



Metro

*One Gateway Plaza, Los Angeles, CA 90012,
3rd Floor, Metro Board Room*

Agenda - Final

Thursday, May 21, 2026

1:00 PM

Watch online: <https://boardagendas.metro.net>
Listen by phone: Dial 888-978-8818 and enter Access Code:
5647249# (English) or 7292892# (Español)

To give written or live public comment, please see the top of page 4

**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)

PUBLIC INPUT

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.

TECHNOLOGY DISRUPTIONS - Although staff will do their due diligence to restore service, if joining the meeting virtually, please be aware that the Committee or Board may continue its meeting notwithstanding a technical disruption that prevents members of the public from attending or observing the meeting via the two-way telephonic service or two-way audio visual platform.

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.

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Clerk and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at <https://www.metro.net> or on CD's and as

DISCLOSURE OF CONTRIBUTIONS

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.

ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 working hours) in advance of the scheduled meeting date. Please telephone (213) 364-2837 or (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

Requests can also be sent to boardclerk@metro.net.

LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.

Requests can also be sent to boardclerk@metro.net.



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

HELPFUL PHONE NUMBERS AND EMAIL

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department) - <https://records.metro.net>

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - <https://www.metro.net>

TDD line (800) 252-9040

Board Clerk Email - boardclerk@metro.net

NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA

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 May 21, 2026; 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#
Spanish Access Code: 7292892#

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 21 de Mayo de 2026. Puedes unirte a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-978-8818 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
Codigo de acceso en espanol: 7292892#

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: 30, 31, 32, and 33.

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

CONSENT CALENDAR

30. SUBJECT: AUTOMATED GUIDED VEHICLE (AGV) REPLACEMENT

[2026-0167](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 24-month firm-fixed price Contract No. PS135749000 to Dematic Corp. (Dematic) for the Automated Guided Vehicle (AGV) replacement to install 11 AGVs along with the associated software in the amount of \$4,837,855, subject to the resolution of any properly submitted protest(s), if any.

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

31. SUBJECT: RECRUITMENT SERVICES BENCH

[2026-0272](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to the Recruitment Services Bench Contract Nos. PS95999000 with Partners in Diversity, Inc., PS95999001 with DeSanti, and PS95999002 with David Gomez Partners to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency in an amount Not-To-Exceed (NTE) \$200,000, increasing the cumulative contract value from \$482,500 to \$682,500, and extending the period of performance from September 1, 2026 to August 31, 2027.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification Change Order Log](#)
 [Attachment C - DEOD Summary](#)
 [Presentation](#)

32. SUBJECT: DRONE SECURITY MONITORING SERVICES

[2026-0246](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS118995000 with Flying Lion, Inc. to continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system, in the amount of \$497,764, increasing the total contract value from \$497,780 to \$995,544, and extending the period of performance from July 22, 2027, through July 21, 2029.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification/Change Order](#)
 [Attachment C - DEOD Summary](#)

33. SUBJECT: ANNUAL APPOINTMENTS TO METRO'S SERVICE COUNCILS

[2026-0116](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils (Attachment A).

Attachments: [Attachment A - New Appointee Nomination Letters](#)
 [Attachment B - New Appointee Biography and Qualifications](#)
 [Attachment C - Service Councils Demographic Information](#)
 [Presentation](#)

NON-CONSENT

34. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

[2026-0279](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

35. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

[2026-0280](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

-
36. **SUBJECT: ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT** [2026-0221](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Contract Modification/Change Order Log](#)
[Attachment C - DEOD Summary](#)
[Attachment D - Metro Map with Restroom Locations as of January 2026 Presentation](#)

37. **SUBJECT: STATION ACTIVATION QUARTERLY UPDATE** [2026-0322](#)

RECOMMENDATION

RECEIVE oral report that provides an update on Metro's efforts to lead a comprehensive Station Activation Program.

Attachments: [Attachment A - Board Motion 29 Presentation](#)

38. **SUBJECT: REVIEW OF METRO'S PAYMENT SYSTEM AND SIGNAGE AT PARKING LOTS FOR THE 2026 FIFA WORLD CUP** [2026-0268](#)

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Attachments: [Attachment A - Report No. 26-AUD-07 Presentation](#)

39. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2026-0269](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Station Experience Updates](#)
[Attachment B - HOME FY26 Interim & Perm. Housing Placements Brkdn](#)
[Attachment C - Bias-Free Policing & Public Safety Analytics Policies Comp.](#)

40. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE REPORT

[2026-0186](#)

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Public Safety Advisory Committee (PSAC).

Attachments: [Attachment A - Motion 37](#)
 [Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2026-0354](#)

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 #: 2026-0167, File Type: Contract

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: AUTOMATED GUIDED VEHICLE (AGV) REPLACEMENT

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 24-month firm-fixed price Contract No. PS135749000 to Dematic Corp. (Dematic) for the Automated Guided Vehicle (AGV) replacement to install 11 AGVs along with the associated software in the amount of \$4,837,855, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

This Board action is to award a contract for the replacement of Metro-owned and operated AGVs, which are a component of Metro's existing Automated Storage and Retrieval System (ASRS). The 20-year-old AGVs have obsolete parts that are critical to the operating system, including the main CPU boards, communications boards, and radios. The 4906 AGV controller software (traffic control and routing) is obsolete, and at the end of their useful life. Repair and/or replacement parts are not available, which will result in negative service impacts on our riders.

BACKGROUND

The ASRS system was commissioned in 1986 by HK Systems Incorporated, which Dematic acquired in 2010. Within the last 40 years, ASRS went through several upgrades (2006, 2007, 2013 and 2015) to replace the original components and perform system updates. Components such as the AGVs are at the end of their useful life, and any failure would cause a significant risk to Metro.

Metro's AGVs are computer-controlled, wheel-based load carriers that move materials and supplies autonomously around Metro's Central Maintenance Facility (CMF). They carry material loads to and from Metro's CMF main parts supply stocking warehouse and receiving docks. They follow predefined paths-using magnets-to deliver parts and components to CMF's main production line and support repair shops across multiple buildings at CMF. In addition, they deliver loads of material to the shipping area for outbound material shipments to Metro bus and rail divisions in support of Metro Operations.

Metro is currently using Dematic's Equipment Management System (EMS), which has been

customized for Metro's requirements (the 4906 AGV control system is fully integrated with Dematic's EMS). These integrated software packages are running on Windows servers and workstations, which use ORACLE RDMS (under AIX).

DISCUSSION

At CMF, the handling of material distribution and logistics comprises the heartbeat of an efficient system. Metro's Equipment Asset Management System (EAMS) relies heavily on the information provided by a computer controlled ASRS, which is integrated with EAMS. The AGVs were installed to support the transfer of materials and supplies in supporting the maintenance of Bus, Rail, and Non-Revenue vehicles throughout LA County. Unfortunately, due to the aging fleet, the AGVs have been experiencing some failures and require above-average maintenance. Replacement parts are becoming obsolete and hard to find. Replacing the aging AGVs is a strategic, cost-effective alternative to maintaining them.

Replacing the AGVs will enhance safety and allow for greater operational efficiency. The new AGV replacement will integrate into Metro's physical system and integrate with the manager/controller software. The new AGVs will use an in-vehicle charging method. High-capacity Thin Plate Pure Lead (TPPL) batteries will be used along with in-floor charging shoes to automatically recharge the onboard vehicle batteries, when necessary, without maintenance personnel being required. Metro will realize cost savings with the charging efficiency of the new battery technology, the extended life of each charge, and the minimized service disruptions.

The new AGVs also enhance warehousing efficiency by improving inventory accuracy. They are equipped with lasers, sensors, and cameras, and minimize accidents, human error, and damage to parts and supplies. The AGVs can operate 24/7, providing consistent, reliable, and faster movement of materials and supplies at the CMF main stocking location and areas where material loads are moved around: material receiving/deliveries, shipping to our Bus and Rail divisions, and CMF repair shops and production line. The newer AGVs integrate with the existing ASRS system which ensures inventory control and traceability.

Dematic is the Original Equipment Manufacturer (OEM) for Metro's ASRS system. They are also responsible for ongoing support and warranty to Metro for this system. The ASRS utilizes Dematic's proprietary components, communication protocol, controls and interface logic between the server and the system components, only the OEM can perform the equipment upgrade and software support.

DETERMINATION OF SAFETY IMPACT

The new AGVs create a safer work environment. The purchase and replacement of the new AGVs will provide Metro with an advanced state-of-the-art system and includes 360° monitoring using laser scanners to increase the vehicles' ability to sense people/objects and if something comes near the vehicle. Laser scanners replace the physical bumpers of the old AGVs and require much less periodic maintenance. The new AGVs has a maximum load capacity of 4,000 lbs. and allows for communication on either 400 MHz radio or Wi-Fi. Moreover, the new AGVs controller software can fully integrate with Metro's existing ASRS system The upgraded safety and control system allows for increased diagnostics and remote support.

Based on Dematic's proposal, there will be minimal interruption of facility operations during the installation or cutover to the new AGVs. The work will be performed during non-peak or off-shift hours.

FINANCIAL IMPACT

The project work will take place throughout 2026-2028. For FY26, \$900,000 has been set aside in Cost Center 6350, Logistics, project #290011. The total contract cost of \$4,837,855 is within the Life of Project (LOP) budget. The combined Life of Project budget for this work is \$6,062,095. Since this is a multi-year project, the Project manager, Cost Center manager, and Deputy Chief Vendor/Contract Management Officer will be responsible for budgeting the remaining costs for future fiscal years.

Impact to Budget

The source of funds for this action is TDA 4. These funds are eligible for use on bus and rail operations.

EQUITY PLATFORM

The AGV Replacement project will benefit Metro Transit riders because it supports the fleet maintenance requirements for roll-out. The new AGVs will be using state-of-the-art technology and bring the system to meet the demand of expanded ridership. In addition, the new AGVs will enable on-time parts receiving/delivery and accurate inventory control to Metro divisions for timely bus/rail cars repair and maintenance. Reliable bus/rail service will ensure riders have dependable transportation for their daily essential activities. This project will improve Metro bus and rail reliability, reduce unexpected service interruptions, and provide better rider experiences. There are no potential harm and barriers anticipated as a result of the proposed action.

The Diversity & Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of availability of small businesses. Dematic Corp. is expected to perform the work with its own workforce.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage transit, sharing a ride, or using active transportation, it is

a vital part of Metro operations, as it maintains and improves Logistics services in support of Maintenance operations.

Because the Metro Board has adopted an agency-wide VMT Reductions 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

Approval of this recommendation supports Metro's Strategic Plan Goal 1: Provide high quality mobility options that enable people to spend less time traveling. Proper functioning equipment will optimize the reliability of the Automated Storage and Retrieval System (ASRS). Also, this recommendation supports Metro's good public policy judgment and sound fiscal stewardship.

ALTERNATIVES CONSIDERED

Retaining the existing AGVs was considered. However, the 20-year-old AGVs, has exceeded its useful life, exhibited reduced reliability and increased maintenance costs. Its unreliability and inefficiency issues in material handling make it unsuitable to meet Metro's growing inventory and operational needs.

Operational Impacts in Current State

- Increased maintenance costs for end-of-life ASRS components.
- Increased maintenance time for Facilities Maintenance technicians.
- System downtime and inability to support Maintenance Operations.
- Safety systems that are far surpassed with the new technology.
- Inoperable system because of obsolete parts.
- Inoperable system because of non-supported systems.

Foreseeable Risks in Current State

- Inability to efficiently deliver parts to bus and rail facilities.
- Inability for bus and rail maintenance technicians to perform preventative maintenance and unplanned maintenance required to keep bus/rail fleet at targeted operational levels.
- Loss of inventory control and increased working capital needs agency-wide.

Metro does not possess the technical knowledge and/or documentation to support the in-house replacement of components or perform upgrades. The system integrates with Metro's enterprise applications and is considered complex with its own proprietary functions/logic. Any alternative(s) to engage other competitors would require levels of reverse engineering for both the hardware and software interfaces adding significant time to the schedule, the introduction of warranty/performance

issues, and unknown additional costs associated with the engineering to be performed. Dematic is the Original Equipment Manufacturer (OEM) and only Dematic is authorized to perform the necessary upgrades effectively and in a timely manner.

Another alternative is to consider replacing the entire system; however, this will also add significant time to the project, presenting a significant learning curve and training costs, and add considerable financial impact as a new similar system is estimated to be in the \$30-\$40 million range.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS135749000 with Dematic Corp. for the AGV replacement.

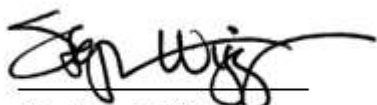
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Jeffrey Vergel de Dios, Senior Manager, Inventory Management, (213) 922-5022
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051
Carolina Coppolo, Deputy Chief, Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Michelle Navarro, Chief Financial Officer (Interim), 213 922-3056



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

AUTOMATED GUIDED VEHICLE (AGV) REPLACEMENT / PS135749000

1.	Contract Number: PS135749000	
2.	Recommended Vendor: Dematic Corp.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: November 13, 2025	
	B. Advertised/Publicized: November 18-20, 2025	
	C. Pre-Proposal Conference: November 19, 2025	
	D. Proposals Due: December 29, 2025	
	E. Pre-Qualification Completed: January 6, 2026	
	F. Ethics Declaration Forms submitted to Ethics: December 29, 2025	
	G. Protest Period End Date: April 21, 2026	
5.	Solicitations Downloaded: 26	Bids/Proposals Received: 1
6.	Contract Administrator: Armine Menemshyan	Telephone Number: 213-922-4851
7.	Project Manager: Jeff Vergel de Dios	Telephone Number: 213-922-5022

A. Procurement Background

This Board Action is to approve Contract No. PS135749000 in support of the Automated Guided Vehicle (AGV) Replacement Project. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On November 13, 2025, Request for Proposals (RFP) No. PS135749 was issued in accordance with Metro’s Acquisition Policy and the contract type is firm fixed price. The Diversity and Economic Opportunity Department did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of availability of small businesses.

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

- Amendment No. 1, issued on November 19, 2025, extended the proposal due date from December 17, 2025, to December 19, 2025.
- Amendment No. 2, issued on December 4, 2025, extended the proposal due date from December 19, 2025, to December 29, 2025, added one more worksite visit, and extended the questions due date.

A total of 26 downloads of the RFP were recorded in the planholders’ list. A virtual pre-proposal conference was held on November 19, 2025, and was attended by seven participants representing two firms. There were five questions received and responses were provided prior to the proposal due date.

One proposal was received from Dematic Corp. by the proposal due date of December 29, 2025.

Since only one proposal was received, staff conducted a market survey of the planholders to determine why no other proposals were received. Responses were received from seven firms, and they included:

- Scope of services not being within their area of expertise.
- Time constraints to prepare and submit a proposal.

The market survey revealed that the decisions not to propose were based on individual business considerations. Therefore, the solicitation can be awarded as a competitive award.

B. Evaluation of Proposal

A Proposal Evaluation Team (PET) consisting of staff from Logistics, Inventory Management, Facilities/Property Maintenance, and Policy, Systems, and Development Services Departments was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria:

1) Pass/Fail Requirements

Proposers must meet all of the Pass/Fail Requirements to be considered technically acceptable to move forward with the evaluation process:

Key Personnel: Provide proof of qualifications and experience of staff who will manage or perform critical roles under the contract in the past 5 years.

- a) Does the proposer meet all the Performance Requirements stated in the Scope of Work?
- b) Does the proposer meet all the Safety Requirements stated in the Scope of Work?
- c) Does the proposer meet all the Mechanical Requirements stated in the Scope of Work?
- d) Does the proposer meet all the Control System Requirements stated in the Scope of Work?
- e) Does the proposer meet all the Battery Charging Requirements stated in the Scope of Work?
- f) Does the proposer meet all the AGV Routing Interface Requirements stated in the Scope of Work?
- g) Does the proposer meet all the System Requirements stated in the Scope of Work?

- h) Does the Proposer’s level of service commitment align with Metro’s needs stated in the Scope of Work?
- i) Does the proposal reflect the ability to complete this project in 24 months or less?
- j) Does the proposal meet the Warranty Requirements (Proposer must provide a minimum of 12 months of warranty from the project completion)?
- k) Do the proposer and all subcontractors meet Licensing Requirements (Prime Contractor must hold one or more of the following California State Contractors Licenses: A, B, C10 or C61/D21, and all subcontractors shall hold California State Contractor’s Licenses applicable to their trade or discipline)?

2) Evaluation Criteria

The proposer met the Pass/Fail requirements and was further evaluated based on the following evaluation criteria and weights:

- Firm's Skills, Experience, and Qualifications 25%
- Project Manager and Key Personnel 25%
- Understanding of the Work and Approach 20%
- Risk Assessment 10%
- Price 20%

Several factors were considered when developing these weights, giving the greatest importance to the firm's skills, experience, and qualifications, and the project manager and key personnel.

From January 12, 2026 to January 30, 2026, the PET independently evaluated and scored the technical proposal and determined that Dematic Corp. met the requirements of the RFP and is technically qualified to perform the services.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Dematic Corp.				
3	Firm's Skills, Experience, and Qualifications	91.00	25.00%	22.75	
4	Project Manager and Key Personnel	86.00	25.00%	21.50	
5	Understanding of the Work and Approach	87.50	20.00%	17.50	
6	Risk Assessment	88.00	10.00%	8.80	
7	Price	100.00	20.00%	20.00	
8	Total		100.00%	90.55	1

C. Cost Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	Dematic Corp.	\$4,837,855	\$6,062,095	\$4,837,855

The variance between the recommended amount and the ICE is the result of the contractor providing highly competitive pricing due to current market conditions, including reduced material costs and favorable supplier agreements. In addition, the contractor demonstrated optimized processes, streamlined project management, and efficient resource allocation, which significantly lowered overhead expenses without compromising quality. The contractor already possesses the necessary equipment, tools, and technical expertise, eliminating the need for additional capital expenditures that were considered in the ICE.

D. Background on Recommended Contractor

Dematic Corp. (Dematic), a member of the KION Group, headquartered in Atlanta, Georgia, has approximately 10,000 employees globally, providing innovative, integrated supply chain automation technologies, software, and services.

Dematic has a large Lifecycle Solutions Services customer service group focused solely on live system modernizations and upgrades. Dematic's Modernization Project Management and Engineering Team have over 30 years of AGV Upgrade experience. Its clients include the United States Army, JCPenney, Wal-Mart, Anheuser-Busch, and Wells Dairy.

In addition, Dematic is the original AGV system integrator and equipment manufacturer as well as the system developer and integrator of Metro's Equipment Management System (EMS) software. Dematic successfully installed Metro's current AGVs in 2006 as replacements for the originals and performance has been satisfactory.

DEOD SUMMARY

AUTOMATED GUIDED VEHICLE (AGV) REPLACEMENT / PS135749000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of availability of small businesses. Dematic Corp. is expected to perform the work with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

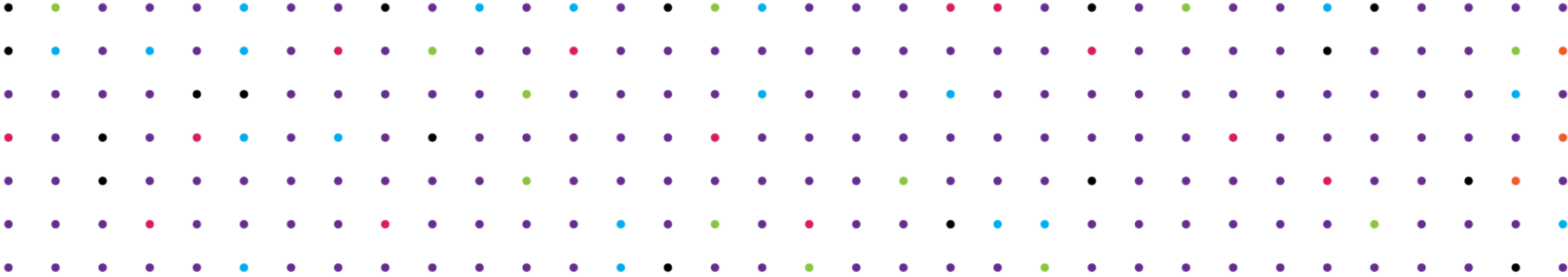
D. Project Labor Agreement/Construction Careers Policy

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.

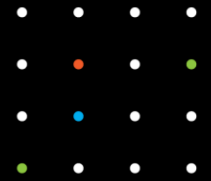
E. Manufacturing Careers Policy

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.

Automated Guided Vehicle (AGV) Replacement



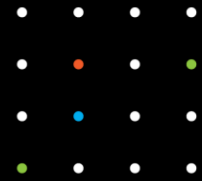
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

Award a 24-month firm-fixed price, Contract No. PS135749000 to Dematic Corp. (Dematic) for the Automated Guided Vehicle (AGV) replacement to install 11 AGVs along with the associated software in the amount of \$4,837,855.00, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Dematic Corporation

NUMBER OF BIDS/PROPOSALS

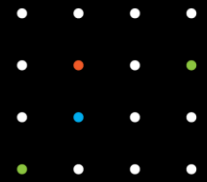
One proposal was received from Dematic Corporation by the proposal due date.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	Dematic Corp.	\$4,837,855	\$6,062,095	\$4,837,855

DEOD COMMITMENT

DEOD did not establish a SBE/DVBE participation goal for this procurement due to the lack of availability of small businesses. Dematic Corp. is expected to perform the work with its own workforce.

ISSUE & DISCUSSION



ISSUE

- The 20-year-old (AGVs) replacement parts are at their end of life and obsolete.
- The 20-year-old controller software is obsolete and will not be supported by Dematic Corporation.

DISCUSSION

- The replacement of Metro owned and operated Automated Guided Vehicles (AGV) which is a component of Metro's existing Automated Storage and Retrieval system (ASRS).
- The AGVs were installed to support the transfer of materials and supplies to support the maintenance of Bus, Rail, MOW and Non-Revenue Lines of Business.
- Service interruptions and failures of inventory parts to the Lines of Businesses (LOBs) is the risk. If the AGVs and Controller System are not upgraded through replacement (using the same Company – Dematic) a high risk to support all LOBs extends each day including catastrophic failures.
- Replacing the aging AGVs is a strategic alternative to reduce costs, support equipment up-time and stability as well as client requirements.





Board Report

File #: 2026-0272, File Type: Contract

Agenda Number: 31.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: RECRUITMENT SERVICES BENCH

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to the Recruitment Services Bench Contract Nos. PS95999000 with Partners in Diversity, Inc., PS95999001 with DeSanti, and PS95999002 with David Gomez Partners to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency in an amount Not-To-Exceed (NTE) \$200,000, increasing the cumulative contract value from \$482,500 to \$682,500, and extending the period of performance from September 1, 2026 to August 31, 2027.

ISSUE

In September 2023, Metro established the Recruitment Services Bench (Bench) for an amount NTE \$482,500 for a three-year term (inclusive of a two-year base term and a one-year option). The Bench has successfully provided recruitment support services that complement Metro's internal hiring efforts, including high-volume recruitments needed to support Metro's core business functions and maintain service delivery. The Bench establishes a readily available pool of specialized executive search consultants who can be deployed as needed, ensuring continuity and responsiveness in addressing critical staffing needs. The current hiring demands across the agency for specialty and executive level positions have exceeded historical hiring trends, requiring Metro to adjust its Bench capacity and contract term. In parallel, Metro will issue a competitive request for proposals (RFP) to ensure consistent executive recruitment services.

BACKGROUND

Currently, Metro has 297 vacant non-contract positions, representing an overall 12% vacancy rate for these positions. Of these vacancies, 42 are executive-level roles (Deputy Executive Officers and above). The average time-to-hire for non-executive positions is approximately 8-10 weeks. This is in addition to the average 200 bus operators Metro hires per month (via the high-volume recruitment process), reflecting significant improvements over the past year driven by enhanced hiring processes, improved communication and partnerships, and prioritization of mission-critical roles across all cabinets. With the support of the Bench, the average time-to-hire for executive, specialized

and hard-to-fill roles, such as Information Technology and support of Department of Public Safety positions, is approximately 4-6 months, depending on overall complexity of the search.

By leveraging both internal recruiters and specialized recruitment bench services, Metro is able to maintain a coordinated and strategic approach to talent acquisition, ensuring that all recruitment efforts are prioritized, organized, and actively managed. This approach and recommended contract term extensions are critical to addressing vacancies as the agency expands and proactively supports key initiatives, including the D (Purple) Line extension, build-out of the Department of Public Safety (including sworn officers), and preparation for major regional events including the FIFA World Cup, and the Olympic and Paralympic Games.

DISCUSSION

Metro has made significant progress in attracting talent over the past two fiscal years by improving time-to-hire and reducing the agency's overall vacancy rate. Notably, the average time-to-hire for regular recruitments decreased from 12-31 weeks to 8-10 weeks. However, sustaining and building on these gains, particularly for highly specialized and complex, hard-to-fill positions, requires continued access to the Bench. These services provide targeted sourcing strategies, expanded candidate pipelines, and industry-specific outreach that cannot be consistently replicated through internal capacity alone, especially for senior-level and niche roles.

Maintaining this support enables Metro to continue strengthening a diverse, high-performing leadership and professional pipeline, while ensuring consistency in recruitment outcomes as the agency expands and takes on new priorities. Additionally, these efforts align with industry best practices and enhance Metro's ability to meet evolving workforce needs and service delivery demands. Metro will continue to measure success through sustained reduction of vacancy rates and time-to-hire for executive and professional roles, as well as through measurable improvements in candidate quality and retention outcomes.

Also, executive recruitment bench services enhance Metro's internal recruitment function by complementing and extending its hiring strategy. By augmenting internal capacity, this approach enables the agency to more effectively fill executive, highly specialized, and hard-to-fill roles that require targeted outreach, market expertise, and accelerated timelines. Consequently, this strengthens Metro's competitiveness in attracting top talent, reduces time-to-fill for critical positions, and supports organizational stability by minimizing prolonged vacancies across mission-critical functions. To sustain momentum and meet increased hiring demands for specialty and executive level positions, which have exceeded historical hiring trends, a contract modification is needed and in parallel Metro will initiate a competitive procurement to establish a new recruitment bench before this modification term ends, ensuring uninterrupted recruitment support services. In FY 26, Metro used this contract to fill 12 positions, up from 4 the previous fiscal year.

DETERMINATION OF SAFETY IMPACT

Approval of these contract modifications will allow Metro to continue working towards the effective recruitment of mission-critical positions and support retention strategies. This proactive approach ensures the safety of our employees, Metro customers, and the public at large.

FINANCIAL IMPACT

This action will not have an impact on the FY26 budget as funding for the contract modifications are included under cost center 6240 Talent Acquisition, project 100001, task 01.01, General Overhead.

Impact to Budget

The source of funding will be administrative funds that are not eligible for bus/rail operating expenses.

The cost center manager and the Chief People Officer are accountable for budgeting costs for future fiscal years.

EQUITY PLATFORM

The services provided by the consultants will ensure Metro remains focused on the effective recruitment and retention of mission-critical positions and key agency initiatives, while advancing equity. This action enables Metro to sustain a proactive, strategic, and timely approach to talent acquisition while maintaining full compliance with regulatory, safety, and Equal Employment Opportunity requirements, and supporting the delivery of world-class transit service throughout Los Angeles County.

The Diversity & Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal when the original contract was solicited. Despite this, two of the three firms, Partners in Diversity and DeSanti, are certified Metro small businesses.

Through their work, the recruitment services bench firms have demonstrated a strong commitment to advancing equity at Metro by supporting inclusive recruitment practices for executive and professional roles, particularly for complex and hard-to-fill positions. Their approach emphasizes diversity, equity, and inclusion at every stage of the recruitment process, from targeted outreach and candidate engagement to equitable evaluation and compensation, and access to pension and benefit services during the employment lifecycle, helping to ensure that Metro attracts and retains a diverse, high-quality workforce aligned with its organizational values and service mission.

Metro's current workforce reflects a diverse ethnic composition as listed below:

- Latino: 47.7%
- African American: 25.3%
- Asian: 10.9%
- White: 8.4%
- No Disclosure: 4.5%
- Two or More: 2.1%
- Native Hawaiian: 0.6%
- Native American: 0.5%

Maintaining and strengthening this diversity requires continued, intentional recruitment strategies.

Metro remains committed to ensuring its hiring practices are fair, equitable, and reflective of the communities we serve. Leveraging specialized recruitment partners further supports this commitment by expanding outreach, mitigating bias in candidate evaluation, and enhancing access to diverse talent pools for leadership and critical roles.

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 recruiting and retaining Metro's human capital which is critical to delivering transit services. By ensuring we continue to recruit for mission critical positions and retain internal talent, this action supports Metro's ability to provide a reliable, safe, and attractive alternative to driving. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. This contract modification will ensure that Metro continues to utilize recruitment bench support services in advance of new initiatives, regional events and expansion efforts impacting Metro's workforce.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation. An alternative would be to manage these recruitments entirely in-house. However, this approach is not recommended as Metro currently lacks the capacity to effectively manage executive, specialized, and hard-to-fill recruitment efforts while simultaneously sustaining existing workloads and the current average time-to-hire of 8 -10 weeks. This includes high-volume recruitments necessary to maintain adequate service levels. Furthermore, absorbing these responsibilities in-house would jeopardize the significant progress made over the past year, a time when the agency is preparing to host major regional and world events. Elevated vacancy levels could also adversely affect organizational productivity, service delivery for critical initiatives, and employee morale.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 2 to the Recruitment Services Bench

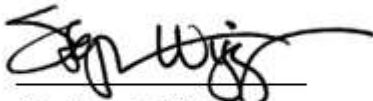
Contract Nos. PS95999000 through PS95999002 to continue to provide recruitment bench services in support of the agency.

ATTACHMENTS

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

Prepared by: Nancy Saravia, Deputy Executive Officer, Administration, (213) 922-1217
Don Howey, Senior Executive Officer, Special Programs, (213) 922-8867
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Dawn Jackson-Perkins, Chief People Officer, (213) 418-3166



Stephanie Wiggins
Chief Executive Officer

**PROCUREMENT SUMMARY
RECRUITMENT SERVICES BENCH / PS95999000 THROUGH PS95999002**

1.	Contract Number: PS95999000 through PS95999002		
2.	Contractor: Partners in Diversity, Inc., DeSanti and David Gomez Partners, Inc.		
3.	Mod. Work Description: Increase the Not-to-Exceed (NTE) cumulative bench contract value to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency and extend the period of performance through 8/31/27.		
4.	Contract Work Description: Provide recruitment services for professional, management, and executive-level positions across the agency.		
5.	The following data is current as of: 04/14/26		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	09/01/23	Bench Contract Award Amount: \$350,000
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$132,500
	Original Complete Date:	08/31/26	Pending Modifications (including this action): \$200,000
	Current Est. Complete Date:	08/31/27	Current Contract Value (with this action): \$682,500
7.	Contract Administrator: Annie Duong		Telephone Number: (213) 418-3048
8.	Project Manager: Nancy Saravia		Telephone Number: (213) 922-1217

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 to the Recruitment Services Bench Contract Nos. PS95999000 through PS95999002 to increase the NTE cumulative bench contract value to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency and extend the period of performance from 9/1/26 through 8/31/27.

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

In September 2023, Metro awarded three Contract Nos. PS95999000 through PS95999002 for recruitment services for professional, management, and executive-level positions across the agency. The period of performance is a two-year base term with one, one-year option.

One modification has been issued to date.

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

B. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the firms' fixed unit rates established and evaluated during the competitive award in September 2023. The Independent Cost Estimate (ICE) is based on the contracts' firm fixed unit rates, which remain unchanged and are lower than current market rates for similar services.

Proposal Amount	Metro ICE	Recommended Amount
\$200,000	\$200,000	\$200,000

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

RECRUITMENT SERVICES BENCH / PS95999000 THROUGH PS95999002

Mod No.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise the one-year option term, extending the period of performance (POP) through 8/31/26.	Approved	9/1/25	\$132,500
2	Increase the not-to-exceed cumulative bench contract value to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency and extend the POP through 8/31/27.	Pending	Pending	\$200,000
	Modification Total			\$332,500
	Original Contract:		09/01/23	\$350,000
	Total:			\$682,500

DEOD SUMMARY

RECRUITMENT SERVICES BENCH / PS95999000 THROUGH PS95999002

A. Small Business Participation

At the time of solicitation, the Diversity & Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of subcontracting opportunities. Two of the three bench prime consultants, Partners In Diversity, Inc. and DeSanti, are certified small businesses. It is expected that each firm will continue performing the services of this contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

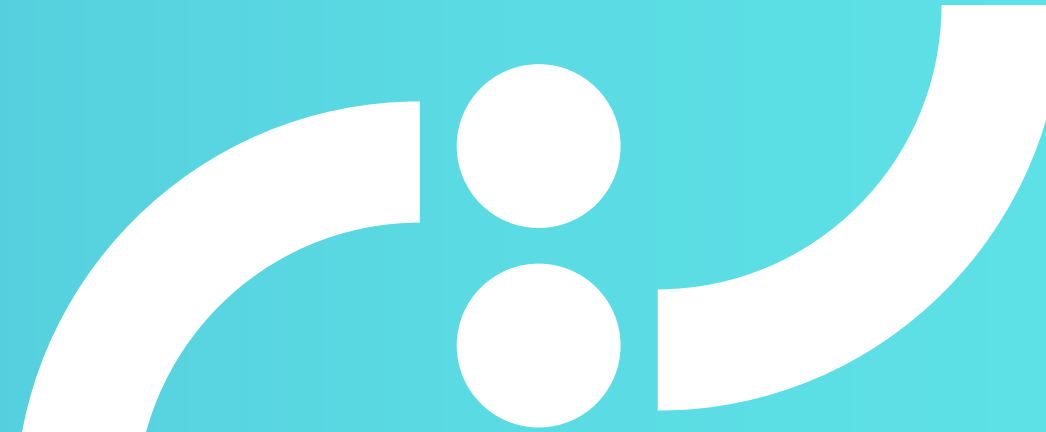
E. Manufacturing Careers Policy

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

Recruitment Services Bench Contract Modification



Background



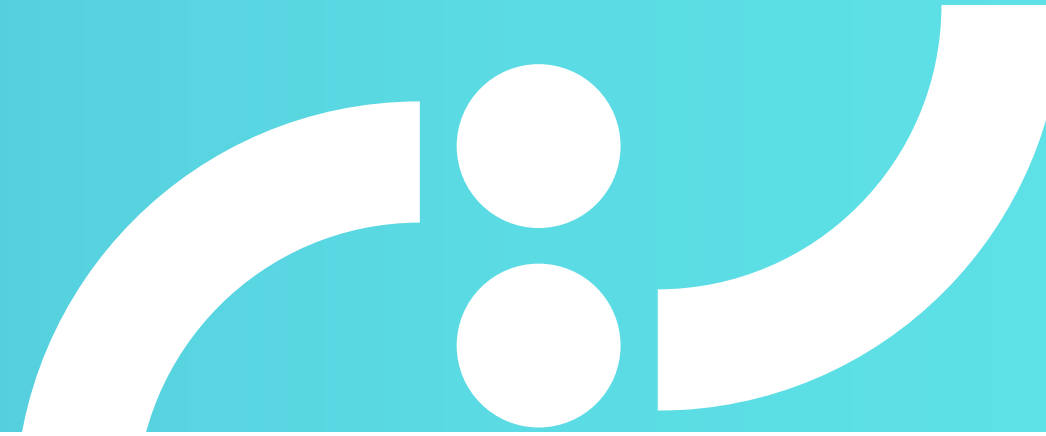
Metro's recruitment services bench:

- Provides critical recruitment support that augments internal capacity
- Complements Metro's hiring strategy to meet evolving workforce demands
- Accelerates hiring through targeted outreach and streamlined timelines
- Enhances competitiveness to attract and secure top-tier, diverse talent
- Minimizes vacancies in mission-critical, hard-to-fill, and executive roles
- Sustains improved time-to-hire and reduced agency vacancy rates
- Addresses increased demand for specialty and executive roles exceeding historical trends

Recommendation

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to the Recruitment Services Bench Contract Nos. PS95999000 with Partners in Diversity, Inc., PS95999001 with DeSanti, and PS95999002 with David Gomez Partners to continue supporting the identification and placement of qualified candidates for professional, management, and executive-level positions across the agency in an amount Not-To-Exceed (NTE) \$200,000, increasing the cumulative contract value from \$482,500 to \$682,500, and extending the period of performance from September 1, 2026 to August 31, 2027.

Next Steps



- Upon Board approval, staff will execute Modification No. 2 to Recruitment Services Bench Contract Nos. PS95999000 through PS95999002.
- Metro remains committed to:
 - ✓ Timely filling of executive, specialty, and other hard-to-recruit positions
 - ✓ Leveraging both internal recruiters and specialized recruitment bench services
 - ✓ Ensure a coordinated and strategic approach to talent acquisition
 - ✓ Continue to keep recruitment efforts prioritized, organized, and actively managed agencywide



Board Report

File #: 2026-0246, File Type: Contract

Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: DRONE SECURITY MONITORING SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS118995000 with Flying Lion, Inc. to continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system, in the amount of \$497,764, increasing the total contract value from \$497,780 to \$995,544, and extending the period of performance from July 22, 2027, through July 21, 2029.

ISSUE

Metro's transit system spans more than 100 rail stations, over 250 miles of rail right-of-way (ROW), thousands of bus stops, and critical infrastructure across Los Angeles County. Rapid situational awareness is essential for inspections, responding to security incidents, emergencies, and service disruptions. Drone services support incident assessment, infrastructure inspections, and security monitoring in areas with limited CCTV coverage, including locations impacted by copper theft and vandalism. With a rise in high-risk areas along the rail right-of-way due to the increased value of copper wire, there was an increased need for continuous observation and frequent drone deployments at the start of the contract in 2024. Drone flights averaged five times per week, which accelerated the use of funds. While deployments have been reduced to approximately twice per week, a contract modification is required to continue these core services, driven by current field conditions and to account for upcoming large-scale events.

BACKGROUND

In 2019, as the Metro "New Blue" (A Line South refurbishment) project was attempting to reopen, it encountered continuous delays due to rampant copper cable thefts along the rail line. As this issue persisted, the project team sought new solutions in August 2023 to improve the observation and detection of copper cable thefts along the rail lines. After evaluating various options, drone operations emerged as the most effective solution for monitoring these often-unseen areas. Following a search for experienced vendors, Flying Lion Inc., a specialized drone service provider for public safety agencies, was identified as the most reputable source to support this mission. The effectiveness of this approach was demonstrated during a three-night pilot program along the Metro C Line. In July 2024, in response to the rise in copper cable thefts and vandalism along the rail right-of-way, Metro

awarded a three-year contract with Flying Lion Inc. in the amount of \$497,780 for drone security monitoring services. These services are intended to mitigate infrastructure damage and service disruptions by providing surveillance in areas where traditional CCTV coverage is unavailable.

DISCUSSION

Drone services support Metro operations by providing rapid aerial visibility during incidents, infrastructure inspections, and major events. Since 2023, Metro has experienced more than 300 copper cable theft incidents affecting rail infrastructure, and drones help monitor vulnerable locations with limited CCTV coverage. A review of available data comparing 2025 to early 2026 shows a shift in reported copper theft incidents. 2025 reflects higher incident density and repeated clustering across key corridors, while early 2026 data shows reduced clustering and fewer repeat theft locations, particularly in previously high-frequency areas. This change aligns with the increased deployment of drone services to support proactive patrols, infrastructure inspections, and real-time incident response in high-risk areas, including locations with limited or no CCTV coverage.

Operational records, including Security Operations Center activity logs and After Action Reports, consistently document drone-assisted observation of trespassing and suspicious behavior in high-risk areas. The data show that once suspicious activity is identified and law enforcement is notified, individuals routinely vacate the area before escalation. This demonstrates a clear deterrent and disruption effect, particularly in locations with limited visibility and no fixed security presence. As a result, enhanced monitoring has contributed to an estimated 25-35% reduction in copper theft activity in targeted corridors, while also expanding operational demand across safety, maintenance, and systemwide monitoring functions.

Drone services are now regularly deployed for real-time incident monitoring, post-incident assessment, and proactive patrols, including operations in low-visibility environments where traditional resources are limited. With the approaching 2026 FIFA World Cup and the upcoming Olympic and Paralympic Games, drone operations will further enhance security monitoring during major events and increased ridership, helping ensure the safety of domestic and international visitors and maintaining reliable transit operations so passengers can travel safely and arrive at matches on time. Additional drone flights and flight hours are anticipated.

Increasing the contract amount and period will ensure continuity of drone services to support infrastructure protection, incident response, systemwide situational awareness, and increase efficiency and effectiveness in deploying resources. To maintain this operational capability, a contract modification is necessary to accommodate the increased demand.

DETERMINATION OF SAFETY IMPACT

Approval of this item will strengthen Metro's safety posture by providing aerial situational awareness to improve incident assessment and response coordination during emergencies and security incidents. Drone services will also support monitoring in areas with limited CCTV coverage, helping deter copper theft and vandalism, and enabling personnel to evaluate field conditions remotely before deploying field resources.

FINANCIAL IMPACT

The FY26 Budget includes \$100,000 for this contract in cost center 2613, Physical Security, under project 306001 - Operations Transportation.

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

Impact to Budget

Funding for this action will come from federal, state, and local sources that are eligible for bus and rail operations.

EQUITY PLATFORM

The drone services will enhance situational awareness and emergency response capabilities, contributing to safer conditions for riders, employees, and surrounding communities. Staff use crime reports to determine where to deploy the drones, with deployments being mission-specific rather than routine patrols, and operations are focused on Metro infrastructure. Most drones were deployed along the ROW. For operational effectiveness, deployments are not publicly announced in advance. There may be privacy concerns related to over-surveillance, but drones are deployed strictly in the surrounding areas of the Metro system for aerial crime surveillance only. These drones do not have facial recognition technology capabilities. Any recorded footage is handled and shared with limitations to authorized uses, such as for law enforcement coordination. Furthermore, while the drones typically fly in the night-time and early dawn hours, they do not emit loud noises and will not contribute to noise pollution in nearby communities.

Flying Lion, Inc., a Small Business (SB) Prime, made a 100% SBE commitment on the contract. The current level of participation is 100% SBE.

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 improved operational safety and service reliability of Metro's system. 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 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.

ALTERNATIVES CONSIDERED

The alternative of not approving this action is not recommended because it would limit Metro’s ability to monitor vulnerable infrastructure, respond to security incidents, and deter copper theft in areas with limited CCTV coverage. Drone services provide rapid aerial coverage of large rail corridors and facilities that cannot be monitored as quickly by other resources or matched by any other technological solution.

NEXT STEPS

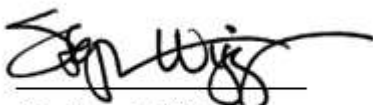
Upon Board approval, staff will execute Modification No. 2 to Contract No. PS118995000 with Flying Lion, Inc.

ATTACHMENTS

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

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

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448



Stephanie Wiggins
Chief Executive Officer

**PROCUREMENT SUMMARY
DRONE SECURITY OBSERVATION SERVICES/PS118995000**

1.	Contract Number: PS118995000		
2.	Contractor: Flying Lion, Inc.		
3.	Mod. Work Description: Continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system, and extend the period of performance from July 22, 2027, through July 21, 2029.		
4.	Contract Work Description: Provide drone security observation services utilizing Unmanned Aircraft Systems (UAS), including equipment, trained operators, and operational support to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system.		
5.	The following data is current as of: 4/6/2026		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	7/22/24	Contract Award Amount: \$497,780
	Notice to Proceed (NTP):	N/A	Total of Modification Approved: \$0
	Original Complete Date:	7/21/27	Pending Modification (including this action): \$497,764
	Current Est. Complete Date:	7/21/29	Current Contract Value (with this action): \$995,544
	Contract Administrator: Britney Shedrick		Telephone Number: (213) 418-3313
	Project Manager: Nicholas Kappos		Telephone Number: (213) 922-4386

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 to continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system and extend the period of performance from July 22, 2027, through July 21, 2029.

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

A total of one modification has been issued to date.

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

B. Cost Analysis

The recommended fully burdened hourly rates have been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), technical analysis, and cost analysis. The Independent Cost Estimate (ICE) is based on the original contract rates negotiated in 2024.

Proposed Amount	Metro ICE	Recommended Amount
\$497,764	\$497,764	\$497,764

CONTRACT MODIFICATION/CHANGE ORDER LOG

DRONE SECURITY OBSERVATION SERVICES/PS118995000

Mod. No.	Description	Status (approved or pending)	Date	Amount
1.	Updated technical requirements and contractor duties and responsibilities in the Scope of Services, and revised the Pricing Agreement to note that hourly rates per flight are inclusive of Command Van Deployment.	Approved	8/20/24	\$0
2.	Continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system, and extend the period of performance from July 22, 2027 through July 21, 2029.	Pending	Pending	\$497,764
	Modification Total:			\$497,764
	Original Contract:		7/22/24	\$497,780
	Total:			\$995,544

DEOD SUMMARY

DRONE SECURITY OBSERVATION SERVICES / PS118995000

A. Small Business Participation

Flying Lion, Inc., a Small Business (SB) Prime, made a 100% SBE commitment. Based on payments, the contract is 87% complete. The current level of participation is 100% SBE.

	SBE Prime Contractor	SBE % Committed
1.	Flying Lion, Inc. dba Sky Ladder Drones (Prime)	100%
Total Commitment		100%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

E. Manufacturing Careers Policy

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



Drone Security Monitoring Services Contract Modification

Operations, Safety, & Customer Experience Committee

May 21, 2026

File ID 2026-0246



Staff Recommendation

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS118995000 with Flying Lion, Inc. to continue to support security monitoring, emergency response, infrastructure inspections, and aerial situational awareness across the Metro transit system, in the amount of \$497,764, increasing the total contract value from \$497,780 to \$995,544, and extending the period of performance from July 22, 2027, through July 21, 2029.

Background

- In 2019, Metro’s “New Blue” (A Line South Refurbishment) project experienced reopening delays due to ongoing copper cable thefts along the rail corridor, impacting project timelines.
- As theft activity continued across the rail system, Metro began evaluating enhanced monitoring and detection solutions in August 2023 to improve security coverage along vulnerable right-of-way areas.
 - After evaluating options, drone operations emerged as the most effective and efficient solution due to their ability to provide rapid, real-time monitoring of large and difficult-to-access areas where traditional patrols and fixed cameras have limited visibility.



Stolen copper wire from tracks (left) and a drone’s thermal detection capturing footage of suspects on the I-105 stealing copper wire during a pilot (right).

Background (cont.)

- In July 2024, in response to the rise in copper cable thefts and vandalism along the rail right-of-way, Metro awarded a three-year contract with Flying Lion Inc. in the amount of \$497,780 for drone security monitoring services.
- With a rise in high-risk areas along the rail right-of-way due to the increased value of copper wire, there was an increased need from Metro Operations for continuous observation and frequent drone deployments – averaging five times per week – at the start of the contract in 2024.



Metro[®]

A drone's thermal detection captures footage of a suspect at the Florence interlocking (left) and a drone-captured image of a suspect at Firestone Station (right).

Discussion

- Enhanced monitoring has contributed to an **estimated 25–35% reduction in copper theft activity** in targeted corridors, while also expanding operational demand across safety, maintenance, and systemwide monitoring functions.
- DPS is now regularly utilizing drone services to do the following: real-time incident monitoring, post-incident assessment, and proactive patrols, including operations in low-visibility environments where traditional resources are limited.
- Although drone deployments have currently been reduced from five to twice per week due to an accelerated use of funds nearing the contract authority limit (10% remaining), **a contract modification is required to continue the core services**, including infrastructure protection, incident response, and systemwide situational awareness, which are driven by current field conditions and to account for upcoming large-scale events.

Next Steps

- Upon Board approval, staff will execute Modification No. 2 to Contract No. PS118995000 with Flying Lion, Inc.



Board Report

File #: 2026-0116, File Type: Appointment

Agenda Number: 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: ANNUAL APPOINTMENTS TO METRO'S SERVICE COUNCILS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils (Attachment A).

ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who serve 3-year terms. The terms of three of the five Council's nine seats expire annually on June 30; incumbent Representatives can serve additional terms if re-nominated by the nominating authority, or new nominees may be forwarded. All nominations are confirmed by the Metro Board.

BACKGROUND

MSCs were created in 2002 as community-based bodies that improve bus service and promote service coordination with municipal and local transit providers. The MSC bylaws specify that representatives who live, work, or represent the region should have a basic working knowledge of public transit service within their area and understand passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions for proposed bus route changes, and considering staff recommendations/public comments. All route and major service changes approved by the MSCs will be brought to the Metro Board of Directors as an information item. If the Metro Board moves an MSC-approved service change to an action item, the MSCs will be notified of this change before the next Service Council monthly meeting.

DISCUSSION

The individuals listed below have been nominated by each of the Councils' nominating authorities. If approved by the Board, they will serve for the three-year terms specified below. A brief listing of qualifications for new nominees and the nomination letters are provided in Attachments A and B.

Membership of the Councils with these appointees compared to the regions' demographics and ridership are provided in Attachment C. Lastly, the original date of appointment and attendance record over the previous July 1, 2023-June 30, 2026 term is provided for all incumbent candidates; the May and June 2026 Service Council meetings had not yet been held at the time this report was prepared.

Gateway Cities Service Council

- A. Frank Garcia, New Appointment
Nominated by: Gateway Cities Council of Governments
Term: July 1, 2026 - June 30, 2029

- B. Samuel Peña, Reappointment
Nominated by: Gateway Cities Council of Governments
Term: July 1, 2026 - June 30, 2029
Attendance: Councilmember Peña has served on this Service Council since March 2016. Of the 28 meetings held during his most recent term, he attended 28 (100%).

San Fernando Valley Service Council

- C. Myung-Soo Seok, New Appointment
Nominated by: City of Los Angeles Mayor Karen Bass
Term: July 1, 2026 - June 30, 2029

- D. Victoria Dochoghlian, New Appointment
Nominated by: City of Los Angeles Mayor Karen Bass
Term: July 1, 2026 - June 30, 2029

- E. Michael Menjivar, Reappointment
Nominated by: Cities of Burbank, Glendale, and San Fernando
Term: July 1, 2026 - June 30, 2029
Attendance: Councilmember Menjivar has served on this Service Council since September 2025. Of the 6 meetings held during his most recent term, he attended 2 (33%).

Note: A member of the San Fernando Valley Service Council resigned in January 2026, creating an additional vacancy. City of Los Angeles Mayor Karen Bass has nominated the current appointee of a seat nominated by the Cities of Burbank, Glendale, and San Fernando to fill that vacancy, thus creating an additional vacancy for the Cities of Burbank, Glendale, and San Fernando. Nominations from the Cities of Burbank, Glendale, and San Fernando for their two seats on this Council are pending.

San Gabriel Valley Service Council

- F. Gary Floyd, Reappointment
Nominated by: Cities of La Cañada-Flintridge, Pasadena, and Sierra Madre
Term: July 1, 2026 - June 30, 2029

Attendance: Councilmember Floyd has served on this Service Council since July 2020. Of the 28 meetings held during his tenure, he attended 18 (64%).

G. John Wu, Reappointment

Nominated by: Cities of Alhambra, San Gabriel, San Marino, and South Pasadena

Term: July 1, 2026 - June 30, 2029

Attendance: Councilmember Wu has served on this Service Council since June 2025. Of the 9 meetings held during his tenure, he attended 9 (100%).

Note: The San Gabriel Valley Council of Governments has a nomination pending for one of its three seats.

South Bay Cities Service Council

H. David Mach, Reappointment

Nominated by: South Bay Cities Council of Governments

Term: July 1, 2026 - June 30, 2029

Attendance record: Councilmember Mach has served on the Council since July 2020. Of the 28 meetings held during his current term, he attended 26 (90%).

I. Melissa Molina, Reappointment

Nominated by: South Bay Cities Council of Governments

Term: July 1, 2026 - June 30, 2029

Attendance record: Councilmember Molina has served on the Council since July 2023. Of the 28 meetings held during her current term, she has attended 22 (79%).

J. Bob Wolfe, Reappointment

Nominated by: South Bay Cities Council of Governments

Term: July 1, 2026 - June 30, 2029

Attendance record: Councilmember Wolfe has served on the Council since October 2021. Of the 28 meetings held during his current term, he has attended 28 (100%).

Westside Central Service Council

K. Jennifer Nazario, Reappointment

Nominated by: City of Los Angeles Mayor Karen Bass

Term: July 1, 2026 - June 30, 2029

Attendance: Councilmember Nazario has served on this Service Council since November 2024. Of the 15 meetings held during her tenure, she attended 12 (80%).

L. David Feinberg, Reappointment

Nominated by: Westside Cities Council of Governments

Term: July 1, 2026 - June 30, 2029

Attendance record: Councilmember Feinberg has served on the Council since April 2014. Of the 28 meetings held during his current term, he attended 22 (79%).

M. Dan Wentzel, Reappointment

Nominated by: Third District Supervisor Lindsey P. Horvath

Term: July 1, 2026 - June 30, 2029

Councilmember Wentzel has served on the Council since July 2023. Of the 28 meetings held since Councilmember Wentzel was appointed, he attended 27 (96%).

EQUITY PLATFORM

Staff recommends appointing Service Council members who represent the diverse needs and priorities of the respective region's demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares the Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents with each nomination request. Membership of the Councils with these appointees, compared to the regions' demographics and ridership, is provided in Attachment C. This practice has resulted in greater diversity of race/ethnicity and gender of the Service Councils over the last several years. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity on some of the Service Councils. Staff will continue to share race/ethnicity and gender demographic information and encourage nominating authorities to consider these factors when selecting individuals for nomination.

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 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.

*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 supports the following Metro Strategic Plan Goal: 30 Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The alternative to the recommendation would be for the nominees not to be approved for appointment. This would reduce the effectiveness of the Service Councils, as it would increase the

challenge of obtaining a necessary quorum for the Service Councils to formulate and submit recommendations to the Board. It would also result in the Service Councils having a less diverse representation of its service areas.

NEXT STEPS

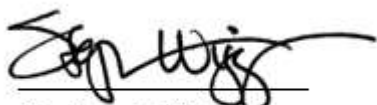
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service as well as the customer experience in their areas. Staff will also continue to work with the nominating authorities to obtain nominations for the remaining vacant seats.

ATTACHMENTS

Attachment A - New Appointee Nomination Letters
Attachment B - New Appointee Biography and Qualifications
Attachment C - Service Councils Demographic Information

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

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



Stephanie Wiggins
Chief Executive Officer

Metro Service Council Nomination Letters

Gateway Cities Service Council



April 2, 2026

Ms. Stephanie Wiggins, CEO
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

Dear Ms. Wiggins:

Nominees for the Metro Gateway Cities Service Council

Acting in its capacity as the convening coalition of the Metro Gateway Cities Service Council, the Board of Directors of the Gateway Cities Council of Governments has nominated one elected official to fill one seat expiring on June 30, 2026. In addition, one community member was selected for the second seat expiring June 30, 2026.

At its meeting of April 1, 2026, Gateway Cities Council of Governments Board of Directors nominated Council Member Frank Garcia, City of Maywood. A copy of the nominee's application is enclosed. The nominee will serve the term beginning July 1, 2026, through June 30, 2029.

In addition, Sam Pena is the community member nominated for the second seat. Sam's application is also attached for your information. As you are aware Sam is a current member of the Board.

We would appreciate your assistance in agendizing the nominations for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.

Sincerely,

A handwritten signature in blue ink that reads 'Hector De La Torre'.

Hector De La Torre
Executive Director

Enclosure

Cc: Ms. Dolores Ramos, Senior Manager, Transportation Planning Regional
Service Councils

San Fernando Valley Service Council



KAREN BASS
MAYOR

April 15, 2026

Ms. Dolores Ramos
Manager
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby appoint Mr. Myung-Soo Seok to serve as a representative on the San Fernando Valley Council, for the term ending June 30, 2027. He will be replacing David Ramirez, who has resigned. His resume is attached.

I certify that in my opinion Mr. Seok is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in black ink that reads 'Karen Bass'.

KAREN BASS
Mayor

KB:lap

Attachment



200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG





KAREN BASS
MAYOR

April 15, 2026

Ms. Dolores Ramos
Manager
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby appoint Ms. Victoria Dochoghlian to serve as a representative on the San Fernando Valley Council, for the term ending June 30, 2029. She will be replacing Perri Sloan Goodman, who has resigned. Her resume is attached

I certify that in my opinion Ms. Dochoghlian is especially qualified by reason of training and experience for the work which shall devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:lap

Attachment





KAREN BASS
MAYOR

April 15, 2026

Ms. Dolores Ramos
Manager
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby reappoint Mr. Michael Menjivar to serve as a representative on the San Fernando Valley Council, for a three year term ending on June 30, 2029. Mr. Menjivar's current term will expire on June 30, 2026. His resume is attached.

I certify that in my opinion Mr. Menjivar is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:lap

Attachment



San Gabriel Valley Service Council



OFFICE OF THE CITY MANAGER

April 21, 2026

Ms. Dolores Ramos
Senior Manager, Transportation Services
Metro Regional Service Councils
One Gateway Plaza
Los Angeles, CA 90012

RE: Renomination of Gary Floyd

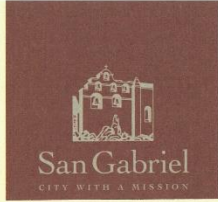
Dear Ms. Ramos,

This letter serves as the nomination to reappoint Gary Floyd to serve as the representative for the Cities of La Canada-Flintridge, Pasadena, and Sierra Madre (the Cities) on the San Gabriel Valley Service Council for another term. The Cities have collectively voiced their support for Mr. Floyd's renomination.

Sincerely,

A handwritten signature in black ink, appearing to read "M Bruckner".

Michael Bruckner
City Manager



Phone: 626.308.2800
Fax: 626.458.2830
City Hall: 425 South Mission Drive, San Gabriel, California
Mail: 425 South Mission Drive, San Gabriel, California 91776
Web: SanGabrielCity.com

April 7, 2026

Dolores Ramos
Senior Manager
Metro Services Council
One Gateway Plaza
Los Angeles, CA 90012-2952

Sent via email: ramosd@metro.net

RE: Appointment to San Gabriel Valley Service Council

Dear Ms. Ramos,

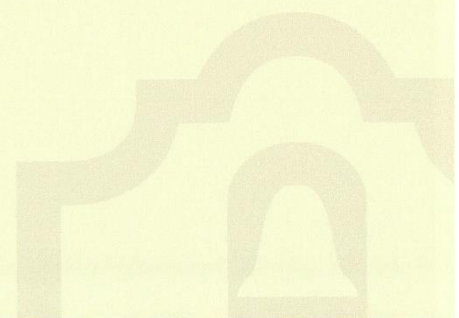
In response to your email dated April 2, 2026, this letter serves to confirm the nomination of Councilmember John Wu for the unexpired term ending June 30, 2029, on Metro's Service Council. The cities of Alhambra, San Gabriel, San Marino, and South Pasadena have reached a consensus on this nomination.

We greatly appreciate it and look forward to Metro's Board of Directors' approval at a future meeting.

If you have any questions or need any additional information, please feel free to contact me at (626) 308-2805.

Respectfully,

Mark Lazzaretto
City Manager



South Bay Service Council



357 Van Ness Way, Suite 110
Torrance, CA 90501
(310) 371-7222
sbccog@southbaycities.org
www.southbaycities.org

April 24, 2026

Ms. Dolores Ramos
Chief Administrative Analyst
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

This letter serves as the South Bay Cities Council of Governments (SBCCOG) recommendation to nominate representatives to serve on the South Bay Metro Service Council.

At their April 23 Board of Directors meeting, the SBCCOG Board approved the re-appointments of:

- Melissa Molina
- Bob Wolfe
- David Mach

We respectfully request that the Metro Board re-appoint these nominees for another 3 year term starting July 2026.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Bernadette Suarez", written in a cursive style.

Bernadette Suarez, SBCCOG Chair
Councilmember, City of Lawndale

LOCAL GOVERNMENTS IN ACTION

Carson El Segundo Gardena Hawthorne Hermosa Beach Inglewood Lawndale Lomita
Manhattan Beach Palos Verdes Estates Rancho Palos Verdes Redondo Beach Rolling Hills
Rolling Hills Estates Torrance Los Angeles District #15 Los Angeles County

Westside Central Service Council



KAREN BASS
MAYOR

April 15, 2026

Ms. Dolores Ramos
Senior Manager, Transportation Planning
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

I hereby reappoint Ms. Jennifer Nazario to serve as a representative on the Westside/Central Service Council, for the term ending on June 30, 2029. Ms. Nazario current term will expire on June 30, 2026. Her resume is attached.

I certify that in my opinion Ms. Nazario is especially qualified by reason of training and experience for the work which shall devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in black ink that reads 'Karen Bass'.

KAREN BASS
Mayor

KB:lap

Attachment



200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG





Date: April 17, 2026

To: Dolores Ramos, Senior Manager, Metro Service Councils

From: Cecilia Estolano, WSCCOG Executive Director
Riley O'Brien, WSCCOG Project Director

CC: David Feinberg, Transit Government Relations Officer, Santa Monica Big Blue Bus

Subject: **Westside Cities COG Nomination to the Metro Westside/Central Service Council (April 2026)**

On April 16, 2026, the Westside Cities Council of Governments (WSCCOG) Board voted unanimously to appoint David Feinberg, Transit Government Relations Officer (Santa Monica Big Blue Bus), to continue serving as the WSCCOG representative to the Metro Westside/Central Service Council for a three-year term beginning July 1, 2026, through June 30, 2029. Attached is his letter of interest.

Please accept the WSCCOG's nomination on behalf of the WSCCOG Board. Should you have any questions regarding this matter, please contact the WSCCOG Project Director Riley O'Brien at riley@estolanoadvisors.com or at (213) 612-4545.



BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

821 Kenneth Hahn Hall of Administration, Los Angeles CA 90012
PHONE: 213-974-3333 | FAX: 213-625-7360

LINDSEY P. HORVATH
BOARD OF SUPERVISORS
THIRD DISTRICT

April 8, 2026

Collette Langston, Board Secretary
Los Angeles Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

Re: Reappointment of Mr. Dan Wentzel to Westside Central Service Council

Dear Ms. Langston:

As a member of the Metro Board of Directors, I would like to reappoint Mr. Dan Wentzel as my representative on the Westside Central Service Council for the term July 1, 2026 – June 30, 2029. Mr. Wentzel currently serves as a member of the City of West Hollywood's Transportation Commission, is an active user of Metro bus and rail services and is highly knowledgeable on a wide range of transportation issues.

Mr. Wentzel may be contacted at danwentzeljr@yahoo.com or (310) 413-8653. Should you need any additional information or assistance with this matter, please do not hesitate to contact my Transportation Deputy, Justin Orenstein. He can be reached at (213) 974-3333.

Sincerely,

Lindsey P. Horvath
Supervisor, Third District
Los Angeles County Board of Supervisors

**EAST SAN FERNANDO VALLEY
DISTRICT OFFICE**
7555 Van Nuys Boulevard, Suite 1
Van Nuys, CA 91405

**WEST VALLEY/MOUNTAIN COMMUNITIES
DISTRICT OFFICE**
26600 Agoura Road, Suite 100
Calabasas, CA 91302

**METRO/WEST HOLLYWOOD
DISTRICT OFFICE**
6464 Sunset Boulevard, Suite 710
Los Angeles, CA 90025

Service Council New Nominee Qualifications

Frank Garcia, Nominee to Gateway Cities Service Council



On November 3, 2020, Frank Garcia was elected to serve a four-year term in the Maywood City Council. Council Member Garcia has been living in Maywood for 20 years along with his wife Lili and his son Giovanni. Council Member Garcia has been a union carpenter for over 20 years and has experience in budget management, leading crews of skilled carpenters to efficiently execute and complete projects ahead of schedule and under budget quotas, and a collaborative approach in driving innovation. Council Member Garcia currently serves as the second Vice President of the Gateway Cities Council of Governments, Delegate of Southern California Association of

Governments, and as a Board of Director for the Los Angeles County Sanitation District.

Victoria Dochoghlian, Nominee to San Fernando Valley Service Council



Victoria Dochoghlian is a Senior Manager of Policy and Government Relations at Children's Hospital Los Angeles (CHLA) Los Angeles. Before joining CHLA, Ms. Dochoghlian worked for Elevate Public Affairs, first as an Account Supervisor, then later as Vice President. Ms. Dochoghlian has also worked as an assistant director of government and community relations at California State University, Northridge and as a Field Representative in the office of former California State Assemblymember Laura Friedman. Ms. Dochoghlian has also served on the boards of several health and professional development nonprofit advocacy organizations and is currently an active member with the Valley Industry & Commerce

Association (VICA), Women's Civic League of Glendale, and Southern California Armenian Democrats.

Victoria is an immigrant from Beirut, Lebanon, with a proud Armenian heritage. She speaks Armenian, Arabic, and French. She earned a Bachelor of Arts in Political Science with a concentration in Constitutional Law and Middle Eastern Studies from UC Irvine. She is also a graduate of the Coro Women in Leadership program. Victoria lives in Los Angeles, where she spends her free time making delicious meals for her loved ones or going to concerts, live performances, and stand-up comedy shows.

Service Council Demographic Information

Council Region demographics in the following tables are taken from the 2023 American Community Survey; regional ridership is taken from the 2023 Metro Ridership Survey.

Service Council membership as of July 1, 2026 with the appointment of the nominees is compared to each region’s demographics and ridership below; the sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts. Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the “non-binary/non-conforming” and “prefer to self-describe/decline to state” fields.

Gateway Cities

Table 1: Gateway Cities/GWC Service Council membership race/ethnicity demographics compared to the region and the region’s ridership

GWC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
GWC Council Region	65.8%	14.0%	9.3%	0.3%	7.8%	0.2%	2.2%
GWC Region Ridership	51%	16%	9%%	1%	18%	1%	4%
GWC Membership/No.*	80%/8	10%/1	0%/0	10%/1	0%/0	0%/0	0%/0

**Note: Table/percentages does not add to the exact number of Council seats as it incorporates each race Councilmembers self-identified with; some current Councilmembers identify as multi-racial.*

Table 2: GWC Service Council membership compared to the region’s gender demographics

GWC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
GWC Region Ridership	51%	46%	2%	1%
GWC Membership/No.	88%/8	11%/1	0%/0	0%/0

San Fernando Valley

Note: The nominating authorities/Cities of Burbank, Glendale, and San Fernando for two of the seats on this Council have not yet confirmed their nominees for the July 1-2026-June 30, 2029 term. The tables below do not include the incumbent members currently serving in those seats; the percentages are calculated using the nine seats of a fully-appointed Council.

Table 3: San Fernando Valley/SFV Service Council membership race/ethnicity demographics compared to the region and the region’s ridership

SFV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SFV Council Region	41.3%	39.6%	11.2%	0.2%	3.7%	0.2%	2.2%
SFV Region Ridership	73%	9%	8%	1%	8%	1%	1%
SFV Membership/No.	22%/2	33%/3	11%/1	0%/0	11%/1	0%/0	0%/0

Table 4: SFV Service Council membership compared to the region’s gender demographics

SFV Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SFV Region Ridership	49%	48%%	2%	1%
SFV Membership/No.	44%/4	22%/2	11%/1	0%/0

San Gabriel Valley

Note: The nominating authority/San Gabriel Valley Council of Governments for one of the seats that will be vacant as of July 1, 2026 has not yet confirmed their nominee for the July 1-2026-June 30, 2029 term. The tables below does not include the incumbent members currently serving in that seat; the percentages are calculated using the nine seats of a fully-appointed Council.

Table 5: San Gabriel Valley/SGV Service Council membership race/ethnicity demographics compared to the region and the region’s ridership

SGV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership/No.	33%/3	22%/2	33%/3	0%/0	0%/0	0%/0	0%/0

Table 6: SGV Service Council membership compared to the region’s gender demographics

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SGV Region Ridership	50%	47%	2%	1%
SGV Membership/No.	66%/6	22%/2	0%/0	0%/0

South Bay Cities

Table 7: South Bay Cities/SBC Service Council membership race/ethnicity demographics compared to the region and the region’s ridership

SBC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership/No.	11%/1	33%/3	11%/1	11%/1	33%/3	0%/0	0%/0

Table 8: SBC Service Council membership compared to the region’s gender demographics

SBC Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe/Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SBC Region Ridership	51%	47%	2%	1%
SBC Membership/No.	55%/5	44%/4	0%/0	0%/0

Westside Central

Table 9: Westside Central/WSC Service Council membership race/ethnicity demographics compared to the region and the region’s ridership

WSC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership/No.*	27%/3	45%/5	0%/0	0%/0	18%/2	9%/1	0%/0

**Note: Table/percentages does not add to the exact number of Council seats as it incorporates each race Councilmembers self-identified with; some current Councilmembers identify as multi-racial*

Table 10: WSC Service Council membership compared to the region’s gender demographics

WSC Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe/Decline to respond
Los Angeles County	49.6%	50.4%	**	**
WSC Region Ridership	48%	49%	2%	1%
WSC Membership/No.	44%/4	33%/3	11%/1	11%/1

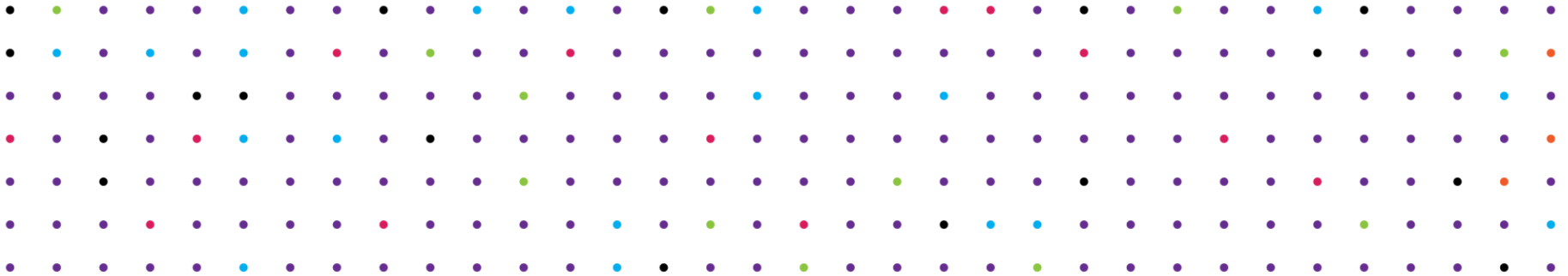
Sex/Gender Representation on Service Councils

Table 11: Gender representation on all Service Councils as of July 1, 2026;

Sex/Gender	Male/Man	Female/Woman	Non-binary/Non-conforming	Prefer to self-describe/Decline to respond	Nominations Pending to Council
Los Angeles County	49.6%	50.4%	*	*	N/A
SBC Membership/No.	55%/5	44%/4	0%/0	0%/0	0%/0
SFV Membership/No.	44%/4	22%/2	11%/1	0%/0	2/22%
SGV Membership/No.	66%/6	22%/2	0%/0	0%/0	1/11%
GWC Membership/No.	88%/8	11%/1	0%/0	0%/0	0%/0
WSC Membership/No.	44%/4	33%/3	11%/1	11%/1	0%/0

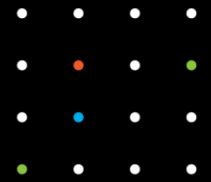
REGIONAL SERVICE COUNCILS

APPOINTMENTS TO METRO SERVICE COUNCILS



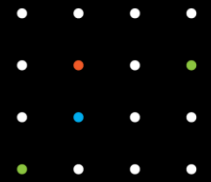
Operations, Safety, & Customer Experience Committee Meeting
May 21, 2026

RECOMMENDATION



APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils

ISSUE & DISCUSSION



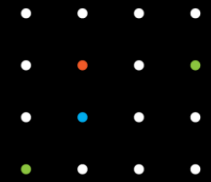
ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who serve terms of three years; terms are staggered so that the terms of three of each Council's nine members expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board.

DISCUSSION

If approved by the Board, the nominees will each serve a three-year term (July 1, 2026 – June 30, 2029) on the Council they have been nominated to.

Nominating Authority



The nominating authorities for each of the seats that have terms set to expire on June 30, 2026 highlighted below.

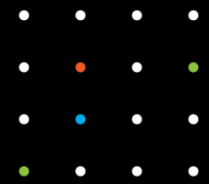
Region	Nominating Authorities
Gateway Cities	<i>Gateway Cities Council of Governments (9)</i>
San Fernando Valley	<i>Cities of Burbank, Glendale, San Fernando (2)*</i> <i>City of Los Angeles Mayor (4)</i> LA County 3 rd District Supervisor (1) LA County 5 th District Supervisor (1) Las Virgenes-Malibu Council of Governments (1)
San Gabriel Valley	LA County 1 st District Supervisor (1) LA County 5 th District Supervisor (1) <i>Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1)</i> Cities of Arcadia, El Monte, Temple City (1) Cities of Montebello, Monterey Park, Rosemead (1) <i>Cities of Pasadena, Sierra Madre, La Canada Flintridge (1)</i> <i>San Gabriel Valley Council of Governments (3)*</i>
South Bay Cities	<i>South Bay Cities Council of Governments (9)</i>
Westside Central	<i>City of Los Angeles Mayor (4)</i> LA County 2 nd District Supervisor (1) <i>LA County 3rd District Supervisor (1)</i> <i>Westside Cities Council of Governments (3)</i>

*Nominations from these nominating authorities pending.



Metro

Sex/Gender Demographics

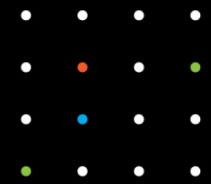


With these nominees, the Service Council composition and representation will be:

Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond	Nominations Pending to Council
Los Angeles County	49.6%	50.4%	*	*	N/A
SBC Membership/No.	55%/5	44%/4	0%/0	0%/0	0%/0
SFV Membership/No.	44%/4	22%/2	11%/1	0%/0	22%/2
SGV Membership/No.	66%/6	22%/2	0%/0	0%/0	11%/1
GWC Membership/No.	88%/8	11%/1	0%/0	0%/0	0%/0
WSC Membership/No.	44%/4	33%/3	11%/1	11%/1	0%/0

**Sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth.*

Race/Ethnicity Demographics



With these nominees, the Service Council composition and representation will be:

Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
GWC Council Region	65.8%	14.0%	9.3%	0.3%	7.8%	0.2%	2.2%
GWC Region Ridership	51%	16%	9%	1%	18%	1%	4%
GWC Membership/No.*	80%/8	10%/1	0%/0	10%/1	0%/0	0%/0	0%/0
SFV Council Region	41.3%	39.6%	11.2%	0.2%	3.7%	0.2%	2.2%
SFV Region Ridership	73%	9%	8%	1%	8%	1%	1%
SFV Membership/No.	22%/2	33%/3	11%/1	0%/0	11%/1	0%/0	0%/0
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership/No.	33%/3	22%/2	33%/3	0%/0	0%/0	0%/0	0%/0
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership/No.	11%/1	33%/3	11%/1	11%/1	33%/3	0%/0	0%/0
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership/No.*	27%/3	45%/5	0%/0	0%/0	18%/2	9%/1	0%/0



**Note: Table/percentages does not add to the exact number of Council seats as it incorporates each race Councilmembers self-identified with; some current Councilmembers identify as multi-racial.*

Metro



Board Report

File #: 2026-0279, File Type: Oral Report / Presentation

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

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 May 2026. 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, gone 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 Vendor Contract Management's Logistics team, Customer Experience's Call Centers, and the Department of Public Safety's (DPS) Transit Security and Ambassador teams 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.

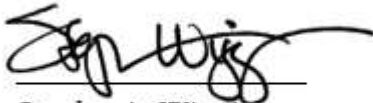
While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Vendor Contract Management, Customer Experience, and Department of Public Safety 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



Stephanie Wiggins
Chief Executive Officer

MAY 2026

Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

May 21, 2026

May Employees of the Month



Custodian

Custodian

John Downes

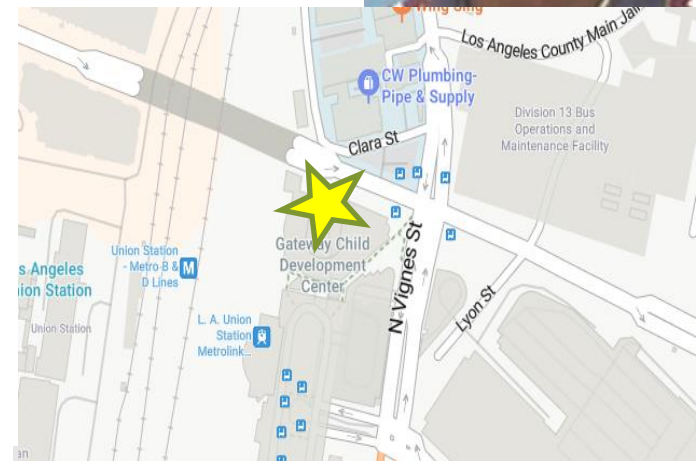


Division 20– Downtown Los Angeles

Department of Public Safety

Transit Security Officer II

Orlando McCall



USG/Gateway – Downtown Los Angeles

Employees of the Month



Metro[®]



Board Report

File #: 2026-0280, **File Type:** Oral Report / Presentation

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

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. 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.

VEHICLE MILES TRAVELED OUTCOME

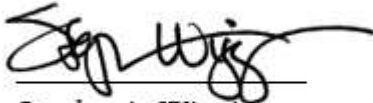
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets 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 Administration, (213) 922-7676

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



Stephanie Wiggins
Chief Executive Officer

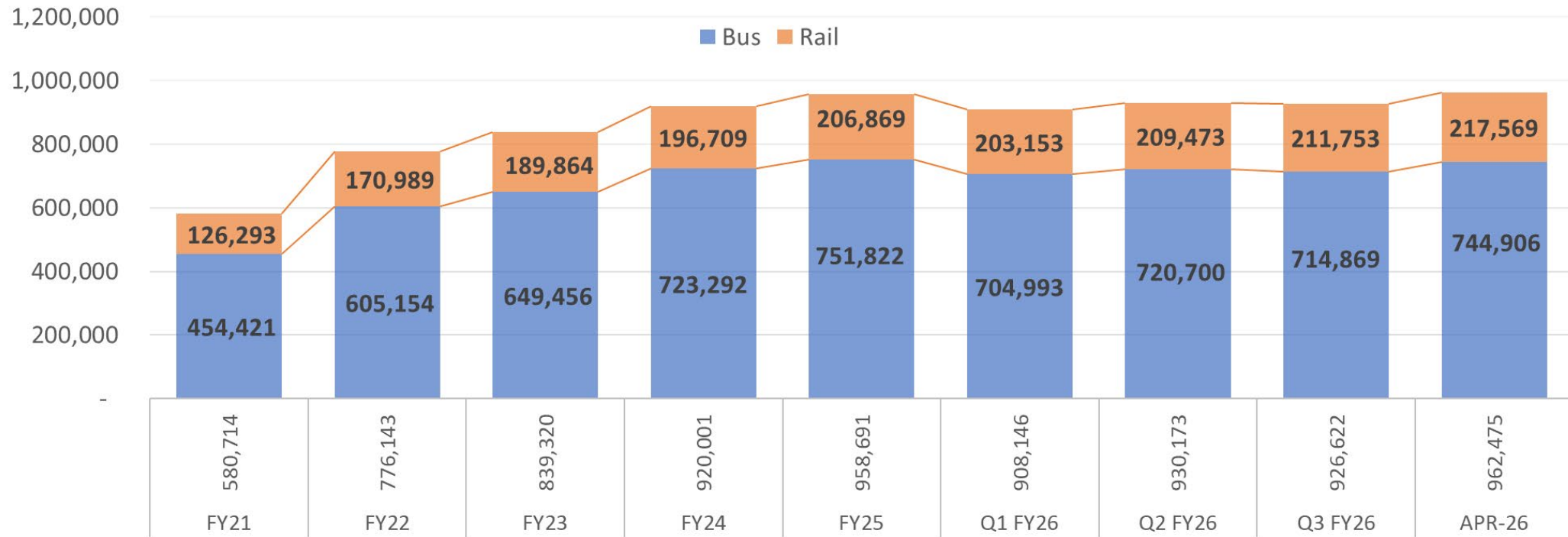


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
May 21, 2026

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



April Total Ridership % Change 2026 over 2025:

- Bus: -3.0% Rail: +2.2%

Average Weekday Rail Ridership By Line - April 2026			
Line	Apr-26	Apr-25	YOY % 2026 vs 2025
A/E/L	130,419	122,589	106.4%
B/D	59,447	65,512	90.7%
C/K	27,703	24,581	112.7%

Ridership Analysis Relative to Equity Focus Communities (Metro 2025 EFC Map):

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 79.4% in April 2026 (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 April 2026 (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 had decreased at the end of 2024 through 2025, saw an increase in January through March 2026 but improved slightly in April. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and restoring full bus operator staffing will help reduce cancellations in 2026.

April 2026 Top Ten Highest Service Cancellations by Line

Division	Name	Apr-26	Apr-25	% of Line Miles in EFC
9	Garvey Av/Atlantic Av	2.4%	0.4%	76%
5, 18	Vermont Av Local	2.4%	1.8%	98%
2	Long Beach BI	2.3%	2.1%	61%
2	Compton Av	2.1%	2.0%	83%
2	Avalon BI/W. 7th St	1.9%	2.6%	75%
2	Vernon Av/La Cienega BI	1.8%	1.9%	57%
18	Hawthorne BI/MLK BI	1.7%	1.3%	52%
2, 7	Beverly BI/Adams Av	1.6%	0.4%	63%
5	Slauson Av	1.5%	1.0%	55%
1	Whittier BI/W. 6th St	1.5%	0.9%	83%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 5/17/25	0.40%	1.10%	2.30%
Week Ending 5/16/26	1.00%	0.70%	4.50%
Week Ending 5/9/26	0.60%	0.20%	0.20%
Week Ending 5/2/26	0.90%	1.20%	0.80%
April 2026	0.80%	0.30%	1.10%
March 2026	0.80%	0.80%	2.00%
February 2026	0.70%	0.50%	1.50%
January 2026	0.70%	0.40%	1.20%
December 2025	0.50%	0.80%	1.10%
November 2025	0.40%	0.70%	1.00%
October 2025	0.80%	0.70%	1.30%
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%
2024 (Full Year)	1.40%	1.40%	3.60%
2023 (Full Year)	1.50%	1.40%	3.60%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%



2026 International Bus Rodeo

The International Bus Rodeo is a unique learning opportunity for operators and maintenance teams to engage with other transit agency professionals up close and personal. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls, brake systems, and HVAC malfunctions.

GRAND CHAMPIONS...AGAIN!

Salt Lake City, Utah

May 16 - 18, 2026

GRAND CHAMPION – Metro won 1st place in the Maintenance competition for the **3rd year in a row**, and the Grand Champion award for the **2nd year in a row** with the highest combined overall score for the Maintenance team and Operator.

- **1st Place Custom Brake System**
- **1st Place Powertrain**
- **1st Place Doors**
- **1st Place Maintenance Team (3Peat)**
- **1st Place Combined Overall (Grand Champion)**
(Maintenance and Operator scores combined)



Maintenance Team (Division 13)
Alain Gomez, Octavio Ramirez, Edward Hinojosa

Operator (Division 13)
Nelson Zapata

— APTA 2026 Bus Security Gold Award

Salt Lake City, Utah
May 16 - 18, 2026

Metro won the 2026 APTA Bus Security Gold Award for Large Operators with more than 50 million boardings per year for the bus barriers



EBUSCO – International Outreach

Busworld Europe 2025 (Brussels, Belgium)

- Chair Dutra and staff met with 17 transit bus manufacturers
- Discussed challenges in the US Market and LA Metro, as well as the expected demand for buses over the next 10 years



What is Busworld?

- Largest bus trade show in the world with 11 Exhibit Halls, approx. 1 million sq. ft.
- Over 45,000 attendees from 101 countries
- 81 bus manufacturers participate

EBUSCO – International Bus Pilot

- After meeting at Busworld, Ebusco, a Dutch manufacturer specializing in long-range electric buses, agreed to transport their 40' bus to Los Angeles to validate vehicle performance within Metro's operating conditions
- Bus operated in shadow service out of Divisions 13 and 8 for four weeks
- During the pilot, the bus operated across three simulated loading conditions: curb weight, light passenger load, and full passenger load
- The bus averaged 1.49 kWh/mi, covered 79.5 miles/day at 12.8 mph over approximately 6 hours of total service time daily, utilizing 22.4% SOC daily with 42.7% braking energy recovery



June 7, 2026 Service Change

Bus Service Changes

Improved Reliability: Adjusted schedules on 42 Weekday, 37 Saturday, and 22 Sunday lines

Increased Capacity: Trips added to accommodate higher ridership, to avoid consistent crowding

- **Weekdays:** 6 trips to be added
- **Saturdays & Sundays:** 1 trip added

Service Efficiency: Trips discontinued due to low ridership, savings reinvested (capacity, reliability).

- Impacts 5 Weekday trips over 4 lines, and 1 Saturday trip
- One line with modified peak frequency in line with ridership and NextGen Bus Plan

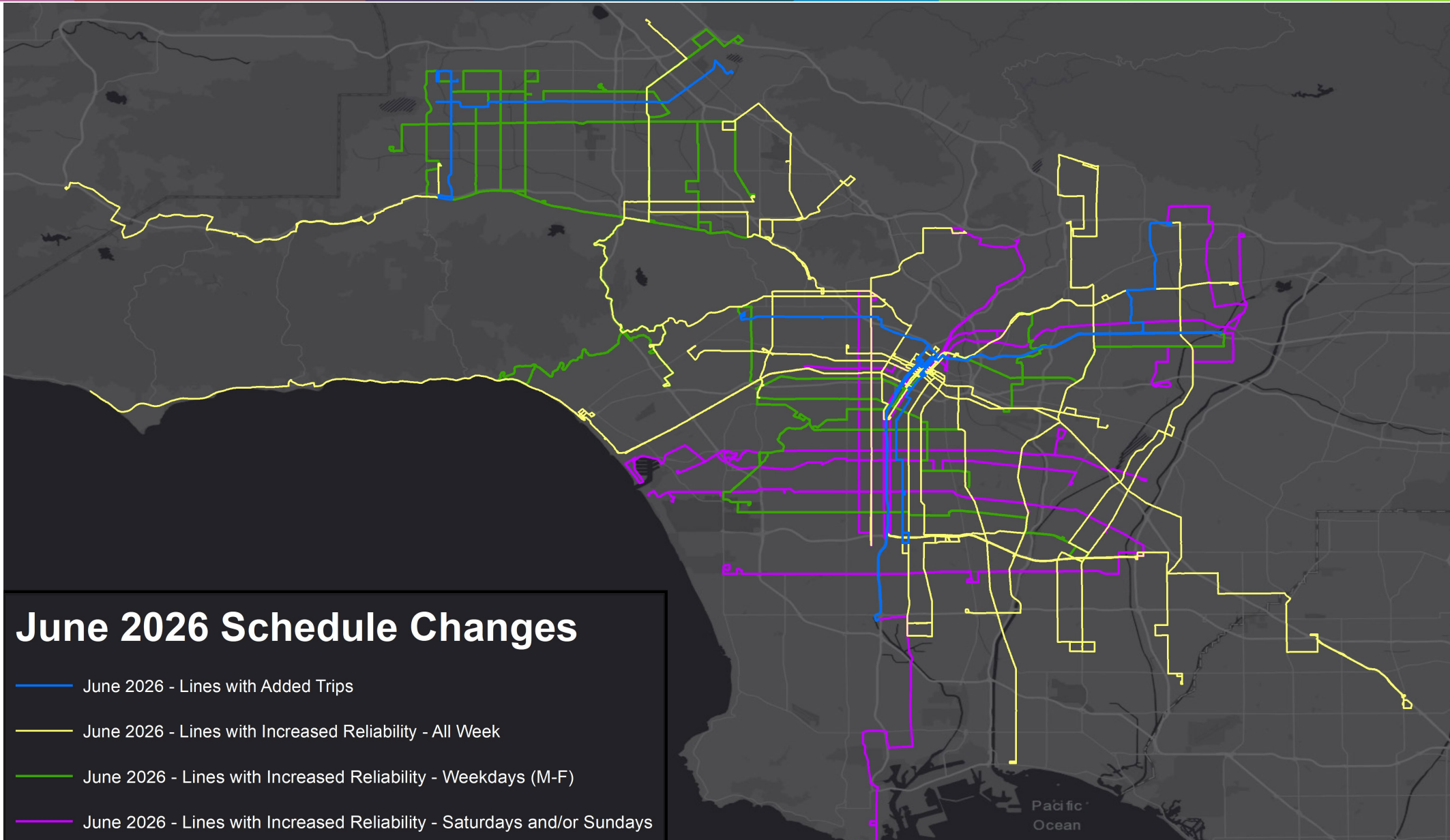
Route Changes Due to Construction Impacts:

- **Line 4:** minor reroute downtown Santa Monica to accommodate new bike lanes
- **Line 162:** terminal loop at Woodland Hills modified for adjacent retail development

Rail Service Changes

- **A Line:** Schedules updated to improve reliability, add time for quick clean of trains at Union Station.
- **B/D and K Lines:** Minor schedule adjustments for improved reliability.
- **C Line:** Last two westbound trips extended to LAX/Metro Transit Center all nights to improve access to LAX.

June 7, 2026 Service Changes



PLE 1 Opening

Friday, May 8, 2026
Grand Opening – 600 Guests & Staff

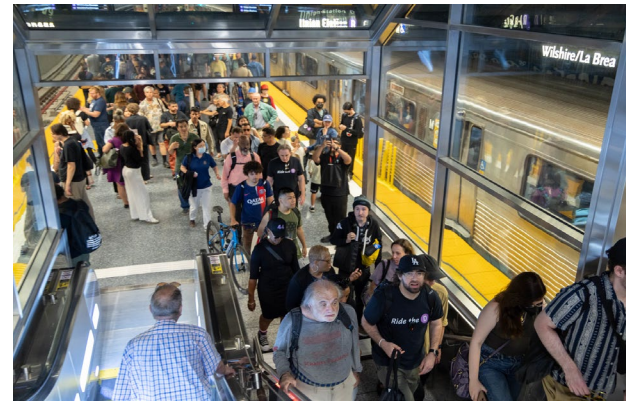
New Station Locations

- Wilshire/La Brea
- Wilshire/Fairfax
- Wilshire/La Cienega



Total Boardings

Station	May 8 Ridership	May 9 Ridership	May 10 Ridership
Wilshire/La Brea	7,616	3,795	2,710
Wilshire/Fairfax	9,461	5,627	4,167
Wilshire/La Cienega	7,890	4,508	3,270
Grand Total	24,967	13,930	10,147



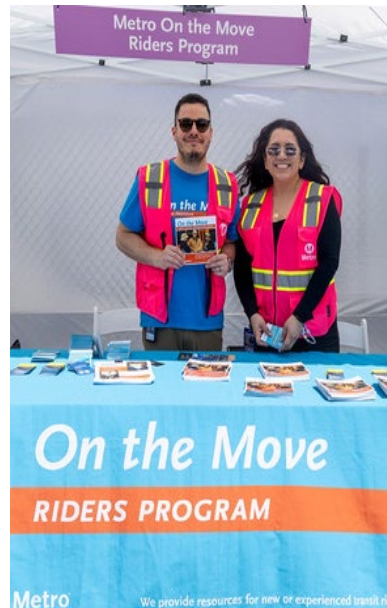
Free rides from 4:00 AM Friday thru 3:00 AM Monday

PLE 1 Opening – Station Activations



Transforming transit spaces into community spaces, **every day over the next 90 days**

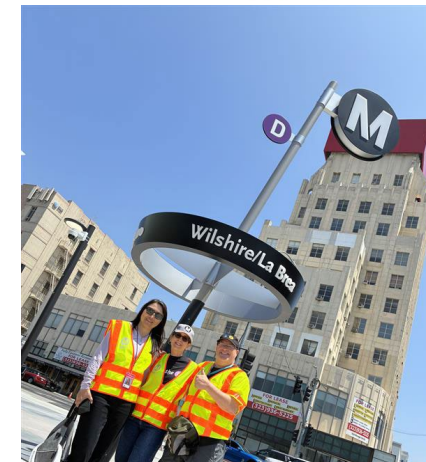
- Supporting local businesses
- Metro Resource Tables (On the Move, GoPass, etc.)
- 14,000 Food items distributed
- 6,000 Swag items distributed
- 6,000 Commemorative TAP Cards



PLE 1 Opening – MVP Program

Metro Values in Practice Program (MVP)

- Total of 207 MVPs (Metro re-assigned employees) supported the opening by providing:
 - Human wayfinding
 - In-person response to customer inquiries
 - Crowd flow support
- MVPs were deployed strategically to 7 locations:
 - Union Station
 - 7th/Metro
 - Wilshire/Western
 - Wilshire/Vermont
 - Wilshire/La Brea
 - Wilshire/Fairfax
 - Wilshire/La Cienega
- MVP experience survey will close on May 19th – capturing employee feedback & lessons learned



PLE 1 Opening – Escalator & Elevator Outage

	Friday, May 8	Saturday, May 9	Sunday, May 10
Escalator	7	3	1*
Elevator	1	1	0

*Down escalator rolled over from previous day.

Diagnostic

- The main reason for this is believed to be the higher traffic seen during opening weekend than was tested during commissioning.
- During the weeks leading up to the Opening, the escalators, while operational and inspected with the Metro Vertical Transportation and the state inspector, load testing to full capacity (ie: loading every tread) was not performed as it's not a requirement of the Contract.

- 10 Escalators and 2 Elevators experienced intermittent issues opening weekend
- With the exception of 1 escalator at La Cienega, all were resolved within a few hours of reporting.
- As of today, no operational issues remain.

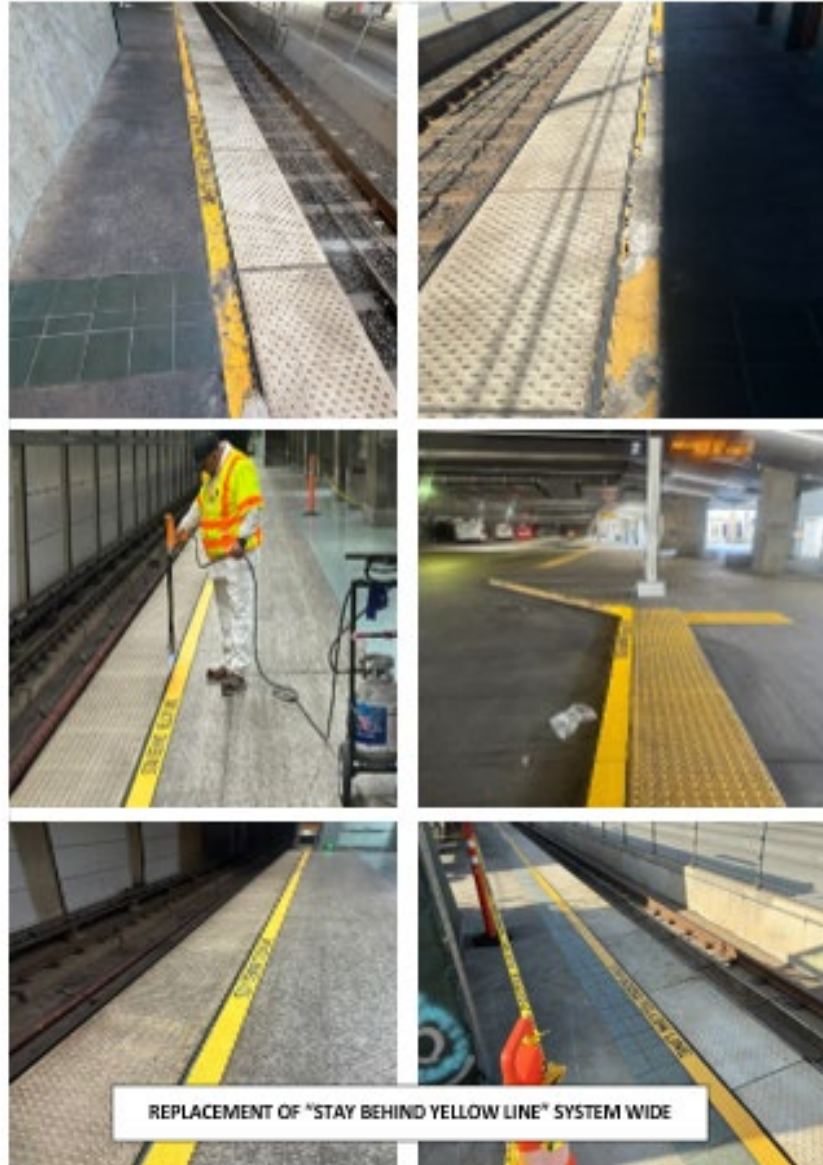
Lessons Learned

- Requirements for this type of load test, outlining procedures, durations, and weights should be included in Metro specifications moving forward.
- Elevators and escalators should be stress tested in advance as soon as they are able.

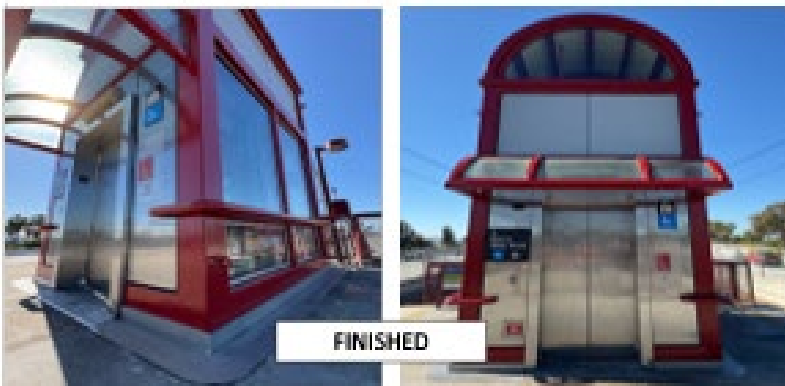
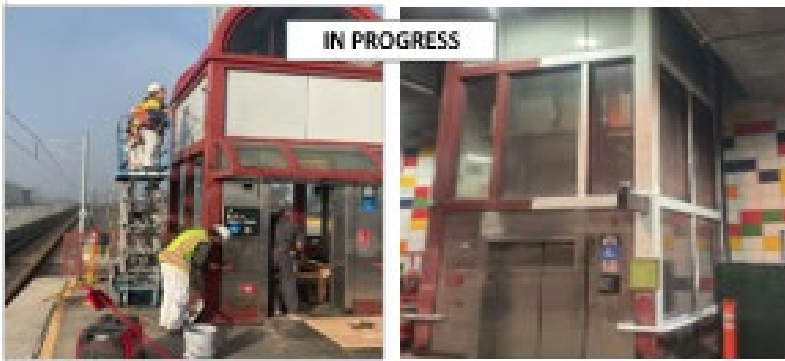
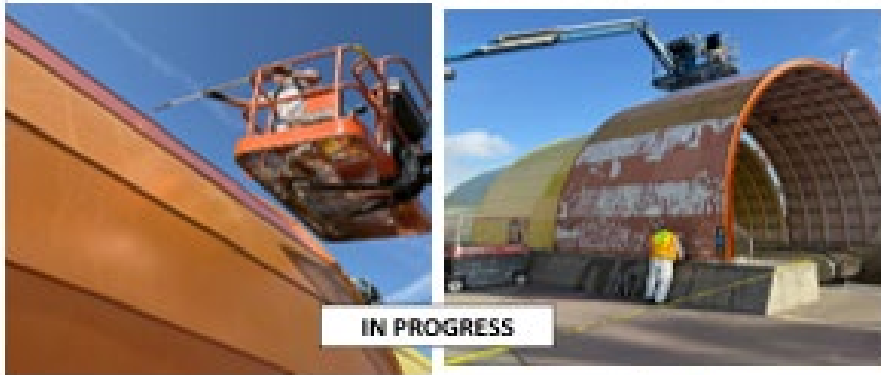
Station Refresh

- **State of Good Repair**

- Surface prep
- Repainting and repair of columns, guardrails, handrails, door frames, benches, fencing, elevators and canopies
 - Increased pressure washing activities and application of Neosan for elevator floors
- Wall tiles repair
- Plumbing
- Mechanical fixtures
- Replacement of “Stay Behind Yellow Line” decals
- Re-striping areas in Metro park and ride lots
- Special striping and waxing of floors at heavy rail stations



Station Refresh





Board Report

File #: 2026-0221, File Type: Contract

Agenda Number: 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

ISSUE

At its July 2024 meeting, the Board approved the implementation of enhanced access control strategies, to include the expansion of the smart restroom pilot from 10 stations to 64 stations and transit centers.

The Notice to Proceed for the four-year contract with Throne Labs, Inc was issued in January 2025. The contract established a rollout schedule of five Smart, ADA-Accessible Throne restrooms every quarter (approximately every three months). Under the original schedule, all 64 restroom units were to be installed by January 2027, with the contract remaining in effect through December 31, 2028.

The partnership with Throne Labs, Inc has been highly successful during the first year of deployment, serving thousands of Metro riders and community members across the system and achieving a strong user cleanliness rating of approximately 4 out of 5-stars, significantly outperforming traditional restroom models. Metro is seeking an accelerated deployment schedule for the Smart, ADA-Accessible restroom units, along with a service realignment to better match demand at each location. This accelerated approach would allow Metro to complete installation of all 64 restroom units in advance of the 2026 FIFA World Cup in Los Angeles, beginning June 12, 2026.

BACKGROUND

Throne is a company with specialized, proprietary equipment that increases public access to bathrooms. Throne's innovative and proprietary smart bathrooms are portable, data-driven, access-

controlled, and offered as part of a fully integrated, specialized service model.

The company's success in delivering consistently positive bathroom experiences stems directly from its proprietary and specialized end-to-end control of both physical infrastructure and service operations. The company's data-driven approach synthesizes real-time usage patterns, sensor data, and user feedback to orchestrate precision cleaning and maintenance. This integrated, proprietary model is available exclusively as an all-inclusive monthly service.

Metro's Throne restroom pilot launched in October 2023 with four locations and expanded to 10 locations in May 2024. At its July 2024 meeting, the Board approved further expansion of the program to up to 64 locations systemwide over the next three years.

The installation of the Throne restroom units was originally scheduled to be completed by January 2027. Restroom locations are prioritized by Metro, with input from Throne Labs, Inc., based on site feasibility and operational needs. Locations are evaluated using the following criteria:

- Station ridership data
- Station cleanliness needs
- Frequency and impact of special events
- Lack of existing restroom access
- Metro operator layover locations

Within the first calendar year of the Throne restroom rollout, Metro frontline personnel have reported an approximate 60% reduction in defecation and urination at bus and rail stations where units have been installed. Additionally, riders have expressed strong support for expanding the availability of Throne restrooms and accelerating the pace of deployment. Metro has also observed significantly fewer instances of misuse or illicit activity compared with traditional restroom facilities, helping maintain safe and clean conditions for transit patrons and contributing to higher customer satisfaction.

To date, the program has recorded more than 610,000 restroom uses across nearly forty stations, with users rating restroom cleanliness at nearly 4 out of 5 stars. There have been no reported major crimes or fatalities associated with Throne restroom units, incidents that are more commonly associated with traditional restroom designs, further supporting the effectiveness of the program.

DISCUSSION

Metro has an agreement to rent up to 64 smart, mobile restrooms operated and serviced from January 1, 2025, through December 31, 2028. These units include safety and access controls that allow patrons to unlock and use the restroom through their mobile phone. The units operate independently from the electrical grid and water or sewer connections, allowing them to be deployed flexibly at Metro locations throughout Los Angeles County. All publicly accessible units are ADA-compliant.

Throne Labs Inc. provides the access control technology, including cellular phone-activated entry,

maintains a real-time data portal for Metro to monitor usage and performance, and as the Throne units are leased, performs all cleaning and maintenance services for the units throughout the duration of the agreement.

The program has demonstrated strong performance metrics and positive customer feedback, supporting Metro’s evaluation of an accelerated deployment strategy. Based on these positive outcomes, Metro has evaluated an accelerated plan to install up to 64 restroom locations across the system.

Several locations are already experiencing higher-than-anticipated usage. For example, the Little Tokyo/Arts District station averages nearly 200 uses per weekday and more than 250 on weekends, making it the busiest Throne restroom in North America. High usage levels can make it more difficult to maintain optimal cleanliness conditions and may affect customer ratings. Realigning service levels across existing and future units will help ensure restrooms receive appropriate servicing based on demand, improving cleanliness, reducing wait times, and enhancing the overall customer experience. Table 1 outlines the recommended service realignment.

Table 1: Throne Restrooms with Recommended Service Realignment

Unit Types	Initial Contract Agreement	With Service Realignment
Hub (2–3 cleans daily)	13	8
Scrub (3–4 cleans daily)	32	15
Scrub Ultra (4+ cleans daily)	19	41
Total	64	64

DETERMINATION OF SAFETY IMPACT

The proposed contract modification to accelerate the deployment of Throne smart restrooms and realign servicing levels is expected to have a positive impact on safety across the Metro system. Increasing the availability of restroom facilities at stations helps reduce instances of public defecation and urination, which can create unsanitary conditions and potential health hazards for riders, employees, and custodial staff. Since the initial deployment of Throne restrooms, frontline personnel have reported an estimated 60% reduction in such incidents at locations where units have been installed, contributing to a cleaner and safer station environment.

The Throne restroom units incorporate controlled access technology, including mobile phone-activated entry and real-time monitoring capabilities, which help deter misuse and reduce opportunities for illicit activity commonly associated with traditional public restroom facilities. These design features support safer restroom usage while allowing system performance monitoring and the ability to respond quickly to operational needs.

Accelerating the installation of the remaining units ahead of major international events will also help Metro manage increased ridership and visitor activity by providing safe, accessible restroom facilities

throughout the system. Overall, the proposed contract modification will enhance station safety, improve cleanliness conditions, and support a more secure and comfortable experience for transit riders and employees.

FINANCIAL IMPACT

The accelerated deployment of the remaining Throne restroom units and the recommended service realignment will increase the original contract value by \$3,060,590.

The original budgeted amount for the Throne contract in FY26 is \$3,172,740.60. There is sufficient LOP funding available within capital project 204811 to support both the accelerated deployment of the Throne restroom units and the recommended service realignment. As a result, the proposed contract increase can be accommodated within the existing approved capital budget and will not require additional project funding.

Impact to Budget

Since this is a contract modification for a multi-year contract, the cost center manager and Deputy Executive Officer, Station Experience, will be accountable for budgeting the cost in FY26 and future years.

EQUITY PLATFORM

Out of the 35 Throne restroom locations, 21 units (60%) reside in Equity Focus Communities (EFCs). While users may begin their trip in EFCs, they may also travel to stations outside of EFCs for access to opportunities. All locations are cleaned and maintained using Throne Labs standard process, assuring that restrooms in these communities are clean and maintained in the same manner as other restrooms that are not located within these communities. The following Table 2 outlines where the Throne restrooms and Metro stations are located throughout the Equity Focus Communities in Los Angeles County. Attachment D depicts the stations with Thrones, as of January 2026.

Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. It is expected that Throne Labs will continue to perform the services of this contract with its own workforce.

Table 2: Throne Restrooms at Metro Stations in Equity Focus Communities

Line	Station	EFC
A	Willow	x
A	Sierra Madre Villa	x
A	Highland Park	x
A	Firestone	✓
A	Chinatown	✓
A	Memorial Park	✓
A	Pomona	✓
A	South Pasadena	x
A	Artesia	✓
A	APU/Citrus College	x
A / C / Bus	Willowbrook/Rosa Parks	✓
A / E	Little Tokyo/Arts District	✓
B	Vermont/Sunset	✓
B	North Hollywood	✓
B	Vermont/Beverly	✓
B	Universal City/Studio City	x
B / D	Westlake/MacArthur Park	✓
C	Norwalk	x
C	Crenshaw	✓
C / J	Harbor Freeway	✓
E	Soto	✓
E	Downtown Santa Monica	x
E	Culver City	x
E	Atlantic	✓
E	Expo/Sepulveda	x
E	Indiana	✓
G	Reseda	✓
G	Chatsworth	x
G	Canoga	x
J	Slauson	✓
K	Expo/Crenshaw	✓
K	Redondo Beach	x
K	Leimert Park	✓

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 capital improvement investments of deploying smart, ADA accessible restrooms 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 supports the following Metro Strategic Plan Goal #2 to deliver outstanding trip experiences for all users of the transportation system. This accelerated deployment and service realignment supports Metro's goal by expanding access to clean, safe, and reliable restroom facilities across the system. Access to restroom amenities is an important component of customer comfort, particularly for riders taking longer trips, traveling with children, older adults, people with disabilities, and those attending large regional events.

ALTERNATIVES CONSIDERED

One alternative would be to continue deploying the Throne restrooms according to the original installation schedule established under the current contract. Under this approach, restroom units would continue to be installed at the previously planned pace, resulting in only approximately half of the total 64 units being operational by the start of the 2026 FIFA World Cup in Los Angeles. This option would limit restroom availability across the Metro system during a period when significantly higher ridership and visitor activity are anticipated.

Another alternative would be to maintain the existing service and cleaning schedule for the restroom units without realigning servicing levels to match observed demand. Under this approach, high-use locations would continue to experience cleaning frequencies that may not adequately reflect current usage patterns, which could result in lower cleanliness conditions and reduced customer satisfaction ratings at several stations.

Neither alternative is recommended, as they would limit Metro's ability to meet restroom demand, maintain high cleanliness standards, and deliver the level of customer experience expected during major internal events and ongoing system operations.

NEXT STEPS

Upon Board approval, staff will accelerate the deployment schedule to complete installation of all 64 restroom units by June 2026 in advance of the 2026 FIFA World Cup in Los Angeles. Under the accelerated rollout plan, new units will be deployed incrementally through June 2026, with all 64 Throne restrooms operational before the start of the matches.

In addition, servicing levels for both existing and future restroom units will be realigned to better match observed usage demand and ensure appropriate cleaning frequency and maintenance

support at high-use locations. The contract for operations, maintenance, and servicing of the units will remain in effect through December 31, 2028.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary
Attachment D - Metro Map with Restroom Locations as of January 2026

Prepared by: Jorge Martinez, Manager, Transportation Planning, (213) 922-2679
Stacie Endler, Senior Director, Operations Support, (213) 547-4209
Stephen Tu, Deputy Executive Officer, Operations (213) 418-3005
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
ACCELERATED THRONE SMART MOBILE RESTROOMS
DEPLOYMENT/OP128820000**

1.	Contract Number: OP128820000			
2.	Contractor: Throne Labs, Inc			
3.	Mod. Work Description: Acceleration of smart restroom installation			
4.	Contract Work Description: Smart restroom maintenance and installation			
5.	The following data is current as of: 03/17/2026			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	01/24/2025	Contract Award Amount:	\$21,138,608
	Notice to Proceed (NTP):	01/24/2025	Total of Modifications Approved:	\$0
	Original Complete Date:	12/31/2028	Pending Modifications (including this action):	\$3,060,590
	Current Est. Complete Date:	12/31/2028	Current Contract Value (with this action):	\$24,199,198
7.	Contract Administrator: Tina Hoffstetter		Telephone Number: 213-922-2775	
8.	Project Manager: Jorge Martinez		Telephone Number: 213-922-2679	

A. Procurement Background

This Board Action is to approve Contract Modification No. 1 issued to accelerate the deployment of the Throne smart restrooms and realign service levels based on increased demand to improve cleanliness, reduce wait times, and enhance the customer experience.

This Contract Modification will be processed in accordance with Metro’s Acquisition Policy and the contract type is an Indefinite Delivery/Indefinite Quantity (IDIQ).

In July of 2024 in response to Motion 34.1, the Board authorized the Chief Executive Officer (CEO) to negotiate and execute all necessary agreements and contract modifications associate with the Enhanced Access Control Life of Project (LOP) budget which included the expansion of the Smart Restroom pilot from 10 stations to 64 stations and transit centers.

In January of 2025, Metro awarded a single source contract to Throne Labs, Inc. to furnish, install, and maintain 64 restrooms over the course of a four year base period.

Refer to Attachment C – Contract Modification/Change Order Log

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon the independent cost estimate (ICE), market research, and discussions with the Contractor.

Proposal Amount	Metro ICE	Negotiated Amount
\$3,241,429	\$3,148,759	\$3,060,590

**CONTRACT MODIFICATION/CHANGE ORDER LOG
THRONE SMART MOBILE RESTROOMS/OP128820000**

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Accelerated deployment of remaining Throne restrooms	Pending	3/17/26	\$3,060,590
	Modification Total:			\$3,060,590
	Original Contract:		1/24/25	\$21,138,608
	Total:			\$24,199,198

DEOD SUMMARY

ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT/OP128820000

A. Small Business Participation

Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. It is expected that Throne Labs will continue to perform the services of this contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$25.96 per hour (\$19.87 base + \$6.09 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing Wage requirements are not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

E. Manufacturing Careers Policy

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

Metro Stations with Restroom Access



Rail Station
Transfer Station
Busway Station

Busway On-Street Service
 UNDER CONSTRUCTION

Metro Rail

- A Line** Pomona to Long Beach
- B Line** North Hollywood to Union Station
- C Line** LAX to Norwalk
- D Line** Wilshire/Western to Union Station
- E Line** Santa Monica to East LA
- K Line** Expo/Crenshaw to Redondo Beach

Metro Busway

- G Line** Chatsworth to North Hollywood
*Van Nuys Station closed until winter 2028, buses will stop at Van Nuys Bl and Oxnard St.
- J Line** El Monte to San Pedro
Street service in Downtown LA and San Pedro.

Regional Rail

- Amtrak**
amtrak.com
- MetroLink**
metrolinktrains.com

Airport Shuttle

- LAX FlyAway**
flylax.com/flyaway

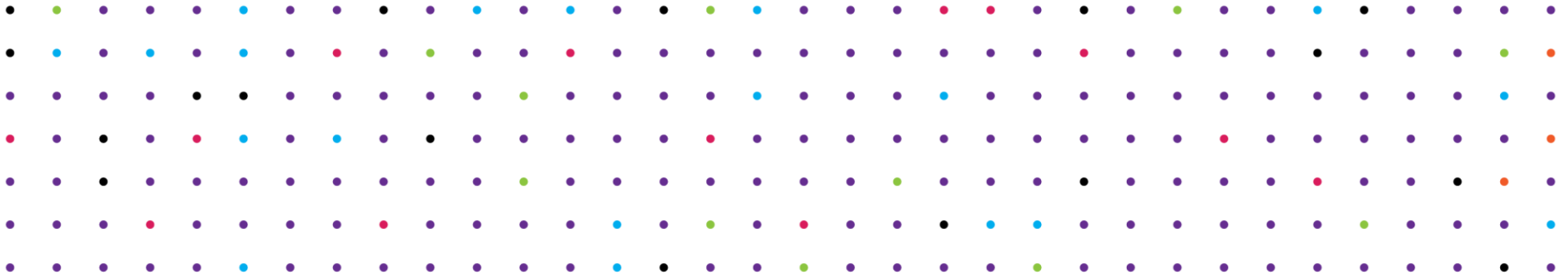


Hours of operation vary by location. Public restrooms are operated and maintained by local cities.

- TR Throne Restroom**
- PR Public Restroom**
- MR Metro Restroom**

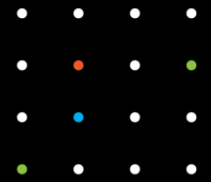
STATION EXPERIENCE

ACCELERATED THRONE SMART MOBILE RESTROOMS DEPLOYMENT



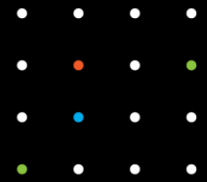
Operations, Safety, & Customer Experience Committee Meeting
May 21, 2026

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. OP128820000 with Throne Labs, Inc. to accelerate the deployment of the Throne smart restrooms and realign service levels, in the Not-to-Exceed (NTE) amount of \$3,060,590, increasing the total NTE contract amount from \$21,138,608 to \$24,199,198.

ISSUE & DISCUSSION



AWARDEE

Throne Labs, Inc.

NUMBER OF BIDS/PROPOSALS

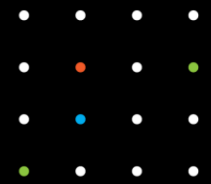
The program was made possible by Metro's unsolicited proposal process overseen by our Office of Strategic Innovation.

DEOD COMMITMENT

DBE – Throne Labs did not make a Disadvantaged Business Enterprise (DBE) commitment on this contract. As this is a leased contract, it is expected that Throne Labs will continue to perform the services of this contract with its own workforce.



ISSUE & DISCUSSION



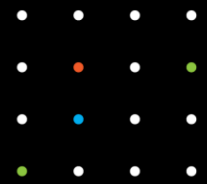
ISSUE

Throne Labs Inc. provides proprietary access control technology to ensure safe and clean restroom access, maintains a real-time data portal for Metro to monitor usage and performance, and performs all cleaning and maintenance services for the units.

The partnership with Throne Labs Inc has been highly successful during the first year of deployment, serving over 700,000 Metro riders, bus/train operators and community members daily across the Metro system and earning a resilient user cleanliness rating of nearly 4 out of 5-stars, significantly outperforming traditional restroom models.

Metro is seeking an accelerated deployment schedule for these Smart, ADA-Accessible restroom units, along with a service realignment to better match greater than expected demand at each location. This accelerated approach would allow Metro to complete the installation of all 64 restroom units in advance of the 2026 FIFA World Cup in Los Angeles, beginning June 12, 2026.

ISSUE & DISCUSSION



DISCUSSION

Metro has analyzed the costs associated with expediting deployment ahead of the 2026 FIFA World Cup in Los Angeles and the need to realign service schedules to better match restroom demand.

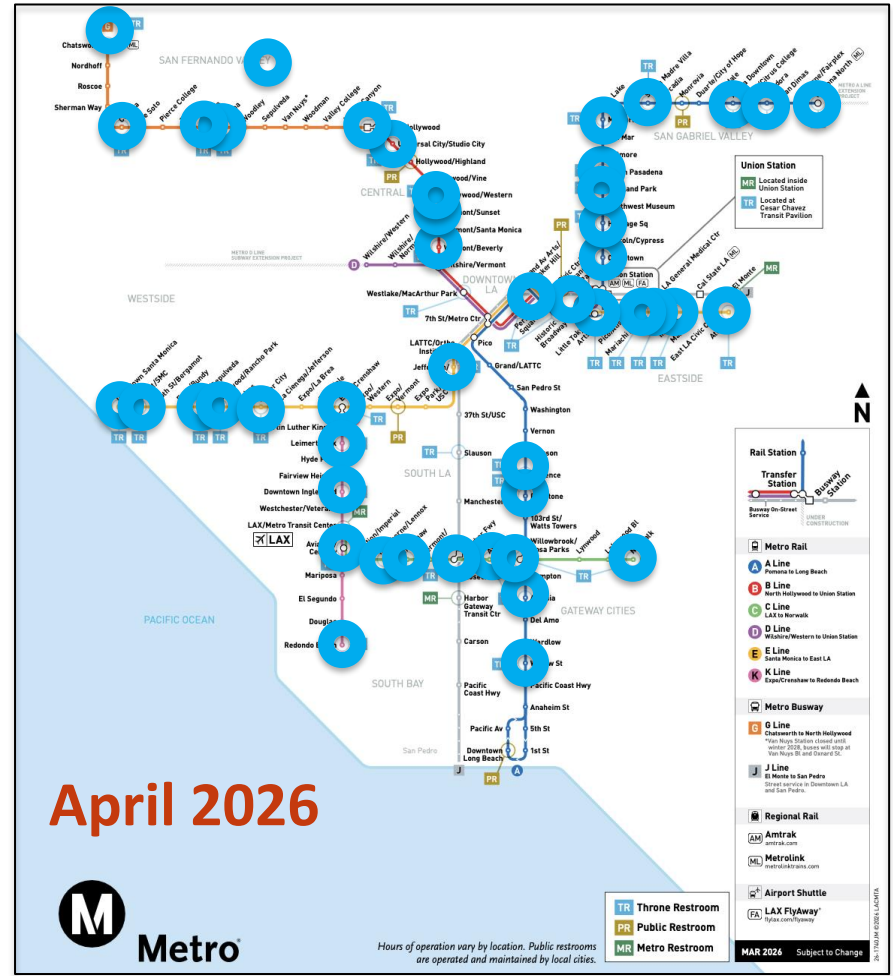
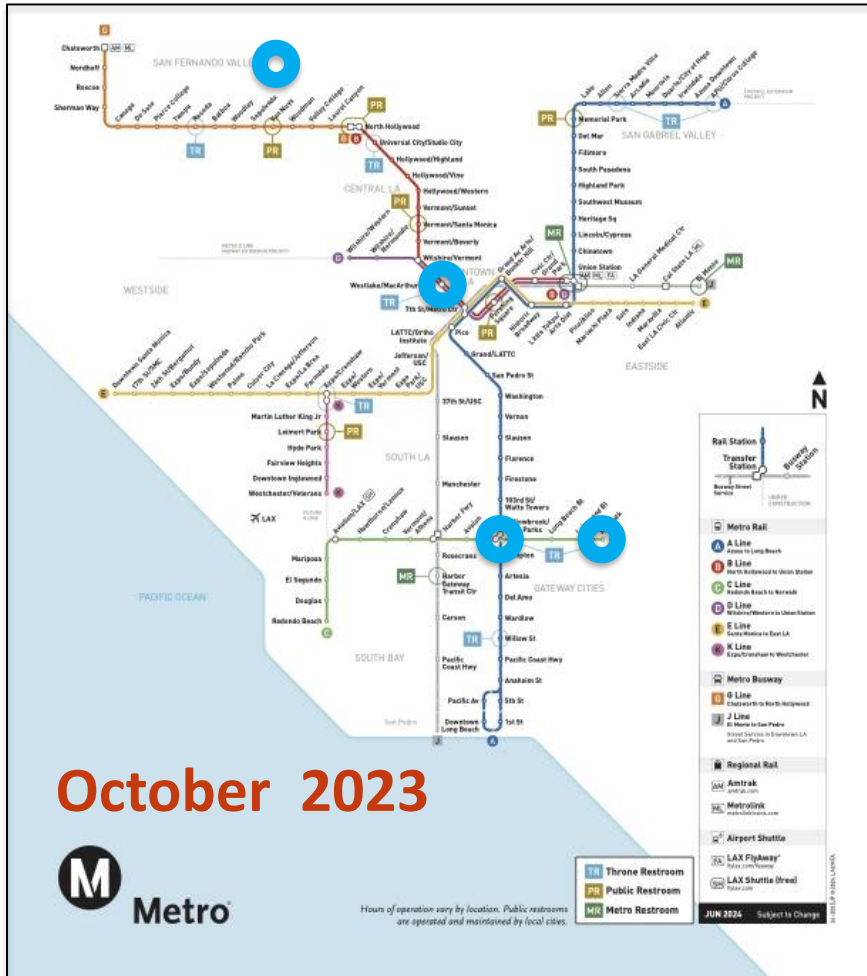
Several locations have been experiencing higher-than-anticipated usage. For example, the Little Tokyo/Arts District (A) / (E) station averages nearly 200 uses per weekday and more than 250 on weekends, making it the busiest Throne restroom in North America.

Customer surveys and feedback, including riders with the greatest needs, have indicated strong satisfaction with the Throne Restroom program and a willingness to ride Metro more often if Throne Restrooms were expanded to more stations.

Realigning service levels across existing and future units would help ensure restrooms receive appropriate servicing based on demand, improving cleanliness, reducing wait times, and enhancing the overall customer experience.

THRONE RESTROOM EXPANSION PROGRESS

Throne Restrooms Maps





Board Report

File #: 2026-0322, File Type: Informational Report

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: STATION ACTIVATION QUARTERLY UPDATE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report that provides an update on Metro's efforts to lead a comprehensive Station Activation Program.

ISSUE

Station activation plays a critical role in creating stations that feel safe, welcoming, and connected to the communities Metro serves, particularly as Metro continues to expand ridership. When stations appear inactive or disconnected from surrounding activity, customers may perceive them as unsafe. As a result, station activation is a core element of Metro's customer experience, safety, and community engagement strategies.

At its March 2025 meeting, the Board approved Motion 29 by Directors Yaroslavsky, Bass, Dupont-Walker, Sandoval, and Mitchell (Attachment A). In response to the Motion, staff have provided a status update on the development of a comprehensive, systemwide approach to station activation aligned with Metro's goals.

This report summarizes several key initiatives currently underway, including program vision and goals, a recap of station activation efforts from the past quarter, efforts to activate the new D Line station in the first 90 days of service, and efforts to activate stations during the World Cup. Collectively, these efforts build on lessons learned from existing activation initiatives and establish a clear path forward for making Metro stations vibrant, welcoming, and safe spaces for all riders.

Public safety research consistently demonstrates that open, active environments with high visibility improve perceptions of safety and support natural surveillance. Activities such as cafés, kiosks, and markets help ensure public spaces remain vibrant and well-used throughout the day. Metro's care-based approach to station activation responds directly to the needs of transit riders and nearby communities, reinforcing safety, enhancing the customer experience, and supporting increased ridership.

EQUITY PLATFORM

Station activation advances Metro's equity goals by promoting inclusive access, visibility, and a sense of belonging across the diverse communities Metro serves. By intentionally activating stations, particularly in historically underserved neighborhoods, Metro helps create public spaces that reflect local culture, respond to community needs, and foster feelings of safety, dignity, and connection. These efforts strengthen trust and deepen relationships between Metro and the communities it serves, ensuring stations function as welcoming and supportive spaces for all riders. Partnerships with Community-Based Organizations (CBOs) are central to this approach.

Through open-air markets, educational programming, community events, and small business and workforce development initiatives, station activation supports a people-centered transit experience while strengthening the local creative economy. These partnerships also help build CBO capacity and address the long-term impacts of historical disinvestment by expanding opportunities for micro-entrepreneurs and small businesses to participate in and benefit from Metro's station environments.

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 activities that will improve Metro's customer experience, safety, and community engagement strategies 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.

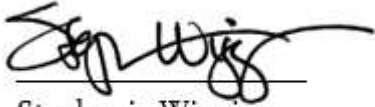
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

ATTACHMENT

Attachment A - Board Motion 29

Prepared by: Lilly O'Brien, Deputy Executive Officer, Chief of Staff, (213) 259-7480

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950

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

Stephanie Wiggins
Chief Executive Officer

**Board Report**

File #: 2025-0217, **File Type:** Motion / Motion Response**Agenda Number:** 29.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 20, 2025

Motion by:**DIRECTORS YAROSLAVSKY, BASS, DUPONT-WALKER, SANDOVAL AND MITCHELL**

Station Activation

Station activation is a means for expanding public safety by actively inviting more people into station areas. When rail stations feel empty, riders express feeling unsafe. As Metro embarks on the project of opening eight new rail stations during 2025, the opportunity to use new station openings as tools to both enhance public safety and increase ridership has never been greater.

Station activation is an essential tool to help Metro achieve its core function of providing world-class transit that recovers pre-COVID ridership rates. Station openings are important milestones to influence travel behavior of existing riders and potential new riders.

Rarely does such an opportunity arise to revisit tools that could make Metro stations cherished community spaces, in addition to access to mobility. The opening of these new stations should also provide Metro an opportunity to reflect on other recent rail station openings, extract key lessons, and apply those lessons learned to the 2025 rail station openings.

Metro has engaged in ad-hoc and microentrepreneurship focused activations to enliven stations. In 2022, Metro, through the leadership of Director Mitchell, held a pop-up station activation day at the Compton Station. Metro, in partnership with Supervisor Solis, Mayor Bass, and Councilmember Hernandez, are in the process of re-launching the marketplace at Westlake MacArthur Park as part of the station re-imagining process. These past and ongoing activities have established a solid foundation from which Metro can begin a more comprehensive and systemic approach to activation stations in an effort to enhance public safety and customer experience.

As new rail station openings draw nearer, Metro will be engaging neighboring residents and businesses to introduce the community to the new rail stations' look and feel, including safety and security measures and public art installations. Those engagements will also be opportunities for partnerships to deploy transportation demand management strategies, such as enrolling companies into the various employer transit pass programs offered by Metro.

SUBJECT: STATION ACTIVATION MOTION

RECOMMENDATION

APPROVE Motion by Yaroslavsky, Bass, Dupont-Walker, Sandoval and Mitchell that the Board direct the Chief Executive Officer to:

- A. Create a pilot station activation program to help Metro reimagine and determine how to elevate the experience of our transit riders and the surrounding communities, using tools like farmers markets, cultural programming, vending, and community events and report back in 3 months on the progress. The plan should also identify a rapid deployment that can support Purple Line Extension Section 1 station openings;
- B. Open TAP Card art contest for the new stations, time permitting;
- C. Explore TAP ticket integration art entertainment venues and cultural centers near stations, such as, but not limited to, the El Rey Theater, Pomona Fairplex, LACMA, and the Petersen Museum, building off of the successful Hollywood Bowl pilot; and
- D. Report back on the progress of the actions above on a quarterly basis to the Operations, Safety, and Customer Experience Committee, including progress on the Visionary Seed Fund station activation program at Leimert Park Station, Willowbrook/Rosa Parks Station, and Westlake/MacArthur Park Station.

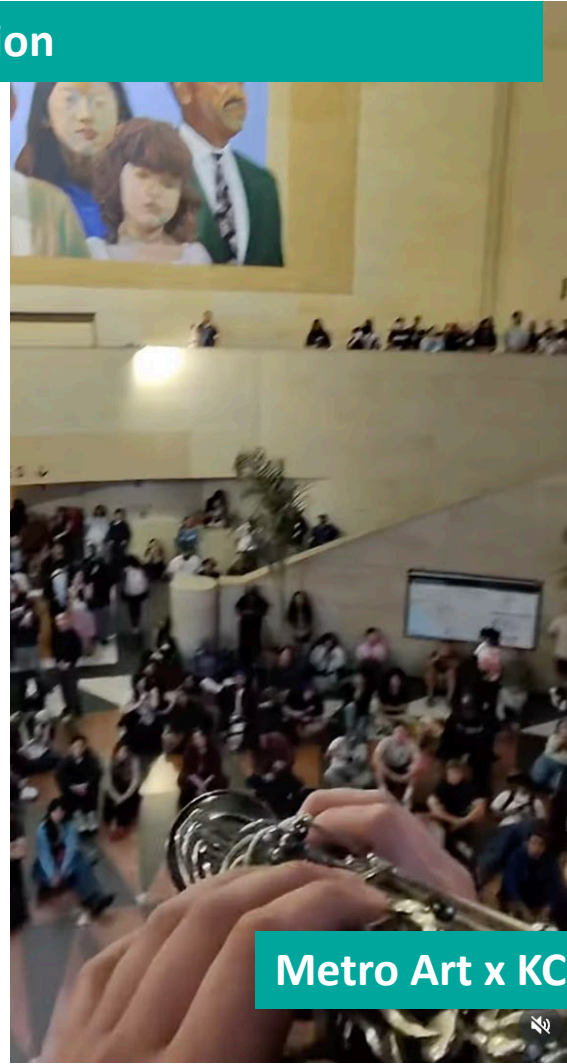


Station Activation Program

Agency Activations

Metro Art

@Nathanial POV at Union Station



**POV: You made
the perfect playlist
for your Metro trip**

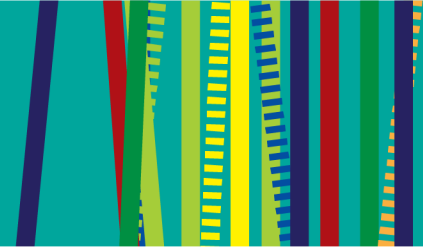
Metro Art x KCRW Soundtrips: DJ Novena Carmel

Agency Activations

Roots & Routes Transit Equity Community Celebration



Agency Activations



Earth Day Activations



Autism Awareness Month



D Line Activations



13

Partners

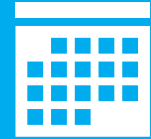
With agreements for regular programming



110+

Activations

Planned through Labor Day

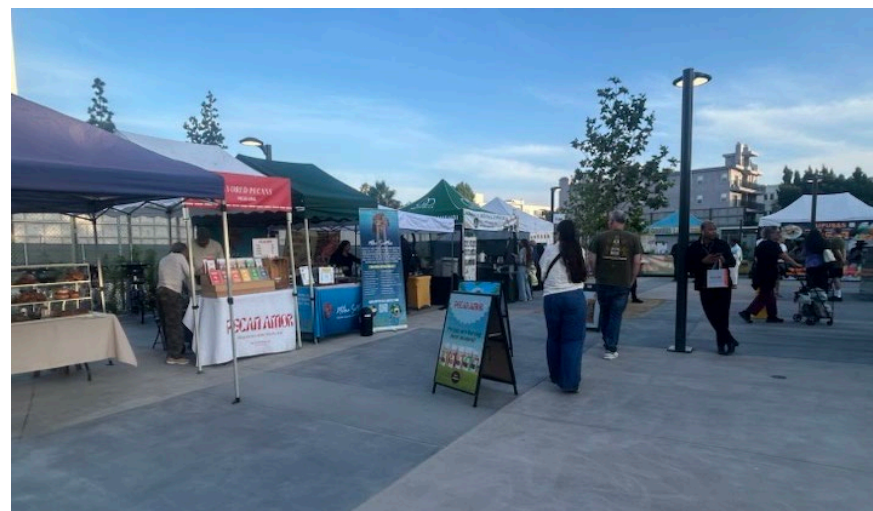


90

Days

Of Daily Programming

D Line Activations



World Cup Events and Activations



SD 1
 9 TRANSIT-FIRST EVENTS

SD 2
 14 TRANSIT-FIRST EVENTS

SD 3
 12 TRANSIT-FIRST EVENTS

SD 4
 9 TRANSIT-FIRST EVENTS

SD 5
 5 TRANSIT-FIRST EVENTS

Priorities for the Coming Year





Board Report

File #: 2026-0268, File Type: Informational Report

Agenda Number: 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: REVIEW OF METRO'S PAYMENT SYSTEM AND SIGNAGE AT PARKING LOTS FOR THE 2026 FIFA WORLD CUP

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

ISSUE

The Office of the Inspector General (OIG) conducted a Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup (the "Lots"). The objective of this review was to evaluate whether Metro's parking payment system is clear, user-friendly, accessible, and functioning as intended, and whether parking facility signage is properly installed, visible, and fully compliant with applicable laws and standards to effectively support that event.

BACKGROUND

Metro's parking payment system and signage are critical to the patron experience and the enforcement of parking rules under the Metro Parking Ordinance. All signage must comply with applicable laws and standards, including the California Vehicle Code (CVC), the Americans with Disabilities Act (ADA), the California Manual on Uniform Traffic Control Devices (CA MUTCD), and relevant local ordinances. Reliable signage and payment systems ensure clear guidance for patrons and support lawful payment enforcement actions.

Since the resumption of paid parking following the lifting of COVID-19 restrictions, Transit Court has received complaints regarding malfunctioning kiosks and mobile applications that, in some cases, prevent successful parking transactions. These issues highlight the need for an accessible, user-friendly, and dependable payment system. Proper signage has also proven critical; for example, in early 2025, Union Station impound signage was updated to meet CVC requirements.

Special event signage, such as at SoFi Stadium for Rams or Chargers games and concerts, informs patrons of temporary parking rates. In late 2025, following an increase in citation appeals related to special event rates and signage, Transit Court recommended that Parking Management maintain a

log documenting the date and time temporary rate signs are posted, and ensure they are installed at least 24 hours before enforcement of new rates. These measures help reduce citation disputes and ensure transparency.

The Parking Operations group manages Metro's day-to-day parking programs, including oversight of the payment system, coordination with contractors, monitoring revenue, and addressing operational issues. Signage for the World Cup is handled by the Signage Workstream under the Customer Experience Office.

Metro contracts with L and R Auto Parks, Inc. (DBA Joe's Auto Parks) to operate Park and Ride facilities; Metro Auto Parks manages parking at Union Station; and SP Plus Corporation provides enforcement services. Parking violations are processed through Metro's Transit Court.

With the anticipated increase in transit and parking demand during the 2026 FIFA World Cup, ensuring a functional payment system and compliant signage is essential to support Metro's efficient and effective operations and a consistent, positive experience for all Metro patrons.

DISCUSSION

We reviewed parking facilities designated for use during the 2026 FIFA World Cup. Parking facilities intended to support transit riders by providing reserved or regular transit parking include the following:

Operated by Metro -

- Hawthorne/Lennox
- Crenshaw
- North Hollywood
- Pierce College
- Union Station
- Harbor Gateway Transit Center

LAX/Metro Transit Center - No on-site parking available; however, shuttle service for the FIFA World Cup will be available to transport passengers to SoFi Stadium, where matches will be held.

Not Operated by Metro -

- Downtown Long Beach
- El Camino College
- Santa Monica Station

Metro continues to work with additional transit agencies and municipalities, adding parking lots for the 2026 FIFA world Cup. Additionally, Metro is preparing for a surge in visitors by adding more than 300 buses and offering direct-to-stadium service across Southern California.

Overall, the review found that Metro's parking payment system functions as intended and is generally user-friendly and accessible; however, opportunities exist to further streamline the payment process to enhance ease of use for parking lot patrons. Parking signage at the facilities reviewed generally complies with applicable laws and regulatory requirements, with some exceptions noted.

The review identified opportunities to strengthen signage maintenance and consistency, as well as parking enforcement practices. Key issues include unauthorized parking activities and abandoned vehicles, deteriorated or inconsistent signage, incomplete ADA signage, and non-transit use of parking facilities.

This report includes 11 recommendations to strengthen operational controls, ensure consistent enforcement, and enhance service for Metro patrons.

RECOMMENDATIONS

Finance (TAP), Customer Experience Office, and Operations (Parking Management)

1. Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
2. Implement an “Open Pay” option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

Operations (Parking Management)

3. Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.
4. Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.
5. Increase the frequency of signage inspections beyond quarterly audits, particularly at high-traffic stations and during special event periods, particularly for the Lots serving the 2026 World Cup.
6. Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities, , particularly for the Lots serving the 2026 World Cup.
7. Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant.
8. Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.
9. Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition.

10. Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

Customer Experience Office (Creative & Brand)

11. Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

EQUITY PLATFORM

The results of this review may support positive equity outcomes if Metro implements the recommendations. Strengthening oversight of parking facilities and updating signage to match ADA requirements can enhance safety, accessibility, and consistency across locations, benefiting both patrons and employees. Collectively, these improvements can help ensure a more equitable, reliable, and user-centered experience for all Metro parking users.

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/administrative 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

Recommendations support strategic plan goal no. 2: Deliver outstanding trip experiences for all users of the transportation system.

NEXT STEPS

Metro management agreed to implement 10 of the 11 report recommendations. Some have already been completed, with most of the remaining actions scheduled for completion within this calendar year. Finance will revisit the recommendations upon completion of the TAP Plus implementation, which is scheduled for Fall 2027.

ATTACHMENT

Attachment A - Final Report on Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup (Report No. 26-AUD-07)

Prepared by: Asuncion Dimaculangan, Senior Auditor, (213) 244-7311
Yvonne Zheng, Senior Manager, Audit, (213) 244-7301
George Maycott, Senior Director, Special Projects, (213) 244-7310

Reviewed by: Karen Gorman, Inspector General, (213) 922-2975



Karen Gorman
Inspector General

**Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General**

**Review of Metro's Payment System and
Signage at Parking Lots for the
2026 FIFA World Cup**

Report No. 26-AUD-07

May 05, 2026



TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
OBJECTIVE, SCOPE, AND METHODOLOGY	2
BACKGROUND	3
RESULTS OF REVIEW	4
1. Park-and-Ride Facilities for FIFA World Cup Matches	4
2. Payment for Parking.....	4
3. Parking Enforcement Issues: Unauthorized and Abandoned Vehicles	6
4. Parking Signage Condition and Maintenance	8
5. Incomplete ADA Signage	9
6. Kiosk Condition.....	10
7. Non-Transit Use of Parking Facility	11
CONCLUSION	11
RECOMMENDATIONS	12
MANAGEMENT COMMENTS TO RECOMMENDATIONS	13
OIG EVALUATION OF MANAGEMENT RESPONSE	13
ATTACHMENTS	14
A. Park-and-Ride Facilities for World Cup Matches	14
B. Issues Found at Park-and-Ride Facilities for FIFA World Cup	15
C. Unauthorized and Abandoned Vehicles	16
D. Issues with Signage and Kiosk	18
E. Management Comments to Draft Report	23
F. Final Report Distribution	30



Metro

**Los Angeles County
Metropolitan Transportation Authority**

Office of the Inspector General
818 West 7th Street, Suite 500
Los Angeles, CA 90017

213.244.7300 Tel
213 244-7318 Fax

DATE: May 05, 2026

TO: Conan Cheung, Chief Operations Officer
Anelli-Michelle Navarro, Chief Financial Officer (Interim)
Jennifer Vides, Chief Customer Experience Officer

FROM: Yvonne Zheng, Senior Manager, Audit E-SIGNED by Yvonne Zheng
Office of the Inspector General on 2026-05-05 14:06:25 PDT

SUBJECT: Final Report: Review of Metro’s Payment System and Signage at Parking Lots for the 2026 FIFA World Cup (Report No. 26-AUD-07)

EXECUTIVE SUMMARY

The objective of this review was to evaluate whether Metro’s parking payment system at the Lots as identified in Attachment A is clear, user-friendly, accessible, and functioning as intended, and whether parking facility signage is properly installed, visible, and fully compliant with applicable laws and standards.

Overall, the review found that Metro’s parking payment system functions as intended and is generally user-friendly and accessible; however, opportunities exist to further streamline the payment process to enhance ease of use for patrons. Parking signage at the facilities reviewed generally complies with applicable laws and regulatory requirements, with some exceptions noted.

The review identified opportunities to strengthen signage maintenance and consistency, as well as parking enforcement practices. Key issues include unauthorized parking activities and abandoned vehicles, deteriorated signage, incomplete accessibility markings, and non-transit use of parking facilities.

This report includes 11 recommendations to strengthen operational controls, ensure consistent enforcement, and enhance service for Metro patrons.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

OBJECTIVE, SCOPE, AND METHODOLOGY

Objective

The objective of this review was to assess whether Metro's parking payment system at the Lots is clear, user-friendly, accessible, and functioning as intended, and whether parking signage is properly designed, installed, and maintained in accordance with the California Vehicle Code, the Americans with Disabilities Act (ADA), the California Manual on Uniform Traffic Control Devices, and relevant local ordinances governing parking and enforcement at the lots. This review was conducted in anticipation of increased transit and parking demand during large-scale events, including the 2026 FIFA World Cup in Los Angeles, beginning in June 2026.

Scope

The review focused on Metro's parking payment system and signage at the Park-and-Ride facilities that will be used for the 2026 FIFA World Cup. Selected Metro-owned and operated parking facilities were examined, including Caltrans-owned parking lots along the C Line, near SoFi Stadium, where World Cup matches will be held.

Methodology

To achieve the review objectives, we performed the following procedures:

- Reviewed applicable laws, regulations, standards, policies, and procedures related to parking payment and parking signage management.
- Reviewed documentation from Metro's Parking Management Department related to parking operations, signage standards, and special event procedures.
- Conducted on-site inspections at selected parking facilities (Lots) to assess payment system and signage conditions.
- Tested the functionality of parking payment methods: kiosks, mobile applications, and online system.
- Interviewed staff from Metro's Parking Management Department, TAP Department, and Transit Court regarding operations, enforcement, and issue resolution.
- Conducted interviews with parking patrons at selected locations to gather feedback on user experience.
- Observed parking operations and evaluated the clarity, accessibility, and compliance of signage at inspected sites.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

BACKGROUND

Metro's parking payment system and signage are critical to the patron experience and the enforcement of parking rules under the Metro Parking Ordinance. All signage must comply with applicable laws and standards, including the California Vehicle Code (CVC), the Americans with Disabilities Act (ADA), the California Manual on Uniform Traffic Control Devices (CA MUTCD), and relevant local ordinances. Reliable signage and payment systems ensure clear guidance for patrons and support lawful payment enforcement actions.

Since the resumption of paid parking following the lifting of COVID-19 restrictions, Transit Court has received complaints regarding malfunctioning kiosks and mobile applications that, in some cases, prevent successful parking transactions. These issues highlight the need for an accessible, user-friendly, and dependable payment system. Proper signage has also proven critical; for example, in early 2025, Union Station impound signage was updated to meet CVC requirements.

Special event signage, such as at SoFi Stadium for RAMS or Chargers games and concerts, informs patrons of temporary parking rates. In late 2025, following an increase in citation appeals related to special event rates and signage, Transit Court recommended that Parking Management maintain a log documenting the date and time temporary rate signs are posted, and ensure they are installed at least 24 hours before enforcement of new rates. These measures help reduce citation disputes and ensure transparency.

The Parking Operations group manages Metro's day-to-day parking programs, including oversight of the payment system, coordination with contractors, monitoring revenue, and addressing operational issues. Signage for the World Cup is handled by the Signage Workstream under the Customer Experience Office.

Metro contracts with L and R Auto Parks, Inc. (DBA Joe's Auto Parks) to operate Park and Ride facilities; Metro Auto Parks manages parking at Union Station; and SP Plus Corporation provides enforcement services. Parking violations are processed through Metro's Transit Court.

With the anticipated increase in transit and parking demand during the 2026 FIFA World Cup, ensuring a functional payment system and compliant signage is essential to support Metro's efficient and effective operations and a consistent, positive experience for all Metro patrons.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

RESULTS OF REVIEW

1. Park-and-Ride Facilities for FIFA World Cup Matches

Metro implemented the World Cup Games Enhanced Transit Service (WCGETS) to support the anticipated high volume of spectators traveling to and from the Los Angeles Stadium at Hollywood Park (SoFi Stadium) during the 2026 FIFA World Cup. The program is intended to facilitate the safe, efficient, and high-capacity movement of tens of thousands of attendees on match days.

WCGETS includes direct, match-day transit service from designated park-and-ride locations to SoFi Stadium. These locations are strategically distributed and integrated with Metro's bus and rail network, enabling patrons to access service points without driving directly to the venue.

Advance parking reservations are available at nine locations across Southern California, many of which are directly connected to Metro Rail and Bus (see Attachment A). Reserved parking guarantees space and includes three round-trip transit rides to and from the stadium. Reservations are administered through the SpotHero platform, subject to availability and applicable pricing.

In addition to reserved parking, Metro will continue to offer general transit parking on a first-come, first-served basis. Most locations are accessible via bus, rail, or rideshare services. Metro may implement event-based pricing adjustments to reflect increased demand during World Cup matches.

Patrons can check [Go Metro to the World Cup](#) for more information.

2. Payment for Parking

Metro operates parking facilities that support transit riders across its rail and bus network. These facilities are intended for transit patrons only and are not open to the general public, except where access is authorized through leases or special event permits. To use Metro parking facilities, patrons must demonstrate transit usage by completing a ridership transaction using a Metro TAP card within 96 hours of parking and/or by paying the applicable parking fee.

Metro parking facilities consist of both paid and free lots located near transit stations. For paid parking locations, patrons may purchase daily permits through on-site kiosks, the Metro Parking mobile application, or the online platform at [ParkAtMetro.net](#). Monthly parking permits are also available at select locations. Monthly permit holders are required to use the transit system for a minimum of ten (10) calendar days per month. Enrollment in the monthly permit program requires pre-registration and a valid TAP card.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

Parking facilities operate 24 hours per day, seven days per week, under a pay-on-entry model in which patrons are expected to pay for parking upon arrival and before boarding transit. Standard parking rates are \$2.00 or \$3.00 per day, or \$59 per month. For fiscal year 2025, parking revenue amounted to approximately \$1.4 million.

Metro offers free parking on weekends and holidays at select locations, as indicated on its website. While this benefit is available, there is no legal requirement to post signage notifying patrons of free parking on these days.

Special event parking rates vary, ranging from \$10.00 to \$120.00 at select locations, and are posted at least 30 days prior to the event. On the day of the event, standard rate signage at facility entrances is covered, and the applicable event rate is displayed on temporary A-frame signs and at payment kiosks.

Metro offers three methods of payment for its operated parking lots: kiosks, the online website [ParkAtMetro.net](https://www.parkatmetro.net), and the mobile application. We tested each payment method. All payment methods were operational at the time of our site visits. Under the current process, patrons using kiosks must first tap their TAP card and then complete payment using cash or a bank card. For online and mobile payments, users are required to enter their TAP card number during the transaction. This requirement is intended to verify that parking users are Metro transit riders. According to Parking Management, a parking facility user is able to process one transaction without a TAP card for the same license plate. Upon the second attempt, the user will be prompted to provide a TAP card to process the parking transaction. Failure to do so will subject them to a parking citation.

Our review found that while the current process supports rider verification, the payment experience could be further streamlined. Allowing parking fees to be paid directly using a Metro TAP card, with automatic deduction from the card balance, would simplify the process, reduce reliance on cash and bank card transactions, and improve convenience for transit patrons, while continuing to support the objective of restricting parking use to Metro riders.

Eliminating the need to present a Metro TAP card and allowing parking lot patrons to use their personal bank card for parking fees would also simplify the process and improve convenience for transit patrons.

Metro TAP Operations provided us with information about using a contactless bank card to pay for Metro Bus and Rail fares to and from the 2026 FIFA World Cup events this June. Utilization of a contactless bank card for payment has been "piloted" for use on Metro Buses, Turnstiles, and Fare Gates. A complete implementation and rollout of contactless payment for Metro fare is scheduled to be in place in late spring, in time for the upcoming 2026 FIFA World Cup. Acceptable bank cards include American Express (AMEX), Japan Credit Bureau (JCB), Mastercard,

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

VISA, and Discover. Unlike TAP cards that can be used as Metro fare for a single rider, a contactless bank card can be used for 1-5 riders at a time. The convenience of using a contactless bank card mitigates the numerous patron complaints about having to buy a TAP card and also use a bank card to pay for Metro fares.

Transitioning payment from a TAP card and a bank card to payment with a contactless bank card, or Open Pay, for parking at Metro-operated parking lots would add the same convenience that Metro Bus and Rail patrons receive. A streamlined payment process would enhance the customer experience.

Recommendations:

Finance (TAP) and Customer Experience

- Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
- Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

3. Parking Enforcement Issues: Unauthorized and Abandoned Vehicles

Metro maintains a contract with SP Plus Corporation to provide parking enforcement services, including the issuance of parking violations and warnings. The contract specifies that enforcement staff responsibilities include, among others, identifying abandoned vehicles, managing towing operations, submitting work orders, and conducting routine lot inspections.

Our review identified multiple indicators of weaknesses in parking enforcement, including:

- Recreational vehicles (RVs), motor homes, and box trucks parked for extended periods without payment
- Abandoned vehicles occupying parking spaces

At the Crenshaw parking facility, a Parkwood cleaning staff member (Metro contractor) confirmed that several RVs and abandoned vehicles have remained on-site for several months. In addition, Transit Court staff reported a recent complaint from a cited vehicle owner alleging inconsistent enforcement, noting that other vehicles had been in violation for extended periods without receiving citations.

Review of Metro’s Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

Below is the summary of 10 vehicles we found in violation of parking rules and ordinances:

Table 1: Vehicles in Violation of Parking Rules and Ordinances					
Date of Site Inspection	Parking Location	Vehicle Description	Last Three Digits of License Plate	Paid / Unpaid	Violation / Remarks
2/25/2026	Crenshaw	Ford Box Truck	5G1	Paid	Exceeds 72 hours
2/25/2026	Crenshaw	Ford Box Truck	470	Paid	Exceeds 72 hours
2/25/2026	Crenshaw	Recreational Vehicle	Y51	Unpaid	Exceeds 72 hours; no payment; oversized vehicle
2/25/2026	Crenshaw	Ford Truck	PKY	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Ford Motor Home	480	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Ford Motor Home	888	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Recreational Vehicle	203	Paid	Exceeds 72 hours; no payment; oversized vehicle
2/25/2026	Crenshaw	Recreational Vehicle	017	Unpaid	Exceeds 72 hours; no payment; oversized vehicle
2/25/2026	Crenshaw	Hyundai Elantra	799	Unpaid	Exceeds 72 hours; no payment
2/25/2026	Crenshaw	Dodge Charger	-	Unpaid	Exceeds 72 hours; abandoned car

Attachment C shows pictures of the vehicles in Table 1.

Metro Parking Ordinance 8-05-160, Vehicle Parked Seventy-Two (72) or More Hours states, “Any vehicle observed parked or left standing longer than seventy-two (72) consecutive hours without an authorized permit in the same location may be cited. Any Vehicle parked longer than seventy-two (72) hours must obtain permission in advance from METRO.”

These observations indicate that parking rules are not being enforced consistently and that monitoring activities may be insufficient at certain locations. Vehicles that are unauthorized or abandoned are in violation of applicable local ordinance and CVC section 22651 and are required to be addressed.

Parking Management informed us that a couple of the above vehicles had been towed after our site inspection. They explained that delays between notification and enforcement may occur because the towing process requires coordination among multiple parties, including interagency partners, enforcement contractors, and tow service providers. According to Parking Management, this interagency coordination involves collaboration among law enforcement, SSLE, the Homeless Outreach Population Estimate (HOPE) Team, Environmental and Sustainability, and Facilities Contract Maintenance. Coordination among these entities is required prior to taking enforcement action, which can contribute to timing delays. Failure to promptly identify and remove such vehicles reduces parking availability for special events such as the 2026 World Cup, undermines equitable enforcement, and may create safety and operational risks. Active and consistent enforcement is necessary to ensure compliance and maximize the availability and efficient use of Metro parking facilities.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

Recommendations:

Parking Management

- Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.
- Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.

4. Parking Signage Condition and Maintenance

The California Manual on Uniform Traffic Control Devices (CA MUTCD) requires that parking signage be properly installed, clearly visible, and maintained in good condition to ensure compliance with applicable standards and to provide clear guidance for parking users.

Parking Management indicated that its contractor performs quarterly audits of parking signage. However, based on our site inspections, we observed multiple conditions suggesting that signage maintenance is not performed consistently or promptly. Specifically, we identified the following issues:

- Graffiti on parking signs
- Deteriorated or damaged signs
- Signs installed upside down

These conditions suggest that improvements can be made to ensure the effectiveness of the current inspection and maintenance process.

In addition, data obtained from Transit Court further supports the significance of signage-related issues. For the fourth quarter of 2025 (including the NFL event period), signage issues were the most frequently reported complaints from patrons. The top signage complaints were as follows:

1. Signage issues (26)
2. Kiosk issues (22)
3. Permit issues – Employees at divisions (22)
4. Unaware of payment requirement (21)
5. App issues (18)
6. Connectivity issues (4)
7. Line marking issues (4)
8. Website issues (3)

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

The signage-related complaints, combined with the observed deficiencies, indicate the need to ensure that signage is consistently clear, visible, and compliant with applicable standards.

Attachment D shows pictures with signage maintenance issues found during the site inspection.

Damaged, defaced, or improperly installed signage may lead to confusion among parking lot patrons, reduce compliance with parking requirements, and increase the likelihood of disputes and complaints. Additionally, unstable or improperly mounted signs present potential safety risks and do not meet established visibility and installation standards. Well-maintained and damage-free parking lot signage would enhance customer experience for all patrons, including those attending the 2026 World Cup.

Recommendations:

Parking Management

- Increase the frequency of signage inspections at the Lots beyond quarterly audits, particularly at high-traffic stations and during special event periods.
- Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities.

5. Incomplete ADA Signage

According to the California Vehicle Code section 22511.8 and the 2010 ADA Standards for Accessible Design, accessible parking spaces must include:

- A vertical sign displaying the International Symbol of Accessibility (ISA), visible when a vehicle is parked, with required fine notice (e.g., "Minimum Fine \$250").
- Pavement markings, including the ISA symbol and blue striping for the accessible parking stall.
- An adjacent access aisle, properly marked with diagonal striping and "No Parking" sign.
- Van-accessible spaces with appropriate width and signage.
- A clear, accessible route from the parking stall to the facility entrance.

During the inspection of selected Metro Park-and-Ride lots, we identified ADA parking spaces without the "Minimum Fine \$250" sign for accessible parking violations. (See Attachment D Picture 6.)

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

These issues may result from oversight in updating older parking areas to meet California-specific ADA requirements. A standardized inspection or monitoring program should be in place to ensure ongoing accessibility compliance.

Noncompliance with California and federal accessibility requirements could expose Metro to legal liability and reputational risk. In addition, accessibility enforcement may be hindered due to missing or unclear signage.

Recommendations:

Customer Experience Office (Creative & Brand)

- Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

Parking Management

- Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant, particularly for the Lots serving the 2026 World Cup.
- Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.

6. Kiosk Condition

Payment kiosks and other facility equipment must be maintained in a safe, accessible, and functional condition.

Our review identified parking payment kiosks with cosmetic damage (See Attachment D, picture 5). While the kiosks remained functional, cosmetic damage may affect user perception of equipment reliability, cleanliness, and maintenance.

Well-maintained equipment will positively affect public perception and user confidence in the parking payment system. Parking payment equipment should be maintained in good working and physical condition to ensure reliable operation and a positive customer experience.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

Recommendation:

Parking Management

- Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition, particularly for the Lots serving the 2026 World Cup.

7. Non-Transit Use of Parking Facility

Metro parking facilities are intended primarily to support transit users and authorized parking activities.

During our inspection, we observed that the Crenshaw parking facility was being used by buses transporting passengers to and from a casino. These buses were picking up and dropping off passengers within the facility. A Metro contractor employee from Parkwood Company, present during our inspection, confirmed this activity and noted that passengers from these buses were leaving trash on the ground and not using the Metro system, as required.

Unauthorized parking lot use may reduce parking availability for transit riders and create additional operational challenges. Controls should be in place to prevent such activity.

Recommendation:

Parking Management

- Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

CONCLUSION

Overall, the review found that Metro's parking payment system functions as intended and is generally user-friendly and accessible; however, opportunities exist to further streamline the payment process to enhance ease of use for parking lot patrons. Parking signage at the facilities reviewed generally complies with applicable laws and regulatory requirements, with some exceptions noted.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

The review identified opportunities to strengthen signage maintenance and consistency, as well as parking enforcement practices. Key issues include unauthorized parking activities and abandoned vehicles, deteriorated or inconsistent signage, incomplete ADA signage, and non-transit use of parking facilities.

This report includes 11 recommendations to strengthen operational controls, ensure consistent enforcement, and enhance service for Metro patrons.

RECOMMENDATIONS

The recommendations discussed above are presented below:

Finance (TAP) and Customer Experience Office

1. Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
2. Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

Operations (Parking Management)

3. Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.
4. Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.
5. Increase the frequency of signage inspections beyond quarterly audits, particularly at high-traffic stations and during special event periods, particularly for the Lots serving the 2026 World Cup.
6. Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities, particularly for the Lots serving the 2026 World Cup.

Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup

Office of the Inspector General

Report No. 26-AUD-07

7. Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant.
8. Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.
9. Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition.
10. Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

Customer Experience Office (Creative & Brand)

11. Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

MANAGEMENT COMMENTS TO RECOMMENDATIONS

On April 10, 2026, we provided Metro Management with our draft report. By April 28, 2026, Metro Management submitted its responses, summarizing the corrective actions taken. See Attachment E.

OIG EVALUATION OF MANAGEMENT RESPONSE

Metro Management's responses and the corrective actions taken are responsive to the report's findings and recommendations. Finance will revisit the recommendations upon completion of the TAP Plus implementation, which is scheduled for Fall 2027. Follow-up on the implementation of these recommendations will be conducted through the Management Audit Services Audit Report Follow-up and Resolution Tracking System.

Park-and-Ride Facilities for World Cup Matches

The Lots

Line	Location	Parking
	El Camino College 3536 Manhattan Beach Bl, Torrance, CA 90506	Reserved Parking
J	Harbor Gateway Transit Center 731 W 182nd St, Los Angeles, CA 90248	Reserved Parking or Regular Transit Parking
C	Hawthorne/Lennox Station 11230 S Acacia Av, Lennox, CA 90304	Reserved Parking or Regular Transit Parking
C	Crenshaw Station 11901 S Crenshaw Bl, Hawthorne, CA, 90303	Reserved Parking or Regular Transit Parking
C, K	LAX/Metro Transit Center 9225 Aviation Bl, Los Angeles, CA 90045	No on-site parking available
A	Downtown Long Beach 300 E 1st St, Long Beach, CA 90802	Reserved Parking
B, G	North Hollywood Station 5350 N Lankershim Bl, North Hollywood, CA 91601	Reserved Parking or Regular Transit Parking
G	Pierce College Station 6425 Winnetka Av, Woodland Hills, CA	Reserved Parking or Regular Transit Parking
A, B, D, J	Union Station 800 N. Alameda St, Los Angeles, CA 90012	Regular Transit Parking, Event Rates will Apply
	Santa Monica Station 1234 4th St, Santa Monica, CA 90401	City Parking

Source: [Go Metro to the World Cup](#)

Issues Found at Park-and-Ride Facilities for FIFA World Cup

Date of Site Inspection	Line	Parking Location	Finding
2/25/2026	C	Crenshaw	(8) Recreational vehicles, motor homes, box trucks - Exceeds 72 hours, no payment, oversized, no permit (2) Cars - Exceeds 72 hours/no payment/ abandoned Scratches in parking kiosk Deteriorated sign No signage indicating minimum \$250 fine for ADA parking violations Tilted sign
2/25/2026	C	Hawthorne/Lennox	Torn/damaged sign Graffiti on sign Sign upside down Graffiti on sign (with clothes hanging on the fence)
2/26/2026	G	Pierce College	(9) Deteriorated signs Bike lockers sign with four arrows/directions No signage indicating minimum \$250 fine for ADA parking violations
2/26/2026	B	North Hollywood	(2) No ADA vertical sign, just pavement marking Damaged/torn sign Graffiti on sign Scratches on kiosk
3/11/2026	A, B, D, J	Union Station	ADA parking worn out Graffiti on sign No signage indicating minimum \$250 fine for ADA parking violations

Unauthorized and Abandoned Vehicles



Picture 1

2/25/2026 -Crenshaw (C Line)

Recreational Vehicles/Motor Homes/Box Trucks
Exceeds 72 Hours/No Payment/Oversized/No Permit



Picture 2

2/25/2026 - Crenshaw (C Line)
Abandoned Car

Unauthorized and Abandoned Vehicles

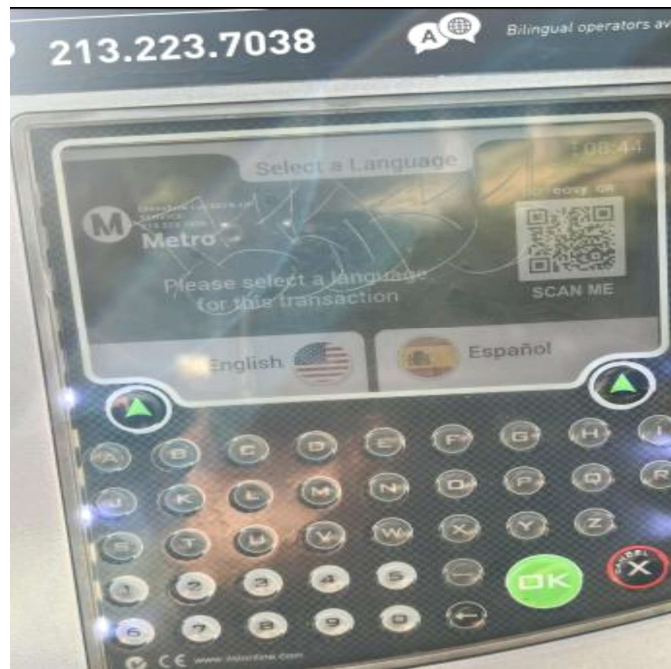


Picture 3
2/25/2026 Crenshaw (C Line)
Abandoned Car (Front)



Picture 4
2/25/2026 Crenshaw (C Line)
Abandoned Car (Back)

Issues with Signage and Kiosk



Picture 5
2/25/2026 – Crenshaw (C Line)
Scratches in Parking Kiosk



Picture 6
2/25/2026 – Crenshaw (C Line)
No Signage for “Minimum Fine \$250”

Issues with Signage and Kiosk

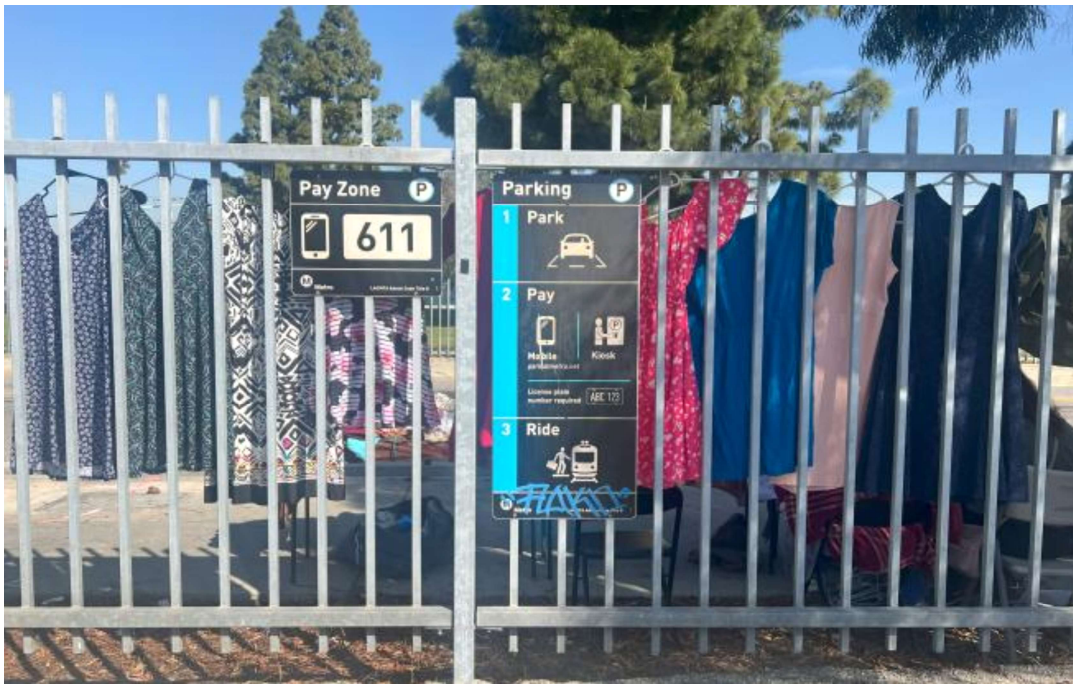


Picture 7
2/25/2026 – Hawthorne/Lennox (C Line)
Torn/Damaged Sign



Picture 8
2/25/2026 – Hawthorne/Lennox (C Line)
Sign Upside Down

Issues with Signage and Kiosk



Picture 9

2/25/2026 – Hawthorne/Lennox
Graffiti on Sign



Picture 10

2/26/2026 – Pierce College (G Line)
Deteriorated Sign

Issues with Signage and Kiosk



Picture 11
2/26/2026 – Pierce College (G Line)
Bike Lockers Sign with Four Different Directions



Picture 12
2/26/2026 – North Hollywood (B Line)
No Vertical ADA Sign

Issues with Signage and Kiosk



Picture 13
2/26/2026 – North Hollywood
Damaged/Torn Sign



Picture 14
3/11/2026 - Union Station
Worn Out Sign/Some Deterioration

Management Comments to Draft Report

FINANCE (TAP)



Metropolitan Transportation Authority

Metro

Interoffice Memo

Date:	April 22, 2026
To:	Sr. Manager, Audit Office of Inspector General
From:	David Sutton  Sr. Executive Office of Finance
cc:	Michelle Navarro Interim Chief Financial Officer 
Subject:	Response(s) to Audit Recommendations in Report No. 26-AUD-07

Thank you for the opportunity to respond to the finding(s) and recommendation(s) in the draft report (Audit Report No. 26-AUD-07, Audit Report Title) prior to the release of the final report. We have reviewed the draft report and provide our response(s) to the recommendation(s) below.

RECOMMENDATION(S):

1. Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
2. Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

MANAGEMENT RESPONSE:

Agree.

TAP is currently implementing fare modernization through the TAP Plus program, including deployment of Open Payment and account-based payment capabilities through Fall 2027.

This modernization effort will provide foundational infrastructure that may support future enhancements, such as enabling parking payment using TAP stored value with additional system modifications and supporting ridership verification and payment using bank card transactions at Metro parking facilities. This change may require policy approval for several TAP programs, including corporations that provide transit benefits using Stored Value (as parking may not qualify as an approved expenditure).

Management Comments to Draft Report

FINANCE (TAP) (Continued)

Phase 2 of the TAP Plus program will provide additional application programming interfaces (APIs) that may support integration with parking payment platforms to enable ridership verification.

Metro parking facilities already support payment using bank cards through existing parking payment channels. However, implementation of Open Payment that satisfies Metro's ridership verification requirements must be evaluated following completion of TAP Plus implementation and in coordination with Parking Management and Customer Experience.

Metro will revisit these recommendations after TAP Plus deployment is complete.

Implementation date:

To be evaluated following completion of TAP Plus implementation (currently scheduled through Fall 2027).

Management Comments to Draft Report

CUSTOMER EXPERIENCE



Metropolitan Transportation Authority

Metro

Interoffice Memo

Date:	April 20, 2026
To:	Sr. Manager, Audit Office of Inspector General
From:	Jennifer Vides Chief Customer Experience Officer
Subject:	Customer Experience Response(s) to Audit Recommendations in Report No. 26-AUD-07

Thank you for the opportunity to respond to the finding(s) and recommendation(s) in the draft report (Audit Report No. 26-AUD-07, Review of Metro's Payment System and Signage at Parking Lots for the 2026 FIFA World Cup) prior to the release of the final report. We have reviewed the draft report and provide our response(s) to the recommendation(s) below.

RECOMMENDATIONS:

- Consider enhancing the parking payment system by enabling customers to pay for parking directly using their TAP card, with the parking fee automatically deducted from the card balance.
- Implement an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

CUSTOMER EXPERIENCE MANAGEMENT RESPONSE: AGREE

Customer Experience agrees with the recommendation to enhance the parking payment system by enabling customers to pay for parking directly with their TAP card, with the parking fee automatically deducted from the card balance. Customer Experience also agrees with implementing an "Open Pay" option for parking lot fees where patrons may simply use a bank card to complete the parking fee transaction.

Customer Experience will work with Parking Management (Operations) and TAP to find solutions to making paying for parking easier for our customers. Currently, TAP cards cannot directly pay for parking fees using stored value. Customer Experience is already working with both departments on the development of simplified Metro Mobile App that will soft launch in Spring 2026. Customer Experience will work with both departments on future iterations of the Metro Mobile App to allow customers to pay for parking.

RECOMMENDATION:

Management Comments to Draft Report

CUSTOMER EXPERIENCE (Continued)

- Incomplete ADA Signage: Update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

CUSTOMER EXPERIENCE MANAGEMENT RESPONSE: AGREE

Creative + Brand (Customer Experience) agrees with the recommendation to update signage for all accessible parking spaces to ensure full compliance with California ADA requirements.

Creative + Brand is responsible for the design and standardization of parking signage and has developed ADA-compliant accessible parking stall signage, including catalog entries CS6422 (ADA Parking) and CS2702 (Van Accessible). These standard designs incorporate required elements under California Vehicle Code and ADA guidelines, including the International Symbol of Accessibility and the “Minimum Fine \$250” notice. A review of current design standards confirms that these signs are compliant with applicable requirements.

Creative + Brand will continue to coordinate with Parking Management to support the consistent application of approved signage standards across Metro parking facilities, particularly in preparation for the 2026 FIFA World Cup.

Estimated Completion Date:
Completed (Design standards are compliant); ongoing coordination as needed


Management Comments to Draft Report

OPERATIONS



Metro™

Interoffice Memo

Date	April 27, 2026
To	Karen Gorman Inspector General
From	Conan Cheung Chief Operations Officer 
Subject	Management Response to 26-AUD-07 Metro's Payment System and Signage at Parking Lots for 2026 FIFA World Cup

Digitally signed by: Conan Cheung
DN: CN = Conan Cheung email =
cheung@metro.net, O = U.S. O =
LA Metro, OU = Operations
Date: 2026.04.27 09:44:30 -0800

The Office of the Inspector General (OIG) performed an audit of Metro's payment system and signage at parking lots for the 2026 FIFA World Cup. Although OIG found that Metro's parking system functions as intended and is generally user-friendly and accessible, eight opportunities for improvement were identified. Therefore, the actions below will be taken by Operations to comply with the audit recommendations:

Recommendation #3: Coordinate with parking enforcement personnel to strengthen monitoring and enforcement activities at locations where unauthorized or abandoned vehicles are observed.

Management Response: Agree; Parking Management initiated coordination efforts with parking enforcement and law enforcement partners to strengthen monitoring and address unauthorized and abandoned vehicles. These efforts will continue to expand, with a differentiated approach based on facility ownership and jurisdictional authority.

At Metro-owned locations, Parking Management will implement increased coordination with parking enforcement personnel to support more proactive monitoring, routine patrols, and timely enforcement actions. This includes strengthening communication protocols, prioritizing high-need locations, and utilizing available enforcement tools, such as citations and towing, to improve response times and overall effectiveness.

At non-Metro-owned locations, Parking Management will similarly increase coordination with parking enforcement personnel to enhance monitoring and reporting of unauthorized and abandoned vehicles. However, enforcement actions at these locations are partially dependent on the respective proper owner (typically Caltrans) and local jurisdictions (typically CHP/LASD/LAPD). As such, response times and enforcement outcomes will be influenced by external agency priorities, processes, and resource availability. Metro will continue to collaborate closely with these partners to elevate issues, advocate for timely response, and support improved enforcement outcomes where possible.

Through this tiered approach, Parking Management aims to strengthen systemwide monitoring while recognizing and working within the constraints of varying ownership and enforcement authority.

Completion Date: June 1, 2026

Recommendation #4: Instruct enforcement personnel to prioritize high-risk locations and 2026 World Cup Lots and address long-standing violations promptly.

Management Comments to Draft Report

OPERATIONS (Continued)

Management Response: Agree; Parking Management is coordinating with enforcement personnel to prioritize high-risk locations, including designated 2026 World Cup parking facilities, and to address long-standing violations in a timely manner. These efforts will continue to be reinforced to ensure consistent and effective enforcement.

Completion Date: June 1, 2026

Recommendation #5: Increase the frequency of signage inspections beyond quarterly audits, particularly at high-traffic stations and during special event periods, particularly for the Lots serving the 2026 World Cup.

Management Response: Agree; Staff will conduct weekly inspections at each Metro GETS parking and connection location to identify damaged or vandalized signage and ensure that repair or replacement requests are submitted promptly.

Completion Date: June 5, 2026

Recommendation #6: Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage. Define response timelines based on severity and high-traffic parking facilities, particularly for the Lots serving the 2026 World Cup.

Management Response: Agree; Parking Management currently coordinates and collaborates with Facilities Maintenance by identifying and reporting signage issues observed in the field, particularly at high-priority and high-visibility locations, to support timely resolution and ensure alignment with overall systemwide customer experience goals.

Facilities Maintenance has ongoing efforts to improve, correct, and clean up the signage at World Cup-impacted parking facilities. Facilities Maintenance will retrain staff and reinforce the monthly physical site inspections, which include the inspection of the parking lot and park n' ride signage.

An SOP will be prepared to capture the maintenance of parking lot signage. However, this will not occur until after the World Cup. The target date for the SOP is 8/31/26.

Completion Date: June 1, 2026

Recommendation #7: Implement a regular maintenance and inspection program to ensure markings and signage remain visible and compliant.

Management Response: Agree; Parking Management currently supports this effort through routine daily on-site inspections, during which staff identify any deficiencies related to signage and pavement markings. In addition, quarterly signage audits are conducted to provide a more comprehensive assessment of conditions and compliance across locations.

Findings from both daily inspections and quarterly audits are documented and formally reported to Facilities Maintenance for corrective action. Facilities Maintenance is then responsible for correcting the reported issue in a timely manner.

Facilities Maintenance conducts monthly physical site inspections at all Metro facilities, including parking lots. FM is inspecting the integrity of the lot, which includes markings and signage. The

Management Comments to Draft Report

OPERATIONS (Continued)

inspections are documented and filed. Each deficiency is corrected timely and such correction is captured on a work order.

Completion Date: Complete

Recommendation #8: Provide training to facility staff on accessibility standards and the importance of maintaining compliant spaces.

Management Response: Agree; Facilities Maintenance Instructors will provide training to all FM staff responsible for conducting maintenance and inspections of signage.

Completion Date: August 31, 2026

Recommendation #9: Periodically inspect payment kiosks and implement maintenance procedures to ensure kiosks remain in good physical condition.

Management Response: Agree; Parking Management already has these inspections in place. Staff conduct regular inspections of payment kiosks, and automated system alerts notify staff when kiosks experience issues, allowing for timely maintenance and response. These practices will continue to ensure kiosks remain in good working conditions.

Completion Date: Complete

Recommendation #10: Determine whether the use of the Crenshaw parking facility by buses transporting passengers to and from a casino is authorized under Metro policies or agreements. If the activity is unauthorized, coordinate with enforcement personnel to prevent unauthorized use of Metro parking facilities by non-patrons. Consider engaging with the casino to explore formal arrangements or alternative solutions that align with Metro policies.

Management Response: Disagree; The use of the Crenshaw parking facility by casino-operated bus services is considered a form of public transportation. This aligns with other permitted uses at Caltrans facilities, such as carpool parking, where individuals may park, consolidate trips, and continue to a common destination. Accordingly, this use is considered authorized, but Parking Management will continue to monitor activity at the site to ensure ongoing compliance with applicable policies, agreements, and operational expectations.

Completion Date: N/A

Final Report Distribution

Board of Directors

Kathryn Barger
Karen Bass
James Butts
Jacquelyn Dupont-Walker
Fernando Dutra
Janice Hahn
Lindsey Horvath
Holly Mitchell
Ara Najarian
Imelda Padilla
Gloria Roberts
Tim Sandoval
Hilda Solis
Katy Yaroslavsky

Metro

Chief Executive Officer
Chief of Staff
Inspector General
Chief Customer Experience Officer
Chief Financial Officer (Interim)
Chief Operations Officer
Deputy Chief Vendor/Contract Management Officer
Deputy Chief Auditor

REVIEW OF METRO'S PAYMENT SYSTEM AND SIGNAGE AT PARKING LOTS FOR THE 2026 FIFA WORLD CUP

**OIG Report 26-AUD-07
Karen Gorman, Inspector General
Asuncion Dimaculangan, Senior Auditor
(Office of the Inspector General)**

**Operations, Safety, and Customer Experience Committee
May 21, 2026**



Legistar File # 2026-0268

Objectives

- **To assess whether Metro’s parking payment system is clear, user-friendly, accessible, and functioning as intended.**
- **To evaluate whether parking facility signage is properly installed, visible, and fully compliant with applicable laws and standards.**

World Cup Parking Lots

Line	Location	Parking
	El Camino College 3536 Manhattan Beach Bl, Torrance, CA 90506	Reserved Parking
J	Harbor Gateway Transit Center 731 W 182nd St, Los Angeles, CA 90248	Reserved Parking or Regular Transit Parking
C	Hawthorne/Lennox Station 11230 S Acacia Av, Lennox, CA 90304	Reserved Parking or Regular Transit Parking
C	Crenshaw Station 11901 S Crenshaw Bl, Hawthorne, CA, 90303	Reserved Parking or Regular Transit Parking
C, K	LAX/Metro Transit Center 9225 Aviation Bl, Los Angeles, CA 90045	No on-site parking available
A	Downtown Long Beach 300 E 1st St, Long Beach, CA 90802	Reserved Parking
B, G	North Hollywood Station 5350 N Lankershim Bl, North Hollywood, CA 91601	Reserved Parking or Regular Transit Parking
G	Pierce College Station 6425 Winnetka Av, Woodland Hills, CA	Reserved Parking or Regular Transit Parking
A, B, D, J	Union Station 800 N. Alameda St, Los Angeles, CA 90012	Regular Transit Parking, Event Rates Will Apply
	Santa Monica Station 1234 4th St, Santa Monica, CA 90401	City Parking

Results of Review

Summary:

- ❖ **Parking Payment System:** Functions as intended, generally user-friendly and accessible
- ❖ **Parking Signage:** Generally complies with applicable laws and regulatory requirements, visible, with some exceptions noted
- ❖ **Opportunities exist** to further streamline the payment process and strengthen oversight and compliance on signage

Key Issues Identified:

- Unauthorized parking activities and abandoned vehicles
- Deteriorated or inconsistent signage
- Incomplete accessibility markings
- Non-transit use of parking facilities

Recommendations

OIG provided 11 recommendations that include the following:

- Enhance the payment system by enabling customers to pay using their TAP card stored value; implement an “Open Pay” option for parking lot fees where patrons may simply use a payment card.
- Strengthen monitoring and enforcement activities; prioritize high-risk locations, particularly at the World Cup lots.
- Develop and implement standard operating procedures for the timely repair, cleaning, or replacement of damaged, defaced, or improperly installed signage, particularly at the World Cup lots.



Board Report

File #: 2026-0269, File Type: Informational Report

Agenda Number: 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

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. The agency implemented a multifaceted plan to improve safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends. This report summarizes March 2026 activity unless otherwise noted.

BACKGROUND

The Department of Public Safety (DPS) focuses on a human-centered approach, compassion, and a culture of care, recognizing diversity and respecting the wide range of people and communities it serves. DPS seeks a reparative public safety model to address the root causes of crime and disorder that can occur within the system, minimize harm, and promote inclusion. By openly sharing public safety-related statistics, DPS builds trust in the public safety model, fosters transparency, improves public perception of safety in the system, and encourages community engagement. The [Metro Safety Hub <https://www.metro.net/safety-support/by-the-numbers/>](https://www.metro.net/safety-support/by-the-numbers/) and data dashboard, which provide additional data, are accessible online. This hub demonstrates the department's commitment to openness, accountability, and the safety and well-being of employees and the transit community.

DISCUSSION

THE SAFETY ENVIRONMENT IN MARCH

The agency responded to a number of unique challenges this month. DPS operations were not impacted when Metro proactively limited employee access to many internal administrative computer systems after the agency's cybersecurity team discovered unauthorized activity. Metro staff ensured that vital transit safety and security systems remained uninterrupted during the event, maintaining presence through regular deployments across the system with no noted spikes in crime.

In fact, in March, there was a 13.6% decrease in overall crimes per million boardings, with no major incidents. Most incidents were non-violent and related to fare enforcement and the Code of Conduct. Total reported violent crimes were 189, and property crimes totaled 68, equating to approximately 7.05 and 2.54 per million boardings, respectively. Compared to last month, violent crimes and property crimes per million boardings decreased by 1.9% and 14.8%, respectively. Many property crimes were suspected to have been committed by robbery crews. Based on crime trend analysis compared to the times of the arrests of members of these robbery crews, coupled with other intelligence information, staff believe that the observed decrease can be attributed to the arrests of several robbery crew members in February.

Furthermore, staff continued to prepare for the 2026 FIFA World Cup with additional tabletop discussions and training exercises.

The highest volume of cleanliness issues and Code of Conduct violations were reported from the San Pedro Station, 7th Street/Metro Transit Center, and Westlake/MacArthur Park Station, which were reviewed and factored into deployment discussions to address them.

METRO'S THREE-PART SAFETY STRATEGY

1. Engaged and Visible Presence

Visible presence contributes directly to order, predictability, and rider confidence across the system. Law enforcement conducted 9,111 bus boardings as part of visible engagement and deterrence efforts. With a consistent, visible, and engaged presence, along with other measures already implemented, such as bus safety riding teams and operator barriers, staff expect to see a decrease in crime per million boardings and a continued decrease in operator assaults.

Weekly operational meetings identified no abnormal fluctuations in crime on the system, with a decline in property crimes compared to the previous month. Public safety personnel - uniformed and care-based - continued their regular deployments across the system. Patrons are observed to be more willing to exit trains at the last stop, resulting in a smoother experience for everyone as they leave for their destinations.

2. Enhancing Access Control & Station Experience

Access control and station improvements reduce the risk of escalation, improve access control integrity, and predictability for riders and employees. Transit Security officers continued weapons-detection screening and monitored faregates at select stations during peak hours, deterring weapons and fare evasion. Staff expect these deployments to result in higher fare compliance and enhanced perceptions and feelings of safety.

New signage and relocated Throne Restrooms are both station experience measures that help create a welcoming environment by improving cleanliness and wayfinding, which in turn make riders feel safer when using the system. See Attachment A for more details.

These access control and station experience efforts will continue to ensure riders are there solely for transit purposes.

3. Building Partnerships to Address Societal Impacts

To ensure Metro has the right response to every situation, the agency invests in and implements care-based interventions. Ambassadors and Community Intervention Specialists engaged 72,387 individuals, helping riders navigate the system more effectively, connect to essential Metro resources such as reduced fare programs, bike lockers, Metro Micro, TAP assistance, and be informed of service alerts. Engagements rose by 40% after introducing a new group of Ambassadors to the system and Ambassadors covering more special events in March.

Outreach teams engaged 644 individuals experiencing homelessness in March, resulting in 207 interim and 32 permanent housing placements through coordination with regional service providers. See Attachment B for a detailed breakdown by service provider. To date, the HOME teams have placed 2,015 individuals in interim or permanent housing, making Metro well-positioned to exceed its FY26 goal of 2,100 housing placements.

Based on Metro's Point-in-Time count results, the total number of people experiencing homelessness on the rail and busway system declined steadily, from a FY24 range of 1,041 to 1,092 to 631 to 684 in FY25. Staff counted again in January 2026 and are awaiting LAHSA results to determine whether the downward trend continues. Observations and experience have shown that individuals who attempt to shelter on the system will ride trains and/or buses until the end of the line. In an effort to have the most impact, outreach teams are deployed in fixed locations at end-of-line stations to provide support and offer services as needed.

IMPLEMENTING METRO'S THREE-PART STRATEGY

Frontline Protection

Any assault on a Metro employee is unacceptable and is addressed with investigative priority. There were 28 assaults on Metro employees and contractors this month. Operator assaults totaled 10 in March, up from five in February and seven in March 2025. Eight of these incidents occurred while the operator was behind the retrofit safety barrier, of which one occurred through the driver's side window. The remaining two incidents were outside of the safety barrier: one when the operator exited the driver's area to ask the suspect to exit the bus after the suspect refused, and the other when the operator was punched in the face unprovoked while coming out of the restroom at a station. None of the 10 incidents required medical transport. Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled 18 in March, up from 15 in February and up from 14 in March 2025.

Metro takes assaults on any employees or contractors very seriously, and staff work with local law enforcement to ensure that they receive justice if an assault occurs and that the individuals committing assaults on employees are held accountable. Between January and February 13, 2026, LASD detectives investigated six assaults on MTS officers, contract security, and bus operators. Four of the six have been solved, resulting in a citation. Of these four solved cases, one is pending a District Attorney's filing, two remain under active investigation, and one will not be presented for filing due to the circumstances of the case. Of the two open cases, one is an active investigation, and one has no workable leads.

As of March 14, 2026, LAPD detectives have investigated 35 incidents involving MTS or security

officers and 13 incidents involving bus operators. Of the 35 cases of assaults or batteries on security officers, 22 are under the City Attorney's review, six were filed by prosecutors, four are open cases, one is being reviewed by the District Attorney, one is pending filing, and one was declined for prosecution. Of the 13 cases involving bus operators, 12 are open cases, and one is under the City Attorney's review.

Assaults often escalated into physical altercations when enforcing the Code of Conduct or when requesting that a patron get off a bus or train. MTS Bus Safety Teams patrol the top 10 bus lines with the highest rates of operator assaults, and security personnel are stationed at end-of-line stations when service concludes.

Enforcement and Accountability

Maintaining a visible presence is crucial to enhancing both system safety and perceptions of safety. Enforcement activity during March included 589 arrests, 1,093 citations, and 7,151 Code of Conduct removals. 41% of removals were for attempted fare evasion, and the remaining removals were for loitering by the turnstiles, platform, and mezzanine areas of the station.

Law enforcement, MTS, and contract security officers continued patrols on the system with no notable special operations or changes in deployments this month. MTS officers are enforcing the Code of Conduct, which includes fare compliance, and removing individuals who violate Metro's policies.

Compliance with the Bias-Free Policing and Public Safety Analytics Policies

In March 2023, Metro adopted the Bias-Free Policing and Public Safety Analytics policies to affirm Metro's commitment to averting racial profiling and bias in the use of data and deployment of security resources. Attachment C provides a progress update on the commitments set forth in the policies.

Emergency Preparedness and System Readiness

Scenario-based discussions and training exercises enhance Metro's preparedness for any emergency. Throughout March, DPS participated in multiple discussion-based tabletop exercises and conducted a few full-scale exercises to prepare coordination and communication processes for major events.

On March 4, Metro's EMD joined a multi-agency exercise at Union Station's Historic Concourse, hosted by TSA, to prepare for the FIFA World Cup 2026. Union Station will be an official FIFA Fan Zone for four days and serve as a transit hub during the entire duration of the tournament. About 40 participants discussed operations, security, information sharing, protective measures, and coordination with industry and security partners in a scenario of a Complex Coordinated Attack. This highlighted gaps, improved readiness, resiliency, and strengthened interagency coordination for the event, designated a National Security Special Event.

Human Trafficking

Human trafficking is a known risk at large international events like the World Cup. Metro has provided ongoing training to raise awareness of human trafficking indicators for all employees as part of an annual training requirement. In preparation for the World Cup Games, DPS is working collaboratively with the Chief People Office (CPO) to provide all Metro Values in Practice (MVPs) with approximately

one hour of human trafficking training on how to recognize and report human trafficking indicators, such as individuals being controlled by others, fear or inability to speak freely, inconsistent identification, or signs of abuse, including:

- Human Trafficking Awareness Agencywide Mandatory Training, which equips employees with the knowledge to recognize, understand, and respond to signs of human trafficking.
- MVP Qualifier E-learning Training, which provides a refresher on human trafficking mandatory training, including how to recognize human trafficking victims through indicators, and how to report during global special events. This training also includes knowledge checks.
- MVP World Cup Event In-person Training, which takes what MVPs learned in the mandatory training and the MVP Qualifier training and puts it into classroom practice through in-person engagement and knowledge checks on the types of human trafficking, indicators, and how to report.
- Station Manager/CPO Lead Training, which provides leadership at World Cup locations with the human trafficking indicators, and how MVPs will be reporting.

In addition, all MVPs will be provided with a Pocket Guide that includes information about human trafficking indicators and how to report.

DPS is also working with law enforcement partners to ensure appropriate reporting and coordination of human trafficking incidents and to provide enhanced training for frontline public safety resources such as Transit Ambassadors and Transit Security Officers.

Medical Emergencies

Staff trained in first aid have proven critical for medical emergencies on the system. Throughout March, DPS responded to 195 medical emergencies experienced by riders or staff. Narcan reversals in March totaled 18, compared to 28 in February. Overdose incidents fluctuate monthly and reflect broader regional public health conditions. Each reversal reflects trained intervention and rapid-response capability.

EQUITY PLATFORM

The Metro system spans many diverse communities across Los Angeles County. Because Metro serves communities that vary significantly in both economic and ethnic composition, their public safety needs are equally varied and require tailored approaches. 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. The Care-Based Services Division demonstrates the agency's holistic approach to improving public safety by bringing together all of Metro's care-centered programs.

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 in-house public safety team, 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 - Station Experience Updates

Attachment B - HOME FY26 Interim & Permanent Housing Placements Breakdown

Attachment C - Bias-Free Policing and Public Safety Analytics Policies Compliance

Prepared by: Robert Gummer, Deputy Chief, Emergency Management and Security Division, (213) 922-4513

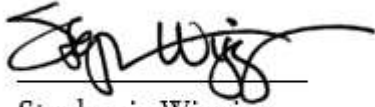
Craig Joyce, Senior Executive Officer, Special Programs (213) 418-3008

Stephen Tu, Deputy Executive Officer, Operations, (213) 418-3005

Karen Parks, Senior Director, Special Projects, (213) 922-4612

Reviewed by: William Scott, Chief of Police and Emergency Management, (213) 922-5448

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

Station Experience Updates

Improved Transfer Experience from North Hollywood to Burbank Airport

As an update to the incremental improvements to North Hollywood Station, which is a critical hub serving a subway and bus rapid transit (BRT) terminal, numerous local and municipal bus connections across the East San Fernando Valley, and commuter parking, staff have extended improvements to support Metro's key transit partners at Burbank Bus who provide a frequent, around-the-clock weekday circulator [Orange Route](#) connecting North Hollywood Station with Hollywood Burbank Airport (BUR).

While this key route frequently runs every 15 to 20 minutes throughout the day (which is even more frequent than the Union Station-LAX FlyAway), this route sits in an expansive bus terminal with numerous local and regional buses, and it can be overwhelming to find the correct boarding location, especially when trying to catch a flight on a tight schedule.

As a result, staff worked with key partners within Customer Experience (CX), Facilities Maintenance, and Stops & Zones, and with the City of Burbank and BUR Airport officials, to improve visibility and wayfinding for Metro riders bound for this key airport in the San Fernando Valley. Metro riders arriving in North Hollywood from the B Line subway, G Line BRT, daily parking, or the future Pasadena-NoHo BRT route will now have internationally recognizable wayfinding to the appropriate boarding location at this mobility hub.

In late April, Facilities Maintenance and Stops & Zones completed the refurbishment of the entire bus stop waiting area, featuring:

- Repainted and refinished shade shelters and seating
- Revamped map case material in conjunction with CX's SEGD and City of Burbank
- Upgraded bus blade sign that is easier to find from a distance

Other improvements that have been completed here or are underway include:

- TAP-to-Exit on the B Line subway, which has reduced rider-reported incidents by -60%
- Throne Restroom on the main plaza, which has risen to become the 2nd busiest Throne across the Metro system, has improved station cleanliness by +50% and has improved outreach efforts between Community Intervention Specialists and those in need
- Open-elevator doors at the west plaza elevators, which have improved safety and continually circulate fresh airflow
- Secured and relocated waste management system in the parking lot, which has reduced illegal dumping and other unwanted activity

Looking ahead, staff will be completing the remaining wayfinding improvements inside the B Line station by refreshing the original signs, and the City of Burbank will be assisting with completion on the other end at Hollywood Burbank Airport.

Metro J Line Mini-Makeovers Continue Along I-110 Harbor Transitway to Rosecrans Station

As an update to the ongoing safety and cleanliness improvements to Metro J Line stations from El Monte to Downtown LA to Harbor Gateway, Facilities Maintenance teams are underway to extend these tactical improvements to Rosecrans/I-110 Transitway Station in Gardena, applying best practices from recent improvements at Manchester, Slauson and 37th St/USC Transitway Stations to improve sight lines, seating and waiting amenities, and customer information.

Rosecrans Transitway Station serves nearly 1,000 people who board or alight a Metro J Line (Silver) bus on any given weekday.

At Rosecrans Station, outdated bench designs and partitions that create hiding areas in the Rosecrans underpass will be removed and relocated to improve safety, with the remaining benches reoriented closer to bus stop berthing locations.

Following these physical modifications in the coming weeks, a deep cleaning will be completed at this station, providing a renewed station with ample commuter and event parking for J Line riders.

Access Control Safety Improvements Completed in the Known Area of Regional Connector Intrusions Near the Federal Building

In light of the ongoing protest activity in front of the Federal Building that sits just outside the Regional Connector portal, LAPD had noted a new tactic from known agitators where a single individual scales the fence and then opens the emergency swing gate for dozens of others to then descend into the Regional Connector tunnel.

Before the next wave of protest activity on May Day, teams across Facilities Contracted Maintenance and Facilities Maintenance worked quickly with DPS and LAPD to assess the challenge and implement a solution to better protect the Regional Connector from unauthorized entry.

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	Mar-26	YTD	Mar-26
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	804	101	126	19
Helpline Youth Counseling (HYC)	A South	2	109	22	9	1
HOPICS	C, K	2	53	4	1	0
LA Family Housing (LAFH)	G	2	27	3	2	0
Union Station Homeless Services	A (North)	2	42	6	3	0
PATH	A, B, D, E (West)	7	753	71	88	12
		TOTAL	1788	207	229	32

Bias-Free Policing and Public Safety Analytics Policies Compliance

Bias-Free Policing Policy			
The Bias-Free Policing Policy ensures that all interactions with agency personnel are fair, impartial, objective, and free from discrimination.			
Commitments	Compliance Status	Target Completion Date	Notes
Agency-wide annual compliance of all mandatory anti-bias related training.	In progress	November 2026	Agency staff and contract personnel complete the annual mandatory trainings below: 1. Bystander Intervention (De-Escalation Training) 2. Implicit (Unconscious) Bias for Transit Security 3. Safety/Security Training (Includes a primer on Unconscious Bias training). The next step is to connect this information to a dashboard.
Number of citations levied against marginalized communities (expectation of year over year reduction) on a public-facing dashboard.	In progress	September 2026	Overall citations are provided on the Safety Hub (https://www.metro.net/safety-support/by-the-numbers/) today. A more detailed breakdown of these numbers will be made available on the Public Safety Dashboard (https://publicsafety.metro.net).
LACMTA will generate and maintain a public facing bias complaint dashboard to ensure transparency with the community regarding any allegations of the use of age, disability, ethnicity, gender, nationality, race religion or sexual orientation as a basis for action by LACMTA security services.	In progress	October 2026	DPS is working to identify the data holdings necessary for the Bias Free Policing complaint dashboard.
On a quarterly basis, the Chief of Police and Emergency Management or designee will review the Transit Watch App, Customer Comment Analysis Tracking System (CCATS), and Customer Experience (CX) surveys to develop a report assessing feedback related to LACMTA anti-bias/anti-discrimination policies.	In progress	October 2026	DPS currently reviews Transit Watch, CCATS, CX Surveys, and other data sources to identify potential issues on the system and to ensure its personnel are operating in accordance with Metro standards and policies. DPS will develop a report to assess feedback related to LACMTA anti-bias/anti-discrimination policies.
Tracking the increased deployment of law enforcement/security alternatives (expectation of year over year increase) on a public-facing dashboard.	In progress	October 2026	This tracking will be implemented as DPS brings on more care-based resources such as the crisis response teams and is able to deploy the co-response model.
The Deputy Chief of Civil Rights will conduct an annual review of police and security reports.	Not yet started	March 2027	Once the Police Services Division is stood up, DPS will work with the Deputy Chief of Civil Rights to establish the annual review of police/security reports.
Through the annual or bi-annual safety and security survey of LACMTA patrons/riders, DPS will assess and report on the following: - Percent Favorable Impression of Transit Policing Services - Service Rating - Service Quality - Service Rating – Fairness - Service Rating – Helpfulness - Increased rider satisfaction regarding racial profiling/bias	Not yet started	October 2026	DPS will initiate this review once the Police Services Division is stood up and sworn officers are on the system. DPS will work with CX to establish a survey that captures patron/employee impression, service ratings, and writer satisfaction.
Reports of complaints against law enforcement and security resources (expectation of year over year reduction) on a public-facing dashboard.	Not yet started	October 2026	This data will be streamlined into a unified system, so that it can be uploaded and displayed on the Public Safety Dashboard (https://publicsafety.metro.net) by October 2026.
Use of force incidents (expectation of year over year reduction) on a public-facing dashboard.	Not yet started	October 2026	This data will be streamlined into a unified system, so that it can be uploaded and displayed on the Public Safety Dashboard (https://publicsafety.metro.net) by October 2026.

Public Safety Analytics Policy			
The Public Safety Data Analytics Policy states that the agency uses internal data sources to prevent racial profiling and discrimination.			
Commitments	Compliance Status	Target Completion Date	Notes
Emerging trends reports	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/).
Analysis of security incidents impacting rail and bus lines	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/).
Analysis of issues impacting employee and rider safety	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/).
Vandalism trend reports	Completed		Available on the Public Safety Dashboard (https://publicsafety.metro.net).
LACMTA will leverage the data below to generate the following reports to provide awareness of safety and security issues across the system and will ensure all products are accessible to the public. - Calls for Service reports - Vehicle maintenance requests - Transit Watch App Incident reports - Law Enforcement Service Requests (LESR) - Incident reports - Customer Comment Analysis Tracking System (CCATS) - Customer Experience surveys - Intrusion alarms at LACMTA facilities - Trend reports from homeless outreach teams - Justice Equity Need Index (JENI) - Justice Equity Services Index (JESI) - Everbridge alerts - Feedback from frontline employees (e.g., bus operators and custodians)	Completed and Ongoing		DPS staff continues to use the following reports to make strategic deployment decisions and understand safety and security issues across the system.
DPS will conduct quarterly reviews of security and analytic reports to confirm compliance with this policy. This includes reports which feature demographics, personal identifying information, or law enforcement or LACMTA-derived BOLOs	Completed and Ongoing		DPS reviews all security and analytic reports to confirm compliance with policy.
DPS will ensure all agency personnel involved in public safety analytics maintain 100% annual compliance in attending and completing all related bias and discrimination training.	Completed and Ongoing		All DPS personnel are required to be in compliance with the Public Safety Analytics Policy and take all required unconscious bias and discrimination training.
DPS will continually evaluate Key Performance Indicators (KPI) to effectively measure success and assess impacts of the analytics program.	Completed and Ongoing		DPS has a process in place that currently reviews key performance indicators on a quarterly basis.
DPS will address all complaints and will conduct a quarterly review of customer comments and complaints to ensure compliance with this policy.	Completed and Ongoing		DPS uses CX's customer comments and complaints system (CCATS) to review customer feedback.
KPI results will be published in a public facing dashboard	In progress	September 2026	KPI results will be incorporated into the Public Safety Dashboard (https://publicsafety.metro.net)/Metro Safety Hub (https://www.metro.net/safety-support/by-the-numbers/) as part of a future implementation phase.
BOLO reports on persons posing safety risks to operators and riders	Not yet started	October 2026	BOLO Reports are currently disseminated to internal departments and partner agencies. Data will be added into the Public Safety Dashboard (https://publicsafety.metro.net).



Monthly Update on Public Safety

Operations, Safety, & Customer Experience
Committee Meeting

May 21, 2026

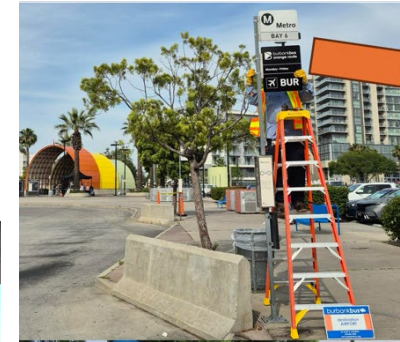
Access Control & Station Experience

- Improved transfer experience from North Hollywood to Burbank Airport
- Mini-makeovers continue to Rosecrans/I-110 Station



EXISTING: Outdated Seat Design & Hiding Areas Behind Map Case and Benches

COMING SOON: Refreshed Seating, Trash Cans, and Relocated Map Cases with Clear Sight Lines



Upgraded Bus Stop Blades



Newly Repainted & Refreshed Waiting Area with Easy-to-Find Info



Partnerships to Address Societal Impacts

March 2026

Since safety solutions vary by situation, Metro invests in and implements care-based interventions.

**Ambassador & Community
Intervention Specialist
Engagements**

72,387 people

**HOME
Engagements**

644 people

**Interim
Housing**

207 people

**Permanent
Housing**

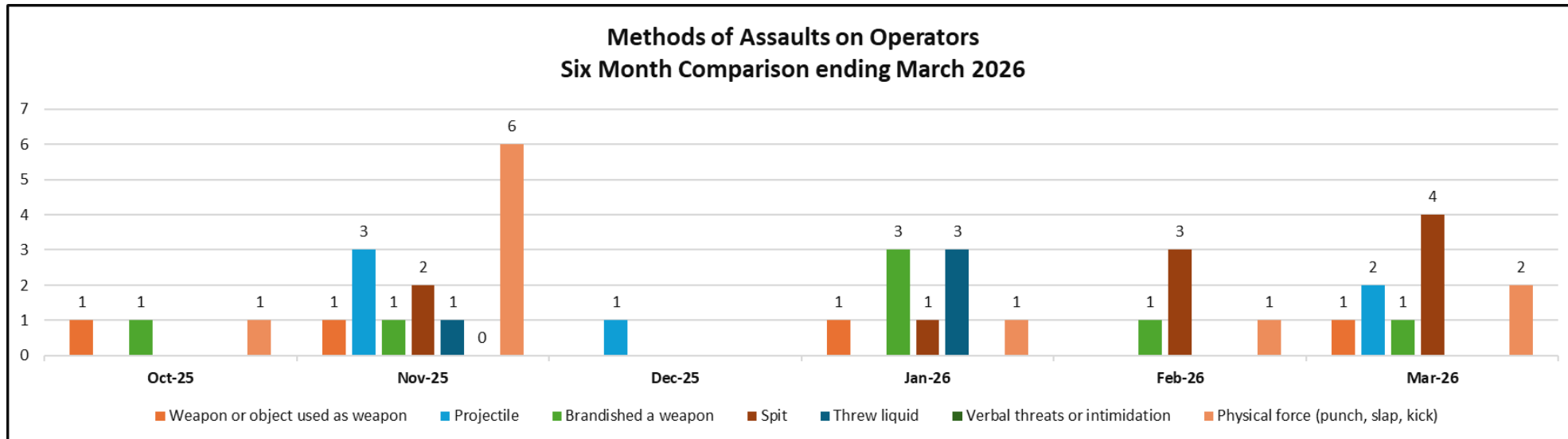
32 people

To date, the HOME teams have placed 2,015 individuals in interim or permanent housing, positioning Metro to exceed its FY26 goal of 2,100 total placements.



- In March, there were 28 assaults on Metro frontline personnel, with 10 operator assaults.
- Eight of ten incidents occurred while the operator was behind the operator safety barrier, successfully minimizing any serious injuries. Two assaults did not make any contact with the operator due to the barrier in place, five were minimal contact through the barrier opening, and one was through the driver’s side window.
 - The other two incidents occurred outside the barrier: when the operator exited the driver’s area to ask the suspect to exit the bus, and when the operator was punched unprovoked outside the restroom.
 - None of the ten incidents required medical transport to a hospital.
- MTS Bus Safety Teams ride the top ten bus lines with the highest operator assault rates, and contract security is at end-of-line rail stations when service ends.

Assaults on Metro Employees & Contractors		
Type	Feb-26	Mar-26
Bus Operators	5	10
Rail Operators	0	0
Transit Security Officers	0	1
Contract Security Officers	11	12
Ambassadors	2	3
Blue Shirts	0	0
Community Intervention Specialists	0	2
Custodians	2	0
Total	20	28





Board Report

File #: 2026-0186, **File Type:** Informational Report

Agenda Number: 40.

OPERATIONS, SAFETY, & CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2026

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Public Safety Advisory Committee (PSAC).

ISSUE

In June 2020, the Board approved a motion directing the CEO to form an advisory committee to contribute to the development of a community-based approach to public safety on the transit system (Attachment A). This Board report provides an update on the Public Safety Advisory Committee's work from January through April 2026.

BACKGROUND

Metro established the first cohort of PSAC on April 7, 2021, with five objectives:

- Advise on the development of a community-based approach to public safety.
- Share input on the development of the multi-agency policing contract renewal.
- Review of the Customer Code of Conduct.
- Provide feedback on Metro's mission and value statements regarding public safety.
- Guide the establishment of Metro's Transit Ambassador program.

After its 16-month tenure, the *first* cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that PSAC continue with structural revisions, and the Board approved the recommendation.

Now in its fourth cohort, the new group began its term on February 5, 2026 and seated the new executive committee leadership in March; and endeavors to achieving the goals outlined in the work plan and advise on Metro's public safety program as it prepares for upcoming national and international events hosted in the greater Los Angeles area, for which Metro serves as the primary transportation provider.

DISCUSSION

During this reporting period, PSAC held four meetings in January, February, March, and April. New members were appointed to the Committee in February, and new Executive Committee members were elected in March. The Committee received presentations on Metro's safety and security approach for the upcoming FIFA World Cup, an update from the Department of Public Safety, contactless payments, a proposed Customer Safety Index, SB 707 Brown Act modifications, and updated Bylaws. The PSAC also hosted a listening session on the Metro Board Composition.

January 2026 Meeting

World Cup - Safety and Security Approach

Conan Cheung, Chief Operations Officer, outlined plans for service, security, accessibility, and customer experience, including VIP support and heat mitigation.

PSAC members discussed and provided the following feedback at the meeting:

- Emphasized the need for a strong transit app with accessibility features for international and visually impaired riders.
- Urged adequate staffing, station amenities, and shuttle coordination for large events.
- Members requested that Metro have no coordination with ICE to maintain rider safety and trust. Staff reminded the committee that Metro does not collect any customer information related to immigration status and has a longstanding practice of not collaborating with ICE.
- Discussed safety measures (e.g., weapons detection, drones) and their impact on the rider experience.

The January meeting concluded with a review of administrative tasks. The outgoing Chair, Vice Chair, and Secretary shared information about the duties and responsibilities of their Executive Committee roles from their perspective, and staff facilitated a review of the Bylaws.

February 2026 Meeting

Department of Public Safety Update

Deputy Chief Robert Gummer provided a detailed update on the Department of Public Safety (DPS). The report included the following:

- Metro will reinstate the TAP-to-Exit program at Union Station and North Hollywood Station, and implement it at additional end-of-line stations soon.
- A one-year review of the Weapons Detection Pilot will be presented to the Board in spring; Metro is also exploring similar technology for buses.
- The Department of Public Safety (DPS) is in Phase Two of its five-year rollout, with four divisions established:
 - Police Services

- Emergency Management
- Security & Administrative Services
- Care-Based Services

The Care-Based Services Division launched in January and includes Ambassadors, the Homeless Outreach Team, and crisis intervention specialists. DPS is also advancing its policy manual (with Lexipol), background checks, psychological evaluations, and technology assessments.

DPS is continuing to build its operational foundation and will maintain ongoing engagement with PSAC.

PSAC members discussed and provided the following feedback:

- Requested clarity on the scale, expansion, and readiness of the Weapons Detection Pilot ahead of the 2028 Olympics and its impact on operations and rider experience.
- Raised concerns about officer training, use-of-force policies, and integration of DPS personnel to ensure safety and public trust regarding non-Metro law enforcement personnel.
- Emphasized the importance of a care-based, empathetic approach, including clear referral pathways for individuals experiencing mental health or substance use challenges.
- Sought details on CCTV data privacy, storage, and safeguards, including whether facial recognition is used.
- Expressed interest in advising on future bus-based weapons detection pilots.

Presentation on Contactless Payment(s)

Kyle Holland, Deputy Executive Officer of Finance, shared that contactless payment at TAP validators will launch in 2026, with reduced-fare access available in early 2027. Riders will be able to tap physical or digital cards, and receive benefits such as interagency transfers, two hours of free transfers, fare capping, and the ability to pay for up to four riders with one card. The system will be secure and allow riders to view trip history online without a TAP account. Rollout is planned ahead of major events, such as the World Cup and the Olympics, to test and refine the system.

PSAC members discussed and provided the following feedback:

- Recommended reviewing other agencies' contactless communication for best practices.
- Asked about linking credit cards to TAP, confirmed international cards will be accepted, and when using a credit card or debit card to pay for more than one rider, only the first ride will count towards that card's fare cap.
- Requested clear fare enforcement and fair dispute processes.
- Noted confusion around multi-rider TAP and TAP-to-Exit; asked for clearer messaging emphasizing that the multi-rider TAP feature is only available with credit or debit cards.
- Sought assurance that riders will not be charged transaction fees.
- Raised concerns about accidental double charges; urged safeguards.
- Requested continued application of senior/disabled fares and noted past tools (e.g., paper transfers) helped prevent disputes.
- Emphasized that unresolved issues, especially equitable fare enforcement, be addressed.

March 2026 Meeting

Customer Safety Index Presentation

Mark Vallianatos, Executive Officer, Office of Strategic Innovation, presented a proposed concept to create a single safety score (1-100) combining crime data and rider perception. Chief Scott was also in attendance and shared additional helpful context and assisted with answering PSAC Member questions. Feedback was requested on whether the metric is useful and if the inputs and weighting are appropriate. The metric would not replace current reports.

Proposed inputs include: crimes against persons, property, and society; rider perception of safety; rider satisfaction; and non-rider perception. Crimes against persons would carry the most weight. DPS confirmed the categories follow federal standards: crimes against persons (harm/threats), property (theft/damage), and society (quality-of-life offenses), with some overlap possible.

PSAC members discussed the item and provided the following feedback:

- Suggested increasing the weight of “behavior of other riders,” as it is a common concern.
- Encouraged outreach to non-riders to understand barriers and negative perceptions.
- Recommended adjusting weights: lower “safe to ride” to 10-15%, raise “crimes against property” to 10-15%, and reduce “crimes against persons” to ~30%.
- Asked whether other agencies use similar metrics; staff noted none are known.
- Suggested separating actual safety data from perception data before combining.
- Recommended including operational issues (delays, breakdowns, cancellations) as they affect perceived safety.
- Noted external factors (e.g., trash, conditions at stops) also impact safety perception and should be considered.

SB 707 Overview - Metro Board Findings, Just Cause Review and Information on Relaxed Teleconferencing Rules

Metro staff briefed PSAC on SB 707, which allows virtual meetings with an in-person option for public participation. “Just Cause” teleconferencing requirements were also reviewed and the item was informational and will return for a vote after new officers are in place.

PSAC members discussed this item and provided feedback:

- Many members prefer in-person meetings for better engagement and relationship-building.
- Asked about data on teleconferencing effectiveness.
- Questioned whether Bylaws updates would be needed to allow virtual meetings.
- Noted virtual access could improve participation, but outreach to communities and Metro channels could also expand attendance.
- Discussed potential protocols (e.g., camera use, dress, behavior) if virtual meetings are adopted.

One public comment was made by a representative from Metro's Accessibility Advisory Committee (AAC), that their committee adopted the virtual meeting protocol to expand participation opportunities.

Executive Committee Elections and Alternate Order Selection

The March meeting concluded with the order selection of alternates and Executive Committee elections.

Results of the order selection of PSAC alternates from Cohort 4 (should a voting member resign or is required to exit the Committee): Member Melanie Wolske will have first opportunity to become a voting member, followed by Marcos Molina, then Foster Adzraku.

Leslie Ridings and Jack Inman were elected as Chair and Vice Chair, respectively, while Dorit Dowler-Guerrero was elected Secretary. Outgoing PSAC Chair Jeremy Oliver-Ronceros was recognized for his contributions and designated as Chair Emeritus.

Note that, as per an update to the Bylaws, a Chair Pro Tempore is anticipated to be selected at a future meeting to preside over meetings in case of absence or emergency unavailability of the Chair or Vice Chair.

Bylaws Revisions

PSAC approved final Bylaws updates in February, including changes allowing the Chair/Executive Committee to appoint Ad Hoc members as needed. Revisions ensure the Bylaws are current, clear, and aligned with Committee operations. Parliamentarians supported the process (Nov 2025-Mar 2026) to ensure accuracy and compliance.

Examples of revisions reviewed include:

Article III: Membership & Structure

- Annual alternate recruitment, clear vacancy process, and two-year term limits (max two terms) for ex officio members.

Article IV: PSAC Executive Committee Officers

- Training required within 30 days, the Secretary maintains minutes, and a Chair Pro Tempore is added.

Article VI: Meetings

- Chair may adjust public comment time (up to 3 minutes per speaker).

- Ad Hoc Committees must define purpose, scope, and timeline, and dissolve when complete.

Parliamentarians will complete the full and final review of the Bylaws revisions voted on for approval. Updated Bylaws will be made available for public reference on the PSAC website.

April 2026 Meeting

SB 707 Overview - Metro Board Findings, Just Cause Review and Information on Relaxed Teleconferencing Rules

Metro staff revisited the March presentation on SB 707, which allows virtual meetings with an in-person option for public participation. “Just Cause” teleconferencing requirements were also reviewed.

Several members shared strong opinions on the importance of meeting in person and expressed that they would not vote for a move to meet virtually. Others expressed the understanding that virtual participation could open up the opportunity for members to continue participation on the Committee regardless of a life circumstance change (e.g., pregnancy or care-taking, or death of a family member).

The Committee ultimately decided that no vote would be taken, but the opportunity to vote could be reviewed at a future meeting.

Code of Conduct

Julie Nguyen, Principal Ethics Officer, presented on the purpose, background, issues and provisions of the new Code of Conduct. She shared that prior to the approval of this Code of Conduct by the Board on March 25, 2026, there had been no unified, formal Code of Conduct that applied consistently across all Metro advisory bodies, in the same manner as Codes applicable to other Metro groups (contractors, lobbyists, employees, service councils, and Board Members).

She confirmed the new Code of Conduct now:

- Establishes clear expectations for professionalism;
- Affirms Metro’s commitment to nondiscrimination;
- Addresses abusive conduct by requiring respectful treatment and prohibiting repeated or egregious verbal attacks;
- Clarifies expectations regarding confidential information;
- Defines appropriate use of Metro resources; and
- Provides a process for suspension and removal of members who violate the Code.

PSAC members discussed this item and provided feedback:

- Support for the Code of Conduct, noting it is consistent with existing bylaws and will help standardize expectations for behavior and mutual treatment across Metro committees.
- Ex Officio (Metro Staff) Committee member Michael Sweeney raised concerns about the

reference to Metro policies because advisory body members are not employees; however, Principal Ethics Officer Julie Nguyen clarified that because there's no direct information about Metro policies, members can direct questions about the policies to the Ethics office.

EQUITY PLATFORM

During this reporting period, a new cohort of members joined the PSAC, selected and reflective of diversity of views and lived experiences. Ten of the recently completed and submitted demographic surveys from new members during this reporting period indicate that they are regular transit riders and are each representative of Black, Indigenous People of Color (BIPOC) communities. Additionally, one female PSAC Member who completed the survey indicated that she is a regular transit rider with a disability. The PSAC continues to advance Metro's equity platform by strengthening its capacity to provide informed, community-centered advisory input on safety, infrastructure, and system design initiatives. Members received targeted briefings on emerging pilots, safety strategies, and other safety and security-related topics to ensure their recommendations reflect both operational realities and the lived experiences of riders, particularly those from Equity Focus Communities and historically underrepresented populations.

This enhanced knowledge base equips PSAC members to engage meaningfully with active and potential riders through one-on-one conversations, community events, and public meetings. By combining intentional representation, proactive field engagement, and data-informed recommendations, PSAC continues to elevate community voice in decision-making and support the development of a transit system that is safe, accessible, and equitable for all Los Angeles County residents.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides awareness, transparency, and support for the work of the PSAC - an advisory body for LA Metro focused on customer experience and safety which may encourage transit 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

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

NEXT STEPS

Metro staff will support the onboarding of the newly elected PSAC leadership and continue monthly coordination with the PSAC Executive Committee to maintain alignment on committee priorities, upcoming agenda items, and matters of interest to the Board.

ATTACHMENT

Attachment A - Motion 37

Prepared by:

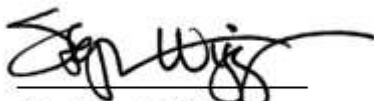
Danielle Valentino, Manager, Customer Engagement Integration, (213) 5229952

Patricia Soto, Director, Customer Engagement Integration, (213) 922-7273

Yvette Rapose, Deputy Chief Customer Experience Officer, (213) 418-3154

Reviewed by:

Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie Wiggins

Chief Executive Officer



File #: 2020-0429, **File Type:** Motion / Motion Response

Agenda Number: 37.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2020**

Motion by:

DIRECTORS BONIN, GARCETTI, HAHN, DUPONT-WALKER, AND SOLIS

A Community Safety Approach to System Security and Law Enforcement

On March 13, 2020, Breonna Taylor, a 26-year-old emergency room technician, was killed in her home by a Louisville police officer who was carrying out a search warrant in the middle of the night. On May 25, 2020, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. These deaths and many before them, including here in Los Angeles, have sparked demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement.

Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other forms of community safety. In a transit environment, safety is typically provided through design, staff presence, aid station access, and law enforcement. Given recent events, it is prudent for Metro to reevaluate its safety strategies to ensure it is meeting the needs and expectations of our riders. Metro should work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

SUBJECT: A COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW ENFORCEMENT

RECOMMENDATION

APPROVE Motion by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis that the Board direct the Chief Executive Officer to:

- A. Establish a Transit Public Safety Advisory Committee. This committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro's ridership and advocacy organizations, including but not limited to racial,

cultural, gender, income, geography, immigration status, and housing status.

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:
1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles.
 2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations.
 3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas.
 4. The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives (BF 2018-0365).
 5. Education about and expansion of fare discount programs.
 6. Outreach and services for unhoused individuals.
 7. A shift of resources from armed law enforcement to the above strategies.
- C. Consult with the Advisory Committee when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal.
- D. Report back to the Operations, Safety, and Customer Experience Committee in 90 days, and quarterly thereafter until the 2022 contract renewal. In the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of the Advisory Committee and a recommendation on whether it should continue.



Metro

Public Safety Advisory Committee (PSAC)

Operations, Safety, and Customer Experience Committee

MAY 21, 2026

January 2026

General Meeting – 1/8/26:

- World Cup Preparations presentation
- Bylaws Review & Revisions

Onboarding & Orientation of New Members – 1/24/26:

- Welcome Remarks by Chief Bill Scott
- New Member Introduction Session
- Returning Member Strategy Session
- Joint Session Objectives and Procedural Review with Parliamentarians and Staff



Metro



February 2026

General Meeting – 2/5/26:

- Department of Public Safety Update
- Contactless Payment presentation
- New Member Installation:
 - 7 Voting Members, 3 Alternates (Non-Voting) & 2 Ex Officio (Metro Frontline Employees)
 - Farewell to Cohort 2 Terming Out Members

Virtual Onboarding & Orientation (make up session) – 2/10/26



March 2026

- Customer Safety Index presentation
- SB 707 – Brown Act Updates & Virtual Meeting Option discussion
- Executive Committee Elections and Alternate Order Selection results:
 - Chair – Leslie Ridings
 - Vice Chair – Jack Inman
 - Secretary – Dorit Dowler-Guerrero
 - Alternate 1 – Melanie Wolske
 - Alternate 2 – Marcos Molina
 - Alternate 3 – Foster Adzraku
 - Chair Emeritus – Jeremy Oliver-Ronceros



Pictured above L-R: Vice Chair Inman, Chair Ridings & Secretary Dowler-Guerrero – New Executive Committee



April 2026

- SB 707 – Brown Act Updates & Virtual Meeting Option Review
 - No vote taken; topic tabled for later date
- Code of Conduct for Advisory Bodies Review



Pictured above: Executive Officer, Lilian De Loza-Guitierrez addresses the Committee on Board Composition

