operational management by Metro, some or all of the responsibilities associated with USCG would need to be addressed in-house. These could include:

- Procuring USCG certificated vessels and maintaining them according to USCG regulations
- Hiring and training USCG crew with the credentials required on each vessel's COI
- Development and maintenance of vessel and facility security plans
- Developing and implementing long-term capital improvement plans for both vessels and facilities

Funding Opportunities

For short-term service operated during the 2028 Games, it is likely that local funding would be required for the entirety or a significant portion of costs. The grant funding options typically available to passenger ferry services are unlikely to be applicable to short-term event service unless it is presented as part of a planned ongoing service. Depending on how service is delivered, potential partnerships may provide options for shared or reduced costs.

For potential long-term service extending beyond the 2028 Games, a portfolio of sustainable funding sources is needed. The following sections discuss funding opportunities services operated through direct agency delivery or a public/private partnership where the agency owns some or all of the vessel or landing site assets.

Capital Funding

Capital costs for water taxi service include vessel procurement and landing site improvements. Multiple state, federal, and local sources can be used by public agencies to fund capital projects, including tax levies, state and local budget appropriations, and grants from State and Federal agencies such as the California State Transportation Agency (CalSTA) and the Federal

Transit Administration (FTA). Eligibility for specific funding opportunities may depend on service characteristics or vessel technologies used.

Example federal grants available to a potential agency-provided San Pedro – Long Beach water taxi include:

- **Federal Transit Administration (FTA) Passenger Ferry Grant Program:** Provides competitive, capital funding for ferry systems in urban areas, including vessels, terminals, and infrastructure.
- **Federal Highway Administration (FHWA): Surface Transportation Block Grant and National Highway Performance Programs:** Provides funding to states for transportation projects, including ferry projects.
- **FHWA PROTECT Program:** Funding for projects that support resiliency for events like sea level rise and other natural disasters.
- **Department of Transportation (DOT) Better Utilizing Investments to Leverage Development (BUILD) Grants:** A competitive, multi-modal grant program that can be used for ferry vessel and terminal projects.

FTA's Passenger Ferry Grant Program for urban areas and the Electric or Low-Emitting Ferry Program provide funding for vessel and shoreside infrastructure projects. Recent awards in California include:

- In the most recent 2024 grant cycle, the Golden Gate Bridge, Highway and Transportation District was awarded \$4.9 million to implement a new, low emissions vessel under the Electric/Low-Emitting FTA grant program
- The San Francisco Bay Area Water Emergency Transportation Authority (WETA) was awarded \$11.5 million in 2024 to build two new electric vessels under the Electric/Low-Emitting FTA program
- In 2022, under the FTA Passenger Ferry program, Los Angeles County Metropolitan Transportation Authority (LACMTA) won \$5 million to renovate the existing Cabrillo Mole Ferry Intermodal

California Air Resources Board (CARB)

CARB offers grant funding to support emissions reduction projects. Recent awards in California include:

- The San-Diego-Coronado Ferry service in San Diego Bay, operated by Flagship Cruises & Events, recently received \$15.27 million from CARB to build two new zero-emissions, fully electric vessels
- The Balboa Island Ferry in Newport Beach was awarded \$8.3 million in May 2025 to replace the existing diesel boats with electric vessels and install dockside charging infrastructure
- In early 2025, \$31 million was awarded to the Port of Los Angeles to develop and implement a series of emissions-reduction projects.

Additional state and federal funding opportunities may be available for projects which meet specific goals, such as emissions reduction or use of innovative technologies. Eligibility, scoring, and funding levels for federal grants may change year to year and can be set based on the priorities of the administration in place. Example grant funding opportunities include:

- **FTA Electric or Low-Emitting Ferry Program:** Supports capital projects for low- or zero-emission ferries and shoreside infrastructure.
- **Carl Moyer Memorial Air Quality Standards Attainment Program:** Provides funding for repower or replacement of vessels operating in the South Coast region. Also includes limited options for shore power projects.

Operating Funding

Ongoing water taxi operating costs, including those for staff and crew wages, fuel, and maintenance activities for terminals and vessels, require sustainable and continually-acquired funding sources. Revenue from fares and concessions are typically insufficient to cover all operating costs. For systems governed through public-private partnerships or direct agency delivery, multiple state, federal, and local sources may be available and can be used to fund operating costs, including tax districts and levies and capital costs through grants from state and federal agencies.

The FHWA Ferry Boat Program is an example of a funding source that has been used by water taxi operators in California to cover operating costs, as well as costs for construction of vessels and terminal facilities. Ten operators in California received a combined \$7.3 million in Ferry Boat Program formula funding in fiscal year 2025.

Implementation Next Steps

This planning level study focused on identifying the opportunities and challenges for implementation of a new San Pedro – Long Beach water taxi route during the 2028 Games, with the goal of providing decision makers with information about the range of capabilities of a potential route and cost estimates based on <1% design. Results from this study are based on best-known information and as such, additional policy decisions and planning work will be needed to bring this route to implementation, including the steps described below.

Identify Service Delivery Model and Potential Partners

- Identify which entity/entities will be responsible for funding and operating service.
 - Of the delivery models identified to implement the water taxi service, two models rise as opportunities – a private/public contracting arrangement is most likely to allow immediate start-up of service as well as bring benefits of public sector access to funding programs. Metro or another agency could contract this service with an operator that would own and maintain all assets, operate services with appropriate crewing levels and training, and obtain all permits and comply with regulatory requirements.

Another option would be a privately provided service by an operator for profit. While this would be the most expeditious way to provide the service, interest and availability for the service from private operators is unknown, and public entities would have little to no authority over service requirements and/or performance.

Finally, this study finds that a publicly delivered service would be infeasible if an agency does not already operate such service, given the long lead times and expertise required for standing up service in time for the 2028 Games. In other words, a transit agency like Metro would have neither the expertise nor existing assets for water taxi service and would thus require significant start-up time and resources.

- Continue stakeholder coordination and discussions to identify opportunities and concerns.
- Confirm service goals, including minimum level of service.

Gather Additional Information and Plan for 2028 Games Implementation

- As 2028 Games transportation and event plans are progressed, complete analysis of travel demand to inform service schedule and level of service requirements. Forecast

demand is also a key factor in selecting an appropriate vessel to meet demand while minimizing operating costs.

- Coordinate with existing operators and partner agencies to understand potential vessel availability for 2028 Games service.
 - A Request for Information could be issued to operators to gauge interest in providing the service and gather specific information such as which vessels an operator has available for the service, and potential fares and service levels.
- Conduct public outreach to assess interest and build support.
- Partner and align with existing LA28 and waterfront development planning efforts wherever feasible.

Finalize Route Alignment

- Identify preferred landing site locations and route options and assess if improvements are needed based on confirmed vessels.
 - In addition to point-to-point service, alternative route configurations could be explored, along with potential connections to additional communities such as Wilmington.
- Coordinate with LA28 Games planners and San Pedro Harbor stakeholders to refine understanding of security and operating impacts to potential route feasibility.

Plan for Funding and Service Contracting

- Develop a financial *pro forma* including identification of funding sources, fare structure and fare policy, and funding plan.
- Work towards landing sites agreements at both ends of the route.
- Prepare for procurement and contracting for service operations.

Next Steps toward Long-Term Service

If service is continued into the long-term with direct agency delivery or ownership of assets, additional planning is needed to develop infrastructure requirements, service plans, and a sustainable funding portfolio.

- **Vessels.** Options include leasing existing vessels or purchasing new vessels. Depending on factors such as the size and propulsion technology, design and construction of a new vessel may have a long lead time of around two to three years. For long-term service, it is likely that back-up vessels will be needed to support service reliability.
- **Landing sites.** Design and permit landing improvements- while aligning with any existing redevelopment plans wherever possible

- **Ferry program infrastructure.** Direct agency delivery may require expansion of agency-owned assets and operating capabilities including potential homeport facility or moorage space, vessel maintenance facilities and staff, and added shoreside amenities.



Board Report

File #: 2025-0418, File Type: Motion / Motion Response

Agenda Number: 9.

**AD HOC 2028 OLYMPIC AND PARALYMPIC GAMES COMMITTEE
MAY 14, 2025****Motion by:****DIRECTORS HAHN, BUTTS, DUTRA, DUPONT-WALKER, AND BUTTS**

Feasibility Study of Water Taxi Service Between San Pedro and Long Beach

As Los Angeles gears up to host the 2028 Summer Olympic and Paralympic Games, LA Metro will be expected to deliver a world-class transportation network that is efficient, sustainable, and accessible for everyone. To meet the region-wide demand the Games will bring, strengthening partnerships with local transit agencies and community stakeholders will be vital in ensuring that residents, employees, and visitors get to and from their major destinations with ease and reliability.

The City of Long Beach will play a key role in the 2028 Olympics and Paralympics, hosting over a dozen events across its waterfront venues. With visitors anticipated to stay across the Greater Los Angeles area, establishing a water taxi service that links San Pedro and Long Beach would help alleviate congested roadways and reduce impacts to residents, while also providing access to Olympic and Paralympic venues, cultural hubs, and cruise terminals.

San Pedro, a diverse neighborhood located along the southern coast of Los Angeles County, has strong potential to serve as a 2028 Games fan zone. Its waterfront setting with deep cultural roots and historic ties to international communities like the Croatian-American population makes it an ideal gathering place for fans. Last year, the president of the Croatian Olympic Committee signed an agreement to establish Croatia House in San Pedro as a cultural venue celebrating Croatian heritage during the 2028 Games. The Croatia house will serve as a gathering place for athletes, fans, and locals, featuring cultural events, and live broadcasts. Establishing a water taxi connection would not only support crowd flow and regional mobility but also spotlight San Pedro as a welcoming and dynamic part of the Olympic and Paralympic experience.

Currently, Long Beach Transit (LBT) provides service to more than 17 million riders each year throughout the Gateway Cities and Greater Los Angeles region, offering bus routes, water taxi services, and paratransit options. Their water taxi service consists of two 40-foot, 38-passenger AquaBus vessels serving the Long Beach harbor and Aquarium of the Pacific. Additionally, Long Beach Transit operates two 68-foot, 75-passenger AquaLink catamarans, which serve the Long Beach waterfront between Alamitos Bay Landing, the Queen Mary, and Downtown Long Beach. These vessels are accessible to mobility devices, bicycles, and provide connections to LBT's regular fixed-route bus service. LBT's water taxi service, including the AquaBus and AquaLink, has become

increasingly popular among residents and visitors, demonstrating the demand for water-based transportation, especially during special events like the Long Beach Grand Prix.

SUBJECT: FEASIBILITY STUDY FOR WATER TAXI SERVICE BETWEEN SAN PEDRO AND LONG BEACH MOTION

RECOMMENDATION

APPROVE Motion by Hahn, Bass, Dutra, Dupont-Walker, and Butts that the Board direct the Chief Executive Officer to:

- A. Initiate conversation and coordination with Long Beach Transit and the Port of LA to assess existing services and explore the feasibility of establishing a water taxi service to connect San Pedro and Long Beach in preparation for the 2028 Summer Olympic and Paralympic Games. This study shall include:
1. Route Identification: Evaluate optimal and safe routes for operation between San Pedro and Long Beach, considering factors such as navigational safety, environmental impact, and accessibility;
 2. Infrastructure Assessment: Assess potential docking facilities, terminals, and necessary infrastructure upgrades to support the proposed water taxi/ferry service;
 3. Financial Analysis: Estimate capital and operating costs associated with extending, establishing, and maintaining the water taxi service during and after the 2028 Summer Olympic Games. Include revenue projections, and potential local, state, and federal funding sources that could be eligible for operating and capital costs;
 4. Partnership Opportunities: Identify opportunities for public and private partnerships to support the development and operation of the water taxi service;
 5. Jurisdictional Governance: Identify any maritime (e.g. Coast Guard) regulations, environmental permits (e.g. Coastal Commission), etc that would govern such service;
 6. Ridership Demand: Develop a service plan and estimate demand for service based on seasons, travel time, convenience, etc.; and
 7. Passenger Transport: Evaluate vessel type and capacity for such use that can accommodate demand, water depth, customer comfort, safety and operational requirements.
- B. Consult with local labor unions and subject matter experts- including, but not limited to, unions representing maritime workers, transportation operators, and dock personnel;
- C. Recommend technical, financial, and other ways that Metro could support the establishment or expansion of a water taxi between San Pedro and the City of Long Beach; and

D. Report back on the above action items in 90 days.

San Pedro – Long Beach Water Taxi Feasibility Study

Summary of External Partnerships and Stakeholder Engagement

For the purposes of this feasibility study, Metro focused on coordination and input from a targeted group of key stakeholders, including the following.

- City of Long Beach: The City will be hosting 18 sporting events during the 2028 Olympic and Paralympic Games, including rowing, sailing and open water swimming along Belmont Shore. Metro staff met with representatives from the City, including staff from the office of the City Manager, Government Affairs, and Special Events to garner feedback and input on the project.

Long Beach Transit (LBT): LBT, with operations contracted to a private operator (currently Catalina Express), provides water taxi services to the Long Beach waterfront between Alamitos Bay Landing, the Queen Mary, and Shoreline Village in Downtown Long Beach. LBT's existing water taxi services are operated seasonally in the summer months (April to September) and are planned for operation during the 2028 Games. LBT currently is conducting an evaluation of transit services for the 2028 Games, including enhancements to bus and ferry services and strategies for transitioning to zero emission propulsion systems.

Metro staff briefed the LBT CEO on two occasions and met several times with LBT's senior leadership team, who have been partners in providing access to operating costs and service planning data for existing AquaLink and AquaBus services, and guidance on operations and unique conditions of Long Beach's service areas.

- San Pedro Bay Ports of Long Beach and Los Angeles: The harbor serves as a major American gateway for international trade and shipping, with 47 operating cargo terminals across the two ports. The project team met with the Ports of Los Angeles and Long Beach, the two major seaports that form the San Pedro Bay Port Complex, to provide information on the study and gather feedback.

In addition to cargo shipping uses, San Pedro Bay serves various other maritime uses that are anticipated to contribute to vessel traffic during the 2028 Games, including ancillary cargo shipping services like tugboats, pilot services, oil crew and equipment transport; and major cruise ships and terminals, chartered operators and recreational activities like sailing, fishing and whale watching; and private boats.

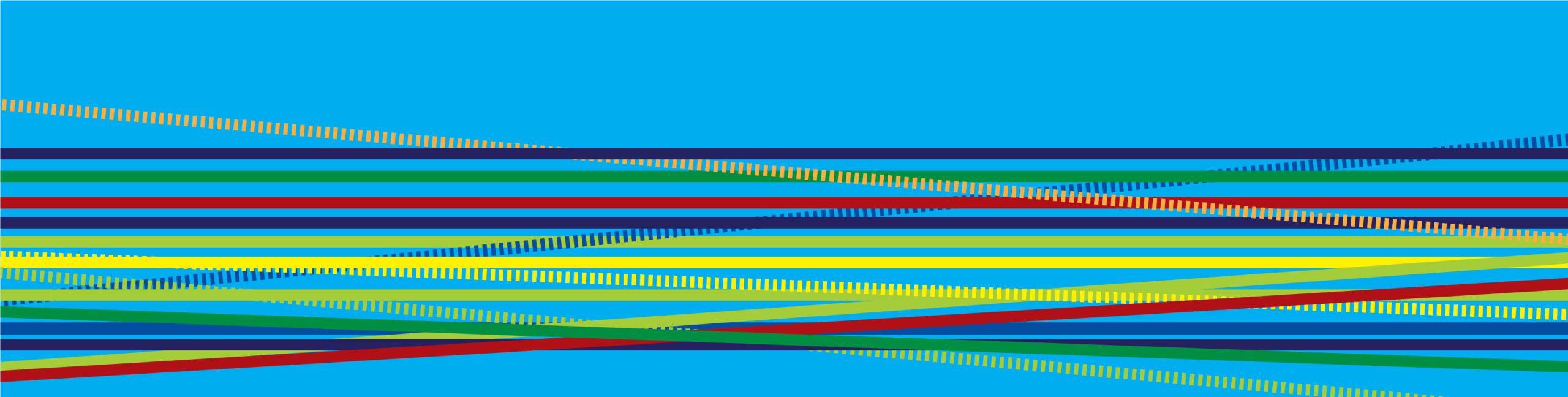
- Charter Service Operators: Meetings were conducted with private charter operators, including Harbor Breeze and Catalina Express, to understand their service models, operating parameters, fleet capacity, docking and fueling infrastructure, and anticipated plans for service during the 2028 Summer Games.

Additionally, operators provided feedback on operating considerations for passenger vessels in the San Pedro Bay and potential conditions during the 2028 Summer Games.

- Labor Unions: The project team invited local unions representing maritime workers, transportation operators, and dock personnel to two separate stakeholder engagement meetings. Those invited included the LA/OC Building Trades Councils, ILWU Local 13, ILWU 94, ILWU 63 and SEIU 721; one union representative attended the discussion.

Feedback received from labor was useful for evaluating opportunities and constraints for the water taxi service, particularly with the expected closure of the Vincent Thomas Bridge, workforce access to the ports, and potential community responses.

- LA 28: Metro coordinated with LA 28 to receive periodic updates as details continue to emerge on event locations, security perimeters, spectator and staging areas, hospitality sites, event schedules, and event durations. As information continues to evolve, the study's outline of opportunities and constraints is expected to continue to inform decision-making about the potential service.



San Pedro–Long Beach Water Taxi Feasibility Study



Executive Management Committee
Operations, Safety, and Customer Experience Committee
November 20, 2025

Study Overview

Feasibility study completed to identify opportunities, constraints and feasibility of establishing water taxi service between San Pedro and Long Beach for the 2028 Olympic & Paralympic Games (and beyond).

Opportunities

- Boost local tourism and economic development, showcase San Pedro Bay natural resources, and highlight national/global economic gateway
- Create a “transport-tainment” alternative to roadway travel with access to 2028 Games venues and major attractions
- Provide a direct connection between San Pedro and Long Beach waterfronts, to avoid potentially congested traffic conditions during the Games
- Potential to use 2028 Games as a demonstration/catalyst for long-term service

Constraints

- Security perimeters and operating procedures will continue to evolve
- Availability of vessels (supply & technology) and infrastructure; unknown demand
- Significant start-up for transit agency delivery, especially if water taxi service is new
- Long lead-times for capital improvements (especially for permanent services)
- Funding



STUDY PARTNER

- Long Beach Transit

STUDY STAKEHOLDERS

- Port of Long Beach
- Port of Los Angeles
- City of Long Beach
- Select San Pedro Bay vessel operators
- LA28
- Labor representatives

November 2025

Route Context

Assumed Landing Locations

San Pedro: 2028 Games sailing events, hotels, waterfront attractions

Assumed landing site: West Harbor

Long Beach: Concentration of 2028 Games events, waterfront attractions, hotels, existing water taxi services

Assumed landing site: Shoreline Village Dock 9

Water Taxi Trip

Total one-way crossing: 39–59 minutes

Includes slow (no-wake) zones, does not include dwell time.

Range due to vessel speed scenarios

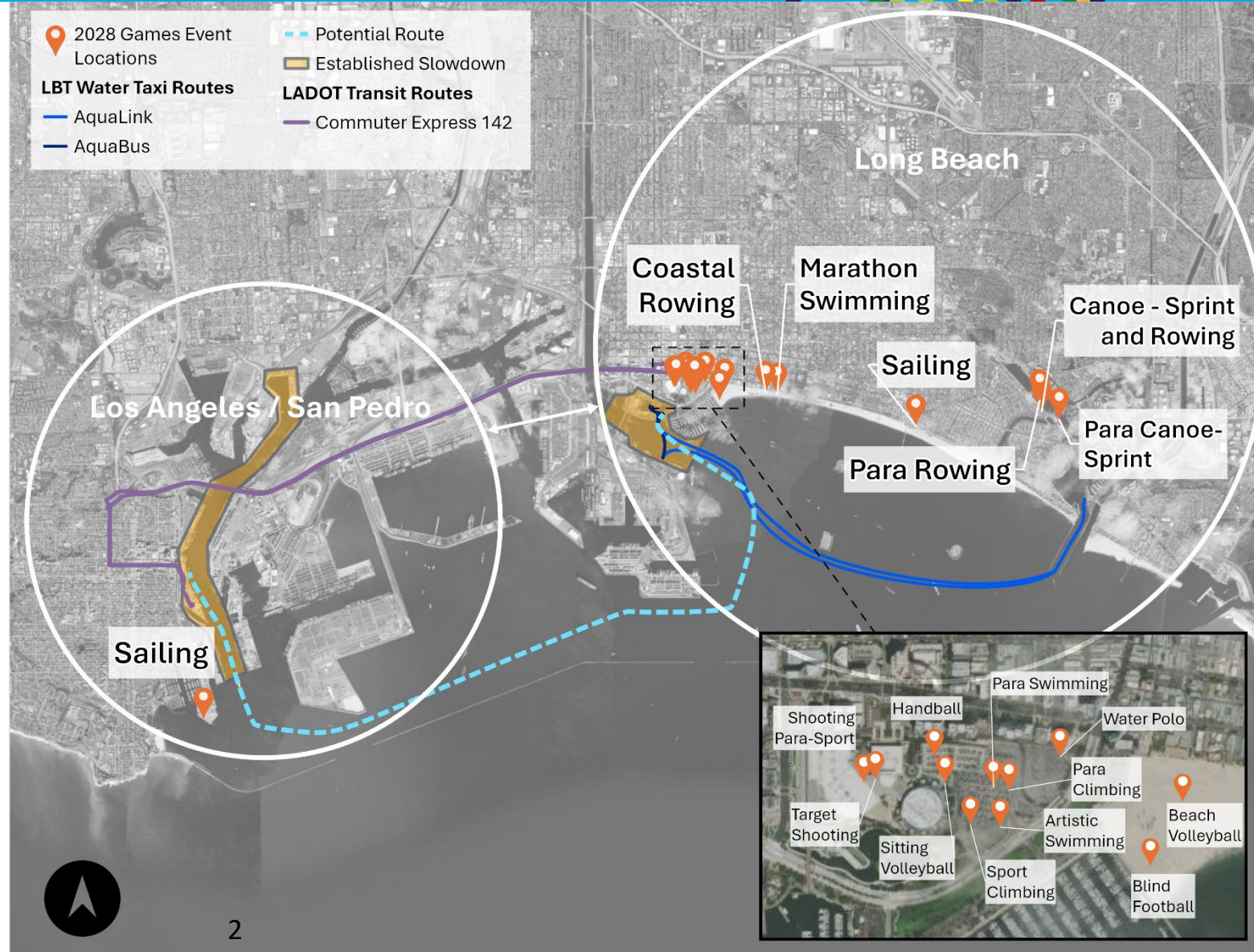
Transportation Alternatives

Driving: 16-28 minutes

Does not include parking time or cost

LADOT Commuter Express: 26 minutes

Half hourly departures



Service Scenarios – Summary of Metrics & Costs¹

Fleet Configuration	SCENARIO 1  350 350	SCENARIO 2A  150 150	SCENARIO 2B  150 150 150	SCENARIO 3  75 75
Vessel Description	(2) 350-passenger hybrid-electric vessels	(2) 150-passenger diesel vessels	(3) 150-passenger diesel vessels	(2) 75-passenger diesel vessels
Trip Crossing Time (one-way)	59 minutes	34 minutes	34 minutes	39 minutes
Assumed Dwell time (one-way)	20 minutes	15 minutes	15 minutes	10 minutes
Scheduled Daily Round Trips	8	12	18	12
Scheduled Time between Departures	80 minutes	50 minutes	35 minutes	50 minutes
Potential Daily Passenger Capacity	5,600	3,600	5,400	1,800
Total Operating Cost (47 service days) ²	\$1,278,000	\$995,000	\$1,445,000	\$662,000
Operating Costs per Round Trip	\$3,398	\$1,764	\$1,780	\$1,174
Operating Cost per Passenger Seat ³	\$3.88	\$4.70	\$4.55	\$6.26
Estimated Capital Costs ⁴	\$114,000	\$113,000	\$113,000	\$113,000
Total Estimated Costs (47 service days)	\$1,344,000	\$1,084,000	\$1,535,000	\$751,000

 Assumes all-electric propulsion with shoreside charging

¹ Costs in 2028 dollars, based on feasibility-level (<1%) design and analysis

² The 47-day service period is the time between the start of the Olympic Games and the end of the Paralympic Games

³ Cost per passenger capacity is calculated using total passenger carrying capacity over the 47 days of service

⁴ Assumed minimal needs with service contracted to an existing operator

Permitting and Environmental Considerations

Development Permits for Landing Site Improvements

Games Service: Minimal improvements assumed with no ground disturbance

- Minimal permitting with no CEQA/NEPA (up to 2 years)

Permanent Service: More extensive improvements assumed

- More extensive permitting (3 years)
- CEQA/NEPA (2 years)

Operating Permits

Games Service and Permanent Service: Same operating permits

- US Coast Guard Certificate of Inspection (3+ months)
- US Coast Guard Merchant Mariner Credential (90 days)
- California Public Utilities Commission (1-3 months)
- South Coast Air Quality Management District (ferry terminal operating permit) (180 days)
- City of Long Beach Slip Permit (1 month)

New Vessels: Procurement, Design and Construction

- Procurement, Design, Construction (up to 3 years)
- Compliance with CARB's Commercial Harbor Craft Regulation (depends on vessel type, route)

Potential Agencies with Jurisdiction

Landing Site Improvements:

- CA Coastal Commission
- Department of Fish and Wildlife
- City of Long Beach
- City of Los Angeles
- Port of Long Beach
- Port of Los Angeles
- Water Quality Board
- National Marine Fisheries Services
- U.S. Army Corps of Engineers

Water Taxi Operations:

- U.S. Coast Guard
- Department of Transportation
- California Air Resources Board
- California Public Utilities Commission



Metro

Delivery Models

MODEL	OPPORTUNITIES	CHALLENGES	METRO DELIVERY
Private Service provided by a private operator, without agency involvement.	- Potential fast start-up with use of existing crew and assets - Varying options for agency support/ collaboration	- Typically, higher fares due to the need to remain profitable - Service schedules typically developed to maximize profitability	N/A
Public/Private Contracting Typically involves the governing agency contracting for provision of transportation service and providing partial or total funding. Varying options for ownership and maintenance of assets and landing sites.	- Access to federal and state grant funding - Opportunities for faster service start-up by using staff/assets of an established operator - Partnership on service marketing for launch and ridership growth - Greater agency control over fare levels and service schedules - Opportunity for integration of fare payment media (e.g., TAP card)	- Less agency control over service quality - Ongoing subsidy requirements - Some agency resources required for contract management	Varying options for Metro delivery as a contracting agency, supporting agency, or in partnership with others
Direct Agency Delivery The agency manages and operates service, while directly owning or leasing assets and landing sites.	- Access to federal and state grant funding - Greatest agency control over service levels and standards - Potential coordination with other modes and integration of fare payment media (e.g., TAP card)	- Requires the greatest commitment of infrastructure and resources by the agency related to operation and capital programming for a new mode - Potential long start-up time to plan, permit, and fund capital improvements	Infeasible

Next Steps

Should the Metro Board decide to continue to explore implementation, Metro would

- Gauge industry interest in implementing service for the Games by developing one of the following two options:
 - Request for Interest
 - Reverse Pitch to Industry



Board Report

File #: 2025-0824, File Type: Oral Report / Presentation

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. RECEIVE AND FILE quarterly status report on the ZEB Program;
- B. UTILIZE the Washington Department of Enterprise Services Contract or Colorado State Contract for a not-to-exceed expenditure amount of \$50,000,000 inclusive of sales tax, for up to 40 battery electric buses (BEBs); and
- C. APPROVE a Life-Of-Project (LOP) budget in the amount of \$52,000,000 for the purchase of up to 40 BEBs, professional and technical support, labor and contingency under Capital Project 201078.

ISSUE

This update provides a status report on the ZEB transition plan, including bus acquisition, division electrification, funding status, and upcoming program activities. Due to major safety, schedule, and cost concerns, staff have canceled the bus procurement and will reprocure ZEBs through a four-prong acquisition strategy for the same number of buses. While the re-procurement is underway, there is an opportunity to accelerate the delivery of ZEB busses through piggybacking existing State schedule contracts. In addition, in parallel with this Report, staff are recommending award for a Progressive Design Build Operate and Maintain (PDBOM) contract to electrify Divisions 18 (Carson) and 7 (West Hollywood) as well as an equipment purchase and installation of en route chargers for the North San Fernando Valley Transit Improvements Project (NSFV TIP), the North Hollywood to Pasadena Bus Rapid Transit (NH2P BRT), and other sites across the County. Recommendations for the PDBOM and en route chargers are submitted to the Board in separate reports.

BACKGROUND

In July 2017, the Board approved Motion 50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A), which endorsed a ZEB Strategic Plan to transition Metro's entire bus fleet to zero-

emission by 2030. This was contingent upon cost and performance equivalence with Compressed Natural Gas (CNG) buses, as well as continued advancements in charging infrastructure. In 2018, the California Air Resources Board (CARB)'s Innovative Clean Transit (ICT) regulation mandated that all transit agencies in the state operate zero-emission fleets by 2040. In addition, ICT ZEB purchase requirements for large transit agencies require 25% of bus purchases to be zero emissions by 2023, 50% by 2026, and 100% by 2029.

Metro has met all state-mandated program requirements a decade earlier than the ICT mandate of 2029. In September 2019, Metro awarded its final option for CNG buses and committed to having 100% zero emissions in all future procurements. Furthermore, since October 2020, Metro has powered its bus fleet with 100% Renewable Natural Gas. Since the Board endorsed the ZEB Strategic Plan, Metro prepared a ZEB Program Master Plan in 2022 and a Master Plan Update in 2023. In September 2024, staff prepared a more detailed plan to deliver a 100% ZEB fleet no later than 2035. This ensures Metro's ability to continue providing reliable bus service, including availability of operations and maintenance funding to support the full seven million annualized revenue service hours as planned through the NextGen Bus Plan.

In 2021, Metro electrified the G Line, which has accumulated more than five million miles of zero-emission service. Electrification of the J Line and Division 9 (El Monte) is also underway.

DISCUSSION

Bus Acquisition

In January 2023, the Board authorized the solicitation of new battery electric buses pursuant to Public Contract Code (PCC) §20217. In April 2024, while the U.S. transit bus manufacturing industry was at a point of crisis, Metro released the largest solicitation for ZEBs in U.S. history, with a base order of 260 battery electric buses (BEBs) and 20 hydrogen fuel cell electric buses (FCEBs), with options to purchase up to 1,160 ZEBs. In July 2024, Metro increased the solicitation option amounts, allowing purchases of up to 1,980 ZEBs, and requested that Original Equipment Manufacturers (OEMs) propose an alternative base order quantity. Two proposals were received in March 2025, and despite enormous effort to prepare a solicitation that would bolster the transit bus manufacturing industry, Metro staff will not recommend an award due to major safety, schedule, and cost concerns. Instead, staff has canceled the procurement.

From a safety perspective, proposers could not meet the requirement for both a fully enclosed operator compartment and a driver exit window. In 2024, Metro achieved a significant milestone by retrofitting its entire bus fleet with full operator doors, resulting in a 67% decline in operator assaults and a 100% decline in violent assaults against operators. As the agency begins the design phase for our new bus, staff has a valuable opportunity to augment our dedication to operator safety by adding a fully integrated operator compartment and an operator exit window. Responsive proposers were reluctant to modify their bus design to meet the Metro specification for an integrated compartment.

From a schedule perspective, the highest-scoring technical proposal did not include a schedule that met Metro's requirements, nor a rate of bus deliveries. Metro's schedule required that bus deliveries begin in April 2028 to ensure both a maximum number of buses delivered before the 2028 Olympic and Paralympic Games and that CNG buses would be replaced prior to the expiration date of the

onboard CNG storage tank, which will begin to expire in September 2028.

From a cost perspective, the proposed best and final offer pricing from the highest scoring proposal returned for the BEB base buy was 7.4% above Metro's cost estimate- a more than \$36.5 million cost impact. In other words, at the proposed contract price, Metro could afford 18 fewer buses compared to the cost estimate, which would have ripple effects for long-term capital planning and affordability for bus replacements.

While no award is recommended for the bus procurement, staff recommend pursuing the following four-prong bus acquisition strategy to ensure that bus replacements and ZEB program milestone progress remain on schedule:

- 1) Procure up to forty (40) BEBs through a state schedule contract (either the Washington or Colorado state schedules).
- 2) Update technical specs and re-release Request for Proposals (RFP) with up to (two) 2 bidding opportunities with base buys totaling 240 BEBs and options of up to 1,600 additional BEBs.
- 3) Pilot with international bus manufacture(s) for ten (10) 40' high range BEBs and ten (10) 60' articulated high range BEBs with options of up to 60 additional BEBs to encourage the advancement of technology and potential interest in U.S. market.
- 4) Procure twenty (20) FCEBs through a state schedule contract or separate procurement.

Participating in a state schedule contract will facilitate the prompt acquisition of buses and ensure compliance with our ZEB transition commitments. State schedule contracts have shorter lead times than standard procurements because specifications, options, and pricing are pre-negotiated with the OEM, and pre-production design and engineering complexity is reduced. State schedule contract pricing tends to be lower as well. Lastly, while state schedule contracts may not include options for a fully integrated operator compartment with an exit window, Metro can incorporate the requirement in the larger procurement of BEBs. Furthermore, industry outreach has indicated that the U.S. market has evolved and additional transit bus OEMs are able to provide BEBs, which makes it likely that Metro will receive more proposals on the procurement re-release, increasing competitive tension and the likelihood that proposers will meet all of Metro's requirements including delivery schedule. The RFP will be restructured to foster more competitive pricing and to promote technological advancements. This will be achieved by providing bidding opportunities for established OEMs capable of meeting Metro's delivery schedule and safety requirements. Additionally, there will be smaller pilot opportunities for OEMs with innovative technologies that can successfully fulfill Metro's requirements for extended service ranges. By pursuing this four-prong strategy, Metro will exceed its near-term goal to own 256 ZEBs by the end of 2028 as presented in the latest bus delivery schedule from the ZEB Program Quarterly Update in September 2024 and re-establish a pathway for long-term delivery certainty. Through this approach, Metro will also increase the number of ZEBs in the fleet for the 2028 Olympic and Paralympic Games.

Charging Infrastructure

Despite the need to re-procure, the bus procurement, Metro continues to meet program and division electrification schedule commitments. The next major milestone in Metro's transition to a ZEB fleet is full electrification of the J Line before the end of 2025. Electrification of the J Line requires depot

charging and en route equipment at Divisions 9 (El Monte) and 18 (Carson), en route charging equipment at Harbor Gateway Transit Center, El Monte Transit Center (EMTC), and a fleet of at least forty-two (42) electric buses. The charging equipment has been installed and commissioned, except for EMTC, which is in pre-commissioning. Metro anticipates that all required buses will be available for service in early December.

Construction of the gantry structure and installation of depot charging equipment at Division 9 continue to progress on schedule and will be complete in Spring 2026. Completion of the gantry structure is not required for full J Line electrification.

In March 2025, Metro released a Progressive Design Build Operate and Maintain (PDBOM) solicitation to electrify Divisions 18 and 7 (West Hollywood). Proposals were received in July 2025, and staff are recommending a contract award in parallel with this report. The project will construct more than 400 electric bus charging positions between the two divisions. Staff have identified an opportunity to include operations and maintenance of the charging equipment and charge management, and energy management systems under the project scope. Staff anticipate that both divisions will be electrified prior to the 2028 Olympic and Paralympic Games.

In 2024, Metro released a solicitation to procure en route charging equipment and submitted utility service requests for eleven charging sites in the Los Angeles Department of Water and Power (LADWP) service territory. Staff are recommending an en route charging equipment contract award in parallel with this report. Metro has retained its program planning consultant, AECOM, to prepare advanced conceptual designs and site condition assessments for each site. At the completion of this scope, Metro will prioritize detailed designs and develop delivery strategies for six en route charging sites that will support NH2P BRT, NSFV TIP, and Division 9 bus routes, with an aim to complete these sites no later than 2028.

FCEB Pilot

Metro continues to study the feasibility of hydrogen fueling infrastructure at Divisions 8 (Chatsworth) and 15 (Sun Valley) to support the 20 FCEBs that will be procured for the pilot. In September and October, Metro hosted several market sounding meetings with vendors across the hydrogen ecosystem to receive feedback on project development, delivery approaches, and funding opportunities. Staff expect to finalize the decision on the future location of hydrogen fueling infrastructure by the end of the year and will use market feedback to determine the delivery approach and develop a solicitation. The timing of the solicitation release will be based on the delivery approach.

In August, staff traveled to Oakland to visit the Port of Oakland, the world's largest heavy-duty hydrogen fueling station, and AC Transit, which operates 30 FCEBs and two hydrogen fueling stations. The visit was organized by the Alliance for Renewable Clean Hydrogen Energy Systems (ARCHES) Hydrogen Hub, a public-private partnership organized to accelerate hydrogen projects on an industrial scale. The ARCHES 1,000-Bus Initiative seeks to deploy 1,000 FCEBs across thirteen California transit agencies over the next eight years. In October, the U.S. Department of Energy canceled \$1.2 billion in federal funding for ARCHES.

Funding

To date, Metro has secured more than \$1.5 billion from a mix of federal, state, and local sources for the ZEB Program. Tables 1 and 2 below outline the funding status for current and near-term ZEB charging infrastructure and bus acquisition projects. Project costs are based on estimates, not actual expenses.

Table 1. Funding Status for Charging Infrastructure Projects

Project	% Funded
Division 9	100%
Division 18	100%
Division 7	70%
NH2P BRT & NSFV TIP	100%
Hydrogen Fueling Infrastructure	0%
Division 5	0%
Division 13	0%

Table 2. Funding Status for Bus Acquisition Projects

Project*	% Funded
(40) State Contract BEBs	100%
(20) State Contract FCEBs	0%
(240) BEB Base Buy	100%
(20) BEB Pilot	0%
(173) Division 7 Buses	87%
(201) Division 5 Buses	0%
(184) Division 13 Buses	0%

* Parentheses indicate the total number of buses per acquisition

Divisions 9 and 18's charging infrastructure is fully funded, while Division 7 is currently 70% funded. Metro has applied for \$104.6 million in Congestion Mitigation and Air Quality (CMAQ) funds to fill the unmet need for Division 7 infrastructure and buses. The first 260 battery electric buses (BEBs) are also fully funded, as well as 87% of funding for Division 7 buses.

No funds have been secured for buses or charging infrastructure for Division 5 - although Metro has applied for \$95 million and \$39 million of 2025 Low and No Emissions and Bus and Bus Facilities funding (respectively). Likewise, no funds have been secured for buses or charging infrastructure in Division 13. The twenty FCEBs and hydrogen fueling infrastructure also remain unfunded.

The table below outlines pending funding requests for ZEB Program projects:

Table 3. Pending Funding Requests for ZEB Projects

Grant	Amount (in millions)	Project	Status
CMAQ	\$104.6	Infrastructure & Buses for Division 7	Award decisions expected end of 2025
2025 LowNo/BBF	\$95 (LoNo)	Infrastructure & Buses for Division 5	Award decisions expected end of 2025
	\$39 (BBF)	Infrastructure & Buses for Division 5	Award decisions expected end of 2025
AHSC – Round 9	\$25.9	Buses for Divisions 5 & 13	Award decisions expected end of 2025

While the current federal surface transportation authorization bill, which provided major infusions of funding for zero-emission vehicles and infrastructure, will expire on September 30, 2026, Metro continues to pursue an aggressive funding strategy for the ZEB Program. In September, Metro adopted the USA BUILD Initiative as Metro's official proposal to Congress and the Executive Branch as they consider replacing the Bipartisan Infrastructure Law (BIL) (P.L. 117-58).

Planning Activities

While there has been no change in the division's electrification and bus acquisition schedule since September 2025, staff are continually evaluating strategies and approaches to not only deliver the ZEB capital program but also ensure a seamless transition and long-term reliability of the bus fleet and charging equipment. The partnership between Operations and Program Management has proved highly effective in maintaining the division's electrification schedule, and staff are coordinating to develop charging infrastructure project delivery strategies that optimize the overall program schedule by evaluating existing resources, funding availability, and division-specific considerations and sequence. Staff have also begun to incorporate non-revenue charging plans into ZEB electrification plans to optimize equipment requirements, reduce costs, and mitigate conflicts and impacts to operations. Other planning activities include development of maintenance strategies for long-term reliability, change and operational management strategies to ensure staff across the agency are prepared for division-level ZEB operations, and safety and hazard assessments to evaluate risks, impacts, and mitigations and guide preparedness, response, and recovery procedures for Metro's ZEB operations.

FINANCIAL IMPACT

The total requested LOP budget is a combination of the contract amount up to 40 BEBs for \$50,000,000 plus \$2,000,000 million for professional and technical support and labor. Project funds will be budgeted under project 201078 in cost center 3320 Bus Acquisition. This will be a multi-year contract, and the cost center manager, project manager(s), and Sr. Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting the costs in future years.

Impact to Budget

Funding for the requested LOP will come from a mix of State and Local sources that are eligible and available when required and provided to the project based on Board-authorized priorities.

EQUITY PLATFORM

The purpose of this report is to provide a program-level status update; project-specific equity impacts are discussed in detail in their respective project reports. Divisions 1, 2, 3, 5, and 9 are located within Equity Focus Communities (EFCs). Divisions 9 and 5 will be in the first half of the electrification schedule, and Divisions 1, 2, and 3 will be in the latter half. Because EFC residents may have a higher reliance on bus transit, delays to the electrification schedule could disproportionately impact EFCs by delaying air quality improvements through emissions reductions. However, despite these risks, the division electrification schedule and achievement of related air quality improvements currently remain on track. The use of a state contract for the procurement of a small quantity of buses will facilitate an accelerated delivery timeline of zero-emission buses and ensure Metro's transition remains on schedule despite issuing a new RFP.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This update supports Goal #3 to enhance communities and lives through mobility and access to opportunity and Goal #4 to transform LA County through regional collaboration and national leadership.

VEHICLE MILES TRAVELED OUTCOME

Vehicle Miles Traveled (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. These declining VMT trends are 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. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will maintain and encourage transit ridership. Metro's transition to a ZEB fleet will enhance customer experience with vehicles that are quiet and use zero-emission technology. Metro's Board-approved VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

NEXT STEPS

Staff will continue to deliver on the charging infrastructure projects at Divisions 9, 18, and 7. Staff will also pursue the three-pronged bus acquisition strategy to ensure that bus deliveries remain on track.

ATTACHMENT

Attachment A - Board Motion 50

Prepared by: Shaun Miller, Deputy Executive Officer, Project Management, (213) 922-4952
Amy Romero, Deputy Executive Officer, Project Management, (213) 922-5709
Matthew Dake, Deputy Chief Operations Officer, Vehicle Maintenance & Engineering, (213) 922-4061

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2017-0524, File Type: Motion / Motion Response

Agenda Number: 50

**REVISED
REGULAR BOARD MEETING
JULY 27, 2017**

Motion by:

**DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS
AS AMENDED BY SOLIS, KUEHL and BARGER**

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean

energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND
BARGER**

RECOMMENDATION

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
 - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
 - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
 - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
 - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

FRIENDLY AMENDMENT BY FASANA that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.



Zero Emission Bus (ZEB) Program Quarterly Update

VEHICLE ENGINEERING & ACQUISITION



Metro®

Charging Infrastructure Project Updates



Division 9 & El Monte Transit Center

- Final gantry truss erected in May
- Roofing and shade sails install ongoing
- Opportunity chargers commissioning phase

Division 18 & 7

- Recommended award to Board in December

J Line Electrification

- Daily average of 13 battery electric buses (BEBs) running on the line
- Harbor Gateway Transit Center in-use for layover charging
- Anticipated complete by end of calendar year



Photo: Division 9 Bus Yard Opportunity Chargers



Opportunity Charging Sites (Countywide)

- Charging equipment procurement in blackout
- Advanced conceptual design and site conditions assessment to be complete this fall
- Prioritizing designs and delivery strategy for North Hollywood Transit Center, North San Fernando Valley Transit Improvements Project, and sites supporting Division 9 buses (sites in bold)

North Hollywood Transit Center
Universal / Studio City Station
Division 8 & 15 (for NSFV only)
Terminal 28
Figueroa & 117th Layover
Artesia Station

Central Maintenance Facility
Canoga Station
Chatsworth Station
Maple Lot
Sylmar Metrolink Station

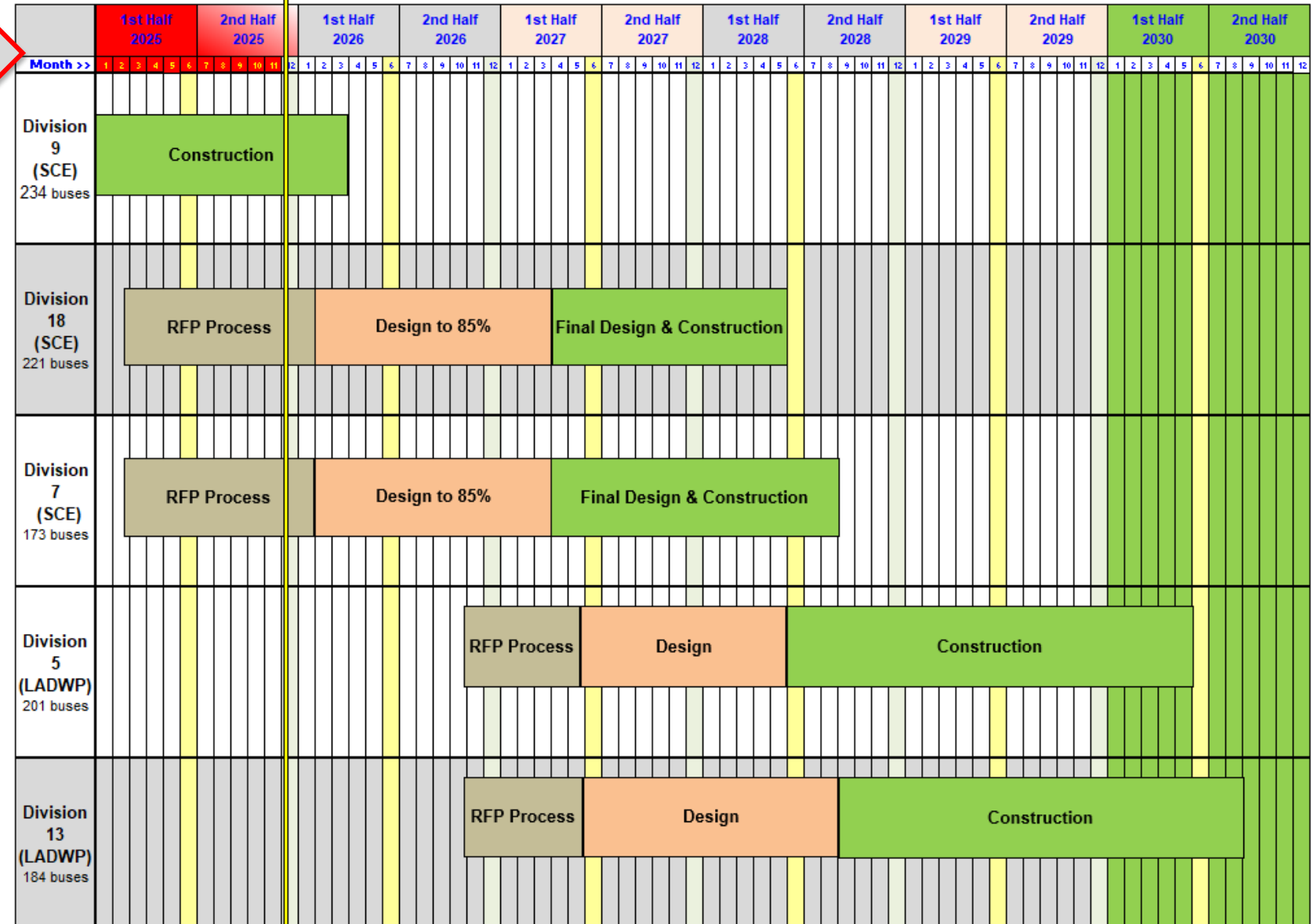
Status of Division Electrification (First Five Divisions)



**Electrification
schedule for
first five
divisions**

**Contract award for
18 & 7 two months
ahead of schedule.**

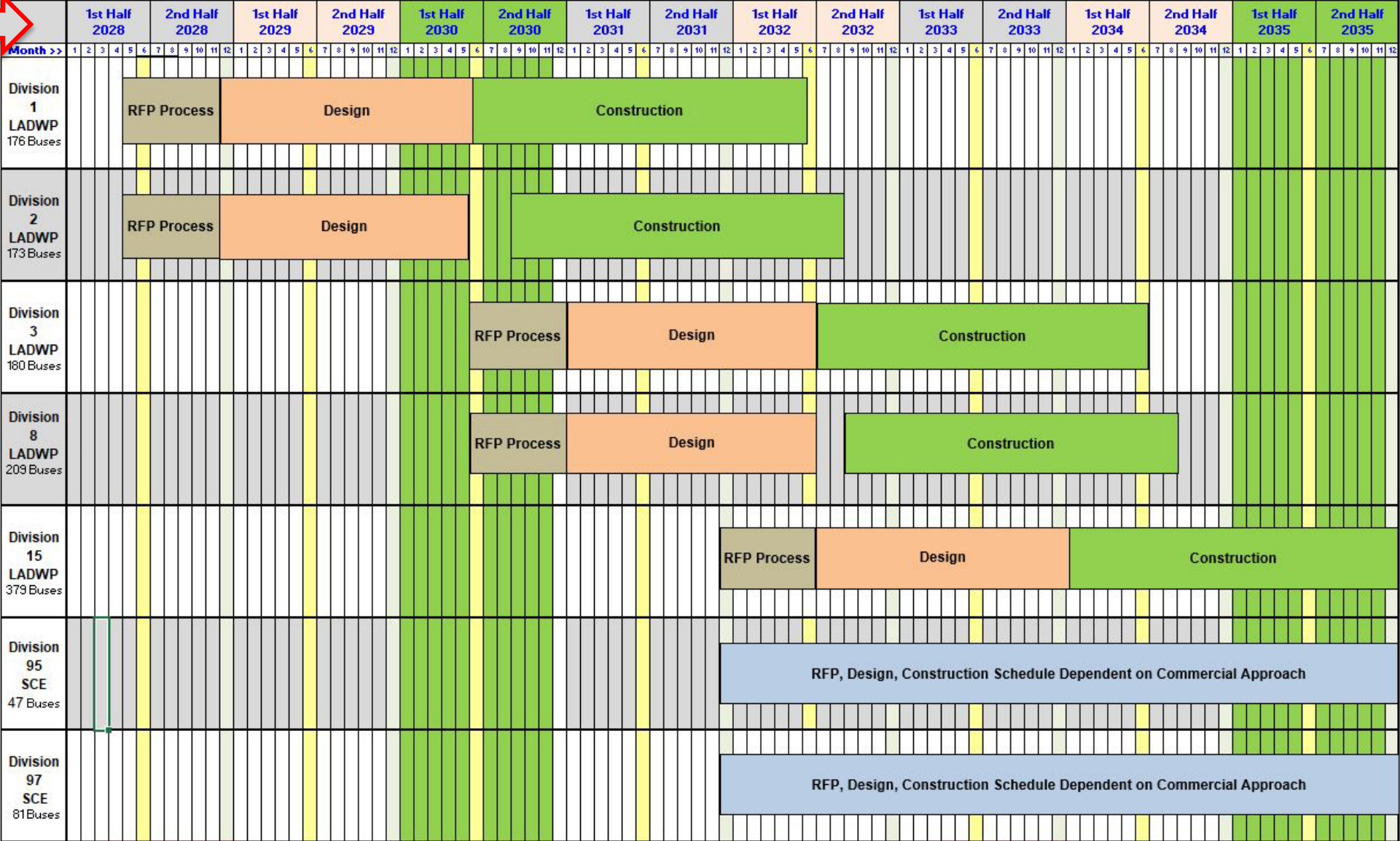
**NO CHANGE in
program schedule
since July '25
committee update.**



Division Electrification (Latter Five and Contract Service Divisions)



Electrification
schedule for
latter five
directly-
operated and
two contract
service divisions

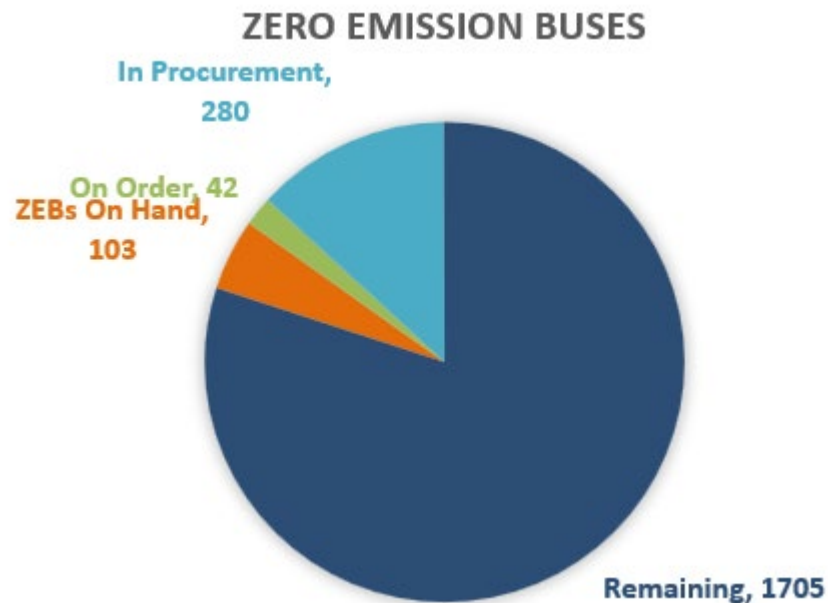


Status of Bus Acquisition



Current Fleet

- 4.8% of fleet converted to ZEB*



*Assumed future fleet size of 2,130 buses
Data as of 10/17/25



Metro

Regional Bus Procurement

- Staff cancelled procurement due to major safety, schedule, and cost concerns.
 - Proposers could not meet requirement for fully enclosed operator compartment and driver exit window.
 - Highest scoring technical proposal did not include schedule that met Metro's requirements.
 - Highest scoring proposal returned base buy cost estimate 7.4% above Metro's cost estimate – a \$36.5 million cost impact.

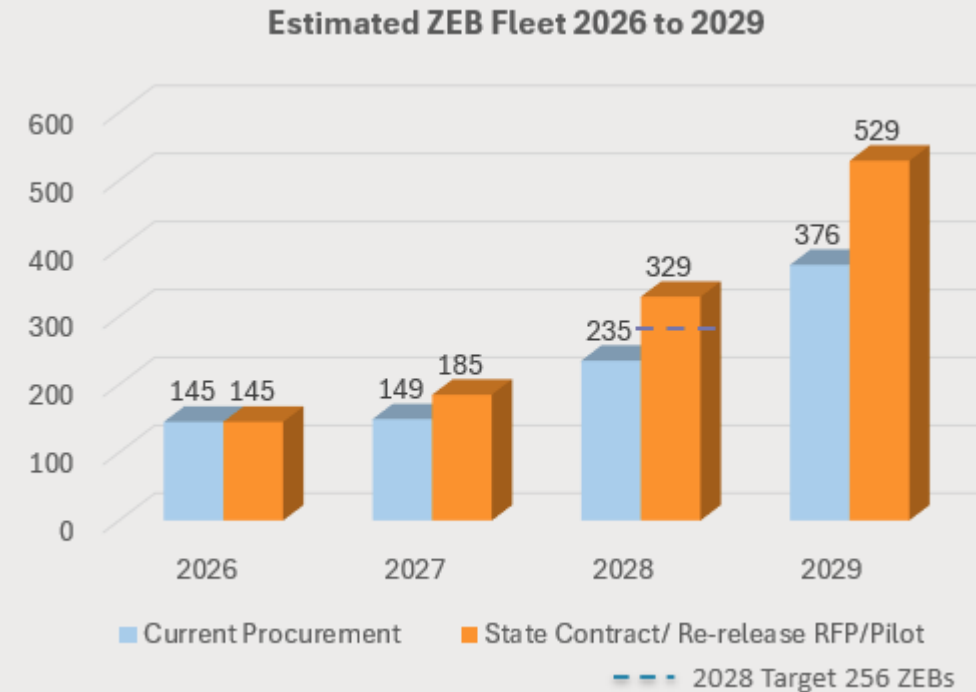
BYD Bus Deliveries

- 53 of 95 K9MD buses have been delivered
- BYD is currently 30 buses behind schedule
 - Liquidated damages (LDs) for delayed buses and manuals
- Challenges persist in achieving delivery targets, ensuring quality control on the production line, and providing warranty support.

Bus Procurement Approach



- **State contract**
 - Shorter lead times
 - Estimated delivery up to 40 BEBs in 2027
- **Re-release RFP**
 - Additional competition
 - Meet safety requirements
 - Encourage growth of bus OEMs in the U.S. market
 - Meet Metro schedule for CNG bus Replacement, infrastructure implementation and 2035 zero-emission goal.
- **Pilot with International OEM**
 - New technology to drive continuous improvement
 - Promote the entry of new OEMs and support their investments in the U.S. market.



Program Funding Status



Infrastructure & Bus Funding

- More than \$1.5 billion in federal, state, and local funding secured to date.
- Metro is awaiting award decisions for the following applications:
 - **\$9 million** for buses from Affordable Housing & Sustainability Communities program
 - **\$104.6 million** for Division 7 buses and infrastructure from Congestion Mitigation & Air Quality program
 - **\$95 million** from Low or No Emissions and **\$39 million** from Bus & Bus Facilities programs for Division 5 buses and infrastructure.*



Metro

*** FTA will prioritize low emission over zero emission projects and has allowed grantees to change zero emission awards to low emission.**

Infrastructure

Project	% Funded
Division 9	100%
Division 18	100%
Division 7	70%
NH2P BRT & NSFV TIP	100%
Hydrogen Fueling	0%
Division 5	0%

Buses

Project	% Funded
(40) State Contract BEBs	100%
(20) State Contract FCEBs	0%
(220) BEB Base Buy	100%
(20) BEB Pilot Buses	0%
(173) Division 7 Buses	87%
(201) Division 5 Buses	0%

Grant Updates and Continuing Activities



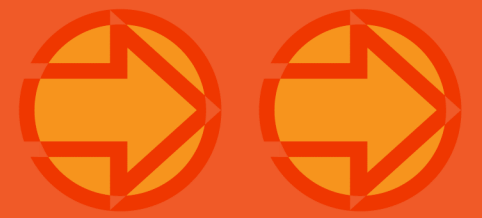
Upcoming project activities

- Division 18 & 7 Progressive Design Build Operate and Maintain (PDBOM) contract Phase 1 will commence should the Board approve the contract recommendation.
- Anticipate achieving J Line electrification by end of year.
- Hydrogen Fueling Infrastructure Feasibility Study for 20 fuel cell electric buses (FCEBs).
- Integrate non-revenue charging and maintenance strategies into planning efforts.



Photo: BYD K9MD bus at Harbor Gateway Transit Center

THANK YOU





Board Report

File #: 2025-0891, **File Type:** Informational Report

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 20, 2025

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

Metro is committed to providing outstanding trip experiences for all transportation system users. In furtherance of the Vision 2028 Plan, Metro implemented a multi-faceted plan to improve both safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that every individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and contract law enforcement services. In 2024, Metro enhanced its public safety model further by adopting a three-pronged strategy consisting of 1) increasing the engaged and visible presence of uniformed personnel, 2) improving access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthening partnerships to address societal issues impacting our transit system, including homelessness, untreated mental illness, drug addiction, and crime, with the County, cities, regional agencies, and nonprofit partners. The actions described in this report align with numerous initiatives to improve safety and the perception of safety on the system.

DISCUSSION

The Metro Department of Public Safety (DPS) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations, Customer Experience, Risk, Corporate Safety, and Asset Management. DPS forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating crime and other societal issues impacting the transit system, enforcing

Metro's Code of Conduct, ensuring the safety and hard security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for September, the most recent month for which systemwide law enforcement data is available.

OVERVIEW

As Metro strives to continually improve and more accurately measure the impact of its public safety initiatives, staff have established the following outcomes, which are strategically focused on the CEO's three-pronged approach.

- **Continue to increase monthly ridership.** In September, Metro ridership was 26,260,796, which is an 11% increase since staff first observed a decrease in ridership this past June (23,751,607). When compared to September 2024, ridership is down by 1.9%. Many factors influence ridership patterns, including business closures due to holidays, construction, students returning to school, and changes in people's daily routines. Tracking monthly ridership numbers allows staff to assess the overall effectiveness of all three safety initiatives. Furthermore, ongoing safety initiatives influence riders' overall perception of safety, which subsequently impacts their decision to utilize public transit, thereby leading to changes in ridership levels.
- **Ensure access to the system is used solely for transit.** Law enforcement and security made 170 trespassing arrests, of which three took place in the ancillary areas. These three arrests were initiated by Contract Security (CS) after an ancillary alarm was triggered. Metro's proactive strategy, which includes fixed security posts of uniformed personnel, roving patrols, frequent station cleanings, physical security, and environmental improvements, has led to significant improvements in access control and safety, as well as noticeable positive changes in cleanliness across the Metro system's ancillary areas. The notable improvements in cleanliness, as well as the reduction and removal of encamped areas, coupled with increased enforcement and accountability for those who trespass in the ancillary areas, are positive measures of the effectiveness of Metro's access control safety improvement strategies and tactics.
- **Connect homeless riders to housing.** Metro Homeless Outreach Management & Engagement (HOME) referred 213 people to interim housing and placed 20 people into permanent housing in September, thereby reducing the need for them to shelter on the Metro system and bringing the total for FY26 to 657 connections to housing. Meeting 31% of the FY26 goal of 2,100 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.
- **Facilitate the reduction of violent crime.** Crimes Against Persons (violent crimes) systemwide remained relatively the same in September 2025 compared to August (159 vs. 158). There was one more aggravated assault this month. When compared to September 2024, Crimes Against Persons decreased by 16.3% in September 2025 (159 vs. 190).

- **Facilitate the reduction of property crime.** Crimes Against Property decreased in September 2025 by 5.6% (67 vs. 71) compared to the previous month due to decreases in vandalism. When compared to September 2024, Crimes Against Property decreased by 33.0% in September 2025 (67 vs. 100).
- **Facilitate the reduction of narcotics, trespassing, and other crimes against society.** Arrests for Crimes Against Society decreased by 12.5% in September 2025 compared to the previous month (335 vs. 383) due to decreases in narcotics and trespassing arrests. When compared to September 2024, Crimes Against Society decreased by 61.7% in September 2025 (335 vs. 874). More details, including crimes per one million boardings, can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

Safety improvement and crime mitigation strategic responses to outcome trends are included in subsequent sections. Further analysis of the seasonality of crime is in the Crime Stats section below.

CUSTOMER COMMENTS

Metro believes in continuously listening to, learning from, and responding to customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. DPS monitors general sentiment and reports actionable security concerns in weekly calls with Metro's security and maintenance teams. Any customer comments about criminal activity are immediately forwarded to law enforcement for investigation and reporting.

Overall Public Sentiment

In September, the sentiment focused on safety and security. As in previous months, the most positive comment was about the system's visible security presence, highlighting the new faregates at stations.

- September 12 - A post on Reddit titled "First Month in LA - My Observations" generated positive engagement, when the rider stated they just moved to Los Angeles from Chicago and the public transit system here is way better than people give it credit for. They noted that trains are clean, well-staffed, and that they have taken public transit every day and have yet to use the train without seeing an officer, security, or an Ambassador.

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app. The number of reports submitted through the Transit Watch app increased in September, from 3,939 in August to 4,679, primarily due to a rise in graffiti reports.

The three most reported types of incidents are property crime related to graffiti (28% of reported incidents), smoking/alcohol/drugs (27% of reported incidents), and fights or disturbances (17% of reported incidents). Below are the top three locations for each incident type for September 2025:

-
1. **Graffiti** - North Hollywood Station, Chinatown Station, and Washington Station, where several reports were received for graffiti inside of elevators.
 2. **Smoking/Alcohol/Drugs** - 7th Street/Metro Center Station, San Pedro Station, and Florence Station, where riders have reported seeing people doing drugs at the stations and smoking inside the trains.
 3. **Fights or Disturbances** - Washington Station, Westlake/MacArthur Park Station, and Union Station, where reports were submitted for people arguing loudly and playing loud music on the platforms and on the trains.

As the number of reports increased, the Security Operations Center's Security Control Specialists had an initial reply of 51 seconds in September, which was an increase from last month's time of 34 seconds, but they still exceeded the department's FY26 target alert reaction time of 120 seconds. This target reaction time ensures the proper resources are dispatched faster.

Addressing Customer Concerns

Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations along the A, B, C, and E lines.

Metro's graffiti abatement contractors are required to perform daily inspections throughout Metro's system. All accessible graffiti observed by the contractor must be removed immediately within the same day. All reported accessible graffiti must be removed within 48 hours, and reported non-accessible graffiti must be removed expeditiously upon securing approved track allocation and support. Approximately 4,000 graffiti tags are removed monthly from Metro facilities, Rights-Of-Way, parking lots and parcel properties.

DPS, along with Customer Experience, actively work on decreasing drug use on our system. LAPD and LASD employ a variety of strategies, such as plain clothes surveillance operations, public drug use/ drug recognition surge operations to disrupt demand, and daily proactive patrols to actively disrupt narcotics distribution when it is observed or reported by an employee or rider. In September, LAPD and LASD made 104 arrests (LAPD - 95; LASD - 9) for narcotics, while MTS cited one individual for smoking/vaping. In comparison, LAPD and LASD made 127 arrests (LAPD - 117; LASD - 10) for narcotics in August, while MTS did not cite any individuals for smoking/vaping. Metro's public safety personnel are also equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details). More details are included in the Deployment section of this report.

Additionally, Metro promotes the Customer Code of Conduct and the Transit Watch app to all customers through its website, social media channels, and signage within the bus and rail system. Metro continuously works to identify ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct. Observations are shared during weekly meetings among public safety partners, and security patrols are adjusted at stations with the highest numbers of observations.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for September, which are

intended to promote the safe access and usage of the transit system, as well as prevent and reduce crime or other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for September.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	August 2025	September 2025	Rolling 12-Month Average	August 2025	September 2025
LAPD	461	561	451	676	799	547
LASD	106	80	100	109	69	112
Total	567	641	551	785	868	659

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

In September, the two law enforcement agencies made 551 arrests and issued 659 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested are in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

A primary role of MTS is enforcing the Code of Conduct, which includes addressing fare evasion. In September, Transit Security Officers issued 222 citations and 254 written warnings. 216 citations (97%) and 250 warnings (98%) were for fare evasion. Refer to Attachment D for more details on MTS activity and deployment this month, and a demographic breakdown of those cited.

In addition to these enforcement responsibilities, MTS also engages in educating patrons about having valid fare media on their TAP cards, explaining how TAP-to-Exit works at end-of-line stations, and overseeing the weapons detection pilot at designated stations.

Most of the violations were due to individuals failing to provide proof of fare. Approximately 23% of these violations were issued at TAP-to-Exit locations: Downtown Santa Monica (12%), Downtown Long Beach (10%), and APU/Citrus (1%). Although the TAP-to-Exit program has been paused at Union Station and North Hollywood Station since April 10, MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct by conducting fare checks as riders are exiting these stations, accounting for an additional 53% of violations issued in September (26% at Union Station and 27% at North Hollywood). Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

Metro Ambassadors

Metro Ambassadors support riders by providing assistance, connecting them to resources, and reporting safety incidents or maintenance needs. Their presence helps enhance the perception and feeling of customer safety and the overall customer experience. In September 2025, Ambassadors supported both regular systemwide deployments and several new initiatives. Notably, they began

deployments at the four newly opened A Line to Pomona stations - Glendora, San Dimas, La Verne, Pomona - and continued their presence across all rail lines as well as the G Line and the J Line. See Attachment E for additional details on Ambassador deployments this month.

In September 2025, Ambassadors conducted 67,435 customer engagements and reported:

- 6,847 cleanliness issues (41% increase from August 2025)
- 2,913 graffiti incidents (37% increase from August 2025)
- 925 elevator and escalator problems (24% increase from August 2025)

The rise in cleanliness and maintenance incidents is due to problems with the display and passenger monitors. Transit Ambassador Program staff will review outage reports provided by internal stakeholders to decrease reporting for units that are out for extended periods. The Transit Ambassador Program will continue to take a proactive approach and focus on qualitative versus quantitative reporting.

The apparent rise in property crimes (graffiti) appears to be the result of duplicate incident reports. To address this, Transit Ambassadors have been directed to submit a photo with all graffiti incidents to reduce redundancy. Early results show a 16% drop in reported incidents compared to previous metrics.

The uptick in elevator and escalator issues was primarily caused by misuse, vandalism, and people pressing emergency-stop buttons. Ambassador Supervisors have been provided with escalator keys so they can initiate restarts, thereby minimizing outage durations. The latest data indicates a 7% decline in incidents compared to this month's report.

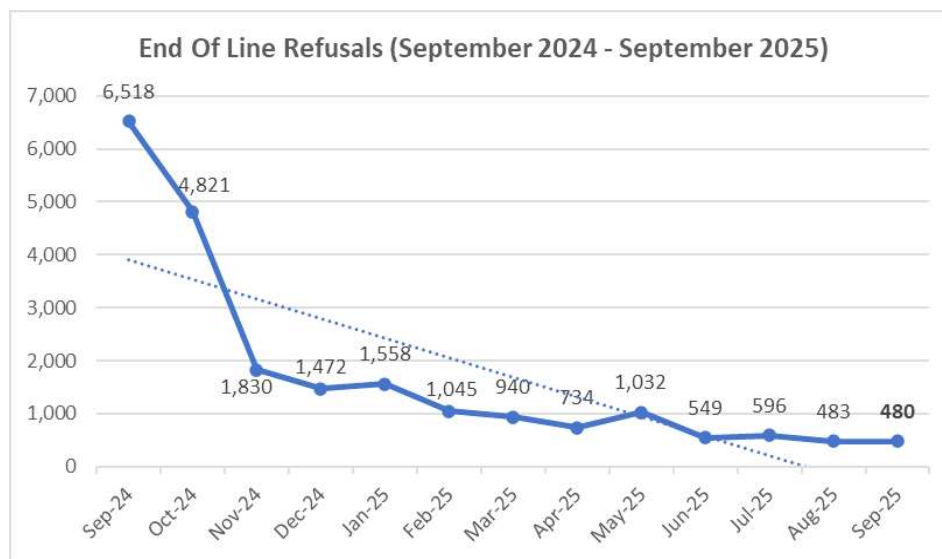
Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. These deployments are both preventative to keep our riders safe from crime and reassuring to make our riders feel safe. The BSTs are augmented with law enforcement support. In September, there were 1,300 and 7,283 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

*Law enforcement Bus Teams conduct bus boardings, when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Staff are seeing a substantial year-over-year decline in refusal rates. September 2025 also recorded a 93% decrease in offloading refusals compared to September 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions aimed at enhancing customer engagement and compliance with Metro's Customer Code of Conduct. Compliance includes offloading the train at the EOL stations and re-tapping to adhere to fare payment rules.



In addition, MTS BSTs conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In September, these operations resulted in 218 removals on Line 2 and 243 removals on Line 4 for non-compliance. MTS officers use a care-based, human-centered approach to first connect individuals sheltering on the system to homeless outreach services before escalating to issuing citations and warnings. Appropriate de-escalation techniques are deployed when people are uncooperative and or/aggressive. Warnings and citations are issued as necessary and appropriate to address egregious and intractable conduct and behavior and to provide accountability.

Homeless outreach workers are deployed at end-of-line stations to support offloading strategies by offering resources and services to mitigate unfavorable impacts in EOL station communities. Deployment of homeless outreach workers at EOL stations varies based on system wide needs and public safety priorities.

ACCESS CONTROL & STATION EXPERIENCE

Metro is committed to safety and partners with city officials and community groups, including local councils and businesses, to address challenges at various stations. Attachment F describes recent initiatives by the Station Experience team, including:

- To improve station cleanliness and expand public bathroom access, Throne Bathrooms expanded to five more stations, providing public bathroom access at every end-of-line terminal across the LA County service area.
- To improve the bus service for riders coming from the South Bay and Gateway Cities areas at the LAX/Metro Transit Center Station, staff partnered with LADOT to refine the signal timing that had been causing delayed buses and missed transfer connections.
- To improve safety and cleanliness at Manchester/I-110 Transitway Station, staff completed

several improvements, including brighter lighting, the relocation of map cases, and pressure-washing canopies and windows.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best practice interventions. This includes the following:

- Staff are working with the City of Santa Monica to address the misuse of the emergency exit to trespass at Downtown Santa Monica Station.
- Given the persistent misuse of the emergency swing gate equipment at Westlake/MacArthur Park Station, staff held an on-site demonstration and review of the improved egress capacity of the taller faregates with LAFD and received their approval to install taller faregates in lieu of the emergency swing gates. If successful at this station, staff will investigate how to use this approved strategy at other stations.
- Staff were granted approval by the LA City Fire Department (LAFD) to resume TAP-to-Exit at North Hollywood Station, so they have convened with all supporting stakeholders to determine a date to restart the program. They are also continuing discussions to resume the program at Union Station and implement it at the newly opened Pomona A Line Station.
- With the upcoming taller faregate upgrades to Westlake/MacArthur Park Station, staff relocated the paid fare boundary to where the temporary queueing lanes begin, which allows staff to remove queueing lanes and open up the concourse for riders with valid fare.
- There are ongoing challenges with vandalism and illicit activity returning to Reseda Station. Staff is having Throne review their data to better understand the disproportionate pattern of vandalism and working to repair and restore station amenities that helped improve safety and cleanliness.
- Staff are working to coordinate a multi-pronged approach using HOME teams, fencing repairs, and technology advancements to address persistent break-ins of the emergency exit pathway underneath the Patsaouras Busway Station along the I-10 Express Lanes.
- After receiving feedback that some amenities at the El Monte Bus Station are outdated, staff conducted a site visit and are working to make the necessary repairs and upgrades to bring the station into the current technology standards.
- Maintenance Staff are working with DPS, LASD, and LASD's Homeless Outreach Services Team (HOST) to address copper thefts and growing RV encampments near Del Amo Station.
- With evidence of inappropriate activity, particularly in the station parking lots, at Sherman Way Station, staff are working with its Facilities Maintenance partners in the region to implement parking lot user safety improvements.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Like any other large metropolitan area, greater Los Angeles faces societal issues, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system and improve access to mental health and substance abuse resources. Metro also works with the Los Angeles Homeless Services Authority (LAHSA) annually on the Point-in-Time count, which is used to gauge the impact of the public safety ecosystem on the number of unhoused individuals who use the system for

shelter. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement communicate and coordinate weekly, sharing data and any notable trends with each other to address end-of-line and hotspot stations where societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In September, MDTs enrolled 619 people into the Homeless Management Information System (HMIS), referred 213 people to interim housing, and placed 20 people into permanent housing. For FY26, 1,873 people have been enrolled into HMIS, and 657 have been connected to interim or permanent housing thus far; see the table below for a breakdown of the placements for this fiscal year.

FY26 Interim and Permanent Housing Placements						
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing		Placed Into Permanent Housing	
			YTD	September	YTD	September
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	243	81	19	7
Helpline Youth Counseling (HYC)	A South	2	15	6	4	2
HOPICS	C, K	2	17	5	0	0
LA Family Housing (LAFH)	G	2	6	2	0	0
Union Station Homeless Services	A (North)	2	4	3	2	0
PATH	A, B, D, E (West)	7	311	116	36	11
TOTAL			596	213	61	20

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, DPS's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. In September, LAPD's HOPE team engaged 136 individuals, referring seven of them to services. LASD's MET had 277 engagements and referred one of them to social services. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals, and select DMH staff can access the system when mental health crises occur. See the following table for details from LAPD and LASD:

	LAPD	LASD
Contacts	136	277
Refusal of Services	122	269
Referrals	7	1
Veteran	3	0
5150	0	5
Mental Illness	43	14
Evaluations	104	11
Narcotics	118	0
Detox	0	0
Housed	6	0
Parole	4	0
Probation	11	0
Cleanup requests	15	0
Cleanups	31	0
Hospital	0	7
Food/Clothing	0	0

Systemwide Crime Stats - September 2025 vs. August 2025

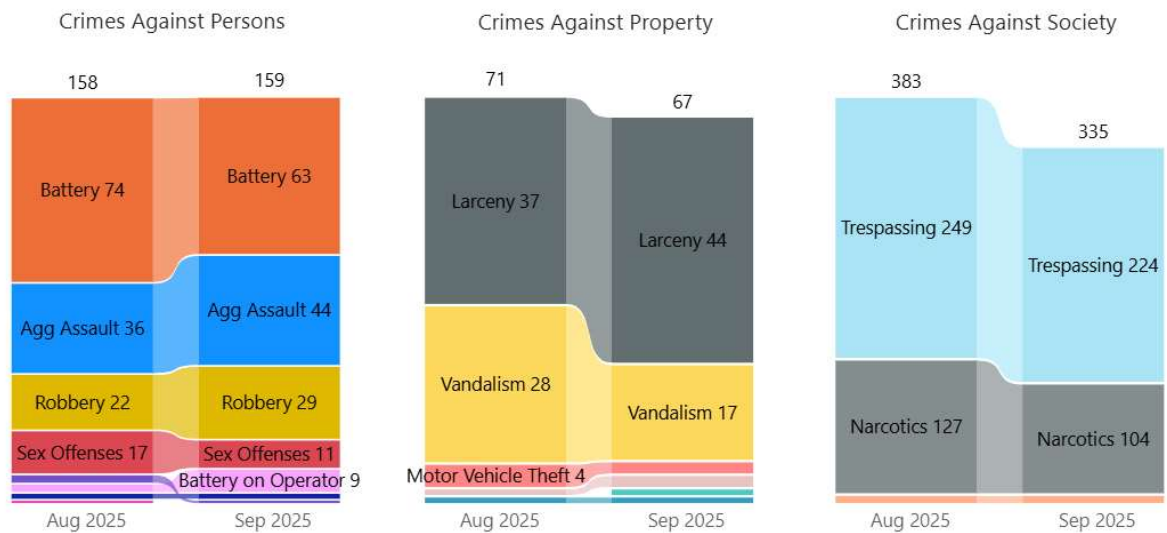
Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail system, enforcing the penal code to deter criminal activity, such as assaults, thefts, and trespassing. Comparing the statistics with the previous month and normalizing for ridership allows DPS and its public safety partners to better observe trends and determine and update deployments as necessary.

Overall, Crimes Against Persons (violent crimes) stayed roughly the same in September (159 vs. 158 in August) due to increases in aggravated assaults. LAPD and LASD did not identify any trends or patterns this month; however, MTS maintained an additional BST deployment in the Norwalk area until September 26.

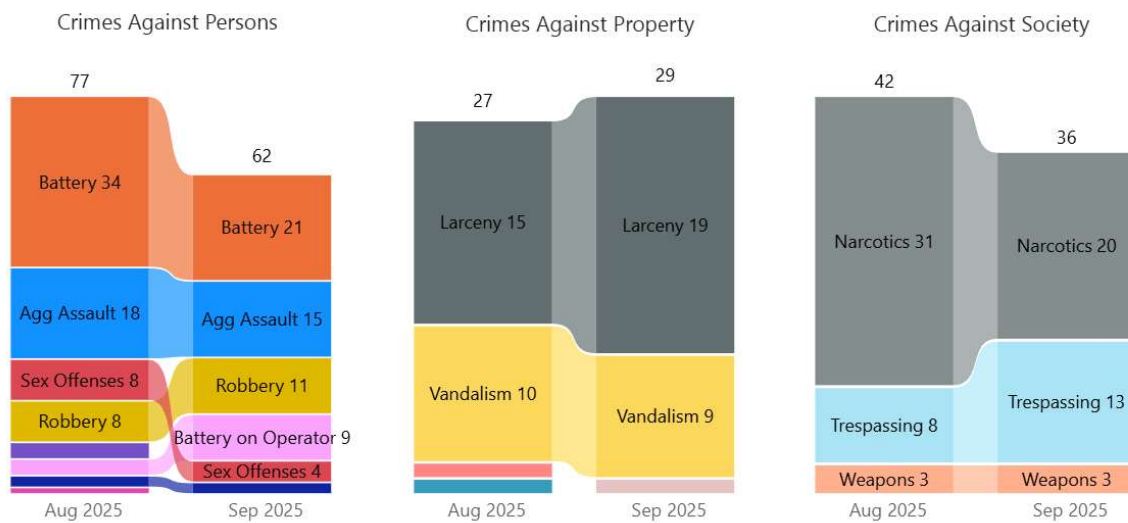
Crimes Against Property saw an overall decrease in September compared to August, with decreases in vandalism (17 vs. 28 in August). Law enforcement did not observe any notable patterns in crimes this month and continues to monitor for any suspicious activity.

Crimes Against Society decreased in September due to fewer arrests for narcotics and trespassing. On September 16, LASD conducted an undercover operation at Lake Station, targeting reported narcotics activity in the area. Detectives arrested 11 individuals for trespassing, outstanding warrants, and narcotics. On September 18, LASD conducted another operation in San Dimas to identify and disrupt criminal activity in the area and to enhance safety along the A Line. These operations may have deterred narcotics activity on the rail system. Crimes in this category fluctuate in relation to enforcement levels, impacting arrest data, but staff also assess safety using other indicators, including customer feedback, reported incidents, and overall rider perception.

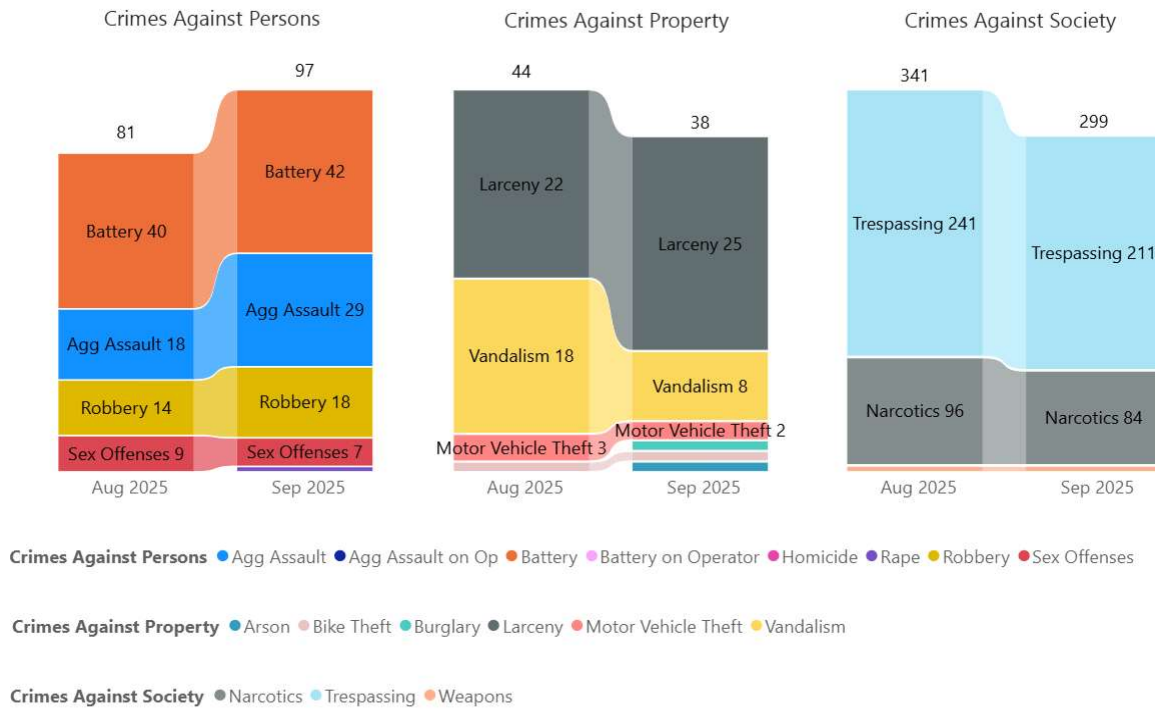
Systemwide



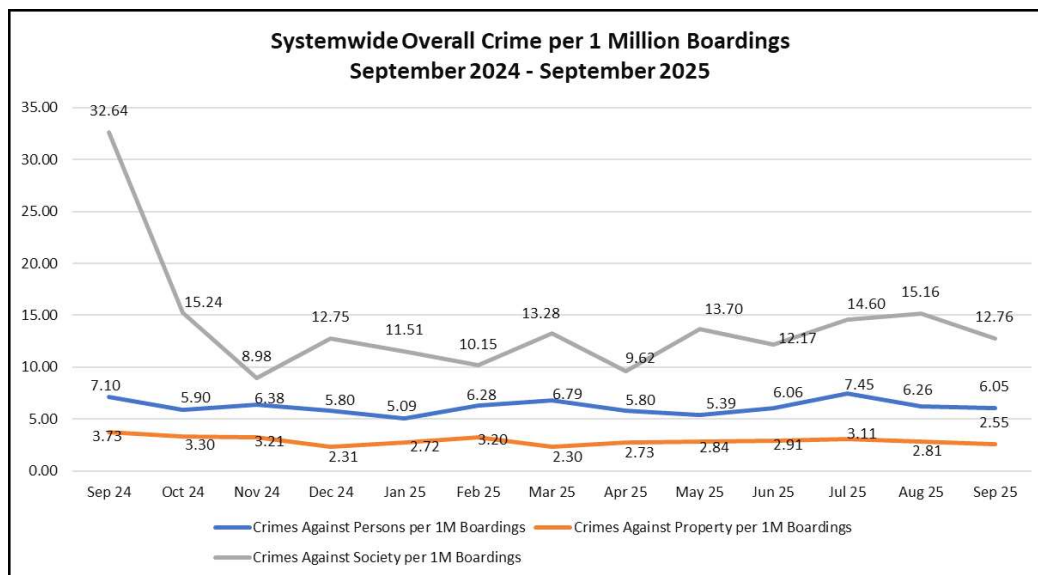
Bus

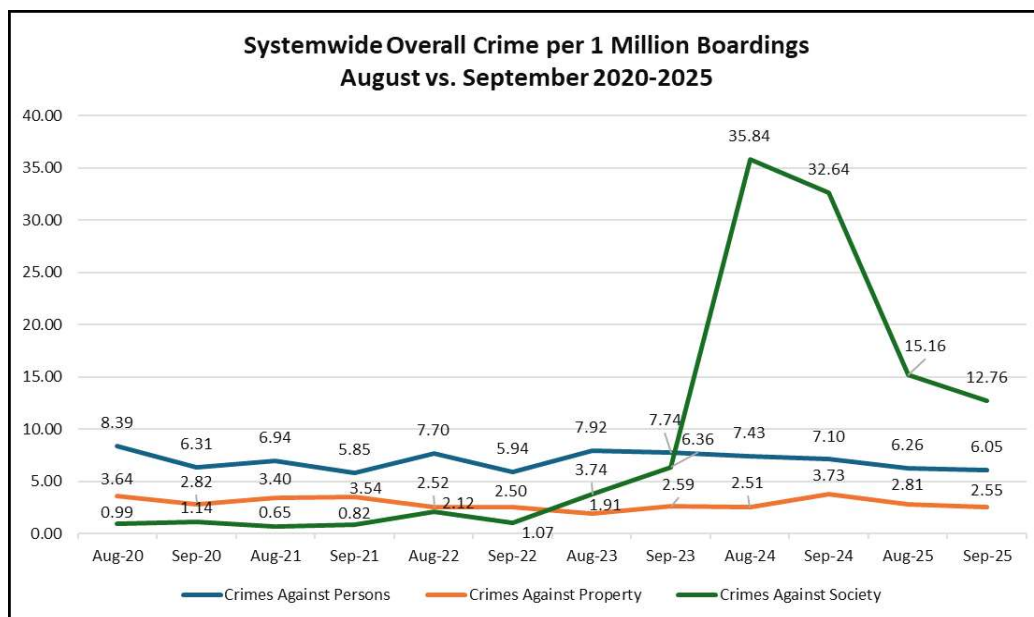


Rail



Per One Million Boardings





Note: Crime data from 2020-2023 may be skewed due to the COVID-19 pandemic.

The graph above compares crime in August and September from 2020 to 2025. Crimes Against Persons (violent crime) per one million boardings decreased from August to September from 2020 to 2025. Crimes Against Property per one million boardings increased from August to September in 2021, 2023, and 2024; however, it decreased by 9.2% in 2025. Crimes Against Society per one million boardings fluctuated between August and September over the years, with increases in 2020, 2021, and 2023; however, it decreased in recent years (2024 and 2025) as Metro implemented several access control efforts, including ancillary area alarms and taller faregates. There was a spike in Crimes Against Society in 2024, attributed to the Public Safety Surge, which began in May 2024. This surge led to a spike in arrests for trespassing, narcotics, and weapons as there was increased law enforcement out on the system. The general trend observed is a decline from August to September over the past five years, which can be attributed to various factors, such as the start of school, cooler weather, and major fall events. Refer to Attachment H for more details on the data normalized by ridership.

Mitigating Assaults Against Frontline Employees

Assaults on Metro Employees & Contractors		
Type	Aug-25	Sep-25
Bus Operators	5	11
Rail Operators	0	0
Transit Security Officers	0	0
Contract Security Officers	11	9
Ambassadors	0	4
Blue Shirts	0	0
Custodians	2	1
Total	18	25

Bus Operators

Metro's law enforcement partners reported eleven operator assaults in September, an increase from August (11 vs. 5) and a decrease from September 2024 (11 vs. 13). Using physical force, spitting, using a weapon or object, brandishing a weapon, and throwing a projectile were the methods of assaults on operators. Of the eleven assaults reported, nine occurred inside the vehicle, and five of those reported a barrier in use.

Of the five assaults that reported a barrier in use, two involved suspects who approached from the driver's side window, and one suspect used the barrier door itself to strike the operator. Another suspect brandished a toy gun while standing outside the bus. The remaining assault occurred when the suspect struck the barrier door with a hammer, demonstrating how the retrofit barrier was able to shield the operator from any injuries.

Four assaults happened inside the bus while the operator left their seats and stepped outside of the retrofit barrier to speak to patrons about Code of Conduct violations or while assisting a patron in a wheelchair. As a result, the suspect was able to get close enough to assault the operator, in these cases, to spit, push, hit, or throw water at them.

Two incidents occurred while the operator was outside the bus: when the operator attempted to put the battery back inside after an individual removed the battery, and the suspect grabbed the operator's arm; and when the operator exited the bus to speak to someone who was parked in the bus lane, the suspect struck the operator in the face. More details on assault methods and reasons can be found in Attachment I.

Staff continues to see a decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. Staff will continue to analyze assaults as more months of data are collected. When trends show gap exploitation, they will offer mitigation recommendations to help develop best safety practices that can be shared with operators by their supervisors.

In addition to the protection that physical barriers give, all operators have received de-escalation training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, possible preventive measures, and to provide lessons learned.

Other Frontline Staff

Assaults on frontline staff (excluding operators) increased from 13 in August to 14 in September. The methods of assault on these frontline staff vary from suspects using their hands to shoving or punching staff, throwing an object, spitting on an employee, throwing liquid, and using verbal threats. Of the fourteen assaults in September, seven occurred on the B Line, three occurred at Union Station (not line-specific), two occurred on the K Line, one occurred on the A Line, and one occurred on the E Line.

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation techniques, arrest procedures, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults. For frontline staff like

Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods, reasons, and mitigations can be found in Attachment I.

EQUITY PLATFORM

The Metro transit system spans many diverse communities across Los Angeles County. The diversity of Metro's service area includes economically and ethnically diverse areas, as well as diversity in regard to crime and public safety needs. Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro's system is equitable across Los Angeles County.

Metro's rider population includes vulnerable people, many of them unhoused, who utilize and ride on the system as a means of shelter. A Customer Experience Survey and employee feedback have shown that this often has an undesirable impact on riders and staff at the end-of-line (EOL) stations. Contract Security and MTS Bus Safety Teams regularly conduct EOL offloading operations at rail and bus stations, respectively, setting a consistent, compassionate, and equitable standard on what riders should do upon reaching the last station. In September, MTS BSTs focused on Lines 2 and 4 in Exposition Park and Downtown Los Angeles, respectively, improving staff safety as operators had concerns about individuals refusing to alight at the last stop. Homeless outreach teams are also available at EOL stations to offer services to any individuals experiencing homelessness.

Furthermore, as part of efforts to address and reduce crime and enhance the feeling of safety, MTS officers use enforcement as a last resort after all other reasonable and less intrusive alternatives have failed. MTS and CS officers use de-escalation, negotiation, and other non-coercive engagements as primary tools for resolution while engaging in educating patrons about Metro's Customer Code of Conduct, which includes paying valid fare to ride the system. Ambassadors and TAP Blue Shirts are also present at stations to assist riders and refer people to Metro's Low-Income Fare is Easy (LIFE) Program when needed.

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. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro's bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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 Goals #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.

NEXT STEPS

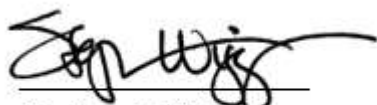
DPS will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, as well as the agency's crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Narcan Data September 2025
Attachment B - Arrests by Race & Ethnicity September 2025
Attachment C - Law Enforcement Homeless Outreach September 2025
Attachment D - Metro Transit Security Activities September 2025
Attachment E - Metro Ambassador Activities September 2025
Attachment F - Station Experience Updates
Attachment G - Law Enforcement Crime Summary September 2025
Attachment H - Frontline Safety Additional Data September 2025

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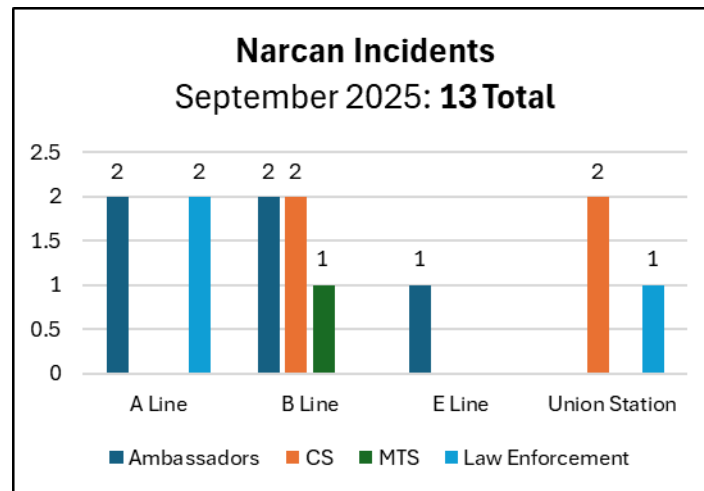


Stephanie Wiggins
Chief Executive Officer

Narcan Data (September 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In September, there were a total of 13 Narcan incidents, which is a decrease of nine incidents from the previous month (22). Ambassadors reported five incidents, Contract Security reported four, LAPD reported three, and MTS reported one, while LASD reported no incidents. Five of the Narcan incidents occurred on the B Line, four occurred on the A Line, three occurred at Union Station, and one occurred on the E Line.





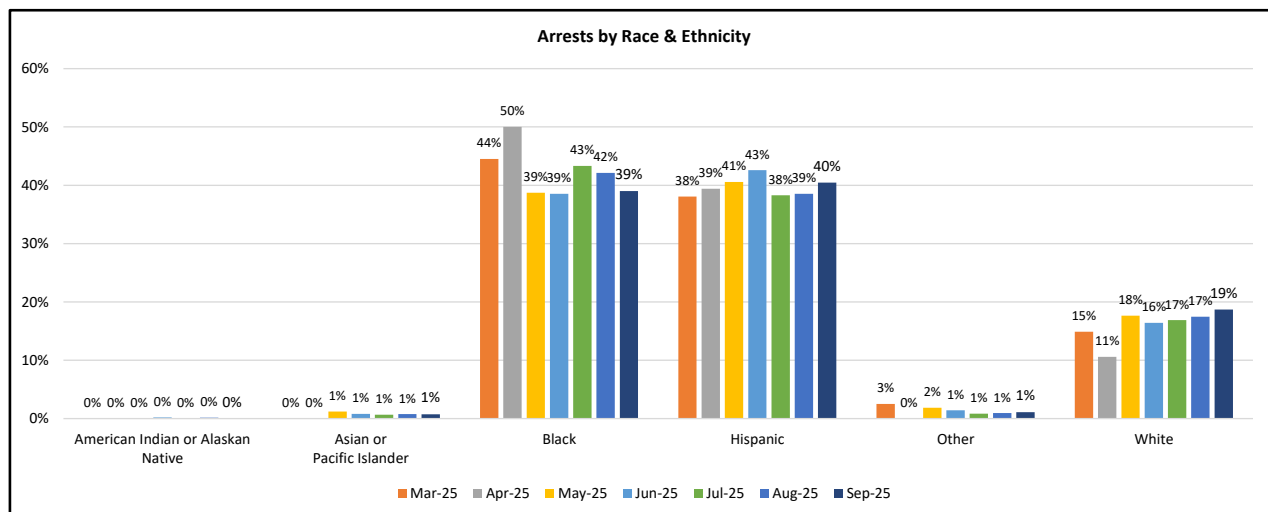
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Arrests September 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	4	34	181	29	194	0	6	22	81	551
Total	0		4		215		223		6		103		551
% Share	0.00%		0.73%		39.02%		40.47%		1.09%		18.69%		100.00%

Arrests September 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	1	8	26	5	33	0	3	3	5	84
Rail Systemwide	0	0	0	3	26	154	24	161	0	3	19	75	465
Union Station and 7th & Metro Station	0	0	0	0	0	1	0	0	0	0	0	1	2
Total	0		4		215		223		6		103		551
% Share	0.00%		0.73%		39.02%		40.47%		1.09%		18.69%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) September 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	2	7	52	12	62	0	1	3	29	168
B Line (Red)	0	0	0	1	15	66	5	65	0	2	11	37	202
C Line (Green)	0	0	0	0	3	8	3	9	0	0	0	3	26
E Line (Expo)	0	0	0	0	1	26	4	25	0	0	5	6	67
Bus - G Line (Orange)	0	0	0	0	3	3	1	3	0	1	1	1	13
Bus - J Line (Silver)	0	0	0	0	0	2	1	1	0	0	0	0	4
K Line	0	0	0	0	0	2	0	0	0	0	0	0	2
Union Station	0	0	0	0	0	1	0	0	0	0	0	1	2
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	1	5	21	3	29	0	2	2	4	67
Total	0		4		215		223		6		103		551
% Share	0.00%		0.73%		39.02%		40.47%		1.09%		18.69%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach

September 2025

	LAPD	LASD
Contacts	136	277
Refusal of Services	122	269
Referrals	7	1
Veteran	3	0
5150	0	5
Mental Illness	43	14
Evaluations	104	11
Narcotics	118	0
Detox	0	0
Housed	6	0
Parole	4	0
Probation	11	0
Cleanup requests	15	0
Cleanups	31	0
Hospital	0	7
Food/Clothing	0	0

Note: Each category has slight variations in how it is defined by each law enforcement agency.

Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

Metro Transit Security Activities (September 2025)

MTS Citations and Warnings		
	September 2025	12-month Avg
Citations	222	284
Warnings	254	168

MTS Citations and Warnings - September 2025	
Category	Count
Proof of Fare	466
Loitering	2
Smoking/Vaping	2
Wheeled Riding Device Over 6ft Long	2
Gambling	1
Food or Drink	1
Must Follow Bicycle Rider Rules	1
Urinating or Defecating	1
Total	476

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips, such as staying aware of surroundings while using mobile phones, and promote the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

MTS Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In September, these operations resulted in 218 removals on Line 2 and 243 removals on Line 4 for non-compliance.

TRANSIT SECURITY BUS SAFETY TEAMS - SEPTEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
09/01/25 - 09/05/25	4, 115, 117, 207, 720	123	85	28
09/08/25 - 09/12/25	4, 115, 117, 207, 720	149	117	75
09/15/25 - 09/22/25	4, 115, 117, 207, 720	115	54	42
09/22/25 - 09/26/25	4, 115, 117, 720	147	62	51

¹ Combined number of trips taken by BST on the referenced bus lines.

² Combined number of persons removed at the bus door for fare evasion.

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of August's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS - SEPTEMBER 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS-FARES ²	REMOVALS-CoC ³
09/01/25 - 09/05/25	A, B, C, E,	405	19
09/08/25 - 09/12/25	A, B, E,	661	159
09/15/25 - 09/19/25	A, B, C, E, K	1379	115
09/22/25 - 09/26/25	A, B, C, E, K	947	121

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

² Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

³ Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of August activities.

TRANSIT SECURITY TRAIN SAFETY TEAMS - SEPTEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED ¹	TRIPS ¹	REMOVALS-FARES ²	REMOVALS - CoC ³
09/01/25 - 09/05/25	A, E, K	27	5	6
09/08/25 - 09/12/25	A, E	59	75	28
09/15/25 - 09/19/25	A, B, E, K	124	82	48
09/22/25 - 09/26/25	A, B, E, K	101	89	45

¹ Combined number of trips taken by TRT on the referenced train lines.

² Combined number of persons removed at the train for fare evasion (No proof of fare).

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

Metro Ambassadors Activities (September 2025)

In September, Metro Ambassadors supported both regular systemwide deployments and new initiatives. They began deployments at the newly opened A Line north stations and continued their presence at several high-profile events, including the East LA Mexican Independence Day Parade, the Markets at Metro Community Event at Willowbrook/Rosa Parks Station, CicLAvia: Historic South-Central Meets Watts, ongoing Dodger home games, and other major sporting events.

Ambassadors also played a critical role in assisting riders during service disruptions—most notably, by managing customer flow and providing wayfinding support during single tracking on the E Line at Expo/Western Station.

A-Line Extension Coverage

As of September 19, 2025, 12 Ambassadors are deployed daily to the new A Line to Pomona stations, providing coverage seven days a week as follows:

- 2 Ambassadors/shift – Monrovia Station to Glendora Station
- 4 Ambassadors/shift – Glendora Station to Pomona Station

This deployment supports the new stations, providing a highly visible uniformed presence, customer navigation and enhances the rider experience at the four new A Line north stations: Glendora, San Dimas, LaVerne, Pomona.

Duarte/City of Hope Station Deployment

From September 8 to September 19, 2025, a Metro Ambassador team was redeployed to remain stationed at the Duarte/City of Hope Station during peak hours—before and after school—to enhance uniformed visibility and support student riders.

G-Line North Hollywood Visibility Deployment

From September 9 to October 9, 2025, a Metro Ambassador team was assigned to the North Hollywood G Line platform during peak hours to increase uniformed presence and visibility.

Expo/Western Station Support

On September 29 and 30, 2025, a Metro Ambassador team was deployed to the Expo/Western Station to assist customers with wayfinding during single-tracking operations.

Station Experience Updates (November 2025)

LAFD Approves TAP-To-Exit's Return to North Hollywood

As an update to the comprehensive discussions with the Los Angeles City Fire Department (LAFD), Metro is pleased to share that LAFD has granted approval to resume TAP-to-Exit (T2E) fare compliance operations at North Hollywood B Line Station, which staff believe is critical as one of several elements in the public safety ecosystem to maintain system safety and cleanliness.

Resuming T2E is a critical element, backed by data and customer sentiment, as evidenced by a 40% reduction in reported security incidents on Transit Watch and a 95% rider satisfaction rate for this program. Once restarted, this would become the first station featuring T2E and the taller faregates, *paired together*. Staff plan to analyze how the integration of both access control initiatives could bring even greater improvements to safety and comfort for Metro riders and frontline employees.

As next steps, the Station Experience team will convene with all supporting stakeholders to discuss public messaging, staffing, and operations, which will inform a restart date that has yet to be determined.

Given that the Metro Board has approved instituting T2E at all gated end-of-line stations, staff are also continuing discussions with LA County FD (LACoFD) for the newly opened Pomona North A Line Station, as well as restarting the Union Station B/D Line in Downtown LA. These discussions are ongoing, and staff will provide updates as the project progresses.

Safe, Clean, Free-To-Use Throne Bathrooms Expanded to More Stations

As part of the Board-approved plan to expand safe, clean bathroom access for station users, staff completed the next round of Throne Bathroom deployment. Thus far, Metro Throne Bathrooms have now been used by nearly 450,000 people, with a resilient 3.91 out of 5-star user cleanliness rating

Throne Bathrooms were installed at the following locations:

- Pomona North (A)
- South Pasadena (A)
- North Hollywood (B)[G]
- Vermont/Beverly (B)
- Terminal 25: Temple/Beaudry DTLA Bus Operator Layover

With this latest round of expansion, there will now be public bathroom access at every End-of-Line terminal across our entire LA County service area. Throne Bathrooms are now available to the public at 28 Metro stations or bus transit centers and at two operator-only locations. These operator-only locations have been very popular among Metro frontline employees, particularly where there is no fixed plumbing, and they have traditionally relied on portable bathrooms that lack air conditioning or touchless features like Throne Bathrooms.

Taller Faregates & Expanded Paid Concourse for Riders Coming to Westlake/MacArthur Park Station

As staff continue to coordinate with TAP on their taller faregate pilot, they are also applying lessons learned from the initial access control strategies implemented in 2023. The original faregate configuration at this station featured four, dispersed entrances across the entire concourse, leading to substantial difficulty in fare compliance and access control.

As a near-term measure, staff instituted designated queuing lanes, similar to those found in stadiums and airports, which better defined entrance and exit pathways, thereby improving passenger flow and the effectiveness of frontline personnel.

With the upcoming taller faregate upgrades to this station, staff are now taking the opportunity to relocate the paid fare boundary to where our temporary queuing lanes begin, which will allow staff to remove the queuing lanes and open up the concourse for riders with valid fare. This work began on October 6, and riders will begin to notice the improvements taking shape in the coming weeks.

LAFD Approves Measures to Address Emergency Swing Gate Misuse

As TAP continues its successful rollout of the taller faregates program, staff have observed and heard that a longstanding, highly visible issue has been the misuse of the vulnerable emergency swing gates to circumvent the faregates. Previous attempts to install taller fence panels, activate alarms, and add more signage have not satisfactorily resolved these issues, as complaints continue to come from customers.

According to recent TAP data, the #1 most violated station for emergency swing gates was Westlake/MacArthur Park, with well over 10,000 openings per week.

Westlake/MacArthur Park		
Week	ESG Openings	Comment
Jul 25 - Jul 31, 2025	12,345	Top ESG violation station
Jul 18 - 24, 2025	12,009	Top ESG violation station
Jul 11 - 17, 2025	11,543	Top ESG violation station
Jul 4 - 10, 2025	11,690	2nd highest, top Wilshire / Vermont 12,455
Jun 27 - Jul 03, 2025	12,449	Top ESG violation station
Jun 19 - 26, 2025	12,389	Top ESG violation station

Given the rampant misuse of the emergency swing gate equipment, staff have worked with TAP and Safety to reconvene a discussion with LAFD on this, as the taller faregates offer greater egress capacity than the older turnstiles. As a result, staff held an on-site demonstration and review of the improved egress calculations with LAFD to demonstrate that the taller faregates on their own can provide equal or better egress

compared to the older design, thus allowing staff to use the taller faregates in lieu of the emergency swing gates at stations with free exits.

Therefore, as part of the taller faregate replacement project at Westlake/MacArthur Park Station, Metro has received LAFD approval to install the taller faregates in lieu of the emergency swing gates, which will still provide code-compliant egress capacity but should significantly improve access control to address these vulnerabilities.



Proposed faregate array at Westlake/MacArthur Park, which uses taller faregates in lieu of emergency swing gates for egress, which had previously been misused over 25,000 times per week

If successful at Westlake/MacArthur Park, staff will investigate how this LAFD-approved strategy could be used at other stations, including consideration of how to incorporate it with the TAP-to-Exit program.

LADOT Partnership Improves Bus Speed & Reliability Into LAX/MTC Station

As staff previously reported on wayfinding improvements for LAX travelers coming from the Westside and Central areas, they have also been addressing opportunities to improve service for riders coming from the South Bay and Gateway Cities areas. In recent discussions with Bus Operations and rider feedback, buses approaching this station from the south would often be held up by a red arrow while waiting in the left-turn pocket, resulting in delayed buses and missed transfer connections for riders.

Working with the Los Angeles Department of Transportation (LADOT), staff were able to identify that the opposing, southbound direction of Aviation Blvd was coordinated with other nearby traffic signals to reduce travel delay, but this came at the expense of northbound transit buses waiting to turn left into LAX/Metro Transit Center. After reviewing the issue, LADOT was able to refine the signal timing to allow left-turning buses to request their green arrow more quickly than before.

Manchester/I-110 Transitway Station's Mini-Makeover

Metro crews from Facilities Maintenance completed the last phase of the J Line mini-makeover improvements on the remaining "Northbound to Downtown LA / El Monte" platform. Improvements mirror what staff recently completed on the "Southbound to Harbor Gateway" platform at this same station, as well as the recent upgrades at

Slauson/I-110 and 37th St/USC Transitway Stations. These upgrades address core safety and cleanliness opportunities, including:

- Brighter lighting
- Relocation of map cases and partitions to eliminate hiding areas that previously invited inappropriate activity
- Repainting faded and vandalized surfaces
- Pressure washing canopies and windows with accumulated freeway soot
- Upgrading and relocating passenger seating and waiting areas to where buses open their doors



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Total Crime Summary - September 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	275	337	386	337	329
Agg Assault on Op	18	23	30	36	14
Battery	521	660	768	763	676
Battery on Operator	60	96	90	92	40
Homicide	3	4	4	5	1
Rape	13	9	11	11	7
Robbery	166	260	293	246	234
Sex Offenses	76	78	89	84	100
Subtotal	1,132	1,467	1,671	1,574	1,401
Crimes Against Property					
Arson	7	5	0	2	7
Bike Theft	34	37	21	5	7
Burglary	14	11	12	7	6
Larceny	282	395	381	396	392
Motor Vehicle Theft	10	12	36	17	35
Vandalism	222	240	130	156	192
Subtotal	569	700	580	583	639
Crimes Against Society					
Narcotics	123	119	389	828	948
Trespassing	65	73	848	4,075	1,801
Weapons	34	41	85	181	126
Subtotal	222	233	1,322	5,084	2,875
Total	1,923	2,400	3,573	7,241	4,915

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	189	230	277	216	202
Agg Assault on Op	3	2	1	1	0
Battery	329	420	536	483	410
Battery on Operator	2	4	6	0	0
Homicide	3	3	4	2	0
Rape	12	8	11	9	2
Robbery	118	197	206	162	139
Sex Offenses	53	55	52	52	52
Subtotal	709	919	1,093	925	805
Crimes Against Property					
Arson	7	4	0	2	6
Bike Theft	19	23	9	4	6
Burglary	14	9	11	6	6
Larceny	215	278	284	250	271
Motor Vehicle Theft	6	6	33	10	29
Vandalism	133	167	70	74	93
Subtotal	394	487	407	346	411
Crimes Against Society					
Narcotics	42	59	295	740	792
Trespassing	58	65	836	3,988	1,745
Weapons	18	25	63	156	101
Subtotal	118	149	1,194	4,884	2,638
Total	1,221	1,555	2,694	6,155	3,854

Total Crimes 5-Year Trend Year-to-Date - Bus

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	86	107	109	121	127
Agg Assault on Op	15	21	29	35	14
Battery	192	240	232	280	266
Battery on Operator	58	92	84	92	40
Homicide	0	1	0	3	1
Rape	1	1	0	2	5
Robbery	48	63	87	84	95
Sex Offenses	23	23	37	32	48
Subtotal	423	548	578	649	596
Crimes Against Property					
Arson	0	1	0	0	1
Bike Theft	15	14	12	1	1
Burglary	0	2	1	1	0
Larceny	67	117	97	146	121
Motor Vehicle Theft	4	6	3	7	6
Vandalism	89	73	60	82	99
Subtotal	175	213	173	237	228
Crimes Against Society					
Narcotics	81	60	94	88	156
Trespassing	7	8	12	87	56
Weapons	16	16	22	25	25
Subtotal	104	84	128	200	237
Total	702	845	879	1,086	1,061

Total Crimes 5-Year Trend Current Month only - Systemwide

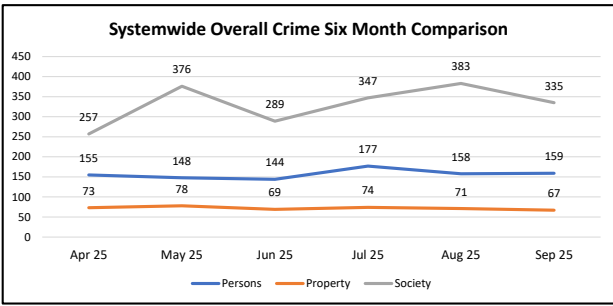
	Sep-21	Sep-22	Sep-23	Sep-24	Sep-25
Crimes Against Persons					
Agg Assault	35	33	32	45	44
Agg Assault on Op	4	1	2	4	2
Battery	47	56	106	95	63
Battery on Operator	11	5	11	9	9
Homicide	1	0	1	1	0
Rape	2	0	3	0	1
Robbery	19	32	29	24	29
Sex Offenses	10	6	7	12	11
Subtotal	129	133	191	190	159
Crimes Against Property					
Arson	0	0	0	0	1
Bike Theft	4	1	3	0	2
Burglary	2	1	1	1	1
Larceny	42	35	44	65	44
Motor Vehicle Theft	1	1	2	1	2
Vandalism	29	18	14	33	17
Subtotal	78	56	64	100	67
Crimes Against Society					
Narcotics	10	18	50	111	104
Trespassing	4	1	98	736	224
Weapons	4	5	9	27	7
Subtotal	18	24	157	874	335
Total	225	213	412	1,164	561

Total Crimes 5-Year Trend Current Month only - Rail

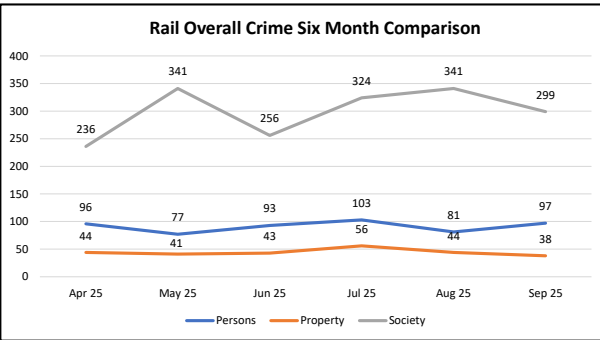
	Sep-21	Sep-22	Sep-23	Sep-24	Sep-25
Crimes Against Persons					
Agg Assault	27	20	22	28	29
Agg Assault on Op	0	0	0	0	0
Battery	28	32	74	53	42
Battery on Operator	0	0	0	0	0
Homicide	1	0	1	0	0
Rape	2	0	3	0	1
Robbery	15	24	22	16	18
Sex Offenses	10	4	3	12	7
Subtotal	83	80	125	109	97
Crimes Against Property					
Arson	0	0	0	0	1
Bike Theft	2	1	1	0	1
Burglary	2	1	1	1	1
Larceny	34	28	36	35	25
Motor Vehicle Theft	1	1	2	1	2
Vandalism	19	11	7	11	8
Subtotal	58	42	47	48	38
Crimes Against Society					
Narcotics	3	7	40	96	84
Trespassing	3	1	98	726	211
Weapons	3	2	7	23	4
Subtotal	9	10	145	845	299
Total	150	132	317	1,002	434

Total Crimes 5-Year Trend Current Month only - Bus

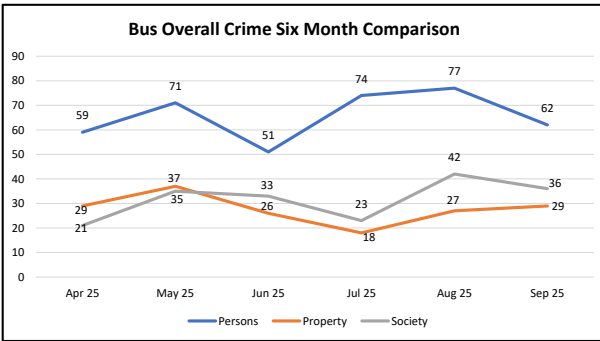
	Sep-21	Sep-22	Sep-23	Sep-24	Sep-25
Crimes Against Persons					
Agg Assault	8	13	10	17	15
Agg Assault on Op	4	1	2	4	2
Battery	19	24	32	42	21
Battery on Operator	11	5	11	9	9
Homicide	0	0	0	1	0
Rape	0	0	0	0	0
Robbery	4	8	7	8	11
Sex Offenses	0	2	4	0	4
Subtotal	46	53	66	81	62
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	2	0	2	0	1
Burglary	0	0	0	0	0
Larceny	8	7	8	30	19
Motor Vehicle Theft	0	0	0	0	0
Vandalism	10	7	7	22	9
Subtotal	20	14	17	52	29
Crimes Against Society					
Narcotics	7	11	10	15	20
Trespassing	1	0	0	10	13
Weapons	1	3	2	4	3
Subtotal	9	14	12	29	36
Total	75	81	95	162	127



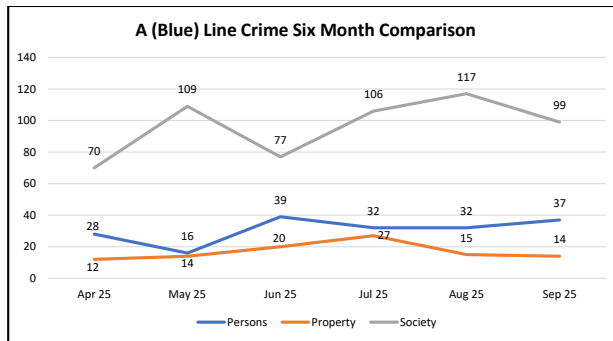
Systemwide	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	44	36	22.2%
Agg Assault on Op	2	2	0.0%
Battery	63	74	-14.9%
Battery on Operator	9	3	200.0%
Homicide	0	1	-100.0%
Rape	1	3	-66.7%
Robbery	29	22	31.8%
Sex Offenses	11	17	-35.3%
Subtotal	159	158	0.6%
Crimes Against Property			
Arson	1	1	0.0%
Bike Theft	2	1	100.0%
Burglary	1	0	100.0%
Larceny	44	37	18.9%
Motor Vehicle Theft	2	4	-50.0%
Vandalism	17	28	-39.3%
Subtotal	67	71	-5.6%
Crimes Against Society			
Narcotics	104	127	-18.1%
Trespassing	224	249	-10.0%
Weapons	7	7	0.0%
Subtotal	335	383	-12.5%
Total	561	612	-8.3%



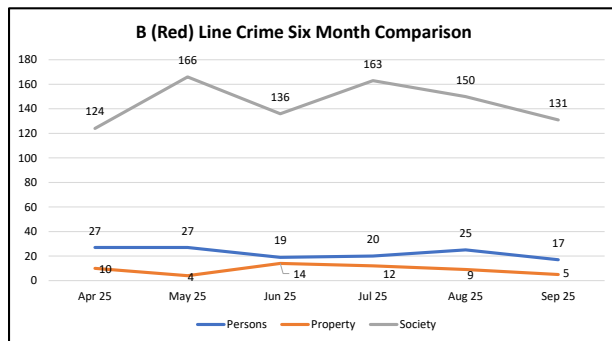
Rail	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	29	18	61.1%
Agg Assault on Op	0	0	0.0%
Battery	42	40	5.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	18	14	28.6%
Sex Offenses	7	9	-22.2%
Subtotal	97	81	19.8%
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	1	1	0.0%
Burglary	1	0	100.0%
Larceny	25	22	13.6%
Motor Vehicle Theft	2	3	-33.3%
Vandalism	8	18	-55.6%
Subtotal	38	44	-13.6%
Crimes Against Society			
Narcotics	84	96	-12.5%
Trespassing	211	241	-12.4%
Weapons	4	4	0.0%
Subtotal	299	341	-12.3%
Total	434	466	-6.9%



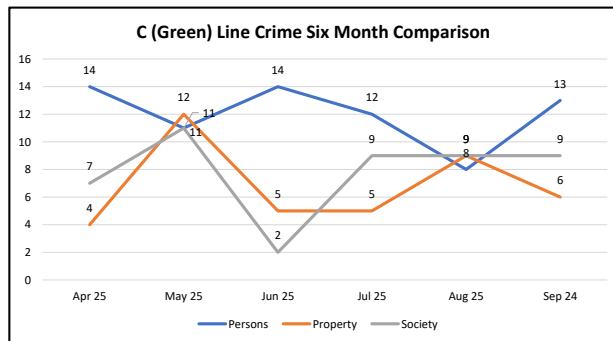
Bus	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	15	18	-16.7%
Agg Assault on Op	2	2	0.0%
Battery	21	34	-38.2%
Battery on Operator	9	3	200.0%
Homicide	0	1	-100.0%
Rape	0	3	-100.0%
Robbery	11	8	37.5%
Sex Offenses	4	8	-50.0%
Subtotal	62	77	-19.5%
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	19	15	26.7%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	9	10	-10.0%
Subtotal	29	27	7.4%
Crimes Against Society			
Narcotics	20	31	-35.5%
Trespassing	13	8	62.5%
Weapons	3	3	0.0%
Subtotal	36	42	-14.3%
Total	127	146	-13.0%



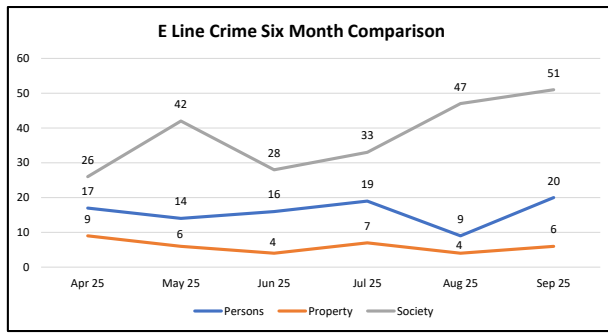
A (Blue) Line	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	19	8	137.5%
Agg Assault on Op	0	0	0.0%
Battery	7	15	-53.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	10	6	66.7%
Sex Offenses	1	3	-66.7%
Subtotal	37	32	15.6%
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	0	1	-100.0%
Burglary	1	0	100.0%
Larceny	9	4	125.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	2	9	-77.8%
Subtotal	14	15	-6.7%
Crimes Against Society			
Narcotics	19	23	-17.4%
Trespassing	78	94	-17.0%
Weapons	2	0	200.0%
Subtotal	99	117	-15.4%
Total	150	164	-8.5%



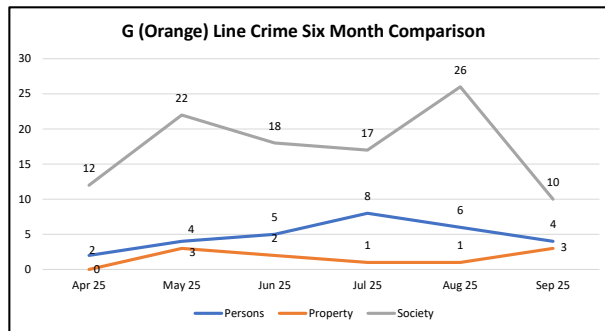
B (Red) Line	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	2	3	-33.3%
Agg Assault on Op	0	0	0.0%
Battery	14	17	-17.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	4	-100.0%
Subtotal	17	25	-32.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	5	-20.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	1	3	-66.7%
Subtotal	5	9	-44.4%
Crimes Against Society			
Narcotics	50	57	-12.3%
Trespassing	80	90	-11.1%
Weapons	1	3	-66.7%
Subtotal	131	150	-12.7%
Total	153	184	-16.8%



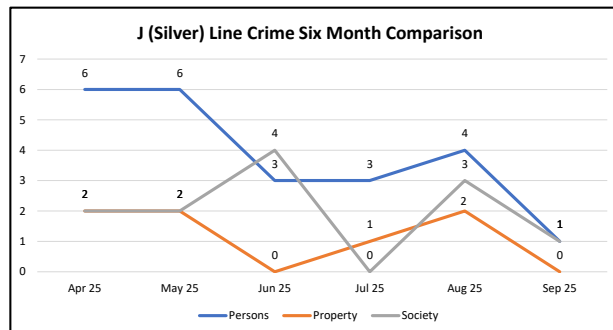
C (Green) Line	Sep 24	Aug 25	% Change
Crimes Against Persons			
Agg Assault	3	1	200.0%
Agg Assault on Op	0	0	0.0%
Battery	6	4	50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	3	0.0%
Sex Offenses	1	0	100.0%
Subtotal	13	8	62.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	6	-33.3%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	2	2	0.0%
Subtotal	6	9	-33.3%
Crimes Against Society			
Narcotics	2	2	0.0%
Trespassing	7	6	16.7%
Weapons	0	1	-100.0%
Subtotal	9	9	0.0%
Total	28	26	7.7%



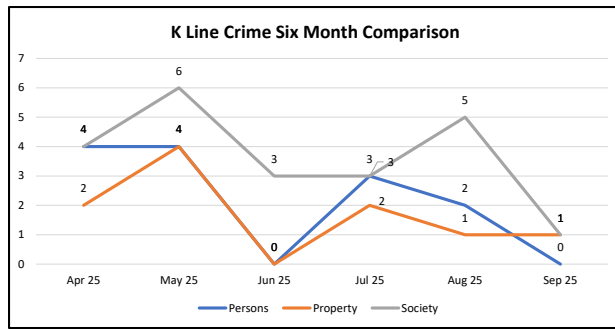
E Line	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	4	3	33.3%
Agg Assault on Op	0	0	0.0%
Battery	9	2	350.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	4	4	0.0%
Sex Offenses	2	0	200.0%
Subtotal	20	9	122.2%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	4	2	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	6	4	50.0%
Crimes Against Society			
Narcotics	13	13	0.0%
Trespassing	37	34	8.8%
Weapons	1	0	100.0%
Subtotal	51	47	8.5%
Total	77	60	28.3%



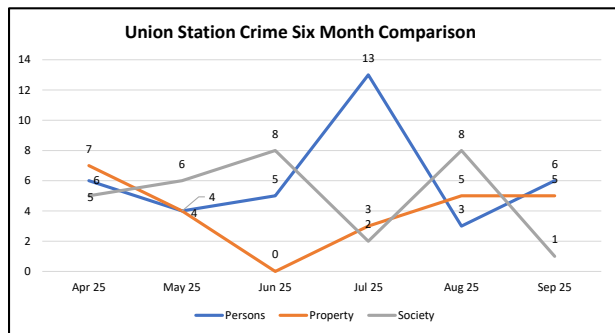
G (Orange) Line	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	1	3	-66.7%
Agg Assault on Op	0	0	0.0%
Battery	2	1	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	1	-100.0%
Subtotal	4	6	-33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	0	300.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	3	1	200.0%
Crimes Against Society			
Narcotics	6	20	-70.0%
Trespassing	4	5	-20.0%
Weapons	0	1	-100.0%
Subtotal	10	26	-61.5%
Total	17	33	-48.5%



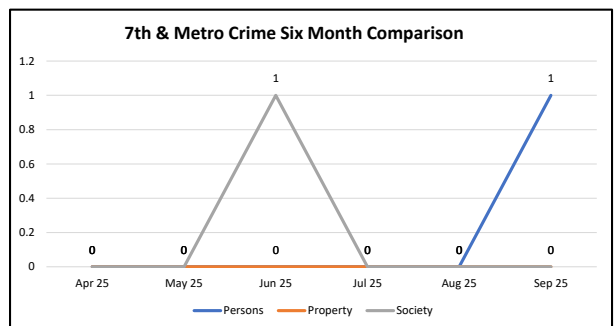
J (Silver) Line	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	0	2	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	2	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	1	4	-75.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	1	-100.0%
Subtotal	0	2	-100.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	1	2	-50.0%
Weapons	0	0	0.0%
Subtotal	1	3	-66.7%
Total	2	9	-77.8%



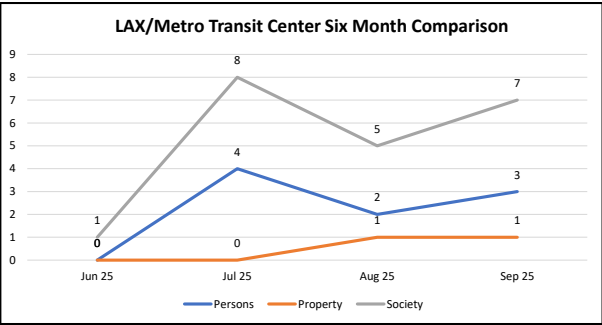
K Line	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	0	2	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	2	-100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	1	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	1	1	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	1	5	-80.0%
Weapons	0	0	0.0%
Subtotal	1	5	-80.0%
Total	2	8	-75.0%



Union Station	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	2	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	2	0	200.0%
Subtotal	6	3	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	4	-25.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	1	1	0.0%
Subtotal	5	5	0.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	1	7	-85.7%
Weapons	0	0	0.0%
Subtotal	1	8	-87.5%
Total	12	16	-25.0%



7th & Metro	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	1	0	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	1	0	100.0%



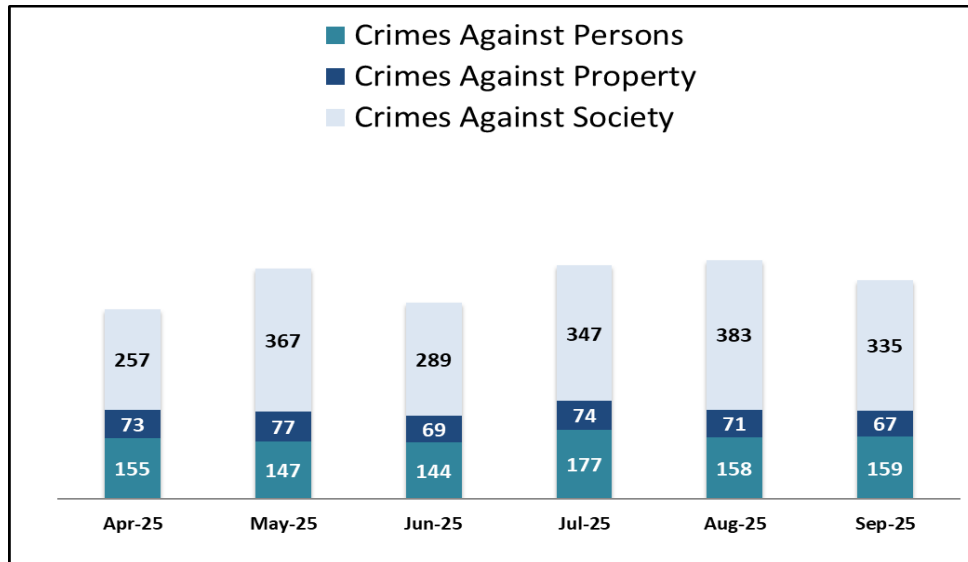
LAX/MTC	Sep 25	Aug 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	1	2	-50.0%
Subtotal	3	2	50.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	1	1	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	7	5	40.0%
Weapons	0	0	0.0%
Subtotal	7	5	40.0%
Total	11	8	37.5%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

SEPTEMBER 2025

Attachment G

Total Crimes

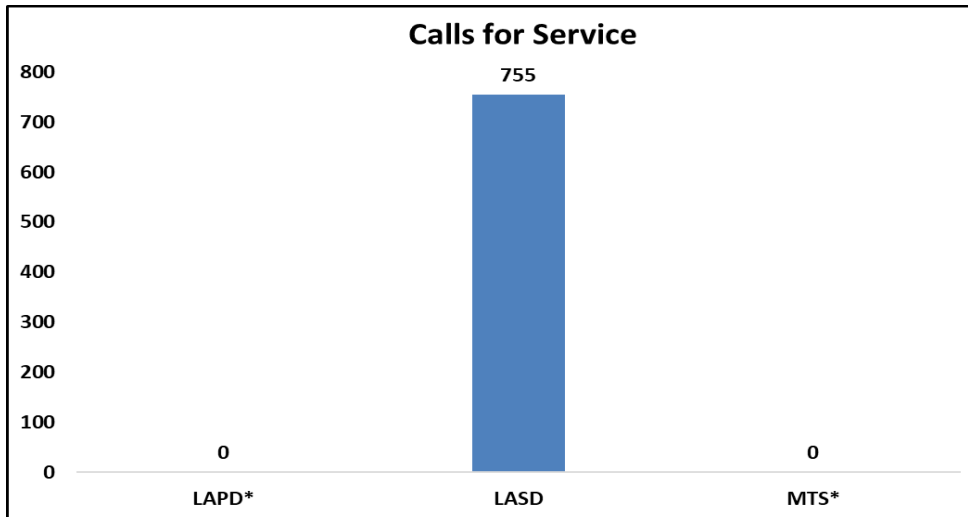


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service



* LAPD and MTS Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

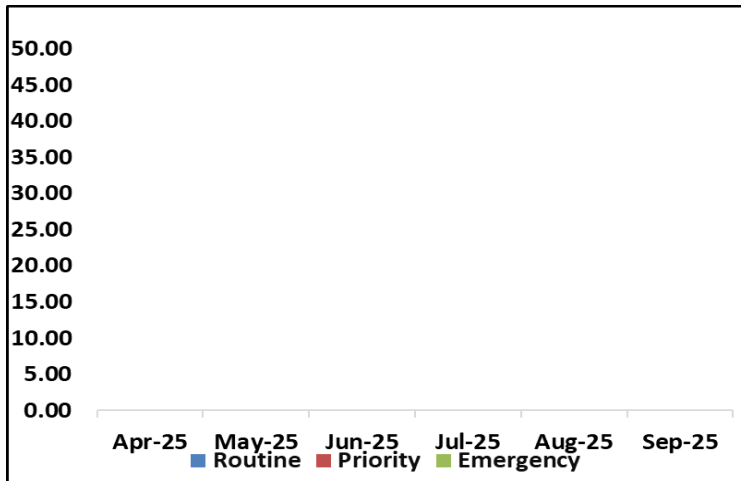
SEPTEMBER 2025

Attachment G

Average Incident Response Times

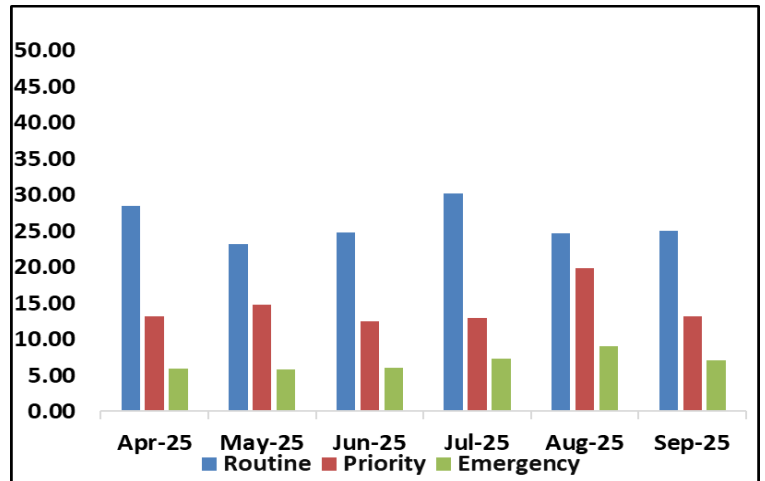
These graphs show how long it takes (in minutes) for LAPD, LASD, and MTS to respond to Emergency, Priority, and Routine calls

LAPD

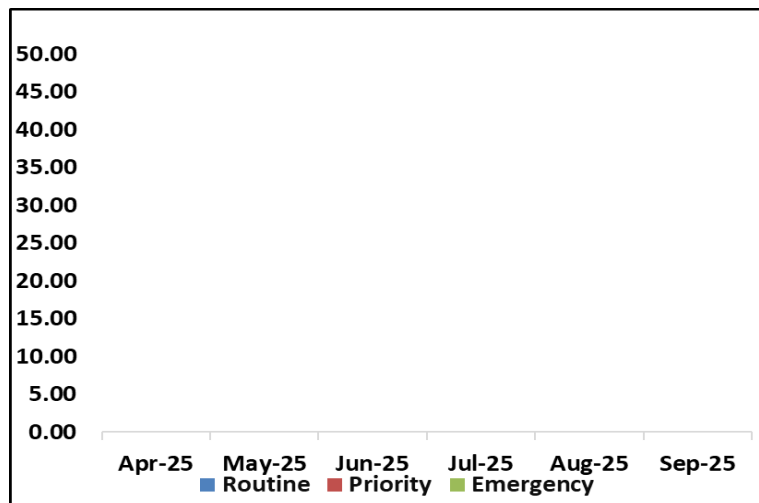


* LAPD Incident Response Times data is currently unavailable

LASD



MTS



* MTS Incident Response Times data is currently unavailable

Transit Police

Monthly Crime Report



Attachment G

	2025	2024	%
	September	September	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	1	0	100.0%
Robbery	29	24	20.8%
Aggravated Assault	44	45	-2.2%
Aggravated Assault on Operator	2	4	-50.0%
Battery	63	95	-33.7%
Battery on Operator	9	9	0.0%
Sex Offenses	11	12	-8.3%
SUB-TOTAL	159	190	-16.3%
CRIMES AGAINST PROPERTY			
Burglary	1	1	0.0%
Larceny	44	65	-32.3%
Bike Theft	2	0	200.0%
Motor Vehicle Theft	2	1	100.0%
Arson	1	0	100.0%
Vandalism	17	33	-48.5%
SUB-TOTAL	67	100	-33.0%
CRIMES AGAINST SOCIETY			
Weapons	7	27	-74.1%
Narcotics	104	111	-6.3%
Trespassing	224	736	-69.6%
SUB-TOTAL	335	874	-61.7%
TOTAL	561	1,164	-51.8%
ENFORCEMENT EFFORTS			
Arrests	551	1,146	-51.9%
Citations	659	1,591	-58.6%
Calls for Service	755	1,581	-52.2%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

SEPTEMBER 2025

Attachment G

Crimes

Monthly	System-Wide	Sep-25	Sep-24	% Change
	Crimes Against Persons	159	190	-16.3%
	Crimes Against Property	67	100	-33.0%
	Crimes Against Society	335	874	-61.7%
	Total	561	1,164	-51.8%

Six Months	System-Wide	Apr-25-Sep-25	Apr-24-Sep-24	% Change
	Crimes Against Persons	940	1,119	-16.0%
	Crimes Against Property	428	418	2.4%
	Crimes Against Society	1,974	3,985	-50.5%
	Total	3,342	5,522	-39.5%

Annual	System-Wide	Oct-24-Sep-25	Oct-23-Sep-24	% Change
	Crimes Against Persons	1,883	2,138	-11.9%
	Crimes Against Property	872	752	16.0%
	Crimes Against Society	3,858	6,093	-36.7%
	Total	6,613	8,983	-26.4%

Average Emergency Response Times

Monthly	Sep-25	Sep-24	% Change
	2.33	2.84	-18.0%

Six Months	Apr-25-Sep-25	Apr-24-Sep-24	% Change
	2.48	5.46	-54.5%

Annual	Oct-24-Sep-25	Oct-23-Sep-24	% Change
	3.09	5.40	-42.8%

Bus Operator Assaults

Monthly	Sep-25	Sep-24	% Change
	11	13	-15.4%

Six Months	Apr-25-Sep-25	Apr-24-Sep-24	% Change
	34	90	-62.2%

Annual	Oct-24-Sep-25	Oct-23-Sep-24	% Change
	77	176	-56.3%

Ridership

Monthly	Sep-25	Sep-24	% Change
	26,260,796	26,774,520	-1.9%

Six Months	Apr-25-Sep-25	Apr-24-Sep-24	% Change
	153,217,505	157,869,285	-2.9%

Annual	Oct-24-Sep-25	Oct-23-Sep-24	% Change
	309,263,772	305,038,549	1.4%



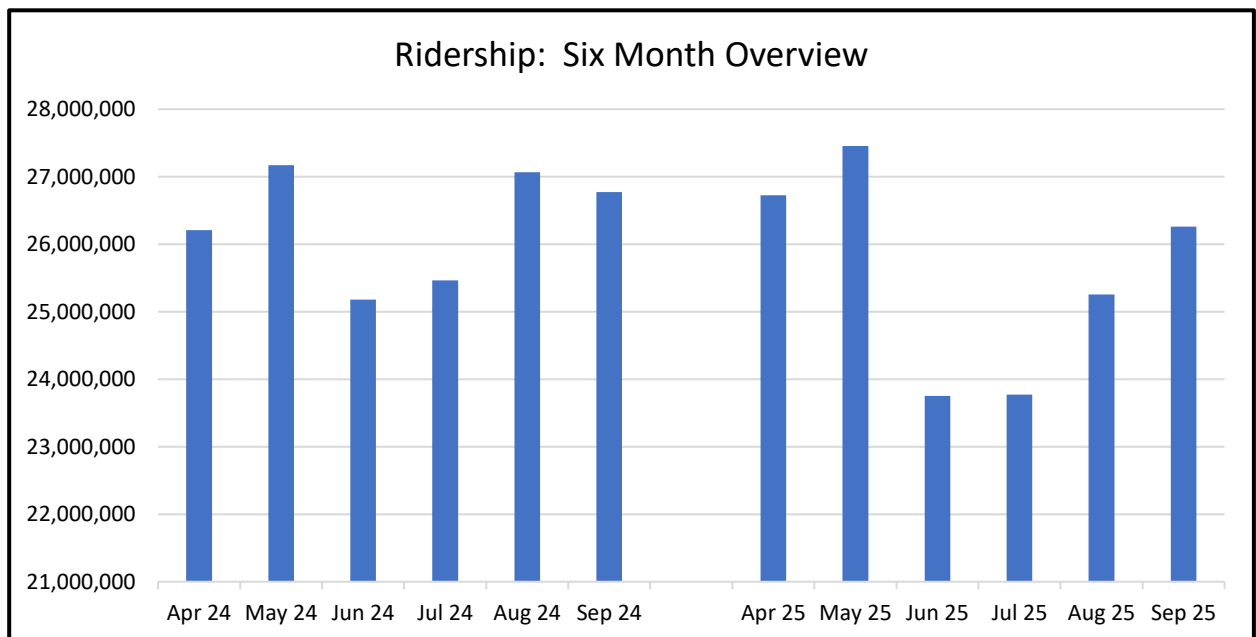
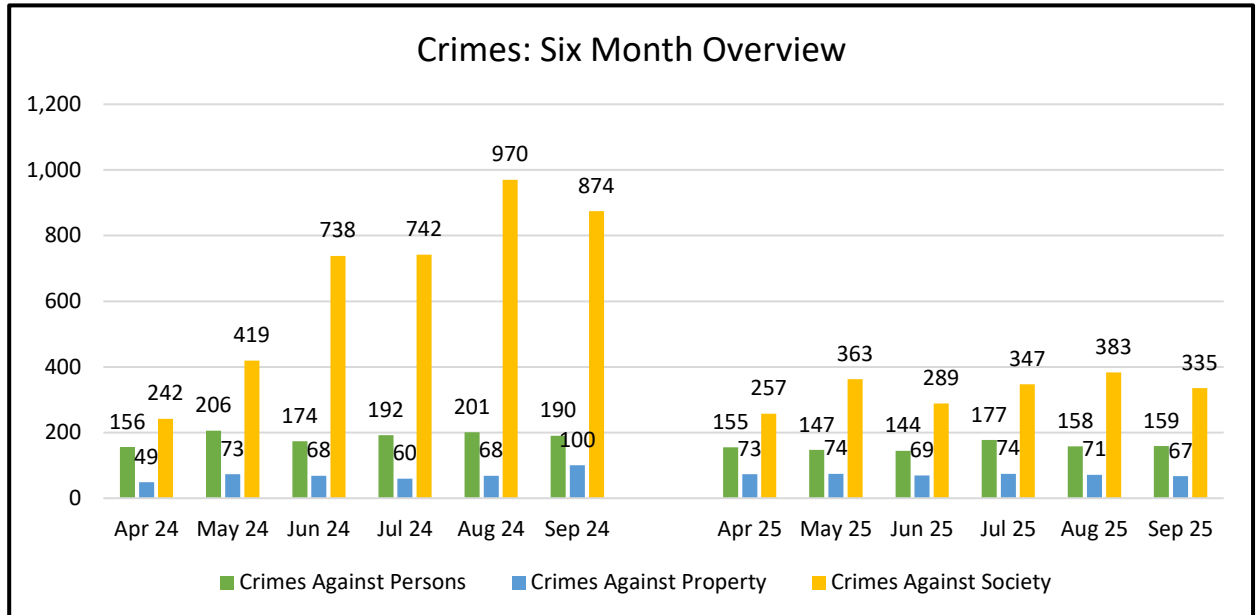
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

SEPTEMBER 2025

Attachment G



A LINE (BLUE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	5	4	1	22
Aggravated Assault	3	14	2	39
Aggravated Assault on Operator	0	0	0	0
Battery	4	2	1	34
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	6
SUB-TOTAL	12	21	4	101
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	1	1
Larceny	5	4	0	34
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	3
Arson	0	1	0	2
Vandalism	1	1	0	15
SUB-TOTAL	6	7	1	56
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	1	1	0	6
Narcotics	14	5	0	61
Trespassing	65	6	7	255
SUB-TOTAL	80	12	7	322
TOTAL	98	40	12	479

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Pomona North	0	0	0	0
La Verne/Fairplex	0	0	0	0
San Dimas	0	0	1	1
Glendora	0	0	0	0
APU/Citrus College	1	0	2	6
Azusa Downtown	1	0	0	3
Irwindale	0	1	0	1
Duarte/City of Hope	4	0	0	5
Monrovia	1	1	0	2
Arcadia	0	0	1	3
Sierra Madre Villa	1	0	1	5
Allen	0	0	0	3
Lake	0	0	3	3
Memorial Park	1	0	0	4
Del Mar	0	0	0	3
Fillmore	0	0	0	5
South Pasadena	0	0	0	2
Highland Park	0	0	0	2
Southwest Museum	0	0	0	4
Heritage Square	0	1	0	3
Lincoln/Cypress	0	0	1	6
Chinatown	1	0	31	99
Union Station	0	0	0	2
Little Tokyo/Arts Dist	2	1	1	15
Historic Broadway	3	0	3	7
Grand Av Arts/Bunker Hill	1	1	28	93
7th St/Metro Ctr	2	0	0	8
Pico	0	1	3	40
Grand/LATTC	1	1	13	40
San Pedro St	2	0	0	4
Washington	0	1	0	7
Vernon	0	0	0	4
Slauson	1	0	1	9
Florence	2	1	0	13
Firestone	3	0	0	7
103rd St/Watts Towers	0	0	0	3
Willowbrook/Rosa Parks	2	1	2	14
Compton	0	0	0	8
Artesia	4	1	1	10
Del Amo	0	2	0	6
Wardlow	0	0	1	4
Willow St	0	0	4	7
PCH	0	0	1	1
Anaheim St	0	0	1	2
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	4	0	0	10
Pacific Av	0	0	0	0
A Line Rail Yard	0	1	0	5
Total	37	14	99	479

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	28	9	0	117
Misdemeanor	96	36	0	451
TOTAL	124	45	0	568

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	95	45	0	423
Vehicle Code Citations	24	1	0	30
TOTAL	119	46	0	453

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	0	127	0	388
Priority	0	119	0	362
Emergency	0	12	0	31
TOTAL	0	258	0	781

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	34%	N/C	0%
Proactive	66%	N/C	0%
TOTAL	100%	0%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
A Line - LAPD	83%
A Line - LASD	N/C
A Line - MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Pomona North	0	24	0	24
La Verne/Fairplex	0	5	0	5
San Dimas	0	5	0	5
Glendora	0	9	0	9
Azusa	0	24	0	83
Irwindale	0	32	0	75
Duarte Station	0	28	0	43
Monrovia	0	16	0	30
Magnolia Ave	0	0	0	0
Arcadia Station	0	6	0	35
Pasadena	0	20	0	86
South Pasadena	0	4	0	12
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	26	0	0	56
Slauson	0	0	0	3
Florence	0	0	0	13
Firestone	0	2	0	15
103rd St	5	0	0	7
Willowbrook	0	25	0	62
Compton	0	1	0	10
Artesia	0	8	0	20
Del Amo	0	2	0	11
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	31	211	0	561

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

B LINE (RED)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	4
Aggravated Assault	2	9
Aggravated Assault on Operator	0	0
Battery	14	44
Battery Rail Operator	0	0
Sex Offenses	0	5
SUB-TOTAL	17	62
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	4	18
Bike Theft	0	0
Motor Vehicle Theft	0	2
Arson	0	0
Vandalism	1	6
SUB-TOTAL	5	26
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	11
Narcotics	50	152
Trespassing	80	281
SUB-TOTAL	131	444
TOTAL	153	532

ARRESTS		
AGENCY	LAPD	FYTD
Felony	43	118
Misdemeanor	159	571
TOTAL	202	689

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	152	559
Vehicle Code Citations	28	46
TOTAL	180	605

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	26%
Proactive	74%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	1	13	35
Civic Center/Grand Park	1	1	1	6
Pershing Square	2	0	1	22
7th St/Metro Ctr	2	2	17	70
Westlake/MacArthur Park	1	0	28	107
Wilshire/Vermont	1	0	5	26
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	2	0	4	26
Wilshire/Western	0	0	0	2
Vermont/Santa Monica	3	1	0	15
Vermont/Sunset	0	0	2	15
Hollywood/Western	0	0	14	66
Hollywood/Vine	1	0	10	33
Hollywood/Highland	0	0	2	11
Universal City/Studio City	1	0	0	9
North Hollywood	2	0	34	89
B Line Rail Yard	0	0	0	0
Total	17	5	131	532

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
B Line - LAPD	80%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	2	12
Aggravated Assault	2	1	5
Aggravated Assault on Operator	0	0	0
Battery	5	1	15
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	8	5	33
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	4	14
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	1	1	4
SUB-TOTAL	1	5	20
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	1	1	8
Trespassing	6	1	18
SUB-TOTAL	7	2	27
TOTAL	16	12	80

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center	6	0	6	26
Aviation/Century	0	0	0	2
Aviation/Imperial	0	0	0	3
Hawthorne/Lennox	0	0	0	0
Crenshaw	0	0	0	1
Vermont/Athens	0	0	0	3
Harbor Fwy	1	0	0	3
Avalon	1	1	1	7
Willowbrook/Rosa Parks	1	1	1	16
Lynwood	1	2	1	6
Lakewood Bl	1	1	0	3
Norwalk	2	1	0	10
Total	13	6	9	80

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	2	13
Misdemeanor	12	11	60
TOTAL	13	13	73

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	15	52
Vehicle Code Citations	0	0	2
TOTAL	0	15	54

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	54	177
Priority	0	35	97
Emergency	0	3	8
TOTAL	0	92	282

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	38%	N/C
Proactive	62%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
C Line - LAPD	82%
C Line - LASD	N/C

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	1	0	1
Robbery	4	0	8
Aggravated Assault	4	0	18
Aggravated Assault on Operator	0	0	0
Battery	5	4	19
Battery Rail Operator	0	0	0
Sex Offenses	1	1	2
SUB-TOTAL	15	5	48
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	1	12
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	4
SUB-TOTAL	4	2	17
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	3
Narcotics	12	1	31
Trespassing	35	2	97
SUB-TOTAL	47	4	131
TOTAL	66	11	196

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	2	0	1	4
East LA Civic Ctr	0	0	1	1
Maravilla	1	0	0	2
Indiana (both LAPD & LASD)	1	0	3	9
Soto	1	1	4	11
Mariachi Plaza	0	0	6	8
Pico/Aliso	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	2	0	0	3
Pico	1	0	0	1
LATTC/Ortho Institute	1	0	6	23
Jefferson/USC	0	1	0	6
Expo Park/USC	1	0	0	7
Expo/Vermont	2	0	1	9
Expo/Western	1	1	26	56
Expo/Crenshaw	0	0	0	11
Farmdale	0	0	0	0
Expo/La Brea	2	0	0	9
La Cienega/Jefferson	1	0	0	2
Culver City	0	0	0	2
Palms	0	0	0	1
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	3	1	1	7
Expo/Bundy	0	0	0	2
26th St/Bergamot	0	0	0	0
17th St/SMC	0	2	1	3
Downtown Santa Monica	1	0	1	17
E Line Rail Yard	0	0	0	0
Total	20	6	51	196

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	10	0	37
Misdemeanor	50	7	151
TOTAL	60	7	188

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	50	8	209
Vehicle Code Citations	12	0	21
TOTAL	62	8	230

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	78	229
Priority	0	27	71
Emergency	0	0	4
TOTAL	0	105	304

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	34%	N/C
Proactive	66%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line - LAPD	82%
E Line - LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	2	2
Figueroa St	0	0	0
Exposition Blvd	63	0	63
Culver City	0	0	0
Santa Monica	0	31	31
TOTAL	63	33	96

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

G LINE (ORANGE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	2
Aggravated Assault	1	8
Aggravated Assault on Operator	0	0
Battery	2	7
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	4	18
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
SUB-TOTAL	3	5
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	4
Narcotics	6	37
Trespassing	4	12
SUB-TOTAL	10	53
TOTAL	17	76

ARRESTS

AGENCY	LAPD	FYTD
Felony	3	16
Misdemeanor	10	49
TOTAL	13	65

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	8	72
Vehicle Code Citations	49	121
TOTAL	57	193

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	3	14
Laurel Canyon	0	0	0	0
Valley College	0	0	0	3
Woodman	0	0	0	2
Van Nuys	0	1	0	1
Sepulveda	1	0	1	7
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	2	22
Tampa	0	0	0	0
Pierce College	1	0	0	1
De Soto	0	1	0	1
Canoga	1	0	1	6
Sherman Way	0	0	1	3
Roscoe	0	1	2	5
Nordhoff	0	0	0	4
Chatsworth	0	0	0	4
Total	4	3	10	76

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

G Line - LAPD	84%
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LEGEND

Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	1	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	8
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	1	0	3
SUB-TOTAL	1	0	4
TOTAL	2	0	15

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	6
Misdemeanor	2	1	9
TOTAL	3	1	15

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	7
Vehicle Code Citations	4	0	5
TOTAL	4	0	12

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	3	28
Priority	0	0	5
Emergency	0	0	1
TOTAL	0	3	34

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	4%
Proactive	88%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
J Line - LAPD	89%
J Line - LASD	95%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	1	0	0	1
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	2
Manchester	0	0	0	2
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	5
Carson	0	0	0	0
PCH	0	0	1	1
San Pedro/Beacon	0	0	0	0
Total	1	0	1	15

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	1
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	0	0	5
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	1	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	0	1	4
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	1	0	9
SUB-TOTAL	1	0	9
TOTAL	1	1	18

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	3
Misdemeanor	1	0	19
TOTAL	1	1	22

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	17
Vehicle Code Citations	0	0	0
TOTAL	2	0	17

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	69	195
Priority	0	10	27
Emergency	0	0	0
TOTAL	0	79	222

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	30%	N/C
Proactive	70%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	5
Martin Luther King Jr	0	0	1	6
Leimert Park	0	0	0	2
Hyde Park	0	0	0	1
Fairview Heights	0	0	0	0
Downtown Inglewood	0	0	0	1
Westchester / Veterans	0	0	0	0
LAX/Metro Transit Center	0	0	0	1
Aviation/Century	0	0	0	1
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	1	0	1
Redondo Beach	0	0	0	0
Total	0	1	1	18

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	N/C

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

BUS PATROL

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	3
Robbery	8	2	32
Aggravated Assault	7	7	41
Aggravated Assault on Operator	2	0	5
Battery	12	6	71
Battery Bus Operator	6	3	13
Sex Offenses	2	2	21
SUB-TOTAL	37	20	187
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	15	1	37
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	6	3	27
SUB-TOTAL	21	5	66
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	1	6
Narcotics	12	2	29
Trespassing	8	0	9
SUB-TOTAL	22	3	44
TOTAL	80	28	297

LASD's Crimes per Sector		
Sector		FYTD
Westside	6	13
San Fernando	1	2
San Gabriel Valley	3	16
Gateway Cities	10	23
South Bay	8	32
Total	28	86

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	6
West Valley	4	6
North Hollywood	8	15
Foothill	1	3
Devonshire	2	5
Mission	1	9
Topanga	1	3
Central Bureau		
Central	9	20
Rampart	5	12
Hollenbeck	7	14
Northeast	3	11
Newton	3	9
West Bureau		
Hollywood	3	10
Wilshire	0	5
West LA	2	6
Pacific	1	7
Olympic	6	6
Southwest Bureau		
Southwest	6	15
Harbor	1	1
77th Street	13	28
Southeast	1	7
Total	80	198

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	16	16	66
Misdemeanor	17	17	86
TOTAL	33	33	152

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	22	36	170
Vehicle Code Citations	92	7	384
TOTAL	114	43	554

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	122	383
Priority	0	91	252
Emergency	0	5	17
TOTAL	0	218	652

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	93%

LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	0	0
Aggravated Assault	0	3
Aggravated Assault on Operator	0	0
Battery	4	16
Battery Rail Operator	0	0
Sex Offenses	2	2
SUB-TOTAL	6	22
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	8
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	1	4
SUB-TOTAL	5	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	1
Trespassing	1	10
SUB-TOTAL	1	11
TOTAL	12	46

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	3
Misdemeanor	2	14
TOTAL	2	17

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	9	26
Vehicle Code Citations	0	0
TOTAL	9	26

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	32%
Proactive	68%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	83%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	1	1
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	1	1
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	0
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	1	1

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	1
TOTAL	0	1

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	37
Vehicle Code Citations	0	0
TOTAL	0	37

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	34%
Proactive	66%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	0%

LEGEND	
Los Angeles Police Department	

LAX/METRO TRANSIT CENTER

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - SEPTEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	MTS	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	1	1
Aggravated Assault on Operator	0	0	0
Battery	0	1	1
Battery Rail Operator	0	0	0
Sex Offenses	0	1	3
SUB-TOTAL	0	3	5
CRIMES AGAINST PROPERTY	LAPD	MTS	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	1	2
SUB-TOTAL	0	1	2
CRIMES AGAINST SOCIETY	LAPD	MTS	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	7	12
SUB-TOTAL	0	7	12
TOTAL	0	11	19

ARRESTS			
AGENCY	LAPD	MTS	FYTD
Felony	0	0	0
Misdemeanor	0	0	0
TOTAL	0	0	0

CITATIONS			
AGENCY	LAPD	MTS	FYTD
Other Citations	1	0	1
Vehicle Code Citations	0	0	0
TOTAL	1	0	1

CALLS FOR SERVICE			
AGENCY	LAPD	MTS	FYTD
Routine	0	0	0
Priority	0	0	0
Emergency	0	0	0
TOTAL	0	0	0

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	MTS
Dispatched	0%	0%
Proactive	0%	0%
TOTAL	0%	0%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
LAX/MTC - LAPD	0%
LAX/MTC - MTS	0%

LEGEND	
Los Angeles Police Department	
Metro Transit Security	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service September 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between September 1 and September 30, Metro Transit Security, LAPD and LASD received eleven (11) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Sep 25	Aug 25	% Change	Sep 25	Sep 24	% Change
Sexual Harassment	0	2	-100.0%	0	1	-100.0%
Sexual Battery	6	9	-33.3%	6	7	-14.3%
Lewd Conduct	0	1	-100.0%	0	0	0.0%
Indecent Exposure	4	3	33.3%	4	3	33.3%
Rape	1	3*	-66.7%	1	0	100.0%
TOTAL	11	18	-38.9%	11	11	0.0%

**LAPD stated that two of the rapes involved the same victim and are under investigation. LASD stated that video evidence shows one of the rape victims on the bus but nothing occurred.*

Counseling Information Provided	
	Sep 25
Yes	11
No - If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	11

Frontline Safety – Additional Data (September 2025)

Operator Safety

Figures A and B provide context on operator assaults in September compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

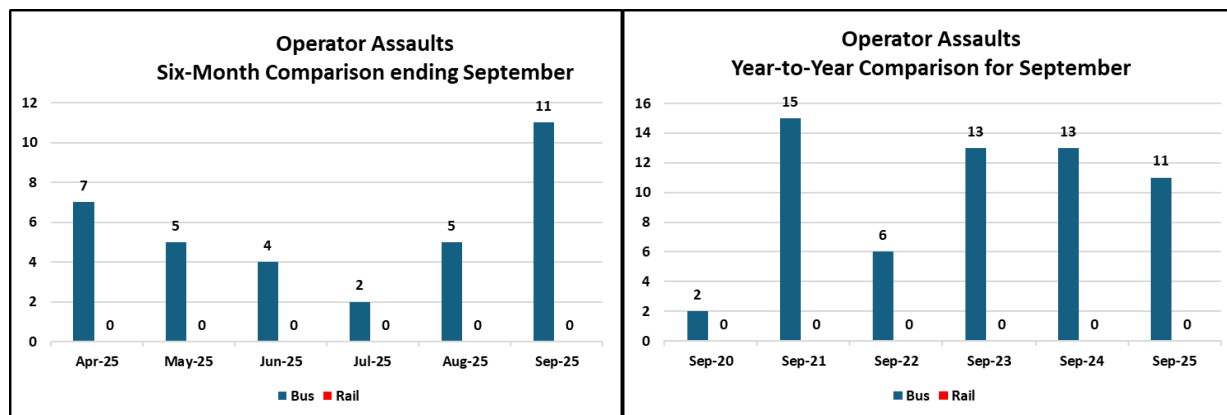


Figure A (Left) and Figure B (Right)

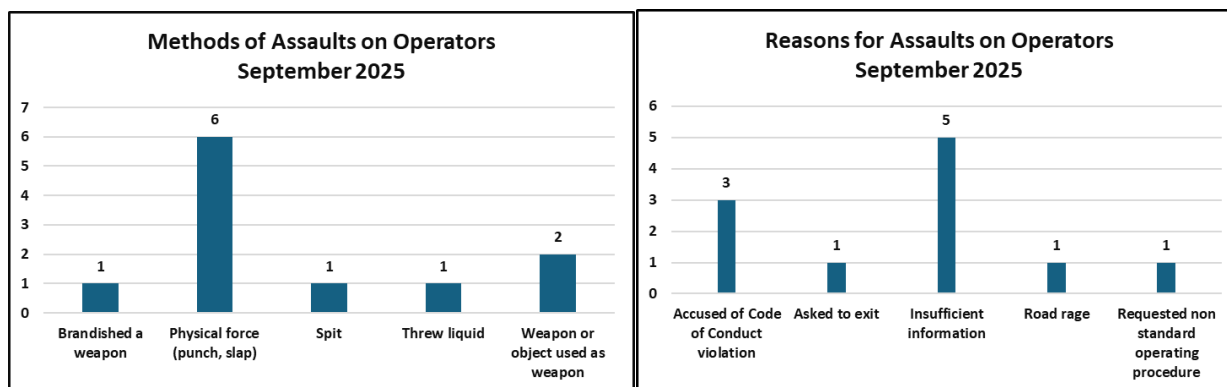


Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.

**Operator Assaults
September 2025**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
9/1/2025	10:30	90	4022	Sunland Blvd / Sunland Pl	Suspect spat on victim's arm and fled location after operator told suspect to exit the bus after causing a disturbance.	Outside of operator area	Accused of Code of Conduct violation	Spit	No
9/3/2025	21:25	115	6037	Firestone Bl/Lakewood Bl, Downey	Suspect arrested for pushing the bus barrier into the bus operator.	Barrier present - open	Accused of Code of Conduct violation	Weapon or object used as weapon	No
9/6/2025	05:55	N/A	3859	North Figueroa st / W. Sunset Blvd.	Suspect jumped on back rack of bus and pointed toy gun at bus operator.	Barrier present - closed	Insufficient information	Brandished a weapon	No
9/9/2025	13:05	251	8585	Pacific Bl/Belgrave Av, Huntington Park	Suspect pushed bus operator when told he needed to exit the bus.	Outside of operator area	Asked to exit	Physical force (punch, slap)	Yes
9/9/2025	13:34	207	9500	S. Western & W 79th st	Suspect struck operator in the face while operator was assisting a patron on a wheelchair. Operator received medical assistance on scene by LAFD and suspect fled the scene.	Outside of operator area	Insufficient information	Physical force (punch, slap)	No
9/10/2025	17:50	33	8627	Veince Blvd & South Sepulveda Blvd.	Suspect became irate and started hitting the operator barrier door with a hammer threatening to kill the operator. Subject then alighted the bus and left the scene.	Barrier present - closed	Insufficient information	Weapon or object used as weapon	No
9/13/2025	14:08	222	N/A	N. Cahuenga Blvd & Yucca St.	Bus operator and suspect argued over suspect parking in a bus lane. Suspect began to hit bus operator.	Outside of operator area	Road rage	Physical force (punch, slap)	No
9/18/2025	15:00	150	1765	Ventura Blvd & Nestle Ave.	Suspect and operator argued over suspect causing a disturbance. Suspect threw water on operator as she exited the bus.	Outside of operator area	Accused of Code of Conduct violation	Threw liquid	No
9/20/2025	17:00	18	3909	Whittier Bl & Herbert Av, Los Angeles	Suspect hit bus operator on arm when the operator exited the bus to reconnect the bus battery after suspect had disconnected it.	Outside of operator area	Insufficient information	Physical force (punch, slap)	No
9/21/2025	22:23	155	6095	3881 Lankershim Blvd.	Suspect hit victim in the chest through the driver's side window.	Barrier present - closed	Insufficient information	Physical force (punch, slap)	No
9/25/2025	17:45	240	8481	Vincenes St & Darby Ave.	Suspect approached the bus operator window and punched the operator two times in the stomach.	Barrier present - closed	Requested non standard operating procedure	Physical force (punch, slap)	No

Assaults per Vehicle Revenue Mile

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in September 2025 was 0.96 compared to 0.95 in August 2025. This means that over the last 12 months ending September 2025, there was an average of 0.96 assaults per 100,000 revenue miles, a 1.2% increase compared to the 12 months ending August 2025.

Other Frontline Staff Safety

Figures E and F illustrate assault methods and reasons, respectively.

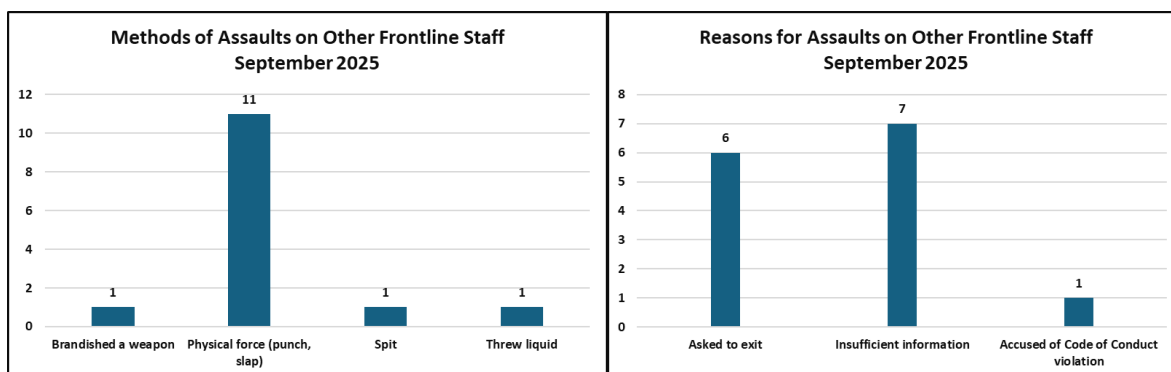
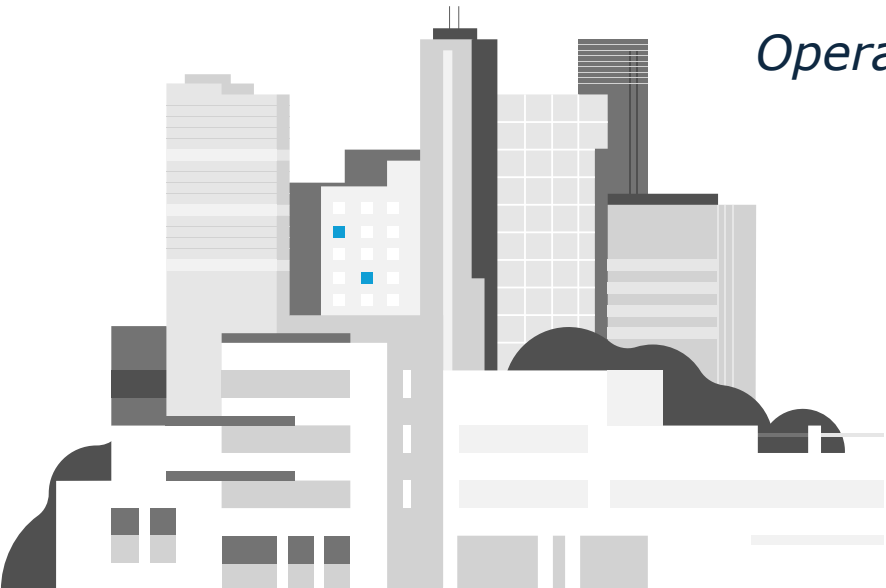


Figure E (Left) and Figure F (Right)

Monthly Update On Public Safety

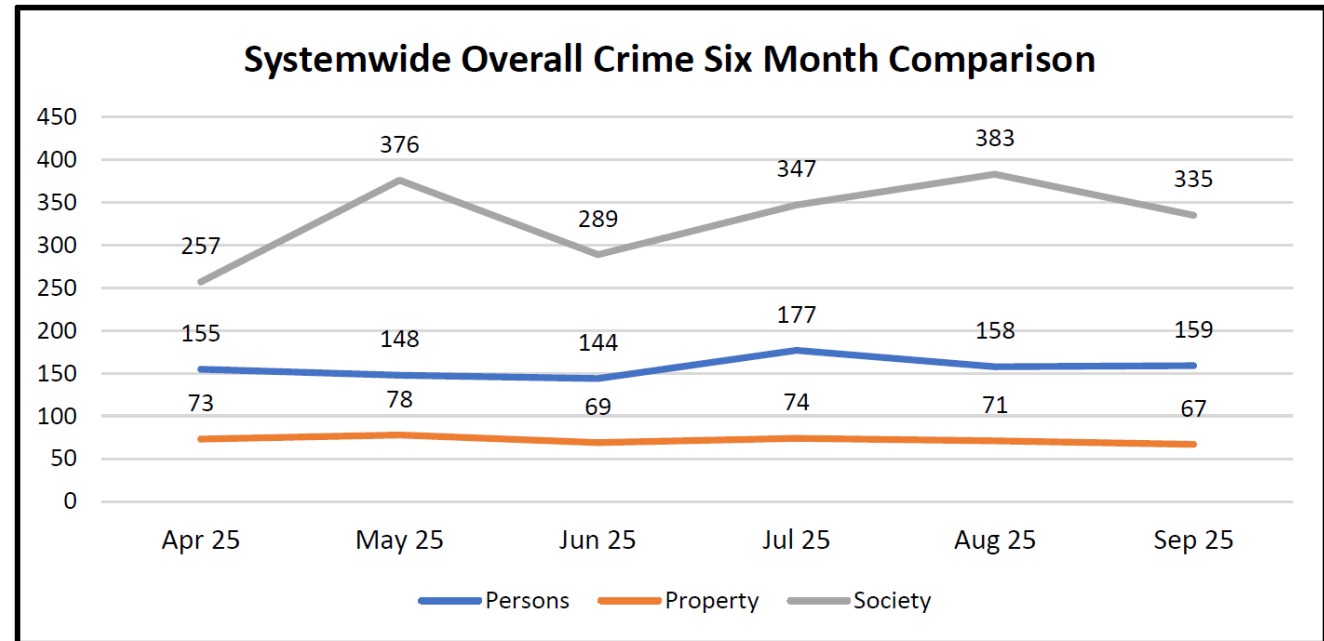
*Operations, Safety, & Customer Experience
Committee Meeting
November 20, 2025*



Systemwide Crime Stats

September 2025

- **Crimes Against Persons** remained relatively the same compared to the previous month (159 vs. 158).
- **Crimes Against Property** decreased by 5.6%, due to a decrease in vandalism.
- Arrests for **Crimes Against Society** decreased by 12.5%, due to decreases in narcotics and trespassing arrests.
 - On September 16, LASD conducted an undercover operation at Lake Station, targeting reported narcotics activity in the area, making 11 arrests.
 - On September 18, LASD conducted another operation in San Dimas to identify and disrupt criminal activity and enhance safety along the A Line.

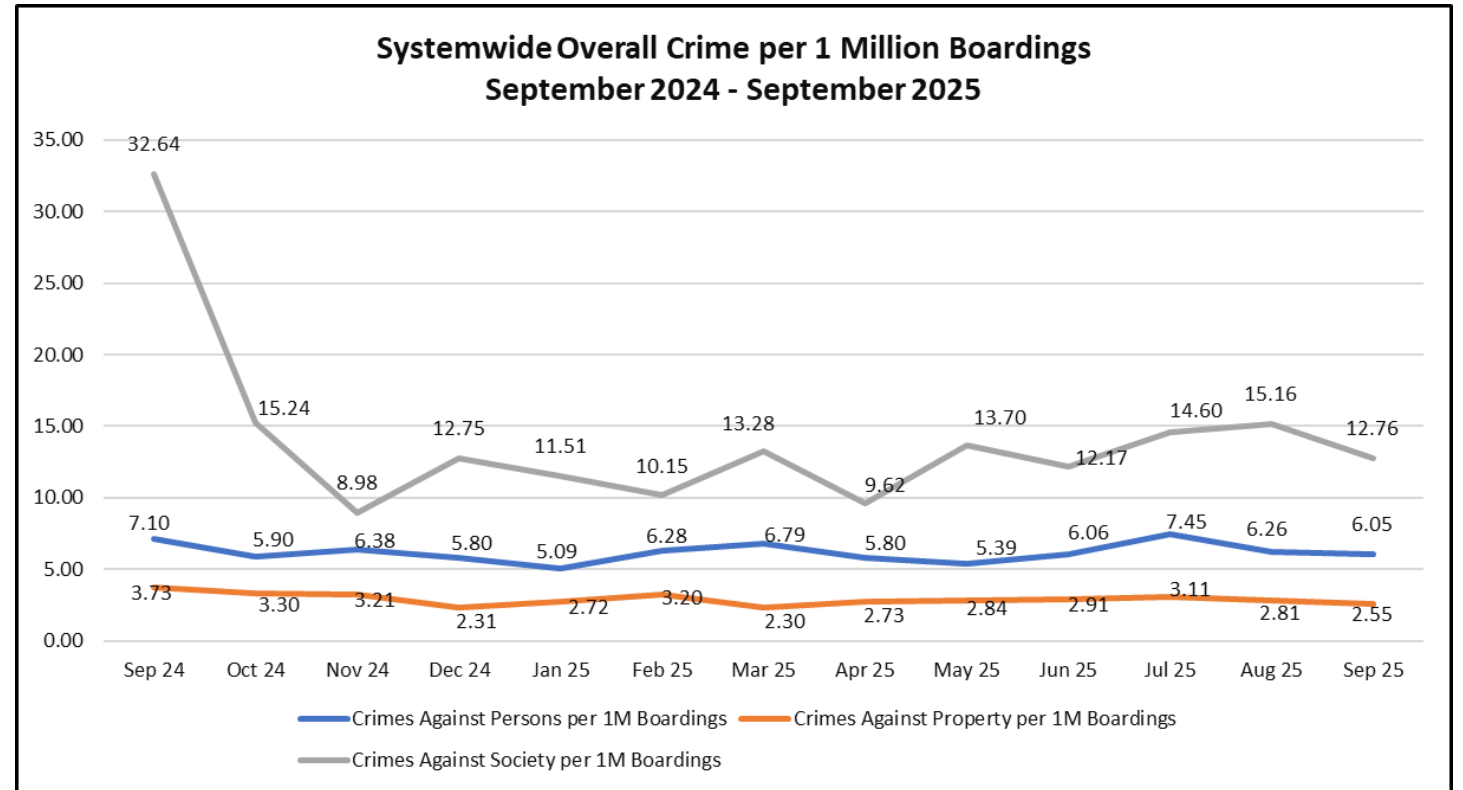


Systemwide Crime Stats

September 2025 vs. September 2024

Per One Million Boardings

- **Crimes Against Persons** decreased by 14.7% in September (6.05 vs. 7.10).
 - The **lowest rate of incidents seen for the month of September** since 2022.
- **Crimes Against Property** decreased by 31.7% (2.55 vs. 3.73).
 - The **lowest rate of incidents seen for the month of September** since 2022.
- **Crimes Against Society** decreased by 60.9% (12.76 vs. 32.64).



Engaged & Visible Deployment

**September
2025**

LAW ENFORCEMENT

LAPD and LASD enforce the penal and municipal codes on the system, including conducting trespass investigations.

	September
Arrests	551
Citations	659

CUSTOMER SENTIMENT

- *Reddit* – a post on Reddit titled, “First Month in LA – My Observations” generated positive engagement, when the rider stated they just moved to Los Angeles from Chicago, and the public transit system here is way better than people give it credit for. They noted that trains are clean, well-staffed, and that they have taken public transit every day and have yet to use the train without seeing an officer, security, or an Ambassador.

TRANSIT SECURITY

- TSOs issued 222 citations & 254 written warnings.
 - 23% of violations issued at TAP-to-Exit locations

MTS also educates patrons about having valid fare on their TAP cards, how TAP-to-Exit works, and oversees the weapons detection pilot at designated stations.

Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in DTLA.

METRO AMBASSADORS

Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

- 6,847 cleanliness issues
- 2,913 graffiti incidents
- 925 elevator and escalator problems

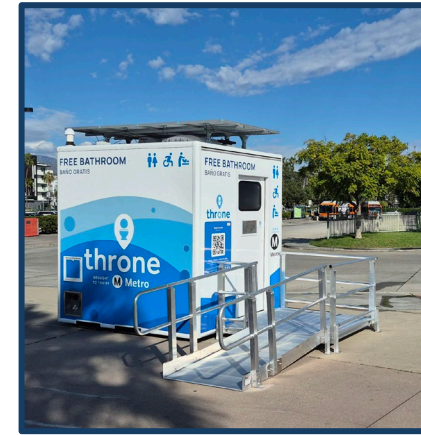
END OF LINE OPERATIONS

Contract Security officers offload trains at 11 EOL rail stations.

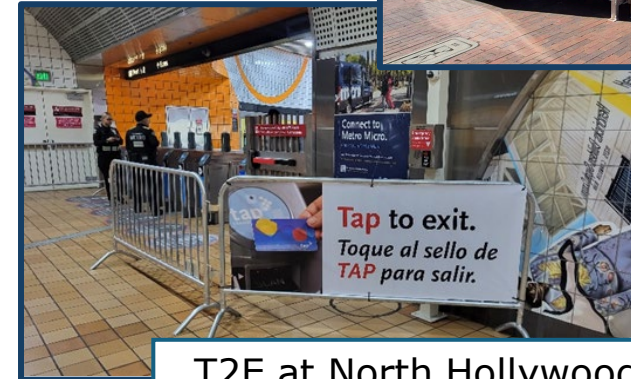
- September: 93% decrease in refusals vs. September 2024.

Access Control & Station Experience

- TAP-to-Exit expands to Pomona North; restarts at Union Station & North Hollywood
- Throne bathrooms expand to North Hollywood, Vermont/Beverly, South Pasadena, and Pomona North; public bathrooms now available at all 11 end-of-line stations
- Westlake/MacArthur Park Station gets taller faregates + enhanced configuration to improve compliance
- Manchester/I-110 Transitway Station (J Line) Mini-Makeover



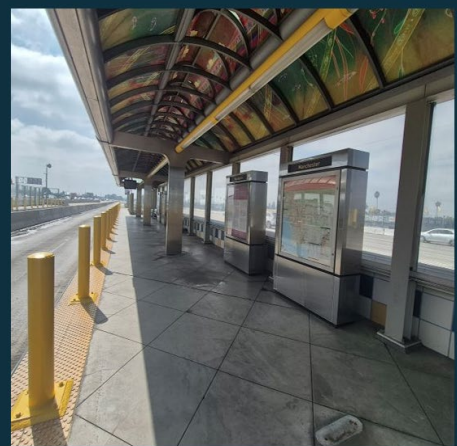
Thrones at
North Hollywood
& South Pasadena



T2E at North Hollywood



Manchester/I-110
Transitway
Station (J Line)



Before

After

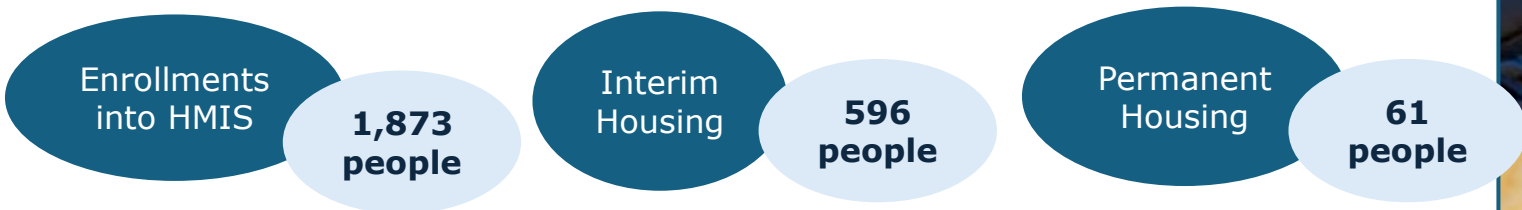


Westlake/MacArthur Park Faregate Array Proposal

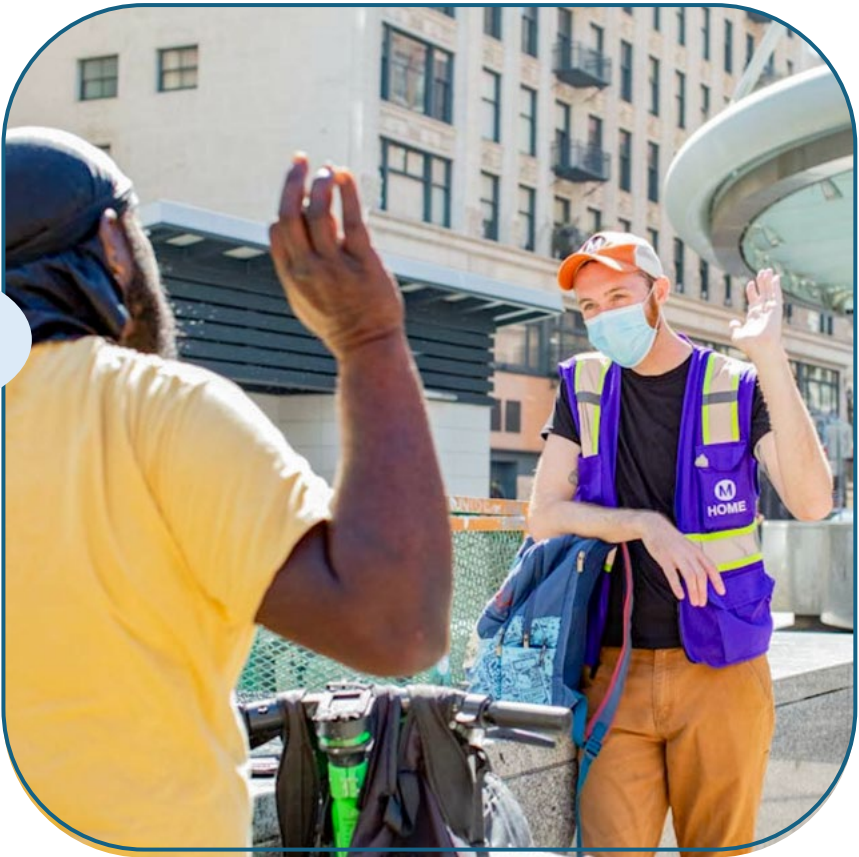
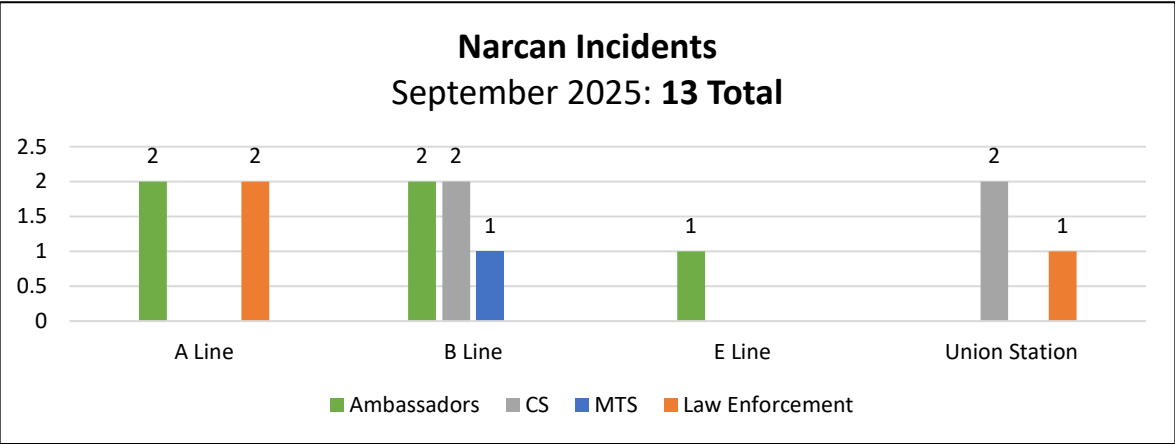
Partnerships to Mitigate Societal Issues

Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

So far, in FY26 (July 2025 through September 2025):



Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources.



Frontline Safety

- **In September, there were 25 assaults on Metro frontline personnel.**
- Using physical force, spitting, using a weapon/object, brandishing a weapon, and throwing a projectile were the methods of assaults on operators.
 - Six of the assaults occurred either outside the barrier or outside the bus.
 - In September 689,303 revenue miles were traveled between each operator assault.
- Using physical force was the top method of assault on other frontline staff, followed by using a weapon/object/projectile and spitting.

Assaults on Metro Employees & Contractors			
Type	Sep-24	Aug-25	Sep-25
Bus Operators	13	5	11
Rail Operators	0	0	0
Transit Security Officers	7	0	0
Contract Security Officers	7	11	9
Ambassadors	1	0	4
Blue Shirts	0	0	0
Custodians	1	2	1
Total	29	18	25

**Methods of Assaults on Operators
Six Month Comparison ending September 2025**

